



## Industry Checker user guide

The Red Tractor Farm Assurance Checkers are becoming essential resources in maintaining the credibility of assurance.

The checkers are easy to use services which allow buyers and certifiers to instantly access assurance information for farm members (Beef & Lamb, Dairy, Pigs, Poultry, Crops and Produce schemes) and post-farm members (Market, Transport and Abattoir schemes)

The checkers use information provided by the members' certification bodies.

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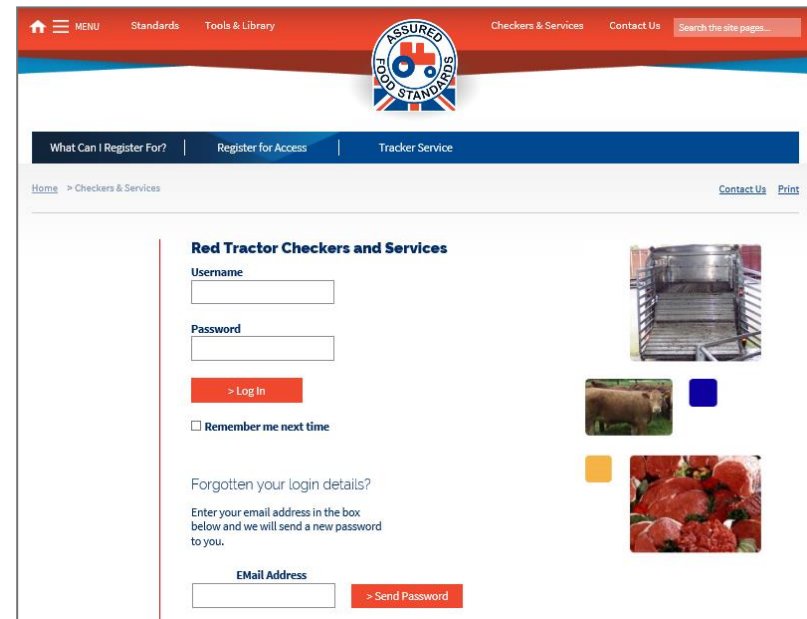
# 1. getting started

## 1.1 How to register

If you are a new user and wish to search any of the sectors members, you will need to register for access.

- Visit [checkers.redtractor.org.uk](http://checkers.redtractor.org.uk) and click on *Register for Access*
- In the same menu, choose the option *Industry*
- The on-line registration process consists of the following steps:
  - **Scheme details:** select the scheme group(s) you would like to join, then click on *Continue*
  - **Access details:** select your business type and state the reason behind your application to access the services for the selected schemes. Click on *Continue*
  - **Personal details:** complete the required details and click on *Continue*. Note that all fields marked with an \* are mandatory, your application cannot be processed without this information. Please ensure you enter a correct e-mail address as it will be used as the primary method of contact for all of your AFS Information, including your access details

You will receive a confirmation e-mail following your application. Once approved, you will receive a second e-mail informing you of your username and password. These e-mails will be sent to the e-mail address provided during the registration.



The screenshot shows the 'Red Tractor Checkers and Services' registration page. The page has a red header with the 'ASSURED FOOD STANDARDS' logo and navigation links for 'MENU', 'Standards', 'Tools & Library', 'Checkers & Services', and 'Contact Us'. A search bar is located in the top right corner. Below the header, there are three tabs: 'What Can I Register For?', 'Register for Access' (which is active), and 'Tracker Service'. The main content area is titled 'Red Tractor Checkers and Services' and contains a login form with fields for 'Username' and 'Password', a '> Log In' button, and a 'Remember me next time' checkbox. Below the login form, there is a link for 'Forgotten your login details?' and a form to request a new password, including an 'Email Address' field and a '> Send Password' button. To the right of the form, there are several small images: a metal cage, a cow, a blue square, a yellow square, and a bowl of red tomatoes.

