
Government of the People's Republic of Bangladesh
National Board of Revenue
Rajashwa Bhaban, Segunbagicha, Dhaka-1000

OPERATIONAL GUIDE

User Management System

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Terms and Glossary

#	Term	Description
1	NBR-UMS	User Management System for National Board of Revenue
2	UMS	User Management System
3	AW System	ASYCUDA World System
4	Application	In terms of AW user creation, the application form contains some required information for creating the user in the AW system
5	Applicant	A new user who wants to apply for AW user in ASYCUDA World system.
6	Approver	A person Who verifies the Applicant's request is called as an Approver.
7	ICT Admin	ICT Admin will create AW User in AW System and send notification to applicant via UMS
8	ASYCUDA World (AW)	Automated System for Customs Data
9	Credential	A user credential is a user name and password authentication token that is bound to a particular user
10	IT Section	Information Technology team of NBR

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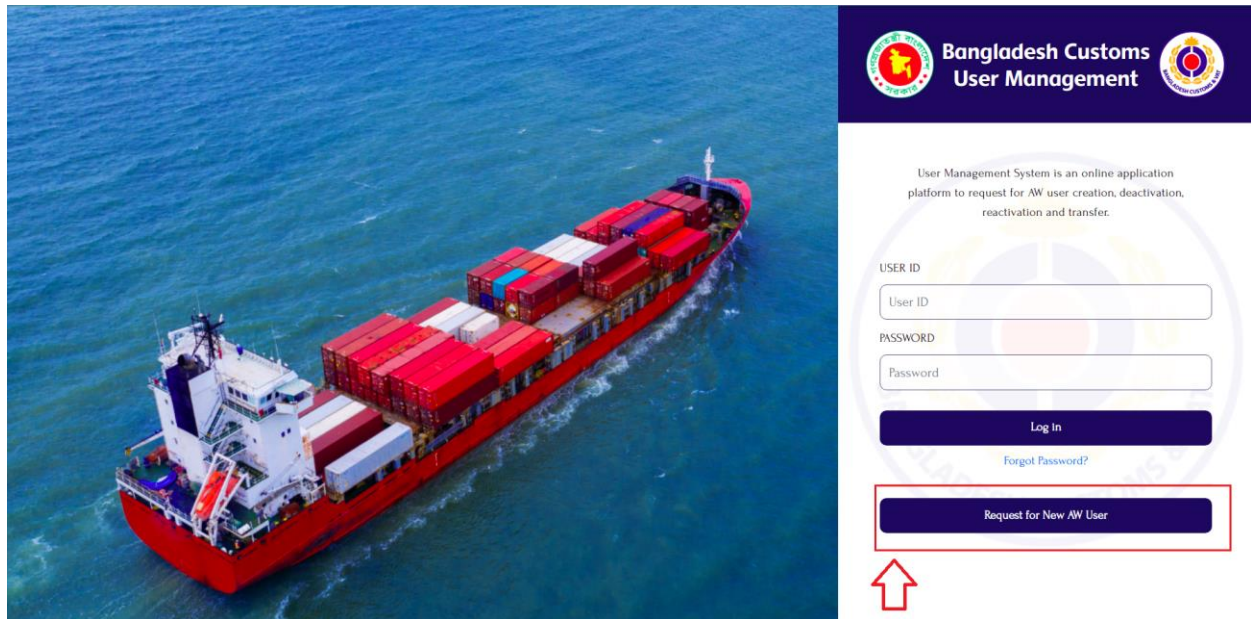
1 - AW User Creation

1.1 - Registration by Applicant

The **Applicant** will go to browser (Google chrome, Mozilla Firefox etc.) and find **User Management System (UMS)** using in the specific **URL <https://ums.bdcustoms.gov.bd/>**

Existing User can login using credentials and a new Applicant can register going to **Request for New AW User** option as marked in below screen.

Figure 1: Login Page of User Management System



Applicants can register and request for AW user creation through this feature. Firstly, they will need to register and fill up the required information. The system will verify the information and the authentication of the application generating OTP. Once the verification is completed, the application can be able to save the information as a draft. The system will provide user credentials to the application after successfully saving. The applicant will log in and send the application to Approver.

After clicking **Request for New AW User** from the login page, it will open the below screen to input the necessary information.

Figure 2: Entry form to provide Authentication Information of an Applicant for AW User Creation

Once Authentication Information is done, press the **Next** Button to input Basic Information

Figure 3: Entry form to provide Basic Information of an Applicant for AW User Creation

Application for New ASYCUDA World User

Authentication Basic Information

Name *
Name

Designation
Designation

Date of Birth *
Date of Birth

Permanent Address *
Permanent Address

Upload Photo
Choose File No file chosen

Upload Signature
Choose File No file chosen

Present Address *
Present Address

I agree the [terms and condition](#) that if anything goes wrong, I am responsible myself for this.

Previous Submit

Finally select checkbox of **terms and condition** and click on **Submit** Button

Once the submission is done, Applicant will get an OTP(One-time Password) message for mobile verification. Please input the OTP number in the message box and Submit.

Figure 4: OTP Validation

Application for New ASYCUDA World User

Authentication Basic Information

Name *
Test User

Designation
BO

Date of Birth *
18/05/2022

Permanent Address *
Dhaka

Upload Photo *
Dhaka

I agree the [terms and condition](#) that if anything goes wrong, I am responsible myself for this.

Previous Submit

User Validation

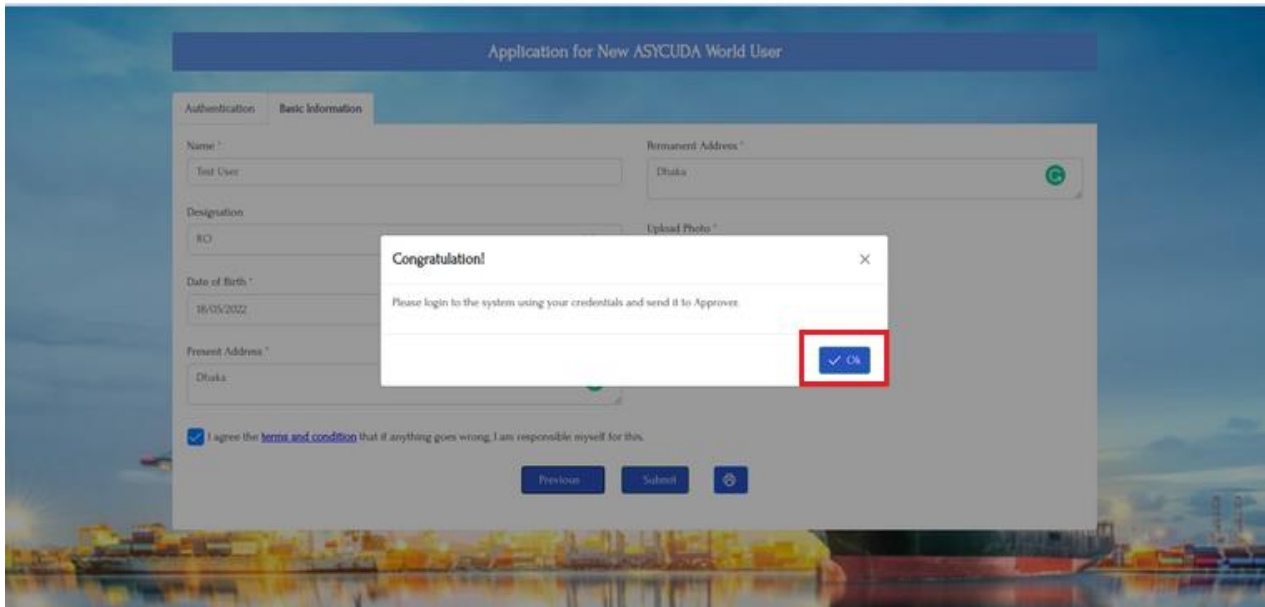
Please input OTP

Cancel Submit

Please input OTP here from your mobile message inbox and click on Submit button

If OTP is correct, System will inform and redirect to the Log in page.

