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.

12. **Limited space: It is observed that description column is restricted to limited space, it is not helping us to maintain description as per our customers requirement. We haven't faced such issues during manual Certificate of Origin. Space against description column should be allowed without any restrictions and additional charges for extra page.**

    Soln: The no. of characters has been expanded to the maximum possible. Any further expansion would not be possible in the CoO format specified and increasing the limits further shall not be feasible. The exporter applicant has the option to upload the invoice and packing list indicating complete details of the export items. The eCoO Platform provides for attestation of the given commercial documents in addition to the NP CoO.

13. **Additional fee for excess line items: In few cases we release the Invoices with more than 15 to 30 line items, in this case additional line items are being added in second page of the respective Certificate of Origin, however, in case of additional page we are being charged equivalent to new Certificate of Origin, this way we are losing additional amount for same additional pages of same Certificate of Origin, this needs to be looked in to in order to save on additional charges being incurred now.**

    Soln: The payment is not on Page basis rather it is calculated on the number of export items. For 10 items the fees shall be is Rs. 200 +GST and for 11 items the amount us charged for the additional pages. The said additional fees is as per the requests of the concerned agencies. The same may be standardized to a fixed value for any specific issuing agency(s) if the said issuing agency(s) confirms the same to DGFT.

14. **Additional requirement details: As per the letter of credit, we should maintain additional details like VAT Number/LC Number/Manufacturing address/Notify address/Buyer details etc. In online Certificate of Origin it is not possible to mention the details, hence, it is better to provide Additional page/Annexure to the respective Certificate of Origin without any restrictions with which we can get the Certificate of Origin as per letter of credit conditions.**

    Soln: These details may be captured in the route / LC details / port of discharge field while submitting the COO NP applications.

15. **Regarding attestation of Invoice: Though we attest the document (Invoice etc..) in online portal, it is not taking any additional amount nor being approved/attested online, these documents are still being obtained manually from Chamber of Commerce.**

    Soln: The system allows exporters to get their documents attested online from the eCoO Platform itself. The exporter can get their packing list, shipping bill, invoice, Bill of lading etc. attested from the issuing agency.

16. **Postal charges: Though we pay the amount, we are not getting certificate of origins from Chamber of Commerce.**

    Soln: Postal delivery of the Certificate will be provided by the chamber concerned. You may consider applying to an alternative issuing agency.

17. **Additional documents: We were informed that additional documents uploaded in Upload Document Details would be attested by Chamber of Commerce, but it is not being attested/approved online.**

   Soln: The system allows exporters to get their documents attested online from the eCoO Platform itself. This issue may be taken up with the respective issuing agency.
   Steps to be followed by Agency officers-
   Go to eCoO site >>> Login as "officer's login" >>> Open pending application >>> Click on view documents >>> Click on Attestation action button >>> Attest documents using DSC.

18. **Col. No.7 specified to mention No. and kind of packages and description of goods creates severe difficulty particularly for merchandise exporter willing to export multiple items as well various requisite details of LC i.e. letter of Credit through single invoice. They but naturally cannot show all the items in a specific space and limited margin provided in Col. No.7. To overcome this difficulty, we request to enable the exporter to up load the invoice & packing list showing complete details of items he intends to export and then should be entitled to fill the Col No.7 with the Note as per Invoice. It is our humble request that Col. No. 7 should be widen and broaden with adequate space. This will facilitate the exporter to submit all requisite details in Col. No. 7 properly.**
   Soln: The no. of characters has been expanded to the maximum possible. Any further expansion would not be possible in the CoO format specified and increasing the limits further shall not be feasible. The exporter applicant has the option to upload the invoice and packing list indicating complete details of the export items. The eCoO Platform provides for attestation of the given commercial documents in addition to the NP CoO.

19. **Exporters are not getting the option of Corporate Banking in this portal and hence they cannot make payment of CoO fees due to the said lacuna. This grievance requires the most expeditious redressal please**.

   Soln: This is an additional payment parameter which is in NSDL's domain. NSDL team may be apprised by the chamber for enabling corporate banking for making fee for COO.

20. **The prevailing system of on-line generation of CoO insists on the exporter to submit the details of all the items he has imported for manufacturing and other export related products. They find it quite difficult to submit all the details of imports and have to face a lot of wastage of time. We request to address this grievance for more facilitation of exporters.**

   Soln: The online COO portal of DGFT has the option to select 'No' in the field "Whether imported or undetermined origin raw material is used in manufacture of Export product" . This is not the mandatory field.

21. **Exporters are bound to make page wise payment of CoO charge i.e. Rs. 236/- per page. In case of two or more pages, they have pay the said charge on per-page basis. We earnestly request to remove the per page charge criteria and instead the same should be recovered for the whole CoO irrespective of Nos. of pages.**

   Soln: The payment is not on Page basis rather it is calculated on the number of export items. For 10 items the fees shall be is Rs. 200 +GST and for 11 items the amount us charged for the additional pages. The said additional fees is as per the requests of the concerned agencies. The same may be standardised to a fixed value for any specific issuing agency(s) if the said issuing agency(s) confirms the same to DGFT.

