

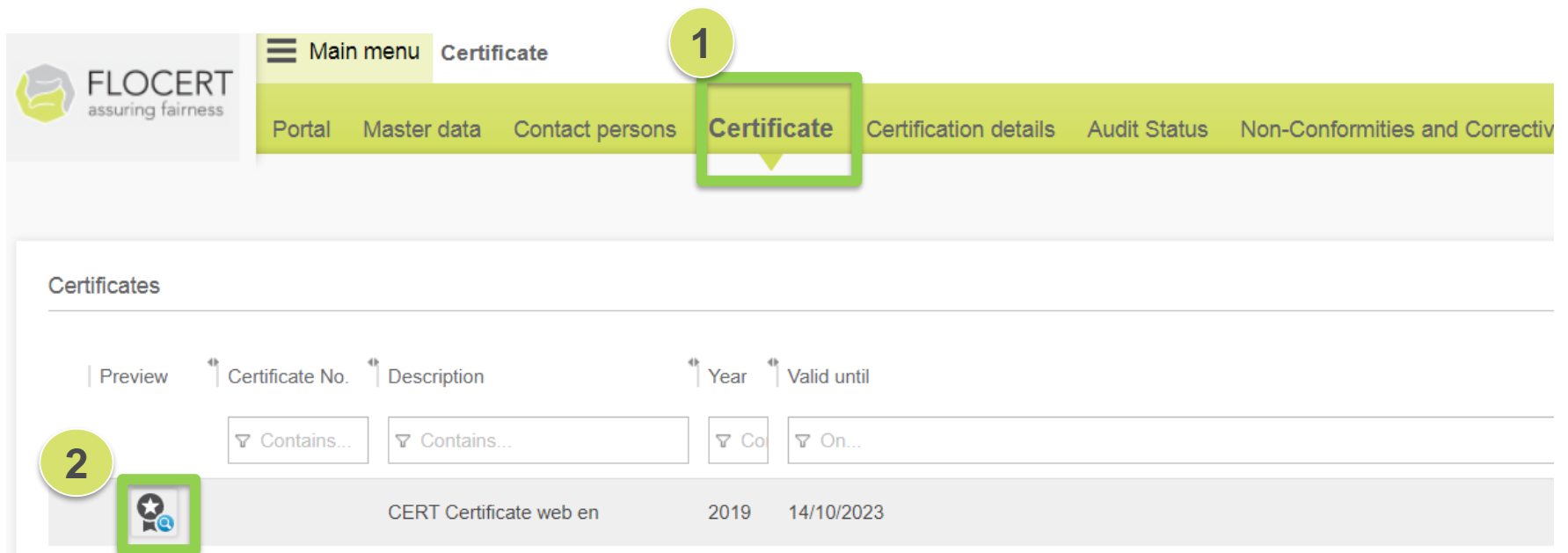


FLOCERT
assuring fairness


Ecert - Customer Portal

Quick start guide

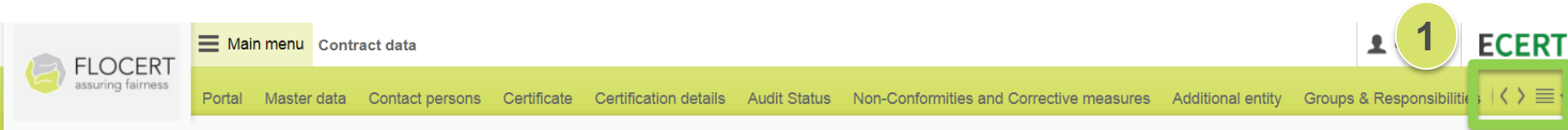
To download your certificate, click on the tab “Certificate“. Choose the certificate you want to download and click on the icon ““.



