

TRACEABILITY IN MARKETPLACE - USER GUIDE FOR PRODUCERS

June 2021, Version 4



**RAINFOREST
ALLIANCE**



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Translation Disclaimer

For any question related to the precise meaning of the information contained in the translation, please refer to the official English version for clarification. Any discrepancies or differences in meaning due to translation are not binding and have no effect for auditing or certification purposes.



INTRODUCTION

This document contains the guidelines to using the Rainforest Alliance's online system, [Marketplace 2.0](#). Marketplace is the online system used by the Rainforest Alliance to trace Rainforest Alliance Certified products through supply chains, and to authorize trademark approvals. For more information on traceability requirements and other traceability definitions you can refer to [Annex S6](#) of the Rainforest Alliance 2020 Certification Program.

1. KEY TERMS FOR TRACEABILITY IN MARKETPLACE

Certified Input: Product used to declare a sale. Sources from volume available in the company stock from Incoming TCs.

Certified Output: Referenced to declare a sale. Each Certified Output represents a product sold or an Outgoing TC.

Claim: A claim is any external reference to a company's sourcing of Rainforest Alliance Certified products. Company claims must be supported by the receipt of Transaction Certificates in Marketplace 2.0.

Incoming TCs: All incoming purchases.

Outgoing TCs: All outgoing sales.

Output Product: Products sold and unique to a company. An output product is defined by the Rainforest Alliance Certified crop(s), product type, and traceability claim(s).

Transaction Certificate (TC): A record of a sale for a specified quantity of product which confirms that the referenced product originates from a Rainforest Alliance Certified farm or farm group. Each TC has a unique reference number and can be printed or downloaded as needed.



II. SETTING UP YOUR ORGANIZATION'S PROFILE

In order to declare a sale and generate a Transaction Certificate, you must first:

1. Set up at least one Type of Business
2. Set up Suppliers and Clients
3. Set up at least one Output Product

1. SETTING UP A TYPE OF BUSINESS

Your company's Type of Business might already be set up. If not, select **New**.

Type of business	Crop	Start date
Blender, Brand Owner	Ajwain	21-03-2019
Retailer / Supermarket / Convenience store	Cauliflower	19-03-2019

Select the crop your product is sourced from and your company's type of business. If an end date is entered, you will not be able to declare sales of this crop type. Only indicate an end date after you have stopped working with this crop. Click **Save**.

4. Crop

5. Save



2. SUPPLIERS & CLIENTS

Set up your clients for all sales. If one of your clients has already added the company's relationship to you, it will appear in the Suppliers & Clients overview as pictured below. Otherwise, click **New**.

Status	Type	Company	Company name	RA ID	Start date
Active	Supplier	Processor Test Portal		RA27811	02-05-2019
Active	Client	Processor Test Portal		RA27811	11-04-2017

Fill out the company details. Select the company relationship type and find the company name in the drop-down list. The company should already exist in Marketplace, if not, check the box "Company not in the list" and click **Save**.

Suppliers and clients

3. Relation type ⓘ

Client Supplier Sub-contractor Design Agency

You can specify your internal reference for this organization ⓘ

Country * Enter or select a value

Company name * Enter or select a value

RA ID

Address

City

State / Province

Postcode

Company not in the list

Start date * 01-05-2019



3. OUTPUT PRODUCTS: SETTING UP PRODUCTS AND TRACEABILITY CLAIMS

In order to declare a sale, you must set up the output products with their respective associated claim. Output Products are set only once when they are new. To add a new one, click **Product**.

Status	Product name	Crop	Product type	Brand name
Active	Ajwinning bluebe...	Almond	Chopped and fr...	Anjwinning
Active	Ajwinning bluebe...	Almond	Dried or roasted...	Anjwinning

Select the crop and create a product name. The product name can be unique to your company. All output product details will be visible to the Buyer on Incoming TCs.

