

# **Directorate General of Foreign Trade**

### User Help File

Free Sales and Commerce Certificate (Certificate Management)
Version 3.0

October-2023

## **Table of Contents**

1. Introduction and Accessing DGFT Portal	3
2. Contact@DGFT	
3. Registering on New Portal	
4. Forgot Password	
5. Apply for Free Sales and Commerce Certificate	
6. My Dashboard (Submitted Applications)	
7 Print Certificate	

### 1. Introduction and Accessing DGFT Portal

This document is the help file for Free Sale and Commerce Certificate in the new system. To access the new portal, navigate to <a href="https://dgft.gov.in">https://dgft.gov.in</a>

The new portal is compatible with the following browsers: Chrome 70 + / Firefox 70 + / IE 11 +

Users are advised to refer to the latest help file available under Learn > Application Manuals in the DGFT Portal.

#### 2. Contact@DGFT

To raise a concern to DGFT the user may call the given Toll Free Helpline number given on the DGFT Portal or raise a request using the "Contact@DGFT" page.

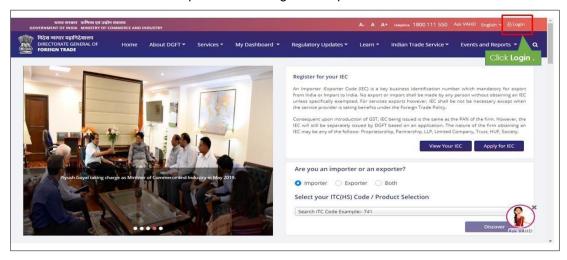
### 3. Registering on New Portal

To Register on Directorate General Foreign Trade (DGFT) portal you would require: a)
Internet Connection

b) Valid Email and Mobile Phone Number

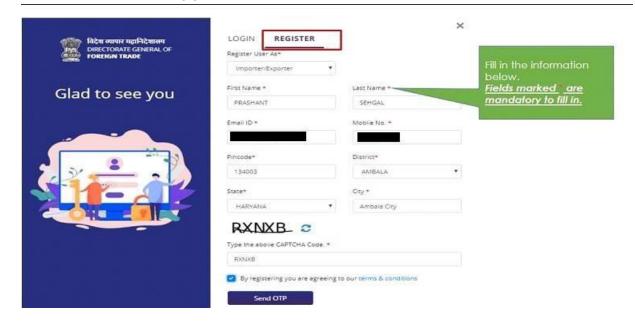
Then proceed with the following steps.

1. Visit the DGFT website and proceed with registration process.



- 2. Enter the Registration Details.
  - Select Register User as "Importer/Exporter"

DGFT Public Page 3 of 20



3. Enter the OTPs received on email and mobile number.

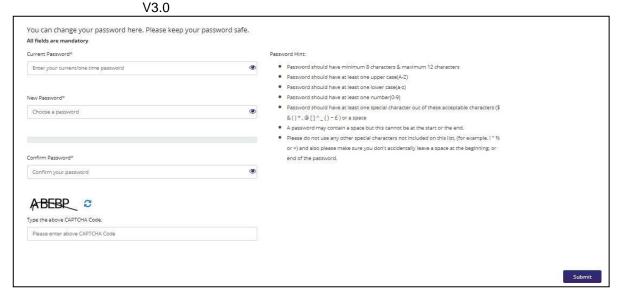


4. Upon Successful validation of the OTP, you shall receive a notification containing the temporary password that you need to change upon first login.

DGFT Public Page 4 of 20

## Directorate General of Foreign Trade

Free Sales and Commerce Certificate User Help File

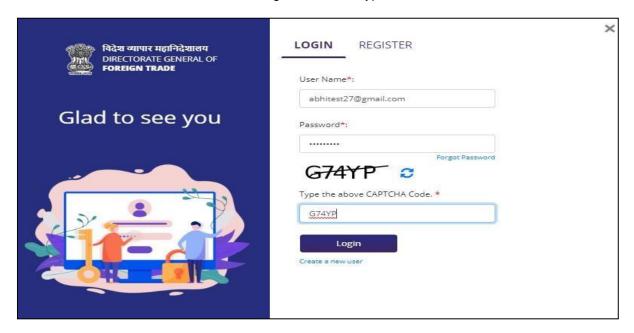


DGFT Public Page **5** of **20** 

#### 4. Forgot Password

If you have already registered and forgot the password, you may use the Forgot password feature to request for a temporary new password and then set again your password by following the below given steps.

