



PSW
PAKISTAN SINGLE WINDOW



USER MANUAL FOR TRADERS & CUSTOMS AGENTS

AQD – Export Certificate and Imports Release Order

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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.



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



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.



1. 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.

1.1. 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.

1.2. 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



2. STEP-BY-STEP PROCESS

2.1. User Login

- i. Please visit "www.psw.gov.pk" and click on the 'Login' option.

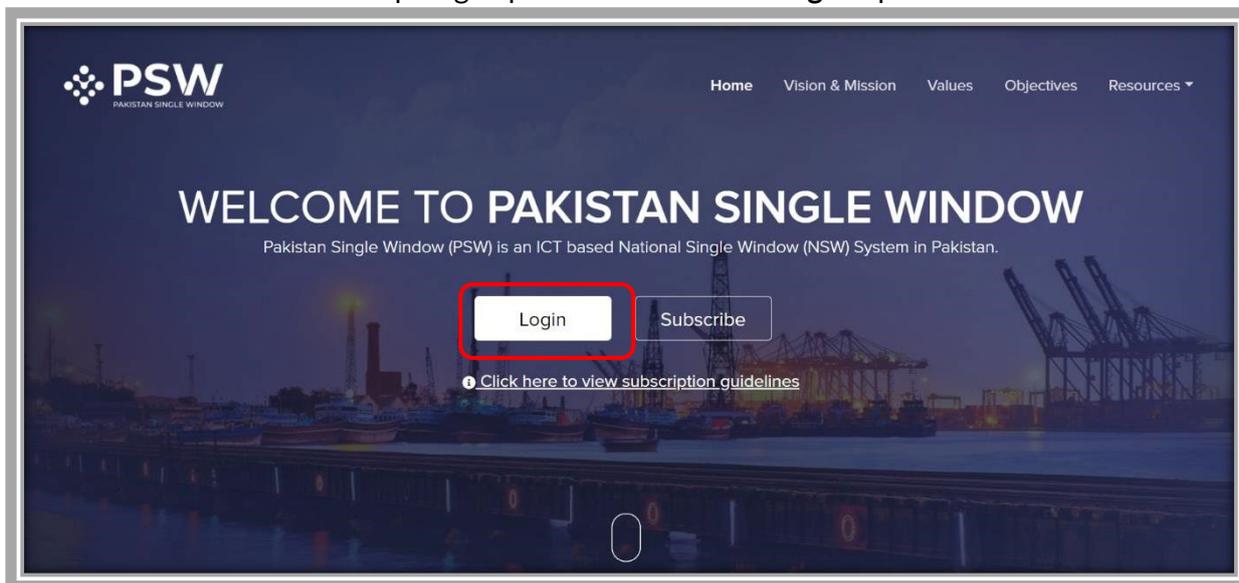


Figure 1

- 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.

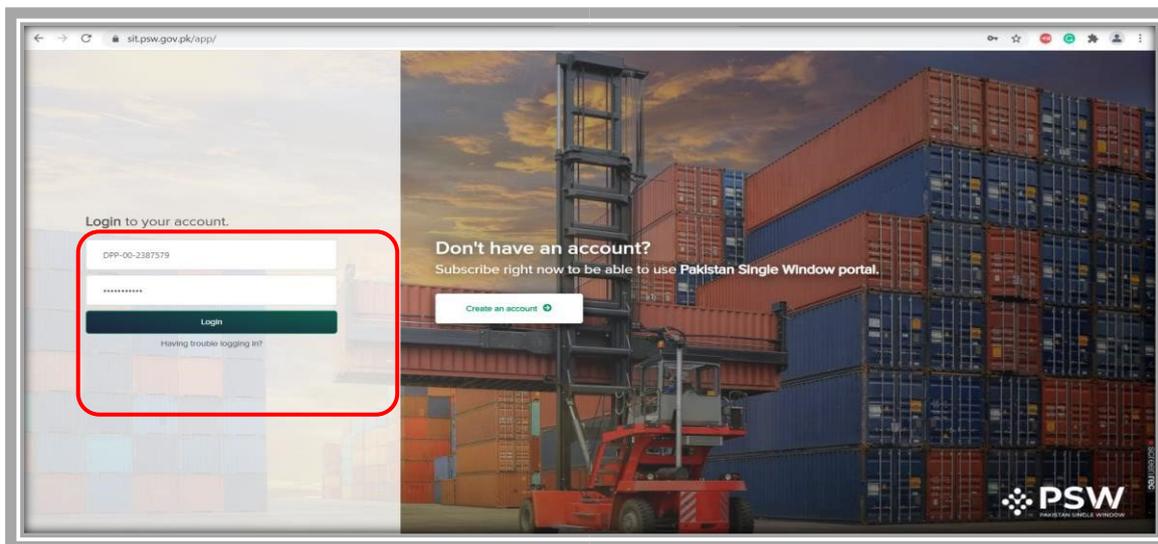


Figure 2

2.2. User Dashboard

2.2.1. User Dashboard – Trader

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

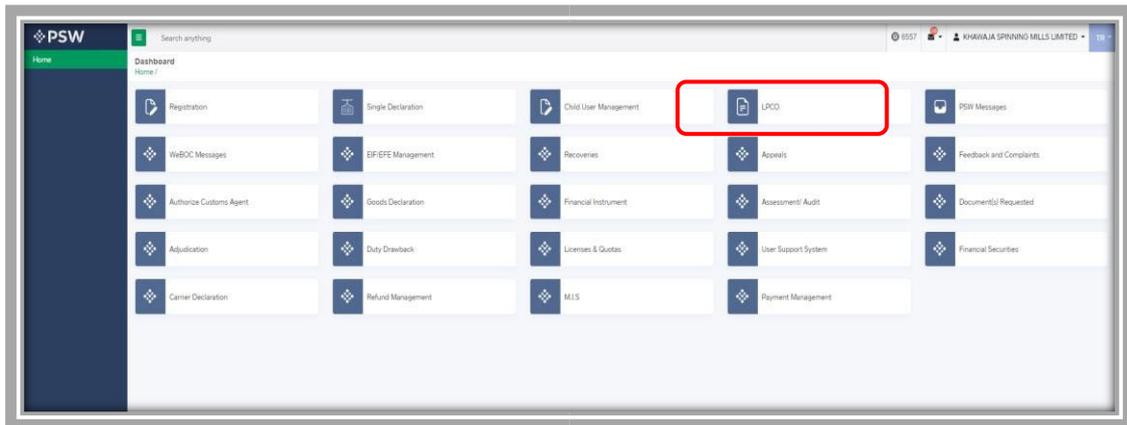


Figure 3

2.2.2. 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”.

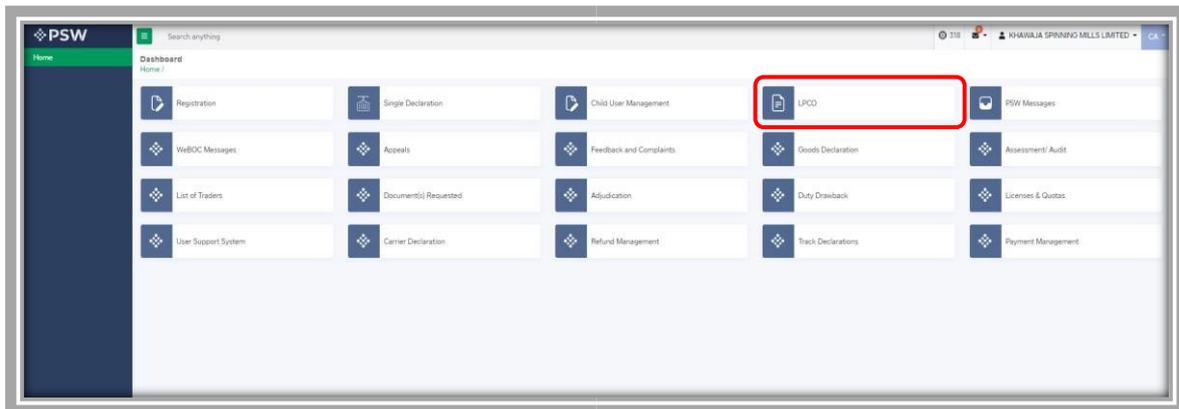


Figure 4

3. 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.

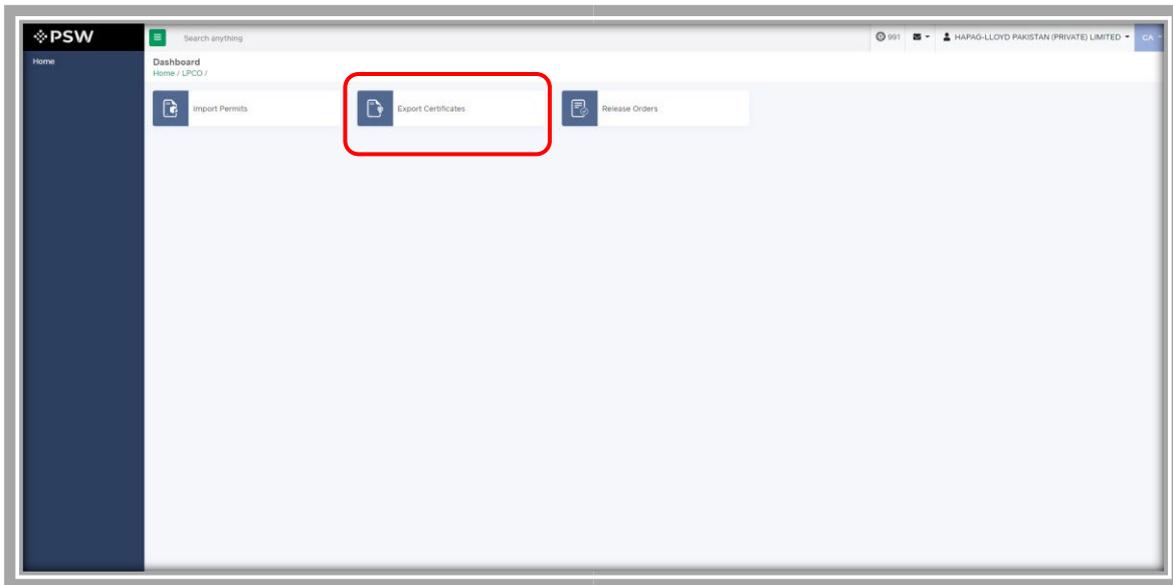


Figure 5

3.1. 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.

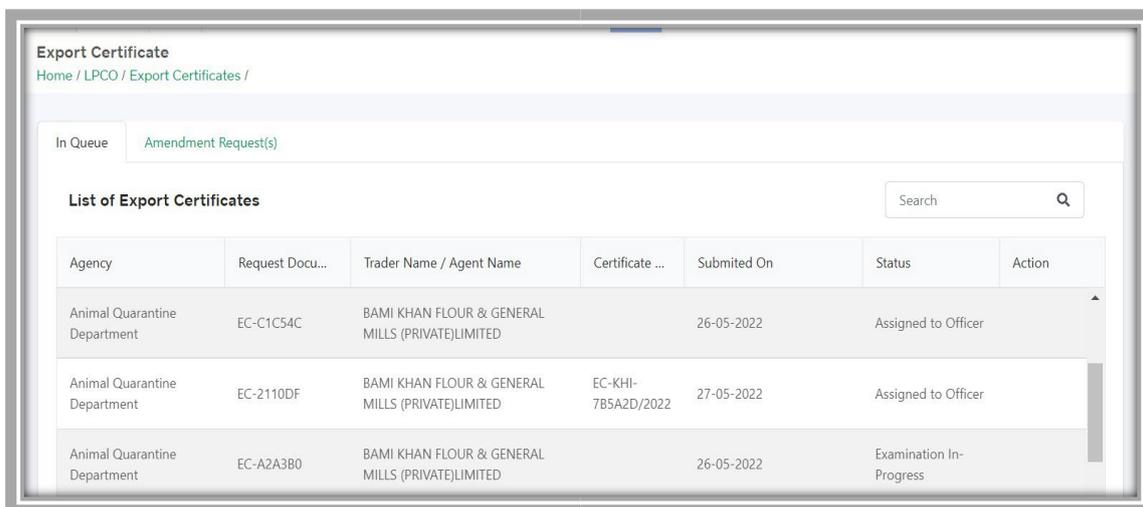


Figure 6

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

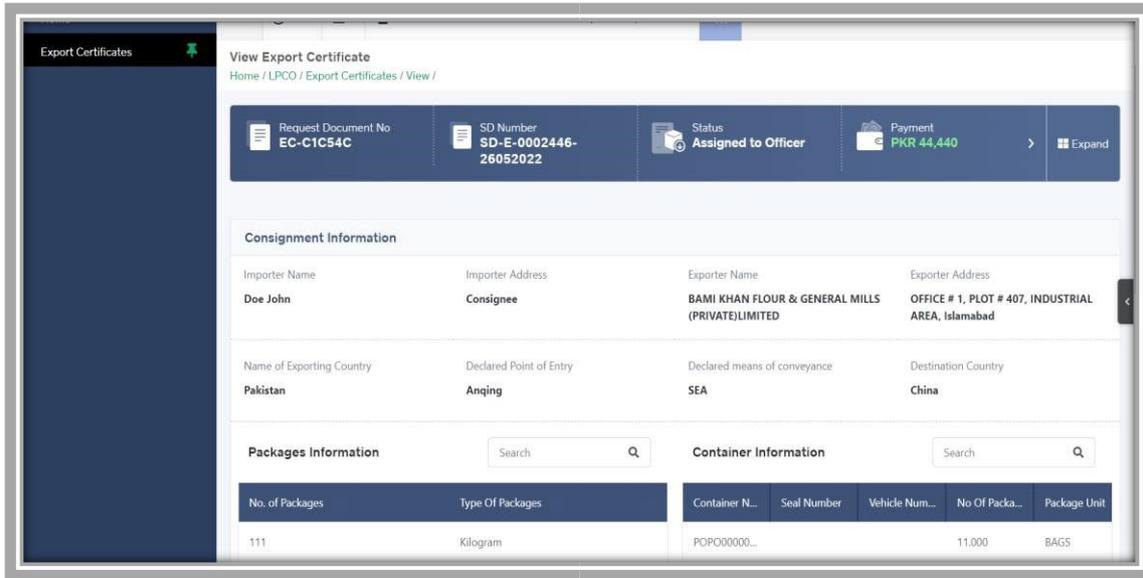


Figure 7

3.2. 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.

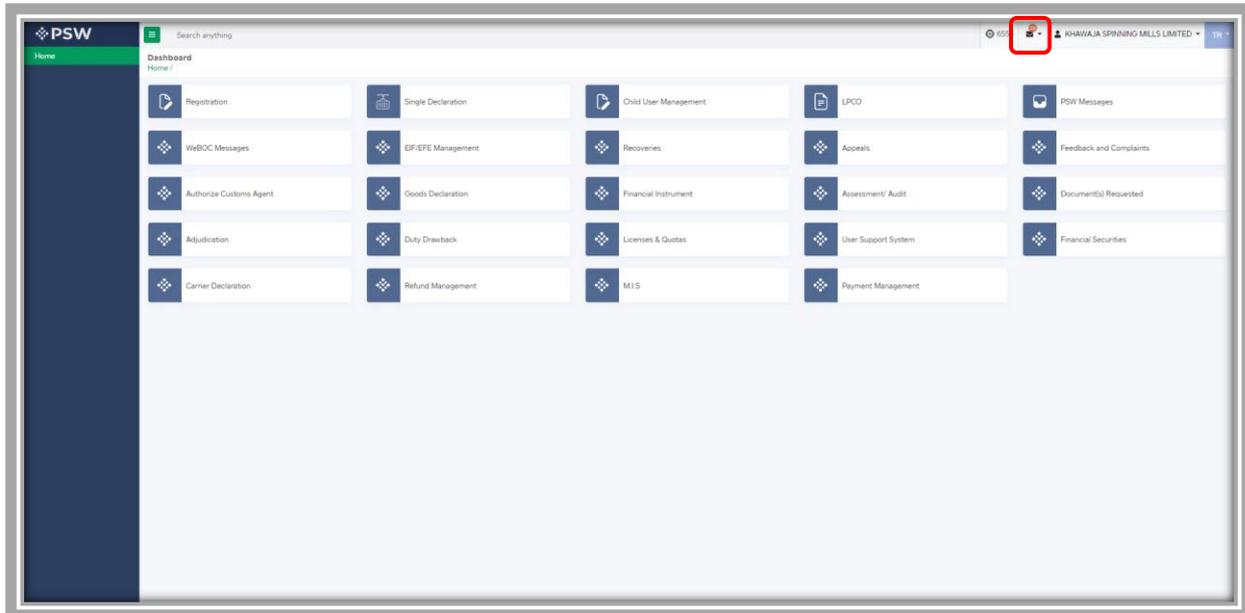


Figure 8

- ii. You will click on a desired notification.

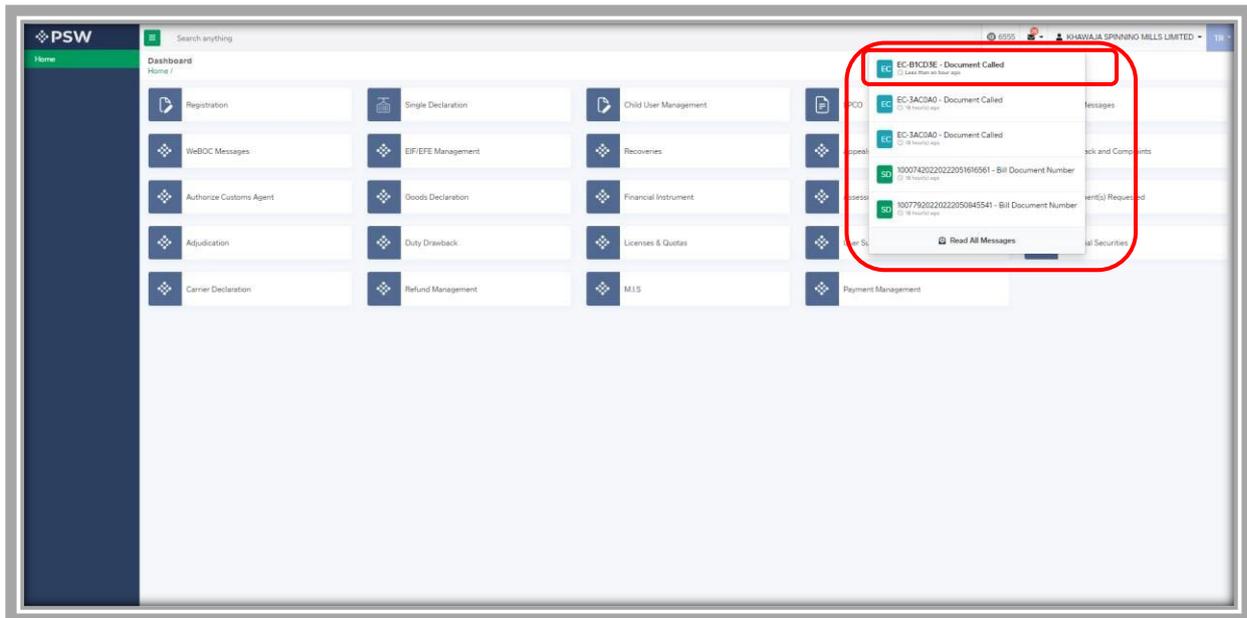


Figure 9

- 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'.