4. Save

3. Coffee Arabica

Indicate if this is a finished labelled product:

5. Labelling information

Is this a finished labelled product? Yes No

Distribution countries

Indicate the associated claim for this product, *from specific farm/group, from specific origin, segregated, or mass balance*, and the % from Certified Farms.

Crop	Type of traceability	Certificate Holder	Country	% from Certified farms
Coffee Arabica	Enter or select a value			



What are the traceability claim options?

1. From specific certified farm/group

- Traceability option where it is possible to trace the Rainforest Alliance Certified product or ingredient to one specific certified farm or group. This option is also known as Identity Preserved.
- There is no mixing with non-certified products nor different farms.

2. From specific origin (country)

- Traceability option that refers to a claim where it is possible to trace the product back to its specific country of origin.
- No mixing with non-certified products. It can come from different certified farms but they are all in the same country.

3. Segregated

- This is the most common option. There is no mixing with non-certified products of the same ingredient – the whole content is certified although it can come from different certified sources/farms including different countries of origin.

4. Mass balance

- Available for cocoa, palm and coconut oil, and orange juice products.
- Products are physically segregated from the time they are harvested until the time they get to the exporter or first processor's facility (when products are processed in country of origin).
- Afterwards, certified and non-certified products can be physically mixed. For detailed information on Mass Balance processing and accounting, see [Guidance for Working with the Rainforest Alliance Mass Balance Sourcing Program](#).

For *from specific farm/group*, indicate the certificate holder, and for *from specific origin*, indicate the country of origin. Click **+ Add row** to add a product claim for another Crop. Click **Save**.

Associated claim + Add row				
Crop	Type of traceability ⓘ	Certificate Holder	Country	% from Certified farms ⓘ
6. * Coffee Arabica X ⇅	* Enter or select a value ⇅			*

Things to consider about traceability claims in Marketplace:

- Types of traceability cannot be upgraded. E.g. If you have received an input product that is segregated, you cannot sell it onward as traceable to the farm or origin.
- Types of traceability can only be maintained or downgraded. E.g. If you have received an input product that is traceable to the farm, you can sell it onward as such, or as traceable to the country of origin or as segregated.
- If the origin of the product will be claimed toward the end of the chain (processors, brand owner, or retailers), all actors in the supply chain will need to coincide.



III. PRODUCER CERTIFICATE

Checking for a valid farm certificate:

- Producers will be able to view their valid or expired farm certificates.
- All farm certificates will be uploaded and updated automatically to Marketplace 2.0 based on information recorded by Certification Bodies.

Producers can view all farm certificates under "Organization Profile" and "Certificates". Select a certificate to view more details:

Marketplace 2.0

1 Organization Profile

2 Certificates

3 Certificate overview .

Export list

Certificate Number	Certificate	Crops	Status
RA-G-20180823	Farm	Cocoa	Valid
Farm	Farm	Banana, Cocoa, Coffee Ara...	Valid

<< 1 >> of 1 pages

Check volume sold from each Annual Certified Volume. The Annual Certified Volume is updated in real-time from our certification bodies.

4. Annual certified volume

Crop	Harvest period	Start date	End date	Approved volume	Volume sold	Volume balance
Cocoa	2017-2018	01-01-2018	31-12-2018	200000.00	5200	194800

Certificate: Farm

Certificate Number: RA-G-20180823

Certificate Holder: RA33855 RA-Cert-Certification Body

Certification Body: RA33855 RA-Cert-Certification Body

Crops: Cocoa

Certified hectares: 250.00

Total production hectares: 250.00

Status: Valid

Start date: 01-01-2018

Expiration date: 31-12-2018

Removing volumes from a farm certificate (updated July 2020):

Users of producer accounts in Marketplace 2.0 are able to remove volumes from each of their approved volumes and harvest periods. Volumes that are removed are usually quantities that have been sold as conventional (without the Rainforest Alliance certification) or that have been declared as waste.

