



**PSW**  
PAKISTAN SINGLE WINDOW



# USER MANUAL

## SPECIAL TECHNOLOGY ZONES AUTHORITY

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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 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 authorize users who have completed the subscription 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 Other Government Agencies (OGA) fees.

The PSW aims to simplify your cross-border trade and transport experience. This new platform will facilitate the traders to associate and consume STZA quota with their GDs, which is electronically shared by the STZA One Window Portal.

The module enhances transparency, reduces processing time, and eliminates manual paperwork. By integrating inter-agency workflows, it supports ease of doing business and promotes technology-led investment in Pakistan.



## 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 the 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 the regulation of cross border trade in Pakistan. The PSWC will digitize the processes of public sector entities, related to the 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 the 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.



### 3. Salient Features of STZA Quota Association Request

- A complete solution for the online processing and association of STZA Quota with Single Declaration (SD) through the PSW system.
- It caters to all requirements related to the processing and claiming of STZA quota against eligible imports under the applicable SROs.

### 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 Business Process

### 5.1 User Login

- i. Please visit "[www.psw.gov.pk](http://www.psw.gov.pk)" and click on the 'Login' button.

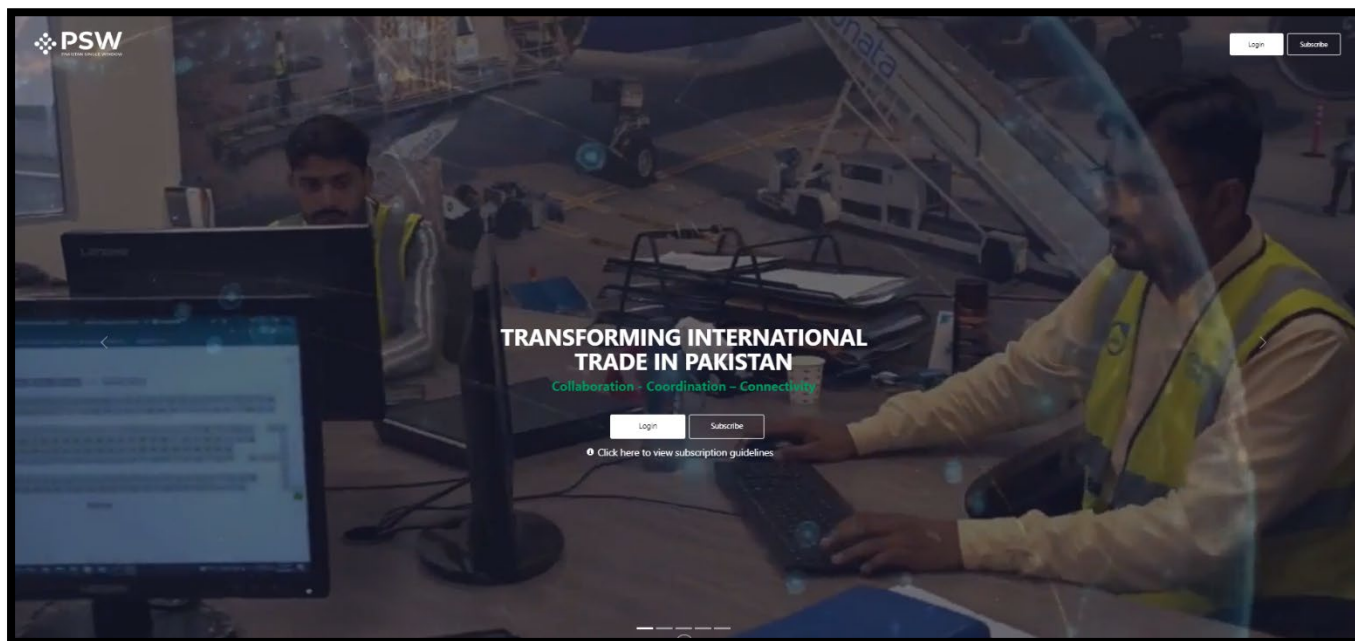


Figure 1

- ii. After clicking on the login button, User will be redirected to the login interface. Here, you will be required to enter login credentials.

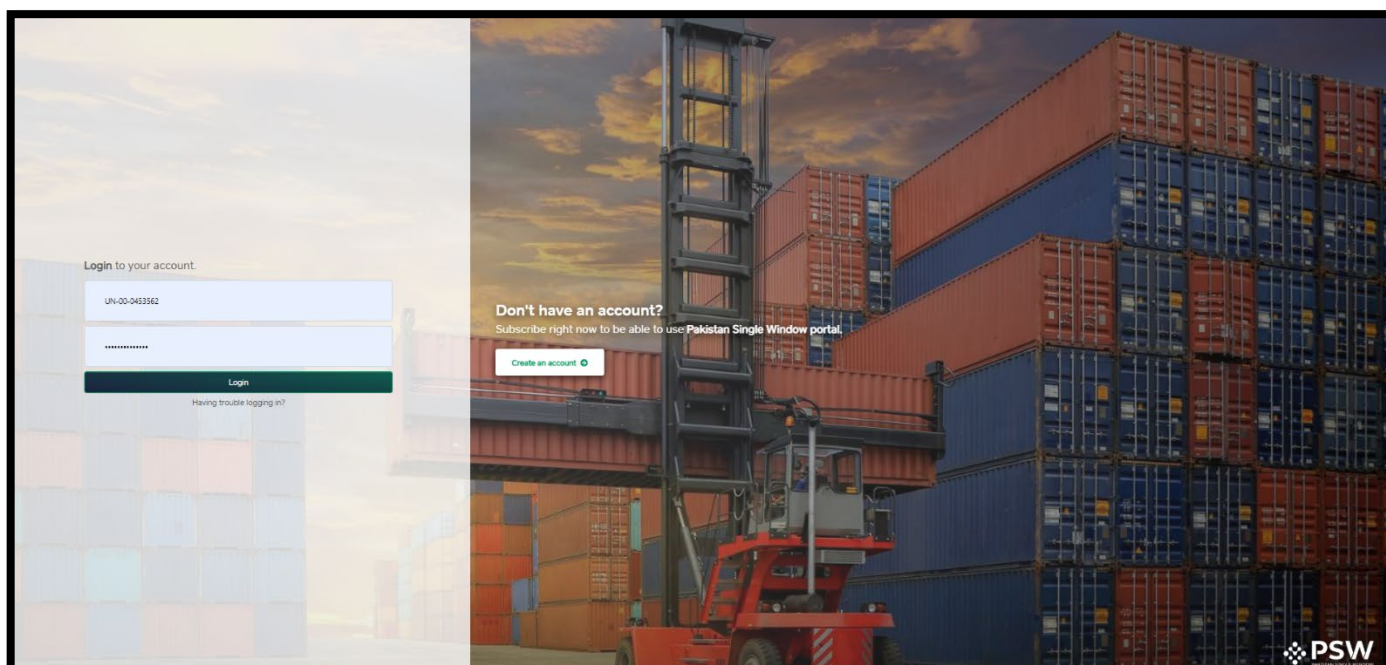


Figure 2



## 5.2 Associating STZA Quota with Single Declaration

### 5.2.1 View STZA Quota

- i. Upon successful log-in, a dashboard will appear. At the Home Screen, click on the 'License & Quotas' button.

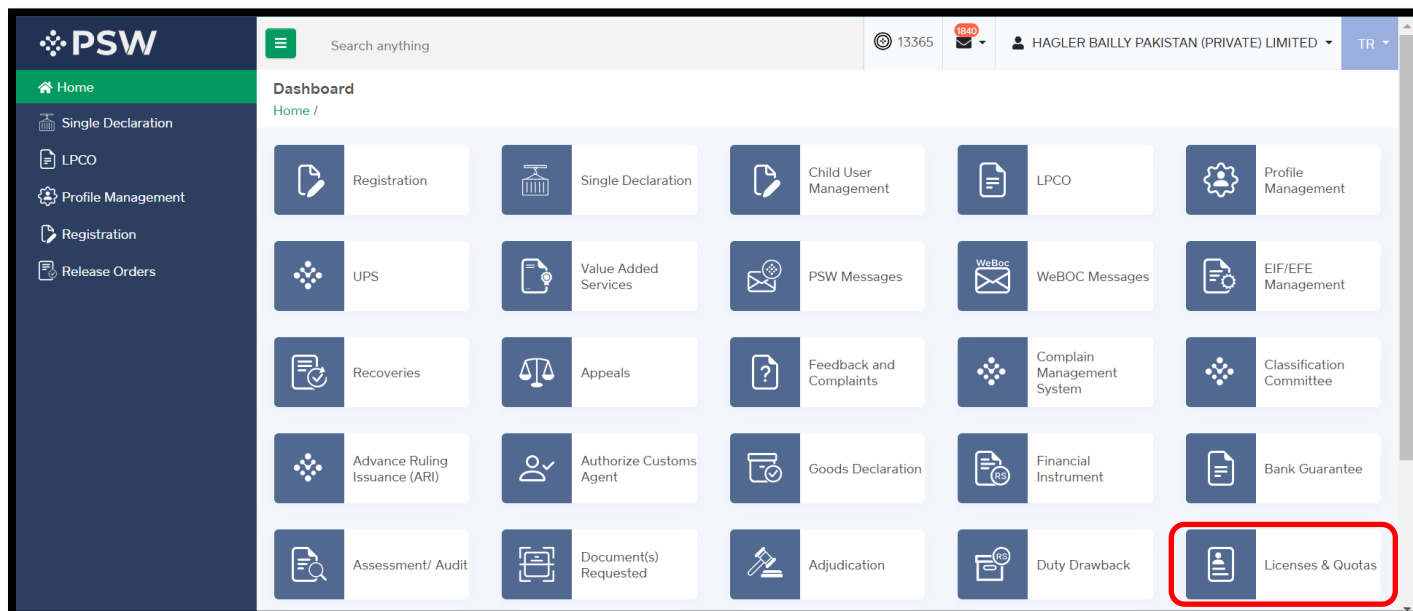


Figure 3

- ii. User shall click on 'STZA Quota' tab.

