



National Institute for
Standardisation and
Quality-IP

LIST OF FREQUENTLY ASKED QUESTIONS AND ANSWERS ABOUT THE CAP



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1. What is a Conformity Assessment Program (CAP)?

The Conformity Assessment Program (CAP) is a conformity assessment and verification procedure applied to compulsory control products that must be carried out in the exporting country to ensure their conformity with the technical requirements outlined in the applicable Standards and Technical Regulations before they are shipped to Mozambique.

2. Who must demonstrate compliance with the Program?

Exporters to Mozambique must demonstrate compliance with the Program by ensuring that the product exported to Mozambique complies with the applicable Mozambican Standards and Technical Regulations or, in their absence, with other relevant Regional/International Standards. The conformity assessment process must take place in the exporting country.

3. What are the CAP's objectives?

The CAP essentially aims to:

- Ensure that products imported into Mozambique fulfil minimum quality requirements;
- Protect the country from unfair trade practices and dumping of low-quality products;
- To safeguard public health and safety;
- Preventing misleading commercial practices and safeguarding the defence of consumer rights;
- Ensuring product quality, health, safety and the protection of the environment and consumers;
- Facilitate trade by ensuring that compliant goods are cleared quickly at the point of entry;
- Safeguarding the country from inferior products, ensuring that imported products fulfil the minimum quality requirements established;
- Ensuring that only quality products enter the country, under the terms of the applicable legislation.

4. Who does conformity assessment in Mozambique?

INTERTEK is the certification body authorized to implement the Conformity Assessment Program on behalf of the National Institute for Standardization and Quality-IP (INNOQ, IP) - Instituto Nacional de Normalização e Qualidade-IP (INNOQ, IP).

5. How was the conformity assessment body (INTERTEK) selected?

The selection was made through a public tender to appoint an entity with the technical capacity to implement the Conformity Assessment Program (CAP) for products imported into Mozambique. From the evaluation of the proposals submitted, INTERTEK was selected.

6. Why haven't more conformity assessment bodies been identified?

As it is a new process, only one conformity assessment body has been appointed to ensure that INNOQ, IP is able to monitor its activities and the entire process inherent in the introduction of the Program in the country.

7. What technical standards apply?

The Mozambican Technical Standards apply. Where none exist, regional standards, international standards or other technical specifications are applicable.

8. Which products are subject to the CAP?

The list of mandatory control products listed in the Annex II of Decree 8/2022 of 14 March are subject to the CAP, which must be approved and updated in accordance with Article 16 of the same Decree, i.e. it is subject to periodic updates, depending on the analysis of the risk that each product poses to public health and safety, as well as to the environment.

9. What were the criteria for establishing the costs of conformity assessment?

The costs were determined on the basis of the average amounts charged in other conformity assessment programs in various countries. The average cost was USD 265, however for Mozambique a minimum of USD 250 (two hundred and fifty US dollars) was determined.

10. How do I contact INTERTEK?

INTERTEK has offices on every continent and, depending on the location of the exporter, you visit the INTERTEK website (www.INTERTEK.com) and locate the nearest office.

11. How will conformity assessment be carried out for daily import products?

Due to the frequency of imports, Routes B and C certifications will be used, which do not require daily laboratory testing, as they are essentially based on the assessment of production processes and audits of the Management Systems implemented by the organizations, which allow for the assessment of production conditions and the level of consistency in maintaining quality.

12. How do you distinguish between routes A, B, C and D?

Route A - For occasional exporters, those who under the CAP make less than 3 shipments per year of the same product;

Route B - Frequent exporters, with at least three (3) shipments per year of the same product.

Products are registered and evaluated periodically;

Route C - For exporters/manufacturers, handling high volumes and frequency. Products are subject to licensing and evaluation will be random;

Route D - Compliance check at destination.

13. Who will monitor products imported domestically?

The internal control of imported products will be carried out by the National Inspectorate of Economic Activities (INAE), which is the entity responsible for inspecting products within the scope of the implementation of the CAP, in the light of Decree no. 8/2022 of 14 March.

