

# Pakistan Single Window

Transforming Pakistan's International Trade

# **USER MANUAL**

Complying with Regulations on Imports & Exports Related Remittances in PSW







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# 1. INTRODUCTION

Pakistan Single Window (PSW) is the trade related National Single Window (NSW) for efficient management of external trade. The NSW 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. If information is electronic, then individual data elements 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 Customs, users can access the PSW to perform cross border trade and transit related activities including financial transactions. For more to know about PSW please visit our website <a href="https://www.psw.gov.pk">www.psw.gov.pk</a>

The PSW aims to simplify your cross-border trade and transport experience. This new platform will eliminate the need to obtain 'Electronic Import Form (EIF)' and 'Electronic Form-E (EFE)', prior to clearing any import or export consignment from Pakistan Customs. These documents will be replaced with electronic trader profiles to be exchanged in real time via Electronic Data Interchange (EDI) mechanism between the PSW system and the commercial banks or Authorized Dealers (ADs). This guide will illustrate the process for declaring cross border trade related financial transactions in the PSW.

# 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 74 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, costs, and time 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.

# Pakistan Single Window (PSW)

# simplifies bank remittance systems

for international trade and transit!

PSW has eliminated the 'Electronic Import Form (EIF)' and 'Electronic Form-E (EFE)' for clearing import and export consignments in Pakistan



### IN THE PSW PORTAL>REGISTRATION:

"Associate New Profile" under the "Banks" section to associate (link) a banking profile with your profile in PSW



### **SELECT YOUR BANK**

Enter a valid IBAN, your registered Email\* and Mobile number\* and Submit your Banking Profile for verification by AD through Electronic Data Interchange (EDI)

\*Must be as per bank records for provided IBAN



# CREATE YOUR IMPORT/EXPORT DECLARATION

Select your Bank



# ASSOCIATE YOUR FINANCIAL INSTRUMENT (LETTER OF CREDIT, ADVANCE PAYMENT, CONTRACT/ COLLECTION MODES OF PAYMENT FOR IMPORT/ EXPORT)\*

The Bank will communicate details of import/export transaction financial instruments through EDI with PSW as per authorized payment modes allowed by bank in banking profile.

\*You can view and even transfer your FIs from one bank



# NO FINANCIAL INSTRUMENT IS REQUIRED FOR 'OPEN ACCOUNT' IMPORT/EXPORT

For Imports warranting 'Cash Margin' requirement, simply approach your Bank who will communicate the fulfilment of requirement through EDI to PSW



# CLEARANCE OF GOODS AND SETTLEMENT OF REMITTANCE

Settlement of Financial Instrument is done by bank after clearance of goods

# 3. COMPLYING WITH CROSS BORDER TRADE RELATED PAYMENT REGULATIONS THROUGH PSW

Any person intending to avail the services of the PSW system for performing cross border related activities including filing of declarations for Customs and other government agencies, will need authorization to access the PSW system. This authorization is granted through the PSW's Subscription process. How to subscribe to PSW can be accessed here: (Subscription Manual Link) Once subscription to PSW and related registration with Customs has been completed the subscriber will be able to link his/her electronic profile maintained in bank(s) with the PSW profile. Secondly the subscriber will be able to file an Integrated Declarations through PSW for clearance of goods, initially from Customs and gradually from all Other Government Agencies (OGAs) involved in regulation of such trade of goods. This linkage will be done on-line using PSW portal.

Authorized Dealers (AD) or Banks play a pivotal role in carrying out cross border related financial transactions. Previously, the traders were required to obtain consignment wise Electronic Import/Export forms (EIF/EFE) for each consignment before filing their Goods Declaration (GD) with Customs to clear import and export consignment. The trader had to physically visit banks with relevant documents and apply for EIF/EFE which were either approved or rejected by the concerned AD. This regime was difficult to comply with especially for the SME sector, particularly in exports. However, under the PSW program the SBP and Pakistan Customs have collaborated to simplify the existing regime.

# 4. SALIENT FEATURES

- 1. The requirement for request and approval of EIF and EFE by ADs prior to filing declaration with Customs has been eliminated.
- 2. In PSW environment, the needed information will be obtained and transmitted electronically amongst the traders, ADs, Customs and SBP seamlessly through real time electronic data exchange mechanism while reducing risks for fraud, forgery or misdeclarations.
- 3. AD shall maintain banking profile of the traders involved in cross border trade based on KYC (Know Your Customer) and utmost Due Diligence; AD shall electronically communicate the banking profile to PSW as per agreed format along with the modes of payment allowed to the trader.
- 4. PSW shall perform real time validations at the time of filing of declaration and shall communicate the data of cleared consignments to the concerned AD for remittance, settlement, etc.

# 5. PRE-REQUISITES FOR AFFECTING CROSS BORDER TRADE AND FINANCIAL TRANSACTIONS

- 1. The trader must be an active subscriber and have registration with Pakistan Customs
- 2. The trader must have a valid bank account with AD.
- 3. The trader must have a banking profile communicated to PSW by an AD.
- 4. The mode of payment allowed to a trader must be communicated to PSW by the AD in the trader banking profile.

