PSW
PAKISTAN SINGLE WINDOW

USER MANUAL

PSW – User Subscription Renewal

April 19, 2023

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ABSTRACT

Welcome to the Pakistan Single Window User Subscription Renewal User Manual!

Pakistan Single Window (PSW) Subscription Renewal User Manual is your step-by-step guide on how to process renewal subscription process through the PSW portal. This user manual provides background of the PSW system while describing its key features.

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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 fulfil 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 and in case of subscription is expired, they have initiated and concluded renewal 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 OGA fees.

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 the subscription renewal process, the particulars of a subscriber are electronically captured/ validated and verified from the databases of the relevant departments in line with the Know Your Customer (KYC) principle.

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 of public sector entities, related to 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 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.

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3. SALIENT FEATURES - USER SUBSCRIPTION RENEWAL

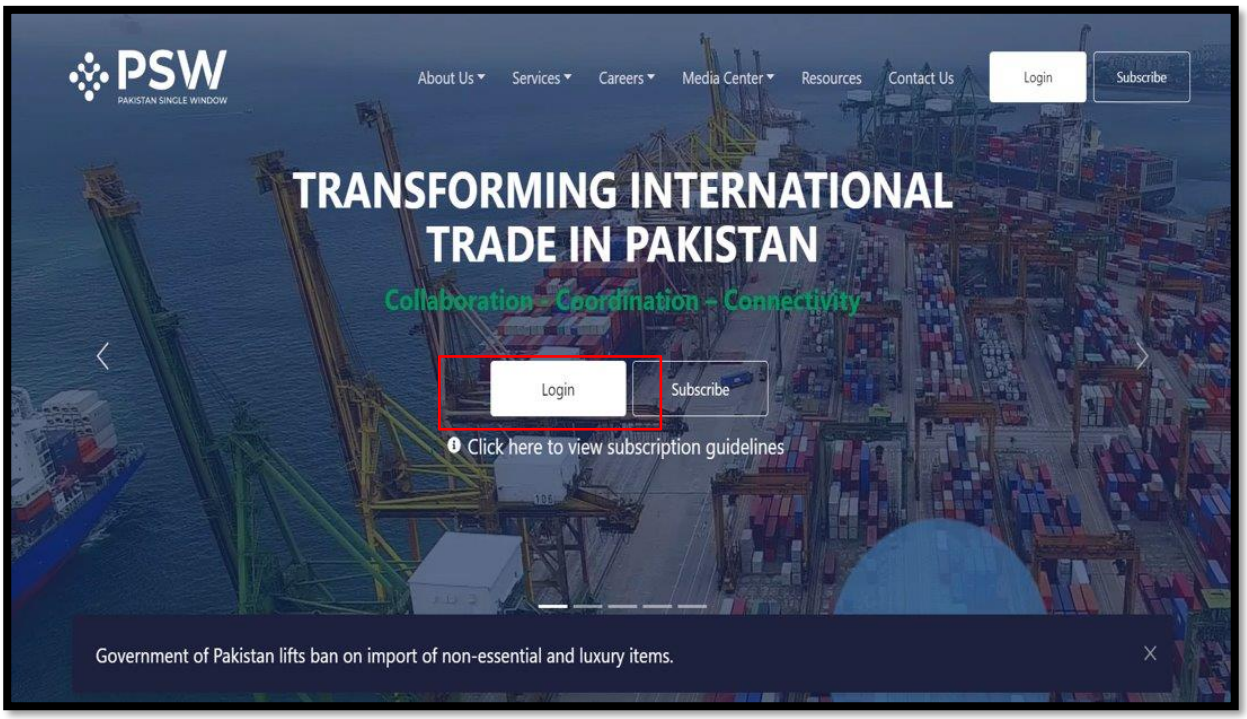
- Electronic processing.
- No additional documentation required.
- Seamless, online speedy user experience.
- Minimal 500 fee.
- Real-time data validations from FBR, PMD & NADRA.
- User can update his/ her profile (CNIC, Mobile number & network, city) during renewal process and the same information will be validated real-time.

4. SYSTEM REQUIREMENTS

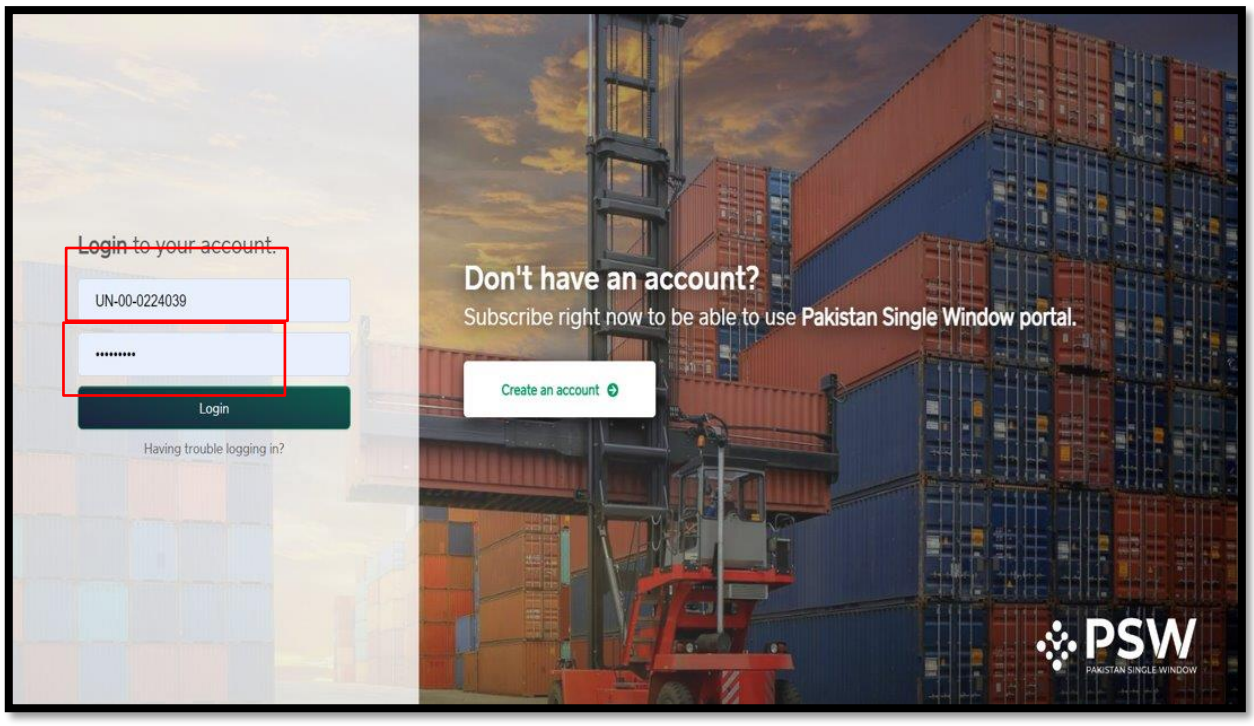
- To use PSW Portal on Windows®, the subscriber will require:
  a. Google Chrome Browser.
  b. Windows 7, Windows 8, Windows 8.1, Windows 10 or later
  c. An Intel Pentium 4 processor or later that's SSE3 capable
- To use PSW Portal on Mac®, the subscriber will need:
  d. Google Chrome Browser
  e. OS X El Capitan 10.11 or later.

