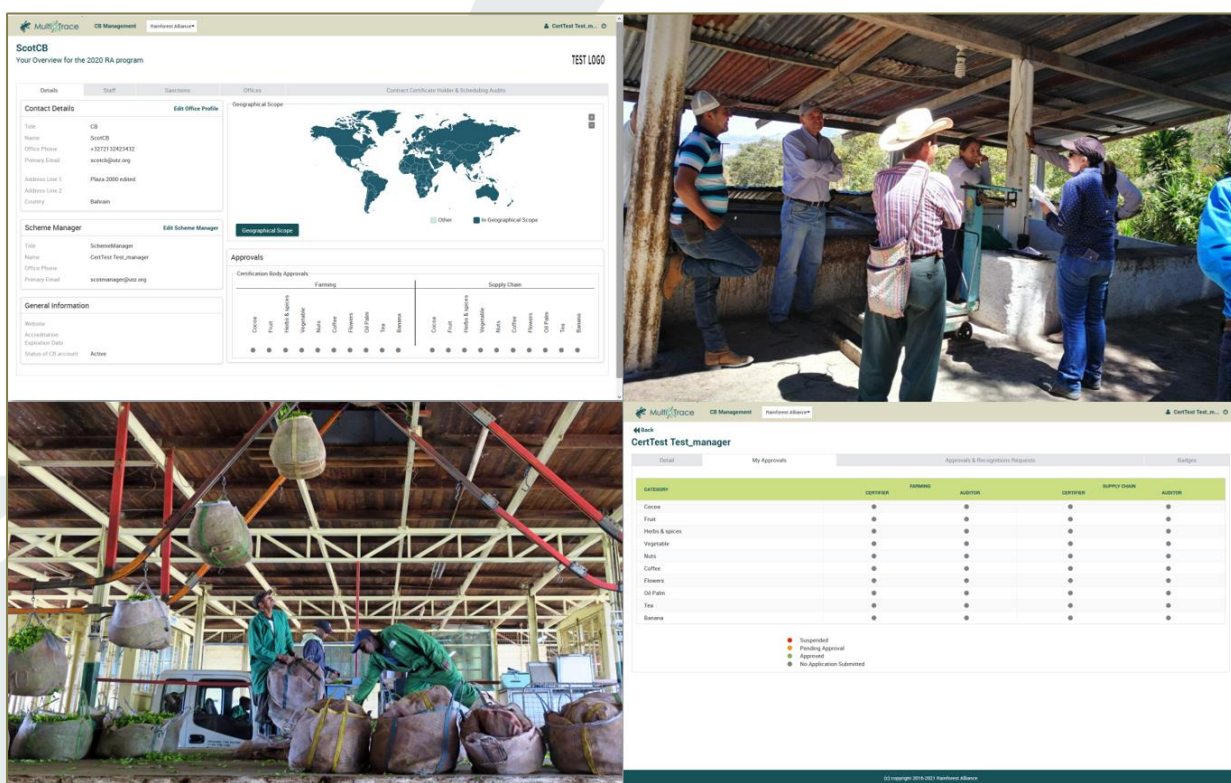


RACP USER MANUAL

FOR

CERTIFICATION BODIES



Learn how to use the Rainforest Alliance Certification Platform (RACP) in the Rainforest Alliance 2020 Certification Program.

Version 4.2, April 2023

RAINFOREST ALLIANCE



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EDITOR'S NOTES

The Rainforest Alliance Certification Platform (RACP) is the general name for the applications used in the new Rainforest Alliance certification program. While most of the actions described in this manual are performed in MultiTrace, we use the name RACP throughout this manual.

This manual is being created in parallel with the RACP system development. Screenshots are taken from the test client, and may slightly differ from the live version of the RACP due to ongoing development. All data shown is for training purposes only.



ABOUT THIS USER MANUAL

This manual is meant for Certification Body (CB) personnel's use and describes in detail the steps necessary to manage the certification process in the Rainforest Alliance Certification Platform. While the Scheme Manager is the main CB employee using the RACP, other personnel, for example a data administrator, may also benefit of this user manual.

ROLES OF CERTIFICATION BODY PERSONNEL

CB personnel refers to all those hired workers, independent contractors, and consultants who hold a legal relationship with a Rainforest Alliance approved CB and who are involved and/or carry out assurance activities within the Rainforest Alliance certification process. The Rainforest Alliance authorized CB structure consists of two sub-teams: Program Management team and Audit team.

The Program Management Team includes CB personnel involved in the management of an audit program. The Audit team includes CB personnel involved in activities related to conducting an audit.

The table shows the Rainforest Alliance authorized CB personnel structure.

Role	
Program Management	Scheme Manager
	Certifier
	Database administrator
Audit Team	Trainee
	Auditor
	Lead Auditor
	Lead Auditor for Social Topics
	CB Instructor
	Technical Expert

This manual uses screenshots of the RACP, to illustrate all steps that need to be performed by the Scheme Manager. Topics include the following:

- Understanding contents and scope of the RACP for managing CB user profiles;
- How to edit user profiles and scope of responsibilities of staff members;
- How to add new staff, assign their responsibilities and request approval thereof;
- How to contract Certification Holders.

GLOSSARY

The table below lists the most frequently used terms and abbreviations and their significance for working with the Rainforest Alliance Certification Platform.

See also our [glossary](#) of the terms used in the documents for the 2020 Rainforest Alliance Certification Program.

Term	Definition
Certificate Scope	A set of activities, processes, actors, and products covered under the certification of a certificate holder.
Certified	The reference of the term "certified" in the requirements refers to crop/volume produced and traded by Certificate Holders, verified against the 2020 Rainforest Alliance Sustainable Agriculture Standard.
Farm	All land and facilities used for agricultural production and processing activities under the geographical scope of the farm/group



	<p>management. A farm may be composed of several neighbouring or geographically separate farm units within one country provided that they are under a common management body. All farms and farm units falling within this geographical scope must comply with the Rainforest Alliance standard, even when a different crop from the certified one is cultivated (e.g. farm/farm unit with a plantation of rice belonging to a producer part of a certified group for coffee that falls within the same geographical scope).</p> <p>A farm may be composed of several neighbouring or geographically separate units of land within one country if they are under a common management body.</p>
Farm scope	All land and facilities used for agricultural production and processing activities under a common management body of a farm.
Geographical scope	The geographical area covered by separate farm units within one country that are under a common management body.
Group	An association of organized producers that have a shared Internal Management System (IMS) and are certified together under the Rainforest Alliance standard Certification Protocol. The group of organized producers can be organized in an association or cooperative or managed by a supply chain actor (such as an exporter) or another entity.
Group Management	The entity that signs the certification agreement with the Rainforest Alliance accredited certification body and takes responsibility for the development and implementation of the group's internal management system and all member farms' management systems. The group management is responsible for assuring member farms' compliance with the Standard.
Group Member	A producer who is certified as part of a group. It is the person who is the actual operator of the farm (e.g. a sharecropper) and does not need to be the landowner.
Intermediary	Any actor that trades (buys and sells) Rainforest Alliance Certified product before it reaches first buyer level. Intermediaries can also physically handle and based on their activities, intermediaries shall be compliant with the applicable requirements of the Farm Standard.
Internal Management System (IMS)	A documented system of quality management with the purpose to facilitate an efficient organization and management of the group and of ensuring that the group and group members comply with the applicable requirements of the Rainforest Alliance Sustainable Agricultural Standard.
Management Plan	A detailed overview, set up by the management, of the goals that are set to be compliant with the requirements (for both management, workers, and/or group members) and the respective services necessary to meet these goals. The services can include training, technical assistance, access to inputs (e.g. seedling), and awareness-raising activities. The Management Plan indicates details on the services such as the timeline, the responsible person for the provision of the services, and the beneficiaries.
Mandated user rights	Authorization is given to a supply chain certificate holder to make transactions in the traceability platform on behalf of a farm certificate holder.
Mass Balance	Administrative traceability that allows supply chain actors to claim product as Rainforest Alliance Certified when the equivalent quantity was sourced as Rainforest Alliance Certified.
Multi-site	A supply chain actor that does not have farming in the scope of its Rainforest Alliance certification and has an identified central location under which two or more sites are operating.



