



C.A.F.E. Practices Verifier Reporting System (VRS) Verifier and Inspector User Manual



V5-0
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Table of Contents

Index of Screens	4
1.0 Introduction	7
1.1 System Requirements	7
1.2 Accessing the System	7
2.0 Getting Started	7
2.1 Welcome Screen	7
2.2 Verifier Login	8
2.3 Inspector Login	8
2.3.1 Forgotten Password	8
2.4 Changing User Password	9
2.5 Verifier Home Screen	10
2.6 Creating Users	11
2.6.1 Creating a New Verifier, Admin or Lead Inspector User	11
2.6.2 Creating a New Inspector User	13
3.0 Before Conducting Verifications	13
3.1 Claiming an Application from Starbucks	13
3.2 Reviewing the Legacy ID	15
3.3 Supply Chain Discrepancies	15
3.4 Application Coversheet Information	16
3.4.1 Application Contact Information	17
3.4.2 Qualifying Applications as Inspected in-Harvest	17
3.5 Sampling Tool	18
3.6 Navigating Entities.....	19
4.0 Writing Entity Reports – Inspector Interface	21
4.1 Synchronizing.....	21
4.2 Work Offline.....	22
4.3 Creating a Local App for Offline Use.....	22
4.4 Progress Status of Entity Reports	23
4.5 Creating a New Report.....	23
4.6 Navigating a Report	25
4.7 Completing Entity Coversheet Information	27
4.7.1 Date of Inspection	28
4.7.2 Farm Plots	28
4.7.3 Contact Information	29
4.7.4 In-Harvest Conditions Confirmation.....	31
4.7.5 Producer Support Organization (PSO)	31
4.7.6 Farm Size	32
4.7.7 Changes to Farm Size Discovered During Field Inspection	32
4.7.8 Worker Data.....	33
4.7.9 Production/Processing/Storage Volumes	34
4.7.10 Flows.....	35
4.7.11 100M Trees Questions	39
4.8 Automatic Not Applicable Evaluations	40
4.9 Entering Evidence and Evaluation	42
4.9.1 Worker Interview Records	43
4.10 Using the Autofill Tool for Vertically Integrated Large Farms	45
4.11 Submitting Entity Reports to the Verifier	47
4.12 Reviewing and Responding to Verifier Comments	47
5.0 Verifier Reporting Responsibilities	50
5.1 Adding and Reviewing Entity Report Comments	51

5.2	<i>Returning an Entity Report for Inspector Revision</i>	54
5.3	<i>Final Review of Entity Reports</i>	55
5.4	<i>Blockers</i>	56
5.5	<i>Copying Mill and Warehouse Reports</i>	60
5.5.1	Adding Flows to Copied Mill or Warehouse Reports	63
5.6	<i>View Application Flows</i>	64
5.7	<i>Inactivating Reports</i>	65
5.8	<i>Early Zero Tolerance (ZT) Notification</i>	66
5.8.1	Submitting the Early ZT Notification	66
5.8.2	Early ZT Notification Appeal Process	68
6.0	Verification Reports	71
6.1	<i>Creating Verification Reports</i>	71
6.2	<i>Sending Verification Reports and Accepting Entities</i>	73
6.3	<i>Submitting Applications to Starbucks</i>	75
6.4	<i>Reports Returned to Verifier</i>	76
7.0	Zero Tolerance Corrective Action Plan (ZT-CAP)	77
7.1	<i>Verifier Access to ZT-CAP Applications</i>	77
7.2	<i>Completing ZT-CAP Reports</i>	78
8.0	Technical Assistance and Support	80

Index of Screens

Screen 1: Welcome Screen	8
Screen 2: Password Reset	9
Screen 3: Changing a Password	9
Screen 4: Creating a New Password	10
Screen 5: Verifier Home Screen	11
Screen 6: Designating Verifier Admin Accounts	11
Screen 7: Adding Verifier Logins	12
Screen 8: VRS Roles and VRS Actions	12
Screen 9: Claim Application	13
Screen 10: Entering Security Code	13
Screen 11: Entering Planned Dates	14
Screen 12: Claimed Application	14
Screen 13: List of Applications	15
Screen 14: In Legacy Sample and In Legacy ZT Columns	15
Screen 15: Editing Application Coversheet Information	16
Screen 16: Compacted Application Information View	17
Screen 17: Expanded Application Information View	17
Screen 18: Sampling Requirements	18
Screen 19: Downloading Supplier Application	19
Screen 20: Selecting Count of Entities Displayed	19
Screen 21: Navigating Entities	20
Screen 22: Searching Entities	20
Screen 23: Filtering Results	20
Screen 24: Sorting Results	21
Screen 25: Logout	21
Screen 26: Accessing Applications and Creating New Reports	24
Screen 27: Application Entities	24
Screen 28: Create Report Confirmation	25
Screen 29: Entity Search	25
Screen 30: Entity Report Overview Page	26
Screen 31: Coversheet Section Progress	27
Screen 32: Section Completed	27
Screen 33: Check Section	27
Screen 34: Download Farm Plot Info	28
Screen 35: Required Plot Information	29
Screen 36: Application Flag and Entity Icon from Plot Mismatch	29
Screen 37: Plot Blocker: Number of plots provided by inspector and supplier don't match	29
Screen 38: Contact Information	30
Screen 39: Primary Contact Addresses	31
Screen 40: Inspection Information Questions	31
Screen 41: Farm Size Field Requirements	32
Screen 42: Updating Farm Size Information	33
Screen 43: Entering Worker Numbers and Bulk Indicator Update	34
Screen 44: Volume Information not Available Warning for Inspector	35
Screen 45: Production Volume Warning for Inspector	35
Screen 46: Farm Sells Coffee	36
Screen 47: Farm Coffee Out-Flow	36
Screen 48: Farm Splits Coffee Out-Flow	37
Screen 49: Entity Sends Coffee Outside of C.A.F.E. Practices Supply Chain	37
Screen 50: Dry Processor has no Out-Flows	38
Screen 51: Processor Out-Flow	38
Screen 52: Vertically Integrated Processor	38
Screen 53: Warehouse Out-Flows	39

Screen 54: 100M Trees	40
Screen 55: Bulk Indicator Update Confirmation	41
Screen 56: Overwrite Indicators	41
Screen 57: On-site Milling Bulk Indicator Update	42
Screen 58: Grouped Indicators SR-H1.6 and SR-H1.7	42
Screen 59: Entering Required Evidence Details	43
Screen 60: Add Interview Records	43
Screen 61: Adding Worker Interview Records	44
Screen 62: Entering Worker Interview Records	44
Screen 63: No Workers Onsite During Inspection	45
Screen 64: Using the Autofill Tool – Inspectors	46
Screen 65: Copied SR Scores	46
Screen 66: Vertically Integrated Icon from Verifier Interface	46
Screen 67: Submitting Report to Verifier from Entity Overview Page	47
Screen 68: Entity Report Submitted	47
Screen 69: Unread Comments from the Verifier	48
Screen 70: Comments Tab	48
Screen 71: Comments Page	48
Screen 72: Responding to Verifier Comments	49
Screen 73: New Comment Icon	49
Screen 74: Icon Legend	50
Screen 75: Supplier Applications Page	50
Screen 76: Sorting Reports by Status from Entities & Reports Page	51
Screen 77: Verifier Comments on Entity Coversheet	52
Screen 78: Verifier Comments on Indicators	53
Screen 79: Entity Overview Page	54
Screen 80: Unread Comments	54
Screen 81: Marking Comments as Read	54
Screen 82: Returning Report from Entities & Reports Page	55
Screen 83: Returning Report from Entity Overview Page	55
Screen 84: Viewing Returned Reports - Inspector	55
Screen 85: Mark Report as Reviewed from Entities & Reports Page	56
Screen 86: Marking Report as Reviewed from Entity Overview Page	56
Screen 87: View & Sort Application Blockers	57
Screen 88: Blocker Details	57
Screen 89: Dismissible Blockers with Warning Status	58
Screen 90: Dismissing Blocker	58
Screen 91: Dismissing Blocker	58
Screen 92: Removing a Blocker Dismissal	59
Screen 93: Sending a Single Mill/Warehouse Entity Report	61
Screen 94: Request Report Copy Button	61
Screen 95: Request Report Copy Page	61
Screen 96: Report Copy Icon	62
Screen 97: Report Copy Request Denied	62
Screen 98: Un-Copy Report	62
Screen 99: Flows Page from Verifier Interface	63
Screen 100: Adding Outflows	64
Screen 101: Merged Entity Outflows	64
Screen 102: Table View of Flows	65
Screen 103: Chart View of Flows	65
Screen 104: Navigate to Entity’s Report Management Page	66
Screen 105: Inactivating an Entity Report	66
Screen 106: Early ZT Notification Page	67
Screen 107: Early ZT Notification Header	67
Screen 108: Editing the Early ZT Notification Status	67
Screen 109: Repopulate Early ZT Notification with Inspector Reports	68

Screen 110: Removing ZTs from Early ZT Notification	68
Screen 111: View Early ZT Notification	68
Screen 112: Supplier Appeal Page	69
Screen 113: Marking an Application Under Supplier Appeal	69
Screen 114: Resolving Supplier Appeal	70
Screen 115: Supplier Appeal Resolved	71
Screen 116: Application Shows In Dispute Status for Verifier	71
Screen 117: Creating Verification Report	72
Screen 118: Selecting Entities for the Verification Report.....	72
Screen 119: Address Blockers to Create Verification Report	73
Screen 120: Create Verification Report.....	73
Screen 121: Verification Reports	73
Screen 122: Send Verification Report	74
Screen 123: Accept Entity Reports.....	74
Screen 124: Accepted Entity Report Progress	75
Screen 125: Application Submission	75
Screen 126: Application Submitted to Starbucks	76
Screen 127: Needs Revision Application Status	76
Screen 128: Reason Application Returned for Revisions & Rejected Report Progress Status	76
Screen 129: Zero Tolerance Corrective Action (ZT CAP) Tab	77
Screen 130: ZT CAP Page with Table of Active ZT-CAP Applications	78
Screen 131: Assign Inspector for ZT-CAP Reporting.....	78
Screen 132: Selecting Planned Date for ZT-CAP Check	78
Screen 133: Completing the ZT-CAP Report	79
Screen 134: Uploading Evidence to the ZT-CAP Report	79
Screen 135: Saving Changes to the ZT-CAP Report	80
Screen 136: Submitting the ZT-CAP Report to Starbucks	80

1.0 Introduction

The Verifier Reporting System (VRS) is the online tool developed for managing C.A.F.E. Practices verification reports. It is designed to facilitate consistent reporting and tracking of C.A.F.E. Practices verifications. This manual provides detailed instructions for verifiers and inspectors using the VRS.

Disclaimer: As the Verifier Reporting System (VRS) is continuously under development for improvement, some content or images in this manual may differ from the current version of the VRS.

1.1 System Requirements

In order to make the most effective use of the VRS, it is necessary to use a supported web browser. For use by verifiers, the system currently supports the most recent versions of Mozilla Firefox, Microsoft Internet Explorer, Safari and Google Chrome, however use of Microsoft Internet Explorer could cause functionality issues and is not recommended. For Mac users, the VRS supports version OS X v10.5 and above.

The VRS is a web-based program. It can be downloaded as an app on the desktop or home screen. It is recommended to use a computer or tablet to access the VRS, not a cell phone. While connected to the internet, the inspector can log in and access applications in order to write reports when there is no longer an internet connection. An inspector may continue to work on reports offline, however an internet connection is required to synchronize reports (see Section 4.2).

1.2 Accessing the System

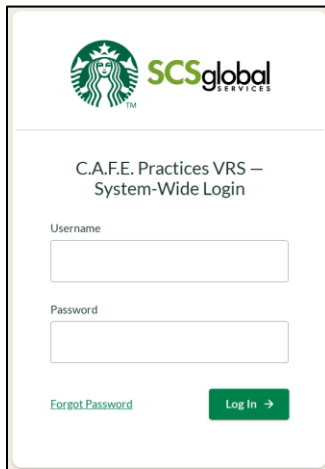
The VRS is located at verification.cafepactices.info (for verifiers and inspectors). There is a demo version of the VRS available for verifier and inspector practice and training. The demo can be accessed at training-verification.cafepactices.info (for verifiers and inspectors). Verifiers should contact SCS to request the creation of accounts and applications for training purposes.

2.0 Getting Started

2.1 Welcome Screen

The welcome screen is the point of entry for users (see Screen 1). The Login button is where registered users can enter the system.

Screen 1: Welcome Screen



C.A.F.E. Practices VRS –
System-Wide Login

Username

Password

[Forgot Password](#)

2.2 Verifier Login

SCS provides verification organizations with a verifier username and password to access the VRS. This information is sent to the organization once SCS confirms verifiers meet the requirements to receive a VRS account as detailed in the *C.A.F.E. Practices Verification Organization Approval Procedure*. The username and password will allow the verifier to log in and create other users for the organization.

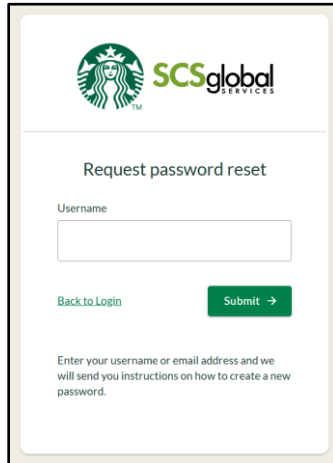
2.3 Inspector Login

First time users should visit verification.cafepactices.info and login with their inspector username and password (created by the verifier administrator – Section 2.6).

2.3.1 Forgotten Password

Users that have forgotten their password should select Forgot Password. This will prompt the user to enter their username and request a password reset if users have an email address associated with their user profile (Screen 2). Verifiers with administrator access can reset passwords for anyone in their organization. If users are unable to enter the system, they should first contact the verifier(s) within their organization with administrator access. If the verifier is not able to resolve the issue, the verifier should contact SCS directly.

Screen 2: Password Reset



Request password reset

Username

[Back to Login](#) [Submit ->](#)

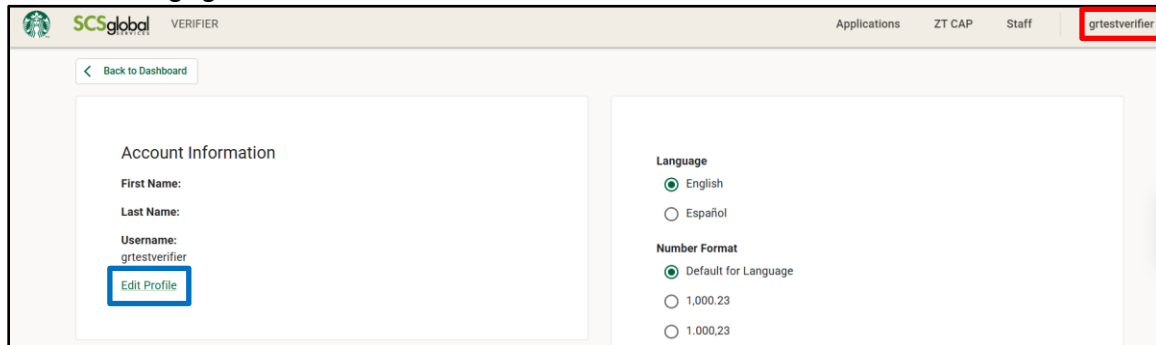
Enter your username or email address and we will send you instructions on how to create a new password.

2.4 Changing User Password

New users that are logging into the VRS for the first time using the name and password provided by the verifier or SCS should change their password for security purposes. Please note that inspectors are prohibited from sharing login information with others, including passwords and usernames.

To change a password, users should click on their name in the top right corner (red outline, Screen 3). This page will allow users to update their personal information. Under the Account Information, users should click Edit Profile to change their password. On the next screen, users will enter their current password and the new password (Screen 4). In the new password confirmation field, re-type the new password. Click Save to confirm the change.

Screen 3: Changing a Password



Applications ZT CAP Staff grtestverifier

[Back to Dashboard](#)

Account Information

First Name:

Last Name:

Username: grtestverifier

[Edit Profile](#)

Language

English

Español

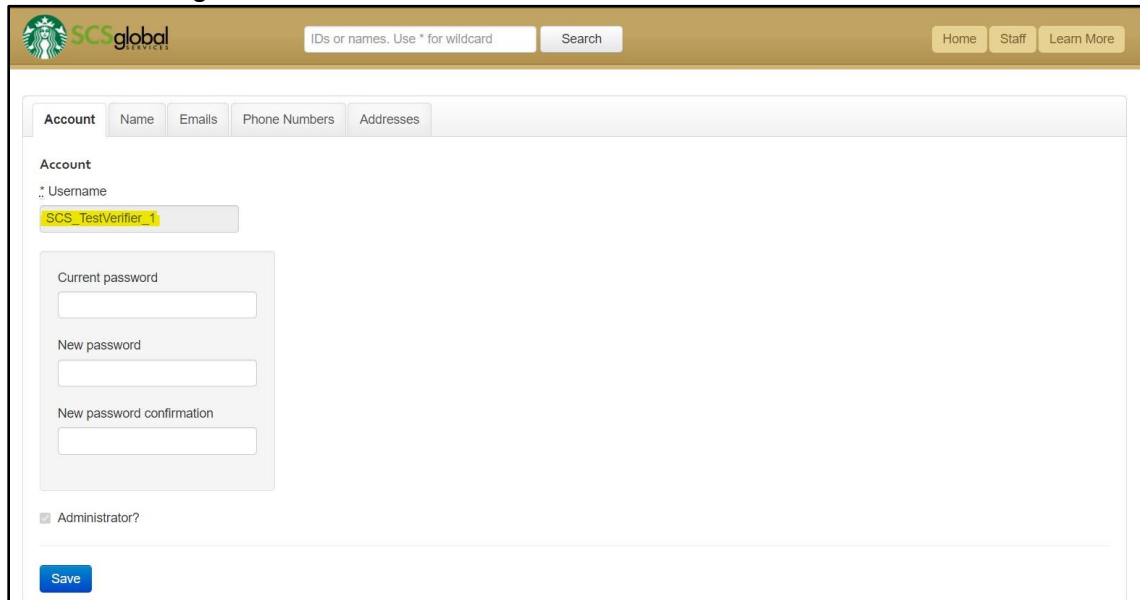
Number Format

Default for Language

1,000.23

1,000,23

Screen 4: Creating a New Password



The screenshot shows the 'Account' tab in the SCS Global Services web application. The form is titled 'Account' and contains the following fields and options:

- Username:** A text input field containing 'SCS_TestVerifier_1'.
- Current password:** A text input field.
- New password:** A text input field.
- New password confirmation:** A text input field.
- Administrator?:** A checkbox.
- Save:** A blue button at the bottom left of the form.

2.5 Verifier Home Screen

There are 3 tabs across the top of the verifier home screen (see Screen 5: Verifier Home Screen):

- **Applications** – Returns user to landing page displaying all applications
- **ZT-CAP** – Lists applications that are undergoing the ZT Corrective Action Plan process, shows the number of active applications in parentheses
- **Staff** – Visible only to Admin verifier accounts, shows all verifiers and inspectors within an organization

There are 3 main views available in the drop-down on the home screen (see Screen 5: Verifier Home Screen).

- **Active Applications** – Includes all new and incomplete applications
- **Archived Applications** – Allows read-only access to submitted reports completed by the verification organization, including the date of approval and the validity expiration for each application
- **Submitted Applications** – Lists applications that have been submitted to Starbucks

The Search field at the top right provides the verifier with the option to search for an application by the application ID or application name. The status filter field can be accessed by selecting the drop-down to the right of the Applications drop-down. This allows the verifier to filter applications by status: Incomplete, Needs Revision, New. Selecting All will show all statuses. The columns can be also be sorted by clicking the header (ID, Country, etc.). Clicking the header a second time will sort in reverse. The home screen also includes the option to Claim Supplier Application from Starbucks (Section 3.1).

To log out of the system at any time, click Logout. Clicking on the name, then Profile in the top right corner, allows verifiers and inspectors to update personal information, language, and number format on the account.

