

LK

US



AU

UK

AE

# ◀ USER GUIDE

## THE CEYLON CHAMBER OF COMMERCE E-CO.LK – CUSTOMER PORTAL

VERSION 1.0 – 08<sup>TH</sup> NOVEMBER 2022

Gold  
Microsoft Partner



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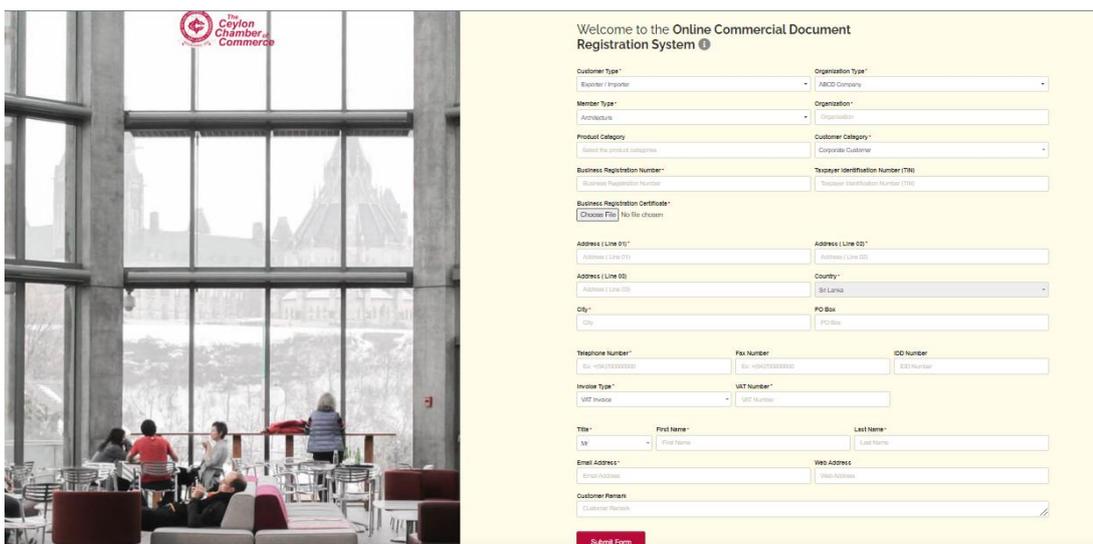
# 1 New Customer Registration

Following Steps should be followed when registering with E-CO.LK as a Customer.

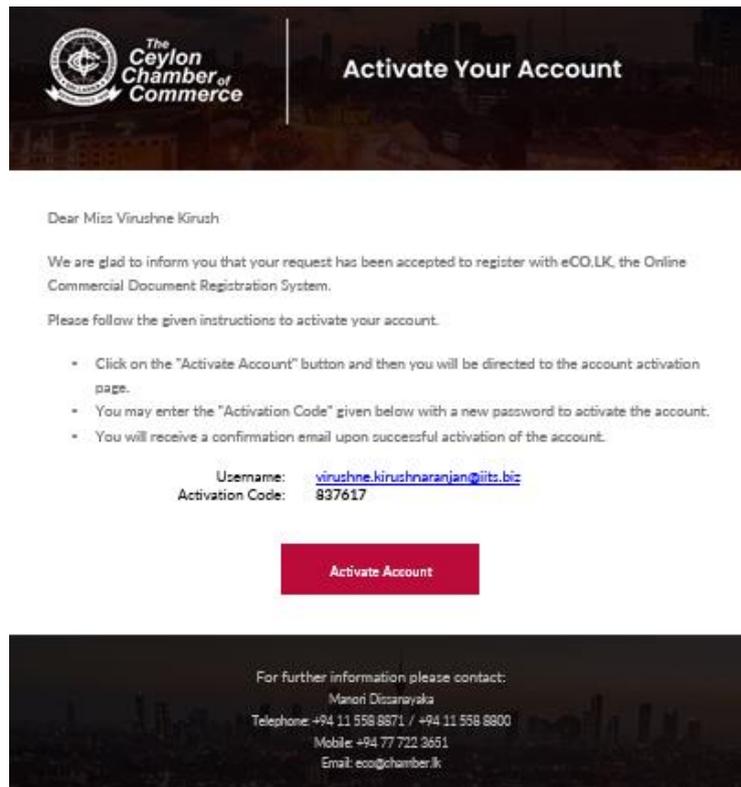
1. Visit E-CO.LK Web Page using the below attached URL.  
(https://dev-ecolk.azurewebsites.net)
2. Click on "Register" button from the Home Page.



