



V-TRUST INSIGHTS

February 2020

CNY HOLIDAY

WHAT IMPORTERS SHOULD KNOW



Shipping Your Goods Before or After the Chinese New Year Break?

Chinese New Year is approaching, and as you may already know, factories are going to be totally closed for at least two weeks. When the workers start to return, it will take a few more weeks for them to get back up to full capacity. With that in mind, there are certain things importers should be cautious about in order to manage well their supply chain and have the level of quality they expect whether they choose to ship before the holiday or after.

Before CNY

When it comes to placing orders to be delivered right before the holiday, the risks of having quality issues are far higher than usual. Delivering the goods as fast as possible to meet customers' deadline is factories' top 1 priority during this time. This rush to finish the production of all orders before the holiday starts can lead to serious quality issues, especially for new products and new designs which the factory might have no previous experience in producing it. According to our monthly statistics, there's a sharp increase at defective rate for inspections conducted in December and January, and it is even more serious for new products.

After CNY

Placing orders to be delivered right after the holiday, on the other hand, can also result in headaches depending on the scale of the factory. Small and medium-sized factories, whenever they open their doors, will surely not be making all of their production lines available during the first month. The reasons why that happens is that, many workers decide to change jobs, cities, or even opt to stay in their hometowns, which is a new trend in China. It is very difficult for the factories to hire a large number of workers and train them in a short period of time. So, the main problem importers often face when they decide to ship the goods after the holiday is delay. It's common for us to see cases which the goods were to be shipped in February, and they turned out to be ready to be shipped only in April or even later. Besides delay, it's also very likely that the recently-hired workers will increase the defective rate of production due to their lack of experience. But it is safe to say that, though there is a bit of an increase of the defective rate during this period, it is not as high as it is during the last weeks of the Chinese Lunar year.

In order to avoid high defective rates and delays, it's highly recommended to increase your stock months before the holiday so it won't be necessary to order from factories during this sensitive time. Forecasting far in advance is a valuable procedure to adjust production times and make sure your products won't run out of stock.

In case you haven't planned in advance and have to place an order now, it's very important to put a quality management plan into place and communicate very well with factory and logistic company.

Being in the quality control industry for nearly two decades, V-Trust has plenty of experience in helping buyers overcome possible problems during this period of the year. Our pre-shipment inspections and container loading supervision are also to ensure that the holiday rush at the factories does not have an impact on the quality of our customers' products.

Insights

Care Label Check



It is not very uncommon for us in the quality control industry to come across situations which importers (mostly un-experienced) do not fully understand cross-border regulations on care labels and its importance to consumers' satisfaction with the product they are buying.

To understand care labels, let us start by introducing its definition according to the Federal Trade Commission (<https://www.ftc.gov>)

Care label is a permanent label or tag which contains care information and instructions that is attached in such a manner that it will not become separated from the product and will remain legible during the useful life of the product. The reason why care labels must remain attached and legible is that they are normally pivotal when consumers shop for clothing. Some look for the convenience of dry cleaning, while others prefer the economy of washable garments.

Worldwide regulators enforce care labeling rules which require manufacturers and importers to attach care instructions to garments following certain guidelines.

Who shall pay attention to these rules?

- ▶ Manufacturers and importers of textile wearing apparel
- ▶ Manufacturers and importers of piece goods sold to consumers for making wearing apparel
- ▶ Any person or organization that directs or controls the manufacturing or importing of textile wearing apparel or piece goods for making wearing apparel

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VIETNAMESE NEW YEAR
AND CHINESE NEW YEAR
DIFFERENCES AND SIMILARITIES

Vietnamese New Year and Chinese New Year:
Differences and Similarities

What are the differences between the two celebrations? What do they have in common?

To us Westerners, Chinese New Year is often seen as the same everywhere, in any Asian country with Lunar Calendar, and to be honest it is not completely wrong! The general atmosphere is similar no matter if you celebrate it in China, Korea, Taiwan, Singapore or Vietnam.

After living in China for 4 years as V-Trust Sales Manager and 2 year in Vietnam as V-Trust Country Manager, I am happy to share my experience and feelings, even if, for sure, I don't know everything and they may not be exhaustive.

Chinese New Year and the Vietnamese New Year (called Tết in Vietnam) actually have a lot in common. What we can be sure of is that Lunar New Year holidays are always about dedicating time for family, gatherings, gifts and hoping for the best for the New Year to come. It's the 'super holiday' of Asia; you should picture it as a mix of Christmas, New Year's Day, Thanksgiving (for our fellow US readers) and your birthday all rolled into one giant one week holiday Both China and Vietnam follow the same calendar (January the 25th in 2020 and February the 12th in 2021).

For both of them, it's all about coming back home and spending time with the family. Ways to celebrate are also similar, with flower markets, dragon dances, orange trees, red envelopes filled with money for children, and firecrackers.

