

INSTRUCTIONS FOR FACTORIES

AUDITS BOOKING PROCEDURE

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Important Preliminary remarks:

This note of instructions explains the procedure that Factories or Vendors need to follow to book audits with AsiaInspection for Big Lots.

Please note:

- AsiaInspection has been selected by Big Lots as a partner for Social/Ethical and C-TPAT Audits
- Big Lots is recipient of the audit reports
- Big Lots controls the audit criteria that AsiaInspection will use for the audit.
- Factories/Vendors are billed for the audits and pays them to AsiaInspection upfront.

All the bookings and re schedulings will be done online by following the procedure explained in the present document. AsiaInspection will not accept any other procedure (telephone, fax or email communications). The website booking gives an easy access 24x7 to the booking, gives online pricing, sends immediate email confirmations, etc. which makes it extremely convenient for vendors to use it.

All audit bookings must be placed online **at least two weeks prior to the day of the audit, before 4 PM** (China time) and must be **pre-paid either online or wire transfers**, please see page 16 for more information.

Should this notice not be met, AsiaInspection will endeavour its best to meet the required date but **cannot guarantee it**. In case the audit cannot happen on the required day, the vendor will have to justify this to the Big Lots, AsiaInspection will not take any responsibility.

In the event of **rush bookings** (less than 48 hours notice) and provided the date is met, a **\$129 US up charge will be billed**.

Re scheduling or cancellations follow the same rule and **can be done online without penalty until 4 PM China time on the day before**.

After 4 PM on the day before, the audit will not be moved anymore and the auditor will go to the factory on the following day. Should the conditions defined for the audit not be met (factory not ready, access of the auditor denied, etc.) the audit will be charged to the vendor.

Letter to Factories – Important Communication from Big Lots

Dear Vendors/Factories,
尊敬的<工厂联系人>

As you will already be aware, Audits for Big Lots in Asia are performed by AsiaInspection.
正如大家所熟知，Big Lots 在亚洲的质量检验是由AsiaInspection来执行。

To tackle effectively bribery issues a close cooperation between the factories and AsiaInspection is essential.
工厂和AsiaInspection之间的紧密合作对于有效防治受贿是非常重要的。

We would like to remind you of the important points and rules auditors must follow when being at your factory:
以下几点是我们验货员在工厂必须遵守且非常重要的要求和规定：我们在此提醒贵工厂注意：

1/ The auditor gets a meal allowance for his meals.
1/ 我们的验货员有餐饮津贴。

2/ If the auditor asks you for any gifts, meals or favors please immediately contact us claim@asiainspection.com or + +86-755-2223-9003 and the auditor will be replaced with a new one within hours.
2/ 如果验货员向工厂索要任何礼物，餐饮或好处，请立即与我们联系claim@asiainspection.com or + +86-755-2223-9003，该验货员将会在几小时之内被替换。

3/ If the auditor misbehaves please immediately contact us claim@asiainspection.com or + +86-755-2223-9003 and the inspector will be replaced with a new one within hours.

3/ 如果验货员有任何不恰当的行为，[请立即与我们联系claim@asiainspection.com](mailto:claim@asiainspection.com) or + +86-755-2223-9003，该验货员将会在几小时之内被替换。

4/ Factories/vendors are not allowed to offer any meals, gifts or advance any expenses to our auditor. Any breach will be reported to Big Lots.

4/ 工厂不允许向验货员提供任何餐饮，礼物或是垫付验货员的任何费用。任何违规将立即通知 Big Lots.

All of the above points are mentioned in the factory declaration that you sign for every audit and it is your obligation to ensure they are followed.

