

# User Manual for PERMIT HOLDERS

*Sri Lanka Customs Registration Website:*

## Introduction

Upon completing a successful sign up process, this user guide will provide a detailed guideline for the Importers to complete the registration process.

## Document Version Control

Version	Date	Description	Author
1.0	05.12.2019	User Manual for Registration Website: Cargo Clearing Agents	RMU

## Intended Audience

Permit Holders who wish to register with Sri Lanka Customs using the *Sri Lanka Customs Registration Website*.

## Important Notice

In the event of inability to proceed for an error indicated with the prompted message “Fill all Mandatory Fields” or highlighted in red, fill the respective fields with the following dummy data.

**Number Field** - 9999

**Text Field** - XXXX

**Date Field** - 31.12.2021

# Contents

- 1. Basic Tab .....3**
  - 1.1 Basic Tab – Business/Individual Details..... 3**
  - 1.2 Basic Tab – TIN/VAT/Permit Merchant Shipping License Information ..... 4**
- 2. Company Tab .....5**
  - 2.1 Company Tab – Auditor Details ..... 5**
  - 2.2 Company Tab – Bank Account Details ..... 6**
  - 2.3 Company Tab – Tax Details ..... 7**
  - 2.4 Company Tab – Previous Offenses ..... 7**
- 3. Owner Tab .....8**
  - 3.1 Owner Tab – Personal Details ..... 8**
  - 3.2 Owner Tab – File Attachments ..... 8**
- 4. Declaration Tab Field Descriptions .....10**
  - 4.1 Declaration Tab - Declaration Statements ..... 11**

# 1. Basic Tab

## 1.1 Basic Tab – Business/Individual Details

**Note:** These are the basic information pertaining to Business/ Individuals. Please fill the requested details as per Table 1 given below.

**Figure 1: Basic Tab - Business/Individual Details**

Field Name	Conditions & Comments
Name of the Business and Individual	<ul style="list-style-type: none"> <li>• Avoid multiple spaces between words.</li> <li>• Avoid any spaces at the end of the name.</li> <li>• Avoid any special characters other than parentheses (round brackets).</li> </ul> <p>Enter the legal name of the entity or the full name of the individual owner.</p>
Type of Business	<p>Choose one option which best describes your organization.</p> <p>In special cases select “<b>Other</b>” and enter the details in the next input field.</p>
Principal Activity	<p>Select <b>Permit Holder</b></p> <p>Note: Carefully select the relevant principal activity/activities. If the principal activities are incorrect, you may not be able to complete the re-registration process.</p>

**Table 1: Basic Tab - Business/Individual Details - Input Fields**

## 1.2 Basic Tab – TIN/VAT/Permit Merchant Shipping License Information

Figure 2: Basic Tab - TIN/VAT/Permit/Merchant Shipping License Section

Based on the fields selected in the “Principal Activities” section, the information required to be given in this section may vary. Please refer to the table below to identify the fields relevant to your organization.

Principal Activity	Applicable Fields	Conditions and Comments
<b>Permit Holder</b>	Tax Identification Number	09 or 12 digits only
	VAT Number	<ol style="list-style-type: none"> <li>If the company is already registered with Customs, please use the existing VAT number.</li> <li>If the company is a sole proprietorship, please follow these guidelines,               <ol style="list-style-type: none"> <li>If this is the first sole proprietorship being registered with Customs, use the format (VAT NUMBER-1) e.g. <b>1234567892525-1/1234567897000-1</b></li> <li>If this is the second sole proprietorship being registered with Customs, use the format (VAT NUMBER-2) e.g. <b>1234567892525-2/1234567897000-2</b></li> </ol> </li> </ol>
	VAT Expiration Date	<ol style="list-style-type: none"> <li>Not applicable to permanent VAT holders (VAT numbers ending in “7000”).</li> <li>If a temporary VAT certificate contains an expiration date, please enter that date.</li> </ol>
	VAT Details	<ol style="list-style-type: none"> <li>Not applicable to permanent VAT holders (VAT numbers ending in “7000”).</li> <li>If a temporary VAT certificate contains invoice or BL/HBL details, please enter these details.</li> </ol>
	Renewal /Termination Date	<b>Official use only</b>
	Permit number	As appear on the Permit

	Permit expiration date	As appear on the Permit
--	------------------------	-------------------------

**Table 2: TIN/VAT/Permit Information - Applicable Fields based on Principal Activity**

\* Not applicable for Individual Persons.

