

BOOK AND CLAIM IN RSPO PalmTrace

For Independent Smallholders

Version December 2016

RSPO-GUI-T06-017 V1.0 ENG



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Introduction

On 1 January 2017, the Book and Claim supply chain model is integrated into the RSPO's traceability system RSPO PalmTrace¹, where RSPO Credits can be traded. This manual explains how independent smallholders can offer RSPO Credits in RSPO PalmTrace.

If you have any questions about RSPO PalmTrace, please do not hesitate to contact our support team at palmoil.support@utz.org or call us at +31 20 820 8968.

Set-up

Before you can start offering RSPO Credits, you need to

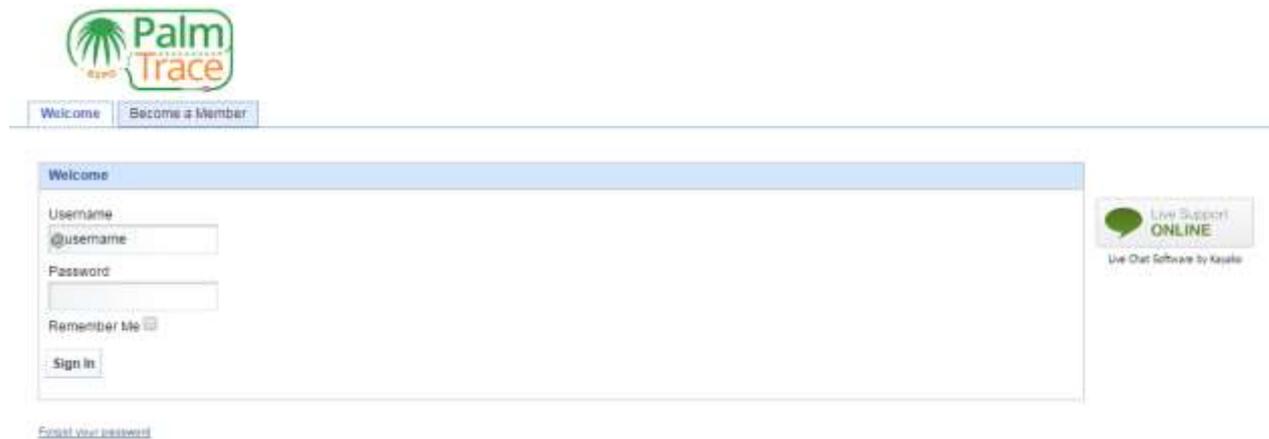
1. Be a member of the RSPO
2. Be registered in [RSPO PalmTrace](#) ('Palm Oil Registration')²
3. Be RSPO certified
4. Be licensed in RSPO PalmTrace by your certification body
5. Fill in the [set-up form](#) for RSPO credit sellers to request access to Book and Claim; and
6. Send the set-up form along with a letter from your bank confirming your company's bank account number to palmoil.support@utz.org.

¹ Previously known as RSPO eTrace. The existing functionalities of RSPO eTrace will remain the same in RSPO PalmTrace.

² Users who already made an account in RSPO eTrace do not have to register again in RSPO PalmTrace.

Log in

After registration you will receive an email with your user name and password. With this you can log in to Rspo PalmTrace.



The screenshot shows the Rspo PalmTrace login interface. At the top left is the Rspo PalmTrace logo. Below it are two buttons: 'Welcome' and 'Become a Member'. The main content area is titled 'Welcome' and contains a login form with the following fields: 'Username' (with a placeholder '@username'), 'Password', and a 'Remember me' checkbox. A 'Sign in' button is located below the password field. To the right of the login form is a 'Live Support ONLINE' button with a green speech bubble icon and the text 'Live Chat Software by Kasilo'. Below the login form is a link that says 'Forgot your password?'.

