IMPEX

Department of Petroleum - DPR

Petroleum Products Import & Export Permit System

User Manual for Importers

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1.0. Introduction

IMPEX is the acronym for Import Export Permit System developed to manage the life cycle of petroleum product importation and local supply from domestic refineries as well as exportation of some petroleum products.

The portal integrates several routines and modules to streamline various processes in the petroleum product supply value chain, namely:

- Application module: handles electronic application processing and generation of permits for eligible company in respect of petroleum products supply from within and outside the country. Prospective applicants can either apply for a new permit, renewal or inclusion type of application.

- Inclusion Category: manages repeat application for un-utilized volume allocation to companies subject to evidence of same from PPPRA, provided such permit(s) is still active on the system

- Renewal Category: manages renewal of permit(s) on the system, provided the status quo of such permit is same. This means same products, same quantities and same depots/banks

- Notification and Recertification Module: manages vessel arrival notification, processing and issuance of certificate of quality and quantity for all processed notification

1.1. Audience

Petroleum Product Importer
- Registerf on the portal
- Apply for Import or Export Permits
- View approved Permit
- Submit Vessel Arrival Notice to DPR
- Apply for Product Certification

Bank
- Create own users (agents)
- Upload financial instruments (bank;s reference letter) to support an application

DPR Back Office
- Accept , process & issue Import/Export Permits
- Performs various processing task based on predifined user role on the portal
- Inspect & Verify product at terminal

Depot Owner
- Create own users (agent(s)
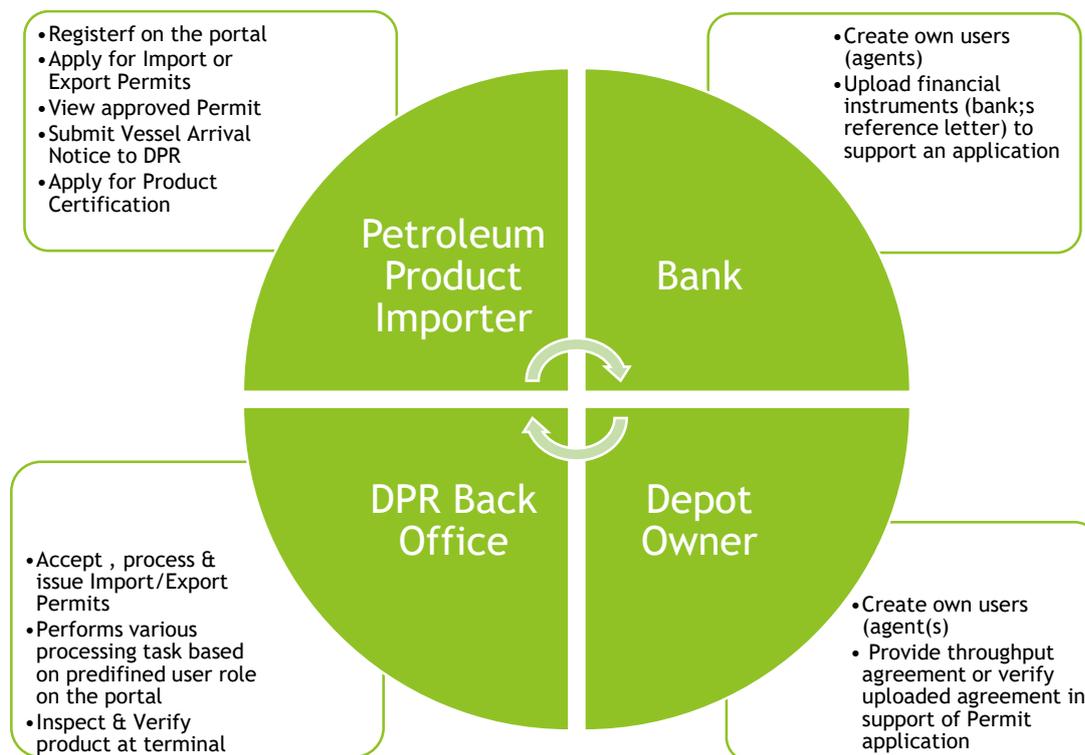- Provide throughput agreement or verify uploaded agreement in support of Permit application

Figure 1

1.2. Online Processing

The launch of the petroleum products import & export permit system marks the end of physical documents processing or issuance of hardcopy permits to petroleum products marketers. All forms are deemed to be submitted and processed electronically, whiles issues can be resolved through email, live chat or telephone calls.

1.3. Payment Options

Companies interacting with the portal can make payments for services through any of the following channels:

- Online payment via Remita portal
- Payment at any bank closes to you.
- Wire transfer through any of the internet banking platforms provided by the bank

Kindly note that for now only Payment at the Bank is available

1.4.   Getting Help

The IMPEX solution has a technical support team available during business hours to assist with your challenges or take your enquires. Contact the support team through any of the channels below:

1. Support center Nos: 01-279-0000, Extensions: 50292,50294-6,50297,50299
2. Email at impex@dpr.gov.ng

2.0. Getting started

Access the portal through https://impex.dpr.gov.ng. There is also a link from the department of petroleum resources website https://elps.dpr.gov.ng. The portal is accessible from any internet connected device. The recommended browsers are Mozilla Firefox or Google Chrome.
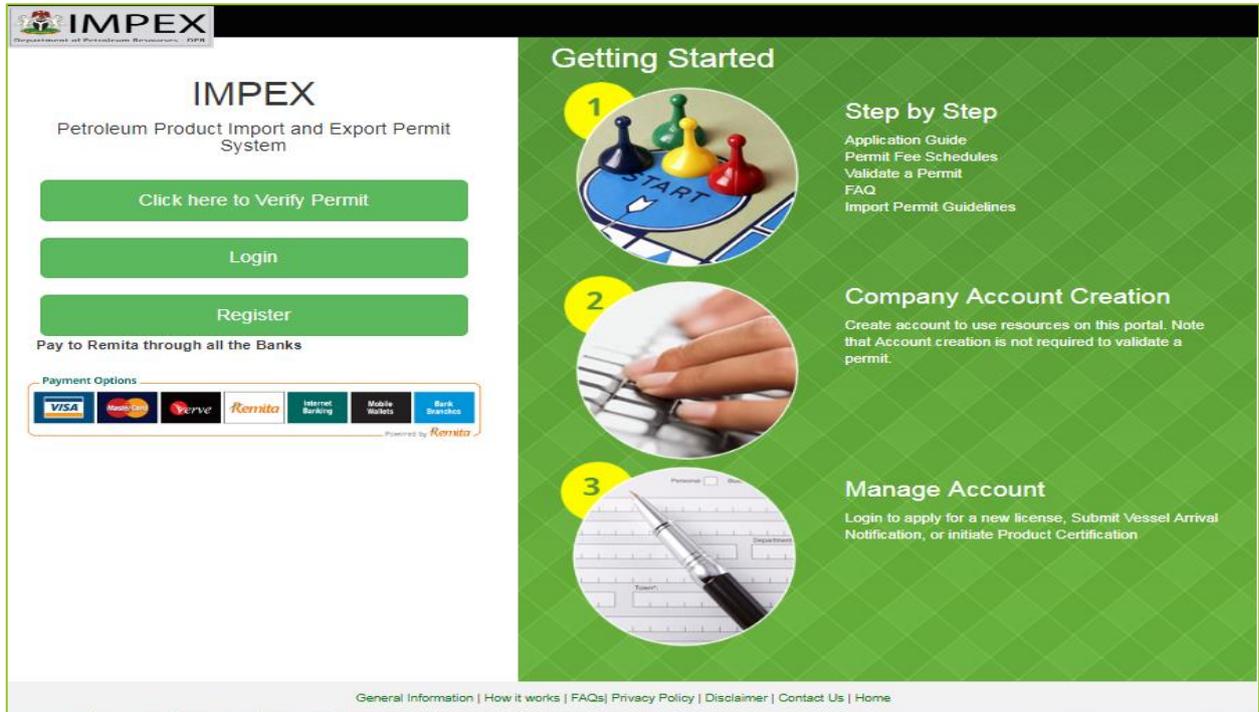

Figure 2

There are 4 categories of users on the system. These are the Admin (DPR), Importers, Depot Owners and Banks. However depending on the user's category the above login screen will always be the same during login session.

