

To start using the SGS portal, you first create your account following the below instructions. Click on the below link (if issues are encountered when opened with Internet Explorer, the link may be accessed using Chrome or Firefox).

<https://exporter-portal.sgs.com/>

It will prompt you to create an account with SGS. Type your email address, create a password and click "Create Your Account". Once the account has been created, the application may be submitted 24/7.

Once on the SGS Exporter Portal, the following instructions are found by clicking on the "Help" button.

EXPORTER PORTAL



Identical instructions are found on the YouTube video below:

<https://youtu.be/6ybPDUMzLK8>

EXPORTER PORTAL

STATUS	REQUESTED APPLICATION	COMMUNICATION	
umber	Missing document	Since Feb 19, 2018 Feb 19, 2018	Reference(s)

 USER MANUAL

-  PCA Certificate Request
-  Partial Shipment Request
-  Uploading Document
-  Create and Answer Email
-  Request a registration / Licensing

EXPORTER PORTAL

Login

Email Address *

Required field

Password *

|

Required field



CREATE YOUR ACCOUNT

LOGIN

[Forgot Password](#)

Fill out the below information and check on the reCAPTCHA box:

EXPORTER PORTAL

Registration

Fill some information, we will send you an email containing a link to create an account

Your email Address *

Exporter name *

Exporter country *

Exporter address *



I'm not a robot



reCAPTCHA
[Privacy - Terms](#)

Make sure to select the correct Exporter country and City name using the options generated by the system as per below example. For the phone number please enter the numbers without dashes to proceed.



Tanzania, **United** Republic of [TZ]

United Arab Emirates [AE]

United Kingdom [GB]

United States Minor Outlying Islands [UM]

United States of America [US]

Exporter country *

unite

You will receive the below email asking to click on the Exporter Portal link below to start submitting your online application:



do-not-reply@exporter-portal.sgs.com

Exporter Portal Registration

To Mur, AnaMaria (Miami)

Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

Dear user,

You receive this e-mail because you have requested a registration on SGS exporter portal. Please click on the link below to finish the process and define your password:

<https://exporter-portal.sgs.com/communication/user/reset?token=35c42c99-3232-470b-bfe1-91a444512d23>

This link is valid only for 10 minutes.

If you did not request this registration, then please ignore this email.



SGS exporter portal

After accessing the link from your mail, set the password. Click Change. Then you can Log in to the application using the password set. You can then save your password

If problems occur, and you do not receive the above email confirmation, kindly forward an email to TradeworksHelpdesk@sgs.com advising the issue you are experiencing.

Indicate that you agree with the below Terms and Conditions and hit OK



EXPORTER PORTAL

You don't have accepted conditio

I Agree to the:

[i. Terms and Conditions](#)

[ii. Terms of Access](#)

[iii. Privacy Policy](#)

[iv. Cookie Policy](#)



CANCEL

OK

Please note the below and click "OK"

PLEASE READ BELOW THE MAIN CHANGES ON THE NEW VERSION OF THE PORTAL

1. Company paying for the service:

You should select now the party (Exporter, Supplier...etc.) who will pay for the SGS Service; The Tax ID number will need to be completed for the selected party/company who will pay the service. Please ensure you have it in your possession before creating the new request. If the Payer Party is not the Seller, Buyer, POI, Supplier or Manufacturer, you have the option to create a new party under "Other" option

2. Multi users under same company:

Up to now, every portal user in the same company, was able to check only the files submitted by each user individually. Now a new feature allows that all portal users under the same company can see all the submitted files / request for certification for this company. To activate this option, please contact your SGS local office and provide them with all the users emails of your team to be linked to your company name

3. Submission on behalf of another party:

If you're submitting a request for certification on behalf of another company (you're an agent, freight forwarder or any other third party, which means you're not the direct seller to the destination country -as per commercial invoice-), you can now edit the seller's contact details and complete missing data (email & phone). You need to be aware that if the seller (for whom you're now completing the email) does create a Portal User using the same email you've recorded on his party details, such seller will be able to see all the RfC and information (buyer, supplier, place of inspection, manufacturer...etc.) you've submitted on his behalf.

