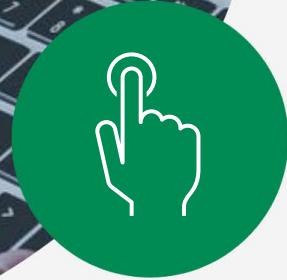




PSW
PAKISTAN SINGLE WINDOW



USER MANUAL

PSW SUBSCRIPTION AND REGISTRATION WITH CUSTOMS

Confidential Information:

The information provided in this document is intended solely for the use of PSW. The contents of this document may not be reproduced or divulged outside the intended organizations without the express written permission of PSW.



TABLE OF CONTENTS

Welcome to Pakistan Single Window Subscription!	4
1. Introduction	4
2. Background.....	4
3. PSW Subscription – Procedure, Salient Features and Dividends	4
3.1 Subscription Procedure	4
3.1.1 For NTN Holders	4
3.1.2 For FTN Holders	5
3.2 Salient Features of PSW Subscription	5
3.3 Benefits of Subscribing to PSW	6
4. Pre-requisites for PSW Subscription	6
4.1 System Requirements	6
4.2 Subscription Requirements	6
5. Let’s get started!	7
5.1 Subscription Process	7
5.1.1 For NTN Holders	7
5.1.2 For FTN Holders	17
5.1.3 Subscription of Foreign Nationals	26
5.2 Resume Subscription to PSW Portal	31
5.3 Login to PSW Portal	32
5.4 Forgot Password	32
5.5 Registration with Customs through PSW Portal	37
5.5.1 Register as Trader	37
5.5.2 Register as Customs Agent	42
6. Profile Management	45
6.1 Update/Sync Profile	45
6.1.1 Sync Profile with FBR	48
6.1.2 Update CNIC/Mobile Number	51
6.1.3 Update City	56
6.2 View Update Profile History	58
7. Obligations and Responsibilities	59
7.1 Obligations of PSW	59
7.2 Obligations of the Subscriber	59
8. Acronyms & Abbreviations	59



TABLE OF FIGURES

Figure 1 Subscription Process	7
Figure 2 PSW Terms and Conditions	7
Figure 3 NTN Validation	8
Figure 4 CNIC and Mobile Number	9
Figure 5 Generate Voucher	10
Figure 6 Subscription payment	11
Figure 7 OTP verification	11
Figure 8 Biometric verification	12
Figure 9 Subscription Complete	13
Figure 10 Undertaking for physical verification	14
Figure 11 Subscription complete	14
Figure 12 Password Creation	15
Figure 13 Successful Password Creation	15
Figure 14 PSW Login.....	16
Figure 15 PSW Dashboard	17
Figure 16 Bank Account Verification (Foreign Nationals Subscription)	29
Figure 17 OTP Verification	30
Figure 18 Login to PSW Portal.....	32
Figure 19 Forgot Password	33
Figure 20 PSW Registration	37
Figure 21 Register Trader	38
Figure 23 Register as Customs Agent	42
Figure 24 Update/Sync Profile	45
Figure 25 Update/Sync Profile OTP	46
Figure 26 Update Profile Fee	47
Figure 27 Update Profile	47
Figure 28 Sync Profile with FBR	48
Figure 29 Profile Updated Successfully	50
Figure 30 Update CNIC/Mobile Number	51
Figure 31 PMD Verification for update CNIC/Mobile Number	53
Figure 32 OTP Verification for update CNIC/Mobile Number	53
Figure 33 Update City	56
Figure 34 View Update Profile History	58



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 PSW subscription and registration with Customs in order to undertake cross border trade related activities. This handbook provides background of the PSW system while describing its key features. It also outlines some key responsibilities and obligations of both the PSW and the User.

1. INTRODUCTION

Use of the PSW portal is allowed to users who have been granted access by the system upon fulfillment of requirements as provided in the PSW Subscription Rules. During subscription process, the particulars of a subscriber are electronically captured and verified from the databases of the relevant departments in line with the *Know Your Customer* (KYC) principle. Once subscription is successfully obtained, the same particulars are made available to different trade regulators integrated with PSW platform. This saves the traders from submitting the same information physically or electronically 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. 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 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 regulation of cross border trade in Pakistan. The PSWC 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, cost, and time involved in achieving compliance with such regulations. The implementation of 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 trade as well as transit.

3. PSW SUBSCRIPTION – PROCEDURE, SALIENT FEATURES AND DIVIDENDS

3.1 Subscription Procedure

3.1.1 For NTN Holders

Follow these easy steps to subscribe in PSW:

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 details for performing the following validations:
 - Email associated with NTN in FBR database should be active and accessible for verification through One Time Password (OTP) and forwarding Login Credentials.
 - Mobile number registered against the selected CNIC shall be verified through Pakistan Mobile Number Portability Database (PMD) and used for two factor authentication.
Note: Mobile numbers registered against a Company Name cannot be used for PSW subscription.
4. Deposit the non-refundable subscription fee, through system generated Payment Slip ID (PSID).
5. Authentication of the subscriber shall be performed through OTP verification.
6. Biometric verification of the subscriber at any NADRA e-Sahulat franchise is required to complete the PSW subscription.
Note: If a subscriber is unable to perform biometric verification due to loss of elasticity, fading, wear-off, old age or any other medical reason, the alternate process of physical verification may be followed.
7. After successful biometric verification, a link shall be sent to the registered email address with the UID (User ID) after which the subscriber shall be able to create a unique password to access the PSW Portal.

3.1.2 For FTN Holders

Follow these easy steps to subscribe in PSW:

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 FTN and provide CNIC and Mobile Phone details for performing the following validations:
 - Email associated with FTN in FBR database should be active and accessible for verification through One Time Password (OTP) and forwarding Login Credentials.
 - Mobile number registered against the selected CNIC shall be verified through Pakistan Mobile Number Portability Database (PMD) and used for two factor authentication.
Note: Mobile numbers registered against a Company Name cannot be used for PSW subscription.
4. Deposit the non-refundable subscription fee, through system generated Payment Slip ID (PSID).
5. Authentication of the subscriber shall be performed through OTP verification.
6. Biometric verification of the subscriber at any NADRA e-Sahulat franchise is required to complete the PSW subscription.
Note: If a subscriber is unable to perform biometric verification due to loss of elasticity, fading, wear-off, old age or any other medical reason, the alternate process of physical verification may be followed.
7. After successful biometric verification, a link shall be sent to the registered email address with the UID (User ID) after which the subscriber shall be able to create a unique password to access the PSW Portal.



3.2 Salient Features of PSW Subscription

- **Scope:** NTN holders, FTN holders, and Non-NTN\Non-FTN holders can subscribe in PSW.
- **Real time data validation/KYC:** Subscription process is 100% automated through real time data validations with FBR, NADRA and PMD.
- **Paper/contact less processing:** Subscription application shall be auto processed, and User ID shall be automatically issued by the system.
- **E Payment:** Subscription Fee shall be paid online through 1Link using Alternate Delivery Channel (ADC).
- **Authenticity of Subscriber:** Subscriber authenticity shall be ensured through Biometric verification from NADRA and mobile number ownership through PMD.

3.3 Benefits of Subscribing to PSW

- **Ease of doing Business:** The subscriber no longer has to submit 22 paper documents which were previously being submitted to obtain registration with Customs for performing cross border trade.
- **Cost of doing business:** The subscribers are required to pay only Rs. 500/- as subscription fee eliminating fully all overheads previously needed for manual preparation and processing of registration file.
- **Time saving:** The average processing time of acquiring User ID (UID) is reduced from 10 days to a few minutes.
- **Value-added benefits:** After acquiring PSW Subscription, the subscribers can avail themselves of several value-added benefits including single declaration, EIF/EFE elimination, auto routing of regulatory requirements, etc.

4. PRE-REQUISITES FOR PSW SUBSCRIPTION

4.1 System Requirements

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

4.2 Subscription Requirements

- **Updated FBR data:** Email address and CNIC shall be fetched/verified from FBR database against the entered NTN/FTN. Therefore, the details in FBR database should be updated and the subscriber should have access to the registered email address for correspondence/OTP retrieval.
- **Mobile Number Ownership:** Subscriber shall be required to provide a mobile number which must be registered against the provided CNIC. Mobile number ownership shall be verified from PMD. Therefore, it should be accessible to subscriber for correspondence/OTP retrieval.
- **Biometric Verification:** Subscriber shall be required to visit the nearest NADRA E-sahulat Markaz with their CNIC and Application ID to perform biometric verification for completing the subscription process.



Note: Biometric verification can only be performed against the CNIC provided by the Subscriber.

- **Incorporated Companies:** The data of directors of a company will be fetched from FBR database and any one of the directors will need to perform the required actions for obtaining subscription. The subscriber shall undertake mobile phone ownership and biometric verification. They will receive correspondence/OTPs on the email address available in FBR database and mobile number registered against their own name.

5. LET'S GET STARTED!

5.1 Subscription Process

5.1.1 For NTN Holders

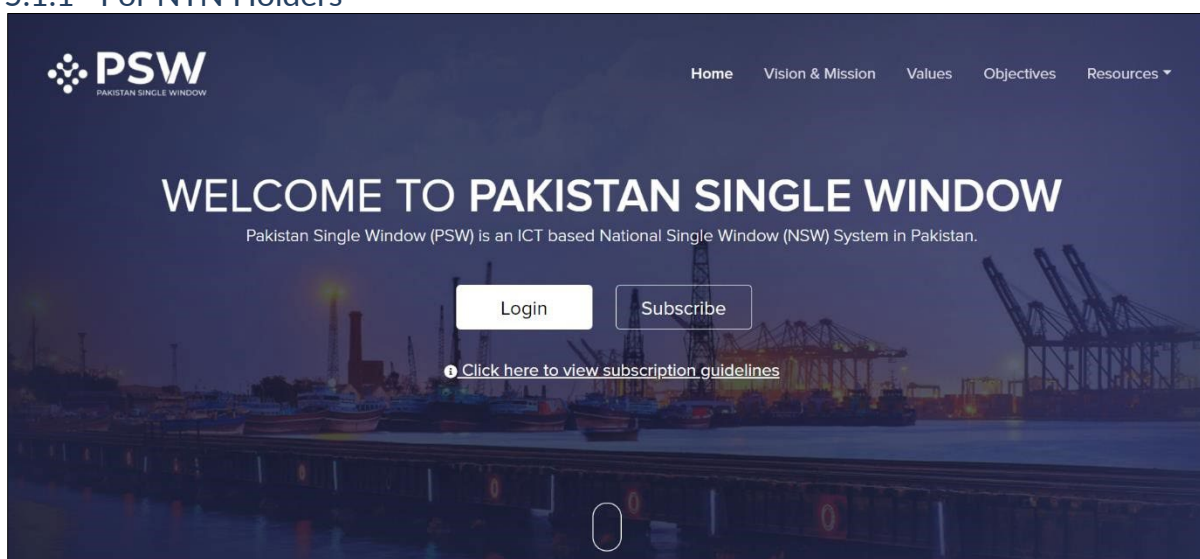


Figure 1 Subscription Process

- Please visit "www.psw.gov.pk" and click the "Subscribe" button.

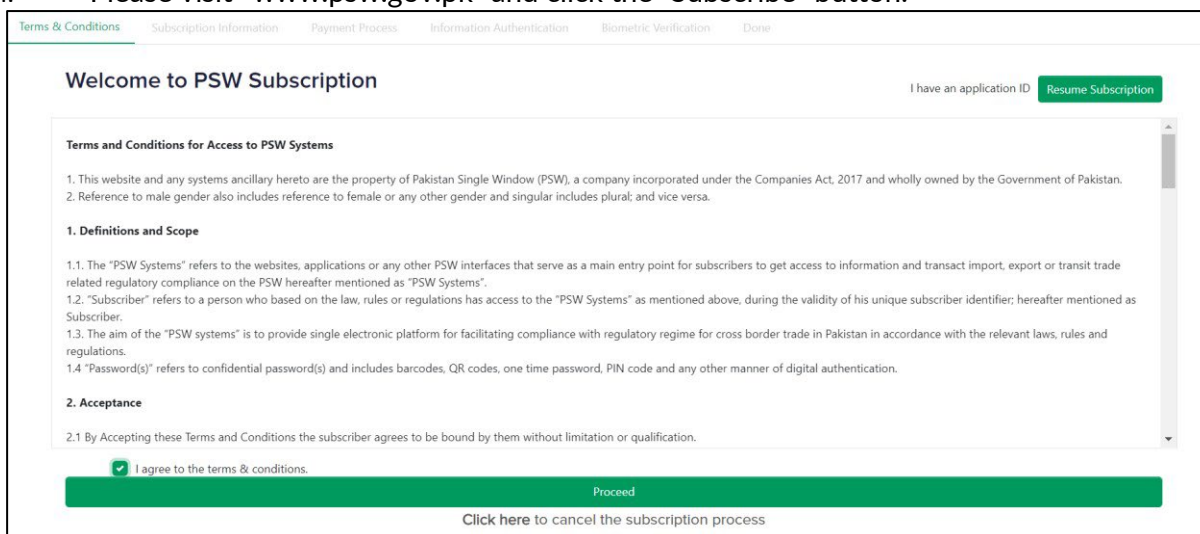


Figure 2 PSW Terms and Conditions



- ii. After clicking on 'Subscribe' button, you shall be directed to a screen of Terms and Conditions for access to PSW System.
- iii. Please read and accept the Terms and Conditions of PSW Subscription by checking the relevant box. Click 'Proceed' button to continue with the subscription process.

Figure 3 NTN Validation

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

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



Terms & Conditions Subscription Information Payment Process Information Authentication Biometric Verification Done

Please select entity type.

NTN Holder

FTN Holder

NON-NTN/FTN Holder

NTN: 0000131

STRN: 0302210000591

Principal Activity: Manufacturing/Manufacture of other food products/Mar

Business Name: M/S NIAZ (PRIVATE) LIMITED

Company Name: NIAZ (PRIVATE) LIMITED

CNIC: 91400XXXX972

Business Address: 14-, Lawrance, Road, Lahore

Email: Enter Email

CNIC Number: Enter CNIC Number

Mobile Number: +92 Enter Mobile Number

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

- vi. Upon clicking on the 'Validate' button, STRN, Company Name, Principal Activity, CNIC, Business Name, Business Address, and email shall be fetched from the FBR database.
Note: Kindly refer to [Subscription of Foreign Nationals](#) in case, all business members (Directors/Partners/Members/Principal Officers/ Individuals) are foreign nationals.

Terms & Conditions Subscription Information Payment Process Information Authentication Biometric Verification Done

Please select entity type.

NTN Holder

FTN Holder

NON-NTN/FTN Holder

NTN: 0000131

STRN: 0302210000591

Principal Activity: Manufacturing/Manufacture of other food products/Mar

Business Name: M/S NIAZ (PRIVATE) LIMITED

Company Name: NIAZ (PRIVATE) LIMITED

CNIC: 91400XXXX972

Business Address: 14-, Lawrance, Road, Lahore

Email: maryam.sami@pwa.gov.pk

CNIC Number: 35302-3050535-1

Mobile Number: +92 3330037964

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

Figure 4 CNIC and Mobile Number

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

Terms & Conditions Subscription Information **Payment Process** Information Authentication Biometric Verification Done

Please select entry type.

NTN Holder

FTN Holder

NON-NTN/FTN Holder

NTN: 0000131

Validate

STRN
0302210000591

Principal Activity
Manufacturing/Manufacture of other food products/Manufacture o

Business Name
M/S NIAZ (PRIVATE) LIMITED

Company Name
NIAZ (PRIVATE) LIMITED

CNIC
91400XXXX972

Business Address
14- Lawrance, Road, Lahore

Email
niaz.com@niaz.com.pk

CNIC Number
3520-304025-1

Mobile Number
+92- 3000000000

Payment Slip ID (PSID)
10077920210930051558914

Application ID
70284

Subscription Fee
PKR 500

Due Date
10 Oct 2021

Payment Status
Unpaid

Generate Voucher

Proceed

Click here to cancel the subscription process

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Figure 5 Generate Voucher

- viii. Upon clicking on the 'Generate Voucher' button, a Payment Slip ID (PSID) and Application ID shall be generated. Please pay Subscription Fee of PKR 500.

Note:

- You shall also receive PSID, Application ID, and Due Date via email and SMS. PSID shall expire in 2 days after which you will have to restart the process from the beginning.
- The same application ID may be used to resume subscription if it was left incomplete.
- ix. 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 6 Subscription payment

- x. After successful payment, your Payment Status shall be updated to 'Paid'. Click on the 'Proceed' button to continue with the process.
- xi. In case, payment status is not updated, click on the 'refresh' button to refresh the payment status.

Figure 7 OTP verification

- xii. Upon clicking on 'Proceed', the 'Information Authentication' page will appear. Click 'Send OTP' button for verification.
Note: The provided mobile number should be registered against the entered CNIC, otherwise the system shall not send OTP and an error message 'Mobile Number does not belong to entered CNIC' shall be generated.



Information Authentication

CNIC Number
91202-5000235-1

Mobile Number
+92 3330227964

Email Address
marjan.ameer@psw.gov.pk

Mobile OTP

Email OTP

0:8 Resend OTP Submit

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

- xiii. In case you did not receive the OTP, click on the option 'Resend OTP'.
- xiv. Enter the OTP number (6 digits) received on your Mobile Number and Email Address. Click on the 'Submit' button to proceed.

Information Authentication

CNIC Number
91202-5000235-1

Mobile Number
+92 3330227964

Email Address
marjan.ameer@psw.gov.pk

Mobile OTP

Email OTP

Resend OTP Submit

Biometric Verification

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

Biometric Status
NOT VERIFIED

Due Date
30 Oct 2021

Proceed

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

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Figure 8 Biometric verification

- xv. After successfully submitting the OTP(s), you shall be intimated to perform Biometric Verification via email.

Note: If you are unable to perform biometric verification due to loss of elasticity, fading, wear-off, old age or any other medical reason, follow the instructions mentioned in the Biometric verification email sent by PSW.

- xvi. For the purpose of Biometric verification, you shall be required to visit any of the nearest Esahulat Markaz of NADRA along with your CNIC, the Application ID (generated and provided by PSW system during subscription) and your Mobile phone number on Bioverisys verification.

Biometric Verification:

Information Authentication

CNIC Number

Mobile Number: +92 333337664

Email Address: marwan.ali@psw.gov.pk

Mobile OTP: Enter Mobile OTP

Email OTP: Enter Email OTP

Send OTP Submit

Biometric Verification

Biometric Verification is mandatory to complete subscription. Please visit your nearest NADRA E Saulat Center.
[Click Here to resend the application link.](#)

Biometric Status: **VERIFIED**

Due Date: **30 Oct 2021**

Proceed

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

Powered by Pakistan Single Window.

xvii. After successful Biometric Verification, your 'Biometric Status' shall be updated to "Verified". Click on the 'Proceed' button to complete your Subscription process.

