C.A.F.E. Practices
Verifier Reporting System
Verifier and Inspector
User Manual

Starbucks Coffee Company

V3.0

English Version

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1.0 Introduction

The Verifier Reporting System (VRS) is the online tool developed for managing C.A.F.E. Practices verification reports. It is designed to facilitate consistent reporting and tracking of C.A.F.E. Practices verifications. This manual provides detailed instructions for verifiers and inspectors using the VRS.

1.1 System Requirements

In order to make the most effective use of the VRS, it is necessary to use a supported web browser. For use by verifiers, the system currently supports the most recent versions of Mozilla Firefox, Microsoft Internet Explorer, Safari and Google Chrome, however use of Microsoft Internet Explorer could cause functionality issues and is not recommended. For Mac users, the VRS only supports version OS X v10.5 and above.

The VRS is a web-based program. It can be downloaded as an app on the desktop or home screen. It is recommended to use a computer or tablet to access the VRS, not a cell phone. While connected to the internet, the inspector can log in and access applications in order to write reports without an internet connection. An inspector may continue to work on reports offline, however an internet connection is required to synchronize reports (see section 4.2).

1.2 Accessing the System

The VRS is located at https://cafepractices.info (for verifiers) and at verification.cafepractices.info (for inspectors). There is a demo version of the VRS available for verifier and inspector practice and training. The demo can be accessed at training.cafepractices.info (for verifiers) and at training-verification.cafepractices.info (for inspectors). Verifiers should contact SCS to request the creation of accounts and applications in the demo system for training purposes.

2.0 Getting Started

2.1 Welcome Screen

The welcome screen is the point of entry for users (see Screen 1). The Login button is where registered users can enter the system.

Screen 1: Welcome Screen

2.2 Verifier Login

SCS provides verification organizations with a verifier username and password to access the VRS. This information is generally sent to the organization once SCS receives the first Verification Planning Template. The username and password will allow the verifier to log in and create other users for the organization. SCS is not able to create inspector logins, these must be created by the verifier. Verifiers should contact SCS if they do not have a VRS login.

2.2.1 Forgotten Password

Users that have forgotten their password should click 'Forgot your password?'. This will prompt the user to enter their username or email and request a password reset if users have an email address associated with their user profile. Verifiers with 'administrator access' can reset passwords for anyone in their organization. If users are unable to enter the system, they should first contact the verifier(s) within their organization with administrator access. If the verifier is not able to resolve the issue, the verifier should contact SCS directly.

2.3 Inspector Login

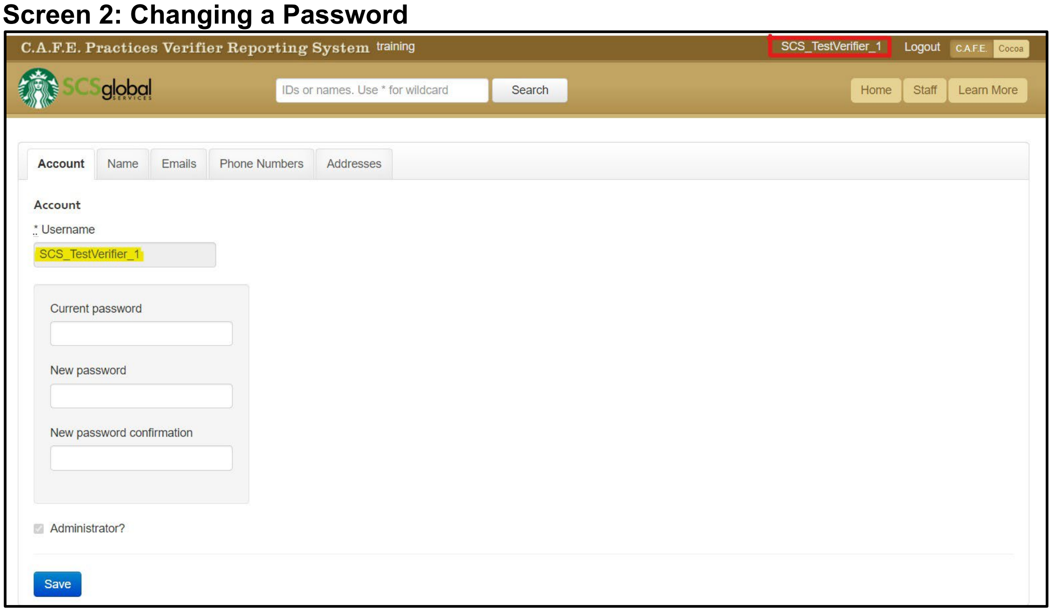
First time users should visit verification.cafepractices.info and login with their inspector username and password (created by the verifier administrator – Section 2.6).

2.4 Changing User Password

New users that are logging into the VRS for the first time using the name and password provided by the verifier or SCS should change their password for security purposes (see Screen 2). Please note that inspectors are prohibited from sharing login information, including passwords and usernames. This information should be kept individually by each inspector.

To change a password, users should click on their name in the top right corner (red outline). This page will allow users to update their personal information. Under the Account subheading, enter the current password and the new password. In the new password confirmation field, re-type the new password. Click Save to confirm the change.

Screen 2: Changing a Password



2.5 Verifier Home Screen

There are 5 main navigation tabs on the home screen (see Screen 3).

- **Active Applications** – Includes all new and incomplete applications
- **Submitted Applications** – Lists applications that have been submitted to Starbucks
- **ZT Corrective Action Plan** – Lists applications that are undergoing the ZT Corrective Action Plan process
- **Archived Applications** – Allows read-only access to submitted reports completed by the verification organization, including the date of approval and the validity expiration for each application
- **Calendar** – Gives verifier visibility to a calendar with verification dates included

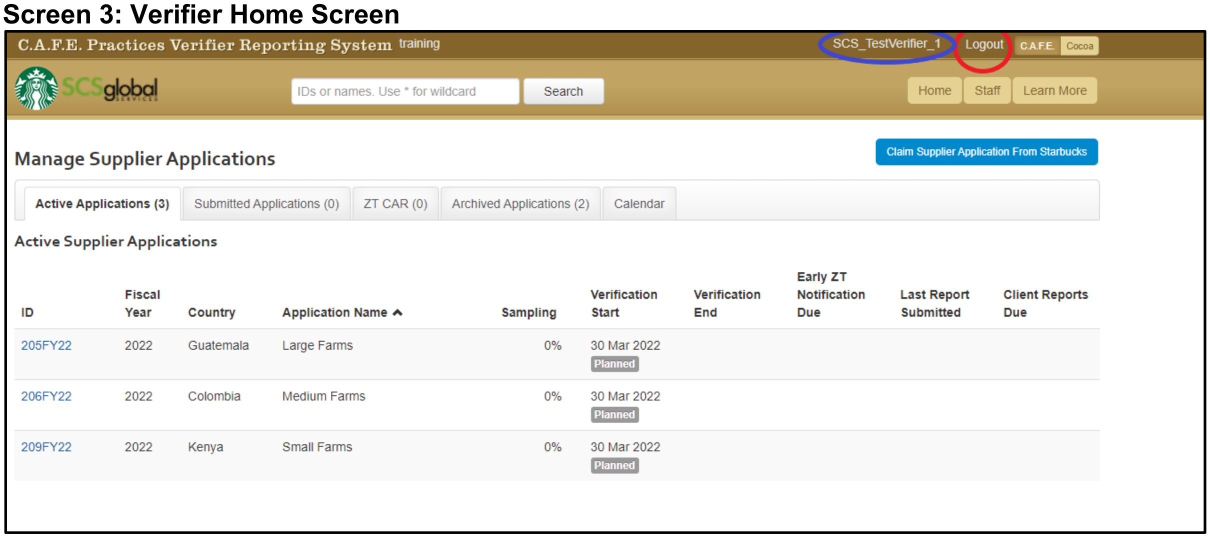
The Search field at the top of the home screen provides verifier with option to search for an application by the application code, application name, or entity code. The Filter field under the Active Supplier Applications allows you to filter applications by inspector. This will only work for applications in which entity reports have been assigned to inspectors, or inspectors have begun writing entity reports. You can also sort the columns under this tab by clicking on the header (ID, Country, etc.). Clicking on the header again will sort in reverse. The home screen also includes the option to Claim Supplier Application from Starbucks (see Section 3.1).

A secondary set of navigation tabs are located at the top right corner.

- **Home** – Returns the verifier to the home page
- **Staff** – Allows users with administrator access to manage verifiers and inspectors
- **Learn More** – Provides a link to C.A.F.E. Practices publicly available documents on the SCS Global Service's website

To logout of the system at any time, click Logout (see red circle in Screen 3). Clicking on their name in the top right corner (see blue circle in Screen 3) allows verifiers and inspectors to update personal information.

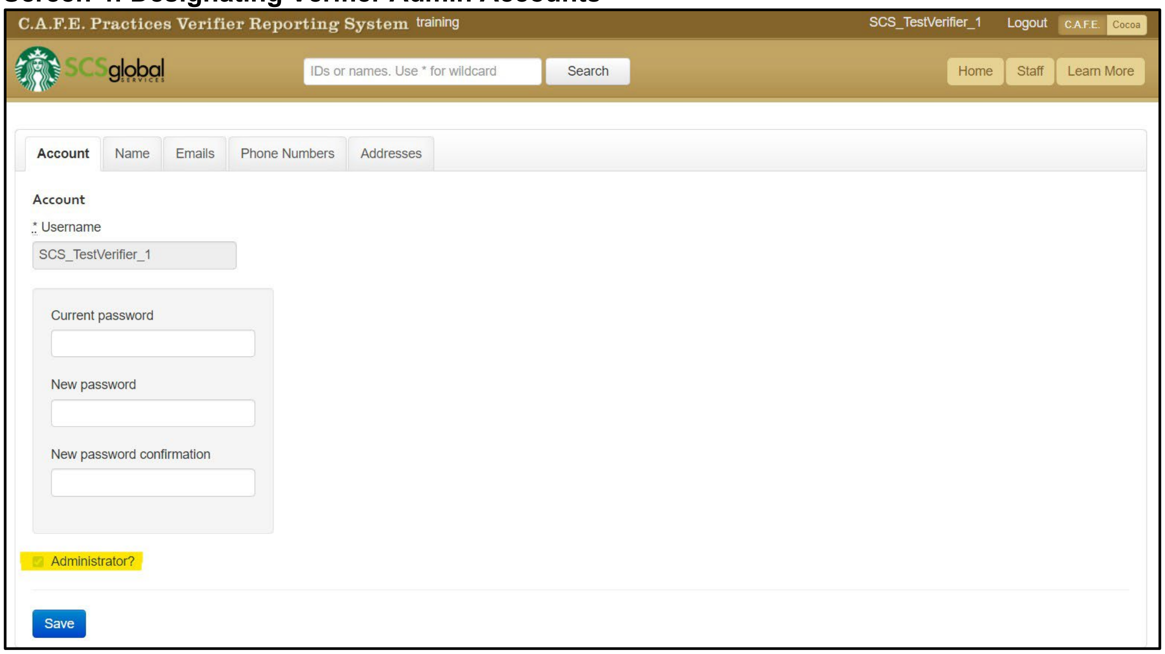
Screen 3: Verifier Home Screen



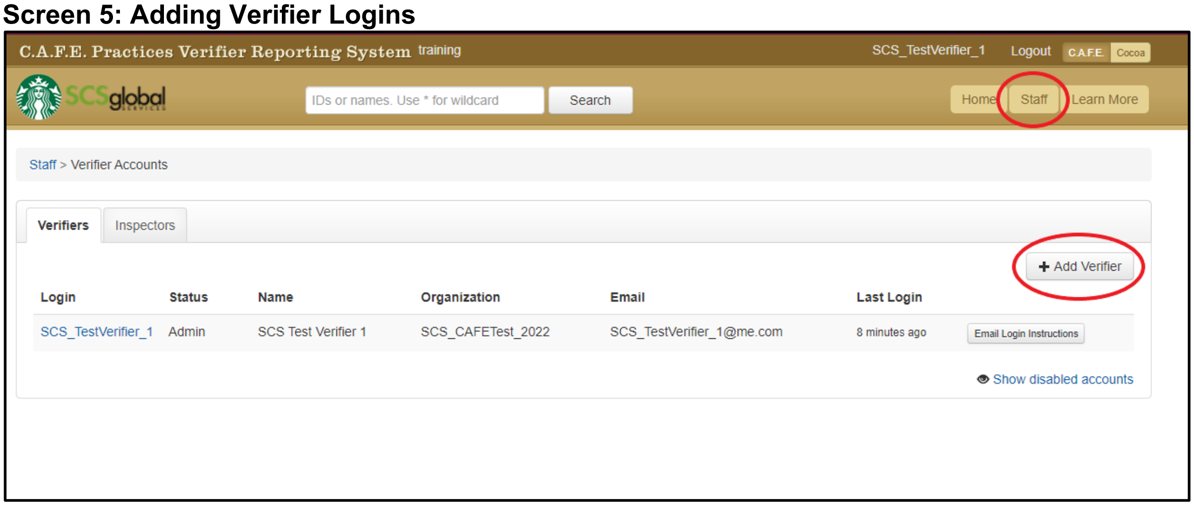
2.6 Creating Users

Designated verifiers will be granted administrator access by SCS, which can be completed under the Verifier Account page in the VRS (Screen 4). Administrator access allows the user to create usernames and passwords for both verifiers and inspectors. Verifier administrators are responsible for creating user profiles (Screen 5) for their staff (either verifiers with or without administrator access, and inspectors). Neither Starbucks nor SCS can create inspector users for verification organizations. Verifiers should make sure that each inspector has his or her own user profile. In other words, no two inspectors should share the same user profile for any reason.

Screen 4: Designating Verifier Admin Accounts



Screen 5: Adding Verifier Logins



The same procedure used to create accounts for verifiers also applies to accounts for Lead Inspectors and Admin personnel. For these types of accounts, it is necessary to add “Admin” or “Lead Inspector” in the Additional name field to distinguish the account from a verifier account. A reminder that Admin personnel need to provide a signed confidentiality agreement before receiving approval for a VRS account.

Please refer to the table below (Screen 6) for the different actions each role may take in the VRS.

Screen 6: VRS Roles and VRS Actions

Action in the VRS	Verifier	Lead Inspector	Administrative
Claim an application	YES	NO	YES
Edit the contact of an application	YES	NO	YES
Fill in planned and actual dates on an application coversheet and for a ZT-CAP check	YES	NO	YES
Fill in planned verifier and inspector on an application coversheet	YES	NO	YES
Monitor the progress of applications on the main page	YES	YES	YES
Access overview of entities	YES	YES	YES
Assign, review and send Early ZT Notification to SCS and to the client	YES	YES	NO
Access to view the sampling of an application	YES	YES	YES
Assign verification and ZT-CAP reports	YES	YES	NO
Access report information	YES	YES	NO
Review entity reports	YES	YES	NO
Leave comments on entity reports	YES	YES	NO
Change entity report status ('reviewed by verifier', 'accepted by verifier')	YES	YES	NO
Edit flows	YES	YES	NO
Send verification report to client	YES	YES	NO
Send application to Starbucks	YES	NO	NO
Request mill or warehouse copies	YES	NO	NO

YES
NO

Please note that when an individual in an organization has verifier *and* inspector responsibilities, different email accounts must be associated with each user profile. Additionally, if sub-contracted inspectors do work for more than one verification organization, they will require a unique email address associated with each of their accounts.

Box 1: Creating a New Verifier User

1. Click the Staff tab in the upper right-hand corner of the screen (see Screen 5).
2. The Verifiers tab will appear.
3. Click Add Verifier on the right.
4. Enter information for the new user including username, password, name, email, and contact information.
5. Determine whether the user will be granted administrator access.
6. Add “admin” or “lead inspector” in the Additional Names field to distinguish between Verifier accounts.

Box 2: Creating a New Inspector User

1. Click the Staff tab in the upper right-hand corner of the screen.
2. Click on the Inspectors tab.
3. Click Add Inspector**.**
4. Enter information for the new user including username, password, name, email, and contact information.

3.0 Before Conducting Verifications

3.1 Claiming an Application from Starbucks

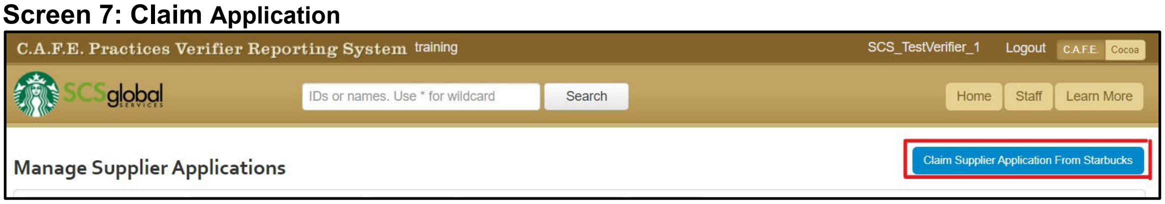
The verifier must claim the new application in the VRS **at least five business days in advance of commencing field inspections** as per the C.A.F.E. Practices Verifier and Inspector Operations Manual Section 6.2.5. Verifiers should only claim an application after they have determined the planned inspection dates for fieldwork. The inspector interface does not include the option to claim applications from the VRS. This step must be completed by a verifier or admin.

Applications can only be claimed from the VRS using the security code provided by the client. The client is the only person authorized to provide security codes to verification organizations. SCS should also be notified of the planned inspection as per Section 6.2.4 in the Verifier and Inspector Operations Manual.

In order to be issued the security code, the client must notify that their application is final (no more changes), and they want their application to be available to their verifier in the VRS. Once Starbucks receives the notification from the applicant, they will issue a security access code for the client to provide to the verifier. The application will be available to the verifier as soon as it is claimed in the VRS using the security code.

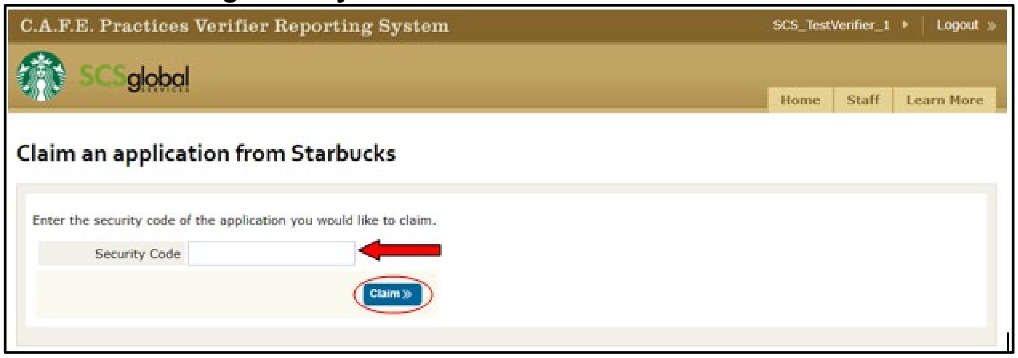
After logging in, the verifier should click Claim Supplier Application from Starbucks to claim an application (see Screen 7).

Screen 7: Claim Application



Enter the security code provided by the client and click Claim (see Screen 8).

Screen 8: Entering Security Code

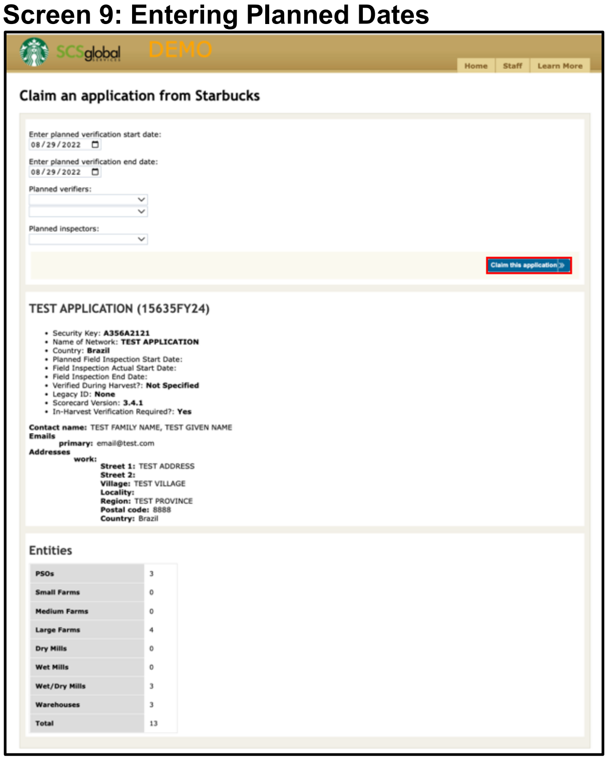


Verifiers will see a summary of the total number of farms organized by size type (smallholder, medium, or large). Verifiers will also see other application information such as the name of the application, the contact information for the supplier, etc. The list of entities included in the VRS is considered to be the final version by Starbucks.

If this information does not match the information received from the client in the application, verifiers should follow the procedure for supply chain discrepancies procedure explained in C.A.F.E. Practices Verifier and Inspector Operations Manual Section 6.4.6.

