



# User Guide for the VLOG Certification Body Portal

Version 2.6

Stand: 28.02.2023

## Contents

1	Introduction .....	3
1.1	How can I register to use the Certification Body Portal? .....	3
1.2	How do I receive my login data?.....	3
1.3	Password change / Password reset / Language settings / Logout .....	4
1.4	Detail Information / feedback button.....	4
2	The different tab views and their functions .....	5
2.1	Starting page: „Company search“ .....	5
2.2	„Master data“ tab.....	5
2.3	„License / Certification data“ tab .....	6
2.4	„Files“ tab .....	6
2.5	„Scope of application“ tab.....	6
2.6	„Audits“ tab .....	7
2.7	„Certificates“ tab .....	7
2.8	Main menu „My data“ – documents overview and access to Informations by VLOG .....	7
3	Submitting audit documents & the VLOG certificate .....	8
3.1	Naming the documents to be uploaded .....	8
3.2	Review and adjustment of the scopes of application .....	8
3.3	Uploading audit documents .....	10
3.4	Uploading certificates.....	11
4	Transmitting data in case of document audits and of transfer of certification .....	12
4.1	Document audit for very small facilities .....	12
4.2	Dokument audit of a recognised standard .....	13
4.3	Transferring certification via „transfer audit“ .....	13
5	FAQs .....	14
	Which companies have access to the VLOG database and the documents provided?.....	14
	When does a certificate have to be deactivated? .....	14
	What do I do if technical problems occur? .....	14
	Why do I still see a certificate in the "Files" tab that I have previously deactivated? .....	14
	What is the process in case of termination of a control contract? .....	14
	Can VLOG correct certificate data that I have inadvertently entered incorrectly afterwards? .....	14

# 1 Introduction

## Dear Certification Body Portal User,

By means of the Certifier Recognition Agreement with VLOG, the VLOG recognised certification bodies have committed themselves to transfer the audit and certification documents to the VLOG database no later than eight weeks after the audit date. For the transfer, VLOG provides the certifiers with the VLOG certification body portal. In order to enable a smooth transfer of the required documents including the associated additional information, this manual explains all necessary individual steps as well as all functions.

For further questions **regarding the use of the VLOG certification body portal**, you are welcome to contact the database support via the e-mail address [zs.portal@ohnegentechnik.org](mailto:zs.portal@ohnegentechnik.org). If you have any questions **regarding the data available in the VLOG database**, please contact the VLOG office via the e-mail address [info@ohnegentechnik.org](mailto:info@ohnegentechnik.org).

### 1.1 How can I register to use the Certification Body Portal?

The VLOG contact person sends the VLOG an e-mail ([zs.portal@ohnegentechnik.org](mailto:zs.portal@ohnegentechnik.org)) and notifies it of the desired persons, stating their names and the corresponding e-mail addresses. The agents will then receive an e-mail with a **personal link** to the **registration page** of the VLOG certification body portal.

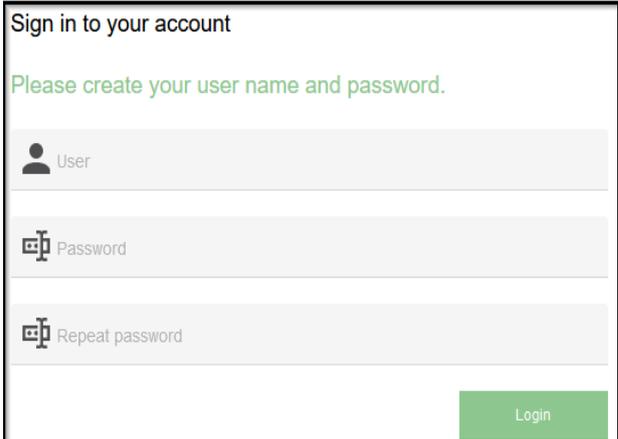
It should be noted here that each employee must have his or her own access, as correct assignment of the data for document transmission is only possible with person-related profiles. In addition, the shared use of an access can lead to technical problems.

*Please also note that in the case of minor violations due to incorrect information, it may be more difficult to correct the errors and thus avoid future violations. If multiple people are currently sharing an account, please contact the Certification Authority Portal support team. They will be happy to assist you by creating new accesses.*

**If an access is to be deactivated**, the certification body notifies VLOG by e-mail ([zs.portal@ohnegentechnik.org](mailto:zs.portal@ohnegentechnik.org)), indicating the person whose access is to be deactivated.