5. STEP BY STEP PROCESS

I. Please visit ''www.psw.gov.pk" and click on the '**Login**' option.



II. After clicking on the login button, you will be redirected to the login interface. Here, you will be required to enter your login credentials.



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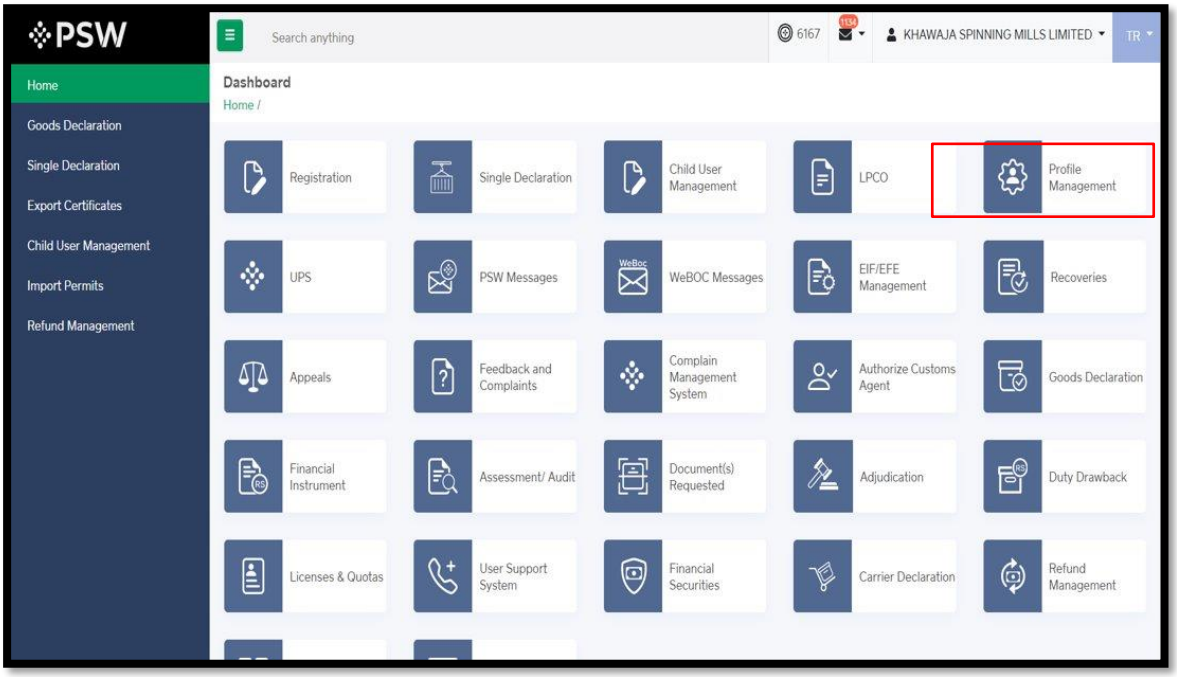
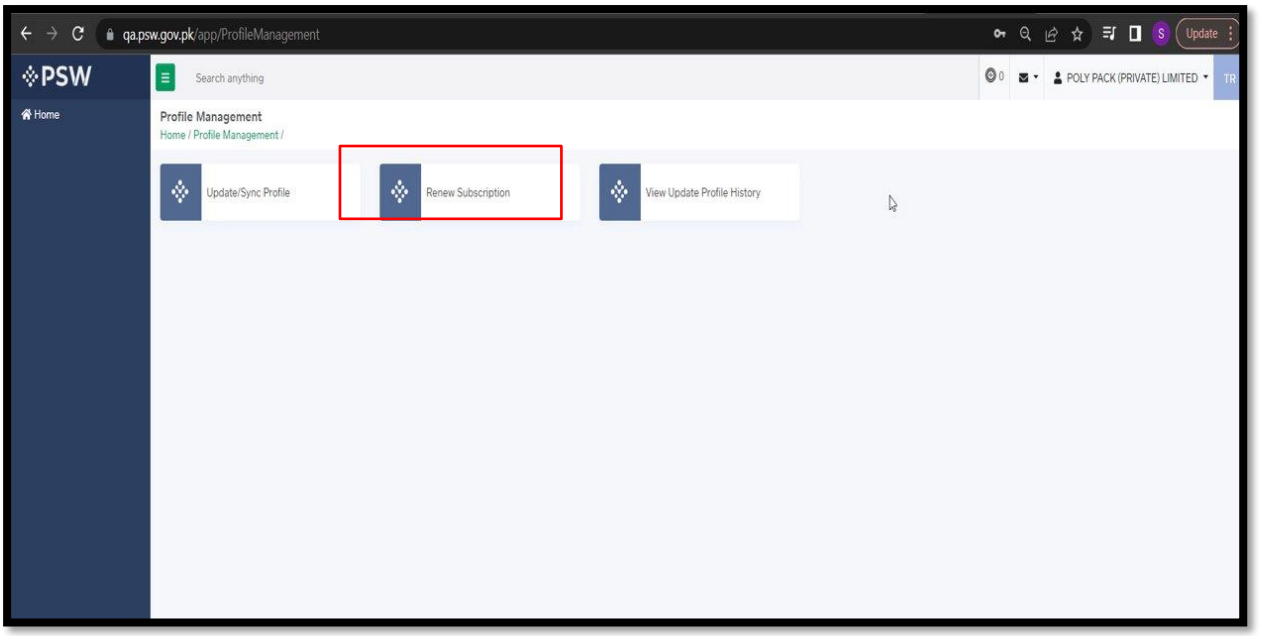
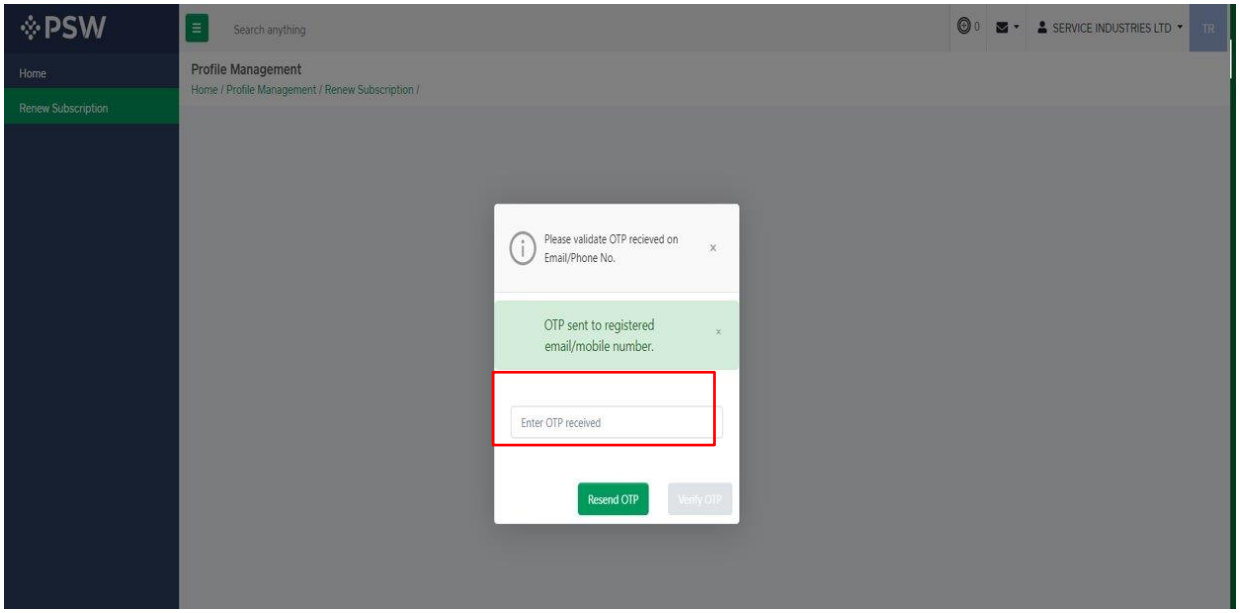
III. Once the login credentials are validated, you will be redirected to the dashboard. Here, you will click on “Profile Management.”



