Frequently Asked Questions (FAQ)

Feed Sector

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Illustration of some symbols/buttons in the QS software-platform (database)

New

Refresh

Work on

Save

Close

1 Password/Access Data for the QS Database

1.1. I am a small scale feed material producer and want to register in the QS database with my company log-in, but I keep getting the error message "E-mail invalid". What can be the cause of this?

The e-mail address stored in the database for your login as location administrator is incorrect. Please contact the responsible certification body who must then correct the stored e-mail address.

2 Master Data in the QS Database

Hint: Changes to master data can only be made with the log-in of the legal agent of system partner. Feed administrators, location administrators and sample men cannot make any changes to master data!

2.1 I want to create another location or additional production scope in my master data. How do I do this?

Log in to the QS database www.qs-plattform.de with your company log-in and corresponding password and press the "Master data" button, then "Locations". With "Refresh" all registered locations are shown to you. With "New" you can add a new location or a new production scope at a already existing location.

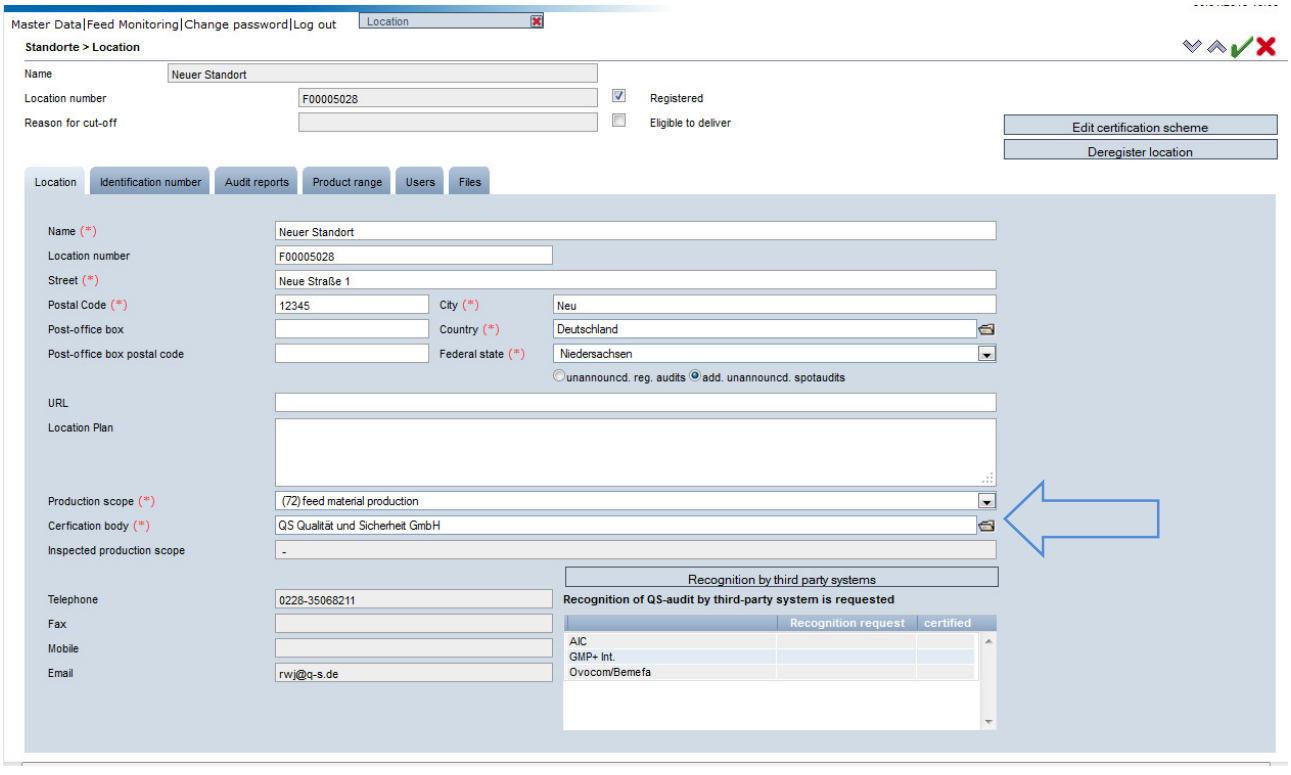
- New geographic location: After you chose the certification scheme (presetting is QS) and pressed the button "Next", you have to fill in all mandatory fields in the location data record (the QS location number is issued to you automatically by the QS database). Then press the "Next" button. Afterwards you continue with the optional entry of a contact person or crisis manager for the location. Complete the entry by pressing the button "Next" again.

