NAMIBIAN AGRONOMIC BOARD

MANUAL

ONLINE PERMIT APPLICATION

Save time.
Permit online.

Log onto

www.nab.com.na

to get started

AGRONOMY AND MARKET DEVELOPMENT DIVISION

NAB @ 2020

1.INTRODUCTION

◊ The Online Permit Application (OPA) system will form part of the Agricultural Marketing Information Database (AMID) system currently used to register establishments, issue permits, issue permit receipts, and capture data/statistics.

◊ The system will enable traders / processors of agronomic and horticultural products to apply and receive permits paperless via the internet at the comfort of their office or home or wherever, thus changing the current status quo for permit application that is mainly paper or manual based.

◊ The online permit application will have the following benefits both from clients and NAB perspective: (1). Global access to online permit application (24 hours a day, 7 days a week), (2). Save Time, (3). Faster turn around time, (4). Cost saving , (5). Permit application tracking, (6). Update company details.

◊ Furthermore, It is also important to note that the online permit application manual is developed inline with the existing rules and regulations governing permits at the NAB. Therefore, this booklet must be read together with the Import, Export and Transit rules and regulations for agronomic and horticultural products, as well as the Permits Guideline booklet.

SAVE TIME, SAVE MONEY, FASTER SERVICE, TRACK APPLICATION, APPLY ONLINE!

2. WEB USER REGISTRATION

◊ All existing clients whose establishments are already registered with NAB should first be registered as a Web User in order to have the establishment names linked to the Web User.

◊ A Web User can be linked to multiple Establishments/ Companies, and multiple Web Users can be linked to more than one Establishment.

◊ In order to register as a Web User for the Online Permit Application, all existing clients must complete the **Web User registration form** which can be obtained from NAB website, under downloads.

◊ All new companies that are not yet registered with NAB as agronomic or horticultural establishments, should contact us in order to be registered and comply with the registration requirements thereof, before being registered as a Web User for the online permit application.

3. GET STARTED (registered web users only)

◊ **To get started visit**: www.nab.com.na, and at home page, click on the link : Click here to apply for a permit online.

4. SIGN IN FOR PERMIT APPLICATION

◊ Once the Sign In dialog box appear, **Login:** Enter the preferred username as provided on the Web User registration form that was submitted to NAB.

◊ **Password:** enter the word password (default password, and please see page 7 for more details on how to change a password). Should you happen to forget your login credentials, please do contact us.

◊ Click on **"Submit"** to go to Home page.

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Sign In

- **SIGN IN FOR PERMIT APPLICATION** -

Registered Users: Use this section to sign in to the system.
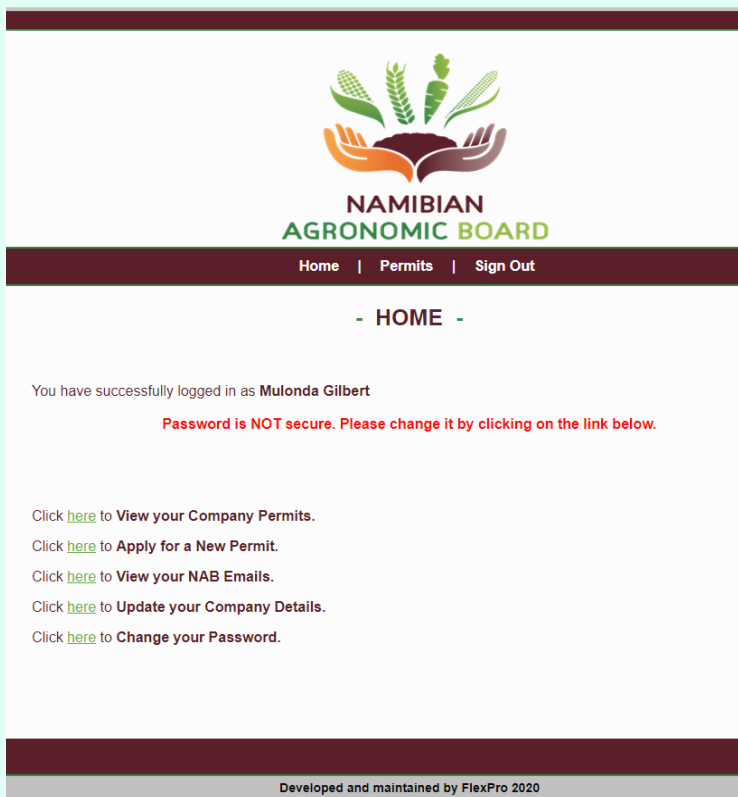
Remember: Passwords are cAse SeNSiTiVe.

