



**IMPEX**

Department of Petroleum - DPR

# Petroleum Products Import & Export Permit System

Banks User Manual

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## 1. Introduction

## Department of Petroleum Resources - DPR

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

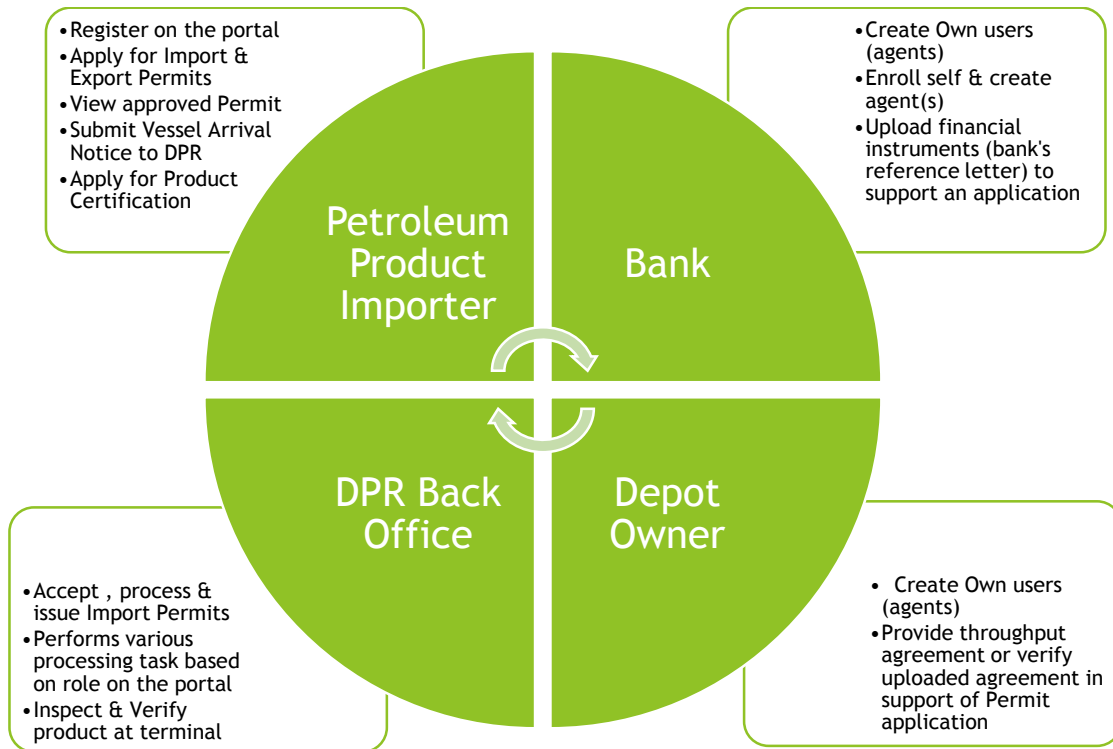


Figure 1

## 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, while 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
- Cash at any bank closes to you.
- Wire transfer through any of the internet banking platforms provided by the bank
- Cheque or Bank Draft

## 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. Live Chat available on the portal at <https://impex.dpr.gov.ng>
2. Email at [impex@dpr.gov.ng](mailto:impex@dpr.gov.ng)

## 2. 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.

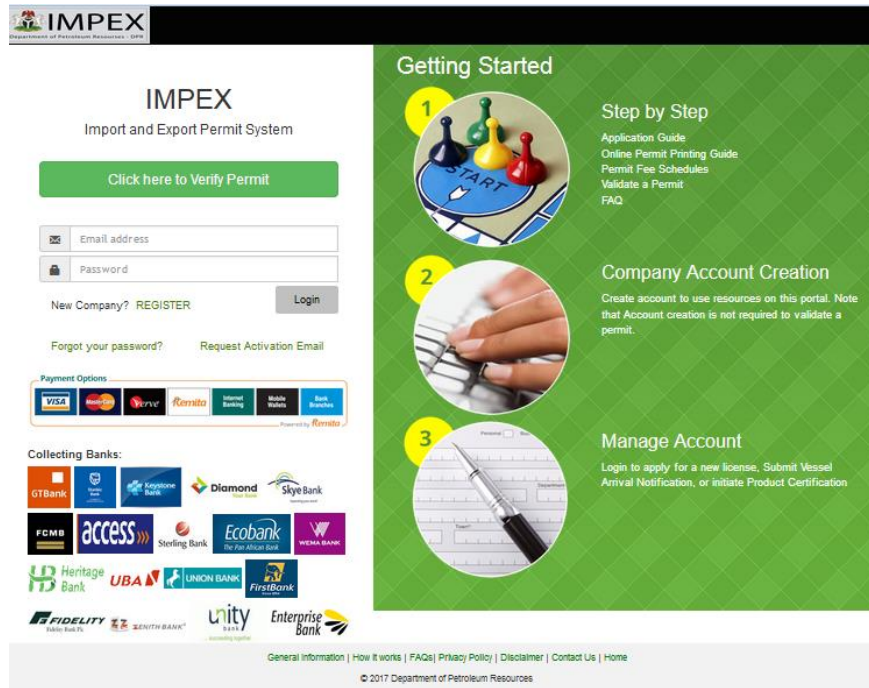


Figure 2

There are 4 user categories of 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. Banks Section

This section handles the bank module and their roles in the application.