## 1.2 Logging in to the checker

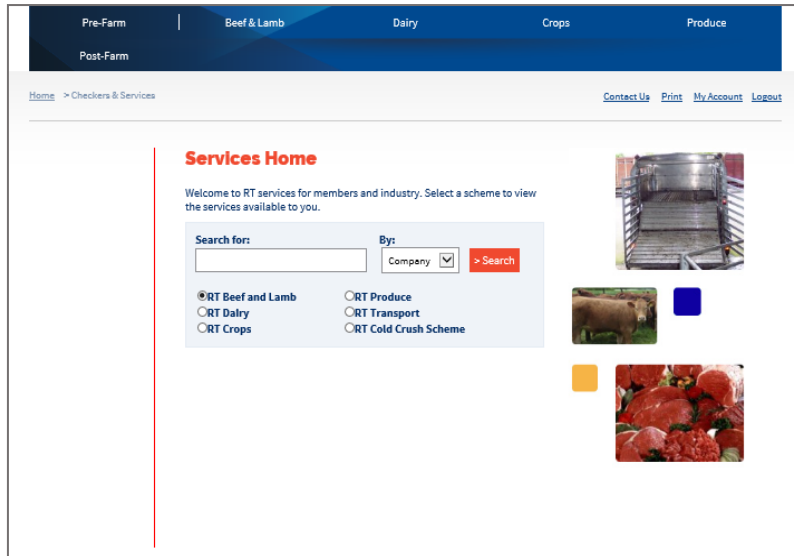
- To access the checker, follow the link provided in the confirmation e-mail. Alternatively, go to [checkers.redtractor.org.uk](http://checkers.redtractor.org.uk).
- Enter the username and password which were provided in the e-mail and click on *Log In*

## 2. checking memberships

Once logged in, you will see one of the following pages, depending on the page you chose to access the service from.

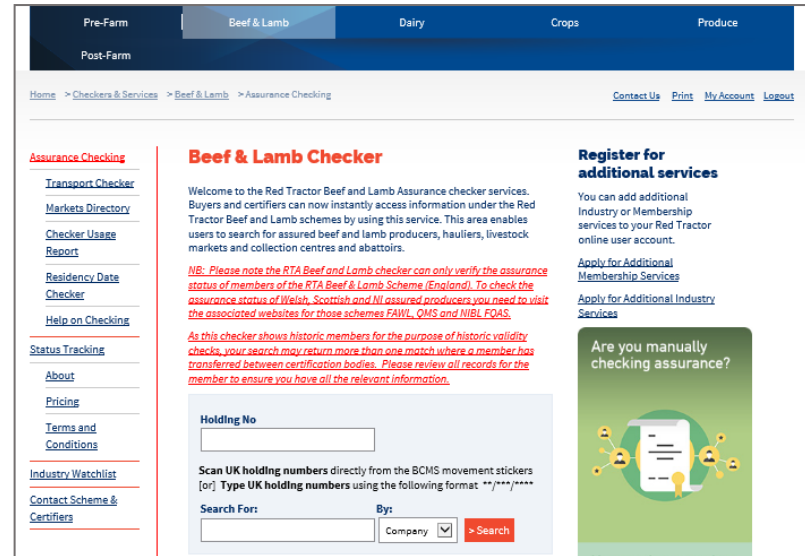
### Logged in on the Services Home page

(note that the list of schemes displayed in the search wizard may vary depending on the industry services you have applied for)



OR

### Logged in on one of the scheme's Checkers & Services page, for example Beef & Lamb



There are a number of ways to search for a member, one of the following details can be used in any of the schemes' checkers:

- Company (e.g. company name)
- Number (e.g. the member's assurance number)
- Address (e.g. any word in the primary or the additional sites' address)
- Postcode (e.g. any of the sites' postcode if different)

Additionally, depending on the schemes you have access to, you might be able to use additional information, such as:

- Holding number (in format \*\*/\*\*/\*\*\*\*)
- First purchaser number

## 2.1 Searching for a member

- Enter a piece of information relating to the member
- Choose the matching option in the drop-down menu (where applicable), search

## 2.2 Checking a member's certification information

- Click on the name of the member – this will take you to the Membership report which provides details of the membership

### • Membership Details

#### • Name: Member's name

- ❖ **Membership Number:** The member's assurance number
  - ❖ **Scheme:** Shows which scheme they are assured through
  - ❖ **Site Address:** Contact address/address of the main holding
  - ❖ **Certification Body:** Name of certification body who carry out inspections.
  - Holding Number:** Holding number for above address.
  - ❖ **Information last updated:** Date information last provided by the relevant certification body.

### • Certification Details

- ❖ **Status:** Certificate Status
  - Full – Valid with expiry date in the future **Full (Grace)** - Valid with expiry date within the last month **Closed/Suspended/Withdrawn/No stock** – Not Valid
- ❖ **Expiry date:** Expiry date of their certificate:
  - Green** – Valid, **Orange** – Valid (grace period), **Red** – Not Valid
- ❖ **Valid for:** Show Species covered

### • Additional Sites / Holdings covered under this membership

It is possible for certain members to have more than one holding covered under their membership. Here you will find any additional sites/holdings that are covered under the producer's membership.

