

# USER MANUAL

## MOVABLE PROPERTY COLLATERAL REGISTRY

JUNE 2021

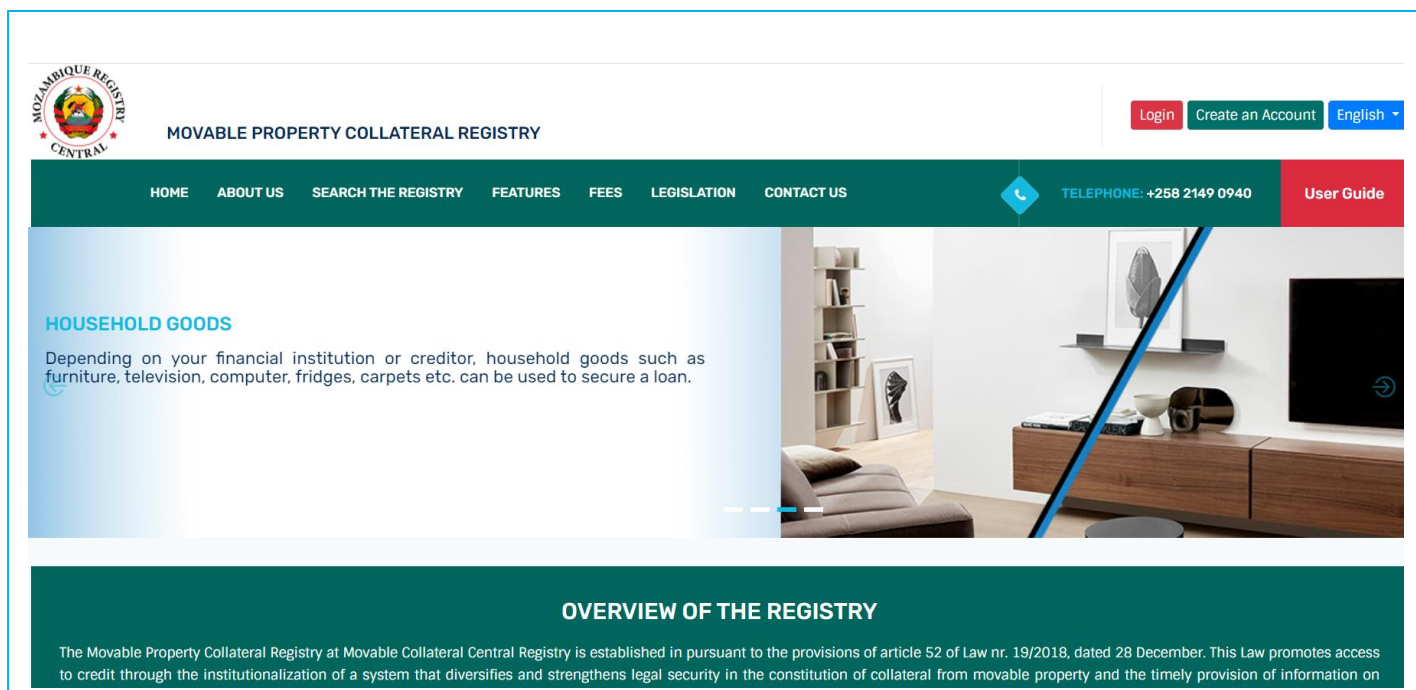
# TABLE OF CONTENTS

- GETTING STARTED..... 3**
  - HOME PAGE ..... 3
- USING THE SYSTEM..... 7**
  - CREATING A CLIENT ACCOUNT ..... 7
    - How To Create An Institution Secured Creditor Account* ..... 7
    - How To Create An Individual Secured Creditor Account*..... 11
  - HOW TO SUBMIT POSTPAID REQUEST..... 15
  - CLIENT LOGIN ..... 16
  - PASSWORD RESET ..... 16
  - HOW TO CHANGE YOUR PASSWORD..... 18
- PERFORMING A SEARCH..... 21**
  - HOW TO SEARCH THE REGISTRY USING GRANTOR ID ..... 21
  - HOW TO SEARCH THE REGISTRY USING COLLATERAL SERIAL NUMBER ..... 23
  - HOW TO SEARCH BY SECURITY RIGHT ..... 23
  - HOW TO VIEW YOUR PREVIOUS SEARCHES..... 24

# GETTING STARTED

## HOME PAGE

You can access the Movable Property Collateral Registry by entering the site address <https://crgm.gov.mz> in your web browser. This will open the MPCR page.



The Home page of the Movable Property Collateral Registry (MPCR) displays Seven (7) **Menu** tabs with a **User Guide** tab at the extreme right of the menu bar. At the top right-hand corner of the page, are two (2) **Access Control Buttons** and a **Language Option Button** for English or Portuguese.

Below are the details of the various sections on the **Home** page:

### A. The Access Control buttons are:

1. **Login:** Click this to login at the **Login Page** and access the system as a Registered Client.

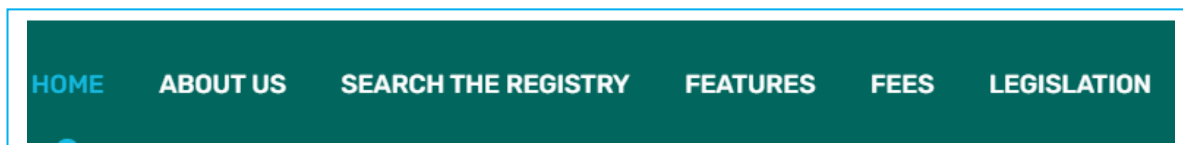


2. **Create an Account:** Click this to **Register your Account** in the system as a first time client.

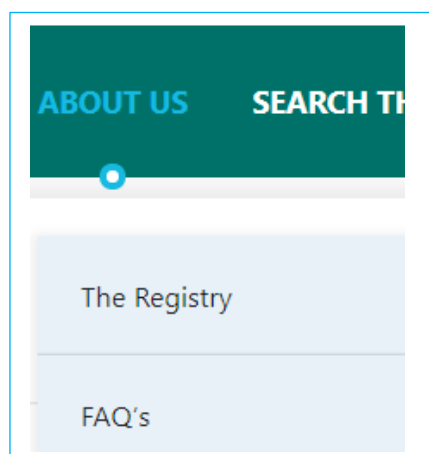
B. **Language Option button:** Click this button  to select the preferred language option of use – **English** or **Portuguese**.

