



## **Land O'Lakes Venture37**

Concord Bilkis Tower, 3rd Floor, 40/6 Madani Avenue,

Gulshan-2, Dhaka-1212



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# **CUSTOMER USER MANUAL**

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**Automated Health Certification System for Bangladesh Food Safety  
Authority (BFSA)**



## Contents

Introduction.....	3
A. Purpose.....	3
B. Scope .....	3
Organogram of BFSA.....	4
Customer Features .....	5
A. User Registration and Login .....	5
1. Creating an Account .....	5
2. Logging In.....	5
3. Password Requirements .....	6
4. User Verification.....	7
B. Dashboard .....	8
1. Making Applications.....	9
Payment .....	11
1. Online Payment.....	11
2. Providing Bank Payment Information .....	11
3. Applying for Certificate Reissue.....	12
4. Checking Application Status .....	13
5. Notification System .....	13
6. Viewing Remarks.....	13
7. Sample Collection.....	14
8. Test Report.....	14
C. Certificate Download .....	16
1. QR Code Access.....	17
D. Document Management .....	17
1. Uploading Documents.....	17
2. Reuploading Documents .....	17

# **Introduction**

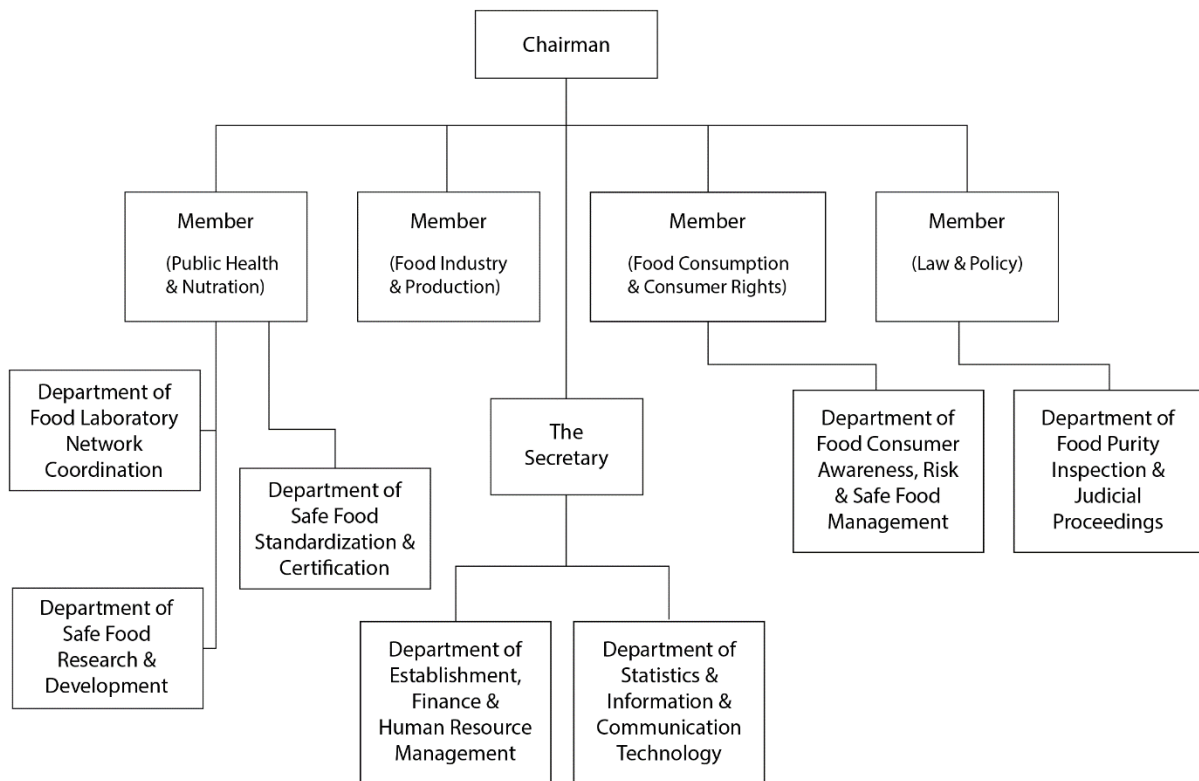
## **A. Purpose**

The user manual provides instructions for using the Online Certification System of Bangladesh Food Safety Authority (BFSA). It outlines the system's features and guides users through the various functionalities.