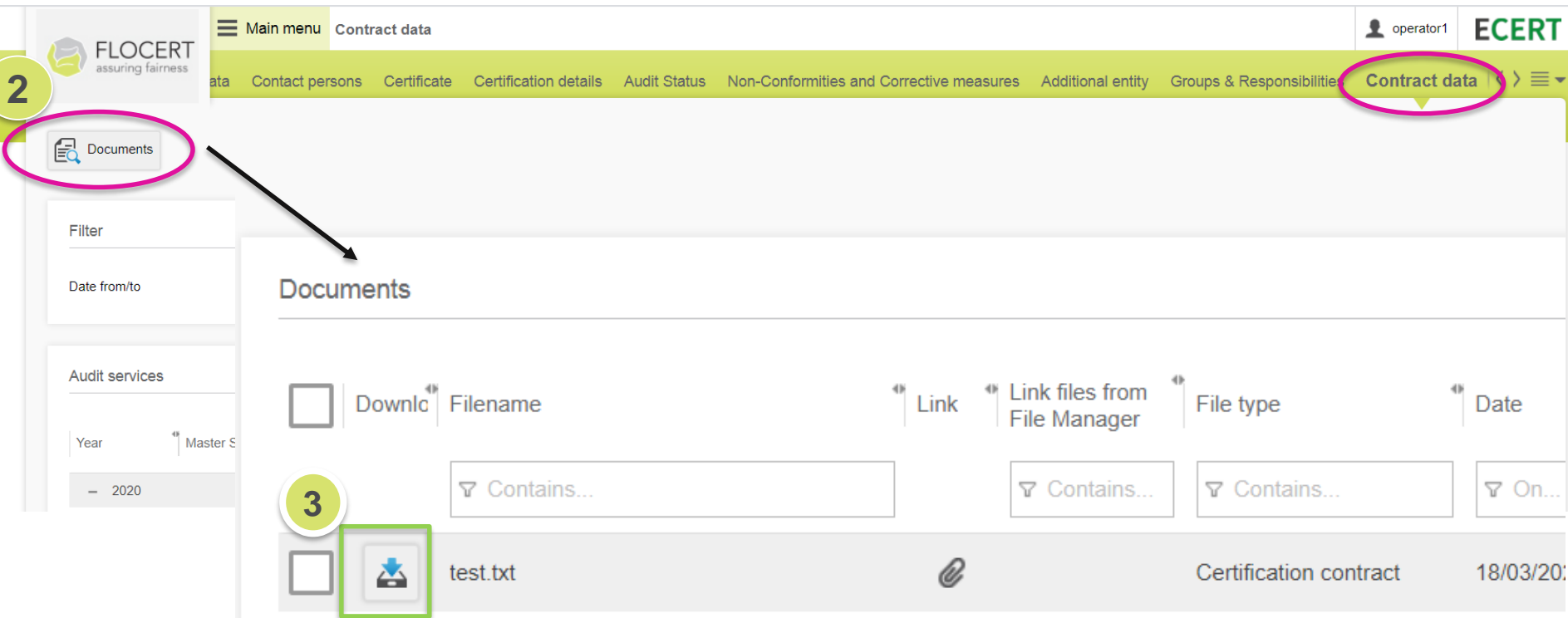
The screenshot shows the FLOCERT web application interface. The top navigation bar includes the FLOCERT logo and a main menu with the following items: Portal, Master data, Contact persons, **Certificate** (highlighted with a green box and a '1' in a circle), Certification details, Audit Status, and Non-Conformities and Correctiv. Below the navigation bar, the 'Certificates' section is visible. It features a table with columns: Preview, Certificate No., Description, Year, and Valid until. There are also search filters for 'Contains...' and 'On...'. A certificate entry is shown in the table with the description 'CERT Certificate web en', year '2019', and valid until '14/10/2023'. A green box and a '2' in a circle highlight the download icon (a star with a magnifying glass) in the 'Preview' column of this certificate row.

Preview	Certificate No.	Description	Year	Valid until
		CERT Certificate web en	2019	14/10/2023

“Contract data” is the last tab in the top menu, if hidden, click on the arrow next to “Groups & responsibilities”.



Click on “Documents”, select the contract you want to download in the list of documents and click on “



- **Non-Conformity (NC):** During audits the auditor verifies based on checklists the fulfillment of standard requirements and identifies a non-conformity in case that a requirement is not or insufficiently fulfilled. FLOCERT customers need to resolve all non-conformities.
- **Corrective measure (CM):** A CM is a measure to resolve existing non-conformities and to prevent their recurrence. FLOCERT customers are requested to suggest such CMs for all non-conformities identified during audits. They can do so either during the audit closing meeting or after the audit and prove implementation by submitting relevant 'objective evidences'.
- **Objective evidence (OE):** Refers to any documentation that FLOCERT requires a customer to submit during the certification process to prove the implementation of each CM and thus the resolution of an NC.

Audit



Auditor



**Customer
"You"**

1

The auditor will enter the non-conformities in the system at the latest two weeks after the audit.

2



Analyst

The analyst will review the audit result, then:

1. The analyst **will confirm** the non-conformities
2. * And **will request** the corrective measures from the customer

4



Analyst

The analyst evaluates the corrective measures, then:

1. **Confirms** the corrective measures
2. **Requests** the objective evidence from the customer.

3



**Customer
on ECERT**

The **customer provides** the corrective measures only when the analyst requests it.



You have access to the non-conformities in Ecert only when the analyst has processed the auditor report

5



**Customer
on ECERT**

The **customer provides** the objective evidence only after the analyst requests it.