14. Why isn't the mark of conformity used instead of the certificate of conformity?

The conformity mark may not be applicable for some products and the certificate of conformity can be issued and accompany any type of product. In fact, under Decree no. 8/2022 of 14 March, either the mark of conformity or a certificate of conformity can be used.

15. How do I access the list of mandatory control products and applicable technical standards?

The list of mandatory control products and the Matrix of applicable standards are available on the INNOQ, IP (www.innoq.gov.mz) and INTERTEK (www.INTERTEK.com) websites.

16. Won't the CAP cause delays in the customs clearance process?

The CAP is integrated into the clearance process so as not to cause unnecessary delays, as the certificate of conformity will be sent to the exporter, the Tax Authority and uploaded to the Single Electronic Window (SEW).

17. If the goods are already on their way, how will they be certified?

The importer must justify the reasons for not having submitted the products to the CAP in the country of origin. INNOQ, IP is responsible for deciding on the subsequent steps, which will always involve conformity assessment at the point of arrival, applying Route D. INTERTEK's office in Mozambique will carry out the physical inspection of the product consignments.

18. If there are no Mozambican standards, which ones will apply?

Products must comply with Mozambican Standards or, in their absence, with other relevant Regional/International Standards. The Manufacturer's Specification will be the last option when the previous options are not applicable.

19. If the products have been certified by other organisations, is it still necessary to submit them to the CAP?

INTERTEK will assess the conformity of the product and during the assessment of the documents submitted, it will check that they comply with the Technical Standards and Regulations of Mozambique in order to accept them as supporting documents for issuing the Certificate of Conformity (CoC). The CoC will guarantee that the certified product fulfils the requirements of the CAP.

20. Will a certificate of conformity be required for each consignment?

Each consignment will be accompanied by a certificate, but the certificate will be issued for each order assessed, which will allow the same document to accompany several shipments, depending on the quantity corresponding to the order.

21. Are products for own use subject to CAP?

Ministerial Order No. 98/2023 of 14 July presents exceptions to the CAP requirement, such as personal gifts and products with a FOB of 2000 USD or less.

22. Are products of the same material but different sizes assessed individually? The same type of product (e.g. nails) but different sizes are grouped together to issue the same certificate. However, you need to contact INTERTEK to find out how your products fit in.

23. What are the steps to apply for conformity assessment?

STEP 1 - ANALYSING THE APPLICATION:

The exporter must submit his request to the INTERTEK office closest to his geographical region and, after confirming the regulatory status of his shipment, provide the following qualifying documents:

- Completed Certification Request (RFC)
- Mozambique's unique consignment reference number (UCR)
- Proforma invoice, purchase order, letter of credit, Packing list
- Mozambican tariff code(s) for each of the products listed on the proforma/final invoice
- Product specifications or data sheet
- Valid test reports/test certificates (if required)

STEP 2 - DOCUMENT EVALUATION:

INTERTEK will carry out an assessment of the documents submitted to verify the conformity of the product consignment with the applicable Mozambican Standards or, in their absence, with other relevant Regional/International Standards.

At this stage, based on the frequency and volume of the exporter's shipments, he will be advised on the different shipment certification routes (Routes A, B and C) available and will be recommended the registration and licensing options, which are explained in detail in Step 3.

STEP 3 - INSPECTION:

Subject to the certification route, the physical inspection of consignments of regulated products will be carried out by INTERTEK. The inspection process will include checking the essential markings of the product(s) and the physical requirements in accordance with the applicable Mozambican Standards or, in their absence, with other relevant Regional/International Standards.

- Route A: The mandatory physical inspection must be carried out for each consignment.
- Route B: Selective physical inspection must be carried out on at least one consignment every three (3) months.

-Route C: Selective physical inspection must be carried out on at least one consignment every 6 months.

Route D: A compulsory physical inspection must be carried out for each consignment (CoC) at destination.

STEP 4 - TESTING:

-In the absence of valid test reports, INTERTEK will take samples from the consignment during the inspection phase for testing purposes.

-These samples must be tested in a laboratory accredited by ISO/IEC 17025 and/or recognized by INNOQ, IP.

STEP 5 - LOADING AND SEALING THE CONTAINER:

-Mandatory witnessing of the loading of FCL (Full Container Load) consignments and their subsequent sealing.

