Agri-Intel Frequently Asked Questions:
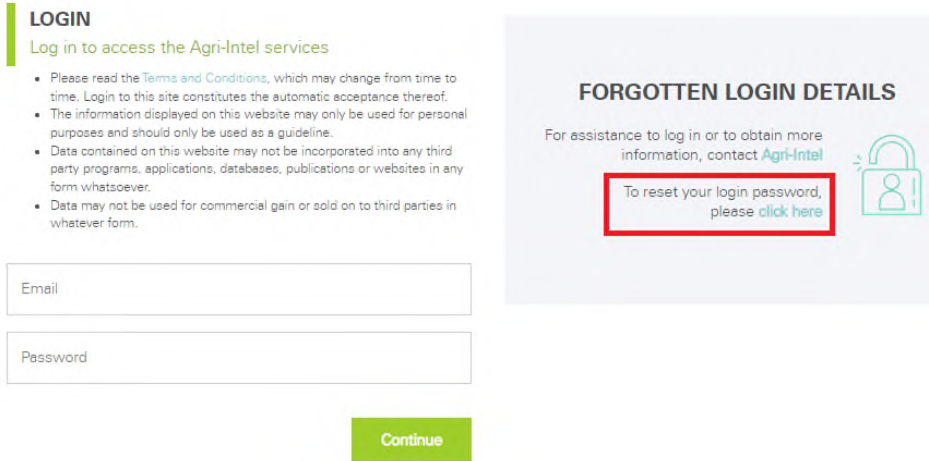
September 2023

(Click on the question below to take you to the answer)
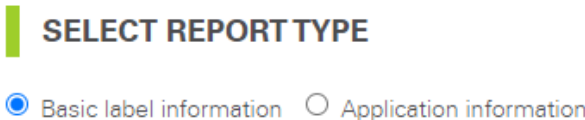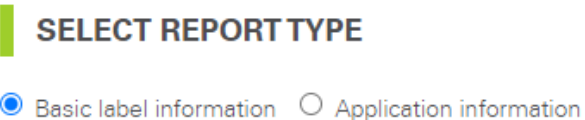
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- [The text of the reports is very small. How can I increase the font size to read the entries?](#)
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Frequently Asked Question	Answer
Why do I need to pay for Agri-Intel if I am not a CropLife South Africa Member?	Agri-Intel is owned and managed by CropLife South Africa, a non-profit industry association that serves and represents their member companies. Income is needed to cover the costs associated with the daily maintenance and upkeep of the database as well as the continuous development work which is required to produce new enhanced features. Without income, the database will simply not be sustainable. CropLife South Africa members already pay an annual membership fee to CropLife South Africa and are therefore not required to pay subscription fees to Agri-Intel. Therefore, it is only fair that non-CropLife members should pay an annual subscription fee in order to gain access to the Agri-Intel database. Agri-Intel caters for South African products and therefore higher rates are charged for persons living outside the borders of the country.
I have forgotten my login details. How do I reset my password? I also lose my password and have to reset it frequently.	The Agri-Intel team are not able to view users' passwords and so the password will need to be reset by the user. On the login page (https://www.agri-intel.com/member/login) under FORGOTTEN LOGIN DETAILS you can select the reset password link. You will then add your email address that you registered with on the website, and a reset password link will be sent to you (please check your spam folder for the email): Once you have a new password, save this in a safe place so that you remember what the password is for future use. Alternatively, if you forget your password again, you can simply follow the steps above to reset your password.

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My access has been blocked and I can't access the database?	Subscription to Agri-Intel must be renewed annually. Fourteen days before your subscription ends, the system will send you an email to prompt you to renew or change/upgrade your package. Log in to the website and access your "User Profile" and then select "Update user profile" and renew your profile from there. If users breach the Terms and Conditions, access may be blocked for security reasons. The system will notify the Agri-Intel team if passwords have been shared or if a mass of data was downloaded. The user will be required to respond to the email sent and the response will determine whether access will be granted again.
How do I register more than 3 users on Agri-Intel?	Each user using Agri-Intel will require their own profile with username and password in order to access the website. For Non-CropLife South Africa and International subscriptions, a bulk user licence is available if 4 or more users from the same company wish to register (there is a discount available). Please contact admin@agri-intel.co.za if you are interested in this option.
How are products listed on Agri-Intel?	Agri-Intel relies on feedback obtained from registration holders. If registration holders do not supply the information, the products cannot be added to the database. The database aims to list all registered products from all registration holders but there are some registration holders that do not wish to include their products in the database. Agri-Intel requests that the current registration certificate and label that has been stamped by the Registrar's office of Act no. 36 of 1947 is submitted. This information is cross checked with the label that is displayed on Agri-Intel to ensure that the product is marketed as it has been registered. A product will be registered with a trade name and a unique L number which is indicated on the registration certificate received. Every 3 years, a registration holder will need to resubmit their registration certificate to show that the product is still registered. Stamped labels are submitted once there has been a new amendment on the label that has been approved by the Act no. 36 of 1947. You are welcome to contact the Agri-Intel team if you have any enquiries regarding a product that is listed or not listed.

