

ISCC HUB Manual for System Users

Version 1.0



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List of abbreviations

APS

CB

RED II

UDB

Audit Procedure System

Certification Body

Renewable Energy Directive II

Union Database

1. Introduction

The ISCC HUB is an online platform for managing the registration- and certification-related data of System Users (= Economic Operators in European Union terminology). Both, System Users and their Certification Bodies (CBs), have direct access to manage and change System User data in the ISCC HUB that is accessible via single sign-on in the ISCC client section / ISCC CB section.

Registrations (new System Users, new sites) are made directly in the ISCC HUB and existing System Users can update their registration data. CBs enter certificates immediately after issuance in the ISCC HUB for publication on the ISCC website and they may change issued certificates or their status in the ISCC HUB with immediate publication on the ISCC website.

Through various forms of verification and validation measures, the ISCC HUB is designed to help avoid input errors and missing data, while improving data accuracy to minimise the need for subsequent clarification by involved parties. The system sends automatic notifications to relevant parties when data is updated or changed, providing information or requesting confirmation.

This manual is organised in the structure of the ISCC HUB to provide guidance on where to find which information in the ISCC HUB and how to change or add data.

2. ISCC HUB Access and Roles

The ISCC HUB is available via single sign-on in the ISCC client section/CB section, e.g. the login details for the ISCC HUB and the ISCC website are identical. Once a System User is logged in to the ISCC client section or the CB is logged in to the CB section, a redirection to the ISCC HUB is available.

Each user has a role within the ISCC HUB. The data visible to the logged in person as well as the functionalities available to them depend on the role they are assigned to and is explained below.

ISCC HUB Subscribers

Users who are not yet registered for ISCC certification but set up an account to access the ISCC client section/CB section and the ISCC HUB are called ISCC HUB Subscribers. For subscribers, the only functionality visible in the ISCC client section is the link to the ISCC HUB. Subscribers can submit a new registration form and see information in the Basic Data section for Products and Raw Materials as well as a list of valid CBs. All other sections are empty. As soon as the subscriber's registration request has been approved and the ISCC registration confirmation is sent, the subscriber becomes an ISCC System User.

ISCC HUB System User

Any person assigned by a System User as legal representative or designated ISCC contact person of a registration is an ISCC HUB System User. In addition to the information that subscribers can see, ISCC HUB System Users can also see data of the registrations they are assigned to as well as the corresponding certificates with respective surveillance audits. Functionalities available to ISCC HUB System Users are:

- Submit a new registration (see 3.2.1)
- Edit an existing registration (see 3.3.4.1)
- Edit the List of Sourcing Contacts of a valid certificate (3.3.2.1)
- Change the CB associated with the registration (see 3.3.4.2)
- Edit ISCC HUB access rights to the Operational Unit Registry (see 3.3.4.2)

ISCC HUB System Users may add **Additional Access Users** to registrations they belong to. By granting such permission, the Additional Access User can log into the ISCC client section as well as the ISCC HUB and see but not edit the registration data in the ISCC HUB.

CB Admin and CB Staff

For the CBs there are two different roles called CB Admin and CB Staff. Both, CB Admin and CB Staff can see all registrations and all certificates of the CB they belong to. Functionalities available to CB Admin and Staff in the ISCC HUB are:

- Approve registrations from System Users
- Request an existing registration to be edited
- Generate and submit certificates
- Modify certificates
- Edit the List of Sourcing Contacts of a valid certificate
- Edit the List of Sites covered by Certificate
- Submit Surveillance Audits
- Suspend and withdraw a certificate via Change Status Initiation
- Extend the suspension of a certificate
- Only CB Admin: Add additional or edit existing CB Staff and CB Admins

ISCC HUB access shall not be given to **auditors**. The access is to be limited to the CB staff who is responsible for submitting the certification documentation to ISCC.

