



PSW
PAKISTAN SINGLE WINDOW



USER MANUAL FOR TRADERS & CUSTOMS AGENTS

**PSW Mobile App – Complain
Management**

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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 Complain Management

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

PSW
PAKISTAN SINGLE WINDOW

Welcome Back!
Please login to your account.

Username*
e.g. UN-00-3339320

Password* 

☒ Remember me.

Login

QA/ v1.3.0(126)

Figure 1

2. From the Dashboard, tap on '**Complaint Management System**'.

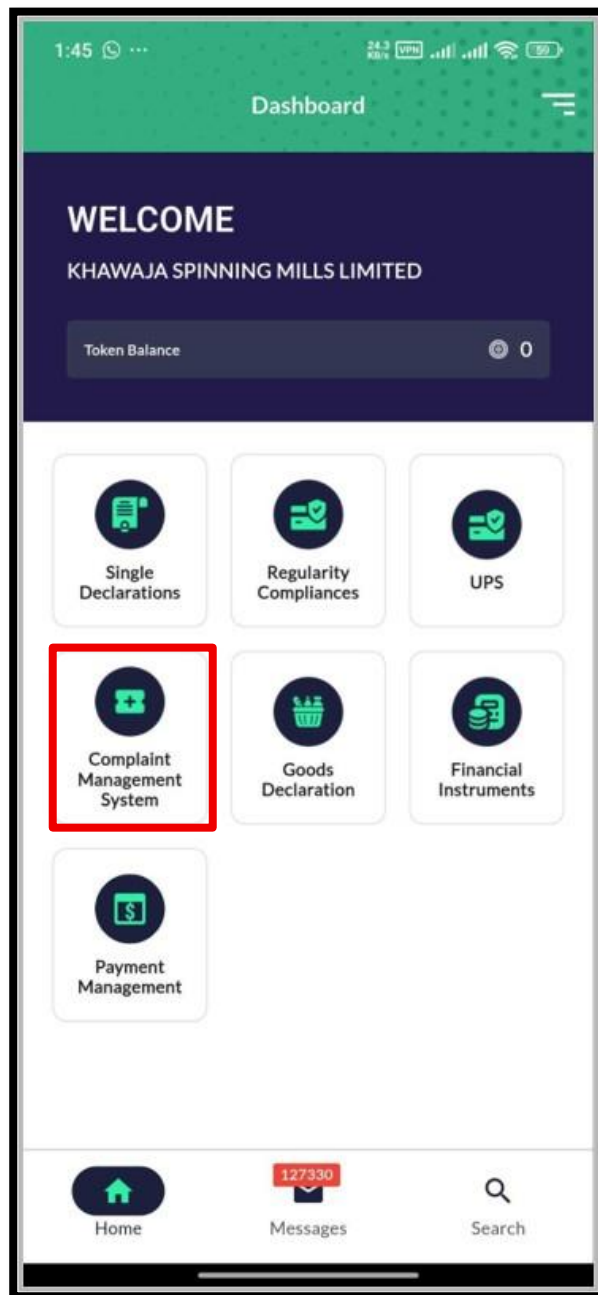


Figure 2

3. The Support Ticket Status screen is displayed, which includes the following options:
- Create Ticket
 - Search Ticket

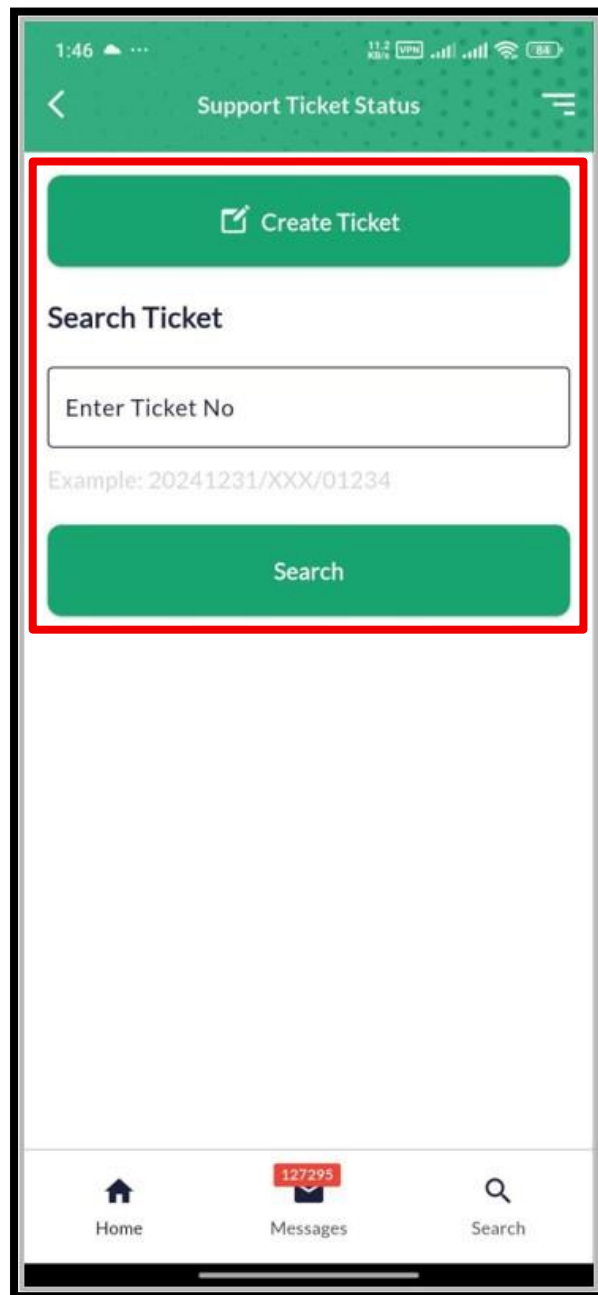


Figure 3

4. Create Ticket

1. Tap on '**Create Ticket**' from the Support Ticket Status screen.

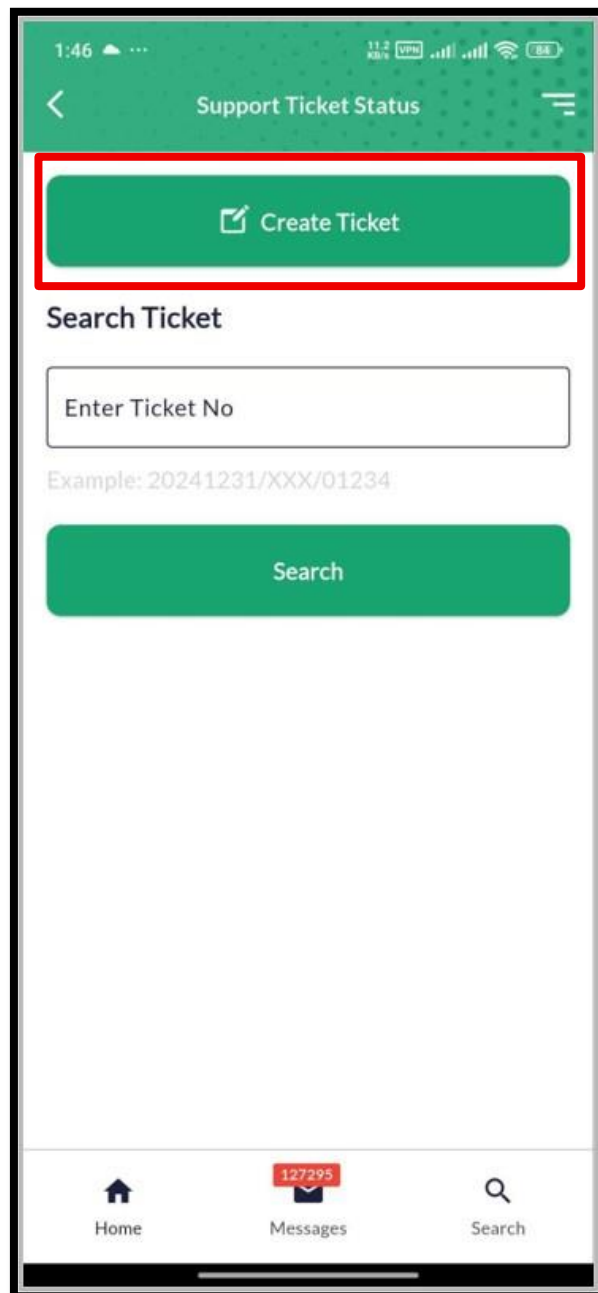


Figure 4

2. Enter the basic customer information, such as '**Contact No. and Email**, and tap the '**Submit button**'.

