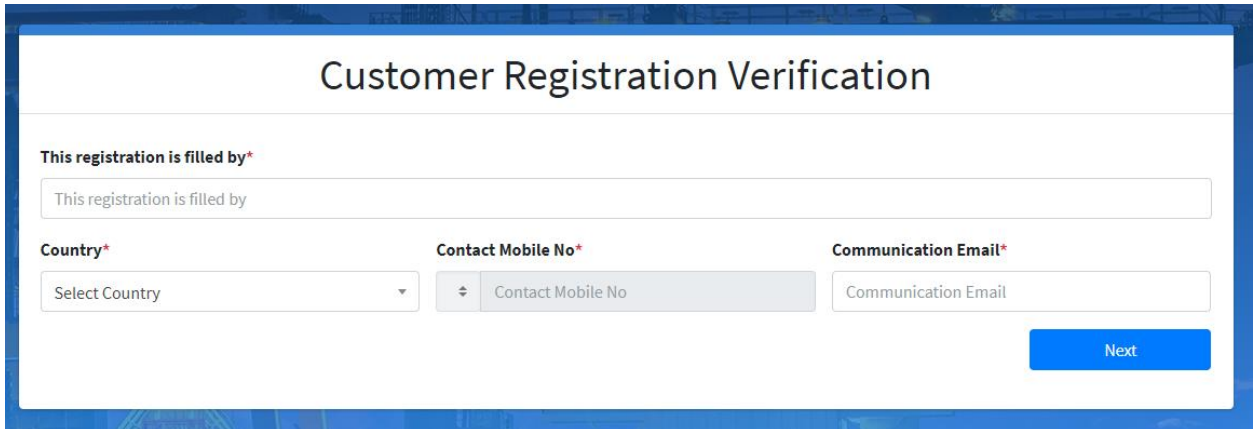## 1   Registration Process

All customers need to register in the portal to apply for licenses. During the registration, the applicant is requested for specific information depending on the nature of application.