C. **The Menu Tabs are:**

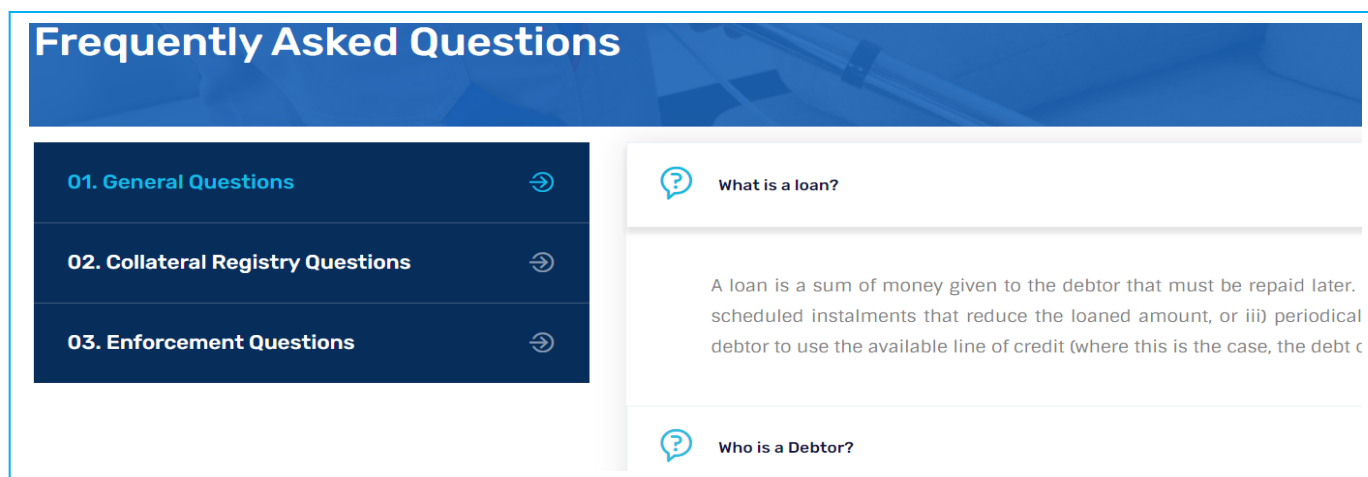
1. Click on the **Home** menu tab from any page on the website to return to the Home page.



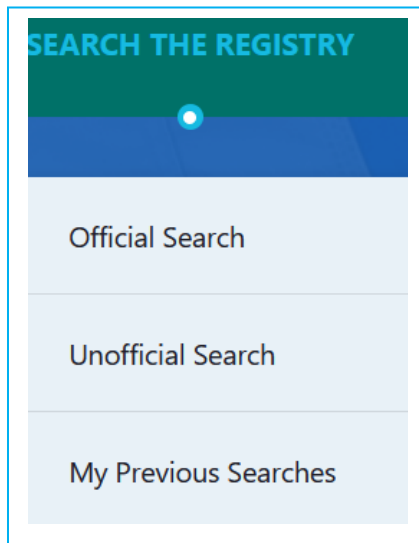
2. Clicking the **About Us** menu tab provides the following dropdown options:



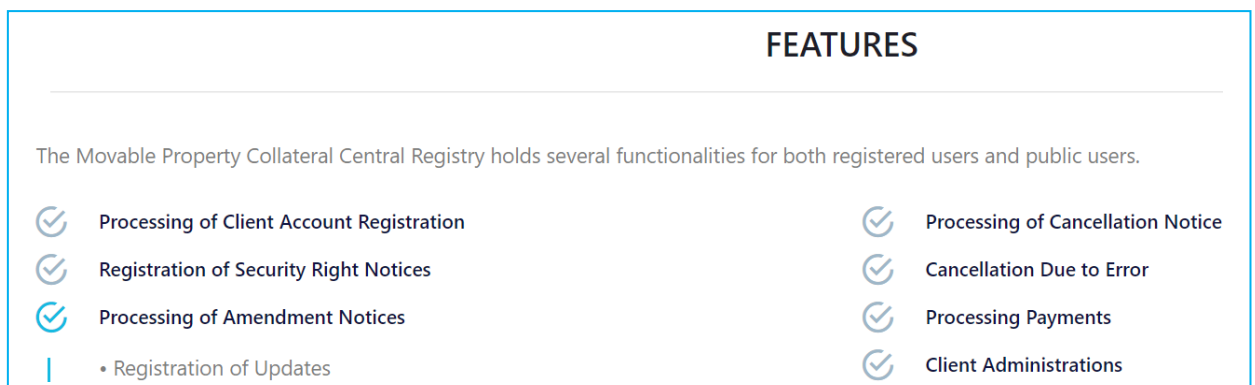
- Click the **The Registry** for a brief information on the Movable Property Collateral Registry.
- Click **Frequently Asked Questions (FAQ's)** for answers to some questions on the Movable Property Collateral Registry and its use.



3. Click the **Search the Registry** tab to search the Registry as an unregistered client. Clicking **Search the Registry** menu tab provides the following dropdown options:

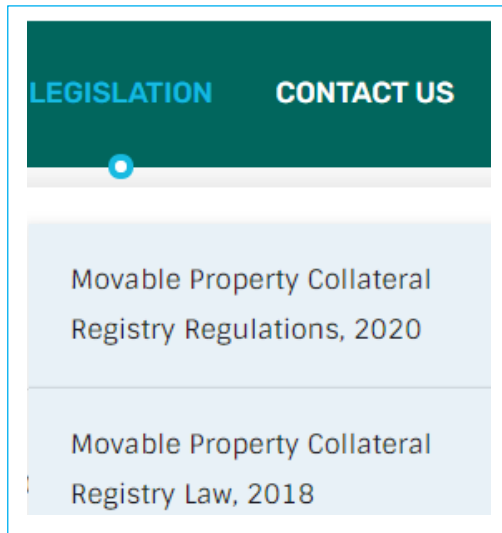


- Click **Official Search** to search Security Rights information using any of the official legally mandated search parameters in the Regulation. These are the **Grantor ID**, **Collateral Serial Number** or **Initial Security Right Registration Number** and make payment for it where applicable. A Search Certificate is issued for official search and is admissible in the Court of Law.
  - Click **Unofficial Search** to search for Security Rights information by using **Grantor Name** as search criteria for free without any issuance of a search certificate.
  - Click **My Previous Searches** to retrieve your previously performed searches using your **Search Code**.
4. The **Features** menu page displays main functions of the system.