6



Analyst

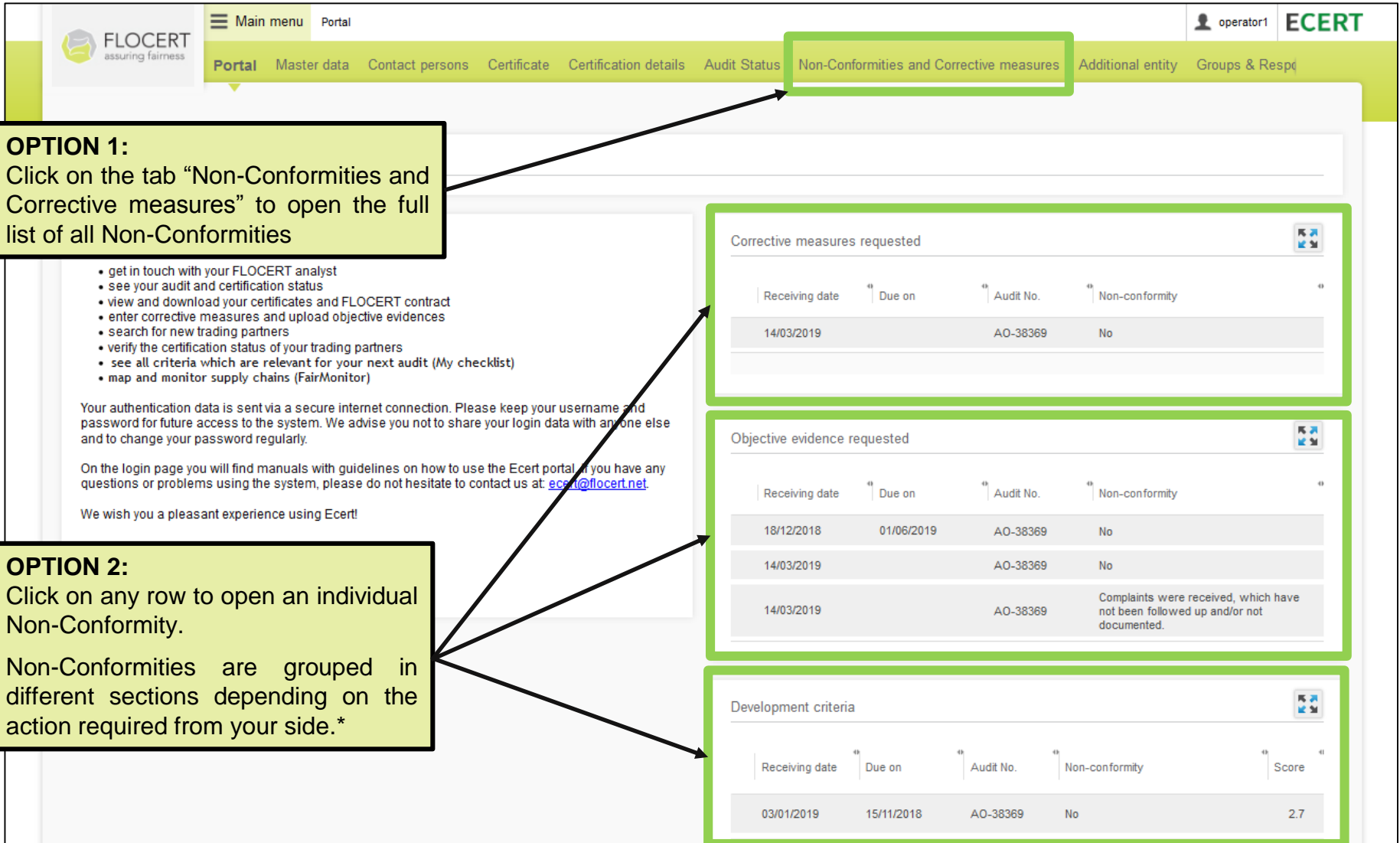
The analyst finalizes the certification and notifies the customer.

Certificate



** In case the customer suggested the corrective measures in the closing meeting with the auditor, the process moves to step 4. The customer will be able to see the request of objective evidence in the Ecert customer web portal.*

How to Access Corrective Measures & Objective Evidence Requests



OPTION 1:
Click on the tab “Non-Conformities and Corrective measures” to open the full list of all Non-Conformities

- get in touch with your FLOCERT analyst
- see your audit and certification status
- view and download your certificates and FLOCERT contract
- enter corrective measures and upload objective evidences
- search for new trading partners
- verify the certification status of your trading partners
- see all criteria which are relevant for your next audit (My checklist)
- map and monitor supply chains (FairMonitor)

Your authentication data is sent via a secure internet connection. Please keep your username and password for future access to the system. We advise you not to share your login data with anyone else and to change your password regularly.

On the login page you will find manuals with guidelines on how to use the Ecert portal. If you have any questions or problems using the system, please do not hesitate to contact us at: ecert@flocert.net.

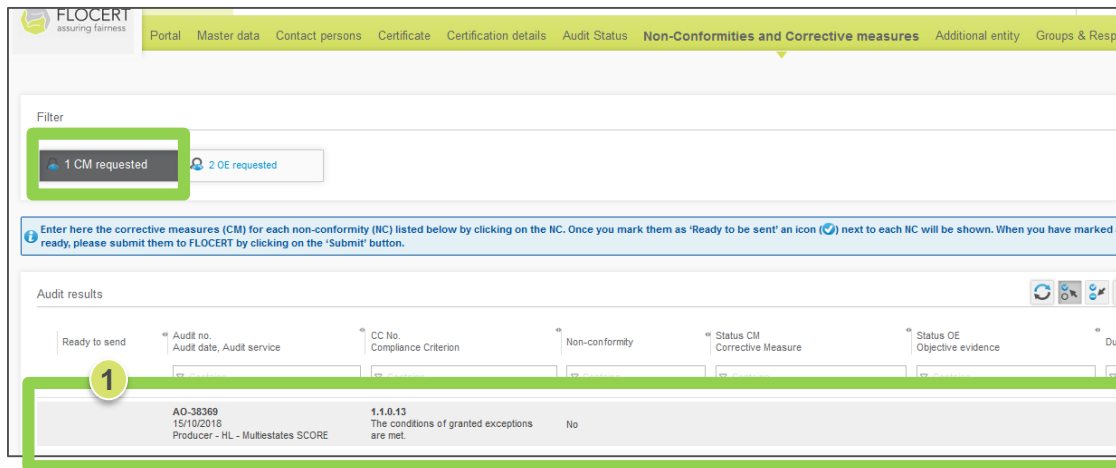
We wish you a pleasant experience using Ecert!