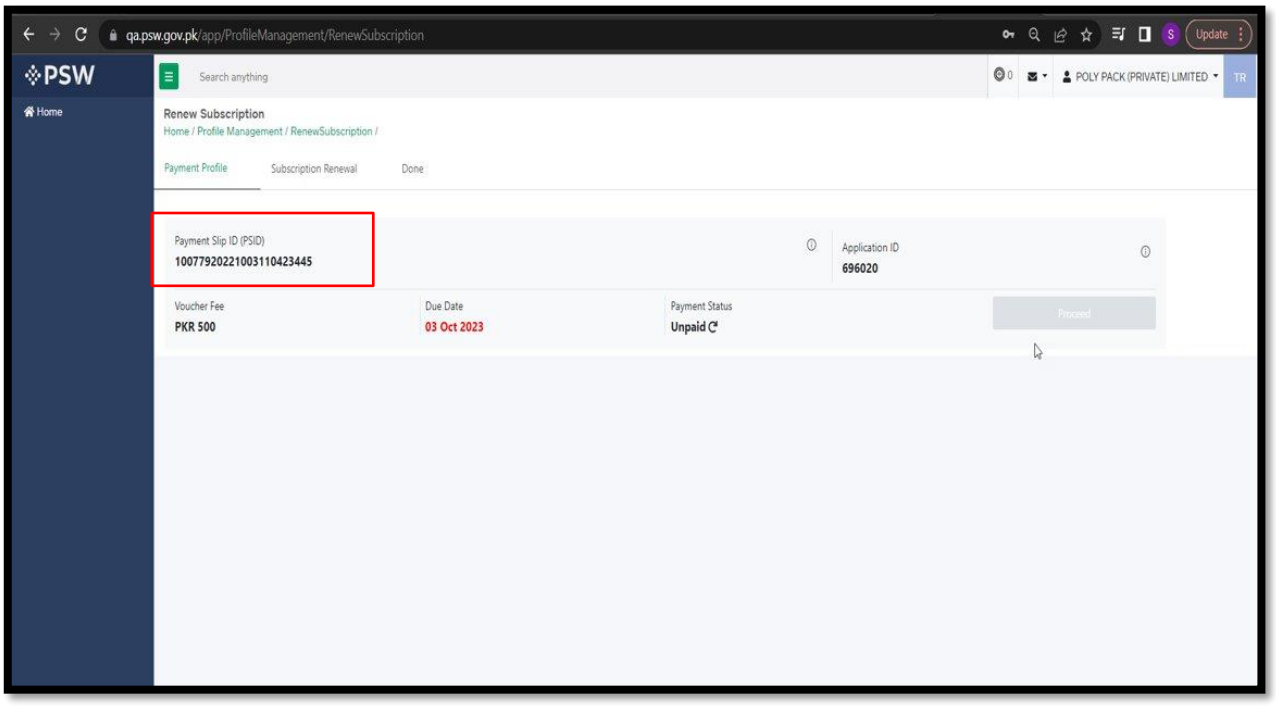
IV. You will then click on “Renew Subscription.”



V. At this step you will receive the OTP (at your registered email address and mobile number). Please enter the “OTP” which will be validated at this stage.



VI. On successful OTP validation, the system will generate PSID for Renewal Subscription fee (i.e., Rs. 500). You will have the option to make the fee payment through any alternate delivery channel or through branch counter using PSID.



***Note**: You shall receive PSID, Application ID, and Due Date via email and SMS. PSID shall expire in 10 days after which you will have to restart the process from the beginning.*

