

BOOK AND CLAIM IN RSPO PalmTrace

For Credit Buyers

Version June 2017



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Introduction

Since 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 the purchase of 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 purchasing RSPO Credits², you need to

1. Be a member of the RSPO
2. Be registered in [RSPO PalmTrace](#) ('Palm Oil Registration')³
3. Set up UTZ as a supplier with the following details

Beneficiary Name: UTZ B.V.
Bank Account Number: 409186651
IBAN: NL63ABNA0409186651
SWIFT / BIC: ABNANL2A
Bank Name: ABN AMRO BANK N.V.
Bank Address: Gustav Mahlerlaan 10, 1082 PP, Amsterdam, Netherlands

UTZ B.V.
De Ruyterkade 6 bg
1013 AA Amsterdam
The Netherlands
Phone: +31 20 530 8000
VAT No.: NL852214923B01
Email Address: palmoil.support@utz.org

4. Fill in the [set-up form](#) for RSPO credit buyers to request access to Book and Claim; and

Send the completed set-up form 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 Please note that if you intend to purchase RSPO NEXT Credits, the RSPO Secretariat will evaluate if the eligibility criteria for RSPO NEXT are met.

³ 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.



[Welcome](#) [Become a Member](#)

Welcome

Username

Password

Remember Me ☐


Live Support
ONLINE

Live Chat Software by Kayako

[Forgot your password](#)

Once you have finalized the [set-up](#) of your account, you can enter the Book and Claim section in RSPO PalmTrace.

Go to the tab 'Book and Claim' and click on the link to enter.



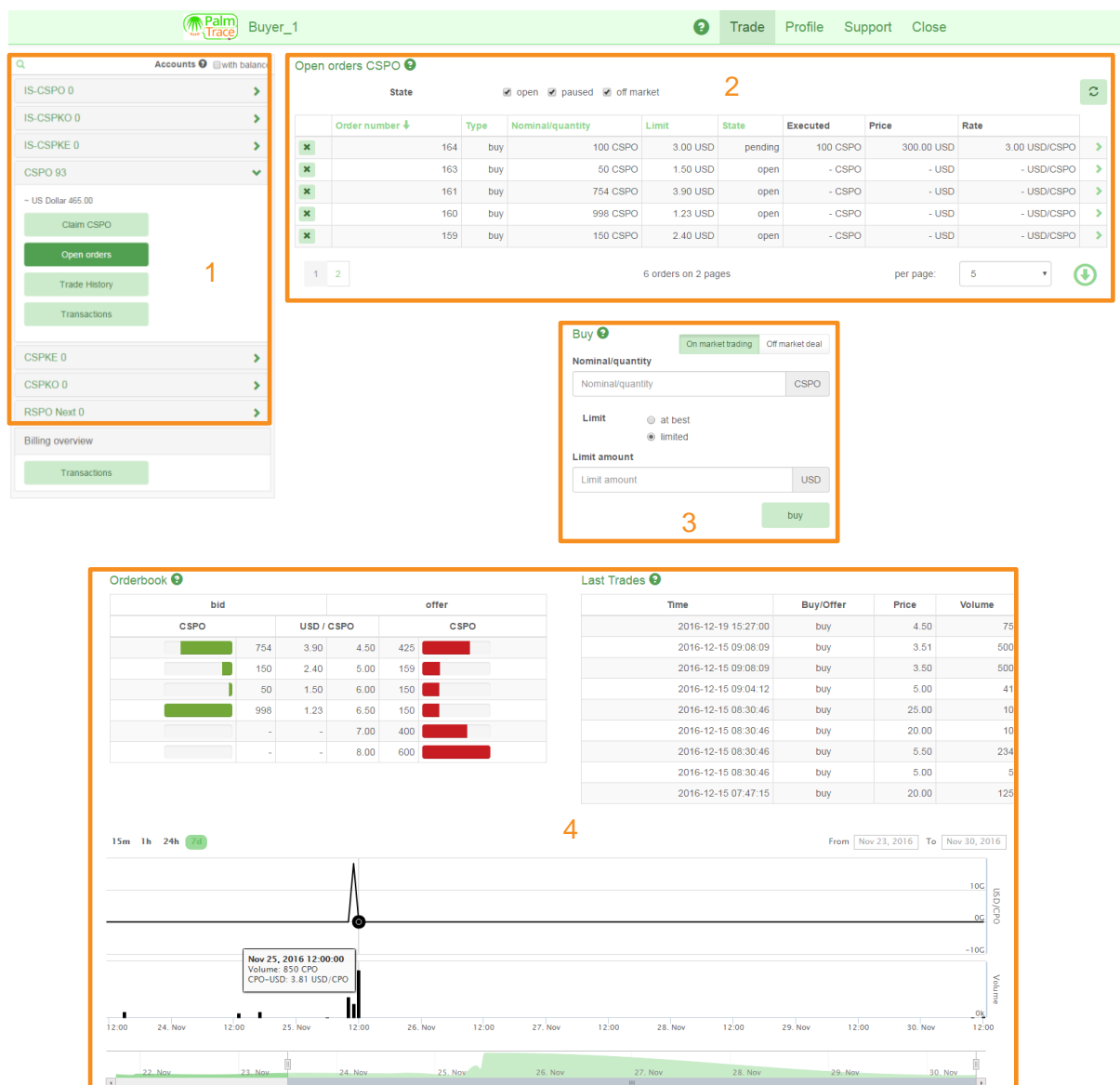
[Welcome](#) [Become a Member](#) [Traceability System](#) [Online Training Traceability System](#) [Member Directory](#) [CB Directory](#) [Downloads](#) [FAQ](#) [Book and Claim](#)

