PSW
PAKISTAN SINGLE WINDOW

Pakistan Single Window

International Trade and Transit Matters

User Guide

Subscription and Registration with Customs

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Welcome to Pakistan Single Window 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.

1.   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. 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.

2.   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.

3.   PSW Subscription – Procedure, Salient Features and Dividends

3.1   Subscription Procedure

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

1. Click the "Subscribe" button on the PSW Home page.
2. Read the terms and conditions, accept Terms and Conditions and click on "Proceed" button.
3. Enter NTN and provide CNIC and Mobile Phone No for following validations;

- o Email associated with NTN is required to be active for verification through One Time Password (OTP) and forwarding Login Credentials.
- o 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).

4. Deposit non-refundable subscription fee, through system generated Payment Slip ID (PSID).
5. Authentication and verification of subscriber will be performed through OTP sent on entered mobile phone number and Email address registered with FBR.
6. Your Biometric verification is needed to complete subscription. Visit your nearest NADRA e-Sahulat franchise for biometric verification.
7. 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.

3.2 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 through completely eliminating paper and physical appearance.
- **E Payment:** Subscription Fee shall be paid online through 1Link using ADC.
- **Authenticity of Subscriber:** Subscriber authenticity shall be ensured through Biometric verification from NADRA and mobile number ownership through PMD.

3.3 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.

4. What you will need to Subscribe

4.1 System Requirements

1. Google Chrome Browser.
2. Windows 7, Windows 8, Windows 8.1, Windows 10 or later
3. An Intel Pentium 4 processor or later that's SSE3 capable
   To use PSW Portal on Mac®, you will need:
1. Google Chrome Browser
2. OS X El Capitan 10.11 or later

4.2   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.

5.   Let's get started!
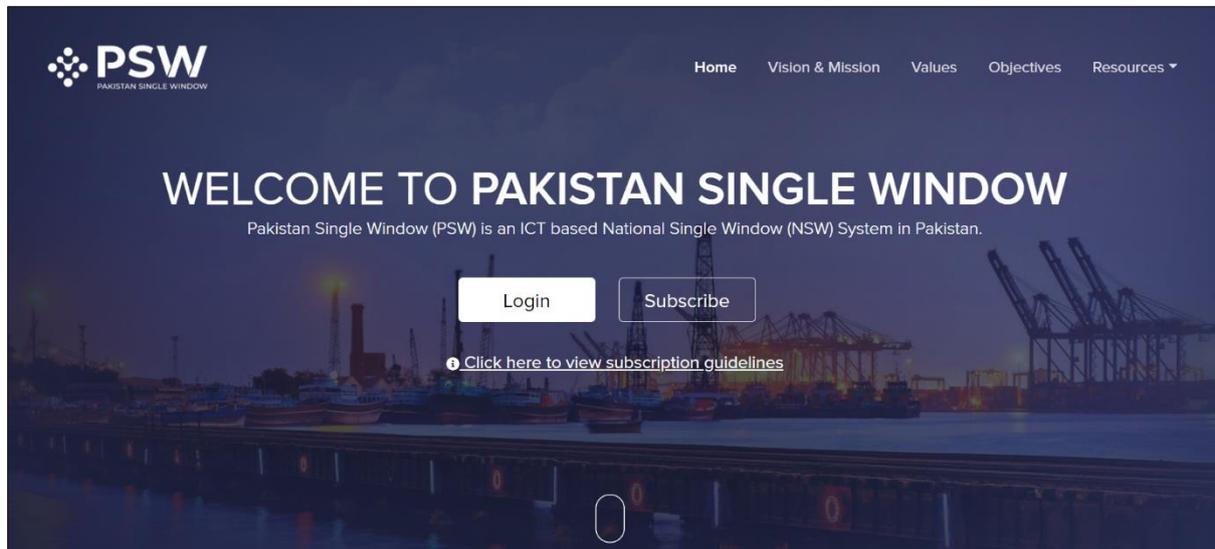
5.1   Subscription Process

Figure 5.5.1-a Subscription Process

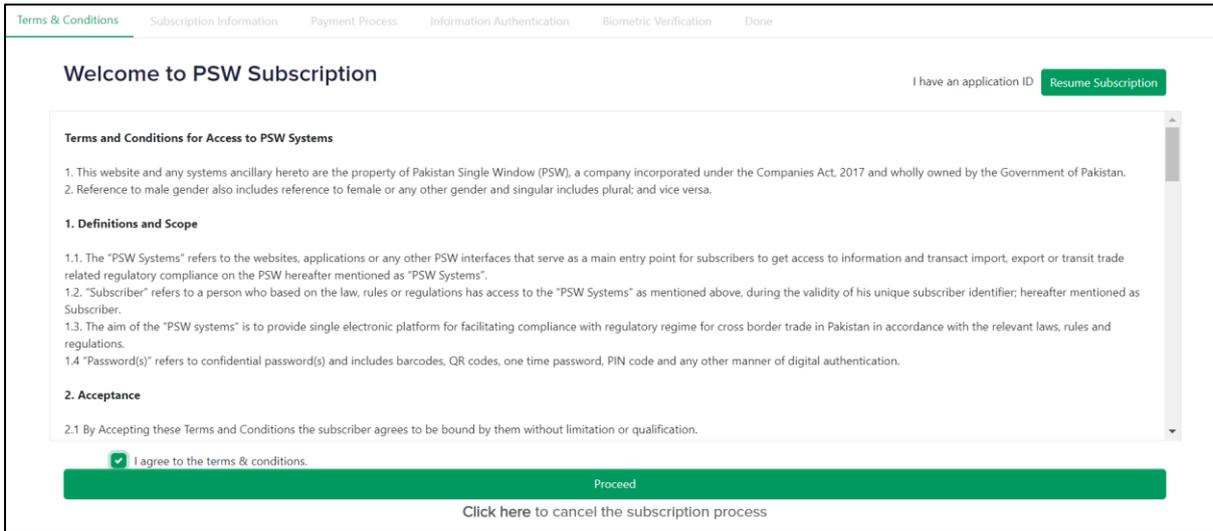i.   Please visit ''www.psw.gov.pk'' and Click the "Subscribe" button.

