

Introduction to the Ecosystem Services Registry

for Certification Bodies Auditors and Approvers

Introduction

Purpose of the Document

This manual is designed to guide CB with comprehensive guidance for utilizing the Digital Ecosystem Service Impact Registry. It provides step-by-step instructions, system requirements, and essential workflow details to ensure auditors are equipped to manage ESRs within the registry. The document aims to clarify user roles, access procedures, and dashboard navigation, supporting both new and experienced auditors in their responsibilities.

Overview of the Registry

The Digital Ecosystem Service Impact Registry is an integrated online platform developed to facilitate the submission of ESRs by Forest Managers (Certificate Holders) and audit, and approval by Certification Bodies (CBs). The registry centralizes ESR management, providing a secure and streamlined workflow for CB Auditors, Approvers, and Administrators. With features such as a user-friendly dashboard, role-based access, and real-time updates, the registry enhances transparency, accountability, and efficiency for all stakeholders involved in ecosystem service certification.

Why Use This Registry?

By leveraging the Digital Ecosystem Service Impact Registry, CB Auditors benefit from a cohesive environment that simplifies the auditing and approval process for ESRs. The registry ensures that all relevant information is easily accessible, assignments are clearly delineated, and the workflow is standardized across organizations. This not only improves audit accuracy and reduces administrative overhead but also ensures compliance with FSC requirements and supports the integrity of ecosystem service certification. Ultimately, the registry empowers auditors to work more effectively, facilitating reliable and credible environmental impact reporting.

Getting Started

System Requirements

To effectively use the Ecosystem Service Impact Registry, ensure that your hardware and software meet the following minimum requirements:

Hardware

- Computer or tablet with a dual-core processor.
- Minimum 4GB of RAM for optimal performance.
- Stable internet connection with at least 2 Mbps bandwidth.

Software

- **Operating System:** Compatible with Windows 10 or later, macOS High Sierra (10.13) or later, or the latest version of iOS/Android.
- **Web Browser:** Latest versions of Chrome, Firefox, Safari, or Microsoft Edge with JavaScript enabled.

Accessing the Registry

Setup: Confirm your CB Auditor account with your CB Admin and FSC.

Login Procedures


- Open Browser/Application: Launch your preferred web browser or the installed application if applicable.
- Navigate to Login Page: Visit the official website - <https://connect.fsc.org/>
- Goto Home page and select the "Login" option to access the system.
- Enter Credentials: Type in your username and password in the designated fields.
- Security Verification: Complete any verification steps
- Log In: Click on the "Login" button to access the system.

Select your Organization, Role and License Code:

Once logged in, you will be directed to a selection screen. Here, you need to:

- **Choose Your Organization:** Select the organization you are associated with.
- **Define Your Role:** Specify your role within the organization.

- **Select a License Code:** Pick the license code relevant to your work or project.

 FSC Ecosystem Services Registry
 Home | CB - ES Registry | CB Auditor - ES Registry | Welcome Page | 🔍 | Rashi Goyal PWC

Please select the organization and role you want to work on:

NAME	ORGANIZATION	LICENSE CODE	ROLE
Rashi Goyal PWC	CB001_TimberCo	FSC-C110096	CB Auditor ViewAll
Rashi Goyal PWC	Paper Ltd	FSC-C010432	Forest Manager
Rashi Goyal PWC	CB002_Ikea	FSC-C110096	CB Admin
Rashi Goyal PWC	Hoffmann Silvicultural Corp	FSC-C946506	Sponsor

Completing these steps ensures that you are working in the correct context and accessing the appropriate resources within the registry system.

Working for your Certification Body

Accessing ESRs

After logging in, CB Auditors are presented with a list of ESRs submitted by Forest Managers (FM) that await audit or approval. The ESRs available for view depend on permissions set by the CB Admin. Some auditors may have visibility over all ESRs connected to their CB Organization, while others may only see those specifically assigned to them. If any issues with access or self-assignment arise, please contact your CB Administrator.

Roles and Assignment

Each ESR requires both an Auditor and an Approver, but a single individual cannot serve in both roles for the same ESR.

