FSC Online Claims Platform

OCP Overview

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What is the FSC Online Claims Platform?

The Online Claims Platform is a cloud-based internet platform.

The OCP is a simple method to allow customers to declare details of the FSC goods they receive from their suppliers.
What is the FSC Online Claims Platform?

- FSC Certificate Holders (CHs) will make claims via an internet platform thus ensuring the integrity of FSC is maintained in a scalable way.
- The OCP will be used to store and verify FSC invoice claims made by all FSC Certificate Holders (CH’s) at all levels of the supply chain from forest to finished goods.
- Whenever a CH passes on an FSC claim through the supply chain, the claim will need to be entered onto the OCP. Claims can be rejected if incorrectly entered.
What is the OCP?

**Material sourcing** – auto-validation of certification status of suppliers. Automatic notification of supplier status changes

**Tools to assist in delivering volume control** – Material balances, Volume summaries and Material Accounting Records

**Level playing field** – Increased confidence that product claims are accurate

**Determining FSC claims** – only allows applicable invoice claims (e.g., FSC 100%, FSC MIX credit, FSC Recycled, etc.)

**EUTR and legality** – Auto-generate logical source maps that provide species and origins of harvest

**Purchases and receipts** – provides validation of purchasing and receiving documentation

**Sales and delivery** – provides tools for validation of sales and delivery documentation

**Strengthens system integrity**

**Saves time**

**Delivers EUTR/Legality benefits**
How will the OCP work?

OCP will be used to store and verify FSC claims made by all FSC Certificate Holders (CH’s) at all levels of the supply chain - from forest to finished goods.

How it works:

• **For certificate holders** – whenever a CH passes on an FSC claim through the supply chain, the claim-related information will need to be entered onto the OCP by the organization taking ownership of the goods and accepted in the OCP by the CH supplying the goods.

• **For non-certificate holders** - (i.e. companies selling finished, labeled goods that do not have a FSC CoC certificate, like a retailer) – a subscription service to the FSC OCP will be offered that provides the organization the ability to enter FSC claim-related information when goods are received (or request their supplier to enter these claims on their behalf).
Origination Error 1: Invoice Change

Certificate Holder 1 ('supplier')

From: CH 1
To: CH 2
Invoice 12345
FSC Mix Credit

Certificate Body A

Send

Certificate Holder 2 ('customer')

From: CH 1
To: CH 2
Invoice 12345
FSC Mix Credit

Certificate Body B

From: CH 1
To: CH 2
Invoice 12345
FSC Mix Credit

MAR

X

MAR

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Certificate Holder 1 (‘supplier’) has certificate suspended by Certification Body A.

One Claim : One Record

Certificate Holder 1
('supplier')

Certificate Holder 2
('customer')

No Origination Errors

Online Claims Platform
(integrated with info.fsc.org)

Supplier reviews claims and rejects if incorrect

Send

Enter Claim in OCP

From: CH 1
To: CH 2
Invoice 12345
*FSC Mix Credit

From: CH 1
To: CH 2
Invoice 12345
*FSC Mix Credit

REPORT

REPORT

String
Efficiency gains can be made in other FSC chain of custody requirement areas:

- Supplier Verification (fully automated, no risk for invalid claim receipt)
- EUTR/Lacey reporting: concessions of harvest & species
- Facilitates Material Accounting Record (MAR) & Volume Summary reporting preparation, when Product Type is entered.
Summary of OCP reporting capabilities

OCP provides a rich new source of anonymous/aggregated data which could be used by CH’s and NCH’s for strategic PLANNING.

- FSC product types: by species & region over time
- Species trends by region, country, including production and consumption
- Product type trends by region & country if Product Type is entered

Non-certificate holders that use OCP to enter or accept in-bound FSC claims will gain additional benefits from more specific, detailed reporting of goods received. This provides a new source of FSC data for use by non-CH’s for strategic SOURCING.

- Total FSC goods received by period and source (and by product type, if Product Type is entered into the OCP)
- “Logical source” maps for all FSC goods showing geographical origin, species information, and trade routes

Limitations.

- OCP will not provide full traceability through the supply chain and therefore cannot deliver “back to stump” data. Information on geographical origin and species content will be logically derived from input / output data from FSC claims entered into the platform

NOTE: all global OCP reports will be based on aggregated and anonymous data to protect confidentiality.
Example: Logical Source Map - CH View

Logical Source Mapping provides information about all possible timber sources to satisfy EUTR and Lacey Act requirements.

CH has records of who they purchased from but cannot see rest of the Supply Chain.

