



RSPO is an international non-profit organisation formed in 2004 with the objective to promote the growth and use of sustainable oil palm products through credible global standards and engagement of stakeholders.

Frequently Asked Questions (FAQ) on Transition from PalmTrace to prisma



Introduction to prisma

prisma, which stands for “Palm Resource Information and Sustainability Management,” is RSPO's platform designed to enhance trade and compliance with global sustainability regulations. As a unified point of collaboration for all RSPO stakeholders, prisma organises critical information and optimises operational efficiency, fostering better alignment and accountability across the palm oil supply chain. With a strong emphasis on standardising audit reports within its certification module, prisma enables advanced data analytics, driving improved adherence to RSPO Standards and ensuring sustainable practices throughout the industry.

About this FAQ

As part of our ongoing commitment to enhance the efficiency and transparency of our certification processes, we are excited to announce a significant upgrade to our IT platform. The current PalmTrace system will be transitioned to the new **prisma** platform, designed to better meet the evolving needs of our members and stakeholders.

To ensure a smooth transition, there will be a scheduled blackout period from **26 December 2024 (0000h CET) to 27 December 2024 (2359h CET)**. During this time, access to the PalmTrace system will be suspended as we migrate data and finalise the setup of prisma.



We understand that such transitions can raise questions and concerns, especially regarding the impact on ongoing certification processes and the actions required from you. This FAQ aims to address the most common inquiries about the transition, detailing how your current activities might be affected, and outlining the steps you'll need to take before, during, and after the blackout period.

We encourage all RSPO Members to review this information carefully and reach out to us with any additional questions or concerns. Our goal is to ensure that you are fully prepared and supported as we move towards a more robust and user-friendly platform. The FAQ has been structured in the following sections:

1. RSPO Licence Management
2. Audit/Certification Process
3. Registration of Transactions

1. RSPO License Management

Question 1.1

What happens if my PalmTrace licence expires in the cut-over period **26 December 2024 (0000h CET) to 27 December 2024 (2359h CET)**?

Answer 1.1

All existing PalmTrace licences that are expiring in December 2024 (i.e. from 1-31 Dec 2024) are required to be extended for a maximum of three (3) months by the CB before 13 Dec 2024. RSPO will provide instructions to all CBs to request time extension for PalmTrace licences that are expiring in December 2024.

Question 1.2

If my PalmTrace licence has already been extended by the maximum of three (3) months from the original licence period, and the new expiry date falls within the 'cut-over' period from **26 December 2024 (0000h CET) to 27 December 2024 (2359h CET)**, can I receive another extension?

Answer 1.2

No additional extensions for the licence are possible. The Certification Body (CB) must submit a new licence request to RSPO either before 13 December 2024 through PalmTrace or after 28 December 2024 via the prisma platform.

Question 1.3

What should the CB do if a licence request submitted in PalmTrace on or before 13 December 2024 is rejected by RSPO after that date (e.g., on 20 December 2024)?

Answer 1.3

If your licence request in PalmTrace was submitted on or before 13 December 2024 but is rejected by RSPO between 14 and 26 December 2024, the CB will need to resubmit a new licence application in prisma on or after 28 December 2024. Any new licence requests submitted between 14 and 26 December 2024 in PalmTrace will be cancelled and/or rejected by RSPO.

Question 1.4

Is any action required if my PalmTrace licence expires before 1 December 2024?

Answer 1.4

If your original PalmTrace licence expires before 1 December 2024 and the CB requires additional time to submit a new licence extension, the CB can request an extension of up to three (3) months, provided that an audit has been conducted.

Question 1.5

I am a new RSPO Member and would like to create an RSPO PalmTrace account during the transition period from PalmTrace to prisma. What is the deadline for account creation?

Answer 1.5

The last date for RSPO Members to request the creation of an RSPO PalmTrace account in PalmTrace is 30 November 2024. Any requests submitted on or after 1 December 2024 will not be processed by PalmTrace. If any RSPO Members wish to create a new account between 1 December and 26 December 2024, they must wait and submit their request on or after 28 December 2024 in prisma.

2. Audit/Certification Process

Question 2.1

If a Certification Body (CB) conducts an audit on or after 1 November 2024, which audit report template should the CB use to submit a licence request to RSPO?

Answer 2.1

CBs conducting audits on or after 1 November 2024 are required to use the Universal Audit Report template provided by RSPO for submitting new licence requests. If the licence request is submitted on or before 13 December 2024, the CB must use the Universal Audit Report template in PalmTrace. Similarly, if the new licence request is submitted on or after 28 December 2024, the request should be made in prisma using the same template (i.e. Universal Audit Report template).

Question 2.2

If a Certification Body (CB) conducts an audit before 1 November 2024, which audit report template should be used for submitting a licence request to RSPO?

Answer 2.2

CBs that conduct audits before 1 November 2024 may use their own audit report template for new licence requests submitted in PalmTrace on or before 13 December 2024. However, for new licence requests made after 13 December 2024, the CB shall use the Universal Audit Report template provided by RSPO, and submit the request in prisma on or after 28 December 2024. This includes the case of the licence that is denied by RSPO after 13 December 2024.

