



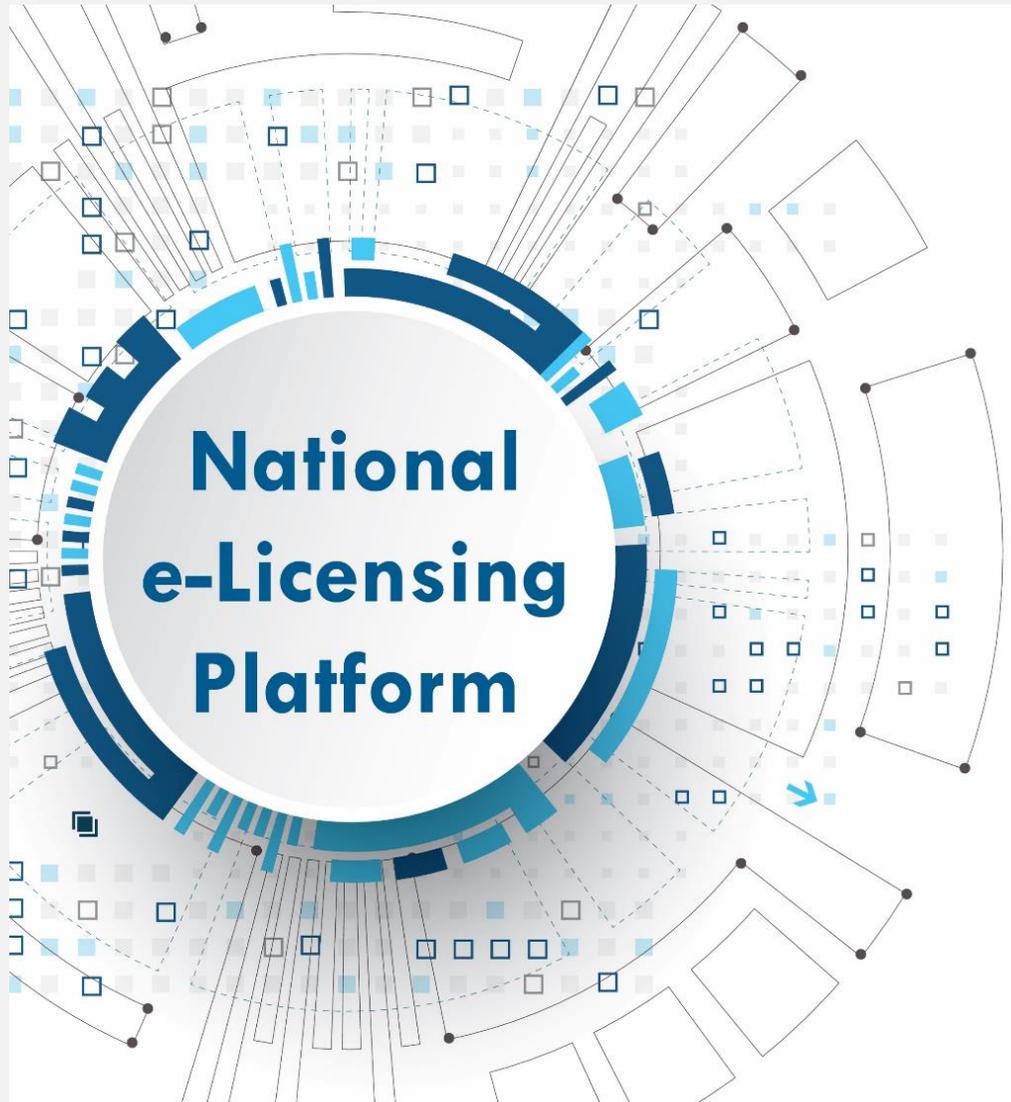
# Economic Development Board

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**Support for Trade Promotion and Marketing Scheme (TPMS)**

**Oct  
2020**

# Accelerating Business Anywhere, Anytime



## Support for Trade Promotion and Marketing Scheme (TPMS) Guidelines



# Document Structure

## **Objective:**

The purpose of this document is to guide applicants with the submission of TPMS Claims the e-licensing platform.

