



LESOTHO

One Stop Shop

Under the

**MINISTRY OF TRADE AND INDUSTRY,
COOPERATIVES AND MARKETING,
Government of Lesotho**

Exporter's Utility Manual
(Version 1.0)

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SECTION 1 – Defining the Process

Road Map

The road Map for the Export Permit Process and its implementation, through the OSS Application System is provided, below, in the form of a summary.

STEP 1: Applicant gets Queue Number from Reception and logs in.

STEP 2: Completing the Universal Data Form

STEP 3: Capturing of data pertaining to Export Items

STEP 4: Saving an Incomplete Export Permit Application Record

STEP 5: Retrieving an Export Permit Application Record

STEP 6: Generating an Exchange Control Number and a Customs Inspection Certificate

STEP 7: Saving a fully completed Export Permit Application Record

STEP 8: Submitting an Export Permit Application for OSS Processing

STEP 9: Re-Submission of an Export Permit Application.

STEP 10: Approval or Decline of an Export Permit Application

STEP 11: Cancelling an Approved Export Permit

The Business Process Map for the Export Permit Application Process is shown in **Annex B**

An application for an Export Visa entails gathering all information on the export and capturing the information into either a Manual or Electronic Universal Form, as explained in 4.1 and 4.2, going to the OSS and transferring that information into the OSS Application System.

1. Universal Data Form

The Universal Data Form is a 2-page document into which a client captures all information such as information pertaining to the export's Invoice, its consignment inspection, its certificate of origin, its SAD 500/502, its exchange control details etc. All these pieces of information are consolidated into one form, from which all relevant documents will be generated by the system on issuance of an Export Visa by the OSS Officer.

This means a unique piece of information (e.g. the Exporter's Name), has to be written or entered once in this input form, but will be available to be printed on all other output documents. This is in contrast to the old practice where Exporters/Importers had to rewrite the same information, the Exporter's Name for example, several times - on multiple documents.

Contents of the Universal Data Form have to be transferred into the OSS Application System by all clients. This is achieved by going to OSS, obtaining a queue number to reserve access to one of the computers at the OSS Data Entry desks and finally entering the information into the system when a computer becomes available.

2. Manual Version

This is a paper form completed by clients. It is a convenient way of collecting all export information to be entered into the OSS Application System, as indicated above.

3. Electronic Version

The OSS offers the **Electronic Version of the Universal Data Form** (i.e. the Export Utility) to clients who have access to relevant hardware and software at their business premises. The same information that is collected through the paper form in the Manual System, and entered into the OSS Application System, is captured by the client using a Utility which has screens similar to those used in the Manual Data Capture process. This Utility can be used by exporter at their business premises. When a client has finished capturing export information using the Utility, they then save the information onto a flash disk, goes to the OSS, stick the flash disk into one of the computers at the OSS Data Entry Booth, and uploads the file containing the information into the OSS Application System.

The advantage of the Electronic Version is that it, firstly, is convenient to the client, since they do all information-capturing at the convenience of their office and, secondly, it frees access to client computers at the OSS, thereby reducing the amount of time clients spent queuing for computers.

1. Explaining the Buttons

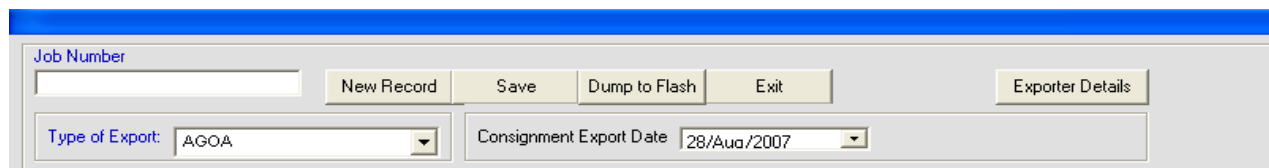


Figure 2: Control buttons of the Utility Screen

a. New Record

New Record button cleans the screen and prepares it for a new record. It also creates a new Job Number that uniquely distinguishes a record from another. A job number is like a file name in MS Word or Excel. However, the Utility shall generate you this number itself. It is just a sequential number that start from one upwards. This number shall differentiate each one of the records you will be processing but will get changed when you submit your records electronically to OSS offices. The computer system at the OSS offices shall generate you a Job Number (file name) that you will use to follow up on processing of your records. Make sure you 'Save' your jobs before clicking on the 'New Record' button because it will erase everything that is on your screen.

