



PSW
PAKISTAN SINGLE WINDOW



USER MANUAL

TDAP - EU REX REGISTRATION FORM OFFICER'S APPROVAL PROCESS

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1. Introduction

Pakistan Single Window (PSW) is an electronic portal that allows parties involved in cross border trade and transport to lodge standardized information and documents using a single-entry point to fulfill all import, export, and transit related regulatory requirements. The information is transmitted electronically and individual data elements for clearance and regulatory approvals need only to be submitted once. Use of the PSW portal is allowed to authorized users who have completed the subscription process. Once subscribed and registered with PSW, you can access the PSW to perform cross border trade and transit related activities including online payment of taxes and Other Government Agencies (OGA) fees.

Currently, most OGAs dealing in cross border trade are performing their related functions manually. Even the OGAs using electronic means lack integration with the customs clearance system. All the internal users correspond through emails, phone calls, and messages which causes a delay in the operational processes and approvals.

The PSW aims to simplify your cross-border trade and transport experience. This new platform will facilitate the exporters/TDAP officer with online applications for registration on the EU-REX portal. The application for the same shall be received and processed through the PSW portal. Similarly, sharing of messages and documents required for processing regulatory approval requests shall be enabled by the PSW.

With the PSW system going live, there will be no TDAP office visits and manual submission of applications for the approval of EU-REX registration endorsement request. The processing of the application will be done online, where you can have clear visibility of the action being performed on the same. Moreover, communication between you and the TDAP officer will be visible, robust, and transparent. For more to know about PSW please visit our website www.psw.gov.pk.



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. To implement NSW the Government of Pakistan has promulgated the Pakistan Single Window Act, 2021 while declaring Pakistan Customs as the Lead Agency. Pakistan Customs has established a dedicated PSW Company (PSWC), as a not-for-profit Company under the Companies Act, 2017, to implement the PSW program. The PSWC has been designated as the Operating Entity under the PSW Act for developing and maintaining the PSW portal in collaboration with 77 different public sector entities involved in the regulation of cross border trade in Pakistan. The PSWC will digitize the processes of public sector entities, related to the regulation of international trade. This will not only reduce the time and costs but also increase compliance and immensely benefit economic operators like importers, exporters, freight forwarders, clearing agents, shipping companies, transporters, etc. The implementation of the PSW program 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 transit and trade.

3. Salient Features of TDAP EU REX Module

- A complete solution for online processing of applications.
- Communication between the officers and traders/custom agents will be done through the PSW system.
- Facilitates exporters to the EU markets in availing tariff concessions by reducing cost and time using automated system.

4. SYSTEM REQUIREMENTS

- To use PSW Portal on Windows®, the subscriber will require:
 - a. Google Chrome Browser.
 - b. Windows 7, Windows 8, Windows 8.1, Windows 10 or later
 - c. An Intel Pentium 4 processor or later that's SSE3 capable.

- To use PSW Portal on Mac®, the subscriber will need:
 - a. Google Chrome Browser
 - b. OS X El Capitan 10.11 or later.



5. Step by Step Business Process

5.1 User Login

- i. Please visit "www.psw.gov.pk" and click on the 'Login' button.

