

Pakistan Single Window

International Trade and Transit Matters

User Guide

Subscription and Registration with Customs

Confidential Information:

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 support@psw.gov.pk
 www.psw.gov.pk
 Ph: +92 51 9257428
Fax: +92 51 9257431
 Federal Board of Revenue,
Islamabad, Pakistan

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Welcome

to PSW Subscription!

The Pakistan Single Window (PSW) user manual for Subscription and Registration is your step-by-step guide on how to obtain subscription of the PSW portal and procure registration in order to undertake cross border related trade activities. This handbook provides background of the PSW system while describing its key features. It also outlines some responsibilities and obligations of both the PSW and the Subscriber to use the PSW portal.

Introduction

Use of the PSW portal is allowed to users who are granted access by the system upon fulfillment of requirements provided in the PSW Subscription Rules

(<https://docs.psw.gov.pk/wp-content/uploads/2021/07/PSW-Subscription-Rules.pdf>).

During subscription process the particulars of subscriber are electronically captured and verified from relevant departments and databases following the Know Your Customer (KYC) principle. Once subscription is obtained the same particulars are made available to different regulators integrated with PSW platform including Pakistan Customs for the purpose of registration of an entity, product or premises. This saves economic operators having to submit the same information physically or electronically for registration purposes to different public sector entities regulating international trade and transit in Pakistan.

Background

As a signatory to the WTO's Trade Facilitation Agreement (2015), Pakistan has notified the establishment of a 'National Single Window' (NSW) as a 'Category C' commitment with effect from 22nd February 2017. The NSW is an electronic portal that allows parties involved in international trade and transport to lodge standardized information and documents using a single-entry point to fulfil all import, export, and transit-related regulatory requirements. If information is electronic, then individual data elements need only be submitted once. To implement NSW the Government of Pakistan has promulgated the Pakistan Single Window Act, 2021 while declaring Pakistan Customs as the Lead Agency. The PSW Company established by Pakistan Customs, as a not-for-profit Company under Companies Act, 2017, has been designated as the Operating Entity under the said Act to develop and maintain the PSW portal in collaboration with 74 different public sector entities involved in regulation of cross border trade in Pakistan. PSW will digitize the processes related to regulations of international trade in the public sector which will benefit economic operators like importers, exporters, freight forwarders, clearing agents, shipping companies, transporters etc. by reducing complication, costs, and time in achieving compliance with such regulations. The implementation of PSW will also enhance government controls and transparency. By creating a national electronic trade and logistics platform the PSW will help Pakistan integrate better into the regional and global single window systems. It will facilitate integration into global value chains and enable Pakistan to become a hub for regional and international trade as well as transit.

PSW Subscription Procedure, Salient Features and Dividends

Subscription Procedure

Subscription to the PSW Portal is easy and comprises the following steps:

Step 1



Click the “**Subscribe**” button on the PSW Home page. Read the terms and conditions, accept Terms and Conditions and click on the “**Proceed**” button.

Step 2



Enter NTN and provide CNIC, SECP No. (required in case of company), your Email and Mobile Phone No. for following validations:

- **Email associated** with NTN is required to be active for verification through One Time Password (OTP) and forwarding Login Credentials.
- **Mobile number** registered with selected CNIC will be verified through Pakistan, mobile Number Portability Database (PMD) and required for two factor authentication.

(Note: Mobile numbers registered in a Company name cannot be used for PSW subscription).

Step 3



Deposit non-refundable subscription fee, through system generated **Payment Slip ID (PSID)**.

Step 4



Authentication and verification of subscriber will be performed through OTP sent on entered mobile phone number and Email address registered with FBR.

Step 5



Your **Biometric verification** is needed to complete subscription. Visit your nearest NADRA e-Sahulat franchise for biometric verification.

Note: You must ask the NADRA representative at the e-Sahulat centre to select the “Biometric verification for PSW” option

Step 6



After successful biometric verification a link will be sent to your registered email address with the UID (user ID) after which you can create your **unique password** to access the PSW Portal.

Salient Features of PSW Subscription

Scope

Subscription Process caters to NTN holders, FTN holders, Non-NTN\Non-FTN holders enabling them performance of cross border trade related activities.

Real time data validation/KYC:

Subscription process is 100% automated through real time integrations with FBR, SECP, NADRA and PMD.

Paper/contact less processing:

Subscription application will be auto processed, and User ID will be issued by the system thereby completely eliminating paper and physical appearance.

E Payment

Subscription Fee shall be paid online through 1 Link using ADC.

Authenticity of Subscriber:

Subscriber authenticity shall be ensured through Biometric verification from NADRA and mobile number ownership through PMD.

Dividends of Subscribing to PSW

Ease of doing Business:

The subscribers will no longer have to submit 22 paper documents which are currently submitted to obtain registration for performing cross border trade.

Cost of doing business:

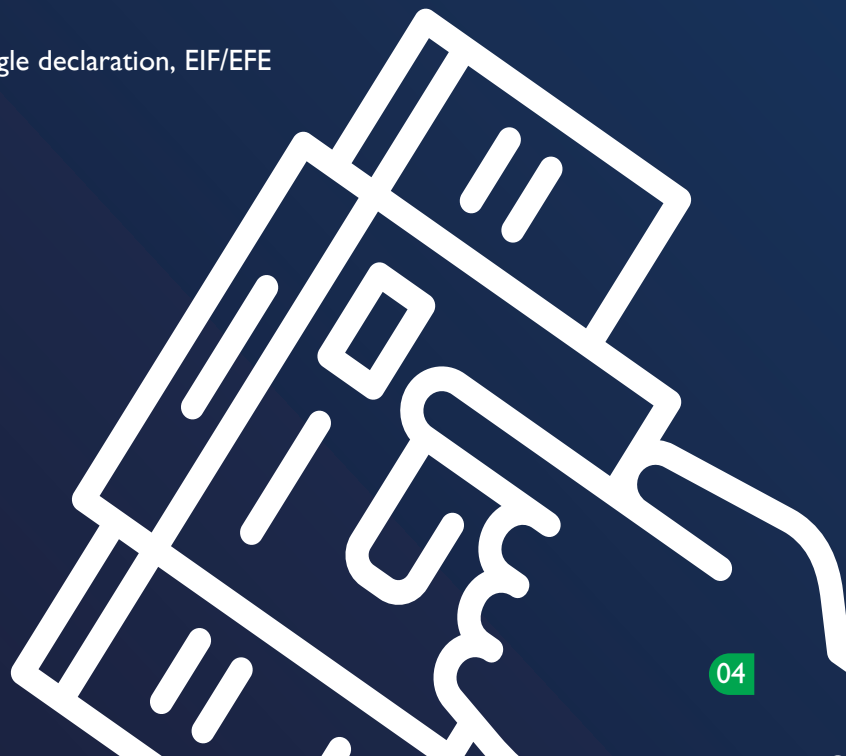
The subscribers will have to pay cost of only Rs. 500/- eliminating completely all overheads required for manual preparation and processing of registration file.