Allocate Rspo Credits

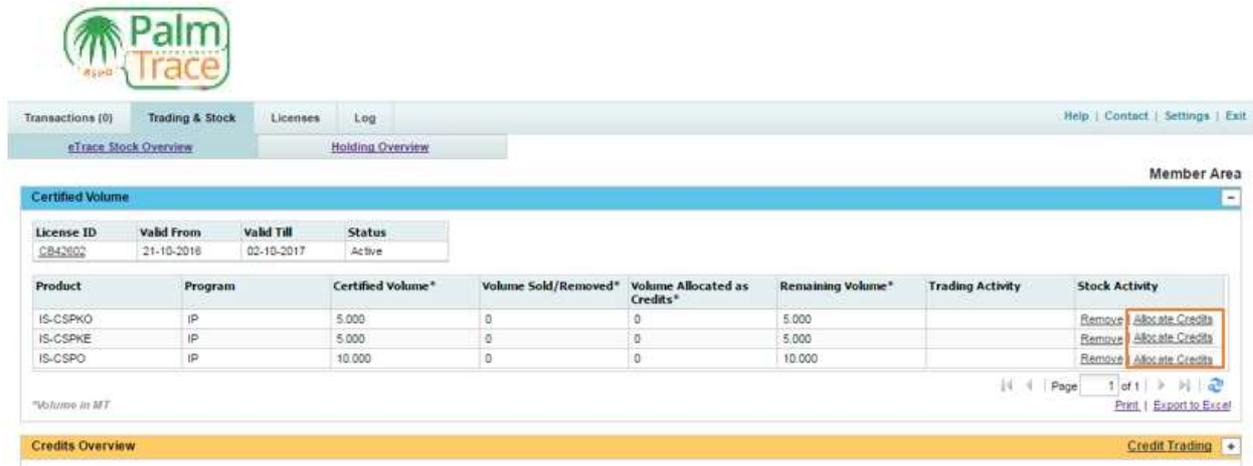
Before you can offer Rspo Credits or register off market deals, you need to allocate your certified volume to Rspo Credits. Through allocating, you make your Rspo Credits available for trading, but you do not yet place an offer on the market. This needs to be done in a [separate step](#).

With the license requested by your certification body, you can enter the Member Area of Rspo PalmTrace.



The screenshot shows the Rspo PalmTrace Member Area. At the top is a navigation bar with several tabs: 'Welcome', 'Become a Member', 'Traceability System', 'Online Trading Traceability System', 'Member Directory', 'Oil Directory', 'Downloads', 'FAQ', and 'Rules and Conditions'. The 'Traceability System' tab is highlighted with a red box. Below the navigation bar is a 'Member Area' section with a red box around the 'Member Area' link. The main content area contains a welcome message and a world map with a network of nodes connected by lines.

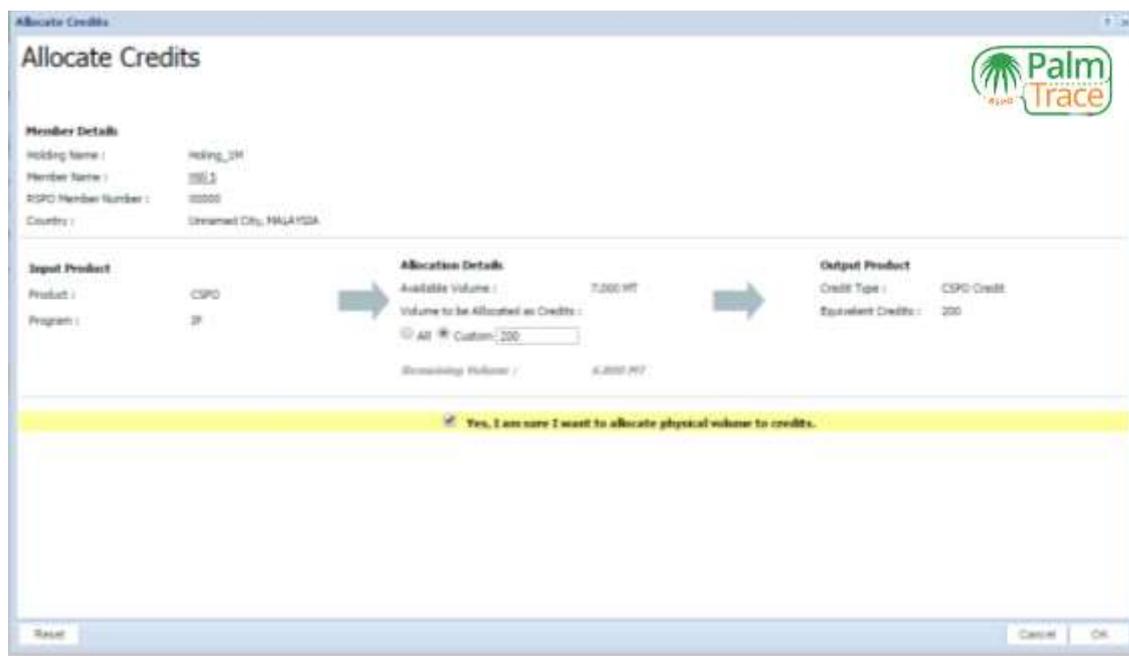
In the Member Area, go to the tab 'Trading&Stock'. Here you find the certified volume for IS-CSP0, IS-CSPKO and IS-CSPKE as given to you by your certification body.



