NIGERIAN PORTS AUTHORITY

KEYNOTE ADDRESS BY THE MANAGING DIRECTOR OF NIGERIAN PORTS AUTHORITY, HADIZA BALA USMAN ON THE OCCASION OF THE LAUNCHING OF GO-LIVE PROVISIONAL ,FINAL BILLING AND CUSTOMER PORTAL MODULES OF REVENUE INVOICE MANAGEMENT SYSTEMS (RIMS) ,ON FRIDAY 2ND JUNE , 2017

The Honorable Minister of Transportation,

Major Stakeholders in the Maritime industry,

Members of NPA Management,

Gentlemen of the Press,

Distinguished Ladies and Gentlemen,

It's my pleasure to warmly welcome the Terminal Operators, Shipping companies, our dear customers and other major stakeholders of the Maritime industry to another major milestone event, the launching of the Provisional, Final Billing and Customer Portal Modules of the Revenue Invoice Management System (RIMS).

The **Revenue Invoicing Management System** and **Customer Portal** are fully convergent and real time platforms for our processes. These platforms fully integrate the electronic flow of information for business–to–customer and business–to–business streams real-time, with higher availability and flexible architecture. The platforms are also fully integrated with all our existing solutions such as Oracle

Financials, Oracle Human Capital Management, NPA Paydirect via Interswitch and Electronic Ship Entry Notice (eSEN).

The introduction of this system will improve our service offering, improve our partner relationship, create efficient payment method, maximize revenue and eradicate loss associated with fraud and revenue leakage.

The **Customer Portal** will further provide a platform for our customers to initiate and conclude their business process with NPA and also communicate with us.

The portal which is a web based application will strengthen our internal processes through instant data submission, speed up processes by way of automation and enhance the provision of a link to all stakeholders.

For a customer to access the application, it only requires the following:

1. An internet based device such as laptops, desktops, tablets or phones.

2. A browser on any of such devices.

3. A PDF document reader on any of the device.

The benefits accruing from this portal includes amongst others:

- Improved customer service delivery

- Easy access to customer accounts status

- View of all transactions and status in respect of bills

- Electronic upload of manifest

- E-invoice and e-receipt generation

Similarly, our **Billing Application**, some modules of which are already operational in all port locations, currently, covers payment processes in areas such as Lease Fees, Service Boats, Passenger boats, General Bills (Jetties and Trawlers), and Oil

Terminal Dues (OTD)/Compulsory Pilotage Rates (CPR). And today this module is being introduced to cover Provisional/Final Bills.

Today's event is aimed to further reposition this organization for improved operational efficiency and it is my belief that through increased automation with applications like this, greater transparency and efficiency will be achieved and ease of doing business will be a reality.

It is important to add that this is a development that will contribute to the Single Window project that is being undertaken in collaboration with the Nigerian Customs Service (NCS), Nigerian Sovereign Investment Authority (NSIA), and other agencies of government. Therefore the automation of our processes is of strategic importance to this Management and it would continue to receive all necessary attention and support it deserves.

Let me seize this opportunity to once again call on our customers and major stakeholder to continue to give us their cooperation and support in our efforts to be competitive and achieve our vision to be the leading port in Africa.

Thank you and God bless

Hadiza Bala Usman

Managing Director