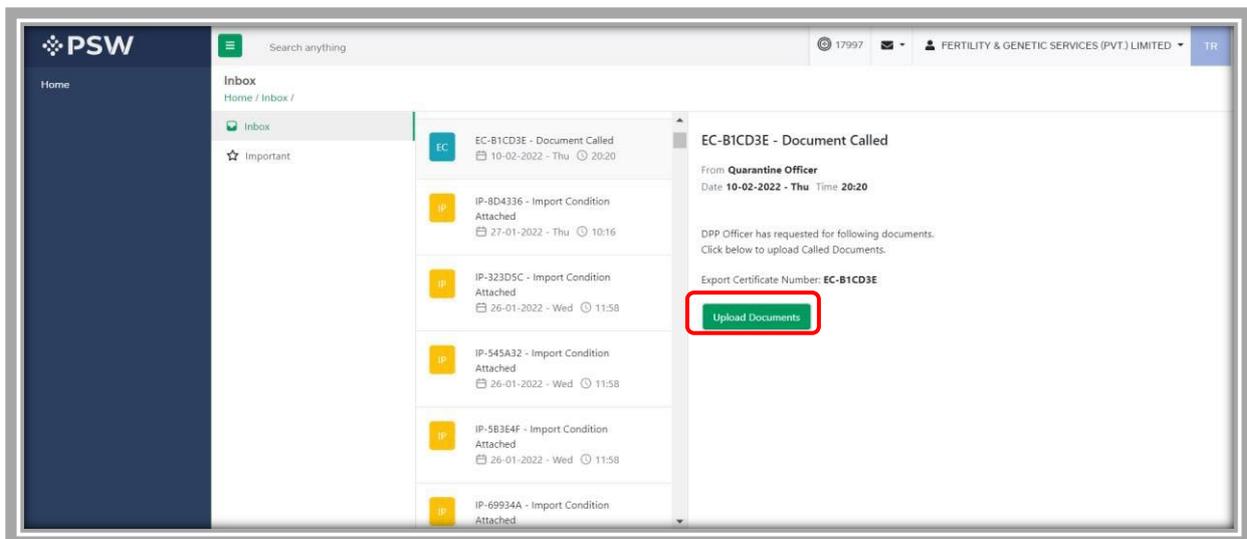


Figure 10

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

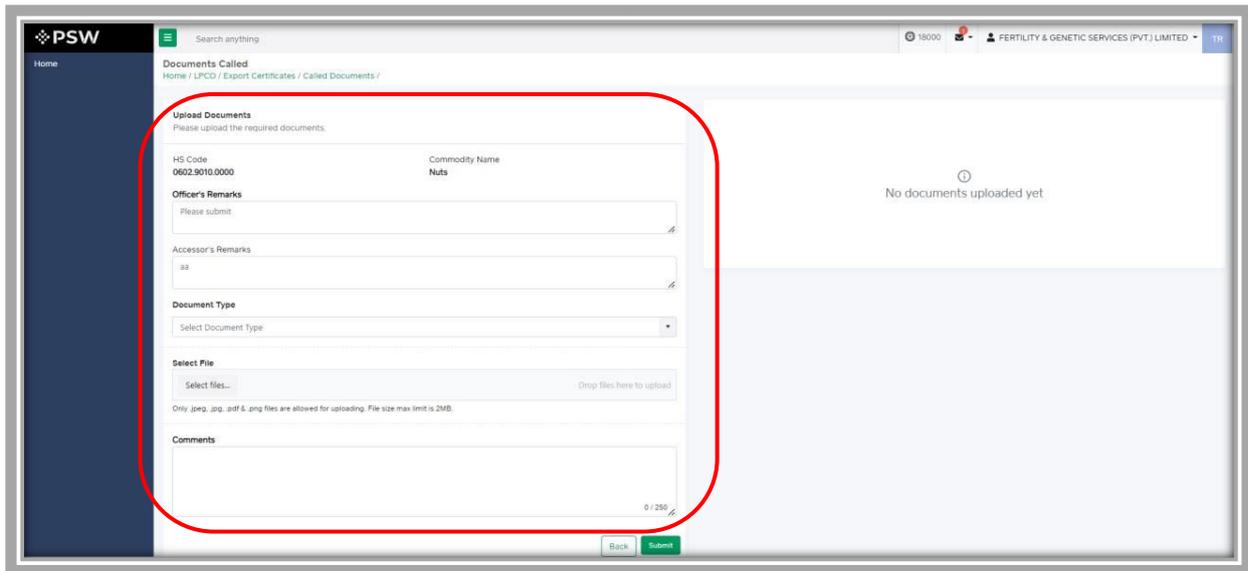


Figure 11

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

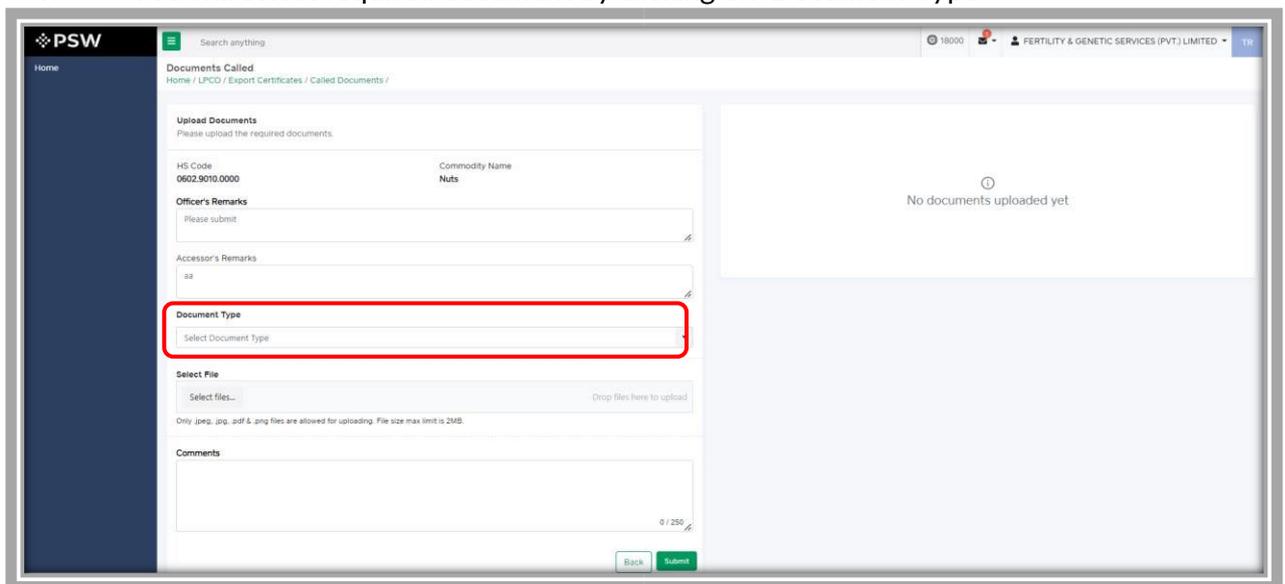


Figure 12

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

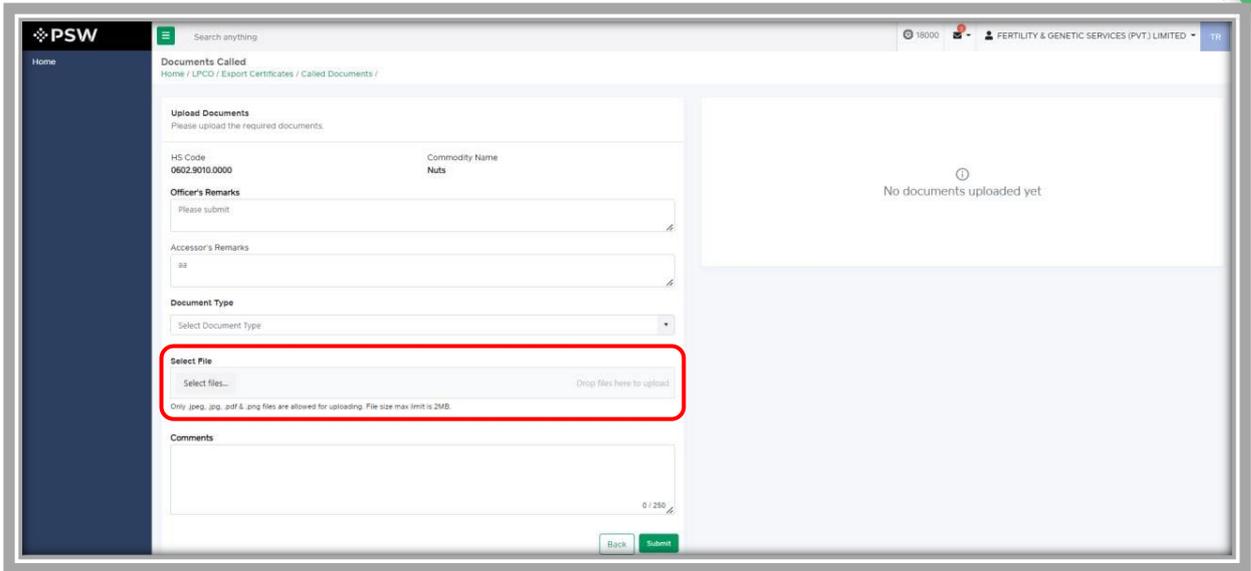


Figure 13

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

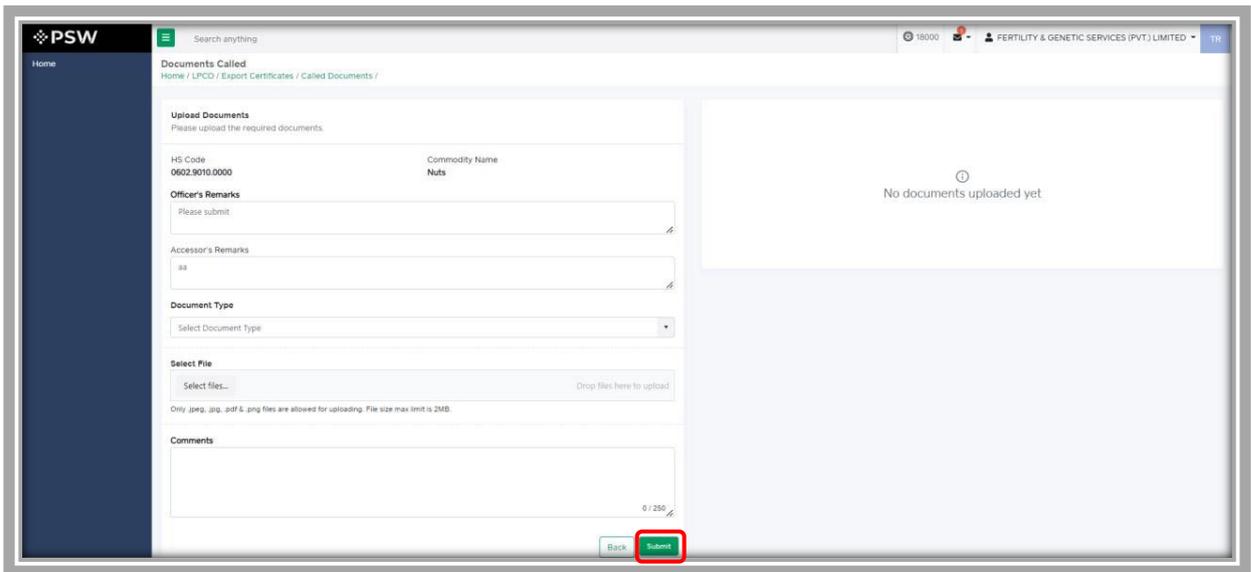


Figure 14

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

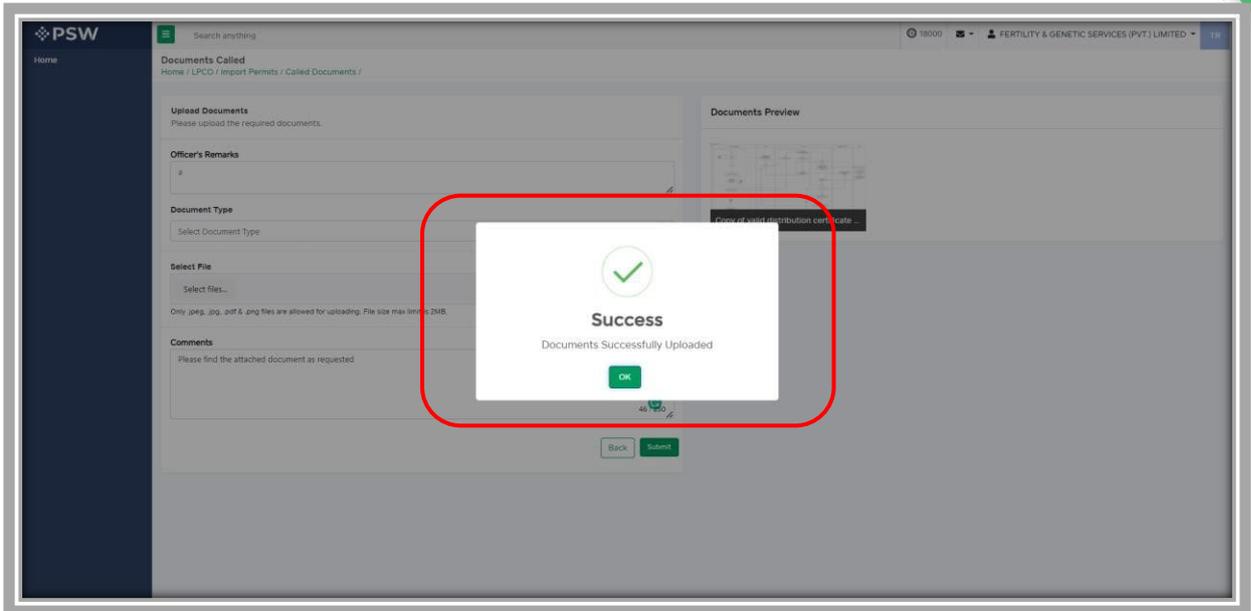


Figure 15

3.2.1. Alternate way to upload document

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

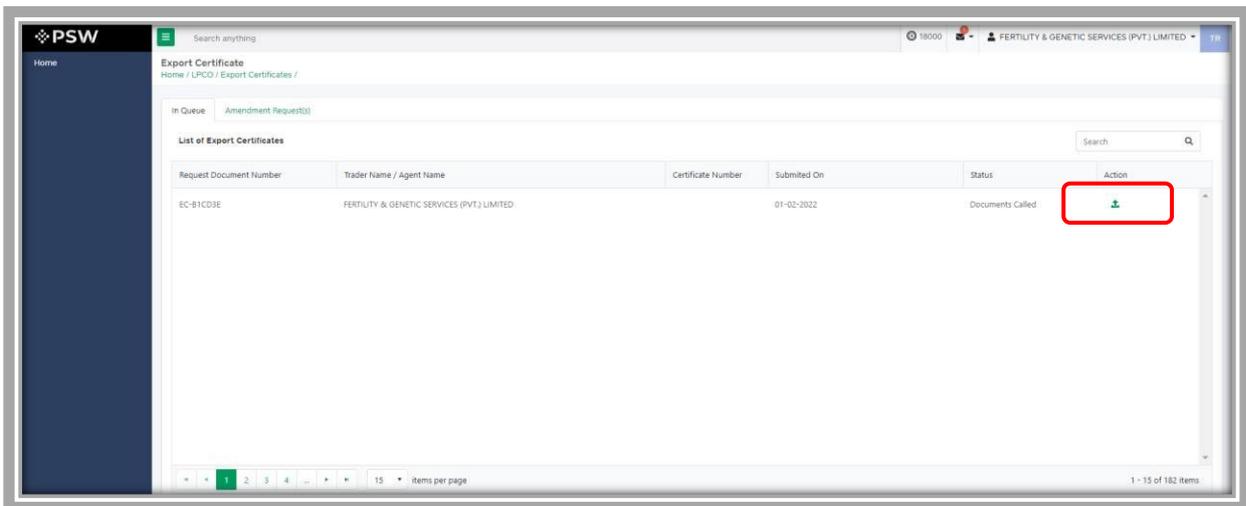


Figure 16

- 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.

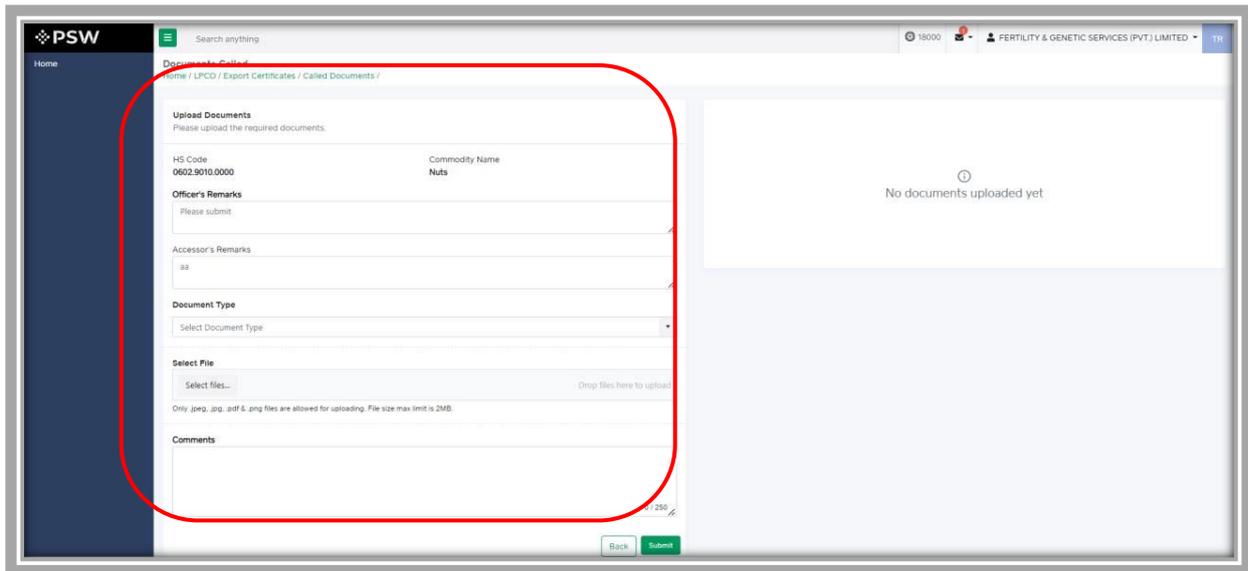


Figure 17

3.3. Notification for Approval/Rejection of Export Certificate

3.3.1. Approval notification

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

You will click on the notification.

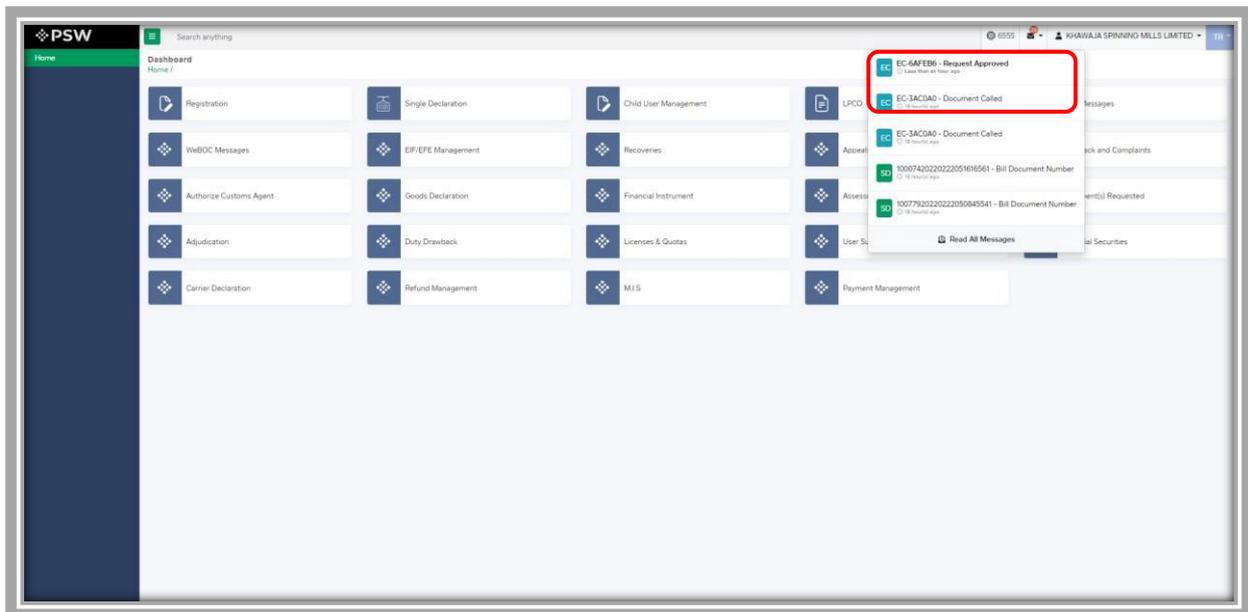


Figure 18

- ii. You will click on a particular notification.