### 1.2 How do I receive my login data?

On the registration page you will be asked to choose a **username** and **password**. The username and password can be freely chosen. For reasons of data security, however, it is strongly recommended that you choose a password with sufficient complexity. Please refer to [the guidelines for secure passwords](#) by CISA before choosing the password. In future, you will be able to log into the certification body portal at <https://vlog.e-cert.net/Login.aspx> with your username and password.



The screenshot shows a registration form titled "Sign in to your account". Below the title, there is a green instruction: "Please create your user name and password." The form contains three input fields: "User" (with a person icon), "Password" (with a password icon), and "Repeat password" (with a password icon). A green "Login" button is located at the bottom right of the form.

### 1.3 Password change / Password reset / Language settings / Logout

If you would like to **change your password later**, you can do so at any time via the *profile settings*. For this purpose, first click on the -symbol next to your username in the upper right corner and then on "*profile*". Here you first enter your old password and then assign yourself a new one. Please save the change afterwards with the button "*confirm changes*".

**Forgot your password?** No problem: Simply follow the link "*Forgot your password*" below the login area. You can then have your password reset by entering your username or e-mail address.

Sign in to your account



The screenshot shows a login form with two input fields: 'User' and 'Password'. Below the 'Password' field is a link labeled 'Forgot your password?'. A red box highlights this link, and a red arrow points to it from the right. To the right of the input fields is a green 'Sign in' button.

You can also **change the language settings** in the profile settings. If desired, the certification body portal can be set to English. Please select the language "*EN-GB*" and the date/number format "*English*". Please confirm your changes by clicking on the button "*confirm changes*". You will be prompted to dial in again to update the settings.

By clicking on the **person icon** respectively **the username**, the "*Logout*" selection also appears, which allows you **to log out** of the VLOG certification body portal.

### 1.4 Detail Information / feedback button

At the top right of each sub-page you will find an **info icon** with detailed information on the respective view.

If you still have questions, please feel free to contact the VLOG office by mail or by using the "**Feedback**" **button**, which is located on the top left of each subpage of the certification body portal. Clicking on this button will open a message window for your input. Please note that the feedback function is a general contact form which does not transmit any information of the current page view. Without concrete information, we can therefore neither assign your request to a company nor to a portal user.

Therefore, please provide the following information with your feedback:

- Your e-mail address and name
- the name and/or VLOG ID of the company in question
- for audit documents, the upload date of the specific document
- for certificates, the upload date, file name and certificate number
- if applicable, further information to which your request relates

An employee of the VLOG office will then contact you as soon as possible.

## 2 The different tab views and their functions

In this chapter we will explain in detail the functions of the individual tab views. Please note that for functional reasons the order of the tabs has changed to facilitate a chronological sequence and to minimize errors during document transmission (more on this in chapter 2.5 et sqq.)

### 2.1 Starting page: „Company search“

After logging in, you will be taken directly to the start page of the VLOG certification body portal, the site search. Here you will see **all VLOG customers with main and sub-location that** have concluded a standard usage agreement with VLOG and **are assigned to your certification body**. For an assignment to your certification body, the company must have specified the name of your certification body for certification in the standard usage agreement.

In the free text field "name" you can now search for the **name, VLOG-ID or Sub-ID** of your customer whose record you want to open. Likewise, you can use the filters (VLOG ID, print number, street, etc.) to search in the results area.

In the bottom left corner, you see the total number of all companies and you can also define how many records should be displayed on one page. In the lower right corner, you have the possibility to scroll between pages. Clicking on the row with the company data opens the detailed view of the company as well as the view of the different tabs in the upper bar.

If a customer is not displayed in the company search, **it is necessary for the company to contact the VLOG office** and inform them that your certification body is to be commissioned with the certification, as access to the company's data record can only then be permitted due to data protection. In this case, please contact the company directly that is to be certified.

If the company has failed to notify a change of certification body, you can refer to the corresponding [form on the VLOG website](#), which the company can download, fill out and send to VLOG at the e-mail address provided there. As soon as we have the required data, one of our employees will assign the company to your certification body.

### 2.2 „Master data“ tab

By clicking on the row of the company, the first tab named "Master data" opens automatically. Here you can view **the company data (name, address, etc.) that was transmitted to VLOG as well as the VLOG ID assigned by VLOG**.

If the customer has specified an alternative postal or billing address, this can be selected in the drop-down menu at the top right (window outlined in green). By default, the company address is stored here.

**If you have found relevant discrepancies in the master data**, please contact the VLOG office by clicking on the "Feedback" button (top left of the page), which will open a message mask. **Please specify exactly which data is incorrect** and provide us with your contact details; we will be happy to process your request and check the corrections you have mentioned.