Process:

- User follows the steps described in the previous section to view the farm certificate



- On top of the Certificate Details/Annual Certified Volume view, the user will see the option 'Remove volume ACV'. Before clicking on that option, the user needs to check the list on the right-hand side to see the codes assigned to each harvest period:

Certificate details .

Update Delete Other **Remove volume ACV**

Certificate Status history (New)

RA Last posted by Rainforest Alliance API3 17-12-2019 16:00

Annual certified volume

Crop	Harvest period	Start date	End date	Approved volume	Volume sold	Volume removed	Volume balance	% Sold	Covid 19 Exception	Unit	Code
Cocoa	2014-2015	25-04-2014	24-04-2015	2972891.00	1627189		1345702	54.73		Kg	Prod-13582
Cocoa	2015-2016	03-09-2015	02-09-2016	3842.33			3842	0.00		Kg	Prod-21600
Cocoa	2016-2017	02-08-2016	01-08-2017	3857383.00	3893356		-35973	100.93		Kg	Prod-22900

- Once it has been decided the harvest period and respective code from which the volumes will be removed, the user clicks on the option 'Remove volume ACV'. The following screen will be visible:

Add Remove volume ACV .

Cancel Save

Remove volume ACV

SAN product code * Proc-13582 x

Crop Cocoa

Certificate number NC-M-008249

Volume balance 1345702

Unit of measurement Kg

Volume to remove *

Unit * Enter or select a value

Reason * Sold as non-Rainforest Alliance Waste / Loss Other

- User selects the right code from which the volumes will be removed and fills in the required information: volume to remove, unit of measurement and the reason.
- Once the form is complete, the user needs to click on Save to proceed with removing volumes from their certificate. Note: once the process has been saved, **the volumes cannot be reinstated.**
- For an overview of what volumes have been removed, the user can scroll to the Organization Profile section and then choose the option Remove volume ACV.



IV. TRANSACTION CERTIFICATE (TC): SALES DECLARATION

Note for Banana producers: see Annex S1 in this document to issue transaction certificates using an Excel upload functionality, this is ideal if you need to issue several TCs or if you want to announce TCs for more than one client at a time.

To issue a single TC go to the "Traceability" menu option and to "Transaction Certificates". In this section you can review all Incoming and outgoing TCs and declare sales. Click **Sell/Buy** to declare a sale.

Transaction Certificate overview .

1. Transaction Certificates

2. Sell / Buy Upload Export list

Status	TC#	Type	Seller	Buyer	Product name	Product Type
Approved	1103355	Outgoi...	Produce...	Coffee e...	Cafe - Origin	Green coffee
Approved	1103381	Outgoi...	Produce...	Coffee e...	Cafe Arabica	Green coffee
Approved	1103476	Outgoi...	Produce...	Exporter ...	Origin cocoa bea...	Cocoa beans
Approved	1103538	Outgoi...	Produce...	Exporter ...	Origin cocoa bea...	Cocoa beans
Approved	1104147	Outgoi...	Produce...	Exporter ...	Origin cocoa bea...	Cocoa beans

Select the buyer and destination country. The menu displays all Suppliers and Clients set up in the Organization Profile. If you don't see a Buyer, check Suppliers & Clients under Organization Profile to confirm the company has been added.

Add Transaction Certificate .

Cancel Save Submit

Transaction Certificate

Buyer

Destination country ⓘ

Buyer not on the system?

Comments

3. * Enter or select a value

- Coffee exporter Test company
- Exporter Test Portal
- Importer Test Portal

Next step is to fill out details of the Certified Input and Certified Output:

Certified Input + Add Input(s) Used 4.

Crop	Harvest date	Harvest period	Product Type	Garden Name	Inventory line
------	--------------	----------------	--------------	-------------	----------------

Certified Output + Add Output Product(s) Sold/Manufactured 5.

