



# Stakeholder Registration Guide

ECTA Coffee Marketing Information Management System (CMIMS)

For Coffee Exporters and Warehouse Operators | Version June 2026

## 1. Introduction

Welcome to **ECTA CMIMS** — Ethiopia's official Coffee Marketing Information Management System. This platform connects coffee exporters and warehouse operators across Ethiopia's coffee supply chain, enabling secure membership, end-to-end traceability, and QR-based dispatch verification at every stage. This guide explains how to register on the system, what information you will need, what each form field means, and what to expect after you submit your application.

### Registration portal:

<https://cmims.vulcanig.net/en/register-stakeholder>

English: <https://cmims.vulcanig.net/en/register-stakeholder> | Amharic:

<https://cmims.vulcanig.net/am/register-stakeholder>

## 2. Who Should Register?

When you open the registration form, you must choose one of two roles:

Role	Who it is for	What you need
Exporter	Licensed coffee export companies and export licence holders	Valid TIN, business licence, certificate of competence, ICO number, and supporting documents (PDF or image, max 1 MB each)
Warehouse	Storage facility operators who receive, store, and dispatch coffee	Warehouse capacity (in tonnes), GPS coordinates (latitude & longitude), complete location details, and a current <b>certificate of competence</b> (PDF or image, max 1 MB) with registration and expiry dates

## 3. Registration Process Overview

- 1 Open the registration link above in a web browser (Chrome, Firefox, or Edge recommended).
- 2 Select your role: **Exporter** or **Warehouse**. Additional fields will appear based on your selection.

- 3 Fill in all required fields marked with an asterisk (\*). Have your documents ready before you start — exporters need business licence and certificate files; warehouses need a certificate of competence file.
- 4 Review your entries carefully, then click **Submit Registration**.
- 5 You will see a confirmation page showing your application is **Under Review**.
- 6 You will receive a confirmation email at the address you provided.
- 7 ECTA administrators will review your application. This may take several business days.
- 8 If approved, login credentials will be emailed to you. If rejected, you will receive an email with the reason and may re-apply.

**Important:** Registration does not create an active account immediately. Your application is reviewed by ECTA administrators first. You will receive your username and password by email only after approval.

## 4. What to Expect After Submission

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### 4.1 Immediately after submitting

- A success page confirms your application was received.
- Status shown: **Under Review**.
- A confirmation email is sent to the email address you entered.

### 4.2 If your application is approved

- You receive an email titled *Account Approved* with your login credentials.
- **Exporters:** Your username is generated from your organization name. Your initial password is your **TIN number**.
- **Warehouses:** Your username and initial password are both your assigned **Warehouse ID** (e.g. *WHSTO482931* — **WH** + first three letters of your organization name + a six-digit number).
- Log in at: <https://cmims.vulcanig.net/login>
- **Change your password** immediately after your first login for security.

### 4.3 If your application is rejected

- You receive an email explaining why the application was not approved.
- You may correct the issues and submit a new registration using the same portal.
- Previously rejected email addresses, phone numbers, and TIN numbers can be used again for a new application.

## 5. Common Fields (All Stakeholders)

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These fields are required for both Exporters and Warehouses.

Field	Required	Description & Instructions
<b>Organization Name</b>	<b>Yes</b>	The official registered name of your company or warehouse facility as it appears on your business documents. Example: <i>Yirgacheffe Coffee Trading Co.</i>
<b>Region</b>	<b>Yes</b>	Select your region from the dropdown. Options include: Addis Ababa, Afar, Amhara, Benishangul-Gumuz, Central Ethiopia, Dire Dawa, Gambela, Harari, Oromia, Sidama, Somali, South West Ethiopia Peoples, Southern Nations Nationalities and Peoples, and Tigray.
<b>Zone</b>	<b>Yes</b>	The administrative zone where your organization is located. Enter the zone name as used in official records.
<b>Woreda</b>	<b>Yes</b>	The woreda (district) where your organization operates.
<b>Business Location</b>	<b>Yes</b>	Your physical street address: kebele, house number, landmark, or other details that help locate your premises. Example: <i>Kebele 05, House No. 123, Bole Road.</i>
<b>Contact Person</b>	<b>Yes</b>	Full name of the person responsible for this registration and day-to-day communication with ECTA (e.g. manager or authorized representative).
<b>Phone Number</b>	<b>Yes</b>	Ethiopian mobile number. The form shows country code <b>+251</b> ; enter 9 digits starting with <b>9</b> (e.g. 912345678). Do not include the leading zero. Must be unique — not already registered by another exporter or warehouse.
<b>Email Address</b>	<b>Yes</b>	A valid, actively monitored email address. Approval credentials and all system notifications will be sent here. Must not already be in use by an existing user, exporter, or warehouse. Check your spam folder if you do not receive emails.