ISCC Admin and Staff

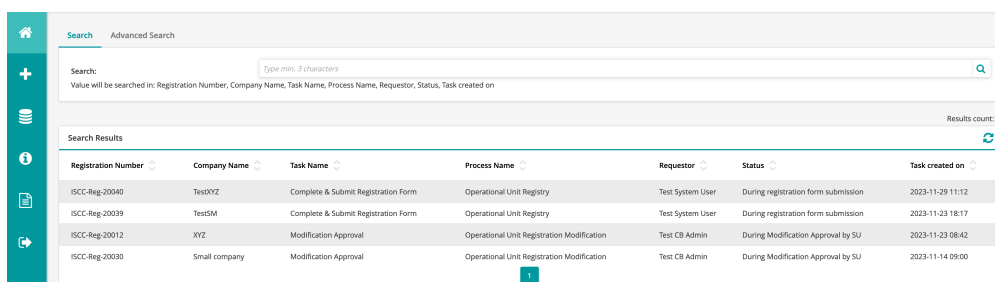
Both, ISCC Admin and ISCC Staff can see all registrations, certificates, and related information in the ISCC HUB.

3. Structure of the ISCC HUB

The landing page of the ISCC HUB shows different buttons of mostly used functions under “Go to the module” and open tasks. To open the whole menu, the button “ISCC HUB APP Home Page” can be clicked. In the menu, the three main sections “My Tasks”, “New Request” and “Basic Data” which are further explained in the following chapters are available. The Help section, more information about the Privacy Statement and the Log Out button are included in the menu.

3.1. My Tasks

On this page, your tasks which must be completed appear e.g. authorising a registration, approving a CB change, confirming registration data adjustments, etc.



Registration Number	Company Name	Task Name	Process Name	Requestor	Status	Task created on
ISCC-Reg-20040	TestXYZ	Complete & Submit Registration Form	Operational Unit Registry	Test System User	During registration form submission	2023-11-20 11:12
ISCC-Reg-20039	TestSM	Complete & Submit Registration Form	Operational Unit Registry	Test System User	During registration form submission	2023-11-23 18:17
ISCC-Reg-20012	XYZ	Modification Approval	Operational Unit Registration Modification	Test CB Admin	During Modification Approval by SU	2023-11-23 08:42
ISCC-Reg-20030	Small company	Modification Approval	Operational Unit Registration Modification	Test CB Admin	During Modification Approval by SU	2023-11-14 09:00

Figure 1: "My Tasks" in the ISCC HUB

For each task, the registration number, company name, task name, process name, requestor, status and the time the task was created is shown.

The tasks visible to a System User include:

- Final issuance of a registration (i.e., when the creation of the registration has been started but not yet completed)
- Approval of registrations modification initiated by the CB

For each newly created task, an e-mail is automatically sent to the responsible person.

3.2. New Request

In the ISCC HUB you can find the option to create a new registration under the menu item “New Request”. It is possible to save drafts of registrations or certificates before the official submission. To save a draft the option “Save as draft” at the bottom of the respective form needs to be selected and the button “Save” needs to be clicked at the bottom of the page. The ISCC HUB does not cache or store data temporarily.

3.2.1. Operational Unit Registry

To create a new registration, go to “New Request” and click on “Operational Unit Registry”. The registration layout opens accordingly. All mandatory fields which must be filled out are marked with an asterisk (*). **Only System Users that already signed a contract with one of our recognized [CBs are eligible to submit a registration form](#).**

Please carefully read the first section “General Data” for information regarding a new registration.

The second section “Company to be registered” has to be filled out with all the necessary data about the legal entity. All fields with an asterisk (*) in this section must be filled out before it is possible to save the registration as a draft. If the address of the operational unit is different, it has to be stated in the third section “Address of the operational unit to be certified”.

In the following four sections, “Who is sending this form”, “Legal Representative of the company”, “Contact Person 1”, “Contact Person 2”, you must indicate your data and information about the company’s legal representative and contact persons.

In the section “Certification System”, the type of certificate/ISCC system has to be ticked. E.g. for biofuels sold in the European Union “ISCC EU” and for the certification of plastics “ISCC PLUS” must be ticked. More information about the different ISCC certification systems is available on the ISCC [web-site](#). It is possible to choose more than one certification system if the cooperating CB is authorised to conduct audits for the respective system.

