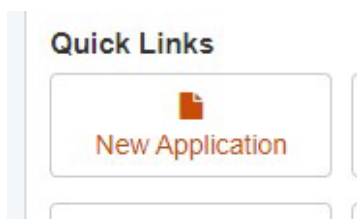**SGS eCERT**

EXPORTER Version 1.0.6.22

SGS

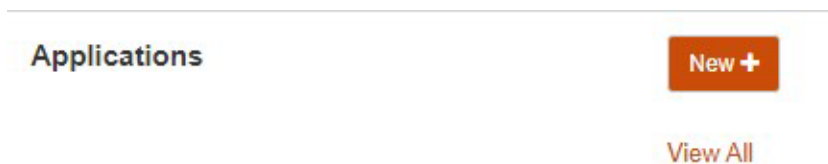# CREATE AN APPLICATION IN ECERT (BASIC VERSION)

For assistance in setting up the account, please see the document 'eCert Account Setup'.

Log in to eCert, from https://www.ecert.sgs.com/uk/my-ecert

Click on to 'New Application'

Quick Links

New Application

Or 'New'

Applications

New +

View All

Fill in your reference for the application, then click 'OK'.

Select the country of destination. This will show you which certificates are applicable for that country, any not applicable will be greyed out.

SGS

Click the certificate you wish to use, in this case, UK Certificate of Origin. You can also create an invoice within eCert or elect to upload your own documents from this window.

Click 'Next' then select how many copies you wish to receive of the certificate.

You can choose Certified 3 part and/or certified legalized documents from here. Check with your Chamber of Commerce what you need for this selection.
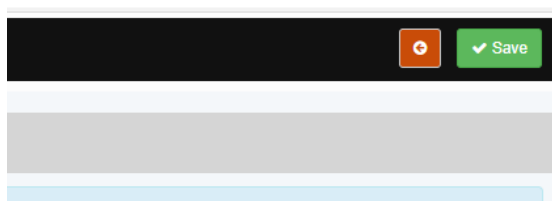
Click 'Next' then select the signatory. The signature will need to be both on the eCert system and advised to the Chamber of Commerce.

Click 'Save' in the top right.

You will then be presented with a graphical representation of the Certificate of Origin, or whichever certificate you have elected to use. On the left you will see a tree, showing the various sections of the certificate that are required to be filled.

Fill in the required sections, taking advice from the information boxes (in blue) on the right of the window.

Below is how it looks when all relevant sections are completed.

It is strongly recommended that all regular entries are stored within the eCert system under Stored Data, to prevent repetitive typing. VAT numbers etc. can also be stored here.

As you fill in the details you will be offered to save the information to the relevant Stored Data table.

Complete the sections as required, making sure that all of the sections on the tree have green ticks as opposed to red crosses.

When completing the Description of Goods you will need to complete the entry for 'Invoice'. Click 'Add' once you have entered the details.

When finished, use 'Checkout'.
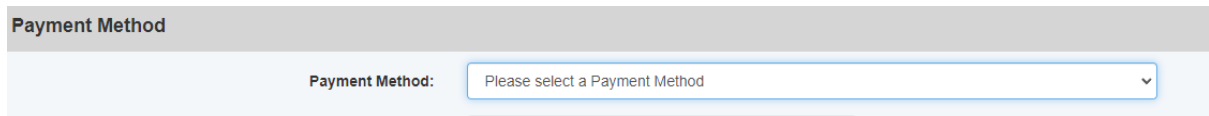
Select the way you wish to submit the application to the Chamber, either Standard or eXpress.

Please note: The eXpress service will require you to have pre-printed certificates supplied solely by your Chamber.

Once submitted to the Chamber, you will no longer be able to amend the application in any way. The certificate becomes locked to prevent any fraudulent activity, so double check the application before submitting.
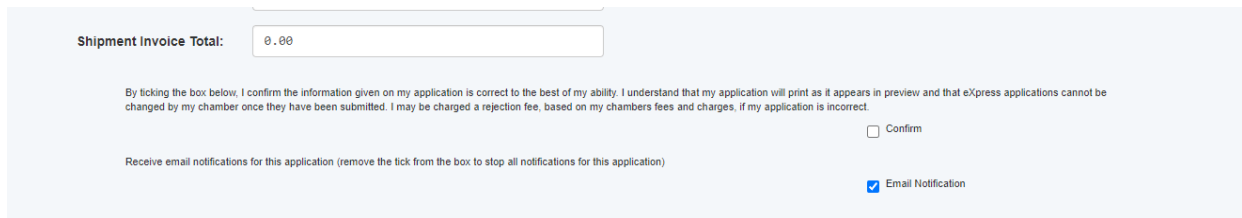
As you go through the Checkout process, you will be asked for the Payment Method, from the drop down:

Payment Method

Payment Method:	Please select a Payment Method ⌄
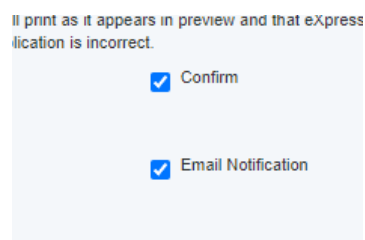
plus the Shipment Invoice Total.

Shipment Invoice Total:	0.00

By ticking the box below, I confirm the information given on my application is correct to the best of my ability. I understand that my application will print as it appears in preview and that eXpress applications cannot be changed by my chamber once they have been submitted. I may be charged a rejection fee, based on my chambers fees and charges, if my application is incorrect.

☐ Confirm

Receive email notifications for this application (remove the tick from the box to stop all notifications for this application)

☑ Email Notification

This is the value of the goods you are shipping, so not inclusive of the charges from the Chamber of Commerce.

Ensure both boxes on the right contain a tick.

ll print as it appears in preview and that eXpress lication is incorrect.

☑ Confirm

☑ Email Notification

If you have queries about the progress on any submitted application, please contact your Chamber of Commerce.

Click on to 'Contact ******** Chamber of Commerce' in the top right of the eCert window which will reveal the telephone number and contact email address.

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Frequently Asked Questions

We have included the most frequently asked questions relating to the use of eCert.

What is eCert? What can I do with it?

eCert is the original online Certificate of Origin (C of O) document certification system, helping both importers and Chambers of Commerce to work efficiently and securely. Since its introduction in 1999 eCert has served and worked with the British Chambers of Commerce to improve accuracy and quality of certified documents whilst minimising delays.

No longer does certified documentation need to be typewritten and stamped by hand, allowing the advantage of using eCert's Standard and eXpress services to pick up your approved documents at the Chamber, returned via post, or returned electronically so you can print them at your own workplace (eXpress only).

How do I get started? And where can I go for help?

