

How to Replace a Non-Preferential COO

How to cancel and replace a previously certified Certificate of Origin in ChamberDocs

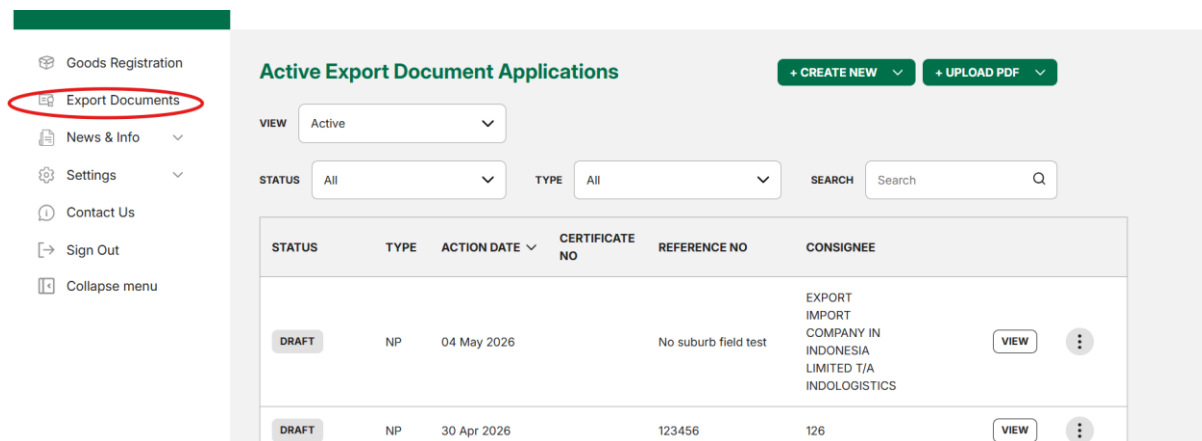
Overview

If a certified Non-Preferential Certificate of Origin contains an error or needs to be amended, you can submit a replacement application in ChamberDocs. The replacement process cancels the original certified COO and submits a corrected version for Chamber review.

⚠ *The Replace function is only available for previously certified COOs. If your application has not yet been certified, use the Edit function instead.*

1 Navigate to Export Documents

Log in to ChamberDocs and click Export Documents in the left-hand navigation menu.

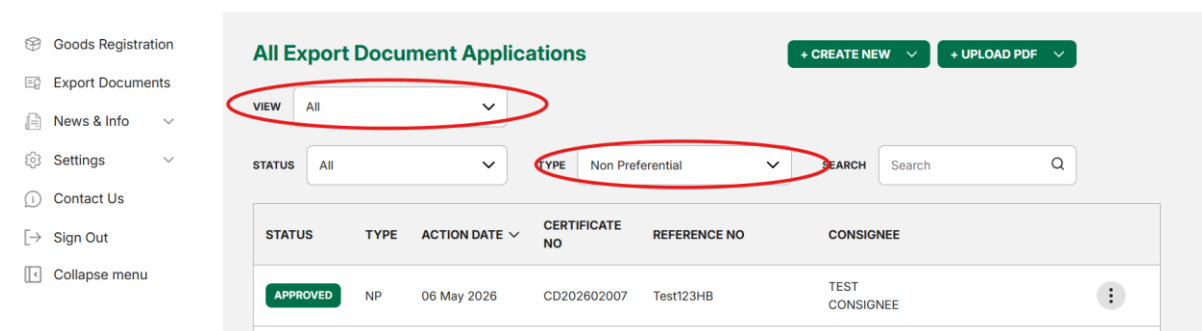


2 Filter to Find the COO to Be Replaced

Use the search filters to locate the certificate you need to replace:

- Set the View filter to All.
- Set the Type filter to Non-Preferential.

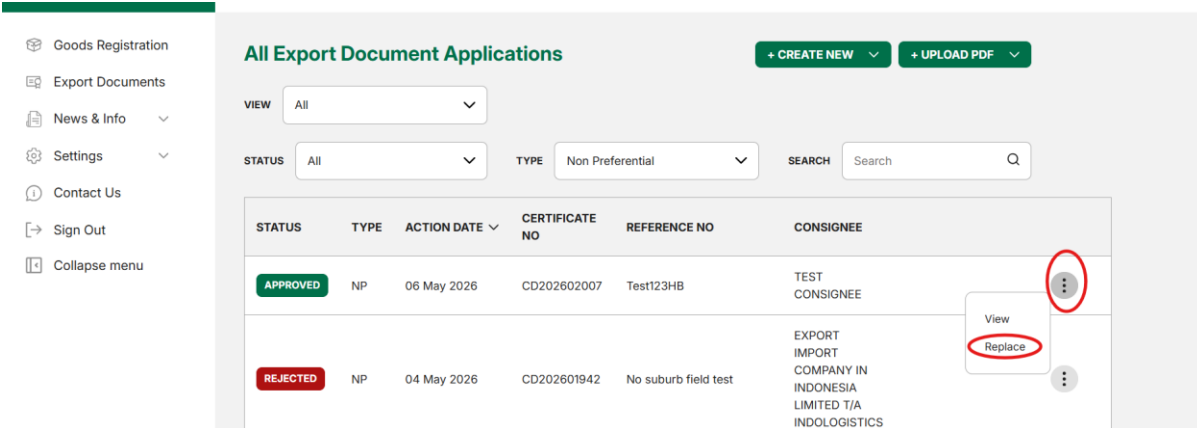
Scroll through the results to find the COO that requires replacement.



