

CB User Guide

FSC Check and TLA Management

Created by:

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Audience: Certificate Bodies

Purpose:

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Introduction

The purpose of this guide is to help CBs process certification applicants through the digital system that FSC uses. In summary, the steps outline how to invite a Certificate Holder to the FSC Check process and proceed with the signing of the electronic Trademark and License Agreement ('e-TLA') by the Certificate Holder and FSC.

Organizations and individuals who are joining the FSC system for the first time or re-joining it after exiting it, will be directed to the FSC Check portal, which is now a normative requirement. For more information, refer to FSC's Disclosure Requirements for Association with FSC ([FSC-PRO-10-004](#)).

The Trademark License Agreement ('TLA') is a legal document that determines the relationship between FSC and the organization holding FSC certification. It grants the organization seeking certification the right to use the FSC trademarks for both on-product labelling and promotional use, provided prior approval of the certification body is obtained.

The e-TLA determines new rules that improve FSC's ability to uncover and block organizations selling non-certified products. Its legal requirements are set out in the so-called GDPR (the European legislation governing data protection).

The e-TLA can be signed electronically, at any time, on a wide variety of devices. Eliminate the paper and get the agreement done faster! Currently only Single, Group and Multi-site Applicants can do so.

FSC Check and TLA requirement

The e-TLA (namely, version 6 or above) is currently available for organizations applying for, or renewing, Single, Multi-site, and Group certification. Certification can only be granted to an organization which has entered into and holds a valid and most recent version of the TLA, in accordance with Section 1.4.1(a) of the General requirements for FSC accredited certification bodies ([FSC-STD-20-001](#)).

For an FSC certificate holder to sign the e-TLA, the organization's Primary Contact will be invited by the certification body to activate their FSC Connect account and sign in to the FSC Certification Portal.

From the 31 July 2023, all applicants (i.e., those who have never been certified or those who are returning to certification after some time) who are ready to sign the TLA need to go through the FSC Check process prior to signing the TLA. FSC Check is a tool to conduct a risk-based review of organizations and individuals that want to join or re-join the FSC system,

thereby ensuring that their values are aligned with those of FSC, proactively using a tech-based solution. New applicants for certification are invited to go through FSC Check. FSC Check consists of an online questionnaire that new applicants have to complete.

Note: FSC Check is NOT applicable to existing FSC members and certificate holders at the moment.

Important information about communications from FSC

Note: FSC Check is NOT applicable to existing FSC members and certificate holders at the moment.

CBs should inform their CHs to look out for emails from no-reply@connect-fsc.org, licensing@fsc.org, connect@fsc.org, and dse@eumail.docuSign.net.

CHs should consider working with their IT email provider or IT department to ensure that emails from these domains **@fsc.org**, **@connect.fsc.org**, **@springcm.net**, **@docuSign.net**, and **@docuSign.com** can be delivered without delay (e.g., adding the addresses to a 'Safe Sender' list ensuring that addresses are allowed based on the email provider/IT department inbound mail rules).

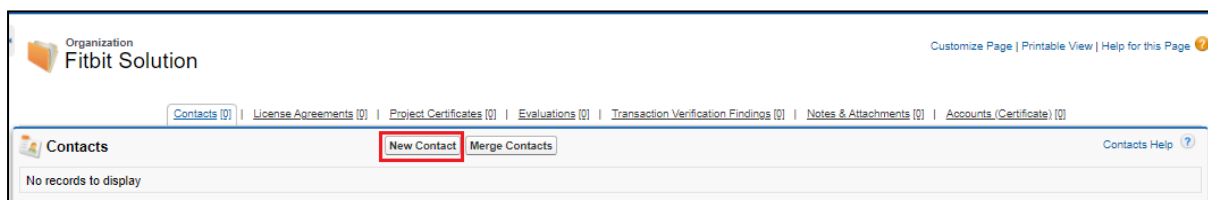
If CHs do not receive the relevant communications or activation emails, CBs should first double-check that the email addresses provided in Salesforce are correct.

How to designate a Primary Contact for an organization

Create a new contact and set as Primary Contact

Step 1:

Click 'New Contact' under the organization.



Step 2:

Enter First Name and Last Name. Please ensure that both fields are completed. Note that it is not acceptable to only enter the first name or last name of the Primary Contact, or enter a title (e.g., 'Mr' or 'Mrs') instead of the first name. Enter also the email address.

Contact Edit Falcon Masorn Help for this Page

Contacts not associated with organizations are private and cannot be viewed by other users or included in reports.

Contact Edit Save Save & New Cancel

Contact Information Required Information

Contact Owner: CIT Integration User1

Salutation: None

First Name: Falcon 1

Last Name: Masorn

Organization Name: Fitbit Solution

Title:

Department:

Reports To:

Portal Username:

ExternalID:

ReasonForNonSync:

ToBeSynced:

ContactDynamicsId:

UpdateToDynamics:

Primary Company Contact for FSC: 3

Phone:

Mobile:

Fax:

Skype Name:

Email: testfit@mailinator.com 2

Public Contact:

Step 3:

Select the 'Primary Company Contact for FSC' checkbox to designate a Primary Contact.

