

User Guide for essCert

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A. Applying for a Certificate

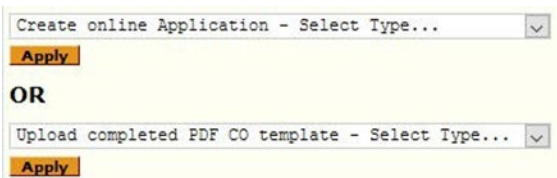
1. Login to essCert at www.esscert.com

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



2. Select a submission method
3. **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.

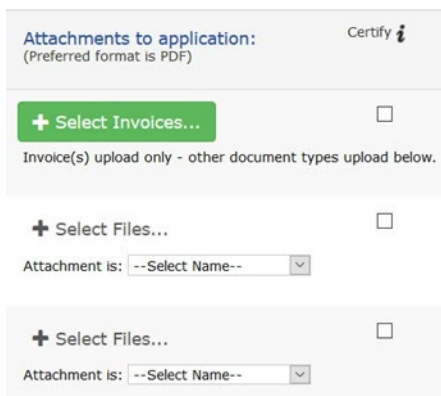


4. If you choose Create online Application
(if you are uploading your own Completed PDF CO template, see page 3 for a guide to that process)

i. 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.



Attachments to application: Certify *i*
(Preferred format is PDF)

+ Select Invoices...

Invoice(s) upload only - other document types upload below.

+ Select Files...

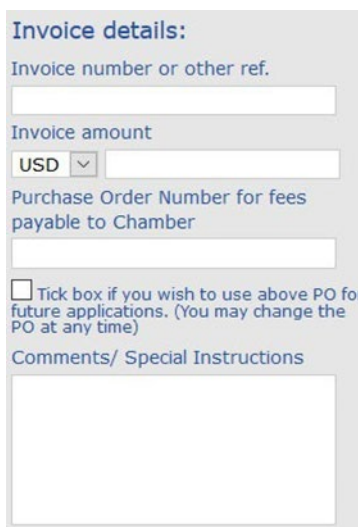
Attachment is: --Select Name--

+ Select Files...

Attachment is: --Select Name--

ii. 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.



Invoice details:

Invoice number or other ref.

Invoice amount
USD

Purchase Order Number for fees payable to Chamber

Tick box if you wish to use above PO for future applications. (You may change the PO at any time)

Comments/ Special Instructions

iii. 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.

iv. 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).

5. 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)

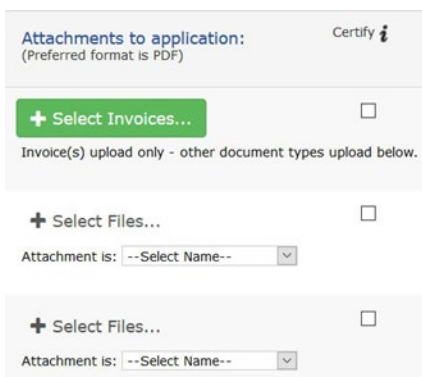
Click the Select PDF Template button to navigate to your completed PDF template on your own computer, and upload it to the system. Add in your reference number and select the country of destination for this shipment.



i. Attachment documents

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



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
Invoice amount
USD

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

B. Frequently Asked Questions

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

1. Go to <https://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 upload 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.

H. How to add new 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.

I. 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.

J. Need Technical Assistance?

Contact our 24/7/365 support desk:
Email address: support@esscert.com
Telephone: +61 8 7444 5030

C. Adding Additional Users

1. Log in to your essCert.com account
2. Click on the 'My Account' tab.



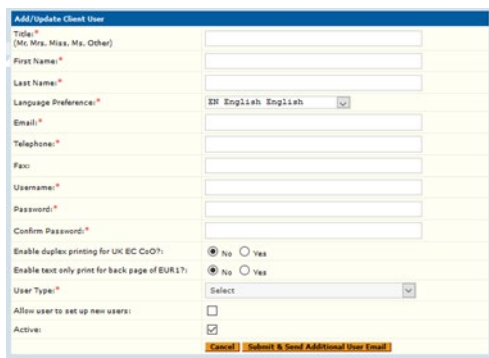
3. Click the 'Manage Users' button.



4. Click the 'Add New Client User' button.



5. You can now enter the new user's details.



Add/Update Client User

Title* (Mr, Mrs, Miss, Ms, Other)

First Name*

Last Name*

Language Preference* EN English English

Email*

Telephone*

Fax*

Username*

Password*

Confirm Password*

Enable duplex printing for UK EC CoO? No Yes

Enable text only print for back page of EUR17? No Yes

User Type* Select

Allow user to set up new users:

Active:

[Cancel](#) [Submit & Send Additional User Email](#)

- ADMIN users can process applications (create, edit, delete, submit, issue).
- VIEW ONLY users can only view the Archive, but can't take action on applications

There can be only one Super User per Client's profile, and Super Users can also add, edit, activate/deactivate profiles for other users. The permission to add other users can also be given to other Admin users by enabling the option "Allow user to set up new users".

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

[Add New Client User] ✓ Active Users ✗ Inactive Users

[← Back](#)

<input type="checkbox"/>	Active	User's Name	Action	Password
<input type="checkbox"/>	✓	Ann-Marie Slevin	Edit	Change
<input type="checkbox"/>	✓	Laura test	Edit	Change
<input type="checkbox"/>	✓	Testing Test	Edit	Change
<input type="checkbox"/>	✓	Ann-Marie Slevin	Edit	Change
<input type="checkbox"/>	✓	test setup	Edit	Change

Activate

- 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.

D. Managing Consignors and Consignees

If you need to use a new Consignor or Consignee to your application it is very important you follow the steps below:

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

1. Consignor*

--- Select Consignor ---

--- Select Consignor ---

Add New Consignor...

\$ Annmarie UK Client | Galway

AMD Demo Signapore | test

No.

Reserved for

EUF

CEF

- 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.

Add/ Update Consignor

Copy details from Client profile:

Formal Undertaking: No Formal Undertaking on file.

Consignor Name: *

Member Id:

Address 1: *

Address 2:

Address 3:

City / Town: *

Cnty / St / Prov:

Post Code:

Country: * Select

Active:

3. Use the same steps for adding a new Consignee.
4. It is extremely important that if you need to use a new Consignor or Consignee, you do not 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.
5. To deactivate a Consignor or Consignee, go to the Data Library page, select Consignors or Consignees.
6. 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.

24	<input type="checkbox"/>	✓	test	test
25	<input type="checkbox"/>	✓	Test Consignee	Test
26	<input type="checkbox"/>	✓	TEST CONSIGNEE	CITY
27	<input checked="" type="checkbox"/>	✓	UAE	ADDRESS

Activate

Activate
Deactivate