



Kenya Trade Network Agency(KenTrade)

PUBLIC NOTICE

Kenya TradeNet System Service Downtime

The Kenya TradeNet System experienced a temporary hardware failure on one of our storage hardware. This has led to our Data Base being affected, causing system delays and mapping issues on Import Declaration Forms (IDF) over the past few days. The system has now been restored.

Our technical team is closely monitoring the system to ensure seamless operations. However, to facilitate optimal system performance we intend to have a scheduled system downtime from **Friday January, 28th 2100hrs. to Saturday January, 29th 0500hrs.**

With an aim to continuously serve you better, we are fast tracking the migration to our newly upgraded robust platform the Trade Facilitation Platform (TFP)

We apologize for any inconvenience caused by the disruptions to our services and reaffirm our commitment to provide better services and user experience of the Kenya TradeNet System.

Our customer support services remain available on:

- **Twitter:** @KenTrade_Care
- **Facebook:** @KenTradeCare
- **Landline:** +254 (20) 4965000
- **Mobile:** 0709950000
- **Email:** contactcentre@kentrade.go.ke

January 27, 2022

www.kentrade.go.ke

Simplifying Trade Processes for Kenya's Competitiveness