## **B. Scope**

This manual covers the user registration and login process, as well as the features available to customers, food analysts, RFS officers, scientific officers, laboratory users, directors, and members within the certification system.

# Organogram of BFSA



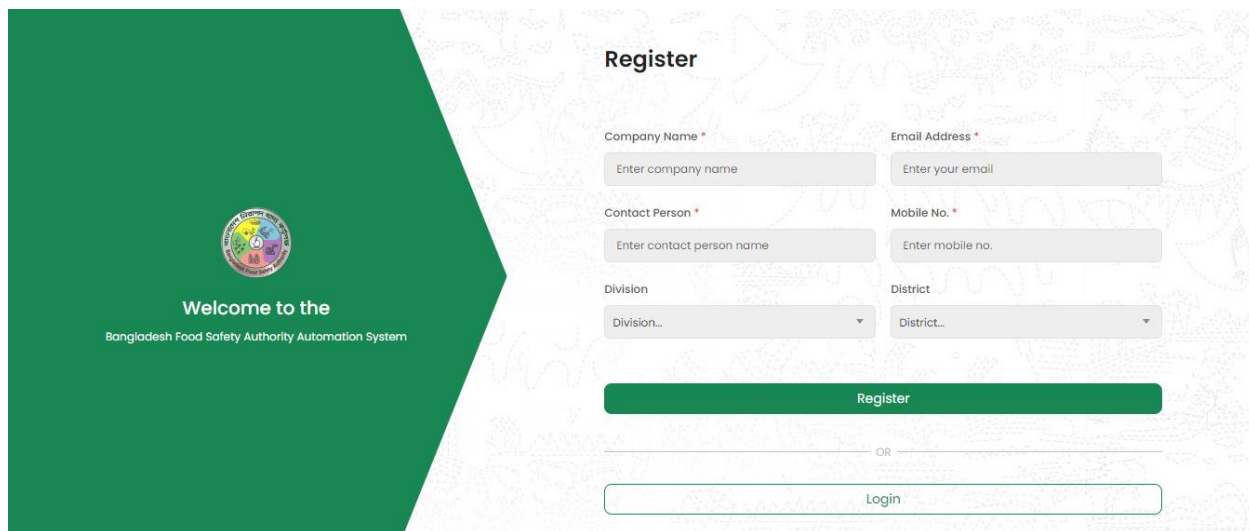
# Customer Features

## A. User Registration and Login

To access the system, all users must register and create an account. The registration process differs for customers and administrative officers. Secure and encrypted data transmission is ensured during the login and registration processes.

### 1. Creating an Account

Customers provide personal information and an email address during registration. Admin officers, admin RCA, admin CCA, and inspection officers provide official details and an email address.



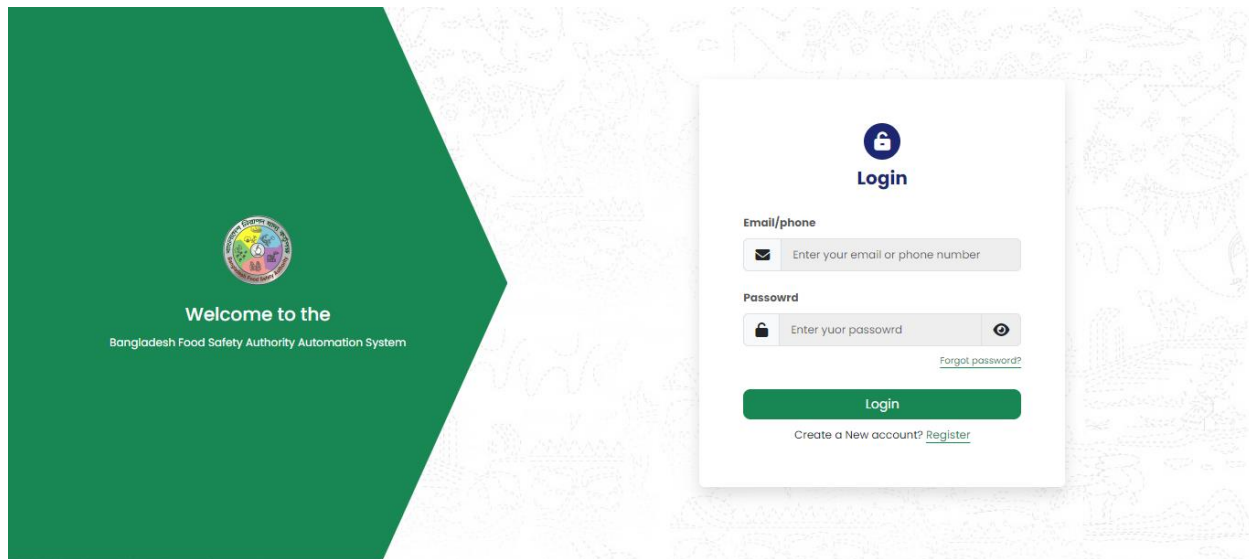
The screenshot displays the user interface for the Bangladesh Food Safety Authority Automation System. On the left, a green banner features the BSA logo and the text "Welcome to the Bangladesh Food Safety Authority Automation System". On the right, the "Register" form is visible, containing the following fields:

