



## MANUAL ON FILING OF SALES RETURNS

### INTRODUCTION

All manufacturers and importers of regulated appliances are required to submit an annual record of appliances sold every year within six months after the end of the calendar year.

Below is a step-by-step user guide to submitting the returns.

#### Step 1: Login to the EPRA Licensing Portal.

To login to the EPRA Licensing Portal, go to the EPRA website and click on Apply Now.

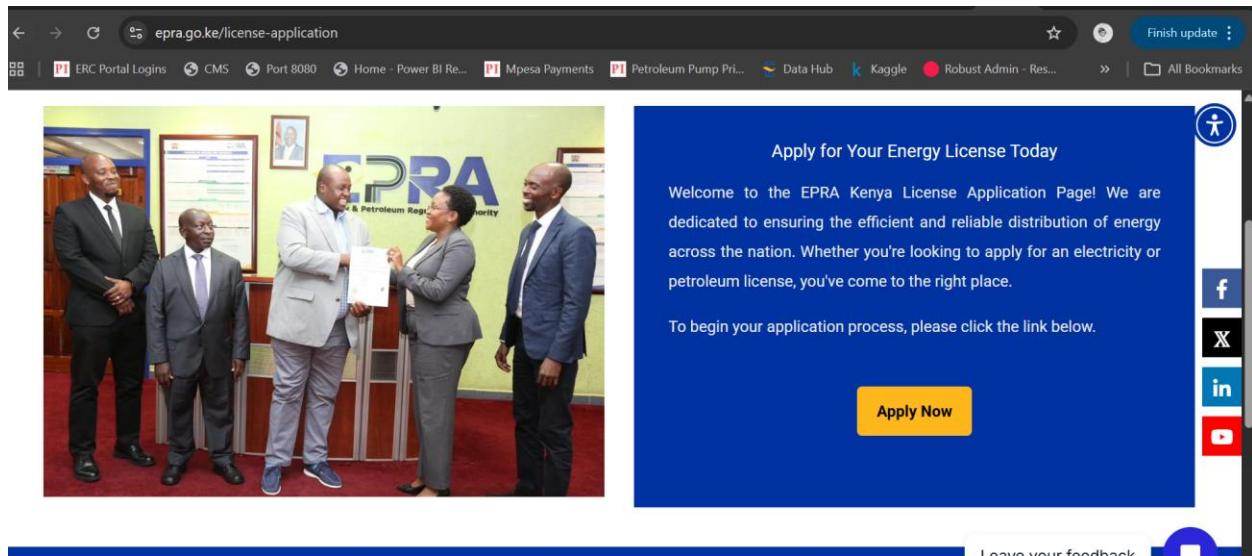


Figure 1

The link will direct you to the EPRA Login page. Alternatively, you can login to the EPRA page using the link: <https://portal.erc.go.ke:8443/site/login>

The screenshot shows the official website of the Energy & Petroleum Regulatory Authority (EPRA) of Kenya. The header features the EPRA logo with a stylized bird and the text 'EPRA Energy & Petroleum Regulatory Authority'. Below the header is a green navigation bar with links for 'Login', 'About Us', 'File Complaints', 'Report Accident', 'Surveys & Events', 'Register', 'Report Corruption', and 'Verify Licences'. The main content area is divided into two sections: 'Ministry of Energy and Petroleum' on the left and 'Licensing portal' on the right. The 'Ministry of Energy and Petroleum' section contains text about the authority's commitment to facilitating licensing procedures and its role in the energy and petroleum sector. The 'Licensing portal' section shows a login form with fields for 'Username', 'Password', 'Security Code' (containing a CAPTCHA), and 'Remember Me'. A 'Login' button is at the bottom of the form.

Figure 2

## Step 2: Locate your Licence.

- Click on **License Management** in the main menu.
- A drop-down menu will appear.
- Select **My Licences** to access your licence as shown in Figure 3 below.

