

User Manual for Traders and Customs Agents

AQD – Export Certificate and Imports Release Order

August 2022

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Abstract

Welcome to Pakistan Single Window Module for, AQD Export Certificate User Manual!

This Pakistan Single Window (PSW) user manual for traders and customs agents, is your step-by-step guide on how to obtain Export Certificate (Health Certificate) from the Animal Quarantine Department (AQD) through the PSW portal. This user manual provides background of the PSW system while describing its key features. It also outlines some responsibilities and obligations of the PSW users while using the PSW portal.

1. Introduction

Pakistan Single Window (PSW) is an electronic portal that allows parties involved in cross border trade and transport to lodge standardized information and documents using a single-entry point to fulfil all import, export, and transit related regulatory requirements. The information is transmitted electronically and individual data elements for clearance and regulatory approvals need only to be submitted once. Use of the PSW portal is allowed to authorized users who have completed the subscription process. Once subscribed and registered with PSW, you can access the PSW to perform cross border trade and transit related activities including online payment of taxes and OGA fees.

Currently, most OGAs dealing in cross border trade are performing their related functions manually. Even the OGAs using electronic means lack integration with the customs clearance system. All the internal users correspond through emails, phone calls and messages which causes delay in the operational processes and approvals.

The PSW aims to simplify your cross-border trade and transport experience. This new platform will facilitate the trader/customs agent with online applications for Export Certificate by the AQD. The application for the same shall be received and processed through the PSW portal. Similarly, sharing of messages and documents required for processing of regulatory approval requests shall be enabled by the PSW.

This new platform will also automate document calling, inspection calling, approval/rejection of Export Certificate and Release Order requests. The Export Certificate request will be generated by the system at the time of submission of export Single Declaration (SD). Whereas the Release Order request will be automatically generated upon filing an Imports Single Declaration. With the PSW system going live, there will be no AQD office visits and manual submission of applications for the issuance of regulatory approvals. The processing of application will be done online, where you can have a clear visibility of the action being performed on the same. For example, if, during the processing of application for the Export Certificate/Release Order, the AQD officer requests for the fumigation of a consignment, then a notification will be generated automatically by the PSW system which will appear in the trader dashboard.

With the help of this platform, the communication between you and AQD officer will be visible robust and transparent. For more to know about PSW please visit our website www.psw.gov.pk

2. Background

As a signatory to the WTO's Trade Facilitation Agreement (2015), Pakistan has notified the establishment of a 'National Single Window' (NSW) as a 'Category C' commitment with effect from 22nd February 2017. To implement NSW the Government of Pakistan has promulgated the Pakistan Single Window Act, 2021 while declaring Pakistan Customs as the Lead Agency. Pakistan Customs has established a dedicated PSW Company (PSWC), as a not-for-profit Company under Companies Act, 2017, to implement the PSW program. The PSWC has been designated as the Operating Entity under the PSW Act for developing and maintaining the PSW portal in collaboration with seventy-seven different public sector entities involved in regulation of cross border trade in Pakistan. The PSWC will digitize the processes of public sector entities, related to regulation of international trade. This will not only reduce the time and costs but also increase compliance and immensely benefit economic operators like importers, exporters, freight forwarders, clearing agents, shipping companies, transporters etc. The implementation of PSW program will also enhance government controls and transparency. By creating a national electronic trade and logistics platform the PSW will help Pakistan integrate better into the regional and global single window systems. It will facilitate integration into global value chains and enable Pakistan to become a hub for regional and international transit and trade.

3. Salient Features of AQD LPCO Module

- i. A complete solution for online filling and processing of applications.
- ii. It caters to all the needs of AQD related to processing of Export Certificate(s) and Release Orders.
- iii. A complete and comprehensive log of the activities on the trader's online request for Export Certificate and Release Orders will be visible to the trader/custom agent in the system.
- iv. Dynamic User Management System provided to the AQD will ensure proper performance monitoring against agreed performance benchmarks and key performance indicators.
- v. Communication between the officer and trader/custom agent will be done through the PSW system.
- vi. Facilitates compliance of trade regulations through the system relying on HS code/Product Code based description and purpose of import selection.
- vii. Allows efficient clearance of consignments from the port through automation of the processing of LPCO.
- viii. Digital transactions through online payments of LPCO fees thus saving time and costs and promotion of digital transactions.
- ix. Clarity and precision in determining LPCO requirements on items being imported or exported through the ITMS based product codes.

3.1. Pre-requisites for availing AQD PSW LPCO Services:

- i. The trader/custom agent must register in PSW.
- ii. The trader/custom agent must have a valid bank account and bank profile registered with the Authorized Dealer.

3.2. System Requirements:

- i. To use PSW Portal on Windows®, the subscriber will require:
 - a. Google Chrome Browser.
 - b. Windows 7, Windows 8, Windows 8.1, Windows 10 or later
 - c. An Intel Pentium 4 processor or later that's SSE3 capable
- ii. To use PSW Portal on Mac®, the subscriber will need:
 - d. Google Chrome Browser
 - e. OS X El Capitan 10.11 or later

4. Step by Step Process

4.1. User Login

- i. Please visit “www.psw.gov.pk” and click on the ‘**Login**’ option.

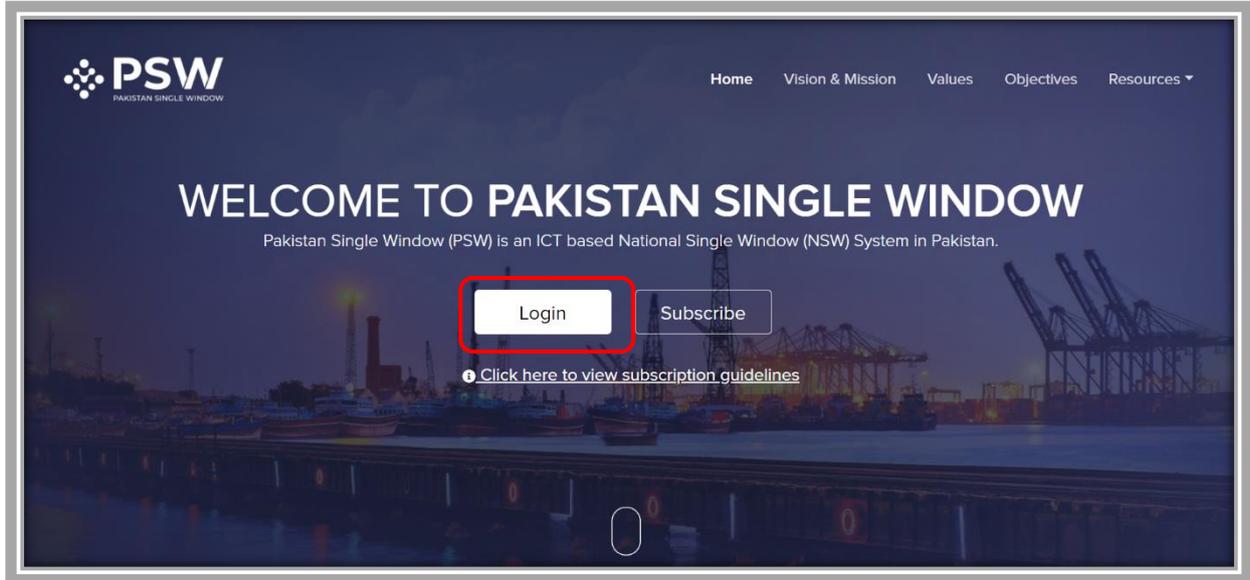


Figure 1

- ii. After clicking on the login button, you will be redirected to the login interface. Here, you will be required to enter your login credentials.

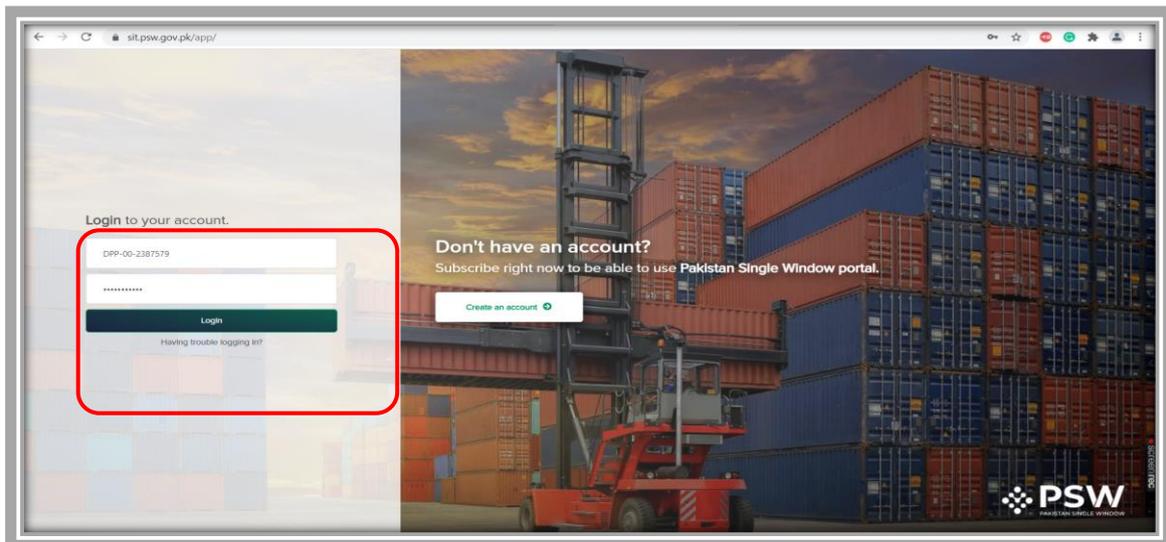


Figure 2

4.2. [User Dashboard](#)

4.2.1. [User Dashboard – Trader](#)

- i. Once the login credentials are validated, you will be redirected to the Dashboard. Here, you will click on “LPCO option”.

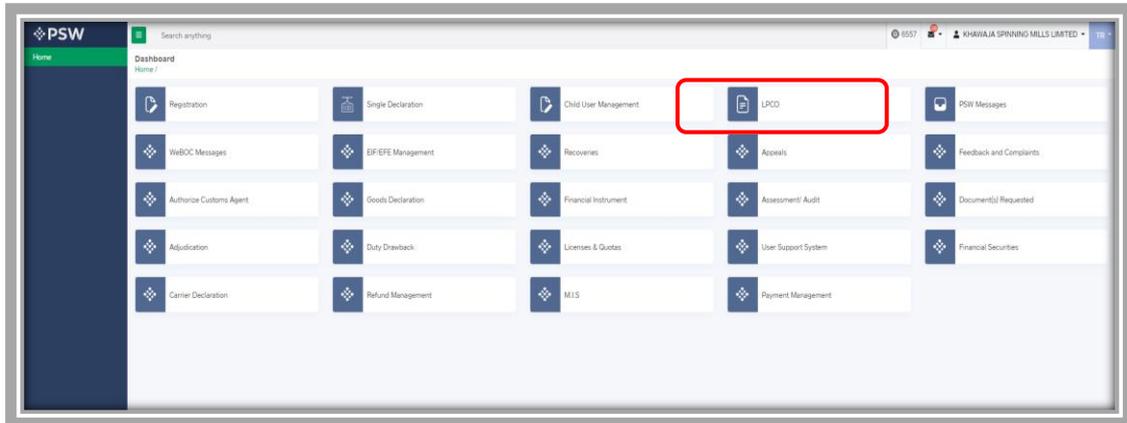


Figure 3

4.2.2. [User Dashboard – Custom Agent](#)

- i. Once the login credentials are validated, you will be redirected to the Dashboard. Here, you will click on “LPCO option”.

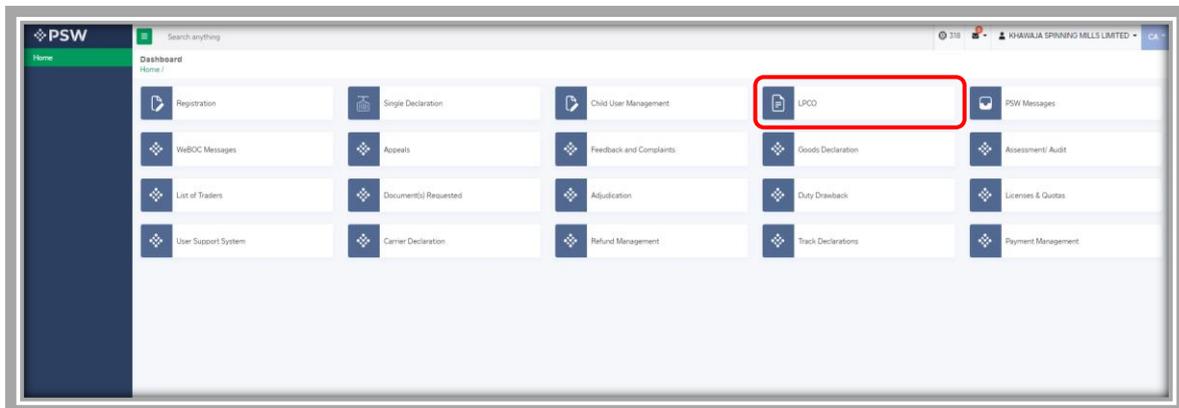


Figure 4

5. Export Certificate(s)

- i. Once you click on 'LPCO' a new screen will open in which you can click on 'Export Certificate' button to view existing export certificate request which are under process.

Note: All the requests of Export Certificate will be automatically generated upon submission of Single Declaration.

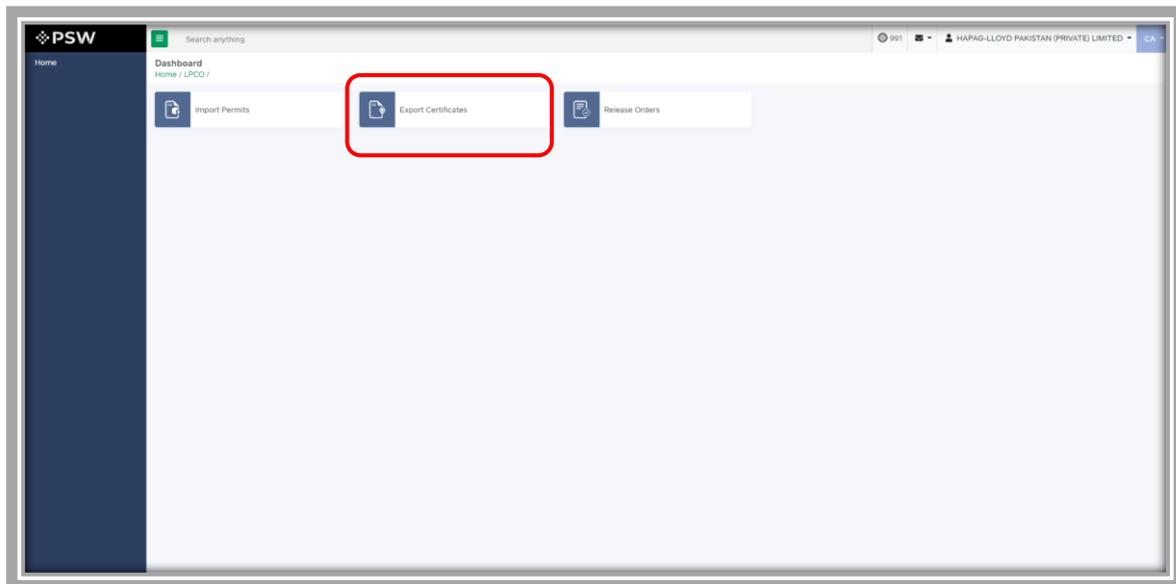


Figure 5

5.1. View Export Certificate

- i. Upon clicking on 'Export Certificate' button a new screen shall open. You will be able to view all the export certificates which are under process.

Export Certificate
Home / LPCO / Export Certificates /

In Queue Amendment Request(s)

List of Export Certificates Search

Agency	Request Docu...	Trader Name / Agent Name	Certificate ...	Submitted On	Status	Action
Animal Quarantine Department	EC-C1C54C	BAMI KHAN FLOUR & GENERAL MILLS (PRIVATE)LIMITED		26-05-2022	Assigned to Officer	
Animal Quarantine Department	EC-2110DF	BAMI KHAN FLOUR & GENERAL MILLS (PRIVATE)LIMITED	EC-KHI-7B5A2D/2022	27-05-2022	Assigned to Officer	
Animal Quarantine Department	EC-A2A3B0	BAMI KHAN FLOUR & GENERAL MILLS (PRIVATE)LIMITED		26-05-2022	Examination In-Progress	

Figure 6

- ii. You will click on desired Export Certificate to view the request.

Export Certificates

View Export Certificate
Home / LPCO / Export Certificates / View /

Request Document No EC-C1C54C	SD Number SD-E-0002446-26052022	Status Assigned to Officer	Payment PKR 44,440	<input type="button" value="Expand"/>
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Consignment Information

Importer Name Doe John	Importer Address Consignee	Exporter Name BAMI KHAN FLOUR & GENERAL MILLS (PRIVATE)LIMITED	Exporter Address OFFICE # 1, PLOT # 407, INDUSTRIAL AREA, Islamabad
Name of Exporting Country Pakistan	Declared Point of Entry Anqing	Declared means of conveyance SEA	Destination Country China

Packages Information

No. Of Packages	Type Of Packages
111	Kilogram

Container Information

Container N...	Seal Number	Vehicle Num...	No Of Packa...	Package Unit
POPO00000...			11.000	BAGS

Figure 7

5.2. Upload Called Document(s)

- i. A notification will appear in the notification bar when officer requests the trader/custom agent to submit any additional document. You will click on notification button to open all the notifications.

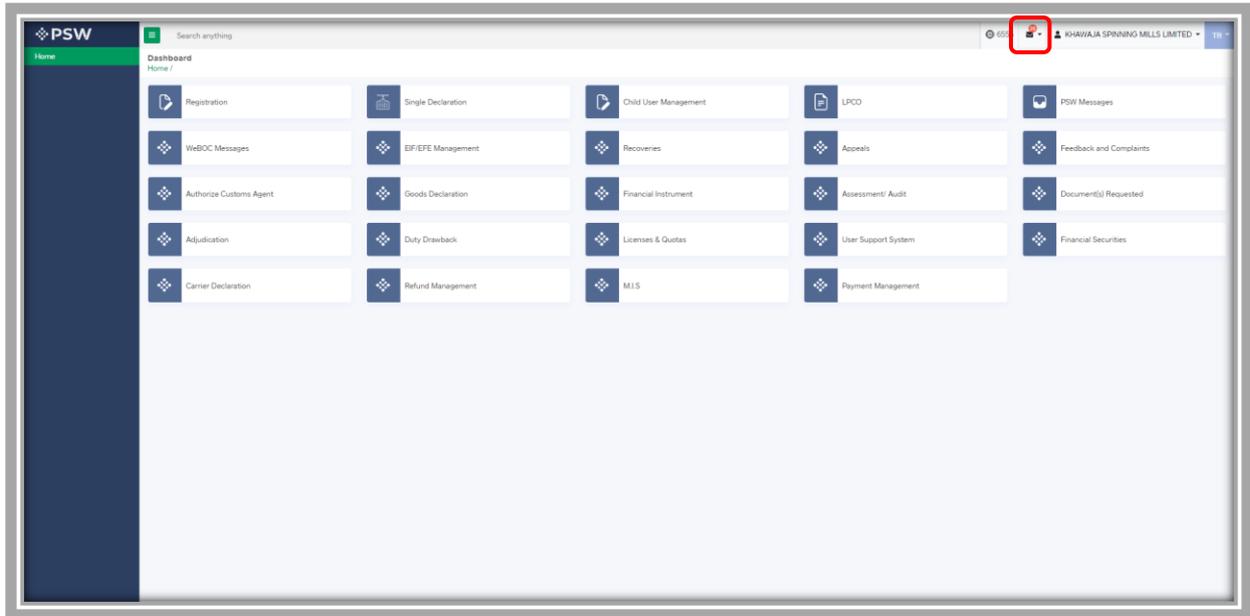


Figure 8

ii. You will click on a desired notification.

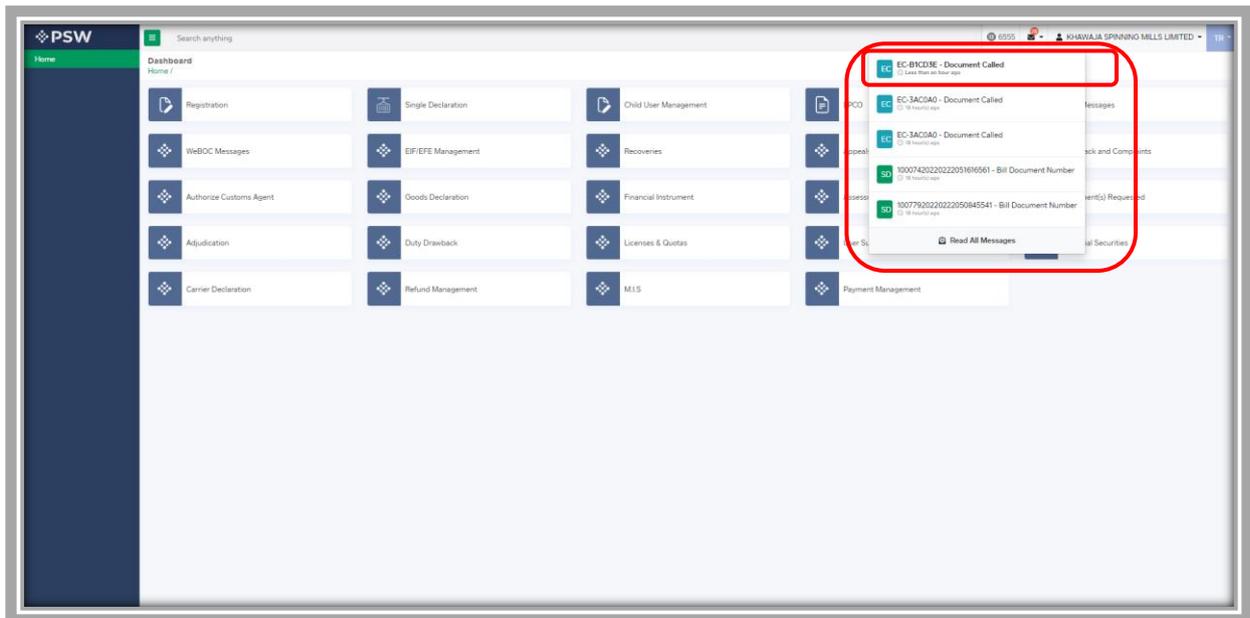


Figure 9

iii. In case, you click on 'Documents Called' tab, you will be re-directed to the inbox from where you will click on 'Upload Document'.

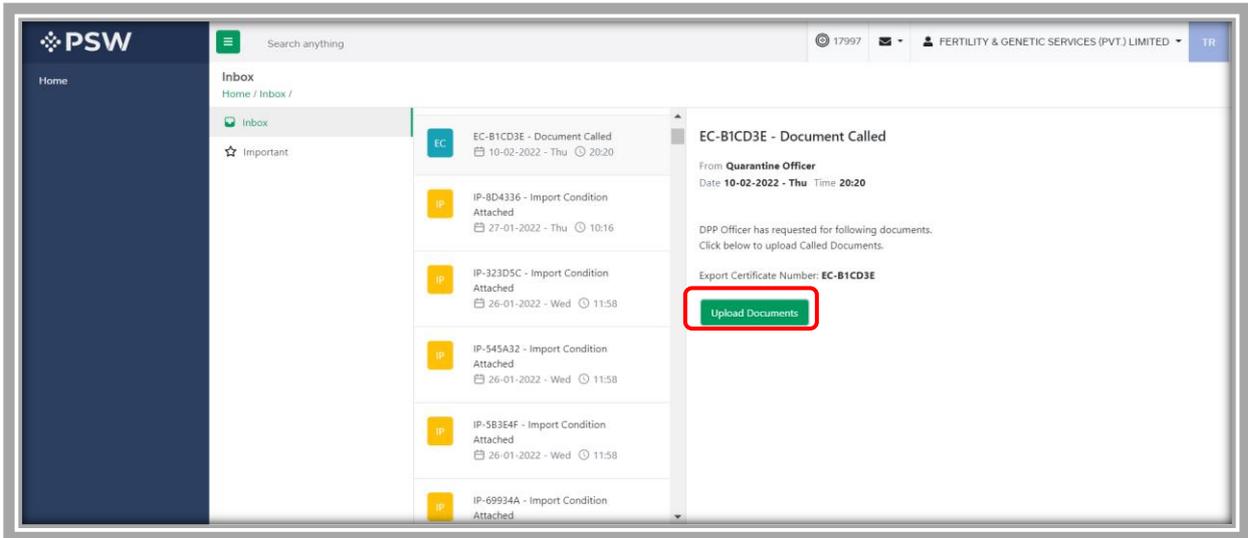


Figure 10

- iv. You will be re-directed to the 'Document Called' screen from where you will click on 'Upload Document' button.