There are 2 user levels for the bank module. These are the *Admin* and *Regular user*. The *Admin* is created by the main *System administrator* (DPR) whilst the rest users within the bank are created by the admin of each bank.

The banks are supposed to handle payment for applications, notifications and recertification stages of the application on behalf of the importer.

To access this system is similar to the login screen for the importer. See *Getting Started (Figure 2)* section in the manual for details on how to logon to the portal.

For login details, contact customer care of DPR on how to enroll your bank, if not presently profiled on the portal.

Upon successful login, the user can change its password from the default password sent or given to a desired one. This is done via the user profile which is display at the topmost corner of the home page of the application. See below window of the default home page for bank login.

#### Bank Admin Dashboard

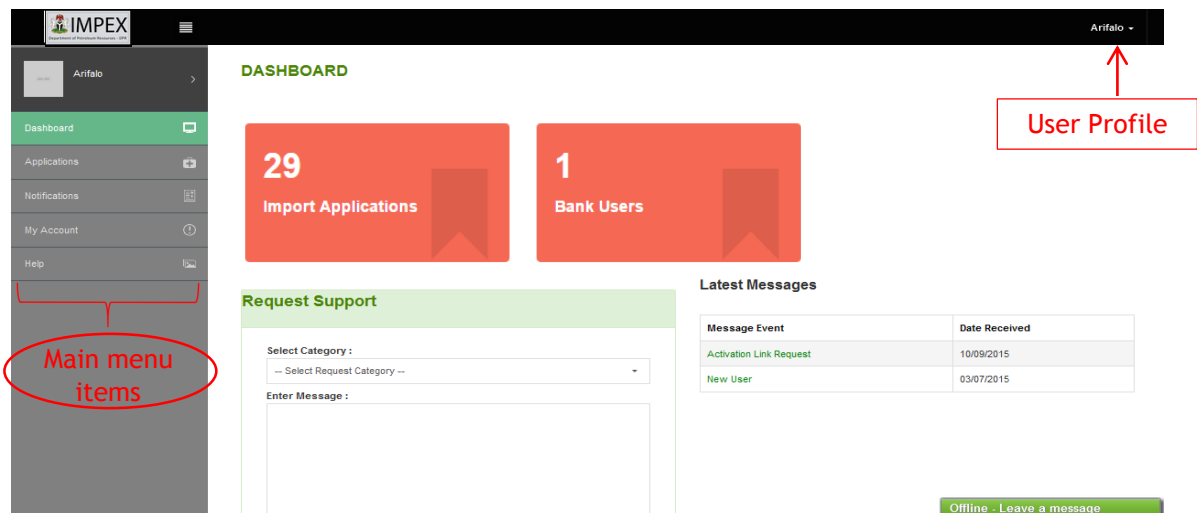


Figure 3

#### 3.1 Account Area Navigation - Bank Admin User

| Menu Item             | Description   |
|-----------------------|---|
| A Dashboard           | This menu item is used to display the dashboard icons as shown above in figure 25. This is the default landing page of the application. |
| B Applications        | This option is used to view/upload payment documents by the bank on behalf of the applicant (importers)                                 |
| C Application Queue   | It displays the list of applications posted by their customers (importers)  |
| D Application History | This option is used to view list of processed applications by the bank users  |
| E My Account          | This provides the bank with options to create or edit branches & users information within the branches                                  |

|   |                 |  |
|---|-----------------|--|
| F | 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. |
| G | Latest Messages | This displays the list of current emails sent to the bank by the portal  |