Note that is only the importers need to register one time only prior to using the application.

The other 3 user categories require a user with admin access to create their login credentials but upon first time login they are required to change their login password from their profile page.

3.0 IMPORTER SECTION

This section of the manual describes the various roles available to an importer on the application.

Below are the steps to follow prior to applying/renewal/inclusion of your import permit by any prospective applicant.

1. Registering your company
2. Visit https://impex.dpr.gov.ng
3. Confirm you have the requirements for registration. See guidelines for details
4. Click the register link from the main login page as shown above, click 'Register as a Marketer' to navigate to the ELPS central registration page of DPR
5. Ensure that you use a valid email address of the company you are registering on the portal. All names must be in capital letters
6. Fill the Registration Form and click submit when done
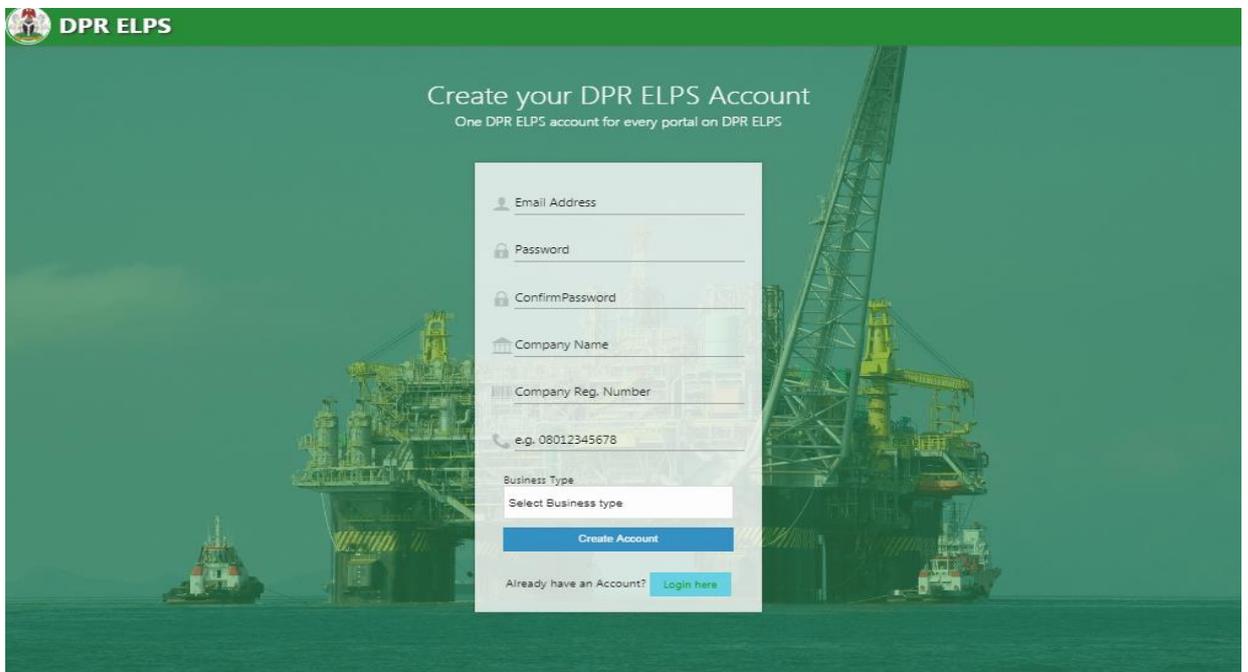
Figure 3

7. On submission, an email will be sent to you to confirm the validity of your email address. If you did not get the activation email click the 'Resend Activation Link' to have the activation link resent to your email address.
8. Once your account is created you can proceed to submit a new application or notify the department of your vessel arrival.

3.1 Log In
If you already have an account on the portal, follow the steps below to login into your account area, by login in as a Marketer:

1. Visit the IMPEX portal at https://impex.dpr.gov.ng, the below window in figure 4 is displayed.
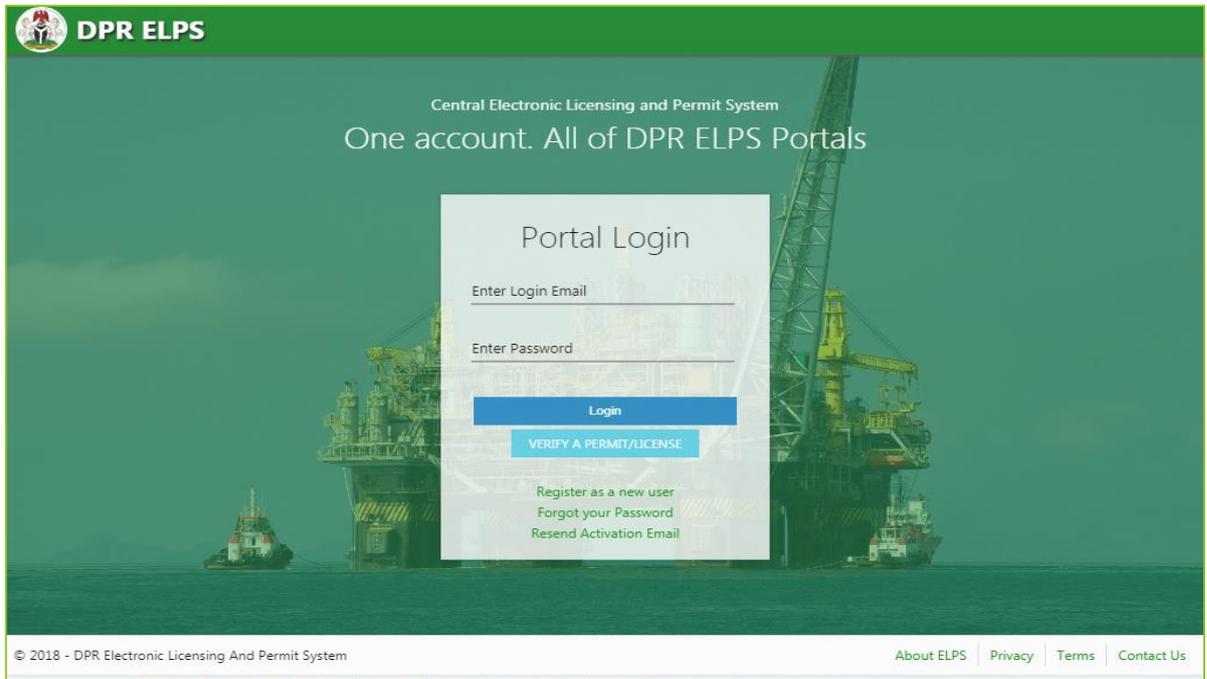
Figure 4

