RESOLUTION

«ELECTRONIC QUEUE» SYSTEM

Overview of Operation

In accordance with the Resolution of the Cabinet of Ministers of the Kyrgyz Republic dated July 8, 2025 No. 401, for the purpose of developing foreign trade, as well as simplifying and automating customs processes, the procedure for reserving the date and time of crossing the state border through the electronic queue system has been approved.



System Operator: OJSC «State Customs Infrastructure»

July 8, 2025 No. 401

Main Page

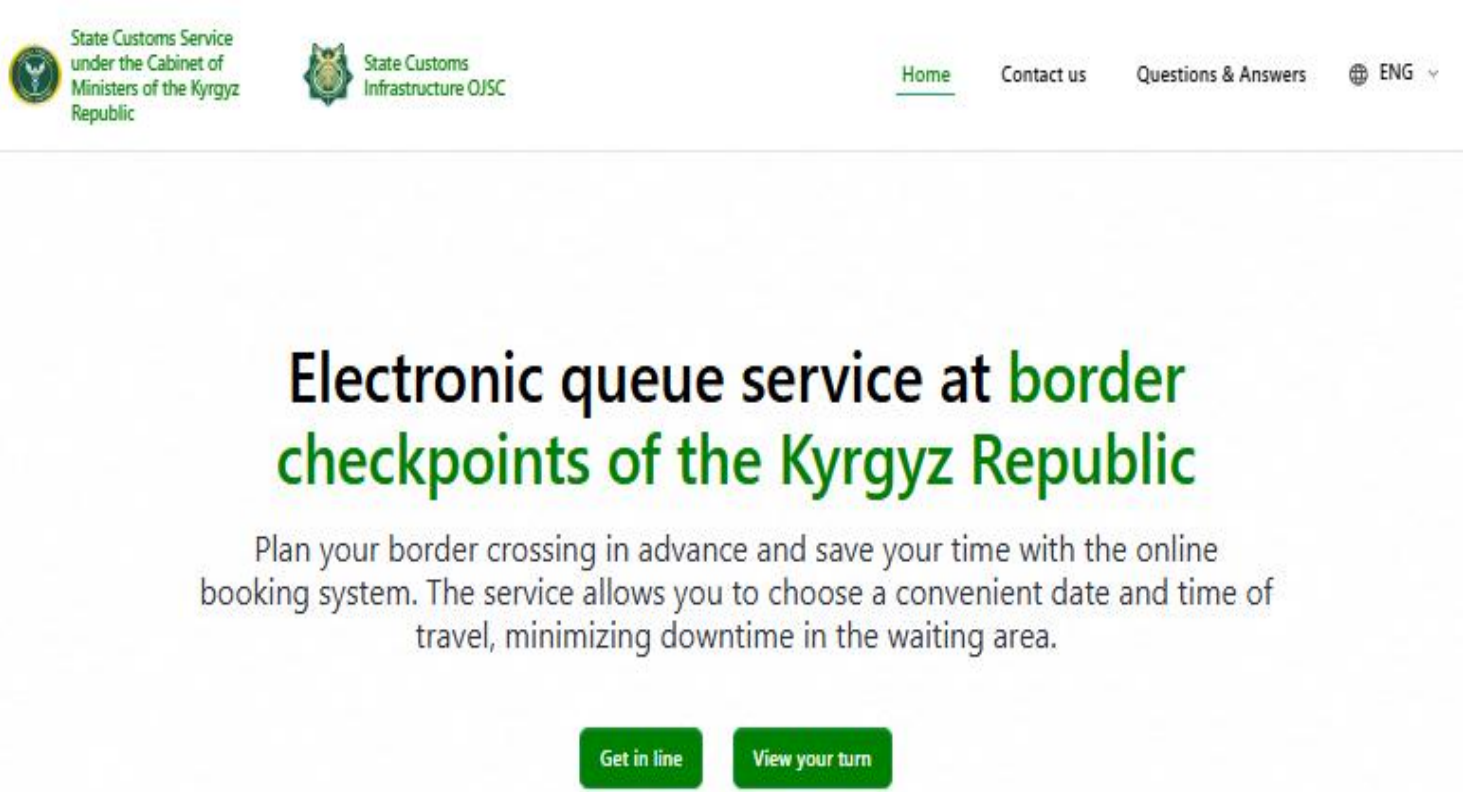
«Electronic Queue» Main Page

Purpose:

quick access to the main system functions,
entering the queue,
viewing applications

Menu

«Contact Us» – contact information,
«Questions and Answers» – help section,
Language selection (KYR/RUS/ENG/UZB) – switching the interface language,
«Join the Queue» – redirects to creating a new application, used for vehicle registration in the system,
«View Your Queue» – redirects to viewing previously created applications and allows tracking their status.



