



Your G2B trading partner

KENYA TRADE NETWORK AGENCY (KENTRADE)

Simplifying Trade Processes for Kenya's Competitiveness

Response to concerns raised by importers on challenges in accessing the Kenya TradeNet System.

Our attention has been drawn to stories in sections of the media regarding challenges experienced by Importers while lodging documents through the Kenya TradeNet portal.

The above challenge resulted from a technical hitch at the integration level between the Kenya TradeNet System and the Simba System affecting the Import Declaration Form (IDF) consumption by the KRA systems. The challenge has since been identified and resolved by a joint technical team from the two organizations. The issue had however caused a backlog which affected operations over the past few days but has now been cleared.

It should however be noted that all other modules in Kenya TradeNet System are working normally. Our System users who may still be experiencing challenges are requested to get in touch with our Contact Center and Customer Service office on contactcentre@kentrade.go.ke or customercare@kentrade.go.ke or telephone +254 20 4965510/ 254 730 150000/ 254 709 950000 for further assistance

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