TRACEABILITY IN MARKETPLACE -

USER GUIDE FOR SUPPLY CHAIN ACTORS

For Exporters, Traders, Importers, Processors, and Manufacturers

June 2021, Version 4

RAINFOREST ALLIANCE

CONTENTS

I. INTRODUCTION 4

1. Key terms for traceability in Marketplace 4

II. SETTING UP YOUR ORGANIZATION'S PROFILE 5

1. Setting up a Type of Business 5

2. Suppliers & Clients 5

3. Output Products: Setting up product and traceability claims 7

4. Output product for blended product type 9

III. TRANSACTION CERTIFICATE (TC) 10

1. Declaring Sales: Purchase, Ongoing sale, or Final Sale 10

2. Create PDF of your TC 13

3. Mixing product types 15

4. Byproducts 15

5. Processors at origin (orange only): 16

6. Forward a transaction 16

7. Declare volume sold as non-RAC or lost 17

8. Update a TC and request changes 18

9. Request Cancelation 19

10. Export of TCs 20

11. SeeING product origin 20

IV. USING INVENTORIES 21

1. Applicability 21

2. Creating inventories 21

3. Accumulate volume for inventory 22

4. Move TCs in bulk 22

5. Move individual TC 25

6. Inventory Conversions 26

7. Selling from an inventory 26

8. Declare volume sold as non-RAC or lost 27

9. Inventory conversions – applicable to Orange Juice 28

V. CONVERSION FACTORS 31

1. Cocoa 31

2. Coffee 31

3. Coconut 31

4. Fruits 32

ANNEX 1: HOW TO ISSUE TRANSACTION CERTIFICATES USING AN EXCEL TEMPLATE (CURRENTLY AVAILABLE FOR BANANA ONLY) 33

I. 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 6 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.
Internal TCs: TCs created by a processor when a byproduct is involved. This internal TC will remain in the possession of the processor until they sell it onward to a Buyer.
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.
RAC: Rainforest Alliance Certified.
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.

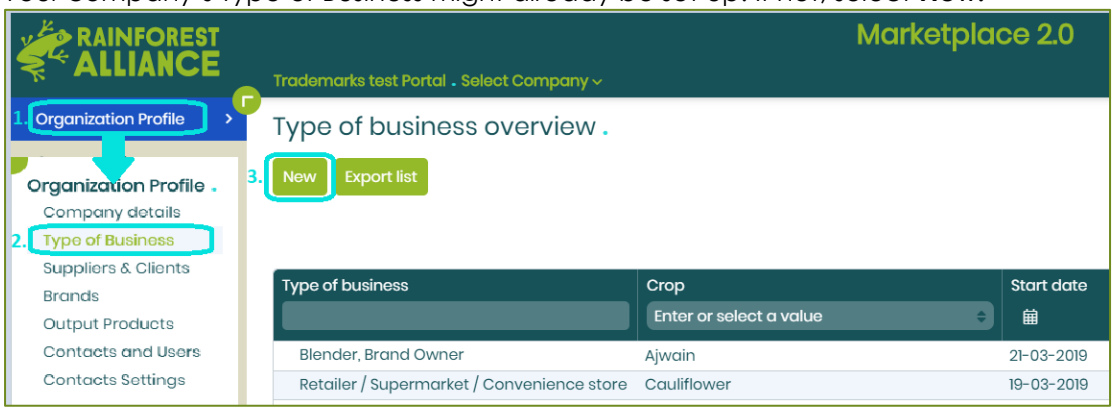
II. SETTING UP YOUR ORGANIZATION'S PROFILE

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

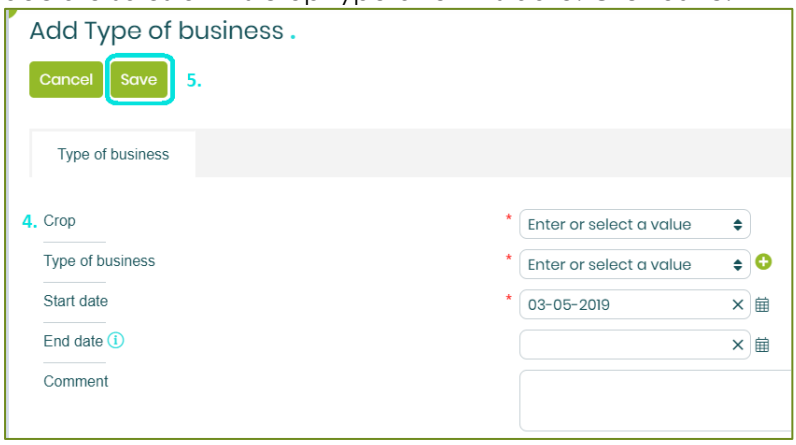
1. Set up at least one Type of Business
2. Set up Suppliers and Clients
3. Set up at least one Output Product

1. SETTING UP A TYPE OF BUSINESS

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

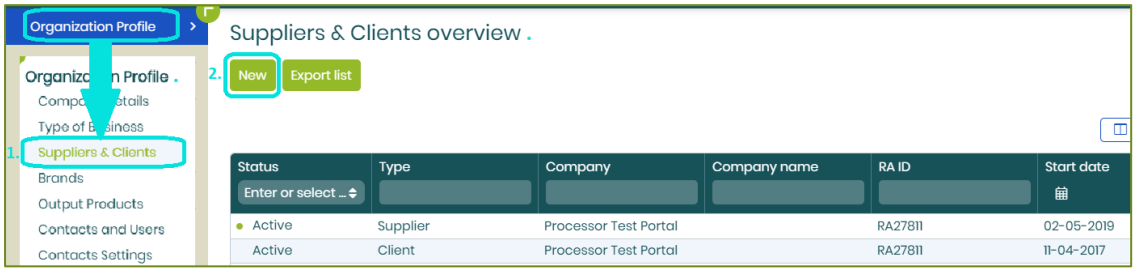


Select the crop your product is sourced from and your company's type of business. Indicating an End Date is not required. If an End Date is selected, you will not be able to declare sales of this crop type after this date. Click **Save.**

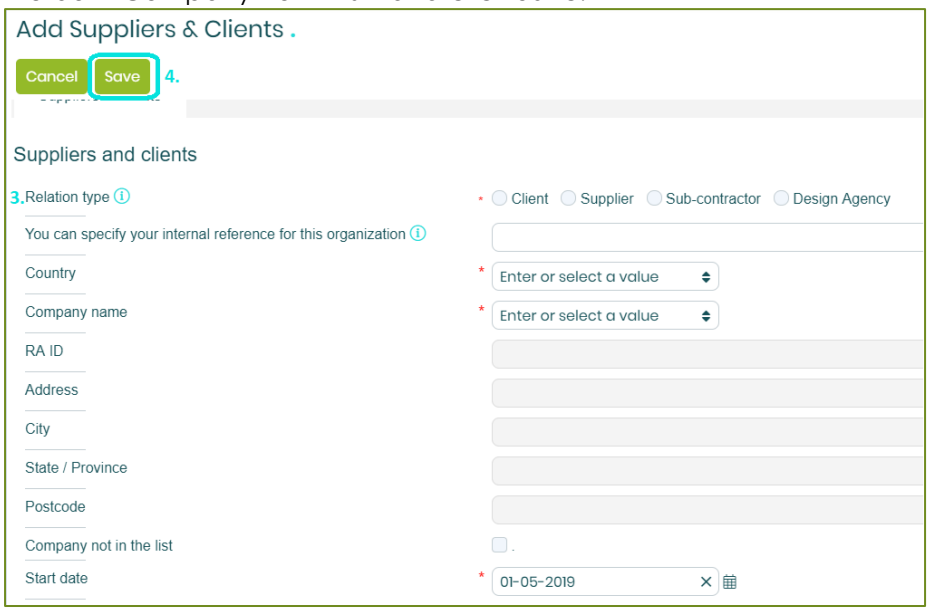


2. SUPPLIERS & CLIENTS

Set up your suppliers and clients for all sales and purchases. If one of your suppliers or clients has already added the company relationship, it will appear in the overview as pictured below. Otherwise, click **Save**.

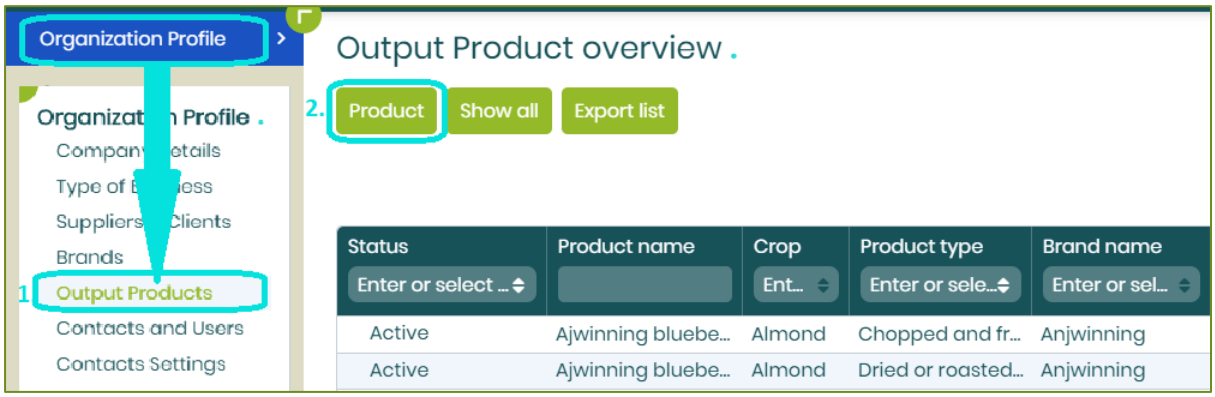


Fill out the company details. Select the company relationship type and find the company name in the drop-down list. The company should already exist in Marketplace, if not, check the box "Company not in list" and click **Save**.

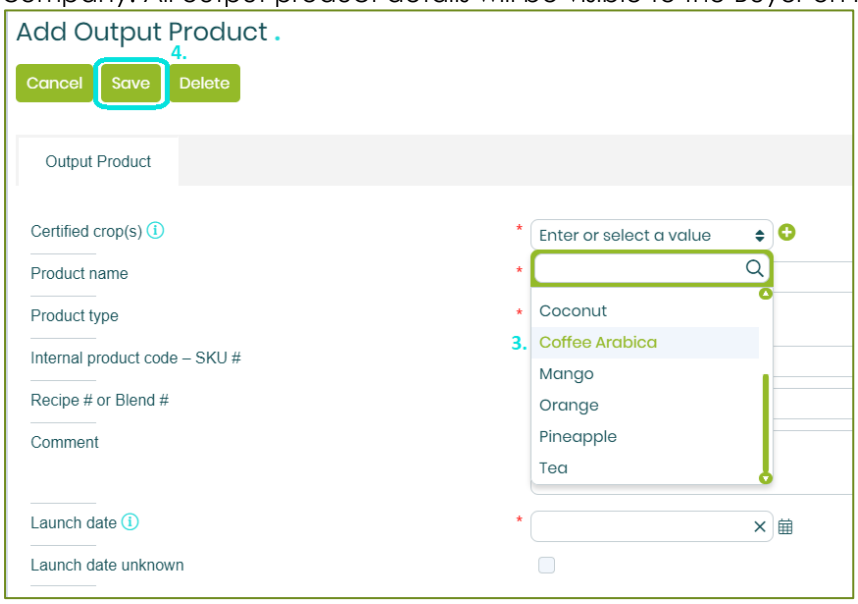


3. OUTPUT PRODUCTS: SETTING UP PRODUCT AND TRACEABILITY CLAIMS

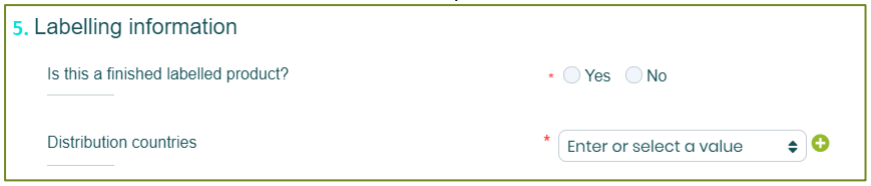
In order to declare a sale, you must set up the output products and their respective associated claim. Output Products are set only once when they are new. To add a new one, click **Product**.