- Additional production scope at a location already registered: After you chose the certification scheme (presetting is QS) and pressed the button "Next", you enter the previous QS location number of your location in the lower field "QS location number" and select the additional production scope for the location. Then press the "Next" button. Afterwards you continue with the optional entry of a contact person or crisis manager for the location. Complete the entry by pressing the button "Next" again.

  You will find more information on this at www.qs-plattform.de within "Support", "Registration", "Feed Producer-How to add additional production scopes".

2.2 I have changed my certification body and want to make this change in my master data in the QS database. What do I have to do?

- If your company is involved in **small scale feed material production** or operates a **mobile feed milling and mixing plant**, you must first cancel your declaration of participation with your previous certification body. You should then send confirmation of cancellation to QS head office and notify them as to which certification body is to conduct audits in future. QS head office will then change the certification body in your master data.
- If your company is integrated into the QS scheme via a system coordinator, you must pass the information on to him/her so that the changes can be made in the master data of your location.
- All other companies on the Feed Sector stage can make the changes to their master data by themselves. To do so, log in to the QS database with your company log-in and click the "Locations" button in the master data file. You can open the location via the "Work on"-button once you have clicked the "Refresh" button. You then have the option of selecting the desired certification body (via the binder symbol at the end of the line) from the list of certification bodies next to the "Certification body" field. Afterwards you save the adjustments with "Save".



3 Feed Monitoring – Data Entry

3.1 I'm having problems entering sample related data. Where can I find help?

Sample related data is entered in the QS database under www.qs-plattform.de.

Once you have clicked "Database Login" in the left-hand menu bar, log in with your UserID/user name and password and open the menu item "Feed Monitoring". To create a new data record, click the "Sample

related data" button and then "New". All fields marked with a red asterisk must be completed. In addition to this, one of the two fields "Date of production" or "Farm internal sample description" must also be completed. Once all of the necessary information has been entered in the data record, press the "entrust laboratory" button or, if you are a location administrator, the "Confirm data" button. The data record is then saved and automatically enabled for the laboratory which then enters the analysis results into the QS database.