The screenshot shows the 'License Management' section of the EPRA website. The main menu has 'About Us', 'Verify Licences', and 'Home / Applications' options. The 'License Management' dropdown menu is open, showing 'Audit Report', 'New Licence Application', 'My Licences' (which is highlighted with a red box), and 'Application History'. Below this, a table lists 41 applications, with columns for '#', 'Application Name', and 'Status'. The first two rows are visible: '41 REFRIGERANT GAS SUPPLY' and '42 REFRIGERANT GAS SUPPLY'. To the right of the table, there are links for 'Petrol Stations', 'Petroleum Information & Statistics', 'LPG Information & Statistics', 'Completion Certificate', 'Solar - Completion Certificate', and 'Certificate Reviews'.

Figure 3



### Step 3: File Sales Returns

You should be able to view all your licences on this page.

To file your sales returns, click on the link **File Sales Returns** as shown in Figure 4 below:

A screenshot of the EPRA 'My Licences' page. The top navigation bar shows 'Home / My Licences'. Below is a table with two rows of appliance data. Each row has three columns: 'Licence Number', 'Licence Details', and 'Status'. The 'Status' column for both rows shows 'License collected.'. The 'Actions' column for each row contains three buttons: 'Download Licence' (blue), 'File sales return' (red, highlighted with a red box), and 'View Licence' (blue).

Licence Number	Licence Details	Status
	Appliances Labels Refrigerators	License collected.
	Appliances Labels Non-Ducted Air Conditioners	License collected.

Figure 4

Submit sales returns for your registered appliances by clicking on the **Submit New Return** button:

A screenshot of the 'Appliance Return for Refrigerators' page. The top navigation bar shows 'Home / Appliance Return for Refrigerators'. The main title is 'Appliance Return for Refrigerators'. On the left, a green button labeled 'Submit New Return' is highlighted with a red box. On the right, a red 'Close' button is visible. Below the title is a table with columns: '#', 'Start Year', 'End Year', 'Returned Years', and 'Status'. A message 'No results found.' is displayed in the table area.

Figure 5

A list of all your registered appliances will be displayed as shown in Figure 6 below.



## Appliance Returns

[Close](#)

owing 1 - 20 of 57 items

Appliance Name	Manufacturer Brand	Manufacturer	Importer's Model Number	Licence Number	Imported Year	Adjusted Volume	CEC(kWh/YR)	Star Rating Index	Star Rating	Country of Origin	Retail Price	2025	<input type="checkbox"/> Select All
REFRIGERATORS (not set)	[REDACTED] LTD	[REDACTED] B	[REDACTED]	[REDACTED]	2025	89.00	178	1.017	1	CHINA	.00	Sold Units	<input type="checkbox"/>

Figure 6

You are required to input the Retail Price of the appliance and the number of units sold.

Once this is done, click on the check box button on the far-right corner to select the returns for filing as shown in Figure 7 below.

## Appliance Returns

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owing 1 - 20 of 57 items

Appliance Name	Manufacturer Brand	Manufacturer	Importer's Model Number	Licence Number	Imported Year	Adjusted Volume	CEC(kWh/YR)	Star Rating Index	Star Rating	Country of Origin	Retail Price	2025	<input type="checkbox"/> Select All
REFRIGERATORS (not set)	[REDACTED] LTD	[REDACTED] B	[REDACTED]	[REDACTED]	2025	89.00	178	1.017	1	CHINA	.00	Sold Units	<input checked="" type="checkbox"/>

Figure 7

### Step 4: Submit Sales Returns

To submit the sales returns for the selected appliance, scroll to the bottom of the screen and click the **Submit Sales Data** button. Refer to Figure 8 for guidance.



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20 CHEST FREEZER (not set)	WOMAN	RED	RED	.....	2025	448.21	344	2.053	2	CHINA	.00	Sold Units

« 1 2 3 »

Save Sales Data Submit Sales Data

Figure 8

A pop-up message displaying "**Sales Return Submitted Successfully**" will confirm that your sales returns have been submitted successfully.