



FREQUENTLY ASKED QUESTIONS THE NATIONAL ELECTRONIC SINGLE WINDOW SYSTEM

Kenya Trade Network Agency (KenTrade) is a State Corporation under the National Treasury responsible for implementing and managing the National Electronic Single Window System (NESWS). NESWS is an online platform that allows parties involved in international trade and transport logistics to submit documents, process approvals, and make government-related payments electronically. The following are frequently asked questions about the National Electronic Single Window System (NESWS).

1. What is the National Electronic Single Window System (NESWS)?

NESWS, also called the Trade Facilitation Platform (TFP), is an online platform where trade users submit cargo-clearance documents, track applications, and make electronic payments through a single-entry point.

2. What is the legal mandate of NESWS under KenTrade?

The National Electronic Single Window System Act, 2022 establishes NESWS and gives KenTrade responsibility to set up, manage, and operate the system.

3. How has NESWS made trade easier?

NESWS reduces delays and costs by enabling users to:

- Submit documents once online (instead of many times to different offices).
- Get electronic approvals and track status in real time.
- Pay fees electronically.
- Work 24/7 from wherever there is internet access

4. What services does NESWS offer?

NESWS services include:

- Integration with Partner Government Agencies (PGAs) for permit and license applications, payments, and approvals.
- Integration with Partner Government Agencies Systems, including Kenya Revenue Authority Integrated Customs Management System (iCMS)
- Unique Consignment Reference (UCR).
- Manifests (sea and air).
- Exemptions and Duty remissions
- Impending Arrival Reports, cargo release, risk management, and reports.

5. What is a Unique Consignment Reference (UCR)?

A UCR is a unique number used to identify and track a consignment in NESWS.

6. Who can use NESWS?

NESWS is used by registered importers, exporters, customs and shipping agents, logistics providers, financial institutions, courier services, and Partner Government Agencies.

7. Is NESWS free, or do I need to pay?

KenTrade charges nominal fees under the National Electronic Single Window System Regulations, 2024, to support system maintenance and sustainability.

SECOND SCHEDULE

FEES

(r.4(2(c)); r.9(3); r.10(3); r.12(2) (b), 18(3))

NO.	DESCRIPTION OF THE SERVICE	USER FEES (Amount)
1.	Application for registration	Fifty United States Dollars per user or its equivalent in Kenya Shillings
2.	Annual access fee	Fifty United States Dollars per user or its equivalent in Kenya Shillings
3.	Application for lifting of a suspension	Ten United States Dollars per request per user or its equivalent in Kenya Shillings
4.	Request for change of particulars	Five United States Dollars per request per user or its equivalent in Kenya Shillings
5.	Application for Unique Consignment Reference (UCR) number in the System	Ten United States Dollars per transaction or its equivalent in Kenya Shillings.
6.	Application for notification for impending arrival or departure of a consignment	Eighty United States Dollars, per notification or its equivalent in Kenya Shillings.
7.	Application for an import and export exemption	Ten United States Dollars per transaction or its equivalent in Kenya Shillings.
8.	Application for a domestic trade permit or license	Five United States Dollars per transaction or its equivalent in Kenya Shillings.

8. Does NESWS replace the role of Partner Government Agencies (PGAs)?

No. NESWS only provides the electronic platform for submitting, processing, sharing, and tracking trade documents. PGAs continue to carry out their legal roles, including regulation, inspection, licensing, approval, and enforcement.

9. How can I know whether a particular permit, license or approval is required for my goods?

Permit, license, or approval requirements are determined by the HS Code configured in NESWS and iCMS. If approval is required, the transaction is held until the relevant PGA approves it.

10. Is NESWS available on eCitizen, and is there a mobile app?

- Yes. NESWS is integrated with eCitizen for permit, licence, and KenTrade fee payments.
- KenTrade also offers the *MyKenTrade* app for training requests, support tickets, selected services, status checks, news, locations, and tenders. Cargo-clearance processing remains web-based through the Trade Facilitation Platform.

11. Can visually impaired persons, or other persons with disabilities, access KenTrade services?

Yes. KenTrade provides its Service Delivery Charter in text, audio, and braille formats, and NESWS can be used with standard assistive tools. Users who face access barriers should contact KenTrade's customer service or contact centre for support.

12. How do I create an account?

Apply for registration through www.kentrade.go.ke. After validation, pay the applicable fee through eCitizen, complete any required training, and receive your account credentials by email. Registration is renewed annually.

13. How do I get training?

Visit www.kentrade.go.ke, complete the training application form under KenTrade Links, and wait for confirmation of the schedule, venue or virtual option, and applicable fees. Training can also be requested through the *MyKenTrade* app.

14. How do I track my consignment?

Use the Trader Portal on www.kentrade.go.ke: select Track Status, then Track Approval Status, and enter your document reference number. IDF and UCR status can also be checked through the *MyKenTrade* app.

15. What benefits has NESWS brought?

Key benefits include:

- Faster clearance and lower transaction costs.
- Less paperwork and fewer office visits.
- Better data sharing, transparency, and controls.
- Higher revenue collection and easier electronic payments.
- Improved competitiveness for Kenyan traders.

16. Who owns NESWS?

NESWS is owned by the Government of Kenya and managed by KenTrade, a State Corporation under the National Treasury.

17. Where are KenTrade offices located?

KenTrade's headquarters are at Embankment Plaza, 1st Floor, Longonot Road, Upper Hill, Nairobi. Regional offices are located in Mombasa, Busia, Malaba, Isebania, Namanga, ICD Nairobi, and JKIA Nairobi.

18. I am a trader and have been denied access to NESWS. What are my rights and options for appeal?

Under the NESWS Act, 2022 and the NESWS Regulations, 2024, KenTrade may reject, suspend, or deregister a user who fails to meet the required conditions. Affected users are entitled to written reasons and may seek review or appeal as follows:

- Apply to the KenTrade CEO for review within 48 hours of receiving the decision.
- If dissatisfied, appeal to the KenTrade Board within 48 hours using the prescribed form; the Board should respond within 14 days.
- For suspended access, apply for reinstatement after correcting the issues and paying any applicable fees. Keep records of notices, emails, payment confirmations, and appeal documents.
- You may also lodge a complaint through complaints@kentrade.go.ke or escalate the matter to the Commission on Administrative Justice.

19. Are traders using NESWS insured against risks, or can they get a refund if their transactions are declined?

- No. NESWS does not provide automatic insurance cover for commercial, cargo, or operational risks. Traders remain responsible for their own insurance.
- System fees, including UCR fees, are generally non-refundable for declined, rejected, or unused applications.
- KenTrade's liability is limited for actions taken in good faith; compensation may only arise where the law allows.

For fee disputes, contact KenTrade's Contact Centre or use the review and appeal process in FAQ 18.

NB. For latest fees, regulations, training schedules, or system updates, visit the KenTrade website or contact contactcentre@kentrade.go.ke.

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