Victorian Chamber of Commerce and Industry



ChamberCERTIFY®

Freight Forwarder Registration Guide

Updated as of August 2024

Freight Forwarder Registration Guide

How to register as a freight forwarder to lodge CoOs

Registration Overview

Step 1	**Log into MyPortal** or Create a MyPortal Account* Link: my.victorianchamber.com.au
Step 2	Select **ChamberCERTIFY**® from the menu and then **'Certificate of Origin registrations'** under Quick Links
Step 3	Fill in and **lodge CO4 Registration** which is used for **Freight Forwarder** registration
Step 4	Once the registration is **approved** by a trade officer, **additional signatories** and freight forwarders can be invited

** Contact export@victorianchamber.com.au if you are unsure if you already have an account*

Freight Forwarder Registration Guide

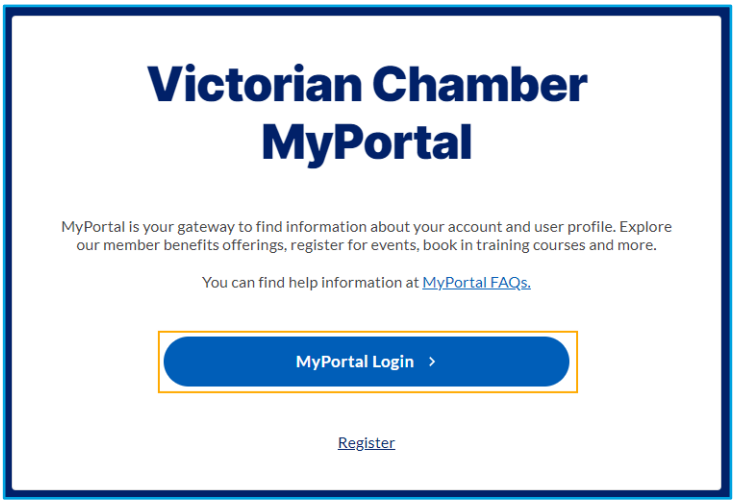
How to register as a freight forwarder to lodge CoOs

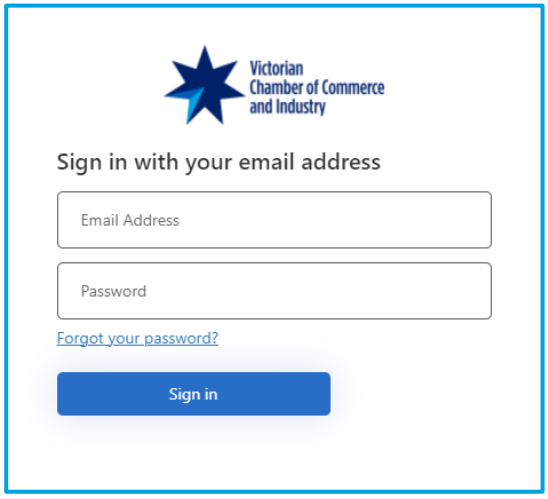
SECTION 1: LOG IN AND NAVIGATE TO CHAMBERCERTIFY®

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

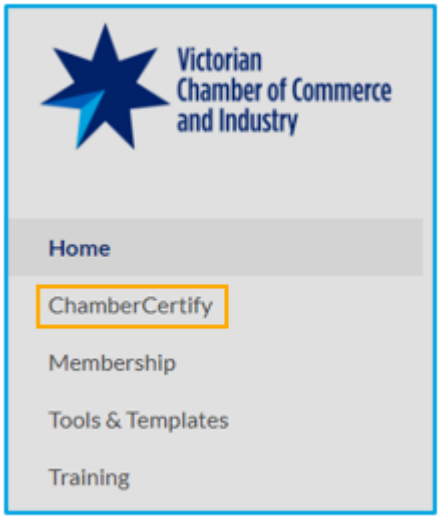
Alternatively:

- To set your password click 'Forgot your password?' *See Appendix A*
- Select 'Register' to create a company account if your company does not already have one
- Contact us at export@victorianchamber.com.au if you are unsure if your company has an account





