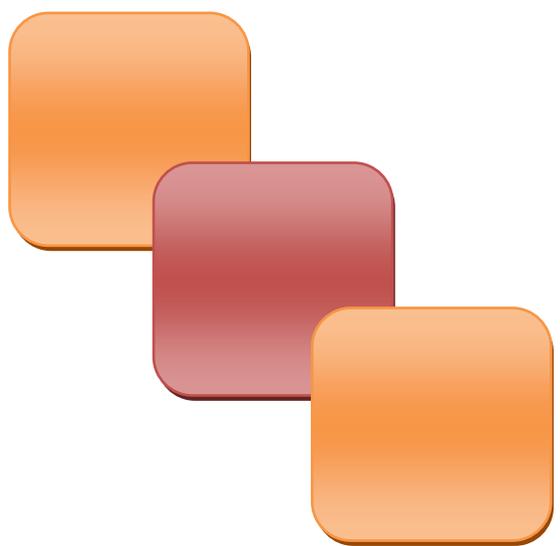




SEZ Online Manual

User Management

Version 2.0





Note:

This document is intended for use by SEZ units/Developers/Co-developers for the purpose of creating & maintaining the users in SEZ online system. The document describes the role of Unit Administrator User in SEZ Online System.

Table of Contents

1. Introduction	2
2. Creation of Administrator User (Admin User)	4
3. Creation of Operational Users	6
4. Maintenance of Operational Users.....	9
5. Features available to Administrator User	13

SEZ Online



1. Introduction

SEZ Online system is an internet based application which enables the SEZ units/Developers/Co-developers to submit various kinds of applications and customs transactions to the DC's Office for approval. The Users can access SEZ Online System anytime, from anywhere, wherever internet connection is available. Users can log-in & access SEZ Online System by using their User ID & password.

It is important to note that the transactions being submitted by the Unit through the system are the transactions as per the "SEZ Act", "SEZ Rules" and applicable provisions of "Indian Customs Act" and Rules made there-under. Therefore it is important to ensure that users who are allowed to access and use the system for submitting transactions are adequately authorized by the company as per the requirements of these legislations.

Applicant User ID

In order to enable access of the Unit into the system, a process of Unit Regularization (in case of existing Units) and New Unit Application (in case of new units) has been designed in consultation with Ministry of Commerce. This process requires that details of the Unit as forming part of the Unit Approval process are captured by the Unit on the system and are approved by the DC office. This ensures that access to the system is authenticated for approved units and the unit details are as per the approval. The existing unit details we capture are Letter of Approval (LOA) Number, LOA Issue Date and LOA Valid till date. User provides these details along with LOA copy issued by DC office. The details will be validated at SEZ online system and only if the detail is matching, the unit will be able to create a user id for regularization.

Detailed process for these features is available in the manual for these processes.

Letter of Approval details for all existing units are already recorded in the system as a master



data and a unit can create a User ID to initiate its access to the system by selecting LOA details and creating a User ID. The user Id should be minimum 6 to maximum 11 characters in length and it should contain alphabets, numbers or Underscore, but should not start with Underscore and password length should be minimum 8 character and maximum 16 characters. It should contain alphabets, numbers & special characters with at least one letter in Capital.

This user ID can perform following functions:

- Submission of URG request to the DC Office
- Pay Fee for registration and usage of SEZ Online System
- Create Administrative and other Users for the system
- After approval of URG request by DC office and payment of registration and usage fee to

NDML, the user can create users for the Unit. Unit can have following type of users:

- Admin User – Creates & Maintains Operational users
- Unit Maker User – Prepares Administrative as well as Custom transactions on the system
- Unit Approver User – Authorizes the requests and Submits the request with Digital Signature,
- Custom House Agent (CHA) User - (Optional) – Creates customs transaction request
- Creation and working of these users is explained further in this document.



