



# **Raqeb Food Imports Portal**

## **Public Authority for Food and Nutrition**

### **Customs Clearance Request**

#### ***Companies Guide***

# Customs Clearance Request (TIM)



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## 2 Assumptions

All steps mentioned in this document assumes the following,

- 1) The application is accessed on a latest web browser (Edge, Chrome, Firefox)
- 2) Importer Account is already registered previously.

## Customs Clearance Request (TIM)

### 3 Service Description

Customs Clearance Request E-Service is used by companies that import food items. Based on the submitted information and its required attachments, the request goes through a review cycle where its approved or rejected. Once approved, the company can download a copy of the Inspection Report and process their food items according to the results of the food items in the request.

#### Required Fields:

- Temporary Declaration Number
- Invoice Information

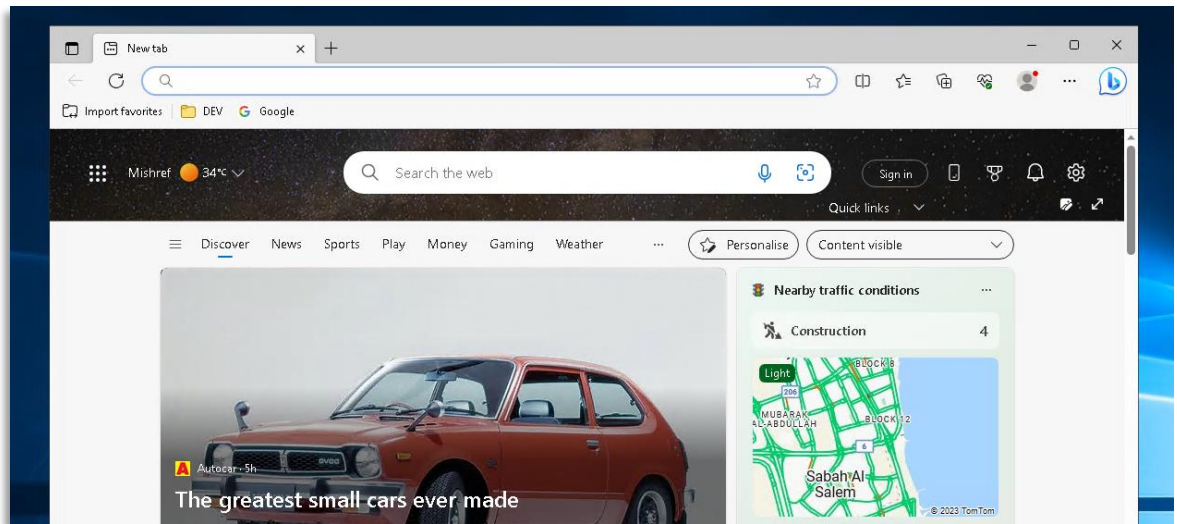
#### Required Documents according to type of food items:

| # | انجليزي - اسم المرفق                      | عربي - اسم المرفق        | اسم الصنف      |
|---|-------------------------------------------|--------------------------|----------------|
| 1 | Declaration Document                      | البيان الجمركي           | جميع الاصناف   |
| 2 | Halal Slaughter Certificate               | شهادة الذبح الحلال       | اللحوم         |
| 3 | Special Food Certificate                  | شهادة تسجيل غذاء خاص     | الأغذية الخاصة |
| 4 | Fish Import License                       | ترخيص استيراد اسماك      | اسماك          |
| 5 | Zubaidi Import License                    | ترخيص استيراد الزبيدي    | زبيدي          |
| 6 | Shrimp Import License                     | ترخيص استيراد الروبيان   | روبيان         |
| 7 | Health Certificate from Country of Origin | شهادة صحية من بلد المنشأ | جميع الاصناف   |
| 8 | Other Documents                           | ملفات أخرى               | --             |