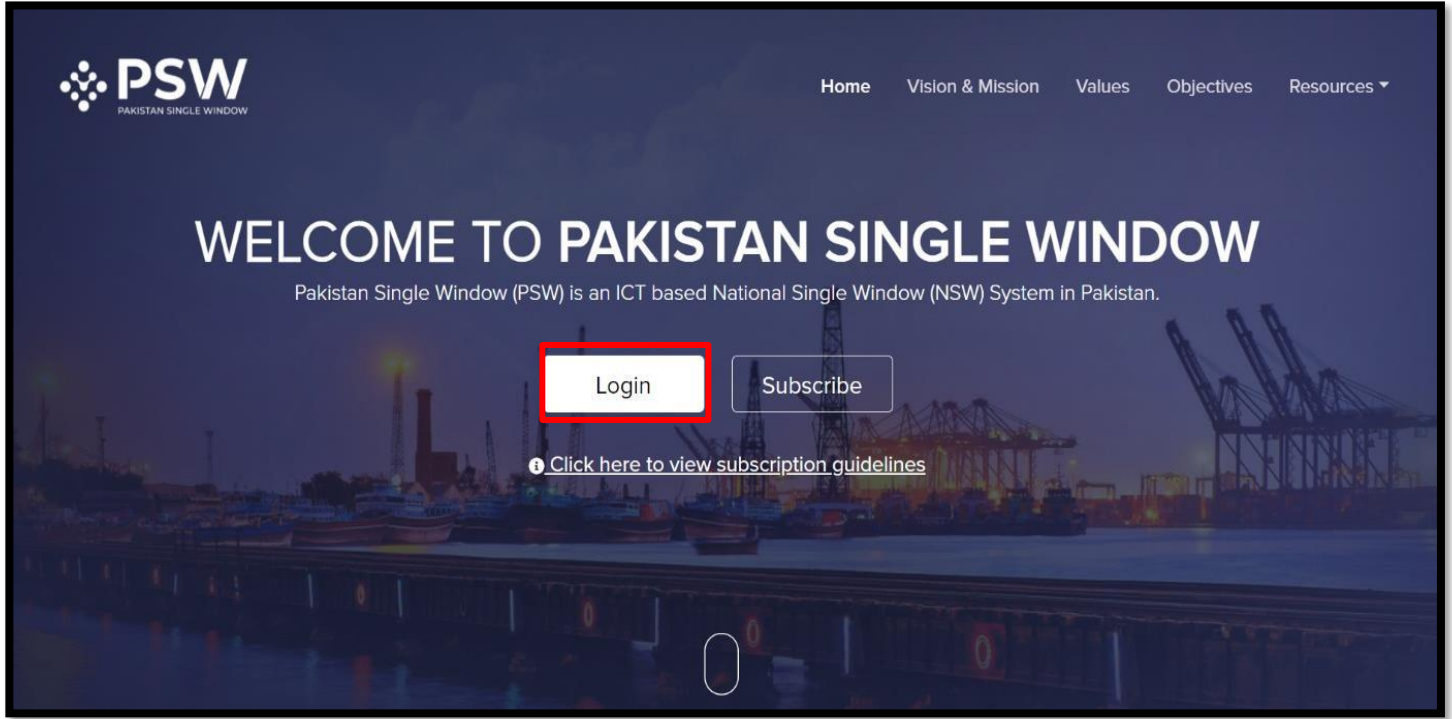


Figure 1

- ii. After clicking on the login button, you will be redirected to the login interface. Here, TDAP officer will be required to enter login credentials.

