



Electronic Certificate of Origin (eCO) User Guide

New Registrations

Version: 1.1

Date: 03/06/2020

Company Registration No.: Regn: 200105123R

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Document History

Version	Updated Date	Description
1.0	05/05/2020	Baselined
1.1	03/06/2020	Added Payment Type in Registration flow



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Introduction

Electronic Certificate of Origin System

The Electronic Certificate of Origin (eCO) System provides an integrated, electronic process for faster CO application and certification. The system allows:

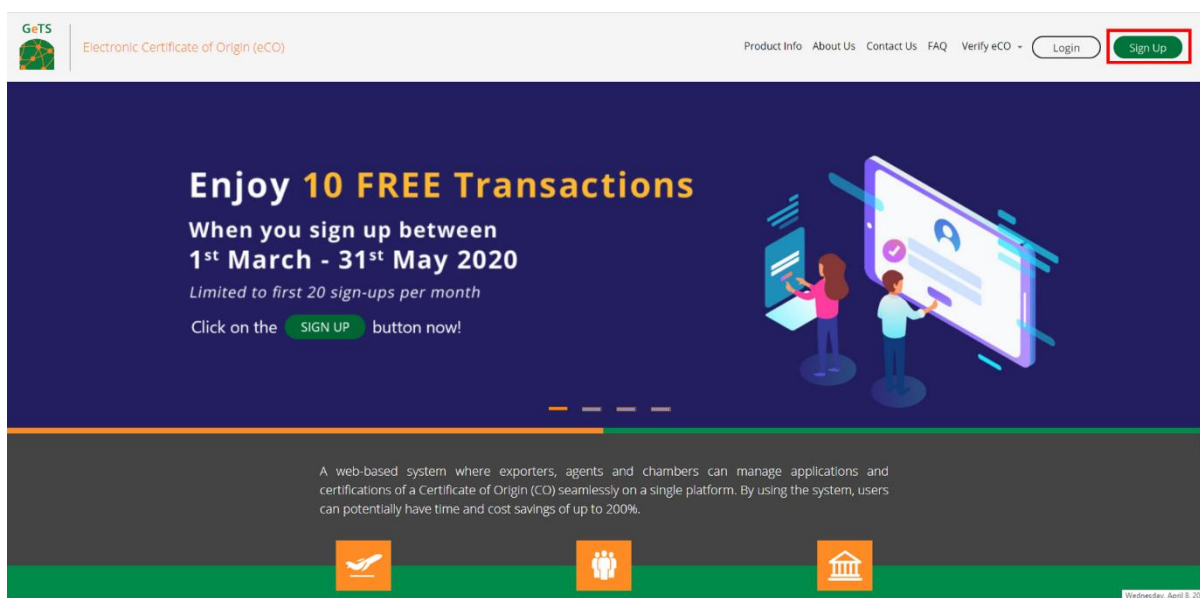
1. Exporters and agents to apply for a CO application online
2. Chamber can certify the application online
3. Exporters, agents and chamber to print CO on premise

New User Account Sign Up

This chapter guides new users to sign up for an account and manage draft registrations.

Account Registration

1. In the microsite home page, click on “Sign Up”



2. The new registration form is displayed

NEW REGISTRATION

* Register As :

* UEN No :

I have read and understood the [terms and conditions](#)

* Chambers :

3. Select exporter account type, chamber and enter your UEN number
4. Read the terms and conditions and click agree
5. Click “Submit” to proceed
6. Complete the information required in Registration, Company, Authorise Signatories and Supporting Documents tab

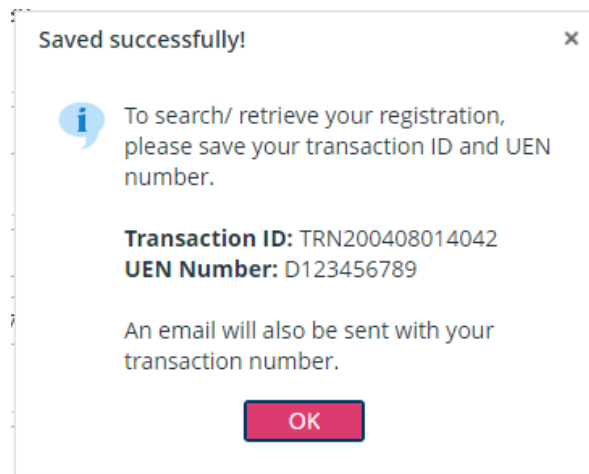


Registration Tab

Registration	Company	Authorise Signatories	Supporting Documents
Details			
Transaction No : <input type="text"/>		Registration Number : <input type="text"/>	
* Register As : <input type="text" value="Exporter"/>		* Chambers : <input type="text" value="Singapore Malay Chamber Of Cc"/>	
* UEN No : <input type="text" value="Q123456789"/>			
Member Information			
Are You A Member : <input type="text" value="No"/>		* Payment Type : <input type="text"/>	
Details of person submitting			
* Applicant Name : <input type="text"/>		* Applicant Email Address : <input type="text"/>	
* Applicant Contact Number : <input type="text"/>		* Applicant Designation : <input type="text"/>	
Additional Information			
Remarks : <input type="text"/>			
Agreement Term			
<input checked="" type="checkbox"/> * I have read and understood the Terms and Conditions Appendix A and agree to the Privacy Policy			

Field	Description
Are You A Member	State if you are a member of the selected chamber
Payment Type	Select your desired payment type for payment of transaction and endorsement fees
Applicant Name	Name of the applicant
Applicant Email Address	Email of the applicant, notifications regarding the application will be sent to this email address
Applicant Contact Number	Contact number of the applicant
Applicant Designation	Designation of the applicant

1. Fill up the required information
2. Click "Save" to save your registration as a draft
3. The system prompts you with your transaction id and sends an email notification with your draft registration details



Note: In the scenario where you do not complete your registration today, you can retrieve your draft with this transaction id.

