



ONLINE EXPORT CERTIFICATE SYSTEM EXPORT AGENT USER MANUAL

DEPARTMENT OF HEALTH
OFFICE OF SHELLFISH AND WATER PROTECTION
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Login

This screen is the entry point to the Export Certificates Application. The main window displays general Shellfish Program information. A smaller pop-up window overlaying the main window provides the means for members to log in.

Steps:

- Open your internet browser and type in <https://fortress.wa.gov/doh/eh/sf/ec/> in the internet address box
- Click go and wait for the screen to load.
- Click on “Login” in the upper right hand corner of the screen.

Wednesday, April 29, 2009

Web Site Search

Click here to login

You are here : Home

Welcome to Export Certificates

**Washington State Department of Health
Office of Shellfish and Water Protection**

Mailing address:
PO Box 47824
Olympia, WA 98504-7824

Physical address:
111 E Israel Road
Tumwater, WA

Phone (360) 236-3330
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QA VERSION

This is the new version of the Shellfish Export Certificate System.

This version runs under DNN 4.9
This was last updated 04/22/2009

Staff Contacts

Name	Role	Email	Phone
Holly Calvert	Export Certificate Administrator	holly.calvert@doh.wa.gov	(360) 236-3347

- Enter your User Name.
- Enter your Password.
- Click the “Login” button.
- If you have forgotten your Password -
 - Enter your Username.
 - Click the “Forgot Password?” button. Your Password will be emailed to you.
 - Retrieve the email (leave the Login screen open) and enter your Password from the email.
 - Click the “Login” button.

The screenshot shows a Microsoft Internet Explorer browser window titled "User Log In". The address bar contains the URL: <https://test-fortress.wa.gov/doh/eh/sf/ec/Home/tabid/36/ctl/Login/Default.aspx?returnurl=%2fsf%2fec%2fHome%2ftabid%2f36%2fDefault.aspx>. The page content includes a navigation menu with "Home" and "Contact Us", a breadcrumb "You are here : Home", and a "User Log In" section. The login form has two input fields: "User Name:" with the text "0530\brandy.brush" and "Password:" with masked characters. Below the fields are a "Login" button, a "Remember Login" checkbox, and two links: "Register" and "Forgot Password?". Annotations include an arrow pointing to the input fields with the text "Enter user name and password" and another arrow pointing to the "Forgot Password?" link with the text "Click on 'forgot password?' as shown above to have your password e-mailed to you."

User Log In - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites RSS Print Mail

Address <https://test-fortress.wa.gov/doh/eh/sf/ec/Home/tabid/36/ctl/Login/Default.aspx?returnurl=%2fsf%2fec%2fHome%2ftabid%2f36%2fDefault.aspx> Go Links

Wednesday, April 29, 2009 Login Register

Web Site Search

Home Contact Us

You are here : Home

User Log In

User Name: 0530\brandy.brush

Password:

Login

Remember Login

[Register](#)

[Forgot Password?](#)

Enter user name and password

Click on "forgot password?" as shown above to have your password e-mailed to you.

Home

The home screen confirms successful login by displaying user information in the upper right corner. It also displays navigation links to those features available to Export Agent users. You can also find the name, e-mail address, and phone numbers for contact staff on this screen.

Steps:

- Click on “Login” in the upper right corner of the screen to enter the site.
- Click on a link (Certificates, Reports, Contact Us) on the main menu to go to that feature.
- Click on “Logout” in the upper right corner of the screen to exit the application.

Wednesday, April 29, 2009

Web Site Search

Logout Brandy Brush

Home Certificates Report Contact Us

Links

- Biotoxin Program
- Biotoxin Closures

UsersOnline

Membership:
Latest: 0530
brandy.brush
New Today: 0
New Yesterday: 1
Overall: 15

People Online:
Visitors: 0
Members: 0
Total: 0

Online Now:

You are here : Home

Click here to logout

Welcome to Export Certificates

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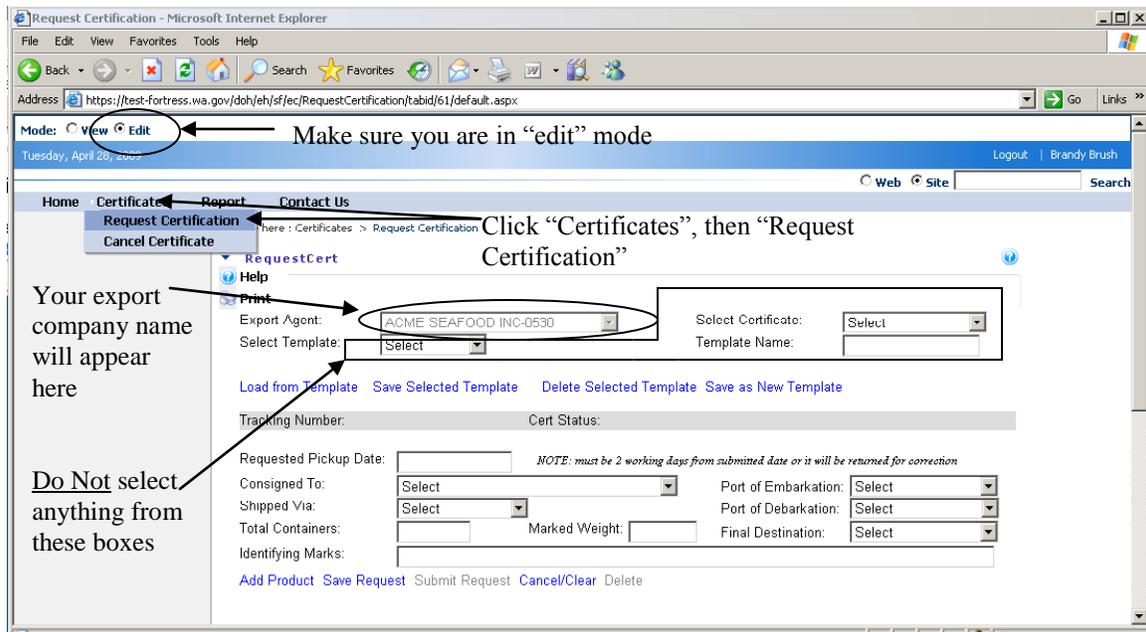
Name	Role	Email	Phone
Holly Calvert	Export Certificate Administrator	holly.calvert@doh.wa.gov	(360) 236-3347

Certificates

This section explains how to submit a certificate request. It also explains how to retrieve and modify existing certificates.

