Victorian Chamber of Commerce and Industry



ChamberCERTIFY®

Adding and Managing Signatories &

Inviting your Freight Forwarder

Updated as of August 2024

Adding and Managing Signatories & Inviting your Freight Forwarder

Victorian Chamber of Commerce and Industry

MANAGING SIGNATORY LIST – PROCESS OVERVIEW

1. Each registration has an **authorised signatory list** which is a list of users who can lodge CoOs
2. Additional signatories can be invited once the registration is **approved**
3. Signatories can be either internal to the company or freight forwarders

INVITING ADDITIONAL COMPANY SIGNATORIES PROCESS

Existing Signatory*

1. Additional signatory is invited to registration form

→

New Signatory

1. Signatory accepts invitation & provides signature

- *Available once the **registration is approved**
- Users with **CoO Owner** Permission Status can invite additional signatories
- Open the registration to check your permission status

- If you did not already have a log in, **your log in profile to the company account was created automatically** when the invitation was sent

INVITING FREIGHT FORWARDER PROCESS

Exporter:

1. Open Freight Forwarder Tab of Registration

2. Enter one email address of registered freight forwarder to send invitation

→

Freight Forwarder:

1. Accept invitation

2. Invite remainder of signatories

- Ensure the freight forwarding company is registered **and** the user is a signatory
- Only invite **one** user. The Freight Forwarding company will manage the remainder of the signatories once receiving the initial permission

See below for step-by-step guide

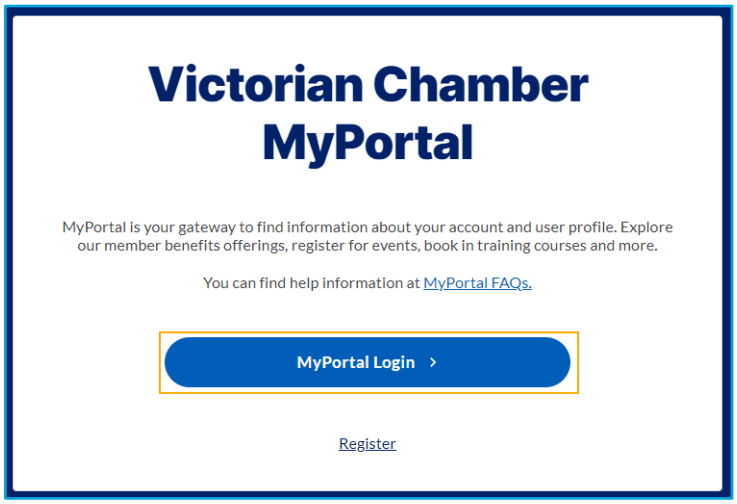
Adding and Managing Signatories & Inviting your Freight Forwarder

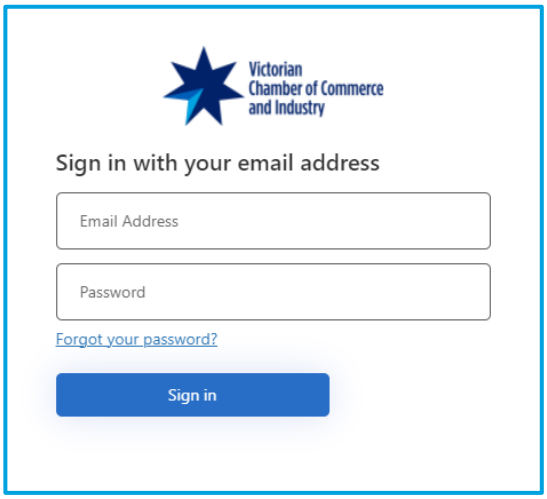
LOGGING IN AND NAVIGATING TO REGISTRATIONS

1. **Visit MyPortal website (my.victorianchamber.com.au):**
   - **a.** Select 'MyPortal Login'
   - **b.** Enter your email address and password

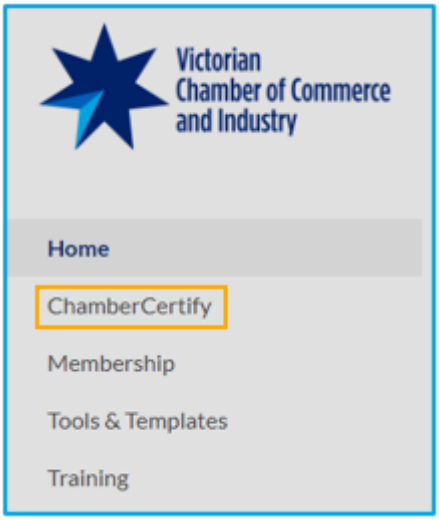
Alternatively:

