



PSW
PAKISTAN SINGLE WINDOW



USER MANUAL FOR TRADERS & CUSTOMS AGENTS

**PSW Mobile App – Financial
Instrument**

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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 Financial Instrument

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



3.1. View Financial Instruments List

1. Tap on '**View Financial Instruments**' from the Financial Instruments screen.

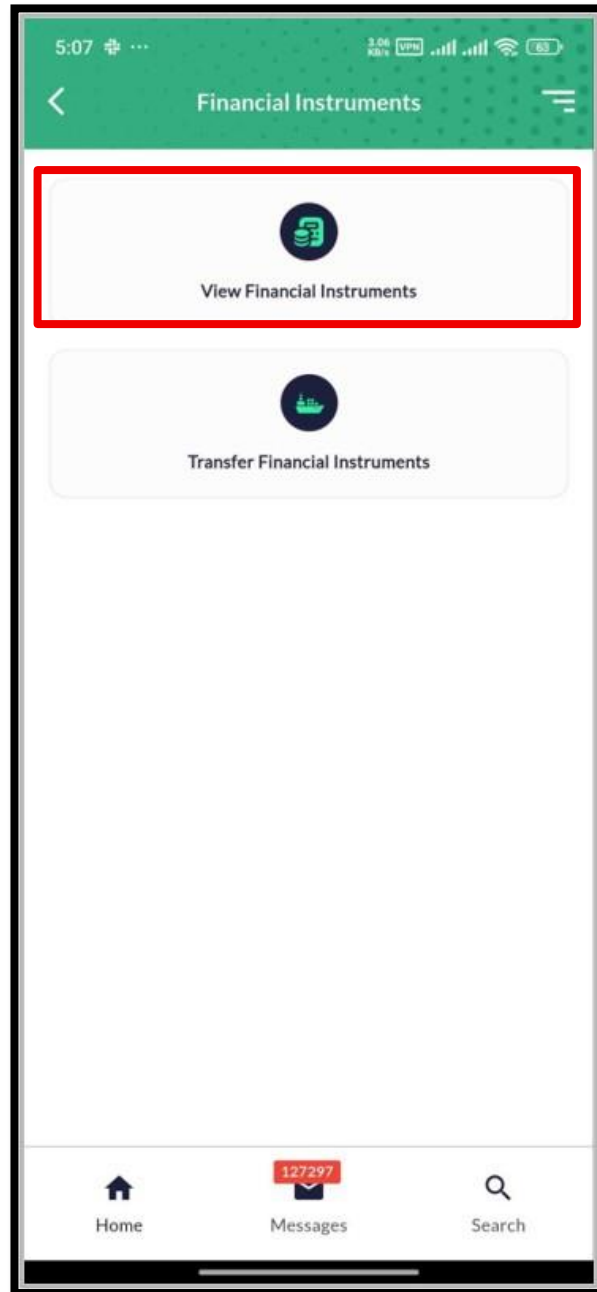


Figure 2

2. After selecting View Financial Instruments, the Financial Instrument tab is opened by default, displaying all the available records.
3. Each Financial Instrument is displayed as a card with summary details and its status.

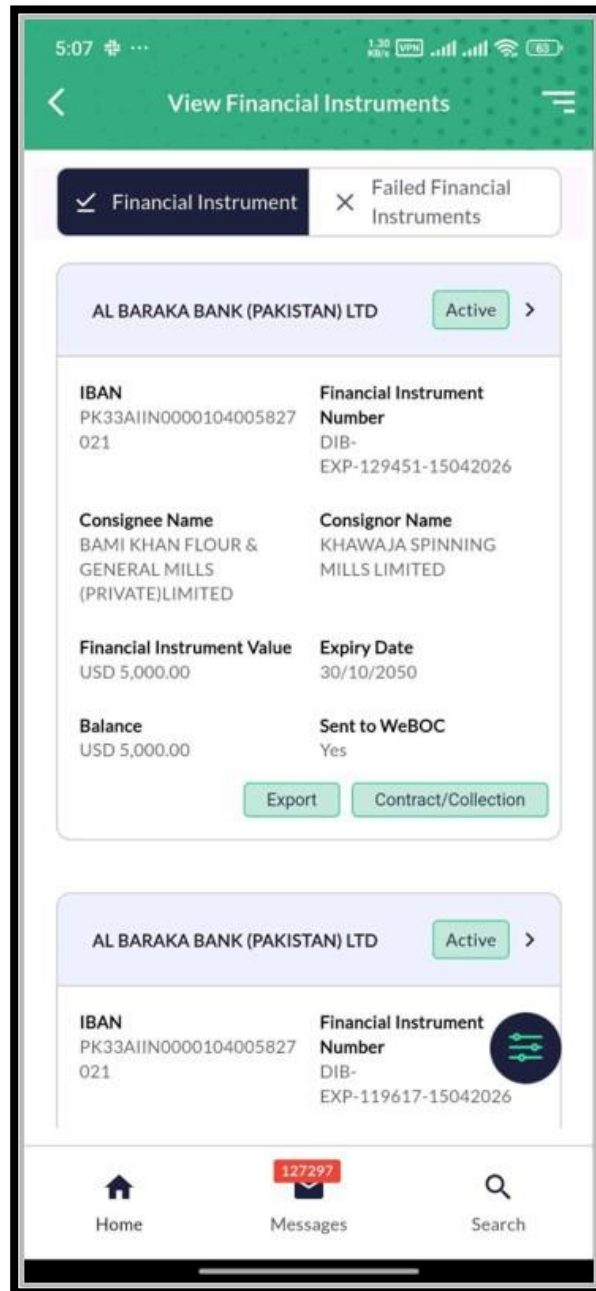


Figure 3



3.2. Search Financial Instruments

1. Tap on the **Hamburger icon** on the View Financial Instruments screen to open the search.

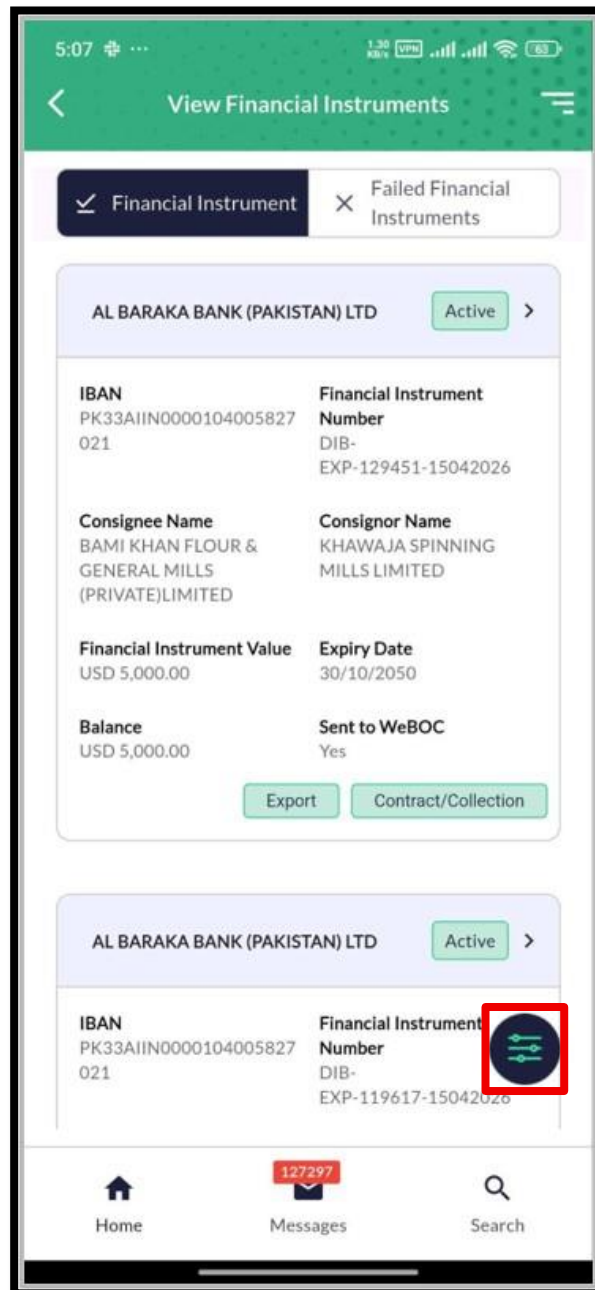


Figure 4

2. Enter keywords in the search field and tap on '**Search**'. This filters and displays matching Financial Instruments.
3. All fields from a Financial Instrument summary card can be used for search.