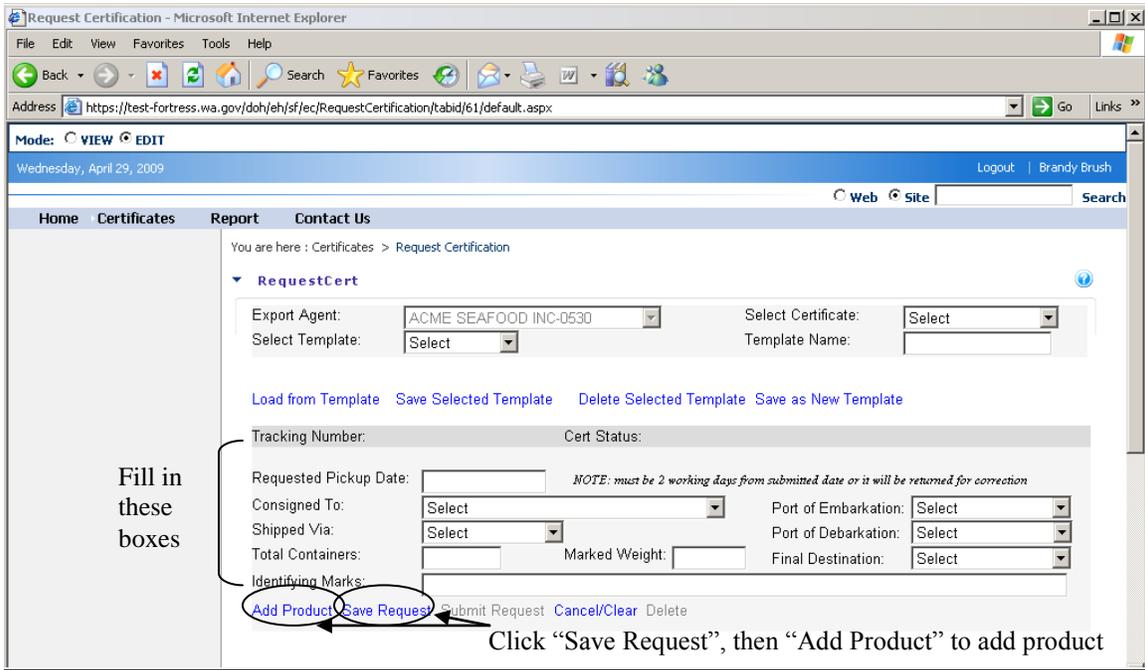
Request a Certificate:

- Click on “Certificates” on the top menu bar
- Click on “Request Certification” in the drop down box

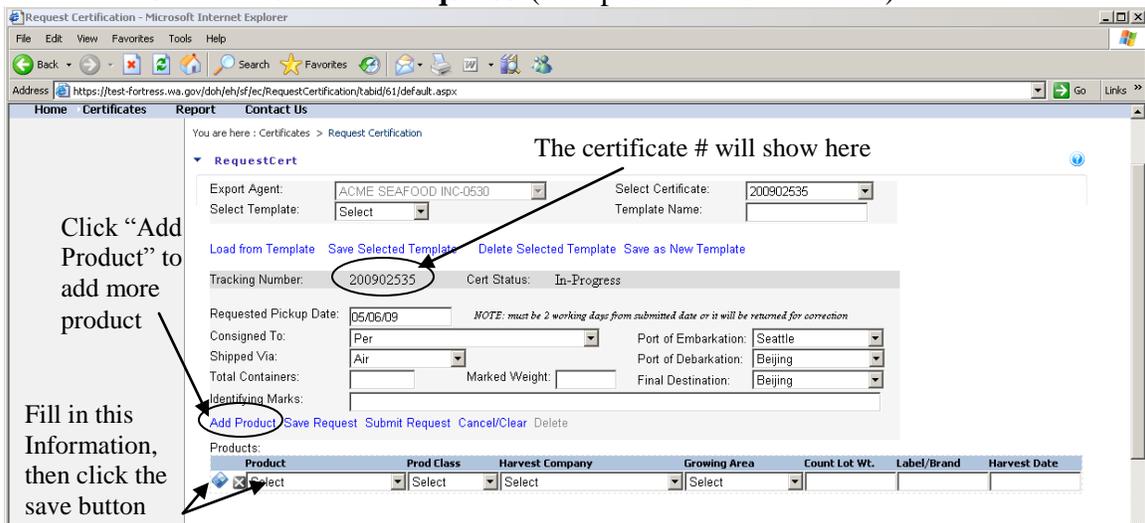


Create a New Certificate Request

- Once in the Request Certification screen, your company name will appear in the “Export Agent” box. **Do Not** select anything else from this upper portion.
- Fill in each of the following boxes, using the drop down menus or as needed:
 - Requested Pickup Date
 - Consigned to
 - Shipped via
 - Total containers (*optional*)
 - Marked weight (*optional*) – use numbers only
 - Port of embarkation
 - Port of debarkation
 - Final destination, and
 - Identifying Marks (*optional*)
- Click “Save Request”
 - NOTE: this **MUST** be done before adding product
- Click on “Add Product”



- Fill in each of the following boxes, using the drop down menus or as applicable:
 - Product (type of product)
 - Prod Class (live, fresh, or frozen)
 - Harvest Company (name of harvest company)
 - Growing Area (name of growing area)
 - Wait for the system to reset for the selected harvest company
 - Count Lot Wt. – *Optional* (product weight)
 - Label/Brand – *Optional* (product label or brand)
 - Harvest Date – **Required** (date product was harvested)

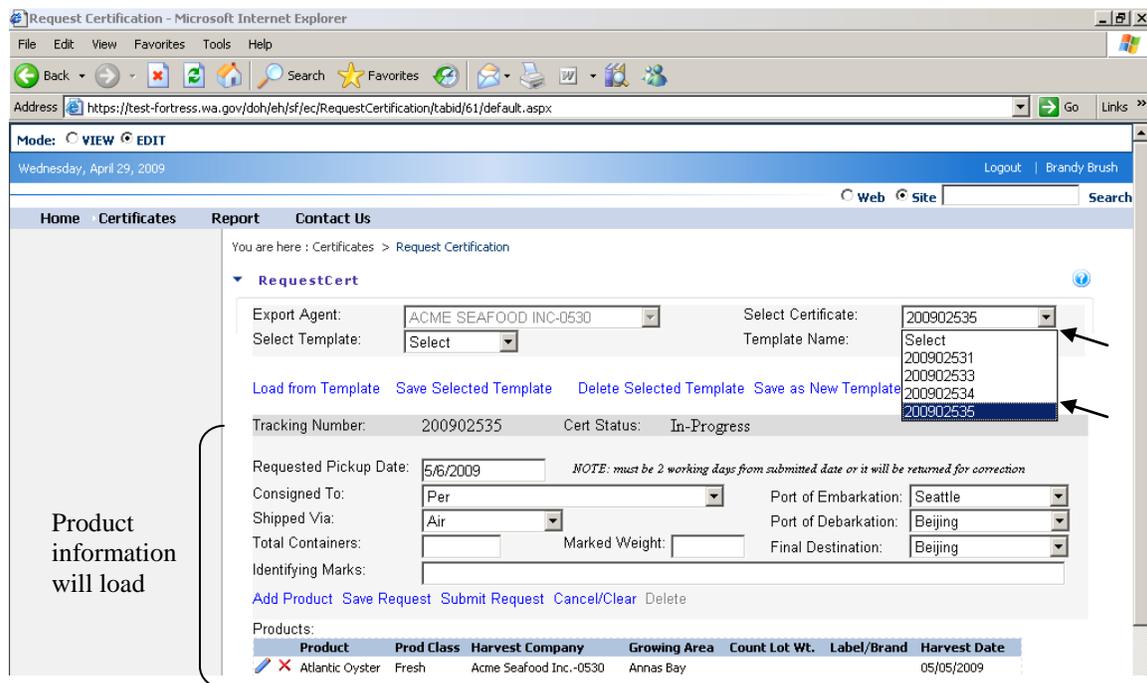


- Click on the  (save) icon to save the product information. HINT: you MUST enter a harvest date in order to save the product information.
- Click on “Add Product” again to add another line of product.