1:46 0.79 KB/s VPN 54

< Create Ticket

Create Ticket

Contact No. —
03213003553

Email —
faheem.altaf@riksof.com

Submit

Cancel

Home Messages 127295 Search

Figure 5

3. Enter the remaining customer information, such as '**Customer Full Name** and **Alternative Number**'.

1:47 48.9 KB/s VPN

Create Ticket

Customer Information

Customer Full Name

Contact No. 03213003553

Email faheem.alfaf@riksof.com

Alternative Number

City

Select City

Ticket Information

Category

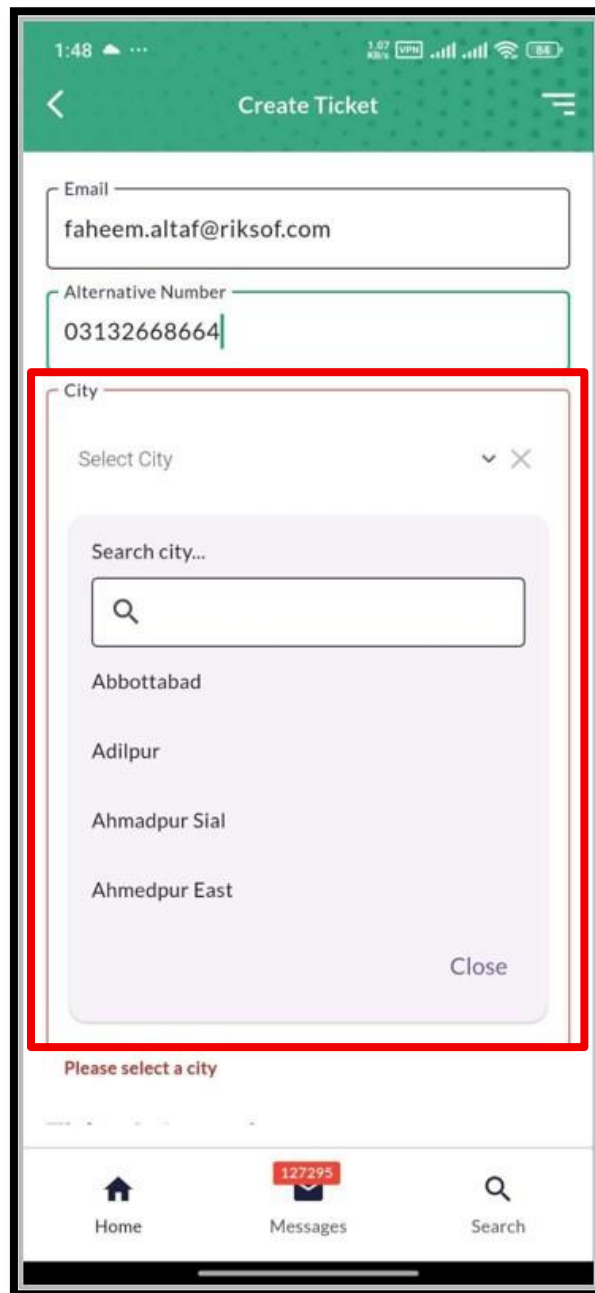
Select Category

Comment

Home Messages Search

Figure 6

4. Tap on the City dropdown to select the city, or search and select the required city from the list.



The screenshot shows a mobile application interface for creating a ticket. The form has three input fields: Email (faheem.ataf@riksof.com), Alternative Number (03132668664), and City. The City dropdown menu is open, showing a search bar and a list of cities: Abbottabad, Adilpur, Ahmadpur Sial, and Ahmedpur East. A red rectangle highlights the City dropdown menu. The bottom navigation bar shows Home, Messages (with a red badge showing 127295), and Search.

1:48 1.07 KB/s VPN 84%

Create Ticket

Email
faheem.ataf@riksof.com

Alternative Number
03132668664

City

Select City

Search city...

Abbottabad

Adilpur

Ahmadpur Sial

Ahmedpur East

Close

Please select a city

Home Messages Search

Figure 7



5. Tap on the Category dropdown to select the complaint category, or search and select the required category from the list.

1:49 9.88 KB/s VPN 84

< Create Ticket

City

Karachi

Ticket Information

Category

Select Category

Search category...

Subscription

AD Integration

Registration

Profile Association

Close

Please select a category

Home Messages Search

Figure 8

6. Enter the complaint details in the Comment field, if needed.
7. Tap on '**Submit**' to proceed, or tap on '**Cancel**' to stop ticket creation.

