Customs Procedures and Automation

ASYCUDAWorld Registration, Users Creation and Password Re-sets

Contents

1. Purpose of this paper

One of the functions that are currently being executed under Customs Modernization Program (CMP) is registration of traders, to give them access to the ASYCUDA World system. The purpose of this paper therefore is to provide alternatives and make a recommendation regarding a suitable home for this function. This proposal, when approved, will lay a foundation for a successful handover of the Trader Registration Process from the Project Team to operations.

2. Background

The Lesotho Revenue Authority has embarked on a reform program to modernize Customs. This was done by automating Customs procedures using an automated system, ASYCUDAWorld, implemented under the Customs Procedures and Automation (CPA) Project within the Customs Modernization Programme (CMP).
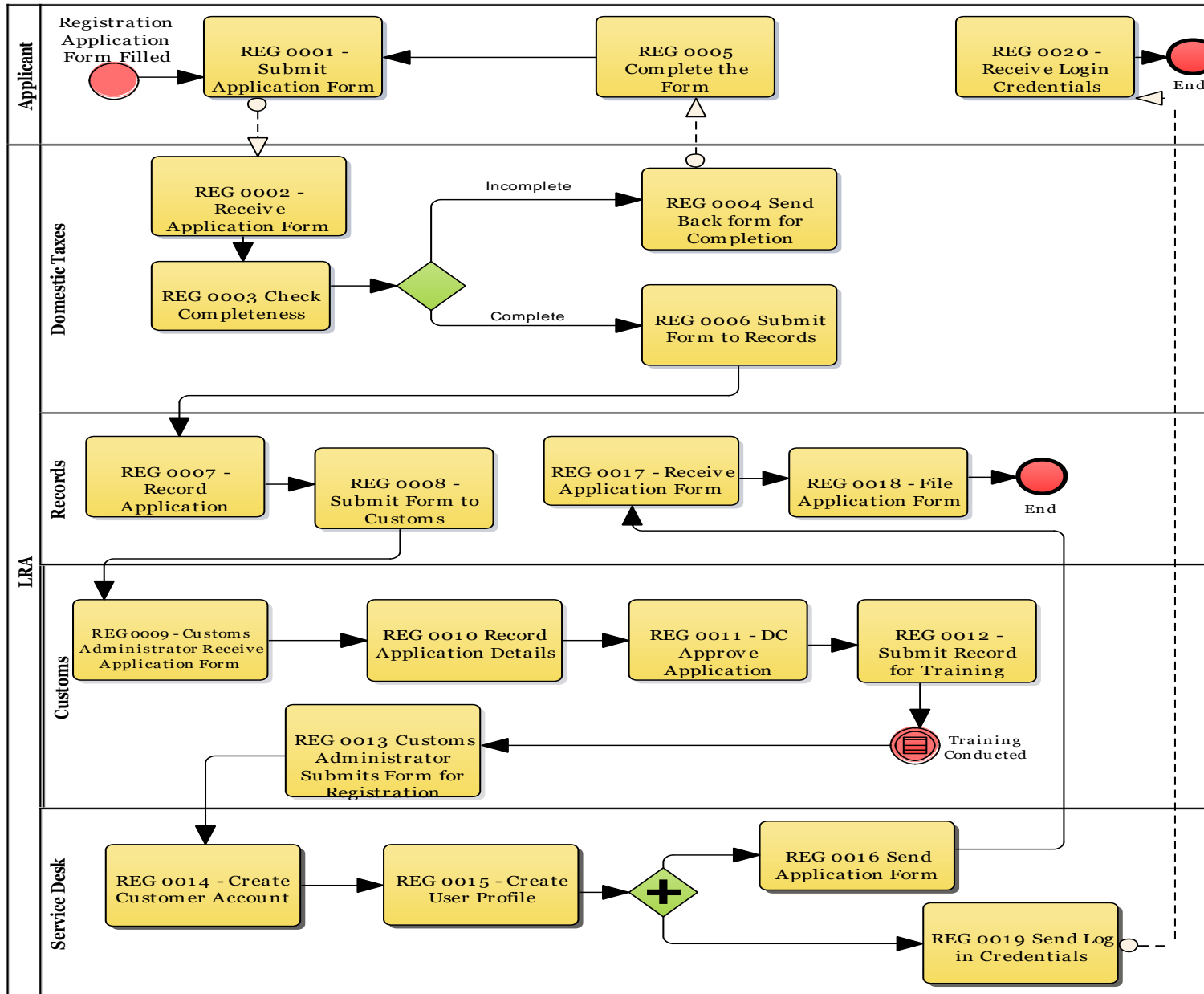
ASYCUDAWorld system was piloted at Maputsoe border post during the financial year 2014-15; it was then rolled out to the remaining commercial borders – Maseru Bridge, Van Rooyen's gate, Qacha's Nek border, Caledornspoort and Moshoeshoe I International Airport in 2015-16. During the implementation of the project, the Registration Process of traders and LRA staff into the system was done by the CPA Project Team and IT Operations respectively. As the CMP has officially closed, the CPA Project Team has to handover Trader Registration Process to operations.

