Quality Certificate Portal User Guide

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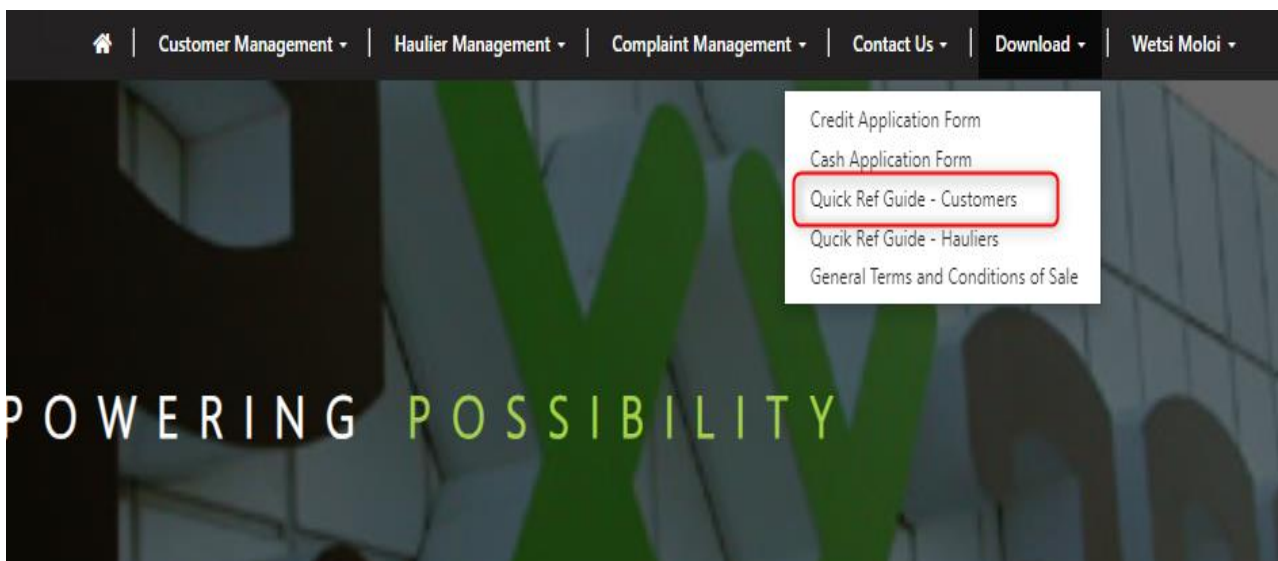Version 1.0 – Released 02-05-2019

1. New Customer Onboarding Requests

When looking at new customer requests specifically for quality certificates, new customers will need to create a new portal profile and register your customer account for Exxaro to approve.

A quick reference guide for onboarding can be found on the portal under the "Download" tab.
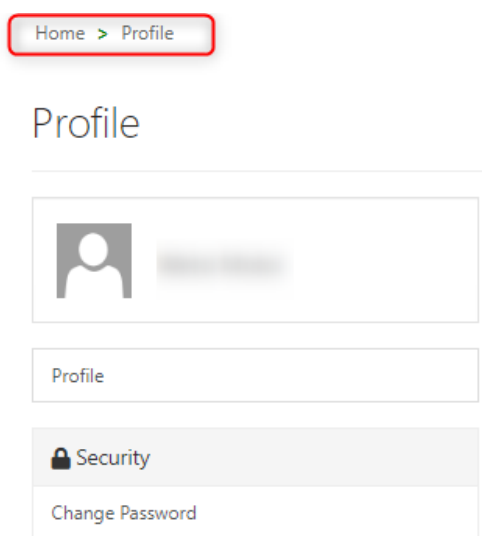

if you are already receiving quality certificates then you need to register your portal profile and request from your senior specialist for your account to be linked.

In conjunction/assistance with an Exxaro specialist, customers would need to request for Exxaro to enable quality certificates. So that the quality certificate related documents can be accessed from the customer self service portal.

2. Existing Customer Onboarding Requests

With regards to existing customer onboarding requests, the main prerequisite is ensuring that existing users have their portal profile set up on customer self service.

Once checked, contact the Exxaro specialist so that quality certificates can be enabled and configured.
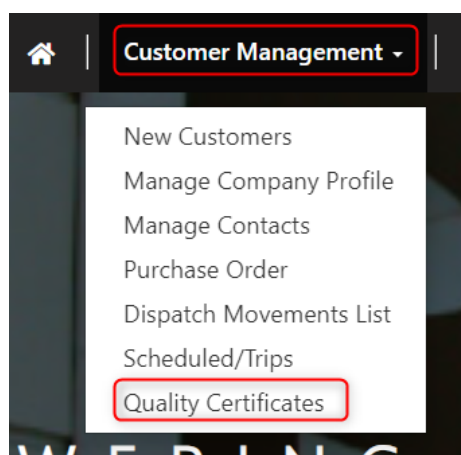
3. Quality Certificate Marketing and Logistics Portal Navigation

This portion of the guide will highlight the process of how one will navigate to Quality Certificates.

The process is as follows:

- Sign into to the Customer Self Service Portal using your credentials.

- Once these credentials are populated, the "Sign In" button must be selected to continue.