### 2.3 „License / Certification data“ tab

If your customer is a licensee, you will find **an overview of the licensed or to be licensed products of your customer** with the corresponding licensing status ("Status" column) and the brand in the "Licensing / Certification" tab.

Based on the data in the "Status" column, you can see which products have already been licensed by the VLOG office (status "License granted") or which are still under review (status "License applied" for new products and status "Check license" for changes to an existing product). In the **field "name"** you can search and filter for different terms. The **"Season" field** allows you to view the license status for the selected year. The **field "History"** allows via a dropdown menu the selection of the dates for which a **change of the licensing status** was made.

Additionally, the scopes of application of the current certificate are listed (if products are available, below the licensed products). If a scope has no data in the columns "Date Status" and "Validity Certification", this indicates that this scope has not been linked to the certificate uploaded in the corresponding season.

By clicking on the XLS sheet icon "Excel Export" you can download the current view as an Excel file.

### 2.4 „Files“ tab

In the "Files" tab you will find all audit documents and certificates that have been uploaded via the "Audit data" or "Certificates" tabs. Since this is a historical view of all documents, deactivated certificates or deleted files are also displayed in some cases, provided they have not been removed from the view by the VLOG.

In the document view, various filter options are available to you, with the help of which you can search for, for example, by file name, type of document, upload date or subject.

To download files, click the icon with the blue arrow in the "Download" column.

### 2.5 „Scope of application“ tab

In this tab you will see listed **the scopes of application** that are **currently assigned to the company**. **It is important that the scopes specified on the certificate are selected here before uploading the certificate. Otherwise, the certification data will not be correctly stored in the database.** To make the sequence more intuitive, the tab has been moved to the front in its position. The sequence of the tabs "scope of application", "audits" and "certificates" now corresponds to the sequence of data entry.

If scopes have changed, they can be removed or added. **To remove a scope**, please select it, then click on the **trash can icon** in the upper right corner and confirm your deletion with "OK".

**To add a scope**, please click on the **blue plus icon** in the upper right corner. A mask will now open with all VLOG scopes that have not yet been selected. In the field name you can enter a search term to find the desired scope more quickly. If you have selected all relevant scopes, please save your entries with the button "Add and close".

If you are missing scopes or are unsure if you have selected the correct scopes, please contact the VLOG office and we will be happy to assist you in finding and selecting the correct scope.

A more detailed description of how to select or change the scopes can also be found in *chapter 3 "Submitting audit documents & the VLOG certificate"*

## 2.6 „Audits“ tab

The "Audits" tab displays the audits entered to date, including the related documents. The overview lists the audit type, audit date and any attachments. Clicking on the audit row opens the detailed view of the audit. Here, the attached documents such as checklists and operating descriptions can be opened and viewed. In the "Audits" tab, you can also **create new audits and upload audit documents**. **Please note that the creation of the audit and the upload of the audit documents must be done before the upload of the certificate.**

For the detailed description of the upload of audit documents please read *Chapter 3 "Submitting audit documents & the VLOG certificate"*

## 2.7 „Certificates“ tab

In the "Certificates" tab, you can see a list of all certificates uploaded so far and the corresponding certificate data. Here you can also set or upload the certificates of the VLOG certification incl. the associated certificate data and deactivate certificates with incorrect data. **Please note that the certificate will only be uploaded after the scopes of application have been selected (point 2.5) and the audit has been created in the "Audit data" tab (point 2.6).**

For the detailed description of a correct certificate upload please read *Chapter 3 "Submitting audit documents & the VLOG certificate"*

## 2.8 Main menu „My data“ – documents overview and access to Informations by VLOG

A complete overview of all uploaded audit documents ( facility descriptions & checklists) and certificates as well as information deposited by VLOG is available via the menu item "My data" in the main menu. Quick access to all information letters for VLOG-recognized certification bodies can be obtained by using the filter function in the column "Fileart" and entering the word "Info":

<input type="checkbox"/>	Download	Upload Date	File type	Filename	Subject
<input type="checkbox"/>		13/07/2022	Info	User Guide for the VLOG Certification Body Portal.pdf	User Guide for the VLOG Certification Body Portal
<input type="checkbox"/>		13/07/2022	Info	07_22_Information for VLOG-recognised certification bodies.pdf	Information for VLOG-recognised certification bodies
<input type="checkbox"/>		10/02/2022	Info	220210_Infoschreiben Zuckerrübenmelasse_Information sugar beet molasses.pdf	Information sugar beet molasses
<input type="checkbox"/>		25/03/2022	Info	220325_Auswirkungen des Ukrainekriegs_effects Ukraine war.pdf	Information effects Ukraine war

4 matching records | Show 10 records

Further narrowing is also possible via the filter function (file name, upload date, subject, note, status of the file, creator), as well as sorting by clicking on the column header. Detailed information about the document can be found in the " Comment" column, if applicable. The selected document can be downloaded or opened and read directly in the browser by double-clicking.

