



PSW
PAKISTAN SINGLE WINDOW



USER MANUAL FOR TRADERS & CUSTOMS AGENTS

PSW Mobile App – Goods Declaration

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1. Introduction

Pakistan Single Window (PSW) is an electronic portal that allows parties involved in cross border trade and transport to lodge standardized information and documents using a single-entry point to fulfill all import, export, and transit related regulatory requirements. The PSW Mobile App extends this experience to your phone, giving subscribed and registered PSW users on-the-go access to key trade information and actions — using the same credentials as the PSW web portal.

The Mobile App is designed for quick visibility and action while you're away from your desk. It puts the tools you rely on most into your pocket, so you're never far from your trade activity. It allows Traders, Customs Agents, and other authorized users to view and track Goods and Single Declarations, check the status of licenses, permits, and certificates (LPCOs), manage payments and financial instruments, and stay informed through messages and complaint tracking — all from a single dashboard that adapts to your role.

With the PSW Mobile App, you get real-time visibility into your trade activity — from declarations and approvals to payments and support requests — keeping you informed and in control wherever you are. For more information about PSW, please visit our website www.psw.gov.pk.



2. System Requirements

- To use PSW Mobile App on Android device, the subscriber will require:
 - a. Android smartphone.
 - b. Android 11 or later.
 - c. Stable internet connection (Wi-Fi or mobile data).

- To use PSW Mobile App on iPhone, the subscriber will require:
 - a. iOS 15.0 or later.
 - b. Stable internet connection (Wi-Fi or mobile data).



3. Access Goods Declaration

1. Log in to the **PSW Mobile App** using valid credentials.

Figure 1

 **PSW**
PAKISTAN SINGLE WINDOW

Welcome Back!
Please login to your account.

Username*

Password* 

☐ Remember me. [Reset Password](#)

Login

Or

[Register](#)

2. From the Dashboard, tap on '**Goods Declaration**'. This navigates to the Goods Declaration.

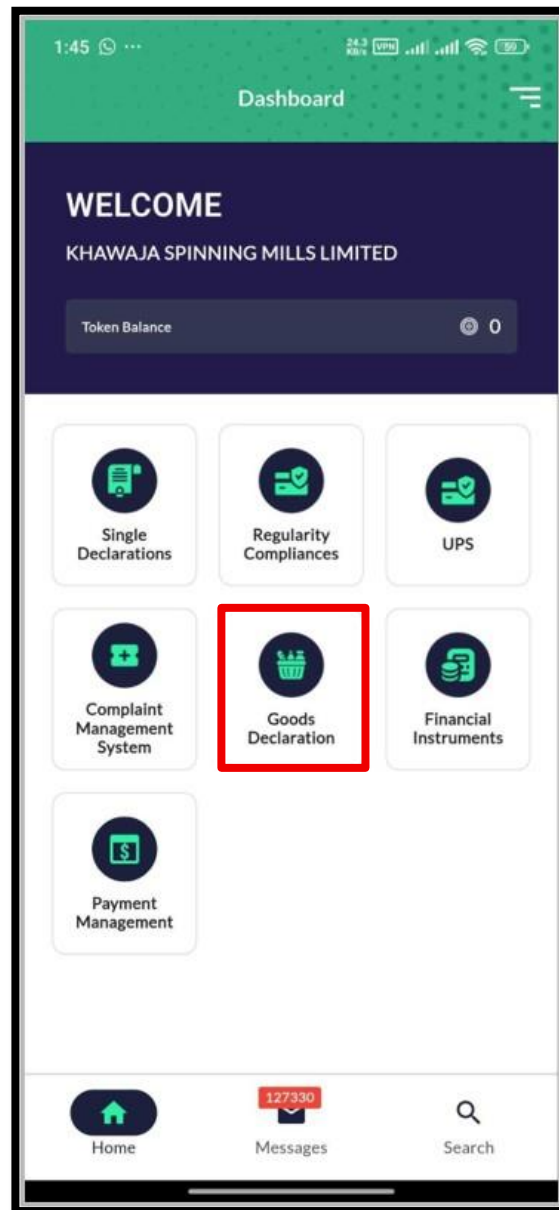


Figure 2

3. On the Goods Declaration screen, view **Import** and **Export** sections along with total records available in each.

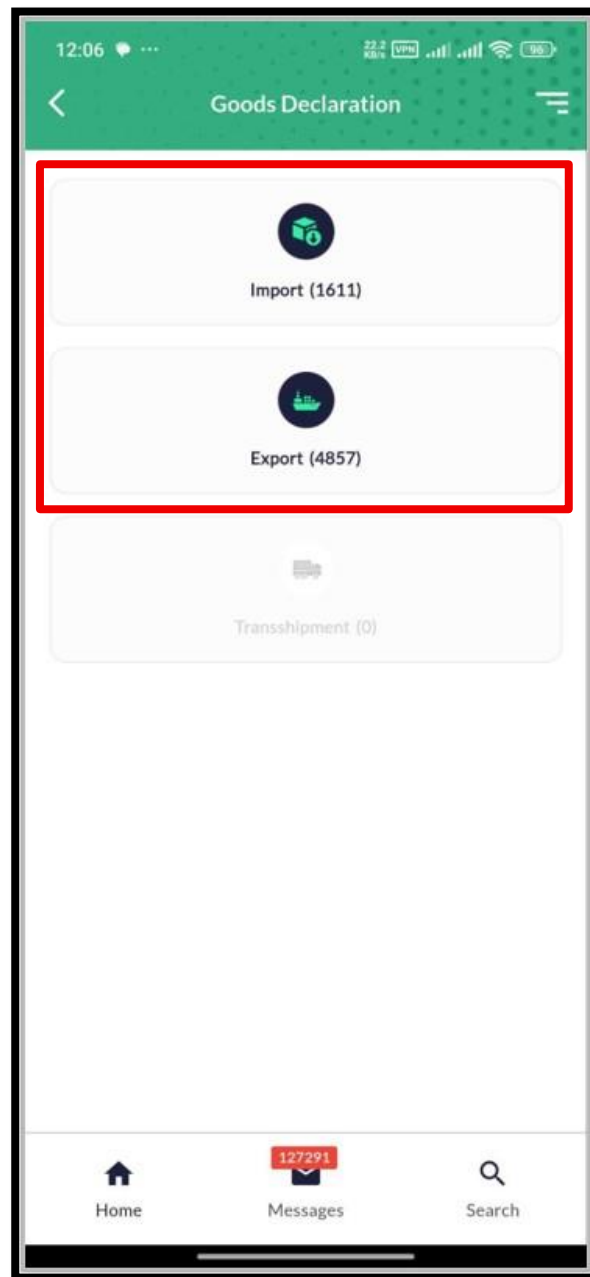


Figure 3



4. Import Goods Declaration

4.1. View Import Goods Declaration List

1. Tap on 'Import' to view Import Goods Declarations.

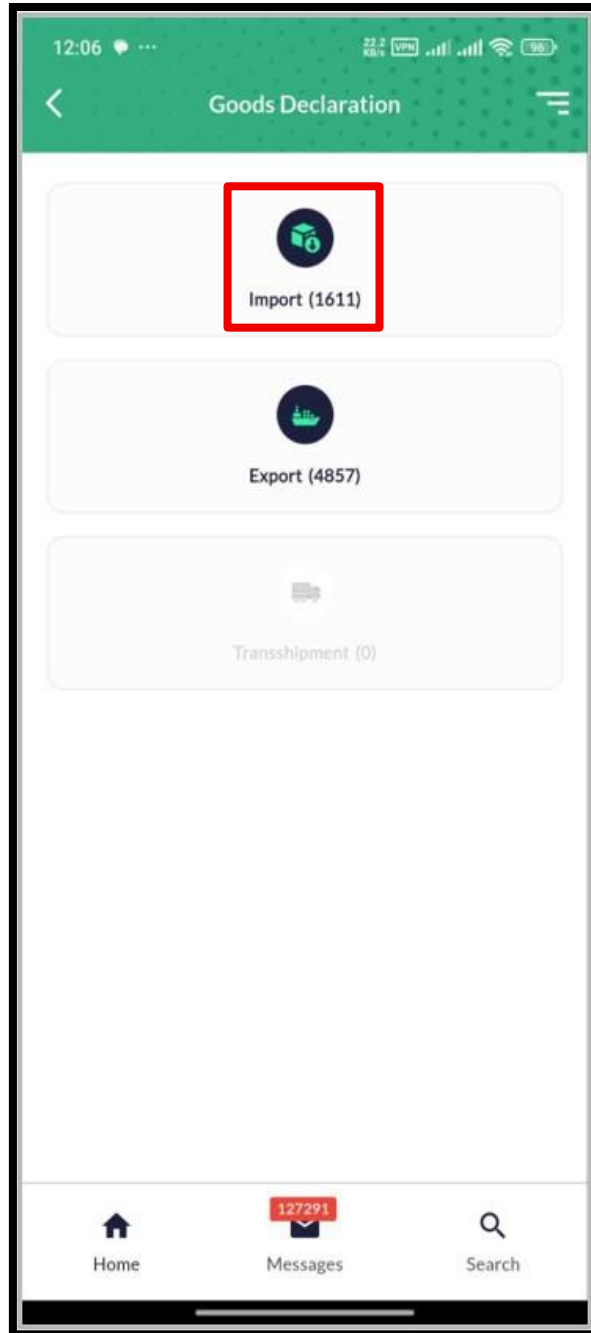


Figure 4

2. After selecting **Import**, the Import Goods Declarations list screen is displayed with all available Import Goods Declarations.
3. Each Import Goods Declaration is displayed as a card with summary details and its status.

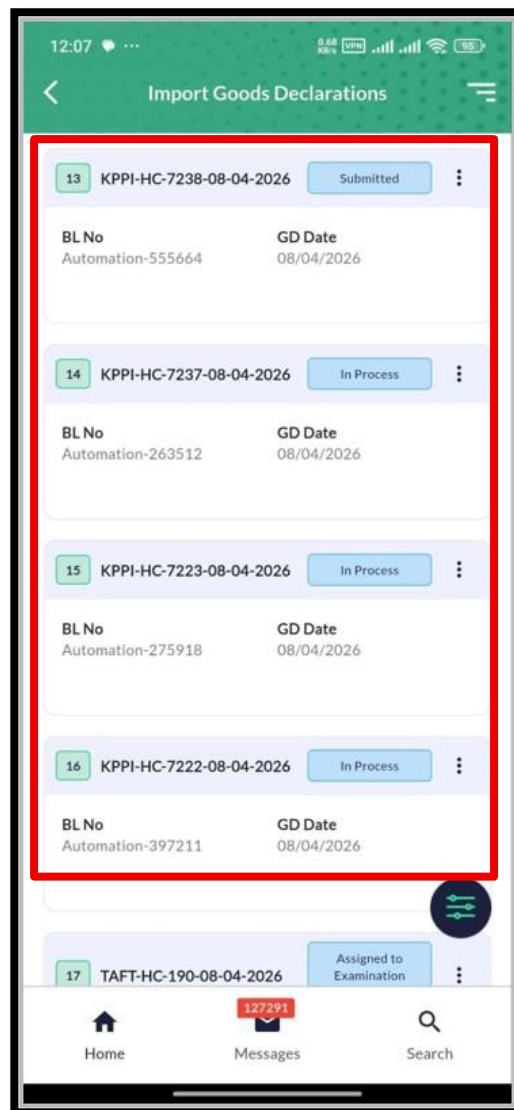


Figure 5



4.2. Search Import Goods Declarations

1. Tap on the **filter icon** on the list screen to open the search.

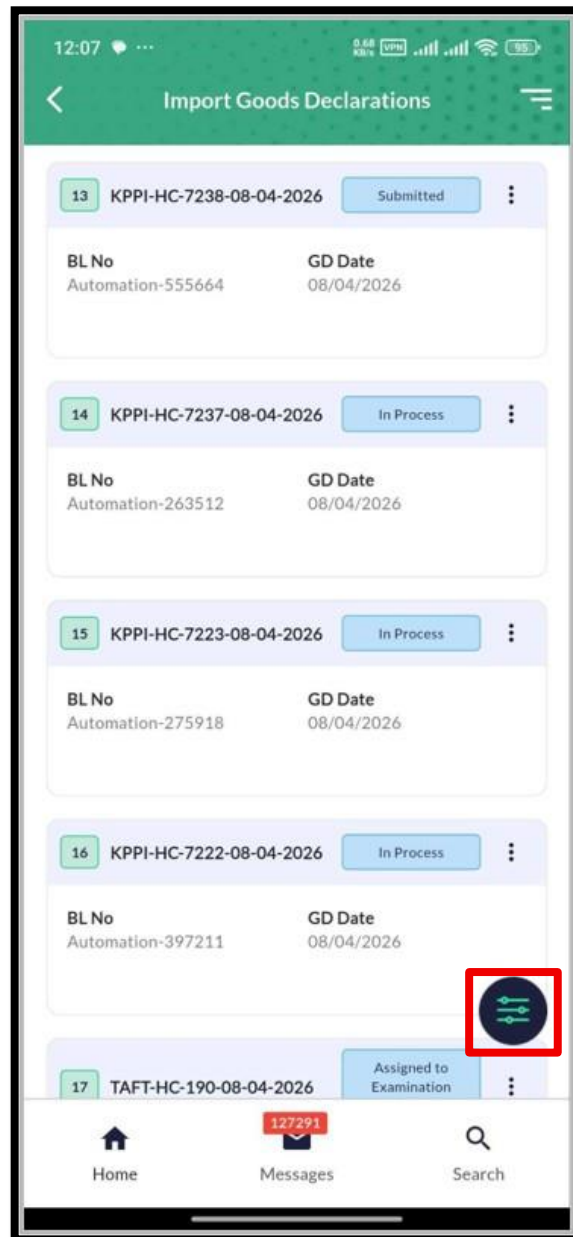


Figure 6

2. Enter the '**BL Number or GD Number**' in the search field and tap on '**Search**'. This filters and displays matching Import Goods Declarations.

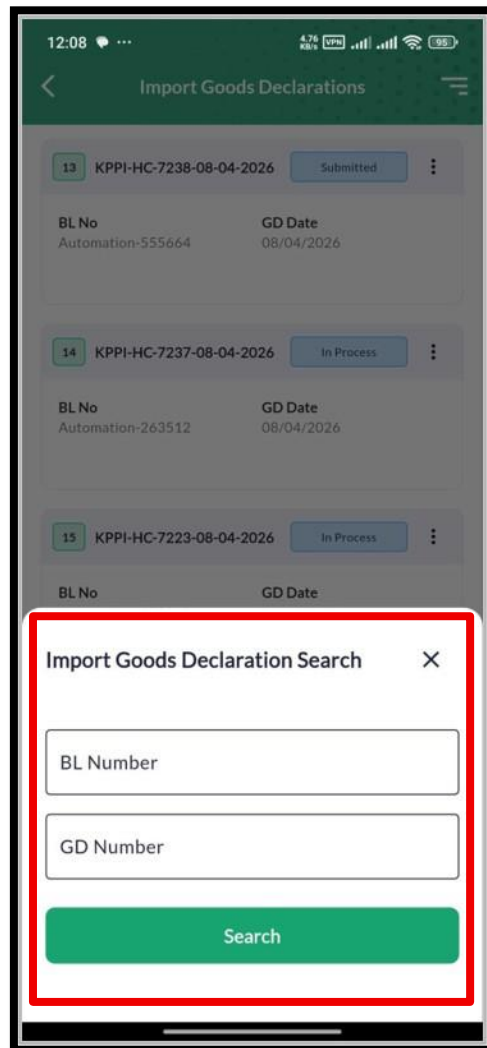


Figure 7



4.3. View Import Goods Declaration Details

1. Tap on the list item card, or tap on the three-dot menu and select '**View Details**' to navigate to the Import Goods Declaration detail screen.

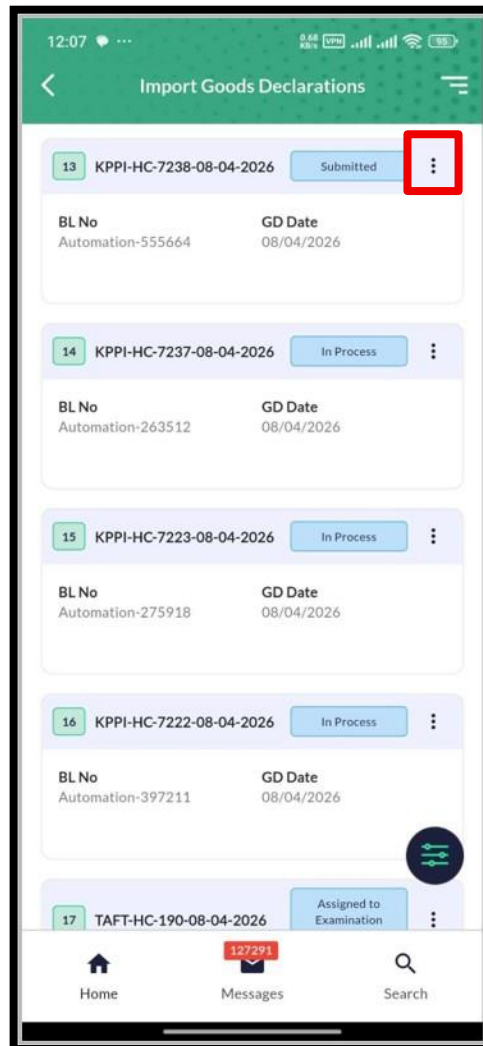


Figure 8

2. On the detail screen, the first section is open by default, and other sections can be expanded as needed.
3. The **'Consignment Information'** tab is open by default when the user lands on the Goods Declaration detail screen.