- Go through the same steps noted above. Make sure you click the  (save) icon when you are finished entering in the product information.
- Once you have entered all of your product, review to ensure accuracy
- Click on “Submit Request”

Retrieve an Existing Certificate

- In the “Request Certification” screen, click on the “Select Certificate” drop down menu.
- Choose the certificate you wish to view
- The certificate data will load.



Product information will load

Modify an Existing Certificate

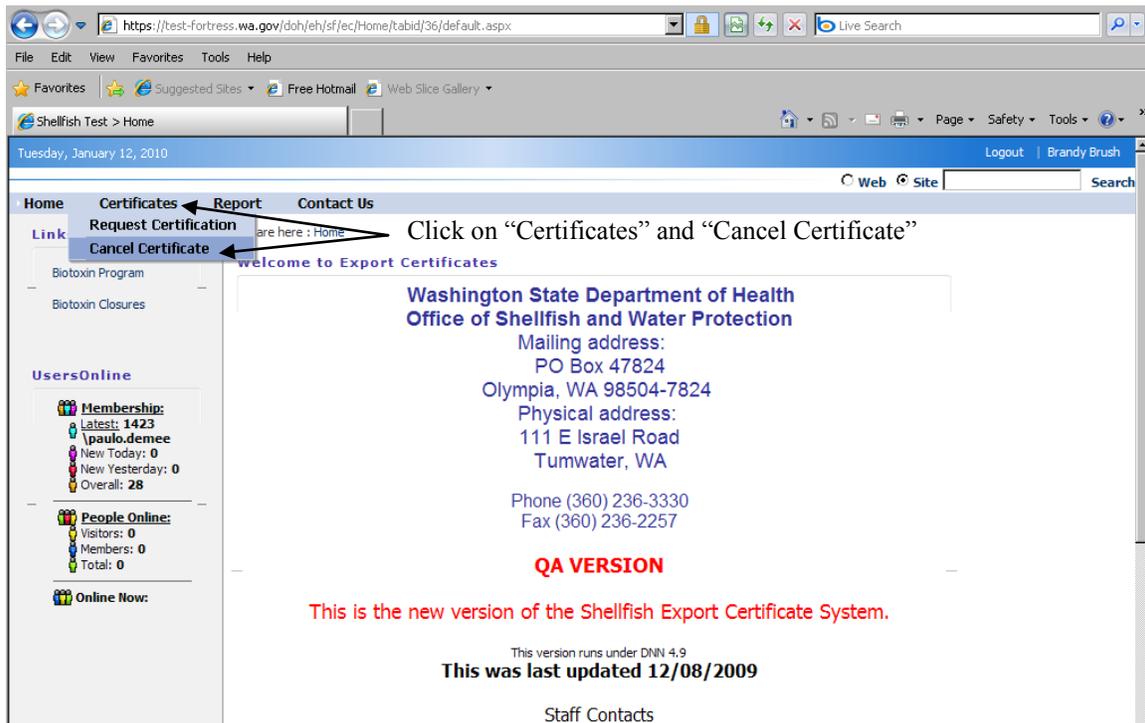
- Follow the steps to retrieve an existing certificate, as shown above.
- Once the request loads, make any necessary changes
 - To change product data, click on the  (edit) icon to the left of the product detail. This will allow you to edit the product.
 - After you edit the product, click the  (save) icon to the left of the product detail to save the changes you make.
 - To delete product, click the  (delete) icon to the left of the product detail.
- Click “Save Request”.
- Click “Submit Request”.

Note on Status: The Select Certificates list displays requests that are “**in-progress**” (not yet submitted to DOH for review) or “**needs additional info**” (returned to you by DOH for additional information).

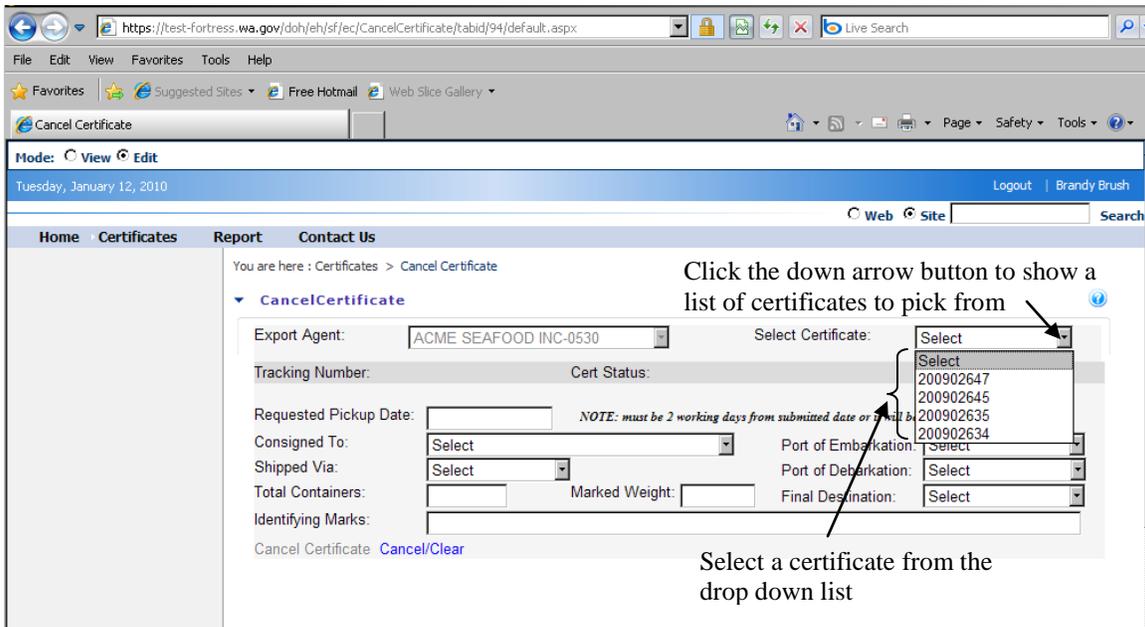
Requests currently under review by DOH are in “**submitted**” status and are unavailable in the “select certificate” drop down menu.

