



**National Board of Revenue, Bangladesh**

**জাতীয় রাজস্ব বোর্ড, বাংলাদেশ**

---

**Government of the People's Republic of Bangladesh**

**National Board of Revenue**

**Rajashwa Bhaban, Segunbagicha, Dhaka-1000**

---

## **User Manual**

### **User Management System**

---

#### **Operational Guideline**

**Date of Release: Thursday, February 24, 2022**

**Version: 1.0.0**

## 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

## Table of Contents

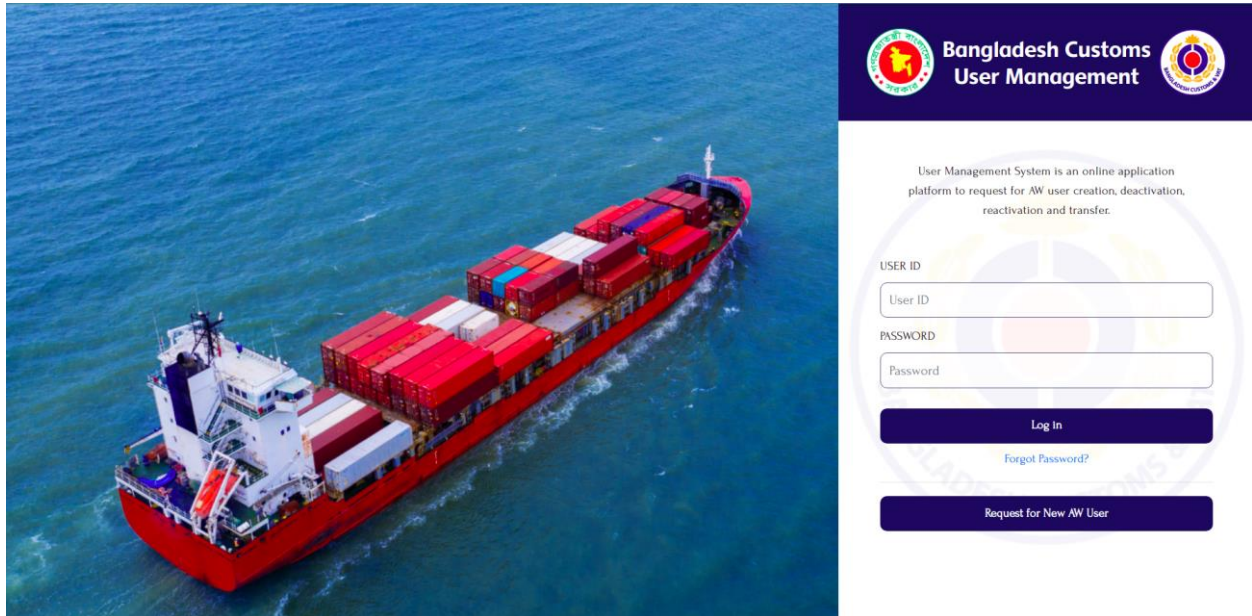
1 : AW User Creation .....	4
1.1 : View Application status by Applicant.....	5
1.2 : Request approval by Approver .....	5
1.3 : Request rejection by Approver .....	6
1.4 : Approval by ICT Admin and send notification.....	6
2 : AW User Deactivation .....	8
2.1 : Deactivation request by Applicant.....	8
2.2 : Deactivation request by Office Admin .....	8
3 : AW User Transfer .....	10
3.1 : Transfer request by Applicant.....	10
3.2 : Transfer request by Office Admin .....	10
4 : AW User Activation .....	11
4.1 : Activation request by Applicant.....	11
4.2 : Activation request by Office Admin .....	11
5 : System Settings.....	12
5.1 : Manage User .....	12
5.2 : Manage Office.....	14
5.3 : Manage Section .....	15
5.4 : Manage License .....	16
6 : Security Settings .....	18
6.1 : Change Password .....	18
6.2 : Forget Password .....	18
6.3 : User Profile .....	19
7 : Report .....	20
8 : Dashboard.....	21

# 1 : AW User Creation

The **Applicant** will go to browser (Google chrome, Mozilla Firefox etc. ) and find **User Management System** 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

**Figure 1: Login Page of User Management System**



**Applicant** can register and request for AW user creation through this feature. Firstly, they will need to register and fill-up the required information. System will verify the information and the authentication of the application generating OTP. Once the verification is completed, Application can be able to save the information as draft. System will provide user credentials to application after successfully saved. Applicant will login and send the application to Approver.

