

## User Guide

This platform **permits to access directly online to the raw materials validation questionnaires** for the different ECOCERT Greenlife activities. The features and ergonomics of the application and the questionnaires were rethought to make the filling of the questionnaires the most practical and intuitive possible.



### CONNEXION

Raw materials providers committed with ECOCERT for the verification of their raw materials conformity can access the application directly with their Greenportal login/password. **If your Greenportal account is not activated yet or if the Greenportal activation email has not been received, please contact us.**

The raw material manufacturer who are not committed with ECOCERT can access to the application by completing their email address and a password and by clicking on « create an account ».

### PLATFORM TO ACCESS THE RAW MATERIALS QUESTIONNAIRES




Once connected, you access to a web page where you can select the activity according to which you demand the conformity control. Once the activity is selected, you access a table which compiles and records all the raw materials questionnaire which will be filled for this activity.

DIFFERENT ACTIONS ARE NOW POSSIBLE ON THE QUESTIONNAIRES :

- + CREATE NEW QUESTIONNAIRE** : allows to create a blank questionnaire.
- + OPEN** : allows to open the questionnaire which has been finalized without any possibility to modify the provided information.
- + EDIT** :
  - **to be used to modify the technical information of a commercial reference.**
  - allows to open a questionnaire to edit some parts or totality.
  - once the changes saved and the questionnaire finalized, the starting questionnaire (code XXXXX-n) is overwritten and the new one is visible and available in the table with a code XXXXX-n+1.
- + DUPLICATE** :
  - **to be used to create the questionnaire of a new reference starting from a questionnaire already filled.**
  - allows to open a finalized questionnaire (code XXXXX-1), and edit some parts or totality.

- once the changes saved and the questionnaire finalized, the new questionnaire is visible and accessible in the table with the code YYYYY-1. The questionnaire used for the duplication (code XXXXX-1) is still in the table.

 **DELETE** : allows to remove the selected questionnaire without possibility to recover it.

These features allow **to save time and to not have to fill a blank questionnaire** for each one of your raw material submission.



The home page allows **to access the ECOCERT website** (tab ECOCERT GROUP), to this guide (tab USER GUIDE) or to a contact page dedicated to our activity (tab CONTACT).

## THE QUESTIONNAIRE

**The ergonomic and the shape** of the ECOCERT questionnaires have been revised to allow a smooth filling:

- there is no pre-established order to fill the different pages and questions.
- you can save at any time and in any page the provided information and start the filling later.
- Compulsory fields are highlighted in red and must be completed. The access to the following pages and to the questionnaire finalization are blocked if answers are missing

Once the questionnaire is finalized, you'll receive an automatic email with a link to download a zip file containing the pdf format of the questionnaire and all the attached documents.

**This email is sent to the email address indicated in the first page of the questionnaire.**

*“ ONCE THIS EMAIL IS RECEIVED, WHAT TO DO? ”*



**You are a raw material provider committed with ECOCERT for the raw materials verification:**

We remind you that the submission have to be done directly through your Greenportal account, tab SUBMISSION/RAW MATERIAL APPROVAL SERVICE. The technical documents can be downloaded and linked directly to your submission with your Greenportal account or the email with the link can be forwarded to your certification officer.



**You are a raw material provider, or you want to control the conformity of a raw material but you're not committed with ECOCERT:** The validations of your raw materials are directly done through your clients linked with ECOCERT for finished products certification (brand owners, subcontractors, manufacturers...).

## CONTACT US

If you have questions regarding this application, or if you want to know more about the ECOCERT Greenlife raw materials service, please contact us at this email address :

[mpgreenlife@ecocert.com](mailto:mpgreenlife@ecocert.com)