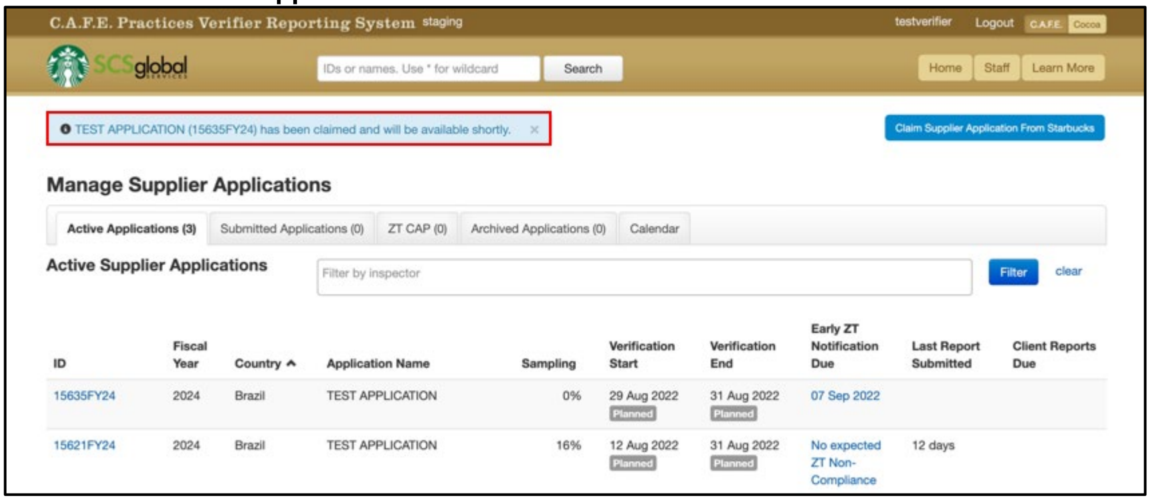
As part of the process of claiming an application in the VRS, verifiers must enter the planned verification dates and planned inspector(s) and verifier(s) on this page. The planned information can be edited at a later time through the application coversheet. Once verifiers have confirmed that the application is correct, they can click the Claim this Application button again (Screen 9).

Screen 9: Entering Planned Dates



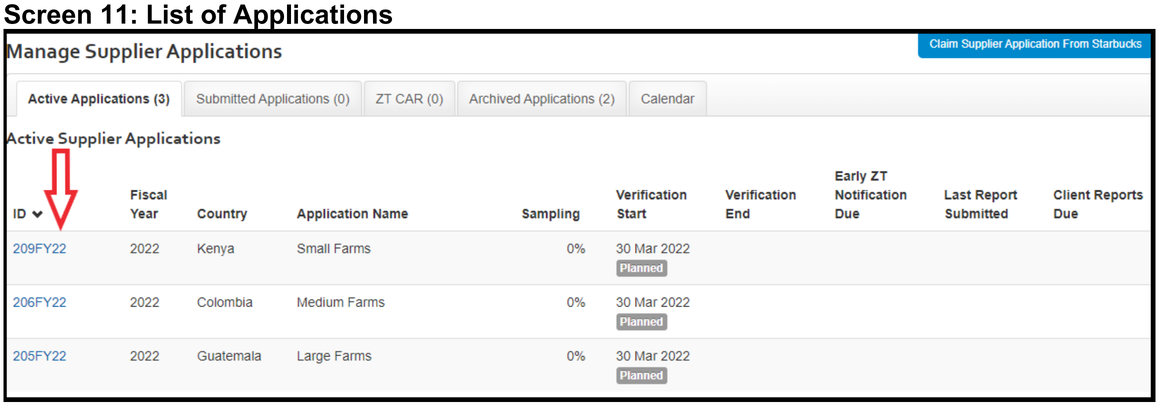
Once the application has been claimed, a notification will appear at the top of the screen (Screen 10).

Screen 10: Claimed Application



After claiming the application, the VRS will add the application to the organization's homepage. The application will appear in the list of "Active" applications (see Screen 11). Once the VRS has synchronized, the application will appear in the inspector interface in order for inspectors to start entity reports.

Screen 11: List of Applications



Box 3: Claiming an Application in the VRS

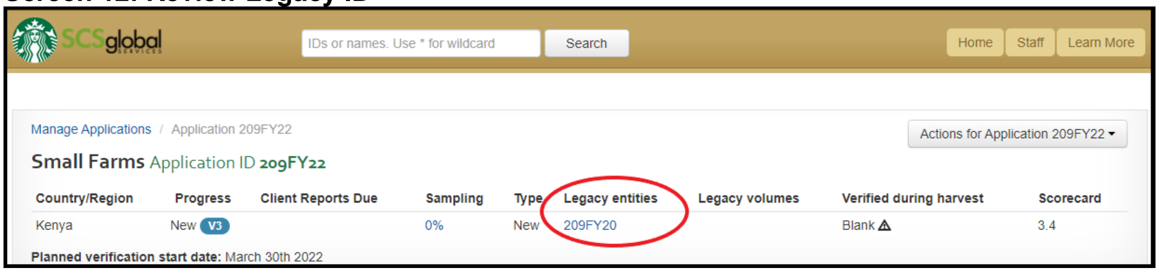
1. Log in to the VRS.
2. Click Claim supplier application from Starbucks.
3. Enter the security code provided by your client and click Claim.
4. Review application for consistency with application provided by the client.
5. Enter Planned verification dates and planned verifier(s) and inspector(s).
6. Click Claim this Application to move it to your list of applications.

3.2 Reviewing the Legacy ID

The legacy ID is the application ID for the current application's previous verification.

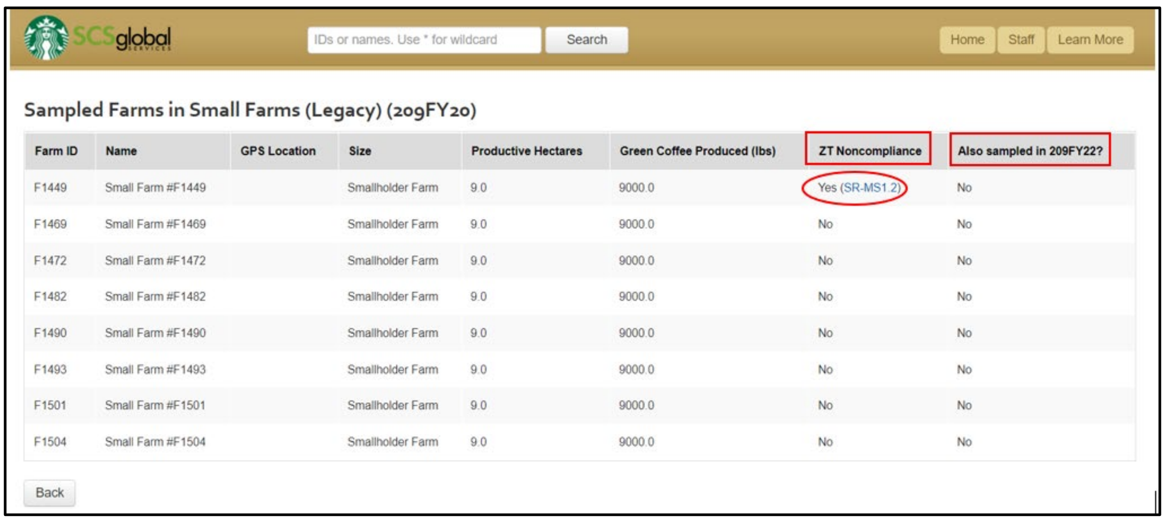
Verifiers can click on the Legacy entities included in the header section of the application to see which entities were included in the sample in the previous verification (see Screen 12). In the list of sampled farms, verifiers can review the entity code, entity name, GPS location, size, productive hectares, green coffee produced, and zero tolerance violations for each farm. If no legacy ID reference is available in the VRS for a re-verification application, please request previous verification information from SCS or the client to determine appropriate sampling.

Screen 12: Review Legacy ID



The far-right column under the Legacy Entities page indicates whether the entity has a report started in the current verification (see red rectangle in Screen 13). This is a tracking tool for the verifier to monitor re-verification sampling requirements.

Screen 13: List of Entities



Farm ID	Name	GPS Location	Size	Productive Hectares	Green Coffee Produced (lbs)	ZT Noncompliance	Also sampled in 209FY22?
F1449	Small Farm #F1449		Smallholder Farm	9.0	9000.0	Yes (SR-MS1.2)	No
F1469	Small Farm #F1469		Smallholder Farm	9.0	9000.0	No	No
F1472	Small Farm #F1472		Smallholder Farm	9.0	9000.0	No	No
F1482	Small Farm #F1482		Smallholder Farm	9.0	9000.0	No	No
F1490	Small Farm #F1490		Smallholder Farm	9.0	9000.0	No	No
F1493	Small Farm #F1493		Smallholder Farm	9.0	9000.0	No	No
F1501	Small Farm #F1501		Smallholder Farm	9.0	9000.0	No	No
F1504	Small Farm #F1504		Smallholder Farm	9.0	9000.0	No	No

3.3 Supply Chain Discrepancies

If the verifier or inspector discovers a discrepancy between the application provided by their client and the application as it appears in either the VRS or in the actual field inspections, they should report the discrepancy using the procedure established in Section 6.4.6 of the Verifier and Inspector Operations Manual.

To ensure for the most efficient processing of supply chain discrepancies, verifiers should make sure that all discrepancies have been accounted for before following the procedure mentioned above, except for cases in which the discrepancy is preventing the inspector from writing reports. In those cases, discrepancies should be reported as soon as possible. In some cases, after the supply chain discrepancy is reported, Starbucks will need to issue a new application with the correct information included.

Even in cases where a new application ID must be assigned, the inspector(s) will be able to continue reporting in the existing application until the new application ID has been claimed. It is important to note that **if sampling adjustments are needed due to a supply chain**

discrepancy, the verifier should immediately inform inspectors while they are in the field to ensure that the correct number and type of entities are inspected based on the updated supply chain. The VRS will not allow verifiers to submit final reports if the required sample has not been met.

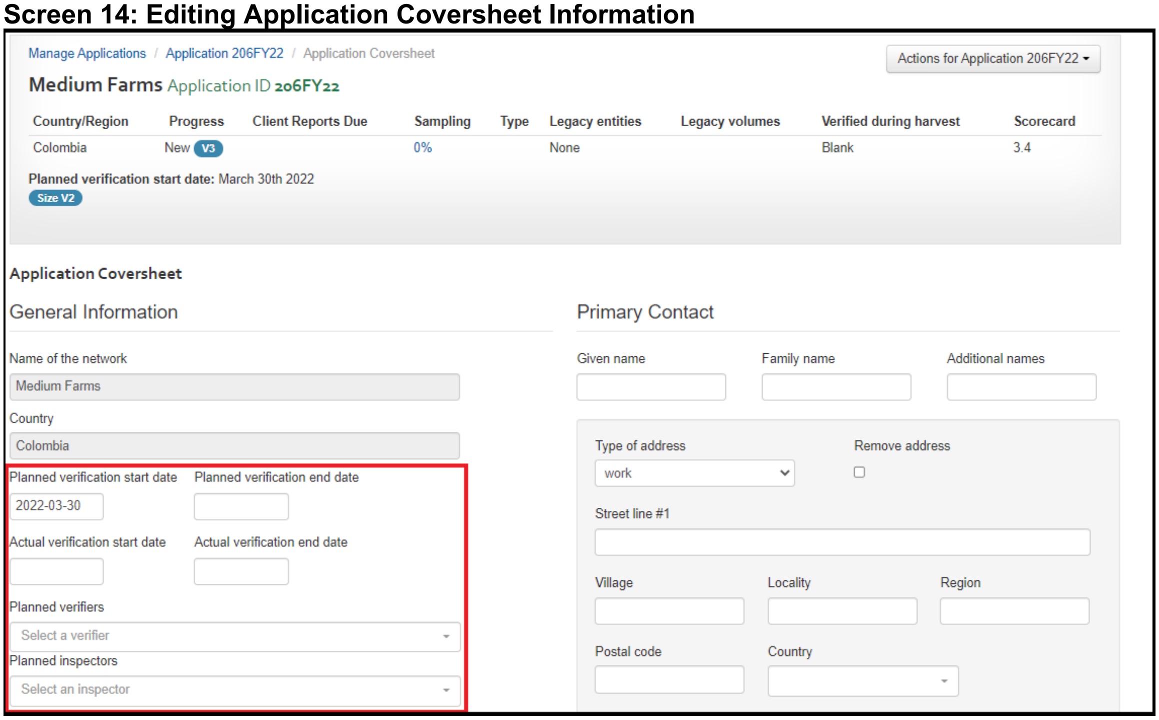
If the supply chain discrepancy involves only minor changes to farm size (e.g., 8ha to 10ha), the verifier or inspector may make these changes to the application by editing the coversheet information for the farms. However, if the change to farm size changes the size classification or is greater than 50% (e.g., a 60ha farm is actually 113ha), verifiers should follow the procedure outlined in Section 6.4.6 of the Verifier and Inspector Operations Manual, even if they are able to make the necessary updates directly in the farm's coversheet.

3.4 Application Coversheet Information

Upon claiming an application from Starbucks, the verifier will be able to edit the planned verification dates, actual verification dates, and contact information. Verifiers can access the application coversheet under the Actions for Application menu.

Verifiers are required to enter the planned verification date and check the accuracy of the name and country fields (see Screen 14). Once the field work has started, the verifier should complete the Actual verification start date (the date of the first field day) within 48 hours. When field inspections are complete, the verifier should complete the Actual verification end date (the date of the last field day) within 48 hours. Should the planned inspection date change due to postponement or delay of fieldwork, the verifier must update the planned inspection dates in the VRS accordingly.

Screen 14: Editing Application Coversheet Information

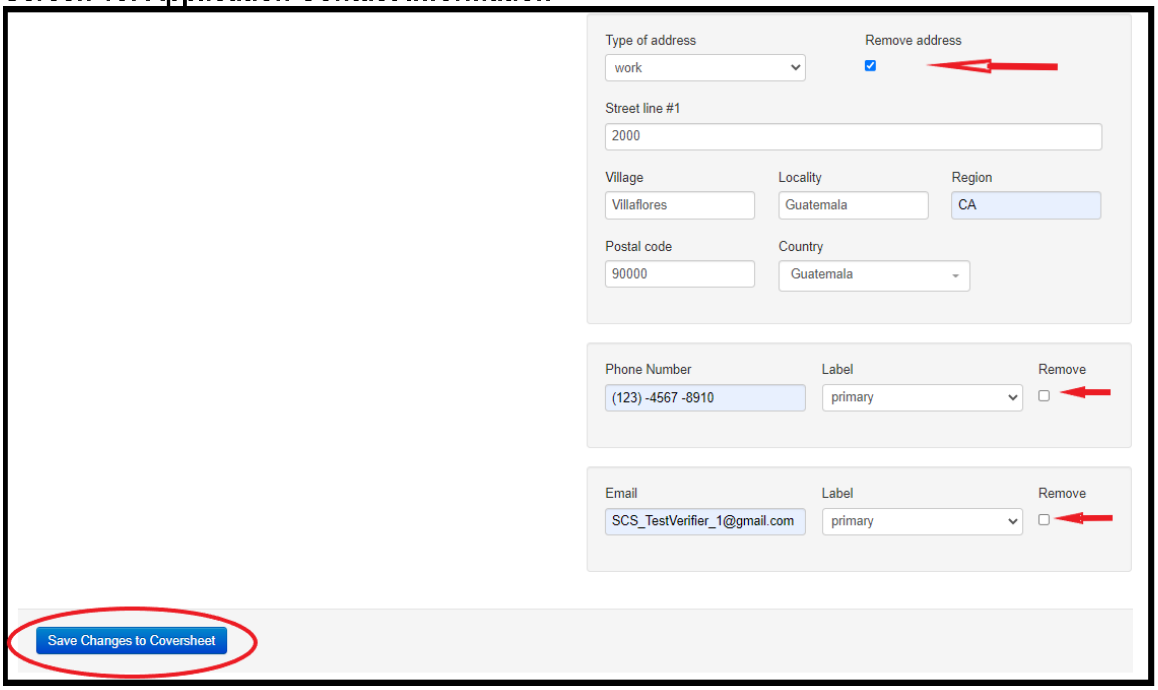


3.4.1 Application Contact Information

Verifiers should complete the application coversheet with supplier contact information, including phone number, email and/or physical address.

The system will not allow the report to be submitted to Starbucks/SCS if the fields for email, phone and/or physical addresses have been displayed but are empty. If there is no information to add in the fields displayed, verifiers should click remove email/ remove phone/ remove address (see Screen 15) to allow the report to be submitted.

Screen 15: Application Contact Information



3.4.2 Verified During Harvest? Yes/No

In-harvest qualification at the level of the application requires inspectors to accurately document whether each entity was 'Inspected during Harvest' (for details on how to determine an entity's "in harvest" status, please refer to the Verifier and Inspector Operations Manual Section 6.6.3). This qualification is made in the coversheet of the field notes and report for each entity inspected. Thus, VRS automatically updates the harvest status of the application based on the entities' harvest status.

3.5 Sampling Tool

To view the sample requirements, the verifier clicks Sampling Requirements in the Actions menu. This tool provides guidance on farm sampling requirements and indicates progress against the requirements for both entities that were not previously verified and those that were previously verified (Screen 16). The Sample Required column for previously verified entities includes the number of farms that were verified previously and must be re-verified to meet the 15% sample as well as any zero tolerance entities. The Sample Required column for processors will not be filled in until supply chain flows have been entered (see Section 4.7.10).

Screen 16: Sampling Requirements

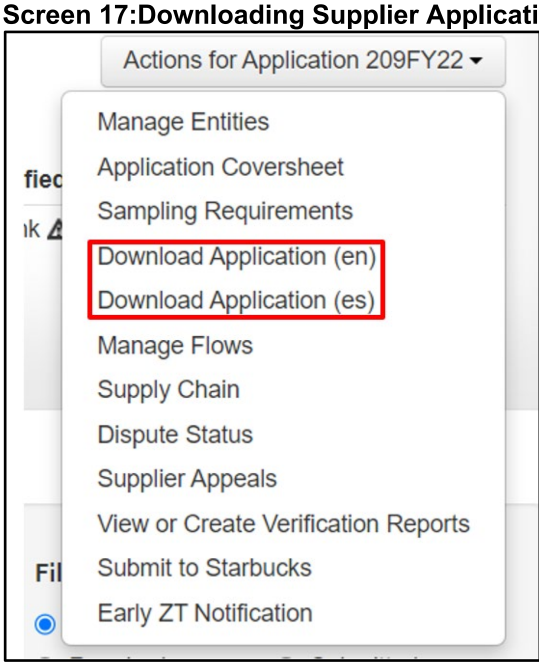
Sampling Requirements Sampling V6

	Total in Application			New entities / Not previously verified		Previously verified	
Entity Type	Total	Sample Required	Progress	Reports Completed	Sample Required	Reports Completed	Sample Required
Smallholder Farms	0	0	0%	0	0	0	0
Medium Farms	0	0	0%	0	0	0	0
Large Farms	20	20	0%	0	0	0	20
Processors *	5	0* (Pending entry of flows)	0%	0	N/A	0	N/A
Producer Support Organizations	0	0	0%	0	0	0	0
Warehouses	3	3	0%	0	3	0	0

* Processors' required sample is subject to change based on entry of flows

While reviewing the application, verifiers should determine which entities will be included in the sample (where appropriate). Verifiers can identify which entities were sampled in the previous verification by clicking on the Legacy Entities link at the top of the page in the header, as mentioned previously (section 3.2), or by downloading the application from the VRS. To download the supplier's application, verifiers select Download Application (Screen 17) in the Actions menu of the application. The supplier application will include general information about each entity, such as the entity's contact information, location, and production volumes of coffee cherry and green coffee, as well as columns for whether the entity has been sampled or received ZTNCs in the legacy application.

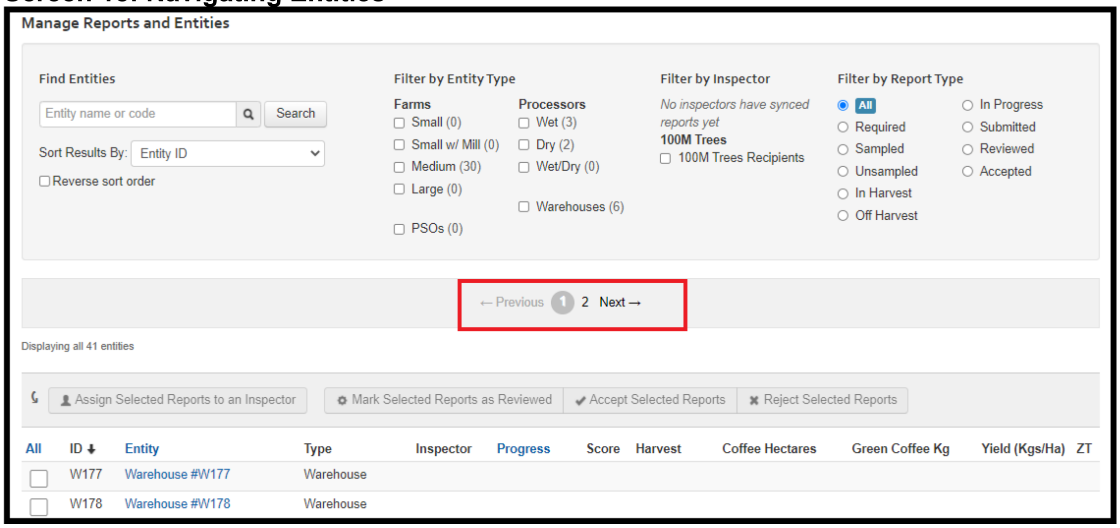
Screen 17:Downloading Supplier Application



3.6 Navigating Entities

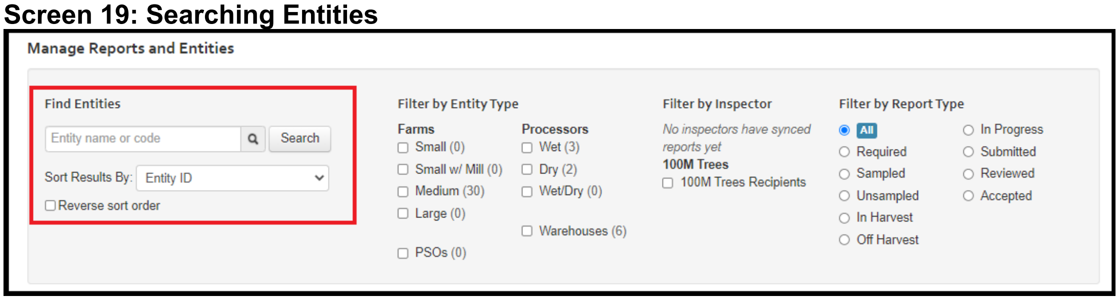
By clicking on Manage Entities in the Actions for Application menu, verifiers will be taken to a list of all the entities in the application. For very large applications, the entities will be listed on multiple pages (see Screen 18).