所有以上几点在你们每次验货签署的工厂声明书里面都有提到，你们有义务保证这些条款的遵守与实施。

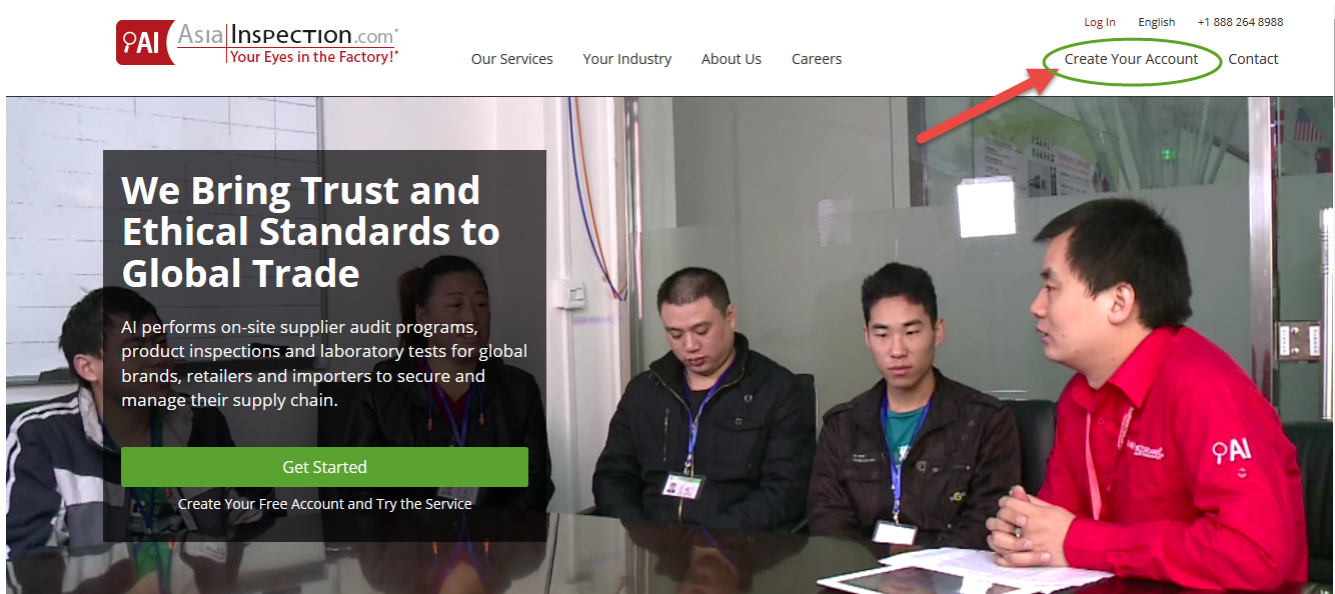
Thanks and regards,
商祺

I. Opening your account

To open your account:

1 - Connect to www.asiainspection.com .

2- Hit "Create your Free Account"