Figure 5: Confirmation of OTP Validation



1.2 - View Application status by Applicant

Login with provided UserID and Password at the time of form fillup. After login, go to **Applications> View Application**

Figure 6: View requested application

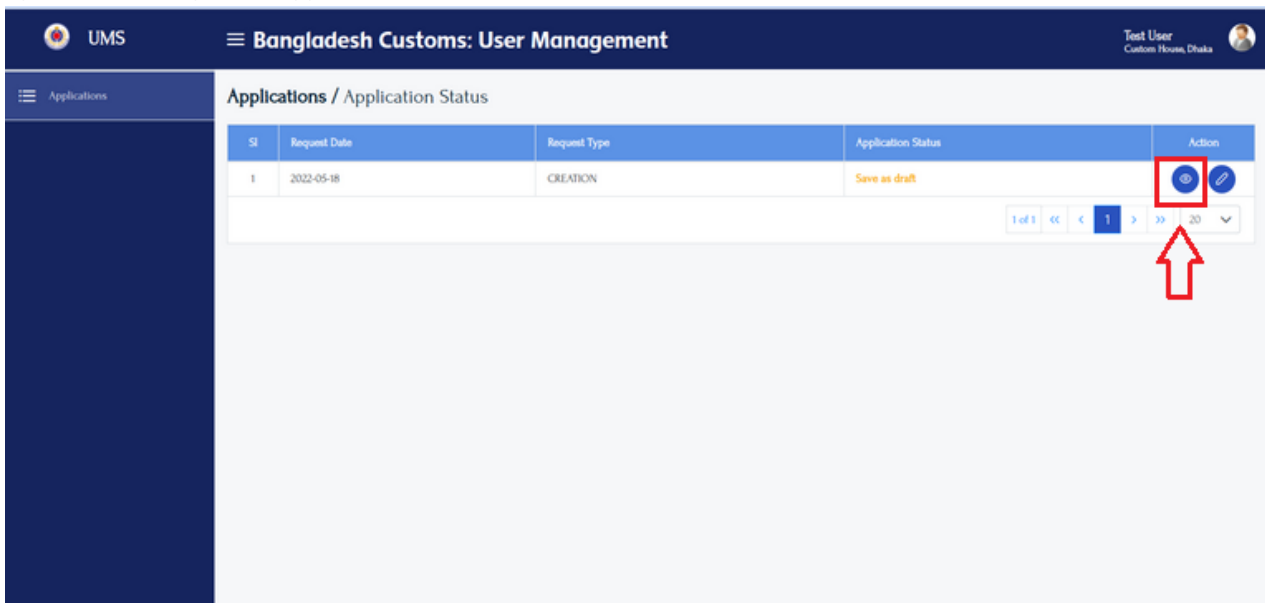
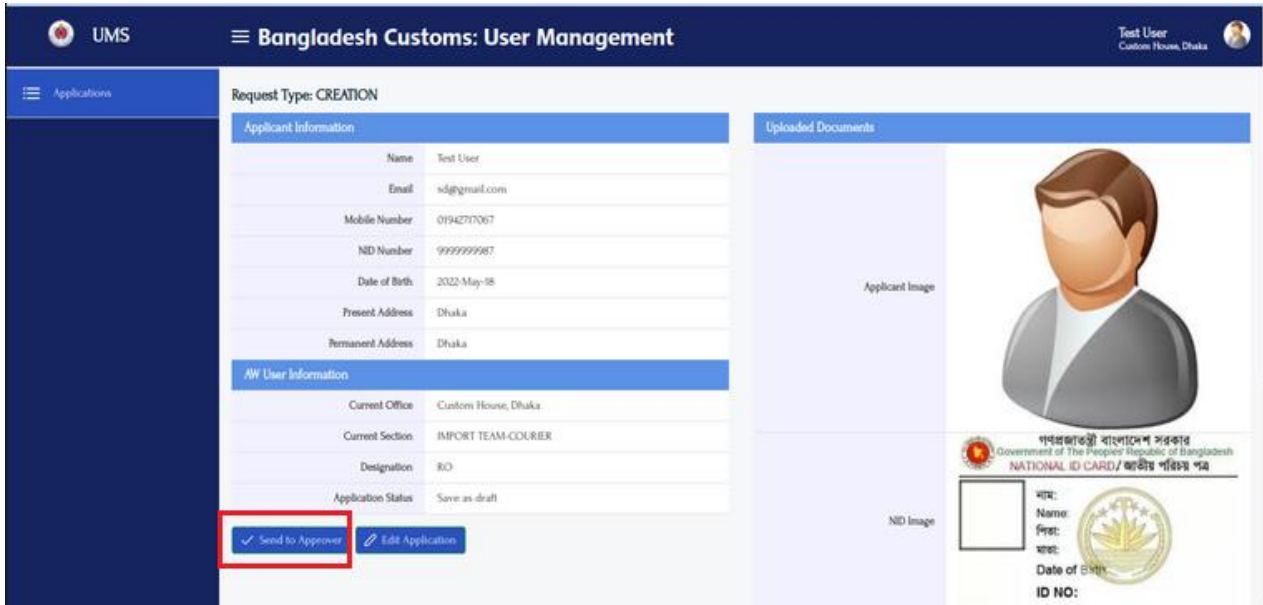
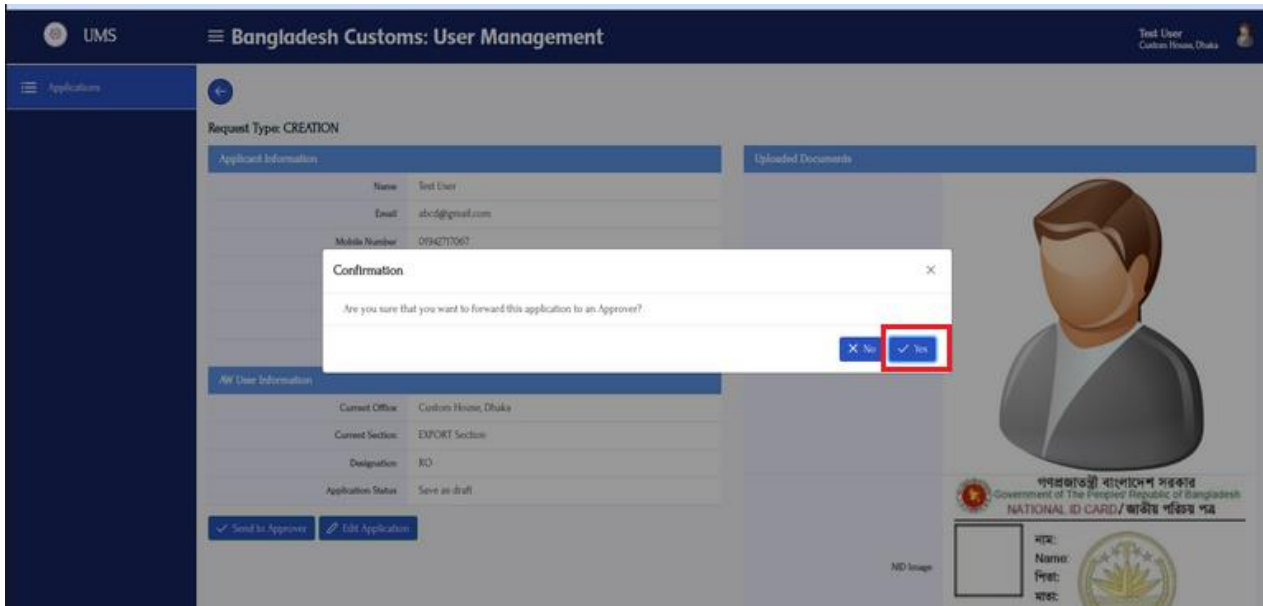


Figure 7: View details information of Applicant.



Note: Applicant can Edit information by clicking on the Edit Application button before sending it to Approver. Once it is sent to Approver, the applicant will not be able to edit information.

Figure 8: Confirmation of forwarding Request to Approver



1.3 - Request approval by Approver

Approver will log in with User ID and Password, then go to Menu **Applications> Pending AW User List**

