

ECITIBIZ BUSINESS/EXPATRIATE QUOTA END USER MANUAL

SECTION ONE: UNDERSTATING ECITIBIZ

Welcome to the eCitiBiz Automation End User Manual. Knowing what eCitiBiz web portal is and how to use its feature opens a completely new experience for effectiveness and efficiency. This manual will show you how to use the eCitiBiz web Portal. The goal of this manual is to make you master the use of eCitiBiz web portal to your advantage. Once you understand this manual, your familiarity and confidence in using eCitiBiz web portal will be effective, making the web portal a more useful tool for you.

OBJECTIVES

- To ensure that every user understands the concept of eCitiBiz Automation.
- To ensure that every user of the portal understands the user profile.
- To understand the concept of Expatriate Quota Application.
- To understand how to access the services as regards Expatriate Quota application.
- To understand the concept of Fee payment and its accessibility on the portal.
- To understand the workability of the Notification and Messaging aspect of the portal.

SECTION TWO: GETTING STARTED

To access the eCitiBiz web portal,

1. Open a browser on your computer.
2. On the address bar type www.ecitibiz.interior.gov.ng
3. eCitiBiz web portal will be loaded, follow the procedures on how to register to start using the eCitiBiz web portal.

SECTION THREE: THINGS YOU NEED TO KNOW BEFORE YOU REGISTER

Hover on Expatriate Quota Services at the top of the Menu bar to view the following information;

1. Click on **Overview** to know more on the services under Expatriate Quota
2. Click on **Requirements** to know the necessary documents you would need to complete your application.
3. Click on **Fees Details** to view the amount for each service.

SECTION FOUR: HOW TO REGISTER A CORPORATE ACCOUNT (Business Expatriate Quota):

1. Click on **New User Registration**.
2. Click on **Register Now**.
3. Select Account type: **Corporate Account (Business-Expatriate Quota)**.
4. Fill in Registration form (all fields are required).
5. Enter valid email address.
6. Enter a strong password (Make sure you remember your password).
7. Click on **I Agree to the Terms of Use** check box.
8. Click on **Register** Button.
9. A **Preview** of the registration page will be displayed. Check if all information is correct and click on **Register** button.

Note: Notification will be sent to the E-mail Address and Phone Number provided.

SECTION FIVE: EMAIL VERIFICATION

After completing your registration, you must verify your email address:

1. Login to your email to activate your account.
2. Click on link **Click Here** to complete your email verification process of your account. (You will be redirected to the eCitiBiz portal which confirms that your email has been verified. User can now log in using their registered Email address and Password.)

SECTION SIX: HOW TO LOGIN:

Once you type the eCitiBiz web address www.ecitibiz.interior.gov.ng, the home page will show up;

1. Click on **Login** at the top of Menu bar.
2. Enter your **Email Address**.
3. Enter your **Password** and click the **Login** button.

Note: Click on **Forgot your Password?** If you have forgotten your password and need a new one.

SECTION SEVEN: HOW TO MAKE PAYMENT

After filling an application for any of the Expatriate Quota services, before an application can be submitted for processing, payment has to be made.

There are two types of payment methods: You can either pay **Online** using your card details or pay **Through bank or POS**.

Your Payment Summary page will come up once you click **Proceed** from the summary page of your application. Click Online Pay to use the online payment method or Click Pay through Bank or POS to generate RRR (Invoice) for your offline payment.

❖ Online Payment Method:

1. Select **Online Pay** as your payment method.
2. Click on **Online Pay** to proceed to Remita payment portal or **Cancel** if you decide to pay later.
3. Select **How you want to pay** and fill in your Card details.
4. Click on **Submit** to complete the process or **Reset** to start again. (A payment summary is automatically displayed).
5. An Authentication page will come up. Click on **Submit**. You will be redirect back to the eCitiBiz portal.
6. If transaction is successful Remita will redirect you back to the eCitiBiz portal.
7. Your Payment Invoice will show on the Screen.
8. Click on **Print** for your payment Invoice.
9. Click on **My Application** to view your application status.
10. An Email and SMS notification will be sent to you once payment is successful.

Note:

- If transaction was not successful, your application will be placed on **Pending**.
- For application on Save as Draft, click on **Edit** and you will be able to edit the application and process the payment all over again.
- Your Application will not be submitted until the payment is made.
- You can always print your payment receipt from the **Payment History** under User profile.