TC	Product	Type	Claims	Shipped / Made on	Volume	Unit	Batch	Lot	PO	Inv
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Certified Input:

Select the crop, certificate, harvest date, and product type. The volume is deducted from the Annual Certified Volume (ACV) and deductions are reflected on the Certificate page as displayed earlier once the TC is submitted.

Crop	* Cocoa X
Certificate number	RA-54321 (Producer Test portal, Valid) X
Harvest period	* Enter or select a value
Product Type	* Cocoa beans X
Farm number	Enter or select a value
Farm name	Enter or select a value
Volume used ⁱ	*
Unit of measurement	* Kg X

Close

Certified Output:

- Select the output product name from the drop-down list. This list displays all Output Products set up under the Organization Profile. The fields below populate with the traceability claim, origin or Certificate Holder if specified in the Output Product.
- Indicate the shipment date, volume and its respective unit of measurement. The Shipment Date cannot be more than 1 month in advance
- Fill out at least one shipment reference (Batch #, Lot #, Contract #, etc.)

Certified Output	
Product name	* Origin cocoa beans (Cocoa 100%) X
Product type	Cocoa beans
Claims	Cocoa - Specific origin: Côte d'Ivoire
Shipment / Delivery / Manufacture / Invoice date	* X
Volume	*
Unit of measurement	* Kg X
Batch #	
Lot #	
PO #	
Invoice #	
Contract #	
Contract Date	X
Container #	
B/L #	
Local No./ Warehouse Lot No.	
Equivalents	Enter or select a value

Close

*Notes about transactions made from cocoa producer accounts:

As of June 2020, the user of a **cocoa** producer account will notice that it is possible to upload supporting files of the sale (i.e. invoices, contracts, etc) and to indicate the monetary quantity obtained as a premium for the sale of cocoa beans with the Rainforest Alliance



certification. Both fields are visible while filling out the Certified Output of the transaction certificate. Important: even when these new fields are visible for all cocoa producer accounts, they are only mandatory fields for Ghana and Côte d'Ivoire producer accounts.

When the transaction has been finalized, documents and premium paid will be accessible from the Certified Output line in the respective transaction.

To finalize the Transaction Certificate, review all information entered in Certified Input and Certified Output, and click **Submit**:

Add Transaction Certificate .

Cancel Save **Submit**

Transaction Certificate

Buyer Exporter Test Portal x

Destination country Côte d'Ivoire x

Buyer not on the system?

Comments

Should the Certified Input be displayed to the Buyer? No x

Certified Input + Add Input(s) Used

Crop	Harvest date	Harvest period	Product Type	Garden Name	Inventory line	TC #	Volume used	Unit
Cocoa		2016-2017 (RA-54321)	Cocoa beans				1000	Kg

Certified Output + Add Output Product(s) Sold/Manufactured

TC	Product	Type	Claims	Shipped / Made on	Volume	Unit	Batch	Lot	PO	Invoice	Contract	Container
	Origin cocoa beans (Cocoa 100%)	Cocoa beans	Cocoa - Specific origin: Côte d'Ivoire	06-05-2019	1000	Kg	Test					

Once you click **Submit**, you can review a PDF of the TC by clicking **Print TC**:

Transaction Certificate details .

Move Forward Contact Us Remove **Print TC**

Transaction Certificate Status history (Approved)

P3 Last posted by Producer 3110

TC# 1104280

Seller Producer Test portal

Buyer Exporter Test Portal

Destination country Côte d'Ivoire

Buyer not on the system?

