

## 7 | Obtain second release order

### Contact details



Figure 2: URA Asycuda World Login Window

Entity in charge

**URA Asycuda World Portal**

Website: <https://asyworld.ura.go.ug>,  
<https://singlewindow.go.ug/uesw/Downloads>

### Expected results

1. Release order (original)

### Time frame

Attention at counter: Max. 10mn

### Legal justification

1. EAC Customs Management Act 2004  
Section 73-75

### Additional information

The clearing agent can print the release order. The Authorised economic operators (AEO)s can exit their goods from the system on their own.

## Recourse: Uganda Revenue Authority Tower



### Entity in charge

### Uganda Revenue Authority Tower

Nakawa industrial area plot

M193/M194, Kampala

Tel: +256 417 443 034 /

+256 417 443 090

Email: [services@ura.go.ug](mailto:services@ura.go.ug)

Website: <https://www.ura.go.ug>

Directions: Google maps

### Unit in charge

### Document Processing Centre

Mon: 00:01 - 00:00

Tue: 00:01 - 00:00

Wed: 00:01 - 00:00

Thu: 00:01 - 00:00

Fri: 00:01 - 00:00

Sat: 00:01 - 00:00

Sun: 00:01 - 00:00



Entity in charge: URA Customs - Malaba OSBP

Certified by: Jimmy Ouma - supervisor Customs

Date/Signature: 21/Nov/2025 