2. Select ChamberCERTIFY®:



3. Select 'Certificate of Origin Registrations':

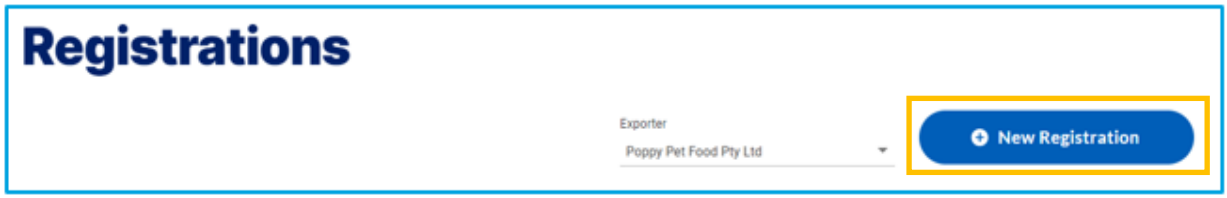


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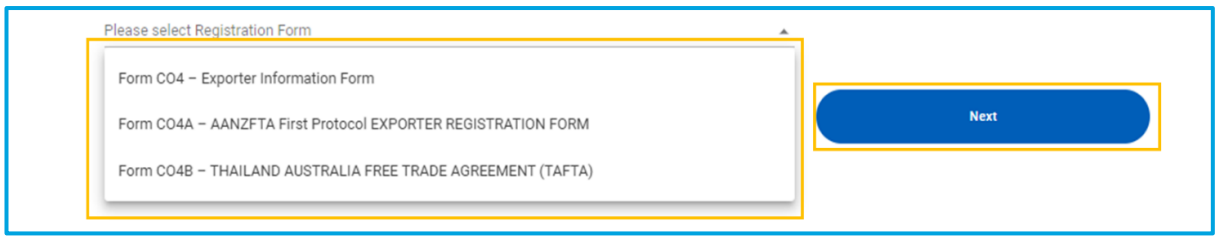
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SECTION 2: CREATE FREIGHT FORWARDER REGISTRATION

1. Click on 'New Registration' to start your registration:



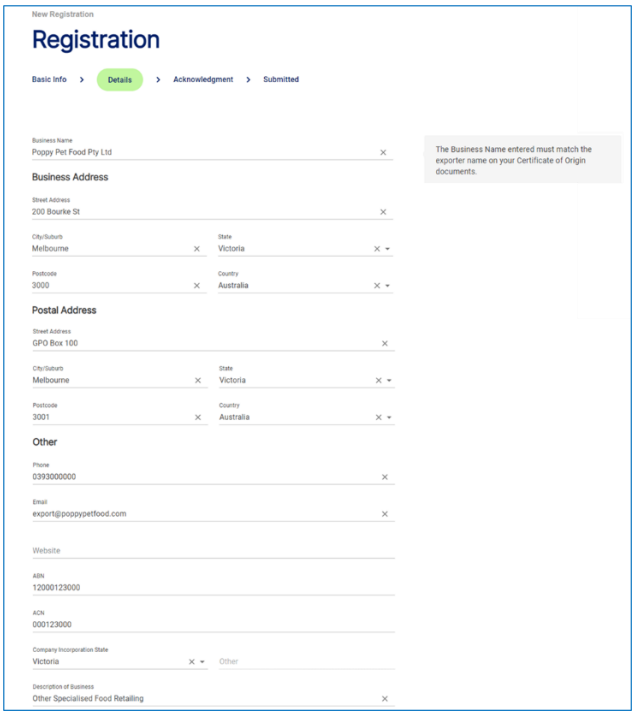
2. Select *Form CO4 – Exporter Information form* for Freight Forwarder registration



3. Enter Business Details

Follow help text provided on the page. Mandatory fields that are not filled in will highlight in red.