Login: [   ]
Password: [   ]

Submit

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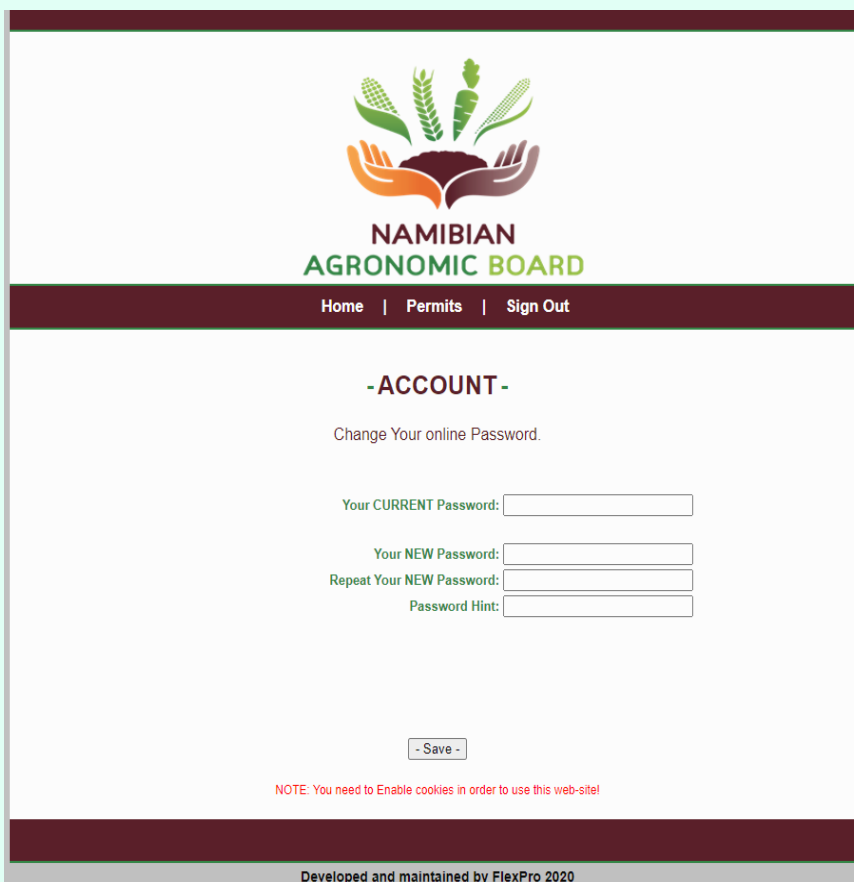
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5. HOME PAGE

◊ Once logged into the system, on **HOME PAGE**, the following message will immediately appear as indicated in the dialog box below **"Password is NOT secure. Please change it by clicking on the link below"** , and before proceeding to any of the functions indicated on the Home Page, please make sure that you change your password immediately from the default password: password to your own secrete password, simply by clicking on **" Click here to change password"** and then follow the steps on the dialog box for change password on page 7.

◊ As indicated in the dialog box below, once successfully logged into the system for online permit application, you will have access to the following , just by clicking on the text written **" Click here"**:

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Home | Permits | Sign Out

- HOME -

You have successfully logged in as **Mulonda Gilbert**

Password is NOT secure. Please change it by clicking on the link below.

Click here to **View your Company Permits.**

Click here to **Apply for a New Permit.**

Click here to **View your NAB Emails.**

Click here to **Update your Company Details.**

Click here to **Change your Password.**

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6. CHANGE ONLINE PASSWORD

◊ **Current Password :** enter password

◊ **New Password:** enter any new password of your choice and this password will only be known by the client, and always keep it safe.

◊ **Repeat New Password:** re-enter the new password again.

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Home | Permits | Sign Out

- ACCOUNT -

Change Your online Password.