1:49 1.16 KB/s VPN 84%

Create Ticket

Email
faheem.ataf@riksof.com

Alternative Number
03132668664

City
Karachi

Ticket Information

Category
Subscription

Comment

Submit

Home Messages Search

Figure 9



8. On the confirmation popup, tap on '**Confirm**' to submit the ticket, or tap on '**Cancel**' to return.

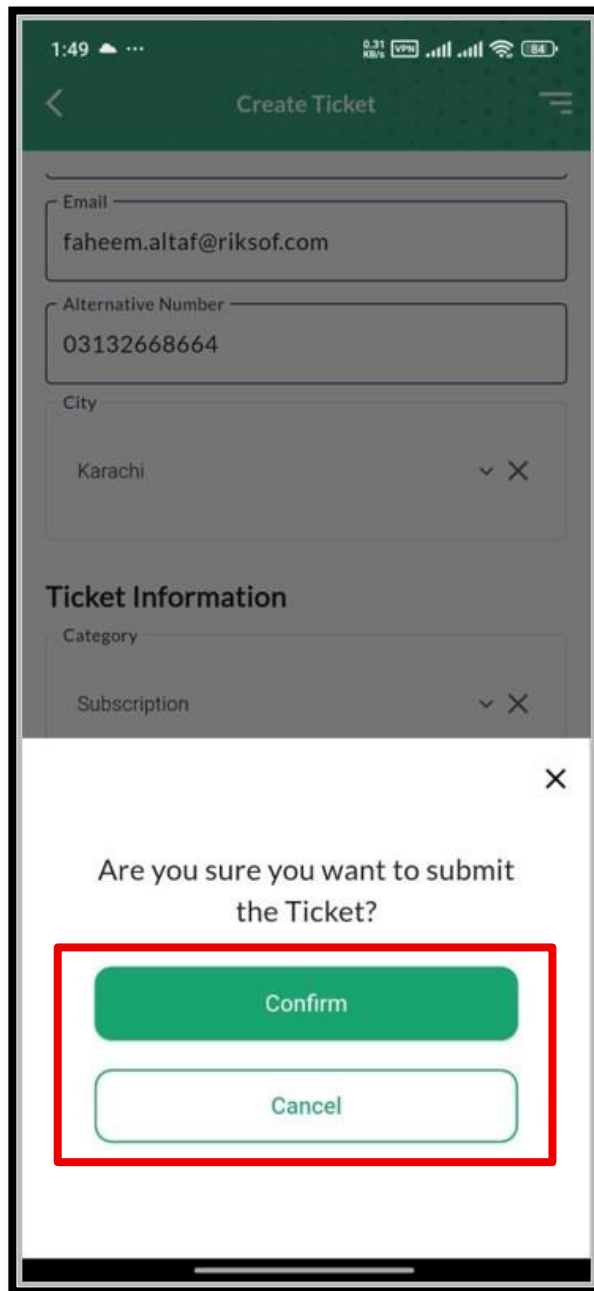


Figure 10

10. When the ticket is submitted successfully, a success message is displayed along with the **Ticket Code**.

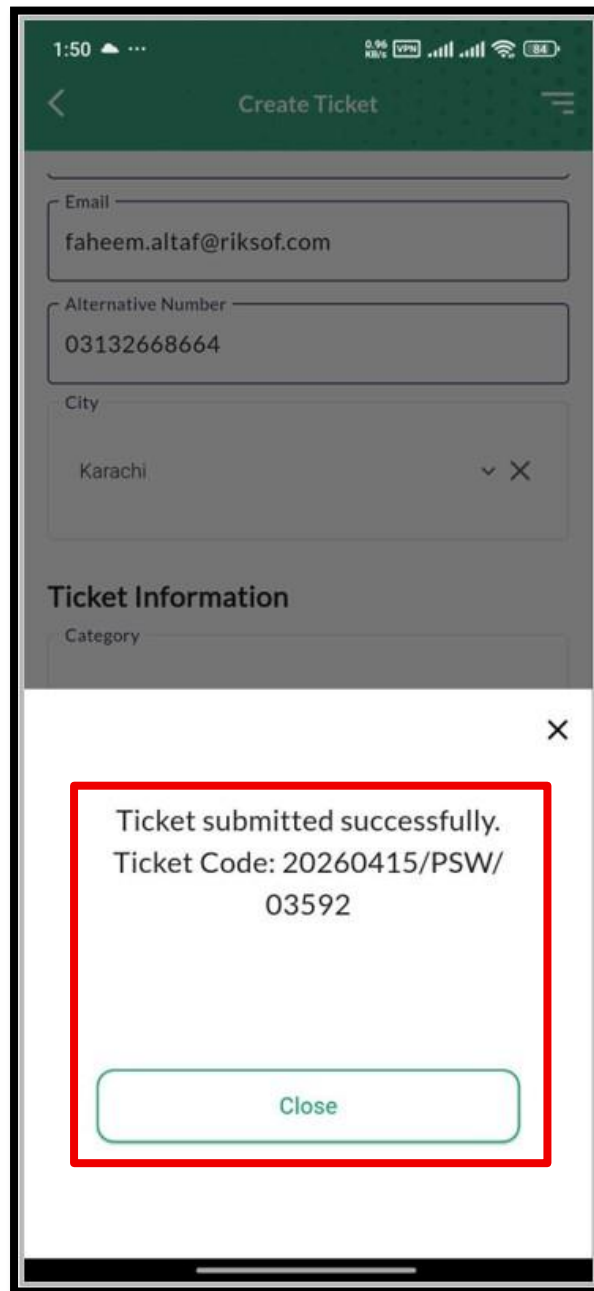


Figure 11



5. Search Ticket

1. On the **Support Ticket Status** screen, enter the '**Ticket No**' in the search field and tap '**Search**' to view the matching ticket details.

