Verigates

Your fast track for worldwide trade

http://verigates.bureauveritas.com

User Guide

October 2018

Customer Portal - Verigates

Purpose

1 Presentation

2 Get access

3 My files

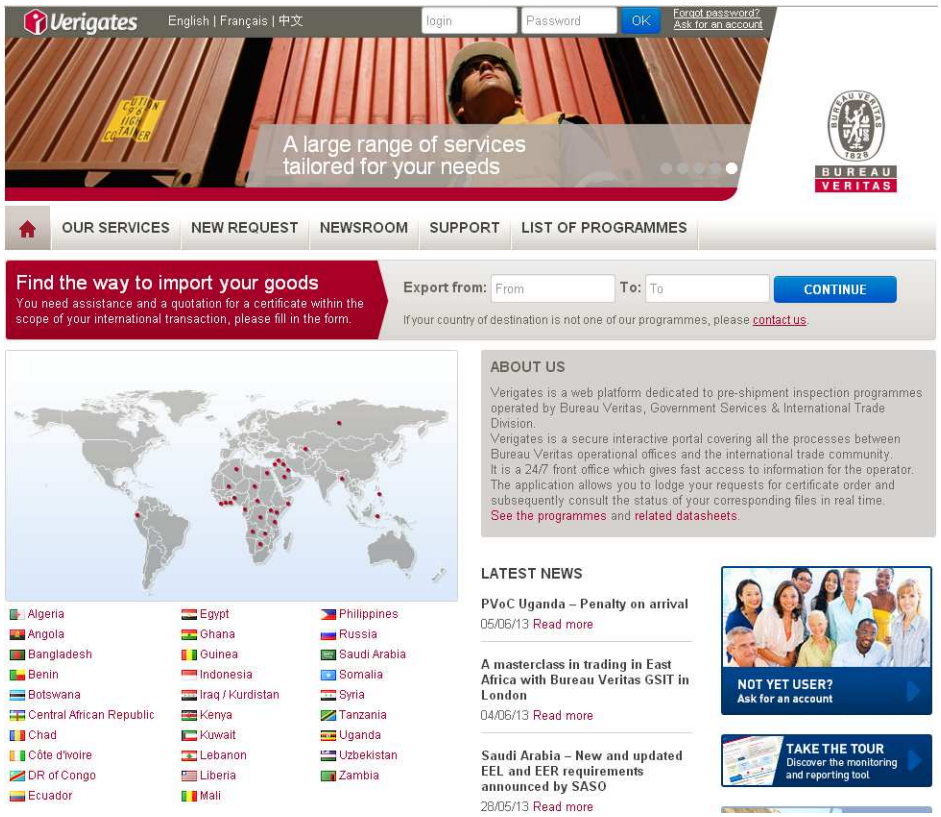
4 My requests

5 My notifications

Customer Portal - Verigates

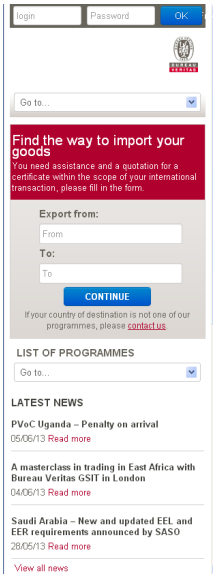
Introduction

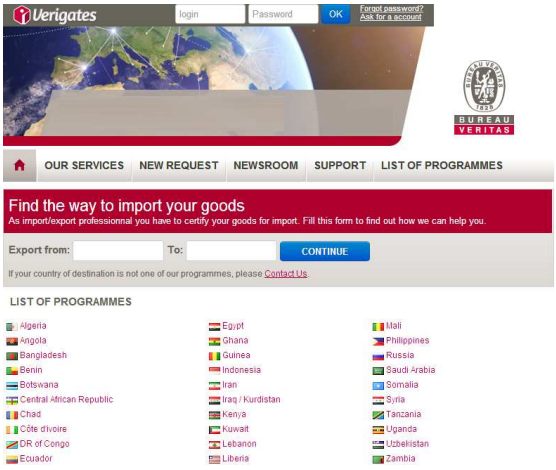
- Verigates is a web platform dedicated to Import verification programmes operated by Bureau Veritas GSIT Division. This portal is accessible to all economic operators such as Importers and Exporters.
- This Document summarizes the main functionalities of the customer portal.
- It applies to all people working for an economic operator who want to lodge a Request For Certificate or consult files status.
- Requirements:
  - Internet Explorer 7 or greater version (working with IE6 but not optimized), Chrome, Safari, Firefox
  - Adobe Reader

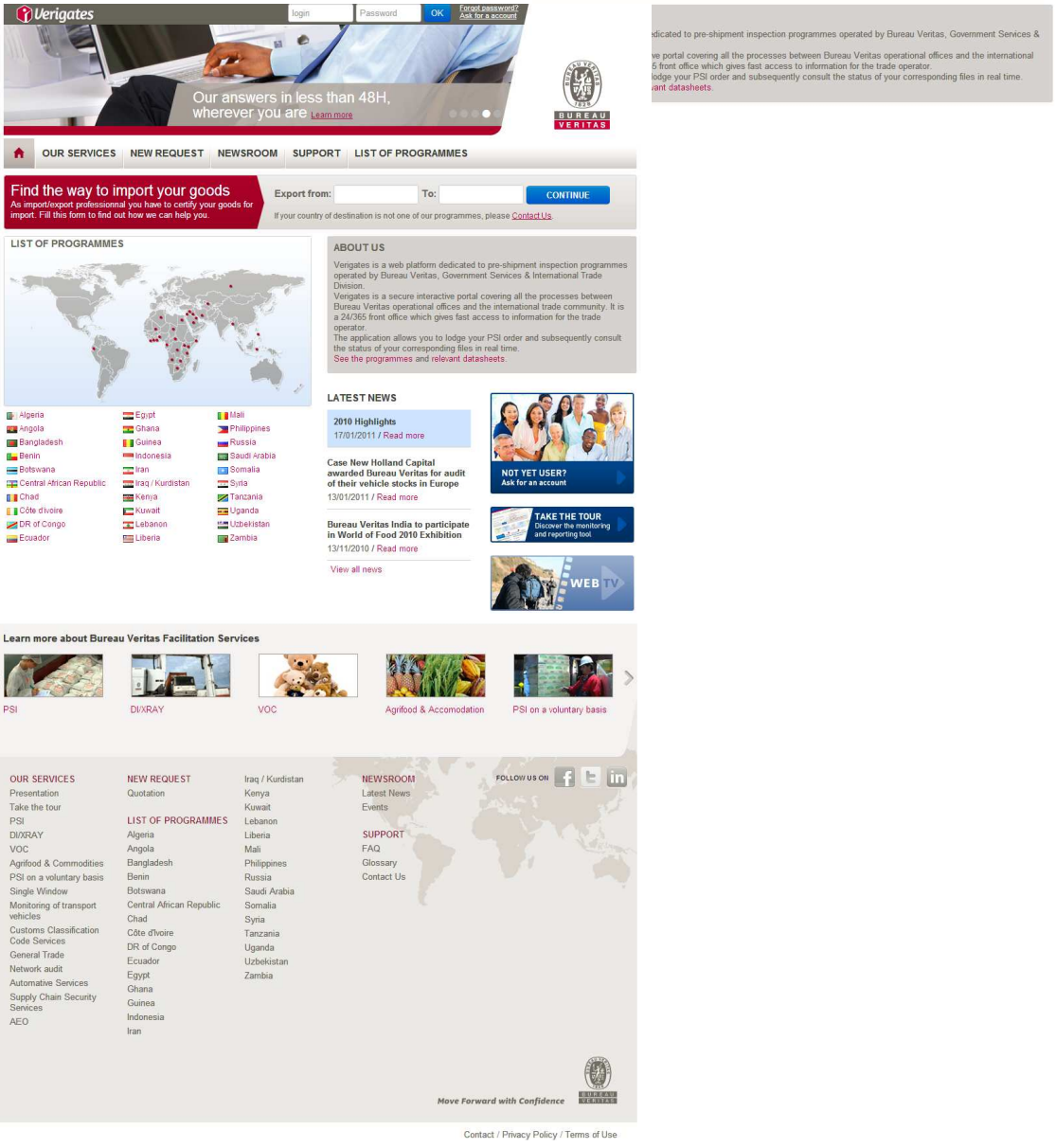


Verigates : a Responsive Design

The site is designed to fit all web-based devices automatically



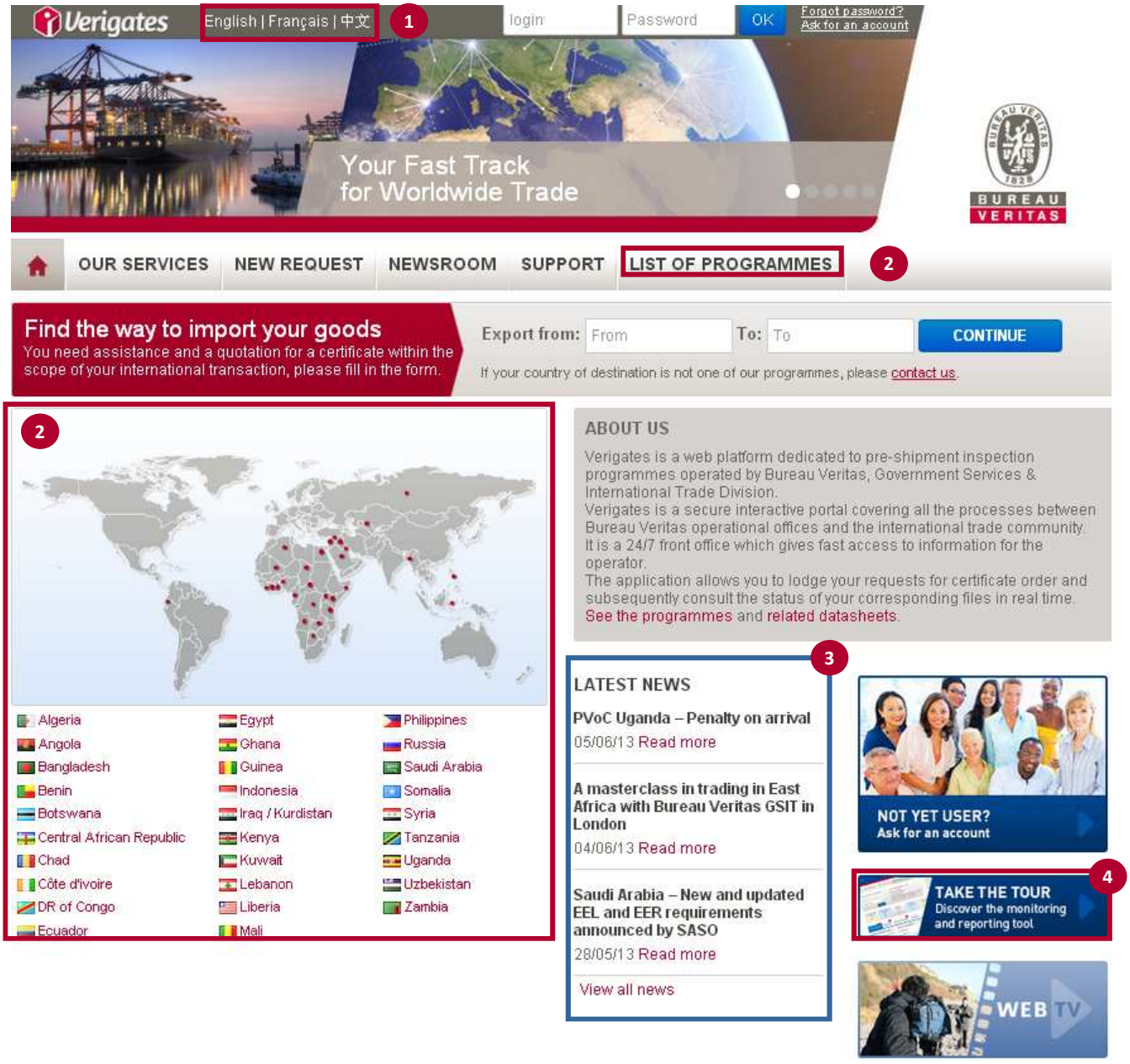




Customer Portal - Verigates

Home Page

Verigates ' public pages allow you to learn more about Bureau Veritas services , to view all news, to consult glossary and FAQ …). The portal is available in different languages (English, French and Chinese).



