

## HOW TO USE ECERT



<https://www.ecert.sgs.com/uk>

### Summary of eCert:

The eCert system is an on-line service which provides you with the templates needed to fill in Certificates of Origin, EUR1 Movement Certificates and to up-load Export Invoices and any other documents for support or signature verification.

**eCert is FREE to use, but fees are applicable for the actual certification of your documents.**

### **SIGN-UP: First you need to Register to use eCert.**

If your company is already registered, omit this part.

Go to <https://www.ecert.sgs.com/uk/>

- Select the “SIGNUP NOW” button: **Create your eCert** user profile. Follow the on-screen instructions That is type in your name, email address etc, and a password. The password needs 12 Characters – must include at least 1 uppercase and 1 lowercase character and a number)
- Sign up, next screen: Please click here to create your account (or you will be sent an email from SGS requesting you do this).
- Either create a **New Exporter Account** or if your company as already registered select **Join Existing Exporter Account**.
- Fill in the on-screen details.
- Next Screen: Launch eCert
- Your account status will show as pending. You will be prompted to supply the Hertfordshire Chamber of Commerce a **Formal Undertaking & Specimen Signature Record**. You may have already done this, but if not this can be accessed through eCert OR via [www.hertschamber.com](http://www.hertschamber.com) website, or you can contact the export team and they will send you one. When

signed email a copy and post the original back to the Chamber ([export@hertschamber.com](mailto:export@hertschamber.com)).

- You will receive an email from SGS, the host to eCert, confirming you have successfully created a new eCert Company Account.
- Once we have received your Formal Undertaking and activated your account, you now just need to log on with your email address and password (the same details as used for your registration) to use your eCert account.
- NOTE: Don't forget to bookmark [www.ecert.sgs.com/uk](http://www.ecert.sgs.com/uk)

### USING ECERT

Login (Your email and password) then click on launch eCert.

### APPLICATIONS

Select **New** Application: click **start** here to create a New Application

Simply follow the on-screen instructions

1. Select a reference for your application (e.g. could be your invoice number).
2. Select a destination country.
3. Choose documents (click on the image of the form(s) you want), then click on **next** (top right-hand side corner).
4. The screen will then ask you how many copies you want, this is pre-set so unless you need extra copies, leave this.
5. Click on **Next**, select a signature or add a new signature and **SAVE**. You can do this whilst in the form if you like or add one under the **Settings tab** at the top of the page. This is the signature that will be on the application and one of the specimen signatures with our Formal Undertaking form. **NOTE:** The signature is only on the Application page, and you do not actually see the signature until printing.
6. This now loads up the application of the Certificate of Origin for you to fill in. Click in the box on the form you want to fill in, this opens the box to fill in, enter details and save. **NOTE:** on the left-hand side of the screen there is a check list where you can also

7. click to open a particular area of the form you want to fill on (e.g. Consignee), and to select **Additional Requirements** (for up-loading supporting evidence).
7. When you have filled everything in, you can preview your application and if happy with it click on check out.

### CHECK OUT

1. Select the Delivery Method, send the application STANDARD or EXPRESS. Standard means we print the form out here and return to you; Express means **once the application has been ACCEPTED. From 1<sup>st</sup> April 2023 the pre-printed form is no longer used. The certificates are printed out, in entirety, onto plain paper.** If sent Express you print it out yourself but the original page MUST be in colour. Wait for the application to be ACCEPTED before printing. If you should have a misprint, contact the Chamber so we can re-set the application and you can have another go at printing. You can print a draft, or trial, print first if you wish. **NOTE:** Some countries prefer “wet” stamped and originally signed documents so the send STANDARD option would be used.
2. PROCEED TO ORDER SUMMARY; You can preview the application and check the signature here.

### PROCEED TO PAYMENT

1. Chose payment method. You cannot actually “pay” via eCert so selecting VISA means we call you for payment.
2. At the end of the submission process there is a **MESSAGE TO CHAMBER** box. This area is for you to put any additional request, like who is sending this application is different from the signatory or who to ring for payment or an alternate delivery address for us to return the documents to etc., There is an additional box for a value. This is the invoice value of the supporting invoice and is used only for statistical purposes.
3. Tick the Confirm box (accept terms & conditions).
4. If you are happy, go to **SUBMIT APPLICATION**.

The system is intuitive but if you get stuck just give us a call.

## HOW TO USE ECERT

### ADDITIONAL:

### PRINTING:

**From 1<sup>st</sup> April 2023 the pre-printed UK Certificate of Origin form is no longer used. The certificates are printed out, in entirety, onto plain paper.**

If you selected to send using the **EXPRESS** send option **WAIT FOR THE APPLICATION TO BE APPROVED** then you can print the application out yourselves. You can print a draft, or trial, print first if you like. The Printing of Express is a one-time only print BUT if you do have a misprint just contact the Chamber and we can re-set the application and you can have another go at printing. The original **MUST** be printed in colour.

If the application is sent **STANDARD**, the chamber will print it out, stamp and returns to you, by post or collection.

1. Once the application has been approved under the APPLICATION tab select APPROVED
2. Select the PRINT ICON next to the application you want.
3. Select TRIAL PRINT, if you want to print a draft first.
4. Select one-time print to print the original. Remember the original **MUST** be printed in colour, and if you should have a misprint, contact the Chamber to re-set the application.

**When selecting an invoice to stamp** there are 2 choices: PDF and Embedded. PDF means you put your original invoice in the printer and the stamp is printed onto it; Embedded means the whole invoice is printed out, stamp and all. With the PDF choice it will have the name of the company in the stamp so if you are submitting invoice in another name, use the Embedded option. Should you have a misprint, you will not be able to print again. Contact the chamber, and we will re-set it, and you can have another go.

### SIGNATURES:

To add a signature to eCert.

1. Scan and save a copy of your signature on your PC.
2. Under the **Setting** tab select **Signatories**
3. Click on **+New**. Fill in your name and job title and upload signature image – this is a copy of your signature that you have scanned and saved.
4. Follow the on-screen instructions and adjust the **Contrast** to darken the signature, if necessary, then Save.

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

You can delete a signature under the **Setting** tab, **Signatories**

**NB You can also access this from the DASHBOARD screen (Quick links – Upload Signature). You can ADD A NEW USER to your account from this screen too (Quick Links - Add user)**

**For additional guidance please contact the Hertfordshire Chamber of Commerce - Export Department.**

### **Hatfield:**

Tel: 01707 502192 /01707 502196

E-mail: [export@hertschamber.copm](mailto:export@hertschamber.copm)

**Hertfordshire Chamber of Commerce  
York House  
8-12 Salisbury Square  
Old Hatfield, Hertfordshire. AL9 5AD**