Screen 5: Verifier Home Screen

Status	ID	Country	Application Name	Sampling	Verification Start Date	Verification End Date	Early ZT Due	Last Inspector Report Submitted	Client Reports Due
Incomplete	15621FY24	Brazil	TEST APPLICATION	100%	23 Jul 2024 ACTUAL	29 Jan 2025 ACTUAL	No ZT Non-Compliance		26 Feb 2025
Incomplete In Dispute	17311FY25	Brazil	TEST APPLICATION 2	N/A	09 Oct 2024 PLANNED	09 Oct 2024 PLANNED	16 Oct 2024 PLANNED		01 Jul 2026

2.6 Creating Users

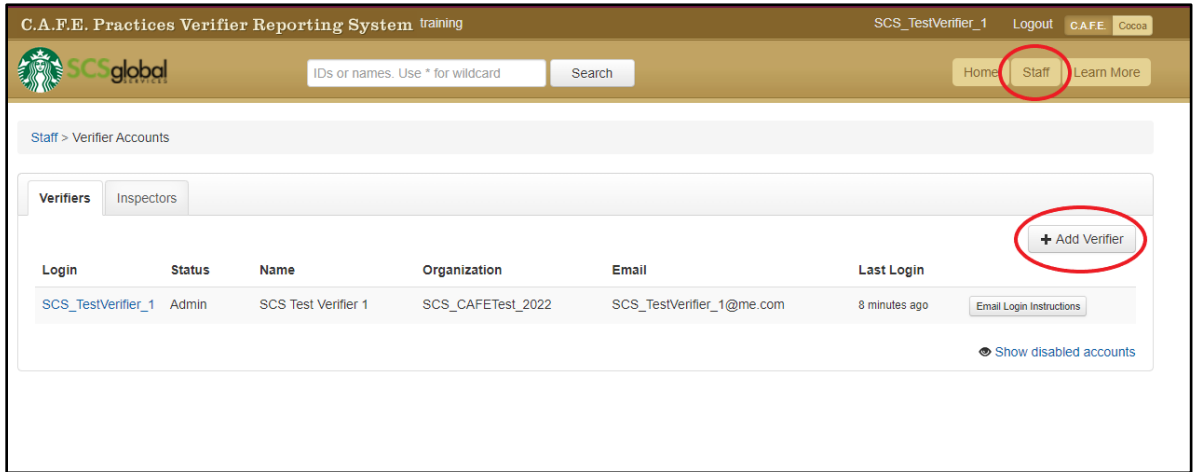
Designated verifiers will be granted administrator access by SCS, which can be completed under the Verifier Account page in the VRS (Screen 6). Administrator access allows the user to create usernames and passwords for both verifiers and inspectors. Verifier administrators are responsible for creating user profiles for their staff (inspectors and verifiers with or without administrator access) (Screen 7). Neither Starbucks nor SCS can create inspector users for verification organizations. Verifiers should make sure that each inspector has his or her own user profile. In other words, no two inspectors should share the same user profile for any reason.

2.6.1 Creating a New Verifier, Admin or Lead Inspector User

- Click the Staff tab in the upper right-hand corner of the screen (see Screen 7).
- The Verifiers tab will appear.
- Click Add Verifier on the right.
- Enter information for the new user including username, password, name, email, and contact information.
- Determine whether the user will be granted administrator access.
- Add Admin or Lead Inspector in the Additional Names field to distinguish between verifier accounts.

Screen 6: Designating Verifier Admin Accounts

Screen 7: Adding Verifier Logins



The same procedure used to create accounts for verifiers also applies to accounts for Lead Inspectors and Admin personnel. A reminder that Admin personnel need to provide a signed confidentiality agreement before receiving approval for a VRS account.

Please refer to the table below (Screen 8) for the different actions each role may take in the VRS.

Screen 8: VRS Roles and VRS Actions

Action in the VRS	Verifier	Lead Inspector	Administrative
Claim an application	Green	Red	Green
Edit the contact of an application	Green	Red	Green
Fill in planned and actual dates on an application coversheet and for a ZT-CAP check	Green	Red	Green
Fill in planned verifier and inspector on an application coversheet	Green	Red	Green
Monitor the progress of applications on the main page	Green	Green	Green
Access overview of entities	Green	Green	Green
Assign, review and send Early ZT Notification to SCS and to the client	Green	Green	Red
Access to view the sampling of an application	Green	Green	Green
Assign verification and ZT-CAP reports	Green	Green	Red
Access report information	Green	Green	Red
Review entity reports	Green	Green	Red
Leave comments on entity reports	Green	Green	Red
Change entity report status ('reviewed by verifier', 'accepted by verifier')	Green	Green	Red
Edit flows	*Verifiers can edit out-flows for copied reports only.		
Send verification report to client	Green	Green	Red
Send application to Starbucks	Green	Red	Red
Request mill or warehouse copies	Green	Red	Red

YES
NO

Please note that when an individual in an organization has verifier *and* inspector responsibilities, different VRS user accounts must be created for each role—verifier and inspector. For multiple accounts with the

same user, the same email can be used. If sub-contracted inspectors do work for more than one verification organization, they will require a unique email address associated with each of their organization's accounts.

2.6.2 Creating a New Inspector User

- Click the Staff tab in the upper right-hand corner of the screen.
- Click on the Inspectors tab.
- Click Add Inspector.
- Enter information for the new user including username, password, name, email, and contact information.

3.0 Before Conducting Verifications

3.1 Claiming an Application from Starbucks

Only verifiers and admin can claim an application from their interface. The inspector interface does not include the option to claim applications from the VRS. Applications can only be claimed from the VRS using the security code provided by the supplier. The supplier is the only person authorized to provide security codes to verification organizations. In order to be issued the security code, the supplier must notify that their application is final (no more changes), and they want their application to be available to their verifier in the VRS. Once Starbucks receives the notification from the applicant, they will issue a security code for the supplier to provide to the verifier. The application will be available to the verifier as soon as it is claimed in the VRS using the security code.

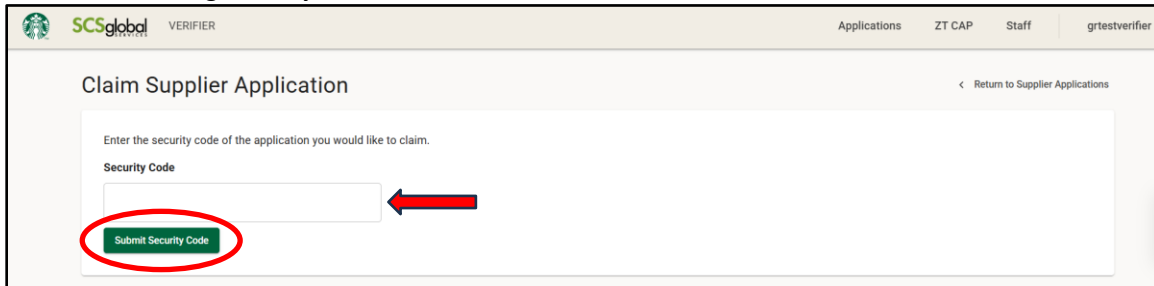
After logging in, the verifier should click Claim Supplier Application to claim an application from Starbucks (Screen 9).

Screen 9: Claim Application



Enter the security code provided by the supplier and click Claim (Screen 10).

Screen 10: Entering Security Code



Verifiers will see a summary of the total number of farms organized by size type (small or large). Verifiers will also see other application information such as the name of the application, the contact information for the supplier, etc. The list of entities included in the VRS is considered the final version by Starbucks.

If this information does not match the information received from the supplier in the application, verifiers should follow the procedure for supply chain discrepancies explained in the *C.A.F.E. Practices Operations Manual*.

As part of the process of claiming an application in the VRS, verifiers must enter the planned verification dates and planned inspector(s) and verifier(s) on this page. The planned information can be edited later through the application coversheet. Once verifiers have confirmed that the application is correct, they can click the Claim this Application button again (Screen 11).

Screen 11: Entering Planned Dates

The screenshot shows the 'Claim Supplier Application' form. It includes fields for Application name, Security Code, Contact name, Country, Phone number, and Address 1. There are also fields for Tracking Year, Planned field inspection start date, Scorecard Version, and In-harvest verification required. A table for Entities is present with columns for Small Farms, Dry Mills, Wet Mills, PSCs, and Total Entities. Below the form, there are fields for Planned verification start date and end date, and dropdown menus for Planned verifier 1 and 2. A 'Claim This Application' button is highlighted with a red box.

Once the application has been claimed, a notification will appear at the top of the screen (Screen 12).

Screen 12: Claimed Application

The screenshot shows the 'Supplier Applications' page. A notification banner at the top indicates that an application has been claimed. Below the notification is a table of active applications. The table has columns for Status, ID, Country, Application Name, Sampling, Verification Start Date, Verification End Date, Early ZT Due, Last Inspector Report Submitted, and Client Reports Due. There are two rows of applications listed, both with a 'New' status and '0%' sampling. The first row has a verification start date of 16 Jul 2025 and an end date of 24 Jul 2025. The second row has a verification start date of 18 Jul 2025 and an end date of 31 Jul 2025.

Status	ID	Country	Application Name	Sampling	Verification Start Date	Verification End Date	Early ZT Due	Last Inspector Report Submitted	Client Reports Due
New				0%	16 Jul 2025 PLANNED	24 Jul 2025 PLANNED	31 Jul 2025 PLANNED		
New				0%	18 Jul 2025 PLANNED	31 Jul 2025 PLANNED	07 Aug 2025 PLANNED		

After claiming the application, the VRS will add the application to the organization's homepage. The application will appear in the list of active applications (Screen 13). Once the VRS has synchronized, the application will appear in the inspector interface to allow inspectors to start entity reports.

Screen 13: List of Applications

Status	ID	Country	Application Name	Sampling	Verification Start Date	Verification End Date	Early ZT Due	Last Inspector Report Submitted	Client Reports Due
New	20658FY07	Kenya	Test	0%	01 Apr 2026 PLANNED				

3.2 Reviewing the Legacy ID

The legacy ID is the application ID for the current application’s previous verification. Using the In Legacy Sampled column (Screen 14), verifiers can view the year an entity was included in the sample of an application’s previous verification, if applicable. Likewise, the In Legacy ZT column shows whether an entity previously received a ZT in a legacy application. Hovering over the year will show the corresponding legacy application ID.

Screen 14: In Legacy Sample and In Legacy ZT Columns

ZT	In Legacy Sampled	In Legacy ZT
No	--	No
No	<u>2024</u> 15232FY24	No
No	--	No
No	<u>2024</u>	No
No	<u>2024</u>	No

3.3 Supply Chain Discrepancies

If the verifier or inspector discovers a discrepancy between the application provided by the supplier and the application as it appears in the VRS or during the field inspections, they should report the discrepancy using the procedure established in the *C.A.F.E. Practices Operations Manual*.

In cases where a new entity must be created or an entity moved from one application to another, report writing cannot begin on that entity report until the discrepancy is resolved. In cases where a new application ID must be assigned, the inspector(s) will be able to continue reporting in the existing application until the new application ID has been claimed.

It is important to note that if sampling adjustments are needed due to a supply chain discrepancy, the VRS will not allow verifiers to submit final reports if the required sample has not been met.

If the supply chain discrepancy involves only minor changes to farm size (e.g., 8ha to 10ha), the inspector may make these changes to the application by editing the coversheet information for the farms. However,

if the change in farm size changes the size classification or is greater than 50% (e.g., a 60ha farm is actually 113ha), verifiers should follow the procedure outlined in the *C.A.F.E. Practices Operations Manual*, even if inspectors are able to make the necessary updates directly in the farm’s coversheet.

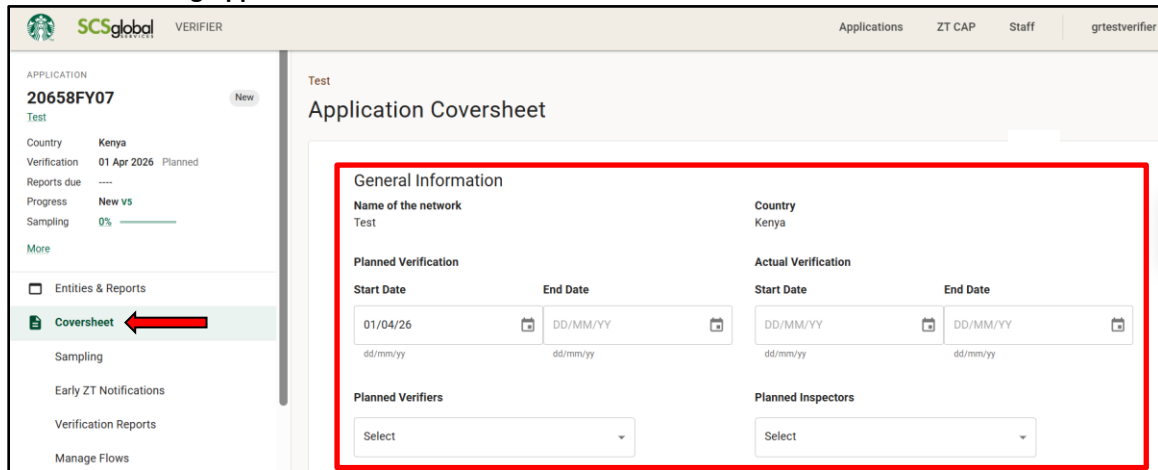
3.4 Application Coversheet Information

Verifiers can access the application coversheet by clicking Coversheet in the left-side menu (Screen 15).

Verifiers are required to enter the planned verification date and check the accuracy of the name and country fields. Once the field work has started, the verifier should complete the actual verification start date (the date of the first field day) **within 48 hours**. When field inspections are complete, the verifier should complete the actual verification end date (the date of the last field day) **within 48 hours**. Should the planned inspection date change due to postponement or delay of fieldwork, the verifier must update the planned inspection dates in the VRS accordingly.

When navigating coversheet fields, using the Tab key on the keyboard is the fastest way to move to the next field—rather than using a mouse & click approach.

Screen 15: Editing Application Coversheet Information



To view the application type, in-harvest status, all legacy applications, and scorecard version for an application, verifiers can select More from the left-side menu to reveal the additional information and select Less to hide the expanded view (Screens 16-17).

Screen 16: Compacted Application Information View

APPLICATION
20681FY07 New
Test
Verification 01 Aug 2026 Planned
Reports due ---
Sampling 0% Progress bar
Country Indonesia
More

Entities & Reports
 Coversheet
Sampling

Screen 17: Expanded Application Information View

APPLICATION
20681FY07 New
Test
Verification 01 Aug 2026 Planned
Reports due ---
Sampling 0% Progress bar
Country Indonesia

Type Reverification V2
In-harvest No V3
Legacy apps [20681FY26](#)
Scorecard 4.0
[Less](#)

Entities & Reports
 Coversheet
Sampling

3.4.1 Application Contact Information

Verifiers should complete the application coversheet with supplier contact information, including phone number, email, and/or physical address, if available.

3.4.2 Qualifying Applications as Inspected in-Harvest

All applications are required to be verified in-harvest, except for warehouse-only applications. Application-level In-harvest qualification is determined by inspectors completing the entity coversheet questions to indicate whether in-harvest conditions were present during inspections. The VRS then automatically updates the application's harvest status based on the harvest statuses of the entities. For more information on applications and entities qualifying as in-harvest, please refer to the *C.A.F.E. Practices Operations Manual* and Section 4.7.4 below.

3.5 Sampling Tool

To view an application’s sampling requirements, the verifier clicks Sampling from the menu on the left side of the screen. This tool provides guidance on farm sampling requirements and indicates progress against the requirements both for entities that were not previously verified and those that were previously verified (Screen 18). The Sample Required column for previously verified entities includes the number of farms that were verified previously and must be re-verified to meet the 15% sample, as well as any zero tolerance entities. The Sample Required column for processors will not be filled in until supply chain flows have been entered (see Section 4.7.10).

Screen 18: Sampling Requirements

Sampling Requirements Sampling V7

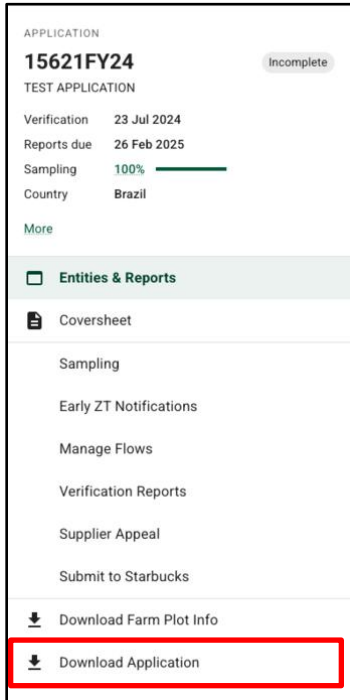
Total in Application				New entities / Not previously verified		Previously verified	
Entity Type	Total	Sample Required	Progress	Reports Completed	Sample Required	Reports Completed	Sample Required
Smallholder Farms	3000	82	0%	0	70	0	12
Large Farms	0	0	0%	0	0	0	0

Total in Application				Sampled Entities		Previously verified	Sample Required
Entity Type	Total	Sample Required	Progress	Reports Completed	Sample Required		
Smallholder Farms	3000	82	0%	0	70	0	12
Large Farms	0	0	0%	0	0	0	0
Processors*	2	0	0%	0	0	0	0
Producer Support Organizations	1	1	0%	0	0	0	1
Warehouses	0	0	0%	0	0	0	0

* Processors' required sample is subject to change based on entry of flows

While reviewing the application, verifiers should determine which entities will be included in the sample (where appropriate). Verifiers can identify which entities were sampled previously by reviewing the In Legacy – Sampled column on the application page or by downloading the application from the VRS. To download the supplier’s application, verifiers select Download Application (Screen 19) in the Actions menu of the application. The supplier application will include general information about each entity, such as the entity’s contact information, location, and production volumes of coffee cherry and green coffee, as well as columns for whether the entity has been sampled or received ZTNCs in the legacy application.

Screen 19: Downloading Supplier Application

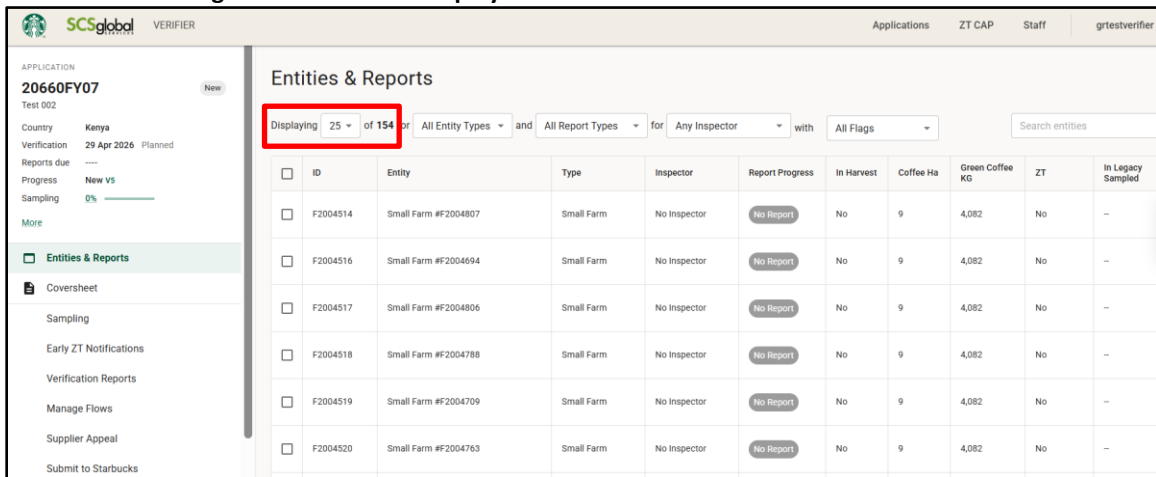


3.6 Navigating Entities

By clicking on Entities & Reports in the left-hand menu, verifiers can view all entities in the application.

For applications with many entities, verifiers can choose how many entities are displayed on one page by selecting a number from the drop-down field above the table (Screen 20). Entities will also be listed on multiple pages, which users can toggle through using the page numbers and arrows in the bottom-right corner of the screen (Screen 21).

Screen 20: Selecting Count of Entities Displayed



Screen 21: Navigating Entities

<input type="checkbox"/>	F2004539	Small Farm #F2004693	Small Farm	No Inspector	No Report	No	9	4,082	No	--	No
<input type="checkbox"/>	F2004540	Small Farm #F2004703	Small Farm	No Inspector	No Report	No	9	4,082	No	--	No
<input type="checkbox"/>	F2004543	Small Farm #F2004758	Small Farm	No Inspector	No Report	No	9	4,082	No	--	No

1 - 25 of 154

< 1 2 3 4 5 6 7 >

The VRS also allows verifiers to search for entities by Entity ID and Entity Name (Screen 22). Entities and reports can be filtered by Entity Type, Report Type, Inspector, or Flag type (Screen 23). The columns can be also be sorted by selecting the ID number, Entity Name, Report Progress, In Legacy Sampled, or In Legacy ZT from the header. Clicking the header a second time will sort in reverse (Screen 24).