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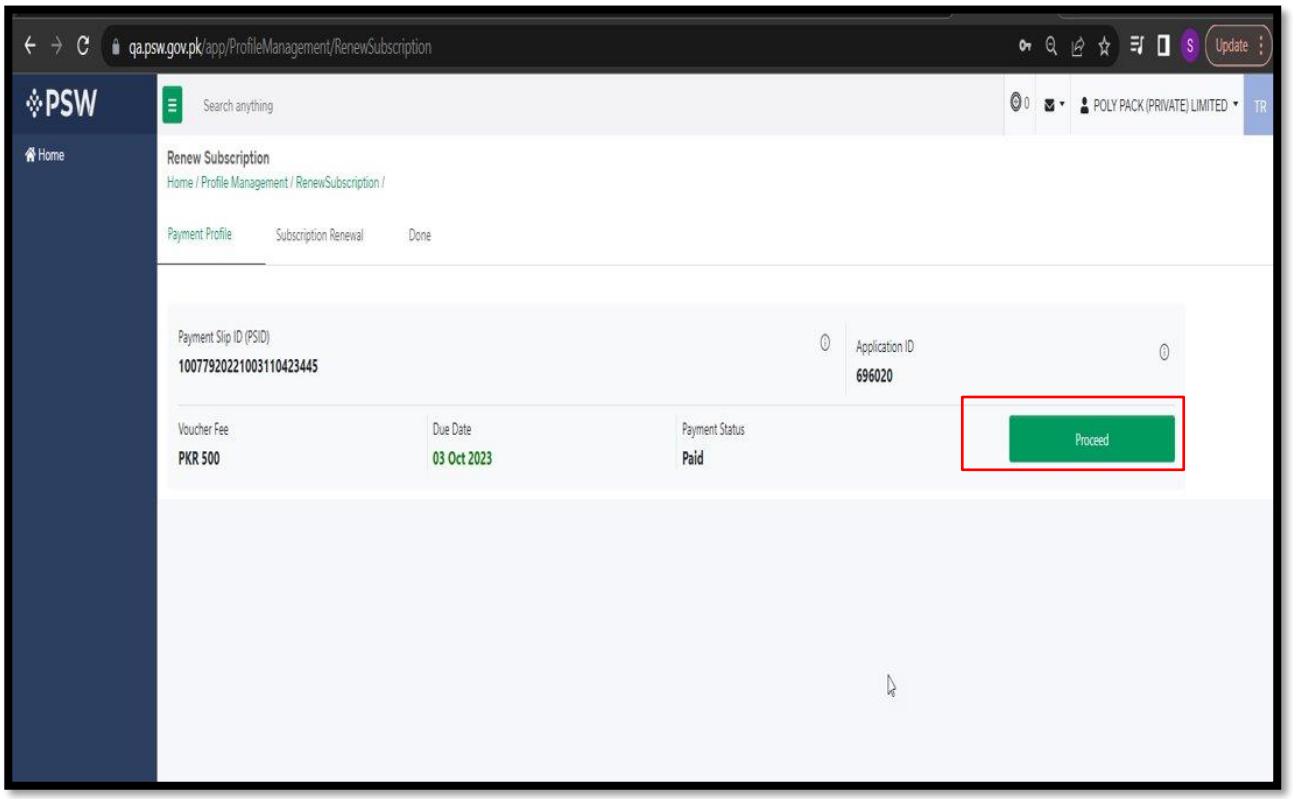
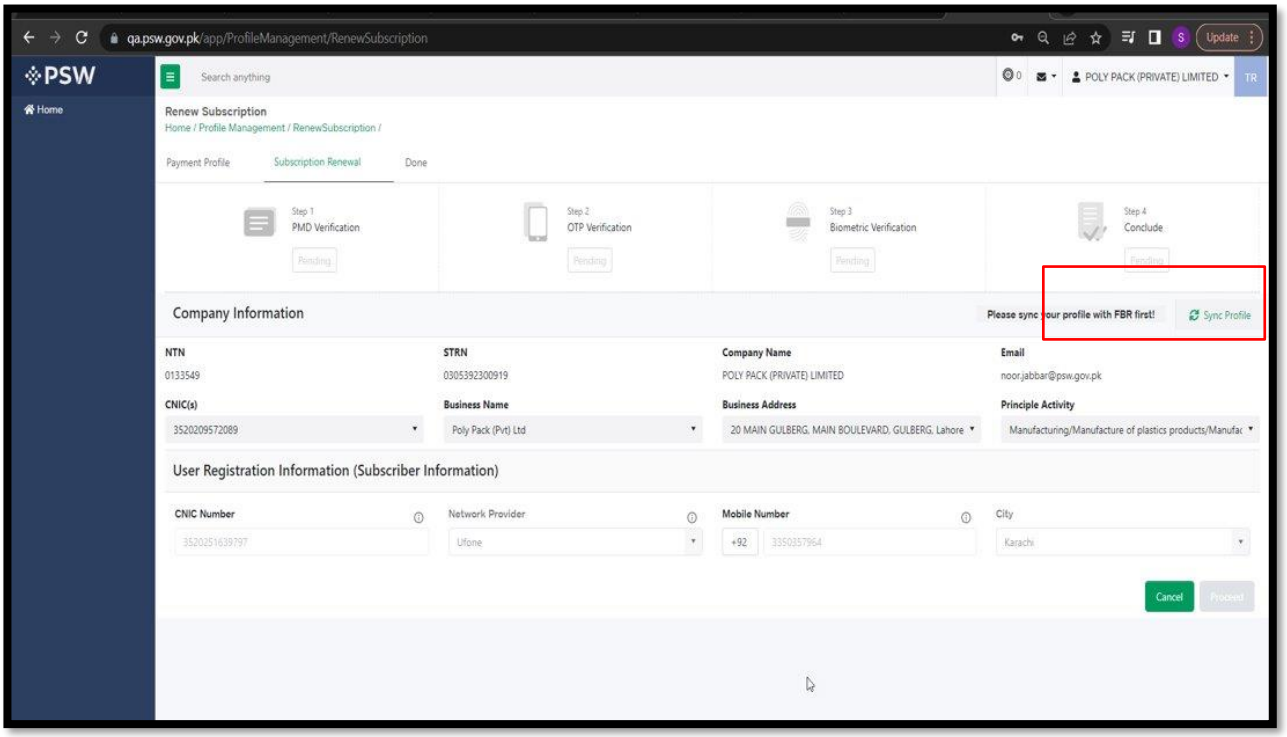
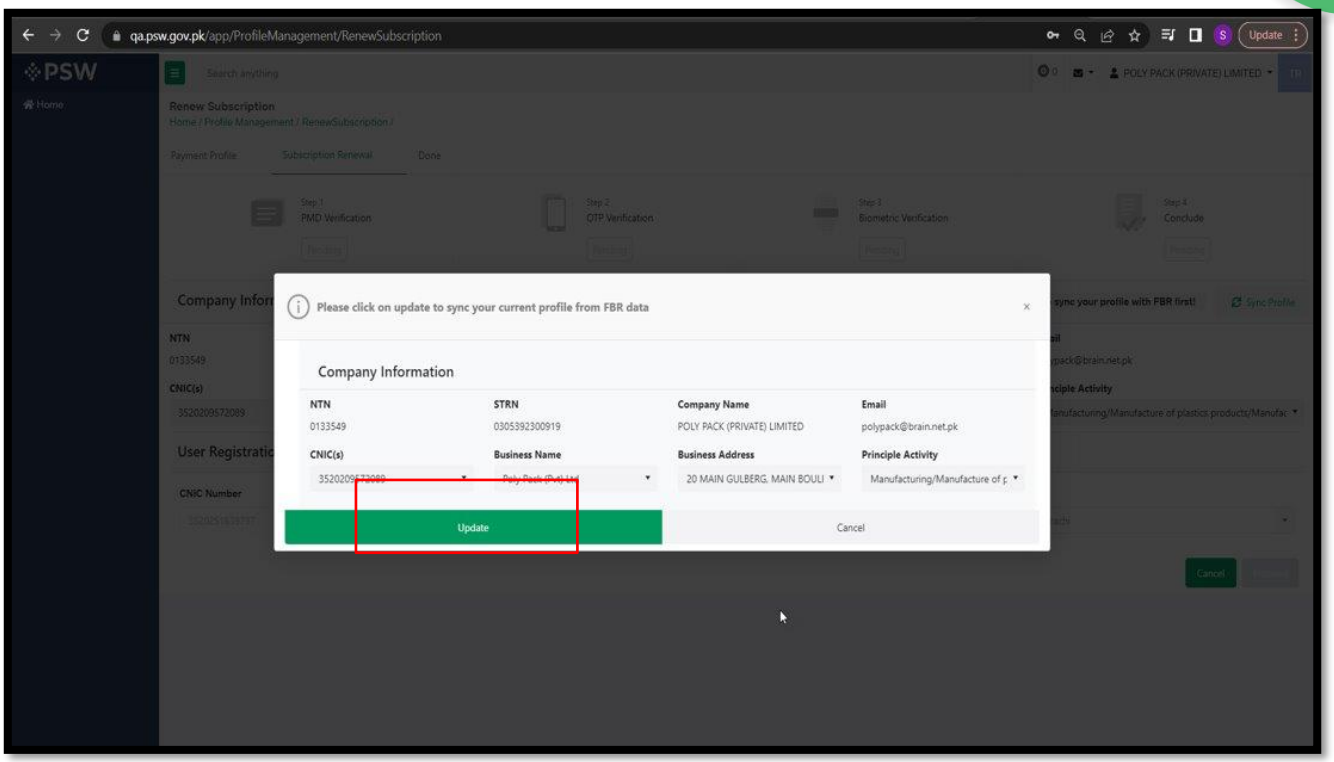
VII. After the payment is made, the system will show “paid message”. Please click “Proceed”.