Terms & Conditions Subscription Information Payment Process Information Authentication Biometric Verification **Done**

✓

Congratulations! Your subscription has been completed.
Link to create password has been sent on registered email.

Done

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

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Figure 9 Subscription Complete

- xviii. Upon clicking on the 'Proceed' button, you shall be directed to 'Done' screen.
- xix. You shall receive an email containing your User ID for PSW Portal and an automated link for creation of your own password.
- xx. You must create your own password using the link provided in the email.



Physical Verification:

Welcome to PSW Subscription

Annexure A

Undertaking for Physical Verification

I hereby have applied for Pakistan Single Window Subscription and followed relevant steps. However, my biometric verification/Validation has not been completed due to fading of fingerprint ridges/loss of elasticity/old age and/or any other medical reason at NADRA e SAHULAT. I am opting alternate process of verification/validation for subscription to PSW Portal.

I agree to the terms & conditions.

Proceed

Please call our helpline at 051-111-772-772, if you have not requested PSW subscription.

Figure 10 Undertaking for physical verification

- xxi. If you have opted for physical verification due to loss of elasticity, fading, wear-off, old age or any other medical reason and clicked on the link provided in the Biometric verification email, a new screen shall appear.
- xxii. You shall be required to submit an undertaking for physical verification. After reading the undertaking, click on the check box 'I agree to the terms & conditions' and then click on the 'Proceed' button. xxiii. Upon clicking on 'Proceed' button, you shall be directed to the 'Done' screen.

Terms & Conditions Subscription Information Payment Process Information Authentication Biometric Verification Done

Congratulations! Your subscription has been completed but your verification is pending.
You are required to perform registration and appear before AC/DC User ID of Collectorate of Jurisdiction to complete your verification process.
Link to create password has been sent on registered email.

[Click Here to resend the application link.](#)

Done

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

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Figure 11 Subscription complete

- xxiv. Click on 'Done' button to complete the subscription process.
- xxv. You shall receive an email containing your User ID for PSW Portal and an automated link for creation of your own password.
- xxvi. You must create your own password using the link provided in the email.

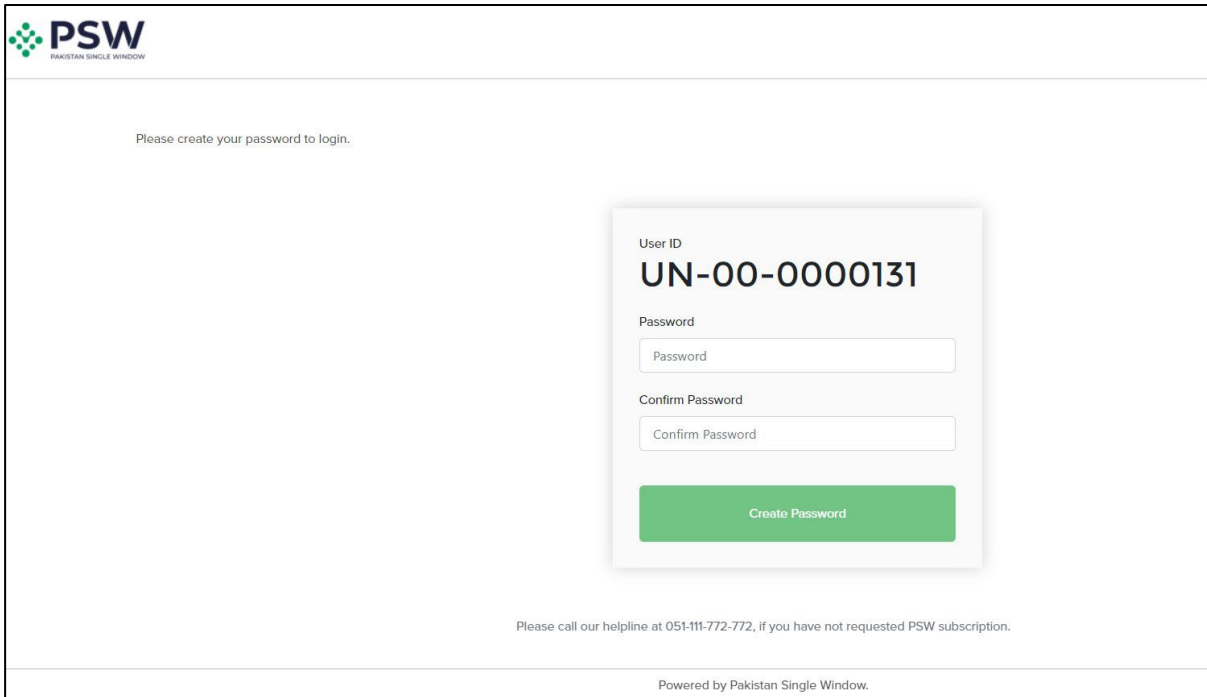


Figure 12 Password Creation

xxvii. You must enter the same password in both the 'Password' and Confirm Password' fields.

Note: Your Password should consist of minimum 8 characters with at least 1 Capital Letter, 1 Numeric and 1 Special Character '(!@#\$\$%^&*?<>)'

xxviii. Click on the 'Create Password' button to proceed.

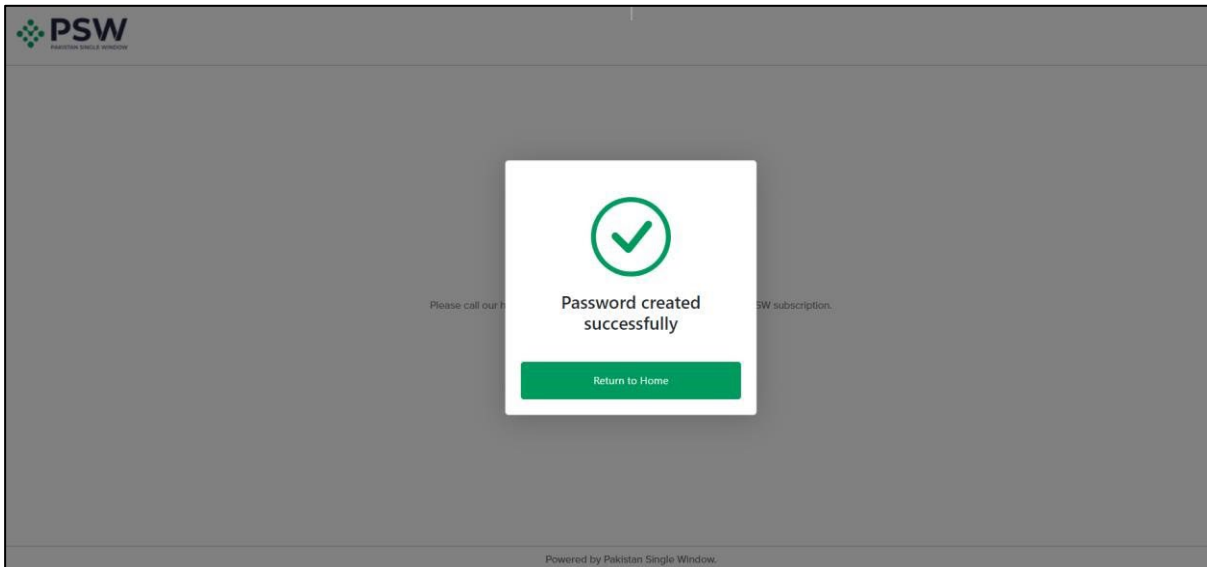


Figure 13 Successful Password Creation

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

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

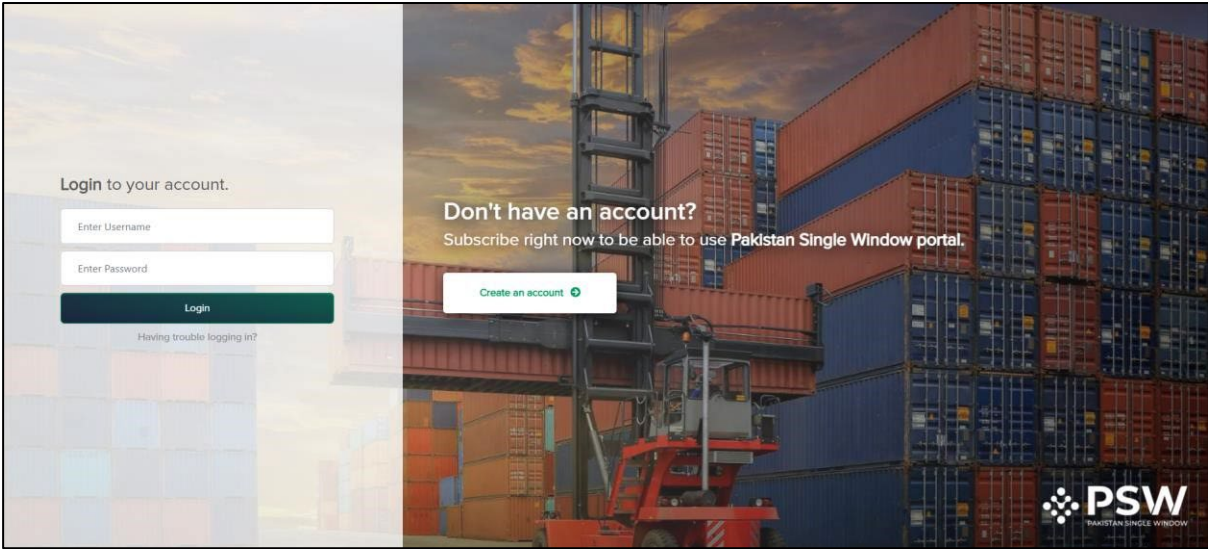


Figure 14 PSW Login

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



5.1.2 For FTN Holders

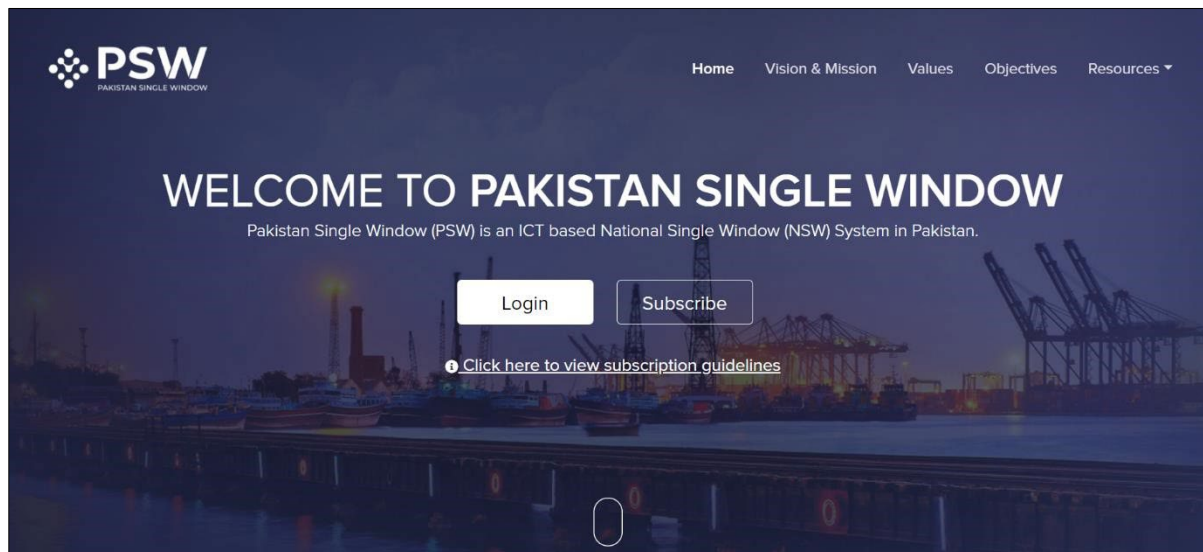
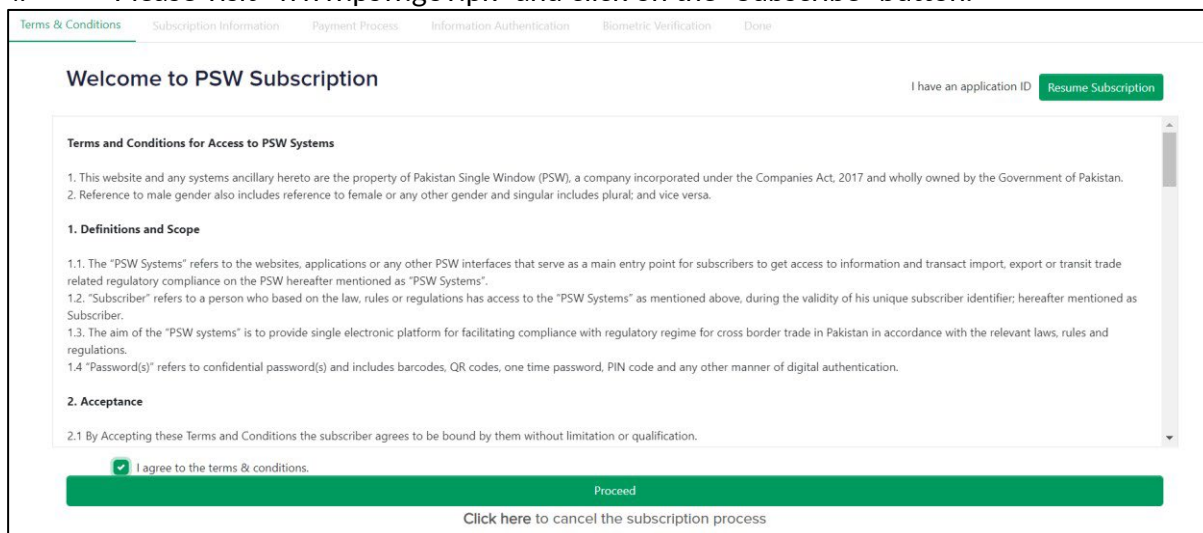


Figure 15 PSW Dashboard

- i. Please visit “www.psw.gov.pk” and click on the “Subscribe” button.



- ii. After clicking on ‘Subscribe’ button, you shall be directed to a screen of Terms and Conditions for access to PSW System.
- iii. Please read and accept the Terms and Conditions of PSW Subscription by checking the relevant box. Click ‘Proceed’ button to continue with the subscription process.



Terms & Conditions Subscription Information Payment Process Information Authentication Biometric Verification Done

Please select entity type.

NTN Holder

FTN Holder

NON-NTN/FTN Holder

FTN
Enter FTN
Validate

STRN
Principal Activity
View
Business Name
View
Email
Enter Email
CNIC Number
Enter CNIC Number

Company Name
CNIC
View
Business Address
View
Mobile Number
+92 Enter Mobile Number

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

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- iv. The 'Subscription Information' page shall appear. Select 'FTN holder' entity type if you are subscribing to PSW on the basis of FTN.

Terms & Conditions Subscription Information Payment Process Information Authentication Biometric Verification Done

Please select entity type.

NTN Holder

FTN Holder

NON-NTN/FTN Holder

FTN
9011000
Validate

STRN
Principal Activity
View
Business Name
View
Email
Enter Email
CNIC Number
Enter CNIC Number

Company Name
CNIC
View
Business Address
View
Mobile Number
+92 Enter Mobile Number

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

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- v. Enter your FTN (Initial 7 digits only) and click on the 'Validate' button.



Terms & Conditions Subscription Information **Payment Process** Information Authentication Biometric Verification Done

Please select entity type.

NTN Holder

FTN Holder

NON-NTN/FTN Holder

FTN
9011000
Validate

STRN
0400999902164

Principal Activity
Education/Higher education/Higher education

Business Name
EDUCATION DIVISION

Company Name
MINISTRY OF EDUCATION

CNIC
61101XXXX275

Business Address
D BLOCK PAK SECRETARIAT

Email
Enter Email

CNIC Number
Enter CNIC Number

Mobile Number
+92 Enter Mobile Number

Generate Voucher

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

- vi. Upon clicking on the 'Validate' button, STRN, Company Name, Principal Activity, CNIC, Business Name, Business Address, and email shall be fetched from the FBR database.

Terms & Conditions Subscription Information **Payment Process** Information Authentication Biometric Verification Done

Please select entity type.

NTN Holder

FTN Holder

NON-NTN/FTN Holder

FTN
9011000
Validate

STRN
0400999902164

Principal Activity
Education/Higher education/Higher education

Business Name
EDUCATION DIVISION

Company Name
MINISTRY OF EDUCATION

CNIC
61101XXXX275

Business Address
D BLOCK PAK SECRETARIAT

Email
marjani.sami@pse.gov.pk

CNIC Number
61101XXXX275

Mobile Number
+92 3331234567

Payment Slip ID (PSID)
10077920210924043458069

Application ID
47326

Generate Voucher

Subscription Fee Due Date Payment Status

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

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



Terms & Conditions Subscription Information **Payment Process** Information Authentication Biometric Verification Done

Please select entity type.

NTN Holder

FTN Holder

NON-NTN/FTN Holder

FTN: 9011000

Validate

STRN
0400999902164

Principal Activity
Education/Higher education/Higher education

Business Name
EDUCATION DIVISION

Company Name
MINISTRY OF EDUCATION

CNIC
61101XXXX275

Business Address
D BLOCK PAK SECRETARIAT

Email
maryam.saeed@psw.gov.pk

CNIC Number
81101-0007127-5

Mobile Number
+92 3001200000

Payment Slip ID (PSID)
10077920210924043458069

Application ID
47326

Subscription Fee Due Date Payment Status

Generate Voucher

Click here to cancel the subscription process

viii. Upon clicking on the 'Generate Voucher' button, a Payment Slip ID (PSID) and Application ID shall be generated.

Please pay Subscription Fee of PKR 500.

Note:

- You shall also receive PSID, Application ID, and Due Date via email and SMS. PSID shall expire in 2 days after which you will have to restart the process from the beginning.
- The same application ID may be used to resume subscription if it was left incomplete.

ix. 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

Terms & Conditions Subscription Information **Payment Process** Information Authentication Biometric Verification Done

Please select entity type.

NTN Holder

FTN Holder

NON-NTN/FTN Holder

FTN: 9011000

Validate

STRN
0400999902164

Principal Activity
Education/Higher education/Higher education

Business Name
EDUCATION DIVISION

Company Name
MINISTRY OF EDUCATION

CNIC
61101XXXX275

Business Address
D BLOCK PAK SECRETARIAT

Email
maryam.saeed@psw.gov.pk

CNIC Number
81101-0007127-5

Mobile Number
+92 3001200000

Payment Slip ID (PSID)
10077920210929095434921

Application ID
310761

Subscription Fee Due Date Payment Status

PKR 500 **09 Oct 2021** **Paid**

Generate Voucher

Proceed

Click here to cancel the subscription process

Powered by Pakistan Single Window.



- x. After successful payment, your Payment Status shall be updated to 'Paid'. Click on the 'Proceed' button to continue with the process.
- xi. In case, payment status is not updated, click on the 'refresh' button to refresh the payment status.

