



**CrimsonLogic**  
A member of the  PSA Group

# Electronic Certificate of Origin (eCO) Onboarding Guide

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## Table of Contents

Introduction to eCO .....	3
Features of eCO .....	3
Benefits of eCO .....	3
What are the Charges for using eCO .....	4
How to Sign up for eCO?.....	5
Frequently Asked Question (FAQ) .....	7
Training Information .....	14



## Introduction to eCO

eCO is a web-based system where exporters and agents can apply for Ordinary Certificate of Origin (CO) and endorsement of its supporting documents (commercial invoice, packing list or health certificate) with the authorized organisations (AOs) seamlessly on a single platform.

## Features of eCO

### 1. CO application and endorsement of supporting documents

- Exporters or agents can apply for CO and endorsement of its supporting documents (commercial invoice, packing list or health certificate) and print CO/endorsed supporting documents at its own premise or at the chamber.
- Exporters or agents can edit, replicate, replace or cancel CO.

### 2. Courier Service

- Can schedule a courier service to pick up and deliver your CO and endorsed supporting documents.

### 3. Billing Reconciliation Report

- Provides a detailed billing reconciliation report that enables exporters or agents to review and verify their transactions and the corresponding billed amount.

### 4. Email alerts

- Alerts relevant parties involved in the application process via email when an action is required and when there is an update in status. For example, approved/queried/rejected status.

Note: Endorsement of supporting documents apply only for specific chambers.

## Benefits of eCO

1. Easily accessible anywhere with internet access and a web browser.
2. Cost and time savings
  - Print at your own premises and save on courier trips.
3. Document security
  - The CO is protected with various security features to ensure its authenticity and integrity.
  - The security features include the URL CID Verification number, SecureCode, optical watermarks and micro-print to prevent unauthorized reproduction of the document.



- An online verification website and CrimsonLogic Digital App can be used for the verification of the authenticity of the CO and digitally endorsed supporting documents.
4. Archiving
- CO data and uploaded supporting documents will be stored at least 2 years as required by Singapore Customs.

## What are the Charges to use eCO?

### AO/Chamber Fees

AO/Chamber Fees	Refer to the chamber's website
Singapore Chinese Chamber of Commerce & Industry (SCCCI)	<a href="https://www.sccci.org.sg/trade-documentation">https://www.sccci.org.sg/trade-documentation</a>

### CrimsonLogic Etrade's Fee

Description	Pricing
Registration Fee	None
Fixed Monthly Fee	None
Transaction Fee – Certificate of Origin (For every CO application/cancellation/reprint original request/resubmission)	\$2.50 /Transaction
Transaction Fee – Digital endorsement of supporting document (For every digital endorsement of supporting document)	\$2.50 /Transaction (per document)
Courier Delivery Service	For Express Courier Service: <ul style="list-style-type: none"> <li>• Suspended the service till further notice.</li> </ul> For Normal Courier Service: <ul style="list-style-type: none"> <li>• SGD 12 per delivery and subject to GST.</li> <li>• COs arranged before 10am will be delivered on the same day. After 10am, it will be delivered the next working day,</li> </ul>



## How to Sign Up for eCO?

### Pre-Registration Steps

1. Prepare a soft copy of the following documents required by the respective Authorizing Organization (AO) for on-line registration:

#### **Mandatory**

- Letter of Indemnity
- Letter of Undertaking
- ACRA Incorporation Certificate/Business Profile/Bizfile
- Specimen Signatures of Authorized Signatories

#### **If applicable**

- Singapore Customs UEN Letter
  - Singapore Customs' confirmation of registration of applicant's UEN for import/export purposes.
- Factory license
- Manufacturer's Declaration

Refer to **attached files** for the templates of letters from each AO.