Figure 9: Pending list to be approved for AW User

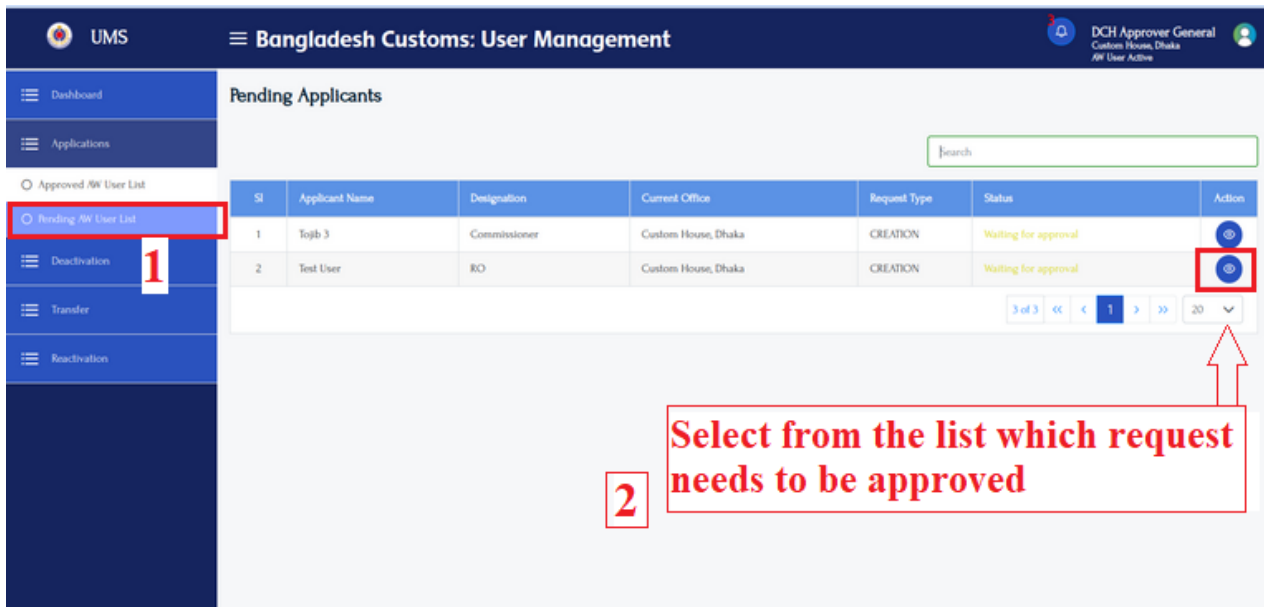
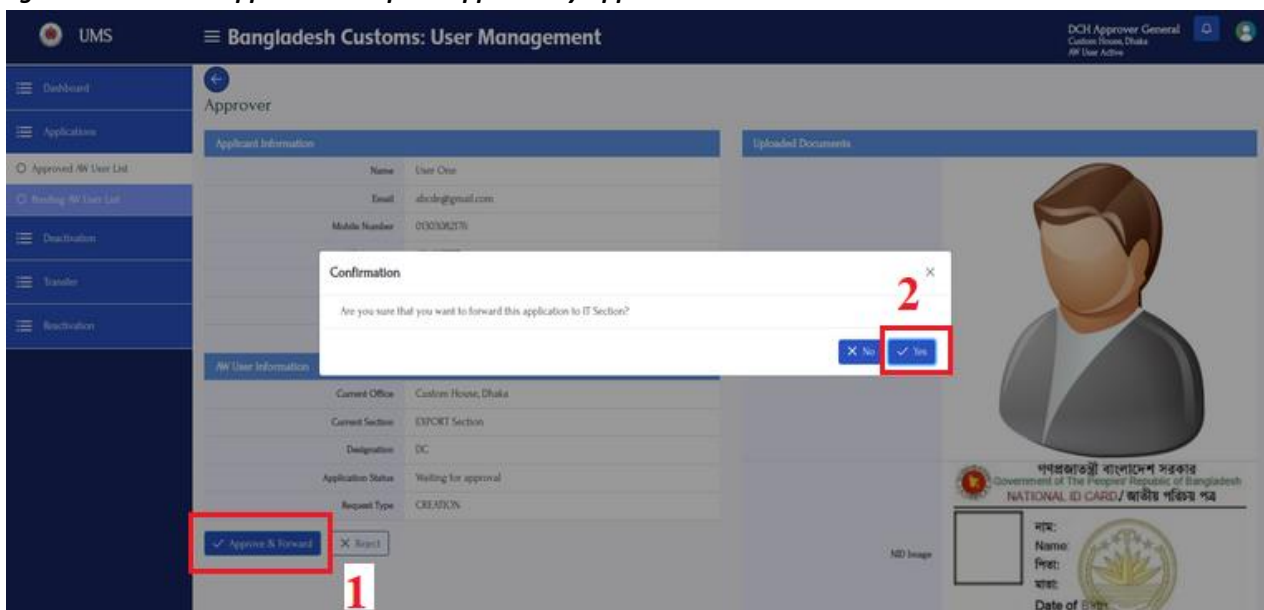


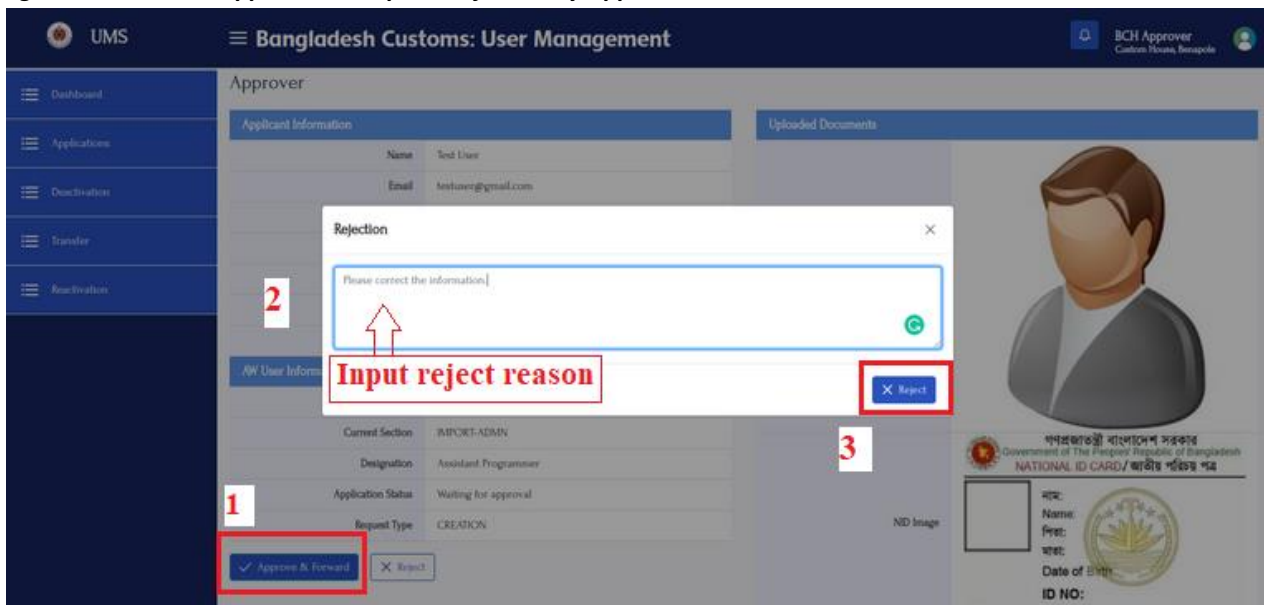
Figure 10: AW User Application Request Approval by Approver



1.4 - Request rejection by Approver

Approver will login with User ID and Password, then go to Menu **Applications**> **Pending AW User List**. In the view details page, click on the **Reject** button and input the reject reason. Finally click on the **Reject** button in the message box to complete the action.

Figure 11: AW User Application Request Rejection by Approver



1.5 - Approval by ICT Admin and send notification

ICT Admin User will create AW User in ASYCUDA System and will send a notification with an initial password to Applicant via SMS and Email.

Login by ICT Admin user with UMS User ID and Password, then go to **Applications> Pending List**

Select a specific user from the list for approval and click on the **View** icon.

Select AW Role and provide the initial Password. Finally, click on **Notify** button, System will send a notification automatically to Applicant with a registered mobile number and email address.