2. Creation of Administrator User (Admin User)

Admin user is an authorized representative of the SEZ Unit who is enabled to create and manage such system users on behalf of the company who can carry-out the transactions of the Unit with authorization as per the applicable legal and procedural provisions. This user can do the following functions:

- Create a new user in any of the allowed user categories
- Assign Roles and Modules to the Users
- Lock (temporarily suspend user access)/ Unlock (enable access of locked users) /
Disable (Permanently disable user access)
- Reset the password for any user, if such user has forgotten the password
- Re-allocate the request from one user to another user under the same role (non availability of a user)

To access SEZ Online system, creation of Admin User is a pre-requisite. The Admin User may be created in the following method:

When to Create: On approval of regularization request / Application for set up of SEZ Unit (in Form F)/ in set up of SEZ (in Form A) by DC's Office, the Admin User can be created.

Who can Create: The Applicant user who had submitted regularization request / Application for set up of SEZ Unit (in Form F)/ in set up of SEZ (in Form A) can create the Admin User

How to Create: After log in, click on 'Create Unit Admin' to create a SEZ Unit Administrator. At this stage, the Applicant user has to select one of the two options as explained below:

- Make me Admin – If the user selects this option, the user himself becomes the Admin & holds all the administrative rights.
- Create a New Admin – If the user selects this option, then a new user ID will have to be



created which will have all the administrative rights. In this case the existing user ID (using which the applicant user has currently logged in & the regularization request or application for Set up of SEZ Unit/ SEZ was submitted) will get disabled forever.

(Refer Fig.2)

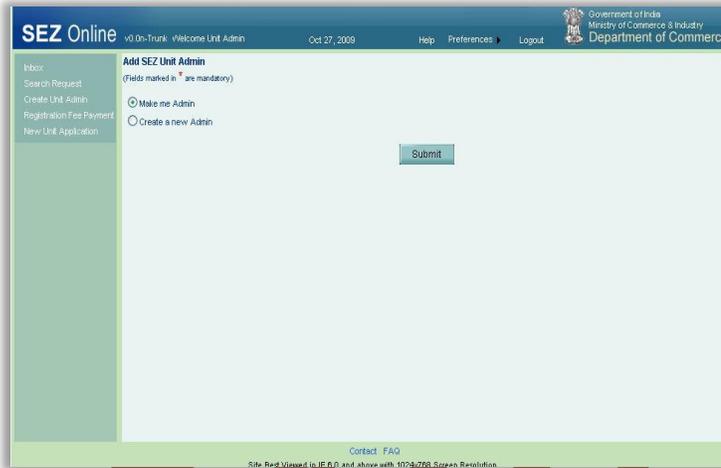


Fig 1: Add Admin Screen

On selection of the option 'Create new Admin' the below enclosed screen displayed wherein details of the new admin user has to be entered.

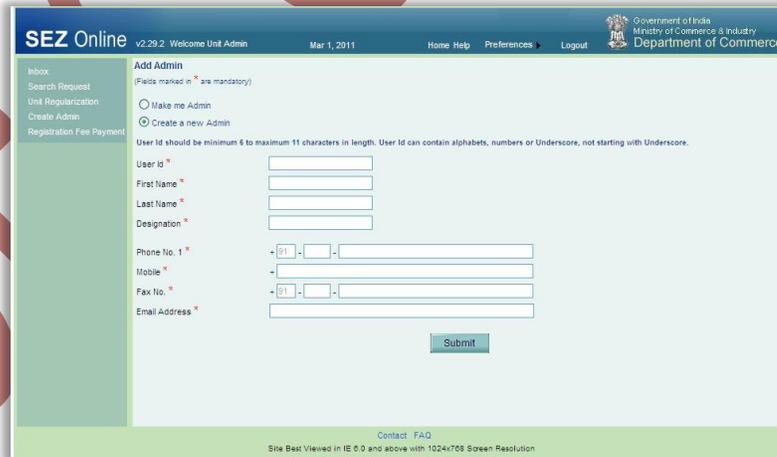


Fig 2: Creation of Admin Screen



3. Creation of Operational Users

After Admin user has been created, the Admin user shall create the unit operational users.