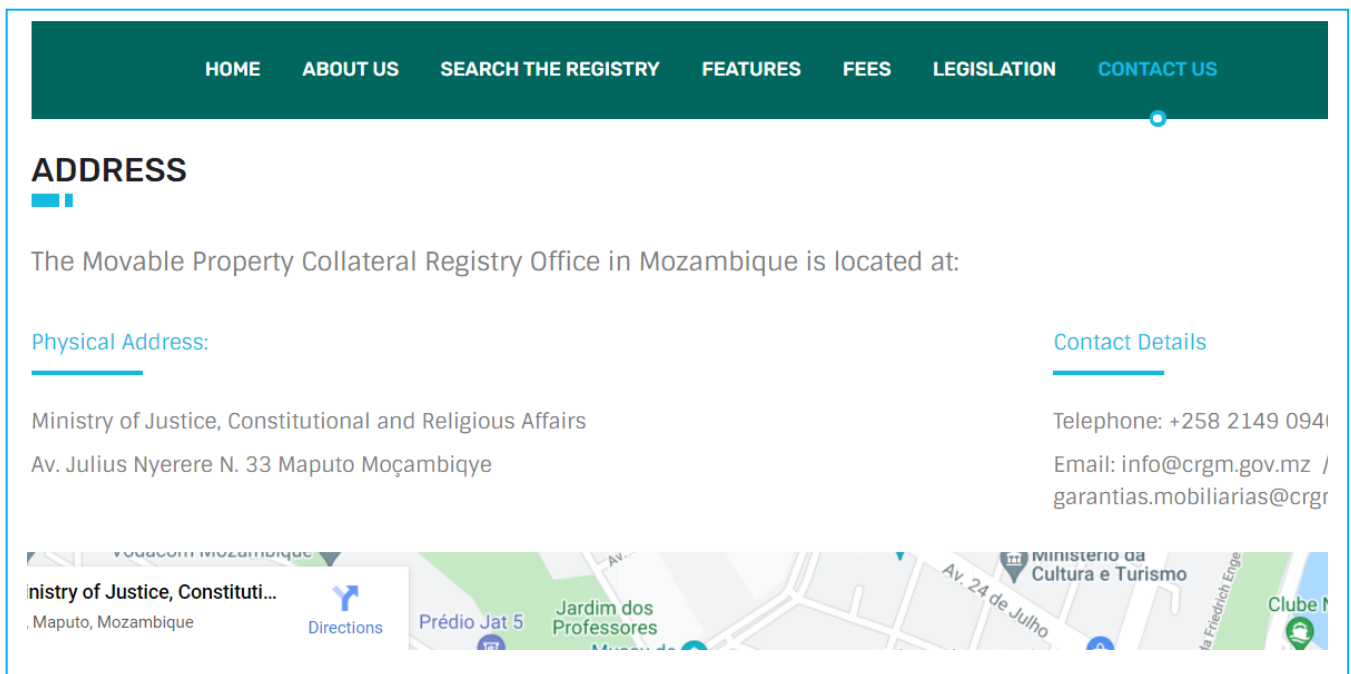


5. Click the **Fees** menu tab to obtain information on service fee charges.

6. Click **Legislation** Menu tab to access useful legal resources of the Registry.



7. Click the **Contact Us** Menu tab to find the Registry contact information.



## USING THE SYSTEM

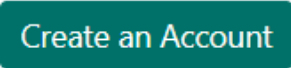
### CREATING A CLIENT ACCOUNT

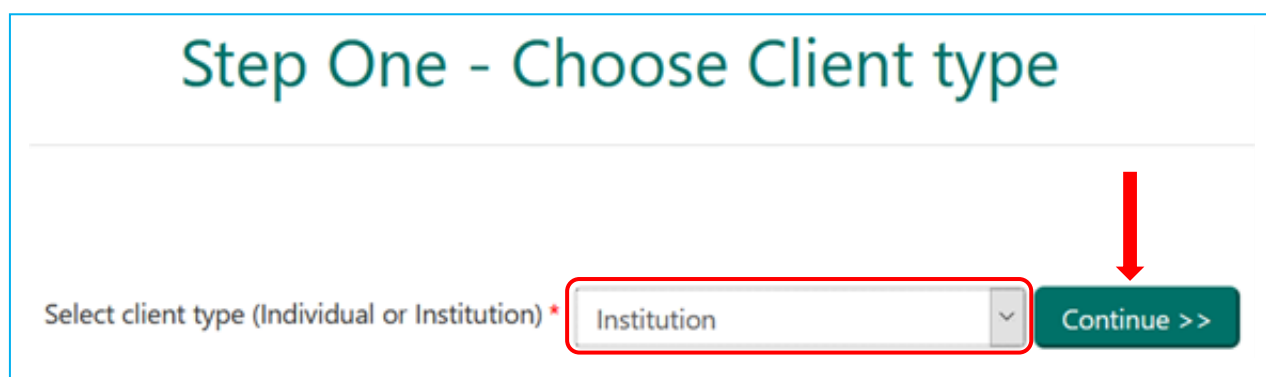
If your business activities require you to register security rights on regular basis, then you will be required to create a client account in the Registry as **Institution** or **Individual**. You require approval from the Registrar of the Movable Property Collateral Registry to create an account in the system.

