



PROTOCOL SERVICES MANAGEMENT SYSTEM

PROTOCOL SERVICES MANAGEMENT SYSTEM

UNITED NATIONS ECONOMIC COMMISSION FOR AFRICA , Addis Ababa, Ethiopia



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Introduction

The Protocol & Liaison Services Unit is one of the core Units under the Conference Management Section, and provides support services to the Commission, including the Cabinet Office, mainly with regards to Host Country relations. The Unit is vested with the responsibility of providing protocol services to senior officials and VIPs.

In addition, it advises and assists international staff members on their residency status in the Host Country by securing residence IDs, Ethiopian visas, providing airport meet and greet services, processing duty-free privilege authorizations, obtaining VIP lounge permits for high officials, arranging hotel bookings, and processing the authentication of driving licenses.

The Protocol Services Management system is the one-stop shop for ECA staff to access all services provided by the ECA Protocol Unit. This document provides information on how to use the Protocol Services Management System to access the services provided by the ECA Protocol Unit.

How to access

1. To access the Protocol Services Management System, open any browser (Firefox, Internet Explorer or Chrome) and type in "<https://protocol.uneca.org>" on the address bar. The page below will be displayed. Please click on the UNECA Protocol Services and you will be redirected to the protocol service login page.



United Nations
Economic Commission for Africa

[ECA Protocol Services System](#) [Help](#)

UNECA ID Request & Member State Contact Management

ID Request

This module allows the authorized focal person to submit requests for ECA Campus IDs to be able to access the ECA compound. This request is created by authorized focal persons only. The ECA Protocol unit will coordinate with each embassy/organization on the process to register authorized focal persons who may request ECA Campus IDs for their respective embassies/organizations.

Member State Contact Management

We are very pleased and honored to count you as a member of the ECA Protocol-CRM, and to share with you the activities of our organization. In order to invite you to the events that might be relevant to your interests.

The Blue Book

This publication is prepared by the Protocol and Liaison Service for information purposes only.

UNECA Protocol Services

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Protocol Services

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UNECA Protocol Services

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User Name

Password

Remember me?

Log in

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If you have any questions contact ICTSS Helpdesk sdesk@uneca.org or 33123

2. Login using your UNECA domain username and password and click on the “Log In” button.
3. The page below will be displayed.

The screenshot shows the user interface of the Protocol Services Management System. On the left, there is a navigation menu for user ELIAS JIHAD. The menu includes 'Inbox', 'MANUAL REQUESTS' (with sub-options: By Reference, By Type, For Embassy), 'Pending', 'Dispatched', 'Completed', 'Cancelled', 'PROTOCOL OFFICE' (with sub-option: Visa Requirements), 'EMBASSIES' (with sub-option: Foreign), and 'REPORTS' (with sub-options: Travel, Archives). Annotations with red arrows point to these menu items, explaining their functions: 'This section allows you to categorize requests by different options.' points to the 'MANUAL REQUESTS' sub-menu; 'This section allows you to view requests by their status.' points to the status filter options; 'This displays the contact details of all Foreign Embassies and Ethiopian Embassies based in all countries.' points to the 'EMBASSIES' section; 'This allows you to see the visa requirements for each country.' points to the 'Visa Requirements' sub-option; and 'This allows you to create reports based on request types.' points to the 'REPORTS' section. The main content area is titled 'Manual Request' and features a search bar and a 'Create Manual Request' button. Below this is a table of manual requests with columns for Reference No., Type, By, To, and Status. Two requests are listed: REF/2018/0017 (Travel Abroad Visa, G-4, Official, ADMASU WORESA, Embassy of Cape Verde, Being Processed) and REF/2018/0015 (Travel Abroad Visa, Multiple Entry, Official, DTS, All Todaro, Embassy of Cameroon, Being Processed). A pagination bar shows 'Showing items 1 through 2 of 2' with a '1' button. The footer of the page reads '© UNECA/ICTSS 2018'.

Reference No.	Type	By	To	Status
REF/2018/0017 Nov 19, 2018	Travel Abroad Visa G-4, Official	ADMASU WORESA	Embassy of Cape Verde	Being Processed Nov 19, 2018
REF/2018/0015 Nov 19, 2018	Travel Abroad Visa Multiple Entry, Official	DTS All Todaro	Embassy of Cameroon	Being Processed Nov 19, 2018



Accessing Protocol Services

1. Creating a Travel Visa Request

This process deals with processing requests for Travel Visa for travel abroad. Staff members & eligible dependents travel abroad for different reasons (official mission, vacation, medical evacuation, and education). The ECA Protocol unit can assist with following up with staff visa requests and the preparation of required documents for applying for a visa to particular country.

1.1. To create a travel request, click on the create manual request.

Manual Request

1.2. The create manual request form will be opened. Select your request type “Travel Abroad Visa”.

Create Manual Request

GENERAL

Request Type

Remark

1.3. Select “Travel Abroad Visa”. You will be required to enter additional details regarding the travel abroad visa.



Create Manual Request Create

GENERAL

Request Type: Visa Type: Entry G-4 Tourist Multiple Entry

By: Staff Staff:

To: Embassy Foreign:

Effective Date: Remarks:

Period Of:

BENEFICIARIES

Staff Member	Nationality

Close

1.4. First select the “**Visa Type**”. Depending on the visa type you choose the details you are required to enter will differ.

1.5. Once you enter all the required information’s click on “**Create**”.

Create Manual Request Create

GENERAL

Request Type: Visa Type: Entry G-4 Tourist Multiple Entry

Type: Official

By: Staff Staff:

To: Embassy Foreign:

Effective Date: Remarks:

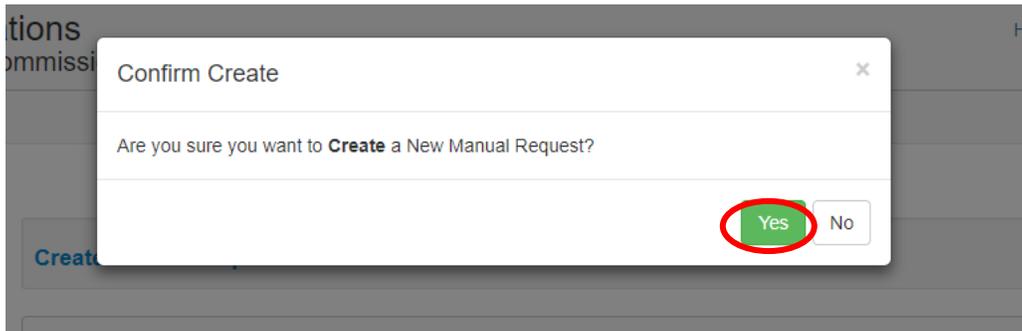
Period Of:

BENEFICIARIES

Staff Member	Nationality
<input type="checkbox"/>	Tigist Fikru Tarekegne

Close

1.6. A confirmation window will pop up. Click “**Yes**”.



1.7. When your request has been created a message will be displayed at the top of the screen.

Manual request information created successfully.

New Manual Request has been Created.