- Company Name \***: Text input field with placeholder "Enter company name".
- Email Address \***: Text input field with placeholder "Enter your email".
- Contact Person \***: Text input field with placeholder "Enter contact person name".
- Mobile No. \***: Text input field with placeholder "Enter mobile no.". A small "1234" is visible to the right of this field.
- Division**: Dropdown menu with placeholder "Division..." and a downward arrow.
- District**: Dropdown menu with placeholder "District..." and a downward arrow.

Below the registration fields is a green "Register" button. Underneath this is a horizontal line with the text "OR" in the center. Below the line is a "Login" button.

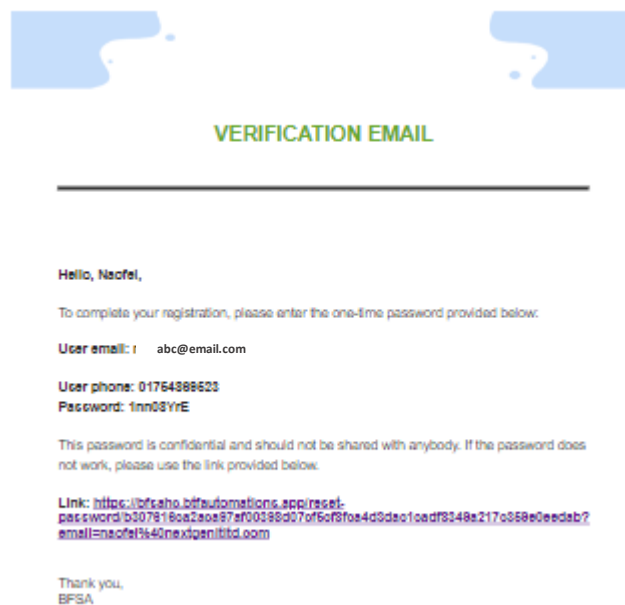
### 2. Logging In

Users must enter their registered email address and password to log in to the system.



### 3. Password Requirements

During registration, all users will be provided a password that meets the system's password policy through registered E-mail address.



## 4. User Verification

The system employs User verification protocols to secure user authenticity after registration login by forcing user (Customer) to Complete profile within 7 days or the profile will be deleted. During this process, Customer must upload all documents and input information in the required (\*) fields and customer will not get access to any features of the system.

The screenshot displays the 'Complete Your Profile' form within the Bangladesh Food Safety Authority's user interface. The form is a white modal box centered on a dark blue dashboard background. The dashboard includes a sidebar with 'Dashboard', 'Applications', and 'My Certificates' options, and a top header with the authority's logo and a user greeting 'Hello, Naafel Customer'. The form itself is titled 'Complete Your Profile' and contains several input fields and file upload sections. The fields are organized into two columns: the left column contains text inputs for 'Company Name', 'NID NO.', 'ERC NO.', 'BIN NO.', 'TIN NO.', and 'Trade Licence NO.', each with a placeholder 'Enter [field name]'. The right column contains a dropdown for 'Nature of company', and date inputs for 'ERC Expiry Date', 'BIN Expiry Date', 'TIN Expiry Date', and 'Trade Licence Expiry Date', all with a 'mm/dd/yyyy' placeholder. Below these are four file upload sections, each with a 'Choose File' button and a 'No file chosen' status. The sections are for 'Upload NID', 'Upload ERC', 'Upload BIN', and 'Upload TIN'. At the bottom right of the form is a dark blue button labeled 'Complete Profile'. The background dashboard also shows a 'Certified' status with a '0' count and a search bar.