Producer	A person (either male or female) who owns and/or operates an agricultural enterprise, either commercially or to sustain him or herself or his/her family.
RACP	Rainforest Alliance Certification Platform, comprising all systems and modules involved in the Rainforest Alliance certification process, the main applications being MultiTrace and Marketplace 2.0.
SCRA	As a part of the assurance system, data is collected through the Supply Chain Risk Assessment (SCRA) which is embedded in the registration and profile completion process. The SCRA, only applicable to supply chain actors, evaluates the potential risks of an organization's operations on individual site level in order to determine the type and frequency of verification required.
Site	A geographically separate entity belonging to a Certificate Holder (farm or supply chain actor) where a specific number and type of operations are conducted.
Small farm	Small farms primarily rely on family or household labour or workforce exchange with other members of the community. They might hire temporary workers for seasonal tasks or even hire (few) permanent workers. Small farmers are usually organized in a group to be certified and rely on the Group Management for record development and record keeping.
Subcontractor	An organization or individual contracted to carry out one or more specific operations on the certified products, for example, processing, storing, packaging, and/or labelling products.
Supply chain actor	Any non-farming organization that relates to the certified product from its production up to its final sale.
Verification level	The verification level is the result of the Supply Chain Risk Assessment (SCRA) and defines the type, intensity and frequency of verification that is required.



RACP OVERVIEW

This section provides an overview of all sections of the CB management application in the RACP in terms of contents, purpose and available functionality.

After accessing the RACP, you arrive at the home page that provides some general information of your Certification Body's organization related to the 2020 Rainforest Alliance Certification Program. This page is divided in five tabs, described below.

DETAILS

This tab shows the contact details of the Certification Body you are part of, contact details of the Scheme Manager and some general information.

More details on Farm or Supply Chain scope for each country are available with clicking on the tab 'Geographical scope'. Hovering over the map highlights the countries, and you can also zoom in and zoom out on the chart.

The table 'Approvals' shows for which products this CB is approved to perform certification activities for farms and Supply Chain Actors respectively.

The screenshot displays the 'ScotCB' home page with the following sections:

- Contact Details:** Title: CB, Name: ScotCB, Office Phone: +32721 32423432, Primary Email: scotcb@utz.org, Address Line 1: Plaza 2000 edited, Address Line 2: Bahrain, Country: Bahrain.
- Scheme Manager:** Title: SchemeManager, Name: CertTest Test_manager, Office Phone: , Primary Email: scotmanager@utz.org.
- General Information:** Website: , Accreditation: , Expiration Date: , Status of CB account: Active.
- Geographical Scope:** A world map showing countries in 'Other' (light blue) and 'In Geographical Scope' (dark blue).
- Approvals:** Certification Body Approvals for Farming and Supply Chain across various crops: Cocoa, Fruit, Herbs & spices, Vegetable, Nuts, Coffee, Flowers, Oil Palm, Tea, Banana.

The homepage features a brief overview of your CB and five tabs with detailed information

STAFF

This is a key page of the RACP for Certification Bodies, showing the list of staff members in your team, their responsibilities and role(s). Staff members can have multiple roles for different crops.

With long lists, the filters and the search function are useful to quickly find a specific staff member. Note the tick-box 'show staff without approvals', shows those staff members for which RA approval is pending or no role has been given.

At this page you can do three things: remove a staff member, edit a set of information pertaining to a staff member (click on the name), and add a new staff member.



MultiTrace CB Management Rainforest Alliance

ScotCB
Your Overview for the 2020 RA program

Details Staff Sanctions Offices Contract Certificate Holder & Scheduling Audits

Add New Staff

Staff Name, Role

☒ Auditor ☒ Certifier ☒ SchemeManager ☒ DataAdministrator ☒ LeadAuditor ☒ TechnicalExpert ☒ Trainee
☒ Instructor ☒ Translator ☒ SocialAuditor
☐ Show staff without approvals

Search Reset

NAME	ROLE
cert role	Fruit, Coffee, Cocoa, Tea
cert role	Coffee, Cocoa, Tea
cert role	Coffee, Cocoa, Tea
cert role	Cocoa
cert role	Coffee, Cocoa, Tea
cert role	Coffee, Cocoa, Tea
cert role	Coffee, Cocoa, Tea
cert role	Coffee, Cocoa, Tea
cert role	Coffee, Cocoa, Tea
cert role	Coffee, Cocoa, Tea
CertTest Test_manager	

Remove

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This page shows staff members in your team, their responsibilities and role(s).

SANCTIONS

As described in the document '[2020 Rules for Certification Bodies](#)', the Rainforest Alliance reserves the right to sanction CBs based on evidence of improper procedure or behaviour that jeopardizes the credibility of the Rainforest Alliance and/or compromises its assurance system.

Applied sanctions are visible at this tab 'Sanctions'.

MultiTrace CB Management Rainforest Alliance

ScotCB
Your Overview for the 2020 RA program

Details Staff Sanctions Offices Contract Certificate Holder & Scheduling Audits

No sanctions to show...

(c) copyright 2016-2021 Rainforest Alliance

The tab Sanctions shows any sanctions applied by the Rainforest Alliance

OFFICES

In case the CB has more than one office, this tab is used to list all offices with some basic information. By definition, there is only one head office, while any other office will be designated as local office.

You can easily add more offices, while any of the offices can be made the head office.

Only the head office will be shown on the home page with the details as described above in the section 'Details'.



Multitrace CB Management Rainforest Alliance

CertTest Test.m...

ScotCB

Your Overview for the 2020 RA program

Details Staff Sanctions **Offices** Contract Certificate Holder & Scheduling Audits

Add New Office

OFFICENAME	OFFICETYPE	ADDRESS	CONTACT	
Green World	HeadOffice	Broadway 1080 United States of America	Jonathan Doe +13938465043 jd@jdmall.com	Select new HeadOffice
Test Office	LocalOffice	Plaza 2000 edited Bahrain	CB ScotCB +3272132423432 scotcb@utz.org	

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This tab shows the head office and local offices

CONTRACT CERTIFICATE HOLDERS, SCHEDULING AUDITS & PREPARATION

RAINFOREST ALLIANCE CB Management Bumble Bee

Back

Handshake License Requests Overview

Certificate Holders

Q Enter your Certificate Holder Code Clear filters show 18 records

Certificate holder code	Certificate holder name	Country	State Name	City Name	Status
RA_0000182102	Test Company ABC	Guatemala	Alta Verapaz	Test	Awaiting confirmation
RA_0000182102	Test Company ABC	Guatemala	Alta Verapaz	Test	Awaiting confirmation
RA_00006202109	Demo September	Turkey		Ankara	Contracted

Certificate Holders that have a contract with your CB are listed at this tab

As a Certification Body, you may collaborate with multiple Certificate Holders (CHs). This tab shows all Certificate Holders that have a contract with your CB. It shows the Certificate Holder's code, name, the status of their contract- as well as the country of their operations.