License ID	Valid From	Valid Till	Status
CB42602	21-10-2016	02-10-2017	Active

Product	Program	Certified Volume*	Volume Sold/Removed*	Volume Allocated as Credits*	Remaining Volume*	Trading Activity	Stock Activity
IS-CSPKO	IP	5,000	0	0	5,000		Remove Allocate Credits
IS-CSPKE	IP	5,000	0	0	5,000		Remove Allocate Credits
IS-CSPD	IP	10,000	0	0	10,000		Remove Allocate Credits

In order to make your certified volume available as RSPo Credits, click on the 'Allocate Credits' link.



Allocate Credits

Member Details
 Holding Name: Holding_2H
 Member Name: 0001
 RSPo Member Number: 00000
 Country: Streamed City, MALAYSIA

Input Product
 Product: CSPD
 Program: IP

Allocation Details
 Available Volume: 7,000 MT
 Volume to be Allocated as Credits: 200
 All Custom: 200
 Remaining Volume: 6,800 MT

Output Product
 Credit Type: CSPD Credit
 Equivalent Credits: 200

Yes, I am sure I want to allocate physical volume to credits.

Buttons: Cancel, OK

Indicate the volume you want to allocate to RSPo Credits and confirm by clicking on OK. The allocated RSPo Credits can now be offered on the market or an off market deal can be registered.

Allocate back to physical volume

If you have allocated RSPo Credits, but rather sell your certified volume as physical to a certified mill, you can allocate credits back to physical.

License ID	Valid From	Valid Till	Status
CB42802	21-10-2016	02-10-2017	Active

Product	Program	Certified Volume*	Volume Sold/Removed*	Volume Allocated as Credits*	Remaining Volume*	Trading Activity	Stock Activity
IS-CSPKO	IP	100,000	0	0	100,000		Remove Allocate Credits Allocate back to physical
IS-CSPKE	IP	100,000	0	0	100,000		Remove Allocate Credits
IS-CSPQ	IP	100,000	0	0	100,000		Remove Allocate Credits

Click on the link 'Allocate back to physical', indicate the volume you want to make available for physical sales and confirm by clicking on OK. You can now trade the volume as physical to a certified buyer.

Book and Claim in RSPo PalmTrace

When you have allocated RSPo Credits and want to trade them, go to the Book and Claim section in RSPo PalmTrace. To enter Book and Claim, you have two options.