Your CURRENT Password: [   ]

Your NEW Password: [   ]
Repeat Your NEW Password: [   ]
Password Hint: [   ]

- Save -

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7. VIEW COMPANY PERMITS (APPLICATION TRACKING)

◊ Under this section, clients can view all the permits that were submitted through the online permit application and **tract the progress of your permit application as submitted by viewing the current status of the application.**

◊ **Establishment:** Select the name of the company by *clicking on the drop down list.*

◊ **Date From and To:** select the start date and end date of the permits that were processed during a particular period. The calendar will appear and click on the exact date by clicking on a √ tick to select the date or x cross to deselect. Scroll up or down to selected the exact date.

◊ **Status:** view the current status of your permit application (Pending, Approved, Paid, Issued, Cancelled, Expired). **Search:** Click on "search" to lookup for the permits for period selected. Click on **"View"** on order to view the full permit submitted as indicated in the dialog box below.

◊ To apply for new permits go to **" Click here for a new permit"** without having to go to home page. The **default email** can be changed in the company details function.

◊ Click on "**Home"** to go back to home page, **"Permits"** to apply for new permits, "**Sign Out"** to log out of the system.

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- PERMITS -

View your Company Permits.

Establishment: TEST
Date From: 14/08/2020 To: 16/08/2020

Click here for a New Permit

- Search -

Permit No	Type	Permit Date	Category	From Country	To Country	Status	
B0012341	Import	14/08/20	HORTICULTURE	Angola	Namibia	Issued	View
B0012365	Import	15/08/20	HORTICULTURE	South Africa	Namibia	Expired	View
B0012366	Import	15/08/20	HORTICULTURE	South Africa	Namibia	Expired	View
B0012367	Import	14/08/20	HORTICULTURE	Brazil	Namibia	Expired	View

*Email: Gilbert.Mulonda@nab.na   Email CSV

*Default email can be changed on the Company Details page.

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8. COMPANY EMAILS

◊ Under this section, clients can view all the permits list received from NAB.

◊ **Establishment:** Select the name of the company by *clicking on the drop down list.*

◊ **Date From and To:** select the starting date and end date of the permits that were processed during a particular period. The calendar will appear and click on the exact date by clicking on a √ tick to select the date or x cross to deselect. Scroll up or down to selected the exact date.

◊ **Status:** Click on the drop down list to select the status of the permits.

◊ **Search:** Click on "search" to lookup for the permits for period selected.

◊ Click on "**Home**" to go back to home page, **"Permits"** to apply for new permits, "**Sign Out**" to log out of the system.

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- EMAILS -

View your Company Emails.

Establishment: TEST
Date From: 01/05/2020 To: 05/09/2020
Status: ALL

- Search -
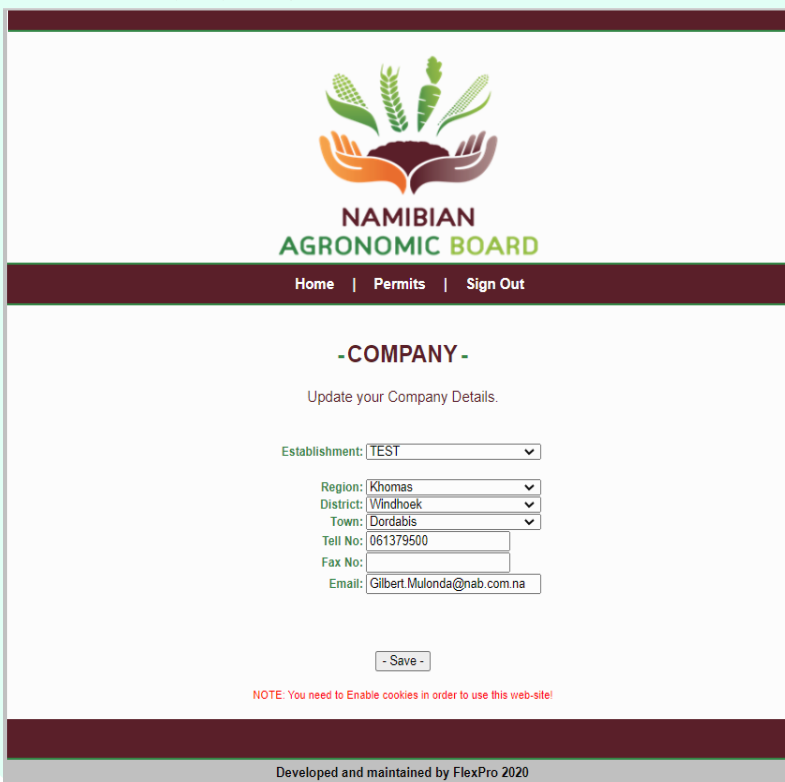
Date	Status	Subject	Error Message	Attachment

No Results to Display.