OPTION 2:
Click on any row to open an individual Non-Conformity.
Non-Conformities are grouped in different sections depending on the action required from your side.*

Receiving date	Due on	Audit No.	Non-conformity
14/03/2019		AO-38369	No

Receiving date	Due on	Audit No.	Non-conformity
18/12/2018	01/06/2019	AO-38369	No
14/03/2019		AO-38369	No
14/03/2019		AO-38369	Complaints were received, which have not been followed up and/or not documented.

Receiving date	Due on	Audit No.	Non-conformity	Score
03/01/2019	15/11/2018	AO-38369	No	2.7



Portal Master data Contact persons Certificate Certification details Audit Status **Non-Conformities and Corrective measures** Additional entity Groups & Resp

Filter

1 CM requested 2 OE requested

Enter here the corrective measures (CM) for each non-conformity (NC) listed below by clicking on the NC. Once you mark them as 'Ready to be sent' an icon (✓) next to each NC will be shown. When you have marked a ready, please submit them to FLOCERT by clicking on the 'Submit' button.

Audit results

Ready to send	Audit no. Audit date, Audit service	CC No. Compliance Criterion	Non-conformity	Status CM Corrective Measure	Status OE Objective evidence	Due
1	AO-38369 15/10/2018 Producer - HL - Multi-states SCORE	1.1.0.13 The conditions of granted exceptions are met.	No			

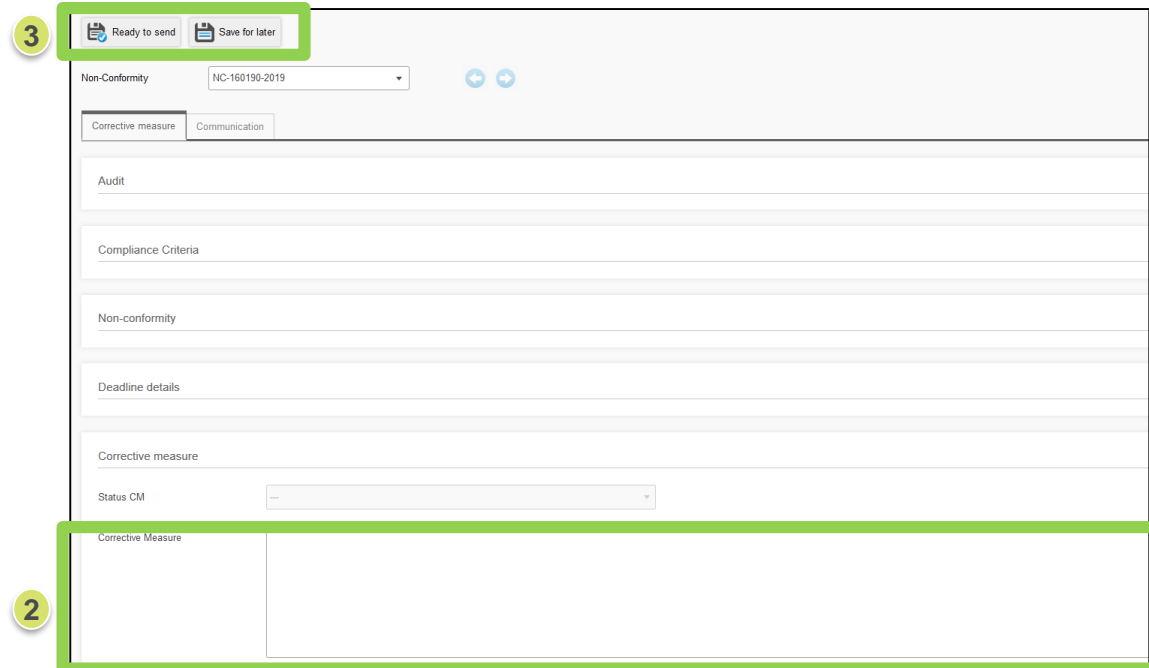
Enter a corrective measure (CM)

1 Click on “CM requested” to show the list of NC. Click on a NC to open it on a new window.

2 In the new window, scroll down and enter your CM suggestion in the field “Corrective Measure”.

3 When you are finished, click “Ready to send”. If you want to continue editing later, click on “Save for later”.

After clicking on “Ready to send”, there is still one more step required to send the CM to FLOCERT. See page 9.