*Currently, only the employees of the certification body who are registered by VLOG have access to the certification body portal. If your certification body would like an additional login, with the help of which other persons can also access the stored data, please send a request for setting up an access to [zs.portal@ohneqentechnik.org](mailto:zs.portal@ohneqentechnik.org), stating an e-mail address. For reasons of data protection, please note*

that the login data will be sent to the stated e-mail address. The e-mail address is not required for dialing into the certification body portal, as the username and password are freely chosen.

### 3 Submitting audit documents & the VLOG certificate

In the following, the selection of the scopes of application, the transmission of the audit document and the upload of the VLOG certificate is explained. **Please make sure that the data transmission is carried out correctly in order to avoid sanctions for your certification body and note that the documents must be submitted to VLOG in full no later than 8 weeks after the audit date.** Please proceed in the order indicated when submitting the documents.

If you have any questions regarding the correct data transmission, please contact our support team ([zs.portal@ohnegenteknik.org](mailto:zs.portal@ohnegenteknik.org)), who will be happy to assist you with the transmission process.

#### 3.1 Naming the documents to be uploaded

Before uploading a document, the file must be renamed according to the VLOG specifications. This is due to system-related reasons, since in an overall view of all documents the assignment to one company is no longer given. The naming generally follows the format: *audit year\_short name of company\_document type\_VLOG stage\_short form certification body\_(if applicable version number)*. In this regard, please refer to the examples in Appendix I "File name and format" [on the VLOG website](#):

Annex 1 Certification Body Portal: File Name and Formats  
File names and formats for uploading certificate and audit data  
Status 12.07.2022

File types	File name	Example	Subject	File format
Certificate	Year_short form Company_C_Stage_Certifier	2020_Sample company_C_Food_Sample certifier	2020_Sample company_C_Food_Sample certifier*	pdf
Facility Description	Year_short form Company_FD_Stage_Certifier	2020_Sample company_FD_Food_Sample certifier	2020_Sample company_FD_Food_Sample certifier	pdf
Checklist	Year_short form Company_CL_Stage_Certifier	2020_Sample company_CL_Food_Sample certifier	2020_Sample company_CL_Food_Sample certifier	Excel; pdf
Member list	Year_short form Company_ML_Stage_Certifier	2020_Sample company_ML_Food_Sample certifier	2020_Sample company_ML_Food_Sample certifier	Excel; pdf
Site list	Year_short form Company_STL_Stage_Certifier	2020_Sample company_STL_Food_Sample certifier	2020_Sample company_STL_Food_Sample certifier	pdf
Group description	Year_short form Company_GD_Stage_Certifier	2020_Sample company_GD_Food_Sample certifier	2020_Sample company_GD_Food_Sample certifier	pdf
Matrix description	Year_short form Company_MD_Stage_Certifier	2020_Sample company_MD_Food_Sample certifier	2020_Sample company_MD_Food_Sample certifier	pdf
Raw materials list**	Year_short form Company_RL_Stage_Certifier	2020_Sample company_RL_Food_Sample certifier	2020_Sample company_RL_Food_Sample certifier	pdf
Product list**	Year_short form Company_PL_Stage_Certifier	2020_Sample company_PL_Food_Sample certifier	2020_Sample company_PL_Food_Sample certifier	pdf

\*The list is only requested by VLOG in key points and does not have to be sent in a standardised form. For several versions, please state the version number of the respective document (V2, V3, V4).

Stages according VLOG-Standard V22.01:

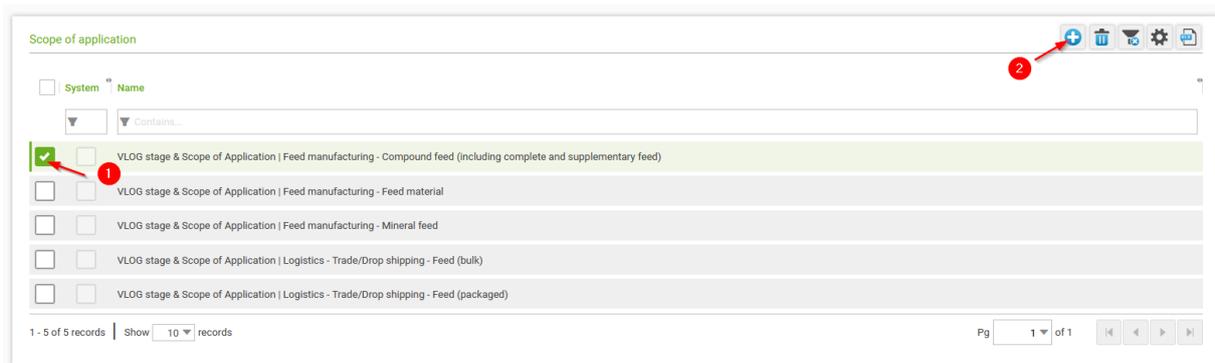
Logistics	C - Certificate
Feed manufacturing	CL - Checklist
Matrix certification	ML - Member list
Agriculture	STL - Site list
Group organisation Agriculture	FD - Facility description
Food processing	GD - Group description
Retail	MD - Matrix description
	PL - Product list**
	RL - Raw material list**

The information in the **Subject** field is essential: For certificates, the file name is taken directly as the subject, so renaming the file before uploading is mandatory. For documents uploaded in the "Audits" tab, the subject can be entered directly during the upload.

#### 3.2 Review and adjustment of the scopes of application

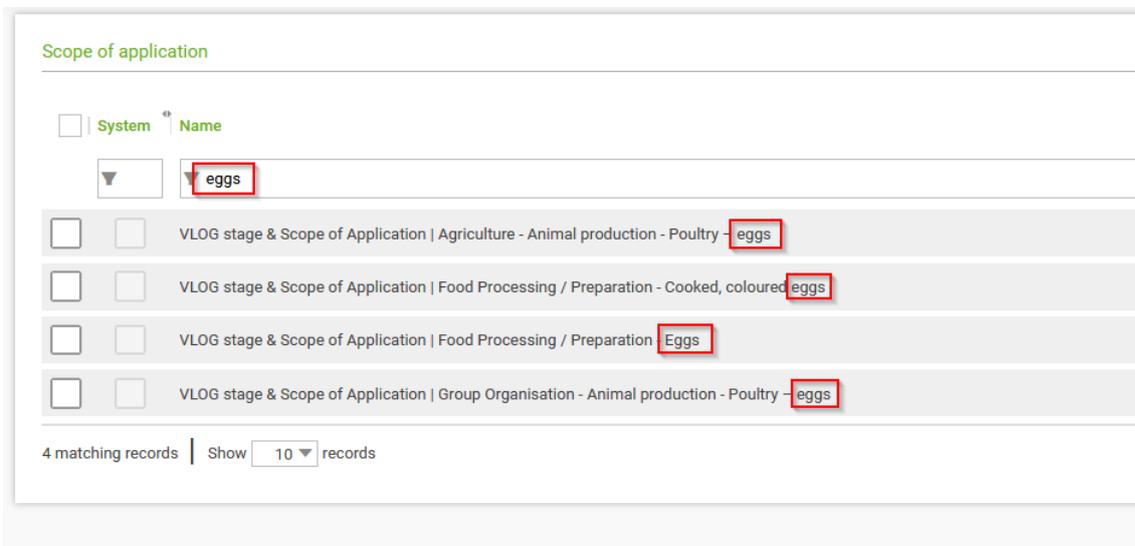
After naming the file, you will need to **check the scopes of application**. To do this, please click on the "*Scopes of application*" tab. In the overview, you will see the current scopes of the certification. If these are correct, you do not need to do anything else here and can go straight to the next step (chapter 3.3).

**Deleting scopes:** If a scope is no longer current, you can select it and remove it by clicking the trash can icon.



**Adding scopes:** If the scopes are incorrect or incomplete - i.e. **do not correspond to the scopes specified on the certificate** - you can adjust them by clicking on the  icon in the upper right corner. A window opens with all available scopes. The first 10 scopes are listed in the home screen, and you can adjust and expand the number of records displayed yourself using the drop-down field in the lower area.

**To quickly find a desired scope,** please use the filter function under *"name"*: For example, typing the word "eggs" will show you all scopes containing the word "eggs".



To mark or select a scope, please click directly on the line or select the checkbox. Afterwards the next scope can be searched and selected. If an incorrect scope has been selected, you can deselect it by removing the green check mark.

Once you have selected or deselected all the required scopes (1,2,3), please confirm your change by clicking on the "Add and close" button (4).