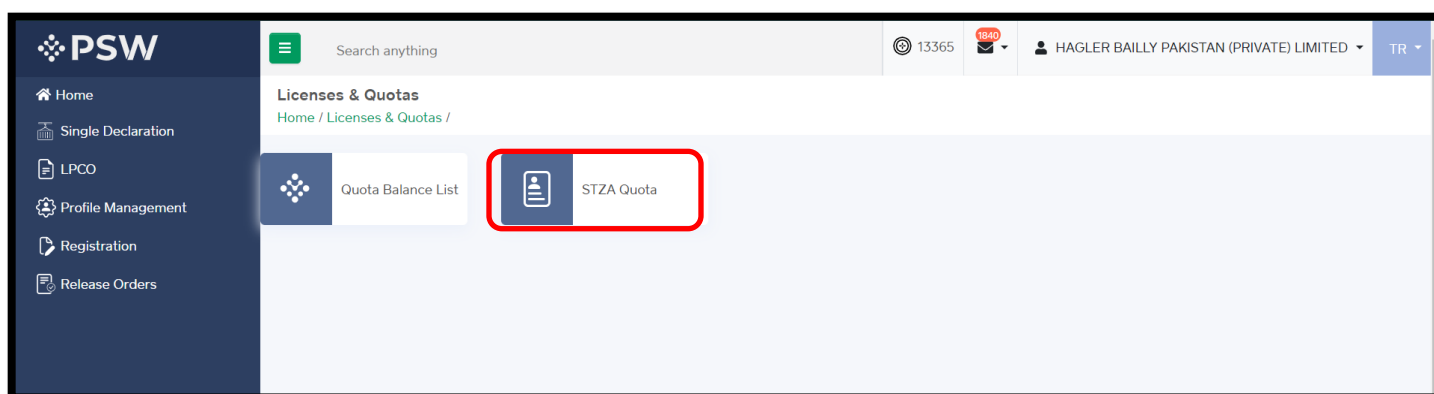


Figure 4

iii. The list of-STZA quota details will be displayed.

The screenshot shows the PSW system interface. The left sidebar contains navigation options: Home, Single Declaration, Registration, Infrastructure Development Cess Exemption/Waiver, Model Registration / Import Quota Issuance, and Import Licenses. The main content area is titled 'STZA Quota' and includes a search bar. A table with 5 rows is highlighted with a red border. The table columns are: S No, NTN, Quota Approved No, Consignee Name, Quota Type, Quota Type ID, To Date, From Date, and Action. Each row contains specific quota details, including dates and a green action icon.

S No	NTN	Quota Approved No	Consignee Name	Quota Type	Quota Type ID	To Date	From Date	Action
1	0305386	STZA-PSW-COCG-2025-26	Limited	STZA Capital Goods Exemption	30	2/21/2026 6:13:40 AM	2/21/2025 11:15:40 AM	
2	0305386	STZA-PSW-COCG-2025-9	Limited	STZA Capital Goods Exemption	30	2/20/2026 9:41:14 AM	2/20/2025 2:43:14 PM	
3	0305386	STZA-PSW-COCG-2025-25	Limited	STZA Capital Goods Exemption	30	2/20/2026 7:21:17 AM	2/20/2025 12:23:17 PM	
4	0305386	STZA-PSW-COCG-2025-7	Limited	STZA Capital Goods Exemption	30	2/19/2026 12:22:59 PM	2/19/2025 5:24:59 PM	
5	0305386	STZA-PSW-COCG-2025-21	Limited	STZA Capital Goods Exemption	30	2/19/2026 11:20:08 AM	2/19/2025 4:22:08 PM	

Figure 5

iv. User shall click on the Action Icon under the 'Action' grid.

This screenshot is similar to Figure 5, showing the same STZA Quota table. However, a red box highlights the 'Action' column, specifically the green action icons for each row, indicating the user's next step.

S No	NTN	Quota Approved No	Consignee Name	Quota Type	Quota Type ID	To Date	From Date	Action
1	0305386	STZA-PSW-COCG-2025-26	Limited	STZA Capital Goods Exemption	30	2/21/2026 6:13:40 AM	2/21/2025 11:15:40 AM	
2	0305386	STZA-PSW-COCG-2025-9	Limited	STZA Capital Goods Exemption	30	2/20/2026 9:41:14 AM	2/20/2025 2:43:14 PM	
3	0305386	STZA-PSW-COCG-2025-25	Limited	STZA Capital Goods Exemption	30	2/20/2026 7:21:17 AM	2/20/2025 12:23:17 PM	
4	0305386	STZA-PSW-COCG-2025-7	Limited	STZA Capital Goods Exemption	30	2/19/2026 12:22:59 PM	2/19/2025 5:24:59 PM	
5	0305386	STZA-PSW-COCG-2025-21	Limited	STZA Capital Goods Exemption	30	2/19/2026 11:20:08 AM	2/19/2025 4:22:08 PM	

Figure 6



## 5.2.2 New Quota View

- i. List of quotas will appear; User shall click on the “+” button under ‘S.No.’ grid to view the remaining quota.

S No	HS Code	Item Description	Quota Detail ID	Issued Quantity	Balance Quantity	UOM	Item Claimed	Status	Quota Sub Type	Quota Sub
+ 1	8443.9950	--- TONER AND INK CARTRIDGES FOR COMPUTER PRINTERS EXCLUDING DISPOSABLE TYPE	39340	50000	48900		true	Active	Import	1
+ 2	8471.3010	--- CASINGS (WITH POWER SUPPLY) FOR COMPUTERS	39341	50000	50000		false	Active	Import	1
+ 3	8544.4210	--- COMPUTER LEADS	39342	50000	49950		true	Active	Import	1

Figure 7

- ii. User will be able to view the available quota.

S No	GD Number	Debit Quantity	BL Number	Debit Mode	Quota Debit ID	gdDate	UOM	Status	Quota Sub Type	Quota Sub Type
1	KPPI-HC-6037-17-02-2025	1000	Automation-102946	AUTO	0	17/02/2025				
2	KPPI-HC-6011-14-02-2025	100	Automation-522763	AUTO	0	14/02/2025				

S No	HS Code	Item Description	Quota Detail ID	Issued Quantity	Balance Quantity	UOM	Item Claimed	Status	Quota Sub Type	Quota Sub
- 1	8443.9950	--- TONER AND INK CARTRIDGES FOR COMPUTER PRINTERS EXCLUDING DISPOSABLE TYPE	39340	50000	48900		true	Active	Import	1
+ 2	8471.3010	--- CASINGS (WITH POWER SUPPLY) FOR COMPUTERS	39341	50000	50000		false	Active	Import	1
+ 3	8544.4210	--- COMPUTER LEADS	39342	50000	49950		true	Active	Import	1

Figure 8

## 5.3 Claiming STZA Quota in SD

### 5.3.1 Filing Single Declaration

- i. User shall click on Single Declaration from the dashboard.

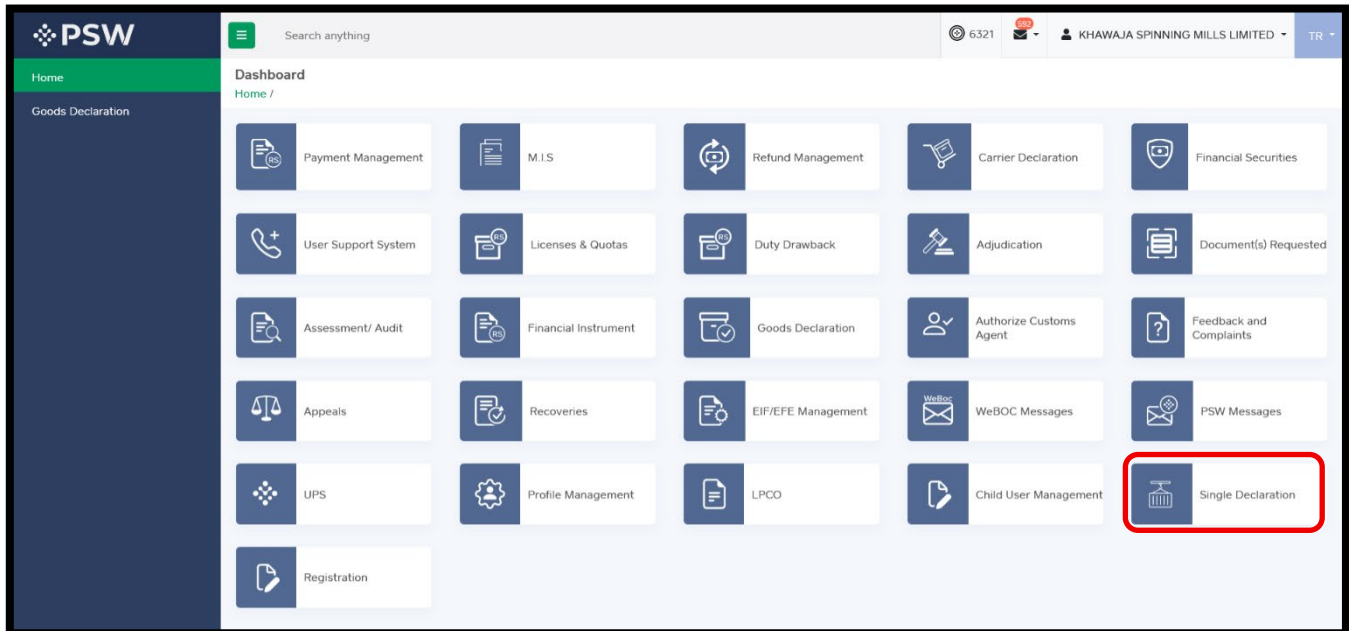


Figure 9

- ii. List of previous SDs will appear, User shall hover the cursor over Import tab.