Manual Request

Reference No.	Type	By	To	Status
REF/2018/0018 Dec 04, 2018	Travel Abroad Visa Entry, Official	TIGIST FIKRU TAREKEGNE	Embassy of Germany	Being Processed Dec 04, 2018
REF/2018/0017 Nov 19, 2018	Travel Abroad Visa G-4, Official	ADMASU WORESA	Embassy of Cape Verde	Being Processed Nov 19, 2018
REF/2018/0015 Nov 19, 2018	Travel Abroad Visa Multiple Entry, Official	DTS Ali Todaro	Embassy of Cameroon	Being Processed Nov 19, 2018

Showing items 1 through 3 of 3. 1

1.8. Once your request is created, the “Status” column will show as “Being Processed”.

1.9. The responsible person will follow up on the travel request and update the status as needed.

2. Creating Airport Permits

This business process deals with receiving and processing airport pass requests from staff members or support staff to assist/accompany a family member, colleague or friend when they depart/arrive at the airport. Protocol unit follows up with the request and preparation of airport pass; which is issued by the Department of Airport Security Bole International Airport.

2.1. Click on Airport Permit



Create Manual Request Create

GENERAL

Request Type: --Select Request Type--
--Select Request Type--
Airport Permit
Birth Certificate Authentication
Driving License Authentication
Ethiopian National Passport
Ethiopian Visa
Resident Identity Card
Travel Abroad Visa
VIP Lounge

Remarks:

Close

2.2. The “Airport Permit” form will be displayed. You will be required to provide a detailed information regarding the request.

MESFIN TOLOSSA Troubleshoot

Create Manual Request Create

GENERAL

Request Type: Airport Permit Permit Type: Pass Ambulance

By: Staff Organization Staff:

To: Ministry Ministry: Department of Airport Security

Effective Date: 12/4/2018 Remarks:

BENEFICIARIES

Staff Member	Nationality

OTHERS

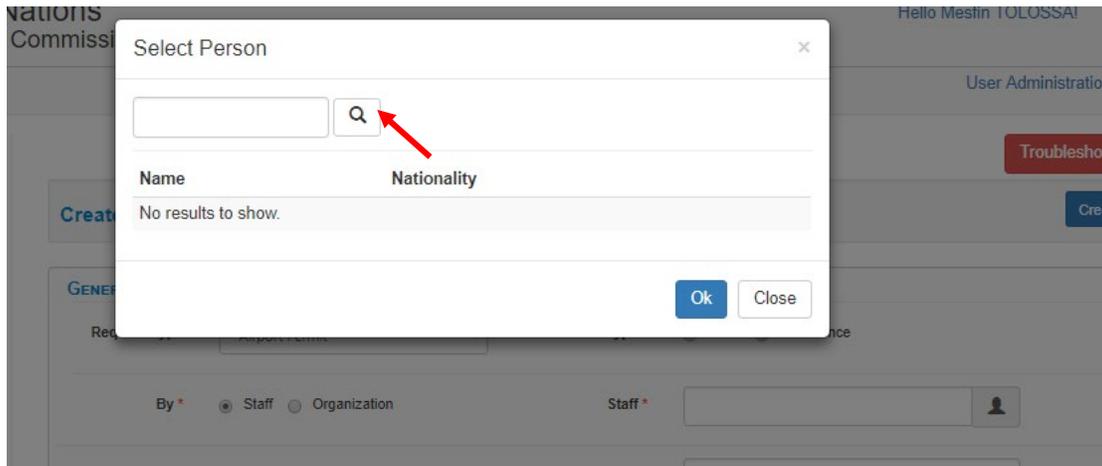
Full Name	Country

+ Add

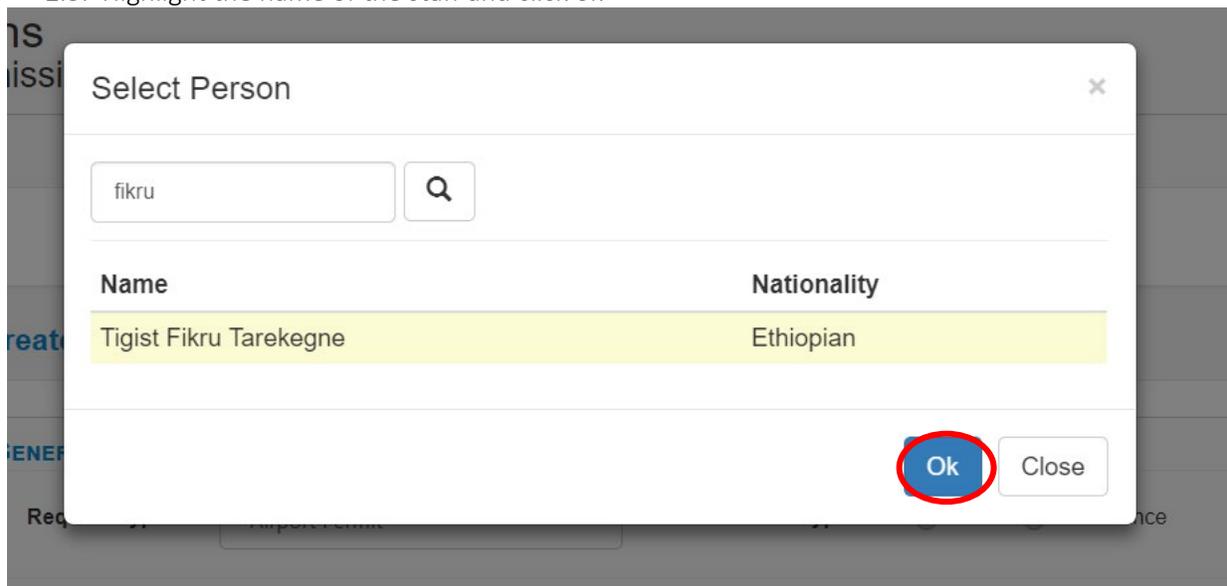
Close

2.3. Select “Permit Type” first. Depending on the permit type the detailed information you will enter will differ.

2.4. Select staff name by clicking on the icon and typing in the first name of the staff and click on the search icon.



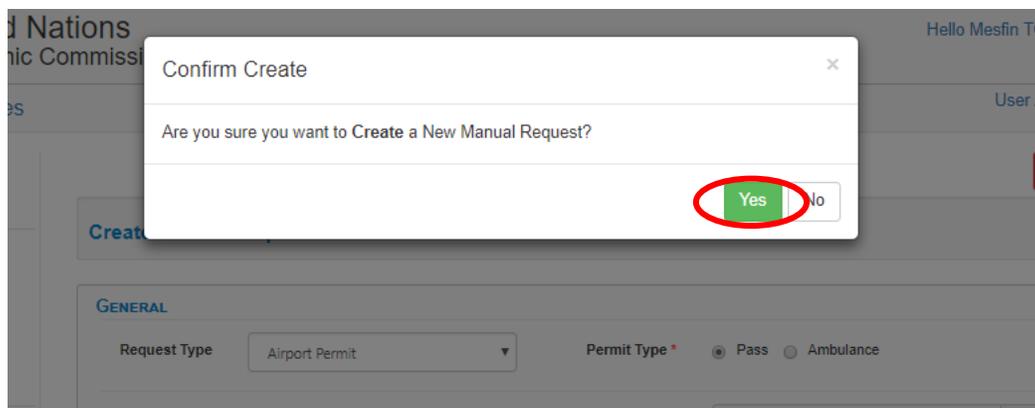
2.5. Highlight the name of the staff and click ok



2.6. Then enter the remaining detail information's.



- 2.7. **Beneficiaries:** This field will be populated automatically when you select the staff name.
- 2.8. **Others:** This field is optional to add names of your family members you want the request to be processed for.
- 2.9. Click on create when you are done. A Confirmation window will pop up



- 2.10. Click **“Yes”** then a message is displayed at the top of the screen.