b. Save

The 'Save' button stores what you have typed on the screen and commits it on the database. You can save your jobs incrementally, which means, you do not have to complete all the details of a record before saving it, in fact, the Utility can allow you to save a blank record. Remember how MS Word or Excel work with files....The Utility uses the same concept. This is to allow you to check and re-check you work before submitting your records to OSS for processing. When you save a record, the Utility will use the Job Number displayed on the Job Number textbox, or if that is blank, it will generate you a new Job Number. Make sure you have saved your records before clicking on the 'New Record' button.

c. Dump to Flash

This is a button that lets you transfer records from your Utility to the flash. Steps on how to do this are explained later. You need to plan for records that you want to transfer and compile them into one day.

d. Exit

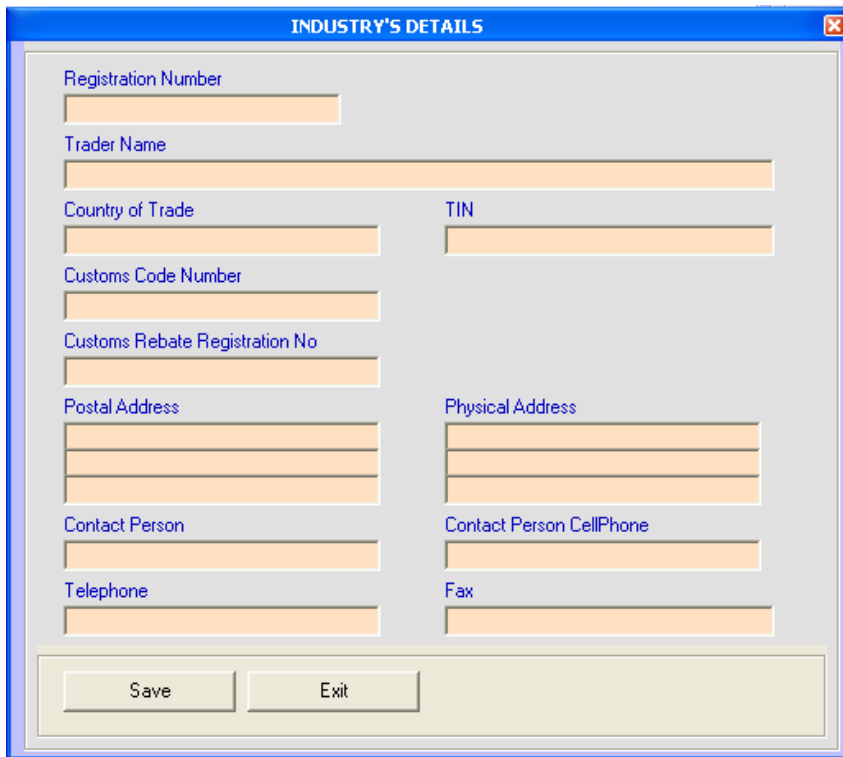
Exit takes you out of the system. You can always start the Utility by clicking on the Export Utility icon as explained earlier. Be careful not to click Exit before you save your work because, you will loose it. Make sure you save first.

e. Exporter's Details

Exporter's details button enables you to capture basic information about your company so that you don't have to retype it every time you use the Utility. Once you have captured your information, it will be reusable and will save you significant time. Details on how to use this button are explained next. This will probably be the first button you will access before using the Utility.

2. Exporter's Details Screen

The first step on using the Utility is to define the user's details by clicking the 'Exporter's Details' button placed on the right hand side of the screen.



The screenshot shows a window titled "INDUSTRY'S DETAILS" with a close button in the top right corner. The form contains the following fields:

- Registration Number
- Trader Name
- Country of Trade
- TIN
- Customs Code Number
- Customs Rebate Registration No
- Postal Address
- Physical Address
- Contact Person
- Contact Person CellPhone
- Telephone
- Fax

At the bottom of the form, there are two buttons: "Save" and "Exit".

Figure 3: Exporter's Details Screen

The exporter's details buttons shall take you to a screen shown above where you can capture information about your company. The Utility is meant to work with only one exporter. Therefore, not more than one Exporter details can be captured by one Utility. When you capture information about your company, make sure that you get the Registration Number of the company correct. It is the only field on this screen that can not be changed after saving. All other fields can be changed and the Utility will permit you. As a regular exporter, you should be familiar with the information requested, part of it is obtainable on your License, while part of it is obtainable from LRA. If you have problems with definition of fields, you can contact OSS offices for assistance.

The 'Exit' button, lets you quit the screen.