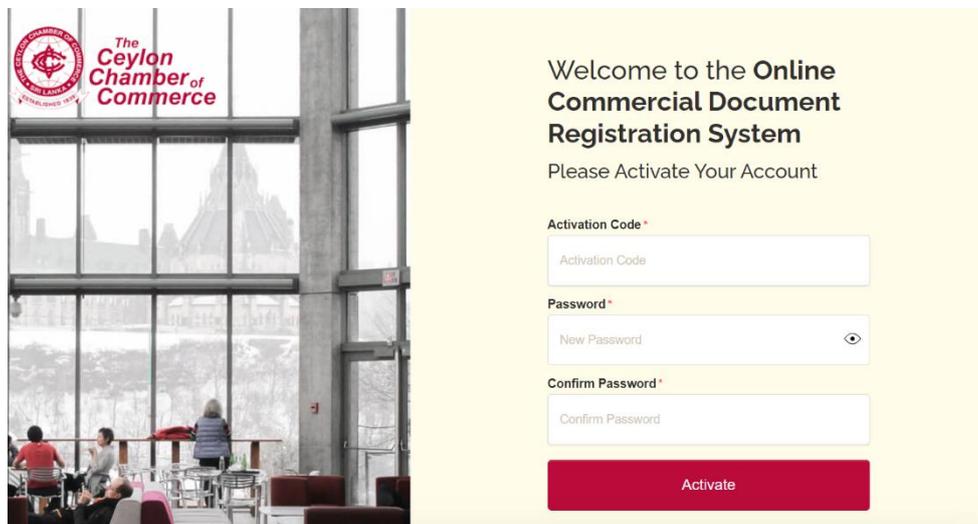
3. Once you clicked the Register button you will be directed to the "Customer Registration Page".



4. Fill all the required fields and click "Submit Form" button to complete your registration.
5. Once you are registered to the system, you will receive an email with an activation code as shown below.



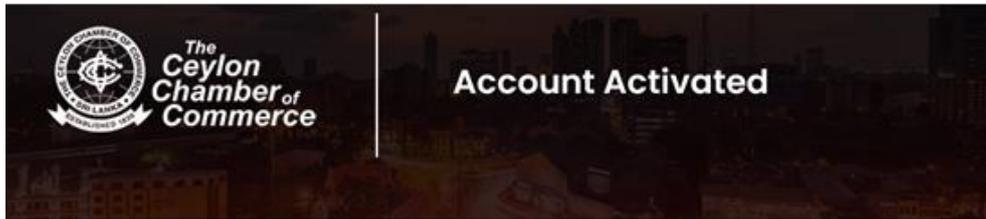
6. Click the button "Activate Account", then you will be directed to the Account Activation Page.



7. In this page enter the Activation Code (from the email) and create a password.

8. Click "Activate" button.

9. Once you clicked the button, an email will be sent as shown below.



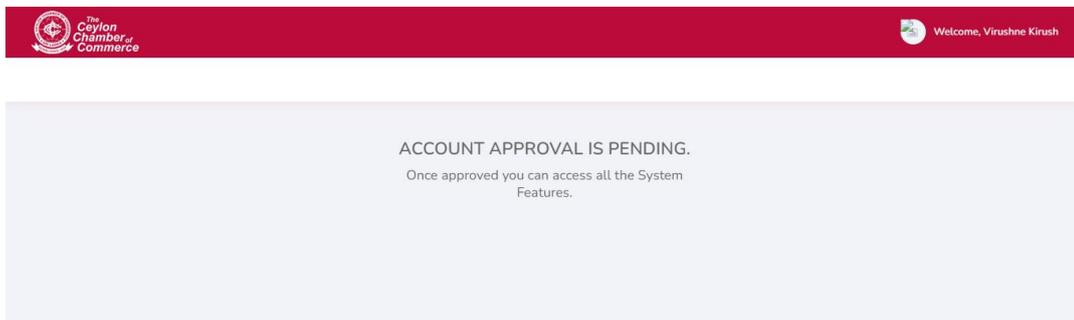
Dear Miss Virushne Kirush

We are glad to inform you that your account has been activated for eCO.LK, the Online Commercial Document Registration System. Please click on the "Account Login" button to access your account.

[Account Login](#)

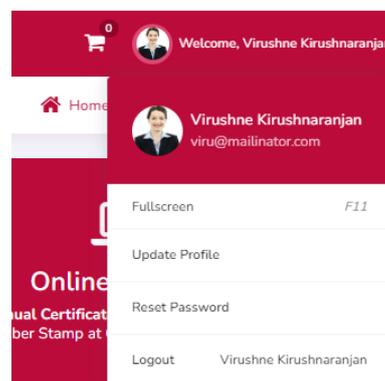


10. Click "Account Login" from the received email, then you will be directed to the Log in page.
11. Enter your credentials (email ID and password) in the required fields and click "Log in" button.
12. Then you will be directed to the below shown screen.