3. ASYCUDA World Registration Process

Table 1 below provides steps in the Trader Registration Process, the current responsible entities and the proposed responsible entity alternatives with recommendations:

Trader Registration Process Steps	Current Responsible Entity	Possible Responsible Entity
1. Applicant downloads an application form from Trade Portal or LRA website	Applicant	Applicant
2. Applicant completes the form and attaches photos	Applicant	Applicant
3. The form is then scanned and sent to Licensing offices or hand-delivered to Licensing office or Advise center	Applicant	Applicant
4. The forms shall be Validated and approved by Deputy Commissioner Customs	Deputy Commissioner	Customs
5. If approved, the user is created in ASYCUDAWorld	IThepdesk	IThelpdesk
6. Password resets	IThepdesk	IT Service Desk

The following process map details how the recommended process shall flow:

Activity	Description
REG0001- Submit Application form	Applicant submits the Registration Application form to LRA Advice or Licensing office
REG0002- Receive Application form	Advice Centre Officer or Licensing office receives the
REG 0003- Check Completeness	Licensing officer checks the form to ensure that all fields are completed correctly. The following are checked: • Passport sized photo • Type of business; • Identity of business; • Full names, title and contact details of each individual to be granted access; • Applicant's name; • Applicant's signature, and • Date and business stamp.
REG 0004- Send Back for Completion	If the form is incomplete, the Applicant is notified to complete and resubmit.
REG 0005 – Complete Form	The Applicant completes any missing detail on the form and resubmits.
REG 0009 – Receive Application Form	Licensing officer receives Registration Application form.
REG 0010 – Record Application Details	Licensing officer records all received application and details of applicants for purposes of forwarding the list to Trainers.
REG 00011 – Approve Application	Deputy Commissioner approves the application.
REG 0012 - Submit Record for Training	Licensing submits record of approved applicants for training.
REG 0013 – Submit Form for Registration	Once training has been conducted, the licensing r submits the approved Registration Application forms of those who have been trained to Service Desk. Licensing office checks the approved forms against the training attendance register to ensure that access is for trained applicants only.
REG 0014 – Create Customer Account	Service Desk Officer creates Customer Account for the Applicant.

REG 0015 – Create User Profile	Service Desk Officer creates the User Name and Password for the user(s) specified on the Registration Application form.
REG 0016 – Send Application Form	Service Desk Officer sends the served forms to Records for filing.
REG 0017 – Receive Application Form	Records Officer receives the Applications Forms from Service Desk
REG 0018 – File Application Form	Records Officer files the Application Form
REG 0019 – Send Login Credentials	Service Desk Officer sends the User Name and Password to the applicant through email.
REG 0020 – Receive Login Credentials	Applicant receives the log in credentials from Service Desk.

4. ASYCUDA World Password Reset Process

For password resets, the process shall be as follows. In the long run, Super Users shall be created for all external users to perform password resets.

Password reset process:
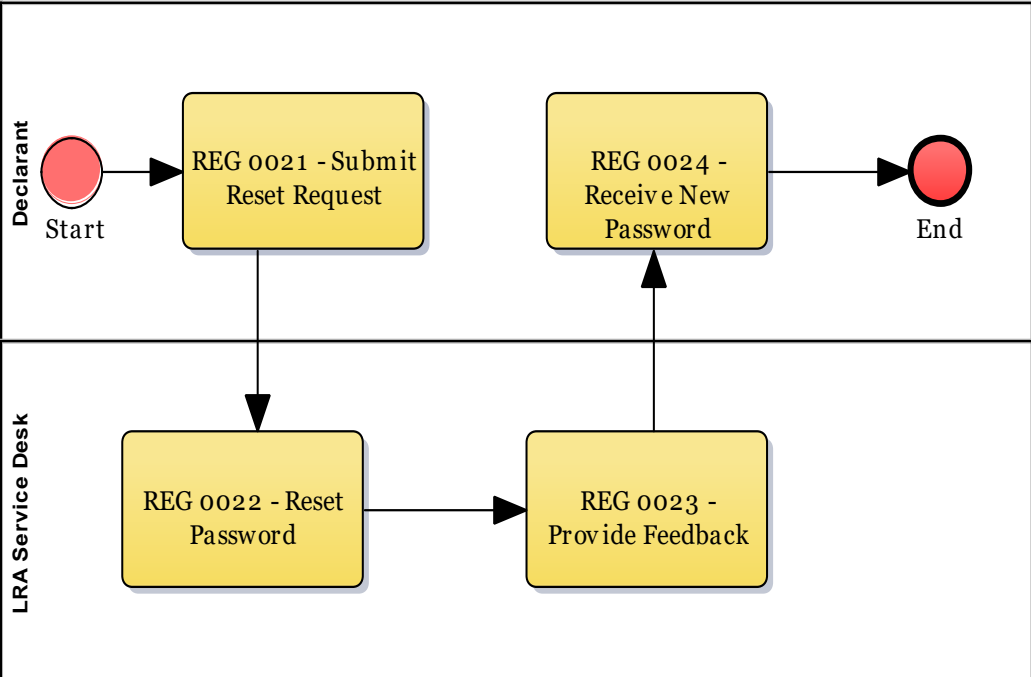
Activity	Description
REG0021- Submit Application form	Declarant submits the request for a reset to Service Desk. This request is submitted through email from user's identified point of contact.
REG0022- Reset password	Service Desk Officer resets the password.
REG 0023- Provide Feedback	Service Desk Officer sends the new password to the Declarant.
REG 0023- Receive New Password	Declarant receives the new password.