1:50 1.99 KB/s 100% 68%

< Support Ticket Status

Create Ticket

Search Ticket

Enter Ticket No

20260415/psw/03592

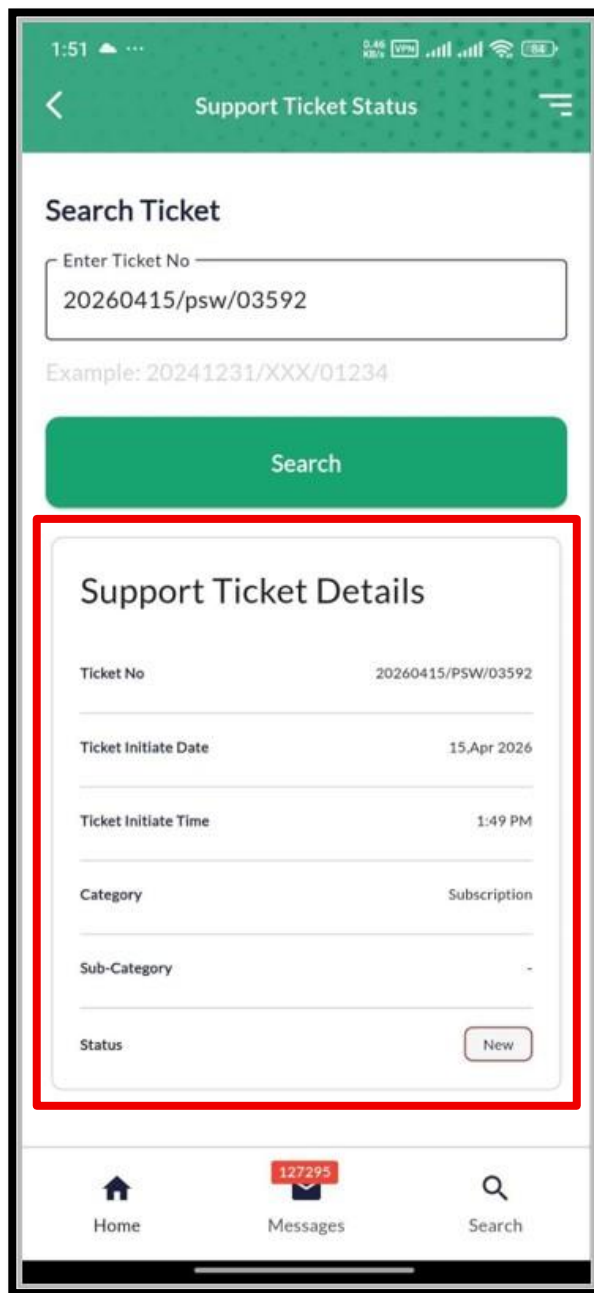
Example: 20241231/XXX/01234

Search

Home Messages Search

Figure 12

2. The **Support Ticket Details** are displayed with the Status.



The screenshot shows a mobile application interface for managing support tickets. At the top, there's a green header bar with a back arrow, the title "Support Ticket Status", and a menu icon. Below the header, there's a "Search Ticket" section with a text input field containing "20260415/psw/03592" and a green "Search" button. An example format "Example: 20241231/XXX/01234" is shown below the input field. The main content area, titled "Support Ticket Details", is highlighted with a red border and contains the following information:

Ticket No	20260415/PSW/03592
Ticket Initiate Date	15.Apr 2026
Ticket Initiate Time	1:49 PM
Category	Subscription
Sub-Category	-
Status	New

At the bottom, there's a navigation bar with three icons: Home, Messages (with a red badge showing "127295"), and Search.

