



## COMMENCEMENT OF IMPLEMENTATION OF THE KENYA NATIONAL ELECTRONIC SINGLE WINDOW SYSTEM (GENERAL) REGULATIONS 2024

### FREQUENTLY ASKED QUESTIONS

#### 1. Why is KenTrade charging?

KenTrade rolled out the National Electronic Single Window System (NESWS) in 2013. NESWS has been providing services at no cost and therefore the reliance on the Exchequer for support in maintaining the system. *To ensure sustainability and continuous improvement, it has become necessary for KenTrade to levy a nominal charge for services rendered to ensure sustainability of the system and efficient service delivery.*

#### 2. Which services will traders pay for and what are the specific charges and when is the effective date?

The services, charges and effective dates are shown in the table below:

NO.	DESCRIPTION OF THE SERVICE	USER FEES (Amount)	EFFECTIVE DATE
1.	Application for registration	Fifty United States Dollars per user or its equivalent in Kenya Shillings	New Users - 20th May 2024 Existing Users - TBA*
2.	Annual access fee	Fifty United States Dollars per user or its equivalent in Kenya Shillings	TBA
3.	Application for lifting of a suspension	Ten United States Dollars per request per user or its equivalent in Kenya Shillings	20 <sup>th</sup> May, 2024
4.	Request for change of particulars	Five United States Dollars per request per user or its equivalent in Kenya Shillings	20 <sup>th</sup> May, 2024
5.	Application for Unique Consignment Reference (UCR) number in the System	Ten United States Dollars per transaction or its equivalent in Kenya Shillings.	20 <sup>th</sup> May, 2024

NO.	DESCRIPTION OF THE SERVICE	USER FEES (Amount)	EFFECTIVE DATE
6.	Application for notification for impending arrival or departure of a consignment	Eighty United States Dollars, per notification or its equivalent in Kenya Shillings.	20 <sup>th</sup> May, 2024
7.	Application for an import and export exemption	Ten United States Dollars per transaction or its equivalent in Kenya Shillings.	20 <sup>th</sup> May, 2024
8.	Application for a domestic trade permit or license	Five United States Dollars per transaction or its equivalent in Kenya Shillings.	TBA

*TBA: To Be Advised*

### **3. How will payment be made for registration to access the system?**

Registration will be done once and will be renewable annually. This registration is for all system users to allow access to the Trade Facilitation Platform (TFP) Services. Applications will be done through the user registration web link on the KenTrade's website ([www.kentrade.go.ke](http://www.kentrade.go.ke)). Details will be validated, and applicants advised to make payments for registration. Once payments are confirmed, Users will be trained, the account will be created, and passwords sent to respective applicant's email addresses.

### **4. How will payments for the Impending Arrival Report (IAR) be made?**

The Shipping Agent will create and submit an IAR. Upon successful submission, the system will generate a pop-up message of successful submission and make payment. The applicant can then proceed to the payment menu on the pending payment section and selects the payment mode i.e., e-Citizen and proceed to pay the applicable fees.

### **5. How will payments for Exemptions be made?**

The applicant (Importer/Exporter, Development Agency) will create and submit an exemption. Upon successful submission, the system will generate a pop-up message of successful submission and make payment. The applicant can then proceed to the payment menu on the pending payment section and select the payment mode i.e., e-Citizen and proceed to pay the applicable fees.

### **6. How will payments for UCR be made?**

The UCR is automatically generated from the base document/IDF, and the status will be set to 'Pending Payment'. When an applicant wishes to apply for a permit, they are required to make a payment for the UCR before the permit can be created. The applicant

can then proceed to the payment menu on the pending payment section and select the payment mode i.e., e-Citizen and proceed to pay the applicable fees.

**7. Is the annual access fee charged per individual or per company?**

The Annual Access fee is per Company.

**8. Will Child UCRs be paid for?**

All UCRs generated including the child UCR will be paid for. The charges are not tied to any Partner Government Agencies (PGA) permits.

**9. What happens to a declarant who had been trained but moves to a new company? Will they be required to undergo a fresh training?**

Declarants who move to a new company will be required to pay for registration when they are created in the new company. Training may not be necessary depending on when they were last trained.

**10. What happens to Bulk IDF which has many UCRs?**

Declarants in this case will pay for each individual UCR.

**11. A UCR can have many permits attached to it. How will this be handled?**

The declarant will pay for the UCR, and the rest of the process remains as is.

**12. Will UCRs for export entries which do not require permits attract a fee?**

All UCRs created in the Trade Facilitation Platform will attract a fee of 10 United States Dollars per request or its equivalent in Kenya Shillings.

**13. Will UCRs for exempted permits be charged?**

All UCRs created in the Trade Facilitation Platform (TFP) will attract a fee of 10 United States Dollars (USD).

**14. Will un-utilized UCRs be charged for?**

For a UCR to be used, it must be paid for.

**15. Can UCR funds be refunded?**

UCR fees collected are non-refundable.

**16. Will IDFs require payments of UCR before approval?**

Yes, in cases where a user applies for pre-clearance permits. For clearance permits such as KEBs the IDF, these will be auto approved as is the case today to allow a user to lodge a declaration. When declaration is transmitted to Trade Facilitation Platform, a user will have to pay for the UCR to be able to lodge permits.

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