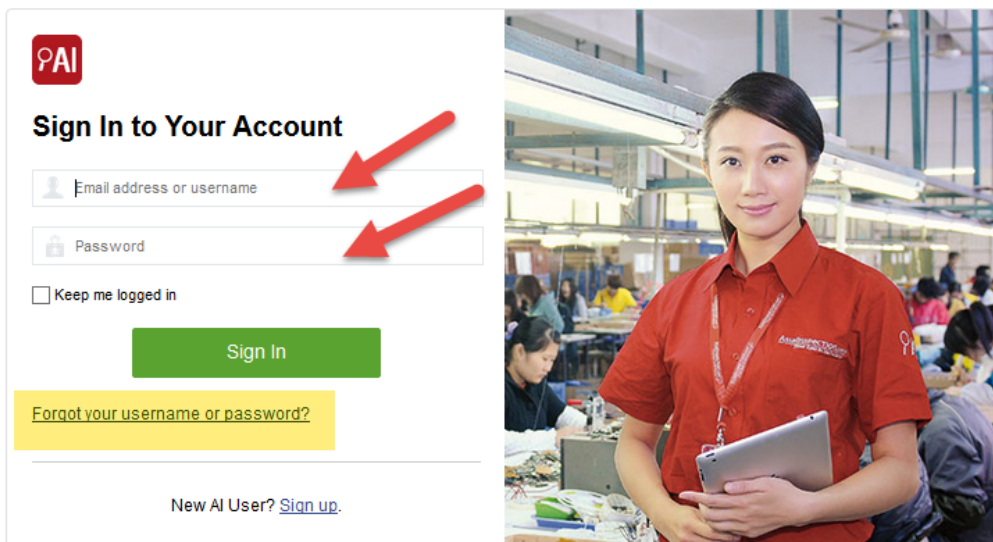
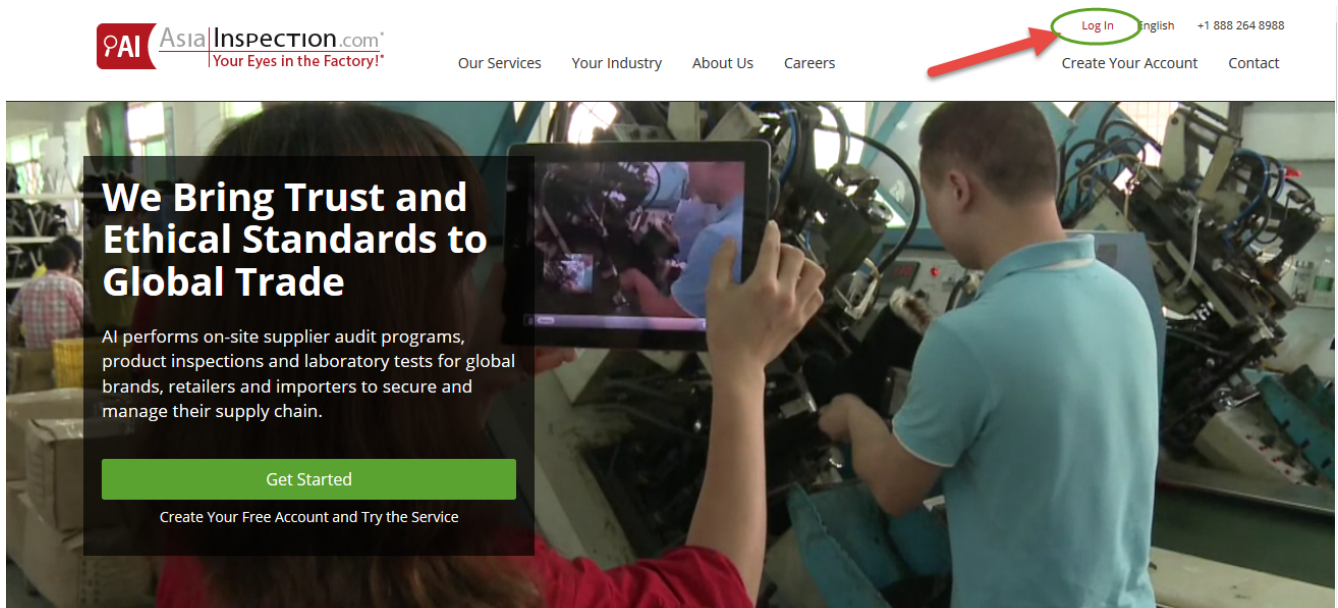
3- Fill out the registration form completely. Please use Big Lots – XXXXXX (your company name) as your account's company name. This will help us identify your account from the several registrations we receive.

4- Wait for our email which should come immediately. Use the activation link enclosed for your first connection, you will then be able to sign in with your login and password.

If you are contacted by an AsiaInspection representative simply let him/her know that you are a supplier of one of our Big Lots and that you are taken care of by David Feig.

II. Accessing your account:

You can access New Platform by entering your username and password from the log in area on the top right of www.asiainspection.com.