Figure 13



6. Call Support

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

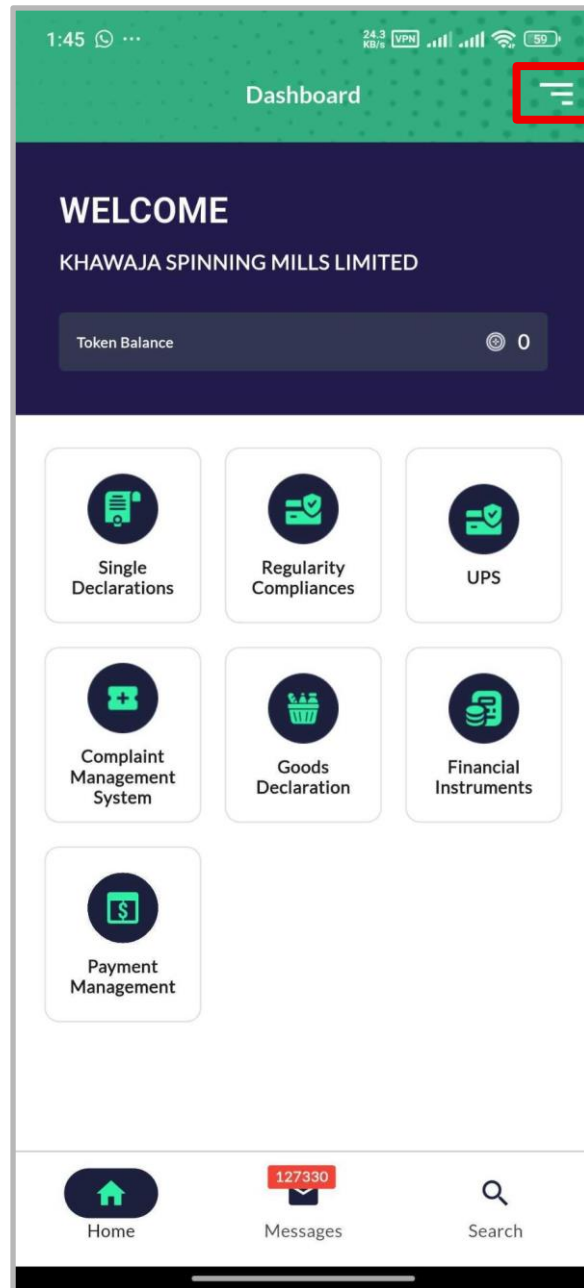


Figure 14

2. Tap on 'Call Support'.

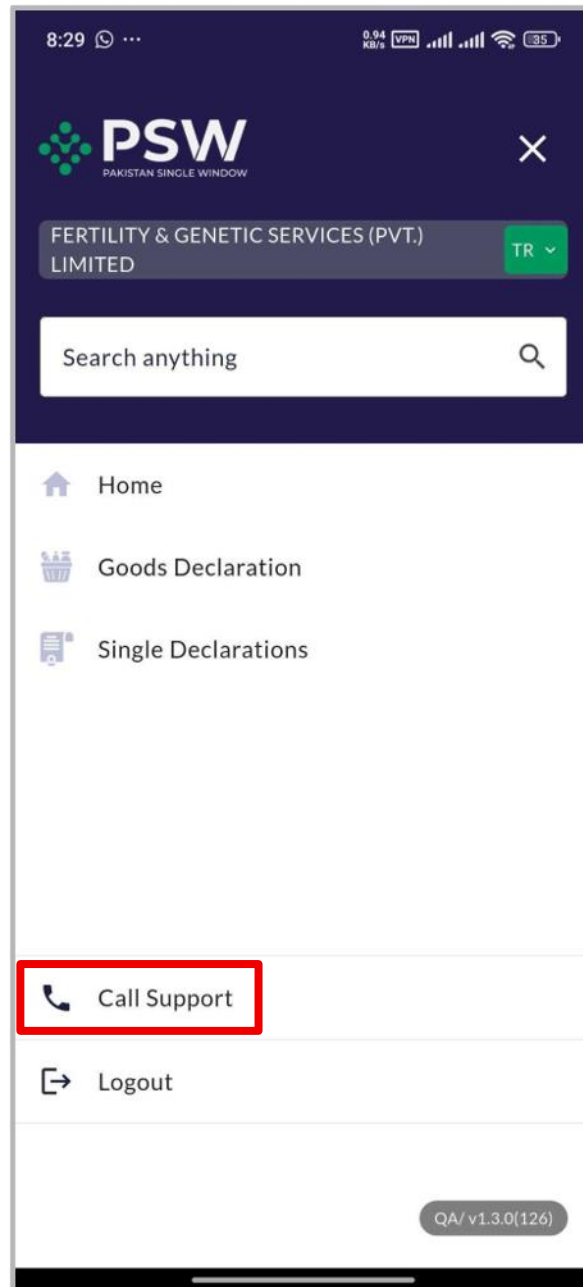


Figure 15