2. Enter the email address with which your account was created on the portal.
3. The Password is what you indicated at account creation on the portal.
   3.1. If you do not remember, you can click the 'Forgot your Password' link below the login for to have a password activation link sent to you.
   3.2. Then login to your email to continue the change the password process by clicking the reset link which will bring you back to the portal
   3.3. Change your password to a desirable one
   3.4. When redirected back to the login page, provide your email address and the new password
4. Click **Login button** or press Enter to be taken to your account area on the portal.
5. Once Login is successful, you will be redirected to your account dashboard
   (see figure 5 below)
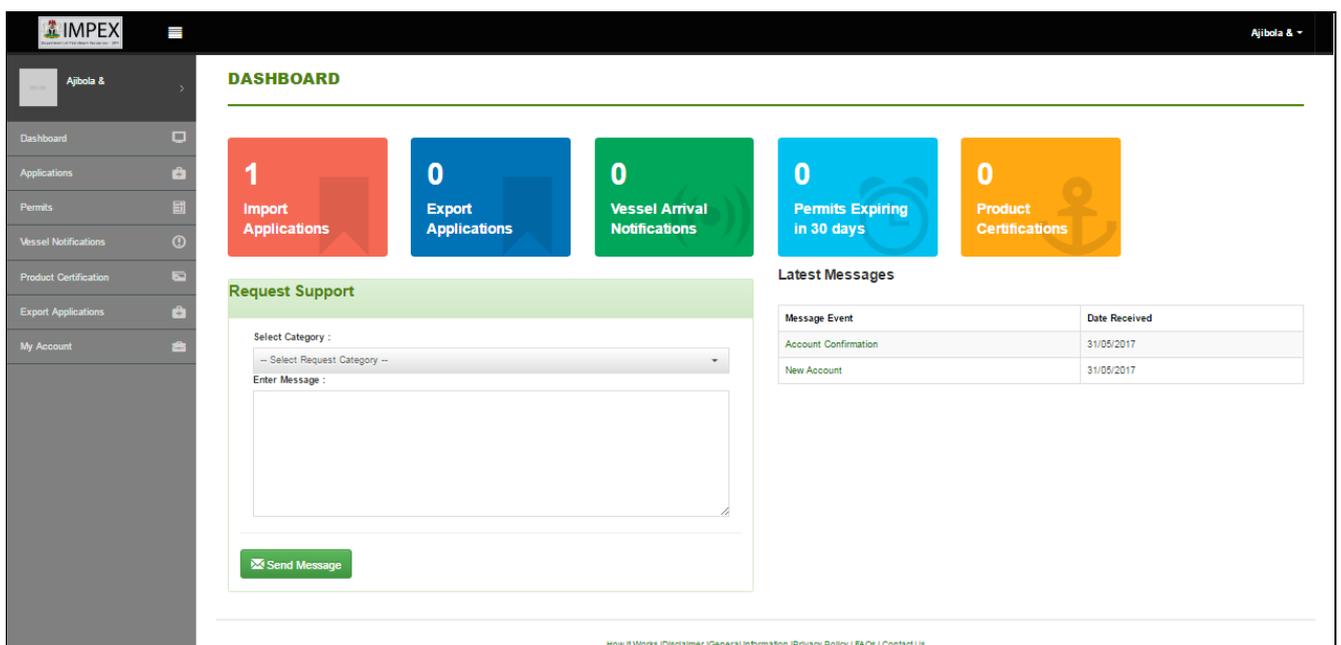
Figure 5
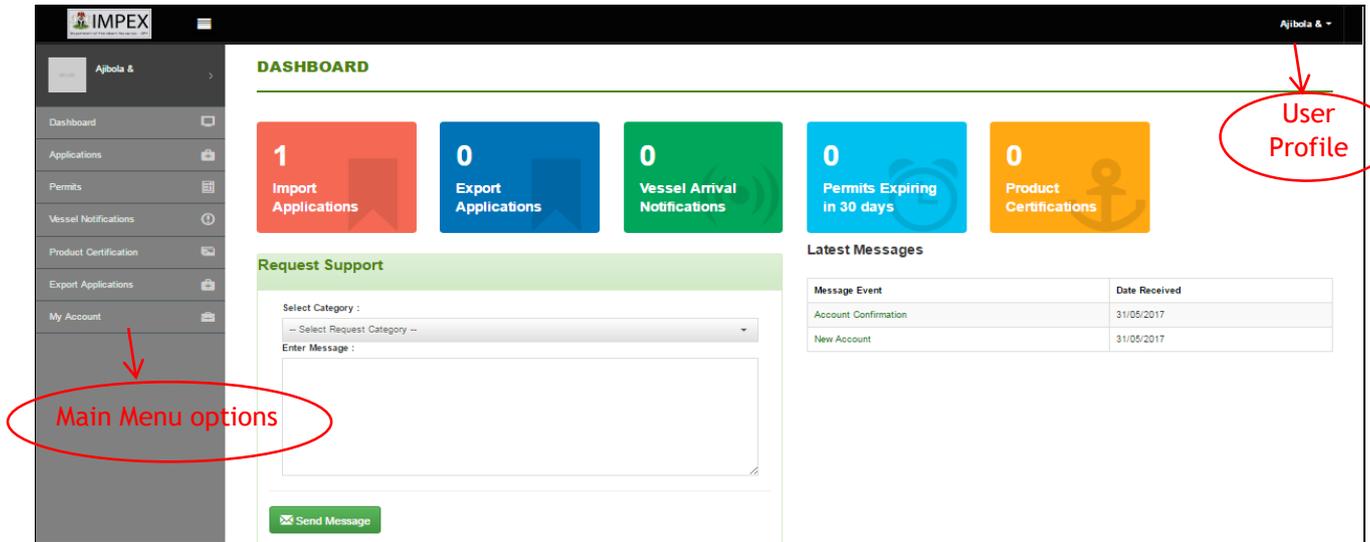
Figure 6

3.2 Navigating the Account Area

	Menu Item	Description
A	Dashboard	This menu item is used to display the dashboard icons as shown above in figure 5. This is the default landing page of the application.
B	Import Applications	This menu is used for creating a new import application on the portal. During application generation, the type of application can be a new application of renewal or inclusion to an existing permit.
C	Permits	This displays the list(s) of permits issued to the importer over time.
D	Vessel Notifications	This displays the list of active vessel arrival notifications and a button to submit notice of arrival for valid permits.
E	Product Certification	This is displays the list of pending product recertification submitted to DPR by the importers. Companies are expected to initiate the product certification process from this menu item.
F	Export Applications	This displays the list(s) of export application(s) that is been processed. Companies can also initiate new export application on the portal.
G	My Account	Provides the importer with submenu items as listed below 1. Company Profile, 2. Company documents, 3. Invoices, 4. Payment History, 5. My Messages
H	Request Support	This option is used to send any inquiry to the support team via email. This can be any challenges encountered during the use of the application.
I	Latest Messages	This displays the list of current emails sent to the bank by the portal

Figure 7

3.3   Notable symbols

Symbols	Meaning
➜	Continue to next step
▪☰	Detail view
✎	Edit button
🗑	Delete button
View 👁	View button
Update Documents 📂	Upload documents onto the portal

3.4 Log Out

To log out of the system at any time, click on your user profile button located at the topmost right corner of the portal, as shown navigational bar in figure 4. Click on **Log Out command** button to either log out or **Settings command** button to manage your password.

Note that the portal automatically logs you out after fifteen (15) minutes of inactivity.

4.   Applying for Import Permit

Any company that meets regulatory requirements (see Guidelines on Petroleum Products Import/Export Application on the DPR's official website) can submit application for petroleum products import permit after creating account on the IMPEX portal.

The process is pretty straight forward as defined below:

1. Login to your account on the IMPEX portal
2. Click Application on the main navigation bar
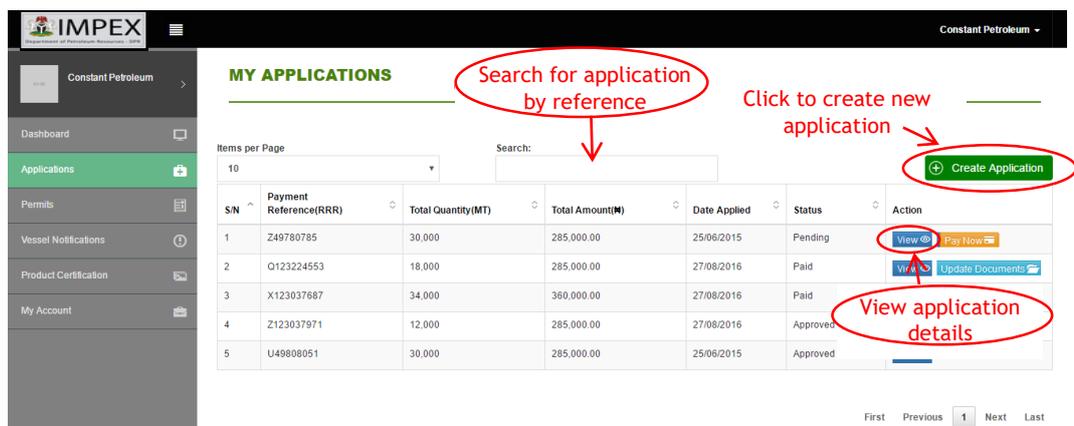
Figure 8

3. Click the create application button located towards the top right hand side of the window to display the application form.

Run Instruction: Select Import type and Import Category. Finally add product to the application.

Figure 9

Note that this is the same process for also renewing an expired permit or filing for inclusion on an active permit with exhausted quantity.

The category refers to Coastal transfer, Import or Trucking. Trucking refers to products delivered by land, either from neighboring African states or any of Nigeria's refineries.