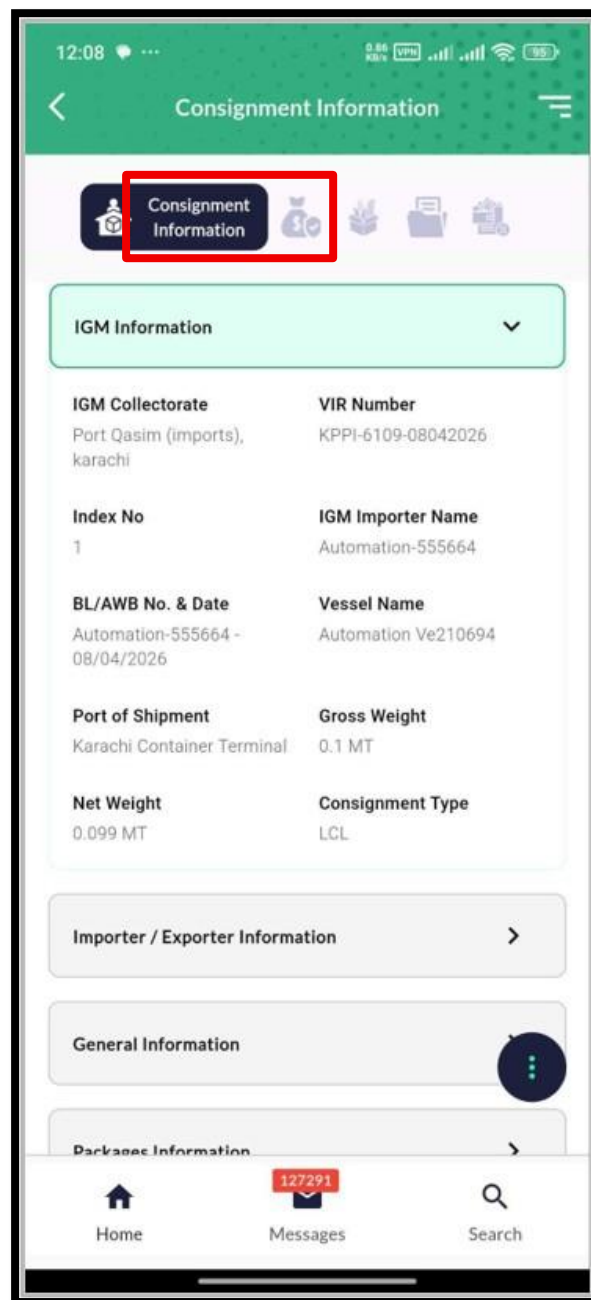


Figure 9

4. Tap on the 'Financial Information' tab. This opens the section and displays financial details.

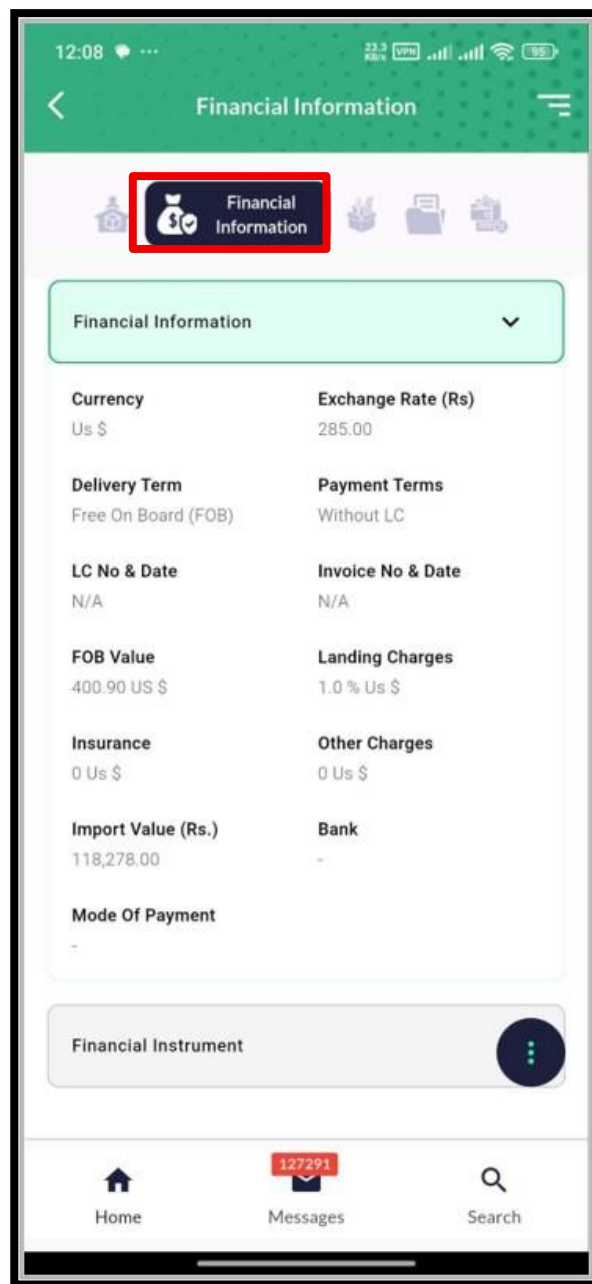


Figure 10

5. Tap on the '**Commodity Information**' tab. This opens the section and displays commodity attached.

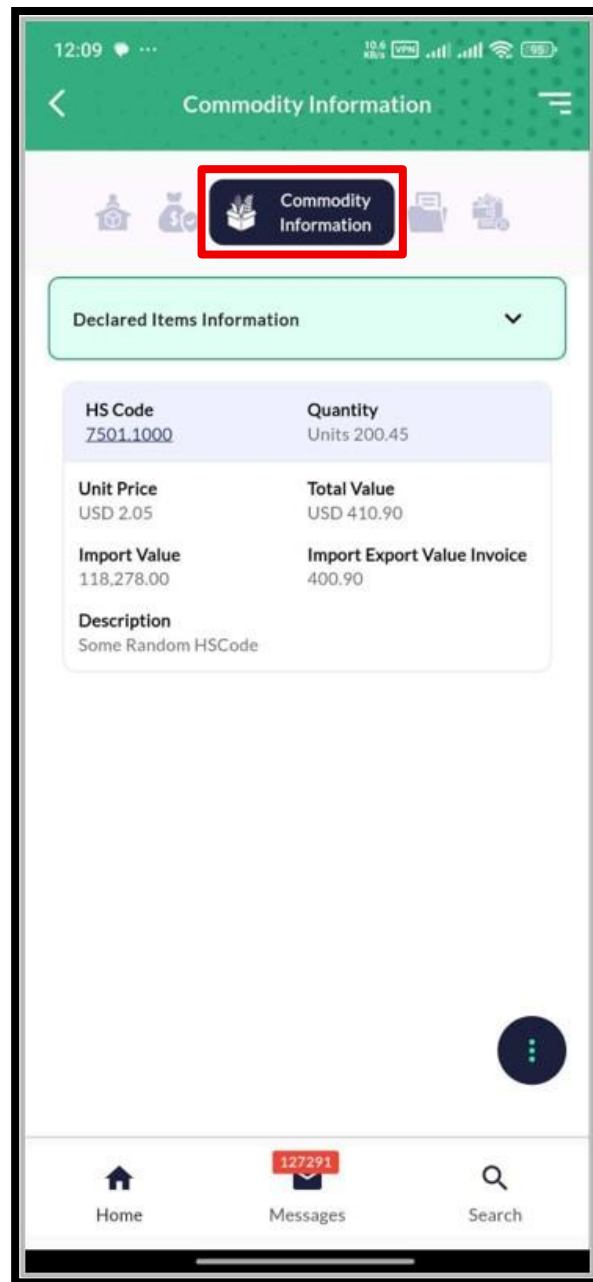


Figure 11

6. In case of multiple commodities, tap on the **HS Code** from a commodity card to view detailed information of the selected commodity item in a popup.

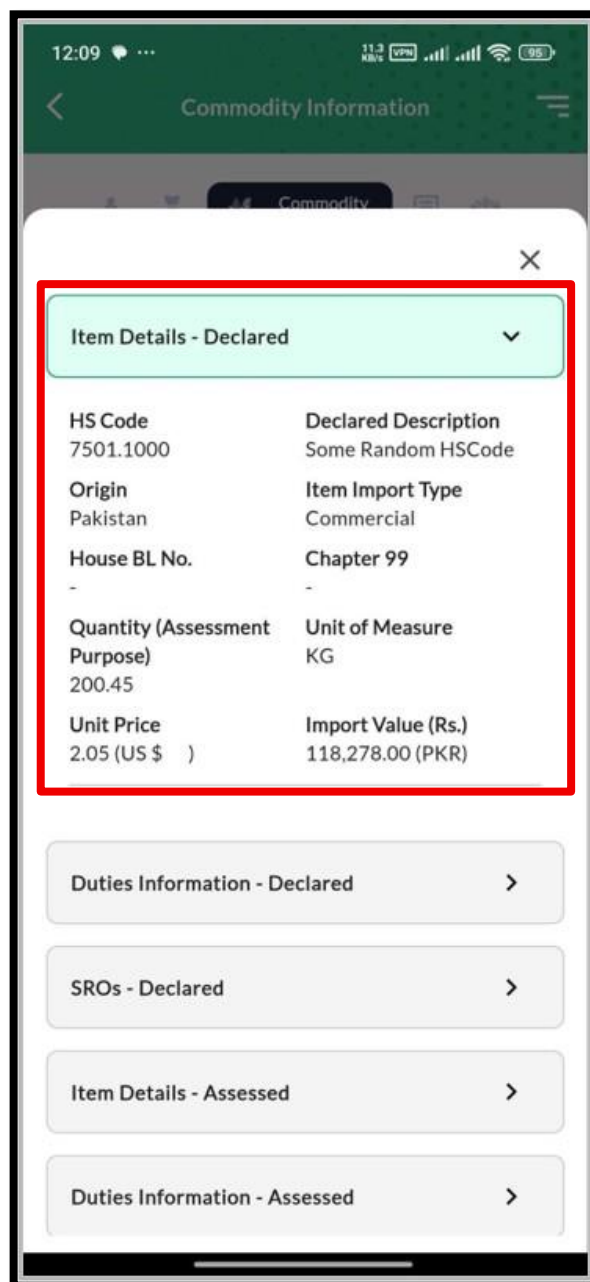


Figure 12

7. Tap on the '**Attached Documents**' tab. This opens the section and displays attached GD documents, where available.

Figure 13





8. Tap on a document link. This opens the document for viewing.
9. Tap on the '**Download**' button to save the document on the mobile device.



Figure 14

10. Tap on the '**Levy's Information**' tab. This opens the section and displays duty and levy details.

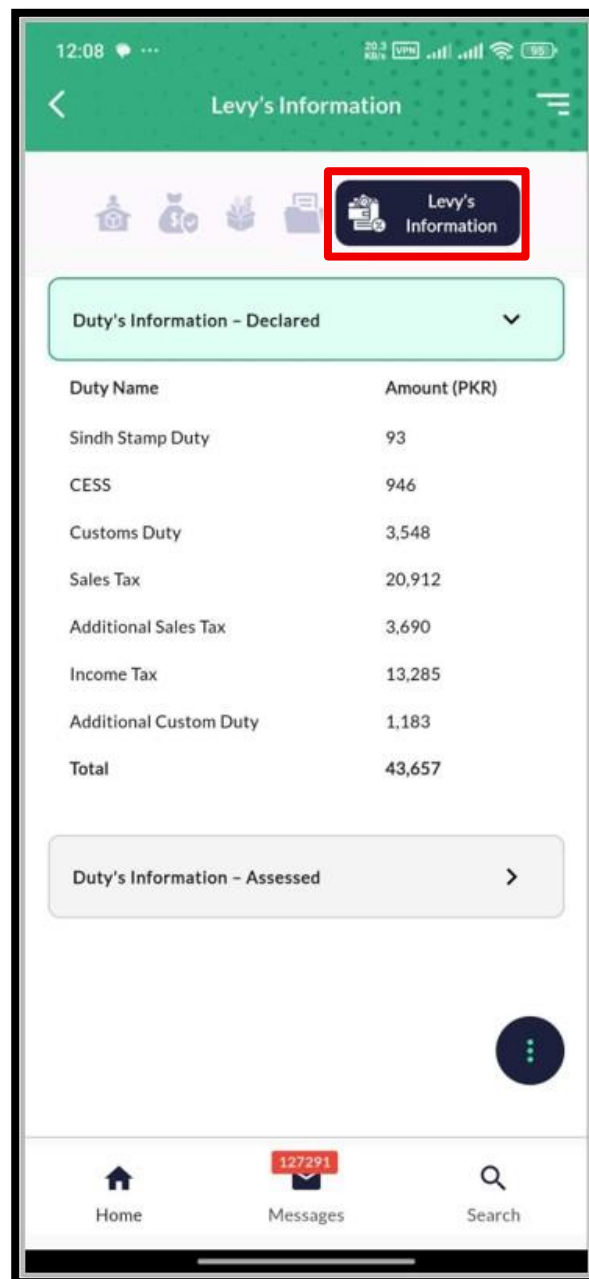


Figure 15



4.4. Cancel Import Single Declaration

1. On the Import Goods Declarations list screen, tap on the three-dot menu on a submitted declaration and select '**Cancel Request**'.

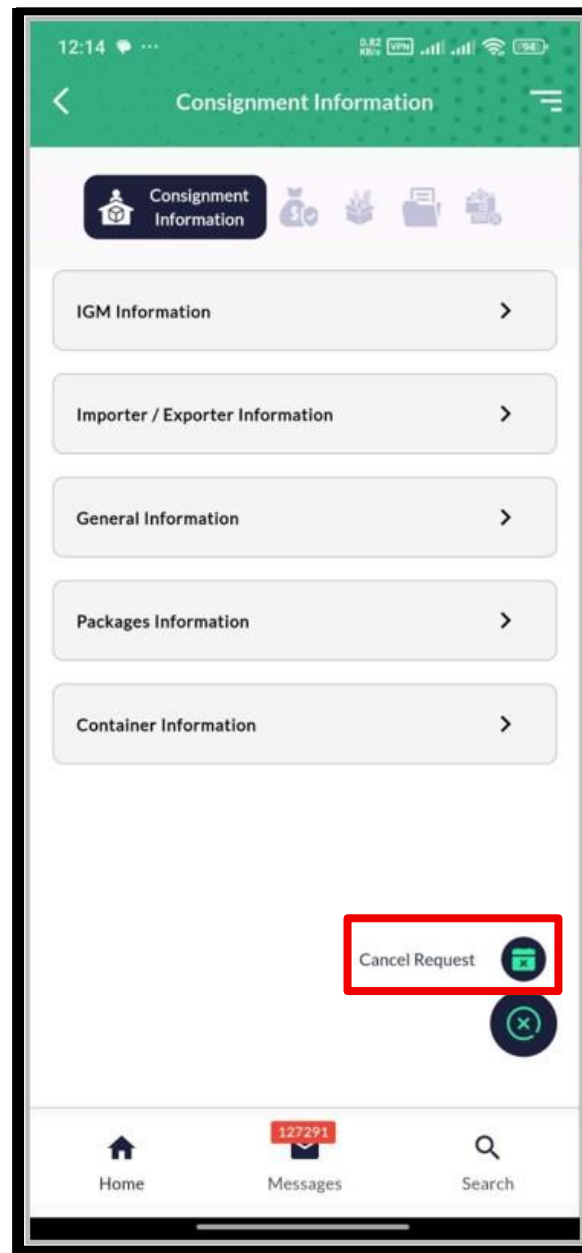


Figure 16

2. You can also open the declaration detail screen, tap on the **menu**, and then tap on the '**Cancel Request**' action button.

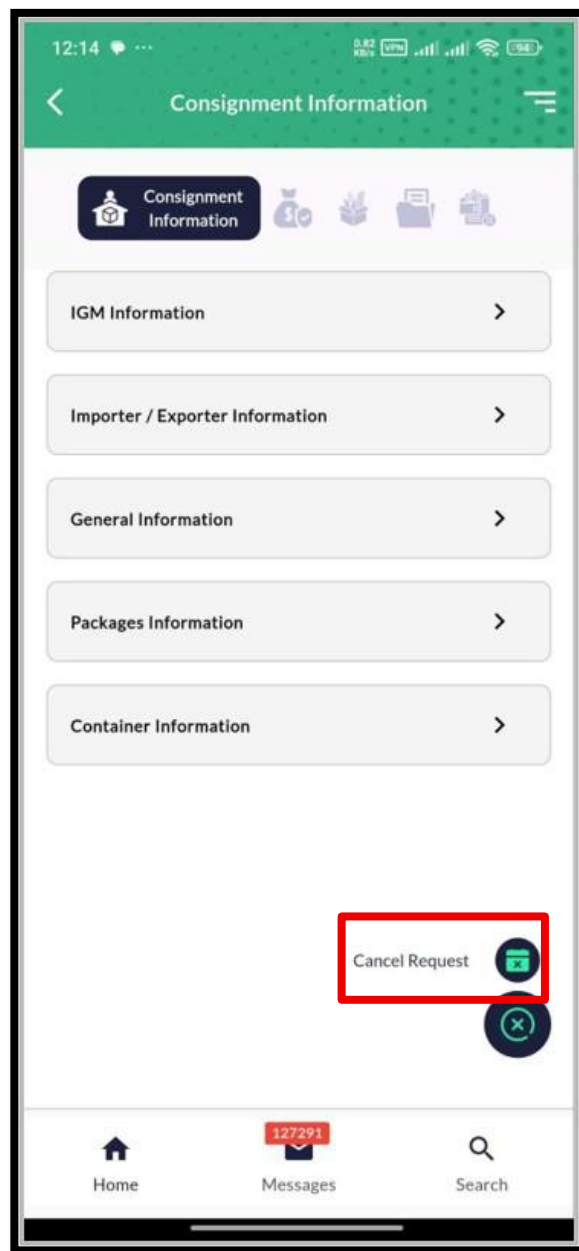


Figure 17

3. On the cancellation screen, enter remarks in the '**Remarks**' field and tap on '**Submit Cancellation**' to proceed.

12:14 3.06 KB/s VPN

Consignment Information

Consignment Information

IGM Information

Request For GD Cancellation

1 M/S KHAWAJA SPINNING MILLS LTD,

GD Number KPPI-HC-7241-08-04-2026	Index Number 1
Importer Name Automation-65347 1	IGM Number 6112
Importer Address 10-L GULBERG III MAIN FEROZEPUR ROAD ,LAHORE	IGM Importer Name Automation-65347 1

Enter remarks

Please Cancel this Goods Declaration.