1. The site is available in **English**, **French** and **Chinese**. Language can be changed from any pages of the portal.
2. Clicking on any country name from the list of **programs,** will re-direct you to the relevant program details : scope of duties, Contacts, Guidelines or Datasheet.
3. **Latest News** are displayed. The breaking news are identified with a blue background color
4. The « **Take the tour** » page contains a short presentation of the tool and its features

Customer Portal - Verigates

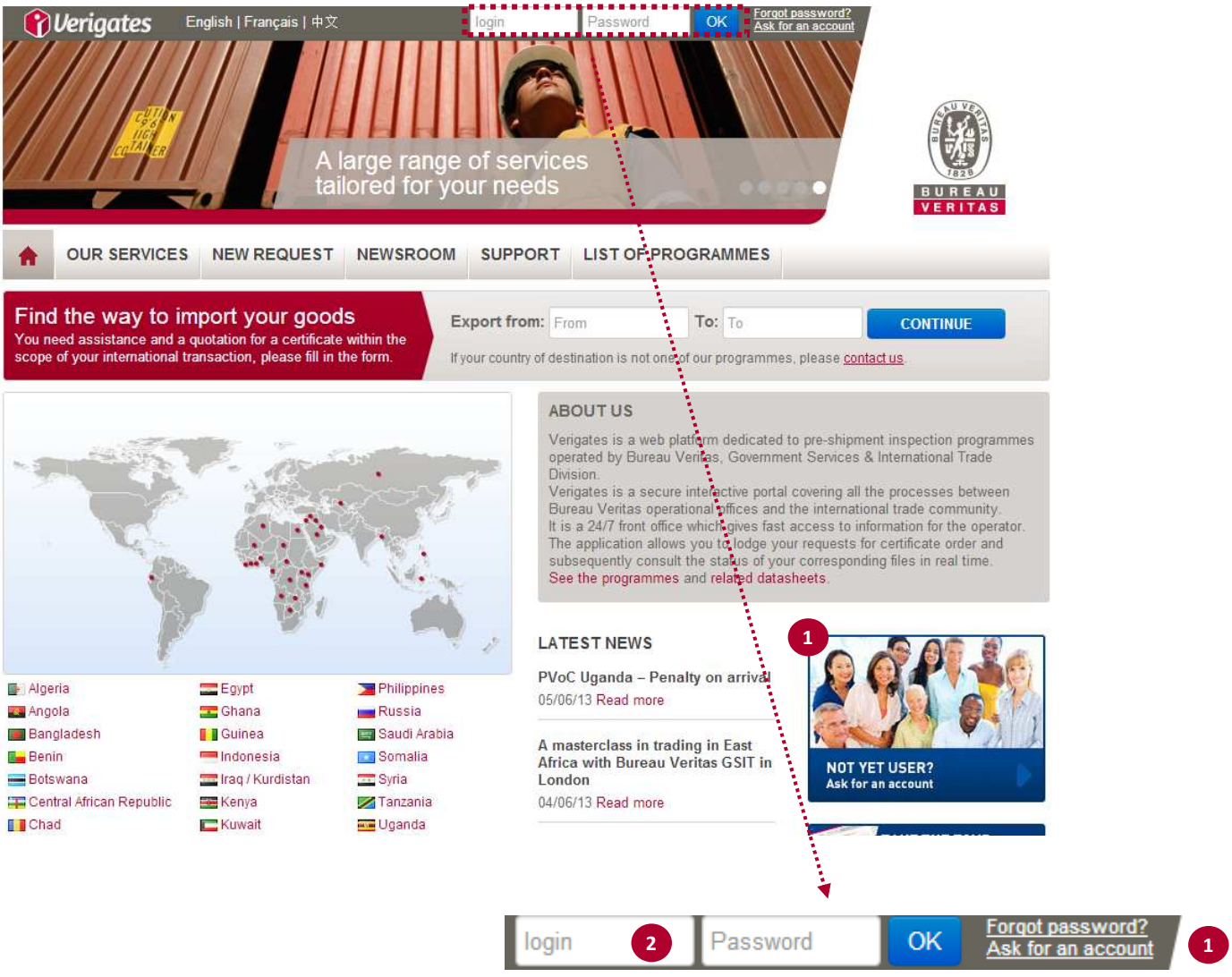
Purpose

1. Presentation
2. Get access
3. My files
4. My requests
5. My notifications

Customer Portal - Verigates

Get access to Verigates (1/3)

To get an access to Verigates, you have to fill in the « **Ask For an Account** » form.



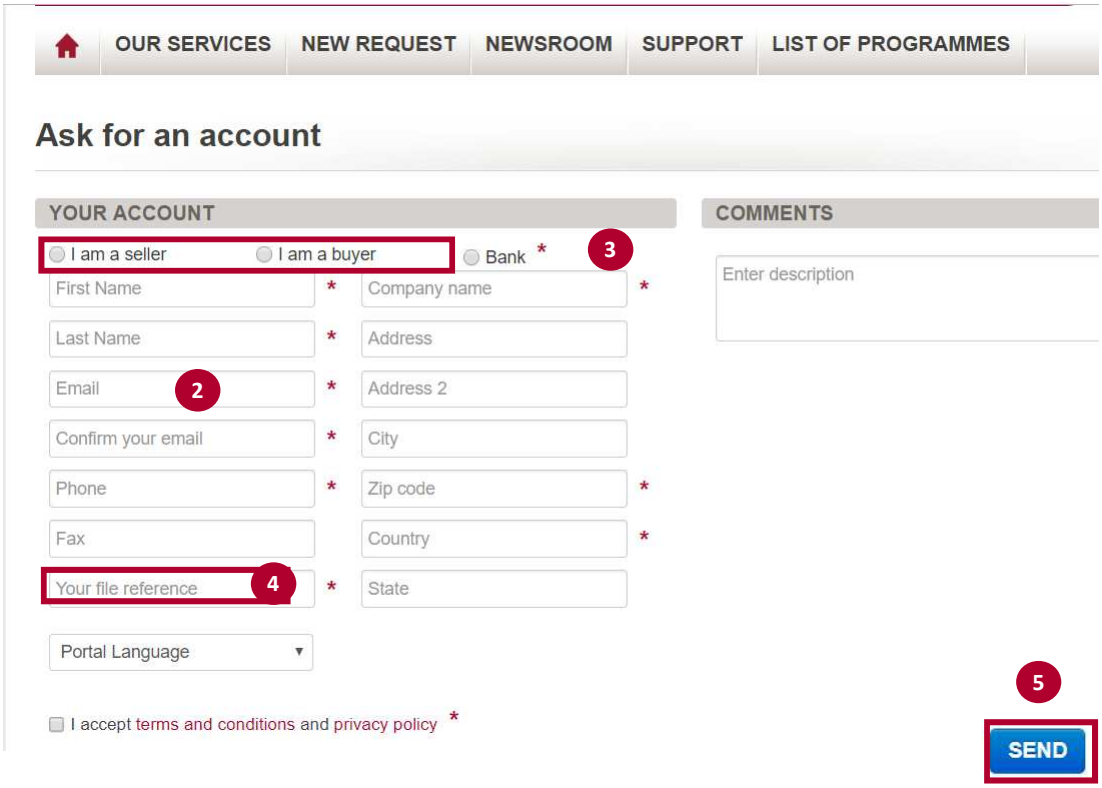
1 If you do not have an account, click on the « **Ask for an account** » hyperlink or the « **Not Yet User** ?» banner (see next slide) to submit your request

2 If you are already a user, you can log in to the portal with your **e-mail address** and **password**

Customer Portal - Verigates

Get access to Verigates (2/3)

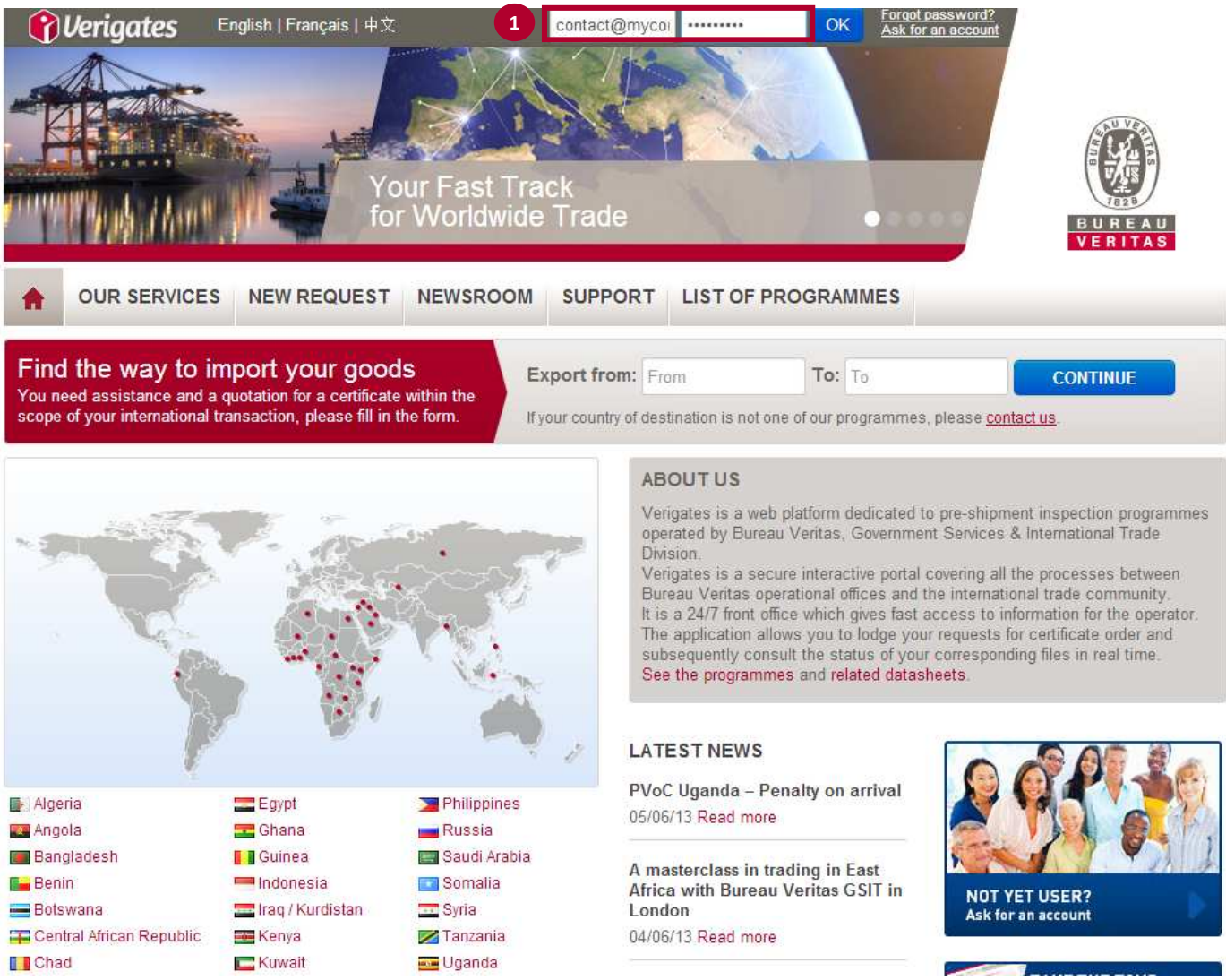
1. Click on the « **Ask for an account** » hyperlink or the "**Not Yet User ?**" banner
2. Fill in the required fields in the registration form
3. Select an account type based on your role in the transaction. Two main account types exist :
   - Importer
   - Exporter
4. A Bureau Veritas file reference is requested.



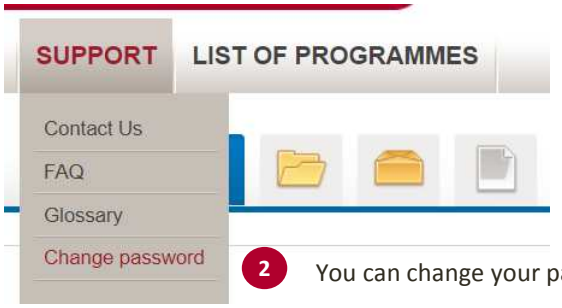
5. When you click on the « **Send** » button, the request is directed to the team in charge of the Web Accounts Management for your country. Registration information form is checked. When your account is created, a message is sent to the e-mail address provided in the Registration form. It confirms your **login** and **password** to connect to Verigates.