4. Add as many products to the application as required but note that requirements for each product must be met for your application to be processed.
(*See the Petroleum products import permit guidelines for details*)

Figure 10

5. Select the sponsoring bank and your preferred payment option. Then click on continue to display the application summary window in figure 11.
6. Depending on your payment type, you might need to proceed to make payment for your application using any of the payment channels available

   a. Online using your Debit Card (verve card, MasterCard or visa card) via ELPS payment portal using REMITA or

   b. Off-line through any branch of a commercial or microfinance bank in Nigeria.

Note that an applicant can apply for multiple products in one application. However only single product notification is allowed during Notification process.

Figure 11

7. On confirmation of payment:
   a. The selected sponsoring bank(s) have the opportunity to upload its bank's reference letter and any other financial document to support the application.
   b. If the storage provider is a third party, then the depot owner is required to login to upload the required throughput agreement or Local Purchase Order if a Supply Agreement arrangement.
   c. The 'continue' icon becomes available to the importer to provide additions information to the application or review submitted documents by any of the supporting organizations.
8. If all requirements have being met then the company can submit the application for processing. Should the portal raises alert when trying to submit an application, it is important to contact the relevant organization as appropriate.

Figure 12

9. Voila you are done, the portal will contact you using the details on file when the application is approved, denied or rejected.

4.1. View Permit

1. Login to your account
2. Click Permit from the main menu
3. Click view button beside the permit to be viewed. A window will be displayed from which you can view a permit that has been approved. For hardcopy visit any of the DPR's Zonal offices Nationwide.
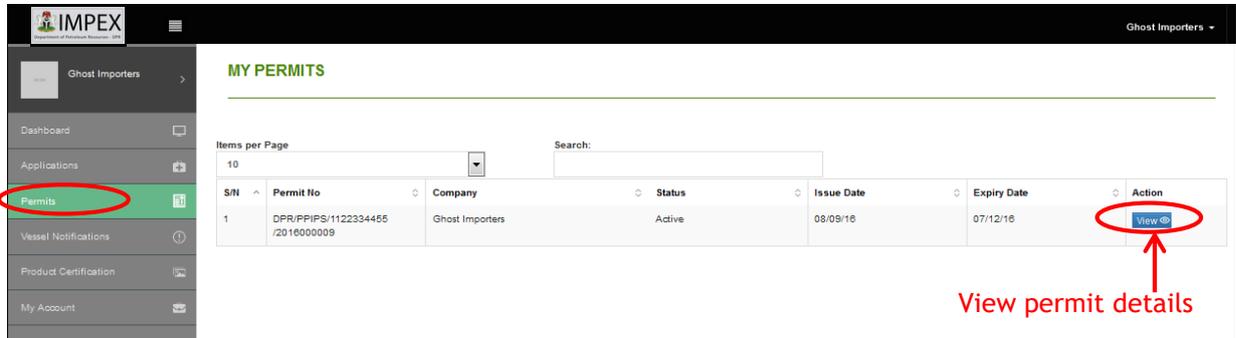

Figure 13

5.0 Vessel Arrival Notification

Companies with valid import permits or letter of comfort can submit notification for vessel arrival online. The process for submitting notification is similar to application submission except that different data sets are required for either task. Select Vessel notification from the main menu options to start this task.
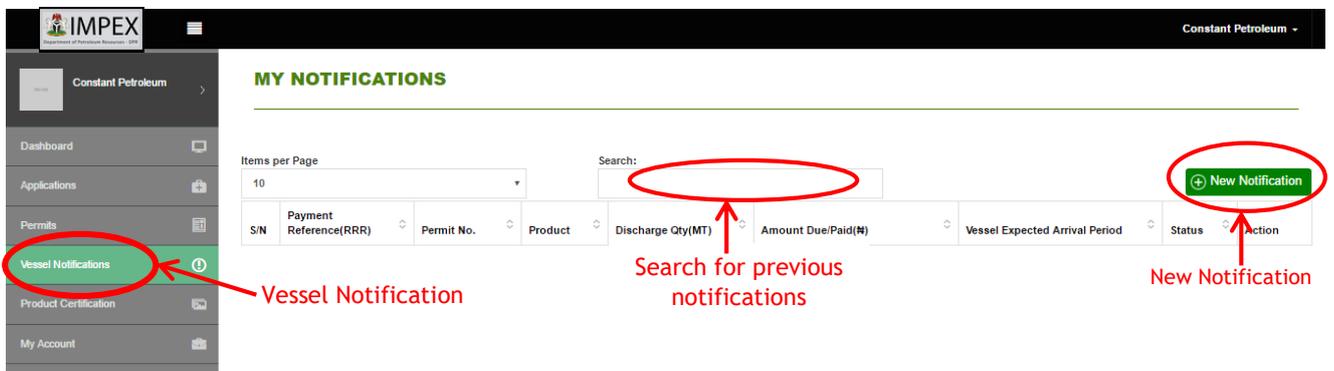
Figure 14

The steps below outline the procedure for notification submission.

1. Click Vessel Notification on the central menu to display the list of active notification.
2. Click the New Notification button to display the vessel notification form.

Figure 14

Note that Notification can only be submitted on a valid permit with unused quantity.

3. Enter the permit number or click on the "Select permit" text displayed on the input field to view list of valid permits upon which the notification will be processed, then click continue. The system will display the notification form if the permit number provided is valid.

4. Fill the form with valid data.

Figure 15

5. Select the desired payment channels under the "Payment type" field.
Click the '**Continue**' button to review your application and proceed for payment online or select "Pay at Your Bank" to generate RRR (Remia Retrieval Reference) Code with which you can pay at any of designated bank branches, upon which a payment slip is issued, which the applicant can also uploaded on the portal.
6. Upload all required documents through the bank as required to support your application before submission. (*See the petroleum products import guideline for details*).
7. From the Notification summary form displayed, click "Confirm" button to submit the application to DPR for appropriate actions, click on the "Modify" button to view/modify any of the data filled out against this application.

It is important for applicant to make payment and submit vessel notification at least seven (3) days before vessel arrival to prevent the payment reference from expiring and a subsequent surcharge expeditionary fee.

6.0. Product Certification

The Product Certification menu item provides the company with the ability to submit application for product certification. The process is pretty straight forward;
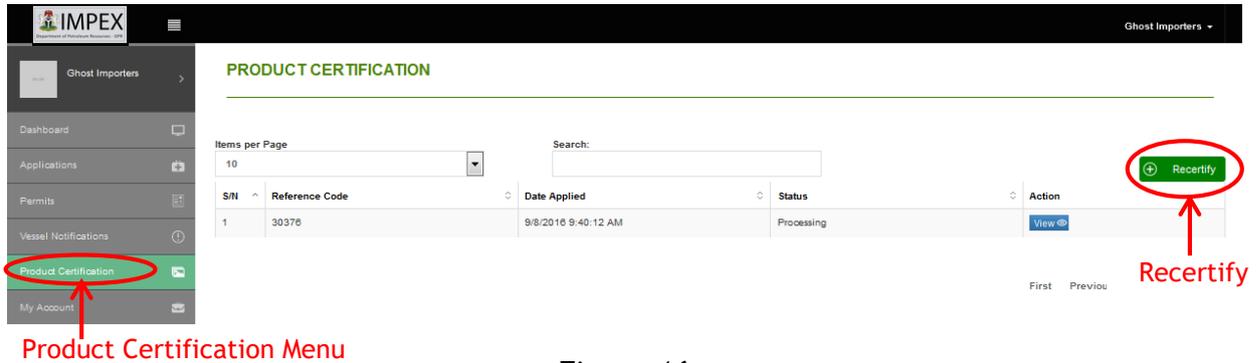