2. Prepare the **Authorized Digital Signatories' Images** for your registration:
  - a. The digital signatories' images will have to be the same as the Specimen Signatures from the Authorized Signatories list.
  - b. The image requirements are as below:
    - Acceptable Format: \*.png, \*.gif, \*.jpeg, \*.bmp
    - Select only 1 file per upload
    - File size should be about 100 KB
    - Dimension of the image must be at least 350 by 150 pixels
    - Background color of image must be white or transparent
  - c. Need help on resizing
    - Click on the link - "[How to resize Specimen Signature?](#)"



## On-Line Registration Steps

1. Go to eCO website at <https://certoforigin.crimsonlogic.com/eco/cusLogin/login.cl>. Click the '**Sign Up**' button
2. Fill in your company details, select the chamber (**SCCCI**), signatories details and upload the signatories digital images and supporting documents. Click **Submit** at the Registration tab once done.
  - Refer to the registration [user guide](#) for more help.
3. Once submitted, your registration is routed to SCCCI for approval
4. Once approved by SCCCI, you will receive an email notification with an attached CMS and GIRO form.
5. Fill the CMS & Giro Form.
  - When filling in the CMS form, you will need to assign the users to their roles. There are 3 types of roles:
    - **Clerk** – Create/prepare the CO.
    - **Signatory** – Approve/sign off the CO.
    - **Administrator** – Manage (New/Edit/Renew) the registration
  - A user can be both clerk and signatory but only one user can be administrator.
6. Email the completed CMS & GIRO forms to ([salesops@crimsonlogic.com](mailto:salesops@crimsonlogic.com)).
  - For payment mode via Giro, you will receive your account details within **3-5 working days after your GIRO is approved by the bank**. Please note that the **bank will take about 2 to 3 weeks to process your Giro application**.
  - For payment via Credit card, you will receive your account within **1-3 working days**. You will then be required to enter your credit card details directly into our NBS billing portal with your account details. As credit card details are confidential, we will not request via phone call or email.
7. Once payment mode is approved and setup, the login user ID and password will be emailed to your user(s).



## Frequently Ask Questions (FAQ)

### 1. What are the pre-requisites for using eCO system?

#### Accessing the System

- Users are recommended to use the latest version of Google Chrome.

#### Printing CO on Premise using Print Control Proxy

- To print a CO on A4 White Paper with optical security features, you will require a compatible printer, and the installation of the Print Control Proxy (PCP) software.
  - Refer to the list of [PHIDÉLITY PRINTER COMPATIBILITY LIST](#) list.
  - Refer to the [PCP User Guide](#) for more information to download, install and run the software.

### 2. What are the types of subscriptions and what is the difference?

There are 2 types of subscriptions – **Standard** and **Premium** users. Both subscriptions can print from their own premise or at the chamber. The differences are as follows:

- **Standard users** can print CO with the secure QR code & URL verification only. Users **can use any printer and normal printer** driver.
- **Premium users** can print CO with the secure QR code & URL verification and other additional security features which include water mark and microprint. Users **must use the compatible printers and PostScript driver** or universal print driver that supports Postscripts.

AO/Chamber	Standard Users	Premium Users
Singapore Chinese Chamber of Commerce & Industry (SCCCI)	Secure QR Code & URL verification	Secure QR Code, URL verification, Watermark & Microprint

### 3. What are the different CO forms type available from the AO/Chamber?

AO/Chamber	White Form	Pink Form
Singapore Chinese Chamber of Commerce & Industry (SCCCI)	Yes	Yes

### 4. Which are the countries that accept electronic CO?

Many countries accept electronic CO now. Unfortunately, we do not have a list of countries as there is no official publication on this. We have CO applications that are applied to 139 countries through our eCO system.



## 5. What is the frequency of billing and how do we receive the invoice?

Payment deduction will be made weekly and invoice will be issued monthly. Billing reconciliation report is available for customers to check the transactions made and the charges.

## 6. Do we need to renew our CO application yearly? Is there subscription fee?

The timing for renewal depends on the indemnity period agreed with the Authorised Organisation (AO). SCCC I require exporters to maintain an active indemnity. Once the indemnity expires, a renewal or resubmission will be required before further CO applications can be made.