❖ Payment Through Bank or POS:

1. Select **Pay through Bank or POS**.
2. Click on **Proceed** to view your Remita Retrieval Reference (RRR code).
3. Click **Print** to print a copy of your payment Invoice (RRR code) to pay at any bank of your choice or POS.
4. An Email and SMS notification will be sent once payment has been confirmed.
5. Click on **My Application** to view your application status.

Note:

- You can always go back to **My Application** in User profile and pay via Online if you decide to change your payment method.
- Your Application will not be submitted until payment is made.
- You can always print your payment receipt from the **Payment History** under your profile.

SECTION EIGHT: UNDERSTANDING USER'S ACCOUNT

Each user has an account on the eCitiBiz portal. The account provides a lot of features. To access the User profile, click on the icon at the top right side of the screen after login (which has the name welcome Username under it):

1. Click on **View Profile** to view, edit and update some account information.
2. Click on **Change Password** to reset your password.
3. Click on **My Application** to view all your applications, as well as track the progress of each application.
4. Click on **Payment History** to view the records of all payments you have made and for which purpose or application those payments were made. Click on **View** to view a copy of your Payment Receipt.
5. Click on **Notification** to view all messages and notifications sent to you on the activities carried out on the portal.
6. Click on **Add Account** to add another account to your existing account (Like Place of Worship or Marriage & Citizenship).
7. Click on **Chat with us** to communicate with an online representative.
8. Click on **Logout** to exit your account.

SECTION NINE: BUSINESS APPLICATIONS

A. Basic Company Profile: Immediately you log into your account, **Basic Company Details** is the first step a user will complete before making any application.

Company profile entry:

Complete the details for **Basic Company Details**.

1. Click and complete details for **Details of Director/Proprietors/Partners/Owners**.
2. Click and complete details for **Financial Information**.
3. Click and complete details for **Bank Details**.
4. Click and complete details for **Summary of Nigerian Staff**.
5. Click on **Nigeria Investment Promotion Commission** and select **Yes** if your company is registered with NIPC and upload the registration form. If not processed.
6. Click and upload all necessary documents **Upload document**.

Note:

- Companies whose business class type is a Joint Venture or Wholly Foreign will have the **Business Permit** button available for them to apply immediately.
- Companies whose business class types is State Government, NGOs or Indigenous will have the **Establishment Grant** button available for them to apply immediately.

B. How to Apply for Business Permit:

1. Click on **Apply for Business Permit**.
2. After filling the basic company profile form, a pop up message will be displayed.
3. Select **Yes** if you want to add another application (multiple application) and click on application of choice. The application page will be opened for you to fill.
4. Select **No** if you are applying for only Business Permit and click on **Proceed to payment**.
5. A summary page is displayed for the user to verify that all information has been inputted correctly.
6. Tick the **Check box** at the bottom of the summary page to declare that all information is true.
7. Your Payment Summary page will come up. Click **Online Pay** to use the online payment method or Click **Pay through Bank or POS** to generate RRR (Invoice) for your offline payment.

C. How to Apply for Establishment Grant/Expatriate Quota:

1. Hover on **Expatriate Quota** on the Navigation bar and select Establishment Grant/Expatriate Quota. (Or after filling the basic company profile form, click on **Apply for Establishment Grant**).
2. State reason for request, upload all necessary documents required and fill the expatriate quota position details.
3. Click on **Add More Position** if you want to add another Expatriate position. (The **Remove** button is provided if you want to delete any added position).
4. Click on **Proceed** after filling all the necessary details.
5. A pop up Notification will display, select **Yes** if you want to add another application and Click on application of choice. Or select **No** and click on **Proceed to payment**.
6. A summary page is displayed for the user to verify that all information has been inputted correctly.
7. Tick the **Check box** at the bottom of the summary page to declare that all information is true.
8. Click **Proceed to payment** and follow the payment process to pay your processing fee.
9. Your Payment Summary page will come up. Click **Online Pay** to use the online payment method or Click **Pay through Bank or POS** to generate RRR (Invoice) for your offline payment.

Note: Do not refresh the page

D. How to Apply for Renewal of Expatriate Quota:

1. Hover on **Expatriate Quota** on the Navigation Bar.
2. Click on **Apply for Renewal Expatriate Quota**.
3. You will be redirected to a page that shows a Table containing the list of all Expatriate Quota Services the User has applied for. Click on the Expatriate Quota application you wish to renew.
4. Upload the required document
5. Click on **Renew All** to renew all the expatriate quota positions for available for that particular application.

Note: There is a check box **Check to Renew Position**, you can tick the **Checkbox** to choose the Expatriate Quota Position to Renew.

