



**FLOCERT**  
assuring fairness

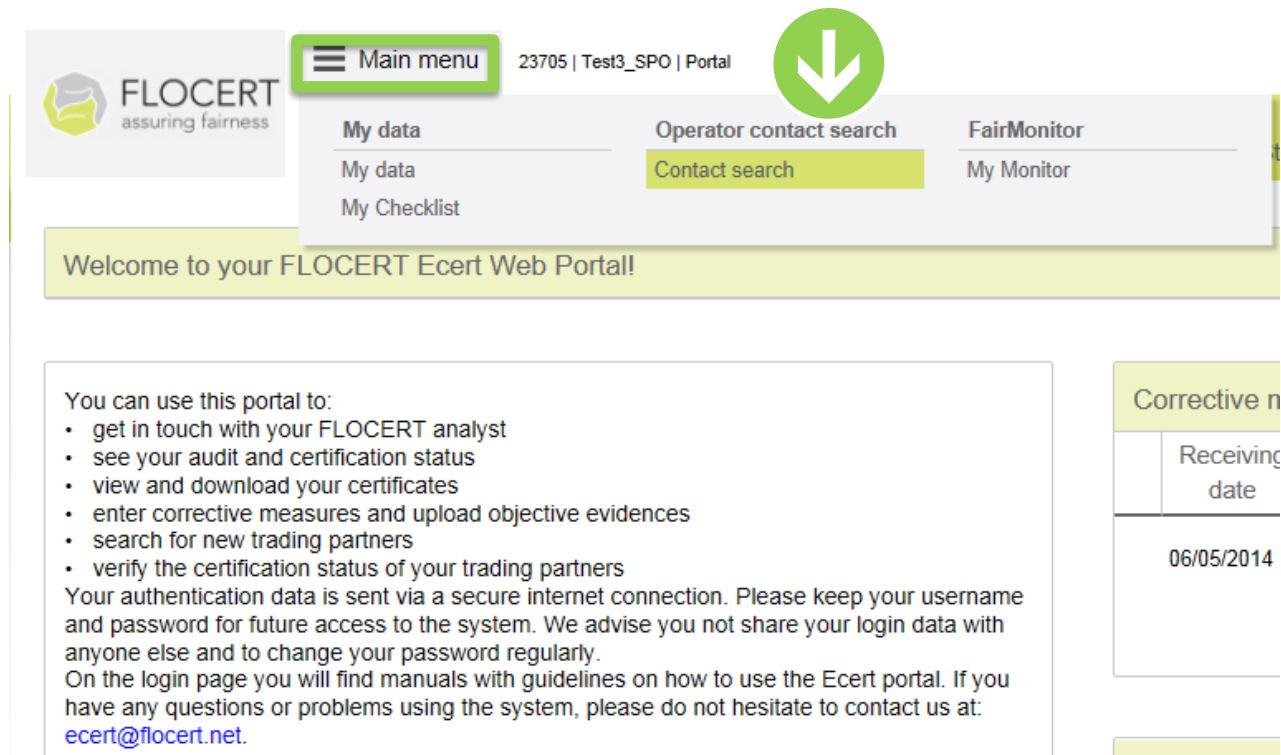
# Operator contact search

Release February 2016

### **Your benefits:**

- Search for new Fairtrade partners, suppliers or customers
- Find information about your trade partners' certification. Use the tool to verify the certification status of buyers and/or suppliers regularly and especially before signing a purchase contract, so that you are informed about any cases of decertification, suspension of certificate and suspension of permission to trade and can act according to the Fairtrade rules for these cases.
- Generate and export your own search lists to Excel
- Data in the Operator contact search is always up-to-date, there is no delay

- Access the “Operator Contact Search” via the Ecert web portal [www.flocert.net/ecert-login](http://www.flocert.net/ecert-login)
- Click on the “Contact Search” link in the upper menu:



**FLOCERT** 23705 | Test3\_SPO | Portal

My data    Operator contact search    FairMonitor  
My data    Contact search    My Monitor  
My Checklist

Welcome to your FLOCERT Ecert Web Portal!