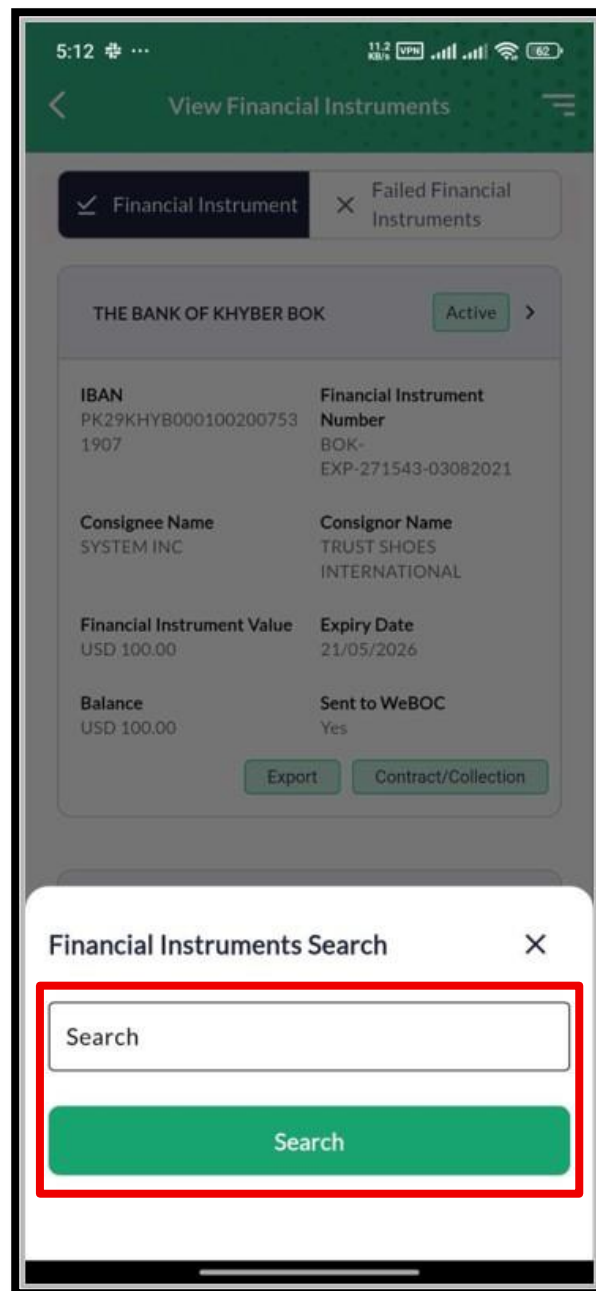


Figure 5



3.3. View Financial Instrument Details

1. Tap on a Financial Instrument card to open its detail screen.

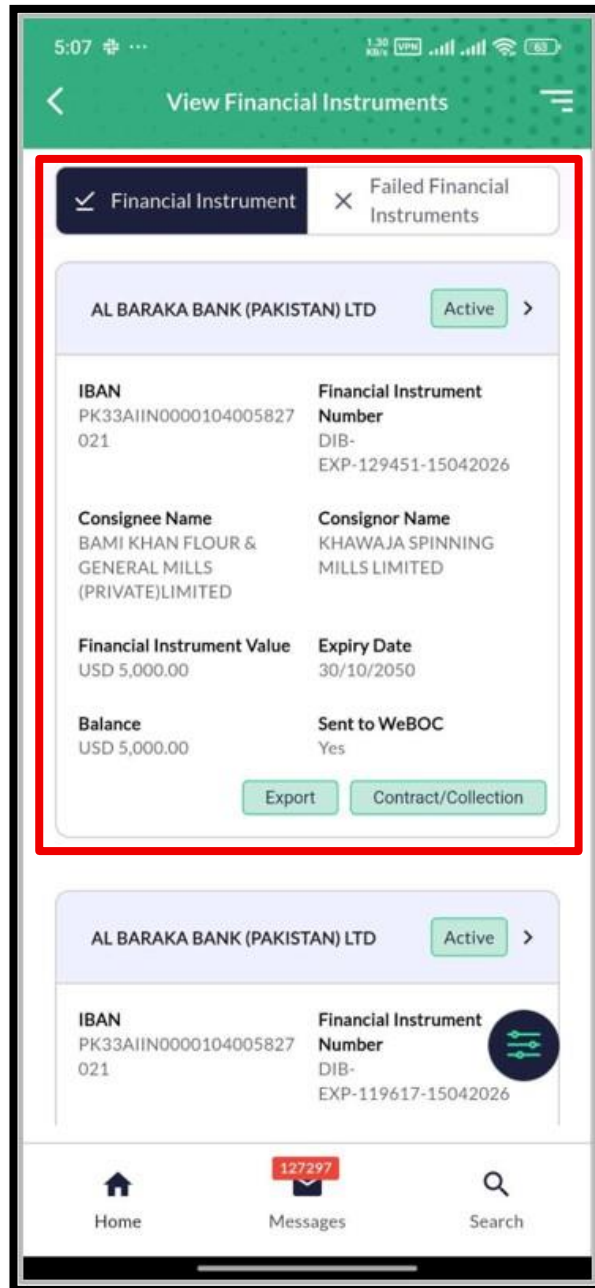


Figure 6

2. On the detail screen, the first section is open by default, and other sections can be expanded as needed.
3. Other sections can be expanded as needed.

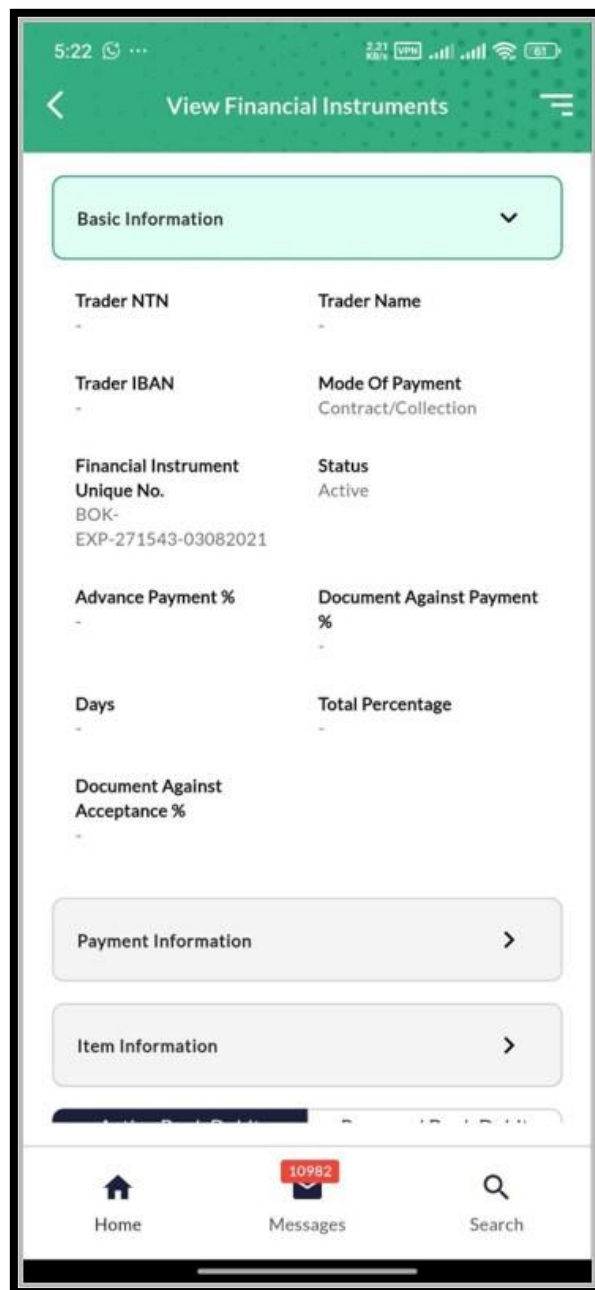


Figure 7



3.1. View Failed Financial Instruments

1. Tap on the Failed Financial Instruments tab to search for failed Financial Instruments.
2. Enter the Financial Instrument Number and tap on '**Search**' to view matching failed Financial Instruments.
3. Tap on Reset to clear the entered value.