Electronic Queue Registration Process

How It Works

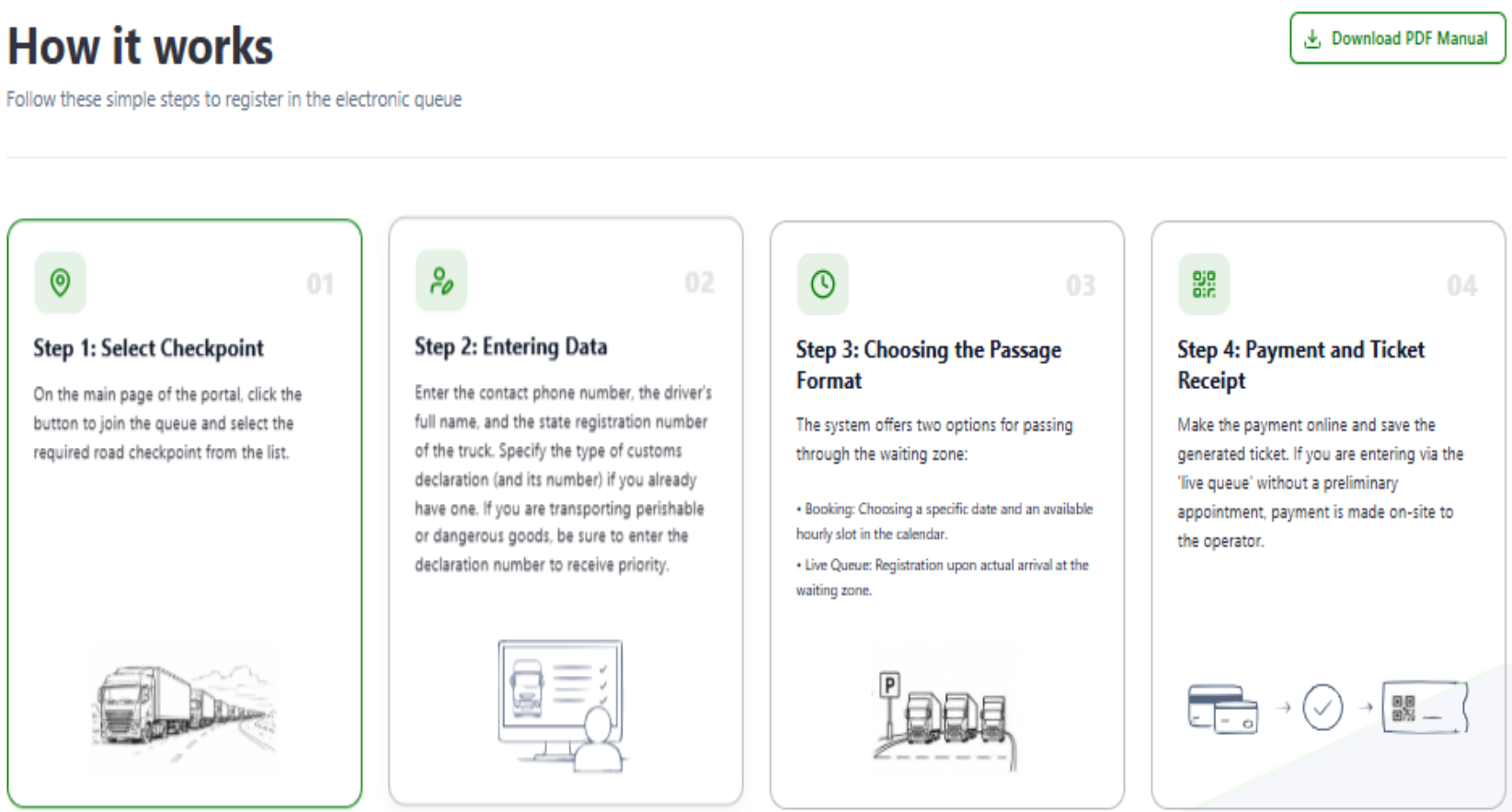
Step-by-step instructions for registering in the queue

Main Steps:

Checkpoint selection – choosing the border crossing point,
Data entry – driver, vehicle, contacts.
Travel format – booking (date/time), live queue.
Payment – online or on-site .

Additionally:

the ability to download the user guide (PDF).



Step 1. Selecting a Checkpoint

Queue Booking

Checkpoint Selection

At this stage, it is necessary to select the international checkpoint through which the border crossing is planned.

User actions:

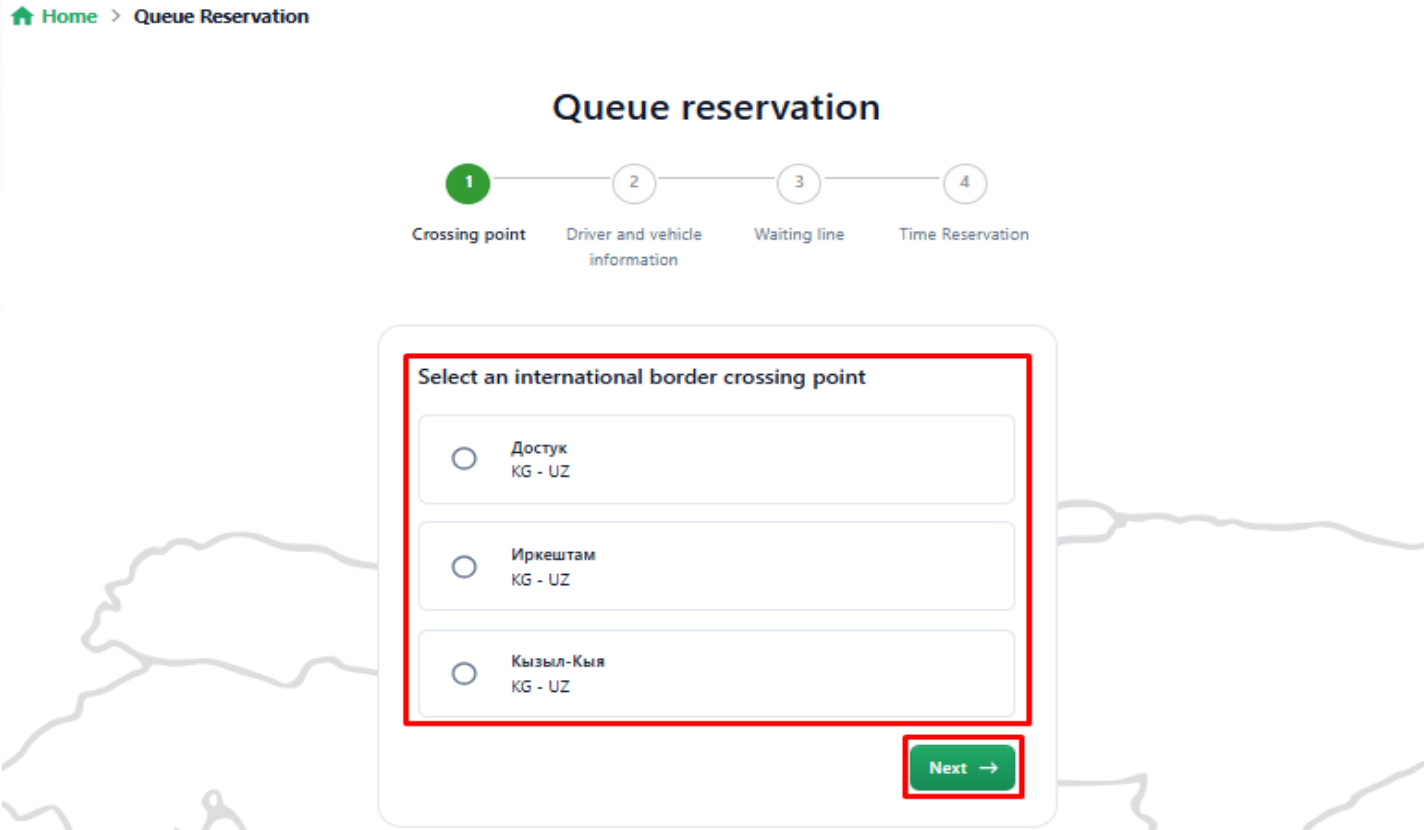
Review the list of available checkpoints,

Select the required checkpoint:

Dostuk / Irkeshtam / Kyzyl-Kiya

Click «Next» to proceed to the next step.





Step 2. Entering Driver and Vehicle Data

Queue Booking

Entering Driver and Vehicle Information

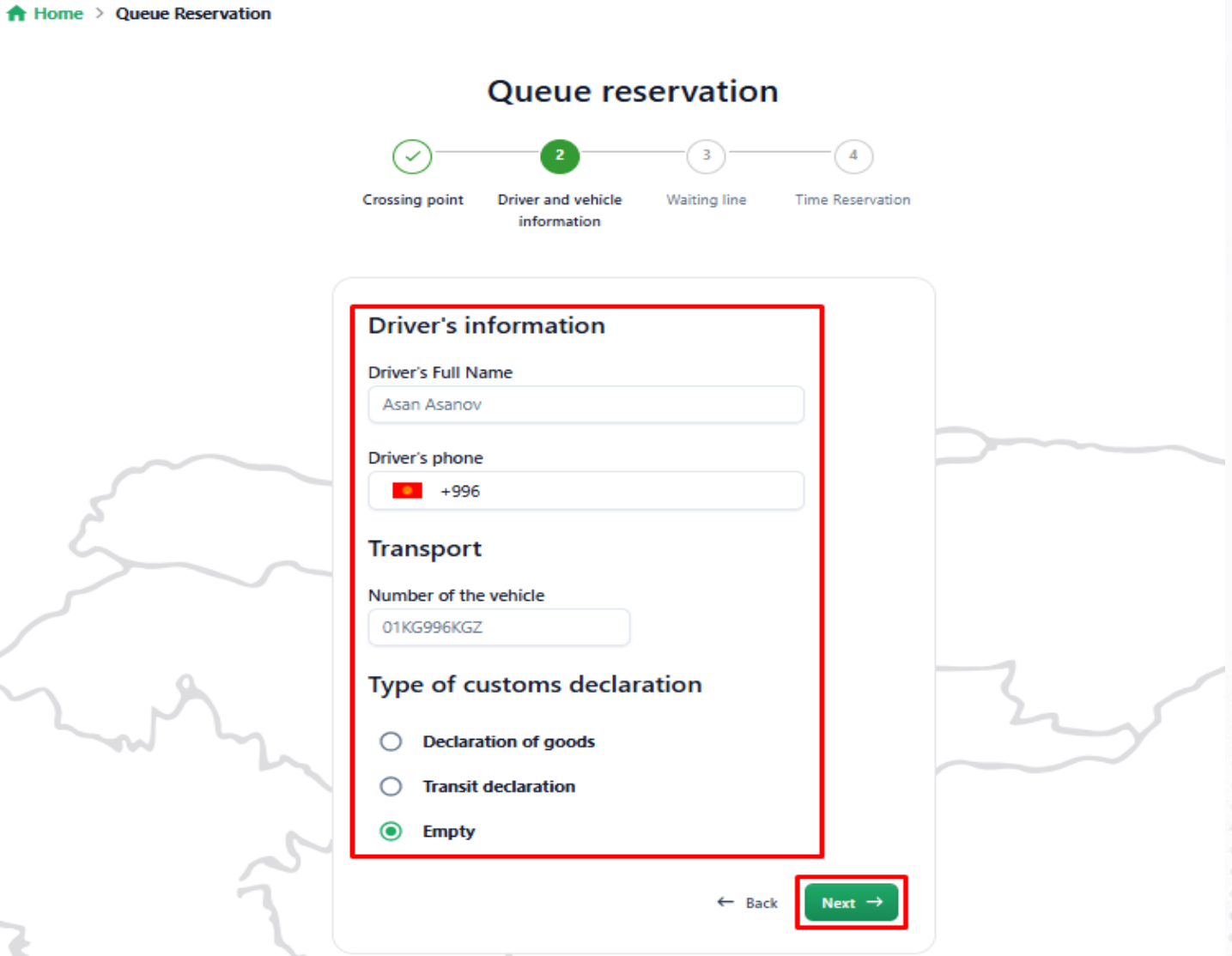
User actions:

Enter the driver's full name,
Enter the phone number,
Enter the vehicle license plate number.

Select the declaration type:

Goods/transit/empty
Click «Next»
The data will be saved and the system will proceed to the next step.





Step 3. Choosing the Queue Type

Queue Booking

Selecting Queue Format

User actions:

review available options

Live queue – on-site registration.

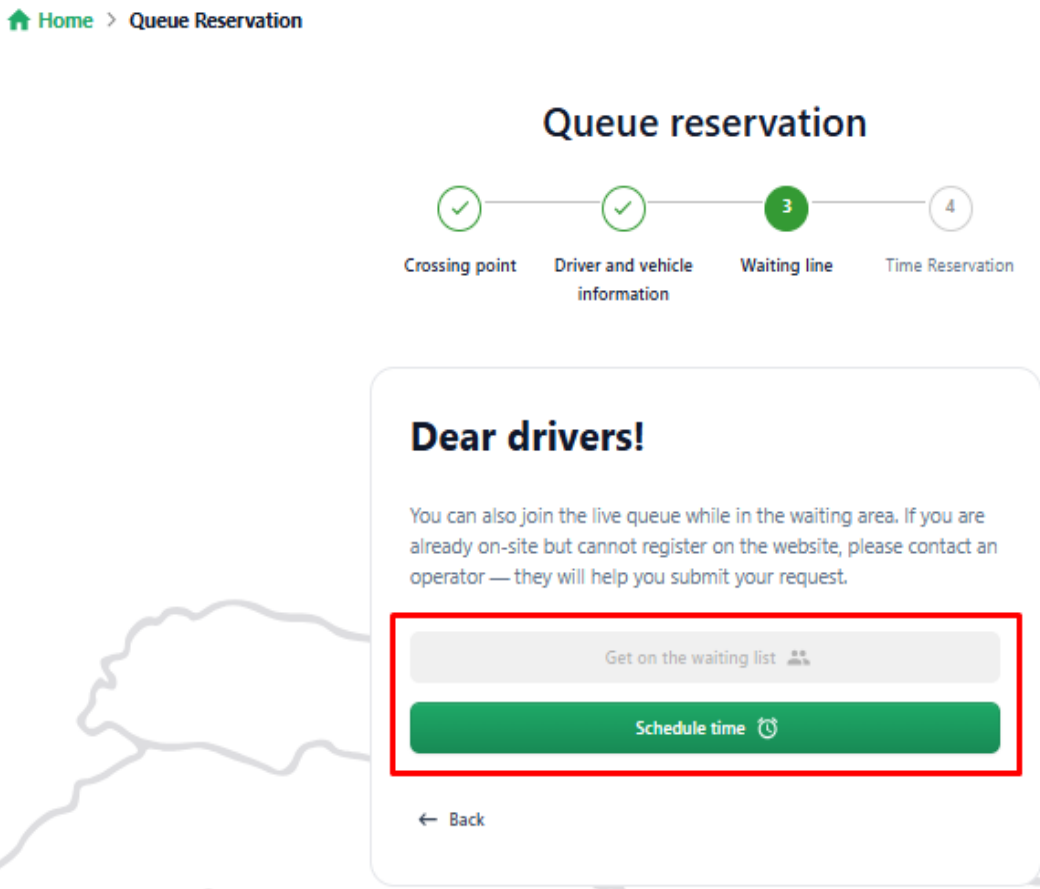
If the user is in the waiting area, the system determines the location and allows joining the live queue.

Time booking – selecting date and time

Select the required format.

Click «Schedule Time» or proceed to the live queue.

The system will proceed to the next stage.



