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## e-MSPO Progress Update 2

Dear Valued Stakeholders,

Following our initial announcement on **19 December 2024** and the progress update 1 on 8 April 2025, we are pleased to share the second progress update on the implementation of key modules under the Malaysian Sustainable Palm Oil (MSPO) certification system.

As part of our ongoing commitment to enhancing the MSPO framework, we are pleased to announce that the following modules will be go live on **30 June 2025**:

- 1. Certification** Module (NC Tagging) for Accredited Certification Body
- 2. Traceability** Module (Supply Chain) for MSPO Logo Claim
- 3. SPOC** Module for MPOB Officers
- 4. MSPO** Logo Module
- 5. Complaints & Grievance** Module

These modules are designed to significantly enhance user experience within the e-MSPO system, supporting a more efficient and transparent certification process and management.

## Support & Contact Information

For further clarification or assistance, you may contact the relevant support teams via the following emails:

MSPO Logo Module: [mspologo@mspo.org.my](mailto:mspologo@mspo.org.my)

Complaints & Grievance Module: [complaints@mspo.org.my](mailto:complaints@mspo.org.my)

Certification/Traceability/SPOC Module: [emu@mspo.org.my](mailto:emu@mspo.org.my)

If you encounter any technical issues or require assistance, please submit a support ticket through the **e-MSPO Helpdesk**. We appreciate your continued cooperation and commitment to the MSPO certification process. Thank you.

## ***Malaysian Sustainable Palm Oil***

*30 June 2025*