## **Document Structure:**

Section 1 The e-Licensing Platform

Section 2 User Registration Process to use the E-Licensing Platform

Section 3 Submission of Claims

Section 4 Provide Clarifications

Section 5 Additional Features



# **Section 1: The e-Licensing Platform**

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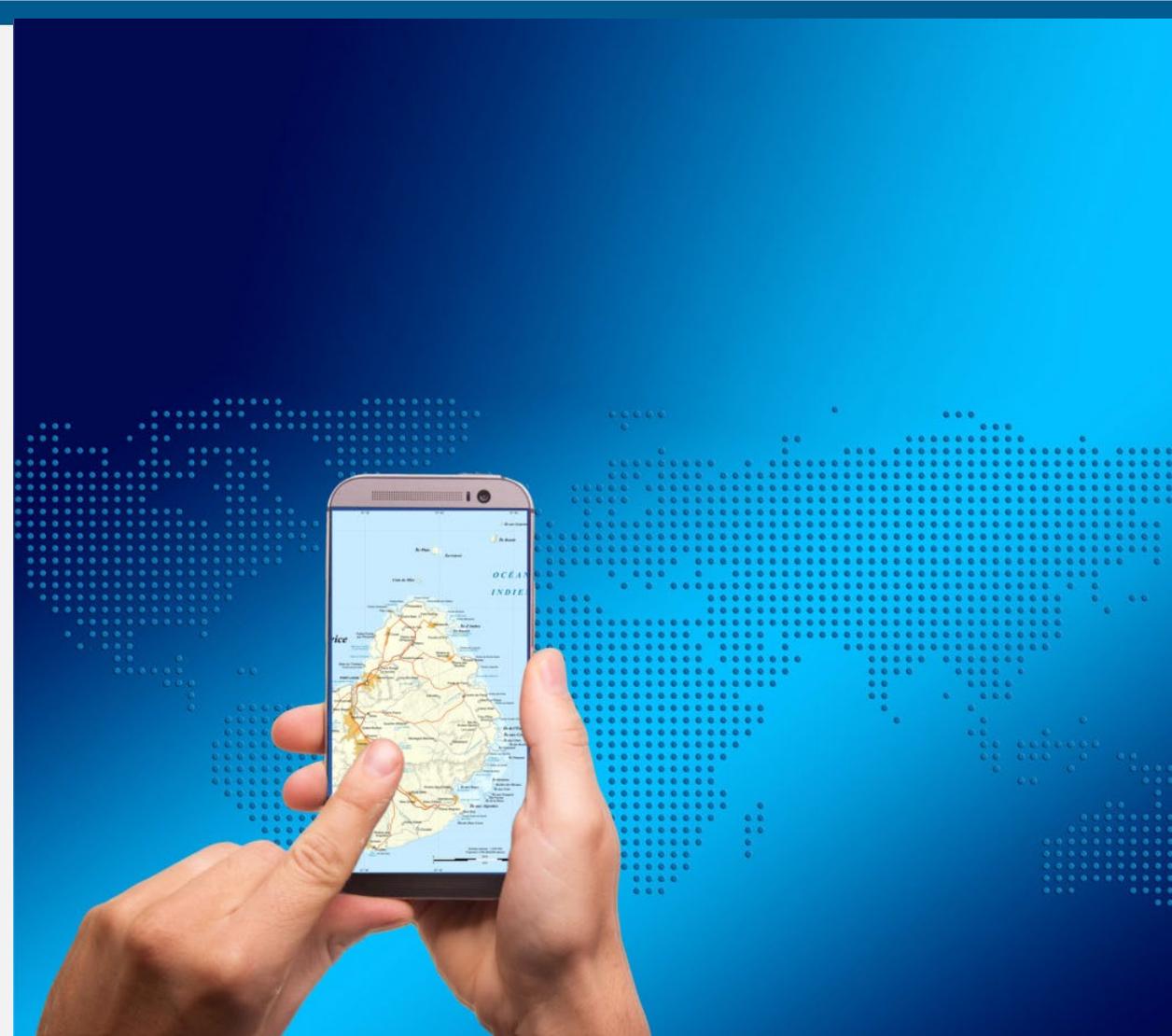
# e-Licensing Concept

Review and modernize the processes of several business licenses / permits and allow for online submission of claims for schemes.

Review of systems, procedures and guidelines to facilitate the doing of business.

Improving the journey of businesses applying for permits and licences

Applying Business Process Management methodologies to re-engineer and streamline administrative operations



# One-stop portal

for managing business licenses and permits lifecycle.

The electronic platform enables license/claims process automation, online payment of fees and issuance of electronic permits.

- Digital interaction with licensing officers during application process
- Apply and renew
- Access current/past applications and licenses and payments

The screenshot displays the Mauritius Business Licencing Platform website. At the top, there is a navigation bar with the logo of the Economic Development Board Mauritius, the text 'Mauritius Business Licencing Platform', a search bar, and links for 'REGISTER' and 'LOGIN'. Below this, a secondary navigation bar includes 'Home', 'Licencing', 'News', 'General Notices', and 'FAQs'. The main content area features a large yellow banner with the text 'Welcome to Government of Mauritius Business Licencing Platform' and a search bar labeled 'Search licencing platform'. Below the banner is a news article titled 'Processing fee for an application to acquire a residential property under the Property Development Scheme submitted to the Economic Development Board', with a 'Read more...' link. At the bottom, there are four colored boxes: 'Agencies' (Browse permits by agency), 'Permits' (Browse permits by category), 'News', and 'Notices' (Further to the promulgation of the Finance (Miscellaneous Provisions) Act 2017, the non-refundable processing fee for the application to acquire a residential property under the Property Development Scheme (PDS) shall be Rs 20,000).

# Business Portal

Mauritius Business Licensing Platform

Search [ ] REGISTER LOGIN

Home Licensing News General Notices FAQs

Welcome to Government of Mauritius Business Licensing Platform

Search [ ]

Agencies, Permits, News, Notices

IOC's Maritime Security Ministerial Conference to further defend common Ocean space



The meeting was presided by the Minister of Foreign Affairs, Foreign Relations and International Trade, and Chairman of IOC's Board, Mr. Suresh...