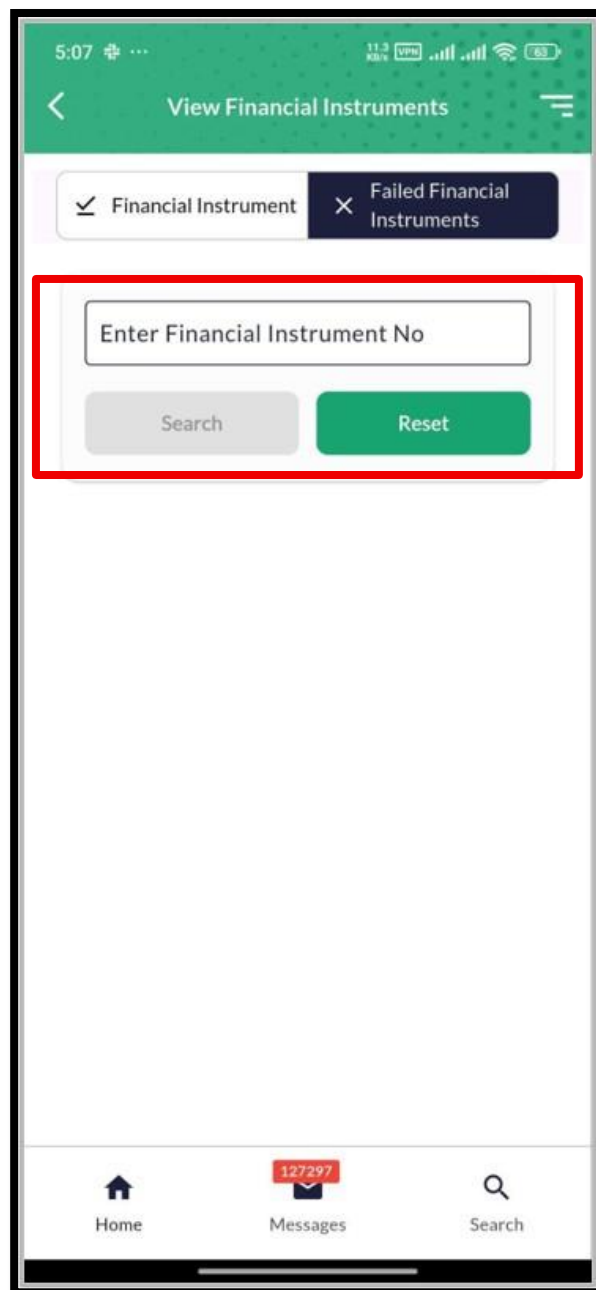


Figure 8



4. Transfer Financial Instruments

4.1. Transfer Financial Instruments List

1. Tap on '**Transfer Financial Instruments**' from the Financial Instruments screen.

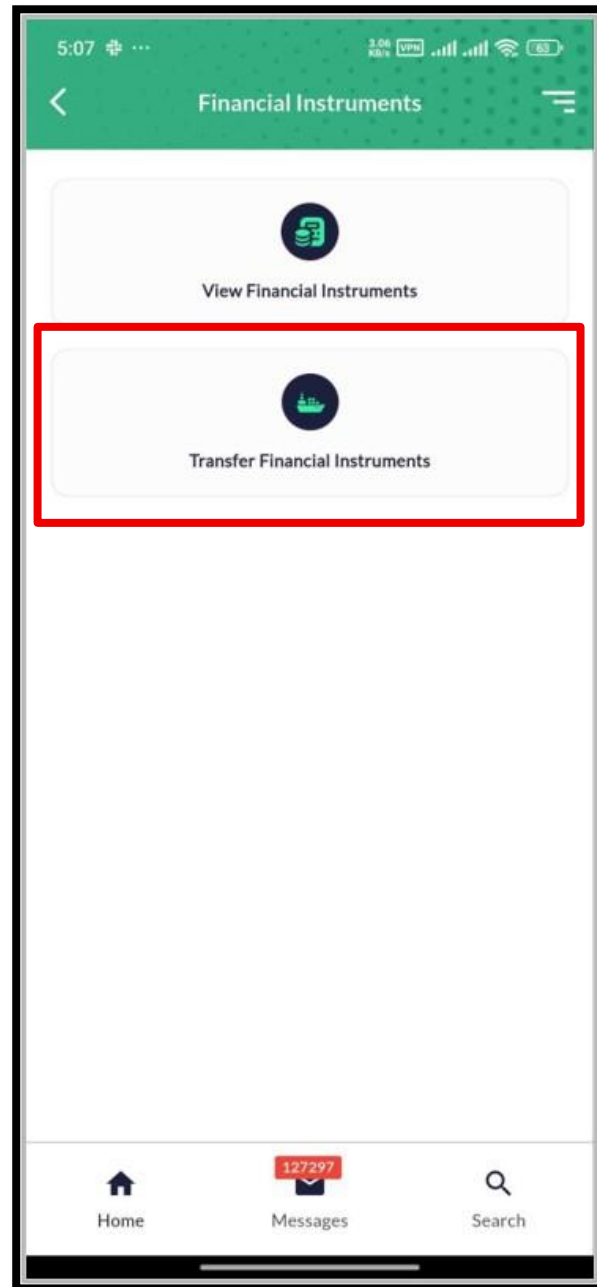


Figure 9



2. The Transfer Financial Instruments list screen is displayed with all available transfer requests.
3. Each transfer request is displayed as a card with summary details, trade type, and request status.