## 7. Is there a limit on the number of users per company?

There is no limit to the number of eCO users a company may register under the Clerk role.

However, users assigned to the Signatory role are restricted to those officially listed in the company's Specimen Signatures of Authorised Signatories. Only individuals named on this approved list may act as signatories.

## 8. How can we cancel a CO applied through the system? Do we need to pay for cancellation?

Signatory users will be able to submit the cancellation request through the **CO Application > Cancel CO Application** feature. A cancellation transaction fee of \$2.50 per CO will be applicable. Pls note that it's subject to approval by the AO/SCCCI.

## 9. How do I obtain an additional original copy of the CO?

Signatory users will be able to submit their request through the **Reprint Original Request** feature. A reprint original request transaction fee of \$2.50 per CO will be applicable. Pls note that it's subject to approval by the AO/SCCCI.

## 10. Where can I get a sample of the Letter of Undertaking/Indemnity?

You can obtain the copy of Letter of undertaking or Indemnity from the website <https://certoorigin.crimsonlogic.com/eco/cusLogin/coProcedure> or from the AOs/SCCCI's website or approach SCCC I for the relevant documents.

## 11. Is amendment of the CO allowed? If there is error on approved COO, are we able to amend?

There is no amendment feature available currently. You will need to cancel the existing COO and re-apply. It is advisable to check carefully prior to submitting the CO



application, so you don't have to make a cancellation and re-apply for another COO, thus incurring another transaction charge.

## 12. What is the processing timeframe for each chamber?

We cannot advise a specific processing time frame for each chamber. However, the general processing time is within one working day. You may check with SCCCI on the processing time.

## 13. What are the payment modes available?

Payment can be made via GIRO or credit card.

## 14. If I encounter problems with registration, how can I get help?

You can reach out to our support team at [support@crimsonlogic.com](mailto:support@crimsonlogic.com) for assistance.

## 15. If I would like to appoint my agent to apply on behalf, how do they register?

- a. The exporter will have to first register in eCO and then get the approval from SCCCI. Then complete the CMS form & submit it to CL's Sales Ops for the setting up of the exporter account. CL's Sales Ops will provide the login details once the account setup is completed.
- b. The agent will then have to register their eCO account.
- c. The exporter to login using the eCO admin account and then request for Contract Management with their agent. The exporter selects the agent, SCCCI and the bill to party. Click on the link below to find out more.
  - [How to add NEW AGENT CONTRACT? \(Exporter\)](#)
- d. Then the Agent will login using their eCO admin account and approve the contract from the exporter. Click on the link below to find out more.
  - [How to ACCEPT EXPORTER CONTRACT? \(Agent\)](#)

## 16. Do you have the sample of the pink form and white form CO?

**eCO A4 Pink Form Sample**



1 Exporter (Name & Address) ABC ABC Address		REPUBLIC OF SINGAPORE	
2 Consignee (Name, Full Address & Country) BCD BCD Address		CERTIFICATE OF ORIGIN/PROCESSING	
3 Departure Date ON OR ABOUT 24 Feb 2019		No. _____	
4 Vessel's Name/Flight No. SQ123		NO UNAUTHORISED ADDITIONAL ALTERATION MAY BE MADE TO THIS CERTIFICATE ONCE IT IS ISSUED	
5 Port of Discharge LAHORE		8 DECLARATION BY THE EXPORTER	
6 Country of Final Destination INDIA		We hereby declare that the details and statements provided in this Certificate are true and correct.	
7 Country of Origin of Goods JAPAN		Signature: _____ Name: _____ Designation: _____ Date: _____	
9 Marks & Numbers	10 No. & Kind of Packages Description of Goods (include brand names if necessary)	11 Quantity & Unit	
1	Rubber Tyre	1 UNIT	
12 CERTIFICATION BY THE COMPETENT AUTHORITY			
We hereby certify that evidence has been produced to satisfy us that the goods specified above originate in/are processed in the country shown in box 7. This Certificate is therefore issued and certified to the best of our knowledge and belief to be correct and without any liability on our part.			