4. Selecting previous parties tool:

New option allowing to select former Parties (Seller, Buyer, Supplier, Manufacturer...etc.) already used in previous transactions, so you do not need to reenter this information

OK, DON'T SHOW AGAIN

OK

Once you read the below, hit OK.

PLEASE READ BELOW THE MAIN CHANGES ON THE NEW VERSION OF THE PORTAL

Dear Users,

We have improved our home page to help you submitting your requests: you can now select the country of destination and then select the services available in the selected country.

Users of service "Programme de Sécurisation des Recettes Douanières - Nouvelles Génération (PSRD-NG)" of Cameroon, please check your tasks after logging in. Requests already exist as buyers submit them.

[OK, DON'T SHOW AGAIN](#) [OK](#)

Type in the first three letters of the Destination country and hit Select the corresponding Task.

[Terms and Conditions](#) [Terms of A](#)

Kenya

Choose the correct application for Kenya. If for Certificate of Conformity (CoC), choose the first option for **"Republic of Kenya-Pre-Export Verification of Conformity to Standards"** below. and hit OK to continue. If for Registration or License, choose the 2nd option below.

Choose an application for Kenya

Republic of Kenya - Pre-Export Verification of Conformity to Standards
Solution designed to ensure that products meet the specific requirements set by the Regulatory Authority of the importing country

Kenya - Generic Request for Registration and Licensing
A component of the PCA/PVoC Solution for selected homogeneous and frequently-shipped goods, normally suitable for regular exporters (registration) or manufacturer exporters (Licensing). Destination country-specific conditions apply.

[CANCEL](#) [OK](#)

For Saudi the option to choose for CoC is Saudi Arabia (PCA-Product Conformity Assessment) if this is not for "Cosmetics"

"Request for Registration and Licensing" (Route B or C request) this Fast Track option is suggested when multiple shipments of same products are to be done throughout one year. 40% of your inspections can be waived excepting Kenya, where inspections are mandatory; however, when product is registered for Kenya, LCL shipments for this country will be allowed. For the other countries, when product is registered, there is no need to provide supporting documents for recurrent shipments once Registration is issued. Please note that a Certificate of Conformity (CoC) is needed per shipment.

For New Registration the following options will need to be entered:

REGISTRATION / LICENSING /
PRODUCT CERTIFICATE NIGERIA



NEW REQUEST

Complete all four Tabs below with the information indicated with asterisk (*)



EXPORTER PORTAL

EN

ACTIONS STATUS REQUESTED APPLICATION COMMUNICATION

Important: This form must be completed and ALWAYS submitted to SGS before the shipment of the goods.

-  General question
-  Please enter the details of the parties
-  Please enter the goods to be shipped
-  Please enter the method of shipment

General Questions

Please indicate whether the importer or exporter will be collecting the CoC. In the case of Kenya, type the IDF # and UCR # (which is located at the bottom right portion of the last page of the IDF).

If no IDF is available, please select below box.

IDF number not yet available

Please, enter the details of the parties

The below screen will be displayed. Start filling out the Web Request for Certification by selecting the corresponding Parties: **Seller, Buyer, Manufacturer, and Place of Inspection Details**. Please fill out all relevant fields indicated with an asterisk (*). "Comm. Reg. Number" is your Company Tax ID #. Type the numbers with no dash or space, the same for phone numbers.

If the Seller is the **payor** office for this Certification request, please type their Tax ID # in the field for **"Comm Registration No."**

Client Special Code

Comm. Registration No. *

Pay for SGS service

Whichever company is the **payor** for this Certification request, please type the company's Tax ID # as per below.

Contact Name

Contact Last Name

Pay for SGS service Tax ID# *

If the **payor** address is in another country, rather than the USA or Canada, please notify our office via email to avoid this request being re-directed to another SGS office overseas.

If the Seller is different than the one created on your account, you can now edit the seller details, and complete missing data (email & phone). Also, be aware that if your customer creates another request at the portal using the same email you have recorded on his party details, such seller will be able to see all the RFC and information you have submitted on his behalf.