3 Ready to send Save for later

Non-Conformity NC-160190-2019

Corrective measure Communication

Audit

Compliance Criteria

Non-conformity

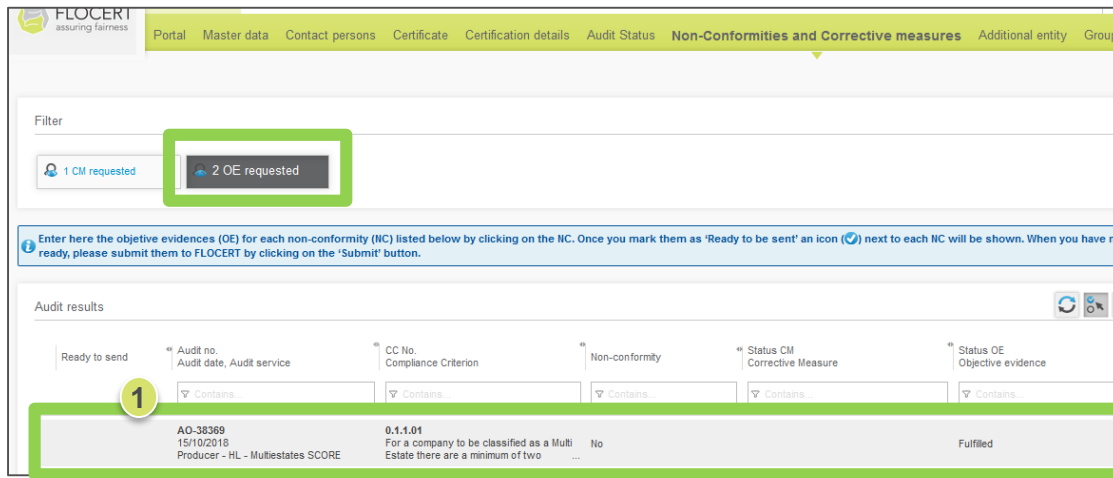
Deadline details

Corrective measure

Status CM

2 Corrective Measure

How to Upload Documents as Objective Evidence



Portal Master data Contact persons Certificate Certification details Audit Status **Non-Conformities and Corrective measures** Additional entity Groups

Filter

1 CM requested **2 OE requested**

Enter here the objective evidences (OE) for each non-conformity (NC) listed below by clicking on the NC. Once you mark them as 'Ready to be sent' an icon (📄) next to each NC will be shown. When you have marked them ready, please submit them to FLOCERT by clicking on the 'Submit' button.

Audit results

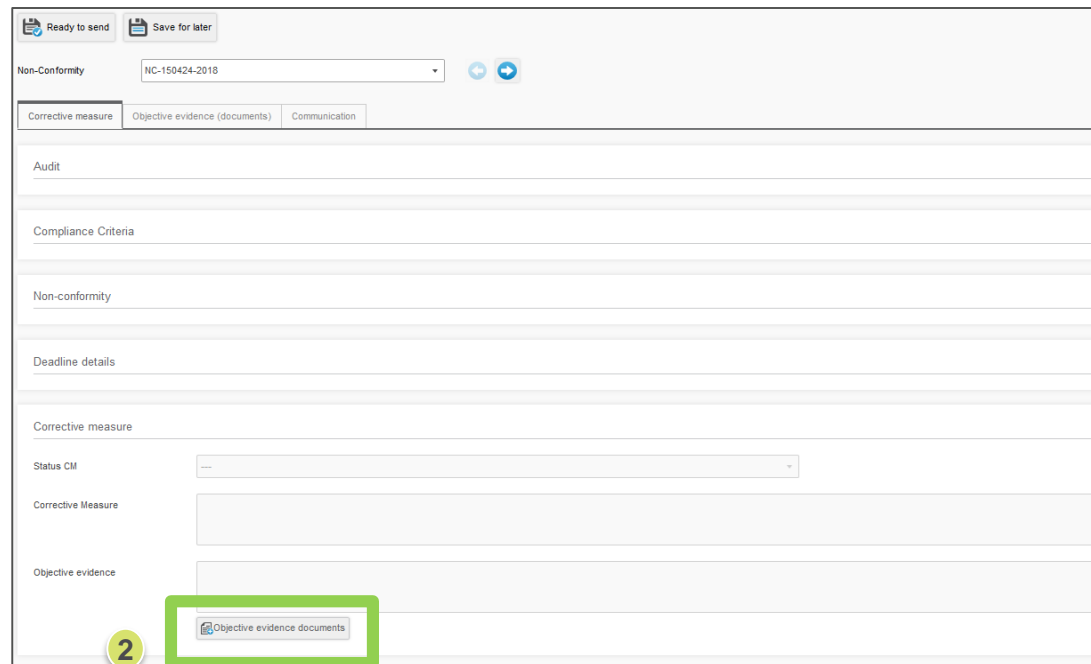
Ready to send	Audit no. Audit date, Audit service	CC No. Compliance Criterion	Non-conformity	Status CM Corrective Measure	Status OE Objective evidence
📄	AO-38369 15/10/2018 Producer - HL - Multistates SCORE	0.1.1.01 For a company to be classified as a Multi Estate there are a minimum of two ...	No		Fulfilled

Upload a document as Objective Evidence

- 1 Click on “OE requested” to show the list of NC. Click on a NC to open it on a new window.

- 2 In the new window, scroll down and click on the “Objective Evidence Documents” button.

This will open a new window.
(See next slide)



