## **User Manual for VESSEL AGENTS**

### Sri Lanka Customs Registration Website.

#### Introduction

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

#### **Document Version Control**

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

#### **Intended Audience**

Vessel Agents 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.	E	Basic Tab	3
	1.1	Basic Tab – Business/Individual Details	3
	1.2	Basic Tab – TIN/VAT/Permit Merchant Shipping License Information	4
	1.3	Basic Tab – Business Registration Details	5
2.	,	Address Tab	6
	2.1	Address Tab - Details of the Premises	6
	2.2	Adding Premises Ownership details	7
	2.3	Adding Multiple Premises	7
3.	(	Company Tab	9
	3.1	Company Tab – Auditor Details	9
	3.2	Company Tab – Bank Account Details	9
	3.3	Company Tab – Tax Details	10
	3.4	Company Tab – Previous Offenses	10
4.	(	Owner Tab	12
	4.1	Owner Tab – Personal Details	12
	4.2	Owner Tab – Bank Account Details	12
	4.3	Owner Tab – Previous Offenses	13
	4.4	Owner Tab – Other Company Details	13
	4.5	Owner Tab – File Attachments	14
5.	١	Wharf Tab	15
	5.1	. Wharf Tab – Personal Details	15
	5.2	Wharf Tab – Previous Employment Details	16
	5.3	Wharf Tab — CHA Examination Details	16
	5.4	Wharf Tab – Bank Account Details	16
	5.5	Wharf Tab – Tax Details	17
	5.6	Wharf Tab – Previous Offenses	17
	5.7	Wharf Tab – Other Company Details	18
	5.8	Wharf Tab – File Attachments	18
6.		Attachment Tab Field Description	20
7.	I	Declaration Tab Field Description	22
	7.1	Declaration Tab - Declaration Statement	23

### 1. Basic Tab

### 1.1 Basic Tab – Business/Individual Details

**Note**: This is the basic information pertaining to Businesses/ Individuals. Please fill in the cages as instructed in Table 1 below.

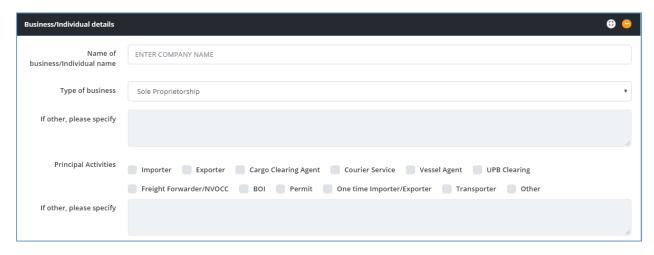


Figure 1: Basic Tab - Business/Individual Details

Field Name	Conditions & Comments
Name of the Business and Individual	<ul> <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>
	Enter the legal name of the entity or the full name of the individual owner.
Type of Business	Choose one option which best describes your organization.
	In special cases select " <b>Other</b> " and enter the details in the next input field.
Principal Activity	Select Vessel Agent.  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.

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

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

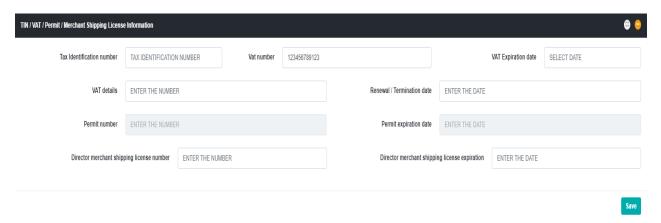


Figure 2: Basic Tab - TIN/VAT/Permit/Merchant Shipping License Section

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
·	Tax Identification Number	09 or 12 digits only
Vessel	VAT Number	<ol> <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> <li>If this is the first sole proprietorship being registered with Customs, use the format (VAT NUMBER-1)                 e.g.1234567892525-1/1234567897000-1</li> <li>If this is the second sole proprietorship being registered with Customs, use the format (VAT NUMBER-2)                 e.g.1234567892525-2/1234567897000-2</li> </ol> </li> </ol>
Agent  VAT Expiration Date  1. Not approximation of the ending in the end i	<ol> <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>	
	Renewal /Termination	Official was only
	Tax Identification Number	Official use only  09 or 12 digits only
	Director merchant shipping license number	Fill according to Director merchant shipping license
	Director merchant shipping license expiration	Fill according to Director merchant shipping license

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

### 1.3 Basic Tab – Business Registration Details

In this section users are supposed to provide the basic business registration details of their organization.