Time saving:

The average 10 days time currently required will be reduced to a few minutes.

Value added benefits:

The subscribers will be able to avail PSW features like single declaration, EIF/EFE elimination, auto routing of regulatory requirements, etc.



What you will need to Subscribe

System Requirements

Google Chrome Browser. | Windows 7, Windows 8, Windows 8.1, Windows 10 or later

An Intel Pentium 4 processor or later that's SSE3 capable | To use PSW Portal on Mac®, you will need:

a. Google Chrome Browser b. OS X El Capitan 10.11 or later

Subscription Requirements

Updated FBR data

Email address and CNIC will be fetched/verified from FBR database against NTN. The subscriber must have updated all required details in the FBR database and should be able to access the email address for correspondence/OTP retrieval.

Mobile Number Ownership:

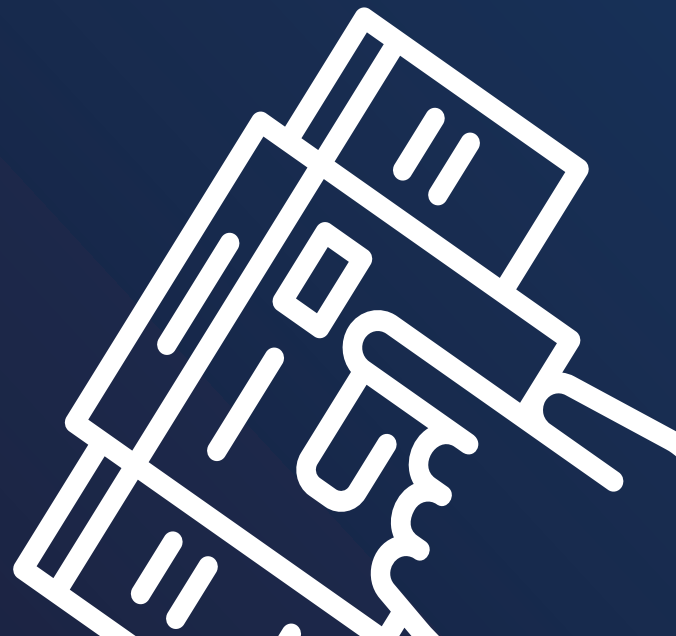
Subscriber shall be required to provide Mobile Number which must be registered with the provided CNIC. Mobile number ownership will be verified from PMD. Mobile number should be accessible to subscriber for correspondence/OTP retrieval.

Biometric Verification:

Subscriber shall be required to have biometric verification done to obtain subscription. Biometric verification can be done only for the CNIC that is provided by the Subscriber. The CNIC holder will visit the nearest NADRA E-sahulat Markaz with their CNIC and Application ID (provided by PSW system during subscription process explained ahead).

Incorporated Companies:

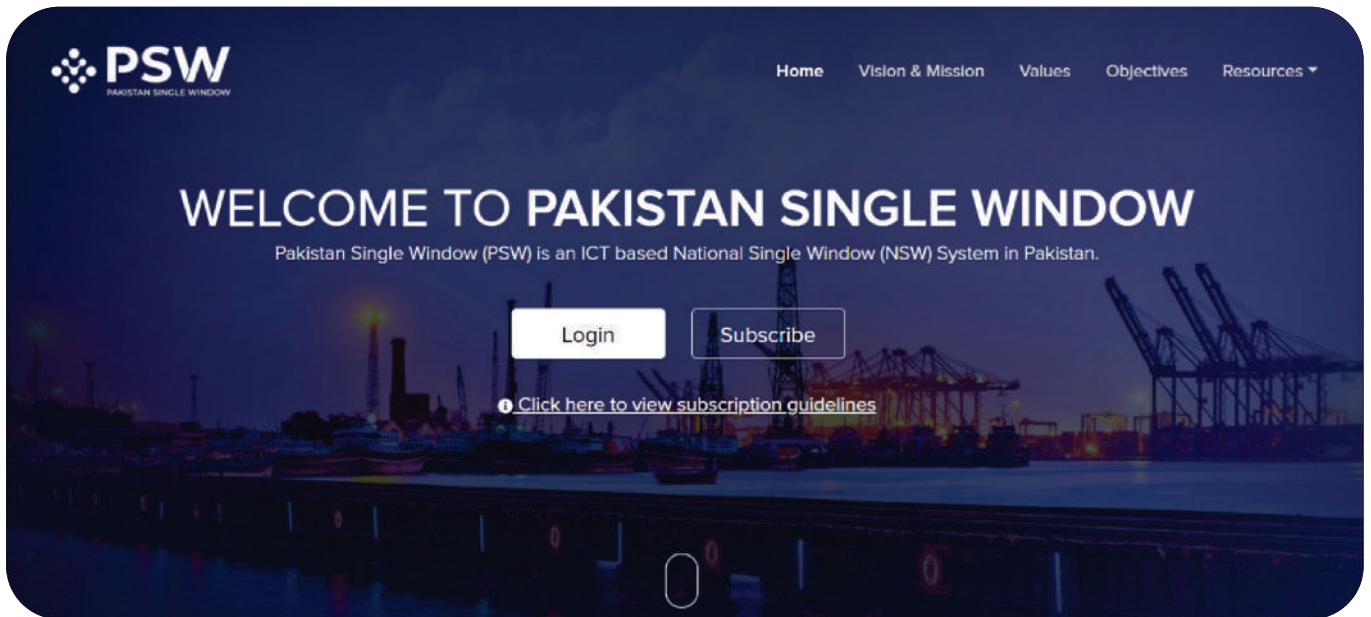
The data of directors of a company will be fetched from SECP/FBR database and any one of the directors will need to perform the required actions for obtaining subscription. He/She will undertake mobile phone ownership and biometric verification. They will receive correspondence/OTPs on the Email address available in SECP/FBR database and Mobile number registered in their own name.