- To set your password click 'Forgot your password?' *See Appendix A*





2. **Select ChamberCERTIFY®:**



3. **Select 'Certificate of Origin Registrations':**



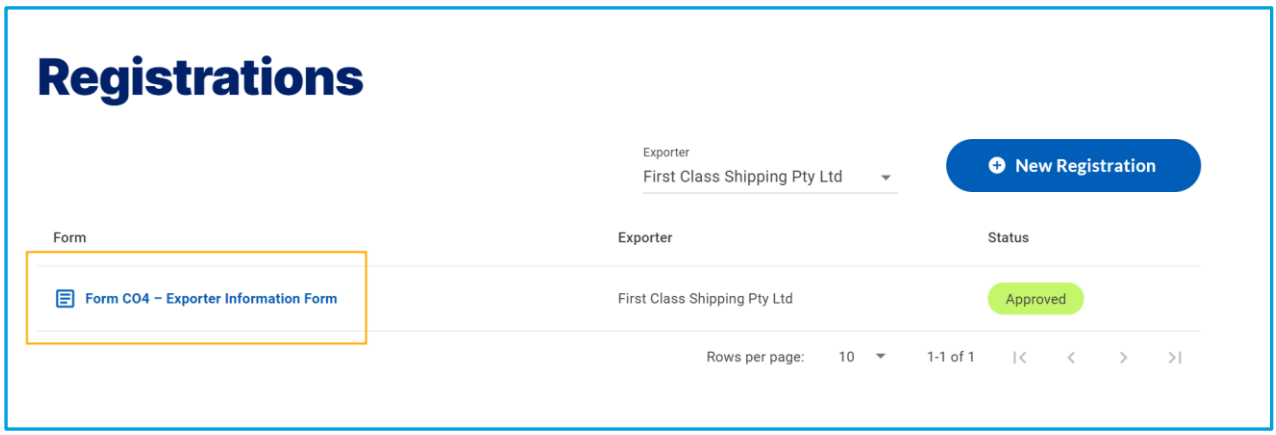
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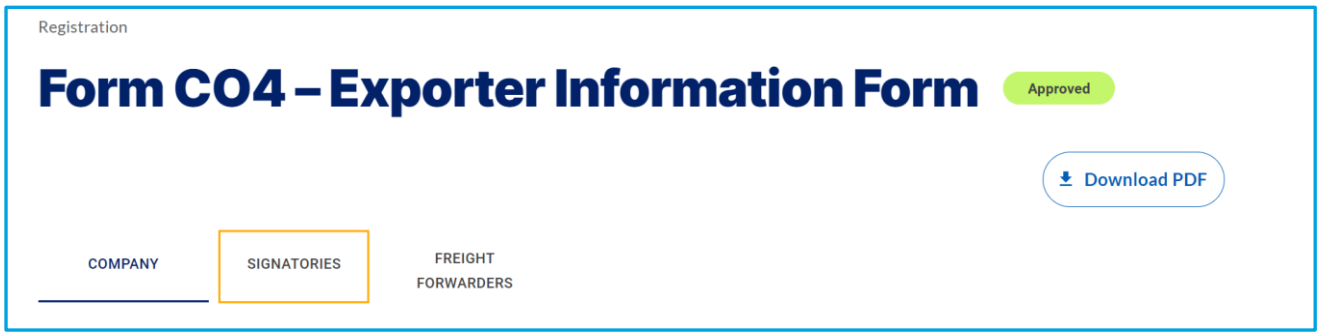
INVITING ADDITIONAL SIGNATORIES TO REGISTRATION

Users with 'COO Owner' permissions can add signatories to **approved** registrations

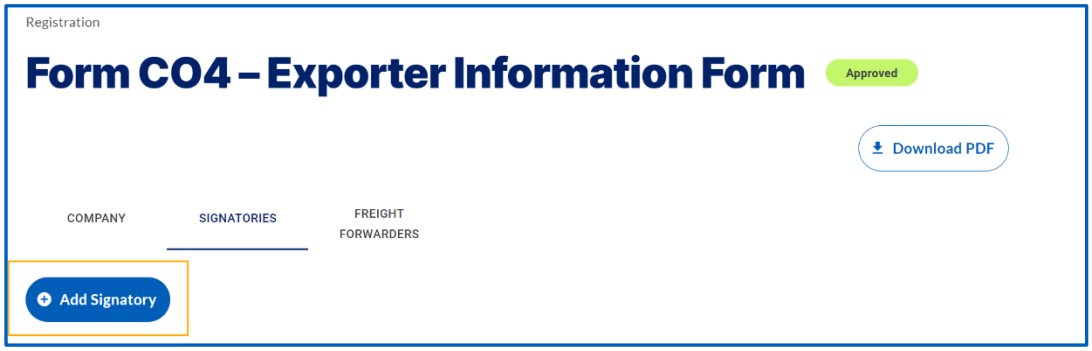
1. Select the **approved registration form** that you want to add signatories to