Go to **Request for New AW User** and then Input all the fields and then press **Next** button.

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

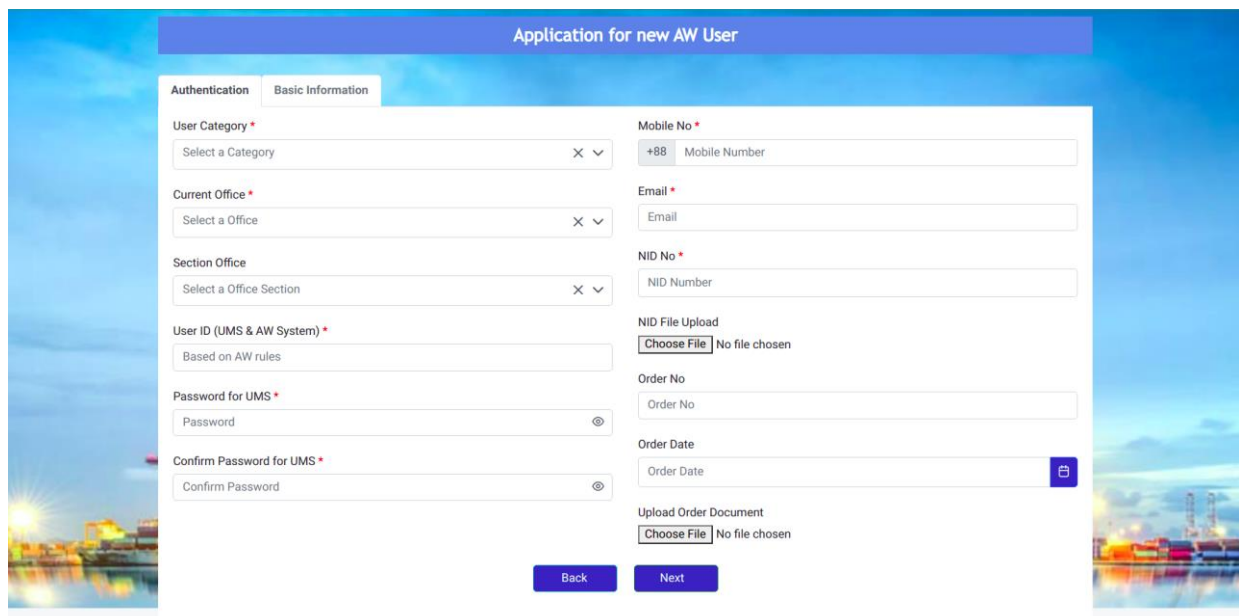


Figure 3: Entry form to provide Basic Information of an Applicant for AW User Creation

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

### 1.1 : View Application status by Applicant

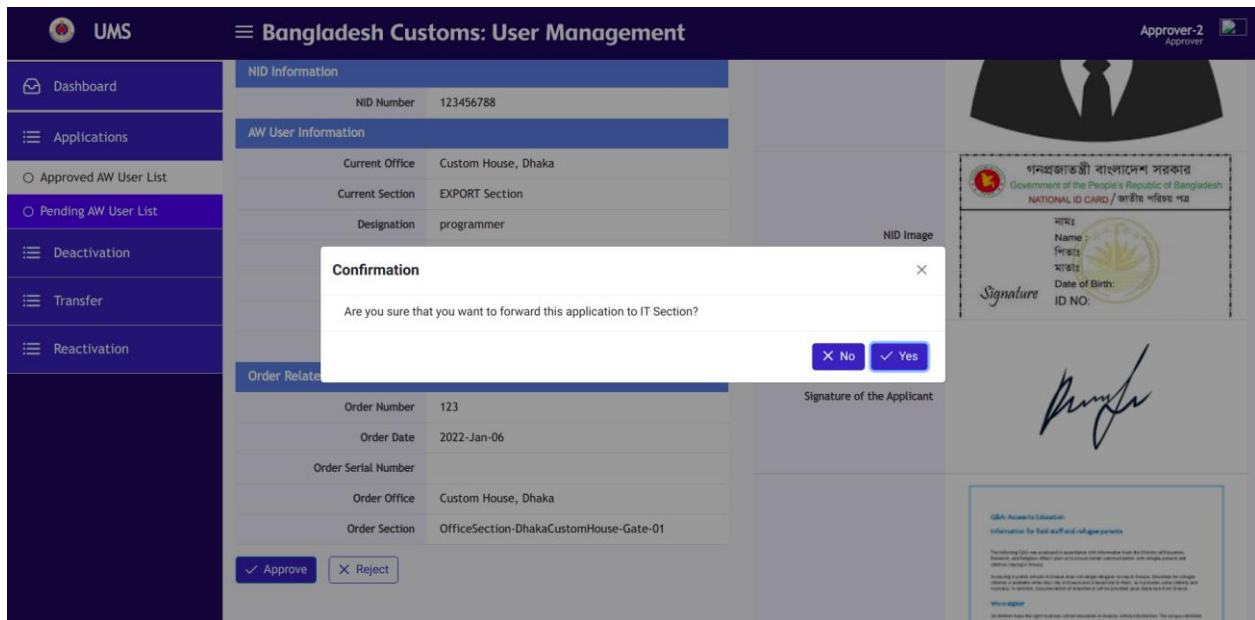
Login by Applicant and go to **Applications > View Application**