Figure 16

1. Login to the portal via the same URL while using your login credentials
2. Click Product Certification menu option from the main menu, this list all products that have not being certified based on past notifications
3. Select Recertify from the button to the right on the displayed window.
4. Select the product to be certified and click continue below the dropdown menu the below window is displayed (Figure 17).
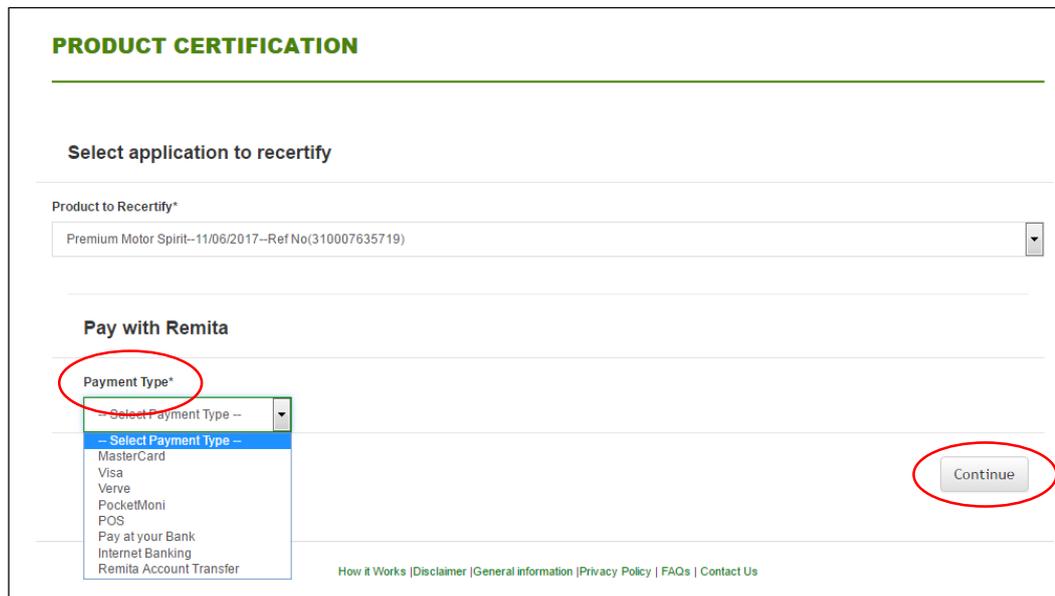

Figure 17

5. Select the channel of payment from the list of available channels (via the dropdown list). Click on "Continue" button to continue the payment (online or via your bank)
6. Click on "Confirm" button from the Recertification Summary window to confirm this task and proceed to the payment screen or "Modify" button to go back to the previous screen. Click on the "Pay via Remita" to continue to the Remita portal for payment
7. Upload all additional documents required and click on the "Submit Recertification" button in order to submit this application on the portal
8. Await notification from DPR on the status of your application

Department of Petroleum Resources - DPR

7.0. My Account

This menu item displays company related information allowing the company ranging from company profile update, company documents, view all invoices and payment history. Select My Account menu option from the main menu options to run.
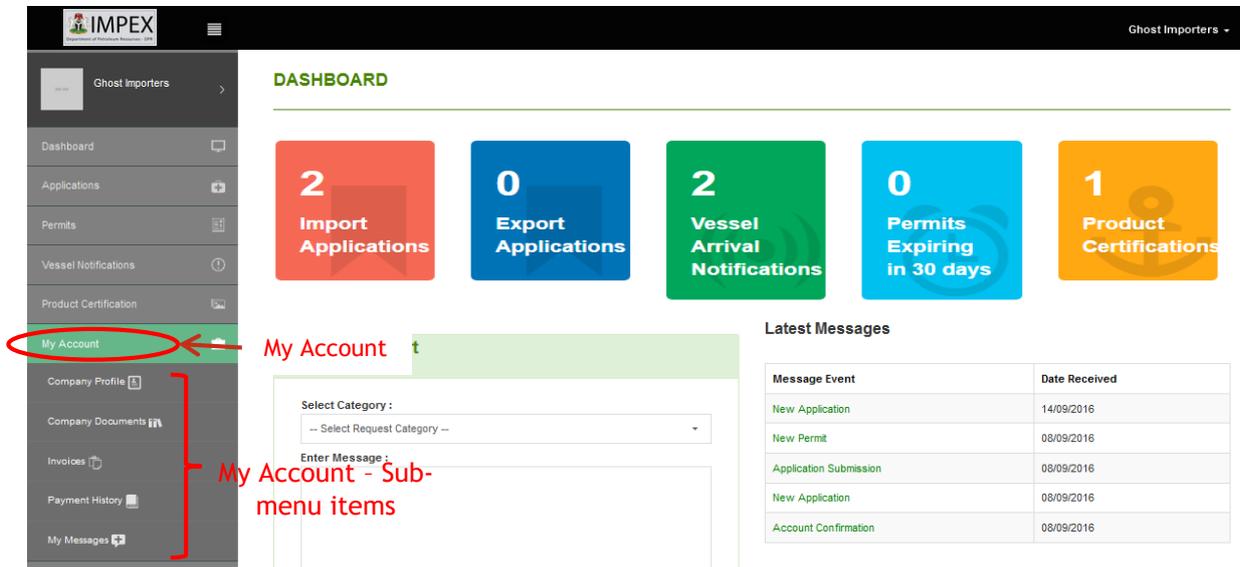

Figure 18

Select the appropriate menu item from the drop down sub-menu options depending on your desired task.

7.1 Company Profile

To view/edit any of the details contained in the company profile page, select the "Company Profile" menu from the sub-menu displayed in figure 18.

The below form is displayed from which the company can change any of the company's details.

Click on the submit button to save changes or select another menu options to discard changes made without clicking on the submit button.
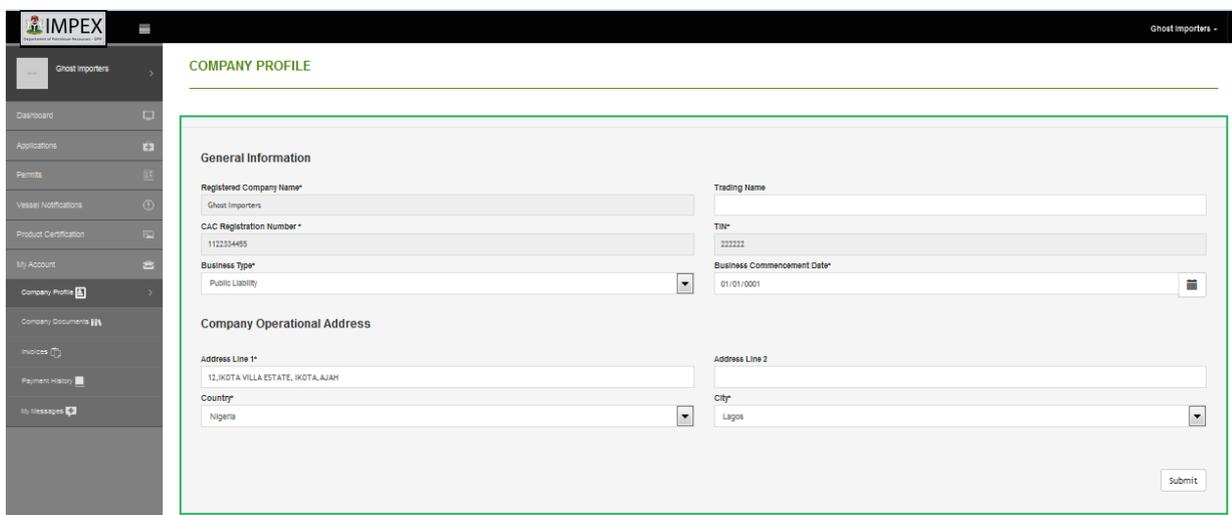

Figure 19

7.2   Company Documents

To view/upload any of the company documents as contained in the company document page, select the Company document menu from the sub-menu displayed in figure 18.