Screen 18: Navigating Entities

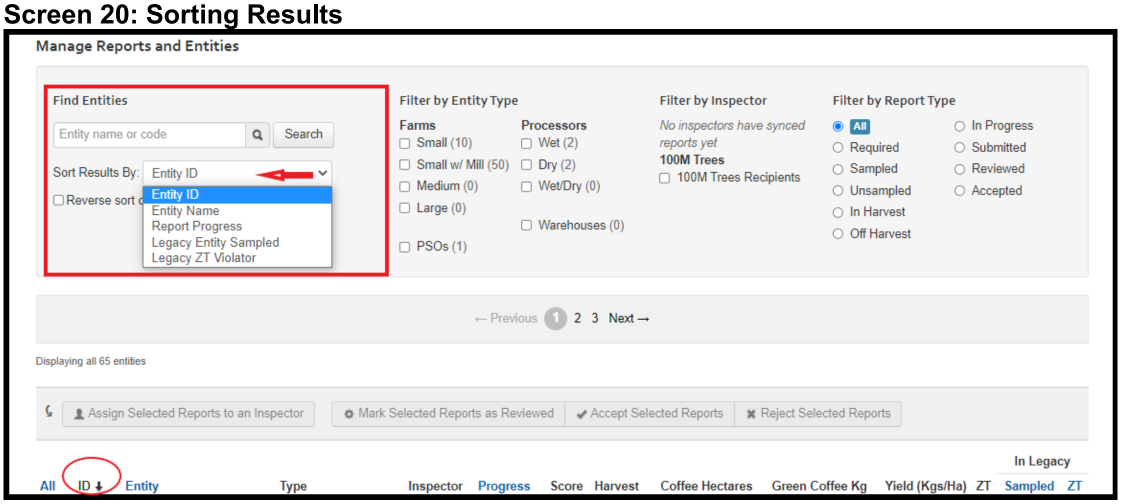


The VRS also allows verifiers to search entities by Entity ID, Entity name, Report progress, Legacy Entity Sampled, or legacy ZT violator. (See Screens 19 and 20).

Screen 19: Searching Entities



Screen 20: Sorting Results



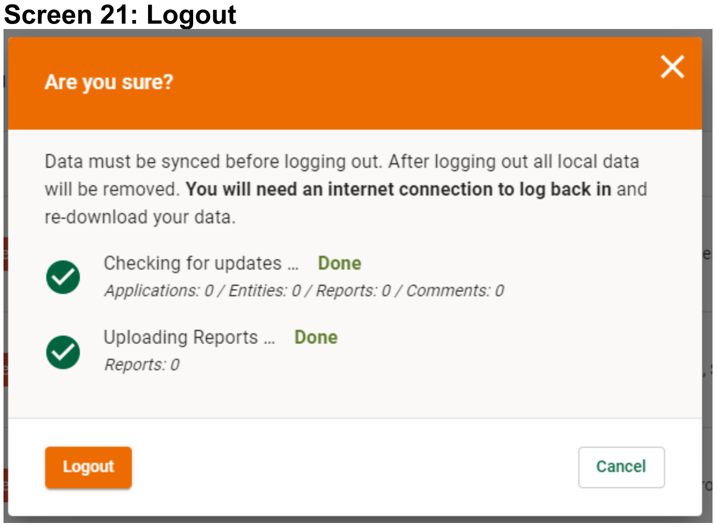
4.0 Writing Entity Reports – Inspector Interface

4.1 Synchronizing

In order to access applications and begin writing reports, inspectors should log in to the inspector interface to see a list of applications and entities claimed by their organization (see Section 2.3).

In the inspector interface, the symbol of a spinning wheel is the button to synchronize. The interface also automatically syncs on log in and log out. When the inspector clicks to log out, a message will appear asking if they are sure (Screen 21) and will automatically synchronize before logging the inspector out of the VRS.

Screen 21: Logout



While inspectors work on reports, they should synchronize frequently when connected to the internet. Verifiers, when logged in, will be able to see those changes. If a verifier logged in before the changes were synchronized, the old data would still be visible, even if the inspector was online while working on it.

If the inspector experiences issues synchronizing, before contacting SCS, they should log out and log back in to see if this solves the issue. If using a tablet, access the reports using the browser instead of the app. If using the web version of the VRS, switch to a different browser. If still experiencing technical difficulties, see section 9.6 for further assistance.

4.2 Work Offline

If inspectors lose connection to the internet, they will still be able to work on reports. In fact, the inspector interface supports a multitude of features that are available offline for inspectors to continue to work on reports while internet access is unavailable. Before utilizing the offline features, inspectors should first log into the new interface using their username and password while online and perform a synchronization if they are expecting to use the VRS offline shortly after. It is recommended to install an app version of the Inspector Interface (see section 4.3). It is also recommended that the inspector use a password protected device while working in the VRS.

Once signed in, inspectors will continue to have access to all regular functionality as if they were still connected to the internet. However, the ability to synchronize or log out/in will not work while offline. If the inspector attempts to synchronize, an error message will appear warning that the inspector needs to be online in order to synchronize.

While working offline, inspectors can expect to have access to the following inspector interface functionality:

- The full list of entities available to create a report for, however this list will only be as current as their last synchronization
- New reports can be created from the list of entities available
- View and fill out coversheet and indicator information
- Attachments and comments can be added to reports
- Report PDF file can be downloaded to the inspector's device
- Copy SR scores to other applicable entity reports that the inspector currently has
- All changes and updates will be saved locally (the VRS will not be updated until user has synchronized while online)

Due to the inability to synchronize while offline, the following features will not be available until a stable internet connection is established:

- Log in or log out of the new inspector interface
- Reviewing and filling out Early ZT notification information
- Sending/Submitting entity reports, comments and attachments to verifiers for review
- Ability to use device's location to populate GPS coordinates will depend on device capabilities
- Receiving any updates or comments made by verifiers on entity reports
- Reports assigned or returned to the inspector from the verifier since the last synchronization
- Updates to the list of entities available that an inspector can create new reports for; this would include any new entities added to the application and entities that already have reports created since the inspector's last synchronization
- Notify other inspectors of a new report that has been started to prevent duplicate reporting
- Changing the language that is being used in the Inspector Interface

4.3 Creating a Local App for Offline Use

For offline use, we recommend creating a local version of the application. To create an app for the inspector interface, follow the steps below:

Chrome (Windows/Mac):
Launch the "Chrome" app
Navigate to verification.cafepractices.info
Click the menu icon (3 dots in upper right-hand corner)
Click "Install VRS Inspector" on computer
An application will be added to the computer for use.

Chrome (Android Tablet/Windows Tablet):
Launch the "Chrome" app
Navigate to verification.cafepractices.info
Tap the menu icon (3 dots in upper right-hand corner)
Tap "Add to home screen"
Edit the name of the app and then select "Add" when finished
The app will be available in the app menu and can be added to the home screen

Safari (iPad only):
Launch "Safari" app

Enter verification.cafepractices.info into the address field and tap “Go”
Tap the icon featuring a right-pointing arrow coming out of a box along the top of the

Safari window to open a drop-down menu
Tap “Add to Home Screen”
Users can edit the name of the app and then select “Add” when finished
The app will be available in the app menu and can be added to the home screen

4.4 Progress Status of Entity Reports

Entity reports will have one of the following progress statuses:

- **New** – Inspector has created a new report.
- **Incomplete** – Some scores in a report have been evaluated.
- **Finalized and submitted** – Inspector has submitted report to verifier and has synchronized.
- **Verifier marked for revision, but inspector has not received update** – The verifier has completed their review of the inspector’s report and returned it to the inspector for revision. The inspector has not yet synchronized.
- **Verifier marked for revision, inspector is revising** – The verifier has returned the report to the inspector, and the inspector has synchronized.
- **Reviewed by verifier –** The verifier has completed their review of the report and no more changes are needed.
- **Accepted by verifier** – The verifier has marked that the client approved the report.

Applications will have one of the following statuses:

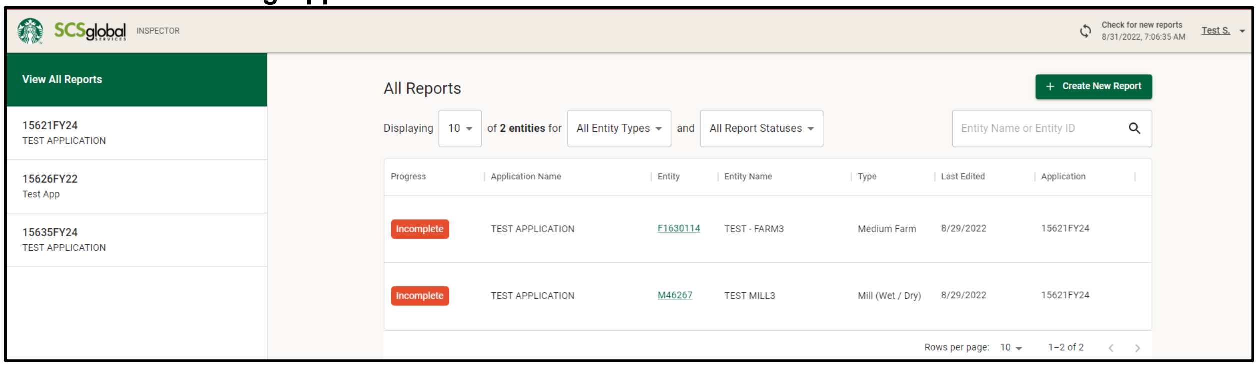
- **Not Started**
- **Incomplete**
- **Accepted**
- **Returned**
- **Submitted**
- **Rejected**

Verifiers are not allowed to make changes to the coversheet, including flows, of a report that an inspector is working on in order to prevent a conflict for the inspector during synchronization.

4.5 Starting a New Report

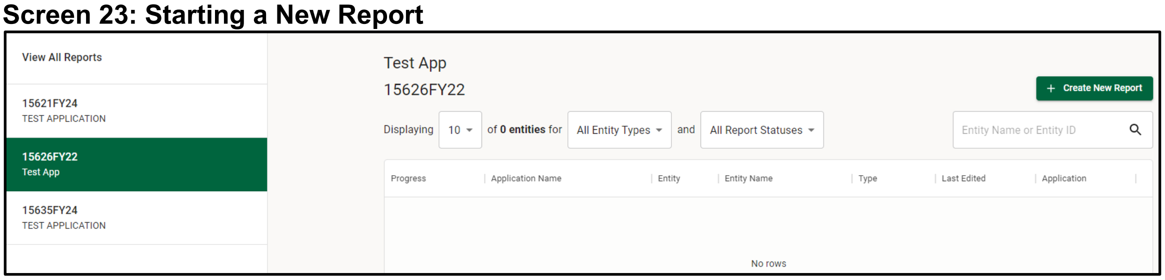
After the inspector synchronizes, the left column of the home page in the inspector interface will list all applications that the verification organization currently has access to. When View All Reports is selected in the left column, the right side of the page will show any reports the inspector has previously started (Screen 22). Once an application is clicked on, the page will show the entities in that application that the inspector has begun writing reports for and the progress status of each report. If an application is not listed, then either it has not yet been claimed by the verifier using the security code provided by the client or the inspector needs to synchronize in order to access any recently claimed applications.

Screen 22: Accessing Applications



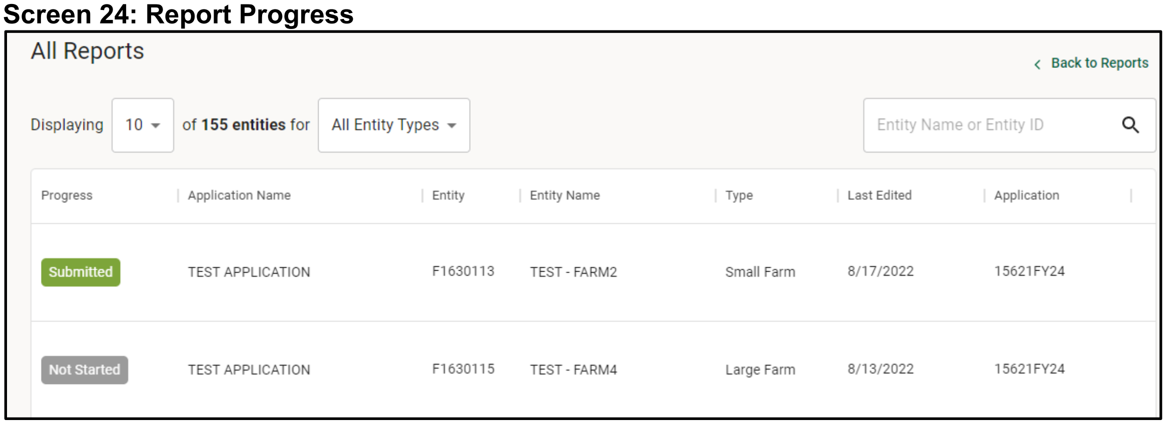
To start a new report or continue a report in progress, inspectors should click the application in the left column. If the inspector has previously started work on one or more reports in the application, the right side of the screen will list those in-progress reports. If there are no reports that have been started by the inspector in that application, the right side will appear blank (Screen 23).

Screen 23: Starting a New Report

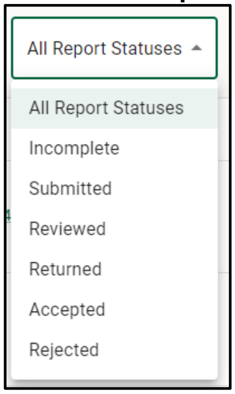


Once Create New Report is clicked, the next page will list all the entities for that application, including the entity ID, name, type, and date last edited. Each entity will show the progress status of the report: Not Started, Incomplete, Submitted, Reviewed, Returned, Accepted, or Rejected (Screen 24). The inspector can also filter by Report Status (Screen 25).

Screen 24: Report Progress

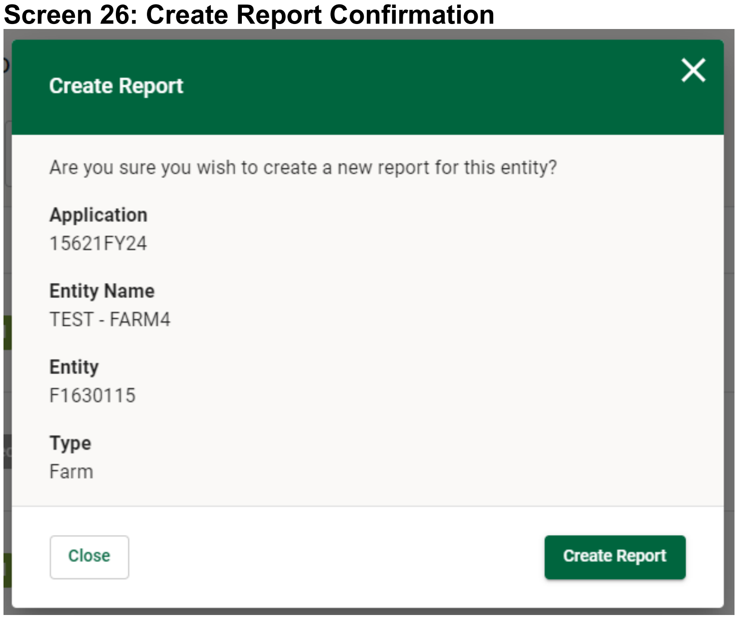


Screen 25: Report Statuses



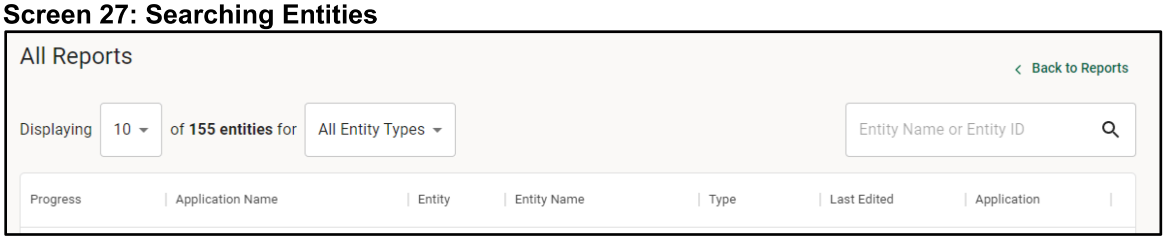
Once the inspector identifies the entity that they will write a report for, clicking on the status of the report opens the report. To start a report for the first time, click on a report with the status of Not Started. A pop-up window will appear showing the application name, entity name, entity ID and type and asking if you are sure you would like to create this report (Screen 26).

Screen 26: Create Report Confirmation



To search for a specific entity report by name or ID, click the search bar in the right corner to search (Screen 27). After typing in the search term, all of the relevant entities from all applications the organization has access to will show.

Screen 27: Searching Entities



Box 4: Starting a New Report

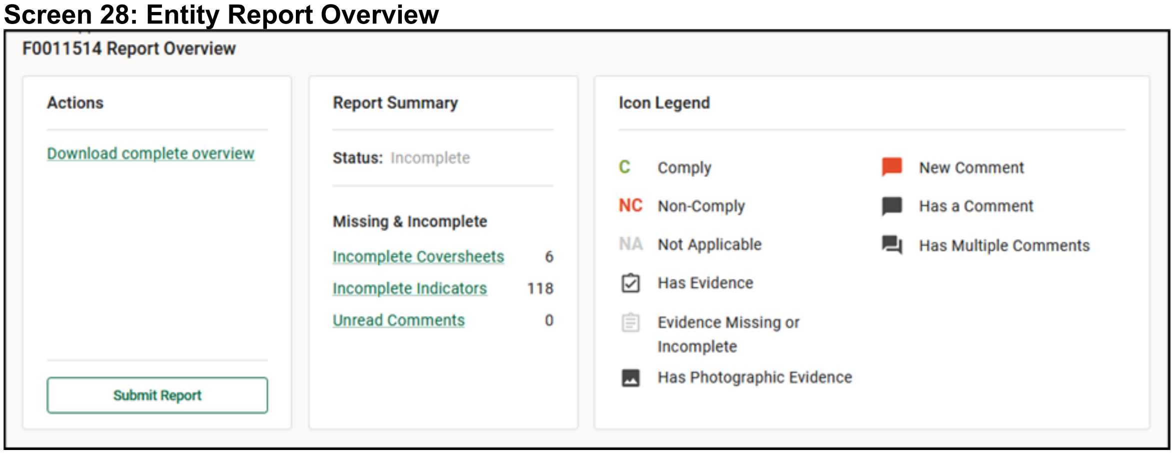
1. Click on the application.
2. Click Create a New Report to see a list of all the entities in the application.
3. Select the entity from the list.
4. Click on the progress status Not Started to create a new report.

4.6 Navigating a Report

After clicking on the progress to open an entity report, the inspector will be taken to the Entity Report Overview page (Screen 28) which includes sections related to Actions, a Report Summary, and an Icon Legend. The Report Summary shows which sections are missing or incomplete, unread comments, and all the indicators in the associated scorecard.

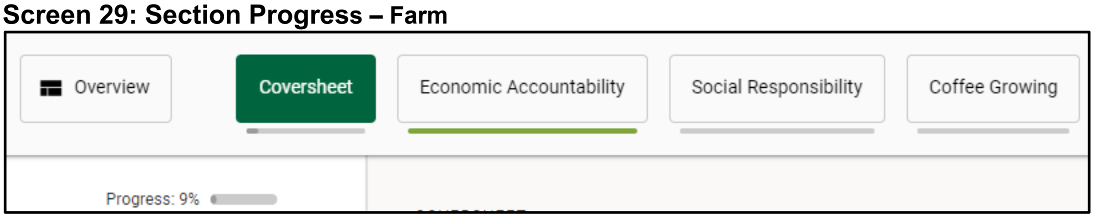
When scrolling down, the inspector can view which sections of the coversheet are complete or incomplete and the scorecard evaluations for each indicator and if it includes evidence, photographic evidence, and comments.