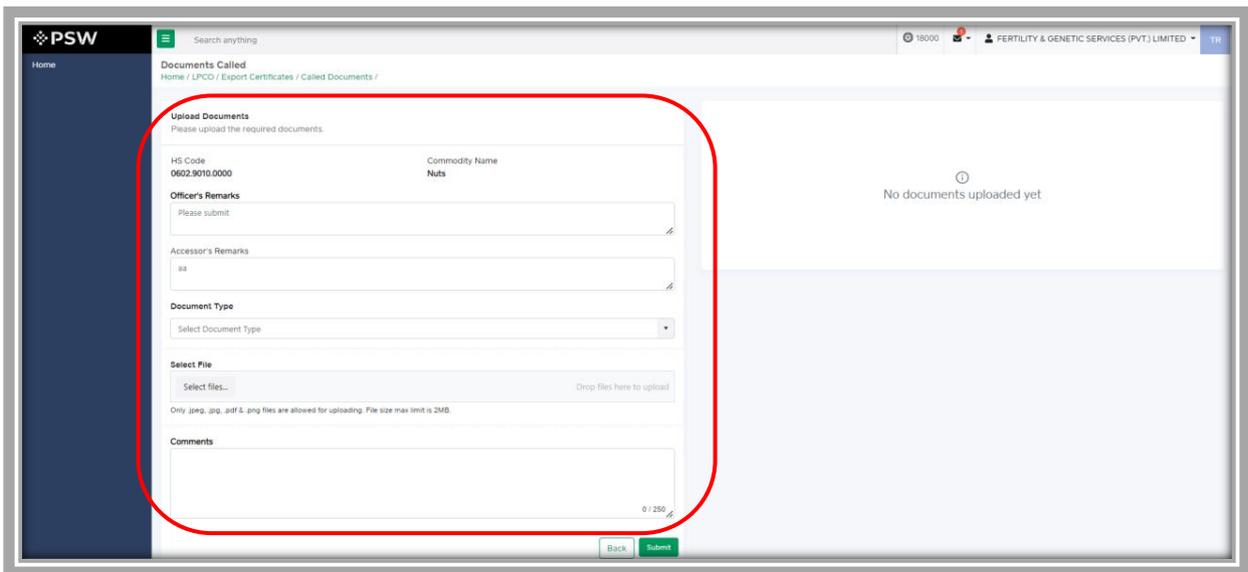


Figure 11

- v. You will select required document by clicking on 'Document Type'

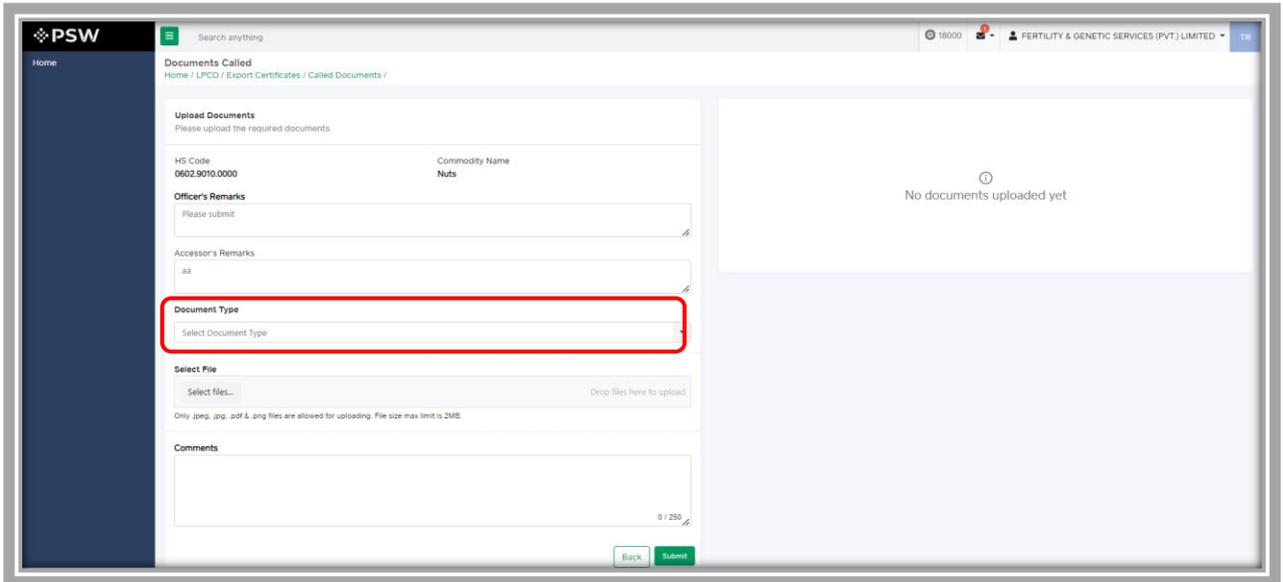


Figure 12

vi. You will click on selected file and upload file.

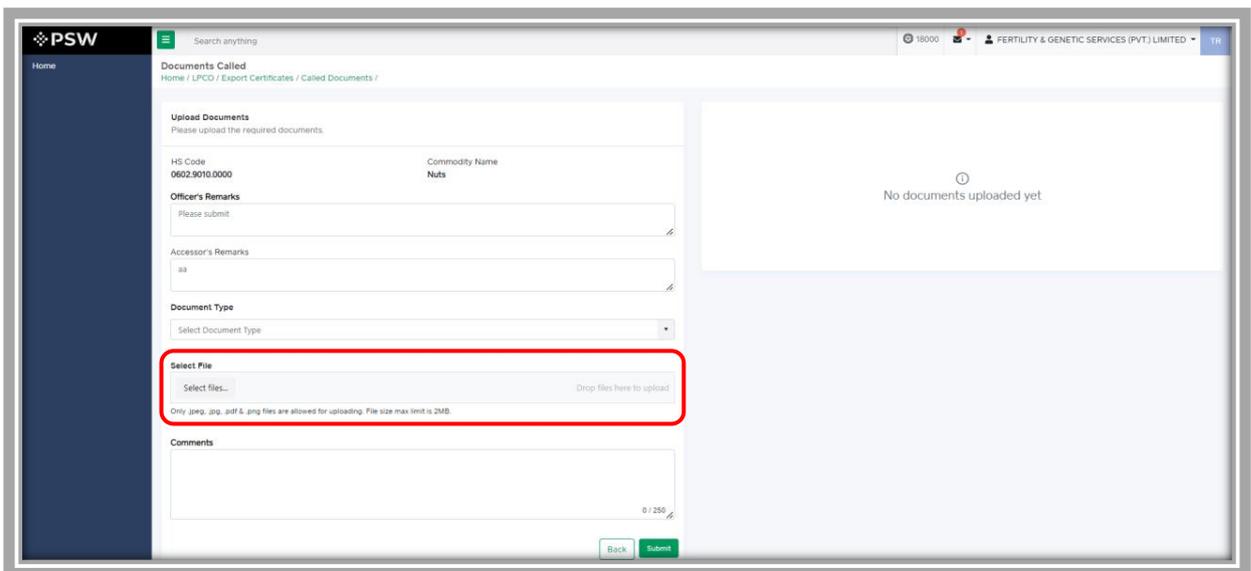


Figure 13

vii. You can review the attached document by clicking on document and click on 'Submit' button to submit document for further processing.

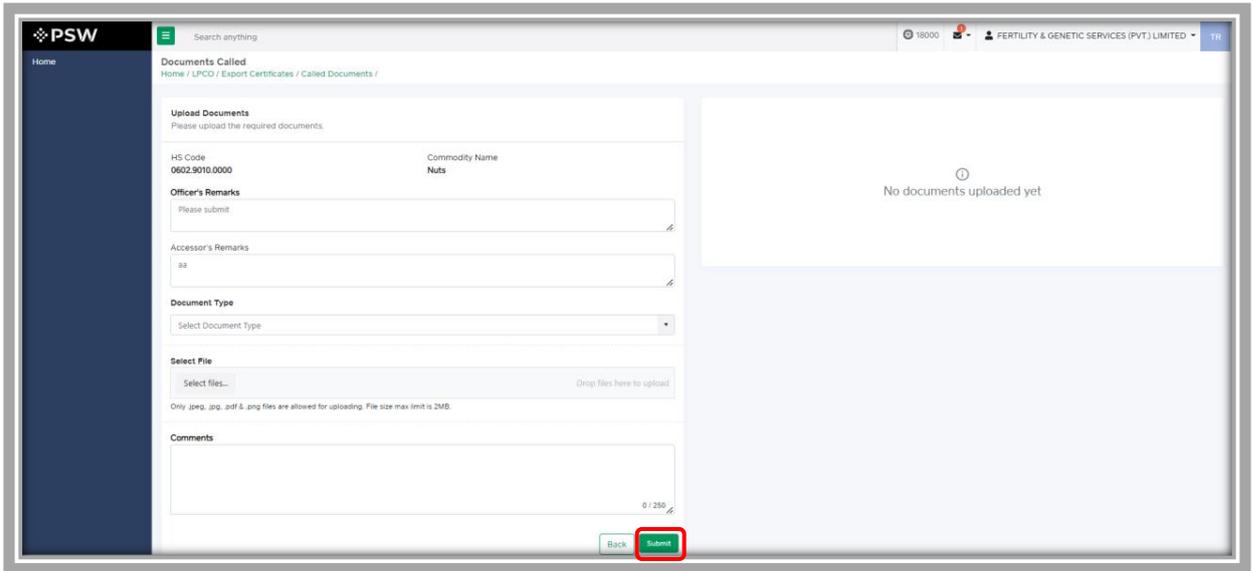


Figure 14

viii. Upon clicking on submit button a success pop-up will appear.

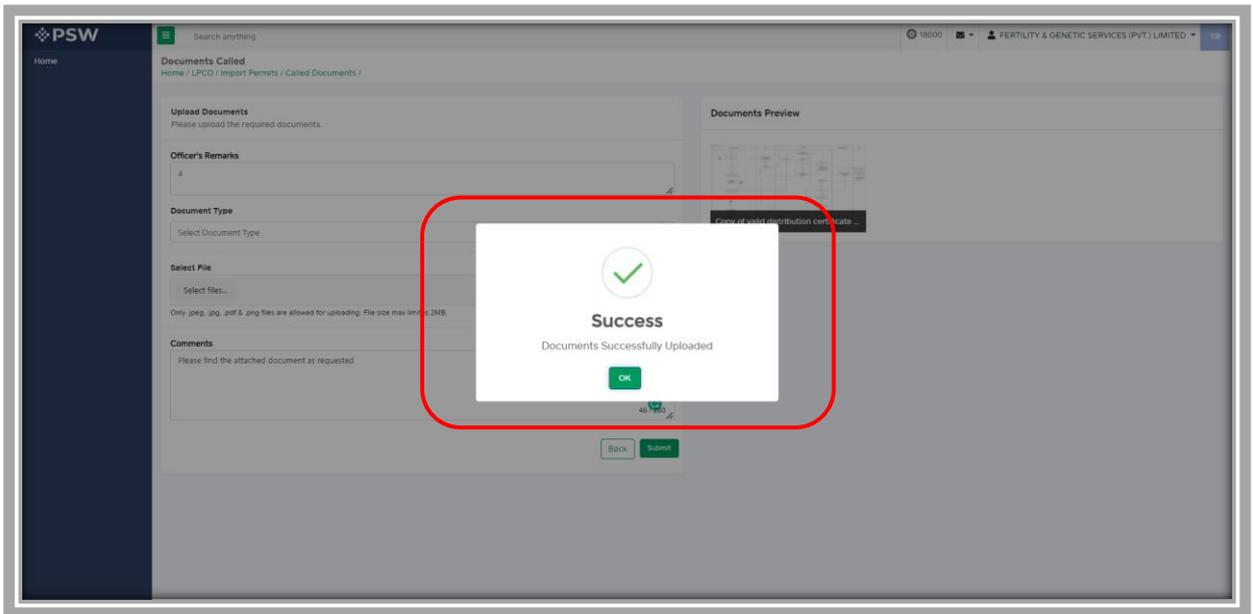


Figure 15

5.2.1. Alternate way to upload document

i. You can also upload document by clicking on action icon.

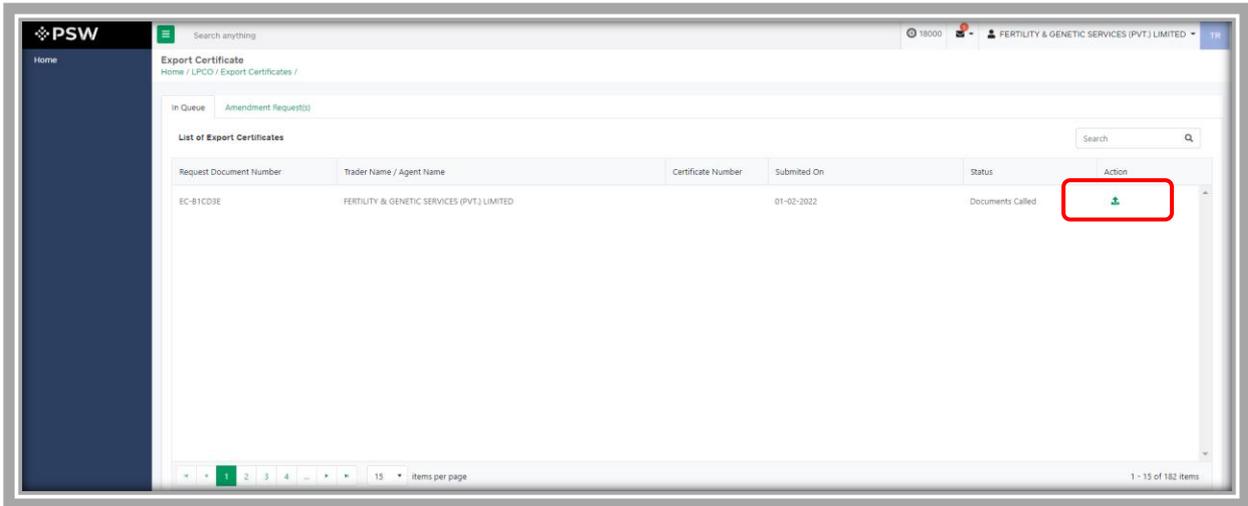


Figure 16

- ii. Upon clicking on action button, you will be redirected to the 'Document Called' screen from where you can select document, upload file, add comments and submit document.

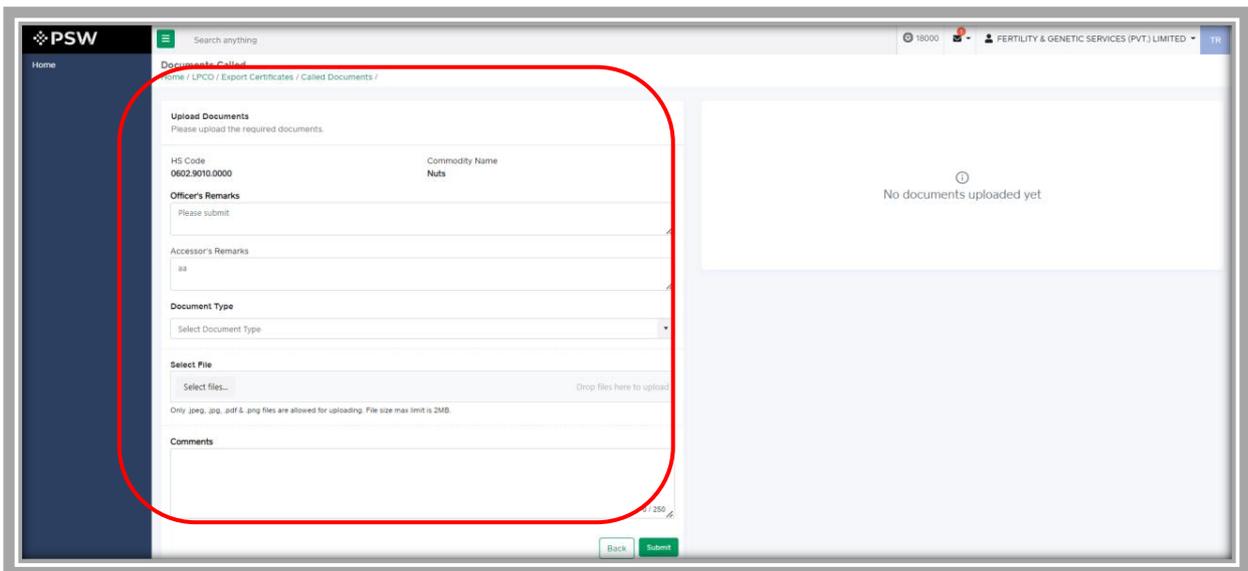


Figure 17

5.3. Notification for Approval/Rejection of Export Certificate

5.3.1. Approval notification

- i. A notification will appear in your inbox notifying you about export certificate approval. You will click on the notification.

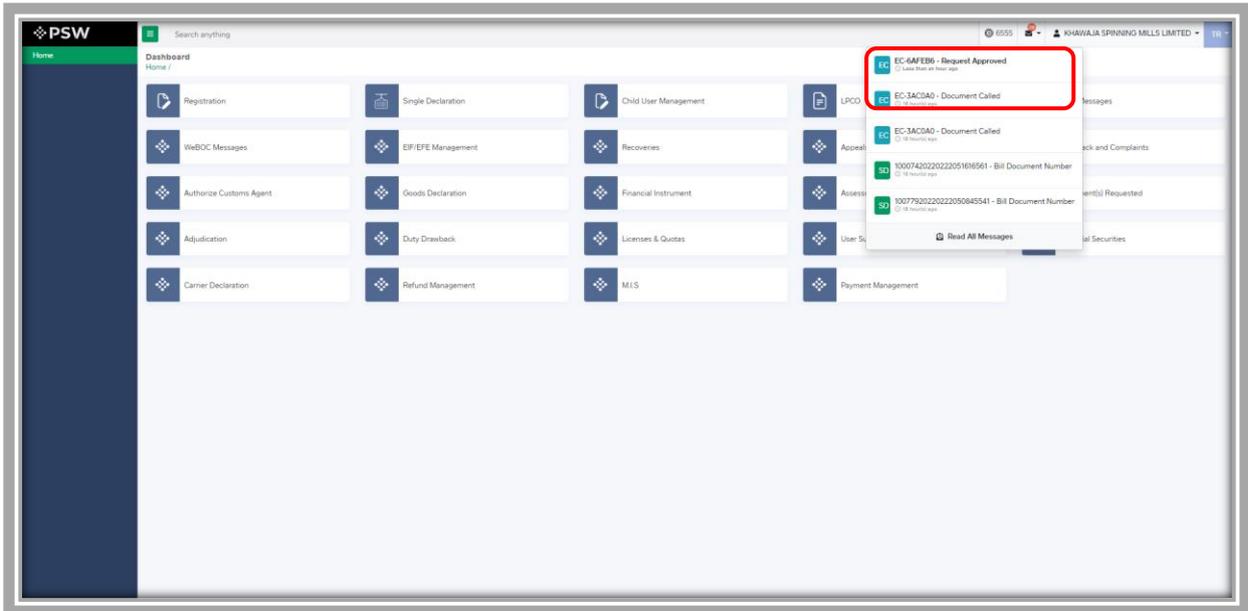


Figure 18

ii. You will click on a particular notification.

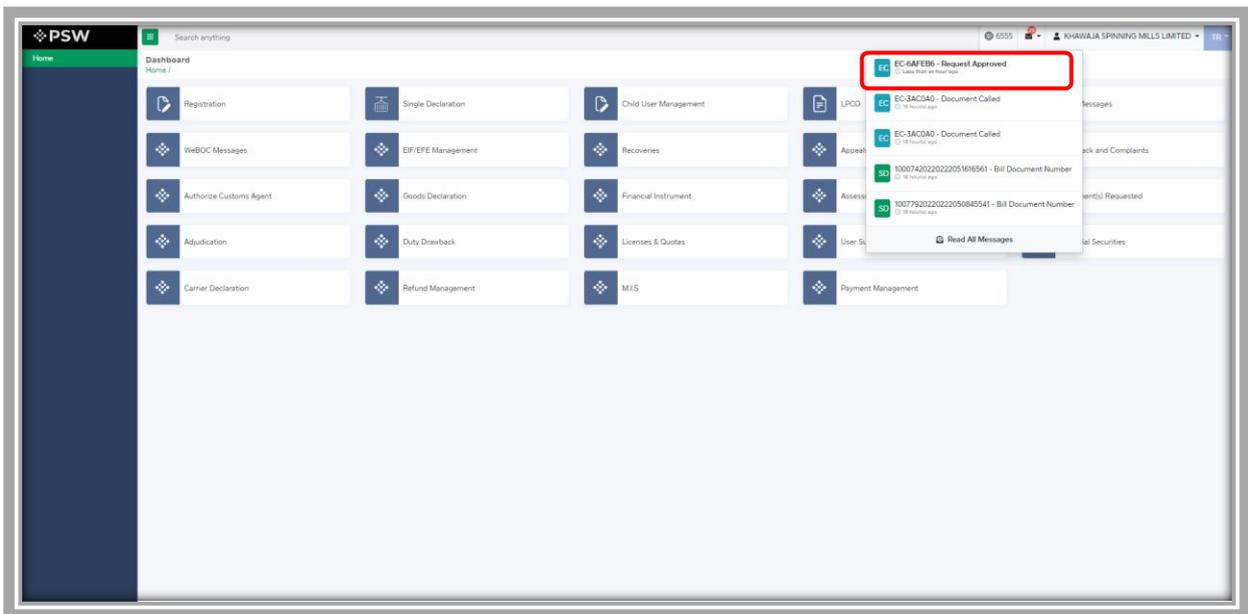


Figure 19

iii. You will be re-directed to the inbox from where you will click on 'View Export Certificate'.

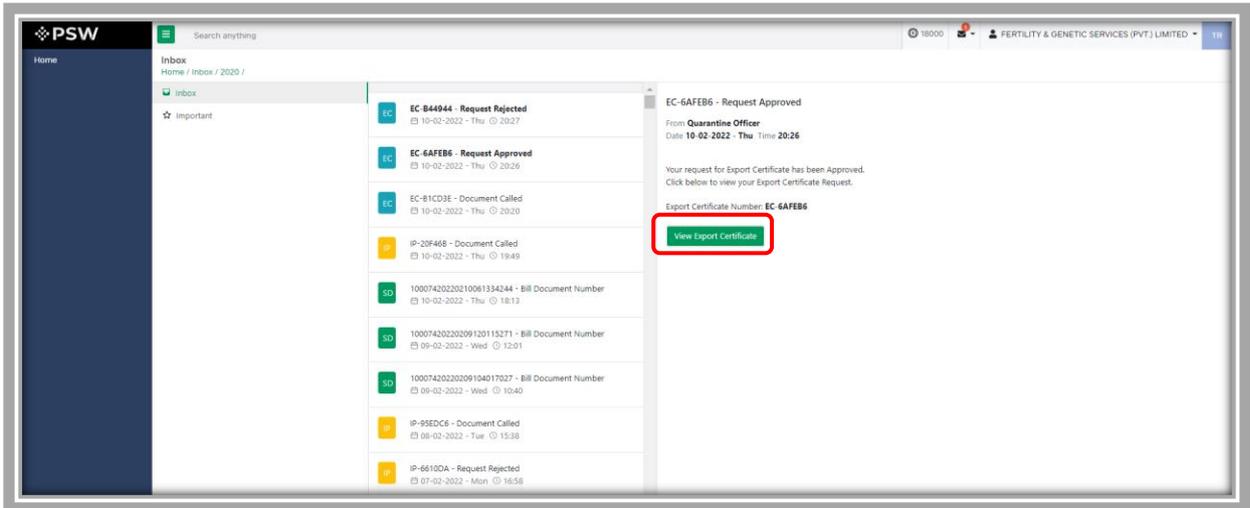


Figure 20

- iv. When you will click on 'View Export Certificate' button then approved Export Certificate shall appear.

