



V4: It's your move!

Frequently Asked Questions: V4 Setup

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1. I'm a provider - does the new version of Trace One affect me?

Yes, all providers subscribed to the Quality portal are affected and will be moved to V4 in the coming months.

2. When will the version change occur for me?

Deployment will take place in two progressive phases:

- During 2009 for the Food suppliers
- At the end of 2009 for suppliers in Health, Beauty, and Accessories.

2. Has the application changed a lot?

You won't be lost: all the fundamentals stay the same: the processes in writing, validating, and signing, the principle of navigating via treeviews, etc.

The ergonomics and the display have been improved for greater comfort, and new functionalities have made the application richer. You will quickly get your bearings with the help of the videos available from this page.

3. How can I prepare for this new version?

Trace One is putting this website at your disposal www.traceone.net. Use it to help discover V4 in a few minutes. In particular, it contains:

- A test workspace exclusive to you
- Instructional exercises to help guide you
- A quiz to test what you learn
- A dedicated Hotline: Monday to Friday from 8:00 to 19:00, reachable by phone (+33(0) 1 56 90 24 34) or by e-mail (hotline@traceone.fr).

Important: Internet Explorer Version 7 and Java are now prerequisites for connecting to V4. Read the prerequisites connecting the home page www.traceone.net.

4. When and how will I be kept informed about the activation of this new version?

By e-mail, Trace One will inform you personally on the opening date your portal and will at that time communicate connection requirements to you.



5. What has changed in the new V4 Specifications?

The new functionalities included in the Quality Portal V4 are:

- New ergonomics in recipe entry
- More powerful and flexible management of multiple product variants
- Better performing annotation tool
- Optimized entry of characteristics
- Imports between different sections of a Specification

6. What happens to my existing Specifications?

All your old and existing Specs will be accessible with the new V4 portal, in their original format. Your Specs are converted to the new V4 format as soon as they are completely signed. You will also be able to make the most of all the new functionalities of the new format.

7. I can't find my old Specs in the test workspace. Is that normal?

Yes, this workspace is only designed to help you discover the new V4 Portal. Within a few months, you will receive an e-mail from Trace One to inform you about activating your Portal. In the meanwhile, you can use the current Quality Portal V3 for exchanges with your retailers.

8. Do I need to perform a special operation to activate my V4 Portal or convert my Specs?

NO, Trace One handles both activating your Portal and converting your Specs.

9. Should I forecast additional costs?

No, no additional cost will be asked of you. Trace One will handle the management of this update.

10. Does the V4 test Portal let me evaluate the complete set of functionalities in the Quality Portal?

Most functionalities are available. However, the specific functionalities listed below have not been activated in the test workspace:

- Duplication, revision, or copying of a section
- Switch to a private workspace
- Generation of the PDF preview
- Signature of a Specification
- Management of the modification history in the Specification