

Front Office Assessment

Company:	Website:
Reference Scheme: <input checked="" type="checkbox"/> Qweb	Type of Assessment: <input type="checkbox"/> Front Office Certification <input type="checkbox"/> Front Office Surveillance

SCOPE OF CERTIFICATION

ASSESSMENT VISIT

Date: _____

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	Assessment Team		
	Name	Acronym	Signature
RVI			
AVI			

Auditor	Items Assessed																			
	1.1	1.2	1.3	2.1	2.2	3.1	3.2	4.1	4.2	4.3	4.4	5.1	5.2	5.3	5.4	5.5	6.1	6.2	7.1	7.2
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1 Use of the Checklist by Digital Media

This checklist can be filled-in electronically with any word processor such as Microsoft Word. In this case pay particular attention to the editing and do not modify the text of the specification already filled-in for reference.

2 Key to Operations

Example:

		References	yes	no	na	nv
11	The right to withdraw should include a statement of the policy for returning goods which do not meet the customer's requirements, or are defective, including time limits and costs, if any.					
12	This information shall at least include:					
a)	Terms, and procedures to refund customers.					
A	B	C	D	E	F	G

- **A** Reference number of the requirement (each requirement of the specification has a different number); to identify the requirement to which the comment refers, its number shall be placed in the leftmost column on the comment part.
- **B** Requirement and relevant notes; when the requirement cell has a grey background (e.g. item 11) the requirement is optional (verb "should").
- **C** References to the documents (web pages) examined during the assessment.
- **DEFG** Sections for the assessment:
 - Yes = requirement satisfied,
 - No = requirement not satisfied,
 - Na = not applicable;
 - Nv = not verifiable.

NOTE: When CDEFG fields have a dark grey background they shall not be marked during the assessment.

Note



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1 Identification of the Online Supplier

Contacted Persons:

Name	Function

Checked Websites:

URL	Update

1.1

		References	yes	no	na	nv
1	The identification of the online supplier shall be:					
a)	Clear and unambiguous.					
b)	Easy to find.					
c)	Concise.					
2	The identification of the online supplier shall at least include:					
a)	The full name of the company Note: If the online supplier is not a company, the identification has to include the full names of the proprietors or owners of the business.					
b)	The legal status.					
c)	The entry on the commercial register or VAT-registration number.					
d)	The registered office or the principal place of business.					
e)	The operating place of business. Note: Only if different from the principal one.					
f)	The name of the managing director.					
g)	The e-mail address.					
h)	The mailing address (including the country).					
i)	The telephone number.					
j)	The fax number.					
k)	The hours of operation with reference to time zones.					
3	The identification information shall be printable.					

1.2

		References	yes	no	na	nv
4	Concerning the regulated professions shall be specified: Note: regulated professions are those professions that need a special permit in order to be carried on. They are Country dependent. Examples are: medical doctor, civil engineer, lawyer, etc.					
a)	The professional association or similar institution to which the online supplier belongs.					
b)	The professional title issued by the state where the professional resides.					
c)	The reference to the existing professional rules of procedure of the state where the online supplier resides. Note: If applicable.					

1.3

		References	yes	no	na	nv
5	If the supplier has an activity that requires an authorization, details concerning the authority which grants said authorisation shall be given. Note: Some activities require an authorisation. They are country dependent. Examples: pharmacy, selling of weapons and explosives, etc.					

ref.	Contacted Persons, Websites, Objective Evidences and Comments



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2 Information to be Provided on the Certified Website

Contacted Persons:

Name	Function

Checked Websites:

URL	Update

2.1

		References	yes	no	na	nv
6	Information about goods and services advertised or offered for sale on the website shall be given on the certified website, prior to the beginning of the transaction.					
7	This information shall be given:					
a)	Complete and accurate. Note: Complete and accurate information means sufficient information so that the customer understands the nature of goods and services offered and the conditions of sale or supply, which are an integral part of the sale or supply contract. Complete information shall be given in all languages that the online supplier advertises on his website.					
b)	In a clear and easy to find format.					
c)	Printable.					
d)	Electronically storable.					
8	This information shall at least include:					
a)	A detailed description of the goods and services offered (including if applicable patent rights) so that the customer is not misled and can take an aware purchasing decision.					
b)	The price of the goods and services, of any taxes or other state imposed fees.					
c)	Specifying the currency and, if applicable, the duties or tariffs.					
d)	The terms of shipping, delivery and transport, including the timeframe within which the goods and services will be available or delivered, or when they will be made available for shipping.					
e)	The timeframe of order processing.					
f)	The shipping costs.					
g)	An indication as to the impossibility to deliver or to geographic limitations.					
h)	Any applicable legal restrictions on sale or use.					
i)	If so, an indication that the goods are carried at the customer's risk.					
j)	The terms of payment, including the accepted currencies, the set time limits, and any possible options.					
k)	Any guarantees or warranties relating to goods and services and any certificates either mandatory by laws or regulations (e.g. CE marking) or voluntary (product or management system certification).					

ref.	Contacted Persons, Websites, Objective Evidences and Comments

		References	yes	no	na	nv
9	If partial payments or payments by instalments are accepted the online supplier shall notify the customer of the full payment conditions in the contract (i.e. full price, monthly payments, interests, taxes etc.).					
10	This information shall at least include:					
a)	How to obtain repair and service within the validity of the guarantee and any other after sale support or service related to the goods and services purchased.					
b)	How to cancel orders.					
c)	If applicable, the existence of the right to withdraw and how to exercise it.					
11	The right to withdraw should include a statement of the policy for returning goods which do not meet the customer's requirements, or are defective, including time limits and costs, if any.					
12	This information shall at least include:					
a)	Terms, and procedures to refund customers.					
b)	Applicable laws and the place of jurisdiction? Note: In the EU this may be the country of the purchaser (in B2C e-business) according to the European Directive Nr. 44/2001.					
c)	Valid languages for contracts.					
13	In case of promotions, such as price reductions, prizes, or give-aways, or contests, or games, these shall be clearly identifiable.					
14	The terms to benefit from them shall be stated accurately and without ambiguity, including the validity period of special offers.					

2.2

		References	yes	no	na	nv
15	The online supplier can disclose any other verifiable information on existing affiliations that may be of relevance to the requirements of the present specification, as well as the reference and the marks of any other certifications that he may possess.					

ref.	Contacted Persons, Websites, Objective Evidences and Comments



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3 Transaction Management

Contacted Persons:

Name	Function

Checked Websites:

URL	Update

3.1

		References	yes	no	na	nv
16	Order processes shall be clearly recognisable as such.					
17	An order shall only be initiated by a conscious act on the part of the customer.					
18	It shall be possible to check and if needed to correct all the elements of an order before placing it and to exit the website without placing an order.					
19	A checking question shall be answered before the order is finalised.					
20	In the checking question the price of the order shall be given and there shall be a reference to the conditions of the contract.					
21	The conclusion of the purchase contract shall be confirmed with a purchase number and date.					
22	The conclusion of the purchase contract shall be confirmed with a purchase number and date printable.					

3.2

		References	yes	no	na	nv
23	When goods are not available or a service ordered cannot be provided as specified, the online supplier shall have:					
a)	A process to notify the customer in a timeframe that is appropriate to the transaction and in line with the nature of the goods or the services. Note: When feasible, the unavailability should be notified on the website.					
b)	If an alternative is offered, a process by which the customer can accept or refuse the order. Note: In case the customer asks for the cancellation of the order, they must be apply rapid formality to effect the cancellation and to refund the customer.					
c)	A reliable system for the delivery of goods ordered, within the specified timeframe or in accordance with what was agreed when placing the order. Note: This means resorting to reliable carriers with whom there exist agreements. In this case the online supplier shall specify on the certified website the timeframe within which the goods will be made available to carriers for shipping.					
d)	A process to invoice and settle orders in line with what was described on the website.					
e)	The order confirmation in a printable way.					
f)	According to the type of goods or service ordered, the notification that the goods have been shipped.					
g)	A process to inform customers of invoicing errors.					
h)	Possible information to the customer about the status of ongoing orders.					

