Sustainable Coffee Challenge Commitments Hub Guidebook

LOGGING IN

To log into the Commitments Hub, you will first need to be provided with an account by a member of the Challenge team. Once an account has been created for you, you will receive an email from the platform provider, ActivityInfo, with a link to activate it and set your password.

Typically, to maintain clear lines of communication, we only grant one Hub account per partner organization. This person will be the Hub point of contact and it will be their responsibility to fill out and submit the relevant Hub forms each year to maintain active partnership. In the event of staff changes, please reach out to scc@conservation.org and we can update the Hub point of contact &/or make other account changes.

Once you have an account, you can login to the Commitments Hub at https://www.activityinfo.org/login

WHAT *YOU* NEED TO DO IN THE HUB

To maintain active partnership status, partners must take action in the Commitments Hub each year by June 30th.

Once you're logged in, to know what you need to do by the annual deadline, please follow the steps in the box below that best fits your current status. If you're not sure—reach out 😊!

If you're a NEW partner…

You should recognize the Commitments Hub platform from filling out the new partner application, which doubles as the Partner Info Form. To complete the requirements of becoming a Challenge partner you will also need to:

- ❑ **State at least one commitment**
- ❑ **Prepare to report progress** (reporting isn't required for commitments stated less than 6 months before June 30th, but you're always welcome to if you have progress data already available)

If you're a partner WITH existing commitments…

This is the "standard" status

- ❑ Must: **Report progress** on existing commitments in the Hub
- ❑ Suggested: Review and **update your partner info** form to update your organization's information
- ❑ Suggested: **Share any new commitments** your organization may have recently made (if your existing commitments are expiring, be especially sure to add new ones!)

If you're a partner WITHOUT active commitments...

- ❑ Must: **State at least one commitment** to remain an active partner
- ❑ Suggested: Review and **update your partner info** form to update your organization's information

If you're a friend of the Challenge WITH Commitments...

If your partner info form is empty, your organization may not be an official Challenge partner yet. To join formally:

- ❑ **Edit the PARTNER INFO form to fill it out completely and let us know once you're finished** so we may conduct due diligence to formally add your organization as a Challenge partner
- ❑ **Report progress** on existing commitments in the Hub

If you're a friend of the Challenge WITHOUT Commitments...

- ❑ **Join the Challenge!** Please fill out this form to initiate the process and receive a link to the new partner application
- ❑ **State a Commitment**: Once your New Partner Application has been reviewed, you'll receive a Commitments Hub account and be able to state a commitment, which is now required to formally become a Challenge partner
- ❑ **Prepare to report progress** (reporting isn't required for commitments stated less than 6 months before June 30th, but you're always welcome to if you have progress data available)

GETTING STARTED STEP-BY-STEP

The Commitments Hub houses 3 key forms:

1. The PARTNER INFO Form, which doubles as the new partner application and (unlike the other forms) remains unlocked for as-needed updates. This form stores important background information, contact, and account details for your organization.
2. The COMMITMENTS Form. Add a new record using this form to state a new commitment. You can also view all the information about your existing commitments in the right-hand reading pane by clicking on the table rows. Once approved, past submissions are locked, and you won't be able to freely edit them. Please reach out to us if you feel edits are needed.
3. The REPORT Form. Add a new record using this form to report progress on your existing commitments. You can also view your past progress reports in the right-hand reading pane by clicking the table rows. Once approved, past submissions are locked, and you won't be able to freely edit them. Please reach out to us if you feel edits are needed.

Read on for step-by-step instructions to get started using these 3 forms. From there, the forms themselves will guide you through the process. If you get stuck, please contact us &/or check out these recorded tutorials on stating commitments and reporting for more detailed instructions.

How to update your organization's info:

1. Navigate to *1. PARTNER INFO Form*.
2. Select the only record in the table and it should appear in the reading pane on the right hand of the screen.
3. Select *Edit record* from the reading pane and the form should open, allowing you to edit the information.
4. Make your updates and select *Save record* (green button) to submit your updates.

💡 *Reminder: Unlike the Commitment and Report forms, the Partner Info form is kept unlocked for as-needed editing. Do NOT try to add a new Partner Info record as the system will prevent you from saving it to ensure duplicate accounts aren't made for your organization.*

How to state a new commitment:

1. Navigate to *2. State or View COMMITMENTS*.
2. Select *Add record* (look for a green button in the top left-hand corner) and a form will open.
3. Follow the form instructions and guided questions to fill out the form.
4. When you're finished, be sure to select *Save record* (green button) to submit your commitment. If you need to come back and finish later, select *Save as draft* (white button) to make sure your progress isn't lost.