### Bank User Dashboard

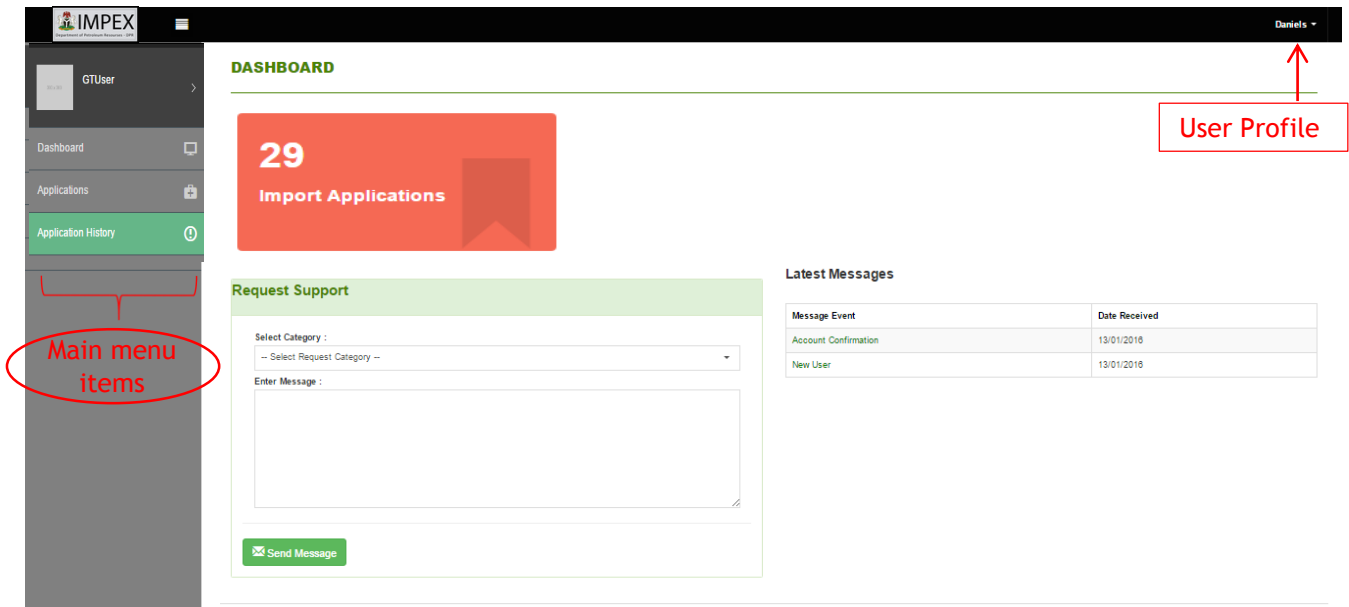


Figure 4

### 3.2 Account Area Navigation - Bank User

| Menu Item | Description   |
|-----------|---|
| A         | Dashboard<br>This menu item is used to display the dashboard icons as shown above in figure 4. This is the default landing page of the application.                 |
| B         | Applications<br>This option is used to view/upload payment documents by the bank on behalf of the applicant (importer).   |
| C         | Applications History<br>This is used to view list of applications that has been processed by the bank on behalf of the applicant.                                   |
| D         | Request Support<br>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. |
| E         | Latest Messages<br>This displays the list of current emails sent to the bank by the portal  |

Figure 5

### 3.3 Applications

This menu option is used to either view applications on queue or history of applications available in the portal. This will only show the admin user the applications that its banks have sponsored.

Clicking on *Applications* menu from the main menu system will display a drop down sub-menu options. These are *Application queue* and *Application History* as shown in the window below.

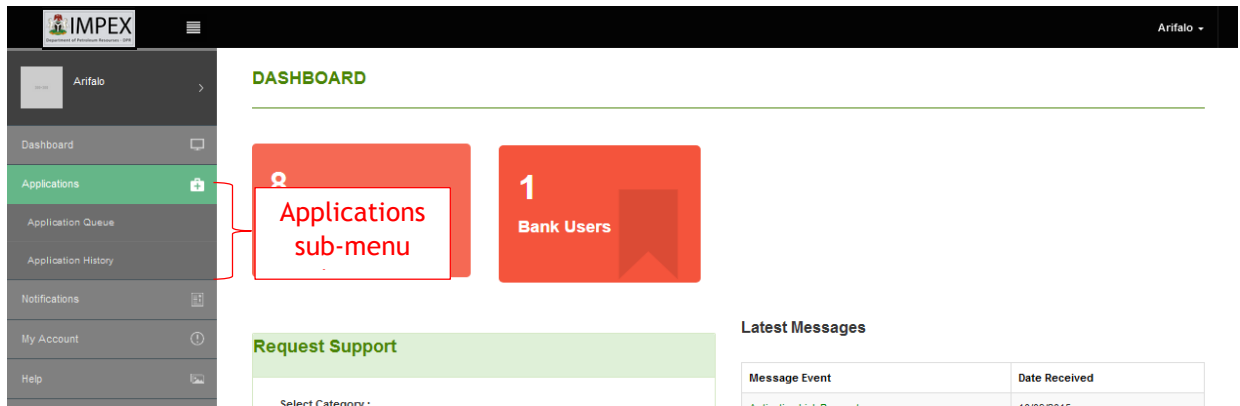


Figure 5

#### 3.3.1 Application Queue

This is used to view application that is currently being processed by the bank's clerk.

This option is used to display the list of all pending applications, waiting for approval by DPR. See table 6

