Important Instructions

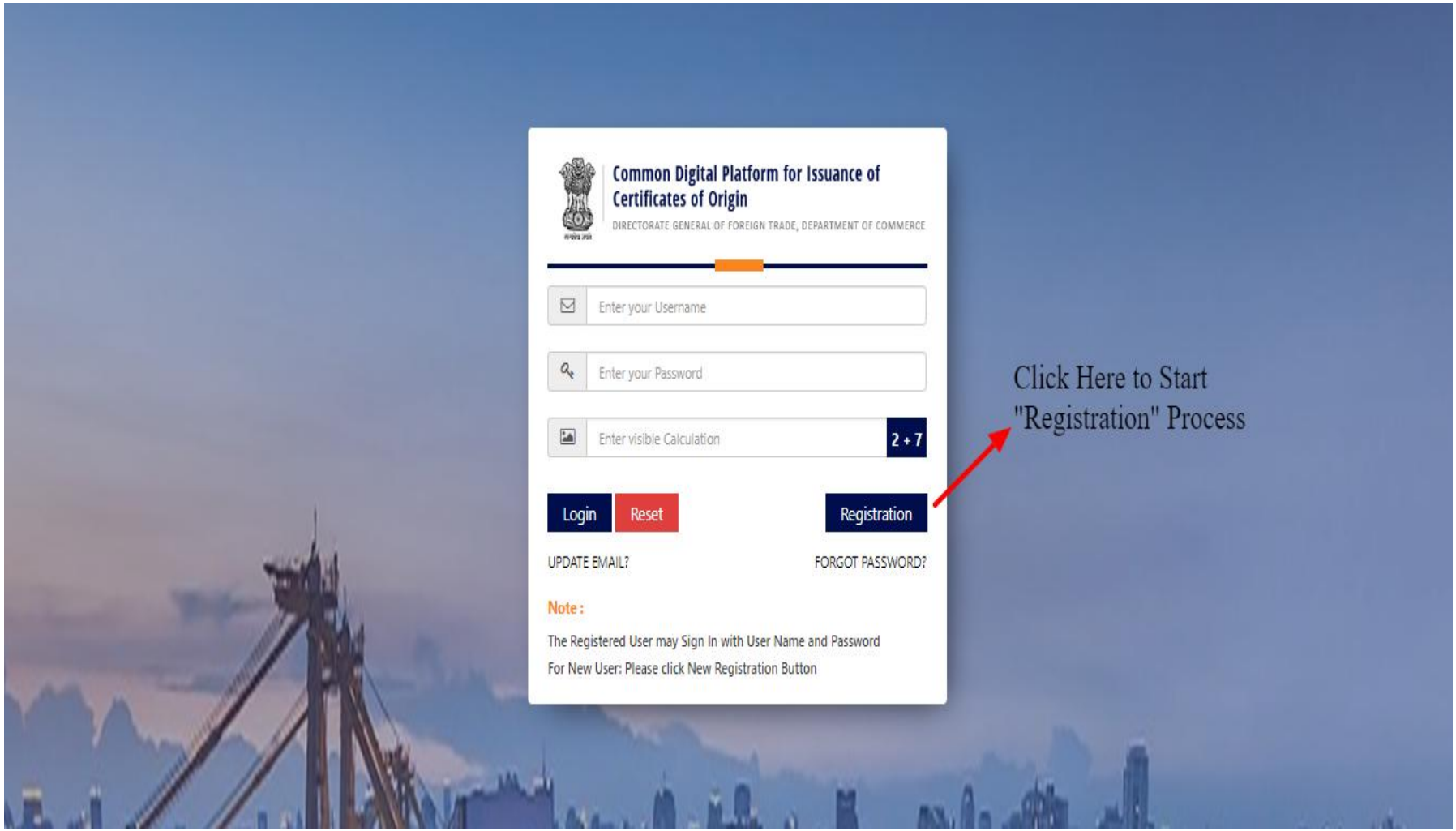
- Before start the application, following points to be kept in mind:-
  - Exporter must have the Digital Signature Certificate containing IEC available with them and install the DSC software in the system available in the digital key.
  - Must Install Java in the system if not available using any web browser (Chrome, Mozilla Firefox, IE etc).
  - After installing java, Go to the program menu and search “configure java” and open.
  - Redirect to Security → Edit Site List → Click Add → Type “https://coo.dgft.gov.in/” and click Add → Click Ok.
- Open the browser and enter the URL as “https://coo.dgft.gov.in/”.

Step 1: Welcome Screen for all users (Exporter/ Officer/ Agency/ Admin) -- https://coo.dgft.gov.in/

Note:-

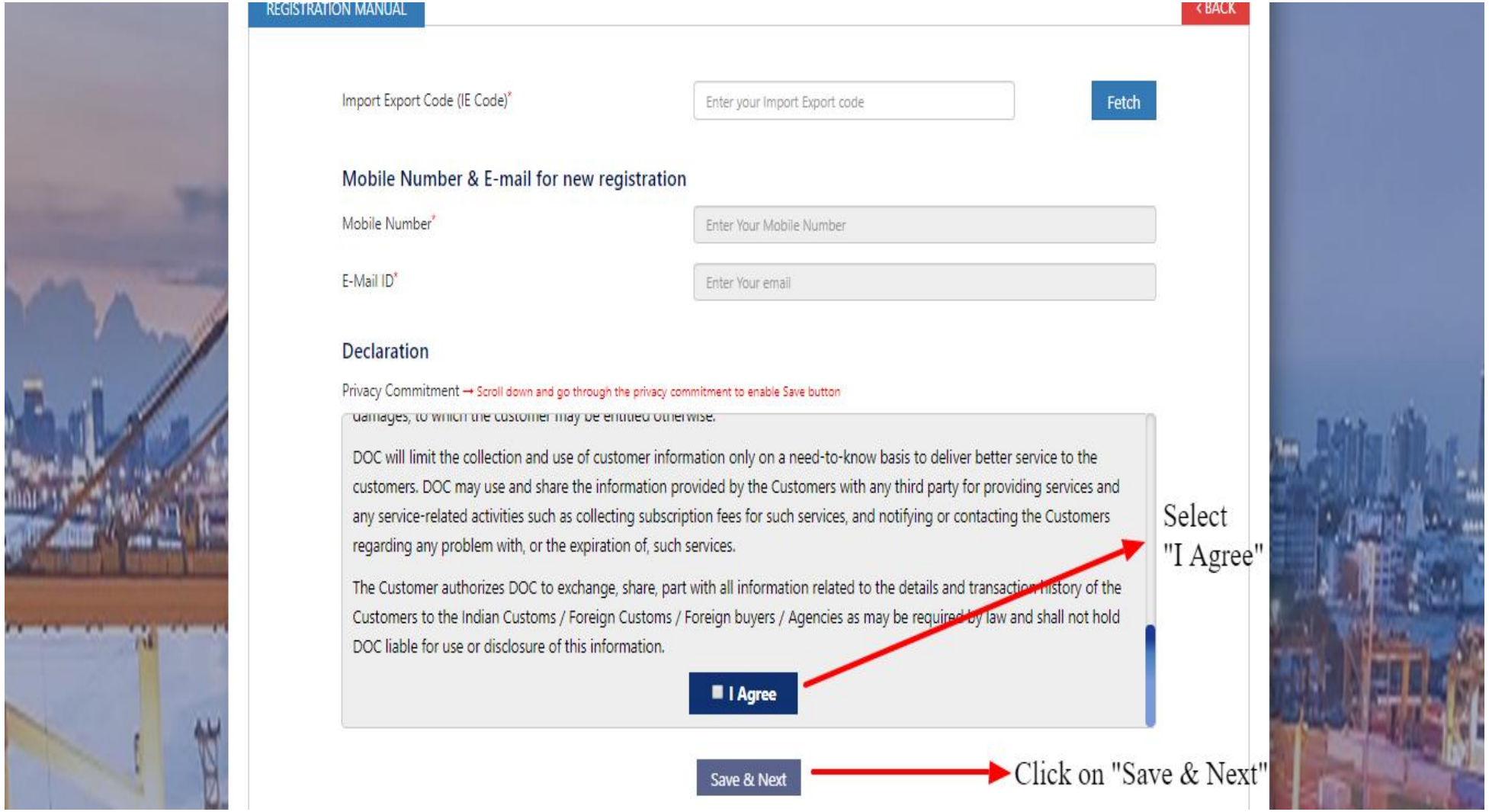
1. Kindly Update the IEC details on DGFT portal (specifically mobile number & email id) as each and every basic information regarding exporter required will be fetched from there only.
2. Kindly get ready with the Digital Signature Certificate containing your IEC and name of any listed director in the IEC portal of DGFT.

Step 2: Click on Registration for first time User or For Registered User, enter credentials and click login.