# **6. SYSTEM REQUIREMENTS**

To use PSW Portal on Windows®, the subscriber will require:

- · Google Chrome Browser.
- Windows 7, Windows 8, Windows 8.1, Windows 10 or later
- An Intel Pentium 4 processor or later that's SSE3 capable

To use PSW Portal on Mac®, the subscriber will need:

- Google Chrome Browser
- OS X El Capitan 10.11 or later





# 8. STEP BY STEP BANKING PROFILE ASSOCIATION PROCESS

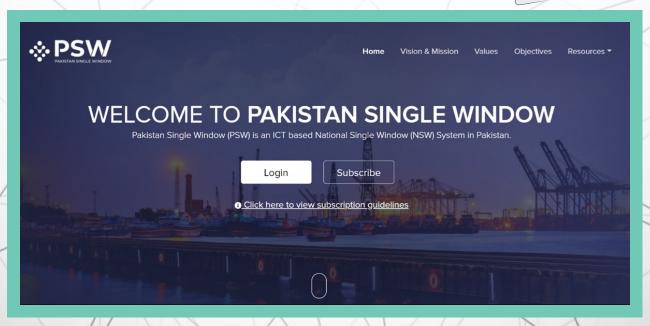
## **Trader Banking Profile**

**Associate Banking Profile** 

(I) Please visit

# www.psw.gov.pk



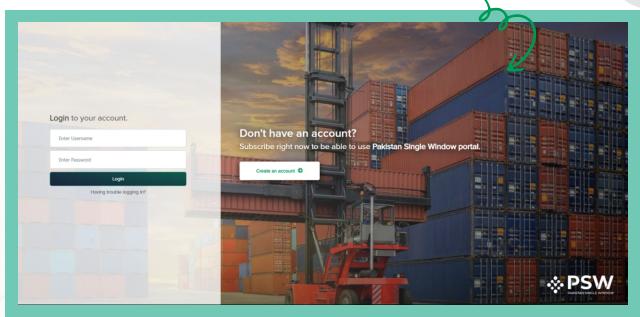


### **Associate Banking Profile**

(II) After clicking on the

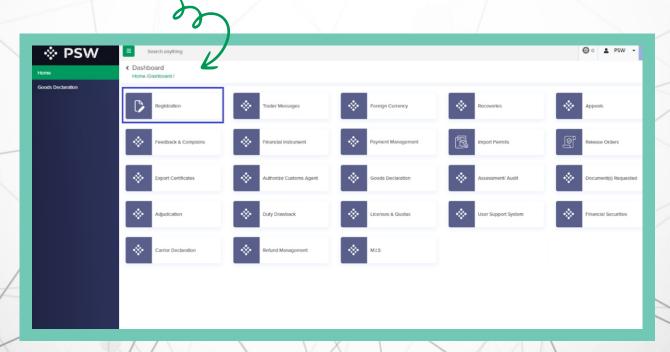


option, you will be redirected to login interface to enter the login credentials.



(III) Once the login credentials are validated, you will be redirected to the

# **Dashboard**

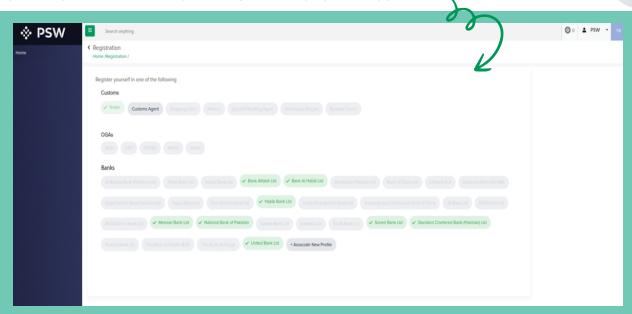


### **Associate Banking Profile**

(IV) Click on the

# Registration

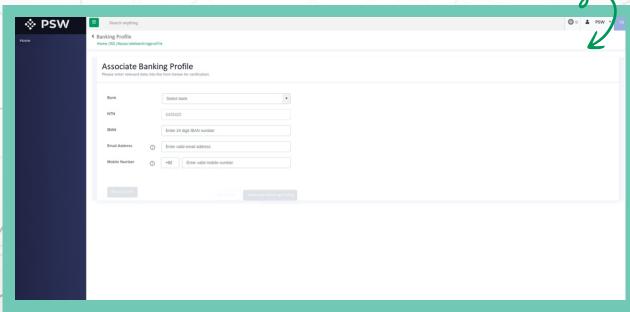
option. Upon click on the option, registration page will appear.



(V) Click on

# **Associate New Profile**

under Banks section to associate a new banking profile. Upon click on the option, banking profile association interface will appear.