Some interesting differences exist, like... the Rabbit replaced with the Cat. Food enjoyed during this special period is one of the biggest differences! In Vietnam, people would prepare sticky rice packed in plant leaves (Bánhchưng), green rice cakes, Vietnamese sausage (Giòchả) and candied fruits. I have never found such dishes on a Chinese table during the New Year.

Schedule is also different in Vietnam. On the first day, Vietnamese usually visit their parents on the husband's side; on the second day they visit parents on the wife's side; and lastly, they spend their third day of Tet visiting their teachers. Another difference almost goes without saying: the name of both celebrations. While the New Year is called Spring festival (Chūnjié - 春節), it is called Tết in Vietnam, short for Tết Nguyên Đán - Feast of the First Morning of the First Day.

One of the last differences I noticed is the zodiac calendar. Both Chinese and Vietnamese lunar calendar are divided by periods of 12 years, with one animal for each year. The two countries share 10 of the zodiac calendar's 12 signs—the rat, tiger, dragon, snake, horse, goat, monkey, rooster, dog and pig. But the Vietnamese replace the rabbit with the cat and the ox with the buffalo. When I told my Chinese peer about this finding, he thought this point was very interesting, and wanted to know the reason. However, I don't know the exact reason neither, I guess these differences seem mainly due to legends and beliefs.

As you can see, both celebrations share a lot in common. But, once you come for business in Vietnam, don't make the mistake of telling the Vietnamese they celebrate the Chinese New Year.

Generally speaking, always avoid speaking of Vietnamese culture and Chinese culture interchangeably, I made this mistake when arriving and learned my lesson very quickly! Vietnam has been influenced and dominated but never ever conquered by its northern neighbor. The Vietnamese are extremely sensitive to this and extremely proud to be independent. Their culture certainly shares some commonalities with China's, but the two are not the same. You are now advised, don't make the mistake!

Even better, if you want to show respect and knowledge, you can now refer to the Vietnamese New year as the Tết festival to your business partner. Why not even go so far as to learn a popular greeting: Chúc Mừng Năm Mới (Happy New Year).

All the best from Vietnam! V-Trust has local management and full time inspectors in the country, covering all manufacturing regions!

Regulation Updates



From January 1st, all manufacturers and distributors shall provide a lithium battery test summary information crucial for goods transport safety, per a United Nations standard UN 38.3.

The test summary shall contain main safety information about the batteries according to points, mentioned in IATA's updated 2019 Lithium Battery Guidance Document, Revision 1. It drives attention to the testing, marking and packaging of the products. For FBA sellers, Amazon already have announced that all ASIN of products containing lithium batteries shall have the test summary information, failed items would be prevented from being sold on Amazon. Check this data with your supplier and remember to adjust the packaging and marking of your lithium batteries and products containing lithium batteries per the new update!

V-TRUST Team

Team-building



On November 17, 2019, part of our team based in South China, reunited for our Autumn's Sports Day, and in honor of the company's sports culture, we planned for a little friendly competition.

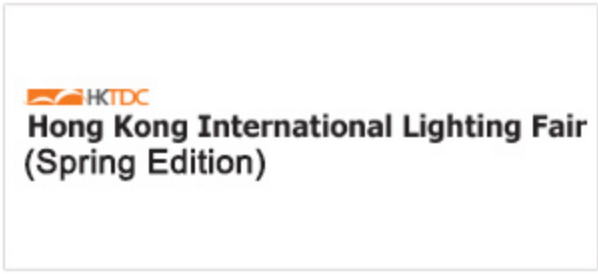
Teams were split into 10 and laughter was all around as team members learned to balance out of their comfort zone with challenging but yet exciting games.



Mathieu Reignard

V-Trust Vietnam Country Manager
5 year experience in Quality Control industry
4 years working at V-Trust Inspection Service
Fluent in French, English and Spanish

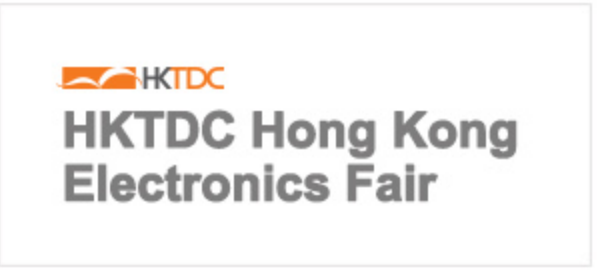
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HKTDC International Lighting Fair
6-9 April, 2020



Global Sources - Consumer Electronics
18-21 April, 2020



HKTDC Electronics Fair
13-16 April, 2020



Canton Fair - Phase I, II and III
14 April - 5 May, 2020



Global Sources - Mobile Electronics
18-21 April, 2020



HKTDC Houseware Fair
20-23 April, 2020



Global Sources - Fashion
27-30 April, 2020



HKTDC Gifts & Premium Fair
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