

FREQUENTLY ASKED QUESTION (FAQ) FOR SIRIM TRUSTED MARK SCHEME (STMS) IN E-COMMERCE PLATFORM

GENERAL**Q1: What is SIRIM Trusted Mark Scheme on e-Commerce platform?**

SIRIM Trusted Mark Scheme (STMS) **on e-Commerce platform** is a certification scheme offered to the Company who sells and/or supplies the communication, multimedia & hybrid products on e-Commerce platform. A company that demonstrates superior quality and fulfill the requirements set up by SIRIM will be awarded with a recognition logo called the SIRIM Trusted Mark.

Q2: What is the purpose of SIRIM Trusted Mark Scheme?

The SIRIM Trusted Mark Scheme (STMS) is developed with the aims to:

1. Raise consumer awareness on buying certified products from certified / trusted e-store.
2. Encourage online sellers to be more customer centric and adhere to global best practices in all retail operations.
3. To identify and eliminate counterfeit product in online market.

Q3: Who is eligible to apply for this scheme?

STMS applicant is categorized into:

1. **Trusted Supplier:** Brand Owner, Manufacturer, Importer, Distributor
2. **Trusted Seller:** Retailer

FEES**Q4: How much is the STMS fee?**

Below is the fee structure for STMS:

No.	Item	Fee
1.	Registration fee (including documentation evaluation)	RM 500
2.	Audit (On-Site) fee (1 st and 3 rd year)	RM 1000/man-day
3.	Off-site evaluation (2 nd year)/ Re-Registration fee	RM 500

APPLICATION AND REGISTRATION

Q5: What are the SIRIM requirements for a seller/supplier to apply for STMS?

STMS, a new certification scheme developed to award or recognize the Trusted Company that sell and/ or supply product on e-Commerce platform who demonstrates superior quality and practices in accordance with criteria determined by SQASI.

The following criteria have been identified for the STMS to determine the eligibility of a Trusted Company:

- a) 100 % in compliance with Regulatory Requirements (Compliance Approval, Import Permit and SLP).
- b) Completed Evaluation Checklist.
- c) In compliance with SIRIM Trusted Mark Scheme Agreement.
- d) Operate from legal premise approved by local authority.
- e) For Company with multiple e-stores, the SIRIM Trusted Mark shall be granted to the specific e-store specified in the application.

Q6: Is there any Agreement between SIRIM QAS International and the Company that apply?

Yes, there is. Company will be provided with the Certification Agreement upon registration of application.

Q7: If a Company has more than one store, does one application extend to all stores?

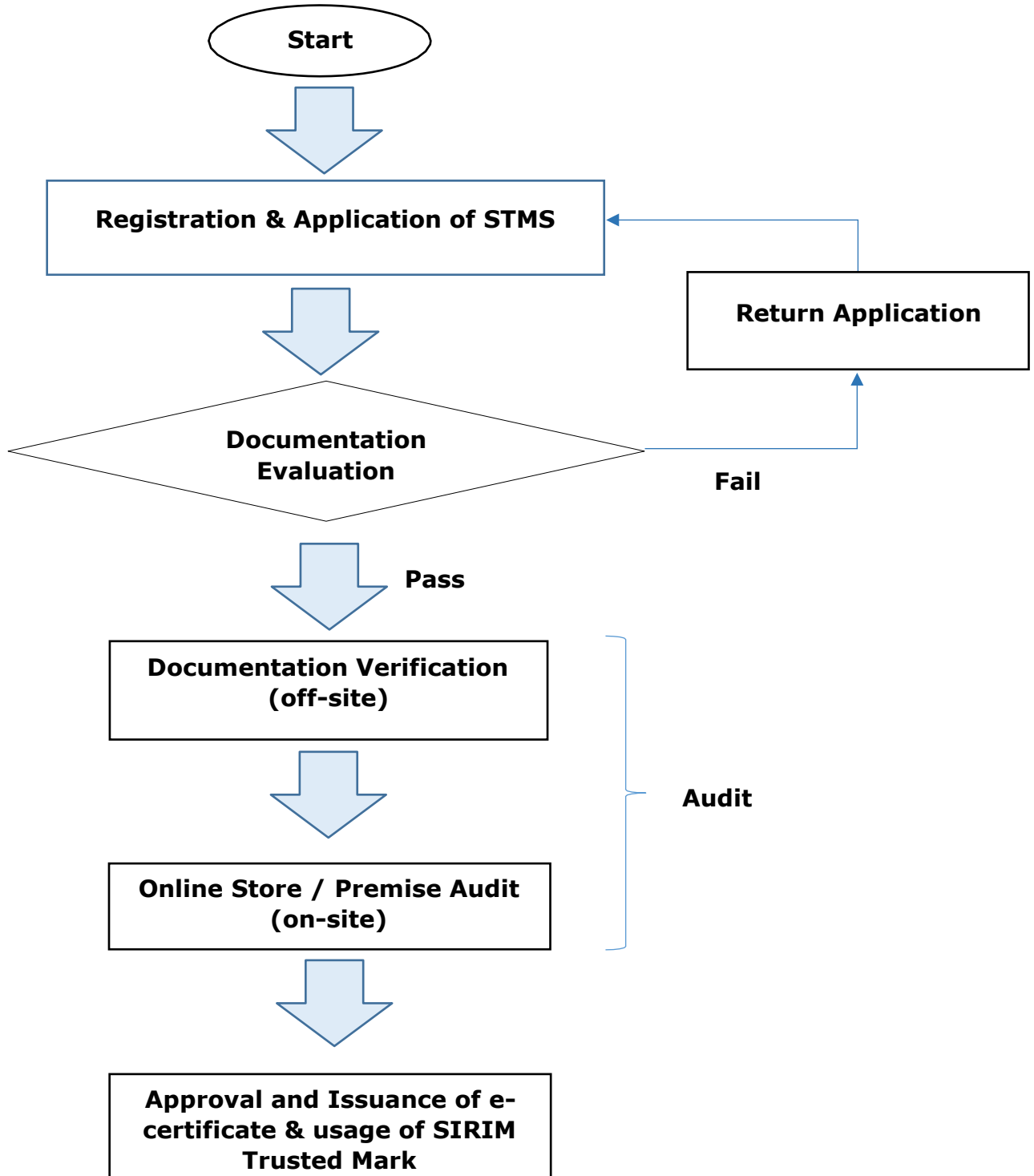
For Company with multiple e-stores, the SIRIM Trusted Mark shall be awarded to the specific e-store based on location specified in the application.