On SEZ Online home page, Admin user shall select the link **Administration->Maintain users.**

Click on the Add button to create a new user.

i. To create Operational users, the Administrator user has to provide the basic details of the user like User ID, Name, Phone No., FAX No., e-mail ID & designation.

ii. **ROLE Assignment:** The ROLE of operational user in SEZ Online System has to be selected using the radio buttons provided. A single user ID can be assigned only one ROLE at a time. The Roles that can be assigned to the user are:

- **Unit Maker** – Unit maker users can create & initiate Customs Transactions/Administrative applications in SEZ Online System. The Unit Maker users cannot submit any transactions to the DC's Office & can only prepare the documents & submit to Unit Approver Users. Unit Maker users do not need to use digital signature certificates for submission of requests in SEZ Online System.
- **Unit Approver** – Unit Approver Users will be able to submit Customs transactions & Administrative applications to the DC office. Unit approver Users needs to have a valid Digital Signature Certificate for being able to submit transactions to the DC office through SEZ Online System. In case of a user created with the role of Unit approver, admin user shall also provide the DSC details.
- **CHA** – If unit has appointed a Custom House Agent (CHA) for processing customs transactions, then a user id has to be created by the Unit Administrator for the CHA. The user id created for the CHA should be assigned the role called CHA. CHA users can create & initiate Customs Transactions in SEZ Online



System. CHA Users cannot create & initiate Administrative applications. The CHA users cannot submit any transactions to the DC's Office directly. They can only prepare the documents & submit to Unit Approver Users. These users do not require digital signature certificate for submission of requests in SEZ Online System. It may be noted that the CHA Users will not have access to all the transactions of the Unit i.e. a CHA user can access only such customs transactions which have been created & initiated by that user and transactions created by other CHA Users or Unit Makers Users cannot be accessed.

iii. **Functionality Assignment:** Functionalities have to be specifically assigned to the Operational Users to enable them to access the same. For e.g. Bill of Entry, Shipping Bill, Softex etc. Multiple functionalities can be assigned to a user id. After the creation of user id & role assignment, next step is to assign appropriate functionality to the users. Admin User will assign the functionality simply by selecting the check-box available against the functionality (Refer Fig.3). A user will be able to access and perform its role (Maker or approver) in respect of only such transaction modules where the functionality has been assigned by the Admin user.

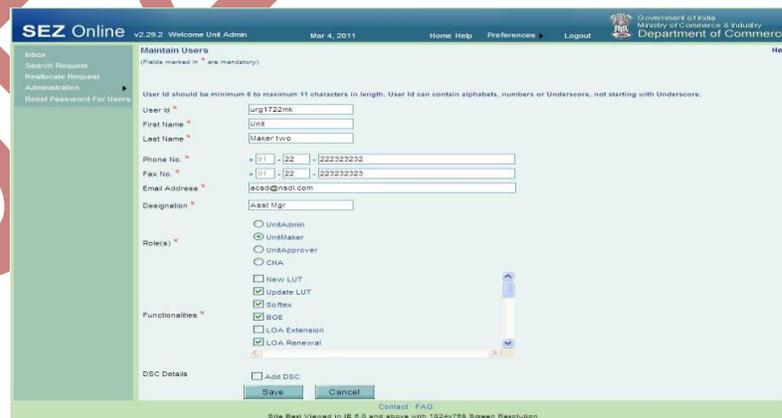


Fig 3: Maintain Users



- iv. In case of Approver User, Digital Signature Certificate (DSC) needs to be mapped to the approver user ID and same can be captured by selecting the checkbox for ADD DSC and the DSC Serial No. has to be entered and Name of DSC Certifying Authority can be selected from the drop-down available (The Certifying Authorities from whom DSC can be procured are enlisted in the DSC Manual available in the Downloads (General) section in the website www.sezonline-ndml.com.) Approver user ID can be created even when Digital signature is not available & can be mapped later when DSC is available using link

Administration->Maintain users. Open user ID & click on edit & add DSC. The same DSC cannot be used by the two different Users in same Unit. For E.g., if a User in Unit A is assigned a particular DSC, then the same DSC cannot be assigned to another user in the same Unit. But the same DSC can be assigned to another user in a different Unit say Unit B.