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9. UPDATE COMPANY DETAILS

◊ Under this section, clients can update their company details.

◊ **Establishment:** Select the establishment that you for which you would like to update company details. **Region:** State the political region in which your company is situated.

◊ **District:** State the political district in which your company is situated. **Town:** Specify the name of the town were your company is situated.

◊ **Tel No:** State the telephone number or cellphone where applicable. **Fax No:** State the Fax number from which documents will be sent too in case of manual permits application during down time. **Email:** state the email address to which permits will be emailed.

◊ **Save:** Once all the contact details have been capture into the system, please save just by clicking on save.

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Home | Permits | Sign Out

- COMPANY -

Update your Company Details.

Establishment: TEST

Region: Khomas
District: Windhoek
Town: Dordabis
Tell No: 061379500
Fax No:
Email: Gilbert.Mulonda@nab.com.na

- Save -

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10. APPLY FOR A NEW PERMIT

STEP 1 : PERMIT APPLICATION DETIALS

◊ Once at the home page click on apply for new permit and the dialog box below will appear, and **this section is the same for all permit types,** except for in transit consignment where the client may tick the **Trans loading** box and only if trans loading is applicable.

◊ **Permit type:** Refers to the three type of permit i.e. Import, Export and Transit permits. Click to select the permit type. **Establishment:** refers to the name of the registered company /companies for which the Web User is allowed to apply permits. *Click on drop down list to select*.

◊ **Region :** Refers to the particular political region were your establishment/ company is located, e.g. Khomas region. **District:** Refers to the political particular locality were your establishment/company is situated e.g. Windhoek district. *Click on drop down list to select.*

◊ **Product category:** refers to the main categories of agronomic and horticultural products. **Valid From:** the date at which you want you permit to commence with validity. The system will automatically confine the validity of the permit to the number of days or permit periods setup in the system. *Click on drop down list to select.*

◊ **Transport Option:** mode of transport to used to transport the product to the market e.g. Road, Rails, Air, Sea. **Truck Type:** Refers to the type of vehicle to be used to transport the products to the markets i.e. Taut line, Cooler, Flatbed, Grain Carrier, Other. *Click on drop down list to select.*.

◊ **Number of permits:** Refers to the total number of duplicate permits required for that particular application, and all the permit details and product details must be the same. Only a maximum of **50 permits** allowed at a time one application, as a setup function. *Click on the upper or lower arrow.*

◊ After completing this section, click on **Next** to go to step 2.

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Home | Permits | Sign Out
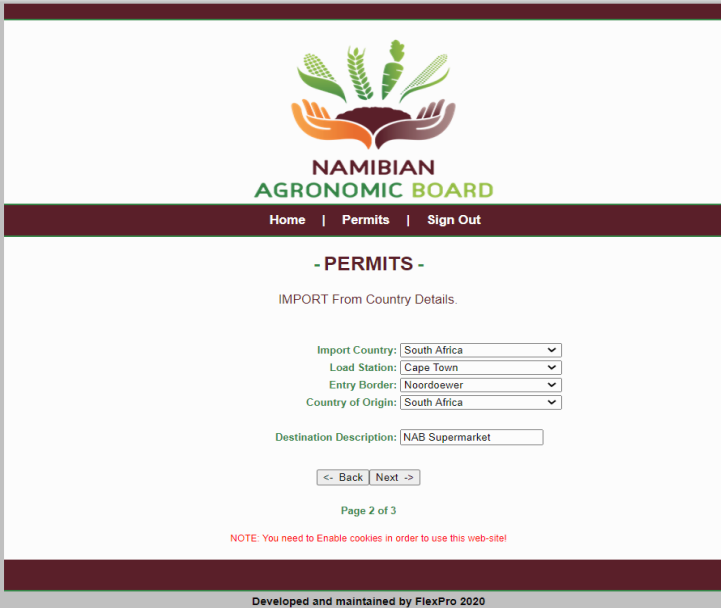
- PERMITS -

Apply for a Permit.

