

FROM GIP TO MULTITRACE

FAQ

Information to support the transition from the traceability system Good Inside Portal to MultiTrace.

For members of the pre-merger UTZ Coffee program –January 2019



Joining forces
for a better future

FREQUENTLY ASKED QUESTIONS

WILL MULTITRACE REPLACE THE GOOD INSIDE PORTAL COMPLETELY?

At this moment, we support the certification and traceability processes for Hazelnut in MultiTrace. Soon the Coffee program of pre-merger UTZ will be included.

It is continuously evaluated what our members and certification bodies need and how we can bring value to this with the support of a platform.

We hope the transition and use of the new system MultiTrace will be a success and assure you will be supported in this transition period as much as possible.

If you have technical questions regarding the Good Inside portal and Multitrace system, please contact our Tech Support Team via techsupport@utz.org.

For questions regarding certification, labeling rules and our programs, please contact our Member Support Team via membersupport@utz.org.

I AM ALREADY A MEMBER OF THE UTZ COFFEE PROGRAM

DO I HAVE TO REGISTER AGAIN?

No, the account data and volumes from your account in GIP will be migrated to your account in MultiTrace.

WILL I GET A NEW USER NAME AND PASSWORD?

Your user account and associated email address will be migrated. This means you will have the same username as you had in GIP. For security reasons **your password will not be migrated**. This means that you will be able to **create a new password** when you log in to MultiTrace for the first time after the migration.

WILL I SEE THE SAME DATA IN MULTITRACE?

A selection of data will be migrated to your account in MultiTrace. This includes your member information such as phone number, contacts and users, but also the volumes that are in your account at the moment of migration. All this migrated data will be visible to you and your companies' users of the platform. You will be able to change your contact information if needed, add or remove users, or adjust your general information. We will send detailed information about the migration process soon. Please contact our Member Support team if you did not receive anything about migration or in case you have any questions.

WHAT HAPPENS WITH MY TRANSACTIONS?

The volume in your stock will be migrated from your GIP account at the point of migration (please see the tab "Trading & Stock" in GIP to see the overview of all your volumes).

We will not migrate any transaction history from or to your account. In GIP you have the possibility to download your transaction history as an Excel file.

We advise you strongly to download your transaction history, so you can keep an overview of what transactions already have been made after the transition.

We will not migrate the open ("announced") transactions. This also includes the transactions with the status "cancelled by system, resubmitted". The volumes from these transactions will flow back to the original owner.

CAN I ACCESS GIP LATER?

You will be able to access GIP after the migration is completed. Please download your transaction history so you have this information available. In case you don't have access and need any information please contact techsupport@utz.org.

WHAT HAPPENS TO MY LICENSE?

In case you have an active license, this status will be migrated and there are no actions required from you or your CB.

IN CASE YOUR CB HAS ALREADY REQUESTED A LICENSE

We already communicated the message to Certification Bodies that they need to finish their license requests as soon as possible, so that the Standards & Assurance department has enough time to review and activate the license. **Only active licenses will be migrated. In case your CB requests a license and this cannot be activated before migration, the CB needs to perform this action again.** We already informed our CBs about this, so they are prepared and use the correct templates which are needed for the license request within MultiTrace.

I AM A MEMBER, DO I NEED TO DO ANYTHING BEFORE MY (NEXT) AUDIT?

In MultiTrace it is required that you prepare for the audit directly in the system. This means, a template is provided for you do perform the Self-Assessment and upload in your account. In case you have an audit already in the next few months, we strongly advise you to use the correct template for the Self-Assessment (depending on your certificate holder type), so you are prepared to upload that within MultiTrace.

According to our protocol you need to provide this information to your certification body. It is essential to use the Self-Assessment templates that are available in User Guidance UAO e-page or in MultiTrace. Please be aware, that only the format of the templates that are provided can be used to upload.

WHAT ARE THE TEMPLATES?

With MultiTrace we want to support our members and the certification bodies in the auditing and certification process. To do so, we provided templates for each certificate holder, which includes all control points that you need to comply with. It is required by the UTZ protocol to provide the Self Assessment to your CB before the audit, by supporting this process within MultiTrace, we help you and your CB to a successful and efficient audit. Even if you cannot access MultiTrace yet, we recommend to use these templates already. This way it can be uploaded directly at a later time without delay.

INVOICES OF PROGRAM FEE

The program fee invoices will not be migrated. This means that you will receive the invoices from GIP via email (normal process). After migration, you will receive the invoices for the coffee program fee as well per email, generated from MultiTrace. In the finance overview of MultiTrace you will not see the previous invoices from GIP, but only newly generated ones from Multitrace.

UNTIL WHEN CAN I ACCESS GIP?

We will communicate an exact timeframe as early as possible, when exactly we will launch MultiTrace. There will be a period before, where you will not be able to access GIP and not yet MultiTrace. We intend to take approximately one week for this period.

CAN I STILL MAKE A TRANSACTION IN GIP WHEN THE FREEZE PERIOD IS STARTED?

Unfortunately, no- we will communicate in time and exactly when GIP will be inaccessible and for how long. Within this time frame, you and your suppliers can not access GIP to make or confirm transactions. Please note that you can of course trade in real life. These trades have to be reported in MultiTrace once you have access.

DO WE RECEIVE A MANUAL/ USER GUIDANCE FOR MULTITRACE?

We are preparing guidance materials for all users. Within MultiTrace, you will also find helpful tips on how to use the system.

In case you have questions please do not hesitate to contact our Member Support team and in case of technical issues contact us at techsupport@utz.org.

WHAT HAPPENS WITH THE NEW STANDARD? / WILL THE NEW STANDARD BE IN MULTITRACE?

We are working on the new version of the standard of the new organization. We expect it to be published by the end of 2019 in English. Translations and trainings will follow right after. Members and certification bodies will be informed on the detailed information of the implementation.