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.



Indicate if this is a finished labelled product:



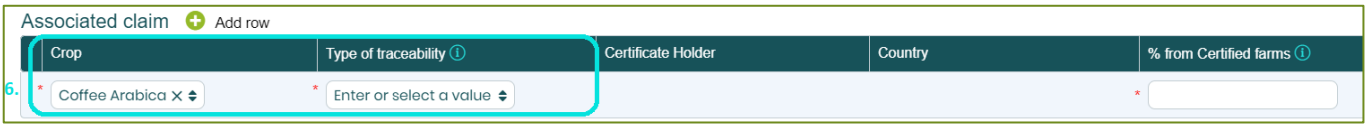
Indicate the associated claim for this product, *from specific farm, from specific origin, segregated, or mass balance*, and the % from certified farms.

What are the traceability claim options?

The claims listed below are from most strict to least strict:

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 specified 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 at this time.
    - 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*, indicate the certificate holder, and for *from specific origin*, indicate the Origin. Click **+ Add row** to add more than one product claim. Click **Save.**

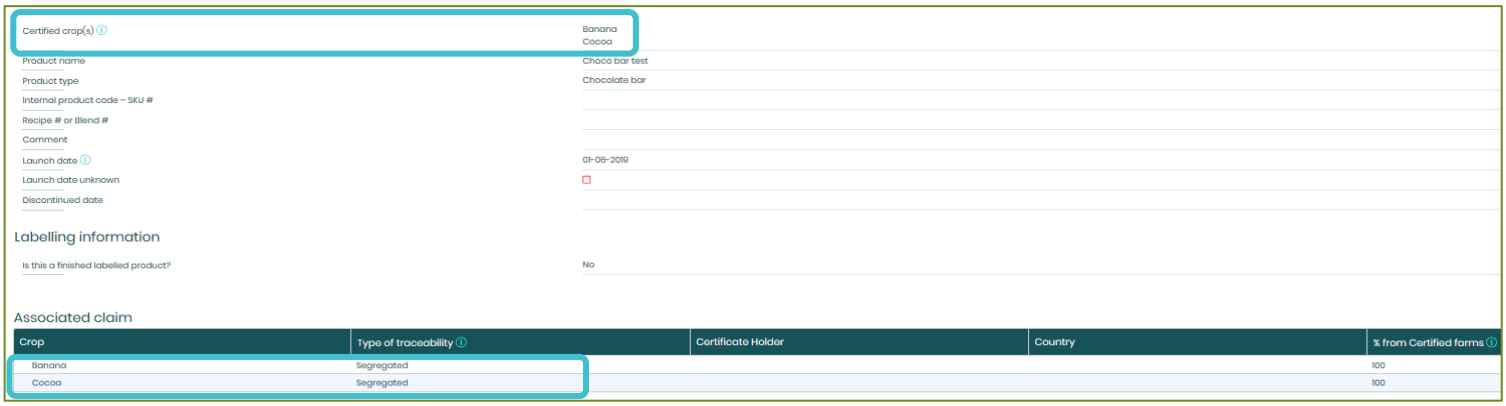


Things to consider about traceability claims in Marketplace:

- 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 or retailers), all actors in the supply chain will need to coincide.

4. OUTPUT PRODUCT FOR BLENDED PRODUCT TYPE

To blend two product types to create one output product, such as a chocolate bar with multiple Rainforest Alliance Certified ingredients, set up multiple crops and the corresponding crop claims with the correct product type. See an example below for chocolate bar containing certified cocoa and banana:

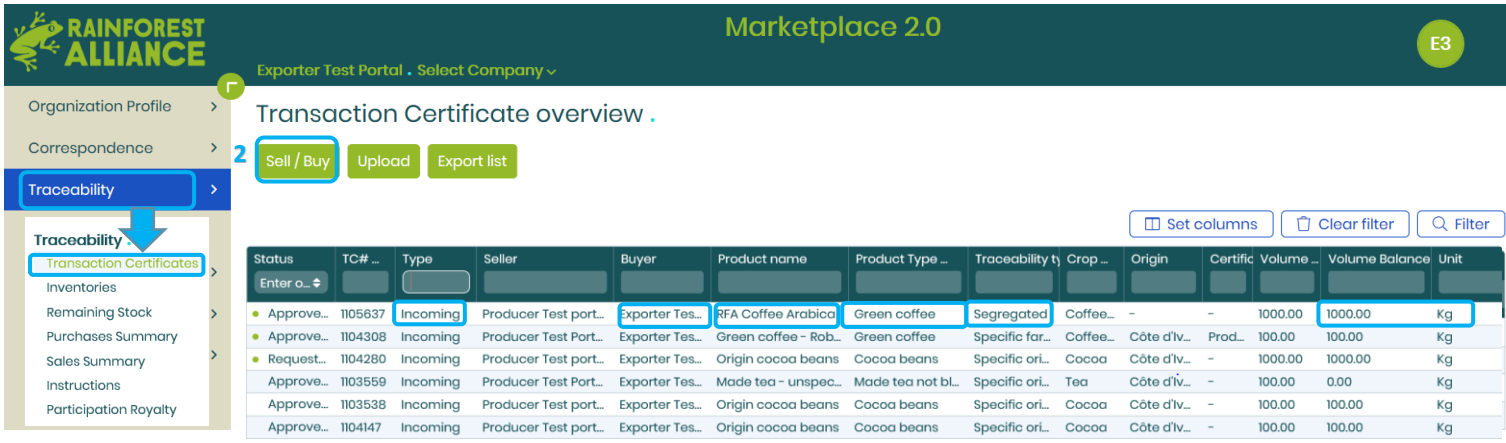


III. TRANSACTION CERTIFICATE (TC)

1. DECLARING SALES: PURCHASE, ONGOING SALE, OR FINAL SALE

Note for Banana producers: see Annex 1 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 new sale.



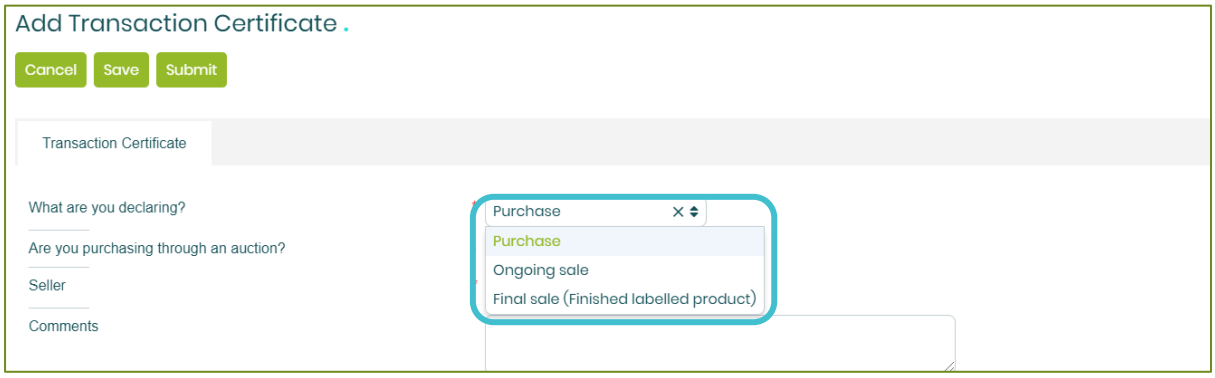
In the Transaction Certificate Overview (as per above image) you can notice the seller's name, product name, product type, traceability claim and the volume balance of each TC. (You might have to scroll to the right to see all the columns.) This will be helpful for finding your incoming volumes.

Proceeding with a transaction certificate:

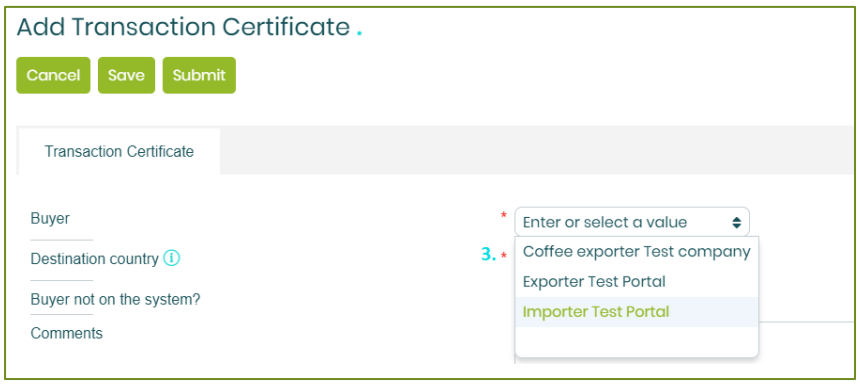
- Select the type of declaration that applies: **Purchase, Ongoing sale, or Final sale (Finished labelled product)**.
- Select **Purchase** if you are declaring a purchase from your supplier or an auction.
    - From a supplier: Often this is used when the supplier is remote and unable to access Marketplace. Follow the same steps below. The supplier will receive a request for approval that requires response within 3 days or is automatically approved.
    - From an auction: select yes to the question "Are you purchasing through an auction?" and follow the same steps below. The TC will be automatically approved.
- Select **Final sale (Finished labelled product)** if you are declaring a final sale. No need to indicate buyer or destination country. Follow the other steps as detailed below.
- Select **Ongoing sale** if you are declaring a sale to a Buyer.
- Select the buyer from the drop-down. This list displays companies set up under Suppliers & Clients. If you do not see a company listed, check Suppliers & Clients.

See also images below of a type of declaration:

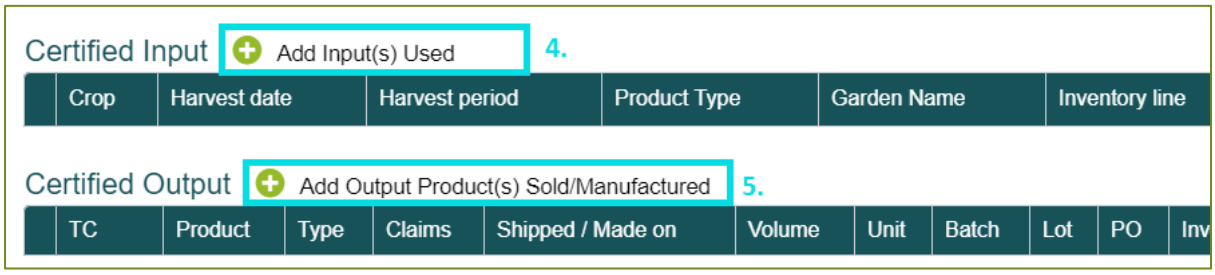
Selecting the type of declaration that applies:



Selecting a buyer from your list:

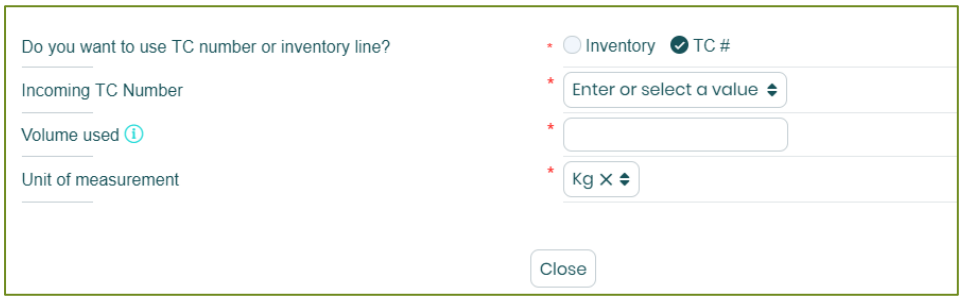


Once you have indicated a type of declaration and selected a buyer, next step is to fill out details of the certified input and certified output, click on Add Input and Add Output after



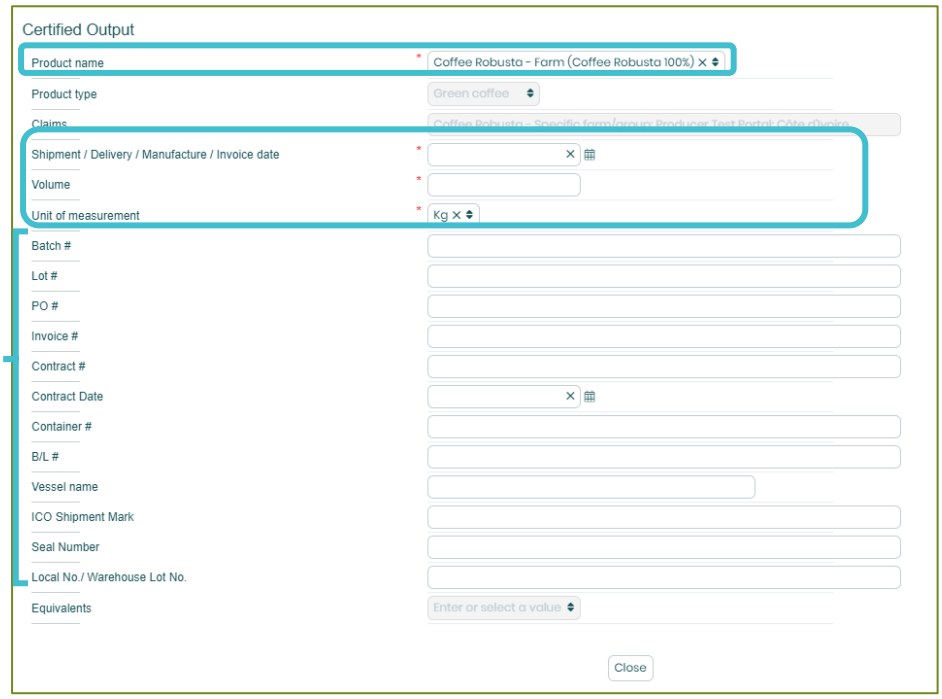
Certified Input:

- Select from the drop-down menu an Incoming TC or Inventory. Only TCs or Inventories with volume available will appear.
- Indicate the volume to use. The new volume balance of the Inventory or TC will be reflected on the overview page.