Trading platform

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

Book and Claim in RSPO Palm Trace

In the Book and Claim section, you can start purchasing RSPO Credits. Please find below an explanation of the different parts of your start screen.



1. Accounts

- IS-CSPO 0
- IS-CSPKO 0
- IS-CSPKE 0
- CSPO 93
 - US Dollar 465.00
 - Claim CSPO
 - Open orders
 - Trade History
 - Transactions
- CSPKE 0
- CSPKO 0
- RSPO Next 0
- Billing overview
- Transactions

2. Open orders CSPO

State: ☒ open ☐ paused ☐ off market

Order number	Type	Nominal/quantity	Limit	State	Executed	Price	Rate
164	buy	100 CSPO	3.00 USD	pending	100 CSPO	300.00 USD	3.00 USD/CSPO
163	buy	50 CSPO	1.50 USD	open	- CSPO	- USD	- USD/CSPO
161	buy	754 CSPO	3.90 USD	open	- CSPO	- USD	- USD/CSPO
160	buy	998 CSPO	1.23 USD	open	- CSPO	- USD	- USD/CSPO
159	buy	150 CSPO	2.40 USD	open	- CSPO	- USD	- USD/CSPO

6 orders on 2 pages per page: 5

3. Buy

On market trading Off market deal

Nominal/quantity: CSPO

Limit: ☐ at best ☒ limited

Limit amount: USD

buy

4. Orderbook and Last Trades

Orderbook

bid		offer	
CSPO	USD / CSPO	CSPO	USD / CSPO
754	3.90	425	4.50
150	2.40	159	5.00
50	1.50	150	6.00
998	1.23	150	6.50
-	-	400	7.00
-	-	600	8.00