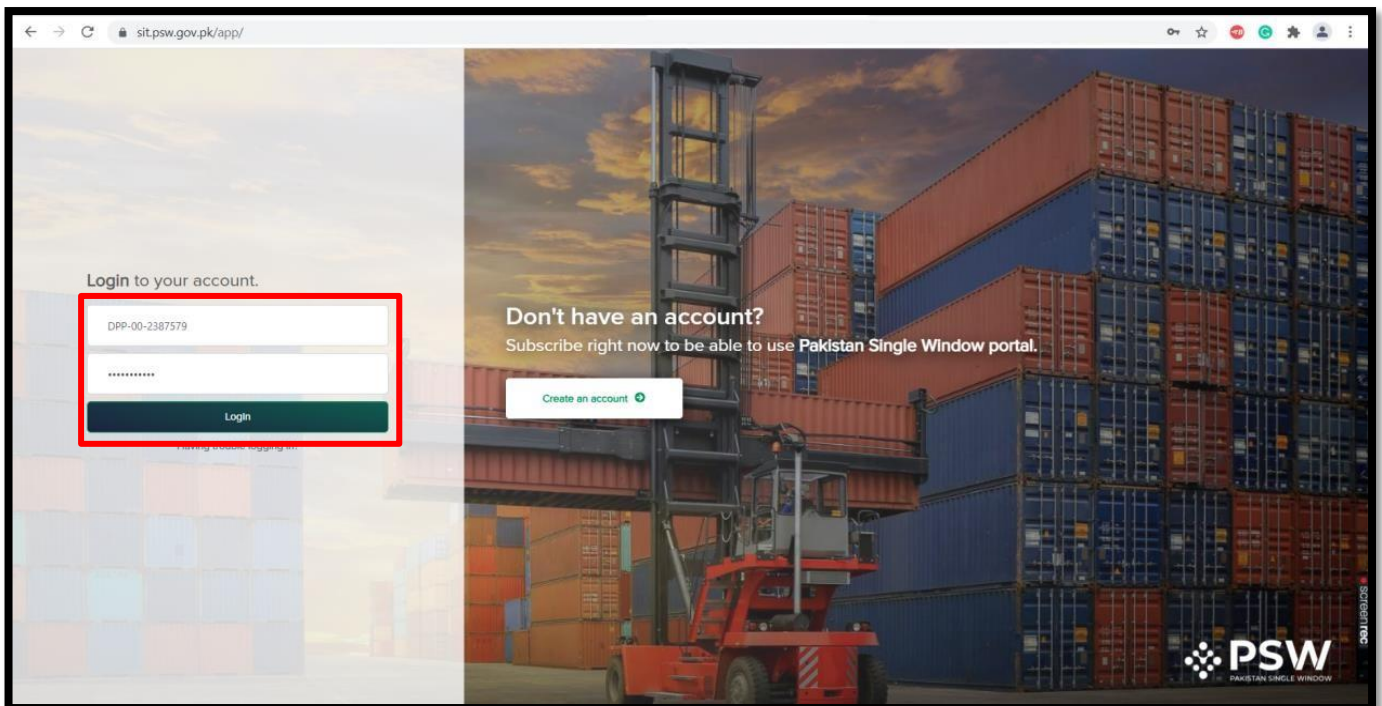


Figure 2

5.2 EU-REX Registration Form Officer's Processing

- i. Upon successful log-in, a dashboard will appear. At the Home Screen, click on the 'LPCO' button.

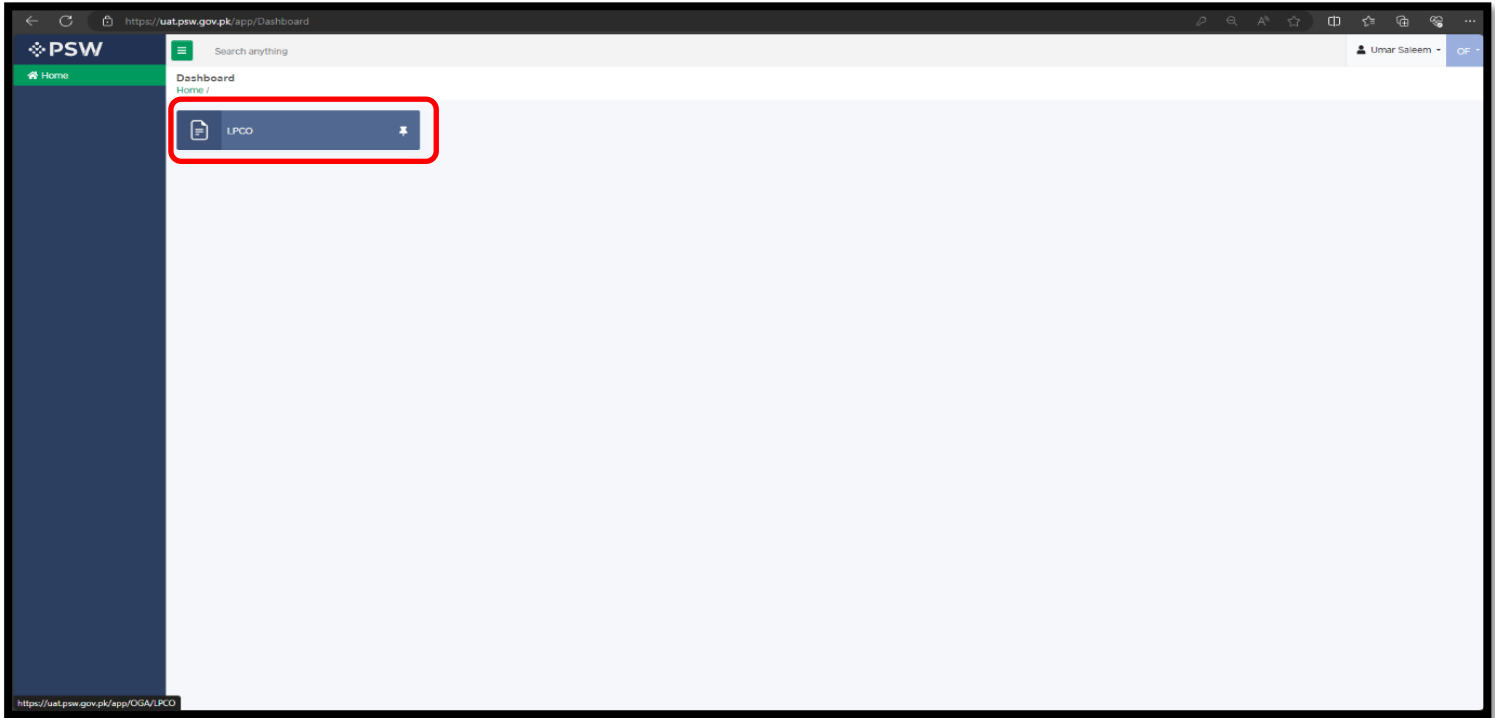


Figure 3

- ii. Under the LPCO grid, select "REX Registration Endorsement".