To get started head over to the Chamber Directory page which can be found on https://www.ecert.sgs.com/uk/
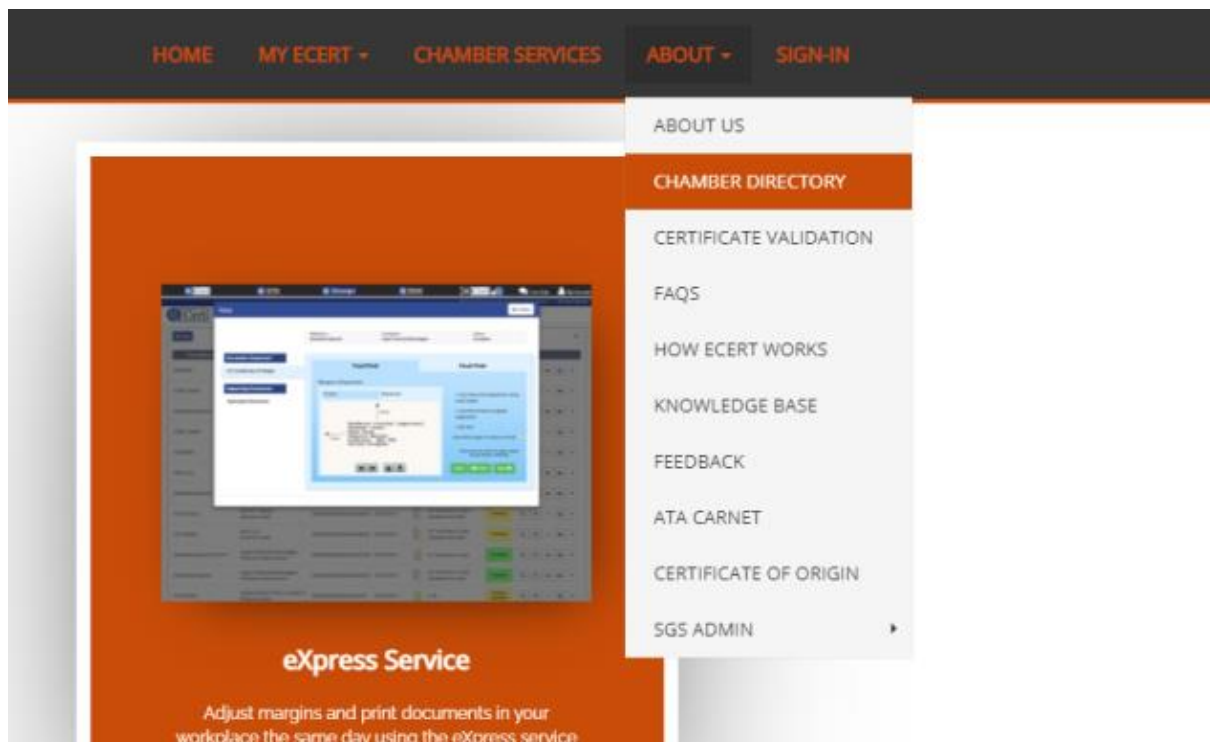
and select the Chamber you wish to sign up with.

Hover over the chosen Chamber then click the third icon, Create an Account

This takes you to a sign-up page.

Fill in the relevant information in each field, remembering to put a tick in 'I accept Terms & Conditions:*' which can be read by clicking on the eCert Terms and Conditions link beneath the tick box.

The Chamber will require a Formal Undertaking to be completed in order for you to obtain certified documents.

Tip: As a customer of theirs, the Chamber of Commerce is your main contact should you require help.

I have not received confirmation of my login credentials by email – why is this?

Your inbox may have suspected the email from us was junk mail and as such we advise you check any junk/spam folders for the mail containing your password. We recommend you add sgs.com to the allow list within your email application. This will ensure you have no trouble receiving emails from us in future.

Tip: Make sure you can receive emails from sgs.com as email notifications of accepted and rejected applications are sent to you from this address.

How can I change my password to something I can easily remember?

1. Log into eCert.
2. Go to 'My eCert' > 'Change Password' from the toolbar. Enter and confirm your new password.

Tip: Remember, your account holds confidential information about you and your company. Adding numbers, symbols and mixed-case letters makes it harder to guess or crack your password.

I have forgotten my password, how do I go about regaining access?

1. Go to the Password Reset page of eCert.
2. Enter your email address and click 'Submit'.
3. Check your email inbox for your new password.

It may take a few minutes for the password reset email to arrive. If you do not receive the email within 5 minutes, check your junk/spam folders.

Tip: Copy and paste your email address and password from the email to guarantee an exact match.

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Where can I upload signatures?

Administrators can add signatures as per the following instructions

1. Log into eCert.
2. Sign in to your eCert account from your chosen chamber page. If you are having trouble finding it, hover your cursor over 'My eCert' on the toolbar, you should see your chamber at the bottom of the list.
3. Once you have signed in to eCert from your chamber's page (by choosing 'Start' under the 'Start New Application' area to the right of the screen), click 'Settings' on the menu bar.
4. On the 'Settings' page you will notice a 'Signatories' tab. Click this and next the 'New' button to load a pop-up for adding signatures.

What is a Company Authorisation?

The Formal Undertaking (also known as a Letter of Waiver) is a document that is a company authorisation that must be signed and provided to the Chamber of Commerce for them to approve your international trade documentation. Your chosen Chamber will be able to answer any questions you have related to this.

Tip: You are entitled to add signatures of all employees who may, at some point in time, use eCert to sign certificates. This will save having to update the company authorisation document during the year.

How can I add users to our account?

Administrators can add users to an account as per the following instructions:
1. Log in and launch eCert.
2. Click 'My Account' in the top-right corner. You will see a link to 'Add Users' - click this.
3. Fill in the fields below as follows:
    ▪ Enter the users; Email Address, Full Name and User Role.
4. Click 'Confirm'.
If the user is not already registered they will receive an automatic email containing their password.

Tip: We recommend having two or more administrators per account. If your main administrator is away you will therefore still be able to make account changes.

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My company details have changed; can this be amended in eCert?

Yes, administrators can amend company y details as per the following instructions:

1. Log into eCert.
2. Click 'Start' on your Chamber of Commerce's eCert page and next go to 'My Account' in the top-right corner. You will see a link to 'View / Update Details' - click this.
3. Amend the necessary fields and click 'Confirm Changes'.

Tip: If company email addresses have changed they can be amended by using the 'Edit/Remove Users' page You may also wish to update any exporter addresses you have added to the database by going to 'Stored Data' > 'Exporters' within the eCert application.

My email address has changed, how can I update it in eCert?