Under the section “Certification Scope”, the scope(s) which have been advised by the CB must be ticked. If your company trades, handles, processes or stores waste and residues, please refer to our [material lists](#):

- If the required waste/residues are listed in Table 1 (Raw Materials) in the ISCC material lists, the option “Waste/Residue raw materials” must be ticked. Once this is selected, a sub-question regarding

Waste/Residues and virgin vegetable oils will appear. Please tick “Yes” or “No” based on the respective operations.

- If the required waste/residue is listed in table 2 (Intermediate and Final Products) in the ISCC material lists, the option “Waste/residue-based products” must be ticked.

Depending on the chosen certification scope(s), other questions related to materials appear that have to be filled out or answered with yes or no.

In the section “Certification Body”, the name of the CB with whom a contract is in place must be stated. If a CB is chosen arbitrarily without having concluded a contract, the application will most likely be rejected by the CB. Additionally, the date of contract signed with the CB is also a mandatory requirement to complete this section.

If **ISCC EU is the chosen certification system**, the section “Information regarding other sustainability certification systems under RED II” contains several questions related to the RED II and the UDB which all must be answered with yes or no.

The company’s trade register excerpt/license to operate must be uploaded in the section “Additional Document”. It has to be an **official document issued by an authority** in the country the company is domiciled and has to contain the information about the registered location, date of first registration, field of activity, persons authorized to represent the company (board of directors, managing directors, authorized signatories, personally liable partners and authorized representatives), legal form of the company, nominal capital or share capital, limited partners. The contract with your CB or a company presentation **is not sufficient**.

Before submitting the application for a new registration, the box indicating to accept the ISCC Terms of Use, to apply for registration with ISCC and to state that the provided information in this registration is true and valid must be ticked. Below the next steps of the approval process are shown. If all mandatory fields are filled out, the option “Submit (complete all mandatory fields)” or “Save as draft” can be chosen. A box for comments appears on the right side which can be used if necessary. Then, the button “Save” has to be clicked to save or submit all data.

After sending the registration application, you are **not automatically registered**. Once the new application has been checked by your certification body and, if applicable, by ISCC, you will receive an **official confirmation of registration by e-mail**.

3.3. Basic Data

In the Basic Data, all registered operational units, certificates and CBs can be found.

For existing registrations and certificates, the layout “Changes History” discloses an overview of changes to the registration or certificate.

Figure 2: "Changes History" in the ISCC HUB

For the lists of registrations, certification body's and certificates, two types of search functions are available:

- “Search”: You can search for at least 3 characters and several words. All columns in the overview are searched.
- “Advanced search”: In the advanced search section, it is possible to search in more detail, e.g. by company name, registration number, CB, etc.

Figure 3: "Search" and "Advanced Search" in the ISCC HUB

In some drop-downs at least one character has to be inserted to see results from which can be chosen to search. To clear the search, the page has to be reloaded.

If you want to end your search, you have to delete the characters in the search field and reload the page to see all result.

In some layouts, the button “Export to Excel” is available. This button can be used if the listed data shall be exported in an Excel file.

3.3.1. Configuration

The list of **countries** in the HUB can be found in Basic Data → Configuration → Countries. To modify a list entry, click on the country and the button “Edit for Administrator” will appear.

The list of **intermediate materials/products** in the HUB can be found in Basic Data → Configuration → Intermediate Materials and Products. To modify a list entry, click on the intermediate material/product and the button “Edit for Administrator” will appear.

The list of **raw materials** in the HUB can be found in Basic Data → Configuration → Raw Materials. To modify a list entry, click on the raw material and the button “Edit for Administrator” will appear.

The list of all raw materials and intermediate materials/products in the HUB can be found in Basic Data → Configuration → **Products and Raw Materials**.