#### HOW TO CREATE AN INSTITUTION SECURED CREDITOR ACCOUNT


An Institution Secured Creditor is required to create an account with the Movable Property Collateral Registry (MPCR) in order to be able to register a security right. Creating a Client Account requires approval from the Registrar of the Movable Property Collateral Registry.


##### To create an account:


1. Enter <https://crgm.gov.mz> in your browser to display the **Home** page of the MPCR.
2. From the **Home** Page, click on Create an Account button  to display the **Step One - Choose Client Type** page.



Step One - Choose Client type

Select client type (Individual or Institution) \*  



3. Select the client type **Institution** and click **Continue** to proceed.
4. **Step Two - Provide Institution information** page is displayed for submission of the Institution identity details. **Note: All Mozambican identity details entered are subject to verification.**
5. Select the **Country of Registration**. For Country of Registration '**Mozambique**', provide the institution's unique **Tax Identification Number** and then click on the **Submit** button  to move to **Step Three** of the Account Creation steps.

## Step Two - Provide Institution Information

Country of Registration \* Mozambique

Tax Identification No. \* 90017852628948

6. **Step Three – Provide Registration Information** page is displayed with your institution name and all previously entered information.
7. Complete the account creation by providing all other missing institution information required, taking note of mandatory fields (i.e. fields with **red** asterisk) as shown.

## Step Three - Provide Registration Information

Please provide all your organisation details in this section. If you want further information regarding a particular field move your mouse over the field label to display a tooltip.

### Basic Information

Institution Name *	United Bank For Africa Mozambique	Business Registration No. *	320170006678
Country of Registration *	Mozambique	Tax Identification No. *	90017852628948
Entity Type *	Companies & Societies	Email *	ub@am.com

8. When your institution's major role is to frequently register Security Rights notices, then choose the *Secured Creditor* option for **Major Role**.
9. Provide the institution **Address** details and move to the **Administrator Account Profile** Section and fill the **Administrator Account Profile** form as shown. The Administrator is the user that manages the institution client account in the system.

**Administrator Account Profile**

First Name \*

Middle Name

Surname \*

Email \*

10. After completing the Administrator Profile, move to the **Upload Attachment** section and upload required documents by first clicking the **Add File** button and then the **Upload** button to upload file or the **Remove** button to remove file.

Maximum file size is 3MB

C:\Letter of Introduction.docx

11. At the **Security Check** section, type the same *Security Check Image* displayed into its box. If the displayed text image is not clearly visible, click **Refresh** for a new text image.

**Security Check**

Please type the characters you see in the picture below

Letters are not case sensitive

12. Click on the **General Conditions of use of the Movable Collateral Registry Central System** link to display the **Terms** and **Conditions** of use of the system which applies and read carefully.

[Click this link to read General Conditions of use of the Movable Collateral Registry Central System](#)



I agree with the Terms and Conditions \*

13. Then, Select the “**I agree with the Terms and Conditions**” check box if you agree to the general terms and conditions stated below and click **OK**.

## TERMS & CONDITIONS OF USE OF MOVABLE PROPE

Thank you for visiting the Movable Property Collateral Registry website.

By accessing and using any part of this website, you are deemed to have accepted to be legally bound by these terms


Please read these terms & conditions carefully before you start to access and use the website.

### 1. General

These terms & conditions of use may be changed in part or in whole, from time to time without notice. All changes will such changes have been posted will constitute your irrevocable agreement to the variation of the terms & conditions of

### 2. Proprietary Rights

This website is owned by the Government of Mozambique, under the management of the Ministry of Justice, Constitu by the Implementation Committee of the Movable Properties Collateral Registry (hereinafter CIC) under those Ministry.

14. Then, click on the **Submit Account Details** button when done  to submit your account registration request.


15. After clicking the **Submit Account Details** button, the **Review Membership Registration** page is displayed for a quick review of the institution information provided.

## Review Membership Registr

### Institution Information

#### Basic Information

Institution Name	United Bank For Africa Mozambique Sa/Uba	Primary Phone
Country Of Origin	Mozambique	Secondary Phone
Entity Type	Cooperatives	Email Address

16. Click the **Submit** button  after review to display the confirmation message after its successful submission.



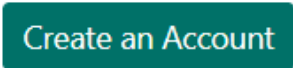
Your client account has been submitted to the Movable Property Collateral Registry for authorization. You will receive a confirmation message after a maximum of 3 working days. Your client code is **MCC**

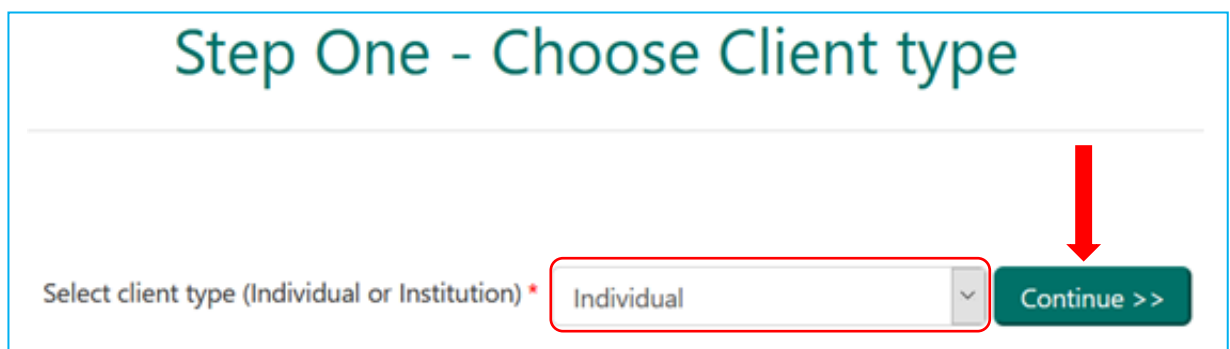
17. When your account request is approved by the Registry, the link to activate the account will be sent to the email address you provided under the Administrator Account Profile form.
18. To access your client account, click on the link.