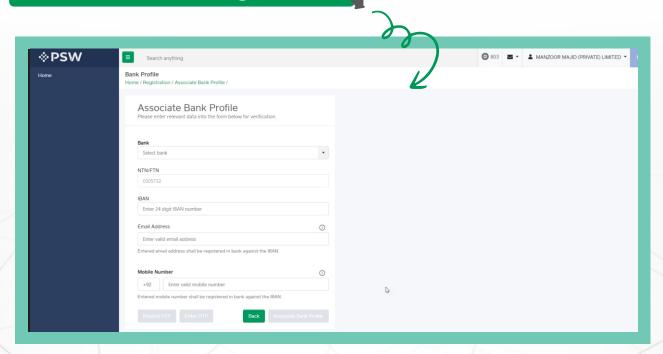
### **Association of Banking Profile**

From the drop-down menu, select the Bank of which profile is to be associated. Enter a valid:

- a. IBAN,
- b. Email address (entered email address shall be registered with bank against the IBAN) &
- c. Mobile number (entered mobile number shall be registered with bank against the IBAN)

(VI) Click on

Associate Banking Profile



**Note: Your** 

### **NTN Number**

will be fetched automatically from profile available with PSW.

IBAN verification will only be successful if the entered information exists in the selected

Bank's database.

(VII) Upon click on the

# **Associate Banking Profile**

option, PSW will verify the entered information from respective bank. Upon verification of provided information, an

### **OTP**

will be sent to the entered



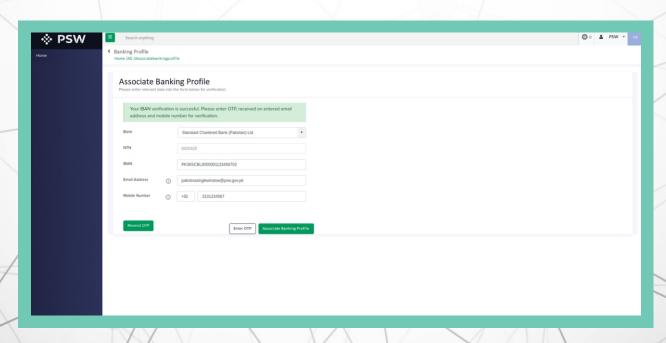


# mobile number

for two factor authentication.







### **Associate Banking Profile**

(VIII) Click on the

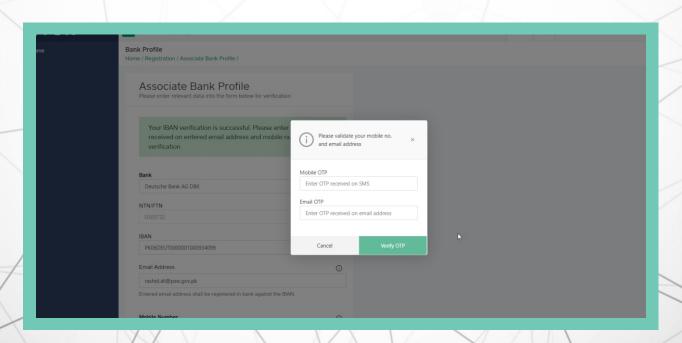
# Enter OTP

option to enter the

received OTP on your mobile phone and email address to 'Validate'

your identity.



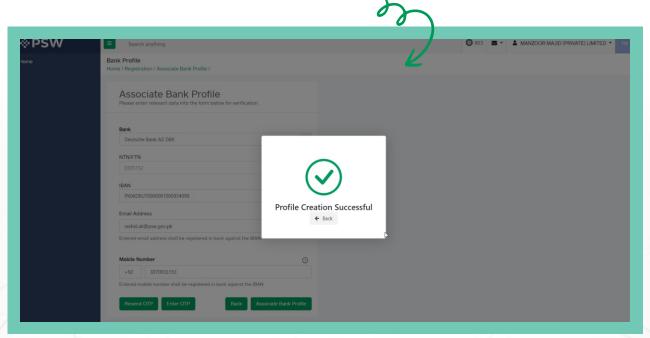


### **Association of Banking Profile**

(IX) Click on the

# Verify OTP

option to complete your profile association process.

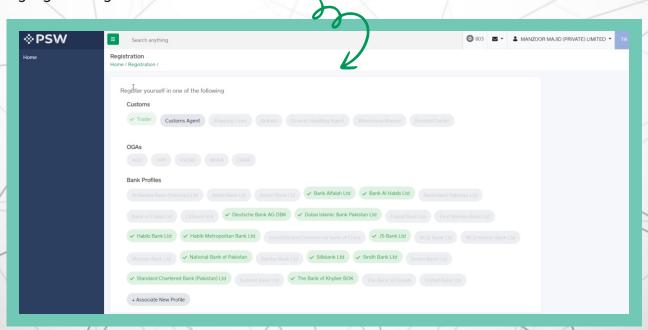


### **Associate Banking Profile**

(X) To view banking profile, click on the

# **Bank Name**

highlighted in green under Banks section.