Question 2.3

If a Certification Body (CB) conducts an audit (e.g. Closing Meeting) between 13 and 25 December 2024 (11:59 PM CET) and decides that the certificate needs to be suspended, what should they do?

Answer 2.3

If a decision to suspend the certificate is made during the transition period from PalmTrace to prisma, the CB must perform the licence suspension in PalmTrace before 25 December 2024 (11:59 PM CET). However, if the suspension decision is made during the 'cut-over' period from 26 December 2024 (12:00 AM CET) to 27 December 2024 (11:59 PM CET), the CB should wait and complete the licence suspension in prisma on or after 28 December 2024.

Question 2.4

When using the Universal Audit Report template, is the 'Audit Application ID' required for audits conducted between 1 November and 28 December 2024 if the licence is submitted before 13 December 2024 in PalmTrace?

Answer 2.4

For audits conducted between 1 November and 28 December 2024, the Certification Body (CB) should register the audit with prismahelpdesk@rspo.org to get assistance in generating the 'prisma Audit Application ID' if the new licence request is submitted on or after 28 December 2024 in prisma.

However, the 'prisma Audit Application ID' is not required when using the Universal Audit Report template and when the new licence request is submitted in PalmTrace on or before 13 December 2024.

Question 2.5

During the transition period, where should I submit the public announcement for Initial Certification or Re-Certification to be published on the RSPO website?

Answer 2.5

During the transition period, you should submit the public announcement request to certification@rspo.org for review and approval. This process remains as 'Business as Usual,' and the announcement will be published on the RSPO website once approved by the RSPO Secretariat.

Question 2.6

If a Certification Body (CB) encounters difficulties in preparing and submitting the audit report using the new Universal Audit Report template during the transition period, and may not be able to meet the requirements of '5.3.21' of the RSPO Supply Chain Certification Systems and/or '5.10.3' of the RSPO Certification Systems for P&C and RSPO ISH Standard 2020, will RSPO provide any exemptions?

Answer 2.6

RSPO will inform the Accreditation Body (AB) that the requirements '5.3.21' of the RSPO Supply Chain Certification Systems and/or '5.10.3' of the RSPO Certification Systems for P&C and RSPO ISH Standard 2020 will be exempted during the transition period from 1 November 2024 to 31 January 2025.

3. Registration of Transactions

Question 3.1

For any confirmed or matched transactions before 25th December 2024 (11:59 PM CET), should I pay the invoice to RSPO (i.e. prisma) or Rainforest Alliance (i.e. PalmTrace)?

Answer 3.1

For confirmed or matched transactions before 25 December 2024 (11:59 PM CET), the invoice will be issued by the Rainforest Alliance (i.e. PalmTrace), and payments should be made to the Rainforest Alliance (i.e. PalmTrace).

There will be no confirmed or matched transactions between 26 December 2024 (12:00 AM CET) and 27 December 2024 (11:59 PM CET) as both PalmTrace and prisma will be unavailable. For confirmed or matched transactions on or after 28 December 2024 (12:00 AM CET), all payments and invoicing will be handled by RSPO through the prisma platform, which will then be the standard system for processing such activities moving forward.

Question 3.2

What happens to the remaining volume in the RSPO Members' PalmTrace account after 28 December 2024 (12:00 AM CET)?

Answer 3.2

All remaining volumes in the RSPO Members' PalmTrace account as of 25 December 2024 (11:59 PM CET) will be transferred to the prisma account.

Question 3.3

As a PalmTrace user, if I initiate a reversal request (e.g., Shipping Announcement, Announcement, etc.) in PalmTrace on 24 December 2024, what will happen to the request?

Answer 3.3

The last date for the RSPO Member(s) to initiate the reversal requests (e.g., Shipping Announcement, Announcement, etc.) in PalmTrace is 24 December 2024 (11:59 PM CET). Any pending transactions in PalmTrace as of 25 December 2024 (11:59 PM CET) will be cancelled. RSPO Members will need to resubmit these requests in prisma after 28 December 2024 (12:00 AM CET).

Question 3.4

I am making a shipping announcement/announcement to a buyer, but need to correct the information due to some error (e.g. volume) by using the 'update' function in PalmTrace. Is there any specific date that I am not allowed to do the 'update' function in PalmTrace?

Answer 3.4

Any RSPO Member(s) that would like to perform the 'update' volume for shipping announcement/announcement made in PalmTrace until 25 December 2024 (11:59 PM CET).

Question 3.5

When is the last date I can make an offer for RSPO Credits on the Book & Claim platform in PalmTrace?

Answer 3.5

The final date that the RSPO Member(s) can make an offer for the RSPO Credits on the Book & Claim is on 25 December 2024. Any unmatched transactions in the Book & Claim will be cancelled and will need to be resubmitted in prisma.

Question 3.6

As a RSPO Credit seller, if my credit 'matches' on 25 December 2024 (11:59 PM CET), where should I claim it from?

Answer 3.6

You should claim the credit match from PalmTrace if your credit match is on/before 25 December 2024 .

Find out more at prismabyrspo.org