13. Until the admin approves, you won't be able to access the main services
14. Click on your name from the top bar to,

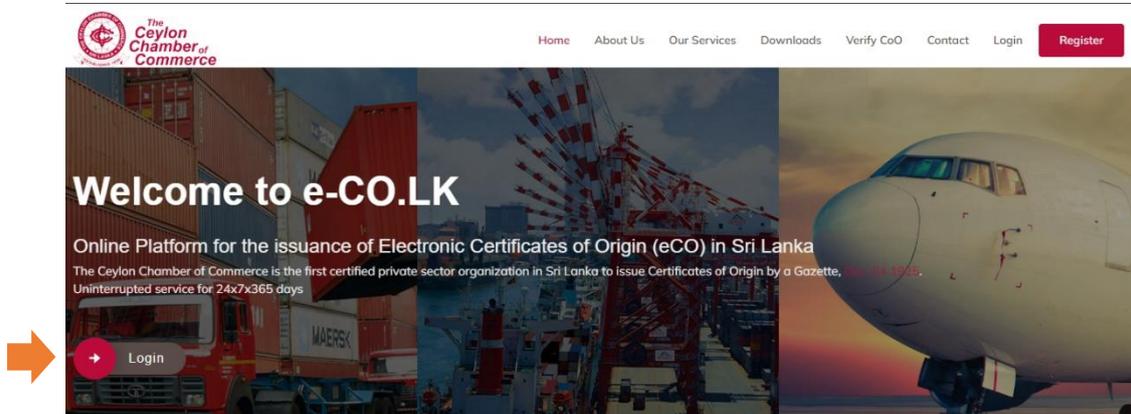
- View in Full screen
- Update profile
- Reset Password
- Log out



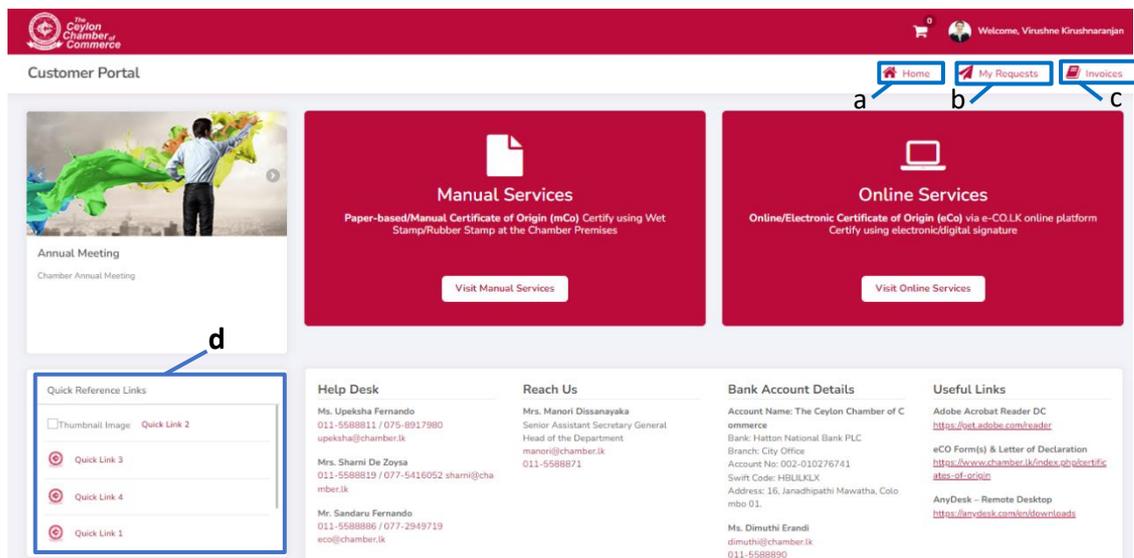
## 2 Customer Log in

After completing the registration, you can log in to the account anytime using your credentials.

1. Visit E-CO.LK's Web Page and click on the "Login" from the Homepage.



2. Once you click on "Login", you will be directed to a page to provide your login credentials.
3. Provide required credentials and click on the "Log In" button.
4. If you forgot the password, please click on "Forgot Password?" and we will send you an email to reset your password.
5. Once you login to the system, you will be able to view the customer portal as shown below.



- a) Navigates to Home Page (The current page is the home page)
- b) Navigates to My Requests Page (The requests already sent will be listed on this page)
- c) Navigates to Invoices Page

- d) Quick Links - Quick links were designed to easily connect users to important services, websites, documents, and applications etc. for their references and easy access.