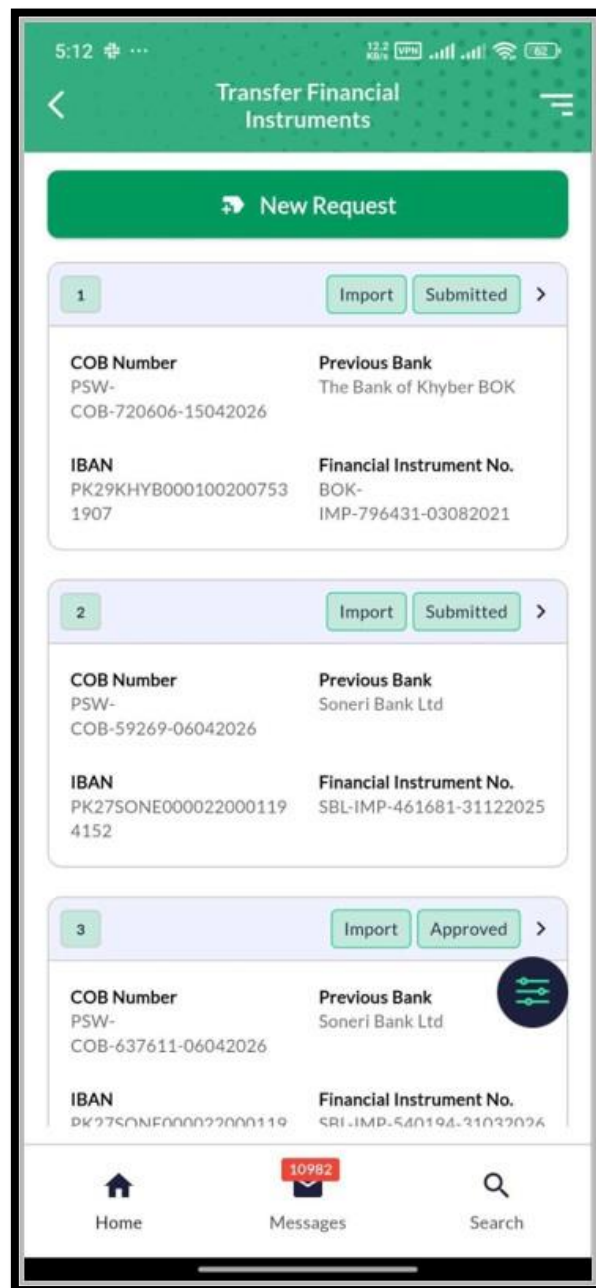


Figure 10



4.2. Search Transfer Financial Instruments

1. Tap on the **filter icon** on the Transfer Financial Instruments screen to open the search.

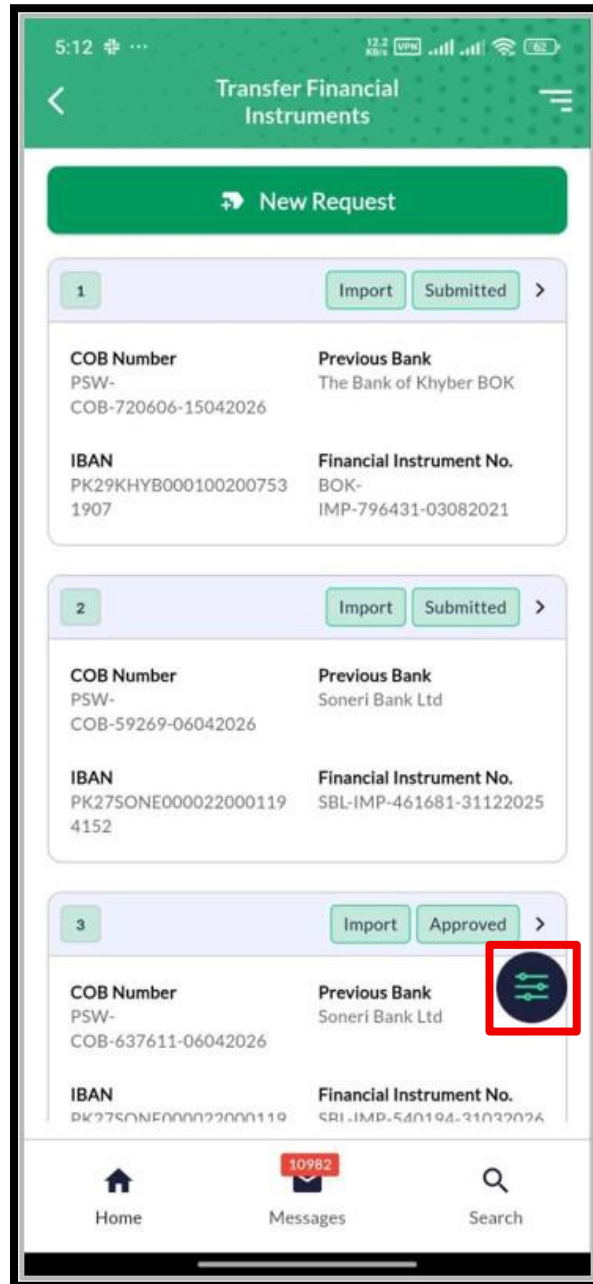


Figure 11



2. Enter keywords in the search field and tap on Search. This filters and displays matching Financial Instruments.
3. All fields from a Financial Instrument summary card can be used for search.

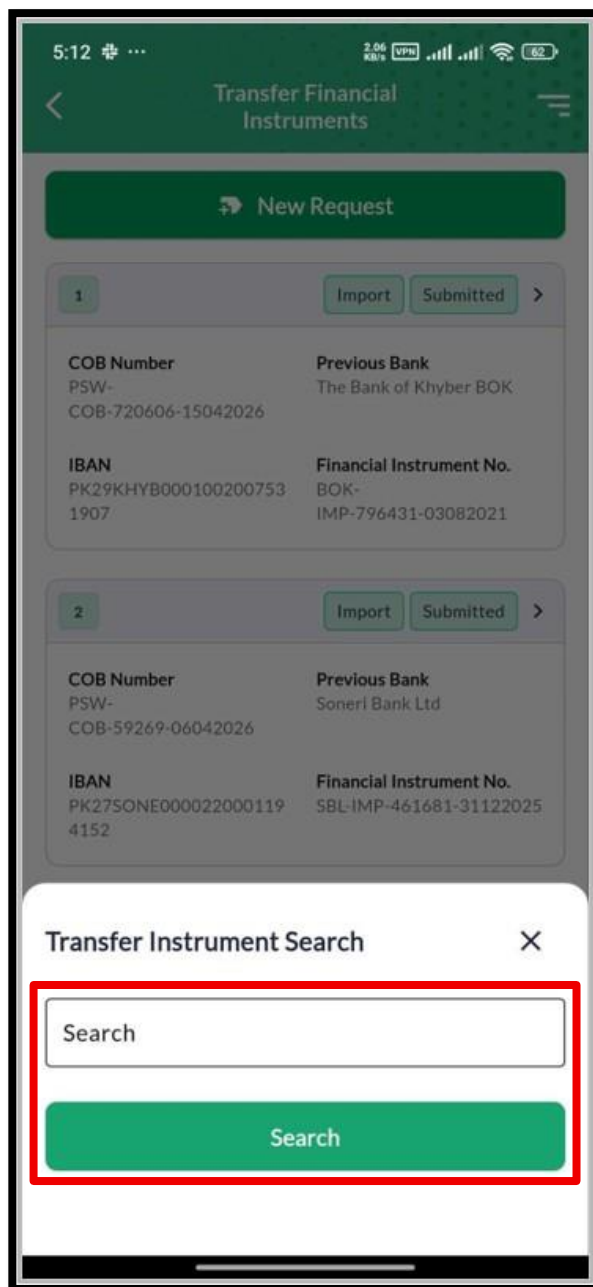


Figure 12



4.3. View Transfer Financial Instrument Details

1. Tap on a transfer request card to open its detail screen.

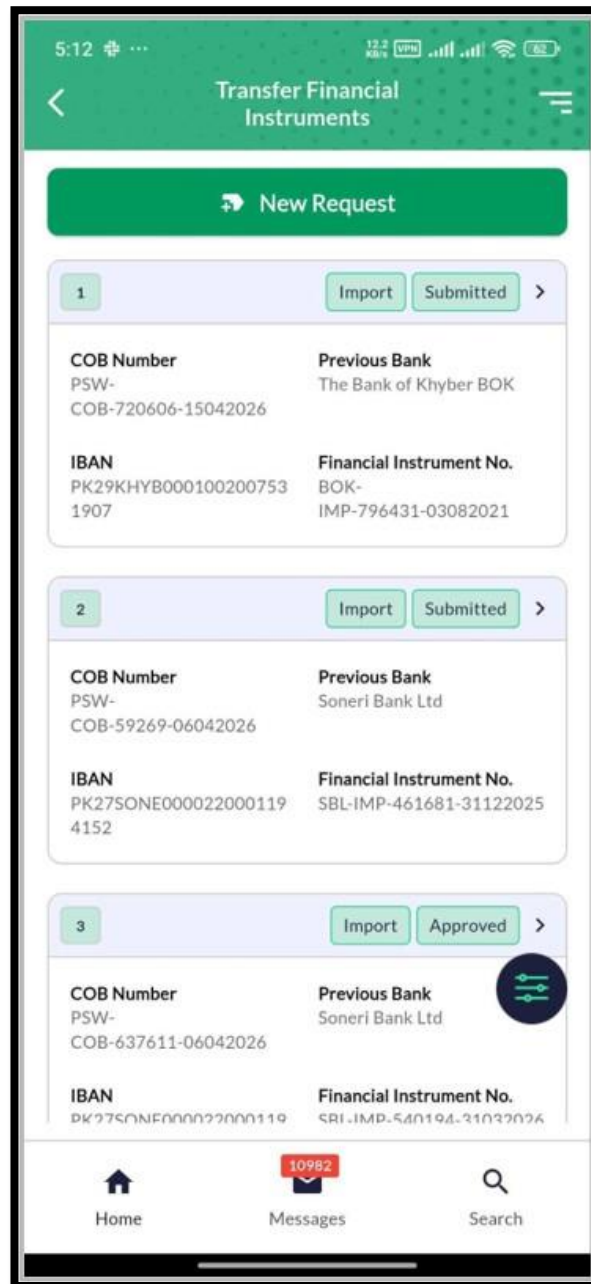


Figure 13

2. On the detail screen, the General Information section is open by default, and other sections can be expanded as needed.
3. Tap on the '**Current Bank Information**' and '**New Bank Information**' sections to view details of the existing and new bank.

