



## Full Stakeholder OCP Training Webinar Question & Answer May 7 2014 (Late Session)

Q: Is there a possibility for members within a group certificate to get their own account and will they be able to use the OCP similar as a single certified company? Furthermore: do they only see their own records within the OCP?

A: Yes, great question. Multi-site & Group Members will have their own personal OCP account. Other members of that certificate cannot see any of the other member's accounts. The group coordinator or multi-site coordinator may have access to all members' accounts and can determine how the members use their accounts (eg: each member manages their own OCP account or the group manager/multi-site coordinator manages all accounts).

Q: Is there notification to all partners in a multi-level supply chain if any of the parties that supply chain lose their certification?

A: No, users of the OCP only receive scope/status updates of suppliers that they are connected to. So, if a group member wants to receive updates of status/scope of other group members, the group member needs to "connect" to that other group member.

Q: What happens if parts of the order are rejected by company B, company A's invoice will be different than company B's?

A: If the invoice changes and the invoiced items were already entered into the OCP, then either trading party can update the OCP entry, which will be reflected in both accounts.

Q: If a claim % is not communicated with the Supplier to customer can we just list as FSC mixed?

A: "FSC Mix" is not usually a proper FSC claim (only in certain small circumstances). Typically an FSC-Mix claim needs a percentage or "credit listed after it: FSC Mix Credit or FSC Mix x%. The OCP will ask for the full proper FSC claim.

Q: I know that it has said that entering customer sales is optional as certified customers will enter their own. If we want to use the output for the volume summary and we have customers that are not part of the chain of custody is there a way in the OCP that we can show that information?

A: Yes! There will be a "non-certified customer" bucket account where you can enter all of your FSC certified sales to non-certified customers.



Q: If you can only see "one-level" in either direction in the supply chain, how will a forest manager "see" the claims that are being entered by a mill if the wood is being sold to a logger and then to the mill?

A: In this case, the FM certificate will only see who they are selling too (the logger, or the mill, whichever they sell directly to). However, in this specific scenario, if the mill chooses, they will be able to enter their FSC claim from the logger, and also type in the FM's code (if known) so the claim will pass through the loggers account to the FM too. This is not typically how the OCP works, but will be an option in the future. We have been given feedback from several mills that they would like to do this so we are adding it as a feature to the OCP. The default will be that the mill only enters the claim from their supplier (but with the option of adding the FM too).

Q: Will this Webinar be offered again for others who could not join today?

A: Yes, go to the webinar section of this page to register for future webinars: <http://ocp-info.fsc.org/using-the-ocp-and-resources/>

Q: ASI will have access?

A: ASI only has access if there is a formal complaint and the CH will have control over giving ASI access to their specific OCP account.

Q: Is the species and country of harvest mandatory?

A: Species & country of harvest is only required if the CH is buying from an FM certified, or from a supplier who is selling a product from their Controlled Wood Risk Assessment.

Q: Is there an easier way to enter suppliers than manually? We have hundreds of FSC suppliers.

A: Yes, we are building an excel sheet upload option to connect to suppliers. This is not currently in the OCP today but will be added in the future.

Q: What if company B never submits the claim for company A to approve?

A: Right now, there is no requirement to enter claims into the OCP, so there would be no ramifications. However, if entering claims is mandatory, and the buyer does not enter the claims from the seller, then the buyer would potentially be issued a CAR from their auditor.