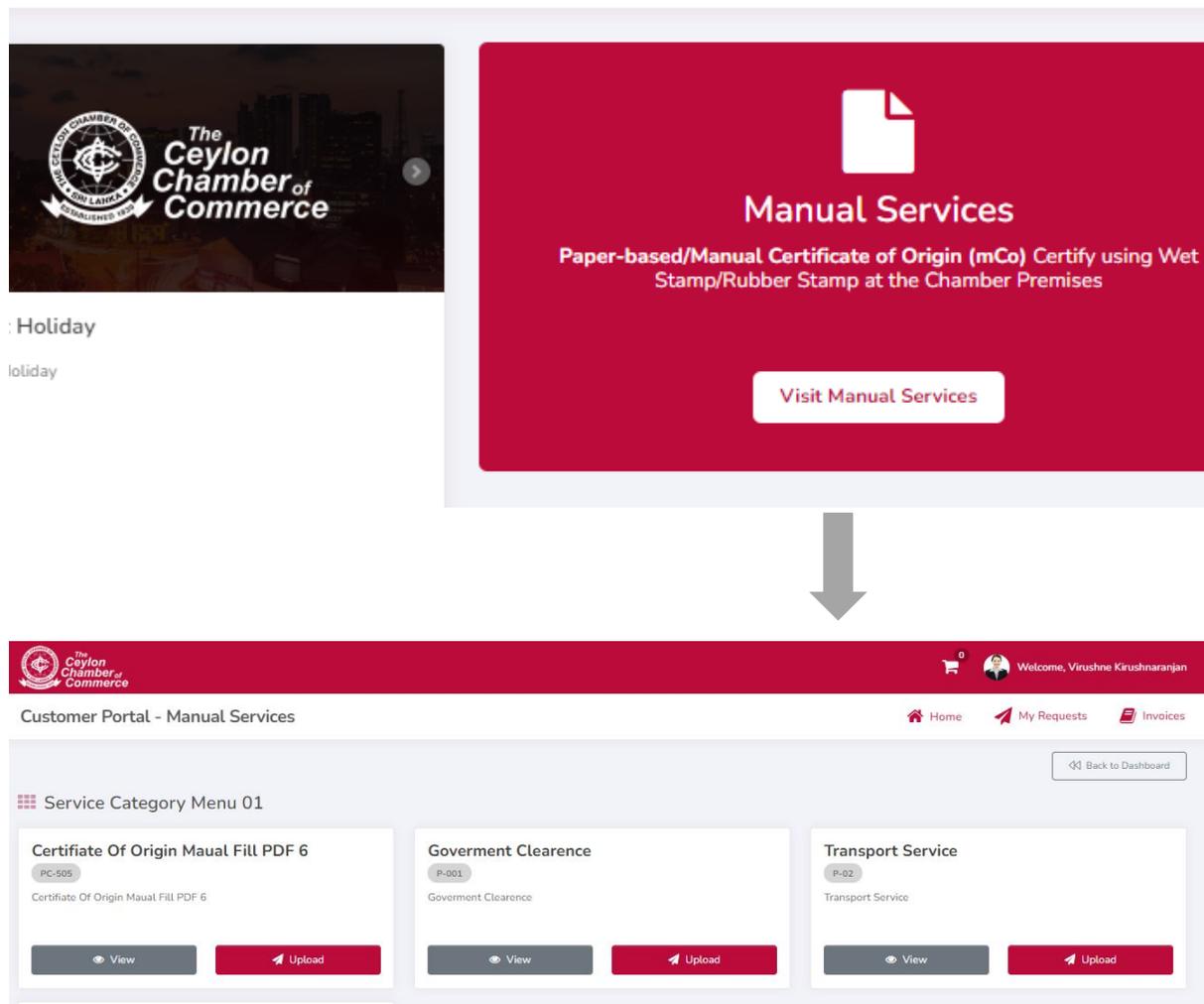
### 3 Services of the Customer Portal

Following services are available for you once your account got approved.

#### 3.1 Manual Services

1. Click "Visit Manual Services" from the home page, then you will be directed to the Manual Services page.

#### Customer Portal



2. Each service has two options, such as View and Upload
3. Click View option to view the amount of the service, description of the service, uploaded documents (if any) information.
4. Click  icon to download the document.

5. If not, you can click Upload option to upload your document which need to be verified.

**i. Certificate of Origins**

There are 4 steps to be followed when uploading Certificate of Origins,

- Step 1: Click the "Next" button from step 1 (Service Request)

- Step 2: Fill required fields and click "Next".

- Step 3:
  - Fill an item detail and  click button.
  - If you want to clear entered details before adding,  click button.
  - Once the item is added, those will be listed as shown in the above figure.
  - Click "Next".

**Please add the Items that needs certification**

Item No. \*  Shipping Mark \*  Package Type / Quantity \*

Summary Description \*  HS Code \*  Quantity and Type \*

Item No.	Shipping Mark	Package Type	Summary	HS Code	Quantity
3	London	Mobile	fragile	123	85

Showing 1 to 1 of 1 entries

Other Remarks

- Step 4: Upload required documents and click "Add to Cart".

