Signify

Vendor Origin instruction

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Table of Contents

Vendor Origin instruction

1. Purpose

This document explains the process, required for Signify Suppliers, to provide (preferential) origin information to Signify. It specifically instructs how vendors should make use of the Signify Trade Compliance System, "Trade Automation.' The application of this process is required for all Signify Suppliers (including Cooper Lighting Suppliers) to ensure origin information is provided accurately and timely by Suppliers to Signify.

2. Background

Origin information plays a key role in (domestic and international) trade, export, import processes. A business is required to keep records of non-preferential origin (also called 'country of origin' or 'made in') information, as well the preferential origin status (eligibility for a product to qualify for a specific Free Trade Agreement (FTA) and reduced duty rates).

Origin information is required to be provided vendors, for Signify to apply downstream in the supply chain. Signify has implemented a standard process to collect this information, including the collection of Long-Term Supplier Declaration / Origin Certificates in a compliant and efficient way, for suppliers and Signify via the Trade Automation portal.

3. Contact

Signify has a central team to support origin information collection and validation.
For any questions about the process or system, please reach out to: support@gtcdesk.com

4. Scope

This process applies to all Signify/Cooper Lighting Vendors.

5. Terminology

The following terminology may be used throughout the document:

Term	Explanation
COO	Certification of Origin (eligible for either PREFERENTIAL and or NON-PREFERENTIAL)
FTA	Free Trade Agreement
HTS / HS	Harmonized (Tariff) Schedule
LTSD	Long Term Supplier Declaration
TA	Trade Automation (E2Open system is designed for the collection of Supplier's data information)

Vendor Origin instruction

6. Instruction

The steps in the process of origin information collection are:

- **Initial Request to Supplier:** TA system initiates the Solicitation Campaign via email to the Supplier(s). The Supplier(s) receives an invitation via email to support for the requested information from TA system. In the invitation received, the Supplier(s) will receive instructions which will include an Excel file (parts & origin information to be added) and with a user account and password credentials.

- **Vendor Information submission:** Supplier(s) must provide part number(s) and origin information by using the Trade Automation system (optional: download the template & upload the data information into the TA system). This triggers the origin certificate creation, to be signed (digital or hand written signature) by the Supplier (With the Supplier(s) signature, validates that all data information is true and correct). Once sumbitted, the only changes to be made are by the Supplier only, otherwise the document will be read-only.

- **Signify validation:** Signify validates the received information. If not in time/complete Signify will contact the vendor.

- **Signify application**: confirmed by Signify, the origin information as provided by supplier in the Trade Automation system will be used by Signify in their trade processes.

- **Changes**: In the event the vendor has changes related to the submitted origin information, the vendor is required to update the information in the Trade Automation system. These changes will become visible for Signify, triggering the process back to step 3.
- In the event the product portfolio is extended, noted by Signify, Signify may initiate a new Solicitation request to vendor (see step 1)

The origin information collection can be distinguished in types of information collection:

1. Non-Preferential Origin (recurring in case of product portfolio additions)

2. Preferential Origin (recurring yearly)

- For both types of information requests (preferential/non preferential), the process to provide the information as a supplier is similar. The difference is the information content which a vendor is required to provide in Trade Automation and the frequency to provide the information.
- With respect to frequency, the non-preferential origin information is requested generally once for a product (unless there are changes to the product portfolio).
- Preferential origin information will be systematically performed yearly, certificates of origin will only be valid for the current calendar year. During the year, in case of product portfolio additions, a new request may be initiated.

Signify

Vendor Origin instruction

Notes on (preferential) origin:

Non-Preferential origin: information to be provided is the non-preferential origin of the supplied product(s), also referred to the 'made in' or 'the country of origin' referring to the country where the last substantial transformation took place. A non-preferential country of origin, for example, could be USA, Canada, Mexico, Poland, … etc.