Manual request information created successfully. X

New Manual Request has been Created. X

- 2.11. The new request will be displayed in your inbox.
- 2.12. Click on the reference number to see the details.

Manual Request
My Inbox

search

Q

Create Manual Request

Reference No.	Type	By	To	Status
REF/2019/0001 <small>Jan 08, 2019</small>	Airport Permit <small>Pass</small>	TIGIST FIKRU TAREKEGNE	Department of Airport Security	Being Processed <small>Jan 08, 2019</small>

3. Creating a Birth Certificate Authentication Request

This business process deals with international staff member’s request for the authentication of their dependent’s birth certificate from their home country. Protocol unit facilitates this by forwarding required documents to the respective Embassy in Ethiopia or respective foreign affairs office in home country.

- 3.1. Click on Birth Certificate Authentication.

Create Manual Request

Create

GENERAL

Request Type

--Select Request Type--
--Select Request Type--
Airport Permit
Birth Certificate Authentication
Driving License Authentication
Ethiopian National Passport
Ethiopian Visa
Resident Identity Card
Travel Abroad Visa
VIP Lounge

Remarks

Close

- 3.2. The “Birth Certificate Authentication” form will be displayed. You will be required to provide a detailed information regarding the request.



MESFIN TOLOSSA

Inbox 10

MANUAL REQUESTS

By Reference

By Type

For Embassy

For Ministry

Pending

Dispatched 2

Completed

Cancelled

PROTOCOL OFFICE

Visa

Requirements

EMBASSIES

Ethiopian

Foreign

REPORTS

Protocol

Travel

Archives

Troubleshoot

Create Manual Request

Create

GENERAL

Request Type Birth Certificate Authentication

By * Staff

Staff *

Remarks

BENEFICIARIES

Staff Member

Nationality

OTHERS

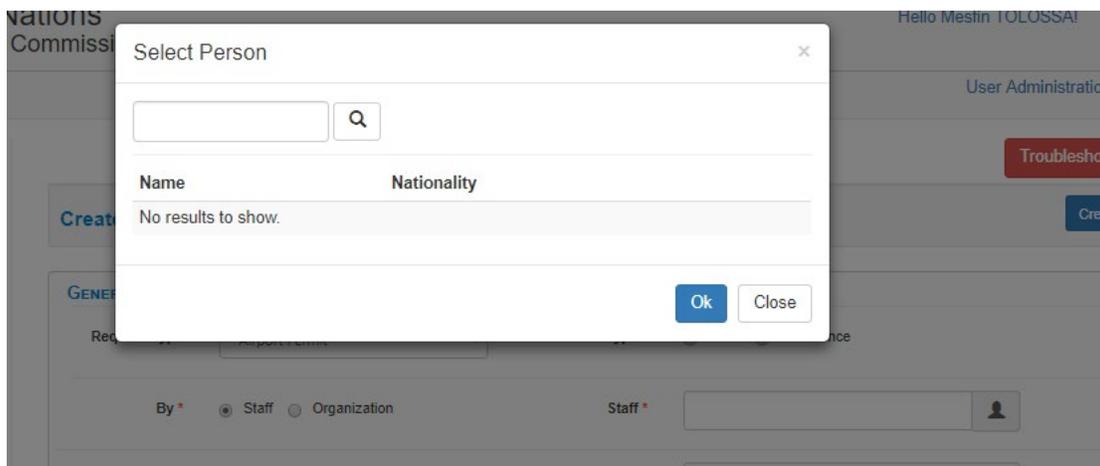
Full Name

Country

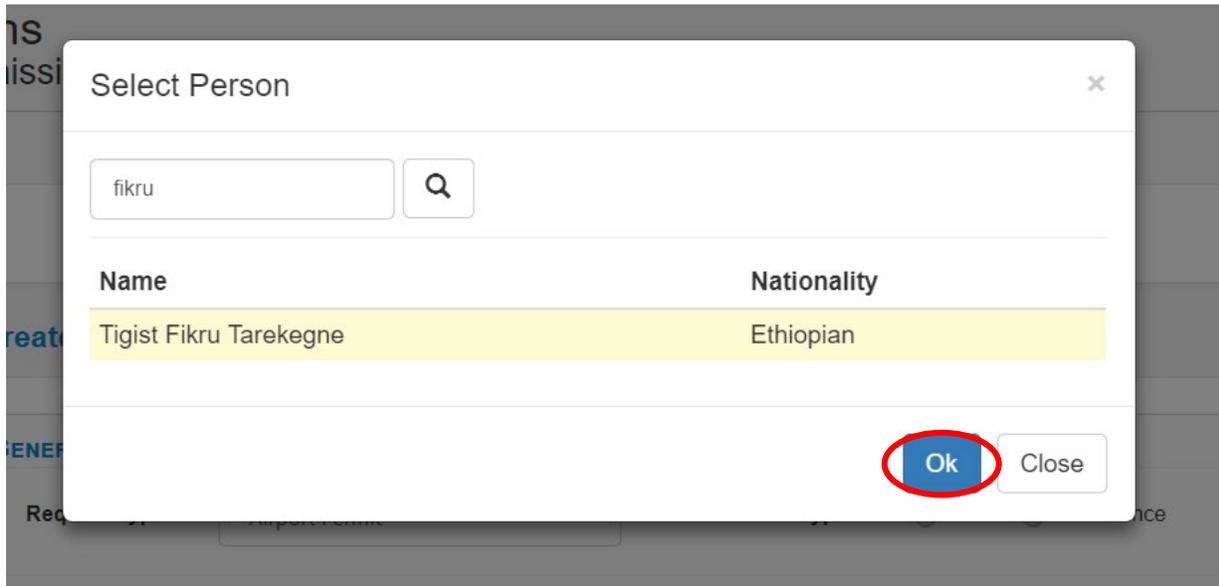
+ Add

Close

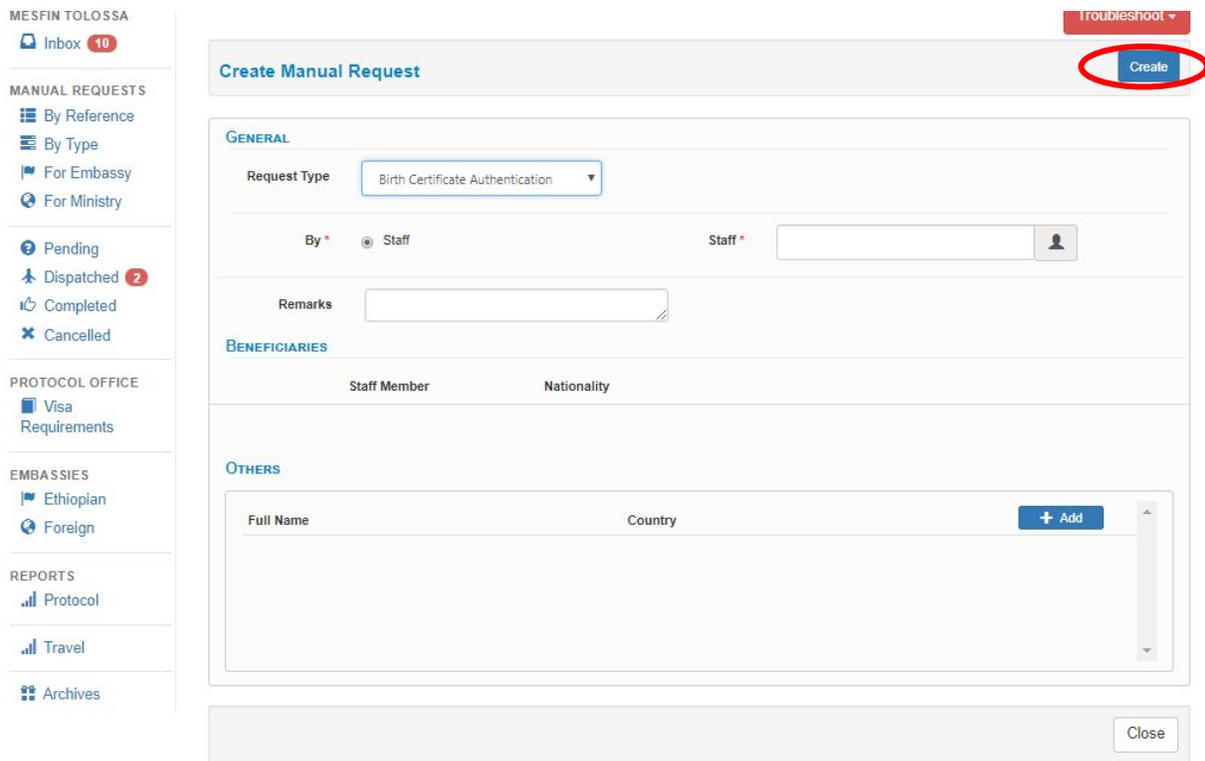