Cancel an Existing Certificate

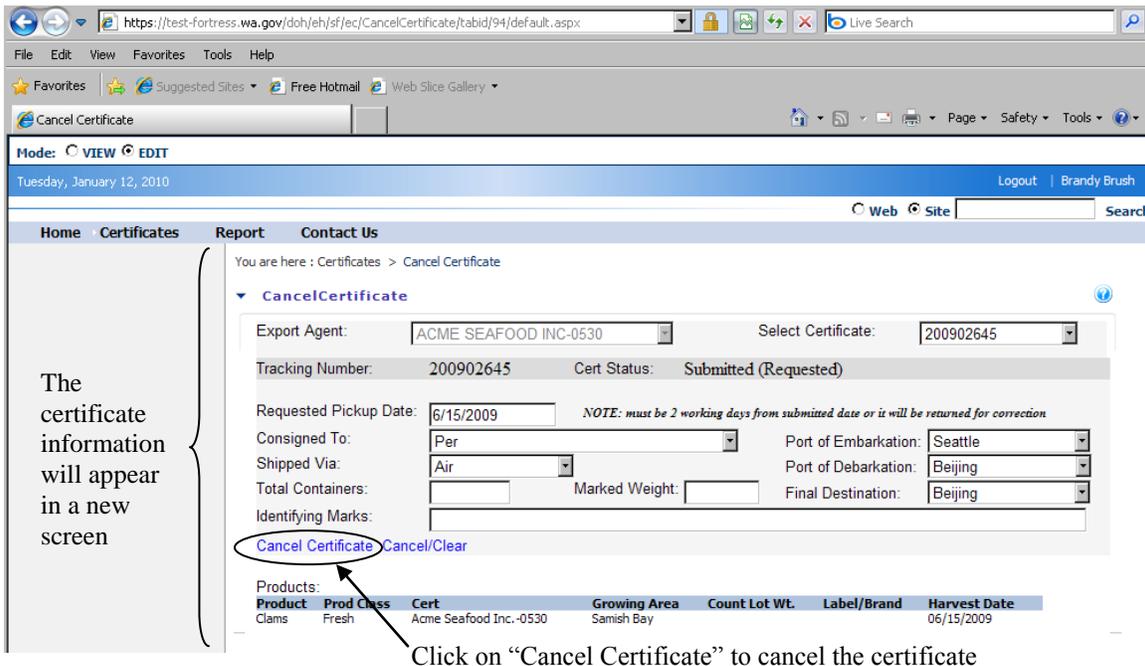
- Click on “Certificates” on the top menu bar
- Click on “Cancel Certificate” in the drop down box



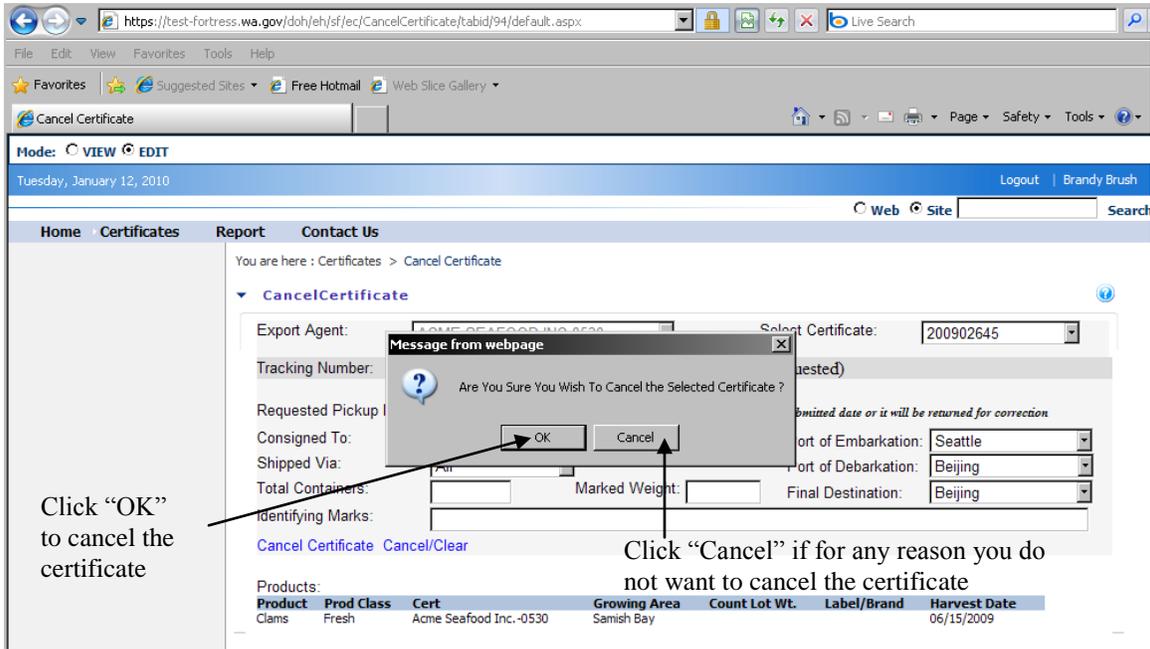
- Select a certificate number to cancel from the list.



- Click on the certificate number that you would like to cancel
 - Another screen will pop up containing the certificate information
- Click on “Cancel Certificate” to cancel the certificate



- A dialog box will appear to confirm that you want to cancel the certificate
 - Click “Yes” if you want to cancel the certificate
 - Click “Cancel” if for any reason you do not want to cancel the certificate



- The certificate will cancel and you will be returned to the main screen where you can select a certificate to cancel.

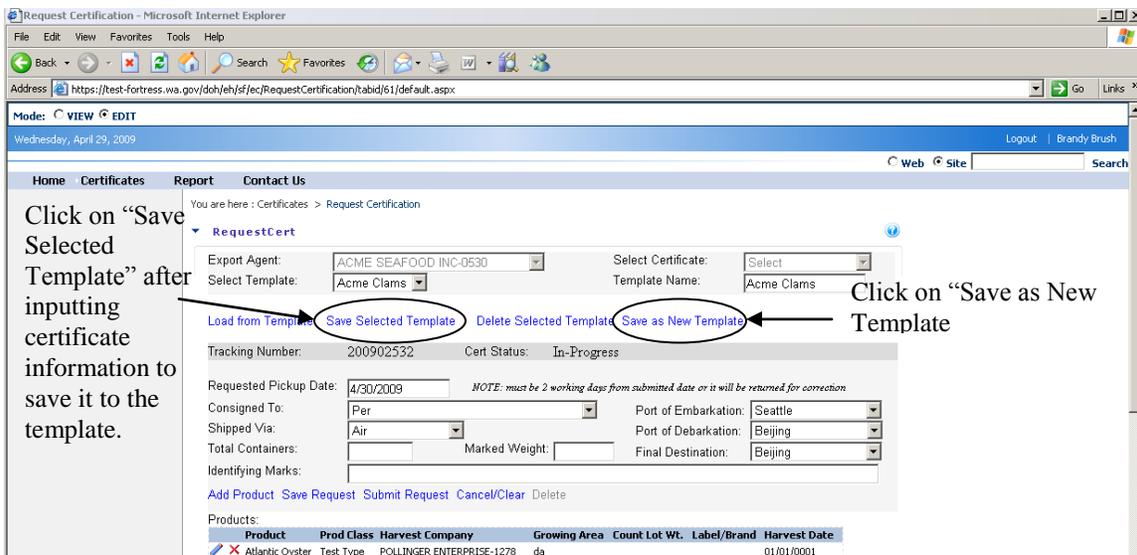
Templates

If you expect to submit the same type of export request over time, you can create a template to be used when you request certification. This template can then be used to fill in the applicable boxes. You can create as many templates as you need. This can save you time and reduce mistakes. This section explains how to create, use, and modify templates.