Last Trades

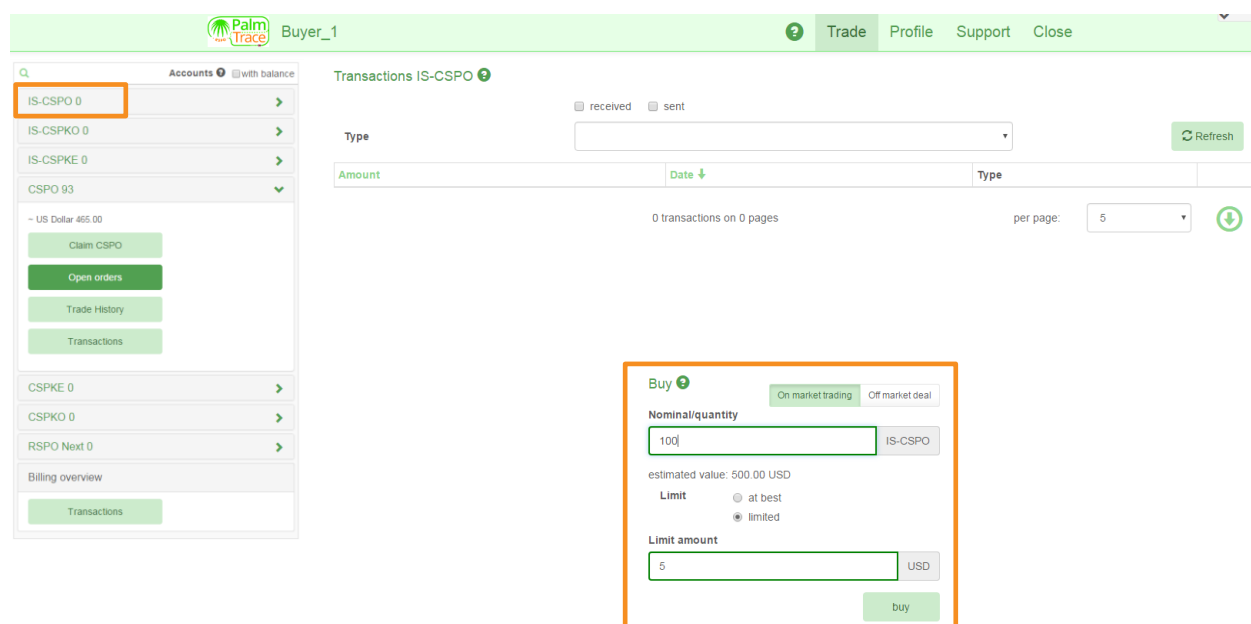
Time	Buy/Offer	Price	Volume
2016-12-19 15:27:00	buy	4.50	75
2016-12-15 09:08:09	buy	3.51	500
2016-12-15 09:08:09	buy	3.50	500
2016-12-15 09:04:12	buy	5.00	41
2016-12-15 08:30:46	buy	25.00	10
2016-12-15 08:30:46	buy	20.00	10
2016-12-15 08:30:46	buy	5.50	234
2016-12-15 08:30:46	buy	5.00	5
2016-12-15 07:47:15	buy	20.00	125

Market Chart

Nov 25, 2016 12:00:00
Volume: 850 CPO
CPO-USD: 3.81 USD/CPO

- 1 Switch between the different credit types. You see the amount of already purchased credits and you can perform activities per credit type.
- 2 Overview of your open orders. These are bids for the selected credit type made by you, for which no match has been made yet.
- 3 Place new bids 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.

Purchase RSPo Credits



The screenshot shows the PalmTrace Buyer_1 interface. On the left, a sidebar lists various credit types: IS-CSPO 0 (highlighted with an orange box), IS-CSPKO 0, IS-CSPKE 0, CSPO 93, CSPKE 0, CSPKO 0, and RSPo Next 0. Below these are buttons for 'Claim CSPO', 'Open orders', 'Trade History', and 'Transactions'. The main area is titled 'Transactions IS-CSPO' and includes a 'Type' dropdown, a 'Refresh' button, and a table with columns for 'Amount', 'Date', and 'Type'. Below the table, it states '0 transactions on 0 pages' and 'per page: 5'. A 'Buy' modal is open, showing 'On market trading' and 'Off market deal' tabs. The 'Nominal/quantity' field is set to '100' and 'IS-CSPO'. The 'estimated value' is '500.00 USD'. The 'Limit' section has radio buttons for 'at best' (selected) and 'limited'. The 'Limit amount' field is set to '5' and 'USD'. A 'buy' button is at the bottom right of the modal.

In order to purchase RSPo Credits on the market, first choose the credit type you want to buy.