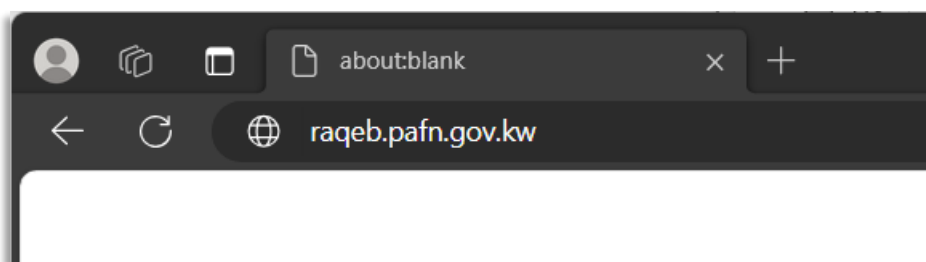
### 4 Customs Clearance Request Steps

#### 4.1 Accessing the Importer Portal

- a) Open the Web Browser (for e.g., Edge, Chrome, etc.) installed on your machine.



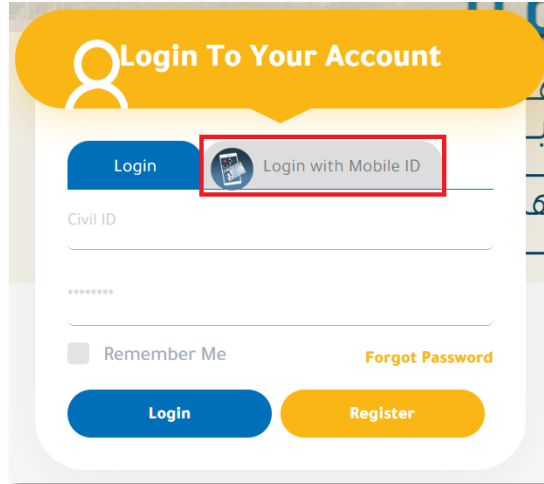
- b) Enter the below URL in the browser address bar as shown below:



**Importer Portal URL: <https://raqeb.pafn.gov.kw>**

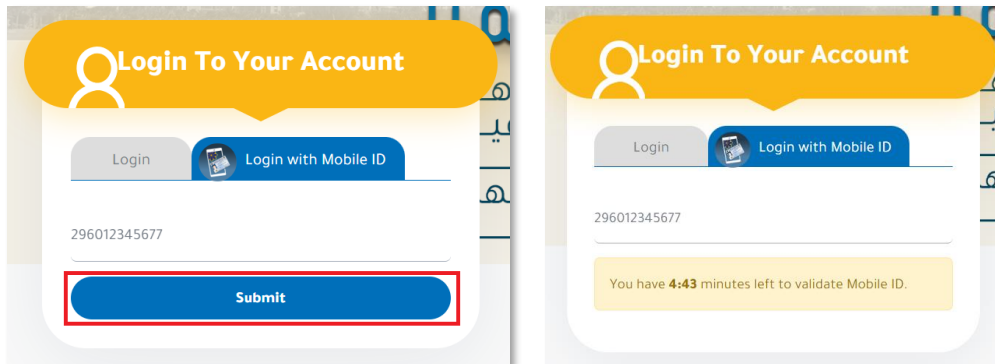
## Customs Clearance Request (TIM)

- c) After accessing the portal you will see the home page. Click on **Login with Mobile ID**.



The screenshot shows the 'Login To Your Account' interface. At the top, there's a yellow banner with a user icon and the text 'Login To Your Account'. Below this, there are two buttons: 'Login' and 'Login with Mobile ID'. The 'Login with Mobile ID' button is highlighted with a red rectangular box. Underneath the buttons, there are input fields for 'Civil ID' and a password (masked with asterisks). There's also a 'Remember Me' checkbox and a 'Forgot Password' link. At the bottom, there are two buttons: 'Login' and 'Register'.