37/500

Submit Cancellation

Figure 18

4. On the confirmation popup, tap on '**Confirm**' to submit the cancellation request, or tap on '**Cancel**' to stop the cancellation process.

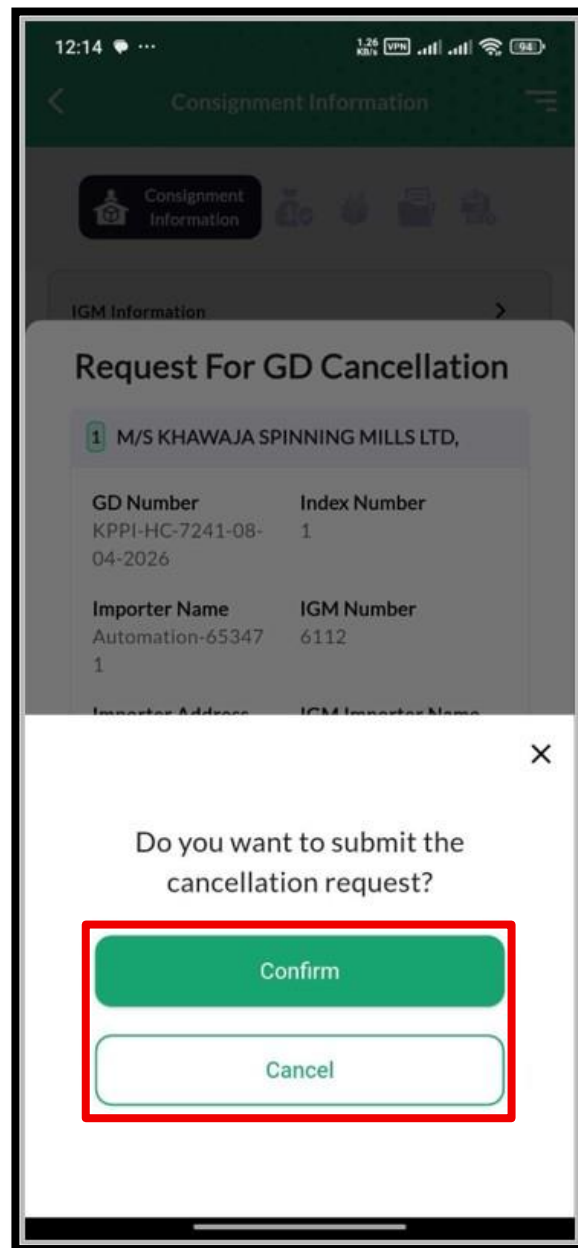


Figure 19

5. Tap on ‘Yes’ to proceed with cancellation.

Consignment Information

Consignment Information

Vessel Name

MV Ever Glory

VIR Number

123456

Net Weight

9,800 kg

BL/AWB Number

BL123456789

Port of Shipment

Shanghai, China

Port of Discharge

Karachi Port

Declaration Type

Commercial

Consignment Category

General Cargo

Agent License No.

987654

GD Number

GD20250123

NTN/FTN/NTC/EPZ

1234567-8

Consignment Mode

FCL (Full Container Load)

Gross Weight

10,000 kg

Collectorate

Customs Karachi

BL/AWB Date

09/07/2025

Shed/Terminal Location

KICT Terminal

Port of Delivery

Lahore

Consignee Name

XYZ Pvt Ltd

×

Are you sure you want to submit the Cancel Request?

Yes

No

Figure 20

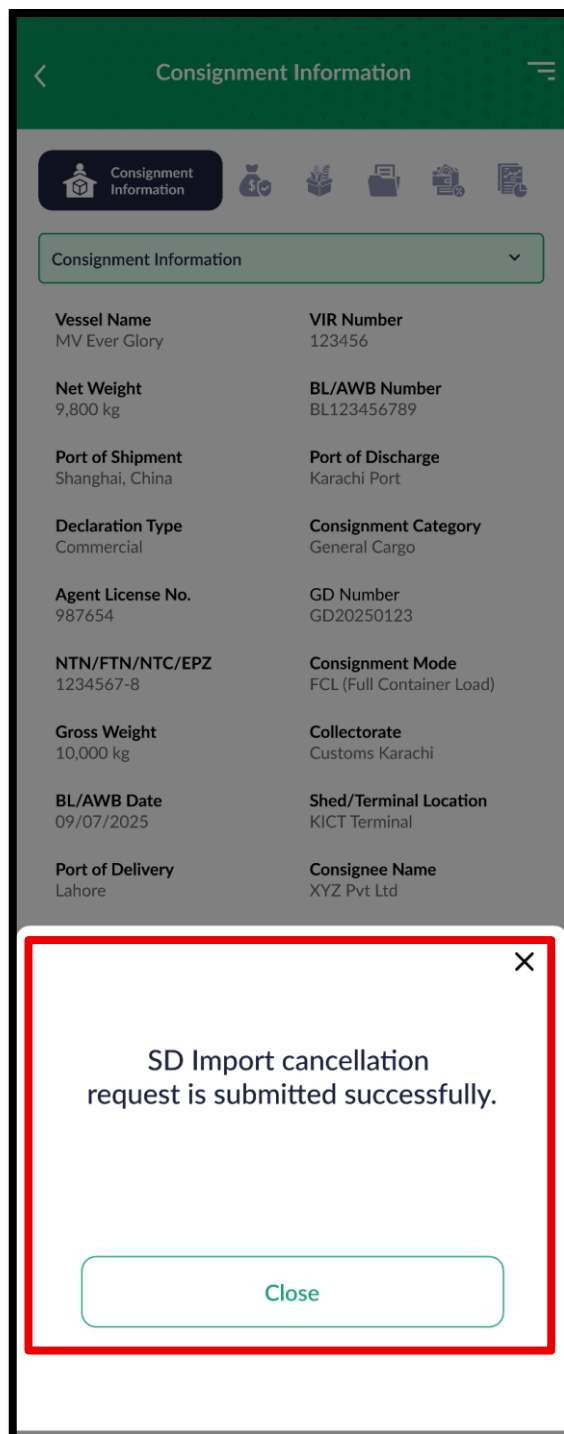


Figure 21

5. Export Goods Declaration

5.1. View Export Good Declaration List

1. Tap on '**Export**' to view Export Goods Declarations.

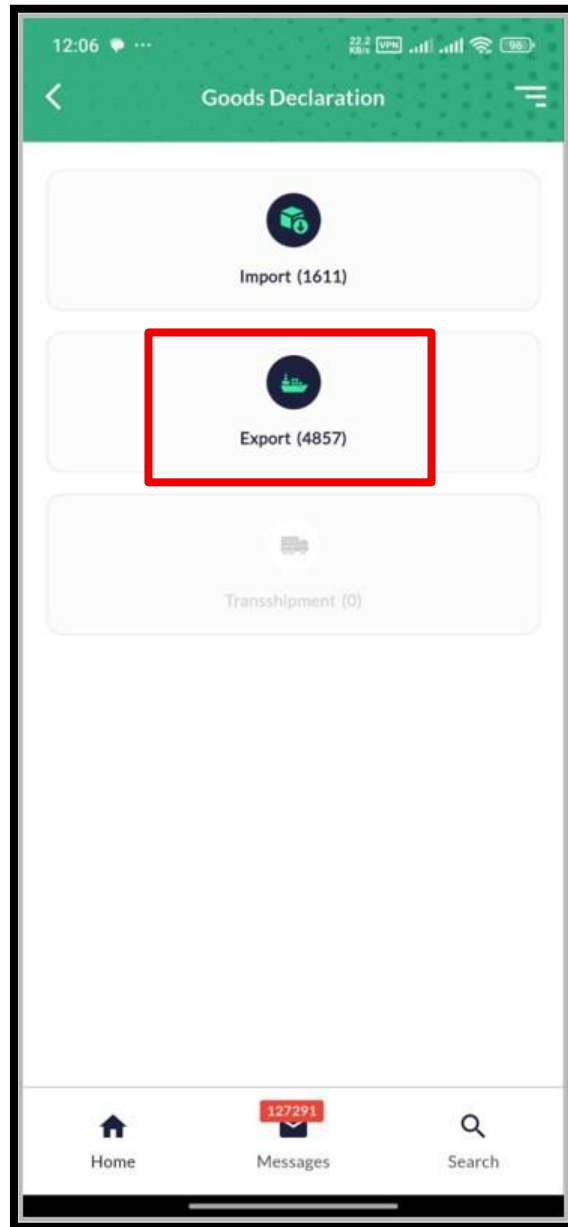


Figure 22

1. After selecting '**Export**', the Export Goods Declarations list screen is displayed with all available Export Goods Declarations.
2. Each Export Goods Declaration is displayed as a card with summary details and its status.

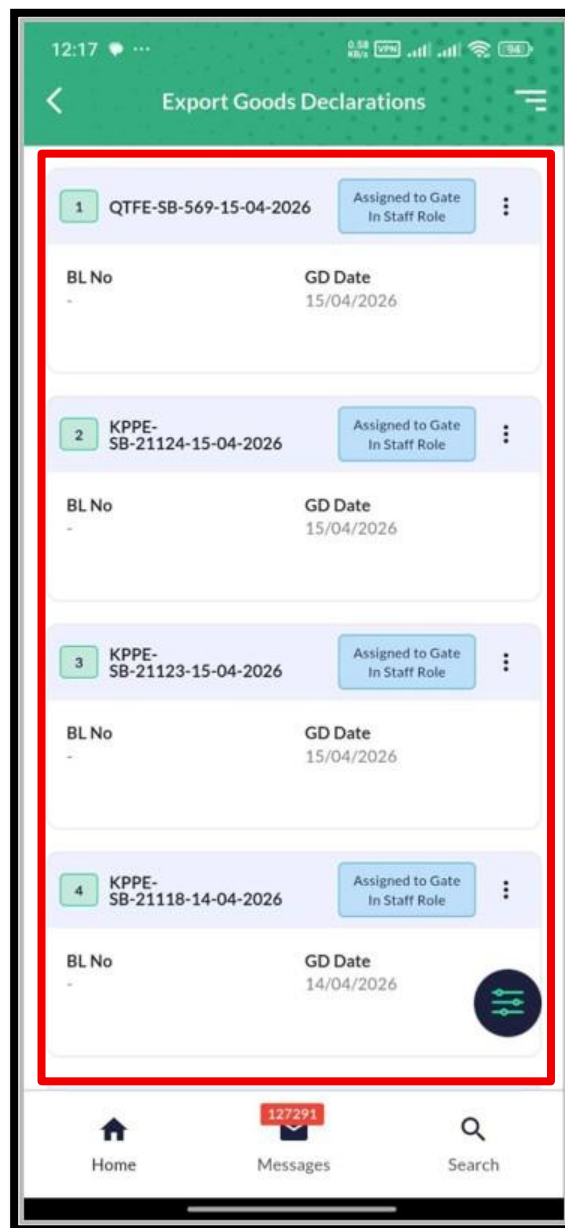


Figure 23



5.2. Search Export Goods Declarations

1. Tap on the **filter icon** on the list screen to open the search.

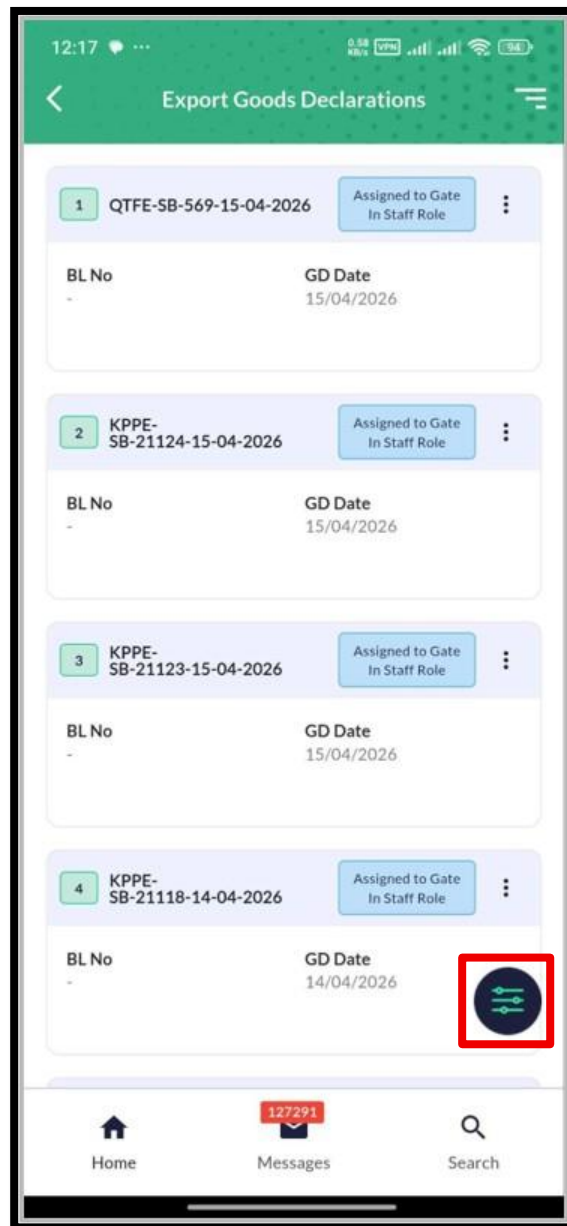


Figure 24

2. Enter the '**BL Number** or **GD Number**' in the search field and tap on '**Search**'. This filters and displays matching Export Goods Declarations.

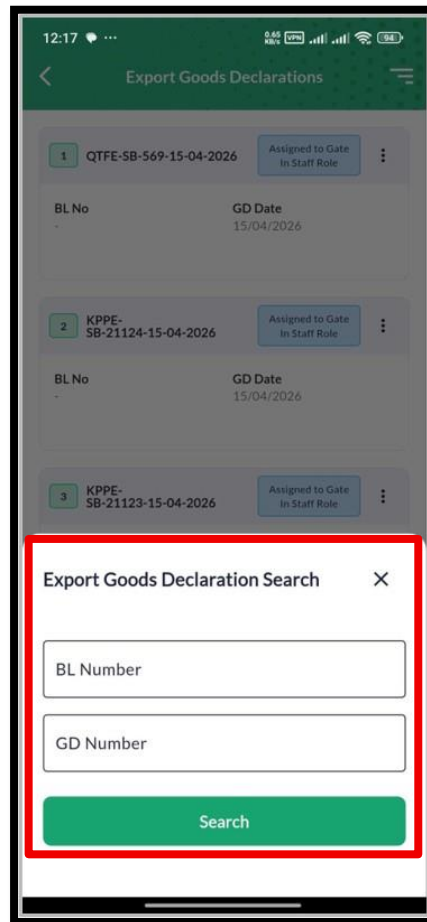


Figure 25



5.3. View Export Goods Declaration Details

1. Tap on the list item card, or tap on the three-dot menu and select '**View Details**' to navigate to the Export Goods Declaration detail screen.

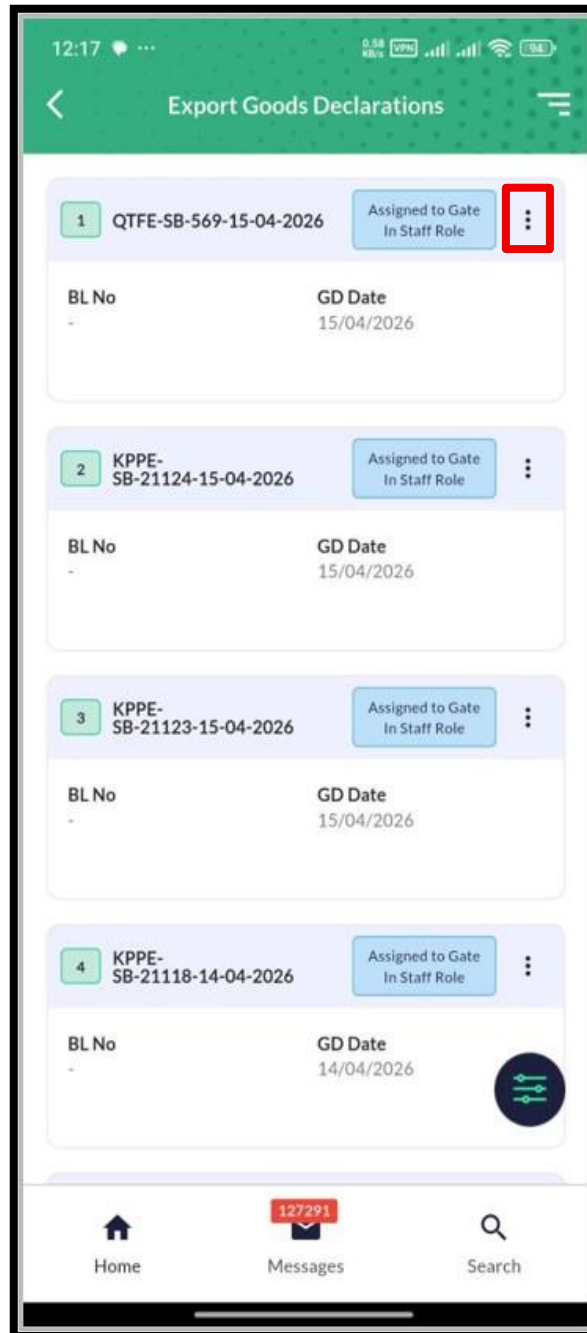


Figure 26

2. On the detail screen, the first section is open by default, and other sections can be expanded as needed.
3. The **Consignment Information** tab is open by default when the user lands on the Goods Declaration detail screen.