Certified Output:

- Select the output product name from the drop-down list. This list displays all Output Products set up under Organization Profile. The fields below populate with the traceability claim, origin or certificate holder if specified in the Output Product.
- Indicate the shipment date, the volume announced 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.).

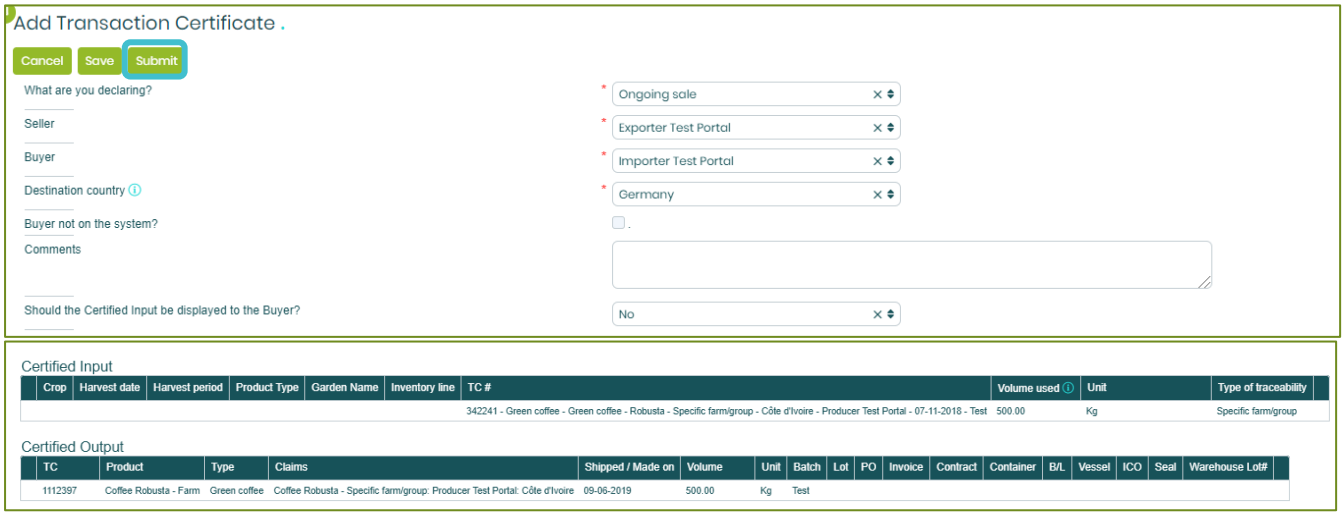


***Notes about purchase transactions made from cocoa accounts:**

As of June 2020, purchases made from **cocoa** producer accounts will notice the options to upload supporting files of purchase (i.e. invoices, contracts, etc) and to indicate the monetary quantity paid as a premium for the cocoa beans with the Rainforest Alliance certification. While these fields are visible for all purchases made from cocoa producer accounts, these are mandatory to fill in when the seller is in Ghana or Côte d'Ivoire.

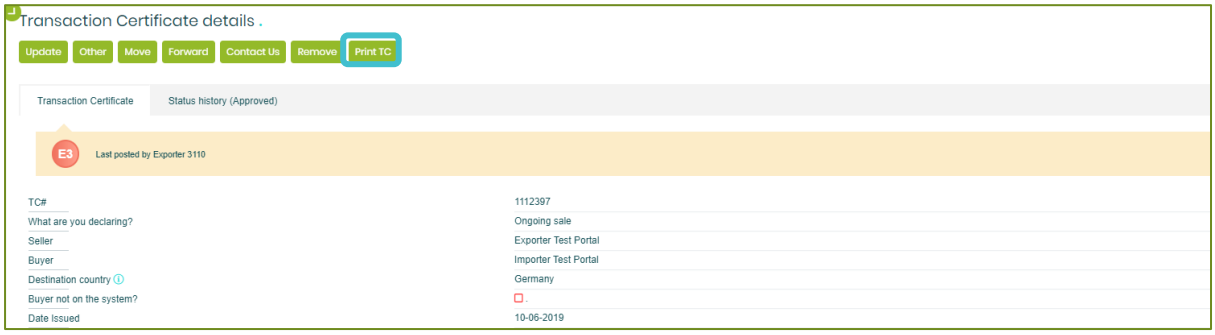
Also, as of October 2020, all sales of Rainforest Alliance Certified cocoa beans, cocoa liquor, butter and/or powder must follow the origin matching requirement. That means that sellers cannot mix origins while announcing one of those types of products.

Review all information entered in Certified Input and Certified Output, and click **Submit:**



2. CREATE PDF OF YOUR TC

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



See the PDF Transaction Certificate below:

RAINFOREST ALLIANCE CERTIFIED™ TRANSACTION CERTIFICATE

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

Issued to	Exporter Test Portal
Sold to	Importer Test Portal
Sold on	09-06-2019
Product Sold Name	Coffee Robusta - Farm (Coffee Robusta 100%)
Product Sold Type	Green coffee
Volume of Product Sold	500.00
Unit of Measurement	Kg
Destination Country	Germany
Batch Number	Test

Traceability claim:

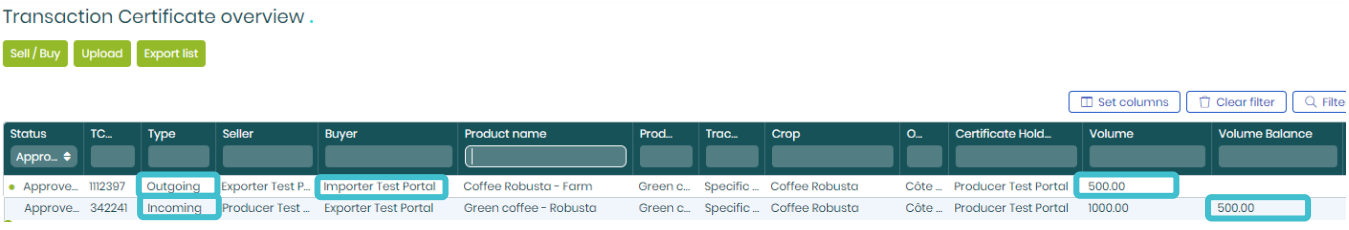
Crop	Type of traceability	Country of Origin	Certificate Holder
Coffee Robusta	Specific farm/group	Côte d'Ivoire	Producer Test Portal

TC number 1112397 issued by: Rainforest Alliance on 10-06-2019

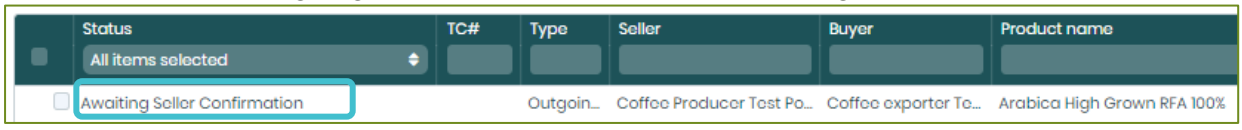
By requesting this certificate, you represent and warrant that the listed products were sourced from a **Rainforest Alliance Certified™ farm. Rainforest Alliance Certified™** and the **Rainforest Alliance certification seal** are trademarks of the Rainforest Alliance and may only be used by companies/parties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

Created by: Rainforest Alliance
Version 7: 2020

Click **Back** on the top right and then on the icon on the top right to return to the TC Overview to see your outgoing sale. Note the volume deducted from the Incoming TC. Click on the TC in the TC Overview to view the TC details again.

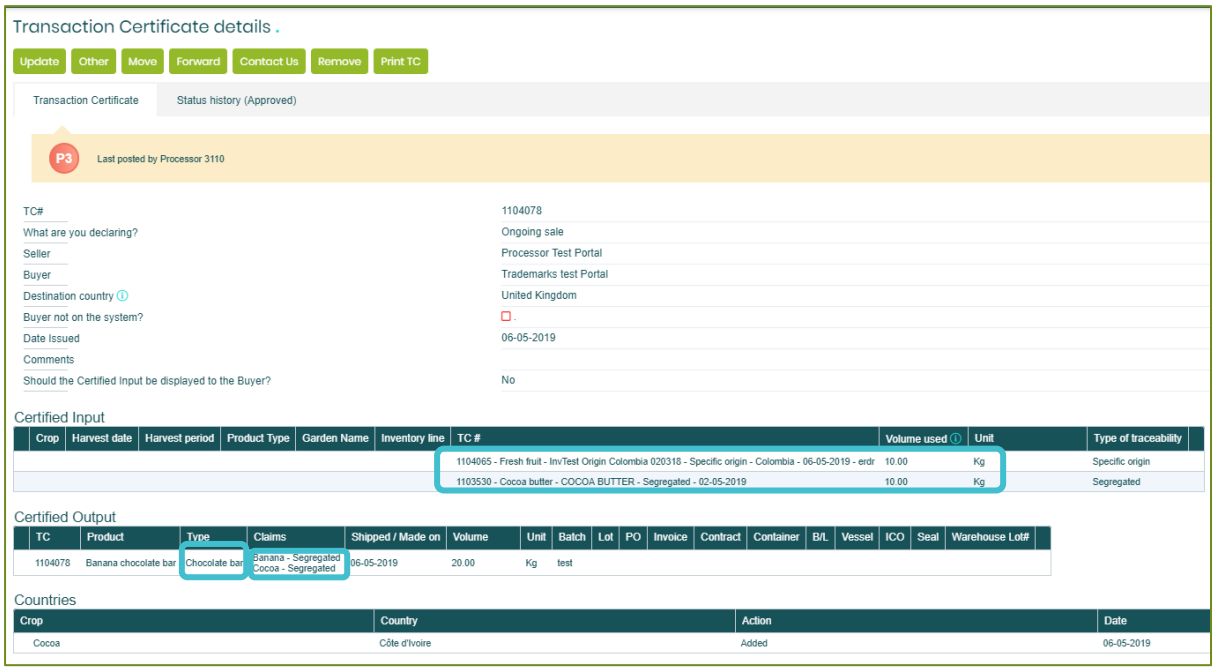


For **Purchases**, the Outgoing will appear with a status of "Awaiting Seller Confirmation":