Contact Falcon Masorn Customize Page | Printable View

Accounts (Primary Company Contact for FSC) [1]

Contact Detail Edit Clone Portal Maintenance Delete

Contact Owner: [CIT Integration User1 \(Change\)](#)

Name: Falcon Masorn

Organization Name: Fitbit Solution

Title:

Department:

Reports To: [View Org Chart](#)

Portal Username:

ExternalID:

ReasonForNonSync:

ToBeSynced:

ContactDynamicsId: 6d78ad43-e663-ec11-8f8f-5045bd8a32aa

UpdateToDynamics:

Primary Company Contact for FSC:

Created By: CIT Integration User1, 23/12/2021 12:46

Last Modified By: CIT Integration User1, 29/12/2021 15:49

Contact Record Type:

To be removed:

Description:

Edit Clone Portal Maintenance Delete

Verify the designated Primary Contact appears under the organization page.

Organization
Fitbit Solution

Contacts (1) | License Agreements (0) | Project Certificates (0) | Evaluations (0) | Transaction Verification Findings (0) | Notes & Attachments (0) | Accounts (Certificate) (0)

Organization Detail Edit Delete Save

Certificate Relation	FSC-C156820	Street	za
Organization Owner	CIT Integration User1 (Change)	Town/City	chennai
Organization Name	Fitbit Solution (View Hierarchy)	State/County	tamilnadu
Local Company Name		Zip/Postal Code	53229
Trade Name		Country	GERMANY
Type	COC - Single Certificate - Legal Entity	Continent	Europe
Parent Organization		Region	
Preferred Language		Website	
Employees			
Site code extension	W		
Site Subcode			
ToBeSynced	<input type="checkbox"/>		
AccountDynamicsId	b8d93944-e663-ec11-8f8f-6045bd8a3f3a		
Ready for Trademark License Agreement	<input type="checkbox"/>		
Primary Company Contact for FSC	Falcon Masorn		
Recent License			

Set up an existing contact as a Primary Contact

Step 1:

Select/Open the organization record. Navigate to the contacts section and open an existing contact to designate as the Primary Contact.

Contacts New Contact Merge Contacts Contacts Help ?

Action	Contact Name	Title	Email	Phone	Designated Representative
Edit Del	MG Iren		testirenc@mailinator.com		<input type="checkbox"/>
Edit Del	West rinpc		testrinpc@mailinator.com		<input type="checkbox"/>

Step 2:

Select the 'Primary Company Contact for FSC' check-box to designate a Primary Contact.

Contact
Falcon Masorn

Accounts / Primary Company Contact for FSC (1)

Contact Detail Edit Clone Portal Maintenance Delete

Contact Owner	CIT Integration User1 (Change)	Phone	
Name	Falcon Masorn	Mobile	
Organization Name	Fitbit Solution	Fax	
Title		Skype Name	
Department		Email	testfit@mailinator.com
Reports To	(View Org Chart)	Public Contact	<input type="checkbox"/>
Portal Username			
ExternalID			
ReasonForNonSync			
ToBeSynced	<input type="checkbox"/>		
ContactDynamicsId	6d78ad43-e663-ec11-8f8f-6045bd8a32aa		
UpdateToDynamics			
Primary Company Contact for FSC	<input checked="" type="checkbox"/>		
Created By	CIT Integration User1, 23/12/2021 12:46	Last Modified By	CIT Integration User1, 29/12/2021 15:49
Contact Record Type			
To be removed	<input type="checkbox"/>		
Description			

Edit Clone Portal Maintenance Delete

How to invite a new applicant to the FSC Check process

Note: FSC Check is only required for individuals or organizations who do not have a valid FSC trademark license.

Step 1:

Select/Open an organization, which has a valid license code (Single/Group/Multi-site).

Certificate
FSC-C178137

Organizations (2) | Products (0) | Certificate Attachment (0) | Status History (1) | Transaction Verification Findings (0)

Certificate Detail [Edit] [Clone]

Certificate Registration Code Congruent-COC-180935
dynamicsID 64dd361c-b209-ee11-8f5e-000d3a2e4c21
Certificate Number 180935
Certificate Type **Group Certificate**
System of Control Transfer System

▼ **Controlled Wood Information**

Sells Controlled Wood CW RA included in Public Summary
Controlled Wood Code CW Source Countries ALBANIA
CW Due Diligence

▼ **AAF Information - only use Processor or Trader fields according to type of Cert**