**Customer Request Service** [Home](#) [My Requests](#) [Invoices](#)

**Please upload relevant Documents**

Verification Needed Documents

Warranty \*

Supporting Documents

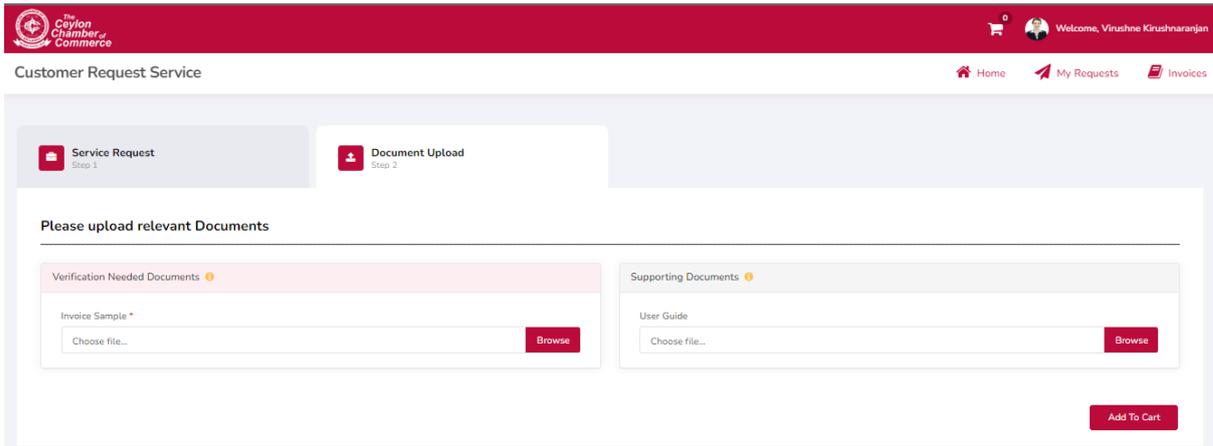
User Guide

Supportive Document

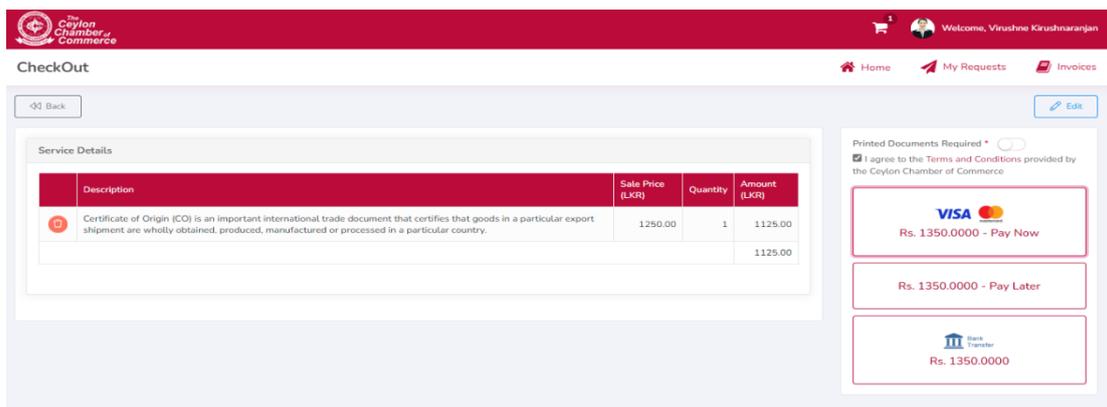
Once you clicked you will be directed back to the homepage.

## ii. Other Documents

- Step 01: Click "Next"
- Step 02: Upload documents and Click "Add to Cart"



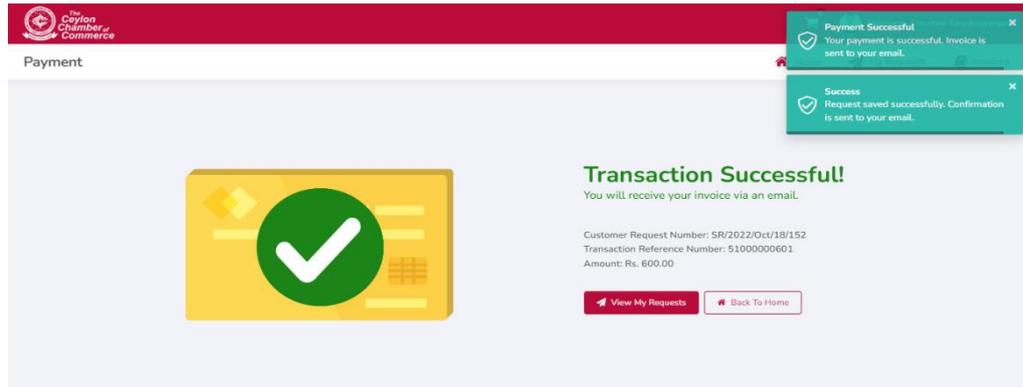
1. Click the Cart  icon from the top menu (Beside to your name) to check out.
2. Click "Go to Checkout" option.



If you want to Edit before making the payment, simply click Edit button from the top right corner.

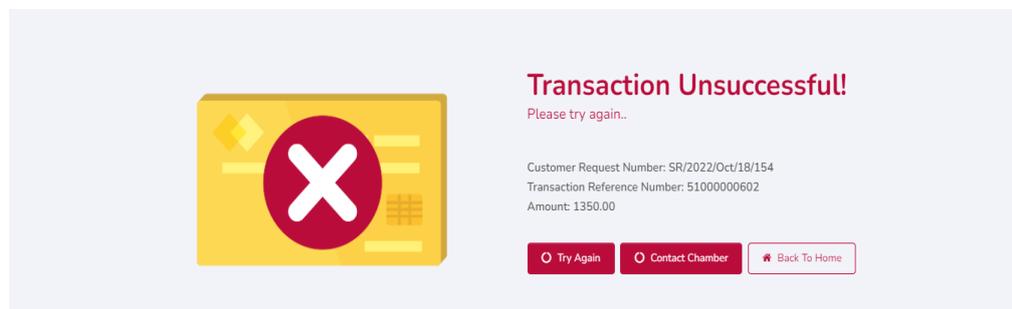
3. If you need printed documents, then simply On the switch button. (Optional)
4. Check the Terms and Conditions, then the payment types will be enabled to select.
5. Select relevant payment type.
  - a) Bank Transfer
  - b) Credit
    - To pay later select this option and download the document.
  - c) Online Payment Gateway

Once you made the payment, a screen will be displayed to confirm the transaction.



If the transaction is failed, you will be directed to the below screen.