2. Click on **Signatories** tab



3. Click on **Add Signatory**



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4. Invite signatory using:

a. 'Search Contact' for existing contacts

-This will invite the user to be a signatory on the registration form. The drop-down list will only show up to ten names. To filter the list, type in the user's email address.

OR

'New Contact' for users not in the Search Contact list

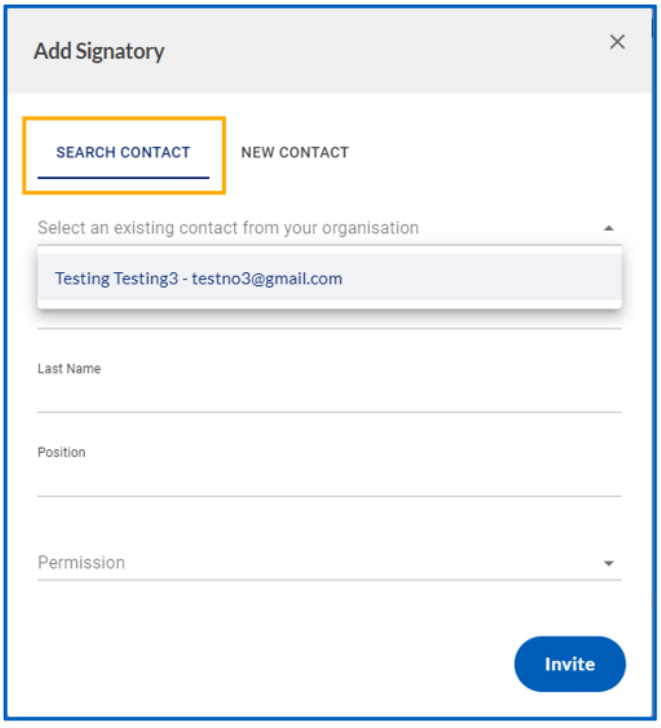
-Using this option will create a company account log in and send a registration signatory invite to the user

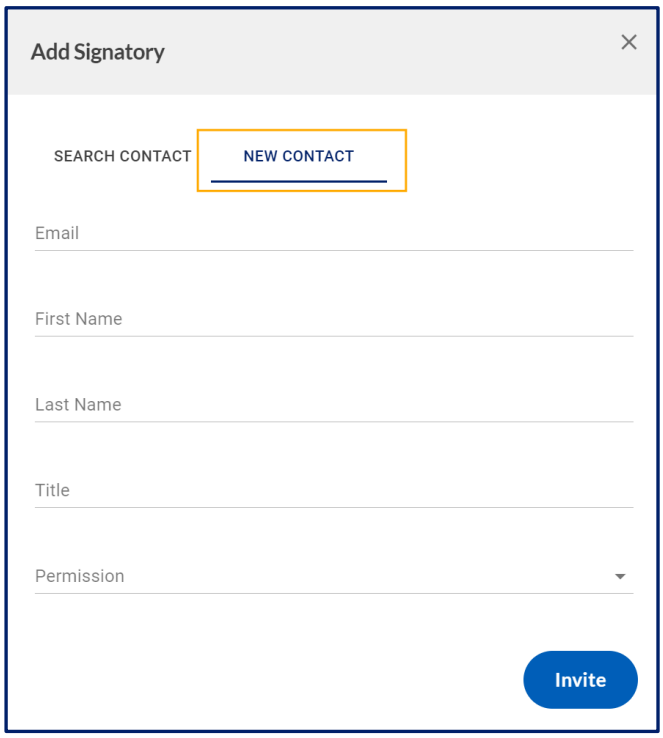
b. Enter required **details**, choose the contact's **permission level**, then click **invite**:

COO Owner – Manage registration forms i.e., create registration form, invite signatories, remove signatories, amend signatory permission, add goods and invite Freight Forwarders, lodge CoOs

OR

COO Manager – View registration forms, lodge CoOs





5. An invitation will be sent to the invitee for acceptance. The invitation can be accessed via email or from within ChamberCERTIFY directly. See next section for a detailed guide.