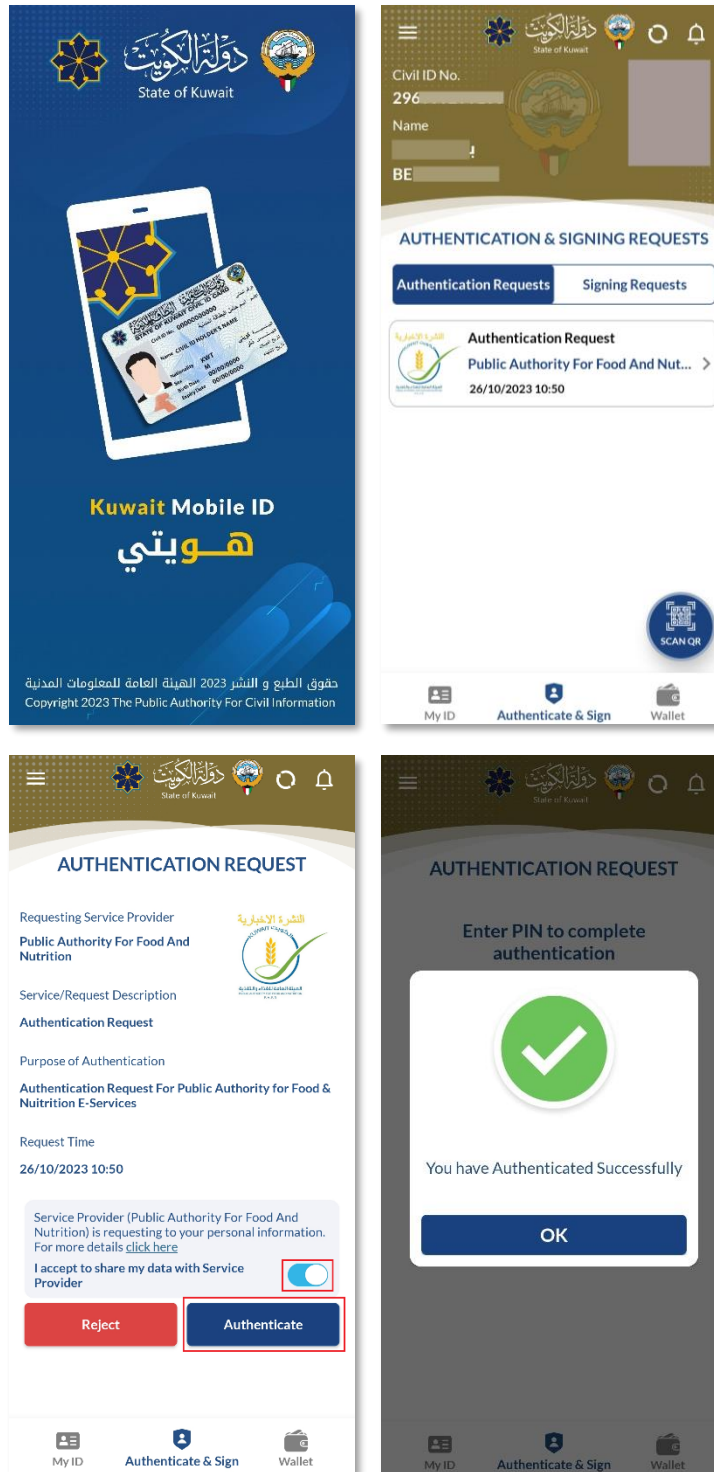
- d) Enter your Civil ID Number and click on **Submit** to authenticate with Kuwait Mobile ID application.



The left screenshot shows the 'Login To Your Account' page with the 'Login with Mobile ID' button selected. The 'Civil ID' field contains the number '296012345677'. The 'Submit' button is highlighted with a red rectangular box. The right screenshot shows the same page after clicking 'Submit'. The 'Civil ID' field still contains '296012345677'. Below the input field, there's a yellow box with the text 'You have 4:43 minutes left to validate Mobile ID.'.