The screenshot shows the SGS Exporter Portal interface. At the top, there is a navigation bar with the SGS logo, the title 'EXPORTER PORTAL', and user options for language (EN), a phone icon, and a help icon. Below this is a secondary navigation bar with tabs for 'ACTIONS', 'STATUS', 'REQUESTED APPLICATION' (which is highlighted), and 'COMMUNICATION'. A red information icon and a message state: 'Important: This form must be completed and ALWAYS submitted to SGS before the shipment of the goods.' Below the message are two expandable sections. The first is 'General question' with a question mark icon. The second is 'Please enter the details of the parties' with a person icon and a dropdown arrow. This section contains the text 'Choose to add new parties.' with a green checkmark. It features a form for adding a 'Seller' with fields for 'Exporter name *' (Savannah's Trade), 'Exporter country *' (United States of America), 'Exporter city *' (Miami), and 'Exporter address *' (7769 NW 49th St, Doral Florida 33166, MIA (US)). A 'CREATE NEW' button is at the bottom right of the form. Below the form are two dropdown menus: 'Supplier (if different than seller)' and 'Manufacturer (if different than seller)', both with orange dropdown arrows.

****Note****

Client Special Code should be left blank, unless your multinational company has been assigned one.



If Inspection is at another location, you can select the option of "other" to enter the complete contact information.



Select "others if the inspection location is not your location and enter complete contact information.

Please enter the goods to be shipped

Click on "Add an Invoice" and type in the invoice details. Upload either the Pro-Forma or Commercial Invoice. Purchase Order or Quotation can also be uploaded to start the processing of your certification request. Final/Commercial Invoice is needed for final CoC issuance.

Final Invoice or Proforma is mandatory

+ Add an invoice + Add transaction document

Final Invoice Incoterm

SGS-Letter Exporter Portal_Feb2018.pdf

amount * currency *

invoice number * Document date *

Add the items you're sending. (At least one item is mandatory)

+ GET TEMPLATE IMPORT ITEMS

If only one product line is to be added, click the "+" sign below "Add the items you're sending". (At least one item is mandatory).

Do not complete the portion for "Applicable standard and product" nor the "Registration/License/Product Cert. No. field" (unless a Statement of Registration or License has been previously issued for that product).

Add the items you're sending. **(At least one item is mandatory).**



Create an item

HS code	Quantity	Unit	Goods description *
Brand	Model No.	Manufacturer's name / Address	Country of Origin
Goods Condition	Assembly State	Applicable standard(s) or Normative reference(s)	Registration/License/Product Cert. No.

For more than two product lines on the Invoice, please download the template, complete all columns, and make sure to select from the drop-down menu, per column, if applicable. Save the Excel sheet in your desktop and Import the file clicking the below fields. **Note. Always include the HS code per line item to avoid delays on the assessment of the product. Type in the first numbers and select from the drop-down box.**

Add the items you're sending. **(At least one item is mandatory).**



one or two items you can select this button to enter product details

You can select "get template" to download an excel file where you can enter invoiced items



GET TEMPLATE

IMPORT ITEMS



HSCode	Quantity	Unit	Goods descripti	Brand	Model number	Manufacturer Address/Name	Country of origin	Goods condition	Assembly state	Applicable standard(s) & Normative
650699	795	Units	Saudi Aral Keystone	R-13	2251 Fraley St. Philadelphia, Penn	United States of America	NEW	ASSMB	Non-applicable	
650699	70	Units	Saudi Aral Keystone	R-13	2251 Fraley St. Philadelphia, Penn	United States of America	NEW	SMB	Non-applicable	
650699	375	Units	Saudi Aral Keystone	R-13	2251 Fraley St. Philadelphia, Penn	United States of America	NEW	ASSMB	Non-applicable	
650699	6	Units	W-4 Specj Keystone	W-4	2251 Fraley St. Philadelphia, Penn	United States of America	NEW	ASSMB	Non-applicable	

Some columns on the excel sheet have a dropdown box that you need to select. Make sure you choose the right selection to avoid errors. i.e. Good Condition, Assembly State, Unit, and Country of origin

"Add transaction document" select the corresponding category from the dropdown list on **"Transaction"** and select the corresponding Transaction category per each document to be uploaded. **"Quality Documents"** category is to be selected to upload ISO Certificate, Quality Certificate and test reports.