With the knowledge that there can be a long list of contracted CHs, the search function on the top left-hand side of the screen is available to easily find specific Certificate Holders.



The screenshot shows the 'Certificate Holders' section of the Rainforest Alliance CB Management system. A search bar with the placeholder text 'Enter your Certificate Holder Code' and a 'Clear filters' button is highlighted with a red rectangle. Below the search bar is a table with columns: Certificate holder code, Certificate holder name, Country, State Name, City Name, and Status. The table contains three rows of data.

Certificate holder code	Certificate holder name	Country	State Name	City Name	Status
RA_00001182102	Test Company ABC	Guatemala	Alta Verapaz	Test	Awaiting confirmation
RA_00001182102	Test Company ABC	Guatemala	Alta Verapaz	Test	Awaiting confirmation
RA_00006202109	Demo September	Turkey		Ankara	Contracted

Search function is displayed in red above

Simply enter the 'Certificate Holder Code' (i.e RA_00005842109) or the country they operate within, in order to refine the search to the desired CHs.

Another function that can be used to refine your list of contracted Certificate Holders is to click on the drop-down function of the 'Status' column, as displayed below:

The screenshot shows the 'Certificate Holders' section with the 'Status' dropdown menu open. The dropdown menu is highlighted with a red rectangle and contains three options: 'Contracted', 'Awaiting confirmation', and 'New request'. Below the dropdown menu are 'Clear' and 'Close' buttons. The table below shows three rows of data.

Certificate holder code	Certificate holder name	Country	State Name	City Name	Status
RA_00005842109	JorgsSCA	Kenya		Meru	Contracted
RA_00007742111	Cocoa and Banana NV	Netherlands		Rotter	Awaiting confirmation
RA_00006202109	Demo September	Turkey		Ankara	Contracted

'Status' drop-down allows filtering of CHs according to their stage in the contracting process

From here, it's possible to choose CHs according to their status, for example, selecting 'contracted' will display all CHs that have already established and confirmed the contract with your CB. Choosing 'Awaiting Confirmation' will display CHs which are yet to confirm their approval of your contract, and respectively, 'New Requests' will display CHs that are awaiting to be approved by your CB.

Clicking on the Certificate Holder code opens a page with relevant information about audits for that Certificate Holder, i.e scope of audits and audit preparation data. Below the steps to navigate this information is shown.



Certificate holder code	Certificate holder name	Country	State Name	City Name	Status
RA_00000622102	Moike UAT 1	Côte d'Ivoire	Zanzan (Région du)	Zanzan	Contracted
RA_00020492302	Banana DNA	Netherlands	Zuid-Holland	Leiden	New request
RA_00020732303	My Organization	Netherlands	Gelderland	KHI	Contracted

Press on the 'Certificate Holder code' to get more specific information

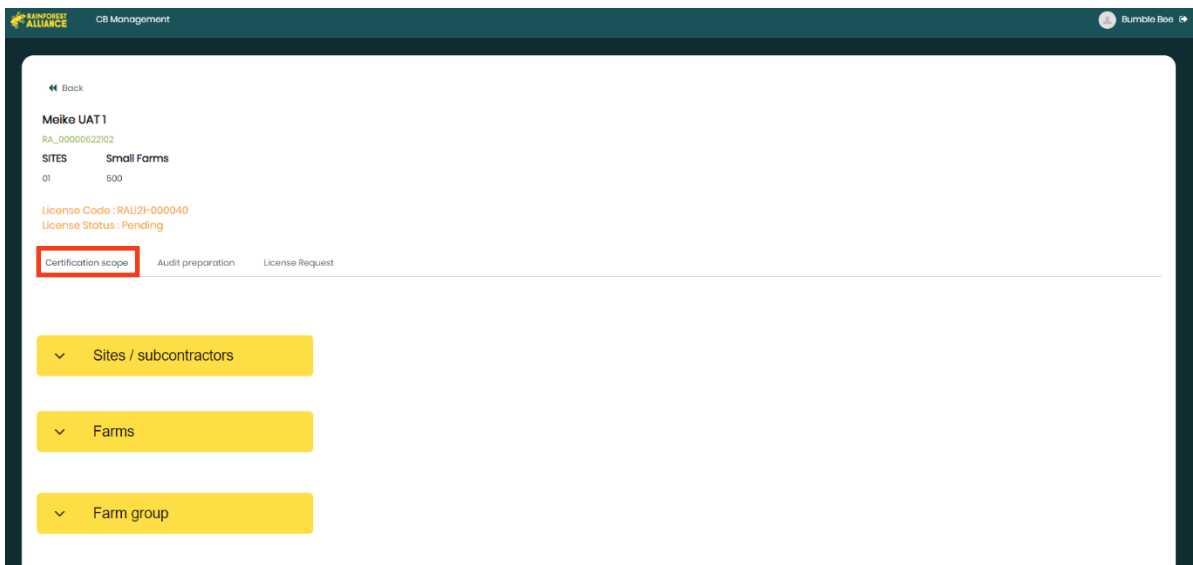
Upon clicking the 'Certificate Holder code' the 'Certification Overview' page will appear.

License Code	License Status	Start Date	End Date	Original End Date	Certificate Option	Actions
RAI22-000932	New Request	2022-09-30	2023-05-28		Single Farm	View

This shows the display of the 'Certification Overview' tab

Information of the CH's: 'license code', 'license status', start and end date as well as the certificate option are displayed here. Also, on this page it is possible to 'Stop Collaboration' with the CH and 'Freeze Scope' using the buttons in the top right-hand corner. Before scheduling an audit, the Certificate Holder's certification scope can be frozen to ensure that the CH cannot make adjustments without your knowledge. Only when you as a certification Body unfreeze their scope, can they make adjustments.