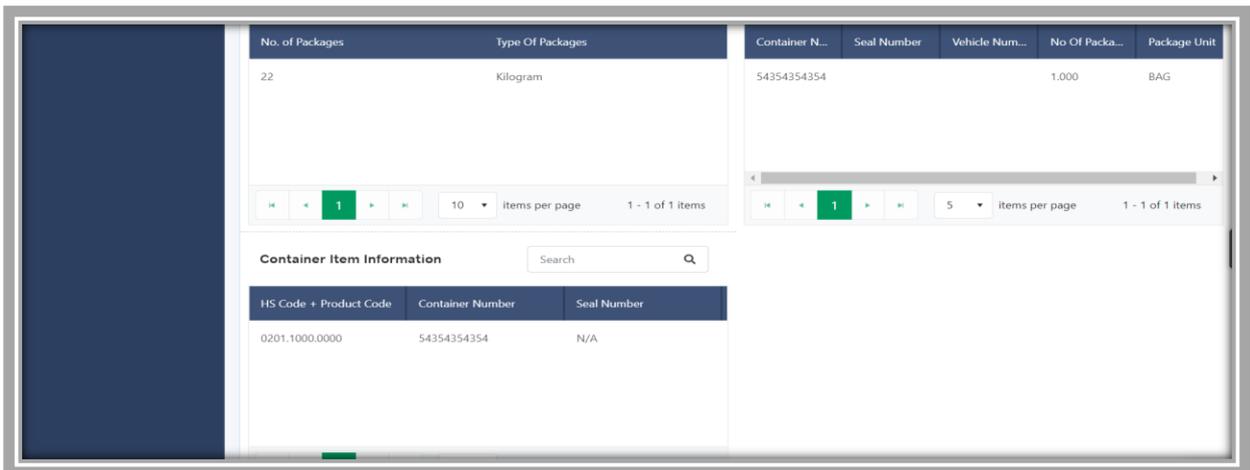


Figure 21

- v. You can click on 'Print' button to print Export Certificate in AQD prescribed certificate.

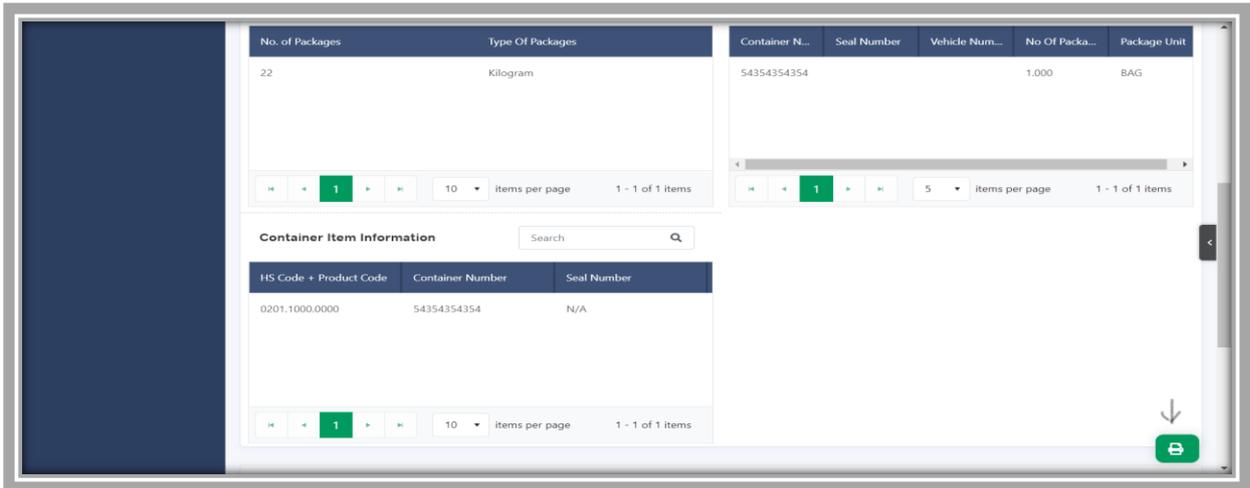


Figure 22

- vi. Upon clicking on 'print' button, a PDF file will automatically download.

Please Note: The certificate shown below is generated using dummy data, for demonstration purpose only. The actual certificate might slightly differ with respect to the particulars.

 <p>GOVERNMENT OF PAKISTAN MINISTRY OF NATIONAL FOOD SECURITY AND RESEARCH ANIMAL QUARANTINE DEPARTMENT.</p>	<p>Form IX See Rule 14(1)</p> <p>CERTIFICATE OF THE HEALTH OF ANIMAL PRODUCTS FOR EXPORTATION</p> <p>Certificate No: EC-KHI-57A13A/2022</p> 
	<p>From: Pakistan</p> <p>Date Issue 26-05-2022</p>
CERTIFICATION	
<p>This is to certify that:</p> <p>(i) the animal products described below were either obtained from animals inspected at the time of slaughter and certified to be free from sign of contagious and infectious diseases or the consignment has been satisfactorily sterilized;</p> <p>(ii) the consignment conforms to the current rules and regulations of the importing country; and</p> <p>(iii) during the period beginning on <u>N/A</u> and ending on <u>N/A</u> transportation of the animal product is authorized.</p>	
<p>Name and Address of Consignor BAMI KHAN FLOUR & GENERAL MILLS (PRIVATE)LIMITED OFFICE # 1, PLOT # 407, INDUSTRIAL AREA, Islamabad</p>	<p>Declared Name and Address of Consignee Doe John Consignee</p>
<p>Declared means of Transport SEA</p>	<p>Identification Marks/Container No./Seal no. As per Declaration: SD-E-0002437-26052022, GD Number: KPPE-SB-2227-26-05-2022</p>
<p>Product - CARCASSES AND HALF- CARCASSES done</p>	<p>Country of Origin Pakistan</p>
<p>Product Quantity 100 Kilogram</p>	<p>Packages 500.00 Beef Quarter</p>
<p>Identification Marks Hello world</p>	
Additional Declaration	
<p>Production Date:25-05-2022, Expiry Date:25-05-2022 Hello world</p>	
Officer Details	
<p>Name of Authorized Officer Ahmed AQD</p>	<p>Station Karachi</p>

Figure 23

Alternate way to print approved Export Certificate

- i. You can navigate to export Certificate grid and click on 'print' button to print approved export certificate in AQD prescribed forms.

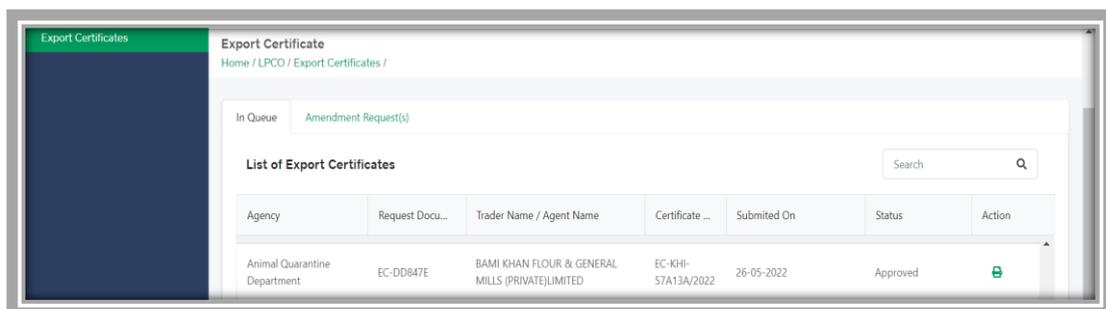


Figure 24

- ii. Upon clicking on print button, a PDF file will automatically download.

 GOVERNMENT OF PAKISTAN MINISTRY OF NATIONAL FOOD SECURITY AND RESEARCH ANIMAL QUARANTINE DEPARTMENT.	Form IX See Rule 14(1)	
	CERTIFICATE OF THE HEALTH OF ANIMAL PRODUCTS FOR EXPORTATION	
Certificate No: EC-KHI-57A13A/2022		
From: Pakistan	To: China	
Date Issue 26-05-2022	This Certificate is valid till N/A	
CERTIFICATION		
This is to certify that: <ul style="list-style-type: none"> (i) the animal products described below were either obtained from animals inspected at the time of slaughter and certified to be free from sign of contagious and infectious diseases or the consignment has been satisfactorily sterilized; (ii) the consignment conforms to the current rules and regulations of the importing country; and (iii) during the period beginning on <u>N/A</u> and ending on <u>N/A</u> transportation of the animal product is authorized. 		
Name and Address of Consignor BAMI KHAN FLOUR & GENERAL MILLS (PRIVATE)LIMITED OFFICE # 1, PLOT # 407, INDUSTRIAL AREA, Islamabad	Declared Name and Address of Consignee Doe John Consignee	
Declared means of Transport SEA	Identification Marks/Container No./Seal no. As per Declaration: SD-E-0002437-26052022, GD Number: KPPE-SB-2227-26-05-2022	
Product - CARCASSES AND HALF- CARCASSES done	Country of Origin Pakistan	
Product Quantity 100 Kilogram	Packages 500.00 Beef Quarter	
Identification Marks Hello world		
Additional Declaration		
Production Date: 25-05-2022, Expiry Date: 25-05-2022 Hello world		
Officer Details		
Name of Authorized Officer Ahmed AQD	Station Karachi	

Figure 25

5.3.2. Rejection notification

- i. A notification will appear in user's inbox notifying user about export certificate rejection.

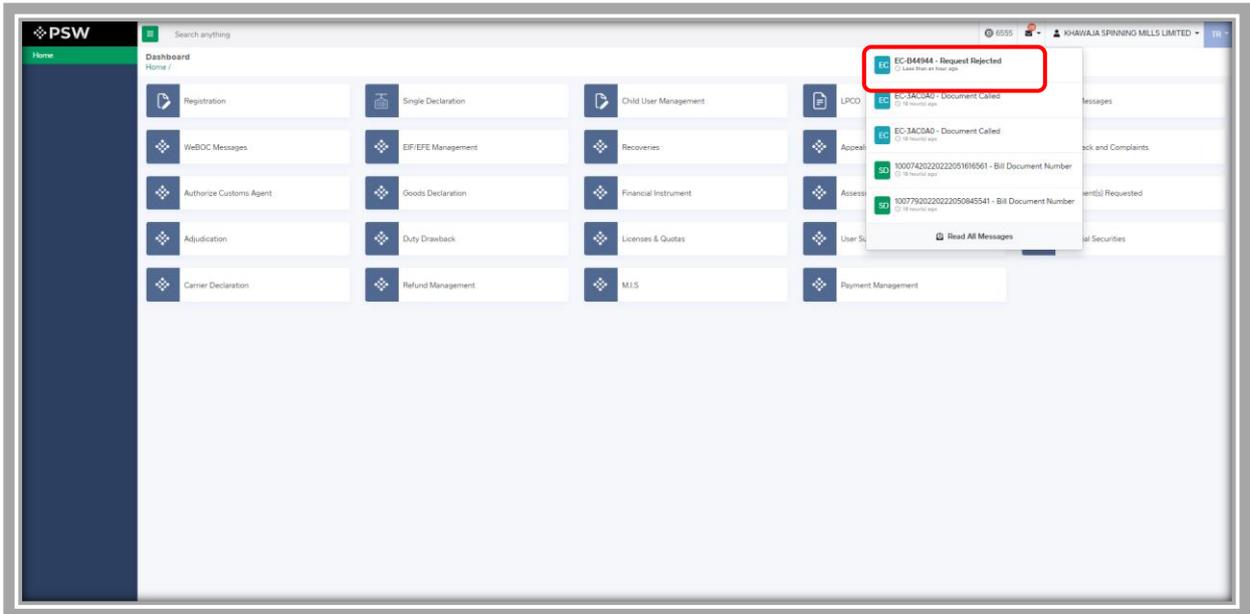


Figure 26

ii. You will click on a particular notification

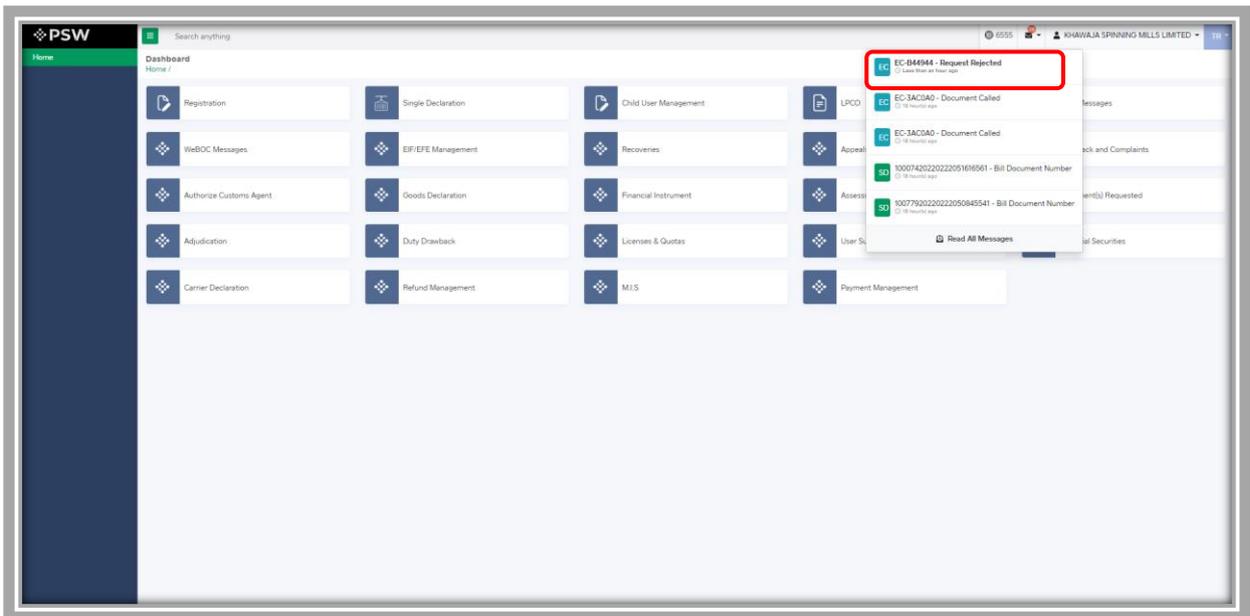


Figure 27

iii. When You will click on 'View Export Certificate, you will be redirected to the inbox screen from where you can click on 'View Export Certificate' button to view rejected Export Certificate.

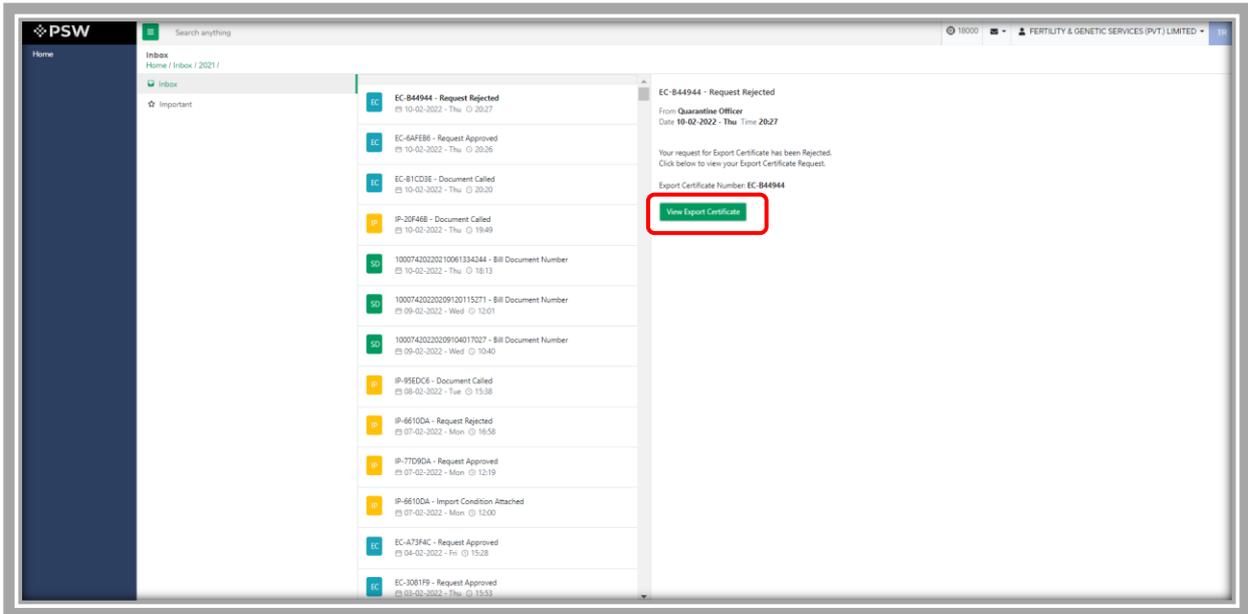


Figure 28

- iv. When you will click on View export certificate button then rejected export certificate will open where you can view officer remarks.

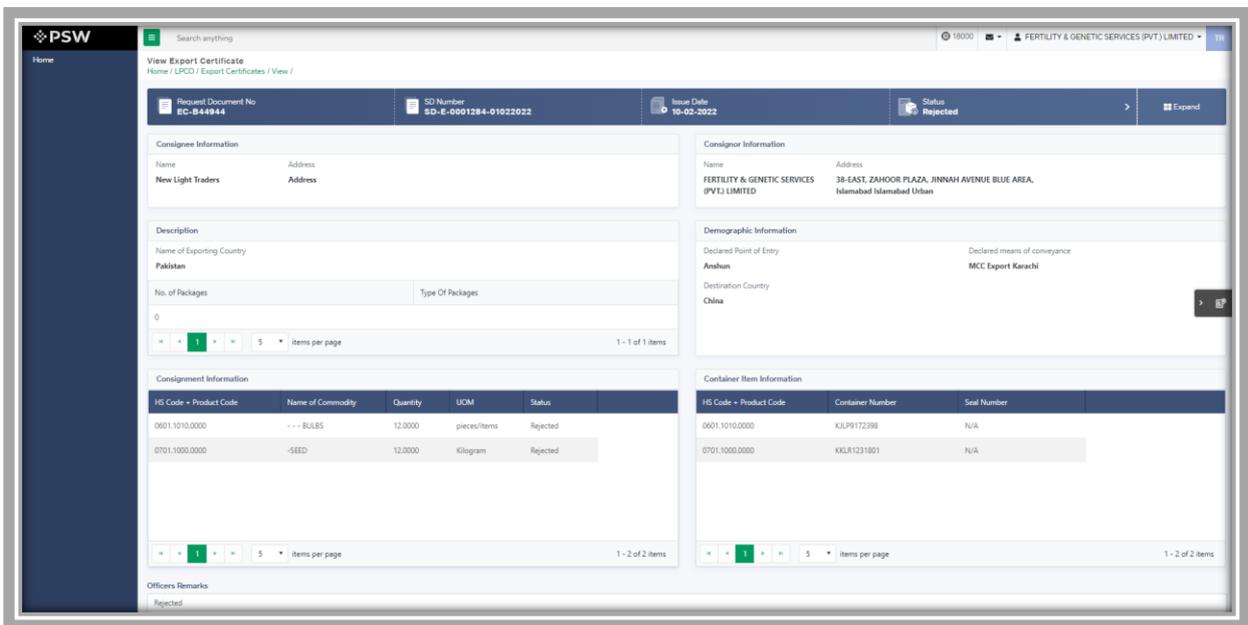


Figure 29

5.4. [Export Certificate Amendment](#)

- i. To amend a submitted Single Declaration, click on the Amend icon under the “Action” tab. Upon clicking on the icon, “Amend Single Declaration” interface will appear.

The screenshot displays the 'Amend Single Declaration' interface. At the top, it shows the breadcrumb 'Home / Single Declaration / Amend Single Declaration /' and navigation buttons for 'Back', 'Save', and 'Save and Submit'. Below this, a header bar contains 'Trade Type: Export', 'Consignment Mode: LCL', 'Consignment Category: Commercial', and 'Declaration Type: Export Commercial Transaction'. The main form is divided into several sections:

- Consignment Information:** Includes 'Destination Country' (China), 'Port of Discharge' (Huayin), and 'Place of Delivery' (test).
- Shipping / Air Line:** Includes 'Shipping / Air Line' (ASIAN CONTAINER LINE), 'Gross Weight (MT)' (110.0), and 'Net Weight (MT)' (110.0).
- Shed / Location:** Includes 'Shed / Location' (Please select shed / location) and 'Terminal' (Qasim International Container Terminal).
- Packages Information:** A table with columns 'No. of Package' and 'Package Type', showing 'No records available'.
- Containers Information:** A table with columns 'Container Number' and 'Seal Number', showing 'No records available'.
- Financial Information:** A section with an upward arrow.
- Commodity Information:** A section with an upward arrow.

- ii. The “Amend Single Declaration” interface displays multiple sections consisting of the data fields which can be modified by the user.
- iii. After updating the provided information, click on “Save and Submit” option to submit the Single Declaration amendment.
- iv. If trader/custom agent had filed an SD amendment, a notification will appear in the notification bar. You will click on notification button appearing at top right side on the window

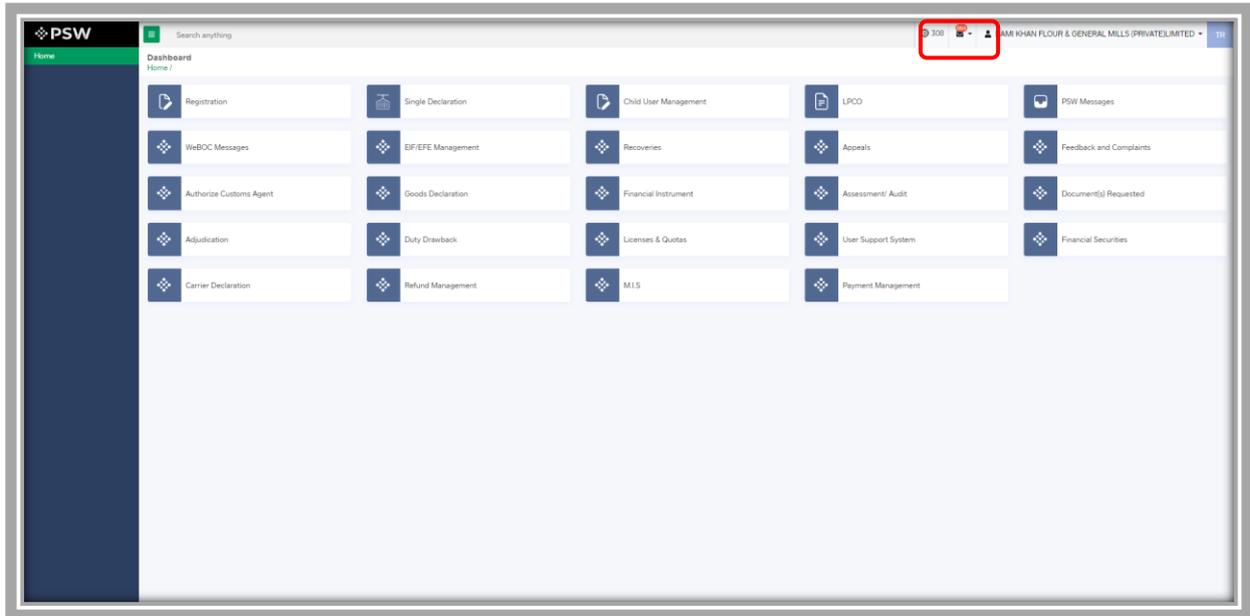


Figure 30

i. You will click on a particular notification

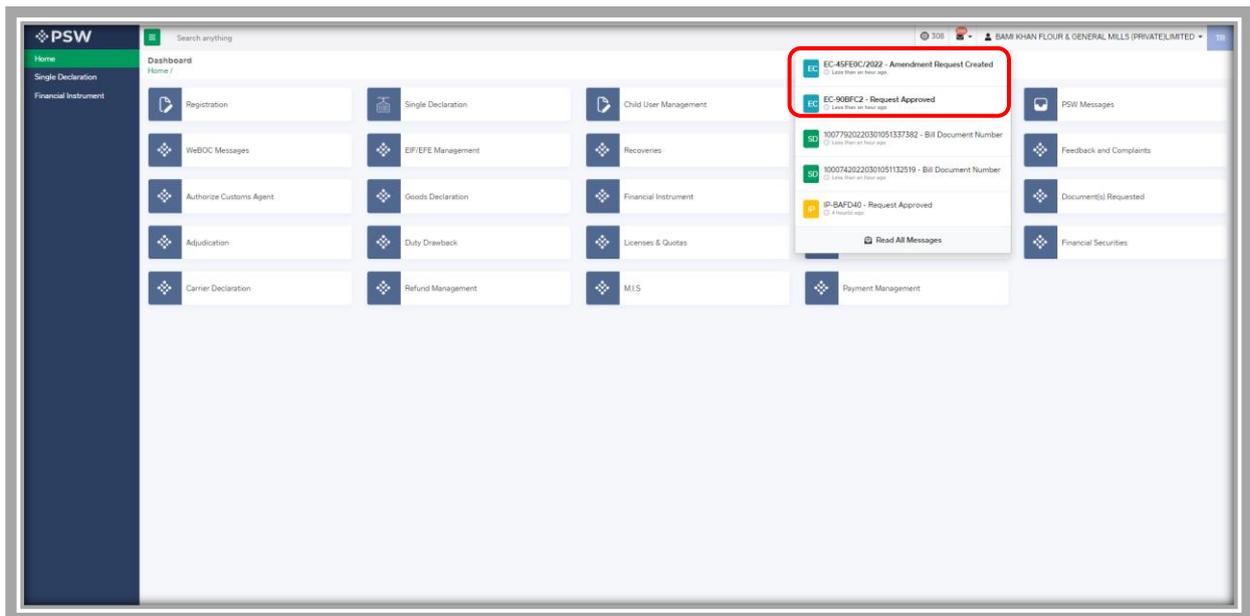


Figure 31

ii. If 'Amendment Request Created' notification is clicked, you will be re-directed to the inbox from where you will click on 'View Export Certificate'.