Screen 28: Entity Report Overview

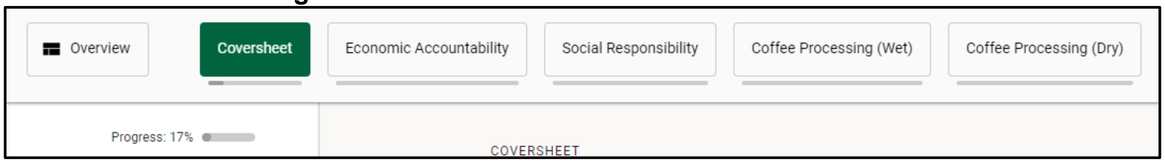


There are multiple ways to check the progress of each section, including the gray bar below each section name which turns green once completely filled out, or from within the section, the gray bar provides the progress percentage (Screens 29 and 30). When a page within a section is complete, at the bottom of the page it will say Section Completed (Screen 31). If information is missing, the inspector can check which required information must be filled out by clicking Check Section (Screen 32).

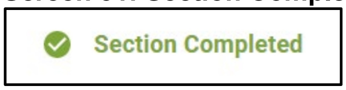
Screen 29: Section Progress – Farm



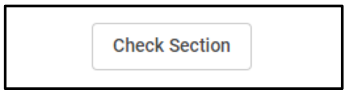
Screen 30: Section Progress – Mill



Screen 31: Section Completed



Screen 32: Check Section



4.7 Editing Coversheet Information

For each entity report, inspectors are required to first complete coversheet information before entering scorecard evaluations. Many fields in the coversheet can only be completed after information has been collected from the field. **Note that some fields are filled in automatically during the transfer of the application from the supplier to the VRS.** Inspectors should also verify the information already entered and make changes, as necessary. This is a very important step by the inspector. For further details regarding coversheet data collection, please refer to the Verifier and Inspector Operations Manual Section 6.6.

Inspectors are required to fill in the information from the following sections of the coversheet, where applicable:

- **General Information**: Actual verification date, GPS Coordinates, Plot Information, Entity Support)
- **Contact information**
- **Farm Information**: Inspected during harvest? Yes/No, PSO (if applicable), Farm Size (total, coffee producing, conservation), Number of water bodies, Planting Information (Average distance between coffee trees and coffee rows), Total production volumes (cherry, parchment, green) from last completed harvest
- **Processor Information**: (Type, Inspected during processing activities? Sorting and Grading? Production Volume Information (cherry, parchment, green) from last completed harvest, Mill Activities, Other Products)
- **Flows and Flow Volumes**
- **On-site milling?** Yes/No
- **Workers**: Labor intermediaries? Yes/No, Number of workers, type, number living on site
- **People living on-site**: Number of children by school age, Food Security
- **Pest and Disease Information**
- **Coffee varieties grown on farm**
- **Other Certifications**
- **PSO Support** (if applicable)
- **100M Trees Survey** (if applicable)

Note that the coversheet information is on multiple pages within the inspector interface. To fill out more information, click Next or skip directly to the section using the panel on the left side of the page.

4.7.1 Verification Date

Inspectors should enter the actual date that the field inspection occurred for the specific entity (dd/mm/yy). In cases where the verification occurred over multiple days, the inspector should enter the final day of field inspection.

4.7.2 GPS (Global Positioning System)

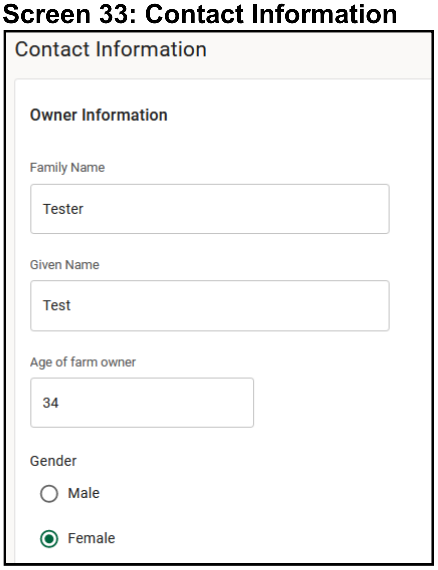
Inspectors should enter the GPS data collected in the field in degrees, minutes, and seconds, as specified in Section 6.6.1 of the Verifier and Inspector Operations Manual. Verifiers may also enter or edit GPS coordinates in entity coversheets. GPS coordinates should be entered using degrees, minutes and seconds (e.g. 9°40’4.9”N). The VRS does not accept commas (“,”).

For small farms that consist of multiple plots, inspectors must record the GPS coordinates for each plot inspected. It is important to note that if an inspector does not record GPS readings for each entity included in the scope of the verification, the reports will not be accepted by the VRS.

4.7.3 Contact Information

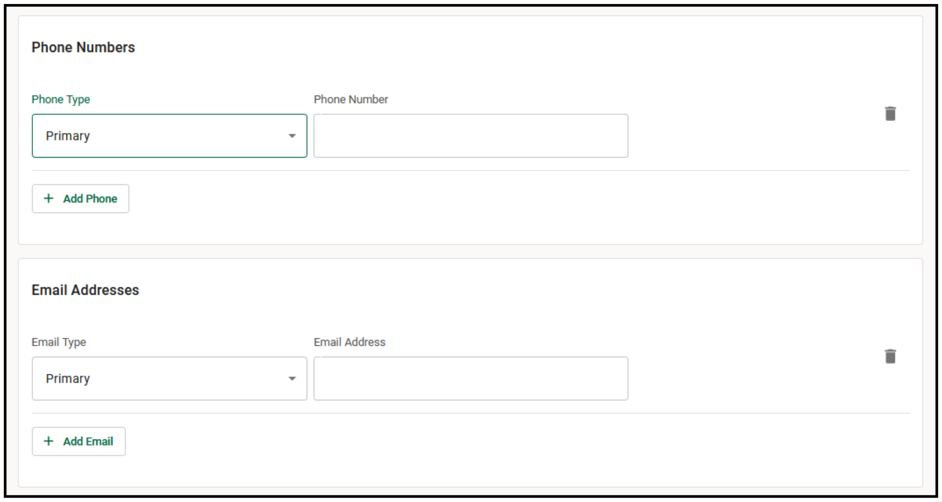
Inspectors should ensure that they enter complete contact information in the coversheet for each entity (see Screen 33). Complete contact information includes Family Name, Given Name, Age, Gender, and Address. Additional fields are available to fill out phone number and email. Inspectors should enter the contact information for the primary contact of the entity, not of the application.

Screen 33: Contact Information



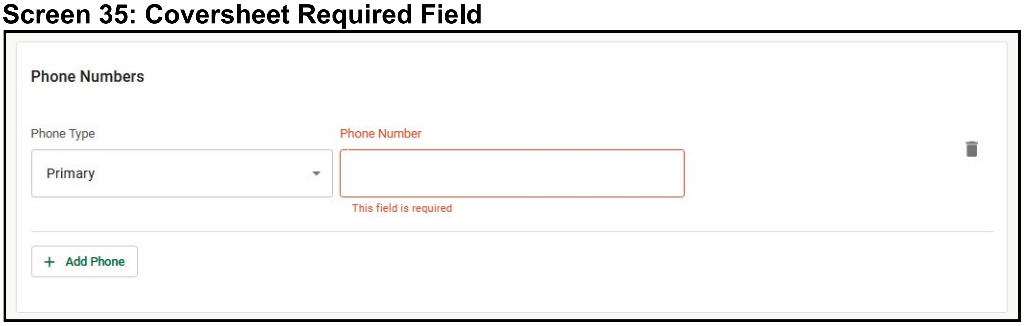
When users click Add Phone Number, Add Email, or Add Address fields and dropdowns with options will appear (see Screen 34).

Screen 34: Phone Number and Email Address



When the page is complete, it will say Section Completed at the bottom of the page. Click Check Section to see what required fields are missing and the missing field will be highlighted in red. (see Screen 35).

Screen 35: Coversheet Required Field



4.7.4 Inspected During Harvest

If the verification takes place "in harvest" as defined in Section 6.6.3 of the Verifier and Inspector Operations Manual, the inspector should indicate on the entity coversheet that verification took place during harvest.

4.7.5 PSO Information

Inspectors are required to specify a PSO for each small farm report in an application. All PSOs included in the application will be listed in a drop-down menu on the entity coversheet.

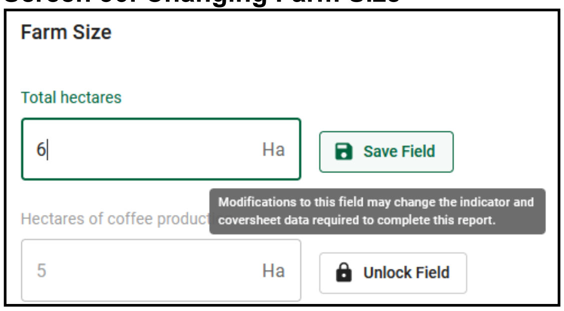
4.7.6 Farm Size

Inspectors should enter the total area, conservation area and productive area as observed in the field. The VRS will give an error message in the coversheet if the sum of the conservation area and productive area is larger than the total area entered. Farm size classifications in C.A.F.E. Practices are based on the productive area of a farm, rather than the total area.

4.7.7 Changes to Farm Size (Productive Hectares) Discovered During Field Visit

To avoid delays in report writing when there are discrepancies, the inspector can make the change in the entity coversheet in order for the scorecard to update to include the correct indicators. To change the farm size, click on Unlock Field to edit the boxes next to Total hectares and Hectares of coffee production. A warning message will appear if the change affects the scorecard type (Screen 36). To save the change, click Save Field. Verifiers can also edit the information in the entity coversheet if the report has not yet been started by an inspector.

Screen 36: Changing Farm Size



4.7.8 Worker Data

Inspectors should enter the worker data collected in the field by worker type, as specified in Section 6.6.2 of the Verifier and Inspector Operations Manual. The option to bulk-evaluate certain Social Responsibility indicators as Not Applicable will appear when there are zero workers entered on the entity coversheet. **Inspectors should enter the number of workers prior to entering evidence.** If evidence in certain Social Responsibility indicators is entered, then number of workers changed in the coversheet to zero, the option to bulk update the indicators will appear. If chosen, the evidence will be overwritten.

4.7.9 Production / Processing Volume

Inspectors should cross check the volumes provided in the supplier application with receipts, observations of relative productivity and processing activities, and verbal confirmation. If yields seem unusual for the region, inspectors should include a comment in the report, and verifiers should include a justification when submitting the report explaining the reason for the unusual volumes. Inspectors and verifiers should also check to ensure that conversions between cherry, parchment and green coffee are correct. Inspectors will enter volumes in kilograms (kg).

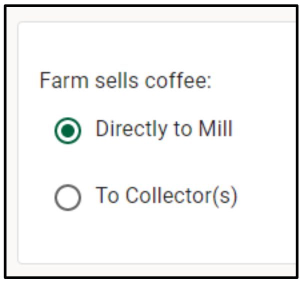
4.7.10 Flows

Inspectors are required to enter the total volume of coffee flows from a farm to all processing facilities and/or warehouses, which includes both mills within the C.A.F.E. Practices application AND mills outside of the C.A.F.E. Practices supply chain. For farms, inspectors should account for the total volume of coffee produced and sent to all processing facilities. In the case of mills, the coffee out-flows exiting the processing facilities should only reflect the sum of incoming volumes from sampled farms.

Farms:

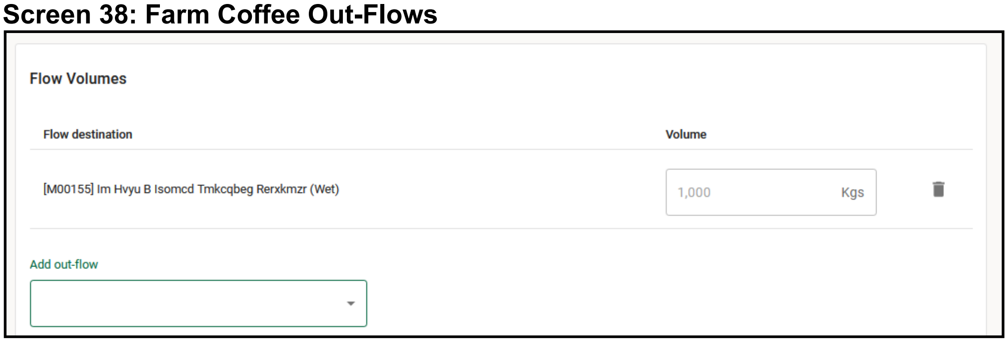
In most cases, the farm will send all of the coffee produced to the same mill. When this is the case, the inspector should select the Farm sells coffee: Directly to Mill field (Screen 37).

Screen 37: Farm Sells Coffee



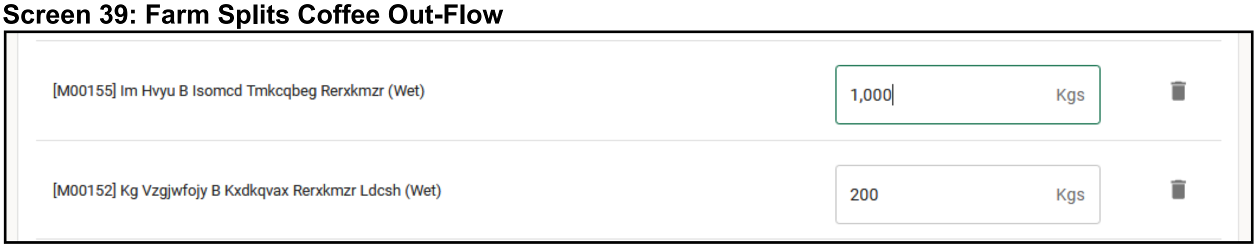
The inspector should then select the appropriate mill from the drop-down menu located below this field. The VRS will automatically enter the flow volume from a farm to a mill based on the Total annual volume of green coffee grown for this farm entered on the entity coversheet. On farm coversheets for the farm outflow, only mills will be available to select from the Add out-flow drop-down menu (see Screen 38).

Screen 38: Farm Coffee Out-Flows



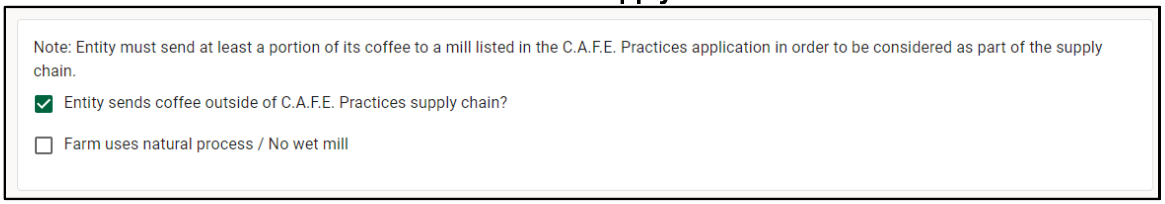
If the producer sends its coffee to more than one processor in the application, the inspector should still select the Farm sells coffee: Directly to Mill. The inspector should then add the additional outflows using the Add out-flow drop-down. The inspector should enter the number of kgs of green coffee sent to each processor in the application (Screen 39). The VRS will not allow the user to save this information if the kgs of green coffee entered in each field is not equal to the amount entered in the Total annual volume of green coffee grown for this farm in lbs./Kgs. field.

Screen 39: Farm Splits Coffee Out-Flow



If the inspector confirms that a farm sends coffee to mill(s) outside of the supply chain, the inspector should check the box Entity sends coffee outside the C.A.F.E. Practices supply chain (Screen 40). The volume of flows from farms in the C.A.F.E. Practices application to mills outside of the supply chain do not need to be included in the VRS.

Screen 40: Farm Coffee Out-Flows Outside of Supply Chain



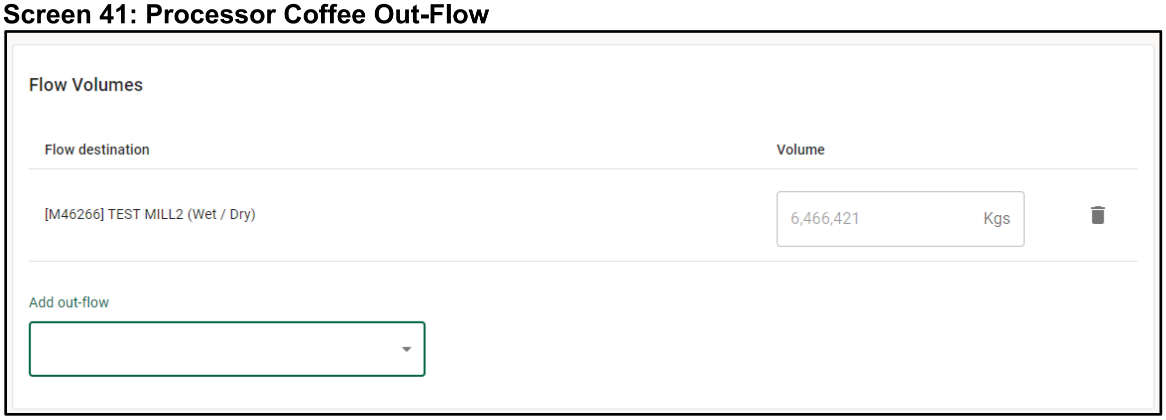
If the farm does not use a wet mill, and uses natural process, the inspector should check that box in the screen above.

Processors:

Flows for coffee processors should be entered in the mill entity coversheet. Adding the flow from a mill functions the same way as for a farm. On mill coversheets, for the outflow, mills and warehouses will be available to select from the Add out-flow drop-down menu.

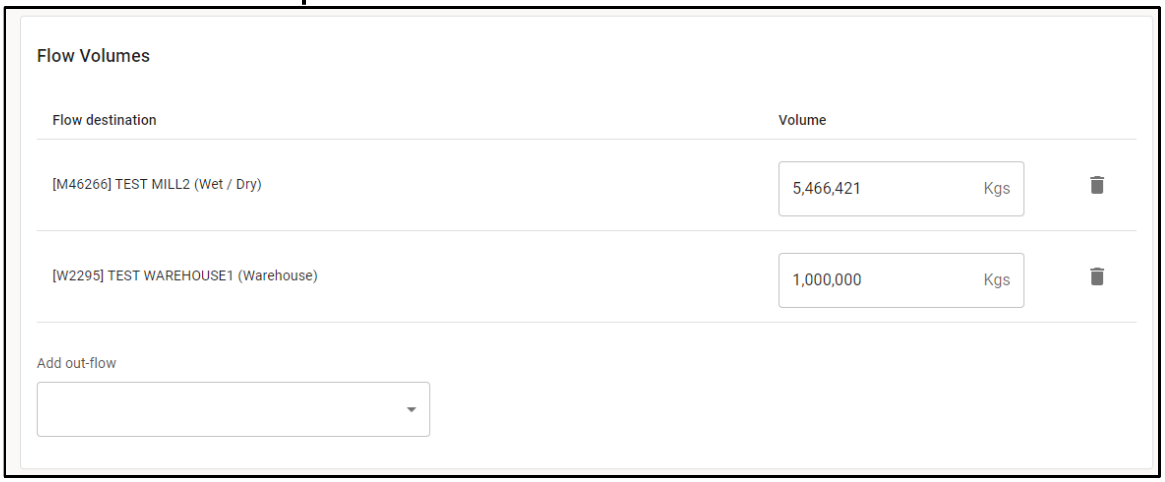
If the processor sends all of its coffee to another processor (i.e. Wet Mill), the inspector should select the appropriate mill or warehouse from the drop-down menu and the VRS will automatically enter the flow volume based on the total production volume of green coffee entered on the previous page of the entity coversheet (Screen 41).

Screen 41: Processor Coffee Out-Flow



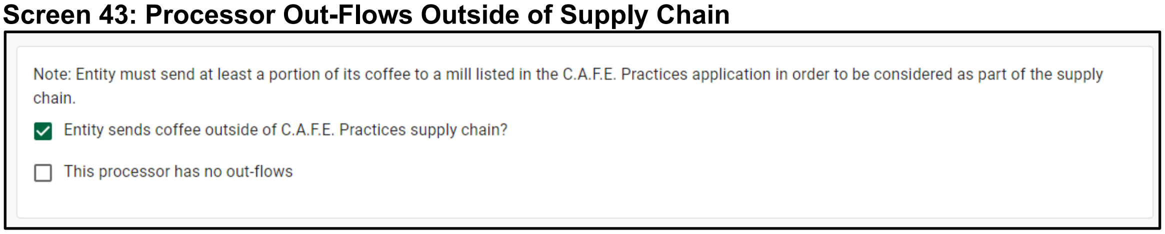
If the processor sends its coffee to two different entities (processors or warehouses), the inspector should add the additional outflows using the Add out-flow drop-down. The inspector should enter the number of kgs of green coffee sent to each entity (Screen 42). The VRS will not allow the user to save this information if the kgs of green coffee entered in each field is not equal to the total amount that appears in the production volume section on the previous page.