Figure 12: Detail view of Application to be verified by ICT Admin

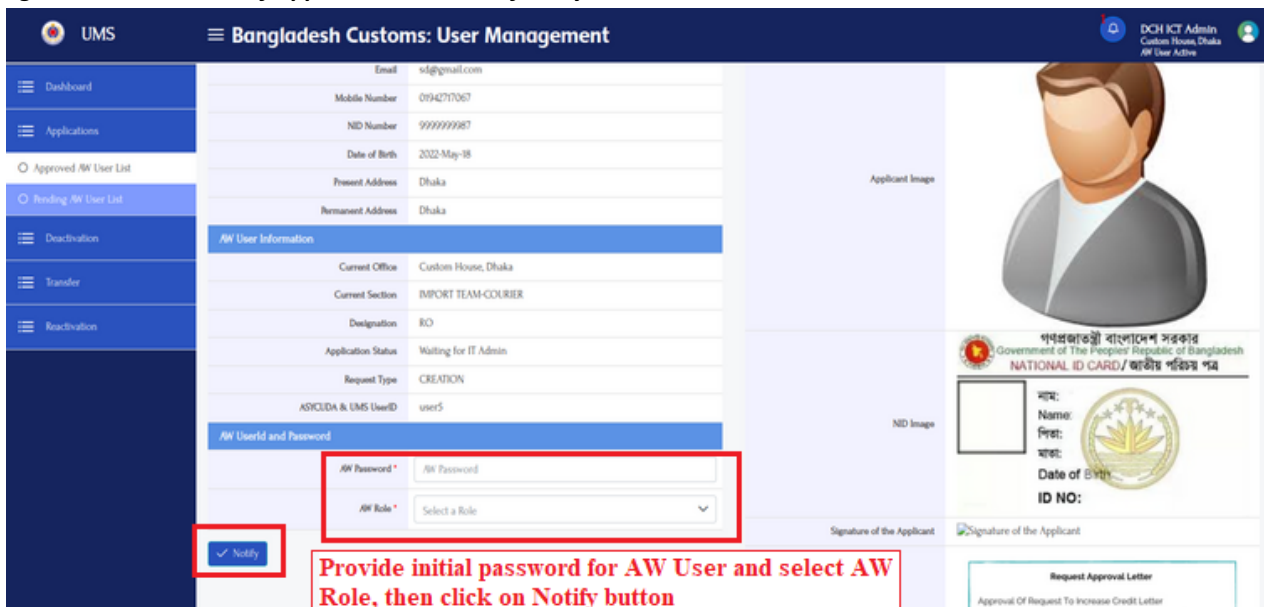
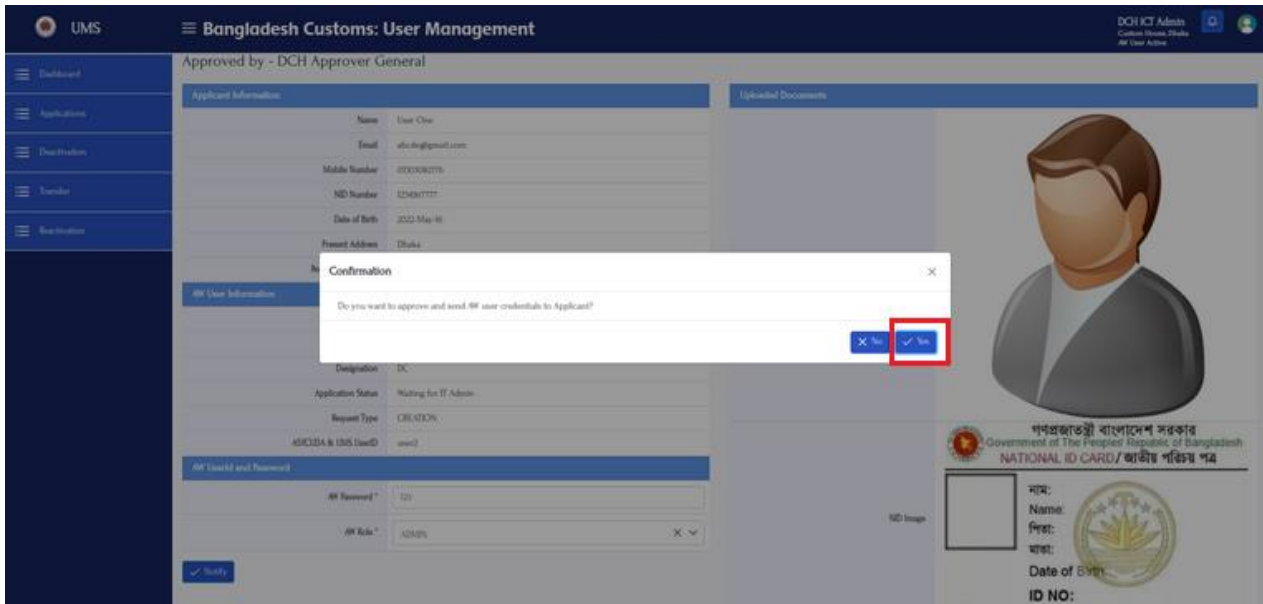


Figure 13: Approve and Send notification to Applicant by ICT Admin



2 - AW User Deactivation

Existing Users can request to deactivate AW User through this feature. The applicant will find the features, once his/her AW User is activated successfully, until the user is activated, can find the feature to request for AW User Deactivation.

2.1 - Deactivation request by Applicant

Login to Application with User ID and Password, then go to Menu **Applications> Request for Deactivation**. Applicant will request for deactivation in two cases:

Case 1: If User is transferred from one office to another office, he/she will request to deactivate the User Id

Case 2: if User is shifted to such a location where ASYCUDA activity is not available.

Steps to request for deactivation:

Fill up the form and click on **Submit** button.

Figure 14: Request form for AW User Deactivation by Applicant

The screenshot shows the 'Deactivation Request' form in the UMS system. The form has the following fields: 'Order Number' (text input), 'Order Date' (date input), 'Upload Office Order' (file upload button), and 'Remarks' (text area). A red box highlights the 'Submit' button at the bottom left. A red text box below the form reads: 'After filling up the form with required information, click on Submit button'.

- Once Applicant will submit the request it will be visible to Approver.
- After verification by Approver, if the request is acceptable, he/she forwards the request to ICT Admin, otherwise Approver will revert the request to Applicant for any correction.
- Finally ICT Admin will deactivate the UserId in ASYCUDA World System and send a notification to Applicant through UMS System.
- UMS system will generate a report as Deactivation Certificate of the Applicant automatically for future reference.

2.2 - Deactivation request by Office Admin

Office Admin User can do a request for **AW User Deactivation** in favor of an Applicant

After login to the system, go to Menu **AW User Profile> Deactivate AW User**

Fill up the form with the required information and click on **Submit** button.

Figure 15: AW User Deactivation form to be filled up by Office Admin

The screenshot shows the 'Deactivation Request' form in the UMS system. The form is titled 'Deactivation Request' and is located in the 'Bangladesh Customs: User Management' section. The form includes the following fields and controls:

- User Name ***: A dropdown menu with 'Select a User' and a close button (X).
- Order Section ***: A dropdown menu with 'Select a Office Section' and a close button (X).
- Order Number ***: A text input field with the placeholder 'Deactivation order number'.
- Order Date ***: A date picker field with the placeholder 'Order Date' and a calendar icon.
- Order Serial ***: A text input field with the placeholder 'Order serial number'.
- Order Office ***: A dropdown menu with 'Select a Office' and a close button (X).
- Upload Office Order ***: A file upload control with a 'Choose File' button and the text 'No file chosen'.
- Remarks**: A text area with the placeholder 'Please mention your reason here'.
- Submit**: A blue button with a checkmark icon and the text 'Submit'.
- Cancel**: A light blue button with an 'X' icon and the text 'Cancel'.

A red box highlights the 'Submit' button, and a red arrow points to it from a text box below the form that reads: 'After filling up the form with required information, click on Submit button'.

3 - AW User Transfer

The privileged user can find the AW User Transfer feature once AW User is inactive or in Deactivate mode. The system will not allow the Applicant to perform multiple time of transfer requests.

3.1 - Transfer request by Applicant

Login by **Applicant's** User ID and Password, then go to Menu **Applications> Internal Transfer**
Fill up the form with the required information and click on **Submit** button.

Figure 16: Entry form for AW User Internal Transfer by Applicant

The screenshot shows the 'Transfer Request' form in the UMS system. The form is titled 'Transfer Request' and is located under the 'Internal Transfer' menu item. The form contains the following fields:

- Order Number * (Text input)
- Order Date * (Date input)
- Current Section (Text input)
- Order Section * (Dropdown menu)
- Upload Office Order * (File upload button)
- Remarks (Text area)

A red box highlights the 'Submit' button, and a red callout box points to it with the text: "After filling up the form with required information, click on Submit button".

Note: If User is shifted to any section where ASYCUDA World activity is not available, then he/she will request to deactivate the UserID

3.2 - Transfer request by Office Admin

Office Admin User can do a Transfer Request in favor of Applicant
Login to System and go to Menu **AW User Profile> Transfer AW User**

Figure 17: Entry form for request for AW User Internal Transfer by Office Admin

The screenshot shows the 'Transfer Request' form in the UMS system for an Office Admin. The form is titled 'Transfer Request' and is located under the 'Transfer AW User' menu item. The form contains the following fields:

- User Name * (Dropdown menu)
- Order Section * (Dropdown menu)
- Order Number * (Text input)
- Order Date * (Date input)
- Order Serial * (Text input)
- Order Office * (Dropdown menu)
- Upload Office Order * (File upload button)
- Remarks (Text area)

A red box highlights the 'Submit' button, and a red callout box points to it with the text: "After filling up the required information, click on Submit button".

4 - AW User Activation

AW User reactivation will be enabled if AW User is deactivated. The system will not allow requesting for AW User reactivation if User mode is already active.

4.1 - Activation request by Applicant

Login with **Applicant User** and go to **Applications> User Activation**

Figure 18: Fill up request with the required information for AW User Reactivation

The screenshot shows the 'Activation Request' form in the UMS system. The form is titled 'Activation Request' and is located under the 'Applications' menu. The form contains the following fields:

- Order Number ***: A text input field with the placeholder 'Reactivation order number'.
- Order Date ***: A date input field with the placeholder 'Order Date'.
- New Office ***: A dropdown menu with the placeholder 'Select a Office'.
- Order Section**: A dropdown menu with the placeholder 'Select a Office Section'.
- Upload Office Order ***: A file upload button with the placeholder 'Choose File' and the text 'No file chosen'.
- Remarks**: A text area with the placeholder 'Please mention your reason here'.

At the bottom of the form, there are two buttons: a blue 'Submit' button with a checkmark icon and a 'Cancel' button with an 'X' icon. A red box highlights the 'Submit' button, and a red arrow points to it from a red text box that says: "After filling up the form with required informaton, click on Submit button".