Figure 4: View Application details of AW User Creation request by Applicant

### 1.2 : Request approval by Approver

Login by Approver

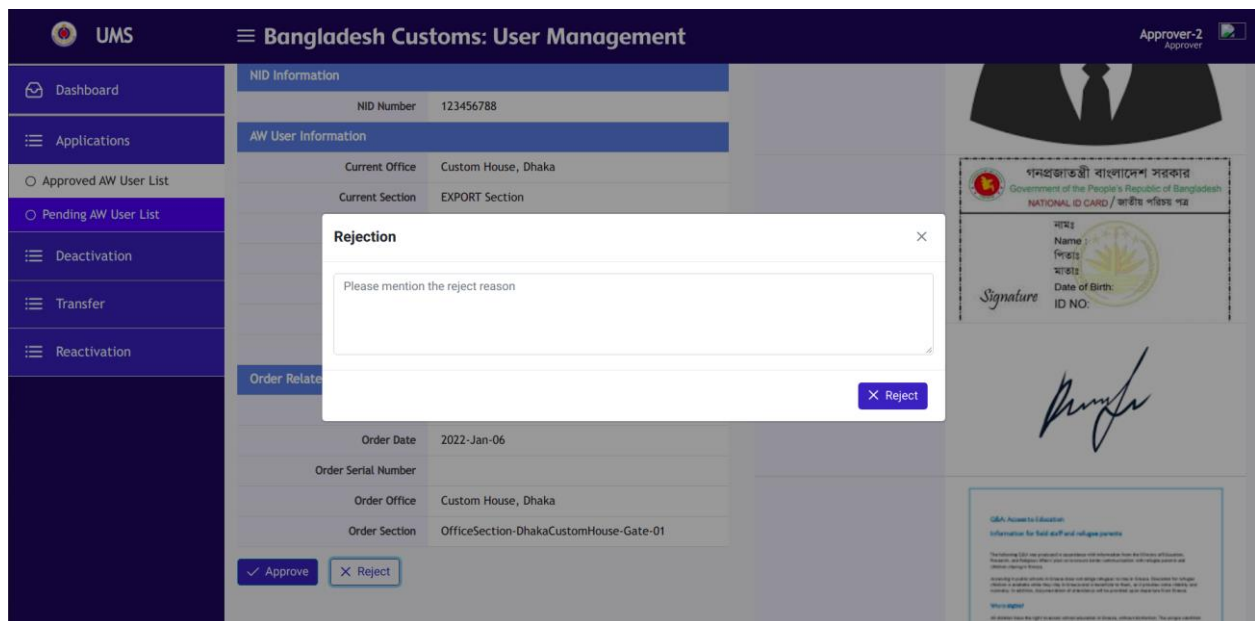
Figure 5: AW User Application Request Approval by Approver