1. Click on the link 'Credit Trading' in the Member Area under 'Trading&Stock'; or

License ID	Valid From	Valid Till	Status
CB42802	21-10-2016	02-10-2017	Active

Product	Program	Certified Volume*	Volume Sold/Removed*	Volume Allocated as Credits*	Remaining Volume*	Trading Activity	Stock Activity
IS-CSPKO	IP	5,000	0	0	5,000		Remove Allocate Credits
IS-CSPKE	IP	5,000	0	0	5,000		Remove Allocate Credits
IS-CSPQ	IP	10,000	0	0	10,000		Remove Allocate Credits

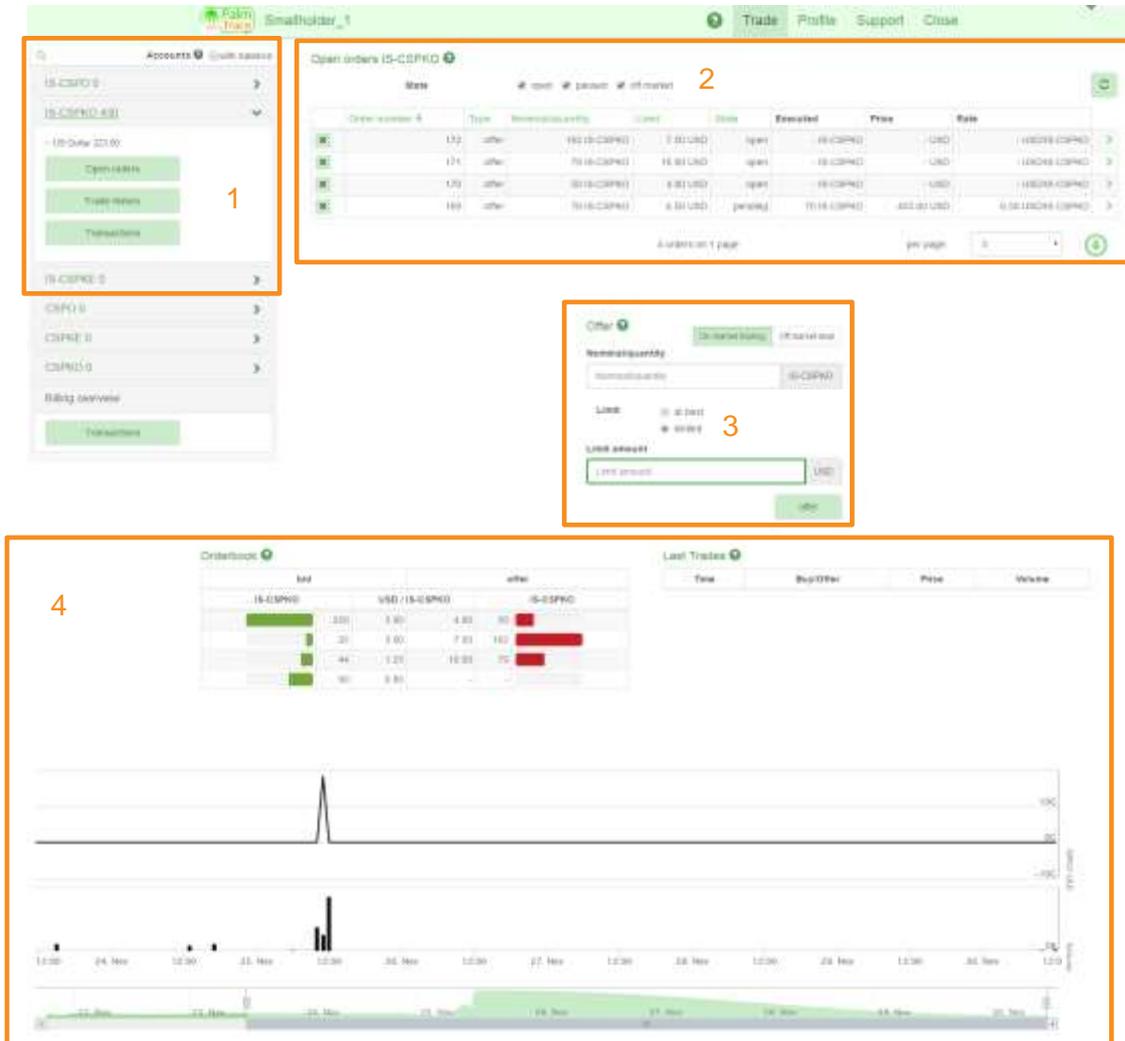
2. Go to the tab 'Book and Claim' after logging in and click on the link to enter.