Checking Assignment Status

- To verify your assignment as an Auditor, locate your name in the 'Name of Auditor' column on the dashboard.
- To confirm your assignment as an Approver, check for your name in the 'Name of Approver' column.

CB Auditor Dashboard

The CB Auditor Dashboard serves as the central workspace for auditors tasked with auditing and approving ESRs. This section offers a step-by-step guide to navigating dashboard features, ensuring that CB Auditors can efficiently manage ESRs throughout every workflow stage in the registry system.

FSC Ecosystem Services Registry

Home | CB - ES Registry | CB Auditor - ES Registry | Welcome Page | Q | Rashi Goyal PWC

FM Home Country	ESR ID	Impact	ESR Status	Auditor	Approver					
<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>					
<div>APPLY FILTERS</div>										
FOREST MANAGER	FM LICENSE CODE	FM HOME COUNTRY	ESR REQUEST	IMPACT	ESR STATUS	SUBMISSION DATE BY FM	NAME OF AUDITOR	NAME OF APPROVER	CERTIFICATION BODY	
Texas Certification Group managed by Morris Timber Holdings, Inc.	FSC-C110096	UNITED STATES	ESR-000121	<ul style="list-style-type: none">ES1.1KK_MU1_ES1.1_VerifKK_MU1_ES1.4_ValidKK_MU2_ES2.1.Valid	Approved	4/24/2025 3:30 AM	Rashi Goyal PWC	Krystian Reinke	CB001_TimberCo	<div></div>
(contacts(369feb50-62ff-ef11-bae3-000d3ab0a0f0))	FSC-C110096	UNITED STATES	ESR-000127	<ul style="list-style-type: none">ES1.1	Approved	4/24/2025 7:00 AM	Krystian Reinke	Rashi Goyal PWC	CB001_TimberCo	<div></div>
Texas Certification Group managed by Morris Timber Holdings, Inc.	FSC-C110096	POLAND	ESR-000148	<ul style="list-style-type: none">ES2.1	Approved	4/29/2025 2:50 PM	Damian Surlicki	Rashi Goyal PWC	CB001_TimberCo	<div></div>
Texas Certification Group managed by Morris Timber Holdings, Inc.	FSC-C110096	UNITED STATES	ESR-000193	<ul style="list-style-type: none">ES5.1	Audited	5/22/2025 3:04 PM	Rashi Goyal PWC	Damian Surlicki	CB001_TimberCo	<div></div>

Dashboard Layout and Features

Displayed Information

The dashboard lists provide the following fields for each ESR, for ease of reference:

- **FM Name:** The Forest Manager who created the ESR
- **License Code:** The license code of the Forest Manager
- **FM Home Country:** The home country of the Forest Manager
- **ESR Request:** A unique identifier for the ESR
- **Impact:** The impacts demonstrated in the ESR
- **ESR Status:** The status of the ESR
- **Submission Date by FM:** Date of submission by the Forest Manager

- **Name of Auditor:** The assigned Auditor for the ESR (blank if unassigned, indicating potential for self-assignment)
- **Name of Approver:** The Approver assigned to review the ESR (blank if unassigned, also eligible for self-assignment)
- **Certification Body:** Name of the CB

Filtering and Search Tools

- **Filter Options:** Use filters to quickly find relevant ESRs by:
 - o FM Home Country
 - o ESR Request
 - o Impact
 - o ESR Status
 - o Auditor Name
 - o Approver Name
- **Search Function:** Search ESRs using the FM Name for instant access to all submissions by a specific Forest Manager.

ESR Actions: Viewing & Assignment

- **View Details:** Each ESR entry has a "View Details" button, providing access to ESR reports and data necessary for audit and approval.
- **Auditor Self-Assign:** If enabled by the CB Admin, auditors can self-assign unassigned ESRs directly from the list by using the self-assignment button, visible when the Auditor Name column is blank. The auditor will then be assigned as an Auditor and can audit the ESR.
- **Approver Self-Assign:** If enabled by the CB Admin, auditors can self-assign unassigned ESRs directly from the list by using the self-assignment button, visible when the Approver Name column is blank. The auditor will then be assigned as an approver who can approve an ESR.