Customer Portal - Verigates

Get access to Verigates (3/3)



1 Once you receive the e-mail , you can access to Verigates with the Login (e-mail address) and Password provided in the message



2 You can change your password

Customer Portal - Verigates

Purpose

1. Presentation
2. Get access
3. My files
4. My requests
5. My notifications

Customer Portal - Verigates

Private pages - Navigation

Designed as an everyday tool, **Verigates** simplifies the files follow-up : real-time consultation of files, uploading of documents, communication with Bureau Veritas, on-line data input of requests. With only a few clicks, you can control your operations from anywhere and receive automatic notifications.

1 Once you are connected, the "**My Files** space is added in the main navigation menu .

This new space has different pages.

2 The « **Welcome »** page shows a synthetic view of the current files (based on some key status)

3 The « **My Requests For Certificate »** page displays all Requests For Certificate (RFC) in progress

4 The « **My Shipments »** page displays all shipments in progress

5 The « **My Certificates »** page displays all certificates generated since the last 12 months

6 The « **My Dashboard »** page displays statistics that you can download in the format of your choice (PDF, Excel or even as an image)

7 The « **My Notifications »** page allows you to subscribe to automatic alerts.

Customer Portal - Verigates

"Welcome"

On the **Welcome page**, you benefit from a 360˚ view of the files by the use of 3 colour codes: **grey** for files under process, **blue** for files that require your intervention, and **red** for files that are currently on hold.

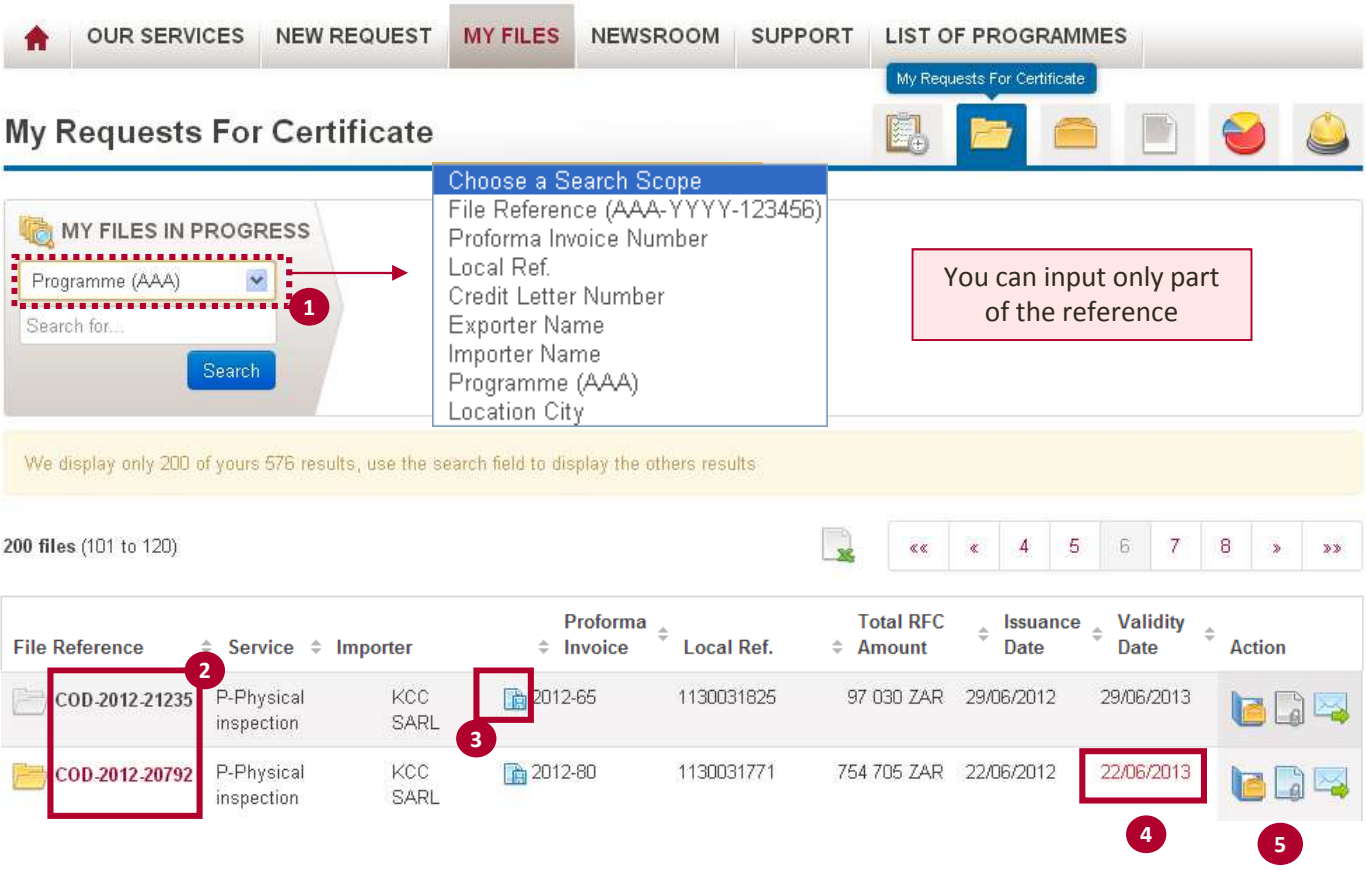
- **Account type: Exporters**

1. Displays the number and the list of **pending files**
2. Displays the number and the list of shipments in progress with **final documentation requested**
3. Displays the number and the list of **Requests For Certificate in process**
4. Displays the number and the list of **shipments in process**
5. Displays the number and the list of **inspection visits to be scheduled**
6. Displays the number and the list of **scheduled inspection visits**
7. Displays the list of **drafted certificates** since last month
8. Displays the list of **generated certificates** since last month

Customer Portal - Verigates

My Requests For Certificate

In the « **My Requests For Certificate** » page, you can consult all Requests For Certificate (RFC) in process

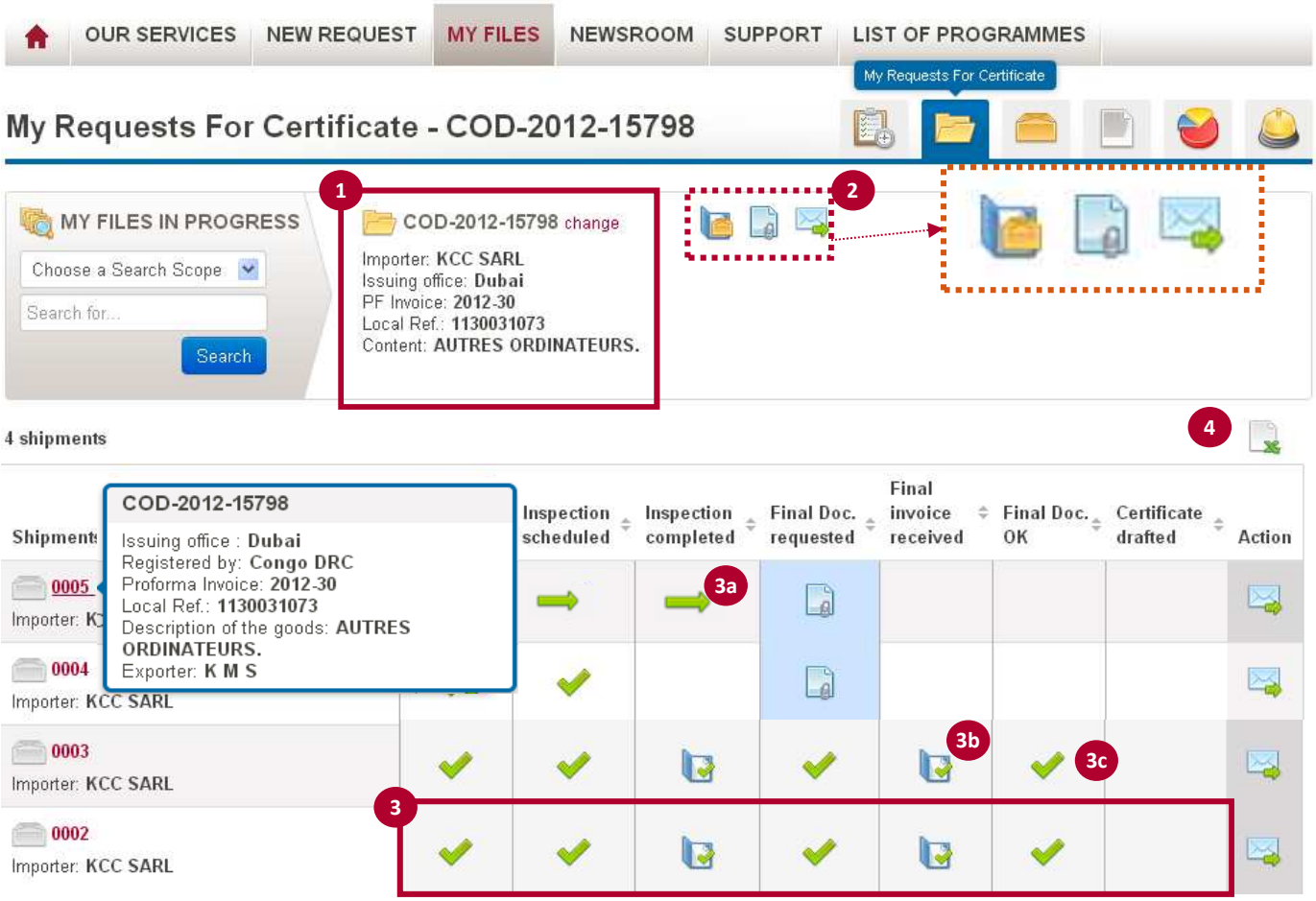


1. Scrolling list of **criteria** to query Requests For Certificate
2. If goods are "**Not inspectable**" or the RFC is "**Closed**" or the **"RFI is not yet received"**, the file reference hyperlink is disabled. File references marked in red have an hyperlink that allows you to get in the details of the shipments.
3. The related Pro-forma invoice can be consulted and/or downloaded
4. **Expired** Requests For Certificate have their validity dates marked in red
5. **Possible actions :** create a request for inspection / Upload documents / Post a comment. They will be sent to the office in charge of your file

Customer Portal - Verigates

My Requests For Certificate > My Shipments

You can **drill down** into a Request For Certificate (RFC) to get all the shipments in process of the selected RFC and to know the exact status of your current operations.



1. References of the selected RFC

2. Options available from the selected RFC:

   - Fill in the Request For Inspection (RFI)
   - Upload and exchange documents at each key step
   - Send e-mail to your Bureau Veritas contact

3. Progress bar that lets you know at a glance the steps already completed, in process, and on-going (see details of the steps next slide).

   - 3a: Inspection is not required for this shipment
   - 3b: Step is « **Done** »
   - 3c: Inspection Report or Final Documentation may be consulted or downloaded

4. Data may be exported under an Excel Format

Customer Portal - Verigates

My Requests For Certificate > My Shipments

Insp. completed : inspection has been done and the related Inspection Report may be displayed

RFI received : shows if completed Request for Inspection form has been received for the current shipment

Insp. scheduled : shows if inspection has been scheduled

Certificate drafted : shows if certificate is in process of issuance

Pending file: shows if the file is waiting for an action of your part

Final Doc. requested : shows if Final Documentation is requested. If not yet received, the “Upload” button is available