Ready to send Save for later

Non-Conformity NC-150424-2018

Corrective measure Objective evidence (documents) Communication

Audit

Compliance Criteria

Non-conformity

Deadline details

Corrective measure

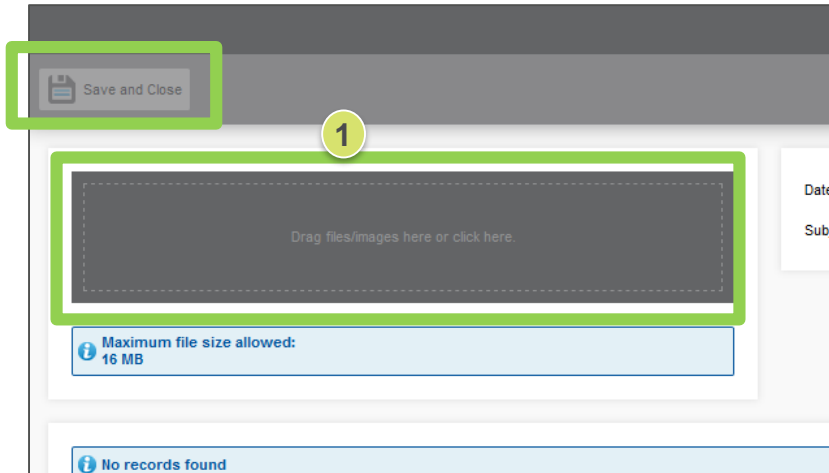
Status CM

Corrective Measure

Objective evidence

📄 Objective evidence documents

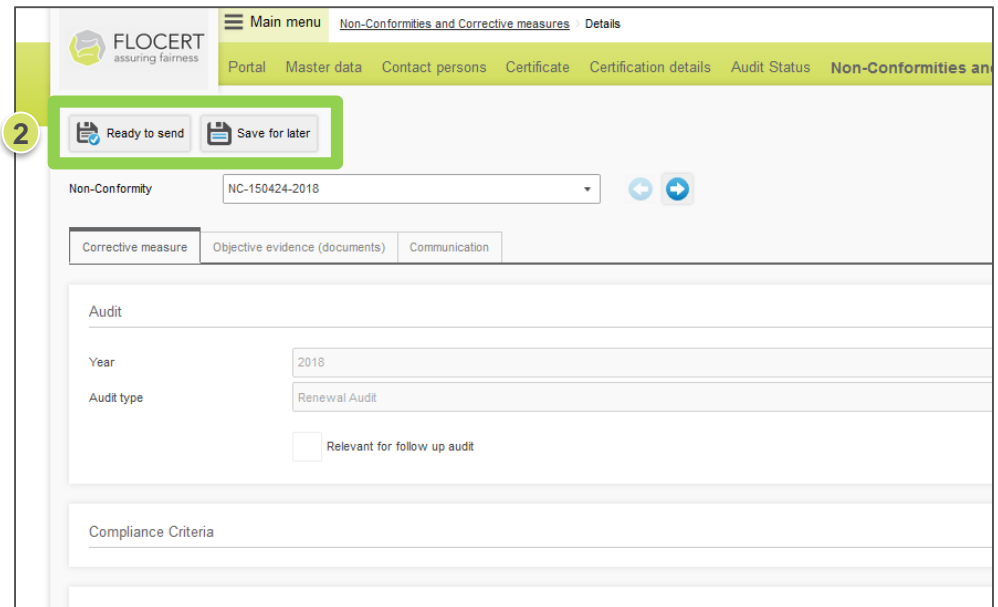
How to Upload Documents as Objective Evidence



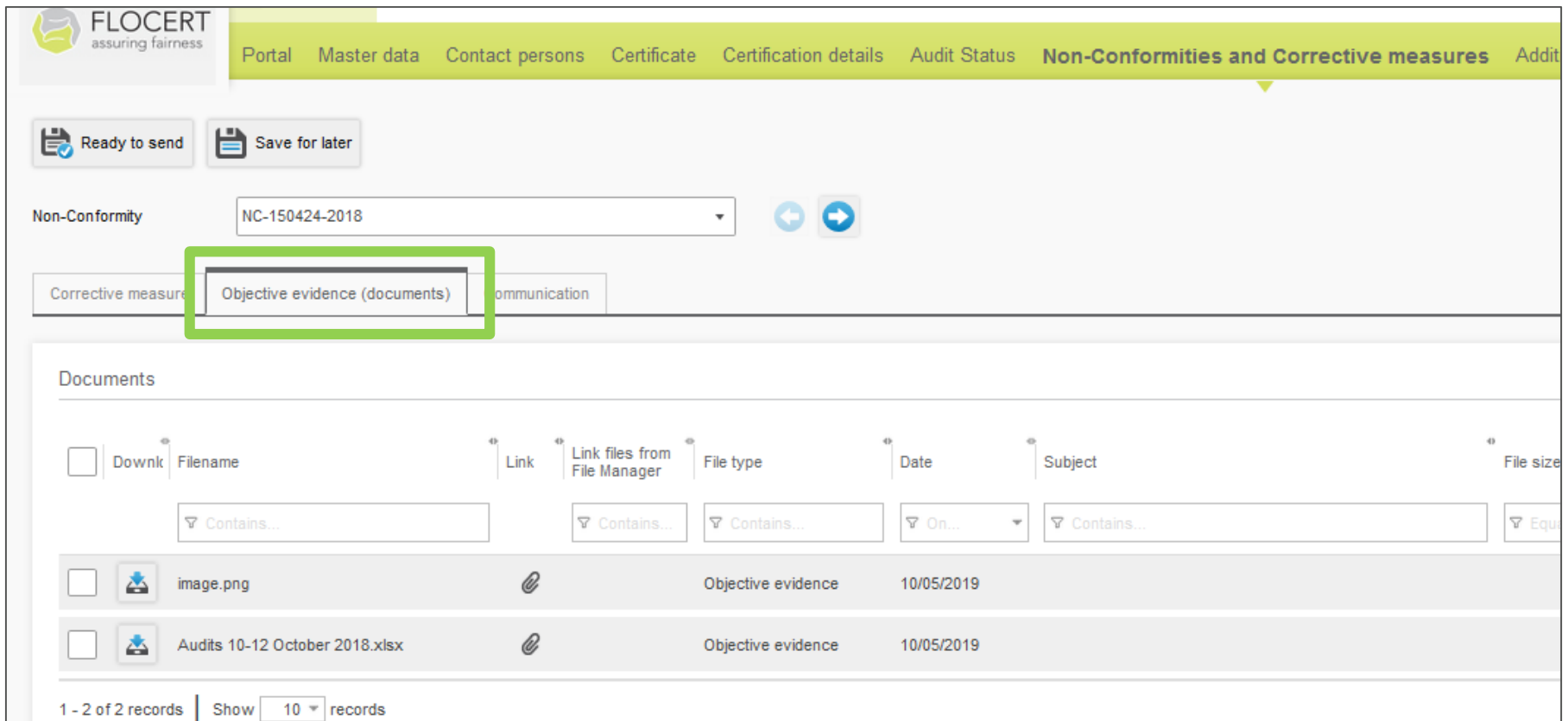
2 Click on “Ready to send” to mark the item as completed.