Create a New Template

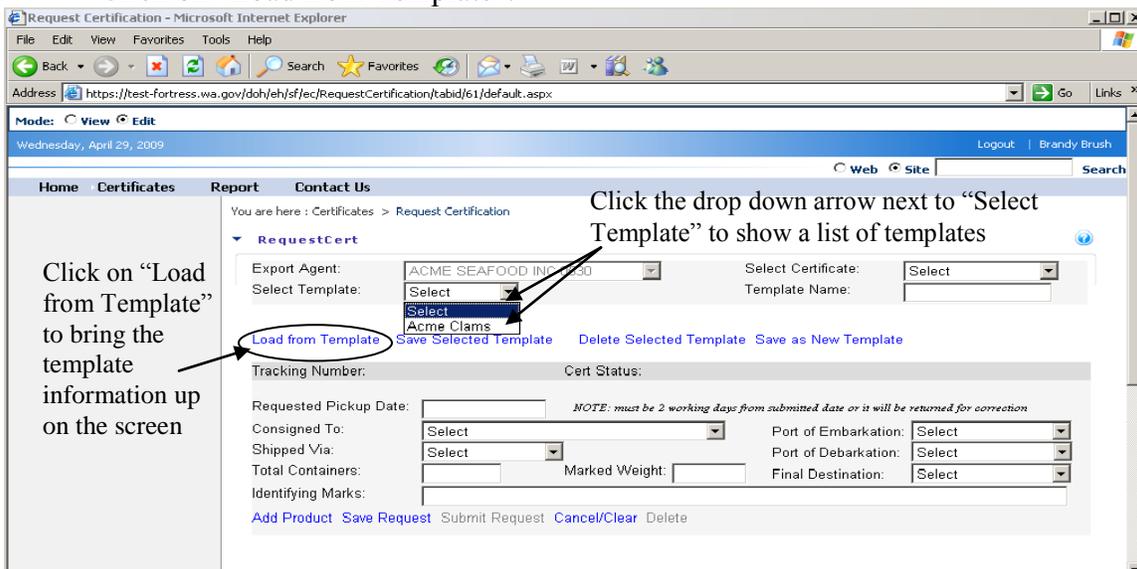
- Once in the "Request Certification" screen, as shown above, type a name for your template in the "Template Name" box as shown below.

- Fill in each of the following boxes, using the drop down menus or as applicable:
 - Requested Pickup Date
 - Consigned to
 - Shipped via
 - Total containers (*optional*)
 - Marked weight (*optional*)
 - Port of embarkation
 - Port of debarkation
 - Final destination, and
 - Identifying Marks (*optional*)
- Click “Save as New Template”
- Click “Save Request”
 - NOTE: this MUST be done before adding product
- Click on “Add Product”.
- Fill in each of the following boxes, using the drop down menus or as applicable:
 - Product (type of product)
 - Prod Class (live, fresh, or frozen)
 - Harvest Company (name of harvest company)
 - Growing Area (name of growing area)
 - Count Lot Wt. – *Optional* (product weight)
 - Label/Brand – *Optional* (product label or brand)
 - Harvest Date – **Required** (date product was harvested)
- Click the  (save) icon to save the product information.
- Click on “Add Product” to add additional product
- Review to ensure accuracy
- Click on “Save Selected Template”



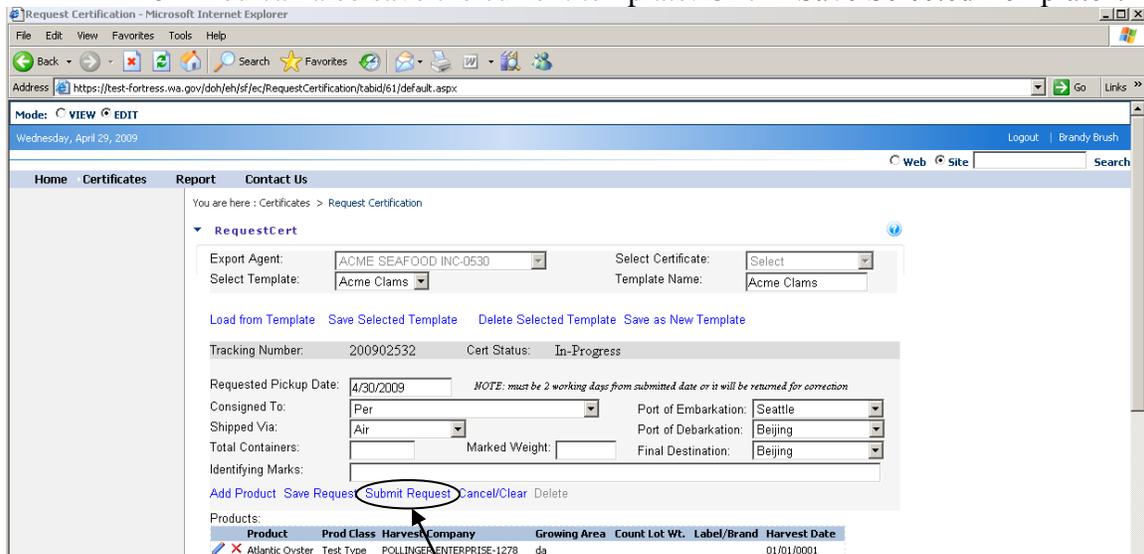
Use a Saved Template to Request a New Certificate

- Once in the “Request Certification” screen, click on the down arrow in the “Select Template” box.
- Highlight and click the template you want to use.
- Click on “Load from Template”.



- Verify the information in each of the following boxes, using the drop down menus or as applicable:
 - Requested Pickup Date
 - Consigned to
 - Shipped via
 - Total containers (*Optional*)
 - Marked weight (*Optional*)
 - Port of embarkation
 - Port of debarkation
 - Final destination, and
 - Identifying Marks (*Optional*)

- Verify the product by clicking the  (edit) to the left of the product.
- To add additional product, click “Add Product”
- Fill in each of the following boxes, using the drop down menus or as applicable:
 - Product (type of product)
 - Prod Class (live, fresh, or frozen)
 - Harvest Company (name of harvest company)
 - Growing Area (name of growing area)
 - Count Lot Wt. – *Optional* (product weight)
 - Label/Brand – *Optional* (product label or brand)
 - Harvest Date – **Required** (date product was harvested)
- Click the  (save) icon to save product information
- Click on “Add Product” to add more product
- Review to ensure accuracy
- Click “Submit Request”
 - You can also save the current template. Click “Save Selected Template”.