- v. The newly created users can login to SEZ online system with the default password. On first time login, user shall have to set a new password. At this stage, a secret question has to be selected by the user from amongst the options provided in the drop down & its answer has to be entered. This question and its answer will be used by SEZ Online System to enable the user to reset password if user has forgotten the password.
- vi. Multiple Unit Admin users, Unit Approvers, Unit Makers, & CHA Users can be created in SEZ Online System



4. Maintenance of Operational Users

The Administrator user can carry out all the necessary activities related to maintenance of the Operational Users created for e.g. edit user details, lock/unlock/disable users etc.. These activities are explained as below:

- i. **Search & Edit the created users:** - The Administrator User can edit details of the operational Users by selecting the link **Administration->Maintain users.** & clicking on SEARCH button. Select the user id details of which needs to be viewed /edited. The details of the selected user are displayed. To edit the details, click on EDIT button. Unit Admin can change the e-mail ID, Phone No. , FAX No., Role, Functionality assigned & the DSC details of the user. However, once a user ID is created, the User id, First Name & Last Name of the user cannot be changed. Unit Admin can also change the status as Locked / Unlocked / Disabled.
- ii. **Reset Password for Users:** The Administrator User has a facility to reset the password of its operational users. The password of an operational User may require to be reset, if the user forgets the password. To reset the password, the Administrator user has to click on 'Reset Password for Users', enter the user id whose password needs to be reset (screen-shot provided below) & click on 'GO' button. The Administrator User has to specify a new password & confirm the password once again & click on 'SUBMIT'. After reset of the password, the Operational User can log in into SEZ Online System using the new password. However, on first log in the password has to be changed.

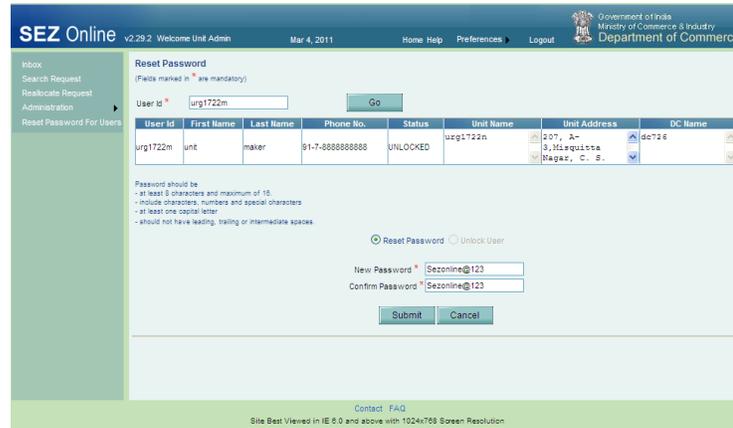


Fig 4: Reset Password

iii. **Change the status of the Operational User IDs:** – The status can be changed either by clicking on ‘Reset Password for Users’ or by selecting the link **Administration->Maintain users.** & clicking on SEARCH button & select the user ID, edit the status as required. A user ID can be in any of the following statuses.

a. Locked

- A User whose User ID is in Locked status will not be able to access SEZ Online System till the User id has been Unlocked.
- A Locked User ID can be unlocked by the Administrator User.
- A User ID may either be locked by the Administrator User if he wants to disable the user from accessing SEZ Online System temporarily or by SEZ Online System for security reasons, if no. of attempts made to log in using incorrect password exceeds 5 times.

b. Unlocked

A User whose User ID is in Unlocked status will be able to access and submit transactions through SEZ Online System.



c. Disabled

- A User whose User ID is in Disabled status will not be able to access SEZ Online System permanently.
- A Disabled User ID can never be unlocked.
- A User ID may be disabled by the Administrator User. A User ID should be disabled if the user ID is not required on a permanent basis.

iv. Password related rules for users of SEZ Online System:

- Password should be
 - at least 8 characters and maximum of 16.
 - Include characters, numbers and special characters
 - at least one capital letter
 - should not have leading, trailing or intermediate spaces.
- The passwords of the users will get expired by default after every 45 days. Thus the users will have to change their passwords after every 45 days.
- New Password should be different from previous 3 passwords.

v. User id related rules for Users of SEZ Online System:

- User Id should be minimum 6 to maximum 11 characters in length.
- User Id should contain alphabets, numbers or Underscore, but should not start with Underscore.

vi. Miscellaneous rules for Users of SEZ Online System

- a. **Forgot Password** - If the User forgets the password, then click on the link “**Forgot Password**” available on the Login page of SEZ Online System, enter the user id, system will ask for the answer to the hint question which was selected by the user at the time of setting the password (Refer Fig.5).