Your account is a unique to you, with private storage for your product and factory details enabling you to manage your quality control needs from AsiaInspection.com

Important: Our Bank Details for Remitting Payments Have Changed. [Click here for details.](#)

honey.cardenas@asiainspection.com | Honey Cardenas is your Account Manager | [Contact AI](#)

Book a new order:
Start a new booking from scratch; you'll be guided all along the process

Bookings:
Access your pending orders. From there you can open, amend and cancel

Book using a previous order:
Select a previous order and start a new order

BOOK NOW | Dashboard | **Bookings** | Reports | Checklists | Suppliers | Payments

Product Inspections

- Pre-Shipment Inspection
- During Production Inspection
- Initial Production Check
- Container Loading Check
- Production Monitoring

Audits

- Factory Audit
- Social Audit

Laboratory Testing

Quote and book a lab test

What test(s) does my product need?

Book Using a Previous Order

Search Booking

Order Ref	AI Ref #	Status
-	R-us3-1413900	▶▶▶▶

Message Centre:
Contact AsiaInspection team and keep track of your communication.

III. Booking an audit

From your Account, you can book all AsiaInspection services:

1. To start a **new booking from scratch**, mouse over '**Book Now!**' and select the service you would like to order.

BOOK NOW | Dashboard | **Bookings** | Reports | Checklists | Suppliers | Payments

Product Inspections

- Pre-Shipment Inspection
- During Production Inspection
- Initial Production Check
- Container Loading Check
- Production Monitoring

Laboratory Testing

Quote and book a lab test

What test(s) does my product need?

Book Using a Previous Order

Audits

- Manufacturing Audit
- Ethical Audit**
- Structural Audit**
- C-TPAT Audit**

Search Bookings

[Export to Excel](#)

To save time, for similar orders you can start your new booking from a previous order; click on '**Book using a previous order**' and select the previous order you want to start from.

This will save time if you have repeat orders of the same product or with the same factory.

The screenshot shows the 'Bookings' section of the AI Asia Inspection.com website. The navigation bar includes 'BOOK NOW', 'Dashboard', 'Bookings', 'Reports', 'Checklists', 'Suppliers', and 'Payments'. The 'Bookings' tab is active. The main content area is divided into three columns: 'Product Inspections', 'Laboratory Testing', and 'Audits'. The 'Audits' section lists 'Factory Audit' and 'Social Audit'. A red arrow points to a green button labeled 'Book Using a Previous Order' at the bottom of the 'Laboratory Testing' column. To the right, there is a search bar for bookings and a table with columns 'Your Ref', 'AI Ref #', and 'Status'. A row in the table shows 'R-us3-1413900' with a green progress indicator.

A. SOCIAL/ETHICAL AUDIT WALK THROUGH

To book Social or Ethical audits, please follow instructions below:

Please click "Ethical" under Audit's list.

The screenshot shows the 'Audits' section of the AI Asia Inspection.com website. The navigation bar is the same as in the previous screenshot. The 'Audits' column is expanded, showing 'Manufacturing Audit', 'Ethical Audit', 'Structural Audit', and 'C-TPAT Audit'. The 'Ethical Audit' option is highlighted in yellow, and a red arrow points to it. The 'Book Using a Previous Order' button is visible at the bottom of the 'Audits' column.

Step1. Fill out the General Info page.

Book an Ethical Audit

- 1 General Info 2 Factory Info 3 Fields to Be Audited 4 Review 5 Check-out

Step 1: Enter General Info

This Audit is * First Audit Re-Audit ?

Contact the Factory Prior to The Audit

Your Reference for This Audit

P/O Number

Expected Audit Date * Do not allow the factory to change this date ?

Continue

Step 2. Fill out the Factory Info page

Enter your factory contact details or retrieve from your factory list. The factory list is updated every time you book an order with any new factory information.

Step 2: Factory Info

Select Another Factory

Factory Name *

Chinese Name

Main Product Lines*

Factory Manager (or Your Main Contact)

Name *

Mobile

Landline Number *

E-mail *

[+ Add a Contact](#)

Factory Address

Address *

Step 3: Tick all fields to be audited as shown on the screen shot below.