Figure 5.5.1-b Subscription Process

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.
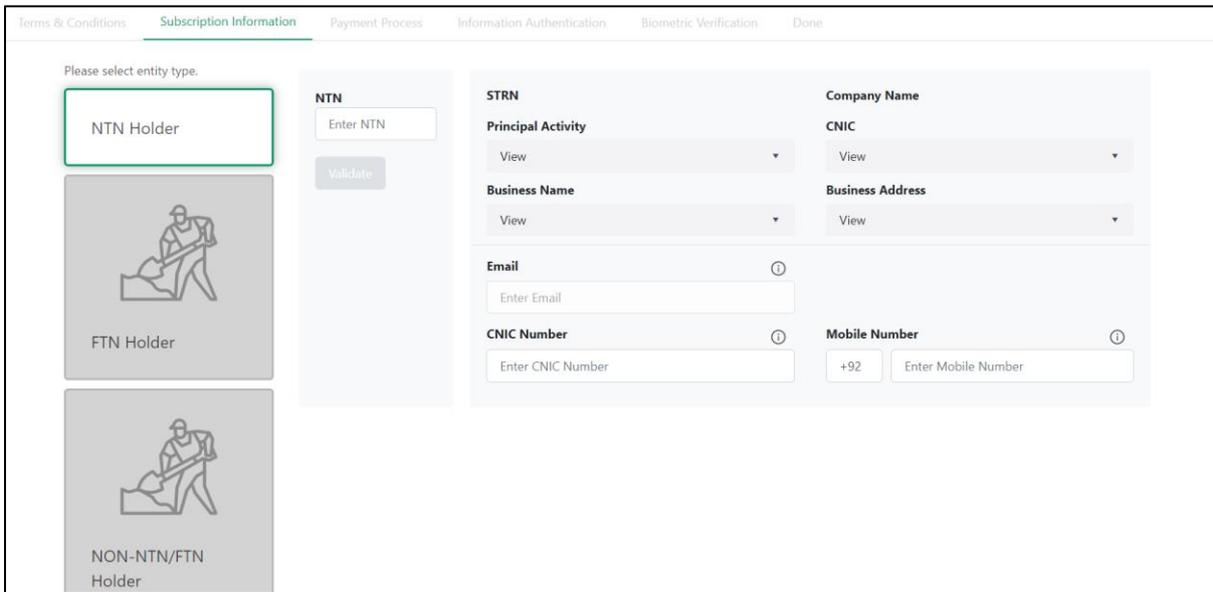

Figure 5.5.1-c Subscription Process

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

Figure 5.5.1-d Subscription Process

iv.   Enter your NTN number (Initial 7 digits only) and click the 'Validate' button.

Figure 5.5.1-e Subscription Process

v.   Upon clicking the 'Validate' button, STRN, Company Name, Principal Activity, CNIC, Business Name and Business Address will be fetched from the FBR database.

Figure 5.5.1-f Subscription Process

vi.   Enter your valid CNIC, Mobile Number (Mobile number should be entered without '0' i.e., 3331234567) and click "Generate Voucher".

Figure 5.5.1-g Subscription Process

vii.   Upon click the 'Generate Voucher' button, a 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).

Note: 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

Figure 5.5.1-h Subscription Process

ix. After successful payment, your Payment Status will be updated to 'Paid'. Click the 'Proceed' button to continue with the process.

x. In case payment status is not updated, you can click on 'refresh' button to refresh the payment status.

Figure 5.5.1-i Subscription Process

xi. Upon clicking on 'Proceed', the 'Information Authentication' page will appear. Click 'Send OTP' button for verification. (Remember that the Mobile number you provided should belong to the entered CNIC, otherwise the system will not send OTP and an error 'Mobile Number does not belong to entered CNIC' will be generated.

Figure 5.5.1-j Subscription Process

xii.   In case you did not receive the OTP, click the option to 'Resend OTP'.

xiii.   Enter the OTP number (6 digits) provided on your Mobile number and Email and click 'Submit' to proceed.

Figure 5.5.1-k Subscription Process

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.

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: you can save your application ID and use your application ID to resume subscription from the last saved page).

Figure 5.5.1-l Subscription Process

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.

Figure 5.5.1-m Subscription Process

xviii.   You must create your own password using the link provided in the email.
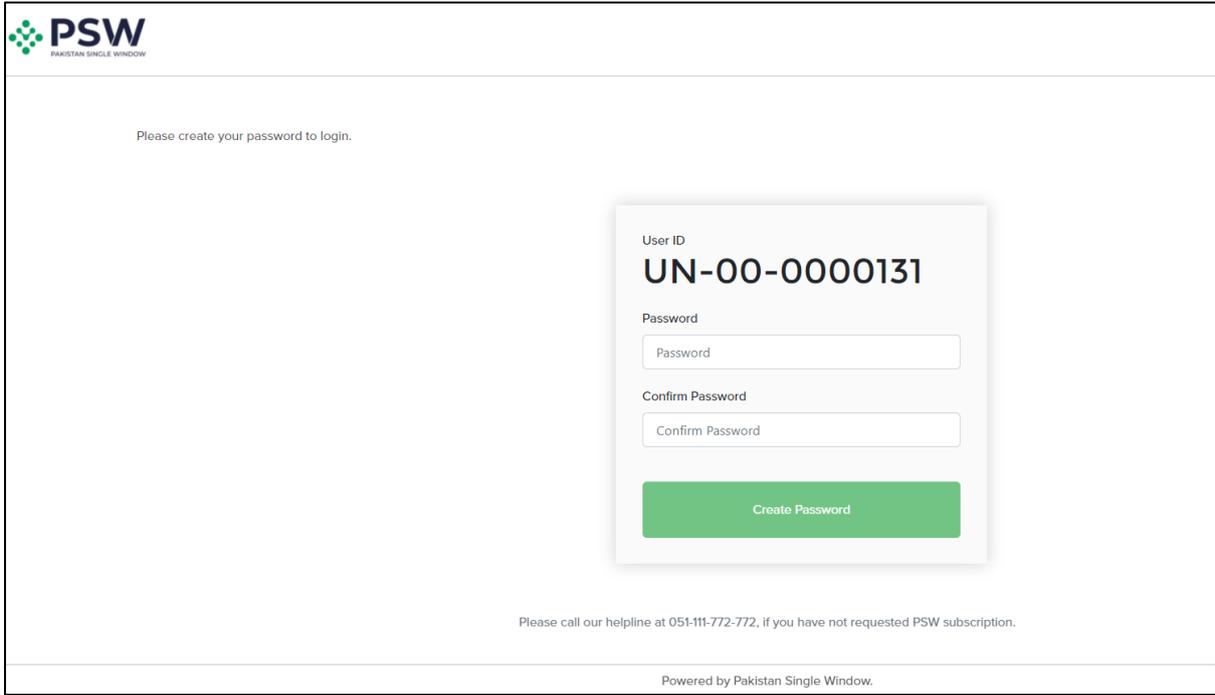
Figure 5.5.1-n Subscription Process

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.

Figure 5.5.1-o Subscription Process

xxi.   After clicking on 'Create Password', a message 'Password Created Successfully' will appear.

xxii.   Click the 'Return Home' button to be directed to the login screen.

Figure 5.5.1-p Subscription Process

xxiii.   Use your User ID & Password to login to your PSW account.