[Welcome](#) |
 [Become a Member](#) |
 [Traceability System](#) |
 [Online Training Traceability System](#) |
 [Member Directory](#) |
 [CB Directory](#) |
 [Downloads](#) |
 [FAQ](#) |
 [Book and Claim](#)

Trading platform

[Please click here to open Book & Claim in new window.](#)

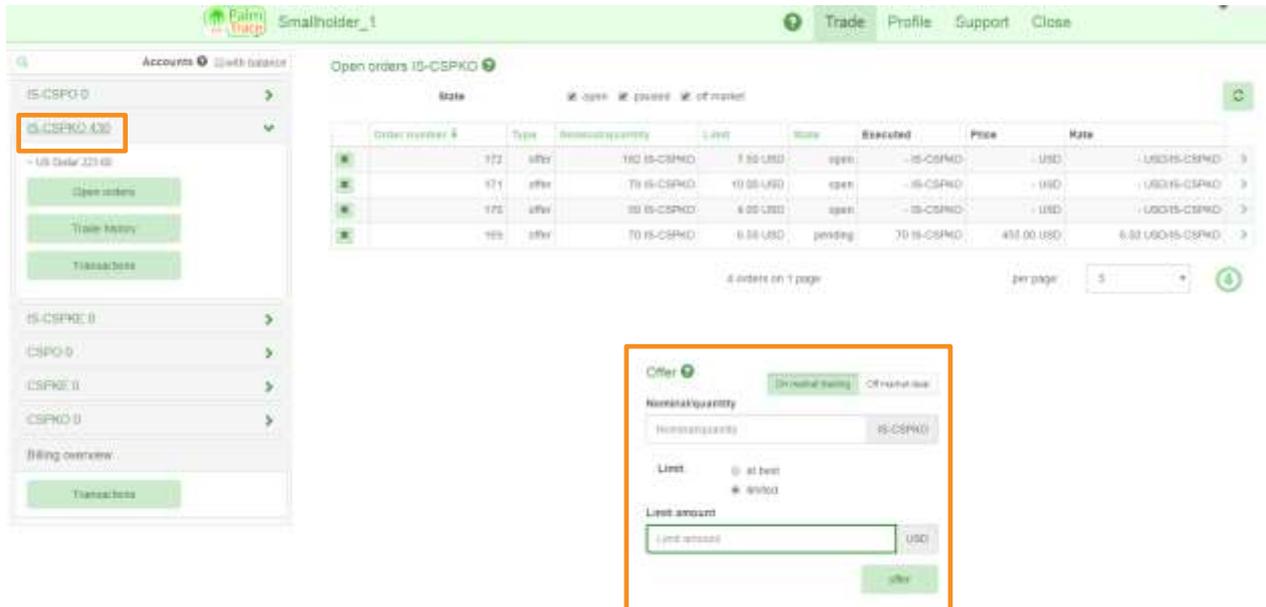
When opening the Book and Claim section, you can start offering your RSPo Credits. Please find below an explanation of the different parts of your start screen



- 1 Switch between the different credit types. See the amount of your allocated credits and perform activities per credit type.
- 2 Overview of your open orders. These are offers for the selected credit type made by you, for which no match has been made yet.
- 3 Place new offers for the selected credit type or register an off market deal. The currency is US Dollars.
- 4 See the latest market information for the selected credit type.

Offer RSPo Credits

In order to offer RSPo Credits on the market, first choose the credit type you want to sell. Make sure you have allocated enough RSPo Credits.



The screenshot shows the PalmTrace RSPo interface. On the left, there is a sidebar with 'Accounts' and 'IS-CSPKO' selected. The main area displays 'Open orders IS-CSPKO' with a table of orders. Below the table, there is an 'Offer' form with the following fields:

Order number	Type	Nominat quantity	Limit	State	Executed	Price	Rate
172	offer	100 IS-CSPKO	7.00 USD	open	- IS-CSPKO	- USD	- USD/IS-CSPKO
171	offer	70 IS-CSPKO	10.00 USD	open	- IS-CSPKO	- USD	- USD/IS-CSPKO
170	offer	30 IS-CSPKO	6.00 USD	open	- IS-CSPKO	- USD	- USD/IS-CSPKO
169	offer	70 IS-CSPKO	6.00 USD	pending	70 IS-CSPKO	400.00 USD	6.00 USD/IS-CSPKO

The 'Offer' form includes:

- Nominat quantity:** Input field with 'IS-CSPKO' selected.
- Limit:** Radio buttons for 'at best' (selected) and 'with'.
- Limit amount:** Input field with 'USD' selected.
- offer** button.