Date Issued 07-05-2019

Comments

Should the Certified Input be displayed to the Buyer? No



RAINFOREST ALLIANCE CERTIFIED™ TRANSACTION CERTIFICATE

This certificate documents the sale of the following Rainforest Alliance Certified™ product:

Issued to	Producer Test Portal
Sold to	Exporter Test Portal
Sold on	06-05-2019
Product Sold Name	Origin cocoa beans (Cocoa 100%)
Product Sold Type	Cocoa beans
Volume of Product Sold	1000.00
Unit of Measurement	Kg
Destination Country	Côte d'Ivoire
Contract Number	Test

Traceability claim:

Crop	Type of traceability	Country of Origin	Certificate Holder
Cocoa	Specific origin	Côte d'Ivoire	

TC number 1104280 issued by: Rainforest Alliance on 07-05-2019

By requesting this certificate, you represent and warrant that the listed products were sourced from a Rainforest Alliance Certified™ farm. Rainforest Alliance Certified™ and the Rainforest Alliance certification seal are trademarks of the Rainforest Alliance and may only be used by companies/parties that have a license agreement with the Rainforest Alliance.

Created by: Rainforest Alliance
Version 7: 2020

If all information is correct, the TC will be approved automatically and visible in the TC Overview. Return to the TC Overview by clicking on this icon  on the top right.

Transaction Certificate overview .

[Sell / Buy](#) [Upload](#) [Export list](#)

Status	TC#	Type	Seller	Buyer	Product name	Product Type	Traceability type	Origin	Certificate Holder	Volume
Approved	1104280	Incoming	Producer Test portal	Exporter Test Portal	Origin cocoa beans	Cocoa beans	Cocoa... Specific origin	Côte d'Ivoire	-	1000.00

This sale will now appear as an Incoming transaction to the Buyer.

Purchase requests received:

If a client declares a purchase, the TC will appear as "Awaiting Seller Confirmation". As the seller, you can manually approve this purchase or request for changes this purchase, or it will be automatically approved within 3 days.

Status	TC#	Type	Seller	Buyer	Product name
<input type="checkbox"/> All items selected					
<input type="checkbox"/> Awaiting Seller Confirmation		Outgoing...	Coffee Producer Test Po...	Coffee exporter Te...	Arabica High Grown RFA 100%

1. UPDATE A TC AND REQUEST CHANGES

Companies can update an Outgoing TC, but only information in the Certified Output. Open a TC to view the TC Details page and click the button **Update**. Click on the Certified Output:





TC	Product	Type	Claims	Shipped / Made on	Volume	Unit	Batch	Lot	PO	Invoice
1104280	Origin cocoa beans	Cocoa beans	Cocoa - Specific origin: Côte d'Ivoire	06-05-2019	1000.00	Kg	Test			

Note the fields you can update (Shipment date and all shipment references):

Certified Output

TC # 1104280

Product name Origin cocoa beans

Product type Cocoa beans

Claims Cocoa - Specific origin: Côte d'Ivoire

Shipment / Delivery / Manufacture / Invoice date * 06-05-2019

Volume 1000.00

Unit of measurement Kg

Batch # Test

Lot #

PO #

Invoice #

Contract #

Contract Date

Container #

B/L #

Local No./ Warehouse Lot No.

Close

Make changes to either the shipment date or shipment reference fields as needed. Close the Certified Output and then click **Save**.

2. REQUEST TC CANCELTION

Open a TC to view the Transaction Certificate Details page. Select the button **Other**:

Transaction Certificate details .

Update Other Move Contact Us Print TC

The following options are available:

- Save comments only (to add information to the TC)
- Request changes to this TC
- Request cancellation of the TC (Some TCs require the support of RA)
- Cancel this TC.

Select an option, include any comments, and click **OK**.



Other .

What do you want to do?

- Save comments only
- Request changes to this TC
- Request cancellation of the TC
- Cancel this TC

Please include some comments here. You can request changes of buyer name, volumes sold and product names. For additions or changes of shipment date, invoice #, contract #, container, you can use the Update button in the TC.

Note: If you cancel a TC, and wish to resubmit it, you must select the “Request changes to this TC” option.

3. EXPORT REPORT OF TCS

Export a report of the company's Incoming and Outgoing TCs from the **TC Overview**. Click the button **Export list**:

Transaction Certificate overview .

