TRACE Anti-Bribery Compliance Solutions

Frequently Asked Questions (FAQ)

General

What is TRACE's Third Party Management System (TPMS)?
The TRACE TPMS is a single online interface that allows a company or individual to order and track TRACE due diligence reports online 24/7.

How much does the TPMS cost?
The TPMS is free to use. You only pay for the cost of the due diligence reports you order.

What types of due diligence reports are available through the TPMS?
TRACE offers several different types of due diligence reports, each tailored to a specific level of risk. Specifically, the following TRACE products can be ordered through the TPMS:

- TRACE*check*
- TRACE*certification*
- TRACE*select*

Please go to http://www.traceinternational.org/due-diligence/ for more information of the types of TRACE due diligence reports available at each level of risk.

Can I order a TRAC number through the TPMS?
No, not at this time. Please visit https://tracnumber.com/StaticPages/Home.aspx for more information about TRAC and to request a TRAC number.

How do I know which type of report to order for each intermediary?
TRACE has provided a brief summary about the intermediary risk level that each product may be appropriate for on the Order page. Additionally, TRACE offers a customizable on-line third party risk assessment platform that can quickly help you identify the levels of risk for your intermediaries. For more information about the TRACEsort tool, please click on: http://www.traceinternational.org/due-diligence/risk-assessment/

How do I get started?
If you are a customer who would like to order due diligence on a third party and do not yet have a TRACE TPMS account, please fill at the Contact Form at https://tpms.traceinternational.org/ContactTrace and a TRACE representative will contact you.

If you are an intermediary and would like to order a TRACECertification report on yourself or your company, please click on the TRACEcertification Order option at https://tpms.traceinternational.org/Home/AddOrder and then create an account.

I want to contact TRACE but I don't like to fill out online forms. Is there another way to reach you?
You may also contract TRACE by emailing TPMS@traceinternational.org.

Dashboard

What is "My Dashboard"?
The Dashboard is an at-a-glance summary of your activity in the TPMS. You can quickly see reports that have been requested recently, reports about to renew, etc. There are also some graphs and charts that summarize information about the intermediaries that have completed due diligence through the TPMS.

How can I change what shows up on My Dashboard?
Click on "Customize" and deselect any tables or graphs you do not want on your dashboard. Some tables are preset and cannot be removed.

How do I get back to My Dashboard from other pages?
Click on the "My Dashboard" menu and then select "View Dashboard" to return to your dashboard at any point.

Orders and Due Diligence Reports

How do I place an order?
Under the "Orders" menu, click on "Add new Order". Select the product that you would like to order. On the next screen, you can choose to either order a specific quantity of reports, OR you may choose to enter a lump sum amount and draw down from the lump sum over time. If you would like to order a specific quantity of reports, enter the desired quantity in the boxes on the left. The system will automatically calculate the total. If you would like to order a lump sum, skip the columns on the left and just enter the total in the "Desired Order Total" field. Click "Next" to proceed to the payment page.

I want to pay by a method that is not listed on the Payment Information page. What should I do?
Please contact TRACE and we will discuss the possibility of accepting an alternate payment method.

How do I request a due diligence report?
If you have just placed an order, click on "Enter Candidate Details". If you are going to "draw down" money from a previous lump sum order, click on the "DD Reports" menu and then select "Add DD Report". Enter the quantity for each product in the column on the left, and then enter the amount from each order you want to spend towards this report. If you only have one order with credits remaining (ie, not yet spent on a report), only one order will be displayed. Finally, select if you want the report run on yourself or a third party, and enter the third party's contact information if applicable. You may choose different notification options at the bottom of the page, and then click "Submit".

What is the "Internal Tracking Name/ID" for a third party?
This is a field that you may use as you wish to help you identify the third party internally to your company. The TRACE Due Diligence Report will show the intermediary's full legal name. If you refer to the intermediary but a shortened name, or use a tracking number, you may choose to enter that in this field so that you can easily identify the intermediary. You are not required to enter anything in this field.

Why did I need to enter the products I want on the Order page and then again on the Request Due Diligence Report page?
In order to accommodate customers who place orders one at a time and customers who prefer to draw down from a lump sum, we separated out the "Order" step and the "Due Diligence Report" step. The number or selection of products that you enter on the Order page is just calculating the total price of the order. The items you select on the Request Due Diligence Report page are the items that will be included in that Due Diligence Report.

I want to order different types of reports. How do I do that?
Each order can only include one report type. If you would like to order more than one report type, you will need to place separate orders. You can see all your orders for all report types if you click "Search Orders" under the "Orders" menu.