Screen 22: Searching Entities

Entities & Reports

Displaying 1 for All Entity Types and All Report Types for Any Inspector with All Flags

F2004514

<input type="checkbox"/>	ID	Entity	Type	Inspector	Report Progress	In Harvest	Coffee Ha	Green Coffee KG	ZT	In Legacy Sampled	In Le
<input type="checkbox"/>	F2004514	Small Farm #F2004807	Small Farm	No Inspector	No Report	No	9	4,082	No	--	No

Screen 23: Filtering Results

Entities & Reports

Displaying 25 of 154 for All Entity Types and All Report Types for Any Inspector with All Flags

Select

- All Entity Types
- Large Farm (0)
- Small Farm (150)
- Small Farm with Mill (0)
- Dry Mill (1)
- Wet Mill (1)
- Wet/Dry Mill (0)
- PSO (1)
- Warehouse (1)

<input type="checkbox"/>	ID	Entity	Type	Inspector	Report Progress	In Harvest	Coffee Ha
<input type="checkbox"/>	F2004514		Small Farm	No Inspector	No Report	No	9
<input type="checkbox"/>	F2004516		Small Farm	No Inspector	No Report	No	9
<input type="checkbox"/>	F2004517		Small Farm	No Inspector	No Report	No	9
<input type="checkbox"/>	F2004518		Small Farm	No Inspector	No Report	No	9
<input type="checkbox"/>	F2004519	Small Farm #F2004709	Small Farm	No Inspector	No Report	No	9

Screen 24: Sorting Results

Entities & Reports

Displaying 25 of 154 for All Entity Types and All Report Types for Any Inspector with All Flags

<input type="checkbox"/>	ID ↓	Entity	Type	Inspector	Report Progress	In Harvest	Coffee Ha	Green Coffee KG	ZT	In Legacy Sampled	In Le
<input type="checkbox"/>	W3297	Warehouse #W3298	Warehouse	No Inspector	No Report	No			No	N/A	No
<input type="checkbox"/>	P1460	PSO #P1461	PSO	No Inspector	No Report	No			No	N/A	No
<input type="checkbox"/>	M51248	Dry Processor #M51250	Dry Mill	No Inspector	No Report	No		1,361	No	N/A	No
<input type="checkbox"/>	M51247	Wet Processor #M51249	Wet Mill	No Inspector	No Report	No		1,361	No	N/A	No
<input type="checkbox"/>	F2004750	Small Farm #F2004750	Small Farm	No Inspector	No Report	No	9	4,082	No	--	No

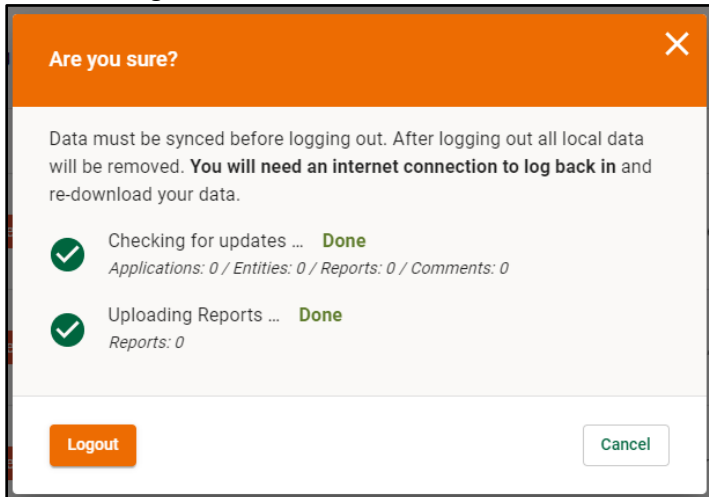
4.0 Writing Entity Reports – Inspector Interface

4.1 Synchronizing

In order to access applications and begin writing reports, inspectors should log in to the inspector interface to see a list of applications and entities claimed by their organization (see Section 2.3).

In the inspector interface, the symbol of a spinning wheel is the button to synchronize. The interface also automatically syncs on log in and log out. When the inspector clicks to log out, a message will appear asking if they are sure (Screen 25) and will automatically synchronize before logging the inspector out of the VRS.

Screen 25: Logout



While inspectors work on reports, they should synchronize frequently when connected to the internet. Verifiers, when logged in, will be able to view those changes. If a verifier logs in before the changes are synchronized, the old data will still be visible, even if the inspector is online while working on it.

If the inspector experiences synchronizing issues, before contacting SCS, they should log out and log back in to see if this solves the issue. If using a tablet, inspectors should access reports using the browser instead of the app. If inspectors are using the web version of the VRS, they should switch to a different

browser, clear cache and cookies, and open in a private window. If the inspector still experiences technical difficulties after these initial troubleshooting steps, see Section 8.0 for further assistance.

4.2 Work Offline

If inspectors lose connection to the internet, they will still be able to work on reports. In fact, the inspector interface supports many features that are available offline for inspectors to continue to work on reports while internet access is unavailable. Before using the offline features, inspectors should first log into the interface using their username and password while online and perform a synchronization if they are expecting to use the VRS offline shortly after. It is recommended to install an app version of the Inspector Interface (see Section 4.3). It is also recommended that the inspector use a password protected device while working in the VRS.

Once signed in, inspectors will continue to have access to all regular functionality as if they were still connected to the internet. However, the ability to synchronize or log out/in will not work while offline. If the inspector attempts to synchronize, an error message will appear warning that the inspector needs to be online in order to synchronize.

While working offline, inspectors can expect to have access to the following inspector interface functionality:

- The full list of entities available for which to create reports; however, this list will only be as current as their last synchronization
- New reports can be created from the list of entities available
- View and fill out coversheet and indicator information
- Attachments and comments can be added to reports
- Report PDF file can be downloaded to the inspector's device
- Copy SR scores to other applicable entity reports that the inspector currently has
- All changes and updates will be saved locally (the VRS will not be updated until the user has synchronized while online)

Due to the inability to synchronize while offline, the following features will not be available until a stable internet connection is established:

- Log in or log out of the new inspector interface
- Reviewing and filling out Early ZT notification information
- Sending/Submits entity reports, comments and attachments for verifiers to review
- Receiving any updates or comments made by verifiers on entity reports
- Reports assigned or returned to the inspector from the verifier since the last synchronization
- Updates to the list of entities available for which an inspector can create new reports; this would include any new entities added to the application and entities that already have reports created since the inspector's last synchronization
- Notify other inspectors of a new report that has been started to prevent duplicate reporting
- Changing the language that is being used in the Inspector Interface

4.3 Creating a Local App for Offline Use

For offline use, we recommend creating a local version of the application. To create an app for the inspector interface, follow the steps below:

Chrome (Windows/Mac):

- Launch the Chrome app
- Navigate to verification.cafepactices.info
- Click the menu icon (3 dots in upper right-hand corner)

- Click Install VRS Inspector on computer
- An application will be added to the computer desktop for use

Chrome (Android Tablet/Windows Tablet):

- Launch the Chrome app
- Navigate to verification.cafepactices.info
- Tap the menu icon (3 dots in upper right-hand corner)
- Tap Add to Home Screen
- Edit the name of the app and then select Add when finished
- The app will be available in the app menu and can be added to the home screen

Safari (iPad only):

- Launch Safari app
- Enter verification.cafepactices.info into the address field and tap Go
- Tap the icon featuring a right-pointing arrow coming out of a box along the top

Safari window to open a drop-down menu

- Tap Add to Home Screen
- Users can edit the name of the app and then select Add when finished
- The app will be available in the app menu and can be added to the home screen

4.4 Progress Status of Entity Reports

Entity reports will have one of the following progress statuses:

- **Not Started** – Inspector has not created a new report for the entity. This status is displayed after selecting Create New Report in the top right of the screen.
- **Incomplete** – Inspector has started a new report for the entity.
- **Submitted** – Inspector has submitted report to verifier and has synchronized.
- **Reviewed** – The verifier has completed their review of the report, and no more changes are needed.
- **Returned** – The verifier has returned the report to the inspector for revision. This status is displayed regardless of whether the inspector has or has not synchronized.
- **Accepted** – The verifier has accepted the entity reports approved by the supplier.
- **Rejected** – A report from a submitted application has been rejected by a manager and returned to the verifier.

4.5 Creating a New Report

After the inspector synchronizes, the left column of the home page in the interface lists all applications that the verification organization currently has access to. If an application is not listed, that means it has not yet been claimed by the verifier, or that the inspector needs to synchronize to access any recently claimed applications.

When View All Applications/Reports is selected in the left column, the right side of the page will show any reports the inspector has previously started. Once an application is selected, the page will display all entities in that application for which the inspector has begun writing reports and the progress status of each one (Screen 26). If there are no reports that have been started by the inspector in that application, the right side will appear blank.

To start a new report, inspectors will select the application in the left column, then select Create New Report at the top right of the screen. The following page will list all the entities for that application. Each

entity will show the progress status of the report: Not Started, Incomplete, Submitted, Reviewed, Returned, Accepted, or Rejected. Inspectors can sort entity reports by their progress status by selecting the top of the Progress column from the entities table (Screen 27).

Screen 26: Accessing Applications and Creating New Reports

Search for Application
Application Name/ID

View All Applications/Reports

- 585FY24
SCSAnnualtraining22-23_SCS_Large
- 582FY24
SCSAnnualtraining22-23_SCS_medium
- 580FY24
SCSAnnualtraining22-23_SCS_small
- 587FY24
SCSintroductorytraining22-23_SCS
- 00015FY26
SCS_Test01_small
- 00016FY26
SCS_Test01_small**
- 00017FY26
TEST02_small

SCS_Test01_small
00016FY26

Displaying 6 for All Entity Types and All Report Statuses Entity Name or Entity ID

Progress	Application	Application Name	Application Year	Entity	Entity Name	Type	Last Edited
Incomplete	00016FY26	SCS_Test01_small	Transition	F11399	Small Farm #F11540	Small Farm	3/10/2026
Submitted	00016FY26	SCS_Test01_small	Transition	F11414	Small Farm #F11502	Small Farm	3/18/2026
Incomplete	00016FY26	SCS_Test01_small	Transition	F11418	Small Farm #F11503	Small Farm	3/18/2026
Incomplete	00016FY26	SCS_Test01_small	Transition	F11445	Small Farm #F11499	Small Farm	3/2/2026
Incomplete	00016FY26	SCS_Test01_small	Transition	M2125	Dry Processor #M2127	Mill (Dry)	3/18/2026
Submitted	00016FY26	SCS_Test01_small	Transition	W915	Warehouse #W916	Warehouse	3/18/2026

+ Create New Report

Screen 27: Application Entities

Search for Application
Application Name/ID

View All Applications/Reports

- 585FY24
SCSAnnualtraining22-23_SCS_Large
- 582FY24
SCSAnnualtraining22-23_SCS_medium
- 580FY24
SCSAnnualtraining22-23_SCS_small
- 587FY24
SCSintroductorytraining22-23_SCS
- 00015FY26
SCS_Test01_small
- 00016FY26
SCS_Test01_small**
- 00017FY26
TEST02_small

SCS_Test01_small
00016FY26

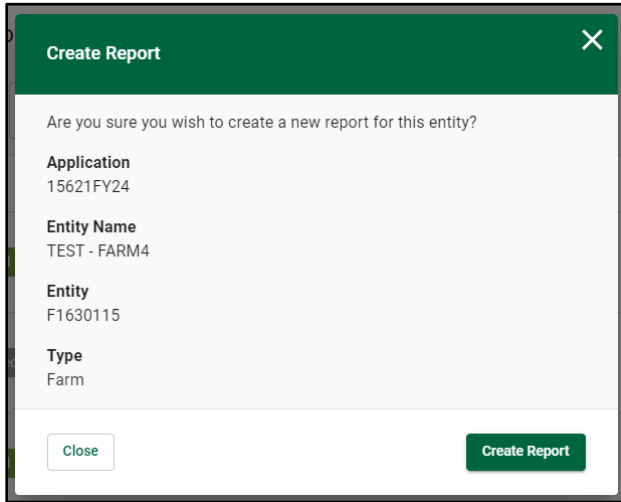
Displaying 10 of 104 for All Entity Types Entity Name or Entity ID

Progress	Application	Application Name	Application Year	Entity	Entity Name	Type	Last Edited
Submitted	00016FY26	SCS_Test01_small	Transition	F11445	Small Farm #F11499	Small Farm	3/10/2026
Submitted	00016FY26	SCS_Test01_small	Transition	F11435	Small Farm #F11501	Small Farm	3/17/2026
Submitted	00016FY26	SCS_Test01_small	Transition	F11414	Small Farm #F11502	Small Farm	3/18/2026
Submitted	00016FY26	SCS_Test01_small	Transition	F11418	Small Farm #F11503	Small Farm	3/18/2026
Submitted	00016FY26	SCS_Test01_small	Transition	F11443	Small Farm #F11504	Small Farm	3/30/2026
Not Started	00016FY26	SCS_Test01_small	Transition	F11404	Small Farm #F11505	Small Farm	2/13/2026
Not Started	00016FY26	SCS_Test01_small	Transition	F11400	Small Farm #F11506	Small Farm	2/13/2026
Not Started	00016FY26	SCS_Test01_small	Transition	F11426	Small Farm #F11507	Small Farm	2/13/2026

< Back to Reports

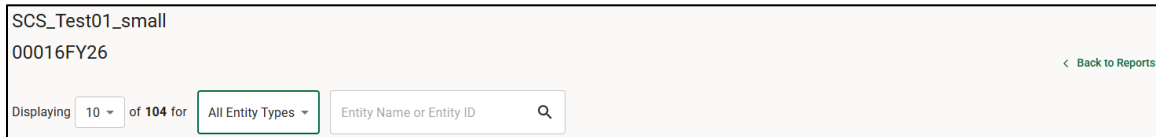
Once the inspector identifies the entity for which they will write a report (in the status of Not Started), clicking anywhere within the entity row initiates report creation. A pop-up window will appear showing the application name, entity name, entity ID, and entity type, and asking if you are sure you would like to Create Report (Screen 28).

Screen 28: Create Report Confirmation



Inspectors can search for a specific entity report by using the Entity Name or Entity ID search bar (Screen 29).

Screen 29: Entity Search



4.6 Navigating a Report

An entity's Report Overview page displays which report sections are missing or incomplete, including the number of completed indicators out of the total (e.g., 0/52), the number of completed coversheet sections out of the total (e.g., 0/7), and the number of unread comments from the verifier. Inspectors can scroll through the Overview page (Screen 30) to view the status of completed information and can select the Coversheet and Indicators tabs from the top of the page to view and complete the entity information. From the Overview page, inspectors will also see an Early ZT section informing them to submit any entity ZT indicator information by the application's due date.

Screen 30: Entity Report Overview Page

ENTITY
F [REDACTED] Y [REDACTED]

Incomplete

Overview Coversheet Indicators

Interviews Comments

Early ZT Due in 5 days
Submit any ZT indicators found with evidence by 6/2/2025
ZT Indicators 0
Submit

Entity Report Due in 28 days
Complete and submit the completed report coversheets and indicators with supporting evidence by 7/06/2025
Indicators 0/52
Coversheet 0/7
Unread comments 4
Submit

F [REDACTED]
[REDACTED] Small farm Brazil

Coversheet

General	Complete ✓
Contact	Complete ✓
Plot	Incomplete ○
Farm	Incomplete ○
Flows	Incomplete ○
Workers	Incomplete ○
Certifications	Incomplete ○
Comments & Attachments	Incomplete ○

Indicators

There are multiple ways to check the progress of each section. From within a section, a progress percentage is displayed at the top of the page alongside a gray progress bar (Screen 31). The progress bar turns green once it is filled out entirely. When a page within a section is complete, at the bottom of the page it will say Section Completed (Screen 32). If information is missing, the inspector can check which required information must be filled out by selecting Check Section (Screen 33).

Screen 31: Coversheet Section Progress

ENTITY
F [redacted] [green checkmark] [orange icon]
Y [redacted] Incomplete

Overview **Coversheet** Indicators Interviews Comments Search

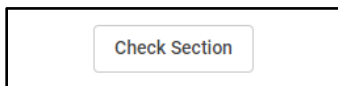
Coversheet Progress: 86% Progress bar

General Information	✓
Contact Information	✓
Plot Information	✓
Farm Information	Incomplete
Flows	✓
Workers	✓
Other Certifications	✓
Comments & Attachments	
Notes	

Screen 32: Section Completed



Screen 33: Check Section



4.7 Completing Entity Coversheet Information

For each entity report, inspectors are required to complete coversheet information before entering indicator evaluations. Many coversheet fields can only be completed after information has been collected in the field. Note that some fields are filled in automatically during the transfer of the application from the supplier to the VRS. It is critical that inspectors review the pre-populated information and make updates as needed. For further details on coversheet data collection, please refer to the *C.A.F.E. Practices Operations Manual*.

The following list shows all entity coversheet sections in the VRS. Any information listed next to a section is required to be completed or updated by the inspector, where applicable.

- **General Information:** Entity Name, Date of Inspection
- **Contact Information:** Primary Contact Name, Addresses
- **Plot Information** (farms only): Plot Name, Size (Ha), Inspected?
- **Entity Information**
 - **Farm Information:** Commitment Letter Available?, PSO (small farm only), Inspection Information, Farm Size, Total annual production volume information
 - **Processor Information:** Processor Type, sorts and grades coffee, Processor General Information, Processing Volume Information, Mill Activities, Other Products
 - **Warehouse Information:** Inspection Information, Other Products, Storage Volume Information
- **Flows:** Farm sells coffee (farms only), at least one out-flow volume

- **On-site Milling** (small farm only): Processor General Information, Mill Activities, Other Products
- **Workers:** Entity uses labor intermediaries?, Number of minors living on site at time of inspection, Number of family workers, Number of community exchange workers (small farm only), Permanent workers and Temporary/seasonal workers numbers
- **Other Certifications** (farms only)
- **PSO Support** (small farm only)
- **Comments & Attachments** (only visible to the verifier)
- **Notes** (only visible to the inspector)

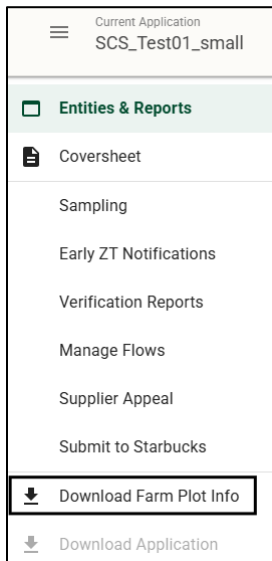
4.7.1 Date of Inspection

Inspectors must enter the actual date the field inspection occurred for the entity (DD/MM/YY). If the inspection took place over multiple days, the inspector should enter the final day of the field inspection.

4.7.2 Farm Plots

During pre-verification planning, verifiers should download an application’s Farm Plot Info (Excel file) from the application side menu to review the number of plots and total hectares (Ha) of coffee production associated with each entity to be sampled (Screen 34). This entity and plot information is provided by the supplier.

Screen 34: Download Farm Plot Info



From the Plot Information section of an entity’s coversheet, for farms with one or more plots, inspectors must select Yes or No in response to each question indicating whether the associated plot was inspected (Screen 35). The VRS requires that at least one associated plot be indicated as inspected. When Yes is selected, the inspector must enter the plot name and size (Ha). When No is selected because an additional plot was not inspected, the VRS does not require entry of the plot name or size.

Screen 35: Required Plot Information

Plot Information
Number of Plots: 1

ⓘ You must inspect at least one plot

Plot 1 Delete ^

Plot Name	Size (Ha)	Risk Area	Inspected?
<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text" value="Ha"/>	<input style="width: 95%;" type="text"/>	<input type="radio"/> Yes <input checked="" type="radio"/> No
This field is required	Must be a number		

Inspectors may add or delete plots from an entity’s coversheet as appropriate (e.g., if the inspector confirms in the field that any additional plots exist on a farm and are not captured in the VRS, or that any plots do not exist on a farm but are reflected in the VRS). If an inspector adds or deletes a plot from a farm’s coversheet, once the inspector submits the entity report to the verifier, the verifier will observe a discrepancy icon from the Entities & Reports page and a flag in the application header noting the farm has a plot mismatch (Screen 36), as well as an application-level blocker on the Submit to Starbucks page (Screen 37). Verifiers may dismiss a plot number mismatch blocker, when appropriate, by entering a reason during blocker dismissal. Further details on dismissing this type of blocker are provided in Section 5.4.

Screen 36: Application Flag and Entity Icon from Plot Mismatch

Current Application
CAP
Application ID

Entities & Reports

Displaying 25 of 2,054 for All Entity Types and

	ID	Entity
<input type="checkbox"/>		
<input type="checkbox"/>		ⓘ ⓘ

Screen 37: Plot Blocker: Number of plots provided by inspector and supplier don’t match

Status	Category	Type	Message
⚠ Warning	Entity	Plot	Report on [Redacted] is not ready to be included in verification report. Number of plots provided by inspector and supplier don't match.

4.7.3 Contact Information

Inspectors must complete the Contact Information coversheet section with accurate information for the entity’s primary contact. The VRS pre-populates Family Name, Given Name, Relationship to Entity, Gender, and the full Address from the supplier’s application. Inspectors must review and update this information as needed. Note that the Relationship to Entity field prepopulates as **Owner**. If the primary contact identified during inspection is not the owner, the inspector must update this field by selecting the appropriate option from the dropdown list (e.g., manager).

Inspectors must enter contact information for the entity's primary contact, not the contact person listed for the application.