- xii. Upon clicking on 'Proceed', the 'Information Authentication' page will appear. Click 'Send OTP' button for verification.

Note: The provided mobile number should be registered against the entered CNIC, otherwise the system shall not send OTP and an error message 'Mobile Number does not belong to entered CNIC' shall be generated.

- xiii. In case you did not receive the OTP, click on the option 'Resend OTP'.
- xiv. Enter the OTP number (6 digits) received on your Mobile number and Email. Click on the 'Submit' button to proceed.



Terms & Conditions Subscription Information Payment Process Information Authentication **Biometric Verification** Done

Information Authentication

CNIC Number
[Input field]

Mobile Number Email Address
+92 3041206664 maryam.saeed@psw.gov.pk

Mobile OTP Email OTP
[Input field] [Input field]

[Resend OTP] [Submit]

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

Biometric Status: **NOT VERIFIED** Due Date: **24 Oct 2021** [Proceed]

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

- xv. After successfully submitting the OTP(s), you shall be intimated to perform Biometric Verification via email.

Note: If you are unable to perform biometric verification due to loss of elasticity, fading, wear-off, old age or any other medical reason, follow the instructions mentioned in the Biometric verification email sent by PSW.

For the purpose of Biometric verification, you shall be required to visit any of the nearest Esahulat Markaz of NADRA along with your CNIC, the Application ID (generated and provided by PSW system during subscription) and your Mobile phone number on Bioverisys verification. **Biometric Verification:**

Terms & Conditions Subscription Information Payment Process Information Authentication **Biometric Verification** Done

Information Authentication

CNIC Number
[Input field]

Mobile Number Email Address
+92 3041206664 maryam.saeed@psw.gov.pk

Mobile OTP Email OTP
Enter Mobile OTP Enter Email OTP

[Send OTP] [Submit]

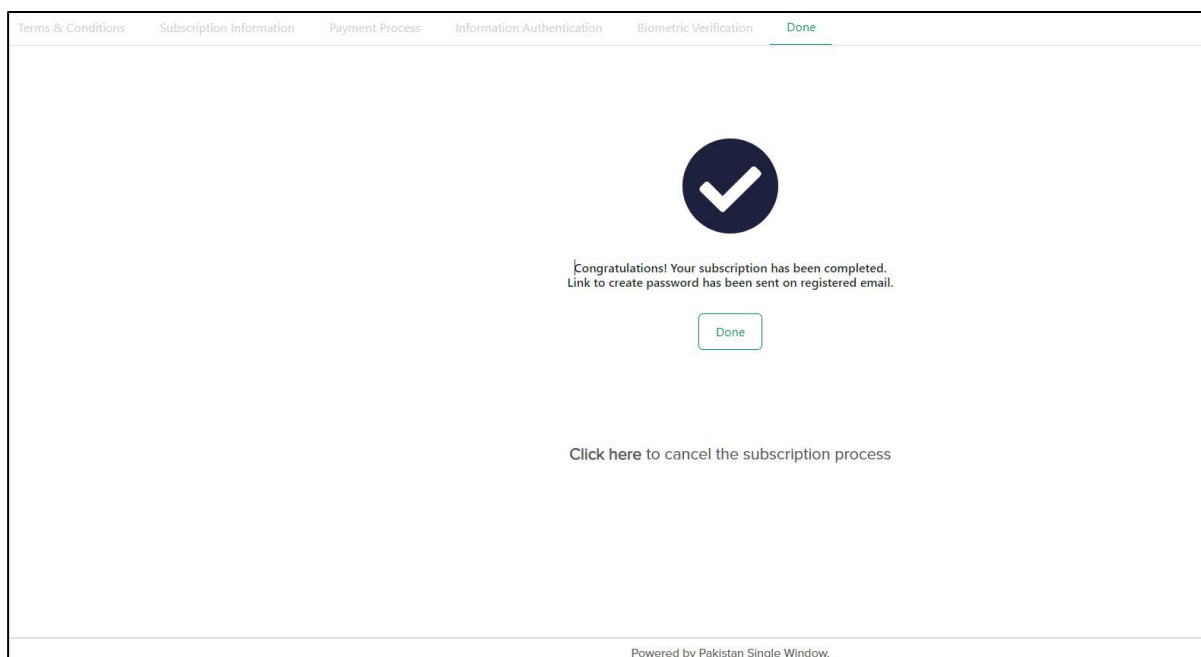
Biometric Verification
Biometric Verification is mandatory to complete subscription. Please visit your nearest NADRA E Saultat Center.
[Click Here to resend the application link.](#)

Biometric Status: **VERIFIED** Due Date: **30 Oct 2021** [Proceed]

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

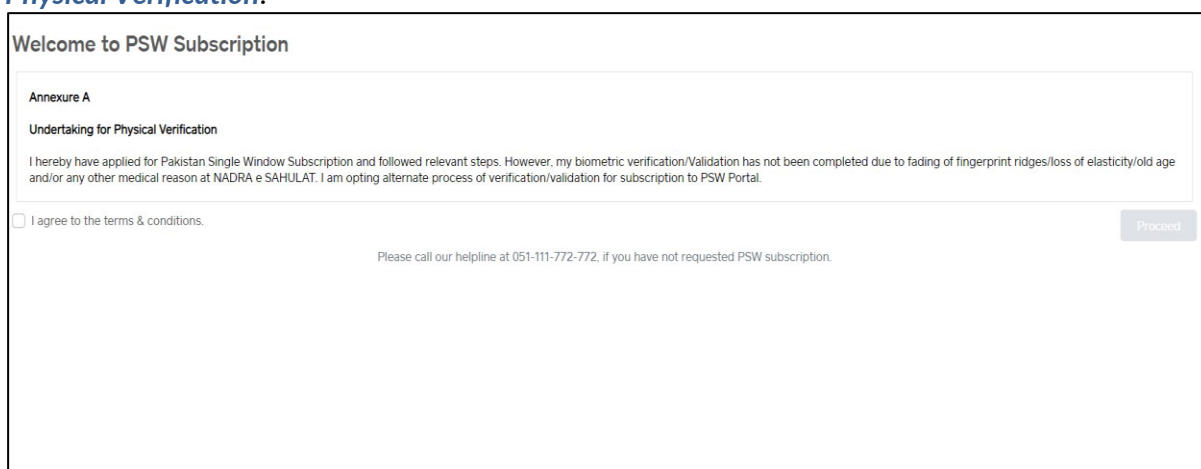
Powered by Pakistan Single Window.

- xvi. After successful Biometric Verification, your 'Biometric Status' shall be updated to "Verified". Click on the 'Proceed' button to complete your Subscription process.

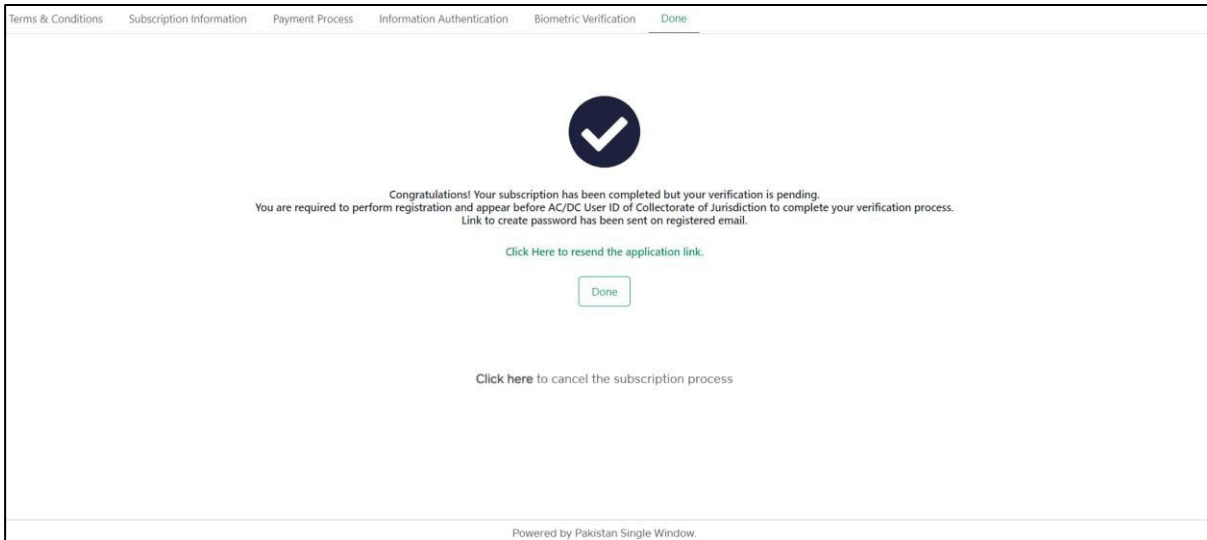


- xvii. Upon clicking on the 'Proceed' button, you shall be directed to 'Done' screen.
- xviii. You shall receive an email containing your User ID for PSW Portal and an automated link for creation of your own password.
- xix. You must create your own password using the link provided in the email.

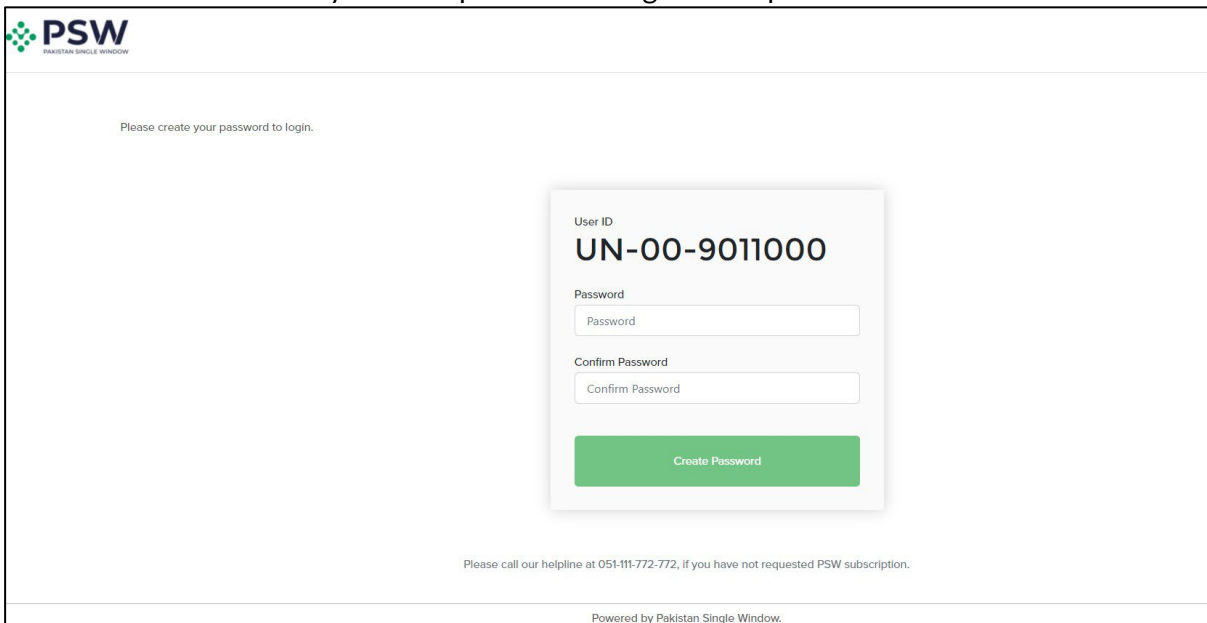
Physical Verification:



- xx. If you have opted for physical verification due to loss of elasticity, fading, wear-off, old age or any other medical reason and clicked on the link provided in the Biometric verification email, a new screen shall appear.
- xxi. You shall be required to submit an undertaking for physical verification. After reading the undertaking, click on the check box 'I agree to the terms & conditions' and then click on the 'Proceed' button.
- xxii. Upon clicking on 'Proceed' button, you shall be directed to the 'Done' screen.



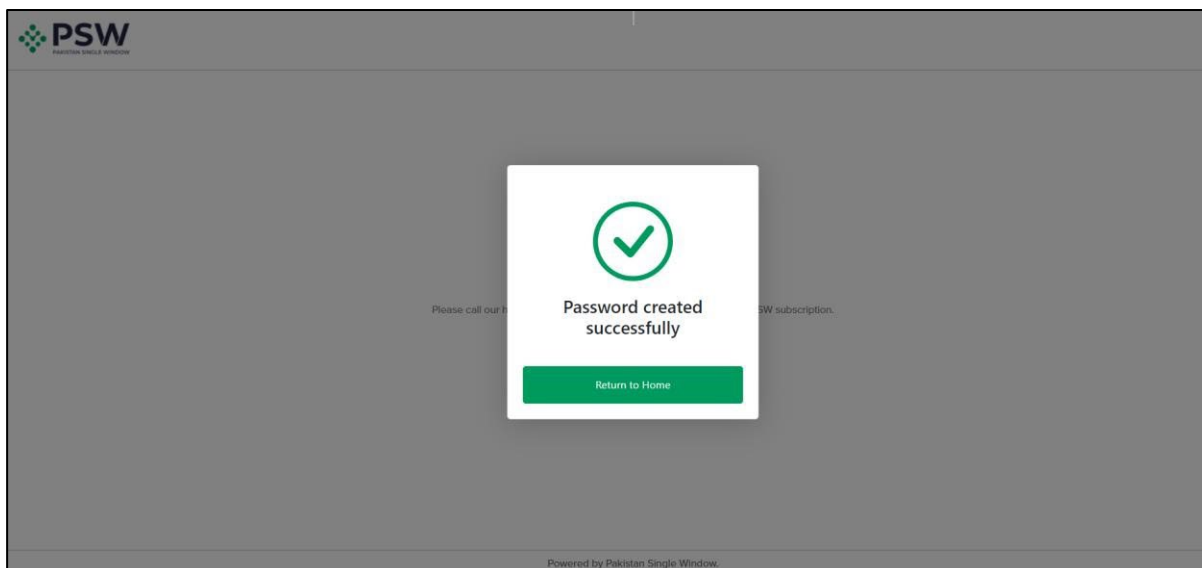
- xxiii. Click on 'Done' button to complete the subscription process.
- xxiv. You shall receive an email containing your User ID for PSW Portal and an automated link for creation of your own password.
- xxv. You must create your own password using the link provided in the email.



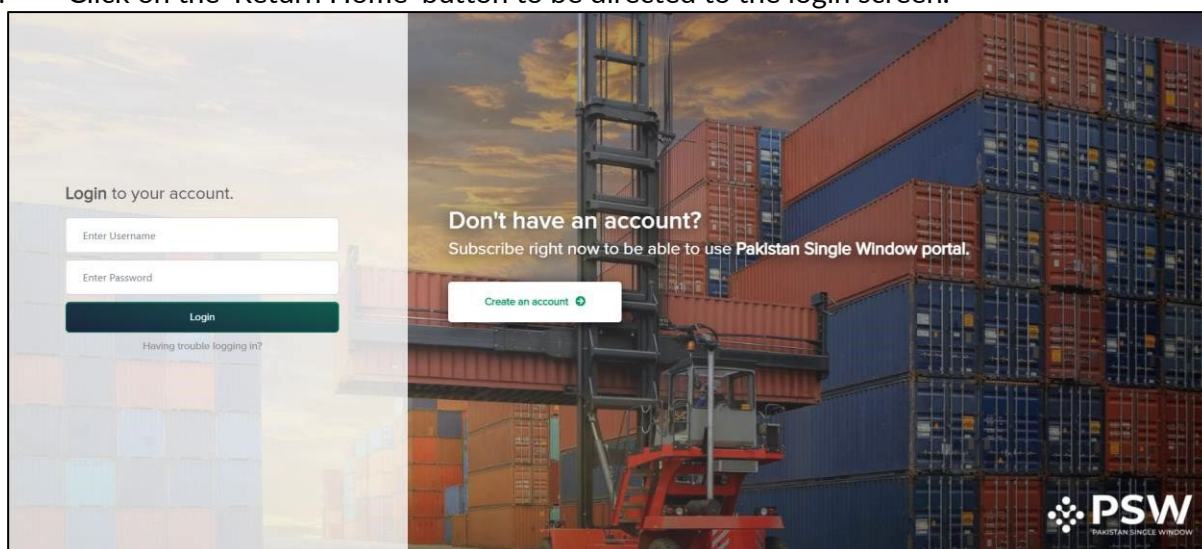
- xxvi. You must enter the same password in both the 'Password' and Confirm Password' fields.

Note: Your Password should consist of minimum 8 characters with at least 1 Capital Letter, 1 Numeric and 1 Special Character '(!@#\$\$%^&*?<>)'

- xxvii. Click on the 'Create Password' button to proceed.

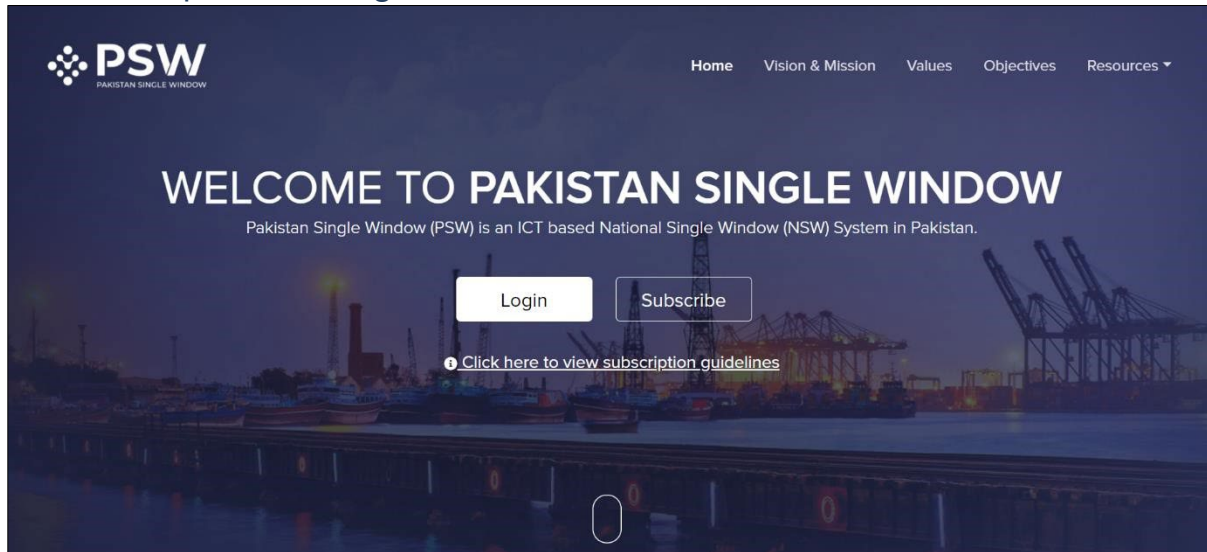


- xxviii. After clicking on the 'Create Password', a message 'Password Created Successfully' will appear.
- xxix. Click on the 'Return Home' button to be directed to the login screen.