Permit Type: ● Import ○ Export ○ Transit

Establishment: TEST

Region: Khomas

District: Windhoek

Product Category: HORTICULTURE

Valid From: 07/09/2020

Transport Option: Road

Truck Type: Cool Truck

No. of Permits: 1

Next ->

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STEP 2 : IMPORT FROM COUNTRY DETAILS

◊ **Import Country:** It refers to the country from which you are importing. ***Click on drop down list to select .***

◊ **Load Station:** refers to a particular town or nearest town from which the imported product will be transported . ***Click on drop down list to select.***

◊ **Entry Border:** refers to the particular border post through which an imported consignment will come enter the country. ***Click on drop down list to select.***

◊ **Country of Origin:** Refers to a particular country from which that particular product being imported was produced. ***Click on drop down list to select.***

◊ **Destination:** Refers to the exact place or market place to which the product being imported will be delivered. ***Click in the space provided to enter the destination.***

◊ To proceed to step 3, please click on **Next** as indicated the dialog box below. Should you wish to go back to step 1, please click on **Back** as indicated in the dialog box below.

◊ If any of the information regarding the import **From** country details does not appear on the drop down list , please contact NAB immediately .

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- PERMITS -

IMPORT From Country Details.

Import Country:	South Africa
Load Station:	Cape Town
Entry Border:	Noordoewer
Country of Origin:	South Africa
Destination Description:	NAB Supermarket

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STEP 2 : EXPORT TO COUNTRY DETAILS

◊   **Export Country:** It refers to a particular country where you are exporting the products. *Click on drop down list to select .*

◊   **Market Centre:** It refers to a particular market place or town where you are exporting the products. *Click on drop down list to select .*

◊   **Exit Border Point:** refers to the particular border post through which the exported product will exit the country of origin. *Click on drop down list to select.*

◊   **Final Destination:** Refers to the exact place or town to which the exported product is to be delivered and can be the same as Market Centre. *Click in the space provided to enter the destination.*

◊   **Namibia Loading Town:** refers to a particular town or nearest town from which the exported products will be transported to the market. *Click on drop down list to select.*

◊   To proceed to step 3, please click on **Next** as indicated the dialog box below. Should you wish to go back to step 1, please click on **Back** as indicated in the dialog box below.

◊   If any of the information regarding the export **to** country details does not appear on the drop down list , please contact NAB immediately .

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- PERMITS -

Export To Country Details.

Export Country:	South Africa
Market Centre:	Cape Town
Exit Border Point:	Noordoewer
Final Destination:	South Africa
Namibia Loading Town:	Katima Mulilo

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STEP 2 : TRANSIT FROM AND TO COUNTRY

◊ **Country of Origin:**   Refers to a particular country from which a transit product was produced or is originating from *Click on drop down list to select.*

◊ **Via Country:** It refers to a particular country through which a transit products will be transported before arriving at the final destination country, and this country will always be Namibia in this case. *Click on drop down list to select .*

◊ **Entry Border Point:** refers to the particular border post through which the consignment/product will exit the country of origin. *Click on drop down list to select.*

◊ **To Country:** It refers to a particular country where the product in transit will be delivered. *Click on drop down list to select .*

◊ **Market Centre:** It refers to a particular market place or town where you are exporting the products. *Click on drop down list to select .*

◊ **Exit Border Point:** refers to the particular border post through which the in transit product will exit the country of origin. *Click on drop down list to select.*

◊ To proceed to step 3, please click on **Next** as indicated the dialog box below. Should you wish to go back to step 1, please click on **Back** as indicated in the dialog box below.

◊ If any of the information regarding the import/export/ Transit **From** or **To** country details does not appear on the drop down list , please contact NAB immediately .

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- PERMITS -

From Country Details.

Country of Origin:	South Africa
Via Country:	Namibia
Entry Border Point:	Noordoewer

To Country Details.