- 3.3. Select staff by clicking on the icon and typing in the first name of the person and click on the search icon.



- 3.4. Highlight the name of the person and click ok

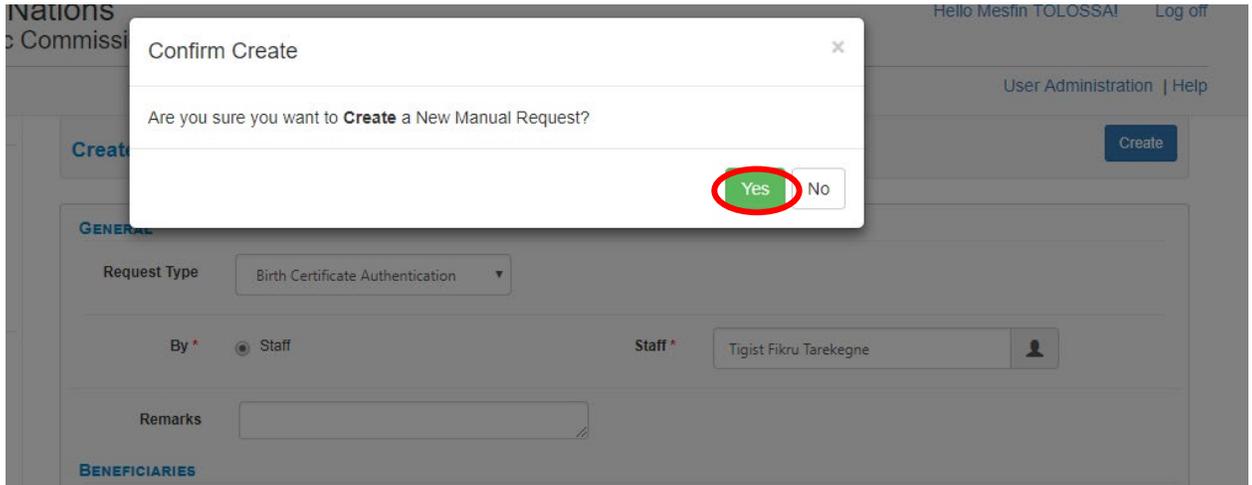


3.5. Then enter the remaining detail information's.





- 3.6. **Beneficiaries:** This field will be populated automatically when you select the staff name.
- 3.7. **Others:** This field is optional to add names of your family members you want the request to be processed for.
- 3.8. Click on create when you are done. A Confirmation window will pop up.

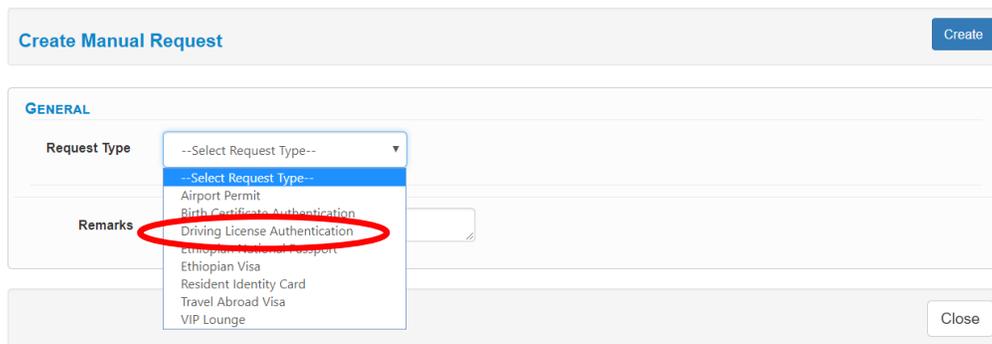


- 3.9. Click “Yes” then a confirmation message is displayed at the top of the screen.

4. Creating a Driving Licence Authentication Request

This business process deals with international staff member’s request for the authentication of their dependent’s driving license from their home country. Protocol unit facilitates this by forwarding required documents to the respective Embassy in Ethiopia.

- 4.1. Click on “Driving License Authentication”.





4.2. The “Driving License Authentication” form will be displayed. You will be required to provide a detailed information regarding the request.

MESFIN TOLOSSA
Inbox 10

MANUAL REQUESTS
By Reference
By Type
For Embassy
For Ministry

Pending
Dispatched 2
Completed
Cancelled

PROTOCOL OFFICE
Visa Requirements

EMBASSIES
Ethiopian
Foreign

REPORTS
Protocol
Travel
Archives

Troubleshoot

Create Manual Request

Create

GENERAL

Request Type: Driving License Authentication

By * Staff Organization Staff *

To * Embassy Foreign Foreign: --Select Embassy--

Effective Date: 12/4/2018 Remarks:

BENEFICIARIES

Staff Member	Nationality
--------------	-------------

OTHERS

Full Name	Country
-----------	---------

+ Add

Close

4.3. Select staff name by clicking on the icon and typing in the first name of the person and click on the search icon.

Select Person

Name	Nationality
No results to show.	