### 1.3 : Request rejection by Approver

Login by Approver

Figure 6: AW User Application Request Rejection by Approver



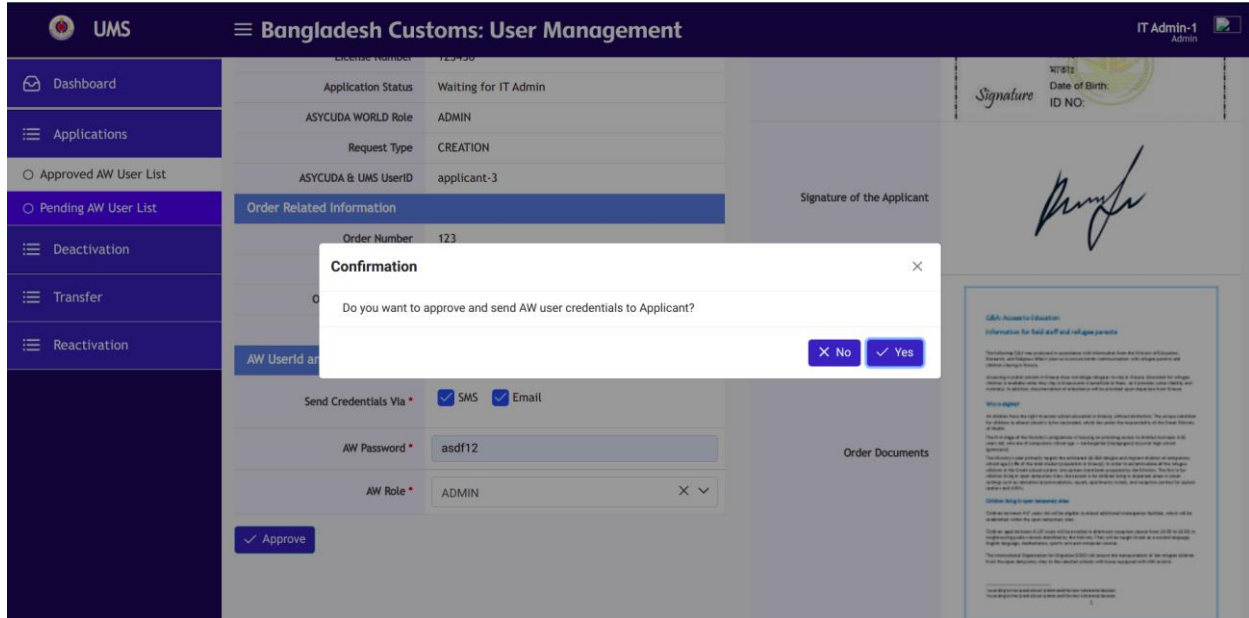
### 1.4 : Approval by ICT Admin and send notification

ICT Admin user will create AW User in ASYCUDA System and will send a notification with initial password to Applicant via User Management system.

Login by ICT Admin user with credentials and go to **Applications > Pending List**, select a specific user from the list for approval.

Select notification via (SMS, Email), AW Role and provide initial Password. Finally, click on **Approve** Button

Figure 7: AW User Application Request Approval by IT 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 by Applicant User and go to **Applications> Request for Deactivation**

**Figure 8: Request form for AW User Deactivation by Applicant**

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

- Order Number \***: A text input field labeled 'Deactivation order number'.
- Order Date \***: A date input field labeled 'Order Date' with a calendar icon.
- Order Serial \***: A text input field labeled 'Order serial number'.
- Order Office \***: A dropdown menu labeled 'Select a Office'.
- Order Section \***: A dropdown menu labeled 'Select a Office Section'.
- Upload Office Order \***: A file upload control with a 'Choose File' button and the text 'No file chosen'.
- Remarks**: A text area labeled '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 white 'Cancel' button with an 'X' icon.

### 2.2 : Deactivation request by Office Admin

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

Login by **Office Admin** and go to **AW User Profile>Request for Deactivation**



Figure 9: Fill up form with the required information for AW User Deactivation by Office Admin

The screenshot shows the 'Deactivation Request' form in the UMS system. The form is titled 'Deactivation Request' and is accessed by an 'Office Admin'. The form contains the following fields and sections:

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

At the bottom of the form, there are two buttons: 'Submit' (with a checkmark icon) and 'Cancel' (with an 'X' icon). The sidebar on the left contains the following navigation items:

- Dashboard
- Re-assign Creation
- Re-assign Deactivation
- Re-assign Transfer
- Re-assign Reactivation
- AW User Profile
- Request Creation
- Deactivate AW User (highlighted)
- Transfer AW User
- Reactivate AW User
- System Settings
- Reports

## 3 : AW User Transfer

The privileged user can find the AW User Transfer feature once AW User is inactive or 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** User and go to **Applications>Request for Transfer**

**Figure 10: Entry form for AW User Transfer by Applicant**

The screenshot shows the 'Transfer Request' form in the UMS system. The user is logged in as 'Applicant-03'. The form contains the following fields and controls:

- Order Number \***: Text input field with placeholder 'Transfer order number'.
- Order Date \***: Text input field with a calendar icon.
- Order Serial \***: Text input field with placeholder 'Order serial number'.
- Order Office \***: Dropdown menu with placeholder 'Select a Office'.
- Order Section \***: Dropdown menu with placeholder 'Select a Office Section'.
- Upload Office Order \***: Button labeled 'Choose File' with status 'No file chosen'.
- Remarks**: Text area with placeholder 'Please mention your reason here'.
- Submit** and **Cancel** buttons at the bottom.