Processor AAF Class Class 1 Fiscal Year - Start Month Jan
Processor Forest Products Turnover (USD) Fiscal Year - Start Year
Trader AAF Class Class 3 Fiscal Year - End Month Jan
Trader Forest Products Turnover (USD) Fiscal Year - End Year
Revenue (USD)

▼ **Old AAF Information – no longer editable but available for copying into above**

FSC Turnover Total turnover

▼ **COC**

Standard FSC-STD-40-005 V3-1; FSC-STD-40-006 V1-0 Scope
Number of Sites/Group Members 2
Comment

▼ **Status**



Certificate Status Applicant Reason for Suspension/Termination
Date From 13/06/2023 Status Comment
Date To 12/06/2028 First Issue Date
Date of Suspension

Step 2:

Select the 'Ready for Trademark License Agreement' check-box and click on 'Save' to Initiate the process. For certificates that are marked as 'Applicants' this will trigger an invitation to FSC Check. Before selecting the 'Ready for Trademark License Agreement' check-box, you must have followed and filled all mandatory information. The status of FSC Check will change into in-progress.

[Contacts \(7\)](#) | [License Agreements \(0\)](#) | [Project Certificates \(0\)](#) | [Organization Team \(0\)](#) | [Evaluations \(0\)](#) | [Transaction Verification Findings \(0\)](#) | [Accounts \(Certificate Manager\) \(1\)](#)

Organization Detail

Certificate Relation	FSC-C178137	Street	12 northwind
Organization Owner	CIT Integration User1 [Change]	Town/City	chennai
Organization Name	E-system [View Hierarchy]	State/Country	
Local Company Name		Zip/Postal Code	
Trade Name		Country	INDIA
Type	COC - Group Manager - Legal Entity	Continent	Asia
Parent Organization		Region	
Preferred Language		Website	
Employees			
Site code extension			
Site Subcode			
AccountDynamicsId	588460db-b209-ee11-8f6e-000d3a2e4bfd		
UpdateToDynamics	<input type="checkbox"/>		
Primary Company Contact for FSC			
Ready for Trademark License Agreement	<input checked="" type="checkbox"/>  		
FSC Check Status			
Certificate Manager			

Step 3:

Follow FSC Check progress in Salesforce and through email notifications.

The following email notifications are sent from the FSC Check system:

No	Email Task/Description	To Address	Cc Address
1	Request to update profile by applicants	CB	CH Applicant
2	Submission of Application	CH Applicant	CB
3	Approval of Application (Check Status: Passed)	CH Applicant	CB
4	Rejection of Application (Check Status: Rejected)	CH Applicant	CB
5	Reminder to fill FSC Check Questionnaire	CH Applicant	CB

Once the FSC Check status has been changed to ‘Passed’ an automated invitation to sign the e-TLA is sent to certificate types that have e-TLAs available – Single, Group and Multi-site. Project certification applicants must be directed through the process of signing the paper version of the TLA.

How to Invite a Single Certificate Holder to Sign the e-TLA

Step 1:

Select/Open a Certified Organization, whose certification type is Single Certificate.

Certificate
FSC-C156820

Organizations [1] | Products [0] | Certificate Attachment [0] | Status History [1] | Transaction Verification Findings [0]

Certificate Detail Edit Clone

Certificate Registration Code Congruent-COC-170059 Certificate Number 170059

ReasonForNonSync 1 Certificate Type Single Certificate

dynamicsID 3e78ad43-e663-ec11-8f8f-6045bd8a32aa System of Control Transfer System

No sales w/ FSC claims since last audit

Processor AAF Class Class 1

Trader AAF Class Class 3

Signature Status

▼ **Controlled Wood Information**

Sells Controlled Wood CW RA included in Public Summary

Controlled Wood Code CW Source Countries ALGERIA

CW Due Dilligence

▼ **AAF Information**

AAF Class Start Of Year

AAF Class Current Class 1

Secondary AAF Class Start Of Year

Secondary AAF Class Current Trader Class 2

▼ **COC**

Standard FSC-POL-40-002; FSC-STD-40-003 V2-1 FSC Turnover

Number of Sites/Group Members 4 Total turnover

Comment Scope

▼ **Status**

Certificate Status Applicant 2 Reason for Suspension/Termination

Date From 23/12/2021 Status Comment

Date To 22/12/2026 First Issue Date

Date of Suspension License Status Valid

Step 2:

Check the option 'Ready for Trademark License Agreement' and click on 'Save' to invite the Primary Contact of the organization to activate the FSC Connect account and complete the e-TLA signing process.