Ok Close

By * Staff Organization Staff *

4.4. Highlight the name of the staff and click ok.



Select Person

Search: fikru

Name	Nationality
Tigist Fikru Tarekegne	Ethiopian

Ok Close

4.5. Then enter the remaining detail information's.

Create Manual Request Create

GENERAL

Request Type: Birth Certificate Authentication

By * Staff Staff * Tigist Fikru Tarekegne

Remarks

BENEFICIARIES

Staff Member	Nationality
<input type="checkbox"/>	Tigist Fikru Tarekegne

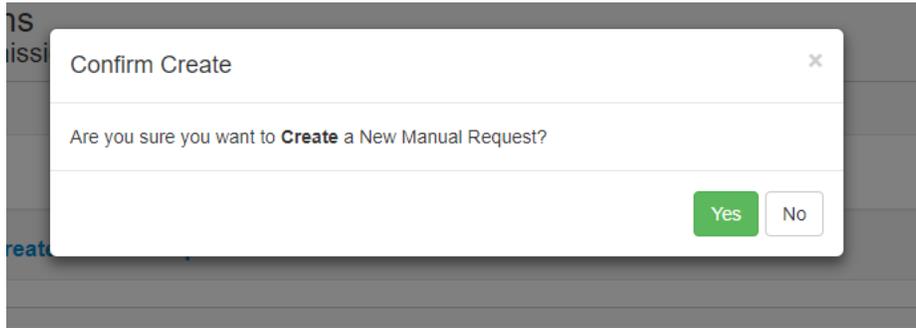
OTHERS

Full Name	Country	+ Add
-----------	---------	-------

Close



- 4.6. **Beneficiaries:** This field will be populated automatically when you select the staff name.
- 4.7. **Others:** This field is optional to add names of your family members you want the request to be processed for.
- 4.8. Click on create when you are done. A Confirmation window will pop up.

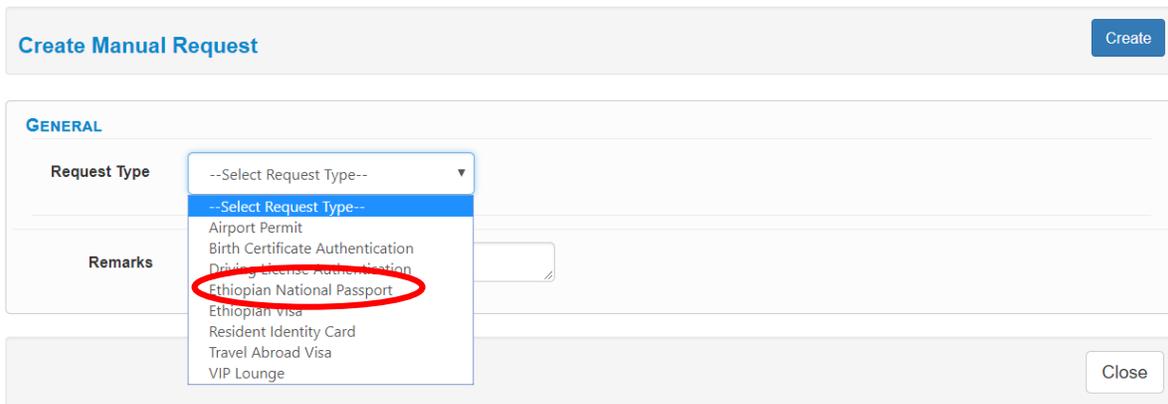


- 4.9. Click “Yes” then a confirmation message is displayed at the top of the screen.

5. Creating an Ethiopian National Passport Renewal Request

This process deals with receiving and processing requests for national passport. National staff members request the protocol unit to assist them/dependents in getting/renewing a national passport from DINA. This will considerably reduce the amount of time they have to wait to receive a National Passport from DINA.

- 5.1. Click on “Ethiopian National Passport”



- 5.2. The “Ethiopian National Passport” form will be displayed. You will be required to provide a detailed information regarding the request.



MESFIN TOLOSSA
Inbox 10

MANUAL REQUESTS
By Reference
By Type
For Embassy
For Ministry

Pending
Dispatched 2
Completed
Cancelled

PROTOCOL OFFICE
Visa Requirements

EMBASSIES
Ethiopian
Foreign

REPORTS
Protocol
Travel
Archives

Create Manual Request Close

GENERAL

Request Type: Ethiopian National Passport Action Type: New Renewal Replacement

By: Staff Staff:

To: Ministry Ministry: Main Department of Immigration and Natior

Effective Date: 12/4/2018 Remarks:

BENEFICIARIES

Staff Member	Nationality

Close

5.3. Select the “Action Type” first to be specific about the request for the Ethiopian National Passport.

- **New:** Select this option if you require a new Ethiopian National Passport.
- **Renewal:** Select this option if you require to renew your Ethiopian National passport.
- **Replacement:** Select this option if you have lost your Ethiopian National Passport and you need a replacement.

5.4. Once you select the action type proceed to filling the remaining detailed information.

5.5. Select staff name by clicking on the icon and typing in the first name of the person and click on the search icon.

Select Person ×

Name Nationality

No results to show.

Ok Close

By: Staff Organization Staff:



5.6. Highlight the name of the staff and click ok.

Name	Nationality
Tigist Fikru Tarekegne	Ethiopian

5.7. Then enter the remaining detail information's.

GENERAL

Request Type: Ethiopian National Passport | Action Type: New Renewal Replacement

By: Staff | Staff: Tigist Fikru Tarekegne

To: Ministry | Ministry: Main Department of Immigration and Nation

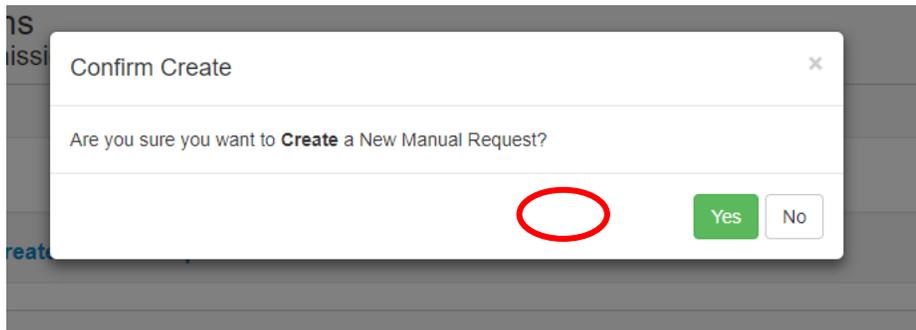
Effective Date: 1/16/2019 | Remarks:

BENEFICIARIES

Staff Member	Nationality
<input type="checkbox"/>	Tigist Fikru Tarekegne

5.8. **Beneficiaries:** This field will be populated automatically when you select the staff name.