Alternatively, you can “Save for later” and continue adding documents another time.

1 Clicking on the “Objective Evidence Documents” button will open a new window. In this new window, click on “Drag files/images here or click here” and select the document to be uploaded. Once the file has finished uploading, press “Save and close”.

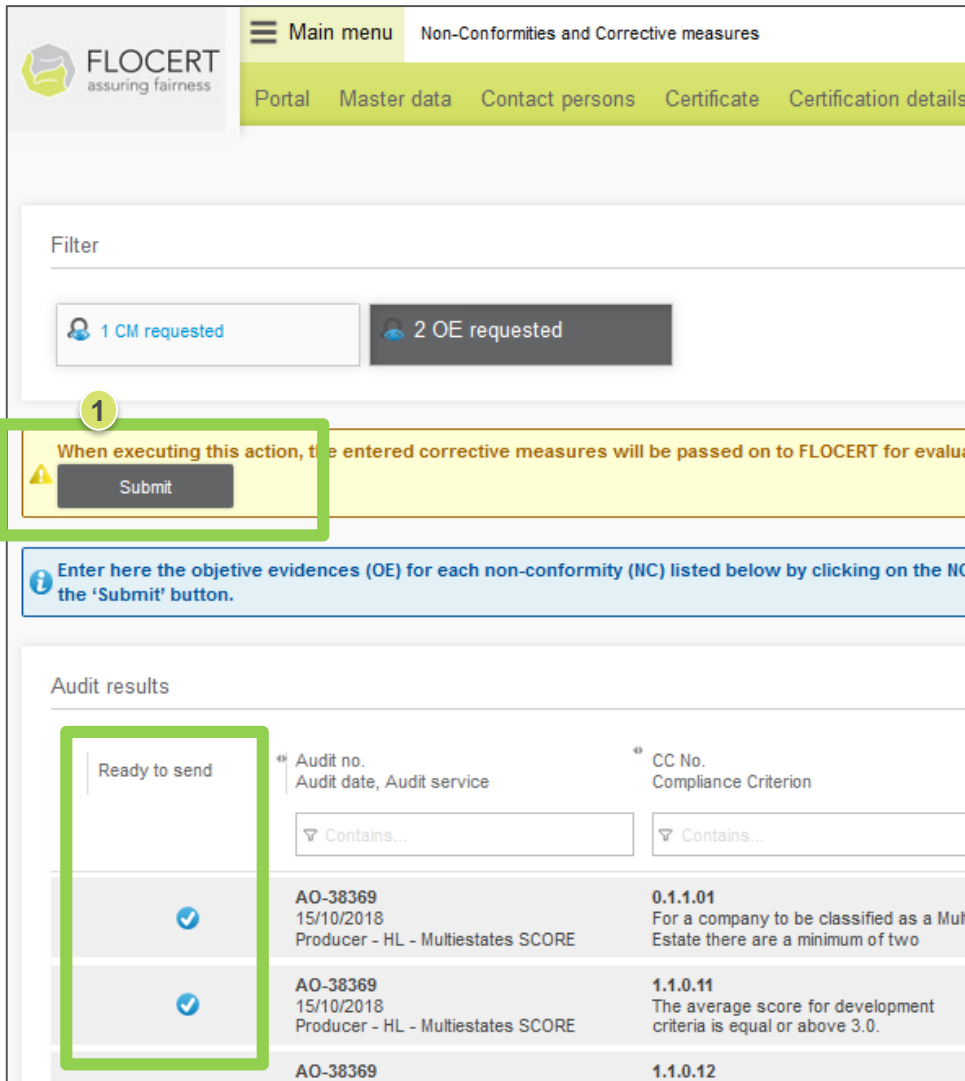


In case you want to view the OE documents that you have already uploaded, click on the subtab “Objective evidence (documents)”



The screenshot shows the FLOCERT web interface. The top navigation bar includes: Portal, Master data, Contact persons, Certificate, Certification details, Audit Status, **Non-Conformities and Corrective measures**, and Addit... The 'Non-Conformities and Corrective measures' menu is expanded, showing subtabs: Corrective measure, **Objective evidence (documents)** (highlighted with a green box), and Communication. The 'Objective evidence (documents)' subtab is active, displaying a table of documents. The table has columns: Downl, Filename, Link, Link files from File Manager, File type, Date, Subject, and File size. Two documents are listed: 'image.png' and 'Audits 10-12 October 2018.xlsx', both with 'Objective evidence' as the file type and '10/05/2019' as the date. The bottom of the page shows '1 - 2 of 2 records' and a 'Show 10 records' dropdown.

