

User Guide

Customers

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

Customer Viewer: This is a customer role that can view the exporter dashboard including the *Transfer-In* and *Transfer-Out* tables but cannot transfer a certificate to a lower-level customer.

Customer User: This is a customer role that can transfer certificates to lower-level customers but cannot adjust the permissions of users within the customer accounts.

Customer Administrator: This is a customer role with the highest permission level that can transfer certificates to lower-level customers and can adjust the permissions of users within the customer accounts.

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.

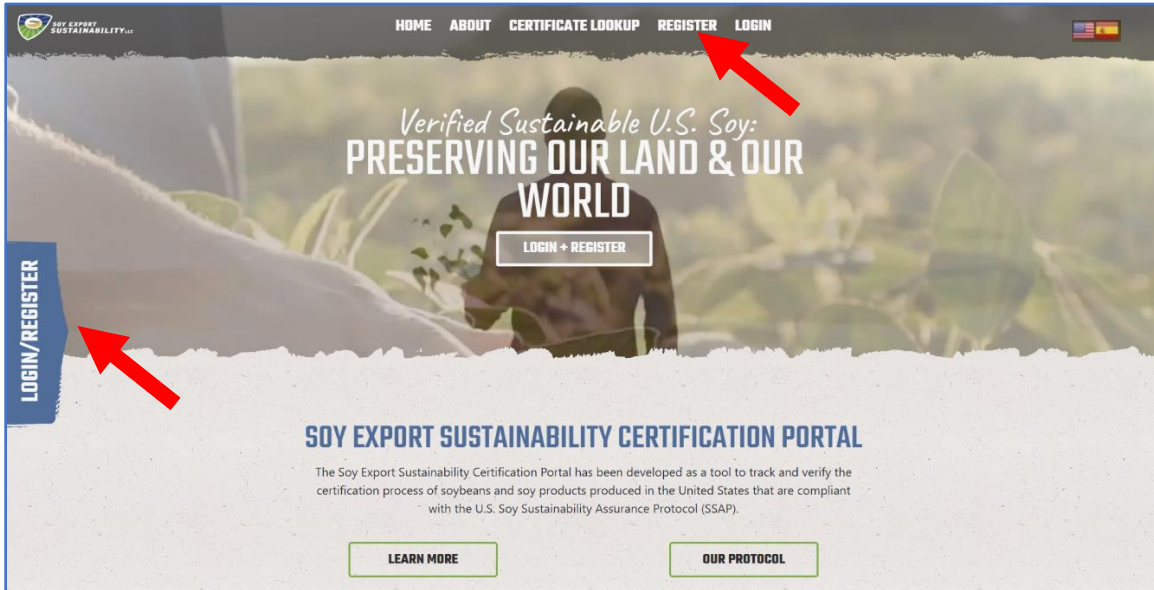
Terms of Use Agreement: The terms of use agreement is signed by both exporters and customers before users are granted access to their dashboard.

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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 to register as a customer.



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.
6. If your company is already registered, please [Login](#) above or contact your current system administrator to the SES Admin.

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.

- 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*).
- Click the **Create** button.
- An email containing the login credentials will then be sent to the new user.

The Dashboard:

Note: The entire USSES.org website is available in Spanish by clicking on the Spain flag at the top right of this page. See page 7 for details.

Customer Transfer-in Certificates							
Transfer Cert. Number	Exporter Cert. Number	Higher-level Transfer Cert.	Company	Delivery Weight (metric tons)	Weight Remaining (metric tons)	Delivery Date	Marketing Year
SES-SSAP-US22-000000038	SES-SSAP-US21-075438783		USSEC TEST	30.000 Soybean Meal	6.800 Soybean Meal	April 11, 2022	09/01/2021 08/31/2022
SES-SSAP-US22-000000046		SES-SSAP-US22-000000045	Shipment Company 1	0.500 Soybean Meal	0.400 Soybean Meal	May 03, 2022	09/01/2021 08/31/2022
SES-SSAP-US22-000000048		SES-SSAP-US22-000000047	Shipment Company 1	0.050 Soybean Meal	0.050 Soybean Meal	May 05, 2022	09/01/2021 08/31/2022
SES-SSAP-US22-000000068		SES-SSAP-US22-000000067	Customer Company 99, LLC	19000.000 Soybean	19,000.000 Soybean	June 16, 2022	09/01/2021 08/31/2022