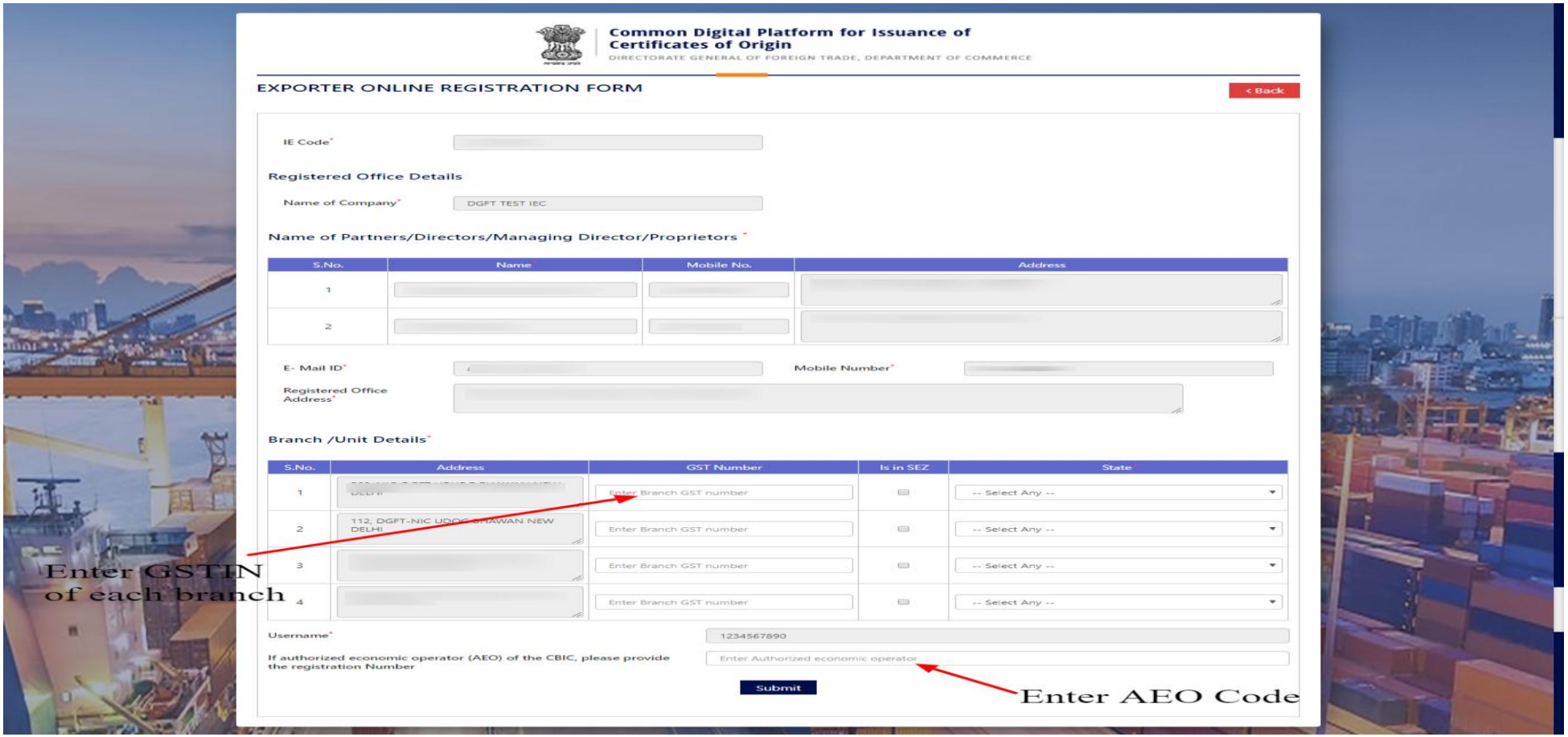


Step 3: Kindly Insert DSC and Enter 10 digit IEC Code to start registration process.

Step 4: Read Declaration select “I Agree” and submit “Save & Next” to proceed with the registration.



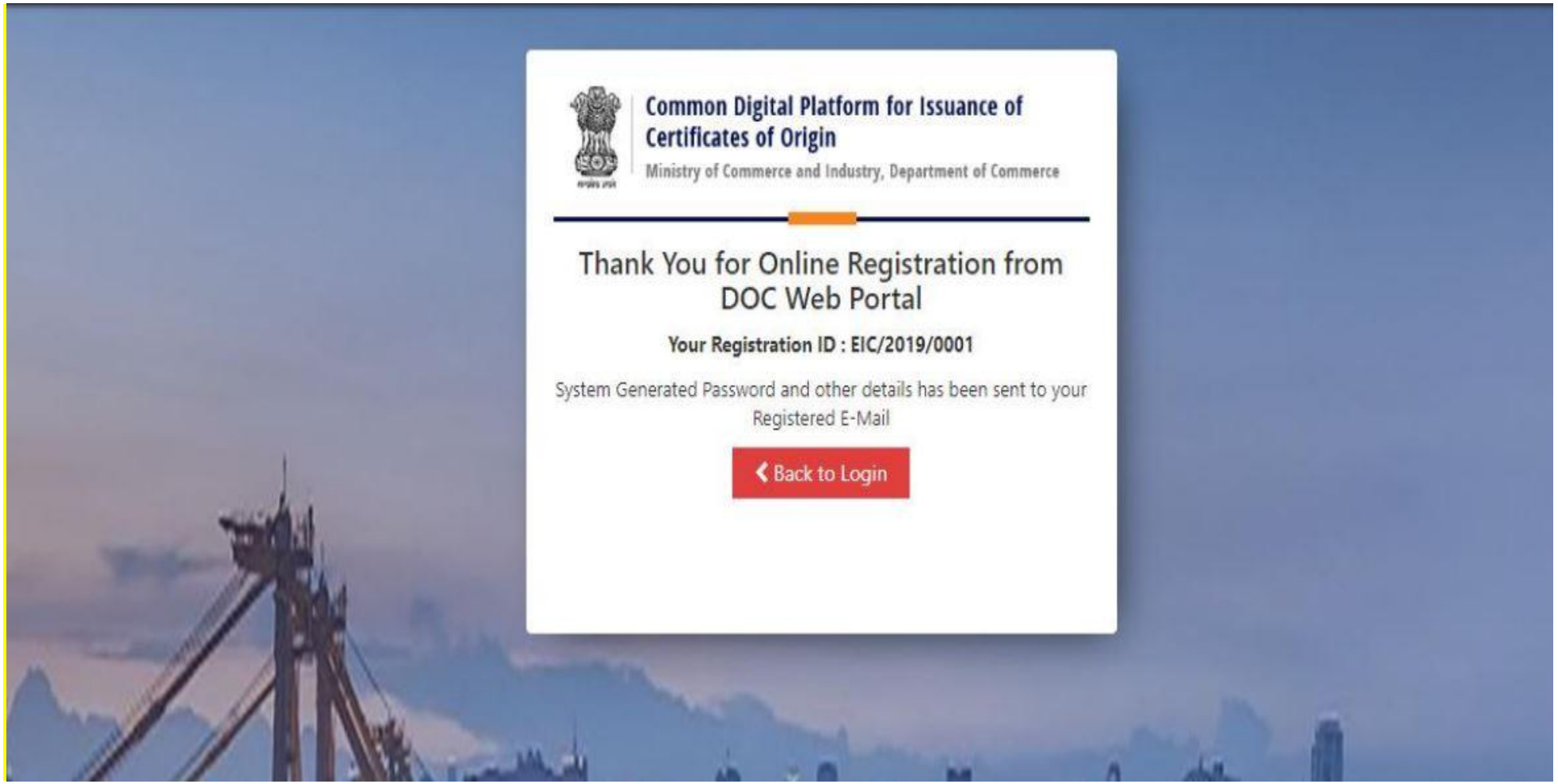
Step 5: Check the details and enter the required details as required.



Note:-

1. User may enter GST Number or opt “Is in SEZ” and choose state (mandatory) and AEO Registration Number (Optional).
2. Other than the above mentioned details, no other detail can be updated from this portal; the user may update the IEC details on DGFT first to update the same here.

Step 6: On successful registration, user getting following screen.



Note:-

1. After successful registration, user may go to the login screen and login with the credentials received on email.
   User Name – Registered IEC (10 digit alphanumeric/numeric code)
   Password -- As received on e-mail.