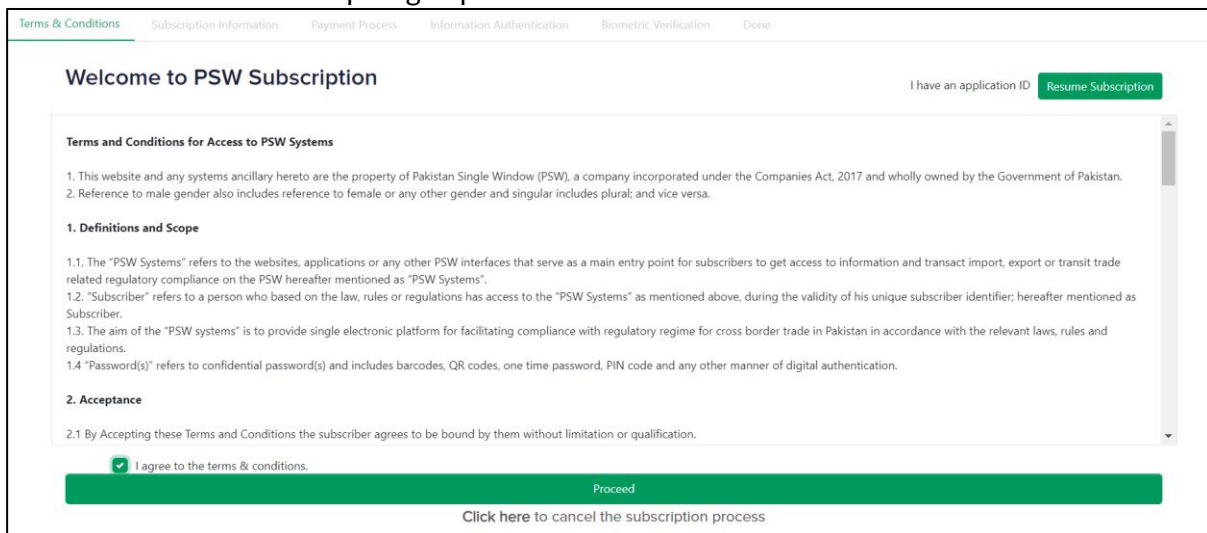


- xxx. Use your User ID & Password to login to your PSW account.

5.1.3 Subscription of Foreign Nationals



- i. Please visit “www.psw.gov.pk” and click on the “Subscribe” button.



- ii. After clicking on ‘Subscribe’ button, you shall be directed to a screen of Terms and Conditions for access to PSW System.
- iii. Please read and accept the Terms and Conditions of PSW Subscription by checking the relevant box. Click ‘Proceed’ button to continue with the subscription process.



Terms & Conditions Subscription Information Payment Process Information Authentication Biometric Verification Done

Please select entity type.

NTN Holder

FTN Holder

NON-NTN/FTN Holder

NTN
Enter NTN
Validate

STRN
Principal Activity
View
Business Name
View

Company Name
CNIC
View
Business Address
View

Email
Enter Email

CNIC Number
Enter CNIC Number

Mobile Number
+92 Enter Mobile Number

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

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

Terms & Conditions Subscription Information Payment Process Information Authentication Biometric Verification Done

Please select entity type.

NTN Holder

FTN Holder

NON-NTN/FTN Holder

NTN
5004776
Validate

STRN
Principal Activity
View
Business Name
View

Company Name
CNIC
View
Business Address
View

Email
Enter Email

CNIC Number
Enter CNIC Number

Mobile Number
+92 Enter Mobile Number

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

- v. Enter your NTN (Initial 7 digits only) and click on the 'Validate' button.



Terms & Conditions Subscription Information Payment Process Bank Account Verification Done

Please select entity type.

NTN Holder

FTN Holder

NON-NTN/FTN Holder

NTN: 5004776

STRN: 3277876154847

Principal Activity: Importer/Exporter/Importer/Importer

Business Name: HONG KONG RIVER ENGINEERING COMPANY LIMITED

Company Name: HONG KONG RIVER ENGINEERING COMPANY LIMITED

Passports: KJXXXXX14

Business Address: OFFICE # 86/II, KHAYABAN-E-RAHAT, DHA PHSE-VI, KAR

Email: f*****t@g****.com

Passport: Enter Passport

Mobile Number: +92 Enter Mobile Number

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

- vi. Upon clicking on the 'Validate' button, STRN, Company Name, Principal Activity, Passport number (masked), Business Name, Business Address, and Email (masked) shall be fetched from the FBR database.

Terms & Conditions Subscription Information Payment Process Bank Account Verification Done

Please select entity type.

NTN Holder

FTN Holder

NON-NTN/FTN Holder

NTN: 5004776

STRN: 3277876154847

Principal Activity: Importer/Exporter/Importer/Importer

Business Name: HONG KONG RIVER ENGINEERING COMPANY LIMITED

Company Name: HONG KONG RIVER ENGINEERING COMPANY LIMITED

Passports: KJXXXXX14

Business Address: OFFICE # 86/II, KHAYABAN-E-RAHAT, DHA PHSE-VI, KAI

Email: h*****t@g****.com

Passport: Enter Passport

Mobile Number: +92 Enter Mobile Number

Payment Slip ID (PSID): 10077920220113021710175

Application ID: 470803

Subscription Fee: PKR 500 Due Date: 23 Jan 2022 Payment Status: Unpaid

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

- vii. Upon clicking on the 'Generate Voucher' button, a Payment Slip ID (PSID) and Application ID shall be generated.

Please pay Subscription Fee of PKR 500.

Note:

- You shall also receive PSID, Application ID, and Due Date via email and SMS. PSID shall expire in 2 days after which you will have to restart the process from the beginning.
 - The same application ID may be used to resume subscription if it was left incomplete.
- 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
 - Mobile Banking

- ix. After successful payment, your Payment Status shall be updated to 'Paid'. Click on the 'Proceed' button to continue with the process.
- x. In case, payment status is not updated, click on the 'refresh' button to refresh the payment status.

Figure 16 Bank Account Verification (Foreign Nationals Subscription)

- xi. Upon clicking on 'Proceed' button, the 'Bank account verification' screen shall appear.



Terms & Conditions Subscription Information Payment Process **Bank Account Verification** Done

Verify Bank Account

Please enter relevant data into the form below for verification.

Select Bank
Industrial and Commercial Bank of China

NTN
5004776

IBAN

Email Address
Entered email address shall be registered in bank against the IBAN.

Mobile Number
Entered mobile number shall be registered in bank against the IBAN.

Verify

- xii. Select Bank and enter the IBAN registered against the said NTN. Also, enter email address and mobile number registered against provided IBAN (as per bank records) and click on 'Verify' button.
- xiii. Upon clicking on 'Verify' button, provided bank account details shall be verified from selected bank electronically.

Terms & Conditions Subscription Information Payment Process **Bank Account Verification** Done

Verify Bank Account

Please enter relevant data into the form below for verification.

Select Bank
Industrial and Commercial Bank of China

NTN
5004776

IBAN

Email Address
Entered email address shall be registered in bank against the IBAN.

Mobile Number
Entered mobile number shall be registered in bank against the IBAN.

Resend OTP **Enter OTP** 0:0 **Verify**

Please validate your mobile no. and email address

Mobile OTP
Enter OTP received on SMS

Email OTP
Enter OTP received on email address

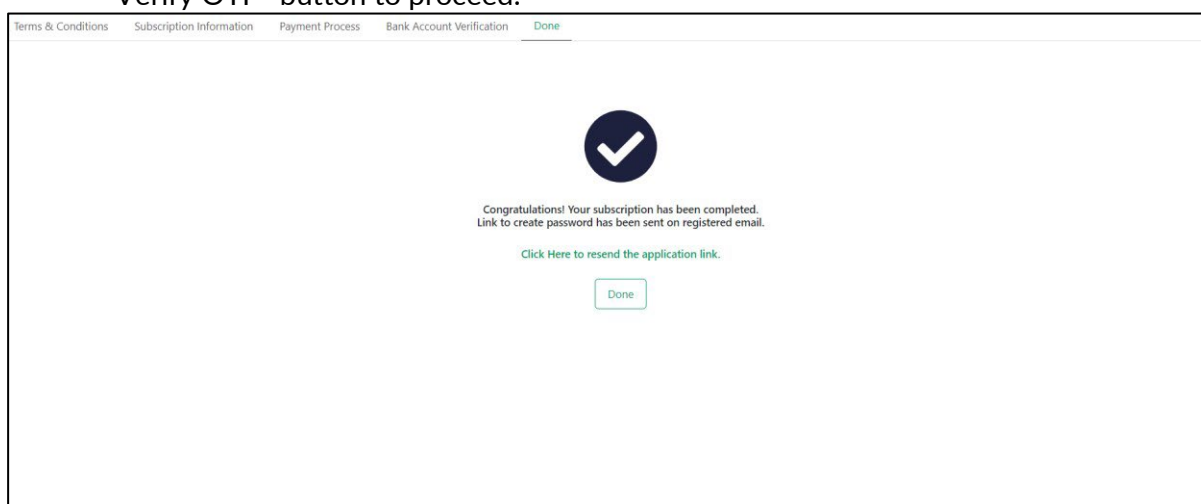
Cancel **Verify OTP**

Figure 17 OTP Verification

- xiv. After successful verification, One Time Password (OTP) shall be sent on provided email address and mobile number.



- xv. Enter OTP (6 digits) received on mobile number, email address and then click on the ‘Verify OTP’ button to proceed.



- xv. Upon successful verification of OTP, click ‘Done’ button
- xvi. You shall receive an email (as fetched from FBR upon NTN validation) containing your User ID for PSW Portal and an automated link for creation of your own password.
- xvii. You must create your own password using the link provided in the email and Subscription process shall be completed.

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 shall be redirected to Payment Process page for payment.
2. If payment is made, you shall be redirected to Subscription Information page for Mobile number and OTP verification.



3. If OTP is verified and Biometric Verification is pending, you shall be redirected to biometric status screen.
4. If biometric is verified, you shall 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 shall be sent on your registered email.

5.3 Login to PSW Portal

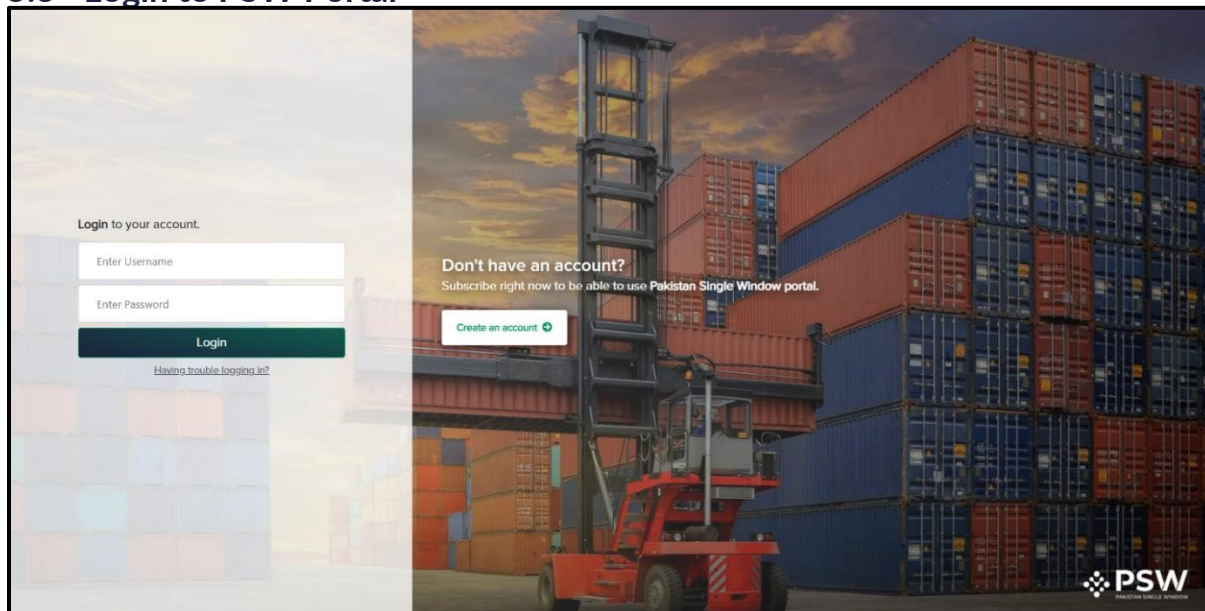
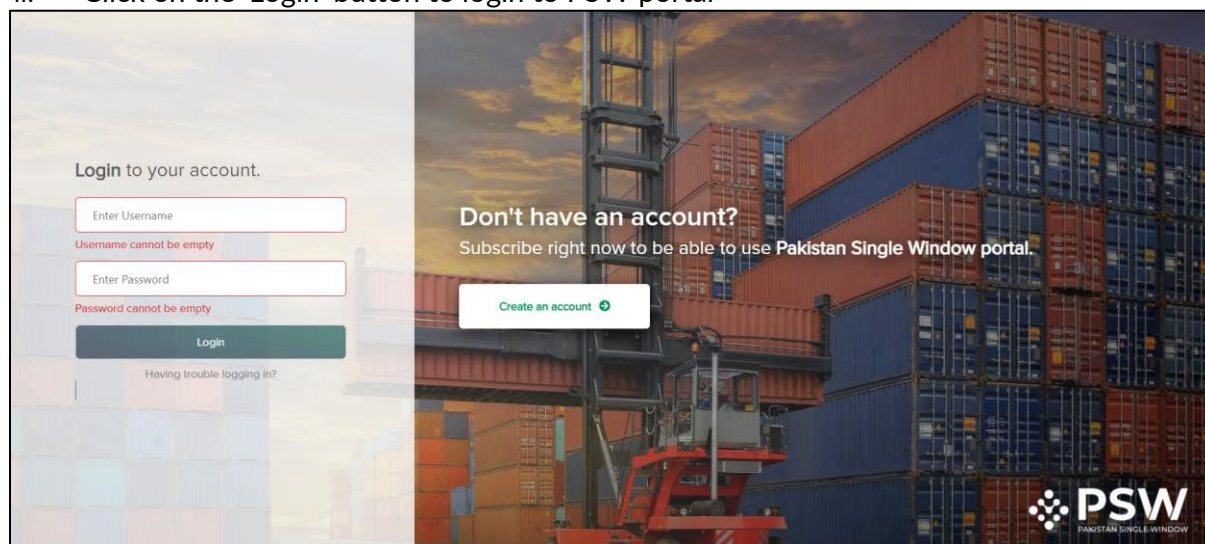


Figure 18 Login to PSW Portal

- 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



5.4 Forgot Password

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

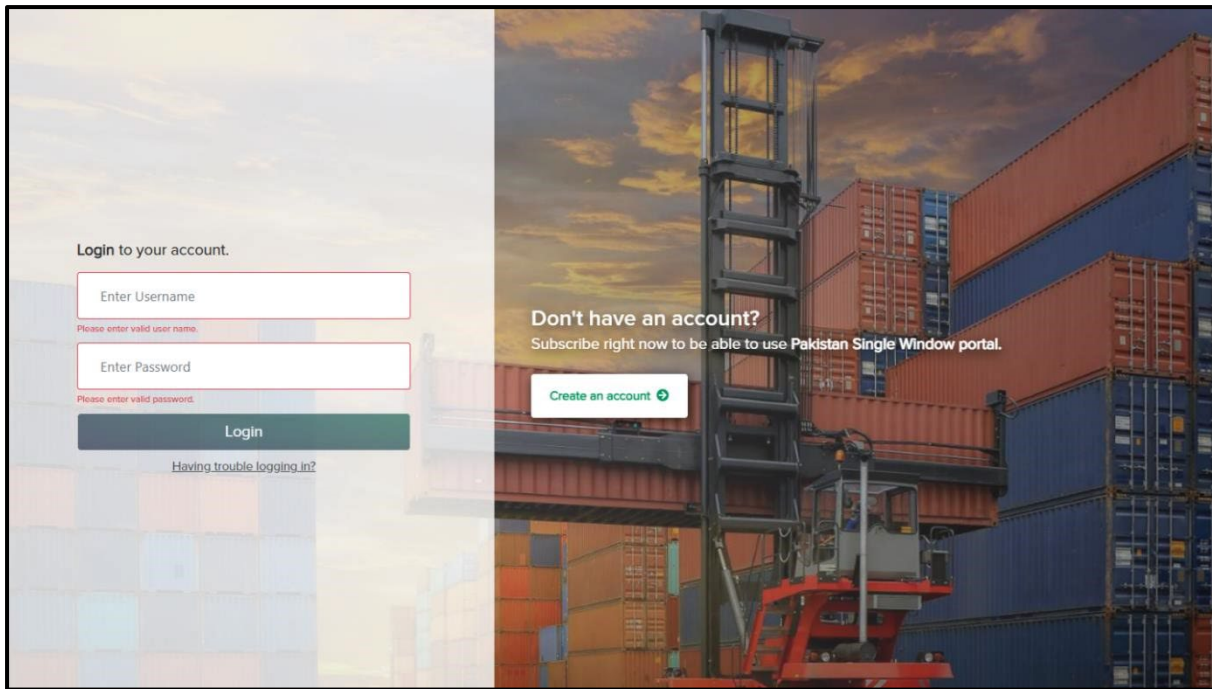


Figure 19 Forgot Password

- i. Click the 'Having trouble logging in?' link.

- ii. Enter your User ID, CNIC, and Email Address.

Note: If you are unable to access your email, click on the link 'I don't have access to my email'

PSW
PAKISTAN SINGLE WINDOW

Please provide User ID to reset your password

User ID
User ID

CNIC/Passport
CNIC/Passport

Email Address as per FBR ⓘ
Email Address

Note: The entered email should be as per NTN in FBR

Send OTP

I have received the OTP

Please call our helpline at 051-111-772-772, if you have not requested PSW subscription.