1.1   Registering as a new applicant

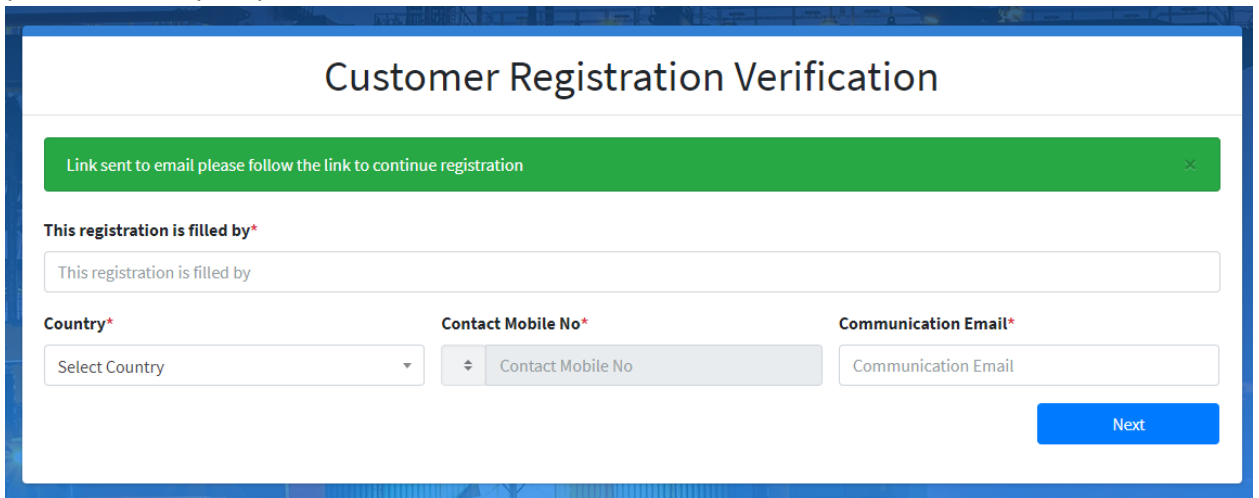1. Please register as a company or an individual by clicking the button 'Create an account' when you go to the link https://eservices.imexport.gov.lk/login
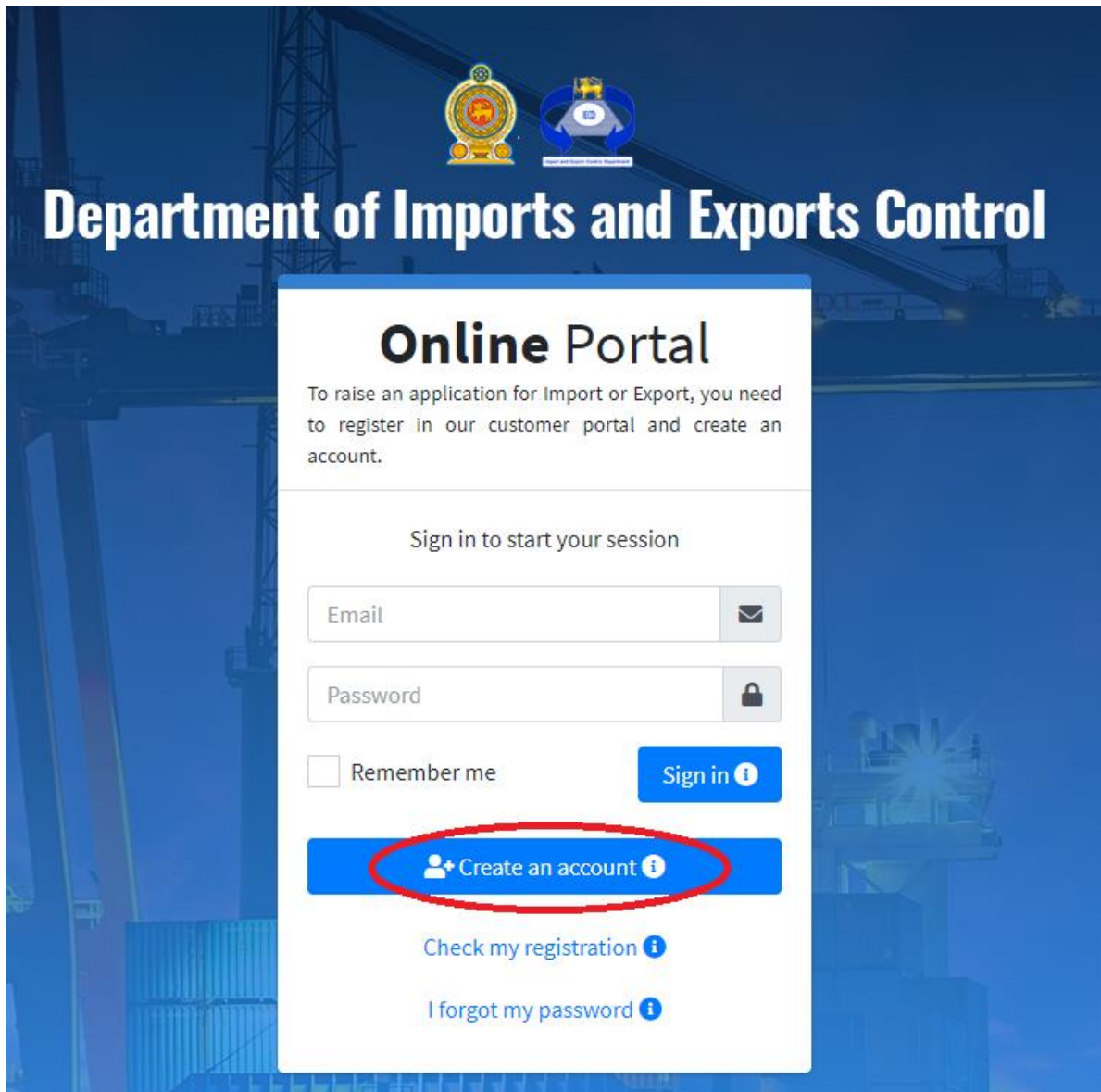
2. On the page that is loaded next, please record the details as requested and click 'Next'. The details that you enter in this page are used.