**Bangladesh Food Safety Authority**

Dashboard

MAIN

- Dashboard
- Applications
- My Certificates

**Complete Your Profile**

Company Name: Enter your company name

Nature of company: Select..

NID NO.: Enter nid no.

Upload NID: Choose File No file chosen

ERC NO.: Enter ERC no.

ERC Expiry Date: mm/dd/yyyy

Upload ERC: Choose File No file chosen

BIN NO.: Enter bin no.

BIN Expiry Date: mm/dd/yyyy

Upload BIN: Choose File No file chosen

TIN NO.: Enter tin no.

TIN Expiry Date: mm/dd/yyyy

Upload TIN: Choose File No file chosen

Trade Licence NO.: Enter trade no.


Trade Licence Expiry Date: mm/dd/yyyy

Upload Trade Licence: Choose File No file chosen

**Complete Profile**

## B. Dashboard

Customers have access to a personalized dashboard where they can perform various actions and access important information.

 Bangladesh Food Safety Authority

Dashboard


Applications


My Certificates


Invoice


Search

Abid Hasan Customer

 **10**  
Pending Application

 **11**  
Sample Collect Request

 **42**  
Rejected Application

 **65**  
Certificated

Application ID

Application Status

From mm/dd/yyyy

To mm/dd/yyyy

Search

Show 10 entries


Search:

Application ID	Application Date	Sample Collect	Completion Date	Application Status	Action
#AID012345	10/04/2023	10/04/2023 2 Days ago	12/04/2023	In progress	Invoice
#AID012345	10/04/2023	N/A	N/A	Rejected	Invoice Remarks



## 1. Making Applications

Customers can initiate new certification applications from their dashboard. The application process involves paying the certificate fee and attaching a declaration.

 Bangladesh Food Safety Authority

Dashboard

Applications

My Certificates

Invoice

Search

Abid Hasan  
Customer

All Applications

Application ID

Application Status

From mm/dd/yyyy

To mm/dd/yyyy

Search

New Application

Show 10 entries

Search:

Application ID	Application Date	Sample Collect	Completion Date	Application Status	Action
#AID012345	10/04/2023	10/04/2023 2 Days ago	12/04/2023	In progress	<a href="#">Invoice</a>
#AID012345	10/04/2023	N/A	N/A	Rejected	<a href="#">Invoice</a> <a href="#">Remarks</a>
#AID012345	10/04/2023	14/04/2023 1 Days ago	12/04/2023	Request sample collect	<a href="#">Invoice</a>
#AID012345	10/04/2023	N/A	N/A	Sample collected	<a href="#">Invoice</a> <a href="#">View</a>
#AID012345	10/04/2023	N/A	N/A	Resampling	<a href="#">Invoice</a> <a href="#">Apply</a>
#AID012345	10/04/2023	19/04/2023 3 Days ago	12/04/2023	Approved	<a href="#">Invoice</a> <a href="#">Download</a>

### 1 Exporter's information

ERC No. *	Exporter's Name *
<input type="text" value="919950202"/>	<input type="text" value="Riya Traders"/>
National ID	Company Name
<input type="text" value="252456788"/>	<input type="text" value="Riya Traders"/>
Exporter Address *	
<input type="text" value="Street address"/>	
Division *	District *
<input type="text" value="Chattogram (১৪৩৯৬)"/>	<input type="text" value="Chandpur (১৭৭৫)"/>
Invoice No. *	Invoice Date *
<input type="text" value="Invoice No."/>	<input type="text" value="mm/dd/yyyy"/>
Contract/IC No. *	Contract/IC No. Date *
<input type="text" value="Contract/IC No."/>	<input type="text" value="mm/dd/yyyy"/>

### 2 Manufacturer's Information

Manufacturers Name *
<input type="text" value="Manufacturers Name"/>
Manufacturers Address *
<input type="text" value="Manufacturers Address"/>
Manufacturers Country *
<input type="text" value="Select country..."/>

### 3 Buyer's Information

Buyer's Name *
<input type="text" value="Buyer's Name"/>
Buyer's Address *
<input type="text" value="Buyer's Address"/>
Buyer's Email
<input type="text" value="Buyer's Email"/>

### 4 Product Information

Product Name	Manufacturing Date
<input type="text" value="Product Name"/>	<input type="text" value="mm/dd/yyyy"/>
Product Expired Date	Probable Date of Loading *
<input type="text" value="mm/dd/yyyy"/>	<input type="text" value="mm/dd/yyyy"/>
Port of Loading *	Port of Discharge *
<input type="text" value="Port of Loading"/>	<input type="text" value="Port of Discharge"/>
Address of consignment *	Country of Consignment
<input type="text" value="Store Address"/>	<input type="text" value="Country of Consignment"/>