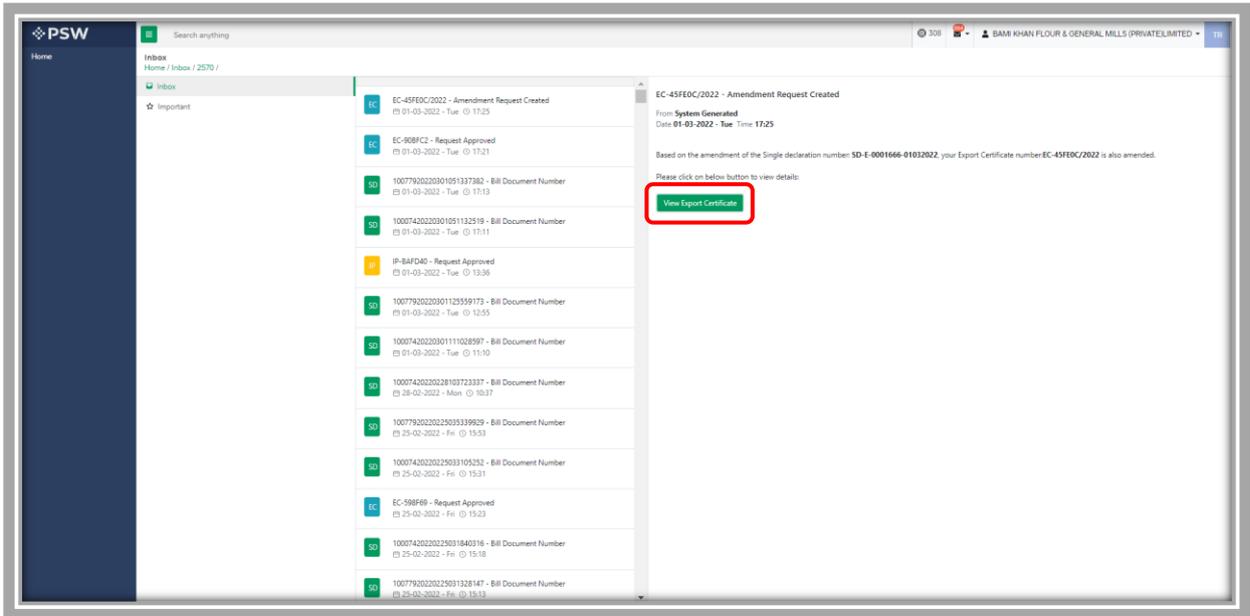


Figure 32

ii. Amendment Export Certificate will appear

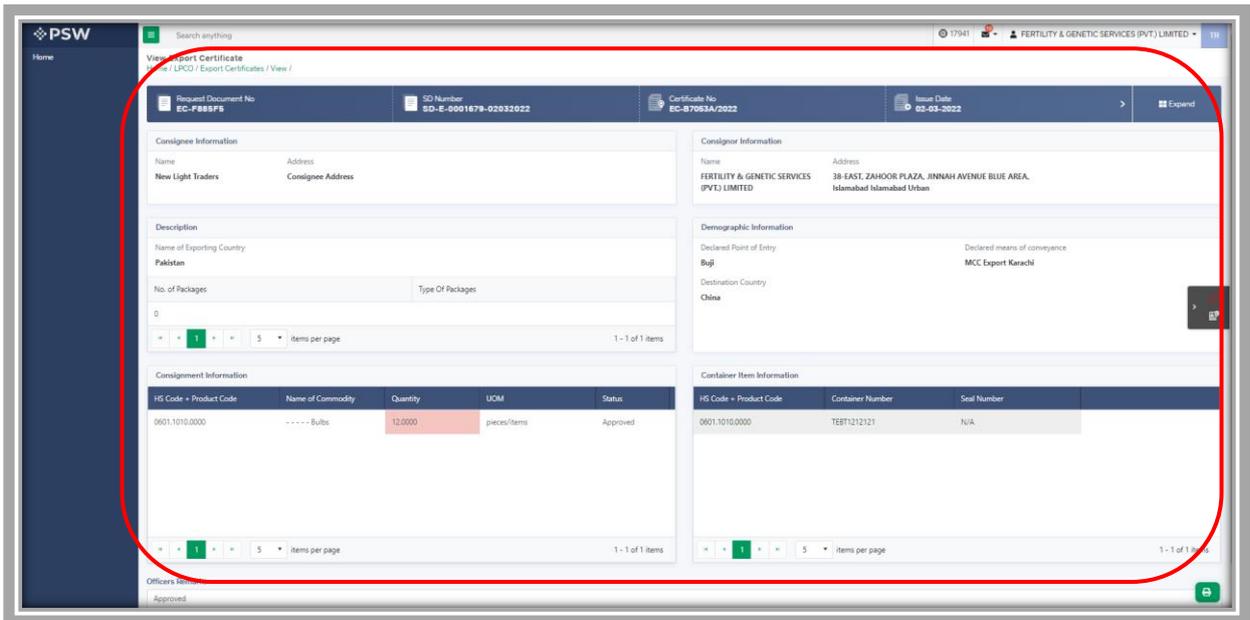


Figure 33

iii. User can view the amended field with the help of the widget available in the screen below.

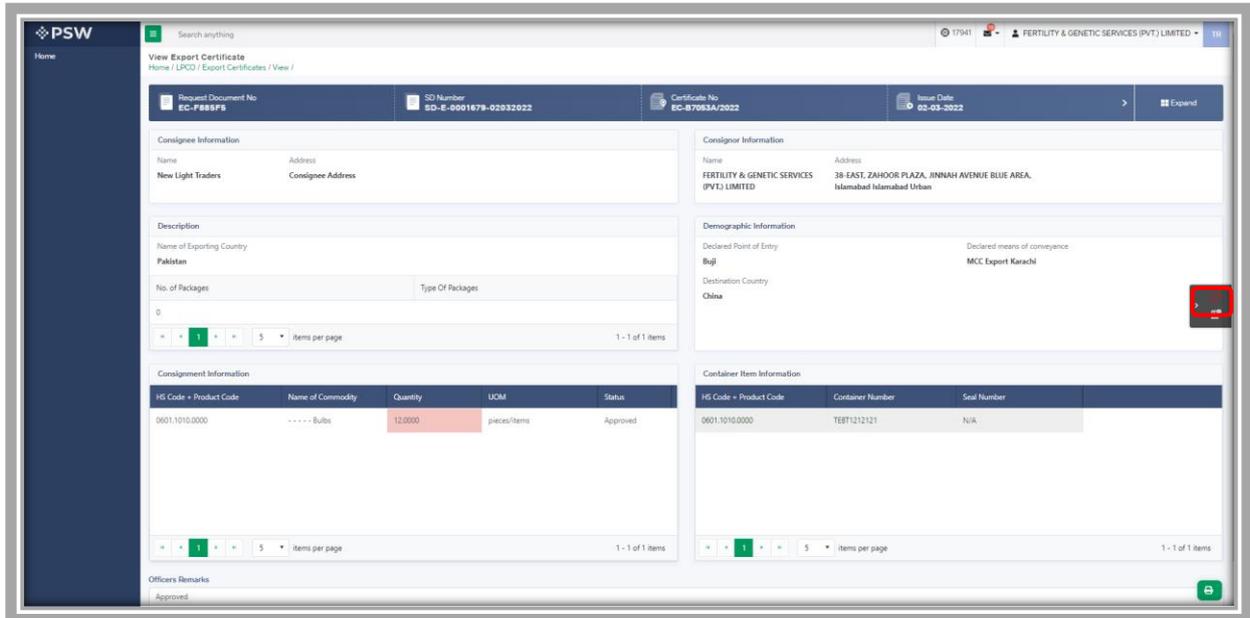


Figure 34

- iv. As the user filed an amendment against the quantity of the item, the quantity highlighted in 'Red' is the previous value which was entered by the trader/custom agent while submitting the SD and the quantity highlighted in 'Green' shows the updated quantity.

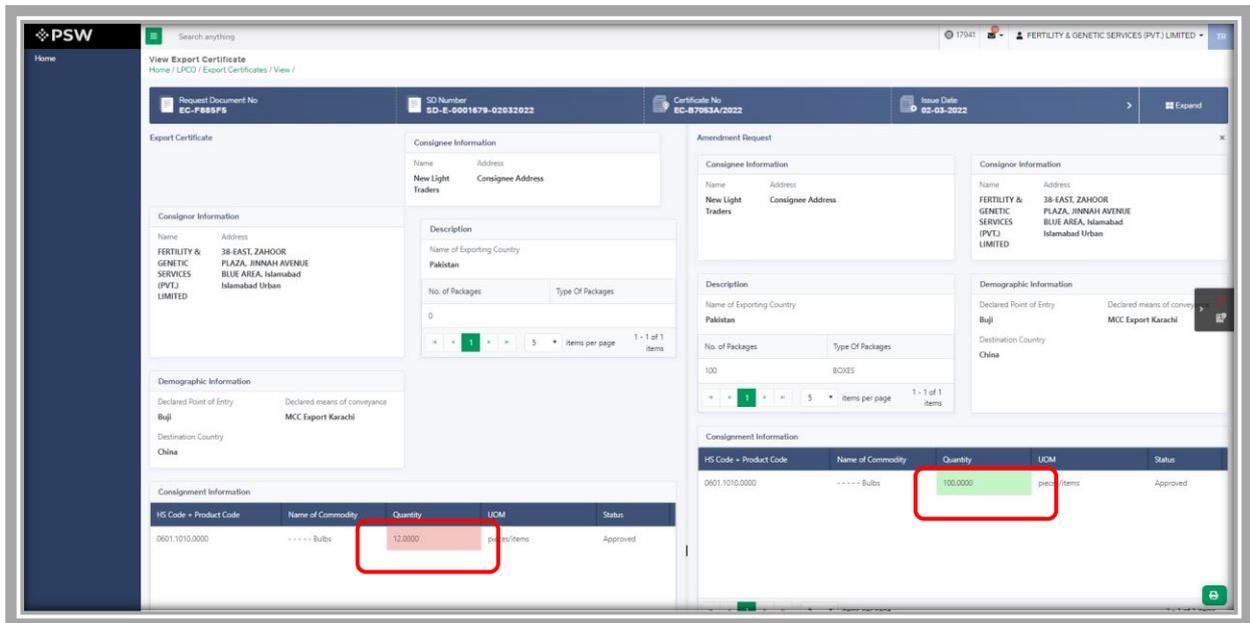


Figure 35

- v. User can also view the 'Consignment additional information' by clicking on the item in the consignment information tab.

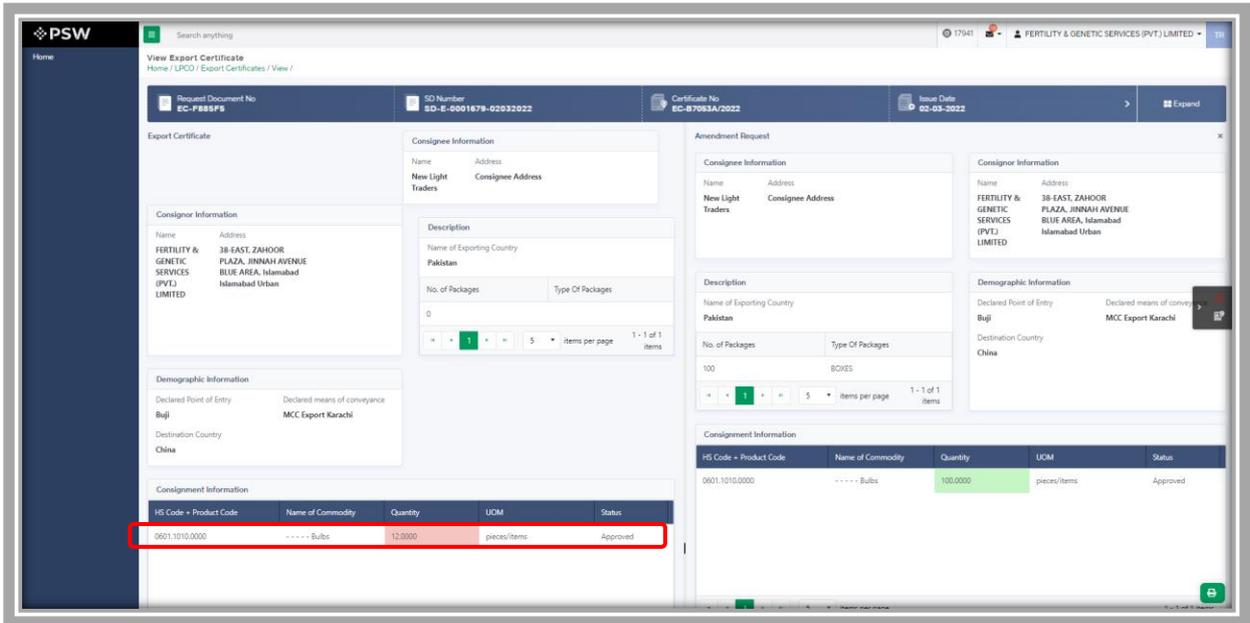


Figure 36

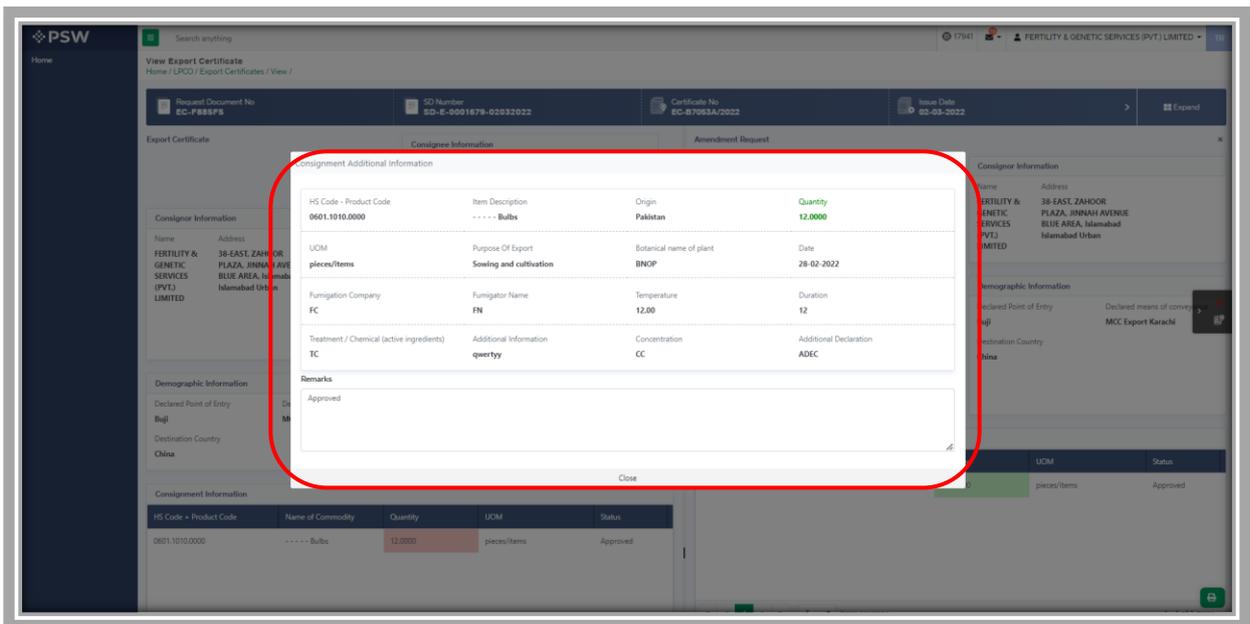


Figure 37

5.4.1. Alternate way to view Export Certificate Amendment

- i. To view the Export Certificate Amendment request, trader/custom agent will click on 'LPCO'.

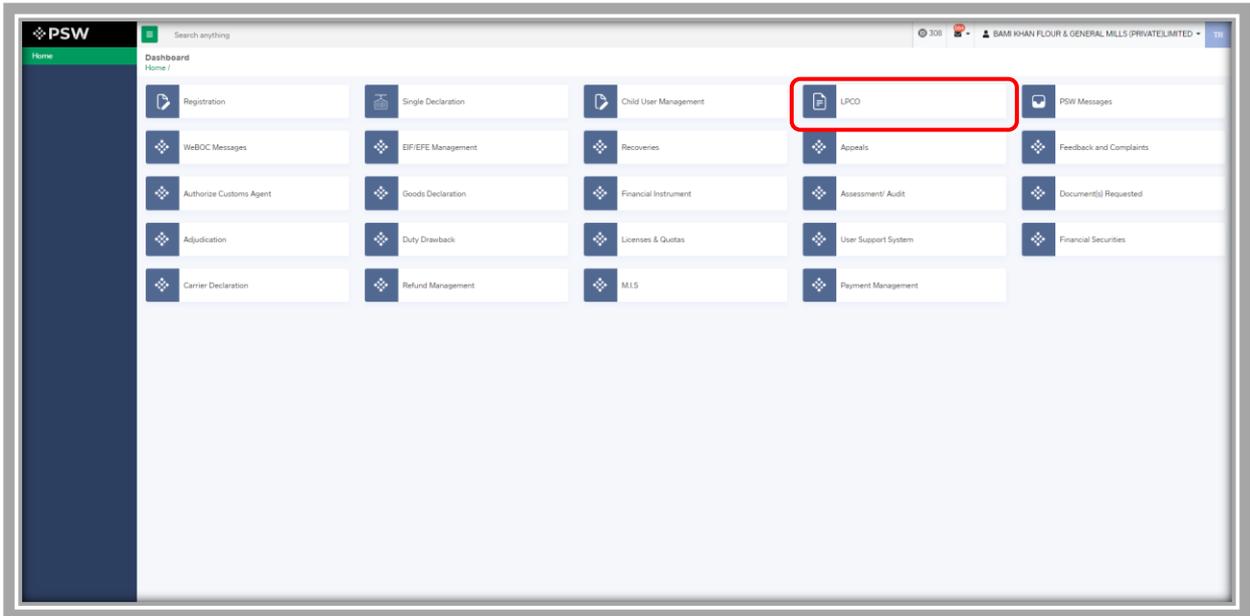


Figure 38

ii. Trader/custom agent will click on 'Export Certificate'

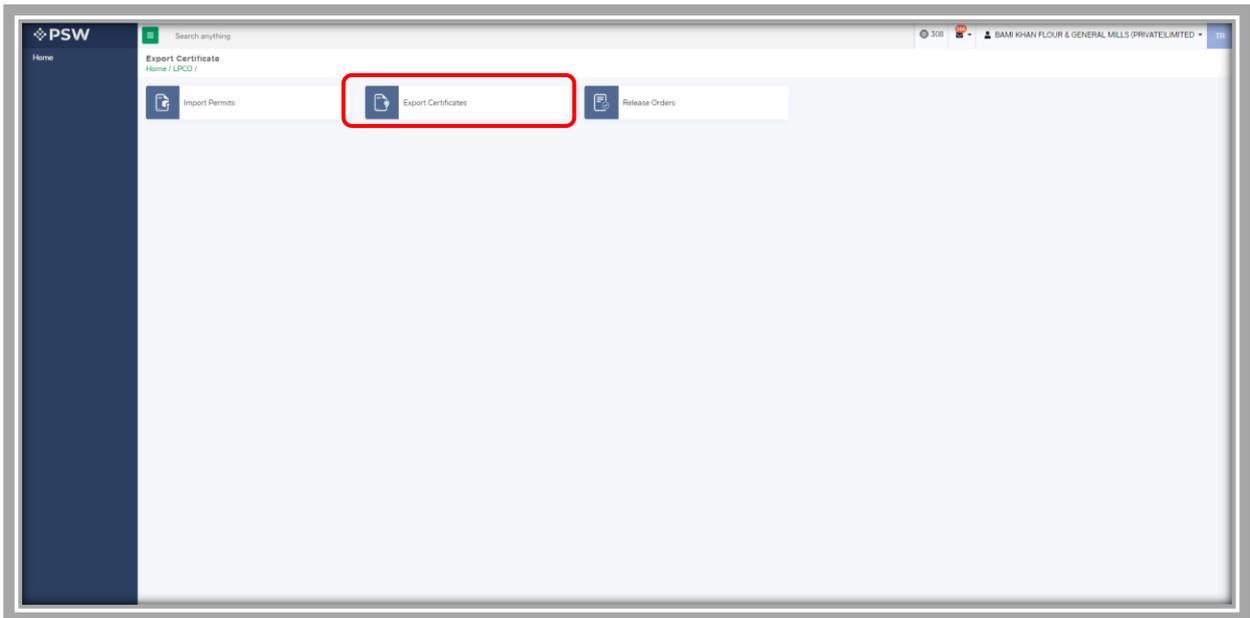


Figure 39

iii. User will click on 'Amendment Request' tab and view the list of amended Export Certificates

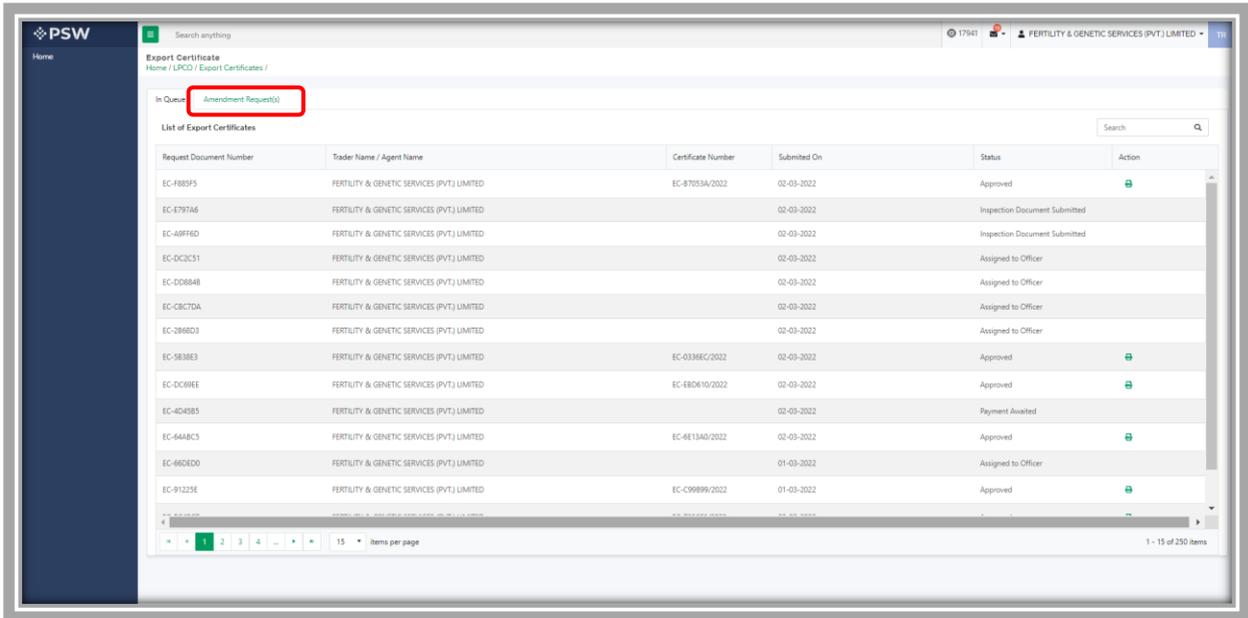


Figure 40

- iv. Following screens shows the list of amendment request along with the 'status' column. Trader/custom agent will click on the desired Export Certificate.

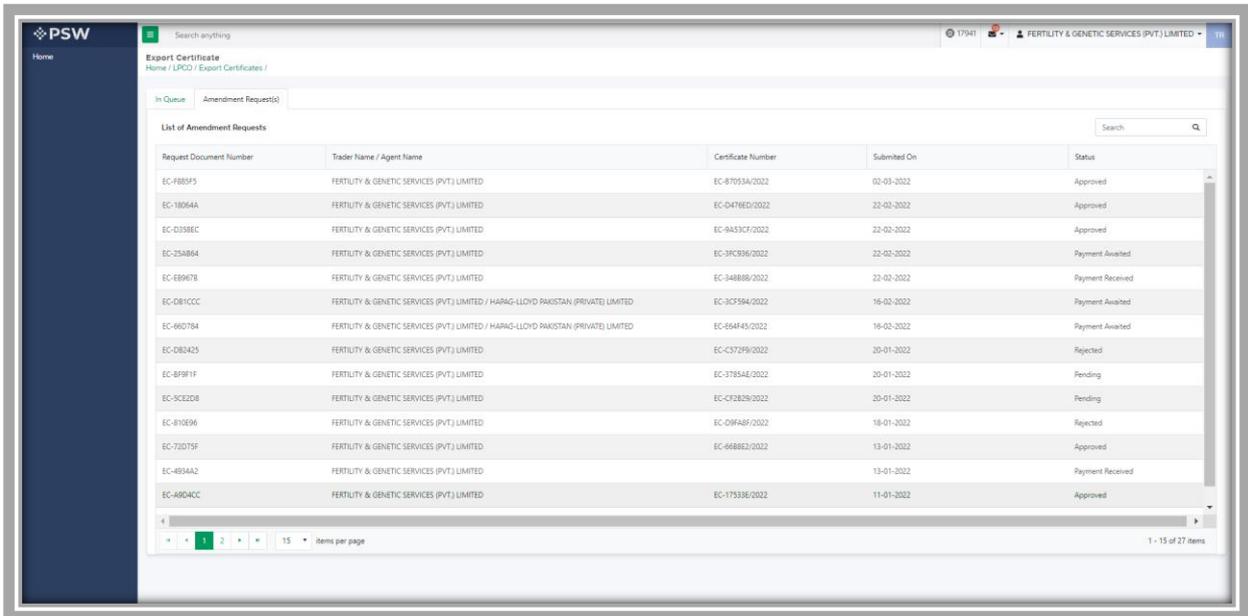


Figure 41

- v. 'View Export Certificate' screen will open where the trader/custom agent will view the details of the Export Certificate.