4.2 - Activation request by Office Admin

Login with Office Admin and go to Menu **AW User Profile> Activate AW User**

Fill up the form with the required information and click on **Submit** button.

Figure 19: AW User Reactivation by Office Admin

The screenshot shows the 'Reactivation Request' form in the UMS system. The form is titled 'Reactivation Request' and is located under the 'AW User Profile' menu. The form contains the following fields:

- User Name ***: A dropdown menu with the placeholder 'Select a User'.
- Order Number ***: A text input field with the placeholder 'Reactivation order number'.
- Order Date ***: A date input field with the placeholder 'Order Date'.
- Order Serial ***: A text input field with the placeholder 'Order serial number'.
- Order Office ***: A dropdown menu with the placeholder 'Select a Office'.
- Order Section ***: A dropdown menu with the placeholder 'Select a Office Section'.
- Upload Office Order ***: A file upload button with the placeholder 'Choose File' and the text 'No file chosen'.
- Remarks**: A text area with the placeholder 'Please mention your reason here'.

At the bottom of the form, there are two buttons: a blue 'Submit' button with a checkmark icon and a 'Cancel' button with an 'X' icon. A red box highlights the 'Submit' button, and a red arrow points to it from a red text box that says: "After filling up the form with required information, click on Submit button."

5 - System Settings

Admin Users can access System Settings features. The Authorized user can manage Office (Create/Update), manage User (Create/Update), manage Section (Create/Update), and manage License (Create/Update) through this feature.

Go to System Settings> Manage User/Manage office/Manage Section/ Manage License

5.1 - Manage User

System Admin User can view the existing Office Admin User list

Go to System Settings> Manage User

Figure 20: Office Admin User List

#SI	Role Name	User ID	User Name	Office	Status	Active/Inactive	Action
1	Office Admin	officeadmin	Office Admin	Custom House, Dhaka	Active	<input type="checkbox"/>	

System Admin User can access this feature for **Office Admin** User management like creating a new user or updating the existing user information.

The privileged user will log in to the system using credentials and go to menu System Settings> Manage User

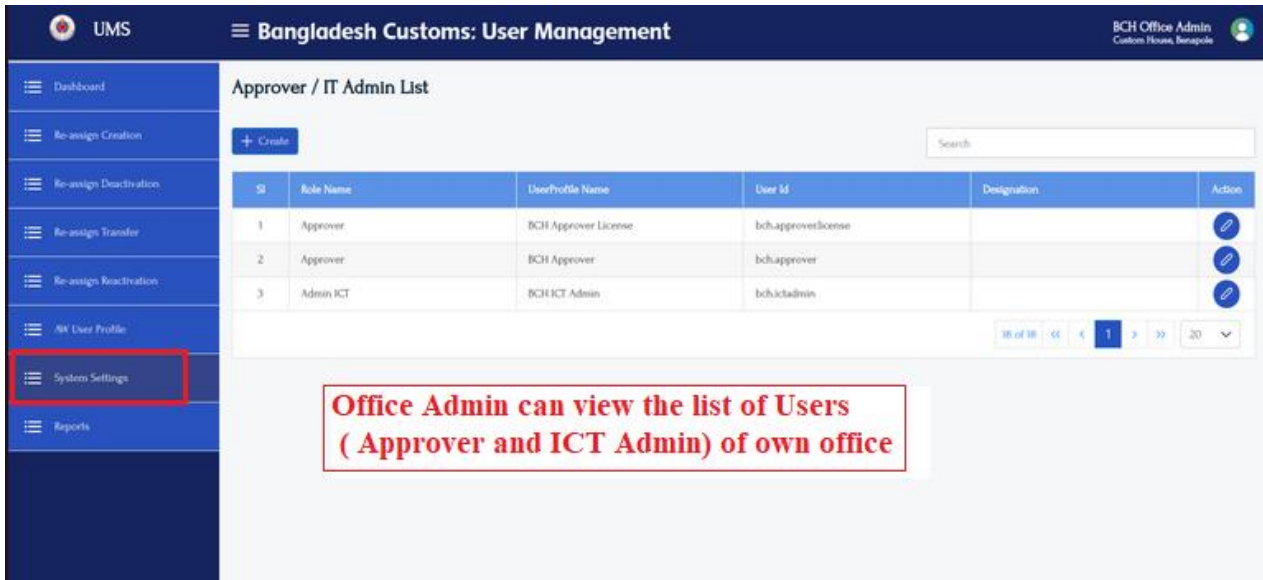
Figure 21: Fill up the User creation form with the required information to create a user

After filling up the form with required information, click on Submit button.

Office Admin User can view the Approver/IT User list of respective Office

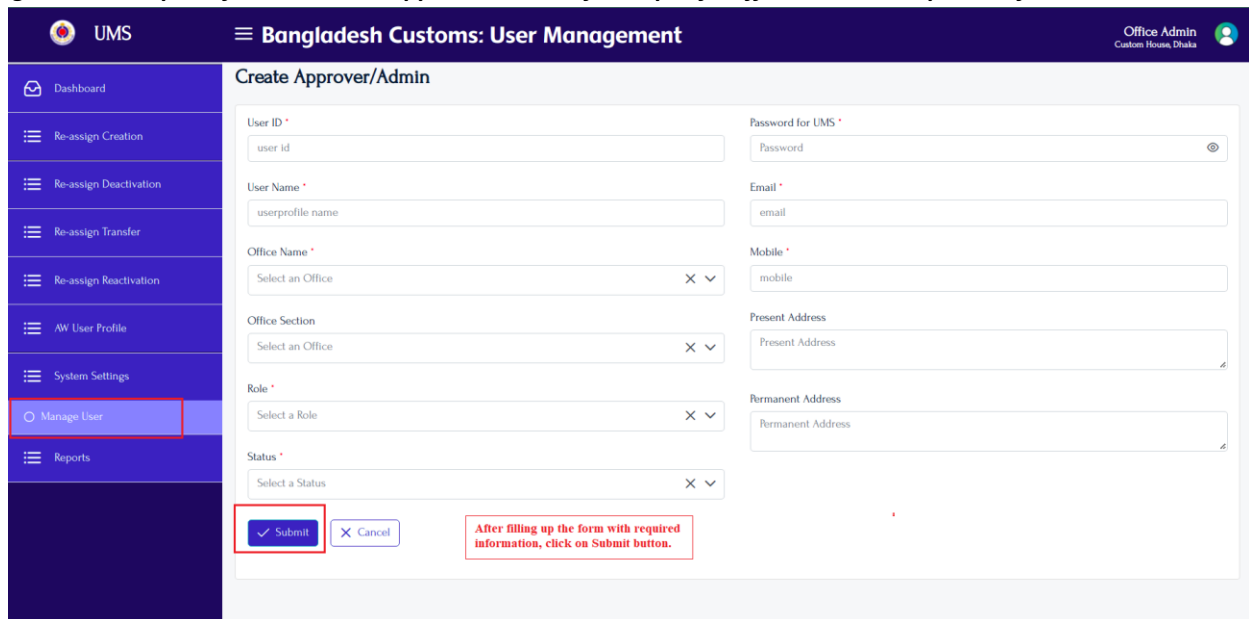
Go to System Settings> Manage User

Figure 22: Approver/IT User of a Specific Office



Office Admin Can create Approver/IT user for the respective office
 Go to System Settings> Manage User> Click on Button Create

Figure 23: Fill up the form to create Approver/IT User for a Specific office with the required information



5.2 - Manage Office

Login by **System Admin** user and go to menu System Settings> Manage Office, then click on **Create** button.

Input all the fields and then press the **Submit** button.

Figure 24: Create an Office with the required information

The screenshot shows the 'Create Office' form in the UMS system. The form is titled 'Create Office' and is located under 'System Settings' > 'Manage Office'. The form contains the following fields:

- Office Code * (code)
- Office Name * (name)
- Status * (Select a Status)
- Office Address1 * (address1)
- Office Address2 * (address2)
- Approver Office (Select an office for approver)
- ICT Admin Office (Select an office for ICT admin)
- Office Admin (Select an office for office admin)

At the bottom of the form, there are two buttons: 'Cancel' and 'Submit'. The 'Submit' button is highlighted with a red box. Below the buttons, there is a red text box that says: "After filling up the form with required information, click on Submit button."