- **Business Name:** List the freight forwarder name
- **Business Address:** Must be a street address (Cannot be a PO Box address)
- **Phone and Email:** Should be generic
- **ABN and/or ACN:** Must be linked to the Business Name listed. If incorrect, please email us.
- **Company Incorporation State:** Indicates the state that your business is registered in
- **Description of Business:** List Freight Forwarder



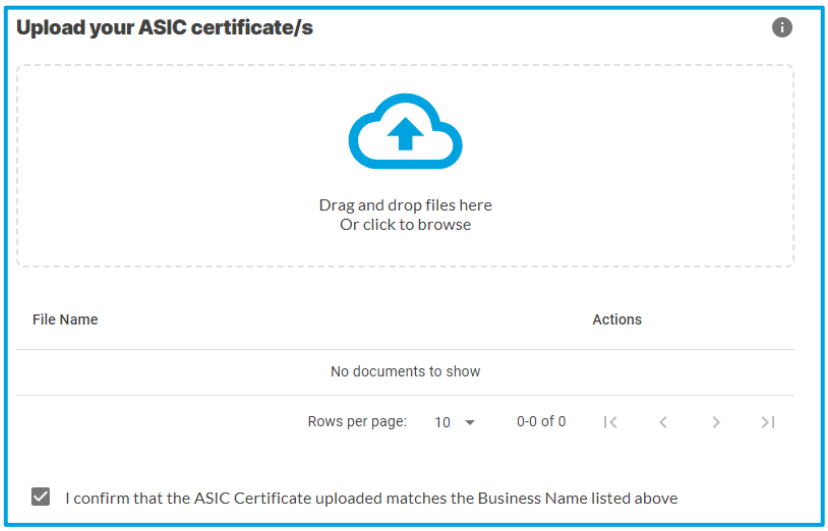
4. Upload ASIC Certificate

Upload the ASIC Certificate or ASIC Extract to support the Business Name you are registering. If you are registering a company name and trading name, please provide the ASIC documents supporting both names
Note: Please contact ASIC directly to obtain a copy if required

Glossary

ASIC Certificate: This is the certificate that the Australian Securities and Investment Commission issue when registering the name

ASIC Extract: This is the PDF that is available on ASIC's website free of charge

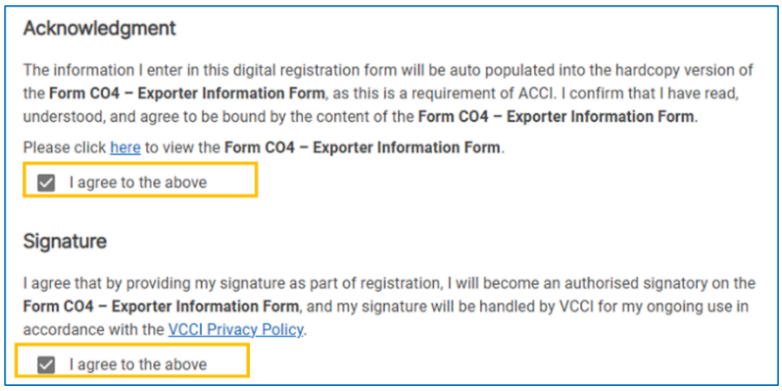




SECTION 3: TERMS AND CONDITIONS & REGISTERING SIGNATURE

1. Acknowledgement and terms and conditions:

Read and agree to the acknowledgements by clicking on the checkboxes

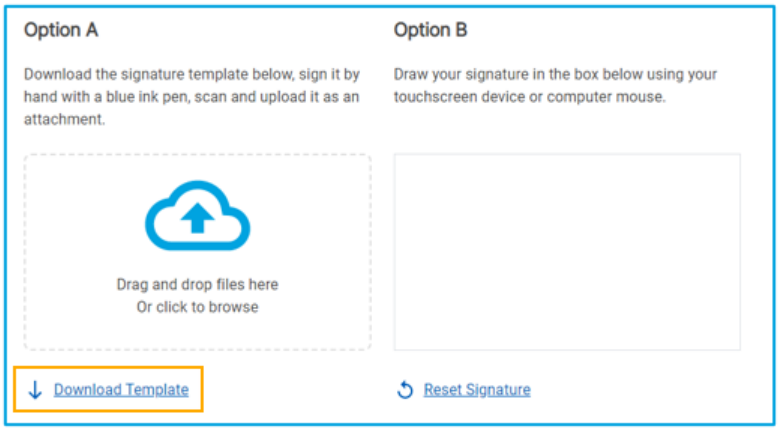


2. Upload signature

a. Provide your signature that will be displayed on all Certificates of Origins and used to sign the terms & conditions

Option A – Signing using a *pen* using the template provided. Select 'Download Template' and follow instructions

