



## FAIRMINED CONNECT USER MANUAL

**ALIANCE FOR RESPONSIBLE MINING**

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## CONTENT

INTRODUCTION.....	3
1. REGISTRATION.....	4
2. ACCESS.....	5
3. DASHBOARD.....	5
4. FAIRMINED TRANSACTIONS.....	5
4.1 Purchase report.....	6
4.1.1 Direct registration on the platform.....	7
4.1.2 Mass upload using an Excel template.....	8
4.1.3 No purchases confirmation.....	8
4.1.4 Fairmined scrap metals purchase report.....	8
4.2 Sales confirmation.....	9
4.2.1 Direct confirmation on the platform.....	10
4.2.2 Mass confirmation using a report exported in Excel.....	10
4.2.3 Add sales.....	10
4.2.4 Non-sales confirmation.....	10
4.2.5 Report Fairmined sales to non-Fairmined licensees.....	11
4.3 Review of transactions.....	12
4.4 Alarm system.....	12
5. MY ACCOUNT.....	12
6. DOCUMENTS.....	13
7. CERTIFICATIONS.....	13
8. AUDITS.....	13
9. OTHER FUNCTIONS.....	13
9.1 Language.....	13
9.2 Chat.....	13
10. THE PLATAFRM.....	13
10.1 Security.....	13
10.2 Personal data protection policy.....	14
10.3 Comments and suggestions.....	14

## INTRODUCTION

**Traceability and safety** are the most important pillars of the Fairmined Certification system; they guarantee the Fairmined supply chain actors that their products are what they claim to be. That's why the Fairmined Initiative is backed by an **independent third-party audit system that verifies the compliance with the Fairmined Standard and can track Fairmined metals from the source to the final product.**

**Fairmined Connect** is the tool that allows to fulfill this double purpose.

- It centralizes the information of Fairmined transactions. It is an easy-to-use tool to report, inform, track and analyze the flow of goods throughout the supply chain of artisanal and small-scale mining organizations, suppliers and licensees.
- It facilitates the Fairmined assurance process. At the same time, it allows the Alliance for Responsible Mining (ARM) and authorized auditors to control the integrity of the chain of custody in a more efficient and profitable manner.

This manual will guide you in the use of the Fairmined Connect platform and will help you make the most of the services it offers.

As complementary tools, we also invite you to consult the tutorial videos available in our web page [www.fairmined.org](http://www.fairmined.org)

If you have any questions, do not hesitate to contact us by email:  
[fairminedconnect@fairmined.org](mailto:fairminedconnect@fairmined.org)

## 1. REGISTRATION

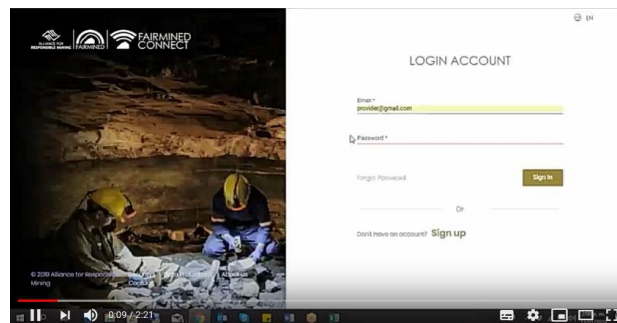
To create your Fairmined Connect account for the first time, go to the website [www.fairminedconnect.org](http://www.fairminedconnect.org)

Then enter the option **Sign up** and choose the type of actor that best suits your characteristics:

Actor	Description
Mining organization	<b>Artisanal and Small-Scale Mining Organization</b> , holder of the Fairmined Certificate. This is set according to the legal, social, cultural and organizational reality of the local context.
Provider	All types of entities within the supply chain like <b>refiners, traders, manufacturers and smelters</b> . They help mining organisations to access the market and transform gold into inputs for the different gold industry segments like alloys, wire, sheets and grains. All types of actors within the supply chain who wish to commercialize Fairmined Gold must become a certified provider and sign a Commercialization Permit.
Licensee	Brands that want to work with Fairmined Gold and make claims about its use must become Fairmined Licensees.
Audit firm	Independent third-party firm authorized to provide audit and certification services to evaluate compliance with the Fairmined Standard

**Enter the basic information requested**, read and accept the terms and conditions, and send the **form**. The ARM team will review your application and once it is accepted, you will receive an email with your password. For higher security, we recommend changing this.

