MSPO TRACE – TRACEABILITY MODULE
FREQUENTLY ASKED QUESTIONS (FAQ)

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PART 1: ACCOUNT REGISTRATION

QUESTION 1. Who should register for MSPO Trace account?

ANSWER

Only MSPO SCCS certified entities are required to have an account.

MSPO SCCS certified entities are organisations which process, manufacture, supply and/or export palm oil products using raw materials originating from MSPO certified oil palm planted area and/or take legal ownership and physically handle MSPO certified palm oil products throughout the supply chain. Therefore, the categories are as follows: -

1. Palm Oil Mill
2. Palm Oil Refinery
3. Oleochemical Plant
4. Biodiesel Plant
5. Others

QUESTION 2. How to register for MSPO Trace account?

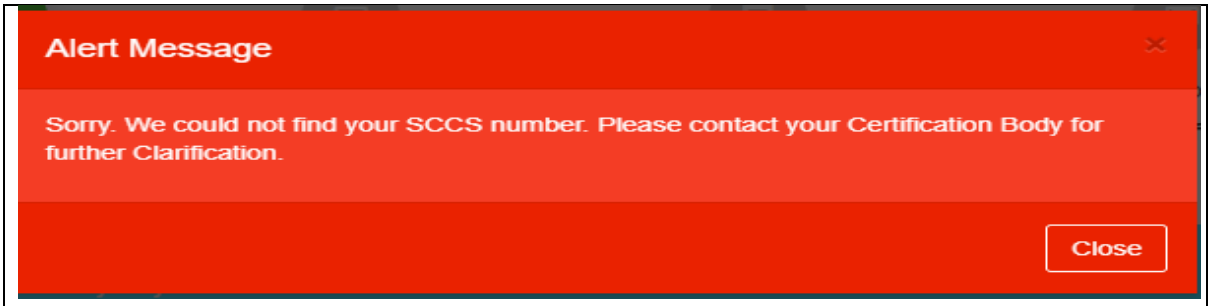
ANSWER

SCCS certified entities must go to link the below:

https://mspotrace.org.my/Mspo_Registration

Key in the MSPO SCCS certificate number and follow the instructions from the website.

QUESTION 3. What to do when MSPO SCCS certificate number is not found as the alert below?