Status	TC#	Type	Seller	Buyer	Product name	Product Type	Crop	Traceability type
Approved	1105637	Outgoing	Producer Test po...	Exporter Test Portal	RFA Coffee Arabica	Groen coffee	Coffee Arabica	Segregated
● Request for cha...	1104280	Outgoing	Producer Test po...	Exporter Test Portal	Origin cocoa beans	Cocoa beans	Cocoa	Specific origin
● Approved	1103538	Outgoing	Producer Test po...	Exporter Test Portal	Origin cocoa beans	Cocoa beans	Cocoa	Specific origin
● Approved	1104147	Outgoing	Producer Test po...	Exporter Test Portal	Origin cocoa beans	Cocoa beans	Cocoa	Specific origin
Approved	1103476	Outgoing	Producer Test po...	Exporter Test Portal	Origin cocoa beans	Cocoa beans	Cocoa	Specific origin

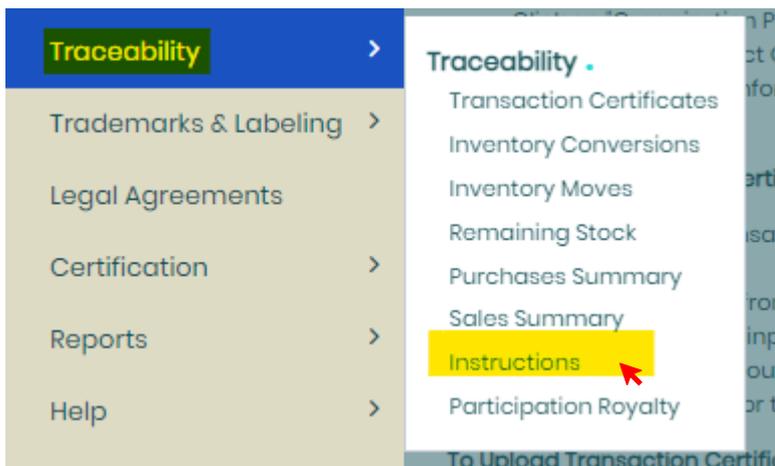
Once you click **Export list** an Excel spreadsheet will automatically be downloaded with all transactions displayed in the TC Overview. You can apply filters to search for TCs.

Note: your browser needs to be set up in order to allow pop-up windows.



ANNEX S1: HOW TO ISSUE TRANSACTION CERTIFICATES USING AN EXCEL TEMPLATE (CURRENTLY AVAILABLE FOR BANANA ONLY)

1. Click on the “Traceability” tab.
2. Click on the “Instructions” section.

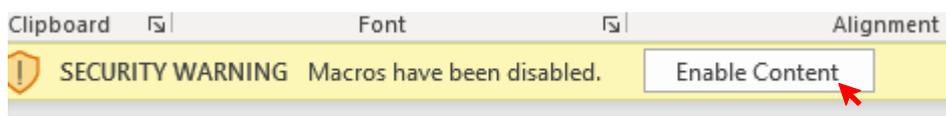


3. Scroll down to the “To Upload Transaction Certificates using an Excel template” subtitle.
4. Download the Excel file by clicking on the word “file” as shown below.

To Upload Transaction Certificates using an Excel template:

- For Banana Producers: download this file

5. Open the file.
6. There might be a yellow banner at the top “Security warning. Macros have been disabled”. Click on “Enable content” and “Yes” to any message.





7. Fill the required fields (those marked with an asterisk "**")
 - a. Your RA ID can be found by clicking on "Organization Profile" > "Company Details".
 - b. **See Annex S2 to verify your approved harvest dates.**
8. Enter either a product name or a product code. This value must match with what you have indicated in your list of products in the Output Products section.