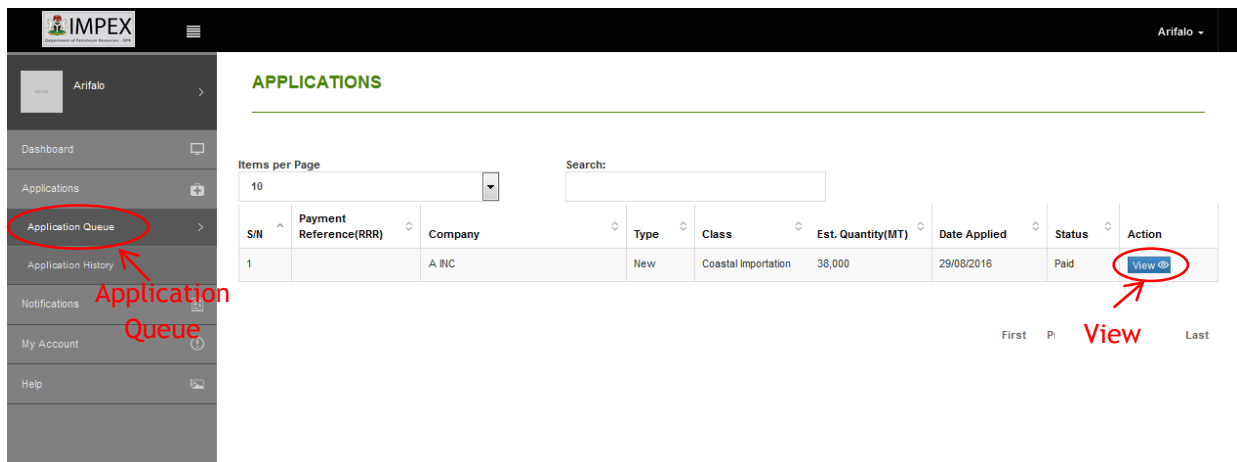


Figure 6



### 3.3.2 Application History

This option is used to display the list of applications that has been processed and approved on the portal.

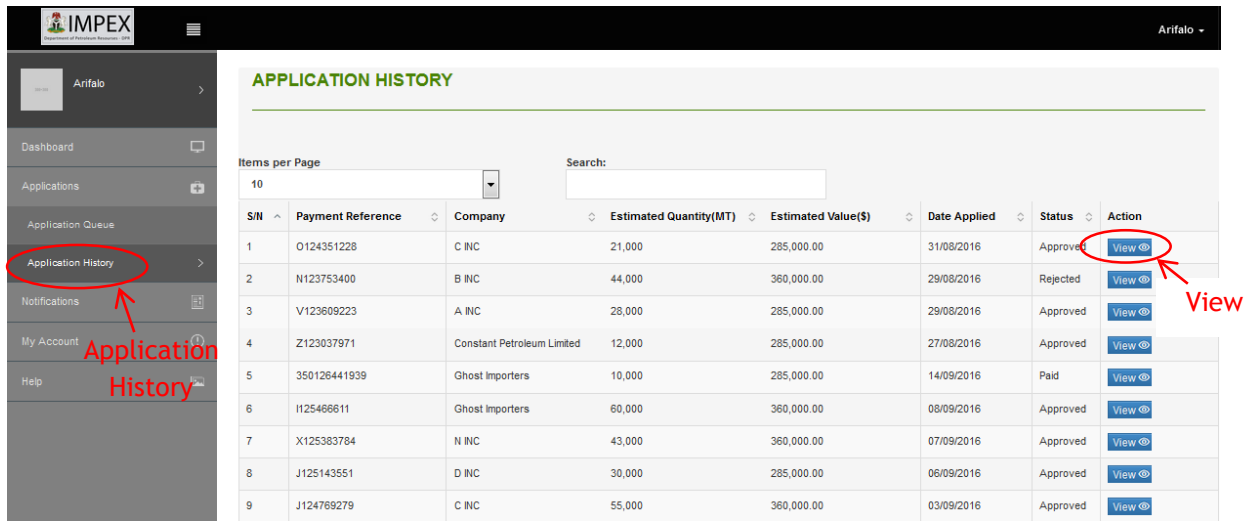


Figure 7

## 4. My Account

This option is used to profile branches/other bank's user of the system on the portal.

This menu option is only available to the bank admin user.

Prior to login as described in Getting started section of this manual, all users of the system must have valid login details.

The admin user of the bank has already been profiled in the system by the system admin (DPR).

Click on *My Account* menu option from the main menu area of the portal to run.

### 4.1. My Account - Branches

This option enables the bank admin to profile all the branches under his domain.

Click on the *My Account - Branches* sub-menu option to lunch this option.

