USER GUIDE FOR essCert

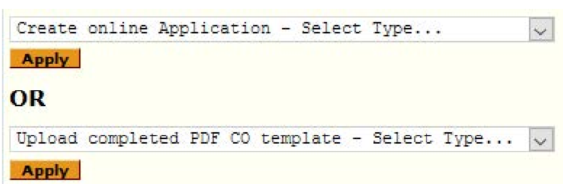
Login to essCert at www.esscert.com

Arrive at the **Active Applications** page, your center for Chamber certification processing activity,

Select a submission method

Create online Application allows you to complete an online Certification of Origin template. Open drop down menu to see document options.

Upload completed PDF CO template allows you to upload your own fully completed Certificate of Origin template for Chamber certification. Open drop down menu to see document options.



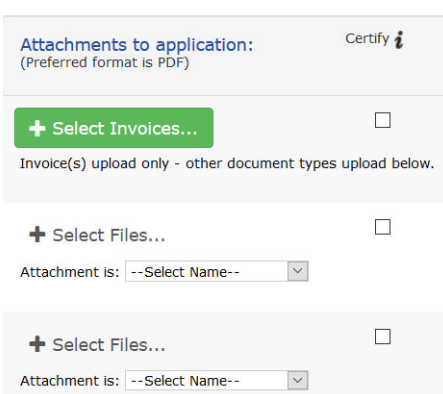
If you choose Create online Application

(if you are uploading your own Completed PDF CO template, see page 3 for a guide to that process)

Attachment documents

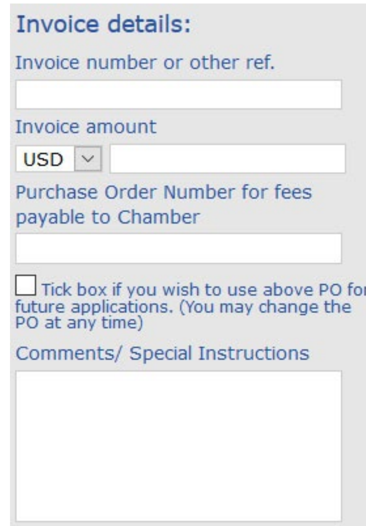
Upload your export invoice and/or other attachments your Chamber needs to verify your Application. If you wish to have your Chamber certify your invoice or other attachments, simply check the "Certify" box.

You can upload up to 10 documents in each document type.



Add invoice details and comments

Enter invoice reference details, and amount. Have a purchase order for fees payable to the Chamber? Enter it here. If you have any comments or special instructions for the Chamber (optional), enter those here.



Scroll down, and complete online template

A **Glossary of Certificate of Origin terms** on page two of this document will help guide you in completing the online template form.

Submit Application online to the Chamber

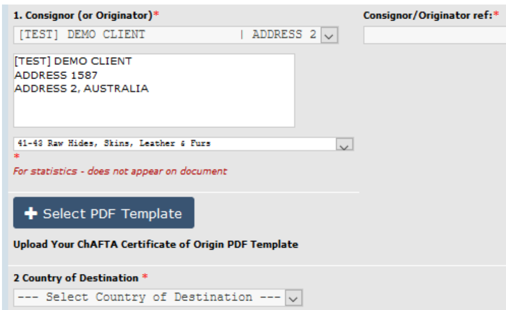
Clicking **Submit** will open the processing option form

Clicking Exporter Prints button will submit your application to the Chamber for review and you will print the certified document(s)

If you are uploading your own completed PDF Certificate of Origin template

(if you are creating an online Application, see page 2 for a guide to that process)

Click the **Select PDF Template** button to navigate to your *completed* PDF template on your own computer, and upload it to the system. Add in your reference number and select the country of destination for this shipment.



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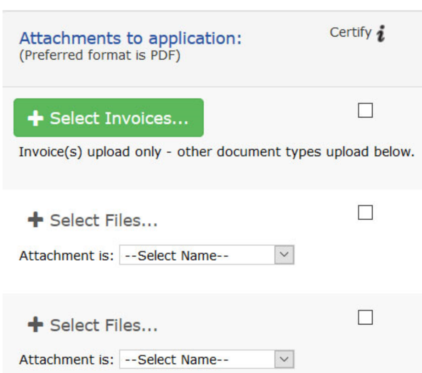

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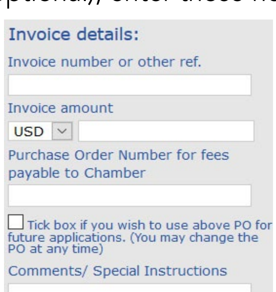

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essCert Platform Information

Blank Templates – Go to the Cert Templates & Help Centre (accessible from the Active Applications page), all templates can be downloaded from here.