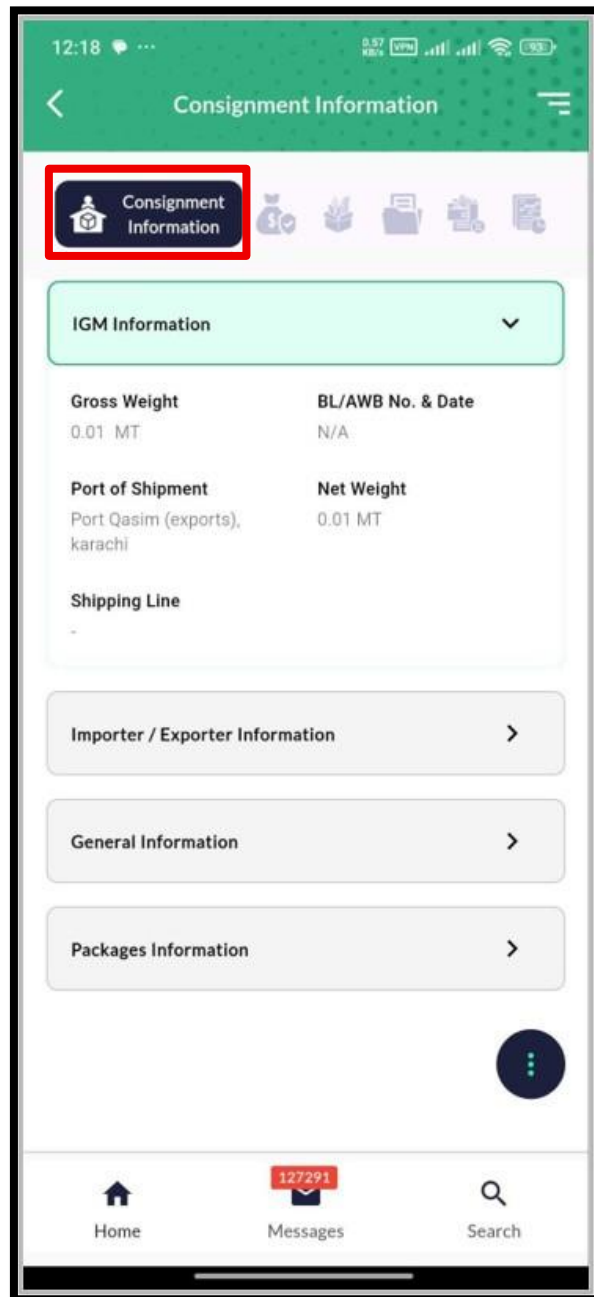


Figure 27

4. Tap on the **'Financial Information'** tab. This opens the section and displays financial details.

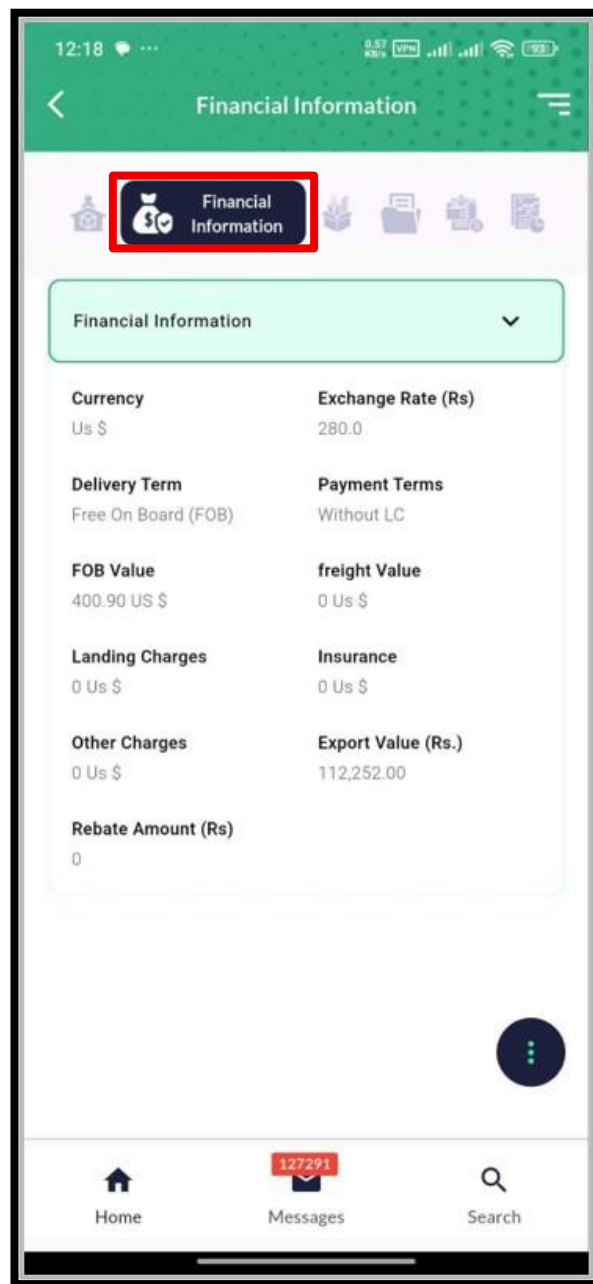


Figure 28

5. Tap on the 'Commodity Information' tab. This opens the section and displays commodity details.

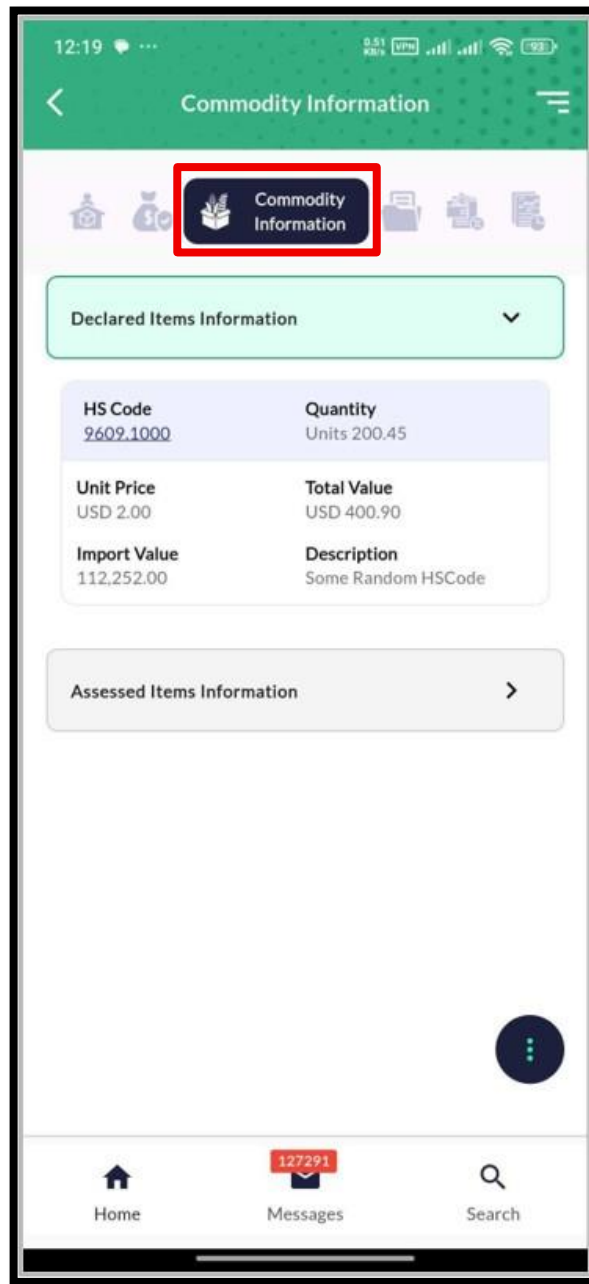


Figure 29

6. In case of multiple commodities, tap on the HS Code from a commodity card to view detailed information of the selected commodity item in a popup.

The screenshot shows a mobile application interface with a popup window titled 'Item Details - Declared'. The popup contains a table with the following data:

HS Code	Declared Description
9609.1000	Some Random HSCode
Origin Pakistan	Item Import Type N/A
House BL No. -	Chapter 99 -
Quantity (Assessment Purpose) 200.45	Unit of Measure u
Unit Price 2.00 (US \$)	Export Value (Rs.) 112,252.00 (PKR)

Below the table, there are five buttons with right-pointing arrows:

- Duties Information - Declared
- SROs - Declared
- Item Details - Assessed
- Duties Information - Assessed
- SROs - Assessed

Figure 30

7. Tap on the '**Attached Documents**' tab. This opens the section and displays attached GD documents, where available.

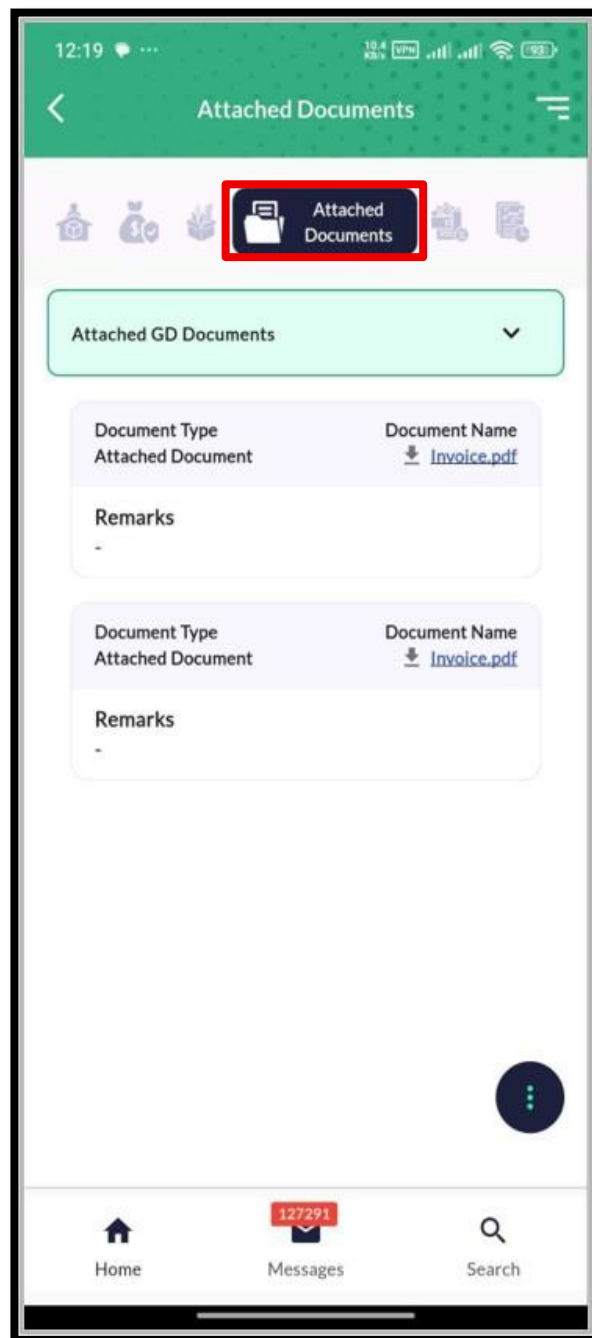


Figure 31



8. Tap on a document link. This opens the document for viewing.
9. Tap on the '**Download**' button to save the document on the mobile device.



Figure 32

10. Tap on the '**Levy's Information**' tab. This opens the section and displays duty and levy details.



Figure 33

11. Tap on the '**GD Examination Report**' tab. This opens the section and displays available report details.

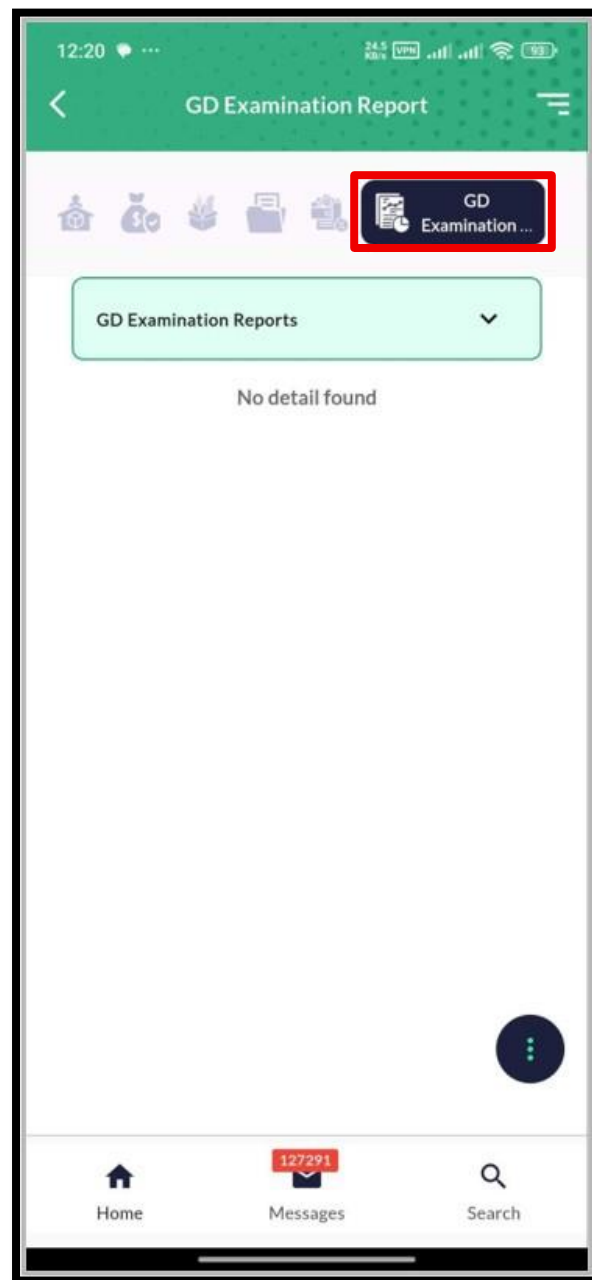


Figure 34



5.4. Cancel Export Goods Declaration

1. On the Export Goods Declarations list screen, tap on the three-dot menu on a submitted declaration and select '**Cancel Request**'.

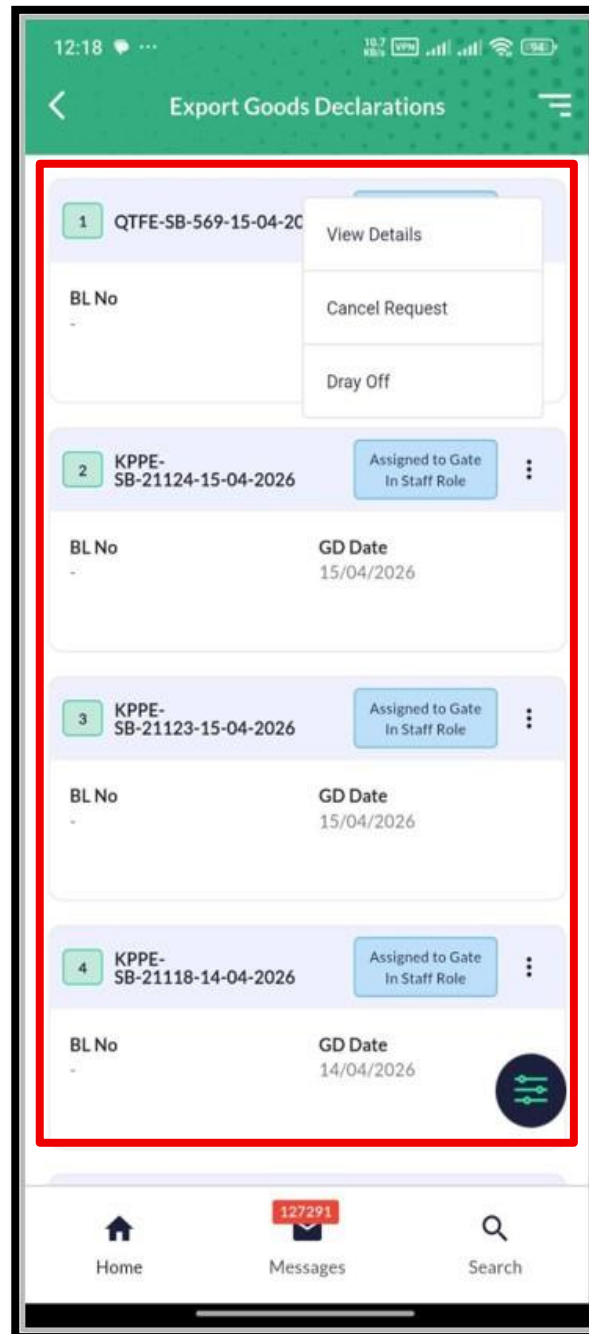


Figure 35

2. You can also open the declaration details screen and tap on the hamburger menu to select '**Cancel Request.**'

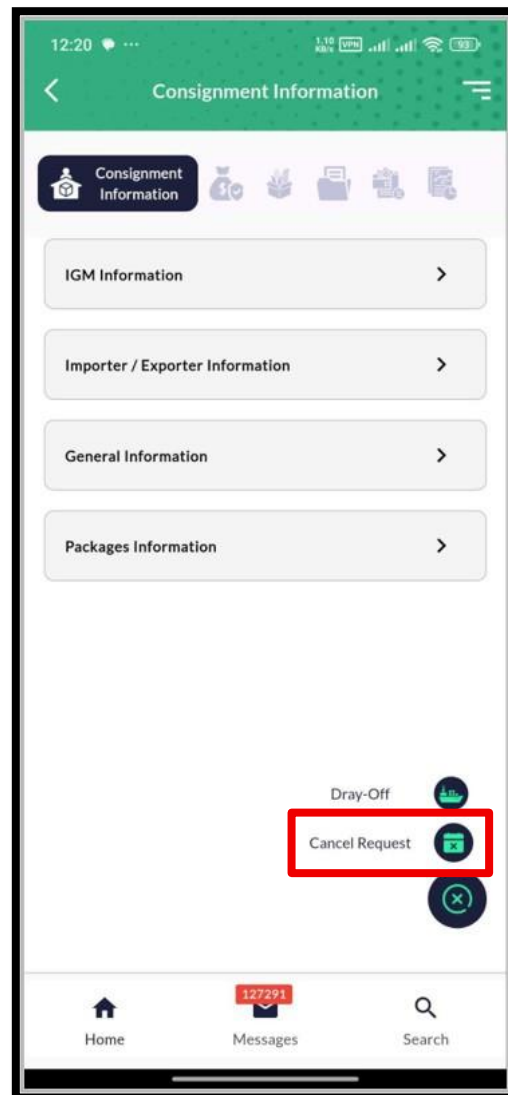


Figure 36

3. On the cancellation screen, enter remarks in the '**Remarks**' field and tap on '**Submit Cancellation**' to proceed.

12:21 ...