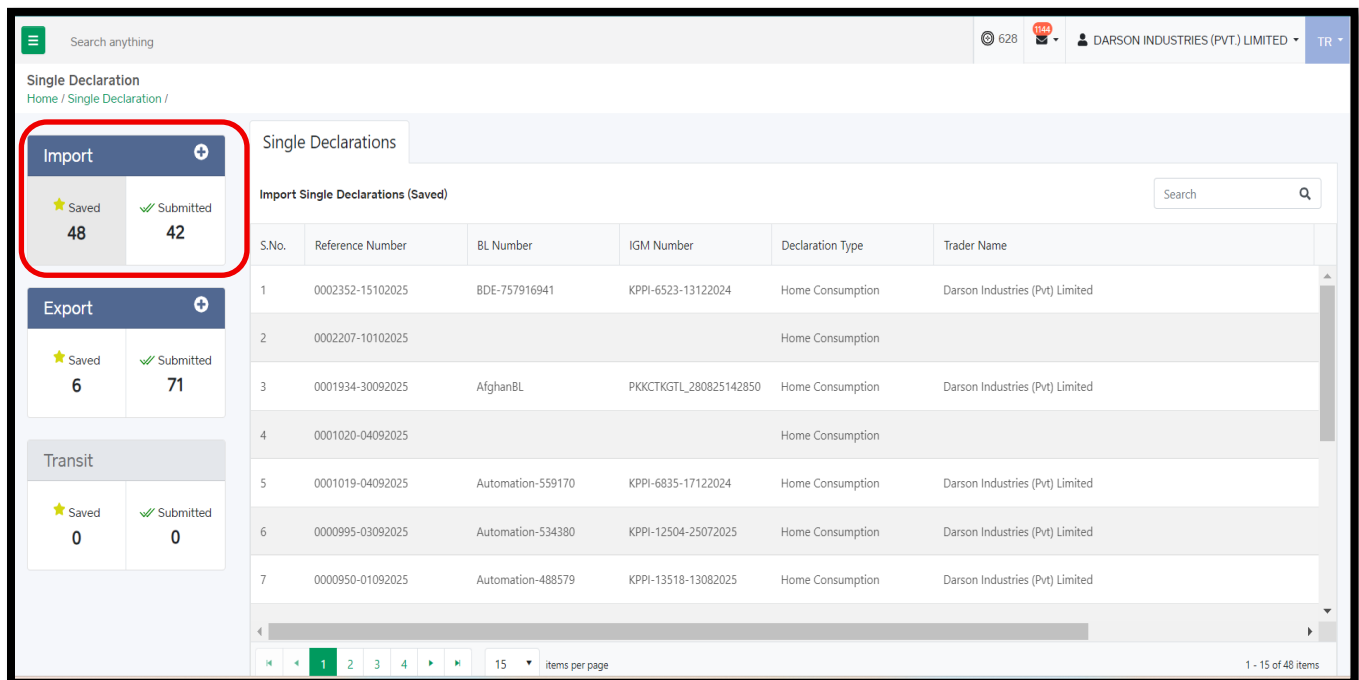


Figure 10



iii. User shall click on 'Create Declaration'.

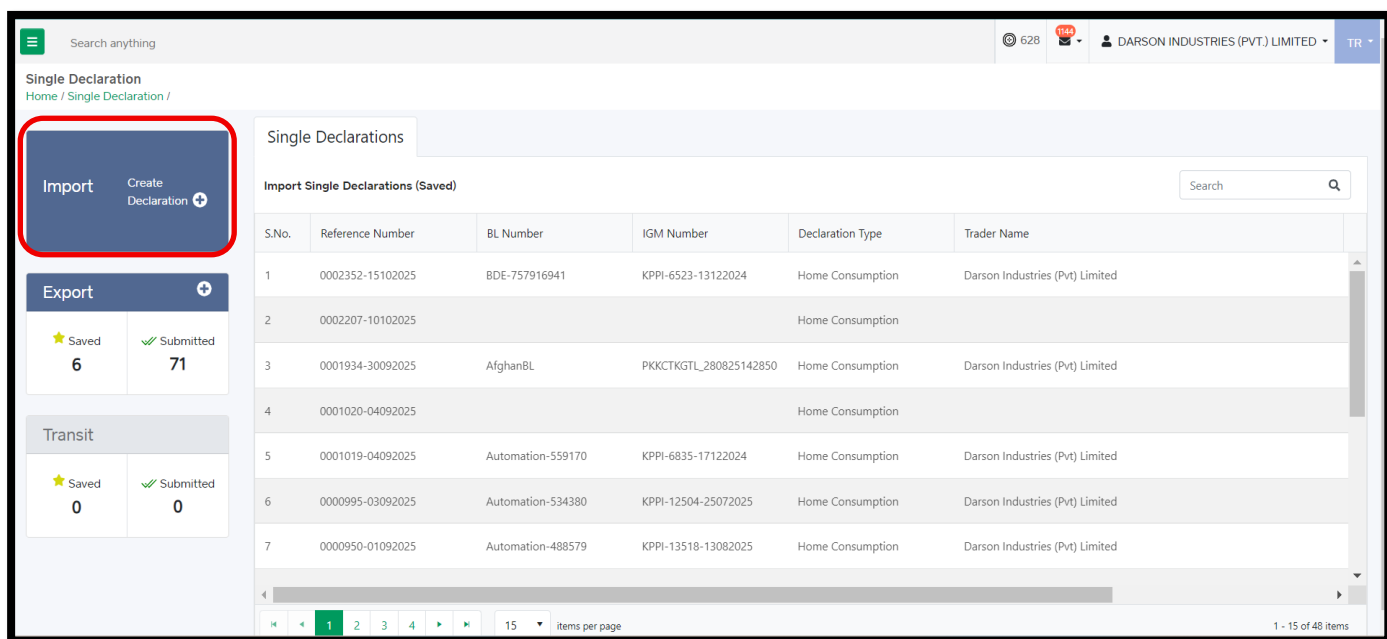


Figure 11

iv. A pop-up will appear. The user may select the 'Consignment Category' & 'Declaration Type' from the drop-down menu, and press 'Confirm' button.

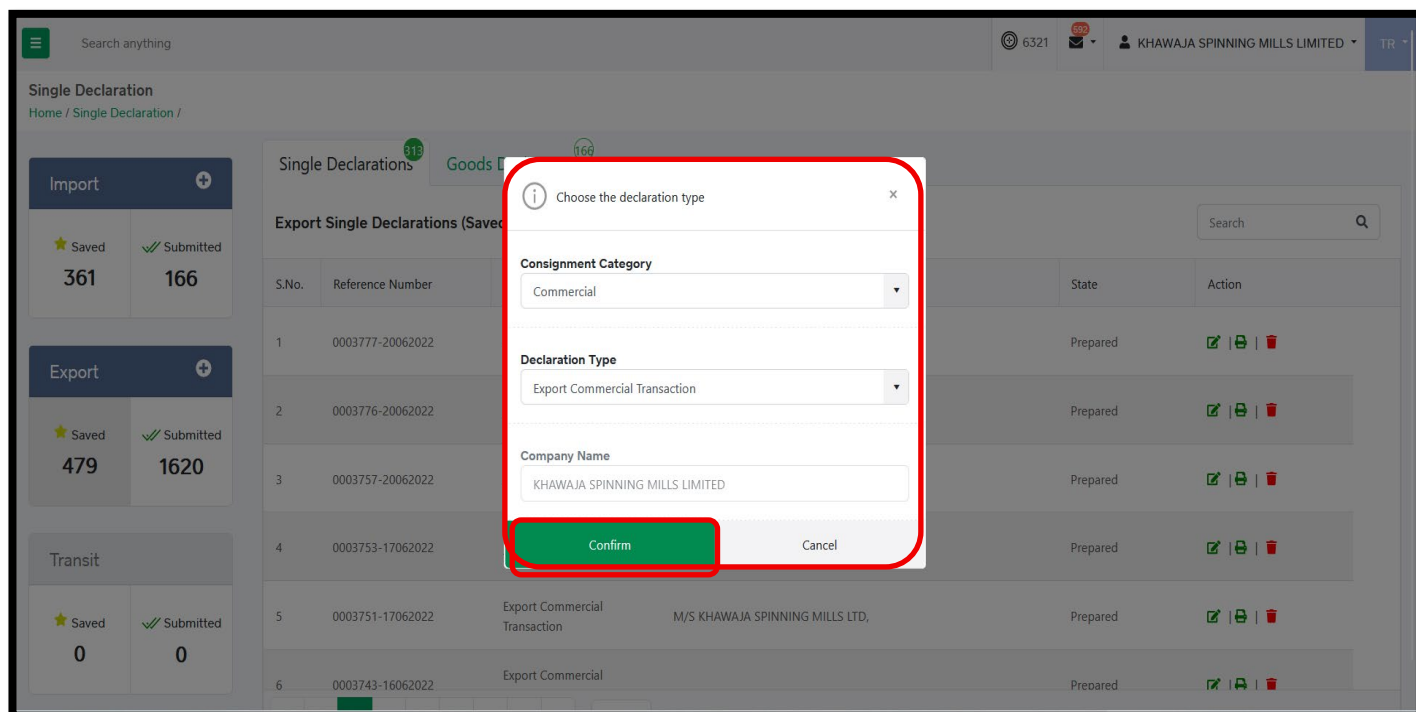


Figure 12

- v. A 'Consignment Information' page will appear, User shall fill-in all relevant details and click on 'Save & Proceed' button.