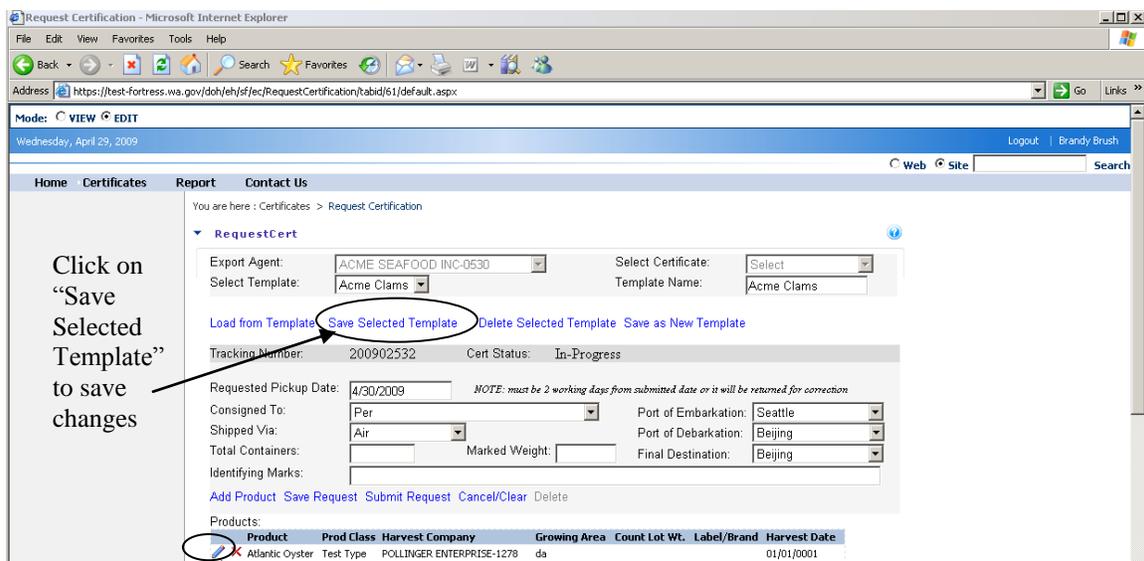


Click on “Submit Request” to request the certificate

Modify or View an Existing Template

- In the “Request Certification” screen, click on the “Select Template” box. A drop down box will appear.
- Highlight and click on the template you wish to modify.
- Verify and/or change the information in each of the following boxes as needed, using the drop down menus or as applicable:
 - Requested Pickup Date
 - Consigned to
 - Shipped via
 - Total containers (*Optional*)
 - Marked weight (*Optional*)
 - Port of embarkation
 - Port of debarkation

- Final destination, and
- Identifying Marks (*Optional*)
- Click on the  (edit) icon next to each of the product entries and verify each of the following boxes, using the drop down menus or as applicable:
 - Product (type of product)
 - Prod Class (live, fresh, or frozen)
 - Harvest Company (name of harvest company)
 - Growing Area (name of growing area)
 - Count Lot Wt. – *Optional* (product weight)
 - Label/Brand – *Optional* (product label or brand)
 - Harvest Date – **Required** (date product was harvested)
- To delete product, click on the  to the left of the product entry.
- After all changes have been made, click “Save Selected Template”.



Click on
“Save
Selected
Template”
to save
changes

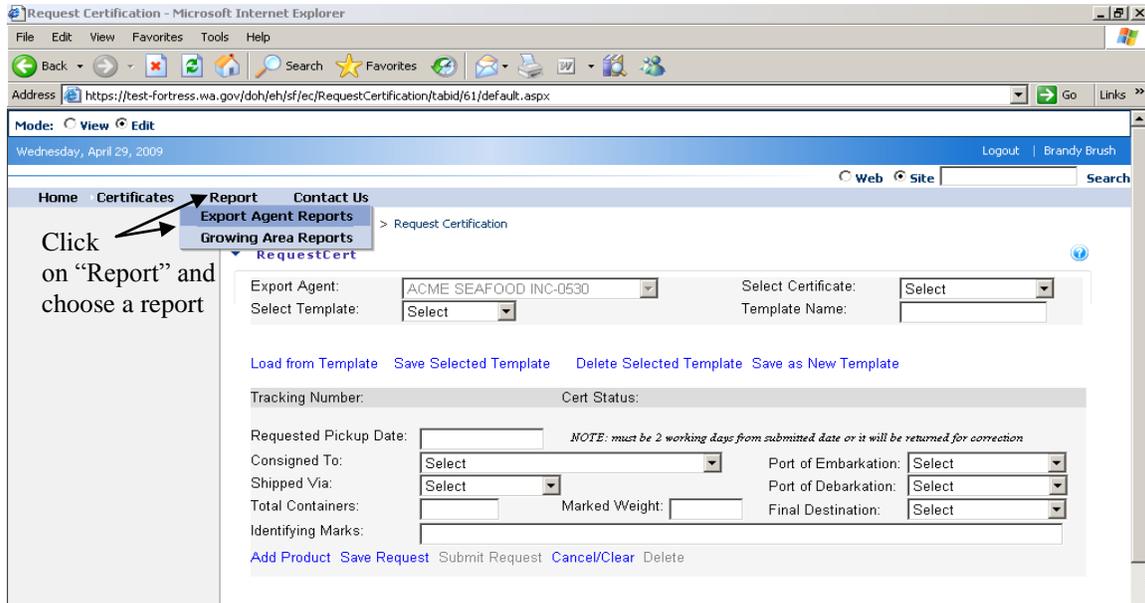
Click on the pencil
to edit product info

Export Agent Reports

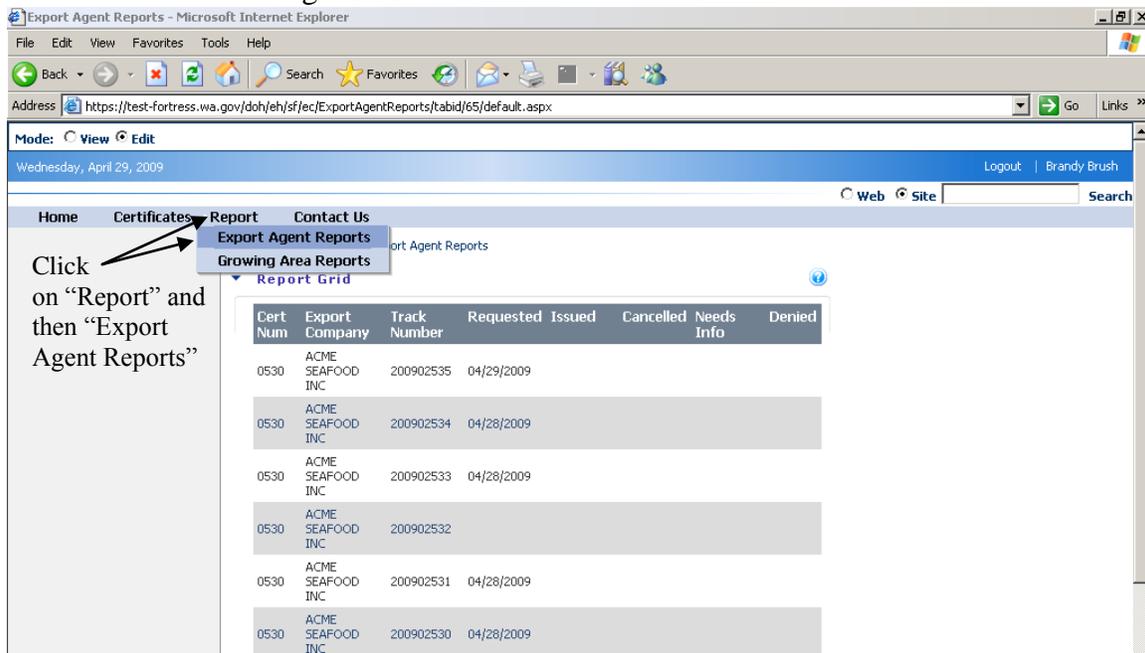
There are two separate reports that are available for you as an Export Agent to view. To view reports, follow the steps below.