The below form is displayed from which the company documents can be viewed/uploaded.
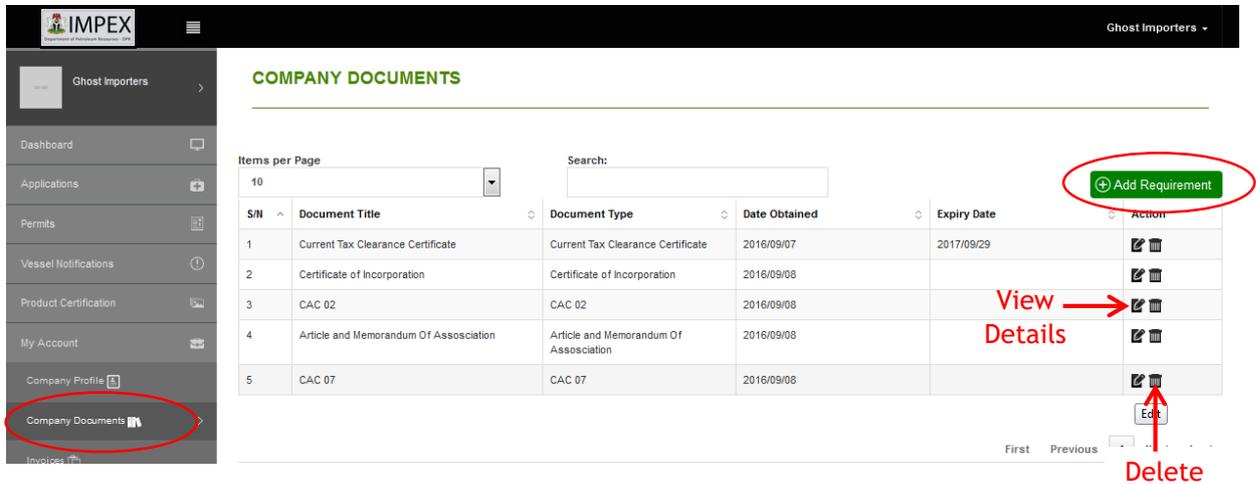

Figure 20

Click on the submit button to save changes or select another menu options to discard changes made without clicking on the submit button.

To edit/view click on the view details icon, while to delete any record from the list of displayed documents click on the delete icon.

7.3   Company Documents – Add Requirement

This option is used to required documents to the portal by the company. Click on the Add requirement button from the above window to display the window for adding new requirement for the company.
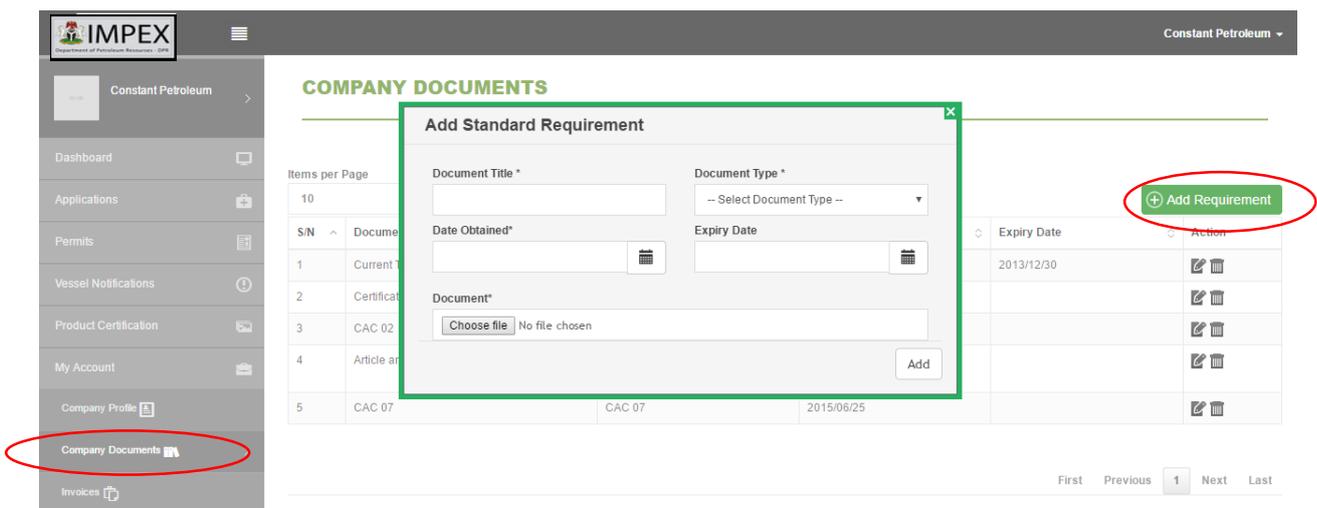

Figure 21

Once you are done with filing the required fields, click on the add button to save and continue.

7.4   Company Documents – Edit Requirement

To edit or update any of the previously uploaded on the portal, click on the edit button as indicated in figure 22 above. This will display the below window form from which you can either re-upload the document or change the values in any of the fields previously entered.

Click on the update button when done with changes to save and continue.
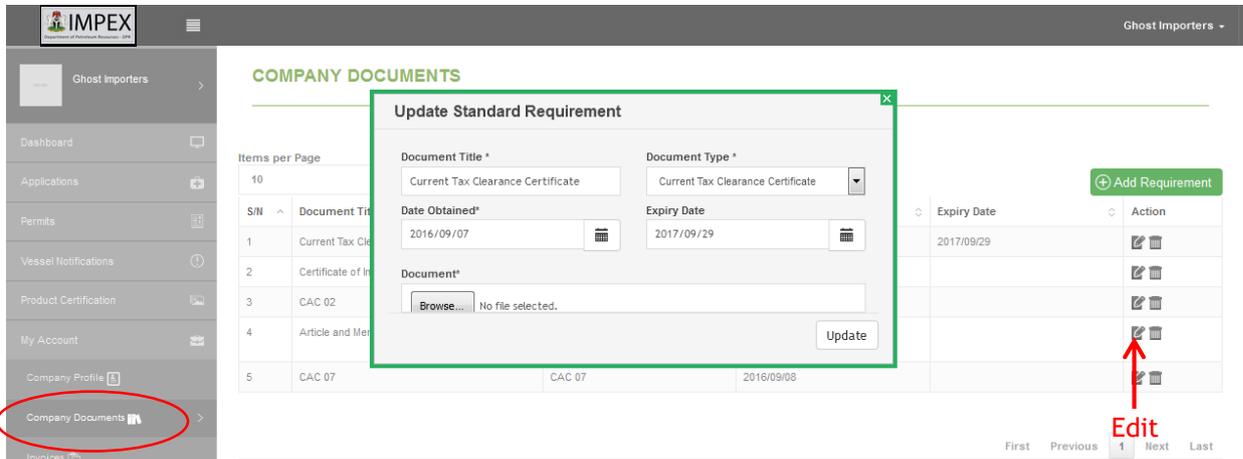

Figure 22

7.5   My Account - Invoices

This menu option is used to view list of invoices generated by the system and the status of such invoices. Click on the *Invoice* menu from the drop down on *My Account* main menu option. The below window is displayed.
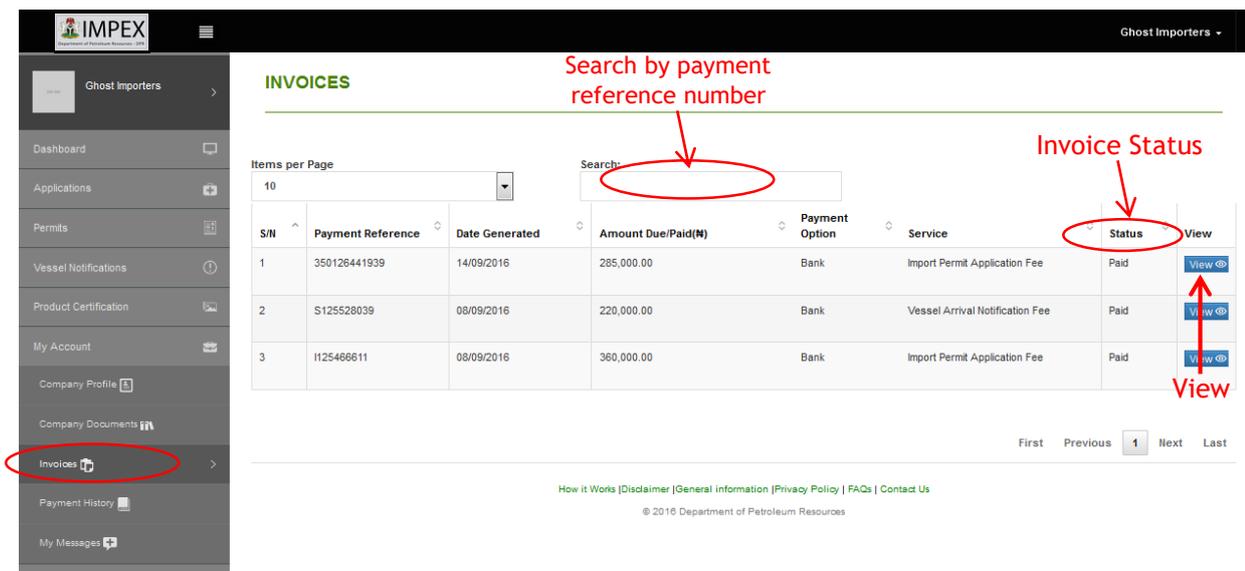

Figure 23

From the window above to view any of the details or re-print any invoice, click on the view button for the desired invoice and click on the *Print* button found in the view window.