Single Declaration  
Home / Single Declaration / Create Single Declaration /

Step 1 of 6  
Please complete all the steps to file a single declaration. All fields are mandatory except the ones marked as Optional.

Consignment Information

Trade Type: **Export** Consignment Category: **Commercial** Declaration Type: **Export Commercial Transaction**

NTN / FTN / EPZ: 0225900 STRN: 0904550500637 TIR Carnet:

Collectorate: Port Qasim (exports), karachi Mode of Transport: Sea Consignment Mode: Containerized

Consignor Name: M/S KHAWAJA SPINNING MILLS LTD. Consignor Address: 10-L GULBERG III MAIN FEROEZPUR ROAD ,LAHORE Consignee Name: Ahsan

Consignee Address: UAE BL Number: Please enter BL number BL Date: day-month-year

Port of Shipment: Port Qasim (exports), karachi Destination Country: United Arab Emirates Port of Discharge: DXB - Dubai

Place of Delivery: Dubai Shipping / Air Line: A.A.ENTERPRISES Gross Weight (MT): 10.0

Net Weight (MT): 10.0

Marks: Marks

Shed / Location: Qasim International Container Terminal Terminal: Qasim International Container Terminal

Back Save **Save & Proceed**

Figure 13

- vi. User shall be directed to the 'Financial Information' page, where User shall add all relevant information and press on 'Save & Proceed' button.

Single Declaration  
Home / Single Declaration / Create Single Declaration /

Step 2 of 6  
Please complete all the steps to file a single declaration. All fields are mandatory except the ones marked as Optional.

Consignment Information

Trade Type: **Export** Consignment Category: **Commercial** Declaration Type: **Export Commercial Transaction**

Financial Information

Currency: United States Dollar Exchange Rate: 178 Delivery Term: Cost, insurance And Freight (CIF)

Bank Name: Dubai Islamic Bank Pakistan Ltd IBAN: PK41DUIB000000033616001 Mode of Payment: Contract/Collection

Financial Instrument No: Enter Financial Instrument number or select from list

S No.	Financial Instrument No	Mode Of Payment	Consignor Name	Consignee Name	Total Value
1	DIB-EXP-100010-04042021	Contract/Collection	M/S KHAWAJA SPINNING MILLS LTD,	John Doe	3,000.0000

FOB (USD): 0 Freight (USD): 50 CFR (USD): 0

Insurance (USD): 0 Landing Charges (USD) (Optional): 0 Other Charges (USD) (Optional): 0

Back Save **Save & Proceed**

Figure 14



- vii. User shall be directed to 'Commodity Information' page. User shall click on '+ Add Commodity'

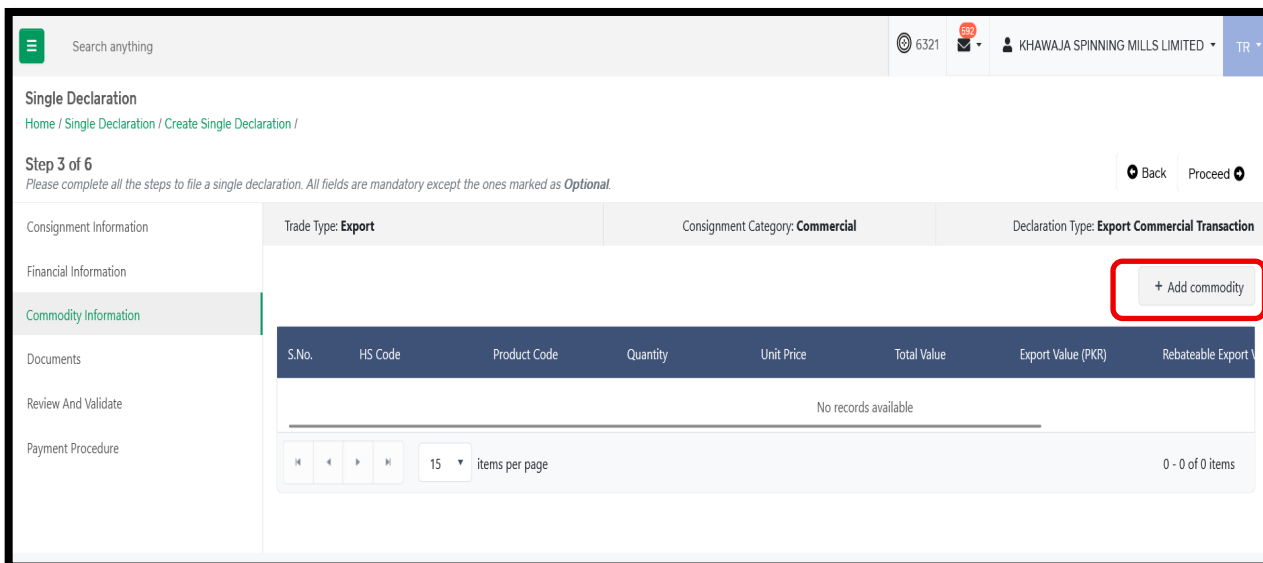


Figure 15

- viii. 'General Information' page will appear. User shall enter relevant information.

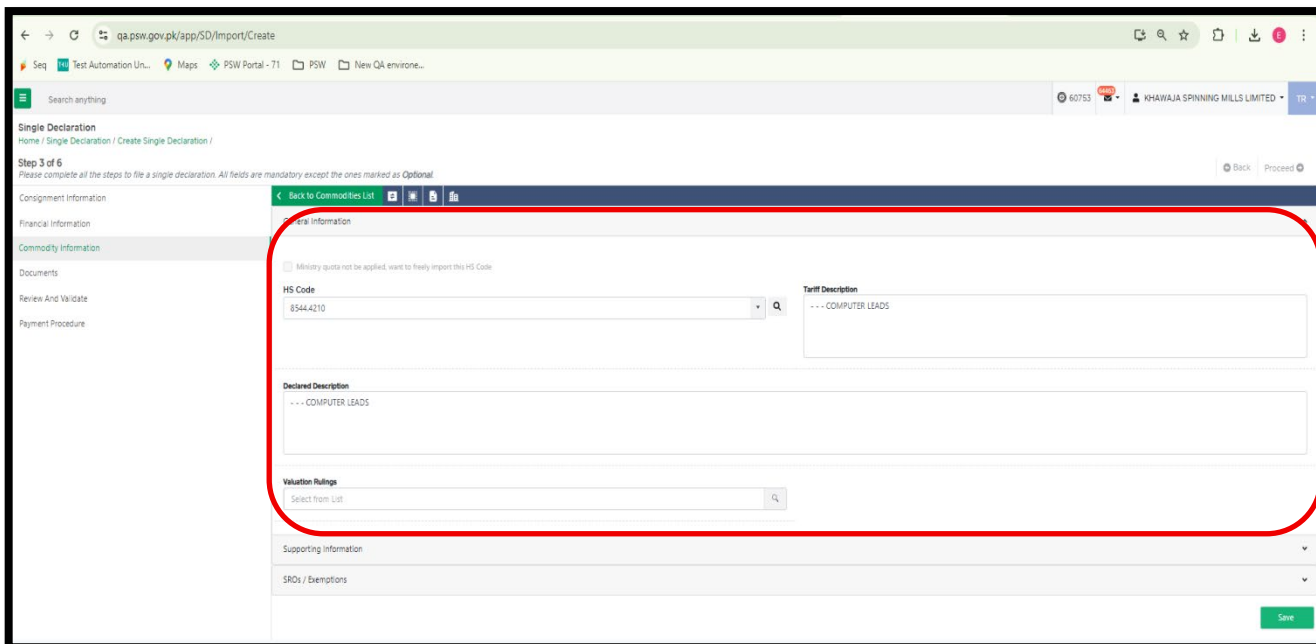


Figure 16



## 5.3.2 SRO Attachment

- i. After entering relevant details in the 'Commodity Information' section, User shall attach SRO, by clicking on the 'SRO Attachment' button.