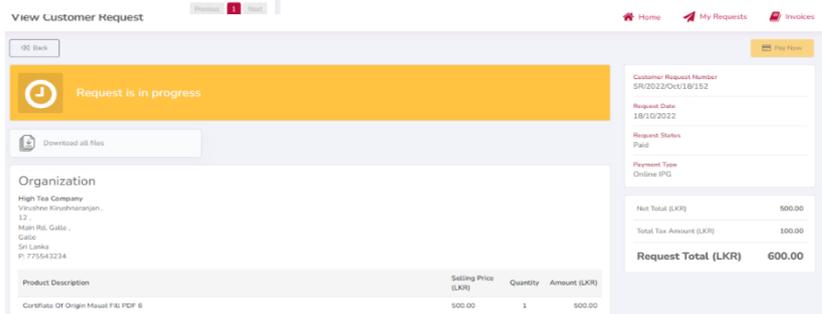
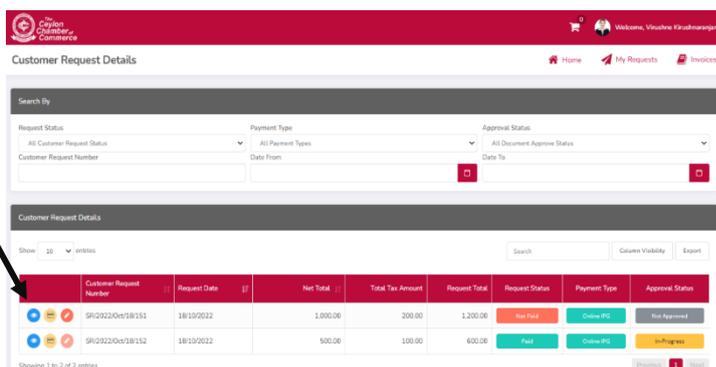
- Click "Try Again" button to re-attempt the payment process.
- If not click "Contact Chamber".



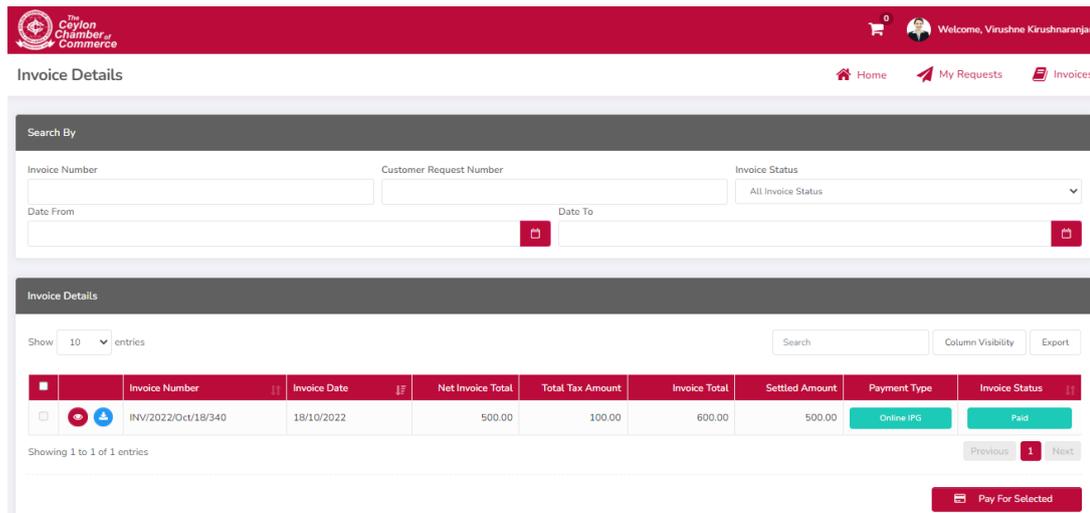
Invoices will be sent to your email.

- Once you selected the type, request will be added to the system. Then you can download the document.
- In-order to view all type of requests, then click My Request option from the top menu or if you want to view Invoice details, then click Invoices option.

- **My Requests – You can view requests and download the documents**

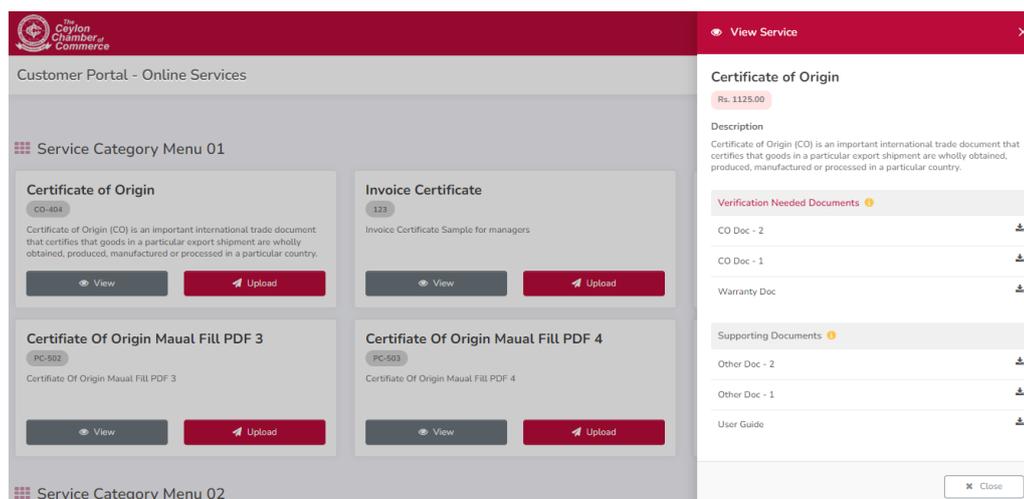


- **Invoices**



### 3.2 Online Services

8. Click "Visit Online Services" button from the home page.
9. You can view service detail by clicking the view button from each service.