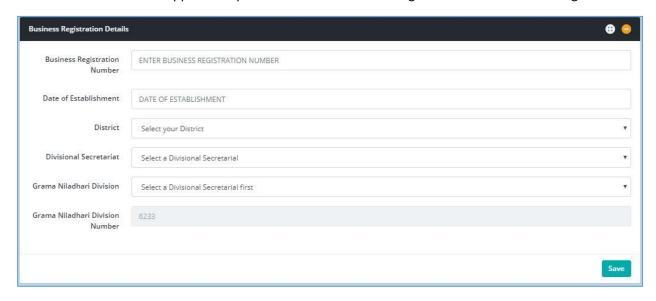


Figure 3: Basic Tab - Business Registration Details

Field Name	Conditions & Comments
Business Registration Number	Enter the Business Registration Number
Date of Establishment	Select Date
District	Select District
Divisional Secretariat	<b>District</b> value should be selected prior to
	selecting the Divisional Secretariat
Grama Niladhari Division	District value & Divisional Secretariat value
	should be selected prior to selecting the Grama
	Niladhari Division
Grama Niladhari Division Number	This will be auto-picked by the system

Table 3: Business Registration Details - Input Fields

Once all the basic details are filled out navigate to the next tab by clicking on the "Address Tab"

### 2. Address Tab

Users should use the "Address Tab" to enter the premises related details of the organization. Premises may include all the sites which are under the ownership of the company.

#### 2.1 Address Tab - Details of the Premises

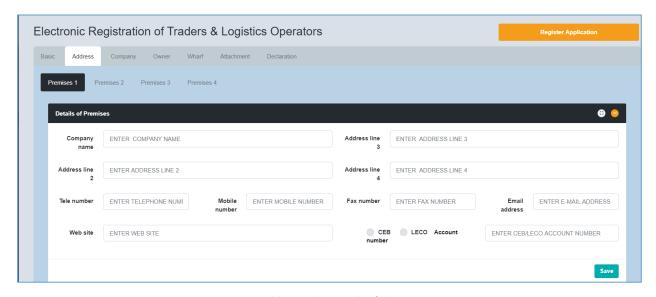


Figure 4: Address Tab - Details of the Premises

Field Name	Conditions & Comments
Company Name	Name of your company as the 1 <sup>st</sup> line of the address
	audiess
Address Line 2	Split your address into Address Line 2, Address
Address Line 3	Line 3, Address Line 4
Address Line 4	Line 3, Address Line 4
Tele number	Official telephone number
Mobile number	Official mobile number
Fax number	Official fax number
Email address	Official e-mail address of the company
Website	Official website of the company. If the website is
	not available you may use the URL of social
	media web pages. i.e. (Facebook, LinkedIn)
CEO/LECO account number	Enter the account number and tick the
	appropriate box, CEB account or LECO account.

Table 4: Address Tab - Details of the Premises Input Fields

### 2.2 Adding Premises Ownership details

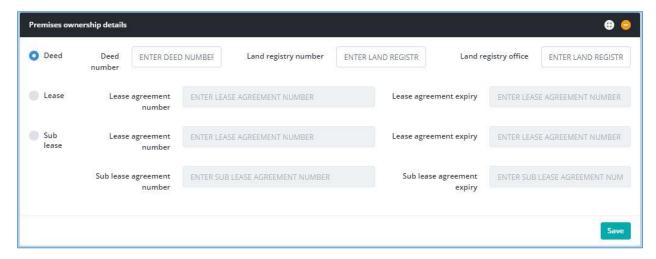


Figure 5: Add premises ownership details

Field Name	Conditions & Comments
Deed	If the address of your company is registered to your own land,
	please select "Deed" and enter the deed number, Land Registry
	number and the location of Land Registrar's office.
Lease	If the address of your company is registered to leased premises,
	please select "Lease" and enter the Lease Agreement Number,
	and its expiry date. Please make sure that the lease agreement is
	registered at the Land Registrar's office.
Sub Lease	If the address of your company is registered to sub-leased
	premises, please select "Sub Lease" and enter the initial Lease
	Agreement Number and its expiry date. Then enter the sub lease
	Agreement Number and its expiry date. Please make sure that
	lease agreements are registered at the Land Registrar's office.

