

## **SIMPLIFIED DECLARATION FREQUENTLY ASKED QUESTIONS ABOUT THE APPLICATION**

### **1- With what Web interfaces is the application compatible?**

The current application functionalities are compatible with Internet Explorer and Firefox Mozilla.

### **2- What do the statuses “Delivered”, “Completing”, “Validating” and “Rejected” mean?**

- “Delivered” means that the declaration has been received and is being processed by Ecoembes.
- “Completing” means that submission of the declaration to Ecoembes is pending and that the application has been accessed to fill in the declaration, but it has not been sent.
- “Validating” means that the declaration has been received by Ecoembes and that it is still being processed by our systems.
- “Rejected” means that the declaration has been rejected by Ecoembes.

### **3- When I try to access the application with my username and password, I am denied access.**

Check the password that Ecoembes has sent you and re-enter it taking into account capital and lowercase letters. If there is still an error, contact our customer support call center at 902 28 10 28. We will verify whether your information is correct and provide a new password if necessary.

### **4- The signatory of the declaration has changed since last period. Do I have to request a different user name/password in order to send the declaration?**

This is not necessary, simply assign the function of signatory to the correct contact in the “Authorized Signatory of the Declaration” section. Once Ecoembes receives the declaration, a new user name and password associated with the new signatory of the declaration will be sent.

### **5- How can I modify contact information?**

Click on the Edit button located on the top right-hand side of the main screen. Then click the “Edit” button in the “Authorized Signatory of the Declaration” section. Select the contact that you would like to modify and click “Modify”. Once the information has been modified, click “Accept”.

### **6- I have modified the company’s general data, but I don’t see the change registered.**

The change is not visible on your screen; when you send the declaration Ecoembes will receive a general data change notification and will proceed to carry out the change.

**7- Sometimes, I can't see the full screen.**

Your screen's resolution is not suitable. Try executing the following link:

<https://aplicaciones.ecoembes.com/Ecoembes.SGA.DeclaracionSimplificada.WebUI/default.aspx>

**8- I have accessed the declaration but I can't modify any data or mark the bracket. I only see the "Send Summary Sheet" option.**

You have accessed the form in consultation mode, using the option "See Declaration" (magnifying glass icon). It cannot be modified or sent. Should you wish to do so you must enter through the "Modify Declaration" option (pencil icon).

**9- How can I correct declarations from previous periods?**

The declarations tab has a detail on the status of declarations from the previous four periods, as well as the current period. Click on the "Generate declaration" icon located to the right of the declaration for the period that you want to correct.

You will have to explain the reason for modifying the declaration in the "Explain the reasons to provide a second declaration" section.

Once sent the declaration will be in "validation" mode until Ecoembes authorizes its approval.

**10- The application doesn't function correctly, and it doesn't display any messages or allow access to the help tool.**

In order for the application to function correctly, your pop-up blocker must be deactivated. Check your Internet browser's Tools Menu to make sure that when you position the mouse over the "Block pop-ups" option, the "Activate pop-ups blocker" option appears.

**11- How can I report an incident through the web application?**

Through the "Incidences" option located in the upper right hand corner of the screen, or through the "Support" section you can contact Ecoembes should you have any questions or problems during the online declaration completion process.

**12- What confirmation of submission do I receive when the declaration is submitted online?**

Upon submitting the declaration, the application will generate a Summary Sheet with the acknowledgment of receipt confirming the correct receipt by Ecoembes of the declaration submitted.

**13- I've submit the declaration without any difficulties, but the declaration summary sheet sent is blank.**

Check for the correct installation of the Adobe Reader application.

**14- I cannot print the declaration summary sheet.**

Make sure that your pop-up blocker is deactivated.

Also it is possible that the simultaneous accessing of the application by a large number of companies has caused it to function incorrectly. Try again at another time.