

Novaveritas NV



Technical Department

**FROM: NOVAVERITAS NV TECHNICAL DEPARTMENT**

**TO: to all NV Surveyors & Auditors and technical personnel**

**DATE: February 2nd, 2016**

**SUBJECT: Daily communication between auditors and inspector and technical department.**

**OBJETIVE: Avoid cancellation of services due lack of effective communication with the company**

**PURCHASE ORDER (P.O.)**

All services shall be authorized by Novaveritas Technical Department through a Purchase Order.

Purchase Order number must be included at invoicing documents.

Purchase Order includes as a minimum:

- Fee
- Vessel Name
- ETA
- Agents full style

**FOLLOW UP (ETA, ETB, ETD)**

As soon as auditor/inspector has received his assignment shall contact the agents in order to obtain accuracy ETA, ETB, ETD. This information must be copy to [quality@novaveritas.net](mailto:quality@novaveritas.net)

Communication regarding ETA, ETB, ETD must be reported according to the following schedule:

P.O. reception	Confirmation email by auditor informing ETA, ETB & ETD from agents must be sent to <a href="mailto:quality@novaveritas.net">quality@novaveritas.net</a> before 12 hours received P.O.
Less than 3 days before ETA	Communication informing ETA must be sent to <a href="mailto:quality@novaveritas.net">quality@novaveritas.net</a> at least 1 time per day
24 hours before ETA	Communication informing planification for boarding must be sent to <a href="mailto:quality@novaveritas.net">quality@novaveritas.net</a>
3 – 4 hours before boarding	An email / Whatsupp must be sent to Officer on Duty (+56 9 69185419) in order to alert imminent boarding.

Technical department will up-to-date this information to the Principal.