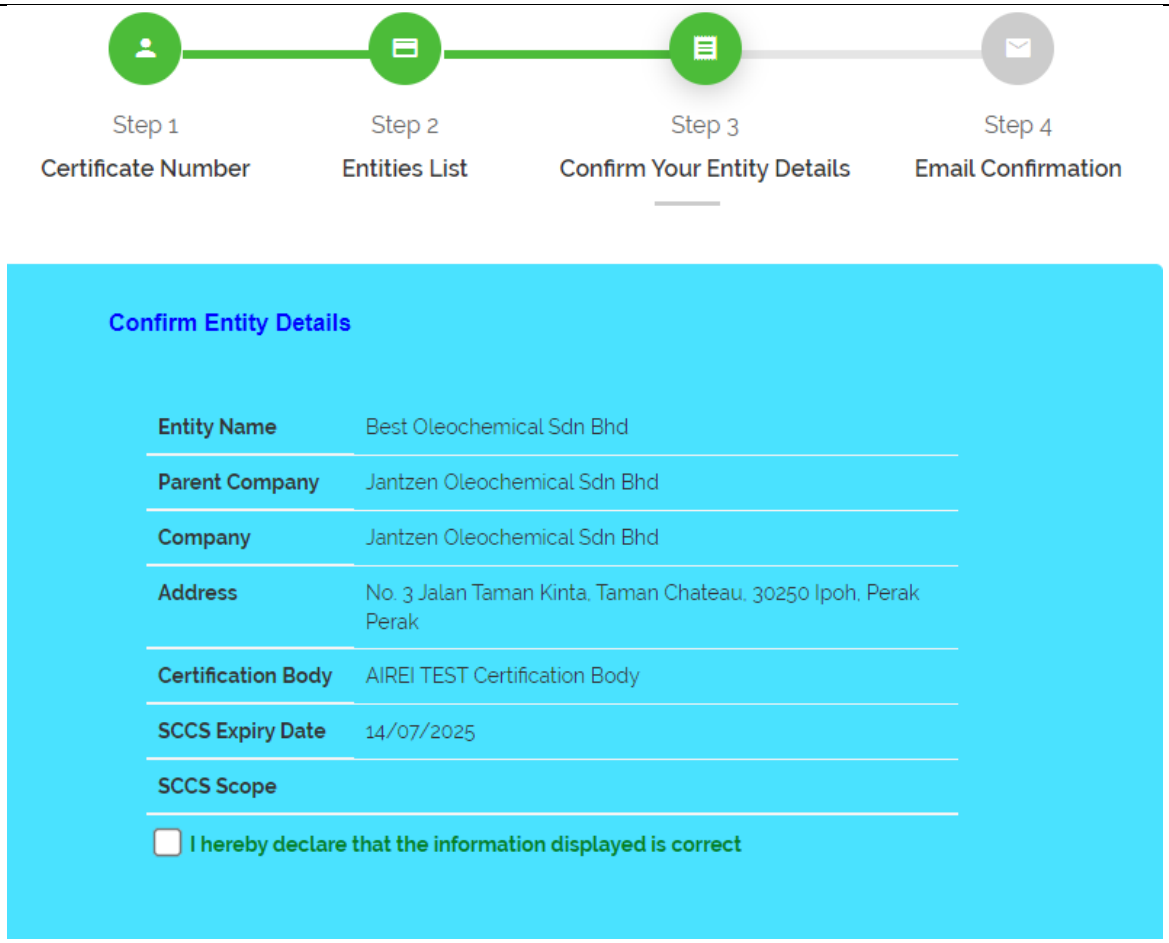
POSSIBLE REASONS

1. The certificate number that was keyed-in is not the same as that reported by CB in the system.
2. Your organisation has yet to be entered into the MSPO Trace system by your ACBs.
3. The ACB has entered your organization into the system but is pending review and approval from MPOCC.

ACTION TO BE TAKEN BY USER

1. Contact your ACB to make sure the certificate number is identical as reported in MSPO Trace.
2. If it is pending MPOCC review, please wait until it is approved.

QUESTION 4: Information about your organisation as shown in the "Confirm Your Entity Details" step is inaccurate.



REASONS
ACB has reported the information wrongly into the MSPO Trace system.

ACTION TO BE TAKEN BY USER
Contact your ACB to amend the inaccurate information. The inaccurate information can also be amended later once you have registered and logged-in under the "Organisation Information" tab.

QUESTION 5. User has successfully registered but has not received the email for account information

REASON
User keyed-in a wrong email address.

ACTION TO BE TAKEN BY USER
Email MPOCC and request for the login account information by providing your organisation institution ID and the correct Person In Charge (PIC) email address.

PART 2: PROCESSING FACILITIES RESPONSIBILITIES

QUESTION 1. What are the processing facilities' responsibilities in the MSPO Trace system?

ANSWER

SCCS System User Responsibilities

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Category	Palm Oil Mill	Refinery	Oleochemicals	Biodiesels	End product manufacturer (others)
Compulsory starting 1 September 2020					
Responsibilities	1. Report monthly MSPO Certified production and stock of PK and CPO 2. Upload monthly MSPO certified and non-certified FFB receiving list 3. Update supplier and buyer information 4. Declare MSPO sales transaction	**September data must be uploaded/reported before 7 October 2020** 1. Update supplier and buyer information 2. Declare MSPO sales transaction within 30 days after transaction occurs	1. Update supplier and buyer information 2. Declare MSPO sales transaction within 30 days after transaction occurs	1. Update supplier and buyer information 2. Declare MSPO sales transaction within 30 days after transaction occurs	1. Update supplier and buyer information 2. Declare MSPO sales transaction within 30 days after transaction occurs

PART 3: SUPPLIER AND BUYER REGISTRATION

QUESTION 1. Must non-certified suppliers and buyers be registered?