Along with the non-preferential country of origin, the HTS code (6-10 digits) as determined by the supplier in the country of non-preferential origin must be provided.

Preferential origin: information to be provided is the status as determined by vendor on the eligibility of a product to apply a certain Free Trade Agreement. The indication of the preferential status for a product, for a specific Free Trade Agreement comes along with the preferential origin rule applied indicator, the non-preferential origin of the product, as well the HTS code as determined by the supplier in the country of non-preferential origin.

Above information elements can differ per certificate type.

6.1 Initial request to vendor (Suppliers)

Signify initiates a campaign email to the vendor, requesting the vendor to submit the part number(s) & origin information. The campaign can be related to the submission of non-preferential and depending on the vendor country preferential information for one or multiple Free Trade Agreements.

If a vendor is part of a campaign for the first time, then the vendor will be provided with an introduction email, followed by user credentials emails on user account and password.

In the event you receive one of these emails, and have a question, please contact Signify Support Teams: support@gtcdesk.com

FTA Campaign Notification:
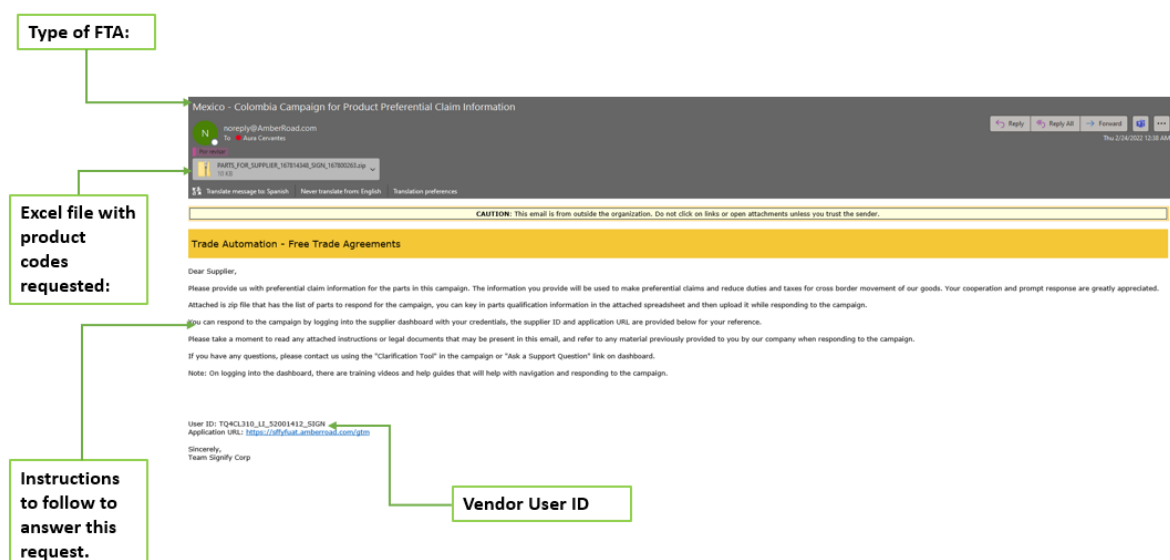
Vendor Origin instruction

User Credentials:

Before starting with the process, you receive from the Signify, via the Trade Automation system an email notification with the following subject: **"Trade Automation – New User Account Information"**. These two emails, sent separately, provide user and password to use the system.

Examples below:

- **Email notification of the user**:
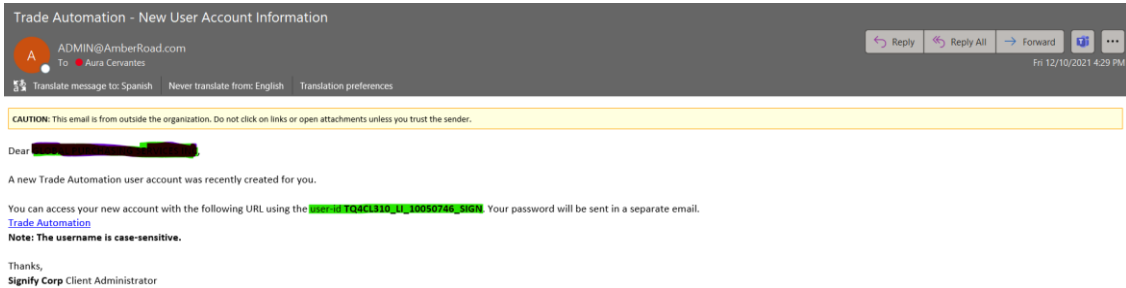
- **Email notification of the password:**
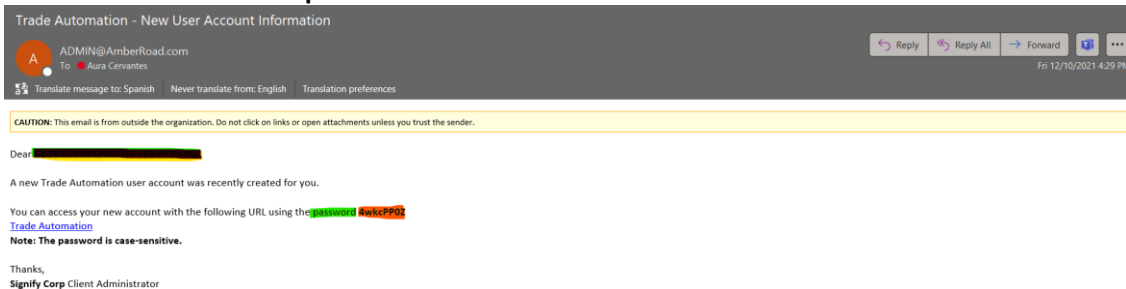
Do not reply to these emails. In case of questions/remarks, send an email to Signify Support Team: support@gtcdesk.com

If you do not receive your user and password, please contact us.
Once you received the emails, please click on the following link to have access to Trade Automation (TA) system: Trade Automation