5.2   Resume Subscription to PSW Portal
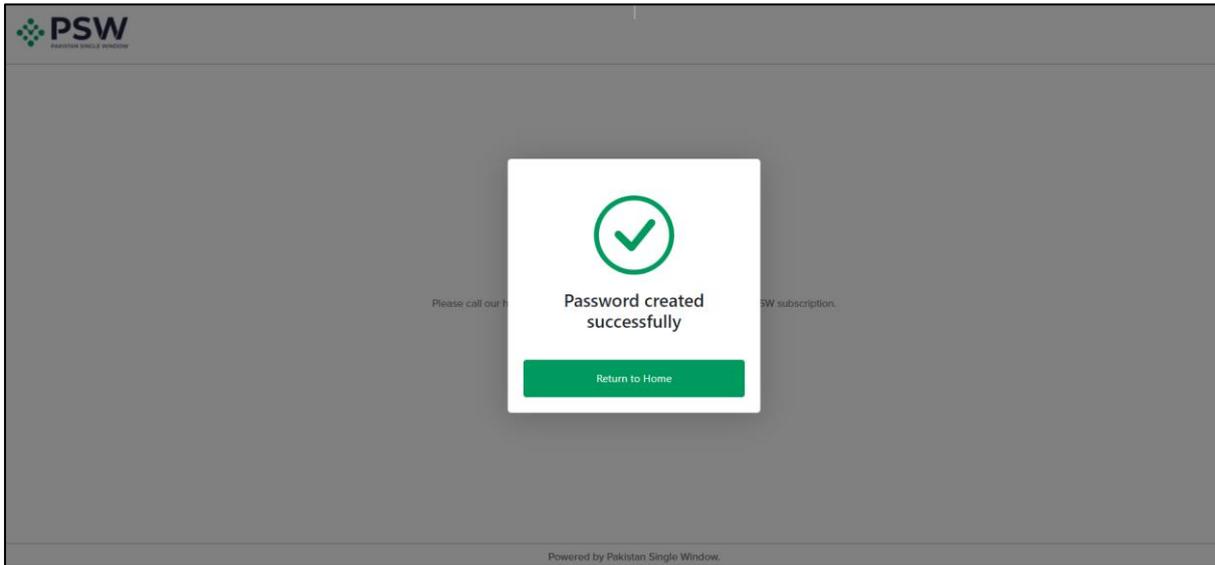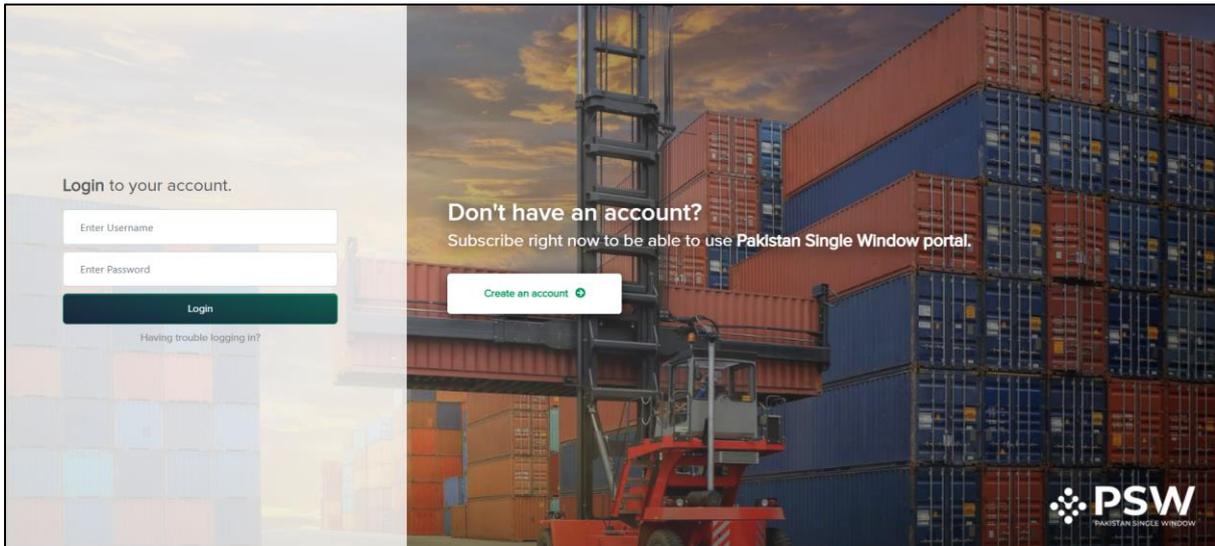
In case you have closed your subscription application for making payment or biometric verification, you can use your provided Application ID to resume application from the last saved state.

There are four states from where your application can be resumed:

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.

5.3   Login to PSW Portal
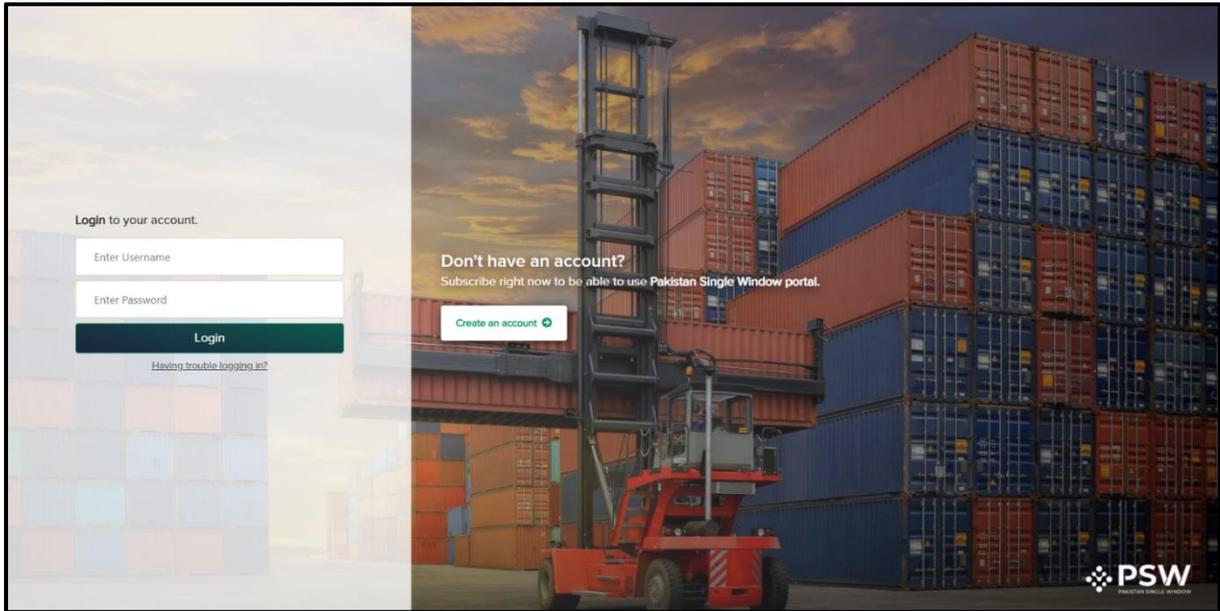
Figure 5.5.1-a Login to PSW Portal

i.   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.