You can use this portal to:

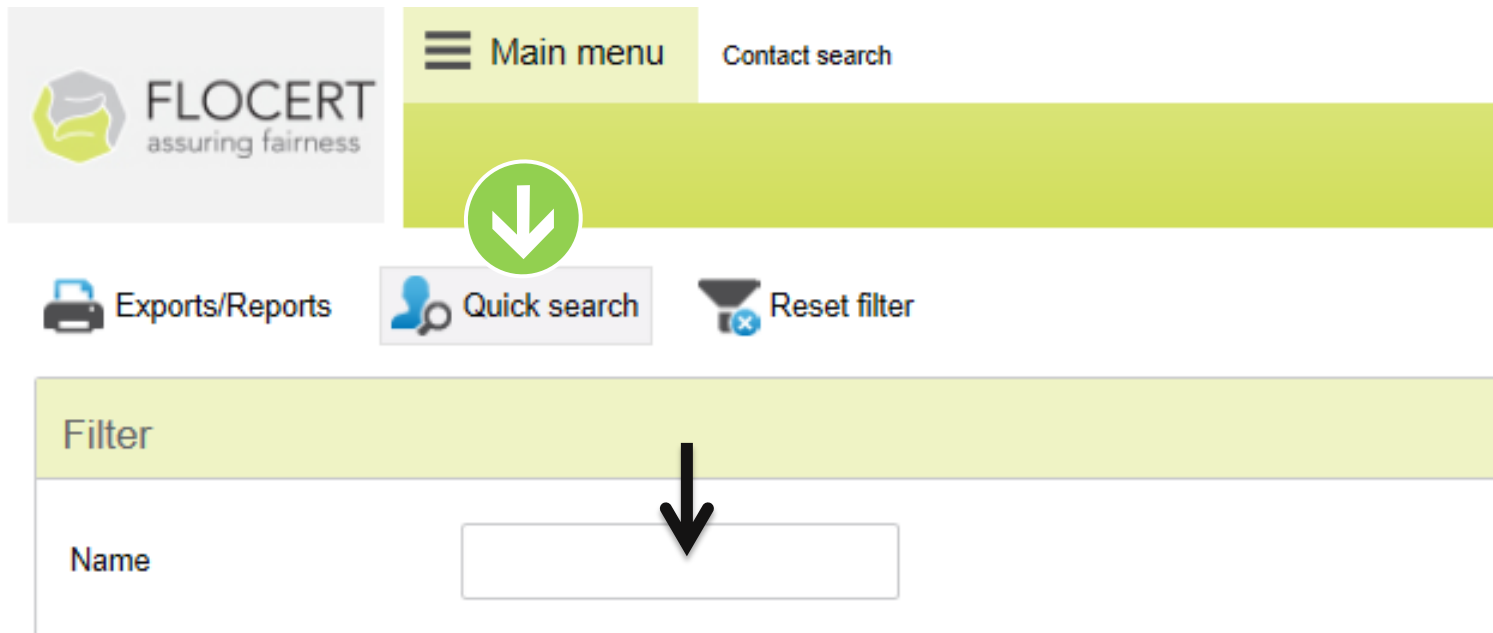
- get in touch with your FLOCERT analyst
- see your audit and certification status
- view and download your certificates
- enter corrective measures and upload objective evidences
- search for new trading partners
- verify the certification status of your trading partners

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 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](mailto:ecert@flocert.net).

Corrective n	
	Receiving date
	06/05/2014

There are two types of searches:

- **Simple search:** can be used if you are looking for a specific organization. Enter the name or the FLOID and then click on “Search”.
- **Quick search:** to search a group of customers.