Organization
Fitbit Solution Customize Page | Printable

Contacts [1] | License Agreements [0] | Project Certificates [0] | Evaluations [0] | Transaction Verification Findings [0] | Notes & Attachments [0] | Accounts (Certificate) [0]

Organization Detail Edit Delete Save 2

Certificate Relation FSC-C156820 Street za

Organization Owner CIT Integration User1 (Change) Town/City chennai

Organization Name Fitbit Solution (View Hierarchy) State/County tamilnadu

Local Company Name Zip/Postal Code 53229

Trade Name Country GERMANY

Type COC - Single Certificate - Legal Entity Continent Europe

Parent Organization Region

Preferred Language Website

Employees

Site code extension W

Site Subcode

ToBeSynced

AccountDynamicsId b8d93944-e663-ec11-8f8f-6045bd8a3f3a

UpdateToDynamics

Ready for Trademark License Agreement 1

Primary Company Contact for FSC Falcon Masorn

Recent License

How to Invite a Multi-site Certificate Holder to Sign the e-TLA

Step 1:

Select/Open a Certified Organization, whose certification type is Multi-site Certificate.

Certificate
FSC-C178101

Organizations (3) | Products (3) | Certificate Attachment (0) | Status History (1) | Transaction Verification Findings (0)

Certificate Detail Edit Clone

Certificate Registration Code Certificate Number
 dynamicsID 🔒 **Certificate Type**
 System of Control

▼ **Controlled Wood Information**

Sells Controlled Wood CW RA included in Public Summary
 Controlled Wood Code CW Source Countries
 CW Due Dilligence

▼ **AAF Information - only use Processor or Trader fields according to type of Cert**

Processor AAF Class Fiscal Year - Start Month
 Processor Forest Products Turnover (USD) Fiscal Year - Start Year
 Trader AAF Class Fiscal Year - End Month
 Trader Forest Products Turnover (USD) Fiscal Year - End Year
 Revenue (USD)

▼ **Old AAF Information - no longer editable but available for copying into above**

FSC Turnover Total turnover

▼ **COC**

Standard Scope
 Number of Sites/Group Members
 Comment

▼ **Status**

Certificate Status Reason for Suspension/Termination
 Date From Status Comment
 Date To First Issue Date
 Date of Suspension

Step 2:

Navigate to the organizations section to select 'Multi-site Manager' from the list.

Certificate
FSC-C178101

Customize Page | Printable View | Help for this Page

Organizations (3) | Products (3) | Certificate Attachment (0) | Status History (1) | Transaction Verification Findings (0)

Organizations New Organization Organizations Help

Action	Organization Name	Town/City	Country	Type	Date From	Date To	FSC Site subcode
Edit Del	SF_78	chennai	INDIA	COC - Multisite Manager - Legal Entity			Congruent-COC-180916-
Edit Del	_F_79	chennai	INDIA	COC - Site - Legal Entity			Congruent-COC-180916-
Edit Del	SF_80	chennai	INDIA	COC - Site			Congruent-COC-180916-

Note: Only the organization with the type 'Multi-site Manager' is allowed to sign the e-TLA.

Step 3:

Check the option 'Ready for Trademark License Agreement' and click on 'Save' to invite the Primary Contact of the organization to activate the account and complete the e-TLA signing process.

Contacts (1) | License Agreements (0) | Project Certificates (0) | Organization Team (0) | Evaluations (0) | Transaction Verification Findings (0) | Accounts (Certificate Manager) (0)

Organization Detail Save Cancel

Certificate Relation

Organization Owner

Organization Name Street
Town/City

Local Company Name State/County

Trade Name Zip/Postal Code

Type Country
Parent Organization Continent
Preferred Language Region
Employees Website

Site code extension

Site Subcode

AccountDynamicsId

UpdateToDynamics

Primary Company Contact for FSC

Ready for Trademark License Agreement

FSC Check Status

Certificate Manager

How to Invite a Group Certificate Holder to Sign the e-TLA

Step 1:

Select/Open a Certified Organization, whose certification type is Group Certificate.

Certificate FSC-C178137

Organizations (2) | Products (0) | Certificate Attachment (0) | Status History (1) | Transaction Verification Findings (0)

Certificate Detail Edit Clone

Certificate Registration Code Certificate Number
dynamicsID Certificate Type
System of Control

▼ **Controlled Wood Information**

Sells Controlled Wood CW RA included in Public Summary
Controlled Wood Code CW Source Countries
CW Due Dilligence

▼ **AAF Information - only use Processor or Trader fields according to type of Cert**

Processor AAF Class Fiscal Year - Start Month
Processor Forest Products Turnover (USD) Fiscal Year - Start Year
Trader AAF Class Fiscal Year - End Month
Trader Forest Products Turnover (USD) Fiscal Year - End Year
Revenue (USD)

▼ **Old AAF Information – no longer editable but available for copying into above**

FSC Turnover Total turnover

▼ **COC**

Standard Scope
Number of Sites/Group Members
Comment

▼ **Status**

Certificate Status Reason for Suspension/Termination
Date From Status Comment
Date To First Issue Date
Date of Suspension

Step 2:

Navigate to the organizations section to select 'Group Manager' from the list.