## HOW TO CREATE AN INDIVIDUAL SECURED CREDITOR ACCOUNT


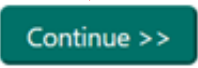
An Individual Secured Creditor is required to create an account with the Movable Property Collateral Registry (MPCR) in order to register a security right. Creating a Client Account requires approval from the Registrar of the Movable Property Collateral Registry System.

### To Create an Individual Account:

1. Enter <https://crgm.gov.mz> in your browser to display the **Home** page of the MPCR.
2. From the **Home** Page, click on Create an Account button  to display the **Step One - Choose Client Type** page.
3. Select the client type **Individual** and click **Continue** to proceed.



Step One - Choose Client type

Select client type (Individual or Institution) \* Individual  

4. **Step Two - Provide Individual Information** page is displayed for submission of the Individual identity details. **Note: All Mozambican identity details entered are subject to verification.**
5. Select the **Nationality**. For individuals of '**Mozambican**' identity, your unique **Tax Identification Number** is required.

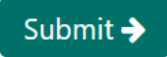
## Step Two - Provide Individual Information

Nationality \*

Mozambican

Tax Identification No. \*

80017272650374

6. Enter your TIN and then click on the **Submit** button  to move to *Step Three* of the Account Creation steps.
7. **Step Three – Provide Registration Information** page is displayed with your name, date of birth and all previously entered information.
8. Complete the account creation by providing all other missing personal information required (fields with **red** asterix) as shown.

## Step Three - Provide Registration Information

Please provide your personal information below. If you want further information regarding a particular field move your mouse over the field label to display a tooltip.

### Individual Client Profile

First Name \*

Oscar

Tax Identification No. \*

80017272650374

Middle Name

Primary Phone No \*

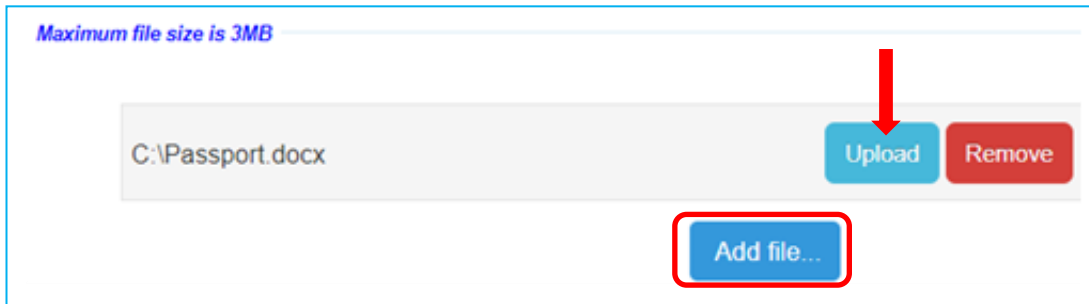
04545678788888

Surname \*

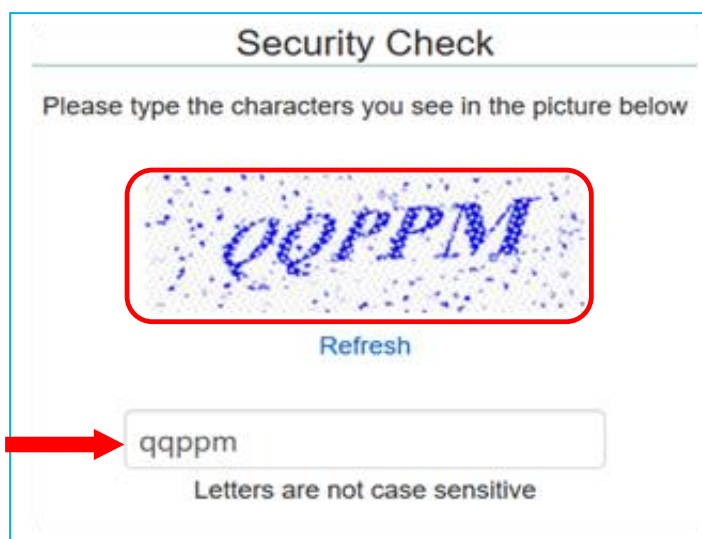
Bia

Secondary Phone No

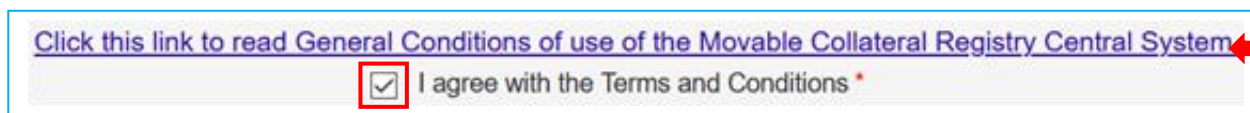
9. When your major role is to frequently register Security Rights notice into the Registry, choose *Secured Creditor* option for **Major Role**.
10. Provide your Address details and move to the **Upload Attachment** section to upload documents required by clicking **Add File** button and then the **Upload** button to upload file or the **Remove** button to remove file.



11. At the **Security Check** section, type the same *Security Check Image* displayed into its box. If the displayed text image is not clearly visible, click **Refresh** for a new text image.



19. Click on the *General Conditions of use of the Movable Collateral Registry Central System* link to display the **Terms** and **Conditions** of use of the system which applies and read carefully.



20. Then, Select the **“I agree with the Terms and Conditions”** check box if you agree to the general terms and conditions stated below and click **OK**.

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21. Then, click on the **Submit Account Details** button when done  to submit your account registration request.

22. After clicking the **Submit Account Details** button, the **Review Membership Registration** page is displayed for your review of all information provided.