Important Instructions

- Before start the application, following points to be kept in mind:-
  - Exporter must have the Digital Signature Certificate containing IEC available with them and install the DSC software in the system available in the digital key.
  - Must Install Java in the system if not available using any web browser (Chrome, Mozilla Firefox, IE etc).
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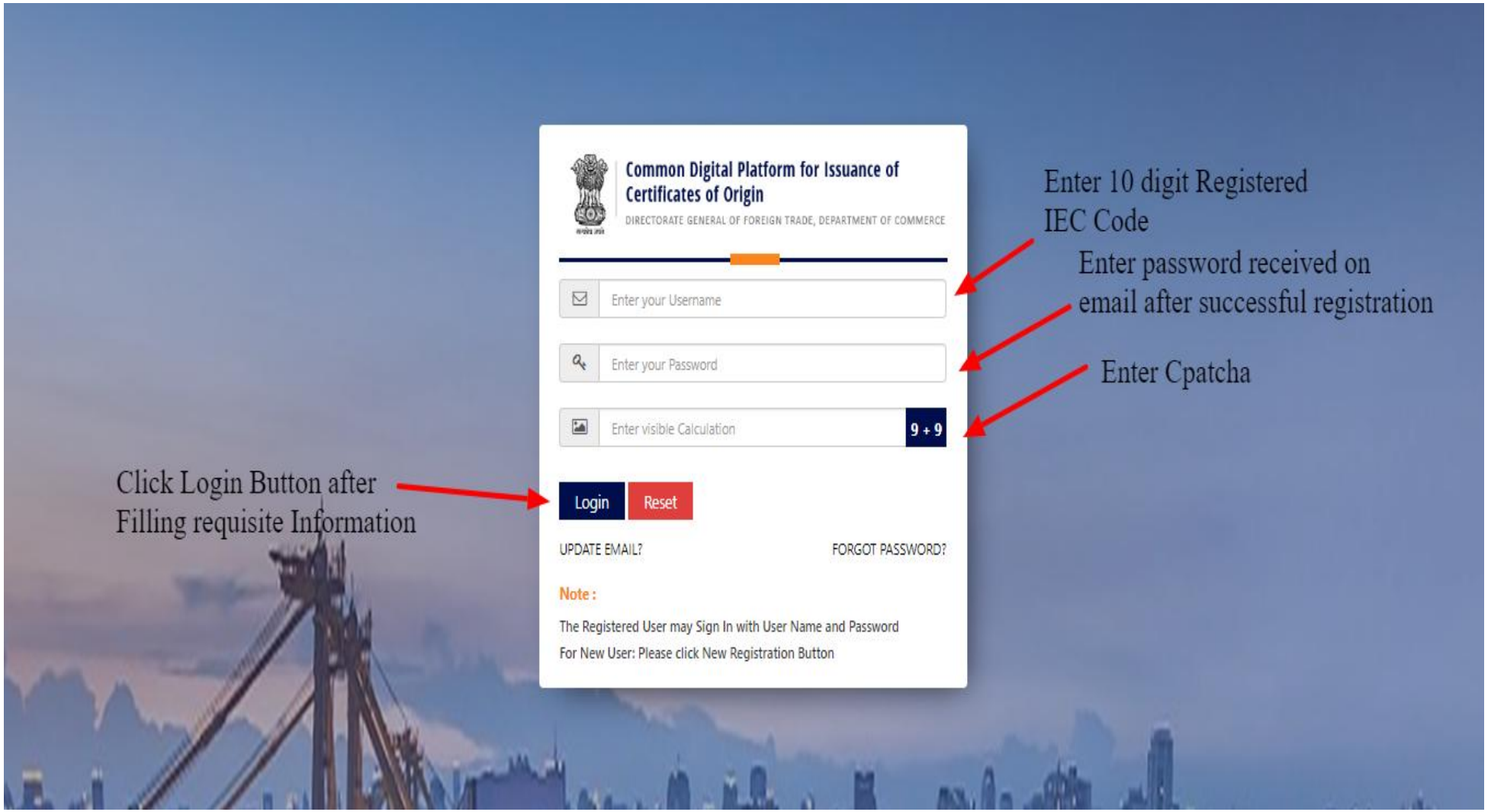
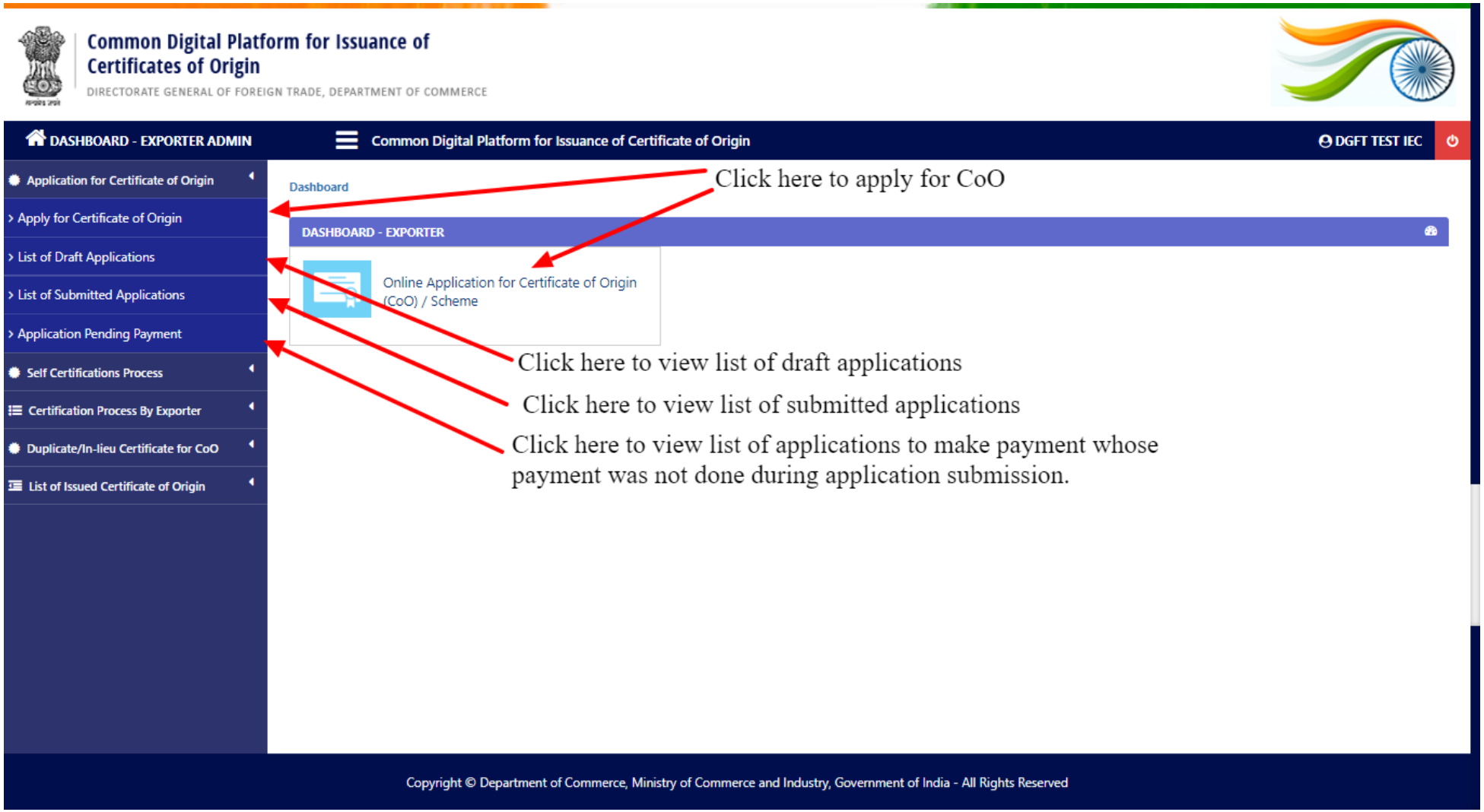
Note:-

1. Kindly Update the IEC details on DGFT portal (specifically mobile number & email id) as each and every basic information regarding exporter required will be fetched from there only.
2. Kindly get ready with the Digital Signature Certificate containing your IEC and name of any listed director in the IEC portal of DGFT.

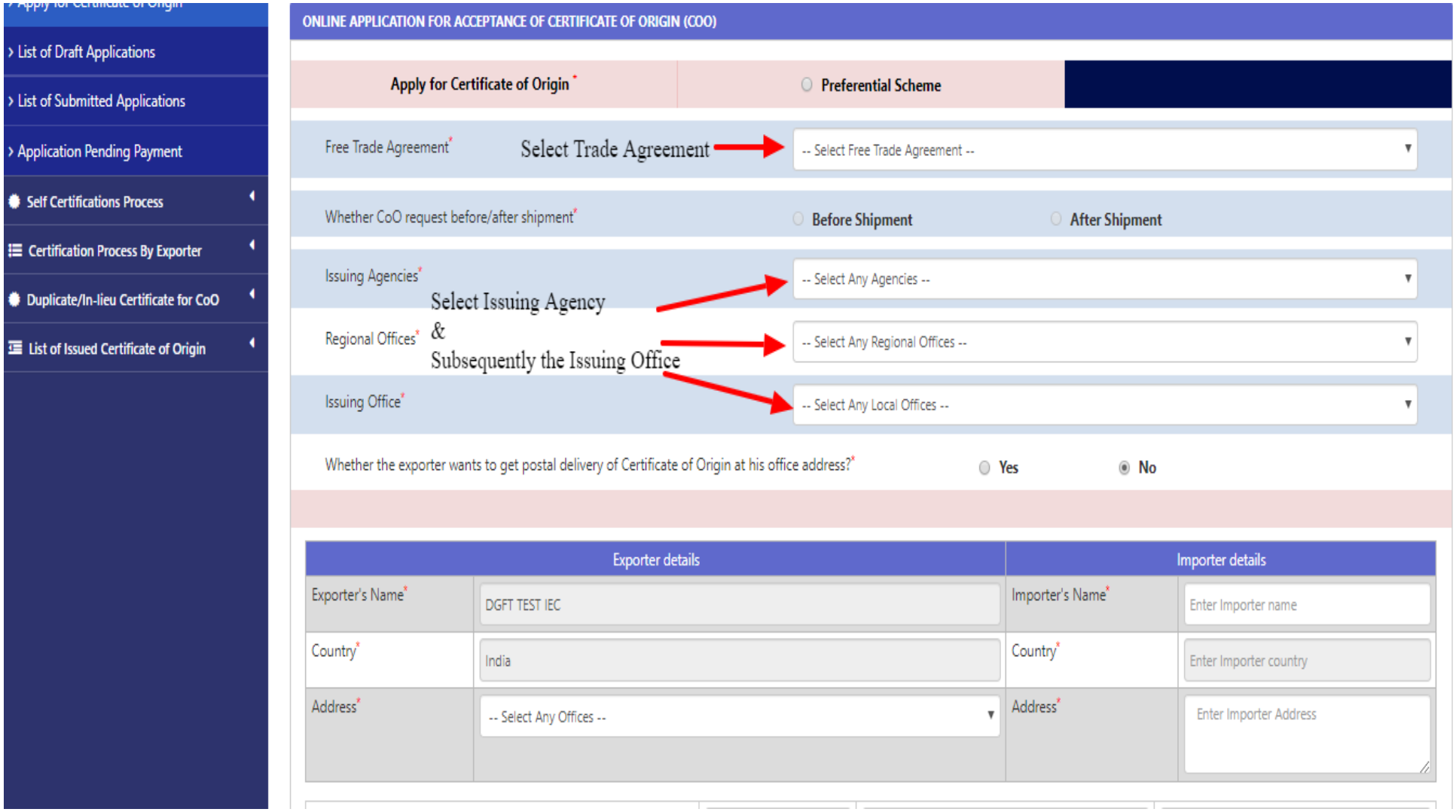
Step 2: For Registered User, enter credentials along with the captcha and click on login button.



Step 3: Registered User after login using IEC as Username and Password received on email, gets the welcome screen/ dashboard as follow



Step 4: After click on apply for certificate of origin, fill following form.