Click in the following image to watch the tutorial video: General tour



## 2. ACCESS

Access the website: [www.fairminedconnect.org](http://www.fairminedconnect.org) and log in with your credentials:

**Username:** your registered email

**Password:** sent by email or changed by you.

The tabs available on the platform are explained below.

## 3. DASHBOARD

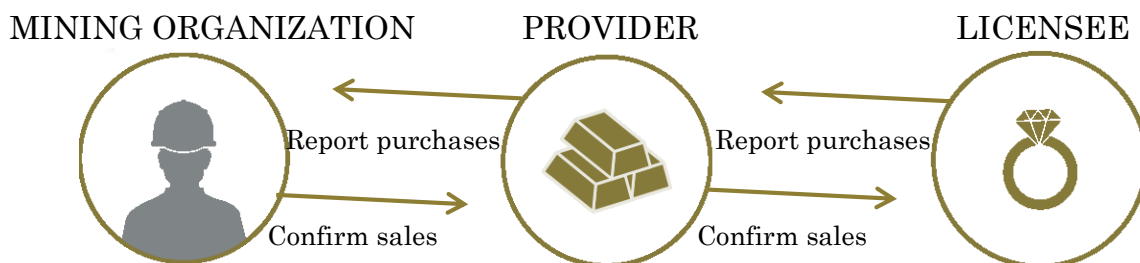
On the dashboard you will find graphics that **summarize your Fairmined purchases and sales volumes**. The graphs only take into account the transactions confirmed by the buyer and the seller (marked with the green circle).

You will also find **reminders to update your transaction report** and comply with your **Fairmined audit dates**.

## 4. FAIRMINED TRANSACTIONS

It is everyone's responsibility to **demonstrate clarity and transparency in all Fairmined transactions in order to maintain control of the flow of minerals in the Fairmined supply chain**. Therefore, buyers and sellers must guarantee that the information registered in the system is consistent with the **transactions** made and agrees with the respective **invoices**.

Depending on the type of registered actor, the platform allows the entering of Fairmined purchases and/or sales information. The following chart summarizes the possibilities.






The general rule is: **"The buyer reports and the seller confirms"**. This means that the licensees must report their purchases so that the supplier confirms them, and the supplier must report their purchases, so that the mining organization can confirm them.

If the buyer omits a purchase, the seller can also register it. It is always necessary that **both parties review the information and confirm it is correctly registered** in the system.

### Reporting times:

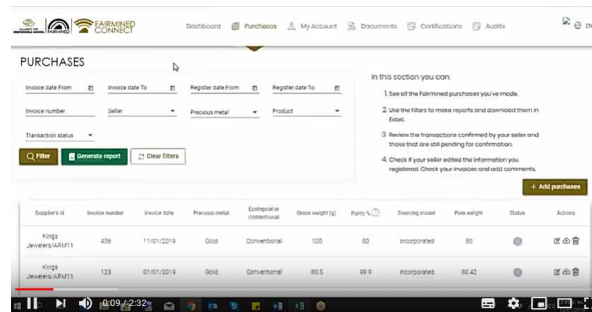
It is recommended to report Fairmined transactions **at the time of shipment and reception**. However, we understand some businesses prefer to allocate a specific time in their planning for this report.


According to the procedures established by ARM, each actor in the supply chain has a **maximum time** to complete the Fairmined reports:

Fairmined actor	Purchases report	Sales confirmation
 Mining Organization	Not applicable	Quarterly: April 14, July 14, October 14 and January 14.
 Provider	Quarterly: April 1°, July 1° October 1° and January 1°.	Biannual: July 14 and January 14
 Licensee	Biannual: July 1° and January 1°	Not applicable

### 4.1 Purchase report

Click in the following image to watch the tutorial video: Purchase report



Enter the  **Purchases** tab at the top of your screen.