### 3.2 : Transfer request by Office Admin

**Office Admin** User can do a Transfer Request in favor of Applicant

Login by privileged User and go to **AW User Profile>Request for Transfer**

**Figure 11: Entry form to request for AW User Transfer by Office Admin**

The screenshot shows the 'Transfer Request' form in the UMS system. The user is logged in as 'Office Admin'. The form contains the following fields and controls:

- User Name \***: Dropdown menu with placeholder 'Select a User'.
- Order Number \***: Text input field with placeholder 'Transfer order number'.
- Order Date \***: Text input field with a calendar icon.
- Order Serial \***: Text input field with placeholder 'Order serial number'.
- Order Office \***: Dropdown menu with placeholder 'Select a Office'.
- Order Section \***: Dropdown menu with placeholder 'Select a Office Section'.
- Upload Office Order \***: Button labeled 'Choose File' with status 'No file chosen'.
- Remarks**: Text area with placeholder 'Please mention your reason here'.
- Submit** and **Cancel** buttons at the bottom.

## 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>Request for Reactivation**

**Figure 12: Fill up request with the required information for AW User Reactivation**

The screenshot shows the 'Reactivation Request' form in the UMS system. The user is logged in as 'Applicant-03'. The form includes the following fields:

- Order Number \***: Text input for 'Reactivation order number'.
- Order Date \***: Text input for 'Order Date'.
- Order Serial \***: Text input for 'Order serial number'.
- Order Office \***: Dropdown menu for 'Select a Office'.
- Order Section \***: Dropdown menu for 'Select a Office Section'.
- Upload Office Order \***: File upload button labeled 'Choose File' with the text 'No file chosen'.
- Remarks**: Text area for 'Please mention your reason here'.

At the bottom of the form are 'Submit' and 'Cancel' buttons.

### 4.2 : Activation request by Office Admin

Login with Office Admin and go to AW User Profile>Request for Reactivation

**Figure 13: AW User Reactivation by Office Admin**

The screenshot shows the 'Reactivation Request' form in the UMS system. The user is logged in as 'Office Admin'. The form includes the following fields:

- User Name \***: Dropdown menu for 'Select a User'.
- Order Number \***: Text input for 'Reactivation order number'.
- Order Date \***: Text input for 'Order Date'.
- Order Serial \***: Text input for 'Order serial number'.
- Order Office \***: Dropdown menu for 'Select a Office'.
- Order Section \***: Dropdown menu for 'Select a Office Section'.
- Upload Office Order \***: File upload button labeled 'Choose File' with the text 'No file chosen'.
- Remarks**: Text area for 'Please mention your reason here'.

At the bottom of the form are 'Submit' and 'Cancel' buttons.

## 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 14: Office Admin User List**

#Sl	Role Name	User ID	User Name	Office	Status	Active/Inactive	Action
1	Office Admin	officeadmin	Office Admin	Custom House, Dhaka	Active	<input checked="" 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 login to the system using credentials and go to menu System Settings> Manage User

Figure 15: Fillup the User creation form with the required information to create a user

The screenshot shows the 'Create Office Admin' form in the UMS system. The form is titled 'Create Office Admin' and is part of the 'Bangladesh Customs: User Management' section. The form includes the following fields:

- User ID \* (text input)
- User Name \* (text input)
- Office Name \* (dropdown menu)
- Office Section Name (dropdown menu)
- Role \* (dropdown menu)
- Status \* (dropdown menu)
- Password for UMS \* (password input)
- Email \* (text input)
- Mobile \* (text input)
- NID No. \* (text input)
- Present Address (text input)
- Permanent Address (text input)

At the bottom of the form, there are two buttons: 'Submit' and 'Cancel'.