3 Select Replace from the Three-Dot Menu

Once you have located the correct COO, click the three-dot menu (:.) to the right of the record and select Replace.

i Selecting Replace will open the original application so you can make your amendments. The original certified COO will be cancelled once your replacement is approved by the Chamber.

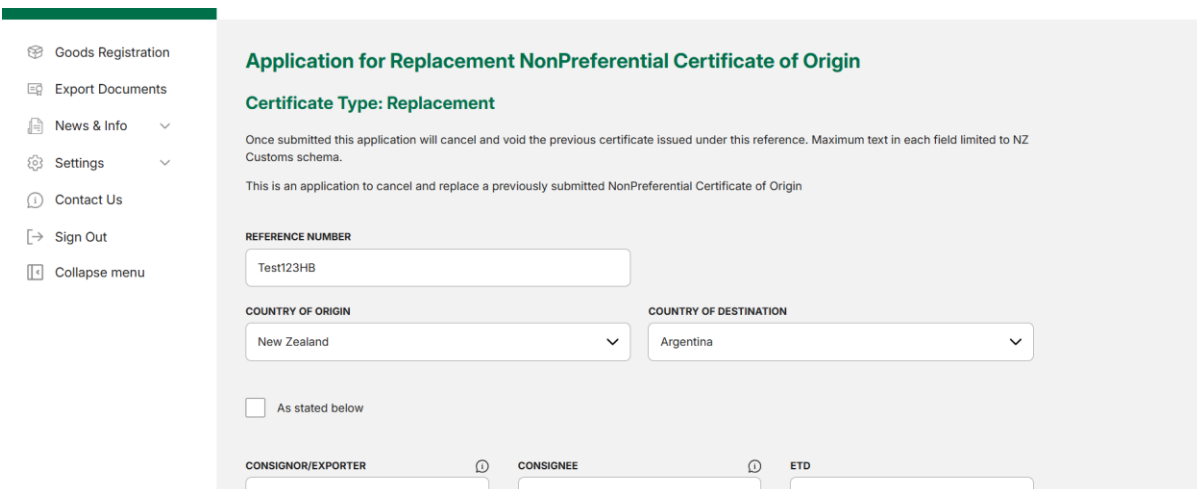


4 Make Your Amendments

How you amend the application depends on how the original COO was submitted:

1) Webform Submission

The form will open pre-populated with your original submission. Edit any fields that require correction, then proceed to the resubmission step.



2) PDF Upload

Upload your new, amended Certificate of Origin PDF using the Certificate File Upload field, then proceed to the resubmission step.

The screenshot shows a web form interface. At the top, there is a dropdown menu with 'New Zealand' selected. Below it is another dropdown menu labeled 'COUNTRY OF DESTINATION' with 'Bahamas' selected. The main section is titled 'CERTIFICATE FILE UPLOAD' and contains a file selection area with a 'Choose File' button (circled in red) and the text 'No file chosen'. Below this, there is a link for 'Test NP odf.pdf'. At the bottom of this section is a '+ UPLOAD FILE' button. Below the main section is a table header for 'ATTACH OTHER DOCUMENTS' with columns for 'FILE', 'FILE TYPE', and 'CERTIFY REQUEST'. At the very bottom of the form is another '+ UPLOAD FILE' button.

5 Enter Resubmission Reason & Resubmit

Once you have made all necessary amendments:

- Scroll to the Special Instructions to Chamber field.
- Enter the reason for the replacement (e.g. incorrect consignee address, wrong HS code, amended goods description).
- Click Resubmit to send the replacement application to the Chamber for processing.

i Providing a clear resubmission reason helps Chamber staff process your replacement quickly and accurately.

The screenshot shows a web form interface for the resubmission step. At the top left is a '+ UPLOAD FILE' button. Below it are two fields: 'CONSIGNOR/EXPORTER EMAIL' with the value 'arccr@chamber.co.nz' and 'CONSIGNOR/EXPORTER SIGNATURE' with a handwritten signature. Below these is a large text area labeled 'SPECIAL INSTRUCTIONS TO CHAMBER'. At the bottom of the form are three buttons: 'PREVIEW', 'RESUBMIT' (circled in red), and 'CANCEL'.