Screen 38: Contact Information

The screenshot shows a form titled 'COVERSHEET' with a sub-header 'Contact Information'. The form is divided into several sections:

- Primary Contact Information**
 - Family Name**: A text input field with a red border and the message 'This field is required' below it.
 - Given Name**: A text input field with a red border and the message 'This field is required' below it.
 - Additional Names — Optional**: A text input field.
 - Relationship to Entity**: A dropdown menu with 'Owner' selected.
 - Birthdate — Optional**: A date input field with the placeholder 'DD/MM/YYYY', a calendar icon, and the format 'dd/mm/yyyy' below it.
 - Gender**: A dropdown menu with 'Female' selected.

Users may click the Add Address field to add additional primary contact addresses as needed (Screen 39).

Screen 39: Primary Contact Addresses

Addresses

Street 1

Village

This field is required

Locality

Region

Country

+ Add Address

4.7.4 In-Harvest Conditions Confirmation

Inspectors must complete the Inspection Information questions confirming in-harvest conditions in the Entity Information section of the VRS coversheet. Inspector responses automatically populate the Meets in-harvest conditions? field for each entity (Screen 40). For further details on in-harvest qualifying status for entities and applications, refer to the *C.A.F.E. Practices Operations Manual*.

Screen 40: Inspection Information Questions

Processor General Information

Machinery is operating or has been operating within one week preceding the inspection date Yes No

At least 50% of the total number of workers, permanent and temporary, is present on the day of inspection. Yes No

Meets in-harvest conditions? Yes No

4.7.5 Producer Support Organization (PSO)

Inspectors must specify a PSO for each small farm entity report in an application. The PSO included in the application appears in a drop-down menu on the entity coversheet within the Farm Information section.

4.7.6 Farm Size

From the Farm Information section of the VRS coversheet, inspectors must enter or update the farm's Total hectares, Total hectares of coffee production, Area reserved for conservation purposes and/or ecological set-asides (Ha), Number of trees per hectare, and Number of water bodies confirmed during inspection. The number of water bodies entered in the coversheet must include only those located within the **productive area**. The VRS displays an error message if the combined conservation area and total hectares of coffee production exceed the farm's total hectares (Screen 41). Note that farm size classifications in C.A.F.E. Practices are based on the productive area, not the total farm area.

Screen 41: Farm Size Field Requirements

The screenshot shows the 'Farm Size' section of the VRS coversheet. It includes the following fields and messages:

- Total hectares:** Input field with value '0.5' and unit 'Ha'. A lock icon and 'Unlock Field' button are present. Below the field is the error message: "Total area less than combined productive and conserved areas".
- Total hectares of coffee production:** Input field with value '0.5' and unit 'Ha'. A lock icon and 'Unlock Field' button are present.
- Area reserved for conservation purposes and/or ecological set-asides (hectares):** Input field with value '1' and unit 'Ha'. Below the field is the error message: "Must be less than or equal to 0.5".
- Number of trees per hectare:** Empty input field. Below the field is the error message: "This field is required".
- Number of water bodies:** Empty input field. Below the field is the error message: "This field is required".

4.7.7 Changes to Farm Size Discovered During Field Inspection

To avoid reporting delays from farm size discrepancies, inspectors can update farm size (total hectares of coffee production) information directly in the Farm Information section of the VRS entity coversheet (Screen 42). To do so, inspectors select Unlock Field to edit the Total hectares or Total hectares of coffee production fields. A warning message will appear that the update may change the required coversheet data or indicators for the farm's report. Inspectors must select Save Field to record any changes.

A discrepancy must be reported when the inspector confirms a farm size change of 50 percent or more, or a change that results in a farm type change (for example, small farm to large farm). For additional information on application discrepancies related to farm size changes, refer to the *C.A.F.E. Practices Operations Manual*.

Screen 42: Updating Farm Size Information

The screenshot shows a form titled "Farm Size" with two input fields. The first field is labeled "Total hectares" and contains the value "3" followed by the unit "Ha". To the right of this field is a button labeled "Save Field" with a green checkmark icon. The second field is labeled "Total hectares of coffee production" and also contains the value "3" followed by the unit "Ha". To the right of this field is a button labeled "Unlock Field" with a padlock icon.

4.7.8 Worker Data

Inspectors must enter worker data collected during field inspections in the Workers section of the VRS entity coversheet, including the number of workers by worker classification, as specified in the *C.A.F.E. Practices Operations Manual*. Inspectors must enter the total number of workers **before** entering any indicator evaluation evidence, as the number of different worker types impacts indicator applicability. A field for the number of family workers is available on the coversheet for all entity types except PSO, while a field for the number of community exchange workers is available on the small farm coversheet only (Screen 43).

If evidence for certain Social Responsibility indicators has already been entered and the number of permanent, temporary, or seasonal workers is later changed to zero in the entity coversheet, the option to bulk update the indicators will appear (Screen 43). If selected, the corresponding indicator evaluation data will be overwritten. Note that the bulk indicator update option does not apply when a value of zero is entered only for family workers or community exchange workers and the number of permanent and or temporary workers is greater than zero. Refer to Section 4.8 for additional details on bulk updating indicators as Not Applicable.

Screen 43: Entering Worker Numbers and Bulk Indicator Update

COVERSHEET

Workers

Entity uses labor intermediaries?

Yes

No

Number of minors living on site at time of inspection

Number of family workers

Number of community exchange workers

Worker Type	Total Number	Number of workers hired directly by entity	Number of workers contracted through labor intermediaries	Number of workers living onsite
Permanent workers	<input style="width: 50px; height: 20px;" type="text" value="0"/>	<input style="width: 50px; height: 20px;" type="text" value="0"/>	<input style="width: 50px; height: 20px;" type="text" value="0"/>	<input style="width: 50px; height: 20px;" type="text" value="0"/>
Temporary/seasonal workers	<input style="width: 50px; height: 20px;" type="text" value="0"/>	<input style="width: 50px; height: 20px;" type="text" value="0"/>	<input style="width: 50px; height: 20px;" type="text" value="0"/>	<input style="width: 50px; height: 20px;" type="text" value="0"/>

Bulk Indicator Update Available

Bulk Update 18 Related Indicators

You have entered that there are no permanent or temporary workers. Would you like to update all indicators related to permanent and temporary workers to N/A? This will overwrite any data you have already entered.

[Bulk Update 18 Related Indicators](#)

4.7.9 Production/Processing/Storage Volumes

During inspections, inspectors must cross-check the coffee volumes provided in the supplier application against receipts, observations of coffee production, processing, and storage activities, as well as verbal confirmation. Where significant discrepancies occur between the field observations and the supplier application, the verifier shall follow the application discrepancy procedure explained in the *C.A.F.E. Practices Operations Manual*.

Coffee production, processing, and storage volumes for the most recent completed harvest are automatically populated in entity coversheets in the VRS from the supplier application, if available. Inspectors must verify the most recent completed harvest volume information and enter or update it as needed in the entity information section of the coversheet (Screen 44).

For farms, inspectors are also prompted to enter volumes for the two years prior to the most recent completed harvest. If data for one or both prior years is not available, inspectors select Not Available for the applicable crop year(s), and the VRS prompts the inspector to provide an explanation for the unavailable data (Screen 44). For processors and warehouses, if Total Processed or Total Stored CP Volume data is not available, inspectors select Not Available and provide an explanation following the same prompt.

Note that coffee volumes are entered in kilograms (kg) and recorded in only one of the following forms: green, parchment, natural or sun-dried, or cherry. Inspectors select the coffee type

verified during inspection using the Select production stage dropdown list and enter the volume(s) in the corresponding fields. If a coffee type other than green is selected, the VRS automatically converts the entered volume to green coffee.

Screen 44: Volume Information not Available Warning for Inspector

Total annual production volume based on inspection
Note: Annual production volume should represent the actual volume of the most recent completed harvest.

Select production stage
 Green

2 Years Prior to most recent completed harvest	1 Year Prior to most recent completed harvest	Most Recent Completed Harvest <i>*this information is required</i>
<input checked="" type="checkbox"/> Not available	<input checked="" type="checkbox"/> Not available	
Crop year (e.g., 2020/2021) 2024	Crop year (e.g., 2020/2021) 2025	Crop year (e.g., 2020/2021) 2026
Green (Kgs) Kgs	Green (Kgs) Kgs	Green (Kgs) 500 Kgs

Crop Year Not Available

ⓘ Crop Year Not Available: 2 Years Prior
 Not Available selected above. Please include an explanation for why the information is missing:

ⓘ Crop Year Not Available: 1 Year Prior
 Not Available selected above. Please include an explanation for why the information is missing:

If the VRS detects that an entered coffee volume is out of range for the region, the system generates a Production Volume Warning, alerting the inspector they must provide a comment to the verifier explaining the out-of-range volume (Screen 45). During report review and application submission, the verifier reviews the inspector's comments and provides the relevant explanation when dismissing the corresponding outside the normal range volume blocker. Refer to Section 5.4 for further details on blocker dismissal.

Screen 45: Production Volume Warning for Inspector

Production Volume Warnings

ⓘ Green Coffee Production out of Range
 The average production volume 1923 entered for Green kgs/Ha is outside the normal range of 267 - 1184 kgs/Ha in SUMATRA - Aceh Province. If this is correct, you must add a comment to explain this to the Verifier.

4.7.10 Flows

From the Flows section of the VRS coversheet, inspectors must enter the total volume of coffee out-flows from each sampled farm to all corresponding mills and/or warehouses in the

application, accounting for the total volume of coffee produced and sent at the time of inspection. For mills, coffee out-flows must reflect only the sum of incoming volumes from the corresponding farms. Note that farms and wet mills must have at least one out-flow recorded in their entity coversheets.

Farms:

In most cases, a farm sends coffee directly to mills and/or warehouses. In these cases, the inspector selects Farm sells coffee: Directly to Mill/Warehouse. If a farm sends coffee directly to a collector, the inspector selects Farm sells coffee: To Collector(s) and must record the collector's name in the designated field (Screen 46).

Screen 46: Farm Sells Coffee

COVERSHEET

Flows

Farm sells coffee:

Directly to Mill/Warehouse

To Collector(s)

Name of collector

This field is required

The inspector then selects the designated mill or warehouse that received the farm out-flow, whether sent directly from the farm or via a collector, using the Add out-flow drop-down list. If there is only one out-flow destination, the VRS automatically populates the farm's out-flow volume with the green coffee volume recorded for the most recent completed harvest in the Farm Information coversheet section. In these cases, the out-flow volume cannot be edited (Screen 47).

Screen 47: Farm Coffee Out-Flow

Out-flow Volumes

Flow destination	Volume
[M0000] Test (Wet)	405 Green (Kgs)

Add out-flow

Select Add out-flow

The first flow volume is taken automatically from the production/processing table.

If a farm sends coffee to more than one mill or warehouse, the inspector must record each additional out-flow using the Add out-flow drop-down list. The inspector must then adjust the out-flow volumes for each designated entity as needed. Inspectors may remove recorded out-flows as needed using the trash can icon next to the Volume fields (Screen 48). The process for adding individual and multiple out-flows is **identical for farms, mills, and warehouses** in the VRS coversheet.

Screen 48: Farm Splits Coffee Out-Flow

Flow destination	Volume
[M0001] Test (Wet)	825 Green (Kgs) 
[M0002] Test (Wet)	Green (Kgs) 



Add out-flow

Select Add out-flow 


If the inspector confirms that a farm sends coffee outside of the C.A.F.E. Practices supply chain, the inspector marks the Entity sends coffee outside of C.A.F.E. Practices supply chain? checkbox (Screen 49). **This checkbox option is available for all entity types.** Marking this checkbox means that the total recorded flow volume, defined as the sum of all out-flows, cannot equal or exceed the entity's total production, processing, or storage volume. If this occurs, the Flows section of the VRS coversheet will not be marked as complete after the inspector selects Check Section (Screen 49). For further information on external flows outside of the C.A.F.E. Practices supply chain, refer to Section 5.5.1.

Screen 49: Entity Sends Coffee Outside of C.A.F.E. Practices Supply Chain

Entity sends coffee outside of C.A.F.E. Practices supply chain?
Total flow volume cannot exceed or equal the farm's production when "Entity sends coffee outside of C.A.F.E. Practices supply chain?" is selected.

Flow destination	Volume
[M50820] 01 -ICC Bener Meriah Warehouse (Wet / Dry)	6,912 Green (Kgs) 
[W3145] Aulia Fiddin (Warehouse)	1,000 Green (Kgs) 

Add out-flow

Select Add out-flow 

Previous Check Section Next >

Processors:

Inspectors must enter out-flows for all mills in the Flows section of the entity VRS coversheet, except in cases where a **dry mill** has no out-flows and is the final point of the C.A.F.E. Practices supply chain. In these cases, the inspector selects the This processor has no out-flows checkbox (Screen 50). If only one out-flow is recorded for a mill, the VRS automatically populates the out-flow volume based on the total processed volume of green coffee entered in the Processor

Information coversheet section, if available. In this case, the out-flow volume cannot be edited (Screen 51).

Screen 50: Dry Processor has no Out-Flows

COVERSHEET

Flows

Entity sends coffee outside of C.A.F.E. Practices supply chain?

This processor has no out-flows

[← Previous](#) ✔ Section Completed

Screen 51: Processor Out-Flow

Out-flow Volumes

Flow destination	Volume
██████████ (Warehouse)	3,456 Green (Kgs)

The first flow volume is taken automatically from the production/processing table.

Add out-flow

Select Add out-flow

In some cases, verifiers may observe a blue vertically integrated (VI) icon associated with a mill (pictured in Section 4.10) on the Entities & Reports page, even though the mill processes coffee from more than one farm in the application. In the mill’s coversheet, the verifier will also observe the Integration Type displayed as Vertically Integrated (Screen 52). This occurs when the VRS detects that the mill receives out-flows from only one sampled farm. When out-flows from more than one sampled farm are connected to a mill, the VRS automatically assigns the mill’s integration type as Standalone. Verifiers can account for this during pre-verification planning by ensuring that the sample includes more than one farm that sends coffee to each mill. When cases of incorrect processor integration type occur, no application discrepancy should be reported, as the Integration Type can only be adjusted by the VRS when more than one out-flow is detected.

Screen 52: Vertically Integrated Processor

Processor

Name: ██████████

Type: Wet

Integration Type: Vertically integrated

This entity only sorts and grades coffee: No

Meets in-harvest conditions? Yes

Warehouses:

Inspectors must enter out-flows for all warehouses in the Flows section of the VRS coversheet, **unless** the inspector confirms that the warehouse has no out-flows and is the final point of the C.A.F.E. Practices supply chain. In these cases, the inspector marks the This warehouse has no out-flows checkbox (Screen 53).

Screen 53: Warehouse Out-Flows

The screenshot displays two instances of the 'Flows' section on a 'COVERSHEET'. The top instance shows the initial state with two unchecked checkboxes: 'Entity sends coffee outside of C.A.F.E. Practices supply chain?' and 'This warehouse has no out-flows'. Below these is an 'Out-flow Volumes' section with a table header for 'Flow destination' and 'Volume', and an 'Add out-flow' dropdown menu. A red error message states 'You must add at least one flow.' The bottom instance shows the same section after completion, with the 'This warehouse has no out-flows' checkbox checked and a green 'Section Completed' message at the bottom right. A 'Previous' button is visible at the bottom left.

4.7.11 100M Trees Questions

In September 2015, Starbucks launched the One Tree for Every Bag program to replace coffee trees declining in productivity due to age and disease, such as coffee leaf rust. For every bag of coffee sold, a rust-resistant coffee tree was donated to coffee producers in Mexico, Guatemala, and El Salvador. Due to the success of the program and the ongoing need in coffee communities, in 2017 Starbucks integrated the program into green coffee purchases to scale the program to donate 100 million trees by 2025. The program continues to be called One Tree for Every Bag (Un Arbol para Cada Bolsa) by coffee farmers participating in the program.

To support the growth and data collection for the program, for farms that are identified in the VRS as tree recipients, inspectors are required to fill out a short survey in the farm coversheet data collection process (Screen 54). This survey will automatically appear as a subsection within the coversheet if it is a tree recipient.

Screen 54: 100M Trees

COVERSHEET

One Tree for Every Bag (100 Million Tree) Survey

Did you receive trees donations from the Starbucks One Tree (100M) program? If so, in what year(s)?

How many coffee trees were received (per year breakdown)? For each distribution year, indicate estimated mortality rate as of date of this verification.

Year	Count	Mortality Rate
Add Year		
<input type="text"/>		

Information not available

4.8 Automatic Not Applicable Evaluations

To increase reporting efficiency, certain indicators will be automatically evaluated, or bulk updated, as Not Applicable (NA) when inspectors complete certain coversheet information pertaining to the number of workers, waterbodies, and volume of coffee produced on small farms with onsite mills. Note that upon bulk update confirmation, any already entered data for the applicable indicators will be overwritten (Screens 55-56).

- **Zero permanent workers:** If 0 is entered in the permanent worker fields, the following four indicators will automatically update to NA after inspector confirmation: **SR-H1.1, SR-H1.11, SR-H2.2, and SR-S2.2.**
- **Zero temporary/seasonal workers:** If 0 is entered in the temporary/seasonal worker fields, **SR-H1.2** will automatically update to NA after inspector confirmation.
- **Zero workers living onsite:** If 0 is entered for the number of workers living onsite, but nonzero values are entered for permanent or temporary/seasonal workers (indicating the entity has hired workers but none live onsite), the following ten indicators will automatically update to NA after inspector confirmation: **SR-C1.1, SR-C1.2, SR-C1.3, SR-C1.4, SR-C1.5, SR-C1.6, SR-C1.7, SR-C1.8, SR-C1.9, and SR-C1.10.**
- **Presence of community exchange workers only (small farm):** If a value of 1 or more is entered for the number of community exchange workers, while 0 is entered for both permanent workers and temporary/seasonal workers, the following ten indicators will automatically update to NA after inspector confirmation: **SR-H1.1, SR-H1.2, SR-H1.3, SR-H1.6, SR-H1.7, SR-H1.11, SR-H2.2, SR-H3.2, SR-H3.3, and SR-H3.6.**
- **Zero total workers (small farm):** If 0 is entered for the total number of permanent workers, temporary workers, and community exchange workers, the following 18 indicators will automatically update to NA after inspector confirmation: **SR-H1.1, SR-H1.2, SR-H1.3, SR-H1.6, SR-H1.7, SR-H1.11, SR-H2.1, SR-H2.2, SR-H3.1, SR-H3.2, SR-H3.3, SR-H3.6, SR-H4.4, SR-C2.1, SR-C2.2, SR-S1.2, SR-S2.1, and SR-M2.4.**
- **Zero total workers (large farm):** If 0 is entered for the total number of permanent workers and temporary/seasonal workers, the following 32 indicators will automatically update to NA after inspector confirmation: **SR-H1.1, SR-H1.2, SR-H1.3, SR-H1.4, SR-H1.5, SR-H1.6, SR-H1.7, SR-H1.8, SR-H1.9, SR-H1.10, SR-H1.11, SR-H2.2, SR-H3.2, SR-H3.3, SR-H3.6, SR-H3.8, SR-S2.2, SR-S3.7, SR-S3.8, SR-M1.1, SR-M2.1, SR-M2.2, SR-C1.1, SR-C1.2, SR-C1.3, SR-C1.4, SR-C1.5, SR-C1.6, SR-C1.7, SR-C1.8, SR-C1.9, and SR-C1.10.**

- **Small farms with onsite mills:** For small farms with onsite mills that produce less than 3,500 Kg of green coffee, when this volume is entered in the Farm Information coversheet section, **CP-W2.2 and CP-W2.3** will automatically update to NA after inspector confirmation in the On-site Milling coversheet section (Screen 57).
- **Zero water bodies:** If 0 is entered for the number of water bodies, the following five indicators will automatically update to NA after inspector confirmation: **CG-W1.1, CG-W1.2, CG-W1.3, CG-W1.4, and CG-W1.5.**

Screen 55: Bulk Indicator Update Confirmation

Number of water bodies

0

Bulk Indicator Update Available

Bulk Update 5 Related Indicators
 You have entered that there are no bodies of water. Would you like to update the water related indicators to NA? This will overwrite any data you have already entered.

Bulk Update 5 Related Indicators

Screen 56: Overwrite Indicators

Update Water Body Related Indicators
✕

Are you sure you want to update [these 5 indicators](#)?

You have entered that there are no bodies of water. Would you like to update the water related indicators to NA? This will overwrite any data you have already entered.

Evidence Details

No water bodies

Source of Evidence

Documentation

Interview

Observation

Cancel

Overwrite 5 Indicators

Screen 57: On-site Milling Bulk Indicator Update

On-site Milling

Farm has on-site milling?

Yes

No

Bulk Indicator Update Available

⚠ Bulk Update 2 Related Indicators

You have entered that this mill produces less than 3500 kg. of green coffee. Would you like to update all large processor related indicators to N/A? This will overwrite any data you have already entered.

