Records Management, Quality Assurance of Inspection and Compliance
Outgoing Correspondence via NCAH Portal

Records Management will perform a Quality Review audit of electronic Inspection and Compliance (IC) outgoing correspondence sent via the NCAH Portal. Hard copy responses mailed to the firms will follow the process listed in ICWI0111, CVB-IC Mail/Filing.

Correspondence finalized by CVB-IC will be moved forward in the Mail Log System to the Records Management (RM) activity. This activity is a pool that any RM staff has access to perform their duties.

Mail Log items that are received by 4:30 p.m. will be reviewed for sufficiency (see list of “Items to Audit” below), and completed by 3 p.m. the following day. This will ensure the firms, who will receive this information back through the NCAH Portal, will receive the information in a timely fashion.

Submission Subtypes that must be completed in the above timeframe include the following (in priority order)

- Mandatory Stop Sale – Reviewed the same day received, if possible.
- Warning Letter
- Hold Release
- Infraction,
- Letter of Advice,
- Voluntary Stop Sale, or
- Inspection Report,
- Correspondence without a subtype

Deviations from the above timeframe may be considered with prior notification to the IC staff.

Items to Audit

1. Mail Log Item
   a. Portal Return? – Checked Yes, then there should be no Yellow copy.
   b. Portal Return? – Checked No, then there should be a Yellow file copy to be filed.
   c. Product Code and/or Serial Numbers – match the outgoing correspondence.

2. Documents Tab – there are four document types for outgoing correspondence:
   a. Outgoing General Correspondence
      i. May be sent out with
         1. Outgoing Inspection Report
         2. Outgoing Enclosures
      ii. Must not be in the same mail log (ML) as Outgoing Compliance Correspondence
   b. Outgoing Compliance Correspondence
      i. May be sent out with Outgoing Enclosures
      ii. Must not be in the same ML as Outgoing General Correspondence
c. Outgoing Inspection Report
   i. Must go out with Outgoing General Correspondence
   ii. May go out with Outgoing Enclosures

d. Outgoing Enclosures
   i. Must go out with another type of outgoing correspondence
   ii. Cannot go out as a standalone document type

Compliance Correspondence and Outgoing Enclosures

e. Outgoing General Correspondence and Outgoing Compliance Correspondence – should have digital signature (with USDA Logo).

3. Workflow Log
   a. Section Leader Final Authorization with an Approval Step = Yes

Discrepancies to any of the above items should result in the ML being returned back to the last activity (revert move request to any System Administrator).