System Admin User can view the office list

Login by **System Admin User** to the system and go to **System Settings > Manage Office**

Figure 25: List of Office

The screenshot shows the 'Office List' page in the UMS system. The page is titled 'Office List' and is located under 'System Settings' > 'Manage Office'. The page contains a table with the following columns: #Sl, Code, Name, Approving Authority, ICT Admin, Office Admin, Status, and Action. The table lists 13 offices:

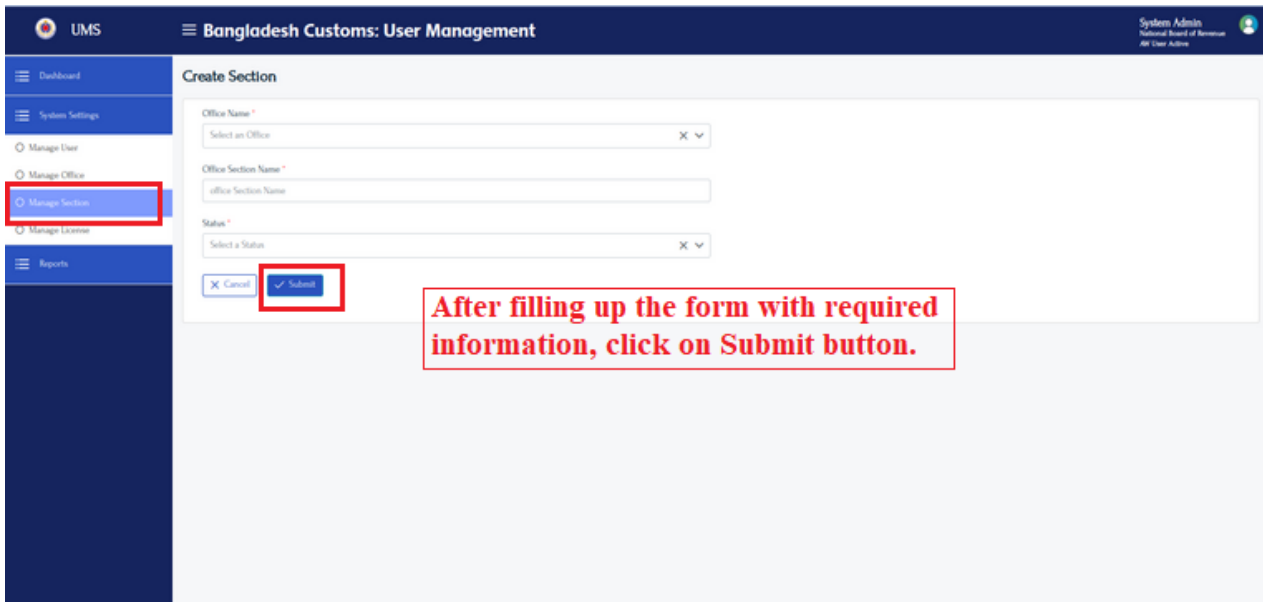
#Sl	Code	Name	Approving Authority	ICT Admin	Office Admin	Status	Action
1	100	National Board of Revenue	100	100	100	Active	
2	101	Custom House, Dhaka	101	101	101	Active	
3	102	ICD, Kamalapur	102	102	102	Active	
4	301	Custom House, Chittagong	301	301	301	Active	
5	352	Teknaf	101	100	352	Active	
6	501	Custom House, Mongla	501	501	501	Active	
7	502	Khulna Lc Station	502	502	502	Active	
8	601	Custom House, Benapole	601	601	601	Active	
9	752	Custom House, Pangaon	752	752	752	Active	
10	900	Common Office	900	900	900	Active	
11	05	Customs, Excise and VAT Commissionerate, Chittagong	05	05	05	Active	
12	06	Customs, Excise and VAT Commissionerate, Comilla	06	06	06	Active	
13	03	Customs, Excise and VAT Commissionerate, Dhaka(East)	03	03	03	Active	

5.3 - Manage Section

Login by **System Admin** and go to **System Settings > Manage Section**, then click on **Create** button

Fillup the creation form with the required information for a section of an office, then press the Submit button.

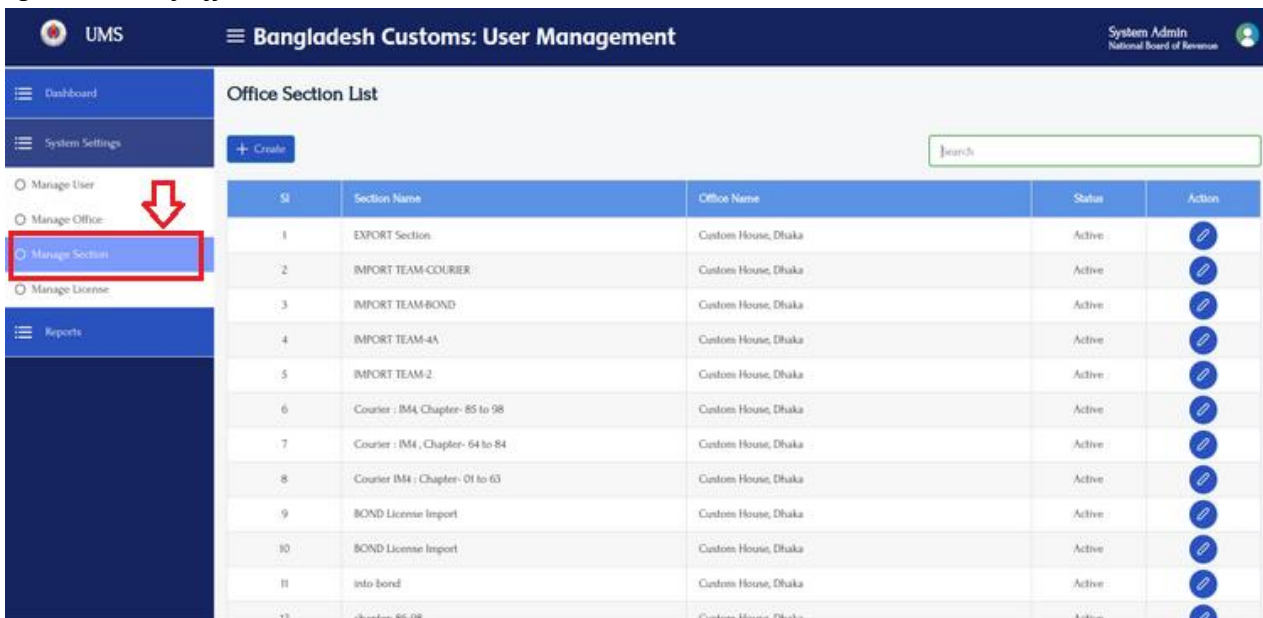
Figure 26: Entry form to create a Section of an Office



System Admin Users can view Office wise Section list

The privileged user will log in to the system, then go to System Settings>Manage Section

Figure 27: List of Office Section



5.4 - Manage License

Login by System Admin then go to System Settings> Manage License and click on Create Button.

Fill up the creation form with the required information and press Submit button

Figure 28: Entry form to create a license information

The screenshot shows the 'Create License' form in the UMS system. The form has the following fields:

- License No. * (text input)
- License Category * (dropdown menu)
- Name * (text input)
- Status * (dropdown menu)

At the bottom of the form, there are two buttons: 'Cancel' and 'Submit'. The 'Submit' button is highlighted with a red box. Below the form, a red-bordered text box contains the instruction: "After filling up the form with required information, click on Submit button."

System Admin users can view the list of licenses

Go to **System Settings>Manage License**

Figure 29: List of exiting License

The screenshot shows the 'License List' page in the UMS system. The page includes a sidebar with navigation options: Dashboard, System Settings, Manage User, Manage Office, Manage Section, Manage License (highlighted with a red box and a red arrow), and Reports. The main content area displays a table of licenses with the following columns: #Sl, License No., Name, Category, Status, Active/Inactive, and Action.

#Sl	License No.	Name	Category	Status	Active/Inactive	Action
1	102940453	BANGLADESH PARJATON CORPORATION	CnF Agent	Active	<input type="checkbox"/>	
2	102940454	SCOREPEW INTERNATIONAL	CnF Agent	Active	<input type="checkbox"/>	
3	102940455	PRITI ENTERPRISE	CnF Agent	Active	<input type="checkbox"/>	
4	102940457	SHOHEL & SENTU TRADING LTD.	CnF Agent	Active	<input type="checkbox"/>	
5	102940458	MIR EXPRESS LTD	CnF Agent	Active	<input type="checkbox"/>	
6	102940459	KOHINOOR AGENCIES	CnF Agent	Active	<input type="checkbox"/>	
7	102940460	RAHMAN BROTHERS C&F AGENCIES LTD.	CnF Agent	Active	<input type="checkbox"/>	
8	102940461	ECONOMIC SHIPPING CORPORATION	CnF Agent	Active	<input type="checkbox"/>	
9	102940462	THE BEST DENIM APPARELS LTD.	CnF Agent	Active	<input type="checkbox"/>	
10	102940463	PODAMDI	CnF Agent	Active	<input type="checkbox"/>	
11	102940464	RABBANI TRADING AGENCY	CnF Agent	Active	<input type="checkbox"/>	
12	102940465	SMART APPARELS LTD (PVT) LTD.	CnF Agent	Active	<input type="checkbox"/>	
13	102950466	ANGEL SHIPPING LTD	CnF Agent	Active	<input type="checkbox"/>	

6 - Security Settings

Admin Users and Applicants can access Security Settings features. The Authorized user can use Change Password, Forget Password through this feature.