Action	Organization Name	Town/City	Country	Type	Date From	Date To	FSC Site subcode
Edit Del	E-systems	chennai	INDIA	COC - Group Member - Legal Entity			Congruent-COC-180935-
Edit Del	E-system	chennai	INDIA	COC - Group Manager - Legal Entity			Congruent-COC-180935-

Note: Only the organization with the type 'Group Manager' is allowed to sign the e-TLA.

Step 3:

Check the option 'Ready for Trademark License Agreement' and click on 'Save' to invite the Primary Contact of the organization to activate the account and complete the e-TLA signing process.

Organization Detail

Save Cancel

Certificate Relation: FSC-C178137

Organization Owner: CIT Integration User1 [Change]

Organization Name: E-system [View Hierarchy]

Local Company Name: [Field]

Trade Name: [Field]

Type: COC - Group Manager - Legal Entity

Parent Organization: [Field]

Preferred Language: [Field]

Employees: [Field]

Site code extension: [Field]

Site Subcode: [Field]

AccountDynamicsId: 588460db-b209-ee11-8f6e-000d3a2e4bfd

UpdateToDynamics: [Field]

Primary Company Contact for FSC: [Field]

Ready for Trademark License Agreement: [Icon]

FSC Check Status: [Field]

Certificate Manager: [Field]

How to change Certificate Holder's certificate type (from Single to Group or Multi-site, and vice versa)

Before CBs can change the certificate type from "Single" to "Group" or "Multi-site", or from "Group" or "Multi-site" to "Single" the CH must hold a valid TLA for the new certification type. In such cases, CBs are required to request a change of certificate type in the FSC Database (following the steps below), in order to initiate a e-TLA for the intended new certificate type.

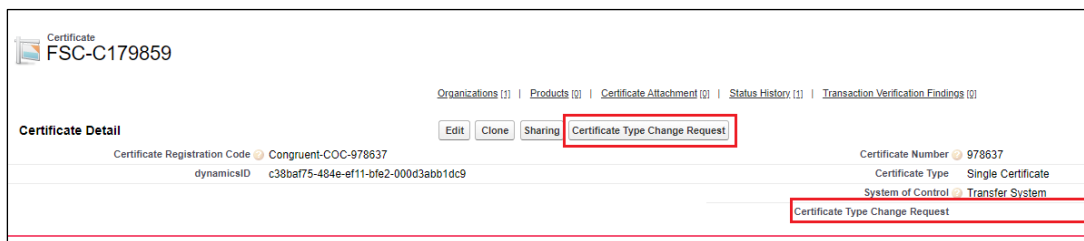
Note:

- (1) The steps below do not apply to a change of certificate type between "Group" and "Multi-site", which does not in itself require a new TLA to be signed.
- (2) The screenshots below show the steps for changing the certification type from "Single" to "Multi-site". The same steps apply to a change from "Single" to "Group" and from "Group" or "Multi-site" to "Single".

- (3) Before a request for a change in certificate type can be initiated, any TLA that is in progress must first be completed, or be declined by the CH. This means the field, “TLA Signature Status” should say ‘completed’ or ‘declined’.
- (4) When there is a certificate type change from “Group” or “Multi-site” to a “Single” certificate, CBs should NOT delete the organizational record of the sites under the previous group or multi-site certificate. Instead, the CB should fill in the ‘Date To’ field under the ‘Site Information’ section of each corresponding organizational record.

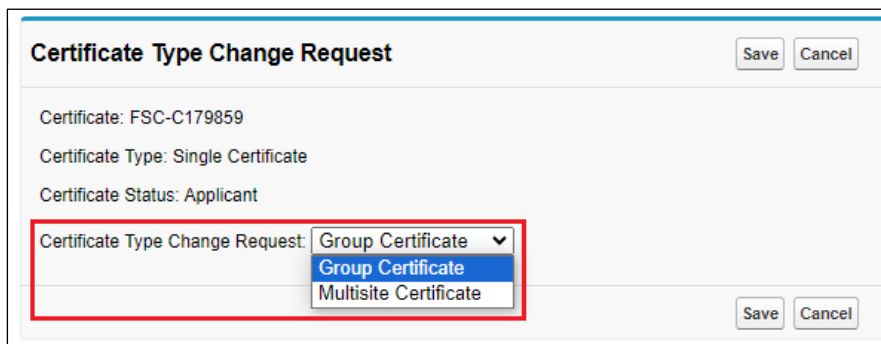
Step 1:

Open the CH certificate record to change the certificate type. Click the button “Certificate Type Change Request”.