### • Historical Validity Dates

This section shows the dates for which each species is covered. Gaps in dates indicate when the member was not assured.

**Holding No**

Scan UK holding numbers directly from the BCMS movement stickers [or] Type UK holding numbers using the following format \*\*/\*\*/\*\*\*\*

Search For:  By:

## Membership Details

Name: **RT Beef and Lamb** Membership Number: **12345678**  
Scheme: RT Beef and Lamb Site Address: **123456789**  
Certification Body: NSF Certification Postcode: **1234 5678**  
Holding Number: **123456789**  
Information last updated: 28/02/2016

## Certification Details

 **Status: VALID**  
**Expiry Date: 31/10/2016**  
**Valid For: Beef**  
**Lamb**

Green = fully assured member  
Orange = member in grace  
Red = non-assured member

## Additional Sites / Holdings covered under this membership

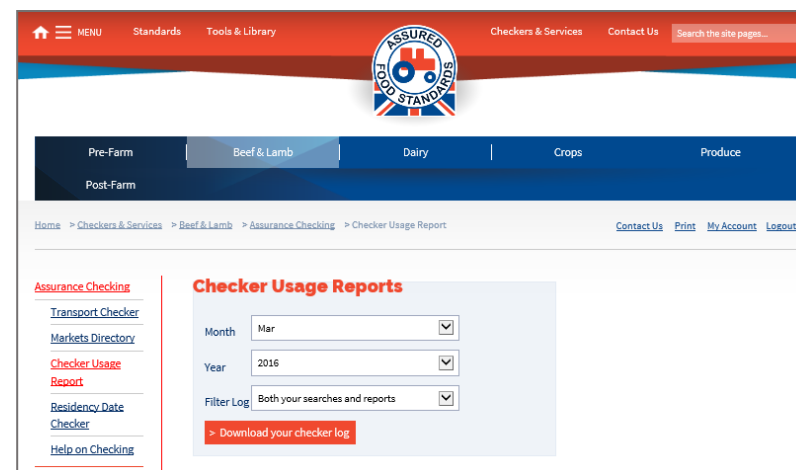
Name: <b>123456789</b>	Name: <b>123456789</b>
Site Address: <b>123456789</b>	Site Address: <b>123456789</b>
Postcode: <b>1234 5678</b>	Postcode: <b>1234 5678</b>

## 3. checker usage report

### 3.1 Downloading a checker usage report

This tool enables checker users to download a list of all checks they have made over a specific period of time.

- Navigate to one of the scheme's Checkers & Services page (i.e. *Farm, Dairy, Checkers & Services*)
- Click on *Checker Usage Report* on the left-hand panel
- Then choose the criteria for the following options:
  - **Month and Year:** enter the relevant month and year that you would like to search
  - **Filter log:** Select the type of log the you require by choosing between *Both your searches and reports*, *Only your searches* or *Only the reports you viewed* in the drop-down menu. Please note that the term *report* refers to the members' certification details you have viewed.
- Click on *Download your checker log*
- Click on *Open* (or *Save* the file)



### 3.1 Understanding the results

Depending on the filters you have chosen to apply, you will see all of some of the following information:

- **Date:** Date and Time search was performed
- **Search Term:** Search criteria used
- **Action:** 'search' or 'Member\_Report' (if viewed by checker user)
- **Certifier Membership ID:** Certification number (if match found)
- **Result:** If a match was found and the user viewed the Membership Report, then the Surname, Assurance Status and Expiry date for that member will be displayed on the row below the initial search.

In this example, the option "Both your searches and reports" was selected. The download reports:

- one search with the term "Thomson" (row 2) and one report of a member's membership details (row 3).
- One search with the postcode "NE20 0EX" (row 4) and one report of a member's details (row 5).

	A	B	C	D	E
1	Date	SearchTerm	Action	CertifierMembershipID	Result
2	07/02/2011 12:58	thomson	Member_Search		
3	07/02/2011 12:58		Member_Report		{[REDACTED],FULL,28/04/2011}
4	07/02/2011 13:01	NE20 0EX	Member_Search		
5	07/02/2011 13:01		Member_Report		{[REDACTED],FULL,31/03/2011}
6					

## 4. troubleshooting

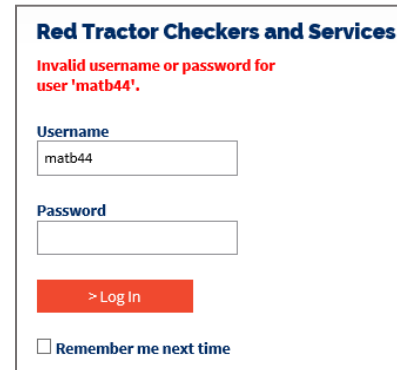
### 4.1 Issues with logging in

- **Invalid username or password**

If the information you have entered when logging into the checker is not recognised you will receive the following message: Invalid username or password for user “...”