Need to Print your documents again? – Go to the Archive page, open the application and use the Print Extra button to generate your documents to print.

Want to Copy a previous application?– Go to the Archive page, open the application and use the Copy button to generate a copy of the original application that can be edited.

Consignors/Consignees – Adding a new Consignor or Consignee in an application will save the details automatically for the next time you need to use them, saving you from having to re-type each time.

Rejected Application?– If your application is rejected, simply press the Edit link, make the necessary amendments in accordance with the rejection reason and then resubmit to the Chamber for review.

Need Technical Assistance – Contact our 24/7/365 support desk:

Email address: support@esscert.com

Telephone: +61 8 7444 5030

FREQUENTLY ASKED QUESTIONS

A) I do not have / cannot remember my login details.

1. Go to www.esscert.com/retrieve and enter your registered email address in the box provided.
2. Press the Retrieve button once (more than once will reset your login details multiple times).
3. If you have an account with more than one Chamber you will see a list of chambers, press the Retrieve button for the chamber you want to login to.
4. Your login details will then be sent to your registered email address. Please check your junk/spam if you do not receive the immediately.

B) How do upload my signature?

1. Login to your essCert account.
2. Go to the My Account page.
3. On a plain piece of paper (any size) write your signature.
4. Scan the piece of paper as either a png, jpeg, gif or jpg image.
5. Login to your essCert account.
6. Go to the My Account page and Press the Edit Profile link.
7. Upload the image in the Signature Image field (the system will automatically resize and make the image transparent).
8. Press the Submit button at the bottom of the page to save your signature.

C) Where can I get Blank Templates

1. When you are logged into essCert, you will see on the right hand side of the Active Applications page a link to the Blank Templates & Help Centre.
2. Clicking on this link will bring you to that page where you can download the template you need.

D) My colleague(s) needs access to essCert

1. Your company's nominated Primary Contact can set up additional users on the platform. Please see page 5 of this guide for instructions.

E) My application has been rejected, what do I do?

1. Go to the Active Applications page.
2. Identify the relevant application (the text will be in red) and press the Edit button.
3. The reason the application was rejected will pop up on the screen.
4. Make whatever changes the Chamber have requested.
5. If you need to make changes to your PDF uploaded document, you will first need to delete the original template you uploaded. To do this click on the small x beside the file name onscreen. You can then uploaded the amended PDF document.

F) I need to Print my documents again.

1. Go to the Archive page.
2. Search for the application and then press the View button.
3. On the left hand side you will see a Print Extra button, pressing this button will generate the document(s) for you to Print again.

G) I am a Freight Forwarder, how do I add Exporters to my account?

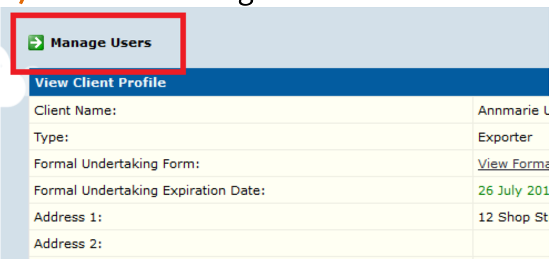
1. We have removed the need for you to be invited to ship on behalf of client.
2. Simply add the name and details of the Client you wish to ship on behalf of as a Consignor.
3. See page 3 of this guide on managing Consignors and Consignees for instructions.

ADDING ADDITIONAL USERS

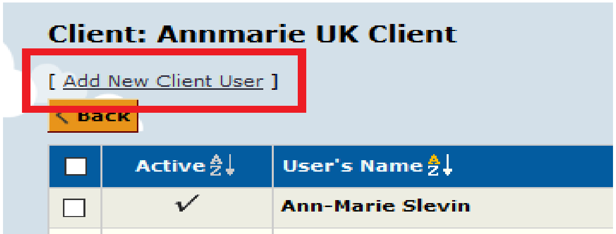
1) Log in to your essCert account

2) Click on the ‘My Account’ tab.

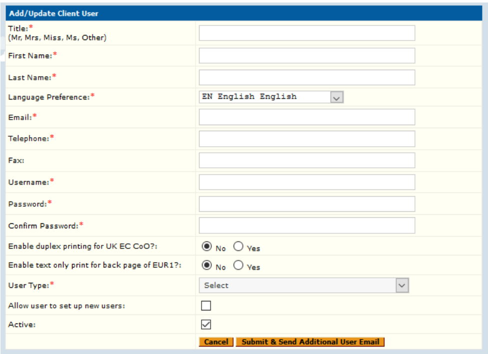
3) Click the ‘Manage Users’ button.