Table 5: Address Tab - Add premises ownership details

### 2.3 Adding Multiple Premises



Figure 6: Add premises ownership details

If the business is located in several premises, users should enter the details of multiple premises one by one. Users may use the "Add Another Address" tab at the bottom of the page to add new premises. If you click this button by mistake, you can delete it by clicking "Delete this Address". However, prior to deleting such address, please make sure that the rest of your data already entered are saved.

Furthermore, users can navigate between different premises by clicking on the "Premises 1", "Premises 2", and "Premises 3" buttons respectively.

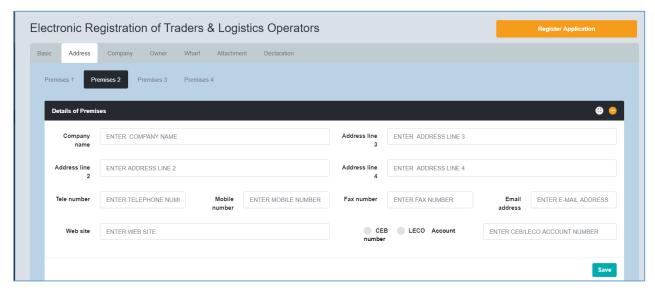


Figure 7: Navigate between premises

Once all the details related to premises are added, navigate to the next tab by clicking on the "Company" tab.

## 3. Company Tab

### 3.1 Company Tab - Auditor Details

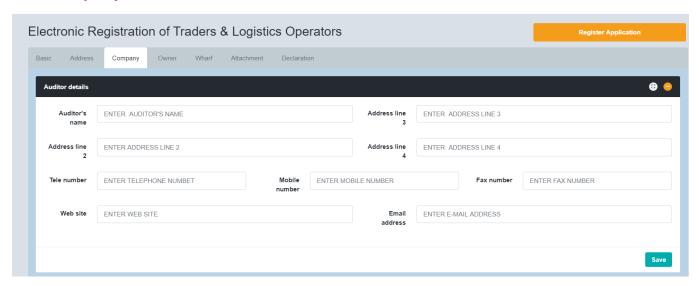


Figure 8: Company Tab - Auditor's Details

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 3, Address Line 4
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 6: Company Tab - Auditor's Details Input Fields

#### 3.2 Company Tab - Bank Account Details

In this section, users need to add details of all the Bank Accounts which are used by the organization to do the financial transactions. Once all the requested details are added click on "Add" button highlighted below to add the record.

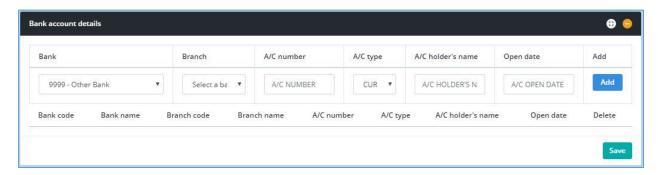


Figure 9: Company Tab - Bank Account Details

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
	"Other" 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 7: Company - Bank Account Details - Input Fields

### 3.3 Company Tab - Tax Details

Provide the amount of tax paid by the company as income tax in the last financial year if applicable.



Figure 101: Company - Tax Details

### 3.4 Company Tab – Previous Offenses

Provide the details about the previous Customs cases which have been finalized/completed against your organization.

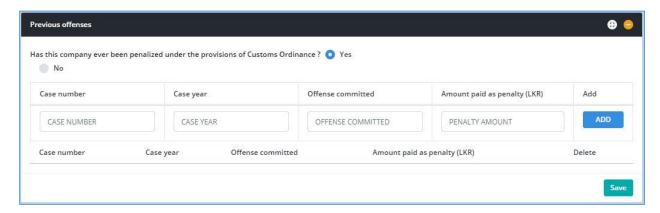


Figure 21: Company Tab - Previous Offenses

Field Name	Conditions & Comments		
If you have been pe	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	The reason why Customs have penalized you or your company		
committed			
Amount paid as	Please enter the amount of penalty imposed.		
penalty			
"ADD"	If there is more than one case against you, please use "Add" button.		