## 6. Exporter-Only Fields

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**EXPORTER** Select **Exporter** to reveal these additional fields.

Field	Required	Description & Instructions
<b>TIN Number</b>	<b>Yes</b>	Your 10-digit Tax Identification Number issued by the Ethiopian Revenue Authority. Enter digits only (no spaces or dashes). This must be unique and will be used as your initial login password after approval. On the registration form, TIN appears on the same row as your ICO number.

<b>ICO Number</b>	<b>Yes</b>	Your International Coffee Organization (ICO) exporter number exactly as shown on your ICO certificate or exporter record. Enter this beside your TIN on the registration form. It is saved to your exporter profile.
<b>Source of Coffee</b>	<b>Yes</b>	How your organization sources coffee. Choose one: <ul style="list-style-type: none"> <li>• <b>Farmer</b> — Directly from individual farmers</li> <li>• <b>Vertical Integration</b> — Own production and processing chain</li> <li>• <b>Union</b> — Through a cooperative union</li> <li>• <b>Commercial</b> — Commercial trading / market purchases</li> <li>• <b>Grower</b> — Organization grows its own coffee</li> <li>• <b>Supplier</b> — Through third-party suppliers</li> </ul>

## 6.1 Supporting Documents (Exporters)

Upload clear, readable copies. Accepted formats: **PDF, JPEG, JPG, or PNG**. Maximum file size: **1 MB** per file.

Document / Field	Description & Instructions
<b>Business Licence (file upload)</b>	Upload a scanned copy or photo of your current business licence. Ensure all text and dates are legible.
<b>Business Licence — Registration Date</b>	The date your business licence was originally issued or registered. Use the calendar picker (Gregorian date). This date is stored on your exporter record.
<b>Business Licence — Renewal Year (Ethiopian calendar)</b>	Enter the Ethiopian calendar year printed on your business licence renewal stamp (e.g. <b>2018</b> ). This is the large year number shown on the licence, not the Gregorian year.
<b>Business Licence — Expiry Date</b>	<i>Calculated automatically.</i> The system sets expiry to <b>Tahsas 30</b> of the appropriate Ethiopian year and converts it to the Gregorian calendar. You do not need to enter this manually — it updates when you change the registration date or renewal year.
<b>Certificate of Competence (file upload)</b>	Upload your certificate of competence for coffee export operations issued by the relevant authority.
<b>Certificate of Competence — Registration Date</b>	The issue/registration date on your certificate of competence. Use the calendar picker to enter the full Gregorian date. This date is stored on your exporter record.
<b>Certificate of Competence — Expiry Date</b>	The expiry date printed on your certificate. Use the calendar picker to enter the full Gregorian date. Must be on or after the registration date.

**Note:** Business licence expiry is calculated from the Ethiopian renewal year on your licence. Certificate of competence dates are entered directly as full calendar dates — there are no separate month/year fields for the certificate.

**Before you submit (Exporters):** Confirm that your business licence and certificate of competence are current and not expired. Upload documents that match the dates you enter. Mismatched or illegible documents may delay or reject your application.

## 7. Warehouse-Only Fields

### WAREHOUSE

Select **Warehouse** to reveal these additional fields.