6.1 - Change Password

Login by the privileged user (Super Admin/System Admin/Office Admin/Approver/IT Admin/Applicant)
Input old password, new password, confirm the password and then press change password

Figure 30: Change Password Option

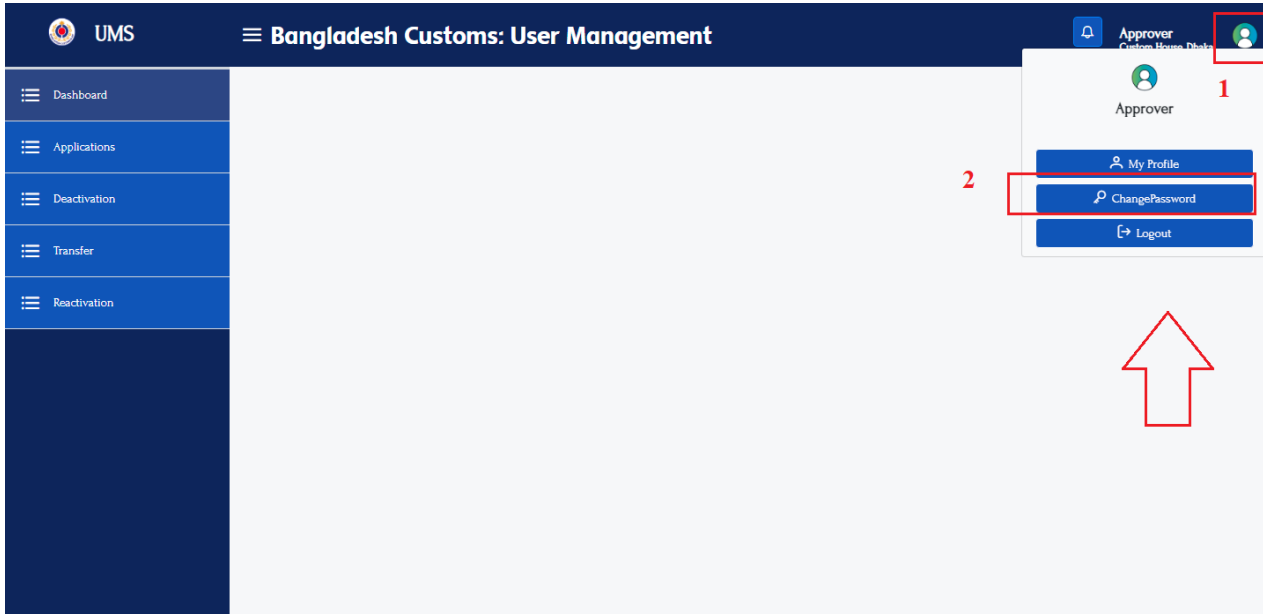
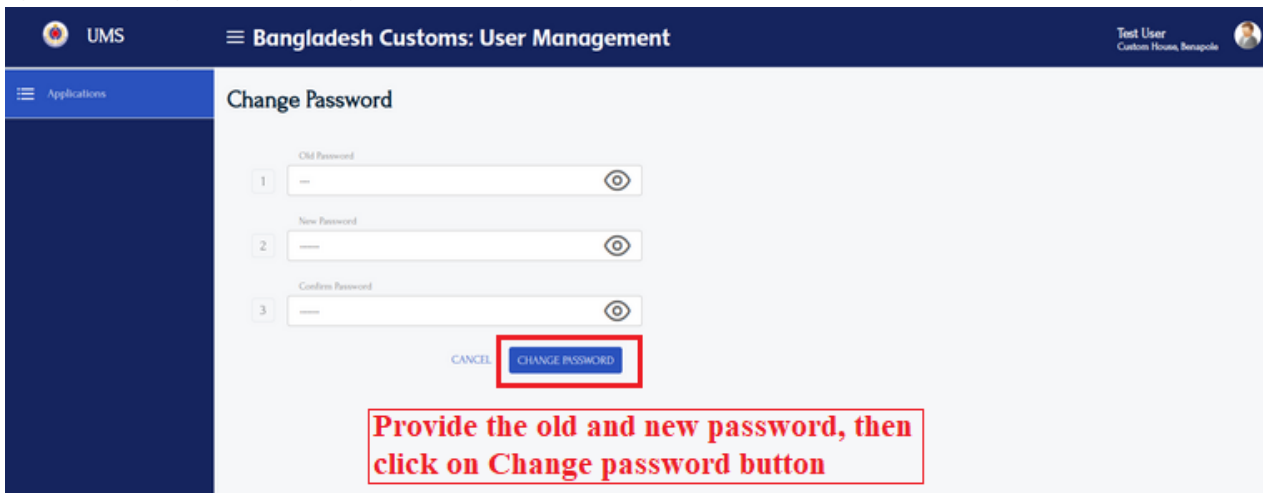


Figure 31: Change Password Page



6.2 - Forget Password

For all of the privileged Users (Super Admin/System Admin/Office Admin/Approver/IT Admin/Applicant)
Go to **Forget Password** in the login page, then Input User ID and click on Submit. The system will send the password to your registered email address.

Figure 32: Forget Password Option

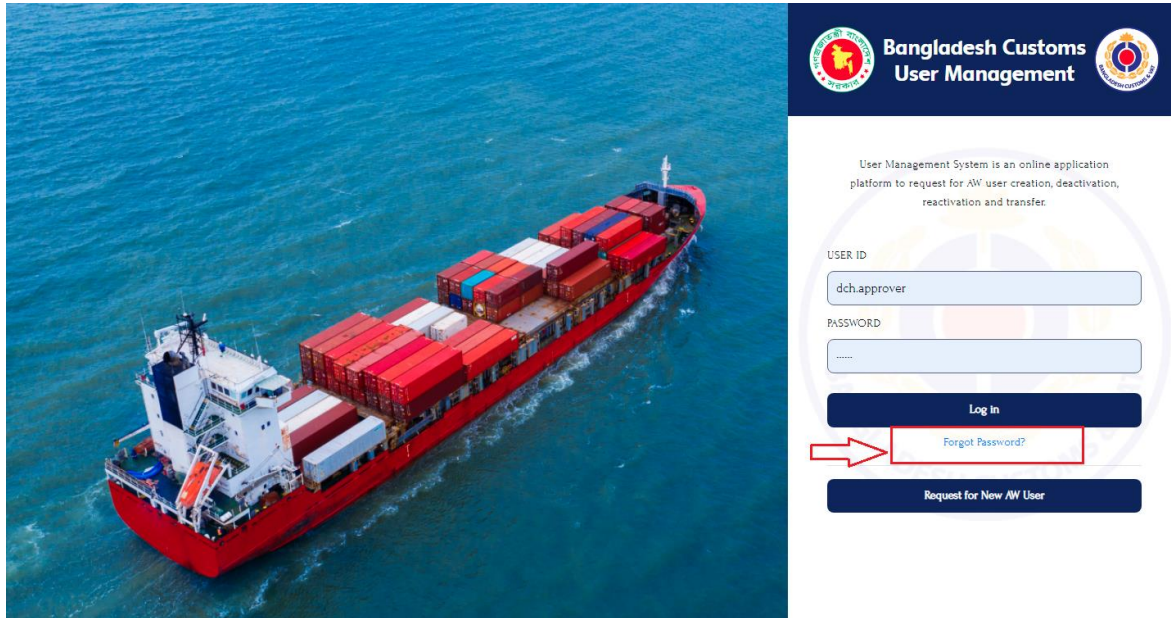


Figure 33: Forget Password Form



6.3 - User Profile

Login by the privileged user (Super Admin/System Admin/Office Admin/Approver/IT Admin/Applicant)
Tap to the Profile pic>My profile