## 2. Company Tab

### 2.1 Company Tab – Auditor Details

The screenshot shows the 'Auditor details' form within the 'Company Tab' of the 'Electronic Registration of Traders & Logistics Operators' system. The form is titled 'Auditor details' and contains the following input fields:

- Auditor's name: ENTER AUDITOR'S NAME
- Address line 2: ENTER ADDRESS LINE 2
- Address line 3: ENTER ADDRESS LINE 3
- Address line 4: ENTER ADDRESS LINE 4
- Tele number: ENTER TELEPHONE NUMBET
- Mobile number: ENTER MOBILE NUMBER
- Fax number: ENTER FAX NUMBER
- Web site: ENTER WEB SITE
- Email address: ENTER E-MAIL ADDRESS

A 'Save' button is located at the bottom right of the form.

**Figure 3: Company Tab - Auditor's Details**

In the auditor's details section, users need to provide all the relevant details of the company's external auditors.

Field Name	Conditions & Comments
Company Name	Auditor's name as the 1 <sup>st</sup> line of the address.
Address Line 2	Split the auditor's address into Address Line 2, Address Line 3, Address Line 4
Address Line 3	
Address Line 4	
Tele number	Official telephone number of the auditor
Mobile number	Official mobile number of the auditor
Fax number	Official fax number of the auditor
Email address	Official e-mail address of the auditor
Website	Official website of the auditor

**Table 3: Company Tab - Auditor's Details Input Fields**

## 2.2 Company Tab – Bank Account Details

In this section, users need to provide details of all the Bank Accounts that are used by the organization for financial transactions. After supplying all details, click the “Add” button to add the record.

**Figure 4: Company Tab - Bank Account Details**

Field Name	Conditions & Comments
Bank	Select the relevant bank where the account is held
Branch	Select the relevant bank branch. Relevant <b>Bank</b> should be selected prior to selecting the branch.
A/C number	Enter the relevant account number
A/C type	Select the relevant account type. Select “ <b>Other</b> ” only if the relevant account type is not available.
A/C holder’s name	Enter the account holder’s name
Date of opening	Select the date on which the account is opened

**Table 4: Company - Bank Account Details - Input Fields**

## 2.3 Company Tab – Tax Details

Mention the amount of income tax paid by the company in the last financial year, if applicable.

Figure 51: Company - Tax Details

## 2.4 Company Tab – Previous Offenses

Provide the details about the previous Customs cases opened against your company, which have now been finalized.

Figure 6: Company Tab - Previous Offenses

Field Name	Conditions & Comments
	If you have been penalized by Customs, please select “Yes”; otherwise Select “No” and leave the rest blank
Case number	Please enter the Customs Case Number under which you or your company has been penalized. Please enter this detail in CAPITAL LETTERS only.
Case year	Year in which the case is opened
Offence committed	The reason why Customs have penalized you or your company
Amount paid as penalty	Please enter the amount of penalty imposed.
“ADD”	If there is more than one case against you, please use “Add” button.

Table 5: Company - Bank Account Details - Input Fields

### 3. Owner Tab

Users should use the “Owner” tab to enter the details of the owners of the business.

#### 3.1 Owner Tab – Personal Details

The screenshot shows the 'Owner Tab - Personal Details' form. At the top, there is a navigation bar with tabs for 'Basic', 'Address', 'Company', 'Owner', 'Wharf', 'Attachment', and 'Declaration'. The 'Owner' tab is selected. Below the navigation bar, there are three tabs for 'Owner 1', 'Owner 2', and 'Owner 3', with 'Owner 3' being the active one. The form is titled 'Personal details' and contains several sections: 'Name of' with radio buttons for 'Chairman', 'Director', 'Partner', and 'Proprietor', followed by an 'ENTER FULL NAME' field; 'Old NIC' and 'New NIC' fields with 'ENTER OLD NIC NUMBER' and 'ENTER NEW NIC NUMBER' respectively; 'Passport' and 'Voter list register number & year' fields with 'ENTER PASSPORT NUMBE' and 'ENTER REGISTER NUMBER' and 'ENTER REGISTER YEAR' respectively; 'Address line 1' through 'Address line 4' fields with 'ENTER ADDRESS LINE 1' through 'ENTER ADDRESS LINE 4' respectively; 'Is mobile registered to your NIC?' with radio buttons for 'Yes' and 'No'; 'Mobile number' and 'Tele number' fields with 'ENTER MOBILE NUMBER' and 'ENTER TELEPHONE NUMI' respectively; and 'Email address' field with 'ENTER E-MAIL ADDRESS'. A 'Save' button is located at the bottom right of the form.