Table 8: Company - Bank Account Details - Input Fields

### 4. Owner Tab

Users should use the "Owner" tab to add the details related to owners of the business.

#### 4.1 Owner Tab – Personal Details

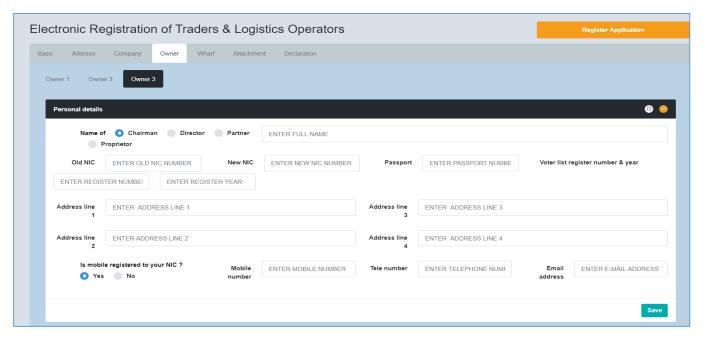


Figure 32: Owner Tab - Personal Details

#### 4.2 Owner Tab - Bank Account Details

Users have to enter all the bank accounts that are used by the owners for financial transactions. After entering all the details click the "Add" button to add the record.

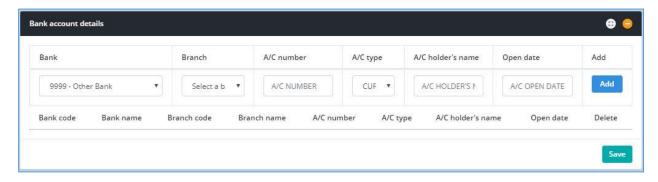


Figure 13: Owner Tab - Bank Account Details

Field Name	Conditions & Comments
Bank	Select the relevant bank
Branch	Select the relevant branch where the account is maintained. The
	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 "Other" 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 was opened

Table 9: Owner - Bank Account Details Input Fields

#### 4.3 Owner Tab – Previous Offenses

This section is for the details about the previous Customs Cases which the specific owner is involved in.

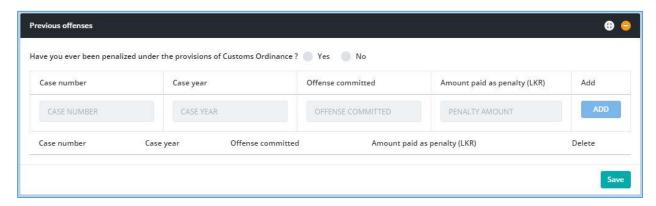


Figure 44: Owner - Previous Offences

### 4.4 Owner Tab - Other Company Details

If the owner of the company is also an Owner/Partner/Director of any other company, enter all the relevant details of the other companies in this section. After filling in the details click the "Add" button to complete the records.

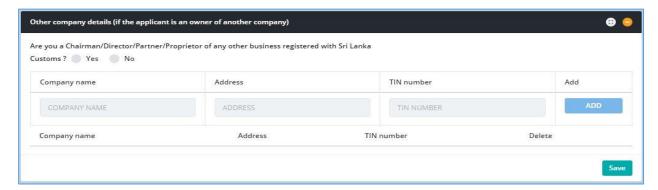


Figure 15: Owner Other Company Details

#### 4.5 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.

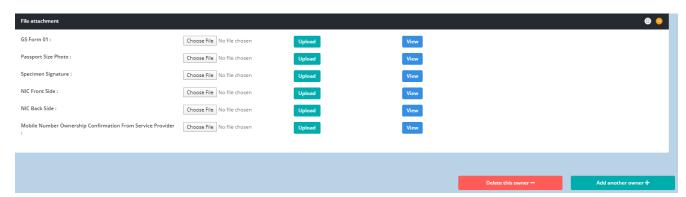


Figure 16: Owner-File Attachments

File Attachment Name	Conditions & Comments
GS Form 01	Grama Niladhari Certification and counter signature of the
	Divisional Secretary for Proprietor/Partner (s)/Director/Wharf
	Representative (s)
Passport size photo	-
Specimen signature	Scanned copy of the signature.
NIC front side	-
NIC back side	-
Mobile number ownership	A letter from the service provider i.e. (Dialog, Mobitel,
confirmation from the service	Hutch, Airtel, etc.) confirming user details of the mobile
provider	numbers provided to SL Customs.

