

# The Verification Process and what to expect next



## Booking a Verification Visit

Your organisation will shortly be visited to verify your compliance to act as a Known Customer for the purposes of Part 109 of the NZ Civil Aviation Rules.

We'd like you to know what to expect to minimise any disruption to your day and to ensure that the verification proceeds as smoothly as possible. As an indication the verification process on-site should take about 2 hours.

## The Verification Process

1

An **entry meeting** to explain the conduct of the verification and determine the visit programme. This is often a good time for senior management to be present – even if they won't be taking part in the verification process.

2

We will then talk with you about **your procedure** and **verify the processes** relating to it. This will be a “desktop” stage where we will talk about and verify everything not related to the actual physical consignments themselves.

3

A **demonstration of your process** in action, or at least a walk-through of it. We aim to see the end-to-end process, preferably with a live shipment

4

An **exit meeting to discuss the verification outcome**, the recommendation to the RACA, and any next steps required. These steps may include completing the verification with additional documents or addressing any non-conformances identified during the visit.

*Please provide a suitable space for the entry and exit meeting and the desktop part of the verification.*

We will be asking to see records, particularly registers and training records, so having them handy or accessible will be helpful.

We know that every organisation is different in scale and in the way they operate but It would be helpful if people involved in the management oversight and maintenance of your Known Customer programme were available or contactable if needed.

The verification will have **one of three outcomes**; these need to be ratified by the RACA (the RACA indicates that they agree, or otherwise, with the verification outcome).

## Verification Results



### Acceptable

You are compliant.



### Acceptable with conditions

You can continue to operate but there are **non-conformances that need to be rectified** within a time frame.



### Unacceptable

You cannot continue to act as a Known Customer until any non-conformances identified at the verification have been rectified and another verification has been successfully completed.

#### Travel Zones

Within metropolitan areas: No charge  
Per km thereafter: \$1.50 + GST

#### Metropolitan Areas

- For Auckland the urban area between Warkworth and Pukekohe.
- For Wellington the City, Hutt Valley and north to Paraparaumu.
- For other locations where IVS has a Verifier located - within 20 km of the city centre.

#### Cost

- Evaluation of submitted procedure, verification visit and reporting: \$990 + GST plus travel (if applicable).
- Dealing with non-compliance (including revisit/s): Hourly rate of \$140 + GST plus travel (if applicable).

#### Cancellation Fees

All cancellations to be advised by 4pm of the day prior to the site review. Confirmed bookings which are not cancelled will incur a cancellation fee.

We will be in touch to arrange a time for the verification visit once you have submitted your form.

**Feel free to give us a call should you have any questions. We very much look forward to meeting with you.**