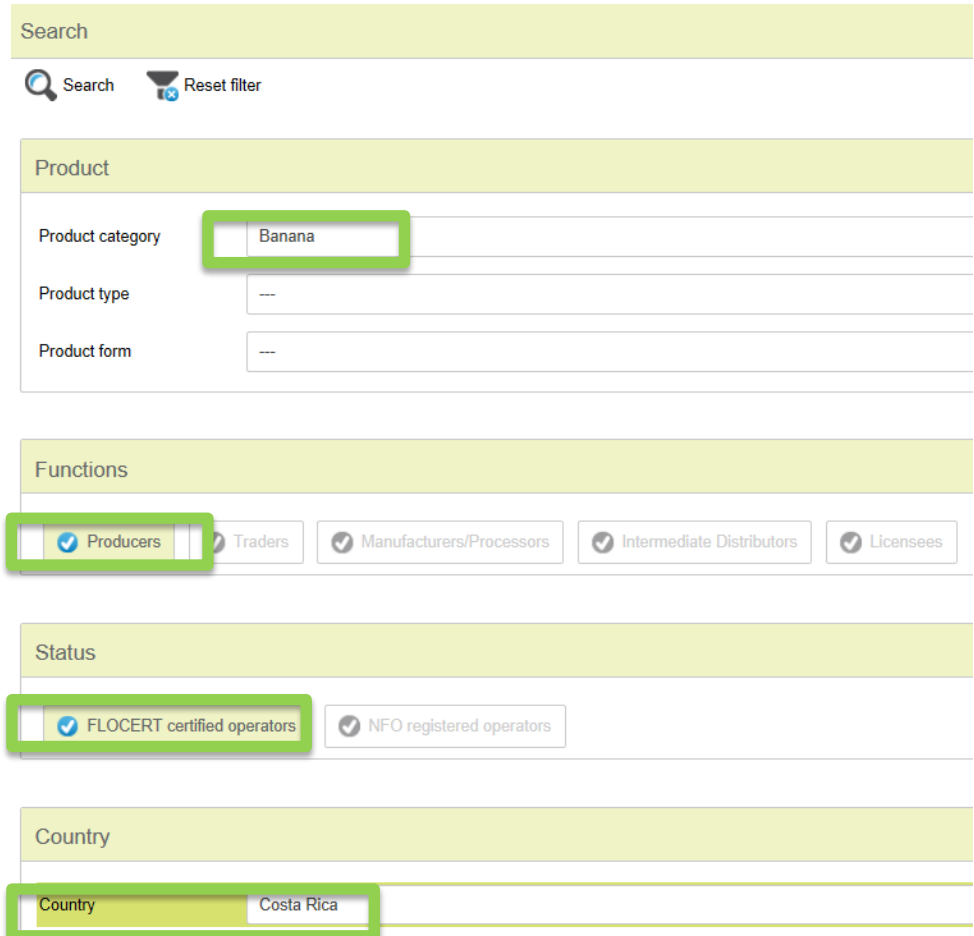


The quick search lets you filter your search by:

- product
- function
- status
- country

You can combine the individual filter parameters by clicking on the relevant fields (e.g. search for “Banana” and “Producers” and “FLOCERT certified operators” and “Costa Rica”).


Note that selected data are connected with “and”, meaning they will all be conditions for the search.



The screenshot displays the 'Quick Search' interface with the following filters applied:

- Search:** Search icon and Reset filter icon.
- Product:**
  - Product category:
  - Product type:
  - Product form:
- Functions:**
  - Producers
  - Traders
  - Manufacturers/Processors
  - Intermediate Distributors
  - Licensees
- Status:**
  - FLOCERT certified operators
  - NFO registered operators
- Country:**
  - Country:

Click on the row to access the results details:



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☰ Main menu

Contact search

👤 operator3

**ECER**

🖨 Exports/Reports   👤 Quick search   🗑 Reset filter   ⓘ

Filter

Name  Search

Companies 🔍 📄


<input type="checkbox"/>	FLOID	Name	Info	Vol. traceability	Also known as	Street	Postal code	Town	Country
	▽ Contains...	▽ C...			▽ Contains...	▽ Contains...	▽ Contains...	▽ Contains...	▽ Contains...
<input type="checkbox"/>	1534	Cooperativa de Trabajadores Bananeros del Sur R.L.			COOPETRAB... R.L.	Caucho de Laurel	08 8250	Corredores	Costa Rica

1 - 2 of 2 records ⏪ ⏩ Pg 1 of 1 Show 10 records




Please note that in your search results:

- Clients marked **Orange** highlight are **Suspended**

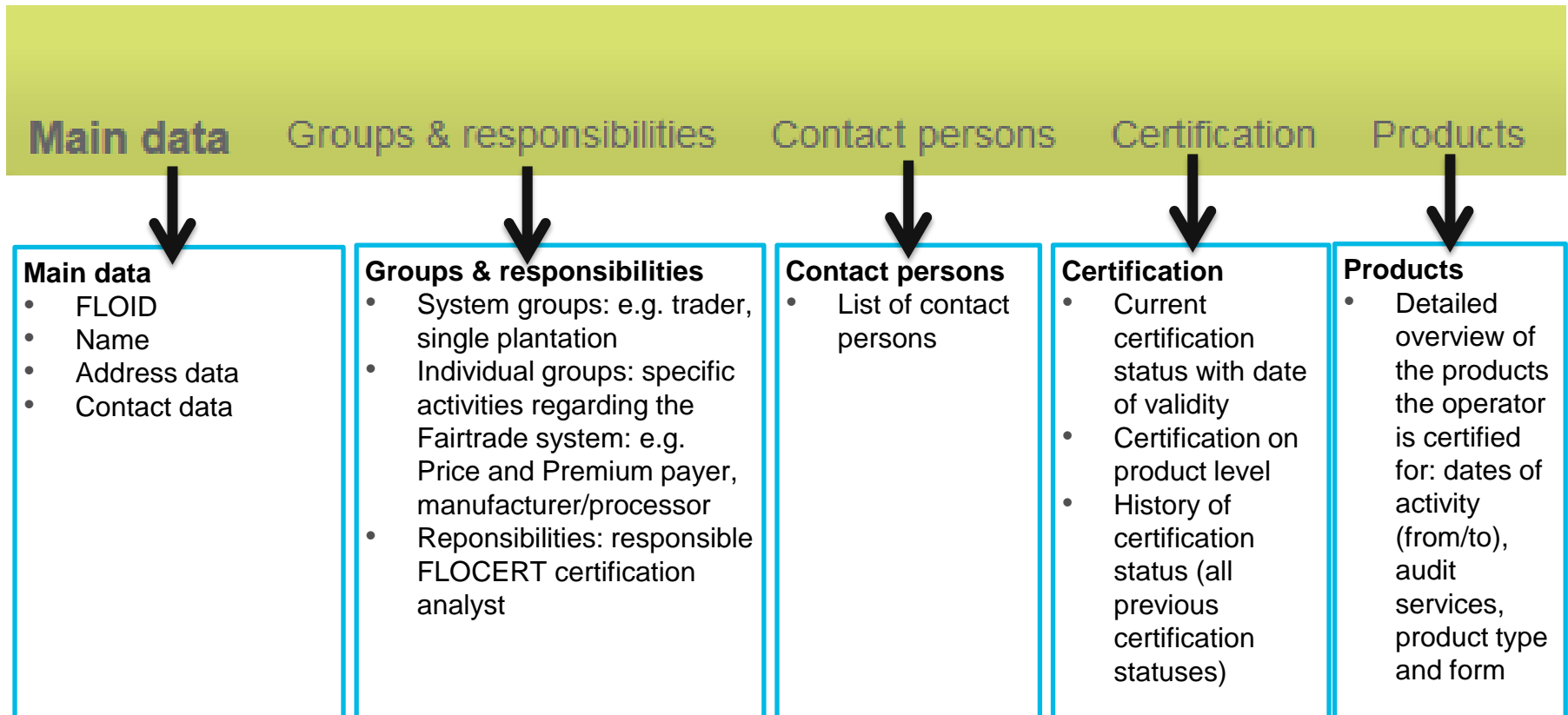
Companies										
<input type="checkbox"/>	FLOID	Name	Info	Vol. traceability	Also known as	Street	Postal code	Town	Country	
	∇ Contains...	∇ Contains...			∇ Contains...	∇ Contains...	∇ Contains...	∇ Contains...	∇ Contains...	∇ Contains...
<input type="checkbox"/>	1534	Cooperativa de Trabajadores Bananeros del Sur P.I.			COOPETRAB... P.I.	Caucho de Laurel	08 8250	Corredores	Costa Rica	
<input type="checkbox"/>	1472	Asociación de Pequeños Productores de Talamanca			APPTA	San Box, del puente primera		Talamanca, Limón	Costa Rica	