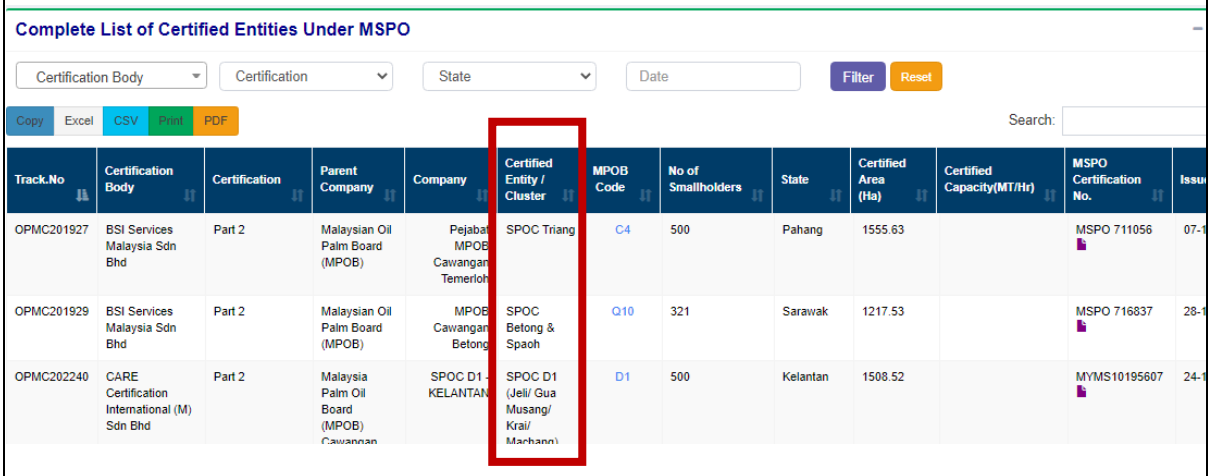
ANSWER

1. Palm Oil Mills must register all FFB suppliers (certified and non-certified).
2. All SCCS user categories must register their certified suppliers and buyers.
3. All SCCS user categories must register their non-certified buyers if the non-certified buyer request for MSPO certified products, to make sales announcement.

QUESTION 2. Company to be registered cannot be found in the supplier/buyer search field.

REASONS

1. The company has not yet been reported in the system or has not yet been certified.
2. The organisation's certification information is still under review by MPOCC.
3. User did not search using the certified entity's name (see in red box below).



Track.No	Certification Body	Certification	Parent Company	Company	Certified Entity / Cluster	MPOB Code	No of Smallholders	State	Certified Area (Ha)	Certified Capacity(MT/Hr)	MSPO Certification No.	Issu
OPMC201927	BSI Services Malaysia Sdn Bhd	Part 2	Malaysian Oil Palm Board (MPOB)	Pejabat MPOB Cawangan Temerloh	SPOC Triang	C4	500	Pahang	1555.63		MSPO 711056	07-1
OPMC201929	BSI Services Malaysia Sdn Bhd	Part 2	Malaysian Oil Palm Board (MPOB)	MPOB Cawangan Betong	SPOC Betong & Spaoh	Q10	321	Sarawak	1217.53		MSPO 716837	28-1
OPMC202240	CARE Certification International (M) Sdn Bhd	Part 2	Malaysia Palm Oil Board (MPOB) Cawangan	SPOC D1 - KELANTAN	SPOC D1 (Jeli/ Gua Musang/ Krai/ Machang)	D1	500	Kelantan	1508.52		MYMS10195607	24-1

ACTION TO BE TAKEN BY USERS

1. Always search the organisation in supplier/buyer registration using certified entity's name by referring to MSPO Trace website under the OPMC Certified List Tab.
2. If the issue still persists, please email MPOCC with a copy of the organisation's MSPO certificate.

QUESTION 3. WHAT TO DO IF THE ORGANISATION TO BE REGISTERED HAS BEEN CERTIFIED BUT IS STILL UNDER REVIEW BY MPOCC FOR APPROVAL?