Best Practices for Dashboard Management

- Check dashboard lists regularly for new, unassigned, or pending ESRs.
- Utilize filters and search tools for efficient navigation and task management.
- Complete audits and approvals promptly, updating status to keep workflows transparent.

- Refer to the status banner for guidance on required actions at each step.
- Contact the CB Admin for permissions, access issues, or to request self-assignment of feature changes.

By following these recommendations and fully leveraging dashboard features, CB Auditors and Approvers can maintain efficient, transparent, and compliant ESR management within the Digital Ecosystem Service Impact Registry.

Auditing ESRs - Instructions for Accessing, Viewing ESRs, and Completing Audits within the Digital Ecosystem Service Impact Registry

Viewing ESRs

- Each ESR on the dashboard has a **View Details** button. To commence the audit process, please check that the ESR is assigned to you as an **Auditor** and the status of the ESR is **Submitted**.
- The ESR detail view opens in read-only mode, ensuring data integrity while allowing for thorough review.
- You can click on Auditor Dashboard button to navigate back to the dashboard
- You can click on **Next** and **Previous** buttons to navigate through different steps of ESR

Status Banner Display

At the top of each ESR detail page, a dynamic **Status Banner** is prominently displayed. This banner shows the status of the ESR, which updates in real time as various actions are performed.

Before the audit, the status will display **Submitted**; upon completion, it will show **Audited**.

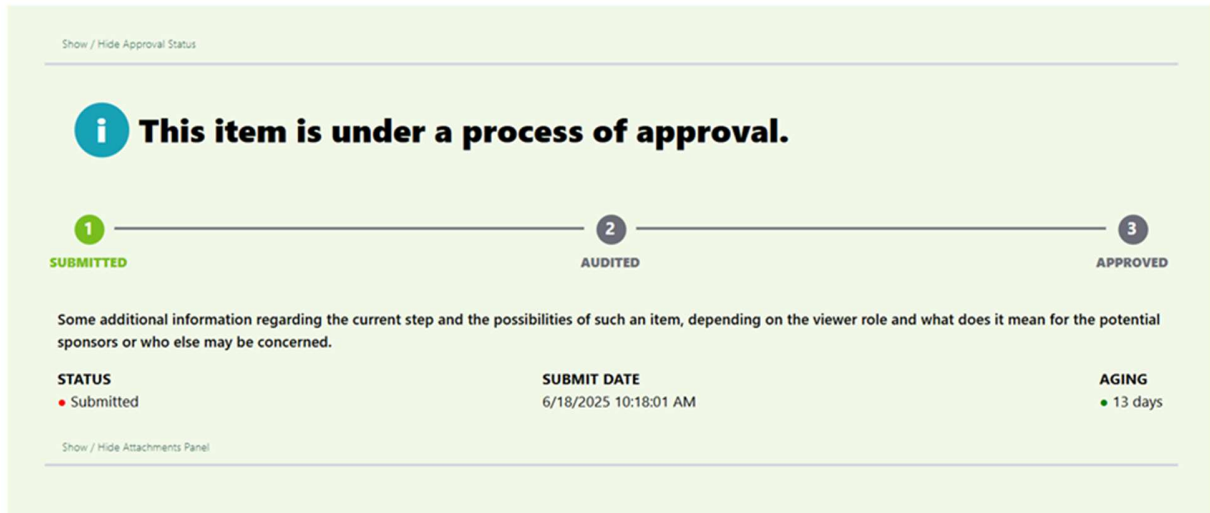
Fields displayed here include:

Guidance: Actionable instructions or notes relevant to the ESR's current stage.

Status: Current workflow status (e.g., Submitted, Audited, Approved).

Submit Date: Date the ESR was submitted for review.

Aging: Number of days since submission.



Attachment Panel

Section to upload or download required documents including the Digital Audit Report (DAR).

Comments Panel

A section for users to communicate and add comments that assist in Auditing/Approving ESR

How to Help Agents & Staff

i **This item is under a process of approval.**

1
SUBMITTED

2
ADMITTED

3
APPROVED

Some additional information regarding the current step and the possibilities of such an item, depending on the viewer role and what does it mean for the potential sponsors or who else may be concerned.

STATUS	SUBMIT DATE	AGING
• Submitted	6/7/2025, 10:18:01 AM	• 13 days

How to Help Staff/Agents/Staff

Upload DAR
You can upload a maximum of 1 file, up to 10MB.