Book an Ethical Audit

[✓ General Info](#) [✓ Factory Info](#) **3** Fields to Be Audited [4](#) Review [5](#) Check-out

Step 3: Fields to be audited

Follow SA8000 Guidelines

[See an Example of Ethical Audit Report](#)

General Information [?](#)

Working Hours [?](#)

Child/Forced Labour [?](#)

Safety Conditions [?](#)

Other

Follow SMETA Guidelines

[See a SMETA Audit Report example](#)

Working Conditions [?](#)

Social Facilities [?](#)

File Attachment [Choose a document to upload](#) [?](#)
(pictures, drawings, videos,)

[< Back](#)

Continue

Step 4: Review all the booking details

Book an Ethical Audit

[✔ General Info](#)
[✔ Factory Info](#)
[✔ Fields to Be Audited](#)
[4 Review](#)
[5 Check-out](#)

Step 4: Review [Expand all Sections](#)

[Print](#)

+ General Info	Edit
+ Supplier or Factory Info	Edit
+ Fields to Be Audited	Edit
- Optional Information	Edit

Put people in copy of my order:

Email address

Send only the final Report
 Send all notifications for this order

[+ Add another contact](#)

[< Back](#)

[Continue to Check-out](#)

Step 5: Check out page

- Select the appropriate factory size (Less than 500 employees or More than 500 employees).
- To confirm, please click "**Confirm and Pay Now**" Button.
- Please note that Payment should be made upon booking. Please see **page 16** for billing options.

[✔ General Info](#)
[✔ Factory Info](#)
[✔ Fields to Be Audited](#)
[✔ Review](#)
[5 Check-out](#)

Step 5: Check-out


1. Confirm Order Price

Number of workers employed by the factory	Description	Quantity	Unit Price	Total Price
<input type="text" value="< 500"/> <input checked="" type="text" value="< 500"/> <input type="text" value="≥ 500"/>	Ethical Audit (EA)	1 man day	\$609	\$609 USD
			Total Price: \$609 USD	

2. Confirm Your Booking

Option 1 (Recommended)

[Confirm and Pay Now](#)



Payments are processed by our partner GlobalPayments. AmEx and Paypal Account holders can also [pay through Paypal](#).