Lastly, please check in the overview whether all necessary scopes have been specified. The correct specification of all scopes listed on the certificate is essential for data transmission, especially for that of the certificate data. Incorrect or incomplete data represent minor violations and also require a new certificate upload. Therefore, please pay special attention to this point and contact the support team ([zs.portal@ohnegentechnik.org](mailto:zs.portal@ohnegentechnik.org)) at any time if you have any questions or problems.

### 3.3 Uploading audit documents

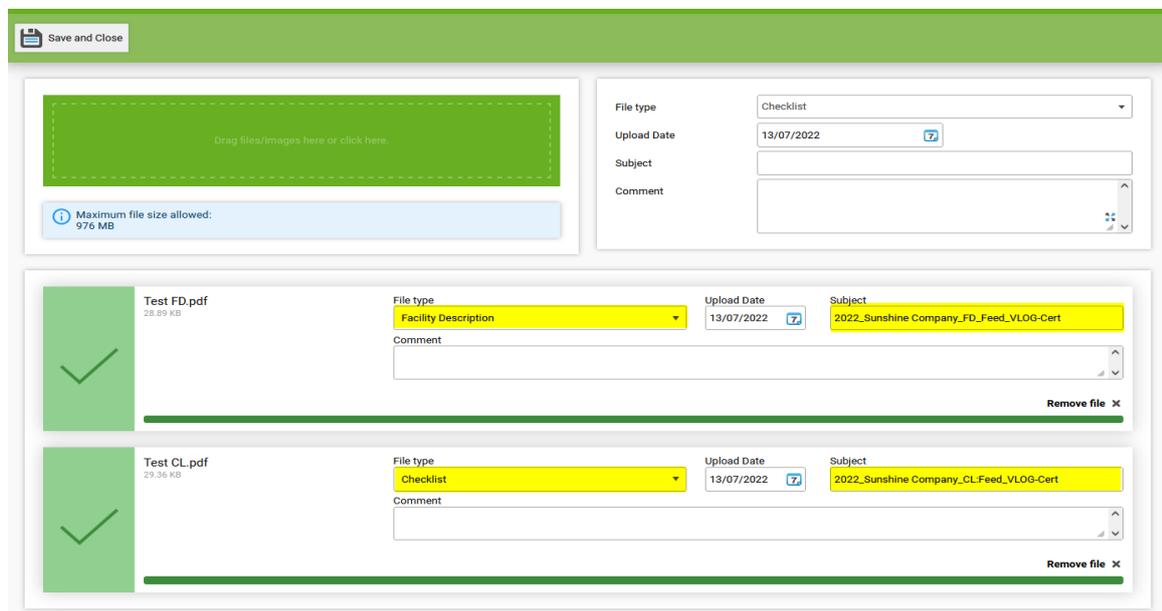
Please regard, that **site-specific audit documents** are to be uploaded to the respective business site and not to the main site (company). Legally dependent sites can be identified by the VLOG Sub-ID. Site-specific documents include business descriptions, checklists and certificates that contain only one site.

In order to upload audit documents, first the audit must be created, to which the documents can be attached. A new audit is created by clicking on the  -button. Please enter the following information in the audit details window:

- **Inspection body:** Here you select your own Certification Body.
- **Services:** Always select the service “VLOG certification” here.
- **Audit date:** Enter the **date of the audit**.
- **Result:** Select the relevant entry from the drop-down menu.
- **Audit type:** Select the relevant entry from the drop-down menu.
- **Auditor:** Enter the first and last name of the participating auditor.
- **Duration of audit:** Please indicate the duration of the audit in **hours** (example: 1.75 hours)

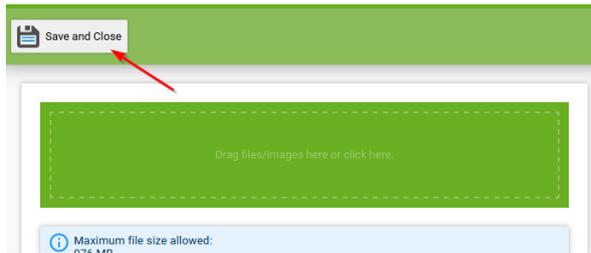
Please note that **all fields are mandatory fields**.

The **relevant audit files like checklists and facility descriptions can be uploaded** in the “Files” area below. To do so, click on the  icon “Add files”. Please ensure that the files are named correctly here as well, in accordance with Appendix 1. By clicking, a new window will open. For uploading documents, you can either click on the green area on the top left of the screen (“Drag files/photos here or click here.”) or drag and drop files onto the area. Afterwards, please select the file type for each file from the drop-down menu (e.g., facility description, checklist etc.). Please name the files and the subject according to the attached Appendix 1.