Repeat process for additional registrations where applicable

ACCEPTING SIGNATORY INVITATIONS

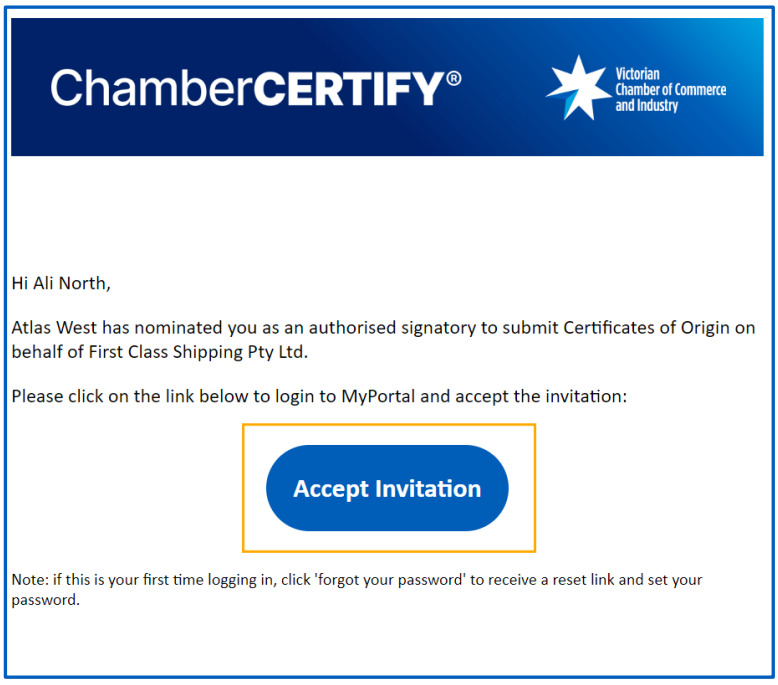
1. The invitee can accept the signatory invitation using one of the two options below:

Option A – By email: Click *'Accept Invitation'*, log into MyPortal and the invitation will display

Option B – Within the portal: Log into MyPortal, click on ChamberCERTIFY, the invitation will be under 'Messages'

If you did not already have a log in, a log in has been created automatically at the time the signatory invitation was sent. To log in, follow steps under *'Logging in and Navigating to Registrations'* in this guide.

Option A – Email Invitation



Option B – Message Centre in ChamberCERTIFY



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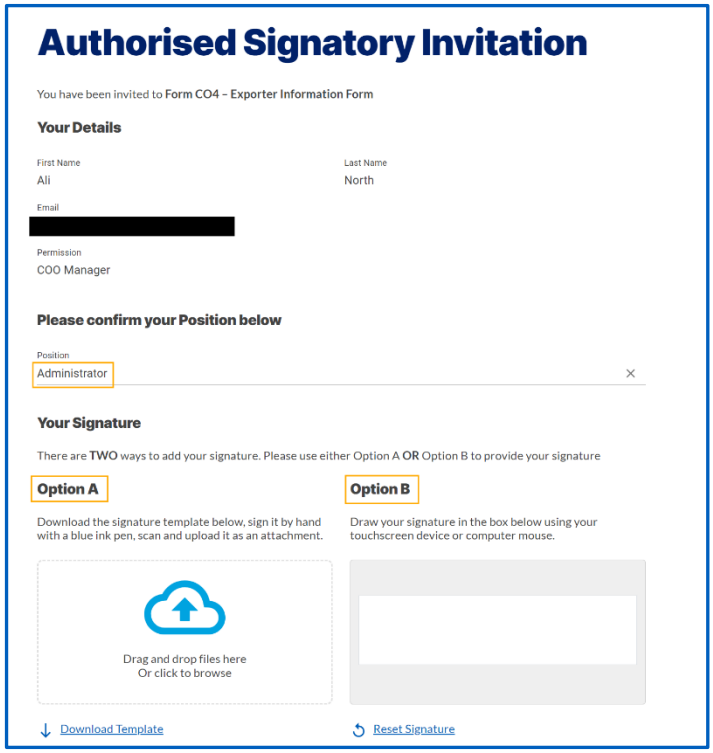
2. Provide Signature and Accept Invitation:

Provide your signature that will be added to the registration and displayed on all Certificates of Origins