In the 'Buy' section of the selected credit type, please enter the amount of credits you want to purchase and the price per credit you would like to pay. Please note that next to the price per credit, an additional fee might be applicable. For more information on the fees, please consult the [RSPo website](#).

At best – You will purchase the RSPo Credits for the best price that is currently available on the market. An immediate match will be made (unless no RSPo Credits are offered).

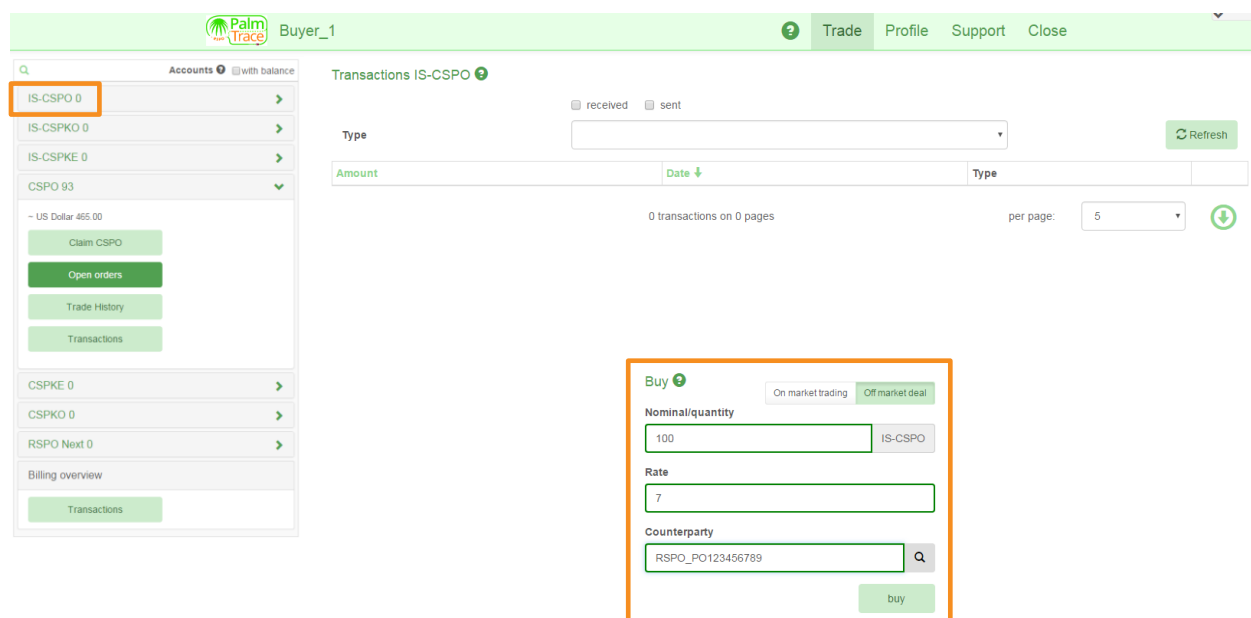
Limited – You can set the maximum price per credit. An immediate match will be made if a credit seller is offering credits for the same (or lower) price you have indicated.

If no immediate match with a credit seller can be made, your bid will appear under 'Open orders'. Once a credit seller offers RSPo credits for the same (or lower) price, a match will be made. In case other credit buyers have placed a bid before you, a 'first in first out' rule applies.

Click on 'Buy' and confirm your bid. All bids and offers placed on the market are anonymous. Only once a match is made, you will know the identity of the credit seller.