Step 4. Time Booking

Queue Booking

Selecting Date and Time for Queue Passage

User actions:

Select a date,

Review available time slots:

green – available,

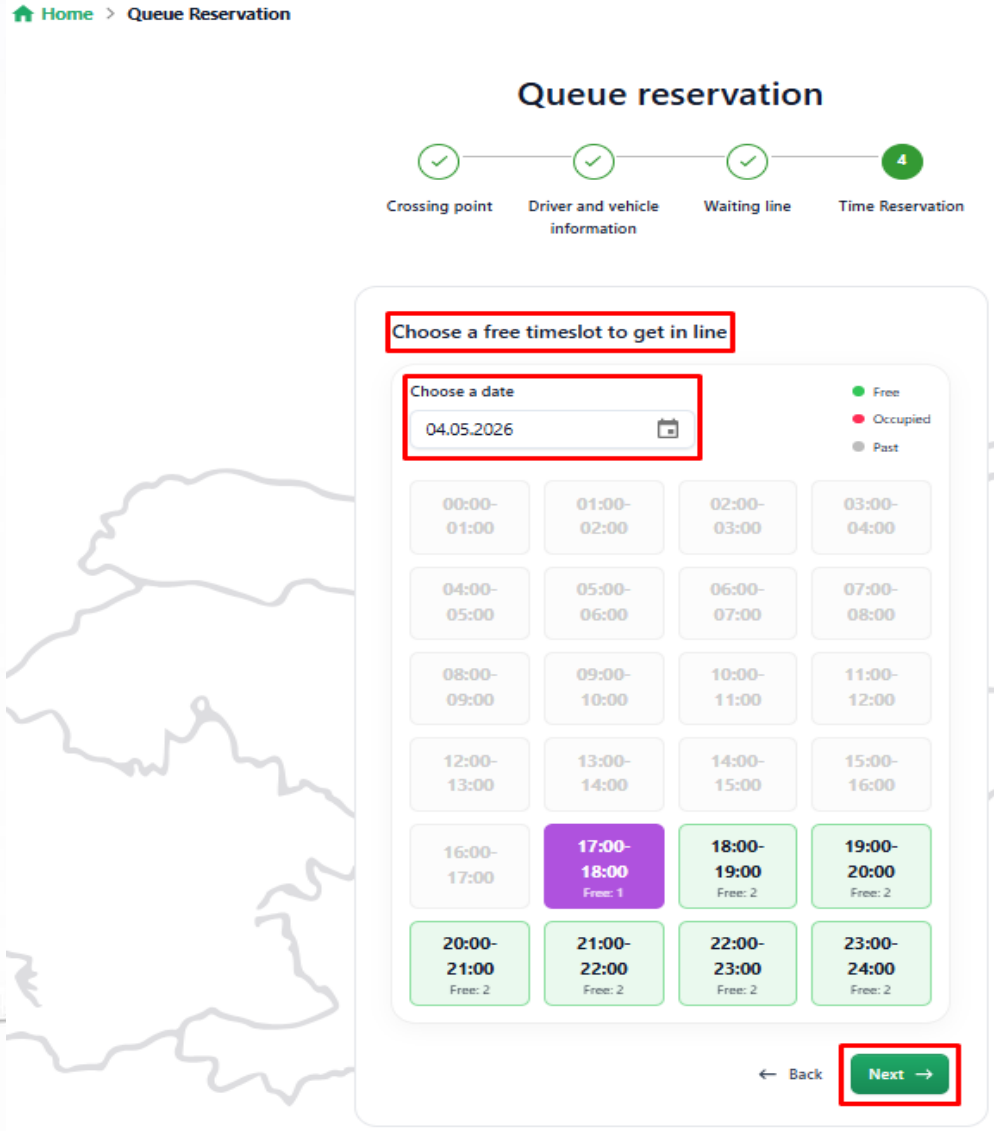
red – occupied.

Select a convenient time.

Click «Next».

The system records the selected time and completes the booking process.





Booking Information

Viewing Information About the Created Application

Displayed:

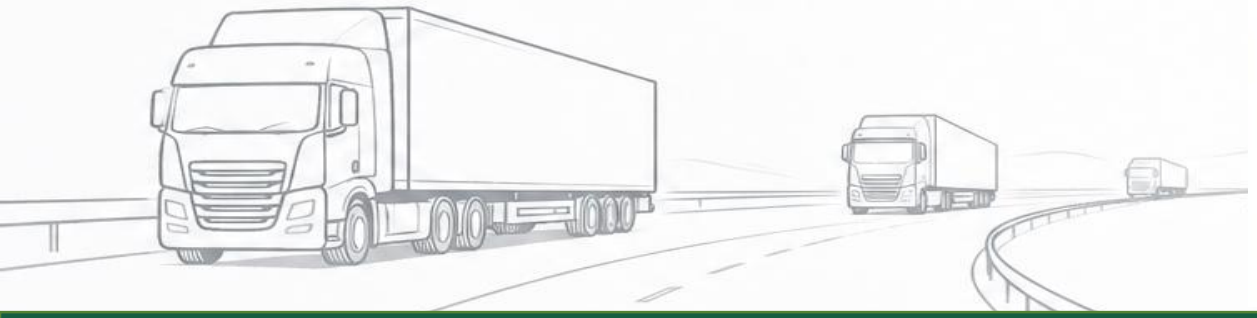
ticket number,
driver and vehicle data,
Checkpoint,
date and time,
status (paid / unpaid)

User actions:

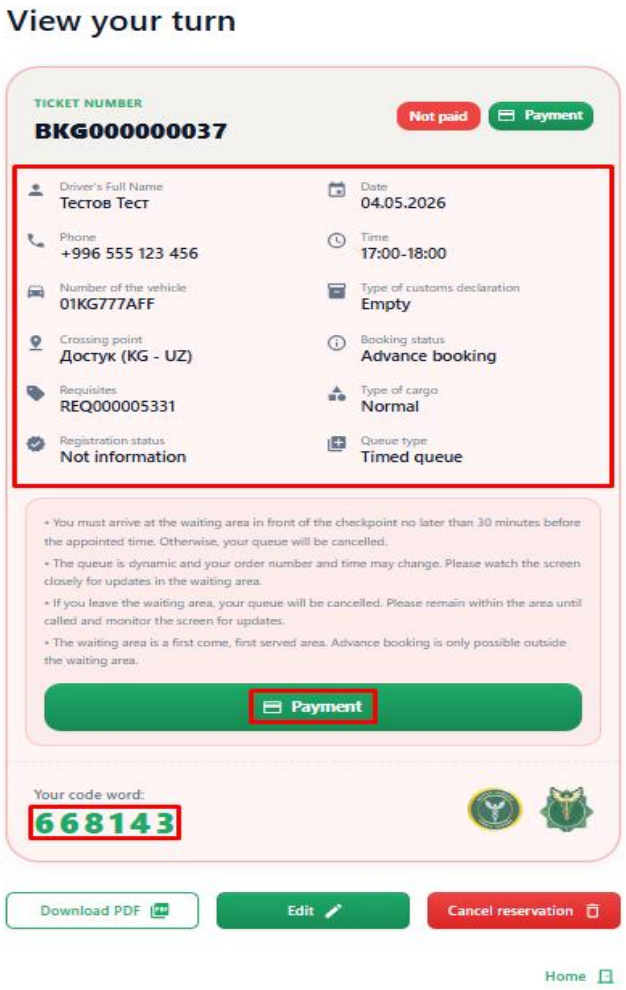
Payment – proceed to payment.
Download PDF – export ticket.
Edit – correct data.
Cancel – cancel booking.

Additionally:

1. code word for identification,
2. notifications and rules.







Payment

Payment of Created Application

Displayed:

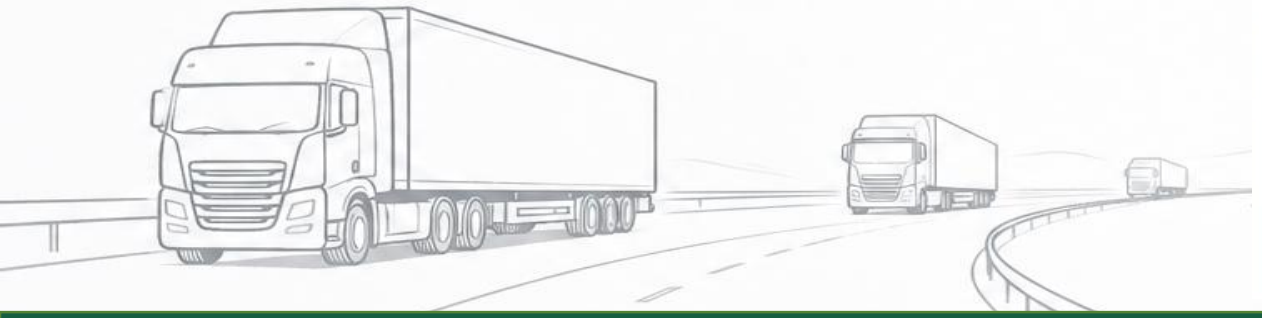
Ticket number,
QR code for payment,
QR code validity timer,
Status: unpaid.

User actions:

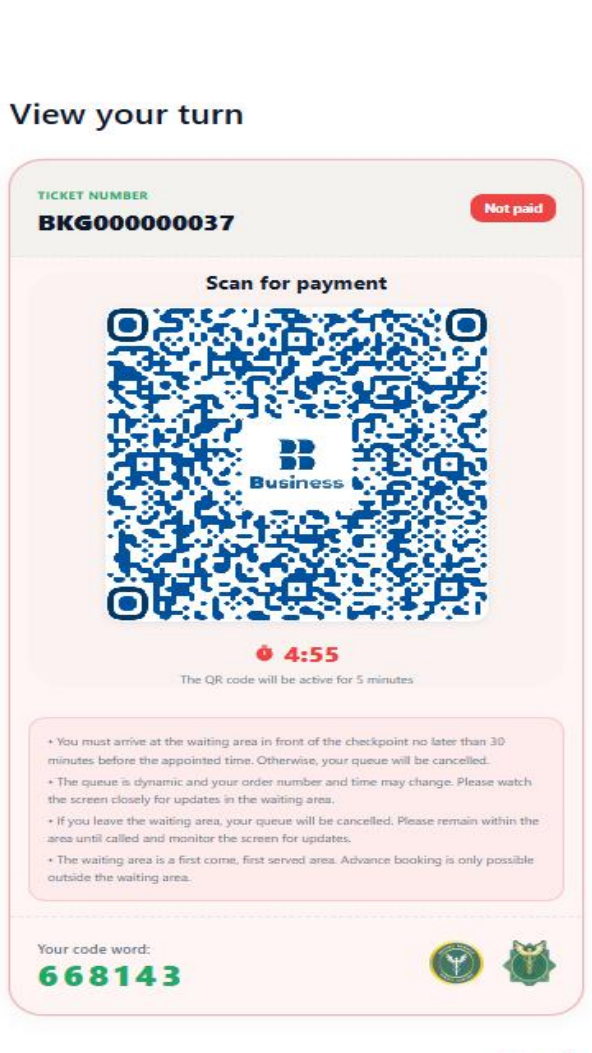
Scan the QR code via banking application,
Confirm payment,
Wait for status update.