<table>
<thead>
<tr>
<th>Product</th>
<th>Species</th>
<th>Countries of Harvest</th>
</tr>
</thead>
<tbody>
<tr>
<td>Product 1</td>
<td>Picea sitchensis</td>
<td>Sweden</td>
</tr>
<tr>
<td></td>
<td>Picea abies</td>
<td>Russia</td>
</tr>
<tr>
<td></td>
<td>Pinus sylvestris</td>
<td>Norway</td>
</tr>
<tr>
<td></td>
<td>Larix decidua</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Picea obovata</td>
<td></td>
</tr>
</tbody>
</table>
Example: Logical Source Map – CB View

Species & Countries of Harvest Report

<table>
<thead>
<tr>
<th>Product</th>
<th>Species</th>
<th>Countries of Harvest</th>
</tr>
</thead>
<tbody>
<tr>
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<td>Sweden</td>
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<tr>
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<td>Picea abies</td>
<td>Russia</td>
</tr>
<tr>
<td></td>
<td>Pinus sylvestris</td>
<td>Norway</td>
</tr>
<tr>
<td></td>
<td>Larix decidua</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Picea obovata</td>
<td></td>
</tr>
</tbody>
</table>

Logical Source Mapping provides information about all possible timber sources to satisfy EUTR and Lacey Act requirements.
Example: Logical Source Map – ASI View

Logical Source Mapping provides information about all possible timber sources to satisfy EUTR and Lacey Act requirements.
Certificate Holders

• FSC has identified a limited number of certified companies in different sectors to provide input into the development of the OCP

Non-certificate Holders

• FSC is seeking input from retailers, publishers, and construction companies to understand challenges and opportunities for mutual benefit and business development based on OCP data and processes

Overall goal:

• what is the business case for providing OCP data to non-CHs?
• what are the high level system requirements to deliver these benefits?
• What strategic data can be gathered by the OCP and provided to non-CHs?
Analysis & Design

Development and test

Demonstration System

Rollout
OCP for Certificate Holders

October 2013
Available for all Certificates Holders to use

January 1, 2014
Mandatory for all new Certificate Holders

January 1, 2015
Mandatory for all current Certificate Holders
OCP for non-certificate holders

**June 2012 – November 2012**
Initial discussions with interested NCHs. Workshops to confirm opportunities & requirements

**November 2012 - March 2013**
Publish initial service proposals. Review and refine based on feedback from NCHs

**2013**
Pre-registration for NCH service(s)

**2014**
Service delivery
3 ways to enter claims into the OCP

- OCP User Interface (web based)
- Spreadsheet Upload (email dropbox)
- Existing IT Systems (integrate to OCP)
Verify and Connect to your suppliers

Search and connect with your suppliers using their Certificate ID. (COC/FM/CW)
Connect to them to verify the relationship.
Using OCP: Web Interface

Enter the Claim from the Invoice sent to you by your Supplier

Start by Entering the Chain of Custody / FM Certificate ID on the invoice to validate the supplier’s certificate.
Enter the claim from the invoice sent to you by your supplier

Certificate is checked against the Claim date and Expiry Date.

Enter the “Transaction” making the claim
Entering multiple invoices/transactions from your supplier

Invoices/Transactions can be grouped together for “like purchases” from the same supplier over periods of time.

This reduces the need to enter every transaction and allows total quantity over time be recorded rather than each individual quantity.
Enter the claim from the invoice sent to you by your supplier

- **Product Type is Optional...**
- **Populate the Mandatory Field for each Claim. Different claim types require different data.**
Either enter the claims from the invoice sent to you by your supplier by hand or produce a report from your existing systems to fill a downloadable spread sheet template. Then send this to the OCP via email.

This is suitable for processing 1000s of claims.

Note: Species and Countries of Harvest is only applicable for newly introduced wood.

Certificate Id is for CoC, FM/COC certificate Id of each Supplier.
Any errors in the Spread Sheet will be returned to you via email.