6.2 How to login Trade Automation (TA) system.

To submit your information to Signify, the Supplier is required to use the login and password supplied by the TA system by using the following link below.
Trade Automation
An example:
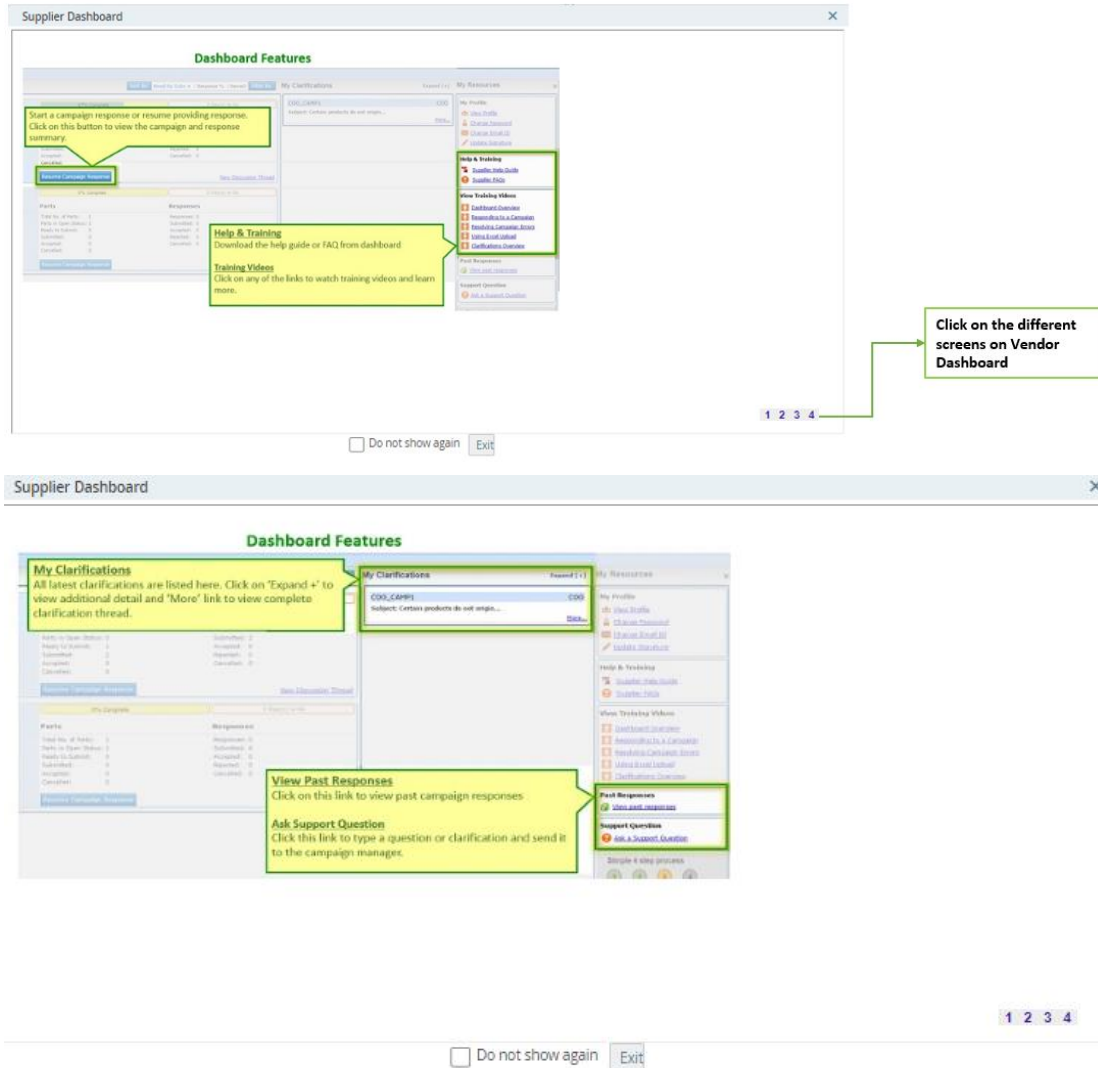
(s)ignify

Vendor Origin instruction

6.3 Supplier Dashboard

Once that you have access to TA System, perform the following steps:

TA system will automatically display a Dashboard with features on your start to end processing. Please take a few minutes to see this screen as a summary of the information that you can see and upload in the system, after this please select bottom Exit

Signify

Vendor Origin instruction

Supplier Dashboard – My Profile.
Once logged in to the TA system, navigate to the right of your screen to "My Profile" section and update your information as follows.
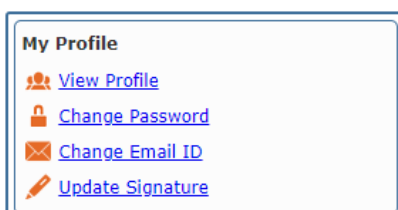
Vendor Origin instruction

View Profile: Please, ensure that the information on this screen is correct
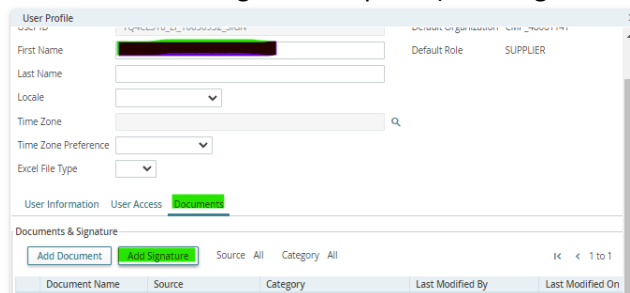
Change Password: It is advised to change the password to an own one after the first login.