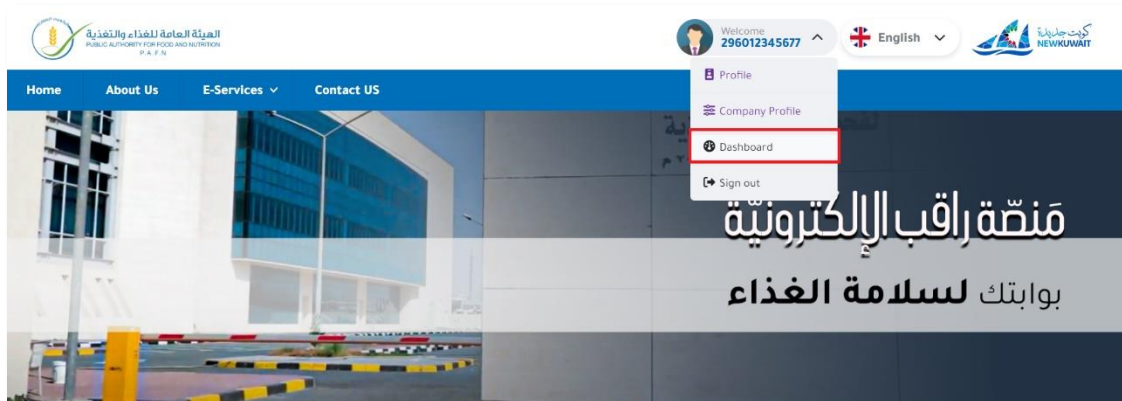
## Customs Clearance Request (TIM)

e) Follow the authentication steps in Kuwait Mobile ID application as shown below:

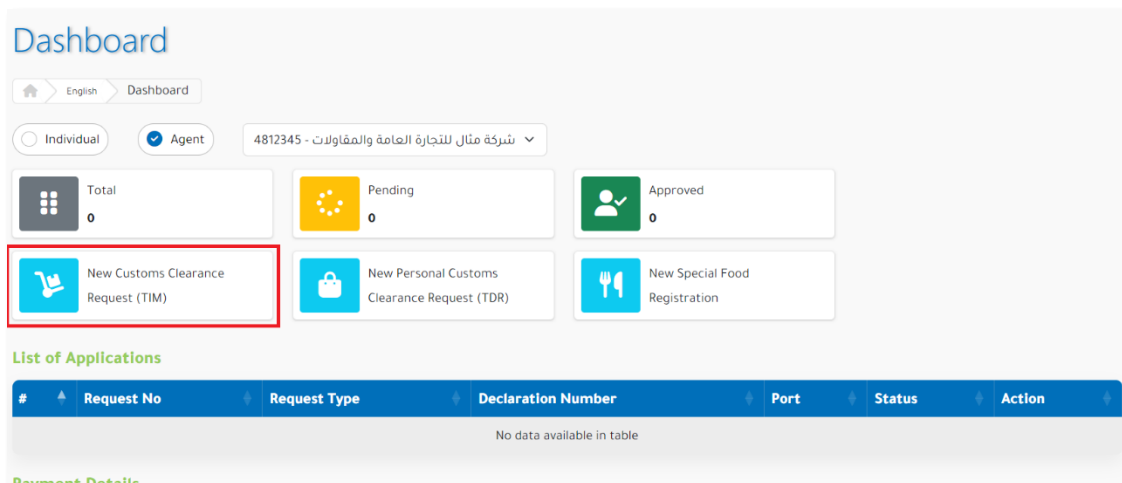


## Customs Clearance Request (TIM)

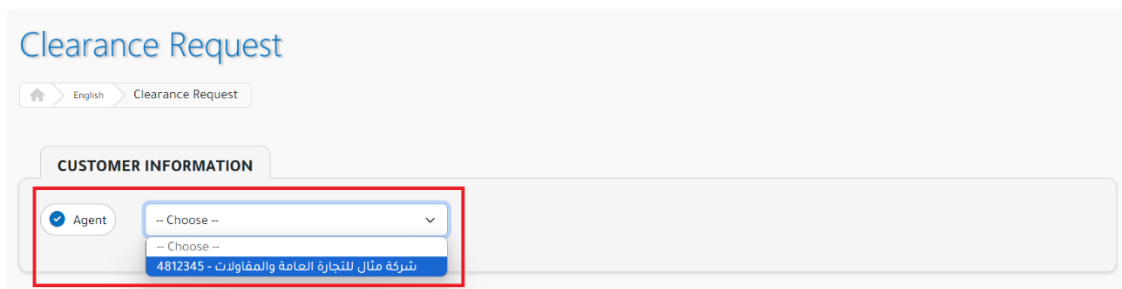
f) Click on **Dashboard** as shown below:



g) Click on **Customs Clearance Request**.



h) Select the company mentioned in the customs declaration document from the dropdown list.



i) After selecting the company, its information that was registered before will show up automatically as well as a customs declaration number input field.