Individual Information			
First Name	Oscar	Primary Phone	04545678788888
Middle Name		Secondary Phone	
Surname	Bia	Email Address	oscar@y.com

12. Click the **submit** button  after review to display the confirmation message after its successful submission.



Your client account has been submitted to the Movable Property Collateral Registry for authorization. You v  
after a maximum of 3 working days. Your client code is **CI**

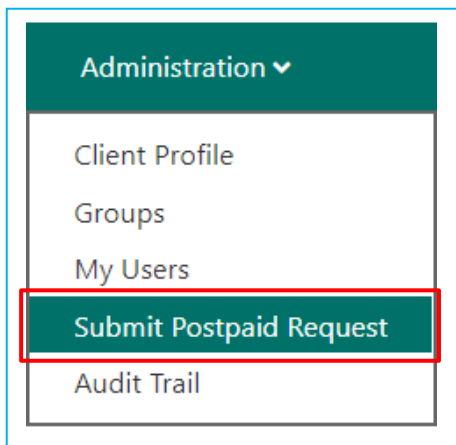
13. When your account request is approved by the Registry, the link to activate the account will be sent to the email address you provided on your Client Profile form.
14. To access your client account, click on the link.

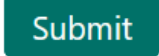
## HOW TO SUBMIT POSTPAID REQUEST

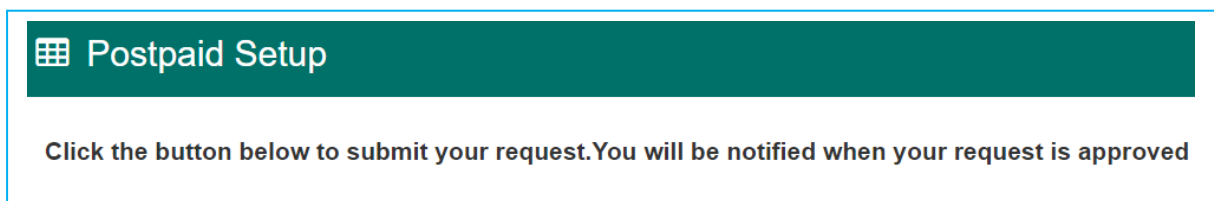
To submit a postpaid request, you should be a client user assigned with the **Client Administrator** role.

### To Submit Postpaid Request:

1. Login to the application with your **Username** and **Password**. and click on the **Administration** menu.
2. Select **Submit Postpaid Request** from the drop-down list to display the **Postpaid Account Setup** page.



3. From the Submit Postpaid Request page, click the **Submit** button  to continue as directed.



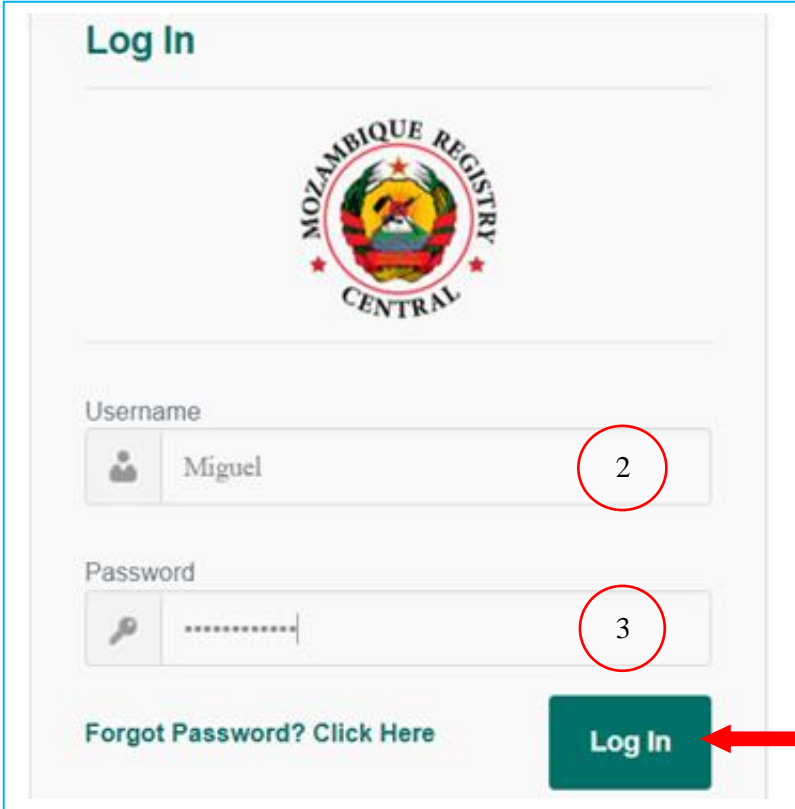
4. Upon successful submission, a success message is displayed.

## CLIENT LOGIN

Once your user account is created in the Registry, you will be notified by email or your administrator may notify you of your **Username** and **Password** credentials which you will use to access the system.

### To Login to the Registry:

1. From the **Home** page, click on the **Login** button  to display the Login page.
2. Enter your **Username** as shown.



Log In

MOZAMBIQUE REGISTRY  
CENTRAL

Username  
Miguel 2

Password  
..... 3

[Forgot Password? Click Here](#) **Log In**

3. Enter your **Password** and click the **Login** button or simply press the *Enter* key on your keyboard to login to the registry.

## PASSWORD RESET

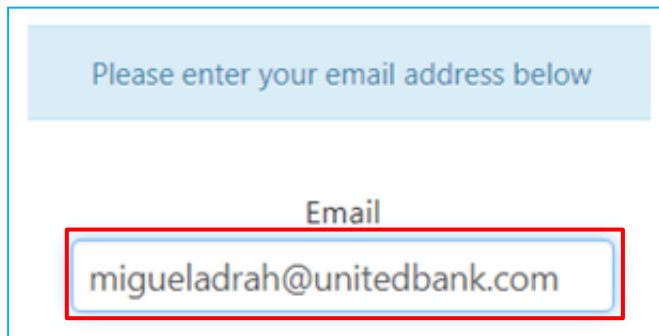
The login page provides you with the facility to reset your password.