VIII. At this step, you will click “Sync Profile”.



IX. The system will show the information fetched through FBR data. Please click “Update”.



X. You will be able to update/ amend your profile (CNIC, network provider, mobile number, city). In case of no change click “Proceed”.

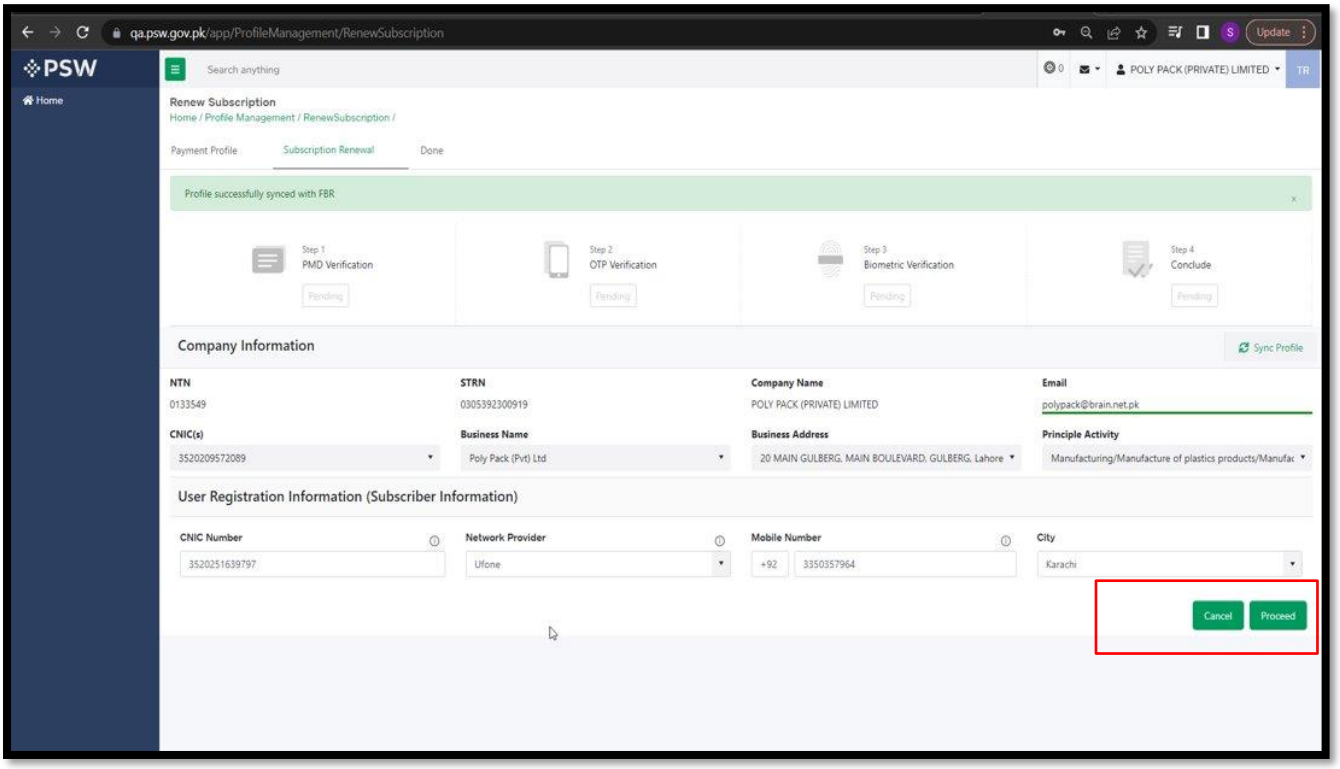


Figure 8

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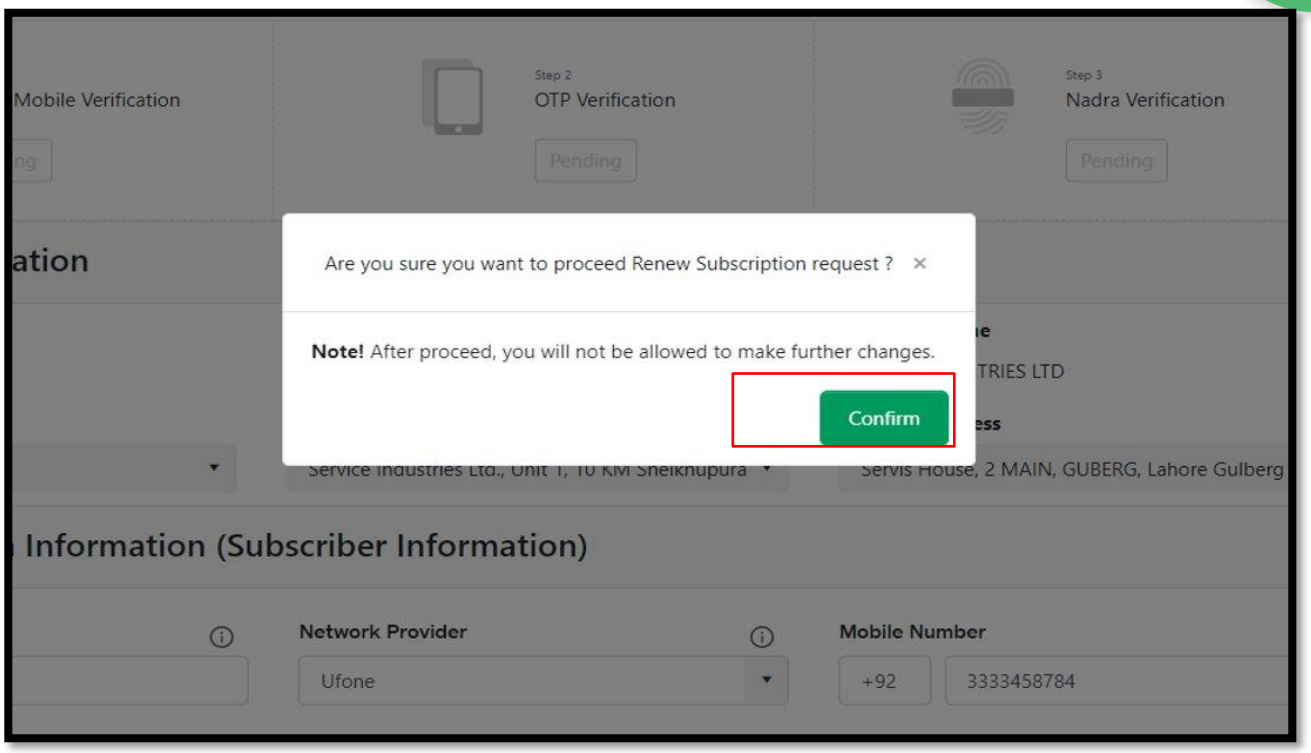
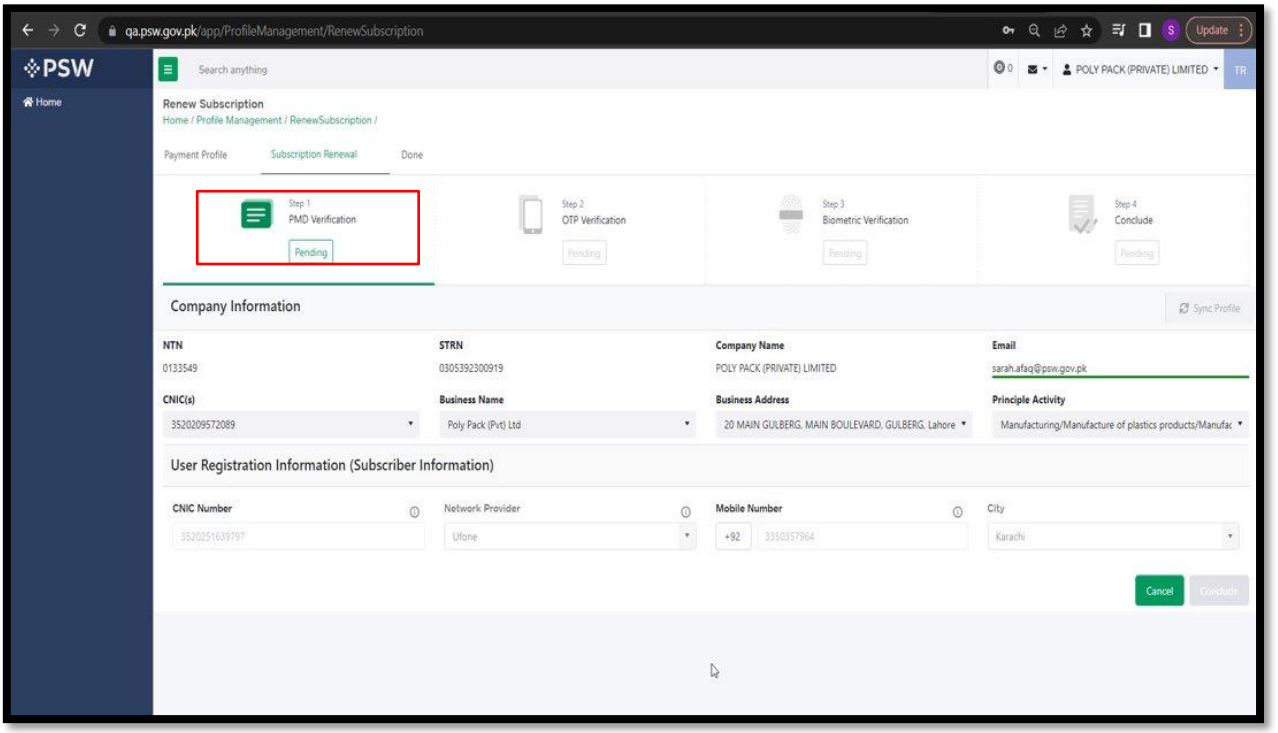
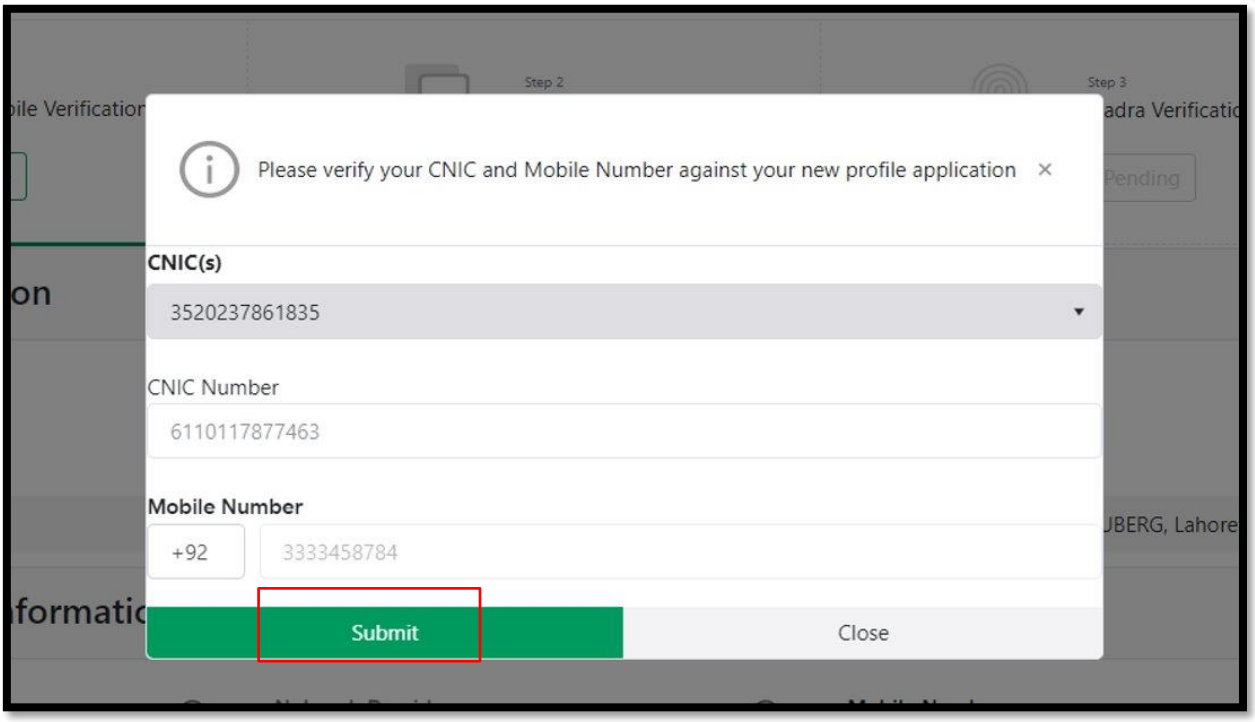
XI. At this step you will click “Confirm” to proceed to nest step.