<table>
<thead>
<tr>
<th>Invoice Date</th>
<th>Invoice #</th>
<th>Certificate Id</th>
<th>Product Type</th>
<th>Species</th>
<th>Country of Origin</th>
<th>Claim Type</th>
<th>Quantity</th>
<th>Unit</th>
<th>Errors</th>
</tr>
</thead>
<tbody>
<tr>
<td>2012-08-01</td>
<td>001243</td>
<td>CU-COC-816016 W5</td>
<td>Abies spp., Picea abies</td>
<td>United Kingdom, Russia</td>
<td>FSC Mix, FSC 100%</td>
<td>26.48 m³</td>
<td></td>
<td></td>
<td>Invalid Certificate Id</td>
</tr>
<tr>
<td>2012-08-03</td>
<td>J05621</td>
<td>TT-COC-1063 W5</td>
<td>Pinus sylvestris</td>
<td>Norway</td>
<td>FSC 100%</td>
<td>49.39 m³</td>
<td></td>
<td></td>
<td>Not certified for this product type</td>
</tr>
<tr>
<td>2012-08-04</td>
<td>345765</td>
<td>ZZ-COC-8976 W5</td>
<td>Picea abies</td>
<td>Russia</td>
<td>FSC 100%</td>
<td>100.6 m³</td>
<td></td>
<td></td>
<td>Invalid claim type</td>
</tr>
<tr>
<td>2012-08-04</td>
<td>HH3978654</td>
<td>JJ-COC-86869 W4</td>
<td>Prunus avium</td>
<td>United Kingdom</td>
<td>FSC 100%</td>
<td>34.8 m³</td>
<td></td>
<td></td>
<td>Certificate Expired</td>
</tr>
</tbody>
</table>
The API (Application Programming Interface) provides a means for you to connect your existing systems directly to the OCP.

This enables you to automatically submit the Claims your suppliers are making as you process your invoices in other systems by linking them to the API. Claims are sent over the Internet in XML format.

```xml
<!-- sample XML API calls : illustrative of types of content, not finalised -->
<!-- request to make an FSC claim -->
<ocep:MakeClaimRequest xmlns:ms="http://stringtogether.com/schema/fsoccep-interface-v1.1">
  <ocep:Header>
    <ocep:MessageID>LIVETEST-MESSAGE005</ocep:MessageID>
    <ocep:Timestamp>2012-08-01T12:00:00</ocep:Timestamp>
  </ocep:Header>
  <ocep:ClaimNumber>TEST-1234</ocep:ClaimNumber>
  <ocep:SupplierID>CU-COC-816016</ocep:SupplierID>
  <ocep:CustomerID>VV-COC-099686</ocep:CustomerID>
  <ocep:ClaimTypes>
    <ocep:ClaimType>FSC Mix</ocep:ClaimType>
    <ocep:ClaimType>FSC 100</ocep:ClaimType>
  </ocep:ClaimTypes>
  <ocep:ProductTypes>
    <ocep:ProductType>W5</ocep:ProductType>
  </ocep:ProductTypes>
  <ocep:quantity>
    <ocep:amount>26.46</ocep:amount>
    <ocep:units>m3</ocep:units>
  </ocep:quantity>
</ocep:MakeClaimRequest>
```
Generating Volume Summary

- OCP can be used to generate a Product Type Volume Summary for Goods In and Goods Out
- The input summary will be automatically produced from all the Invoice Claims you record
- The output summary will be automatically produced from all the Invoice Claims your customers record (or you enter on their behalf).