One of these fields is mandatory	
Product name ▼	Product Code ▼
<i>Nombre del producto</i>	<i>Código del producto</i>

9. Enter at least one traceability information (Batch #, PO#, Invoice#, Vessel name, B/L, Sales Contract#)

One of these fields is mandatory					
Batch # ▼	PO # ▼	Invoice # ▼	Vessel name ▼	B / L ▼	Sales Contract # ▼
<i># de lote</i>	<i>Orden de compra</i>	<i># Factura</i>	<i>Barco</i>	<i>B/L</i>	<i>Contrato de venta</i>

10. Once all information is complete, click on "Export to XML" and save your file.

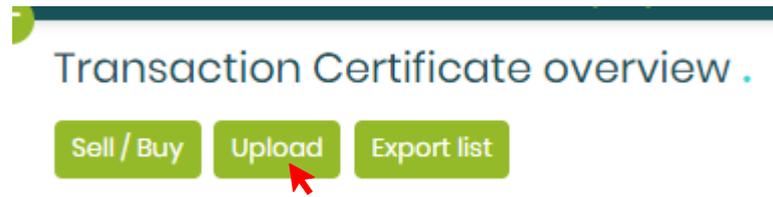
 RAINFOREST ALLIANCE	<input type="button" value="Export to XML"/>
--	--

11. In Marketplace 2.0, click on the "Traceability" tab and the "Transaction Certificates" section.

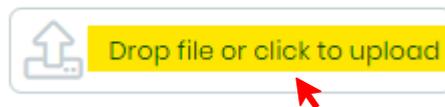
Traceability >	Traceability .
Trademarks & Labeling >	Transaction Certificates
Legal Agreements	Inventory Conversions
	Inventory Moves



12. Click on "Upload".



13. Choose the file you just saved and wait for the information to be uploaded.



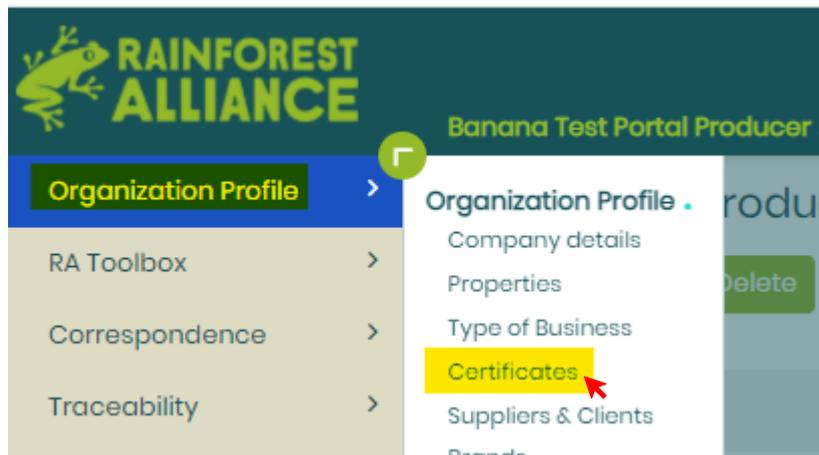
The transaction certificates (TCs) have been issued and automatically approved!

Note: If errors were found, the error details will be indicated in a pop-up window.



ANNEX S2: VERIFYING YOUR HARVEST DATES

1. Click on the "Organization Profile" tab.
2. Click on the "Certificates" section.



3. Click on your certificate.
4. Verify the start date and the end date of your last approved harvest period as shown in the image below.

NOTE: THE DATE YOU ENTER IN THE HARVEST DATE FIELD IN THE EXCEL TEMPLATE MUST FALL WITHIN THE START AND END DATES IN YOUR CERTIFICATE.

Annual certified volume

Crop	Code	Harvest period	Approved volume	Unit	Start date	End date	Volume sold	Volume removed
Banana	ABC-2019	2019	100.00	Kg	01-01-2019	31-12-2019		
Banana	ABC-2020	2020	100.00	Kg	01-01-2020	31-12-2020		
Banana	ABC-2021	2021	100.00	Kg	01-01-2021	31-12-2021		

If you have questions or need further support, please reach out at customersuccess@ra.org