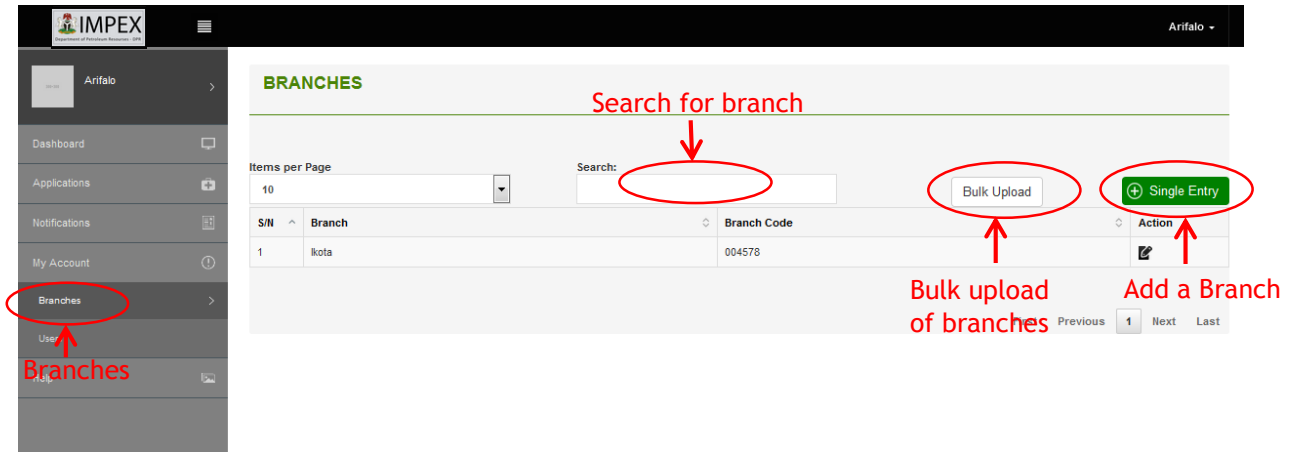


Figure 8

### 4.2 Add Branches

Adding of branches to the portal can be done by single upload or bulk upload via the portal. For multiple branches, the bank admin can do bulk upload to the portal. This saves valuable data entry time.

Click on the *My Account - Branches* sub-menu option to launch this option.

Click on *Single entry* icon on the window above to add a single branch, click on the add button when done to save changes.

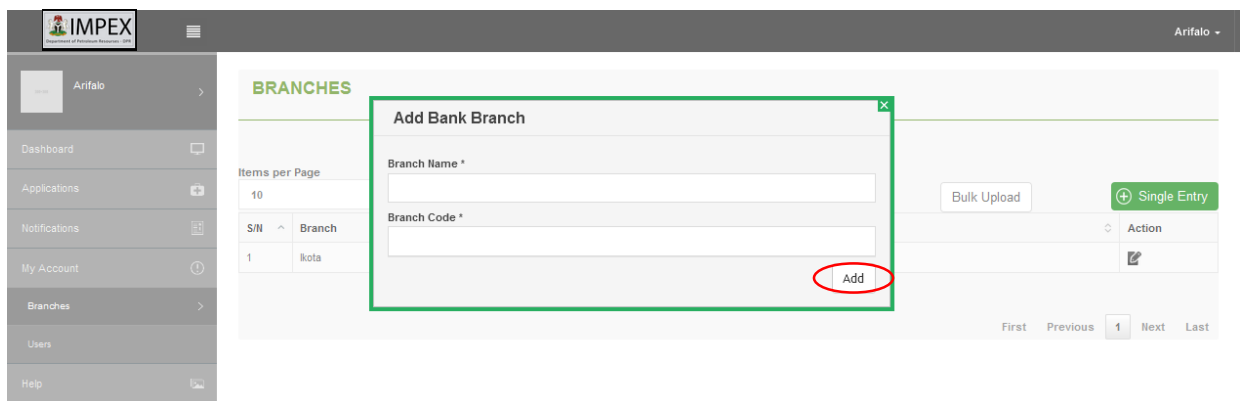


Figure 9

### 4.3 Edit Branch details

This option is used to view/edit branch details. Select the desired bank branch from the list of branches displayed in figure 10 and click on the *Edit* icon to view/edit branch details.

Click on the *Update* button when done to save changes.

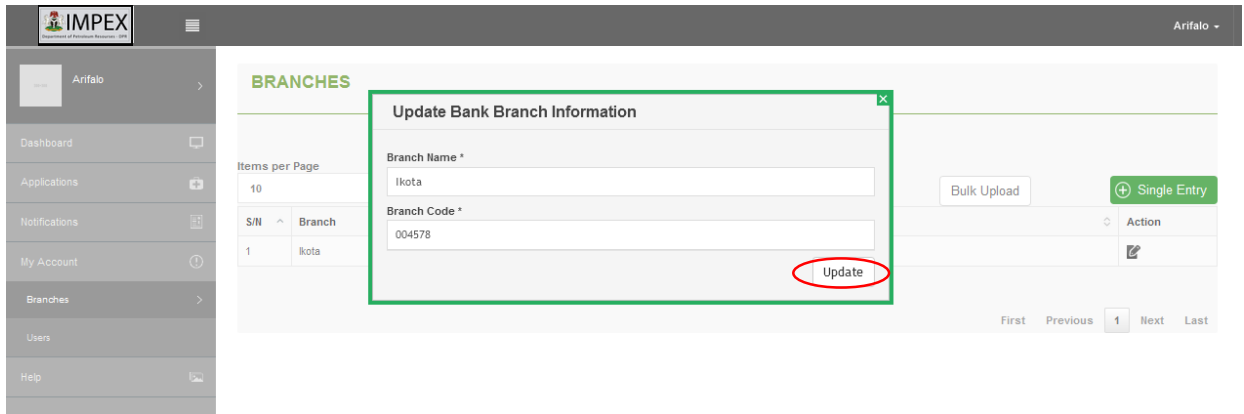


Figure 10

#### 4.4 My Account - Users

This option is used to profile other bank users on the portal.

From the list of users, the admin can either add/edit or update any user details.

To search for a user on the portal for a branch, enter value to search for in the *Search* area.