- iii. Enter your User ID, CNIC, and Email as per FBR record and click the 'Send OTP' button

PSW
PAKISTAN SINGLE WINDOW

Please provide User ID to reset your password

OTP sent on registered email and mobile number

User ID
UN-00-0225970

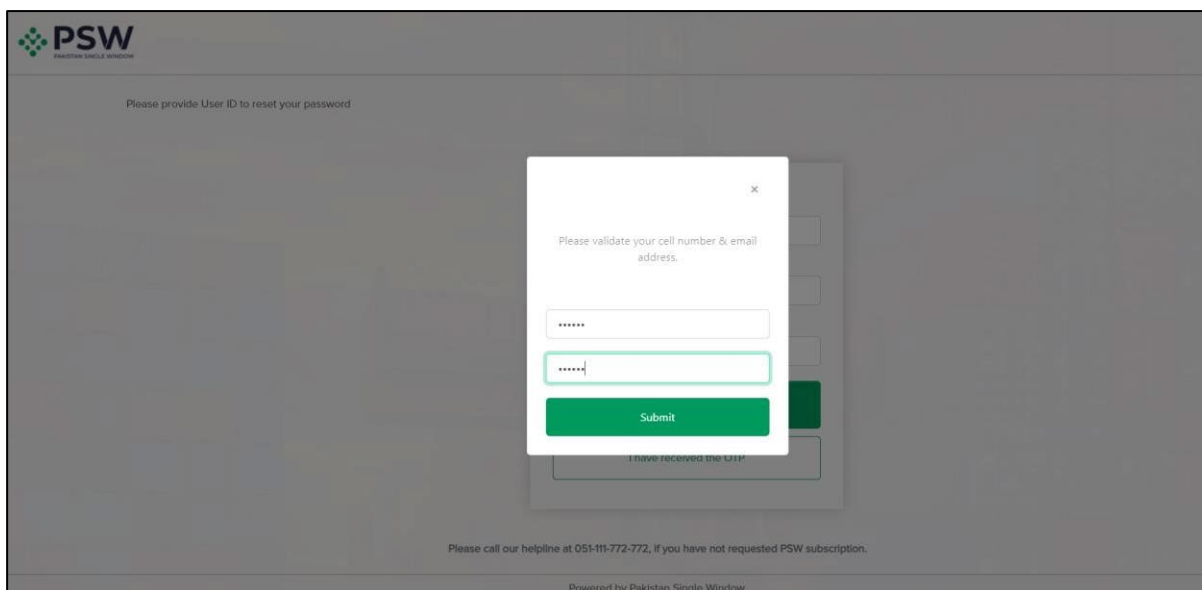
CNIC
9900-227607-3

Email Address
us11@psw.gov.pk

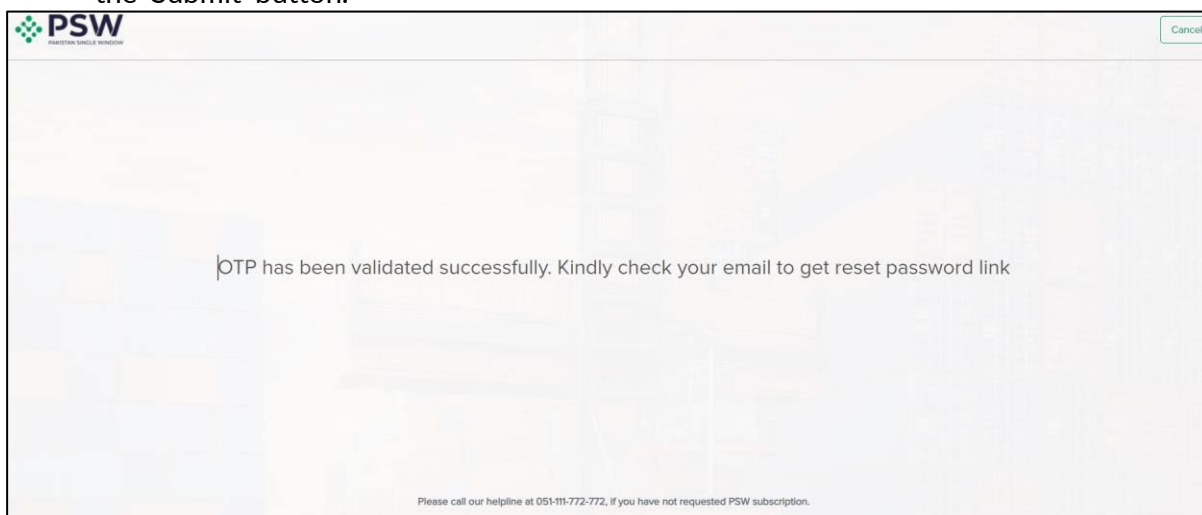
Send OTP

I have received the OTP

- iv. After clicking on 'Send OTP' button, you shall receive a message stating 'OTP sent on registered Email and Mobile number'.
- v. Click the 'I have received OTP' button



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



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



PSW
PAKISTAN SINGLE WINDOW

Please reset your password to login.

User ID
UN-00-0225970

Password

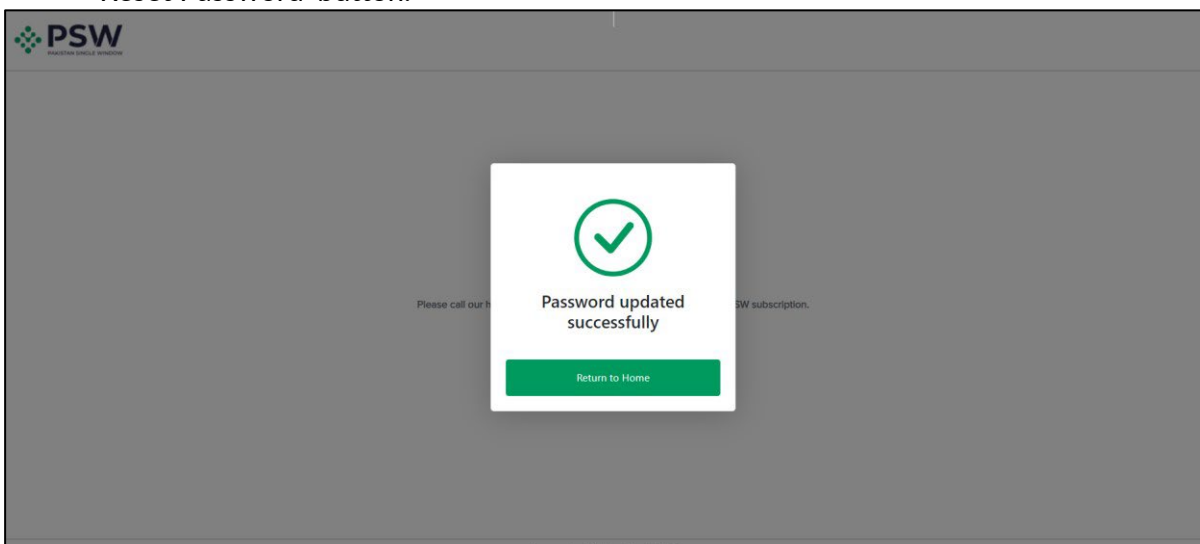
Confirm Password

Reset Password

Please call our helpline at 051-111-772-772, if you have not requested PSW subscription.

Powered by Pakistan Single Window.

- viii. 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 '(!@#\$%^&*?<>')'. ix. After entering your new password in both the fields, click the 'Reset Password' button.



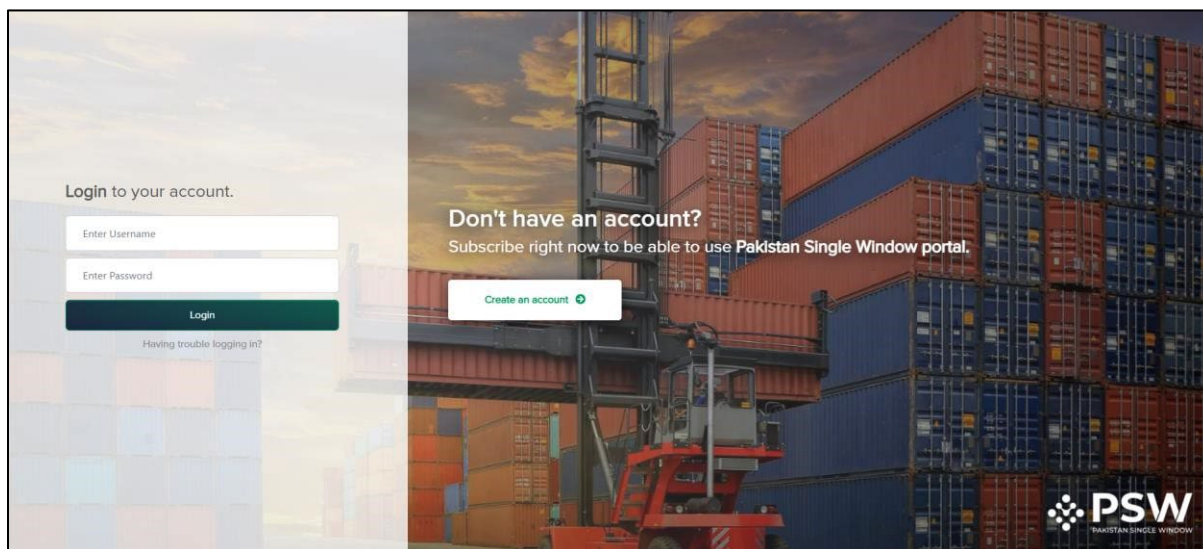
- x. You shall receive a message 'Password updated successfully'. Click the 'Return to Home' button to be redirected to the login screen.



5.5 Registration with Customs through PSW Portal

5.5.1 Register as Trader

5.5.1.1 For NTN Holders



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

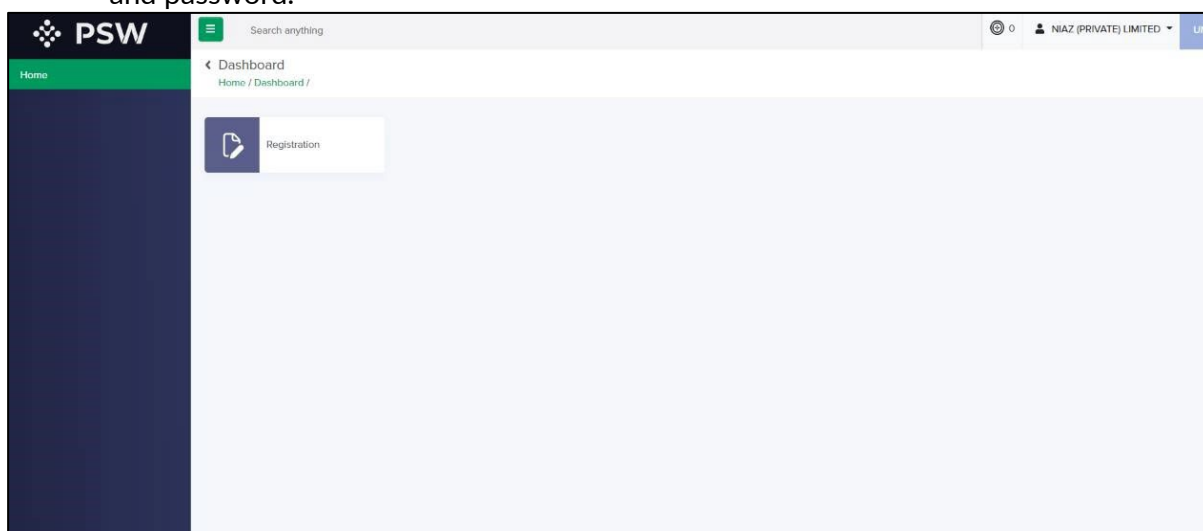


Figure 20 PSW Registration

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

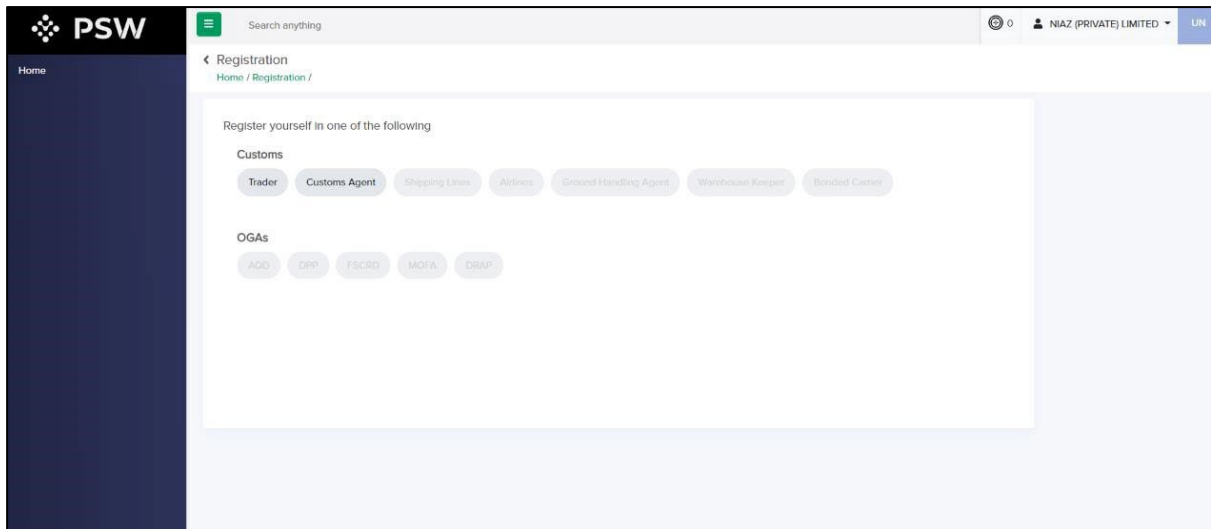


Figure 21 Register Trader

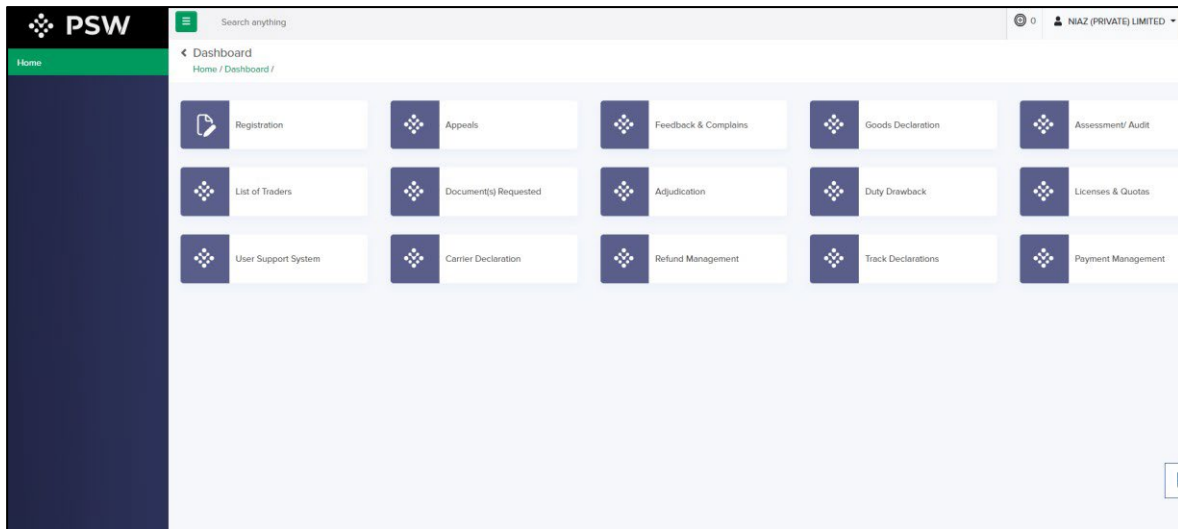
iii. To register as Trader, click on the 'Trader' button.

 The screenshot shows the 'Register as a Trader' form. The title is 'Register as a Trader' with a breadcrumb 'Home / Registration /'. The section is titled 'Subscriber Information' with the instruction 'Complete the form below to proceed'. The form contains the following fields:

- NTN: 0133549
- STRN: 0305352300919
- Company Name: POLY PACK (PRIVATE) LIMITED
- Company Type: (empty)
- Principal Activity: Manufacturing/Manufacture of plastics products/Manufac...
- Business Name: Poly Pack (Pvt) Ltd (dropdown)
- Business Address: 20 MAIN GULBERG, MAIN BOULEVARD, GUL... (dropdown)
- User Sub Type: Commercial (dropdown)
- City: Karachi (dropdown)
- Authority letter: A file upload area with 'Select files...' and 'Drop files here to upload' text. Below it, a note states: 'Only .jpeg, .jpg, .png & .pdf files are allowed for uploading. File size max limit is 2MB.'

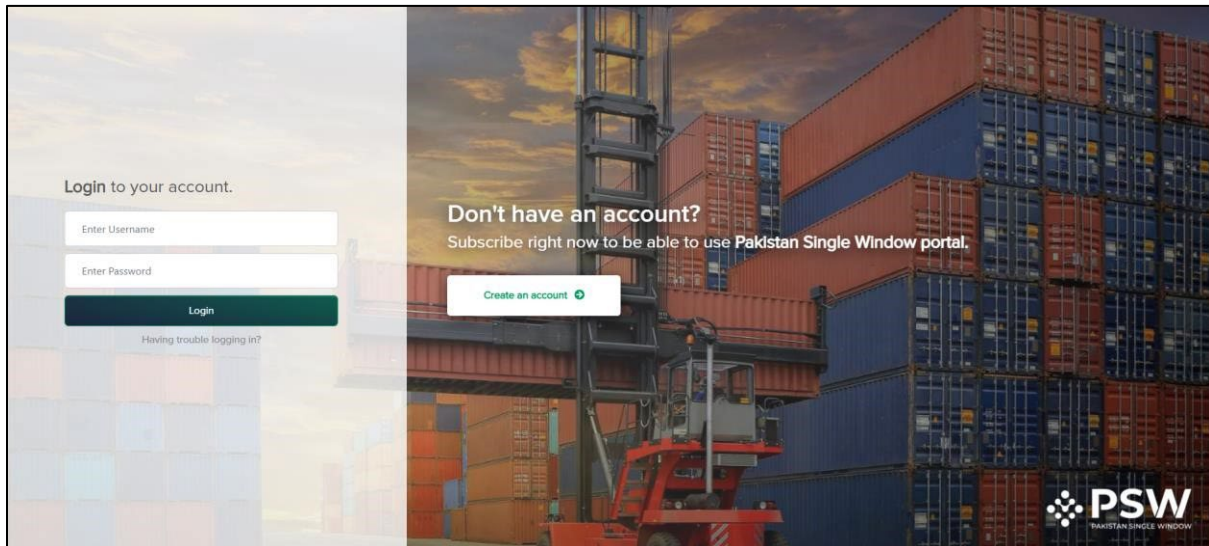
 At the bottom right, there are 'Back' and 'Submit' buttons.

iv. After clicking on the 'Trader' button, the Trader Registration form shall appear. Select Business Name, Business Address, City and User sub type (i.e., Commercial or NonCommercial). Upload required documents and click on the 'Submit' button.
Note: You must submit an Authority Letter if the business has multiple Directors/Partners.