Consignment Information

Consignment Information

IGM Information

Request For GD Cancellation

M/S KHAWAJA SPINNING MILLS LTD,

GD Number	Index Number
KPPE-SB-21089-14 -04-2026	0
Importer Name	IGM Number
-	0
Importer Address	IGM Importer Name
10-L GULBERG III MAIN FEROZEPUR ROAD ,LAHORE	-

Enter remarks

Please cancel this export goods declaration.

44/500

Submit Cancellation

Figure 37

4. On the confirmation popup, tap on '**Confirm**' to submit the cancellation request, or tap on '**Cancel**' to stop the cancellation process.

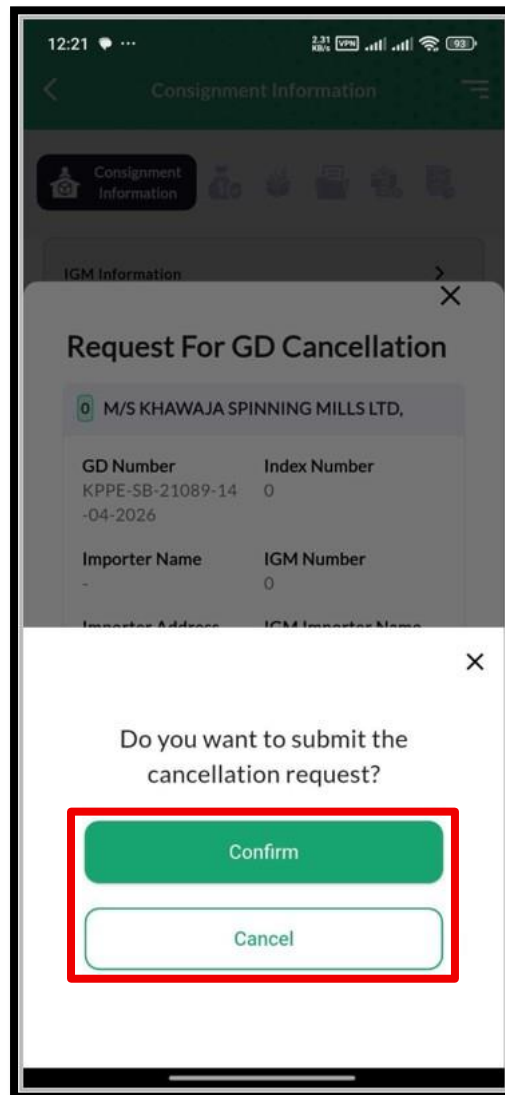


Figure 38

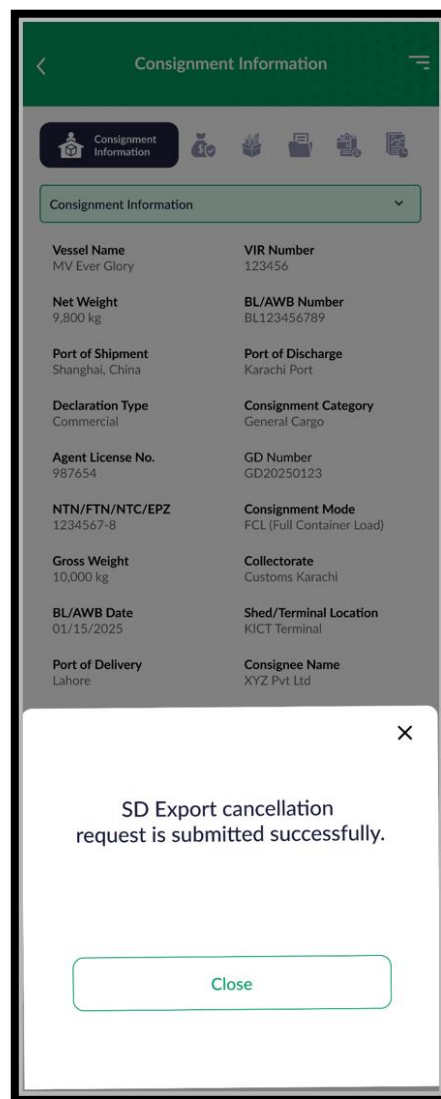


Figure 39



5.5. Access Dray Off

1. On the Export Goods Declarations list screen, tap on the three-dot menu on a declaration and select '**Dray Off**'.

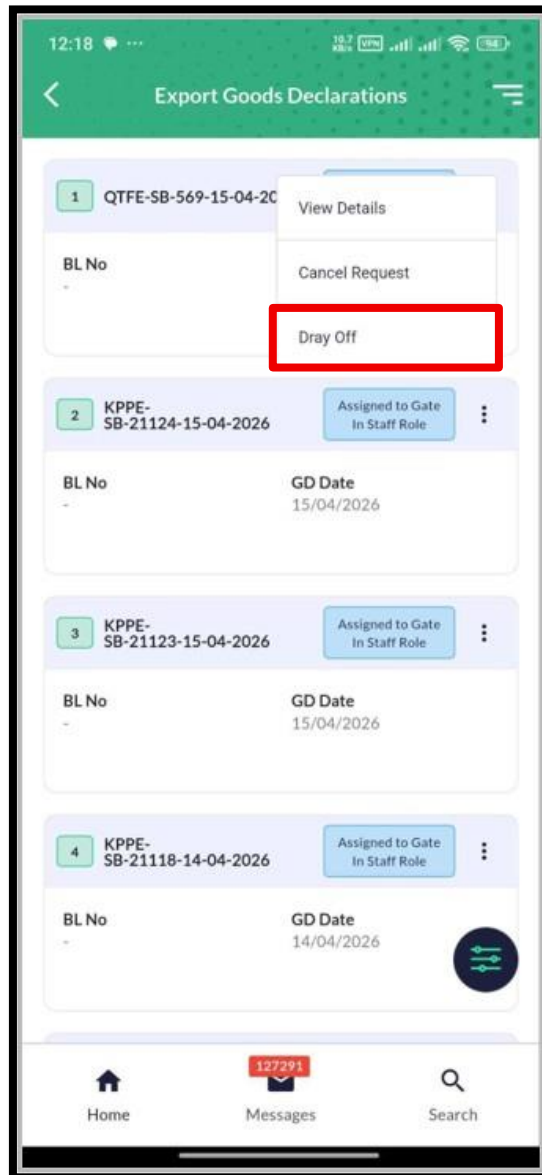


Figure 40

2. You can also open the declaration detail screen, tap on the hamburger menu, and then tap on the '**Dray-Off**' action button.

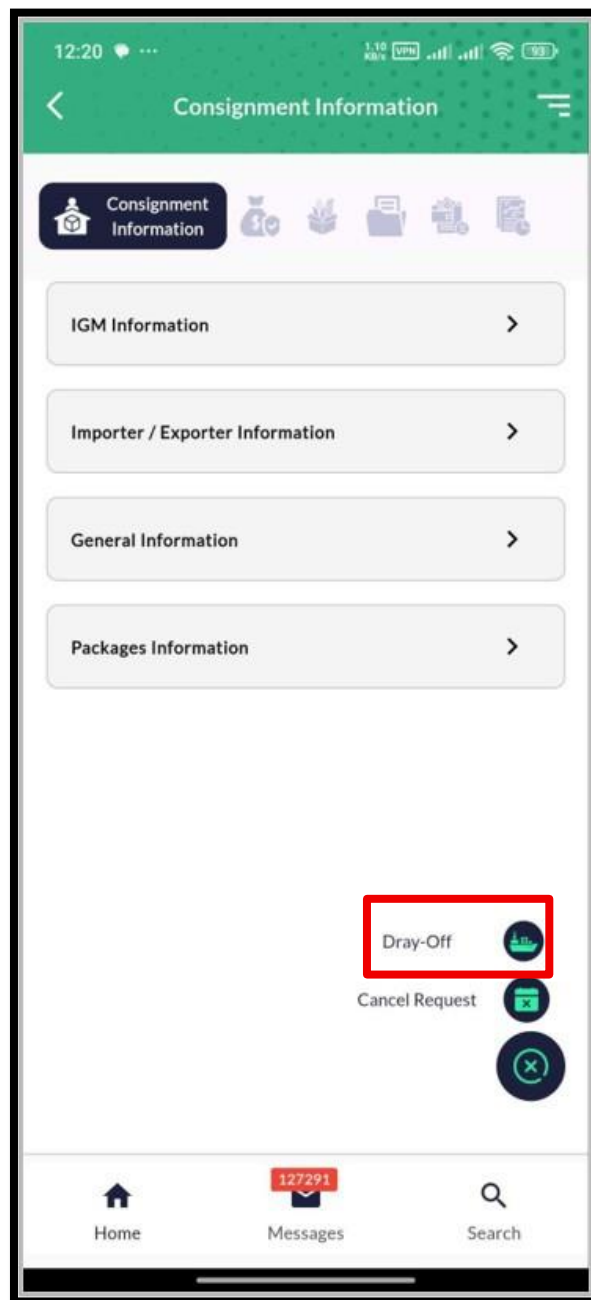


Figure 41

3. On the Dray Off screen, the following options are available: ‘**Export Bulk Good Declaration List for Dray off, EPZ Dray Off, Status of Dray Off Request, and Dray Off Good Declaration** ‘

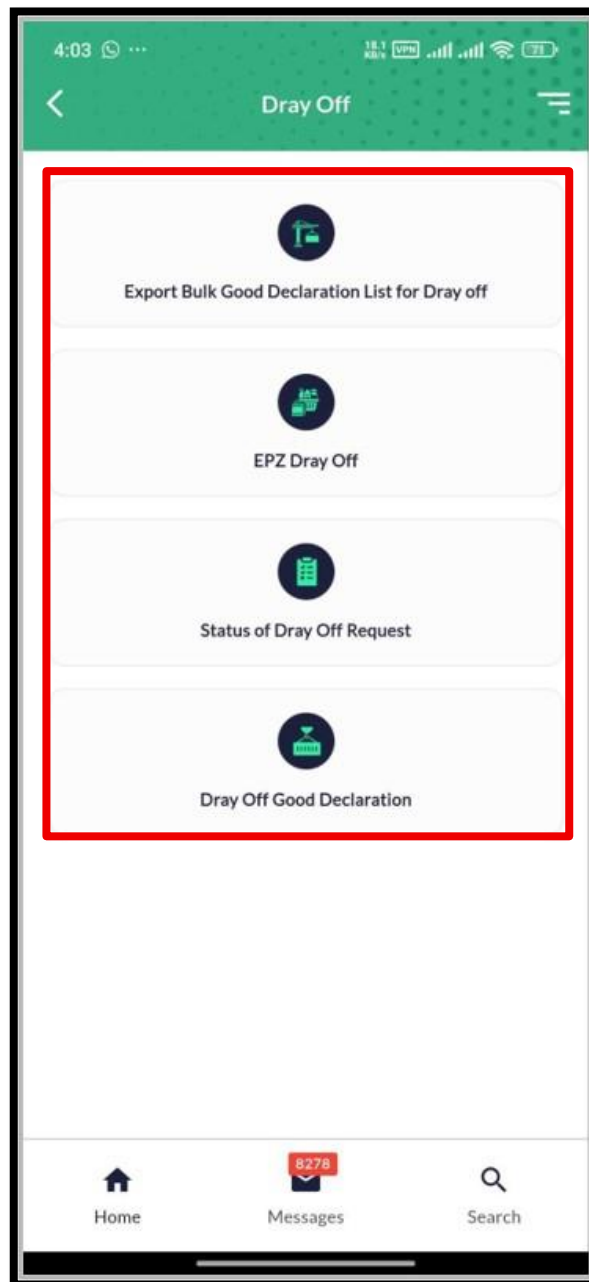


Figure 42



5.6. View Dray Off Good Declaration List

1. Tap on 'Dray Off Good Declaration'.

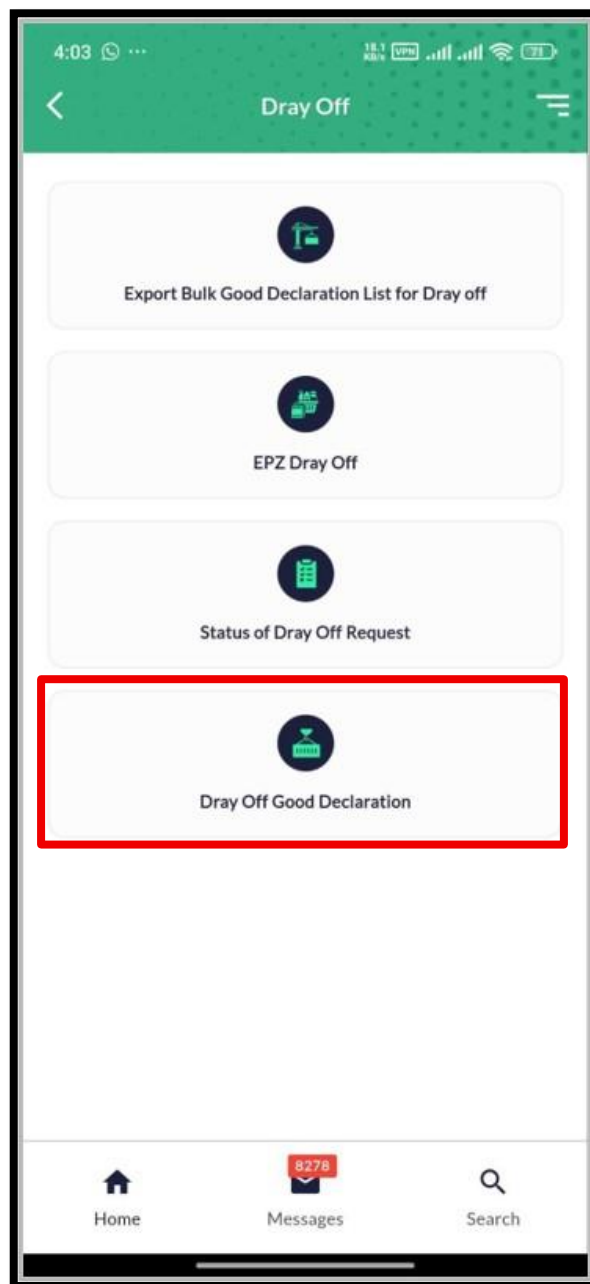


Figure 43

2. The Dray Off Good Declaration list screen is displayed with all available records.
3. Each record is displayed as a card with summary details and its status.

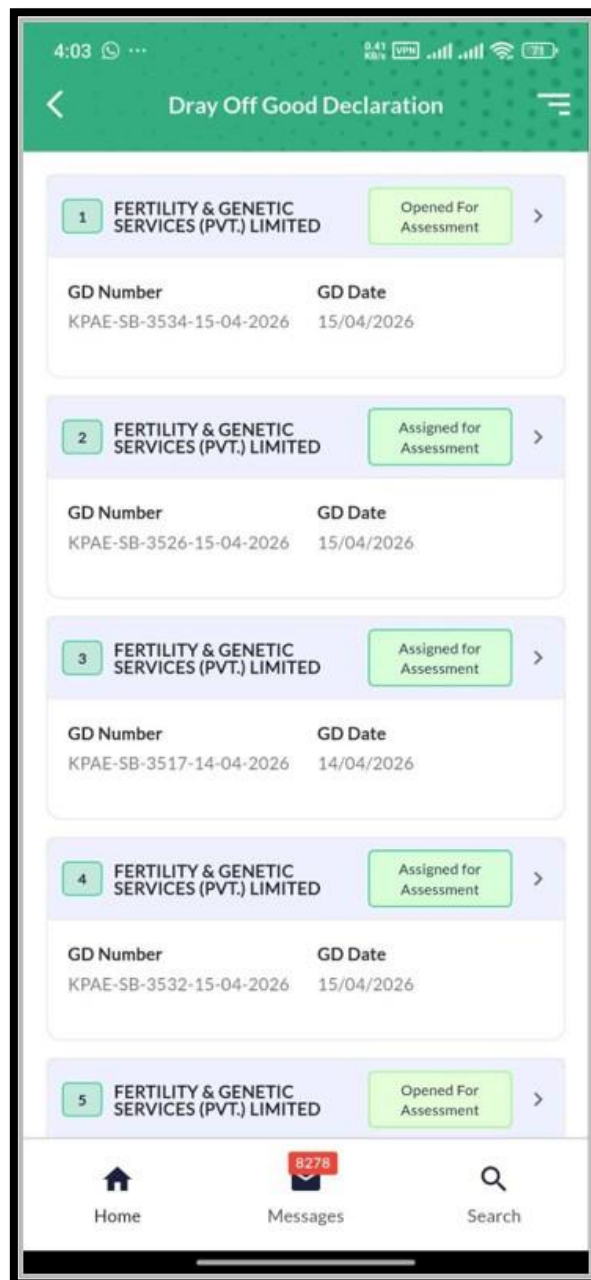


Figure 44



5.7. Submit Dray-Off Request

1. Tap on a list item to open its details.
2. On the details popup, review the GD information.

The screenshot shows a mobile application interface. At the top, the status bar displays the time 4:04, signal strength, and battery level at 71%. The app's header is dark green with a back arrow, the title 'Dray Off Good Declaration', and a menu icon. Below the header, there's a section for 'FERTILITY & GENETIC' with a 'Loading Allowed' button. A white popup titled 'GD Information' is displayed in the center. It contains a table of information for 'FERTILITY & GENETIC SERVICES (PVT.) LIMITED'. Below the table is a light green button labeled 'Container(s) Information', which shows 'No data'. At the bottom of the popup is a 'Remarks' text area with a character count '0/500' and a large green 'Submit Dray Off' button.