## Customs Clearance Request (TIM)

**CUSTOMER INFORMATION**

☒ Agent

شركة مثال للتجارة العامة والمقاولات - 4812345

**Registration Type**  
Company

**Customer Name**  
شركة مثال للتجارة العامة والمقاولات

**Civil ID**  
4812345

**Commercial No**  
123456

**Activity**  
مطعم

**Commercial Issue Date**  
10/02/2021

**Commercial Expiry Date**  
09/02/2025

**Mobile No**  
12345678

**Telephone No**  
12345678

**Email**  
test\_email@testdomain.com

**Address**  
رمز المحافظة : 1 المحافظة : العاصمة رمز المنطقة : 1 الشارع : شارع 1 القسمية : 1 اسم المبنى : شركة مثال الدور : 00 رقم الوحدة : 00001 رمز نوع الوحدة : 1 وصف نوع الوحدة : محل

- j) Enter the temporary customs declaration number (TIM) related to the shipment and click on **Get Declaration Details**. The port and transport mode fields will be filled automatically, along with the attachments that have been uploaded to the customs system for the related shipment.

**DECLARATION INFORMATION**

Declaration Number  
TIM/1234/KWI23

Get Declaration Details

**DECLARATION INFORMATION**

Declaration Number  
TIM/1234/KWI23

Port  
Airport

Transport By  
Air

Comments

- k) Click on **Add New Invoice**  
**Note:** every invoice should be added separately.

**INVOICE INFORMATION**

Add New Invoice

| #                          | Item Type | Item Qty | Pack | Net Unit Wgt | Country of Origin | Trademark | Prod. Date | Expiry Date | Halal Slaughter Certificate No |
|----------------------------|-----------|----------|------|--------------|-------------------|-----------|------------|-------------|--------------------------------|
| No data available in table |           |          |      |              |                   |           |            |             |                                |

- l) Enter the invoice number, invoice date, and the number of items in that invoice, then click on **Submit** next to the number of items.

## Customs Clearance Request (TIM)

Add New Invoice

**INVOICE INFORMATION**

Invoice No: INV-1234 Invoice Date: 18/10/2023

Number of Items: 3 Submit

| # | Item Code | Item Qty | Packing Type | Pack | Net Unit Wgt | Item Unit | Country of Origin |
|---|-----------|----------|--------------|------|--------------|-----------|-------------------|
| 1 |           |          | كرتون        |      |              | لتر       | أندورا            |

Save & Close Save & Add New Invoice

- m) Enter the invoice items according to the invoice related to the shipment.
- n) After filling in all the invoice item information, click on **Save & Close** or **Save & Add New Invoice** in case there are more than one invoice for this shipment.

Add New Invoice

**INVOICE INFORMATION**

Invoice No: INV-1234 Invoice Date: 18/10/2023

Number of Items: 3 Submit

| # | Item Code | Item Qty | Packing Type | Pack | Net Unit Wgt | Item Unit | Country of Origin |
|---|-----------|----------|--------------|------|--------------|-----------|-------------------|
| 1 | فراولة    | 27       | كرتون        | 1    | 2            | كجم       | باكستان           |
| 2 | موز       | 7        | كرتون        | 1    | 16           | كجم       | باكستان           |
| 3 | مانجو     | 30       | كرتون        | 1    | 7            | كجم       | باكستان           |