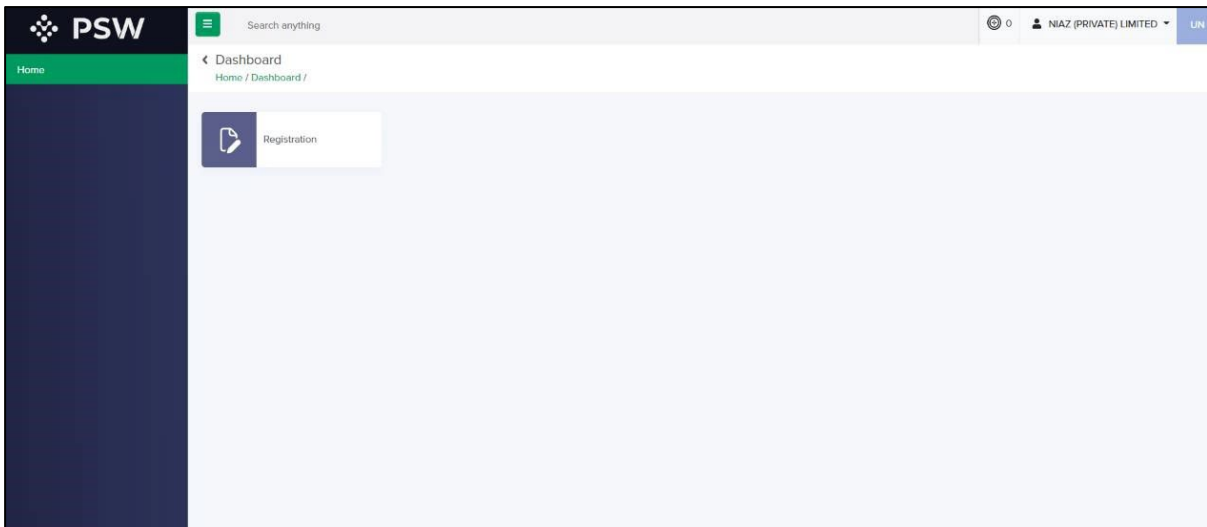


- v. After successful registration as Trader, above options shall appear on your dashboard.
- vi. If you opted for Physical verification due to loss of elasticity, fading, wear-off, old age or any other medical reason, an email shall be sent stating that “You are required to appear before AC/DC User ID <name of Collectorate as per selected City> to complete the verification process. You shall be able to file declaration ONLY after physical verification.”
- vii. Trader must physically appear before AC/DC User ID <name of Collectorate as per selected City> to complete the physical verification process. After successful verification, User shall be able to file declaration to perform cross-border trade related activities.

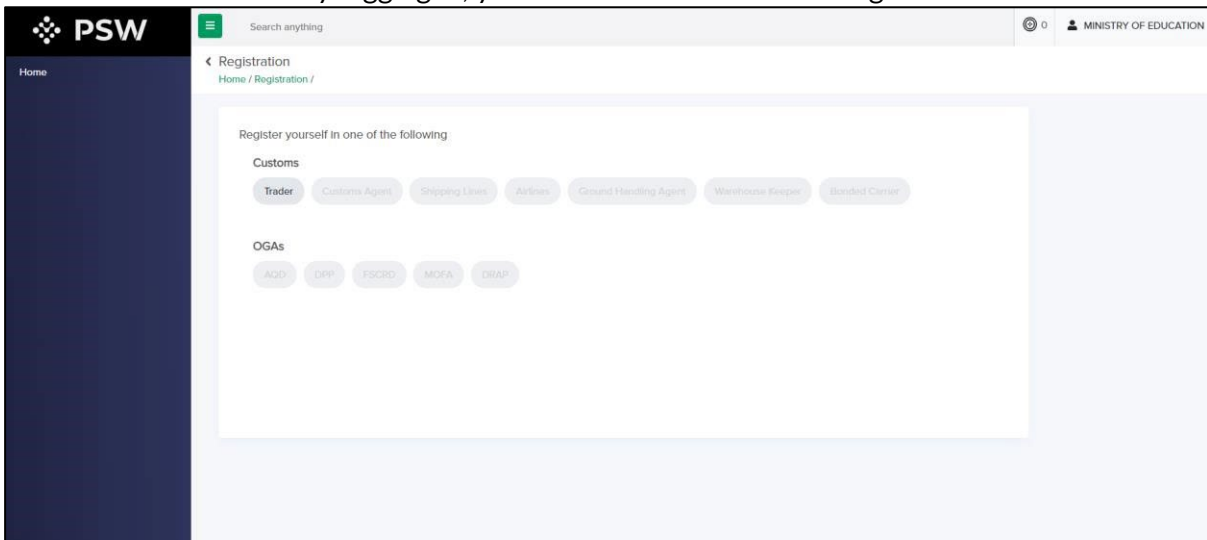
5.5.1.2 For FTN Holders



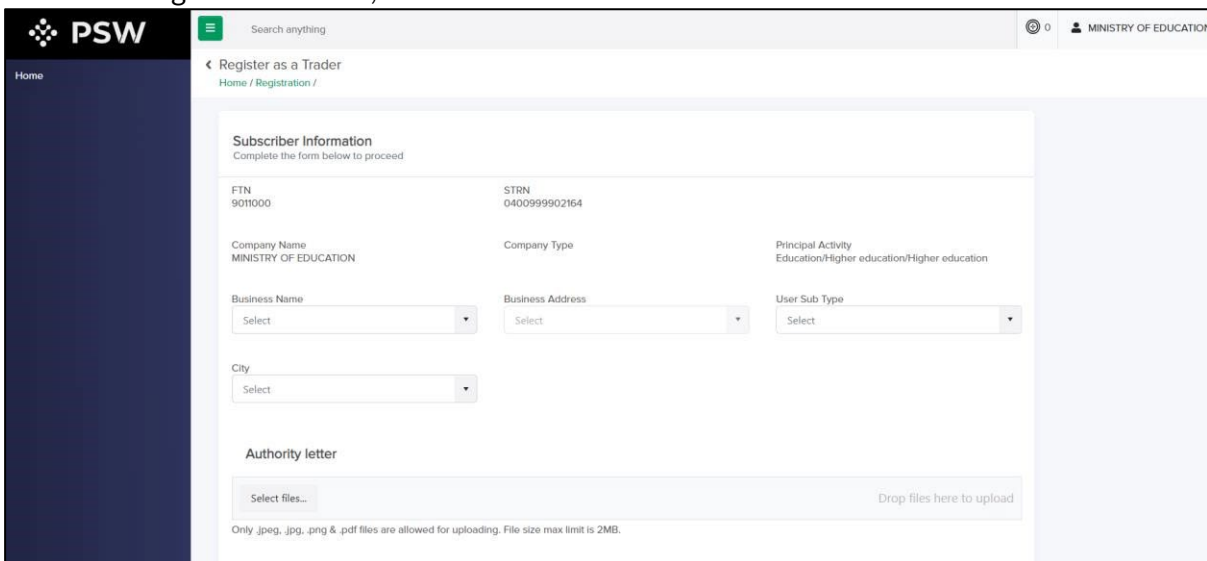
- i. To register with Customs as a Trader, login to PSW portal using your subscription ID and password.



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

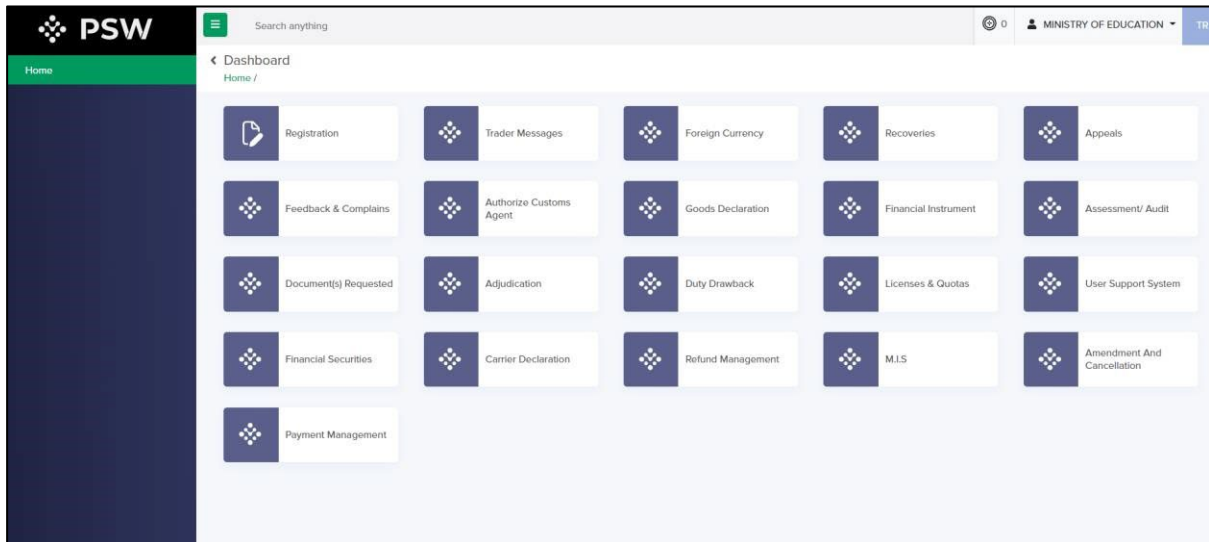


iii. To register as Trader, click on the 'Trader' button.



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

Note: You must submit Authority Letter from the competent authority to undertake PSW subscription process



- v. After successful registration as Trader, above options shall appear on your dashboard.
- vi. If you opted for Physical verification due to loss of elasticity, fading, wear-off, old age or any other medical reason, an email shall be sent stating that “You are required to appear before AC/DC User ID <name of Collectorate as per selected City> to complete the verification process. You shall be able to file declaration ONLY after physical verification.”
- vii. Trader must physically appear before AC/DC User ID <name of Collectorate as per selected City> to complete the physical verification process. After successful verification, User shall be able to file declaration to perform cross-border trade related activities.

5.5.2 Register as Customs Agent

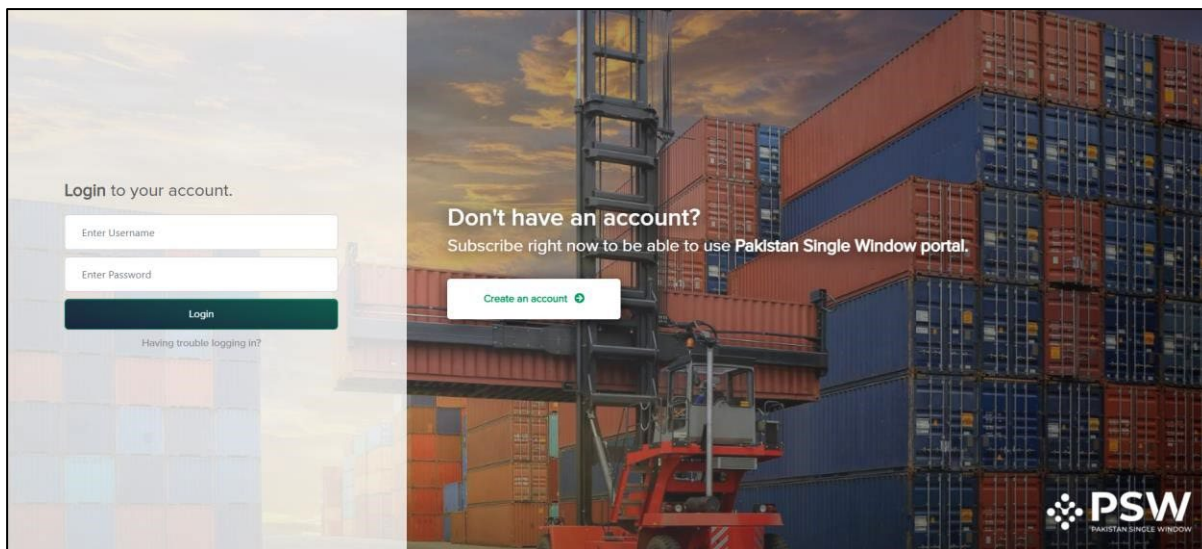
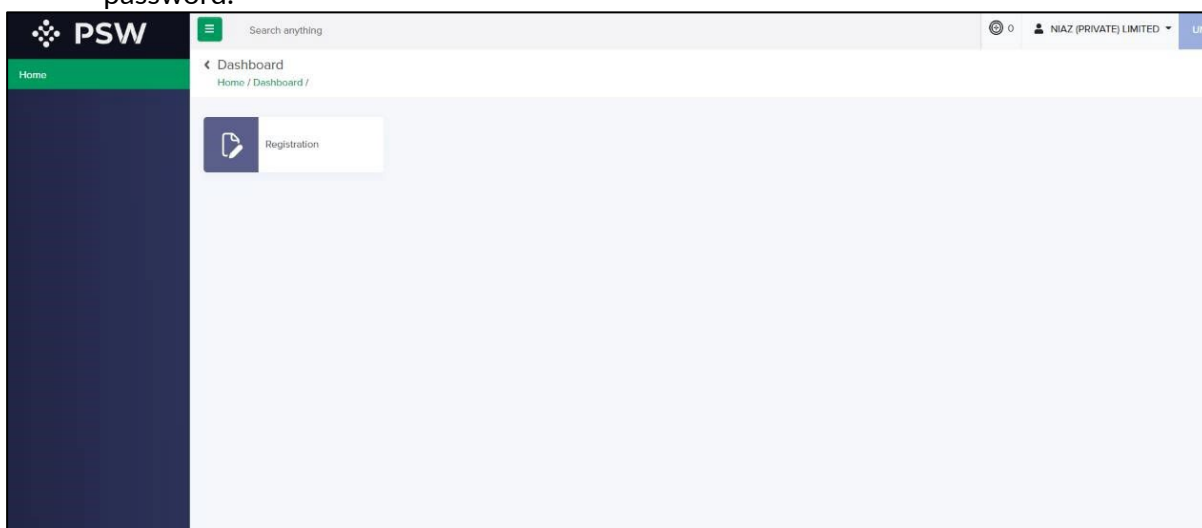
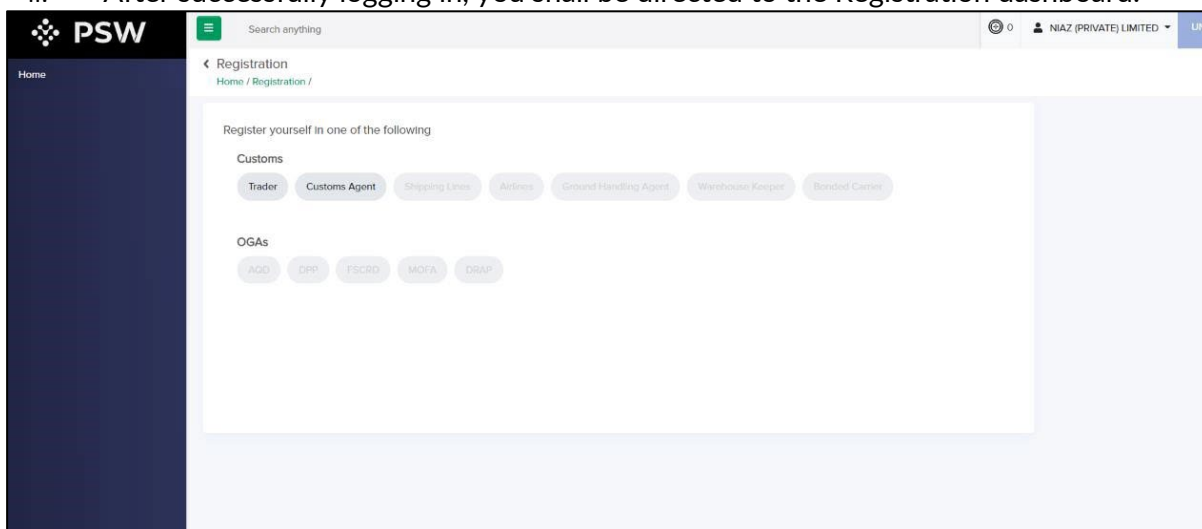


Figure 22 Register as Customs Agent

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



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



iii. To register as Customs Agent, click the 'Customs Agent' button.

PSW Search anything NIAZ (PRIVATE) LIMITED

Register as a Customs Agent Home / Registration /

New registration

Subscriber Information Complete the form below to proceed

NTN 0000131 STRN 0302210000591

Company Name: NIAZ (PRIVATE) LIMITED Company Type: COMPANY Principal Activity: Manufacturing/Manufacture of other food products/Manufacture...

Business Name: NIAZ (PRIVATE) LIMITED Business Address: 14-, Lawrence, Road, Lahore License Number: KCLUS [Validate]

Upload Documents: Select files... Drop files here to upload

Only .jpeg, .jpg, .png & .pdf file are allowed for uploading. File size max limit is 2MB.

Back Cancel Submit

iv. After clicking the 'Customs Agent' button, the Customs Agent Registration form shall appear. Select Business Name and Business Address, enter License Number and Click the 'Validate' button.

PSW Search anything NIAZ (PRIVATE) LIMITED

Register as a Customs Agent Home / Registration /

New registration

Subscriber Information Complete the form below to proceed

NTN 0000131 STRN 0302210000591

Company Name: NIAZ (PRIVATE) LIMITED Company Type: COMPANY Principal Activity: Manufacturing/Manufacture of other food products/Manufacture...

Business Name: NIAZ (PRIVATE) LIMITED Business Address: 14-, Lawrence, Road, Lahore License Number: KCLUS [Validate]

Upload Documents: Select files... Drop files here to upload

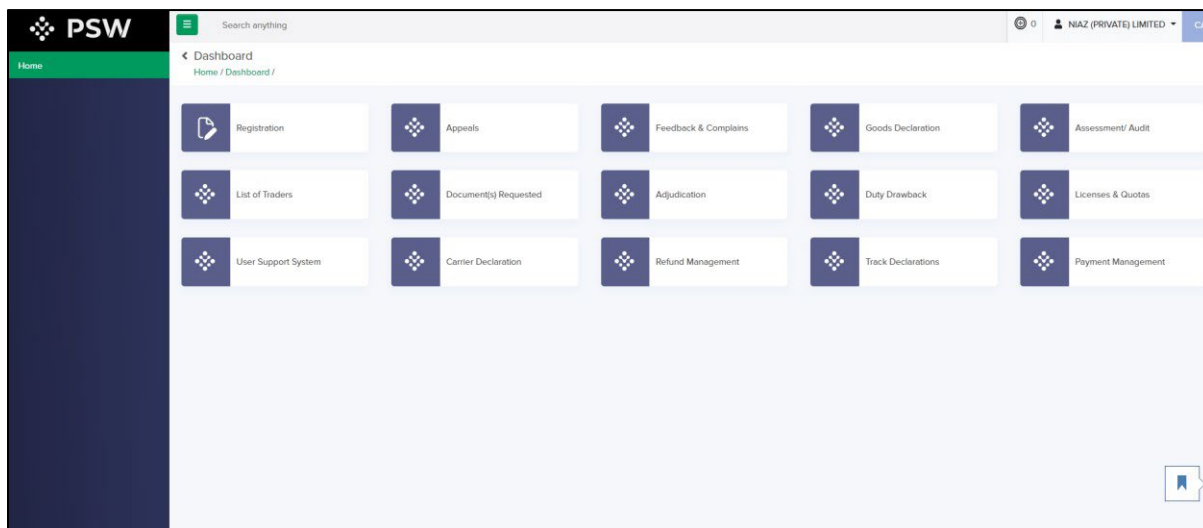
Authority Letter.pdf 42.04 KB

Only .jpeg, .jpg, .png & .pdf file are allowed for uploading. File size max limit is 2MB.