The Government

**Ministry of Economic Development**

Ministry of Economic Development has announced that it will be launching a new initiative to support the growth of the private sector...

The Government

**Ministry of Economic Development**

Ministry of Economic Development has announced that it will be launching a new initiative to support the growth of the private sector...

Dashboard Applications Permits Alerts Payments

Dashboard

Applications Submitted 2, Renewals 1, Certificates Issued 1, Your Action Required

Occupational Permit (OP) - Application Form for Investor - New

Company Details

Responsible Officer, Date of Incorporation, Name of Company, Business Name, General Nature of Activity

Table with columns: Application No., Date of Application, Status, Date of Issuance

Application No.	Date of Application	Status	Date of Issuance
OP/2024/001	2024-01-15	Approved	2024-01-20
OP/2024/002	2024-01-18	Pending	
OP/2024/003	2024-01-22	Rejected	2024-01-25

Table with columns: Application No., Date of Application, Status, Date of Issuance

Application No.	Date of Application	Status	Date of Issuance
OP/2024/004	2024-01-25	Approved	2024-01-30
OP/2024/005	2024-01-28	Pending	
OP/2024/006	2024-02-01	Rejected	2024-02-05



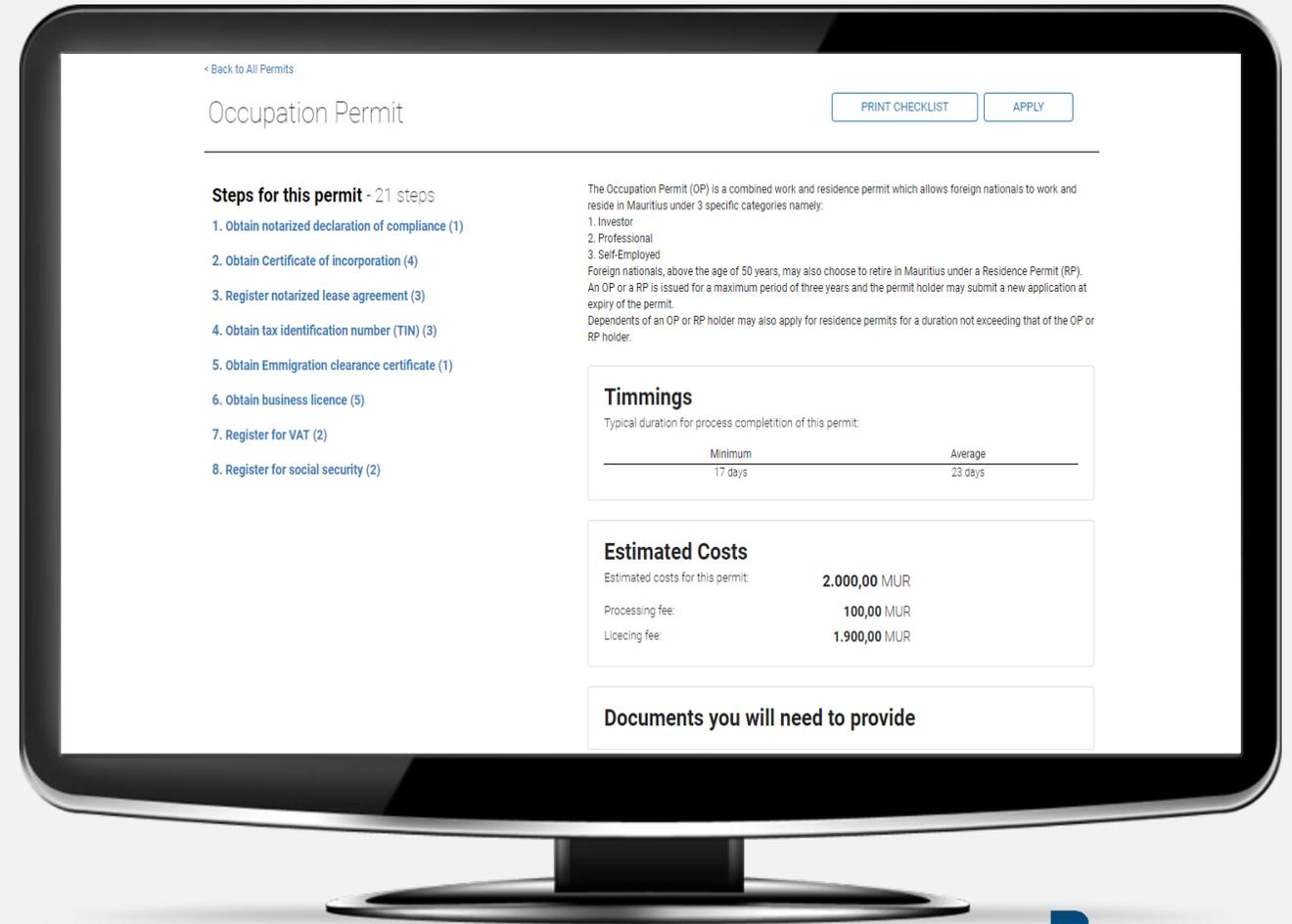
# Step-by-step guide

to the licence/claim specific process and requirements

Providing easy to find information, to easily find anything they need, avoiding overwhelming the user with more information than he wants

Unique content hierarchical organization for all agencies to improved readability and user comprehension

Distributed web content management to public agencies to manage their licence's standard guidelines for publishing as e-regulations





## **Section 2: User Registration Process**

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### **E-Licensing**

# Section 2 - User Registration Process

**Description:** This process describes the registration process of a new user to use the E-Licensing Platform to submit claims.