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

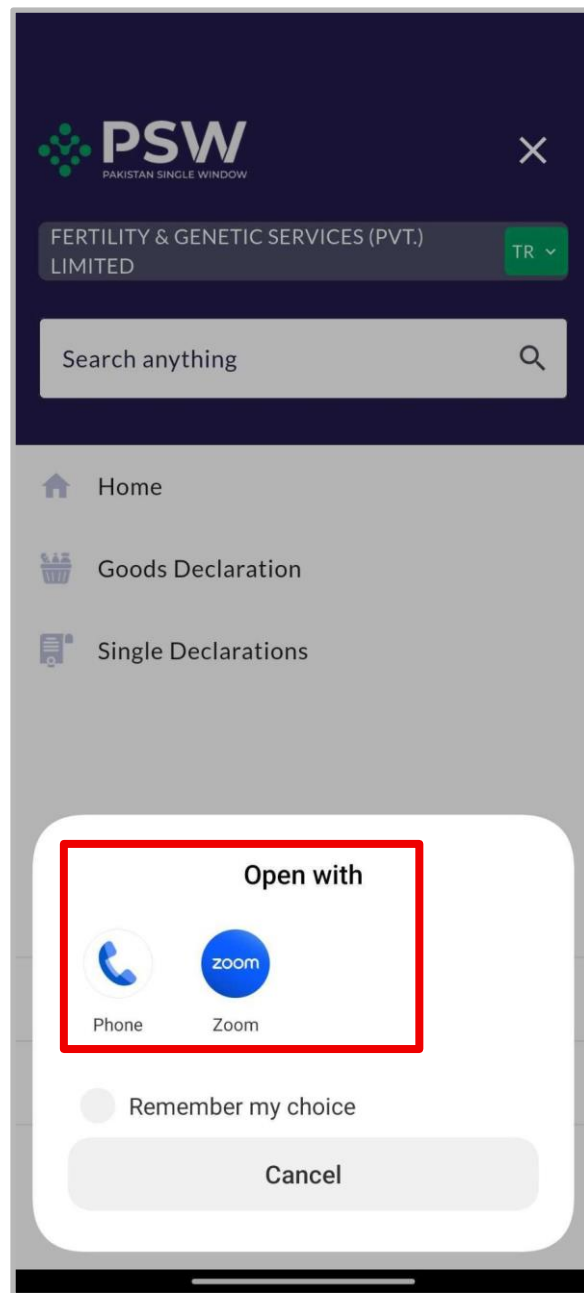


Figure 16

7. Logout

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

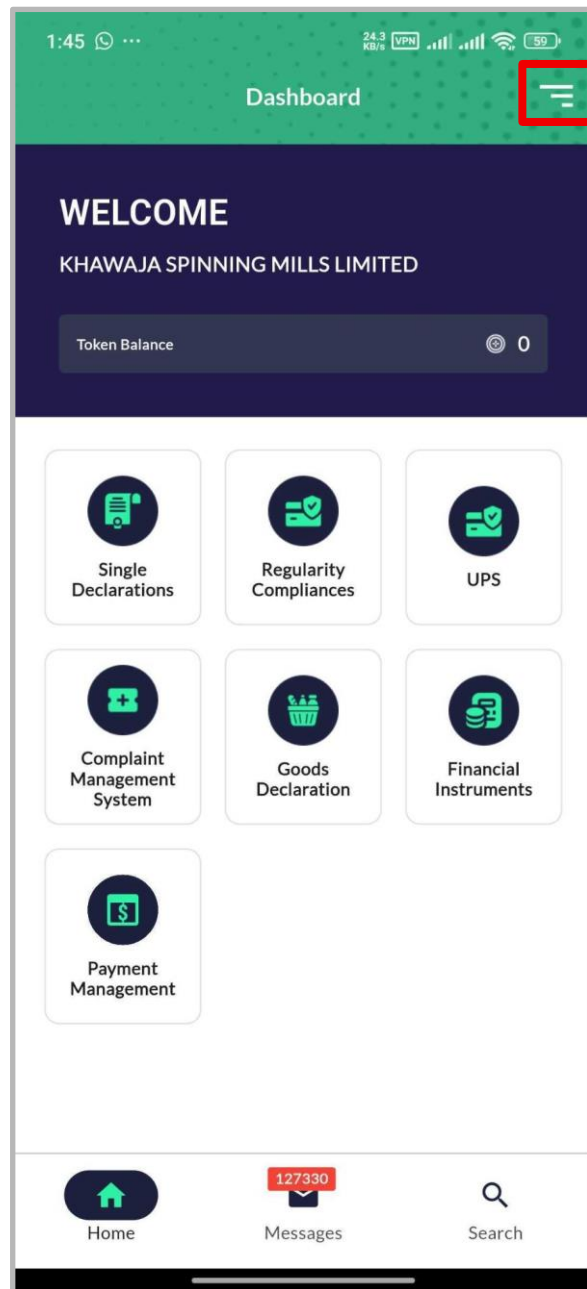


Figure 17

2. Tap on 'Logout'.