Page 1 of 1  
http://127.0.0.1:8080/sgn/verify/C0102-99e2e71484e94be473e6323e9a201118187

### SecureCODE

A 2D barcode that uses PKI security to protect against document forgery, can only be decoded by our Phidelity app

### Verification URL

A URL that verifies the authenticity of the eCO

## eCO A4 White Form Sample

1 Exporter (Name & Address) CL PREMIUM EXPORTER 31 SCIENCE PARK ROAD THE CRIMSON 117611		REPUBLIC OF SINGAPORE	
2 Consignee (Name, Full Address & Country) COMFANY ABC STREET 81-11 CITY COUNTRY		CERTIFICATE OF ORIGIN/PROCESSING	
3 Departure Date ON OR ABOUT 15 MAY 2018		No. -18-000256	
4 Vessel's Name/Flight No. QUEEN / Q8629		NO UNAUTHORISED ADDITIONAL ALTERATION MAY BE MADE TO THIS CERTIFICATE ONCE IT IS ISSUED	
5 Port of Discharge LAHORE		8 DECLARATION BY THE EXPORTER	
6 Country of Final Destination PAKISTAN		We hereby declare that the details and statements provided in this Certificate are true and correct.	
7 Country of Origin of Goods JAPAN		Signature: Name: CONNIE DOO Designation: SIGNATORY Date: 15 May 2018	
9 Marks & Numbers	10 No. & Kind of Packages Description of Goods (include brand names if necessary)	11 Quantity & Unit	
89130	VESSELS, REFRIGERATED, OTHER THAN TANKERS	1,000.00 LMT	
84781	MACHINES, AUTOMATIC COOK VENDING MACHINES, (I.G. PORTAGE STAMP, CIGARETTE, FOOD OR MONEY-CHANGING MACHINES, EXCLUDING BEVERAGE-VENDING MACHINES, INCORPORATING HEATING OR REFRIGERATING DEVICES	1.00 SET	
84189	FURNITURE INCORPORATING REFRIGERATING OR FREEZING EQUIPMENT, FOR STORAGE AND DISPLAY, N.E.C. IN ITEM NO. 8418.1, 8418.2, 8418.3 OR 8418.4 (Chests, Cabinets, Display Counters, Show-Casas and the Like)	55.00 EACH	
12 CERTIFICATION BY THE COMPETENT AUTHORITY			
We hereby certify that evidence has been produced to satisfy us that the goods specified above originate in/are processed in the country shown in box 7. This Certificate is therefore issued and certified to the best of our knowledge and belief to be correct and without any liability on our part.			

Page 1 of 1  
http://127.0.0.1:8080/sgn/verify/C0102-99e2e71484e94be473e6323e9a201118187

Multiple layers of optical document security features built into the system

- Anti-Counterfeit: Authenticity of a document
- Anti-Forgery: Integrity of a document

### Micro-Print

This will appear distorted on a photocopy to reveal counterfeiting.

### Optical Watermark

An anti-copy feature where a photocopied watermark will differ from the original.

### SecureCODE

A 2D barcode that uses PKI security to protect against document forgery, can only be decoded by our Phidelity app

<Chamber Stamp and Signature>

### Verification URL

A URL that verifies the authenticity of the eCO



## 17. Do you have a sample of the endorsed/attested supporting documents?

- Pls note that it's applicable only for specific AO.

### Supporting docs + Attestation Certificate

**(Example: Invoice)**

CLK12 PREMIUM EXPORTER

Bill to:  
XYZ Pty Ltd  
Raleigh Street  
Melbourne, Australia

Invoice: CLK0001  
Date: 10-Jan-2026

S/N	Quantity & Description	Qty	Unit Price (SGD)	Total Amount (SGD)
1	Stationery X01	10 BOXES	500	5000
2	Stationery X02	10 BOXES	800	8000
Total Amount				13000

SecureCode  
A 2D barcode with anti-forgery features embedded to protect the integrity and authenticity of documents.