STEP 6 - ISSUING THE CERTIFICATE OF CONFORMITY (CoC):

-A CoC will be issued on the basis of a successful conformity assessment of the consignment. Non-conforming shipments will be the subject of a Non-Conformity Report (NCR).

24. What reasons led to the establishment of the CAP?

The proliferation on the market of counterfeit products, low-quality products and those that do not comply with technical quality standards, which jeopardize the health safety of the Mozambican population, promote environmental pollution and harm consumers in commercial transactions.

25. Can a conformity assessment body other than INTERTEK be asked to carry out the conformity assessment?

No, for the purposes of the CAP, the entity authorized in Mozambique to carry out the conformity assessment of mandatory control products is INTERTEK.

26. Do I need several certificates of conformity for the same goods sent in parts? If the product comes in different orders, yes. Conformity assessment is per order. For partial shipments, only one certificate will be issued as long as the goods are from the same order, the same supplier and the same Unique Consignment Number (UCR).

27. How long does a product registration take?

Product registration will be based on a detailed assessment of the product's compliance with the applicable Mozambican Standards or, failing that, with other relevant regional/international standards. The time will vary depending on the availability of test reports for the product or whether the products will have to undergo tests before registration is issued.

28. How long is the registration valid for?

The registration certificate is valid for one (1) year.

29. How many certificates of conformity will be issued for a product registered and sent to more than one importer?

There is no limit to the number of CoCs that can be issued for a registered product. The exporter/reseller can use the registration to certify their products as long as the registration declaration is valid.

30. What language will the certificate of conformity be in?

For products intended for export to Mozambique, the authorized agent issues certificates in Portuguese.

31. What safety guarantees does the certificate of conformity provide?

The authenticity of the certificates will be assessed with appropriate devices.

32. What are the criteria for selecting mandatory control products?

The list of regulated products was drawn up taking into account the product's safety risk for end users, as well as the history of non-compliance of these products on the market.

33. Why are internal products not evaluated and external products submitted to the CAP?

Domestic products will also undergo a conformity assessment so as not to subject them to differential treatment. The procedures for this are being established. The prioritization of imports lies in the fact that most of the products consumed in the country are imported.

34. How will the date on which the certificate must be presented at the time of customs clearance be known?

It will be through the work order to be issued by the General Directorate of Customs.

35. How will products subject to other evaluations in the country be treated?

The aim of the Program is to assess compliance with technical quality specifications. In cases where products are subject to other assessments in the country, control levels are determined and if they cover all the required quality requirements they are exempt from the CAP.

36. In which situations will the goods be detained and how will they be treated?

Products covered by the CAP will be detained if they don't present certificates of conformity at the points of entry and the treatment will depend on the situation of the non-conformity.

37. What will be the destination of the irregular goods?

The product that does not comply with the applicable technical standards and regulations must not enter the national market. The non-compliant product, detained at the point of entry and/or at the place indicated by the importer, may be returned in accordance with Article 51 of Decree no. 37/2023 of 29 June, reused for other purposes or destroyed, depending on the case. The Customs Authorities, depending on the opinion of INNOQ, IP, will determine the destination of the goods in line with Article 79(1) of the Customs Clearance Regulations approved by Ministerial Order no. 51/2019 of 24 May, in conjunction with Article 39(6) of the General Customs Clearance Rules.

38. Do I need a Certificate of Conformity to import personal effects into Mozambique?

A certificate of conformity is not required when importing personal effects.

39. What happens if the importer doesn't fulfil the CAP requirements?

All regulated products arriving at points of entry (ports, airports, land borders) without a Certificate of Conformity will be rejected at the point of entry and customs clearance will be refused.

40. Is the Certificate of Conformity mandatory for customs clearance of the consignment under Mozambique's import requirements?

Yes, the CoC will be required for all consignments of regulated products covered by Decree no. 8/2022 of 14 March.

41. Why the pre-export check-in the country of origin?

To prevent non-conforming products from entering Mozambique, thus avoiding losses for consumers and damage to the environment.

42. Who will pay the certification fee?

The party requesting conformity assessment services is responsible for paying INTERTEK the applicable certification fees.