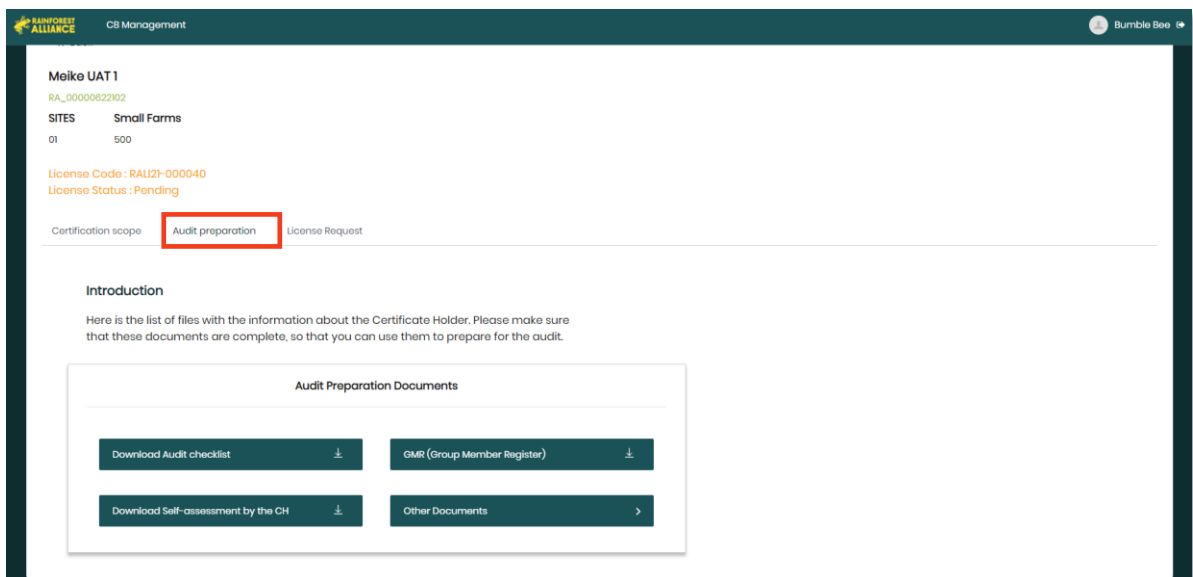
Clicking 'View', as outlined in red above, will take you to a tab containing deeper information on the CH's 'certification scope' and the relevant documentation on planning for 'audit preparation'.



This tab shows the 'certification scope'

Details on the number of CH sites, farms or farm-groups 'type', 'location', 'activities' and 'commodities' appear here.

Clicking the 'Audit preparation' tab, outlined in red below, will take you to the documents filled out by the CH.



This shows the display of the 'Audit preparation' tab



The screenshot shows the 'License Request' tab in the Rainforest Alliance CB Management system. The header includes the Rainforest Alliance logo, 'CB Management', and a user profile 'Bumble Bee'. Below the header, there's a 'Back' button and a section for 'Meike UAT 1' with a license code 'RA_0000082202'. The 'SITES' section shows 'Small Farms' with a value of '500'. The 'License Code' is 'RAU21-000040' and the 'License Status' is 'Pending'. The main content area has four tabs: 'Certification scope', 'Audit preparation', 'License Request' (selected), and 'Certification Decision'. Below the tabs are four dropdown menus: 'Audit Information', 'License Scope', 'Audit Checklist and Documents', and 'Certification Decision'.

This shows the display of the 'License Request' tab

You can then click onto the 'License Request' tab. Here you will be required to fill out four different steps in order to make the license request to S&A.

The screenshot shows the 'Audit Information' tab in the Rainforest Alliance CB Management system. The header is the same as the previous screenshot. Below the header, there's a 'Back' button and a section for 'Audit Information'. The main content area has a warning message: 'Auditor and Certifier cannot be the same person'. Below this, there are several dropdown menus and input fields: 'Audit Type' (Certification Audit), 'Audit Method' (On Site), 'Year in Cycle' (Transition year 2), 'Lead Auditor' (Bumble Bee), 'Social Lead Auditor' (Select value), 'Supporting Auditors' (0 / 4 Selected), 'Certifier' (Dragon Fly), 'Start Date of the Audit' (03/01/2023), 'End Date of the Audit' (03/06/2023), and 'Audit Duration' (6). There is a checkbox labeled 'Exclude Weekend in Audit Duration' which is highlighted with a red box. At the bottom, there are two buttons: 'Back' and 'Save & Continue'.

This shows the display of the 'Audit Information' tab

Firstly, you will have to click on the 'Audit Information' tab and make sure to fill in all required fields marked by a red star. Please note, when placing the audit start and end date, you can choose to tick the box (marked in red in the image above) to exclude weekend days if those were not within the audit days.



The screenshot shows the 'License Scope' tab in the Rainforest Alliance CB Management system. At the top, there is a dark green header with the Rainforest Alliance logo, 'CB Management', and a user profile 'Bumble Bee'. Below the header, there is a dropdown menu for 'Audit Information'. The main section is titled 'License Scope' and contains a 'Certificate Holder Type' dropdown menu with the text '--Select Certificate Holder Type--'. Below this, there are two tables. The first table, titled 'Activities', has columns for 'Crops', 'Activity', and 'Traceability Level'. It lists three activities: 'Coffee' (Wet/Dry Processing, Identity Preserved), 'Cocoa' (Warehousing, Identity Preserved), and 'Coffee' (Forming, Identity Preserved). The second table, titled 'Volumes', has columns for 'Crops', 'Sub Product', 'Variety', 'Est Volume', and 'Carry-Over'. At the bottom, there are 'Back' and 'Save & Continue' buttons.

This shows the display of the 'License Scope' tab

The screenshot shows the 'Audit Checklist' tab in the Rainforest Alliance CB Management system. At the top, there is a dark green header with the Rainforest Alliance logo, 'CB Management', and a user profile 'Bumble Bee'. Below the header, there are three tabs: 'Certification scope', 'Audit preparation', and 'License Request'. The 'Audit Checklist' tab is selected and highlighted with a red box. Below the tabs, there is a dropdown menu for 'Audit Information'. The main section is titled 'Audit Checklist and Documents' and contains two sub-sections: 'Audit Checklist' and 'Other Documents'. Below these, there is an 'Upload Checklist' button. A table with the following columns is displayed: 'Requirement Number', 'Conformity / Non-Conformity', 'Findings', 'Description of the Evidence of the NC', 'Description of the Root Cause of the NC', 'Description of the Correction', 'Description of the Corrective Action', and 'Date of Closure of the NC'. At the bottom, there are 'Back' and 'Continue' buttons. Below the table, there is a dropdown menu for 'Certification Decision'.

This shows the display of the 'Audit Checklist' tab

Here is where you can upload the checklist, as well as any other documents in the tab next to it named 'other documents'.



In 'other documents', you must tick and validate the boxes as shown below.

License Scope

Audit Checklist and Documents

Audit Checklist Other Documents

Document upload and Validation

Please make sure the latest information the Certificate Holder provided in the platform is up to date before you validate it. In case the Certificate Holder made any changes in certification scope, farm information, OMR or indicator data to close nonconformities or for other reasons, they need to provide the latest version in the platform. And please also provide any additional information we require from you below.

Certification Scope *	Latest Change by Certificate Holder	Validated
OMR/Farm Information *	2022-07-09 2021-07-10	<input type="checkbox"/> validate <input type="checkbox"/> validate

CAF Inconsistency registry Other Documents

Back Save & Continue

Certification Decision

This shows the display of the 'Other Documents' tab

License Scope

Audit Checklist and Documents

Certification Decision

Certificate holder ID
RA_0000062202

License ID
RAU21-000040

Certificate holder name
Moike UAT 1

Decisions
Positive ☐
Negative ☐

Decision Date
03/15/2023

Comments *

Comments

Back Save Submit

This shows the display of the 'Certification Decision' tab

When clicking on the 'Certification Decision' tab, you can either tick positive (for a certification decision) or negative (for a non-certification decision). The decision date is filled in automatically and you can leave a comment for the RA S&A officer in the comment box, before submitting.