ii.   Click on the 'Login' button to login to PSW portal

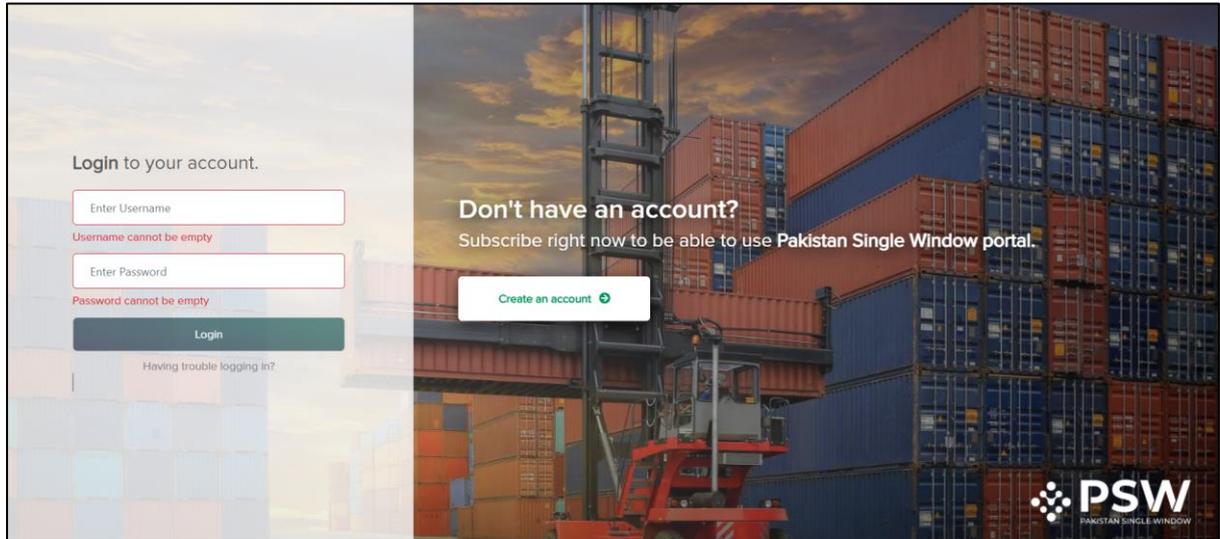*Figure 5.5.1-b Login to PSW Portal*

5.4   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:
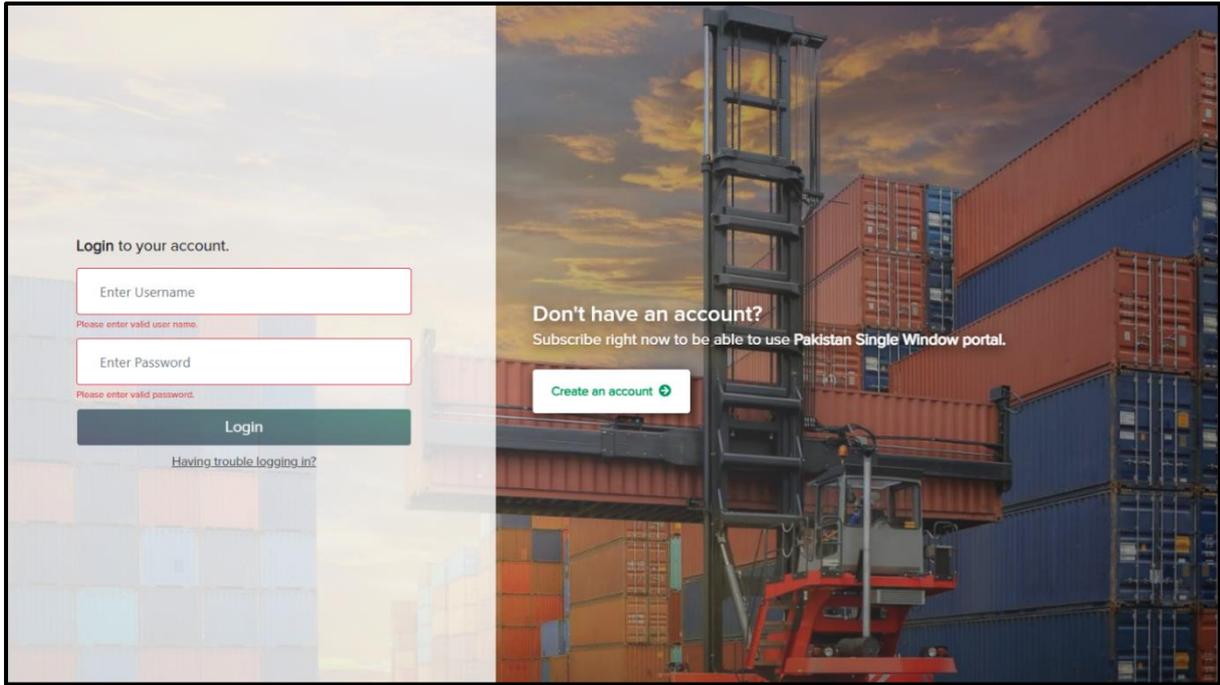
Figure 5.5.1-a Forgot Password

i. Click the 'Having trouble logging in?' link.
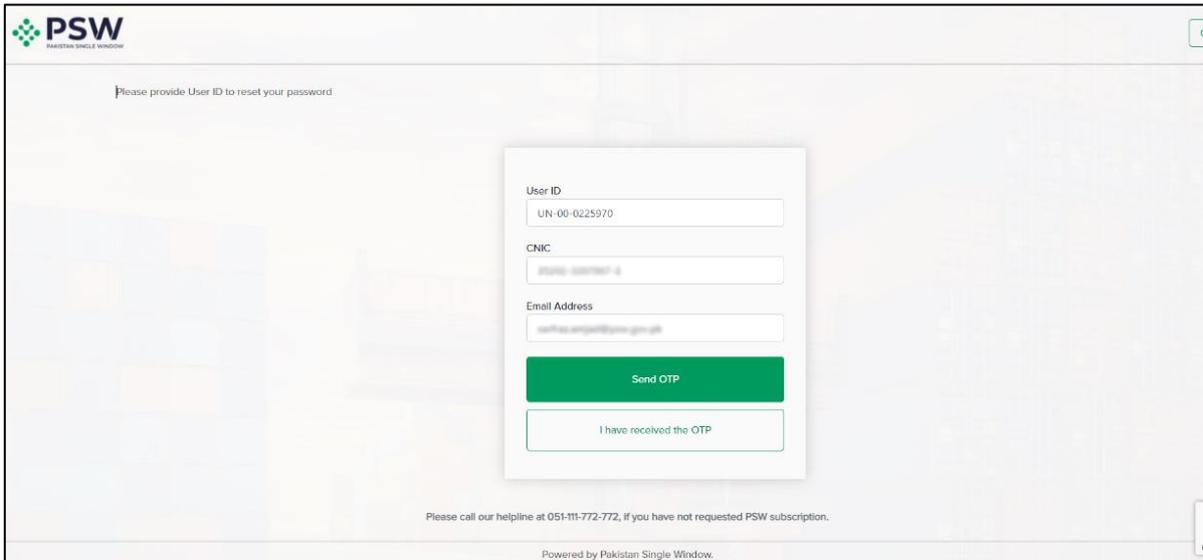
Figure 5.5.1-b Forgot Password