Frequently Asked Question	Answer
Why are not all products listed on Agri-Intel, including products that are not necessarily regulated?	Agri-Intel lists products which are registered with an L number registration under Act no. 36 of 1947. This includes chemical, biological, and natural crop protection and public health products including herbicides, fungicides, insecticides, adjuvants and plant growth regulators among others. Only products which are registered with an L number are included. Agri-Intel will start to include products registered with an M registration soon (Group 3 registrations). Agri-Intel relies on feedback obtained from registration holders, both members and non-members of CropLife South Africa. If Registration holders do not supply the information, the products cannot be added to the database. The database tries to include all registration holders' information, but some registration holders do not wish to list their products. Agri-Intel requests that the current registration certificate and label that has been stamped by the Registrar's office at Act no. 36 of 1947 is submitted. This information is cross checked with the label that is displayed on Agri-Intel to ensure that the product is marketed as it has been registered. You are welcome to contact the Agri-Intel team if you have any enquiries regarding a product that is not listed.
Where can I find a list of products that have been cancelled or banned?	Agri-Intel only lists the products which are currently registered. If a registration holder notifies the Agri-Intel team of a cancellation, that product is then removed from the database. Under the 'Industry resources & training' section of the website, there are a list of actives that have been banned or restricted in South Africa.
Sometimes it is quicker to find product labels just on the Google search engine	Please note that Agri-Intel obtains the label that has been stamped by the Registrar's office (Act 36 of 1947) and compares that with what is available on the commercial label to verify that the information is as registered.
When will the GHS labels be available on the website?	The Agri-Intel team currently awaits feedback from numerous registration holders regarding the GHS labels. Some GHS labels are available on the website already however, Agri-Intel will be launching the addition of a new column for the GHS labels in the Label database reports. This will be available on the website from September 2023. The GHS labels will eventually replace the old WHO format labels once all information has been verified. If both the GHS and WHO label are available, then not all information has been verified as yet. If only the GHS label is available, then all information has been verified. If only the WHO label is available, then the GHS documentation has not yet been received.

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Are adjuvants listed on Agri-Intel?	Agri-Intel lists products which are registered with an L number registration under Act no. 36 of 1947. This includes chemical, biological, and natural crop protection and public health products including herbicides, fungicides, insecticides, adjuvants, and plant growth regulators among others. The B and K registrations (Group 1 and 2 registrations) are not available currently on the website. M registrations (Group 3 registrations) will be added to the website in due course.
Why are fertilizers or foliar feeds not listed on Agri-Intel?	
Where can I find information about growth stimulants?	
Where can I find active ingredient quantities and formulation types?	The active ingredient quantities/ concentrations and the formulation types of each product can be found in all the 'Obtain Specific Label Information' and 'Compare labels' reports when selecting the Basic label information option under SELECT REPORT TYPE: **SELECT REPORT TYPE** ◉ Basic label information ○ Application information
Where can I find information about the FRAC/IRAC/HRAC codes?	The HRAC/ FRAC/ IRAC codes for each product can be found in all the 'Obtain Specific Label Information' and 'Compare labels' reports when selecting the Basic label information option under SELECT REPORT TYPE. This information is derived from the HRAC, IRAC and FRAC websites: **SELECT REPORT TYPE** ◉ Basic label information ○ Application information
It would also be nice to be able to find the desired pH of mixture for specific active ingredients on the portal, as not all labels include this information.	The data contained on Agri-Intel is obtained from the labels. If information is missing from the label, the registration holder should address this. If there is information available on the label, the Compatibility column in the 'Compare labels' reports will indicate if there is information available or not.
How can I search for products registered for Aerial application?	The "Application types" column is available in all reports in the 'Search Registration Information', 'Obtain Specific Label Information' and 'Compare labels' sections. Make all your selections and then in the report you can filter on Aerial application (or any other applicable application type) in the "Application types" column.