FERTILITY & GENETIC SERVICES (PVT.) LIMITED	
GD Number KPAE-SB-3535-15-04-2026	Index Number 0
BL Date -	BL Number -
Trader NTN / EPZ No. 0656910	EGM Number 0
Consignment Type Commercial	Trader Address PLOT NO. 32/2-A Karachi

Container(s) Information

No data

Remarks

0/500

Submit Dray Off

Figure 45

3. Enter remarks in the **'Remarks'** field.
4. Tap on **'Submit Dray Off'** to proceed.

Figure 46

4:05 0.75 KB/s VPN

Dray Off Good Declaration

FERTILITY & GENETIC

GD Information

FERTILITY & GENETIC SERVICES (PVT.) LIMITED

GD Number KPAE-SB-3535-15-04-2026	Index Number 0
BL Date -	BL Number -
Trader NTN / EPZ No. 0656910	EGM Number 0
Consignment Type Commercial	Trader Address PLOT NO. 32/2-A Karachi

Container(s) Information

No data

Remarks
Please move this to tempory storage for now.

Remarks are required 44/500

Submit Dray Off



5. On the confirmation popup, tap on '**Confirm**' to submit the Drayoff Request, or tap on '**Cancel**' to stop the process.
6. If the request is submitted successfully, a success message is displayed.

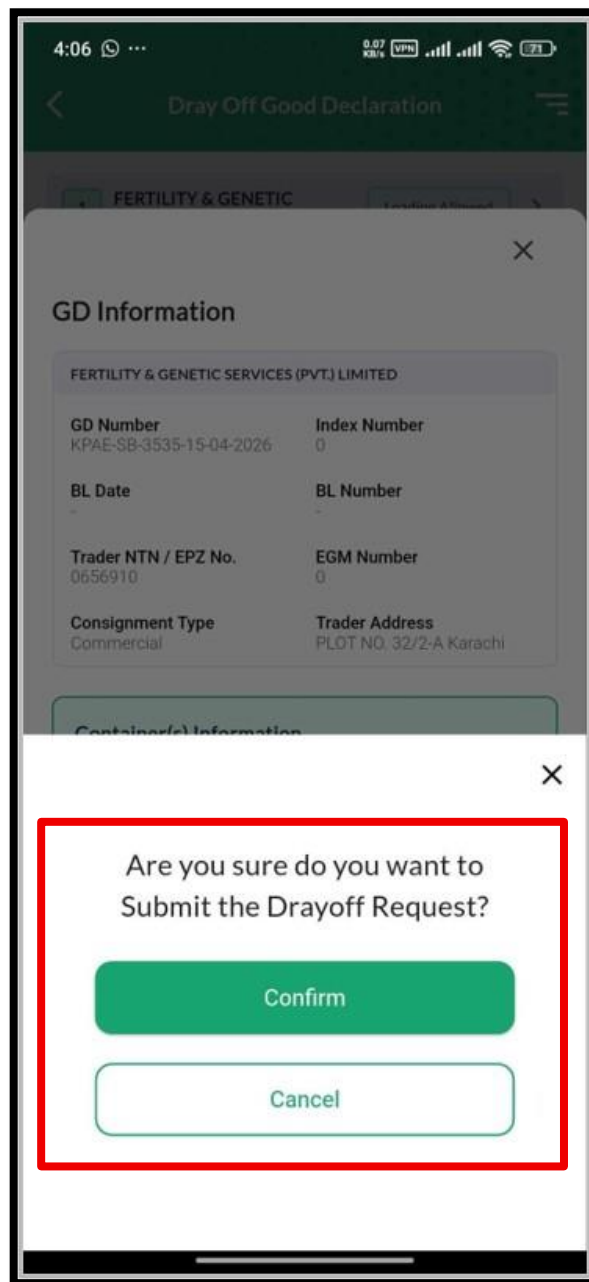


Figure 47

5.8. EPZ Dray Off

1. Tap on 'EPZ Dray Off'

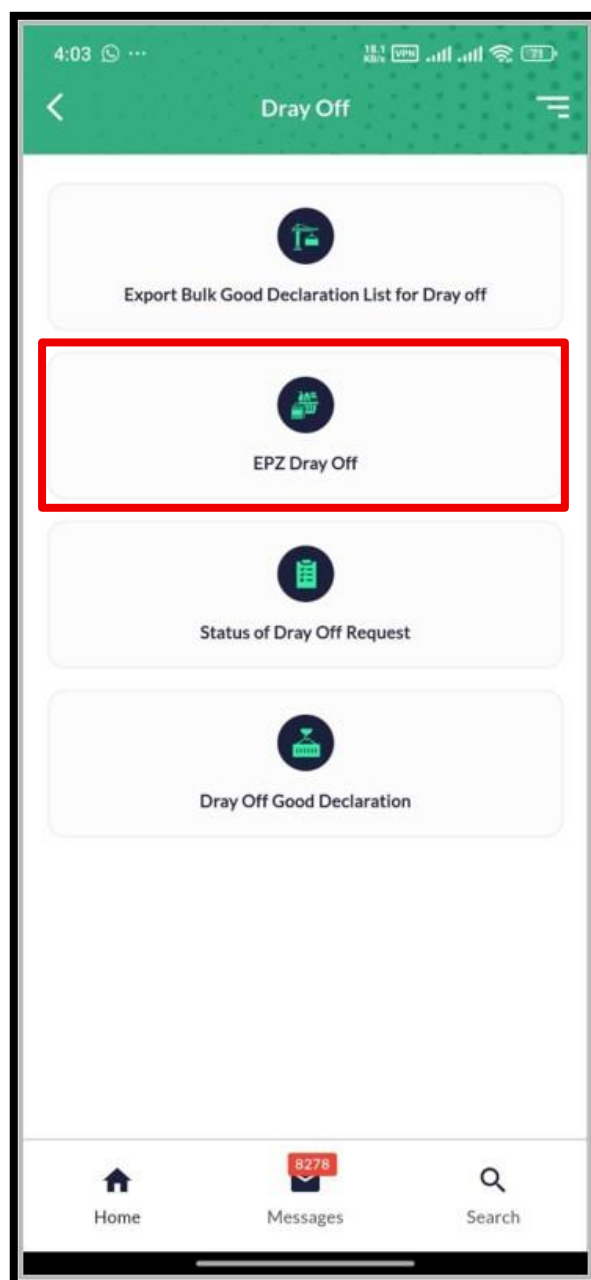


Figure 48

2. The EPZ Dray Off list screen is displayed with all available records.
3. Each record is displayed as a card with summary details and its status.

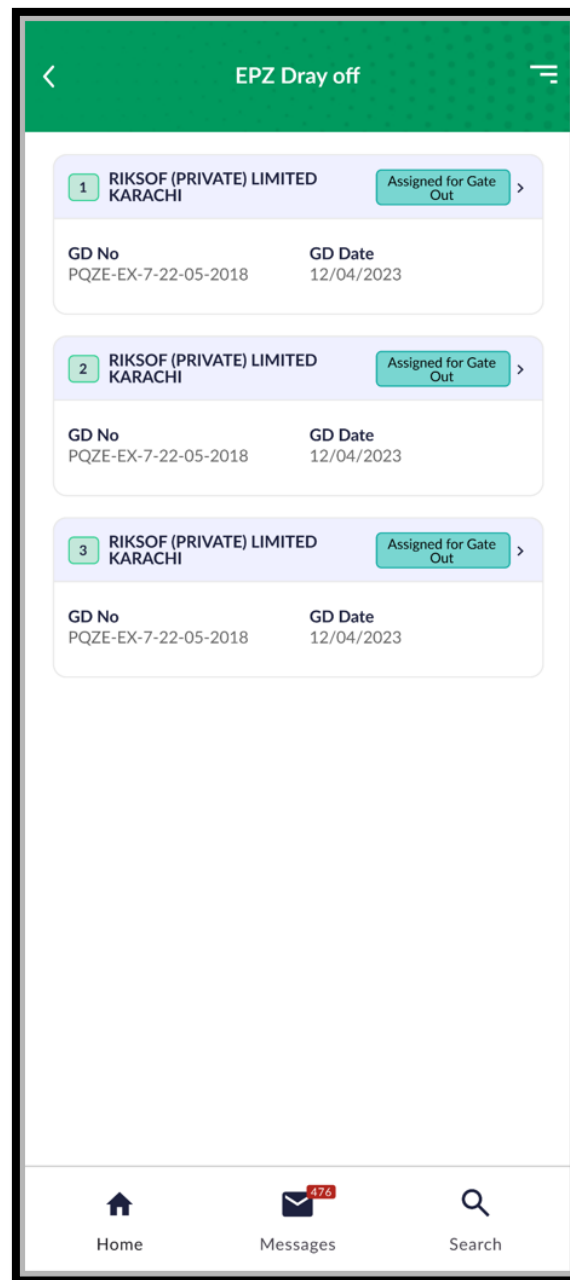


Figure 49



5.9. Submit EPZ Dray-Off Request

1. Tap on a list item to open its details.
2. On the details popup, review the GD information.

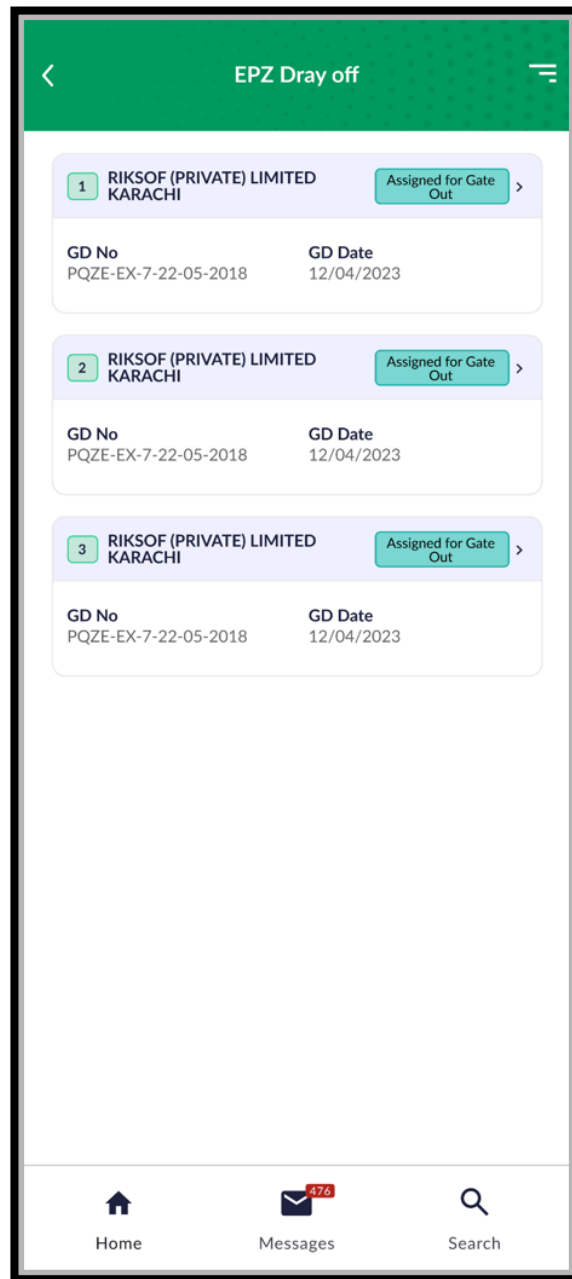


Figure 50



3. Enter remarks in the **'Remarks'** field.
4. Tap on **'Submit Dray off'** to proceed.
5. On the confirmation popup, tap on **'Continue'** to submit the EPZ Drayoff Request, or tap on **'Close'** to stop the process.

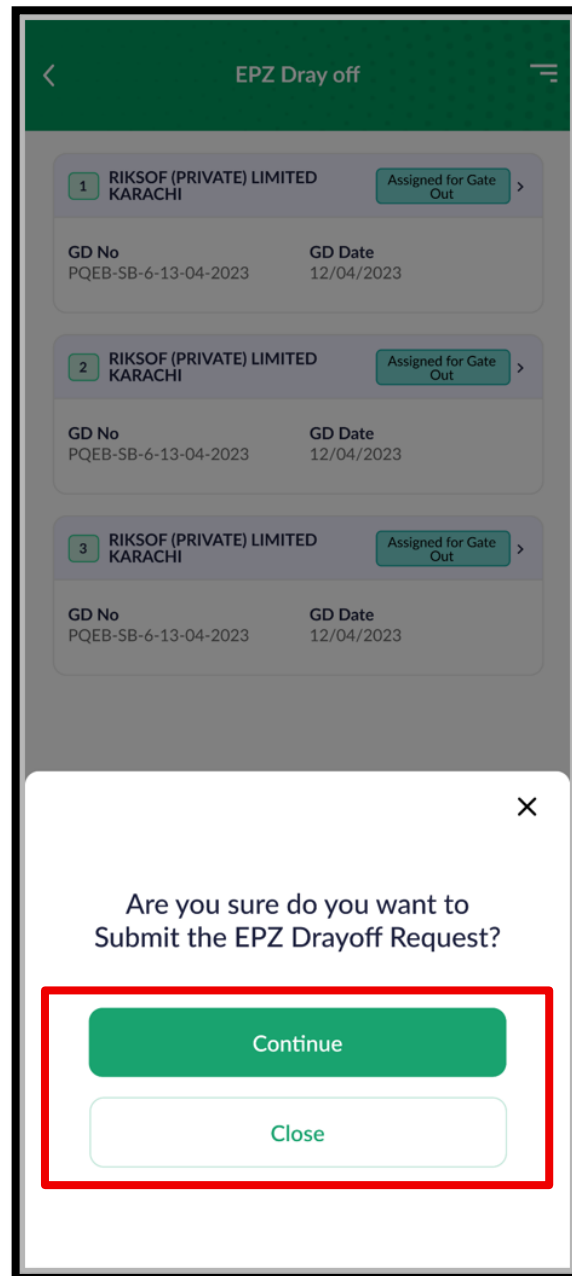


Figure 51

6. If the request is submitted successfully, a success message is displayed.

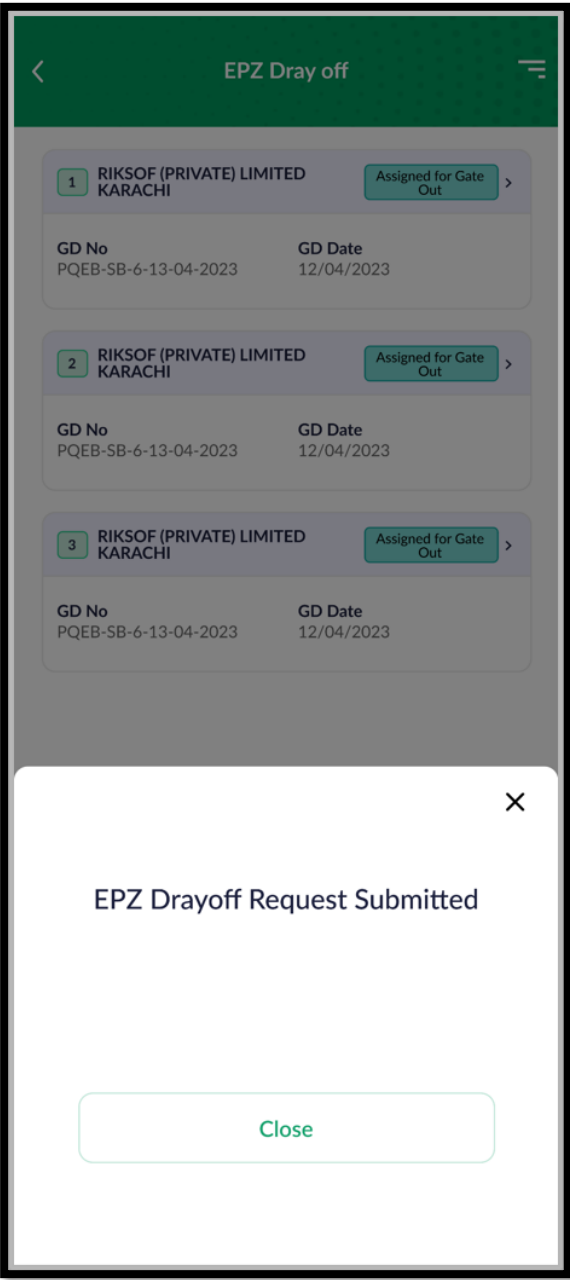


Figure 52



5.10. View Export Bulk Good Declaration List for Dray Off

1. Tap on 'Export Bulk Good Declaration List for Dray off'.

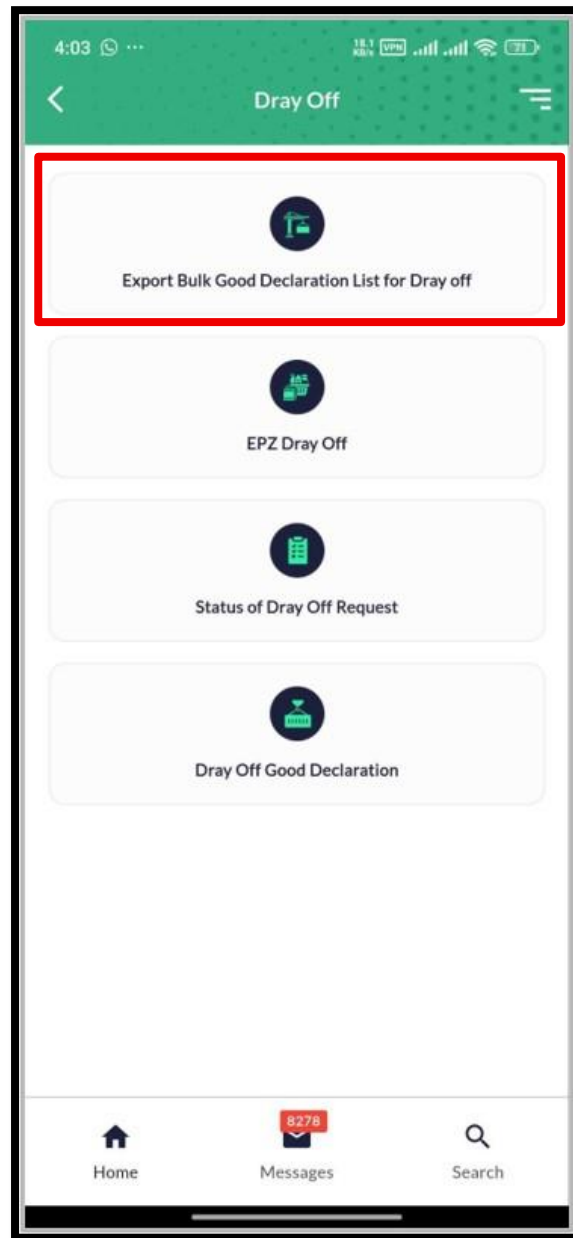


Figure 53

2. The Export Bulk Good Declaration List for Dray off screen is displayed with all available records.
3. Each record is displayed as a card with summary details and its status.