**Participants:** Applicant

## Actions:

1. The applicant logs in to Business Portal;
2. He clicks on the option “Register” at the top-right corner.
3. He fills in the Registration Form and clicks on the “Register” button.

The screenshot shows the 'Register' page of the Mauritius Business Licensing Platform. The page header includes the Economic Development Board logo and navigation links: Home, Licensing, Search Permits, News, and FAQ's & Notices. The main content area is titled 'Register' and contains the following text:

For security and identification purposes, we need to validate both your email address and your mobile phone number before creating your user account.

Your user account will be identified by the email address which you provide below and will be required for login on the National E-Licensing System.

We recommend that you register with your work email address when representing a company, or your personal email address when acting as an individual.

During registration, an SMS token will be sent to your mobile number for validation and will expire after 30 minutes.

The registration form includes the following fields:

- Title: Select Title (dropdown menu)
- First Name: Text input field
- Last Name: Text input field
- Gender: Select Gender (dropdown menu)
- Email: Text input field
- Mobile Number: Text input field with a country code dropdown (+000) and a phone number input (111222333)

At the bottom of the form, there is a checkbox for 'I'm not a robot' and a reCAPTCHA widget. The 'Register' button is located at the bottom right of the form.

# Section 2 - User Registration Process

**Description:** This process describes the registration process of a new user to use the E-Licensing Platform to submit claims.

**Participants:** Applicant

## Actions:

1. The applicant clicks on “Request Code” to receive the confirmation code on the mobile number input;
2. He will have to create a password for the account and confirm it on the system.
3. The applicant will be prompted to log in to complete the registration process to fill in his personal details.
4. Additional info like: Type of User (Individual/Company/Global Business), Address, National Identity Card/Business Registration Number, Notification channels should be filled in.
5. Once the “Submit” button is clicked, the registration process is deemed complete and the applicant can log in on the E-Licensing Platform to submit a claim.

**SMS Code**

Please confirm that the number you provided is correct and request confirmation code.  
Please insert the code here:

Confirmation Code   Mobile Number +230

**Password**

Enter Password

Confirm new Password

**User Information**

Title

First Name

Last Name

Gender

email address

Mobile number +230

**Additional Information**

User Type (If you are a GBL Company please select User Type Individual)  
 Local Company

Applicant Country of Origin

Address

BRN

Notification Channels  SMS  Email

Disclaimer  
We take great care to protect the confidentiality of any personal data which you may provide to us while applying for a certificate or permit. We may however share such information with other government organizations in Mauritius, in accordance with local laws and regulations, for the purpose of processing your application. We provide you with the ability to delete your application on this system before submission. Once you have submitted your application, we may not be able to delete your information. Should you opt-in to use our system, kindly indicate your consent below.  
I consent



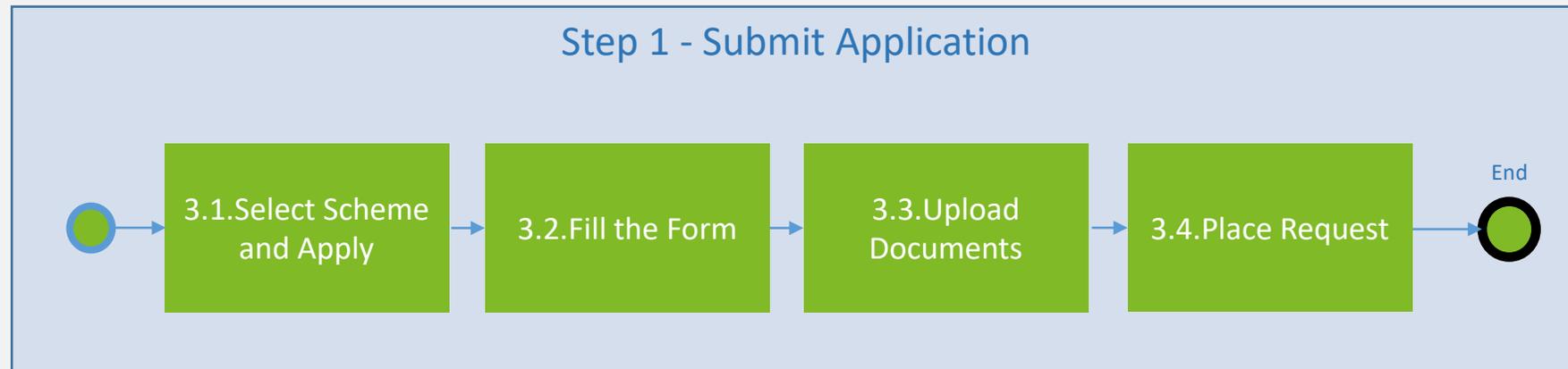
## **Section 3: Submission of Claims**

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# Section 3 - Submission of Claims

**Description:** In order to submit a claim, the applicant shall follow the sub steps shown in the diagram below.

**Participant:** Applicant



## Section 3 – Submission of Claims: 3.1 Select Scheme and Apply

**Description:** The Applicant shall search for Support for Trade Promotion and Marketing Scheme to submit his application. Below are the steps required to search and submit a claim.