Field	Required	Description & Instructions
<b>Capacity (ton)</b>	<b>Yes</b>	Maximum storage capacity of your warehouse expressed in <b>metric tonnes</b> (ton). You may enter decimals (e.g. 5.5). The system automatically converts this to kilograms for internal records.
<b>Latitude</b>	<b>Yes</b>	GPS latitude of your warehouse location. Decimal degrees between <b>-90</b> and <b>90</b> . For Ethiopia, values are typically around <b>3 to 15</b> (e.g. 9.030000). You can obtain coordinates from Google Maps by right-clicking your location.
<b>Longitude</b>	<b>Yes</b>	GPS longitude of your warehouse location. Decimal degrees between <b>-180</b> and <b>180</b> . For Ethiopia, values are typically around <b>33 to 48</b> (e.g. 38.750000).

**Tip for warehouse operators:** Open Google Maps, find your warehouse building, right-click the exact location, and copy the coordinates shown. Enter latitude first, then longitude, using decimal format (not degrees/minutes/seconds).

### 7.1 Supporting Documents (Warehouses)

#### WAREHOUSE

Warehouses must upload a certificate of competence at registration, the same way exporters do (without an ICO number). Accepted formats: **PDF, JPEG, JPG, or PNG**. Maximum file size: **1 MB**.

Document / Field	Description & Instructions
<b>Certificate of Competence (file upload)</b>	Upload a clear copy of your warehouse certificate of competence. Ensure all text and dates are legible.
<b>Certificate of Competence — Registration Date</b>	The issue/registration date on your certificate. Use the calendar picker to enter the full Gregorian date.
<b>Certificate of Competence — Expiry Date</b>	The expiry date printed on your certificate. Use the calendar picker to enter the full Gregorian date. Must be on or after the registration date.

**Before you submit (Warehouses):** Confirm that your certificate of competence is current and not expired. Upload a document that matches the dates you enter. After ECTA approves your registration, this certificate is stored on your warehouse profile. If it expires later, CMIMS will block warehouse access until you submit a renewed certificate and ECTA approves it.

## 8. Tips for a Successful Registration

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- **Use a desktop or laptop** when uploading documents — mobile uploads may fail for larger files.
- **Prepare documents in advance** — compress PDFs or images to under 1 MB if needed.
- **Use a business email** that your organization monitors daily (not a personal email you may lose access to).
- **Double-check your TIN, ICO number, certificate dates, and phone number** — errors cannot be corrected without contacting ECTA after approval.
- **Warehouses:** Keep your certificate of competence file and dates accurate at registration — CMIMS uses them to control system access after you log in.
- **Do not register twice** with the same email, phone, or TIN while a pending application exists.
- **Keep your TIN private** until you receive approval — it will be your initial password.
- If you see validation errors, read the message on screen and correct the highlighted fields before resubmitting.

## 9. Common Errors and How to Fix Them

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Error message (example)	What to do
This email is already used...	Use a different email, or if a previous application was rejected, you may reuse the same email for a new application.
This TIN number is already registered	Your organization may already be registered. Contact ECTA support. If a prior application was rejected, you may re-apply.
This phone number is already used...	Use the phone number officially associated with your organization, or contact ECTA if you believe this is an error.
File too large / invalid file type	Ensure each document is PDF, JPG, JPEG, or PNG and under 1 MB.
TIN must be 10 digits	Enter exactly 10 numeric digits with no letters or special characters.
Phone must start with 9	Enter 9 digits after +251, starting with 9 (Ethiopian mobile format).

## 10. After You Log In

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Once approved and logged in, you can:

- Update your profile information
- Change your password (strongly recommended on first login)
- **Exporters:** Manage export operations, dispatch requests, and traceability records
- **Warehouses:** Receive coffee, confirm deliveries, manage warehouse receipts, and process dispatches with QR verification — only while your certificate of competence on file is valid. Use **Update documents** (from Settings / warehouse profile) when your certificate is missing, expired, or nearing expiry.

## 11. Need Help?

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If you encounter technical difficulties during registration or do not receive a response within a reasonable time, contact the ECTA CMIMS support team. When contacting support, include your organization name, contact person, email address, and the date you submitted your application.

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This document was generated for stakeholder onboarding purposes. Registration portal:

<https://cmims.vulcanig.net/en/register-stakeholder>



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