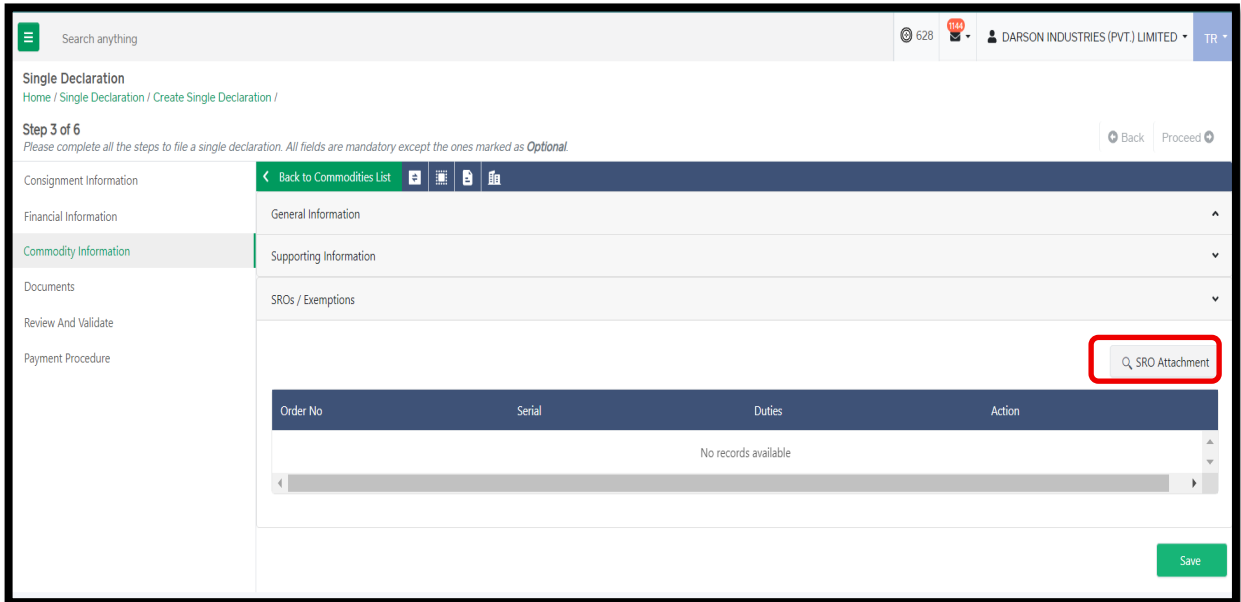


Figure 17

- ii. A pop-up will appear. The User shall select the applicable 'SRO Duty' from the drop-down menu and press search button.

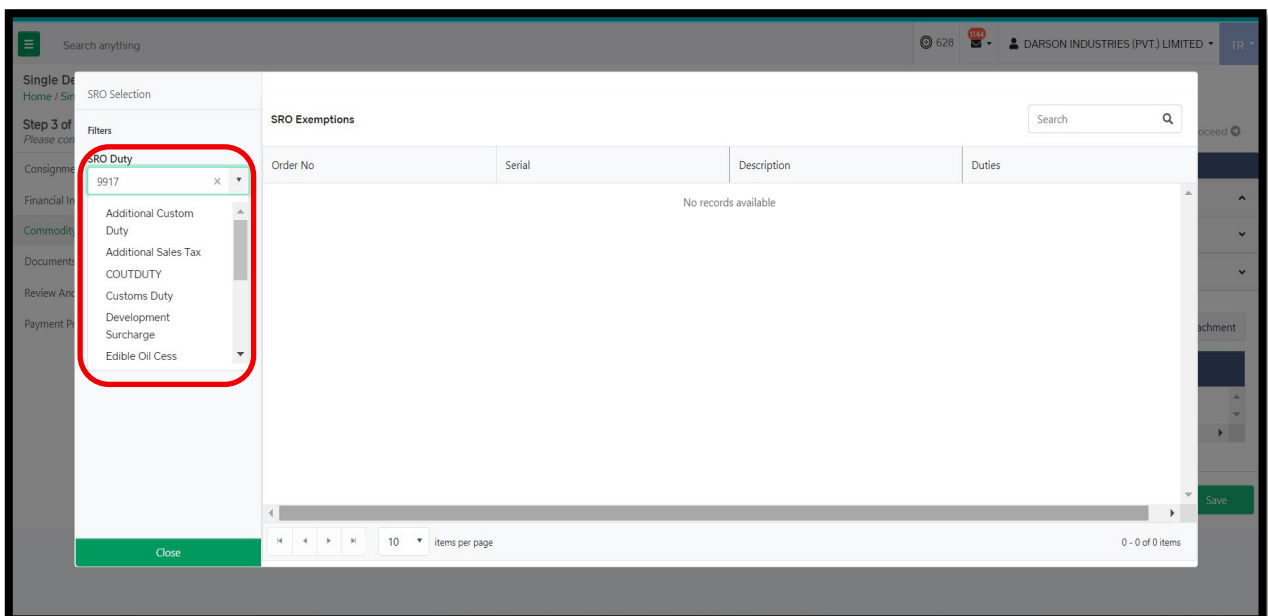


Figure 18

iii. The list of SROs will appear.

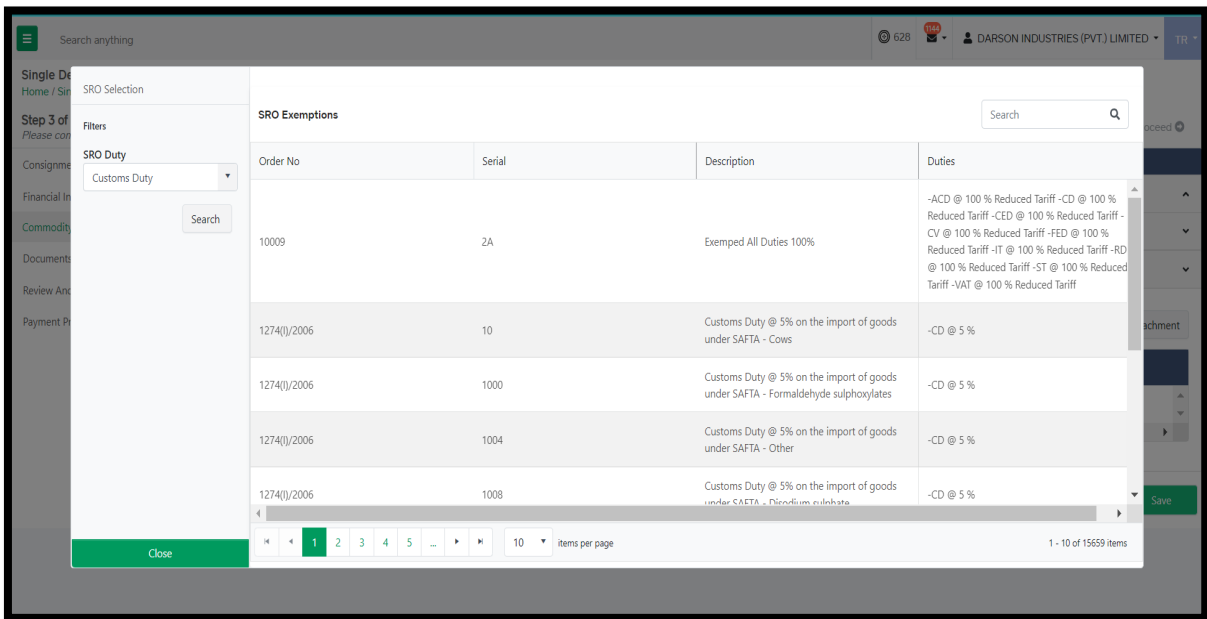


Figure 19

iii. User shall select the applicable SRO

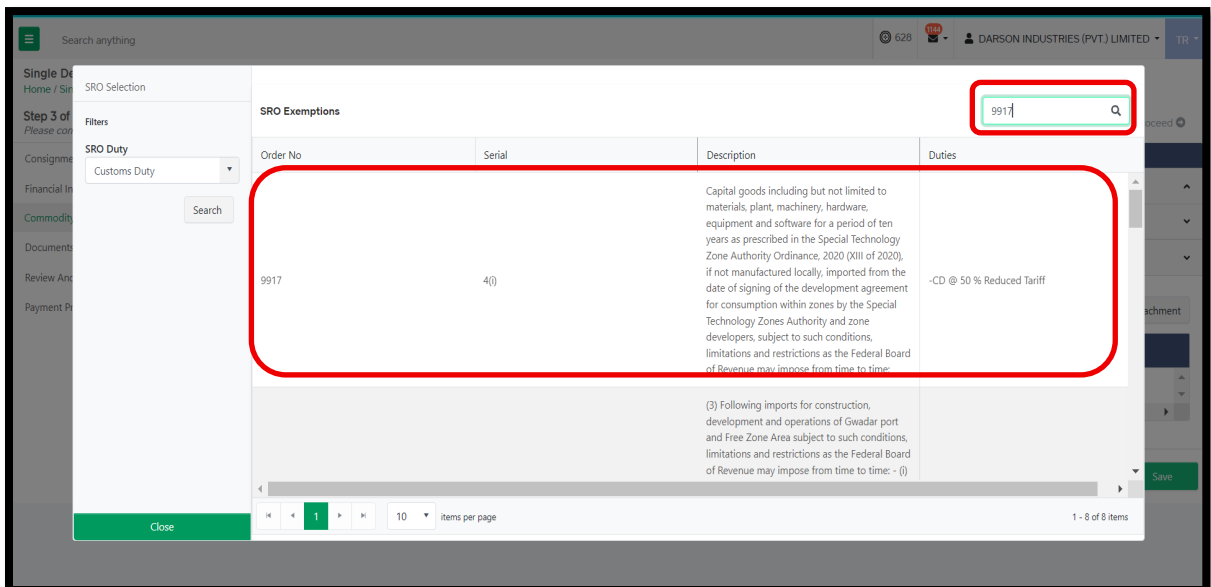


Figure 20

- iv. Details of SRO will appear in the tab as highlighted below. User shall press 'Save' button.

The screenshot shows the 'Single Declaration' form at 'Step 3 of 6'. The 'Commodity Information' tab is active, displaying a table of SROs. A red box highlights the table and a 'Save' button.