### 5 Shipping information

Shipping Mark *	No. of Packing *
<input type="text" value="Shipping Mark"/>	<input type="text" value="No. of Packing"/>
Kind of Packing *	HS Code *
<input type="text" value="Kind of Packing"/>	<input type="text" value="HS Code"/>
Type of Goods *	
<input type="text" value="Type of Goods"/>	
Mode of transportation *	
<input type="text" value="Select type"/>	
Description of Goods *	
<input type="text" value="Description of Goods"/>	
Temperature During Storage and Transport *	
<input type="text" value="Enter Temperature"/>	
Net and Gross or Others Quantity *	
<input type="text" value="Enter net weight"/>	<input type="text" value="Enter weight"/>
Quantity *	FOB/CFR Value *
<input type="text" value="Quantity"/>	<input type="text" value="FOB/CFR Value"/>

### 6 Upload Document

Document Name	File
NTD	<a href="#">ntd_1688455808.pdf</a>
Tin	<a href="#">tin_1688455808.pdf</a>
Bin	<a href="#">bin_1688455808.pdf</a>
Trade License	<a href="#">trade_license_1688455808.pdf</a>
ERC	<a href="#">erc_1688455808.pdf</a>

#### Click to upload more document

Proforma Invoice	
<input type="text" value="Choose File"/>	No file chosen
Packing List	
<input type="text" value="Choose File"/>	No file chosen
Test Parameters	
<input type="text" value="Choose File"/>	No file chosen
Declaration	
<input type="text" value="Choose File"/>	No file chosen
Others	
<input type="text" value="Choose File"/>	No file chosen

Preview application

### 7 Make payment

Pay With:

# Payment

## 1. Online Payment

Customers can make payments online through the designated Online payment gateway service provider.

7 Make payment

Pay With: 

Bank

Online Payment

Application Fee	:	5000 BDT
Vat(15%)	:	750 BDT
Tax(10%)	:	500 BDT
Total	:	6250 BDT

BDT 6250 Pay Now

## 2. Providing Bank Payment Information

Customers can also provide physical payment information if they choose to pay through other means.

Bank receipts and chalan copies can be uploaded, and chalan numbers should be entered.

## 7 Make payment

Pay With:

Bank

Online Payment

Bank Name

Bank Name

Branch Name

Branch Name

Upload Bank Slip

Upload document

Date

mm/dd/yyyy

☐ Is it E-challan?

Certificate VAT Challan No.

VAT challan no

BFSA VAT Challan No.

VAT challan no

Upload Certificate VAT Challan

Upload document

Upload BFSA VAT Challan

Upload document

Pay and Download Application Form

## 3. Applying for Certificate Reissue

Customers can request the reissue of a certificate, which will be forwarded to the Scientific Officer. Only a reissue fee is required for this process.



Hello, Riya Traders  
Customer



### Certificate Manage

Show 10 entries

Search:

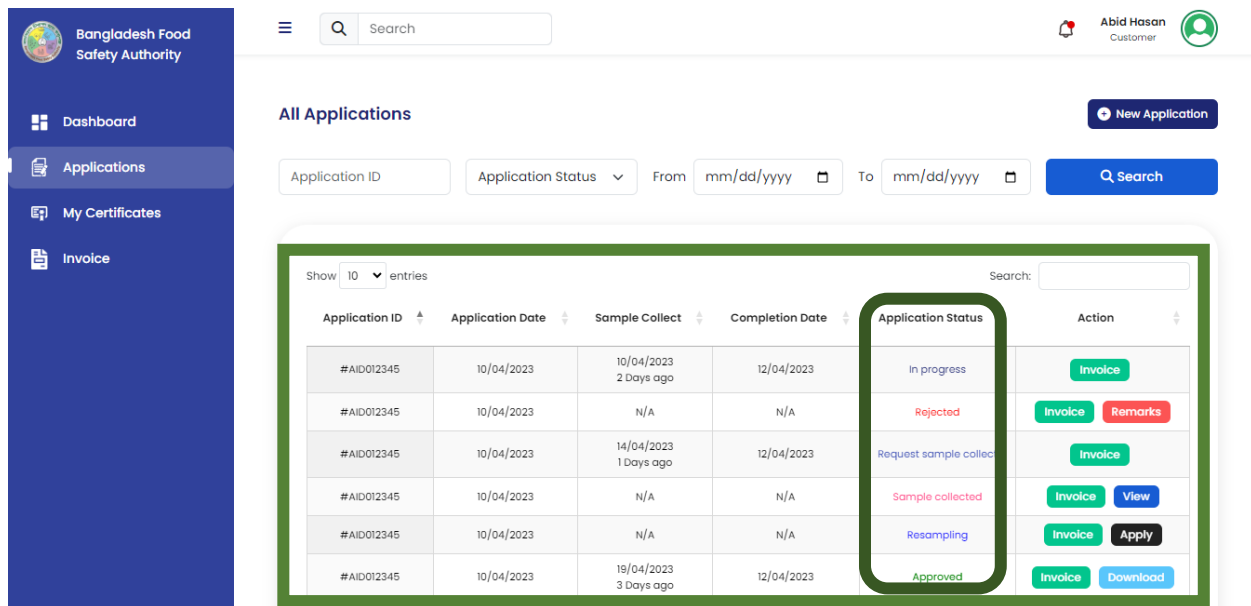
#SL	Application ID	Application Date	Sample Collect	Completion Date	Status	Actions
1	2023070477692238	Jul 04, 2023	2023-07-04	2023-07-04	Re-issued	<a href="#">View</a> <a href="#">Re-Issue</a>

Showing 1 to 1 of 1 entries

Previous 1 Next

## 4. Checking Application Status

Customers can view the status of their applications on the dashboard and receive notifications through email and text messages.



**Bangladesh Food Safety Authority**

Dashboard

Applications

My Certificates

Invoice

**All Applications**

New Application

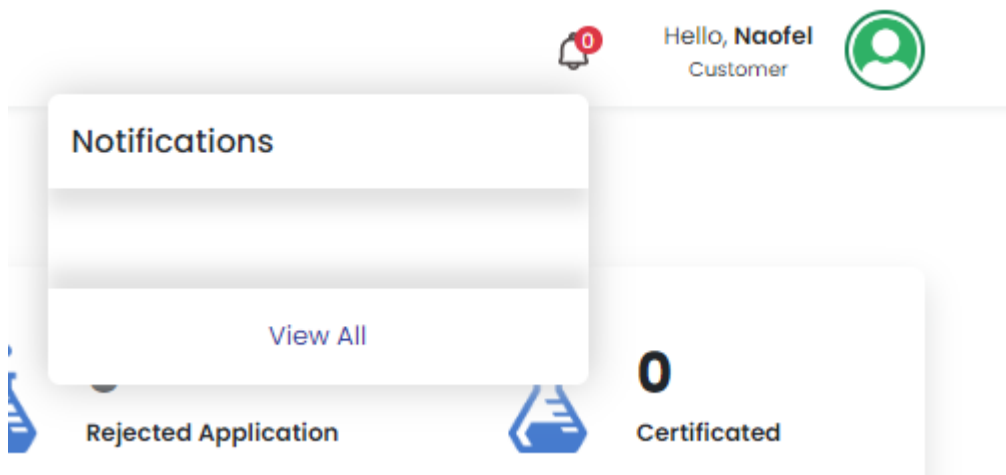
Application ID Application Status From mm/dd/yyyy To mm/dd/yyyy Search

Show 10 entries

Application ID	Application Date	Sample Collect	Completion Date	Application Status	Action
#AID012345	10/04/2023	10/04/2023 2 Days ago	12/04/2023	In progress	Invoice
#AID012345	10/04/2023	N/A	N/A	Rejected	Invoice Remarks
#AID012345	10/04/2023	14/04/2023 1 Days ago	12/04/2023	Request sample collect	Invoice
#AID012345	10/04/2023	N/A	N/A	Sample collected	Invoice View
#AID012345	10/04/2023	N/A	N/A	Resampling	Invoice Apply
#AID012345	10/04/2023	19/04/2023 3 Days ago	12/04/2023	Approved	Invoice Download

## 5. Notification System

Customers are notified of any updates or changes in their application status via email and text messages



**Notifications**

View All

**Rejected Application**

**0**


**Certificated**

## 6. Viewing Remarks

Customers can see any remarks provided by the BFSA officials regarding their applications.


7. Sample Collection

The customer can view the status as soon as the FSO gathers the sample and send, and creates a letter for submission to a laboratory.