Steps:

- Click on “Report” on the top menu
- Choose the report you wish to view



- Export Agent Reports show all the export certificates you have submitted, including their status.



- Growing Area Reports show all of the growing areas and their status (open, closed, etc).

Click on "Report" and then "Growing Area Reports"

Growing Area	Tribal	Japan Export	Closed	Open	Status
da			12/31/1979	01/01/1980	Open
South Anderson Island			12/31/1979	01/01/1980	Open
Annas Bay			12/31/1979	01/01/1980	Open
Devil's Head			12/31/1979	01/01/1980	Open
Apple Cove			12/31/1979	01/01/1980	Open
Thorndyke Bay			12/31/1979	01/01/1980	Open
Oyster Bay			12/31/1979	01/01/1980	Open
McSorley			12/31/1979	01/01/1980	Open
Case Inlet			12/31/1979	01/01/1980	Open
d			12/31/1979	01/01/1980	Open
Dana Passage			12/31/1979	01/01/1980	Open
Dana Pass			12/31/1979	01/01/1980	Open
Arcadia			12/31/1979	01/01/1980	Open
Austin			12/31/1979	01/01/1980	Open

- The reports will load in a separate screen.
- Print the report by clicking file and print or by highlighting the information you would like to print, right clicking the mouse, choose print from the options, and choose "selection" in the what to print section of the print screen.
 - NOTE: there may be multiple pages of the report you run. If this is the case, there will be numbers at the bottom of the report. By clicking on these numbers, you can move from page to page in the report. To print multiple pages, you will need to click on each page and print them individually.

Contact Export Staff

If you have questions about a certificate or the program, you can contact Department of Health Export Certificate staff. This section details two separate ways to contact staff.

Before You Log In

- Type in the web address (<https://test-fortress.wa.gov/doh/eh/sf/ec/Default.aspx>) for the Export Certificate system, click go, and wait for the site to load.
- At the bottom of the screen, the names of Export staff are listed along with their program role, e-mail address, and phone number.
 - To e-mail a staff member, click on the e-mail address. You will be directed to Microsoft Outlook. The staff member's e-mail address will appear in the e-mail box. Type in your question or comment and press send.

Shellfish Test > Home - Microsoft Internet Explorer

Address: <https://test-fortress.wa.gov/doh/eh/sf/ec/Default.aspx>

Wednesday, April 29, 2009

Home Contact Us

Links

- Biotoxin Program
- Biotoxin Closures

UsersOnline

Membership:
Latest: 0530
brandy.brush
New Today: 1
New Yesterday: 0
Overall: 15

People Online:
Visitors: 0
Members: 0
Total: 0

Online Now:

You are here : Home

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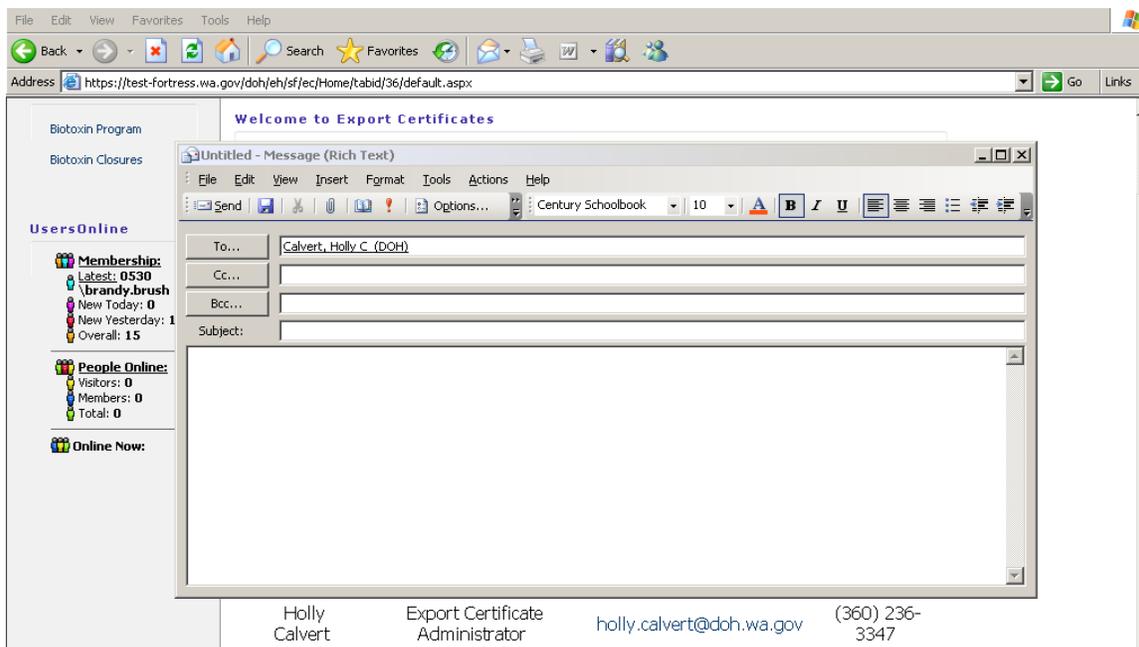
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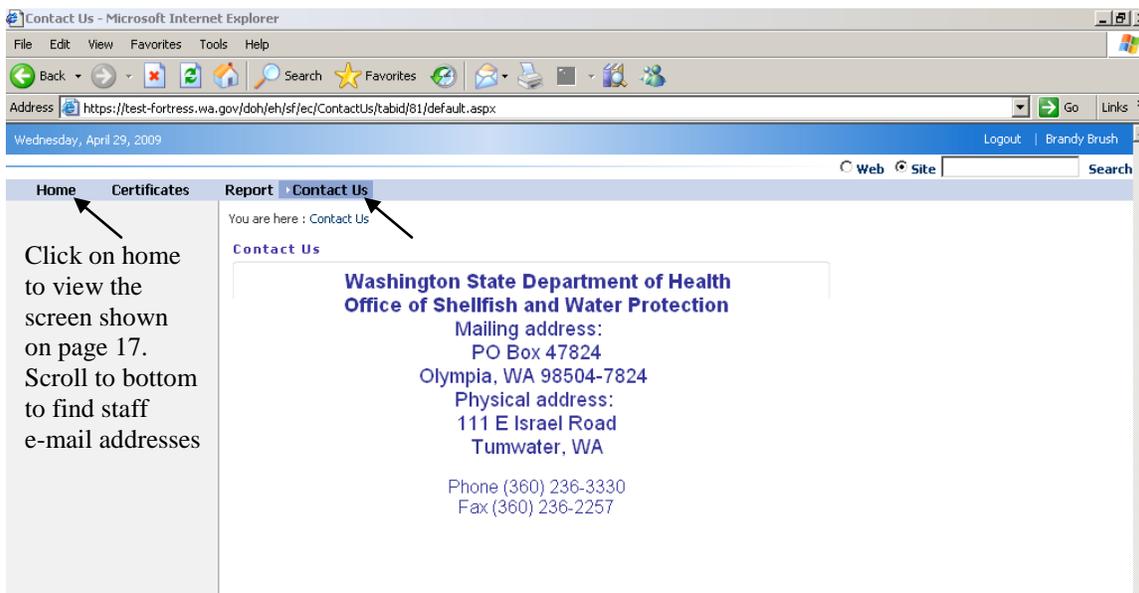
Click here to e-mail a staff member
OR