5.9. Click on create when you are done. A Confirmation window will pop up.

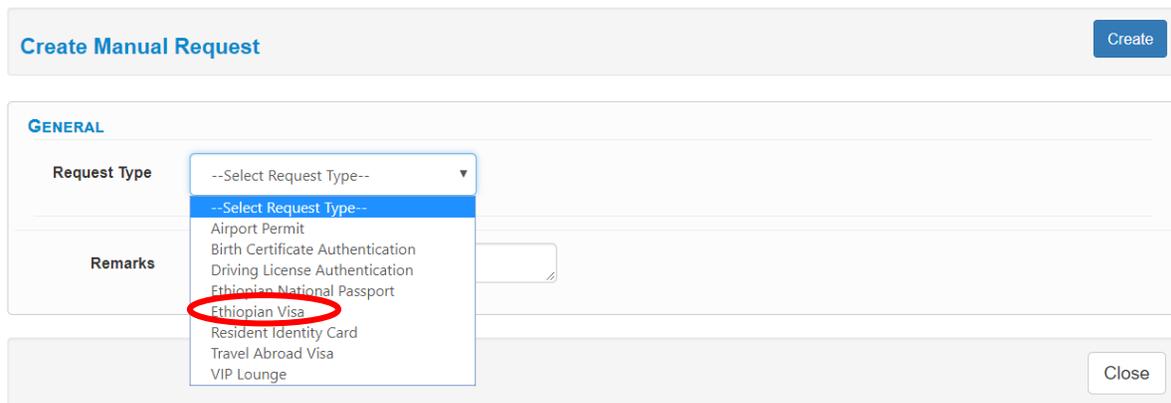


5.10. Click “Yes” then a confirmation message is displayed at the top of the screen.

6. Creating an Ethiopian Entry Visa request (including visa on arrival)

This business process deals with receiving and processing requests for **Ethiopian Entry Visa** or **Ethiopian Entry Visa on Arrival**. International staff members or organization units in ECA can request for an Ethiopian Business/Tourist visa for another staff member, relative, friend, consultant, delegate or dependent/s. Protocol unit follows up with the respective Ethiopian Embassy to arrange visa/s for the person/s specified.

6.1. Click on “Ethiopian Visa Request”.



6.2. The “Ethiopian Visa Request” form will be displayed. You will be required to provide a detailed information regarding the request.

6.3. Select the “**Visa Type**” first, depending on your selection the “Action Type” will be different as indicated in the images below.



• Business

Request Type Visa Type * Business Tourist Multiple Entry Exit

Action Type * New - On Arrival New - From Abroad

• Tourist

Request Type Visa Type * Business Tourist Multiple Entry Exit

Action Type * Extension New - On Arrival New - From Abroad

• Multiple Entry

Request Type Visa Type * Business Tourist Multiple Entry Exit

By * Staff Organization Staff *

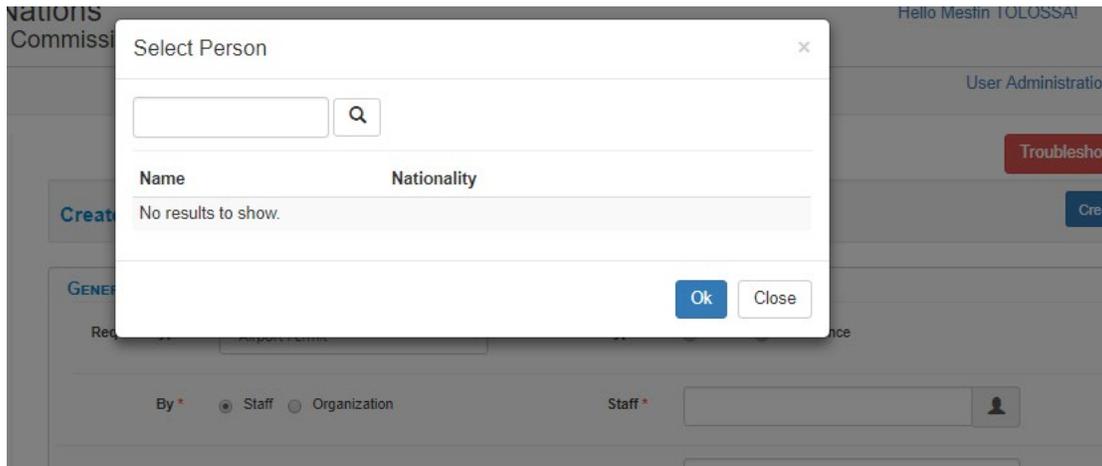
• Exit

Request Type Visa Type * Business Tourist Multiple Entry Exit

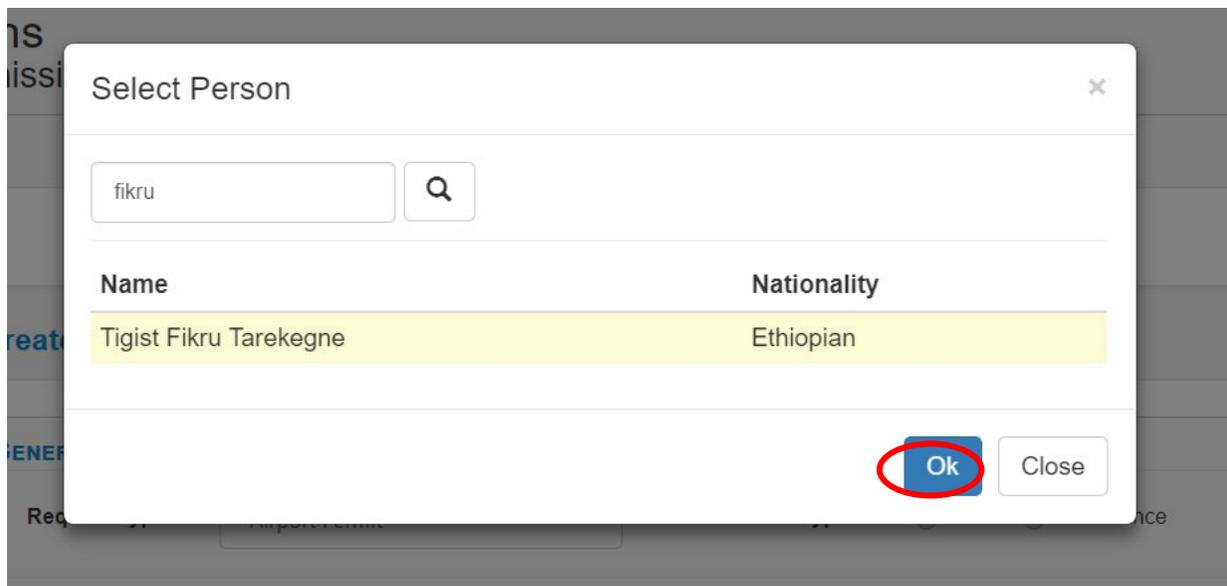
By * Staff Staff *

- 6.4. Once you select the “**Visa Type**” and the respective “**Action Type**” proceed to selecting the staff name by clicking on the icon and typing in the first name of the staff and click on the search icon.
- 6.5. Select staff name by clicking on the icon and typing in the first name of the staff and click on the search icon.

Note: If you are creating a request for a Non-staff, please type in the name manually in the space provided, otherwise please proceed with the steps mentioned below.



6.6. Highlight the name of the staff and click ok.

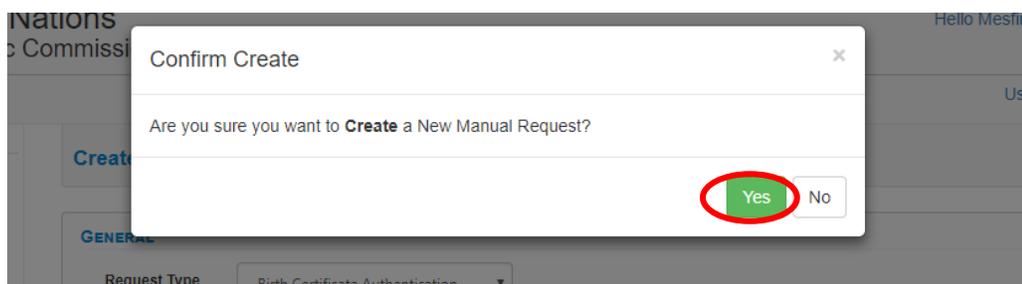


6.7. Then enter the remaining detail information's.



- MESFIN TOLOSSA
- Inbox 10
- MANUAL REQUESTS
 - By Reference
 - By Type
 - For Embassy
 - For Ministry
- Pending
- Dispatched 2
- Completed
- Cancelled
- PROTOCOL OFFICE
 - Visa Requirements
- EMBASSIES
 - Ethiopian
 - Foreign
- REPORTS
 - Protocol
 - Travel
 - Archives

- 6.8. **Beneficiaries:** This field will be populated automatically when you select the staff name.
- 6.9. **Others:** This field is optional to add names of your family members you want the request to be processed for.
- 6.10. Click on create when you are done. A Confirmation window will pop up.