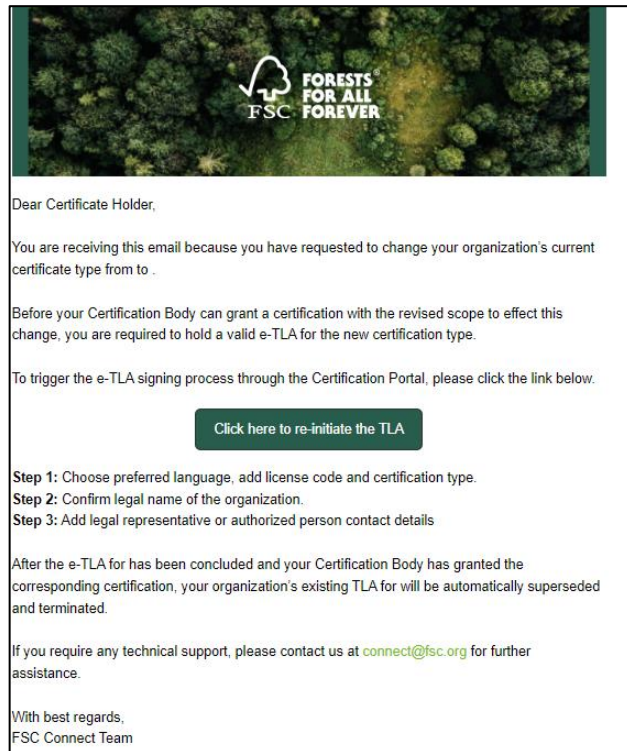


Step 2:

From the drop-down list, select the appropriate certificate type to change to and save.



Once the certificate type change request is initiated in the Database, a notification to re-initiate the TLA will be automatically sent to the CH primary contact.



To confirm the certificate type change request has been initiated, navigate to the CH organization record to check the TLA signature status. Ensure the status indicates “Certificate Type Change in progress”.

Organization Detail		Edit	Delete
Certificate Relation	FSC-C179859		
Organization Owner	CIT Integration User1 [Change]		
Organization Name	Engela Pvt Ltd [View Hierarchy]		
Local Company Name			
Trade Name			
Type	COC - Single Certificate - Legal Entity		
Parent Organization			
Preferred Language			
Employees			
Site code extension	L		
Site Subcode			
AccountDynamicsId	25c74adc-484e-ef11-bfe2-000d3abb1dc9		
UpdateToDynamics	<input type="checkbox"/>		
Primary Company Contact for FSC	Ferenyl pc		
Ready for Trademark License Agreement	<input checked="" type="checkbox"/>		
FSC Check Status			
Certificate Manager			
Connect Invite Sent Date	30/07/2024		
Connect Account Activated	<input checked="" type="checkbox"/>		
TLA Signature Status	Certificate type change in progress		
Primary Contact Email			

Once the CH completes signing the TLA with the new certificate type, a notification e-mail will be sent to the CB contact and the TLA signature status will be automatically updated to 'Completed'. Please check the CH certificate record and update the Site Information accordingly.

How to check the e-TLA signature status of a Certificate Holder

Certificate Detail		Edit	Clone	Sharing	Certificate Type Change Request
Certificate Registration Code	Congruent-COC-160324				
dynamicsID	b3587c33-7ce3-ee11-904c-000d3a243126				
Certificate Number	160324				
Certificate Type	Single Certificate				
System of Control					
					Certificate Type Change Request Multisite Certificate

To track the status of the e-TLA signature, click on the 'Reports' tab located on the top ribbon of your Salesforce app, and select the 'CH TLA Status Report'.

CBs are able to view, customize and filter the report to their requirements.

The screenshot shows the FSC 'Forests for All Forever' web application. At the top left is the logo. A search bar is located at the top center. A navigation menu at the top includes 'Home', 'Certificate', 'Organizations', 'Contacts', 'Project Certificates', 'Documents', 'Reports' (highlighted in red), 'Membership Payments', 'Applications', and 'Cases'. Below the navigation is the 'CH TLA Status Report' header. A note states: 'Report Generation Status: Note: 2,000 of 29,862 records are displayed below. Select Export Details for a complete view of your data.' Under 'Report Options', there are two dropdown menus: 'Summarize information by:' set to 'Phase' and 'Show' set to 'All organizations'. To the right is a 'Time Frame' section with a 'Date Field' dropdown set to 'Created Date' and a 'Range' dropdown set to 'Custom'. Below these are 'From' and 'To' input fields. At the bottom are buttons for 'Run Report', 'Hide Details', 'Customize', 'Save As', 'Printable View', 'Export Details', and 'Subscribe'.

The default view shows the Status of each organization that has been invited to initiate the e-TLA.

There are the following signature statuses:

- **Sent** – Indicates the e-TLA is either pending for signature with the Legal Representative of the certificate holder or with FSC.
- **Completed** – Indicates the e-TLA is signed by the CH organization and countersigned by FSC.
- **Voided** – Indicates the e-TLA is either expired or declined by the CH organization or FSC.

FAQs for the TLA

Please note there is another FAQ specifically for FSC Check, which can be viewed [here](#).

1. Is the e-TLA mandatory?

Certification can only be granted to an organization which has entered into and holds a valid and most recent version of the TLA, in accordance with Section 1.4.1(a) of the General requirements for FSC accredited certification bodies ([FSC-STD-20-001](#)).