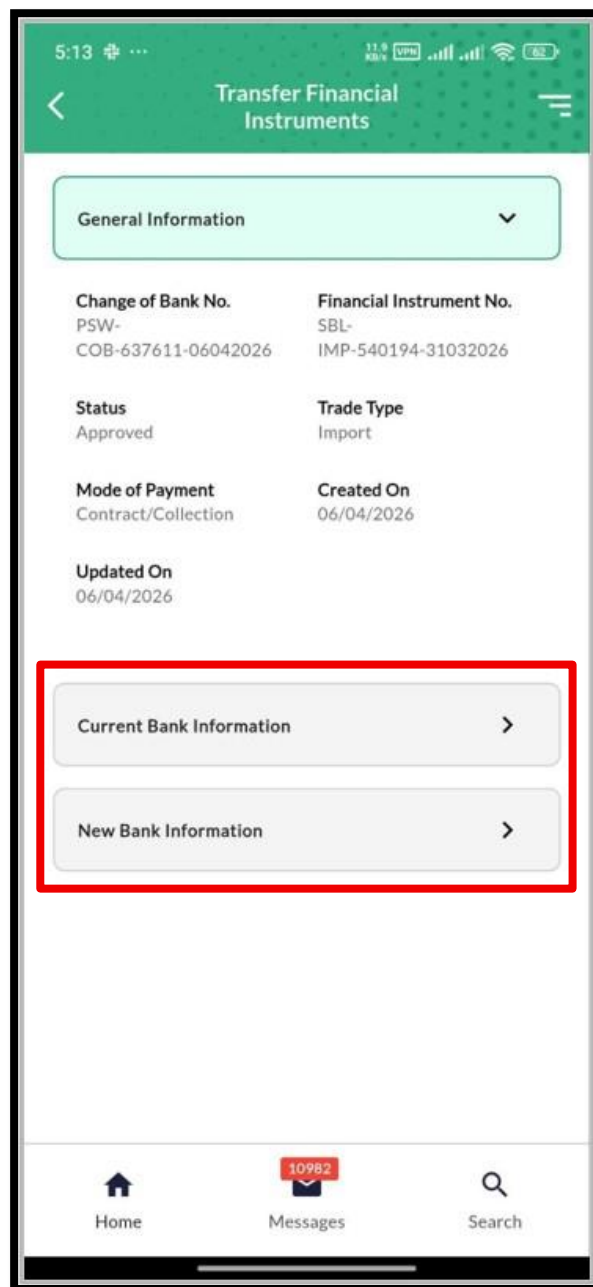


Figure 14



4.4. Create Transfer Financial Instrument Request

1. Tap on **'New Request'** on the Transfer Financial Instruments screen.

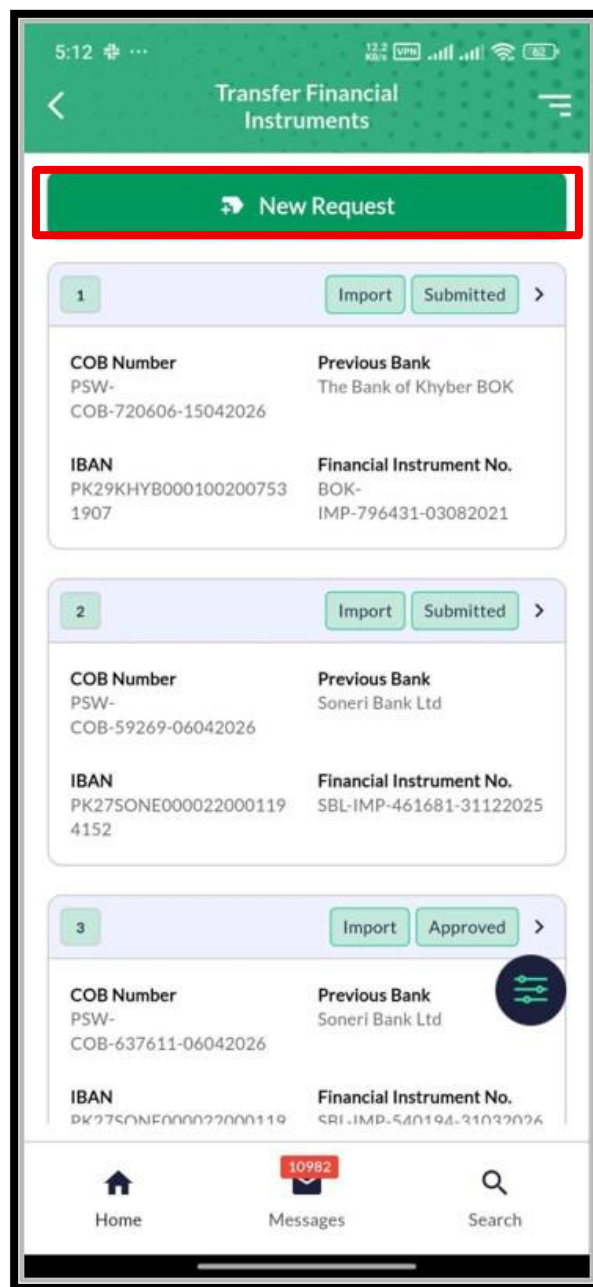


Figure 15

2. In the New Request popup, tap on the 'Financial Instrument Number search' icon.

The screenshot shows a mobile application interface for 'Transfer Financial Instruments'. At the top, there's a green header with a back arrow, the title 'Transfer Financial Instruments', and a menu icon. Below the header is a green button labeled 'New Request'. Underneath, there's a section with 'Import' and 'Submitted' buttons, followed by a table of financial instrument details. The table has two columns: 'COB Number' and 'Previous Bank'. The first row shows 'PSW-COB-720606-15042026' and 'The Bank of Khyber BOK'. The second row shows 'IBAN PK29KHYB000100200753 1907' and 'Financial Instrument No. BOK-IMP-796431-03082021'. A 'New Request' popup is overlaid on the screen. It has a title bar with a close button (X). The first field is 'Financial Instrument Number*' with a search icon (magnifying glass) to its right, which is highlighted with a red square. Below this are two more fields: 'New Bank' with a dropdown menu showing 'Select Bank', and 'New IBAN' with a dropdown menu showing 'Select IBAN'. At the bottom of the popup are two buttons: 'Create Request' and 'Cancel'.

COB Number	Previous Bank
PSW-COB-720606-15042026	The Bank of Khyber BOK
IBAN PK29KHYB000100200753 1907	Financial Instrument No. BOK-IMP-796431-03082021