10. You also can upload document by clicking the "Upload" button for each service.

- Certificate of Origin**

Following 4 steps should be proceeded when uploading Certificate of Origin,

a) Step 01: Service Request – click “Next”.

Customer Request Service Home My Requests Invoices

Service Request Step 1

Certificate of Origin Step 2

Certificate Items Step 3

Document Upload Step 4

**Service Request Details**

---

**CO-404 : Certificate of Origin**  
Rs. 1125.00

**Description**  
Certificate of Origin (CO) is an important international trade document that certifies that goods in a particular export shipment are wholly obtained, produced, manufactured or processed in a particular country.

[Next](#)

b) Step 02: Enter document details and click “Next”.

Service Request Step 1

Certificate of Origin Step 2

Certificate Items Step 3

Document Upload Step 4

**Please enter the Certificate of Origin details**

---

**Consignor / Exporter Reference Number**

**Consignee Reference Number**

**Countries \***

**Consignor / Exporter \***

Virusma Kirushnaranjan  
12,  
Main Rd, Galle,  
Galle,  
Sri Lanka.

**Consignee \***

Consignee

**Port of Loading / Other Comments \***

Port of Loading / Other Comments

**On Behalf Of**

[Next](#)

c) Step 03: Add the item(s) that need certification.

- Fill an item detail and click + Add button.
- If you want to clear entered details before adding, click X Clear button.
- Once the item is added, those will be listed as shown in the above figure.

Service Request Step 1

Certificate of Origin Step 2

Certificate Items Step 3

Document Upload Step 4

**Please add the Items that needs certification**

---

**Item No. \***

**Shipping Mark \***

**Package Type / Quantity \***

**Summary Description \***

**HS Code \***

**Quantity and Type \***

X Clear
+ Add

96	Nike	Box - 1	Shoes	987456	1 soft
----	------	---------	-------	--------	--------

Showing 1 to 1 of 1 entries

**Other Remarks**

Previous
Next

- Click “Next”.

d) Step 04: Then click "Browse" button to upload relevant documents and supporting documents (if any).

11. Click "Add to Cart" button.
12. Once you clicked you will be directed back to the homepage.

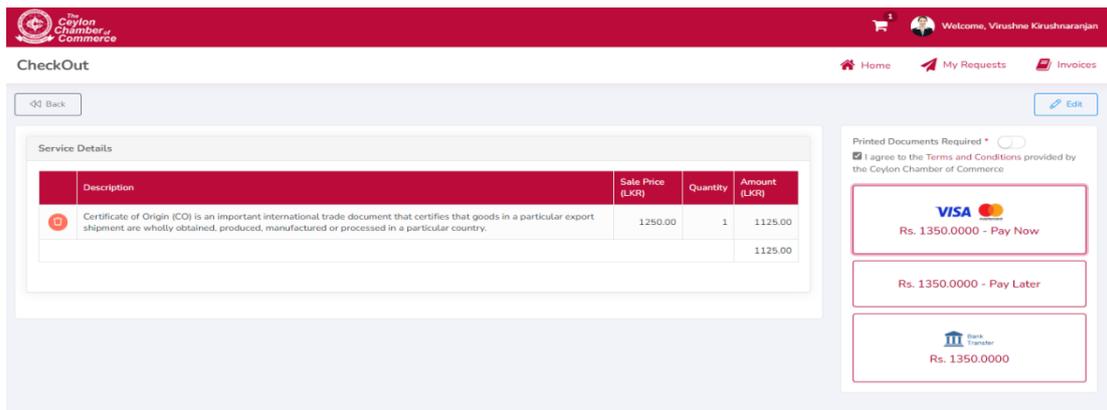
## ii. Other Documents

a) Step 01: Click "Next"

b) Step 02: Upload documents and Click "Add to Cart"