1. Visit the DGFT website and click on Forgot Password hyperlink.



- 2. Enter registered email id in the username field.
- 3. Enter captcha code shown on the screen.
- 4. Click on the submit button.



5. Click OK to proceed with forgot password or click cancel to go back to previous screen.

DGFT Public Page 6 of 20



6. System will validate the email id provide by you and send the once time password on the registered email id and mobile if email address is registered with DGFT. Registered User will be linked to an IEC to proceed with Free Sale and Commerce application on Customer Portal

DGFT Public Page **7** of **20** 

### 5. Apply for Free Sales and Commerce Certificate

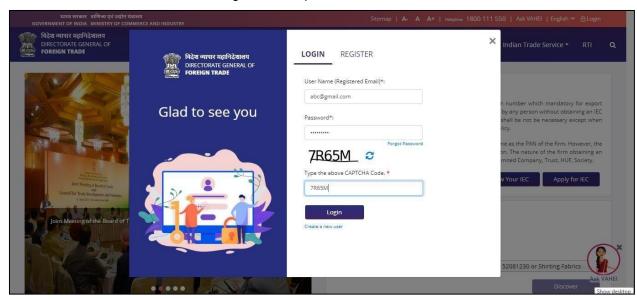
To apply for Free Sales and Commerce certificate on the DGFT portal you would require:

#### **Pre-requisites:**

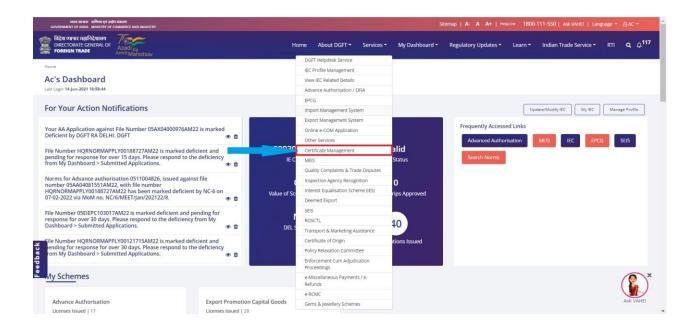
- a) Valid Login Credentials to DGFT Portal (After Registering on DGFT Portal).
- b) User should have an active Importer Exporter Code (IEC).
- c) Active Firm's Bank account for entering its details in the Application and to make online payment of the application fee

Then proceed with the following steps:

1. Visit the DGFT website and login in to the portal with valid credentials.



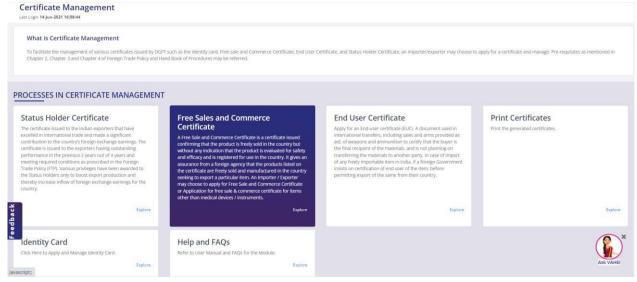
 Navigate to Services → Certificate Management → Free Sales and Commerce Certificate.



DGFT Public Page 8 of 20

# Directorate General of Foreign Trade V3.0

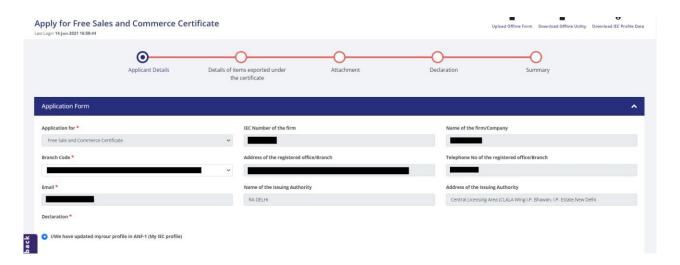
Free Sales and Commerce Certificate User Help File



3. Click on "Start Fresh Application" button or click on "Proceed with Existing Application" Button in case user already saved a draft application.