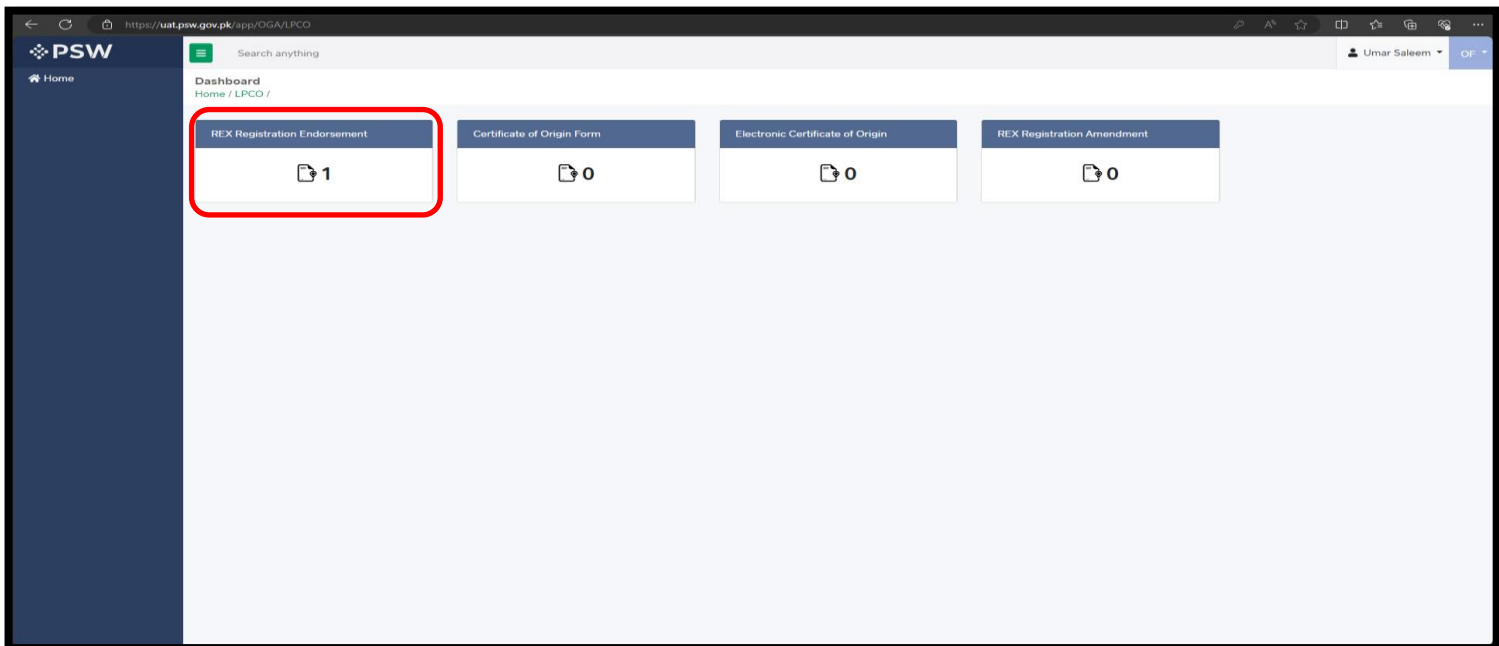


Figure 4

- iii. The list of REX registration requests will be displayed, Officer will click on button under action tab.

