

# ELECTRONIC CERTIFICATES OF ORIGIN

## QUICK REFERENCE GUIDE

### LOG IN AND PASSWORD

- After you login ([www.CertificateofOriginonline.com](http://www.CertificateofOriginonline.com)) to the system for the first time, it is recommended that you change your password. Click on "My Account" near the top of the home page. Scroll to the bottom of that page and click "Change Password."

### SETTING UP ADDITIONAL USERS

- This feature is only available to the Primary System User [Superuser] at your company. Additional users may be set up at your company. The primary system user [Superuser] is the only person who can add additional users (other users will NOT be able to add additional users).
- The Superuser simply clicks the My Account link near the top of the page, then clicks the "Manage Users" link. From this same page, the Superuser can disable user accounts (e.g., if an employee leaves the company), edit user details, reset user passwords, etc.

### APPLYING FOR CERTIFICATES OF ORIGIN

- When you login, you will arrive at Active Applications. From here, you can apply for new documents or save drafts of documents for later.
- Once you have applications in the system, you can create a new Application that is a copy of the previous Application. To do this, search for previous Applications in the Archive. Open/view the Application and click "Copy."

### INVOICE DETAILS

Please note that the Invoice Number and Invoice Amount are optional fields, if you would like to save those details for your own information.

### ATTACHING DOCUMENTS

- You can attach documents electronically to your Application utilizing the "Attachment" boxes provided. These documents should be the support information with details concerning the shipment and its origin. When uploading documents for the chamber to review, there is a check box next to each attachment in the "Certify" column. If this box is checked, it means you are requesting the chamber to stamp/certify the document. If you do not want a doc stamped/certified, simply uncheck the box before submission. If stamping is required, an additional document fee will apply.

### STORING CREDIT CARDS

- It has to be the system admin (the original person who signed up) and when they enter their credit card number there is a tick box at the bottom that says "Save for Future Use". If they tick it, they won't have to enter the card again and it will save for all users. See attached.

### FILE FORMATS

- PDFs are the preferred format, although you can attach Word or Excel documents. Please make sure, prior to uploading any attachments, that they are properly formatted for printing.

### CONSIGNORS, CONSIGNEES

- To complete the Consignor or Consignee box, you must select a name from the lookup.
- The first time you use the system, there will be no Consignors or Consignees set up. Simply click "Add New . . ." in the Consignor and Consignee lookup, and you can add new Consignors and Consignees. There is no limit to the number of Consignors and Consignees you can set up in the system.
- If you are exporting solely in your company's name, you will only need one Consignor, but you can have additional Consignors if required, such as different company divisions/subsidiaries, etc., or different clients, if you are a freight forwarder.



CONTACT:  
630.256.3181  
[cdoyle@aurorachamber.com](mailto:cdoyle@aurorachamber.com)

WHERE BUSINESS HAPPENS

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### TRANSPORT, COUNTRY OF ORIGIN, GOODS DESCRIPTION, QUANTITY

- Simply fill out the rest of the Application as you would any paper Application (note that there is a facility for you to store repetitive text for future use if desired). The goods description can be as long as required, the final certificate will automatically paginate.

### SUBMITTING APPLICATION TO THE CHAMBER

- Once you've completed the Application, review for accuracy, and simply click the orange "Submit Application" button (or save as a "DRAFT").

### SELF-SERVICE VS FULL SERVICE

- **SELF SERVICE:** Choose Self Service if you wish to print your certificate at your own desk using a color printer, including a digitally imaged Chamber seal and signature printed on your certificate over a security background.
- **FULL SERVICE:** Choose Full Service if you wish to have the Chamber print your Certificate, hand stamp and/or emboss, manually sign, and return to you by courier at your expense. IF YOU NEED YOUR CERTIFICATE LEGALIZED BY AN EMBASSY, CHOOSE FULL SERVICE AND PROVIDE SPECIFIC INSTRUCTIONS IN THE COMMENTS /SPECIAL INSTRUCTION BOX. We will contact you regarding specific Embassy pricing prior to processing.

### TURNAROUND TIME

- The application turnaround time is guaranteed same day if it's applied for by 5:00 pm Eastern Time.
- Although not guaranteed, applications are typically turned around in under 2 hours.

### APPROVED APPLICATIONS

- When the Application is approved, you will receive an email from us advising you to log back in to the system and issue your Certificate of Origin. The approval email will provide complete instructions on printing your Certificate of Origin.

### REJECTED APPLICATIONS

- In the event of an apparent problem with your Application, it will be rejected by the Chamber; however, you will receive an email with details of the reason the Application was rejected. You can log back in and see the rejected Application listed on the first page (Active Applications). There is no need to re-enter the entire Application; simply click the Edit link shown, and you can edit your Application as required and re-submit to the Chamber. You will not be charged until the application is approved.

### ARCHIVING

- Please note that an Archive is kept of all your Applications including those awaiting Chamber approval, drafts, issued Certificates, etc. Simply click the Archive link near the top of the page to access all your entire Application history.



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