Figure 7: Owner Tab - Personal Details

#### 3.2 Owner Tab – File Attachments

A list of file attachments that should be uploaded to the system will be displayed here. Against each file name the user can click “Choose File” button to select the file to be uploaded and click “Upload” button to upload the relevant file.

The screenshot shows the 'Owner-File Attachments' section. It features a table with five rows, each representing a different type of file attachment. The rows are: 'Permit Copy', 'Passport Size Photo', 'Specimen Signature', 'NIC Front Side', and 'NIC Back Side'. Each row contains a 'Choose File' button, a 'No file chosen' status, an 'Upload' button, and a 'View' button. At the bottom right of the section, there are two buttons: 'Delete this owner -' and 'Add another owner +'.

Figure 8: Owner-File Attachments



File Attachment Name	Conditions & Comments
Permit Copy	-
Passport Size Photo	-
Specimen Signature	Scanned copy of the signature.
NIC Front Side	-
NIC Back Side	-

*Table 6: Owner- File Attachments - Input Fields*

## 4. Declaration Tab Field Descriptions

A contact person should be assigned by the company to coordinate the registration process with Sri Lankan Customs. Fill in the contact details of the contact person in the “**Declaration Tab**”

Electronic Registration of Traders & Logistics Operators Register Application

Basic Address Company Owner Wharf Attachment **Declaration**

**Declaration**

Details of the Person the SMS ALERT to be sent to ;

Mobile number  Name of the user

Designation of the User  Service provider

Details of the Person the EMAIL ALERT to be sent to ;

Name of the user  Designation of the User

Email

1. I/We do hereby declare that the particulars furnished in this application are true and correct to the best of my knowledge and belief and nothing has been concealed or held there from. I/We also understand that any information furnished in this application if proved incorrect or false will render the cancellation of registration maintained with Department of Sri Lanka Customs.
2. I/We do hereby undertake to inform in writing to Risk Management Unit of Sri Lanka Customs, at earliest possible, through email sent to [rmu@customs.gov.lk](mailto:rmu@customs.gov.lk), whenever I/we come to know of any unauthorized attempt of imports or exports under my/our business name.
3. I/We do hereby undertake to inform Risk Management Unit of Sri Lanka Customs and update the information provided in the application, whenever a change in any of the below details taking place;
  - a. The mobile phone number or name of authorized person nominated for receipt of SMS ALERT.
  - b. The Email ID or name of authorized person nominated for receipt of EMAIL ALERT.
  - c. The address of the company.
  - d. Names of the Director(s)/ Partners (s)/ Proprietor.
  - e. Residential addresses and telephone numbers of the Director(s)/ Partners (s)/ Proprietor.
  - f. Any other detail contained in the application or supportive documents.