🔍 Hint: You can use the left-hand navigation menu within the Commitments form to jump to specific sections. Sections and questions themselves will appear red when information is missing or in the wrong format

How to report progress on commitments:

💡 Reminder: Reporting progress is required annually by June 30th for all commitments stated > 6 months prior. Even if progress data isn't yet available—or if there has been minimal, no, or even negative progress— please still provide these updates. Transparency is 🔑 !

1. Navigate to **3. REPORT or View Progress**.
2. Select **Add record** (look for a green button in the top left-hand corner) and a form will open.

3. If you have multiple commitments, please submit a separate report/add a record for each one. When you select the "Commitment Short Name" from the dropdown list, the full commitment text, your selected metrics, etc. will auto-populate.

4. There will be 1-2 metrics subforms customized to the metrics you previously selected. Be sure to report progress using ALL your previously selected metrics via drop-down lists within the metric subform(s). You can also add and report on additional Challenge-aligned metrics via an optional subform. If you receive errors in this section, you may be missing metrics entirely—please reach out for assistance!

5. When you're finished, be sure to select **Save record** (green button) to submit your report. If you need to come back and finish later, select **Save as draft** (white button) to make sure your progress isn't lost. Again, don't forget to repeat this process for all of your organization's commitments, if there are multiple.

Add record

3. REPORT or View Progress

Jump to
- Instructions
- Progress on Metrics
- Progress Summary
- Validation

Save record

Save as draft

✕ Cancel

Instructions

Please use this form to report annual progress on your organization's commitment(s) by June 30th each year.

You will need to fill out a separate reporting form (add a record) for each separate commitment. The "Commitment Short Name" question below will allow you to select one commitment to report on at a time and auto-populate portions of the form to help get you started!

Please note that once reports are submitted (via the green "Save record" button) and approved by the Challenge team, you will not be able to edit them directly (please reach out to us with such requests).

If needed, you can save this form as a draft to finish later.

Fields that state "public" in the subtitle will be publicly displayed on your organization's SustainCoffee.org partner page and potentially in other Challenge communications, such as the annual Commitments Hub report. All other responses will be kept anonymous.

Please contact us at scc@conservation.org if you require assistance. Thank you!

Organization Name* REQUIRED

Conservation International ▾

+ Add reference record in Organization Name

Commitment Short Name* REQUIRED

Select Short name for commitment ▾

+ Add reference record in Commitment Short Name

Progress on Challenge-Aligned Metrics REQUIRED
Select the add record button below to report on your previously-selected metrics and repeat until you have reported on all metrics in the dropdown list (if there are multiple). You may enter 0 if data is not yet available or progress has not been made.

To report on metrics beyond those previously selected, you may add AND report on additional metrics in the next section.
Adding a record to a subform takes you to a new form. All your data you've filled in on this form remains saved until you return to it.

⊕ Add record in Progress on Challenge-Aligned Metrics

Progress on Unstandardized Metrics REQUIRED
Select the add record button below to report on your previously-selected metrics and repeat until you have reported on all metrics in the dropdown list (if there are multiple). You may enter 0 if data is not yet available or progress has not been made.

To report on metrics beyond those previously selected, you may add AND report on additional metrics in the next section.
Adding a record to a subform takes you to a new form. All your data you've filled in on this form remains saved until you return to it.

⊕ Add record in Progress on Unstandardized Metrics

Optional: Add and report on additional Challenge-aligned metrics
To provide more data toward our shared 2025 targets, please consider whether there are additional Challenge-aligned metrics you could add and report on in relation to this commitment.

Note: If you are missing pre-selected metrics entirely for this commitment, adding metrics to this subform will NOT resolve form errors. Please save your work so far as a draft and contact scc@conservation.org for assistance. Thank you!
Adding a record to a subform takes you to a new form. All your data you've filled in on this form remains saved until you return to it.

⊕ Add record in Optional: Add and report on additional Challenge-aligned met...

You are here

3. REPORT or View Progress

Jump to
- Instructions
- Progress on Metrics
- Progress Summary
- Validation

Save record

Save as draft

Cancel