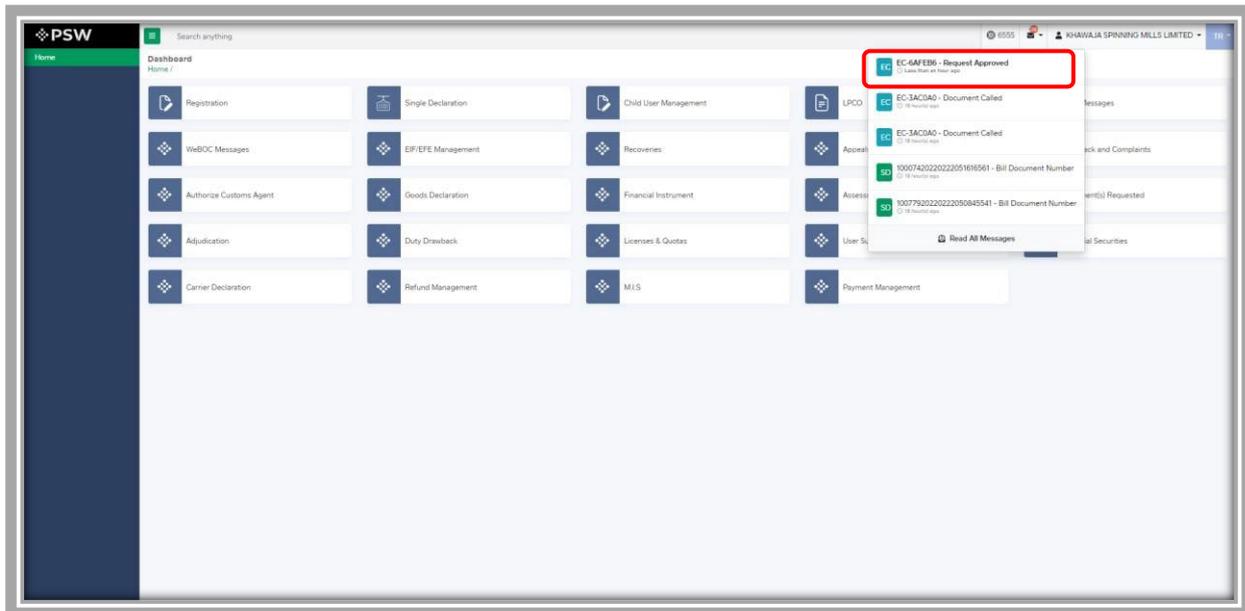


Figure 19

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

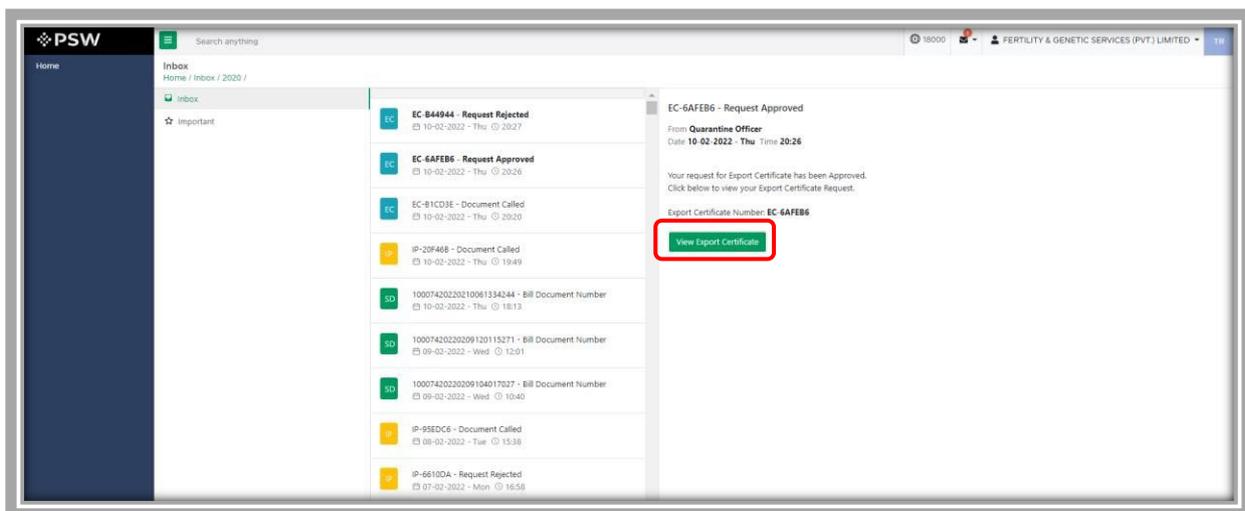
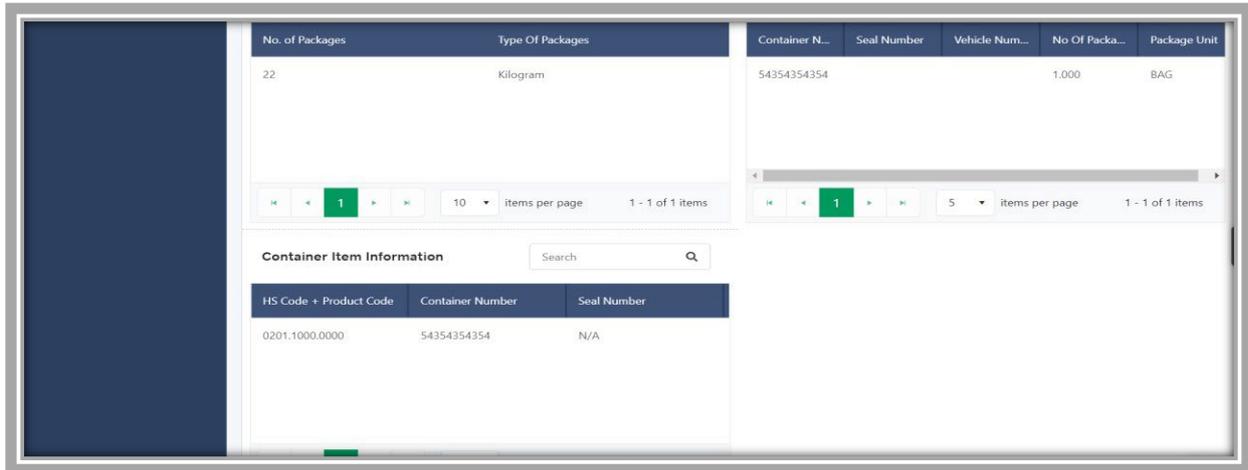


Figure 20

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



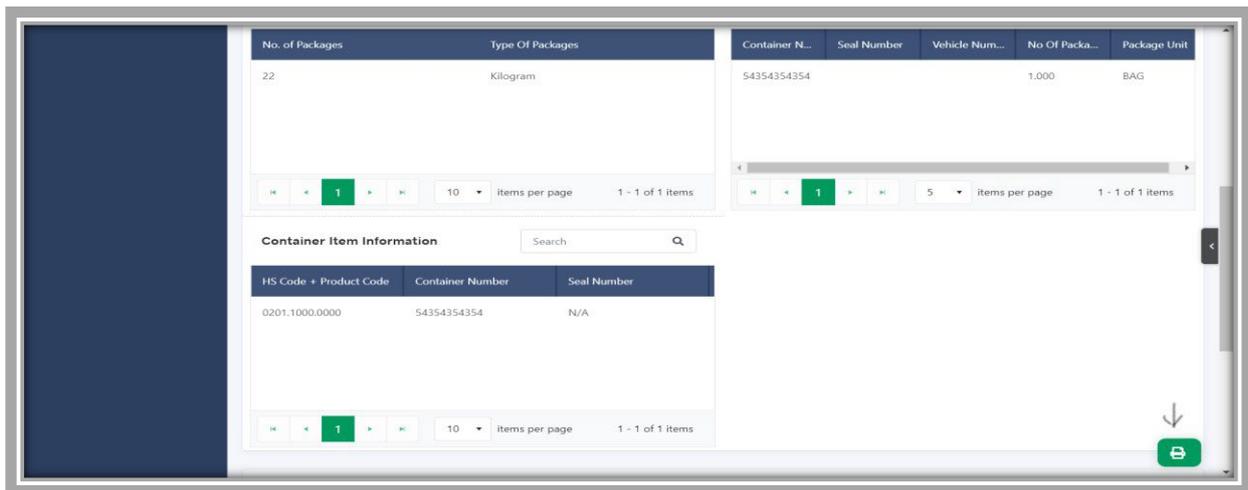
The screenshot displays a web application interface with two main data tables. The top table shows container details, and the bottom table shows container item information. Both tables include pagination controls.

No. of Packages	Type Of Packages	Container N...	Seal Number	Vehicle Num...	No Of Packa...	Package Unit
22	Kilogram	54354354354			1,000	BAG

HS Code + Product Code	Container Number	Seal Number
0201.1000.0000	54354354354	N/A

Figure 21

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



This screenshot is identical to Figure 21, but it includes a green 'Print' button with a printer icon in the bottom right corner of the interface.

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.

 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 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.

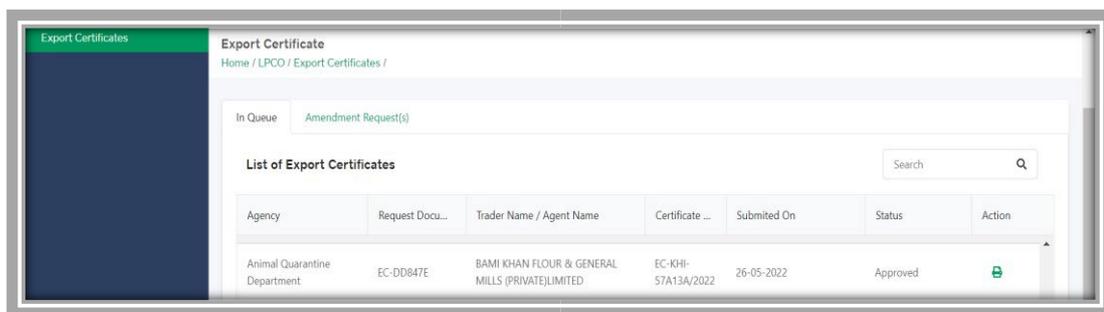


Figure 24



- 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:		
(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

3.3.2. Rejection notification

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

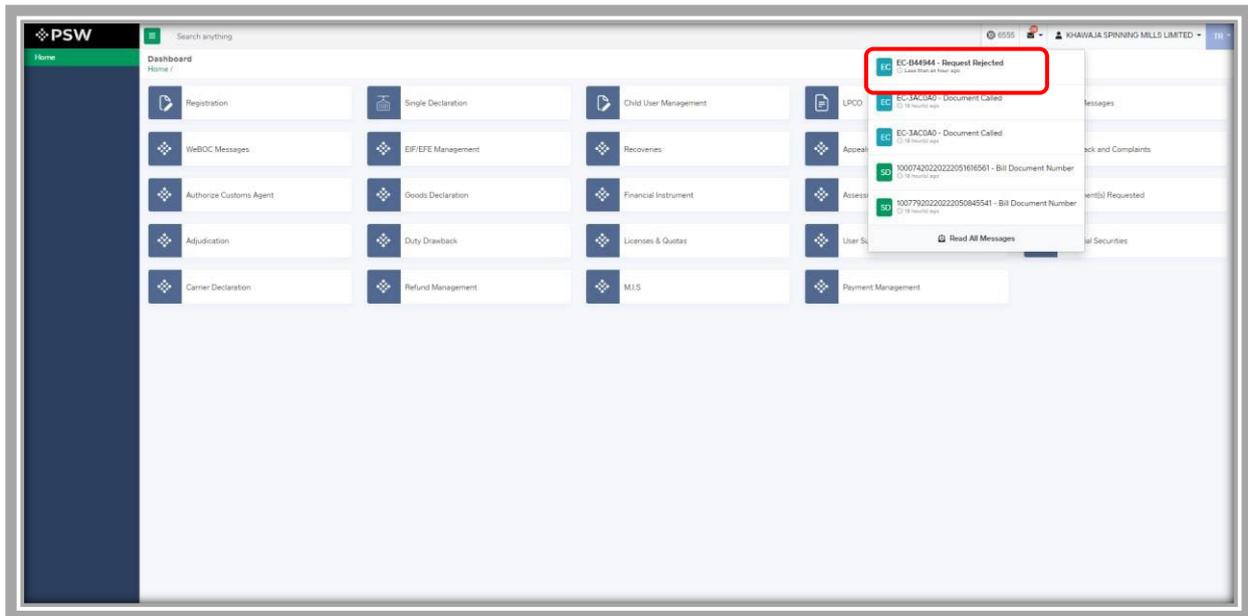


Figure 26

ii. You will click on a particular notification

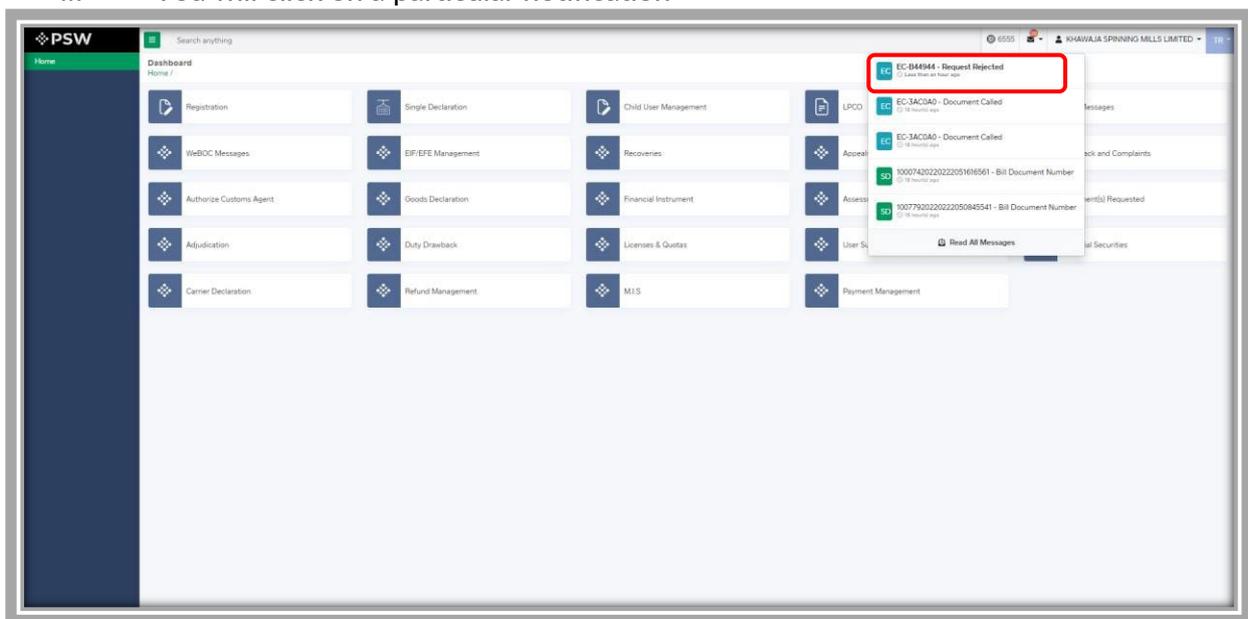


Figure 27

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.

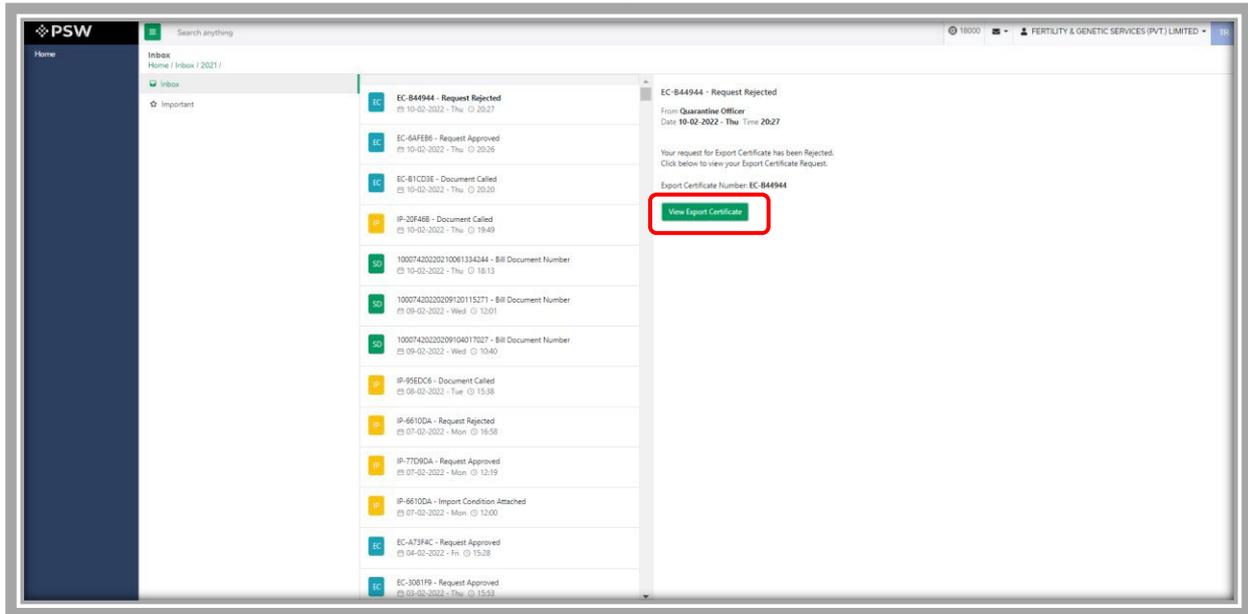


Figure 28

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

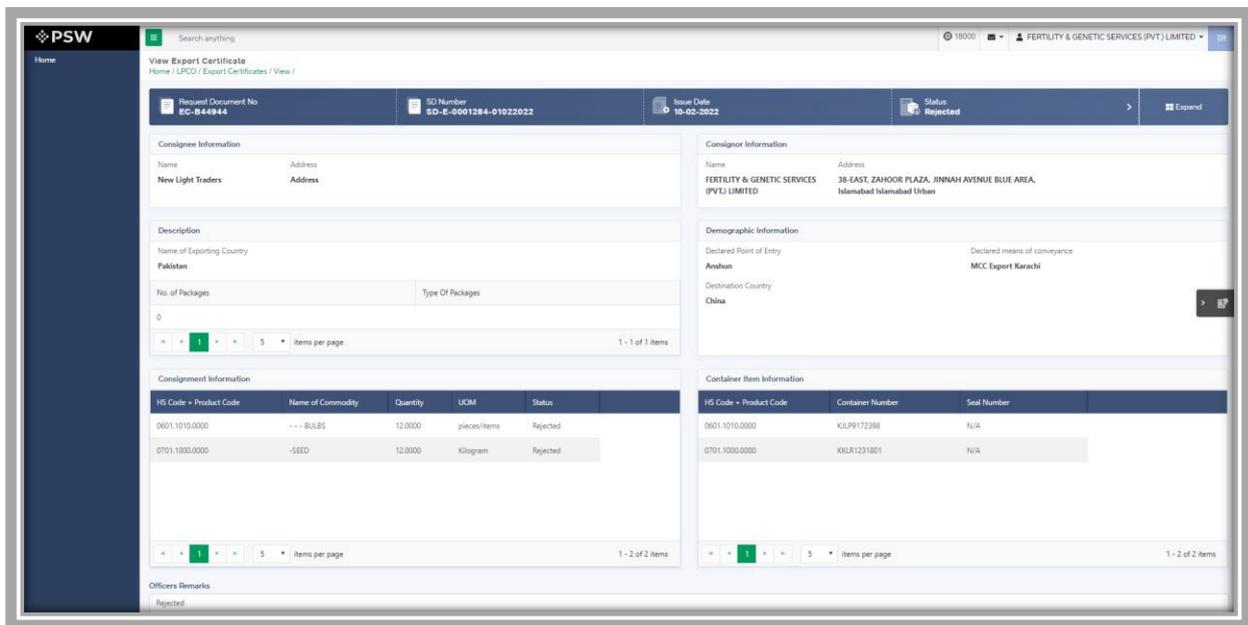


Figure 29

3.4. 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.