Please, see for future's request that you can add requested documents under below category in the exporter portal:

 Important: This form must be completed and ALWAYS submitted to SGS before the shipment of the goods.

 General question 

 Please enter the details of the parties 

 Please enter the goods to be shipped 

Documents

 Add transaction document

TRANSACTION

Letter Of Credit

Packing List or Similar

Quality documents



Add the items you're sending. (At least one item is mandatory). 

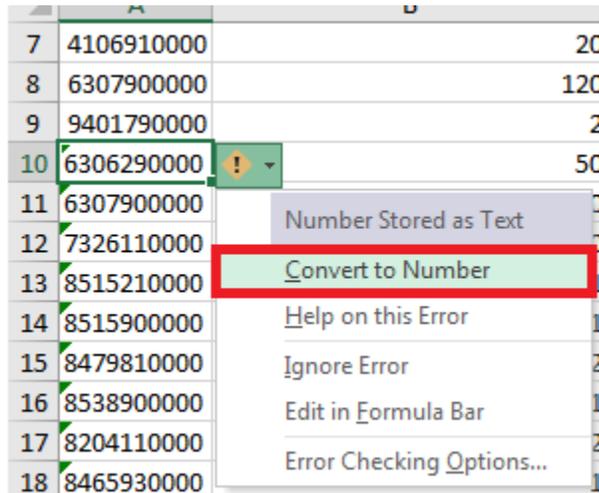
This application only supports the following types of documents: txt, pdf, doc and xls. For the time being, Zip folders are not permitted to be uploaded.

If you encounter issues filling out your HS codes on the excel template, this may invalidate the other correct entries as per below screen shot.

Invalid Excel file

- hsCode is invalid line 1
- Quantity is invalid line 1
- GOODS_CONDITION is invalid line 1
- hsCode is invalid line 2
- Quantity is invalid line 2
- GOODS_CONDITION is invalid line 2
- hsCode is invalid line 3
- Quantity is invalid line 3
- GOODS_CONDITION is invalid line 3
- hsCode is invalid line 4
- Quantity is invalid line 4
- GOODS_CONDITION is invalid line 4

To correct the issue, please click on the first line of the HS Code, you will see a warning sign to the right with a drop-down window. Kindly select "Convert to Number". Do the same with the rest of the lines as per below screenshot:



The screenshot shows an Excel spreadsheet with a table of HS codes. Row 10 is highlighted, and a warning icon (yellow triangle with an exclamation mark) is visible in the right margin. A dropdown menu is open, showing the following options: "Number Stored as Text", "Convert to Number", "Help on this Error", "Ignore Error", "Edit in Formula Bar", and "Error Checking Options...". The "Convert to Number" option is highlighted with a red border.

7	4106910000		20
8	6307900000		120
9	9401790000		2
10	6306290000	!	50
11	6307900000		
12	7326110000		
13	8515210000		
14	8515900000		
15	8479810000		
16	8538900000		
17	8204110000		
18	8465930000		

Please enter the method of shipment

Please, make sure to complete all fields with (*) and if no Transport document available, hit the "X" below to delete the document request, and pass this task.

Shipping Documents

+ Add transport document

Document type * ▾

Delete document

ONCE THE ABOVE TABS ARE COMPLETED, THEY WILL TURN GREEN. YOU CAN NOW CLICK, & **SUBMIT** your online application for certification. You will receive your Service Request (SR) number from your homepage or dashboard in the Exporter Portal.

Please enter the goods to be shipped ▾

Documents

+ Add transaction document

Add the items you're sending. (At least one item is mandatory). ⓘ

+ GET TEMPLATE IMPORT ITEMS

✕ CLOSE ↓ DOWNLOAD AS PDF > SUBMIT



EXPORTER PORTAL

ACTIONS	STATUS	REQUESTED APPLICATION	COMMUNICA
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ⓘ Important: This form must be completed and ALWAYS submitted to SGS before the shipment of the goods.