22. **System does already facilitate the exporter to get his invoice attested. But attestation facility for other supporting documents like packing list etc. is not there at-all. Actually, exporter should get all his documents attested in the system. Requisite improvement is highly requested please.**

Soln: The system allows exporters to get their documents attested online from the eCoO Platform itself. The exporter can get their packing list, shipping bill, invoice, Bill of lading etc. attested from the issuing agency.

Steps to be followed by Agency officers-

Go to eCoO site >>> Login as "officer's login" >>> Open pending application >>> Click on view docments >>> Click on Attestation action button >>> Attest documents using DSC

23. **Exporter has to show the final destination country. Check list is already provided there. However some of the countries not included in the check list cannot be mentioned there as facility for manual submission of country name is not allowed. For appropriate redressal of this grievance, we propose to improve the system for this sake and to enable the exporters to submit the final destination by selecting OTHER option and mention the name of destination county manually also.**

Soln: The country list is up-to-date as per UN and other official sources. Further, if there are more than one country involved in the export process, it may be captured in the route details.

Details of any country missed out may be provided to the Helpdesk to suitable examination/incorporation.

24. **Inconsistencies in Application Format on the Digital Platform & Offline Mode- The current format of online application form in DGFT portal is still not updated for providing provisions to the repacking units and re-exporters both in Domestic Tariff Area (DTA) and Special Economic Zone (SEZ) units for generation of CoO by specifying the origin of the importing country in the DGFT portal. However, the provision of specifying the origin of the importing country in CoO by the repacking units and re-exporters both in DTA and SEZ units are available in manual mode. The authorities may consider adding the desired offline provisions/options on the digital platform as well for ensuring uniformity.**

Soln: The given request proposes for CoO from Indian agencies for Items originating in Countries other than India. The given CoO type also known as back-to-back CoO is implemented in various re-export/entrepôt destinations such as Singapore etc. However, there is currently no policy basis for certification of non-Indian Originating items under the Foreign Trade Policy.

It is suggested that the proposed provision may be examined by the concerned Policy Division (PC-2). Such a policy provision shall also be helpful to Dept. of Commerce/DGFT for collecting statistical data on re-export of non-Indian Origin goods from India which is currently not captured by DGCI&S or Customs Authorities

25. **Limited Application Options- In the current format of online application form of the portal, there is a provision for the manufacturers to apply for CoO only by declaring that "the product is manufactured with indigenous raw material and no imported or undetermined raw material is used".**

Soln: The eCoO platform provides the option to select 'No' in the field "Whether imported or undetermined origin raw material is used in manufacture of Export product". This is not the mandatory field.

26. **Since these applications are processed manually, lot of details need to be manually fed into the application screen. There is no scope for either Excel upload or Online data integration through API. Manual process is prone to error and also delays the process. Moreover, it required lot of resources to process the application. Appreciate, if DGFT provides for data integration for filing online application, similar to GST portal. In case online integration is not possible, they should at least provide for excel upload.**

Soln: Bulk upload for multiple products is implemented since 2021. Exporter may choose to upload their CSV file for inputs as well as the export products.

27. **In some of the application field (material description), there is a restriction of number of characters. We are not able to capture the full details of the material description along with HS code etc. This may pose challenges at importing country and also while negotiation of LC documents.**

Soln: The no. of characters has been expanded to the maximum possible. Any further expansion would not be possible in the CoO format specified and increasing the limits further shall not be feasible. The exporter applicant has the option to upload the invoice and packing list indicating complete details of the export items. The eCoO Platform provides for attestation of the given commercial documents in addition to the NP CoO.

28. **For each application of "Preferential Certificate" exporters need to provide (upload) product cost sheet. This is insisted wherever we declare in the application imported material content in the final product. Arranging cost sheet and upload of cost sheet for each and every application is time consuming process. EIA Officers are visiting our Plant every year to certify the production process. Option of submitting yearly cost sheet should be considered.**

Soln: The eCoO platform provides the option to select 'No' in the field "Whether imported or undetermined origin raw material is used in manufacture of Export product" . This is not the mandatory field.

29. **Currently, in the application, applicant name is restricted to GST registered plant address. This is posing major challenges at the time of LC negotiations. Applicant should be allowed to update corporate address, on which LC is issued along with GST registered plant address.**

Soln: The GST details are captured for purposes of generating the invoice. The GST details are for the issuing agency to examine and accept.

30. **Though DGFT collect GST on the service charges collected per application (Rs. 650/Rs. 200) but doesn't upload the GST return with full details (such as invoice #, date etc). Due to this, exporters are not able to avail the GST credit. Since the monthly volume of application is larger in number, we propose that issuing one single GST invoice per GST registration based on the DGFT login ID should be provided. This will reduce the documents handling work, mainly relating to GST both at DGFT and also at exporters' end.**

Soln: GST report can be downloaded from DGFT site for both the issuing office and exporters. The eCoO systems is operational since September 2019 and given requirements were attended to at the initial phase itself.