1. Log into eCert.
2. Click 'Start' on your Chamber of Commerce's eCert page and next go to 'My Account' in the top-right corner. You will see a link to 'Change Username' - click this.
3. Enter the new email address you wish to use and click 'Confirm Changes'.
4. A verification email will be sent to your new email address for confirmation. Once confirmed your email address will be updated.

Tip: Your email address won't be changed until you have verified the new address.

I no longer have access to the email address I registered to use on eCert. What options do I have?

If you have an active account with a Chamber of Commerce we recommend you speak with an administrator on your account who will be able to add your new email address as a new user. If there are no administrators you can speak to, email support.ecert@sgs.com stating your request. To add you we need to know

Your full name

Your company email address

Your job title

![SGS logo]

What is the difference between a Standard User and an Administrator?

Administrators can make account changes on their account via the My Account button in the top-right corner. Account changes may include; adding/removing users on the account, modifying account details and user permissions. It should be noted only administrators can add signatories within eCert itself.

Standard Users can use the system to create certificate applications but are unable to make account changes or add signatories.

Tip: We recommend having two or more administrators per account. If your main administrator is away you will still be able to make account changes.

How can I complete an application if the person in our company that uses eCert is away?

Contact your Chamber of Commerce and ensure you are on your company's Formal Undertaking. Once authorised that Chamber will be happy to accept applications in your name. If no administrator is available to add you to the account then a member of management at your company should email support.ecert@sgs.com stating your request. To add you to the account we will need to know:

Your full name, Company email address, Job title

If you request to be a Standard User it will be necessary that an administrator has already added your signature to eCert.

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How do I create another Account?

1. Log into eCert.
2. Hover your mouse over 'My eCert' on the menu and click 'New Company Account'
3. Select 'Create a NEW Exporter Account' and fill in the details below. You will need to select your own Chamber and fill out fields marked with an asterisk (*).
4. Accept the Terms and Conditions, and click 'Submit'.
5. Your Chamber will be notified of the new account, and you will receive an email of confirmation.
6. You will next need to provide a formal undertaking to the Chamber. You can do so by hovering over 'My eCert' from the toolbar, then select 'Company Authorisation' to take you to the page to download the authorisation document.

Tip: You will still be able to log in to both accounts with the same username and password.

My company is part of a chain. Can each user have access to see the applications from all sites?

You may wish to provide access to users by adding them to the separate accounts (see 'How do I add users to our account?). This option gives users control over the applications they view and in effect eCert can be used as an archive tool for the applications already created.

Tip: A signature must be provided on the company authorisation document at the chamber if any users intend to submit applications. A signature does not need to be added for users who browse only.

I have made a mistake on my application. How can I amend it?

Once the document has been submitted for approval it has been finalised as your submission to the Chamber of Commerce and therefore no edits can be made. You will need to copy the existing application, amend it and re-submit as a new application. You can do this by hovering over the application in your application list and clicking the 'Copy Application' button, or using the Copy button:

What format can I upload documents in? What is the size limit for the files?

You can upload documents to eCert in PDF, Microsoft Office and standard image formats. The maximum file size is 4 megabytes (4mb) and the maximum total file size for all uploads is 10mb's.

Tip: If a scanned file is too large try re-scanning at a lower resolution. This reduces the file size.

Why is there a barcode on my application?

The barcode is called a Quick Response, or QR, code. QR codes are different from conventional barcodes that you find in supermarkets or shops. They can be scanned vertically or horizontally by smartphones or dedicated QR reading devices. Scanning the QR code on your application will forward you to the Certification Validation page, (www.ecert.sgs.com > Certificate Validation) which can be used to verify the document. Since the introduction of QR codes, fraudulent certificates have been identified and stopped as overseas parties found the origin and goods to be different from the certificate issued by Chambers.

Tip: If you have a smartphone you can obtain a QR code reading app and test the system.

Who is responsible for uploading signatures?

Your account administrators are responsible for uploading signatures to your account. Should you not know who your administrators are your Chamber of Commerce should be able to advise you.

Does my signature need to be updated if my name has changed?

Yes, your signature must be updated so it matches the email address and full name of the user submitting the application in question. Your company authorisation should also be updated to show this information at the Chamber.

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Why is some of the page cut off at the bottom?

If your prints are being cut at the bottom of the page it would suggest you may have the paper size set to 'Letter' or similar under your printer preferences. You can amend this by going in to the control panel, locating your printer, right clicking it and selecting 'Printing Preferences'. A preferences window should open, select the 'Paper/Quality' tab(this could be labelled differently on your printer). Change the paper size to A4.

Tip: You are printing on to a certificate that will be checked at various docks and ports for validity. We therefore recommend printing in the highest quality to ensure it is legible. Take some time to look over your application before it is submitted to the Chamber.

Why does 'DRAFT' appear on my document?

This occurs when you are either printing the document before submitting it to the Chamber or printing it as a 'Trial' print. Once the Chamber has approved the document you have the option to print by 'Trial Print' (useful to align the boxes on a blank piece of paper prior to printing on an actual certificate), or printing on the certificate as a 'Final Print'.

I am having trouble opening a .pdf file. What could be the issue?

We recommend using Adobe Reader for printing .pdf files. If Adobe Reader is not installed on your computer you will be unable to correctly open .pdf files and your computer may inform you in a dialogue box that the file is not in a recognisable format. You can download Adobe Reader for free from https://get.adobe.com/uk/reader/ Click Download Adobe Reader and install it.

Should you already have Adobe Reader installed but are still having problems, it may mean the .pdf is trying to open in another program. Locate a .pdf file on your computer, right click it and select 'Open with'>'Choose default program' This should produce a pop-up window where you should be able to see 'Adobe Reader'. It is recommended to tick the box that says 'Always use the selected program to open this kind of file'.

Tip: You may wish to set your browser to automatically open .pdf files for a better workflow.

Why does my print appear to be out of scale when using Adobe Reader?

We recommend setting up Adobe Reader to ensure the alignment of the document is as you see on-screen. You can do this by opening your document in Adobe Reader, selecting 'Fil' > 'Print' from the toolbar and applying 'Actual Size' under 'Page Sizing & Handling'. If your version of Adobe Reader does not show this option you can set the 'Custom Scale' to '100%'

Is my email address tied to exporter accounts or Chambers?

No, your eCert registration (email address) is not tied to any given exporter account or any given Chamber. If you need to do so you can register more than one company with more than one Chamber. If you need to create another account, please find instructions on how to do this by viewing 'How can I create another account?'.

I have created an account with the wrong Chamber of Commerce. How do I change it?

You will need to inform the Chamber you did not intend to create an account with them. They will then try to remove the account and ensure you are no longer linked with that Chamber.

Tip: You can have more than one account with more than one Chamber.

What is the difference between the Standard and eXpress service?

