



Full Stakeholder OCP Training Webinar Question & Answer

July 30th 2014 (Early Session)

Q: How can it work in real time? Most invoices arrive several weeks after a delivery?

A: The certificate holder can choose to enter the FSC purchases as soon as the invoice is received or upon delivery, based on the delivery documentation. Alternatively, there can be an agreement that the supplier enters their FSC sales to the customer. The supplier can enter the FSC sales into the OCP upon transaction as well. We will revise our communication on this to better describe what we mean by 'real time'.

Q: Will tell us about checking claims?

A: Good reminder. We'll demo checking claims for the next webinar. Please go [here](#) and find a screenshot guide if you want to learn more of checking claims.

Note: Claims will be auto-accepted after 14 days, and the OCP will notify users of any accepted claim that fall outside the scope of supplier's certificate.

Q: I am very concerned – for example in Uruguay there is only one pulp mill – therefore if your product contains pulp from Uruguay then everyone will know your supplier.

A: The [FSC-DIR-40-004](#), Advice 40-004-010 (page 19) states that upon request, FSC certified suppliers shall provide customers with the species and country of harvest regarding FSC certified and FSC Controlled Wood timber or timber products subject to compliance with applicable timber legality legislations. The OCP will be a tool to meet this requirement and only supports policy that is required to be met by certificate holders.

If stakeholders feel this is an issue, then it is recommended that they provide input when the draft COC standard is released for stakeholder consultation in August.