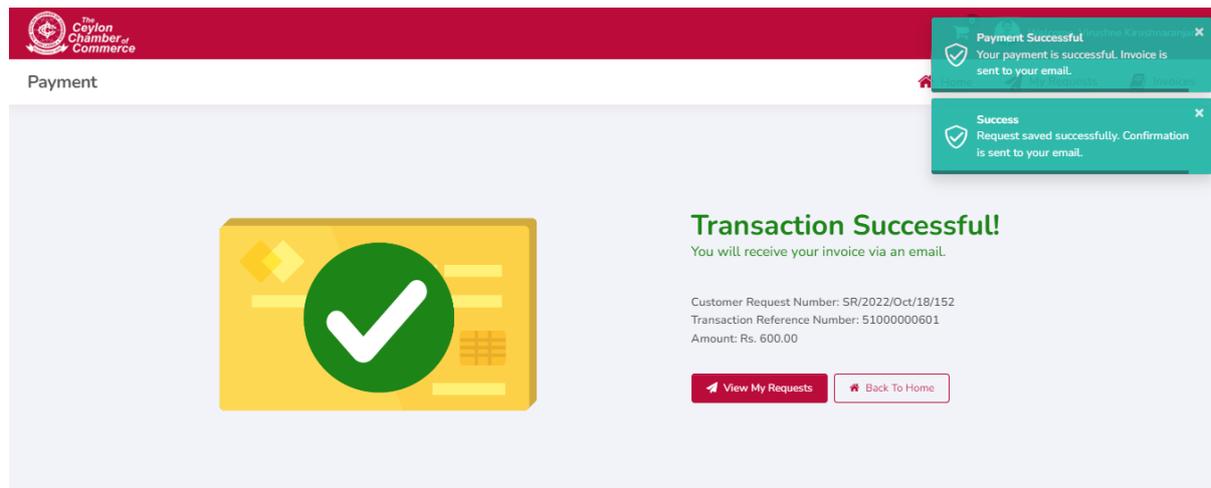
13. Click the Cart  icon from the top menu (Beside to your name) to check out.

14. Click "Go to Checkout" option.

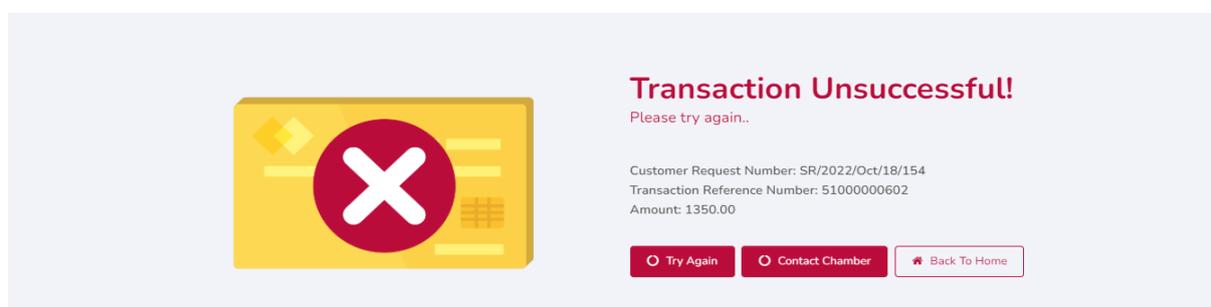


If you want to Edit before making the payment, simply click Edit button from the top right corner.

15. If you need printed documents, then simply On the switch button. (Optional)
16. Check the Terms and Conditions, then only the payment types will enable.
17. Select relevant payment type.
18. Once you made the payment, a screen will be displayed to confirm the transaction.



19. If the transaction is failed, you will be directed to the below screen.
  - Click "Try Again" button to re-attempt the payment process.
  - If not click "Contact Chamber".



20. Invoices will be sent to your email.

21. In-order to view all type of requests, then click "My Request" option from the top menu or if you want to view Invoice details, then click Invoices option.

## My Requests

Click the Eye icon to view the entire detail of the record.

**Customer Request Details**

Search By

Request Status: All Customer Request Status | Payment Type: All Payment Types | Approval Status: All Document Approve Status

Customer Request Number: | Date From: | Date To: |

Customer Request Details

Show 10 entries

	Customer Request Number	Request Date	Net Total	Total Tax Amount	Request Total	Request Status	Payment Type	Approval Status
	SR/2022/Oct/18/151	18/10/2022	1,000.00	200.00	1,200.00	Not Paid	Online IPG	Not Approved
	SR/2022/Oct/18/152	18/10/2022	500.00	100.00	600.00	Paid	Online IPG	In-Progress

Showing 1 to 2 of 2 entries



**View Customer Request**

Request is not approved

Download all files

**Organization**  
High Tea Company  
Virushne Kirushnaranjan,  
12,  
Main Rd, Galle,  
Galle,  
Sri Lanka  
P: 775843234

Product Description	Selling Price (LKR)	Quantity	Amount (LKR)
Certificate Of Origin Mauul FILL PDF 6	500.00	3	500.00

Customer Request Number: SR/2022/Oct/18/151  
Request Date: 18/10/2022  
Request Status: Not Paid  
Payment Type: Online IPG

Net Total (LKR): 1000.00  
Total Tax Amount (LKR): 200.00  
**Request Total (LKR): 1200.00**

Click Invoices option to view or download the invoices

**Invoice Details**

Search By

Invoice Number: | Customer Request Number: | Invoice Status: All Invoice Status

Date From: | Date To: |

Invoice Details

Show 10 entries

	Invoice Number	Invoice Date	Net Invoice Total	Total Tax Amount	Invoice Total	Settled Amount	Payment Type	Invoice Status
<input type="checkbox"/>	INV/2022/Oct/18/340	18/10/2022	500.00	100.00	600.00	500.00	Online IPG	Paid

Showing 1 to 1 of 1 entries

Pay For Selected