Standard is to be used if the documents are to be printed at the issuing body and either picked up or returned by post. Legalised documents must be posted to the embassies and therefore can only be sent as Standard.

If you are unsure about which to use, please contact your Chamber of Commerce.
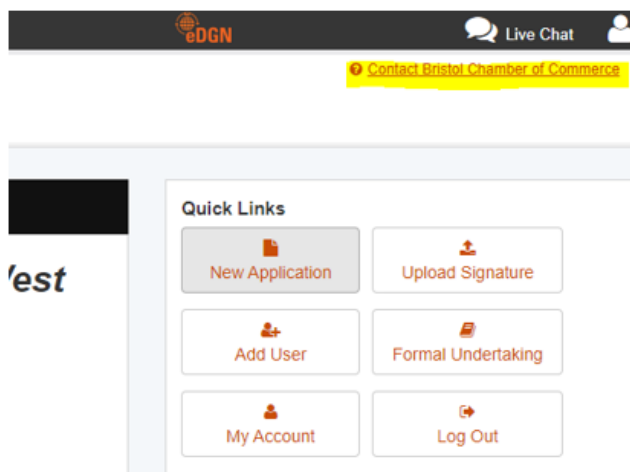
We hope this helps to answer your queries about using eCert. If you have any further queries about the software, please email us on support.ecert@sgs.com or use the Live Chat facility within eCert.

Any queries relating to how to create the applications themselves need to be addressed to your Chamber of Commerce.

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How to find your Chamber of Commerce Contact details

In the top right corner, you will see a link labelled 'Contact Chamber of Commerce' this will open a contact details box for your chosen Chamber.

It will display your chosen Chamber when you signed up.

eDGN   Live Chat

@ Contact Bristol Chamber of Commerce

Quick Links

'est

New Application	Upload Signature
Add User	Formal Undertaking
My Account	Log Out

When this box pops up, you will see various contact details appear.

Telephone number

Email Address

Street Address

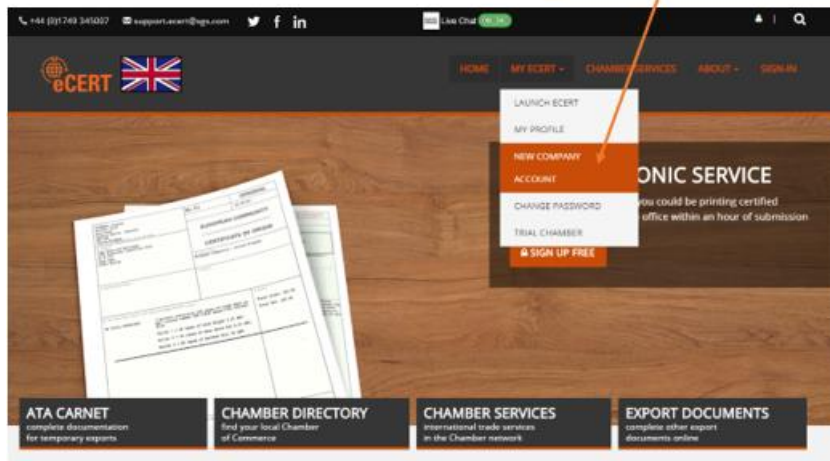## Contact Details - Bristol Chamber of Commerce ✕

Telephone Number: **01275 373373**

Email Address: **ezcert@businesswest.co.uk (send email)**

Address: **Bristol Chamber of Commerce**
Leigh Court Business Centre
Abbots Leigh
Bristol
North Somerset
BS8 3RA

Close

SGS

How to add a new Company Account (1)
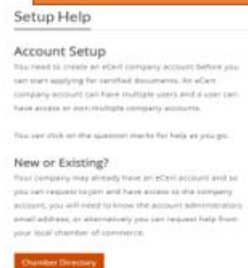
How to add a new Company Account (2)

When you create a new Company Account, it will ask for these details to enter.

Account Setup

Would you like to create a new exporter eCert account for your company OR join an existing eCert exporter account?

Create a NEW Exporter Account:
☑

Join an Existing Exporter Account:
☐

Please enter the required details below, these details will be used for the eCert company account.

Required Chamber Service:*

Select a Chamber to Use:*

Find your local eCert Chamber. Click Here
Chamber Contact Email:

Contact Email Address:*

Your Full Name:*

Company Name:*

Street:*

Town/City:*

Region/County:*

Post Code:*

Country:
United Kingdom

Telephone Number:*

Fax Number (optional):

I Accept Terms & Conditions:*
☐
eCert Terms and Conditions

When you select Join an existing account, you will need to know the Company name and the Administrator for that account. They will receive this through email and then need to accept.

Would you like to create a new exporter eCert account for your company OR join an existing eCert exporter account?

Create a NEW Exporter Account:
☐

Join an Existing Exporter Account:
☑

Do you know the Email address of the person that administers your eCert exporter company account?

Yes I Know the Email Address:
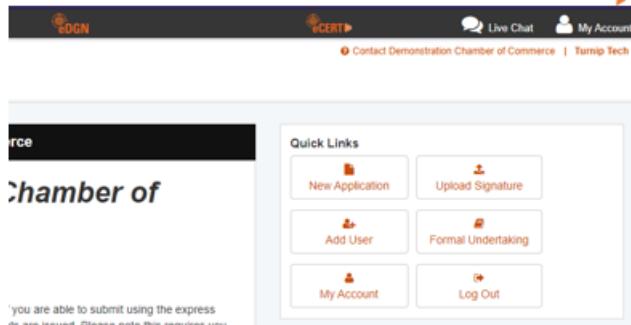☑

No I Don't Know the Email Address:
☐

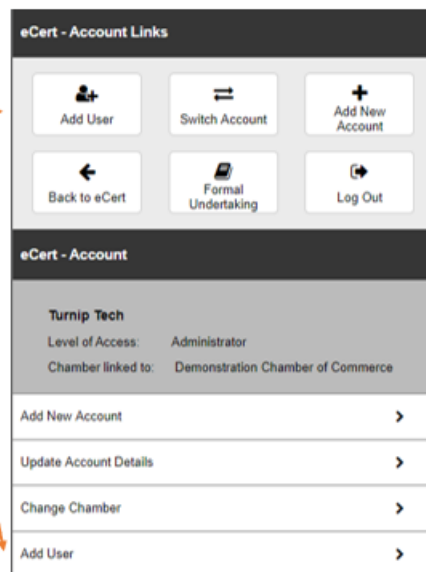Enter the Company Name:*

Enter the Administrators Email Address:

An Email requesting access to the eCert exporter company account will be sent to this address.

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How to add a New User

Click Add User in any of these two areas.

Enter the Email Address, Full Name and the User Role you wish to grant this new User.