3. If there are no issues with the details submitted, you will be notified that an email was sent to your email that you specified.

4. Please login to your email and click on the link given. If you cannot see the email, please check the 'Junk' or 'Spam' folders.

5. When you click on the link in the email, you will be navigated to the page below. You will also receive an SMS to your mobile phone with a One Time Password (OTP). Please enter the number in the 'OTP' field and click next.

    a. If you do not receive a password, please click 'Resend OTP'.
    b. Once you receive the new OTP please enter that number in the correct field and click Next.
    c. If you need to change the mobile phone number to which the OTP is sent, you can do so by clicking 'Change'. You can then record a different mobile number, which will be marked as the new number to which all future communication is sent.

d. If the OTP you entered is wrong, you will have to request for a new OTP by clicking 'Resend OTP'.

6. With completion of this step, all your communication links have been verified.

7. You will be navigated to a page that shows you the assigned registration ID and you need to select the type of Applicant. Please select the type of applicant and the sub categories that changes based on your selection. Please note that this detail cannot be changed.

8. Once the applicant type is selected, you will be required to fill in rest of the details, depending on your selection.

9. Fill in the main form depending on the information requested.
    a. If you are applying on behalf of a company

        Given below is an application where the user had selected 'Company' as the 'Type of Applicant'.

        i.   The details requested in the red box are those relating to the organization on behalf of whom you are applying.
        ii. The details in the green box are those relating to yourself.
        iii. The company is regarded the applicant and you will be considered an authorized representative of the company.

Customer Registration

Your Registration ID is **REG2100007**

Type of Applicant*

| Company ⇕ |

Sub Category*

| Please Select ⇕ |

Name of Entity*

| Name of Entity |

Identification Type*

| Business Registration ⇕ |

Identification Reference*

| BR Number |

Identification Upload*

| Choose file... | Browse |

Address*

| Address Line 1(Required) |

| Address Line 2(Optional) |

| Address Line 3(Optional) |

Post Code*

| Post Code |

Country*

| Sri Lanka ▼ |

District*

| Please Select ▼ |

Email*

| Eg:name@example.com |

Phone Number*

| +94 | Phone Number |

VAT Registered ?*

| Yes ⇕ |

VAT Number*

| VAT Number |

I'm authorized to register on behalf of the company/organization

Name of Representative*

| - ⇕ | Dyan Rusiru |

Designation*

| Designation |

Identification Type*

| Please Select ⇕ |

Identification Reference*

| Identification Reference |

Identification Upload*

| Choose file... | Browse |

Email*

| dyan@cyberconcepts.lk |

Phone Number*

| +94 | 771756027 |

Next

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    iv.   Once recording all information please click 'Next'

    v.   The below page is loaded to upload the related documents

Customer Registration

Documents

Business Registration Certificate*

| Choose file | Browse |

Information of Board of Directors (Form 20 & Form 01)*

| Choose file | Browse |

Article of Association*

| Choose file | Browse |

Copies of the National Identity Cards of the members in Board of Directors *

| Choose file | Browse |

Copy of TIN Certificate*

| Choose file | Browse |

Authorization letter*

| Choose file | Browse |

Click here to get to pervious screen

Back   Back to Summary   Click here to go back and see the summary

Click to save n Exit and return later   Click here to continue

Save & Exit   Next

b. If you are applying as an individual
    Given below is a page that is to be filled when applying as an individual. All details to be entered are those relating to yourself.

Customer Registration

Your Registration ID is **REG2100008**

Type of Applicant*

Individual

Name of Applicant*

- | Dyan Rusiru

Identification Type* | **Identification Reference*** | **Identification Upload***

Please Select | Name of Applicant | Choose file... | Browse

Address*

Address Line 1(Required)

Address Line 2(Optional)

Address Line 3(Optional)

Post Code* | **Country*** | **District***

Post Code | Sri Lanka | Please Select

Email* | **Phone Number***

dyan@cyberconcepts.lk | +94 | 0771756027

VAT Registered ?* | **VAT Number***

Yes | VAT Number

Next

10. Fill in the representatives in the next page after clicking 'Next' Button, as shown in the picture below:
    a. The applying user's details are already loaded in to the first row of the list.
    b. Record the details of other representatives details into the fields in the green box and click 'Add' button to add them to the list.