**Participant:** Applicant

### Actions:

1. The applicant logs in to Business Portal;
2. He clicks on the option “Licensing”
3. He selects “Schemes” section under “Category”
4. He clicks on the button “Apply” next to “Support for Trade Promotion and Marketing Scheme”.

Mauritius Business Licensing Platform

Search REGISTER

Home Licensing Search Permits News FAQ's & Notices

LOGIN AS...

User (e-mail address) 1

Password

Forgot Password?  
Not Registered yet? Register here

Cancel LOGIN

Home Your Area Licensing 2 Search Permits

Permits

Category 3 Agency

- ▶ Construction
- ▶ Education
- ▶ Environment
- ▶ Manufacturing
- ▼ Schemes

Film Rebate Scheme - Mauritius  
Legislation and useful information

Support for Trade Promotion and Marketing Scheme  
Legislation and useful information

APPLY

APPLY 4

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## Section 3 – Submission of claims: 3.2 Fill the form

**Description:** The Applicant shall start filling in the application form.

**Participant:** Applicant

### Actions:

1. All mandatory fields need to be filled in by the applicant;
2. After inputting his Business Registration Number, the applicant can click on the lookup button for the system to automatically retrieve the Company Name and Postal Address from the CBRD.
3. The applicant needs to input only the first 4-digits of the HS Code and click on the lookup button to retrieve its associated details : Category and Sub-Category will automatically be populated.
4. An applicant may add as many HS Codes as he wish in a form by clicking in on the “Add Product” button.
5. To delete an HS Code entry, the applicant must click on the trashcan icon to the right.

The screenshot displays the 'Mauritius Business Licensing Platform' interface. The main heading is 'Claim Form for Support for Trade Promotion and Marketing Scheme (Air)'. The form is divided into two main sections: 'Beneficiary Details' and 'Product Details'. The 'Beneficiary Details' section includes fields for 'Business Registration Number', 'VAT / TAN number', 'Company Name / Account Name', 'Postal Address', 'Office Telephone Number', and 'Bank Name'. The 'Product Details' section includes a dropdown for 'Certificate of origin (for Exports under EPA, EUR1, AGOA, GSP or MCC1)', 'HS Code', 'Category', 'Sub Category', and 'Description'. A '+ Add Product' button is located at the bottom of the form. The form is annotated with green circles and numbers 1 through 5, corresponding to the actions listed on the left.

**Beneficiary Details** ^

Business Registration Number    VAT / TAN number

Company Name / Account Name

Postal Address

Office Telephone Number  +000  1112223

Bank Name

**Product Details** (Fill in as appropriate) ^

Product is locally manufactured and exported under:

Certificate of origin (for Exports under EPA, EUR1, AGOA, GSP or MCC1)

HS Code

Category

Sub Category

Description

## Section 3 – Submission of Claims: 3.3 Upload Documents

**Description:** Upload Documents required for the application

**Participant:** Applicant

### Actions:

1. The applicant afterwards uploads the mandatory documents and any other optional document that may be relevant to the application.

### Upload documents:

- 1.1. Click on the “Upload Documents” section.
- 1.2. All documents are required unless they are marked as “optional”;
- 1.3. To upload a file, the applicant either selects the option to browse files or to drag the file and drop it in the correspondent document box;
- 1.4. The applicant can upload one or more files for each document;

### Note:

- (i) Only PDF documents can be uploaded on the system and they should not exceed 25MB.
- (ii) In case applicant does not have certificate of origin, he needs to upload a memo indicating same.

The screenshot displays the Mauritius Business Licensing Platform interface. The header includes the Economic Development Board logo, the text 'Mauritius Business Licensing Platform', and a search bar. The navigation menu contains 'Home', 'Your Area', 'Licensing', 'Search Permits', 'News', and 'FAQ's & Notices'. The main content area is titled 'Claim Form for Support for Trade Promotion and Marketing Scheme (Air)'. It features a progress bar with '1. Fill the Form' and '2. Upload Documents'. A 'Save for Later' button and a 'Place Request' button are visible. Below the progress bar, a message states 'All fields required unless marked as "optional"'. The 'Upload Required Files' section lists '1. Air Waybill (AWB) or House Air Waybill (HAWB)'. A file upload area with the text 'Drag files here or browse files' is shown. An inset window displays a file explorer view of the 'UAT Docs' folder on the desktop, containing two PDF files named 'test - 1.pdf' and 'test.pdf'. A '1.3' callout points to the 'browse files' link. A '1.4' callout points to a success message 'Uploaded with success.' and a file named 'SITE\_VISIT\_INVITATION 1'.

