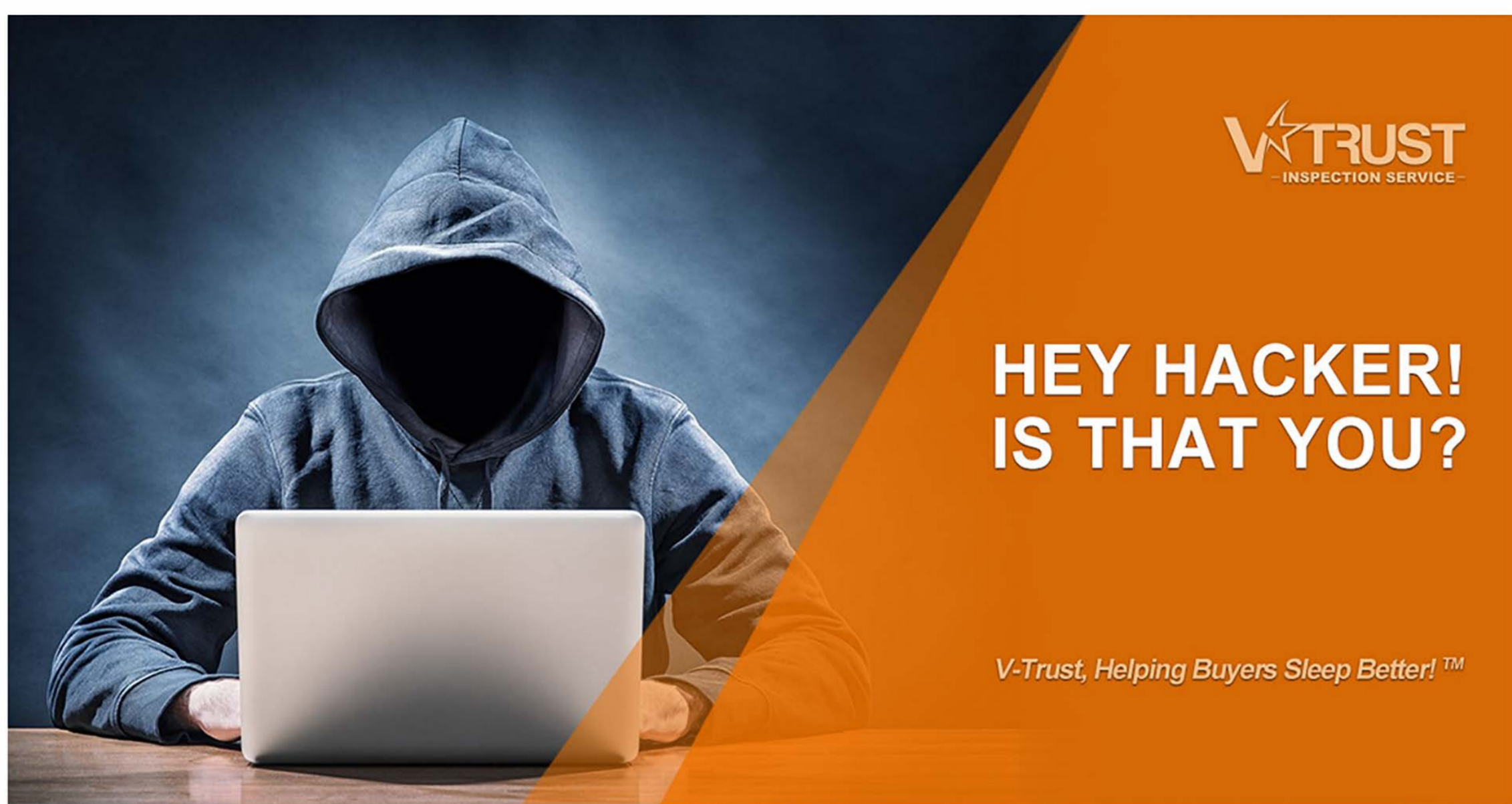




V-TRUST INSIGHTS

May 2020



HEY HACKER! IS THAT YOU?

V-Trust, Helping Buyers Sleep Better!™

Hey Hacker! Is That You?

Did you ever imagine that your business partner who you have contacted for a long time can turn out to be an email hacker that wants to steal your payment?