Order No	Serial	Duties	Action
9917	4()	-CD @ 50 % Reduced Tariff	

**Save**

Figure 21

- v. A pop-up will appear, where User shall enter details under 'Item Structure Description' and click on 'Save' button.

The screenshot shows the 'Single Declaration' form with a pop-up window titled 'Item Structure Description'. The pop-up contains a dropdown menu set to 'Yes' and several questions with radio button options. A red box highlights the pop-up and a 'Submit' button.

**Item Structure Description**

Yes

3: Are the imported components/sub components covered under Appendix II of SRO 693(I)/2006 dated 01.07.2006 and have been imported as part of any kit for the assembly or manufacturing of Road tractors for semi-trailers (Prime Mover) of 280HP and above of PCT heading 87.01

(Click, if yes)

4: Whether imported from India?

Does not apply  
 No  
 Yes

5: Whether importer is registered with the EDB and is having IORCT?

Does not apply  
 No  
 Yes

6: Whether the importer is industrial concern?

Does not apply  
 No  
 Yes

**Submit**

Figure 22



### 5.3.3 SRO Attachment in SD

- i. User shall click on quota button to select 'Quota Type'.

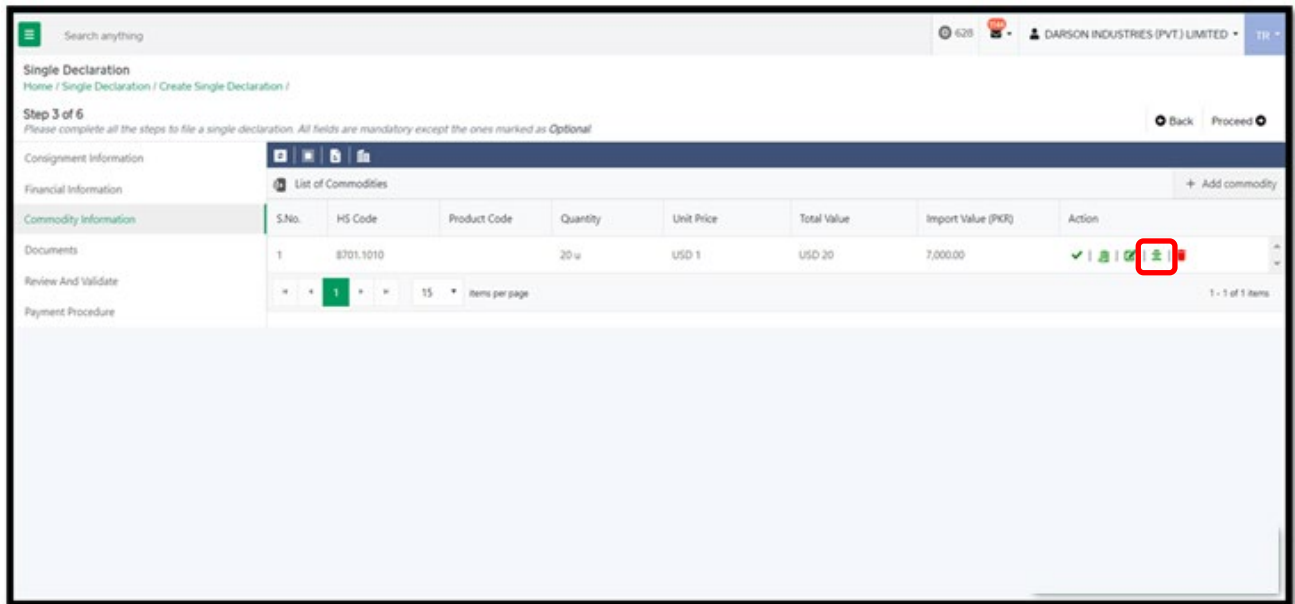


Figure 23

- ii. User shall select the quota type 'STZA' from the drop-down menu.

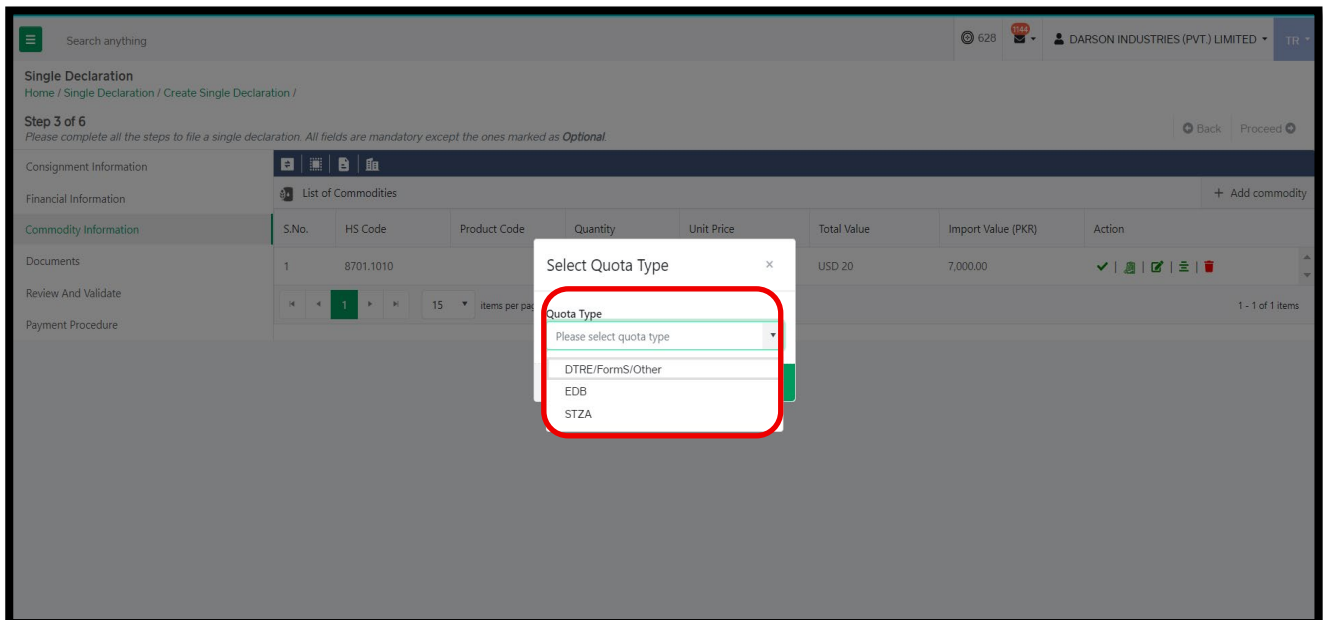


Figure 24



iii. After selecting 'STZA', User shall click on 'Confirm' button.

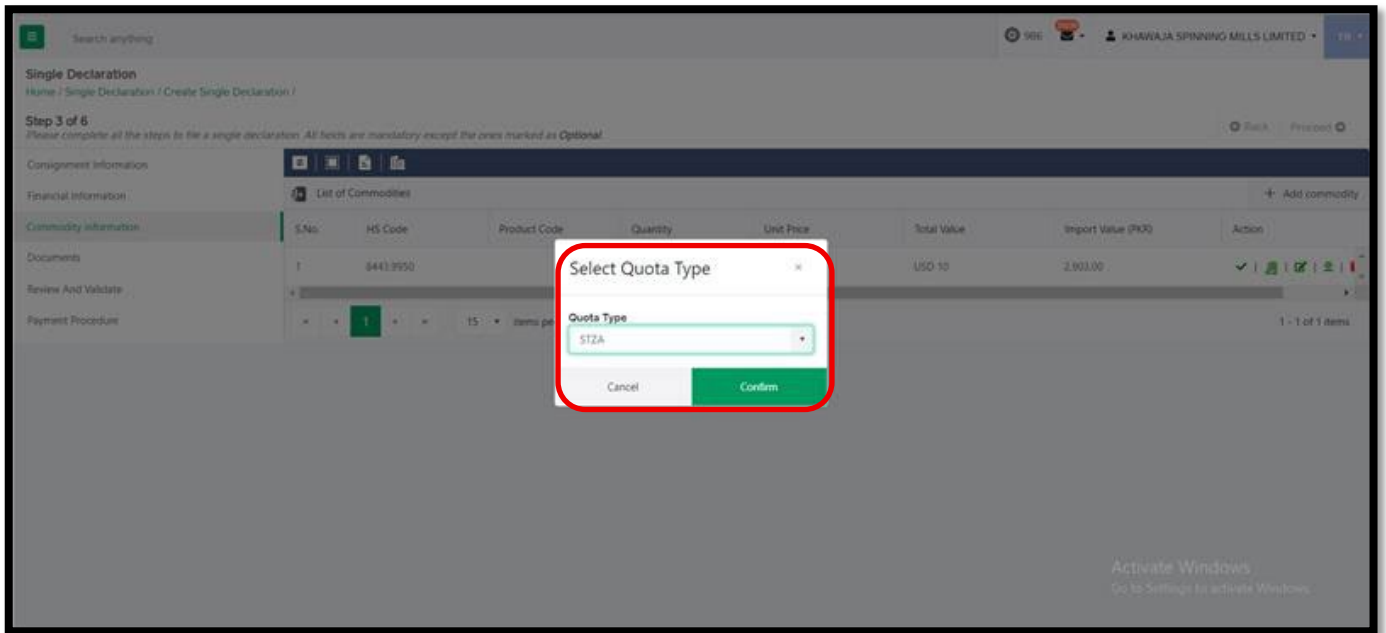


Figure 25



## 5.3.4 STZA Quota File Selection

- i. After clicking on 'Save' button, User shall download template by clicking on 'Download Template STZA' button