3. MIXING PRODUCT TYPES

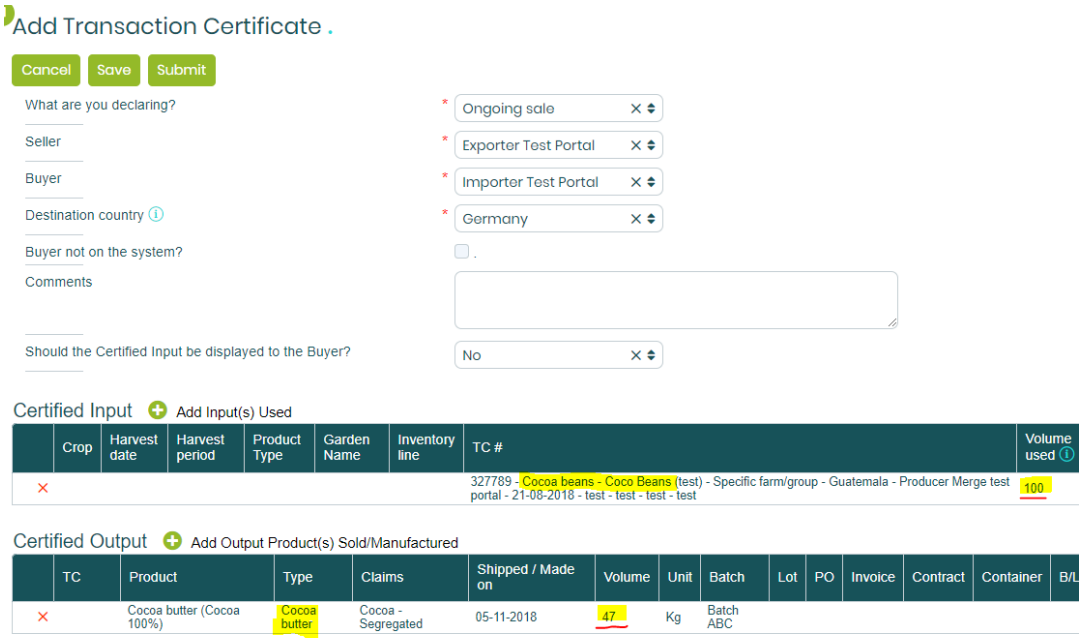
See an example below of how to mix two different product types. This example corresponds with the output product example referenced earlier to create a chocolate bar with Rainforest Alliance Certified cocoa and banana:



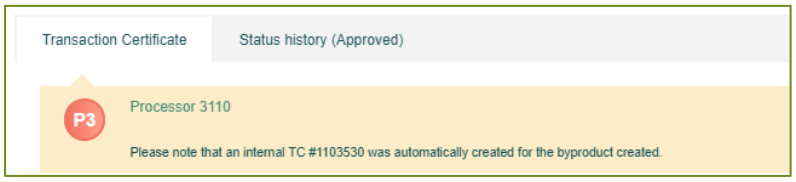
Note: as of October 2020, users cannot mix cocoa beans, cocoa liquor, butter and powder from different origins and the origin matching requirements must be followed.

4. BYPRODUCTS

Marketplace is designed to manage byproducts created at the processor level. Currently, Marketplace includes byproducts for cocoa and palm oil. Byproducts are created in the form of an **Internal TC.** Below is an example of a conversion from cocoa beans to butter, with the byproduct of powder:



In this scenario, cocoa beans are processed to create two byproducts: cocoa butter and cocoa powder. Create a TC with one of the outputs in the Certified Output area. The system will check for proper conversions (See section on Product Conversions). Click **Submit.**
The system automatically creates an Internal TC for the byproduct of cocoa powder or cocoa butter, using the system product conversions:



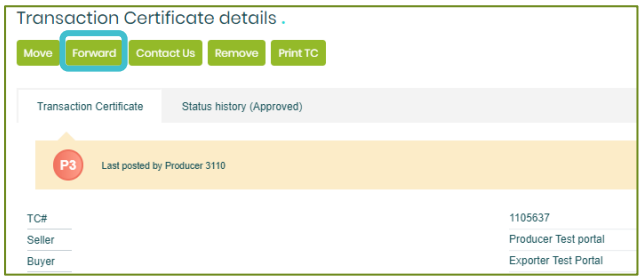
Review the TC Overview to see the Internal TC created. This outgoing sample TC had a Certified Output of cocoa powder so the internal TC is for cocoa butter. Note that on the internal TC the buyer listed is the same as the seller since butter was not declared in the Certified Output of the original TC. The internal cocoa butter TC now becomes part of the company's cocoa butter stock.

5. PROCESSORS AT ORIGIN (ORANGE ONLY):

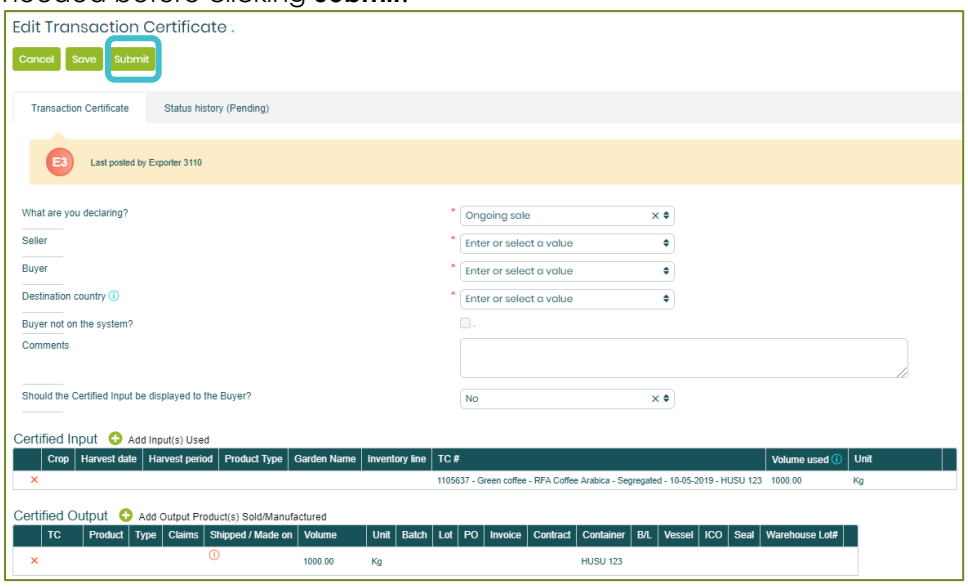
See section on Creating Inventories and Inventory conversions.

6. FORWARD A TRANSACTION

Another option instead of using the **Sell/Buy button** is to forward an incoming sale by opening the Incoming TC from the TC Overview with volume you want to sell. Open the TC, and click on the button **Forward** and follow the steps:

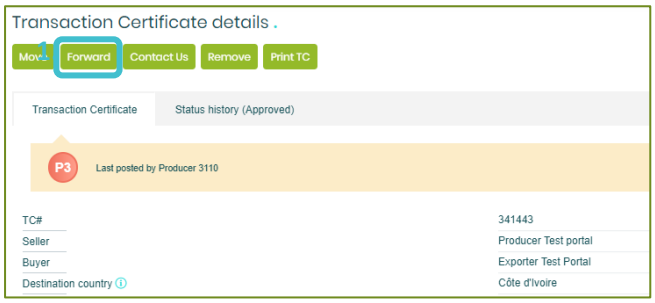


Information from the Incoming TC is copied into the Certified Input. Edit information as needed before clicking **Submit**:

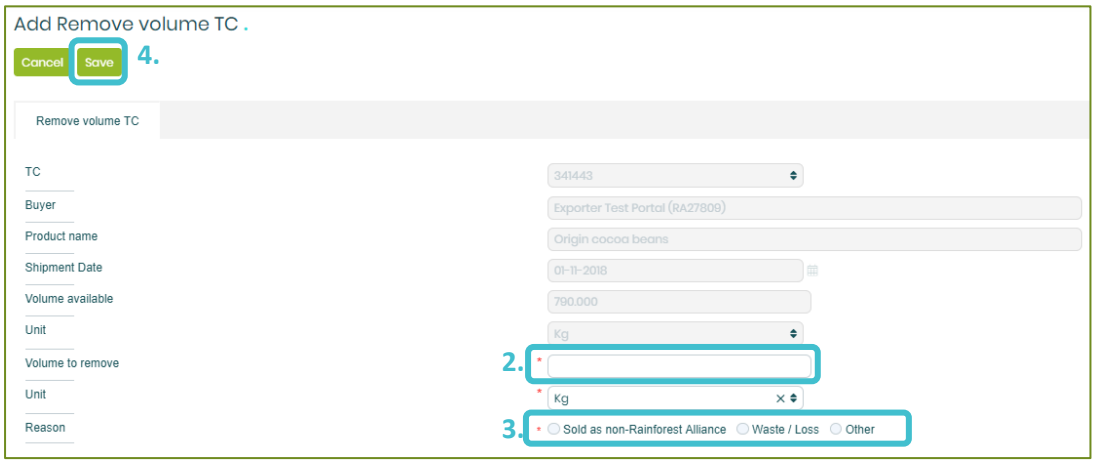


7. DECLARE VOLUME SOLD AS NON-RAC OR LOST

Companies can declare any purchased volumes as Non-Rainforest Alliance Certified, waste/lost or Other. For this, open an Incoming TC and select the button **Remove:**

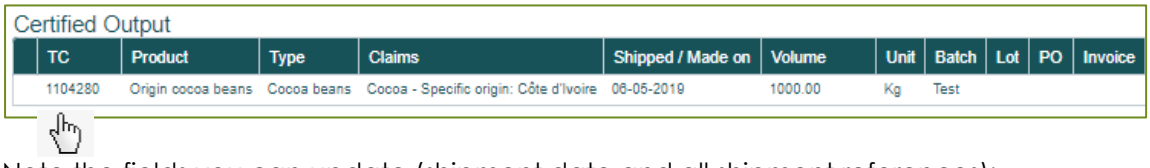


This page displays the TC #, product information, and balance available. Indicate the volume to declare volume as Non-Rainforest Alliance Certified, Waste/Loss or Other. This volume will be deducted from the balance available. Click **Save.**

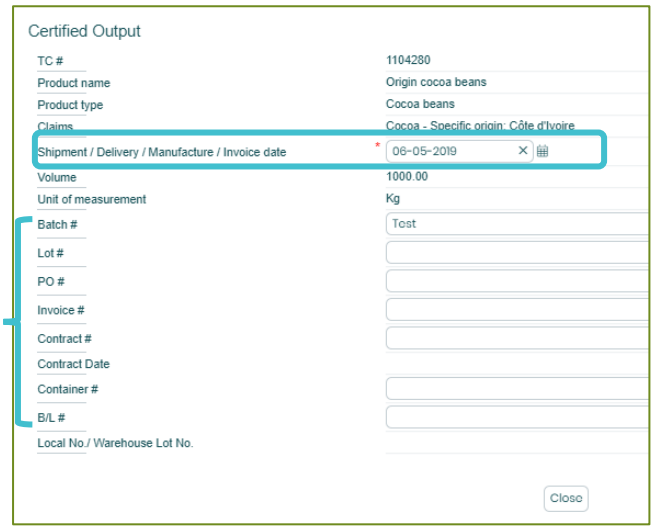


8. UPDATE A TC AND REQUEST CHANGES

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:



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



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

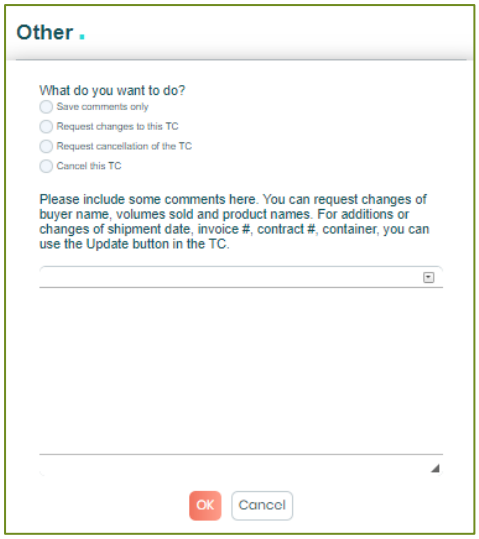
9. REQUEST CANCELATION

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

The following options are available:

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

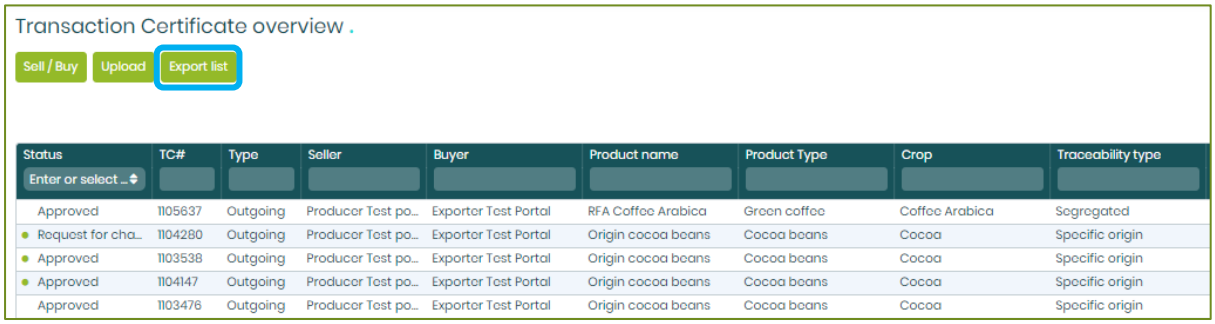
Select an option, include any comments, and click **OK.**



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

10. EXPORT OF TCS

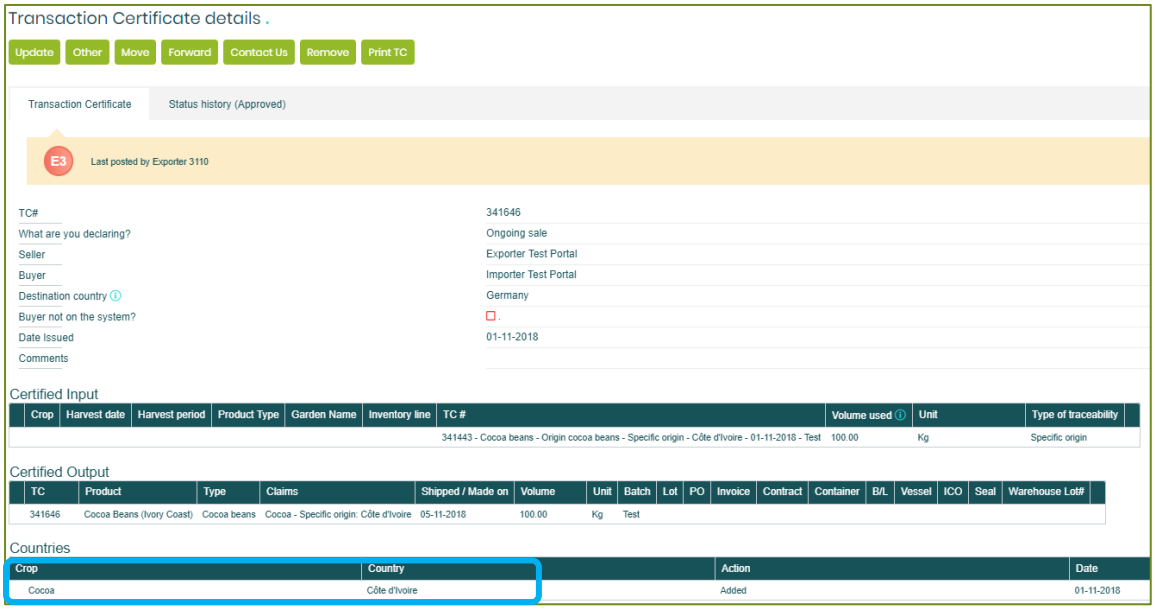
Export a report of the company's Incoming and Outgoing TCs from the **TC Overview**. Click the button **Export list:**



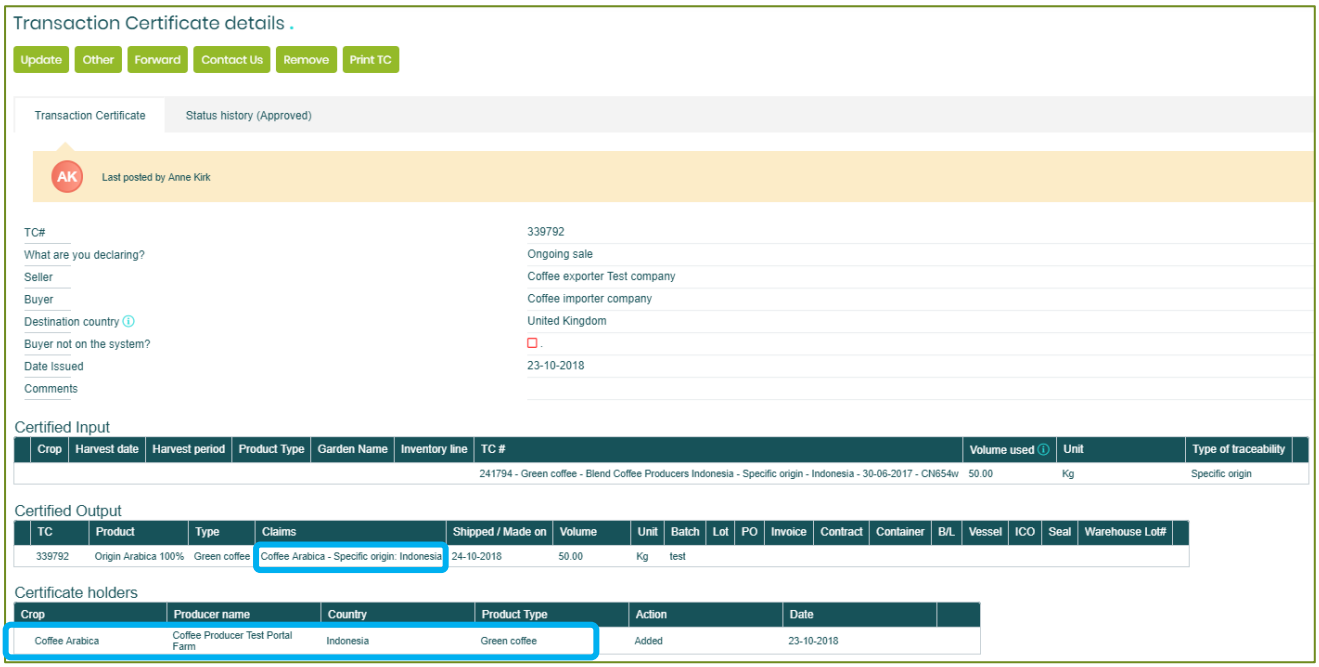
Once you click export an Excel spreadsheet will automatically be downloaded with all transactions displayed in the TC Overview with any applied filters. Note: your browser needs to be configured to allow pop-up windows before exporting lists.

11. SEEING PRODUCT ORIGIN

Cocoa:
For all cocoa transactions, the origin of the product is visible through the supply chain for all traceability types (Farm/IP, Origin, Segregated, Mass balance). If there is more than one origin, they will all be displayed. Note the origin on this TC:



Coffee:
For all coffee transactions, the Certificate Holder is visible throughout the supply chain for all traceability types (Farm/IP, Origin, Segregated). If there is more than one Certificate Holder and Origin, they will all be displayed. Notes the Certificate Holder on this TC that has an Origin claim:



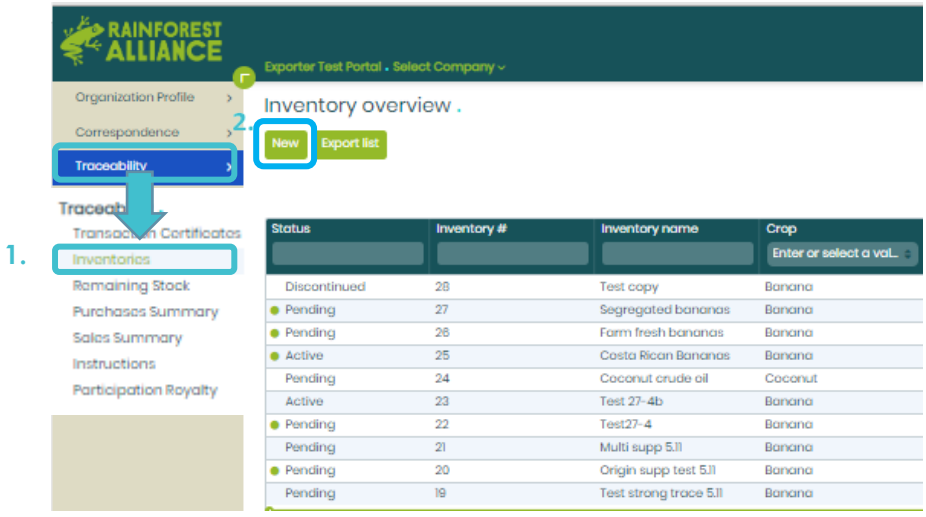
IV. USING INVENTORIES

1. APPLICABILITY

The Inventories feature allows the user to aggregate Incoming TC volumes into one larger volume pool for easier reporting. Inventories can be created based on a specific product type, traceability type, or supplier. Inventories are available for the following crops: banana, coconut, orange juice, palm oil and other fruits.

2. CREATING INVENTORIES

1. Under Traceability, go to the **Inventories** section.
2. Click on **New** to create an inventory line.
3. Set criteria of your inventory to easily locate volumes that need to be moved into the inventory.
4. Click **Save.**



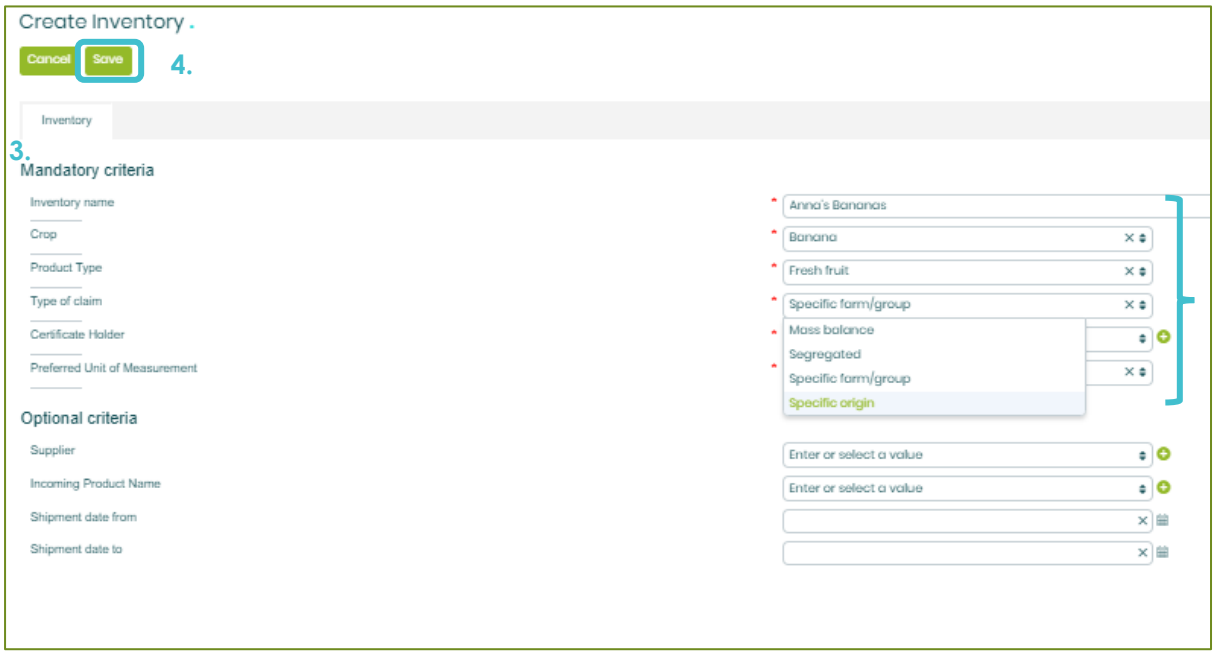
Create an Inventory Name and fill out the following fields to define the inventory criteria:
Mandatory criteria:

- Set type of claim (specify origin or specific farm if selected)
- Preferred unit of measurement

Optional criteria:

- Supplier
- Incoming Product Name
- Shipment date range

Narrow the criteria to easily locate your purchases.



