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# FREQUENTLY ASKED QUESTIONS

**KenTrade**

*Your G2B trading partner*

www.kentrade.go.ke

# FREQUENTLY ASKED QUESTIONS

## Introduction

KenTrade is a state corporation under The National Treasury and Planning mandated to implement opera-tionalize and manage the Kenya National Electronic Single Window System, also known as the TradeNet System.

## Why is KenTrade charging?

From the time the Kenya TradeNet System was rolled out, all system related services provided by the Agency have been provided at no cost to the users, the Agency has relied on the Exchequer for funding to run its operations as well support in maintaining the system. The introduction of these fees will ensure the sustain-ability of the single window services to safeguard the gains so far realized as well as minimize KenTrade's reliance on the Exchequer.

## Which services will be charged?

The services to be charged are:

i. Annual Subscription for usage of the system
   This will apply to all companies registered to use the TradeNet system, such as Traders, Clearing Agents and Shipping Agents/lines. A company can have numerous users but the company will only register once.

ii. Application for Unique Consignment Reference (UCR) number in the System.
   This will apply to anyone creating a UCR in the System e.g. importer/exporters, clearing agents etc.

iii. Impending arrival Report (IAR) creation.
   This will apply to all Shipping lines and their appointed Agents in the country who create IARs in the System.

## What are the charges?

i. Annual Registration - Five thousand shillings or fifty United States of America dollars, per Company/ Organization (Kshs. 5,000 of USD.50)

ii. UCR - Seven hundred and fifty shillings or seven point five United States of America dollars, per UCR applied for (Kshs. 750 or USD.7.5)

iii. IAR - Seven thousand five hundred shillings or seventy-five United States of America dollars per IAR (per notification/vessel) (Kshs. 7,500 of USD.75)

## How is registration for users done?

Applications will be done through the user registration web link on the KenTrade's website.
Details will be validated and applicant will be advised to make a payment of Kshs.5,000 or USD50 for registra-tion. Once payment is confirmed, the account will be created and a password sent to respective applicant's email address. Registration will be done once and will be renewable annually.

This registration is for all system users to allow access to the TradeNet System Services.

## How will payments be made?

Payments for the services will be paid as follows;
   i. Prepayments
      • Direct Bank Deposits
      • Bank Transfers
   ii. Mobile Money (Mpesa, Airtel money)
   iii. National Payment Gateway & E-Citizen
      • Direct Bank deposits
      • Card Payments (Credit/ Debit)
      • Electronic payments (Pesalink, Paypal, Equitel etc.)

## How will the pre-payment mode work?

A user will be required to deposit money with KenTrade which will be utilized when they lodge documents. Once the amount is exhausted a user will be expected to replenish/top up the account.

## How will the prepayment payments be made work?

• Generate an elip from the system with the amount you want to deposit into your account
• Make payments at the bank.
• On creation of UCR, IAR and payment of Subscription, the system will deduct the amount from the amount loaded into your prepayment account.

## At what point will the charges be levied?

The charges will be levied as follows;
   i.   For UCRS - on creation of the UCR
   ii.  For IARs - on creation of IAR
   iii. Registration - before account is created and application is vetted.

## What happens if you do not pay registration fee?

Your account will be disabled/de-activated i.e. you will not be able to lodge permits and other documents in the system.

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