Register an off market deal

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



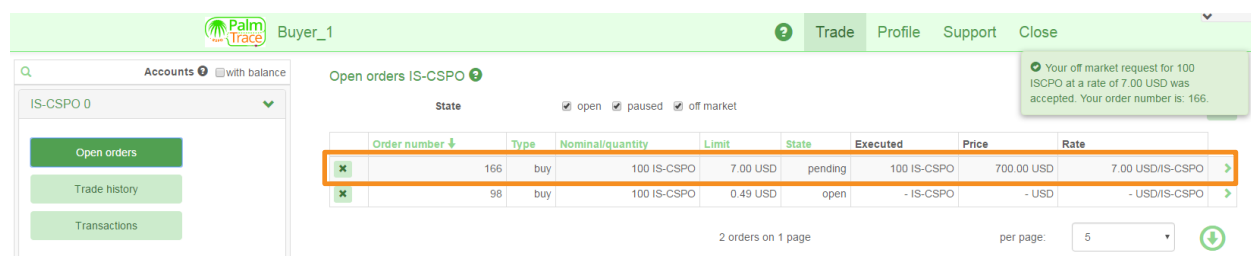
The screenshot shows the PalmTrace interface for a user named 'Buyer_1'. On the left, there is a sidebar with a search bar and a list of accounts. The 'IS-CSPO 0' account is selected and highlighted with an orange box. Below the account list, there are buttons for 'Claim CSPO', 'Open orders', 'Trade History', and 'Transactions'. The main area displays 'Transactions IS-CSPO' with a filter for 'received' or 'sent' and a 'Type' dropdown. Below this, there is a table with columns 'Amount', 'Date', and 'Type'. The table shows '0 transactions on 0 pages'. To the right of the table, there is a 'Buy' section with two tabs: 'On market trading' and 'Off market deal'. The 'Off market deal' tab is selected. Below the tabs, there are input fields for 'Nominal/quantity' (100), 'Rate' (7), and 'Counterparty' (RSPO_PO123456789). A 'buy' button is at the bottom right of the 'Buy' section.

In order to register an off market deal, first choose the credit type you have bought from your preferred seller.

In the 'Buy' section of the selected credit type, choose 'Off market deal'. Enter the amount of credits you have purchased and the price per credit you have paid. Please note that next to the price per credit, an additional fee might be applicable. For more information on the fees, please consult the [RSPO website](#).

Then, please enter the RSPO PalmTrace Member ID of the credit seller. You can use the search function to look up the seller by e.g. their company name.

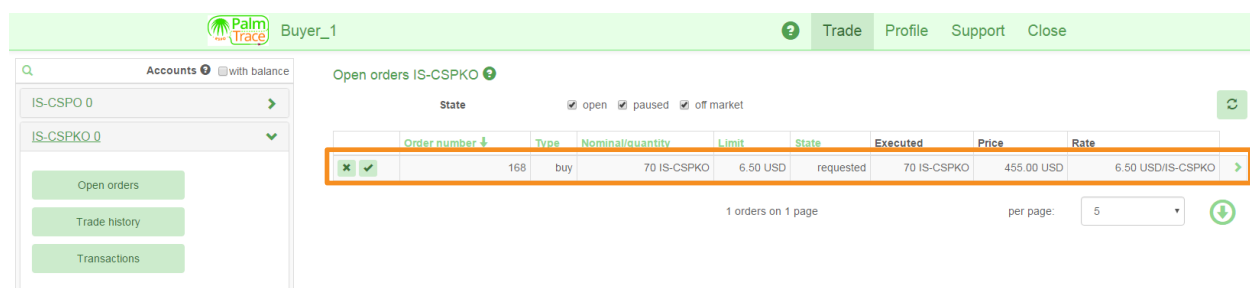
Click on 'Buy' and confirm the off market deal. The seller will now receive a request that they can accept or deny.



The screenshot shows the PalmTrace interface for a user named 'Buyer_1'. On the left, there is a sidebar with a search bar and a list of accounts. The 'IS-CSPO 0' account is selected. Below the account list, there are buttons for 'Open orders', 'Trade history', and 'Transactions'. The main area displays 'Open orders IS-CSPO' with a filter for 'open', 'paused', or 'off market'. Below this, there is a table with columns 'Order number', 'Type', 'Nominal/quantity', 'Limit', 'State', 'Executed', 'Price', and 'Rate'. The table shows two orders. The first order is highlighted with an orange box. A green notification box in the top right corner states: 'Your off market request for 100 ISCSPO at a rate of 7.00 USD was accepted. Your order number is: 166.'