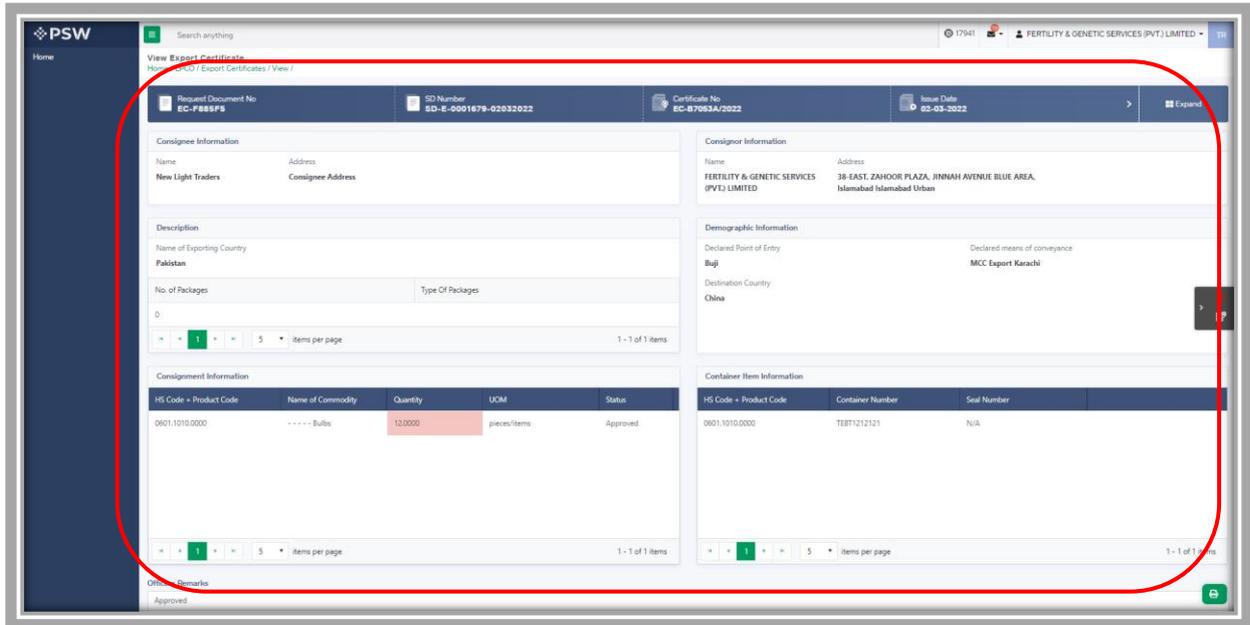


Figure 42

- vi. User can view the amended field with the help of the widget available in the screen below.

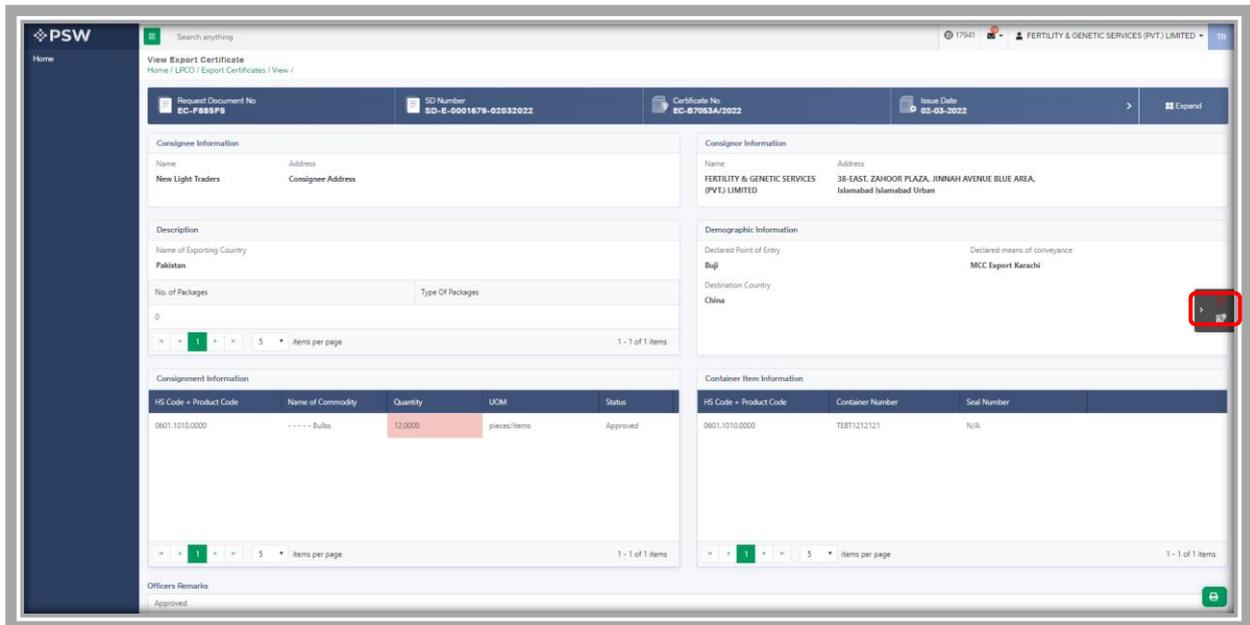


Figure 43

- vii. As the user filed an amendment against the quantity of the item, the quantity highlighted in 'Red' is the previous value which was entered by the trader/custom agent while submitting the SD and the quantity highlighted in 'Green' shows the updated quantity.

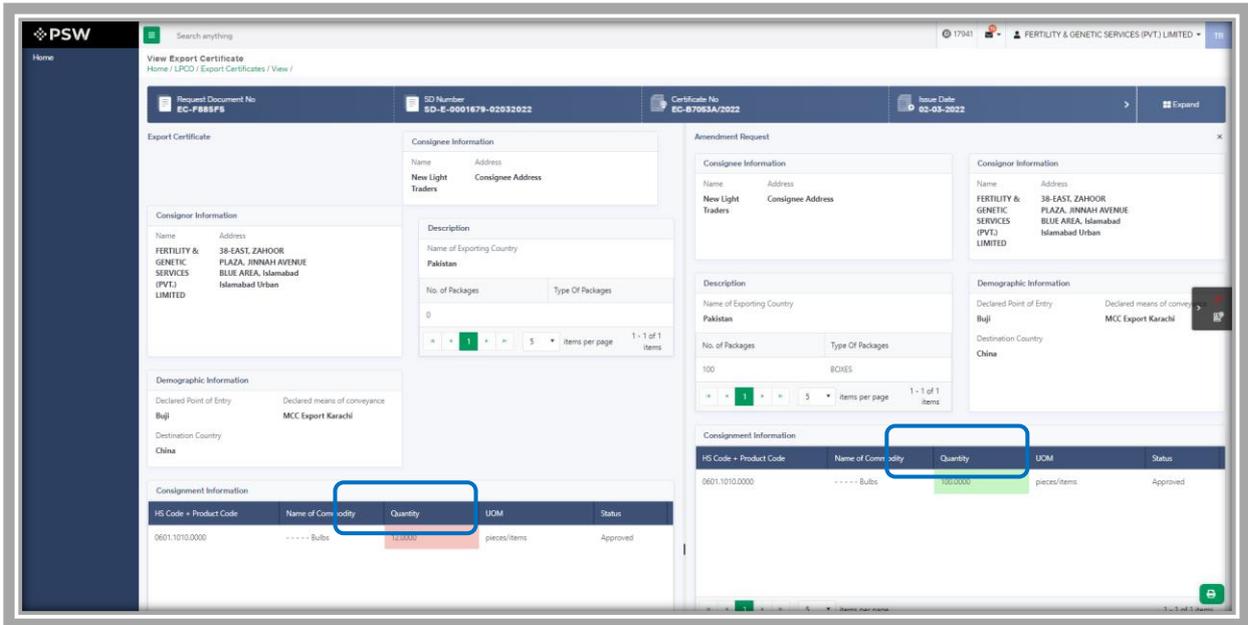


Figure 44

- viii. User can also view the 'Consignment additional information' by clicking on the item in the consignment information tab.

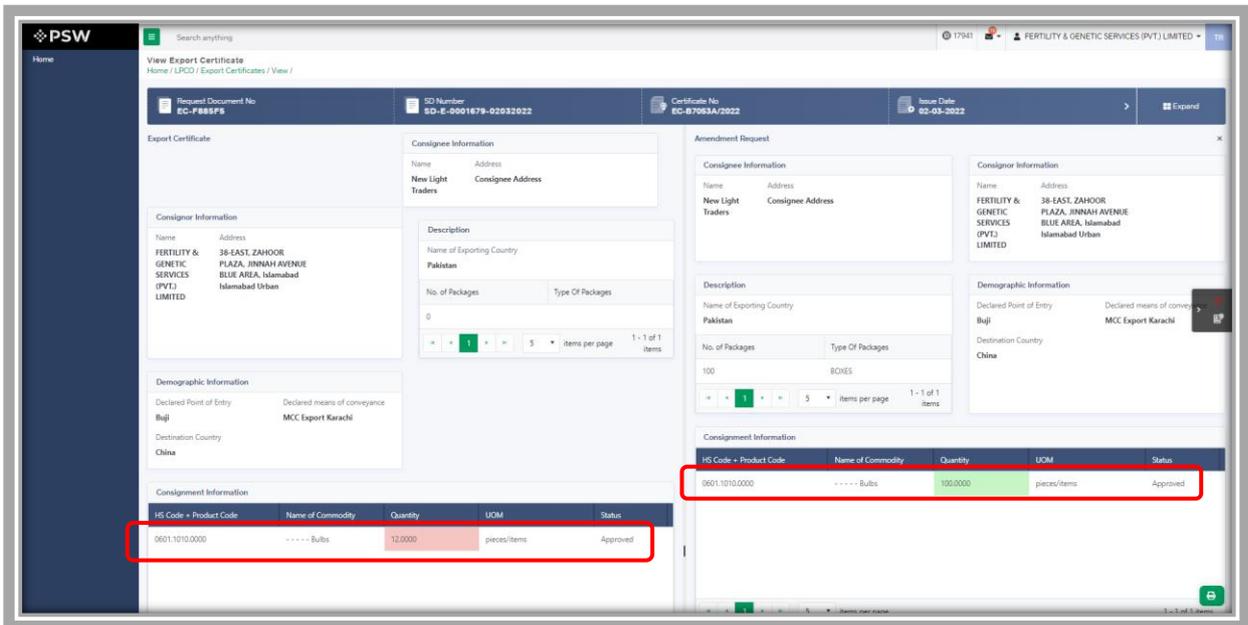


Figure 45

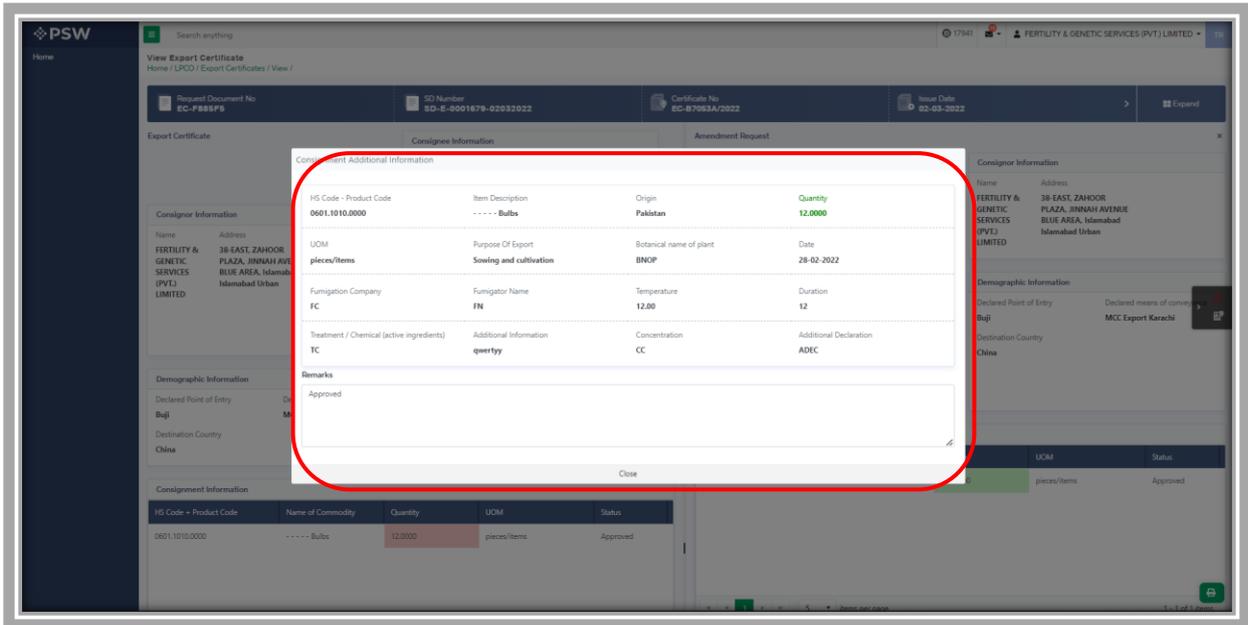


Figure 46

5.4.2. Notification for Amendment Approval/Rejection of Export Certificate

Single Declaration Amendment

- i. After submitting the single declaration, you will have the provision to amend the declaration before consignment is in 'gate-in' state. As you have requested for the declaration amendment, a PSID will be generated against which amendment fees will be required. Before paying the amendment fees you can view the amendment request.

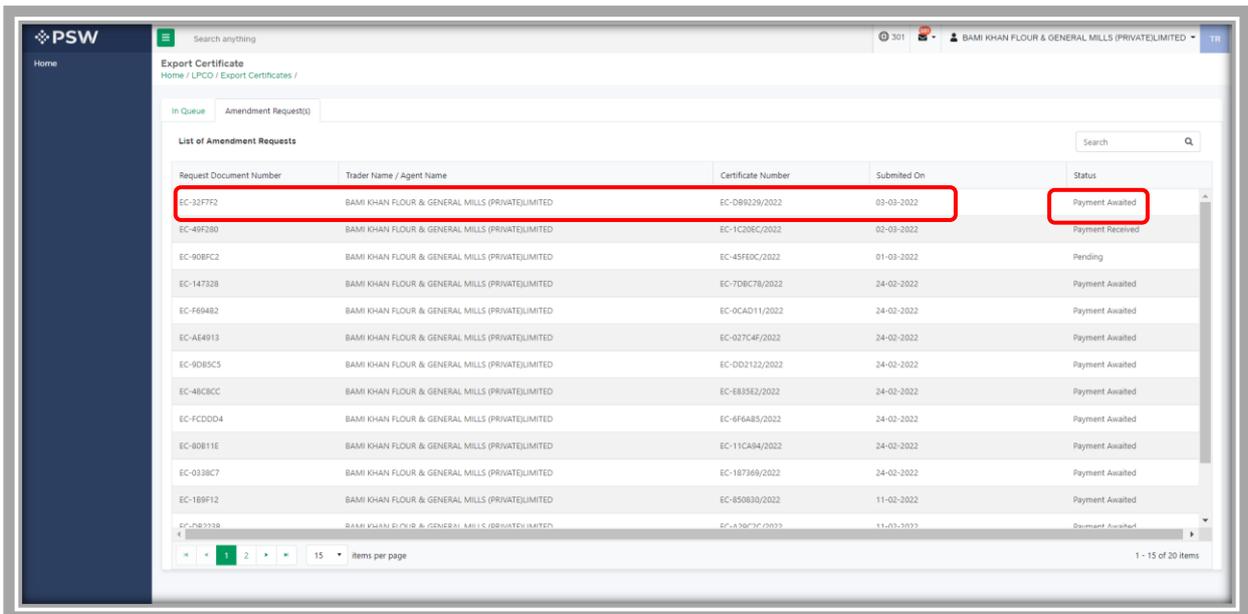


Figure 47

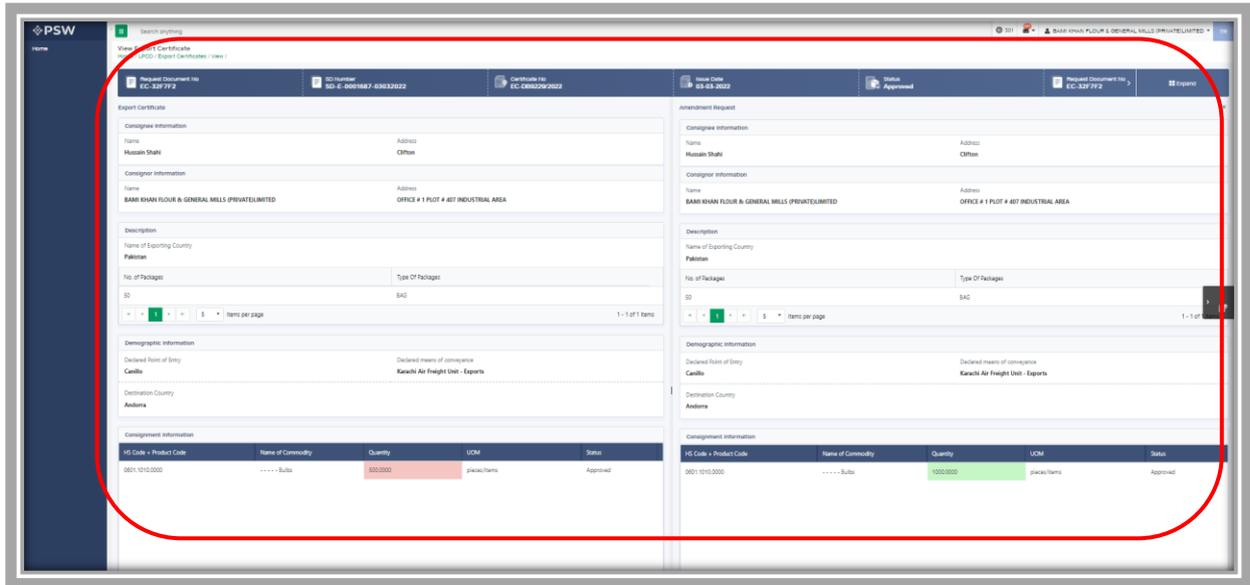


Figure 48

- ii. As soon as you will pay the fees the fees the 'status' column will be changed to 'payment received'. After payment of fees the amendment request will be assigned to the concerned Officer. Officer shall approve/reject the amendment request after conducting analysis.

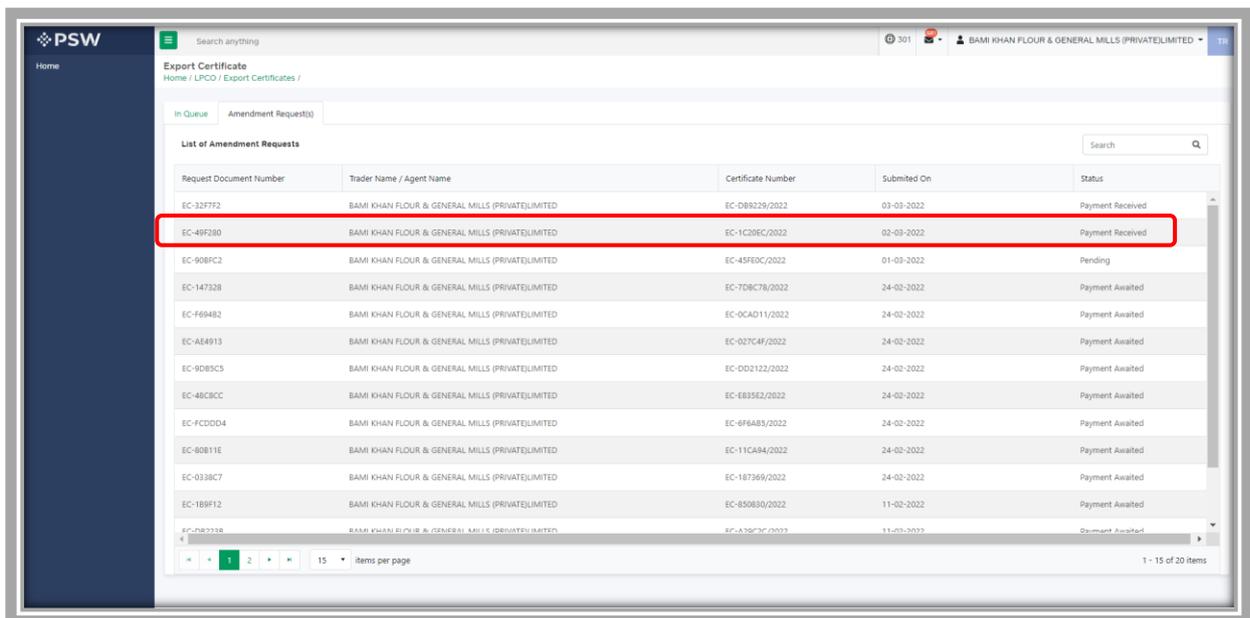


Figure 49

- iii. You will not have the provision to print the Export Certificate until the amendment request has been approved or rejected by the Quarantine Officer. If the concerned officer approves the amendment request, you can print the updated Export Certificate by clicking the 'Print' icon.

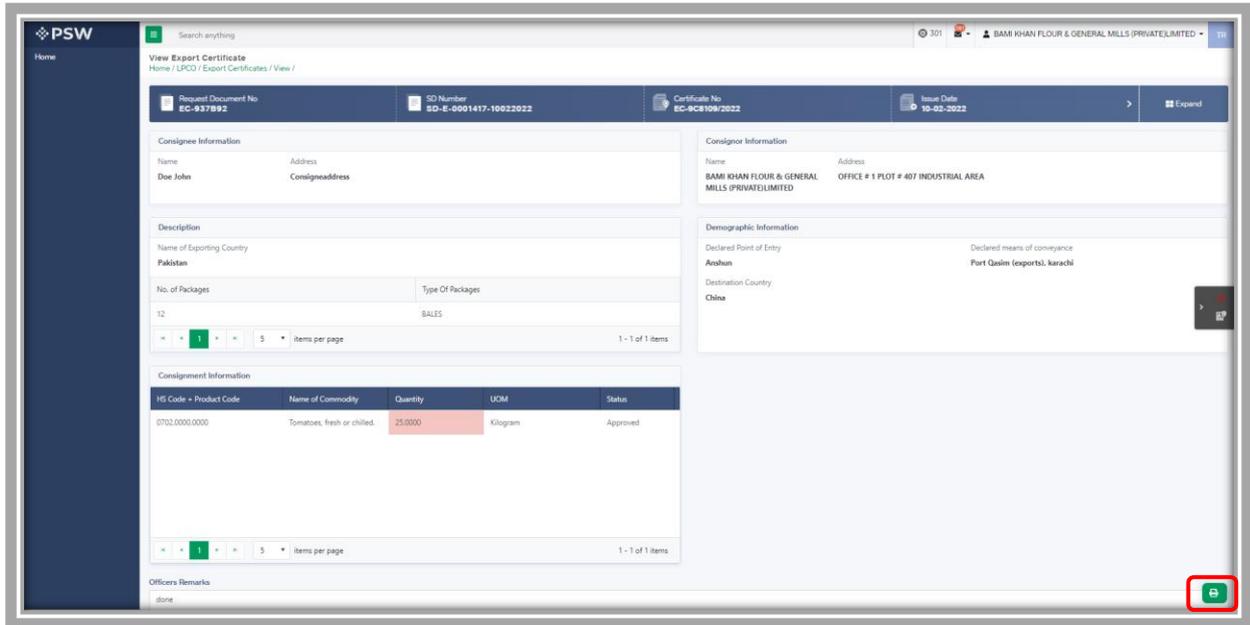


Figure 50

- iv. If the concerned officer has rejected the amendment request, you can print the old export certificate by clicking on the 'print' icon.