ACTION TO BE TAKEN BY USERS

Users are allowed to register suppliers/ buyers that are not yet listed in MSPO Trace in the following month's data report.

QUESTION 4. The supplier/buyer is found in the system, however, the organisation's MSPO certificate number or MPOB license number is missing.

REASONS 1. For SPOCs, the independent smallholder is still in the process of applying for MPOB license. 2. ACB may have missed out the information during client reporting
ACTION TO BE TAKEN BY USERS 1. Proceed with the registration if the MSPO certificate number and the other organisation's details are correct. 2. Inform MPOCC via email regarding the missing information.

PART 4: PALM OIL MILL MONTHLY REPORT SUBMISSION

QUESTION 1. Unable to upload the FFB receiving excel list template

REASONS 1. User has keyed-in or amended information in any other columns besides Column F. 2. New addition of suppliers.
ACTION TO BE TAKEN BY USER 1. Do not key-in or amend any information in the excel sheet, except for the weight in Column F. 2. Ensure that all suppliers are registered before downloading the excel template. If there is an addition of a new supplier, please re-download the FFB receiving list template for reporting.

QUESTION 2. A Mill receives certified FFB from MSPO certified suppliers but does not produce MSPO certified CPO and PK because there is no demand from buyers. What should be filled in the monthly certified CPO and PK production volume tab?

ANSWER The mill still produces MSPO certified CPO & PK. Thus, the production volume for certified CPO and PK in MSPO Trace is based on the total certified FFB received weight declared for the month, times average OER of the month. ***Note: This volume is not a reference for the company's internal accounting system.***

QUESTION 3. How to declare FFB received that were supplied by a private grower who has only 1 MSPO certified area/estate but claims that it has 2 plantation divisions and supply to the mill as a separate entity?

ANSWER Please register the non-certified estate or division as a different entity in the non-certified supplier registration tab. FFB received from certified site and not certified site certified should be identified and reported into the system separately.

QUESTION 4. How to report FFB received from multiple certified estates in one delivery?

ANSWER FFB received weight should be reported separately by individual estate. For Group certification, all estates under the grouping must be filled up in the excel sheet. Hence, the weight of FFB received from each individual estate is required.

QUESTION 5. I have accidentally uploaded the wrong FFB excel list and certified CPO/PK Production. How do I delete the report?

ANSWER

Scroll down in the Monthly Declaration tab and click on the "red bin" icon on the right-hand side of the monthly declaration list that you would want to delete. *Please ensure the final report of each month is uploaded before the 8th day of the following month.*

MONTHLY DECLARATION LIST

Copy Excel CSV PDF Print Search:

#	Year	Month	Total FFB Received	Amount of certified FFB	Amount of non-certified FFB	% of certified FFB	% of non-certified FFB	Certified CPO Production Volume	Certified PK Production Volume	Action
1	2020	Jul	2,957.95	1,772.75	1,185.20	59.93	40.07	1.00	1.00	
2	2020	Jun	504.75	269.20	235.55	53.33	46.67	2.00	2.00	
3	2020	May	156.00	96.00	60.00	61.54	38.46	11.00	11.00	
4	2020	Apr	210.00	92.00	118.00	43.81	56.19	12,122.00	11,111.00	
5	2020	Mar	1,300.00	800.00	500.00	61.54	38.46	100.00	100.00	
6	2020	Feb	738.00	492.00	246.00	66.67	33.33	12.00	12.00	
7	2020	Jan	500.00	400.00	100.00	80.00	20.00	200.00	100.00	
8	2019	Jun	2,957.95	1,772.75	1,185.20	59.93	40.07	22.00	22.00	

PART 5: MSPO SALES ANNOUNCEMENT

QUESTION 1. What is MSPO sales?

ANSWER
Any sale that requests for MSPO certified products and is mentioned as such in the sales contract.

QUESTION 2. Are all products received from a MSPO certified supplier considered as MSPO sales, and should a MSPO sales announcement be made?