11. The applicant can submit the application for evaluation or save and exit to return to the application later.

1.2 Submitting Application for Evaluation

When the 'Submit to evaluate' button is clicked, the following form is displayed. It is a check list that shows if all sections are completed. The filling status completed does not mean that the details provided are accepted by IECD.

12. The form below is loaded showing the status of the registration application

Check My Registration

Hi : Dyan Rusiru,

Your registration no is : REG2100007

Current status of your registration : Incomplete or not submitted for evaluation

| Section	Status	Action
Step 1: Applicant	Not submitted for approval	👁 ✏
Step 2: Documents	Not submitted for approval	👁 ✏
Step 3: Representatives	Not submitted for approval	👁 ✏

View my registration   Submit My Registration

13. The user can get back to the relevant sections by clicking on the 'Edit' or 'View' icons. If all details are completed, the user can click 'Submit my Registration ' to submit the application to IECD officers to be evaluated.

1.3   Check/revisit my registration

14. To re-visit or check the registration click the link 'Check my registration' in the login form.

Check My Registration

Registration No*

Registration No

Contact Mobile No*

Select

Generate otp

Back To Login
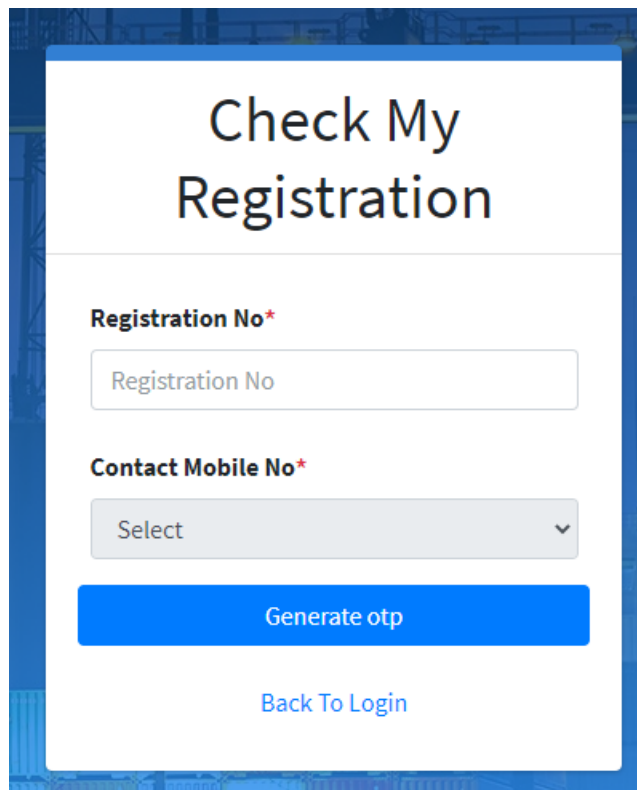
15. In the page that loads next record the phone registration number, and select the phone number from the list displayed.
16. Click 'Generate OTP'.
17. The OTP will be received into the phone number that you selected.
18. Key in the OTP received as an SMS to the phone and click 'Next'.
19. If your application is yet under evaluation or you have not yet submitted to evaluation, you will see the form as shown above.
20. You will be able to edit or view the individual sections depending on it status in the evaluation process.

1.4 Evaluation by IECD officers

After the registration is submitted for evaluation, the IECD officers will go through the documents and all details supplied by you in the application under several stages. If further information is requested to be submitted by you, you will be informed of same via email and via sms.

Further, IECD officers may request you to be present for an interview to further scrutinize the registration.

1.5 Re-submitting information

To re-submit information, the user needs to follow the steps in section 'Check/re-visit my registration'. The user will be allowed to edit only the sections requiring more information.

The user can submit this information similar to the way they were submitted when recording the original application.

1.6 Creating user credentials

Once the application is approved by the IECD officers, you will be communicated same through an email and SMS.

When received, click on the link provided to setup the user credentials for yourself as a registered user of the applicant.