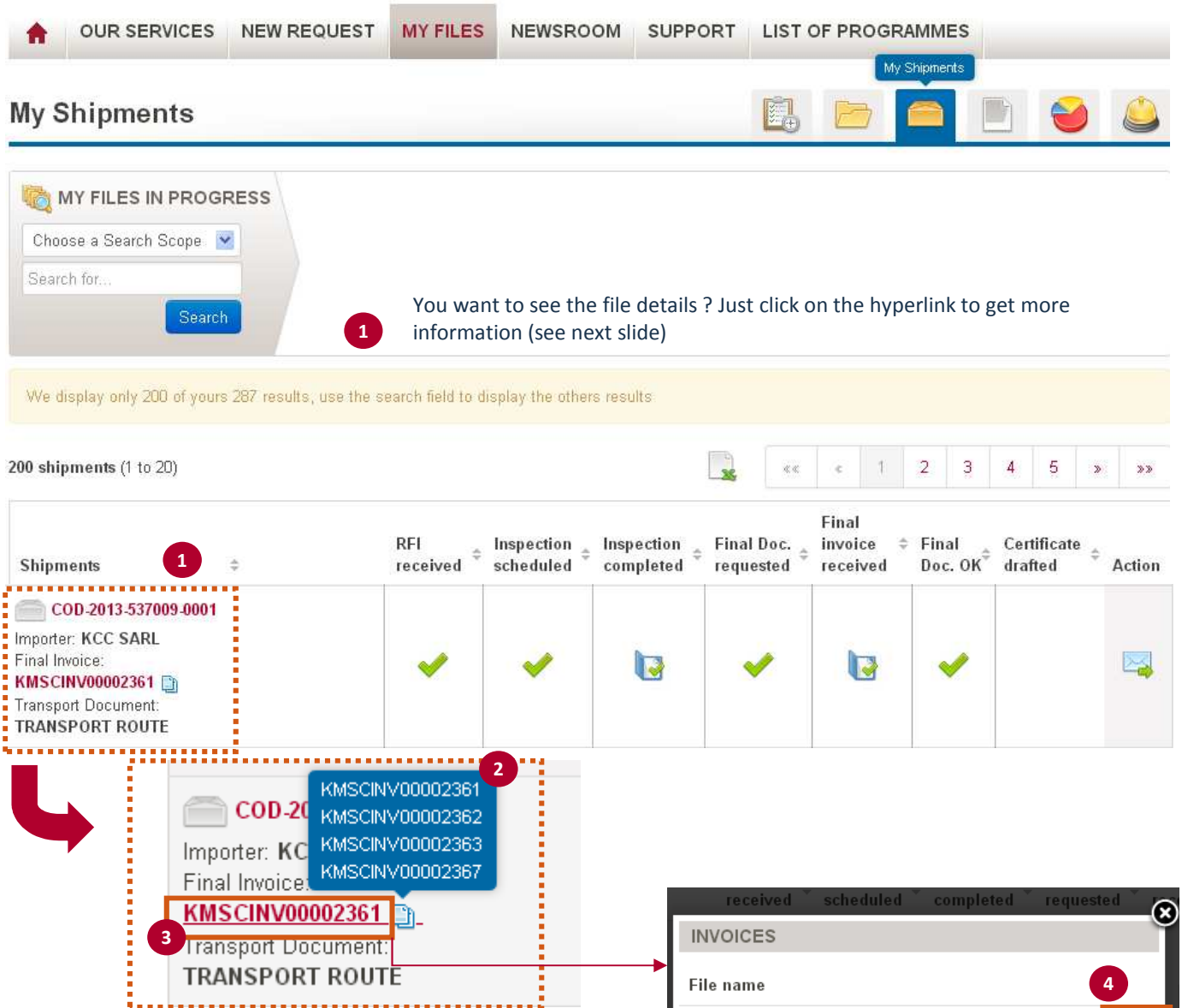
Final Doc. received : shows if Final Documentation has been received

Final Doc. OK : shows that the Final Documentation is satisfactory

Customer Portal - Verigates

My Shipments

« **My Shipments** » page gives you a real time access to your files and shows any actions required from your part. It provides efficient traceability and is accessible **from anywhere in the world**.



2 Following icon shows that **several invoices** are related to this shipment – Invoice references are shown on the roll-over icon

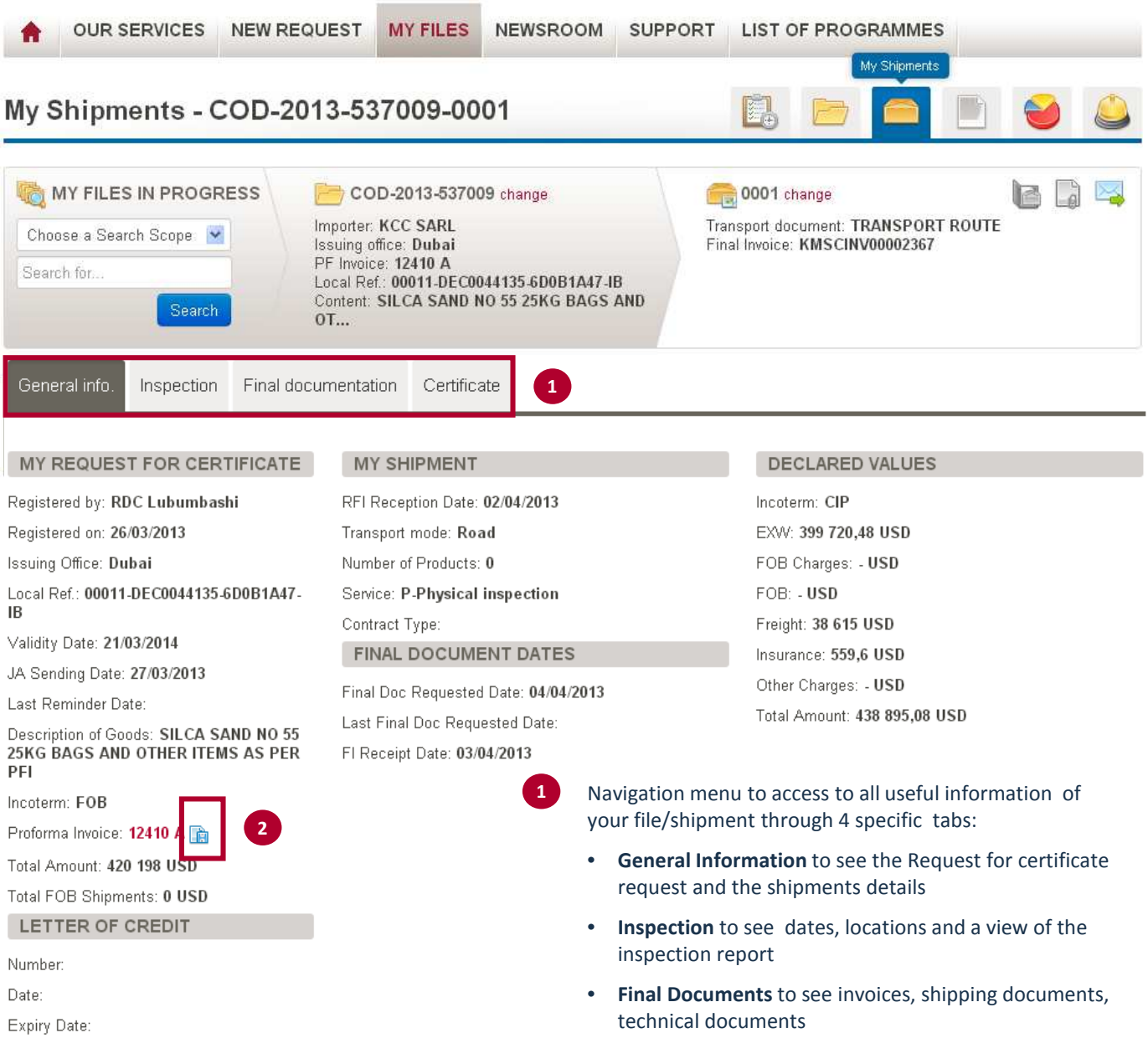
3 Where there are several invoices for the current shipment, the « Final Invoice » hyperlink opens a new window with the list of all final invoices.

4 You can then click the following icon to open the corresponding Final Invoice

Customer Portal - Verigates

My Shipment details (1/3)

The « **Shipment details** » page allows you to get the details of the file /shipment selected and to see the inspection report, the progress status of the shipment, the copy of the certificate.



1 Navigation menu to access to all useful information of your file/shipment through 4 specific tabs:

- **General Information** to see the Request for certificate request and the shipments details
- **Inspection** to see dates, locations and a view of the inspection report
- **Final Documents** to see invoices, shipping documents, technical documents
- **Certificate** to see certificates details

2 **Pro-forma invoice** can be displayed or downloaded

Customer Portal - Verigates

My Shipment details (2/3)

General info. | Inspection | Final documentation | Certificate

INSPECTION SITE

SAN MARINA C/0 SMC SERVICES
RD6
FUVEAU
France

CONTACT

INGRID BARILLE
Tel.: 442842266
Fax:
E-mail: test@test

INSPECTION DATES

Requested Date: 22/08/2018
Scheduled Date: 21/08/2018
Inspection start Date: 21/08/2018
Inspection end Date: 21/08/2018

INSPECTION CENTER

RC Europe
Tel.: 0000
Fax: 0000
E-mail: test@test

1 Inspection dates are given in inspection country local time

INSPECTION REPORTS

Inspection result : Conform

Inspection Date
21/08/2018

2

Inspection results are shown in the "**Inspection Reports**" section. Details may be consulted by clicking on the inspection report icon

General info. | Inspection | Final documentation | Certificate

TRANSPORT DOCUMENT

Reference: **TRANSPORT ROUTE**
Document Date: **02/04/2013**

3

Transport Documents may be consulted or downloaded from the "**Final documentation**" tab

INVOICES

N° Invoice	Date	Total Amount
KMSCINV00002367	02/04/2013	32 449,47 USD
KMSCINV00002361	02/04/2013	44 034,94 USD
KMSCINV00002362	02/04/2013	269 025,12 USD
KMSCINV00002363	02/04/2013	93 385,55 USD

4 **Invoices** may be consulted or downloaded from the "**Final documentation**" tab

CONFORMITY DOCUMENTS

Type of Document	Download
Test Report	

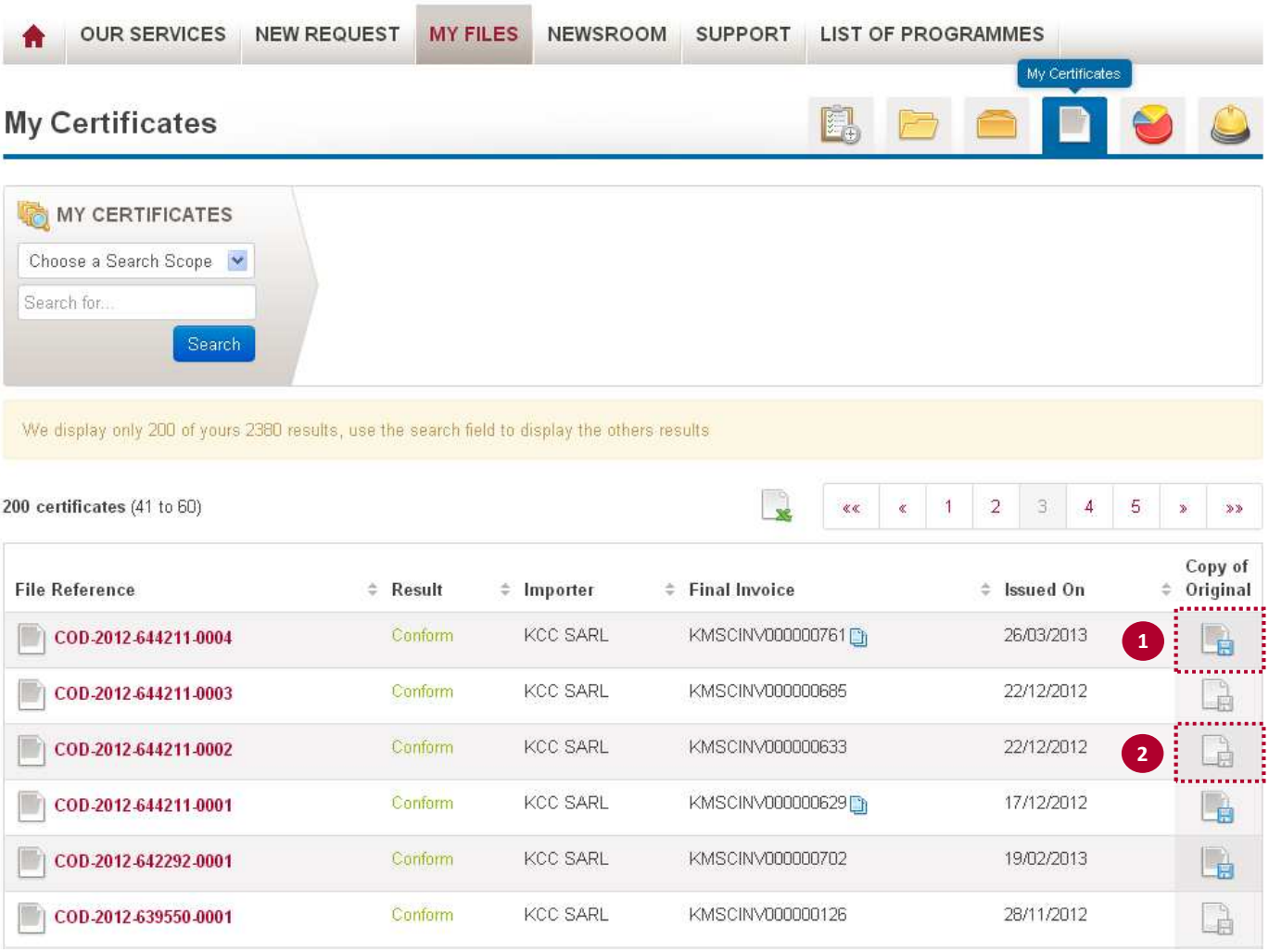
5

5 Depending on the program, conformity documents may be displayed and downloaded from the **"Final documentation"** tab

Customer Portal - Verigates

My Certificates

"**My certificates**" page offers an optimized consultation and filing of all the certificates issued since the last 365 days.