Table 10: Owner- File Attachments - Input Fields

### 5. Wharf Tab

#### 5.1 Wharf Tab - Personal Details

In this section, users need to enter the details of the Customs House Agents who work in their organization.

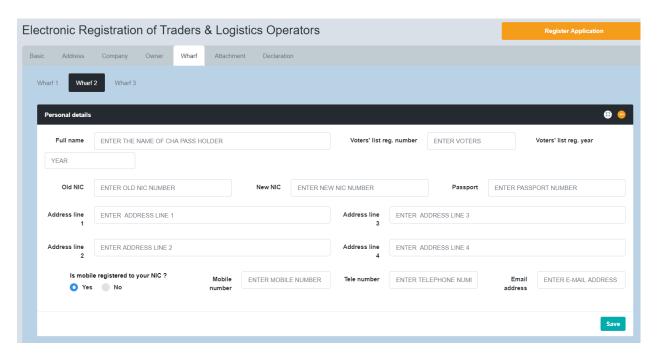


Figure 17: Customs House Agent - Personal Details

Field Name	Conditions & Comments
Full Name	Full name of the Customs House Agent
Old NIC	Old NIC No. of the Customs House Agent
New NIC	New NIC No. of the Customs House Agent (If any)
Passport	Passport number
Voters' List Registration No. & Year	Enter the latest Voters List Registration number & year
Address line 1	Split the personal address accordingly to display as
Address line 2	Address Line 1, Address Line 2, Address Line 3, Address
Address line 3	Line 4
Address line 4	
Tele number	Official telephone number of the Customs House Agent
Mobile number	Official Mobile number of the Customs House Agent
Email address	Official e-mail address of the Customs House Agent

Table 11: Customs House Agent Personal Details - Input Tab

#### 5.2 Wharf Tab – Previous Employment Details

In this section, please enter all the companies where a specific Customs House Agent worked previously. i.e. (Company Name, Address & the relevant TIN Number)



Figure 18: Customs House Agent - Previous Employment Details

Additionally, provide the immediate past three CHA pass numbers of each Customs House Agent (if any) in descending order.



Figure 19: Customs House Agent - Last 3 CHA passes

#### 5.3 Wharf Tab – CHA Examination Details

Enter the examination results of each Customs House Agent.

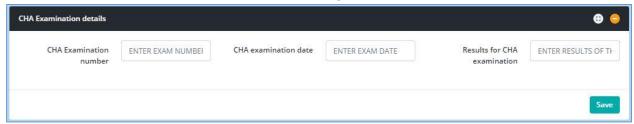


Figure 20: CHA Examination Results

#### 5.4 Wharf Tab - Bank Account Details

In this section users need to add all the Bank Accounts which are used by the Customs House Agent to do the financial transactions. Once all the details are added click on "Add" button highlighted below to add the record.

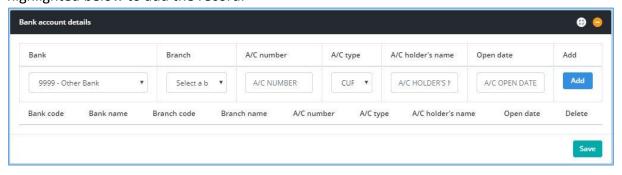


Figure 21: Customs House Agent - Bank Accounts

Field Name	Conditions & Comments	
Bank	Select the relevant bank	
Branch	Select the relevant branch where the account is maintained. The	
	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 "Other" 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 was opened	

Table 12: Bank Account Input Fields

#### 5.5 Wharf Tab - Tax Details

In this section, users have to enter the amount of tax paid in the last financial year, if the customs house agent is a tax payer.

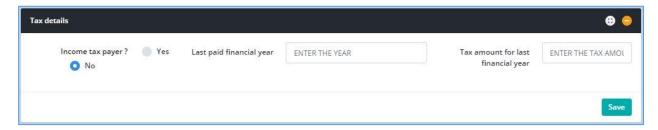


Figure 22: Customs House Agent Tax Details

#### 5.6 Wharf Tab – Previous Offenses

This section is for the details about the previous Customs Cases which the specific owner is involved in.