Frequently Asked Question	Answer
Where can I find information regarding other African countries?	Agri-Intel lists products which are registered in South Africa with an L number registration under Act no. 36 of 1947. If a product has an additional registration number(s) in any of the other African countries, this number is then listed on Agri-Intel. In all the Label information reports, you are able to filter on the country you are looking for to see if there is an additional registration in that country. Please note that the South African version of the label may differ from the label in the other country and the registration holder will need to be contacted for more information. Only the registration number is indicated.
How do I search for information regarding a specific weed species?	The 'Weed species' section is available to search for information regarding products registered for specific weeds. To search for information about a specific weed species you can access the 'Search by Target' report and add all. Then Refine your search by selecting at least one of the options (you can do an Add all selection on the chosen option too). You are then able to select the particular weed species by its English common name, Afrikaans common name or Latin name. The report will then show information for the selected weed species and the products registered based on your search. You are also able to search for any weed species in any of the 'Search by xxx' reports if you want to start with an active ingredient, crop, or registration holder. The weed species will be the last step on each selection page.
Date of when data was last updated on the website?	**Label database:** When a new PDF of the commercial label has been loaded onto the website, the reference number on the document is captured in the "Label Reference" column which is found on all reports. The "Database Reference" column indicates the reference number of the label that was used to capture the information which is displayed in the database. This reference number may be the previous version and this implies that the product information in the database has not yet been updated with the new label's information but the new PDF version of the label is available for viewing and download. **Residue management:** The key at the bottom of all the MRL reports will show the date when data for a specific region or market was last updated.

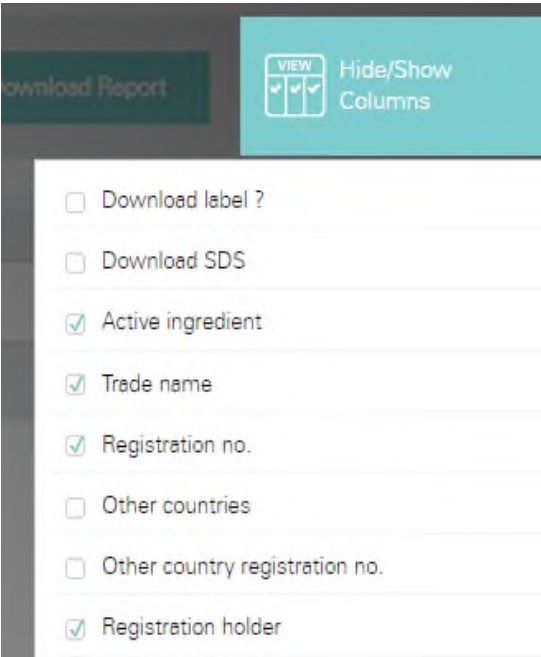| Frequently Asked Question	Answer
How do we determine the different class of products under the WHO colour band?	At present, the different coloured bands are allocated on each Label database report as the first column and a key is available at the bottom of every report: Once the GHS label has been obtained, this colour band will however fall away as it is not applicable to the new GHS format labels.
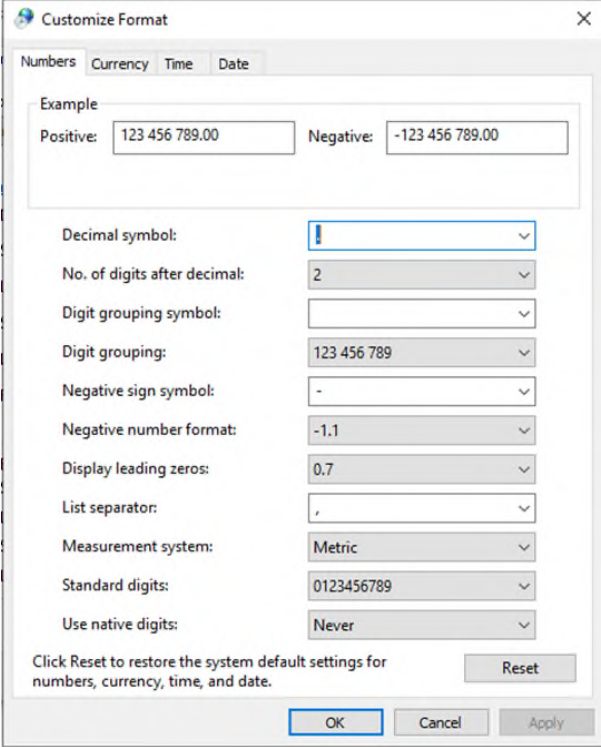
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Where do I find a Hide/show/freeze option when viewing the reports on Agri-Intel?	The Hide/Show columns function is available on Agri-Intel at the top right hand corner of all the reports. Here you can de-select any columns which you would like to exclude from the reports and only columns that remain selected will display. This allows you to refine reports to only show information that is relevant to your specific needs.