4) Click the ‘Add New Client User’ button.

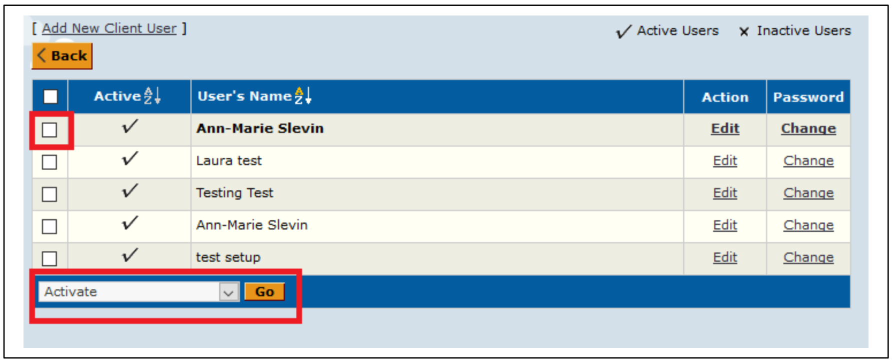


5) You can now enter the new user’s details.



6) When you have finished entering the details press the ‘Submit & Send Additional User Email’ button at the bottom of the page.

7) To deactivate a user, check the tick box to the left hand side of their name, then go to the Activate dropdown list at bottom of the table and select Deactivate and press Go.

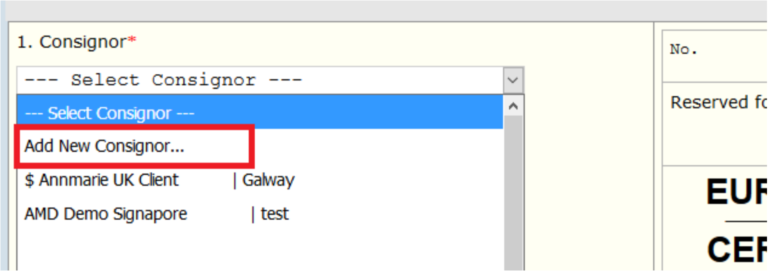


8) To edit an existing user, click the Edit link to the right hand side of their name, when their profile opens make the necessary changes and then press Submit to save the changes.

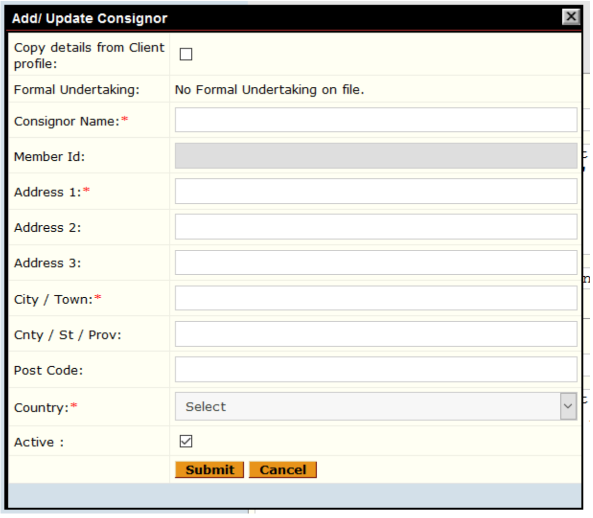
MANAGING CONSIGNORS AND CONSIGNEES

1) If you need to use a new Consignor or Consignee to your application it is <u>very</u> important you follow the steps below:

2) In the Consignor box, open the dropdown menu and select, Add New Consignee



3) When the New Consignor box opens you can enter the necessary details. When you have finished, press Submit to save the details. They will automatically be entered in the Consignor field and will also be available in the dropdown list for future applications.



4) Use the same steps for adding a new Consignee.

5) It is **<u>extremely</u>** important that if you need to use a new Consignor or Consignee, you do **<u>not</u>** select and existing Consignor or Consignee and then manually edit it in the box, this will result in false information being sent to your Chamber and may result in your application being rejected.

6) To deactivate a Consignor or Consignee, go to the Data Library page, select Consignors or Consignees.

7) Identify the record you want to disable from the list. There will be a tick box to the left hand side of the record, tick this box and then scroll to the end of the list. Here you will see a drop down list with the options Active and Deactivate. Select the Deactivate option and press Go.