Single Declaration
Home / Single Declaration / Amend Single Declaration /
All fields are mandatory except the ones marked as *Optional*

Trade Type: Export Consignment Mode: LCL Consignment Category: Commercial Declaration Type: Export Commercial Transaction

Back Save Save and Submit

Consignment Information

Destination Country: China Port of Discharge: Huaiyin Place of Delivery: test

Shipping / Air Line: ASIAN CONTAINER LINE Gross Weight (MT): 110.0 Net Weight (MT): 110.0

Shed / Location: Please select shed / location Terminal: Qasim International Container Terminal

Packages Information

No. of Package	Package Type
No records available	

Containers Information

Container Number	Seal Number
No records available	

Financial Information

Commodity Information

- 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

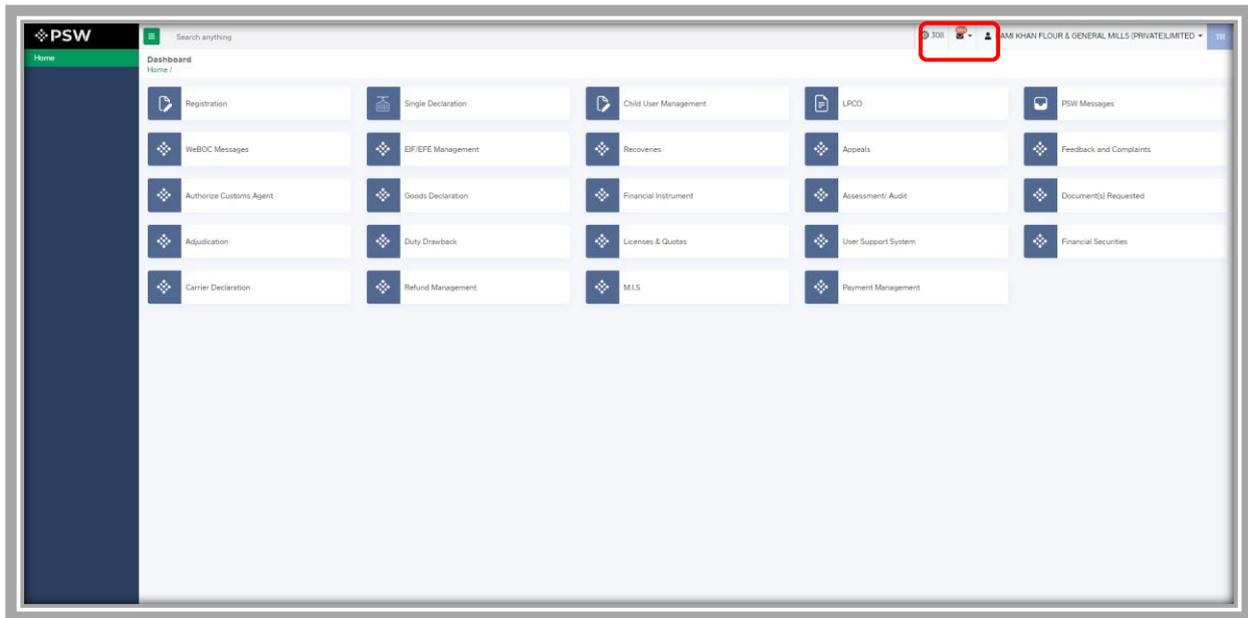


Figure 30

i. You will click on a particular notification

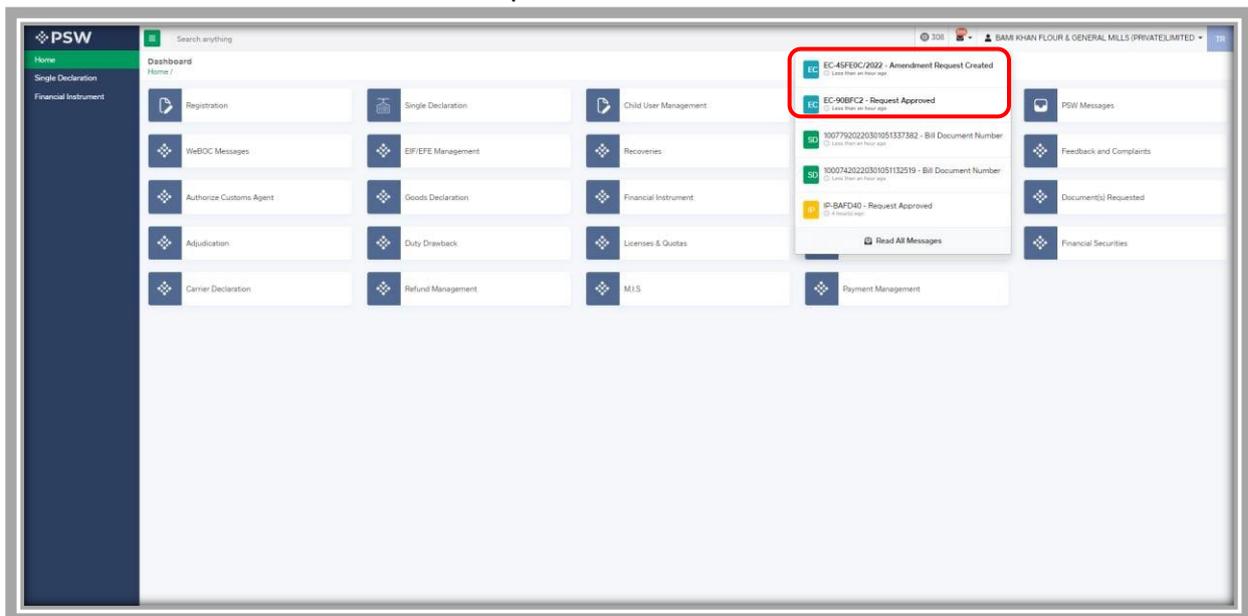


Figure 31

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'.

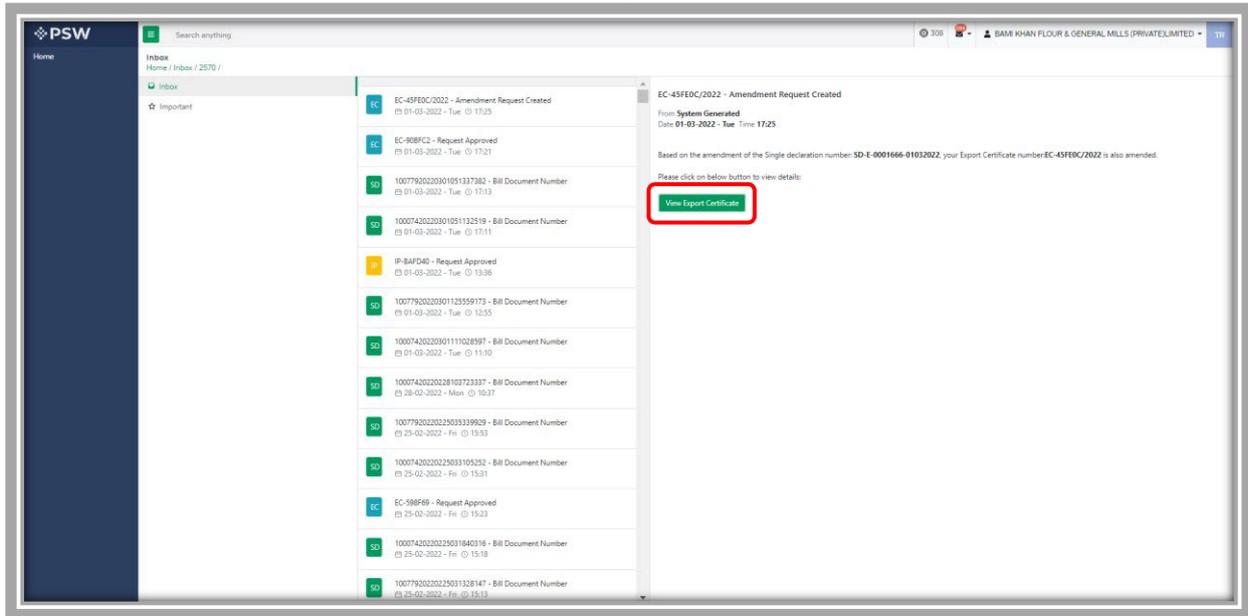


Figure 32

ii. Amendment Export Certificate will appear

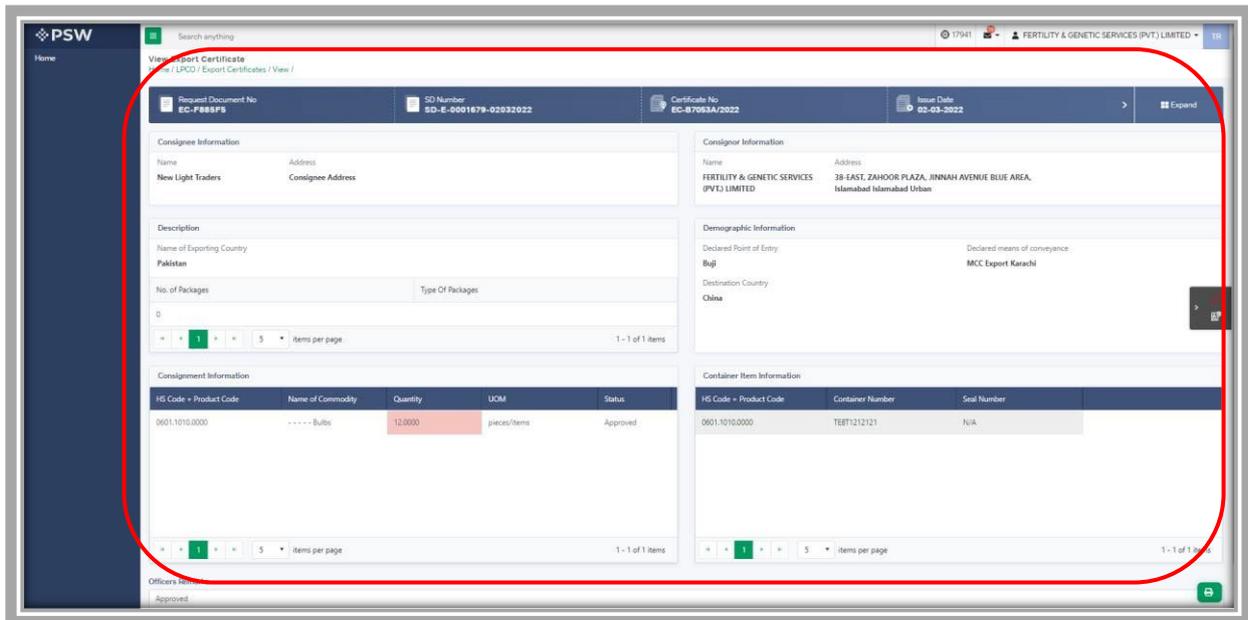


Figure 33

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

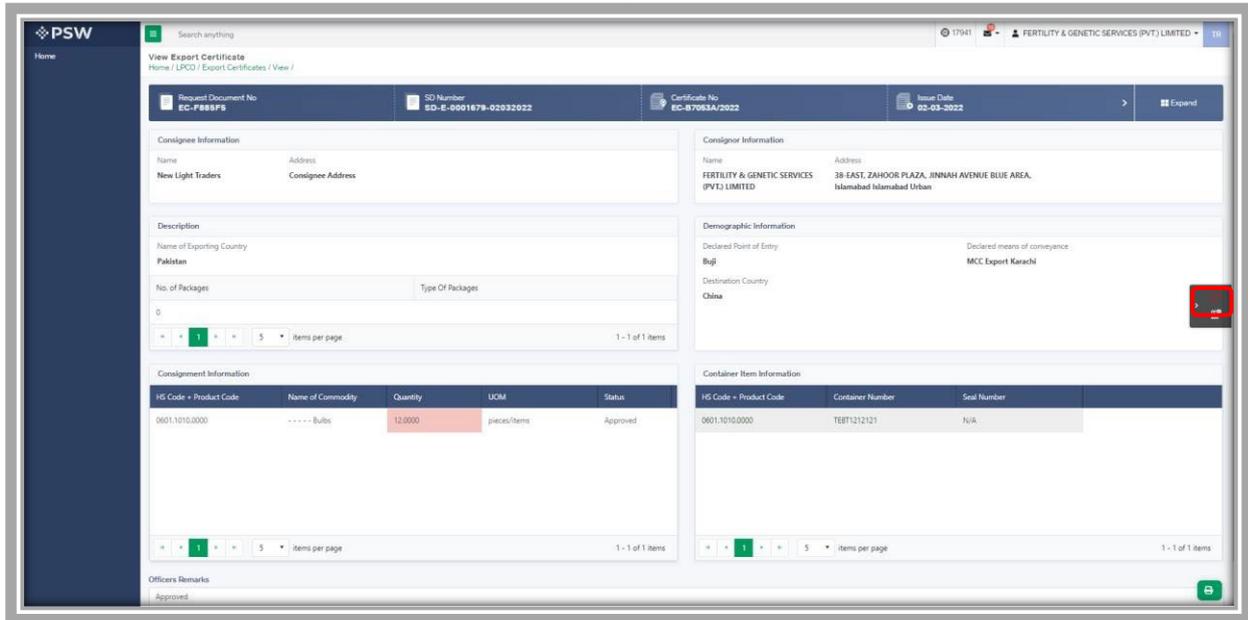


Figure 34

- 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.