To Country:	Angola
Market Centre:	Benguela
Exit Border Point:	Oshikango

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STEP 3 : PERMIT PRODUCT DETAILS

This step is the same for all permit types

◊ **Product:** Refers to the type of agronomic or horticultural product you would like to import / export / transit. Based on the main product category selected under step 1, the list of product to be imported, exported, and transit will appear on the drop down list. C*lick drop down list to select.*

◊ NB: For all permits with less than five (5) product types, please specify such products. In terms of horticulture, if the product types on the mixed fruits and vegetable import permits and transit permits is more than five (5) , please select **All mixed fruits & Vegetable** as product type**.** This option is not applicable to horticulture exports and special import permit were the product type must be specified always.

◊ **Grade:** Refers to the quality classification of the product being imported, exported or transit i.e. Grade 1, 2 and 3 or All. In cases were you are not sure of the grade, please select **"All"** . **Size:** Refers to the size grouping of the product being imported, exported or transit i.e. Small, Small Medium, Medium, Large Medium, Large, Extra Large, or All. In cases were you are not sure of the grade, please select **"All"** . *Click on drop down list to select .*

◊ **Weight (estimated kg):** Refers to the realistic estimated to weight (kg) of the product being imported, exported and transit . *Click in the space provided to enter estimated weight (kg) .*

◊ **Amount (estimated N$):** Refers to the realistic amount or value (N$) of the product being imported, exported and transit .*Click in the space provided to enter the estimated amount or value (N$) .*

◊ **Add/Save Product button:** Use this button to add another product to the list and to save the product that have been already added. **Delete button :** Use this button to clear the entire permit product.

◊ To proceed to step 4 please click on **Next** as indicated the dialog box below. Should you wish to go back to step 2 and 1, please click on **Back**.

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- PERMITS -

Enter Permit Products.

GRADE and SIZE fields are not mandatory for In-Transit Permits.

	Product	Grade	Size	Weight (est. kg)	Amount	
1.	APPLES	ALL	ALL	1000	30000	Delete
2.	APRICOTS	ALL	ALL	10000	50000	Delete
3.	AVOCADOS	ALL	ALL	3000	70000	N$
4.	- - Add / Save Product - -					

<- Back   Next ->

Page 3 of 3

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STEP 4 : VERIFICATION OF PERMIT DETAILS
This step is the same for all permit types

◊ Once step 3 has been completed , the system will automatically require the client to view and verify the full permit details before submitting the application to NAB for approval, as indicated in the dialog box below.

◊ Once all the permit details have been verified, click on **"Submit"** in order to submit the permit application to NAB for approval or click on **"Back"** to go back to step 3, 2 and 1.

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Home | Permits | Sign Out

- PERMITS -

Verify your Permit before Submitting.

Permit Type:	Import
Establishment:	TEST
Region:	Khomas
Permit Date:	05/09/20

Permit No:	B0015644
Product Category:	HORTICULTURE
District:	Windhoek

Permit Weight:	14000 kg
Permit Value:	N$ 150,000.00
Controlled Permit:	no

Transport Option:	Road
Truck Type:	Cool Truck
Transloading:	no

Import Country:	South Africa
Entry Border:	Noordoewer
Destination:	NAB Supermarket

Load Station:	Cape Town
Country of Origin:	South Africa

Permit Products.

	Product	Grade	Size	Weight (estimated kg)	Amount (excl.)	
1.	APRICOTS	ALL	ALL	10000	50000	N$
2.	AVOCADOS	ALL	ALL	3000	70000	N$
3.	APPLES	ALL	ALL	1000	30000	N$

Application for 1 permit(s).

[<- Back] [- Submit -]

STEP 5, NOTIFICATION

This step is the same for all permit types

◊ Once the permit application have been submitted to NAB for approval , the system will send the client a notification message as indicated in the dialog box below, indicating that **" Your permit application was successful"** and as well as indicating the **"Permit Type"** and "**Permit Number".**

◊ Click on "**New Permit"** at the bottom of the dialogue box to start a new application without sign out.

◊ During the application process , once you click on **"HOME"** , the system will take you back to home page, and when you click on "**PERMITS",** the system will take you to permit application. When you click on **"Sign Out"** , the system will log you out.

◊ Please remember each permit application must be accompanied with the proof of payment (where applicable).