New Request

Financial Instrument Number* 

New Bank
Select Bank

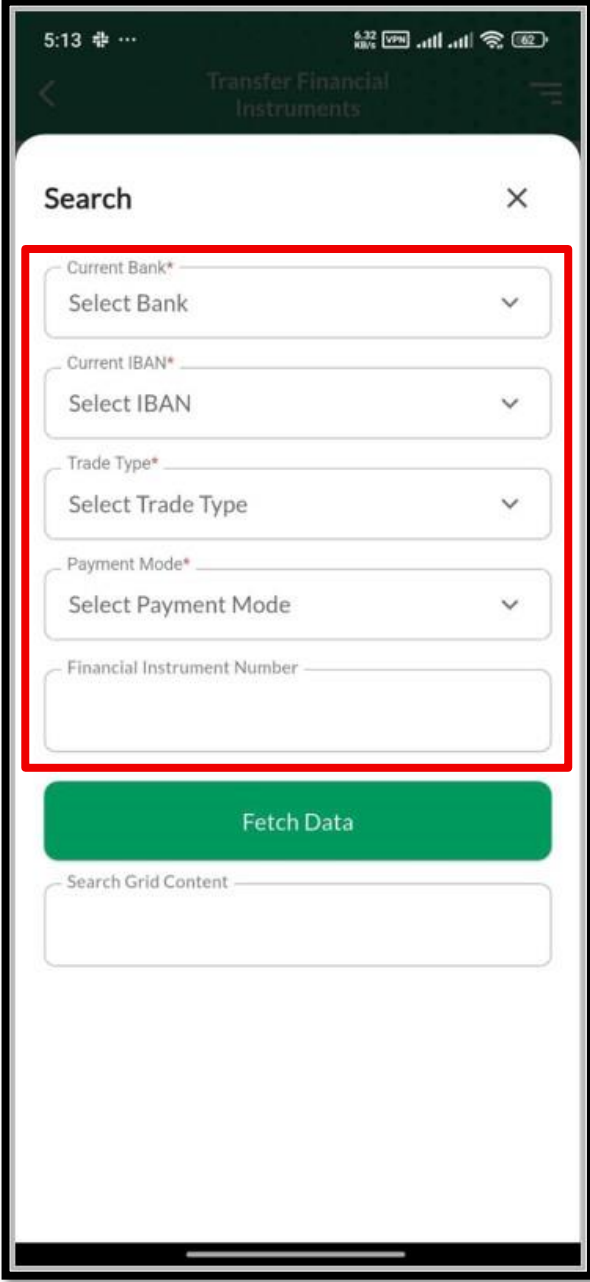
New IBAN
Select IBAN

Create Request

Cancel

Figure 16

3. On the search popup, select the '**Current Bank, Current IBAN, Trade Type, Payment Mode, and Financial Instrument Number**' (if required) from the dropdowns.



The screenshot shows a mobile application interface with a search popup titled "Search" and a close button (X). The popup contains five dropdown menus and one text input field, all enclosed in a red rectangular box. The dropdown menus are labeled "Current Bank*", "Current IBAN*", "Trade Type*", and "Payment Mode*", each with a "Select" option and a downward arrow. The text input field is labeled "Financial Instrument Number". Below the red box is a green button labeled "Fetch Data". At the bottom of the popup is a text input field labeled "Search Grid Content". The background of the app shows a "Transfer Financial Instruments" screen with a back arrow and a menu icon.

Figure 17

4. Tap on **'Fetch Data'** to load matching Financial Instruments.

The screenshot shows a mobile application interface titled "Transfer Financial Instruments". It features a "Search" modal with a close button (X) in the top right corner. The form contains several input fields, each with a label and a dropdown arrow:

- Current Bank***: Bank of China Ltd
- Current IBAN***: PK49BKCH0100002600003219
- Trade Type***: Import
- Payment Mode***: Cash Margin
- Financial Instrument Number**: (empty field)
- Search Grid Content**: (empty field)

A green button labeled "Fetch Data" is highlighted with a red border. The status bar at the top shows the time as 5:16, signal strength, and battery level.

Figure 18

5. Tap on **'Select'** against the required Financial Instrument.

5:17 1.78 KB/s VPM 61

Transfer Financial Instruments

Search X

Current Bank*
Bank of China Ltd

Current IBAN*
PK49BKCH0100002600003219

Trade Type*
Import

Payment Mode*
Contract/Collection

Financial Instrument Number

Fetch Data

Search Grid Content

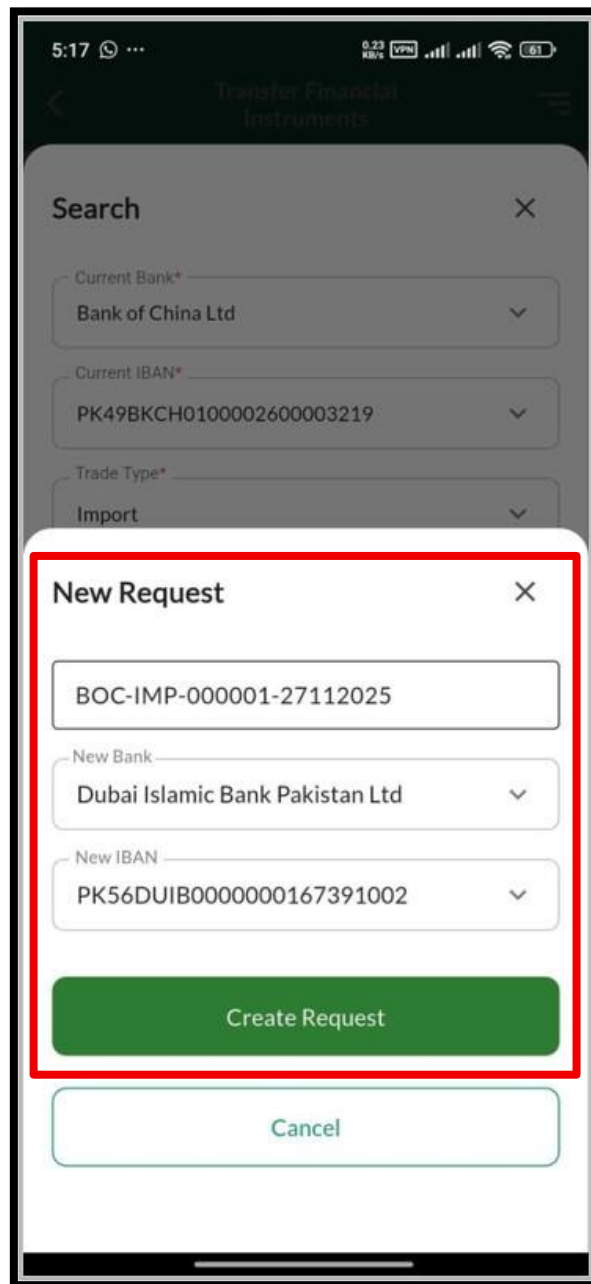
1	Select
---	--------

Financial Instrument Number
BOC-IMP-000001-27112025

Importer Name
test-02

Figure 19

6. Select the **'New Bank'** and **'New IBAN'** from the dropdown.
7. Tap on **'Create Request'** to proceed.



The screenshot displays a mobile application interface for transferring financial instruments. A modal dialog titled "New Request" is open, highlighted with a red border. Inside the dialog, there is a text input field containing "BOC-IMP-000001-27112025". Below this, there are two dropdown menus: "New Bank" with the selected option "Dubai Islamic Bank Pakistan Ltd", and "New IBAN" with the selected option "PK56DUIB00000000167391002". At the bottom of the dialog are two buttons: a green "Create Request" button and a light blue "Cancel" button. The background screen, titled "Transfer Financial Instruments", shows a "Search" bar and three dropdown menus: "Current Bank*" (Bank of China Ltd), "Current IBAN*" (PK49BKCH0100002600003219), and "Trade Type*" (Import).