1 This icon shows that the Copy of Original may be **displayed or downloaded**

2 This icon shows that the Copy of Original of the selected shipment **is not available**

Customer Portal - Verigates

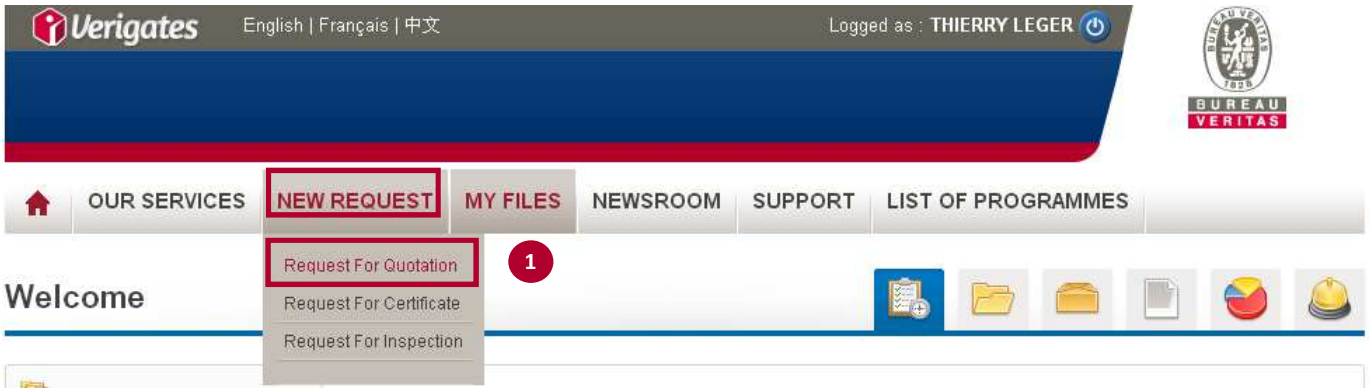
Purpose

1. Presentation
2. Get access
3. My files
4. My requests
5. My notifications

Customer Portal - Verigates

Request For Quotation (1/3)

Verigates allows you to fill in quotation forms on line to get a quotation for a certificate within the scope of your international transaction.



1 Click on "**New Request > Request For Quotation**" in the main navigation menu

Customer Portal - Verigates

Request For Quotation (2/3)

Request For Quotation STEP 2

1 Importing Exporting Countries | 2 Buyer / Seller Information | 3 Commercial Documents | 4 Inspection Site | 5 Commercial offer

Tell us more about companies involved in your demand.

THE SELLER

I am the seller

K M S *	01 02 03 04 05 *		
24, Rue de Paris	Fax		
Address 2	legerthierry9728@neuf.fr *		
Courbevoie	THIERRY *		
92100 *	LEGER *		
France *			

THE BUYER

I am the buyer

Algeria Food *	00 213 23 56 788 *		
2, rue d'Alger	Fax		
Address 2	alg.food@gmail.com *		
Alger	AHMED *		
12000 *	BENCHEK *		
Algeria *			

PREVIOUS STEP | CONTINUE

* Required Field

Request For Quotation STEP 3

1 Importing Exporting Countries | 2 Buyer / Seller Information | 3 Commercial Documents | 4 Inspection Site | 5 Commercial offer

Fill in the form if you are a seller or a buyer

JOIN ATTACHEMENTS

Browse (max total 5Mo) | Proforma Invoice

DESCRIPTION OF THE GOODS

Chemical products

You can join the list of product. Please use **our template** or your own file.

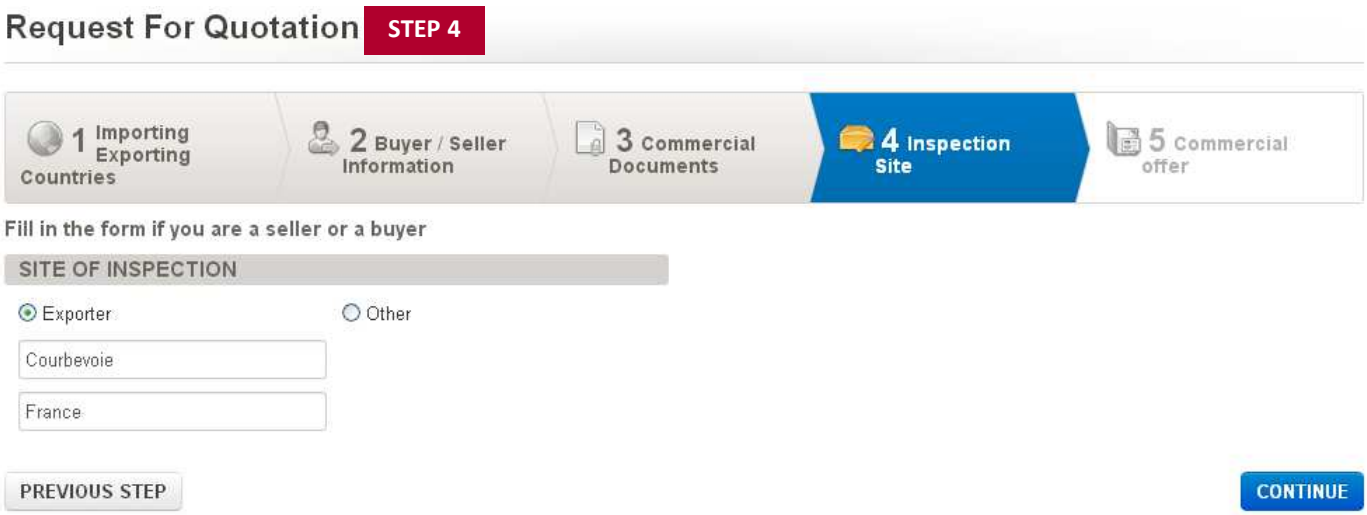
Browse (max total 5Mo)

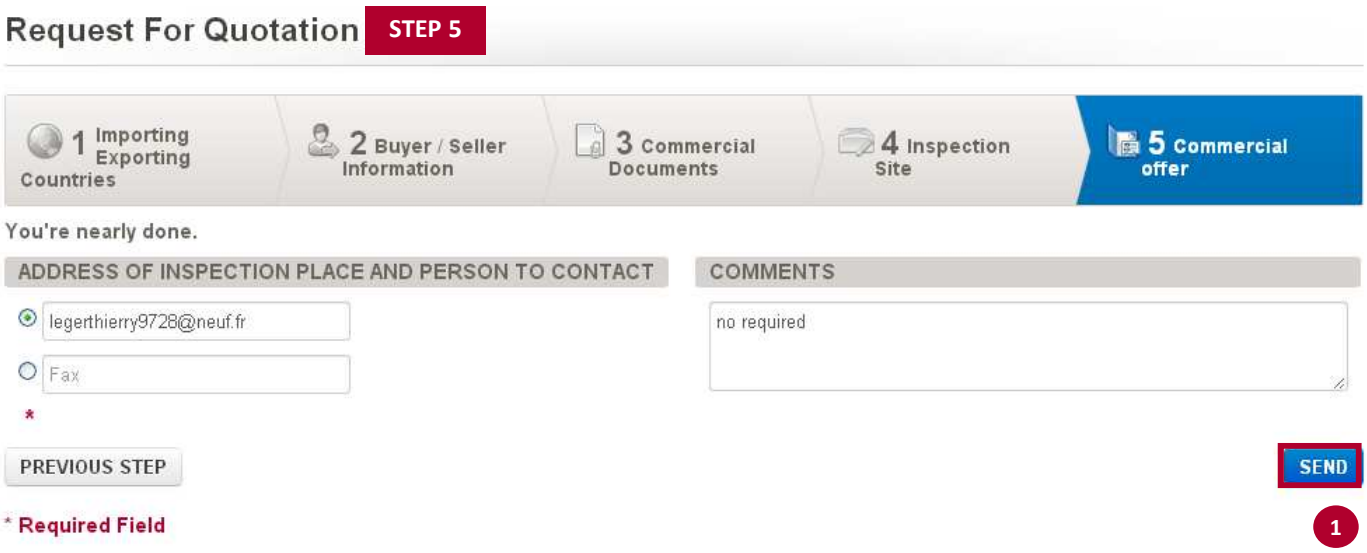
PREVIOUS STEP | CONTINUE

* Required Field

Customer Portal - Verigates

Request For Quotation (3/3)



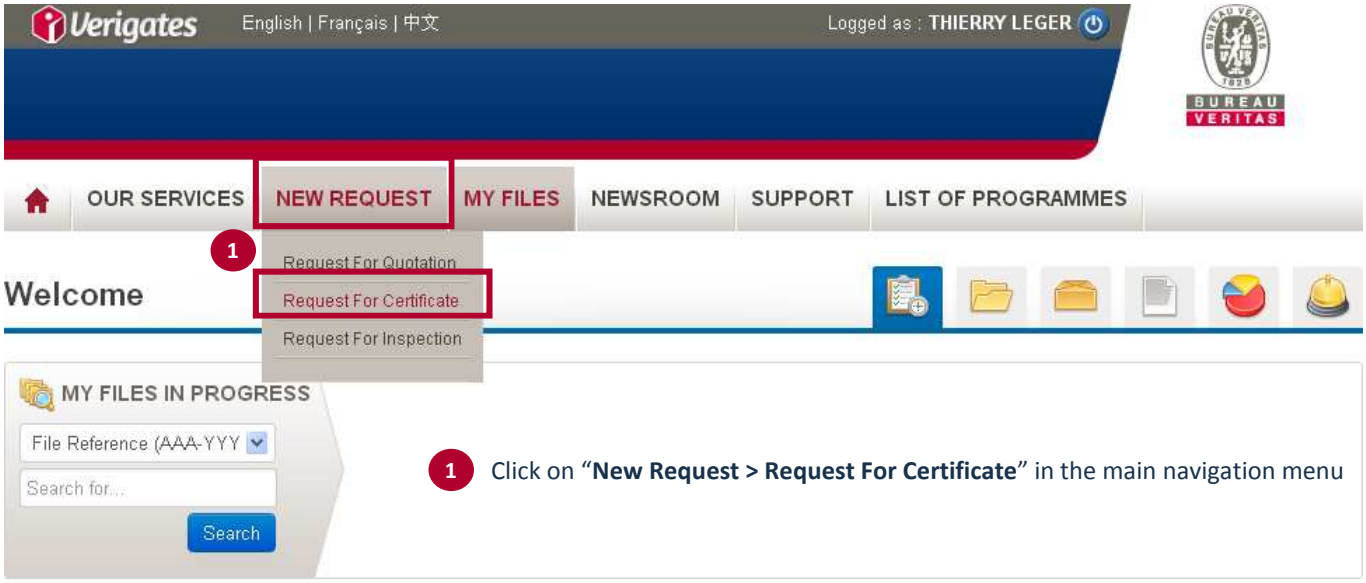


1 When you click on the '**Send**' button, a confirmation e-mail is sent to your e-mail address and the filled-in form is directed to the competent Bureau Veritas office depending on your country.