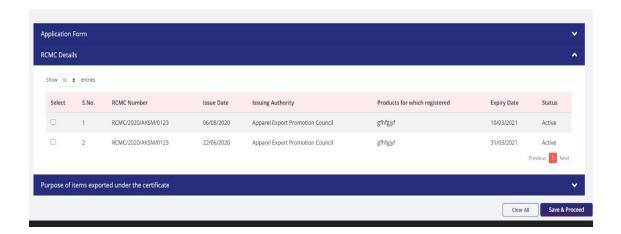


4. On "Application Details" screen user needs to fill in required details in various sections as described below:



- a. Application For, IEC number of firm, Name of the Firm, Telephone number and Email will be pre-filled and non-editable. User will be able to select the branch code on the basis of which Address of registered Branch, Name of Issuing Authority and Address of Issuing Authority will be auto-populated.
- RCMC detail will be auto populated as per IEC profile. User will select the active RCMC as per requirement and will click on Save & Next.

DGFT Public Page 9 of 20



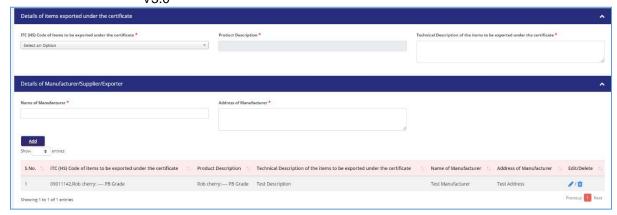
c. On "Purpose of Items Exported under Certificate" section if user selects "Yes" for "Whether the items of export fall under the Drugs and Cosmetics Act 1940. If so, indicate the same" then pop up message will appear "DGFT doesn't issue license for items of export that falls under Drug and Cosmetic Act,1940" screen as shown below:



- d. User will fill in other required details, will choose Manufacturer or Merchant from dropdown, enter the description of product.
- e. User will click on "Save & proceed" button
- User will navigate to "Details of items exported under the certificate" screen and fill in required details as below:
- a. On "Details of items exported under the certificate" section user select ITC HS code and fill in other required details

DGFT Public Page 10 of 20

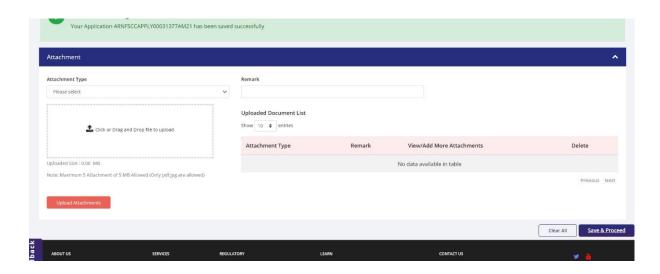
# Directorate General of Foreign Trade Free Sales and Commerce Certificate User Help File V3.0



b. On "Details of Manufacturer/Supplier/Exporter" section user needs to fill manufacturer details