Screen 42: Processor Splits Coffee Out-Flow



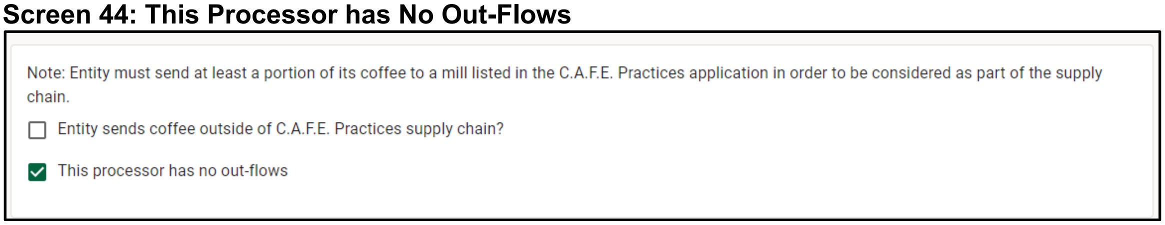
If the inspector confirms that a mill sends coffee outside of the supply chain, the inspector should check the box Entity sends coffee outside the C.A.F.E. Practices supply chain (Screen 43).

Screen 43: Processor Out-Flows Outside of Supply Chain



If the processor is the final point in the supply chain (i.e. Dry Mill) the inspectors should select: This processor has no outflows (Screen 44).

Screen 44: This Processor has No Out-Flows

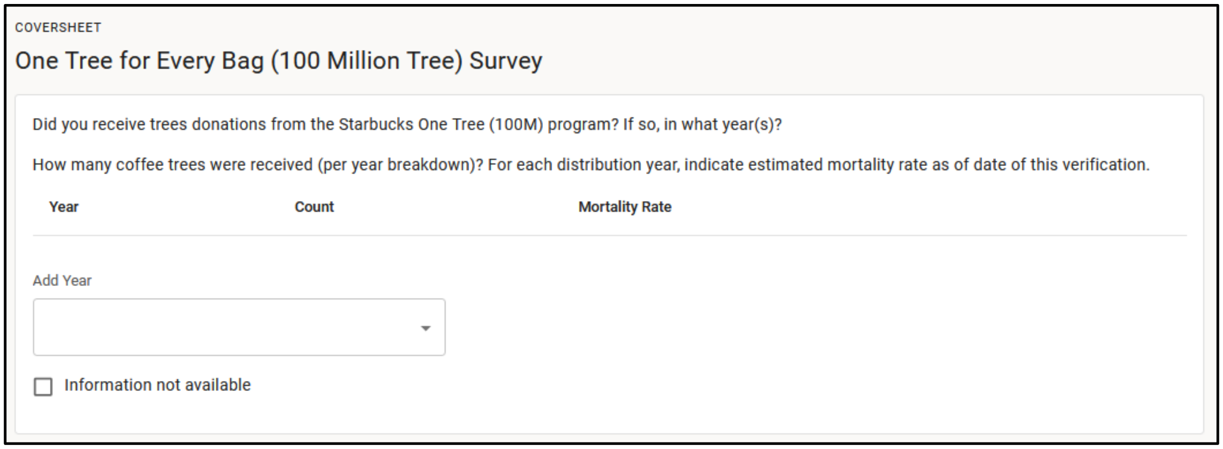


4.7.11 100M Trees Questions

In September 2015, Starbucks launched the One Tree for Every Bag program to replace coffee trees declining in productivity due to age and disease, such as coffee leaf rust. For every bag of coffee sold, a rust-resistant coffee tree was donated to coffee producers in Mexico, Guatemala, and El Salvador. Due to the success of the program and the on-going need in coffee communities, in 2017, Starbucks integrated the program into green coffee purchases to scale the program to donate 100 million trees by 2025. The program continues to be called One Tree for Every Bag (Un Arbol para Cada Bolsa) by coffee farmers participating in the program.

To support the growth and data collection for the program, for farms that are identified in the VRS as tree recipients, inspectors are required to fill out a short survey in the farm coversheet data collection process (Screen 45). This survey will automatically appear as a subsection within the coversheet if it is a tree recipient.

Screen 45: 100M Trees



4.8 Entering Evidence and Evaluation

Using the field notes from the field inspections, inspectors should enter evidence for each indicator. In several cases, related indicators may be grouped together on one page and will only require one qualitative evidence box to be completed. Each indicator evaluation contains several components:

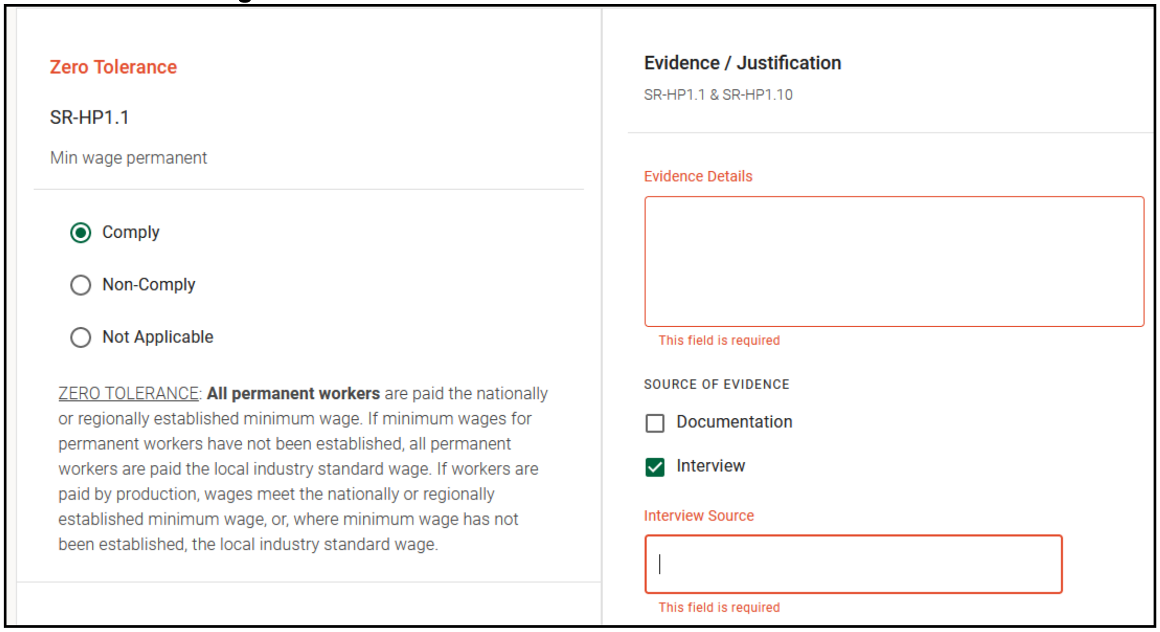
- Evaluation (Comply, Non-Comply, Not Applicable)
- Qualitative evidence (to support the evaluation choice)
- Quantitative evidence (to support the evaluation choice)
- Source of Evidence (Documentation and/or Interview and/or Observation)
- Evidence Details
- Worker interview records (for some SR-HP1 indicators – see Section 4.8.1)

In addition to qualitative evidence, the evidence fields for certain indicators in the VRS will require the inspector to enter quantitative evidence. The inspector will not be able to continue with a report unless the requested quantitative information is entered. Additionally, there is an option to add attachments to the evaluation.

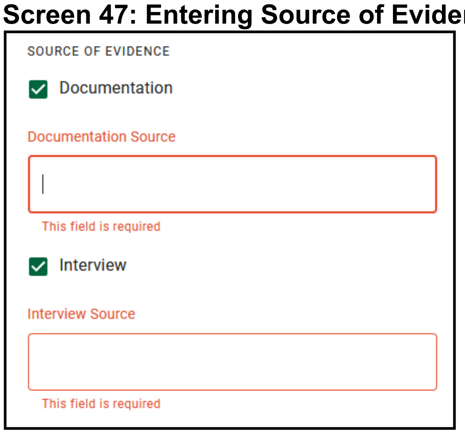
Box 5: Entering Evidence and Evaluation

1. Click the circle to choose Comply, Non-Comply or N/A (when available).
2. Write the evidence in the text box titled Evidence Details (Screen 46).
3. Check the box for the source of evidence and specify in the text box that appears (Screen 47).
4. Check the section to see if any required information is missing.

Screen 46: Entering Evidence Details



Screen 47: Entering Source of Evidence

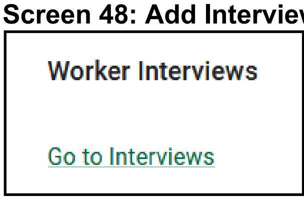


4.8.1 Worker Interview Records

Inspectors should have interview records in each entity report where workers were available for interview.

Below the evidence details box and source of evidence for several of the SR-HP1 indicators, inspectors will see Worker interviews (see Screen 48). As worker interviews are added, they will appear below the relevant indicators.

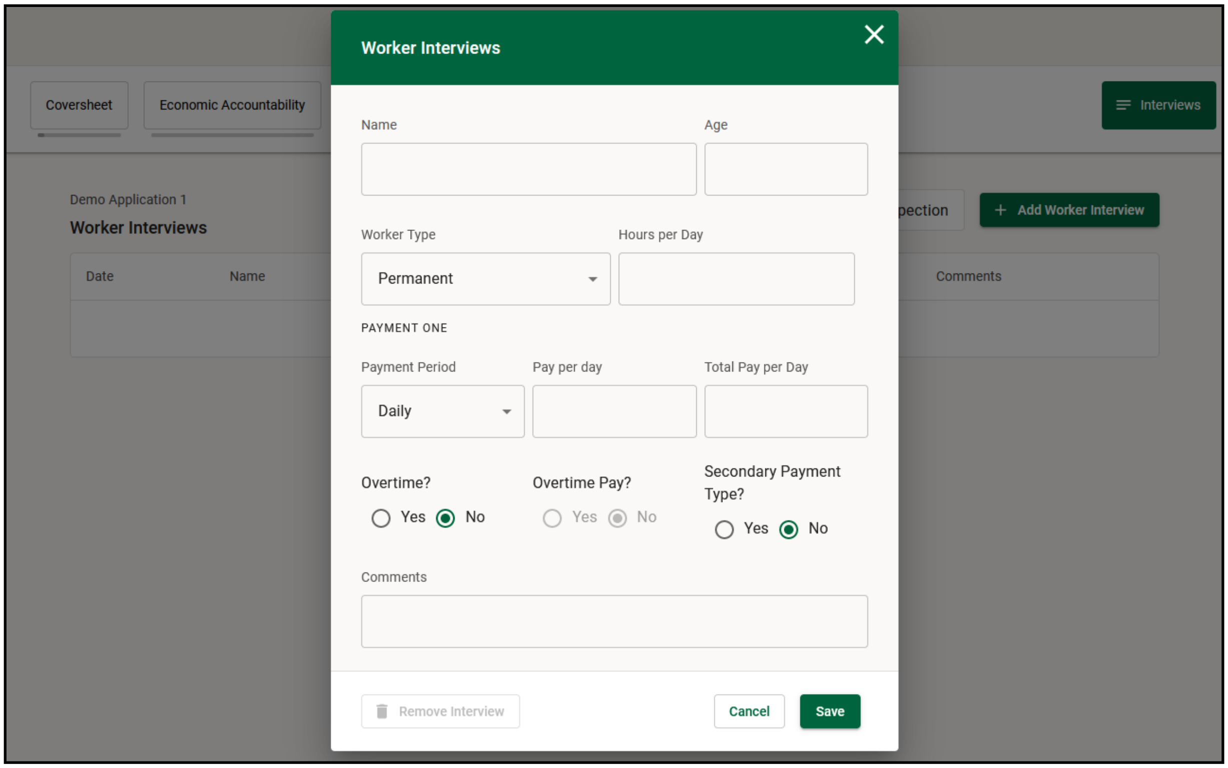
Screen 48: Add Interview Records



By clicking on Go to Interviews, inspectors will be taken to the Interview section. The interview section can also be accessed by clicking on the tab in the top right corner called Interviews. Clicking on Add Worker Interview (Screen 49), a pop-up window with additional required fields will appear (Screen 50).

Screen 49: Adding Additional Interview Records

Screen 50: Enter Worker Interview Records



The fields in the worker interview record include:

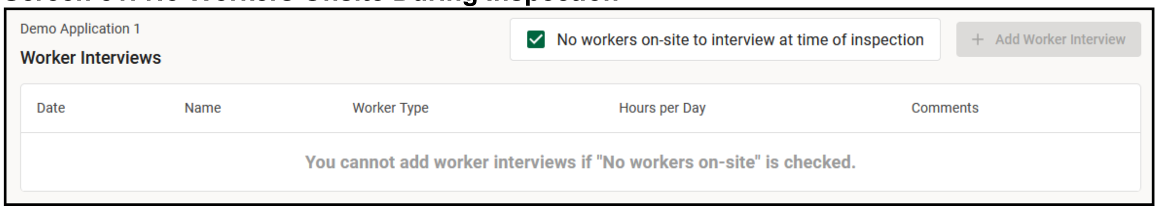
- **Name:** this field is only visible to inspectors. The worker's name will not appear anywhere in the report.
- **Age**
- **Worker type:** classification of worker as full-time or seasonal/temporary
- **Hours per day:** the standard number of hours worked per day. Only enter numbers, no text (i.e., 4.5, 8, 10).
- **Payment Period**
- **Pay per day:** the cash payment for a standard workday. Only enter numbers
- **Total pay per day:** the adjusted cash equivalent of total pay per day plus any in kind pay received by workers and/or average overtime additional pay. Only enter numbers.
- **Overtime**
- **Overtime Pay**
- **Secondary Payment Type**
- **Comments**

Inspectors should enter the necessary information and click Save. This will save the interview record and allow the inspector to add another worker interview or to return to the next indicator.

If there are no workers onsite during the time of the inspection, inspectors can check the box No workers on-site to interview at time of inspection (see Screen 51).

- If there are worker interviews filled out, it is not possible to check this box.
- If this box is checked by accident before adding worker interviews, inspectors can uncheck it in order to display the fields again.
- SCS expects that if the entity is verified in-harvest then workers will be present for interviews. Inspectors should confirm that the required interview sample is met for each entity inspected.

Screen 51: No Workers Onsite During Inspection



Box 6: Entering Worker Interview Evidence

1. Click Add worker interview (see Screen 49).
2. Complete all fields.
3. Click Save interview record.
4. Complete one record for each worker interview conducted.

4.9 Using the Autofill Tool – Inspectors

The VRS includes an autofill tool that can be used to report on Social Responsibility indicators for vertically integrated medium or large farms. In cases when the vertically integrated farm meets these criteria, inspectors can use the tool to autofill the mill report with the Social Responsibility subject area evidence and evaluations entered for the corresponding farm report. Coversheet data for the farm and mill must be entered separately.

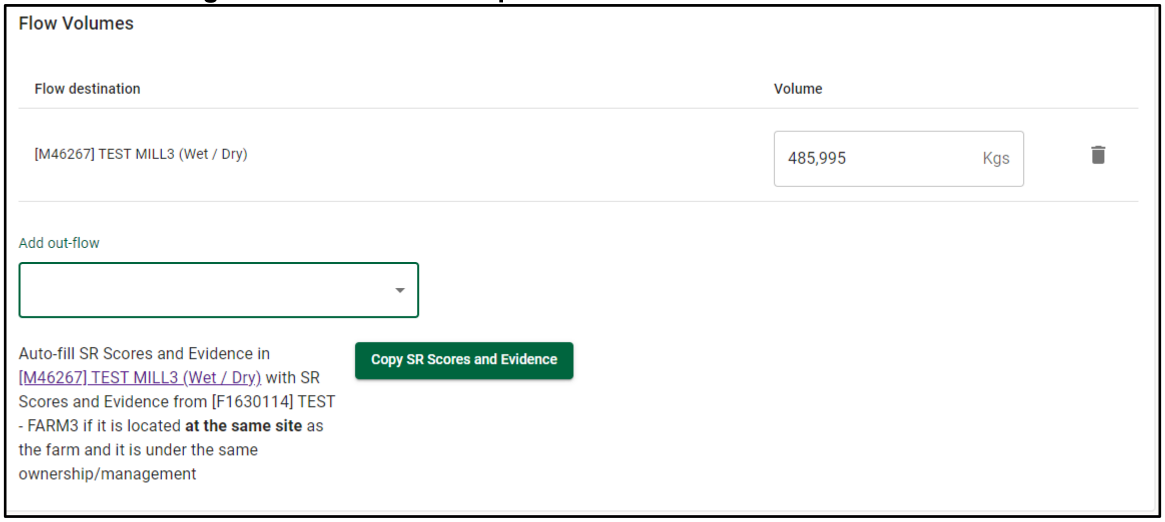
The tool should only be used in cases when:

1) The mill is vertically integrated with the farm,
2) The mill is located at the same physical location as the medium or large farm; AND
3) The mill is owned by the same person or company as the farm.

To use the autofill tool, inspectors should first complete the Social Responsibility indicators in the farm report and then click on the Coversheet tab.

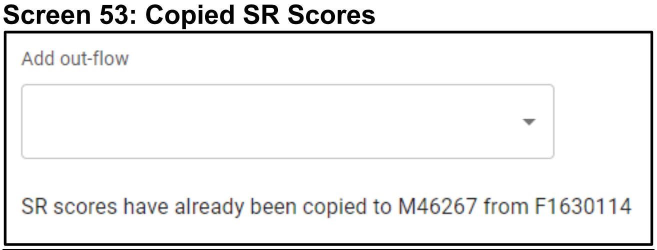
Next, inspectors should scroll down to the Flows section and select the mill ID to which the farm sends its coffee. If the mill selected is located at the same site as the farm and is under the same ownership/management and the inspector wants to use the farm Social Responsibility report to autofill the mill report, select Copy SR Scores and Evidence (see Screen 52). If the mill selected for the out-flow already has a report started by another inspector, the option to copy SR indicators will not appear.

Screen 52: Using the Autofill Tool – Inspectors



After selecting to copy the SR scores, a message will appear confirming the copy (Screen 53).

Screen 53: Copied SR Scores

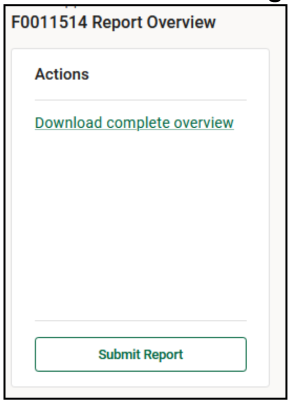


Once the SR scores have been copied the inspector should edit specific indicators unique to the mill in the mill report. Any changes made to the farm SR subject area AFTER the autofill action has occurred will NOT automatically update the mill SR report. If the autofill tool is used again in the same farm coversheet, it will overwrite the previous autofill with the scores and evidence in the most recent farm report.

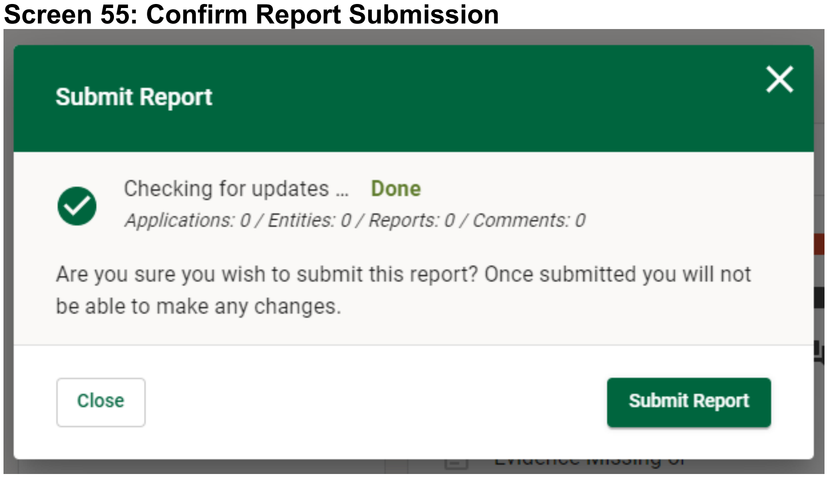
4.10 Completing and Submitting the Report to the Verifier

Once the scorecard is completely filled out and the coversheet is complete, the Submit Report (Screen 54) will not appear greyed out in the Overview tab anymore and inspectors will be able to click on this button and submit the report. If the report is incomplete, you will not be able to select the submit report button. When inspectors click on Submit Report a pop-up will appear and the report will synchronize and ask for confirmation on report submission (Screen 55). Once submitted, the report progress will change to say Submitted (Screen 56) and the Submit Report button will once again appear greyed out.

Screen 54: Submitting Report to Verifier for Review

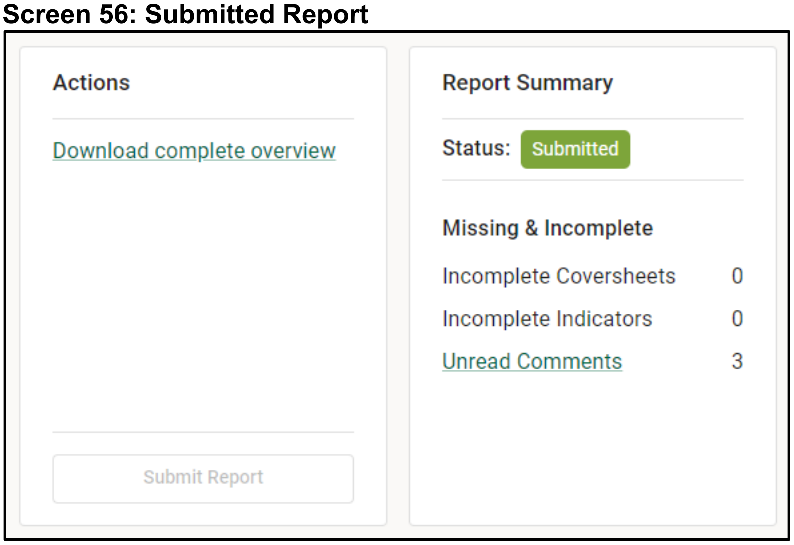


Screen 55: Confirm Report Submission



Once an entity report is submitted to the verifier, it can no longer be accessed by the inspector. The only way for an inspector to make changes to the report is to request that the verifier return the report to the inspector (Section 4.12).