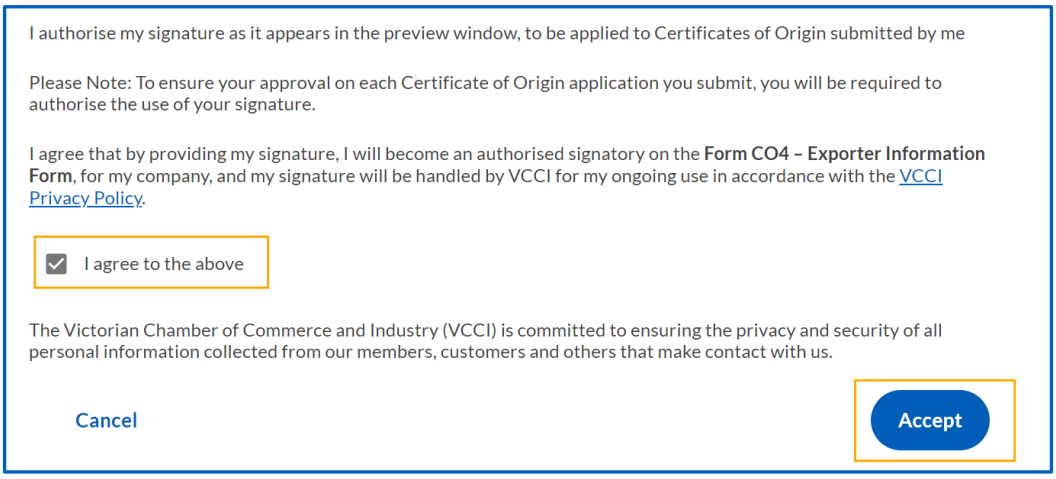
Option A – Sign using an ink pen. Use the template provided by selecting 'Download Template' and follow the instructions provided
Option B – Sign electronically. Draw your signature using your mouse or stylus

Note:

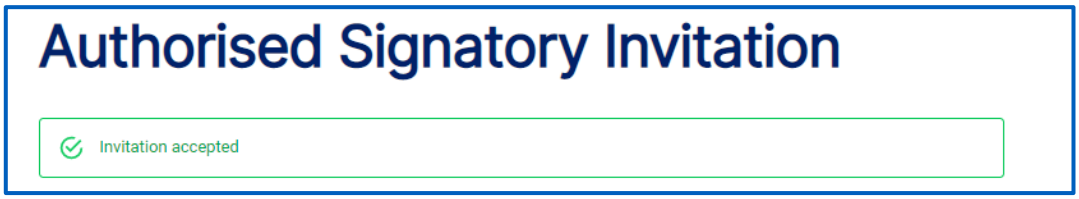
- If you have already provided your signature, your signature will appear at this step



3. Click on **I agree to the above** to authorise the use of your signature and click **Accept**



The process is now complete. You can now lodge CoOs covered by this registration type.



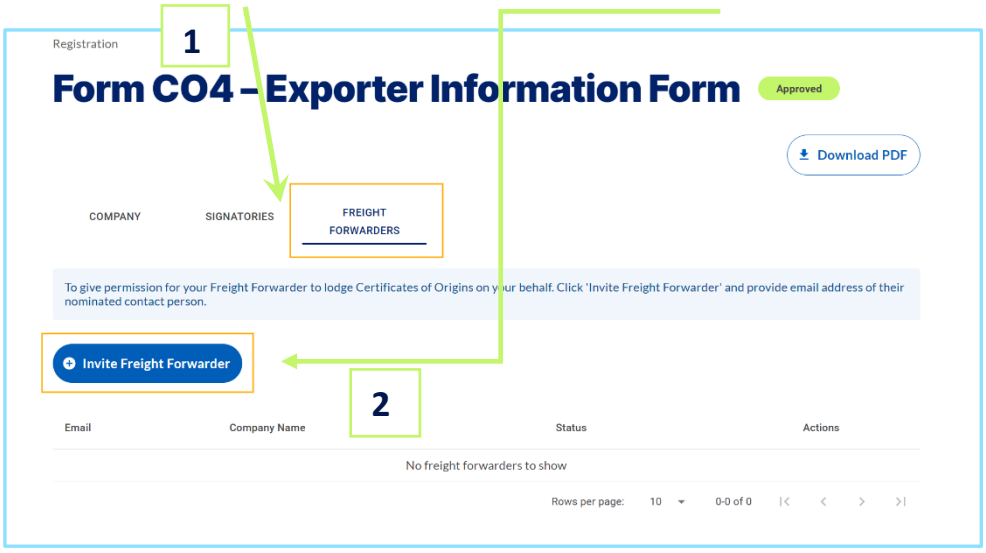
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INVITING YOUR FREIGHT FORWARDER