4.9 Entering Evidence and Evaluation

Using the field notes from the field inspections, inspectors must enter evidence for each applicable indicator. In some cases, related indicators will be grouped together in a single section and will require only one qualitative evidence box to be completed. For grouped indicators, inspectors will evaluate each indicator individually but will only enter evidence once for the group (Screen 58). In these cases, inspectors must ensure that the evidence supports the evaluation of the grouped indicators.

Screen 58: Grouped Indicators SR-H1.6 and SR-H1.7

Zero Tolerance

SR-H1.6

Overtime pay legality

Comply

Non-Comply

Not Applicable

The rate of overtime payment, including pay by productivity, meets that established by law.

Comments

Add Comment

Comments will be visible to the verifier.

Evidence / Justification

SR-H1.6 & SR-H1.7

Evidence Details

Source of Evidence

Documentation

Interview

Overtime worked?:

Yes

No

Major

SR-H1.7

Overtime pay rate

Comply

Opportunity for Improvement

Not Applicable

If overtime pay has not been established by law, overtime is calculated at 150% of regular pay.

Comments

Add Comment

Comments will be visible to the verifier.

Each indicator evaluation contains several components:

- Evaluation (Comply, Non-Comply or Opportunity for Improvement, Not Applicable)

- Qualitative evidence / Evidence Details (to support the evaluation choice)
- Quantitative evidence (to support the evaluation choice)
- Source of Evidence selection (Documentation and/or Interview and/or Observation)
- Worker interview records (for some SR-H1 indicators – see Section 4.9.1)

For certain indicators, the evidence fields require the inspector to enter certain quantitative evidence. The inspector will not be able to complete a report unless all required quantitative information is entered, as is the case for indicating whether overtime is worked for SR-H1.6/1.7 (Screen 59). To further support the indicator evaluation, inspectors may also use the Add Attachments option, which is located at the bottom of the indicator evaluation section.

Screen 59: Entering Required Evidence Details

4.9.1 Worker Interview Records

Inspectors should have interview records in each entity report when workers were available for interview.

Below the evidence details box and source of evidence for several SR-H1 indicators, inspectors will see a link to View all Interviews (Screen 60). As worker interviews are added, they will appear below the relevant indicators.

Screen 60: Add Interview Records

By clicking View all Interviews, inspectors will be taken to the Worker Interviews page. This section can also be accessed by clicking the Interviews button located at the top right of the

screen. From the Worker Interviews page, clicking Add Worker Interview (Screen 61) will create a pop-up window in which additional fields (some of which are required) will appear (Screen 62).

Screen 61: Adding Worker Interview Records

Screen 62: Entering Worker Interview Records

The fields in the worker interview record include:

- **Name:** This field is visible only to inspectors. The worker’s name will not be recorded anywhere in the report.
- **Age**
- **Worker type:** Classification of worker as full-time or temporary/seasonal.
- **Hours per day:** The standard number of hours worked per day. Enter numbers only (e.g., 4.5, 8, 10).
- **Payment Period**
- **Pay per day:** The cash payment for a standard workday. Enter numbers only.
- **Total pay per day:** The adjusted cash equivalent of total daily pay, including any in-kind payment and/or average overtime pay. Enter numbers only
- **Overtime**
- **Overtime Pay**
- **Secondary Payment Type**

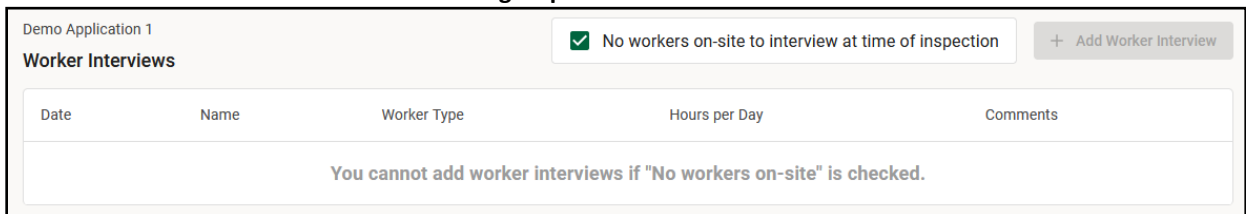
- **Comments**

After the inspector enters all necessary information, they must click Save to record the worker interview details. After selecting Save, the inspector may add additional worker interview records as needed or proceed to the next indicator.

If there were no workers onsite during the time of the inspection, inspectors should check the box: No workers on-site to interview at time of inspection (Screen 63).

- If worker interview records have already been saved, this box cannot be checked.
- If this box is checked by mistake before adding worker interviews, inspectors may uncheck it to display the fields again.
- Note that if the entity is verified in-harvest, workers should be present for interviews. Inspectors must confirm that the required interview sample is met for each entity inspected.

Screen 63: No Workers Onsite During Inspection



Demo Application 1

No workers on-site to interview at time of inspection + Add Worker Interview

Worker Interviews

Date	Name	Worker Type	Hours per Day	Comments
You cannot add worker interviews if "No workers on-site" is checked.				

4.10 Using the Autofill Tool for Vertically Integrated Large Farms

The VRS includes an autofill tool for reporting Social Responsibility indicators for vertically integrated large farms. When a vertically integrated farm meets these criteria, inspectors can use the tool to autofill the mill report with the Social Responsibility indicator evidence and evaluations entered in the corresponding farm report. Coversheet data for the farm and mill must be entered separately.

The tool should only be used in cases when:

- 1) The mill is vertically integrated with the farm,
- 2) The mill is located at the same physical location as the large farm, AND
- 3) The mill is owned by the same person or company as the farm.

To use the autofill tool, inspectors should first complete the Social Responsibility indicators in the farm report and then select the Coversheet tab.

Next, inspectors should navigate to the Flows coversheet section and select the mill ID to which the farm sends its coffee. If the selected mill meets the above conditions and the inspector wants to use the farm Social Responsibility report to autofill the mill report, they should select Copy SR Scores and Evidence (see Screen 64). If the mill selected for the outflow already has a report started by another inspector, the option to copy SR indicators will not appear.

Screen 64: Using the Autofill Tool – Inspectors

Flow Volumes

Flow destination	Volume
[M46267] TEST MILL3 (Wet / Dry)	485,995 Kgs

Add out-flow

Auto-fill SR Scores and Evidence in [\[M46267\] TEST MILL3 \(Wet / Dry\)](#) with SR Scores and Evidence from [\[F1630114\] TEST - FARM3](#) if it is located **at the same site** as the farm and it is under the same ownership/management

[Copy SR Scores and Evidence](#)

After selecting Copy SR Scores and Evidence, a message will appear confirming the copy (Screen 65).

Screen 65: Copied SR Scores

Add out-flow

SR scores have already been copied to M46267 from F1630114

Once the scores have been copied, the inspector should edit any indicator evaluation information that is unique to that mill in the mill’s entity report. Any changes made to the farm’s Social Responsibility indicator evaluation information after the autofill action has occurred will **not** automatically update the mill’s Social Responsibility indicator evaluation information. If the autofill tool is used again from the same farm coversheet, it will overwrite the previous autofill with the SR scores and evidence from the most recent farm report.

In cases where a large farm and mill are vertically integrated, the verifier will observe a blue VI (vertically integrated) icon on the farm’s corresponding mill from the application’s Entities & Reports page (Screen 66).

Screen 66: Vertically Integrated Icon from Verifier Interface

Entities & Reports

Displaying 4 for All Entity Types and All Report Types for Any Insp

<input type="checkbox"/>	ID	Entity	Type
<input type="checkbox"/>	F9[REDACTED]	[REDACTED]	Large Farm
<input type="checkbox"/>	M39204	[REDACTED]	Dry Mill

Note: The Dry Mill row includes a blue circular icon with the letters 'VI' inside.

4.11 Submitting Entity Reports to the Verifier

Once all coversheet information and indicator evaluations are complete, the Submit button becomes available to the inspector (Screen 67). When the report is incomplete, the Submit button appears greyed out and cannot be selected. The summary section will display the counts of completed indicators (e.g., 52/52) and completed coversheet sections (e.g., 7/7), allowing the inspector to confirm that all required items are complete.

Screen 67: Submitting Report to Verifier from Entity Overview Page

The screenshot shows the 'ENTITY' overview page with a redacted name and two report sections. The top section is 'Early ZT' with a 'Due in 5 days' deadline. It contains the instruction 'Submit any ZT indicators found with evidence by 6/2/2025' and shows 'ZT Indicators' as 0/0. A brown 'Submit' button is visible. The bottom section is 'Entity Report' with a 'Due in 28 days' deadline. It contains the instruction 'Complete and submit the completed report coversheets and indicators with supporting evidence by 7/06/2025'. It shows a summary: 'Indicators 0/52', 'Coversheet 0/7', and 'Unread comments 4'. A green 'Submit' button is visible.

When the inspector selects Submit, a pop-up window appears requesting confirmation of report submission. Once submitted, the Entity Report summary section updates to reflect the In Review status and displays the submission date and name of the user who submitted the report (Screen 68). The Submit button will no longer be available. Once an entity report is submitted to the verifier, the only way for an inspector to make changes to the report is for the verifier to return the report to the inspector.

Screen 68: Entity Report Submitted

The screenshot shows a confirmation window for the 'Entity Report' which is now 'In Review'. It states 'Submitted for review on 6/2/2025 by Charles [redacted]'.

4.12 Reviewing and Responding to Verifier Comments

From the Entity Report section of the Overview page, inspectors can see whether there are any unread comments from the verifier (Screen 69). Verifier comments may be associated with indicators or the

entity coversheet. The number of unread comments is displayed as a count next to the Unread comments link. Selecting this link takes the inspector directly to the unread comments.

Screen 69: Unread Comments from the Verifier

i **Entity Report** Due in 28 days

Complete and submit the completed report coversheets and indicators with supporting evidence by 7/06/2025

[Indicators](#) 0/52

[Coversheet](#) 0/7

[Unread comments](#) 4

Submit

Inspectors can also use the Comments tab located at the top right of the page to view all verifier comments on the entity report (Screen 70). Selecting the Comments tab opens the Comments page, displaying a summary of all comments in the report, organized by Status, Sender (the verifier or inspector), Indicator, Comment, and Sent date (Screen 71).

Screen 70: Comments Tab

Overview Coversheet Indicators

Interviews
Comments
🔍

Coversheet Progress: 86%

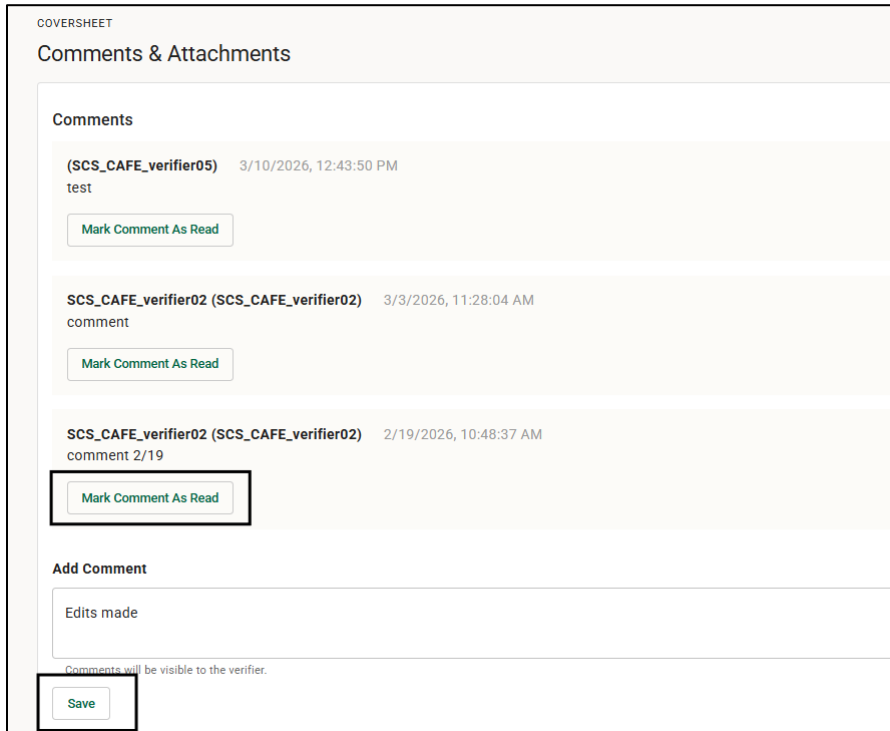
Screen 71: Comments Page

Status	Sender	Indicator	Comment	Sent ↓
Read	SCS_CAFE_inspector01 (SCS_CAFE_inspector01)	CG-S1.1	Comment	3/17/2026
Read	SCS_CAFE_inspector01 (SCS_CAFE_inspector01)	SR-H4.3	Comment	3/17/2026
Read	SCS_CAFE_inspector01 (SCS_CAFE_inspector01)	SR-H1.1	comment comment	3/17/2026
Unread	(SCS_CAFE_verifier05)	CG-W1.1	test	3/10/2026
Unread	(SCS_CAFE_verifier05)	CP-M1.3	test	3/10/2026
Unread	(SCS_CAFE_verifier05)	Coversheet	test	3/10/2026

When an inspector selects a comment from the Comments page, they are taken directly to the section of the report where the verifier added the comment. To respond, inspectors can enter text in the field below the verifier comment and select Save. As part of the internal review process, inspectors should use comments to confirm whether report updates have been made in response to verifier comments.

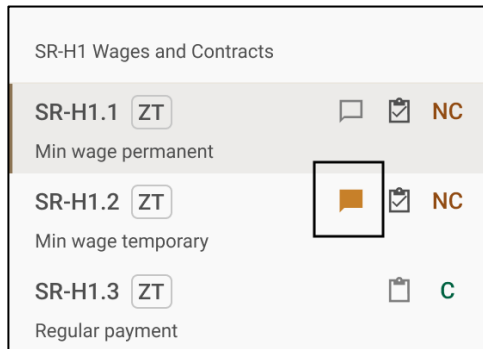
Inspectors can also select Mark Comment as Read below each new verifier comment to indicate it has been reviewed (Screen 72).

Screen 72: Responding to Verifier Comments



Indicators with verifier comments display a comment icon in the indicator row next to the evaluation (Screen 73). Inspectors can select the indicator to view the comment, mark it as read, and enter a response for the verifier as needed.

Screen 73: New Comment Icon



The icon displayed next to an indicator on the Overview page changes depending on whether there are new comments or multiple comments. The Icon Legend on the Overview page provides a full reference for all icons throughout the report (Screen 74).

Screen 74: Icon Legend

Icon Legend	
C Comply	Has Photographic Evidence
NC Non-Comply	New Comment
OFI Opportunity for Improvement	Has a Comment
NA Not Applicable	Has Multiple Comments
Has Evidence	
Evidence Missing or Incomplete	

5.0 Verifier Reporting Responsibilities

From the Supplier Applications page, verifiers can use the drop-down filter to view Active, Archived, or Submitted Applications in the table (Screen 75). An additional application status filter is available for Active Applications, allowing verifiers to view those marked Incomplete, Needs Revision, or New. For Archived Applications, verifiers can filter by Approved or Inactive status.

Clicking any row in the Supplier Applications table will take the verifier to the list of all entities within that application. Verifiers can use the Report Types drop-down filter or click on the Report Progress column to sort and view entities by report status (e.g., Incomplete, Submitted, Reviewed, Accepted) (Screen 76).

Screen 75: Supplier Applications Page

VERIFIER										Dashboard	Applications	ZT CAP	Staff
Supplier Applications										Claim Supplier Application			
Displaying	10	of 13	Active Applications	with status	All	Search applications				Q			
Status	ID	Country	Application Name	Sampling	Verification Start Date	Verification End Date	Early ZT Due	Last Inspector Report Submitted	Client Reports Due				
Incomplete	723FY0		...ning26_SCS_Large	0%	13 Mar 2026 PLANNED								
Incomplete	585FY24	Brazil	SCSannualtraining22-23_SCS_large	0%	25 Apr 2023 PLANNED								
New	582FY24	Brazil	SCSannualtraining22-23_SCS_medium	0%	25 Apr 2023 PLANNED								
Incomplete	580FY24	Brazil	SCSannualtraining22-23_SCS_small	0%	25 Apr 2023 PLANNED								
New	642FY06	Brazil	SCSannualtraining26_Brazil_small	0%	11 Mar 2026 PLANNED								

Screen 76: Sorting Reports by Status from Entities & Reports Page

Entities & Reports

Displaying 25 of 36 for All Entity Types and All Report Types for Any Inspector with All Flags

ID	Type	Inspector	Report Progress	In Harvest	Coffee Ha	Green Coffee KG	ZT	In Legacy Sampled	In Le
<input type="checkbox"/> F1842133	Small Farm	PoonamGR BenakattiGR	Reviewed	Yes	1.8	250	No	--	No
<input type="checkbox"/> F1842143	Small Farm	PoonamGR BenakattiGR	Reviewed	No	1.8	66,666	No	--	No
<input type="checkbox"/> F1842134	Small Farm	grgsparrowpepin	Incomplete	Yes	1.8	15,995	SR-H1.1	--	No
<input type="checkbox"/> F1842135	Small Farm	PoonamGR BenakattiGR	Incomplete	Yes	1.8	7.69	No	--	No
<input type="checkbox"/> F1842136	Large Farm	PoonamGR BenakattiGR	Incomplete	No	50	485,995	SR-H1.6	--	No

Verifiers must fully review the entity reports submitted by inspectors to ensure accuracy and consistency, confirm that all required entities are included, and verify that the application’s sampling requirements are met. To review a report submitted by an inspector, verifiers should navigate to the application’s Entities & Reports page (Screen 76).

Verifiers are also responsible for requesting mill and/or warehouse entity report copies (see Section 5.5) from other applications as appropriate and ensuring that the copied report’s associated flows in the application are accurate. Note that verifiers may not edit flows from the coversheet. For details on managing flows of copied reports, see Section 5.5.1. Verifiers must return reports for revision if any coversheet information or indicators require additional clarification from the inspector. To avoid synchronization conflicts, verifiers should not make changes to a report’s coversheet while an inspector is working on the report.

5.1 Adding and Reviewing Entity Report Comments

When reviewing reports, verifiers can leave comments for inspectors to flag issues or ask questions. Comments may be added on the report coversheet as well as at the indicator level. To add comments from the coversheet, verifiers should select the relevant entity from the Entities & Reports page, navigate to the Coversheet tab, and scroll to the Comments & Attachments section at the bottom of the page (Screen 77).

Screen 77: Verifier Comments on Entity Coversheet

F1842133
Small Farm

Overview

Coversheet

Social Responsibility

Coffee Growing

Coffee Processing

Coversheet	<p>Has the PSO worked with the producer to establish and document a corrective action plan for nonconformities from inspections?</p> <p>Has the PSO provided information and access to a grievance mechanism to the entity?</p> <p>Is the producer or their representative given receipts for the coffee sold and/or delivered within the defined application?</p> <p>Has the producer has received any of the following items from the PSO: pesticides, fungicides, herbicides?</p>
General Information	
Contact Information	
Plot Information	
Farm Information	
Flows	
On-site Milling	
Workers	
Other Certifications	
PSO Support	
Comments & Attachments	<div style="border: 1px solid black; padding: 10px; margin-bottom: 5px;"> <p>Comments</p> <p>Add Comment</p> <div style="border: 1px solid #ccc; height: 30px; margin-bottom: 5px;"></div> <p style="font-size: 0.8em; margin: 0;">Comments will be visible to the inspector.</p> <div style="border: 1px solid #ccc; padding: 2px 5px; font-size: 0.8em; margin: 0;">Save</div> </div>

To leave comments for inspectors on individual indicators, verifiers can select the relevant indicator pillar tabs (e.g., Social Responsibility) and scroll to the applicable indicators to add comments for inspectors (Screen 78). Verifiers should note that the Add Comment feature for indicators remains disabled until the inspector has entered indicator evaluation information. When leaving comments for inspectors from the coversheet or on indicators, verifiers must select Save for the comment to appear for inspectors.