Transport Details (means and route) (as for as known)	-- Select Any --	-- Select shipment document type --	Enter Shipment date

Export Invoice Number*	Enter Export Invoice No.	Export Invoice Date*	Enter Export Invoice date

Whether imported or undetermined origin raw material is used in manufacture of Export product ?* (•) Yes ( ) No

Product Details

HS Code*	Description of Product*	Quantity*	Unit*	Currency of FOB Value*	FOB Value of the Product*	INR Equivalent (Rs.)*	Actions
Enter HS code	Enter Description of Product	Enter Goods Quant	-- Select units--	-- Select counti	Enter export produ	Enter INR Equivaler	Save

Raw Material

Product list: -- Select Any Products added (If Any) --

HS Code*	Description of Component, materials, inputs, parts or produce*	Quantity (C)*	Unit*	Unit CIF Value (D)*	Total CIF Value (C*D)*	Country of Origin*	Bill of Entry/ Invoice No.*	Invoice Date*	Supplier's Name And Address*	Action
Enter HS co	Description	Quantity anc	-- Se	Unit CIF valu	Total CIF val	-- Selec	Bill of Entry/	Invoice Date	Supplier details	⊕

Save and Add more

Description of Goods

Marks and Numbers*	HS Tariff Classification No.*	Number and Kind of Packages; Description of Goods*	Preference Ceriterion*	Preference Ceriterion Value*	Quantity*	Unit*	Invoice Number*	Invoice Date*	FOB Value (US $ Only)*
No Product data has been found...									

Please check & confirm that you have added export products details for this certificate.

Upload Document Details

Commercial Doucments*	Invoice (is required)	Choose File No file chosen	Upload	

Note : Document size should be less then 2MB.

Exporter Comments

Exporter comments for officer...

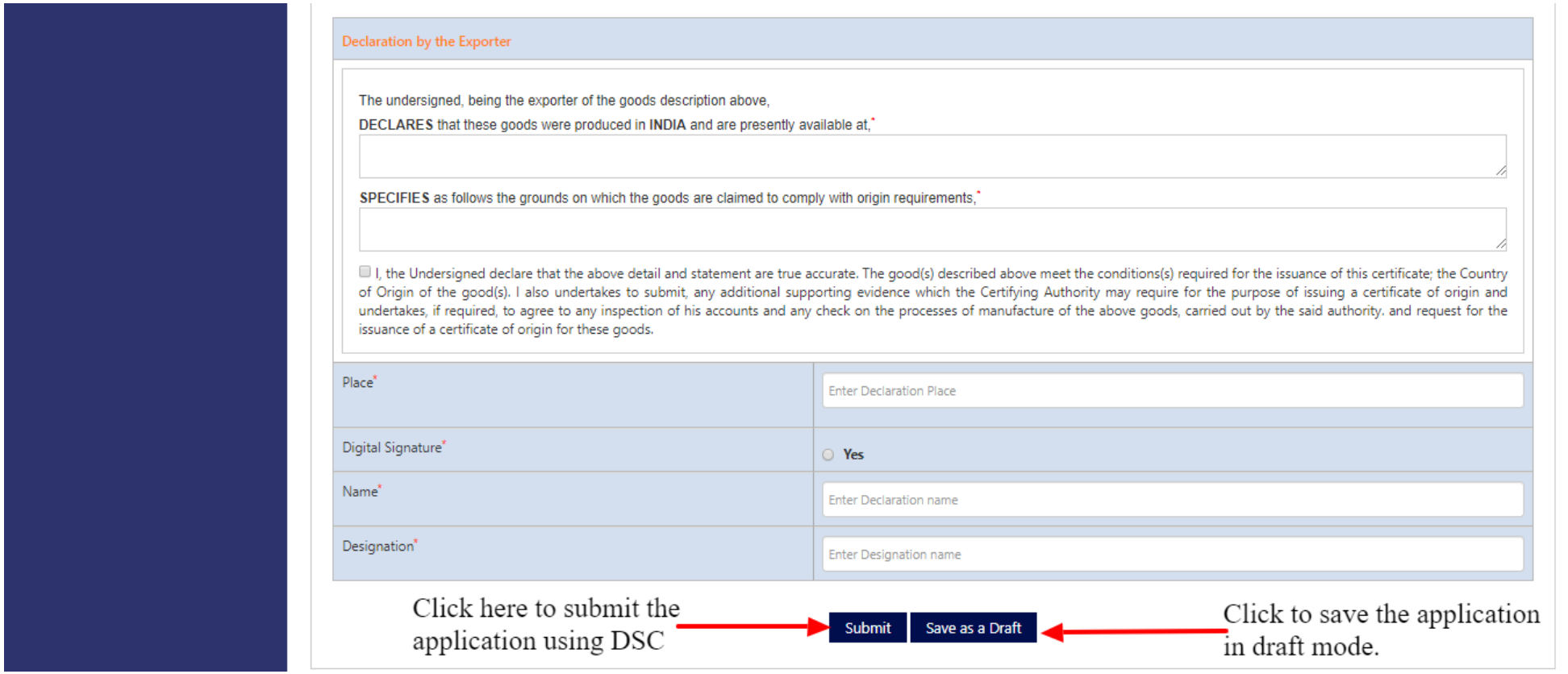
Click here to upload & digitally signed the selected document

Click to upload multiple documents

Declaration by the Exporter

The undersigned, being the exporter of the goods description above,

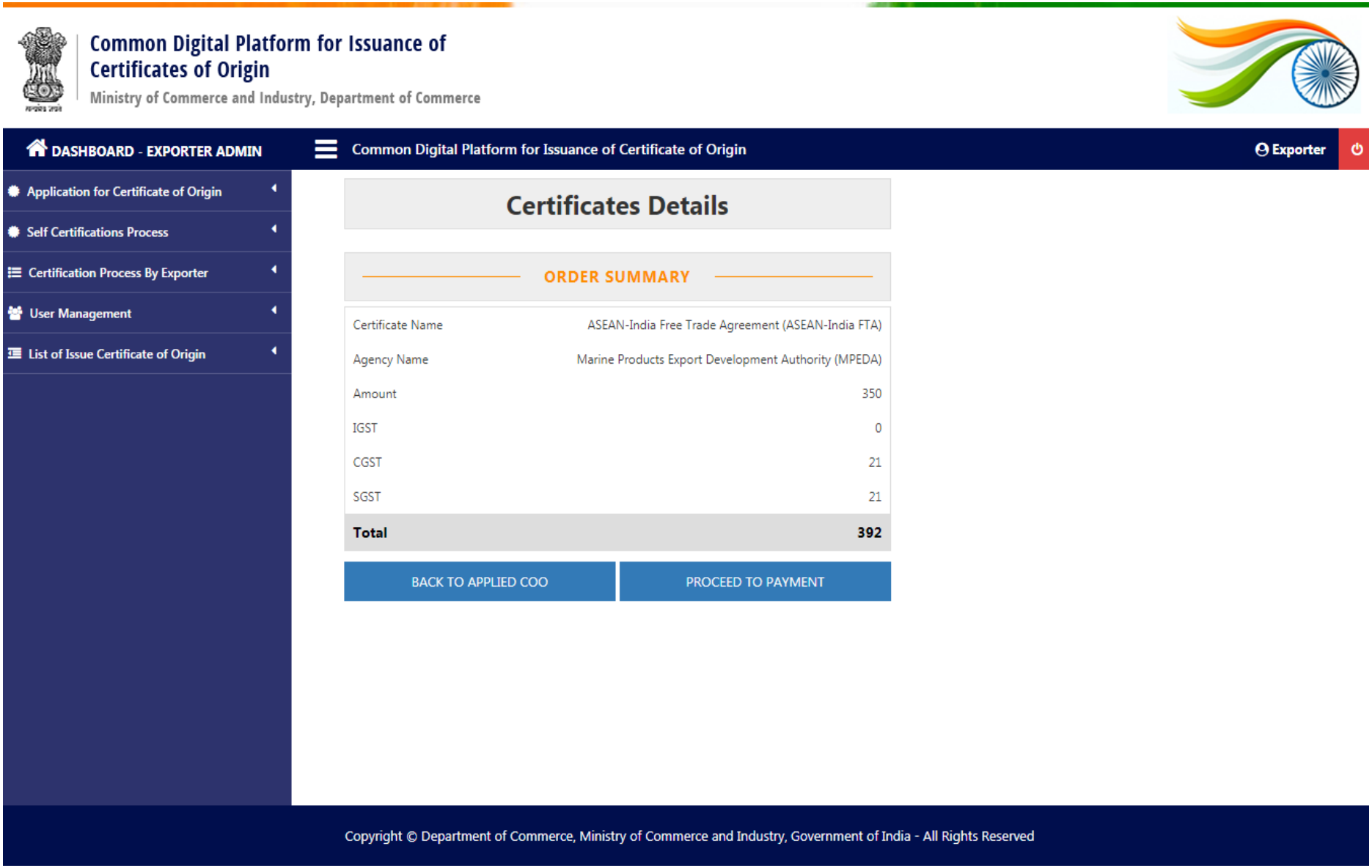
DECLARES that these goods were produced in **INDIA** and are presently available at,*