6. You can click **Save to Draft** to save the application and Continue Later or click **Cancel** to terminate the application.
7. Click on **Proceed** after filling all the necessary information.
8. A pop-up Notification will display, select **Yes** if you want to add another application and Click on application of choice. Or select **No** and click on **Proceed to payment**.
9. A summary page is displayed for the user to verify that all information has been inputted correctly.
10. Tick the **Check box** at the bottom of the summary page to declare that all information is true.
11. Click **Proceed to Payment** in summary of application and proceed to payment.
12. Your Payment Summary page will come up. Click **Online Pay** to use the online payment method or click **Pay through Bank or POS** to generate RRR (Invoice) for your offline payment.

Note: Do not refresh the page

E. How to Apply for Amendment of Business Permit:

1. Hover on **Expatriate Quota** on the Navigation Bar.
2. Click on **Apply for Amendment of Business Permit**.
3. On the displayed page, select the fields you want to amend from the dropdown **Amendment of Fields**.
4. When you select the option you want to amend, the system automatically fills the current information into the **Current Field** and you will be required to fill the new information into the **New Input Field**.
5. Fill and Upload all necessary information for the application.
6. You can click **Save to Draft** to save the application and continue later or click **Cancel** to terminate the application.
7. Click on **Proceed** after filling all the necessary information.
8. A pop-up Notification will display, select **Yes** if you want to add another application and Click on application of choice, or Select **No** and click on **Proceed to payment**.

9. A summary page is displayed for the user to verify that all information has been inputted correctly.
10. Tick the **Check box** at the bottom of the summary page to declare that all information is true.
11. Click **Proceed to Payment** in summary of application and proceed to payment.
12. Your Payment Summary page will come up. Click **Online Pay** to use the online payment method or click **Pay through Bank or POS** to generate RRR (Invoice) for your offline payment.

Note: Do not refresh the page

F. How to Apply for Redesignation of Expatriate Quota Position (EQP):

1. Hover on **Expatriate Quota** on the Navigation Bar.
2. Click on **Apply for Redesignation of EQP**.
3. You will be redirected to a page that shows a Table containing the list of all Expatriates. Select one or more expatriates you want to re-designate and click on **Next**.
4. Click on the Button **Enter New Position**.
5. A textbox will appear under the Column **New Position** where you will be prompted to type the New Position and click on the **Update** button under the Action column.
6. Fill all necessary information for the application.
7. You can click **Save to Draft** to save the application and continue later or click **Cancel** to terminate the application.
8. Click on **Proceed** after filling all the necessary information.
A pop-up Notification will display, select **Yes** if you want to add another application and click on application of choice. Or select **No** and click on **Proceed to payment**.
9. A summary page is displayed for the user to verify that all information has been inputted correctly.
10. Tick the **Check box** at the bottom of the summary page to declare that all information is true.
11. Click **Proceed to Payment** in summary of application and proceed to payment.

12. Your Payment Summary page will come up. Click **Online Pay** to use the online payment method or click **Pay through Bank or POS** to generate RRR (Invoice) for your offline payment.

Note: Do not refresh the page

G. How to Apply for Relinquishment:

1. Hover on **Expatriate Quota** on the Navigation Bar.
2. Click on **Relinquishment**.
3. You will be redirected to a page that shows a table containing the list of all Expatriates. Select one or more expatriates you want to relinquish and click on **Next**.
4. You can click **Save to Draft** to save the application and Continue later or click **Cancel** to terminate the application.
5. Click on **Relinquish Slots**. A pop-up Notification will display, click **Proceed** to continue with process or click **Cancel** to go back.
6. A summary page is displayed for the user to verify that all information correct.
7. Tick the **Check box** at the bottom of the summary page to declare that all information is true.
8. Click on **Proceed** to complete the Relinquishment of the Quota Slot(s).

H. How to Apply for Upgrade to PUR:

1. Hover on **Expatriate Quota** on the Navigation bar.
2. Click on **Apply for Upgrade to PUR**.
3. Select the expatriate to upgrade to PUR from the list of expatriates displayed on the table using the check box.
4. Click on **Next** button which is above and below the table.
5. State reason for Upgrade.
6. Upload all the required documents.
7. Click on the **Proceed** button once you are done with uploading the required documents.

Note: You can click **Save As Draft** to save and continue later or click **Cancel** to terminate the process

8. A pop up Notification will display, select **Yes** if you want to add another application and click on application of choice. Or select **No** and click on **Proceed to payment**.
9. A summary page is displayed for the user to verify that all information has been inputted correctly.
10. Tick the **Check box** at the bottom of the summary page to declare that all information is true.
11. Click **Proceed to Payment** in summary of application (to pay the processing fee).
12. Your Payment Summary page will come up. Click **Online Pay** to use the online payment method or click **Pay through Bank or POS** to generate RRR (Invoice) for your offline payment.