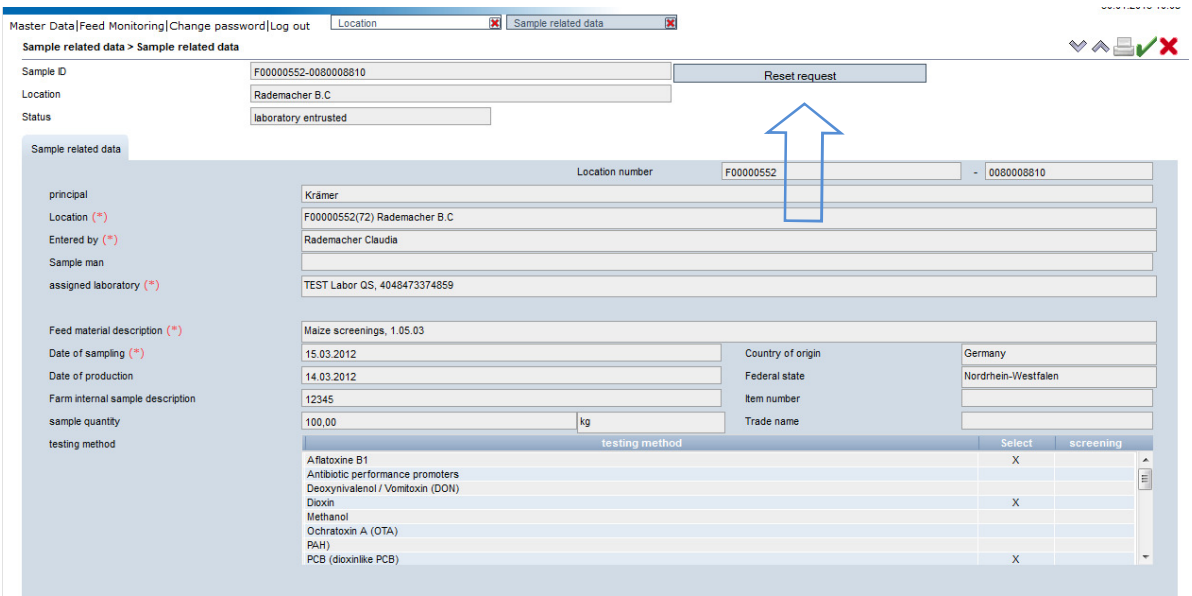
You will find detailed information on this in the help document contained in www.qs-plattform.de under "Support", "Feed Monitoring-Short Instructions for Feed Companies".

3.2 I want to make a change in a QS feed monitoring data record that has already been created. How do I do this?

If you have already entered the sample related data and then want to correct a data record which has the status "Laboratory entrusted", you have to make a reset application. To do so, open the data record via the "Work on"-button and request a reset from QS via the "Send reset request" button (see screenshot). QS will process the application in a timely manner and send you notification per e-mail as soon as the data record has been enabled in such a way that it can be reprocessed by you.

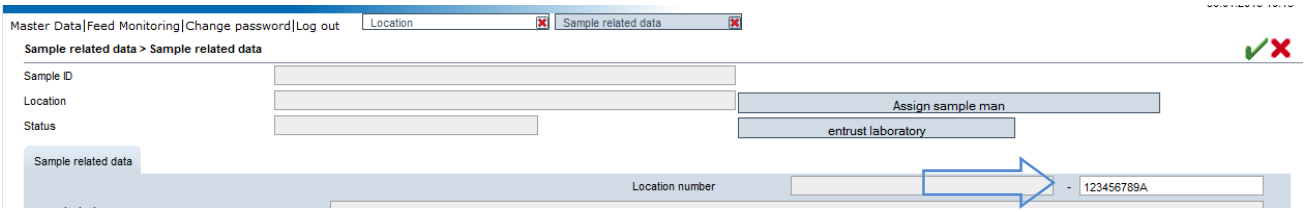
If the data record has only been saved up to now and still has the status "Sample man entrusted", no reset application is required and you can process the data record immediately.

If you just want to select additional parameters, which the laboratory should analyse, or remove parameters, you do not have to send a reset request. You can simply inform the laboratory, which can change the parameters for datasets with the status "sample man entrusted".



3.3 I want to have a feed sample analyzed for different parameters by two different laboratories. Can I use the same sample ID for this?

No. The sample ID can only be used once. The option exists, however, of determining a "Farm internal sample description" within the sample related data. In addition to this, you can enter the second part of the sample ID by yourself alphanumerically up to 10 places, which means that you can mark the first sample with the suffix A in the sample ID, for example, and the other sample with the suffix B.



3.4 I have a compound sample of different cereal types (e.g. wheat and rye) and want to create sample related data. What feed designation do I have to select in the sample related data?

The option exists of selecting "Cereal grains/mixed cereals" as the feed designation in the QS database. In principle, however, the individual raw materials should be examined separately.

4 Feed Monitoring – Control Plan and Analysis

4.1 I don't know how many analyses I have to conduct annually within the scope of QS Feed Monitoring. Where do I find the stipulations?

