

# User Guide for the VLOG Customer Portal

Version 01.10.2018

## Content

1	General .....	2
2	Portal functions (Tabs) .....	2
2.1	Dashboard .....	2
2.2	Master data .....	3
2.3	Contact persons.....	3
2.4	Sites .....	3
2.5	Products.....	3
2.6	Excel uploader .....	4
2.7	Certificates.....	4
2.8	Licence / Certification data .....	4
2.9	Contract data.....	4
2.10	Files.....	5
2.11	Audits.....	5

# 1 General

## *a. Your benefits of the VLOG Customer Portal*

The VLOG Customer Portal is intended to provide (sub)-licensees of the “Ohne GenTechnik” [Non-GMO] seal and the “VLOG geprüft” [VLOG verified] seal with an overview of their data, production sites, licensed products, certificates, audit documents and other documents. It is also intended to facilitate the exchange of information with VLOG. The Excel uploader makes supplementary product registrations significantly faster and more flexible, as there is no postal supplement to the agreement.

## *b. ECERT Login*

Access to the VLOG Customer Portal ECERT is granted on a personal basis, not a company basis. VLOG will automatically email a **link to register** to the designated VLOG contact partner for your company. **Additional persons** who are to use the VLOG Customer Portal will also receive a link from VLOG, **upon request**, which can be used to create the relevant access data.

After opening the link in the email you received you will see the **ECERT registration area** in your Internet browser. You will be asked to create a **user name** and a **password**. The user name and password can be chosen freely. For reasons of data security, it is advisable to create a password that contains at least six characters incl. symbols and numbers. Please make a note of the relevant login data: In the future, you can use it to log in to the VLOG Customer Portal at <https://vlog.ecert.net/Login.aspx>.

**Forgot your password?** No problem! Simply follow the “Forgot your password?” link in the login area. If your access is deactivated, please contact the VLOG corporate office.

## *c. Logout/Profile Settings*

Click on the profile name in the upper right (person icon and user name) to display the choices “Profile” and “Logout”. The latter function enables you to log out of the VLOG Customer Portal.

Under “Profile” you can change your password and language settings. The Customer Portal can be set to German and English. To do so, select the language “DE-DE” or “EN-GB”, and the date/number format “German” or “English”. Then confirm the changes by clicking on the “Confirm changes” button. The language setting will be applied at your next login.

## *d. Information/Contact*

**Every subpage** in the VLOG Customer Portal includes an **Info button** for further information in the **upper right corner**. If your question is not answered, feel free to contact the VLOG corporate office. **Every subpage includes a “Feedback” button in the upper left corner**. Clicking on this button opens an email window. Please describe your problem in detail and provide your contact information so that the VLOG corporate office can assist you as quickly as possible.

# 2 Portal functions (Tabs)

## 2.1 Dashboard

After you log in to the VLOG Customer Portal, the dashboard opens up. Here you will find a brief overview of your master data, certificates and contact persons you have reported to VLOG, including their contact data. You can find more detailed information regarding the aforementioned data under the appropriate tabs.

To return to the dashboard from other areas click on “Main menu” at the upper left and “My data” or the “Dashboard” tab.

## 2.2 Master data

Under “Master data” you can see your **company data sent to VLOG**, including the **VLOG ID<sup>1</sup>** issued by VLOG.

If you have specified an additional **billing address**, it can be selected from the drop-down menu in the upper right corner (window bordered in green). Your **company address** is shown here by default.

If you want to **change your contact information**, please contact the VLOG corporate office by clicking on the “Feedback” field (upper left corner of the page). Clicking on the field opens up an email window. Please indicate the precise data that you would like to have changed and provide us with your contact information. We will be pleased to examine your concern.

## 2.3 Contact persons

Under the “Contact persons” tab you will find the **contact partners** and **legal representatives** you reported to VLOG as contact persons, including contact details.

If you have specified several persons as respective contact persons: There is a "main contact person" and a "main legal representative". These are marked in the male symbol with a blue jacket. The "main contact person" will be contacted by VLOG for various official letters, invitations and information. The "Principal Legal Representative" is relevant for invoicing; he is named as the invoice addressee.

If you wish to change your contact persons or contact data, please use the “Feedback” field to contact the VLOG corporate office. An email window will open where you can present your concern in detail. Please also provide us with your contact information. We will be pleased to examine your concern.

## 2.4 Sites

Under the “Sites” tab you will find companies that are **producers for your products**, which have received the “**Ohne GenTechnik**” [Non GMO] seal or “**VLOG geprüft**” [VLOG verified] seal. Such production sites can be first marketers, producers, laying hen farms and packing stations (referred to as “**types**”), as specified by you in the application documents in the “List of products to be labelled” or the “Scope of application of “VLOG geprüft“ licence” (**VLOG product lists**).