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

Go to System Settings> Manage User

Figure 16: Approver/IT User of a Specific Office

The screenshot shows the 'Approver / IT Admin List' table in the UMS system. The table is titled 'Approver / IT Admin List' and is part of the 'Bangladesh Customs: User Management' section. The table includes the following columns:

- #Sl
- Role Name
- UserProfile Name
- User Id
- Designation
- Action

The table contains 6 rows of data:

#Sl	Role Name	UserProfile Name	User Id	Designation	Action
1	Admin IT	IT Admin-1	itadmin-1	programmer	
2	Admin IT	IT Admin-2	itadmin-2	programmer	
3	Approver	Approver-1	approver-1	commissioner	
4	Approver	Approver-2	approver-2	commissioner	
5	Approver	Approver-3	approver-3	commissioner	
6	Approver	Approver-4	approver-4	commissioner	

At the top of the table, there is a '+ Create' button and a search bar. At the bottom of the table, there is a pagination control showing '6 of 6' and '1'.

Office Admin Can create Approver/IT user for the respective office

Go to System Settings> Manage User> Click on Button Create

Figure 17: Fill up the form to create Approver/IT User for a Specific office with the required information

The screenshot shows the 'Create Approver/Admin' form in the UMS system. The form is titled 'Create Approver/Admin' and is located under the 'Manage User' menu. The form includes the following fields:

- User ID \* (text input)
- Password for UMS \* (password input)
- User Name \* (text input)
- Email \* (text input)
- Office Name \* (dropdown menu)
- Mobile \* (text input)
- Office Section (dropdown menu)
- Present Address (text input)
- Role \* (dropdown menu)
- Permanent Address (text input)
- Status \* (dropdown menu)

At the bottom of the form, there are two buttons: 'Submit' and 'Cancel'.

## 5.2 : Manage Office

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

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

Figure 18: 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 the 'Manage Office' menu. The form includes the following fields:

- Office Code \* (text input)
- Office Name \* (text input)
- Status \* (dropdown menu)
- Office Address1 \* (text input)
- Office Address2 \* (text input)
- Approver Office (dropdown menu)
- ICT Admin Office (dropdown menu)
- Office Admin (dropdown menu)

At the bottom of the form, there are two buttons: 'Cancel' and 'Submit'.

**System Admin** User can view the office list

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

Figure 19: List of Office

#SI	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>Mange 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 20: Entry form to create a Section of an Office

**System Admin** Users can view Office wise Section list

The privileged user will login to the system, then go to System **Settings>Manage Section**

Figure 21: List of Office Section

#Sl	Section Name	Office Name	Status	Action
1	IMPORT TEAM-1	Custom House, Dhaka	Active	
2	IMPORT TEAM-3	Custom House, Dhaka	Active	
3	IMPORT TEAM-3A	Custom House, Dhaka	Active	
4	IMPORT TEAM-4A	Custom House, Dhaka	Active	
5	IMPORT TEAM-BAGGAGE	Custom House, Dhaka	Active	
6	IMPORT TEAM-4	Custom House, Dhaka	Active	
7	IMPORT TEAM-1A	Custom House, Dhaka	Active	
8	IMPORT TEAM-2A	Custom House, Dhaka	Active	
9	chapter: 1-22	Custom House, Dhaka	Active	
10	chapter: 84	Custom House, Dhaka	Active	
11	chapter: 85	Custom House, Dhaka	Active	
12	chapter: 86-98	Custom House, Dhaka	Active	
13	into bond	Custom House, Dhaka	Active	

## 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 22: Entry form to create a license information

**Create License**

License No. \*

License Category \*

Name \*

Status \*

**System Admin** users can view the list of license

Go to **System Settings>Mange License**



Figure 23: List of exiting License

The screenshot shows the 'License List' page in the UMS system. The page header includes 'UMS', 'Bangladesh Customs: User Management', and 'System Admin Custom House, Dhaka'. A sidebar on the left contains navigation options: Dashboard, System Settings, Manage User, Manage Office, Manage Section, Manage License (highlighted), and Reports. The main content area features a '+ Create' button and a search bar. Below these is a table with 13 rows of license data.