31. In large companies, there are many segments/sectors, which work independently and manage their businesses. Currently, DGFT restricts the login rights at company level. This is affecting the operational efficiency and also delaying the processing of applications. We, therefore, request DGFT to provide for multiple login ID within a single company (Registration) ID.

Soln: The exporters have the option of creating sub-users against the same IEC for different branches. . The eCoO systems is operational since September 2019 and given requirements were attended to at the initial phase itself.

32. Lastly, the facility for download of complete details of application, certificate processed, and application, currently on hold should be provided to applicants.

Soln: There is an option to download the excel files containing of the details. In case of any guidance required on such matters, the services of the DGFT Helpdesk may be availed.

JAVA SETTINGS

Installation:

1- Download java from here:- https://coo.dgft.gov.in/java.zip

2- Extract/Unzip and install (Java_Runtime_Environment_(32bit)_v8_Update_251.exe)

Setting:

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"
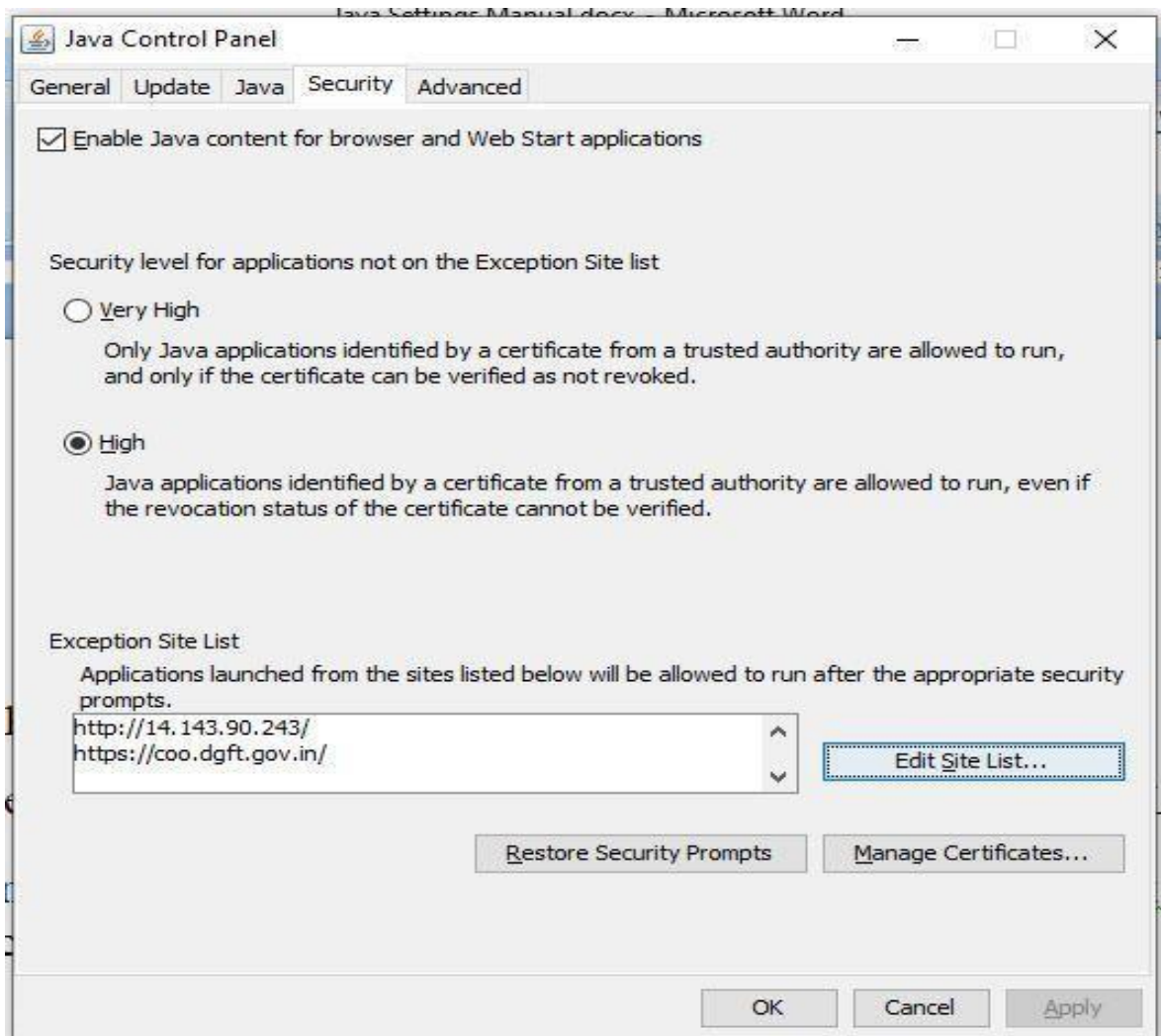
Exception Site List

Applications launched from the sites listed below will be allowed to run after the appropriate security prompts.

...	Location
🔓	http://14.143.90.243/
	https://coo.dgft.gov.in/

[Add] [Remove]

🔓 FILE and HTTP protocols are considered a security risk.
We recommend using HTTPS sites where available.

[OK] [Cancel]