When you have completed everything, you can submit the request.



Rainforest Alliance CB Management									
Bumble Bee									
Back									
Handshake License Requests Overview									
Certificate Holder ID	Certificate Holder Name	Country	Start Date	End Date	(RE)Submitted	License Request Status	License Version	License Type	Comments
RA_0000584209	JorgsSCA	Kenya	10-09-2021	29-09-2021	09-09-2021	Expired	Farming	CB License	View
RA_0000620209	Demo Soptomber	Turkey	21-09-2021	30-04-2022	21-09-2021	Draft	Farming	CB License	
RA_0000774209	Cocoa and Banana NV	Netherlands	01-10-2021	01-10-2022	09-11-2021	Expired	Supply Chain	CB License	View
RA_0000016209	Acceptance Testing - New	Afghanistan	01-12-2022	31-01-2023	20-12-2022	Suspend	Farming	CB License	View

This shows the display of the 'License requests' tab

When going back to the general tab, you can click on the license request tab, where all your license requests will be listed. When clicking on 'view', you can see the comments placed by S&A, once they have reviewed your license request, as well as keep track of the status of the license request.

CONTRACTING A 'NEW' CERTIFICATE HOLDER

All CHs that require a CB certification audit, shall sign a certification agreement with the selected CB. This is a manual activity outside the RACP. Only when this agreement has been signed by both the CH and CB, it is confirmed in the RACP through the so called 'handshake' process. This will give the CB access to the full profile of the CH where progress can be monitored and the necessary information for the audit preparation shall be shared.

Certificate Holders that have a contract with your Certification Body are listed at the tab 'Contract Certificate Holders & Scheduling Audits', together with the status of the contract. To contract another Certificate Holder, use the button 'Find Compatible CHs'. You may change your selection until you sign the contract with the CH.

With the button 'Find Compatible CHs', you can look up any Certificate Holder that is registered with the Rainforest Alliance and proceed to formalize your collaboration with a contract. You may change your selection until you sign the contract with the Certificate Holder.

Rainforest Alliance

CB Management

Bumble Bee

Back

Handshake

License Requests

Overview

Certificate Holders

Q

Enter your Certificate Holder Code

Clear filters

show

19

records

Certificate holder code	Certificate holder name	Country	State Name	City Name	Status
RA_0000092202	CS Account 6	Brazil	Acre	Test	Awaiting confirmation
RA_0000922203	UAT - SCA 003	Netherlands		amsterdam	Contracted
RA_0000932203	CH - Request Farming	Pakistan		Laboris Nam optio dolore dolor in nulla exercit	Contracted
RA_0001365207	Supply Chain Actor Demo	Brazil	Amazonas	The City	Awaiting confirmation
RA_0000967203	Aubrey test New cycle	Argentina		city	Contracted
RA_0001377207	The Purest Chocolate	Netherlands	Utrecht	Utrecht	Contracted

From this overview page, you can start the contracting process with a new Certificate Holder



After clicking on 'Find Compatible CHs' first a window will open with several filters which can refine your search according to: standard, country, commodity, state or even city name. Bear in mind that these fields need to be entered in sequential order, from top to bottom- if no entries appear, the most likely explanation is that there are no matches to the filters you applied.

The screenshot shows the 'Certificate Holders' section of the Rainforest Alliance CS Management system. On the left, a table lists certificate holders with columns for 'Certificate holder code', 'Certificate holder name', 'Country', and 'State Name'. The table contains six entries. On the right, a sidebar contains filter fields for 'CH NAME', 'CH ID', 'E-mail Address', and 'Contact Number', each with a text input field. Below these filters is a 'Go to Certification Overview' button. At the top of the sidebar, there is a 'Back' button and a 'Clear filters' button.

Certificate holder code	Certificate holder name	Country	State Name
RA_00005842109	JorgsSCA	Kenya	
RA_00007742111	Cocoa and Banana NV	Netherlands	
RA_00008202109	Demo September	Turkey	
RA_00009322203	CH - Request Farming	Pakistan	
RA_00009222203	UAT - SCA 003	Netherlands	
RA_0001822205	Ethiopia Test Farm	Ethiopia	Southern Nationality

Select the relevant filters to find compatible Certificate Holder's to contract

After refining your search, a list of possible Certificate Holders that you can contract will appear.

The following screenshots clearly illustrate the process of how to contract them. Scroll through the list to find the applicable CH and select it by clicking on the name.

The screenshot shows the 'Certificate Holders' section of the Rainforest Alliance CS Management system. The table lists certificate holders with columns for 'Certificate holder code', 'Certificate holder name', 'Country', 'State Name', 'City Name', and 'Status'. The 'Certificate holder name' column is highlighted with a red box. The table contains eight entries. At the top right of the table, there is a 'show 18 records' link. At the bottom right, there is a 'Bumble Bee' logo.

Certificate holder code	Certificate holder name	Country	State Name	City Name	Status
RA_0000922102	CS Account 6	Brazil	Acre	Test	Awaiting confirmation
RA_00009222203	UAT - SCA 003	Netherlands		amsterdam	Contracted
RA_00009322203	CH - Request Farming	Pakistan		Laboris Nam optio dolor in nulla exercit	Contracted
RA_00013652207	Supply Chain Actor Demo	Brazil	Amazonas	The City	Awaiting confirmation
RA_00009672203	Aubrey test Now cycle	Argentina		city	Contracted
RA_00013772207	The Purest Chocolate	Netherlands	Utrecht	Utrecht	Contracted
RA_00006202109	Demo September	Turkey		Ankara	Contracted
RA_00005842109	JorgsSCA	Kenya		Meru	Contracted

Based on your information, you may collaborate with one of the certificate holders shown



After clicking on the 'Certificate holder name' the following feature will appear, as shown below.

The screenshot shows the 'Contract Certificate Holders' sidebar with the following details:

- Certificate Holder Code: RA_00020982303
- Certificate Holder Name: Anna farm 16/03 (groups)
- Email ID: testfarm@345.org
- Contact Number: +1-208987654
- Have you signed the contract?: ☐ Yes, we have signed the contract
- Buttons: Accept request, Decline Request, Close

At this moment you need to confirm that you already have signed a contract for the audit outside of the RACP. Only then can you proceed with this process in the RACP.

The 'Have you signed the contract?' section now shows: ☒ Yes, we have signed the contract

If you have signed a contract for the audit, you can proceed

If you have signed this contract, click the 'Yes, we have signed the contract' box, highlighted in red, before entering the date of signing which can be done manually, and then proceed to 'Accept request'.



Upon clicking the button 'Accept Request' the CH is added to your list of contracted CHs. If the status of the CH turns to 'contracted' it means you have already been approved as their selected CB.

The screenshot shows the 'Certificate Holders' section of the Rainforest Alliance CB Management interface. It includes a search bar, a 'Clear filters' button, and a table with columns: Certificate holder code, Certificate holder name, Country, State Name, City Name, and Status. The status 'Contracted' for the first entry is highlighted with a red box.