Change email ID: If you need to update or change email please, click on this option. This can be used especiall when the responsible person for updating/ issuing certificates/LTSDs chnages.
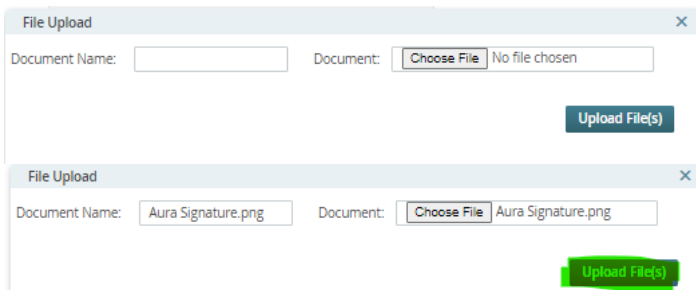
Update Signature: We encourage to you to upload your signature. This step is going to makes it easier to create the Certification of Origin document (see page 12 for example).

To add a digital signature, please follow the next steps:
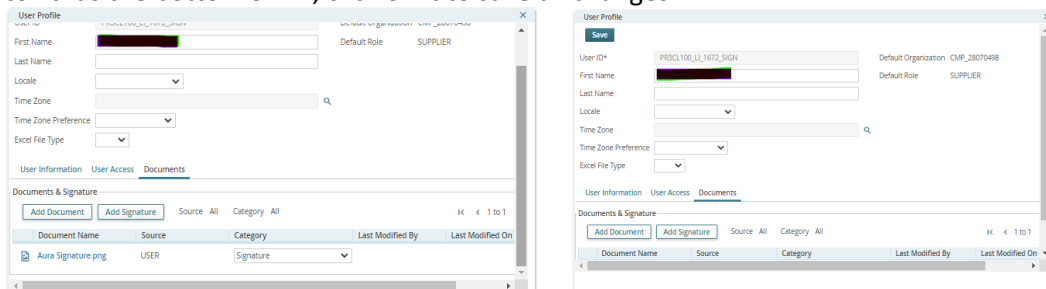
Click on the "Add Signature" option (see image below)

Upload the .pdf file with your digital signature. Choose the file on your computer and click on the icon to perform Upload File.

You will see the document uploaded as follows. Please user the bar tab at the right and look towards the bottom SAVE, click on it to save all changes.

Supplier Dashboard - Help & Training tips: In case you need more details on how to fill out the campaign, on the supplier dashboard you will find the section Help & Training.

Vendor Origin Instruction

Supplier Help Guide: This document contains an overview of what you need to do to response to the campaign received from us.**Supplier FAQs:** List of some FAQs as a guideline.

Supplier Dashboard - Training Videos: available training videos are made for your reference during the Campaign solicitation processing.

View Training Videos
- Dashboard Overview
- Responding to a Campaign
- Resolving Campaign Errors
- Using Excel Upload
- Clarifications Overview

6.4 Start Campaign response

Please select start campaign response, you will submit the information requested on the system based on the FTA requested.

Fill in all information being requested for the campaign profile, then select **save and validate**.

Vendor Origin instruction

To respond to the campaign, you can select two options:

Option 1: Select the product codes or items to update.

Attention: Mandatory fields to fill are:
1) Qualified: select option from the pop-up

   !! In case you no longer deliver products please select option: No Longer Produced

   !! In case you do not know the product please select: Part not recognized

   In both cases you will no longer be asked for those products in the next campaigns.
2) COO: search for the countrycode or via name
3) Preference criteria which is visible option for EU Suppliers
4) RVC which is visible option for USMCA Suppliers.

!! To select the appropriate Preference criteria please make sure you know exactly the criteria which was used to achieve the preferential status. In case you don't know please ask internally in your entity for this information.

In the next step you will be asked to download the certificate/LTSD (EU Suppliers), you will have to check it, sign it and attach it to the campaign. Only then will the campaign be submitted.

The submission in TA status is shown below.