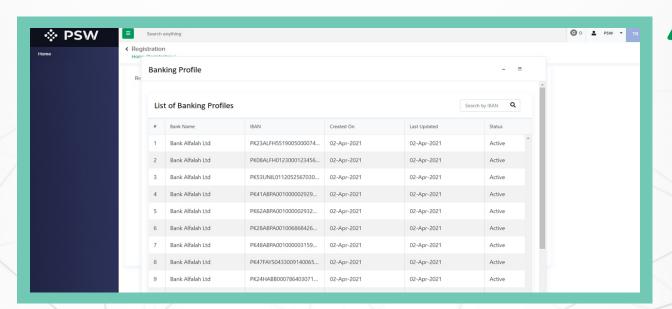
### **View Banking Profile**

(XI) Upon clicking on the

# Bank

option, a grid will appear detailing all the profiles available with a particular bank. The interface has following columns:

- a. Serial No.
- b. Bank Name
- c. IBAN
- d. Created On
- e. Last Updated
- f. Status

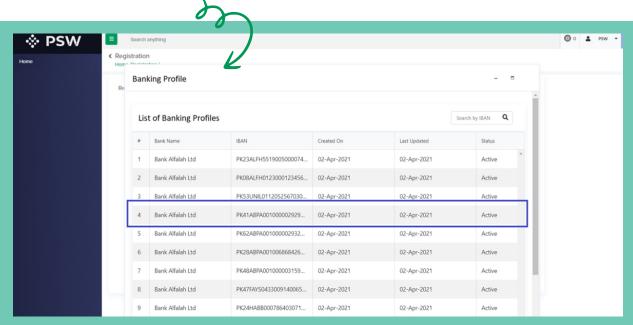


### **View Banking Profile**

(XII) Click on the

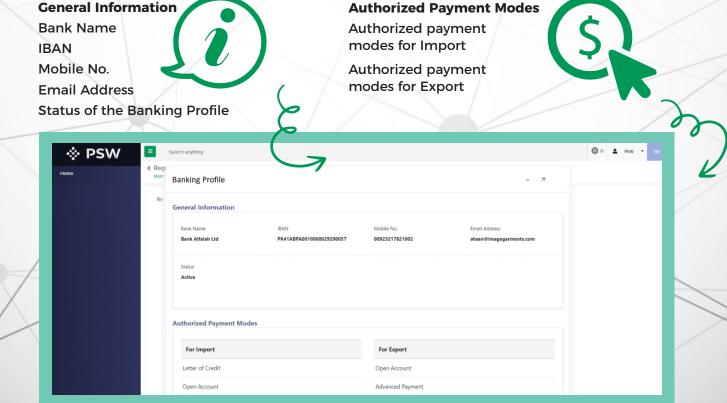
# profile

to view the profile details.



### **View Banking Profile**

(XIII) Banking Profile interface has two sections:



(XIII) Financial Instrument interface has four sections:

### a. General Information

Trader NTN
Trader Name
Mode of Payment
Financial Instrument Unique Number



### c. Item Information

HS Code
Description
Quantity
UOM
Country of Origin
Item Invoice Value



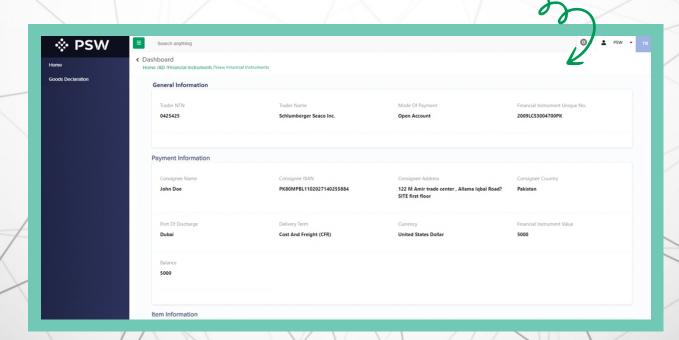
Consignee Name
Consignee IBAN
Consignee Address
Consignee Country
Port of Discharge
Delivery Term
Currency
Financial Instrument Value
Balance

**b. Payment Information** 

### d. Declaration Information

Declaration Number Consumed Value





(XIV) Transfer Financial Instrument

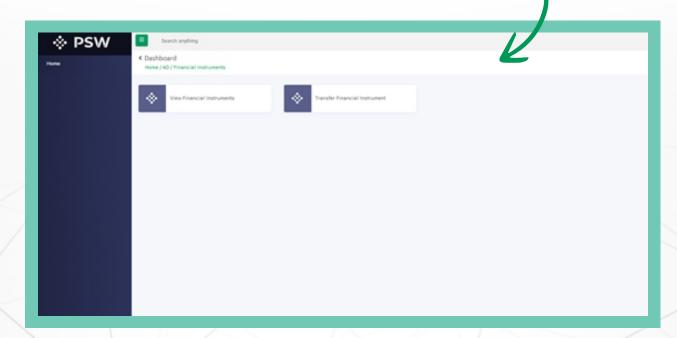
You can request for Transfer of Financial Instrument. Click on

# **Transfer Financial Instrument**

option under

# **Financial Instruments**

menu.