ii. Enter your User ID, CNIC, and Email Address and click the 'Send OTP' button.
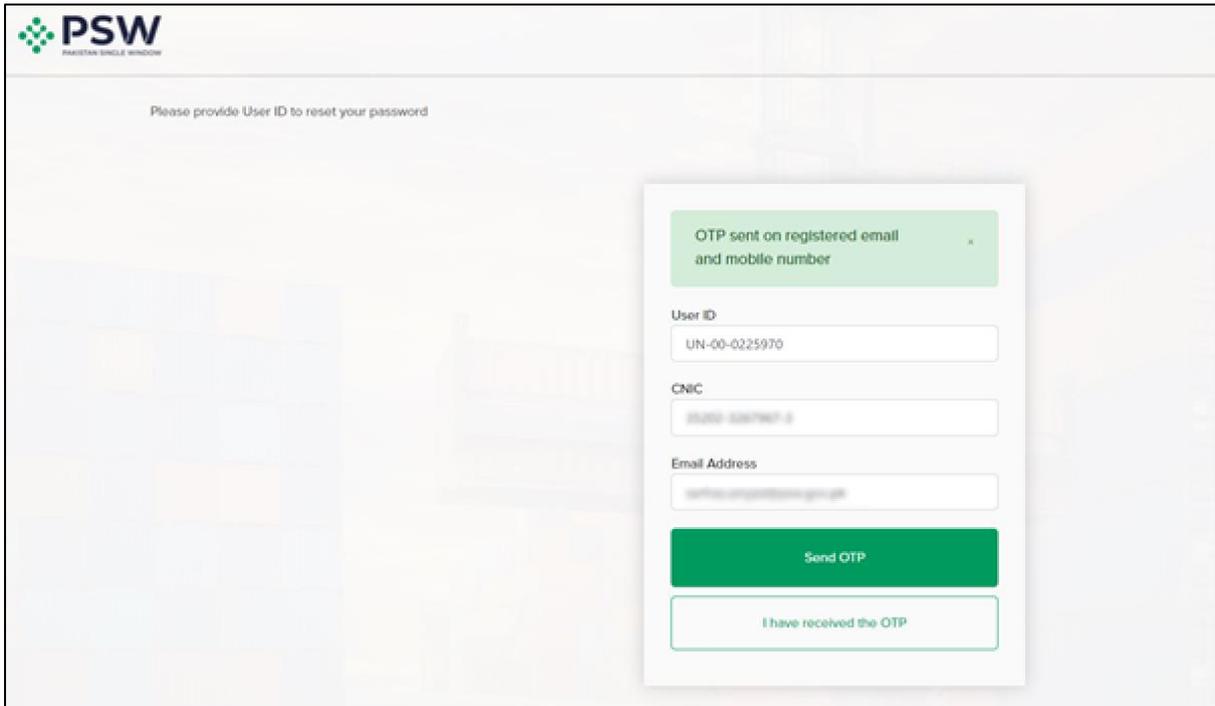
Figure 5.5.1-c Forgot Password

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

iv.   Click the 'I have received OTP' button
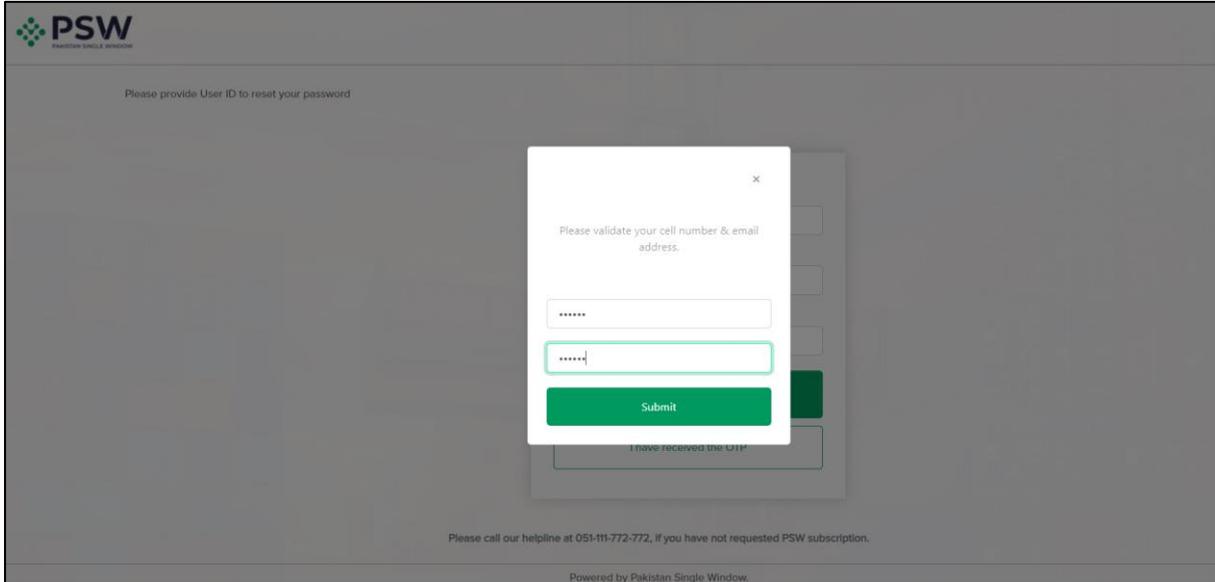
Figure 5.5.1-d Forgot Password

v.   Enter the OTP sent to your Mobile number and Email in their respective fields and click the 'Submit' button.
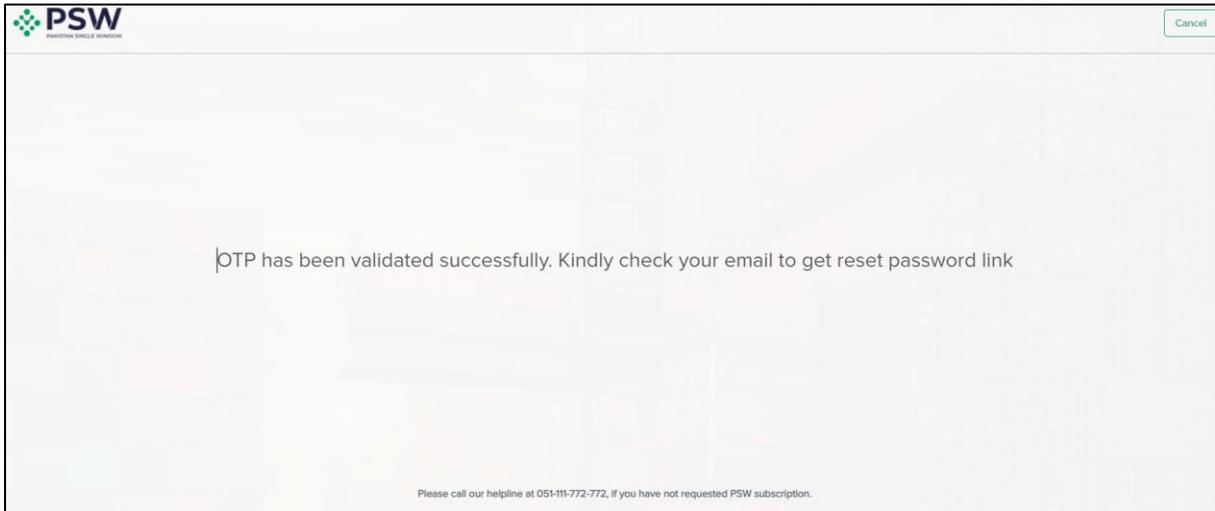
Figure 5.5.1-e Forgot Password