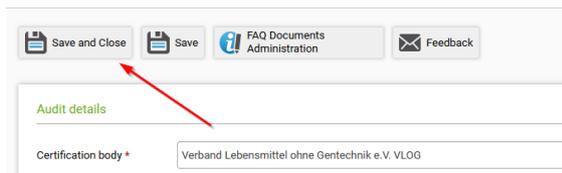


The screenshot shows the file upload interface. At the top left is a 'Save and Close' button. Below it is a green dashed box for dragging files, with a note 'Maximum file size allowed: 976 MB'. To the right are fields for 'File type' (set to 'Checklist'), 'Upload Date' (13/07/2022), 'Subject', and 'Comment'. Below this are two file entries, each with a green checkmark icon, a file name, size, and a 'Remove file' button. The first entry is 'Test FD.pdf' (28.09 KB) with 'File type' 'Facility Description', 'Upload Date' '13/07/2022', and 'Subject' '2022\_Sunshine Company\_FD\_Feed\_VLOG-Cert'. The second entry is 'Test CL.pdf' (29.36 KB) with 'File type' 'Checklist', 'Upload Date' '13/07/2022', and 'Subject' '2022\_Sunshine Company\_CL\_Feed\_VLOG-Cert'.

To complete the upload process, click the "Save and Close" button in the upper left corner. The files have now been added to the audit.



Finish and save the audit by clicking again on the "Save and close" button. The newly created audit is now displayed in the overview.



The newly created audit is now displayed in the overview.

### Do I need to create a new audit for updated audit documents?

No, this is not necessary. If documents have been updated for an audit (e.g. when changing a group member or matrix list), do not create a new audit for the new upload; instead, upload the updated documents **to the already existing audit**. To do this, open the audit by double-clicking on it and then select the "Add documents" icon. You can then upload the updated documents as described above.

## 3.4 Uploading certificates

After the scopes have been checked, the current certificate can be uploaded. To do this, click on the "Certificates" tab and then on the -icon "Create manual certificate". The "Certificate" mask for upload opens.

A screenshot of a web form titled 'Certificate'. The form has a green header bar with 'Save and Finish' and 'Feedback' buttons. The form fields include: 'Certificate no.' (text input with 'Test-Certificate No.'), 'Saison' (dropdown menu with '2023'), 'Issue date' (date picker with '28/02/2023'), 'Valid until' (date picker with '31/12/2024'), 'Services' (text input with 'Mobile grinding and mixing facilities - [FM] VLOG certification'), 'Audit date' (dropdown menu with '17.11.2022 - Initial audit -'), 'Date of certification decision' (date picker with '27/02/2023'), 'License plate(s) for mobile grinding/mixing facilities:' (text input with 'XXX-AB-12345; XXX-CD-67890'), and 'Certificate' (text input with 'Test Certificate.pdf' and a 'Choose a file...' button). Red boxes highlight the 'Audit date', 'Date of certification decision', and 'License plate(s) for mobile grinding/mixing facilities:' fields.

As a first step, enter the **certificate number** here. For technical reasons, it is necessary to **enter the season**. This relates to the current year of the upload. Please also enter the **Issue date** and the **certificate's period of validity** ("*Valid until*") – here, entering by hand can be quicker than using the cursor. The "Services" field lists all current scopes of application. With the latest system update, two new input fields have been introduced: **Audit Date** and **Date of Certification Decision**. In the Audit Date field, the previously created audit in the "Audits" tab can be selected.

**NEW:** Due to many requests, VLOG implemented a data field for licence plates. Please state the licence plate number for Mobile Grinding and Mixing Facilities, as they will be included on the list of VLOG certified feed suppliers.

After that click the "*choose a file*" button and select the correctly named certificate file on your computer. ***Finally, please check all data for correctness. Once saved and submitted, subsequent corrections are no longer possible!***

Complete the upload process by clicking the "Save and finish" button. You will then see the certificate and the associated data listed in the overview.

If you accidentally entered incorrect data for the upload, the incorrectly submitted  certificate **must be deactivated and a new upload must be performed with the correct certificate data**. To deactivate the certificate, select the relevant certificate row and then click on the  -icon "*Disable highlighted certificate*". Confirm the query "Do you want to deactivate the highlighted certificates?" with "*OK*". You can then upload a certificate anew.

In the case of an extension or update of the certificate, the new certificate shall be provided with a version number during the renaming process, which provides information about the update. The previous certificate is then deactivated as described above. The last step is to deactivate the previous certificate as described above.