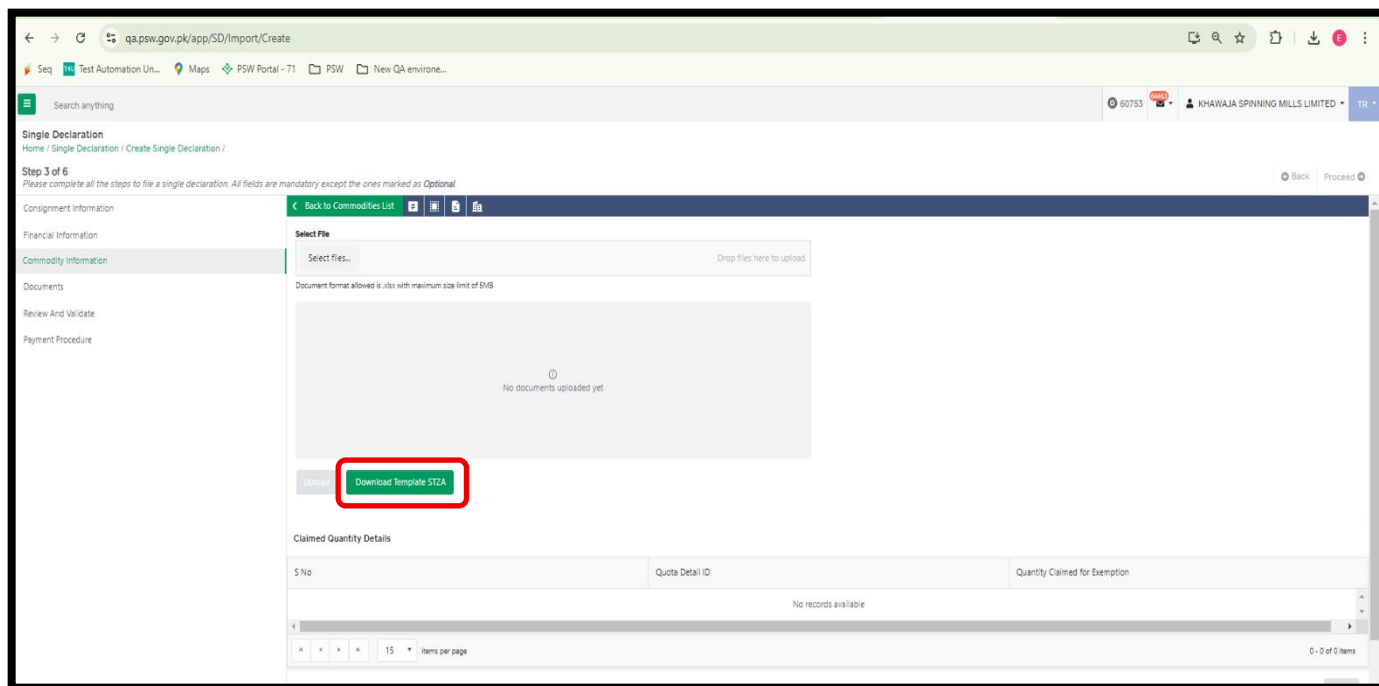


Figure 26

- ii. A template file will open; User shall fill in the 'Qty claimed for Exemption' and save the file in the system.

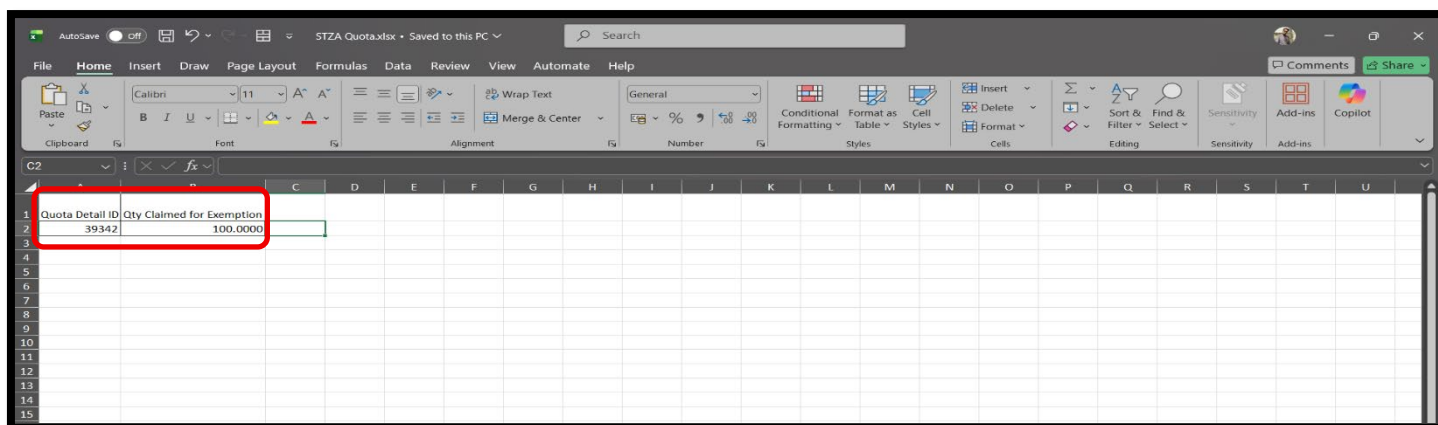


Figure 27



iii. Now, User shall attach the file and press 'Upload' button after selecting correct file and then click on 'Save' button.

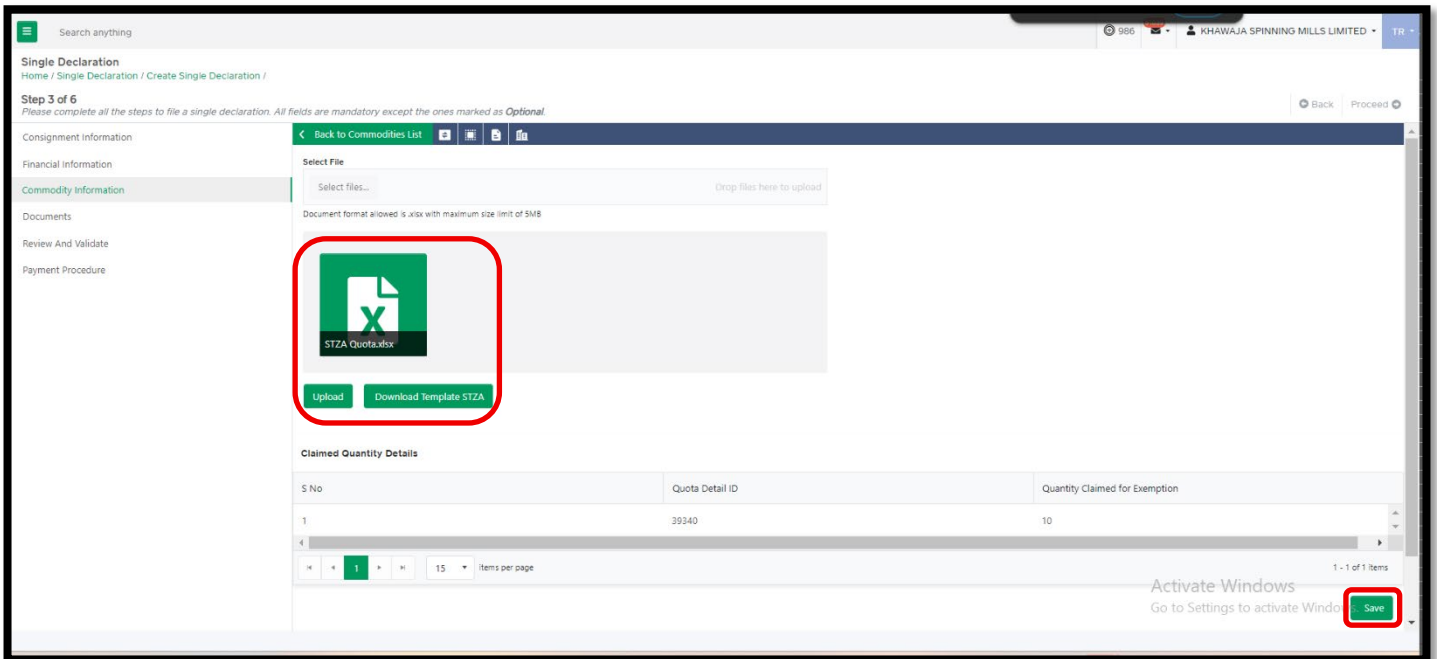


Figure 28

iv. Once User clicks on 'Upload' button, the file will be uploaded. The quota will appear in the 'Claimed Quantity Details'.