## Section 3 – Submission of Claims: 3.4 Place Request

**Description:** After completing the form, the applicant needs to place the request. It will afterwards go for processing.

**Participant:** Applicant

### Actions:

1. Once all the details for the application have been submitted successfully, the “Fill the form” and “Upload Documents” section will turn green; this means that the application is complete.

Navigation bar and step completion color codes:

- To navigate between the application form and the upload documents form use the actions "Fill the Form" and "Upload documents" that are available in the navigation bar;
- The navigation bar has the following color codes:
  1. Blue – current selected form;
  2. Yellow – form incomplete;
  3. Green – form complete;

2. The applicant then clicks on “Place Request” and the application is submitted

The screenshot displays the Mauritius Business Licensing Platform interface. At the top, the Economic Development Board logo and the text 'Mauritius Business Licensing Platform' are visible. A search bar is located in the top right corner. The navigation bar includes links for 'Home', 'Your Area' (which is highlighted in blue), 'Licensing', 'Search Permits', 'News', and 'FAQ's & Notices'. The main heading is 'Claim Form for Support for Trade Promotion and Marketing Scheme'. Below the heading, there are two green checkmarks with labels 'Fill the Form' and 'Upload Documents'. To the right of these are buttons for 'Save for Later' and 'Place Request'. A note below the checkmarks states 'All fields required unless marked as "optional"'. The 'Upload Required Files' section contains a file upload area with the text 'Drag files here or browse files' and a list of uploaded files, including 'EIA\_SITE\_VISIT\_INVITATION 1'.



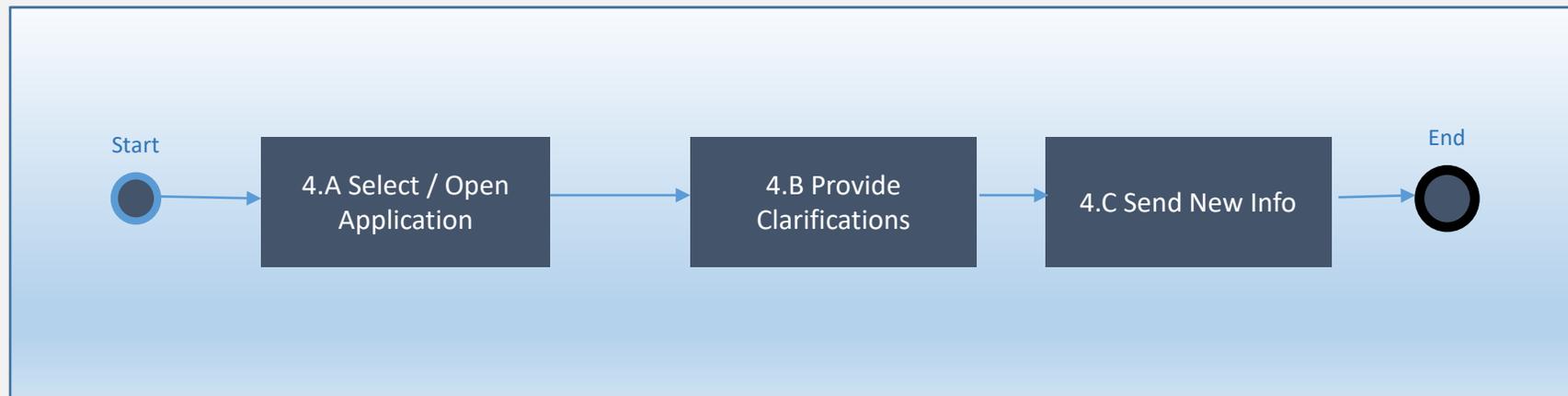
## **Section 4 Provide Additional Information**

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# Section 4 – Provide Additional Information

**Description:** The Applicant can be requested to provide additional clarifications after the verification of application by the Claim Officer. In order to provide clarifications, the applicant shall follow the sub steps shown in the diagram below.

**Participant:** Applicant



## Section 4 – Provide Additional Information > 4.A Select/Open Application

**Description:** In this activity, the applicant receives a notification informing him that he needs to provide additional information/clarification.

**Participant:** Applicant

### Actions:

Applicants can log on the system at any moment to track their application status.