Highlight, copy, and paste into a
new message in your e-mail browser



From Within the Online System

- Click on “Contact Us” on the main menu.
 - The mailing address, physical address, phone number, and fax number will display.
- To e-mail staff, click on “Home” on the main menu
 - Scroll to the bottom of the page
 - Locate the staff member you would like to e-mail and click on their e-mail address under the E-mail heading.
 - You will be directed to Microsoft Outlook. The staff member’s e-mail address will appear in the TO box. If you do not have Microsoft Outlook, highlight the address and paste it into a new message in your e-mail browser. Type in your questions or comment and press send.



Frequently Asked Questions

You can use the following pages to answer questions that may arise regarding the Export Certificate system. If you do not find the answer you are looking for, please contact our office and someone will assist you.

Question:

What do I do if the consignment company I need does not show in the drop down menu?

Answer

Send an e-mail to the Database Administrator with the name of the company, the address, the city, the state (if applicable), the country, and the zip code. The Database Administrator will add the consignment company for you.

Question:

When I try to add product to a certificate request, click on save request, and then on add product as stated in the directions: the screen either refreshes and then deletes all of the information I put in or it refreshes and doesn't do anything else. Why is this happening?

Answer

In order to submit a certificate request, you must be in edit mode. In the Request Certificate screen, there is an area in the top left hand corner that is labeled: Mode. Make sure that the "edit" setting is marked and not the "view" setting. Try the request again. If you experience the same issues, call the Database Administrator for further assistance.

Question:

When I try to add product to a certificate request, I get the following error: "An error has occurred. Error: RequestCert is currently unavailable". Why am I getting this error?

Answer

Make sure that the only entry that you put in the "Marked Weight" box is numbers. Do not put anything else (i.e. lbs.) or the system will not recognize the entry and you will receive an error.

Question:

I tried to request a new certificate, but when I clicked on "Save Request" I received the following error: "Invalid Marked Weight (Weight cannot exceed 32,500)". Why can't I save my request?

Answer

The Marked Weight box is limited to 32,500 pounds. If you enter a number larger than 32500, you will receive this error and will not be able to add product or submit your request. This box is NOT required. You can either leave the box blank or try to track this in another way until we are able to change this feature.

Question:

Can I save a certificate request and go into it later if I get interrupted before I can submit it?

Answer

Yes. Once you click on “Save Request” a tracking number will be assigned to the certificate request and the information is saved. The tracking number is located on the left side of the page just below the link “Load From Template”. If you have already begun entering product into the request, finish the line you are working on and click on the  (save) icon to the left of the product information. This will save the product information. Make sure you write down the certificate tracking number. When you are ready to finish and submit the certificate, follow the steps on page 8 of the user manual to retrieve the certificate. Click on the certificate tracking number that you wrote down. Once it loads, you can finish entering all of your data. When you are finished, click on the “Submit Request” button.

Question:

Do I have to enter something in the *Total Containers*, *Marked Weight*, and *Identifying Marks* boxes? If I don't enter anything in these boxes, will I still be able to add product to my request?

Answer

No, you do not have to enter anything into these boxes. They are not required boxes. Yes - if you leave these boxes blank, you will still be able to add product to your request.

Question:

Do I have to enter something in the *Count Lot Wt.* and *Label/Brand* boxes when I enter my product information?

Answer

No, you do not have to enter anything into these boxes. They are not required boxes. The only boxes that you **MUST** fill in are the Product, Prod Class, Harvest Company, Growing Area, and the Harvest Date. These are required fields. If you do not enter anything into the required fields, you will receive an error message.

Question:

I was interrupted when requesting a certificate. When I had time, I went back into the system and brought the request back up to finish it. When I brought it up, the product information was different than what I had put in. Why?

Answer

If you do not save the product before you exit the screen, the system will assign default entries to the required boxes. To change this information, click on the  (edit) icon to the left of the product information. Choose the correct information and enter the correct harvest date. Click on the  (save) icon to the left of the product information to save the product to the request.

Question:

Do I have to submit 2 separate certificate requests if I want to send 2 different products to the same customer?

Answer

As long as all products have the same final destination, you only need to submit 1 certificate request. You will list each different product on a separate line.

Question:

Why doesn't the port that I send product out of show in the drop down list?

Answer

This means that the port has not been entered into the system. Send the name of the port in an e-mail to the Database Administrator and the port will be added to the list.

Question:

I tried to enter product into a certificate request but there weren't any growing areas for the harvest company I chose. Why can't I pick a growing area for this harvest company?

Answer

The harvest company probably does not have any growing areas associated with it. Send an e-mail to the Database Administrator with the name of the harvest company and a brief explanation of the problem. If you know the growing areas associated with the harvest company, send this information in your e-mail. The Database Administrator will confirm the growing areas associated with this harvest company and enter them so they will show up in the drop down list.

Question:

I saved a certificate request, but I can't see the request number in the drop down box when I go back in to find it. Why isn't the certificate number in the drop down list?

Answer

If you have submitted a certificate request, it will not show in the drop down list to choose and edit. The only thing you will be able to do with the certificate is cancel it. If you submitted the certificate request on accident, cancel the certificate by clicking on "Certificate", "Cancel Certificate", choose the certificate number, click on "Cancel Certificate". When the verification box comes up, choose "OK". This will cancel the certificate request.

Question:

I submitted a certificate request and now I need to change it. I went into the Request Certification screen and clicked on the drop down list to choose the certificate I just submitted, but the certificate number was not in the list.

Answer:

Once you have submitted a certificate, it is no longer available for change. If you need to make changes to a certificate that you cannot find in the drop down box in the Request Certification screen, send an e-mail or call a member of our Export Staff and they can make the changes for you.

Have you run into other issues or circumstances that others might have run into also? Let us know and we'll add your question and an answer to this FAQ section.

If you have suggestions on how to improve this manual, please let us know. We are dedicated to making sure that this manual is complete and useful. And we welcome your suggestions and comments.