Screen 78: Verifier Comments on Indicators

F1842133
Small Farm

Overview

Coversheet

Social Responsibility

Coffee Growing

Coffee Processing

Social Responsibility

SR-H1
Wages and Contracts

<p>SR-H1.1 ZT</p> <p>Min wage permanent</p>	C	<div style="border: 1px solid gray; padding: 2px; width: 20px; height: 20px; margin: 0 auto;"> <div style="font-size: 0.8em; margin-bottom: 2px;">☑</div> <div style="font-size: 0.7em; margin-bottom: 2px;">⋮</div> <div style="font-size: 0.7em;">⋮</div> </div>
<p>SR-H1.2 ZT</p> <p>Min wage temporary</p>	C	<div style="border: 1px solid gray; padding: 2px; width: 20px; height: 20px; margin: 0 auto;"> <div style="font-size: 0.8em; margin-bottom: 2px;">☑</div> <div style="font-size: 0.7em; margin-bottom: 2px;">⋮</div> <div style="font-size: 0.7em;">⋮</div> </div>
<p>SR-H1.3 ZT</p> <p>Regular payment</p>	C	<div style="border: 1px solid gray; padding: 2px; width: 20px; height: 20px; margin: 0 auto;"> <div style="font-size: 0.8em; margin-bottom: 2px;">☑</div> <div style="font-size: 0.7em; margin-bottom: 2px;">⋮</div> <div style="font-size: 0.7em;">⋮</div> </div>
<p>SR-H1.6 ZT</p> <p>Overtime pay legality</p>	C	<div style="border: 1px solid gray; padding: 2px; width: 20px; height: 20px; margin: 0 auto;"> <div style="font-size: 0.8em; margin-bottom: 2px;">☑</div> <div style="font-size: 0.7em; margin-bottom: 2px;">⋮</div> <div style="font-size: 0.7em;">⋮</div> </div>
<p>SR-H1.7</p> <p>Overtime pay rate</p>	C	<div style="border: 1px solid gray; padding: 2px; width: 20px; height: 20px; margin: 0 auto;"> <div style="font-size: 0.8em; margin-bottom: 2px;">☑</div> <div style="font-size: 0.7em; margin-bottom: 2px;">⋮</div> <div style="font-size: 0.7em;">⋮</div> </div>
<p>SR-H1.11</p> <p>Contractual agreements - permanent workers</p>	C	<div style="border: 1px solid gray; padding: 2px; width: 20px; height: 20px; margin: 0 auto;"> <div style="font-size: 0.8em; margin-bottom: 2px;">☑</div> <div style="font-size: 0.7em; margin-bottom: 2px;">⋮</div> <div style="font-size: 0.7em;">⋮</div> </div>

SR-H2
Hours of Work

SR-H1.1

Min wage permanent

C

Comply

All permanent workers are paid at least the established legal minimum wage, or the wage agreed to through collective bargaining, in cash, cash equivalent (e.g., check, direct deposit), and/or through in-kind payments (e.g., food, transportation, housing), if legally permissible and agreed to by the worker. If minimum wages for permanent workers have not been established, all permanent workers are paid the standard wage as set by the C.A.F.E. Practices program.

If workers are paid by production, wages meet the established daily legal minimum wage, proportional to the number of hours worked, or, where minimum wage has not been established, the standard wage as set by the C.A.F.E. Practices program.

Comments

Add Comment

Comments will be visible to the inspector.

Save

Inspectors can review any unread comments from verifiers by clicking the Unread Comments link under the Report Summary section of an entity’s Overview page (Screen 79). From the Comments page, clicking an unread comment row allows inspectors to mark the comment as read and leave an associated comment for the verifier. Inspectors must select Save for the comment to appear to the verifier (Screens 80-81). In the verifier interface, verifiers have identical functionality for reviewing and responding to unread comments from inspectors. The Icon Legend shows how reports with a new comment, an existing comment, or multiple comments will appear throughout the entity overview page (Screen 79).

Screen 79: Entity Overview Page

The screenshot shows the 'Entity Overview Page' for application F1842133 Small Farm. The page is divided into several sections:

- Navigation:** Includes tabs for 'Overview' (selected), 'Coversheet', 'Social Responsibility', 'Coffee Growing', and 'Coffee Processing'. There are also buttons for 'Interviews' and 'Comments', and a search icon.
- Application Details:** Shows 'APPLICATION 17311FY25' with a status of 'Incomplete'. It includes buttons for 'In Dispute', 'Supplier Appeal', and 'GPS Mismatch'. Key information includes Country (Brazil), Verification (09 Oct 2024 Planned), Reports due (01 Jul 2026), and Progress (Incomplete vs Sampling N/A).
- Report Summary:** Lists 'Inspector: PoonamGR BenakattIGR', 'Date Created: 10 Jan 2025', and 'Progress: Reviewed'. It also shows 'Missing & Incomplete' counts: Incomplete Coversheets (4), Incomplete Indicators (2), and Unread Comments (0).
- Actions:** Includes buttons for 'Mark as Reviewed', 'Return Report', 'Report Management', and 'Download Complete Overview'.
- Icon Legend:** Defines symbols for 'Comply', 'Non-Comply', 'Opportunity for Improvement', 'Not Applicable', 'Has Photographic Evidence', 'New Comment', 'Has a Comment', 'Has Multiple Comments', 'Has Evidence', and 'Evidence Missing or Incomplete'.
- Coversheet:** A table showing the status of various sections: General Information (Incomplete), Contact Information (Complete), Plot Information (Incomplete), Farm Information (Incomplete), and Flows (Complete).
- Workers, Other Certifications, PSO Support, Comments & Attachments:** Each of these sections has a status indicator (Incomplete or Complete).

Screen 80: Unread Comments

The screenshot shows the 'Unread Comments' page for application SCS_Test01_small. It features a toggle for 'Show Unread Only' and a table of comments:

Status	Sender	Indicator	Comment	Sent
Unread	SCS_CAFE_verifier02	SR-H1.1	comment 2/19 - SR-H1.1	53 minutes ago
Unread	SCS_CAFE_verifier02	Coversheet	comment 2/19	53 minutes ago

At the bottom, it shows '1 - 2 of 2' and a pagination control with a '1' button.

Screen 81: Marking Comments as Read

The screenshot shows the 'Marking Comments as Read' page for application COVERSHEET. It displays a comment from 'SCS_CAFE_verifier02 (SCS_CAFE_verifier02)' dated '2/19/2026, 10:48:37 AM'. A button labeled 'Mark Comment As Read' is highlighted with a green box. Below the comment is an 'Add Comment' section with a text input field containing 'reply' and a 'Save' button.

5.2 Returning an Entity Report for Inspector Revision

Because only inspectors can make changes to report evaluations and evidence, reports that require revision must be returned to the inspector to make the necessary changes. Once the relevant comments flagging any issues have been added by the verifier, the next step is to return the report to the inspector. This action can be accessed either from the Entities & Reports page (Screen 82) or from the Actions section of the entity's Overview page (Screen 83). From the Entities & Reports page, verifiers can select multiple reports and return them to the inspector(s) at one time. After a report is returned by the verifier, the progress status will display as Returned for both the verifier and the inspector (Screen 84).

Screen 82: Returning Report from Entities & Reports Page

Entities & Reports

Displaying 25 of 36 for All Entity Types and All Report Types for Any Inspector with All Flags

BULK ACTIONS
1 entity selected

To enable bulk actions, select multiple rows

ID	Entity	Type	Inspector	Report Progress	In Harvest	Coffee Ha	Green Coffee KG	ZT	In Legacy Sampled	In Le	
<input checked="" type="checkbox"/>	F1842133	Test Farm1	Small Farm	PoonamGR BenakattiGR	Reviewed	Yes	1.8	250	No	--	No

Screen 83: Returning Report from Entity Overview Page

F1842133 Small Farm

Report Summary

Inspector: PoonamGR BenakattiGR

Date Created: 10 Jan 2025

Progress: Reviewed

Missing & Incomplete

[Incomplete Coversheets](#) 4

[Incomplete Indicators](#) 2

[Unread Comments](#) 0

Actions

Screen 84: Viewing Returned Reports - Inspector

Displaying 7 for All Entity Types and Returned

Progress	Application	Application Name
Returned	00016FY26	SCS_Test01_small
Returned	00016FY26	SCS_Test01_small

5.3 Final Review of Entity Reports

Once the inspector has made all necessary changes in the returned report, it is resubmitted to the verifier for final review. Once the verifier reviews the resubmitted report and confirms that all required changes have been made, they mark the report as Reviewed (Screen 85). Like returning reports to inspectors (Section 5.2), verifiers can mark reports as Reviewed either from the Entities & Reports page or from the Actions section of the entity Overview page (Screen 86). From the Entities & Reports page, the verifier can select multiple entities and mark them as Reviewed at one time. Once a verifier marks a report as Reviewed, this indicates to SCS that all entity reporting and verifier review are complete.

Screen 85: Mark Report as Reviewed from Entities & Reports Page

BULK ACTIONS											
1 entity selected											
To enable bulk actions, select multiple rows											
Assign Reports Mark as Reviewed Return Report											
ID	Entity	Type	Inspector	Report Progress	In Harvest	Coffee Ha	Green Coffee KG	ZT	In Legacy Sampled	In Le	
<input checked="" type="checkbox"/>	F11414	Small Farm #F11502	Small Farm	SCS_CAFE_inspector	Submitted	Yes	9	4,082	No	-	No

BULK ACTIONS											
1 entity selected											
To enable bulk actions, select multiple rows											
Assign Reports Mark as Reviewed Return Report											
ID	Entity	Type	Inspector	Report Progress	In Harvest	Coffee Ha	Green Coffee KG	ZT	In Legacy Sampled	In Le	
<input checked="" type="checkbox"/>	F11414	Small Farm #F11502	Small Farm	SCS_CAFE_inspector	Reviewed	Yes	9	4,082	No	-	No

Screen 86: Marking Report as Reviewed from Entity Overview Page

Overview

Coversheet

Social Responsibility

Coffee Growing

Coffee Processing

Report Summary

Inspector: SCS_CAFE_inspector03

Date Created: 16 Apr 2026

Progress: Submitted

Missing & Incomplete

Incomplete Coversheets: 0

Incomplete Indicators: 0

[Unread Comments](#): 8

Actions

Mark as Reviewed

Return Report

Report Management

Download Complete Overview

View Report History

5.4 Blockers

If the VRS detects that specific information entered by inspectors is missing, out of range, etc., the system will deploy blockers to prohibit certain actions until the issues are resolved. By navigating to the Submit to Starbucks page from the side menu, verifiers can view a Blockers table that displays all current blockers preventing application submission (Screen 87). Using the drop-down filters above the table, verifiers can sort and view blockers by category, type, and status. The Blockers table also includes a Message column that describes the context for each blocker (Screen 88). Verifiers can click on a blocker row to view its details and navigate directly to the area of the application requiring correction (Screen 88).

Screen 87: View & Sort Application Blockers

The screenshot shows two instances of the 'Blockers' interface. The top instance displays a table with columns: Status, Category, Type, and Message. A dropdown menu for 'All Blocker Types' is open, showing options: Select, All Blocker Types, Application Coversheet, Application Flag, Sampling Requirements, Entity Coversheet, Accept Entity Report, Review Entity Report, Flows, Application ZT, and Plot. The bottom instance shows a similar table with a dropdown menu for 'with status' open, showing options: Select, All, Error, and Dismissed.


Status	Category	Type	Message
Error	Application	Application Coversheet	Verification Start date cannot be blank
Error	Application	Application Coversheet	Verification End date cannot be blank
Error	Entity	Flows	TEST MILL2 (M48909) has out-flows defined, but its report is not finalized and submitted
Error	Entity	Accept Entity Report	Report for Test Farm7 (F18909) is not finalized and submitted
Error	Entity	Accept Entity Report	Report for Test Farm7 (F18909) is not finalized and submitted
Error	Entity	Flows	Test Farm7 (F18909) has out-flows defined, but its report is not finalized and submitted

Screen 88: Blocker Details




The screenshot shows a 'Blocker Details' window with a red header and a close button. The main content area contains the text: 'TEST MILL1 (M48909) has out-flows defined, but its report is not finalized and submitted'. Below the text is a button labeled 'Go to Problem'.

While most blockers require specific actions to resolve them, verifiers can dismiss certain blockers by entering an explanation as to why the provided information is correct. A blocker with a status of Error indicates it is not dismissible, while a blocker with a status of Warning indicates it is dismissible. The blockers list further in this section details which ones can be dismissed by verifiers. To dismiss a blocker with a Warning status, the verifier selects the relevant blocker from the table (Screen 89). A Blocker Details window appears where the verifier can enter an explanation and confirm blocker dismissal (Screen 90).

Screen 89: Dismissible Blockers with Warning Status

 The following problems prevent this application from being submitted

Displaying of 8 blockers for and with status

Status	Category	Type	Message
 Error	Entity	Entity Coversheet	Test Farm1 (F1842133) owner name is blank
 Warning	Entity	Entity Coversheet	Test Farm16 (F1842146) has an average green coffee yield outside the normal range
 Warning	Entity	Entity Coversheet	Test Farm2 (F1842134) has an average green coffee yield outside the normal range

Screen 90: Dismissing Blocker

Blocker Details
✕

Test Farm3 (F1842143) has an average green coffee yield outside the normal range


Dismissal Reason

Producers pruned coffee plants this year


After successful dismissal, the blocker will remain visible in the table, but its status will update to Dismissed (Screen 91). If needed, blocker dismissal can be undone by selecting the dismissed blocker from the table, then selecting Remove Dismissal and Update Dismissal (Screen 92). After doing so, the blocker will return to the table with a Warning status. When a blocker with a status of Error is resolved by taking the necessary actions, the blocker should no longer appear in the table for the verifier. Note that all blockers must be either resolved or dismissed before verifiers can proceed with application submission.

Screen 91: Dismissing Blocker

Blockers

 The following problems prevent this application from being submitted

Displaying of 1 blocker for and with status

Status ↑	Category	Type	Message
 Dismissed	Entity	Entity Coversheet	Test Farm3 (F1842143) has an average green coffee yield outside the normal range

Screen 92: Removing a Blocker Dismissal

The screenshot shows a modal window titled "Blocker Details" with a close button (X) in the top right corner. The main content area contains the following text: "Test Farm10 (F1842140) has an average green coffee yield outside the normal range". Below this, it says "Dismissed by grtestverfier on 4/16/2026, 7:22:37 AM". A button labeled "Remove Dismissal" is highlighted with a black border. Underneath, there is a section titled "Dismissal Reason" with a large empty text input field. At the bottom of the modal, there are two buttons: "Go to Problem" on the left and "Update Dismissal" on the right.

The following lists categorize VRS blockers by type and indicate whether they can be dismissed by verifiers:

Entity Coversheet

1. [Farm name] owner name is blank.
2. [Farm name] has an average green coffee yield outside the normal range.
 - a. Dismissible

Application Coversheet

1. Verification Start Date cannot be blank.
2. Verification End Date cannot be blank.
3. Supplier has not accepted a verification report containing all sampled entities.

Flows Blockers

1. [Mill name] is a mill included in the supply chain but is missing the coffee in-flow.
2. [Farm name] has a report but no out-flows.
3. [Entity name] has out-flows defined, but its report is not finalized and submitted.
4. [Entity name] is receiving flows, but its report is not finalized and submitted.
5. Sum of out-flows on [Farm name] is not equal to green coffee production.
6. [Entity name] is receiving flows, but its report is not finalized and submitted.

Sampling Requirements Blockers

1. Application must indicate if it was verified during harvest.
2. Sampling requirements have not been met.

Application Flag Blockers

1. Application is under audit.
2. Application is in supplier appeal.
3. Application is in dispute.

Application ZT Blockers

1. The Early ZT Notification must be Submitted to Starbucks or confirmed that there are no ZTs.
2. A response for the Early ZT Notification is missing and must be provided.

Accept/Review Entity Report Blocker

1. Report for [farm name] needs to be accepted.
2. Report for [farm name] needs to be reviewed.

Plot Blockers

1. No coordinates have been supplied for [farm name] by the supplier.
2. Report on [farm name] is not ready to be included in verification report. Number of plots provided by inspector and supplier don't match.
 - a. Dismissible only if the plot numbers do not match due to a difference in verification organization and supplier plot boundary interpretation, and the inspector confirms that all productive area is accounted for within the farm. The discrepancy should be noted in the VRS entity report, and the blocker may be dismissed by the verifier.

5.5 Copying Mill and Warehouse Reports

Pre-Verification Planning for Mill/Warehouse Report Copies:

Before commencing a verification, it is important that verifiers review the validity of the mills and warehouses in the application. Verifiers should request a copy of the First Response Letter from their supplier to identify any mills and warehouses with current validity that do not need to be reinspected during the current verification. In any case of doubt, verifiers should contact SCS to confirm mill and warehouse validity. Occasionally, Starbucks will have already copied eligible mills or warehouses into an application without the verifier needing to request a report copy.

Verifiers may also request a copy of a mill or warehouse report that was not listed in the First Response Letter if one of the following conditions applies:

1. The verification organization will conduct verifications for multiple applications that share a mill or warehouse and needs to copy an entity report from one application to others.
 - a. In this case, the inspector should complete the mill or warehouse entity report in the mill-only or warehouse-only application, if available, or the application with the soonest verification report due date and prioritize completion of the mill/warehouse entity report to avoid delaying the report copy to the other applications that require it.
2. The verifier confirms with SCS that a mill or warehouse qualifies for a report copy but was not listed in the First Response Letter.
3. The supplier informs the verification organization that a mill or warehouse does not need to be inspected because it is being inspected by another verification organization during the current harvest season. This mill/warehouse report copy will need to be requested after inspection and entity reporting is completed.

Proceeding with Mill/Warehouse Report Copies:

It is important to note that, for an application to receive an entity's report copy, it must already contain the same entity ID as the mill/warehouse associated with the original entity report. If the application does not contain the same entity ID, the verifier must submit a discrepancy to have the required entity added to the application.

From the original application, once the mill/warehouse report has been completed by the inspector and marked as Reviewed by the verifier, the verifier must create a single entity verification report from the Verification Reports page and send it to the supplier (Screen 93). Once the supplier approves the single entity mill/warehouse report, the verifier uses the Accept Entities button, which automatically marks the mill or warehouse as Accepted.

Screen 93: Sending a Single Mill/Warehouse Entity Report

Verification Reports							Create Verification Report
Report Status	Link	Date Created ↓	Report Creator	Included Entities	History	Action	
New	View Report	4/16/2026, 11:49:09 AM	[Redacted]	1 Entity	Draft created on 4/16/2026, 11:49:09 AM	Send Report	Accept Entities

After completing these steps, the verifier can request report copies as needed from each application’s entity overview page by selecting Request Report Copy (Screen 94). Selecting Request Report Copy will bring the verifier to the Request Report Copy page, which displays any currently available reports for the entity (Screen 95).

Screen 94: Request Report Copy Button

Overview

Coversheet

Report Summary

Progress: No Report

Actions

[Mark as Reviewed](#)

[Return Report](#)

[Report Management](#)

[Download Complete Overview](#)

[View Report History](#)

[Request Report Copy](#)

Screen 95: Request Report Copy Page

Copy Mill/Warehouse Report									Return to Entity Report Overview
Please select the report you wish to copy to [Redacted]. Only one copy request can be submitted.									
Application ID	Application Name	Application Status	Entity Name	Verified During Harvest?	Validity Start	Validity End	Inspection Date	Action	
[Redacted]	[Redacted]	Verified	[Redacted]	Yes	8/1/2023	7/31/2024	5/5/2023	Copy Report	

Selecting Copy Report for the associated entity sends the official report copy request to Starbucks. On the entity’s Report Management page, the green report icon reflects the successful progress status of the copy request (Screen 96). This same icon will appear on the entity from the Entities & Reports page. Note that once a report is successfully copied to an entity, any other existing reports for that entity will become inactivated. If a report copy request is rejected, this status is also reflected on the Report Management page, where a Request Denied icon and an explanation for the denied request are displayed (Screen 97).

Screen 96: Report Copy Icon

Report Management

To select which report is active, click "Change Status" and then mark the active report. Only one report can remain active.

Status	Inspector Name	Report Progress	% Completion
<input checked="" type="checkbox"/> Active	[Redacted]	Accepted	100% Complete

Only the copied report may be used, please uncopy the report if a new inspection report needs to be written

Screen 97: Report Copy Request Denied

Copy Mill/Warehouse Report Return to Entity Report Overview

Please select the report you wish to copy to **ENVIRONMENTAL**

Request Denied ✕

The request to copy the report from [Redacted] was denied.

Green River 6/27/2024, 11:02:23 AM
This is not allowed

Application ID	Application Name	Application Status	Validity End	Inspection Date	Action
[Redacted]	[Redacted]	Verified	7/31/2023	-	Copy Report
[Redacted]	[Redacted]	Verified	8/1/2023	7/31/2024	Request Denied

If a copied report needs to be removed from the entity, verifiers can use the Un-copy Report button from the entity's Overview page (Screen 98). Note that the copied entity report must be included as part of the final verification report that is sent to the supplier.

Screen 98: Un-Copy Report

i This is a copy of a previous report

Report Summary

Inspector: [Redacted]

Date Created: 14 Oct 2023

Progress: Accepted

Actions

- Mark as Reviewed
- Return Report
- Accept Report
- Report Management
- Download Complete Overview
- View Report History
- Un-copy Report

Icon Legend

- C Comply
- NC Non-Comply
- N/A Not Applicable
- Has Evidence
- Evidence Missing or Incomplete
- Has Photographic Evidence
- New Comment
- Has a Comment
- Has Multiple Comments

Un-copy Report: [Redacted] ✕

Please confirm that you would like to un-copy this report, this action cannot be undone.

Cancel
Un-copy Report

5.5.1 Adding Flows to Copied Mill or Warehouse Reports

After an entity's report copy appears in the application, the verifier must manually add the outflows (in lbs of green coffee) to ensure that the copied entity is correctly integrated into the supply chain. Note that verifiers can **only** edit the outflows for entities with copied reports.