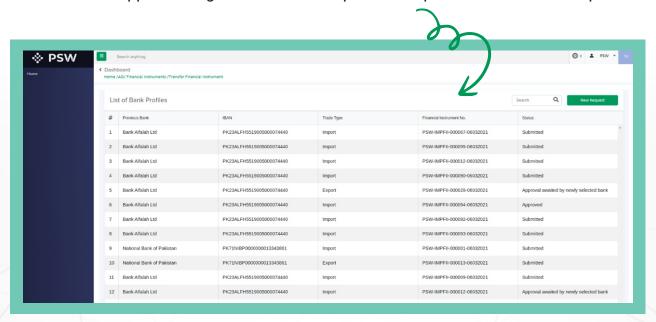




(XIV) Transfer Financial Instrument Upon clicking on the

# option

an interface will appear having all the initiated requests and option to create a new request.



You will see all the previous requests in a grid having following columns:

- a. S.No.
- b. Previous Bank
- c. IBAN
- d. Trade Type
- e. Financial Instrument No.
- f. Status



(XV) Click on the

# **New Request**

option to initiate a request for transfer of financial instrument from one bank to another.

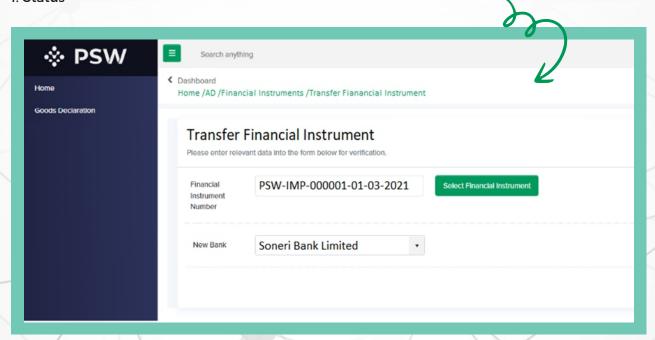
(XVI) Click on the

# Submit

option to initiate the request.

### You will see all the previous requests in a grid having following columns:

- a. S.No
- b. Previous Bank
- c. IBAN
- d. Trade Type
- e. Financial Instrument No.
- f. Status



**Note**: It is important that a Financial Instrument is utilized in at least one declaration before transferring it to another bank

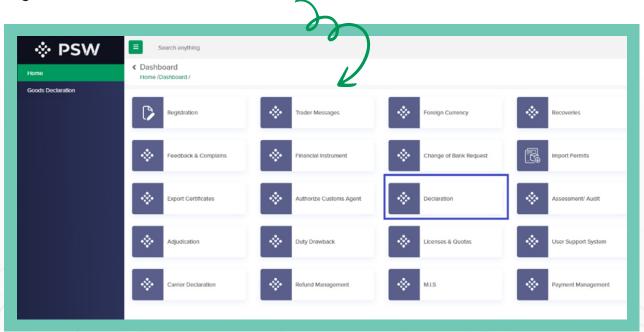
### **Declaration Filing**

(XVI) Association of Financial Instrument with Declaration.

The

# **Declaration**

filing menu can be accessed via dashboard.

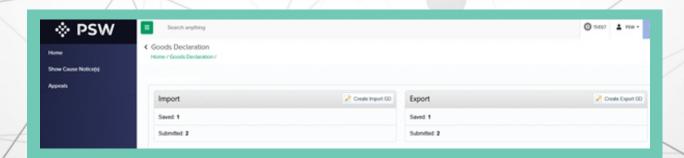


### **Association of Financial Instrument with Declaration**

(XVII) Upon click on the declaration option, an interface will appear wherein you will have to select transaction type i.e



filing menu can be accessed via dashboard.



### **Declaration Filing**

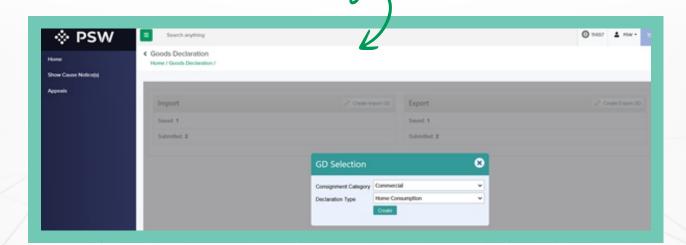
(XVIII) Association of Financial Instrument with Declaration Upon click on the