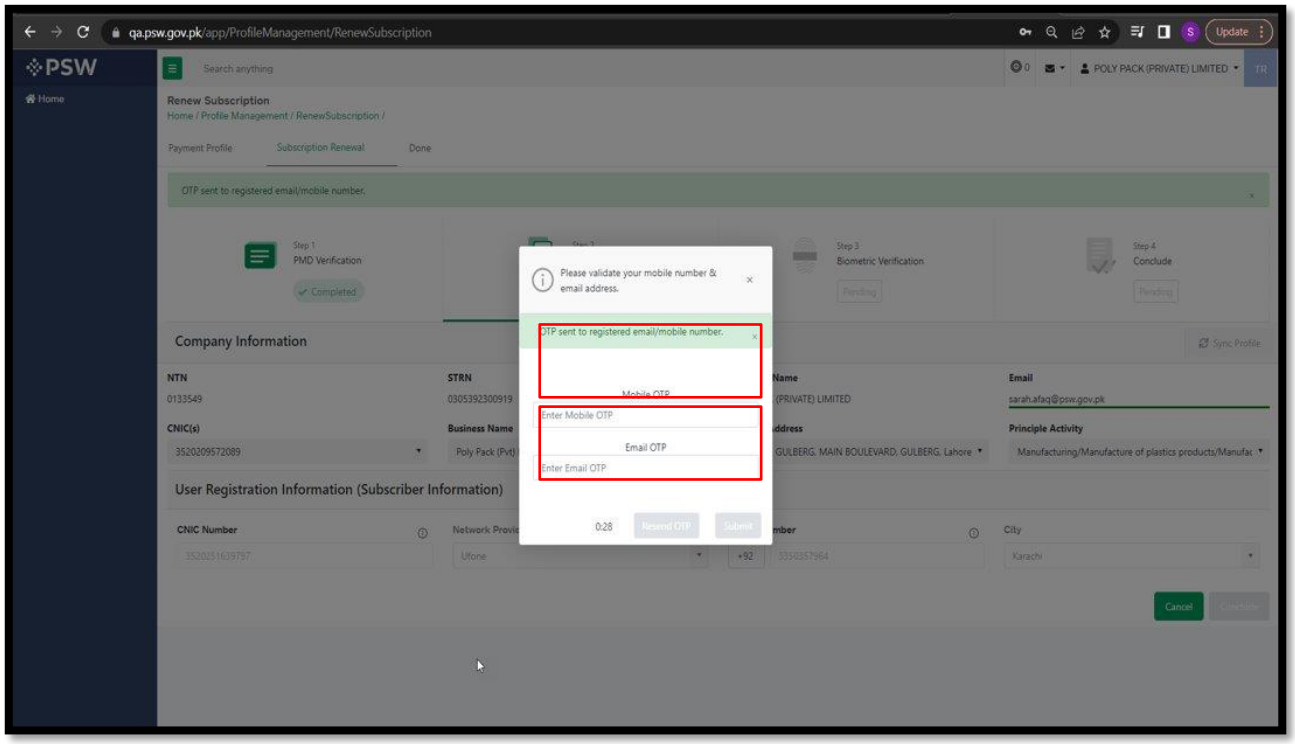
XII. Here you will click “PMD Verification”.



XIII. And then click “Submit” for PMD verification.



XIV. After successful verification, the system will generate & send OTP on registered email. address and mobile number. Enter the OTP and click validate.