- 6.11. Click "Yes" then a confirmation message is displayed at the top of the screen.

7. Creating a Resident Identity Card Issuance/Renewal Request

This business process deals with the request and processing of Ethiopian Resident Identity cards. International staff members with more than a year contract and their eligible family members are eligible to have an Ethiopian Resident Identity Card and this is issued by DINA.



7.1. Click on “Resident Identity Card”.

The screenshot shows the 'Create Manual Request' form. The 'Request Type' dropdown menu is open, displaying a list of options: --Select Request Type--, Airport Permit, Birth Certificate Authentication, Driving License Authentication, Ethiopian National Passport, Ethiopian Visa, Resident Identity Card (circled in red), Travel Abroad Visa, and VIP Lounge. The 'Remarks' field is empty. A 'Create' button is visible in the top right corner, and a 'Close' button is in the bottom right corner.

7.2. The “Resident Identity Card” form will be displayed. You will be required to provide a detailed information regarding the request.

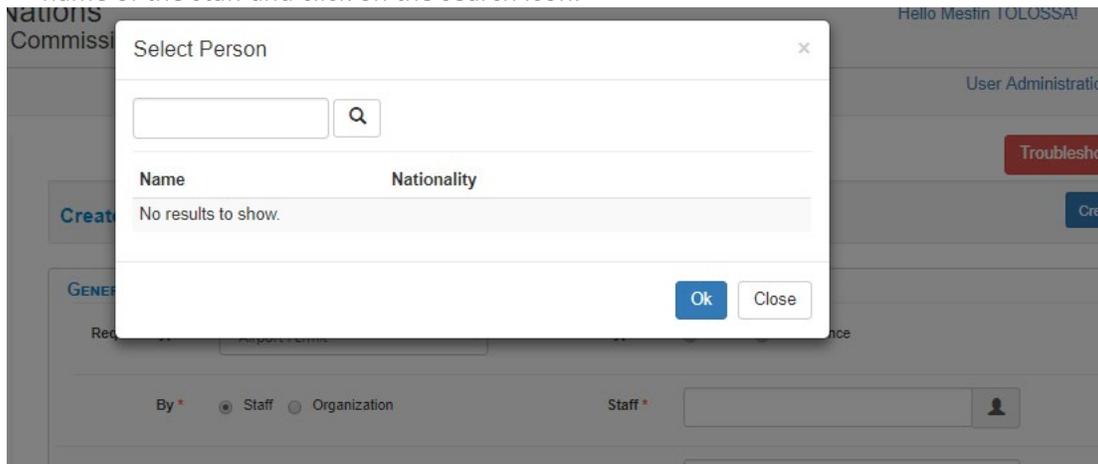
The screenshot shows the 'Create Manual Request' form for a 'Resident Identity Card' request. The 'Request Type' is set to 'Resident Identity Card'. The 'Action Type' is set to 'New'. The 'By' field is set to 'Staff'. The 'To' field is set to 'Ministry'. The 'Effective Date' is set to '12/4/2018'. The 'Remarks' field is empty. The 'Beneficiaries' section is empty. The 'Others' section is empty. A 'Create' button is visible in the top right corner, and a 'Close' button is in the bottom right corner.



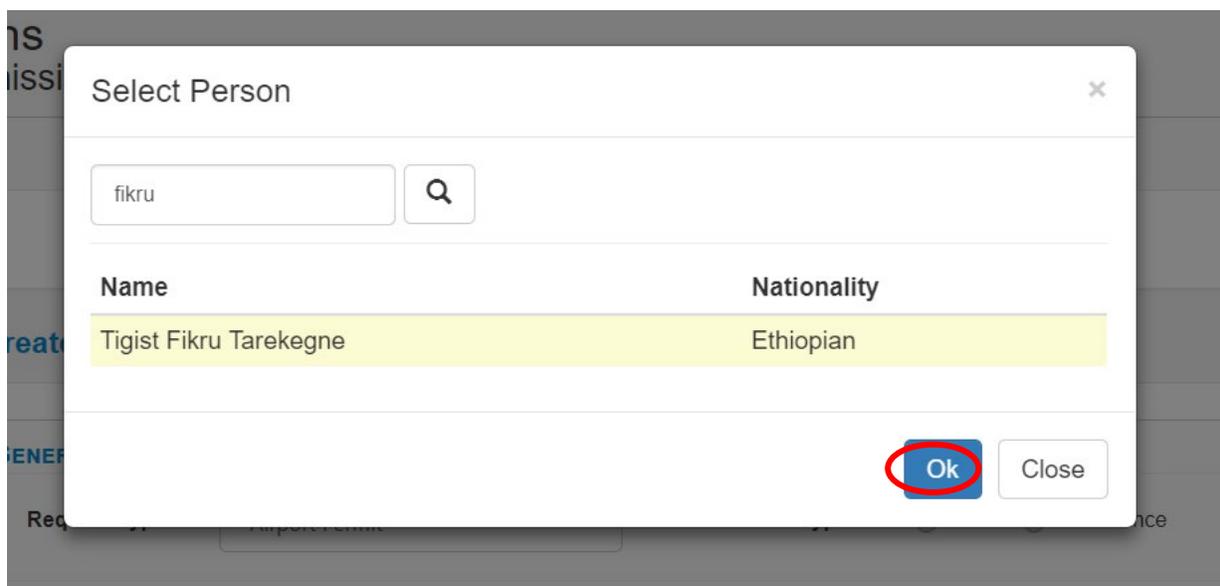
7.3. Select the “Action Type” first to be specific about the request for the Resident Identity Card.

- **New:** Select this option if you require a new Resident Identity Card.
- **Renewal:** Select this option if you require to renew your Resident Identity Card.
- **Replacement:** Select this option if you have lost your Resident Identity Card and you need a replacement.
- **Return:** Select this option if you are returning your Resident Identity Card.

7.4. Once you select the action type, select staff name by clicking on the icon and typing in the first name of the staff and click on the search icon.