All producers (incl. smale scale feed producers), bulk goods dealers and agricultural on-farm mixers are obliged to participate in QS Feed Monitoring. The number of analyses is determined in sector-specific control plans in Chapter 7 of the Feed Monitoring guideline. Agricultural coordinators will find the specific control plans in Chapter 7.1 of the Feed Monitoring guideline. You will find the guideline at the website www.q-s.de in the Download Center, Feed Sector, Feed Monitoring.

4.2 I cannot find a sector-specific control plan for my feed material in the Feed Monitoring guideline. What do I have to do?

Companies must apply to QS for a company-specific control plan for feed materials for which no sector-specific control plan has been established in the Feed Monitoring guideline. If you produce a feed material for which no sector-specific control plan exists, please send the following information to QS head office: QS ID of your company, QS Location Number of the corresponding location, annual tonnage, name and code number of the feed and the data sheet in accordance with the positive list. You can also use the document "clearance request company specific control plan" to send these data to QS; you can find the document under www.q-s.de in the Downloadcenter, Feed sector, Feed monitoring. QS will then prepare a control plan customized to suit your company.

4.3 Which analyses do I have to conduct for positive release sampling (gatekeeping regulation) for feed and how many?

The range and frequency of analyses depend on the type and annual tonnage of the feed for which you want to do positive release sampling. As a gate-keeper you conduct the monitoring instead of the producer. Therefore the corresponding control plans for producers in the guideline feed monitoring have to be fulfilled. You will find these on the QS homepage under www.q-s.de in the Downloacenter, Feed Sector, Feed Monitoring. In case that you can not find a sector specific control plan for the product(s), please adhere to question 4.2.

5 QS International – Recognition of Other Standards

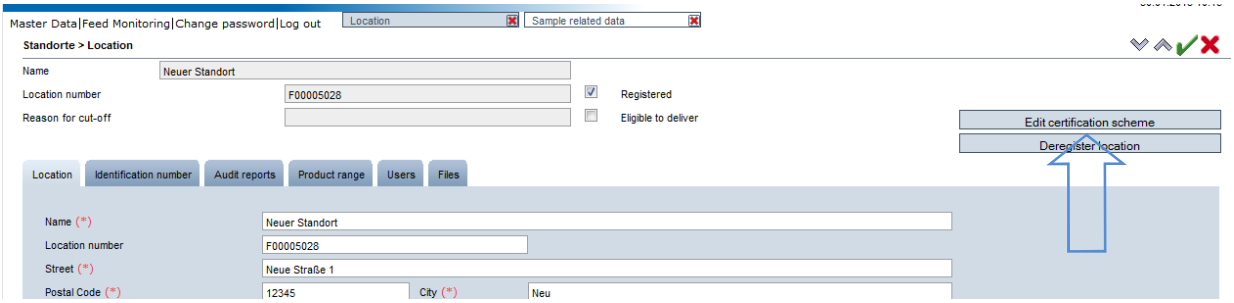
5.1 I have a question concerning mutual recognition between QS and another standard owner (e.g. GMP+, Ovocom, AMA etc.). Where can I find information?

You will find all of the more detailed information on this in Appendix 10.5 "QS International – Bilateral Agreements" of the Feed Sector guideline. You can access Appendix 10.5 under www.q-s.de in the Download Center, Feed Sector.

5.2 I want to change from the QS certification scheme to a recognized third party system (e.g. GMP+, Ovocom etc.). What do I have to do?

If your company is already a QS scheme participant, log in to the QS database with your access data under www.qs-plattform.de. After selecting the appropriate location, ("Master Data", "Locations", "Refresh", open via the "Work on"- button), click the field "Edit certification system", then select the certification scheme per double click. The registration number that you were given by your standard owner should then be lodged. The entry is saved by pressing "Save" and the change at the location is then confirmed by pressing "Save" once again.

