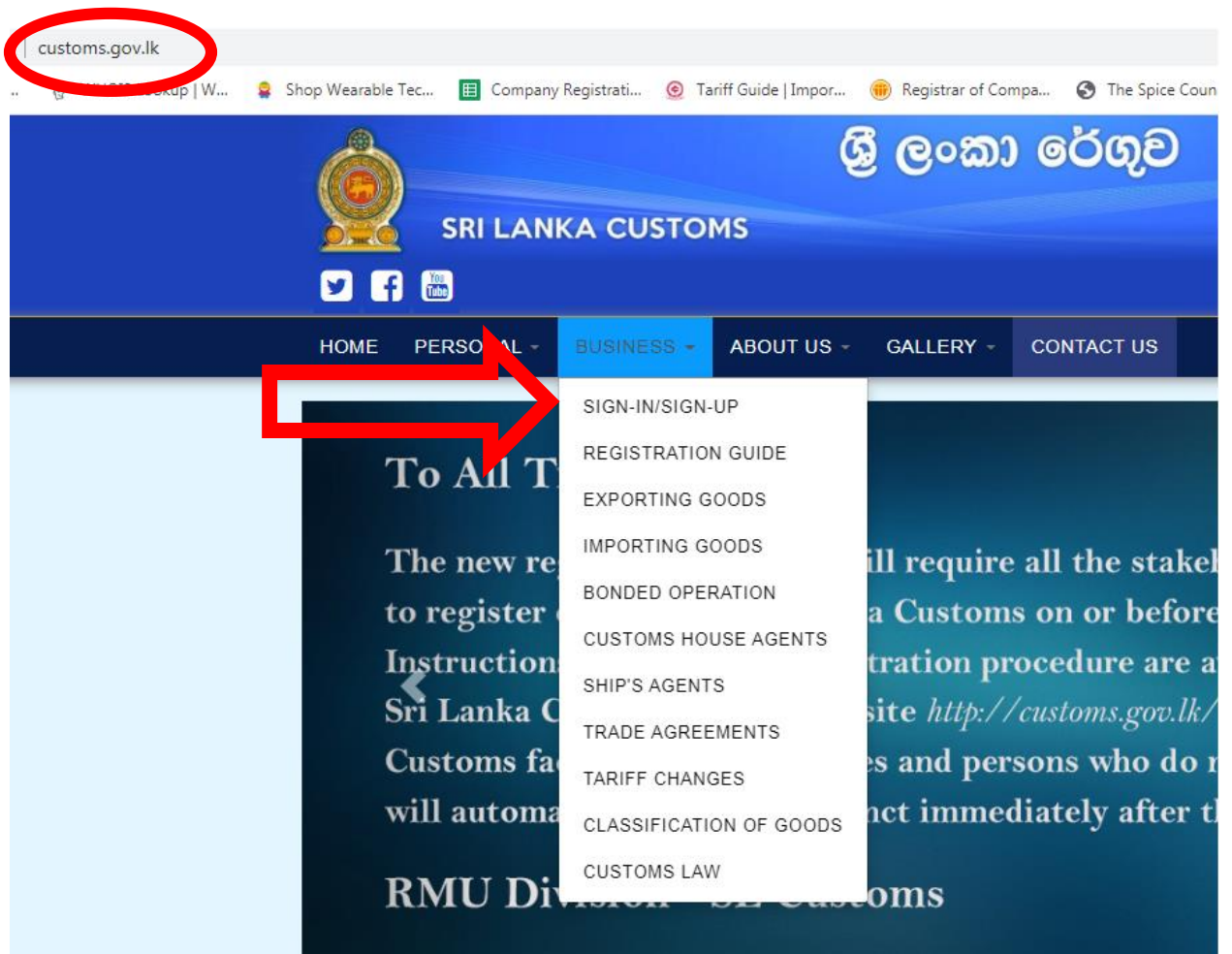


## FAQs

### 1. Where can we get the application for E-Registration?

Directly type the URL "<http://www.customs.gov.lk/registrations/login>" on the address bar of the browser or go to the Customs Website and select "Sign in/ Sign up" option that pops up when the cursor is moved on to the "Business" tab at the top of the webpage.