Vendor Origin Instruction

Products/Items requested and status

To see details of the items submitted

![Signify logo]

Vendor Origin instruction

Option 2: Download Excel file and fill out the information requested on the layout by FTA. The Excel file has a tab with the instructions to follow base on region (USMCA, Europe: Cumulation field is a mandatory).

If you uploaded the information via Excel file a confirmation of the upload will be sent via email.

TA System will show the campaign status and option to download a copy of the Certificate of Origin .pdf.

Please fill only the columns which are available in the excel sheet. Please do not add columns as the format of the document will change and you will not be able to upload the document into TA. After the upload, TA will ask you to review the document, sign it and upload the certificate.

signify

Vendor Origin instruction

Reference No: RG_TEST_SIGN_617_2

The United States-Mexico-Canada Agreement
Certificate of Origin

1. Certified by	2. Blanket Period
☐ Importer ☐ Exporter ☒ Producer	FROM (mm/dd/yyyy): 01/01/2022
	TO (mm/dd/yyyy): 12/31/2022

3. Exporter:	4. Producer:
Aztec Global Solutions, Inc. 1201 ACTIVITY DRIVE, Nansha District, Nuevo Leon, 90100 United States of America Email:aura.cervantes@cooperlighting.com; Tel:+524441418929	Various

5. Importer:
Signify Electromag México, S.A. de C.V. Test addresss - street etc 8, Chihuahua, test postcode 8 Mexico

6. Product Code	7. Product Description	8. Signify Batch IDs	9. HS Number	10. Country of Origin	11. Origin Criterion
RG_PR2_PR4_2 42208610779	FUSE RAD LT 1A 250V IEC MRT A		940599	US	Criterion B

I CERTIFY THAT:

• *I certify that the goods described in this document qualify as originating and the information contained in this document is true and accurate. I assume responsibility for proving such representations and agree to maintain and present upon request or to make available during a verification visit, documentation necessary to support this certification.*

THIS CERTIFICATE CONSISTS OF ____1____ PAGES, INCLUDING ALL ATTACHMENTS.

12a. Certifier Signature	12b. Certifier Company
Aura	Aztec Global Solutions, Inc. 1201 ACTIVITY DRIVE, Nansha District, Nuevo Leon, 90100 United States of America

12c. Certifier Name	12d. Certifier Title
aura1	Analyst

12e. Date (mm/dd/yyyy)	12f. Telephone Numbers	12g. Certifier Email
12/01/2021	Voice: +524441418929 Facsimile:	aura.cervantes@cooperlighting.com

RG Blanket USMCA Value

Page 1 of 1

1

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[1] As an example of the USMCA certificate. Other FTA's are supported by specific related templates in TA system.

Signify

Vendor Origin instruction

If you have uploaded your .pdf digital signature, on the certificate document the TA system will automatically apply it. If no "digital signature" was uploaded, the Supplier will need to print all pages, physically sign, scan, then upload the signed .pdf document (Click OK in every screen)

An email will be sent to you confirming the information that was submitted on your behalf.

Signify will review the response campaign and an email will be sent to you with the confirmation or to request more details.

Signify

Vendor Origin instruction

7. FAQS

1. What is a campaign? Why did I get a campaign notification?

Campaign is a request sent out by Signify to all suppliers that are delivering products to Signify. Signify sends this request to get information about the preference status and the country of origin for all products which are in delivery as components.

2. What is LTSD?

LTSD is : Long Term Suppliers Declaration where the Supplier can confirm if his products delivered to Signify are of preferential or non-preferential treatment and what the country of origin of that product is. It is a document issued only between European countries, within the European process.

3. How do I respond to a new campaign request?

Upon login to the Supplier portal, the campaigns that need response (s) will be listed under 'My Campaigns' section. You can navigate to view the Campaign details and respond by clicking on 'Start Campaign Response' button against the respective Campaign.

Upon clicking Start Campaign Response, you will be navigated to the Campaign Summary.
You will need to resolve any errors in the campaign header.

