

# Apply for a certificate of free sale

## General Information

### Description

This QRG provides step-by-step instructions on how to apply for a certificate of free sale using the online system.

*Note. A certificate request can only be submitted for shipments that are approved in the WEA system.*

### Additional Support

Refer to troubleshooting section at the end of this document.

## How to apply for a certificate of free sale

### 1. Check if your certificate has already been requested or issued by Export Assistance from a previous emailed request

- 1.1. Enter the **Export Permit Number** of the shipment needing a certificate of free sale and click the **Search** button to find the matching certificates.

- 1.2. The search results will either show no results or will list the import certificates related to the Export Permit Number.

or

Export Permit No.	Type	Date Requested	Date Printed	Certificate No.	Contact	Consignee	Certificate Id	Action
WBC9636146	CFS	23/01/2017		45294	Sandra Certificates	Importer TEST for China Limited	45294	
WBC9636146	CFS	23/01/2017		45295	Sandra Certificates	Importer TEST for China Limited	45295	
WBC9636146	CO	28/07/2016	11/01/2017	WBC9636146	Melissa Certificates S	Importer TEST for China Limited	45274	

*Note. If a certificate has already been issued, then it can be edited and a reprint requested by clicking on the icon.*

### 2. Request a new import certificate

- 2.1. With the **Export Permit Number** still in the search box. Press the **+ Add** button on the **Import Certificates - Search** page.

### 3. Complete the details on the 'Import Certificates - add' page

- 3.1. Review the name next to **Exporter** and select your **Trading Name** if needed from the drop down list.

- 3.2. Select your contact name from the **Exporter Contact** drop down list.

- 3.3. Select **Certificate of Free Sale** from the **Certificate Type** drop down list.

- 3.4. Type the number of **Extra Certificates** needed. These extra certificates are in addition to the default number of certificates that are issued (2).

*Note: There is a charge for extra certificates*



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3.5. Type any special **Instructions** to do with collection or postage arrangements.

*Note: You can add an Alternate posting address later in the process.*

3.6. Tick the **Request Emailed Scanned Copy** check box if you need a copy emailed to you ahead of receiving the stamped, signed certificates by post.

*This is for your records only. China only accepts the posted versions.*

3.7. Click **Next** to proceed to the next page.



## 4. Add products to the Import Certificates

4.1. Select the number of certificates to be issued and their products on this page.

*Note. This page automatically calculates the minimum number of certificates that are needed for the number of shipping items on the selected shipment. There is no maximum number of products on a certificate of free sale.*

4.2. If only 1 certificate is needed, then click on the 'Add all' button.

4.3. Shipping items can be manually allocated to a certificate by left-clicking on the product (so it highlights) and then dragging it onto the heading of the certificate.

4.4. Once all shipping items are allocated to certificates. Click on the **Next** button.



## 5. Confirm your addresses

The **Import Certificates – Additional Information** screen will now be shown.

5.1. If an **Alternate certificate mailing address** is needed. Click on the **checkbox** and then enter the alternate address.

5.2. Confirm the address in the **Exporter's Address** field is the correct address that will appear on the import certificate.  
- Update the **Exporter's Address** if needed

5.3. Once the certificate addresses are confirmed. Click on the **Next** button.



## 6. Confirm the import certificate request

The **Import Certificates - Confirm Request** page now appears. Use this page to view a preview of the CHINA Certificate of Free Sale and confirm the certificate details.

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- 6.1. Click on the link to view the sample certificate.
- 6.2. Check the sample certificate to ensure it is displayed exactly as you require.

Refer to the *Trouble shooting section (at the end of this document)* for what to do if the certificate is not displaying correctly.

*Note. This will open the certificate preview in a new window. This new window will need to be closed to return to the **Confirm Request** page and submit the certificate request.*

- 6.3. Click Confirm to submit the request for a certificate.



*The certificate details will be now saved and a Certificate ID will be issued.*




## 7. Confirm the import certificate request

The Certificate of Free Sale has now been submitted. A **Thank you** page will appear to confirm the certificate number and an **email** will be received by the nominated contact.

*The Export Assistance Team will now receive the submitted certificate and will issue and print it for you. Certificate print runs occur at least twice daily and certificates are usually received within 2-4 business days of being submitted.*

## 8. Check the status of your certificate

- 8.1. Once submitted, you can search for the certificates (as described in step 1) to confirm their status or details.

-  **Print**  
Certificates that are awaiting printing will have a printer icon next to them.
-  **View**  
Certificates that have been printed will show a **date printed** field. They can also be viewed by clicking the eye icon.
-  **Edit and request reprint**  
Certificates can also be edited and requested for reprinting by clicking on the edit icon.

## Troubleshooting

A link to a detailed user and troubleshooting guide can be found on the Import certificates page of the Wine Australia Website:

<https://wineaustralia.com/au/selling/further-information/exporting-wine/import-certificates>

The file name for this troubleshooting guide is: **Import Certificates - User Guide for Exporters**

**Still having trouble?** Contact the Export Assistance Team within Wine Australia on **(08) 8228 2000**.

For WEA Logins, Licences and Products: [exports@wineaustralia.com](mailto:exports@wineaustralia.com)

Import Certificates: [certificates@wineaustralia.com](mailto:certificates@wineaustralia.com)

Shipping: [shipping@wineaustralia.com](mailto:shipping@wineaustralia.com)

Fax number: **(08) 8228 2066**.

**Note:** Export Assistance will endeavour to assist you as much as possible but they do NOT have access to the Import Certificates system that you use.