◊ Send your proof of payment to: For **Agronomic and Other Products**: **Permits1@nab.com.na and for Horticultural (Fresh Fruits and Vegetables) Products: Permits2@nab.com.na**
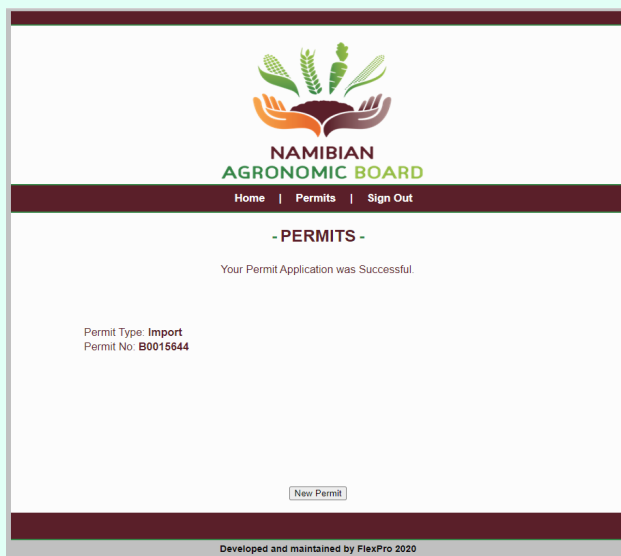
STEP 6, SIGN OUT AND SIGN IN AGAIN
This step is the same for all permit types

◊ Once you have logged out/Sign Out , the system will notify you that **"You have successfully logged out".**

◊ Click on **"Sign In"** in order to immediately start a new permit application after signing out.

NAMIBIAN AGRONOMIC BOARD

Sign In

You have successfully logged out.

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11. PERMIT APPROVAL (NAB OFFICIAL)

◊ All permits application will appear in the dialog box below, with the oldest application at the top and latest application at the bottom, meaning " First come, First save".

◊ Once the permit application have been received, NAB official shall select the **Permits Type** from the dropdown list , and review each permit application for accuracy and completeness.

◊ The NAB official shall either **Approve** or **Deny** the application. All permit application must be approved as they come in order to avoid any backlog.

◊ When permit application is approved, confirmation message popup, and the NAB official will Click on "Yes" or "No", if yes the permit will submitted for capturing of payment or directly to permit issue and if "No" the permit will not be submitted for capturing of payment or permit issue.

◊ Reports for all permits applications approved or denied are available on the AMID system under the "Permit List Report".

Permit Approval

Permit Type: Import

Permit Applications

Establishment	Application Date	Valid Date From	Valid Date To	Category	Permit No	Permit Weight	Permit Value
J.D. Service Station	27/07/2018	27/07/2018	26/08/2018	Horticulture	S0041617	123	123.00
FRESHMARK NAMIBIA c/o SH	31/07/2018			Horticulture	S0041620	0	0.00
DANIEL NDARA	01/08/2018	01/08/2018	31/08/2018	Horticulture	S0041625	0	0.00
HALLIE INVESTMENT	01/08/2018	01/08/2018	31/08/2018	Horticulture	S0041626	800	1,100.00
DANIEL NDARA	02/08/2018	02/08/2018	01/09/2018	Horticulture	S0041627	0	0.00
DANIEL NDARA	02/08/2018	02/08/2018	01/09/2018	Horticulture	S0041628	0	0.00
DANIEL NDARA	02/08/2018	02/08/2018	01/09/2018	Horticulture	S0041629	1,400	1,300.00
DANIEL NDARA	02/08/2018	02/08/2018	01/09/2018	Horticulture	S0041630	1,400	1,600.00
VISSER GENERAL & PACKAGI	02/08/2018	02/08/2018	01/09/2018	Horticulture	S0041631	1,000	900.00
DANIEL NDARA	16/08/2018	16/08/2018	15/09/2018	Horticulture	S0041632	300	500.00
DANIEL NDARA	16/08/2018	16/08/2018	15/09/2018	Horticulture	S0041633	500	700.00
DANIEL NDARA	05/09/2018	05/09/2018	05/10/2018	Horticulture	S0041634	300	500.00
DANIEL NDARA	14/09/2018	14/09/2018	14/10/2018	Horticulture	S0041638	20,000	55,000.00
SPAR NAMIBIA	19/09/2018	19/09/2018	19/10/2018	Horticulture	S0041639	500	5,000.00

View Permit   Approve   Deny

Information ✕

ⓘ Are you sure you want to approve this permit?

Yes   No

Deny Permit?