**Supporting Document Reference Number**  
Referenced the supporting document with the Attestation Certificate.

**Append**  
+

**Security URL Verification**  
A URL that verifies the document has been attested by the Authorized Organization.

**Security Page Serialization**  
Page serialization & print date + time that verifies the supporting document is duly appended to and associated with the Attestation Certificate.

**SecureCode**  
A 2D barcode with anti-forgery features embedded to protect the integrity and authenticity of documents.


**ATTESTATION CERTIFICATE**

The endorsement on this document solely certifies that the attached Commercial Invoice, referenced in Section 2, serves as the supporting document for the Certificate of Origin referenced in Section 3.


1. Country of Certification: Singapore  
2. Commercial Invoice Number: CLK0001  
3. Certificate of Origin Number: SICCI-26-000175

**Declaration by the Exporter**  
We hereby declare that the details and statements provided in this Commercial Invoice provided are true and accurate.

4. By: CLK12 Premium Exporter DSK  
EXPSIG12  
SIGNATORY  
5. Date: 02 Mar 2026

6. Stamp & Signature:   
<Exporter Stamp & Signature>

**Certification by Authorized Organization**  
We hereby certify that the attached supporting document of the Certificate of Origin referenced in Section 3 has been attested to the best of our knowledge without any liability on our part.

7. By: Singapore Indian Chamber of Commerce and Industry  
ARNOLD ONG  
Executive (Trade Documentation)  
8. Date: 02 Mar 2026  
9. Stamp & Signature:   
<Chamber Stamp & Signature>

SecureCode  
A 2D barcode with anti-forgery features embedded to protect the integrity and authenticity of documents.

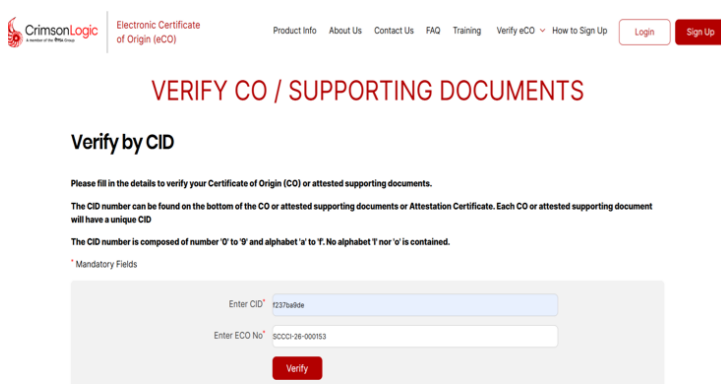
## 18. How do you verify the authenticity of the CO and endorsed supporting documents?

You can verify the authenticity of CO or endorsed supporting documents either using the CrimsonLogic online verification portal or SecureCode Scanner.

### a. Online Verification – Using CID Number

<https://certoforigin.crimsonlogic.com/eco/cusLogin/verifyImage>

### Verify CO



**Verify by CID**

Please fill in the details to verify your Certificate of Origin (CO) or attested supporting documents.

The CID number can be found on the bottom of the CO or attested supporting documents or Attestation Certificate. Each CO or attested supporting document will have a unique CID

The CID number is composed of number '0' to '9' and alphabet 'a' to 'z'. No alphabet 'y' nor 'i' is contained.

\* Mandatory Fields

**Verify CO**

Verification Successful!

The CO application of SCCC-26-000153 is valid.