# Create Import/Export GD

option, an interface will appear wherein you will have to select

# 'Consignment Category' and 'Declaration Type'

related to transaction

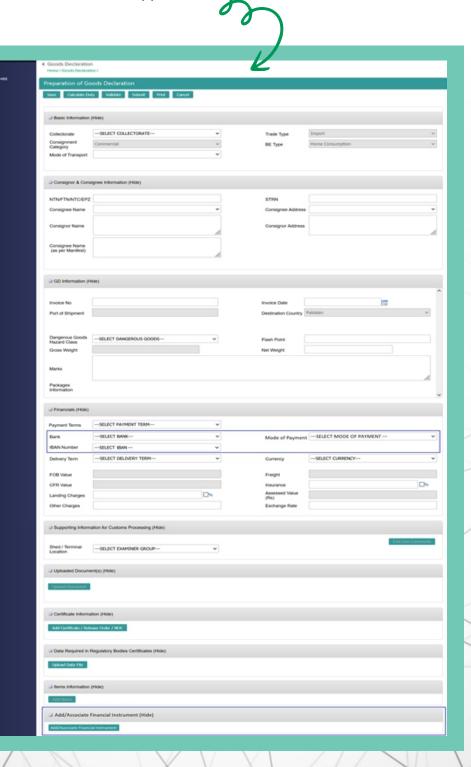


### **Declaration Filing**

(XIX Association of Financial Instrument with Declaration Upon click on the

# **Create**

option, the declaration interface will appear.



### **Association of Financial Instrument with Declaration**

(XX) You will have to perform following steps for association of financial instrument a. Under Financials section, you will have to select the from dropdown.



option, the declaration interface will appear.

Note: Upon selection of the Bank, if mode of payment field appears next to bank dropdown menu, it implies that selected bank is integrated with PSW through EDI. In this case, you will have to associate the financial instrument (other than Open Account imports) otherwise you will have to attach EIF/EFE with declaration as done the previous system. You will file request and procure EIF/EFE from your bank as per prevalent process before filing declaration for cross border trade related transaction.

b. You will have to select the

c. You will have to select the

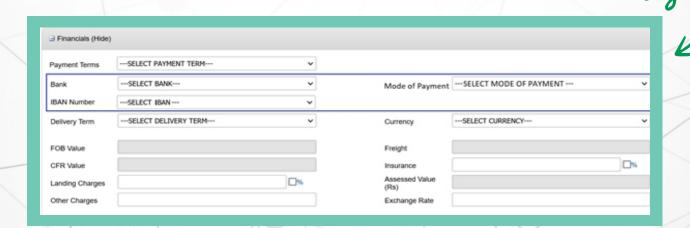
# 'Mode of Payment'

## 'IBAN number'

if selected mode of payment is

'Open Account'

If selected mode of payment is other than 'Open Account', you will not be required to select the IBAN number.





### **Association of Financial Instrument with Declaration**

(XXI) For associating financial instrument in transactions where mode of payment is other than

# 'Open Account'

click on the

# **Add Financial Instrument**

option 'section'



Upon click on the option, an interface will appear detailing all the financial instruments issued against the NTN and communicated to PSW electronically by bank.



### **Association of Financial Instrument with Declaration**

(XXII) Click on the

# 'Open Account'

# financial instrument

record to associate it with the declaration. Upon click on the financial instrument record, financial instrument will be associated with declaration and updated in the financial instrument association section.



### Association of Financial Instrument with Declaration

(XXII) You will have the option to view or delete the added financial instrument.

# PROCEDURAL INSTRUCTIONS FOR YOUR GUIDANCE



### 9.1 IMPORTS

- I. You will be able to file Import declaration against modes of payment authorized by your bank in your banking profile communicated to PSW.
- II. You shall approach your bank for issuance of financial instrument/initiation of financial transaction such as opening of LC, making of advance payment or registration of contract. While filing of declaration, you will be required to associate financial instrument for following payment modes:
  - I. Letter of Credit
  - ii. Contract/Collection
  - iii. Advance Payment
- III. You will not be required to associate financial instrument with declaration if selected mode of payment in declaration is Open Account, except where cash margin is required, as provided at Sr. IX below. After clearance of the goods, you will have to visit your bank for effecting remittance abroad within prescribed time as per foreign exchange regulations.
- IV. Your NTN and Business Name in financial instrument will be matched with declaration NTN & Business Name.
- V. You will have to select same currency in Import Declaration which is of financial instrument.
- VI. Declared value in declaration shall be equal or less than associated financial instrument's value. If declared value is greater than associated financial instrument's value, the system will not allow submission of declaration. You will have to select other financial instrument having equal or greater value. Alternatively, you may approach bank for sharing update of financial instrument. The bank may share update of financial instrument having value equal to or greater than declared value enabling you to file declaration.
- VII. While associating financial instrument with declaration, financial instrument shall be in active status as its Expiry Date will be checked. If a financial instrument is expired, the system shall not allow association of expired financial instrument with declaration.
- VIII. In a declaration, only one (1) financial instrument can be associated whereas one (1) financial instrument can be associated with multiple declarations if balance is available.
- IX. For Imports requiring "Cash Margin" as per SBP regulations, you will need to approach your bank to communicate the required information/message to PSW before filing declaration.
- X. For Imports falling in "Remittance not involved "category as per SBP regulations, you will need to approach your bank to communicate the required information/message to PSW before filing declaration.
- XI. 'Cash Margin' and 'Remittance not involved' message from bank can only be attached with one (1) declaration only.
- XII. While associating Advance Payment financial instrument with declaration, PSW will check if Bank Debit Advice (BDA) has been communicated to PSW by your bank electronically. If BDA is not shared by your bank, the system will not allow association of advance payment financial instrument with declaration.