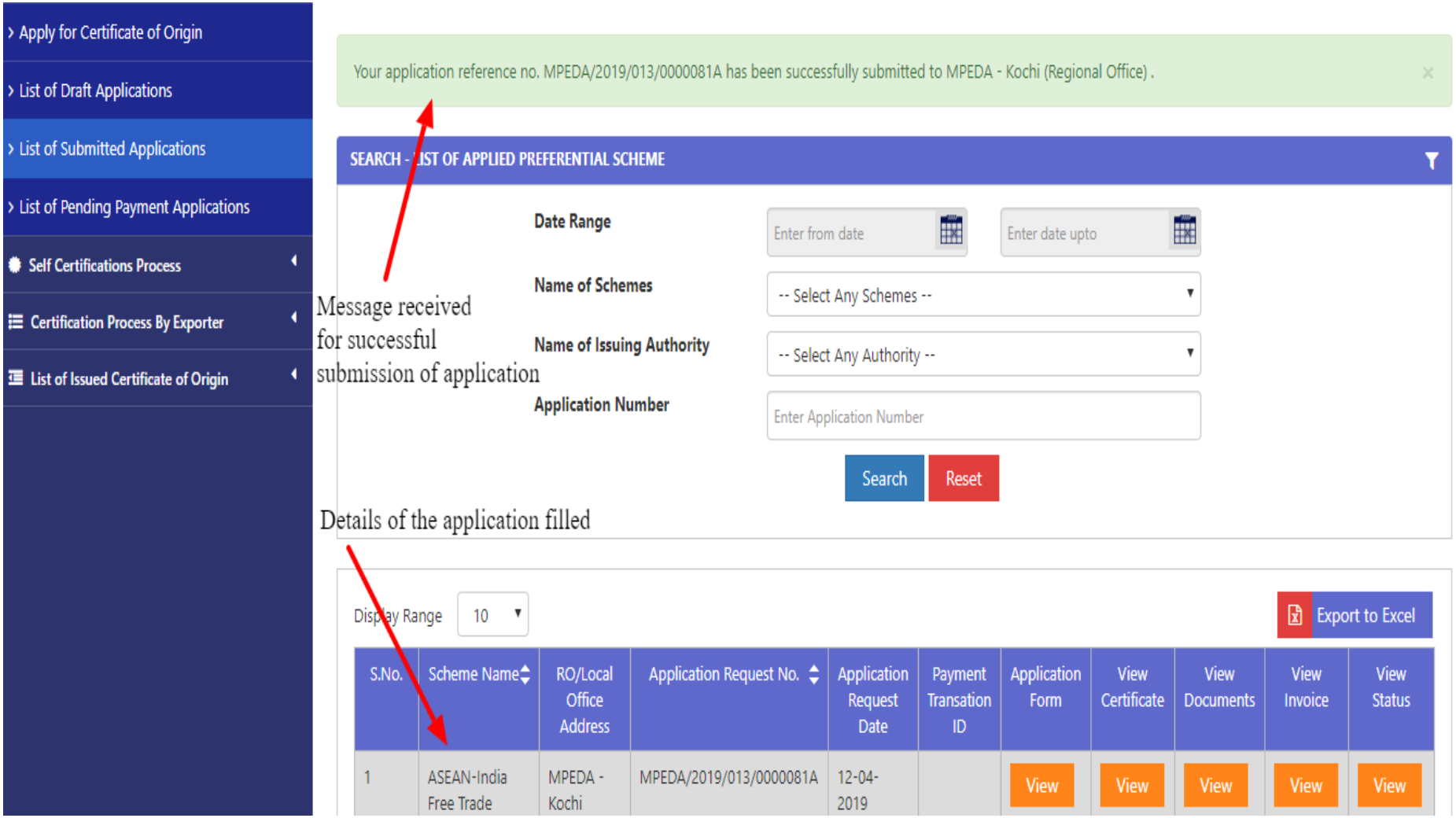
Note:-

1. Must attach DSC for uploading the documents and submitting the application.
2. All the above mentioned fields are mandatory and must be filled in order/step by step.

Step 5: Click Preview Certificate to View draft CoO / Click make Payment to initiate payment process.



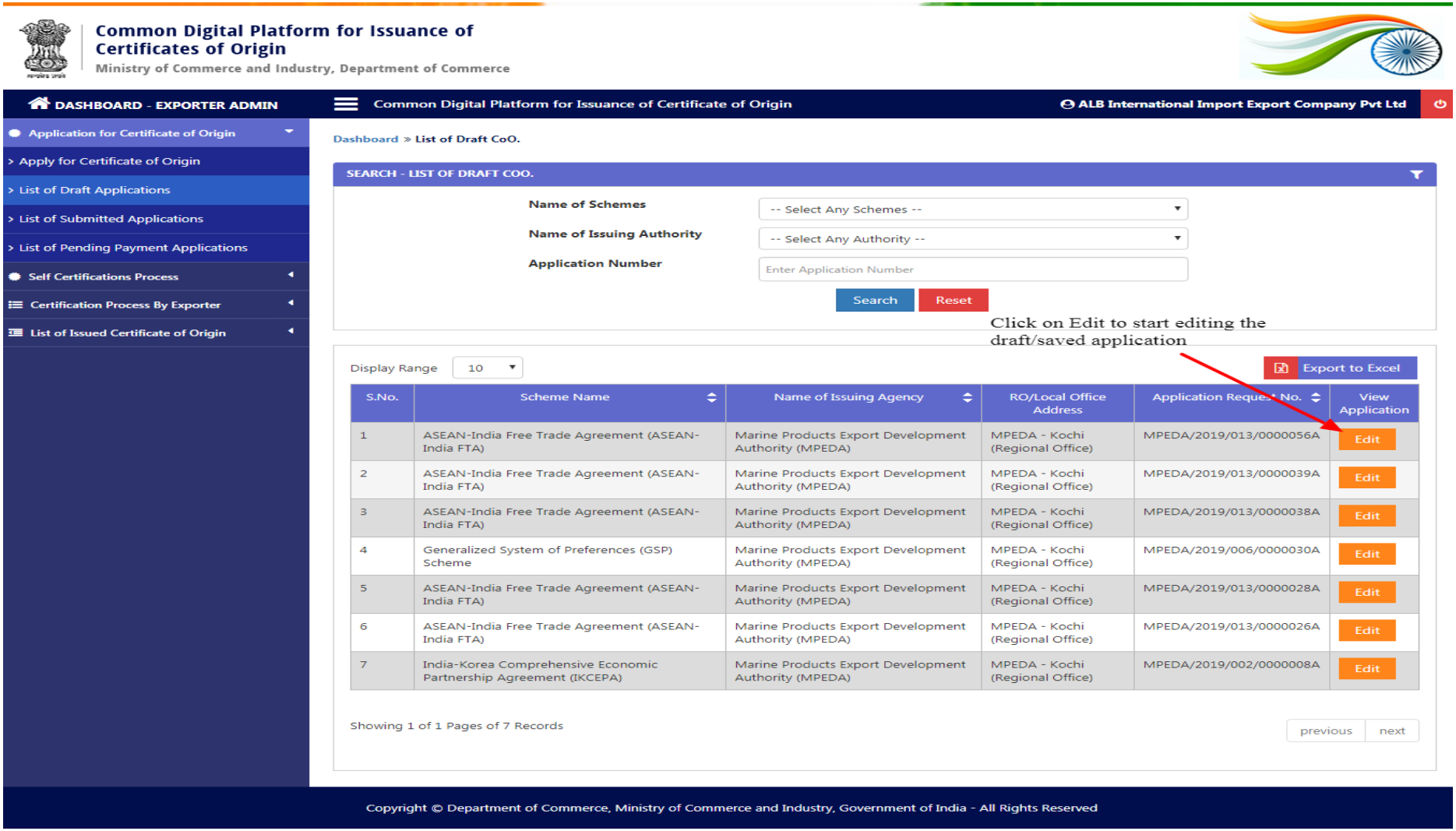
Step 6: Landing page after making payment.



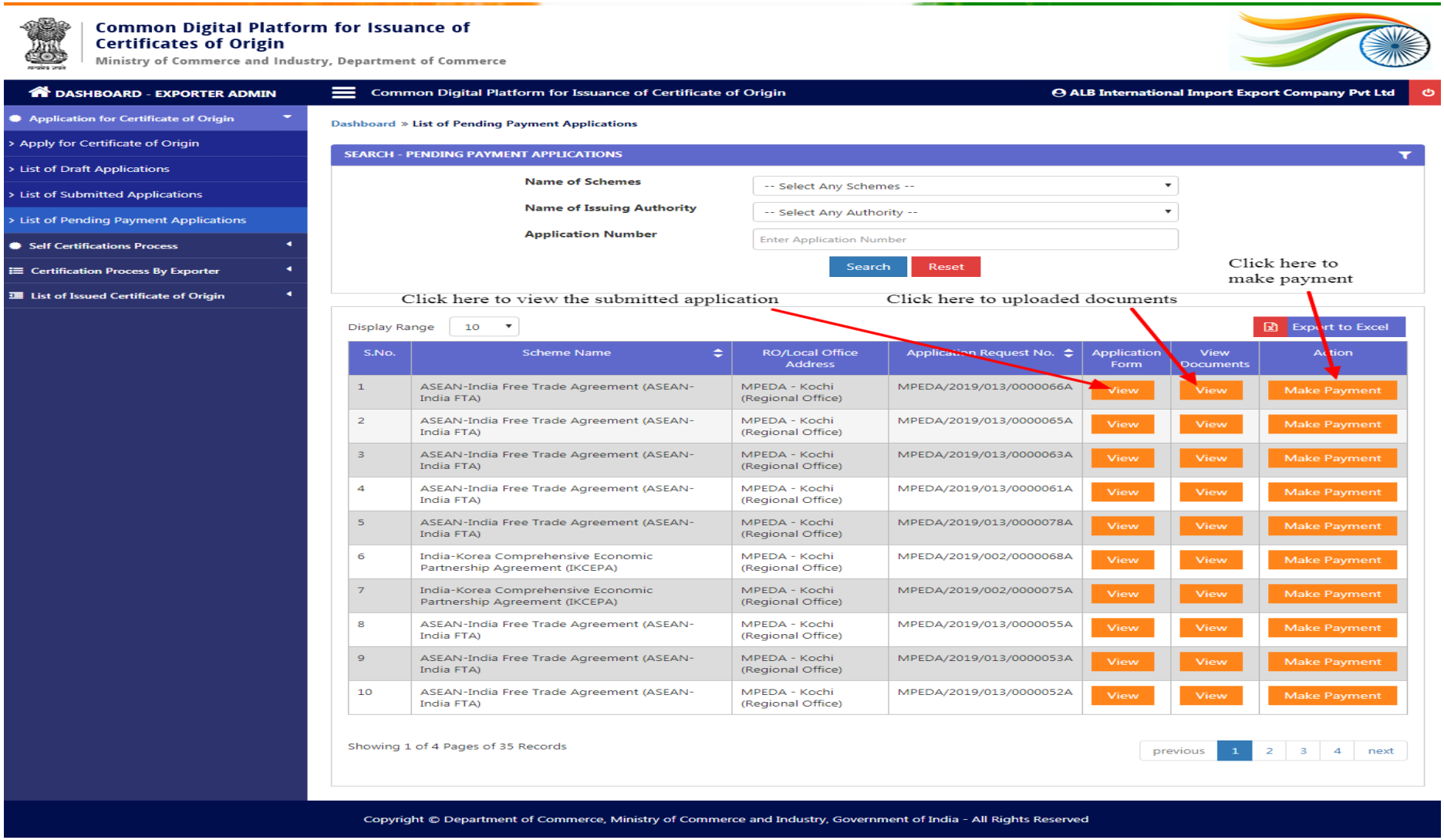
Note:

1. After successful application submission, user will receive alert in the form of email and SMS. The same also is informed to the officer where the application is filled.