1

Pending Application




1

Sample Collect Request



0

Rejected Application



1

Certificate


Show 10 entries


Search:

SL	Application ID	Company Name	Application Date	Sample Collect	Completion Date	Application Status
1	2024041679204923	Brennan Potts Co	16/04/2024	N/A	N/A	<div>Sample Receive Request</div> <div>At Lab</div>

8. Test Report


The customer's dashboard allows them to view the uploaded lab reports after testing the sample.





4

Hello, Customer

Customer

New Application


Show 10 entries

Search:

SL	Application ID	Application Date	Sample Collect	Completion Date	Lab Report	Application Status	Action
1	2024041651366562	16-04-2024	16-04-2024	N/A	<div>view</div>	<div>Sample Collected</div>	<div>Payment Receipt</div>

Showing 1 to 1 of 1 entries

Previous 1 Next



Bangladesh Food  
Safety Authority

DASHBOARD

Dashboard

MAIN

Applications

Draft

My Certificates

Hello, Customer

Customer

New Application

Lab Report


Lab Name	Report
lab2	<a href="#">LABDOC_17132668921461.png</a>
Demo Lab	<a href="#">LABDOC_17132669243141.docx</a>

Showing 1 to 2 of 2 entries

Previous1Next

## C. Certificate Download


Customers can download their certificates from the portal. The certificates will include a QR code, which can be scanned by anyone. However, accessing the certificate will require an OTP sent to the customer's registered mobile number.



Government of the People's Republic of Bangladesh

Bangladesh Food Safety Authority

BSL Office Complex, Bhaban 2, (Level 4,5,6),119, Kazi Nazrul Islam Avenue, Dhaka 1000



Health Certificate

Ref no: BFSABC202400000001

Issue date: 16/04/2024

01.	Name, Address, Email & National ID of the Exporter	:	<b>Brennan Potts Co</b> ADDRESS: Delectus qui offici customer@app.com 0000111145
02.	Name & Address of the Importer	:	<b>Reagan Wilcox</b> ADDRESS: Consectetur esse Nam , Moldova
03.	Product Name	:	Kevyn Oneill
04.	Importing Country	:	Mozambique
06.	Port of Loading	:	Et sint eum nisi to
07.	Port of discharge	:	At recusandae Magna
08.	Mode of transport	:	By Road
09.	Reference No. of the test report	:	<b>789456Lab2 ; 789456Lab</b>
10.	Test report issue by	:	lab2 ; Demo Lab
11.	Details identifying the products	:	
	A. Goods produces in (Country)	:	Tanzania
	B. Type of Goods	:	Vegetable
	C. Description	:	<b>Dolorum eum tenetur</b>
	D. Quantity	:	123
	E. Type & Number of packs	:	Consectetur qui nis, Aperiam ad quae in v
	F. Net & Gross weight or other quantity	:	<b>NET WEIGHT:</b> Quia sint anim exce <b>WEIGHT:</b> Eos aspernatur disti
	G. Temperature required during storage and transport	:	<b>Odit eligendi volupt</b>
	H. Manufacturing date	:	05-12-2007
	I. Expiry date	:	14-Oct-1988
	J. Invoice no/Batch no/Lot no & date	:	<b>INVOICE NO:</b> Maxime duis velit eu <b>DATE:</b> 17-12-2008
	K. Invoice Value FOB/CNF	:	\$ 40000
	L. LC/Contract details	:	<b>SALES CONTRACT NO:</b> Molestiae in sint n <b>DATED:</b> 02-04-2024
12.	It is hereby certified that the product describe above has been processed as per the Buyer's requirement/specification of the importing country/national standards. It was stored and transported under hygienic conditions. The product of the export consignment is fit for human consumption.		

Place of issue: DHAKA, BANGLADESH

Date of issue: 16-04-2024 17:33 PM

Verification Link: <https://bfsahc.nextgenittd.com/online-verification>


Signature of authorized officer: 

Name: Sourav Kumar Singha

Designation: Scientific Officer, Certification Section

Seal: 