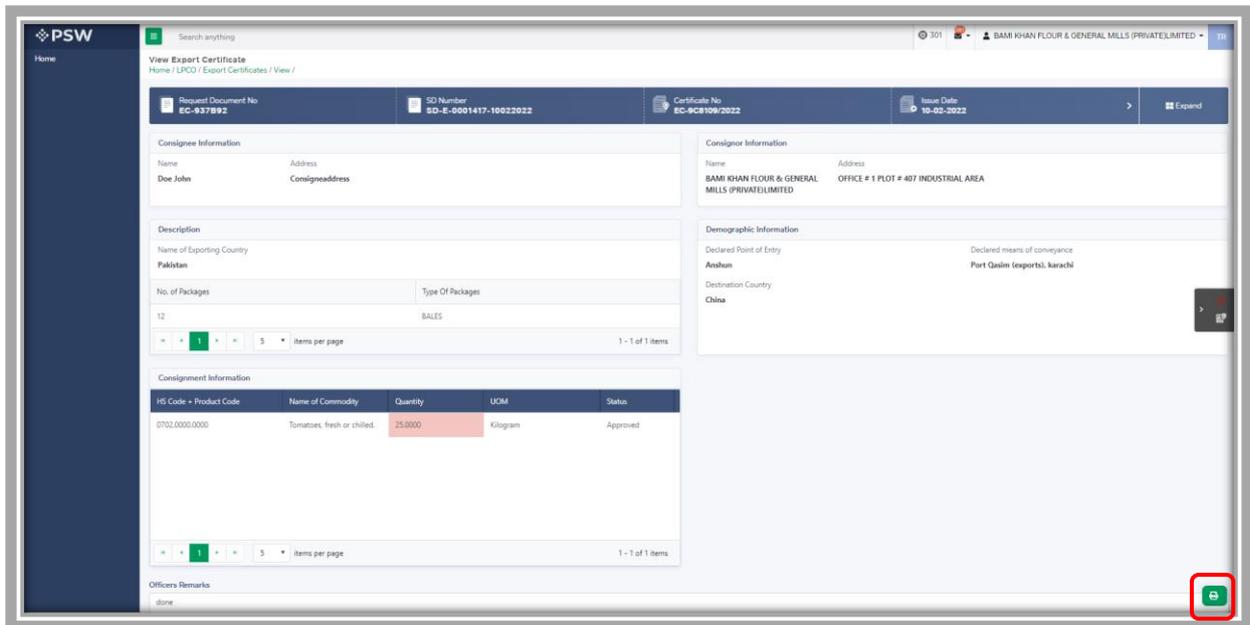


Figure 51

View of Amendment Export Certificate

- i. A notification will appear in your inbox notifying you about amendment export certificate approval. You will click on the notification.

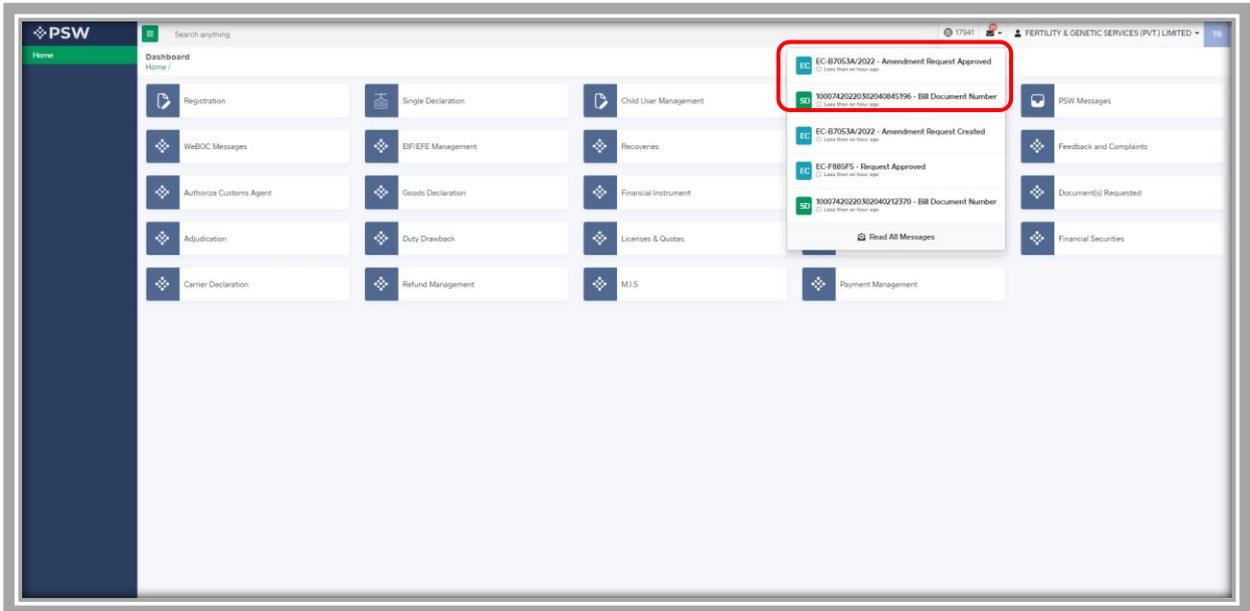


Figure 52

ii. You will click on a particular notification.

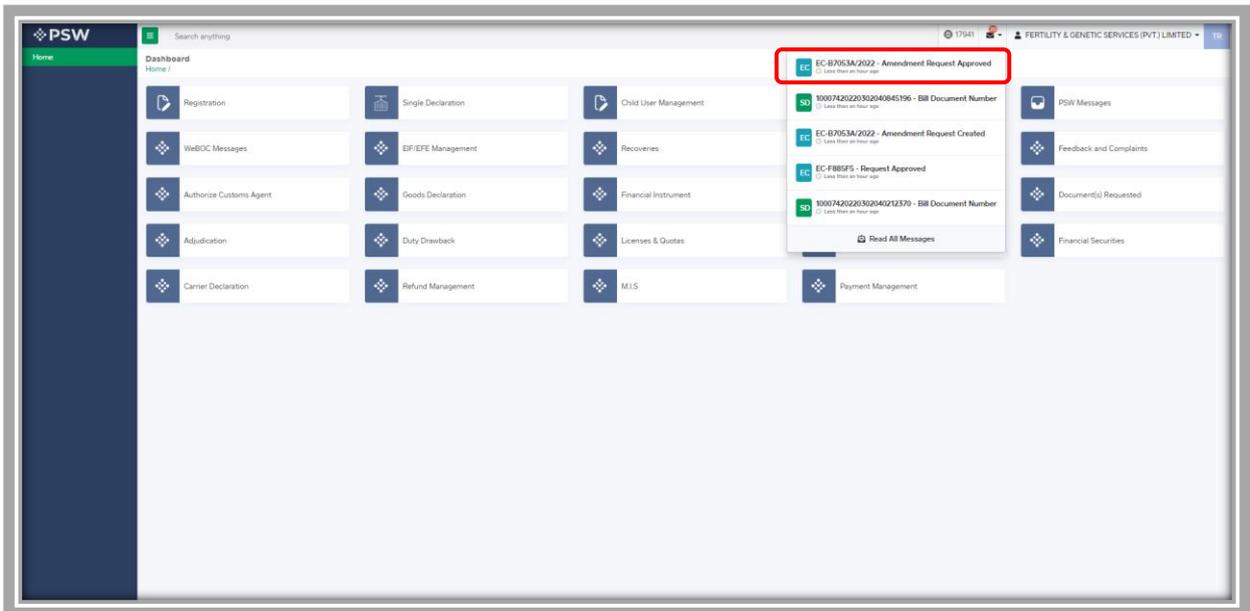


Figure 53

iii. You will be re-directed to the inbox from where you will click on 'View Export Certificate'.

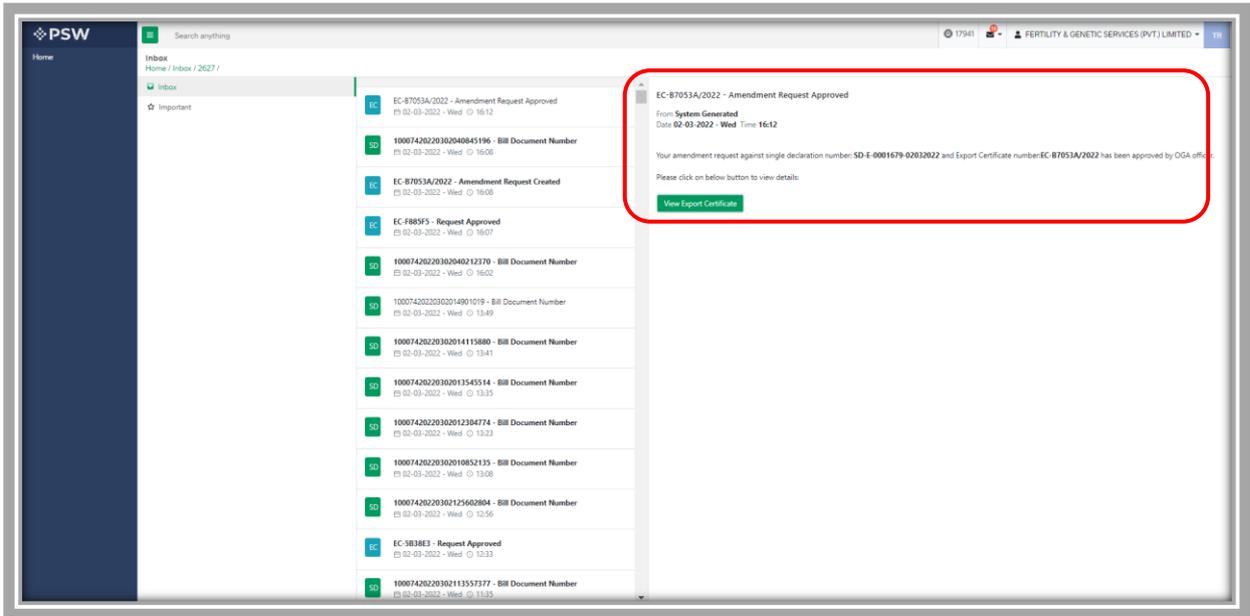


Figure 54

- iv. When you will click on 'View Export Certificate' button then approved amended Export Certificate shall appear.

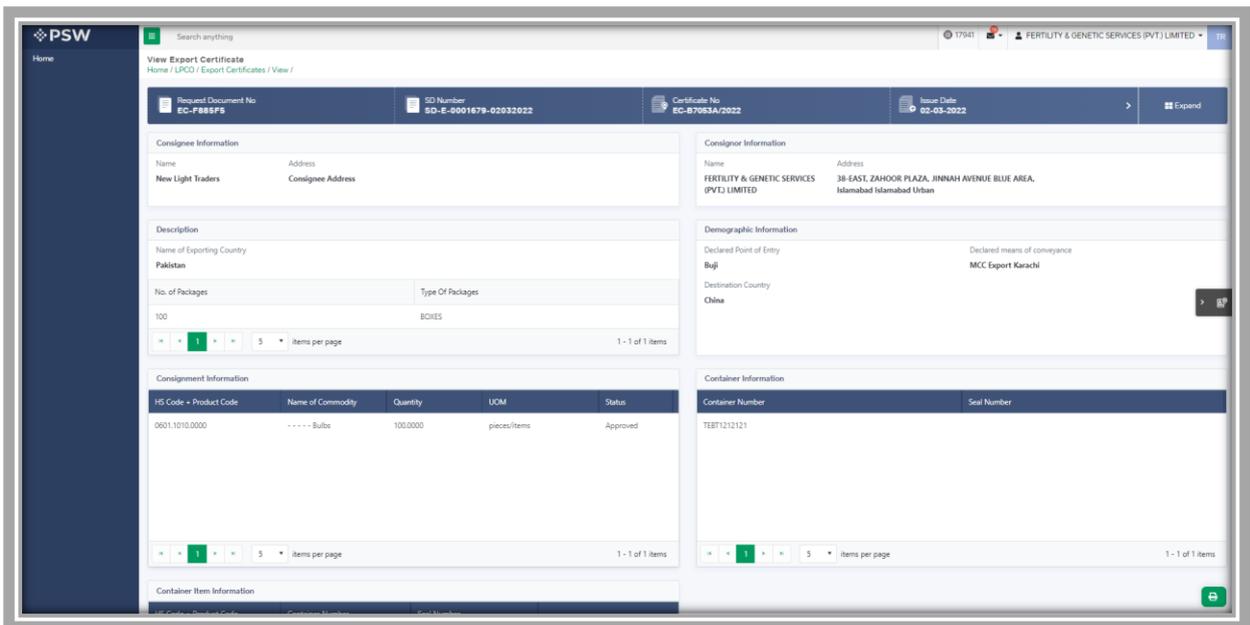


Figure 55

- v. You can click on 'Print' button to print Export Certificate in AQD prescribed certificate.

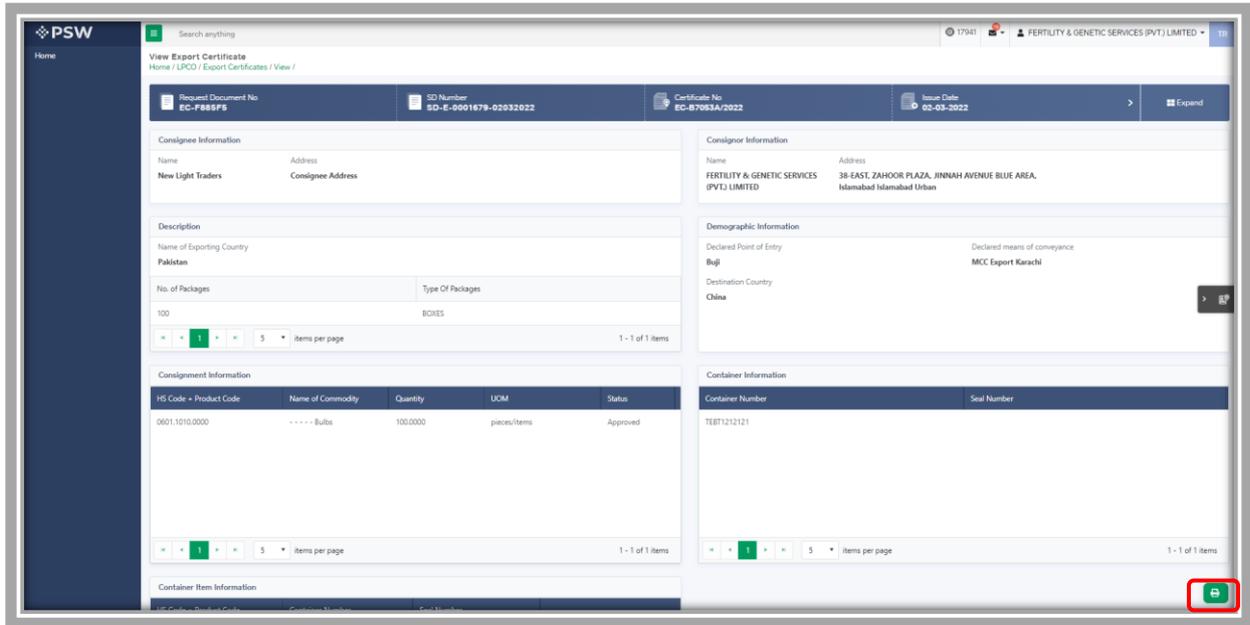


Figure 56

- vi. Upon clicking on 'print' button, a PDF file will automatically download. Here the trader/custom agent will see the updated quantity.

 GOVERNMENT OF PAKISTAN MINISTRY OF NATIONAL FOOD SECURITY AND RESEARCH ANIMAL QUARANTINE DEPARTMENT.	Form IX See Rule 14(1)	
	CERTIFICATE OF THE HEALTH OF ANIMAL PRODUCTS FOR EXPORTATION Certificate No: EC-KHI-57A13A/2022	
From: Pakistan	To: China	
Date Issue 26-05-2022	This Certificate is valid till N/A	
CERTIFICATION		
This is to certify that: (i) the animal products described below were either obtained from animals inspected at the time of slaughter and certified to be free from sign of contagious and infectious diseases or the consignment has been satisfactorily sterilized; (ii) the consignment conforms to the current rules and regulations of the importing country; and (iii) during the period beginning on <u>N/A</u> and ending on <u>N/A</u> transportation of the animal product is authorized.		
Name and Address of Consignor BAMI KHAN FLOUR & GENERAL MILLS (PRIVATE)LIMITED OFFICE # 1, PLOT # 407, INDUSTRIAL AREA, Islamabad	Declared Name and Address of Consignee Doe John Consignee	
Declared means of Transport SEA	Identification Marks/Container No./Seal no. As per Declaration: SD-E-0002437-26052022, GD Number: KPPE-SB-2227-26-05-2022	
Product - CARCASSES AND HALF- CARCASSES done	Country of Origin Pakistan	
Product Quantity 100 Kilogram	Packages 500.00 Beef Quarter	
Identification Marks Hello world		
Additional Declaration		
Production Date: 25-05-2022, Expiry Date: 25-05-2022 Hello world		
Officer Details		
Name of Authorized Officer Ahmed AQD	Station Karachi	

Figure 57

Alternate way to print approved Export Certificate

- i. You can navigate to export Certificate grid and click on 'print' button to print approved amended export certificate in AQD prescribed forms.

Request Document Number	Trader Name / Agent Name	Certificate Number	Submitted On	Status	Action
EC-F885F5	FERTILITY & GENETIC SERVICES (PVT) LIMITED	EC-87053A/2022	02-03-2022	Approved	
EC-E797A6	FERTILITY & GENETIC SERVICES (PVT) LIMITED		02-03-2022	Inspection Document Submitted	
EC-A9FF6D	FERTILITY & GENETIC SERVICES (PVT) LIMITED		02-03-2022	Inspection Document Submitted	
EC-DC2C51	FERTILITY & GENETIC SERVICES (PVT) LIMITED		02-03-2022	Assigned to Officer	
EC-DD884B	FERTILITY & GENETIC SERVICES (PVT) LIMITED		02-03-2022	Assigned to Officer	
EC-C8C7DA	FERTILITY & GENETIC SERVICES (PVT) LIMITED		02-03-2022	Assigned to Officer	
EC-2866D3	FERTILITY & GENETIC SERVICES (PVT) LIMITED		02-03-2022	Assigned to Officer	
EC-5838E3	FERTILITY & GENETIC SERVICES (PVT) LIMITED	EC-0336EC/2022	02-03-2022	Approved	
EC-DC69EE	FERTILITY & GENETIC SERVICES (PVT) LIMITED	EC-8BD610/2022	02-03-2022	Approved	
EC-4D4585	FERTILITY & GENETIC SERVICES (PVT) LIMITED		02-03-2022	Payment Awaited	
EC-0448C5	FERTILITY & GENETIC SERVICES (PVT) LIMITED	EC-6E1340/2022	02-03-2022	Approved	
EC-66DEDD	FERTILITY & GENETIC SERVICES (PVT) LIMITED		01-03-2022	Assigned to Officer	

Figure 58

Rejection notification

- i. A notification will appear in user’s inbox notifying user about export certificate rejection

The dashboard displays various service tiles such as Registration, Single Declaration, Child User Management, etc. A notification pop-up is visible in the top right corner, containing the following messages:

- EC-87053A/2022 - Amendment Request Rejected (1 hour ago)
- 1000742022030240845496 - Bill Document Number (1 hour ago)
- EC-87053A/2022 - Amendment Request Created (1 hour ago)
- EC-F885F5 - Request Approved (1 hour ago)
- 1000742022030240212370 - Bill Document Number (1 hour ago)

Figure 59

- ii. You will click on a particular notification

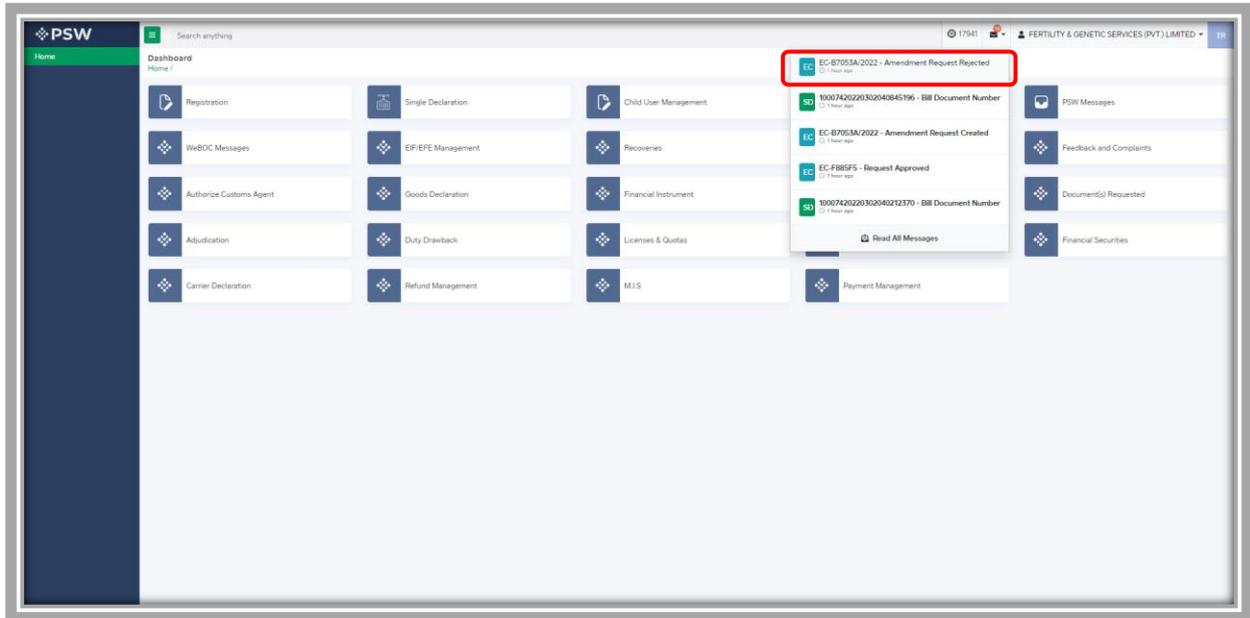


Figure 60

- iii. When You will click on 'View Export Certificate, you will be redirected to the inbox screen from where you can click on 'View Export Certificate' button to view rejected Amendment Export Certificate.

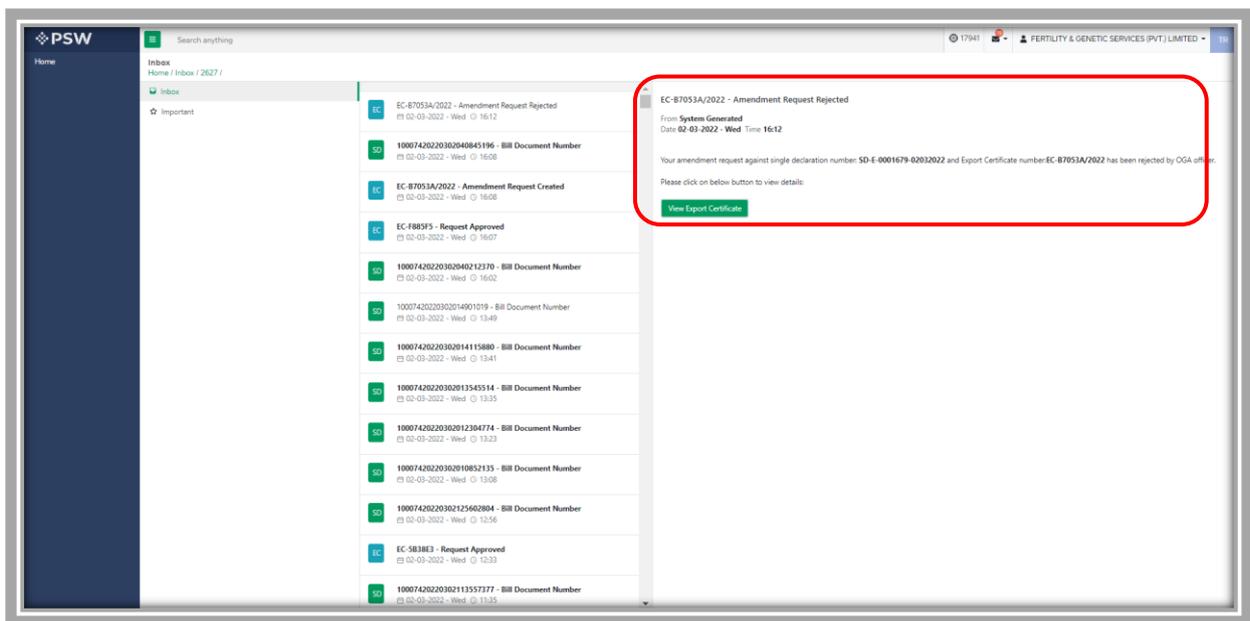


Figure 61

- iv. When you will click on View export certificate button then rejected export certificate will open where you can view officer remarks.