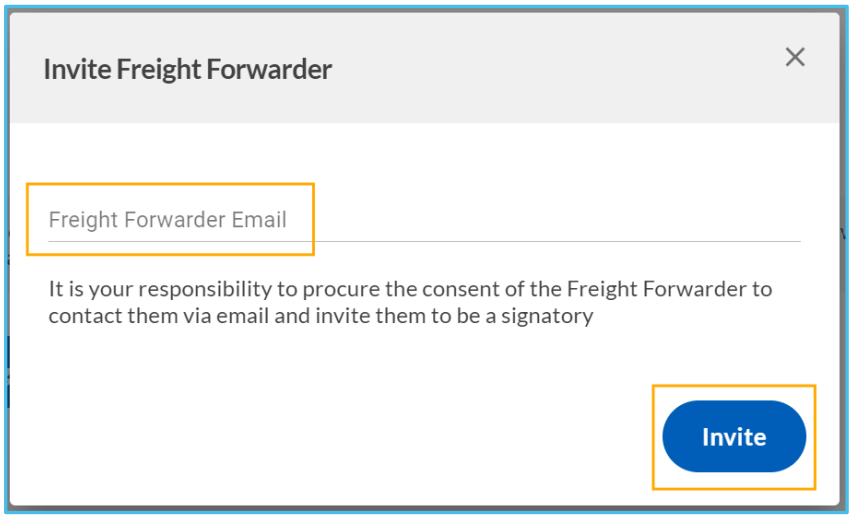
Section for use only if freight forwarders lodge CoOs on your company's behalf
Once your registration is approved, you can invite your freight forwarder

1. Follow steps under **'Logging in and Navigating to Registrations'** in this guide

2. Select the **Freight Forwarder** tab and click **Invite Freight Forwarder**



3. Enter the **email provided by the freight forwarder** and select **Invite**
   Before proceeding:
   - **Ask the Freight Forwarder:** is the company and the user are registered?
   - **Only invite one user:** the Freight Forwarding company will manage the remainder of the signatories after they have accepted the freight forwarder signatory request



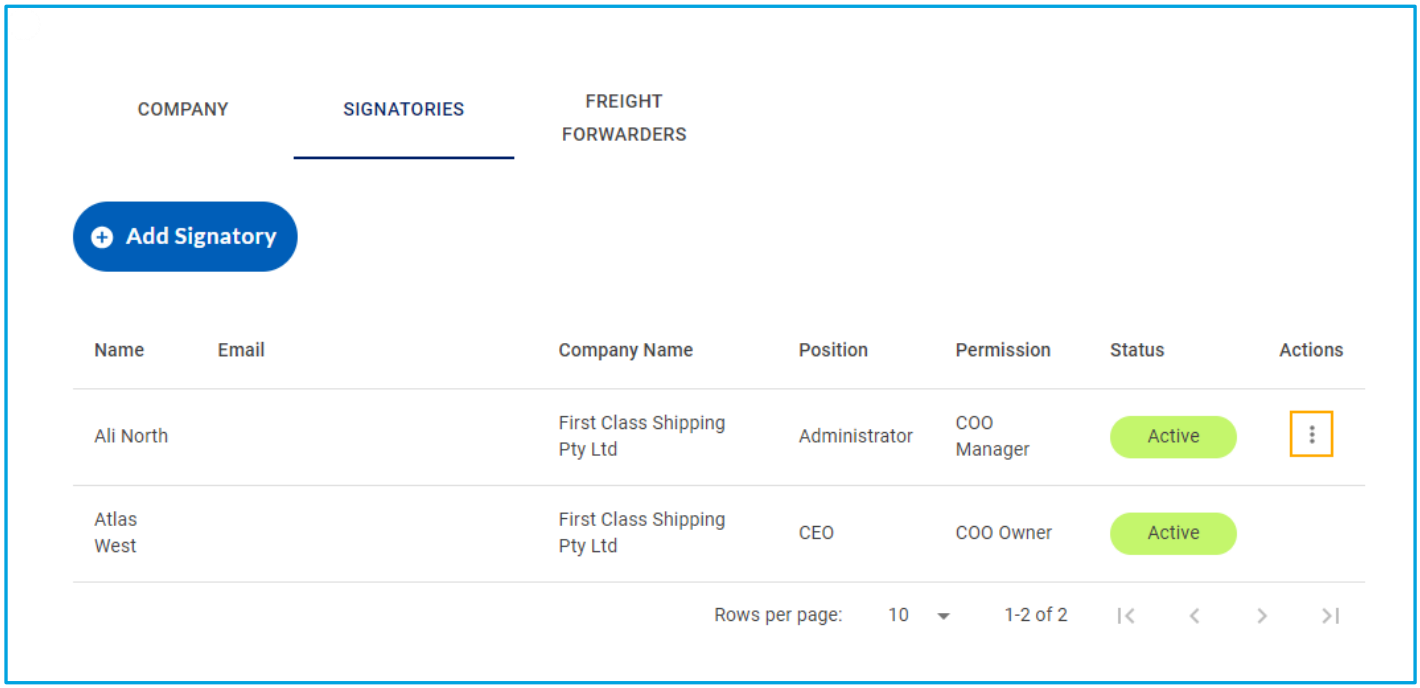
4. The Freight Forwarder will receive the signatory invitation via email and via the Message centre in ChamberCERTIFY. Once the request is accepted, the freight forwarder will appear on the registration form and they will be able to invite the remainder of their signatories.