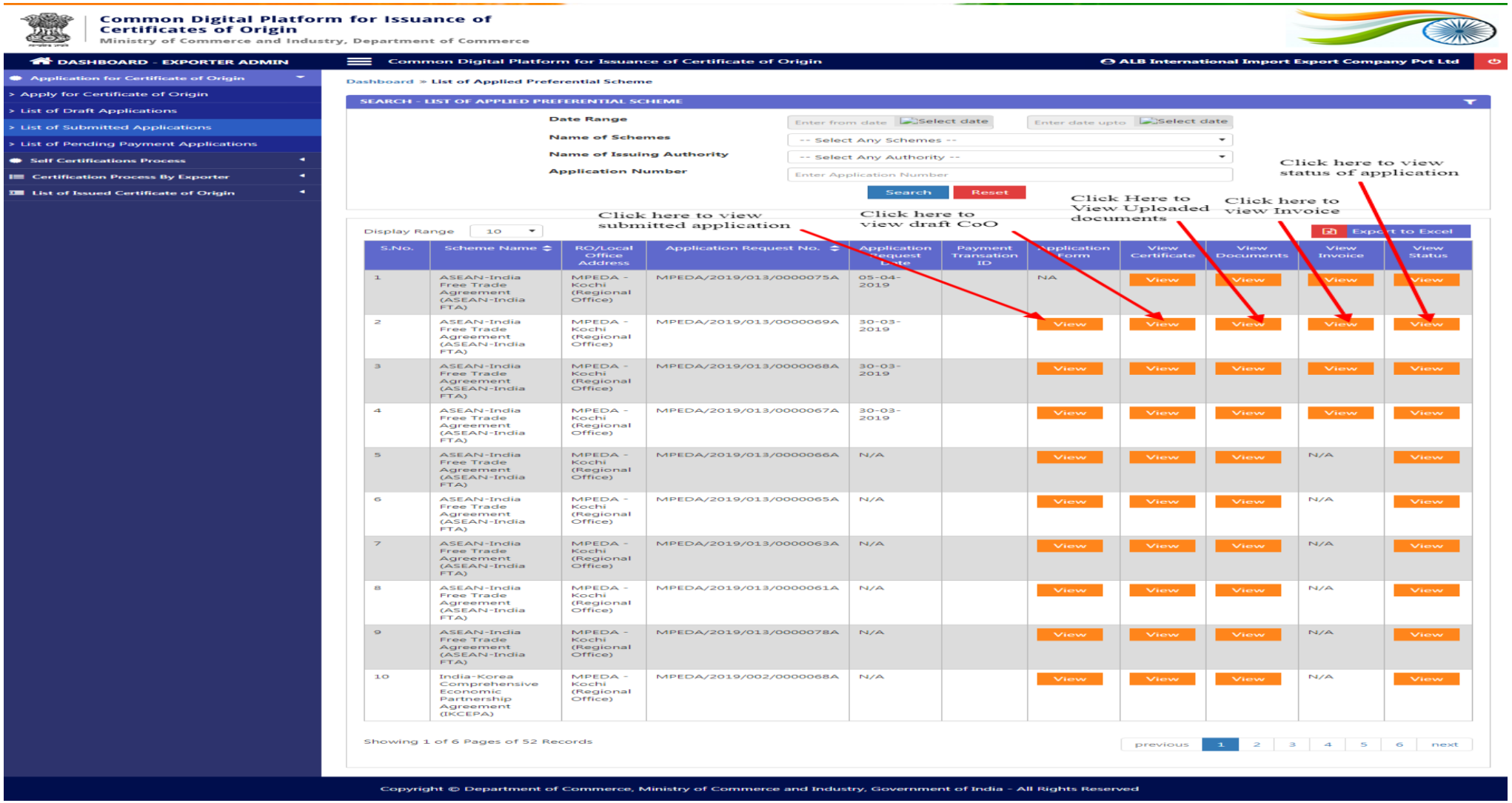
Step 7: Click on “List of Draft Application” as mentioned at Step 7, which takes to following screen.



Step 8: Click on "List of Pending Payment Application" as mentioned at Step 5, which takes to following screen for making the payment of submitted application.



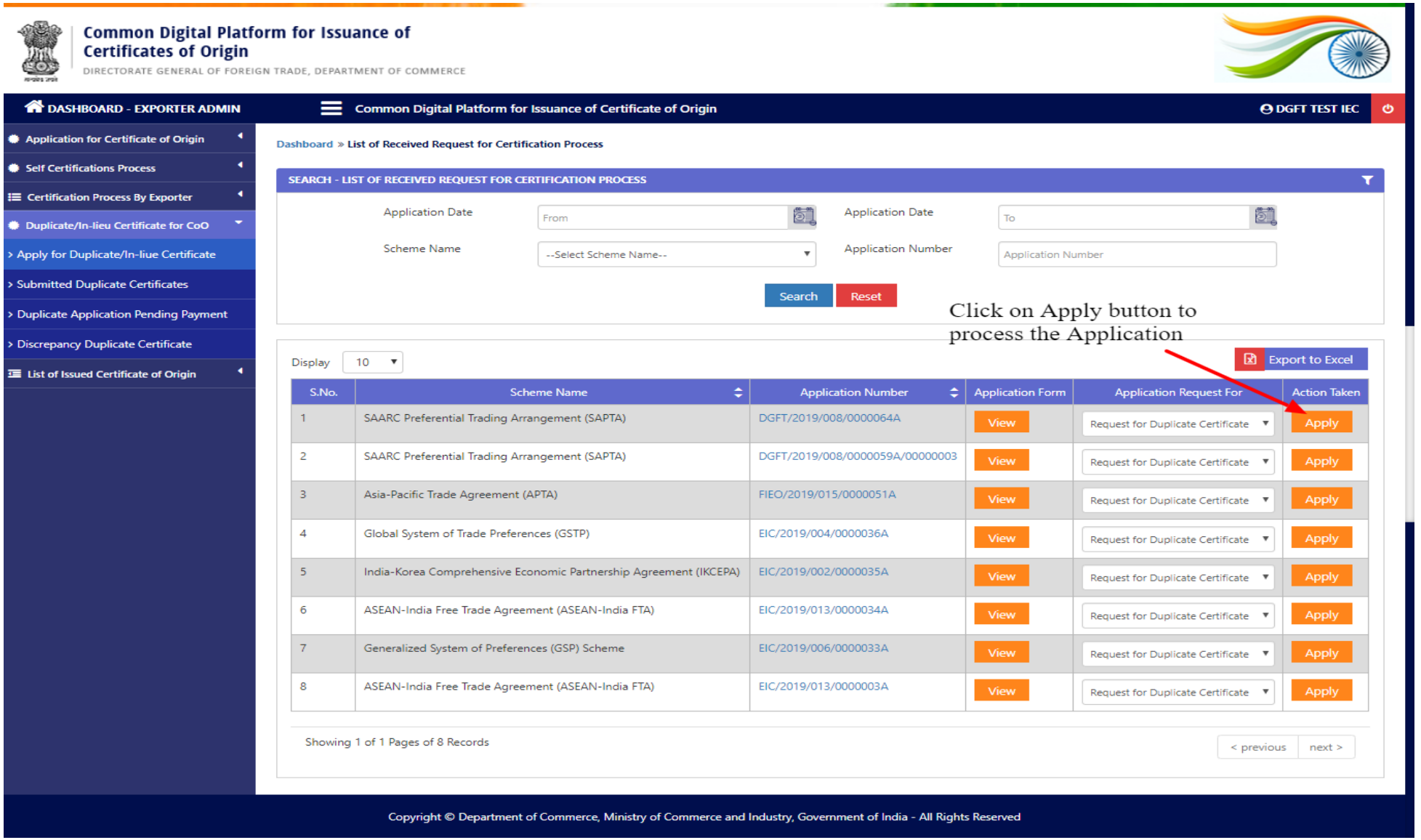
Step 9: Click on “List of Submitted Application” as mentioned at Step 7, which takes to following screen.