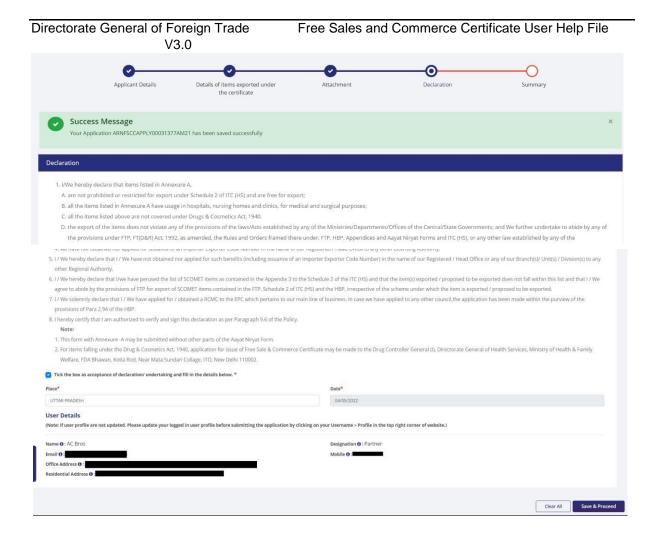


- c. On "Details of the Foreign Buyer" section user needs to fill foreign buyer details. User needs to fill all the required details on screen and click on "Save and Proceed" button
- 6. On next screen "Attachment" user can upload any attachments as required.



7. Under declaration screen, user will select terms and conditions check box to accept it. User can update "Place" field if required and then click on "Save and Next" button.

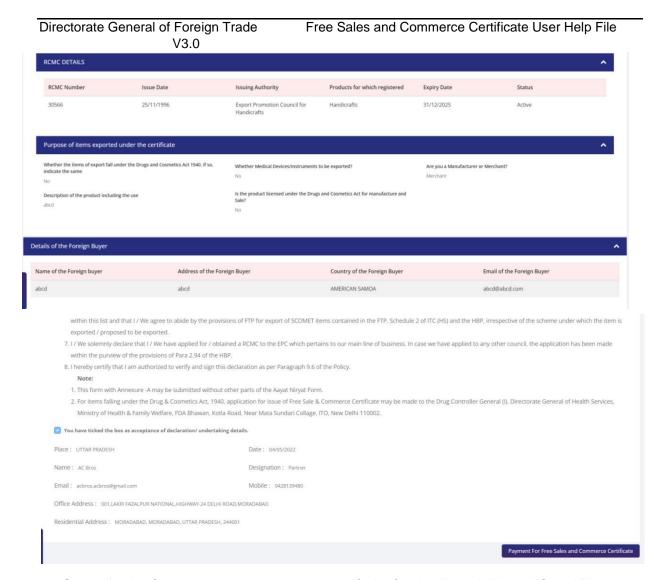
DGFT Public Page 11 of 20



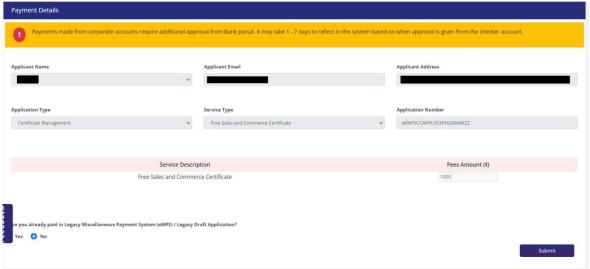
8. User navigates to Summary page. User can verify the filled in details in previous screens, and can click on "Print Summary" button to see the printable version of filled in form. Then user click on "Sign" button to digitally sign the application form. Finally, user clicks on "Submit" button to submit the application.



DGFT Public Page 12 of 20



On application fee payment screen, user can verify the fee details and click on "Submit" button to make the payment against application.



10. After Successful Payment, the user will be redirected to the DGFT Website and the receipt shall be displayed, the user can also download the receipt.