First, create an account under your company name by entering basic company details in the "Sign up to business registration portal (To register for a new account)" section.

customs.gov.lk/registrations/login

WHOIS Lookup | W... Shop Wearable Tec... Company Registrati... Tariff Guide | Impor... Registrar of Compa... The Spice Council o... Educational Publica... Real Time Unicode

You are at → Personal / Trader Login

## Company Registration Portal

Please use the [latest version](#) of the "Google Chrome" web browser to access this application - [Click here to download](#)

**Sign in to business registration portal (To log in to the existing account)**

Email

Password

[Sign In](#)

**Reset account password**

Email

[Reset Password](#)

**Sign up to business registration portal (To register for a new account)**

Company Name

TIN Number

Email

Password

Confirm Password

[Create Account](#)

Download the Sign-up Process Documentation → [Sign-up Process](#)

After you sign in, please download the respective User Manuals, which can be downloaded from following links

[User Manual for Importers](#)

[User Manual for Exporters](#)

[User Manual for BOI Companies](#)

[User Manual for One Time Importer/Exporter](#)

[User Manual for Cargo Clearing Agents](#)

[User Manual for Freight Forwarder/NVOCC](#)

[User Manual for Vessel Agents](#)

[User Manual for Courier Service Providers](#)

[User Manual for Transporters](#)

A verification code will be sent to the email address you entered. Then log in to the account you created entering the email and password you entered in the “sign up” section.

← → × Not secure | customs.gov.lk/registrations/login

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**Sign in to business registration portal (To log in to the existing account)**

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Company Name

TIN Number

Email

Password

Confirm Password

[Create Account](#)

Sign-in →

In the following page, you will be asked to enter the verification code. Copy the verification code from the email received and paste it. Then you will be logged in to your account.

The screenshot displays the Sri Lanka Customs web application for the Electronic Registration of Traders & Logistics Operators. The interface includes a navigation menu on the left and a main content area with two sections: 'Business/Individual Details' and 'TIN / VAT / Permit / Merchant Shipping License Information'. The 'Business/Individual Details' section contains a text input for the name, a dropdown for 'Partnership' as the business type, and a list of principal activities where 'Cargo Clearing Agent' is selected. The 'TIN / VAT / Permit / Merchant Shipping License Information' section contains input fields for the Tax Identification Number (123456789123), VAT Number (1234567890123), Permit Number (0), and Permit Expiry Date (ENTER THE DATE). A 'Register Application' button is located in the top right corner.

Verification code will be asked only for the first time.

**2. Why did I not receive the verification code?**

Every time a new account is created, an email is sent to the address entered in the sign up process. Please check the inbox of the email account. If the email has not been received in the inbox, then check the Spam or Junk message boxes. At times, the Spam and Junk message boxes may not contain the email showing the verification code; it may have been blocked or rejected by your email server.

In such an instance, please send an email to [ereg@customs.gov.lk](mailto:ereg@customs.gov.lk) mentioning the issue, company name and the TIN number or call 011-2143434 Ext 7855 / 7862 during office hours and get the verification code.

**3. I signed up with an incorrect email address. Now I cannot receive the verification code. What should I do?**

If you entered an incorrect email address, when creating your account, there is no way to receive the verification code for the account you created. On such occasions, your account created incorrectly should be deleted.

Please send an email to [ereg@customs.gov.lk](mailto:ereg@customs.gov.lk) mentioning the issue, company name and the TIN number or call 011-2143434 Ext 7855 / 7862 during office hours and get the verification code.

**4. I do not have a VAT number, what should I do?**

Each and every importer, exporter, courier service, BOI Company, permit holder, one time importer and UPB clearing agent must have a VAT number. If your company does not have a valid VAT number (either expired or not obtained), the company must obtain one from the Inland Revenue Department (IRD). Only vessel agents and Freight Forwarder/NVOCC are allowed to proceed without a VAT number.

5. Where can I get the GS Form 01 and GS Form 02 from?

GS Form 01 and GS Form 02 can be downloaded at the download section appearing on the left side of the screen.



6. Can I save the details filled in up to now and continue after sometime? / Does logging out from the application erase the data already given?

Details given can be saved section by section. Click “Save” button at the lower right corner of each section box. If you save the data section by section and log out, you can continue filling in the details after logging in again.

Note: If you remain inactive for a long period of time, your session will expire. Details you enter after the expiration of the session, will not be saved. You will have to log in again and enter the details.

7. Do all the companies have to submit the GS Form 01 and GS Form 02?

No.

- Companies located within BOI zones do not need to upload completed GS Form 02. However, every company should upload one set of completed GS Form 01 for each director and wharf clerk (if any,).
- GS Form 01 is not required for directors who are either foreign citizens or Sri Lankans living abroad.