In the 'Offer' section of the selected credit type, please enter the amount of credits you want to sell on the market and indicate the price per credit you would like to receive.

At best – You will sell the RSPo Credits for the best price that is currently offered on the market by credit buyers. An immediate match will be made (unless there is currently no demand for this type of RSPo Credits).

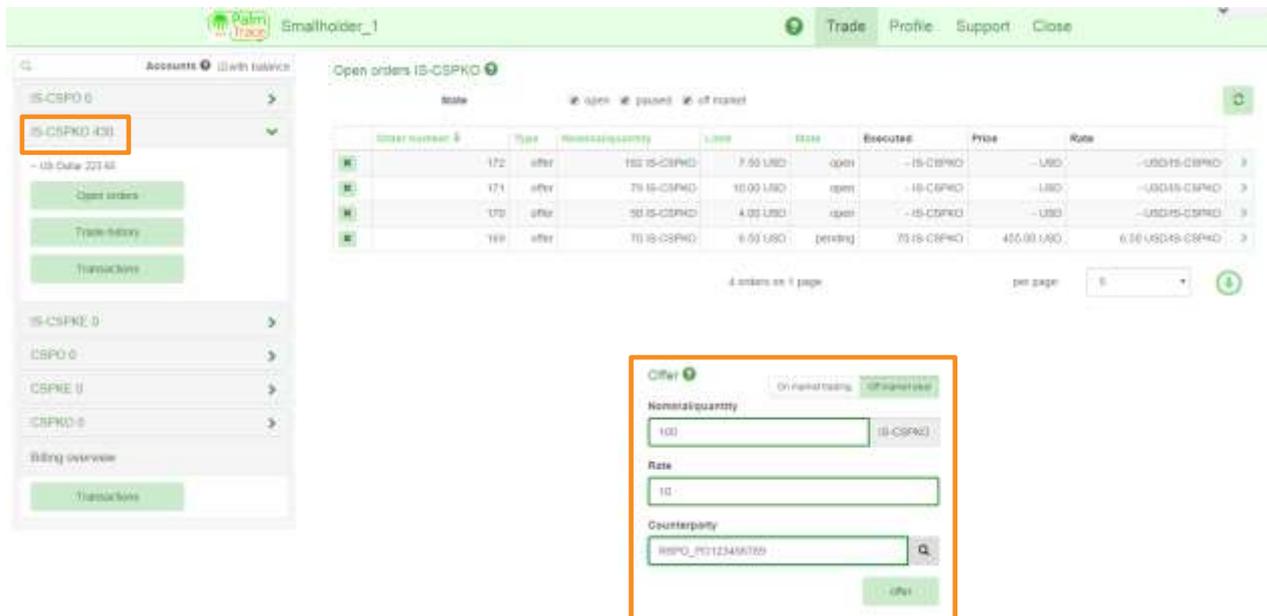
Limited – You can set the price per credit you would like to receive. An immediate match will be made if a credit buyer is currently offering the price you have indicated.

If no immediate match with a credit buyer can be made, your offer will appear under 'Open orders'. Once a credit buyer offers the price you have indicated, a match will be made. In case other credit sellers have placed an offer before you, a 'first in first out' rule applies.

Click on 'Offer' and confirm it. All bids and offers placed on the market are anonymous. Only once a match is made, you will know the identity of the credit buyer.

Register an off market deal

If you have made an off market deal with your preferred credit buyer, either you or the buyer needs to register the off market deal in RSPo PalmTrace.