Option B – Signing electronically by drawing it using your *mouse or stylus*



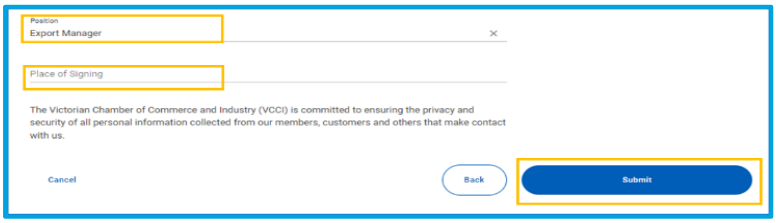
Note:

- You only need to upload your signature to your profile once & will be applied against all future CoOs and registrations

b. Confirm your position within the company

c. Place of signing is the suburb, town or city you are physically in when completing the registration form

d. Click on Submit



SECTION 4: REVIEW PROCESS AND INVITING SIGNATORIES

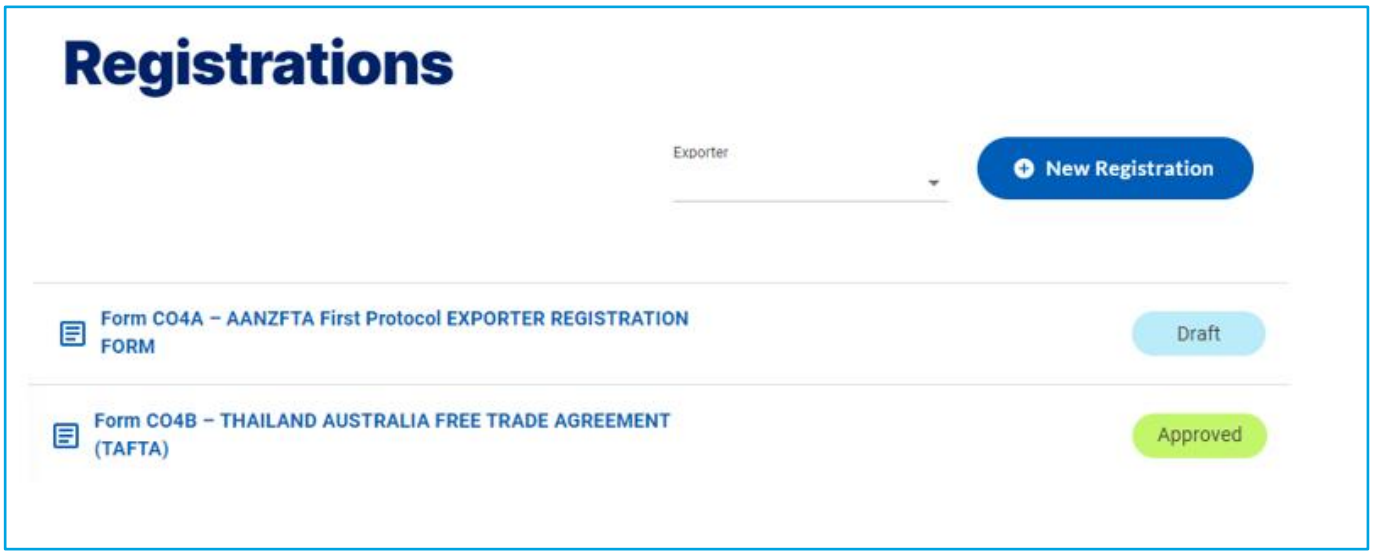
Processing Time:
The registration will be processed in 24-48 business hours.

Review Process:
A Trade Officer will review the application and an email notification will be sent once approved. Any enquiries related to the registration application will be emailed to the application.

Upon approval, the following actions will be accessible:

- Ability to add additional registered signatories (to lodge a CoO you must be a registered signatory).
- Ability for an exporter to invite you as a freight forwarder to lodge CoOs on their behalf

Status: The status can be checked at any time under 'Certificate of Origin Registrations'.