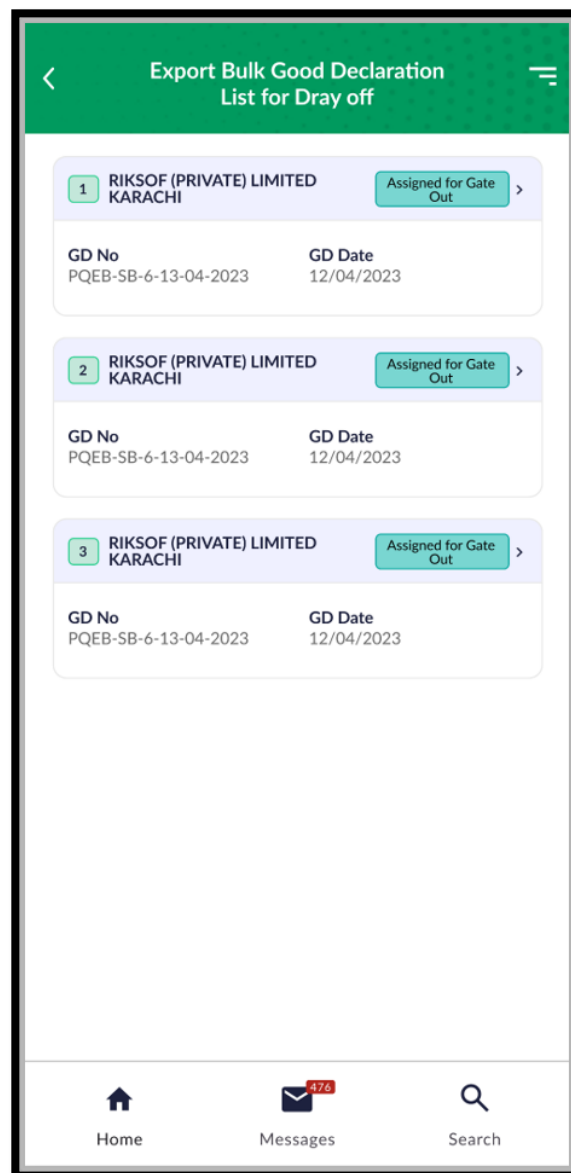


Figure 54

4. Submit Export Bulk Dray-Off Request
5. Tap on a list item to open its details.

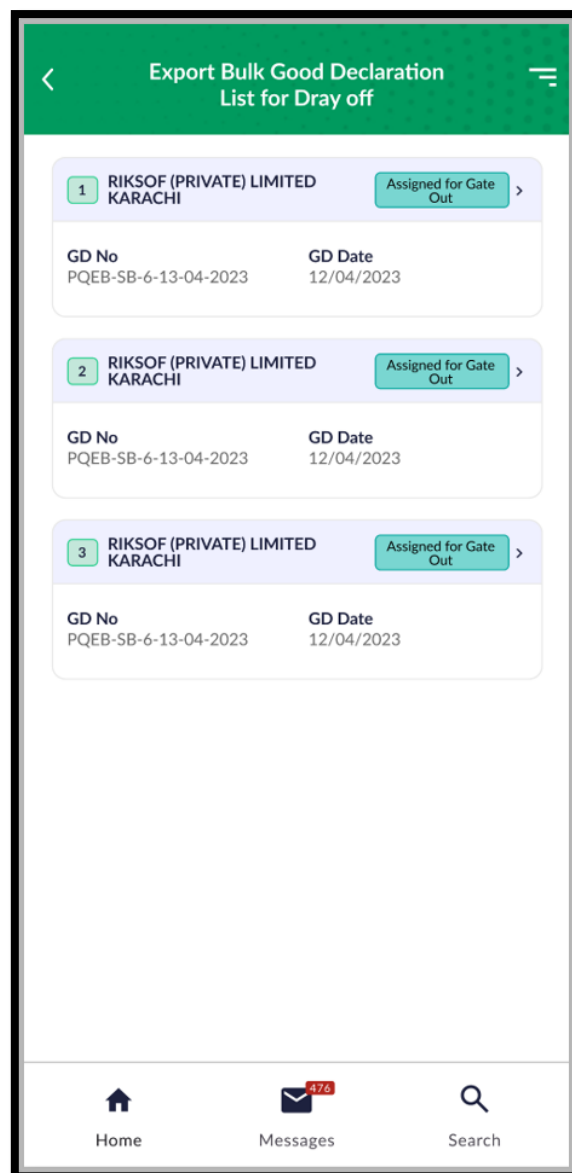


Figure 55

6. On the detail popup, review the GD information.

Export Bulk Good Declaration
List for Dray off

1

RIKSO (PRIVATE) LIMITED
KARACHI

Assigned for Gate
Out

×

GD Information

1

RIKSO (PRIVATE) LIMITED KARACHI

Index Number

0

BL Number

12345678

GD Number

KPPI-HC-6320-04-03-2025

EGM Number

0

BL Date

12/04/2023

Trader Address

Block 2 PECHS, Karachi

Trader Name

Irfan Ali

Consignment Type

Commercial

Trader NTN / EPZ No.

1234567

Gate In Vehicles

Vehicle No.

2323

Weight

11.00

Package Type

BAG

No. of Packages

122

Dray Off Packages

0.00

Dray Off Weight

0.00

Item Information

HS Code

8507.6000

Description

Lithium-ion

Quantity

12.0000

Dray Off Quantity

0.0000[Edit Nonduty Paid Item](#)

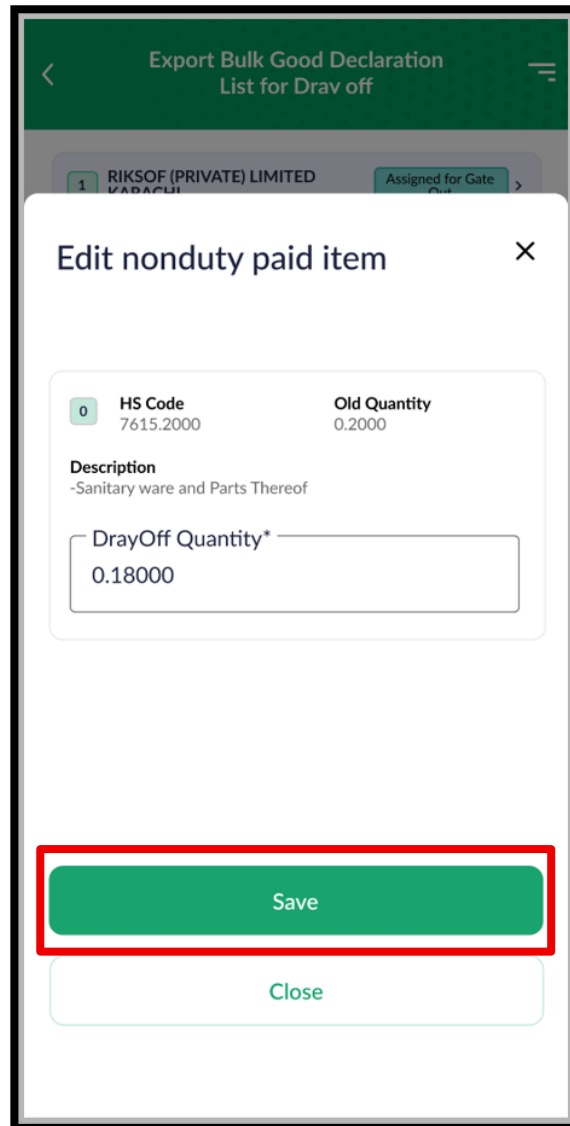
Remarks

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.

Submit Dray off

Figure 56

7. Tap on Edit Nonduty Paid Item to update the DrayOff Quantity, where applicable.
8. Tap on **'Save'** to update the quantity.



Export Bulk Good Declaration
List for Drav off

1 RIKSOF (PRIVATE) LIMITED KARACHI Assigned for Gate

Edit nonduty paid item

0	HS Code 7615.2000	Old Quantity 0.2000
---	----------------------	------------------------

Description
-Sanitary ware and Parts Thereof

DrayOff Quantity*
0.18000

Save

Close

Figure 57



9. Enter remarks in the ‘Remarks’ field and tap on ‘Submit Dray off to

Export Bulk Good Declaration
List for Drav off

1

RIKSOF (PRIVATE) LIMITED
KARACHI

Assigned for Gate
Out

GD Information

1

RIKSOF (PRIVATE) LIMITED KARACHI

Index Number

0

BL Number

12345678

GD Number

KPPI-HC-6320-
04-03-2025

EGM Number

0

BL Date

12/04/2023

Trader Address

Block 2 PECHS, Karachi

Trader Name

Irfan Ali

Consignment Type

Commercial

Trader NTN / EPZ No.

1234567

Gate In Vehicles

Vehicle No.

2323

Weight

11.00

Package Type

BAG

No. of Packages

122

Dray Off Packages

0.00

Dray Off Weight

0.00

Item Information

HS Code

8507.6000

Description

Lithium-ion

Quantity

12.0000

Dray Off Quantity

0.0000

[Edit Nonduty Paid Item](#)

Remarks

Lorem ipsum dolor sit amet, consectetur
adipiscing elit, sed do eiusmod tempor
incididunt ut labore et dolore magna
aliqua.

Submit Dray off

proceed.’

Figure 58

10. On the confirmation popup, tap on '**Continue**' to submit the Drayoff Request, or tap on '**Close**' to stop the process.

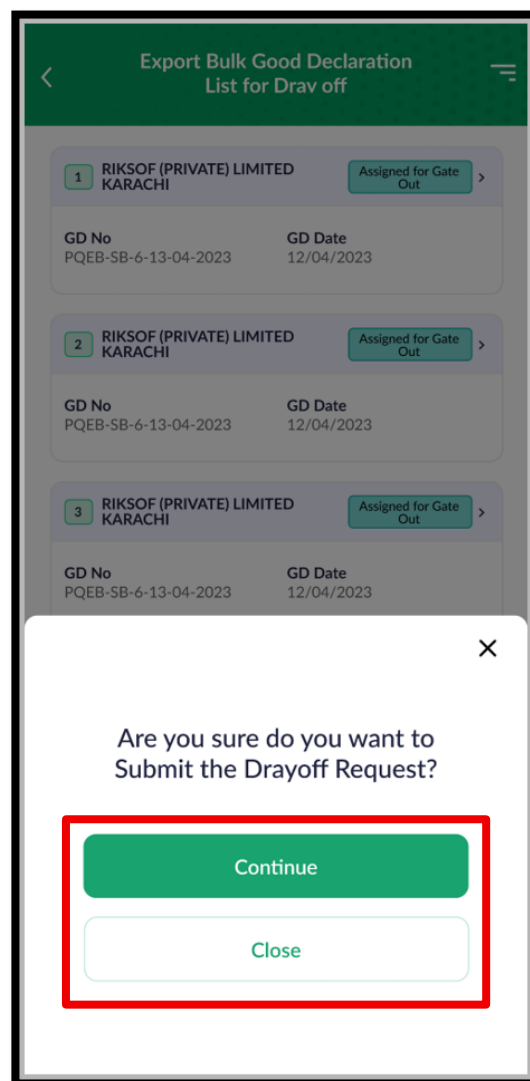


Figure 59

11. If the request is submitted successfully, a success message is displayed.

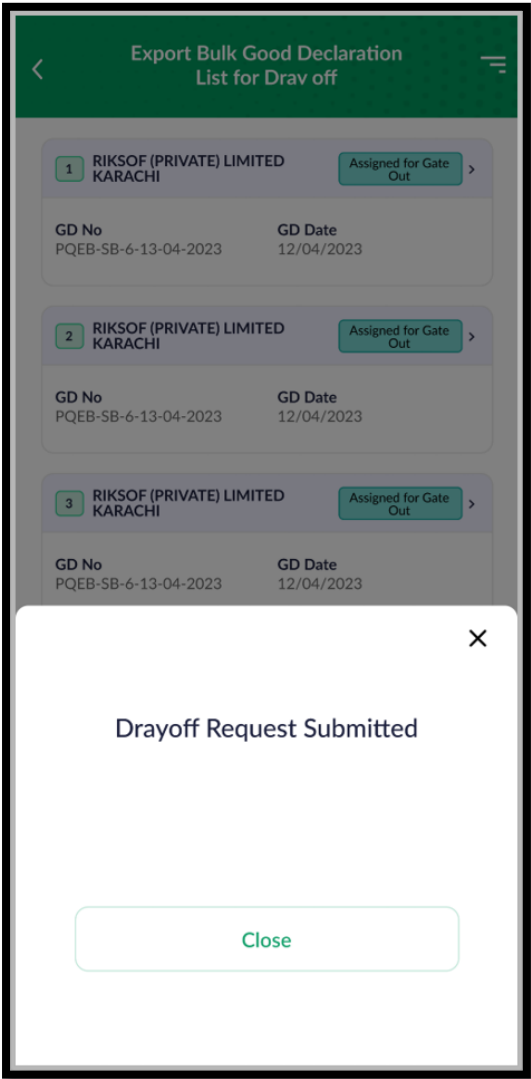


Figure 60

12. If the request cannot be submitted, a **‘Drayoff Request Not Allowed message is displayed’**.

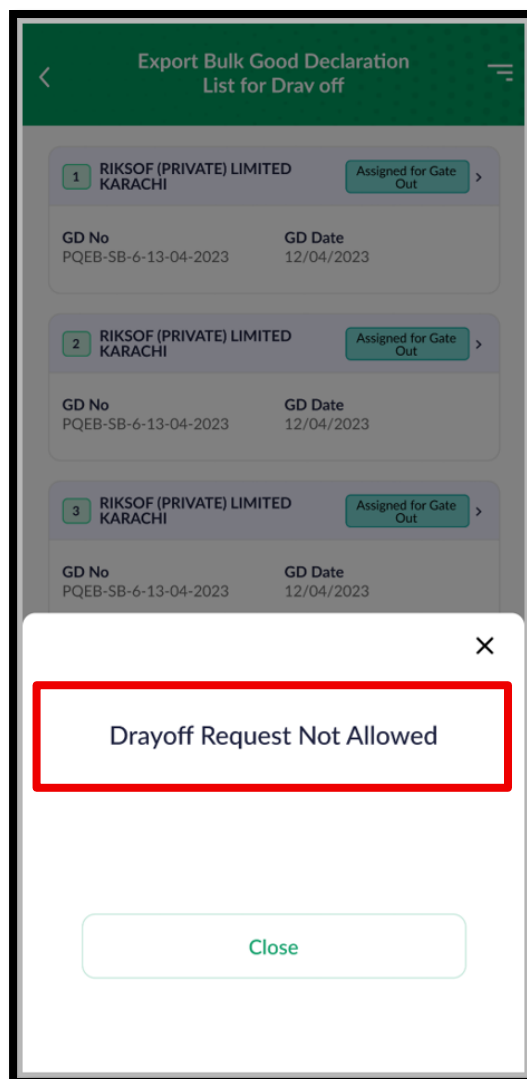


Figure 61



5.11. View Status of Dray Off Request

1. Tap on '**Status of Dray Off Request**'.

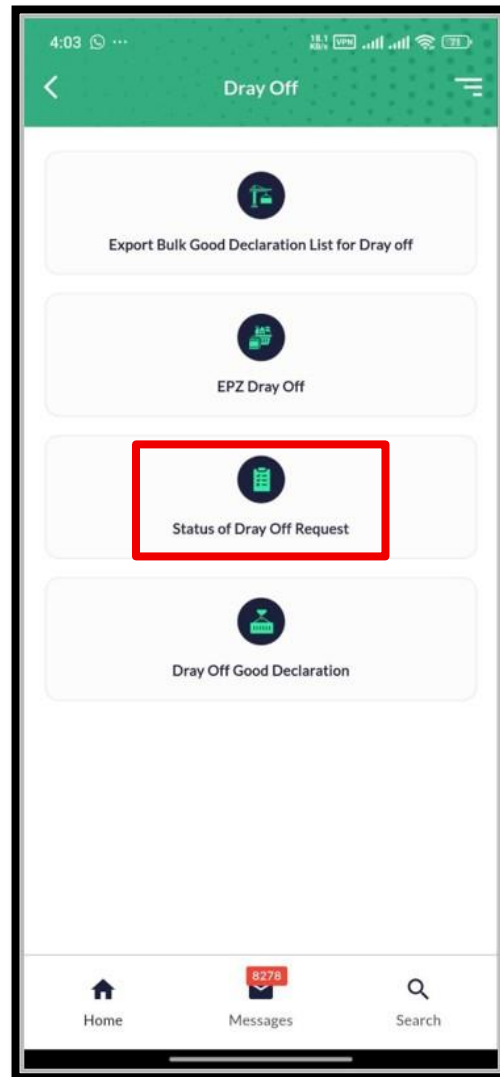


Figure 62

2. The Status of Dray Off Request list screen displays all available records.
3. Each record is displayed as a card with summary details and request status.