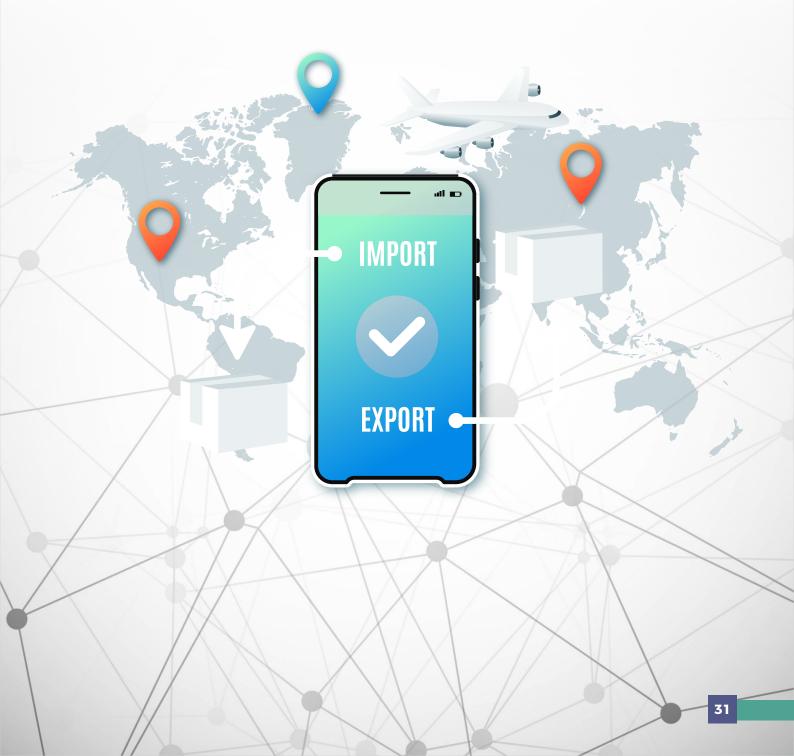
- XIII. For replacement of wrongly associated financial instrument in declaration, you shall be required to approach AC/DC MIS of the concerned collectorate who has the authority to replace wrongly associated financial instrument with declaration after performing due diligence. Financial instrument can be replaced at any time irrespective of declaration status.
- XIV. If your import pertains to following type of declaration, you will not be subject to above mentioned legal and procedural requirements:
  - I. Transshipment (TP-Local)
  - ii. Afghan Transit Trade (All types), TIR (Transit consignments)
  - iii. Ex-bond
  - iv. Baggage & Unaccompanied Baggage, Vehicle baggage
  - v. Courier
  - vi. Privileged persons
  - vii. Defense Imports
  - viii. ATA Carnet
  - ix. Section 22 Imports
  - x. EPZA Imports
- XV. You will be exempted from all requirements if your declaration value is <= 500\$. You will not be subject to legal and procedural requirements if your import falls under exemption regimes specified under PCT codes of 9901, 9902, 9903, 9905, 9908, 9909, 9910, 9911, 9913, 9916, 9917 Pakistan Customs Tariff {Section 6B(xiii) of FE Manual Chapter 13 (Imports) read with Pakistan Customs Tariff}.
- XVI. For imports taking place through One Customs, financial instrument shall be issued by banks upon request of importers for all modes of imports. You shall approach respective designated officer of Customs to get the financial instrument associated with One Customs GD.



### 9.2 EXPORTS

- You will be able to file Export declaration against modes of payment authorized by your bank in your banking profile communicated to PSW.
- II. While filing Export declaration, you will be required to associate financial instrument for following payment modes:
- i. Letter of Credit
- ii. Contract/Collection
- iii. Advance Payment
- III. You will not be required to associate financial instrument with declaration if selected mode of payment in declaration is Open Account. After shipment of the goods, the required foreign exchange should be remitted to your account within prescribed time as per foreign exchange regulations.
- IV. Your NTN and Business Name in Financial Instrument will be matched with declaration NTN and Business Name.
- V. You will have to select same currency in declaration which is of Financial Instrument.
- VI. Declared value in declaration shall be equal to or less than associated financial instrument's value. If declared value in declaration is greater than associated financial instrument's value, the system will not allow submission of declaration. AD can share updated financial instrument having value greater than declared value.
- VII. While associating financial instrument with declaration, financial instrument shall be in active status as its Expiry Date will be checked. If a financial instrument is expired, the system shall not allow association of expired financial instrument with declaration.
- VIII. With a declaration, multiple financial instruments of same bank/AD can be associated, and those financial instruments can be re-used in other declarations if balance is available.
- IX. If multiple financial instruments are attached in declaration, the system will consume the financial instruments based on financial instrument association order with declaration.
- X. For replacement of wrongly associated financial instrument in declaration, you shall be required to approach AC/DC MIS of the concerned collectorate who has the authority to replace wrongly associated financial instrument with declaration after performing due diligence. Financial instrument can only be replaced if consignment is not yet shipped/cleared. After shipment/clearance of consignment, financial instrument cannot be replaced.
- XI. If your export pertains to following types of declaration, you will not be subject to above mentioned legal and procedural requirements {Section 2 of FE Manual Chapter 12 (Exports) read with Section 4(4) of Export Policy Order 2020}:
  - i. Export of Returning Exhibition goods
  - ii. Export of Samples, as prescribed in Export Policy Order (EPO)
  - iii. Export to Abroad from Export Processing Zones (EPZ)
  - iv. Export from Export Processing Zones (EPZ) to Afghanistan
  - v. Export via Courier (Consolidated Courier GD)
  - vi. Export of Stores-General Item (Ship Stores)