Certificate holder code	Certificate holder name	Country	State Name	City Name	Status
RA_00005842109	JorgsSCA	Kenya		Meru	Contracted
RA_00007742111	Cocoa and Banana NV	Netherlands		Rotterdam	Contracted
RA_00008202109	Demo September	Turkey		Ankara	Contracted
RA_00008322203	CH - Request Farming	Pakistan		Laboris Nam optio dolore in nulla exercit	Contracted
RA_00009222203	UAT - SCA 003	Netherlands		amsterdam	Contracted
RA_00019222205	Ethiopia Test Farm	Ethiopia	Southern Nations, Nationalities and Peoples	Addis Ababa	Contracted

The newly contracted Certificate Holder is added to the list, with status 'Contracted'

However, it's important to mention that sometimes after pressing 'Accept Request' you might see the status change to 'Awaiting confirmation'. This means that you will have to wait for that Certificate Holder to approve confirmation on their side.

The screenshot shows the 'Certificate Holders' section of the Rainforest Alliance CB Management interface. It includes a search bar, a 'Clear filters' button, and a table with columns: Certificate holder code, Certificate holder name, Country, State Name, City Name, and Status. The status 'Awaiting confirmation' for the last entry is highlighted with a red box.

Certificate holder code	Certificate holder name	Country	State Name	City Name	Status
RA_00005842109	JorgsSCA	Kenya		Meru	Contracted
RA_00007742111	Cocoa and Banana NV	Netherlands		Rotterdam	Contracted
RA_00008202109	Demo September	Turkey		Ankara	Contracted
RA_00008322203	CH - Request Farming	Pakistan		Laboris Nam optio dolore d.	Contracted
RA_00009222203	UAT - SCA 003	Netherlands		amsterdam	Contracted
RA_00019222205	Ethiopia Test Farm	Ethiopia	Southern Nations, Nationalities a...	Addis Ababa	Awaiting confirmation

The newly contracted Certificate Holder is added to the list, with status 'Awaiting Confirmation'



Just for your information, below screenshot illustrates what the CH will see in their account.

RAINFOREST ALLIANCE Dashboard Organization Certification Overview legal Labeling

← Certification Body

Introduction

To become or remain certified you need to be audited by one of the Certification Bodies that are authorized by the Rainforest Alliance. On this page you can:

1. Find a list of all the Certification Bodies that are authorized by the Rainforest Alliance for the certification scope you have provided. You need to contact the Certification Body outside of this platform.
2. Download the Certification Application Form needed to request a quote with a Certification Body.
3. Confirm you have signed a contract with a Certification Body, to give your Certification Body access to your scope and audit preparation information.
4. See which Certification Body you have contracted, after you have confirmed this here.

The Certification Application Form (CAF)

This is an official template aiming to increase the level of consistency, credibility and transparency of all certification processes. This template is mandatory for all Certificate Holders and Certification Bodies and it is based on all related and bidding requirements of the Certification and Auditing Rules.

[Download CAF file](#)

Authorized Certification Body

Authorized Certification Body information

Authorized Certification Body
CeeBee Bumblebee
ceebeejorg@ra.org
34234234

Have you signed the agreement?

You will need to let us know whether the contract has been signed in order to share your data with the Certification Body. Please provide the date the contract is on the contract, it will be used as a reference.

Have you signed the contract?

☒ Yes, we have signed the contract
☐ No, we have not signed the contract

[Close](#) [Confirm contract](#)

[Feedback](#)

The Certificate Holder will see your invitation in their RACP account as shown above

Once the Certificate Holder has accepted your invitation, you will see the result in your account with the status now showing 'Contracted'.

Now that your collaboration with this CH is formalized, audit preparations may begin.



EDITING INFORMATION IN THE RACP

In this section, you will learn how to edit data in the various tabs in the RACP, given you have the correct access rights for making changes.

EDIT OFFICE PROFILE

Making changes in the basic data of the head office uses one straightforward form. Any field, except the Office type can be edited and saved.

Edit OfficeProfile

Name: Green World

Officetype: HeadOffice

Address

Address Line 1: Broadway 1080

Address Line 2:

Address Line 3:

Address Line 4: New York

Address Line 5:

Country: United States of America

Contact

Title:

Name: Jonathan Doe

Office Phone: +13938465043

Mobile Phone:

Primary Email: jd@jdmail.com

Secondary Email:

Fax:

Save Cancel

Changes to the head office profile can be made easily using this form

CHANGE SCHEME MANAGER

It is possible to select another CB staff member that will get the Scheme Manager role.

Please note: upon making another person Scheme Manager, you will not be able to edit any information anymore. Only the new Scheme Manager can do so.

Edit Scheme Manager

Select the person that will get the Scheme Manager role or create a new account.

Scheme Manager: CertTest Test_manager

New Scheme Manager account

SchemeOwner: Rainforest Alliance

First name: CertTest

Last Name: Test_manager

Username: Scot_manager

Country: Afghanistan

Gender: Female

Mobile Phone: 2132423432

Email: scotmanager@utz.org

Cancel Save

A new Scheme Manager can be selected from the pull-down list



UPDATE GEOGRAPHICAL SCOPE

You can request to amend the geographical scope of your Certification Body. Any change must be approved by the Rainforest Alliance. The geographical scope is divided in two areas, one for Farming and one for Supply Chain Actors.

To request a change, use the button 'Geographical Scope' next to the world map and a form will open. Select one or more countries from the list on the left and use the arrow to add them to the list on the right. To facilitate this update, you can select a specific region with the pull-down list at the top. When done, click the button 'Submit Request'.

With a few clicks, you can request other countries to be added to your geographical scope

EDIT STAFF MEMBER DETAILS

To update contact details of any staff member, just click on their name in the list at the 'Staff' tab. A page will open with all essential data pertaining to this staff member. To edit their contact details, just click on the link 'Edit Staff Profile' to open a straightforward form.

This page contains essential data about this staff member, including basic contact details



ADD NEW CB STAFF MEMBERS

Adding a new staff member to your team takes a few more steps, as more information must be submitted about the person. As this is a critical process that must be followed, we have a [Quick Start Guide](#) available in several languages to lead you through these steps.

This manual leads you through the screens that will be used to complete this process.

Rainforest Alliance 2020 Certification Program for Certification Bodies
Four Steps on CB Staff Recognition

- 1 Add New Staff**
Login to **CB Management** to see an overview of the 2020 RA Program, containing five tabs.
 - Open the tab 'Staff', showing staff members with their responsibilities
 - To add a new user, click on the link '**Add New Staff**'
 - To avoid duplicate records, search to check if the person is not already a MultiTrace user,
 - If not in MultiTrace, click on 'Add New' and 'Search'
 - Fill in all mandatory fields and make sure the e-mail address matches the one in the RALN ([Rainforest Alliance Learning Network](#)) *
 - Clicking on 'Create User' adds the person to the tab 'Staff'.
- 2 Request Staff Recognition**
With the new staff member in MultiTrace, you can proceed with Approval & Recognition.
 - Tick the box '**Show staff without approvals**' to see the newly added staff member
 - Click on the name to open the person's details page
 - Open the tab 'Approvals & Recognitions Requests'
 - Click on '**Request New Approval**' and select the categories, standard and role of the new staff member
 - Click 'Next' and if applicable (depending on the role) fill out the questionnaire
 - Make sure to tick all questions as 'done', then click 'Next'.
- 3 Add Documents to get Staff Recognition**
You must **now provide a number of documents** which need to be added to a corresponding folder.
 - Click on the button '**Add files**', and browse to the applicable documents on your computer
 - Add each document to the area 'Submitted documents'
 - Alternatively, you can also use the drag & drop method
 - Drag each document to the respective folder in the area 'Processed documents'
 - Place at least one document per folder and make sure each document corresponds to the name of the folder.
 - Verify that you have uploaded all required documents, then click 'Next'.
- 4 Submit the Staff Recognition Request**
You are now about to submit the **Staff Recognition Request**.
 - Leave a comment in the field 'Your comment'
 - Click on 'Submit' and confirm that you are sure to do so
 - At the page that opens, you see your entries and their status (saved, submitted or approved).
 - Go back to the **2020 RA Program overview page** and open the tab 'Staff'
 - If approved, the list now contains the newly added staff member, with the requested category, standard and role as requested.