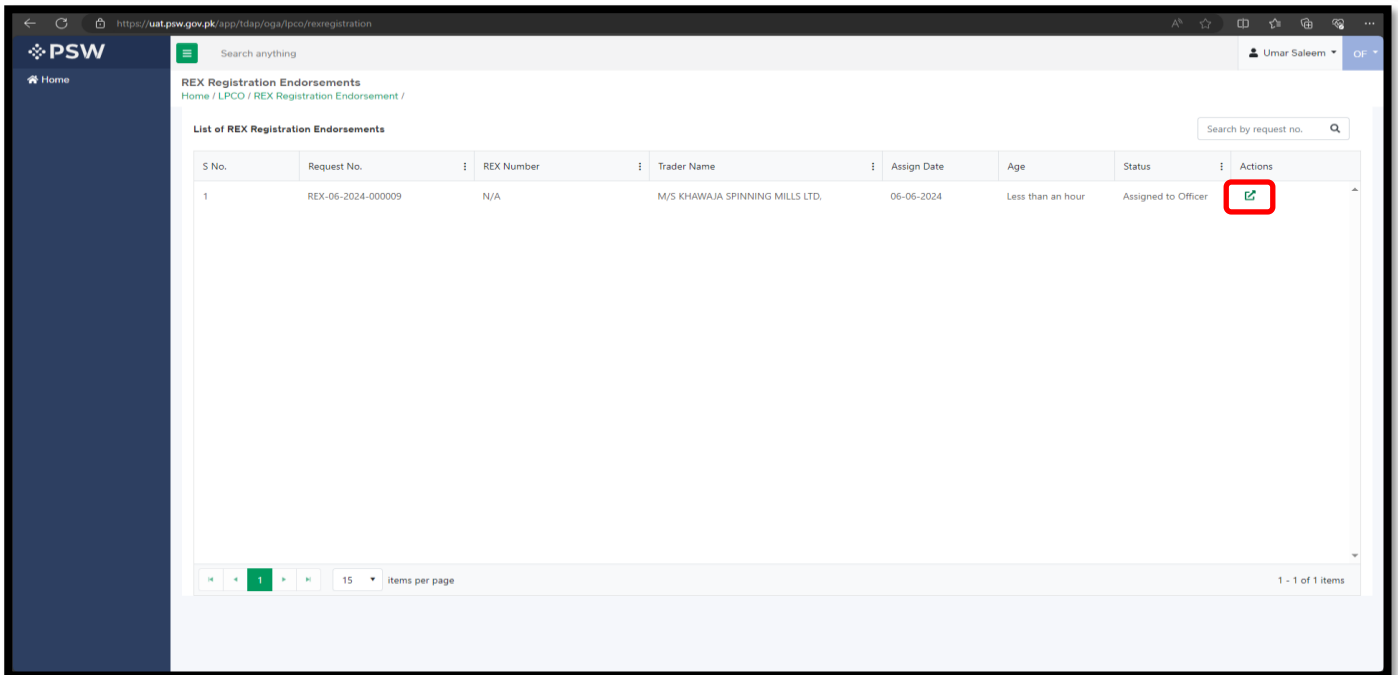


Figure 5

- iv. The officer will be able to check the trader's request along with the supporting documents uploaded by the trader. After examining the request and being satisfied with the bonafides of the application, the TDAP officer shall access the EU-REX portal using their credentials and approve the request on that portal. Once the TDAP officer has approved the application on EU-REX portal, the officer shall enter the REX Number on the trader's request screen as highlighted below. After entering the REX Number, the TDAP officer shall enter remarks in the "Officer Remarks" section and approve the application.