### To Reset your Password:

1. From the **Login** page, click on the link **Forgot Password? Click Here**.

[Forgot Password? Click Here](#)

2. The **Password Reset** page displays with request for your email address.



Please enter your email address below

Email

migueladrah@unitedbank.com

3. Enter your *email address* in the **Email** box.
4. At the **Security Check** section, enter the same text on the security image in the text box. **NOTE: Letters are not case sensitive.**



Security Check

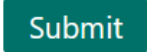
Please type the characters you see in the picture below

ESNMB

Refresh

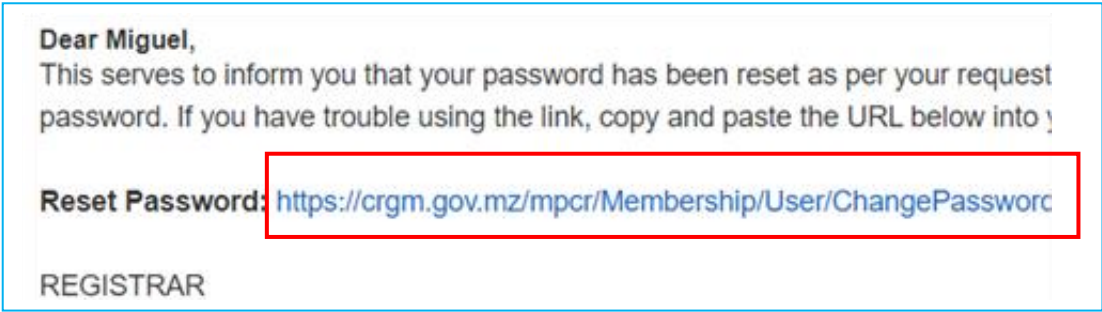
→ esnmb

Letters are not case sensitive

5. Click on the **Submit** button  when completed, to send request for password reset.
6. After submitting password reset request, a success message is displayed confirming that the link to reset password has been sent to the email address you provided.

A link has been sent to the email you provided. Click on the link in your email to reset your password

7. Visit the inbox of the email address you provided during password reset and click on the **Reset Password** link and [Change Password](#) to reset.




## HOW TO CHANGE YOUR PASSWORD

A logged in User may change his/her password at any time. However, you are required to change your password the first time you sign into the System after the Administrator creates your user account.

### To Change Password:


#### Option 1 - For Existing Users

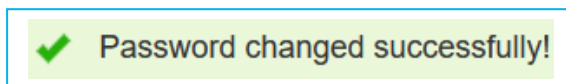
1. Log into the application with your **Username** and **Password**.
2. Click on the **My Profile (User(Institution))** tab located on the Navigational bar, to display your **User** profile details.
3. Click on the **Change Password** button  to display the **Change Password** page.

A form with three input fields. The first is labeled "Old Password" and contains ten black dots. The second is labeled "New Password" and contains ten black dots. The third is labeled "Confirm New Password" and contains ten black dots.

4. Enter your *old password* in the **Old Password** box.
5. Move to the **New Password** box and enter your *new password*.
6. Confirm your new password in the **Confirm New Password** box.
7. Move to the **Security Check** section and enter the text in the security image into the box.



8. Next Click on the Submit button  when done.
9. After submitting password change request, a message is displayed confirming the success of the change.



### *Option 2 - For New Users*

Users are required to **Change Password** upon first time login.

1. From the Change Password page, enter a new password in the **New Password** box.
2. Enter the same password in the **Confirm New Password** box.

3. Move to the **Security Check** section and enter the text in the security image into the box. **NOTE:** Text is not case sensitive.

Security Check

Please type the characters you see in the picture below

ESNMB

Refresh

esnmb

Letters are not case sensitive

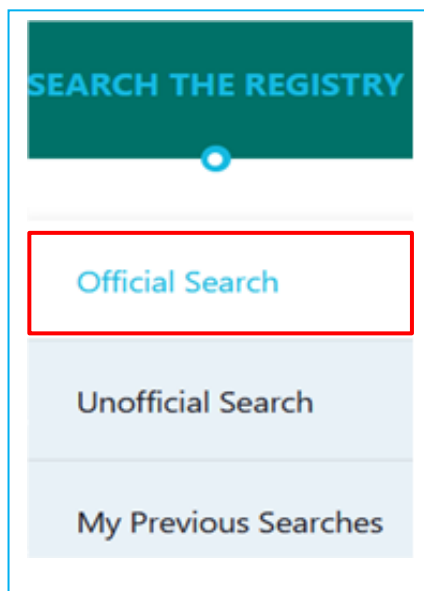
4. Next Click on the **Submit** button when done.
5. After submitting password change request, a message is displayed confirming the success of the change.
6. You may now login to the application with your new password.

## PERFORMING A SEARCH

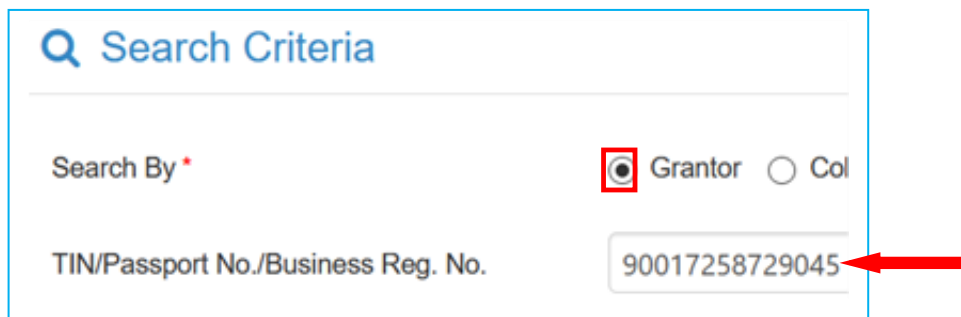
Search in the Movable Property Collateral Registry may be official or unofficial. Official Search is performed using legally mandated search parameters such as the *Grantor Identification Number*, the *Security Right Registration Number* or the *Collateral Serial Number*. Searching the Registry with any of these official search parameters comes with the issuance of a signed **Search Certificate**, admissible in a court of law. Unofficial search is done using the *Grantor Name* and comes with no Certificate issued.

### HOW TO SEARCH THE REGISTRY USING GRANTOR ID

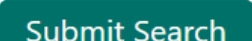
1. From the Home page, click **Search the Registry** and select **Official Search** from the dropdown list. You need your [Search Code](#) to search the Registry records.