1 - 2 of 2 records Pg 1 of 1 Show 10 records

- Clients with exclamation mark are **not certified** for at least one product OR are certified by a National Fairtrade Organisation. For details on certification statuses, please refer to the **Certification SOP** which can be found on <http://www.FLOCERT.net/fairtrade-services/fairtrade-certification/how-it-works>.

Companies										
<input type="checkbox"/>	FLOID	Name	Info	Vol. traceability	Also known as	Street	Postal code	Town	Country	Main contact
	∇ Contains...	∇ Contains...			∇ Contains...	∇ Contains...	∇ Contains...	∇ Contains...	∇ Contains...	∇ Cont...
<input type="checkbox"/>	23632	La Bonne Intention United Cane Farmers Cooperative Society Ltd				58 Zohara St., Better Hope,		East Coast Demerara	Guyana	Persaud Walter

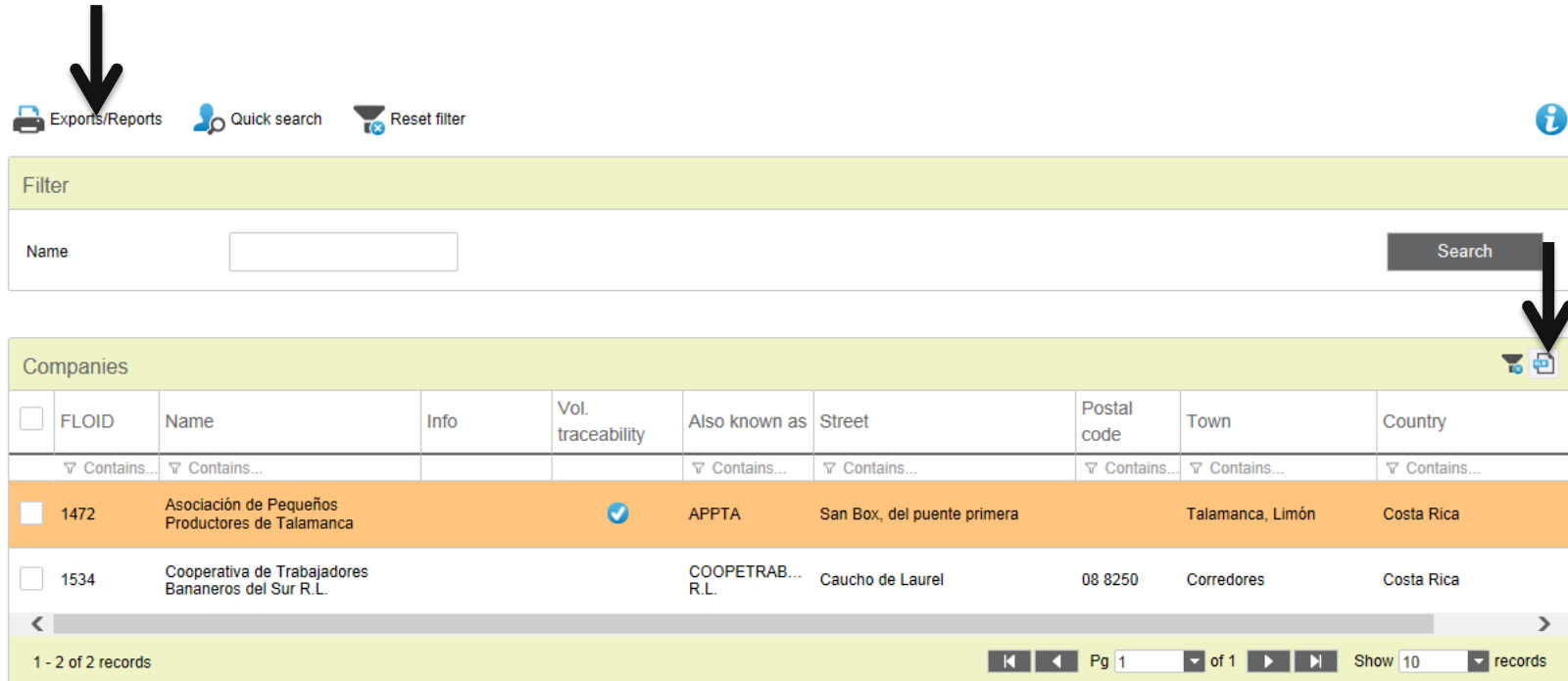
If the customer has agreed to publish their information, the following data will be displayed.