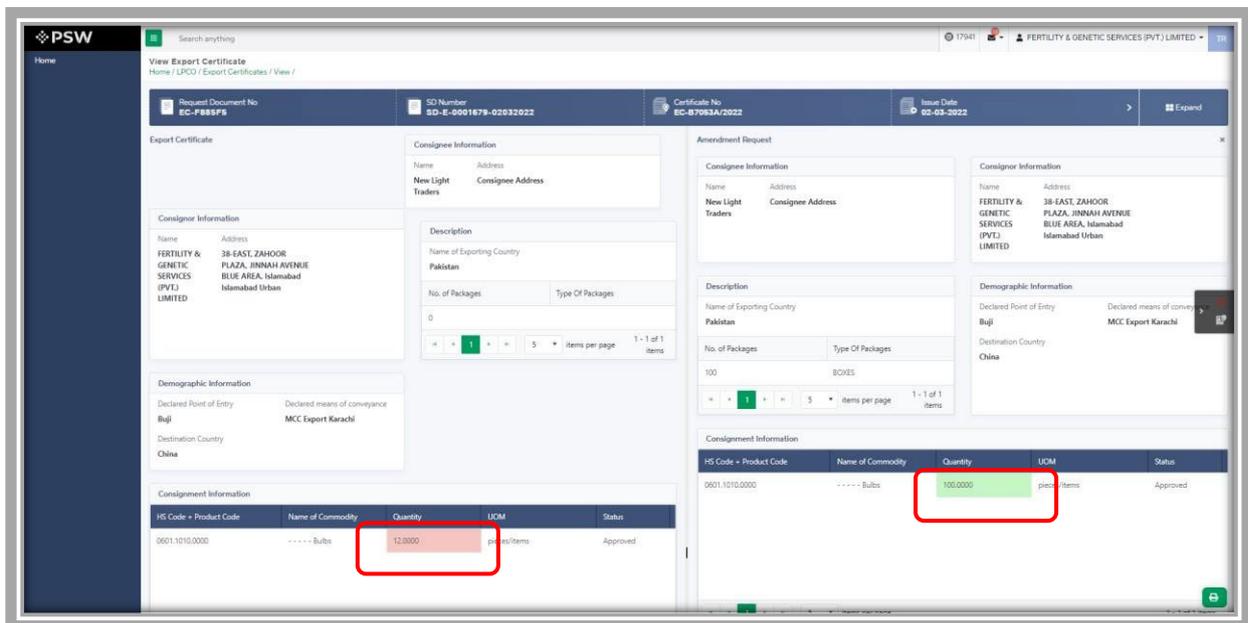


Figure 35

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

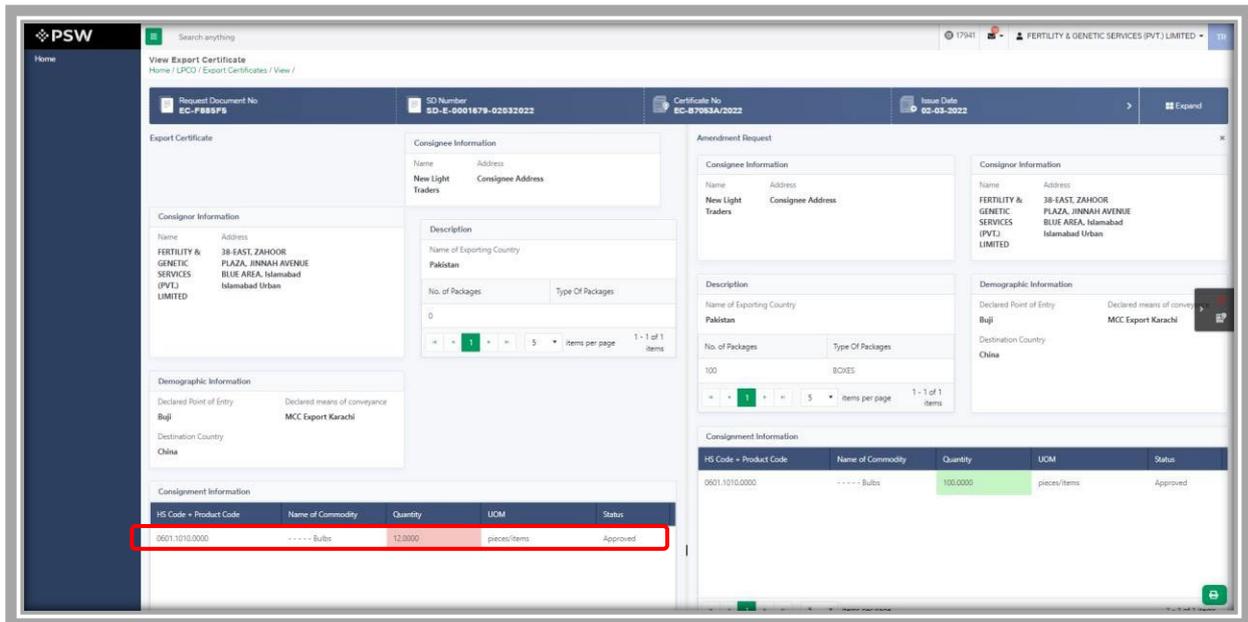


Figure 36

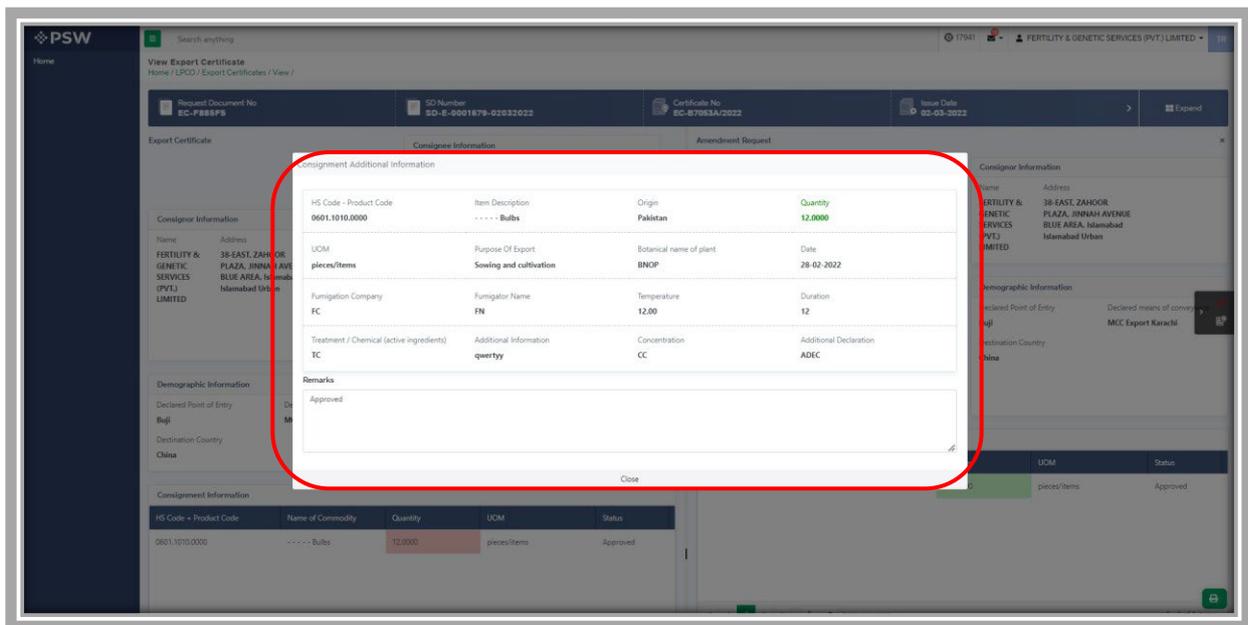


Figure 37

3.4.1. Alternate way to view Export Certificate Amendment

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

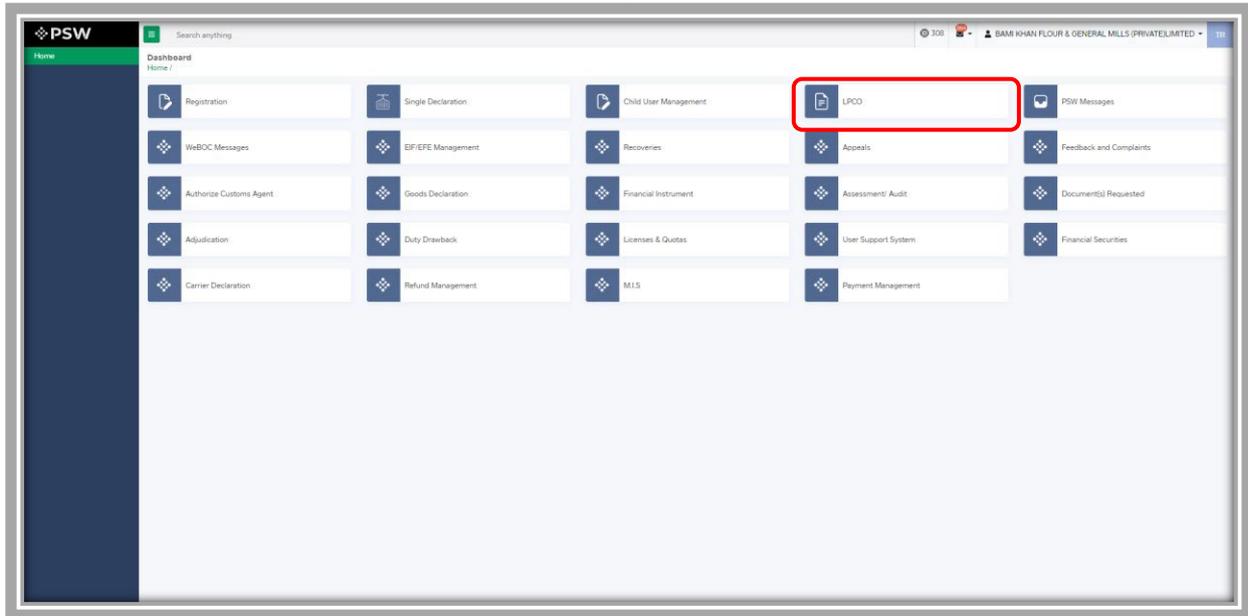


Figure 38

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

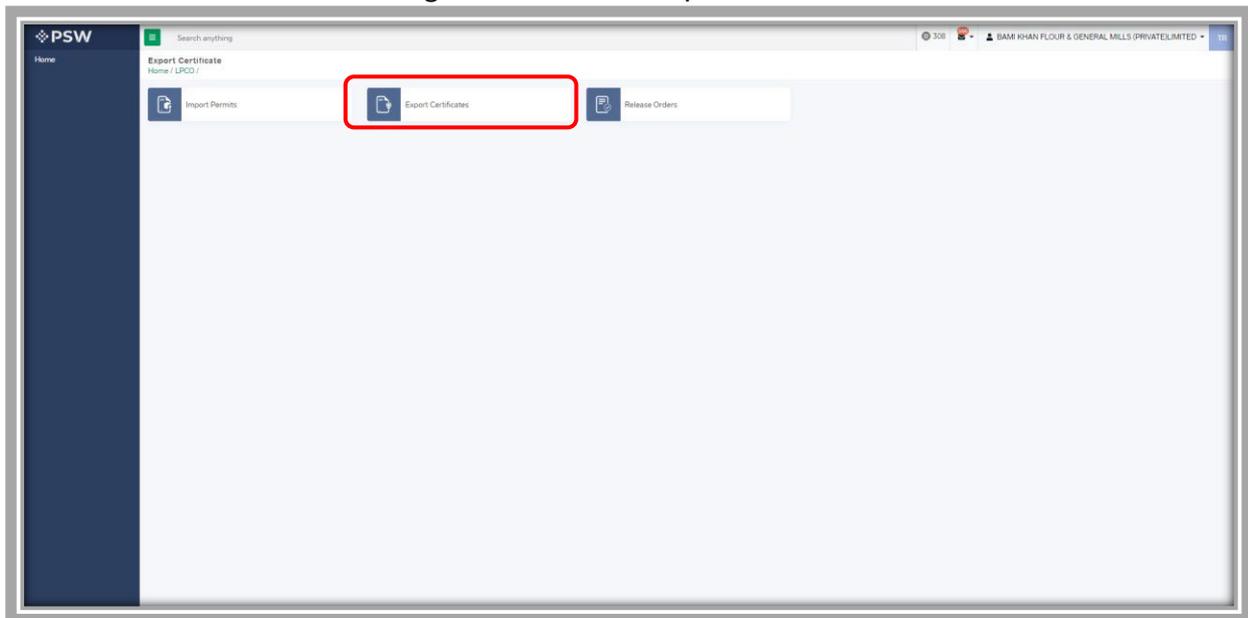


Figure 39

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

Request Document Number	Trader Name / Agent Name	Certificate Number	Submitted On	Status	Action
EC-F883F5	FERTILITY & GENETIC SERVICES (PVT) LIMITED	EC-87053A/2022	02-03-2022	Approved	
EC-8797A6	FERTILITY & GENETIC SERVICES (PVT) LIMITED		02-03-2022	Inspection Document Submitted	
EC-A89F6D	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-DD8848	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-2865D3	FERTILITY & GENETIC SERVICES (PVT) LIMITED		02-03-2022	Assigned to Officer	
EC-5838E3	FERTILITY & GENETIC SERVICES (PVT) LIMITED	EC-03386C/2022	02-03-2022	Approved	
EC-0C49EE	FERTILITY & GENETIC SERVICES (PVT) LIMITED	EC-E8D610/2022	02-03-2022	Approved	
EC-4D4585	FERTILITY & GENETIC SERVICES (PVT) LIMITED		02-03-2022	Payment Awaited	
EC-6448C3	FERTILITY & GENETIC SERVICES (PVT) LIMITED	EC-6E13A0/2022	02-03-2022	Approved	
EC-86D5D0	FERTILITY & GENETIC SERVICES (PVT) LIMITED		01-03-2022	Assigned to Officer	
EC-91223E	FERTILITY & GENETIC SERVICES (PVT) LIMITED	EC-C98899/2022	01-03-2022	Approved	

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.

Request Document Number	Trader Name / Agent Name	Certificate Number	Submitted On	Status
EC-F883F5	FERTILITY & GENETIC SERVICES (PVT) LIMITED	EC-87053A/2022	02-03-2022	Approved
EC-18064A	FERTILITY & GENETIC SERVICES (PVT) LIMITED	EC-D476D/2022	22-02-2022	Approved
EC-0358EC	FERTILITY & GENETIC SERVICES (PVT) LIMITED	EC-9A33CF/2022	22-02-2022	Approved
EC-25A864	FERTILITY & GENETIC SERVICES (PVT) LIMITED	EC-3FC936/2022	22-02-2022	Payment Awaited
EC-E89678	FERTILITY & GENETIC SERVICES (PVT) LIMITED	EC-348888/2022	22-02-2022	Payment Received
EC-D81CCC	FERTILITY & GENETIC SERVICES (PVT) LIMITED / HARAG-LLOYD PAKISTAN (PRIVATE) LIMITED	EC-3CF594/2022	16-02-2022	Payment Awaited
EC-460784	FERTILITY & GENETIC SERVICES (PVT) LIMITED / HARAG-LLOYD PAKISTAN (PRIVATE) LIMITED	EC-654F45/2022	16-02-2022	Payment Awaited
EC-083425	FERTILITY & GENETIC SERVICES (PVT) LIMITED	EC-C3729F/2022	20-01-2022	Rejected
EC-8F9F1F	FERTILITY & GENETIC SERVICES (PVT) LIMITED	EC-37854E/2022	20-01-2022	Pending
EC-3CE2D8	FERTILITY & GENETIC SERVICES (PVT) LIMITED	EC-CF2829/2022	20-01-2022	Pending
EC-810E96	FERTILITY & GENETIC SERVICES (PVT) LIMITED	EC-D9F48F/2022	18-01-2022	Rejected
EC-72D75F	FERTILITY & GENETIC SERVICES (PVT) LIMITED	EC-6688E2/2022	13-01-2022	Approved
EC-4834A2	FERTILITY & GENETIC SERVICES (PVT) LIMITED		13-01-2022	Payment Received
EC-A8D4CC	FERTILITY & GENETIC SERVICES (PVT) LIMITED	EC-17333E/2022	11-01-2022	Approved

Figure 41

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

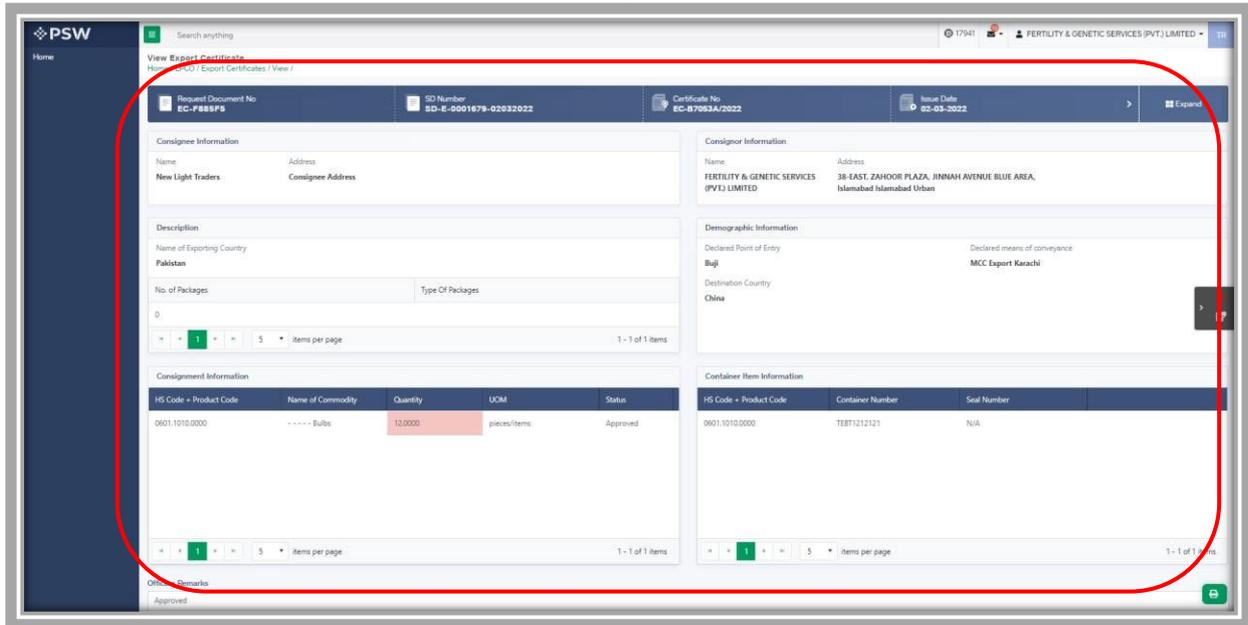


Figure 42

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

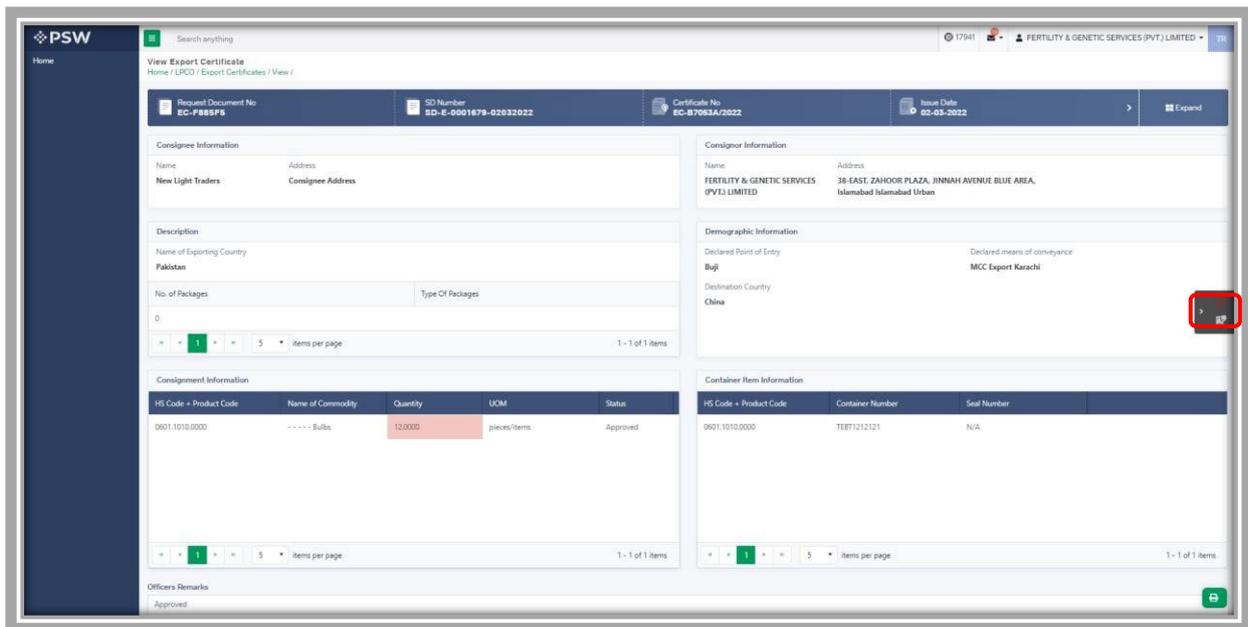


Figure 43

- 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.

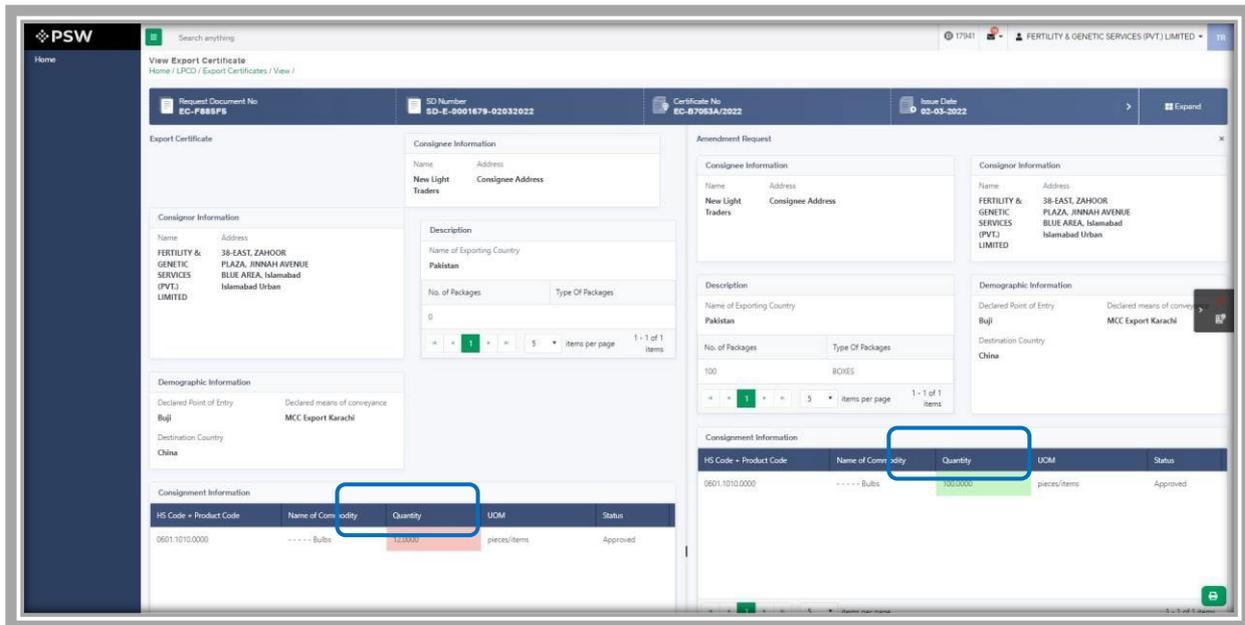


Figure 44

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

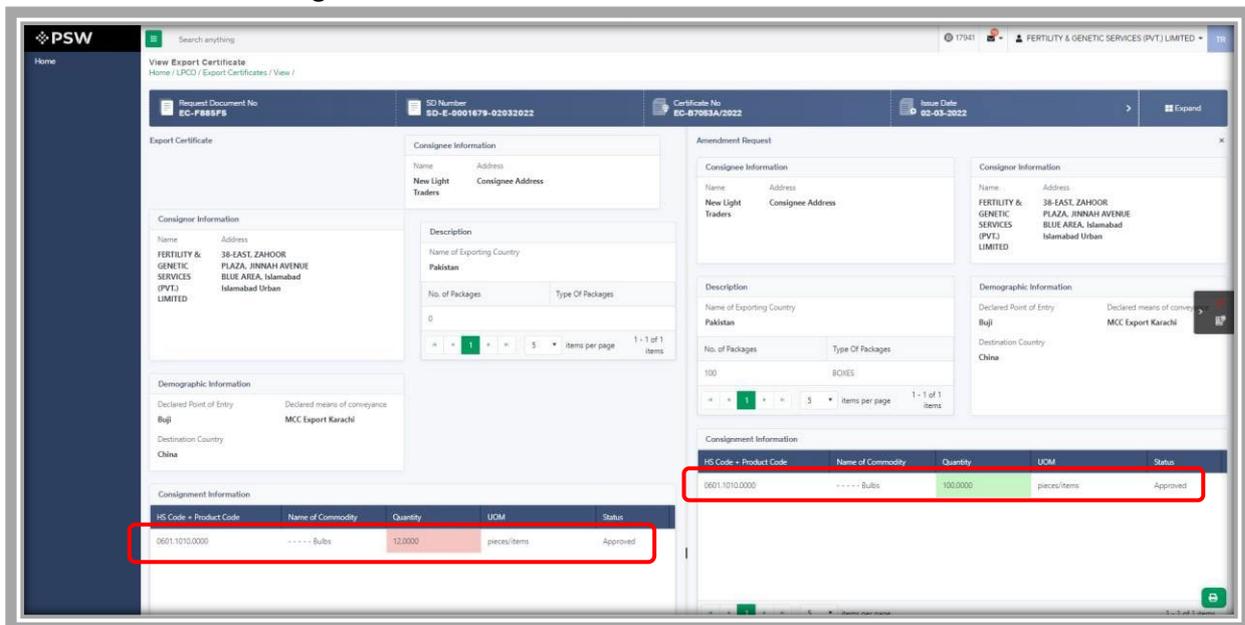


Figure 45

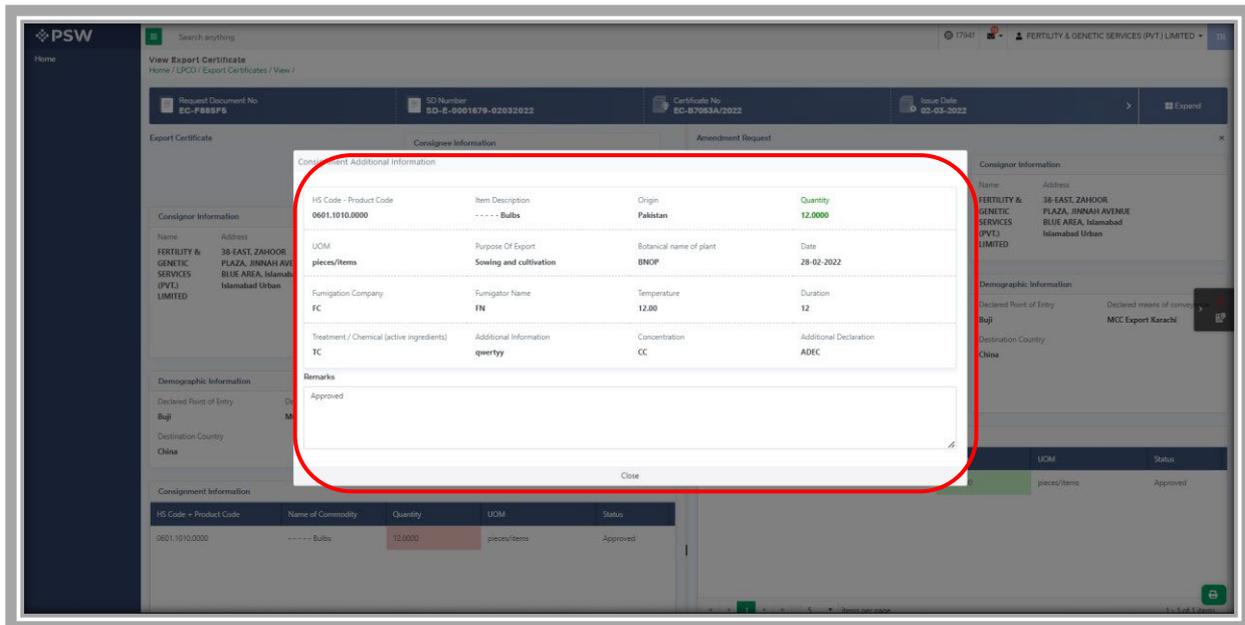


Figure 46

3.4.2. 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.

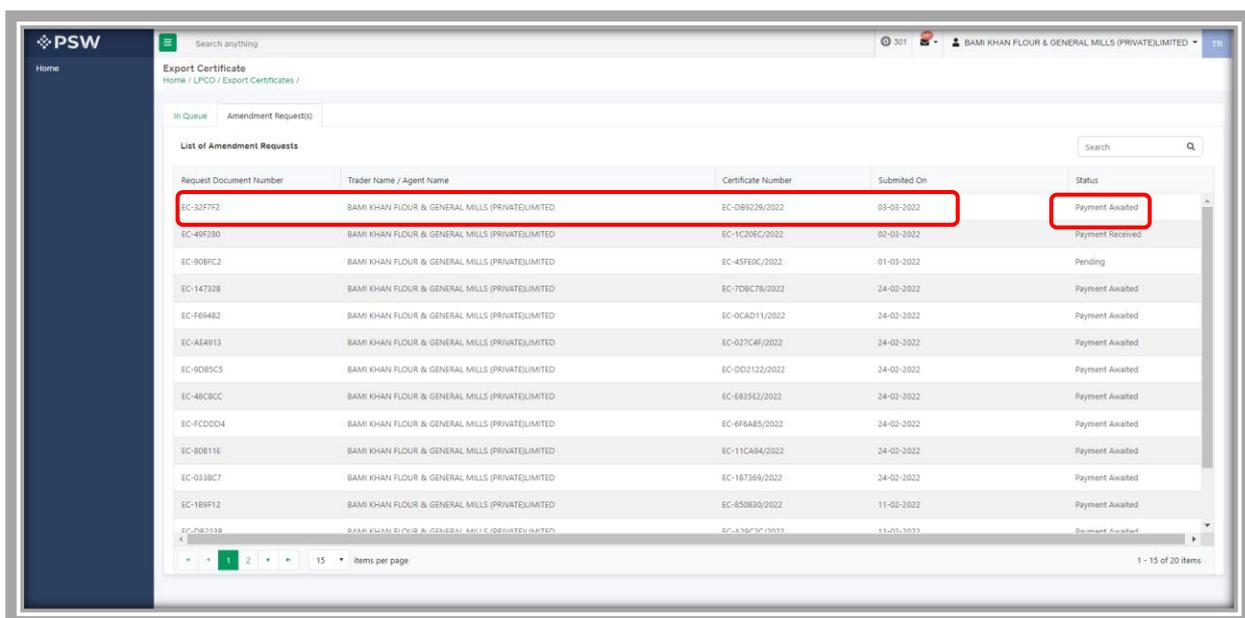


Figure 47

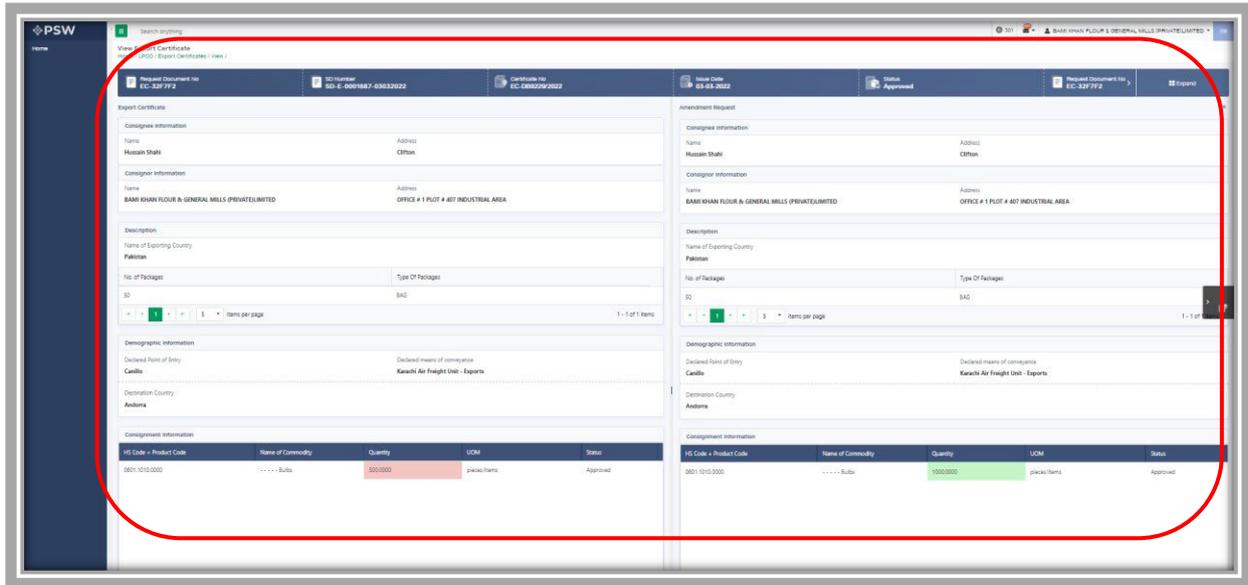


Figure 48

- 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.