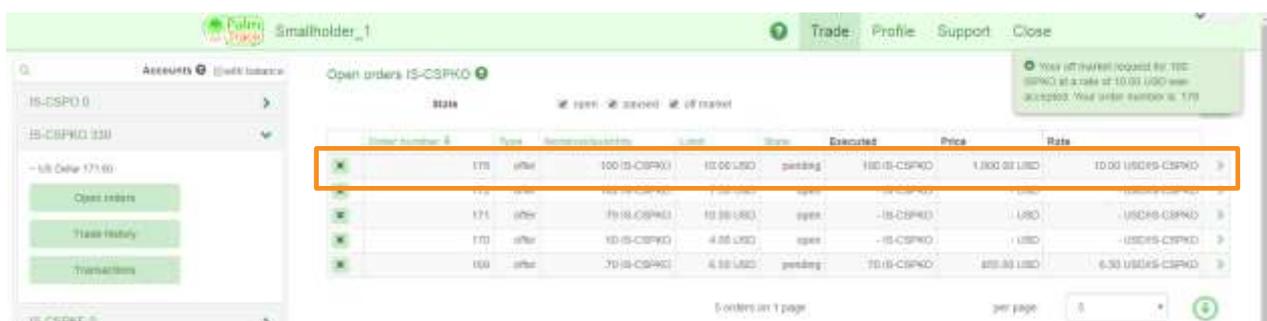
The screenshot shows the 'Offer' form in the PalmTrace interface. The form is titled 'Offer' and includes a dropdown menu for 'On Market Trading' with 'Off Market Deal' selected. The form fields are: 'Nominal quantity' (100), 'Rate' (10), and 'Counterparty' (RSPO_P0123456789). A green 'Offer' button is at the bottom right. In the background, a table of 'Open orders IS-CSPKO' is visible, with the first row highlighted in orange.

Order number	Type	Nominal quantity	Unit	Status	Executed	Price	Rate
172	offer	100 IS-CSPKO	7.50 USD	open	-- IS-CSPKO	-- USD	-- USD IS-CSPKO
171	offer	70 IS-CSPKO	10.00 USD	open	-- IS-CSPKO	-- USD	-- USD IS-CSPKO
170	offer	50 IS-CSPKO	4.00 USD	open	-- IS-CSPKO	-- USD	-- USD IS-CSPKO
169	offer	70 IS-CSPKO	6.50 USD	pending	70 IS-CSPKO	400.00 USD	6.50 USD IS-CSPKO

In order to register an off market deal, first choose the credit type you have sold to your preferred buyer.

In the 'Offer' section of the selected credit type, choose 'Off market deal'. Enter the amount of credits you have sold and the price per credit you have received. Then, please enter the RSPo PalmTrace Member ID of the credit buyer. You can use the search function to look up the buyer by e.g. their company name.

Click on 'Offer' and confirm the off market deal. The buyer will now receive a request that they can accept or deny.



The screenshot shows the 'Open orders IS-CSPKO' table in the PalmTrace interface. The first row is highlighted in orange, indicating a pending off-market deal. A notification banner at the top right states: 'Your off market request for 100 IS-CSPKO at a rate of 10.00 USD was accepted. Your order number is 179'. The table data is as follows:

Order number	Type	Nominal quantity	Unit	Status	Executed	Price	Rate
179	offer	100 IS-CSPKO	10.00 USD	pending	100 IS-CSPKO	1,000.00 USD	10.00 USD IS-CSPKO
178	offer	100 IS-CSPKO	7.50 USD	open	-- IS-CSPKO	-- USD	-- USD IS-CSPKO
171	offer	70 IS-CSPKO	10.00 USD	open	-- IS-CSPKO	-- USD	-- USD IS-CSPKO
170	offer	50 IS-CSPKO	4.00 USD	open	-- IS-CSPKO	-- USD	-- USD IS-CSPKO
169	offer	70 IS-CSPKO	6.50 USD	pending	70 IS-CSPKO	455.00 USD	6.50 USD IS-CSPKO

Until the buyer has accepted or denied the off market deal, you have the possibility to cancel it. You find the transaction under your 'Open orders'. By clicking on the cross you can cancel the pending off market deal.