Let's Get
Started!

Subscription Process



(I) Please visit

www.psw.gov.pk

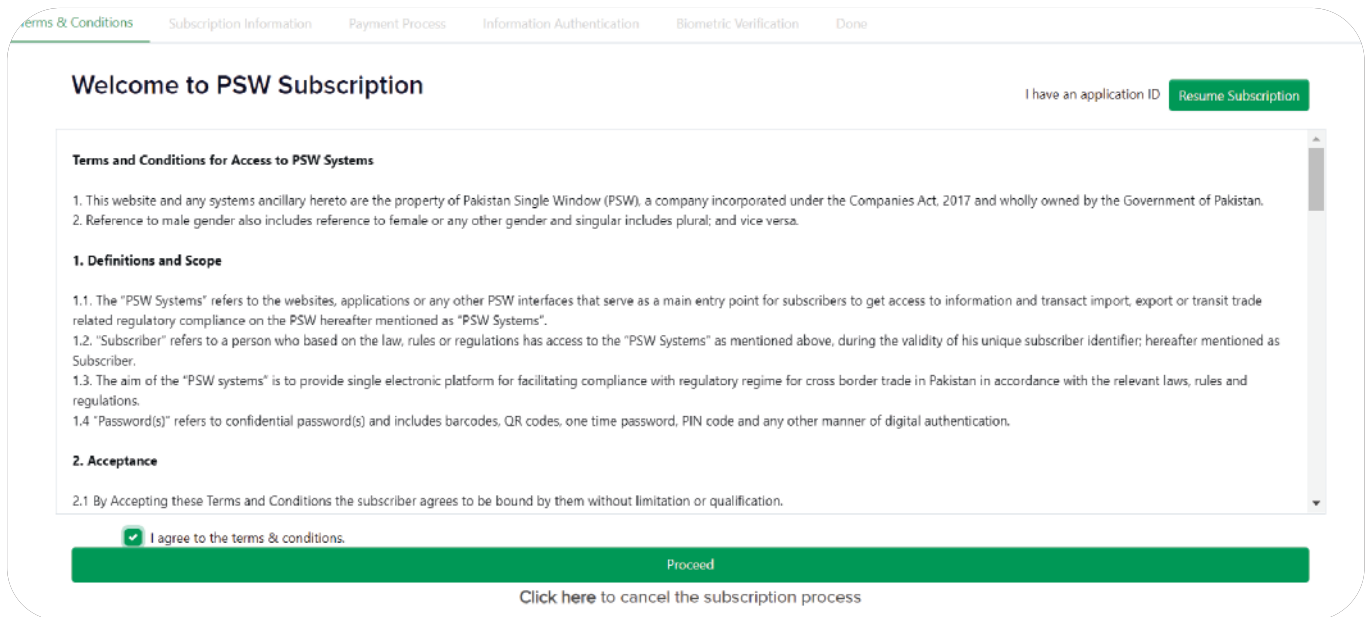
& Click the

Subscribe

Button

(II) After clicking on **Subscribe'** button,

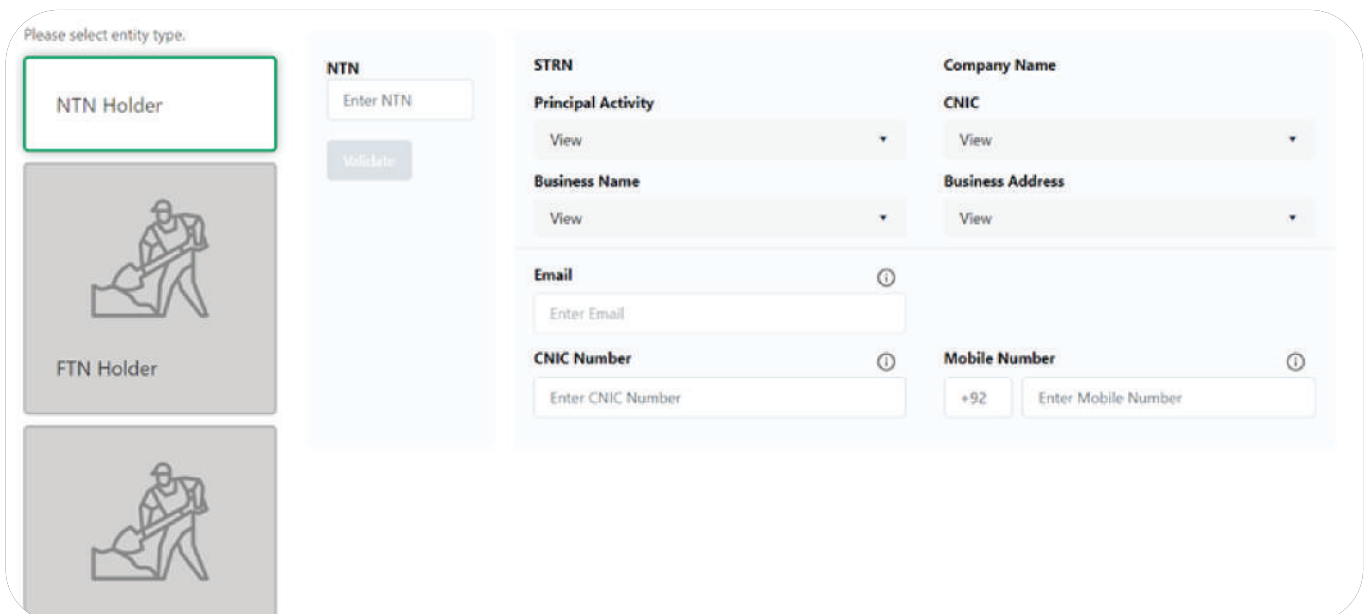
,you will be redirected to a screen with a link to the Terms and Conditions of use. Please read and accept Terms and Conditions of PSW Subscription by checking the relevant box. Click 'Proceed' button to continue with subscription process.