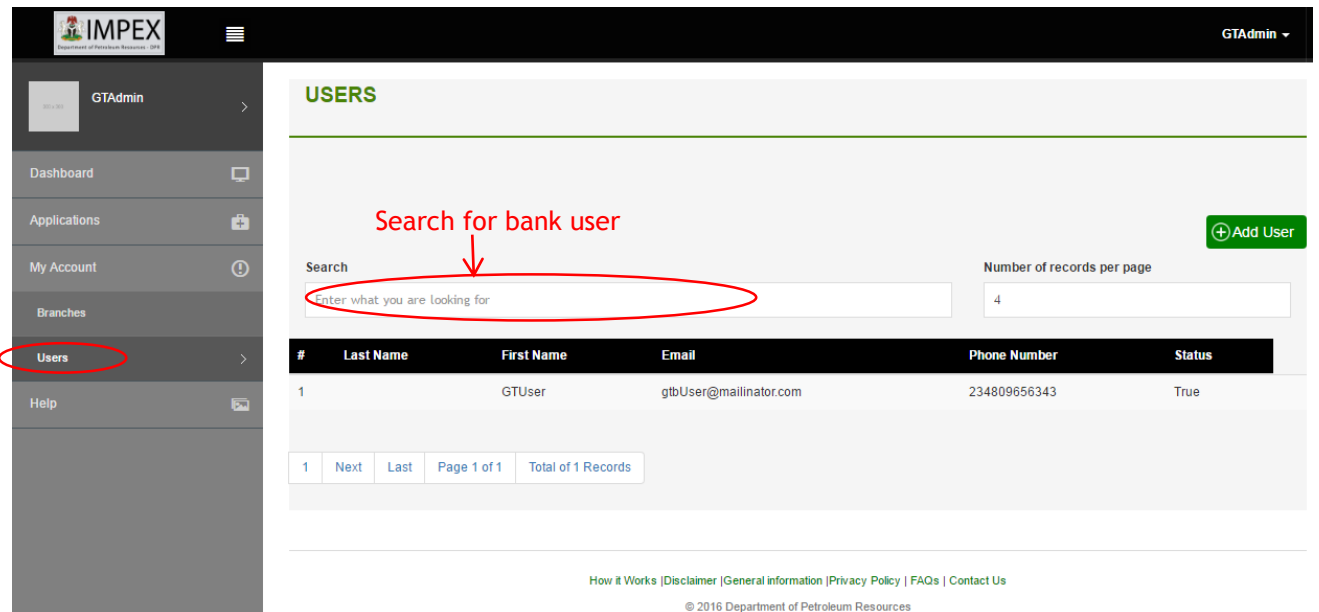


Figure 11

### 4.4.1 My Account - Add Users

To register a new bank user, click on the *Single entry* icon as indicated in the window above. The below window will be display in which the admin can submit the details of the user. An email is sent for confirmation to the new bank user for activation on the portal.

Once logon to the portal, it is advisable for the user to change his/her password via the user profile link.