<table>
<thead>
<tr>
<th>Supplier</th>
<th>Product Type</th>
<th>Product Description</th>
<th>Quantity</th>
<th>Units</th>
<th>Conversion factor to m^3</th>
</tr>
</thead>
<tbody>
<tr>
<td>TT-COC-9089</td>
<td>W11.8</td>
<td>14.5 X 144 TORUS Medium-Density Fibreboard</td>
<td>440</td>
<td>mtr</td>
<td>0.002088</td>
</tr>
<tr>
<td>TT-COC-901811</td>
<td>W11.8</td>
<td>18 X 119 Lambs Tongue Medium-Density Fibreboard</td>
<td>64</td>
<td>mtr</td>
<td>0.003942</td>
</tr>
<tr>
<td>TT-COC-901811</td>
<td>W11.8</td>
<td>18 X 119 Lambs Tongue Medium-Density Fibreboard</td>
<td>293</td>
<td>mtr</td>
<td>0.001242</td>
</tr>
<tr>
<td>TT-COC-9063</td>
<td>W11.8</td>
<td>25 X 119 Weatherboard Medium-Density Fibreboard</td>
<td>157</td>
<td>mtr</td>
<td>0.002142</td>
</tr>
<tr>
<td>TT-COC-9063</td>
<td>W11.8</td>
<td>25 X 119 Weatherboard Medium-Density Fibreboard</td>
<td>544</td>
<td>mtr</td>
<td>0.002592</td>
</tr>
<tr>
<td>CU-COC-916016</td>
<td>W11.8</td>
<td>14.5 X 69 OVOLO Medium-Density Fibreboard</td>
<td>64</td>
<td>mtr</td>
<td>0.003163</td>
</tr>
<tr>
<td>TT-COC-9063</td>
<td>W11.8</td>
<td>25 X 119 Weatherboard Medium-Density Fibreboard</td>
<td>64</td>
<td>mtr</td>
<td>0.004375</td>
</tr>
<tr>
<td>SGS-COC-9232P</td>
<td>W11.8</td>
<td>14.5 X 69 Lambs Tongue Medium-Density Fibreboard</td>
<td>50</td>
<td>mtr</td>
<td>0.001005</td>
</tr>
<tr>
<td>TT-COC-9089</td>
<td>W11.8</td>
<td>18 X 69 Ogee Medium-Density Fibreboard</td>
<td>768</td>
<td>mtr</td>
<td>0.002142</td>
</tr>
<tr>
<td>CU-COC-905617</td>
<td>W11.8</td>
<td>18 X 69 OVOLO Medium-Density Fibreboard</td>
<td>945</td>
<td>mtr</td>
<td>0.001242</td>
</tr>
<tr>
<td>TT-COC-102005</td>
<td>W11.8</td>
<td>14.5 X 119 Lambs Tongue Medium-Density Fibreboard</td>
<td>976</td>
<td>mtr</td>
<td>0.001725</td>
</tr>
<tr>
<td>TT-COC-9766</td>
<td>W11.8</td>
<td>18 X 119 Ogee Medium-Density Fibreboard</td>
<td>986</td>
<td>mtr</td>
<td>0.002142</td>
</tr>
<tr>
<td>TT-COC-901670</td>
<td>W11.8</td>
<td>18 X 144 Square Edge Medium-Density Fibreboard</td>
<td>118</td>
<td>mtr</td>
<td>0.002592</td>
</tr>
</tbody>
</table>

Enter your conversion factor to convert your inputs to volume units you use in your Volume Summaries. Example shows cubic metres.
The Volume Summary can be used to produce information by product type and supplier
A full list of your suppliers and their certificates is automatically produced
Helps considerably with the audit process

<table>
<thead>
<tr>
<th>Supplier Name</th>
<th>Cert Number</th>
<th>Expiry Date</th>
<th>Volume Summary (m³)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Northern Timber</td>
<td>TT-COC-102005</td>
<td>2015-01-30</td>
<td>116.90085</td>
</tr>
<tr>
<td>Intercontinental Wood</td>
<td>CU-COC-905617</td>
<td>2017-04-11</td>
<td></td>
</tr>
<tr>
<td>Fibresell</td>
<td>TT-COC-901663</td>
<td>2016-06-27</td>
<td>132.64580</td>
</tr>
<tr>
<td>Middle Forest</td>
<td>TT-COC-9766</td>
<td>2013-11-18</td>
<td></td>
</tr>
<tr>
<td>Fredrick Watham</td>
<td>TT-COC-9089</td>
<td>2014-07-15</td>
<td>84.62337</td>
</tr>
<tr>
<td>MLP</td>
<td>TT-COC-901670</td>
<td>2016-01-24</td>
<td>62.89426</td>
</tr>
<tr>
<td>Pineridge</td>
<td>SGS-COC-9232P</td>
<td>2015-02-23</td>
<td>68.91420</td>
</tr>
<tr>
<td>MAS</td>
<td>TT-COC-901811</td>
<td>2013-07-02</td>
<td>46.51175</td>
</tr>
<tr>
<td>Peter Rawlison</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Timber Mat</td>
<td>T1</td>
<td></td>
<td>80.27461</td>
</tr>
<tr>
<td>Supreme Wood</td>
<td>T1</td>
<td></td>
<td>106.47149</td>
</tr>
</tbody>
</table>
• We want to get feedback from Version 0.5 Demo to refine what is delivered for Version 1

• Speaking to many CHs / CBs in different parts of the world, different supply chains

• Representative anonymous organisations will be included in demo system
Security

- The OCP is hosted by a ISO27001 Certified hosting provider [Pulsant]
- All Systems are Penetration Tested by one of the UK’s leading Security Companies – NGSSecure (Part of the NCC Group)
- All data in transit is encrypted between browser and servers
- All data at rest (stored) is encrypted
- All developers have undertaken security training
- Historic Futures have implemented a rigorous ISO27001 based Information Security Management System and have in place tried and tested Business Continuity and Disaster Recovery plans and processes
To learn more...

www.claims-forum.fsc.org

- Learn how the Online Claims Platform will work
- Review the schedule for developing and implementing the platform
- Explore a mockup of the proposed User Interface
- Ask questions and provide input
- Read responses to frequently asked questions

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