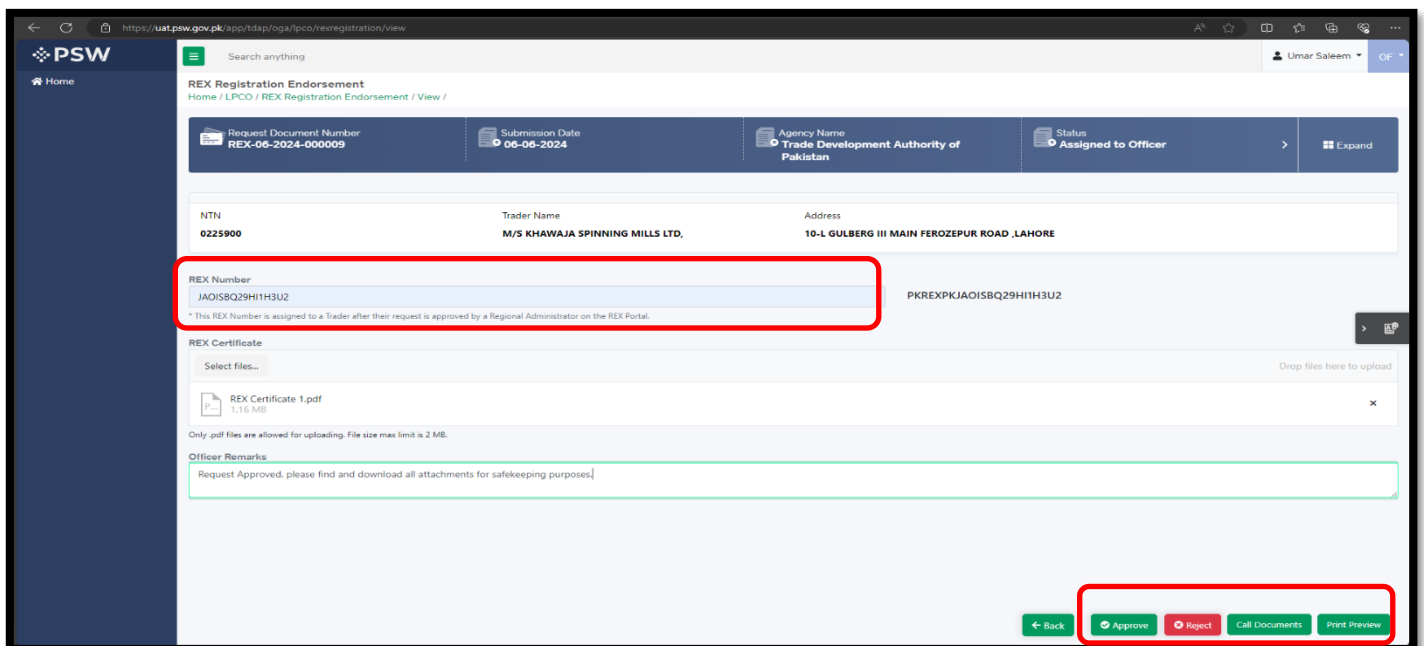


Figure 6

- v. Before approving the request, the officer can also preview the TDAP REX registration certificate that is issued to the trader once application is approved.