43. Can my shipments be delayed because of CAP?

If the products comply with the requirements of the country of destination and are accompanied by appropriate documents, the assessment will take place without delay.

44. What is a Certificate of Conformity (CoC)?

CoC is the certificate that reflects that your products comply with the requirements of the country of destination.

45. Why do I need the CoC?

CoC is the certificate that reflects that your products comply with the requirements of the destination country. The CoC is also a mandatory document for Customs during the import process. If you don't have the CoC, the import will not be completed.

46. What is the relationship between CAP and Pre-Shipment Inspection?

For regulated products, the CAP is an established procedure for determining the conformity of products with regard to quality and the purpose of pre-shipment inspection was customs classification and the determination of customs duties for the goods.

47. How much does it cost to fulfil the CAP?

The fees for demonstrating conformity through the CAP are set out in Ministerial Order no. 98/2023 of 14 July. In addition to the mandatory shipping certification fee, the Applicant may have to bear additional compliance verification fees, such as laboratory testing fees, which are subjective to the type of product being tested and the parameters being tested.

48. What are the benefits of the CAP for Mozambique?

The main benefits of the CAP are as follows:

1. Ensuring that products imported into Mozambique are safe and compliant;
2. Facilitate the customs clearance process in Mozambique and promote fair competition;
3. Reducing levels of counterfeiting.
4. Ensure that the products imported into Mozambique fulfil the minimum quality requirements, in accordance with the applicable technical standards and regulations for consumer and environmental protection;
5. Facilitating trade and investment relations.

It will also help Mozambican manufacturers to compete on equal terms with imports, as it will help to avoid importing products that are often cheaper due to the fact that they don't fulfil the minimum quality requirements.

49. Who enforces the CAP?

The CAP is applied by the Mozambican government, through INNOQ, IP, which can outsource an independent organization to do so on its behalf. The presentation of the Certificate of Conformity is the means by which the CAP is enforced.

50. What is the process of issuing a CoC?

The exporter asks the authorized agent (INTERTEK) to issue a CoC by filling in the form corresponding to the request. If test reports are available, they are considered and analyzed by technical experts. INTERTEK carries out a technical inspection of the order and tests the product in accredited laboratories to ensure that it fulfils the requirements of the order.

Based on a successful conformity assessment result, the CoC is issued.

If the product does not conform, the non-conformities are reported to the applicant to implement corrective measures (where applicable).

Non-conforming products that cannot be rectified are removed from the order. The costs of laboratory tests are borne by the applicant.

51. How does INTERTEK carry out conformity assessment within the framework of the CAP? INTERTEK carries out conformity assessment within the scope of the CAP, verifying the conformity of products with the relevant standards and regulations through visual inspections, laboratory testing of samples and review of conformity documents.

52. Are there any exemptions for CAP services?

Exemptions to the CAP are laid down in Ministerial Order no.98/2023 of 14 July.

53. How can I stay informed about changes in technical standards and import regulations?

INNOQ, IP will regularly provide information on updates and changes to technical standards and import regulations that may affect products under the CAP.

54. How will the fee to be paid in the country of origin of the products for the conformity assessment activity be channeled?

The amount is incorporated into the invoice issued by the exporter, i.e. the person responsible for requesting the CAP services.

55. How will suppliers/manufacturers with accredited laboratories be treated?

The results of the test report will be considered in the documentary analysis by the authorized agent (INTERTEK), who will be able to assess its authenticity and, based on the result of the assessment, INTERTEK will carry out the physical inspection and issue the CoC.

56. What is the treatment of free zone importers who import products for their own consumption?

If these products do not enjoy a special customs procedure, are on the list of mandatory controls and the FOB value is more than USD 2,000, they must be submitted to the CAP.

57. Are new cars covered by the CAP?

No. The CAP only covers vehicles that have been definitively registered for the first time in their country of origin.

58. What legal document must be presented to the customs authorities when goods enter the country?

You must present the Certificate of Conformity issued by INTERTEK at the origin of the goods.

59. Whose responsibility is it to create the Unique Consignment Number (UCR)?

The UCR must be created by the dispatcher.