Additionally to this, you should inform QS about the change of your certification scheme und if applicable withdraw your QS scheme agreement.



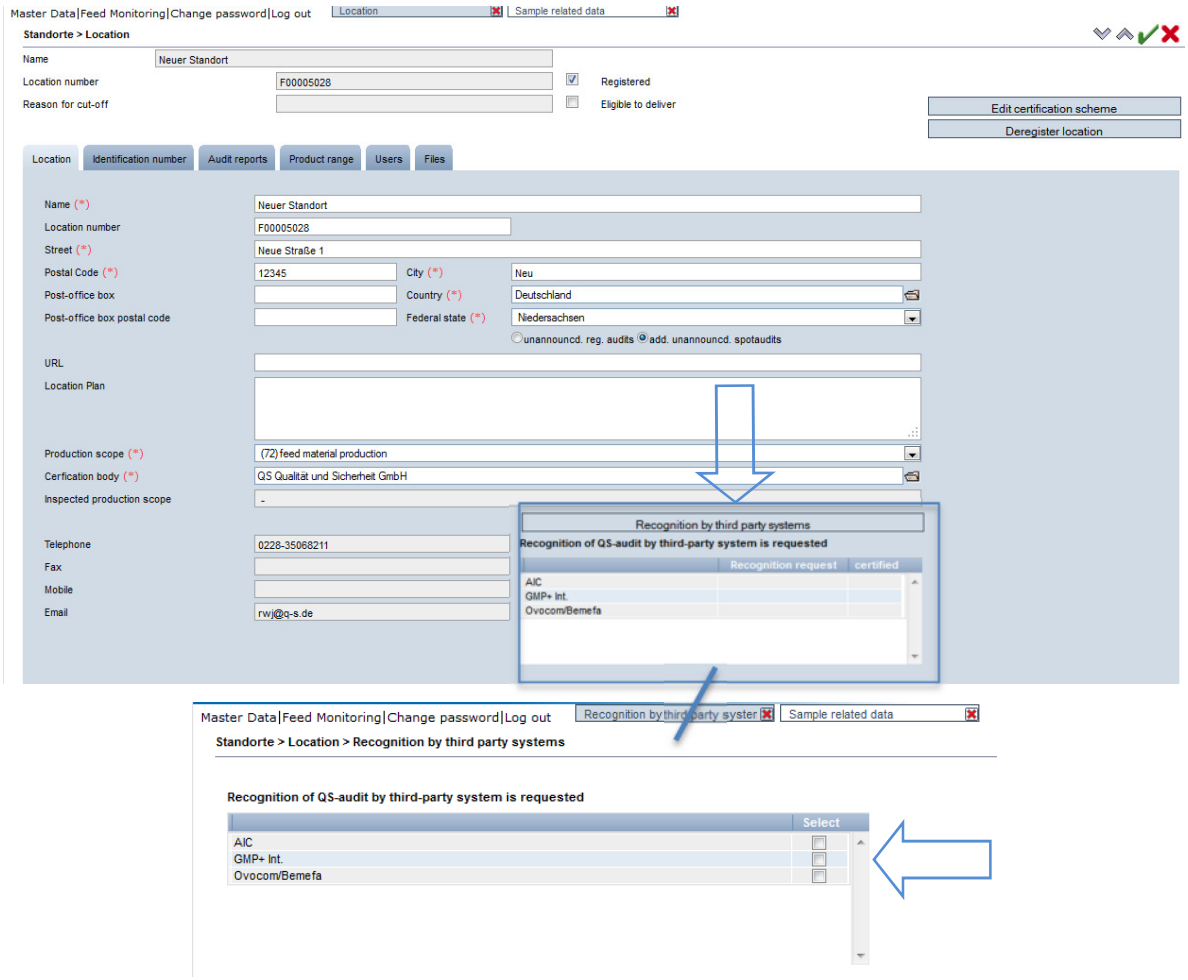
5.3 My company is not currently registered with QS, but is certified in accordance with a recognized third party system (e.g. GMP+, Ovocom etc.). What do I have to do to be able to use recognition in the QS scheme?