8. What documents should expatriate directors submit?

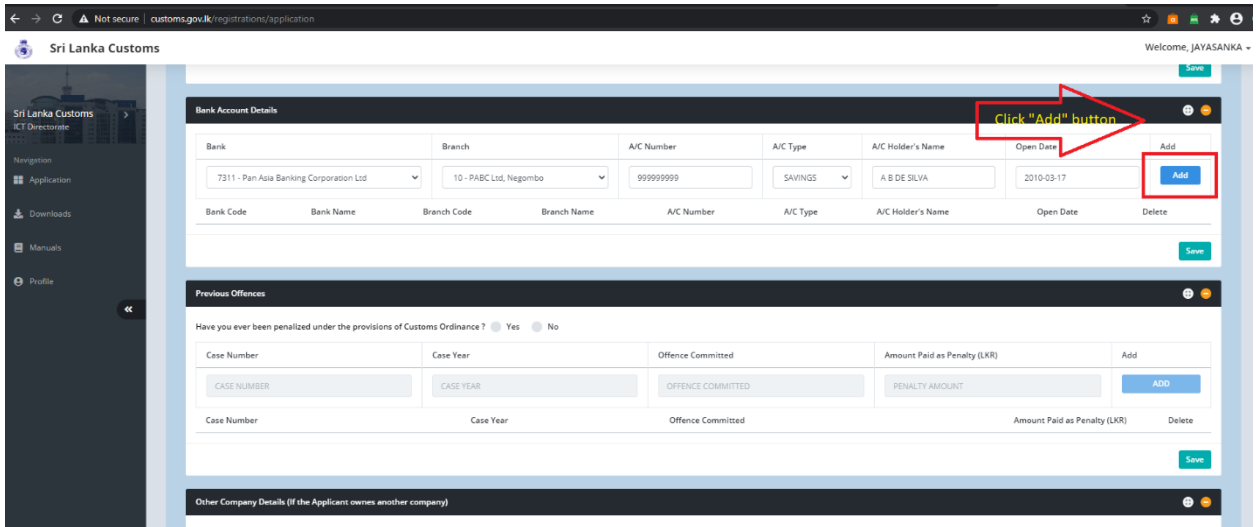
The expatriate directors should submit only the following documents:

- a scanned copy of the passport
- a passport size photo
- specimen signature

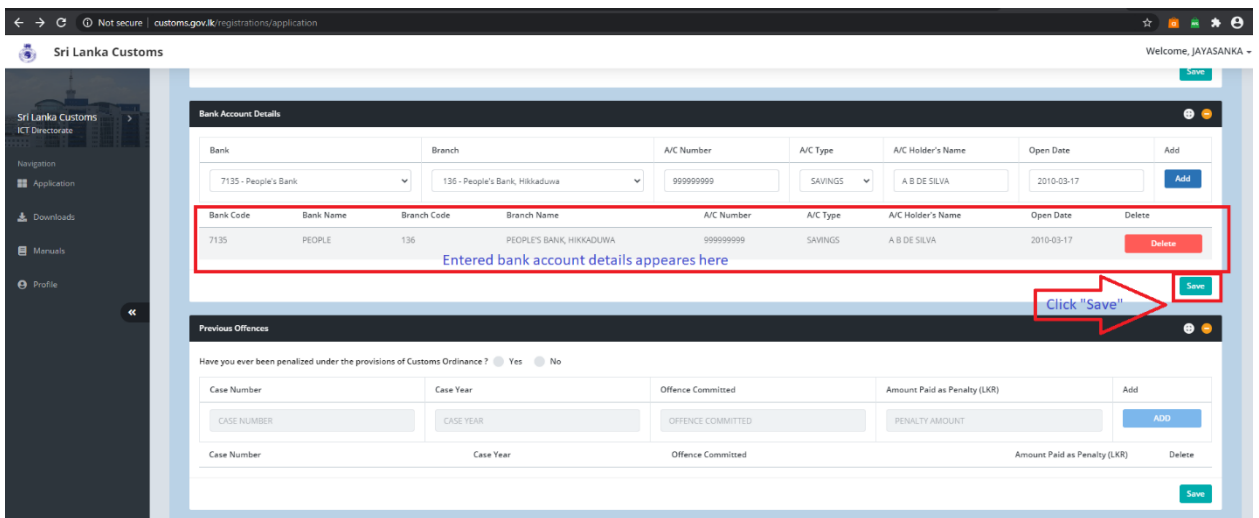
They do not need to submit GS Form 01, scanned copies of the NIC or Mobile Number Ownership Confirmation from the Service Provider.

9. Bank account details would not save, despite several attempts.

Once details of a particular bank account are entered, click "Add" button.