7.5. Highlight the name of the staff and click ok.



7.6. After you select the staff name proceed to filling the remaining required information.



Create Manual Request Create

GENERAL

Request Type: Resident Identity Card Action Type * New Renewal Replacement Return

By * Staff Staff * Tigist Fikru Tarekegne

To * Ministry Ministry: Main Department of Immigration and Nation

Effective Date: 1/22/2019 Remarks:

Period Of: --Select--

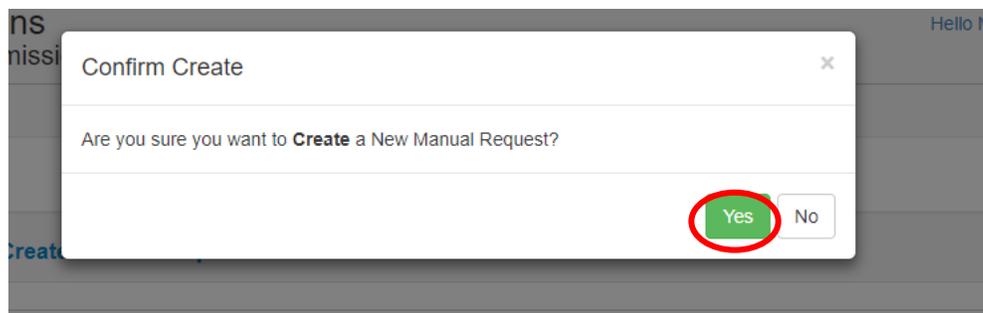
BENEFICIARIES

Staff Member	Nationality
<input checked="" type="checkbox"/>	Tigist Fikru Tarekegne

OTHERS

Full Name	Country	+ Add
-----------	---------	-------

- 7.7. **Beneficiaries:** This field will be populated automatically when you select the staff name.
- 7.8. **Others:** This field is optional to add names of your family members you want the request to be processed for.
- 7.9. Click on create when you are done. A Confirmation window will pop up.



- 7.10. Click "Yes" then a confirmation message is displayed at the top of the screen.



Processing Protocol Requests (for Protocol Staff only)

For any request type created the “Status” column will display as “Being Processed” initially. Depending on the next step of the process you can change the status to “Complete”, “Dispatched” or “Cancelled”.

Reference No.	Type	By	To	Status
REF/2019/0010 Jan 22, 2019	Ethiopian National Passport New	MEHDI MEHAMHA	Main Department of Immigration and Nationality Affairs	Being Processed Jan 22, 2019
REF/2019/0009 Jan 22, 2019	Ethiopian National Passport New	TIGIST FIKRU TAREKEGNE	Main Department of Immigration and Nationality Affairs	Being Processed Jan 22, 2019

- **Completed:** Change the status to “Completed” if the request that was initiated has been fully processed and completed.
- **Dispatched:** Change the status to “Dispatched” If the request has been initiated and has been sent to the respective section and awaiting response.
- **Cancelled:** Change the status to “Cancelled” If the request has been cancelled due to some missing information or another reason

1. How to process a request

1.1. Click on your inbox to see the list of requests that have been created.

Manual Request My Inbox search

Reference No.	Type	By	To	Status
REF/2019/0010 Jan 22, 2019	Ethiopian National Passport New	MEHDI MEHAMHA	Main Department of Immigration and Nationality Affairs	Being Processed Jan 22, 2019
REF/2019/0009 Jan 22, 2019	Ethiopian National Passport New	TIGIST FIKRU TAREKEGNE	Main Department of Immigration and Nationality Affairs	Being Processed Jan 22, 2019
REF/2019/0008 Jan 22, 2019	Ethiopian Visa Exit	TIGIST FIKRU TAREKEGNE	Main Department of Immigration and Nationality Affairs	Being Processed Jan 22, 2019
REF/2019/0007 Jan 22, 2019	Ethiopian Visa Business, New - On Arrival	TIGIST FIKRU TAREKEGNE	Main Department of Immigration and Nationality Affairs	Being Processed Jan 22, 2019

1.2. From the list displayed click on the reference number of a request you want to change the status of.

1.3. The detailed view of the request will be displayed.



Edit Manual Request Complete Dispatched Cancel

GENERAL

Request Type: Airport Permit Permit Type: Pass Ambulance

By: Staff Organization Staff: Tigist Fikru Tarekagne

To: Ministry Ministry: Department of Airport Security

Effective Date: 01/08/2019 Remarks:

1.4. At the top right corner of the view you will see three options to choose from.

- **Complete:** When you select this option a confirmation window will pop up.
 - ✓ If there are any remarks regarding the request type in the space provided and click ok.

Complete ?

Are you sure you want to continue?

Remarks:

Ok Cancel

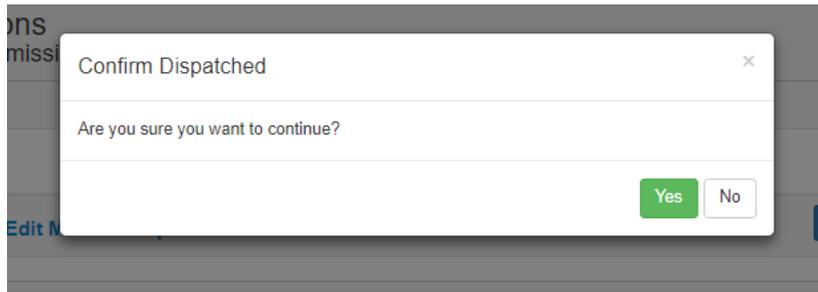
- ✓ The status for the request will display as "Completed"

Reference No.	Type	By	To	Status
REF/2018/0019 Dec 04, 2018	VIP Lounge	ACS	Bole Airport Immigration and Nationality Affairs	Completed

- **Dispatched:** When you select this option a confirmation window will pop up.
 - ✓ Click on "Yes" to continue.



Protocol Services Management System

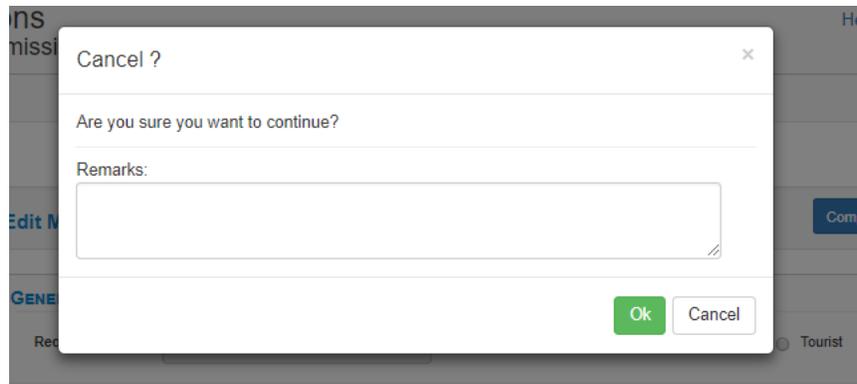


✓ The status for the request will display as “Dispatched”

Reference No.	Type	By	To	Status
REF/2019/0004 Jan 21, 2019	Birth Certificate Authentication	MAAME AGYEBEN		Dispatched Jan 21, 2019
REF/2018/0006 Nov 12, 2018	Resident Identity Card New	FREHIWOT TEKLU	Main Department of Immigration and Nationality Affairs	Dispatched Nov 12, 2018

- **Cancel:** When you select this option a confirmation window will pop up.

✓ If there are any remarks regarding the cancellation of the request type in the space provided and click “OK”.



✓ The status for the request will display as “Cancelled”

Reference No.	Type	By	To	Status
REF/2018/0001 Nov 08, 2018	Airport Permit Pass	MICHAEL MESFIN	Department of Airport Security	Cancelled Nov 08, 2018
1008 Jun 26, 2018	Airport Permit Pass	BERHANE MESFIN	Bole Airport Immigration and Nationality Affairs	Cancelled Oct 15, 2018

- Once a request has been dispatched and has gone through the necessary procedure the status should be changed to “Completed”.