DGFT Public Page 13 of 20

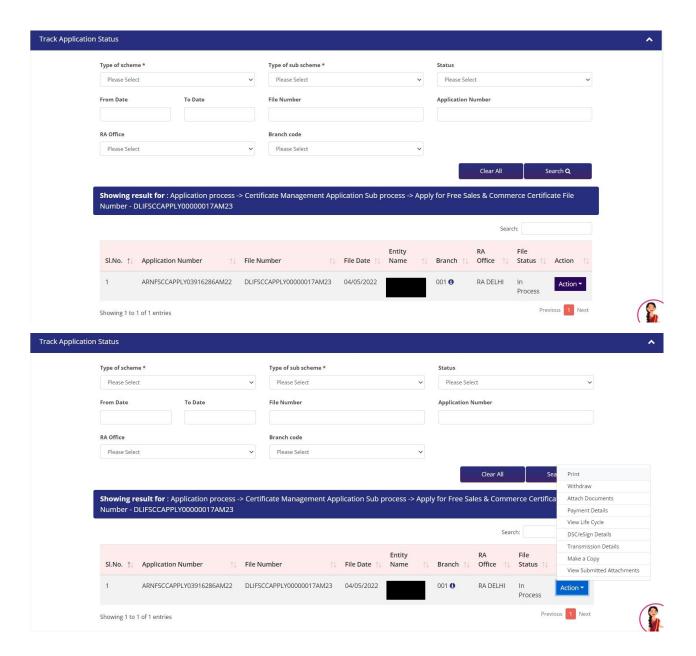


11. The user shall receive the "Free Sale and Commerce Certificate" application submission message with File number on the screen. User will also receive email/SMS for file submission.

DGFT Public Page 14 of 20

#### 6. My Dashboard (Submitted Applications)

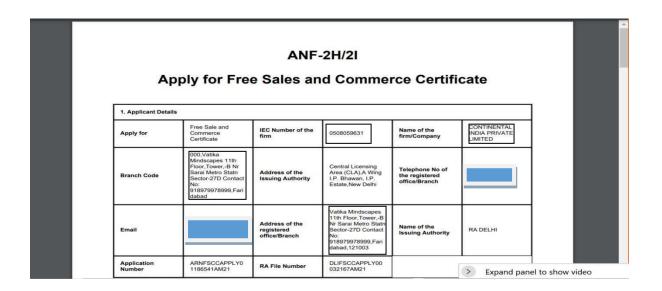
 User can check status of Submitted applications, check details of payment details, view lifecycle and approved certificates via My Dashboard→ Submitted Applications.



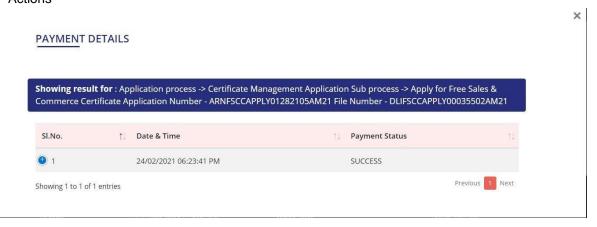
2. User can also print the file summary from dashboard. By clicking on Print button under Action, user will be redirected to Summary Page and Print Summary button will be there.

DGFT Public Page 15 of 20





3. User can also check the payment status of application by click on Payment Details button under Actions



4. User can also check the life cycle of application by click on "View life cycle" button under Actions

DGFT Public Page 16 of 20

×

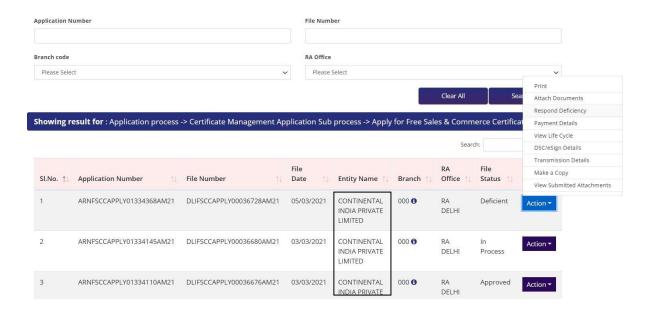
#### VIEW LIFE CYCLE

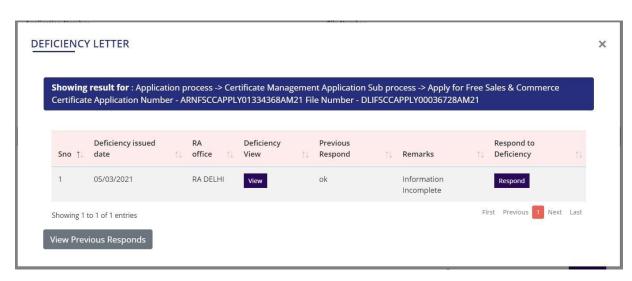
**Showing result for**: Application process -> Certificate Management Application Sub process -> Apply for Free Sales & Commerce Certificate Application Number - ARNFSCCAPPLY01282105AM21 File Number - DLIFSCCAPPLY00035502AM21