1. After login, they click on “Your Area” tab to search for the application under “Applications” section.
2. Applications can be searched using the following criteria: Application Type, Category, Transaction Type, Status, Application Number, Submission Date From, Submission Date To
3. The following search result is obtained after applying the filter.
4. The search result displays:
  1. The documents that were attached;
  2. The current status (yellow status implies awaiting information from the applicant);

Home Your Area Licensing Search Permits News FAQ's & Notices

Applications Drafts Public Comments

Filter your applications Clear filters ✕

Application Type: Select Category: Select Transaction Type: Select Status: Select Application Number: Insert the application number

Submission Date from: 12/07/2020 Submission Date until: 12/10/2020 Apply Filters

Application Type	Category	Transaction Type	Status	Applicant	Submission Date	Application Number
Support for Trade Promotion & Marketing Scheme	Support for Trade Promotion & Marketing Scheme Claim	New	Awaiting Additional Information	ANAGRO LTD	09 Oct 2020	EDB-TPMS-2020-94

**Documents:**

- 09/10/2020: Air Waybill (AWB) or House Air Waybill (HAWB) Joint Site Visit Report EIA-2020-8 1
- 09/10/2020: Commercial Invoice EMAIL\_EIA\_REQUEST\_ADDITIONAL\_INFO\_P V
- 09/10/2020: Export Declaration Photoreport EIA-2020-8 1

**Current Status:**

- 1 - Awaiting Verification
- 2 - Awaiting Additional Information
- 3 - Awaiting MRA Clearance
- 4 - Awaiting Finance Validation
- 5 - Awaiting Final Decision
- 6 - Completed

**Your action is required**

Typical duration for process completion of this permit:

	Minimum	Average
	8 days	23 days

# Section 4 – Provide Additional Information > 4.B Provide Clarifications

**Description:** In this activity, the applicant will click on the option “Your Action is required” under “Your Area”. He will then provide the required clarification/information for the application.

**Participant:** Applicant

## Actions:

1. When opening the application form, the applicant will see the comments input by the Claim Officer together with the list of incorrect documents.
2. The Applicant can change details under Shipment & Product details in the application form.
3. A Clarification box is available for the Applicant, so that he can input any comment for the claim officer.
4. To attach the missing documents, the Applicant must click on the “Upload Documents” tab. Only the incorrect documents will be able to be amended.

**Claim Form for Support for Trade Promotion and Marketing Scheme (Air)**

Applicant Name: ANAGRO LTD      Application number: EDB-TPMS-2020-95  
Submission date: 12/10/2020      Effective Date: 12/10/2020      Application Status: Awaiting Additional Information

Claim Officer Comment: Pls amend those documents

Invalid Documents:  
Export Declaration : Not Readable  
Gate Pass / Memorandum : Expired

Fill the Form      Upload Documents      Send New Info

All fields required unless marked as "optional"

Clarification ^

Comments (Optional)

Describe your clarification here...

**Shipment Details ^**

Country	Airport of Destination
Spain	Alvedro Airport
Airline	Flight Number
Air Spain	SP009

Upload Required Files

1. Export Declaration  
Drag files here or browse files

EMAIL\_EIA\_UPLOAD\_VISIT\_REPORT

Missing required documents.

2. Gate Pass / Memorandum  
Drag files here or browse files

EIA\_SITE\_VISIT\_APPLICATION 2

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# Section 4 – Provide Additional Information > 4.C Send New Info

**Description:** In this activity, the applicant will identify what information is required from them.

**Participant:** Applicant

## Actions:

1. The missing documents can be uploaded by clicking the browse files link and attach the document.
2. The documents that are allowed to be uploaded by the applicant at this stage, will be the ones invalidated by the Claim Officer and the Optional ones that the applicant did not upload in the first phase.
3. The Applicant then clicks on the “Send New Info” button to submit the application again.

The screenshot shows a web interface for submitting an application. At the top, a light blue banner displays the text "Claim Officer Comment: Documents amended". Below this, a section titled "Invalid Documents:" shows "Export Declaration : Wrong". A progress indicator shows two steps: "Fill the Form" (checked) and "Upload Documents" (checked). A note states "All fields required unless marked as 'optional'". A blue button labeled "Send New Info" is in the top right corner, with a callout bubble containing the number "3".

The main section is titled "Upload Required Files". It contains a dashed box for file uploads with the text "Drag files here or browse files" and a folder icon. A callout bubble with the number "1" points to the "browse files" link. Below this, a table lists files uploaded successfully:

Files uploaded with success.	
EMAIL_EIA_UPLOAD_VISIT_REPORT	
Joint Site Visit Report EIA-2020-8 1	
Photoreport EIA-2020-8	

A callout bubble with the number "2" points to the "Upload Required Files" section header.



# Section 5 Additional Features

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## Section 5 – Additional Features: Search & View Application Status

**Description:** An applicant can track the progress of his claim on the E-Licensing Portal.

**Participant:** Applicant

### Actions:

1. The applicant logs in on the Business Portal.
2. To retrieve the application:
  1. Go to “Your Area”.
  2. Go to Applications tab.
  3. Input an application number
  4. Click on “Apply Filters” button.
  5. Only the required application will be retrieved. A high-level status will be displayed on the dashboard.
  6. To view the internal status, the applicant must expand the arrow next to the application. The current status will be displayed. All completed steps will be listed in green and the current step in progress will be in orange.

The screenshot displays the Mauritius Business Licensing Platform interface. It features a navigation bar with 'Home', 'Your Area', 'Applications', 'Search Permits', 'News', and 'FAQ's & Notices'. The 'Applications' tab is active, showing a list of applications. A search filter is applied to the 'Application Number' field with the value 'EDB-TPMS-2020-66'. The 'Apply Filters' button is highlighted. The resulting application is shown in a table with columns for Application Type, Category, Transaction Type, Status, Applicant, Submission Date, and Application Number. The application is 'Support for Trade Promotion & Marketing Scheme Claim' by 'Hreeshika LTD' with a status of 'Awaiting Verification'. A detailed view of the application is shown below, including a list of documents and a 'Current Status' section with a progress indicator.