The screenshot shows the 'Terms & Conditions' page of the PSW Subscription process. The page has a navigation bar with tabs: 'Terms & Conditions', 'Subscription Information', 'Payment Process', 'Information Authentication', 'Biometric Verification', and 'Done'. The main heading is 'Welcome to PSW Subscription'. On the right, there is a link 'I have an application ID' and a 'Resume Subscription' button. The content area contains the 'Terms and Conditions for Access to PSW Systems' with two sections: '1. Definitions and Scope' and '2. Acceptance'. At the bottom, there is a checkbox labeled 'I agree to the terms & conditions.' which is checked, and a large green 'Proceed' button. Below the button is a link: 'Click here to cancel the subscription process'.

(III) The **Subscription Information**

page will appear. Select 'NTN holder' entity type if you are subscribing to PSW on the basis of NTN.



The screenshot shows the 'Subscription Information' page. It starts with a prompt 'Please select entity type.' and three options: 'NTN Holder' (selected), 'FTN Holder', and another 'FTN Holder' option with an icon. To the right, there are input fields for 'NTN' (with an 'Enter NTN' placeholder and a 'Validate' button) and 'STRN'. Below these are fields for 'Principal Activity' and 'Business Name', each with a 'View' button. Further down are fields for 'Email' (with an information icon), 'CNIC Number' (with an information icon), and 'Mobile Number' (with an information icon). The 'Mobile Number' field includes a dropdown for the country code (currently '+92') and an 'Enter Mobile Number' placeholder. On the right side, there are fields for 'Company Name', 'CNIC' (with a 'View' button), and 'Business Address' (with a 'View' button).

(IV) Enter your
NTN number (Initial 7 digits only)
& Click the
Validate Button

Please select entity type:

NTN Holder

NTN: 0000131

Validate

STRN

Principal Activity: View

Business Name: View

Email: Enter Email

CNIC Number: Enter CNIC Number

Company Name: View

CNIC: View

Business Address: View

Mobile Number: +92 Enter Mobile Number

(V) Upon clicking the
'Validate' button,

I.STRN, Company Name, Principal Activity, CNIC, Business Name and Business Address will be fetched from the FBR database.

Please select entity type:

NTN Holder

NTN: 0000131

Validate

STRN

Principal Activity: Manufacturing/Manufacture of other food prod.

Business Name: NIAZ (PRIVATE) LIMITED

Email: niaz.com.pk@gmail.com

CNIC Number: 914000000072

Company Name: NIAZ (PRIVATE) LIMITED

CNIC: 914000000072

Business Address: 14-, Lawrance, Road, Lahore

Mobile Number: +92 9999999999

Generate Voucher

(VI) Enter your valid

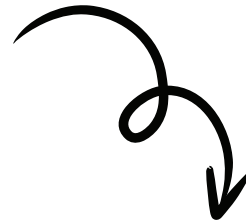
CNIC, Mobile Number

Number (Mobile number should be entered without '0' i.e., 333 1234567)

& Click the

Generate Voucher

Button



(VII) Upon click the

Generate Voucher

Button

Payment Slip ID (PSID) and Application ID will be generated.
Please pay Subscription Fee of **PKR 500**.

(Note: You will also receive PSID, Application ID, Due Date, and Subscription Fee via email and SMS. PSID will expire in 2 days after which you will have to restart the process from the beginning).

Application ID may be used to resume subscription if the process is left before completion.

(VIII) You can use the

PSID to pay subscription fee through any of the following ADC (Alternate Delivery Channel) modes:

Bank Counter | ATM | Internet Banking | Mobile Banking

(IX) After successful payment, your Payment Status will be updated to 'Paid' Click the

Proceed

Button

to continue with the process.

The screenshot displays a web form for PSID registration and payment. On the left, under 'Please select entity type', the 'NTN Holder' option is selected. Below it are 'FTN Holder' and 'NON-NTN/FTN Holder' options, each with an icon of a person working. The main form area contains several fields: 'NTN' (0000131), 'STRN' (0302210000591), 'Company Name' (NIAZ (PRIVATE) LIMITED), 'Principal Activity' (Manufacturing/Manufacture of other food products/TM), 'Business Name' (NIAZ (PRIVATE) LIMITED), 'Business Address' (14-, Lawrence, Road, Lahore), 'Email' (niaz@niazgroup.com), 'CNIC Number' (9140000000972), and 'Mobile Number' (92-333-1234567). At the bottom, the 'Payment Slip ID (PSID)' is 10077920210603054833222, and the 'Application ID' is 140238. The 'Subscription Fee' is PKR 500, the 'Due Date' is 05 Jun 2021, and the 'Payment Status' is Paid. A green 'Proceed' button is located at the bottom right.

(X) In case payment status is not updated, you can click on

Refresh

Button

to refresh the payment status.

- Enrollment

Payment Process

Information Authentication

Biometric Verification

Done

Information Authentication

CNIC Number

Mobile Number

+92

Email Address

Mobile OTP

Email OTP

Send OTP

Submit

[Click here to cancel the subscription process](#)

- Resend OTP'** Button

- (XIII) Enter the OTP number (6 digits) provided on your Mobile number and Email and click

Submit

to proceed.

Payment Process Information Authentication **Biometric Verification** Done

Information Authentication

CNIC Number

Mobile Number

Mobile OTP

Email Address

Email OTP

Resend OTP Submit

- (XIV) After successfully submitting the OTP(s), you will be asked for Biometric Verification.

Your **Biometric Verification** status and due date will be sent to you via email.

Mobile OTP

Email OTP

Resend OTP Submit

Biometric Verification
Biometric Verification is mandatory to complete subscription. Please visit your nearest NADRA E Saulat Center.

