Frequently Asked Questions
Regarding eDocs and eTDE Systems
November 4, 2014

eTDE

1. **How do I register for eTDE to access the eDocs application system?**
   The 7 basic steps to registration are on the USDA website under "Register for eAuthentication account." Follow all steps in exactly the order they are listed. A more detailed review of eTDE registration is included in the eTDE Dairy Owner User Guide (exporters are considered document owners) on the same website.

2. **Does each individual need to register for eTDE or is there one registration per company?**
   For security purposes, each individual using the system must register with eTDE and create a unique login and password. Registration is not at the company level. Once a person registers as an individual, they will then be able to create their company (entity) in eTDE and multiple employees from the same company can associate with the same entity.

3. **I already have an eAuthentication account to obtain import permits. Do I need to re-register to use eTDE?**
   No additional registration is needed if your account is level 2. If your account is level 1, then you will need to convert to a level 2 account. If you already have a level 1 account, please log into your profile and select "Apply for Customer Level 2 Authentication".

4. **I am requesting certificates on behalf of another company but my company is not the consignor. Which company (the certificate requestor or the consignor) should be registered in eTDE?**
   Both the company that requests the certificate and the company that is the consignor of the product must be registered in eTDE. The eDocs system validates the certificate based on the consignor field in I.1, so the consignor must be registered. The consignor is then considered the owner of the document when the electronic certificate flows to eTDE.

5. **Why do I need to enter my home address in the initial eTDE registration page?**
   The first step in eTDE registration is to register as an individual. When you go to the Local Registration Authority (LRA), the address in eTDE must match what is on your government ID. After you are established as an individual, you will create your entity (company) in eTDE. Additional users from the same entity can request association with the entity since it is already established in eTDE.

6. **I have registered myself and gone to the USDA Local Registration Authority. I am trying to set up my company, but do not see my company listed as an option in the drop-down menu. What do I do?**
The companies in the list in the profile page are those which have already created their entities (companies) in eTDE. If your company does not display, you still need to create it. Click "Entity and External System Request" at the bottom of the page to create your entity in eTDE. See the section on eTDE Entity and External System Registration Request (Entity Registration) in the [eTDE Dairy Owner User Guide](#) on the USDA website for more information.
REMEMBER: Users should **only** request association with an organization if they are an employee of that organization. Do **not** request association with AMS Dairy Grading, the U.S. Dairy Export Council, or another other group <u>unless</u> you are an employee.

7. **A colleague from my company has already established our entity (company) in eTDE. How do I associate myself with our entity?**
Since your entity is already established in eTDE, each new user should <u>not</u> hit "Register New Entity" in eTDE. Doing so would create a duplicate of your entity in eTDE. Instead, once the entity is established, new users should request association with the entity. The entity administrator for your organization (colleague who created the company in eTDE) will then approve you as a user from that entity.

8. **What is the eTDE reference number?**
The eTDE reference number is the same as the health certificate number.

9. **Do I need to assign viewing access to the port of entry in eTDE?**
No. If the port of entry is registered for eTDE, the certificate is automatically assigned to that port based on the border inspection post (BIP) field in the certificate.

10. **Do I need to assign viewing access of my certificates to my importer in eTDE?**
We are working on an enhancement to eTDE, and once the enhancement is completed we will be asking importers to register. Right now, everyone who has ever registered for eTDE in any commodity (dairy, peanut, meat and poultry, etc.) and in any capacity (port health officials, exporters, importers), are listed as an option in the manage document access and share document ownership. We are working to create associations so that only those exporters and importers that you work with will be listed as options. For now, since the dairy certificate is automatically assigned to the port of entry based on the data in the certificate, there is no business need to assign document ownership or access to ports. Once the associations are set up, we will recommend that importers register. As an interim measure, exporters may save the unofficial copy of the PDF of their certificates in eDocs and send them to importers for their review.

11. **In eTDE, what does Share Document Ownership mean?**
Share document ownership allows the document owner (consignor) to allow another party to have full control over the assignment of that certificate. For example, the exporter can assign access to their freight forwarder, and the freight forwarder can assign access to their importer. Also, if a trader requests that the manufacturer obtain a health

certificate for them, the manufacturer can assign ownership to the trader so that the trader can then assign access to their importer.

12. In eTDE, what does manage document access mean?
Manage document access is used to assign viewing rights of certificates in eTDE. For example, the exporter, trader or freight forwarder can assign document viewing access to the importer.

eDocs

13. I have registered in eTDE but cannot figure out how to create certificates.
eTDE is the site to begin the registration process and for foreign authorities to view the final certificates. U.S. exporters use the eDocs system to create certificates. Certificates created in eDocs flow automatically to eTDE.

14. Can I use eDocs in Google Chrome, Firefox or Safari?
As of September 2014, eDocs works with Internet Explorer (IE) 9.0, 10.0 and 11.0. If you use another version of IE or another browser the pages may not display correctly.