Some recommendations to keep in mind are:




- **Precious Metal:** Add one of the two options: Gold or Silver
- **Invoice date:** refers to the date on which the transaction was billed. Not on the date of negotiation, shipping or reception. Use the format dd/mm/yyyy
- **Ecological or conventional:** Fairmined Mining Organizations have two Fairmined Certification options according to their level of compliance with the Fairmined Standard. More information [here](#).
- **Gross weight:** Enter the gross weight in grams by separating the decimals with a comma (.). The system calculates the pure weight automatically.
- **Purity:** Enter the purity percentage separating the decimals with a comma (.). Do not enter a number bigger than 100%
- **Sourcing model:** Fairmined providers and licensees have the option to supply Fairmined metals in two different ways: labelled or incorporated. More information [here](#).
- In the event that **the same invoice includes gold and silver transactions**, it will be necessary to include the **invoice data twice**.

To report your Fairmined purchases on the platform, you have **two options**:

#### *4.1.1 Direct registration on the platform*

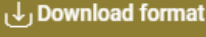
To report directly on the platform, go to .


Click on the button . The table will enable you to enter the purchase information **for each Fairmined purchase** made.

Once the information is completed and verified, click on the  symbol. If you want to edit the information, use the  symbol. The information **will only be saved** when clicking on the  button.

To see a transaction modification history, click anywhere in the transaction row.

#### 4.1.2 Mass upload using an Excel template

Upload all your purchases at once from an Excel file that you can fill in when negotiating with your client. Please consider **the system only recognizes the Excel format available** on the  button.

Add all the information in the file, verify it and save it on your computer. Then return to the platform, click on the  button and find the file.

Check the information is correct, complete and without errors. **The information will only be saved** when you click on the  button.

#### 4.1.3 No purchases confirmation

In the event that you didn't make any Fairmined purchases during a certain period, **it is necessary that you indicate this information in the system.**

Follow the instructions in section 4.1.1 to report purchases directly on the platform. Then enter the following information:

- Supplier: **No purchases to report / ARM001**
- Invoice number: the period to report
  - o If you are a Provider: Jan-Mar, Apr-Jun, Jul-Sep, Oct-Dec
  - o If you are a Licensee: Jan-Jun or Jul-Dec
- Invoice date: enter the date on which the reporting period ends:
  - o If you are a Provider: April 1°, July 1°, October 1° or January 1°.
  - o If you are a Licensee: July 1° or January 1°
 (See the table "Reporting times" in section 4).
- Gross Weight: 0 (number zero)
- LBMA fix date: same as Invoice date
- Total premium paid (USD): 1 (number one)
- 

When confirming the information entered, the report should look like this:

Supplier's id	Invoice number	Invoice date	Delivery date	Precious metal	Ecological or conventional	Gross weight (g)	Purity % ?	LBMA Fixing date	LBMA Agreement period	Total premium paid (USD)
No purchases to report/ARM001	0	01/01/2019	-	Gold	Conventional	1	99.9	01/01/2019	am	\$1.00

#### 4.1.4 Fairmined scrap metals purchase report

This report **only applies to Fairmined suppliers** who have purchased Fairmined scrap metal from a Fairmined licensee.



Follow the instructions in section 4.1.1 to report purchases directly on the platform. Then enter the following information:

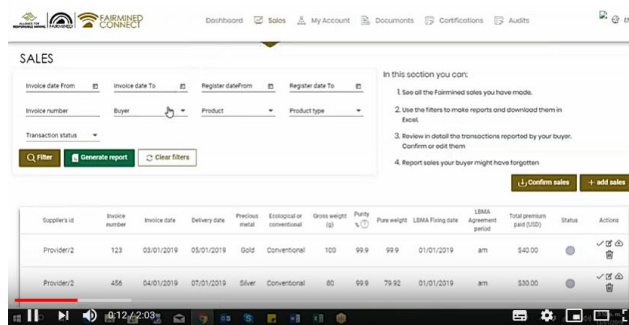
- Supplier: **Scrap Metals / ARM005**
- Invoice number: 0 (number zero)
- Invoice date: Date of purchase
- Gross Weight: Amount purchased
- Date of fixation of LBMA: Date of fixation
- Total premium paid (USD): 1 (number one)