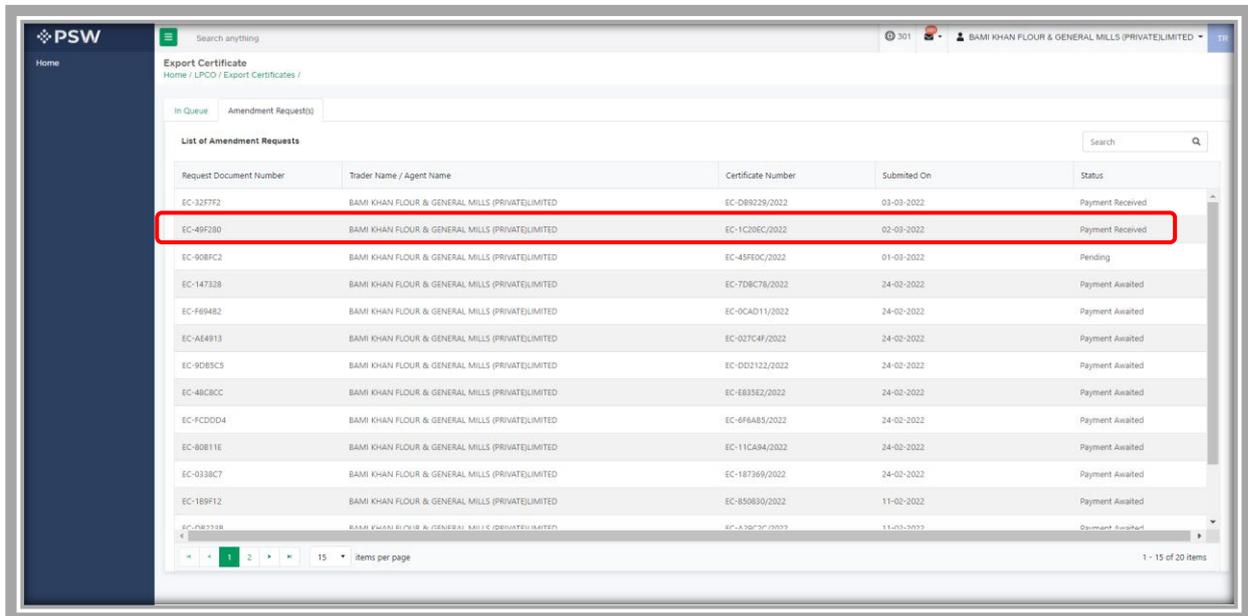


Figure 49

- 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.

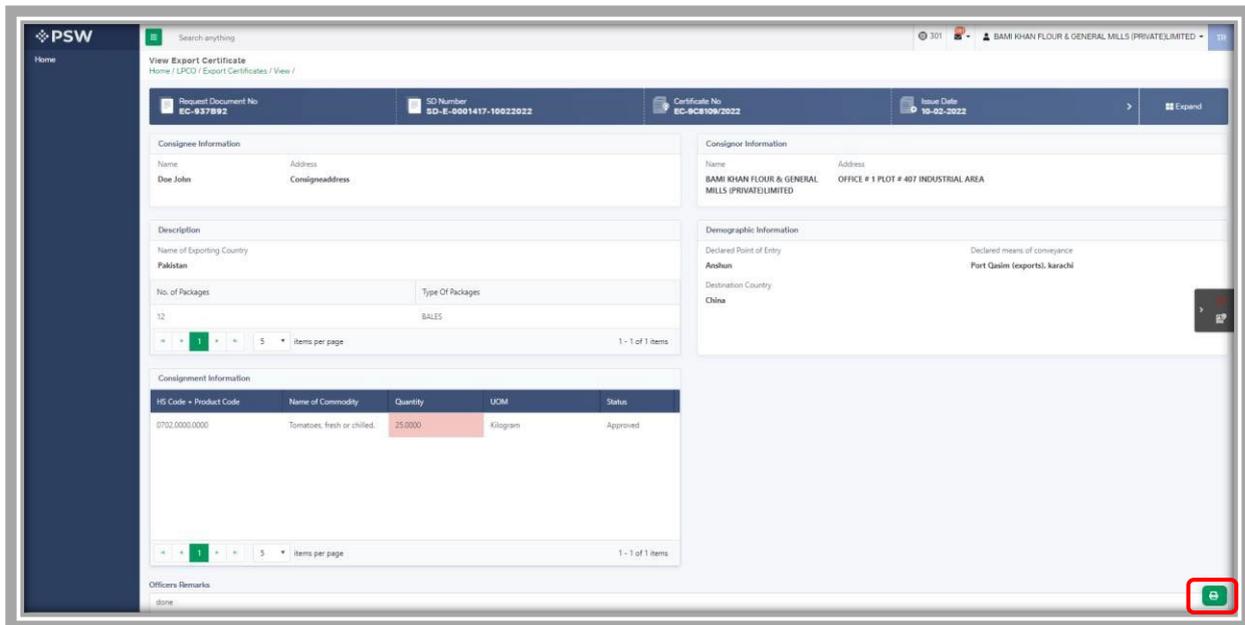


Figure 50

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

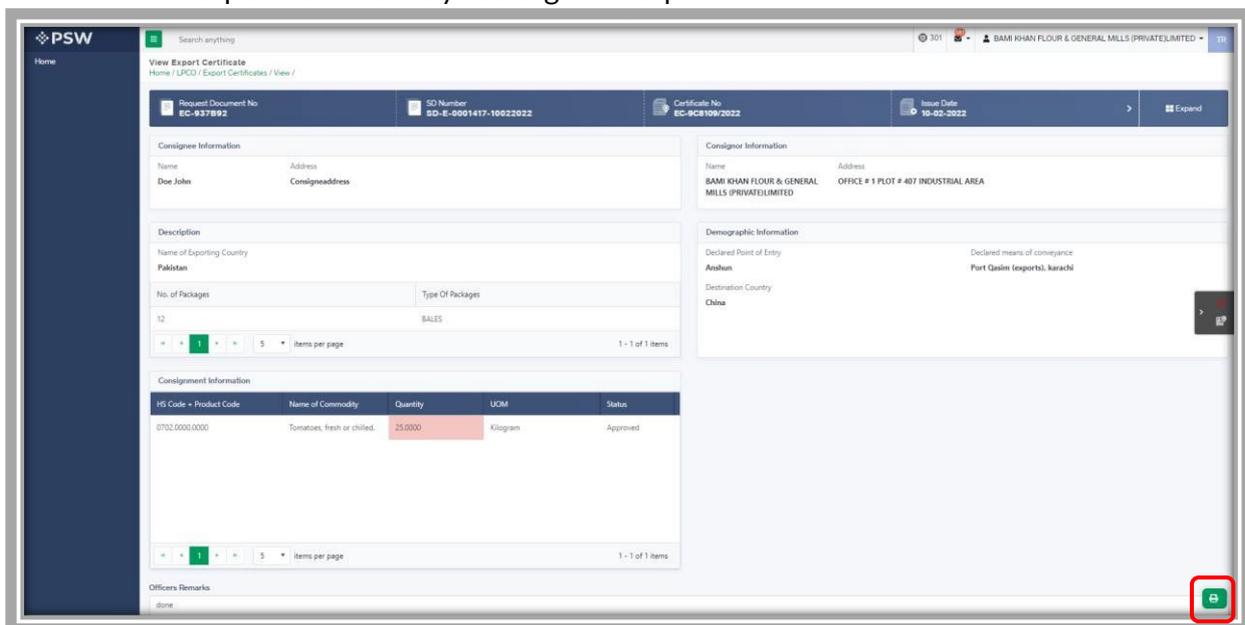


Figure 51

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.

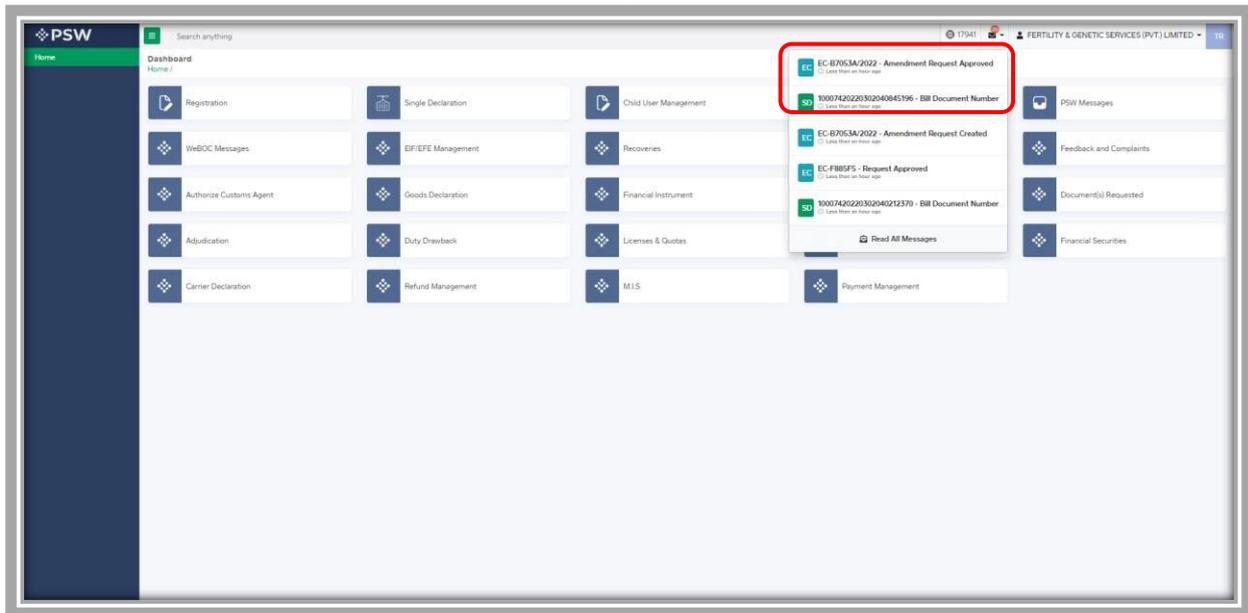


Figure 52

ii. You will click on a particular notification.

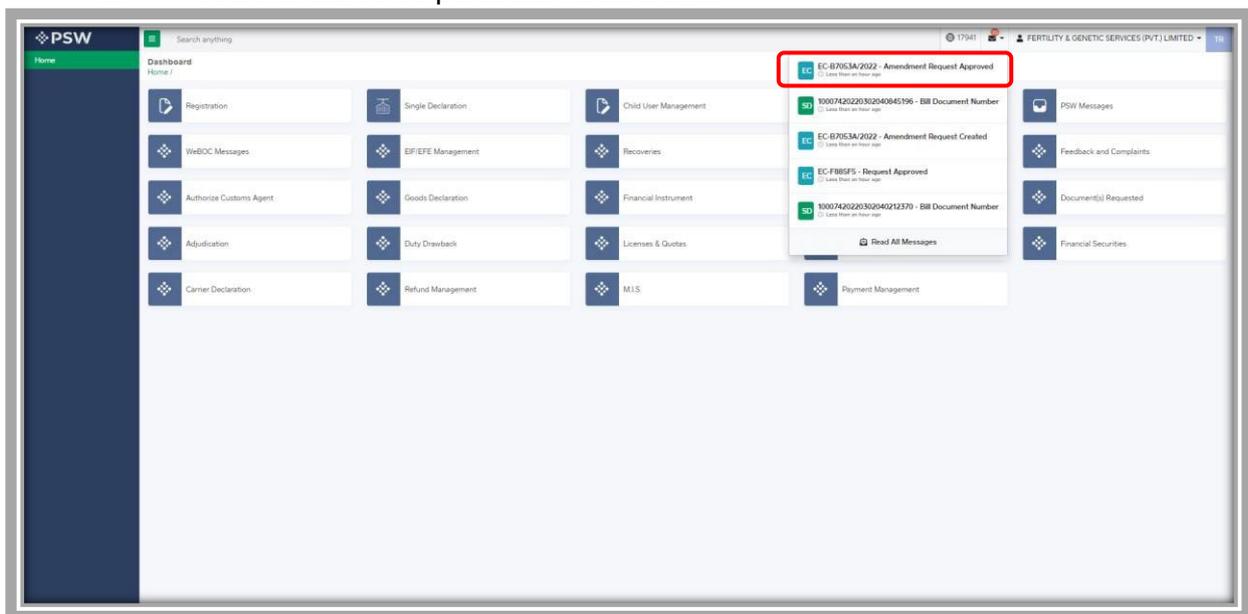


Figure 53

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

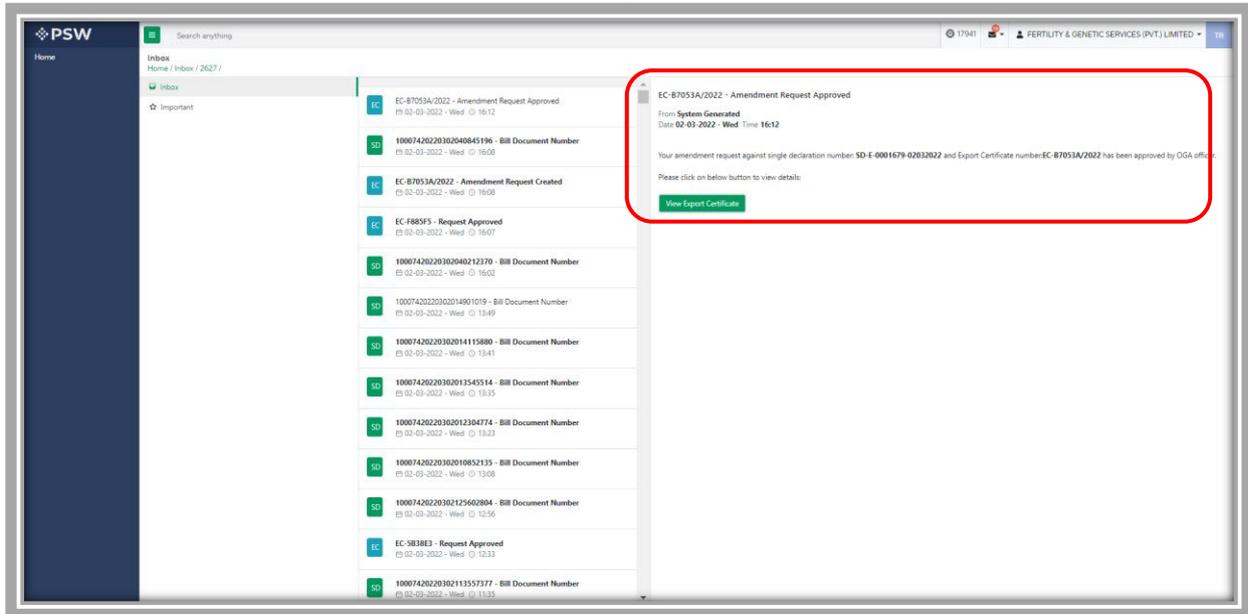


Figure 54

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

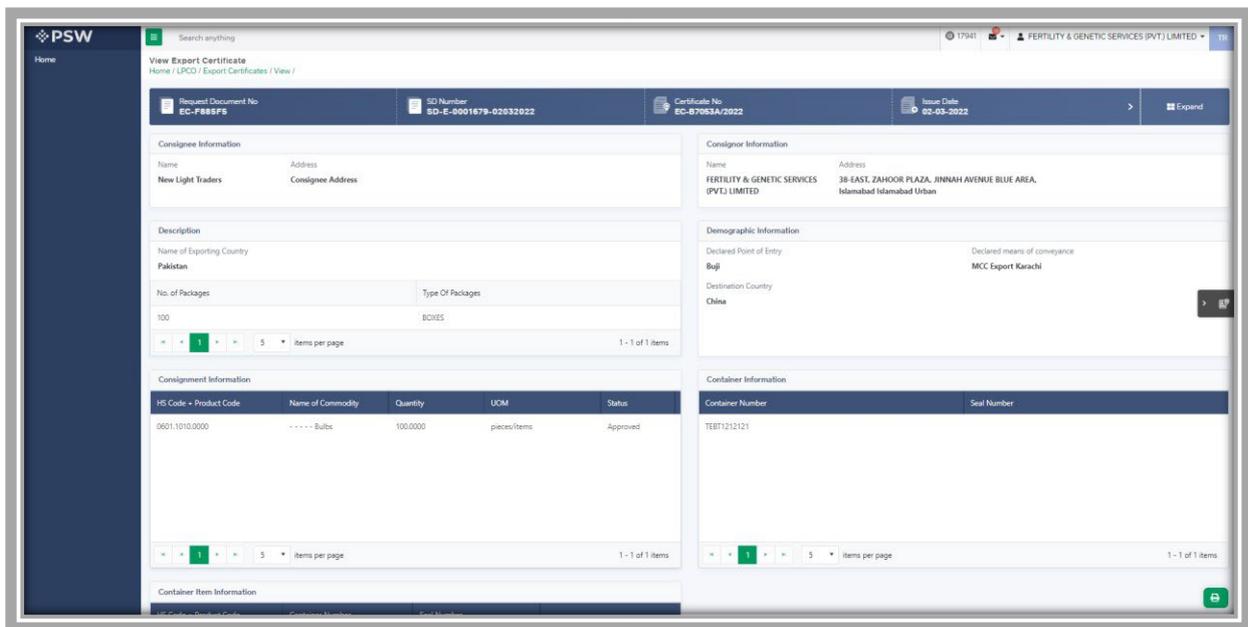


Figure 55

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

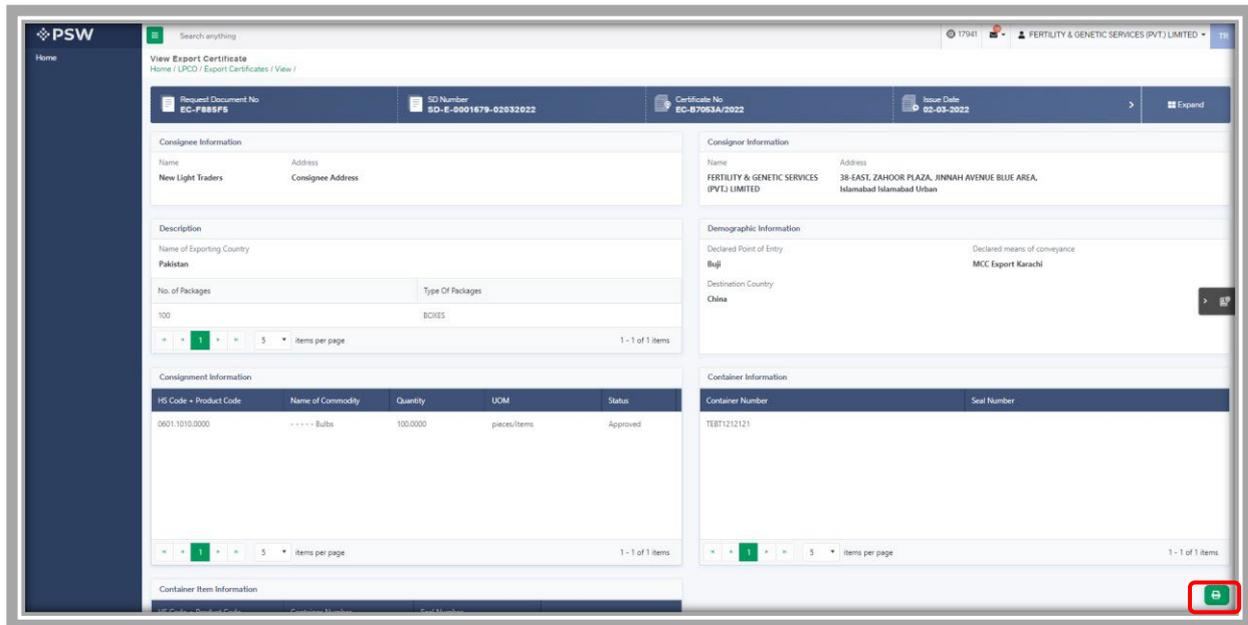


Figure 56

- 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-4797A6	FERTILITY & GENETIC SERVICES (PVT) LIMITED		02-03-2022	Inspection Document Submitted	
EC-49FF6D	FERTILITY & GENETIC SERVICES (PVT) LIMITED		02-03-2022	Inspection Document Submitted	
EC-0C2C51	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-5839E3	FERTILITY & GENETIC SERVICES (PVT) LIMITED	EC-0336EC/2022	02-03-2022	Approved	
EC-0C69EE	FERTILITY & GENETIC SERVICES (PVT) LIMITED	EC-68D610/2022	02-03-2022	Approved	
EC-4D4585	FERTILITY & GENETIC SERVICES (PVT) LIMITED		02-03-2022	Payment Awaited	
EC-4A48C3	FERTILITY & GENETIC SERVICES (PVT) LIMITED	EC-4E1340/2022	02-03-2022	Approved	
EC-46D4D0	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 shows various service tiles. A notification pop-up is visible in the top right corner, containing the following items:

- EC-67053A/2022 - Amendment Request Rejected (1 hour ago)
- 10007420220302040212370 - Bill Document Number
- EC-67053A/2022 - Amendment Request Created (1 hour ago)
- EC-F885F5 - Request Approved (1 hour ago)
- 10007420220302040212370 - Bill Document Number
- Read All Messages

Figure 59

- ii. You will click on a particular notification

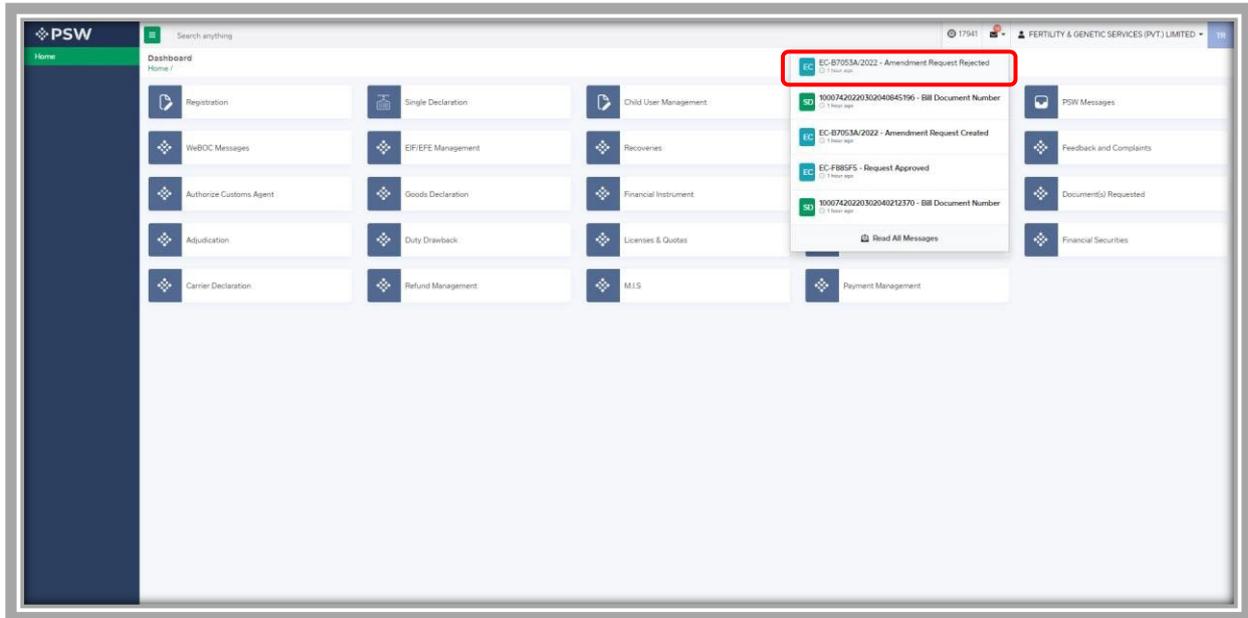


Figure 60

- 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.

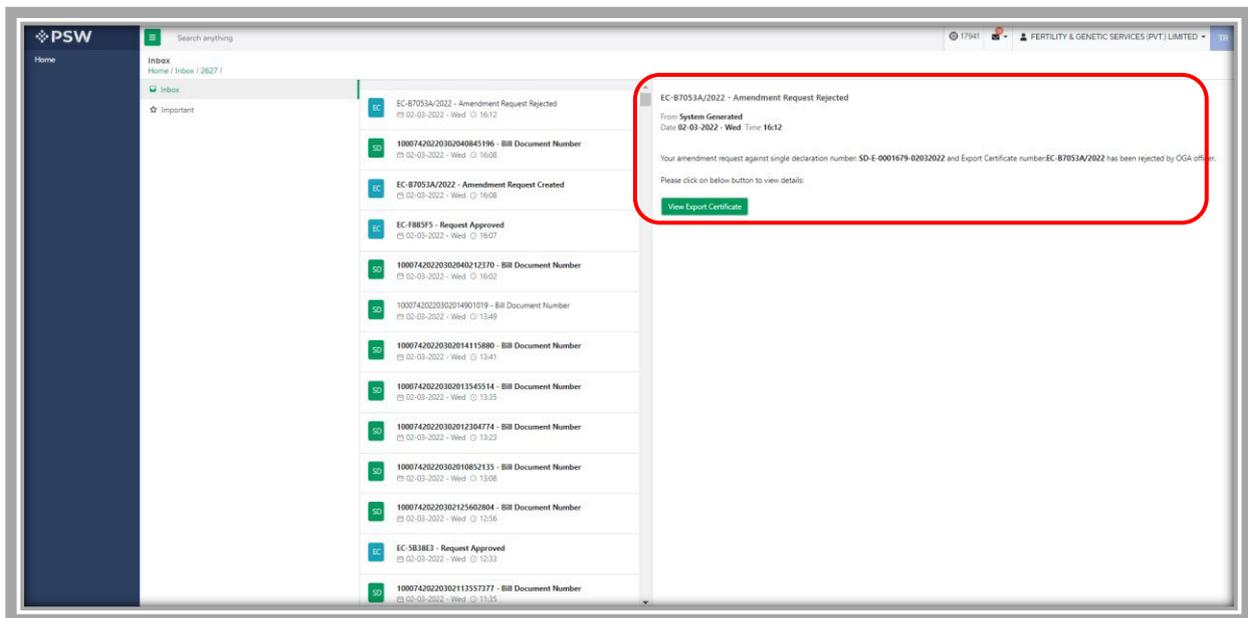


Figure 61

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

PSW Search anything 18000 FERTILITY & GENETIC SERVICES (PVT) LIMITED

View Export Certificate
Home / LPOD / Export Certificates / View /

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

Consignee Information

Name	Address
New Light Traders	Address

Description

Name of Exporting Country: **Pakistan**

No. of Packages: 0 Type Of Packages: []

1 - 1 of 1 items

Consignor Information

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

Demographic Information

Declared Point of Entry: **Anshan** Declared means of conveyance: **MCC Export Karachi**

Destination Country: **China**

> BP

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

1 - 2 of 2 items

Container Item Information

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

1 - 2 of 2 items

Officers Remarks
Rejected

Figure 62



4. IMPORTS RELEASE ORDER

4.1. 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.

The screenshot shows a web interface for 'Release Order'. At the top, there are two tabs: 'In Queue' with a count of 400 and 'Provisionally Approved' with a count of 5. Below the tabs is a search bar and a table titled 'List of Release Orders'. The table has columns for Agency, Request Document..., SD Number, Trader Name / Age..., Certificate ..., Submitted On, Status, and Action. The first row is highlighted with a red box around the 'Payment Awaited' status.

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

4.2. Call for Document or Call for Inspection

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

4.2.1. Call Document

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

6221 913 KHAWAJA SPINNING MILLS LIMITED TR

RO-762CB2 - Document Called

From **RO Quarantine Officer**
Date **05-07-2022 - Tue** Time **16:27**

Animal Quarantine Department Officer has requested for following documents.
Click below to upload Called Documents.

Release Order Number: **RO-762CB2**

[Upload Documents](#)

Figure 65



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

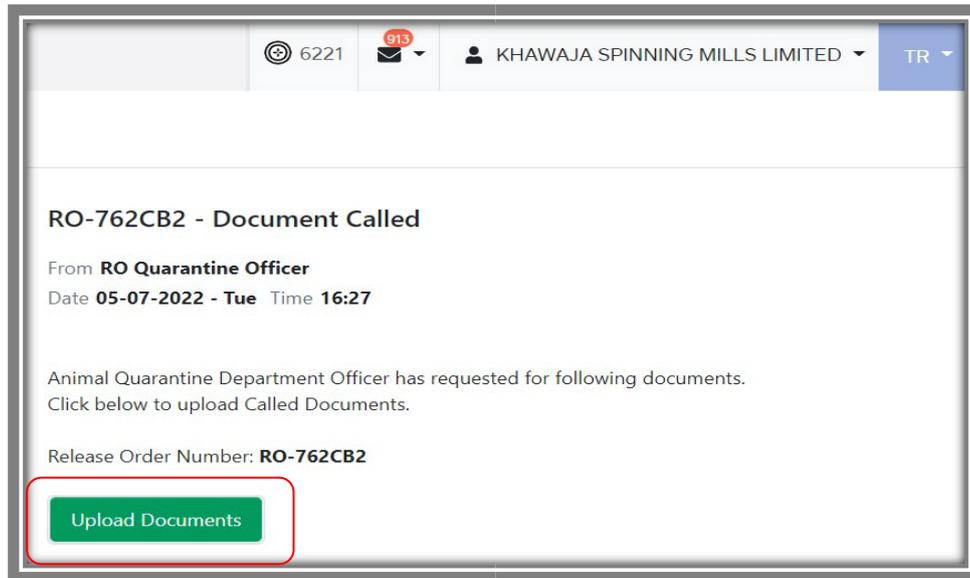


Figure 66

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

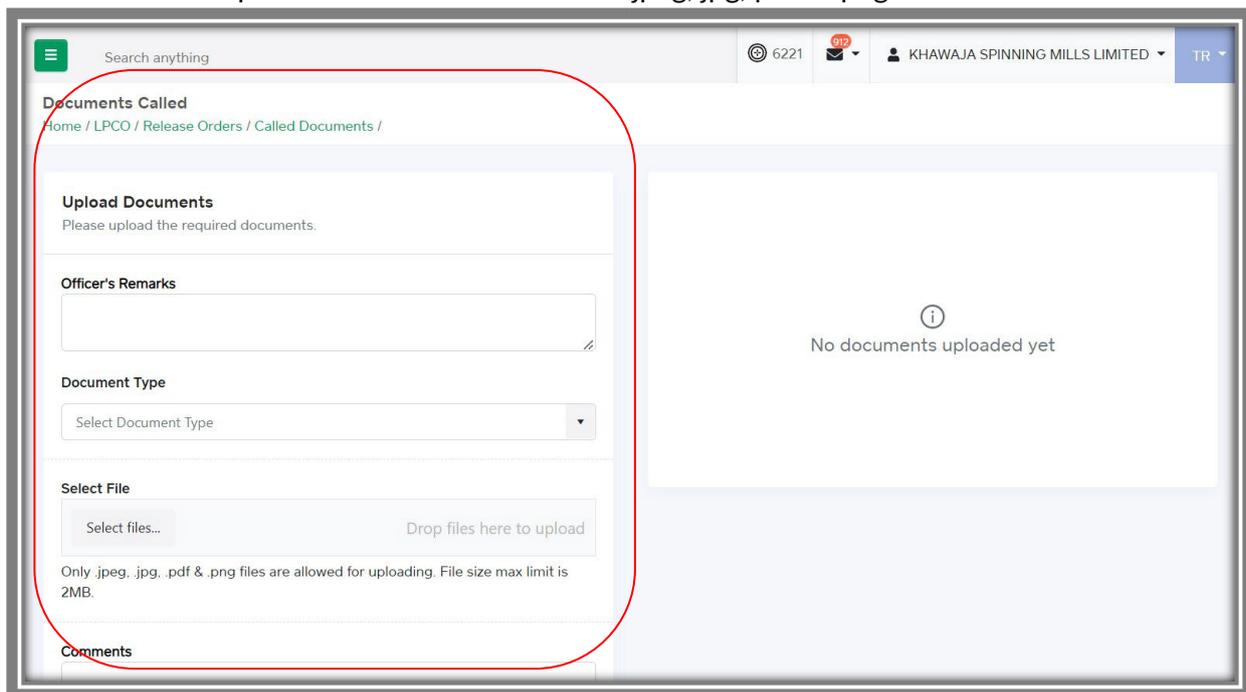


Figure 67

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

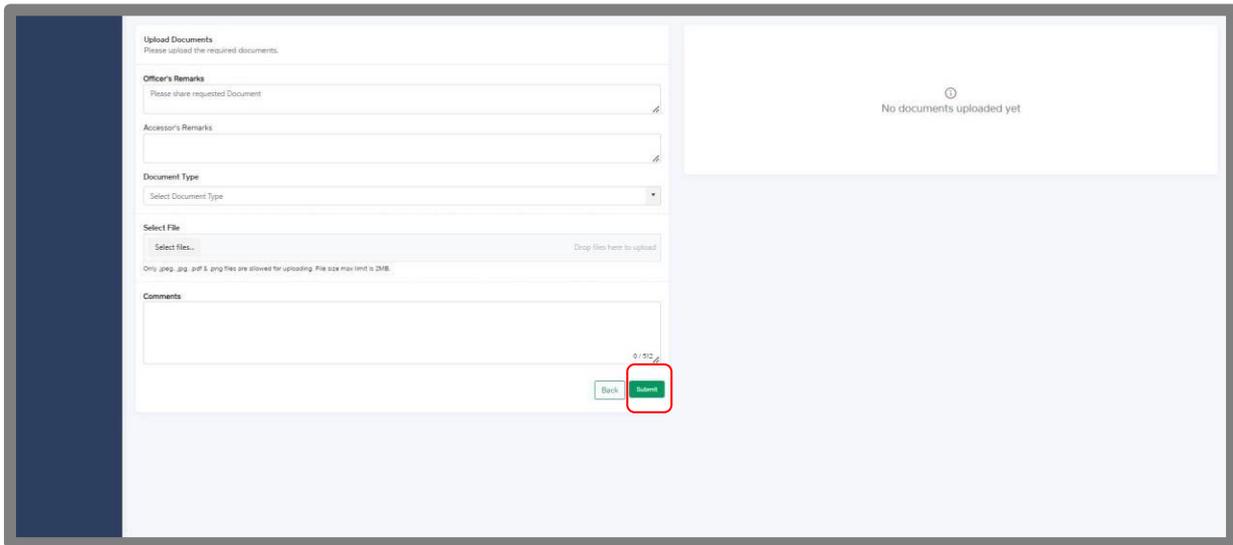


Figure 68

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

4.2.2. 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 ex

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	

Navigation: ◀ 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.

4.3. Approval/Rejection of RO

4.3.1. 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.

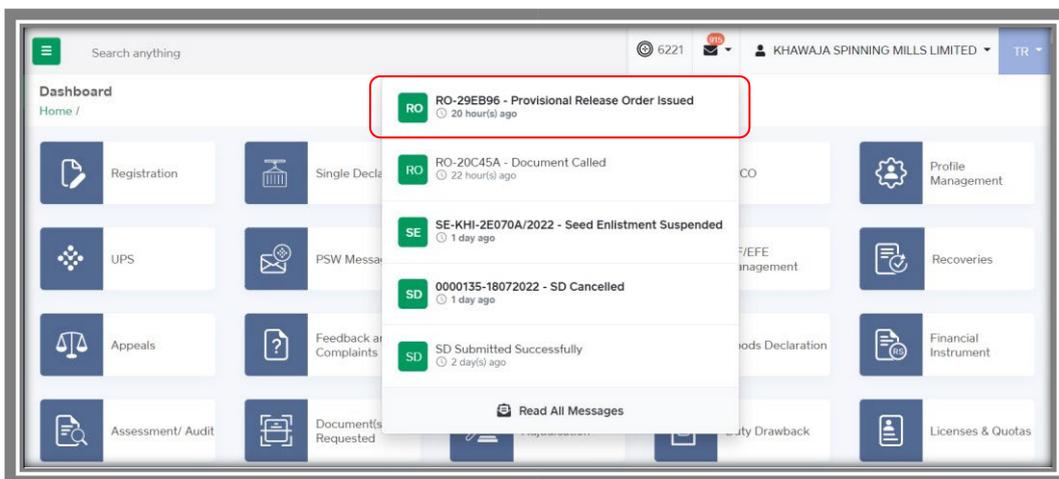


Figure 69

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

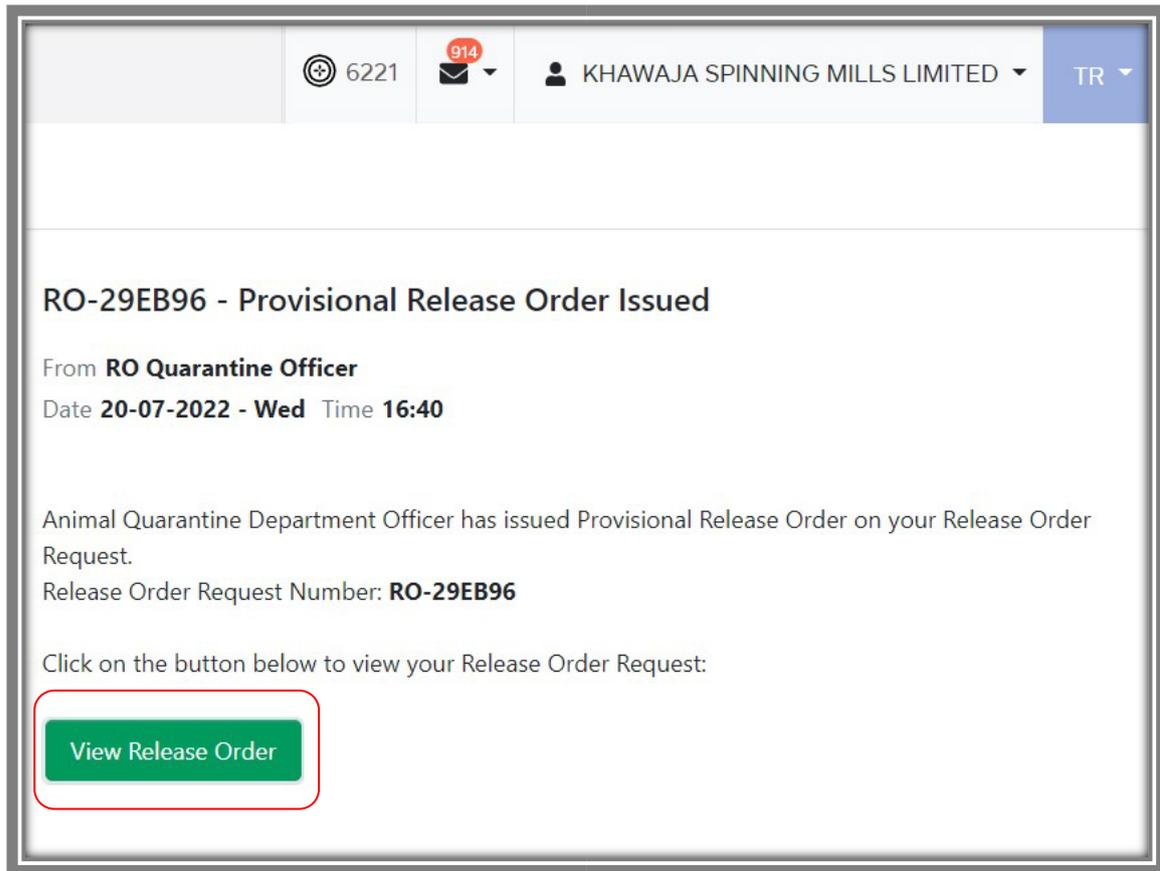


Figure 70

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

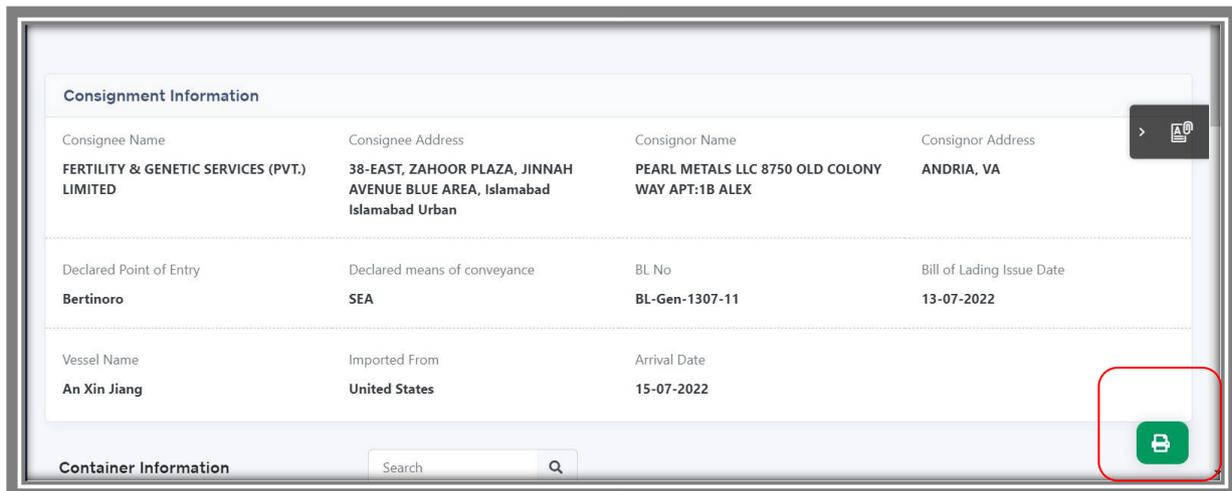


Figure 71

- 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.