You can export your search and create:

- a list (Excel): contact data of the customer & main contact person
- a report (Excel or PDF): information about status and certified products.



Exports/Reports Quick search Reset filter

Filter

Name  Search

Companies

<input type="checkbox"/>	FLOID	Name	Info	Vol. traceability	Also known as	Street	Postal code	Town	Country
<input type="checkbox"/>	1472	Asociación de Pequeños Productores de Talamanca		<input checked="" type="checkbox"/>	APPTA	San Box, del puente primera		Talamanca, Limón	Costa Rica
<input type="checkbox"/>	1534	Cooperativa de Trabajadores Bananeros del Sur R.L.			COOPETRAB... R.L.	Caucho de Laurel	08 8250	Corredores	Costa Rica

1 - 2 of 2 records Pg 1 of 1 Show 10 records

- To create a report, tick the operator(s) you want to export (you can browse the different pages of the results; only operators ticked will be included in the export)
- Click on Exports/Reports

1





Exports

Exports/Reports Quick search Reset filter

Filter

Name


Open	Name	Template	File type
	∇ Contains...	∇ Contains...	∇ Contains...
	3rd party detail report PDF	3rd party detail report PDF	Z Do not use_Person
	3rd party detail report xls	3rd party detail report xls	Z Do not use_Person

1 - 2 of 2 records Pg 1 of 1 Show 7 records

2



Companies

<input type="checkbox"/>	FLOID	Name	Info	Vol. traceability	Also known as	Street	Postal code	Town	Country
	∇ Contains...	∇ Contains...			∇ Contains...	∇ Contains...	∇ Contains...	∇ Contains...	∇ Contains...
<input checked="" type="checkbox"/>	1472	Asociación de Pequeños Productores de Talamanca			APPTA	San Box, del puente primera		Talamanca, Limón	Costa Rica
<input type="checkbox"/>	1534	Cooperativa de Trabajadores Bananeros del Sur R.L.			COOPETRAB... R.L.	Caucho de Laurel	08 8250	Corredores	Costa Rica

1 - 2 of 2 records Pg 1 of 1 Show 100 records

If you have any questions, please do not hesitate to contact your Ecert Support Team for assistance:

[ecert@flocert.net](mailto:ecert@flocert.net)

Skype: ecert-support



## Change History

Version	Author	Date approved	Changes
10	Josefina Rey	04.07.2014	First version
11	Enrique	03.02.2016	New portal layout screens, and menu explanation