7.6   My Account – Payment History

This menu option is used to view history of previous payments made by the company.

Click on the *Payment History* menu from the drop down on *My Account* main menu option.

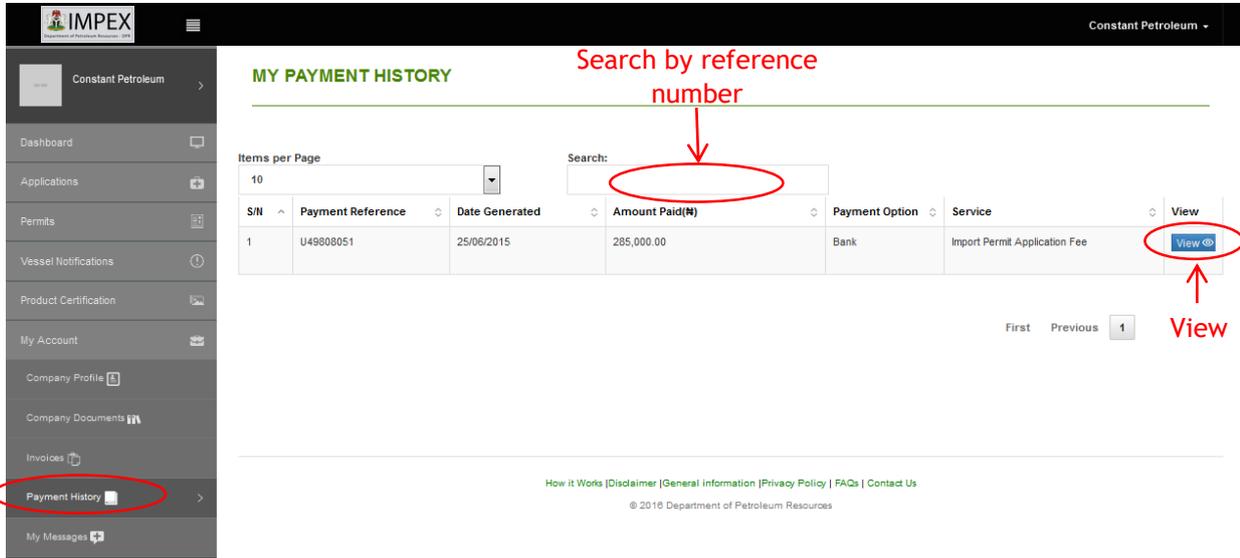The below window is displayed.

Figure 24

To view any of the receipt for previous payment, click on the *View* button as show above.

Clicking on the icon displays the window below from which the user could print on view app approved permit. For hard copy of same they are required to visit any of the DPR's zonal offices Nationwide.
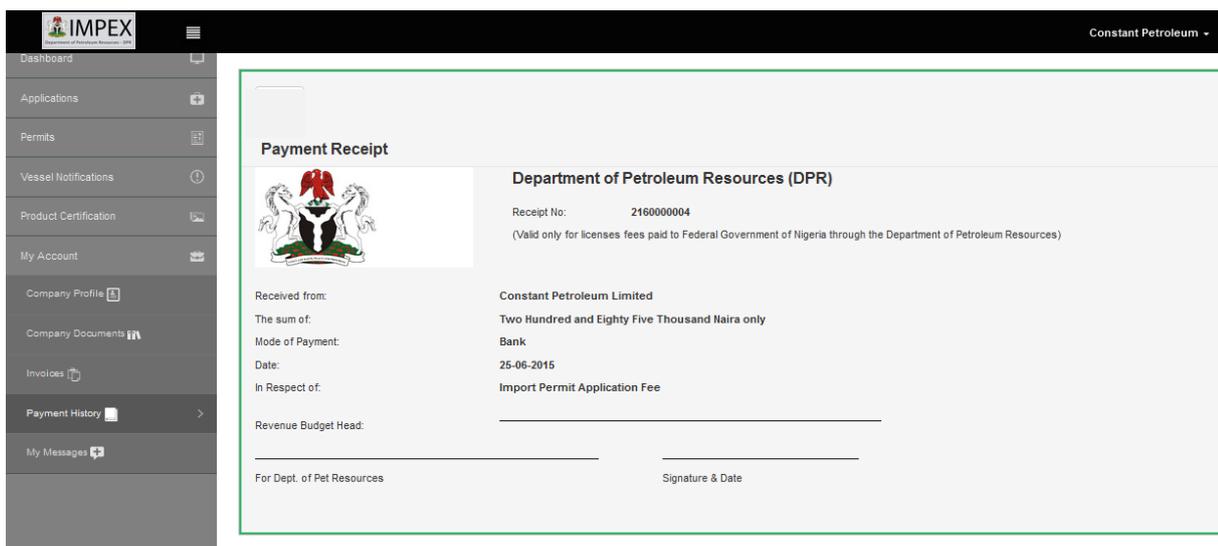

Figure 25

7.7   My Account –My Messages

This option is used for viewing all notification sent to the importer via the application over time.

These messages can be viewed and printed if required. Click on *My Messages* from the drop down menu of *My Account* menu. This will display the window below as shown in figure 26.
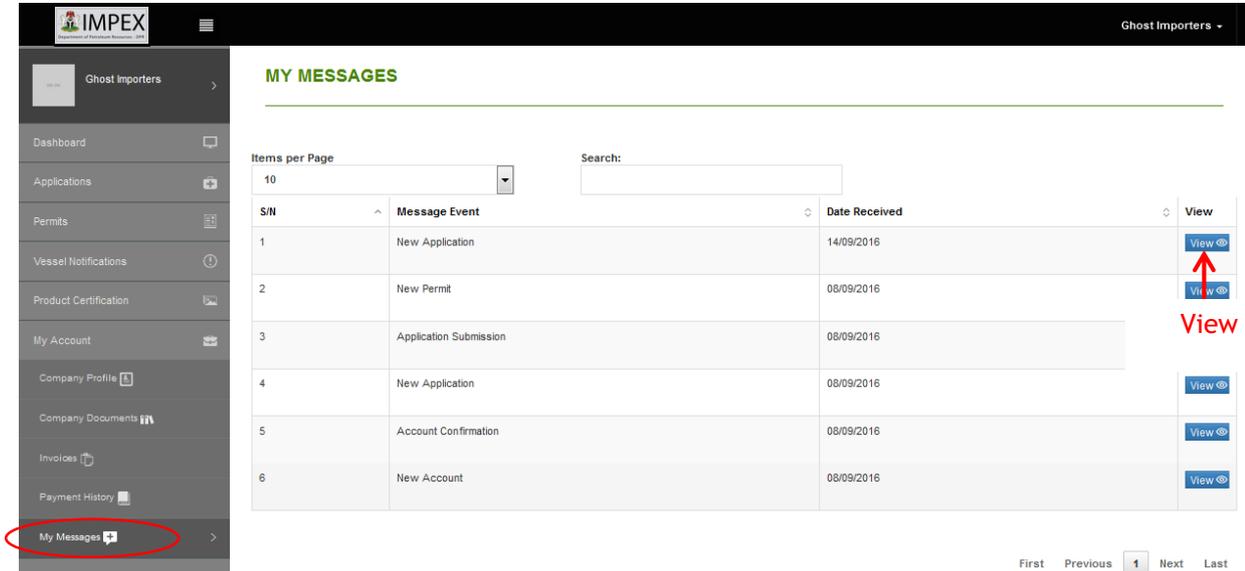