4. What is the next step after I resolve errors in the campaign header?

Once you resolve the errors, you can provide the part qualification details using the options provided in the Part & Responses section in the campaign summary view.

5. How do I provide the information for the Parts in a Campaign?

On navigating to the 'Campaign Summary' view, the following options are:

- **Respond Online:** This will navigate to the 'Part Details View', where you will need to provide the Product details
- **Download Excel:** This will download a template, which can be used to provide product claim information in offlinemode and then upload it back to the
- **Search and View Parts online:** This will help to filter the specific Products you want to respond to

For sections in the Campaign Summary view, you will see Help icons for quick information on the respective sections.

6. I am using the Excel spreadsheet option, what values should I provide for each field?

The Excel spreadsheet used to provide claim details for the parts has only certain fields that can be edited. The fields can be edited by either adding text or selecting options from the drop-down manually. Each Excel spreadsheet will have an Instructions worksheet to help you to in providing the part details.

Vendor Origin instruction

7. What is cumulation? Do I need to check Yes or NO?(LTSD process related for Europe only)

Cumulation allows to treat products from a country where the cumulation process is within FTA agreement allowed, as they were from that country. This is mainly used to achieve preferential treatment (ex. EU-TR) Signify will not make the use of cumulation, therefore check should always be NO.

8. Do I have to complete the field Supplier Part ID in the campaign? Is it a mandatory field?

No, you don't need to fill out the supplier part ID, this it's not a mandatory field.

9. The HS code provided in the campaign does not match my data base. How can I inform the Campaign Manager to recheck the HS code?

You can contact to the Campaign Manager following the steps of question 13, or you can correct the HS Code direct in the system. If a mismatch on HS Code is finding Signify team will ask regarding the difference.

10. My company address details have changed recently. Can I change it myself or do I have to report this to the Campaing Manager?

You can go to profile options and update the information of the company including contacts.

11. I have provided the information for the parts by uploading a spreadsheet. How will I know if there are any errors?

Upon successful upload of the file, a response will be created automatically, and you will receive an email notification. The created response can be viewed under 'My Response' section in the Campaign summary view. In case of errors, the parts will be placed on 'hold'; you can fix the errors using the 'Online' or 'Download Excel' options.

12. While providing the information, I have marked a few parts as 'Skip.' What happens to the skipped parts when a response is created?

The application will not run any part-level validations for the parts that are skipped.
When a response is created, the skipped parts will not be considered in the response creation.

13. If I have any questions, where can I raise them in the Web tool?

Click the 'New Discussion Thread' hyperlink on the dashboard of the campaign and submit a question which will be sent to the Campaign Manager. When they respond to your question, you will receive an email notification.

OR

You can click the link 'Ask a Support Question' in the Support Question section on the dashboard. You will have to fill-in the Subject and the Body in the email template displayed. The email is sent to the Campaign Manager who will respond to your email.

OR

Submit your question via support@gtcdesk.com

Signify

Vendor Origin instruction

14. **In case I have not completed the responding to a campaign, how can I resume?**

Upon login, the campaigns with incomplete responses will display the 'Resume Campaign Response' button. You can click the button and continue with providing the responses.

15. **How will I know the Campaign details such as the due date for the Campaign submission, status of the Campaign, etc.?**

Each of the Campaign listed under 'My Campaigns' section will have a summary with the following details:

- **FTA** (Free Trade Agreement): for which the Campaign details need to be provided for
- **Need by Date**: date by when the Campaign needs to be responded. A status bar also details number of days by when the response is due to be responded
- **Organization of the Campaign**
- **Campaign Manager:** who is requesting the campaign
- **Supplier Name:** to whom the campaign is requested or solicited
- **Total Number of Parts:** in the Campaign
- **Parts**: lists the total number of parts, parts in open status, parts that are in ready to submit, number of parts submitted, number of parts accepted and number of parts canceled.
- **Responses**: lists the number of responses, number of responses submitted, number of responses accepted, number of responses rejected and number of responses.