Since 20 January 2022, the e-TLA for Single Certification (version 6) has been in force, and version 5 of the TLA (namely, the paper TLA) is no longer acceptable. Following the release of the e-TLA for Group and Multi-site Certification (version 6) on 27 November 2023, the e-TLA is the most recent version of the TLA for Single, Group and Multi-site Certification, and no paper TLA for these certification types shall be uploaded onto the FSC Database (unless under exceptional circumstances as provided in the derogation FSC-DER-2023-005, insofar as Group and Multi-site Certification is concerned).

To facilitate the transition to the e-TLA for Group and Multi-site Certification, FSC has issued a derogation (FSC-DER-2023-005) which enables certification bodies to grant Group and Multi-site certification between 27 November 2023 and 31 January 2024 to organizations and individuals who hold either the most recent paper TLA (version 5) or the latest version of the e-TLA (version 6). Paper TLAs signed in reliance on this derogation will be valid until 31 March 2024, and any Group or Multi-site certificate holder holding such paper TLAs shall enter into the most recent version of the e-TLA on or before 1 April 2024, in order to maintain a valid license.

2. Is it possible to physically sign a hard copy of the e-TLA?

The e-TLA is only available electronically in the FSC Certification Portal and must be signed electronically, as FSC aims to develop a paperless environment for managing the TLA.

3. What are the key features and updates of the Group and Multi-site e-TLA compared to the corresponding paper version?

The e-TLA for Group and Multi-site Certification was based on the solutions used in the e-TLA for Single Certification. The aim was to standardise the obligations of the parties so that all license agreements use the same structure and definitions. In addition, sections were introduced to clarify the CH's obligations related to its role in this type of certification. In particular, Section 3 has been introduced, where obligations are explicitly listed for the CH to enter into sub-licenses with participating sites and group members. This is to make it easier for the CH to formulate sub-license agreements. The CH's specific role vis-à-vis participating sites and group members is now reflected as 'License Manager'. In addition, the agreement has been updated by adding provisions relating to FSC Check.

4. If a CH has not received or can no longer retrieve the invitation email, how can a CH be re-invited to activate the FSC Connect Account?

Please note that an automatic reminder to activate the FSC Connect Account, which contains a link to activate the FSC Connect Account, will be sent to the Primary Contact every 14 days until the account is activated and the e-TLA is signed.

However, if the CH does not receive the invitation or reminder emails, the CB or the CH should contact connect@fsc.org requesting a re-invitation to activate the FSC Connect Account.

5. Will a CH receive the invitation email again if a CB unchecks and re-checks the 'Ready for Trademark License Agreement' box in Salesforce?

The 'Ready for Trademark License Agreement' check-box is to trigger the initial email to invite the CH to activate the FSC Connect Account. Unchecking and rechecking the Ready for Trademark License Agreement will not result in a CH being re-invited. CBs should always contact connect@fsc.org to re-invite the CH.

6. How can a CB change a company name and company address when the e-TLA signing process is in progress?

When creating a new entry for an organization or an individual in Salesforce, CBs should ensure that the name and details of the organization or individual are accurate. In particular, the full company name and/or the full name of the individual should be inserted. Please note that it is not acceptable to only enter the first name or last name of the Primary Contact, or enter a title (e.g., 'Mr' or 'Mrs') instead of the first name.

Nevertheless, when it is necessary to change the name or address of the CH when the e-TLA signing process is in progress, the following steps should be taken:

- a. If the CH has not initiated the e-TLA in the Certification Portal, the respective CB should uncheck the 'Ready for Trademark License Agreement' check-box from the CH record in the Salesforce, update the record to incorporate the change(s), and re-check the 'Ready for Trademark License Agreement' check-box again.
- b. If the CH has initiated the e-TLA and it is pending review and signature with the Legal Representative of the organization, then the Legal Representative should decline the e-TLA and contact their respective CB to update the FSC Salesforce with the change. Upon confirmation from the CB, the CH can sign back into the FSC Certification Portal to re-initiate the e-TLA.

7. Is it required to re-sign the e-TLA if there are changes to a CH's company details, such as legal form, name or registered office of the company?

As a general rule, CBs shall ensure that all information (including company details of the CHs) are accurate and up-to-date in the FSC Database. When there are any changes to a CH's company details, the FSC Database shall be updated promptly.

When there are changes to a CH's legal identity, legal form of the company, name or registered office, a new e-TLA with the updated company details shall be signed.

Once the company details in the FSC Database have been updated, contact connect@fsc.org to re-initiate the e-TLA signing process.

8. Is it necessary to re-sign the e-TLA if the Legal Representative of an organization changes?

No. The mere change of Legal Representative is not in itself a reason for concluding a new TLA. As long as the e-TLA was signed by the Legal Representative who was duly authorized at the time of signature, it is not required to re-sign the e-TLA.