Repeat per registration

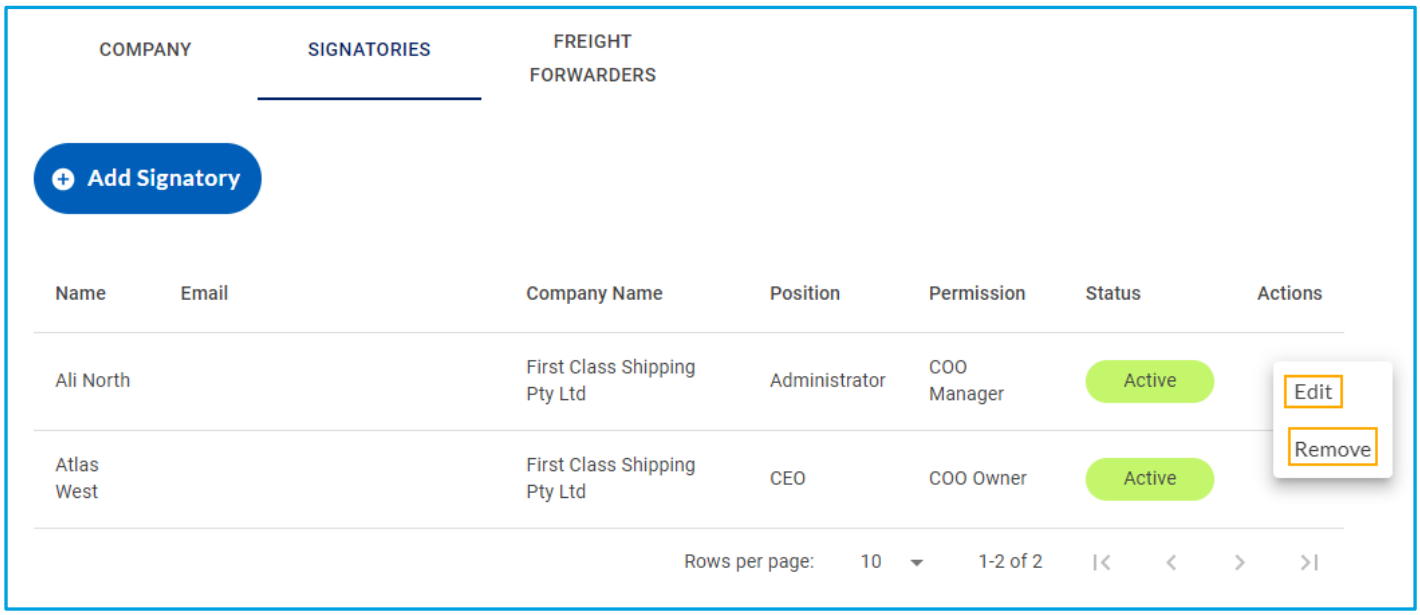
SECTION 4: UPDATING SIGNATORY STATUS AND PERMISSIONS

This step is available once the registration is approved and signatories have been added

1. Follow steps under *'Logging in and Navigating to Registrations'* in this guide
2. Click on 3 dots menu under **Actions** for the contact you want to Edit or Remove