If you wish to **register sites or cancel a registration**, you can do so via the **Excel uploader** (which has its own tab in the VLOG Customer Portal). **Until 01 January 2019, the VLOG corporate office will register and deregister sites and products via the Excel uploader.** Thereafter you will be able to use this function yourself. Until then please send us your VLOG product list by email, as usual. When the new products or sites are registered, you will be notified by email. You will then be able to view the changes in the VLOG Customer Portal. There is no need to supplement the agreement by post.

## 2.5 Products

Under the “Products” tab you will find an **overview of all the currently licensed products** of your business, as reported by you in the “List of products to be labelled” (for foods) or the “Scope of application of “VLOG geprüft”” (for feed) (**VLOG product lists**), including the brand names and any product numbers.

You can view the **licensing status** of every product under the “Licence / Certification data” tab (see Chapter 2.8) and export it into a file.

---

<sup>1</sup> Please keep in mind that the VLOG-ID is an independent number type, which is a prerequisite to certification under the VLOG Standard and can only be obtained by entering into a Standard Usage Agreement with VLOG. The VLOG-ID does not match the membership number or OG or VG licence agreement number. It begins with 10-.

**Products can be registered or deregistered via the Excel uploader** (which has its own tab in the VLOG Customer Portal). The Excel uploader list can be downloaded using the “Export products” function. **Until 01 January 2019, the VLOG corporate office will register and deregister sites and products via the Excel uploader.** Thereafter you will be able to use this function yourself. Until then, please send us your VLOG product list by email, as usual. When the new products are registered, you will be notified by email. You will then be able to view the changes in the VLOG Customer Portal. There is no need to supplement the agreement by post.

## 2.6 Excel uploader

**Products licensed or yet to be licensed and participating sites can be registered and deregistered** under the “Excel uploader” tab. This function will be available to you **starting on 01 January 2019.** Until then, the VLOG corporate office will register and deregister sites and products for you.

## 2.7 Certificates

Under the “Certificates” tab, you can see the **certificate data for your VLOG certification and download your VLOG certificates by clicking on the respective preview symbol.** In addition, your VLOG certificates can be downloaded via the “Files” tab (see Chapter 2.10) and on the dashboard.

Please contact your certification body with questions regarding the contents of your certificate data. A list of all VLOG recognised certification bodies, including contact data, can be found at [www.ohnegentechnik.org/zertifizierer](http://www.ohnegentechnik.org/zertifizierer).

## 2.8 Licence / Certification data

**An overview of your licensed or licensing products** can be found in the “Licence / Certification data” tab **with the relevant licensing status.**

The product status provides an overview of products that have **already been licensed** by the VLOG corporate office (“**Licence granted**” status) and are **under review** (“**Licence pending**” status for new products and “**Review licence**” status for changes to an existing product). In the “Name” column you can search for different terms.

The VLOG corporate office will examine your new product application or supplementary product application within a few days.

You can download your current product list, including licensing status, in the “Certification” field by clicking on the “Excel Export” leaf symbol (on the right above the licensing list).

## 2.9 Contract data

Your VLOG services can be found under the “Contract data” tab. The following services are possible:

- **Membership:** You are an association member of VLOG.
- **Standard user:** You have entered into a Standard Usage Agreement with VLOG as the prerequisite for a VLOG certification.
- **VLOG certification:** You are assigned to a certification body which has certified or will certify you in accordance to the VLOG Standard.
- **OG-licence:** You have the licence to use the “Ohne GenTechnik” seal (for food).
- **VG-licence:** You have the licence to use the “VLOG geprüft” seal (for feed).

The season indicates that the service is active in the current year. If you have terminated one of the services, the “Service until” column will be filled in with the termination date, and the service will no longer be displayed in the coming season.

## 2.10 Files

Under the “Files” tab you will find **all official documents** which VLOG has sent you since August 2017 (date of database implementation). These include **invoices** and **agreements** that you have entered into with VLOG. You can also view and download your **audit and certificate data** here. Click on the icon with the blue arrow in the “Download” column.

You can filter the various types of files using the “File type” column, e.g. invoices or certificates. Additional information regarding the content of the files can be found in the “Subject” and “Comment” fields.

## 2.11 Audits

Under the “Audits” tab, you will find **the audit data submitted by your certification body**. The paper clip symbol in the “Documents” column indicates that additional documents are available in details. You can view and download the details of the relevant audit by clicking on the respective entry. A new window will open.

In detailed view, you can inspect the details of the respective audit. Under “Files” you can inspect and download the relevant files, such as facility descriptions and checklists.

Please contact your certification body with any question regarding the contents of your audit data. A list of all VLOG recognised certification bodies, including contact data, can be found at [www.ohnegentechnik.org/zertifizierer](http://www.ohnegentechnik.org/zertifizierer).