#SI	License No.	Name	Category	Status	Active/Inactive	Action
1	102940453	BANGLADESH PARJATON CORPORATION	CnF Agent	Active	<input type="checkbox"/>	
2	102940454	SCOREPEW INTERNATINAL	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 SHIPING 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 password and then press change password

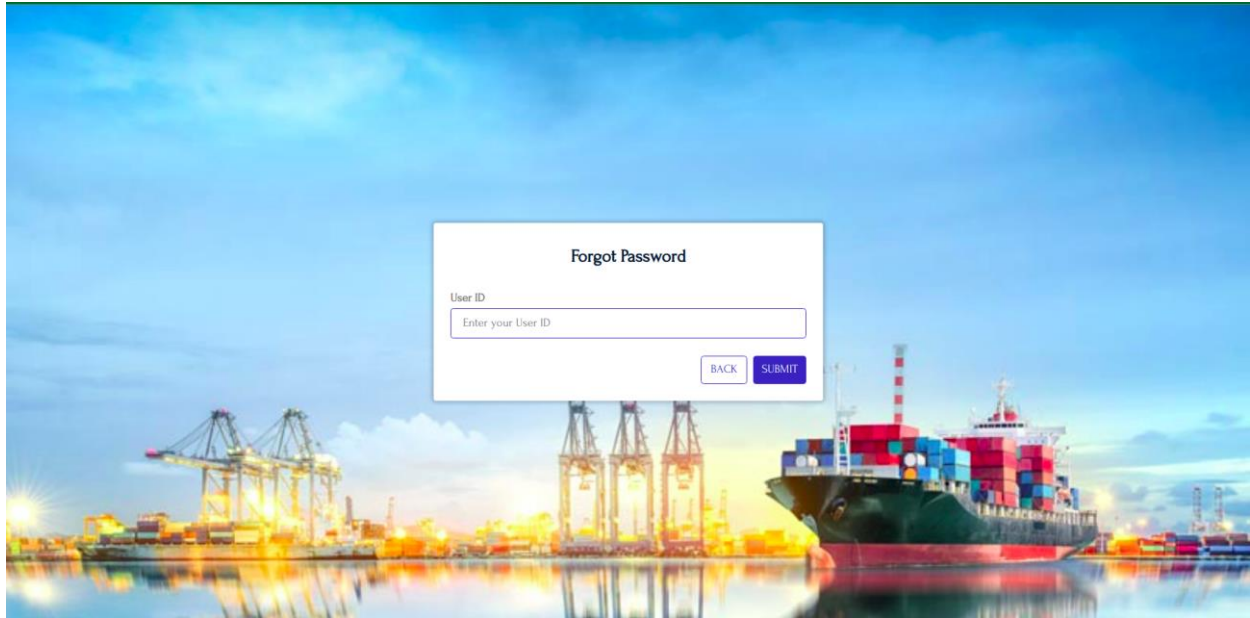
**Figure 24: Change Password**

### 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 login page, then Input User ID and click on Submit. System will send the password in your registered email address.