Biometric Status
Not Verified

Due Date
18 Jun 2021

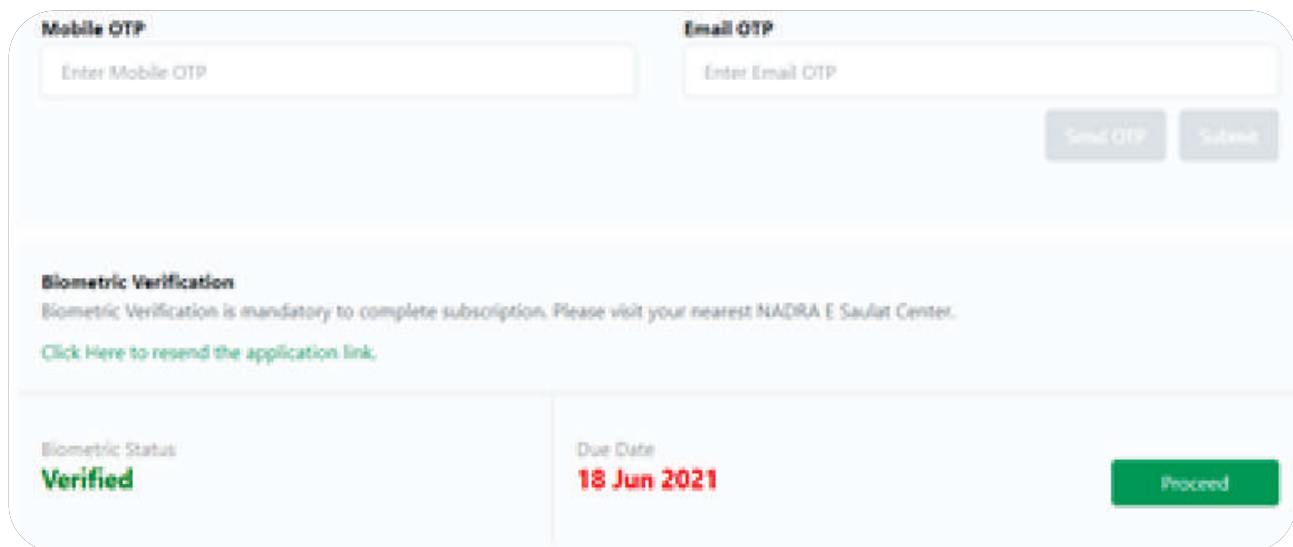
Proceed

- (XV) You will be required to carry out Biometric Verification at any of the **E-sahulat Markaz of NADRA**
- (XVI) Please visit E-sahulat Markaz with biometric facility along with your CNIC, the Application ID (generated and provided by PSW system during subscription) and your Mobile phone number on Bioverisys verification.

Note 1: You must ask the NADRA representative at the e-Sahulat centre to select the “Biometric verification for PSW” option

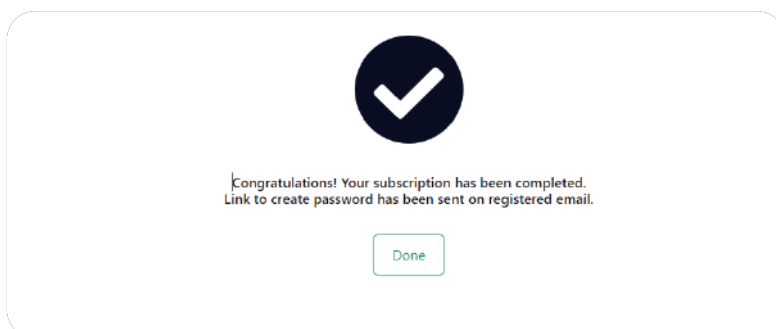
Note 2: You can save your application ID and use your application ID to resume subscription from the last saved page

- (XVII) After successful Biometric Verification, your '**Biometric Status**' will be updated to “**Verified**” You will receive an email containing your User ID for PSW Portal and an automated link for creation of your own password.



The screenshot displays a web interface for biometric verification. At the top, there are two input fields: 'Mobile OTP' and 'Email OTP', each with a 'Send OTP' button. Below these is a 'Biometric Verification' section with a message stating that biometric verification is mandatory for completing the subscription and directing the user to their nearest NADRA E Sahulat Center. A link 'Click Here to resend the application link.' is provided. At the bottom, the 'Biometric Status' is shown as 'Verified' in green, and the 'Due Date' is '18 Jun 2021' in red. A green 'Proceed' button is located in the bottom right corner.

- (XVIII) You must create your own **password** using the link provided in the email.

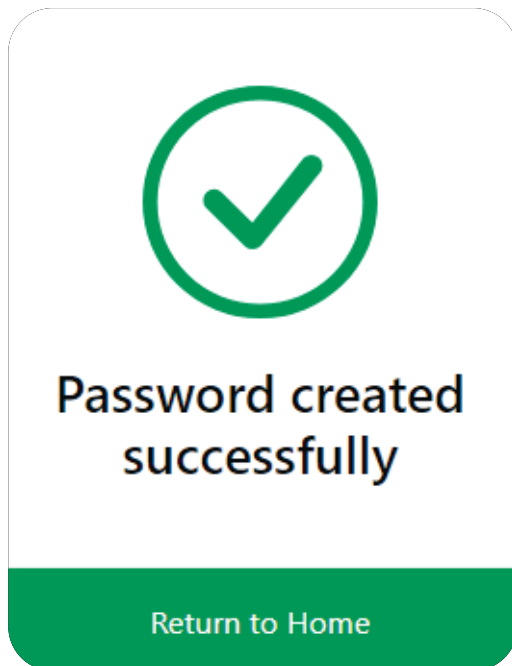


(XIX) You must enter the same password in both the 'Password' and 'Confirm Password' fields. Your Password should be of minimum

8 characters and at least have
1 Capital Letter, 1 Number and
1 Special Character '(!@#\$%^&*?<>)'