2. At the **Search Criteria** section, select the **Grantor** option .


A screenshot of a web form titled 'Search Criteria'. It features a search icon and the title. Below the title, there is a 'Search By \*' section with two radio button options: 'Grantor' (which is selected and highlighted with a red square) and 'Col'. Below this, there is a text input field labeled 'TIN/Passport No./Business Reg. No.' containing the number '90017258729045'. A red arrow points to the right side of this input field.

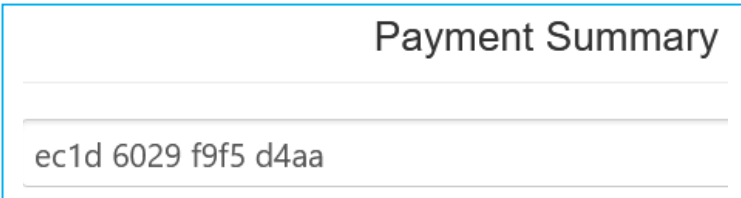
3. Enter details of the identification number in the **Identification No.** box.

4. Then, at the **Security Check Section**, enter the same text image displayed on page and then Click on the **Submit Search**  button to continue.



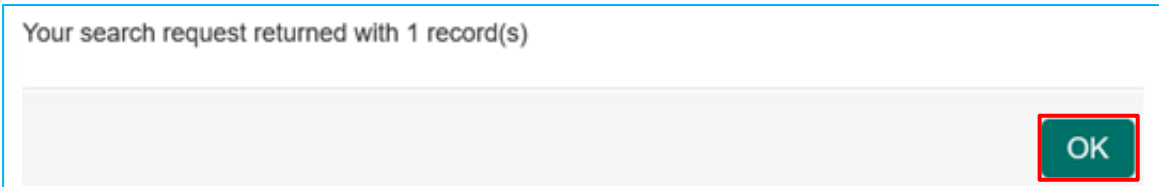
The image shows a 'Security Check' dialog box. At the top, it says 'Security Check' followed by a horizontal line. Below the line, it says 'Please type the characters you see in the picture below'. In the center, there is a rectangular image with a red border containing the characters 'ESNMB' in a blue, noisy font. Below this image is a 'Refresh' button. At the bottom, there is a text input field containing the text 'esnmb'. A red arrow points to the input field. Below the input field, it says 'Letters are not case sensitive'.

5. When service payment is required, you will need to enter your generated **Search Code** in the dialog window displayed and click the **Get Search Results**  button.

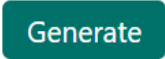


The image shows a 'Payment Summary' dialog box. It has a title 'Payment Summary' at the top. Below the title, there is a horizontal line. Underneath the line, there is a text input field containing the text 'ec1d 6029 f9f5 d4aa'.

6. A pop-up message appears notifying you of the number of search items found per search parameters entered.



The image shows a notification pop-up box. At the top, it says 'Your search request returned with 1 record(s)'. Below this text, there is a large, empty rectangular area. In the bottom right corner of the pop-up, there is an 'OK' button with a red border.

7. Click **OK** to display the **Search Results** page and scroll down the page to view the list of search results generated.
8. To generate a Search Certificate, select the preferred search result that meets your search request by checking the **Status** box as shown and click the **Generate** button  to generate the **Search Certificate**.

Q Search results							
Status	Registration No	Expiry Date	Currency Name	Maximum Amount	Creditor Name	Grantor Name	Grantor ID Number
<input checked="" type="checkbox"/> Active	REG20-00000481-03	03/11/2021 23:59:59	Mozambique Metical	160,000.00	East Africa Investments Limited	MIKA HOTEL	454768998

- You may request for the Search Certificate to be emailed to you by checking the *Send generated search certificate to my inbox* box under **Generate Search Certificate** section and then provide your email address.

**Generate Search Certificate**

---

Report Type

Search Report

Send generated search report to my inbox.

Email Address

←

## HOW TO SEARCH THE REGISTRY USING COLLATERAL SERIAL NUMBER

- Follow the steps outlined in *Search using Grantor ID* by selecting the option **Collateral**.
- Enter the *Collateral Serial Number* in the **Collateral Serial No.** box.

**Search Criteria**

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Search By \*

Grantor  Collateral

Collateral Serial No. →

## HOW TO SEARCH BY SECURITY RIGHT

- Follow the steps outlined in *Search using Grantor ID* by selecting the option **Security Right**.

2. Enter the *Registration Number* in the **Registration No.** box.

Search Criteria

Search By \*  Grantor  Collateral  Security Right

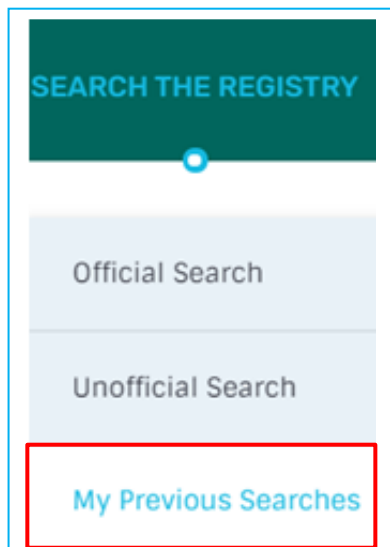
Security Right Reg. No. REG20-00000481-03

## HOW TO VIEW YOUR PREVIOUS SEARCHES

When you generate a search, a copy of the search is stored for future reference. To access this resource requires the use of the Search Code previously generated and used to search the Registry records.

### To View Previous Searches:

1. From the home page of the application, click the **Search the Registry** menu and select **My Previous Searches** from the drop-down list.




2. Enter **Search Code** and click **View My Searches** button.

View My Searches

Please enter your Search code and click on 'View My Searches' button to view searches associated with this code

ec1d 6029 f9f5 d4aa

3. This displays **My Search Requests** page where you may search for previous searches by date.
4. Enter the search dates and then click on the **Submit Search** button. This displays a list of previous searches.

List of searches			
Actions 	Search No	Search Date	Name of Searcher
	<input type="text"/> x	<input type="text"/> x	
<b>Download Report</b>	<a href="#">SCH20-00000638-17</a>	10/12/2020 05:14:14 am	Public User

5. To open and download the search report, click on the **Download Report** button. Search Certificate can be saved to disk.