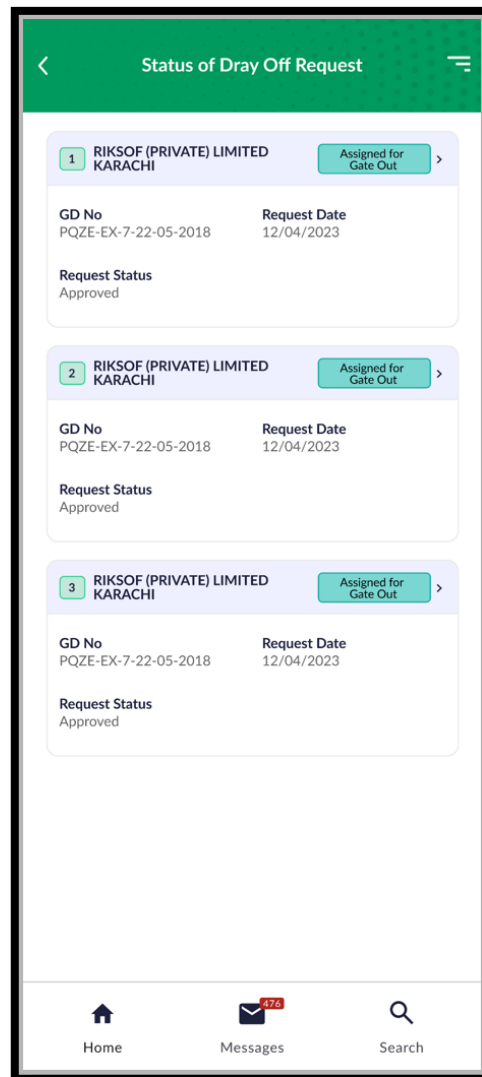


Figure 63

5.12. Call Support

1. Tap on the hamburger menu from the dashboard to open the side menu.

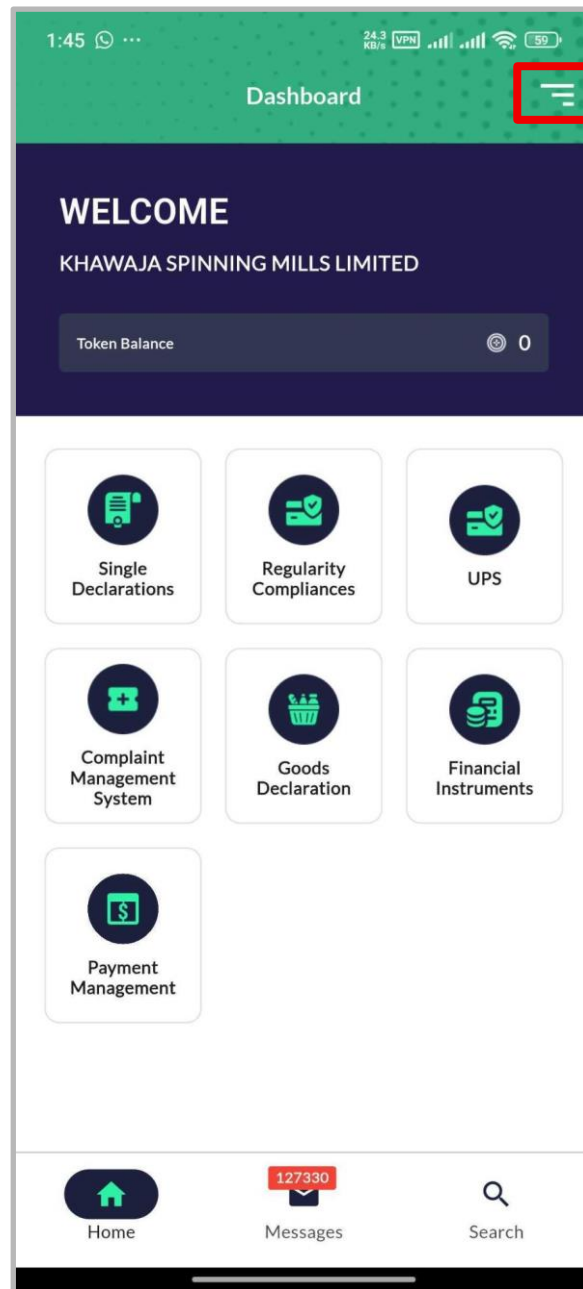


Figure 64



2. Tap on 'Call Support'.

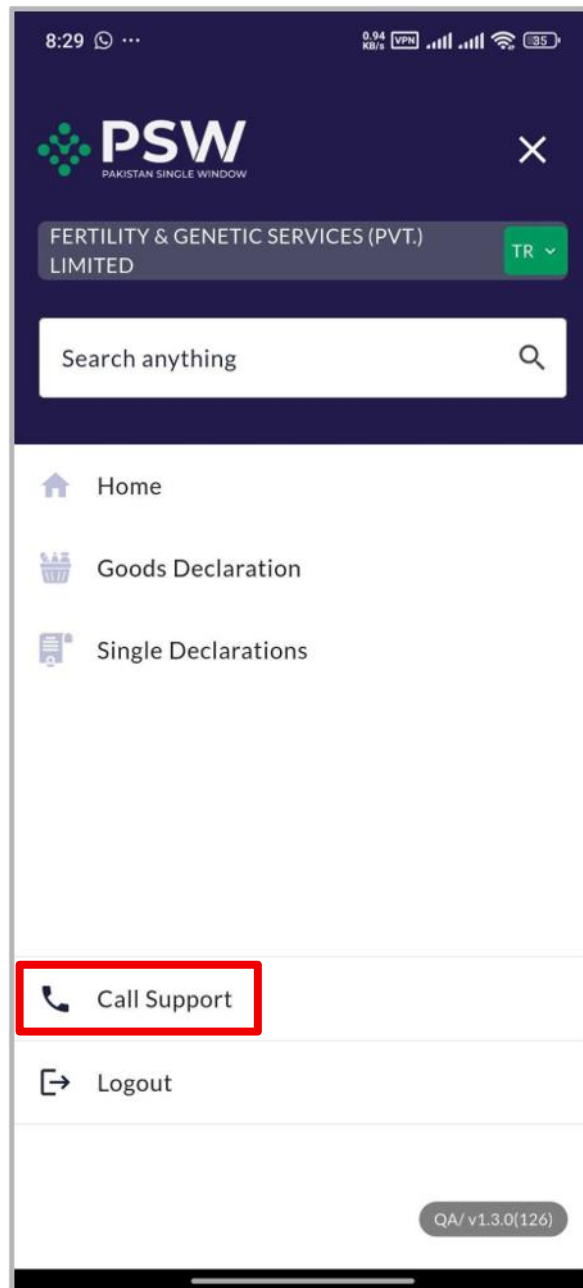


Figure 65

3. If prompted, select the preferred application or calling option to place the support call.

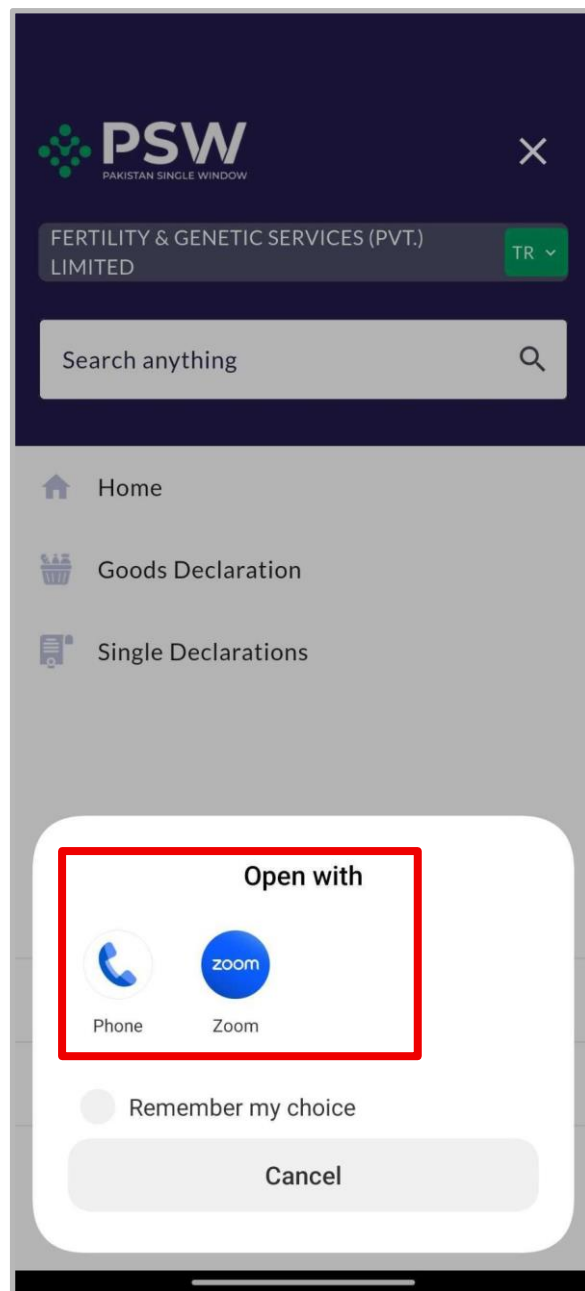


Figure 66

5.13. Logout

1. Tap on the hamburger menu from the dashboard to open the side menu.

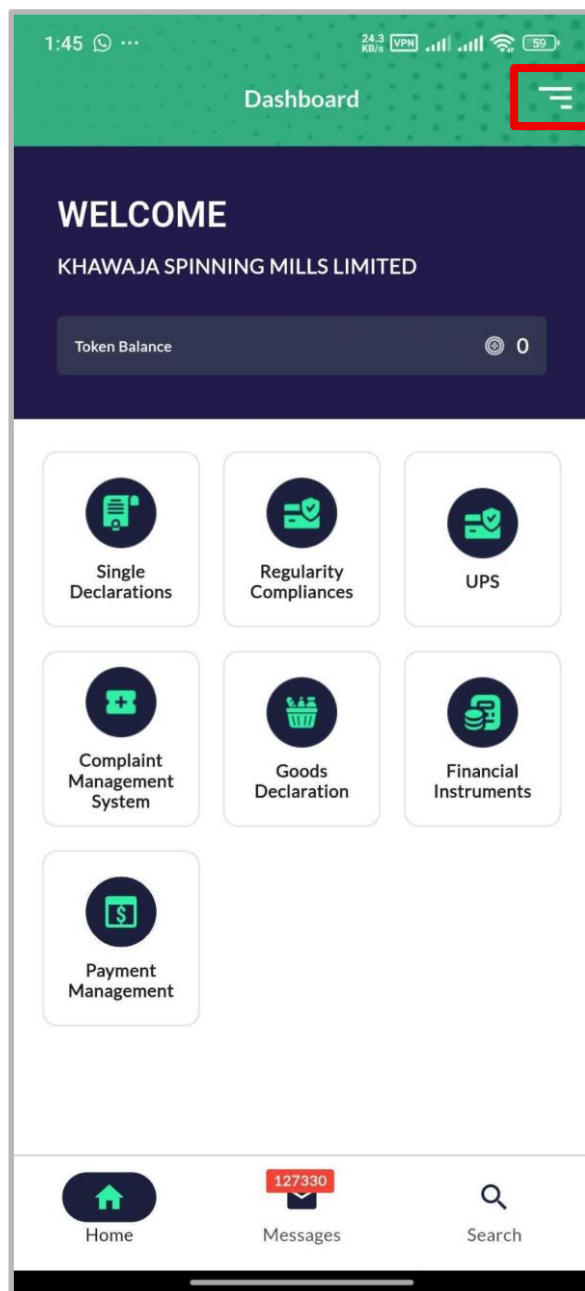


Figure 67

2. Tap on 'Logout'.

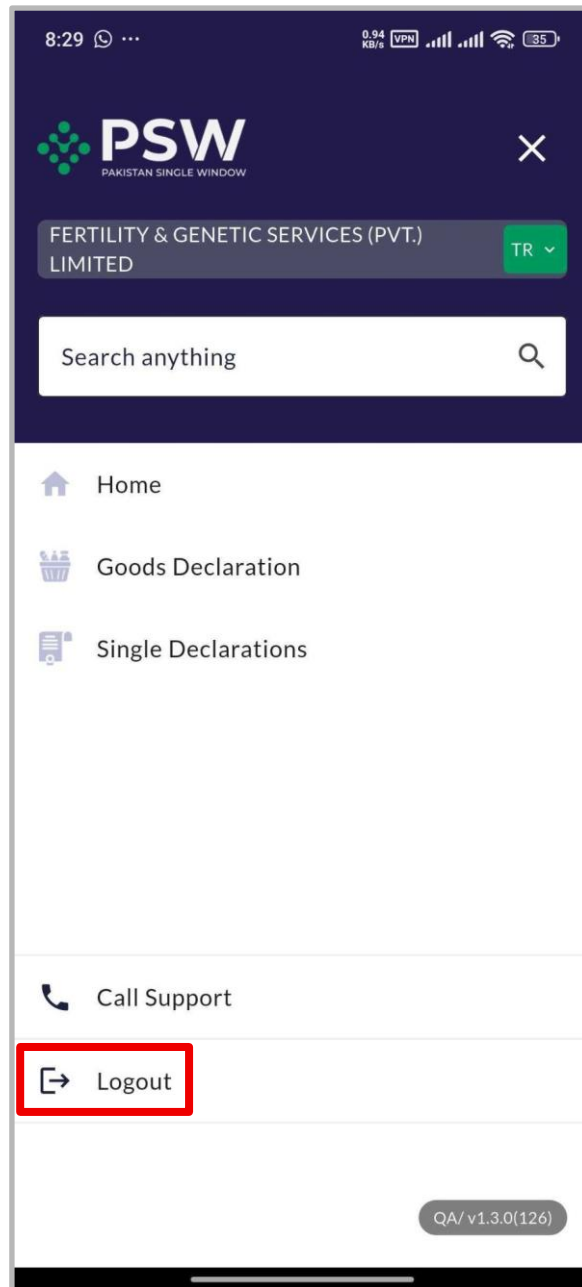


Figure 68

3. On the confirmation popup, tap on **'Yes'** to log out from the app, or tap on **'No'** to remain logged in.

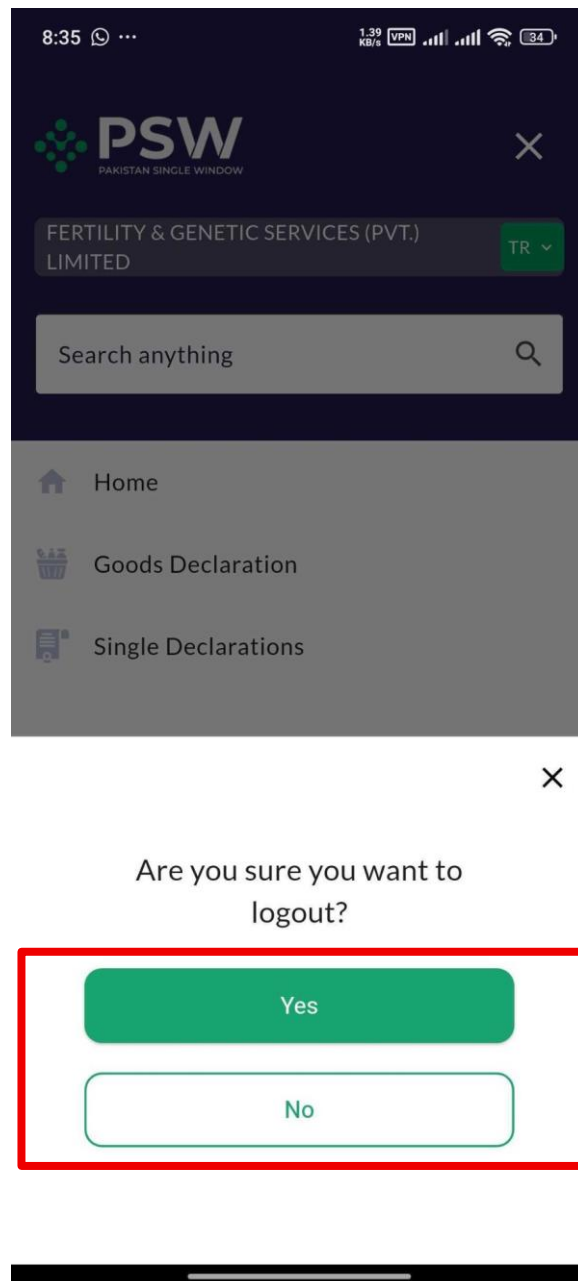


Figure 69



6. Contact Information Need any assistance?

Please feel free to contact us as:

Email: support@psw.gov.pk

Phone: 021-111-111-779



+92-51-9245605



info@psw.gov.pk



www.psw.gov.pk