15. Why does AMS Dairy Grading still send me an original paper certificate when eTDE creates an electronic health certificate?
Both the European Union and China still require the importer to present the original paper certificate at the time of entry. Once these countries allow us to use the only electronic certificate, paper certificates will be phased out. We expect to transition to all electronic certificates in the future, but are not at that point yet.

16. Can the exporter print an original certificate from eDocs or eTDE?
The original paper certificate can only come from AMS. It will still include the original signature and USDA embossed stamp. Exporters may view and print a copy of their certificates online, but the document that exporters print is NOT the original.

17. Can I still request a faxed copy of my certificate to make sure everything is correct?
Exporters may still request a faxed copy for $4.00 per certificate. However, eDocs allows exporters to view a copy of their certificates online for no additional cost. Please note though that the eDocs copy will not have an original ink signature.

18. What are the various statuses in the Submitted Tab?
- **New** means that the exporter has saved a certificate from a template or copied data from an old certificate but has not yet modified the certificate.
- **In Progress** means that the certificate is saved after modifying information from a template or data copied over from an old certificate, but has not yet submitted the application for approval.
- **Submitted** means that the exporter has successfully submitted the certificate to AMS for approval
- **Reviewing** means that AMS is in the process of reviewing the certificate but has not yet approved or rejected the application

- **Approved** means that AMS has approved the certificate but that the eTDE run has not yet been made (eTDE runs are scheduled every 2 hours)
- **Rejected** means that AMS rejected the certificate
- **Ready to print** means that the eTDE run was made and that the certificate is ready for AMS to print the official copy
- **Printed** means that AMS has printed the original certificate
- **Recalled** means that the exporter has canceled a certificate request after submitting it to AMS and has not yet submitted a revised application (a certificate cannot be recalled after AMS has approved it)

19. **How many customer templates can I create in eDocs?**
The maximum number is currently set at 60 templates per entity (company). This number may be increased in the future depending on user needs.

20. **Are customer templates and certificates saved for me as an individual or at the company level?**
Customer templates are stored at the company level so staff within each company can share templates. Certificates are also stored at company level so staff at each company can re-use data from an old certificate and finish a certificate that a colleague started.

21. **How do I modify my customer templates?**
There is currently no "edit" function on the customer templates. Therefore, exporters may open a template to create a new certificate, make any necessary edits, and then choose "Save as Template" to save the application as a new template. The old template with outdated information can then be deleted.

22. **When I view the PDF of my certificate in eDocs, it is only in English, but I need my certificate to be bilingual in English and the language of the country of import. How can I check to see that the correct language will display on my certificate?**

The certificate template is in English until the data is pushed to eTDE. The eTDE toolkit creates the bilingual version. Therefore, if the eDocs status is "New," "In Progress," "Submitted," "Reviewing" or "Approved," the print preview in eDocs will be in English only. If the status is "Ready to print" or "Printed," the eDocs certificate will display the bilingual certificate.

23. **Why am I getting an "Invalid Consignor Name" when I enter my company's name in field I.1 Consignor in eDocs?**
I.1 Consignor field name must be listed EXACTLY as the entity (company) registered in eTDE. If a third party (freight forwarder, manufacturer, etc.) is requesting the certificate on behalf of another company, both the company requesting the certificate and the exporter need to be registered for eTDE.

24. **I am shipping by air freight or LCL and therefore do not have a container and seal number. How do I complete this field?**

Exporters may open the seal/container number field and hit OK. As long as there is no data in the field, the system will default to list NA.

25. What type of information should I list in the comments tab?
Exporters may include any information that they want to convey to AMS with the application. For example, exporters may list that they are submitting multiple certificate requests to be sent under one airway bill.

26. Why do my comments not appear in the box in my certificate request?
Comments will become part of the certificate request only when the exporter clicks the yellow "Add" button to the right of the text box.

27. I forgot to add my airway bill with my certificate request or I realized I made another mistake after submission. How do I update my application?
Exporters may go to their "Submitted" tab and click on the document ID to edit a certificate request that is in "Submitted" status. Once the certificate request is open, hit "Modify" to correct any errors or attach an airway bill that was mistakenly left off the initial submission and then resubmit. AMS will not be able to approve the certificate while the exporter is making modifications. If the certificate has already been approved, exporters can modify the certificate through an amendment.

28. What type of information should be included in the attachments tab?
Since AMS will still issue a paper version of the certificate, exporters must include a FedEx or UPS airway bill. Any attachments included in the eDocs application will go to AMS to process the certificate but will not push forward to eTDE, so no foreign ports or customers will see them.

29. How do I request an amendment to my certificate?
Exporters can request an amendment in eDocs. Open the original certificate and select "Amend/ Supersede" and submit the amendment for approval. If the request has not been approved use the "Modify" as listed in question 28.