You will need to click Confirm to add the user to the account.

Add User

Add a user to your eCert account

Enter the users email address and access level, they will receive an email with a verification link. The account must be verified before access is granted.

Email Address: *

Full Name: *

User Role: *

Please select

Receive Formal Undertaking expiry email: ☐

Confirm

← Back to my Account

eCert - Account Links

Add User | Switch Account | Add New Account

Back to eCert | Formal Undertaking | Log Out

eCert - Account

Turnip Tech
Level of Access: Administrator
Chamber linked to: Demonstration Chamber of Commerce

Add New Account >
Update Account Details >
Change Chamber >
Add User >

Quick Links

New Application | Upload Signature
Add User | Formal Undertaking
My Account | Log Out

SGS

How to add a Signature

Hover your mouse over the Settings button, and then click Signatories.

Click New to add a new signatory to the Account.

eCERT Dashboard

Settings > Signatories

+ New

Enter Name and Job Title and then click Upload Signature Image. You will then need to find the file with the signature in such as a PDF, JPG or PNG.

Name:

Job Title:

Signatory

Please upload and edit the image to ensure the best quality facsimile signature is used on documents.

Place a frame around the signature by pointing and holding the left mouse button, and dragging out the frame to size before releasing the button. The signature will automatically resize to the optimum size upon selection.

You can use the rotate icons to turn the image through 90 degrees to ensure the image is the correct orientation.

The image in the preview window is exactly how it will print on documentation. Please ensure that you are happy with this image before saving.

Signature:

Upload a scanned copy of your signature to print on documentation (PDF and common image formats accepted). Use you mouse pointer to select an area of the image below before using any of the adjustment tools, once complete, click save.

Upload signature image

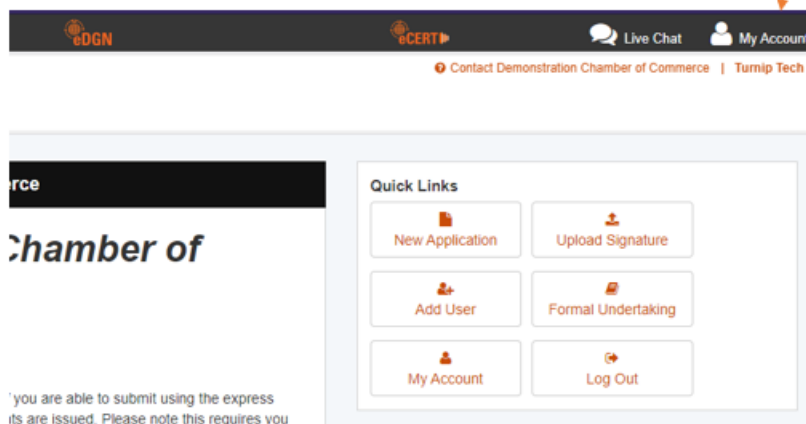Once finished click the 'Upload Signature Image' and check it is in your list of Signatories.

Once the file has uploaded to eCert, it will look like this, you will need to click inside the window and drag a box using your mouse around the signature like I have done here, you can see a mini preview in the window above.

You may wish to increase/decrease the contrast if the scan of the signature is too faint.
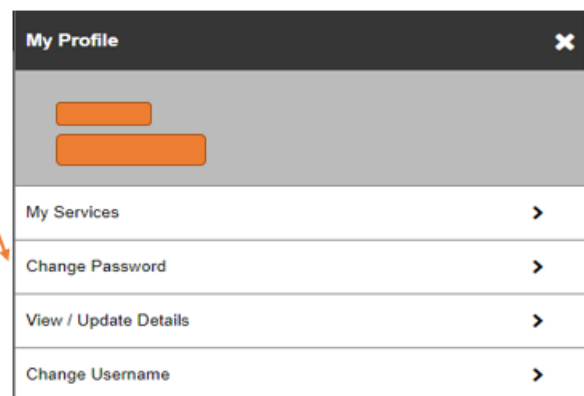
Upload signature image

Rotate left   Rotate right   Contrast:

SGS

How to change Password

eDGN   eCERT ▶   💬 Live Chat   👤 My Account

❓ Contact Demonstration Chamber of Commerce | Turnip Tech

rce

Chamber of

Quick Links

📄 New Application	⬆ Upload Signature
👤+ Add User	📧 Formal Undertaking
👤 My Account	➡ Log Out

you are able to submit using the express
ts are issued. Please note this requires you

My Profile ✖

My Services   >

Change Password   >

View / Update Details   >

Change Username   >

‹ Change Password ✖

Change Password

Passwords must contain at least one upper case letter, one lower case
letter, one number and be a minimum of 7 characters.

Enter New Password: *

[|]

Confirm New Password: *

[ ]

☐ Show password

Confirm Changes

← Back to my Account

SGS

How to change a User Role

Click My Account in the top right corner.

Click Edit/ Remove Users.

Click the User Group drop down menu, In here you can change the user group to Standard or Administrator. Depending on the user, you can limit the capabilities that user has by selecting Standard, Administrator has no restrictions.

eCert - Account

Turnip Tech
Level of Access: Administrator
Chamber linked to: Demonstration Chamber of Commerce

Add New Account   >
Update Account Details   >
Change Chamber   >
Add User   >
Edit / Remove Users   >

Edit Account Users

Edit or Delete eCert Account Users

Use the drop-down list to edit a user's permissions or use the Delete User button to delete the user from the account.

Search:

adam@brambleditch.co.uk
Adam

User Group:
Standard
Standard
Administrator

How to change Username

Click 'My Account' in the top right-hand corner.

Click 'Change Username'

Enter the new Username you wish to use, once you click 'Confirm Changes' an automatically generated email will be sent to you with your new details.

Change Username

Change your user name

Edit your username / email, then verification will be sent to this address. The changes must be verified before they take effect.

Username / email: *

Confirm Changes

Back to my Account

My Services

Change Password

View / Update Details

Change Username

eCert - Account Links

Add User

Switch Account

Add New Account

Back to eCert

Formal Undertaking

Log Out

eCert - Account

Live Chat   My Account

Contact Demonstration Chamber of Commerce | Turnip Tech

Links

Application   Upload Signature

dd User   Formal Undertaking

Account   Log Out

SGS

How to clear browsing history (Chrome)

Click the ⋮ button, and then click Settings.

New tab   Ctrl+T
New window   Ctrl+N
New incognito window   Ctrl+Shift+N

History   ▸
Downloads   Ctrl+J
Bookmarks   ▸

Zoom   –   100%   +   ⛶

Print...   Ctrl+P
Cast...
Find...   Ctrl+F
More tools   ▸

Edit   Cut   Copy   Paste

Settings
Help   ▸

Exit

Privacy and security

Clear browsing data
Clear history, cookies, cache and more

Cookies and other site data
Third-party cookies are blocked in incognito mode

Security
Safe Browsing (protection from dangerous sites) and other security settings

Site settings
Controls what information sites can use and show (location, camera, pop-ups and more)

Click on the 'Clear browsing data' option.