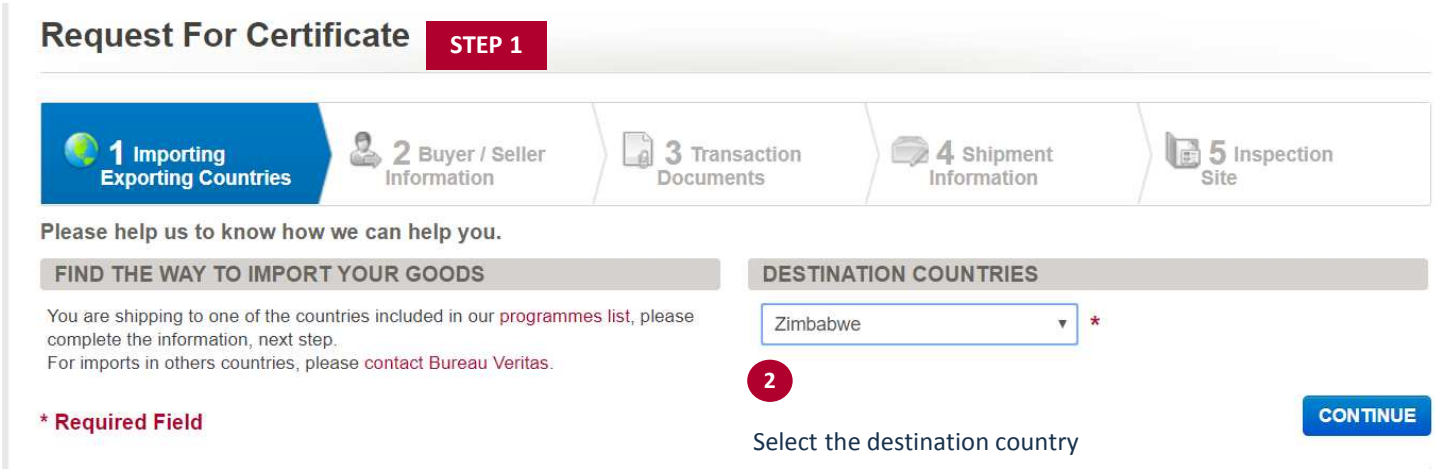
Customer Portal - Verigates

Request For Certificate (1/5)

Verigates allows you to fill in the Request For Certificate form to submit it to the competent Bureau Veritas office depending on your country



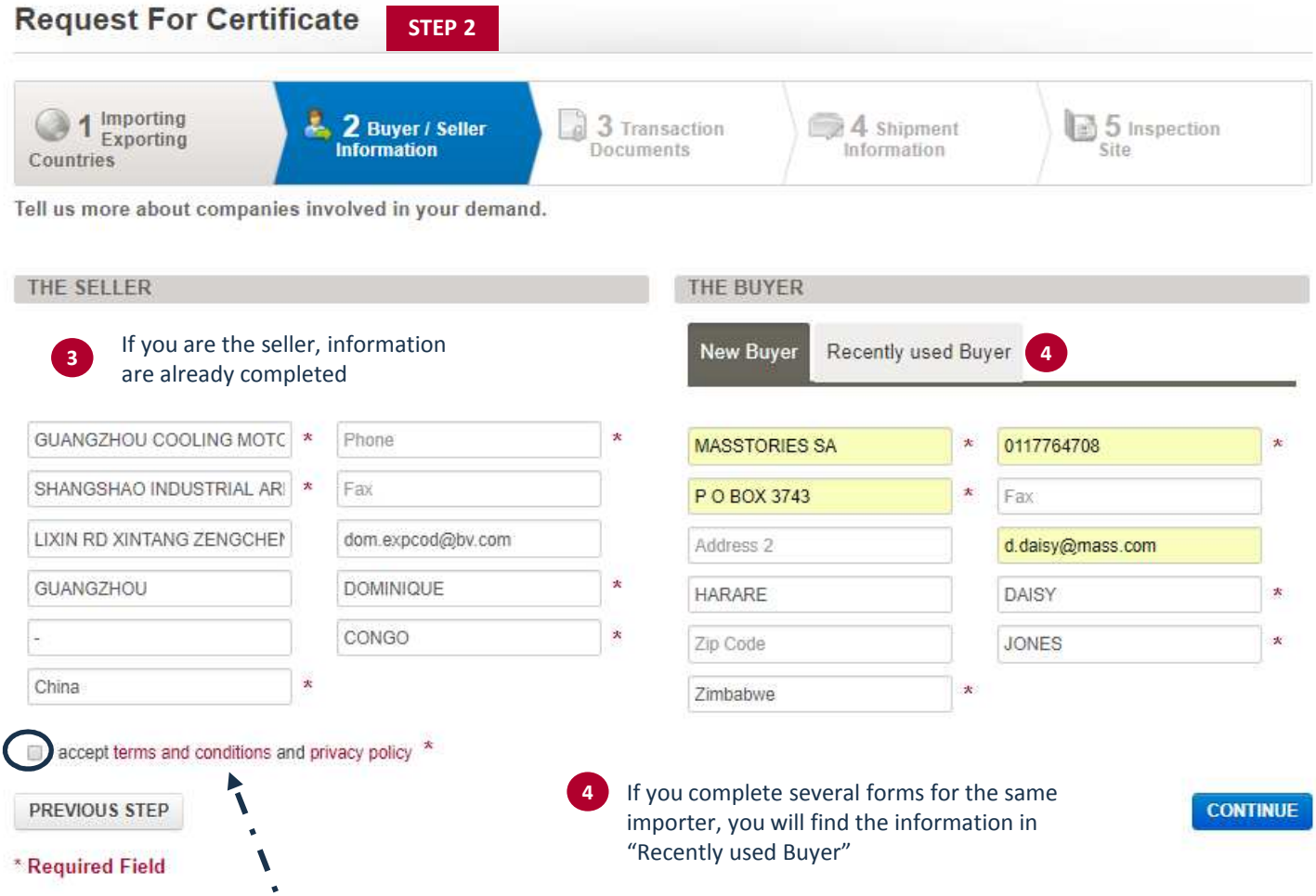
1 Click on "**New Request > Request For Certificate**" in the main navigation menu



Select the destination country

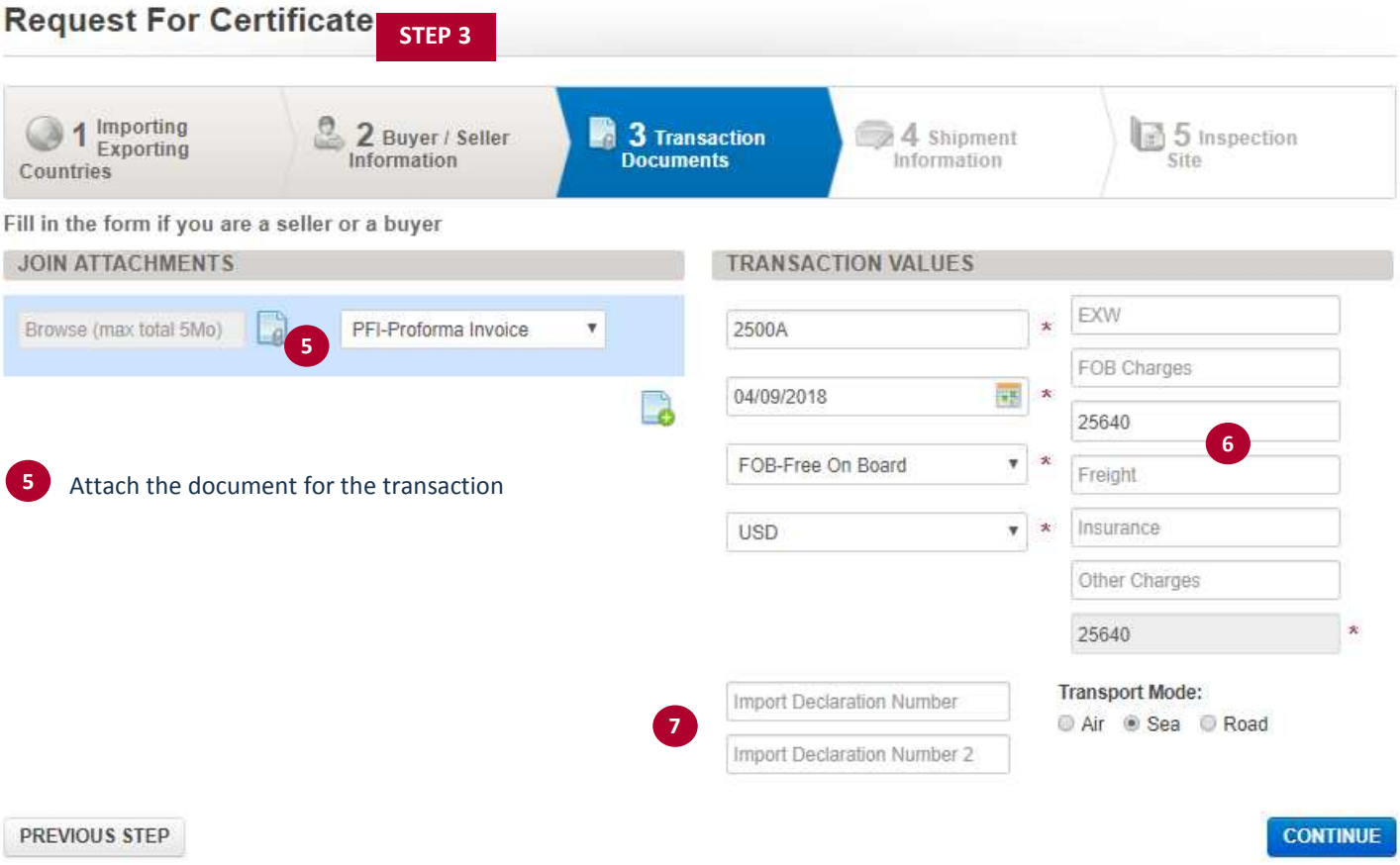
Customer Portal - Verigates

Request For Certificate (2/5)



Customer Portal - Verigates

Request For Certificate (3/5)



5 Attach the document for the transaction

6 Detail the transaction value : Incoterm, Currency and breakdown of the total amount depending on the Incoterm

7 Local references depending on the destination country

Customer Portal - Verigates

Request For Certificate (4/5)

Request For Certificate STEP 4

1 Importing Exporting Countries | 2 Buyer / Seller Information | 3 Transaction Documents | 4 Shipment Information | 5 Inspection Site

Fill in the form if you are a seller or a buyer

DESCRIPTION OF THE GOODS

Electronic machinery for cooking 8

Goods conditions:

☑ New ☐ Second Hand / Used ☐ Complete
☐ Complete Knock Down ☐ Semi Knock Down

You can join the list of products to be shipped. Please use **our template** or your own file and attach it using the button below.

Browse (max total 5Mo)

CONSIGNMENT

◉ FCL ○ LCL ○ Bulk ○ Break Bulk

2

DETAILED DESCRIPTION VOC

Certifications and standards:

ISO 9001 Certificate: ◉ Yes ○ No
Other certification: ○ Yes ◉ No
Test Report Provided: ◉ Yes ○ No
Testing done by: ○ Own lab ◉ Third party lab
Certificates Provided: ◉ Yes ○ No

Registration N° 2012 1234

Licensing N° 542EZ

Applicable Standards (if known)

Lab information:

ISO 17025 accr.: ◉ Yes ○ No
○ Other

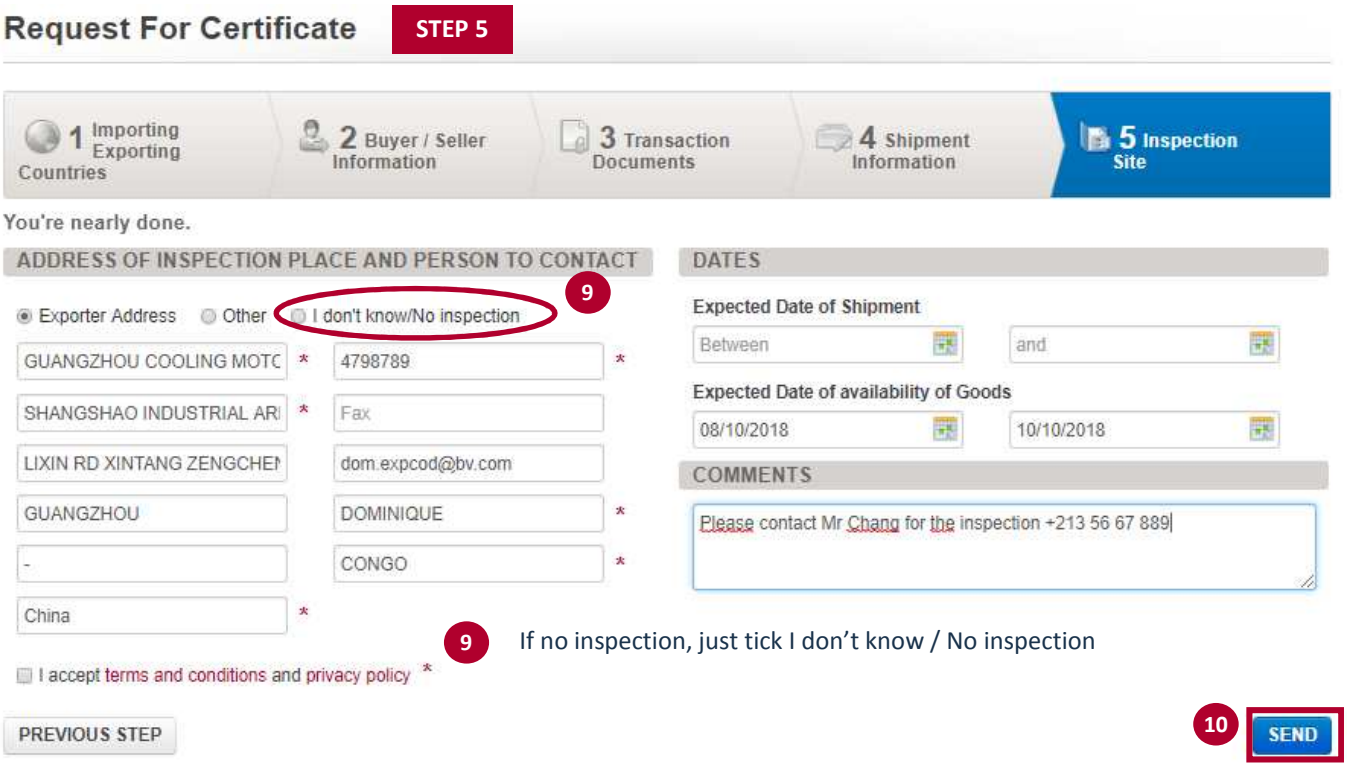
PREVIOUS STEP CONTINUE

* Required Field

8 Describe precisely the goods and for Conformity programs, send us the required certificates

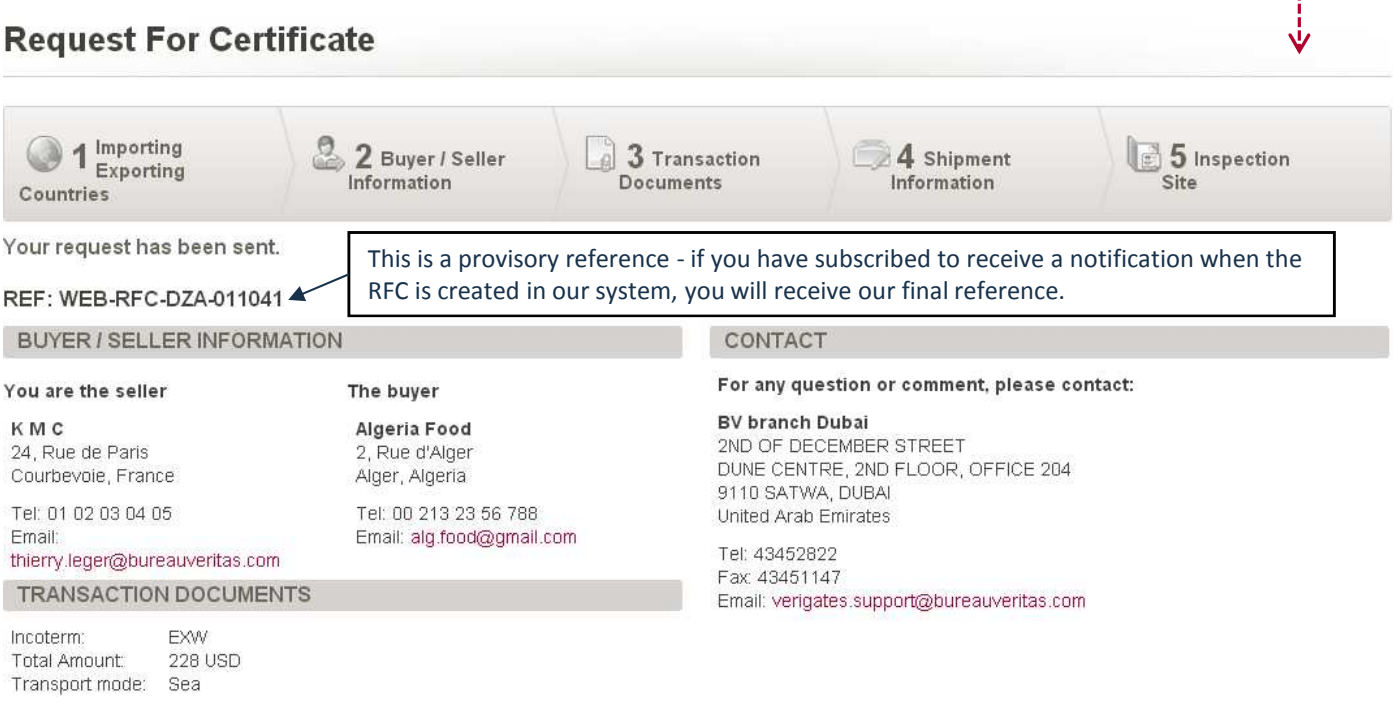
Customer Portal - Verigates

Request For Certificate (5/5)



9 If no inspection, just tick I don't know / No inspection

10 When you click on the '**Send**' button, a confirmation e-mail is sent to your e-mail address and the filled-in form is directed to the competent Bureau Veritas office depending on your country



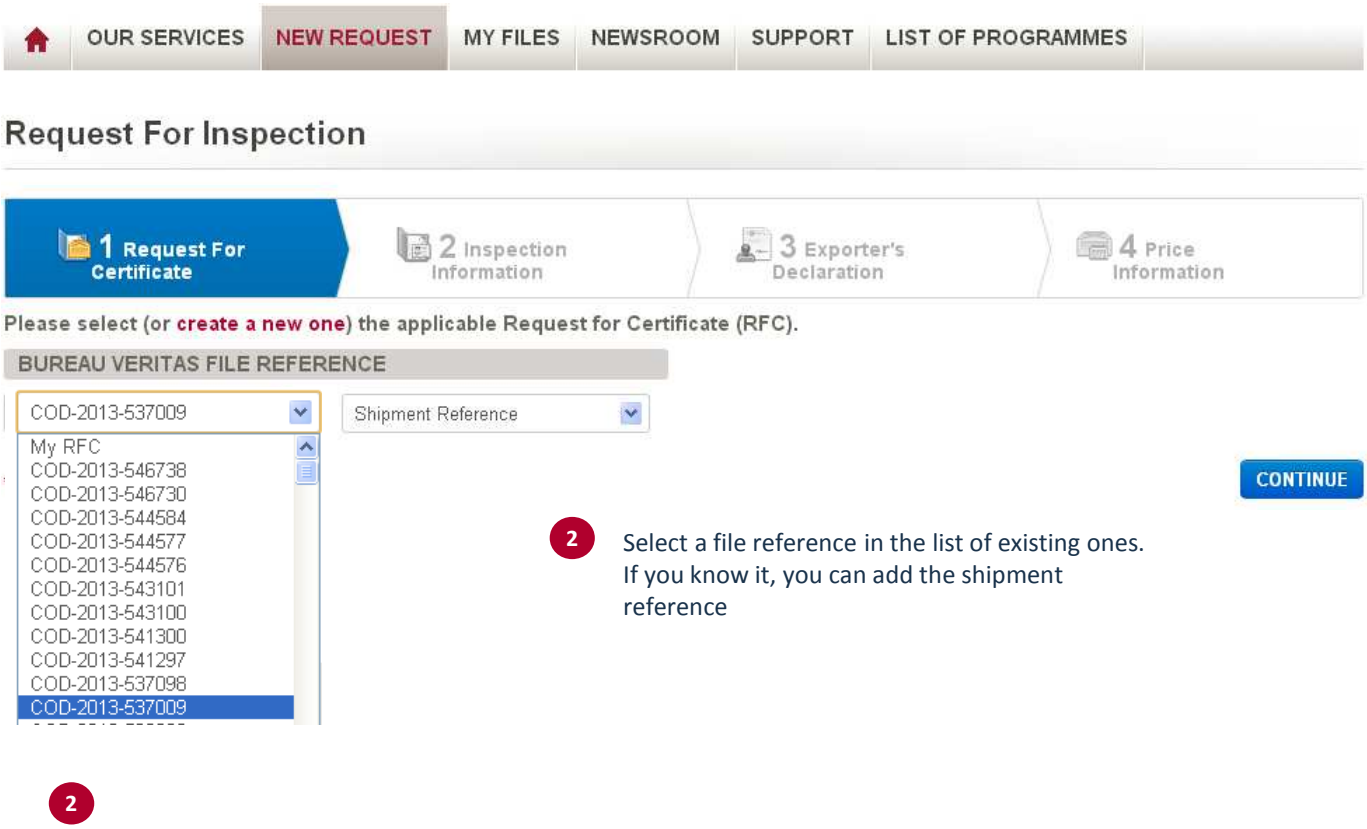
Customer Portal - Verigates

Request For Inspection (1/4)

Verigates allows you to send a Request For Inspection along with the requested documents. A file must be already registered in our office. Two possible options :

1st option

You can submit a Request For Inspection clicking on "**New Request > Request For Inspection**" in the main navigation menu

