



DOCUMENTS UPLOAD QUICK GUIDE FOR BUYERS

Please use this as a general guide for uploading documents through the Export Portal.

TYPES OF DOCUMENTS

Standard Documents

- Passport
- or
- Government issued ID

SUPPORTED FILE TYPES

- PDF
- JPEG
- JPG
- PNG

FILE REQUIREMENTS

Maximum File Size

- 2MB
- Please reduce the file size if your file is larger than maximum limit.
- Documentation may be uploaded individually by category.
- Please make sure to upload all documents. Your account won't be verified if you will upload only one document out of more.

VERIFICATION PROCESS USUALLY TAKES 2-3 BUSINESS DAYS.

When uploading your document, please have a look at it and pay attention to the following points:

- Correct and real
- The copies of your documents should be clear and easily read
- Your Name needs to coincide with the name indicated in your documents
- Your address should match the one indicated in your documents
- The document should not be expired. In case your document is expired, please provide us with a certificate of renewal.

If one of the above mentioned points will not be followed, your document will be declined.



1. ENTER YOUR ACCOUNT

After finishing the registration process (by clicking on your confirmation link) you will be asked to log in to your account once again by inserting the email address and password you just used to sign up with Export Portal.

2. VERIFICATION PAGE

Once you log in to your account, you will instantly see a new window opening. This window includes 3 steps of completing your profile successfully:

- Account Verification
- Personal Info
- Setup account type

We suggest you start from “Account Verification” and submit the required documents. Thus, you will be able to fill in the other information while your documents are processing.

3. BEFORE UPLOADING YOUR DOCUMENTS

After accessing the “Account Verification” button, you will be moved to the verification page.

Here, as a “Buyer” you need to upload only one document:



Passport or
Government issued ID

- * In case your country and address do not match the ones indicated on our website, you will be assigned to upload an additional document “Residency confirmation”
- * If you are sure that your document is in order but still some details do not coincide, please contact our Customer Support and let us know about your situation

4. DOCUMENT SUBSTITUTION

You can substitute some of the documents with other ones which Export Portal accepts, these are:



Passport or government issued ID or:



Driver's Licenses



ID Card



Tax ID Card



Residence Permit Card

5. UPLOADING THE DOCUMENTS

1. First click on the "Upload file" Button for choosing the file from your computer.
2. Then press "Confirm" for introducing this document into our system

6. PROCESSING

After confirmation you will see that your document is being processed.

Please do not hesitate to address questions to our Customer Support team if you need.

In case you want to resubmit your document before having it checked, click on "Re-upload" button.

7. CONFIRMED DOCUMENTS

Once you will pass the verification step you will achieve 60% of Profile Completion already! All that is left to do for activating your account is to simply fill in "Personal info" and "Setup your account type".

8. ACTIVE STATUS

After adding the necessary data to "Setup account type" and "Personal Info" sections, the admin will activate your account.

You will be able to use Export Portal in its full potential!