After entering all the details click the "Add" button to add the record.

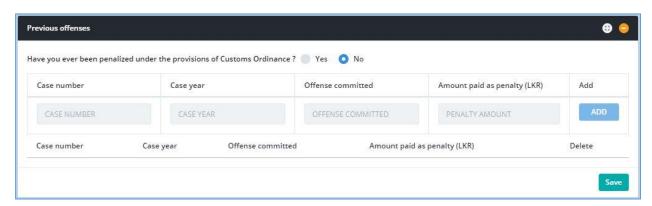


Figure 53: Customs House Agent Previous Offenses

### 5.7 Wharf Tab – Other Company Details

If the owner of the company is also an Owner/Partner/Director of any other company, enter all the relevant details of the other companies in this section. After filling in the details click the "Add" button to complete the records.

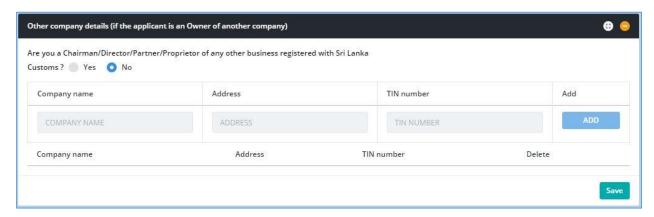


Figure 24: Other Company Details

#### 5.8 Wharf 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.

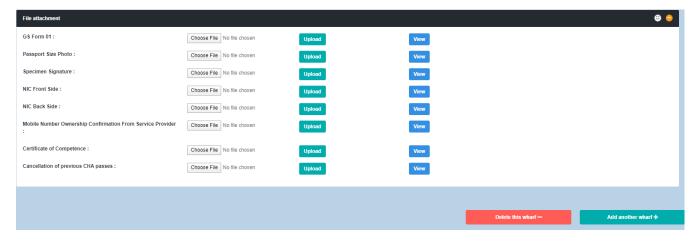


Figure 25: Customs House Agent Tab-File Attachments

File Attachment Name	Conditions & Comments
GS Form 01	Grama Niladhari Certification and counter signature of the
	Divisional Secretary for Proprietor/Partner (s)/Director/Wharf
	Representative (s)
Passport size photo	-
Specimen signature	Scanned copy of the signature.
NIC front side	-
NIC back side	-
Mobile number ownership	A letter from the service provider i.e. (Dialog, Mobitel, Hutch,
confirmation from the service	Airtel, etc.) confirming user details of the mobile numbers
provider	provided to SL Customs.
Certificate of Competence	Certificate awarded to CHAs after successfully completing
	CHA examination.
Cancellation of previous CHA	Most recently cancelled CHA pass
Passes	

Table 23: Wharf Tab-File Attachments-Input Fields

# 6. Attachment Tab Field Description

"Attachment Tab" will display a list of attachments that should be uploaded to the system.

File attachment			
GS Form 02:	Choose File No file chosen	Upload	View
Business Registration Certificate :	Choose File No file chosen	Upload	View
TIN Certificate :	Choose File No file chosen	Upload	View
VAT Certificate :	Choose File No file chosen	Upload	View
Form 1/ Form 40:	Choose File No file chosen	Upload	View
Deed:	Choose File No file chosen	Upload	View
Consent from the absolute owner :	Choose File No file chosen	Upload	View
Lease/ Sub Lease Agreement :	Choose File No file chosen	Upload	View
Copy of Initial Lease Agreement :	Choose File No file chosen	Upload	View
Form 13 :	Choose File No file chosen	Upload	View
Form 20/ Form 48 :	Choose File No file chosen	Upload	View
Form 03 :	Choose File No file chosen	Upload	View
CEB/LECO Electricity Bill (Company):	Choose File No file chosen	Upload	View
Front Elevation of the premises using Google Street View :	Choose File No file chosen	Upload	View
Location Map- Google map route up to the premises from nearest city :	Choose File No file chosen	Upload	View
Shipping Agents License :	Choose File No file chosen	Upload	View
Bank Certification :	Choose File No file chosen	Upload	View
Form 44 :	Choose File No file chosen	Upload	View
Form 45:	Choose File No file chosen	Upload	View
Form 46 :	Choose File No file chosen	Upload	View