We would like to share a story about exposing a hacker, which happened recently to one of our clients (overseas buyer), his Chinese supplier and us, V-Trust. This story has a happy ending, since we helped the customer to reveal the hacker before the customer transferred a large-sum payment to him, and thus would like to keep you alert when settling payments for your overseas purchases.

Story prologue

First, let's show how he intercepted our online communication. For confidentiality reasons, we will code-name the involved parties and their correct contact details as following: the customer – let's say is Benjamin from the company A with his email address being ben@A.com; the supplier – Emma from the company B (proper contact email: emma@B.com); and me, Sophia from V-Trust, with the email address sophia.ma@v-trust.com.

So, the hacker tried to begin the game by tapping into our communication by creating three new fake email addresses, such as benA@gmail.com, emmaB@mail.ru, sophiam.a.vtrust@gmail.com to pretend to be the client, the supplier and V-Trust.

How it started

In June 2019 the supplier's email box was attacked by a hacker, and from that moment the hacker manipulated communication between the client and the supplier – their real communication was blocked since then, and both parties were instead in contact with the online scammer. The hacker had replaced the real customer's email (ben@A.com) with his own fake email box (benA@gmail.com), meanwhile replacing the supplier's email address (emma@B.com) with emmaB@mail.ru.

Both the client and the supplier did not realize that the person they were contacting was a scam, and communicated with the hacker for 9 months before V-Trust intervened and revealed the fraud.

In Feb. 2020 the customer booked a Sample Check with V-Trust, and provided the email box of his supplier as emmaB@mail.ru, which in fact was a fake email created by a hacker and used to communication with the client. At that time, the hacker also created another mail box (sophiam.a.vtrust@gmail.com) to pretend to be V-Trust communicating with the supplier, and then forwarded our emails to the supplier with revised content.

The hacker took over the whole three-way conversation: the client and V-Trust contacted the hacker-supplier by emmaB@mail.ru, while the supplier contacted benA@gmail.com (the hacker-client) and sophiam.a.vtrust@gmail.com (the hacker pretending to be the inspection company).

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Insights

Carton Collapse



Opening the shipping container doors and realizing that there's a collapse of the goods inside the container is a very common nightmare which importers want to keep from happening at all costs as it is normally followed by big financial losses and in worse cases, serious injuries of the staff responsible for unloading the container.

As there is no simple recipe to follow when securing the goods inside the container, each load should be dealt on its own merits – the cargo, the way it's loaded into the container, or the fittings in the container. But the following points, must be taken into account by buyers, factories, freight forwarders, and third party inspection companies when having a loading process assessed.

Avoiding Cliff-Type Stacking

Holding the cargo in a container secure enough against any preventable movement is extremely vital. Meanwhile, the process of loading the goods itself should not cause damage or corrosion to either the goods or the container.

In the case of products of normal shape and size, a close stow should be found from wall to wall. Nonetheless, certain empty spaces can exist in many cases. These can be accepted if protection is accomplished through friction between neighboring cartons. If the friction effect is inadequate or the gaps between the cartons are wide, the storage should be completed using dunnage, compressed cardboard, airbags or other acceptable means.

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Audit Insights: How Does a Factory Audit Go?

Identifying the right factory determines the future of your products, because the capabilities and capacity of your manufacturer have to align with your needs and expectations.

We have discussed some tips about choosing the right supplier before, in this article we will describe the process of the factory audit, a top method of supplier capability assessment.

Why use a Factory Audit?

Let's imagine that you are sourcing products and have a potential supplier in mind. What can help you to be certain that you are making the right choice choosing it? A personal visit for an overlook of the factory production line, capacities and capabilities definitely would give you more perspective on the supplier, and be more influential in your decision. When you cannot do it yourself, a factory audit service by a recognized inspection company would come in handy.

As well, if you already cooperate with someone and would like to improve their overall performance, a detailed CAP (corrective action plan) with improvement suggestions for the facility would be issued after the factory audit, following which the factory can get on the right path for the improvement of their quality system.

Generally, during the factory audit we will focus on the following aspects:

- ▶ Factory profile
- ▶ Human resource
- ▶ Foreign trade capacity
- ▶ Production capability
- ▶ Quality control system
- ▶ R&D
- ▶ Special Requirements from Client

Factory profile

First of all, we need to make sure whether your supplier is legit and has valid documentation.

