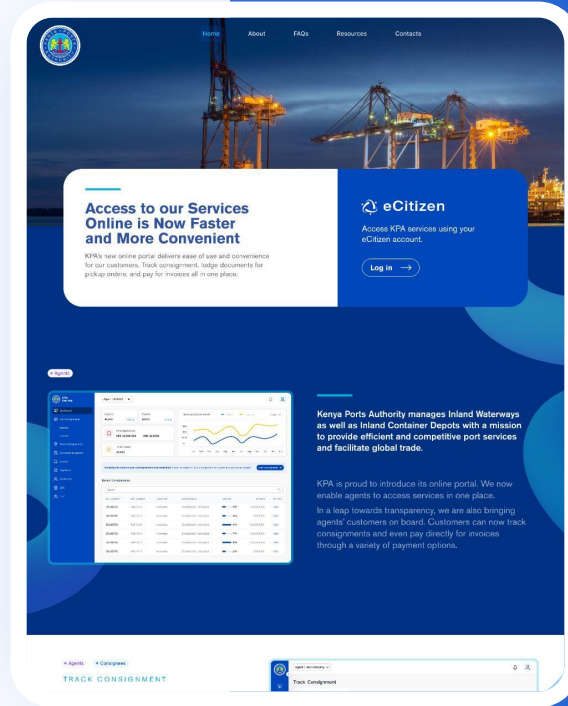# KPA PORTAL

BRIEF

Overview

Kenya Ports Authority (KPA) is responsible for the operations and management of all the Kenyan Seaports and Inland Waterways. Though KPA's operations had already been digitalised, capabilities were limited and access overly complicated. Consignors and consignees were left out of the entire process leaving a major gap in transparency.

The new KPA Portal unifies and streamlines the complexities of cargo clearance for agents and their customers

It enables access to all services and processes through a single portal. The KPA portal provides visibility across the entire chain by capturing both operational and payment processes, offering real-time consignment tracking for shipments to both agents and consignees, as well as the convenience of online payments.

Challenges

For Clearing Agents and customers

- Information asymmetry between the agent and the consignee, where the consignee will now have end-to-end visibility over the consignment and what services they are paying for

- For consumers/companies handling multiple consignments from different ports of origin, the human interactions involved in dealing with agents and clearing agents is both costly and time consuming

- Reduction of risks associated with fines from delays in pickups or losing consignments

- Flexible payment options for KPA customers (both agents and consignees) enabling payment from anywhere, any time, in different currencies —with the automated settlements

For KPA

- Lack of accurate information on cargo delivery status by consignees and consignors

- Lack of a centralized user-management caused by usage of two different management systems within the KPA ecosystems to offer the unique services

- Eliminating need for Customers to physically appear in Banking Halls to make Kenya Ports Authority payments

- Consolidate reporting of both operational and payment data on one screen

- Accountability and traceability of users within the consignee business and agents

Solutions

Enhance Transparency: The KPA Portal will present an opportunity for the Consignors/Consigness to follow up on progress of delivery of their consignments.

Reduce the cost of doing business: Automation of the physical visits to Banks by Customers will ensure faster completion of Cargo Clearance business processes to Customers at reduced costs.

Improve Customer Experience: Process improvements resulting from the KPA Portal digital transformation will allow KPA to better meet customer needs and interact with agents more quickly.

Innovation: The KPA Portal will enable the parastatal to rapidly respond to change and to keep up with global market trends to achieve port efficiency.

Increase Governance and Compliance: All customers and agents will be bound by regulations and required to stay on top of any changes. The digitization of processes in the KPA Portal will ensure increased transparency and minimize risks.

Portal Features

KPA's new online portal offers ease of use and convenience for both agents and consignees

- **Track consignments**: Agents and consignee are able to get realtime updates of their consignments.

- **Documents Lodgements:** Agents are able to lodge their documents for generating pick up order numbers.

- **Special Service Requests(SSR) inquiry:** Agents are able to inquire to get the realtime status of the services requested for.

- **Invoices and Payments**: Consignees and agents are able to access all their invoices in one place and settle their invoices from the same portal.

- **User Management:** Agents and consignee businesses can now have different access levels through role management as well as accountability of all activities carries on behalf of the companies/organizations.

- **KPA administration**: KPA officers are able to access, have visibility and support agents and consignee through an admin access.

- **Reports and dashboards:** Users can access trend reports, a view of all transactions made at a glance and have visibility on the value of the transactions made.

Benefits

- Streamlined processes

- Extension of access to consignment information to Consignees and Consignors

- Streamlining payments and settlements, and bank integrations for online payments

- Accountability, visibility and audit trail for transactions made by agents and consignee businesses

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