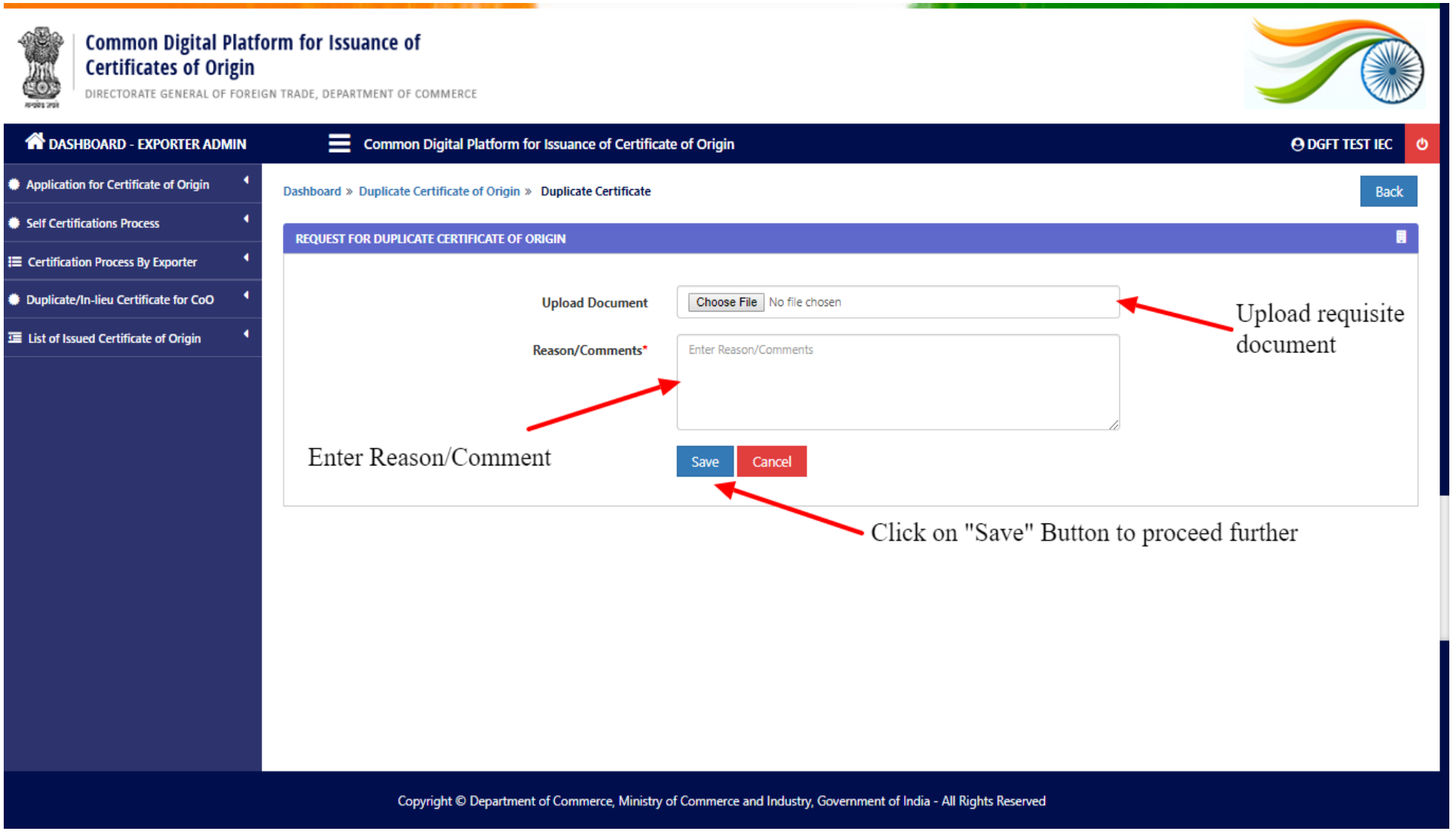
DUPLICATE CERTIFICATE OF ORIGIN

Step 1: To apply for Duplicate Certificate.

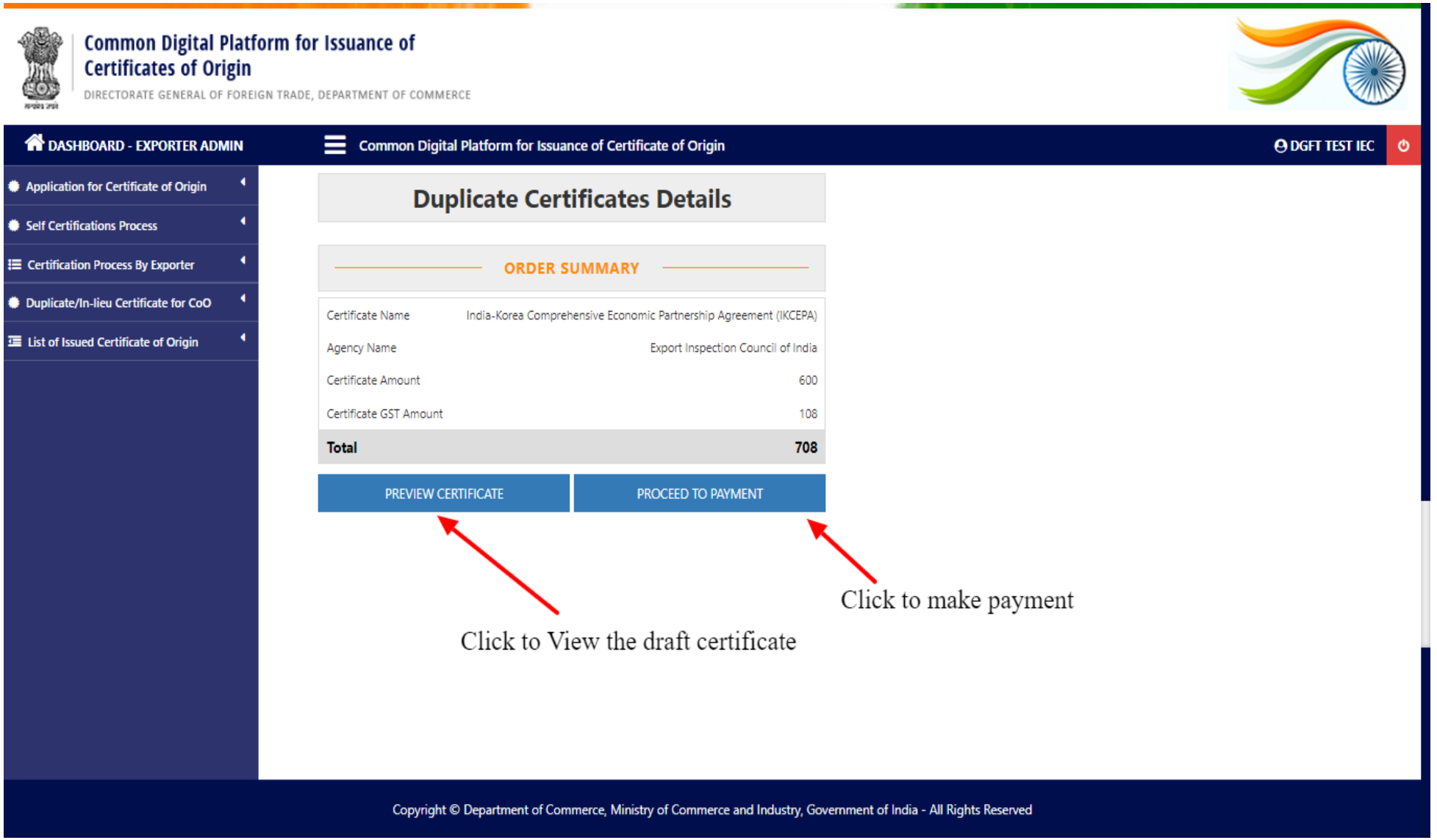
Step 2: A view of already submitted application is available wherein the exporter can apply for the duplicate certificate.



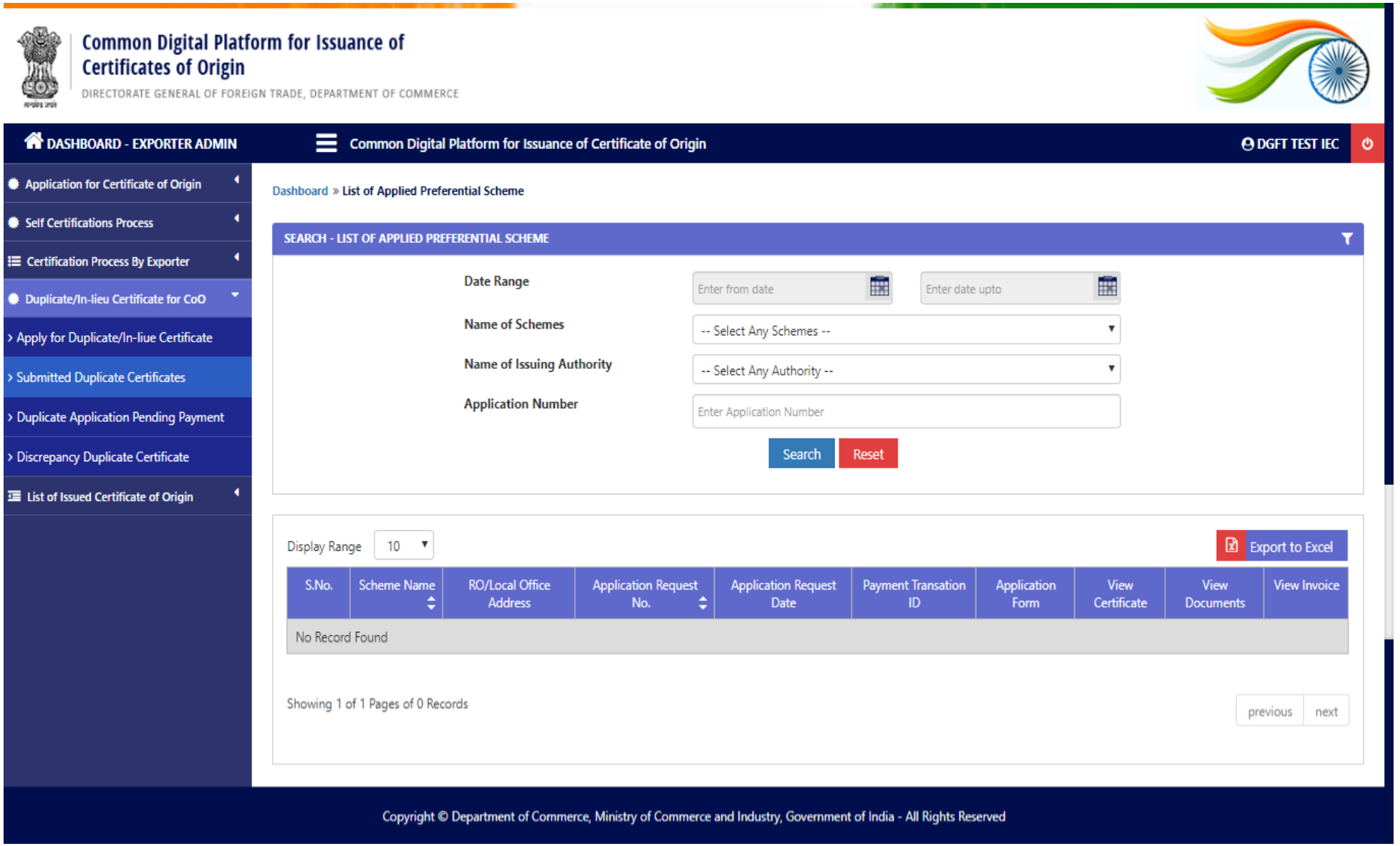
Step 3: Request to upload an requisite document with proper reason of applying for the same.



