



## **Announcement: RSPO eTrace for Certification Bodies**

**The information in this communications is addressed to RSPO approved certification bodies**

As you know, on the 23<sup>rd</sup> of July this year we have launched an IMPROVED traceability system for administrating the physical trade of Certified Sustainable Palm Oil (CSPO): **RSPO eTrace**.

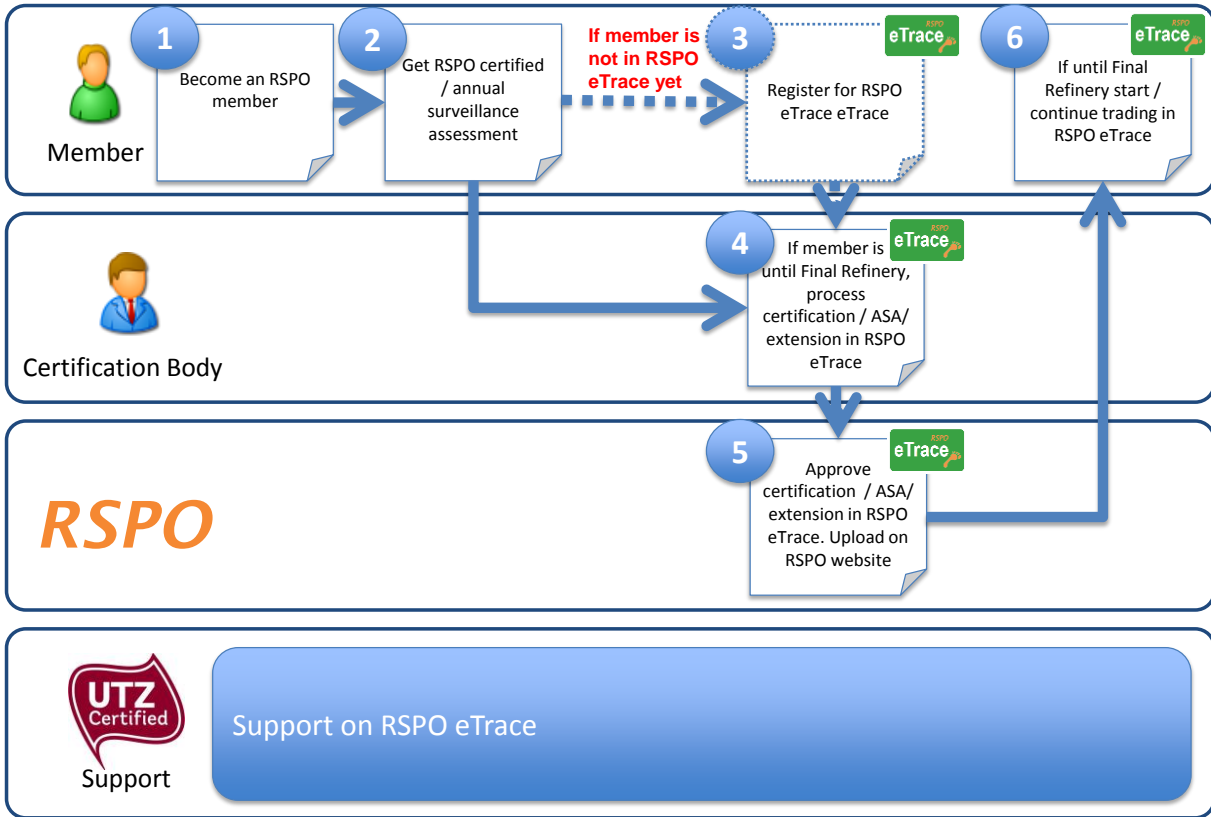
Now, we are pleased to inform you that we will soon be introducing **RSPO eTrace for Certification Bodies**. The implementation of the *Certification Body area* (*CB area* in short) will simplify the process and shorten communication lines between RSPO, CB's and UTZ Certified Support team. The *CB area* will only be accessible for RSPO approved Certification Bodies. By using the *CB area* all relevant certification documents (certificates/annual surveillance assessment (ASA) reports, etc.) are captured on one central location: **RSPO eTrace**.

### What can you expect when using the CB area in RSPO eTrace?

As a Certification Body you currently send your certification or annual surveillance assessment documents by email to the RSPO secretariat and UTZ Certified Support team ([palmoil@support.utzcertified.org](mailto:palmoil@support.utzcertified.org)). This procedure will no longer be applicable from the moment RSPO eTrace will be launched for you.

With the introduction of the CB area in eTrace all new certificates, annual surveillance assessment documents or extensions have to be submitted by you directly in the *CB area* in RSPO eTrace. Subsequently, RSPO secretariat will review these in their specific area in RSPO eTrace. Once the certificate, ASA or extension is approved by RSPO secretariat, certified members – like mills and other supply chain actors - will automatically be able to use RSPO eTrace in their relevant area, called the Member Area.