The screenshot displays the 'View Export Certificate' page in the PSW system. The document is identified by Request Document No. EC-B44944, SD Number SD-E-0001284-01022022, and an Issue Date of 18-02-2022. The status is 'Rejected'. The consignee is 'New Light Traders' and the consignor is 'FERTILITY & GENETIC SERVICES (PVT) LIMITED'. The description lists two items: 'BULBS' and 'SEED', both with a quantity of 12,000 and a status of 'Rejected'. The declared point of entry is 'Ahsan' and the destination country is 'China'. The container information shows two containers: KJLP9172398 and KXLR1231801, both with seal numbers 'N/A'. Officers' remarks indicate the document is 'Rejected'.

Request Document No: EC-B44944
SD Number: SD-E-0001284-01022022
Issue Date: 18-02-2022
Status: Rejected

Consignee Information
 Name: New Light Traders
 Address: Address

Consignor Information
 Name: FERTILITY & GENETIC SERVICES (PVT) LIMITED
 Address: 38-EAST ZAHOOR PLAZA, INNDAH AVENUE BLUE AREA, Islamabad Islamabad Urban

Description
 Name of Exporting Country: Pakistan
 No. of Packages: 0
 Type Of Packages: 0

Demographic Information
 Declared Point of Entry: Ahsan
 Declared means of conveyance: MCC Export Karachi
 Destination Country: China

Consignment Information

HS Code + Product Code	Name of Commodity	Quantity	UCM	Status
0601.1010.0000	- - - BULBS	12.0000	pieces/items	Rejected
0701.1000.0000	-SEED	12.0000	Kilogram	Rejected

Container Item Information

HS Code + Product Code	Container Number	Seal Number
0601.1010.0000	KJLP9172398	N/A
0701.1000.0000	KXLR1231801	N/A

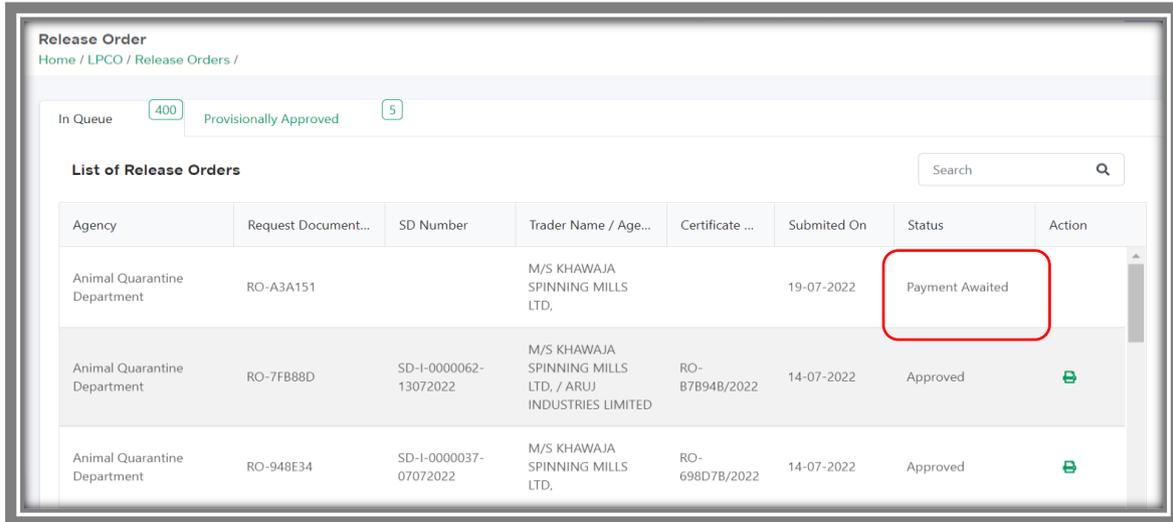
Officers Remarks: Rejected

Figure 62

6. Imports Release Order

6.1. Automatic request generation of RO

- i. User navigates to Single Declaration tab from the Dashboard after logging in.
- ii. User fills in the necessary details and uploads documents where needed.
- iii. User submits the SD
- iv. A Release Order request will be generated in parallel with a PSID against the submitted SD.



Release Order
Home / LPCO / Release Orders /

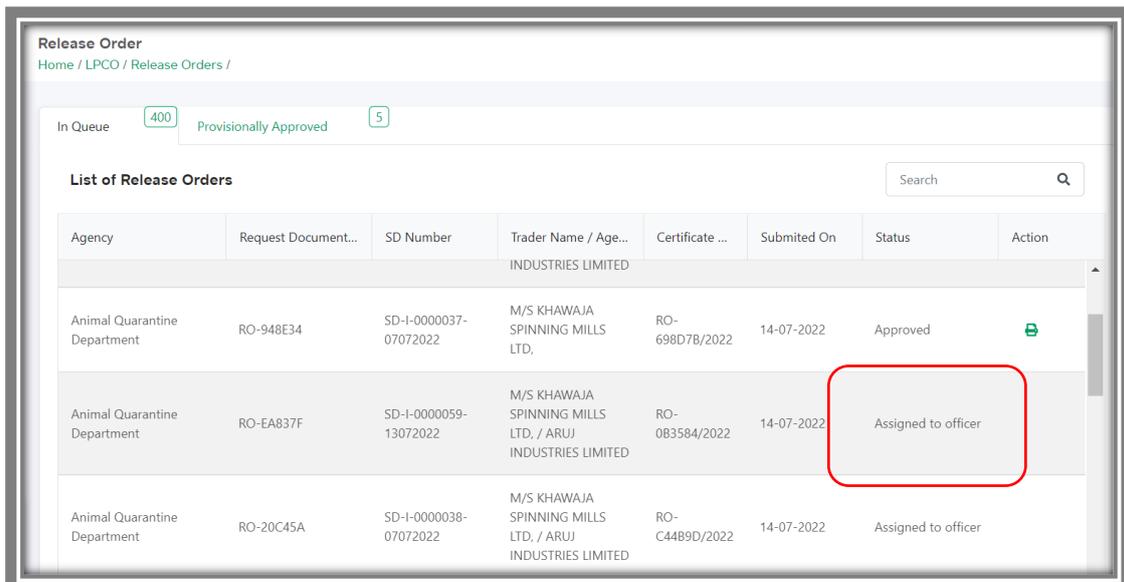
In Queue 400 Provisionally Approved 5

List of Release Orders Search

Agency	Request Document...	SD Number	Trader Name / Age...	Certificate ...	Submitted On	Status	Action
Animal Quarantine Department	RO-A3A151		M/S KHAWAJA SPINNING MILLS LTD,		19-07-2022	Payment Awaited	
Animal Quarantine Department	RO-7FB88D	SD-I-0000062-13072022	M/S KHAWAJA SPINNING MILLS LTD, / ARUJ INDUSTRIES LIMITED	RO- B7B94B/2022	14-07-2022	Approved	
Animal Quarantine Department	RO-948E34	SD-I-0000037-07072022	M/S KHAWAJA SPINNING MILLS LTD,	RO- 698D7B/2022	14-07-2022	Approved	

Figure 63

- v. User makes payment using the PSID
- vi. After successful payment, the release order request will be assigned to a Quarantine officer.



Release Order
Home / LPCO / Release Orders /

In Queue 400 Provisionally Approved 5

List of Release Orders Search

Agency	Request Document...	SD Number	Trader Name / Age...	Certificate ...	Submitted On	Status	Action
			INDUSTRIES LIMITED				
Animal Quarantine Department	RO-948E34	SD-I-0000037-07072022	M/S KHAWAJA SPINNING MILLS LTD,	RO- 698D7B/2022	14-07-2022	Approved	
Animal Quarantine Department	RO-EA837F	SD-I-0000059-13072022	M/S KHAWAJA SPINNING MILLS LTD, / ARUJ INDUSTRIES LIMITED	RO- 0B3584/2022	14-07-2022	Assigned to officer	
Animal Quarantine Department	RO-20C45A	SD-I-0000038-07072022	M/S KHAWAJA SPINNING MILLS LTD, / ARUJ INDUSTRIES LIMITED	RO- C4489D/2022	14-07-2022	Assigned to officer	

Figure 64

6.2. Call for Document or Call for Inspection

The Quarantine officer can Call Document or Call Inspection against a request assigned.

6.2.1. Call Document

- i. The Call document request will be generated, and the user will be notified via the system.

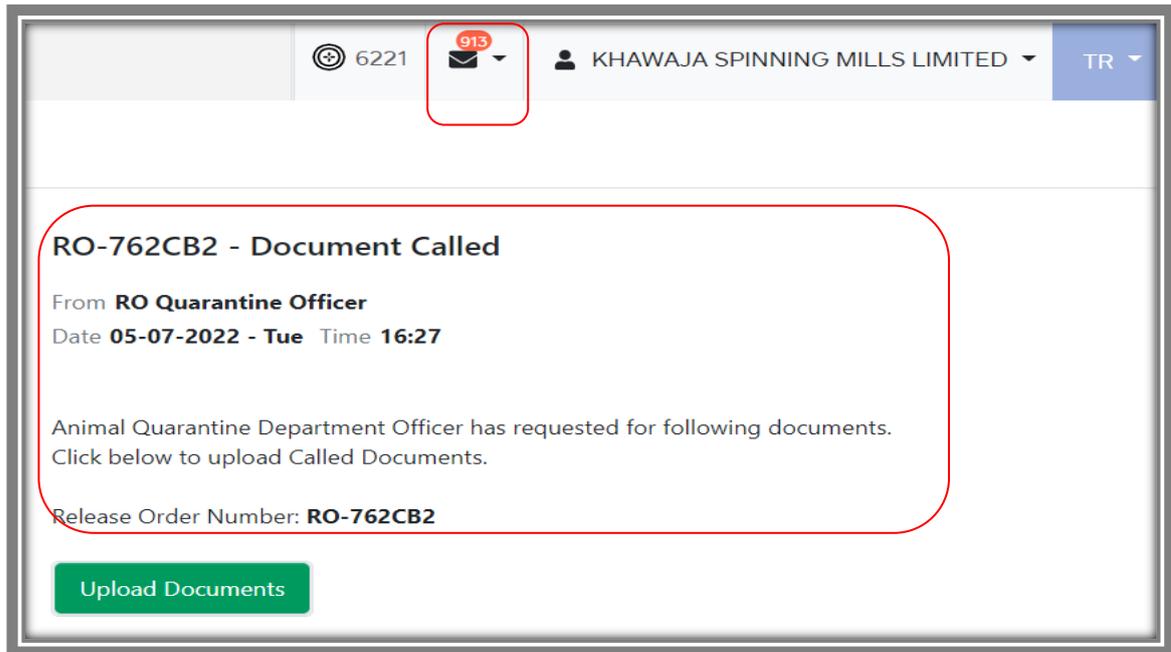


Figure 65

- ii. The user will click on the upload documents option to be directed to Called Documents Screen.

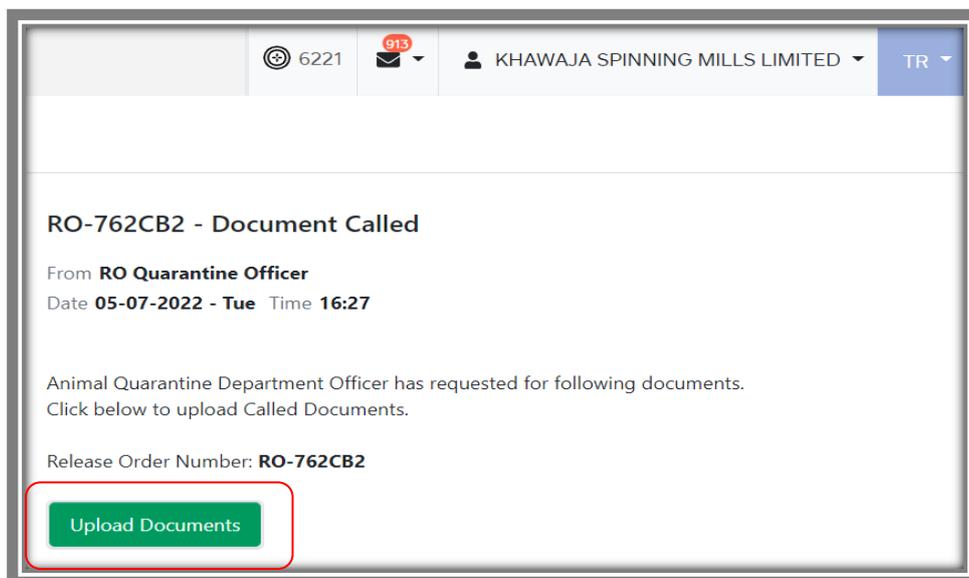


Figure 66

- iii. User will upload the documents in either jpeg, jpg, pdf or png formats.

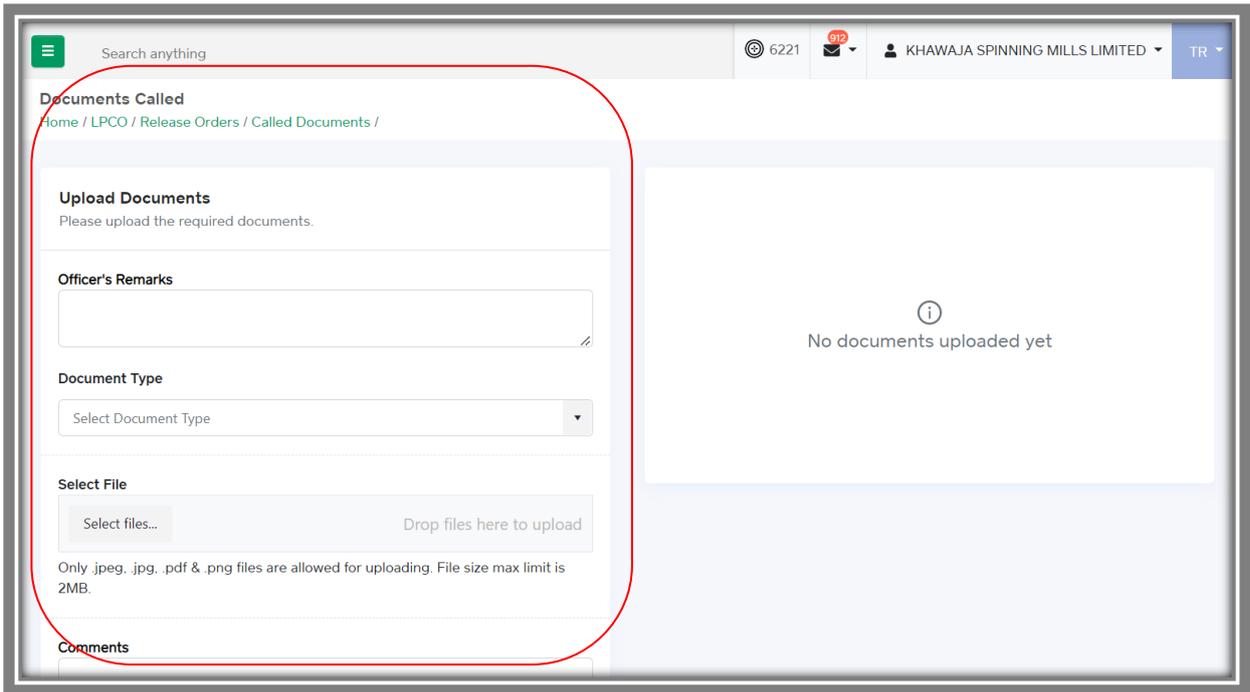


Figure 67

- iv. User will click on the Submit option to complete submission process.

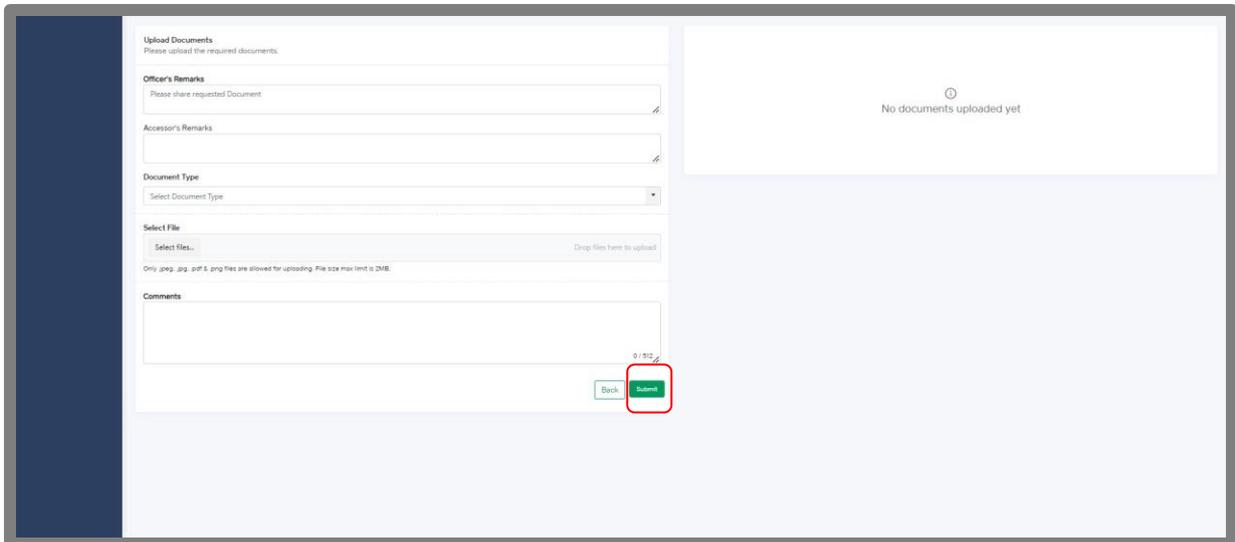


Figure 68

- v. The Quarantine officer will be notified about the document submission.

6.2.2. Call Inspection

- i. The request will be assigned to an Inspection officer
- ii. The trader will be notified that an inspection has been called against their RO request.
- iii. The Inspection officer can Call documents in which case process of 6.2.1. will be followed.

- iv. The user will be shown “Examination in progress” status during the process.

Release Order
Home / LPCO / Release Orders /

In Queue 399 Provisionally Approved 6

List of Release Orders

Agency	Request Document...	SD Number	Trader Name / Age...	Certificate ...	Submitted On	Status	Action
Authority			LTD,				
Pakistan Standard Quality and Control Authority	RO-41BEC9	SD-I-0000049-07072022	M/S KHAWAJA SPINNING MILLS LTD,		07-07-2022	Waiting for Arrangement of Examination	
Animal Quarantine Department	RO-D114D3	SD-I-0000107-30062022	M/S KHAWAJA SPINNING MILLS LTD,		30-06-2022	Examination In-Progress	
Department of Plant Protection	RO-A090AD	KPPI-HC-569-23-05-2022	M/S KHAWAJA SPINNING MILLS LTD,		27-06-2022	Waiting for Arrangement of Examination	
Pakistan Standard Quality and Control Authority	RO-4FA553	SD-I-0000077-26062022	M/S KHAWAJA SPINNING MILLS LTD,		26-06-2022	Waiting for Arrangement of Examination	

1 2 15 items per page 1 - 15 of 23 items

- v. The Inspection officer can create an Inspection report and submit it. The inspection report can be created and viewed from the RO inspection officer role, against an inspection called.
- vi. Upon submission of Inspection report, the user will be notified, and same can be viewed by the quarantine officer.

6.3. Approval/Rejection of RO

6.3.1. Approval of RO

- i. The Quarantine officer can enter/update consignment information and add their remarks.
- ii. For the category of Live Animals, the Quarantine officer will give provisional release order, after which, the animals would be shifted to a quarantine facility.
- iii. User will be notified via system generated message.

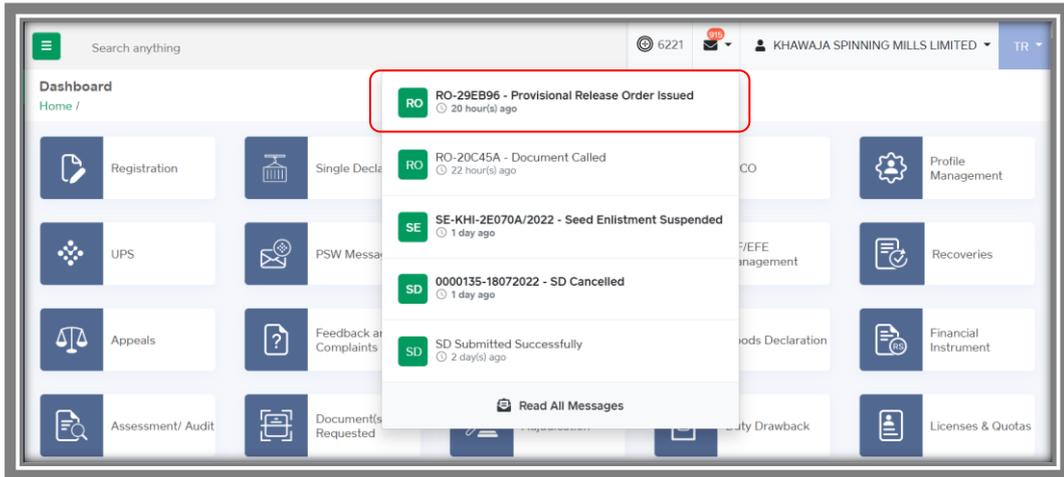


Figure 69

- iv. User can view the Provisional Release Order by opening the notification and clicking the View Release Order option.

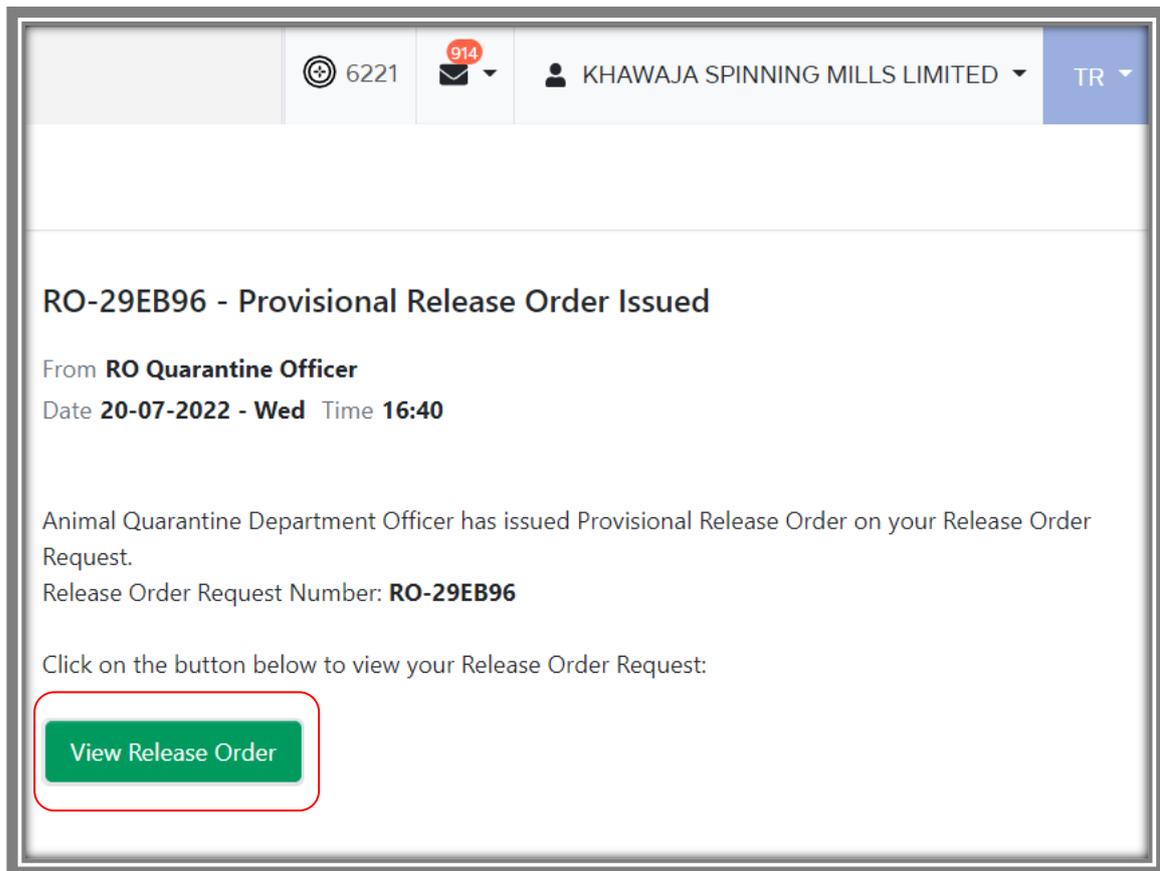


Figure 70

- v. User can download the provisional release order by clicking on the printer icon.