* If you are not registered in the RALN, please register via: <https://learn.ra.org/>

Questions about approvals: cbmanagement@ra.org
For technical questions: CustomerSuccess@ra.org

Quick Start Guide MultiTrace CB Management, vs 4 – September 2021

The Quick Start Guide gives a detailed description of the four steps to add a new staff member

REQUESTING APPROVAL FOR A SINGLE ROLE

At the homepage, start at the tab 'Details' and click on the link 'Add New Staff'. A form will open where you must search the name of the person, who must already be registered in the [Rainforest Alliance Learning Network](#). You can type the name or a part of the name and hit the Search button and one or more names will appear in the list.

ScotCB - Add New Staff

isabel Search Reset

NAME	USERNAME IN RAINFOREST ALLIANCE LEARNING NETWORK	
Isabel Benitez	ibenitez	Select
Isabel Ospina	isabel.ospina	Select
Isabel Rodriguez Garcia	isabelrodriguez	Select
Maria Isabel Campos	mariaisabelcampos	Select
Martha Isabel Rojas Marin	martharojas	Select
Tahi Gninsonseou Isabelle Epse Konan	isabellekonan130@yahoo.fr	Select

6 records

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With the Search function you will easily find the name of the person you want to add to your staff

To add this new staff member, click the button 'Select'. Return to the main tab 'Staff' and find the new staff member in the list. As this person is not yet approved by the Rainforest Alliance, you need to use the tick-box 'Show staff without approvals'.



Click on the name to open the same form that is used to edit a staff member's information. You will have to add a number of documents about this new staff member. These can be added now, or later in the process at step 3 of the Quick Start Guide.

MultiTrace CB Management Rainforest Alliance

Back Maria Isabel Campos

Detail My Approvals Approvals & Recognitions Requests Badges

Address Edit Staff Profile

Address Line 1 calle Julio Rodavero 682

Address Line 2

Country Peru

Contact

Title Mrs.

Name Maria Isabel Campos

Office Phone

Primary Email isabel_89_3@hotmail.com

Documents

Submitted documents

Drag and drop files here

No documents submitted yet...

Add Files

Processed documents

- Documents (5)
- Audit Log
 - AUDIT LOG DUMMY.pdf
- CV
 - CV DUMMY.pdf
- Degree
 - DEGREE LOG DUMMY.pdf
- Lead Auditor Certificate
 - LEAD AUDITOR CERTIFICATE DUMMY.pdf
- Other
 - OTHER DOCS DUMMY.pdf

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Required documents can be added at the tab 'Details', or later in the process

Whether or not you added the required documents at this step, open the tab 'Approvals & Recognitions Requests' to proceed. As this is a new staff member, no approvals are visible at this moment. Note that the approvals are divided into two groups of roles.

MultiTrace CB Management Rainforest Alliance

Back Maria Isabel Campos

Detail My Approvals Approvals & Recognitions Requests Badges

Request New Approval

Certifier and Instructor approvals

CATEGORY	STANDARD	ROLE	STATUS
No items to show...			

Other roles

CATEGORY	STANDARD	ROLE	STATUS
No items to show...			

(c) copyright 2016-2021 Rainforest Alliance

Certifier and Instructor require RA approval, while the other roles are automatically approved

To assign a role to this new staff member, click the button 'Request New Approval'. The following page contains four tabs, viz. Scope, Questionnaire, Documents and Submit.

At the tab 'Scope', select the category definition (multiple crops are possible), the Standard and the role of the new staff member. To proceed, click the 'Next' button. You can add multiple roles for one person by repeating the process.

MultiTrace CB Management Rainforest Alliance

Back Scope Questionnaire Documents Submit

Category Definition

Standard *

Role *

Next

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This is where you define the responsibilities of the new staff member



Depending on the role that you assign to this staff member, a questionnaire will be presented that must be answered with relevant information. If no questionnaire is required, you can simply move on to the next page.

MultiTrace CB Management Rainforest Alliance CertTest Test_m... O

Back Scope Questionnaire Documents Submit Status

Questionnaire: CR_001_1
Please answer these questions to the best of your knowledge in the languages permitted by the Certification Protocol for 209

[Certifier_1] How does the applicant meet the quality review requirements? As described in Table 4, requirement 4 of the Rules for CB personnel

[Certifier_2] How does the applicant meet the social auditing training requirement? As described in Table 4, requirement 6 of the Rules for CB personnel

[Certifier_3] How does the applicant meet the requirements on social auditing experience? As described in Table 4, requirement 7 of the Rules for CB personnel

Validate Answer

Validate Answer

Validate Answer

Previous Next

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Please see the document 'Rules for CB personnel' to include only relevant information

Click on 'Next' when you have completed this questionnaire. Make sure you provide only relevant and to the point information that can be assessed by the Rainforest Alliance.

On the next page, you can add the required documents, if you had not done so earlier. In below example, two missing documents are uploaded and are ready to be added to the folders at the right-hand side under the heading 'Processed documents'. To do so, click on the document's name and drag it to the corresponding folder.

MultiTrace CB Management Rainforest Alliance CertTest Test_m... O

Back Scope Questionnaire Documents Submit Status

Submitted documents
Drag and drop files here

AUDIT LOG DUMMY.pdf CV DUMMY.pdf Add Files

Processed documents

- Documents (5)
- Audit Log
- CV
- Degree
- DEGREE LOG DUMMY.pdf
- Lead Auditor Certificate
- LEAD AUDITOR CERTIFICATE DUMMY.pdf
- Other
- OTHER DOCS DUMMY.pdf

Please upload at least the documents referring to the Audit Log, CV, Degree and Lead Auditor Certificate

Previous Next

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At this step you can add all required documents to be reviewed by the Rainforest Alliance



The final step is to submit this request. If relevant, you can add some information to facilitate a smooth approval of your new staff member. Click 'Next' to move to the Submit page.

The screenshot shows the 'Submit' step in the MultiTrace 'CB Management' section for the 'Rainforest Alliance'. The navigation bar includes 'Scope', 'Questionnaire', 'Documents', 'Submit' (highlighted), and 'Status'. Below the navigation bar, there is a table with columns 'REQUEST STATUS', 'REASON', 'CREATED ON', and 'CREATED BY'. The table is empty, showing 'No approval request histories to show...'. Below the table, there is a 'Your Comment' section with a text area containing the placeholder text 'Any relevant comment to ensure a smooth approval of your new staff member'. At the bottom right, there are 'Previous' and 'Submit' buttons. The footer indicates '(c) copyright 2016-2021 Rainforest Alliance'.