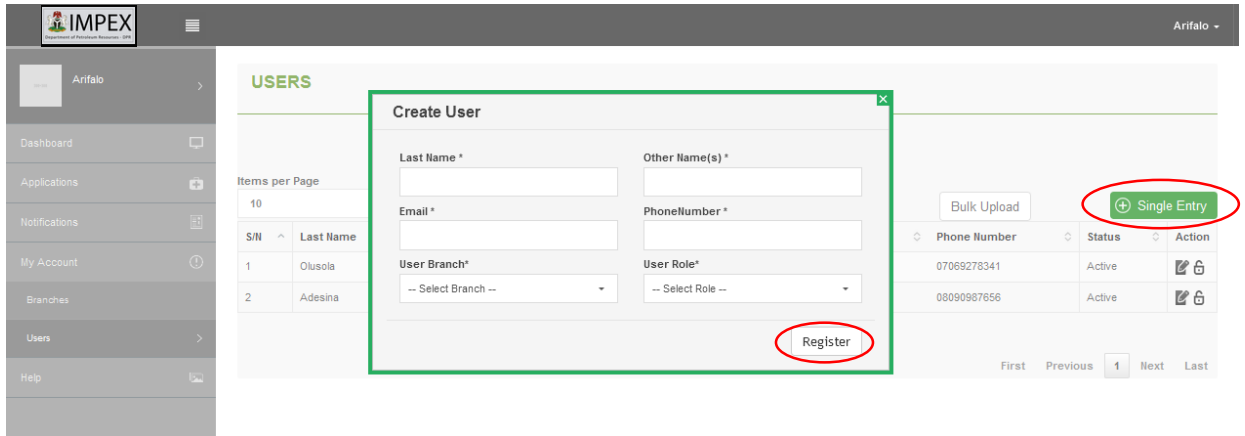


Figure 12

### 4.4.2 My Account - Edit Users

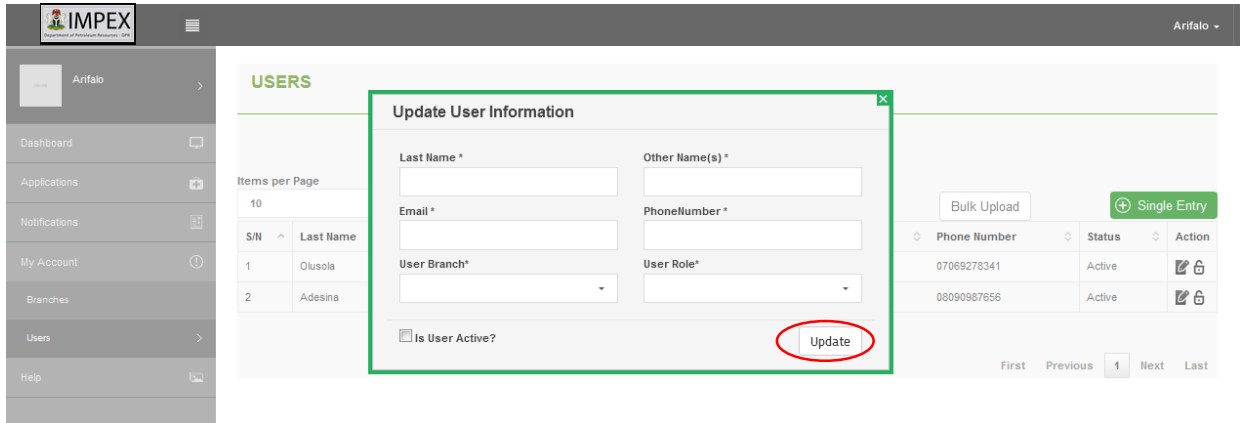


Figure 13

To edit any bank user, click on the *User* menu from *My Account* main menu to edit the desired user.

The above window will be display in which the admin can change any of the values previously submitted for the user. An email is sent for confirmation to the new bank user for activation on the portal.

Once logon to the portal, it is advisable for the user to change his/her password via the user profile link.

## 5. Help

This option is used to view the online help manual available to the bank users.

To access this help file, click on *Help* menu and then select branches from the drop down menu option.