3.3.2. Submitted Certificates

All submitted certificates are listed in “Basic Data” under “Certificate”. When clicking on the certificate, the layout of “Certificate Details” opens and all certificate data are displayed. In the first section, the options “Edit Sourcing Contacts” is available. The function of this button is explained in the following subchapter. In the “Certificate Details” layout, the “List of Sites Covered by Certificate” and “List of Sourcing Contacts” can be downloaded if applicable for the certificate.

General Data	
Signature:	CT 2023.034196
Certificate State:	Submitted
Certificate Status:	Valid
Created By:	Test CB Admin
Creation Date:	2023-10-24
EDIT SOURCING CONTACTS	

Figure 4: "General Data" in the "Certificate Details"

All changes made to the selected submitted certificates can be checked by clicking on the "Change history" tab.

3.3.2.1. Edit List of Sourcing Contacts

To add or edit sourcing contacts of a valid certificate, go to “Basic Data” under “Certificate”, choose the respective certificate and click the button “Edit Sourcing Contacts”. The layout with the certificate data is opening but only the section of “List of Sourcing Contacts” is in change mode. In each existing row in this list, you can find the button “Edit”. To amend data of a sourcing contact, the button “Edit” is used and after making changes, the button “Finish edit” has to be clicked. To add a new row in this table in order to add a new sourcing contact, the button “Add” below the table must be used. A new row appears and must be filled out with all mandatory information.

Before closing this certificate, the “Save” button must be clicked to save the changes made.

The screenshot shows the 'List of Sourcing Contacts' interface. At the top, there are two buttons: 'DOWNLOAD SOURCING CONTACTS' and 'TRANSFER DATA FROM PREVIOUS'. Below these, the 'Mode' section has three radio buttons: 'Manual data provision' (selected), 'Edit Sourcing Contacts in Excel', and 'No data upload required'. The 'Sourcing contacts' section includes a note: 'The List of Sourcing Contacts needs to include Farms/Plantations and Points of Origin of the registered Operational Unit'. Below this is a table with columns: Individual certification, Certificate ID, Site name, Address, Post code, City, Country, Latitude, and Longitude. The first row of the table contains dropdown menus and text input fields, some with red error icons. At the bottom left, it says 'Results count: 1 | Invalid data on pages: 1' and there is an 'ADD' button.

Figure 5: Manual modification of the "List of Sourcing Contacts"

If the mode "Edit Sourcing Contacts in Excel" shall be used, the following steps are mandatory:

1. Click the button "Download Sourcing Contacts" to download the existing list of Sourcing Contacts.
2. Open this downloaded Excel file.
3. If applicable: Edit existing Sourcing Contacts in this file. Existing Sourcing Contacts **must not be deleted!** Instead, enter the date of removal in the respective column to indicate that a Sourcing Contact is not covered by this certificate anymore. Save this Excel file.
4. If applicable: Add new Sourcing Contacts in new rows. Save this Excel file.
5. In the ISCC HUB, choose option "Edit Sourcing contact in Excel" in the section "List of Sourcing Contact".
6. Click the button "Upload Sourcing Contacts" and choose the amended Excel file.
7. In case of wrong data (e.g. incorrect format), the Excel file cannot be uploaded to the ISCC HUB due to invalid data. An error notification will indicate which fields are not valid and need to be adjusted.

Before closing this certificate, the "Save" button must be clicked to save the changes made.

The screenshot shows the 'List of Sourcing Contacts' interface. At the top, there are two buttons: 'DOWNLOAD SOURCING CONTACTS' and 'TRANSFER DATA FROM PREVIOUS'. Below these, the 'Mode' section has three radio buttons: 'Manual data provision', 'Edit Sourcing Contacts in Excel' (selected), and 'No data upload required'. The 'Sourcing contacts' section includes a note: 'The List of Sourcing Contacts needs to include Farms/Plantations and Points of Origin of the registered Operational Unit'. Below this is a table with columns: Individual certification, Certificate ID, Site name, Address, Post code, City, Country, Latitude, and Longitude. At the bottom left, there is an 'UPLOAD SOURCING CONTACTS' button.