OR

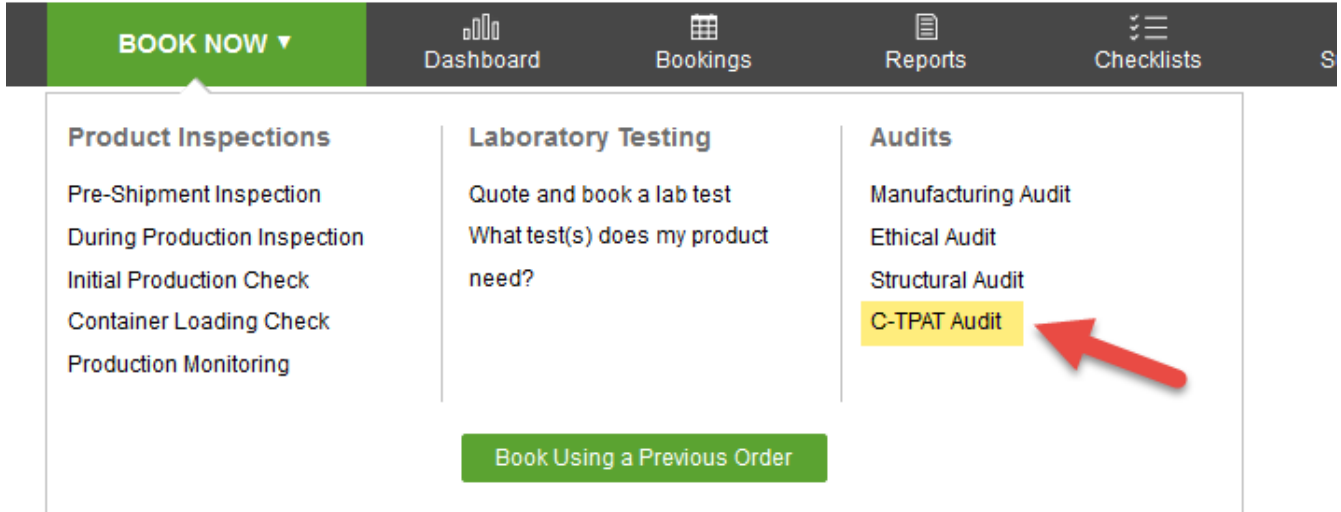
Option 2

[Confirm and Pay Later](#)

An additional 5% charge will be applied to the order if you choose to pay after the service has been performed. [See Conditions](#).

B. C-TPAT AUDIT WALK THROUGH

Please select C-TPAT under the Audit services list



Follow Steps 1-2 on page 9 (fill our general info and factory information page)

Step 3: Tick all fields to be audited

Step 3: Fields to be audited

Your C-TPAT Audit will cover the following sections.

Field	
<input checked="" type="checkbox"/>	Factory Profile Preview
<input checked="" type="checkbox"/>	Personnel Security Preview
<input checked="" type="checkbox"/>	Physical Security Preview
<input checked="" type="checkbox"/>	Storage & Distribution Preview
<input checked="" type="checkbox"/>	Shipment Information Control Preview
<input checked="" type="checkbox"/>	Information Access Controls Preview
<input checked="" type="checkbox"/>	Contractor Controls Preview
<input checked="" type="checkbox"/>	Export Logistics Preview
<input checked="" type="checkbox"/>	Records & Documentation Preview

[< Back](#)

[Continue](#)

Step 4: Specify special instructions (if required)

Book a C-TPAT Audit

✓ [General Info](#) ✓ [Factory Info](#) ✓ [Fields to Be Audited](#) **4** [Specific Instructions](#) **5** [Review](#) **6** [Check-out](#)

Step 4: Your Custom Additional Checks

Your instructions may incur additional charges if they change the scope of the Audit: our Team will then come back to you prior to the Audit to confirm the pricing.

[Clear all](#)

Instructions

Example: Please take pictures of the products in the show-room

⋮

[+ Add Instruction](#)

File Attachment [+ Choose a document to upload](#) 
(pictures, drawings, videos,)

[< Back](#)

[Continue](#)

Step 5: Review the request form

✓ [General Info](#) ✓ [Factory Info](#) ✓ [Fields to Be Audited](#) ✓ [Specific Instructions](#) **5** [Review](#) **6** [Check-out](#)

Step 5: Review [Expand all Sections](#)

 [Print](#)

+ General Info	Edit
+ Supplier or Factory Info	Edit
+ Fields to Be Audited	Edit
+ Specific Instructions	Edit
- Optional Information	Edit

Put people in copy of my order:

Send only the final Report Send all notifications for this order

[+ Add another contact](#)

Your general comments about this Audit:

⋮

[< Back](#)

[Continue to Check-out](#)

Step 6: Check out and confirm the request

- Select the appropriate factory size (Less than 500 employees or More than 500 employees).
- To confirm, please click "**Confirm and Pay Now**" Button.
- Please note that Payment should be made upon booking. Please see **page 16** for billing options.

✓ [General Info](#)
✓ [Factory Info](#)
✓ [Fields to Be Audited](#)
✓ [Review](#)
5 [Check-out](#)

Step 5: Check-out



1. Confirm Order Price

Number of workers employed by the factory	Description	Quantity	Unit Price	Total Price
<input type="button" value="v"/> < 500 < 500 >= 500	Ethical Audit (EA)	1 man day	\$609	\$609 USD
			Total Price: \$609 USD	

2. Confirm Your Booking

Option 1 (Recommended)

[Confirm and Pay Now](#)

Payments are processed by our partner GlobalPayments. AmEx and Paypal Account holders can also [pay through Paypal](#).