Figure 34: User Profile Option

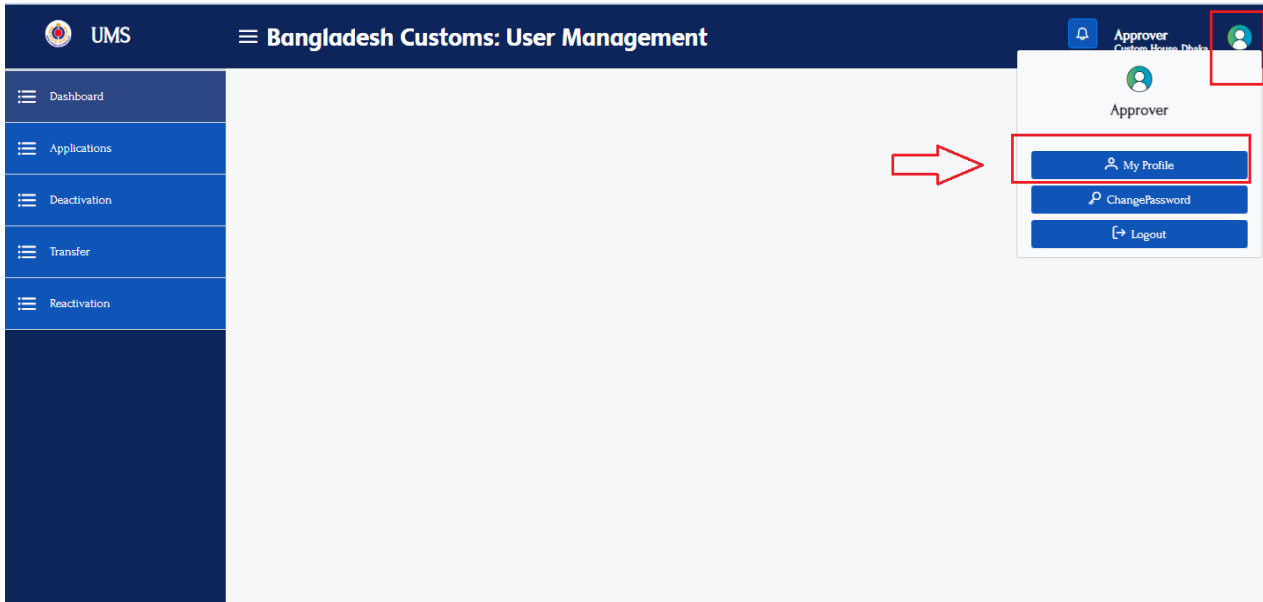
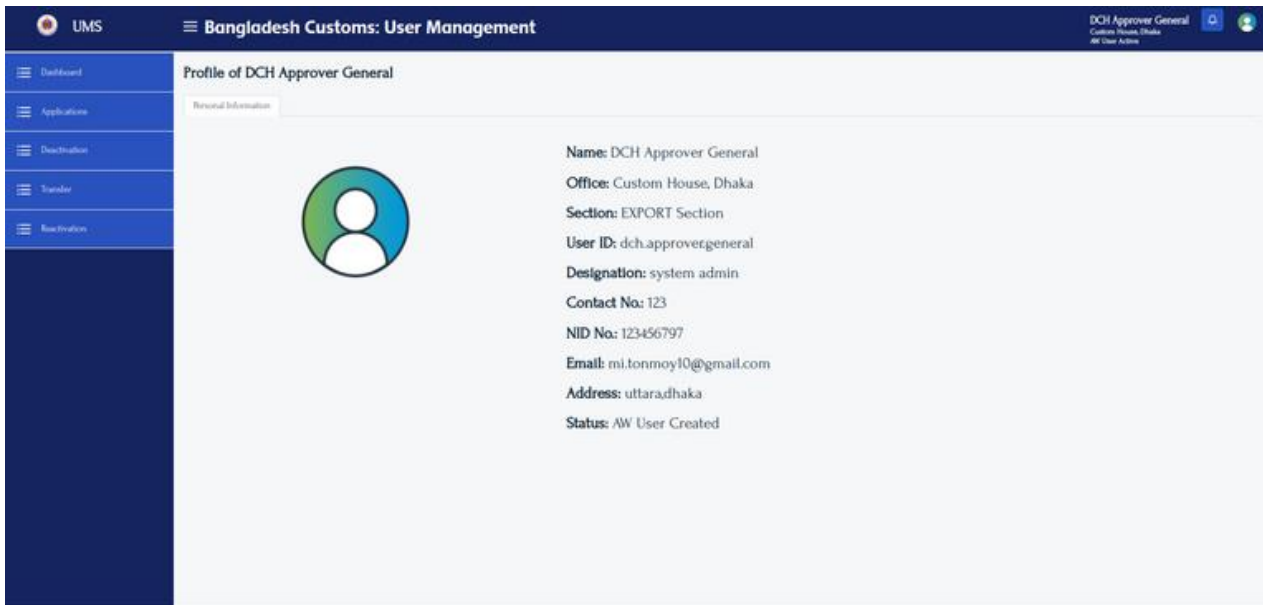


Figure 35: View User Profile



7 - Report

Login by the privileged User (Super Admin/System Admin/Office Admin/Approver/IT Admin)

Figure 36: Report: Officewise Applicants

Office Wise Applicants

1. Select report parameter (Office, Status), then click on Search button
2. save report clicking on Download PDF button

Office * National Board of Revenue X v Status Select a Status X v Download PDF Search

S/N	Name	User ID	Mobile No	Status
1	Super Admin	sa	01989856764	AW User Created
2	NBR Office Admin	nbroffice.admin	01989856765	AW User Created
3	NBR ICT Admin	nbrict.admin	01989856766	AW User Created
4	NBR Approver General	nbrapprovergeneral	01989856767	AW User Created
5	NBR Approver License	nbrapproverlicense	01989856768	AW User Created
6	System Admin	sysadmin	01989856777	AW User Created
7	Anan	anan	01770945699	AW User Deactivated

Figure 37: Report: Officewise Applications

Office Wise Applications

1. Select parameter (Office, Type, Status), then click on Search button to view report.
2. Save report clicking on Download PDF button

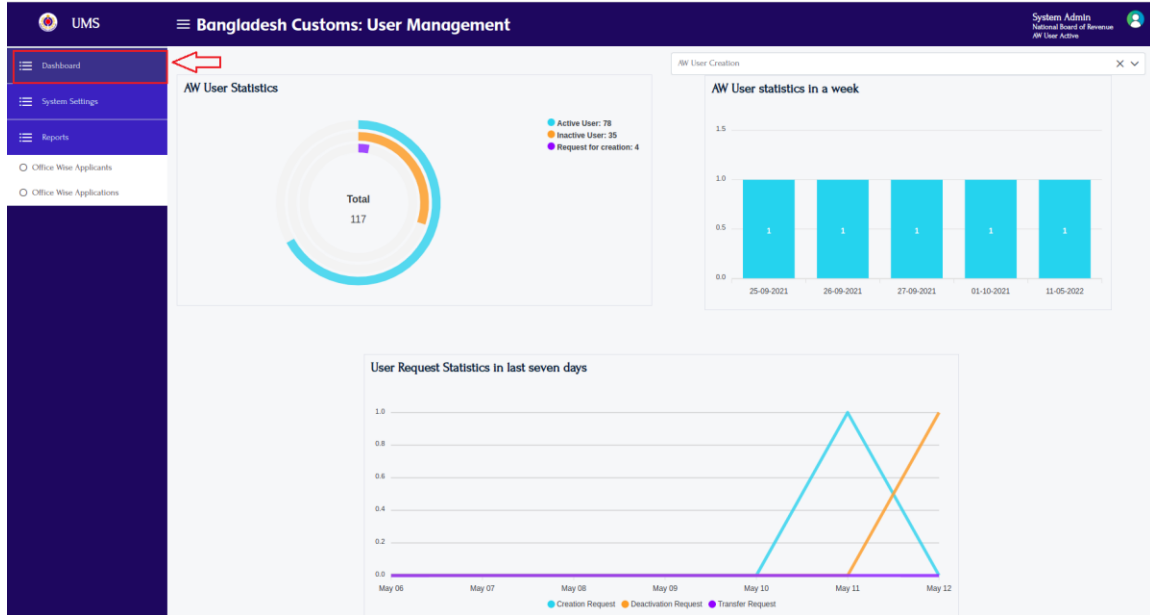
Office * Custom House, Dhaka X v Type Select a type X v Status Select a Status X v Download PDF Search

S/N	Name	User ID	Mobile No	Status
1	DCH Applicant General	dch.applicant.general	01989856762	AW User Created
2	DCH Applicant License	dch.applicant.license	01989856763	AW User Created
3	MAM HANIBUR RAHMAN	applicant-91	0194271757	Reverted to Applicant
4	LASKOR HASNA PARVIN	applicant-92	0194271758	Waiting for IT Admin
5	Shanima Nazim	applicant-93	0194271759	Waiting for approval
6	Md. Rozmin Ahmed	applicant-94	0194271760	Waiting for approval
7	Mithun Biswas	applicant-95	0194271761	Waiting for IT Admin
8	MD. NAZMUL AHSAN	applicant-96	0194271762	Waiting for approval
9	MIRJUL KUMAR BISWAS	applicant-97	0194271763	Waiting for approval
10	S.M. MICHEL ISLAM	applicant-98	0194271764	Waiting for IT Admin
11	Md. Sabbir Hossain	applicant-99	0194271765	Waiting for approval
12	Md. Abul Kalam Azad	applicant-100	0194271766	Waiting for approval

8 - Dashboard

Login by the privileged User (System Admin/Office Admin/Approver/IT Admin/) with credentials
Go to Menu **Dashboard**

Figure 38: User can view analytical information on exiting data in Dashboard



END