Downl	Filename	Link	Link files from File Manager	File type	Date	Subject	File size
<input type="checkbox"/>	image.png			Objective evidence	10/05/2019		
<input type="checkbox"/>	Audits 10-12 October 2018.xlsx			Objective evidence	10/05/2019		



FLOCERT assuring fairness

Main menu Non-Conformities and Corrective measures

Portal Master data Contact persons Certificate Certification details

Filter

1 CM requested 2 OE requested

1

When executing this action, the entered corrective measures will be passed on to FLOCERT for evaluation

Submit

Enter here the objective evidences (OE) for each non-conformity (NC) listed below by clicking on the NC the 'Submit' button.

Audit results


Ready to send	Audit no. Audit date, Audit service	CC No. Compliance Criterion
<input checked="" type="checkbox"/>	AO-38369 15/10/2018 Producer - HL - Multi-states SCORE	0.1.1.01 For a company to be classified as a Multi-Estate there are a minimum of two
<input checked="" type="checkbox"/>	AO-38369 15/10/2018 Producer - HL - Multi-states SCORE	1.1.0.11 The average score for development criteria is equal or above 3.0.
	AO-38369	1.1.0.12

Submit your Corrective Measures or Objective Evidence to FLOCERT

As shown previously, when you finish proposing your Corrective Measures, or uploading an Objective Evidence document, you should mark each NC as “Ready to send”.

When you have at least one NC marked as “Ready to send”, the NC will show a blue checkmark and a new “Submit” button will appear above the list of NCs.

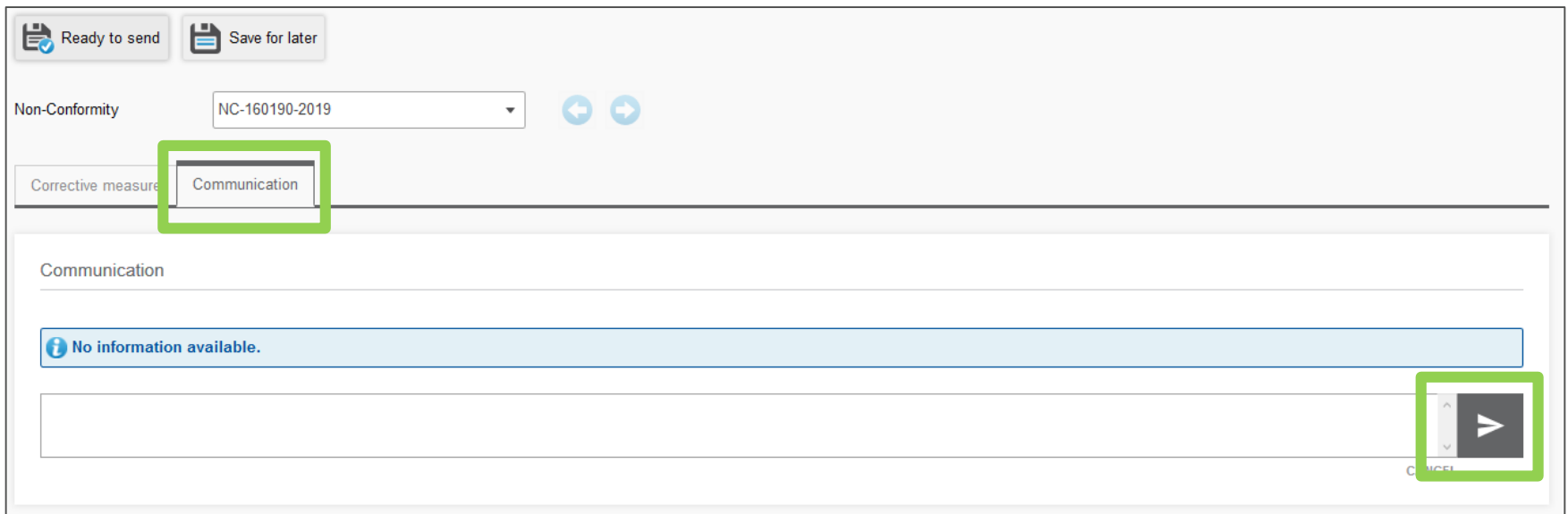
1 Click on “Submit” to send your CM / OE to FLOCERT.

Please note that only NCs that are “Ready to Send” will be sent to FLOCERT. The ones not marked with the icon “

11

Your certification analyst might send back CMs or OEs that need further clarification through your Ecert Customer Portal. We advise you to always verify if there are messages from your analyst in the “Communication” area.

You can also enter your own message in the field “Communication” and then click on “▶”. The message will be visible to your analyst after you sent the CM or OE back to FLOCERT.



The screenshot displays the Ecert Customer Portal interface for a Non-Conformity (NC) record. At the top, there are two buttons: "Ready to send" and "Save for later". Below these, the "Non-Conformity" field is set to "NC-160190-2019". A "Corrective measure" dropdown menu is open, showing "Communication" selected and highlighted with a green box. Below the dropdown is a "Communication" text area. A blue information bar indicates "No information available." At the bottom right of the text area, there is a "Send" button with a right-pointing arrow, also highlighted with a green box.

Change History

Version	Author	Date approved	Changes
10	Josefina Rey	04.07.2014	First version
11	Enrique Trejo	03.02.2016	New portal layout screens, and menu explanation
12	Enrique Trejo	30.05.2017	Design and explanation
13	Enrique Trejo	04.07.2017	Design and explanation
14	Daniel Chaves	10.05.2019	Updated Screenshots, minor in design and composition
15	Lucie Pouliquen	22.06.2020	Added slides contract and certificate