1 SUCCESS

Error loading attachments.

How to Help Staff/Agents/Staff

☐ Please confirm that you have uploaded a valid DAR to support your audit.

CONFIRM AUDIT COMPLETION

How to Help Comments

Step 1 of 8 95% Completed

GENERAL INFORMATION

Organization and ES Project

<p>Source of the forest management information</p> <p>Irwin Certification Group managed by Marva Timber Holdings, Inc.</p> <p>Voluntary logging date of certification *</p> <p>Natural Forest or plantation *</p> <p>Semi-Natural and Mixed Plantations & Natural Forest</p> <p>Forest (broad-leaved, temperate, subgroups of tropical) *</p> <p>Temperate</p> <p>Certified where FSC impacts have been verified or indicated *</p> <p>UNITED STATES</p> <p>Registered where FSC impacts have been verified or indicated</p> <p>North America</p> <p>A forest FSC project description(s) for the FSC Registry</p>
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Next

Audit Workflow

Accessing the ESR for Audit

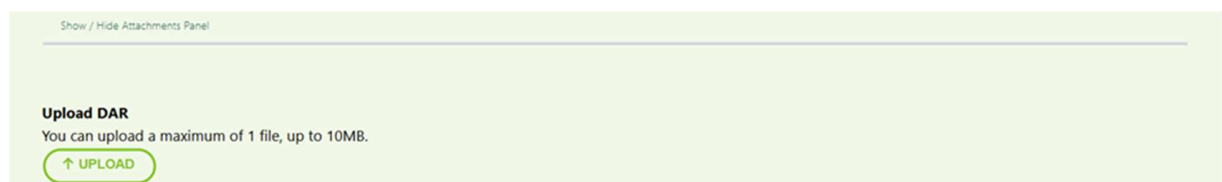
Navigate to your dashboard and select the ESR that you need to audit. Click **View Details** to navigate through the entire ESR and assess it for Audit completion. Prepare a Digital Audit Report (DAR).

Uploading the DAR

Locate the **Upload Document** button within the ESR Status banner located on top of the page. Click the button. A window displaying your local folder structure will open. Find and select the required Digital Audit Report(s) in PDF or Excel format. Ensure each file does not exceed 10MB. Confirm the selection. The system will upload your chosen document(s). Once uploaded, the document(s) will be listed on the ESR details page. Verify that the files appear correctly.

Click the **Remove** button next to the file you wish to delete.

Tip: Only PDF or Excel files under 10MB are accepted. If you attempt to upload an unsupported file type or a file exceeding this size, the system will display an error message.



Add any Relevant Comments

Type any comments which may be relevant for other users who are Approving the ESR



Submitting the ESR and complete the Audit

- On the ESR details page, click the **Confirm Audit Completion** button. A confirmation dialog will appear. Confirm your wish to finalize the audit and submit the ESR for approval.

A screenshot of a web interface for confirming audit completion. At the top, there is a link "Show / Hide Audit Action Panel". Below it is a checkbox with the text "Please confirm that you have uploaded a valid DAR to support your audit." In the center, there is a prominent green button labeled "CONFIRM AUDIT COMPLETION". At the bottom, there is another link "Show / Hide Comments".

Show / Hide Audit Action Panel

☐ Please confirm that you have uploaded a valid DAR to support your audit.

CONFIRM AUDIT COMPLETION

Show / Hide Comments

System Status Update

Once submitted, the ESR status will automatically change to **Audited** in all relevant dashboards (for both CB Auditors and Admins). This new status appears immediately and provides confirmation of successful submission.

Automatic Email Notification to CB Admin

Upon status change to **Audited**, the system will automatically send an email notification to the CB Admin and Approver. This notification informs the approver that the ESR is ready for approval.

Best Practices

- Always double-check DAR attachments before submitting approval to avoid delays.
- Ensure that file formats and sizes comply with system requirements.
- Keep all audit documentation clear and complete for transparency and traceability.
- Use the dashboard's filtering and search features to efficiently manage your ESR workload.
- Contact your CB Admin if you encounter any technical or access issues during the process.