Before submitting your request, you may add other information that you deem relevant

Upon submitting this request, you will see the result.

The screenshot shows the 'Status' page in the MultiTrace 'CB Management' section for the 'Rainforest Alliance'. The page title is 'Maria Isabel Campos'. The navigation bar includes 'Detail', 'My Approvals', 'Approvals & Recognitions Requests', and 'Badges'. The 'Detail' tab is selected. Below the navigation bar, there is a 'Certifier and Instructor approvals' section. This section contains a table with columns 'CATEGORY', 'STANDARD', 'ROLE', and 'STATUS'. The table has one row with the following data: 'Cocoa, Coffee, Nuts', 'Farming', 'CB_Certifier', and 'Submitted'. To the right of the table, there is a 'Delete' button. Below the table, there is an 'Other roles' section with a table that has columns 'CATEGORY', 'STANDARD', 'ROLE', and 'STATUS'. This table is empty, showing 'No items to show...'. At the top right, there is a 'Request New Approval' button. The footer indicates '(c) copyright 2016-2021 Rainforest Alliance'.

CATEGORY	STANDARD	ROLE	STATUS
Cocoa, Coffee, Nuts	Farming	CB_Certifier	Submitted

This first approval request is submitted, as visible at the status

REQUESTING APPROVAL FOR MULTIPLE ROLES

While you can include multiple crops in a single request for approval, you can only include one Standard (Farm or Supply Chain) and one role in a request at the time. If more roles are to be fulfilled by this new staff member, or this shall apply to farms and Supply Chain Actors, you need to repeat the entire process, starting with the button 'Request New Approval'.

In below example a few roles are added, which are automatically approved.



Multitrace CB Management Rainforest Alliance CertTest Test.m...

Back

Maria Isabel Campos

Detail My Approvals Approvals & Recognitions Requests Badges

Request New Approval

Certifier and Instructor approvals

CATEGORY	STANDARD	ROLE	STATUS	
Cocoa, Coffee, Nuts	Farming	CB_Certifier	Submitted	Delete

Other roles

CATEGORY	STANDARD	ROLE	STATUS	
Cocoa, Coffee, Nuts	Farming	CB_Auditor	Approved	Delete
Cocoa, Coffee, Nuts	Farming	CB_TechnicalExpert	Approved	Delete

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By repeating the process, you can easily add other roles for this new staff member

Once you have added a new staff member, you will also see the result at the tab 'Staff', in the overview of staff members, and with more details at the tab 'My Approvals' pertaining to this new staff member.

Multitrace CB Management Rainforest Alliance CertTest Test.m...

Back

Maria Isabel Campos

Detail My Approvals Approvals & Recognitions Requests Badges

CATEGORY	CERTIFIER	FARMING	AUDITOR	CERTIFIER	SUPPLY CHAIN	AUDITOR
Cocoa	●		●	●		●
Fruit	●		●	●		●
Herbs & spices	●		●	●		●
Vegetable	●		●	●		●
Nuts	●		●	●		●
Coffee	●		●	●		●
Flowers	●		●	●		●
Oil Palm	●		●	●		●
Tea	●		●	●		●
Banana	●		●	●		●

● Suspended
● Pending Approval
● Approved
● No Application Submitted

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This tap shows all approvals complete with their status for this particular staff member



ADD A CB OFFICE

Adding another CB office in the RACP uses a very straightforward form, available via the link 'Add New Office' at the tab 'Offices'. By default, this office will become a local office.

Add Office

Name: Amazonia

Officetype: LocalOffice

Address

Address Line 1: R. Salvador, 122

Address Line 2: 11º Andar

Address Line 3: Adrianópolis

Address Line 4: Manaus - AM

Address Line 5: CEP 69637-050

Country: Brazil

Contact

Title: Dr.

Name: João Luiz Pinto da Costa

Office Phone: +55 92 3438-9990

Mobile Phone: +55 79 1234-5678

Primary Email: jlpc3928@gmail.com

Secondary Email:

Fax:

Save Cancel

Name, address and a contact person's details are all you need to add a new CB office

CHANGE THE HEAD OFFICE

If this new office is to be the new head office, this can be realized with a few clicks following the link 'Select new HeadOffice'.

ScotCB
Your Overview for the 2020 RA program

Details Staff Sanctions

Select new Head Office

Current Head Office: Green World

New Head Office: Test Office

OFFICENAME	OFFICETYPE	ADDRESS	Contact
Green World	HeadOffice	Broadway 1080 United States of America	Jonathan Doe +1 3938465043 jd@jtdmail.com
Amazonia	LocalOffice	R. Salvador, 122 11º Andar Brazil	Dr. João Luiz Pinto da Costa +55 92 3438-9990 jlpc3928@gmail.com
Test Office	LocalOffice	Plaza 2000 edited Bahrain	CB ScotCB +3272132423432 scotcb@utz.org

Select new HeadOffice

(c) copyright 2016-2021 Rainforest Alliance

Changing the Head Office only takes a few clicks



CANCEL (A REQUEST FOR) COLLABORATION WITH A CB

You can cancel a collaboration or reject a request for collaboration in case there is a mistake (for example you have selected an incorrect CH in the platform). In case you want to cancel a collaboration after both parties have signed the certification agreement, please make sure you comply with all the requirements for doing so as specified in the 2020 Rainforest Alliance Certification and Auditing Rules.

You can cancel this collaboration even before it is formalized with a contract. In both cases, open the list of Certificate Holders and click on name of the applicable Certificate Holder.

The screenshot shows the MultiTrace platform interface. At the top, there's a navigation bar with 'MultiTrace', 'CB Management', and 'Rainforest Alliance'. Below this, the page title is 'Fazenda Brasil'. A status bar indicates 'Awaiting request confirmation by the certificate holder'. A red box highlights the 'Options' pull-down menu. Below the status bar, there's a 'Contacts' section with the following details: Lucas Negri, farmbrasil@coffee.com, +55 19912344321. At the bottom, there's a copyright notice: '(c) copyright 2016-2021 Rainforest Alliance'.

From the options pull-down list, select 'Cancel Request'

To cancel, tick the box and hit the red button 'Confirm'.

The screenshot shows the same MultiTrace platform interface as before, but with a confirmation dialog box open. The dialog box has a title bar that says 'You will cancel the request for collaboration with the certificate holder'. The main text reads: 'Consent by the Rainforest Alliance. You will have to contact RA for approval. The supply chain actor has devised, adopted and disseminated one or more policies for ensuring responsible business conduct in its own operations, supply chain and other business relationships. The policies cover direct and indirect adverse impacts on human rights and the environment. Have you received written approval by the Rainforest Alliance?'. There are two radio buttons: one is selected and labeled 'I want to cancel my contract with Fazenda Brasil'. At the bottom of the dialog box, there are two buttons: 'Cancel' and 'Confirm'. A 'Loading' indicator is visible at the bottom right of the dialog box. The background is dimmed.

Once you have approval by the Rainforest Alliance, you can cancel this request with a few clicks

Upon cancelling, the Certificate Holder will be removed from the list of Certificate Holders.

<end>



You will be informed of future updates of this manual.