[Export Transfer-in Certs to CSV](#)

*The Customer Transfer-in Certificates table shows all the customer certificates that a user received from an exporter or another customer. Customers can export Transfer-In certificates csv by clicking **Export Transfer-in Certs to CSV**.*

Customer Transfer-out Certificates						
Transfer Cert. Number	Higher-level Transfer Cert.	Customer Company	Delivery Weight (metric tons)	Delivery Date	Marketing Year	
SES-SSAP-US22-000000045	SES-SSAP-US22-000000038	Shipment Company 1	1.000 Soybean Meal	May 02, 2022	09/01/2021 08/31/2022	View Details Certificate (EN) Certificate (ES)
SES-SSAP-US22-000000047	SES-SSAP-US22-000000046	Shipment Company 1	0.100 Soybean Meal	May 04, 2022	09/01/2021 08/31/2022	View Details Certificate (EN) Certificate (ES)

[Export Transfer-out Certs to CSV](#)

*The Customer Transfer-out Certificates table shows all the customer certificates that a user transferred to another customer. Customers can export Transfer-In certificates csv by clicking **Export Transfer-out Certs to CSV**.*

Products Info											
	Soybean	Soybean Meal	Soybean Oil	Soybean Hull	Soy Isolate	Soy Concentrate	Soy Flour	Soy Flakes	Soy Grits	Soy Fiber	Lectithin
Transfer In	0	30,550 MT	0	0	0	0	0	0	0	0	0
Deliveries	0	1,100 MT	0	0	0	0	0	0	0	0	0
Balance	0	29,450 MT	0	0	7,589 MT	12,863 MT	25,083 MT	25,083 MT	25,083 MT	1,039 MT	0

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

Customer Certificate Details:

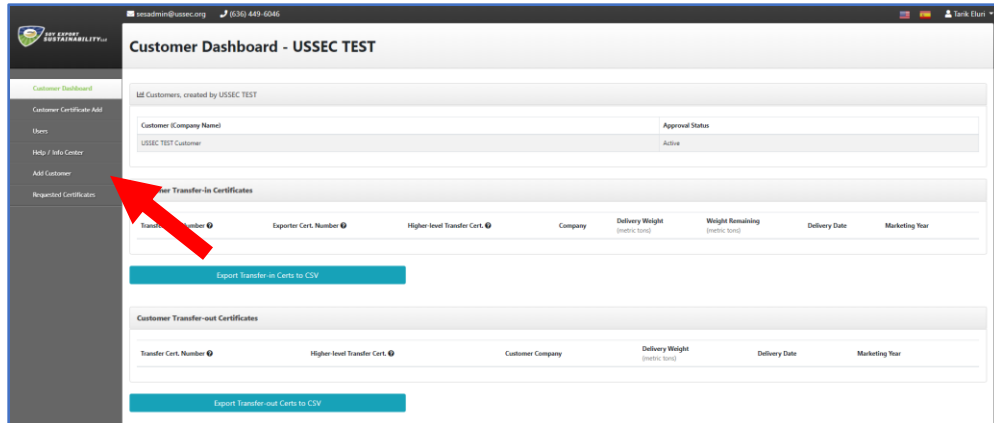
The customer certificate has the following fields:

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

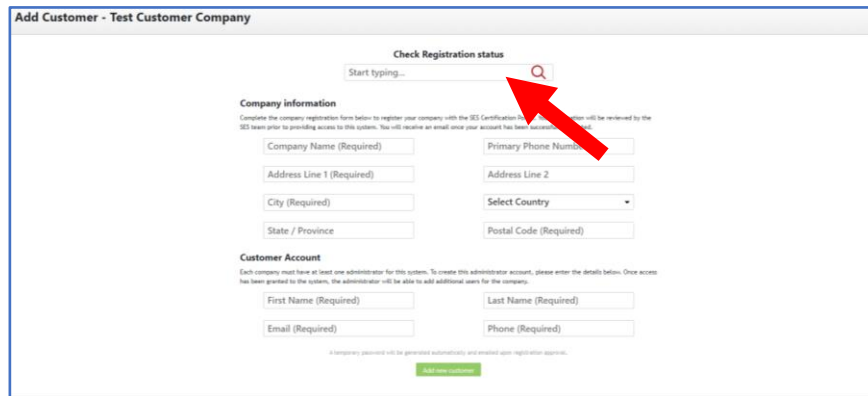
When creating a certificate, a Preview of the certificate is generated as a pop-up. Once the certificate is validated, an electronic signature is required before finalization.

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.



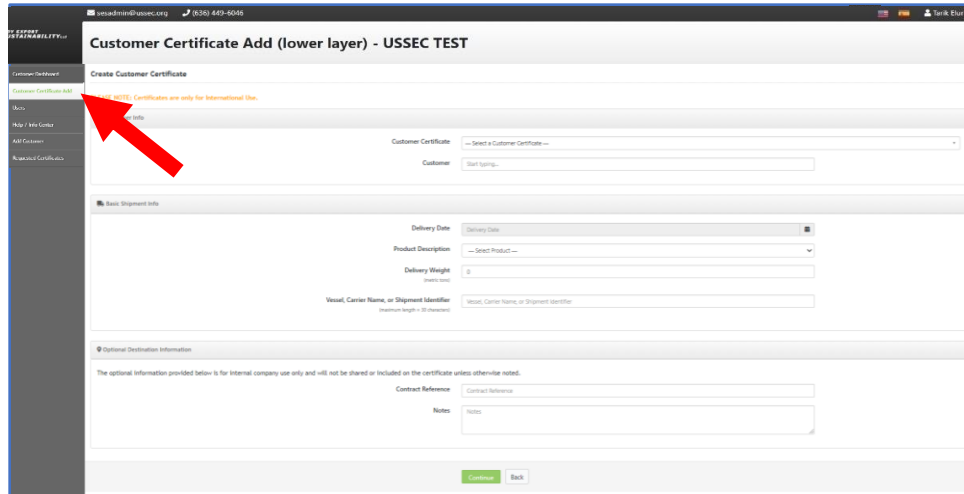
3. If the company doesn't exist in the system, input the Company Information including **Company Name** and **Company Address**.

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 (or part there-of) to a Customer:

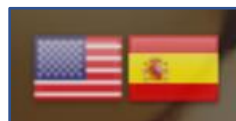
1. From the left side panel, click on the **Customer Certificate Add**.



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.

Translation Available:

1. To translate the entire site into Spanish, click on the flag of Spain in the upper right-hand corner. The entire site will then be automatically translated into Spanish.
2. To translate the site back to English, click on the U.S. flag in the upper right-hand corner.