Important information:

The QR code is valid for a limited time
If expired, it must be refreshed.







Payment Confirmation and Ticket Receipt

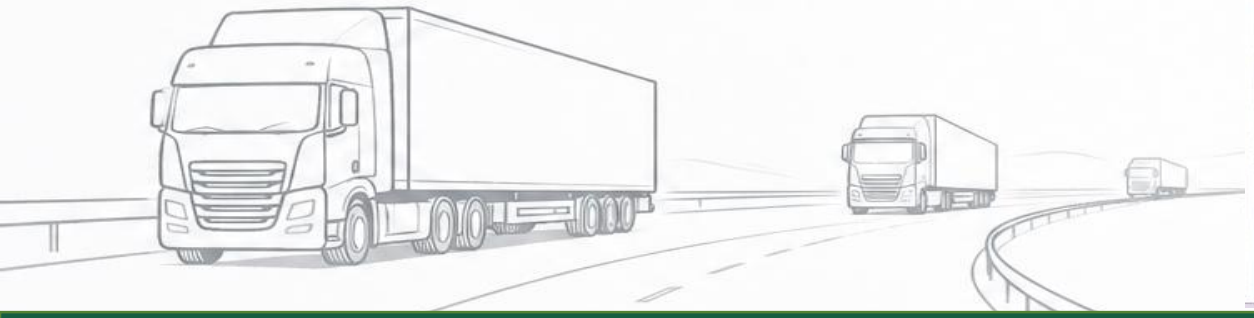
Confirmation of Successful Payment and Ticket Receipt Displayed:

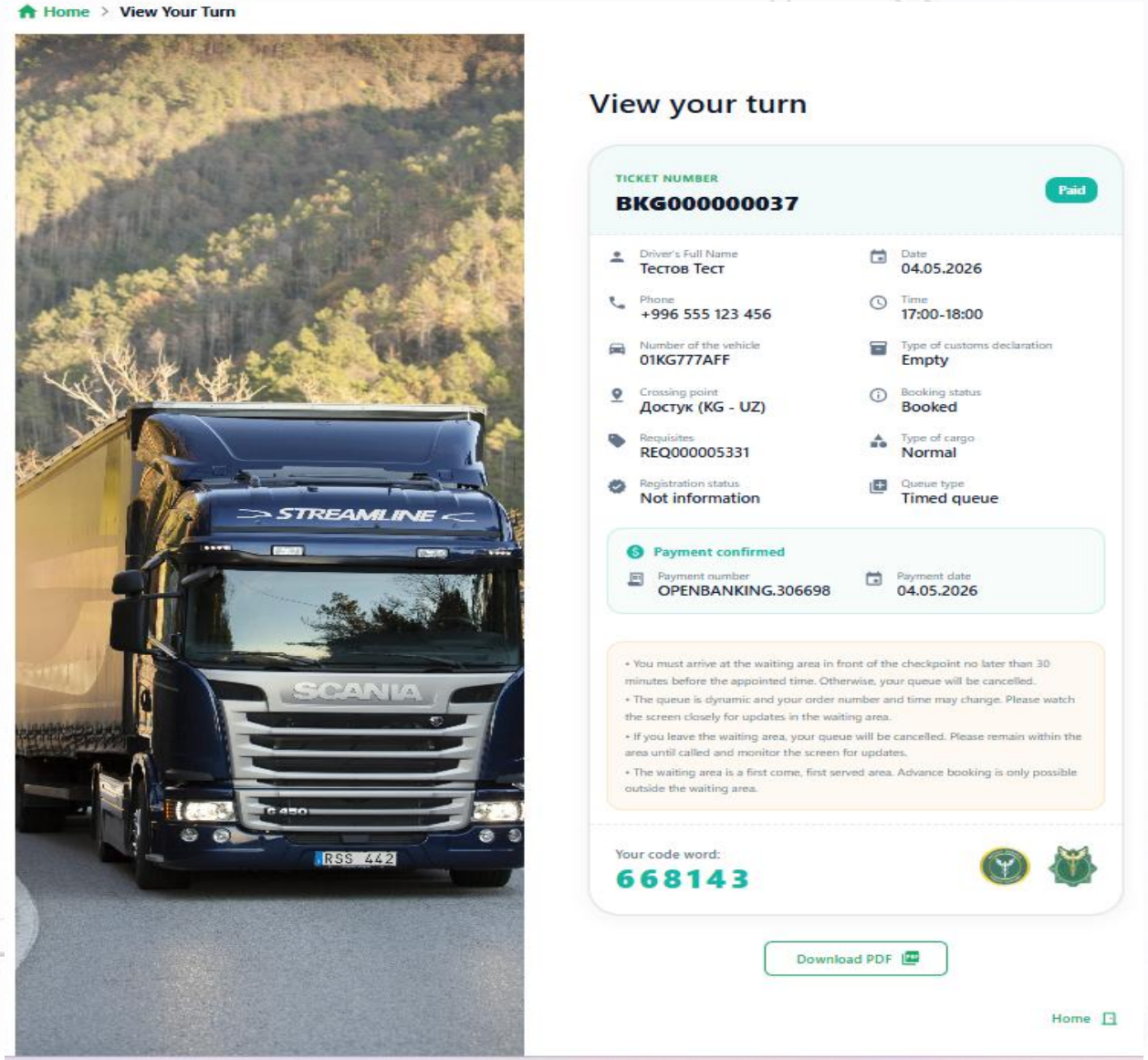
status: paid,
ticket number,
driver and vehicle data,
date and time,
payment information,
code word.