In case the credit buyer registers the off market deal, you will see a request in your 'Open orders'. You can accept or deny the off market deal.



Order number	Type	Market quantity	Limit	Status	Executed	Price	Rate
180	offer	100 IS-CSPKO	10.00 USD	requested	100 IS-CSPKO	1,000.00 USD	10.00 USD/IS-CSPKO
172	offer	100 IS-CSPKO	7.50 USD	open	-15-CSPKO	-USD	-USD/IS-CSPKO
171	offer	70 IS-CSPKO	10.00 USD	open	-15-CSPKO	-USD	-USD/IS-CSPKO
170	offer	50 IS-CSPKO	4.00 USD	open	-15-CSPKO	-USD	-USD/IS-CSPKO

Cancel an offer

If you have made an offer but want to cancel it, you can do so before a match with a buyer has been made.



Order number	Type	Market quantity	Limit	Status	Executed	Price	Rate
180	offer	100 IS-CSPKO	10.00 USD	requested	100 IS-CSPKO	1,000.00 USD	10.00 USD/IS-CSPKO
170	offer	100 IS-CSPKO	10.00 USD	pending	100 IS-CSPKO	1,000.00 USD	10.00 USD/IS-CSPKO
172	offer	100 IS-CSPKO	7.50 USD	open	-15-CSPKO	-USD	-USD/IS-CSPKO
171	offer	70 IS-CSPKO	10.00 USD	open	-15-CSPKO	-USD	-USD/IS-CSPKO
170	offer	50 IS-CSPKO	4.00 USD	open	-15-CSPKO	-USD	-USD/IS-CSPKO

In order to cancel an offer, go to your 'Open orders' and click on the cross of the order you would like to cancel.

Payment

Upon a match with a buyer, and upon accepting an off market deal, the invoice for the credit buyer is created. The buyer needs to make the payment within 14 days to UTZ, the provider of RSPo PalmTrace. Once the payment has been received, UTZ will transfer the money for your RSPo Credits to you. The credit buyer will receive your RSPo Credits in their Book and Claim account and can claim them.

Trading History, Transactions and Billing Overview



Amount	Date & Time	Type		
-100 IS-CSPKO	2016-12-21 16:19:33	Trade	✓	3
-70 IS-CSPKO	2016-12-21 16:41:07	Trade	✓	3
300 IS-CSPKO	2016-12-21 16:41:07	Trade	✓	3

Select the credit type you want to see your trading history or transactions for.

Trade History – Complete overview of all trading activities performed, including cancelled orders. By clicking on the arrow of a specific trade, you will find more detailed information, e.g. the credit buyer.

Transactions – Overview of your incoming (allocated) and outgoing (sold) credits.

Transactions (Billing overview) – Financial overview of your credit sales.

Your Account

 Smallholder_1 [Trade](#) [Profile](#) [Support](#) [Close](#)

Profile

Name
Smallholder_1

Country
NL

City
Unnamed City

Palmoil account
RSPD_PO1000002824

Account
RSPD_AC100000281E

RSPD number
0-0000-00-000-00

Categories
Independent smallholder

GPS coordinates
GPS coordinates

Subscribed e-mails:

- Buy order executed
- Sell order executed
- Off market deal accepted
- Off market deal requested
- Ready to claim
- Payment sent

Under 'Profile', you can view the details of your account. Here you can choose the email notifications you want to receive. By default, you will receive all email notifications, but by unticking the boxes you can disable certain email types.

Support

 Buyer_1 Trade Profile Support Close

Questions?

Contact our support team via the form below, mentioning your member ID (example: RSPO_PO0123456789). We will get back to you as soon as possible. You can also reach us via phone at: +31 20 820 8968 (European working hours) or via email at palmtr@support@rpfz.org

B *I* Toggle HTML

Send

If you have questions regarding the usage of RSPo PalmTrace, you can send a message to our support team via the Support form.
Alternatively, you can reach the support team via [email](#) or telephone (+31 20 820 8968).