eCert

1. How do I register on eCert?

   Answer: Go to www.app.ecert.co.za and select "Register as a new member". Enter your details and click Register.

   For a step-by-step process, please click on the link below for a detailed user guide.

   https://ecert.co.za/wp-content/uploads/2019/10/Register-as-a-User.pdf

   Please note if are already register as a user on Phytclean, you don't have to register on eCert. You can use the same login details that you use on Phytclean. If you have forgotten your password, please click on **Reset Password** and follow instruction.

2. I have registered as a new user on eCert but I haven't received a confirmation email?

   Answer: Can you please check the junk/spam folder for a confirmation email. If the email is not there, can you please send an email with your email address to support@ecert.co.za.

3. When I submit my Phytosanitary application I get an error message with nothing on it.
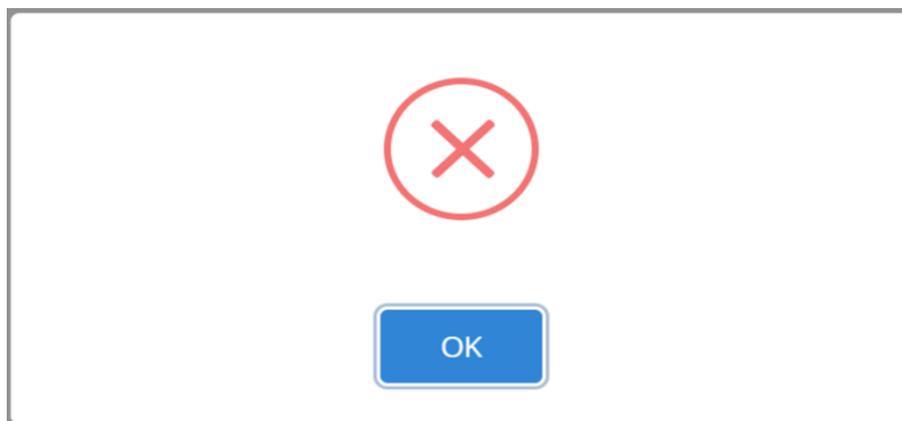
   Answer: Can you please go back to your application and check that you have captured information on all the required fields. Check that under consignment information that you have put "NONE" on additional information and distinguishing marks. If you haven't put anything since it is a required field. Make sure that under commodity that you complete the details. If you still get the same error can you please send us screenshots of the data you are submitting for each step to support@ecert.co.za.

4. Do I have to upload PPECB Signed Addendum and PPECB Export Certificate compulsory

Answer: Yes PPECB Signed Addendum and PPECB Export Certificate are required for a Phyto Application. You will not be able to move to the next step if these documents are not uploaded.

Documents

PPECB Signed Addendum   Select file

PPECB Export Certificate   Select file

Other   Select file

Please note: You are not required to add Trade Unit if you have uploaded a PPECB Signed Addendum.

Upload Excel File

Additional items

+ ADD TRADE UNIT

Orchar

Please note if you add a Trade Unit the following fields are required:
- o   Trade Unit ID
- o   PUC
- o   Orchard
- o   PHC
- o   Production Area
- o   Commodity
- o   Marketing Indication
- o   Class
- o   Container Number
- o   No. Of Packaged Items
- o   Nett Weight
- o   Inspection and Stuff Date
- o   Inspection Manifest No.
- o   Inspection Point

5. Phyto application status is showing as Draft and not Submitted can you please change it for me.

Answer: Please go view application page. Check your application first that the data you captured is correct and that it pulls through correctly on the PDF Application. Once you are happy that it is correct click change to PENDING icon ✅ as shown on the figure below.

Then your application status will be updated to Pending.   Change to Pending icon will disappear once the status change to Pending.

6. Why is my application still on pending after such a long time?

Answer: Statuses on Application depend entirely on DAFF inspectors, if you would like to enquire about the status of your application, please contact DAFF.

Please note: Pending status can not be reset by eCert Support Staff. Users will have to contact DAFF if they want us to reset their status (Approve or Reject). They can contact PhindileN@daff.gov.za and PhilileL@daff.gov.za to make this request

7. My application was rejected, I want to know the reason for rejection.

Answer: Log in to your eCert Account, Go to your application and click View. The reason for rejection will be stated towards the end of your application.

8. We did our Phyto application via the API and would like to view our application.

Answer: Phyto Application(s) done via the API can be viewed on https://app.ecert.co.za/. You will select e-Certification and click on View applications. You will see the application made via the API on view applications. Please note for a user to see the application they need to be linked to the business or be an admin user. If you are not a user then you will need to ask the admin user of that business to link you on CBR to the business.

9. I made a mistake on my phyto. I added an incorrect date or forgot to upload the required documents?

Answer: To correct the phyto application the status of the Phyto must be Provisional. If you have already changed the status to Pending then you will not be able to make changes. You will have to redo the application again. To make changes on the Phyto application please

click on this icon on the view applications section. When you click on the icon you will be redirected to the application wizard. You will then be able to make changes on your application and submit the changes.

Agreement	Client Ref No.	App Ref No.	Issuing Location	Consignor	Consignee	Status	Application Date	Approved Date	Departure Date	
CITRUS_EU	20218	NPPO-ZA/2019/12/01304	Cape Town	ABC Fruit (Pty) Ltd	Simunye logistics	PROVISIONAL	09/12/2019 15:16:19		09/12/2019	

eCertification Application

1	Agreement	2	Documents	3	Flex Fields	4	Exchange Document
	Agreement for export		Documents to print		Flex fields per agreement		Consignor and Consignee info

5	Consignment Info	6	Additional Information	7	Phyto Display Details	8	Complete Application
	Add Consignment Items		Add Additional Information Items		Add Phyto Display Details		Complete Registration

Application Type *   Phytosanitary Certificate

Agreement   CITRUS_EU

Importing Country (Final Destination) *   Belgium

Explanation of the icons:

 Editing

 View

 View PDF

 Copy Application

 Change Provisional status to Pending

 Delete

10. How do I apply for eCert API access

    Answer: Can you please register your business on CBR first once you have done can you please let us know so that we can give you the credentials for eCert Web API. The link for registering your business is https://cbr.ecert.co.za/.

    The guide below will also assist you with registering a business
    https://ecert.co.za/wp-content/uploads/2019/11/Register-new-Business-on-CBR-User-Guide_V1.1.pdf

11. How do I connect on the eCert Web API

    Please click on the link below it will assist you with how to connect on the API.
    https://ecert.co.za/wp-content/uploads/2019/10/eCert-Web-API-User-Guide_v1.3.pdf

12. How do I upload a Certificate Document on the system?

    Answer: To upload a Certificate Document on eCert you will go to:

- e-Certification
- Select Upload Certificate Documents
- Where it says Application Reference Number, please put in the reference number of the application you want to upload the removal permits.
- Where it says Documents Type please select Other.
- Click on Choose File to upload removal permit.
- Then Click upload