Step 4: Request to make requisite payment online.



Step 5: After successful payment, the page redirected to the list of “Submitted Duplicate Certificates”.



FREQUENTLY ASKED QUESTIONS

1. **Error "Expired Certificate"**
   Regarding the error "Expired Certificate", it is due to following two (2) reasons: -

   a. The DSC token using for the registration is expired.
   Soln: Insert the DSC token and kindly check the expiry date of the same. If expired apply for the fresh DSC.

   b. Another certificate is already available in the system which is expired.
   Soln: Before inserting the DSC token, kindly open Internet Explorer --> Press Alt + T (For Tools) -> Go to Internet Options --> Go to Content --> Go to Certificates --> A list of Certificates gets visible to you if already installed on the system. Kindly select each one by one and remove. Now Insert the DSC to be used.

2. **Error "I am in Error"**
   Reason: While uploading the document.
   Soln: Kindly refresh the web browser, as the session gets completed.

3. **Issue – In Application Form, Drop Down doesn't showing office to be selected.**
   Soln: Exporter has to do the registration process again.

4. **Error "Unable to launch application"**
   Soln: Kindly check Java Settings as per the manual.

5. **Error "In Mobile Number and Email Id" – In correct Format**
   Soln: Kindly update the mobile number and email id by visiting DGFT website and apply for modification of IEC.

6. **Error -- Branch Details or Director Details Not Getting Fetched and Shown on the Registration Page.**
   Soln: Due to Non-Working of IEC API.

7. **Error "IEC Not Matched, Kindly Insert Correct Token"**
   Soln: There is a possibility that DSC used by the exporter does not contain any IEC in it. That can be checked by visiting Internet Explorer --> Press Alt + T (For Tools) -> Go to Internet Options --> Go to Content --> Go to Certificates --> A Certificate will appear → Double Click on the certificate → Go to Details tab → then to subject → Check if there is IEC Code or Not.

8. **Error "Please Insert Dongel for Signing"**
   Soln:

1. There is a possibility that Dongel is not attached with the system.
2. If it is attached, possibility that the token driver is not installed.
3. Possibility, the token is not recognisable by the system.

9. **Username and Password**
   Soln:
   Username – IEC
   Password – Sent on the registered Email Address

10. AEO – Authorised Economic Operator

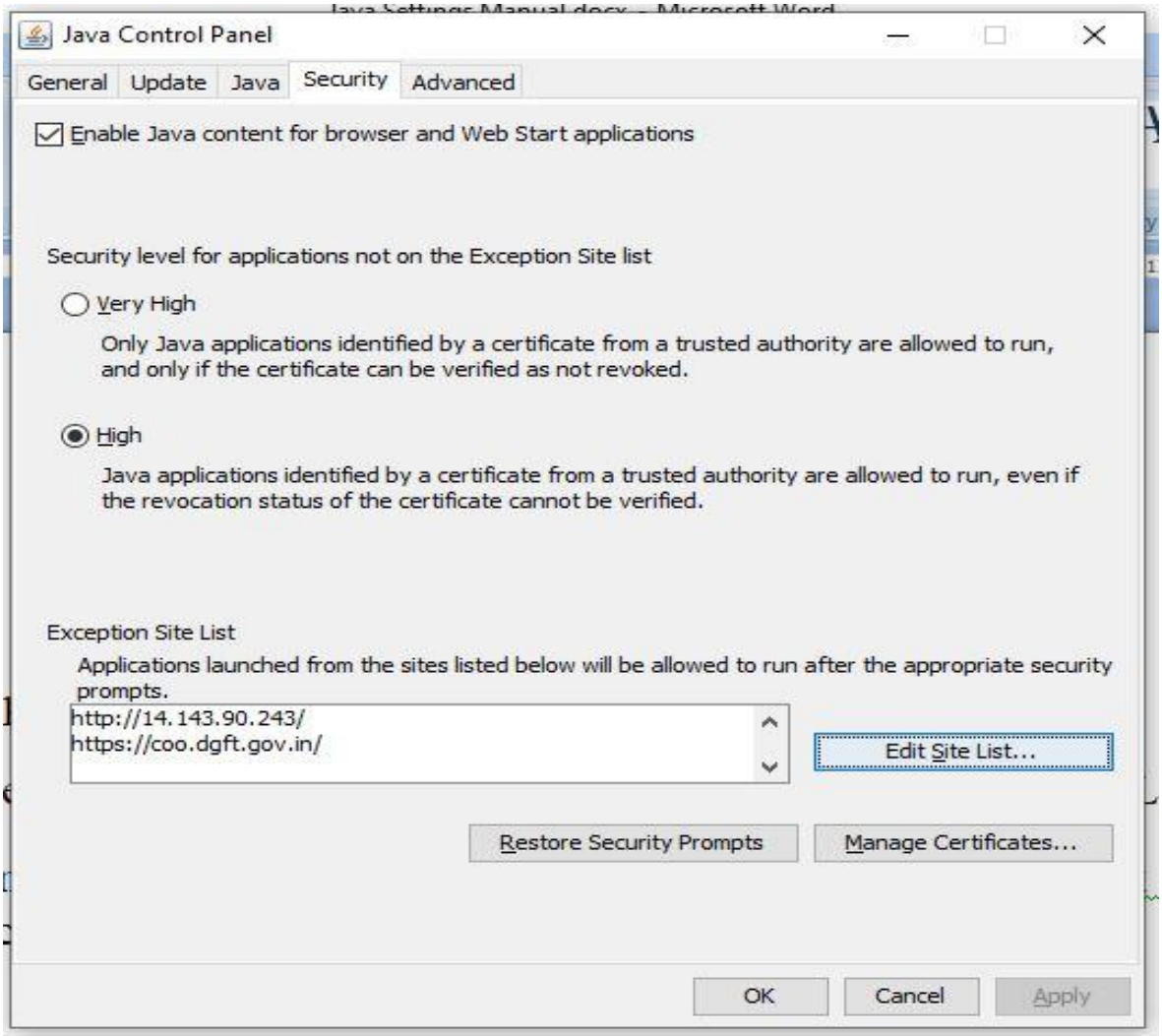
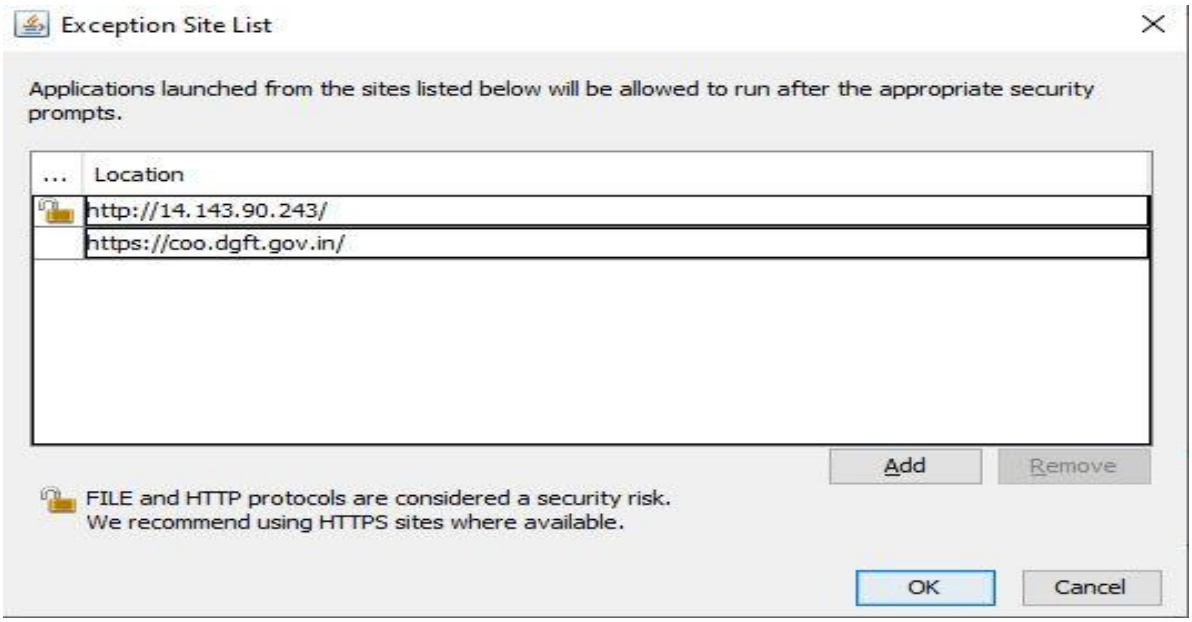
Soln: AEO is a programme under the aegis of the World Customs Organization (WCO) SAFE Framework of Standards to secure and facilitate Global Trade. The programme aims to enhance international supply chain security and facilitate movement of legitimate goods.

11. Type of Digital Signature Certificate

Soln: Digital Signature Certificate should be of DGFT type which must contain your IEC Code.

JAVA SETTINGS

Step 1: Kindly open “Control Panel” and Click on “Java”

Step 2: Go to “Security” Tab and add https://coo.dgft.gov.in/ in “Exception List.

Step 3: To add in Exception List, Click on Ëdit Site List” button, then click on add. Copy the above URL and click “OK”