16. **I have created a response successfully; does this mean I have completed the process?**

No, you have just completed the first step out of the four-step process. You will have to complete the next steps as explained below:

- ✓ **Review Documents**: Review the Certificates that are generated that belong to the response. If you have chosen to add your signature automatically, then the document review will be automatically checked. If not, you will need to download the generated document, sign it and then upload it back to the response.
- ✓ **Submit Response**: Once the signed document(s) for the response are reviewed, the 'Submit Response' button is enabled to submit the response.
- ✓ **Response Review**: Once the response is submitted, the respective Campaign Manager will receive a notification and will review your submitted response. In case, your response is rejected, you will be notified through email and the Parts will need to be re-submitted.

Also, there is a guided four-step process as seen on the dashboard that will help you understand the steps to follow to respond to a campaign.

17. **I submitted my response to all Products in the Campaign request, am I done?**

Once you have followed the three steps out of the four-step process:

- ✓ **Created response**
- ✓ **Reviewed all the signed document(s)**
- ✓ **Submitted your response**
- ✓ **Response Review**: Your Campaign Manager will review the response and choose to either accept or reject it. You will receive an email notification when either of

Signify

Vendor Origin instruction

the actions is If your response is rejected, you will need to login back into the Trade Automation application to make corrections as requested by your Campaign Manager and submit the response by following the above process.

18. After I created/submitted my response, where do I view the 'Ready to Submit/Submitted Parts'?

You can view the 'Ready to Submit/Submitted Parts' in the 'View Submitted Parts' link available in the 'My Responses' section.

19. Can I cancel a response once it is created?

Yes, you can cancel a response until you have submitted it. You will not be able to cancel a response once it is submitted. Once a response is canceled, the Part(s) belonging to the response will be added in the Campaign with 'Ready to Submit' status.

20. Can I view the Past Campaign responses that I had submitted?

Yes, you can view your Past responses by clicking the 'View Past Responses' link on the Dashboard.

21. Where can I find the Qualification–related information to complete the response for my part?

You can refer the 'Help & Training' section for more information on Qualification process.

22. How do I reset my password?

In the upper right-corner of your Dashboard, navigate to the 'My Profile' section. Click the 'Change Password' hyperlink which prompts you to change your password.

23. Is there any training or Help content to know more about the features workflow?

Yes, in the section, 'Help & Training,' you can download the Supplier Help Guide to know more about the features workflow. Also, in the 'View Training Videos', you can view videos on various topics listed below:

- Dashboard Overview
- Responding to a Campaign
- Resolving Campaign Errors
- Using Excel Upload
- Clarifications Overview

24. I want to change the email ID where I receive the email notification. How can I update my email address?

In the upper right-corner of your Dashboard, navigate to the 'My Profile' section. Click the 'Change Email ID' hyperlink. This will prompt you to change the email address associated with the account.

25. How do I upload the signature and where can I preview the uploaded signature?

You can upload the signature in the My Resources > My Profile > Update Signature. Once you upload the signature (image), you must select the Document Category type as Signature. You can preview the uploaded signature in the View Parts & Responses link > View Campaign Profile link.

26. What if I no longer produce one or more Products for my customer?

If you produced products within the past year, Signify may still require a qualification response. Within the response, you may choose the option for 'No Longer Produced' for the Products that fit those criteria and submit your response. Or you may send a Clarifications message to your Campaign Manager by clicking on the 'New Clarification' of the Campaign and submit a question which will be sent to the Campaign Manager. When they respond, you will receive an email notification.

27. Is there help content/ guide that is available?

On the dashboard you have 'Help & Training' section which will have additional content such as videos, a help guide, and updates on new features.

28. What in case the Suppliers main contact person for the Campaign changes?

In this case each supplier is obliged to issue a request via the gtc helpdesk, that the contact person has changed, and the email should be changed to the given