When confirming the information entered, the report should look like this:

Supplier's id	Invoice number	Invoice date	Delivery date	Precious metal	Ecological or conventional	Gross weight (g)	Purity %	LBMA Fixing date	LBMA Agreement period	Total premium paid (USD)
Scrap Metals/ARM005	0	01/01/2019	-	Gold	Conventional	1	99.9	01/01/2019	am	\$1.00

## 4.2 Sales confirmation

Click in the following image to watch the tutorial video: Sales confirmation







In the  **Sales** tab at the top of the screen, **find and confirm your Fairmined sales.**

Keep in mind that once a sale is confirmed **you will not be able to edit it later.** Please review the information before accepting it. In the case that a transaction has been confirmed by mistake, it will be necessary to cancel it and re-register it following the instructions in section 4.1.

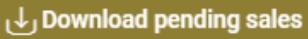
Now you have **two options** to confirm your Fairmined sales:


#### 4.2.1 Direct confirmation on the platform

On the right side of each transaction you will find the  icon to edit a record. Then click  to confirm it or  to go back to the general list. Use the  option to delete a transaction.

You can also confirm a transaction by clicking on the alarm system (colored circle). To know a **transaction modification history**, click anywhere in the transaction row.


#### 4.2.2 Mass confirmation using a report exported in Excel

Fairmined Connect allows you to **confirm all your sales at once**. Download your pending sales to be confirmed by clicking on the  button.

**Check** all the information and, if you find errors, make the necessary changes. Then save it on your computer. Go back to the platform and click on the  button. Find the file in the folder where you saved it and up load it on Fairmined Connect.

Check all the information is correct and without errors. The information **will only be saved** when you click on the  button.

#### 4.2.3 Add sales

If you identify that **your buyer has not registered all Fairmined transactions**, add them using the  button. Then complete your registration following the instructions in section 4.1.1

To avoid double registrations on the platform, please verify that your buyer did not register the transaction before.

#### 4.2.4 Non-sales confirmation

In the event that you have not made Fairmined sales during a certain period, **it is necessary that you indicate this information in the system**.

Follow the instructions in section 4.1.1 to report direct purchases on the platform. Then enter the following information:

- Supplier: **No sales to report / ARM001**
- Invoice number: the period to report

- If you are a mining organization: Jan-Mar, Apr-Jun, Jul-Sep or Oct-Dec
- If you are a Provider: Jan-Jun or Jul-Dec
- Invoice date: enter the date on which the reporting period ends:
  - If you are a mining organization: April 14, July 14, October 14 or January 14
  - If you are a Provider: July 14 or January 14.
 (See the table "Times of reports" in section 4).
- Gross Weight: 0 (number zero)
- LBMA fix date: same as Invoice date
- Total premium paid (USD): 1 (number one)

When confirming the information entered, the report should look like this:

Supplier's id	Invoice number	Invoice date	Delivery date	Precious metal	Ecological or conventional	Gross weight (g)	Purity % ⓘ	Pure weight	LBMA Fixing date	LBMA Agreement period	Total premium paid (USD)
No sales to report/ARM003	0	01/01/2019	-	Gold	Conventional	1	99.9	1	01/01/2019	am	\$1.00

#### 4.2.5 Report Fairmined sales to non-Fairmined licensees.

This report **only applies to Fairmined suppliers** that sold Fairmined metals to a company that does not have a Fairmined license.