Figure 20



8. On the confirmation popup, tap on **'Yes'** to create the request or **'No'** to cancel.

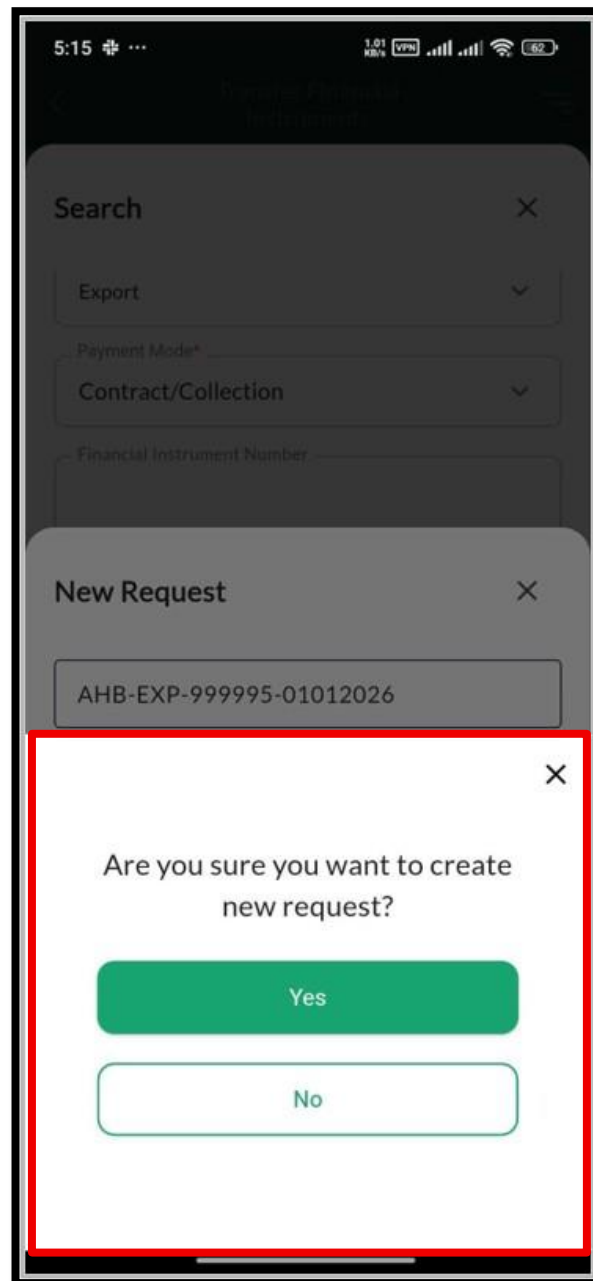


Figure 21



4.5. Call Support

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

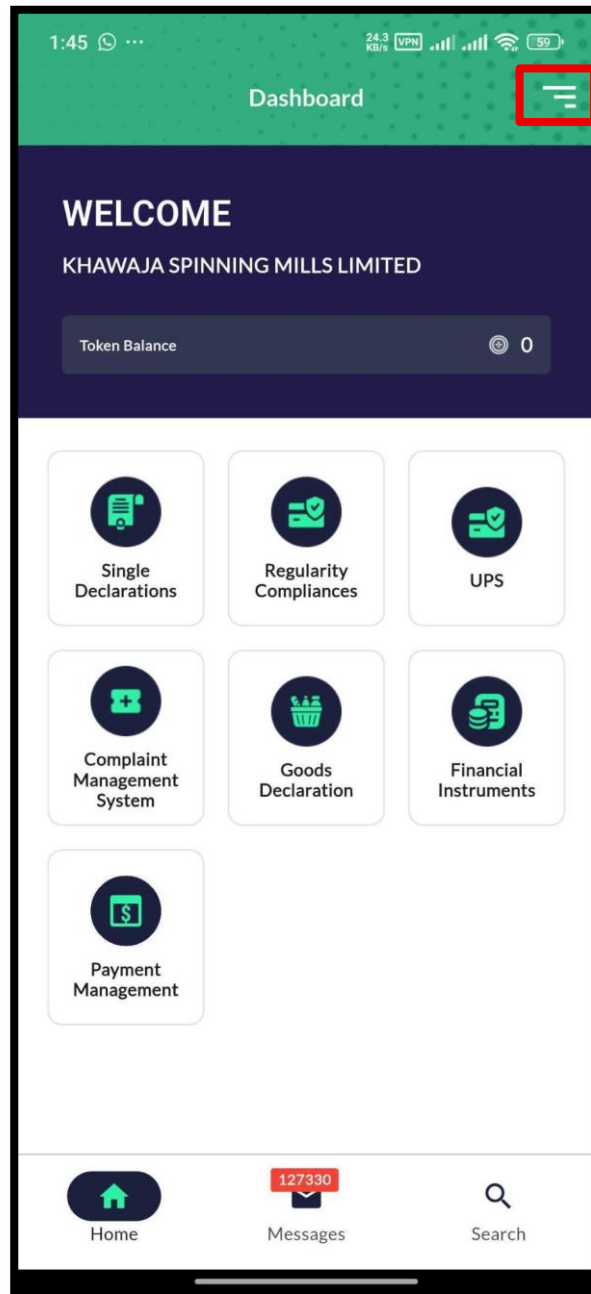


Figure 22

2. Tap on 'Call Support'.

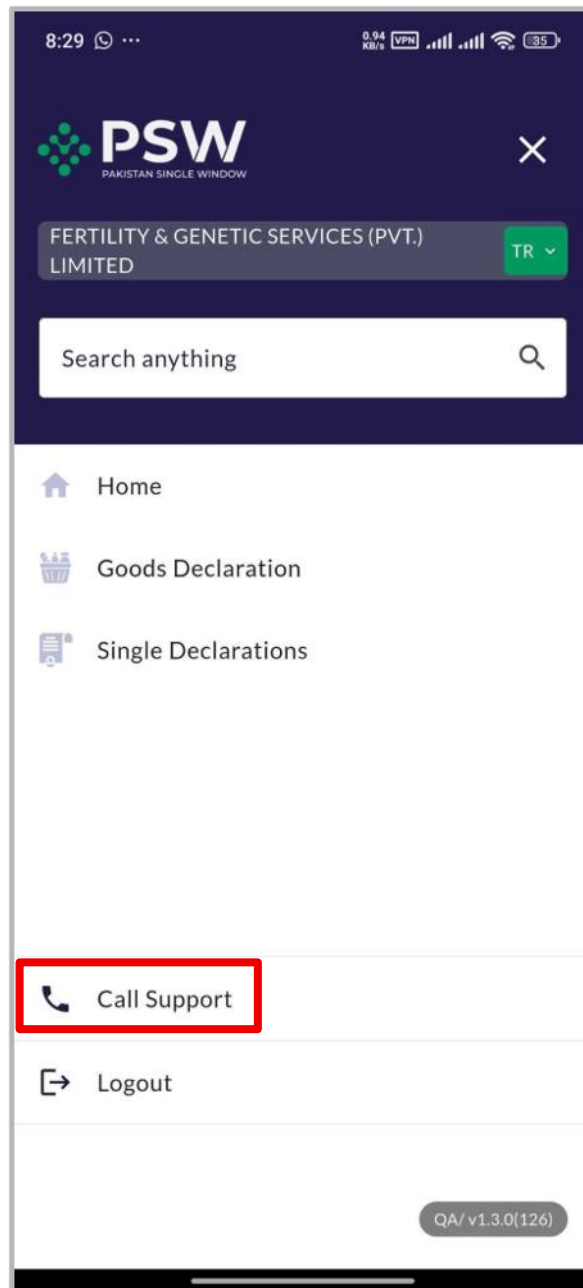


Figure 23

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