Screen 56: Submitted Report

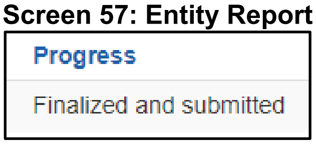


4.11 Verifiers Reporting Responsibilities

Verifiers are required to fully review the reports submitted by the inspector(s) for accuracy and consistency, ensuring that the verification report includes all necessary entities and meets the sampling requirements. In addition, verifiers are responsible for requesting mill or warehouse entity copies (see Section 5.2) from other applications as appropriate and are responsible for ensuring that flows are correct. Verifiers will then receive an email notification upon approval or denial of the entity copy request. Verifiers may mark entity reports for revision by the inspector if an indicator needs additional evidence or if they have a question for the inspector.

To review a report submitted by an inspector, verifiers should go to the home screen and click the application ID. This will take the verifier to a list of entities. Next to each entity will be a report progress status. Reports completed by inspectors will say “Finalized and Submitted” (see Screen 57).

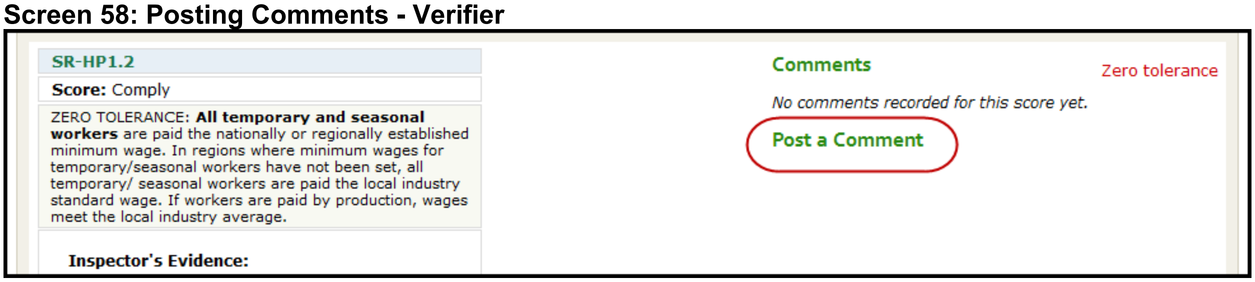
Screen 57: Entity Report Status



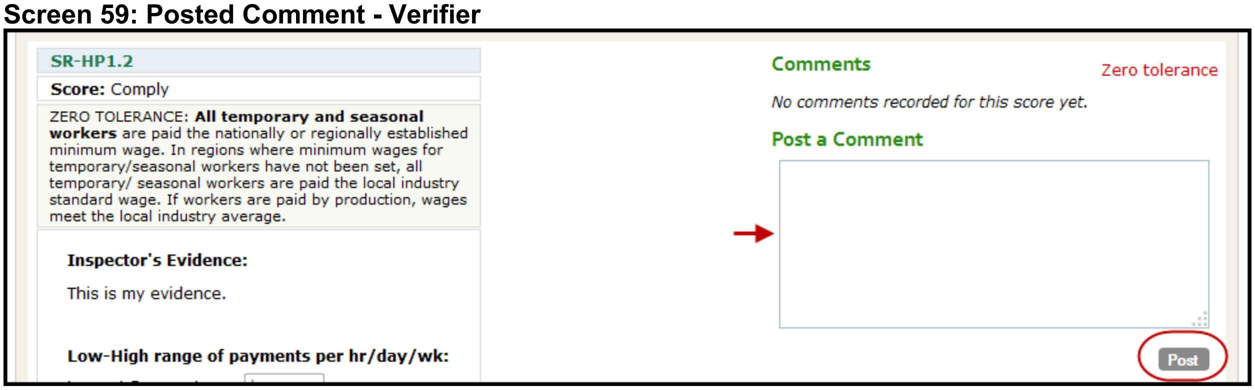
4.11.1 Posting Comments - Verifier

When reviewing reports, verifiers can leave comments for inspectors to alert them to issues or questions about their report (see Screens 58 and 59). From the application overview, verifiers should click the report icon next to the entity and then the indicator that requires a comment. There will be an option on the right to post a comment for that specific indicator. The inspector will see the verifier comment at the bottom of the indicator page. The verifier can also post general comments in the entity overview page once the report icon Is clicked.

Screen 58: Posting Comments - Verifier



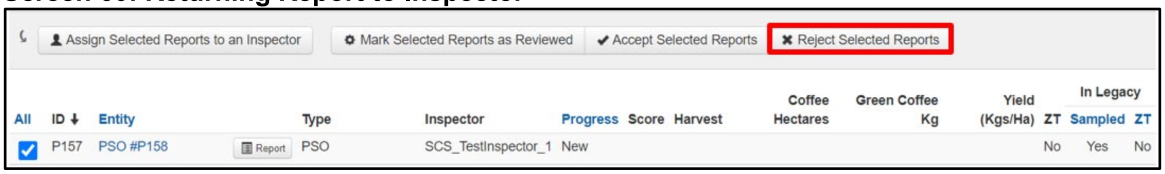
Screen 59: Posted Comment - Verifier



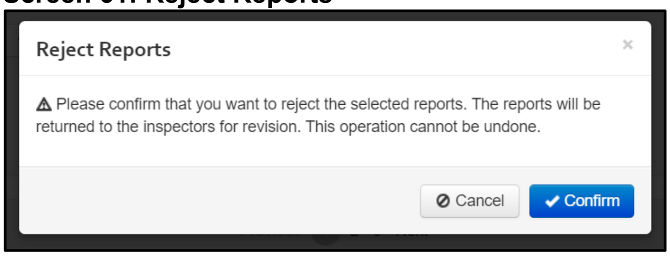
4.12 Returning an Entity Report to an Inspector for Revision

Once all comments have been made, the next step is to return the report to the inspector for edits. This function can be accessed on the entity overview screen. **Only inspectors can make changes to evaluations and/or evidence.** The verifier also has the option to return the report to the inspector from the overview of the application. The verifier will see the option to Accept or Reject the report in the header row above the list of entities. To return the report, verifiers should click on the box next to the report they want to return, then click Reject in the header (Screen 60), and then click Confirm (see Screen 61).

Screen 60: Returning Report to Inspector

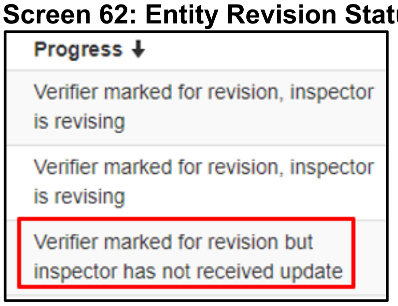


Screen 61: Reject Reports



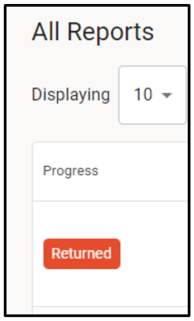
When the verifier returns the report, the progress will read "verifier marked for revision, but inspector has not received update" (Screen 62). The next time the inspector accesses their system while connected to the internet and synchronizes, the progress will become "verifier marked for revision, inspector is revising". This tells the verifier that the inspector has received the comments and is reviewing the report.

Screen 62: Entity Revision Status



Inspectors will be able to see whether they have reports returned to them on their main page (Screen 63).

Screen 63: Viewing Returned Reports - Inspector



Box 7: Returning a Report to an Inspector

1. From the application overview page, click the report icon next to the entity name.
2. After the report opens, scroll down and click Return report to inspector.

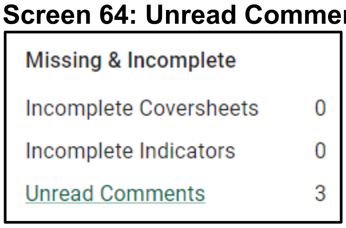
OR

1. From the application overview page, there are options to Accept or Reject the report in the header above the Progress column.
2. Click Reject.
3. Click Confirm to return the report to inspector.

4.13 Reviewing Comments Posted by the Verifier and Posting Responses

From the Overview page in the Inspector Interface, the inspector can see if there are any unread comments in the summary (Screen 64).

Screen 64: Unread Comments

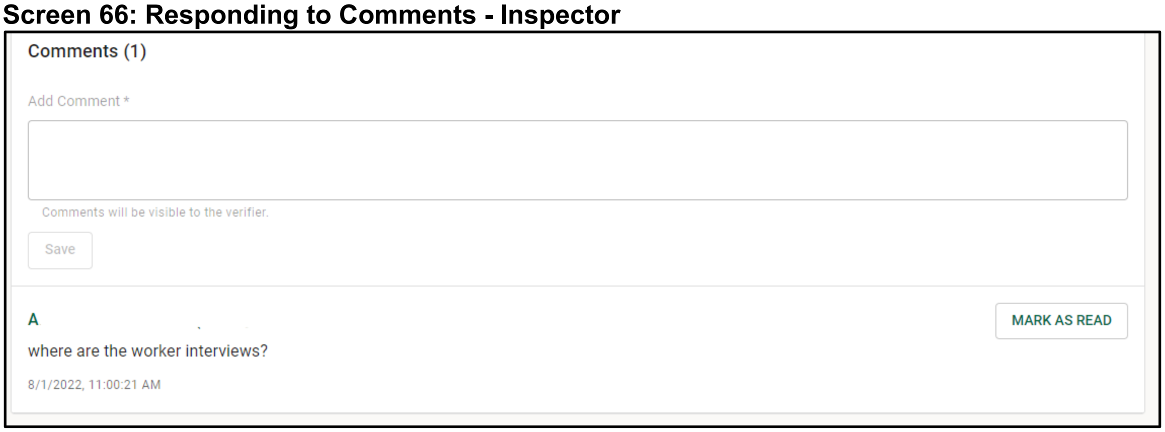


Indicators with comments from the verifier will have the comment symbol located next to the evaluation (see red in Screen 65). Inspectors can click to view the comment, mark the comment as read, enter a response, and/or change the evaluation or evidence. As part of the internal review process, inspectors should only use this comment feature to confirm whether changes have been made to reports according to verifier comments.

Screen 65: Reviewing Comments

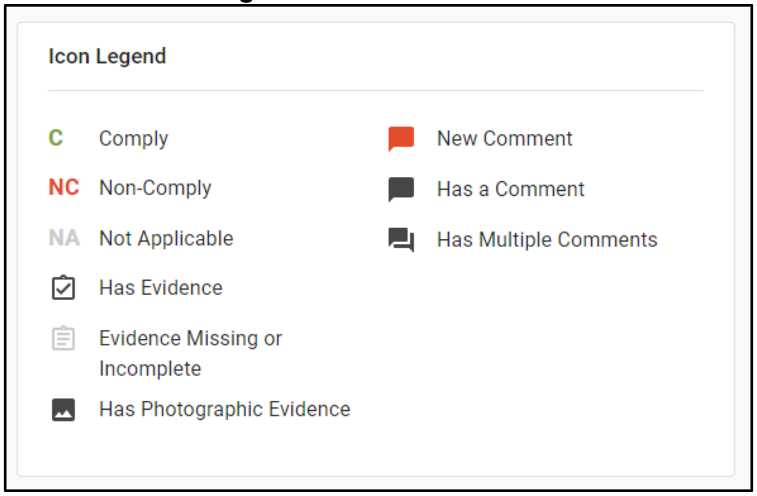
To reply to a comment posted by the verifier, inspectors can type in the text box above the verifier's comment and click Save when finished. The inspector can also click the button to the right to mark as read (Screen 66).

Screen 66: Responding to Comments - Inspector



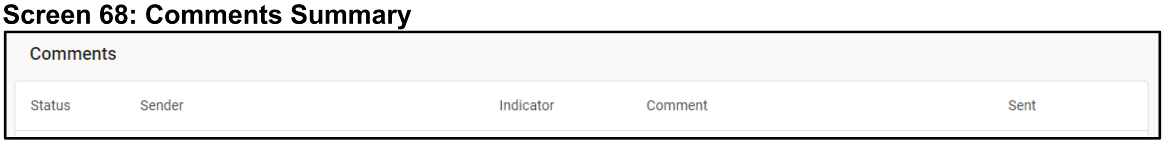
The symbol next to the indicator on the overview tab will change depending if there are new comments or multiple comments, as noted in the Icon Legend on the Overview page (Screen 67).

Screen 67: Icon Legend



There is also a Comments tab in the top right corner of the page that when clicked, shows a summary of all comments left in the report by Status, Sender, Indicator, Comment, Sent (Screen 68).

Screen 68: Comments Summary



4.14 Final Review of Reports

Once the inspector has made the necessary changes to the report, they will resubmit it back to the verifier for a final revision. Once the verifier ensures all necessary changes were made, they will mark the report as Reviewed by Verifier. Once a report has been marked as such, it cannot be undone. You can only mark applications like this if their current status is Finalized and Submitted. There are two ways to mark a report as Reviewed by Verifier.

1. Enter into the report for a specific entity. In the bottom right corner of the Overview tab, there is a button that reads Mark as Reviewed. Clicking on this will mark the entity report as Reviewed by Verifier.
2. In the application overview page, the verifier can select multiple entities to mark as Reviewed by Verifier. Select the box to the left of the entities that have had a final review, then select Mark Selected Reports as Reviewed by Verifier.

4.15 Editing Blockers

If the information entered into the VRS appears inconsistent, the system will deploy blockers to prohibit further actions. Verifiers can dismiss these blockers by adding detailed explanations for why the information entered into the VRS is correct. The verifiers are able to edit these descriptions in the entity report page. Edits can only be made to dismissed blocker explanations while the report is in the Finalized and Submitted stage.

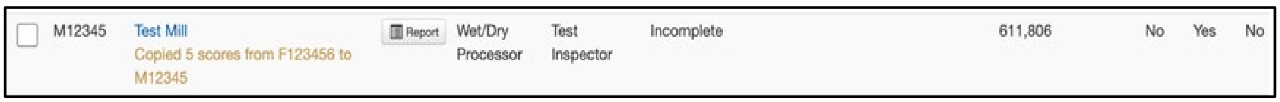
5.0 Completing Reports - Verifier

Prior to submitting the verification report to the client for approval, the verifier must review the application to ensure that it is complete and ready to be submitted to the client for review. This involves quality control of the entity reports, copying mill or warehouse reports where appropriate, and entering flow information when needed, for example, for copied entity reports.

5.1 Using the Autofill Tool – Verifier

For verifiers, any mill reports where inspectors have used the autofill tool for the SR indicators, yellow text will appear on the application overview page below the entity name (see Screen 69). It is the responsibility of the verifier to ensure this tool is only used in the appropriate situations, as described above, and that any evidence or evaluations specific to the mill report have been updated appropriately after the autofill tool has been used.

Screen 69: Autofill Tool - Verifier



5.2 Copying Mill and Warehouse Reports

Before starting a new verification in the VRS, it is important that verifiers review the validity of the mills and warehouses in the supply chain. Verifiers should request a copy of the First Response Letter from their client to identify any mills and warehouses with current validity that do not need to be inspected. As per section 6.2.1 of the Verifier and Inspector Operations Manual, the First Response Letter is the only reference that should be used to confirm the validity of all mills or warehouses in an application, regardless of whether there are mills or warehouses available to be copied in the VRS. In any case of doubt, verifiers should contact SCS to confirm mill and warehouse validity.

Verifiers may also request a copy of a mill or warehouse report that were not listed in the First Response Letter, if one of the following conditions apply:

1. The verification organization is conducting verifications for multiple applications that share a mill or a warehouse, and they need to copy an entity report from one application to others.
2. The verifier confirms with SCS that there is a mill or warehouse that qualifies for a copy but was not listed in the First Response Letter.

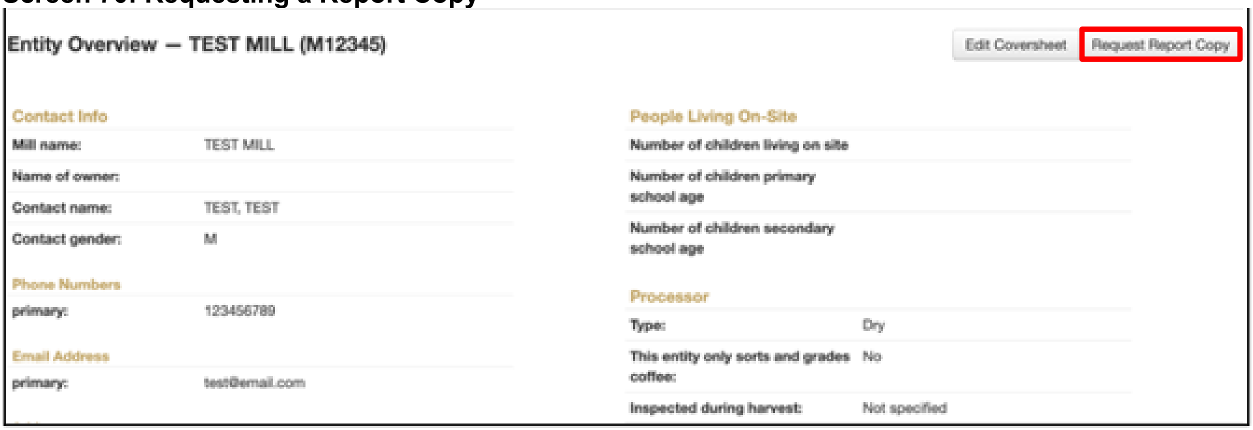
In case #1, the inspector should write the original entity report in the verification with the earliest due date, and the completion of the entity's report should be prioritized as to not delay other applications that require a copy of the report.

Once the mill or warehouse report has been completed by the inspector and reviewed by the verifier, the verifier must mark the mill or warehouse report as Reviewed by verifier and send the mill or warehouse report to the client via the VRS as a single entity report. The client will not be able to accept the report through the VRS but should do so via email directly to the verifier. Once the client approves the report, the verifier must mark the individual mill or warehouse report as Accepted by verifier. After completing these steps, a copy of this report can be requested for other applications from the application page that will be receiving the copy.

Verifiers with admin capabilities in the VRS can request a mill report to be copied to a particular mill by clicking Request Report Copy directly in the mill's coversheet (see Screen 70). The same can be done for warehouses. The Request Report Copy button will be available on a mill or warehouse's coversheet if there are mills or warehouses in other applications which qualify to have their report copied.

For a mill or warehouse report to qualify for copying, the mill or warehouse being copied must have the same entity ID as the mill or warehouse the report is being copied to and have validity on the day the verifier clicks to request a copy or have a report marked as "approved by verifier."

Screen 70: Requesting a Report Copy



After clicking the Request Report Copy button, a page opens with a row for each qualified mill or warehouse report. When the verifier clicks Request Report Copy the following happens:

- The mill or warehouse coversheet's Request Report Copy button changes to Report Copy Requested text.
- The request is sent to Starbucks.

If the request is approved, the verifier will receive an approval email and the mill or warehouse coversheet's Report Copy Requested text is replaced with an Original Report (ID) button.

If the request is rejected, the verifier will receive an email notification informing about the rejection of the copy. Afterwards, there are two possibilities:

1. If other qualified mills or warehouses remain for which a copy can be requested, the mill or warehouse coversheet's Report Copy Requested text is replaced with the Request Report Copy button, which, when clicked, shows the rejected copy request with Report Copy Unavailable text and the available copy request with a Request Report Copy button.
2. If all qualified mill or warehouse report copy requests have been rejected, the mill or warehouse coversheet's Report Copy Requested text is replaced with Report Copy Unavailable text.

After the verifier receives the report copy, the flows need to be reviewed to ensure that the entity is correctly integrated in the supply chain. The verifier should manually add the copied entity's flows.

The copied entity report needs to be included as part of the verification report. The entity name will now appear with "copy" following the name indicating that the mill or warehouse report has successfully been copied to this application from another application (see Screen 71).

Screen 71: Copied Mill Report

Box 8: Copying a Mill or Warehouse Report

1. When needed, the verifier confirms with SCS that a mill or warehouse can be copied.
2. Verifier clicks Request Report Copy in entity coversheet.
3. Verifier selects the report to copy from the list of available reports.
4. Verifier receives approval or rejection email following request and Starbuck's review. If copy request rejected, verifier may be able to request a copy from another qualified mill or warehouse. If all potential report copies have been exhausted, the entity coversheet will read Report Copy Unavailable.

