

Dear

The Rainforest Alliance launched tea traceability in MultiTrace in December 2020.

As of July 1st 2021, with the launch of the Rainforest Alliance 2020 Standard for Sustainable Agriculture, online traceability of tea in Multitrace is a core requirement to remain or become certified against the new Rainforest Alliance 2020 Standard.

The Rainforest Alliance is currently helping us, as well as farm certificate holders, first buyers, processors, traders and blenders to fully engage with MultiTrace. However, before we can fully use the platform, we need all our suppliers to transact in MultiTrace and report the sales of tea volumes to the relevant account. The account you should transact to in Multitrace is

Please fill out the Buyer Reference field with the

We therefore request you to engage with MultiTrace and start reporting your transactions and activities in the platform latest by

Best regards,

Resource available from the Rainforest Alliance

- The Rainforest Alliance has developed training resources, [guidance materials](#) and an [FAQ](#) page where you can find out more on how to register transactions in MultiTrace, as well as instruction videos for the most common types of transactions.
- Rainforest Alliance staff in tea producing regions is providing training webinars and one-on-one support to (farm) certificate holders. Please reach out to customersuccess@ra.org to check what support can be offered to you.
- Webinars (recordings and future ones) will be provided for producers in
 - Africa I - [Recording](#)
 - Africa II - [Recording](#)
 - Africa III – [Recording](#)
 - China I - [Recording](#)
 - China II - [Recording](#)
- If you face difficulties in using MultiTrace or need more information, the Rainforest Alliance will be able to assist you. Please contact their Customer Success team at customersuccess@ra.org.