ref.	Contacted Persons, Websites, Objective Evidences and Comments



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4 Social Responsibility

Contacted Persons:

Name	Function

Checked Websites:

URL	Update

4.1

		References	yes	no	na	nv
24	The online supplier shall always respect the principles of good faith and loyalty in commercial transactions particularly those dictated by the protection of vulnerable consumers.					
25	The online supplier shall:					
a)	Not provide links on the website to deceptive, fraudulent or illegal sites.					
b)	Not publish on the certified website or distribute in any form, either to the aim of selling or for any other purposes, material that is illegal or illicit in the jurisdiction where the online supplier carries out its principal business activities (e.g. gambling sites, sites of religious sects, pornography sites, etc.).					
c)	Avoid the link to websites for which an authorisation should be obtained and such authorisation has not been granted yet.					
d)	Not use intellectual property in a deceptive way such as to lead to error or without authorisation. Note: For instance the unauthorised use of a third party's logo or trademark to create the impression of sponsorship or endorsement, or the use of a third party's copyright without first obtaining the appropriate permission.					
e)	Promote advertising activities that are truthful.					
f)	Refrain from publishing false or misleading information or make claims about products or services that do not comply with any applicable advertising codes of practice.					
g)	Ascertain the actual truthfulness of any third party "seals" or certificates advertised.					
h)	Label advertising and keep it separate from technical details concerning the goods or services, avoiding to disguise it as technical functionality, also by means of links, without disclosing to customers that it is, indeed, advertising.					
i)	Be able to substantiate any express or reasonably implied factual claim made in advertising, also comparative, or marketing activity, and obtain reasonable assurance on the reliability on an information before publishing it on the website.					

ref.	Contacted Persons, Websites, Objective Evidences and Comments

4.2

		References	yes	no	na	nv
26	E-business application that are directly aimed at children shall be age-appropriate, and shall not exploit the credulity, lack of experience or sense of loyalty of children.					
27	When children are involved, the online supplier shall:					
a)	Refrain from collecting any information.					
b)	Avoid to attract them to participate in, or divulge information by the prospect of, games, prizes or similar activities.					
c)	Refuse to knowingly accepting orders for goods or services.					
d)	Display a policy for monitoring the use of chat rooms and new groups, and the access to websites which are directly managed by the online supplier.					
e)	If applicable, offer a section for parents were they are informed about the service.					

4.3

		References	yes	no	na	nv
28	As for the techniques of hypertexts and HTML language management and subsequent modifications and improvements, the online supplier:					
a)	Shall not disable a browser's "back" button.					
b)	Shall not automatically process a link without an affirmative click-through.					
c)	Shall not prevent a customer from choosing where to navigate on the internet, by resorting to the so called "mousetrapping" techniques.					
d)	Shall not use systems to favour the ranking in search engines, if those systems imply terms that are unrelated to the certified site's actual content, goods offered, or services or if they are in any way deceptive. Note: for instance <meta> tags or similar technology should comply with this requirement.					

4.4

		References	yes	no	na	nv
29	Any e-business session opened by a registered user (authenticated user) shall be immediately closed at logoff or when the connection is lost to avoid any possible unauthorised access.					