Order number	Type	Nominal/quantity	Limit	State	Executed	Price	Rate
166	buy	100 IS-CSPO	7.00 USD	pending	100 IS-CSPO	700.00 USD	7.00 USD/IS-CSPO
98	buy	100 IS-CSPO	0.49 USD	open	- IS-CSPO	- USD	- USD/IS-CSPO

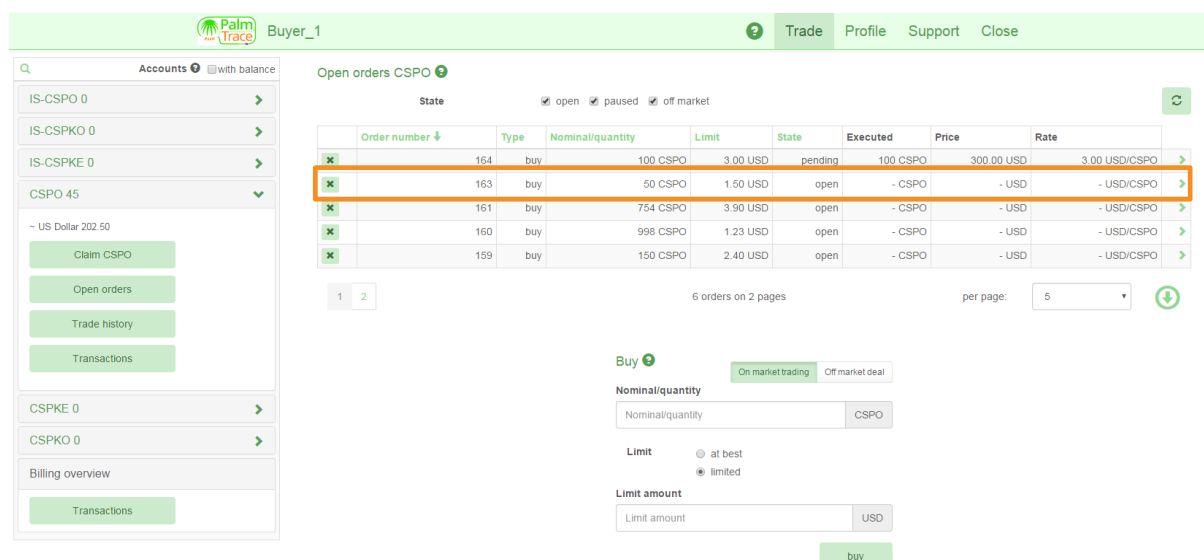
Until the seller has accepted or denied the off market deal, you have the possibility to cancel it. You find the transaction under your 'Open orders'. By clicking on the cross you can cancel the pending off market deal.



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

Cancel a bid

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



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

Invoicing

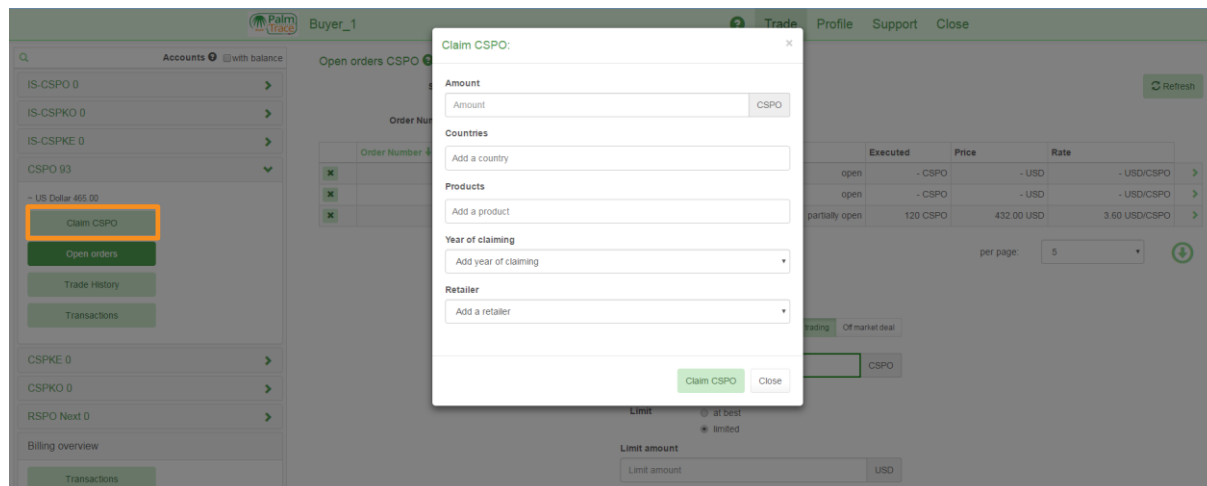
Upon a match with a seller, and upon accepting an off market deal, the invoice is created and sent by email to the contact person indicated in your set-up form. The invoice will include, next to the agreed price for the RSPo Credits, the applicable fee. For more information on the fees, please consult the [RSPo website](#).