 GOVERNMENT OF PAKISTAN MINISTRY OF NATIONAL FOOD SECURITY AND RESEARCH ANIMAL QUARANTINE DEPARTMENT.		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, ZAHOR 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.

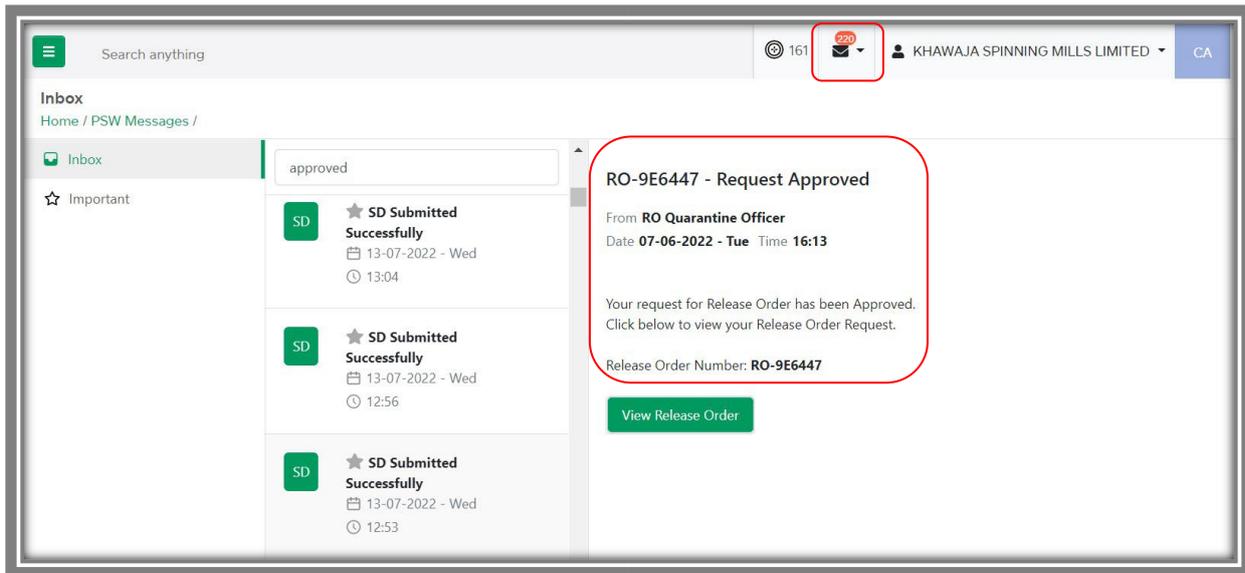


Figure 73

- 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.

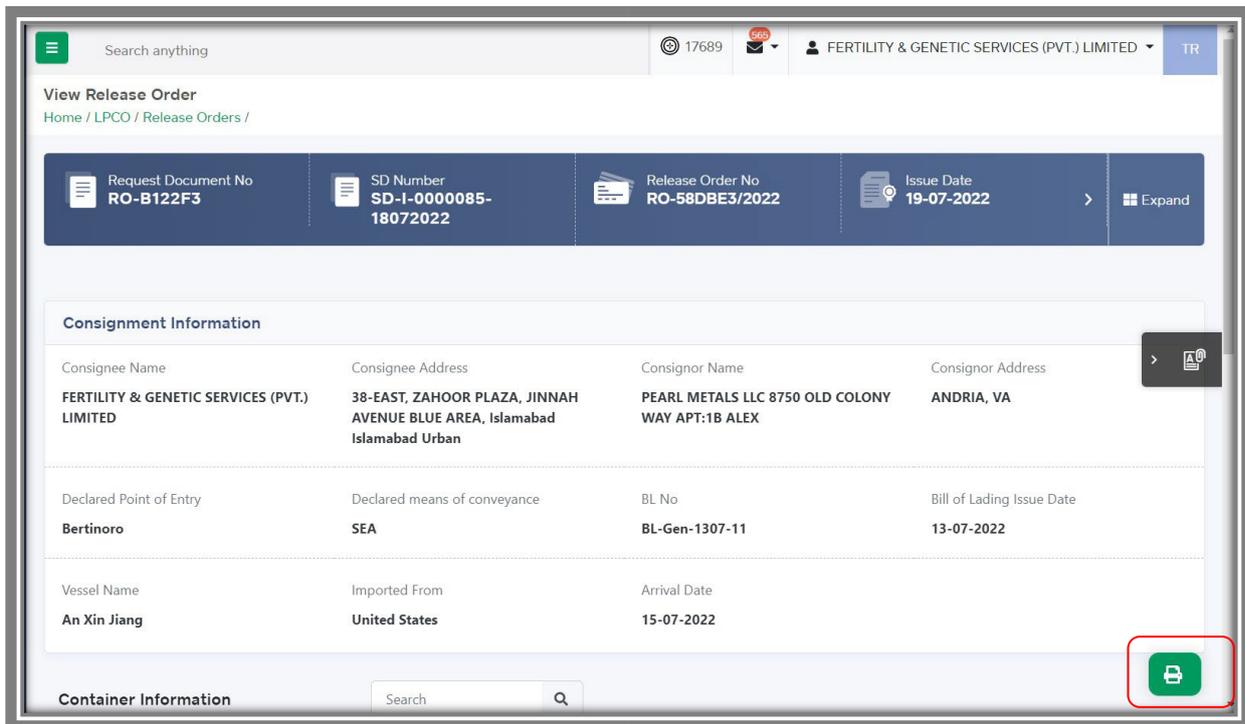


Figure 74

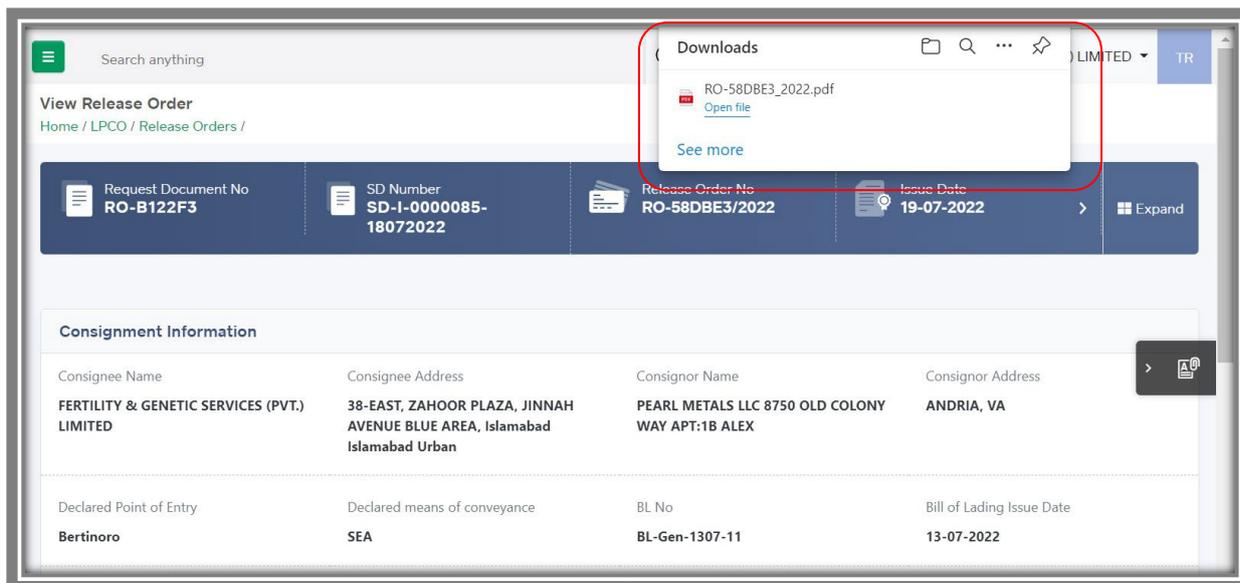


Figure 75

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)] 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 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.

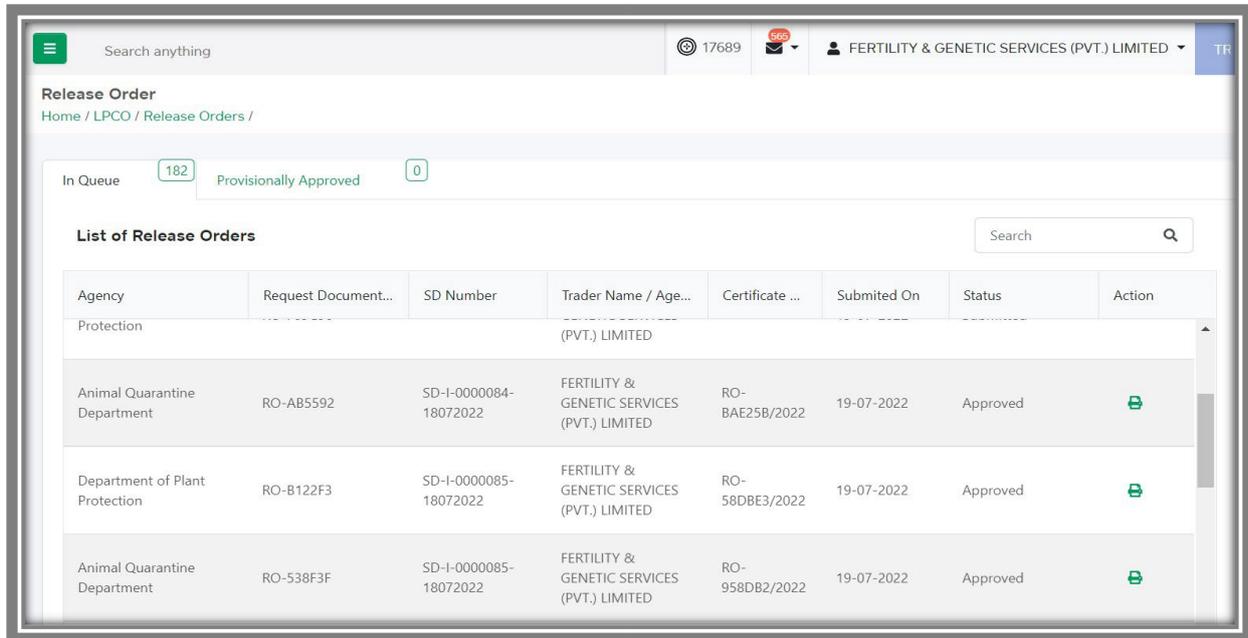


Figure 77

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

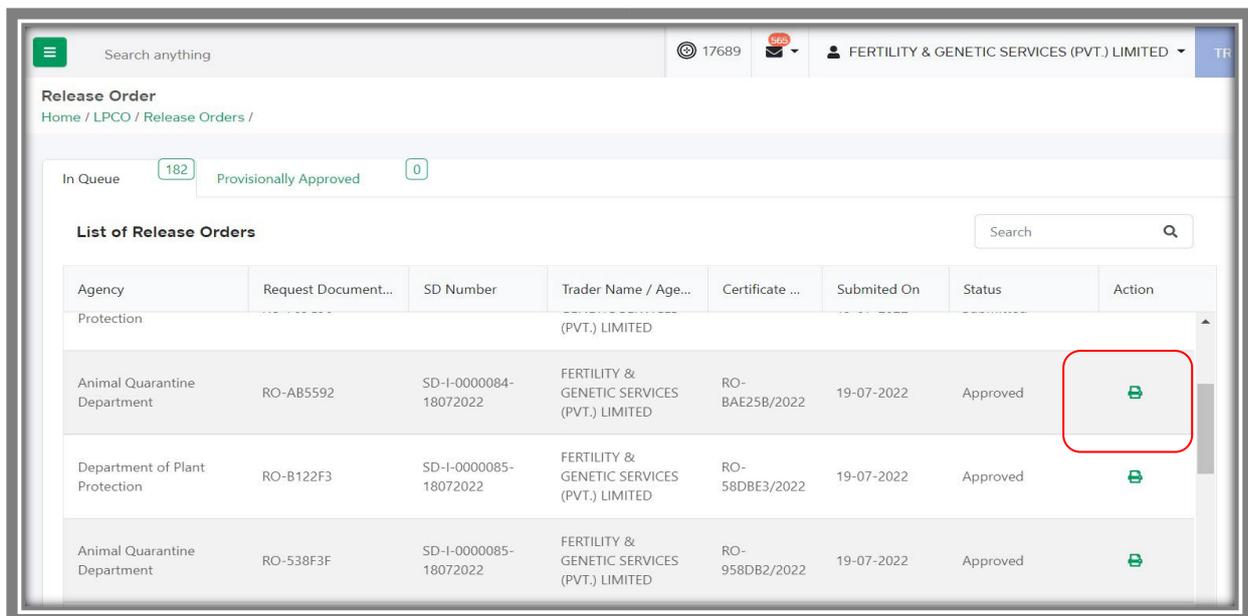


Figure 78

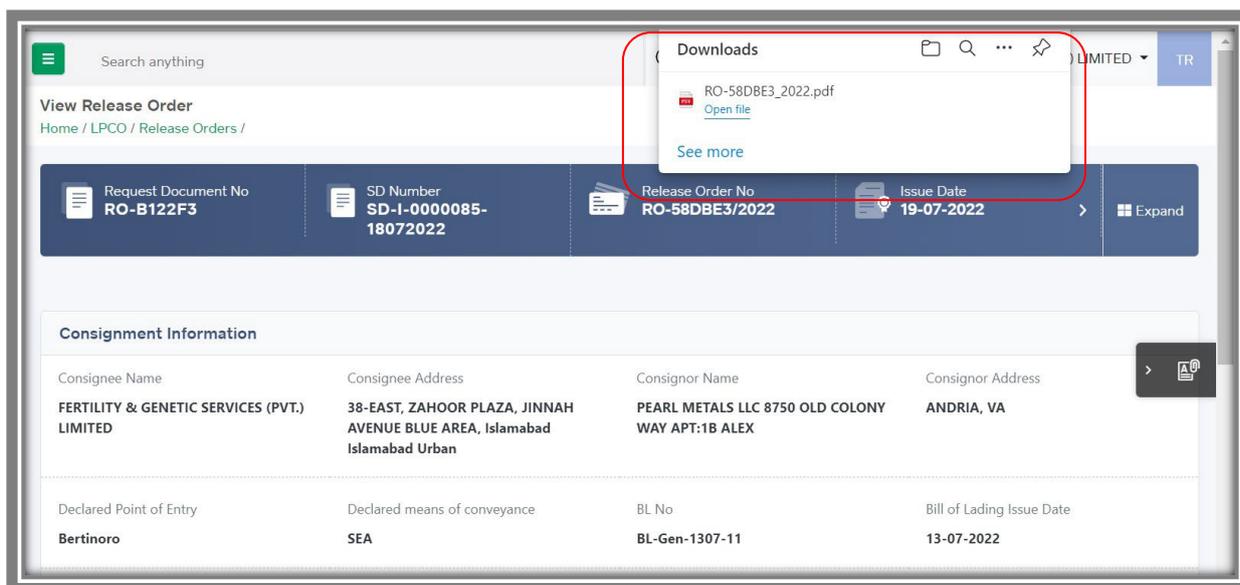


Figure 79

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>	Form III [See Rule 3(4)] Release Order	
	Station: Karachi	
Book No: _____	Order No: RO-BAE25B/2022	
Serial No: _____	Dated: 19-07-2022	
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.		
1. Name and Address of Importer 38-EAST, ZAHOR PLAZA, JINNAH AVENUE BLUE AREA, Islamabad Islamabad Urban	2. NTN or CNIC or Passport No. 0656910	
3. Details of the Commodity (1) - - PURE-BRED BREEDING ANIMALS	4. H.S Code (1) 0101.2100.0000	
5. No. of packages/heads N/A	6. Quantity (1) 123.00	
6. Exporting Country Germany	7. Bill of lading or Air way bill No. BL-Gen-1307-04	
8. By Sea or Air or Land Route SEA	9. Port of Entry Bertinoro	
10. Remarks 123123123		
Officer Details		
Copy for Information to:- 1. Collector Pakistan Customs 2. Head of Department, AQD 3. Importer. 4. Office Copy.		Quarantine Officer

Figure 80



4.3.2.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.

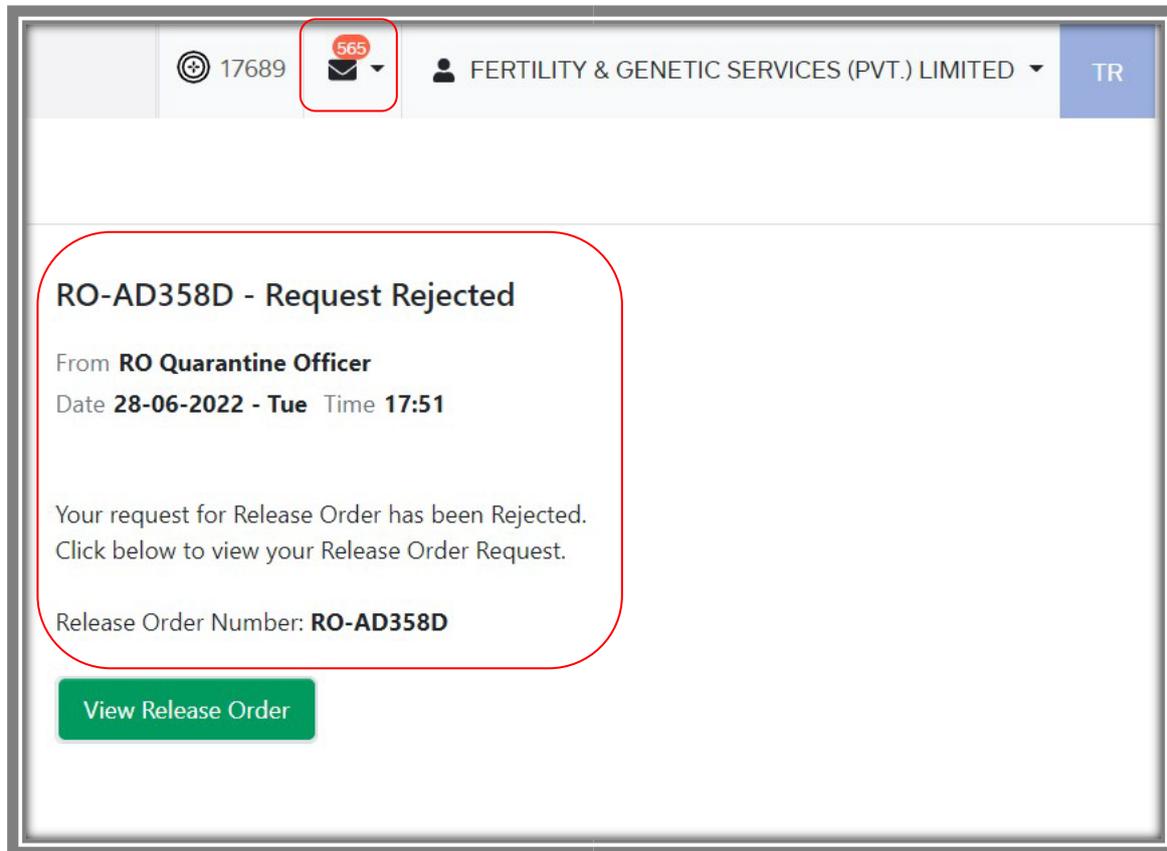


Figure 81

- 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.



5. 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

6. CONTACT INFORMATION NEED ANY ASSISTANCE?

Please feel free to contact us at:



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