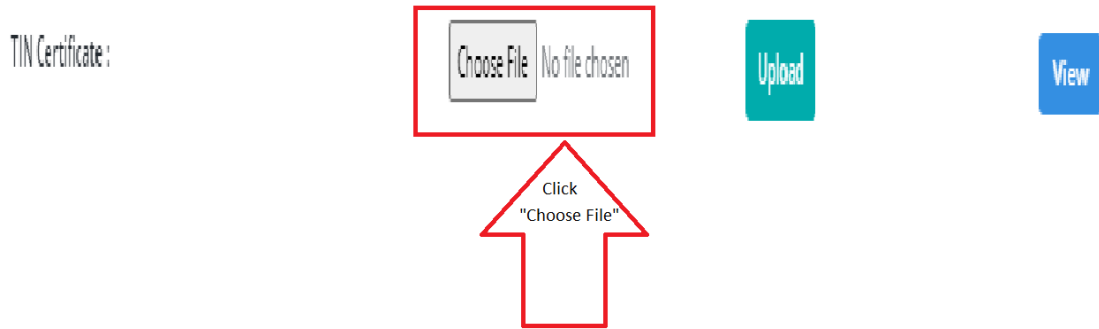
Then the details you entered would appear below. Click the “save” button only then to save the bank details.



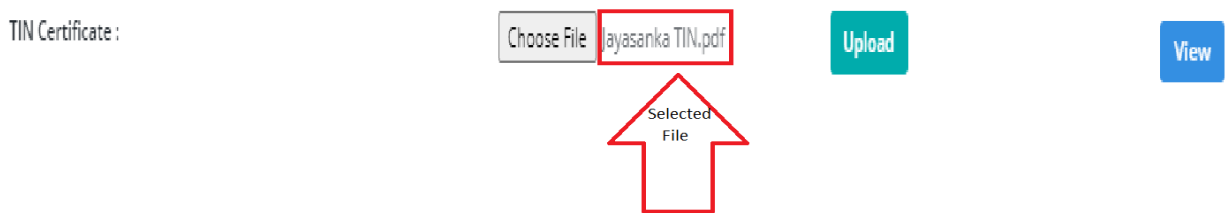
## 10. How do we upload documents into the application?

Before you upload the documents, you have to convert them to a .pdf format, because the system accepts only .pdf files.

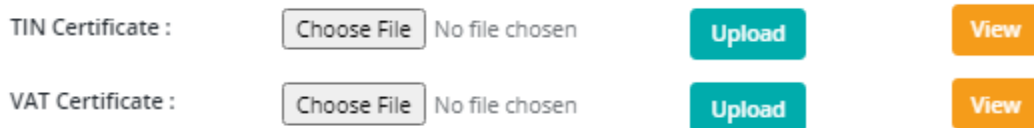
- First, click on the “Choose File” button and select the relevant file.



- Once the file is selected, the file name will appear next to “Choose File” button.



- Then click “Upload” button.
- Once the upload is completed, “View” button turns yellow and the name of the file shown next to the “Choose File” disappears.



## 11. How can I verify whether files have been successfully uploaded?

Click the “View” button after it turns yellow. The file you uploaded should open in a new tab. This means your file has been successfully uploaded.

If it does not open or the same page reloads, your file has not been uploaded. Your file has not been correctly uploaded.

First check whether the file to be uploaded is in the correct format (.pdf). Make sure that the file size does not exceed 2MB. Check if the name of the selected file appears next to the “Choose File” button and disappears after successful upload. Check if the “View” button has turned yellow. Finally, verify whether the file is successfully uploaded by clicking the “View” button.

**12. What do we do when multiple business entities have the same email address?**

You will have to use one email address for one business entity when creating new accounts in order to receive the verification code. Once accounts are created, you can enter the same email address for all the business entities under “Address” tab in the application.

**13. I receive error messages in the final submission of the registration process?**

Once you click the “Register Application” button after completing the application, you may end up with an error message *“Please fill all the mandatory fields. There are more mandatory fields to be filled”*. It indicates that your application is incomplete. Please check if all the mandatory fields are filled. Mandatory fields are marked with a red star.

Please go through the application thoroughly and check for any empty mandatory field(s) and complete them. If there are any mandatory fields the company would not wish to fill in, complete them by entering the following dummy data.

<b>Number Field</b>	<b>9999</b>
<b>Text Field</b>	<b>XXXX</b>
<b>Date Field</b>	<b>31.12.2021</b>

**14. Our company/ Directors do not wish to share certain details. Will it be an issue?**

Customs expect companies to share the requested details in the e-registration application. Based on the amount of details provided in the application, Customs wish to grade the importers, exporters, cargo clearing agents, vessel agents and etc. The grading of the companies will be used as a yardstick for measuring the compliance level of a company. Companies with a lower level of compliance will be considered a risk. Therefore, Customs encourage traders to give as much details as possible in order to avoid being considered a risky company.



**15.** Our company does not have all the documents requested in the “Attachment” tab of the application. What should we do?

You do not need to upload all the documents requested in the “Attachment” tab of the application. Upload only the documents pertaining to your company. GS Form 02 is mandatory unless you are a BOI company.