If your company is not yet registered with QS, sign up for the QS scheme in the QS database under www.qs-plattform.de via the "Registration" button. It is important here that you select the corresponding certification scheme by which your company is registered (intermediate step after Step 5 of the new registration). To do so, you must select the coresponding certification scheme by clicking on the file symbol and fill in the registration number. After that you click on "Next" and continue with the last steps of new registration.

5.4 My company is QS-certified and wants to use recognition in a third party system (e.g. GMP+, Ovocom etc.). How do I do this?

If your company is QS certified, log in to the QS database under www.qs-plattform.de with your access data and select the appropriate location ("Master Data", "Locations", "Refresh", open via the "Work on"- button) for which you desire recognition for a third party system. Click the button "Approval by third party systems" in the location data and place a tick on the following page at the desired system (see screenshots), then confirm the entry with "Save" and save the change at the location again via the

"Save" button. Please keep in mind, that there has to be an audit conducted yearly to use the recognition of other schemes. This means, that the date of the last audit may not date back more than 12 months.



5.5 My company is certified in accordance with another standard and has recognition for the QS scheme. Although the certificate is valid, my company is no longer published by QS in the public search. What has to be observed here?

In case that your company is certified by GMP+, check if the effective certificate validity is registered in the GMP+ company database. If this is not the case, please advise your certification body of doing this. QS transfers regularly the certificate validity which is deposit in the GMP+ database into the QS-database, so that your company is eligible to deliver within the QS-scheme and is published in the public scheme participants search of QS.

In case that your company is certified by Ovocom, AIC or pastus +, please contact the respective standard owner so that he deposits the current certificate validity in the QS-database.

6 General Questions

6.1 What is the difference between unequivocal marking and labelling as a QS product and use of the QS certification mark?

6.1.1 What has to be marked and labelled in which way?

Feeds from the QS scheme must be clearly marked as such on the accompanying documents (bill of delivery, invoice, sack tag etc.). The marking and labelling of bulk goods must always be **article-specific** on the bill of delivery and/or invoice. For packed goods, the marking and labelling can also be done on the accompanying documents or on each individual sack tag. In addition to this, only feeds which have been produced in accordance with the QS requirements listed in the guideline and are included in the current QS scope can be designated as QS products (see Feed Sector guideline).