Sl.No.	Action	Action Date	Action By
1	Submitted	24/02/2021 06:23:46 PM	Importer/Exporter
			Previous 1 Next

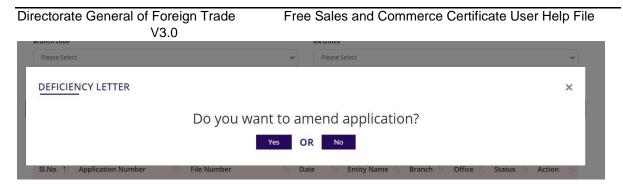
5. Similarly, User can respond to Deficiency of Deficient File via 'Respond to Deficiency' button under Action. User will be able to update the application form as per deficiency remarks and will submit the application again. File number will be same for Respond to deficiency.

By choosing Amendment as Yes or No, User can submit the form (editable fields or attachment) as per requirement.

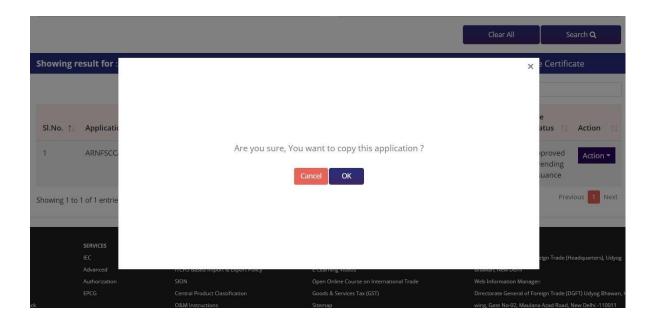


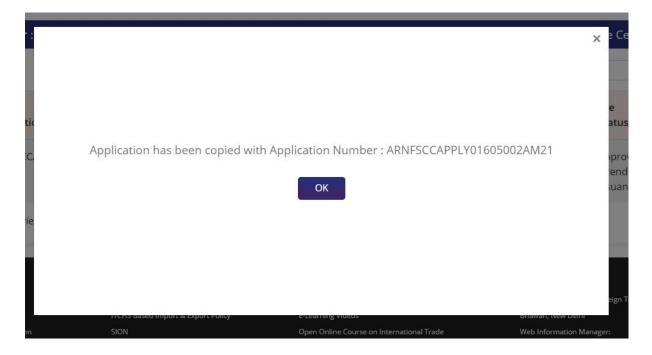


DGFT Public Page 17 of 20



- 6. File number will be same for Respond to deficiency and will go to DGFT Officer for further processing.
- 7. User also can make a Copy of submitted file. User can click on Copy button under Actions





DGFT Public Page 18 of 20

Directorate General of Foreign Trade

Free Sales and Commerce Certificate User Help File

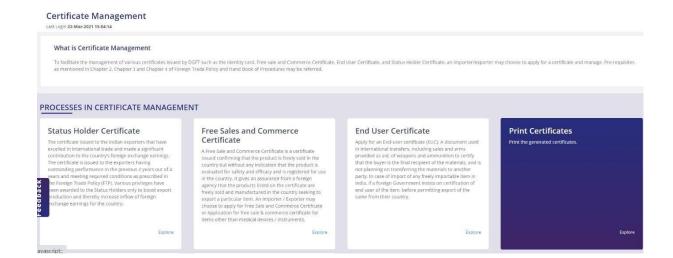
User will go to Drafts and will be able to submit the application. All the fields will be filled already as per original file.





#### 7. Print Certificate

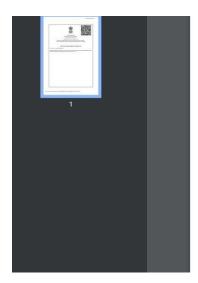
User can print the certificate by using Print Certificate node under Certificate Management.



DGFT Public Page 19 of 20



After Approval from BO, User can click on Certificate hyperlink on buttons. Approved certificates will appear with radio button. Select radio button and then click on Print Certificate button. Certificate (issued at BO) will be downloaded on User's system.





DGFT Public Page 20 of 20