vi.   You will receive a message "OTP has been validated successfully. Kindly check your email to get reset password link".
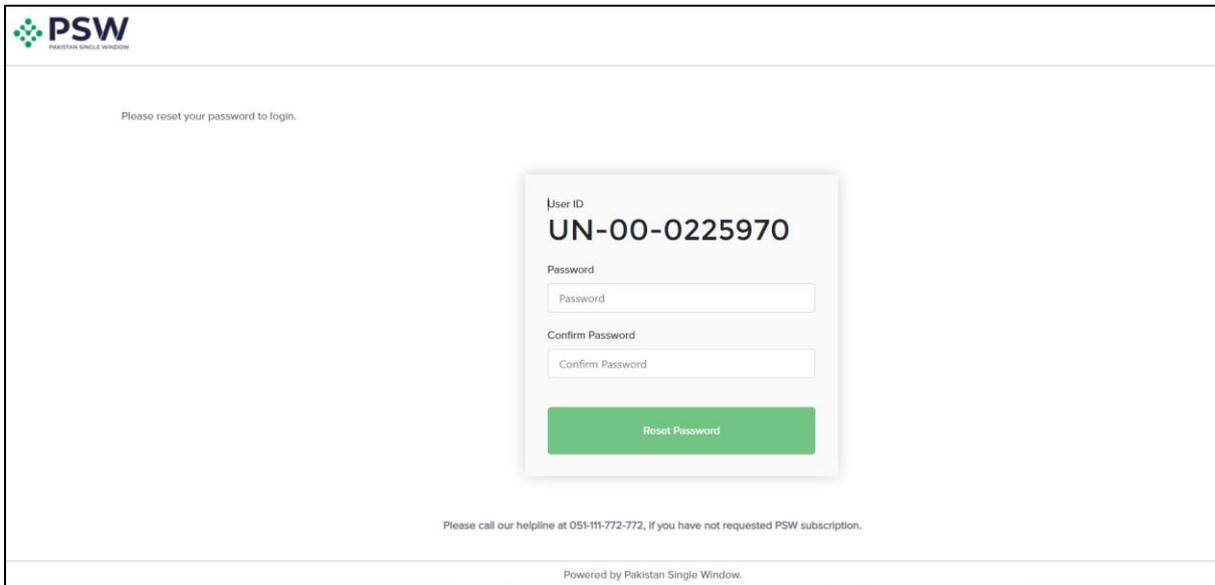
Figure 5.5.1-f Forgot Password

vii.   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 '(!@#$%^&*?<>)'.

viii.   After entering your new password in both the fields, click the 'Reset Password' button.
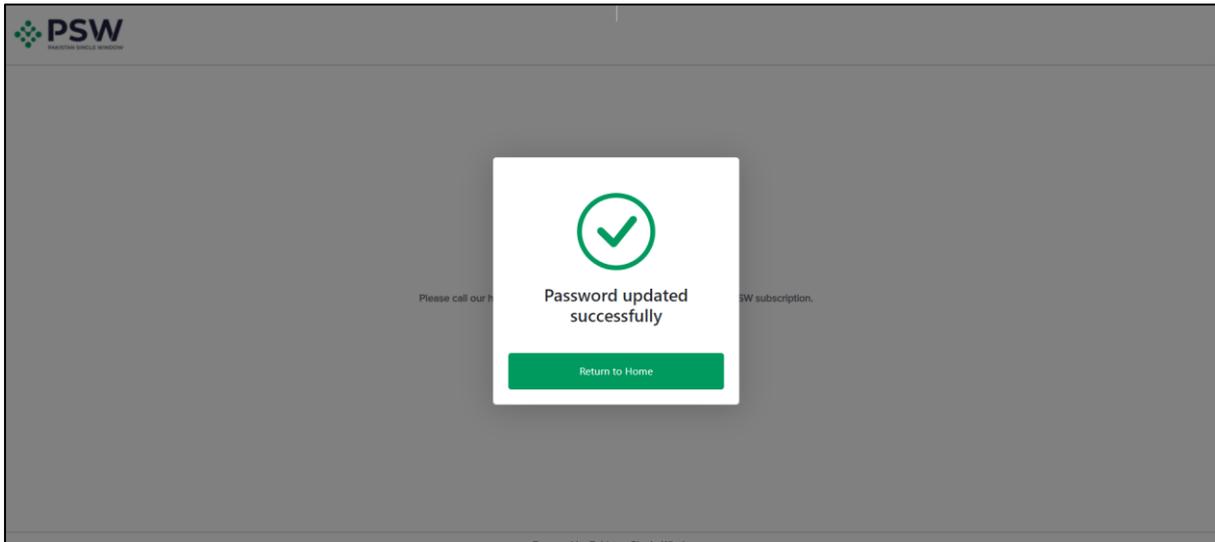
Figure 5.5.1-g Forgot Password

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

5.5   Registration with Customs through PSW Portal

5.5.1   Register as Trader
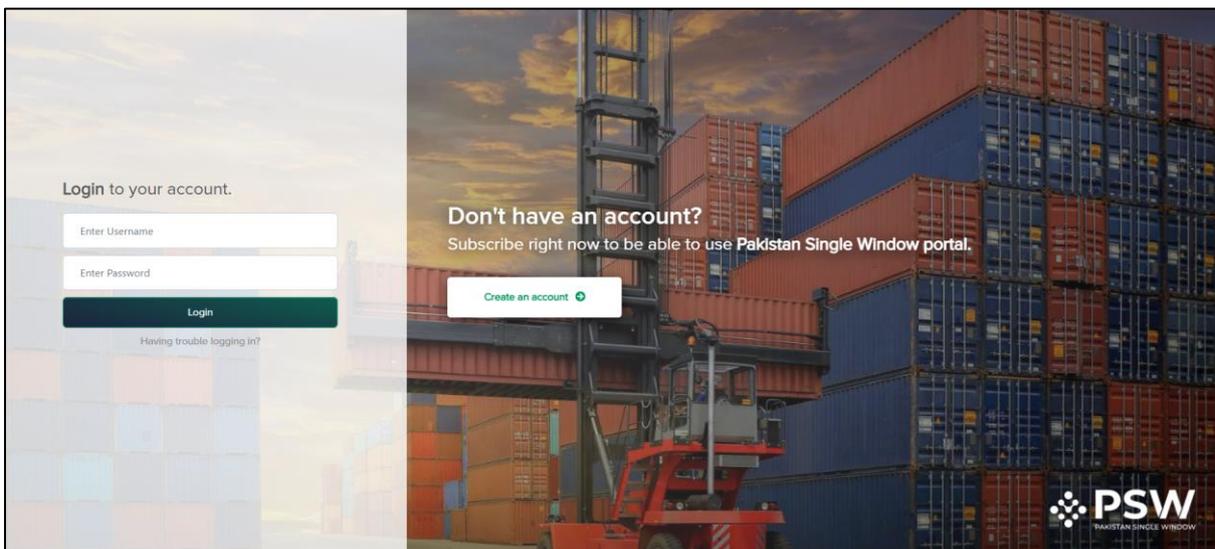
Figure 5.5.1-a Register Trader

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

Figure 5.5.1-b Register Trader

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

Figure 5.5.1-c Register Trader

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

Figure 5.5.1-d Register Trader

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).