3. Capturing Information

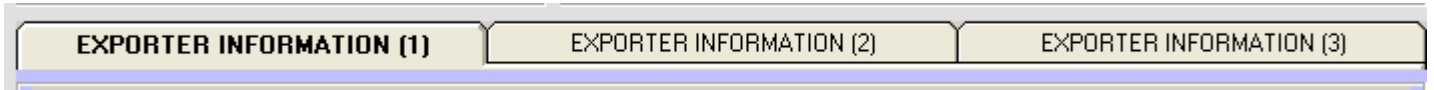


Figure 4: Three tabs of Exporter information

There are three tabs (...more like pages if you like) that are used to capture export information. These tabs capture all of the information you used to spread on six or seven copies initially. From information captured, you can produce all of the documents you used to fill manually except the commercial invoices only. This is an electronic version of the Universal form.

4. Consignment date

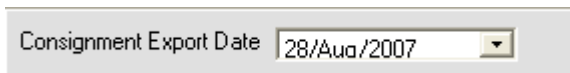


Figure 5: Consignment information

This date represents the date at which you desire to process or ship a particular consignment. It shall be used to split your consignments and also make your record management easier. Before you start filling the three tabs of Exporter information, you should ensure that the date chosen corresponds with the date you wish to process or ship your consignment. This date shall be used to sort your records as well.

5. List of Jobs

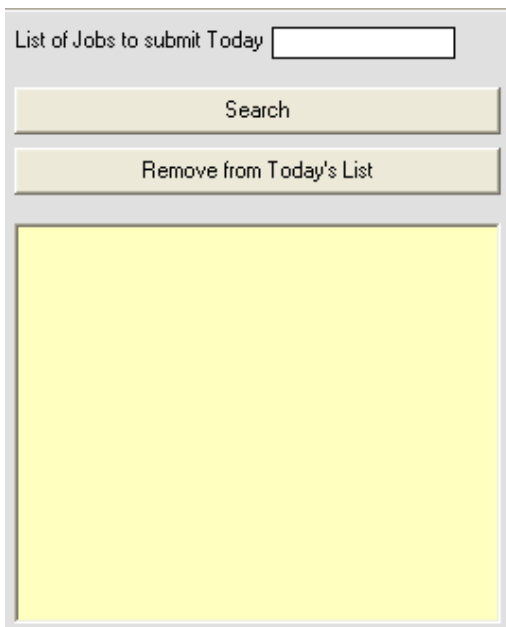


Figure 6: List of jobs to submit today screen

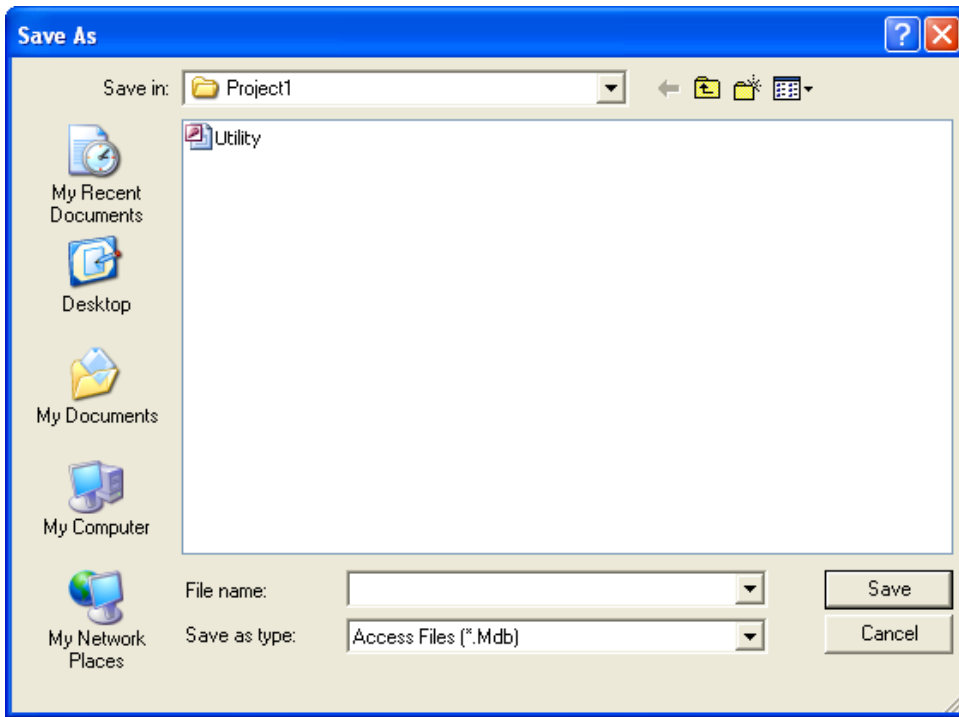


Figure 8: Save as dialog box