5.2.1 Un-Copying Mill or Warehouse Reports

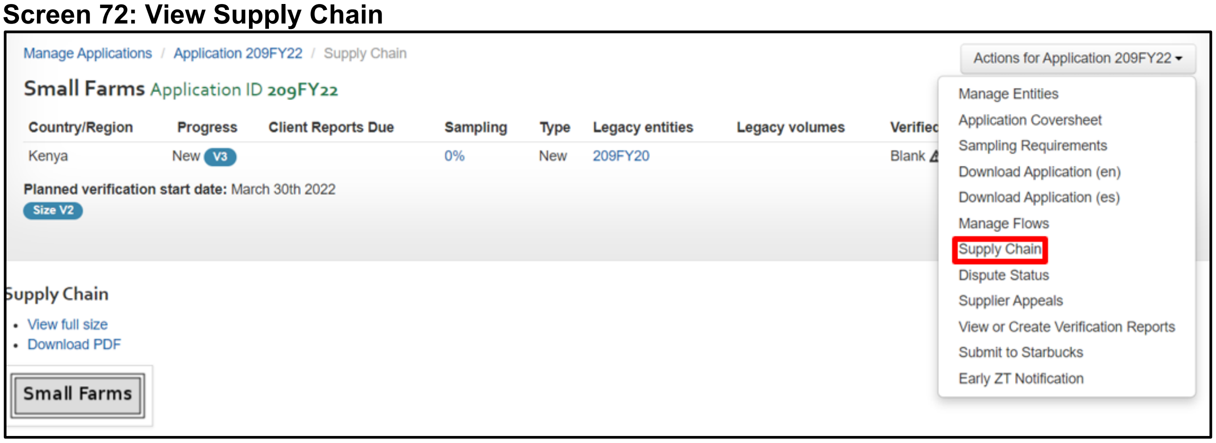
If a verifier discovers that the wrong mill or warehouse report has been copied into the application, they will need to contact SCS to un-copy the report from the entity coversheet.

5.3 View Supply Chain

Once the verifier has entered and/or reviewed all flows, they will be displayed in the Supply Chain page in the Actions for Application menu. This visual representation of the supply chain is an excellent tool for verifiers to make sure that all the flows have been entered correctly. Verifiers should also utilize the tool to review entity volumes and ensure realistic and accurate volumes were entered by inspectors (see Screen 72). It is best viewed at full size. In their review, verifiers should ensure that:

- The view supply chain includes all sampled entities
- Only sampled farms and volumes are included in the view supply chain
- The arrows for the flows always move from farms to wet mills to dry mills
- The flow from the wet mill(s) to the dry mill is the same as the total volume of green coffee produced from incoming sampled farms
- The PSO is NOT included

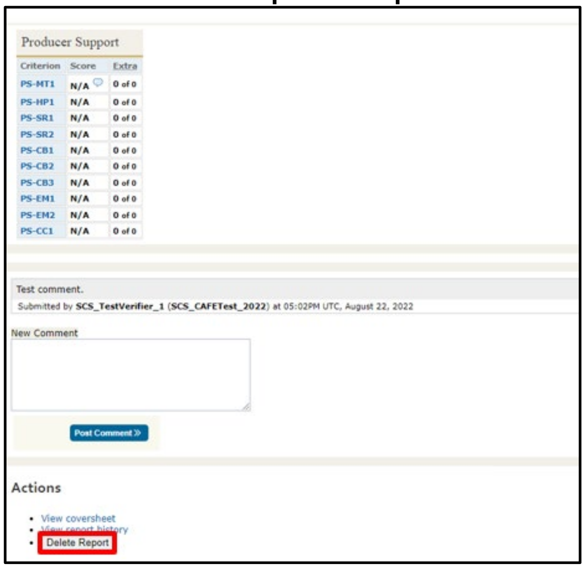
Screen 72: View Supply Chain



5.4 Deleting Reports

If an inspector starts a report by accident, the verifier can delete the report that was started from the entity report page (see Screen 73).

Screen 73: Delete Inspector Reports



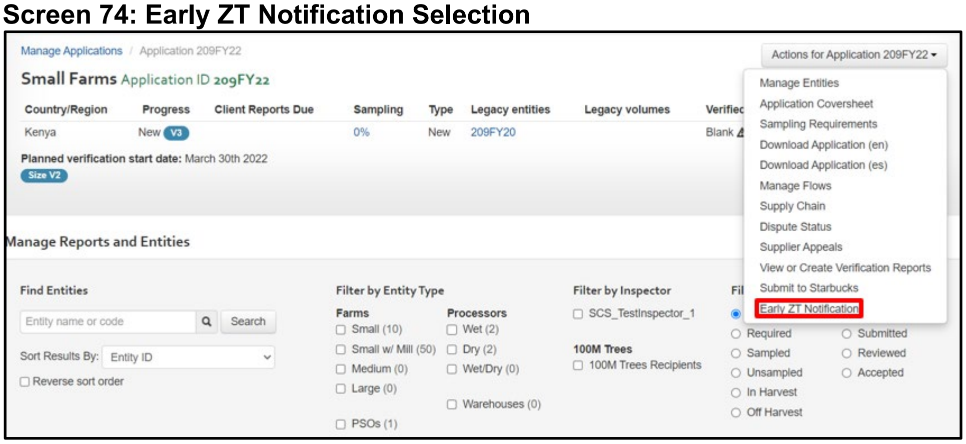
5.5 Early Zero Tolerance (ZT) Notification

5.5.1 Submitting the Early ZT Notification

Verifiers must submit the Early ZT Notification within 5 business days after the end of the verification. This will inform Starbucks and SCS if a ZT was found within a supply chain. This notification must be submitted even if no ZTs were found.

In the Actions for Application menu, select Early ZT Notification (Screen 74). The verifier will have the option to select whether a Zero Tolerance indicator was found at one of the entities within the supply chain. If no ZTs were found, select No and Save. If a ZT was found, select Yes and then assign the inspector who conducted the inspection where the ZT was found. The verifier can select the box that references prepopulating the notification with information from the inspector's report. Then click Save.

Screen 74: Early ZT Notification Selection



The following page will have a URL that needs to be sent directly to the assigned inspector. They will need to paste the URL in their web browser to complete the information related to the ZT.

After pasting the link into their browser, the inspector will add the entity (if there are multiple, they will need to be added one at a time) where the ZT was found. Click Add, then the next page will ask you to choose the ZT indicator that was violated. Once chosen, select Add Indicator. An evidence box will appear and allow the inspector to write in the evidence for that specific ZT. Below this box, there is an option to add an additional entity/ZT indicator. Once all the information for the ZT(s) has been inputted, click Save.

5.5.2 Early ZT Notification Appeal Process

A supplier may choose to appeal the Early ZT Notification. If this occurs, the verifier will receive an email notification. The verifier then needs to provide the supplier with the appeal form and the application will automatically be marked as Under Appeal.

After the appeal has been reviewed by the verification organization, the verifier will have three options:

1. If the appeal was resolved with no changes needed for the Early ZT Notification, re-submit the notification to the supplier for approval by unchecking the Under Appeal box under the Supplier Appeals page from the Actions for Application dropdown. If the appeal is released, the Early ZT Notification report is sent back to the supplier with no changes made. The supplier should accept the notification at this stage.
2. If the appeal was resolved by the verification organization agreeing to make changes to the notification, retrieve the Early ZT Notification by clicking on Reclaim the report. The verifier will then be directed to a page where the verifier can either revise the report themselves by clicking “Revise report” or “Return report to inspector” for changes. If changes are made to the Early ZT Notification report, it must then be submitted to SCS for final review before being submitted to the supplier. Before submitting the revised report to SCS, the verifier will need to add comments noting the changes that were made in the report.
3. If the appeal could not be resolved, the case will need to be elevated to a dispute following the steps outlined in Section 7 of the Verifier and Inspector Operations Manual, and no further steps should be taken in the VRS until SCS resolves the dispute.

6.0 Submitting Reports

Verifiers can create verification reports for clients at the application level which include all entities, or reports at the entity level. Clients must review and approve all reports before they are submitted to Starbucks in the VRS. As the reports are often very large in size, clients have the capacity to review the reports online by clicking on a link sent to them by the verifier. This eliminates the need for the verifier to generate PDFs of each report to send to their clients. If the client does not have internet access, PDF reports can be saved or printed and sent to the client.

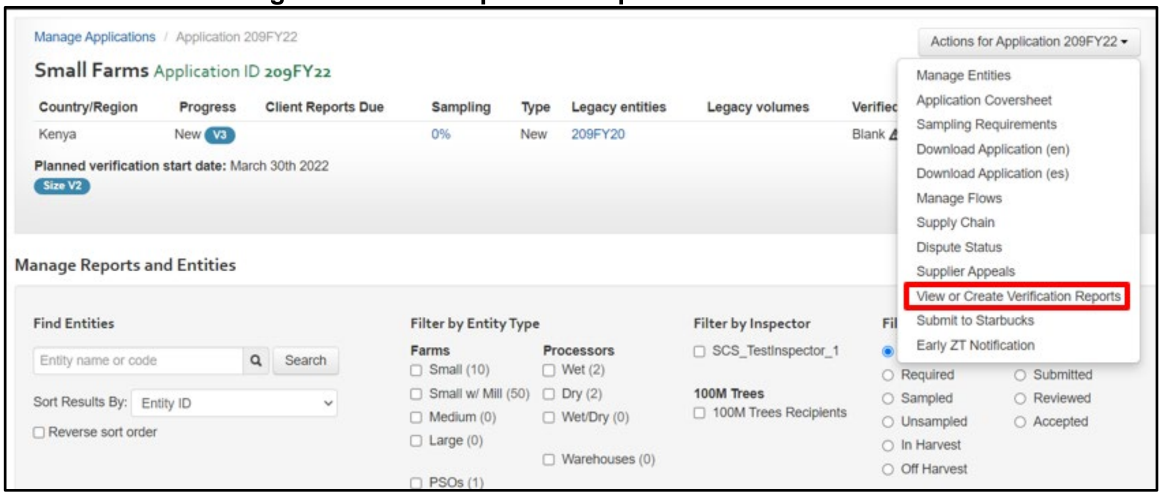
The VRS automatically fills out the due date on the application overview page based on the last day of the verification filled out by the verifier in the application coversheet. Verification reports should be completed and submitted to clients for review and approval within:

- 20 business days for applications without sampling
- 30 business days for application with sampling (complex networks)

6.1 Verification Reports and Approval

To create a report containing multiple or all entities in the application, verifiers should click View or Create Verification Reports in the Actions for Application Menu (see Screen 75).

Screen 75: Generating Verification Reports – Step 1

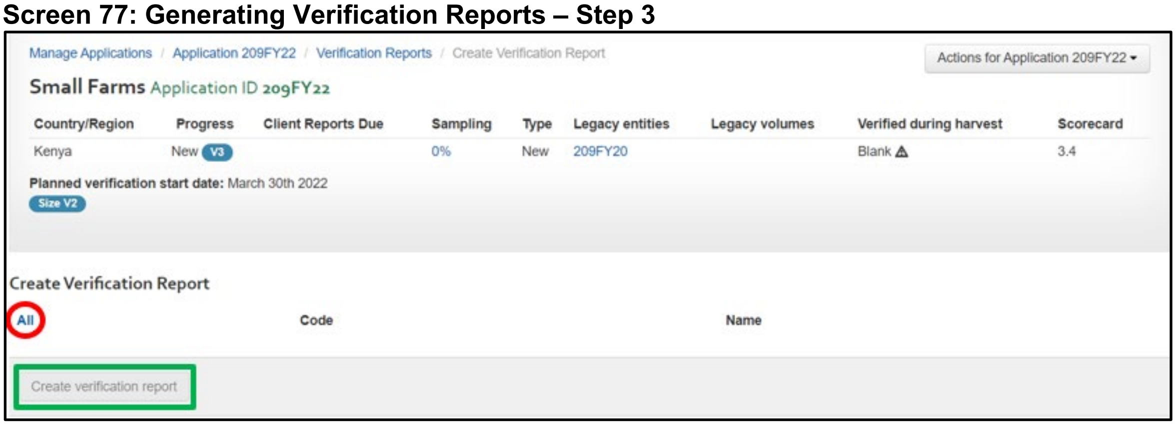


This will take the verifier to the verification reports screen. Verifiers then should click Create a new verification report (see Screen 76).

Screen 76: Generating Verification Reports – Step 2

The next step is to select the entities to include in the report. Verifiers can select all entities with entity reports created (see red circle in Screen 77), or a subset of entities (selecting the individual check boxes – not pictured), to create one report with multiple entity reports. Once the entities have been selected, verifiers should click Create verification report (see green outline in Screen 77). **Only entities marked as Reviewed by verifier can be included in verification reports**.

Screen 77: Generating Verification Reports – Step 3



After the verifier has clicked Create verification report for the desired entities, the next screen in the VRS will include a link to send to the client. The client only needs the link in order to view their reports. Verifiers can advise that the client to cut and paste the entire link into the address bar of their internet browser or click on the link in the email. The client has 10 business days to accept or reject the entity and/or verification report. If the report link expires before the client accepted or rejected the report, the verifier will need to resend the report link to the client. A different link will be populated instead of the initially provided one, therefore, verifiers should instruct the client to access the report via the new link following the same steps mentioned above. If a newer version of the verification report is sent, the older link will no longer be accessible.

In the case that any changes were made to entity reports after the verification report was sent to the client (for example, in the case of resolved appeals), the verifier must create an updated verification report to send to the client for approval.

Box 9: Generating Verification Reports

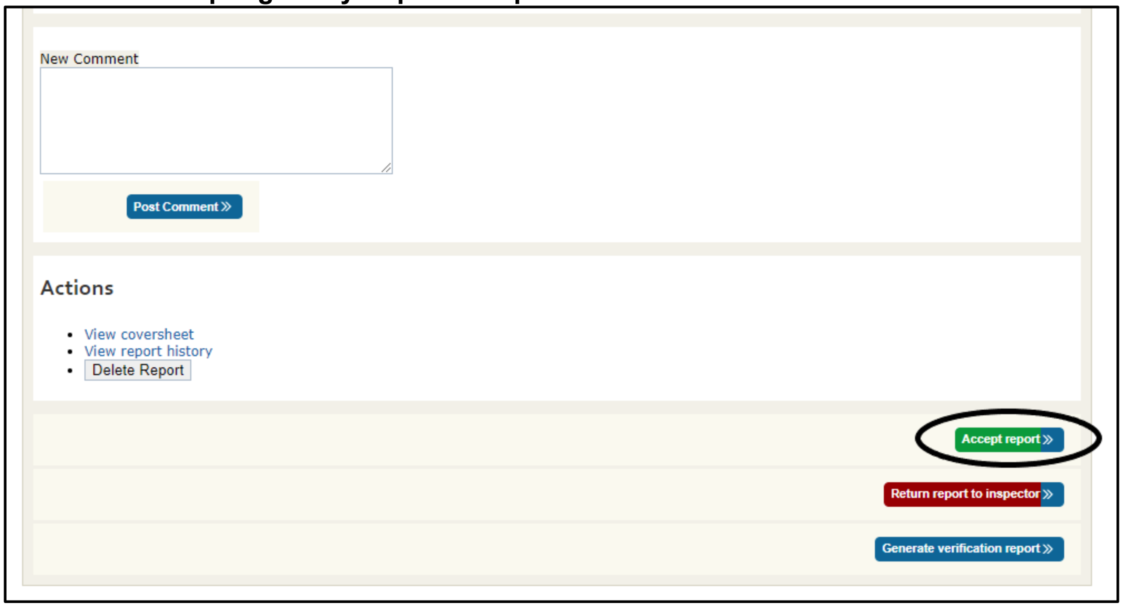
1. Click View or Create Verification Reports in the Actions for Application menu.
2. Click Create new verification report.
3. Select the entities to include in the report.
4. Click Create verification report.
5. Send client the link.

6.2 Accepting Entity Reports

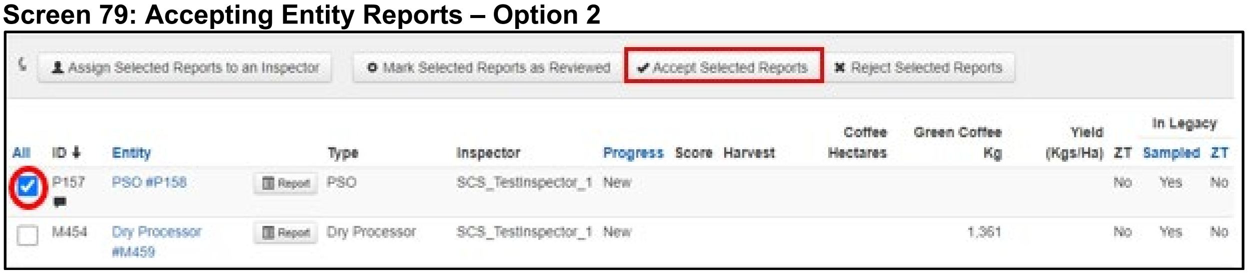
After entity reports have been approved by the client through the VRS, the verifier should mark each entity as Accepted by Verifier by clicking Accept reports on the entity overview page (see Screen 78). This option will only appear when the entity report has already been marked as Reviewed by Verifier. The verifier also has the option to approve reports from the overview of the application. The verifier will see the option to Accept Selected Reports or Reject Selected Reports in the application overview page (see Screen 79). Rejecting the report will send it back to the inspector who wrote the entity report. Accepting the report will change the progress to Accepted by Verifier. This cannot be undone. These actions can be completed by clicking the box next to the entity ID (red circle) and selecting the desired action in the header. A message will appear to confirm the chosen action (Screen 80).

This tool helps to keep track of which reports have received client approval. Once the client has approved each report, no further disputes can be made, except in cases where serious errors in reports went undetected during the report review. Marking the report as Accepted by verifier will prevent any changes to evaluations and coversheet information.

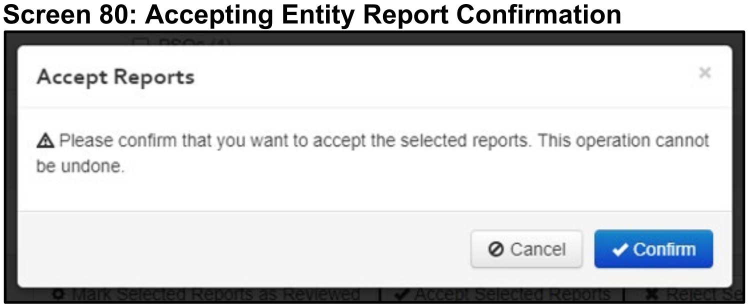
Screen 78: Accepting Entity Reports – Option 1



Screen 79: Accepting Entity Reports – Option 2



Screen 80: Accepting Entity Report Confirmation

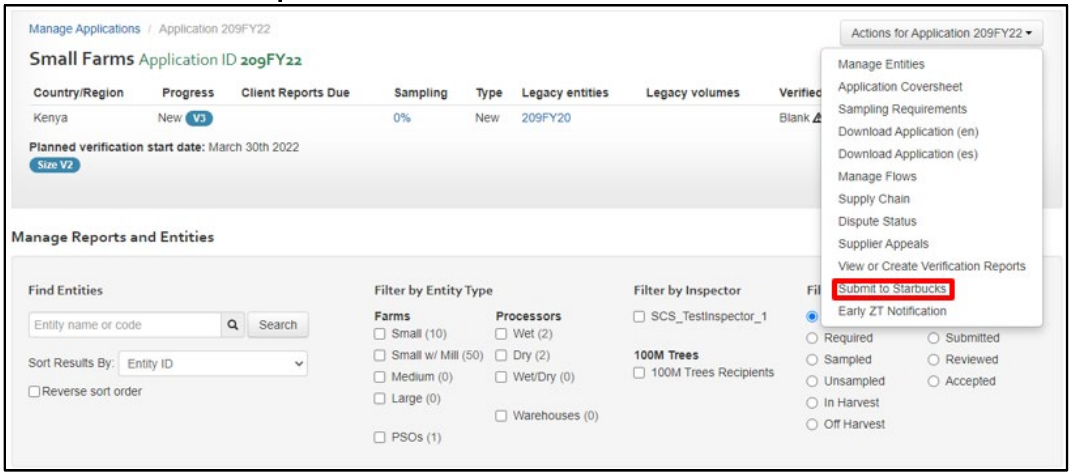


6.3 Submitting Report to Starbucks/SCS

Once all entities are marked accepted by verifier, the verifier must submit the verification report to Starbucks.

To submit the report to Starbucks in the VRS, the verifier should click Submit to Starbucks in the Actions for Application menu (see Screen 81). This action cannot be undone.

Screen 81: Submit Report to Starbucks



If any required fields have not been completed, the system will indicate which fields still need to be completed in order to submit the report. **If the verifier encounters any issues submitting the report, they should read any error messages carefully to determine why the report cannot be submitted. Verifiers should contact SCS if the issue identified in the error message cannot be resolved.**

7.0 Reports Returned to Verifier

Upon review of submitted reports in the VRS, SCS may return the application for various reasons, or return specific entity report. The reasons will be explained in a message at the bottom of the application header when it is accessed in the VRS. The comment will also appear below the list of entities when Manage Entities is selected in the Actions for Application menu.

When an application is returned, it will appear in the Active Applications section of the verifier main page again, and the progress of the application will be marked as Returned to verifier for revision. Verifiers will also receive an email notification that an application has been returned for revision. SCS can also submit comments and questions about the scoring and interpretation of specific indicators or coversheet information within entity reports, flows, or information at the level of the overall application. Only entity reports with Rejected by manager status can be edited. Verifiers should review these specific entity reports with their inspectors and make any necessary revisions or clarifications before resubmitting the application to the client or Starbucks. To make changes to an evaluation, the verifier must first return the report to the inspector in order that the inspector to make any changes.