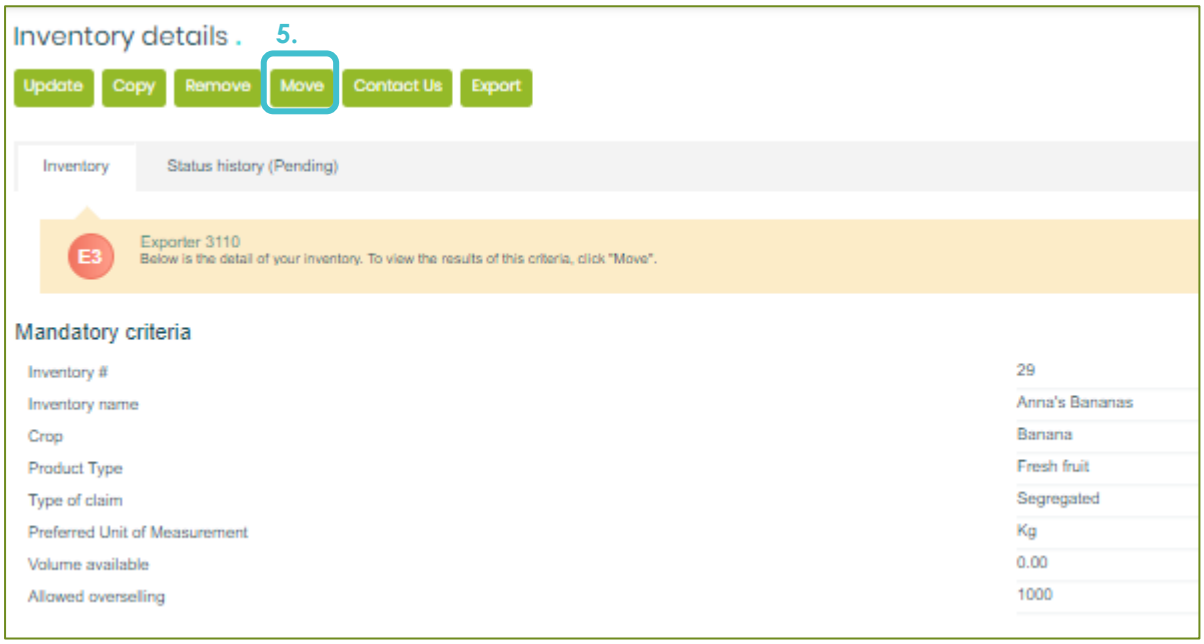
- View summary of details of your new inventory.
- Note: You may always access this same page by click on the specific inventory line on the Inventory Overview page.
- Note: The status of your inventory will remain as Pending until you move purchases into your inventory in the next step.

3. ACCUMULATE VOLUME FOR INVENTORY

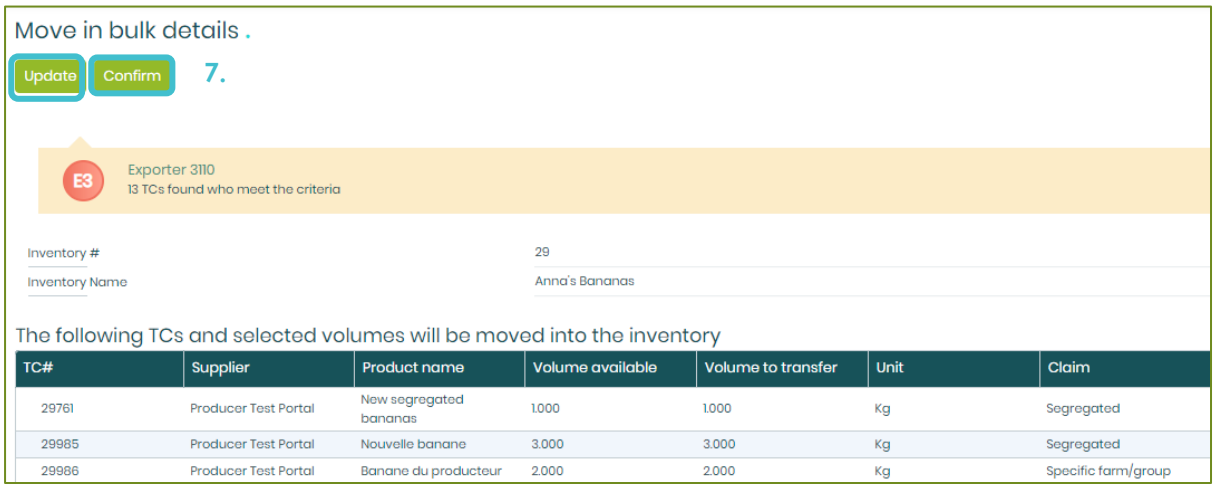
Accumulate volume for an inventory through Incoming purchases with balance available.

4. MOVE TCS IN BULK

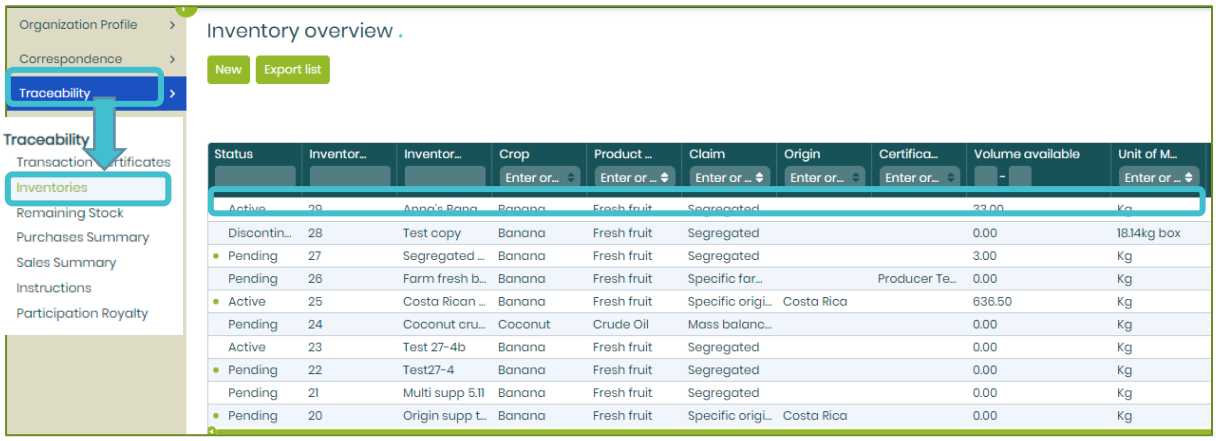
Follow the previous steps above for creating an Inventory. Once you have set up your inventory, click the button **Move** on the **Inventory Details** page to see results of purchases that fit the criteria selected:



- Review results with TCs that fit the selected criteria
- Click **Update** to edit the Volumes to Transfer or filter out purchases found in criteria search then click **Confirm**
- **OR** click **Confirm** right away to move ALL purchases and volumes to the inventory.

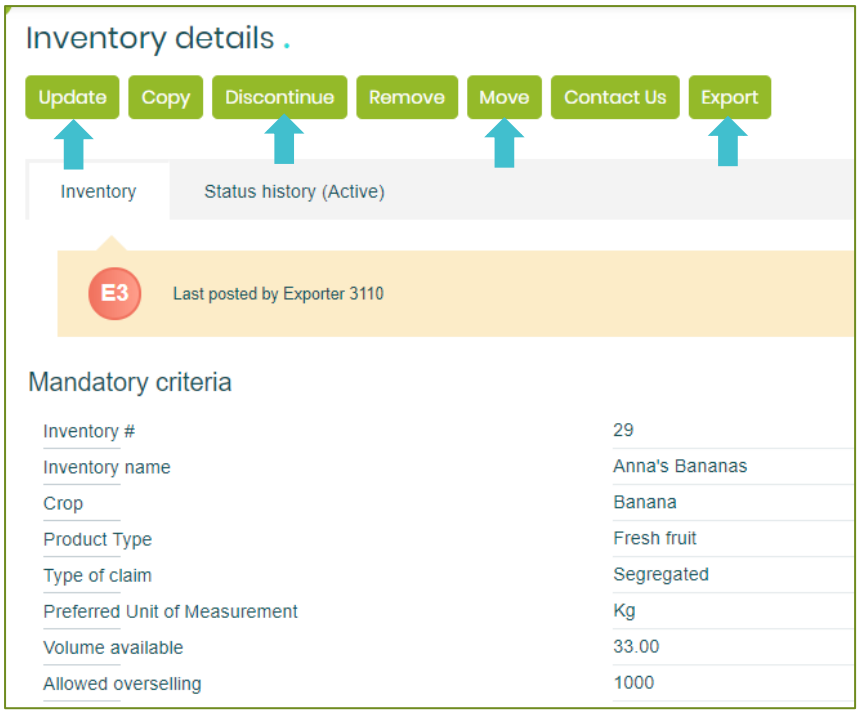


Return to the main **Inventory Overview** page (by clicking on **Traceability** on the left-hand side and selecting **Inventories**) to see your new inventory and volume transferred. Here you can view all inventories and their Volume Available:

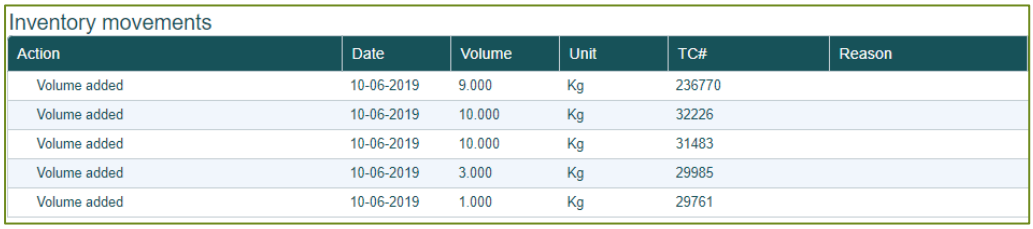


Click on your inventory to view **Inventory Details** and see options to take additional actions.

- Click **Update** to change the name of your inventory. Note: Once your inventory is Active, you cannot update any other details.
- Click **Discontinue** to Discontinue the inventory. Status will change to Discontinued but it will still visible in the Overview.
- Click **Move** to move more volumes from purchases to this inventory.
- Click **Export** to view a table with details of all volume transfers to this inventory.

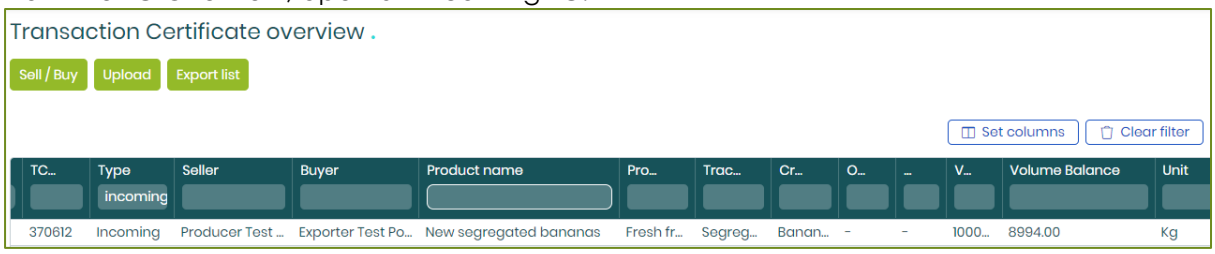


Scroll down to confirm details of Inventory movements:

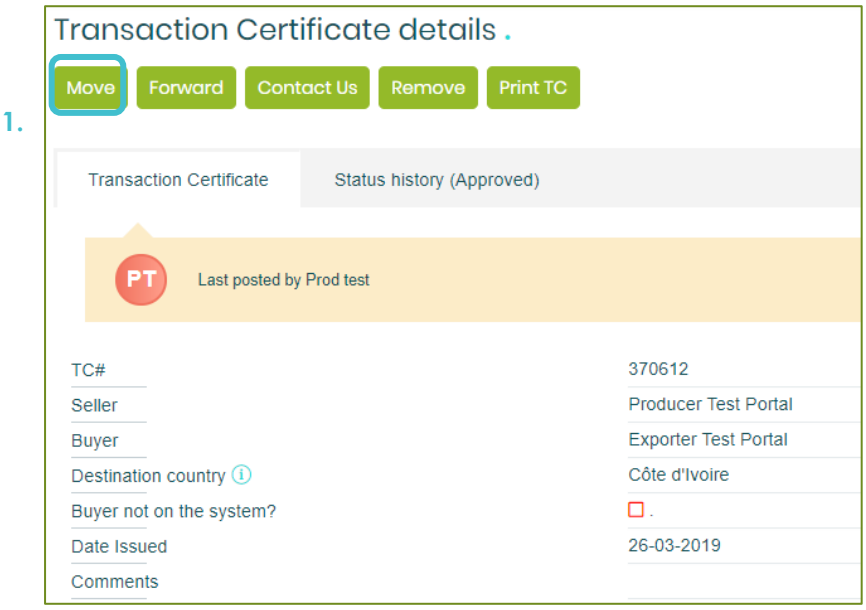


5. MOVE INDIVIDUAL TC

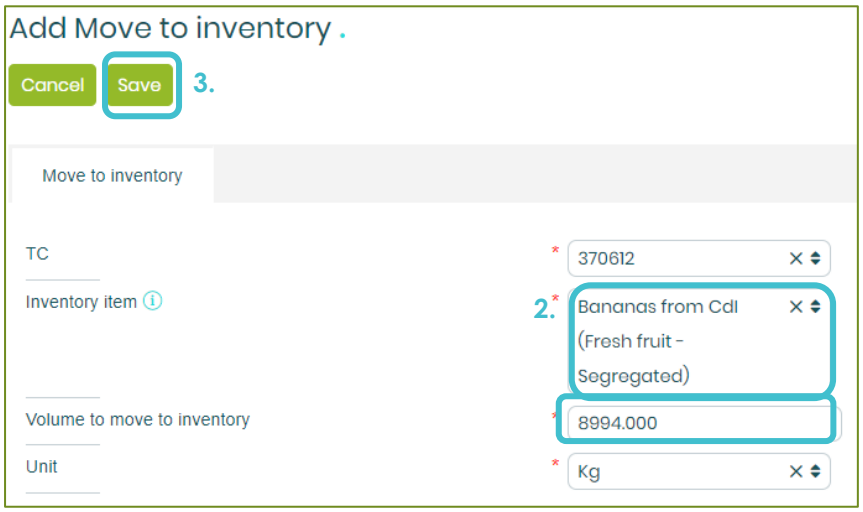
From the TC Overview, open an Incoming TC:



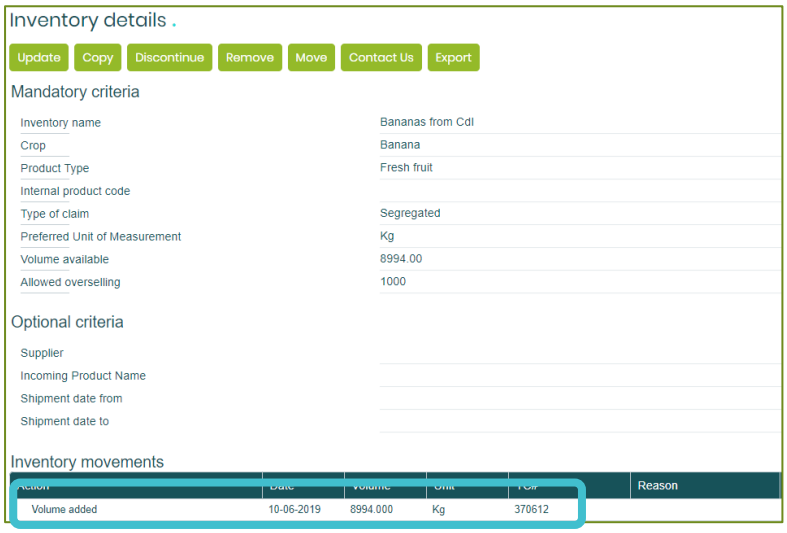
Select the button **Move:**



Select to which inventory to move the TC volume, and what volume. Click **Save**:



Open the inventory from the inventory overview and scroll down to confirm volume transferred:



6. INVENTORY CONVERSIONS

Processors at origin for orange juice require the conversion of product types using inventories.
Part 1: Create an inventory of the product to convert from, in this case, Fresh Fruit:

1. Under Traceability, go to the **Inventories** section.
2. Click on **New** to create an inventory line.
3. Set criteria of your inventory to easily locate volumes that need to be moved into the inventory.
4. Click **Save.**

Part 2: Create an inventory of the product to convert into, in this case, Soluble Solids:

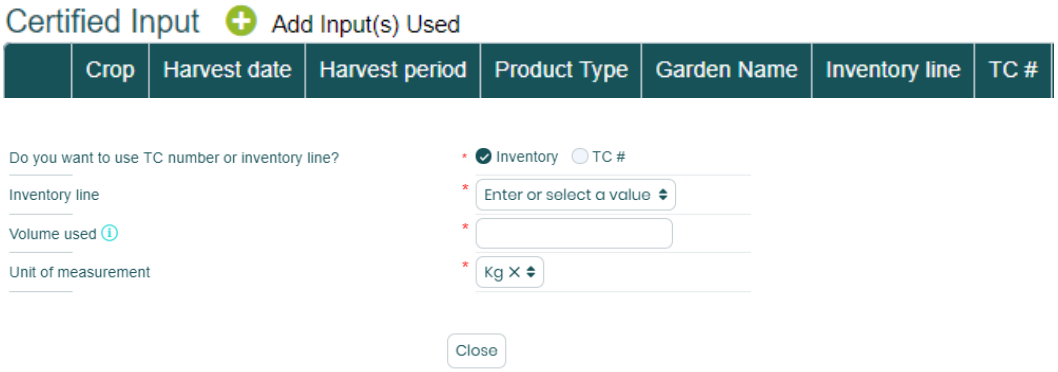
1. Follow the same steps to create a new inventory line.
2. Make sure to use the correct product type (Soluble Solids)

7. SELLING FROM AN INVENTORY

To report a sale directly from an inventory, follow these steps:

1. Under **Traceability**, go to the **Transaction Certificates** section
2. Click on **Sell/Buy**
3. Follow steps for details about the sale you are declaring. When selecting details for your input product, select **Inventory**.

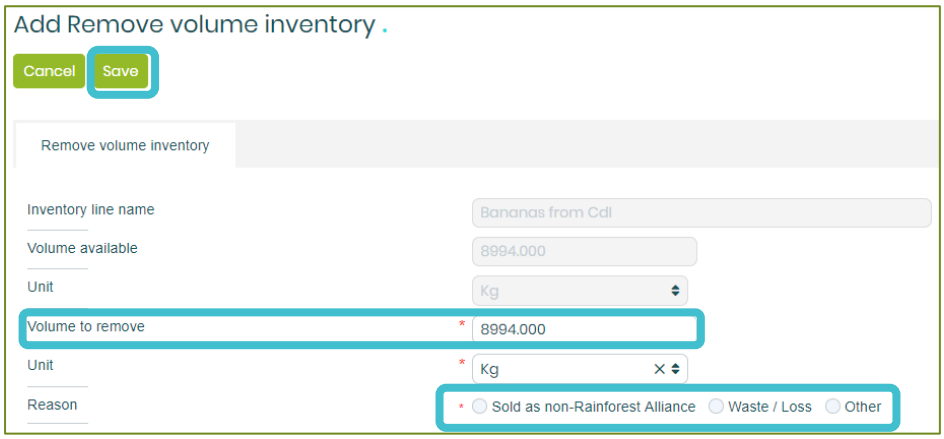
When entering the Certified Input, select to use an inventory line:



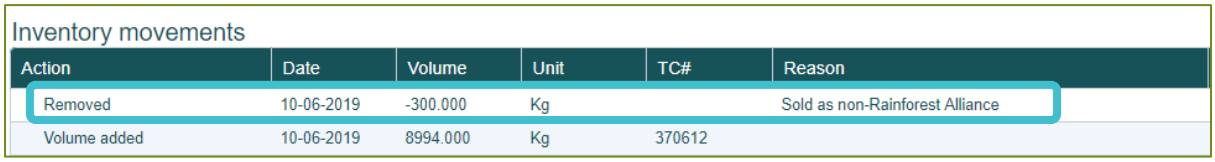
- Choose an inventory from the drop-down list. Only inventories with volume available will appear.
- Click **Close** and continue the steps to fill out the **Certified Output** as referenced in Transaction Certificate (TC): Declaring Sales and Purchases.

8. DECLARE VOLUME SOLD AS NON-RAC OR LOST

On the Inventory Details page, click the **Remove** button to remove a portion of your inventory volume to mark as (1) Sold as non-Rainforest Alliance Certified product, (2) Loss, or (3) Other.



- Click **Save** to continue and remove this volume.
- Return to Inventory Details page and note the volume removed at the bottom of the page

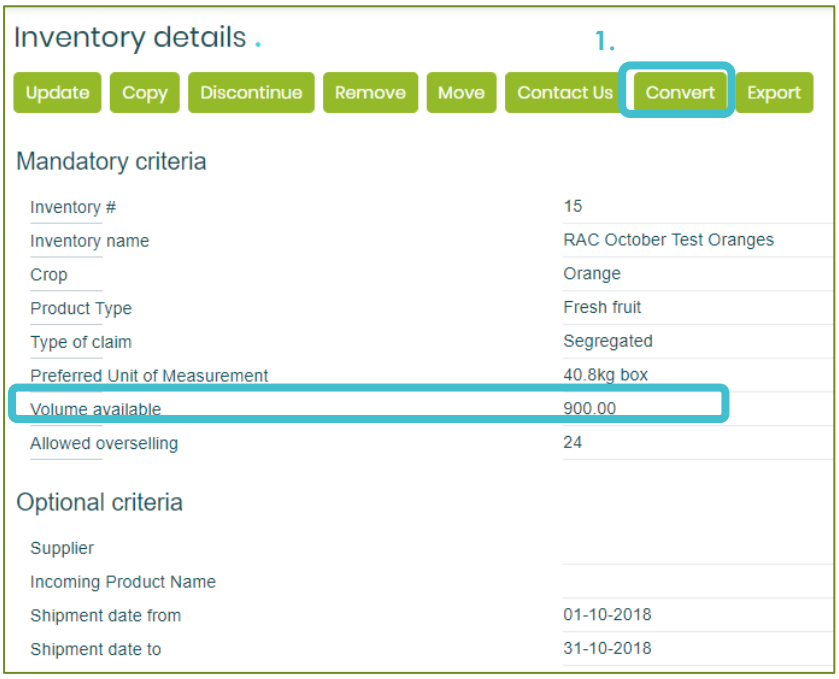


9. INVENTORY CONVERSIONS – APPLICABLE TO ORANGE JUICE

Orange juice processors at origin will need to do two steps in Marketplace for traceability:

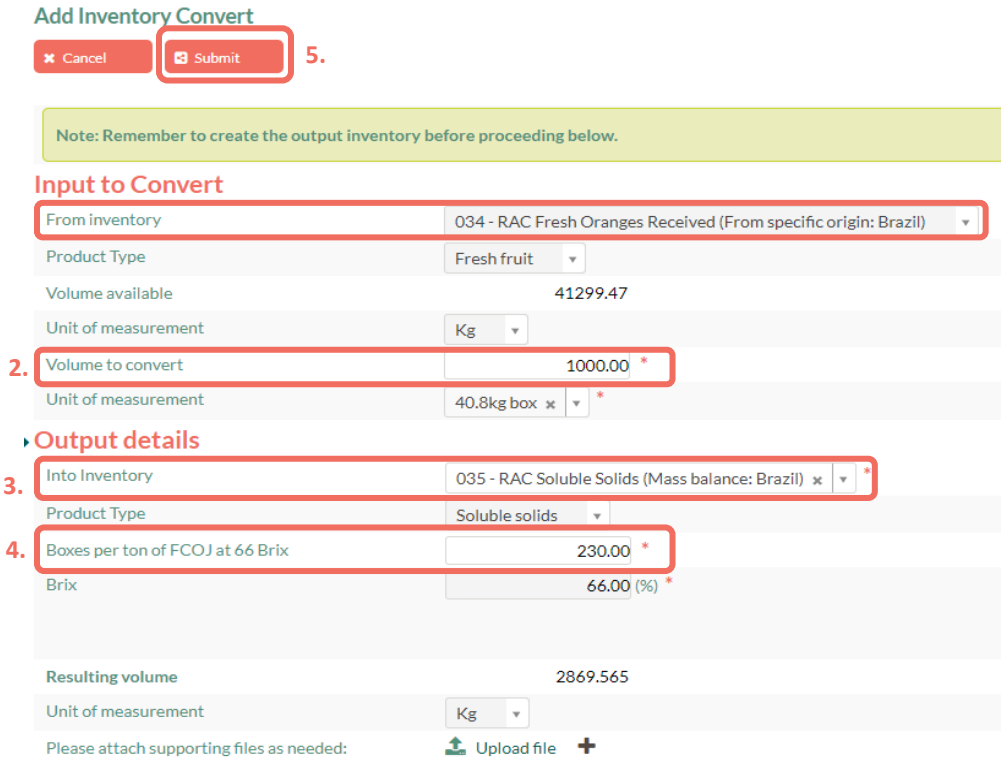
1. Convert incoming volumes of oranges into soluble solids
2. Sell NFC and FCOJ to their clients