2. Select **Edit** to change the signatory's permission or select **Remove** to remove a contact as a signatory:

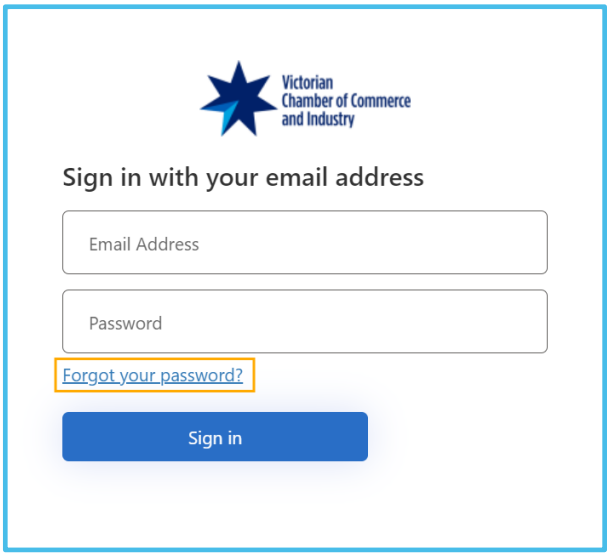


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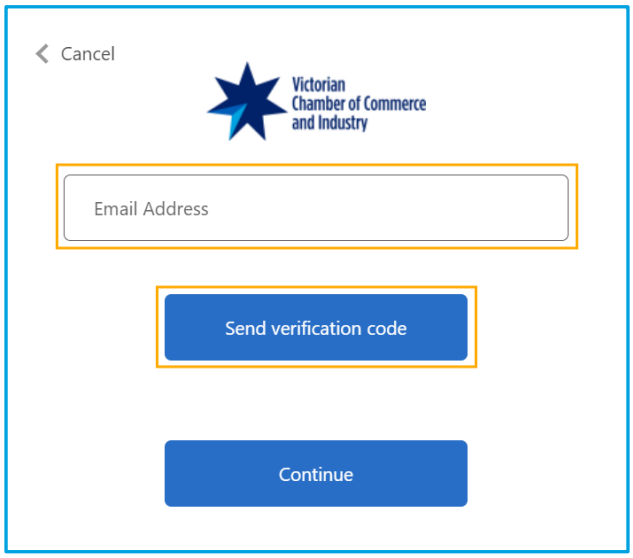
Appendix

Appendix A – Set/change your password

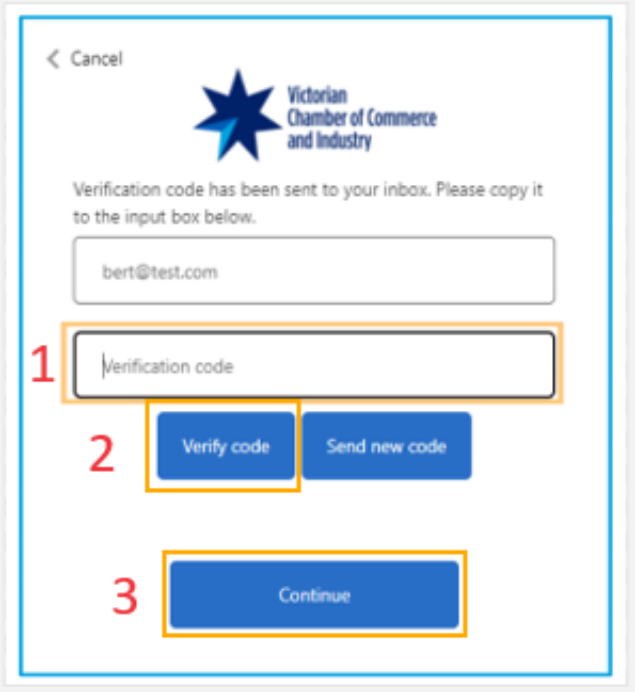
1. Click **Forgot your password?**



2. Enter your **email address** & select **Send verification code**



3. Enter your **verification code** sent to your email
Select **Verify code** and **Continue**



4. Click **Continue**

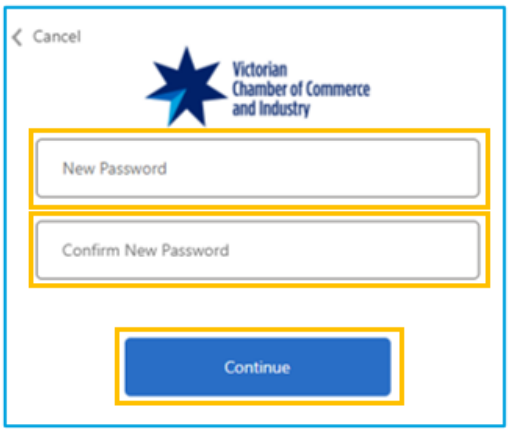


5. Enter and confirm **new password**

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Password requirements:

- Minimum 8 characters
- The password must have at least 3 of the following:
  - a lowercase letter
  - an uppercase letter
  - a digit
  - a symbol



Troubleshooting:

- **Step 3:** If you click 'Continue' before clicking 'Verify Code' an error message will appear. In this case click 'Verify Code' despite the message
- **Step 4:** Do not click 'Change' this will clear the field



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