**New situation after go-live CB area: RSPO Certification/Extension/Licensing Process**  
**IMPORTANT: Only members until final refinery need to administrate in eTrace**

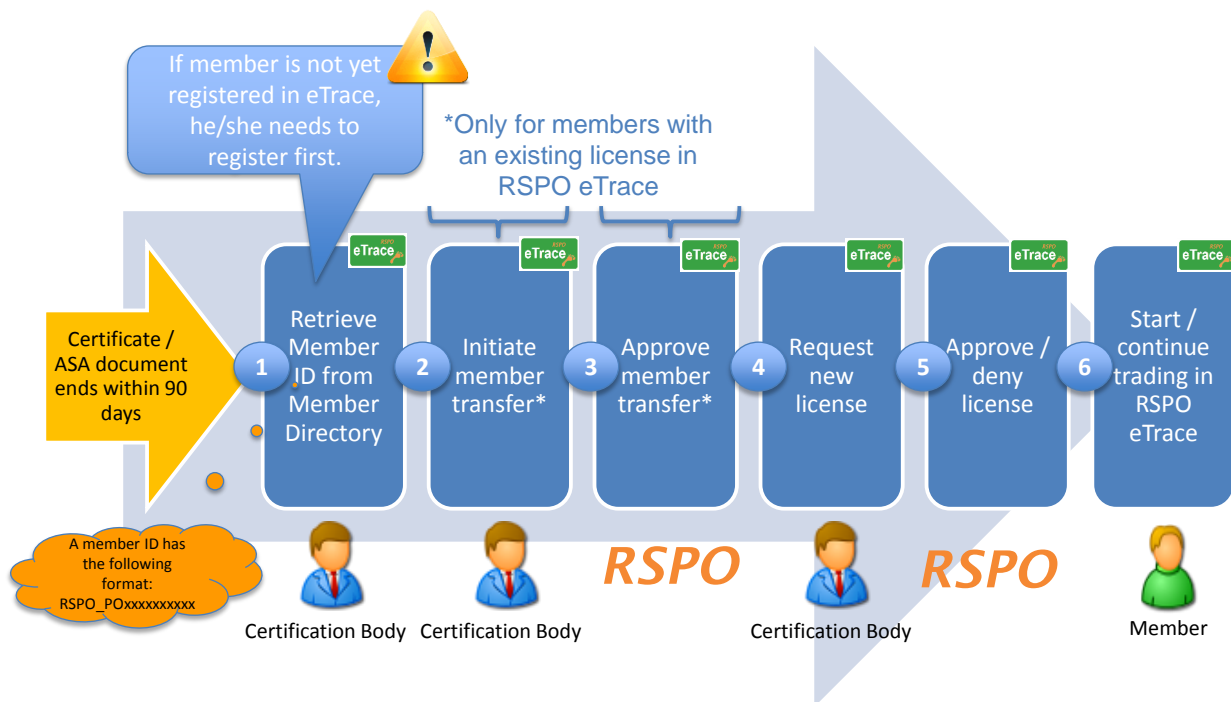


## When will you start using RSPO eTrace?

As from the launch of the *CB Area* in RSPO eTrace, you will gradually start to use the system as soon as your clients are up for their next Annual Surveillance Audit. Within 90 days before your clients' certificate / annual surveillance document ends, you are advised to start the new license process in RSPO eTrace.

Please find the steps to follow in the picture below.

# Migration process



### What is the impact to RSPO Members?

RSPO members, like mills and other supply chain actors **currently using RSPO eTrace** are not directly affected by the use of the CB area, as these members are active in the Member Area. However, the advantage for the member is that the certification body communicates directly with RSPO through RSPO eTrace. Therefore the process of requesting and approving a certificate and licensing the member in RSPO eTrace should be faster and more efficient.

### What do you need to do before the CB Area in RSPO eTrace is launched?

UTZ Certified will enter your account and contact (user) information in RSPO eTrace. As such, on the day of the launch of the *CB Area*, all required users in your organization will receive a registration email with their login details. Over the coming weeks, RSPO secretariat will contact you to collect information on your organization and the required users.

Secondly, you need to get familiar with the functionalities of the CB area, before you start using it. Therefore, please register for a face-to-face training session.

### **Register NOW for RSPO eTrace *CB Area* training!**

In order to ensure you will feel comfortable in using RSPO eTrace, we offer face-to-face training sessions in the first half of **December 2012**.

Please be informed that there will be sessions in **Kuala Lumpur, Jakarta and Amsterdam**. This training is split in different sessions for certification bodies approved for **P&C certification** and certification bodies approved for **Supply Chain Certification**.

### **How do you register for a training session?**

Please, go to the RSPO eTrace [training registration page](#) to register for the training session that you wish to attend.

Once your registration is confirmed, we will send you a confirmation letter, with all details of the training event you registered for.

# Who from your organization needs to attend the training?

**If you will be using the CB Area of RSPO eTrace to process certificate/ASA documents for your clients, you are advised to follow the training (e.g. auditors, lead auditors, scheme managers, administrators, etc.).**

## Our plan for communicating updates

In the coming weeks, you will receive more information from us about the *CB Area* and the launch date by email and on <http://www.rspo.org/en/announcements>. We kindly ask you to distribute this information further within your organization to those who will be using RSPO eTrace to process certificate/ASA documents for your clients (e.g. auditors, lead auditors, scheme managers, administrators, etc.).

*If you have any questions about the CB Area in RSPO eTrace, please send your enquiries to: [palmoil@support.utzcertified.org](mailto:palmoil@support.utzcertified.org), please indicate your name and which CB you are representing. All questions will be collected and RSPO secretariat will attempt to provide feedback to the respective CBs. The Q&As will also be shared in the FAQ tab of RSPO eTrace once it is launched.*

*Thanking you for your attention (The End)*