How can I track the status of my orders?
You can check the status of your orders online at any time by clicking the "Orders" menu and then selecting "Search Orders". The information can be filtered or sorted by user name, company name, order date, type of service, credit status, payment status and order ID. You can see more information about the order by clicking on the order ID on the left, or by clicking on the "Action" menu on the right and selecting "View Order". You can see the Due Diligence Requests associated with a specific order by clicking on the "Action" menu on the right and selecting "View DD Reports".

How can I track the status of my due diligence reports?
You can check the status of your due diligence reports, including reports completed and reports in progress, online at any time by clicking on the "DD Reports" menu and then selecting "Search DD Reports". The information can be filtered or sorted by intermediary name, country, type of service, processing status, date requested, date completed and other filters. If you don't want to see the filter options, click "Hide filters" at the top of the filter box. To see a detailed status breakdown for intermediaries that are currently completing the due diligence review, click the check box next to "Include Detailed Status Columns" and then click "Filter." You will now be able to see a detailed breakdown of the various steps of the due diligence process and the current status of each step.

Renewals & Refreshes

When is a TRACE*certification* due diligence report renewed?
All TRACEcertification intermediaries are automatically prompted to renew their due diligence report once a year. The intermediary will receive a message 60 days prior to the report's expiration date, which is one year after the report is released.

Can I choose to not renew a TRACE*certification* intermediary?
If you do not want an intermediary to renew, click on the "Action" menu for the intermediary and select "Update Renewal Settings." You can then choose the appropriate renewal settings. By default, all intermediaries are set to renew. You must change the renewal settings if you do not want to renew an intermediary. Renewal settings can only be changed up until 60 days prior to the expiration date. At 60 days, the intermediary is automatically notified to renew their due diligence report and the renewal cannot be canceled.

How do I know when a TRACE*certification* report is about to renew?
On your dashboard, you can see all the reports that are going to renew in the next 90 days.

Can I renew any reports other than TRACE*certification* reports?
TRACE*check* and TRACE*select* reports are considered a "snapshot in time" and therefore cannot be renewed. However, TRACE*check* and TRACE*select* will refresh any report that is less than two years old at a discount of 25% off from the original price. Any TRACE*check* or TRACE*select* report that is two years or older we recommend a new order to be placed.

How do I order a TRACE*check* or TRACE*select* refresh?
Locate the report you want to refresh using "Search DD Reports". In the "Action" Menu, select "Refresh Report". You may only refresh a report that has already been completed and released.

Companies and Users

May I add other users to my account?
Yes. The authorized account manager may add other users at any time by clicking on the "Company & Users" menu and then selecting "Add User".

Can I control access permissions for the individual users in my company?
Yes. The authorized account manager for you or your company can set the access permissions for each user allowed to access the TPMS at the time the user's account is set up. Access permissions can be changed by the authorized account manager at any time by clicking on the "Company & Users" menu and then selecting "Search Users". After you locate the specific user, click on the "Action" menu on the right and then select "Edit". Permissions can be added or removed at the bottom of the screen.

How do I add a subsidiary to my account?
Click on the "Company & Users" menu and select "Add Company." You will need to fill in information about the company, including designating the parent company.

How do I edit information about my company or my subsidiary?
Click on the "Company & Users" menu and select "View Company." You will see the hierarchy of your companies listed. To edit the information about a company, click "Edit." To view the users associated with one company, click "View Users".

Intermediary Directory

Where can I find a list of TRACE Certified intermediaries?
The current list of TRACE Certified companies may be found under by clicking on the "Intermediary Directory" menu and then selecting "View Intermediary Directory." All customers may view the list at any time. TRACE Corporate Members have the added benefit of being able to view and filter the list by industries, types of services provided, country where located and countries in which services are provided. If you are interested in learning more about TRACE Membership, please contact TRACE.

How can I contact or get a report on a TRACE Certified intermediary?
All customers may request a copy of a TRACE Certified intermediary's report by clicking "Request Report" on the right side next to the intermediary's name. An email will be sent to the intermediary informing them you are interested in viewing their report. You will not be able to see the report until the intermediary has authorized you to do so.

TRACE Corporate Members have the additional benefit of being able to contact an intermediary from the directory and establish a dialogue prior to requesting the report. This is done by clicking on "Send Message" through the Intermediary Directory. If you are interested in learning more about TRACE Membership, please contact TRACE.

I am a TRACE Corporate Member but I do not use TRACE's due diligence services. Can I still use the Intermediary Directory?
As a TRACE Corporate Member, you are still welcome to full access of the Intermediary Directory regardless of whether you use TRACE's due diligence services. Please contact TRACE so that we can set up an account for you in order to enable full access to the directory.