User Guide

GENERAL INFORMATION

Glossary:

Customer Certificate: A customer certificate is a certificate transferred from an exporter to a customer that includes the customer's information.

Customer: A customer is an international recipient of soy exported from the US. A customer may transfer a shipment down to their customer or they may be the end user of the exported shipment

Exporter Agreement: The exporter agreement is signed by every exporter who intends to export a SSAP verified shipment from the US. It is signed via DocuSign upon registering as an exporter.

Exporter: An exporter is an exporting company that intends to export shipments of US soy internationally.

Proof: A proof is a preview of either a shipment certificate or a customer certificate that allows you to review prior to finalizing the certificate.

SES Admin: An SES Admin is the Administrator at Soy Exports Sustainability LLC that administers and manages www.USSES.org. SES Admins approve both exporters and customers and approves sustainable allocations.

Shipment Certificate: A shipment certificate is a certificate deducted from an exporter's sustainable allocation

Sustainable Allocation: The sustainable allocation is the total volume of US Soy available to be exported from the US.

Terms of Use Agreement: The terms of use agreement is signed by both exporters and customers before users are granted access to their dashboard.

CUSTOMERS

Registration:

1. Navigate to **www.USSES.org** and click on either the **Login/Register** button on the left side of the screen or the **Register** button from the top menu.

2. After clicking Register, click **Customer Register** from the drop-down menu.

3. Check your registration status by searching in the **Search by Company Name** field. If the company currently doesn't exist in the system, continue to the **Company Information** section below.

4. To register as a customer, input your **Company Information** including *Company Name*, *Address*, and *City*. Each customer must have at least one administrator in the system. To create this administrator account, enter the details under **Customer Account** section**.** Click **Submit**. You will see an email informing you that your registration has been received and is pending approval.

5. Once your registration is approved, you will receive an email with your login credentials.

Logging in for the first time:

1. When you log into the system for the first time, you will be prompted to read and sign the Terms of Use Agreement via DocuSign.

Adding additional users:

1. From the left side panel, navigate to the **Users** tab.

2. Click on the **+ Add Users** button.

3. Fill out the new user information including whether the new user is the Approved Signatory, can Receive Emails, and indicate their **Account Type** (*Customer Viewer*, *Customer User*, *and Customer Administrator*).

4. Click the **Create** button.

5. An email containing the login credentials will then be sent to the new user.

The Dashboard:

*The **Customer Transfer-in Certificates** table shows all the customer certificates that a user received from an exporter or another customer.*

*The **Customer Transfer-out Certificates** table shows all the customer certificates that a user transferred to another customer.*

*The **Products info** table shows all the Transfer In certificates, Deliveries, and the lifelong balance of deliveries since account creation.*

Customer Certificate Details:
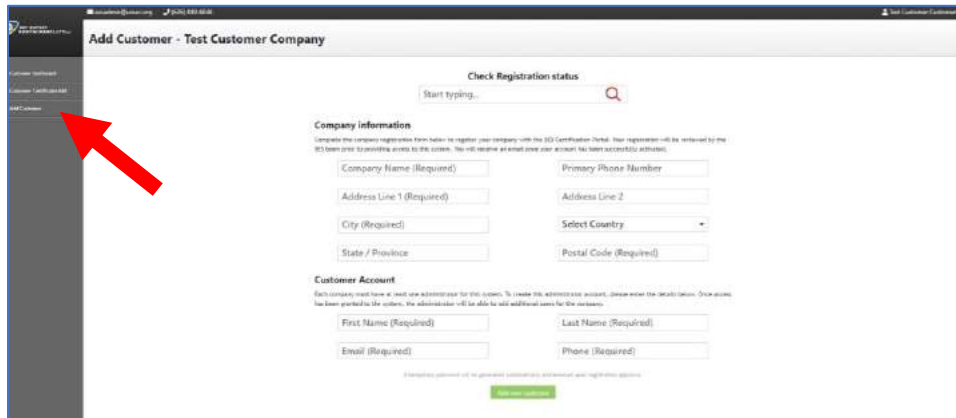
The customer certificate has the following fields:

       1. Name of Seller
       2. Seller Representative
       3. Customer Name
       4. Certificate Number
       5. Product
       6. Metric Tons
       7. Date of Delivery
       8. Date of Certification
       9. Carrier Identification

Create a New Customer:

1. From the left side panel, click **Add Customer**.

2. Before adding a new customer, check whether the customer already exists in the system by searching in the **Check Registration Status** field at the top of the page.

3. Input the Company Information including *Company Name* and *Company Address.*

4. Input Customer Account information including *Name*, *Email*, and *Phone Number.*

5. Click **Add New Customer.** An email will be sent to their email address informing them that their registration is pending approval.

Transfer a Certificate to a Customer:

1. From the left side panel, click on the **Customer Certificate Add.**

2. Under Customer Info, select the Customer Certificate from the drop-down menu.

3. Start typing the customer under the **Customer** field. Select the customer from the drop-down menu.

4. Under Basic Shipment Info, input the **Delivery Date**, **Product Description**, **Delivery Weight**, and **Vessel, Carrier Name, or Shipment Identifier.**

5. Under the Optional Destination Information section, you have the option of inputting the **Contact Reference** and **Notes.**

6. Click the **Continue** button.

7. Review the Delivery details in the next page.

8. Under **Certificate Signatory**, select the Approved Signatory

9. Click the **Preview Certificate** button. A popup window will appear that displays a proof of the certificate.

10. Close the popup window and sign your name in the certificate signatory field.

11. Click **Finalize Certificate**.

12. The certificate will then appear in your **Customer Transfer-out** table.

Customer Certificate Limitations:

Help/Info Center:

1. Click the **Help/Info Center** tab found on the left side panel to access the User Guide and the Customer Training Videos.

2. To report an issue with the site either email sesadmin@ussec.org or click on the red Report Issue Button that appears on the lower right corner of your screen.

FURTHER INFORMATION:

Useful Links:

Conversion Table

National Food Security Act Manual

U.S. Soy Sustainability Assurance Protocol