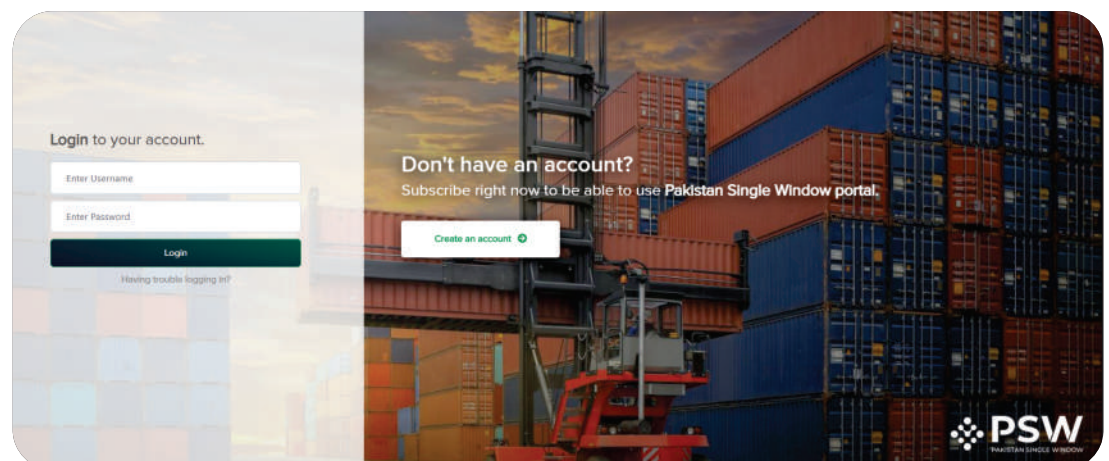
(XX) Click 'Create Password' button to proceed.

(XXI) After clicking on 'Create Password', a message 'Password Created Successfully' will appear.

A white rectangular card with rounded corners. At the top, it says "User ID" followed by "UN-00-0000131". Below this are two input fields: "Password" and "Confirm Password". A green button labeled "Create Password" is at the bottom. Below the card, there is a small line of text: "Please call our helpline at 051-111-772-772, if you have not requested PSW subscription." At the very bottom, it says "Powered by Pakistan Single Window."

(XXII) Click the 'Return Home' button to be directed to the login screen.

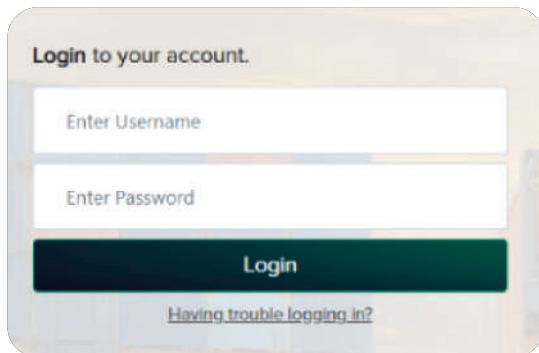
(XXIII) Use your 'User ID & Password' to login to your PSW account



Resume Subscription to PSW Portal

1. If payment voucher is generated, you will be redirected to payment process page for payment.
2. If payment is made, you will be redirected to subscription information page for Mobile number and OTP verification.
3. If OTP is verified and Biometric Verification is pending, you will be redirected to biometric status screen
4. If biometric is verified, you will be redirected to the biometric status screen where your biometric status has been updated. After Biometric Verification, a link to create your password with UID will be sent on your registered email.

Login to PSW Portal



Login to your account.

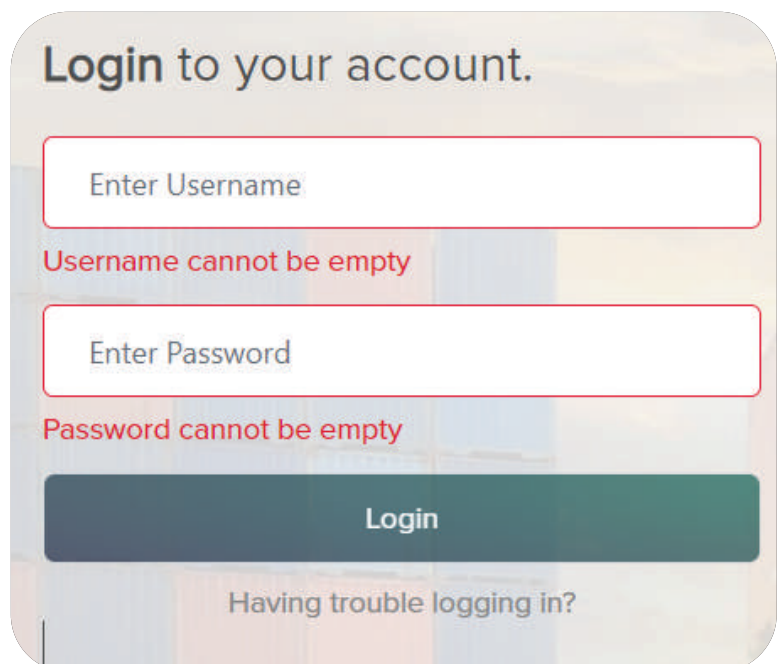
Enter Username

Enter Password

Login

[Having trouble logging in?](#)

1. Please visit "www.psw.gov.pk/portal" and login to the PSW Portal by entering your Username (your User ID received via Email) and your Password.
2. Click on the 'Login' button to login to PSW portal



Login to your account.

Enter Username

Username cannot be empty

Enter Password

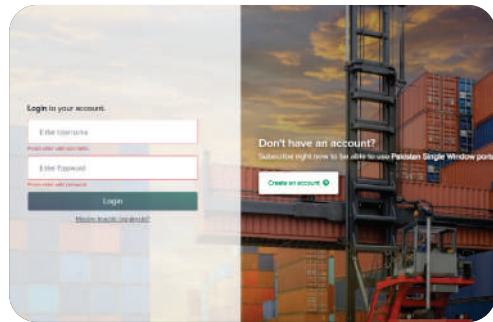
Password cannot be empty

Login

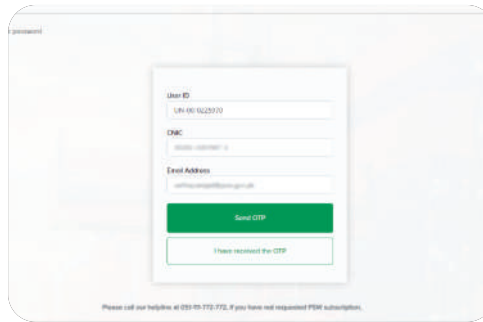
Having trouble logging in?