Figure 6: Modification of the "List of Sourcing Contacts" via Excel upload

3.3.3. Certification Body

All recognized CBs under ISCC are listed in “Basic Data” under “Certification Body”. In the overview, you can see the CB name, address information, ISCC Identifier, Signature in ISCC HUB and the current status of the CB.

When clicking on a CB, the layout “Certification Body Details” opens and all CB data are displayed.

3.3.4. Operational Unit Registry

All registrations for which you are the administrator or contact person are listed in the "Basic data" under "Operational Unit Registry". If you click on a registration, you can choose between "Edit Registration", "Change Certification Body" and "Change Access Rights".

General Data

Signature:	ISCC_2023.025109	Created By:	Test System User
Document Status:	Registration Approved	Creation Date:	2023-11-16
Date of initial ISCC EU certification:	-	Registration Number:	ISCC-Reg-20032

To register for an ISCC certification, please fill in the contact form below. Mandatory fields are marked with *.

In order to adjust or reactivate an existing registration, please inform ISCC via the contact form instead of filling in the registration form.
Your Certification Body and ISCC check each submitted registration and contact the applicant in case further information is required. The process might take a few days until the registration can be approved. Once the registration has been approved you will be able to edit your registration data, change your Certification Body or add additional users to the registration directly in the ISCC HUB.

[EDIT REGISTRATION](#)
[CHANGE CERTIFICATION BODY](#)
[CHANGE ACCESS RIGHTS](#)

Figure 7: "General Data" in the "Operational Unit Information"

3.3.4.1. Edit Registration Data

To edit registration data, select the registration which has to be adjusted in the list “Operational Unit Registry”. Once the registration is selected, in the first section, “General Data”, the button “Edit Registration” must be clicked, so that the registration data appears in change mode. All data regarding the company, legal representative, contact persons, certification system, certification scope can be adjusted here. The process of changing the CB is described in 3.3.4.2. Once all adjustments have been made, the "Submit registration adjustment" option must be ticked in the "Decision" section and the button “Save” must be clicked to start the modification process. Afterwards, the responsible CB must check the adjustments and needs to accept the changes made. The changes are not visible in the registration data until they have been accepted by the responsible CB. The modification process may only be started once until the CB accepts the changes otherwise the previous changes which have not been accepted so far will be overwritten.

3.3.4.2. Change Certification Body

To change the CB, select the registration from the list under “Operational Unit Registry”. Once the registration is selected, in the first section, “General Data”, select “Change Certification Body”. Changes can only be made in the "Certification Body" section. To change the current CB, delete the name of the current CB and start typing the name of the new CB and select the appropriate CB from the dropdown, so it appears in the field “Name of Certification Body”. Additionally, the “Date of the contract signed with the Certification Body” must be updated. In the section “Decision”, the option “Launch the CB Change Process” must be ticked and the button “Save” clicked to start the change

approval process. The new CB must then check and accept the requested change before the new CB is stated in the registration.

3.3.4.3. Edit or add Access Rights

To modify or update access rights, select the registration from the list under “Operational Unit Registry”. Once the required registration is selected, in the first section, “General Data”, select “Change Access Rights”. The tab “Additional HUB Access” will then open. If a user who already has an account for the ISCC website needs to be added, click “Add” in the first row. If a new user who does not have an account for the ISCC website needs to be added, click “Add” in the second row. In both cases the details of the user, specifically their full name and e-mail address needs to be filled out. Once all fields are filled, please click “Save” to complete this process.

Figure 8: "Additional HUB Access"

Users with additional ISCC HUB access can only view all registration data in the ISCC HUB for the registrations to which they are connected, but they cannot change any registration data. Only ISCC HUB System Users can edit registrations. All roles in the ISCC HUB are explained in chapter 2.

3.4. Help and tool tips

Help button

Click the help button in the menu to get to our website to receive further guidance.

Question mark

Click on the question mark to see which options are available to choose.

Information button

Click on the “i” to see the explanation for this field.

History button

The history button is available in different layouts of the Basic Data. For the submitted certificates and existing registrations, the button can be found in the upper right corner of each section. Click on the history button to see the changes of the data made in the respective section.