To do so, the verifier selects Manage Flows from the side menu, which opens the Flows page (Screen 99). From this page, verifiers can add outflows to any mill or warehouse with copied reports, as indicated by the associated green report copy icon(s). To add the outflows, verifiers should select Add Flow in the top-right corner of the screen.

Screen 99: Flows Page from Verifier Interface

Flows From	Flows To	Green Coffee (Lbs)
Farms		
[Redacted]	[Redacted]	10,598 lb
[Redacted]	[Redacted]	5,086 lb
[Redacted]	[Redacted]	2,119 lb

Verifiers can add outflows in three different ways:

1. A single outflow
2. Multiple outflows to different entities at one time
3. An external/out-of-network outflow
 - a. External outflows will not be reflected from the application's Flows page as they are not part of the supply chain. An entity's external outflow volume information can be viewed and managed by selecting the pencil icon located next to the entity with the added flows (Screen 101).

Verifiers indicate the entities receiving the outflows by using the entity drop-down lists in the Flow To section of the Add Flow window (Screen 100). Verifiers may choose to divide the entity's outflow volume equally among the selected receiving entities or can manually enter the volumes. Once all outflows have been added, the verifier must select Save Flow to record the information.

After adding the outflows, any entities containing multiple outflows will appear merged on the Flows page. Verifiers can edit or delete added flows at any time using the pencil and trash can icons, respectively (Screen 101).

Screen 100: Adding Outflows

Add Flow
✕

Flow From

[Redacted]

Divide entity's volume equally between outflows

⚠ The selected Flow From entity currently has one or more out flow entities.
Please edit the entities below.

Flow To

[Redacted]

[Redacted]

Out-of-Network

Add Flow
Add Flow Outside of Network

Lbs of Green Coffee

4,748,412.31	lbs	✕
4,748,412.31	lbs	✕
4,748,412.31	lbs	✕

Save Flow

Screen 101: Merged Entity Outflows

Mills		Lbs
[Redacted]	✎	2,374,206.15 lb
[Redacted]	✎	2,374,206.15 lb
[Redacted]	✎	2,374,206.15 lb
[Redacted]	✎	2,374,206.15 lb
[Redacted]	✎	2,374,206.15 lb
[Redacted]	✎	2,374,206.15 lb

5.6 View Application Flows

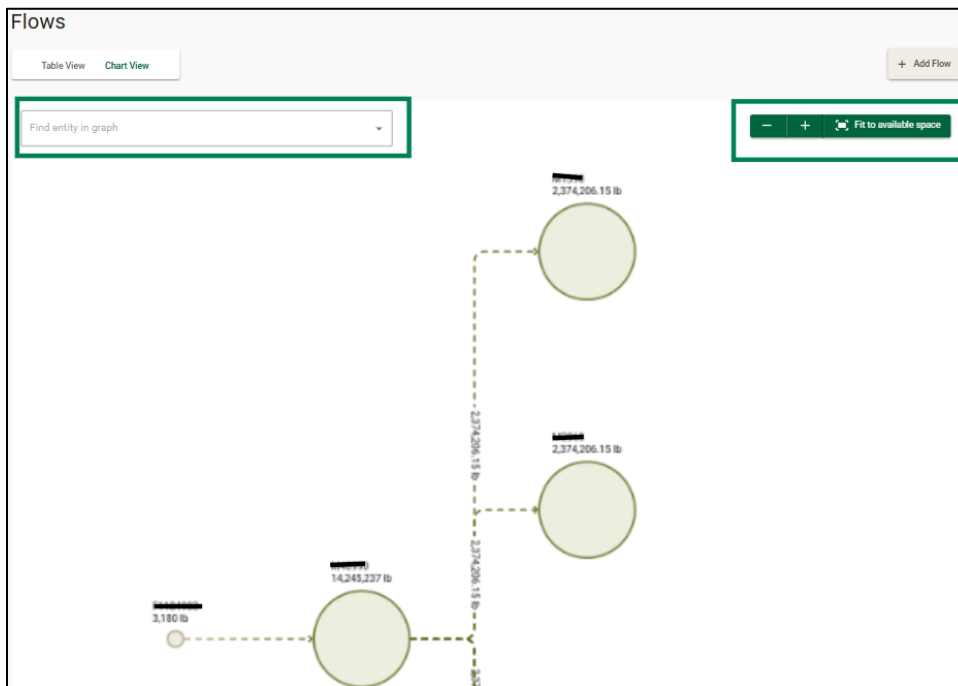
Once the verifier has added the necessary outflows, they can review all application flows from the Flows page using both the table view and the chart view (Screens 102-103). Verifiers should use these flow views to review entity volumes and confirm that inspectors have entered realistic and accurate volumes. The table view lists all entities where coffee flows to and from, categorized by entity type (Screen 102).

Screen 102: Table View of Flows

Flows From	Flows To	Green Coffee (Lbs)
[Redacted]	[Redacted]	602 lb
[Redacted]	[Redacted]	31 lb
F [Redacted]	[Redacted]	146 lb
[Redacted]	[Redacted]	459 lb
[Redacted]	[Redacted]	55 lb
[Redacted]	[Redacted]	752 lb
[Redacted]	[Redacted]	163 lb

The chart view provides a visual representation of the application's flows and is an effective tool for verifying that all entity flows have been entered correctly. From the chart view, verifiers can select an entity from the drop-down list to navigate directly to that entity within the graph. Using the tools in the top right, verifiers may need to zoom in and out and use the mouse to scroll to view the entirety of the application's flows (Screen 103). Verifiers can also hover over different portions of the graph to review specific entity flow information.

Screen 103: Chart View of Flows



5.7 Inactivating Reports

Since only one report for an entity can be active at one time, and reports cannot be deleted from the VRS, if an inspector starts an entity report by mistake, the verifier can inactivate that report directly from their interface without SCS assistance. From an entity's Report Management page (Screen 104), verifiers can

change the status of the entity’s report from active to inactive (Screen 105). The verifier can undo this action at any time by returning to the entity’s Report Management page and setting the appropriate report to an active status.

Screen 104: Navigate to Entity’s Report Management Page

The screenshot shows a 'Report Summary' section on the left and an 'Actions' section on the right. The 'Report Summary' includes: Inspector: SCS_CAFE_inspector03, Date Created: 02 Mar 2026, Progress: Incomplete (in a red pill), and a 'Missing & Incomplete' table with 6 Incomplete Coversheets, 53 Incomplete Indicators, and 0 Unread Comments. The 'Actions' section contains buttons for 'Mark as Reviewed', 'Return Report', 'Report Management' (highlighted with a green box), 'Download Complete Overview', and 'View Report History'.

Screen 105: Inactivating an Entity Report

The screenshot shows the 'Report Management' page with a heading and a sub-heading: 'To select which report is active, click "Change Status" and then mark the active report. Only one report can remain active.' Below this is a table with columns: Status, Inspector Name, Report Progress, and % Completion.

Status	Inspector Name	Report Progress	% Completion
<input type="checkbox"/> Active	SCS_CAFE_inspector01	Submitted	100% Complete
<input checked="" type="checkbox"/> Active	SCS_CAFE_inspector03	Incomplete	8% Complete

5.8 Early Zero Tolerance (ZT) Notification

5.8.1 Submitting the Early ZT Notification

Within five business days of the verification closing meeting, the verifier must confirm in the VRS whether any entities in the application received a Non-Comply evaluation for a Zero Tolerance (ZT) indicator. To do so, the verifier selects Early ZT Notification from the side menu to navigate to the Early ZT Notification page and indicate whether any ZTNCs were identified by selecting Yes or No (Screen 106).

If ZTNCs were identified, the verifier must select Yes, assign the relevant inspector to the Notification, and select Pre-populate report with ZT violations from inspectors’ uploaded reports (Screen 106). Selecting Pre-populate uploads the Non-Comply ZT indicator evaluation information from inspector reports into the Notification. The verifier must select Save to record the Early ZT Notification information.

Screen 106: Early ZT Notification Page

Entities & Reports

Coversheet

Sampling

Early ZT Notifications

Verification Reports

Manage Flows

Supplier Appeal

Submit to Starbucks

Download Farm Plot Info

Download Application

SCS_Test01_small

Early ZT Notifications

Status: **No expected ZT Non-Compliance** Due Date: 03/10/26

Set Early ZT Status

Did any entities in this application receive a Not Comply (NC) evaluation for a Zero Tolerance (ZT) indicator?

Yes No

Assign Inspector

SCS_CAFE_inspector01

Pre-populate report with ZT violations from inspectors' uploaded reports

Save Cancel

After the verifier sets the Notification, the header will display the status (e.g., No expected ZT noncompliance, Submitted to Verifier, etc.), the Notification due date, the assigned inspector, and the Inspector Link. The verifier can select Copy Report Link and send it to the inspector, who can paste it into their browser to fill out the details of the Notification (Screen 107).

Screen 107: Early ZT Notification Header

Status: **Incomplete** Due Date: 03/10/26 Inspector: SCS_CAFE_inspector01 Inspector Link: [Copy Report Link](#)

Set Early ZT Status [Edit Status](#)

Did any entities in this application receive a Not Comply (NC) evaluation for a Zero Tolerance (ZT) indicator?

Yes No

Assign Inspector

SCS_CAFE_inspector01

Repopulate report with ZT violations from inspectors' uploaded reports

Save Cancel

The verifier can edit the inspector selection on this page using the arrow in the header to expand the section and selecting Edit Status (Screen 108). By updating the Notification and selecting Repopulate report with ZT violations from inspectors' uploaded reports (Screen 109), the verifier can overwrite the indicators in the Notification with the ZT indicator evaluation information from inspector reports. If selected, a Warning screen will appear explaining this action and noting it cannot be undone (Screen 110). The verifier must select Save to record any updates made to the Early ZT Notification.

Screen 108: Editing the Early ZT Notification Status

Status: **Incomplete** Due Date: 03/10/26 Inspector: SCS_CAFE_inspector01 Inspector Link: [Copy Report Link](#) [^](#)

Set Early ZT Status [Edit Status](#)

Did any entities in this application receive a Not Comply (NC) evaluation for a Zero Tolerance (ZT) indicator?

Yes No

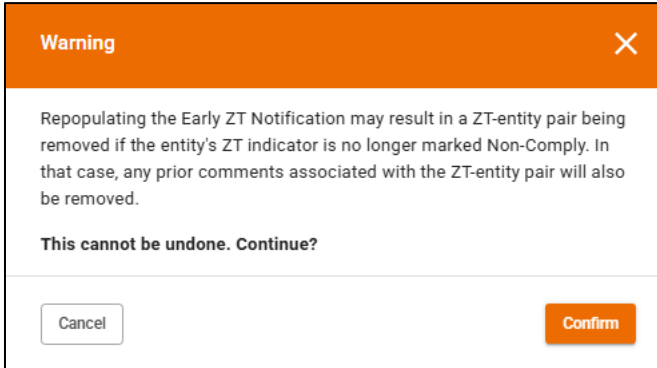
Assign Inspector

SCS_CAFE_inspector02

Repopulate report with ZT violations from inspectors' uploaded reports

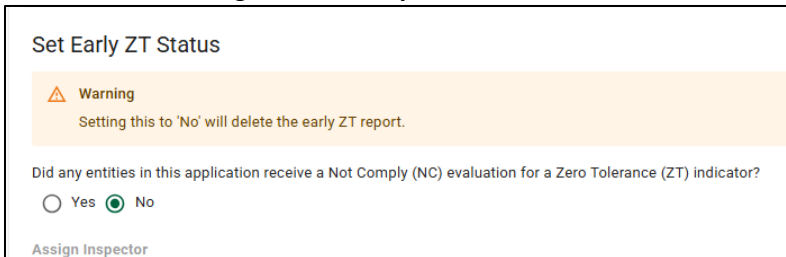
Save Cancel

Screen 109: Repopulate Early ZT Notification with Inspector Reports



Note that if the verifier previously set the Early ZT Notification to indicate that ZTNCs were present in the application and then updates this information to indicate that the application has no ZTNCs, the VRS will **delete** the existing Early ZT Notification (Screen 110) and the entity reports must be updated separately to remove the ZTNCs.

Screen 110: Removing ZTs from Early ZT Notification



The verifier can view the Early ZT Notification and any inspector progress on the Notification by selecting View Report (Screen 111).

Screen 111: View Early ZT Notification



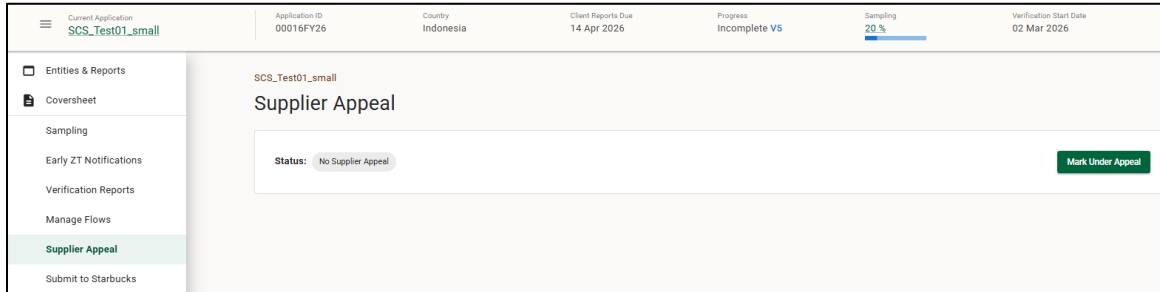
5.8.2 Early ZT Notification Appeal Process

Upon SCS review and submission to the supplier, if a supplier appeals the findings of an Early ZT Notification, the verifier will receive an email notification confirming that the supplier appealed. The verifier must then provide the supplier with their appeal form and mark the application as Under Supplier Appeal in the VRS.

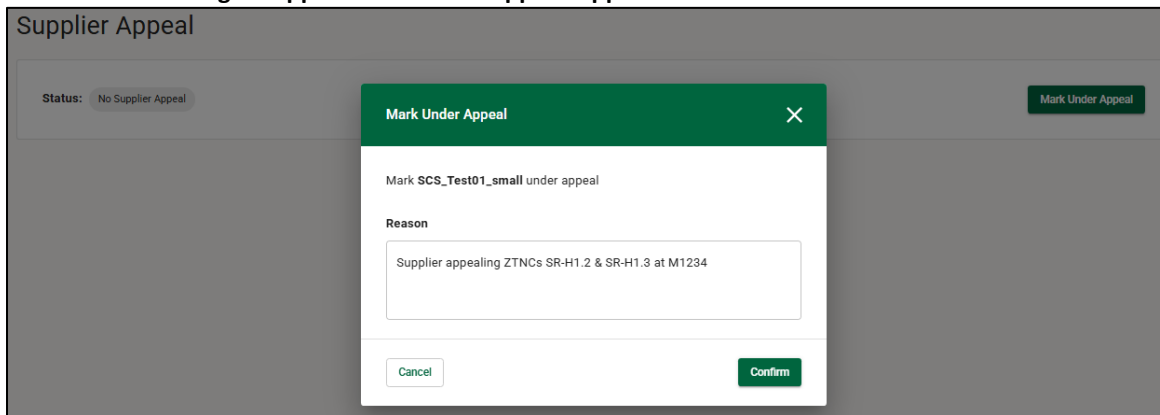
To mark an application Under Supplier Appeal, the verifier selects Supplier Appeal from the side menu (Screen 112). The verifier then selects Mark Under Appeal and provides a reason in the window that appears. The reason should include which indicators from which entities are being

appealed. After entering the appeal reason, the verifier must select Confirm (Screen 113). The verifier’s entered reason is recorded in the Comments section of the page as part of the record history.

Screen 112: Supplier Appeal Page



Screen 113: Marking an Application Under Supplier Appeal

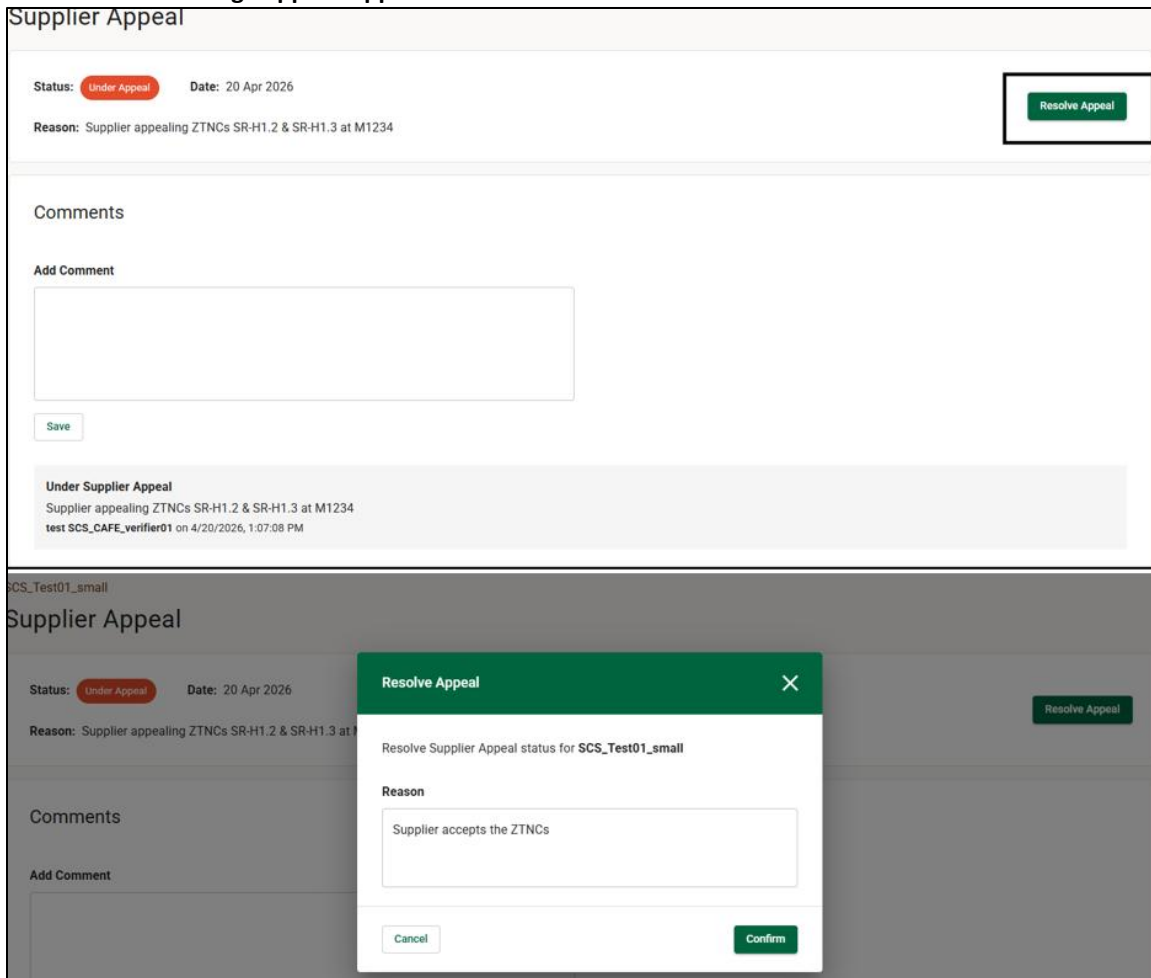


After the supplier’s completed appeal form has been reviewed by the verification organization, the verifier has the following options for proceeding with the Early ZT Notification in the VRS:

1. **The supplier appeal is resolved with no changes to the Early ZT Notification:** The verifier resolves the appeal from the Supplier Appeals page by selecting Resolve Appeal, entering the reason for the resolution, and selecting Confirm (Screen 114). The verifier’s entered reason is recorded in the Comments section of the page (Screen 115). The verifier then sends the unchanged Early ZT Notification back to the supplier to accept.
2. **The appeal is resolved with the verification organization needing to adjust the Early ZT Notification:**
 - a. **All ZTNCs and the Early ZT Notification need to be removed:** The verifier must edit the status of the Early ZT Notification and indicate that no entities in the application received a Non-Comply evaluation for a ZT indicator. After selecting Save, the VRS removes the Early ZT Notification from the application.
 - b. **The content of the Early ZT Notification needs revision:** The verifier must return the relevant entity reports to the inspector(s) for edits to the applicable ZT indicator(s). After the inspector(s) re-submit the entity reports and the verifier completes their review, the verifier must edit the status of the Early ZT Notification, select Repopulate report with ZT violations from inspectors' uploaded reports, and select Save (Screens 108-109). This updates the Early ZT Notification with the revised ZT indicator evaluation information. The verifier must then re-submit the Early ZT Notification for SCS review, resuming the standard Notification review process before it is submitted to the supplier for acceptance.