Back Cancel Submit

v. After successful validation of License number, upload required documents and click on 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 shall appear on your dashboard.

Note:

- **FTN Holders cannot be registered as Customs Agent in PSW.**
- **If you opted for Physical verification due to loss of elasticity, fading, wear-off, old age or any other medical reason, an email shall be sent stating that “You are required to appear before AC/DC User ID <name of Collectorate as per selected City> to complete the verification process. You shall be able to file declaration ONLY after physical verification.”**
- **Customs agent must physically appear before AC/DC User ID <name of Collectorate as per selected City> to complete the physical verification process. After successful verification, User shall be able to file declaration to perform cross-border trade related activities.**

6. PROFILE MANAGEMENT

6.1 Update/Sync Profile

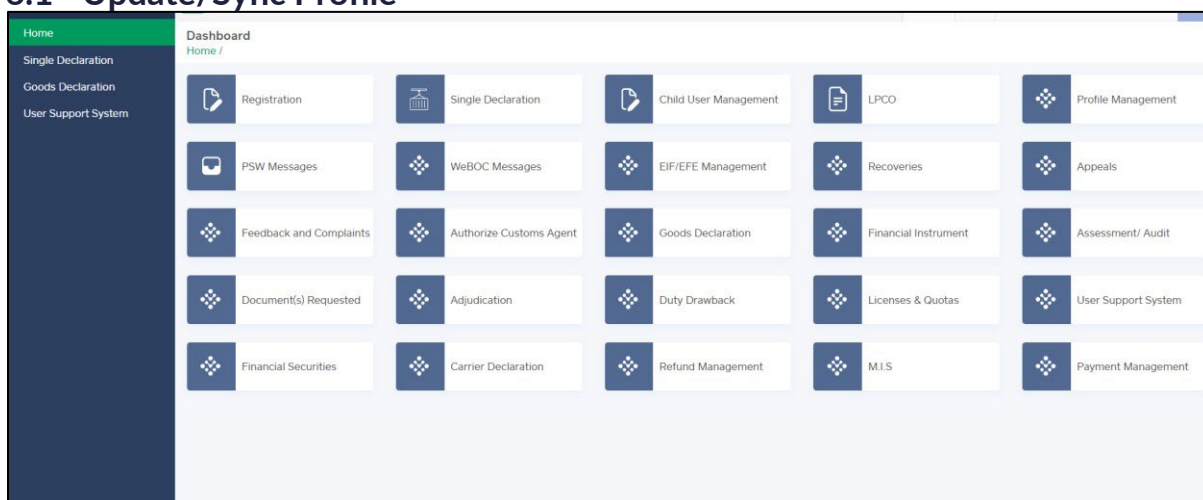
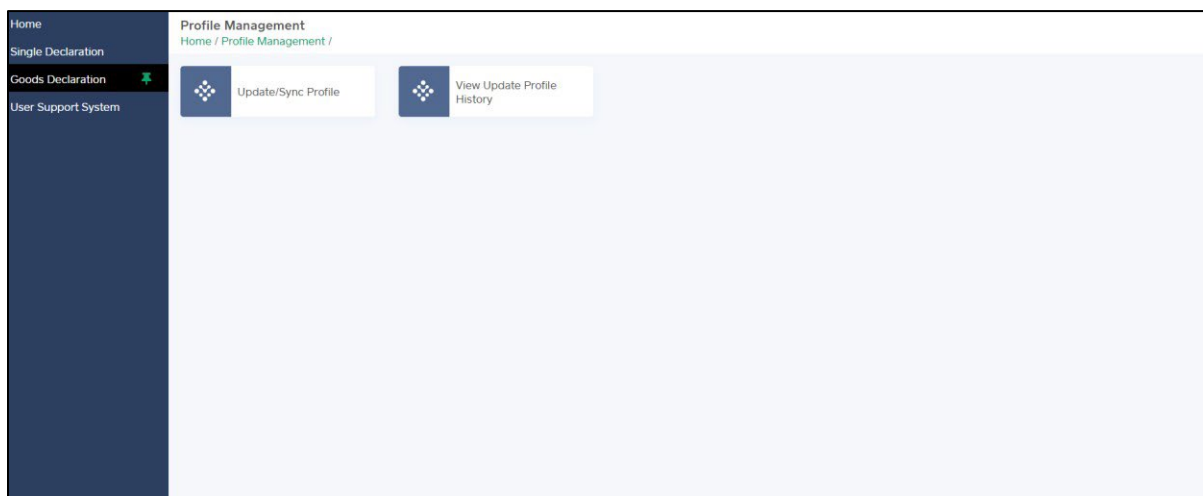


Figure 23 Update/Sync Profile



- i. Click on 'Profile Management' button on PSW dashboard to update or sync your profile with FBR



- ii. Click on 'Update/Sync Profile' button to update your PSW profile

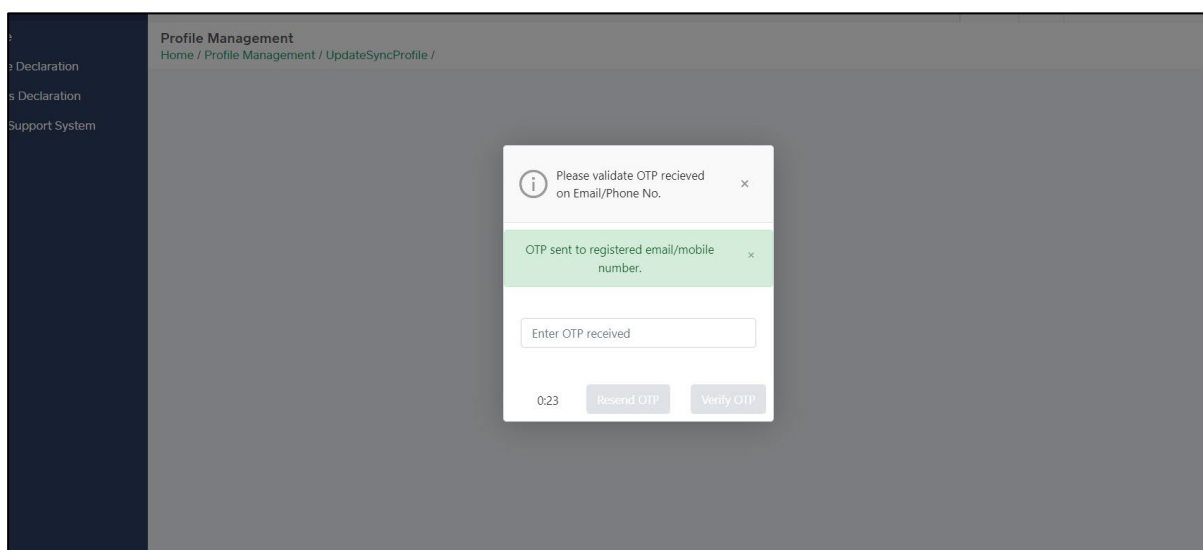
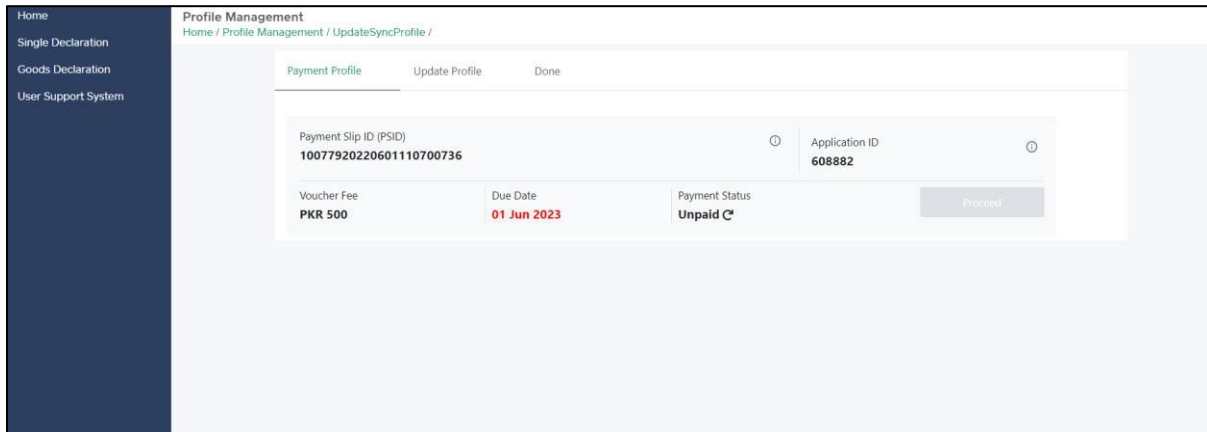


Figure 24 Update/Sync Profile OTP

- iii. Now enter the 6-digit OTP received on your registered email address and mobile number.



- iv. After successful OTP validation, a Payment Slip ID (PSID) and Application ID shall be generated.
- v. Please pay a fee of PKR 500.

Note: You shall also receive PSID, Application ID, Due Date, and fee details via email and SMS

vi. You can use the PSID to pay fee through any of the following ADC (Alternate Delivery Channel) modes:

- a. Bank Counter
- b. ATM
- c. Internet Banking
- d. Mobile Banking

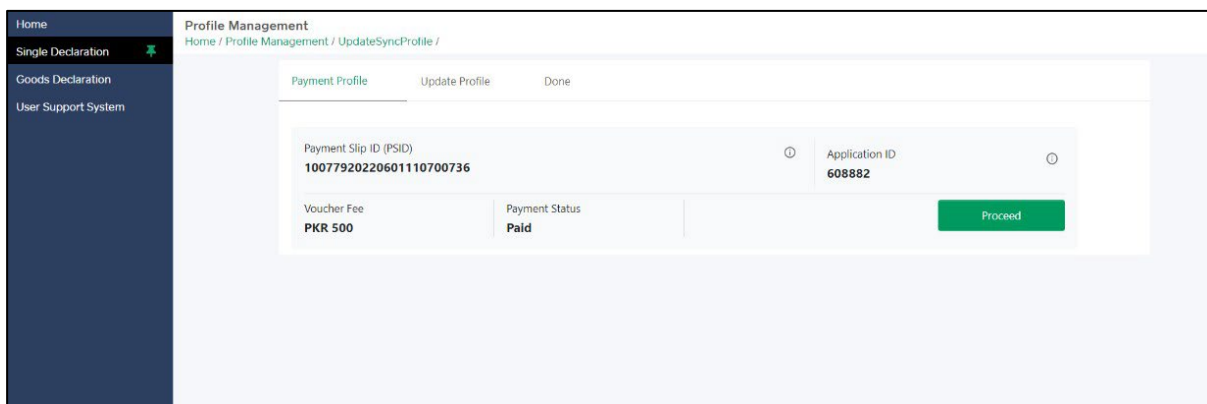


Figure 25 Update Profile Fee

- vii. After successful payment, your Payment Status shall be updated to 'Paid'. Click on the 'Proceed' button to continue with the process.

Payment Profile Update Profile Done

Company Information

Sync Profile with FBR

NTN: 0224039 STRN: - Company Name: ARUJ INDUSTRIES LIMITED

CNIC(s): Business Name: ARUJ INDUSTRIES LIMITED Business Address: 2-KM OF RAWIND, MANGA ROAD, LAHORE, L

Email: Principle Activity: Manufacturing/Manufacture of other textiles/Manufacture of other textiles n.e.c.

User Subscription Information

CNIC Number: Mobile Number: +92 Network Provider: Jazz

User Registration Information

City: Faisalabad

Cancel Process Conclude

Figure 26 Update Profile

- viii. From the 'Update/Sync Profile' screen, you can perform the following actions:
- Sync Profile with FBR
 - Update CNIC
 - Update Mobile Number
 - Update City

6.1.1 Sync Profile with FBR

The screenshot shows the 'Update Profile' screen with the following details:

- Company Information:**
 - NTN: 0224039
 - STRN: -
 - Company Name: ARUJ INDUSTRIES LIMITED
 - Business Name: ARUJ INDUSTRIES LIMITED
 - Business Address: 2-KM OF RAIWIND, MANGA ROAD, LAHORE, L
 - Principle Activity: Manufacturing/Manufacture of other textiles/Manufacture of other textiles n.e.c.
- User Subscription Information:**
 - CNIC Number: [Redacted]
 - Mobile Number: +92 [Redacted]
 - Network Provider: Jazz
- User Registration Information:**
 - City: Faisalabad

Buttons: 'Sync Profile with FBR' (green), 'Cancel', 'Proceed', 'Conclude'.

Figure 27 Sync Profile with FBR

- i. To sync profile with FBR, click on 'Sync Profile with FBR' button.

The screenshot shows a confirmation dialog box with the following details:

- Message:** Please click on confirm sync FBR profile to update your current profile
- Company Information:**
 - NTN: 0224039
 - STRN: 1401320000137
 - Company Name: ARUJ INDUSTRIES LIMITED
 - Business Name: ARUJ INDUSTRIES LIMITED
 - Business Address: 2-KM OF RAIWIND, MANGA ROAD, LAHORE, Lahore Iq
 - Principle Activity: Manufacturing/Manufacture of other textiles/Manufacture of other textiles n.e.c.

Buttons: 'Update' (green), 'Cancel'.



- ii. Upon clicking on 'Sync Profile with FBR' button, a pop-up shall appear, and the following data shall be fetched from FBR:
 - a. STRN
 - b. Company Name
 - c. CNIC
 - d. Business Name
 - e. Business Address
 - f. Email
 - g. Principle Activity
- iii. Click on 'Update' button to sync profile with FBR

Payment Profile Update Profile Done

Company Information

NTN 0224039	STRN -	Company Name ARUJ INDUSTRIES LIMITED
CNIC(s) [Redacted]	Business Name ARUJ INDUSTRIES LIMITED	Business Address 2-KM OF RAWIND, MANGA ROAD, LAHORE, L
Email www.arujindustries.com	Principle Activity Manufacturing/Manufacture of other textiles/Manufacture of other textiles n.e.c.	

User Subscription Information

CNIC Number [Redacted]

Mobile Number [Redacted] Network Provider [Jazz]

User Registration Information

City [Faisalabad]

- iv. Click on 'Conclude' button and data fetched from FBR shall be updated in the system. **Note: If you also want to update the 'User Subscription Information' or 'User Registration Information', kindly change the desired fields accordingly and click on 'Conclude' button. The system shall sync profile with FBR and update User Profile after performing necessary validations successfully.**

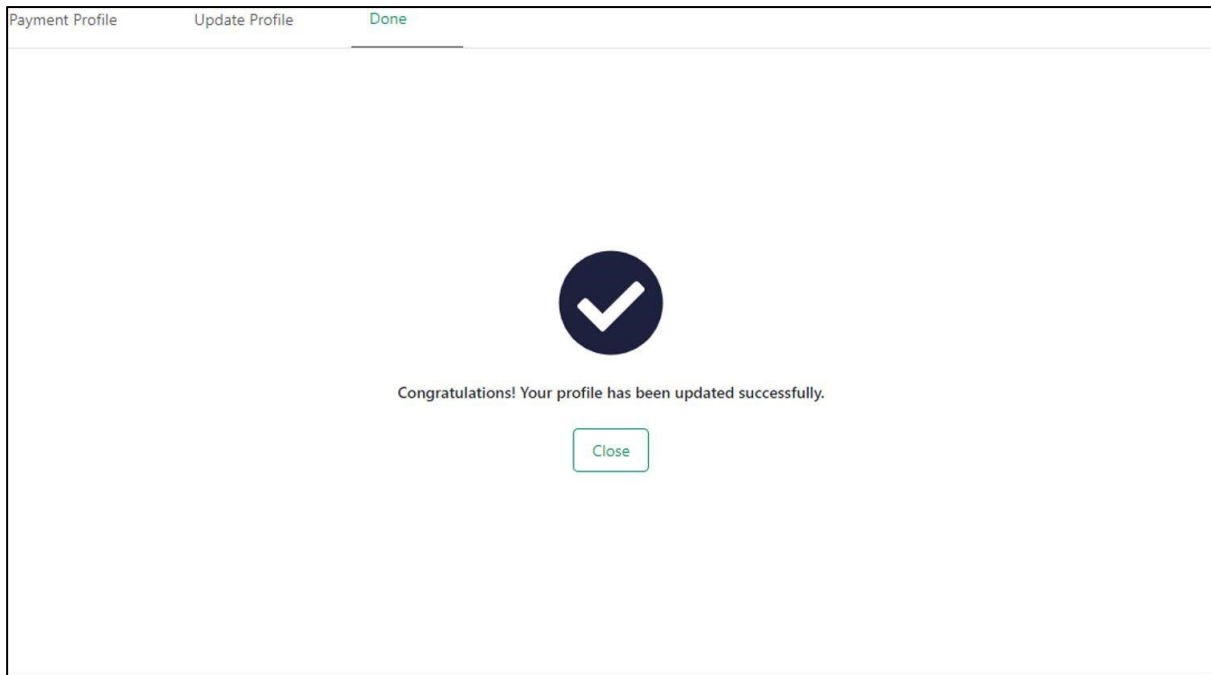
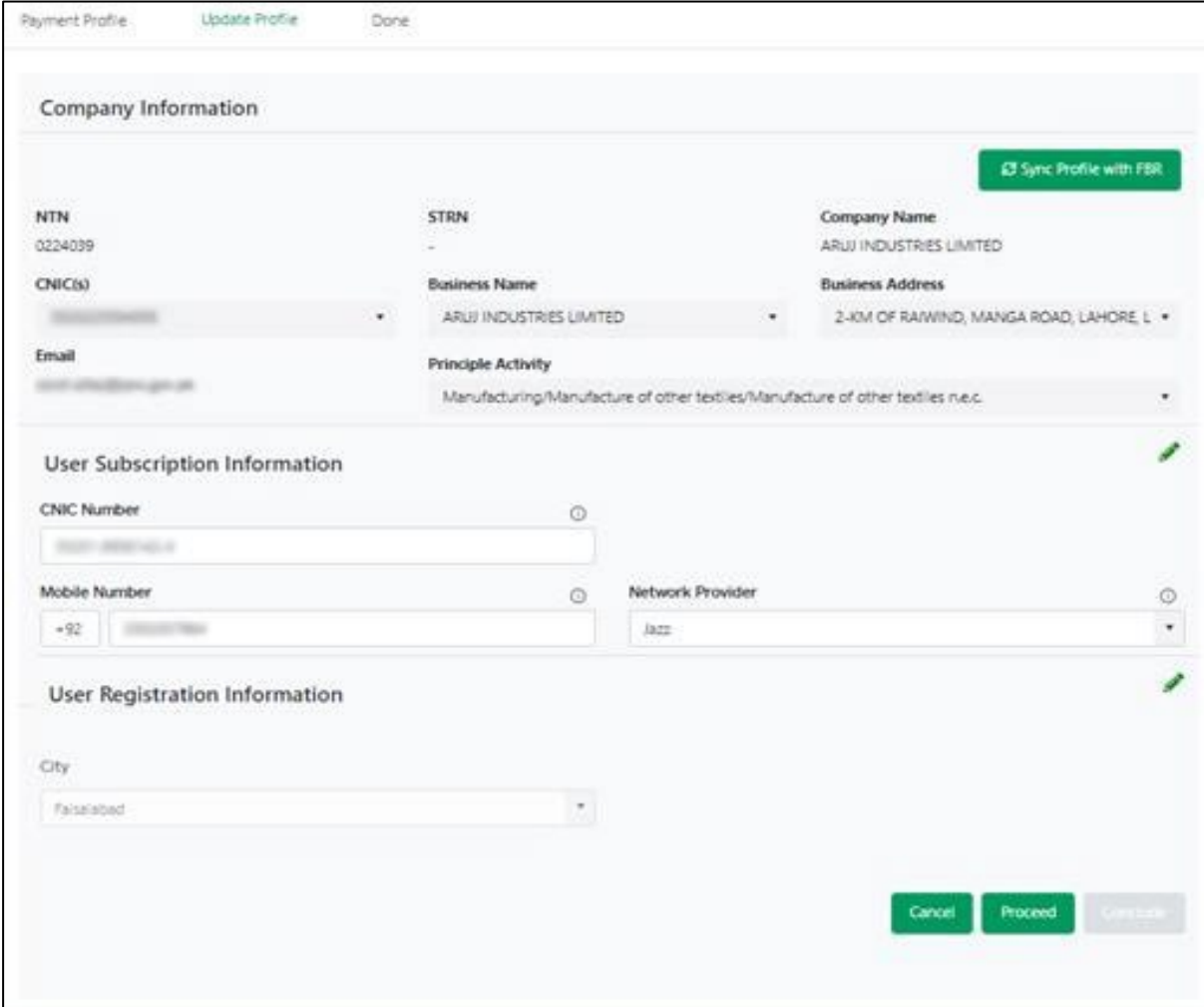


Figure 28 Profile Updated Successfully

- v. Upon clicking 'Conclude' button, you shall be directed to 'Done' screen.