Please note that the payment term is 14 days.

Once the payment has been received, your purchased RSPo Credits will be credited to your account and can be claimed. UTZ will transfer the price for the RSPo credits to the credit seller(s).

Claiming Rspo Credits

Purchased Rspo Credits, for which the full payment has been received, can be claimed in order to cover your usage of oil palm products.



The screenshot shows the PalmTrace Rspo interface. A modal window titled 'Claim CSPO:' is open, displaying the following fields:

- Amount:** A text input field with a 'CSPO' dropdown menu.
- Countries:** A text input field with a placeholder 'Add a country'.
- Products:** A text input field with a placeholder 'Add a product'.
- Year of claiming:** A dropdown menu with a placeholder 'Add year of claiming'.
- Retailer:** A dropdown menu with a placeholder 'Add a retailer'.

At the bottom of the modal are two buttons: 'Claim CSPO' (green) and 'Close' (grey). The background interface shows a list of accounts on the left, including 'IS-CSPO 0', 'IS-CSPKO 0', 'IS-CSPKE 0', and 'CSPO 93'. The 'Claim CSPO' button is highlighted with an orange box. On the right, there is a table with columns 'Executed', 'Price', and 'Rate', showing data for 'open' and 'partially open' orders.

First, choose the credit type you want to claim. Click on the 'Claim' button and insert the information related to the claimed Rspo Credits.

Amount: Mandatory field. Indicate the amount of credits from the selected credit type you want to claim. The amount of claimed credits will be deducted from your available credits.

Countries: Optional field. Indicate the market(s) you use the credits for.

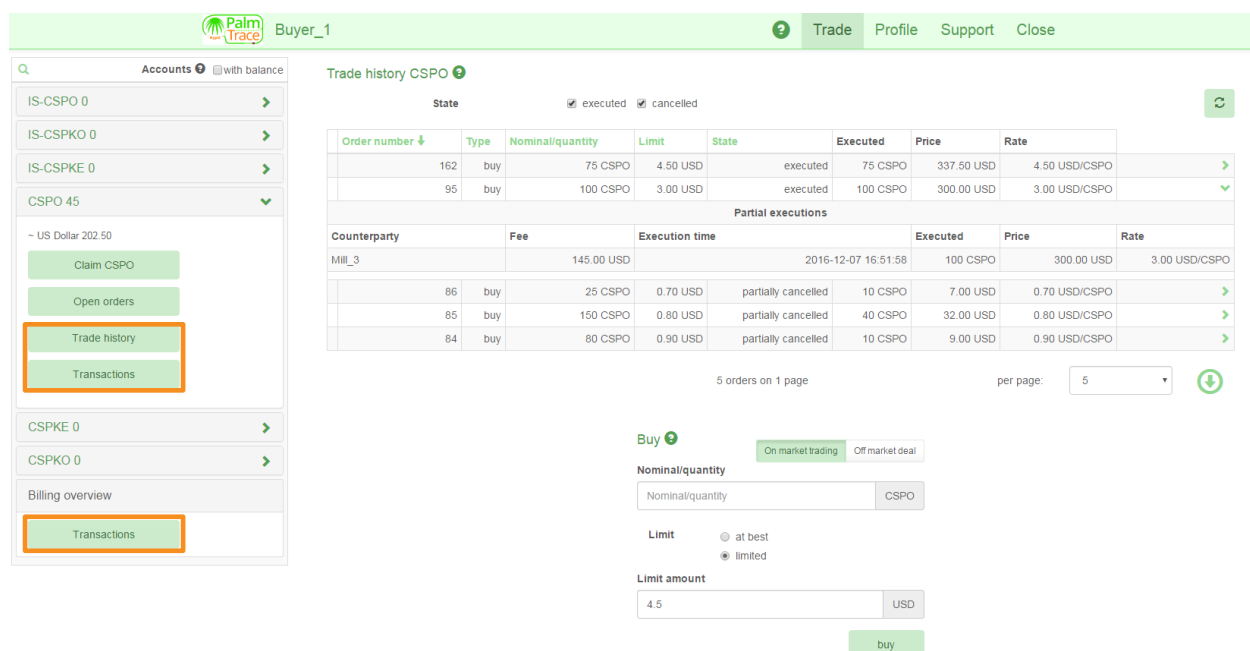
Products: Optional field. Indicate the product category you use the credits for.