- vii. Export of Ship Stores-POL Products (Fuel of Vessel/Plane)
- viii. International Mail Export (Export of Courier through GPO)
- ix. Relief/donation/charity/Currency (Notes I Coins) Exports
- x. Repair/Rejected Goods (if attached NOC has No Form E required flag checked)
- XII. The exports will be exempted from this regime if declaration falls under below criteria {Section 2 of FE Manual Chapter 12 (Exports) read with Section 4(4) of Export Policy Order 2020}:
  - i. Collectorate is of land border; and
  - ii. Collectorate codes are 'TLCE','QCHE','QTFE','PNJE','PGHE','PKHE','PAAE'; and
  - iii. Declaration Currency is Pak rupees; &
  - iv. PCT range is between:



Starting Hs Code	Ending Hs Code
0201.0000	0201.9999
0203.0000	0203.9999
0204.0000	0204.9999
0206.0000	0206.9999
0208.0000	0208.9999
0401.0000	0401.9999
0402.0000	0402.9999
0403.0000	0403.9999
0404.0000	0404.9999
0405.0000	0405.9999
0406.0000	0406.9999
0701.0000	0701.9999
0702.0000	0702.9999
0703.0000	0703.9999
0704.0000	0704.9999
0705.0000	0705.9999
0706.0000	0706.9999
0707.0000	0707.9999
0708.0000	0708.9999
0709.0000	0709.9999
0801.0000	0801.9999
0802.0000	0802.9999
0803.0000	0803.9999
0804.0000	0804.9999
0805.0000	0805.9999
0806.0000	0806.9999
0807.0000	0807.9999
0808.0000	0808.9999
0809.0000	0809.9999
0810.0000	0810.9999

I. For exports taking place through One Customs, financial instrument will be issued by banks upon request of exporters for all modes of exports. You shall approach respective designated officer of Customs to get the financial instrument associated with One Customs GD.



After integration of your bank with PSW system, all consignments shall only be cleared as per afore mentioned mechanism with following exceptions:

- i. In cases where goods have been cleared by Pakistan Customs against EIF/EFE approved in WeBOC before switching of your bank to PSW and the import/export payment has not yet been affected, the bank shall file BDA/BCA against said EIF/EFE in the WeBOC.
- ii. In cases where EIF/EFE has been approved by your bank in WeBOC before switching to PSW and the same has not been utilized, the bank shall be required to provide requisite details of financial instruments in PSW through EDI as per applicable instructions. The EIF/EFE issued in such cases will be treated as cancelled.
- iii. In cases where EIF/EFE has been approved by your bank in WeBOC before switching to PSW and the same has been partially utilized in WeBOC, the bank shall be required to provide requisite details of financial instruments in PSW for the partially unutilized amount through EDI as per applicable instructions. The subsequent filing of partial declaration and sharing of BDA/BCA by bank against the import transaction shall be undertaken in PSW.



# OBLIGATIONS AND RESPONSIBILITIES



### 11.1 OBLIGATIONS OF PSW

- iv. 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".
- v. 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.
- vi. 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.

### 11.2 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
- 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.



S.No.	Acronyms	Definition
1	PSW	Pakistan Single Window
2	GD	Goods Declaration
3	AD	Authorized Dealer
4	EIF	Electronic Import Form
5	EFE	Electronic Form of Export
6	EDI	Electronic Data Interchange
7	WTO	World Trade Organization
8	NSW	National Single Window
9	IFC	International Finance Corporation
10	EODB	Ease of Doing Business
11	SBP	State Bank of Pakistan
12	SRO	Statutory Regulatory Order
13	MoC	Ministry of Commerce
14	MoTEX	Ministry of Textile Industries
15	MNFSR	Ministry of National Food Security & Research
16	FE	Foreign Exchange
17	KYC	Know Your Customer
18	BDA	Bank Debit Advice
19	BCA	Bank Credit Advice
20	CNIC	Computerized National Identity Card
21	NTN	National Tax Number
22	SIM	Subscriber Identity Module- Provided by Telecommunication Operator
23	UID	User Identity
24	SSE3	Streaming SIMD Extensions 3
25	OS	Operating System
26	IBAN	International Bank Account Number
27	OTP	One Time Password
28	HS Code	Harmonized System Code
29	UOM	Unit of Measure

