

Procedures for Certifying Agents

Accreditation & International Activities Division

Today's Objectives:
Review of procedures for submitting questions to the NOP

The National Organic Program



Procedures for Certifying Agents

Submitting questions to your NOP Accreditation Manager

Prior to sending in your question(s), please consider the resources located on the NOP website. Here are some examples of those resources:

NOP Program Handbook, Data base of Certified Operations, Training Presentation Modules, Appeals Procedures.

Many additional resources will be available as we redesign and revise the NOP website.

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Submitting questions to your NOP Accreditation Manager

For each question please follow the suggested format and input consideration when submitting it to us:

1. **What is “At Issue,” or your “Question”:** Please state briefly, with no more than a few sentences, the issue or the question you wish answered.
2. **Relevant Standard(s):** Please cite the relevant NOP standard(s), if applicable.
3. **Background:** Please provide us the context surrounding the issue and/or why this question is relevant. As much as possible, keep this section brief and on topic.

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Submitting questions to your NOP Accreditation Manager

- 4. Proposed Solution(s):** This is your opportunity to provide us valuable input and insight. Since you have a greater understanding of the specific circumstances, you may be better equipped to foresee and suggest a solution. Your solution should be supported by the information in the other sections.
- 5. Attachment(s):** Relevant documents and/or links, if applicable.
- 6. Urgency:** If you are facing a deadline or under a time constraint, please indicate this to us. We will be better able to prioritize your question(s).



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Submitting questions to your NOP Accreditation Manager:

- Please understand that we will attempt to address all questions in a timely manner. Some questions may take longer since we may need to seek clarification from other NOP staff (e.g. Standards Division).
- If you have multiple questions, topics or issues, please submit these inquiries as separate emails, as they may be routed to different NOP staff, depending on the nature of the question.
- As your Accreditation Manager's, we are your primary NOP contact for all matters. Please do not contact the Standards Division staff directly with your questions unless they or we request that you do so.



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Submitting questions to your NOP Accreditation Manager

EXAMPLE
OF FORMAT

- 1. What is “At Issue,” or your “Question”:** Please state briefly, with no more than a few sentences, the issue or the question you wish answered.

The proposed label makes a MWO Rolled Oats claim which does contain organic rolled oats. However, there is an ingredient which contains conventional oat flour. Is the MWO Rolled Oats claim compliant?

- 2. Relevant Standard(s):** Please cite the relevant NOP standard(s), if applicable.

205.304(a)(1)

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EXAMPLE
OF FORMAT

Submitting questions to the NOP

- 3. Background:** Please provide us the context surrounding the issue and/or why this question is relevant. As much as possible, keep this section brief and on topic.

The question of what constitutes a separate ingredient has sometimes been brought into question. In the NOP's mind, are rolled oats and oat flour too similar to allow for a MWO rolled oats label claim?

- 4. Proposed Solution(s):** This is your opportunity to provide us valuable input and insight. Since you have a greater understanding of the specific circumstances, you may be better equipped to foresee and suggest a solution. Your solution should be supported by the information in the other sections.

Rolled Oats appears to be a unique ingredient which would qualify it as a legitimate label claim and not lead to consumer confusion.

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EXAMPLE
OF FORMAT

- 5. Attachment(s):** Relevant documents and/or links, if applicable.

Label Attached

- 6. Urgency:** If you are facing a deadline or under a time constraint, please indicate this to me. If I have this information, I will be better able to prioritize your question(s).

This is urgent. The client is hoping to release the artwork for printing and will need it finalized for the certification of a new co-packer.



Questions?