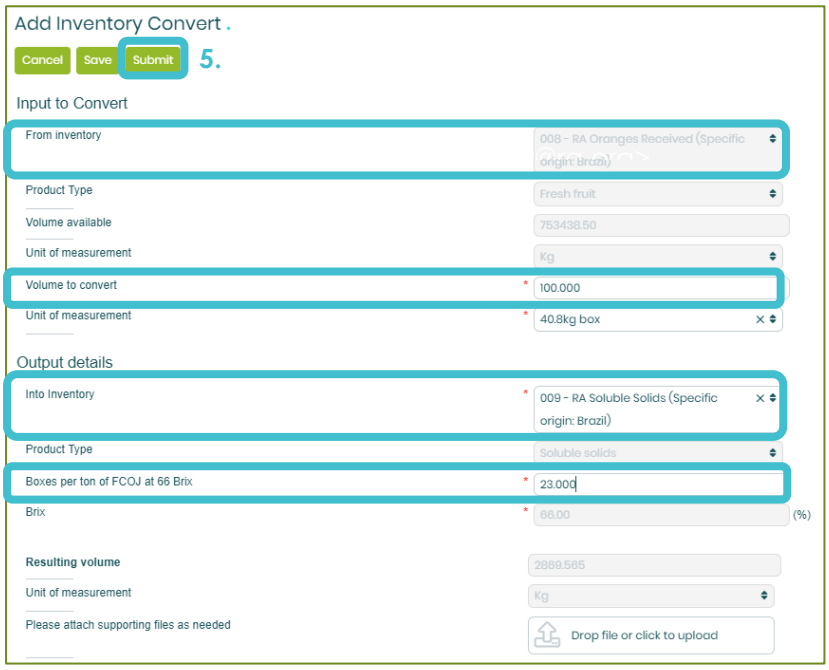
This is achieved by creating inventories in Marketplace (See Creating inventories) for both the incoming volumes of oranges and for the soluble solids conversion. Creating these two inventories will allow you to move incoming orange volumes in one location and convert those volumes into soluble solids. Select your inventory of Orange (fresh fruit). Once fresh fruit has been moved into that inventory, choose the option for **Convert.**



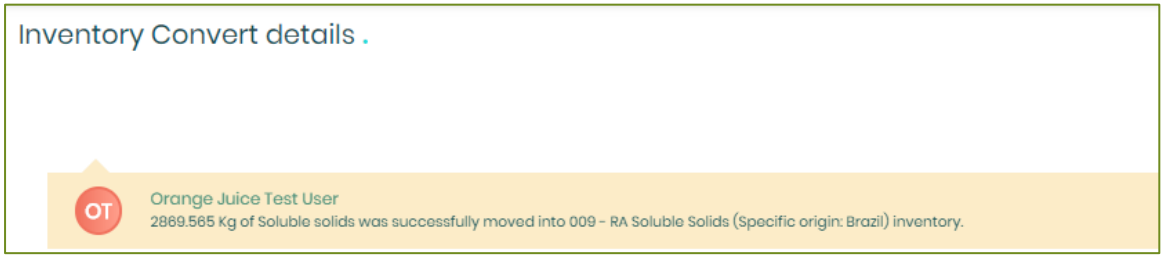
1. Select **Convert** on the inventory to convert from (RAC Fresh Oranges Received)
2. Select the volume to convert
3. Choose to inventory to convert the volumes (Soluble solids)
4. Enter the yield of Boxes per ton of FCOJ at 66 Brix
5. Click **Submit**

The system automatically calculates the resulting volume of soluble solids at 66 Brix.





Note the confirmation:



Return to the inventory overview page to see the change in volumes in each inventory:

Status	Inventory #	Inventory na...	Crop	Product Type	Claim	Origin	Certificate Hol...	Volume avail...	Unit of Measu...	Supplier	Incoming Pro...
Active	9	RA Soluble Solids	Orange	Soluble solids		Specific origin	Brazil	105779.50	Kg		
Active	8	RA Oranges Recei...	Orange	Fresh fruit		Specific origin	Brazil	749358.50	Kg		

Return to the fresh fruit inventory to confirm inventory movement of 100 40.8 kg boxes to convert into solids:

Inventory movements

Action	Date	Volume	Unit	TC#	Reason
Volume converted into another inventory	12-06-2019	-4080.000	Kg		

Return to the soluble solids inventory to confirm inventory movement of 2869.57 Kg at the bottom of the page:

Inventory movements

Action	Date	Volume	Unit	TC#	Reason
Volume converted from another inventory	12-06-2019	2869.570	Kg		

To process soluble solids to NFC or FCOJ, follow steps for Transaction Certificate (TC): Declaring Sales and Purchases. Next, sell NFC or FCOJ onward to the Importer, following steps for Selling from an inventory.

V. CONVERSION FACTORS

Note: Any conversion displayed below with one input and 2 outputs (e.g. cocoa beans to butter/powder) represents a conversion with byproducts where an Internal TC is created (see section on Byproducts).

Also, see Annex 6 on traceability for more information on conversions.

1. COCOA

Certified Input	Certified Output	Ratio
Cocoa beans	Cocoa liquor	100:82
Cocoa beans	Cocoa butter	100:41
	Cocoa powder	100:41
Cocoa liquor	Cocoa butter	100:50
	Cocoa powder	100:50

2. COFFEE

Certified Input	Certified Output	Ratio
Parchment (Coffee Robusta)	Green coffee (Coffee Robusta)	100:80
Parchment	Green coffee (Coffee Arabica)	100:80
Green coffee	Coffee cherries	100:200
Green coffee	Instant/freeze dried coffee (Coffee Robusta)	100:48
Green coffee	Instant/freeze dried coffee (Coffee Arabica)	100:38
Green coffee	Roasted coffee – Ground	100:82
Green coffee	Roasted coffee – Whole beans	100:84
Green coffee	Decaf green coffee	100:95

3. COCONUT

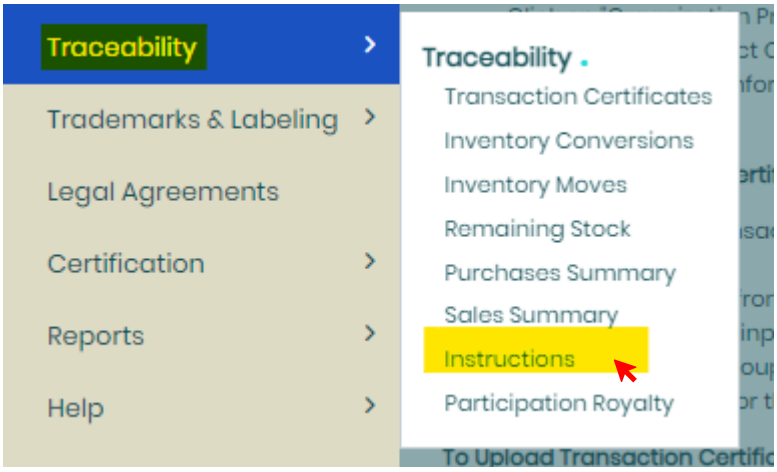
Certified Input	Certified Output	Ratio
Fresh fruit	Crude Coconut	100:15.5
Copra	Crude Coconut	100:62

4. FRUITS

Certified Input	Certified Output	Ratio
Fresh Fruit	Soluble solids	100:500
Fresh Fruit	Dried	100:99
Fresh Fruit (pineapple)	Sliced/Canned	100:25
Fresh Fruit (pineapple)	Peel	100:40
Peel (pineapple)	Trimmed	100:90
Trimmed (pineapple)	Sliced/Canned	100:90
Soluble solids (apple, pineapple)	Juice (Frozen concentrate)	100:100
Soluble solids (apple, pineapple)	Juice (NFC)	100:100
Soluble solids (orange)	Orange juice (FCOJ)	100:100
Soluble solids (mango, banana)	Puree (NFC)	100:100
Soluble solids (mango, banana)	Frozen puree	100:100
Puree (NFC) (mango, banana)	Smoothie	100:100
Frozen puree (mango, banana)	Smoothie	100:100
Orange juice (FCOJ)	Reconstituted juice	100:100
Orange juice (NFC)	Reconstituted juice	100:100
Juice (NFC) (pineapple)	Reconstituted juice	100:100
Juice (NFC) (pineapple, apple)	Smoothie	100:100
Juice (Frozen concentrate) (pineapple, apple)	Smoothie	100:100
Reconstituted juice	Smoothie	100:100

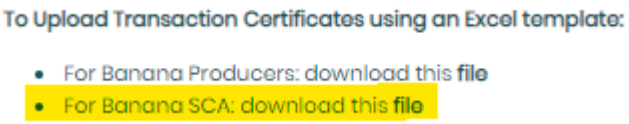
ANNEX 1: HOW TO ISSUE TRANSACTION CERTIFICATES USING AN EXCEL TEMPLATE (CURRENTLY AVAILABLE FOR BANANA ONLY)

1. Click on the *"Traceability"* tab.
2. Click on the *"Instructions"* section.



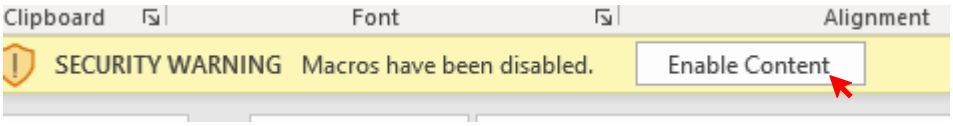
3. Scroll down to the "*To Upload Transaction Certificates using an Excel template*" subtitle.

4. Download the Excel file by clicking on the word **"file"** as shown below.



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"*.

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.

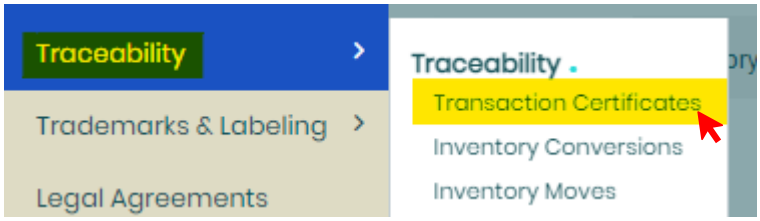
One of these fields is mandatory	
Product name	Product Code
Nombre del producto	*Código del producto*

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

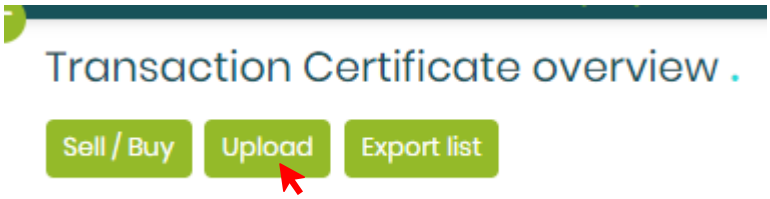
One of these fields is mandatory					
Batch #	PO #	Invoice #	Vessel name	B / L	Sales Contract #
# de lote	*Orden de compra*	*# Factura*	*Barco*	*B/L*	*Contrato de venta*

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

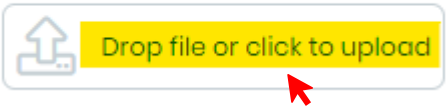
11. In Marketplace 2.0, click on the *"Traceability"* tab and the "*Transaction Certificates*" section



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. Otherwise, your TCs have been successfully issued to your clients.

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