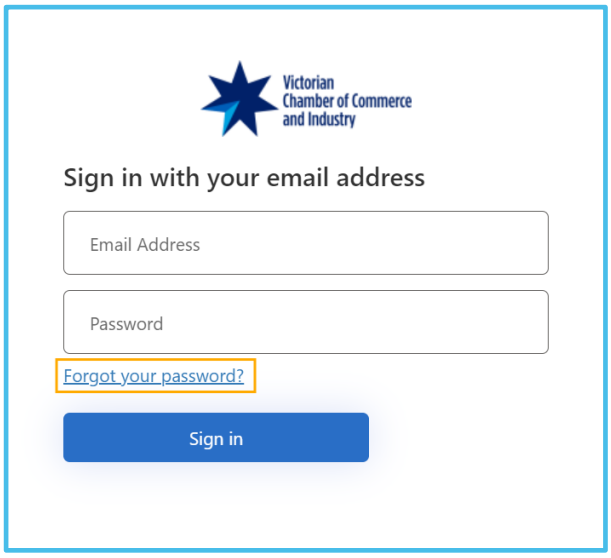
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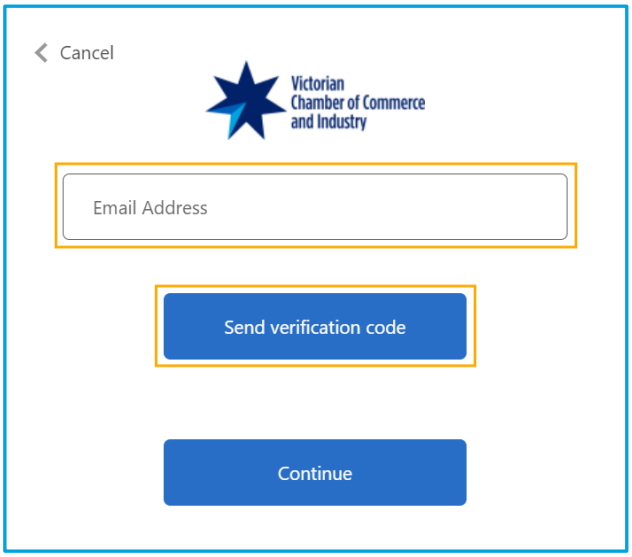
Appendix

Appendix A – Set/change your password

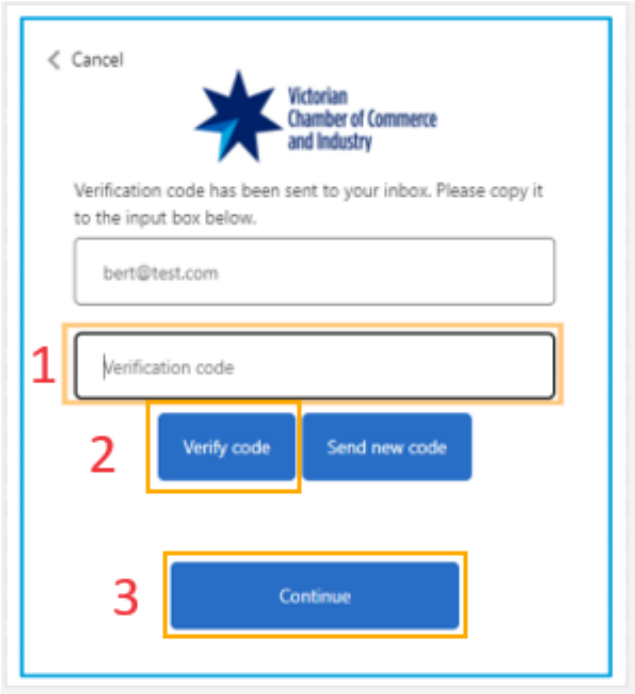
1. Click **Forgot your password?**



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



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



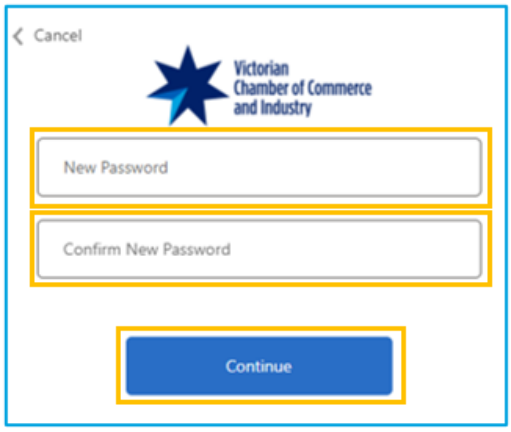
4. Click **Continue**



5. Enter and confirm **new password**

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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