6.1.2 Can the QS certification mark be used for correct labelling?

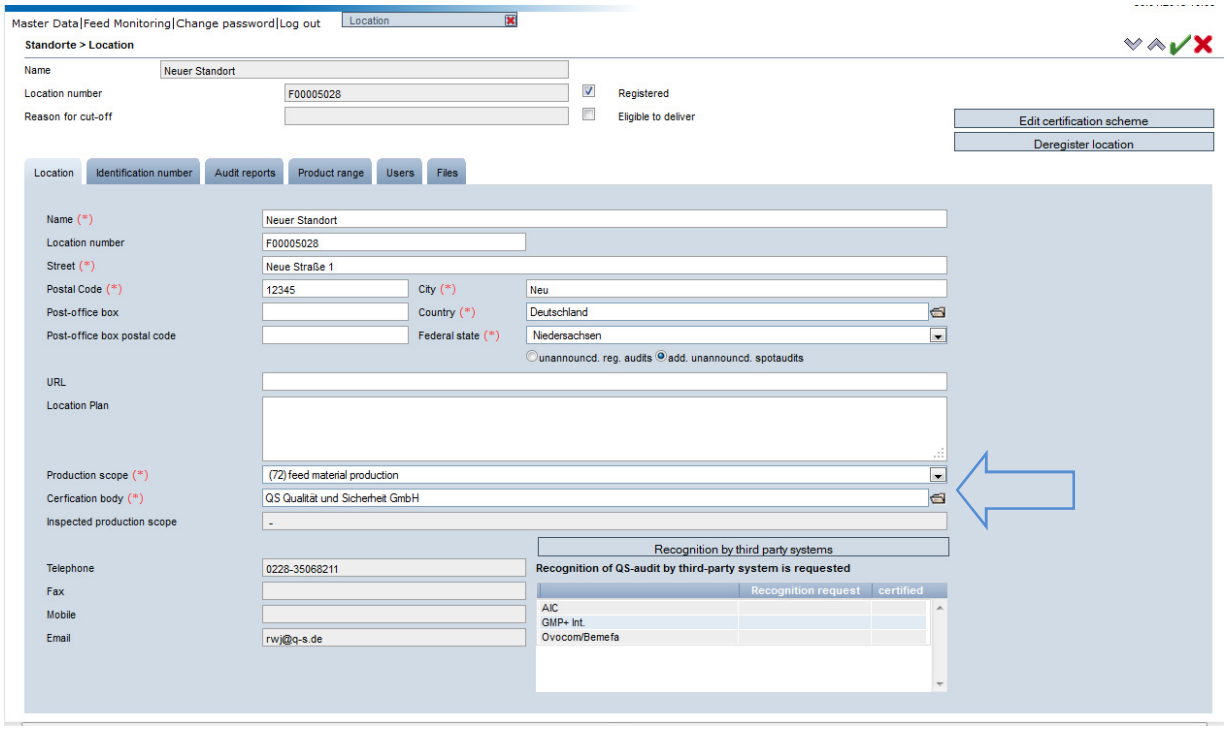
The QS test mark can also be used on the accompanying documentation as obligatory, article-specific marking if you have reached an agreement with QS on the use of the certification mark (conclusion of a QS scheme agreement) and the requirements of the style guide for the QS certification mark have been taken into account. A clear and distinct relation to the article on the bill of delivery is required here too, however. General advertising statements achieved by placing the QS certification mark or the QS identification number in the letterhead of a bill of delivery, for example, are not a substitute for unequivocal, article-specific marking and labelling. You can find more information on the labelling as QS product in the Supporting Document Article-specific marking and labelling as feed from the QS Scheme (www.q-s.de, Downloadcenter, Feed Sector).

6.2 I do not know if my activities have to be certified in the QS scheme. Where can I find this information?

Appendix 10.4 "Certification Obligation for Feed Companies" of the Feed Sector guideline shows which activities have to be certified in the QS scheme. You can access Appendix 10.4 in the website www.q-s.de in the Download Center, Feed Sector.

6.3 The certification body cannot enter the audit report because my company is not listed in the QS database. What can be the cause of this?

Check that you have selected the right certification body in your master data. To do so, log in to the QS database under www.qs-plattform.de with your company log-in data. You can access the location in question via the "Work on"- button under "Master Data", "Locations", and change the certification body there (see screenshot). The auditor can now enter the report.


Master Data|Feed Monitoring|Change password|Log out
Location
Standorte > Location
Name
Neuer Standort
Location number
F00005028
Reason for cut-off
Registered
Eligible to deliver
Edit certification scheme
Deregister location
Location
Identification number
Audit reports
Product range
Users
Files
Name (*)
Neuer Standort
Location number
F00005028
Street (*)
Neue Straße 1
Postal Code (*)
12345
City (*)
Neu
Post-office box
Country (*)
Deutschland
Post-office box postal code
Federal state (*)
Niedersachsen
unannouncd. reg. audits
add. unannouncd. spotaudits
URL
Location Plan
Production scope (*)
(72) feed material production
Cerfication body (*)
QS Qualität und Sicherheit GmbH
Inspected production scope
-
Recognition by third party systems
Telephone
0228-35068211
Recognition of QS-audit by third-party system is requested
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Recognition request
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GMP+ Int.
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