30	Users' data may remain stored for the purpose of recording and tracing the transaction undertaken.					
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ref.	Contacted Persons, Websites, Objective Evidences and Comments

5 Processing of Users' Personal Information (Privacy)

Contacted Persons:

Name	Function

Checked Websites:

URL	Update

5.1

		References	yes	no	na	nv
31	A privacy statement has to be placed on the website referring to relevant applicable laws and regulations.					
32	That privacy statement sets out:					
a)	What personal information is being collected.					
b)	The name of the person responsible for collecting and protecting the confidentiality of that personal information. Note: The responsible person can be the company that owns the certified website. In case the data treatment is subcontracted the subcontractor's name shall be published on the certified website.					
c)	How and to what purposes that personal information will be used.					
d)	To whom that personal information might be disclosed in case of users' consent.					
e)	The rights of users to object or prohibit the collection, use or disclosure of their personal information.					
f)	The right to withhold or withdraw their consent at any time and for any use.					
g)	The right to have that personal information corrected, completed or blocked.					
h)	The consequences of denying or withdrawing the consent to collect, use or disclose their personal information.					
i)	The possibility for users to verify their personal information.					
j)	The means by which users may update their personal information or require any inaccuracy to be corrected.					
k)	The undertaking not to use any personal information which have been reported as inaccurate until the inaccuracy has been corrected.					
l)	A clear statement about the website's use of cookies or similar user-tracking techniques, including the consequences if users set their computers to delete or reject cookies. Note: Only session specific and security cookies can be used. Permanent cookies can be used provided that a clear statement about their use is included on the website.					

5.2

		References	yes	no	na	nv
33	A system is implemented to obtain consent from users to use their personal information for purposes not directly related to the transactions between the online supplier and the users (opt-in rule).					
34	It is possible to withdraw such permission.					

ref.	Contacted Persons, Websites, Objective Evidences and Comments

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5.3

		References			
		yes	no	na	nv
35	Retaining personal information is allowed only when a transaction is consummated or if the user gives permission to retain that information for future purposes (opt-in rule). Note: It shall be possible to withdraw this permission.				
36	It shall be possible to withdraw this permission.				

5.4

		References			
		yes	no	na	nv
37	As few personal data as possible shall be collected for the performance of the service.				

5.5

		References			
		yes	no	na	nv
38	If personal data is collected, it shall be clearly marked if the entered data is mandatory (e.g. the address for deliveries) or voluntary (e.g. title). Note: Only data that is needed for the performance of the service shall be mandatory.				

ref.	Contacted Persons, Websites, Objective Evidences and Comments



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6 Security

Checked Websites:

Name	Function

Checked Websites:

URL	Update

6.1

		References	yes	no	na	nv
39	The online supplier shall declare its security policy on the certified website, define and implement measures for the management of information security.					

6.2

		References	yes	no	na	nv
40	A secure payment method shall be implemented, either directly or indirectly, resorting to banks or similar institutions provided with certified security systems.					

ref.	Contacted Persons, Websites, Objective Evidences and Comments

7 Quality of the E-Business Process (Control, Complaints and Corrective Actions)

Contacted Persons:

Name	Function

Checked Websites:

URL	Update

7.1

		References	yes	no	na	nv
41	<p>The online supplier shall indicate on the certified website how a customer can make a complaint, including a physical address and a telephone number and avoid providing only post office boxes, e-mail addresses, answering machines, or voice mail systems.</p> <p>Note: Days and hours of operations shall be specified; besides the principal offices, the same information shall be also provided for any offices or branches.</p>					

7.2

		References	yes	no	na	nv
42	<p>The certified website should include instructions on how to access to out-of-court (online) dispute settlement.</p> <p>Note: This requirement applies as mandatory for B2C e-commerce transactions in those Countries where an online dispute settlement system is available at affordable costs.</p>					

ref.	Contacted Persons, Websites, Objective Evidences and Comments



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Contacted Persons, Websites, Objective Evidences and Comments

CHANGES SINCE LAST ASSESSMENT

CORRECTIVE ACTIONS RELATED TO THE NON-CONFORMITIES OF THE PREVIOUS ASSESSMENT



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Contacted Persons, Websites, Objective Evidences and Comments

USE OF THE Qweb CERTIFICATION MARK (if used, where and how)

NON-CONFORMITIES AND RECOMMENDATIONS



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