Figure 26

Click on the view icon from the above window to view message details.
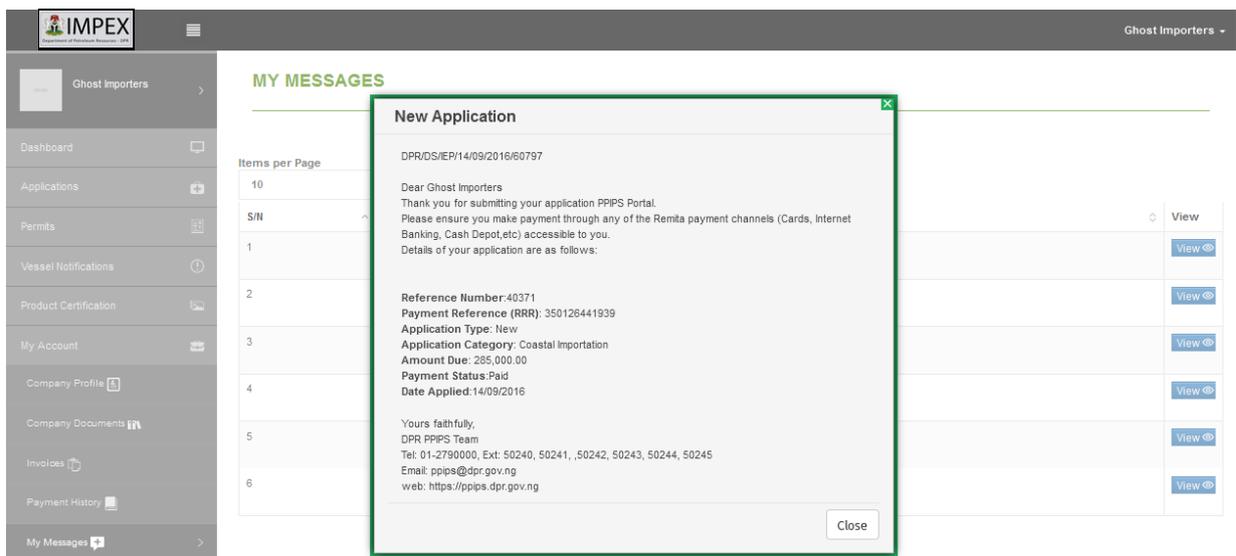
See figure 27 below.

Figure 27

8.0. Request Support

This option is used for sending issues as regards their challenges via the portal to the support team.

To this select the support category from the drop down list of pre-defined categories and select the desired one. Enter the issues/inquiry in the message area directly located under the category section.
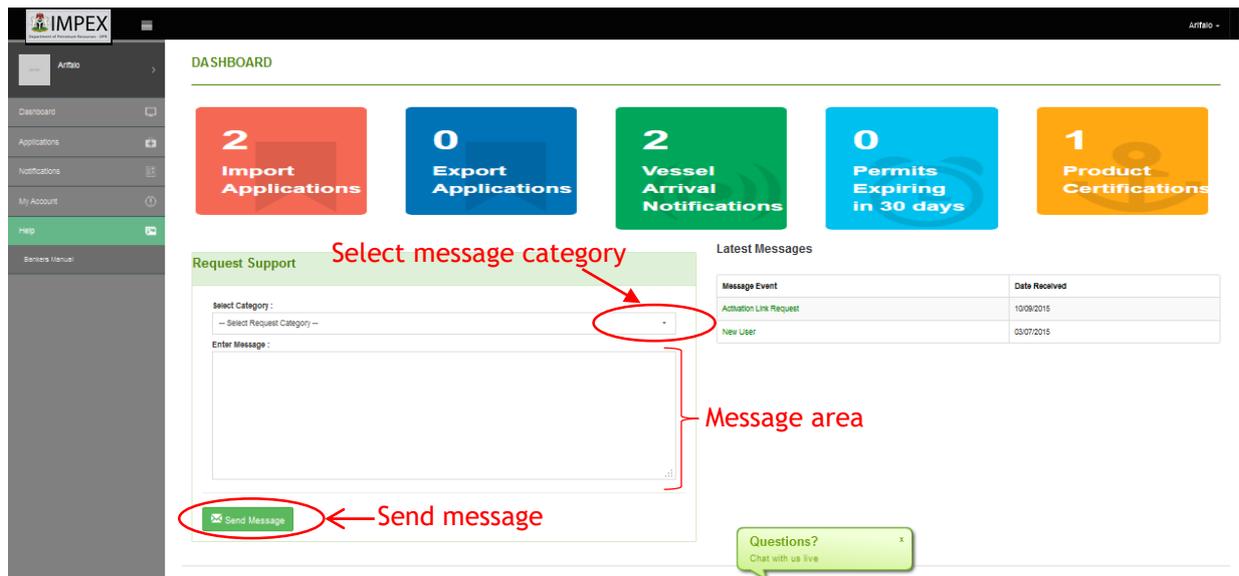
See the window below

Figure 28

8.1 Latest Messages

This menu option is used to view latest notifications sent to the bank users by the portal.

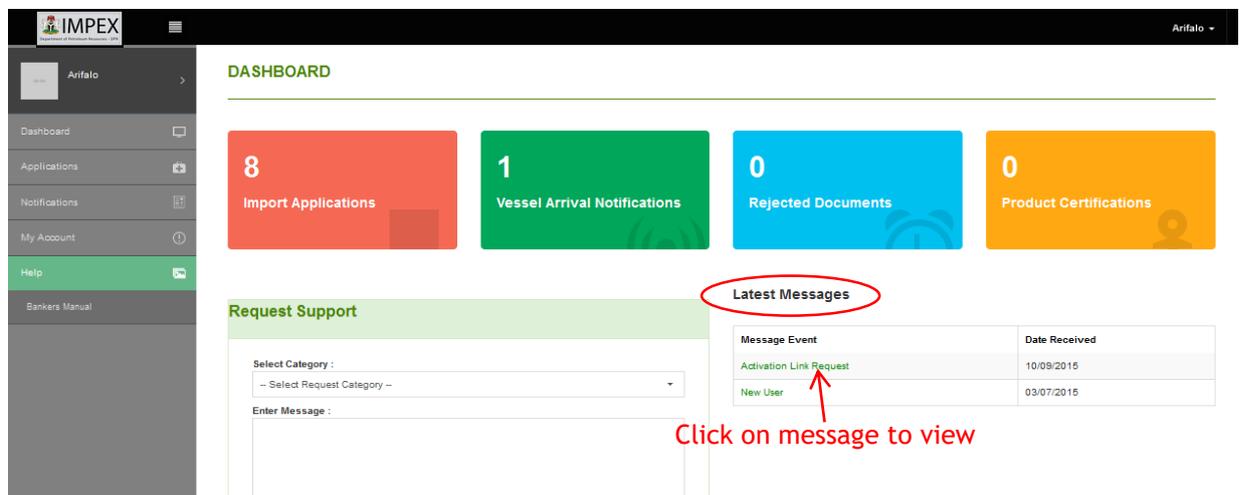Such messages like user creation notifications and all system notifications relating the bank.

Figure 29

Click on any of the message displayed on the message area to view details.

The below window is displayed when the message itself if clicked.
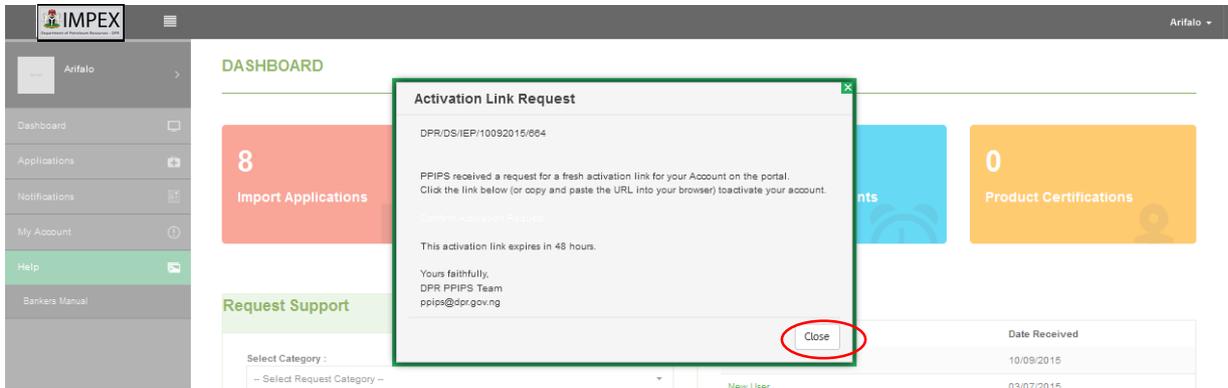
Click on the *close* button to close the view windows.

Figure 30