Q8: How long will it take for SIRIM to process the application?

Three (3) working days following the completion of the site audit.

Q9: What are the SIRIM Trusted Mark Logo usage conditions?

The Trusted Mark logo usage condition shall be based on the Terms & Guideline established in document no. STMS/DOC/01-2.

Q10: What is the process involved in obtaining the SIRIM Trusted Mark?

Q11: What is the validity period for the STMS certificate?

The validity period for the STMS certificate is 3 years. Once expired, an applicant would need to re-register the STMS application.

Q12: Will there be any assessment carried out within the validity period of 3 years?

Yes, the assessment will be conducted as follows:

- a) 2nd year – off-site verification (documentation)
- b) 3rd year – on-site audit

Q13: Is there any assessment required prior to re-registration?

Yes, the Company shall undergo off-site verification (documentation) prior to re-registration.

OPERATIONS**Q14: How should I display the Trusted Mark logo?**

The Logo shall be displayed only in the appropriate form, size, and colour and in full compliance with the conditions set by SIRIM.

Q15: How do I get in touch with SIRIM if I have questions or concerns regarding STMS?

Email: stms@sirim.my
Call/ Whatsapp: 019 – 717 2627

Q16: Is it possible to replace the current Self-Labeling Program (SLP) Certification Mark with the Trusted Mark logo?

No. Current SLP Certification Mark is different from STMS Certification Mark. SLP Certification Mark is compulsory to be affixed on the product, while STMS Certification Mark is only allowed to be displayed on the e-store as stated in STMS rules & guidelines. The STMS Certification Mark is not a replacement for the SLP Certification Mark.

Q17: How can consumer identify the legitimacy of STMS Certification Mark?

Consumer may verify the legitimacy of STMS Certification Mark on e-ComM website at <https://ecomms.sirim.my/>

Q18: Can STMS certification be replaced by the current Type Approval application?

No. Current Type Approval is granted to a specific model of Equipment which has complied with either singular or combination of the followings:

- a) MCMC Technical Code (www.mcmc.gov.my);
- b) Malaysian Standard;
- c) International Standard;
- d) Foreign standard of a national standards organization;
- e) Technical Checklist;
- f) Technical Declaration (association or industry standards or acceptable customer specification).

While STMS Certification Mark is offered to the Company who sells and/or supplies the certified communication, multimedia & hybrid products. The company shall fulfil the Type Approval certification requirement prior to applying for STMS certification.

Q19: Is there any restriction on the placement of Trusted Mark logo?

The Trusted Mark logo placement shall be based on the Terms & Guideline established in document no. STMS/DOC/01-2. The placement of the SIRIM Trusted Mark logo on the product is strictly NOT allowed.

Q20: What is the size of the Trusted Mark logo?

There is no minimum size requirement for the Trusted Mark, but it must be legible and readily identifiable. The size may be reduced or enlarged proportionately as required.

Q21: Is the artwork of Trusted Mark provided?

The artwork of Trusted Mark (.ai and .jpg format) and its specifications will be provided together with the Terms & Guideline for SIRIM Trusted Mark upon approval of STMS.

Q22: My STMS application has been approved. However, there are additional models in our approved online stores. What should I do with those additional models?

The applicant shall inform us on those additional models, and we shall update our database. There is no charge for those additional models.