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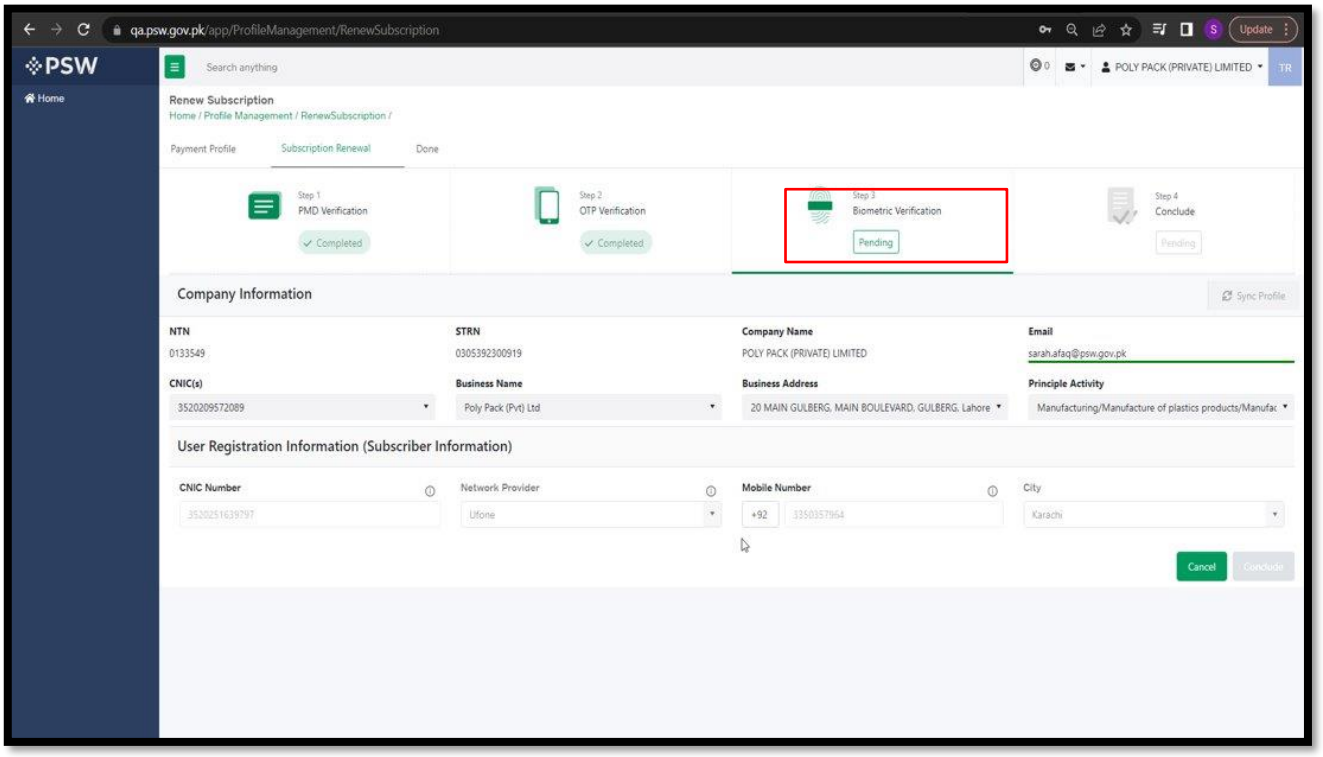
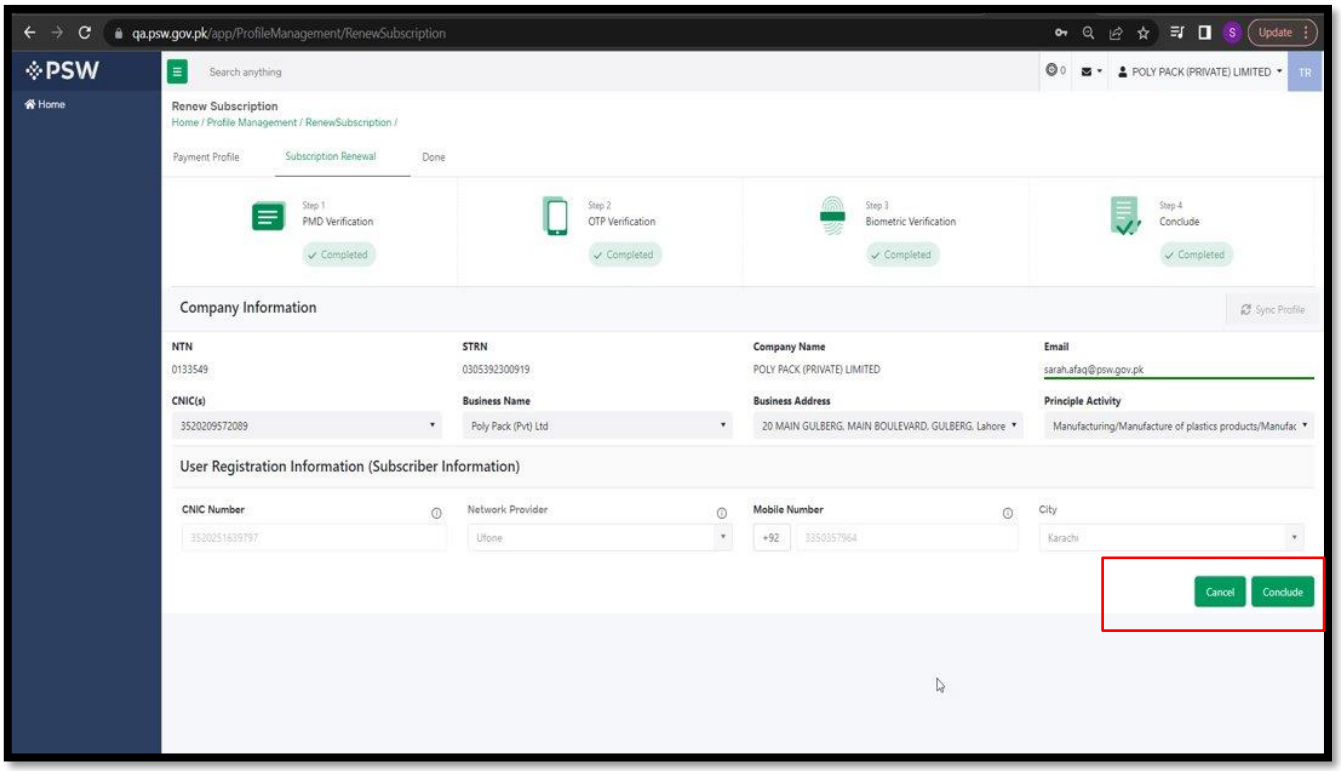
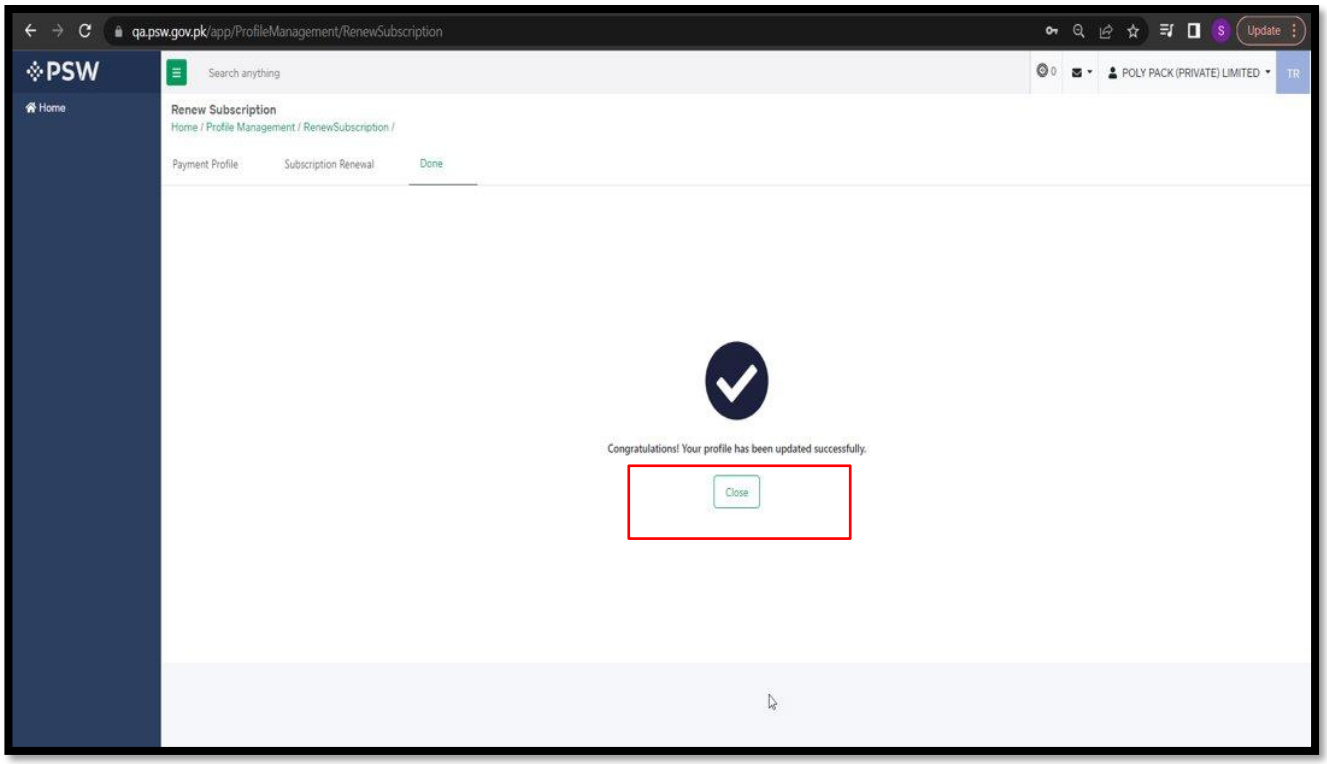
XV. At this stage you will receive an email stating you to carry out “Biometric Verification”.



XVI. Upon successful biometric verification this screen will appear. You will click “Conclude”.



XVII. PSW Subscription has been successfully renewed. Please click “Done” to complete the process.



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6. CONTACT INFORMATION NEED ANY ASSISTANCE?

Please feel free to contact us as:

Email: support@psw.gov.pk
Phone: 021-111-111-779

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