Fig 5: Forgot Password

- b. **Single User Login** - User will not be allowed to login with the same user ID simultaneously from different browsers/machines. If user (who has already logged in) tries to login again then the previous login session will be terminated and user will get error message as **“You have been logged out as you have logged in from some other browser instance. Click here to go to the login page.”** The user will be able to work with the subsequent login.
- c. **Unlock / Reset password of Unit Admin / Applicant User** – If the Admin / Applicant user id is locked / password is to be reset, the user needs to send an email stating the User ID details to sezinfo@nsdl.co.in. On receipt of an email from the concerned User, NDML will unlock / reset the password of that User.
- d. If any request is pending in the particular User’s Inbox & the Admin User wants to lock the same User ID, then the system will not allow Admin User to lock the same unless & until the request is processed from that User’s Inbox.



5. Features available to Administrator User

i. Inbox

When a request is submitted by Unit Maker/CHA User, ideally it should go to Unit Approver to whom the concerned functionality is assigned. However, if the functionality is not assigned to any Unit Approver user or Unit Approver User ID has not been created for the unit, the request will move to inbox of Unit Admin. Unit Admin user can re-assign it to the appropriate user once Unit Approver ID is created & desired functionality assigned.

Admin User can search for a specific Request present in the Inbox on the basis of request creation date, request ID or Request Type. The search facility will be useful in tracing a particular request if there are numerous requests in the Inbox of the User.

ii. Search Request

The Unit Admin can search for any request that the operational users have submitted in SEZ Online System by using the search facility. The Admin users can track the status of any request by using this facility. However, the Unit Admin will not be able to open the request & view details. The Unit Admin will be able to open only those requests which have come to the Inbox as the required User Role is not created. Requests can be searched on the basis of Date of Creation of the Request, Request ID & Request Status

Note: Requests which have been prepared by Unit Maker/CHA User but not yet submitted to the Unit Approver cannot be searched through the search facility provided.

iii. Reallocate Request

This feature is available only to Unit Admin user. This feature enables the Unit Admin user to re-allocate the request which is already accepted for processing by a Unit Approver to another Unit Approver. Consider a situation where a Unit Approver has accepted a request for processing but has not completed the processing & submitted it in SEZ Online System. For Some reason, if the concerned Unit Approver User is not available for processing the request,



Unit Admin User can re-allocate it to another Unit Approver user who is available for processing it. To re-allocate a request, the Unit Admin shall access 'reallocate request' link on the home page. On the reallocate screen admin has to search for the request on the basis of Request creation date, Request Id, Request Type & Request Status. After searching for the request, Unit Admin user may select the appropriate user through the search picker (Refer screen shot below). On selecting the user & clicking on SUBMIT button, the request gets re-allocated.

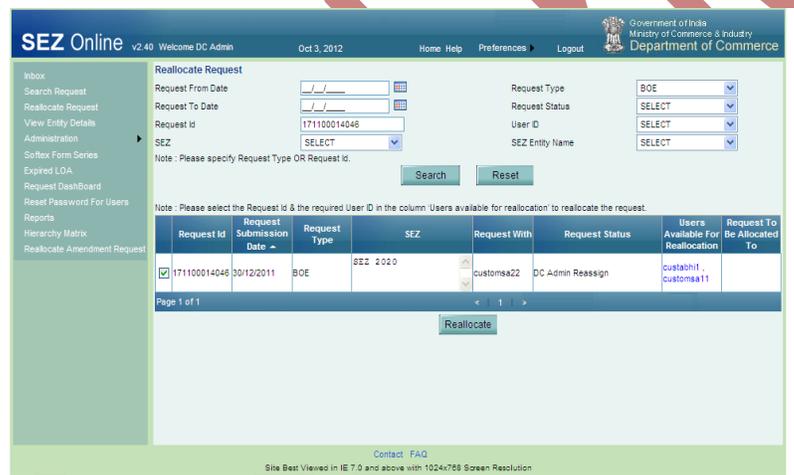


Fig 6: Re-Allocate Request