Save & Close Save & Add New Invoice

## Customs Clearance Request (TIM)

**INVOICE INFORMATION**

Add New Invoice

| # | Item Type                                                                                                                                                           | Item Qty             | Pack | Net Unit Wgt             | Country of Origin | Trademark | Prod. Date | Expiry Date | Halal Slaughter Certificate No |
|---|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|------|--------------------------|-------------------|-----------|------------|-------------|--------------------------------|
|   |   | Invoice No: INV-1234 |      | Invoice Date: 18/10/2023 |                   |           |            |             |                                |
| 1 | Strawberry (3)                                                                                                                                                      | كرتون 27             | 1    | كجم 2                    | باكستان           |           |            |             |                                |
| 2 | Banana (4)                                                                                                                                                          | كرتون 7              | 1    | كجم 16                   | باكستان           |           |            |             |                                |
| 3 | Mango (6)                                                                                                                                                           | كرتون 30             | 1    | كجم 7                    | باكستان           |           |            |             |                                |

**Note:** to **modify** or **delete** an invoice, click the pen icon or the trash icon respectively.

- o) Upload the required attachments: Declaration Document and Health Certificate from the country of origin.

**ATTACHMENTS**

Required Attachments for all shipments: Customs Declaration, a Health Certificate.

1

2

3

File Type

Browse

Upload

Declaration Document

Declaration Document

Halal Slaughter Certificate

Special Food Certificate

Other Documents

Fish Import License

Zubaidi Import License

Shrimp Import License

Health Certificate from Country of Origin

Choose File

No file chosen

File Type

Action

3

الفاتورة

4

شهادة المنشأ

5

الرخصة التجارية

6

رخصة الإستيراد

7

إعتماد توقيع

8

إقرار بالعنوان

9

البطاقة المدنية

- p) Accept the acknowledgement and then click on the submit button.

**DECLARATION AND UNDERTAKING**

☒ I declare that all the data mentioned in my application request are correct and is my personal responsibility. I also pledge not to process the products until the final approval is obtained from the Public Authority for Food and Nutrition.

Submit

- q) A success message will be displayed and the application will be pending for payment. You will be redirected to the dashboard.

## Customs Clearance Request (TIM)

- r) In the request list, click on the payment icon in order to get redirected to the payment page.

**Dashboard**

English Dashboard

Agent 4812345 - شركة مثال للتجارة العامة والمقاولات

Total 1 Pending 1 Approved 0

New Customs Clearance Request (TIM) New Personal Customs Clearance Request (TDR) New Special Food Registration

**List of Applications**

| # | Request No | Request Type | Declaration Number | Port    | Status                              | Action                                                                              |
|---|------------|--------------|--------------------|---------|-------------------------------------|-------------------------------------------------------------------------------------|
| 1 | C3038      | Clearance    | TIM/1234/KWI23     | Airport | Request Submitted - Pending Payment |  |

- s) Select **Agent**, then select the company you created the request for, then select the Customs Clearance Request from the table and click on **Pay by KNET**.

**View Payments**

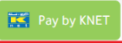
English View Payments

**PROFILE INFORMATION**

Agent 4812345 - شركة مثال للتجارة العامة والمقاولات

Civil ID 4812345 Name شركة مثال للتجارة العامة والمقاولات

| #                  |                                                                                     | Application No | Type of Request                 | Total Amount |
|--------------------|-------------------------------------------------------------------------------------|----------------|---------------------------------|--------------|
| 1                  |  | C3038          | Clearance Request (New Request) | 10.000       |
| Total Amount (KWD) |                                                                                     |                |                                 | 10.000       |



- t) After payment, the payment confirmation page will show up, where you will be able to print the receipt.

## Customs Clearance Request (TIM)

### Payment Confirmation

English Payment Confirmation

#### PAYMENT DETAILS

Payment Completed

|                    |                     |                |            |
|--------------------|---------------------|----------------|------------|
| Order No :         |                     | Order Status : | Completed  |
| Transaction Date : | 26-10-2023 02:25:11 | Total Amount   | 10.000 K.D |
| Payment Id :       |                     | Post Date :    |            |
| Result Code :      | CAPTURED            | Auth Code :    |            |
| Transaction Id :   |                     | Track ID :     |            |
| Reference No :     |                     |                |            |

| # | Application No | Type of Request | Total Amount (KD) |
|---|----------------|-----------------|-------------------|
| 1 | C3038          | New Request     | 10.000            |

 Print Receipt