In this situation we advised you to do the following:

1. Check the information you have provided is correct. Remember that when entering your username the letters "o" and "l" are not the numbers "0" or "1"
2. Avoid copying and pasting the username name and password from your 'Red Tractor Assurance Industry Services Approved' email, as spaces are often included and can add characters.
3. Contact the scheme board (see [5. Contact Details](#))



**Red Tractor Checkers and Services**

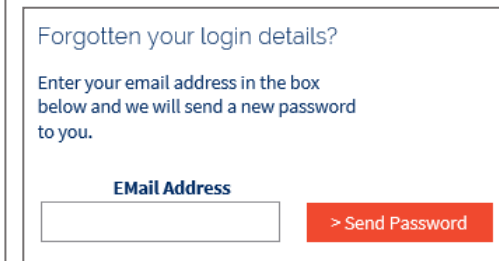
Invalid username or password for user 'matb44'.

Username  
matb44

Password

> Log In

Remember me next time



Forgotten your login details?

Enter your email address in the box below and we will send a new password to you.

E-Mail Address

> Send Password

- **Forgotten password**

If you have forgotten your password, you can request a new one. Simply enter your email address in the box provided and you will be issued with a new password via e-mail.

### 4.2 Checker search does not return any results

If a search does not return any matches, the following message will appear on screen:

**No matching records** for your **Company** search of **abcdef** . Please check the submitted details and try again or use a different identifier.

This does not necessarily mean that the member is not assured. We therefore advise the following:

1. Check the information you have provided is correct
2. Try searching using a different criterion
3. Contact the relevant certification body (if known) (see [5. Contact Details](#))
  - Or contact the scheme board who will be able to perform a more detailed search on their system (see [5. Contact Details](#))

## 5. contact details

The “Contacts” section which can be found in the ‘Contact Us’ page holds the **scheme board’s contact detail** (under *Scheme Contacts*)

Alternatively, you can send the scheme’s board a message using the Contact Us form (the link is situated on the global navigation ruler and shows on all pages)

Scheme	Secretariat
RT Beef & Lamb Farm (ABM)	<a href="mailto:beefandlamb@redtractor.org.uk">beefandlamb@redtractor.org.uk</a> Tel 0203 617 3670
RT Pigs (ABP)	<a href="mailto:pigs@redtractor.org.uk">pigs@redtractor.org.uk</a> Tel: 01932 589800
RT Poultry (ACP)	<a href="mailto:poultry@redtractor.org.uk">poultry@redtractor.org.uk</a> Tel: 01932 589800
RT Produce (APS)	<a href="mailto:produce@redtractor.org.uk">produce@redtractor.org.uk</a> Tel: 01932 589800
RT Crops (ACCS)	<a href="mailto:crops@redtractor.org.uk">crops@redtractor.org.uk</a> Tel: 01932 589800
RT Livestock Transport (ABM/ABP)	<a href="mailto:transport@redtractor.org.uk">transport@redtractor.org.uk</a> Tel 01908 393750
RT Livestock Markets and Collection Centres	<a href="mailto:markets@redtractor.org.uk">markets@redtractor.org.uk</a> Tel 01908 393750

Home > Marketing Toolkit > Contact Us

MARKETING TOOLKIT

Contact Us

CONTACT DETAILS

ENQUIRY FORM

**Beef and Lamb Scheme**  
0203 617 3670  
[beefandlamb@redtractor.org.uk](mailto:beefandlamb@redtractor.org.uk)

**Crops and Sugar Beet Scheme**  
01932 589 800  
[crops@redtractor.org.uk](mailto:crops@redtractor.org.uk)

**Dairy Scheme**  
0203 617 3670  
[dairy@redtractor.org.uk](mailto:dairy@redtractor.org.uk)

**Fresh Produce Scheme**  
01932 589 800  
[produce@redtractor.org.uk](mailto:produce@redtractor.org.uk)

**Pigs Scheme**  
01932 589 800  
[pigs@redtractor.org.uk](mailto:pigs@redtractor.org.uk)

Your name \*

Company

Email address \*

Phone number

Area of enquiry \*  
Please select an area of enquiry...

Your message \*