Fairtrace - Questions & Answers

Explanatory Document

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Fairtrace – Questions & Answers

By clicking on the topic or question you are interested in in the content list below, you will be directly taken to the answer. If you do not find the information you need or would like further insights into Fairtrace, check the user guides https://www.flocert.net/fairtrace-login/ or contact us at reporting@flocert.net .

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Getting to know Fairtrace

What are the benefits of Fairtrace?

With Fairtrace we have established a platform that brings together all Fairtrade certified organisations, creating a community true to the Fairtrade spirit, based on the common belief in producer empowerment and trust. Fairtrace brings about a multitude of benefits:

- **Better assurance**: With the information you enter in Fairtrace we can raise the level of assurance and thus increase trust into the Fairtrade label that you and your customers believe in. Your reports and verification actions ("virtual handshake") give us as certification body more information which we will use to improve our tools and to monitor and verify compliance with the Fairtrade standards. This in return gives you and all other certified companies a better guarantee that all actors in the supply chain comply with the standards.
- **Producer empowerment:** As a producer you have better visibility and control of the Fairtrade volumes and Price and Premium payments reported by your buyers.
- **More efficient audits:** Your audit becomes faster as more information is already available during audit preparation.
- **Easy reporting:** With the user-friendly online platform reporting and verifying transactions is simple and enables you to act and react in real-time.
- **Greater collaboration:** You get easy access to your suppliers and buyers.

Do I have to use Fairtrace as a Fairtrade certified customer?

Yes, reporting and/ or verifying your Fairtrade transactions in Fairtrace is mandatory for all certified customers and included in FLOCERT's Compliance Criteria for Fairtrade certification. What exactly to report and/ or verify depends on your role in the supply chain.

Who will be able to see my data and supply chain?

FLOCERT will have access to all customer data for the purpose of Fairtrade assurance, customer support and operation of Fairtrace. Data collected as part of the certification process is governed by the Certification Contract. Beside FLOCERT, the entered data is only visible to your direct transaction partner (supplier or customer) and FLOCERT may only share data with "the Fairtrade System" as outlined in the Fairtrace use policy. The transactional and supply chain data of your organisation is kept confidential to anyone else.

Fairtrace access

I am a newly Fairtrade certified customer, when will I receive my access?

Your access to Fairtrace will be sent latest three months after you received your permission to trade or certificate. Your permission to Trade or Fairtrade Certificate allows you to start trading Fairtrade. An access to Fairtrace is not a prerequisite for starting trading with your Fairtrade Business Partners.

Where do I log in?

You can log in using your e-mail address and password via FLOCERT's website: www.flocert.net/fairtrace-login . Mind that only the e-mail to which the activation e-mail has been sent can be used to connect to Fairtrace.

I forgot my password, what can I do?

1. Click on the "Having trouble logging in?" link on the Fairtrace login page (under the blue "Login" button).
2. Enter the e-mail address linked to your Fairtrace account and click on "Submit".
3. You will receive an e-mail to reset your password and follow the steps.

Should you not receive the e-mail to reset your password, kindly contact us at reporting@flocert.net.

Why are there restrictions for password setting in Fairtrace?

We have increased the restrictions for passwords for your own data security and regulatory requirements. We follow industry best practices when it comes to setting strong passwords to protect both, our users personal and business sensitive data.

I am the new responsible for using Fairtrace – how can I get access?

In order to register you in Fairtrace as the new reporting contact, we need a written confirmation from the FLOCERT Primary contact of your company that you are now the new responsible for using the Fairtrace platform. Upon receiving this confirmation, we will send you an activation e-mail so that you can activate and start using your Fairtrace account.

I would like to have an additional user – what should I do?

Please write to reporting@flocert.net indicating the name, email and phone number of the person to be added, as well as the reason why you would need an additional access to your company's Fairtrace account.

My account has been locked out. Why?

If you tried to enter your password more than five times, you will receive a message that your account has been locked out. You will be able to try again after 15 minutes. If you have forgotten your password, you can reset it by using the "Having trouble logging in?" option on the Fairtrace log in page.

General use of Fairtrace

I am responsible for more than one organisation. How do I access them?

If you are responsible to report and/ or verify for more than one organisation, your account will be linked to the companies you are responsible for. You will be able to switch directly from one of the company's Fairtrace account to the other. For this, connect to Fairtrace and click on "Settings" and then "Switch organisation" (to be found on the left side menu).

Can I change the language in which Fairtrace is displayed?

You can choose the language in which Fairtrace is displayed by clicking on the "Language" option at the top of your Fairtrace homepage account. This will also affect the language in which the notifications and reminders are sent. Fairtrace is currently available in English, French, German, Portuguese and Spanish.

Who are my Business Partners?

In Fairtrace, your "Business Partners" are your direct Fairtrade suppliers and/or customers. Please ensure to add them to your list of Business Partners in Fairtrace or accept their invitation. Note that in order to report a transaction, it is not necessary for your partner to accept the invitation. Sending the invitation to your Business Partner is enough for you to be able to report a transaction with this partner.

I received an invitation from an organization that I do not know, what should I do?

If you receive an invitation from someone you are not doing business with, it is up to you to decide whether you want to accept it or deny it. If you are not yet trading with this company, you can keep them nevertheless in your list as a potential partner for the future that you can then contact via the messenger function in Fairtrace.

My Business Partner has not reported and or verified, what should I do?

You can get in touch with your Business Partner to remind them to access to Fairtrace as they have pending actions. Note that if you are up to date with the pending actions in your Fairtrace account, you will not receive a non-conformity in case your partner is not abiding to its Fairtrace duties.