- Customer Management must be selected from the top navigation ribbon. Once customer management is collapsed, you will be able to see Quality Certificates as an option to select

- Within the the quality certificates portion of the portal, one will find the the quality certificate record that is associated with their M&L contact account. The record will be named according to the accounts "Unique Number from Data Mart".

Quality Certificates

Name ↑

3000000014

- Click on the unique number record.

- You will then be navigated to the Quality Certificates View of the portal. The view will display the unique number as well as the associated account of the portal user.

Quality Certificates View

Quality Certificates

Name *

Account

Quality Certificate Documents

Name ↑	Modified
📁 Grootegeluk EXXARO Coal	

- Refer to the quality certificate document portion of the view where you will be able to see a mine site coal folder that will be used to store quality certificates

- Select the mine site coal folder to proceed in terms of accessing quality certificates.

Quality Certificates View

Quality Certificates

Name *

Account

Quality Certificate Documents

Name ↑	Modified
📁 Grootegeluk EXXARO Coal	

- Once the mine site coal folder has been selected, there will be a sub folder that will have the current year (2024) as the name.

Quality Certificates

Name *

Account

Quality Certificate Documents

All > Grootegeluk EXXARO Coal

Name ↑	Modified
Up to"/"	
📁 2024	

- Select the "2024" folder to access the months of the year that quality certificates were generated for.

Quality Certificate Documents

All > Grootegeluk EXXARO Coal > 2024

Name ↑

Up to"Grootegeluk EXXARO Coal"

📁 07-July

📁 08-August

- The format of the month folders are set up such that the positioning of the month in the year refers to that specific month **(Simple Terms: 01 – January, 02 – February, 03 – March, and so on until December)**. These are in ascending order.

- Select the desired month folder under the mine site coal folder.

- You will now be able to see all quality certificate pdf records that are available to view.

Quality Certificates

Name *

Account

Quality Certificate Documents

All > Grootegeluk EXXARO Coal > 2024 > 07-July

Name ↑   Modified

Up to"2024"

GLK-18-4350-G_FP_SSCC01.pdf (71 KB)
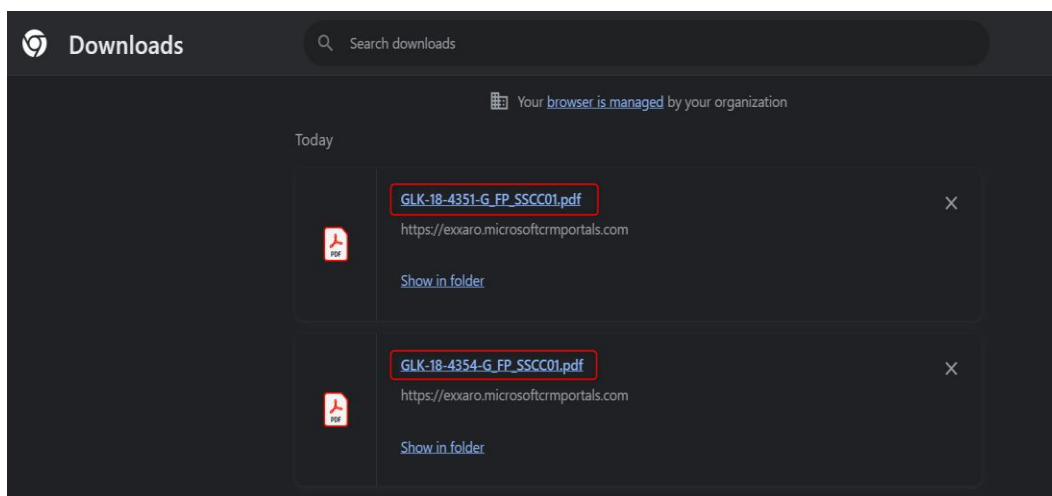
GLK-18-4351-G_FP_SSCC01.pdf (69 KB)

GLK-18-4352-G_FP_SSCC01.pdf (67 KB)

GLK-18-4353-G_FP_SSCC01.pdf (72 KB)

- Once a quality certificate pdf record has been selected, the quality certificate file will be automatically downloaded locally to view.
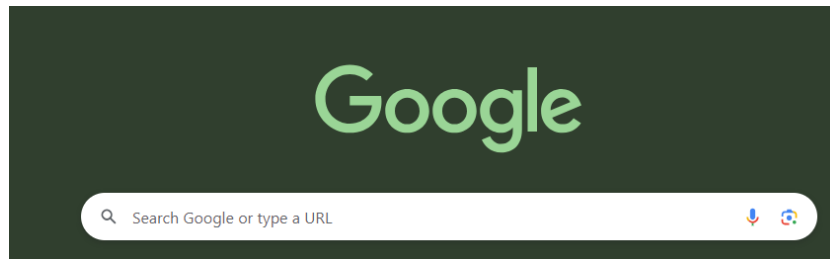
4. PDF and Browser Requirements

When looking at browser requirements for quality certificates, it is important for one to take note of the dedicated browser being used to access the Customer Self Service portal. To access the portal, use the following link below

Portal Link: https://exxaro.microsoftcrmportals.com/
Recommended Browser: Google Chrome

With regards to viewing the PDF documents of the actual quality certificates, it is advisable for you to do so using Adobe Acrobat. Alternatively pdfs can be accessed using the browser as well.