60. How do I proceed with obligatory and non-obligatory products on the same invoice?

Only the products covered by the CAP will be checked.

61. How long will it take to obtain the certificate of conformity in the evaluations?

The CoC will be obtained in 5 working days for Routes B and C, for Route A it takes more than 5 days and varies depending on the nature of the goods and the type of laboratory analysis to be carried out.

62. What procedure should the importer take in the event that INTERTEK issues a product non-conformity report while they have already been paid for?

The exporter has the opportunity to rectify the non-conformity and only if they are unable to comply is a non-conformity report issued. The fees charged by INTERTEK relate to the conformity assessment activities carried out to determine whether or not the goods conform.

63. Does the CAP only apply to imports or also to re-exports?

The CAP is only applied to imports.

64. Whose responsibility is it to indicate the tariff codes?

This responsibility lies with the exporter or importer.

65. Is it compulsory to have other licenses?

Yes, it is compulsory. The CoC is a complimentary document and does not replace the other documents that are part of the import process.

66. Can a CoC have several invoices?

Yes, if it's from the same consignment.

67. How will you obtain the CoC issued by INTERTEK in your country of origin?

The CoC will be uploaded to the SEW, but the exporter will have the information beforehand and can also obtain it by email.

68. If the imported product is circulating in national territory without having been submitted to the CAP, will there be any penalties?

Yes, without prejudice to the sanctions provided for in current legislation and the corresponding civil or criminal liabilities, violation of the provisions of Decree no. 8/2022, of 14 March, is subject to administrative sanctions and punishable by a fine in accordance with article 24 of the same Decree.

69. How should the importer proceed if the goods arrive at their destination without the CoC?

In the absence of the CoC after shipment, the declarant or their legal representative must contact INTERTEK for a conformity check at destination, by Route D, before submitting the declaration.

70. With the exemption to the CAP, won't products below USD 2000 encourage the entry of products without quality assessment by the informal market?

Mechanisms are in place to address situations of intentional fractionation and thus reduce the risk of using counterfeit products below USD 2000 for commercial purposes.

71. Does the Certificate of Origin replace the Certificate of Conformity?

No. The Certificate of Origin confirms the origin of the product and the Certificate of Conformity certifies compliance with the product's minimum quality requirements.

72. What is the validity of the Certificate of Conformity?

The validity of the certificate is 90 days from the date issued on the invoice.

73. What are the technical standards applied in CAP?

The Verification of Conformity of the Regulated Product(s) must be carried out in accordance with the applicable Mozambican Standards or, in their absence, with other relevant Regional/International Standards.

74. How can I obtain the technical standards applied in CAP?

The Technical Standards applied in the CAP must be purchased from INNOQ, IP.

75. What is the physical inspection of a product?

The physical inspection of a product is a process in which the physical attributes and quality of a product are examined and evaluated. This inspection is usually carried out to ensure that the product fulfils the essential requirements, standards and specified expectations.

Visualexamination: Inspectors visually examine the product to identify any visible defects, irregularities or deviations from the design or specified standards. This can include checking for scratches, dents, discoloration or other surface imperfections.

Packaging inspection: The inspection can extend to the product's packaging. Inspectors check for proper labelling, the integrity of the packaging and the inclusion of all necessary documentation (such as user manuals or safety information).

76. How will the list of mandatory control products be updated? Whenever the list is updated, it will be approved by a Ministerial Order, published in the Official Gazette and on the websites of INNOQ, IP (www.innoq.gov.mz) and INTERTEK (www.intertek.com).

77. How are expatriate products handled?

They are considered to be products for own use and are exempt from CAP.

78. How are returned products handled?

They are considered to be products for own use and are exempt from CAP.

79. How can I guarantee that INTERTEK will carry out the conformity assessments?

INNOQ, IP will have access to the complete process of each assessment and will carry out regular audits of INTERTEK's operational centers.

80. How will products donated by NGOs for social support be treated?

They must be accompanied by all documentation guaranteeing their safety and quality, the results of any tests or checks they have undergone.

81. How will parts, equipment and materials used in industrial repairs or maintenance be treated at CAP level?

Parts, equipment and materials used in industrial repairs or maintenance are exempt from the CAP, but must be accompanied by a declaration from the manufacturer/supplier with information guaranteeing their traceability.