Frequently Asked Question	Answer
The reports are too big or too cluttered. How do I simplify my search?	Users can customise the reports on Agri-Intel to their specific needs. On each of the 'Search by xxx' pages, you only need to make the first selection and then one additional selection is required under the Refine search option. You do not have to select an option under each heading listed under 'Refine search' but you may use as many as you wish. The Optional filters on the left-hand side of the screen are available if you require it, but it is also not mandatory to make any selections in this filter. Once you have made your selection and you have the report open in front of you, you can use the Hide/Show columns feature on the top right-hand side to select only the relevant columns which you would like to include in the report (please see Hide/Show columns above). The View XLS feature will also allow you to use filters on screen to simplify your search. The Agri-Intel team will look at further simplifications to the website in 2024.
Data cache remembering search options and the search options needs to be unselected for next search	Please note that there is a Clear all button on the bottom of every 'Search by xxx' selection. After you have viewed your report, Clear your selection and start your new search: Clear all Submit
Why can't I export large volumes of data from Agri-Intel?	In order to protect the data and ensure the sustainability of the database Agri-Intel has been designed in such a way that it is not possible to download all of the data from the database at once. Users can search for information on the website and download the report to use within the website's Terms and Conditions. The website is updated almost daily with new information so it is not advisable to consult downloaded data files as there is a risk that it could contain information that is already outdated. It is always safer to rather consult the website and labels each time you have a query in order to view the most up to date information.
The text of the reports is very small. How can I increase the font size to read the entries?	The program that you use to view PDF/CSV documents should have a zoom feature available. You can increase the size of this so that the report is more easily viewed. Due to the amount of data in the report, text on the report can't be made any larger for everything to fit on a page.

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How can I improve the format of the CSV-file of the Report which I have downloaded? The current format is not user friendly or in a 'ready to use' format.	CSV downloads are only available for smaller data sets. These CSV files can be adjusted according to your PC's settings: 1. Go to regional settings. Click additional date, time, and regional settings. 2. Click on change date, time, or number formats. 3. Click on additional settings. 4. Make sure the decimal symbol is the . on your numeric keyboard. 5. First click Apply and then OK. From now on all your reports will be in the correct format.

Frequently Asked Question	Answer
References for MRL data (legislative sources of information)	The Agri-Intel team monitors changes of local and international MRL values of various countries. Various sources of MRL information are consulted including official MRL databases of various countries; new published MRL regulations; WTO SPS notification regarding new MRLs and where possible, we also liaise directly with responsible international MRL regulating authorities regarding MRL enquiries. When new MRLs have been published and become applicable we will update the information in the database as soon as possible. The key at the bottom of each Residue Management report will indicate a date when a region/country's MRL information has last been updated in the database.
DALRRD MRLs differ from Agri-Intel	The official source of information of SA MRL information on Agri-Intel is obtained from the published Department of Health Gazettes. Each Gazette is an amendment of the previous publication. The only information obtained from DALRDD (which proposes MRLs to the Department of Health) are the proposal letters issued to Registration holders once their product has been registered. These proposed values are indicated on Agri-Intel as proposed until a new Gazette is published from the Department of Health.
Where can I find information regarding the EU approval status?	The EU approval status of an active ingredient is listed on the website in any of the Residue management reports. EU as a destination needs to be selected for the report. This approval status only gives information about the active ingredient's status in the EU. It will also indicate what the current expiration date of the approval is.
I sometimes forget where certain specific data is found in the reports?	A list has been created for users on the Industry Resources and Training page. This list shows all the headings that are available in each report as a reference tool.
The website is not up to date and updates are slow	Agri-Intel relies on information to be supplied from Registration holders. Added to this, new information added to the website needs to be cross checked with registered information to ensure that the label added onto the website is correct. This process is ongoing. If you do not see a latest update on the website, please enquire with the Agri-Intel team and we will follow up with the relevant parties.
Where can I receive training on how to use Agri-Intel?	Once logged in, training videos and material is available on the website under the "Industry Resources & Training" section. There are various videos available for each section of the website. Please also refer to the document on the Agri-Intel report summary in this section.