ANSWER
No. Only sales involving MSPO certified products as mentioned in the sales contract must be conducted with a MSPO sales announcement.

QUESTION 3. Can the MSPO sales announcement with the same contract number be made only once for the whole month?

ANSWER
No. MSPO sales announcement must be announced daily, even though it is within the same contract.

QUESTION 4. A sale of MSPO product under the same contract is delivered multiple times on the same day. Can these deliveries be announced together in one sale announcement?

ANSWER
Yes. MSPO sales announcement under the same contract can be announced with the total volume dispatched for that day.

QUESTION 5. Which weight should be reported in the MSPO Sales announcement? Buyer's weight or seller's weight?

ANSWER
Buyer weight. It is advisable to confirm with the buyer their received weight before making any MSPO Sales announcement.

QUESTION 6. What should be filled in the "Transportation Details" if the mode of transport for a delivery is by tanker or lorry?

Transportation Details

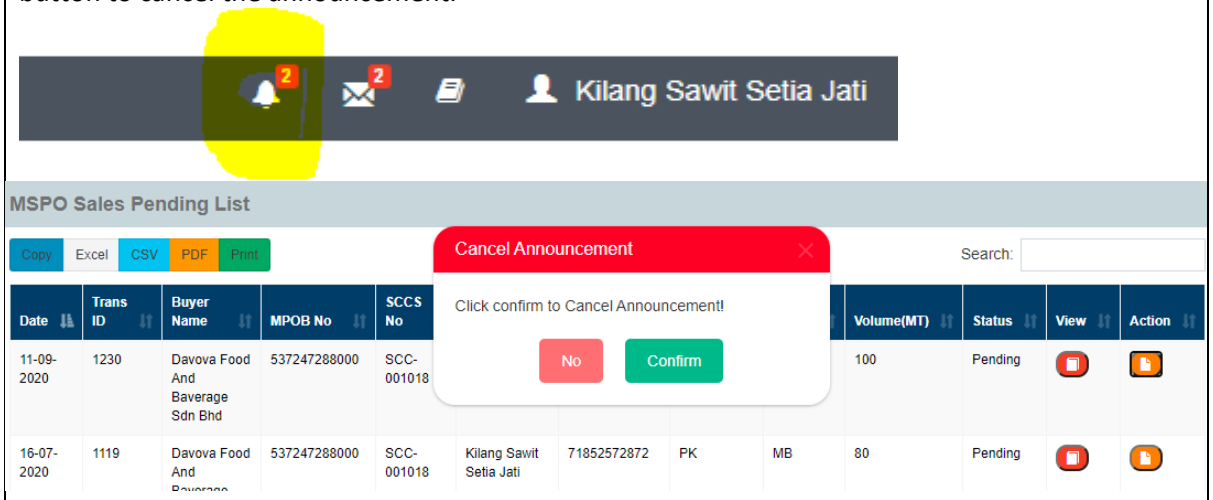
Transport Mode :		Delivery Period :	
Delivery Order No :		BL.No :	
Port of Loading :		Port of Discharging :	

ANSWER
For delivery by tanker or lorry, only the Transport Mode, Delivery Period and Delivery Order Number details should be filled. Bill of Lading (BL) Number, Port of Loading and Port of Discharging are only required for transportation by shipment.

QUESTION 7. How to delete the unconfirmed sales announcement made?

ANSWER

Please go to the “bell icon” on top right corner of your account, and then click the orange action button to cancel the announcement.



PART 6. REFINERY, BIODIESEL, OLEOCHEMICAL AND OTHER CATEGORY PRODUCTS AND STOCKS

QUESTION 1. How to make sales announcement if product stock is zero?

ANSWER
User must buy from their supplier(s) through the MSPO Sales Announcement to replenish their stock.

QUESTION 2. How to make sales announcement for products that are not listed in the account?

ANSWER
Please email MPOCC the details of the type of product and the conversion yield (applicable for refinery only).

PART 7. REFINERY CONVERSION YIELD

QUESTION 1. What conversion yield should be used in MSPO Trace, actual or standard yield?

ANSWER
Actual yield.