OR

Option 2

[Confirm and Pay Later](#)

An additional 5% charge will be applied to the order if you choose to pay after the service has been performed. [See Conditions](#).

IV . Booking Amendment

To update the booking, please go to Open Bookings and click the link to Open. You can update the order in review page by clicking 'Edit' button , Don't forget to click '**Save button**' to resubmit the order and re-verify the payment detail, after this step all your changes will be applied to

the order.

BOOK NOW ▾ Dashboard Bookings Reports Checklists Suppliers Payments

Open Bookings (1) Completed Bookings Draft Bookings Search Bookings

List View Calendar View

Export to Excel

Type	Service Date	Product Name	PO #	Your Ref	AI Ref #	Supplier	Status
	07 Apr 2016	Test BCD	23456	34567	R-us3-1528586	Test factory	▶▶▶▶▶

General Info
 Factory Info
 Fields to Be Audited
 Specific Instructions
 5 Review
 6 Check-out

Step 5: Review [Expand all Sections](#) [Print](#)

- [+ General Info](#) [Edit](#)
- [+ Supplier or Factory Info](#) [Edit](#)
- [+ Fields to Be Audited](#) [Edit](#)
- [+ Specific Instructions](#) [Edit](#)
- [- Optional Information](#) [Edit](#)

Put people in copy of my order:

Email address Send only the final Report Send all notifications for this order

[+ Add another contact](#)

Your general comments about this Audit:

[< Back](#) [Continue to Check-out](#)

V. Billing Options

AI offers 2 payment solutions:

1. Online payment:

An online payment service through the use of PayPal and Global Payments solution. Orders settled online are subject to payment of PayPal and Global payment processing fees (see PayPal conditions on www.paypal.com).

2. Wire transfers:

Payments via wire transfers can be made through:

The Hongkong & Shanghai Banking Corporation Ltd
Swift #HSBCHKHHHKH
1 Queen's Road Central
Hong Kong
Bank Code: 004
Account No: 043-244268-838
Beneficiary Name: AsiaInspection Limited

To request a proforma invoice with our banking information please go to payments page, check box the audit you need to pay and click "request pro-forma invoice".

Note: Payments are due upfront upon booking. No audits will be performed without pre-payment.

BOOK NOW | Dashboard | Bookings | Reports | Checklists | Suppliers | **Payments**

Unpaid Bookings (1) | Paid Bookings | Search Payment

To make a payment: select orders below, and click the "Pay Now" button.
To generate a proforma invoice: select booking(s) that are not invoiced yet and click the "Request Proforma Invoice" button.
To view or print an invoice: click on the invoice number.

Request Proforma Invoice | Reissue Proforma Invoice

Invoice #	Amount (US\$)	Past Due Since...	Service Date	Product Name	Supplier Name	AI Reference No.
<input checked="" type="checkbox"/>	\$609	-	07 Apr 2016	Test BCD	Test factory	R-us3-1528586

Total Selected Orders (US\$):

Pay Now Online

Payments are processed by our partner GlobalPayments.

VI. Contact US

For immediate assistance please contact:

East Coast Office (USA)

1/ David Feig

Tel : + 1.888.264.8988 x 1

Email: David.Feig@asiainspection.com

Shenzhen China Office

2/ Carrie Tan

Tel : + 86 755 222 39093

Email: Carrie.Tan@asiainspection.com

West Coast Office (Vancouver, Canada)

3/ Cheryl Ador

Tel: +1-888-264-8988 X 4

Email: Cheryl.Ador@asiainspection.com

4/ Honey Cardenas

Tel: 1-888-264-8988 X 2

Email: Honey.Cardenas@asiainspection.com

Visit us at AsiaInspection.com!