At this stage the auditor would check that your required products are within the factory's registered business scope, and whether the factory/supplier has validity to manufacture and export the required goods.

Is the company a manufacturer or a trading company, are their actual address and facility size the same as the registered ones? What is the year of their establishment and registered capital? These are the basic questions you will receive an answer to.

Usually the auditor would check the business license, export license, ISO 9001 and other ISO accreditations, BSCI / Sedex SMETA report, or specific documentation needed based on the supplier's business scope.

Human resource

Have you ever wondered whether the person you are in contact with is a real employee of the company you want to partner with? An audit can help to bring more light to your potential supplier's human resources.

It would allow you not only to check whether your contact is really an employee of the company, but also to understand how many shareholders, senior managers, and engineers the company has: internal quality control inspectors, R&D engineers, and their working experience in the company. A company with a bigger number of QC-related experienced staff is paying more attention to the quality control.

Product and marketing capacity

The geographical focus of the factory's exports can tell a lot about products' quality.

If the factory produces mostly products for export to Western Europe, it would have higher quality expectations for the products, than, let's say, the factory that produces to Africa.

In addition, the factories that export to Europe would have more experience and knowledge about European standards, and compliance to them.

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Mask Classification & Requirements

Because of the COVID-19, PPE has become a hot topic among international importers, especially masks.

As a third-party inspection company, we've inspected numerous masks over the past few months, and found many problems from both the certificates/test reports, and the products. We'd like to kindly remind you the following points to help your products go through the customs more smoothly.

First of all, you need to know what type of mask you are buying. Generally speaking, there are medical/surgical masks and personal protective masks/respirators.

If it's surgical/medical mask, there are Type I (non-sterile), Type II (sterile) and Type IIR(sterile). Manufacturers need to provide valid CE certificate and test report following the standard of EN14683. On top of that, they also need to provide medical device registration license as required by Chinese government.

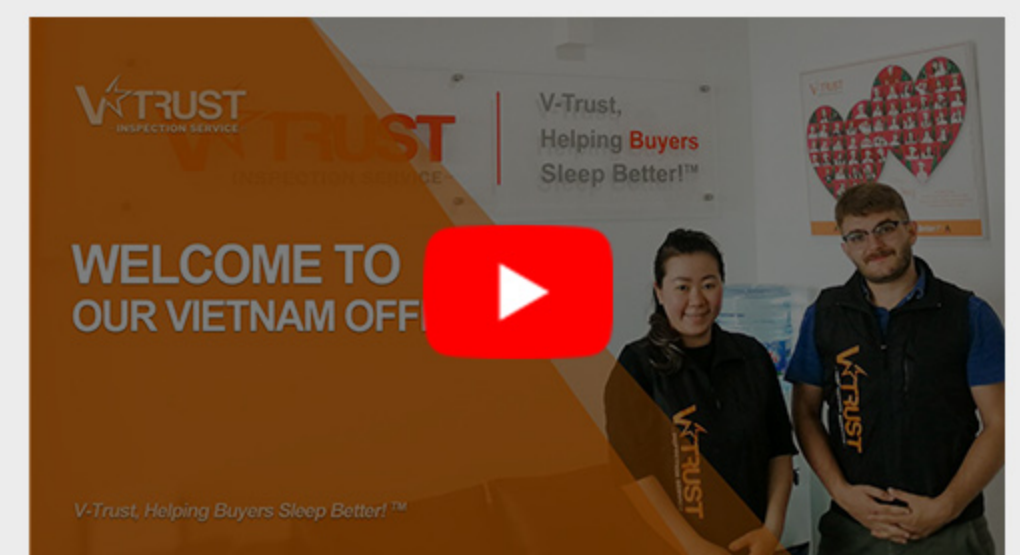
If it's protective mask/respirator, there are FFP1, FFP2 and FFP3. Manufacturers need to provide CE certificate released by notified body, who is accredited to issue the certificate according to (EU) 2016/425. A test report following the standard of EN149 is also compulsory.

On top of the above, we kindly remind you to also check the scope of the traders' business license, ensuring that the products you are importing is within their scope.

The requirements of exporting PPE is changing on a daily basis. Please feel free to contact us if you have any questions.

V-TRUST Team

Vietnam Team



How to celebrate Tet in Vietnam? Follow V-Trust Vietnam Office team now for this culture trip!



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