CERTIFICATE OF ORIGIN/PROCESSING  
SCCI-26-000153

**Exporter (Name & Address)**  
CLK12 PREMIUM EXPORTER DSK  
31 SCIENCE PARK  
23213412

**Consignee (Name, Full Address & Country)**  
GOO PTE LTD  
167 XYZ ROAD, AUSTRALIA  
AUSTRALIA

**Departure Date**  
ON OR ABOUT 26 FEB 2026

**Vessel's Name/Flight No.**  
SQ667

**Port of Discharge**  
MELBOURNE/INT. APT, VI

**Country of Final Destination**  
AUSTRALIA

**Country of Origin of Goods**  
SINGAPORE

**Declaration by the Exporter**  
ABC  
EXPSIG12  
05 MAR 2026

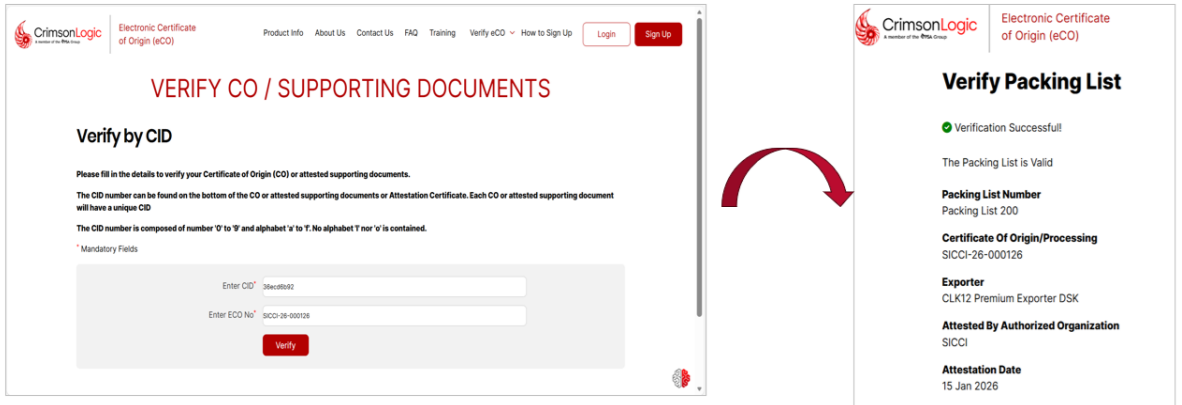
**No. of Copies**  
3

**Items (Marks & Numbers, Description, Quantity & Unit)**  
STATIONERY 1X 10.0 BOXES 11  
STATIONERY X2 10.0 BOXES 11

**Certification by the Competent Authority**  
05 MAR 2026



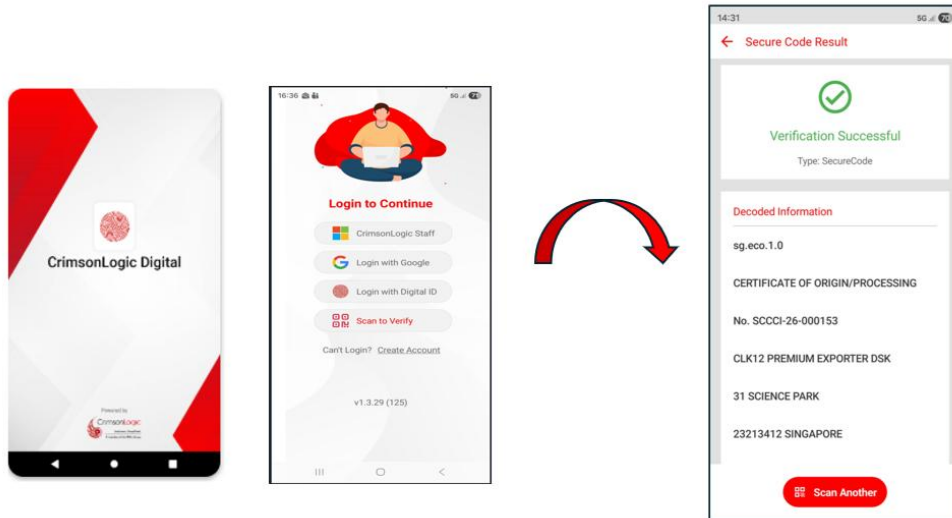
## Verify Supporting Document



### b. Verify Using SecureCode Scanner - CrimsonLogic Digital App

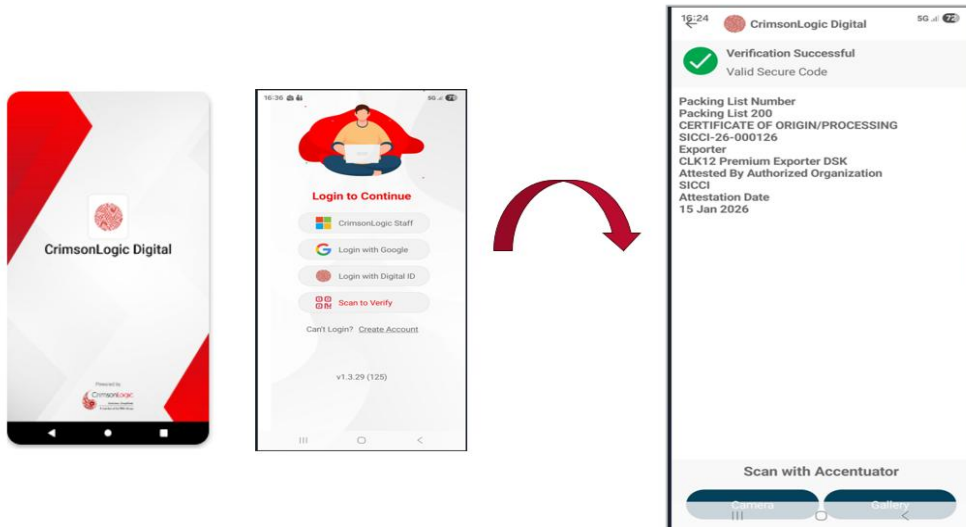
<https://certoforigin.crimsonlogic.com/eco/cusLogin/qrCodeScanner>

## Verify CO





## Verify Supporting Document





## Training Information

### Synopsis

The web-based Certificate of Origin (CO) application and certification system provides a single interface for exporters and their agents to electronically apply for COs conveniently via the Internet. It provides an integrated, electronic process for faster CO application and certification. It also allows the immediate transmission of certified COs to designated third party recipients in a secure electronic environment

