FREQUENTLY ASK QUESTIONS BY APPLICANTS

How to obtain log in ID and password?

- Importer (Client) must create an account with eCEE first.
- Enter ROC No. to retrieve company information from ST.
- If successful, check ‘Confirm’ and Submit Client Registration. If NOT successful, contact SIRIM directly.
- Upon successful submission, Importer will immediately receive an email for account activation.
- Please check your email and click on ‘Activate’.
- SIRIM will process client registration and send login details to importer upon Approval.
- SIRIM cannot proceed with approval if Importer does not ‘Activate’ account via email received. (Refer to the client registration process in the manual.)

How to log in to e-CEE?

- SIRIM will process client registration above.
- Upon approval, an email containing login details, will be sent to Importer.
- Importer can use login details provided to log in to e-CEE.

How to register importer to e-CEE?

- Importer automatically registered with eCEE via the client registration process above.

How to register consultant to e-CEE?

- Registration for Consultant in eCEE is done by SIRIM.
- Consultant must contact SIRIM directly and provide relevant documents, including a letter of agreement between Consultant and its Clients.
- Once Consultant is registered to system, Consultant will receive login details via email.
- Use login details provided to log in to e-CEE.

How to register importer as consultant?

- This is also done by SIRIM. Please contact SIRIM directly for this request.
- If Client already has an account with eCEE as Importer, SIRIM will create another account to register Importer as Consultant.
- Once registered to system, Importer will receive login details as Consultant via email.
- This means, Importer must will have 2 login details, one as Importer and one as Consultant.

How to add consultant to an importer?

- This is also done by SIRIM. Please contact SIRIM directly for this request.

- Client will receive an email once this is Done.
- Client can login to eCEE and go to 'Consultant' Screen (on Menu Bar) to view list of all Consultants added to an Importer

How to update company information?

- Login to eCEE and go to 'Company Profile' Screen to view Company and Branch Information.

How to update user profile?

- Login to eCEE and go to 'User Profile' Screen to view user details.
- Click on any of the users (displayed in table) to update user profile.
- Only admin users have access to 'User Profile' Screen since only admin can add new user or update user profile.

How to update user information?

- Login to eCEE and go to 'User Profile' Screen to view user details.
- Click on any of the users (displayed in table) to update user profile.
- Only admin users have access to 'User Profile' Screen since only admin can add new user or update user profile. (same as above)

What is the role of active user?

- Only active users can login to system. In 'User Profile' Screen, check 'Active' to activate user login.

What is the role of admin user?

- Only admin user has access to 'User Profile' Screen since only admin can add new user or update user information.

How to add new user to the User List?

- Login to eCEE and go to 'User Profile' Screen.
- Enter new user details and Click on 'Add'. (A maximum of 3 users are allowed per branch/HQ).
- Only admin users have access to 'User Profile' Screen since only admin can add new user or update user information.

How to delete user from the User List?

- Login to eCEE and go to 'User Profile' Screen.
- Click on any of the user records displayed (in table form), and Click on 'Delete'.
- Only admin users have access to 'User Profile' Screen since only admin can add new user or update user information.

FREQUENTLY ASK QUESTIONS BY APPLICANTS

How many users can be added to the User List?

- A maximum of 3 users are allowed per branch/HQ

Can all users make any application?

- Yes. Any active user can make any application. Go to ‘New Application’ and click on ‘Consignment Test Application’ screen.

Can any user edit the draft made by other user?

- Yes. All users of the same company can view and edit all draft applications created for that company.

Email notification sent to which user?

- Email notification will be sent to login email (email provided during client registration above) of user who created the application.

How to see consultant’s information by the importer?

- Once SIRIM has added Consultant to an Importer, Importer receive email notification.
- Client can login to eCEE and go to ‘Consultant’ Screen (on Menu Bar) to view list of all Consultants (and their information)added to an Importer

How to see importer’s information by consultant?

- Once SIRIM has added Consultant to an Importer, Consultant will also receive email notification.
- Client can login to eCEE and go to ‘Consultant’ Screen (on Menu Bar) to view list of all Consultants (and their information) added to an Importer.

How to make new application?

- Client can login to eCEE and go to ‘New Application’ -> ‘Consignment Test Application’ Screen (on Menu Bar) to create new application. (refer to User Manual)

How to make application with multiples model?

- When create new application, click on ‘Add ST Item/Product’ to add multiple models. (refer to User Manual)

How many models allows in one application?

- A maximum of 10 models are allowed per application.

How to submit test report and other supporting document?

- Client can attach all documents under ‘Supporting Document’ Tab when create new application. (refer to User Manual)

FREQUENTLY ASK QUESTIONS BY APPLICANTS

How to tell inspection location, date and time?

- Please contact SIRIM for further information.refer to User Manual)

How to save the draft?

- When create new application, select SIRIM Branch and click on ‘Save’. A draft application will be created. (refer to User Manual)

How to see/retrieve the draft?

- At main screen, client can view list of all applications created (including draft application). (refer to User Manual)

How to edit the draft?

- On Main Screen, click on ‘Edit’ link, under Action to access draft application and edit draft. (refer to User Manual)

How to delete the draft?

- Currently cannot delete draft application

How to delete the model from the draft?

- When select model, models selected will be displayed under Product Information.
- Click on any of the models to view its details.
- Click on ‘Remove’ to delete model.

How to submit application?

- Go to ‘Declaration’ Tab, and enter Applicant Name, IC No. and check Declare (all mandatory) before Submit Application. (refer to User Manual)

How to see records of application?

- At main screen, client can view list of all applications created. (refer to User Manual)

How to see records of application made by the consultant?

- At main screen, client can also view list of all applications created by Consultant on their behalf. (refer to User Manual)

Can the consultant see records of application made by the importer?

- No. Consultant can only view list of applications made by Consultant for Importer.

How to search records of application?

- At main screen, enter JobNo, Entry Date (Submission Date) or select Application Status to Search for a particular application. (refer to User Manual)

FREQUENTLY ASK QUESTIONS BY APPLICANTS

How to see the quotation?

- Once SIRIM has submit Quotation to Client, clcient will receive email notification.
- Login to eCEE and search for particular application.
- Click on ‘Quotation’ link provided.
- Select Quotation (multiple Quotations may be displayed) and Click on ‘PDF’ to view Quotation in pdf format.

How to make payment?

- Payment should be made at SIRIM Counter.

How to see the job progress/status?

- At main screen, click on particular application to view application screen.
- Click on any products selected (under Product Information).
- Go to ‘Progress’ Tab to view the job status of each Product Application.

How to cancel application after application is submitted?

- Currently Application cannot be cancelled online. Please contact SIRIM to Cancel Whole Application.

How to cancel certain model from the application after application is submitted

- After Application is submitted, ‘Cancel Product’ button will be visible at bottom of application screen.
- Select Product to Cancel (under Product Information).
- Click on ‘Cancel Product’, select ‘Yes’ and enter Cancel Remark.