Reporting in Fairtrace

How often am I supposed to report? Real-time, monthly, quarterly?

Reporting has to be done at least quarterly, but it is also possible to do real-time reporting if this fits your business processes. You are also free to report transactions one by one or by using the “Report multiple transactions” option using our Excel templates provided on the Fairtrace platform. The reporting deadline is one month after the quarter finished. For example, Quarter 1 (January to March) should be reported before the end of April.

Do I report planned transactions or only completed ones?

You only report completed transactions because planned transactions might still change. Please allocate transactions to quarters according to the following criteria:

• Purchases from producers: once the Price and Premium has been paid to the producer

• Sales, if you are acting as Conveyor in the transaction: once the Price and Premium has been received (i.e. paid by the Price / Premium Payer to the Conveyor)

• All other sales, where you are not acting as a Conveyor in the transaction: as soon as the invoice has been issued. The sale should be allocated according to the invoice date (Eg. Invoice date 4.06 should be allocated to Q2).

“Report a single transaction” button is not active in my Fairtrace

If you are the reporter in the partnership, you can only add a transaction once you have invited or accepted the invitation of a Business Partner from whom you either purchase or to whom you are selling. If the button remains inactive, please contact us at reporting@flocert.net.

Where do I see the reported transactions?

You can see the transactions you and your partners reported by clicking on either “Purchases” or “Sales” on the left side menu and choose the “All” option of the view-filter. You can filter the transactions by quarter, year, reporter, product categories, transaction status or even specifically for FLO ID, product name, attribute, invoice and contract number by using the “Search” function.

If I forgot transactions, can I still add them even if I already reported for the quarter?

Yes, you can always add transactions, even after having uploaded your report. Mind to upload only the missing transactions as otherwise the already reported transactions will be duplicated.

Which product should I report?

You need to report the actual Fairtrade product that you are trading, whether it is finished or unfinished, raw or processed, with a single ingredient or composed of different ingredients. For example, if you are selling chocolate, please report the total volume of the product under “chocolate” (and not the amount of cocoa contained under “cocoa”). If you are selling wine, please report the total volume of the product under “wine” (and not grapes).

I cannot find the product I am trading in the product code list

If you cannot find the product you are trading in our product code list, report your transactions by using the Fairtrace Excel Reporting template that you can download here: https://www.flocert.net/fairtrace-login/

Leave the column "Product Code" empty and indicate the product that you are selling in the "Additional Information" column and send the file to reporting@flocert.net. Our Customer Service Team will then contact you once a code has been created for your product.

I receive an error when uploading my report, what should I do?

Please send us your Excel report including a screenshot or description of the error you receive at reporting@flocert.net.

How do I delete transactions?

If the information which you wish to change cannot be edited, you can also delete your reported transactions by using the "Delete" button. Please mind that a deletion cannot be reversed, despite the transaction remaining visible (read-only) in the view-filter "Deleted".

How do I report credit notes?

Fairtrace does not accept negative values.

If the credit note (negative value) applies to the full amount of the initial invoice (same positive value – credit note + initial invoice = 0), please simply delete the initial invoice, and do not report the credit note.

On the contrary, if the credit note (negative value) applies to only part of the initial amount (positive value -eg. Credit note + initial invoice > 0), please instead of reporting the credit note, deduct the credit note value from the initial transaction. Deduct all values (volume, price and premium) in the same proportion. Please write in the additional information field a short explanation including the credit note number.

Do I need to report volumes into Connect AND Fairtrace?

You do not have to do double reporting. If you are required to report your finished product / Licensee sales to your National Fairtrade Organisation (NFO) or to Fairtrade international via the Connect system or any other mean, you do not have to repeat it in Fairtrace.

Any other Fairtrade sales should be reported in Fairtrace, it does not matter whether the product is finished or unfinished. If there are no sales to be reported in Fairtrace, you still need to login and click on "Action" and "Nothing to report" for your sales reports.

Additionally, in Fairtrace you need to verify purchases from traders, your suppliers will report to you, and to report purchases done directly from producers (if any).

In case you need any further guidance, please contact us at reporting@flocert.net

Verifying in Fairtrace

What does 'verify' mean?

Verification means that you check carefully if the transaction reported by your partner is correct. All fields must be checked. The verification also includes transactions that you initially reported but that your partner has edited and came back to you for confirmation.
If the transaction is fully correct, you can confirm it.
If the information is not correct, please edit it. Your changes will be immediately visible to your partner.
The "Request correction" option should only be selected if you do not recognize the transaction at all (e.g. it is not your supplier/customer, wrong invoice number, etc.). Thank you for entering a comment indicating the reason why you are requesting a correction from your partner.

Do I verify planned transactions or only completed ones?

You only verify **completed transactions** because planned transactions might still change. The transactions are allocated to quarters according to the following criteria:
• Purchases from producers: once the Price and Premium has been paid to the producer
• Sales where you are acting as Conveyor in the transaction: once the Price and Premium has been received (i e paid by the Payer to the Conveyor)
• All other sales where you are not acting as the Conveyor: once the invoice has been issued.

In case your Business Partner has reported a transaction that is not completed yet, use the "Request correction" option and indicate in the comment that this transaction cannot be verified because it is not yet completed.

How often am I requested to verify?

You have 30 days for verifying a transaction after reporting is done by your Business Partner. The same applies when you need to verify a correction that your partner made. To ensure you do not miss these deadlines the platform notifies you automatically when you have pending transactions to verify.

If you do not find the answer to your question, consult our user guide to be found under: https://www.flocert.net/fairtrace-login/ or contact us at reporting@flocert.net.