6.1.2 Update CNIC/Mobile Number



The screenshot displays the 'Update Profile' screen with three tabs: 'Payment Profile', 'Update Profile', and 'Done'. The 'Update Profile' tab is active. The screen is divided into three main sections: 'Company Information', 'User Subscription Information', and 'User Registration Information'. Each section has a green pencil icon for editing. At the top right of the 'Company Information' section is a green button labeled 'Sync Profile with FBR'. The 'Company Information' section contains fields for NTN (0224039), STRN (-), Company Name (ARJI INDUSTRIES LIMITED), CNIC(s) (with a dropdown arrow), Business Name (ARJI INDUSTRIES LIMITED), Business Address (2-KM OF RAWIND, MANGA ROAD, LAHORE, L), Email (with a dropdown arrow), and Principle Activity (Manufacturing/Manufacture of other textiles/Manufacture of other textiles n.e.c.). The 'User Subscription Information' section contains fields for CNIC Number (with an edit icon), Mobile Number (+92 with a dropdown arrow and a text input field), and Network Provider (Jazz with a dropdown arrow). The 'User Registration Information' section contains a City dropdown menu (Faisalabad). At the bottom right, there are three buttons: 'Cancel', 'Proceed', and 'Go back'.

Figure 29 Update CNIC/Mobile Number

- i. To update registered CNIC/Mobile number, click on edit icon available in the User Subscription Information section on Update Profile Screen.
- ii. Upon clicking 'edit' icon, enter your valid CNIC, Mobile Number (Mobile number should be entered without '0' i.e., 3331234567) and select network provider.

Note: Mobile number should be registered against the provided CNIC

- iii. Click on 'Proceed' button to continue the process.

Payment Profile Update Profile Done

Company Information

[Sync Profile with FBR](#)

NTN 0224039	STRN -	Company Name ARUJ INDUSTRIES LIMITED
CNIC(s) [Dropdown]	Business Name ARUJ INDUSTRIES LIMITED [Dropdown]	Business Address 2-KM OF RAIWIND, MANGA ROAD, LAHORE, L [Dropdown]
Email [Email Address]	Principle Activity Manufacturing/Manufacture of other textiles/Manufacture of other textiles n.e.c. [Dropdown]	

User Subscription Information

Please complete all the steps to update profile. If you change your cnic/passport then you have to change your network provider and cell number.

CNIC Number [Input Field]		
Mobile Number +92 [Input Field]	Network Provider Jazz [Dropdown]	

User Registration Information

City
Faisalabad [Dropdown]

User Profile Current Status

CNIC/Mobile Verification 	OTP Verification 	Biometric Verification
-------------------------------------	-----------------------------	-----------------------------------

- iv. Upon clicking on 'Proceed' button, you shall be required to complete the following validations:
 - a. PMD verification
 - b. OTP verification
 - c. Biometric Verification (required only in case of CNIC change)
- v. For PMD verification, click on 'CNIC/Mobile verification' button.



The screenshot shows a verification dialog box with the following elements:

- Header: Information icon, text "Please verify your CNIC and Mobile Number againsts your new profile application", and a close button (X).
- Section: "CNIC(s)" with a dropdown menu.
- Field: "CNIC Number" with a text input field containing "35000-2030405-6".
- Section: "Mobile Number" with a country code dropdown set to "+92" and a text input field containing "3350357965".
- Footer: A green "Submit" button and a grey "Close" button.

Figure 30 PMD Verification for update CNIC/Mobile Number

- vi. Upon clicking on 'CNIC/Mobile verification' button, kindly review the entered CNIC and mobile number and click on 'Submit' button for PMD verification.
- vii. After successful PMD verification, click on 'OTP verification' button.

The screenshot shows an OTP verification dialog box with the following elements:

- Header: Information icon, text "Please validate your mobile number & email address.", and a close button (X).
- Message: A green success message "OTP sent to registered email and mobile number." with a close button (X).
- Section: "Mobile OTP" with a text input field labeled "Enter Mobile OTP".
- Section: "Email OTP" with a text input field labeled "Enter Email OTP".
- Footer: A timer showing "0:28", a "Resend OTP" button, and a "Submit" button.

Figure 31 OTP Verification for update CNIC/Mobile Number

- viii. After clicking on 'OTP verification', enter the 6-digit OTP received on registered email address and mobile number.



Payment Profile Update Profile Done

CNIC(s) 42301376A3391	Business Name Test Organization...	Business Address K-14/465, MAIN SHERSHAH ROAD, CHAKIWAR
Email test.p@psd@psd.gov.pk	Principle Activity Manufacturing/Manufacture of other chemical products/Manufacture of other chemical products n.e.c.	

User Subscription Information

CNIC Number: 42301-0119885-7

Mobile Number: +92 3302000134 Network Provider: Ufone

User Registration Information

City: Faisalabad

User Profile Current Status

CNIC/Mobile Verification: OTP Verification: Biometric Verification:

ix. After successfully submitting the OTP(s), you shall be required to perform Biometric Verification. Your Biometric Verification status and due date shall be sent to you via email.

Payment Profile Update Profile Done

CNIC(s) 42301376A3391	Business Name Test Organization...	Business Address K-14/465, MAIN SHERSHAH ROAD, CHAKIWAR
Email test.p@psd@psd.gov.pk	Principle Activity Manufacturing/Manufacture of other chemical products/Manufacture of other chemical products n.e.c.	

User Subscription Information

CNIC Number: 42301-0119885-7

Mobile Number: +92 3302000134 Network Provider: Ufone

User Registration Information

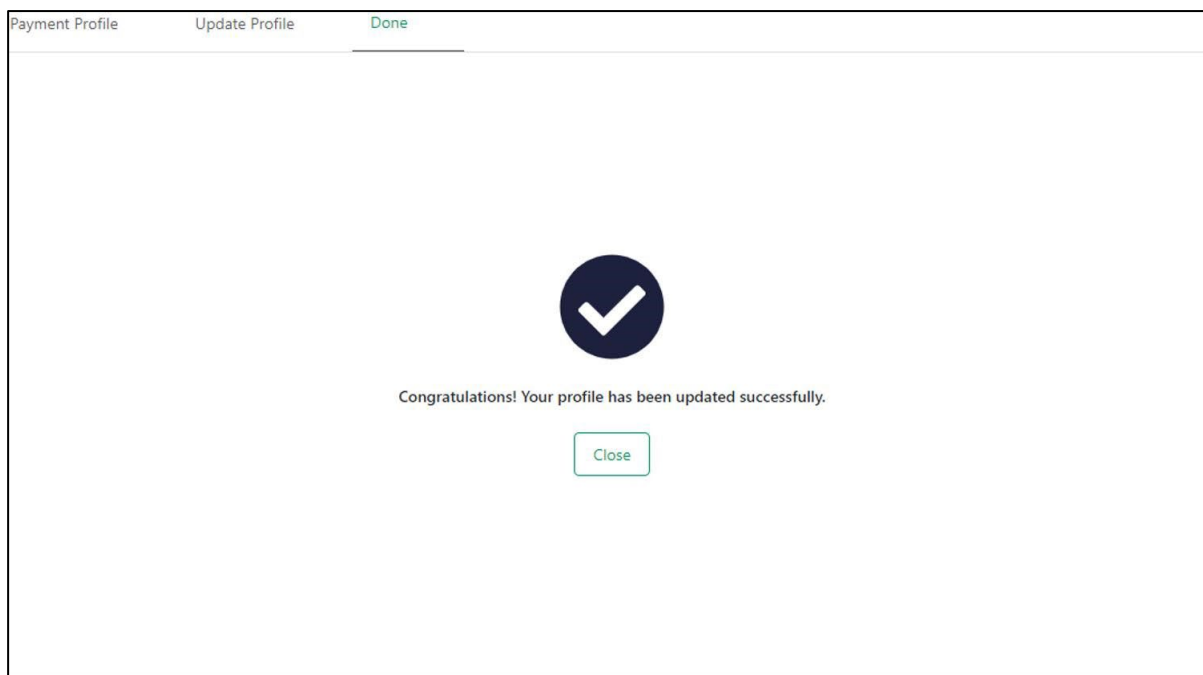
City: Faisalabad

User Profile Current Status

CNIC/Mobile Verification: OTP Verification: Biometric Verification:

Cancel Conclude

x. After successful verification, click on refresh button to update verification status xi. Click on 'Conclude' button. Your CNIC and mobile number are now updated in the system.



xii. Upon clicking on 'Conclude' button, you shall be directed to 'Done' screen.



6.1.3 Update City

Payment Profile Update Profile Done

Company Information

[Sync Profile with FBR](#)

NTN 0224039	STRN -	Company Name ARUJ INDUSTRIES LIMITED
CNIC(s) [Redacted]	Business Name ARUJ INDUSTRIES LIMITED	Business Address 2-KM OF RAWIND, MANGA ROAD, LAHORE, L
Email [Redacted]	Principle Activity Manufacturing/Manufacture of other textiles/Manufacture of other textiles n.e.c.	

User Subscription Information

CNIC Number [Redacted]

Mobile Number [+92 [Redacted]] Network Provider [Jazz]

User Registration Information

City [Faisalabad]

[Cancel](#) [Proceed](#) [Complete](#)

Figure 32 Update City

- i. To update City, click on edit icon from User Registration Information



Payment Profile Update Profile Done

Company Information

[Sync Profile with FBR](#)

NTN 0224039	STRN -	Company Name ARUJ INDUSTRIES LIMITED
CNIC(s) [Dropdown]	Business Name ARUJ INDUSTRIES LIMITED	Business Address 2-KM OF RAIWIND, MANGA ROAD, LAHORE, L
Email [Email Address]	Principle Activity Manufacturing/Manufacture of other textiles/Manufacture of other textiles n.e.c.	

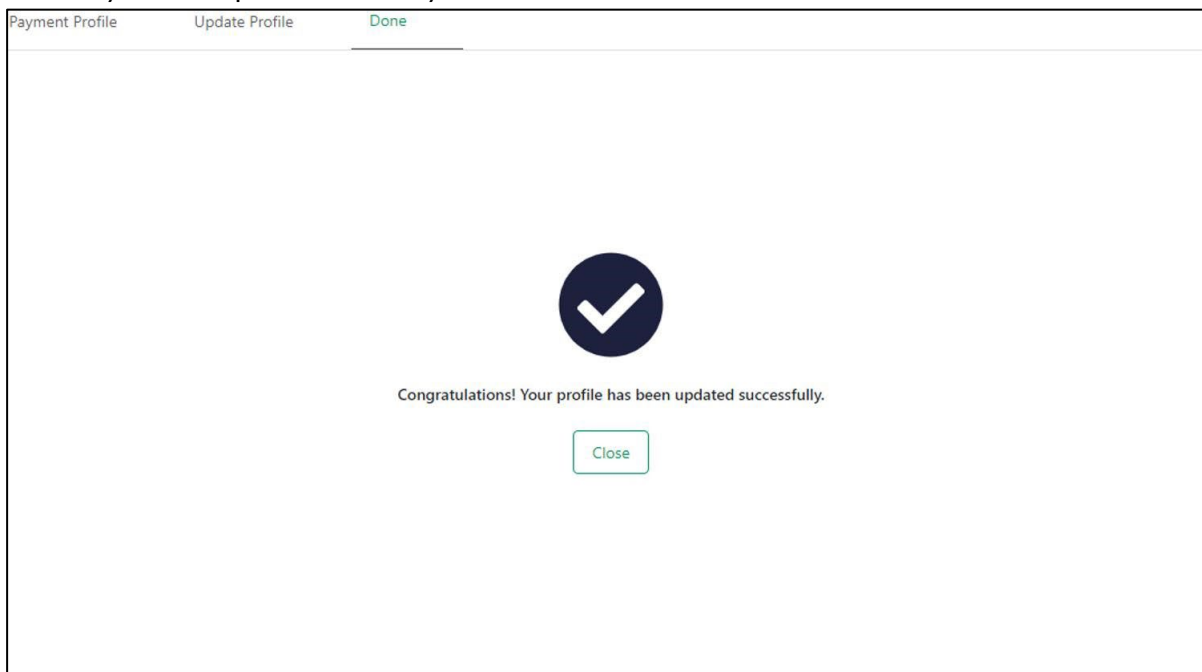
User Subscription Information

CNIC Number [35201-8936142-4] [Info]

[Karachi] [Lahore] **[Faisalabad]** [Rawalpindi] [Multan] [Hyderabad] [Peshawar] [Faisalabad]

Network Provider [Jazz] [Info]

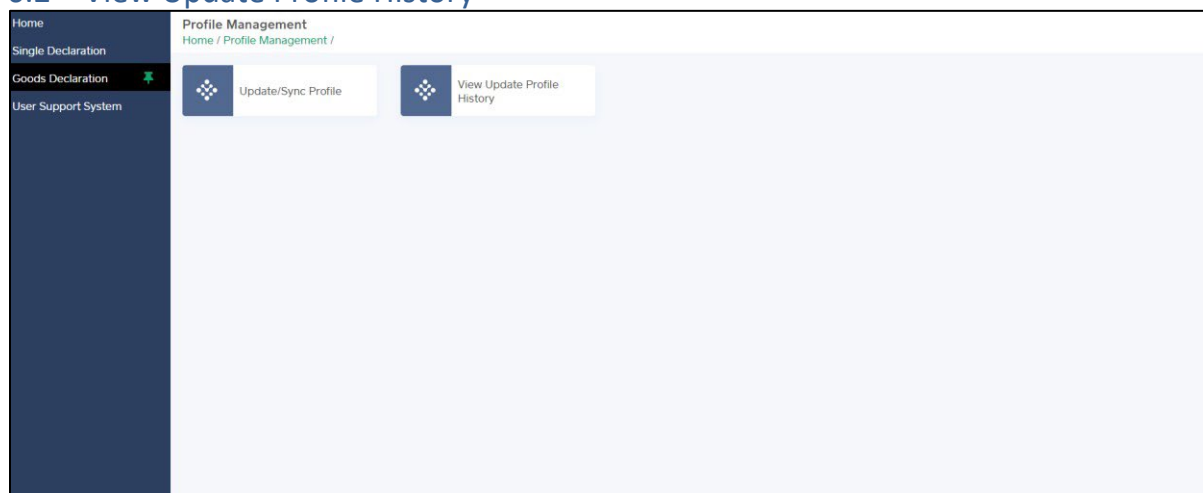
- ii. Now select your city and click on conclude button.
- iii. Your city is now updated in the system.



- iv. Upon clicking on 'Conclude' button, you shall be directed to 'Done' screen.



6.2 View Update Profile History



i. To view update history, click on 'View Update Profile History'

The screenshot shows the 'View Update Profile History' page. It features a search bar at the top right. Below it is a table titled 'Updated Profile History' with the following columns: Payment Slip ID, Detail, Status, and Date Time. The table contains 11 rows of data. At the bottom, there is a pagination control showing '10 items per page' and '1 - 10 of 14 items'.

Payment Slip ID	Detail	Status	Date Time
20220519043241753	Payment	Completed	Thu Apr 28 2022 11:23:26
20220519043241753	Email Update	Completed	Fri May 20 2022 11:31:51
20220519043241753	Network Provider Update	Completed	Fri May 20 2022 11:31:51
20220519043241753	City Update	Completed	Fri May 20 2022 11:31:51
20220519043241753	Profile Sync	Completed	Fri May 20 2022 11:31:56
20220520113234516	Payment	Completed	Fri May 20 2022 11:32:10
20220520113234516	City Update	Completed	Fri May 20 2022 11:46:19
20220520122354656	Payment	Completed	Fri May 20 2022 12:23:27
20220520122354656	City Update	Completed	Mon May 23 2022 13:08:27
20220520122354656	Subscription Update	Cancelled	Mon May 23 2022 13:08:40

Figure 33 View Update Profile History

7. OBLIGATIONS AND RESPONSIBILITIES

7.1 Obligations of PSW

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



7.2 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 shall assume responsibility for any unauthorized use of subscriber's CNIC, NTN/FTN, 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 UID provided to the subscriber by PSW. The Subscriber shall 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 subscriber shall notify PSW Support 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. Incorrect information provided at the time of subscription shall not be validated from the concerned authorities and UID will not be issued in such case.

8. 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	SRO	Statutory Regulatory Order
21	IRIS	Inland Revenue Information System
22	OGA	Other Government Agencies
23	SIM	Subscriber Identity Module- Provided by Telecommunication Operator
24	FTN	Free Tax Number
25	IMSI	International Mobile Subscriber Identity



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