Forgot Password

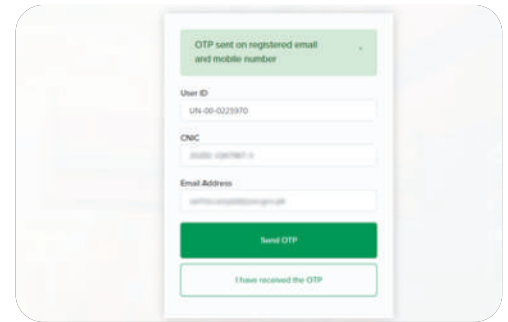
In case you have forgotten your password, the PSW portal will provide you with a provision to reset your password using the following steps:



1. Click the 'Having trouble logging in?' link.

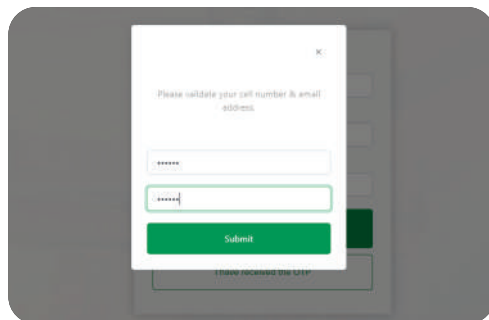


2. Enter your User ID, CNIC, and Email Address and click the 'Send OTP' button.

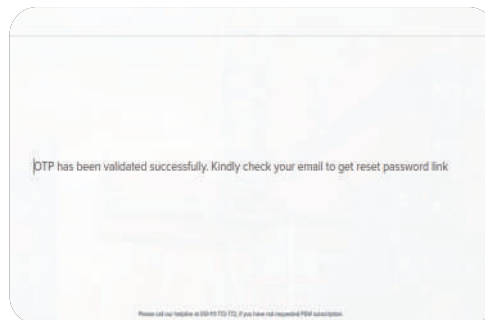


3. After clicking on 'Send OTP' button, you will receive a message stating 'OTP sent on registered Email and Mobile number'.

4. Click the 'I have received OTP' button



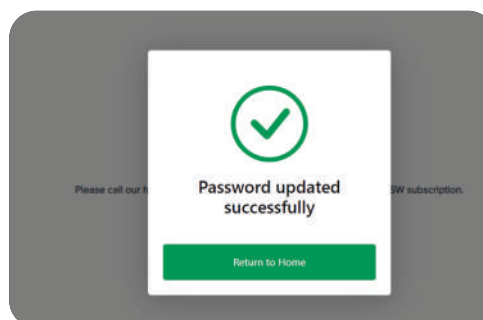
5. Enter the OTP sent to your Mobile number and Email in their respective fields and click the 'Submit' button.



6. You will receive a message “OTP has been validated successfully. Kindly check your email to get reset password link”.



7. Enter and confirm your new password. Your password should be a minimum of 8 characters and at least has 1 Capital Letter, 1 Number and 1 Special Character '(!@#\$\$%^&*?<>)'

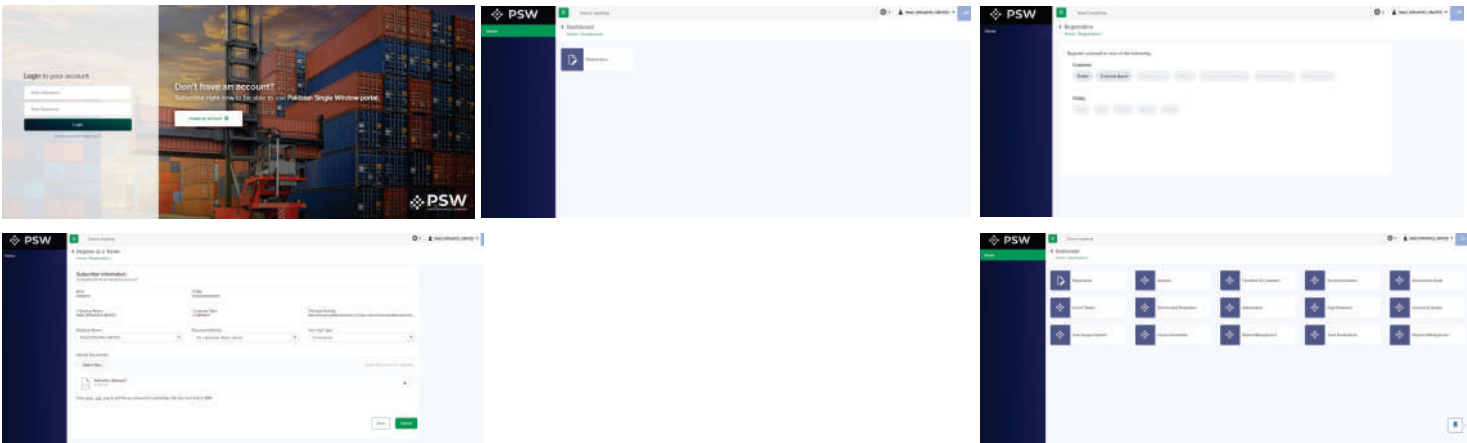


8. After entering your new password in both the fields, click the 'Reset Password' button.

9. You will receive a message 'Password updated successfully'. Click the 'Return to Home' button to be redirected to the login screen.

Registration with Customs through PSW Portal

Register as Trader



i. To register with Customs as a Trader, login in to PSW portal using your subscription ID and password.

ii. After successfully logging in, you will be directed to the Registration dashboard

iii. To register as Trader, click on the 'Trader' button.