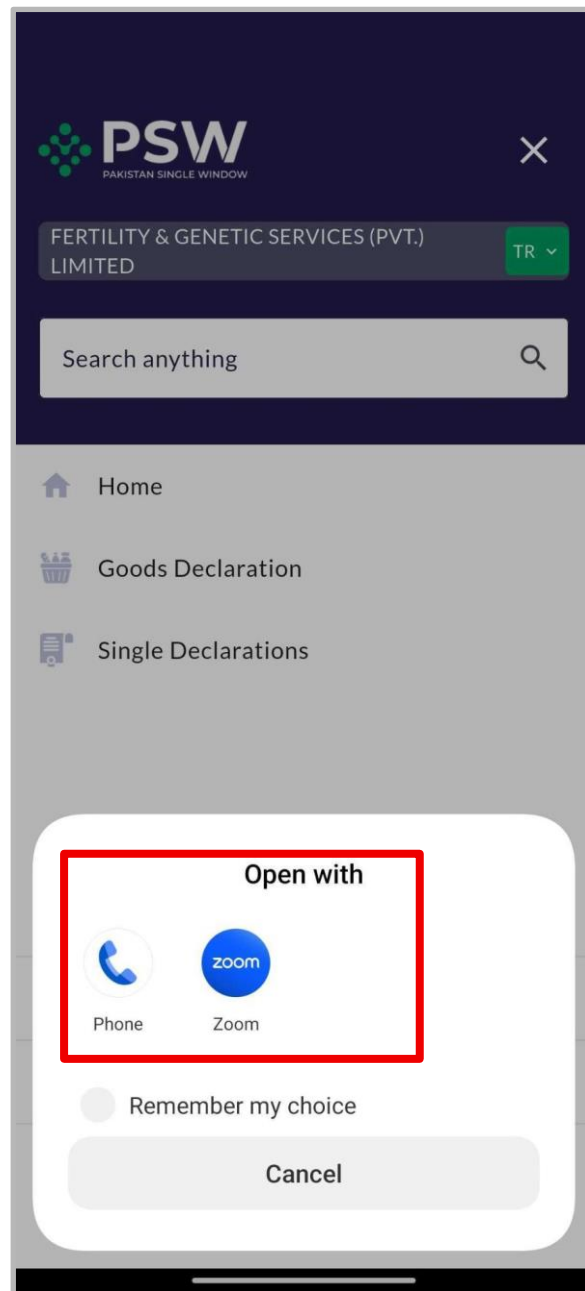


Figure 24

4.6. Logout

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

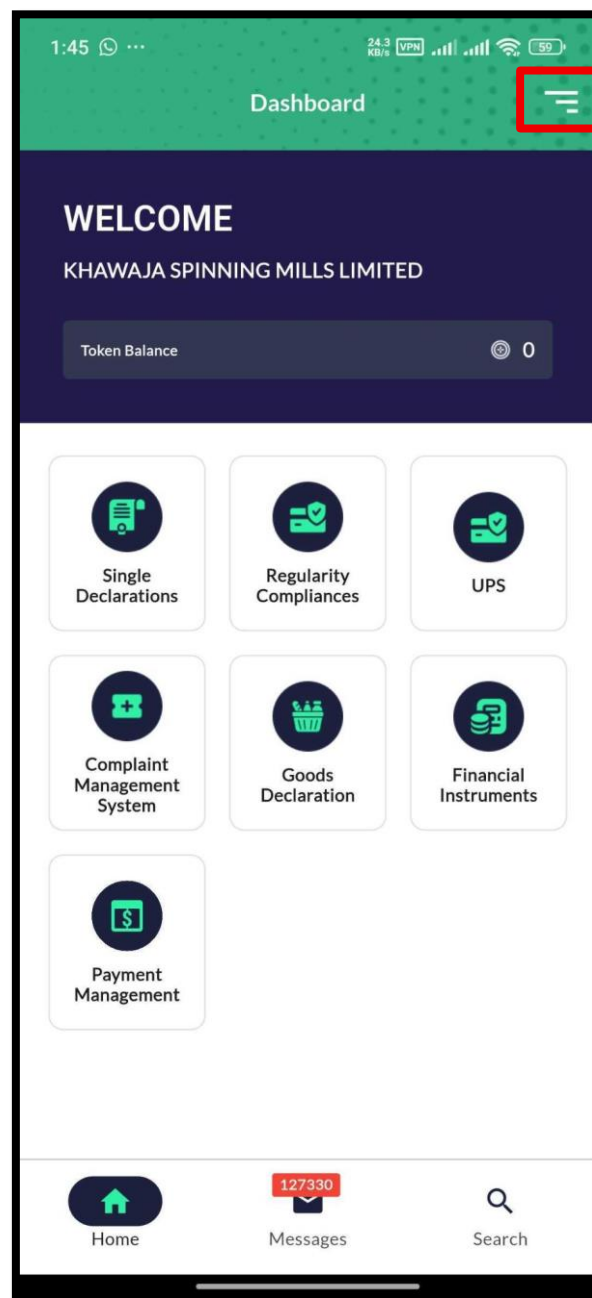


Figure 25

2. Tap on 'Logout'.

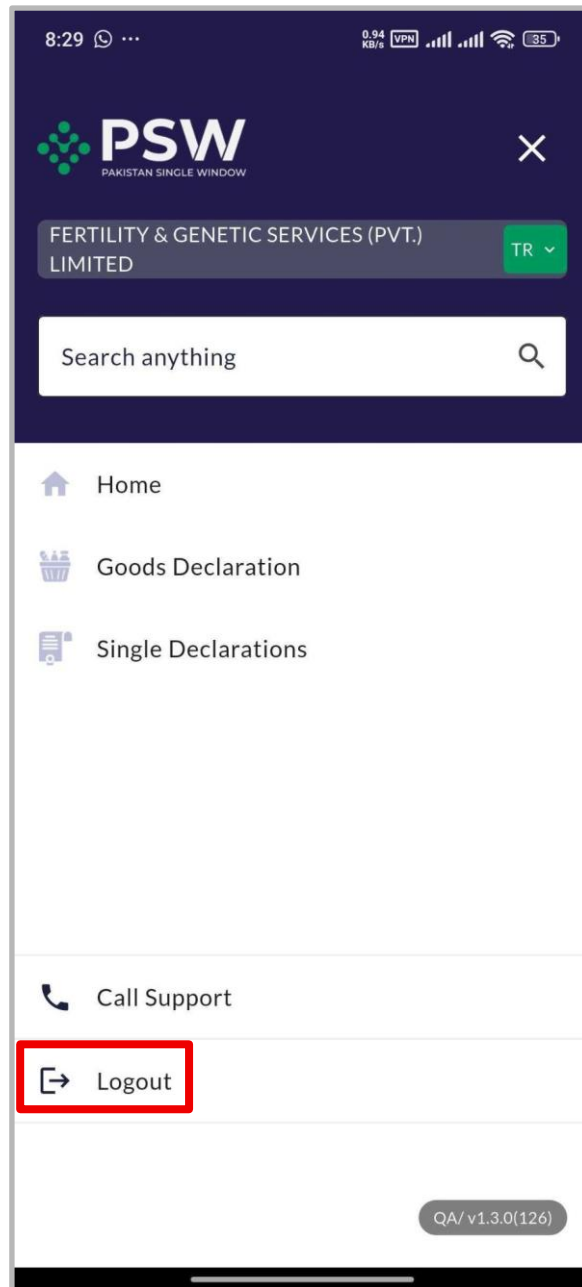


Figure 26

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

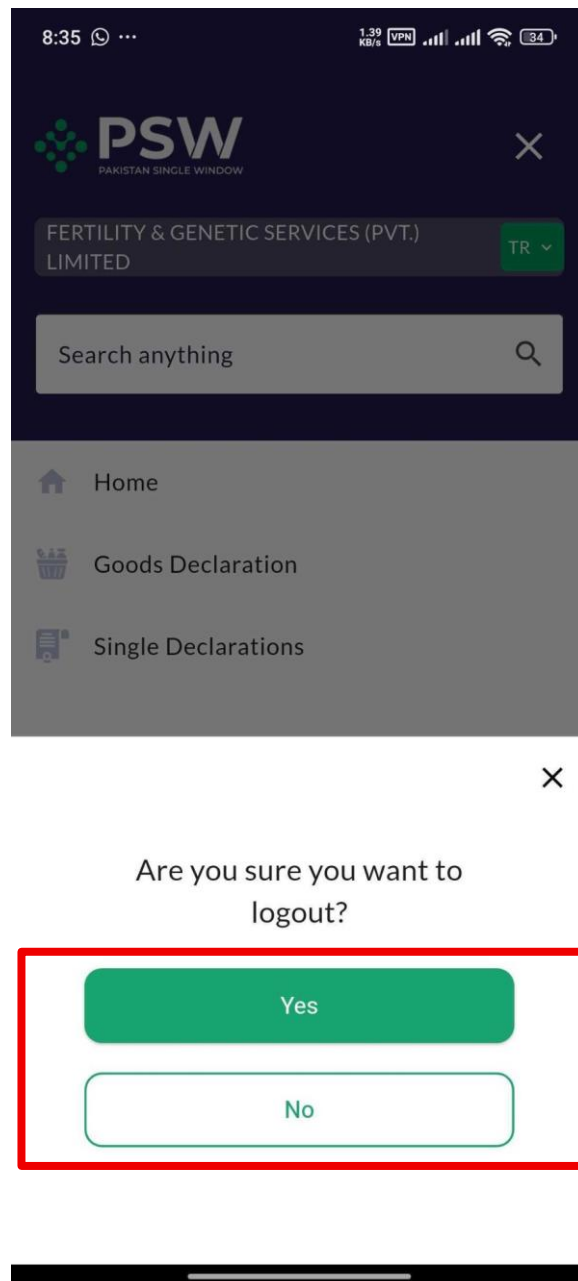


Figure 27



5. 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