Clear browsing data

Basic   Advanced

Time range   Last hour ▾

☑ Browsing history
   27 items

☐ Download history
   1 item

☐ Cookies and other site data
   From 41 sites

☑ Cached images and files
   Less than 319 MB

☐ Passwords and other sign-in data
   None

☐ Auto-fill form data
   None

Cancel   Clear data

In here you will need to tick the relevant box.

The most common are Browsing History, Cached Images/Files

Once ticked, click the Clear Data button and the data will now be gone.

How to clear browsing history (MS Edge)

Click ··· which opens the Edge menu.

New tab	Ctrl+T	
New window	Ctrl+N	
New InPrivate window	Ctrl+Shift+N	
Zoom	— 90% +	
Favourites		>
History		>
Downloads	Ctrl+J	
Apps		>
Extensions		
Collections		
Print	Ctrl+P	
Share		
Find on page	Ctrl+F	
Read aloud	Ctrl+Shift+U	
More tools		>
Settings		
Help and feedback		>

Click Settings.

Click 'Privacy & Services'

Settings

Search settings

Profiles

Privacy and services

Click the drop down to change the time range.

Tick which boxes you wish to clear.

Most common are Browsing History, Cookies and Cached Images and Files.

When finished click the Clear Now button.

Clear browsing data

Time range

Last hour ∨

☑ **Browsing history**
2 items. Includes autocompletions in the address bar.

☑ **Download history**
None

☑ **Cookies and other site data**
From 5 sites. Signs you out of most sites.

☑ **Cached images and files**
Frees up less than 171 MB. Some sites may load more slowly on your next visit.

[Clear now]   [Cancel]

SGS

How to clear browsing history (Firefox)

Click ☰ to enter Firefox options.

Click Options

Click 'Privacy & Security

Click Clear Data to clear cookies and cache.

Click Clear History to wipe your browsing history from this browser.
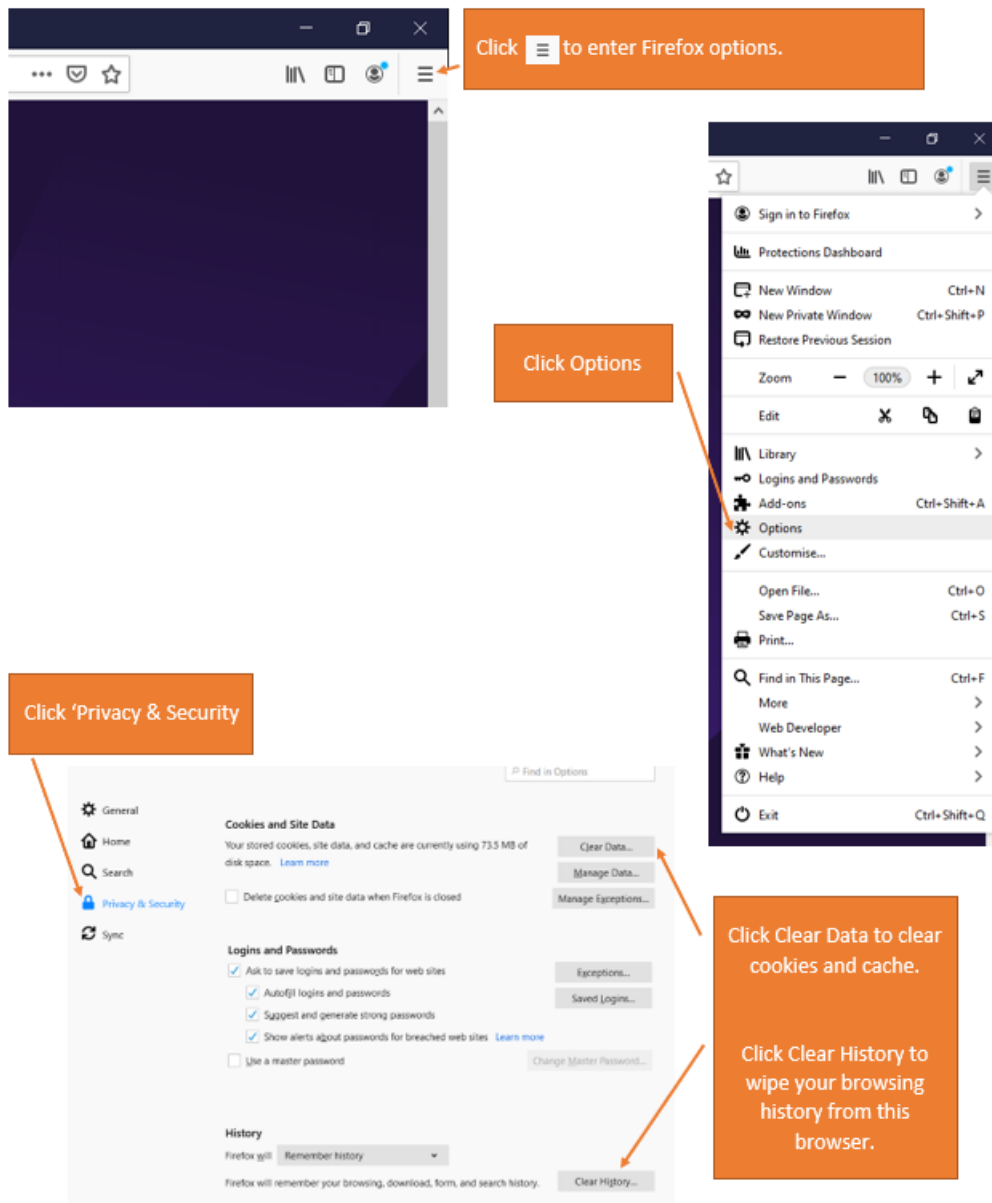
How to clear browsing history (MS Internet Explorer)
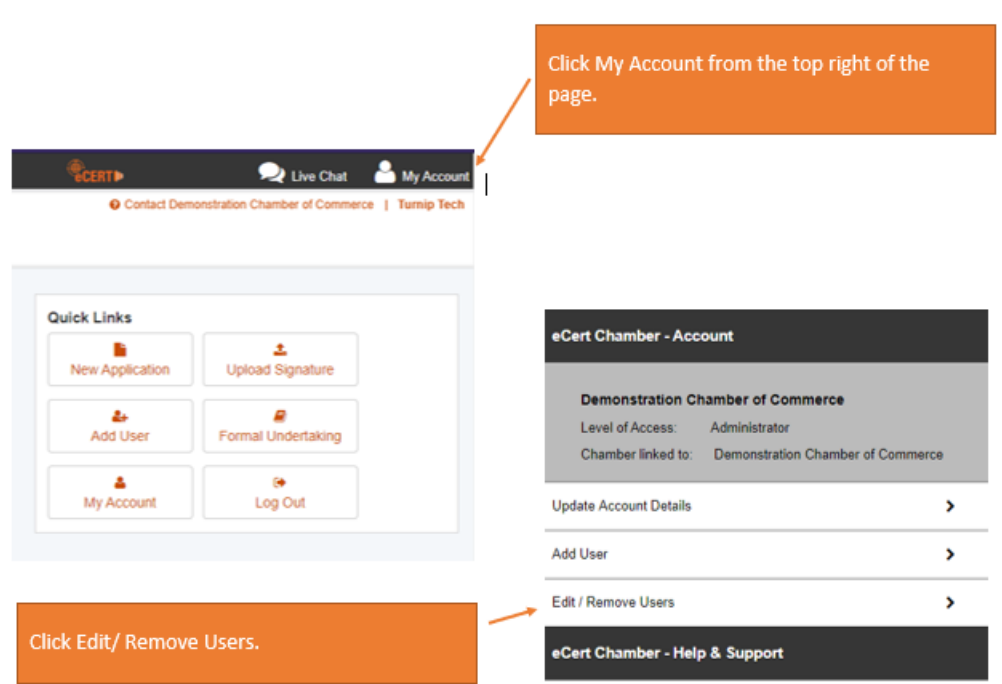
Click ⚙ and then click Internet Options.