Figure 5.5.1-e Register Trader

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

5.5.2   Register as Customs Agent

Figure 5.5.2-a Register as Customs Agent

i.   To register as a Customs Agent, log in into PSW portal using your subscription ID and password.
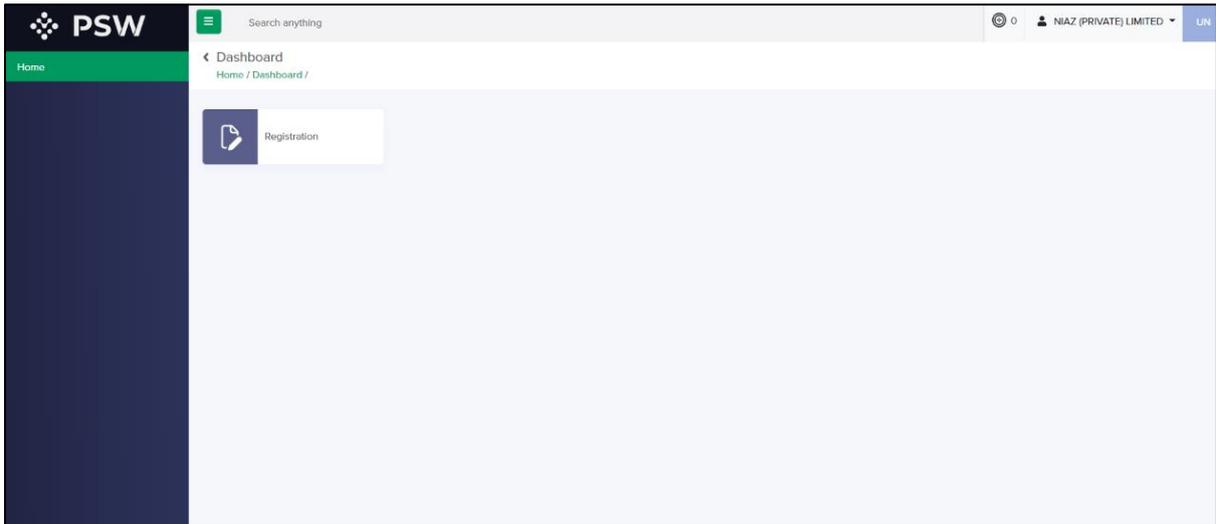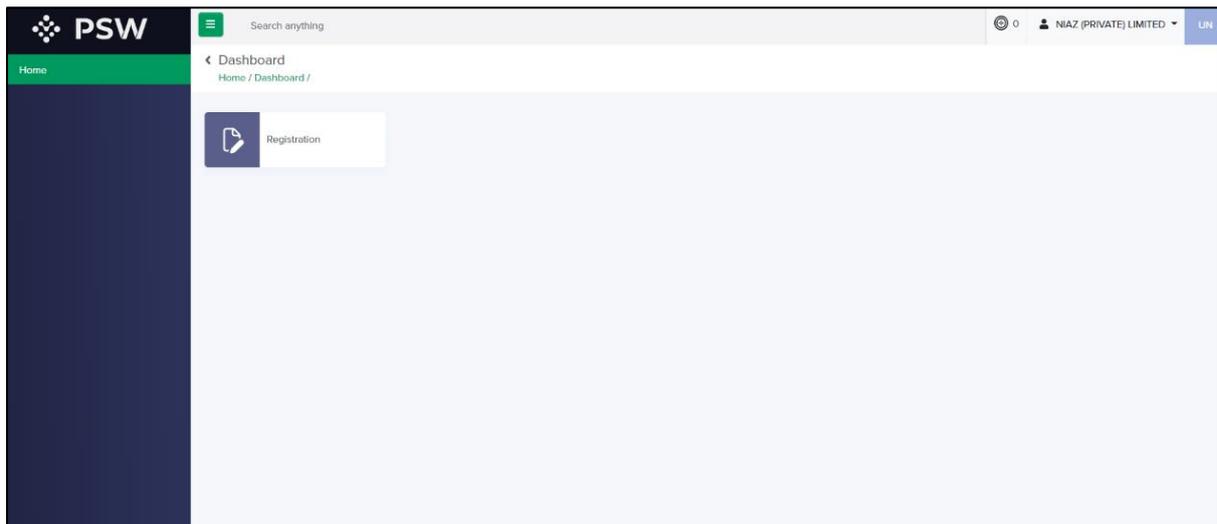