Email: usk@flexpro-tech.com

Reason: No more import allowed

Deny Permit   Cancel

12. CAPTURE PAYMENTS

◊ Once the permit application have been approved NAB official, it will move over to Capture Payments and this is applicable to all EFT, Cash and Cheque payments.

◊ NAB official will capture payment by selecting **Payment type**: (EFT, Cash and Cheque), **Pay Reference No:** (as indicated on the proof payment), **Payment Date:** (the exact date that the payment was captured by NAB), **Amount paid N$:** the total amount paid by the client as indicated on the proof of payment.

◊ Once the full payment has been received, the permit will move to the relevant Import, Export or Transit Permit dialog box and can be issued. See dialog box for "**Capture payments**".

◊ NAB finance division will make sure that all applications received for capturing of payments per day are processed as they come in order to avoid any backlog, preferably every after 2hours, and all emergency application will be handled immediately.

◊ All permits application for clients who have got credit account with NAB and those applications where permit fees are not applicable will not move through the capture payment process, but will move straight to "Issue Permits" process.

◊ All credit account permit applications will still be automatically recorded by the system under "Payment reports"" based on the permit fees setup in the system.

◊ NAB finance division will reconcile permits payments based on the **"Payment Report"** on a weekly basis or otherwise as agreed.

◊ Permits are issued and emailed directly to clients via the AMID system.

◊ Once the client receives the permits via email, the client will download and print all the permits received at the comfort of their office or home, and present these permits at exit or entry border post.

◊ All permits application received before **13: 00pm** will be issued the same day, and those that are received after **13: 00pm** will be issued the next day morning hours during normal working hour i.e. 08:00am to 17:00pm, Monday to Friday.

◊ Clients are encouraged to ensure that the email address provided to the NAB is correct and functional , as well as ensuring that the inbox is always ready to receive permits.

Pending Permit List

◉ Import Permit ○ Export Permit ○ Transito Permit

Estab ID: [-] 🔍 [   ] **Fetch Permits**

Permit No	Establishment	Valid Date From	Valid Date To	Email-Address	Sel
S0041462	MARIENTAL PIGGERY	15/05/2017	13/08/2017	petra.muller78@gmail.com	Y
S0041463	MARIENTAL PIGGERY	15/05/2017	13/08/2017	petra.muller78@gmail.com	Y
S0041464	MARIENTAL PIGGERY	15/05/2017	13/08/2017	petra.muller78@gmail.com	Y
S0041465	MARIENTAL PIGGERY	15/05/2017	13/08/2017	petra.muller78@gmail.com	Y
S0041459	Spar - Maerua Mall	02/08/2017	31/10/2017	usk@flexpro-tech.com	N

[Print Batch]   [Cancel]   [Mail Batch]

14. MANUAL PERMIT APPLICATION

◊ Manual permit application and issuance will still be allowed, particularly for clients who have no access to internet or during times when the AMID system is down or not operational.

◊ In case of manual permit application, clients will receive the permits either via courier services or collect permits in person at NAB permit office or emailed or faxed.

◊ Clients will be responsible with making arrangement with the courier service provider to pickup the permits at NAB , and the cost of such services will be borne by the client.

◊ Clients who have got no access to internet will still have to complete the manual Permit Application Form that can be obtained from NAB website and hand deliver it at our offices in Windhoek.

◊ The lead time for all manual permits is three (3) working days from the time the permit application is received by NAB Official, to the time it is issued.

CONTACT US

Tel office (Switchboard): +264 61 379 500

Fax office: +264 61 22 5371

Website: www.nab.com.na

Physical address:

Agricultural Boards' Building

30 David Hosea Meroro Road

Windhoek, Namibia

Postal address: PO Box 5096

Ausspannplatz

Windhoek, Namibia

Enquiries

All web user registration form, manual permits application forms, and proof of payments or any related enquiries should be addressed to:

Permits for Agronomic and Other Products:

Ms. Joy Hanixas (Assistant Administrator: Agronomic Permits), Email: Permits1@nab.com.na or Cell phone No: +26481 2079175

Horticultural (Fresh Fruits and Vegetables) Products:

Ms. Shanice Kangootui or Ms. Olivia Simion (Assistant Administrators: Horticulture Permits), Email: Permits2@nab.com.na or Cell phone No: +26481 7809977

NAMIBIAN AGRONOMIC BOARD