Click Delete and then tick Temporary Internet/Website files, Cookies or History.

Click Delete to finish.

How to delete User

Click My Account from the top right of the page.

eCERT ▶   💬 Live Chat   👤 My Account

ⓘ Contact Demonstration Chamber of Commerce | Turnip Tech

Quick Links

📄 New Application	⬆️ Upload Signature
👥 Add User	📧 Formal Undertaking
👤 My Account	➡️ Log Out

eCert Chamber - Account

Demonstration Chamber of Commerce
Level of Access: Administrator
Chamber linked to: Demonstration Chamber of Commerce
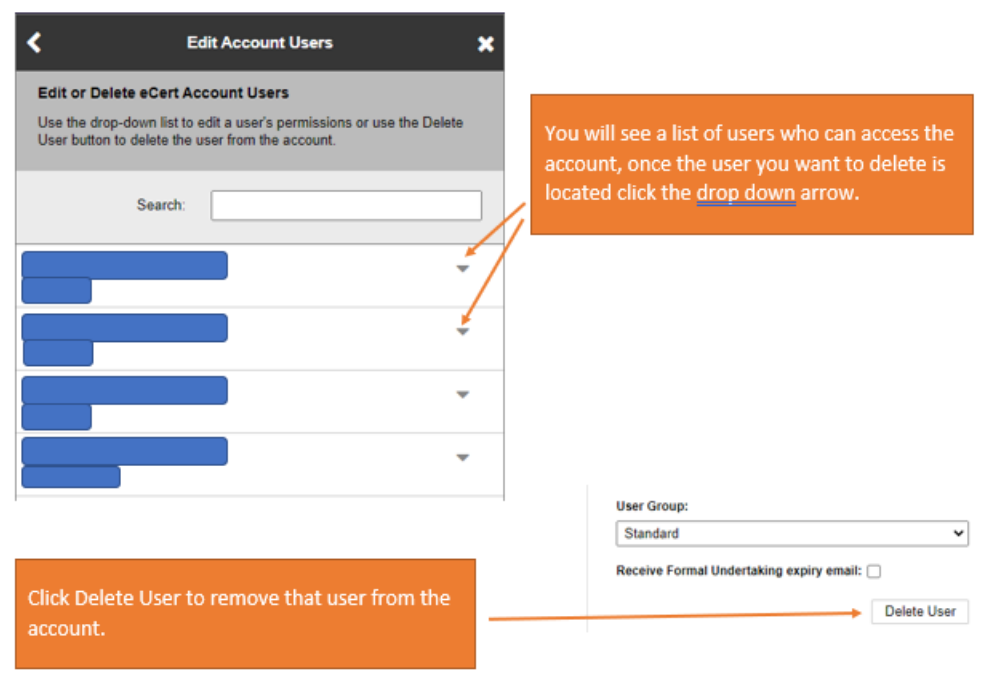
Update Account Details   >

Add User   >

Edit / Remove Users   >

eCert Chamber - Help & Support

Click Edit/ Remove Users.

< **Edit Account Users** ✖

Edit or Delete eCert Account Users

Use the drop-down list to edit a user's permissions or use the Delete User button to delete the user from the account.

Search: [   ]

You will see a list of users who can access the account, once the user you want to delete is located click the drop down arrow.

User Group:
[Standard   ▼]

Receive Formal Undertaking expiry email: ☐

Click Delete User to remove that user from the account.

[Delete User]

SGS

How to fix PDF upload error

Find and open the PDF file on your PC. This is usually within Downloads or Documents.

With the PDF open, click the Print Icon

Select the drop-down menu, and select 'Save as PDF'

Click Save

This will bring up this window. Here you will need to rename the file, so you know it is the converted PDF. Such as 1 at the end for example.