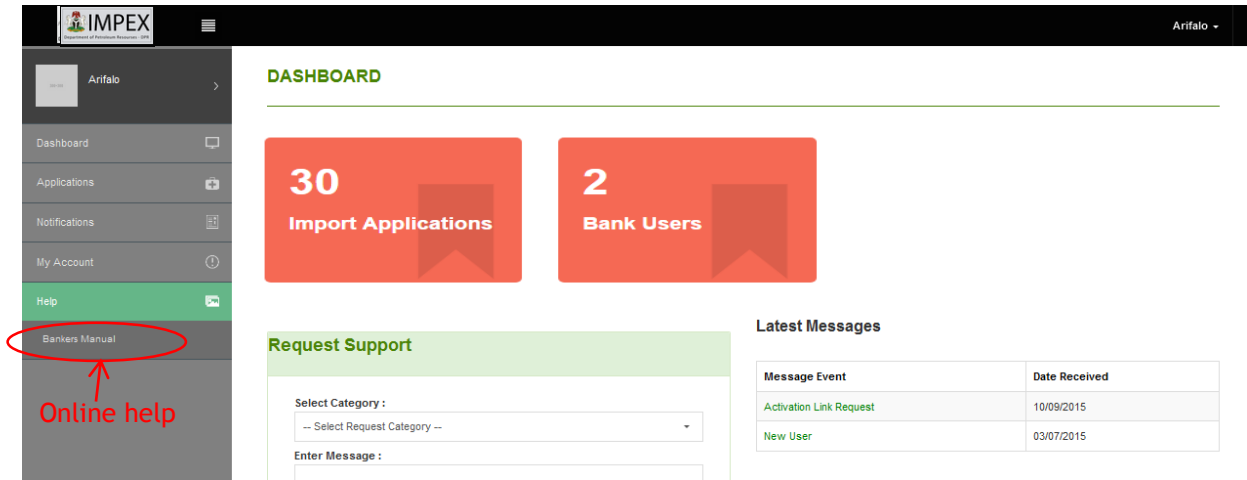


Figure 14

## 6. 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

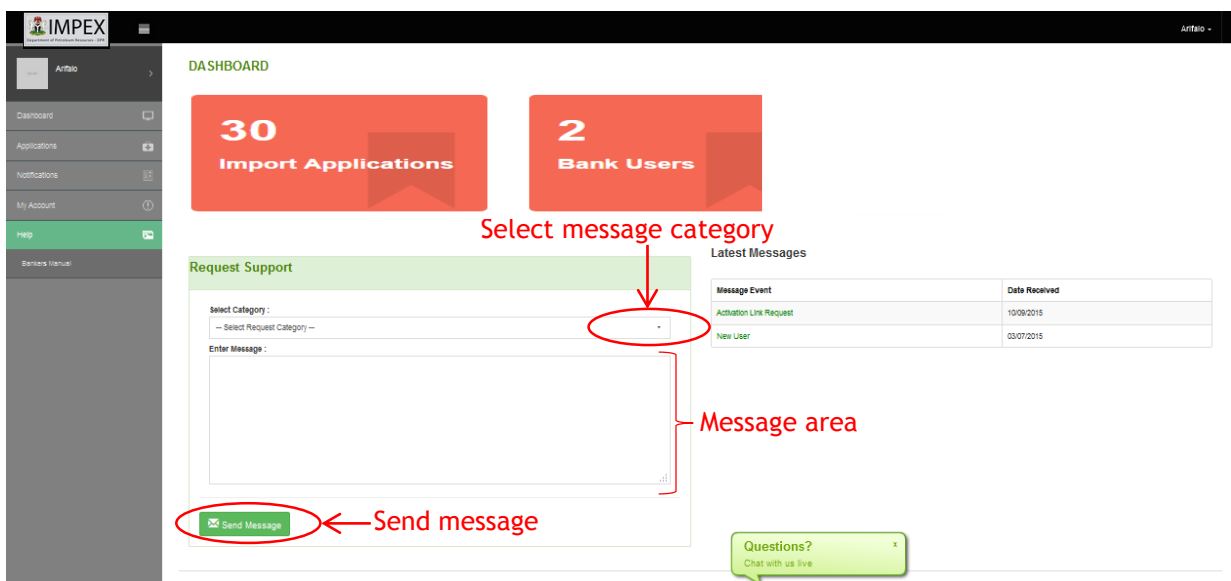


Figure 15

## 6.1 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.

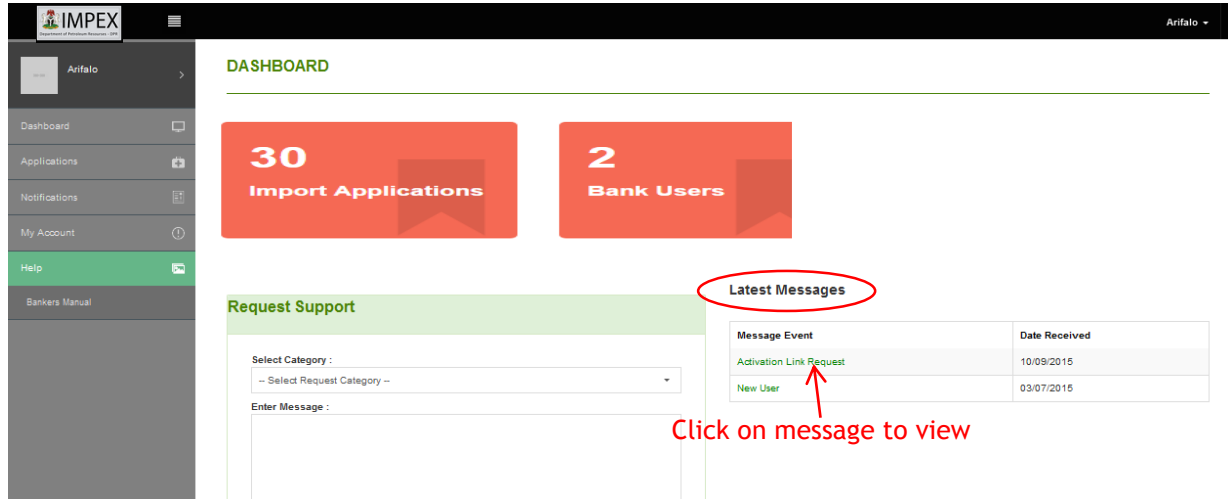


Figure 16

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.

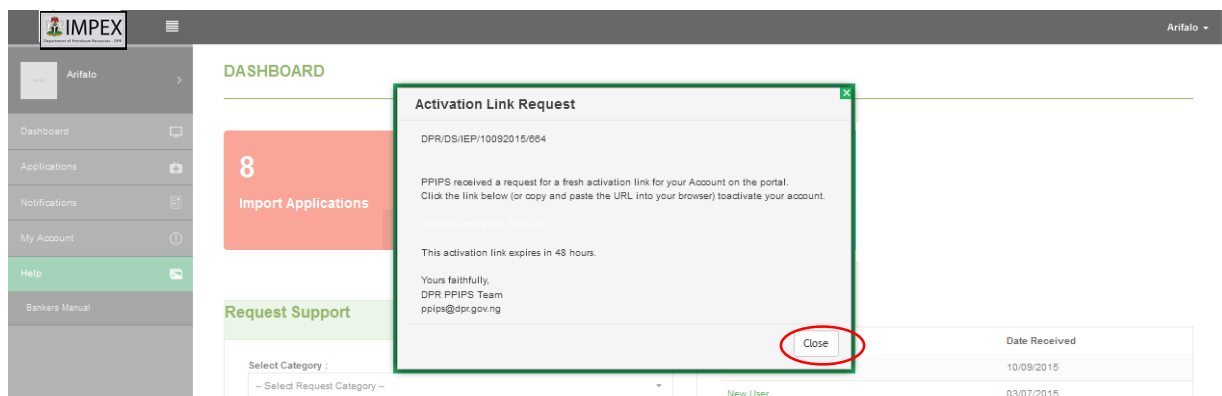


Figure 17