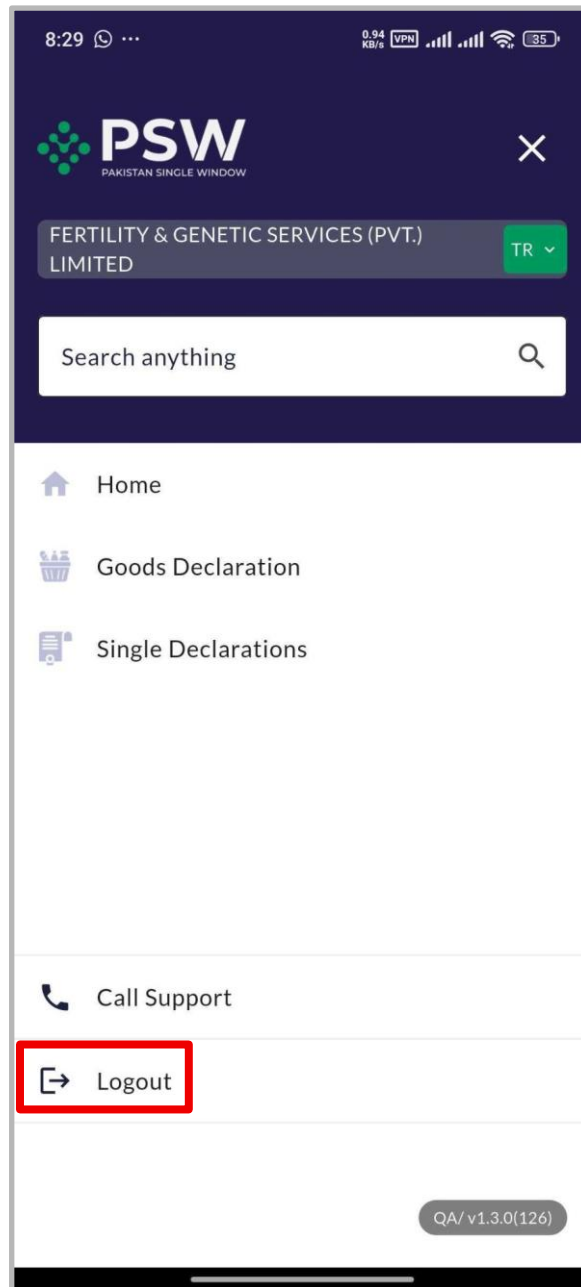


Figure 18

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

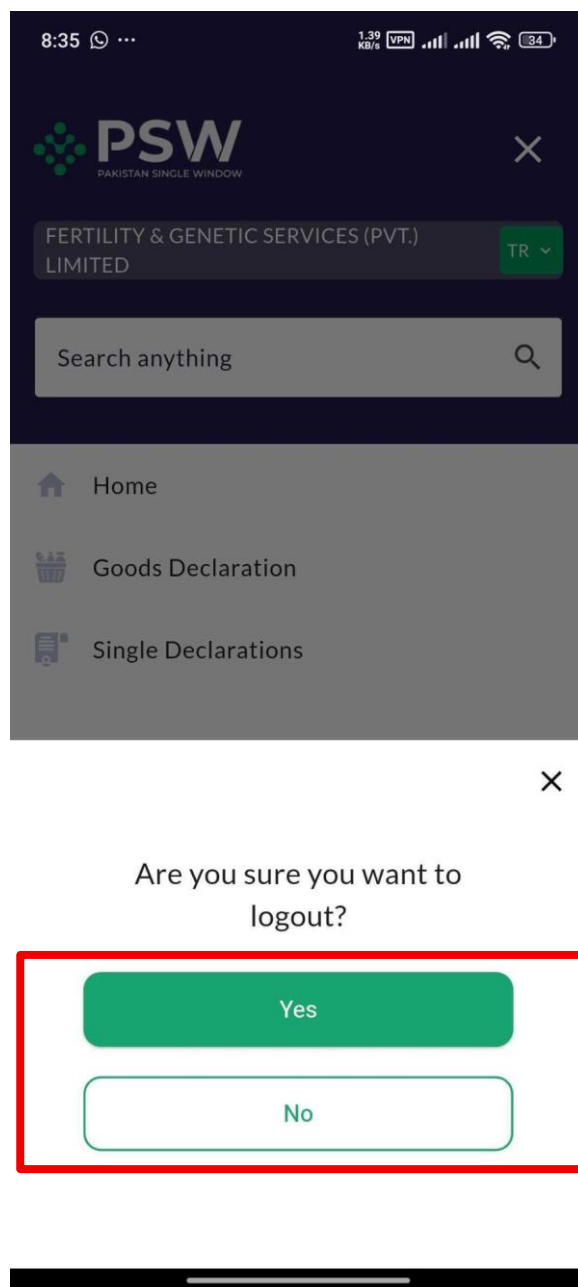


Figure 19



8. 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