Figure 26: File Attachments

File Attachment Name	Conditions & Comments	
GS Form 02	Grama Niladhari and Divisional Secretariat Certification for Importer/ Exporter/ Shipping Agent/Freight Forwarder/ BOI Venture/ Transport Agent/ Courier Service / Unaccompanied Passenger Baggage (UPB) Warehouse Operator and Customs House Agency	
Business Registration Certificate	-	
TIN Certificate	-	
VAT Certificate	-	
Form 1/Form 40	Obtained from the Registrar of Companies for Limited/Public Liability Companies	
Form 44	For companies incorporated outside Sri Lanka and having a principal place of business established in Sri Lanka (Obtained from the Registrar of Companies)	
Form 45	For companies incorporated outside Sri Lanka and having a principal place of business established in Sri Lanka (Obtained from the Registrar of Companies)	
Form 46	For companies incorporated outside Sri Lanka and having a principal place of business established in Sri Lanka (Obtained from the Registrar of Companies)	
Deed	Registered with Land Registry	
Consent from the absolute owner	In case the property is owned by a family member, an affidavit from the absolute owner has to be submitted giving his/her consent to use his/her premises.	
Lease/ sub lease agreement	Registered with Land Registry	
Copy of initial lease agreement	In case a Sub Lease agreement is submitted, a certified copy of the initial Lease Agreement has to be submitted	
Form 13	For address changes, if any	
Form 20/ Form 48	For Directors changes, if any	
Form 03	For Business name changes. if any	
List of staff members and their EPF numbers		
CEB/LECO electricity bill (Company)	Bill for the previous month	
Front elevation of the premises by Google Street View	Screen shot of the street view not exceeding 1 MB in size	
Shipping Agents License	-	
Bank Certification	Certification from the Bank for the Bank Account use for the transactions	

Table 34: Attachment Tab-File Attachments-Input Fields

## 7. Declaration Tab Field Description

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**"

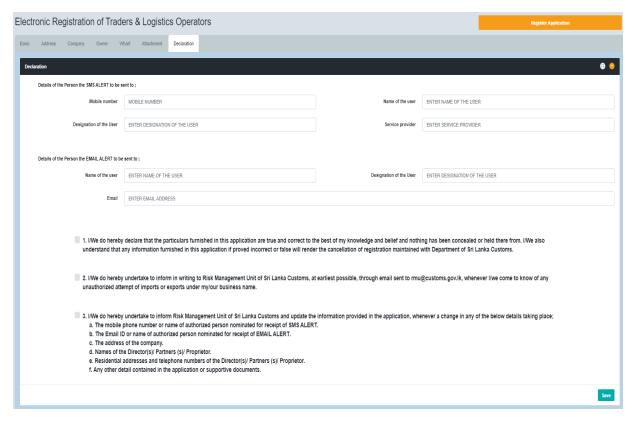


Figure 276: Declaration Tab - Input Fields

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

Table 45: Declaration Tab - Input Fields

#### 7.1 Declaration Tab - Declaration Statement

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.**"

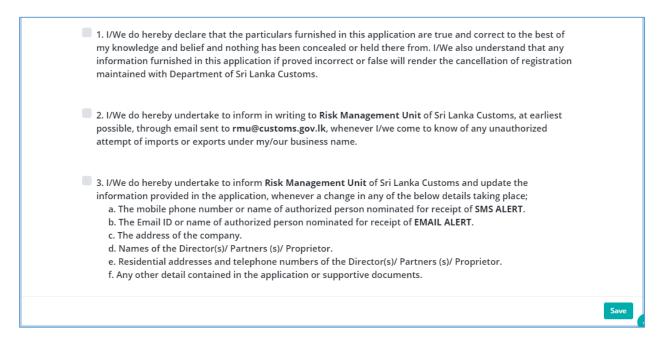


Figure 287: Declaration Statements

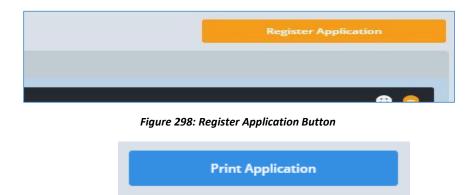


Figure 30: Print Application Button