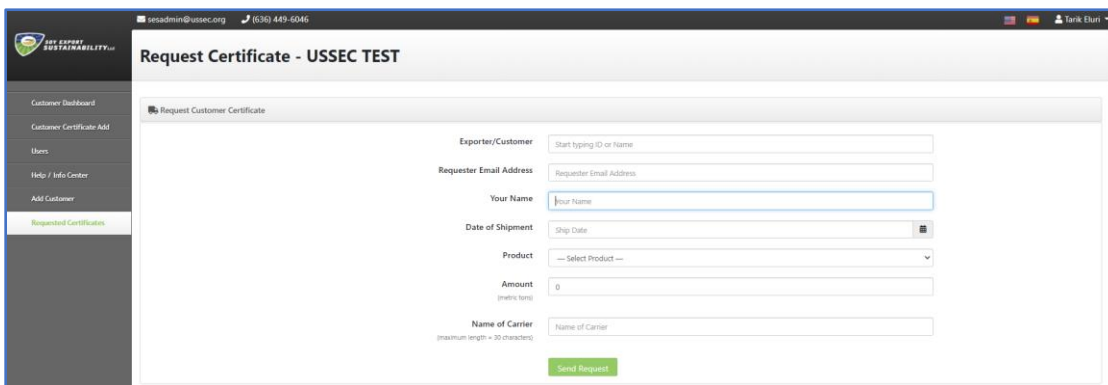
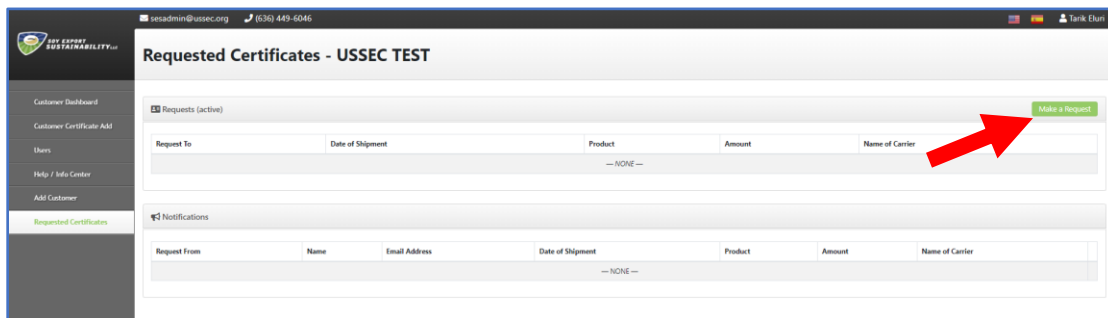


3. To translate the shipment certificate, navigate to your exporter dashboard and click on the Certified Shipments tab. Under **View Details** to the right of every shipment certificate, click on either **Certificate (EN)** for English and **Certificate (ES)** for Spanish.

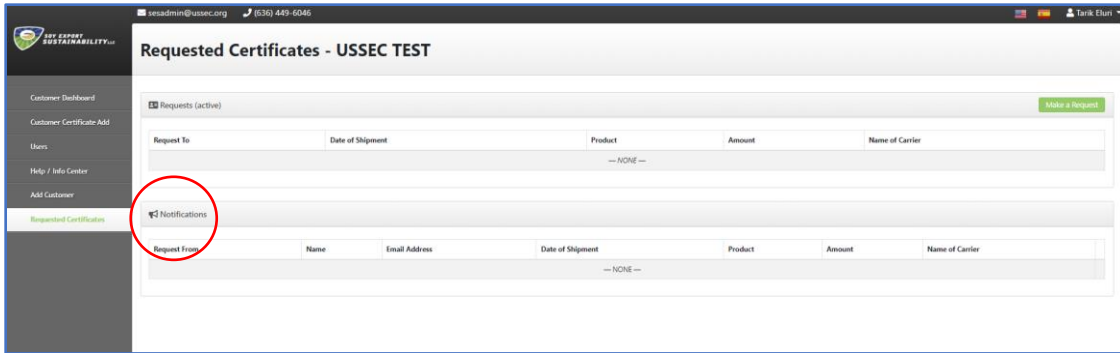
Request Certificate:

1. As an international customer of U.S. Soy, you can request a certificate from exporters or higher-level customers by clicking on the **Requested Certificates** tab from the left side panel. Click on the green **Make a Request** button in the upper right-hand corner. Complete the form that includes the following fields and click **Send Request**. The exporter or higher-level customer will receive a notification via email and can choose whether to respond to your request.

- Exporter/Customer:
- Requester Email Address:
- Your Name:
- Date of Shipment:
- Product:
- Amount:
- Name of Carrier:



2. If you as customer receive a request for a certificate, you will receive an email notification and all active requests will appear in the **Notifications** table under the **Requested Certificates** dashboard.



Troubleshoot Bugs by Clearing Cache:

1. To clear you cache on a PC, Press the Ctrl and F5 at the same time
2. To clear your cache on a Mac, Press Command + Shift + R at the same time
3. You can also try clearing cache by navigating to “Clear Browsing Data” under the settings tab in Chrome.
4. If none of these options work, using a new browser will resolve the issue.

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.

Useful Links:

[Conversion Table](#)

[National Food Security Act Manual](#)

[U.S. Soy Sustainability Assurance Protocol](#)

[U.S. Soybean Export Council \(USSEC\)](#)