The need to conclude a new e-TLA may arise for other reasons (expiry, transformation of the entity or change of address etc.). It must be ensured that the Legal Representative's details are up-to-date before the process of signing a new e-TLA begins.

9. Does the CH have to re-sign the e-TLA if the Primary Contact of the CH has been changed?

No. As long as the TLA was signed by the Legal Representative who was duly authorized at the time of signature, it is not required to re-sign the TLA solely because of a change of the Primary Contact.

10. What is the process to change the Primary Contact or Legal Representative?

CBs can change the Primary Contact in the FSC Database any time except during the signing process.

CHs can change the Primary Contact in the Certification Portal after their FSC Connect account has been created except during the signing process. CHs can change the Legal Representative (if different from the Primary Contact) in the Certification Portal while initiating the e-TLA.

11. How can a CB check if a CH has activated their FSC Connect account?

Kindly contact connect@fsc.org to check the FSC Connect Account activation status.

12. Where can a CB find the e-TLA status of a CH?

The e-TLA Status can be checked in the CH e-TLA Status Report in the FSC Database under the reports section.

Sent – Indicates the e-TLA is either pending for signature with the Legal Representative of the certificate holder or with FSC.

Completed – Indicates the e-TLA is signed by the CH organization and countersigned by FSC.

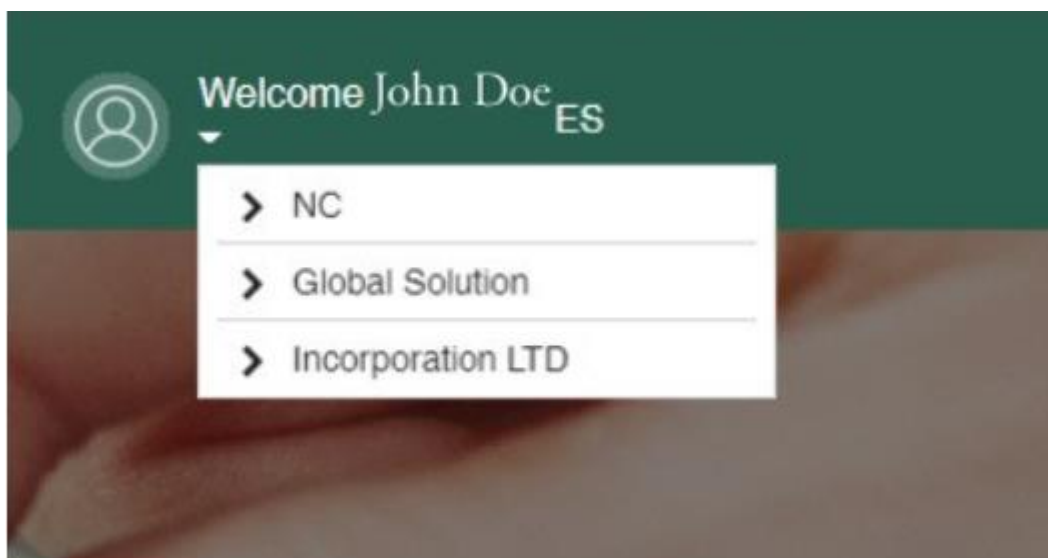
Voided – Indicate the e-TLA is either expired or declined by the CH organization or FSC.

13. Can the e-TLA be resent to the CH again if the e-TLA sent to the Legal Representative has expired?

The agreement will expire after 90 days from the day it was sent to the Legal Representative. After this it cannot be resent. The CH Primary Contact should log back into the FSC Certification Portal to re-initiate the e-TLA and send it for review and signature again to their respective Legal Representative.

14. Can one individual be a Primary Contact for multiple organizations? If so, how is it possible to switch between organizations in the FSC Certification Portal?

Yes, one individual can be a Primary Contact for multiple organizations. They can simply navigate to the profile area in the Certification portal to switch between the organizations.



15. Which person from the CH can sign the e-TLA?

The Legal Representative of the CH will receive the e-TLA for signing. The Primary Contact will receive a read-only copy for their information.

16. Can multiple persons from an organization have FSC Certification Portal access?

No. The FSC Certification Portal access shall be granted only to the Primary Contact of an organization.

17. Why may a CH be claiming to have completed signing the e-TLA but the status is still showing as 'sent'?

Please note that it will take one to three business days for the e-TLA to be countersigned by FSC and then for the signed copy to be sent back to the CH.

18. Is it possible for two Legal Representatives of an organization to sign the e-TLA?

Yes, it is possible. Contact connect@fsc.org and licensing@fsc.org. They will guide the CH through the dual signature procedure.

19. How should a CB change the certificate type of a Certificate Holder from single to Group or Multi-site (and vice versa) in Salesforce?

Please refer to the above section 'How to change Certificate Holder's certificate type'.