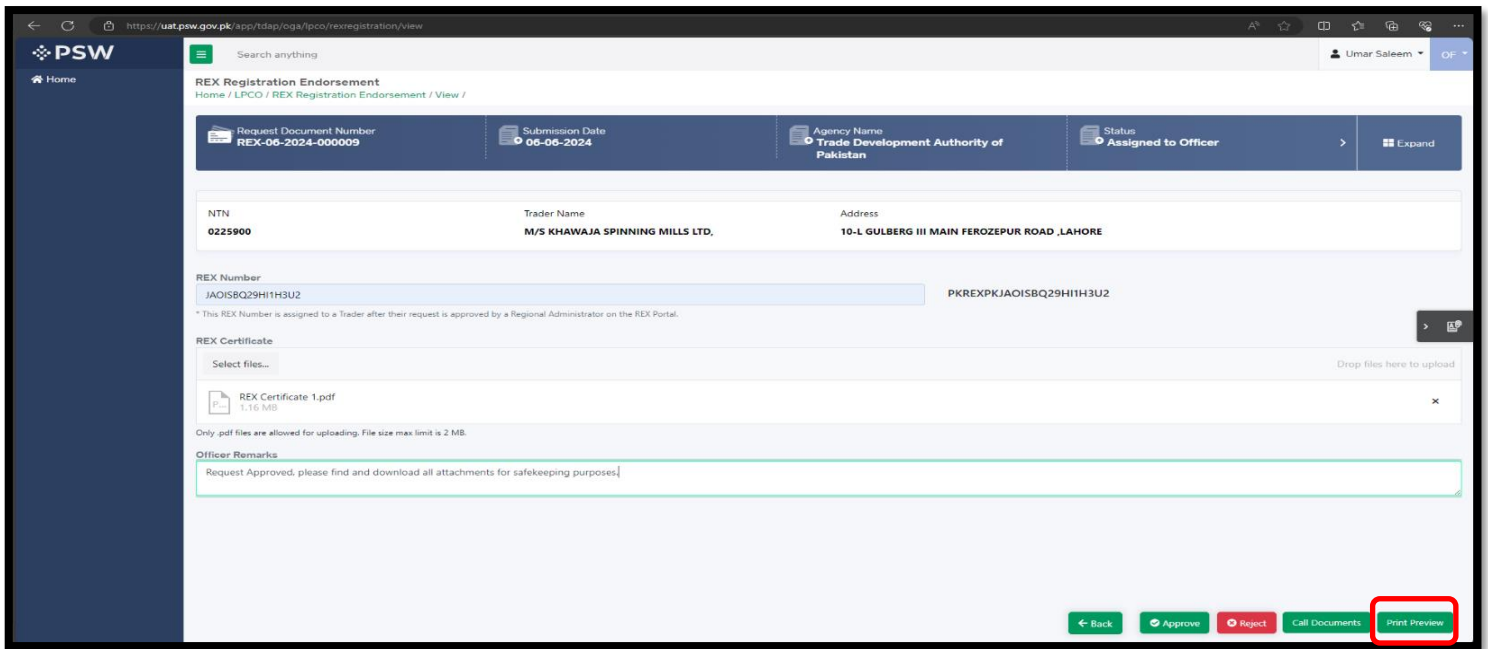


Figure 7

- vi. The officer will be able to see the preview of the certificate.



Figure 8



- vii. After approval by the TDAP officer, confirmation will appear, and request number will be generated.

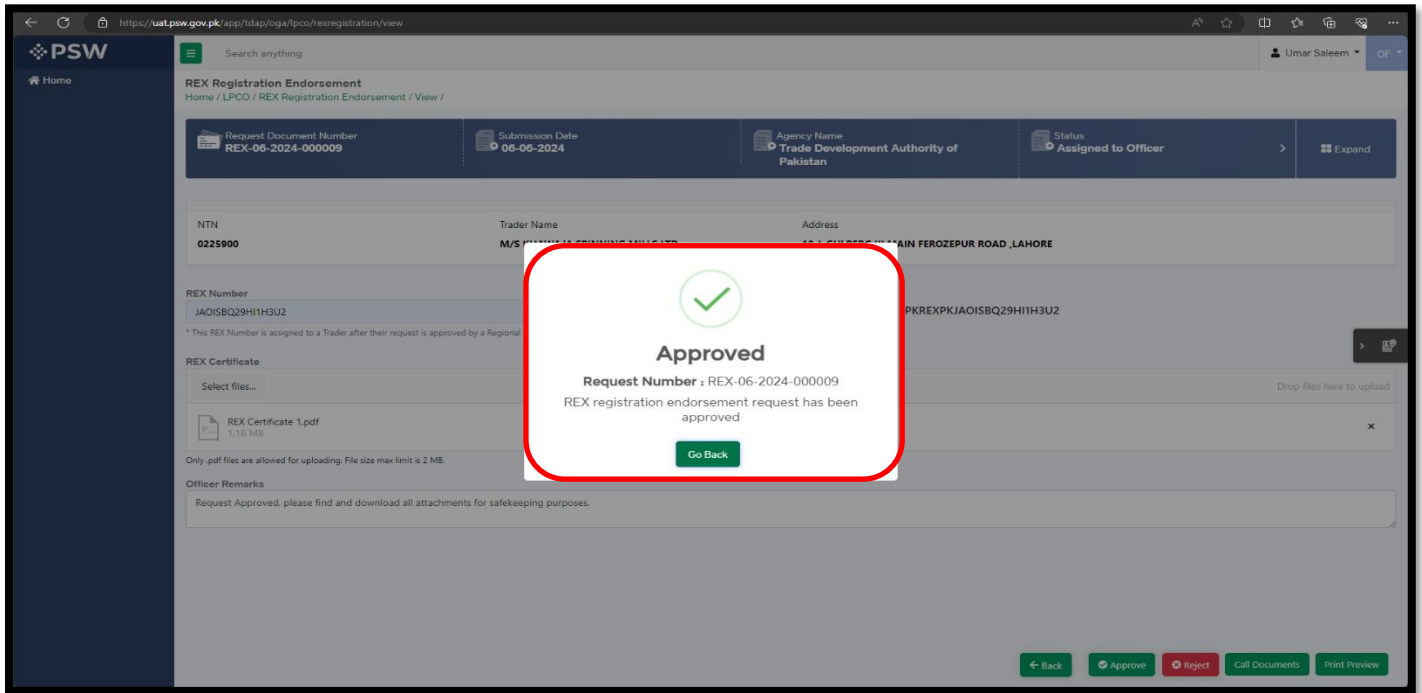


Figure 9



6. Contact Information

If you require any assistance, please feel free to contact us:

Email: support@psw.gov.pk

Phone: 021-111-111-779



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info@psw.gov.pk



www.psw.gov.pk