Note: Do not refresh the page

SECTION TEN: HOW TO SUBMIT MONTHLY RETURN

The Submit Expatriate Quota monthly return is made open to the company after the application has been approved for at least a month. Follow the following steps to submit Expatriate Quota Monthly Returns:

1. Hover on **Expatriate Quota** on the Navigation bar.
2. Click on **Submit Expatriate Quota monthly return**.
3. Select Year, Month and Quota Position from the dropdown list (the approval number, slots, date of approval and state of deployment will be displayed automatically).
4. Click on **Use Unutilized Slot** and the model **details of expatriate occupying position** will come up.
5. Enter the expatriate details (which includes; **CERPAC Number, Name, Country of Origin, Passport Number**) and the expatriates understudy details (which includes; **Name, Phone Number, Email Address** and **NIN** number).

Note:

- a) Companies must have at least two understudy for each expatriate
 - b) Phone number of understudy and email address must be unique. You cannot use the same phone number for more than one person
 - c) The NIN number can only take eleven (11) digits as per the NIMC Policy for the National Identity Card of Nigeria.
6. Click **Add to List** (the details of that expatriate will be displayed to the **utilized quota table**)

Note: You must always go back to click on the **Use Unutilized Slot** button whenever you want to add a new expatriate in your vacant/unutilized slots.

7. In the **Utilized Quota Table**;
 - a) The **Remove** button is to remove the selected expatriate details from the list.
 - b) The **Update** button is used when you want to make a changes to the expatriate or understudy details.
8. Click on **Next Position** to save the entered expatriate details of that quota position and move to the next Quota position. (Automatically the details are saved in the Quota Returns Summary Table) (See image below).
9. **The Quota Returns Summary Table** contains the summary of all the expatriate's quota returns you are about to submit for that month.
 - a) The **Edit** button is used when user wants to make changes to the monthly return position they selected previously.
 - b) The **Remove** button is used to remove a particular Quota position from the Quota Returns Summary Table if the company decides not to submit that quota position.
 - c) The **Total Slot Approved** counter keeps track of the slots of all the positions the company is submitting monthly quota returns for
 - d) The **Total Unutilized Slots** counter keeps track of slots that the expatriate details have not been entered. This means that there's no expatriate occupying those positions
 - e) The **Total Utilized Slots** counter keeps track of all the slots of position which details of expatriates have been entered.
10. Click on the **Submit** button once you are done filling the details of all the positions.
11. A pop up message will display, click **Ok** to save and continue or click on **Cancel** if you want to terminate the process
12. If user clicks **Ok**, then another pop up message will display to let the user know that the monthly quota returns have been submitted successfully.

Note: If user does not enter all the total number of approved slots, but click the submit button and click **Ok** to continue, the remaining slots will be regarded as **Unutilized**.

13. If a company wants to make any application, for any service without submitting their Expatriate Quota Returns, the system will not allow and a warning message will be displayed like in the image below.

14. Once the expatriate quota monthly returns are submitted successfully, the Nigerians whose details have been entered to understudy the expatriates will get the following notifications in their email.

SECTION ELEVEN: LOG OF EXPATRIATE QUOTA RETURNS

The Expatriate Quota Returns Log table keeps track of all the submitted Expatriate Quota Monthly Returns according to months. Follow the following steps to view submitted expatriate quota monthly returns;

1. Hover on **Expatriate Quota** on the Navigation bar.
2. Click on **Log Of Expatriate Quota Returns**.
3. Click **View** on any month to see the details of the monthly quota returns submitted for that month. This will display both the utilized and the unutilized slots.

General notes

1. *After the above applications (business permit and establishment grant) is approved, the user will be notified (through SMS, Email and the eCitiBiz portal notification bar) to pay approval fee for the approved application.*
2. *The application process of establishment grant, Renewal, etc is similar to other services (e.g Project Tagged Quota, Additional Expatriate Quota, Detagging, Revalidation Of PUR, Restoration Of Lapsed EQ Positions, Redesignation Of EQP, Appeal Processing, Stay Of Action, etc.) in the eCitiBiz portal, only the required documents that might be different for each service.*
3. *For indigenous companies, the process is similar to joint venture and wholly foreign but the only difference is indigenous companies cannot apply for business permit.*
4. *Application for establishment grant is applicable to NGOs and State Government but they don't pay approval fee.*