Year of claiming: Mandatory field. The year for which the credits are used. This can be the current year, but also in the past or in the future.

Retailer: Mandatory field. If you are a supplier and transferring the claim, please choose the retailer or the food service company from the list. If you are a retailer and/or if you are claiming for your own brand or organization, select 'My own organization'.

Upon confirmation, a claiming document will be created. This document contains information on the mill(s) or independent smallholder(s) contributing to your Rspo Credits. In the case of CSPKO and CSPKE credits sold by a crusher, information on the mills associated to the crusher's supply chain will be available.

Trading History, Transactions and Billing Overview



Buyer_1

Trade history CSPO

State ☒ executed ☒ cancelled

Order number	Type	Nominal/quantity	Limit	State	Executed	Price	Rate
162	buy	75 CSPO	4.50 USD	executed	75 CSPO	337.50 USD	4.50 USD/CSPO
95	buy	100 CSPO	3.00 USD	executed	100 CSPO	300.00 USD	3.00 USD/CSPO

Partial executions

Counterparty	Fee	Execution time	Executed	Price	Rate		
Mill_3	145.00 USD	2016-12-07 16:51:58	100 CSPO	300.00 USD	3.00 USD/CSPO		
86	buy	25 CSPO	0.70 USD	partially cancelled	10 CSPO	7.00 USD	0.70 USD/CSPO
85	buy	150 CSPO	0.80 USD	partially cancelled	40 CSPO	32.00 USD	0.80 USD/CSPO
84	buy	80 CSPO	0.90 USD	partially cancelled	10 CSPO	9.00 USD	0.90 USD/CSPO

5 orders on 1 page per page: 5

Buy ☒ On market trading ☐ Off market deal

Nominal/quantity

Limit ☐ at best ☒ limited

Limit amount 4.5 USD

buy


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 seller.

Transactions – Overview of your incoming (matches) and outgoing (claim) credits. Here you can also reprint a claiming document.

Transactions (Billing overview) – Financial overview of applicable credit prices and fees.

Your Account

 Buyer_1
 ?
Trade
Profile
Support
Close

Profile

Name

Country

City

Palmoil account

Account

RSPO number

Categories

GPS coordinates

Trading allowed:


☐ Lisa L

Subscribed e-mails:

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

Under 'Profile', you can view the details of your account. Here you can give other users of your account access to Book and Claim and 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. Please note that all users with access to Book and Claim will receive the same emails. Invoices will be sent to the contact person as indicated in your set-up form.

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](tel:+31208208968) (European working hours) or via email at palmoil.support@utz.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](mailto:palmoil.support@utz.org) or telephone (+31 20 820 8968).