**Figure 92: Declaration Tab - Input Fields**

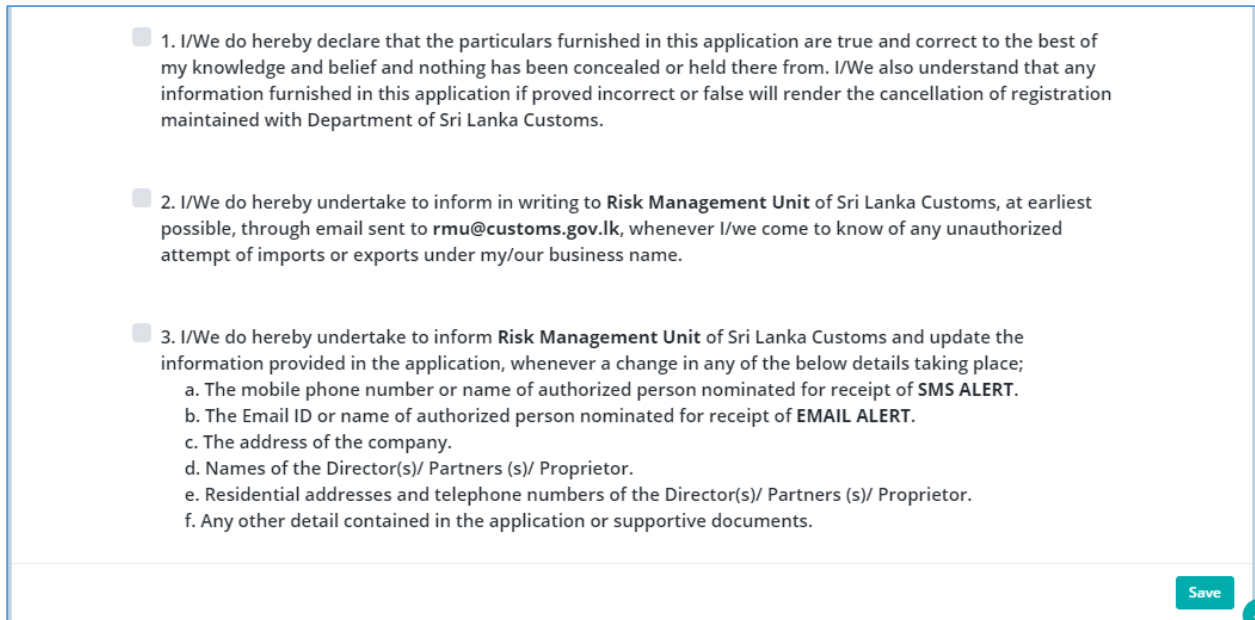
Field Name	Conditions and Comments
<b>SMS Alert</b>	
Mobile number	Mobile Number which the SMS should be sent to
Name of the user	Name
Designation of the user	Designation
Service provider	Name of the service provider.
<b>E-mail Alert</b>	
Name of the user	Name
Designation of the User	Designation
E-mail	Enter the official mail address

**Table 7: Declaration Tab - Input Fields**

## 4.1 Declaration Tab - Declaration Statements

In order to complete the Re-registration process, click on the three tick boxes highlighted below and click the **Register Application** button on the top right of the window.

Press **“Print Application”** button and it will automatically download a pdf version of the application. It will trigger a notification e-mail which will be sent out to the mail address provided in the **“Declaration Tab.”**

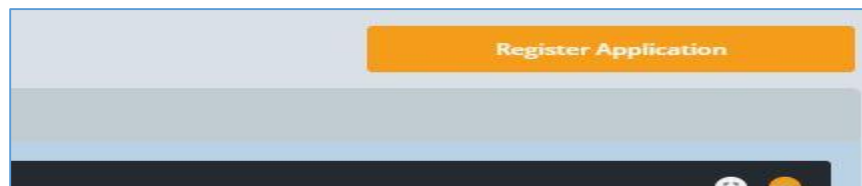


The screenshot shows a form with three radio button options for declaration statements. Each option is preceded by a grey square radio button. The text for each option is as follows:

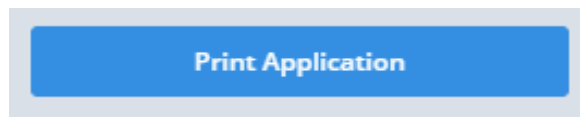
- 1. I/We do hereby declare that the particulars furnished in this application are true and correct to the best of my knowledge and belief and nothing has been concealed or held there from. I/We also understand that any information furnished in this application if proved incorrect or false will render the cancellation of registration maintained with Department of Sri Lanka Customs.
- 2. I/We do hereby undertake to inform in writing to Risk Management Unit of Sri Lanka Customs, at earliest possible, through email sent to [rmu@customs.gov.lk](mailto:rmu@customs.gov.lk), whenever I/we come to know of any unauthorized attempt of imports or exports under my/our business name.
- 3. I/We do hereby undertake to inform Risk Management Unit of Sri Lanka Customs and update the information provided in the application, whenever a change in any of the below details taking place;
  - a. The mobile phone number or name of authorized person nominated for receipt of SMS ALERT.
  - b. The Email ID or name of authorized person nominated for receipt of EMAIL ALERT.
  - c. The address of the company.
  - d. Names of the Director(s)/ Partners (s)/ Proprietor.
  - e. Residential addresses and telephone numbers of the Director(s)/ Partners (s)/ Proprietor.
  - f. Any other detail contained in the application or supportive documents.

In the bottom right corner of the form, there is a small green button labeled "Save".

**Figure 103: Declaration Statements**



**Figure 294: Register Application Button**



**Figure 30: Print Application Button**