### Course Objective

This is a structured, hands-on training programme designed for exporters and their agents to equip them with the knowledge and skills to prepare, submit, receive and print electronic certificate of origin on the system. The programme focuses on providing experiential teaching through effective use of case studies and steps in the preparation of certificate of origin using Electronic Certificate of Origin (ECO) system

### Who Should Attend:

- For brand new 1st time subscribers of the ECO application.
- For existing subscribers with new staff who are taking over the responsibilities of preparing and submitting those ECO applications.

### Course Structure

- A 1-day session

### Course Timing

- 9:15am to 5:00pm

### Course Fee

- **Usual Price:** \$198.00 (subject to prevailing GST rate)
- **Promotional Price (for limited period only):**
  - \$198.00 for the 1st pax
  - 50% off for 2<sup>nd</sup> pax onwards

**Promotion Period:** Valid only for training date scheduled on **16, 18, 30-Jun-2026**. Limited seats available. First come first served.



## Scheduled Course Dates

Month	Course Dates
June	16, 18 & 30
August	18
October	6
November	5

## Contact Us

For enquiries, please email to [training@crimsonlogic.com](mailto:training@crimsonlogic.com)

## Course Outline

- Overview of the Electronic Certificate of Origin (ECO) System
- Login, User-IDs, Password Management and User Profiles
- Hands on Session on -----
  - New, Edit, Renew and View Exporter Registration
  - New CO Application
  - My CO Application -> pending and view CO
  - Manage Favourites
  - Replicate CO Application
  - Process CO Application (Signatory)
  - Replace CO Application
  - Cancel CO Application
  - Queried CO Application
  - Returned CO Application
  - New Digital Certificate
  - CO Printing and Reprint
  - Digital Documents Printing  Print Digital Document
- Reports and Other Options