This certificate has been issued on the request of the above mentioned exporter



Print

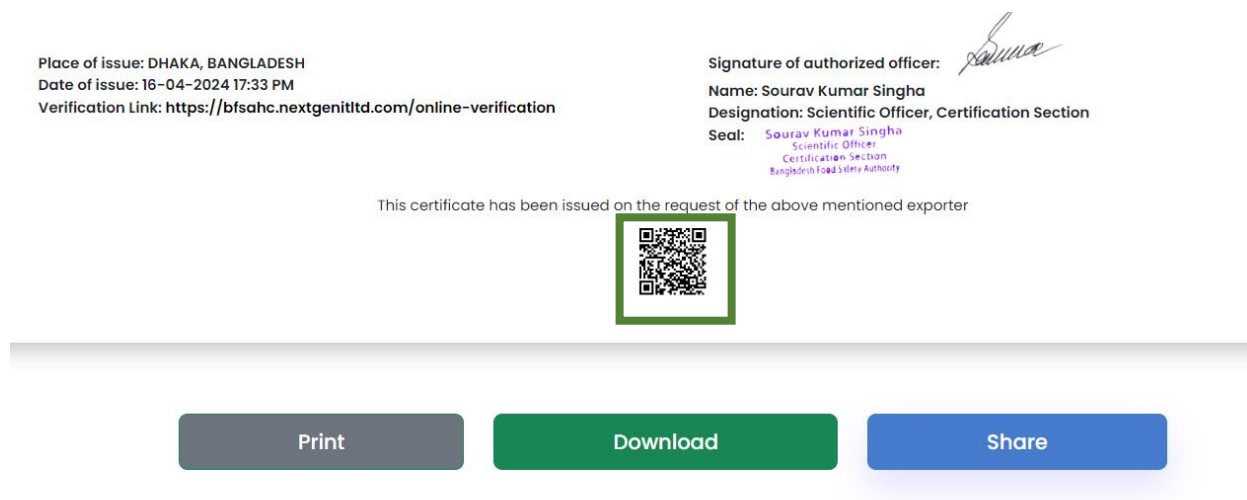
Download

Share



## 1. QR Code Access

The QR code on the certificate allows anyone to view the certificate without requiring login credentials.



## D. Document Management

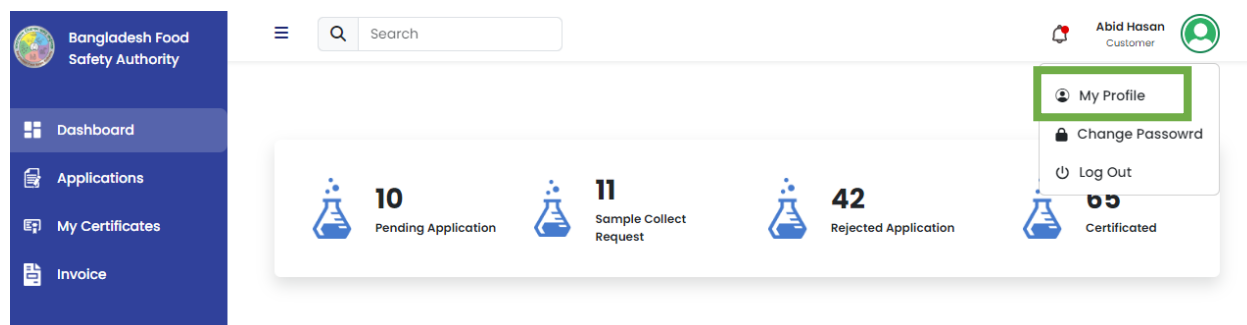
Customers can upload frequently required documents and store them in their portal. They also have the option to reupload any document if necessary.


### 1. Uploading Documents

Customers can upload documents that are frequently needed in the [User verification](#) part after registration.

### 2. Reuploading Documents

If necessary, customers can reupload documents to update or replace existing ones.





My Profile

Naofel

User Type: Customer

Company name

Naofel Enterprise

Nature of Company

Private Limited Company

Contact Number

01754869523

Email

naofel@nextgenittd.com

Division

Dhaka(ঢাকা)



District

Dhaka(ঢাকা)

NID Number

1234567896

NID Card

  nid\_1688533288.pdf



ERC Number

1452369875

ERC Expiry Date

05/24/2024

ERC File

  erc\_1688533288.pdf



Trade License Number

0144563897

Trade License Expiry Date

05/02/2024

Trade Certificate

  trade\_license\_1688533288.pdf



TIN Number

142563987414

TIN Expiry Date

06/26/2024

Upload TIN Certificate

  tin\_1688533288.pdf



BIN Number

1234567896642

BIN Expiry Date

10/05/2024

Upload BIN Certificate

  bin\_1688533288.pdf