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

RSPO eTrace for Certification Bodies is LIVE

We are pleased to inform you that as of today, January 15, the Certification Body Area in RSPO eTrace is officially launched. From this date onwards, all new certificates, annual surveillance assessment documents or extensions have to be submitted by you directly in the CB Area of RSPO eTrace. Please read this communication bulletin carefully in order to make a smooth start with using the CB Area in RSPO eTrace.

Key 'Must-Knows' on the official launch of the CB Area in RSPO eTrace

1. **What changes with the launch of the CB Area in RSPO eTrace?**
   - In the past you have send your certification or annual surveillance assessment documents by e-mail to the RSPO Secretariat. From today, January 15 and onwards, this procedure is no longer valid and the RSPO Secretariat will no longer process any certification or annual surveillance assessment documents. All new certificates, annual surveillance assessment documents or extensions have to be submitted by you directly in the CB Area of RSPO eTrace.
   - Any certificate, annual surveillance assessment or extension that have been sent before January 15 will be processed according to the old procedure.
   - Starting today, the approval process of any certificate, annual surveillance assessment or extension will be managed in RSPO eTrace.

2. **What is important to know when you start using the CB Area in RSPO eTrace?**
   - RSPO eTrace is currently only supported by the browsers Internet Explorer version 6 to 8 and Mozilla Firefox version 3 or higher. You will be informed as soon as RSPO eTrace is available in more browsers.
   - You are advised to start the new license process in RSPO eTrace 90 days before your clients' certificate / annual surveillance document ends.
   - You can already start the new license process before the audit has been performed. In this case you can save the request as draft until the audit and them complete it.
   - You need your clients' eTrace Member ID in order to start a new license process. You can retrieve your clients' eTrace member ID from the Member Directory in RSPO eTrace or you can request it from your member. The eTrace member ID has the following format: RSPO_POXXXXXXXXXX.
   - If a member is not in eTrace, they need to (be) register(ed) via http://etrace.rspo.org/web/rspo/become-member.
   - In case you are requesting a license for a client who already has a license or if your client worked with another certification body, you will need to request a member transfer. RSPO eTrace will notify you on this when you start the new license process using your clients' member ID.

- Although a P&C certification and Supply Chain certification is valid for 5 years, members are granted a 1 year license to RSPO eTrace. You need to renew the license after every successful annual surveillance assessment.
- In exceptional circumstances it is possible to request a time extension on your client's license in RSPO eTrace. A time extension can only be requested before the current license expires and needs to be requested in time so RSPO Secretariat has sufficient time to finalize the process.

3. **Suggestion: Which members should be licensed in eTrace?**
   - The certificate or annual surveillance assessment documents of all members need to be administered in RSPO eTrace.
   - This includes the members after the final refinery: **Please note that these members are not going to administrate their transactions in the system. However, registering them in eTrace serves the purpose of one and the same licensing process for all RSPO members.**

Steps for first login

Your login details

- All the contact persons for whom contact information is provided should have received their login details to RSPO eTrace – username and password – in an e-mail from the sender noreply-rspo@goodinsideportal.org.
- If you have not received an e-mail with your login details by the 16th of January, please contact palmoil@support.utzcertified.org. *Please check your spam filter as unknown senders might be rejected.*

Actions after first login

- All CB Area users need to
  - accept the terms & conditions;
  - create a new password;
  - check and update the contact details.
- All the above steps will automatically be shown when you access the CB area.

Quick Start Guide

You can download the Quick Start Guide in the Download section of RSPO eTrace. This document provides an easy guidance on how to use the CB Area in eTrace. The Quick Start Guide has also been sent to all face-to-face training attendees.

Learn all about the CB Area in RSPO eTrace

In order to ensure you feel comfortable using RSPO eTrace, there are 3 ways to familiarize yourself with the functionalities of the CB Area.

1. Webinars

- Refresher webinars are scheduled from January until May 2013. Please register yourself online at http://rspointroduction.utzcertified.org/
- Once your registration is received, we will send you a confirmation letter with all the details of the webinar you registered for.

2. Online training material

- The online training videos are available in RSPO eTrace under the tab 'Online Training Traceability System'.
- The online training video's show and explain in a stepwise matter all the available functionalities in the CB Area of RSPO eTrace.

3. Help section

- RSPO eTrace contains an extended Help section – including an FAQ section – where you can find an explanation of all the available functionalities in the CB Area of RSPO eTrace.
- There is also a User Manual available in PDF format. The User Manual can be found under the tab 'Downloads'.

Spread the news

We kindly ask you to distribute this information within your organization to those involved in the administration of new certificates, annual surveillance audits and extensions in RSPO eTrace.

If you have any questions about RSPO eTrace, please send your enquiries to palmoil@support.utzcertified.org.

Prior communications can be accessed at http://www.rspo.org/en/announcements.