The process for reviewing reports returned by SCS is the same as reviewing inspector's reports. Verifiers should follow the steps outlined in this document to make the necessary corrections to the report. Verifiers should try to re-submit the report within five business days from the date that SCS returned it. Clients must always be notified of changes made to final reports and be sent an updated report.

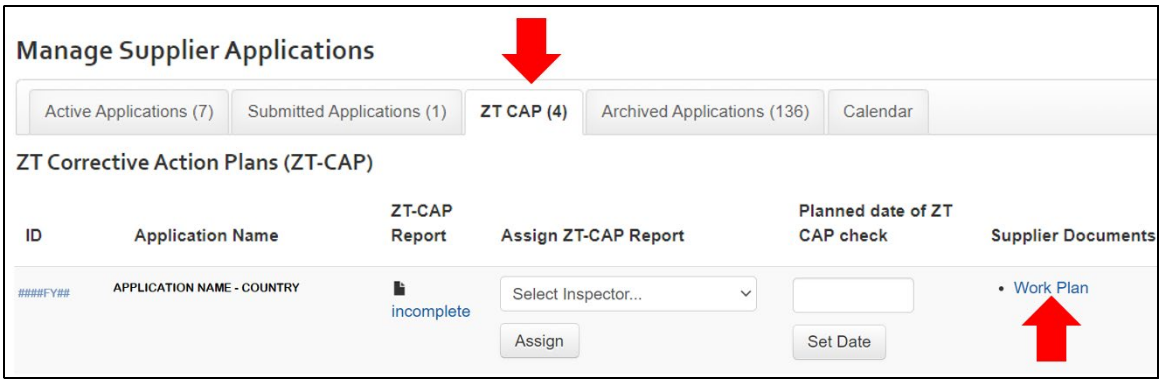
8.0 Zero Tolerance Corrective Action Plan (ZT-CAP)

As verification organizations identify ZTNCs during verifications, they are in a unique position to evaluate corrective actions presented by the supplier, and to determine if they have appropriately addressed the Zero Tolerance Non-Conformities observed during the verification. Work related to the Zero-Tolerance Corrective Action Plan (ZT-CAP) check procedure is divided, as usual, between a verifier and an inspector. Inspectors write reports and verifiers conduct reviews before submitting final reports.

8.1 Verifier Access to ZT-CAP Applications in the VRS

Applications with ZTNCs that have agreed to start the ZT-CAP procedure will appear on the ZT-CAP tab of the verifier's home screen once the client has submitted their Work Plan draft in the VRS to Starbucks (see Screen 82) and SCS has made the Work Plan available to the verifier. At that time, the verifiers will receive a VRS notification with the link to the ZT-CAP report template and to the ZT-CAP Dashboard. The ZT-CAP tab is also where verifiers can access the supplier' Work Plan.

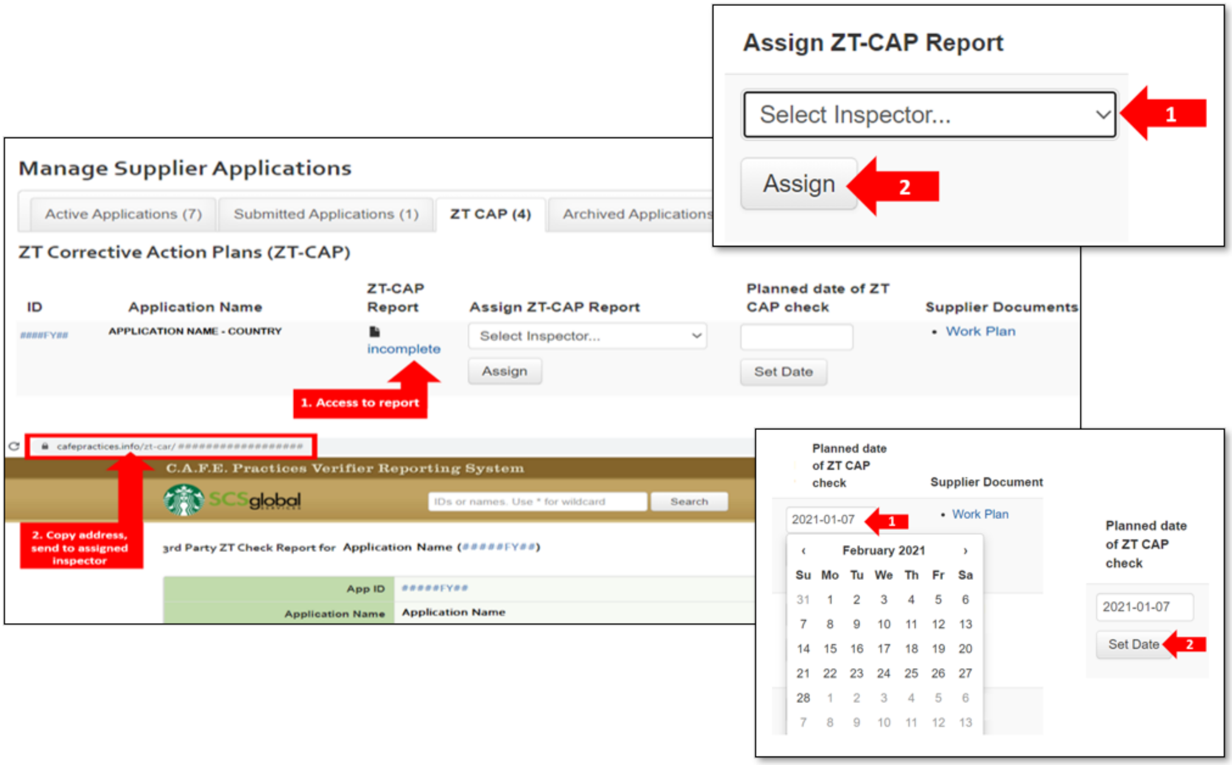
Screen 82: ZT Corrective Action Plan Tab



8.2 Completing Reports for ZT-CAP Checks

Once the application is ready to receive the ZT-CAP check, the verifier must enter the ZT-CAP check date in the VRS. This is done by clicking on the ZT-CAP Tab and adding the date under Planned date of ZT-CAP check. At this time, the verifier must also assign the ZT-CAP report to the inspector who will conduct the ZT-CAP check, under the Assign ZT-CAP Report section, and share the link manually with the inspector for the inspector to have access to the ZT-CAP report (see Screen 83). This link is unique to the specific application ID and will include the original ZT evidence that was submitted in the verification report. The Work Plan and entities with ZTNCs are accessible under the Supplier Documents section (see Screen 83). Inspectors are only able to access the ZT-CAP report when they are logged in with their inspector account to the VRS.

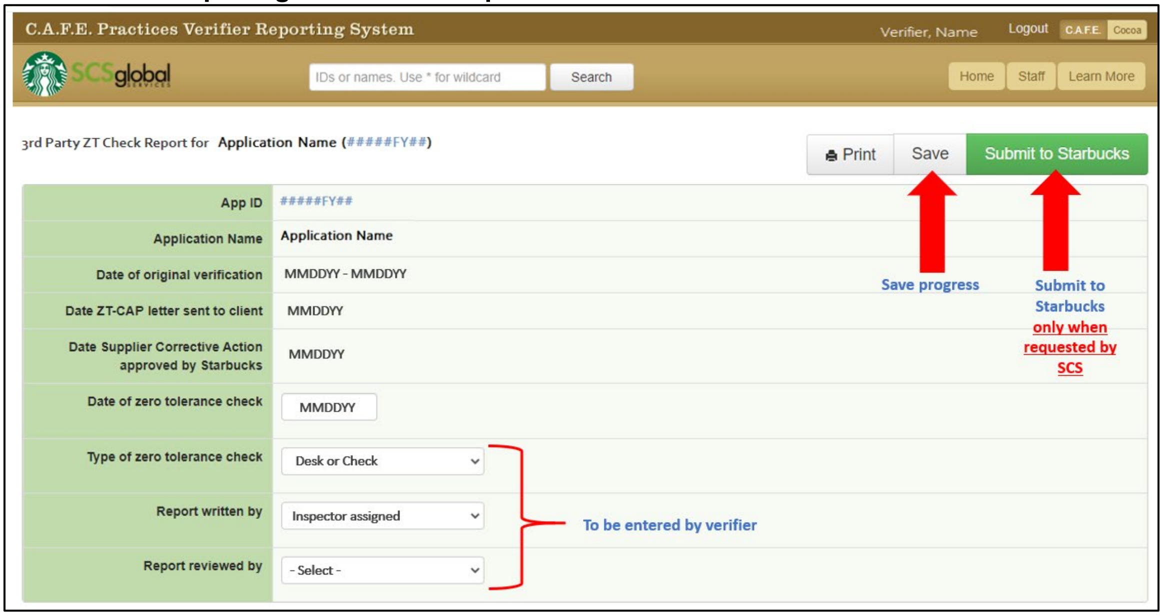
Screen 83: Link to ZT-CAP Report Information



In the first section of the ZT-CAP report template, verifiers should complete the following information (see Screen 84):

- Select the type of ZT-CAP check performed: Desk or Field.
- Select the inspector's name from the list of active inspectors of the person who performed the ZT-CAP check and who is responsible for writing the report.
- Select the verifier name from the list of active verifiers for the person responsible for reviewing the report.

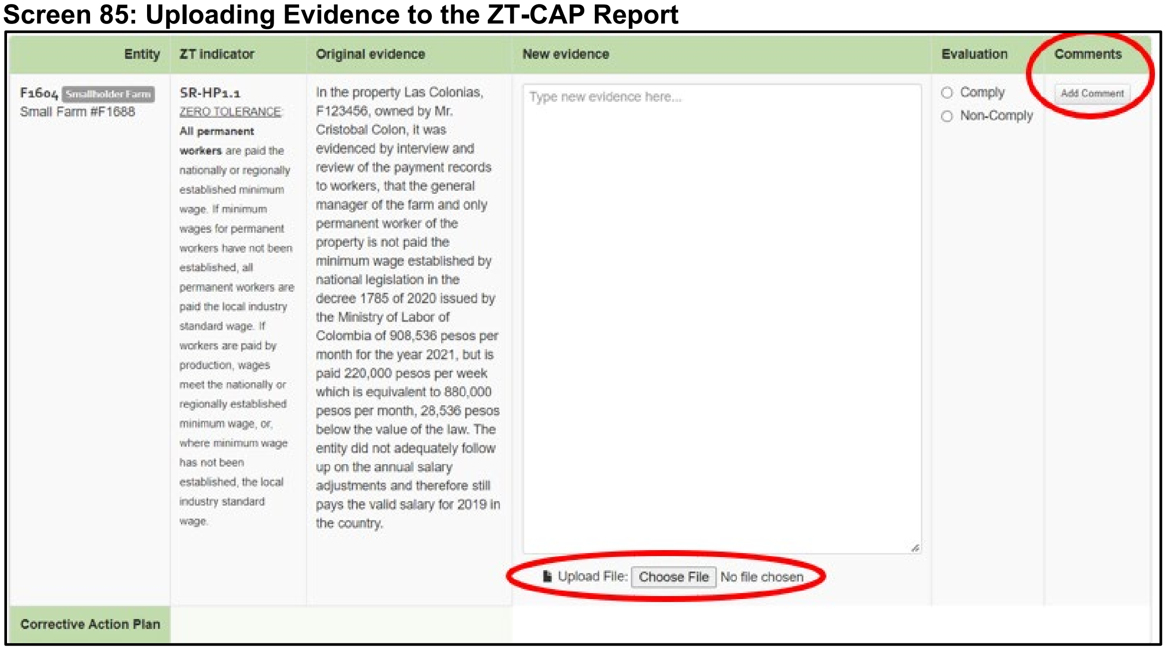
Screen 84: Completing the ZT-CAP Report



The second section is where the inspector will draft their assessment of the Corrective Action Plan for each of the entities who received ZTNCs, under the New Evidence column. When writing the report in the VRS, the inspector should provide sufficient information to support the new evaluation (Comply or Not Comply) given. The inspector will need to elaborate on each of the points described above and should include all supporting documents related to each Zero Tolerance indicator. Multiple documents need to be uploaded together in the VRS in a ZIP-file format. (See Screen 85).

To save the report, the inspector must click on Save at the end of each session (see Screen 86). Once the inspector has completed the report, the verifier must review it and if any modifications or clarifications are needed, the verifier can use the Add Comment section to leave their feedback and save the changes (See Screen 85).

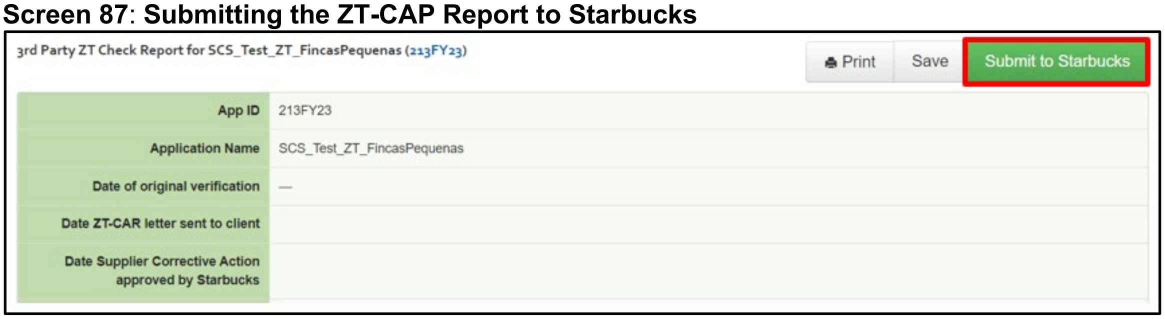
Screen 85: Uploading Evidence to the ZT-CAP Report



Screen 86: Saving Changes to the ZT-CAP Report

Once the report is reviewed by the verifier, the verifier must inform SCS that it is ready for SCS's final review. Once SCS conducts the final review and confirms with the verifier the report is ready to be sent to Starbucks, the verifier will submit the report to Starbucks using the green Submit to Starbucks button (see Screen 87).

Screen 87: Submitting the ZT-CAP Report to Starbucks



9.0 Tips and Tricks

The following is a list of shortcuts and tricks that will improve the usability of the VRS:

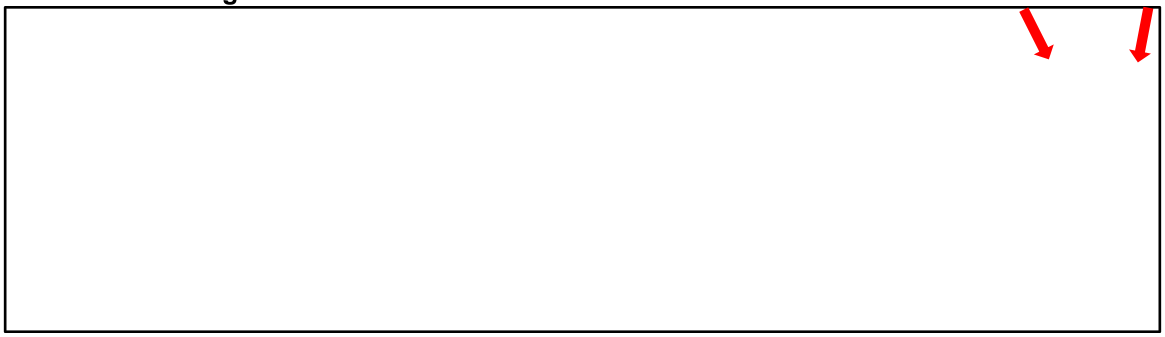
9.1 Navigating Coversheet Fields

Using the keyboard "Tab" key is the fastest way to move to the next field (instead of using a mouse & click approach).

9.2 Sorting Entities

Verifiers can easily sort entities by name, progress, whether it was sampled, or ZT by clicking on the column title in blue (see Screen 88).

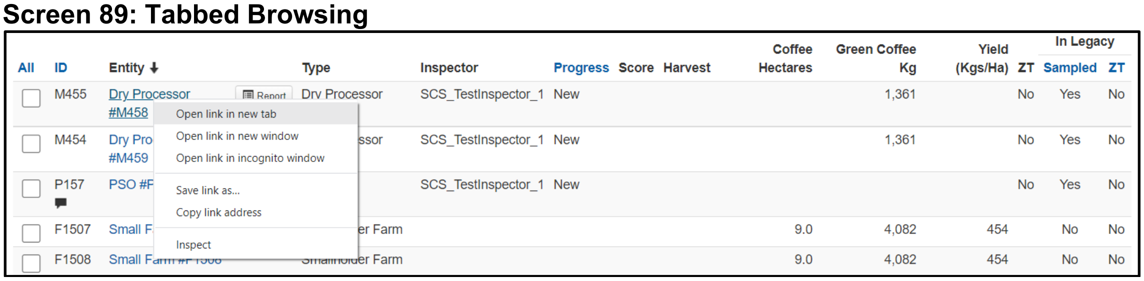
Screen 88: Sorting Entities



9.3 Reviewing Multiple Entities – Verifiers

Verifiers can select to open multiple entities at once by right clicking on the name of the entity to review and selecting to open the link in a new tab, or window. This allows verifiers to open multiple reports at once to cross reference information, review evaluations and finalize reports (see Screen 89).

Screen 89: Tabbed Browsing



All	ID	Entity	Type	Inspector	Progress	Score	Harvest	Coffee Hectares	Green Coffee Kg	Yield (Kgs/Ha)	ZT	In Legacy Sampled	ZT
	M455	Dry Processor #M458	Dry Processor	SCS_TestInspector_1	New				1,361		No	Yes	No
	M454	Dry Pro… #M459	…ssor	SCS_TestInspector_1	New				1,361		No	Yes	No
	P157	PSO #F…		SCS_TestInspector_1	New						No	Yes	No
	F1507	Small F…	…er Farm					9.0	4,082	454		No	No
	F1508	Small Farm #F1508	Smallholder Farm					9.0	4,082	454		No	No

9.4 Automatic Not Applicable Evaluations

In order to increase efficiency in reporting, certain indicators will be automatically evaluated as Not Applicable (NA) in the VRS when the inspector completes the coversheet information.

Workers:

- If "0" is entered in the number of both permanent and temporary workers fields, all Social Responsibility indicators except SR-HP1.7, SR-HP1.8, SR-HP3.2, SR-HP3.5, SR-HP4.1, SR-HP4.3, SR-HP4.4, SR-HP4.5, SR-WC2.1, SR-WC2.4, SR-WC3.3, SR-WC4.2, SR-WC4.8, SR-WC4.9, SR-WC4.10, SR-WC4.11, SR-MS1.1, and SR-MS1.2 will be bulk updated with NA evaluations (after inspector confirmation).
- If "0" is entered in the number of permanent workers field only, only SR-HP1.1, SR-HP1.7, SR-HP1.10, SR-HP3.2, SR-WC3.4, SR-HP3.6, and SR-WC2.5 will be bulk updated with NA evaluations (after inspector confirmation).
- If "0" is entered in the number of temporary workers field only, only SR-HP1.2, SR-HP1.8, SR-HP1.11, and SR-WC3.5 will be bulk updated with NA evaluations (after inspector confirmation).
- If "0" is entered for workers living on-site, SR-WC1.1, SR-WC1.3, SR-WC2.2, and SR-WC2.3 will be bulk updated with NA evaluations (after inspector confirmation).

Water Bodies: If "0" is entered in the number of water bodies field, all indicators in CG-WR1 'Water body protection' except CG-WR1.9, CG-WR1.10, and CG-WR1.11 will be bulk updated with NA evaluations (after inspector confirmation).

Smallholder Mills: If a smallholder with an on-site mill produces less than 3,500 Kg of green coffee, CP-WC1.1, CP-WC1.4, CP-WC1.5, and CP-WC2.3 will be bulk updated with NA evaluations (after inspector confirmation).

9.5 Indicator Grouping

Certain indicators are grouped in the VRS to increase the efficiency of reporting. Inspectors will evaluate each indicator individually but will only enter evidence once. Inspectors should ensure that the evidence supports the evaluation of all indicators in the group.

9.6 Technical Assistance

If verifiers or inspectors encounter technical difficulties while working in the VRS, the verifier should contact SCS. Verifiers should provide as much information to SCS as they can so that system administrators can resolve the issues as efficiently as possible.

When contacting SCS for technical assistance, verifiers may be asked to capture a screen shot of the VRS system. Screen shots allow SCS to determine the source of the technical difficulties encountered by the verifiers and inspectors by “seeing” the same screen that they do. The email should include the following information:

- Name and username of inspector(s)/verifier(s) affected
- Name and ID of supply chain
- Name of entity(ies) affected
- Detailed description of what occurred leading up to the system error
- Screenshots of the error message, including the address bar with the URL where the error message occurred
- Internet browser and device being used when the issue occurred
- Date and approximate time the issue occurred
- If other inspectors are experiencing the issue or if it is a one-time occurrence
- Whether this error occurred online or offline
- Whether they were using the web browser or created app version
- Any other relevant information.

9.7 Actions Requiring Assistance from System Administrators

Verifiers must contact SCS/Starbucks to perform certain actions in the VRS.

The following actions require assistance from the system administrators:

- Mark an application as inactive
- Copy a report that was not originally in the First Response Letter