**1** (Mauritius Business Licensing Platform logo)

**2.1** (Your Area navigation)

**2.2** (Applications tab)

**2.3** (Application Number search field)

**2.4** (Apply Filters button)

Application Type	Category	Transaction Type	Status	Applicant	Submission Date	Application Number
Support for Trade Promotion & Marketing Scheme	Support for Trade Promotion & Marketing Scheme Claim	New	Awaiting Verification	Hreeshika LTD	02 Oct 2020	EDB-TPMS-2020-73

**2.5** (Application Number search field)

Application Type	Category	Transaction Type	Status	Applicant	Submission Date	Application Number
Support for Trade Promotion & Marketing Scheme	Support for Trade Promotion & Marketing Scheme Claim	New	In Process	ANAGRO LTD	01 Oct 2020	EDB-TPMS-2020-66

**2.6** (Application Type dropdown)

**Documents:**

- 01/10/2020: Air Waybill (AWB) or House Air Waybill (HAWB) PAYMENT\_VOUCHER\_PROCESSING\_FEE\_AP
- 01/10/2020: Air Waybill (AWB) or House Air Waybill (HAWB) Photoreport EIA-2020-8
- 01/10/2020: Air Waybill (AWB) or House Air Waybill

**Current Status:**

- 1 - Awaiting Verification
- 2 - Awaiting Additional Information
- 3 - Awaiting MRA Clearance
- 4 - Awaiting Finance Validation
- 5 - Awaiting Final Decision
- 6 - Completed

## Section 5 – Additional Features: Save for Later

**Description:** While filling the application form, an applicant may wish to save the form to fill in later.

**Participant:** Applicant

### Actions:

1. Click on the “Save for Later” button.
2. To retrieve the saved application:
  1. Go to “Your Area”.
  2. Click on Applications.
  3. Select Draft.
  4. Right click on arrow next to application.
  5. Click on the “Open” button.

The screenshots illustrate the process of saving and retrieving an application. The first screenshot shows the 'Claim Form for Support for Trade Promotion and Marketing Scheme (Air)' with a 'Save for Later' button highlighted by a green circle with the number 1. The second screenshot shows the 'Your Area' dashboard with 'Applications' highlighted by a green circle with the number 2.1, and the 'Drafts' tab highlighted by a green circle with the number 2.2. The third screenshot shows a table of applications with 'Support for Trade Promotion & Marketing Scheme' highlighted by a green circle with the number 2.4, and the 'Open' button highlighted by a green circle with the number 2.5.

Application	Applicant	Created	Last Modified
Support for Trade Promotion & Marketing Scheme	ANAGRO LTD	13 Oct 2020	13 Oct 2020
Land Conversion Permit	MINGATOS, Vasco Ret New	18 Oct 2019	18 Oct 2019

Application Type	Applicant	Created	Last Modified
Support for Trade Promotion & Marketing Scheme	ANAGRO LTD	13 Oct 2020	13 Oct 2020
Land Conversion Permit	MINGATOS, Vasco Ret New	18 Oct 2019	18 Oct 2019

## Section 5 – Additional Features : Duplicate

**Description:** This feature enables an applicant to duplicate an existing claim. When sending multiple claims, he does not need to fill-in his application from scratch.

**Participant:** Applicant

### Actions:

1. The applicant logs in on the Business Portal.
  1. Go to “Your Area”.
  2. Go to Applications tab to view all the applications made on the platform.
  3. Right click on the arrow next to application he wishes to duplicate.
  4. Click on the “Duplicate” button.
  5. A new application form will be available with all existing details filled in. The applicant can make the necessary amendments on the form. However, all the documents will have to be uploaded for the new application.
  6. Once both sections: Fill the form and Upload documents have successfully been filled in, the “Place Request” button will be activated to submit the claim.

The screenshot displays the Mauritius Business Licensing Platform interface. Key elements include:

- 1**: The 'Your Area' navigation tab.
- 1.1**: The 'Applications' sub-tab.
- 1.2**: The 'Applications' filter and list area.
- 1.3**: A table listing applications, with a right-click arrow next to a specific application.
- 1.4**: The 'Duplicate' button in the application's action menu.
- 1.5**: A callout box showing the 'Claim Form for Support for Trade Promotion and Marketing Scheme (Air)' with the 'Fill the Form' and 'Upload Documents' buttons highlighted.
- 1.6**: A callout box showing the same form after successful completion, with the 'Place Request' button highlighted.

The form content includes sections for 'Fill the Form', 'Upload Documents', and 'Current Status'. The 'Current Status' section lists steps: 1- Awaiting Verification, 2- Awaiting Additional Information, 3- Awaiting MRA Clearance, 4- Awaiting Finance Validation, 5- Awaiting Final Decision, and 6- Completed.



**THANK YOU**

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