By following these steps, CB Auditors can perform audits efficiently, securely attach evidence, and ensure each ESR moves smoothly through the verification and approval process.

Approving ESRs - Instructions for Accessing, Viewing ESRs, and Approving or Denying the ESRs within the Digital Ecosystem Service Impact Registry

ESR Detail View and DAR Document Viewing

- From the dashboard, click **View Details** on the ESR listed which has status **Audited** and for which you are listed as an **Approver**.
- The ESR detail view opens in read-only mode, ensuring data integrity while allowing for thorough review.
- A prominent status banner at the top displays:
 - Overall Status
 - Guidance notes on the Status
 - Submit Date
 - Aging (how long the ESR has been in status)
- Attached Digital Audit Reports (**DARs**) are viewable directly in the interface.
 - Click any attached DAR (PDF or Excel) to open it for review without downloading.
- Comments functionality to see comments left by other users who have access to ESR to help you decide whether to Approve or Deny an Auditor
- You can click on Auditor Dashboard button to navigate back to the dashboard
- You can click on **Next** and **Previous** buttons to navigate through different steps of ESR

Approval Workflow

- Review the ESR and all attached DARs and any comments to ensure completeness and compliance.
- If the ESR meets all requirements:
 - Click the **Approve** button.
 - A confirmation popup will appear; confirm your intention to approve.
 - Upon confirmation, the ESR status updates to **Approved** across all dashboards.

- o The ESR becomes read-only for all users, preserving its integrity.
- If additional clarification or corrections are needed:
 - o Click the **Reject** button.
 - o The ESR status changes to **On Hold**.
 - o A notification is issued to the Forest Manager (FM) and CB Admin for further action.
 - o The ESR remains editable by FM for up to 90 days.
 - o If not updated within 90 days, the ESR transitions to **Dropped**

Home > Auditor Dashboard > ESR-000129

Show / Hide Approval Status

i This item is under a process of approval.

```

graph LR
    1((1)) --- 2((2)) --- 3((3))
    1 --- SUBMITTED
    2 --- AUDITED
    3 --- APPROVED
  
```

Some additional information regarding the current step and the possibilities of such an item, depending on the viewer role and what does it mean for the potential sponsors or who else may be concerned.

STATUS	SUBMIT DATE	AGING
● Audited	6/5/2025 9:18:35 AM	● 26 days

Show / Hide Approval Action Panel

APPROVE

REJECT

Show / Hide Attachments Panel

Show / Hide Comments

Email Notification Workflow

- When an ESR is **Approved** or placed **On Hold**, the system automatically sends email notifications to both the CB Admin and the Forest Manager.
- Notifications include ESR details, review outcome, reviewer information, and a direct system link.
- This ensures prompt and transparent communication, supporting efficient workflow management.

Best Practices for CB Approvers

- Thoroughly review all ESR details and attached DARs before making approval decisions.
- Use the dashboard filtering and search features to efficiently manage workload.
- Ensure timely action to facilitate prompt communication with Forest Managers and CB Admins.
- Maintain audit trail and compliance by performing all actions within the system interface.
- Contact your CB Admin for technical support or access issues.

Understanding ESR Statuses

Status	Description
Draft	ESR creation/update is in progress. This ESR is still in the process of being created, or the CB sent it back after not approving it.
Submitted	ESR submitted by FM CH to CB organization. This ESR is now visible to the CB staff involved in the verification process
Audited	The auditor has performed the audit and uploaded an Audit report.
Approved	The CB has approved this ESR
On hold	The CB has not approved this ESR. It is now reopened for modifications by the FM CH for 90 days
Dropped	The CB has not approved this ESR, and the FM CH has not made changes in the last 90 days. It will be dropped.

Workflow, Permissions, and Access Control

- **View Rights:** CB Admin settings control whether you can view all ESRs within an organization or only those assigned to you.
- **Self-Assignment:** If permitted, auditors can assign themselves to available ESRs, expediting workflow and reducing admin workload.

- **Status Updates:** All actions—viewing, auditing, approving, or self-assigning—trigger immediate status updates, ensuring all stakeholders remain informed.

Glossary

Definitions of key terms used in the manual and registry

Appendices

Quick reference guides