82. How will INTERTEK ensure service at various locations?

INTERTEK has offices on every continent and, depending on the exporter's location, you can go to the INTERTEK website (www.intertek.com) and check the nearest office.

83. What treatment is given to products that arrive at the point of entry non-compliant, even if they have a Certificate of Conformity?

It will be treated as non-compliant and will be withheld for the execution of subsequent stages.

84. In what situations are non-conforming products handed over to the owner?

There is no provision for non-compliant products to be handed back to the owner, but for them to be destroyed or donated to social welfare Programs run by the state.

85. Who is responsible for the deterioration of a product detained or seized due to lack of a Certificate of Conformity (CoC)?

The responsibility lies with the owner or importer of the goods.

86. Does the payment of customs duties authorize the unloading of goods that have not undergone conformity assessment at the point of origin?

Even if customs duties are paid in full, if the product is on the list of compulsorily controlled products and does not have the relevant CoC, it will not be cleared.

87. Can goods bearing the CoC be cleared without having paid customs duties?

Customs clearance in this case depends solely and exclusively on the decision of the Tax Authority, as the CoC does not imply that customs obligations do not have to be met.

88. Can INNOQ, IP technicians take part in the team checking the goods at the point of entry?

Yes, whenever deemed necessary to ensure the effectiveness of the CAP, INNOQ, IP may carry out checks on the goods at the time of clearance.

89. What documents are required to apply for a certificate of conformity?

The exporter must submit his request to the INTERTEK office closest to his geographical region and, after confirming the regulatory status of his shipment, provide the following qualifying documents:

- Completed Certification Request (RFC)
- Mozambique's Unique Shipping Reference Number (UCR)
- Proforma invoice, purchase order, letter of credit, CAPking list
- Mozambican tariff code(s) for each of the products listed on the proforma/final invoice
- Product specifications or data sheet
- Test reports/valid test certificates (if required)

90. What is the cost of the CAP applicable to changing from a special customs procedure to definitive importation?

The cost of the defined route is applied to the exporter.

91. What is the advantage of the CAP for industries?

It reduces losses or waste due to the risk of poor quality or contaminated raw materials and ensures better quality of the end product.

92. What can be done to speed up the conformity certification process?

The supplier/exporter must register and licence its products on Routes B and C in good time.

93. Can the exporter use laboratories of his choice if the product needs to be subjected to laboratory analyses?

Yes, as long as these laboratories are accredited by ISO/IEC 17025 and/or recognised by INNOQ, IP.

94. Can the exporter request a CoC for the products listed in Annex II of Decree no. 8/2022 of 14 March that are not on the list implemented in a First Phase?

Yes importers can as in the long term, all products listed in Annex II of Decree no. 8/2022 of 14 March must undergo a conformity assessment in the country of origin.

95. With the CoC, can the Mozambican authorities request physical verification at the point of entry?

Yes, they can if they suspect the authenticity of the CoC or in response to a complaint.

96. Who should bear the costs if products have to undergo laboratory tests under the CAP?

All costs inherent in the necessary assessments under the CAP in the country of origin of the products must be borne by the exporter/supplier.

97. What is the cost of registration and licensing services?

The costs for registration and licensing services are set out in Ministerial Order No. 98/2023 of 14 July.

98. How to buy Mozambican Standards?

Directly at the INNOQ, IP offices (Maputo Headquarters and Sofala and Nampula Delegations) or by email via info.innoq@innoq.gov.mz. Payment should be made according to the details in the quotation, and proof of payment sent to INNOQ, IP and in turn they will send you the standard in electronic format.

99. Do compulsory fortification products also have to present a Certificate of Conformity?

Yes, and these must be assessed in accordance with the specific Mozambican Technical Standards.

100. How long does it take to carry out the conformity assessment of the product that is already in Mozambique?

The time needed to carry out the conformity assessment in Mozambique, i.e. via Route D, varies depending on the type of tests and inspections applicable to each product. It is important to remember that conformity assessment must be carried out in the country of origin and before the goods are shipped to Mozambique, via Routes A, B and C.