Figure 5.5.2-b Register as Customs Agent

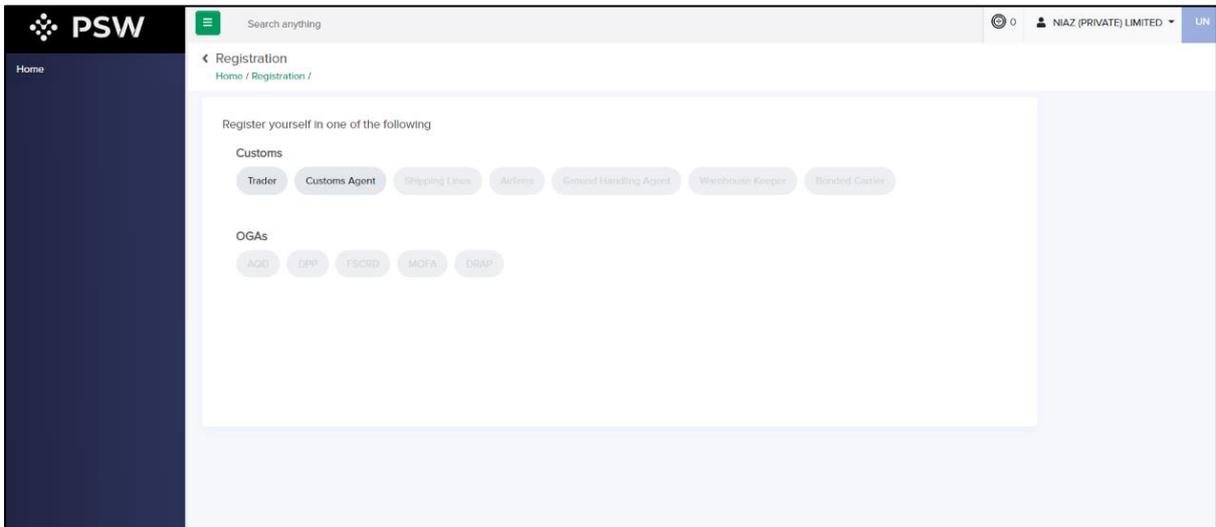ii.   After successfully logging in, you will be directed to the Registration dashboard.
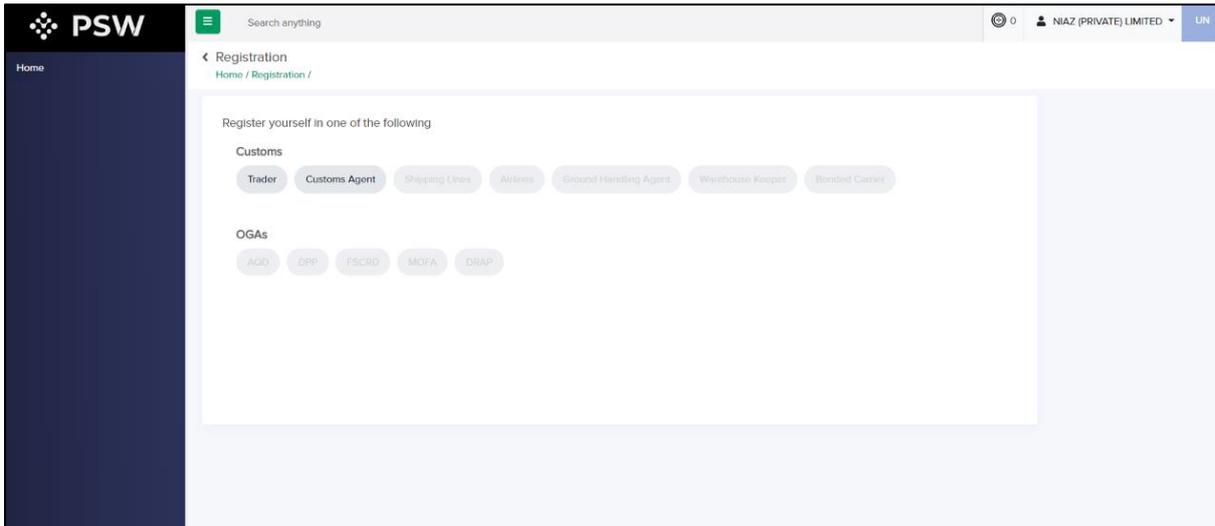
Figure 5.5.2-c Register as Customs Agent

    iii.   To register as Customs Agent, click the 'Customs Agent' button.
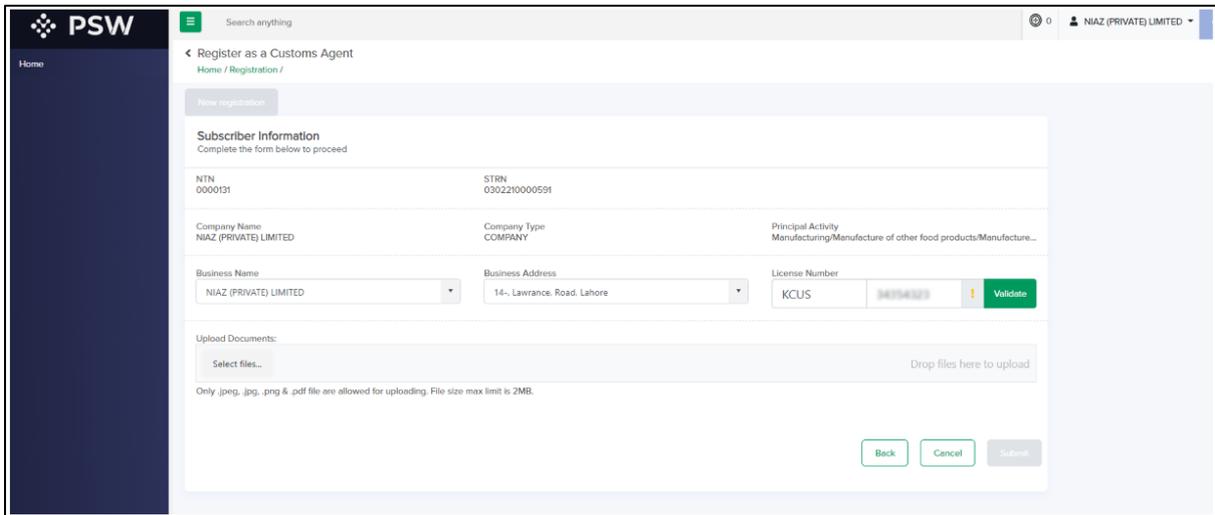
Figure 5.5.2-d Register as Customs Agent

    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.

Figure 5.5.2-e Register as Customs Agent

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).
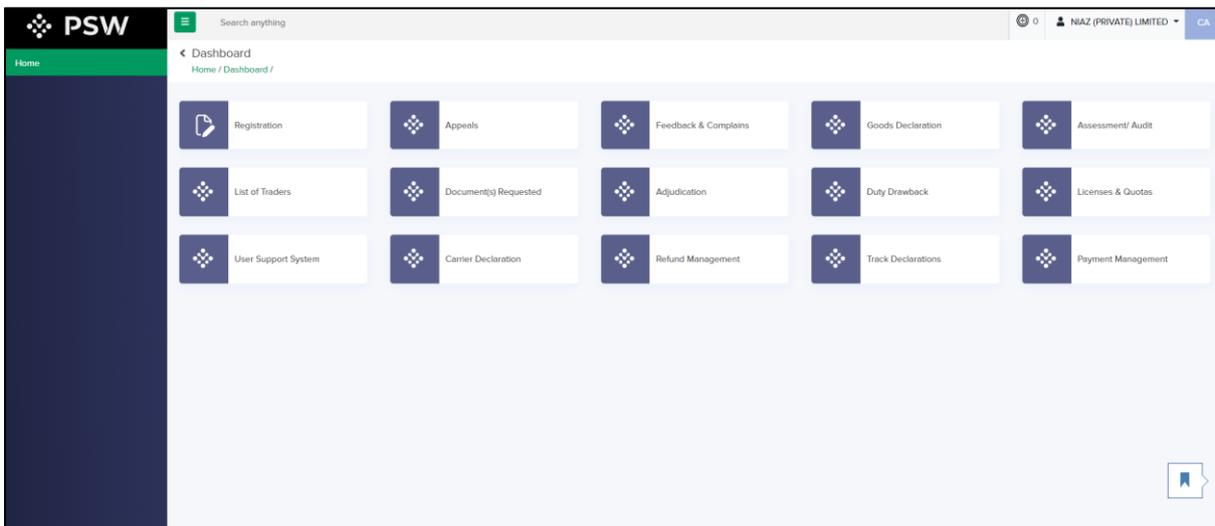
Figure 5.5.2-f Register as Customs Agent

vi. After successful registration as a Customs Agent, the above options will appear on your dashboard.

6. Obligations and Responsibilities

6.1 Obligations of PSW

1. 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".
2. 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.

3. 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.

6.2   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.

7.   Acronyms & Abbreviations

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