30. How do I find out why AMS rejected my application?
If AMS rejects a certificate request, they will include notes in the certificate telling the exporter why it was rejected. The exporter may make the necessary corrections and resubmit.

China

31. Is eDocs use mandatory for China?
As of June 15, 2014, AMS requires all China dairy sanitary certificates to be requested through eDocs.

32. How do I access the China certificate application in eDocs?
Click the gold "Create Certificate" button in the top right corner. You will then be given an option of whether to create an EU certificate or China certificate.

33. When I print preview the China certificate in eDocs, it looks different than the certificate that AMS had issued through the e-mail application. Why is this?
AMS is moving towards the internationally-accepted Codex certificate forms and will be modifying their sanitary certificates as they are integrated into eDocs. The new format has some of the information in different locations than the previous version, but all the fields remain the same. Some of the terminology is slightly different though. For example, the validity date on the eDocs system application is the same as the expiration date on the e-mailed Word doc application.

34. If I choose the "courier label attached" in the billing section of the application, am I required to attach a courier label to each application if I want more than one certificate to be sent with the same courier label?
Exporters do not need to add a courier label to each application. Exporter requesting multiple certificates in one day that are all to be shipped under one courier label should add to the comments to all the certificate requests the eDocs ID number of the certificate that has the courier label attached. The "courier label attached" option should be selected for each request so that AMS does not mail the certificate.

35. How many container numbers will fit on one certificate?
Approximately 18 container numbers fit on one China certificate. Exporters shipping additional containers will need to request a second certificate.

36. I tried typing in the city of the port or airport of entry into the "Entry Port/Airport" field but it does not show up as an option. How do I find the port or airport of entry through the drop down list?
All Chinese ports have the ISO code "CN" listed before the city. The system is not set up to search the drop-down menu by city name, but if you type in either the ISO code of CN or China, a list of all available China ports will appear. As of June 15, 2014, the eDocs system includes both the list of ports that were already registered for eTDE for the meat and poultry sectors and the additional ports that dairy exporters requested. If you plan to ship to a port or airport that is not included in the list of ports in eDocs, please notify Diane Lewis at diane.lewis@ams.usda.gov.

37. The list of ports of entry is more detailed than I have provided in my past applications. How do I know which entry port or airport to select?
Please check with your importer or the shipping company to verify the exact port or airport of entry. The Chinese government has provided this list to us, so we must select an entry point that will work with their internal systems.

38. I am obtaining a China certificate for further processing in Singapore (or another country). Which port of entry should I select?
If the country of destination is not China, select "unknown" from the list of ports.

39. I do not see my plant number in the drop-down list in eDocs. Why does it not display?

eDocs includes only the list of plants that have registered with the U.S. Food and Drug Administration (FDA) for export to China and are published on the CNCA site: dairy products; infant formula. Applicants may start typing in the plant name in the drop-down list in the plant number field and the number from the FDA list will populate. Exporters who wish to be added to this plant list should apply to the FDA as instructed on their website.

European Union

40. **Is eDocs and eTDE use mandatory or may I still request my EU certificates by fax?**
As stated in the AMS letter of July 10, 2013, exporters may continue to request EU certificates by fax. Faxed requests will be charged double the regular rate. The EU health, composite and transit/storage certificate applications are available on the AMS website. More information on EU certification is available in the EU Health Certification Program document.

41. **I am shipping airfreight and do not know the BIP of entry at the time I request my application. What do I list in field I.16?**
Select unknown from the drop-down list if the BIP of entry is unknown. Certificates may be amended once this information is available.

42. **I am requesting my health certificate before I know the container and seal numbers in order to ensure it is issued prior to the vessel's sailing date. What do I list in field I.23?**
If the container and seal numbers are unknown, exporters may leave this field blank and "NA" will automatically populate. Alternatively, exporters may enter "NA" (no slashes) in the container and seal number fields. An amendment can be created once this information is available.

43. **I am shipping to a cruise vessel. What do I choose as the country of destination in field I.9?**
"Cruise vessels" is an option in the drop-down menu. There will be no ISO code when "cruise vessels" is selected.

44. **What are the character limits in the container/seal number field?**
The system allows for 150 characters for container numbers and 50 characters for seal numbers. Included in these limitations are spaces and pipe symbols (|) between each container and seal number.

45. **What are the character limits in the batch number field?**
For the dairy transit certificate, the character limit is 100 characters. For the dairy health, composite health and composite transit, the limit is 150 characters. Included in these limitations are spaces and pipe symbols (|) between each batch number.

46. Do I need to send the Certificate of Conformance on SCC and SPC counts as an attachment to my application?

AMS does not require exporters to include a certificate of conformance with the online application, but it should be kept for audit purposes. Checking the radio buttons on the application to confirm compliance with the EU's somatic cell count (SCC) and standard plate count (SPC) is sufficient to process the health certificate application.