Figure 25: Forget Password

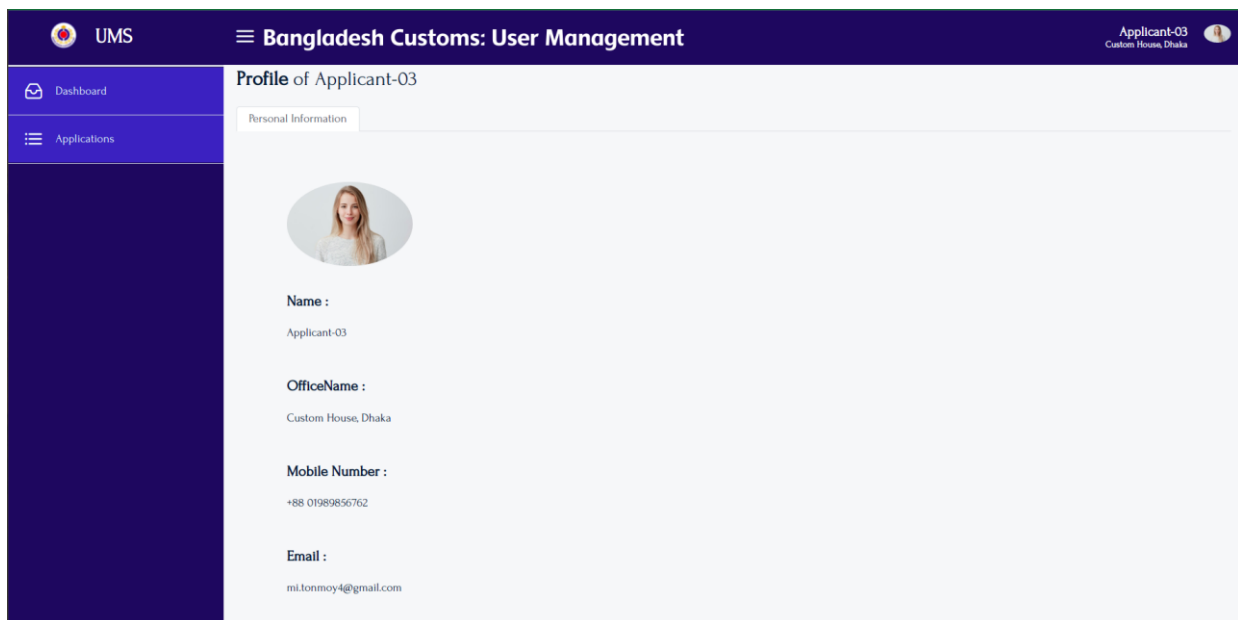


### 6.3 : User Profile

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

Tap to the Profile pic>My profile

Figure 26: User Profile



## 7 : Report

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

**Figure 27: Report**

The screenshot displays the 'Office Wise Applicants' report in the UMS system. The interface includes a sidebar with navigation options: Dashboard, System Settings, Reports, and /office-wise-applicants. The main content area shows the report title, filters for Office (Custom House, Dhaka) and Status (Waiting for approval), a 'Download PDF' button, and a search button. Below these is a table with the following data:

#SI	Applicant Name	User ID	Mobile No	Application Status
1	Applicant-01	applicant-1	01989856762	Waiting for approval
2	Applicant-04	applicant-4	01989856762	Waiting for approval

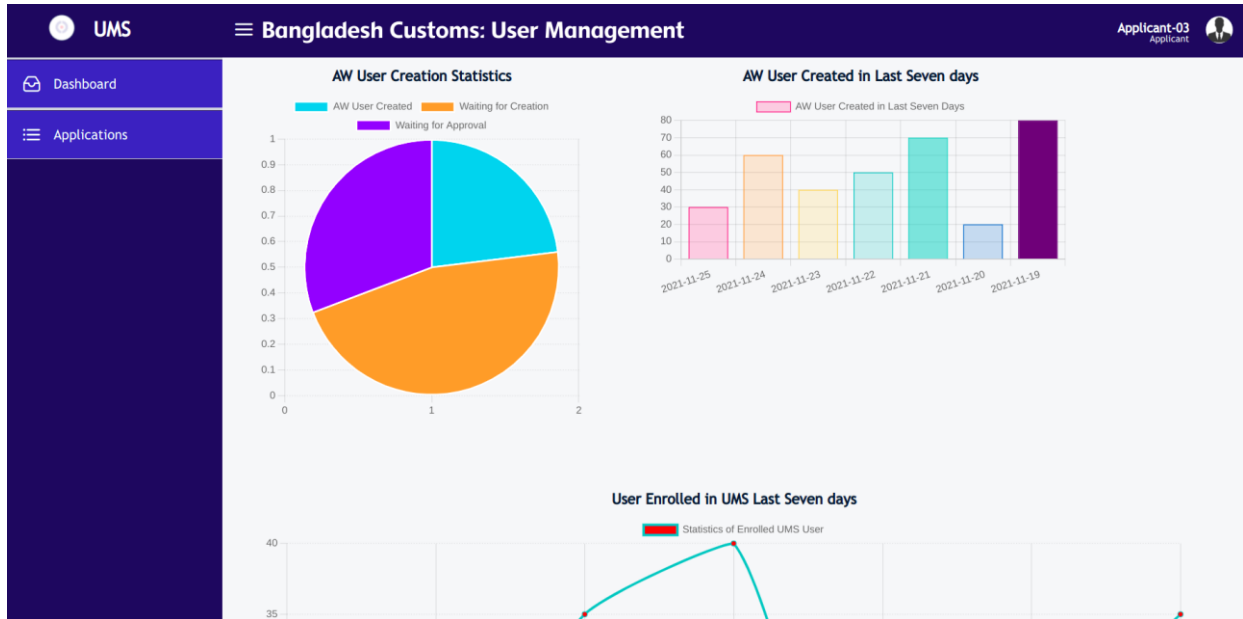
At the bottom right of the table, there is a pagination control showing '2 of 2' items, navigation arrows, and a page number '1' out of a total of '10'.

## 8 : Dashboard

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

Go to Menu **Dashboard**

**Figure 28: User can view analytical information on exiting data in Dashboard**



END