Follow the instructions in section 4.2.3 to report Fairmined sales directly on the platform. Then enter the following information:

- Licensee: **Non Fairmined Licensees / ARM002**
- Invoice number: 0 (number zero)
- Invoice date: enter the date on which the reporting period ends:
  - o April 1°, July 1°, October 1° or January 1°.
- Gross Weight: total volume

When confirming the information entered, the report should look like this:

Licenciario	Número de factura	Fecha de factura	Metal precioso	Ecologico o convencional	Peso Bruto (g)	Pureza % ⓘ	Modelo de abastecimiento
Proveedor Prueba/ARM002	0	01/01/2019	Oro	Convencional	1	99.9	Con sello







### 4.3 Review of transactions

Use the tabs **Purchases and Sales** to visualize your Fairmined transactions. Use the filters to view **specific reports** and then download them in Excel using the

 **Generate report** button .



### 4.4 Alarm system


Find a colored circle at the right side of the purchases and sales reports. This alarm system shows you a transaction's status:

-  **Validated.** Both parties agree with the registered information.
-  **Pending.** One of the parties must verify the information.
-  The buyer has made a **change**. The Seller must verify the information.
-  **Pure weight is different.** The parties do not agree with the pure weight.
-  There is something different. The **parties do not agree** with some details of the record other than the pure weight.
-  **Cancelled.** One of the parties has deleted the record because the transaction does not exist or it was registered it by mistake.

If a field appears **in red font** in the transaction list, it means there is an **inconsistency in the information provided**.


## 5. MY ACCOUNT

In  **My Account** you will find the **information** you filled out in the initial form. Please check that all the information is correct. If any of these details changes, use the  button to **edit** them.



To enter a photo click on  **Update profile photo** . We recommend using the logo of your company so that your customers recognize you easily.

Fairmined Connect allows several people from the same organization to have a user login. If you want to create a new user, get in touch with us.



## 6. DOCUMENTS

In the  **Documents** tab you can find **all documents** related to your Fairmined account.


Click on the **Add new** button. Then include details of the document, expiration date – if applicable – and a short description of it, as requested. Then, use the **Upload file...** button, find the document on your computer and upload it using the **Upload file...** option. You can also **Cancel** the operation.

If you want to download a document, use the  option. If you want to delete it, use .

## 7. CERTIFICATIONS


In the  **Certifications** section you can find your **current Fairmined Certificate** and the previous ones, if you had any. These will be uploaded by ARM or by the auditor. Download them using the  icon.

## 8. AUDITS

In the  **Audits** section you will find the audits' general information and their results. Click on the Status column to see more details.

## 9. OTHER FUNCTIONS

### 9.1 Language

Click on the  **EN** symbol placed in the upper right corner and configure Fairmined Connect in the language of your choice: Spanish, English or French.

### 9.2 Chat

At the bottom of your screen, you will find the Chat tab to communicate in real time with a member of the ARM team. Click here to start the chat in case you have any questions about Fairmined Connect or the platform operation.

If the ARM team is offline, you can leave a message and we will answer as soon as possible. You will be asked to fill out a form with your name and e-mail.

## 10. THE PLATAFRM

### 10.1 Security

The records that will be created through the web application will follow the **adequate security standards for the type of information handled**. Specifically, we can refer to 4 main components within the security scheme:

- SSL/TLS1 Certificate:

This certificate allows the customer-server interaction to be secure (for example, the application website and the web browser of the user's computer). In other words, **the information sent is confidential** and it goes through encryption algorithms or is coded, preventing the data to be intercepted, read or modified by an attacker.

- Implementing authentication encryption:

Ensures further security to access credentials to prevent them from being sent in flat format.

- Regular backup of the Database:

This back-up technique allows to generate an automatic copy of the database on a regular basis, in order **to be able to restore information** in the instance of an external factor affecting the main database. This will allow the restoration of information based on the last Backup. It is important to clarify that this backup will not be up-to-date with the Database, but it is realized with a delay.

- Audit logs:

The application counts with a record of all the events and actions taken by a user. This allows to trace illicit movements within the application. The type of action as well as its date, time and place will be recorded.

## ***10.2 Personal data protection policy***

Find the Alliance for Responsible Mining's policy for the processing of personal data [here](#).

## ***10.3 Comments and suggestions***

In the Alliance for Responsible Mining, we are committed to the continuous improvement of our services. If you have comments on the operation and/or design of the platform, please do not hesitate to contact us at [fairminedconnect@fairmined.org](mailto:fairminedconnect@fairmined.org)