Consignment Information			
Consignee Name FERTILITY & GENETIC SERVICES (PVT.) LIMITED	Consignee Address 38-EAST, ZAHOOR PLAZA, JINNAH AVENUE BLUE AREA, Islamabad Islamabad Urban	Consignor Name PEARL METALS LLC 8750 OLD COLONY WAY APT:1B ALEX	Consignor Address ANDRIA, VA
Declared Point of Entry Bertinoro	Declared means of conveyance SEA	BL No BL-Gen-1307-11	Bill of Lading Issue Date 13-07-2022
Vessel Name An Xin Jiang	Imported From United States	Arrival Date 15-07-2022	

Container Information

Figure 71

- vi. Provisional RO in AQD prescribed format will be downloaded.

Please Note: The certificate shown below is generated using dummy data, for demonstration purpose only. The actual certificate might slightly differ with respect to the particulars.

 <p>GOVERNMENT OF PAKISTAN MINISTRY OF NATIONAL FOOD SECURITY AND RESEARCH ANIMAL QUARANTINE DEPARTMENT.</p>		No.F-9/86(Vol-22-B)/AQD/515 Provisional Release Order		
Order No: RO-DEB877/2022		Dated: 20-07-2022		
The animal detailed below are provisionally released for shifting them to the following temporary quarantine premises/house duty approved by Livestock Wing M/o NFS&R for examination & observation during quarantine period as per the provisions of Pakistan Animal Quarantine Act, 1979 and Rules, 1980				
1. Name of Ship Al Emirat		2. Number of animals (1) 123.00		
3. Type of Animals (1) Type of Animals(Optional)123		4. Breed (1) Breed/Type(Optional)		
5. Name of Exporting Country Albania		6.IGM No. KPPI-0366-15072022		
7. Index No. 21		8. Name and Address of Importer 38-EAST, ZAHOOR PLAZA, JINNAH AVENUE BLUE AREA, Islamabad Islamabad Urban		
Name of approved temporary quarantine houses				
S.No	Name of Firms	Location of approved temporary quarantine houses	No. of animal to be shift in TQH	
1	123123	12312312	123123123	
The fees in Terms of non-tax-revenue receipt amounting to Rs.N/A/- has been deposited by the importer in National Bank of Pakistan, N/A		<u>Quarantine Officer</u>		
Officer Details				
Copy for Information to:- 1. A.H.C M/o.NFS&R, Islamabad 2. Director, AQD Karachi 3. Collector of Customs (Import) Karachi Seaport Karachi. 4. Concerned Quarantine Officers. 5. Office Copy.		<u>Quarantine Officer</u>		

Figure 72

- vii. Upon successful quarantine of the health of animals, the Quarantine officer will then provide a final release order from the system.
- viii. After approval of the release order request, a Release order will be generated, and the trader will be notified of the same.

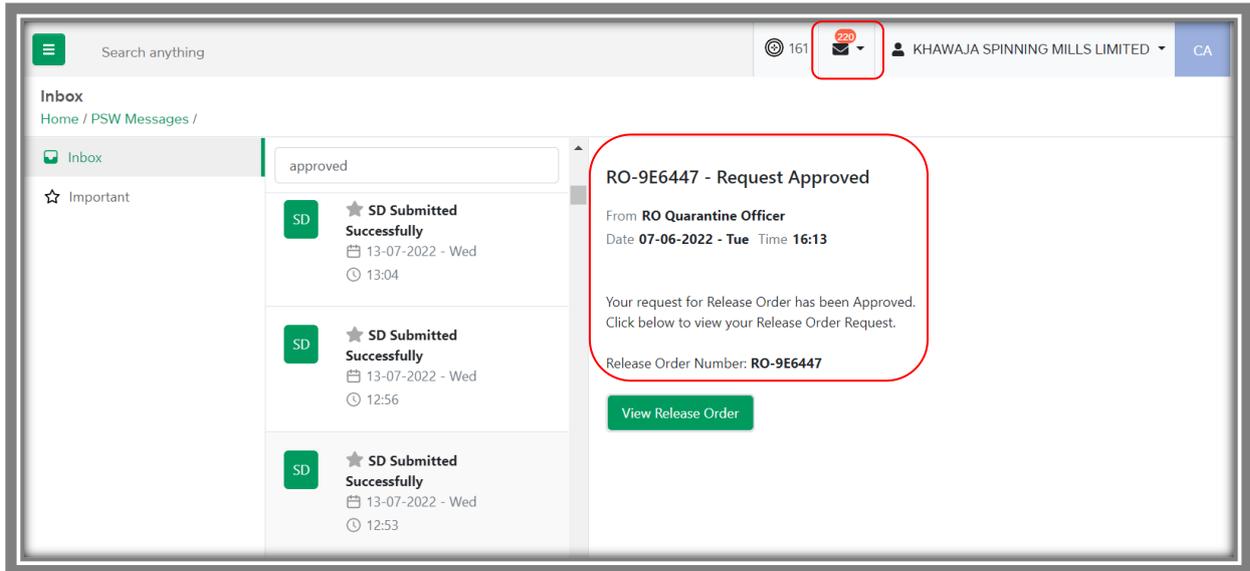


Figure 73

- ix. User will click on the “View Release Order” option to be directed towards the relevant RO.
- x. User will click on the small printer icon to download RO with a unique QR Code.

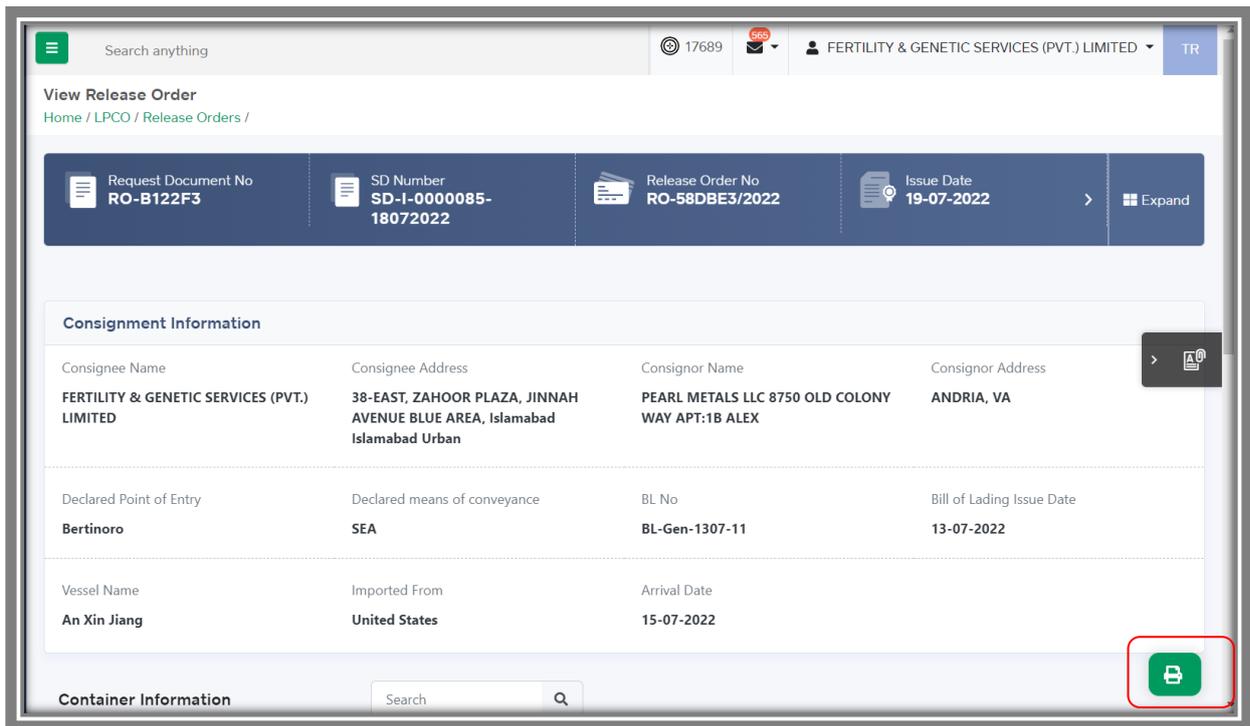


Figure 74

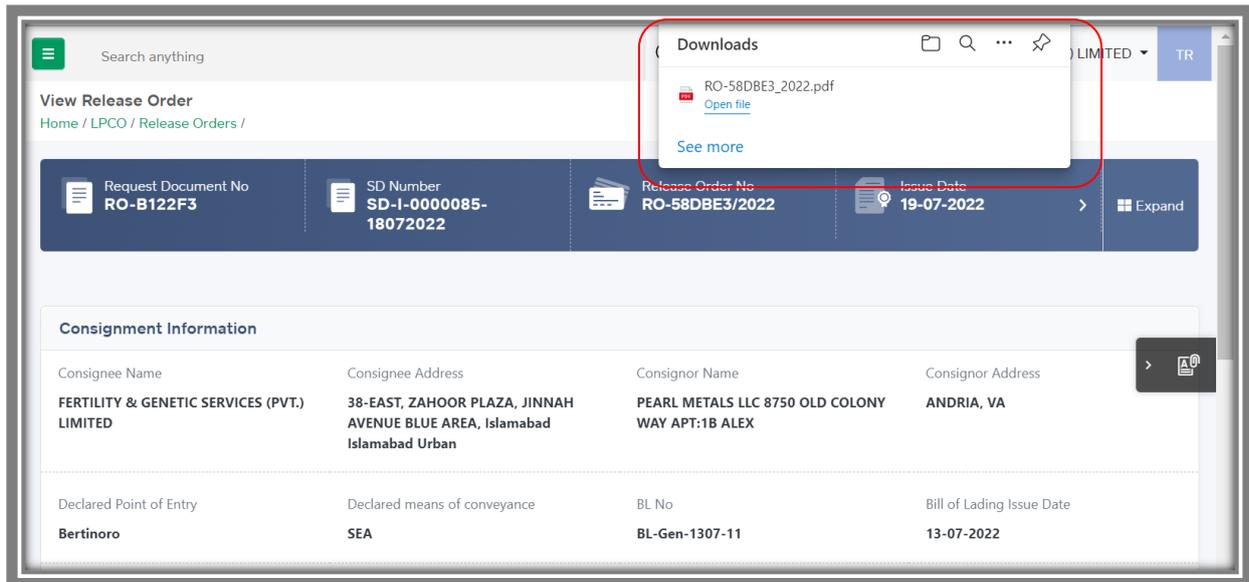


Figure 75

- xi. User can view the downloaded RO in prescribed AQD format.

 <p>GOVERNMENT OF PAKISTAN MINISTRY OF NATIONAL FOOD SECURITY AND RESEARCH ANIMAL QUARANTINE DEPARTMENT.</p>	<p>Form III [See Rule 3(4)]</p> <p>Release Order</p> <p>Station: Karachi</p>	
	<p>Book No: _____</p> <p>Serial No: _____</p>	
<p>On inspection, examination and successful quarantine, the consignment of animal (s) or animal products described below is found healthy and is in conformation with the import health requirements, therefore the same is hereby released to the importer.</p>		
<p>1. Name and Address of Importer 38-EAST, ZAHOR PLAZA, JINNAH AVENUE BLUE AREA, Islamabad Islamabad Urban</p>	<p>2. NTN or CNIC or Passport No. 0656910</p>	
<p>3. Details of the Commodity (1) - - PURE-BRED BREEDING ANIMALS</p>	<p>4. H.S Code (1) 0101.2100.0000</p>	
<p>5. No. of packages/heads N/A</p>	<p>6. Quantity (1) 123.00</p>	
<p>6. Exporting Country Germany</p>	<p>7. Bill of lading or Air way bill No. BL-Gen-1307-04</p>	
<p>8. By Sea or Air or Land Route SEA</p>	<p>9. Port of Entry Bertinoro</p>	
<p>10. Remarks 123123123</p>		
<p>Officer Details</p>		
<p>Copy for Information to:- 1. Collector Pakistan Customs 2. Head of Department, AQD 3. Importer. 4. Office Copy.</p>	<p>Quarantine Officer</p>	

Figure 76

Alternate way to download approved RO

- xii. After approval of the release order request, a Release order will be generated, and the trader will be notified of the same.
- xiii. User can go to the Release Order tab in LPCO from Homepage.
- xiv. User will have a view of all RO requests.

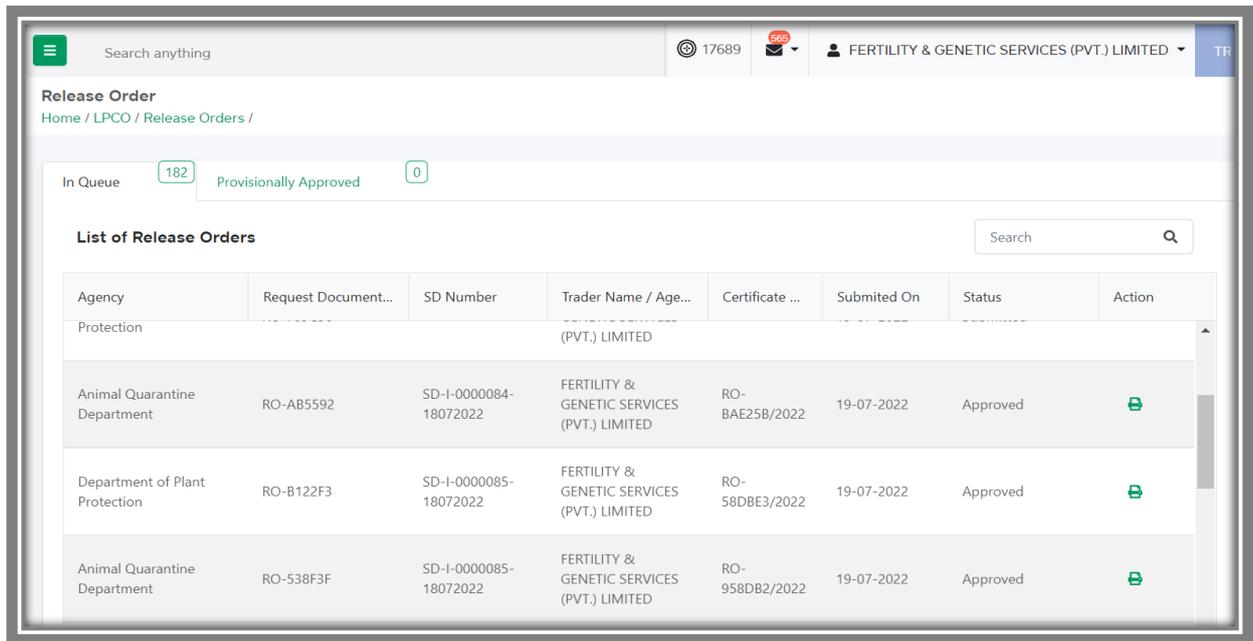


Figure 77

- xv. User can click on the printer icon of relevant RO to download RO with a unique QR Code.

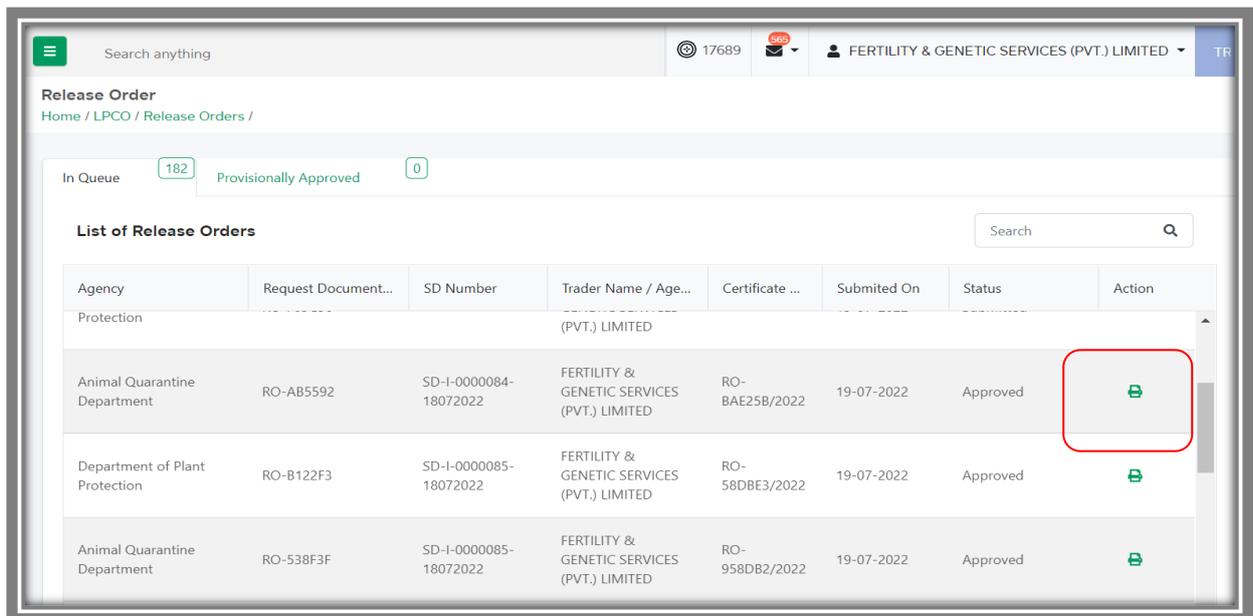


Figure 78

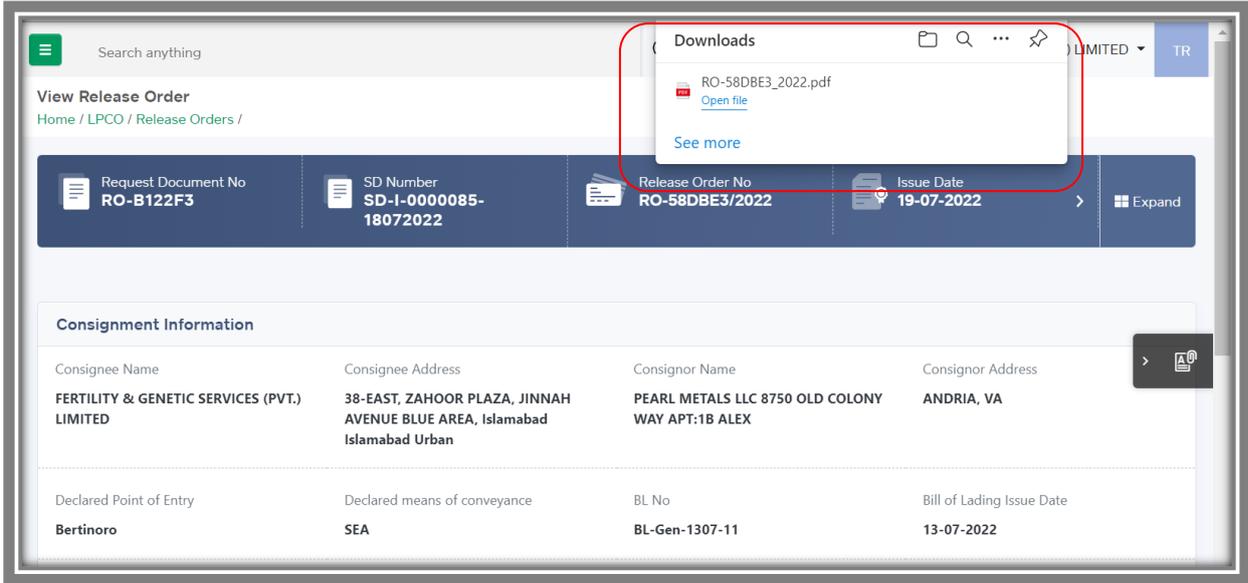


Figure 79

xvi. User can view the downloaded RO in prescribed AQD format.

 <p>GOVERNMENT OF PAKISTAN MINISTRY OF NATIONAL FOOD SECURITY AND RESEARCH ANIMAL QUARANTINE DEPARTMENT.</p>	<p>Form III [See Rule 3(4).]</p> <p>Release Order</p>	
	<p>Station: Karachi</p>	
<p>Book No: _____</p>	<p>Order No: RO-BAE25B/2022</p>	
<p>Serial No: _____</p>	<p>Dated: 19-07-2022</p>	
<p>On inspection, examination and successful quarantine, the consignment of animal (s) or animal products described below is found healthy and is in conformation with the import health requirements, therefore the same is hereby released to the importer.</p>		
<p>1. Name and Address of Importer 38-EAST, ZAHOR PLAZA, JINNAH AVENUE BLUE AREA, Islamabad Islamabad Urban</p>	<p>2. NTN or CNIC or Passport No. 0656910</p>	
<p>3. Details of the Commodity (1) - - PURE-BRED BREEDING ANIMALS</p>	<p>4. H.S Code (1) 0101.2100.0000</p>	
<p>5. No. of packages/heads N/A</p>	<p>6. Quantity (1) 123.00</p>	
<p>6. Exporting Country Germany</p>	<p>7. Bill of lading or Air way bill No. BL-Gen-1307-04</p>	
<p>8. By Sea or Air or Land Route SEA</p>	<p>9. Port of Entry Bertinoro</p>	
<p>10. Remarks 123123123</p>		
<p>Officer Details</p>		
<p>Copy for Information to:- 1. Collector Pakistan Customs 2. Head of Department, AQD 3. Importer. 4. Office Copy.</p>		<p>Quarantine Officer</p>

Figure 80

6.3.2. Rejection of RO

- i. In case of any anomaly, the Quarantine officer has the right to reject the Release order request.
- ii. User will be notified via the system.

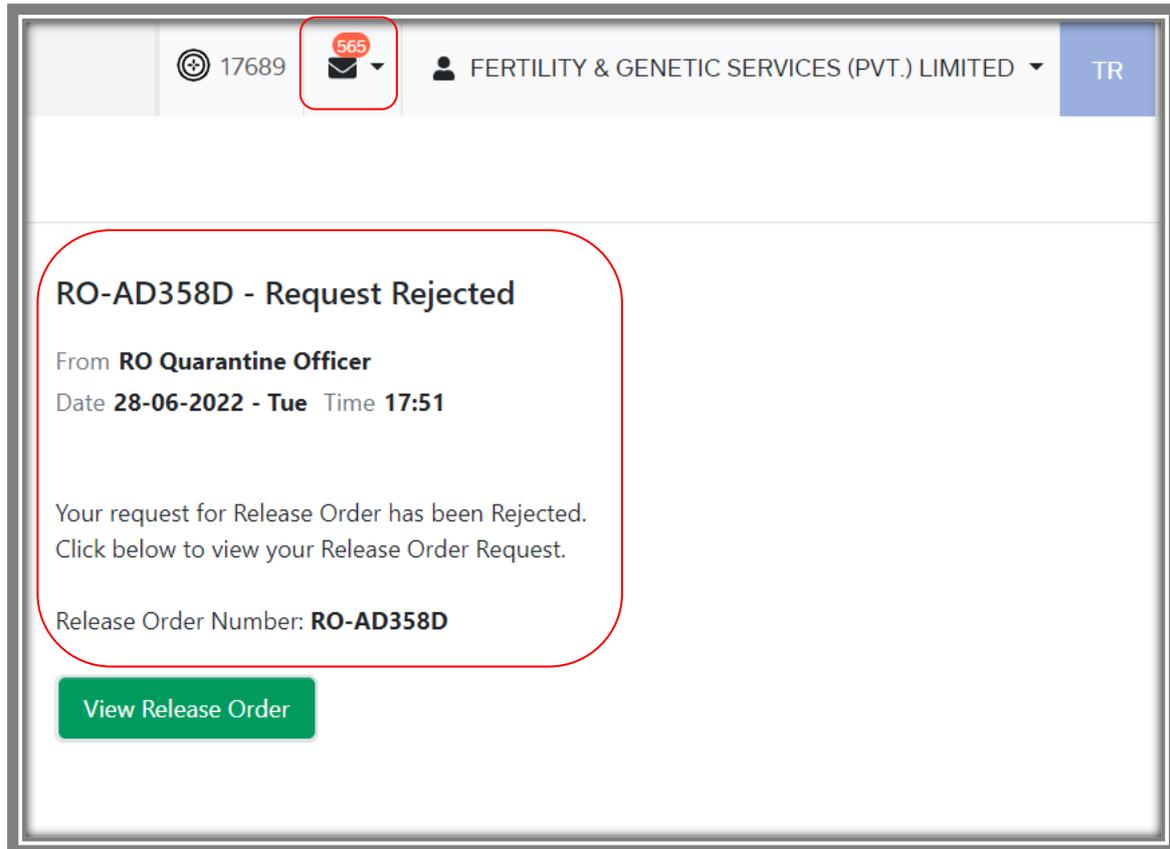


Figure 81

- iii. User can click on the View Release order option to view any remarks (if) added by the quarantine officer.
- iv. In case of rejection of RO, the disposal process of the goods would be followed.

7. Acronyms & Abbreviations

S. No.	Acronyms	Definition
1.	EC	Export Certificate
2.	LPCO	License, Permits, Certificates and Others
3.	NSW	National Single Window
4.	OGA	Other Government Agency
5.	RO	Release Order
6.	PSW	Pakistan Single Window
7.	SD	Single Declaration

8. Contact Information Need any assistance?

Please feel free to contact us at:



021 111 111 779



support@psw.gov.pk