Company Tab

Dashboard >> Registration Details
30/04/2020 09:18

Registration
Company
Authorise Signatories
Supporting Documents
Query

Company Information

* Company Name :

* Contact Number :

* Email Address :

State :

Fax Number :

* Address Line 1 :

Line 2 :

Line 3 :

* Country :

Business Partnership

Registration Date of Customs UEN

Registration Date :

Not Applicable

Validity of Letter of Indemnity

* Registration Date :

Field	Description
Company Name	Name of the company to be registered
Address Line 1/2/3	Address of the company
Contact Number	Contact number of the company
Email Address	Email address of the company
State	State that the company resides in
Fax Number	Fax number of the company
Industry Type	Industry of the company
Registration Date of Customs UEN	UEN start date of the company
Validity of Letter of Indemnity	Validity start date of the letter of indemnity

1. Navigate to Company tab
2. Fill up the required information
3. Click "Update" to update your draft registration

Authorise Signatories Tab

Registration
Company
Authorise Signatories
Supporting Documents

▲ AUTHORISE SIGNATORIES
Total record(s): 0 +

Name	Signatory Type	Business Email	Designation	Signature...	Ac...
No items to show.					

▲ ADD AUTHORISE SIGNATORIES

Create a New Signatory

Existing Signatory :

* Signatory Type : * Business Email :

* Designation :

* Signature Upload : No file chosen

File Upload Guide




- Acceptable Formats: *.png, *.gif, *.jpeg, *.jpg, *.bmp
- Select Only 1 File
- File size should be about 100 KB
- Dimension of the image has to be at least 350 by 150 pixels
- Background colour of image must be white or transparent

Field	Description
Existing Signatory	Exporter signatories in company registration is displayed in this drop down, select the signatory to populate the user details. If company has an approved contract with an agent, agent signatories are displayed in this drop down as well, select the signatory to add into your registration.
New Signatory	Click to create a new signatory
Signatory Type	Signatory type is exporter by default
Business Email	Business email of signatory, this should match the email of the signatory user
Designation	Designation of signatory
Start Date	Date where the signatory starts using the system
End Date	Date where the signatory stops using the system
Signature Upload	Signature of the signatory, this signature is printed on CO

1. Navigate to Authorise Signatories tab
2. Click + to add a new signatory to the list
3. Fill up the required information
4. Click "Save" to create the signatory record

Supporting Documents Tab

Registration Company Authorise Signatories Supporting Documents				
▲ SUPPORTING DOCUMENTS Total record(s): 8 +				
Document Name	Ma...	Description	File Upload	Ac... ↑
1 Factory License	N			⋮
2 Letter of Indemnity	Y			⋮
3 Letter of Undertaking	Y			⋮
4 Manufacturer's Declaration	N			⋮
5 ACRA Incorporation Certificate	Y			⋮
6 Singapore Customs UEN Letter	N			⋮
7 Authorised Signatories	Y			⋮
8 Other Documents	N			⋮

1. Navigate to Supporting Documents tab
2. Click  and  **Edit** to upload a document for the selected document type
3. If the document to upload is not in the list, click  to create a new record

▲ UPLOAD DOCUMENT

Document Name : **Factory License**

Description :

* File Upload : No file chosen

File Upload Guide

- Acceptable Formats: *.gif, *.jpeg, *.bmp, *.tif, *.pdf
- Maximum File Size 10MB
- Select Only 1 File

Note: Documents marked "Y" are mandatory documents. Allowed files types bmp/jpg/jig/tif/pdf, file size must not exceed 20MB.

Submitting New Exporter Registration

1. After you are done, navigate back to Registration tab
2. Click "Submit" to submit your registration to the selected chamber
3. You will receive an email receipt of your registration
4. Once the chamber approves your registration, you will be informed via email
5. Before you can start using the system, fill up the CMS and GIRO forms attached to the email which will be used to setup your accounts and GIRO arrangement
6. You will receive your account details within 3-5 working days after your GIRO is approved by the bank



Search Registration

▲ SEARCH REGISTRATION

* Transaction No :

* UEN No :

1. From the left navigation menu, click "Registration > Search Registration"
2. Input transaction number and UEN no
3. Click "Search" to view registration

REGISTRATION RECORD

Total record(s): 0

Transaction No	UEN No	Status	Ac...
1 TRN191224009063	20191224	Draft	⋮

4. Click on the row of record to continue editing the draft/queried registration or view submitted/cancelled registration

Note: Draft registrations that have no activity in a month will be automatically deleted.