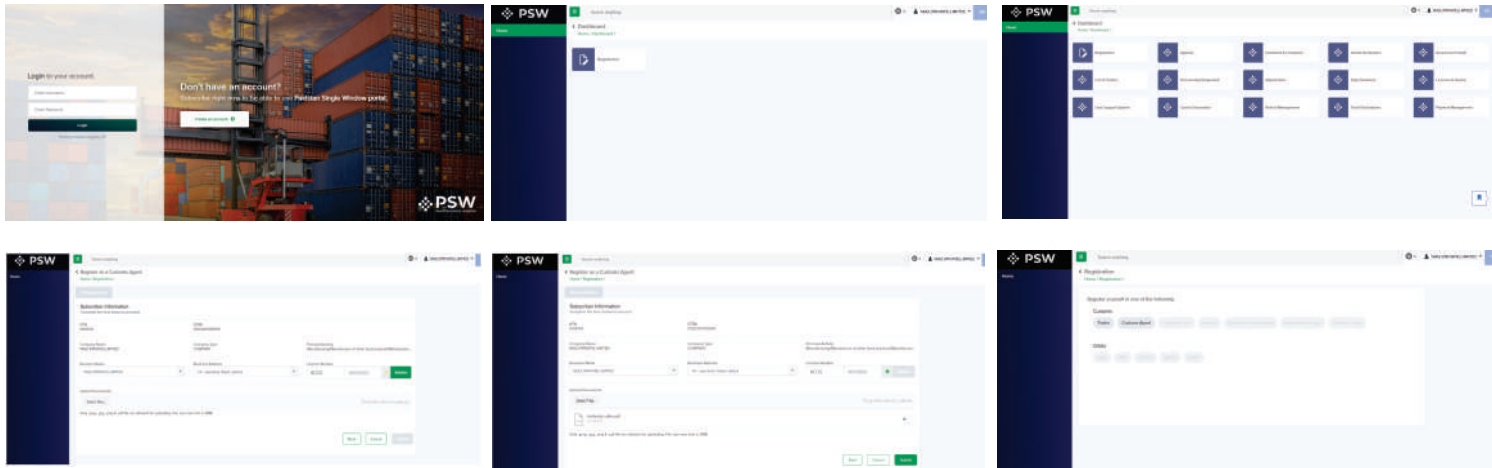
iv. After clicking on the 'Trader' button, the Trader Registration form will appear. Select Business Name, Business Address, and User sub type (i.e., Commercial or Non-Commercial). Upload required documents and click the 'Submit' button.

(Note: You must submit an Authority Letter if the business has multiple Directors/Partners).

v. After successful registration as Trader, above options will appear on your dashboard.

Registration with Customs through PSW Portal

Register as Customs Agent



- i. To register as a Customs Agent, log in into PSW portal using your subscription ID and password.
- ii. After successfully logging in, you will be directed to the Registration dashboard.
- iii. To register as Customs Agent, click the 'Customs Agent' button.
- iv. After clicking the 'Customs Agent' button, the Customs Agent Registration form will appear. Select Business Name and Business Address, enter License Number and Click the 'Validate' button.
- v. After successful validation of License number, upload required documents and click the 'Submit' button.
(Note: You must submit an Authority Letter if the business has multiple Directors/Partners).
- vi. After successful registration as a Customs Agent, the above options will appear on your dashboard.

Obligations and Responsibilities

Obligations of PSW



PSW will take all reasonable steps to safeguard the security of any information input by the Subscriber or information used by the Subscriber in connection with the “PSW System”.

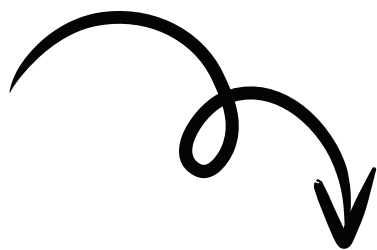
The subscriber shall be entitled to all the functions and privileges available to them in the UID and no authority shall deprive them from transacting activities related to cross-border trade except in accordance with the law.

PSW will make endeavors to ensure that the “PSW System” remains available for the “Subscriber” round the clock for the entire period of subscription. It will make all possible efforts to restore services in the shortest time possible in case of any disruption or non-availability of services.

Obligations of the Subscriber

1. The Subscriber must read and accept the PSW Subscription Terms and Conditions (T&Cs). A full list of the T&Cs can be found here: <https://www.psw.gov.pk/app/subscription>
2. The Subscriber will assume responsibility for any unauthorized use of their CNIC, NTN, bank account numbers, SIM card numbers, biometric verifications or any other particulars required by the PSW or its allied components for subscription, role association and further use of the system. The Subscriber is responsible for the authenticity of the information provided.
3. The Subscriber is fully responsible for all activities that occur in the “PSW System” under the UIDs provided to them by PSW. The Subscriber will ensure that such UIDs are kept confidential and treated in a secure manner. In case of any breach, of security with respect to such UIDs or to the use of the “PSW System,” the subscribers will notify PSW System immediately.
4. The Subscriber shall not allow any unauthorized access to PSW systems utilizing their password.
5. The subscriber shall ensure that correct information is provided at the time of subscription. Any incorrect information provided by the subscriber at the time of subscription will not be validated from the concerned authorities and UID will not be issued in such case.

Acronyms and **A**bbreviations



No.	Acronyms	Definition
1	PSW	Pakistan Single Window
2	NTN	National Tax Number
3	ID	Identity
4	NADRA	National Database & Registration Authority
5	NSW	National Single Window
6	IFC	International Finance Corporation
7	EoDB	Ease Of Doing Business
8	IT	Information Technology
9	PMD	Pakistan MNP (Mobile Number Portability) Database
10	FBR	Federal Board of Revenue
11	STRN	Sales Tax Registration Number
12	CNIC	Computerized National Identity Card
13	OTP	One Time Password
14	ADC	Alternate Delivery Channel
15	PSID	Payment Slip Identification
16	PKR	Pakistan Rupees
17	ATM	Automated Teller Machine
18	UID	User Identity
19	CUIN	Corporate Unique Identifier Number
20	SECP	Securities & Exchange Commission of Pakistan
21	SRO	Statutory Regulatory Order
22	IRIS	Inland Revenue Information System
23	OGA	Other Government Agencies
24	SIM	Subscriber Identity Module- Provided by Telecommunication Operator
25	FTN	Free Tax Number
26	IMSI	International Mobile Subscriber Identity