User actions:

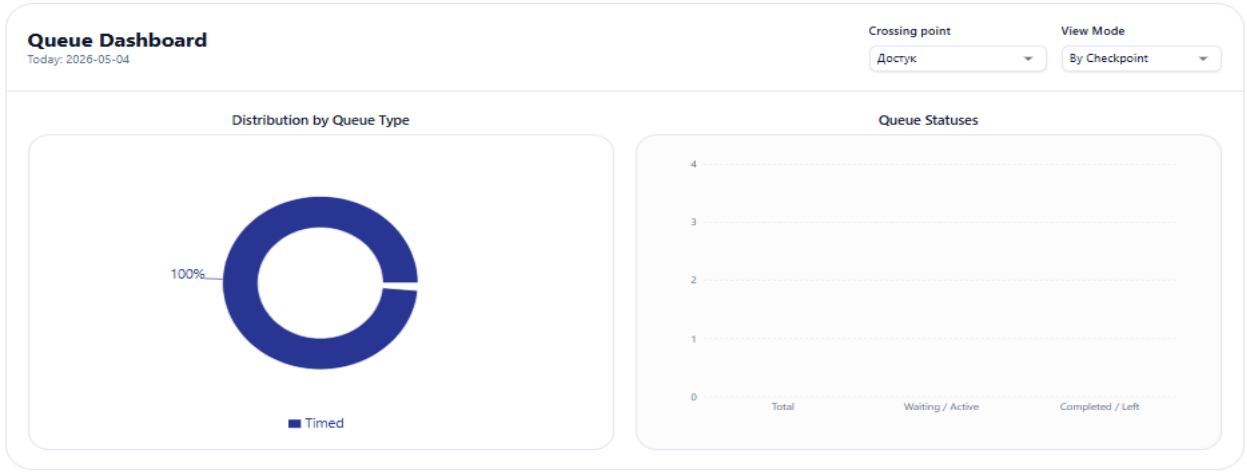
Ensure the status has changed to «Paid».
Click «Download PDF».
Save the ticket.

The confirmed ticket is available for presentation at the checkpoint.





Queue Analytics



Analysis of Current Load and Queue Status

Displayed distribution by types:

Booking,

Live queue.

Live queue statuses:

Total,

Waiting / active / completed / exited,

Filters:

Checkpoint,

View mode.

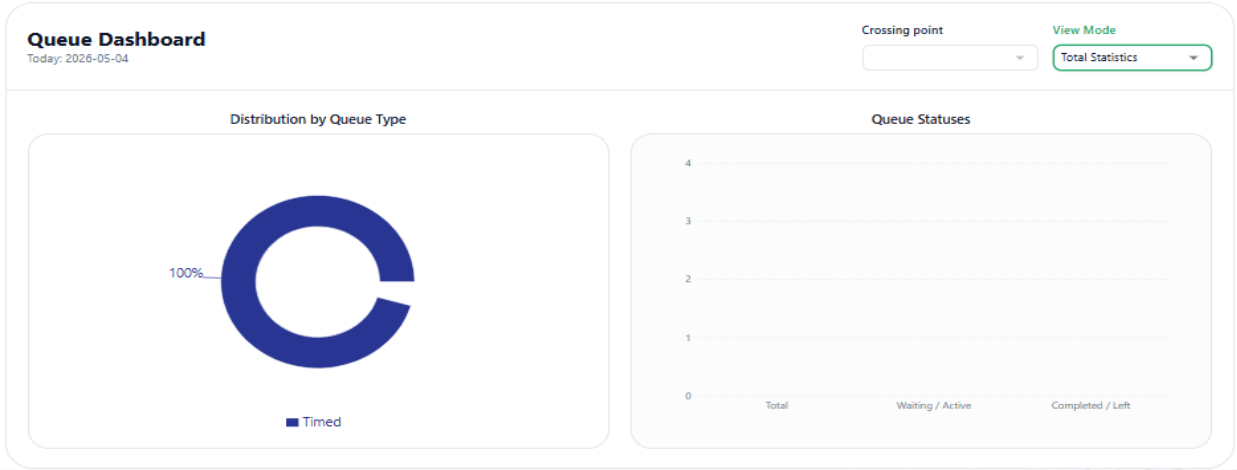
User actions:

Select checkpoint,

Configure view mode,

Analyze data.

This section allows real-time assessment of checkpoint load and supports managerial decision-making.



User Support

Monitoring center
24/7

Available on the website:
contacts (phone, e-mail),
organization address,
social networks: Instagram / Facebook,
official website «Questions and Answers» section.
The user can get answers to frequently asked questions, contact the Monitoring Center, and navigate to social networks or the official website of OJSC “SCI”.

Interaction channels with users are implemented, including reference information and feedback