Click Save and then try to re-upload on eCert.
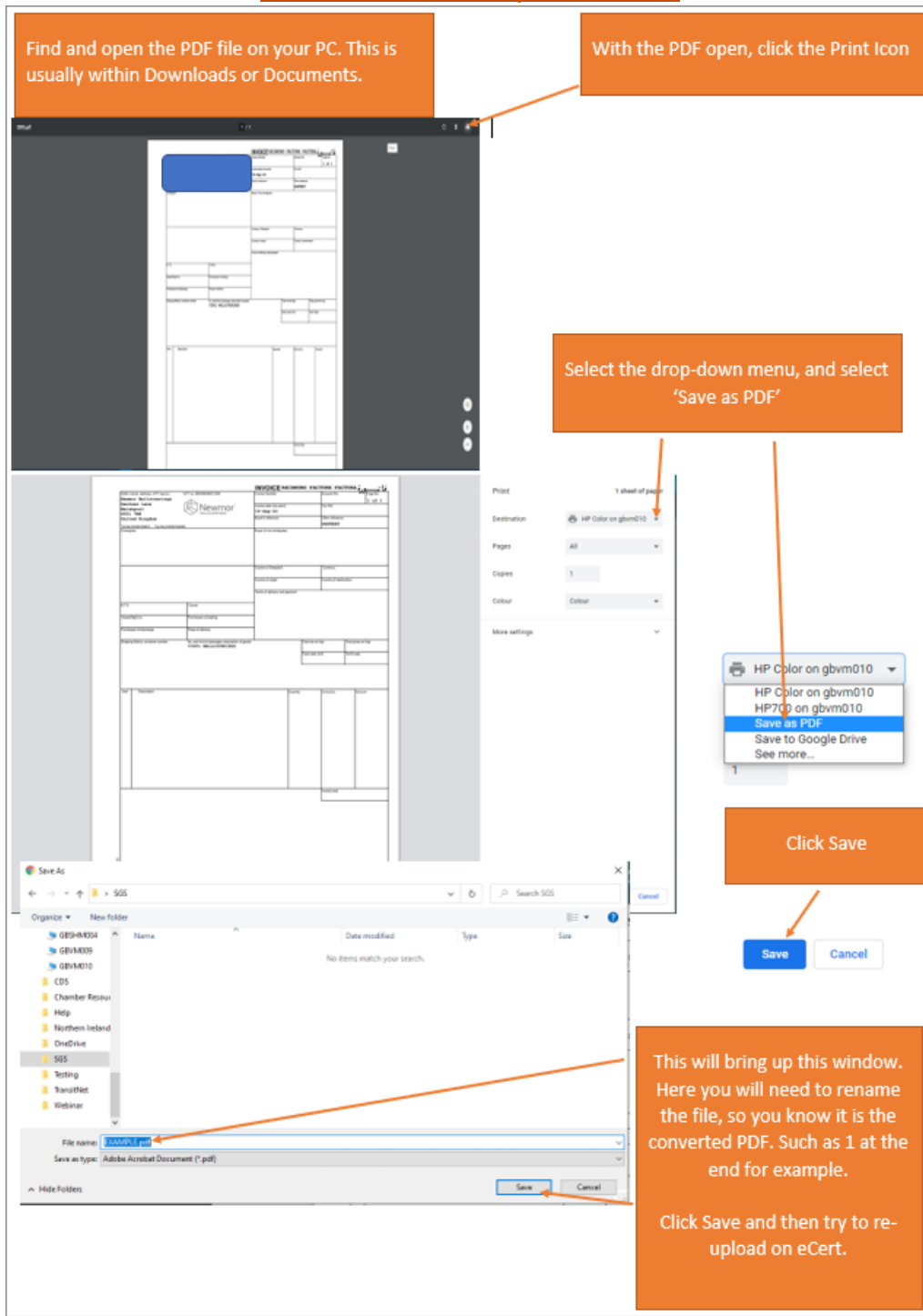
How to print eXpress certificate

Click the Print icon below.

This will open a Print Window. In here you can process a Trial Print, this is very useful to check alignment of text. Using the arrows to move the text up, down, left or right.

Click Draft and it will create a PDF for you to print.

We recommend holding the plain paper up to some light with the pre-printed form to see where the alignment lands.

Please Note: Always print your draft copy onto plain paper.

The Final Print window is when you have completed the step above and you are ready to print onto your pre-printed stationary.

The Certificate number is the number on the pre-printed form which has been provided by your Chamber or HMRC.

Please check this number is correct. If not, you will need to contact your Chamber of Commerce.

Once your pre-printed form is in your printer, you can click Print.

How to reset forgotten password

Click on the 'Forgotten Password?' link near the Login button

Hello! Welcome
Enter your details below

Email Address

Password
                              Forgotten password?

Login

☐ Remember Login

Don't have an account yet? **Signup Now**

Create ATA Carnets

Upload your itinerary for your temporary movements of goods

Password Reset

If you need to reset your password please enter your registered email address and click submit. An email will be sent to the address you enter with your login details.

Submit

This will then pop up, from here you will need to enter your email address.

Remember: Email addresses are case-sensitive.

How to sign in

Click Login at the top of the page

Hello! Welcome
Enter your details below

Email Address
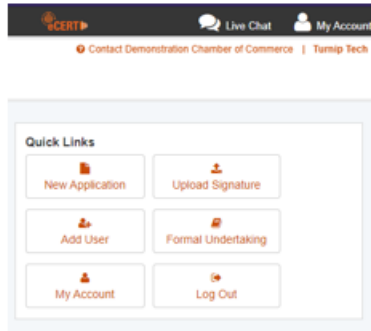
Password

Forgotten password?

Login

☐ Remember Login

Don't have an account yet? **Signup Now**

Enter your email address and password.
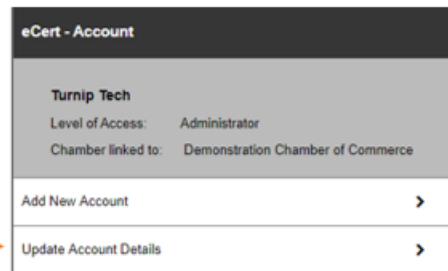
Notice: email address and passwords are case-sensitive.

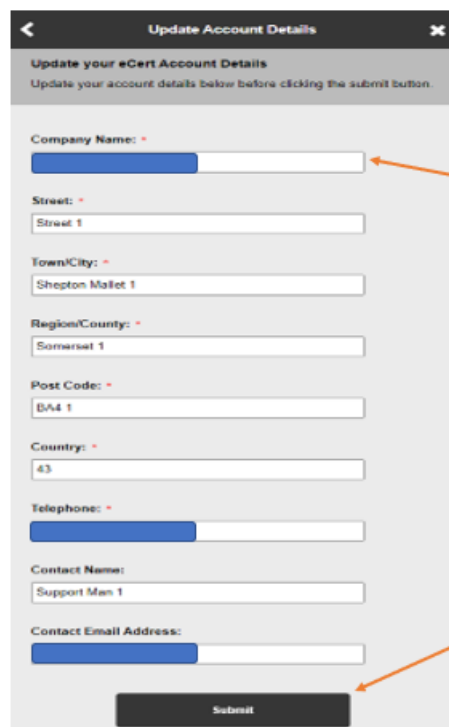# How to update account

Click My Account in the top right corner.

Click Update Account Details under eCert – Account.

eCert - Account

Turnip Tech
Level of Access: Administrator
Chamber linked to: Demonstration Chamber of Commerce

Add New Account >

Update Account Details >

Update Account Details

Update your eCert Account Details
Update your account details below before clicking the submit button.

Company Name: *

Street: *
Street 1

Town/City: *
Shepton Mallet 1

Region/County: *
Somerset 1

Post Code: *
BA4 1

Country: *
43

Telephone: *

Contact Name:
Support Man 1

Contact Email Address:

Submit

Edit which fields you wish to change, for example changing your Company Name from 'Test Electronics Limited' to 'Test Electrics Ltd'.

Click Submit once changes are made for them to be saved.

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