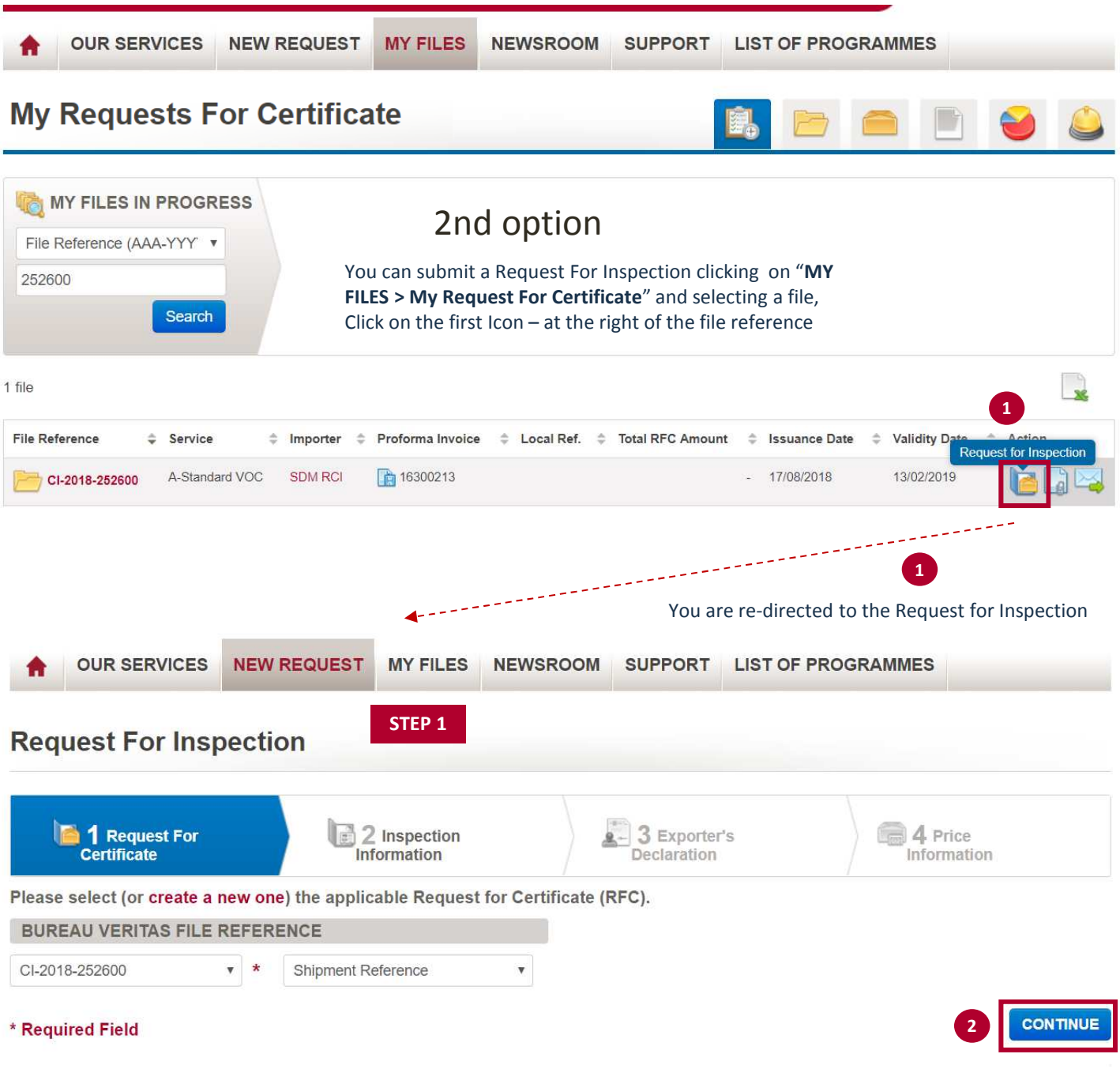


2 Select a file reference in the list of existing ones. If you know it, you can add the shipment reference

Customer Portal - Verigates

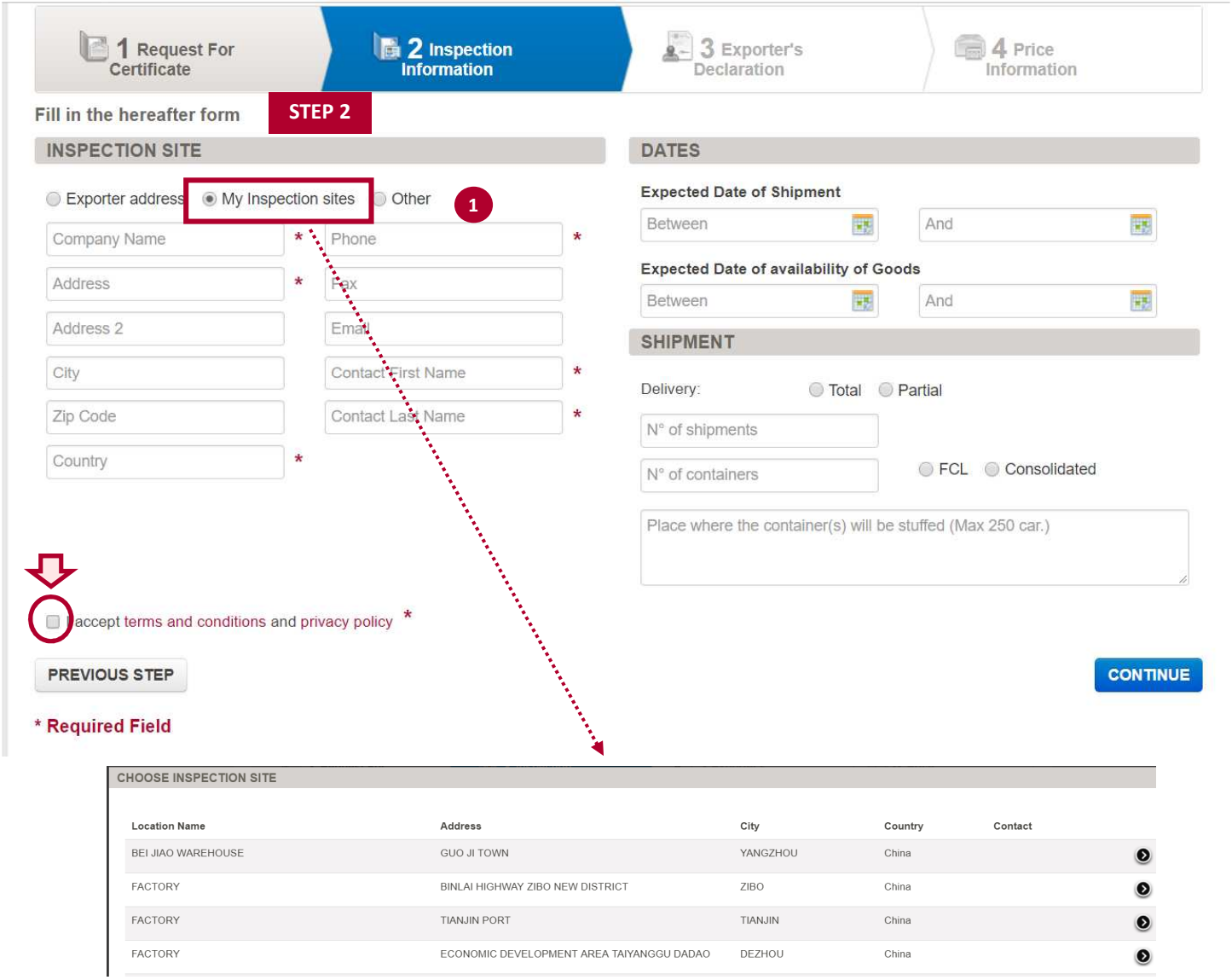
Request For Inspection (1/3)

Verigates allows you to send a Request For Inspection along with the requested documents. A file must be already registered in our office. Two possible options :



Customer Portal - Verigates

Request For Inspection (2/3)

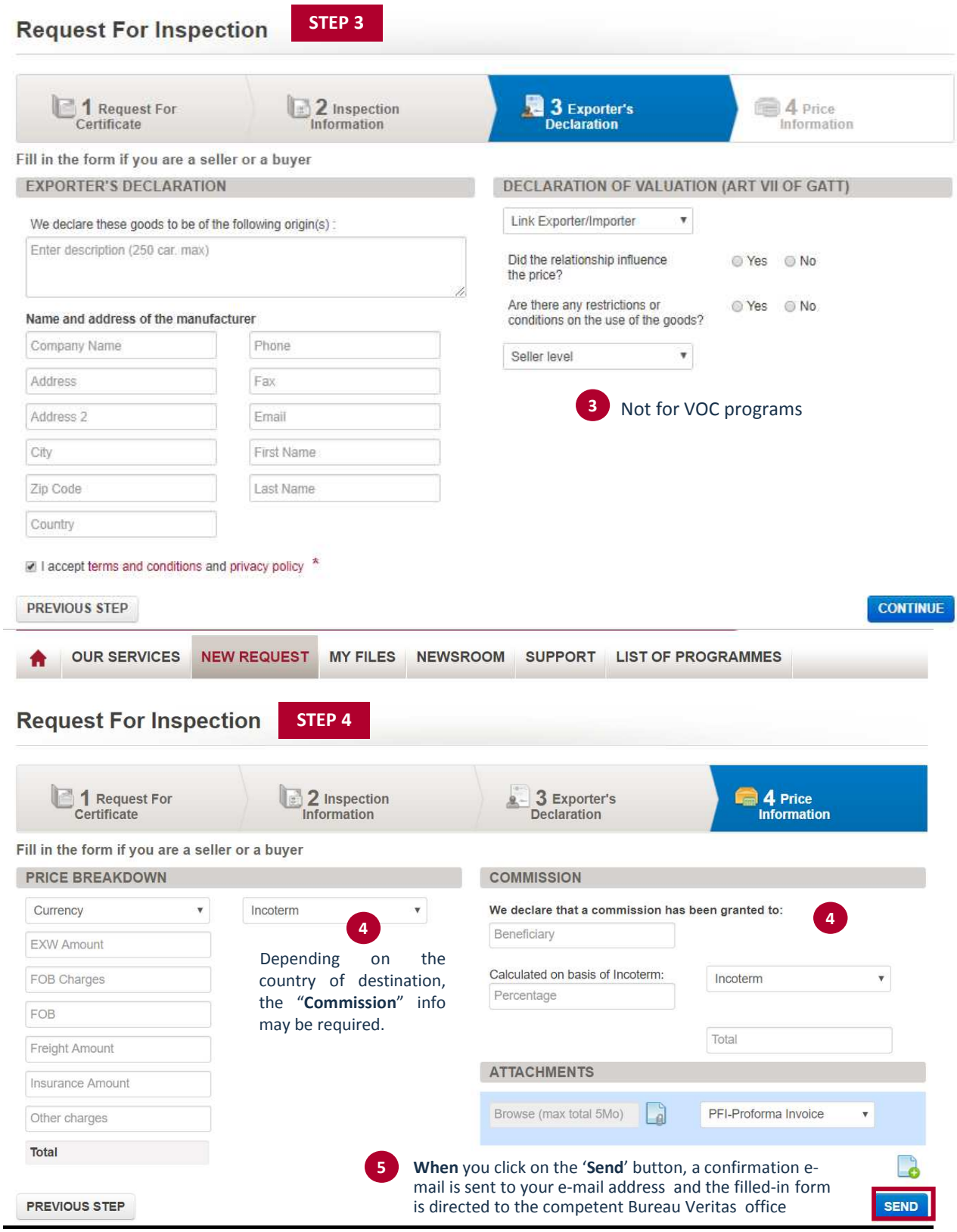


1 If the inspection is done in your address, click on “exporter address”

If the inspection is done in a usual other address, check if it already exist in “**My Inspection sites**”. It displays the list of **inspection sites** associated with your name.

Customer Portal - Verigates

Request For Inspection (3/3)



Customer Portal - Verigates

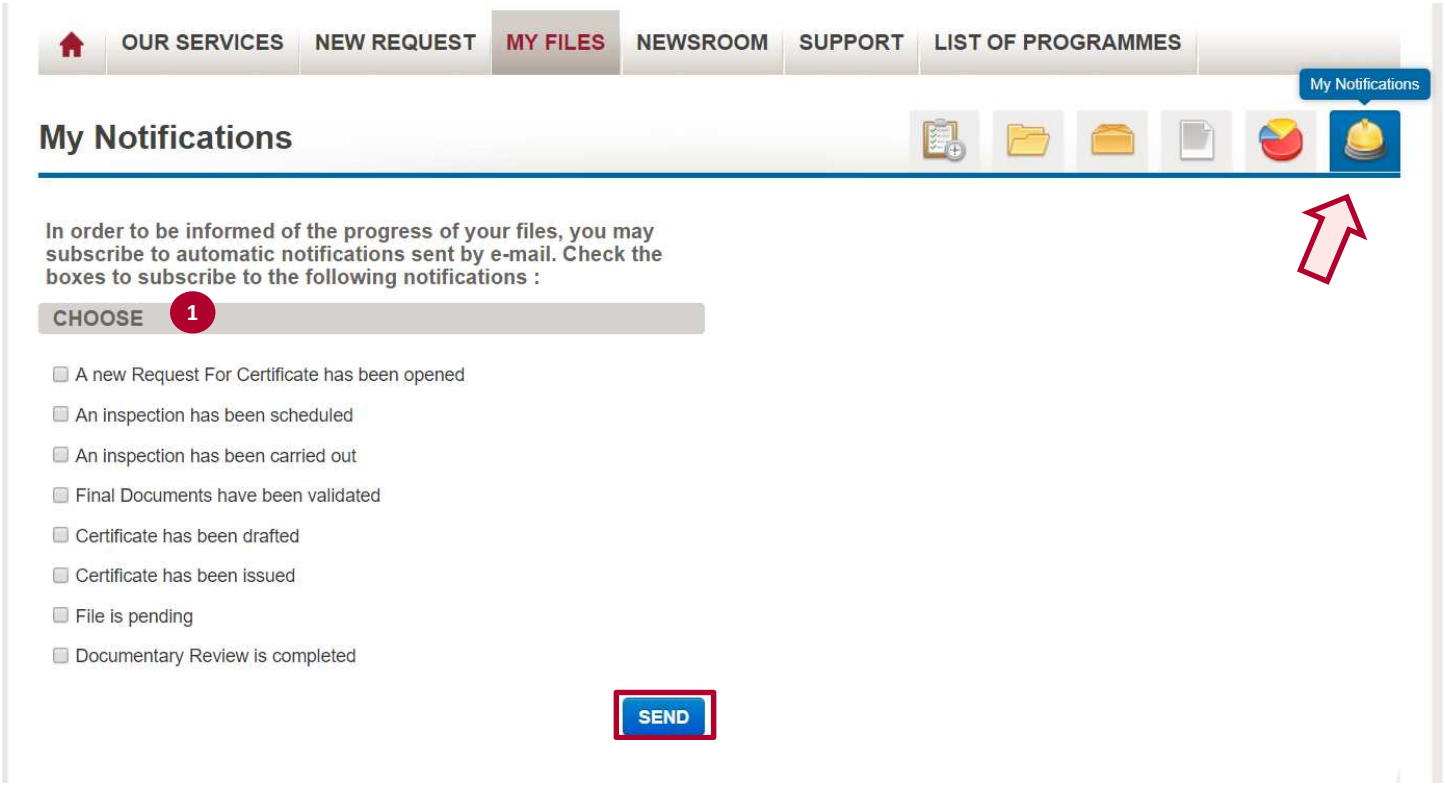
Purpose

1. Presentation
2. Get access
3. My files
4. My requests
5. My notifications

Customer Portal - Verigates

My Notifications

For a well organized business, timing can be critical. Being well informed is the corner stone to many key business decisions. That's why Verigates has a real-time alert system.



1 To ensure that you receive the necessary information and to be able to follow up your files in real time , you can check the boxes corresponding to the alerts that you need.
Click on "Send" to validate

Move Forward with Confidence