## 4 Transmitting data in case of document audits and of transfer of certification

### 4.1 Document audit for very small facilities

Data and document transmission for document auditing for agricultural very small facilities is analogous to the points described in Chapter 3, with a few differences::

- a) Please name the file according to the *Guidelines for Certification Bodies for VLOG Document Audits*
- b) Next, please select the respective scopes (see chapter 3.2)
- c) Please create an audit in the Audit data tab and select "Document audit" as audit type and "Passed" as result (see chapter 3.3)
- d) Please upload the certificate according to chapter 3.4 and enter the date of the document audit in the field "Audit date".

## 4.2 Dokument audit of a recognised standard

Please name the merged PDF file according to the *Guidelines for Certification Bodies for VLOG Document Audits*. Assigning scopes and creating an audit or review date is not required. The "Audit date" field in the document upload can be left blank.

## 4.3 Transferring certification via „transfer audit“

If, after a change of certification body, the certification is to be transferred on the basis of the regular audit of the previous certification body (see chapter A 3.11.5 of the VLOG standard), all steps described in chapter 3 are carried out in the correct order. When creating the audit (see chapter 3.3.), please select the audit type "Transfer audit".

\*\*\*\*\*

**As an orientation guide for the correct submission of the certification documents**, the following list of checkpoints should serve as a guideline:

- all documents **have been uploaded within 8 weeks after audit date**
- the documents **are complete** (certificate, facility description/matrix description/group description, checklist; members list if required)
- the documents have all been uploaded to the correct location or sub-location
- the certificate has a uniquely identifiable number; updated certificates can be identified by a version number in the file name
- all scopes listed on the certificate have been completely and correctly selected in the "Scope of application" tab **before the certificate is uploaded**
- all files were **renamed** according to the specifications in Appendix 1
- the audit including audit documenta was created **before the certificate is uploaded**
- all certificate data and audit data have been **submitted and entered correctly**
- **outdated** documents **were deactivated and replaced with updated documents**

## 5 FAQs

### Which companies have access to the VLOG database and the documents provided?

Currently, only licensees have access to the VLOG database via the customer portal. All tabs of the certification body portal can be selected by licensees, thus both certificates and audit documents can be viewed and also be downloaded.

### When does a certificate have to be deactivated?

- a) When a more recent certificate is available.
- b) When a audit agreement with the certification body has been terminated.
- c) When the certificate in question is revoked from a company.

### What do I do if technical problems occur?

Please inform the support team ([zs.portal@ohnegentechnik.org](mailto:zs.portal@ohnegentechnik.org)) immediately to notify them of the problem. They will be happy to assist you with the data transfer and, if necessary, troubleshoot the problem. If you notice technical problems, but you do not report them to the VLOG, we unfortunately cannot accept any liability in the event of incorrect data transmission, if this results in minor or moderate violations. Therefore, please do not hesitate to contact VLOG in case of problems.

### Why do I still see a certificate in the "Files" tab that I have previously deactivated?

The display under "Files" is basically a log book of all documents that have ever been uploaded. For a database, it is necessary to be able to track all uploads, so no document should be permanently deleted. However, it is possible to make documents "invisible". This is done, for example, in the "Certificates" tab when you deactivate a certificate: It then becomes "invisible" to you. When a certificate is deactivated, the file is set to status "inactive" under "Files". To ensure that the certificate is also no longer displayed under "Files" - (for example, so that a certificate can no longer be downloaded by the company), the certification authority must inform the VLOG, which makes the file settings in the database. However, this is currently only relevant for companies that have an OG or VG license, as other companies do not have access to the VLOG database.

### What is the process in case of termination of a control contract?

In this case, please inform the VLOG office and provide us with the name, VLOG ID and termination date of the company in question. At the time of termination, the current certificate must be deactivated.

### Can VLOG correct certificate data that I have inadvertently entered incorrectly afterwards?

No. For reasons of security and as protection against manipulation, for system reasons it is not possible and also not permitted, even for VLOG, to subsequently edit transmitted certificate data of completed certificates. For this reason, in the event of incorrect data, the certificate must always be uploaded again by the certification authority.

If you have any further questions regarding the certification body portal, please feel free to contact the VLOG office at any time. We will be happy to assist you with the submission of all required documents.

**Verband Lebensmittel ohne Gentechnik e.V. (VLOG)**

Friedrichstraße 153a

10117 Berlin

Tel: +49 30 2359 945 00

Fax: +49 30 2359 945 01

[www.ohnegentechnik.org](http://www.ohnegentechnik.org)

[info@ohnegentechnik.org](mailto:info@ohnegentechnik.org)