- The appeal is elevated to a dispute:** If during the appeal, the verifier does not agree with the supplier, the appeal is elevated to a dispute. The verifier must contact SCS to initiate the dispute resolution process following the steps outlined in the *C.A.F.E. Practices Operations Manual*. No further action is required by the verifier in the VRS until SCS resolves the dispute. The verifier can view the application's In Dispute status in three places: in the application header, on the application's blockers page, and from the Supplier Application's page (Screen 116).

Screen 114: Resolving Supplier Appeal



Screen 115: Supplier Appeal Resolved

Supplier Appeal

Status: Appeal Resolved
Date: 22 Apr 2026
Mark Under Appeal

Comments

Supplier Appeal Resolved
Supplier accepts the ZTNCs
test SCS_CAFE_verifier01 on 4/22/2026, 5:32:36 AM

Under Supplier Appeal
Supplier appealing ZTNCs SR-H1.2 & SR-H1.3 at M1234
test SCS_CAFE_verifier01 on 4/20/2026, 1:07:08 PM

Screen 116: Application Shows In Dispute Status for Verifier

Current Application: [Redacted]
Application ID: [Redacted]
Country: Brazil
Client Reports Due: ---

Entities & R

Application Flags

In Dispute

Supplier Appeal

Includes 1 farm with Plot Mismatch

Supplier Applications

Displaying 2 Active Applications with status All

Status	ID	Country	Application Name
Incomplete	15621FY24	Brazil	TEST APPLICATION
Incomplete	17311FY25 In Dispute	Brazil	TEST APPLICATION 2

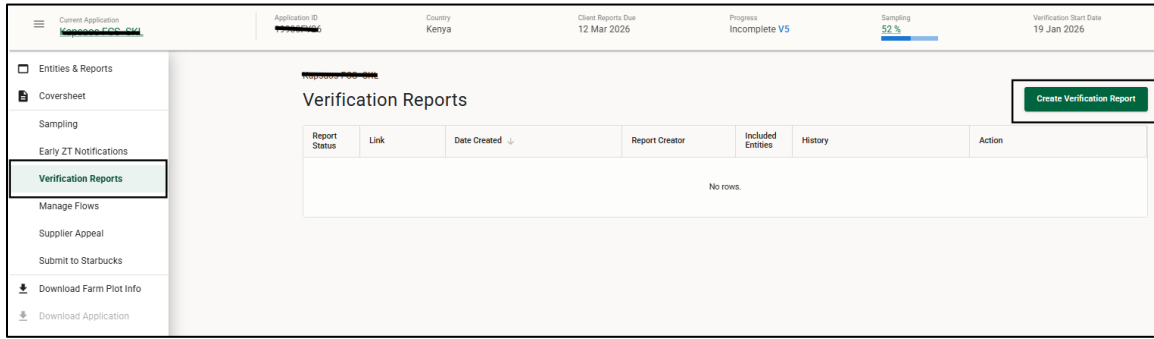
6.0 Verification Reports

Verifiers can create application-level verification reports that include all entities, or verification reports that include a selection of entities or single entities when proceeding with mill/warehouse copy requests, for example. Once created, the verifier sends the verification report to the supplier for their review and approval.

6.1 Creating Verification Reports

To create a verification report, verifiers select Verification Reports from the application's side menu and then select Create Verification Report from the top right of the page (Screen 117).

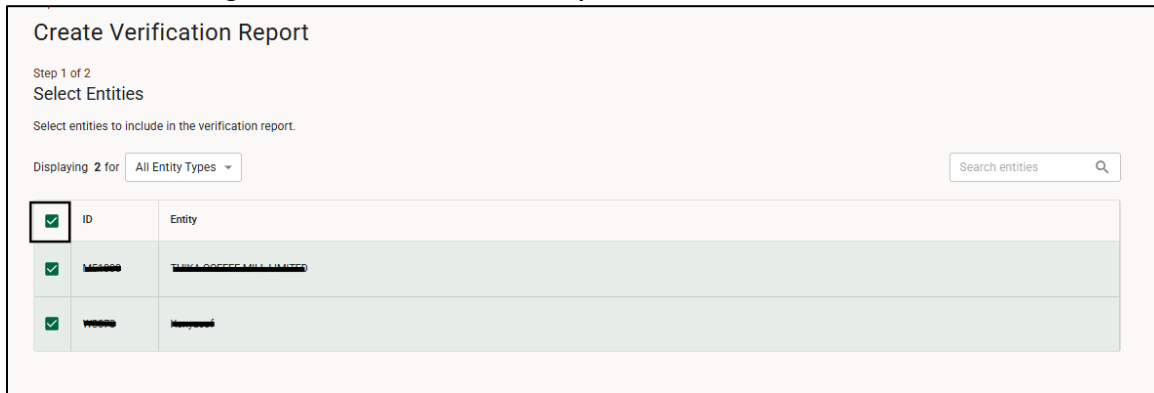
Screen 117: Creating Verification Report



The verifier then selects the entities to include in the verification report. Verifiers may select any entities with reports that have a progress status of **Reviewed** or **Accepted**. Note that because the VRS automatically marks entity reports as Accepted after the verifier uses the Accept Entities button following supplier reports acceptance, an entity may already be in Accepted status in cases where a verifier is creating an additional verification report that includes entities with reports previously accepted by the supplier. Further details on the Accept Entities feature are covered later in this section.

When selecting entities for the verification report, verifiers may use the top bulk entity selection checkbox or individual checkboxes to select entities as needed (Screen 118).

Screen 118: Selecting Entities for the Verification Report



Next, the verifier selects Check for Blockers, located at the bottom right of the page. The verifier is then prompted to review and address any related entity and application-level blockers preventing verification report creation (Screen 119). See Section 5.4 for more information on addressing VRS blockers. Once all blockers have been addressed, the verifier may select Create Report at the bottom of the page (Screen 120).

Screen 122: Send Verification Report

Send Verification Report

Report created by: [Redacted]

Date Created: 4/22/2026, 3:07:27 PM

Report Status: New

Prepare to send this verification report to the supplier:

Select Language

English

Enter email address(es)

[Redacted] [Redacted]

Attachments

Use attachments from the last verification report

[Add attachments](#)

[Send Verification Report To Supplier](#)

For any entities included in a verification report that are approved by the supplier, the VRS enables the Accept Entities button in the Verification Reports table (Screen 121), allowing the verifier to accept those entity reports in bulk rather than needing to individually mark them as Accepted. Once this button is selected, the verifier sees a window confirming the included entities and the Accepted report status. The verifier should then select Accept Entity Reports (Screen 123) to complete the process.

Screen 123: Accept Entity Reports

Accept Entities

Report created by: [Redacted]

Date Created: 3/23/2026, 1:03:27 AM

Report Status: Accepted

Report accepted by: [Redacted]

Date accepted: 3/23/2026, 1:10:34 AM

Entity reports for all entities included in this verification report shall be accepted.

- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]

[View more](#)

[Accept Entity Reports](#)

The verifier can view the progress status of Accepted reports on the Entities & Reports page (Screen 124). If any changes are made to entity reports after a verification report has been sent to the supplier, for example following a resolved appeal, the verifier must always create and send an updated verification report to the supplier for approval.

Screen 124: Accepted Entity Report Progress

Entities & Reports

Displaying 25 of 1,509 for All Entity Types and All Report Types for Any Inspector with

<input type="checkbox"/>	ID	Entity	Type	Inspector	Report Progress
<input type="checkbox"/>	[REDACTED]	[REDACTED]	Small Farm with Mill	[REDACTED]	Accepted
<input type="checkbox"/>	[REDACTED]	[REDACTED]	Small Farm with Mill	[REDACTED]	Accepted
<input type="checkbox"/>	[REDACTED]	[REDACTED]	Small Farm with Mill	[REDACTED]	Accepted

6.3 Submitting Applications to Starbucks

Once all entities are marked as Accepted, the verifier submits the application to Starbucks. Note that the VRS requires that an all-entity verification report be sent to and accepted by the supplier and verifier before an application can be submitted to Starbucks. To submit an application to Starbucks, the verifier selects Submit to Starbucks from the side menu. A window then appears where the verifier may Cancel or Confirm application submission (Screen 125).

Screen 125: Application Submission

Entities & Reports

Coversheet

- Sampling
- Early ZT Notifications
- Verification Reports
- Manage Flows
- Supplier Appeal
- Submit to Starbucks**

36 for All Entity Types and All Report Types for Any Inspector with

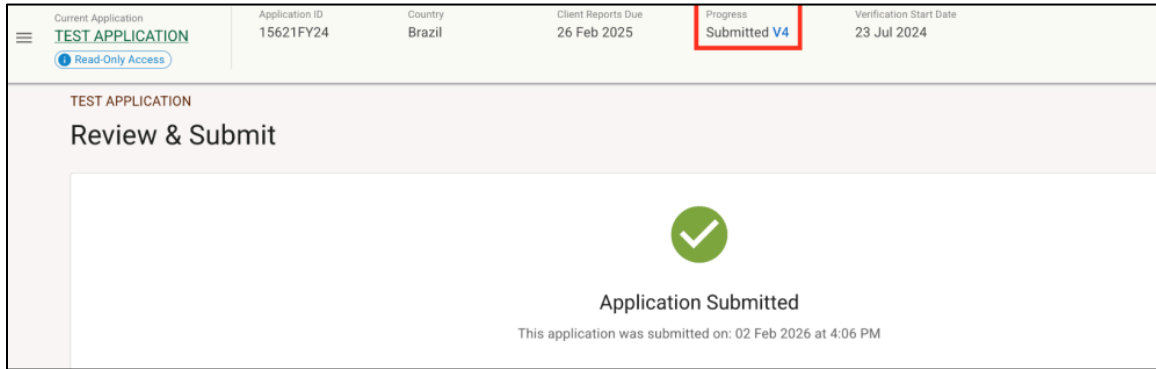
Entity	Type	Inspector	Report Progress
Test Farm1	Small Farm	PoonamGR BenakattiGR	Reviewed
Test Farm3	Small Farm	JOELZ BERMAN1	Reviewed

Confirm Application Submission

Are you sure you want to submit the application? You will not be able to make any further changes to the application once it is submitted.

Once the verifier selects Confirm, the application's progress status updates to Submitted (Screen 126).

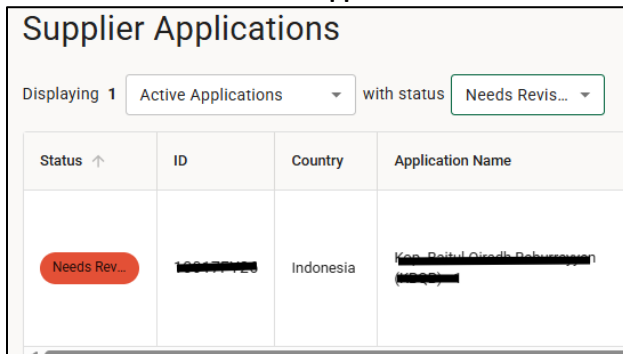
Screen 126: Application Submitted to Starbucks



6.4 Reports Returned to Verifier

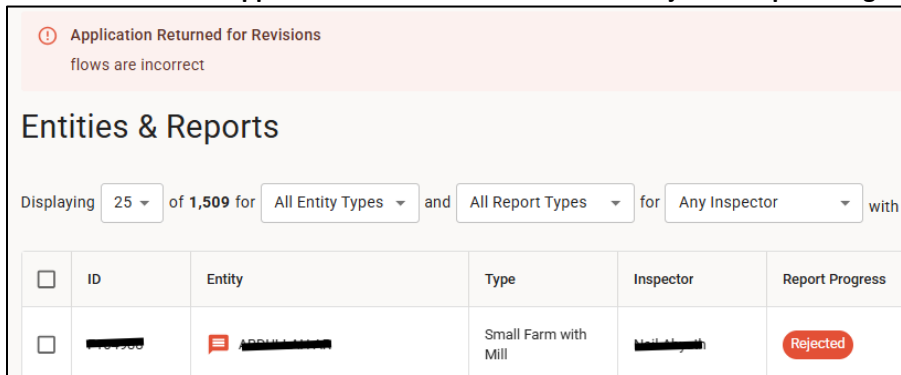
Upon review of reports in the VRS, SCS may return entity reports to the verification organization when revisions are required. When SCS returns one or more entity reports, the verifier can view the application’s Needs Revision status from the Supplier Applications page (Screen 127).

Screen 127: Needs Revision Application Status



After selecting the application, the verifier can view SCS’ explanation for the returned application/reports on the Entities & Reports page. The returned entity reports will have a progress status of Rejected (Screen 128).

Screen 128: Reason Application Returned for Revisions & Rejected Report Progress Status



SCS may submit comments and questions regarding the scoring or interpretation of specific indicators, entity coversheet information, or information at the overall application level. Only entity reports with a status of Rejected can be edited. Verifiers should review these specific entity reports with their inspectors

and make any necessary revisions or clarifications before resubmitting the application to the supplier and Starbucks.

Verifiers should re-submit the report within five business days from the date that SCS returned it. Suppliers must always be notified of changes made to final reports and be sent an updated verification report as needed.

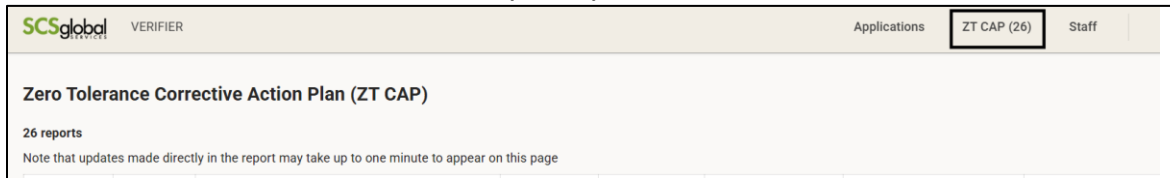
7.0 Zero Tolerance Corrective Action Plan (ZT-CAP)

The ZT-CAP procedure officially starts as soon as the supplier accepts the Early ZT Notification, or five business days have passed from the date the Notification was sent, at which point the notification is automatically approved on the supplier’s behalf in the VRS and the application moves to the ZT-CAP phase.

7.1 Verifier Access to ZT-CAP Applications

Active ZT-CAP applications can be viewed by selecting the ZT-CAP tab at the top right of the verifier’s home screen (Screen 129). This tab also displays the number of active ZT-CAP applications. Selecting this tab navigates the verifier to the Zero Tolerance Corrective Action Plan (ZT-CAP) page (Screen 130).

Screen 129: Zero Tolerance Corrective Action (ZT CAP) Tab



SCS creates the Work Plan link, which is sent to the supplier through the VRS. SCS then makes the Work Plan visible to the verifier for their review and sends the verifier a VRS notification with the link to the ZT-CAP report template and to the ZT-CAP Dashboard.

From the table of ZT-CAP applications, the verifier can assign the inspector for ZT-CAP reporting, edit the planned ZT-CAP check date, view the ZT-CAP report due date, and view the current supplier Work Plan and the ZT-CAP report (Screen 130). From the table’s Work Plan column, verifiers can view the number of entities and indicators in the Work Plan and attached documents.

The verifier assigns the inspector who will conduct the ZT-CAP check by selecting the pencil icon next to *Not Assigned* in the Assigned Inspector column (Screens 130-131). Once the inspector is assigned, the inspector is automatically emailed links to the supplier Work Plan and the ZT-CAP report.

Note that once the verifier and supplier confirm the planned ZT-CAP check date, the verifier must enter this date by selecting the pencil icon next to *Date missing* in the Planned Date for ZT CAP Check column (Screens 130 and 132).

Screen 130: ZT CAP Page with Table of Active ZT-CAP Applications

Zero Tolerance Corrective Action Plan (ZT CAP)							
10 reports							
Status	ID	Application Name	ZT CAP Report	Due Date	Assigned Inspector	Planned Date for ZT CAP Check	Work Plan
Incomplete	[REDACTED]	[REDACTED]	View report		Not assigned	Date missing	View work plan 0 entities, 4 indicators
Incomplete	[REDACTED]	[REDACTED]	View report		Not assigned	Date missing	View work plan 1 entity, 1 indicator
Incomplete	[REDACTED]	[REDACTED]	View report	27 Dec 2024	[REDACTED]	20 Dec 2024	View work plan 2 entities, 2 indicators
Incomplete	[REDACTED]	[REDACTED]	View report	26 Dec 2024	[REDACTED]	19 Dec 2024	View work plan 21 entities, 2 indicators

Screen 131: Assign Inspector for ZT-CAP Reporting

Assigned Inspector
✕

Assign Inspector

Select Inspector

Cancel
Save

Screen 132: Selecting Planned Date for ZT-CAP Check

Planned Date for ZT CAP Check
✕

Select Date

DD/MM/YY

dd/mm/yy

Cancel
Save

Planned Date for ZT CAP Check

Date missing

Date missing

Date missing

7.2 Completing ZT-CAP Reports

In the first section of the ZT-CAP report template, verifiers should complete the following information (see Screen 133):

- Select the type of ZT-CAP check performed: Desk or Field.
- Select from the list of active inspectors the name of the inspector who performed the ZT-CAP check and is responsible for writing the report.
- Select from the list of active verifiers the name of the verifier who is responsible for reviewing the report.

Screen 133: Completing the ZT-CAP Report

C.A.F.E. Practices Verifier Reporting System

Verifier, Name Logout CAFE Cocoa

SCS global

IDs or names. Use * for wildcard Search Home Staff Learn More

3rd Party ZT Check Report for Application Name (#####FY##)

Print Save Submit to Starbucks

App ID	#####FY##
Application Name	Application Name
Date of original verification	MMDDYY - MMDDYY
Date ZT-CAP letter sent to client	MMDDYY
Date Supplier Corrective Action approved by Starbucks	MMDDYY
Date of zero tolerance check	MMDDYY
Type of zero tolerance check	Desk or Check
Report written by	Inspector assigned
Report reviewed by	- Select -

To be entered by verifier

Save progress Submit to Starbucks only when requested by SCS

The second section is where the inspector will draft their assessment of the Corrective Action Plan for each of the entities that received ZTNCs, under the New Evidence column. When writing the report in the VRS, the inspector should provide sufficient information to support the new evaluation (Comply or Non-Comply) given. The inspector will need to elaborate on each of the points described above and should include all supporting documents related to each Zero Tolerance indicator. Multiple documents need to be uploaded together in the VRS in a ZIP-file format (See Screen 134).

To save the report, the inspector must click on Save at the end of each session (see Screen 135). Once the inspector has completed the report, the verifier must review it. If any modifications or clarifications are needed, the verifier can use the Add Comment section to leave their feedback and save the changes (Screen 134-Screen 135).

Screen 134: Uploading Evidence to the ZT-CAP Report

Entity	ZT indicator	Original evidence	New evidence	Evaluation	Comments
M48911 Wet/Dry Processor TEST MILL4	SR-H1.6 The rate of overtime payment, including pay by productivity, meets that established by law.	test	Type new evidence here...	<input type="radio"/> Comply <input type="radio"/> Non-Comply	Add Comment

Upload File: Choose File No file chosen

Screen 135: Saving Changes to the ZT-CAP Report

3rd Party ZT Check Report for SCS_Test_ZT_FincasPequeñas (213FY23)	
App ID	213FY23
Application Name	SCS_Test_ZT_FincasPequeñas
Date of original verification	—
Date ZT-CAR letter sent to client	—
Date Supplier Corrective Action approved by Starbucks	—

Once the report is reviewed by the verifier, unless previously communicated otherwise by SCS, the verifier must inform SCS that it is ready for SCS’s final review. Once SCS conducts the final review and confirms with the verifier the report is ready to be sent to Starbucks, the verifier will submit the report to Starbucks using the green Submit to Starbucks button (see Screen 136).

Screen 136: Submitting the ZT-CAP Report to Starbucks

3rd Party ZT Check Report for SCS_Test_ZT_FincasPequeñas (213FY23)	
App ID	213FY23
Application Name	SCS_Test_ZT_FincasPequeñas
Date of original verification	—
Date ZT-CAR letter sent to client	—
Date Supplier Corrective Action approved by Starbucks	—

8.0 Technical Assistance and Support

If verifiers or inspectors encounter technical difficulties while working in the VRS, they should attempt to troubleshoot internally by logging out and back in and trying different browsers or devices. If they’re still experiencing technical difficulties, the verifier should contact SCS. Verifiers should provide as much information to SCS as they can so that system administrators can resolve the issues as efficiently as possible.

When contacting SCS for technical assistance, verifiers should provide screenshots of the VRS. Screenshots allow SCS to determine the source of the technical difficulties encountered by the verifiers and inspectors by seeing the same screen that they do. Emails requesting support should include the following information:

- Name of inspector(s)/verifier(s) affected
- Name and ID of supply chain in the email subject
- Name of entity(ies) affected
- Detailed description of what occurred leading up to the system error
- Screenshot(s) of the error message(s), including the address bar with the URL where the error message occurred
- Internet browser and device being used when the issue occurred
- Date and approximate time the issue occurred
- If other inspectors are experiencing the issue or if it is a one-time occurrence
- Whether this error occurred online or offline
- Whether they were using the web browser or created app version
- Any other relevant information.