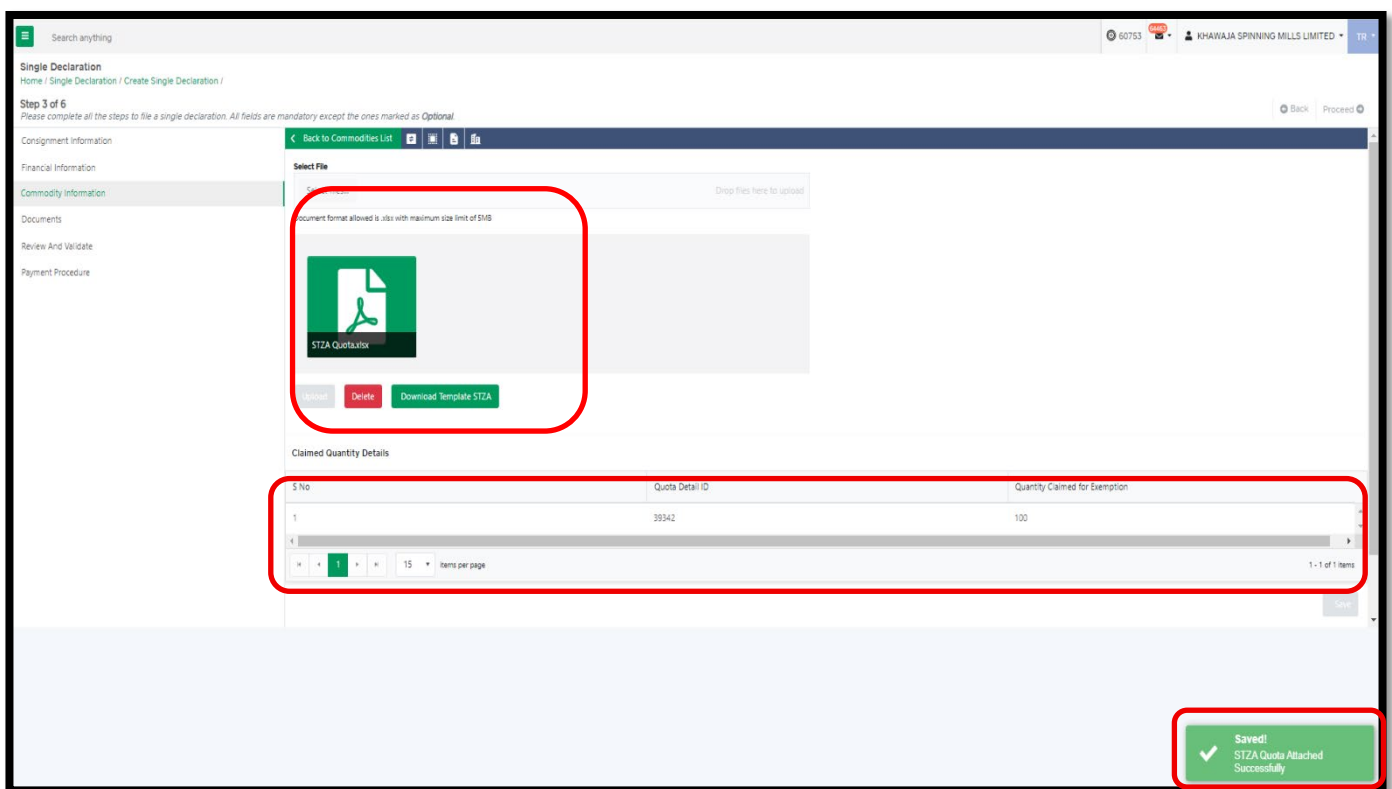


Figure 29



v. Commodity will be updated and displayed in the list of commodities. Now, User shall click on the 'Proceed' button.

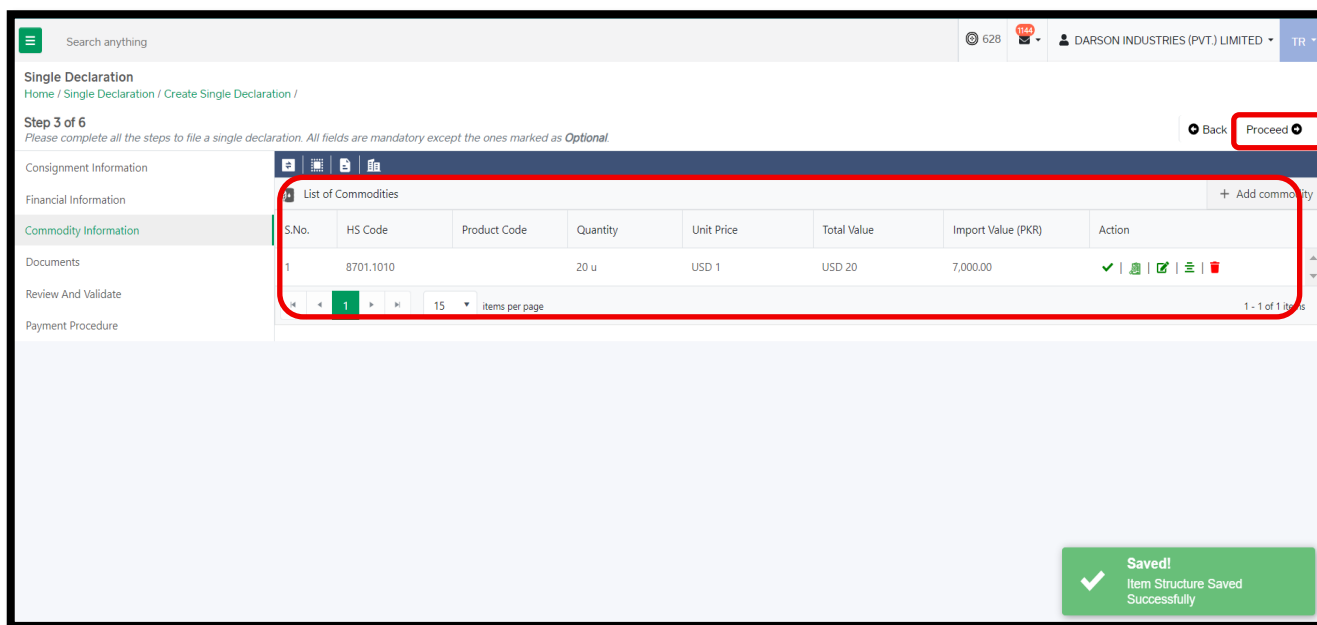


Figure 30

vi. User shall be directed to the 'Documents' page where all relevant documents may be uploaded. Click on 'Proceed' button.

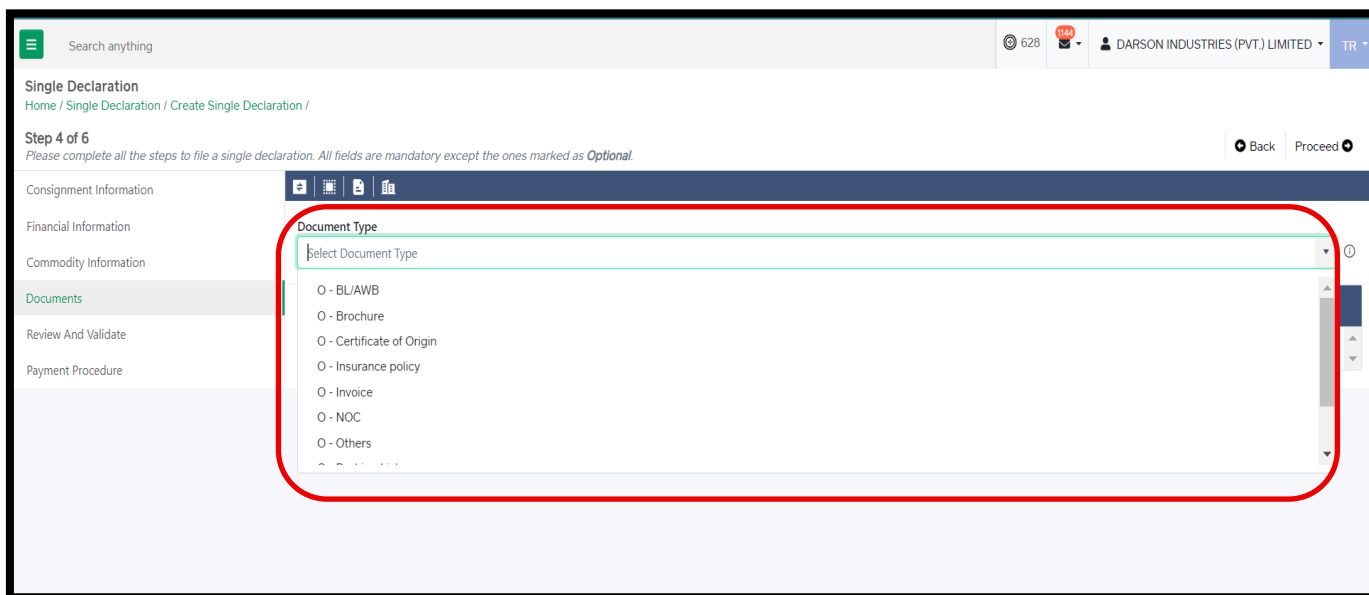


Figure 31

- vii. After clicking on proceed button, a 'Review and Validate' page will appear. Now, the User can review the entered information once before proceeding to the 'Payment' tab.

Single Declaration  
Home / Single Declaration / Create Single Declaration /

Step 5 of 6  
Please complete all the steps to file a single declaration. All fields are mandatory except the ones marked as *Optional*.

Consignment Information  
Financial Information  
Commodity Information  
Documents  
Review And Validate  
Payment Procedure

I/We hereby accept the Undertaking/Declaration as mandated by the SBP per the Foreign Exchange Regulation Act, 1947.

Please Select Payment Event  
 Pre-Payment  Post-Payment

Collectorate: Port Qasim (imports), karachi  
BL Number: BDE-757916941  
BL Date: 15-10-2025  
VIR Number: KPPI-6523-13122024

Assessed Value  
PKR 7,070.00

Packages Information

S.No	No. of Package	Package Type
1	500000	BAGS

Containers Information

S.No	Container No	Seal No
------	--------------	---------

Check Duties & Taxes

Back Validate Proceed

Figure 32

- viii. User shall click on the 'Validate' button to proceed further.

Single Declaration  
Home / Single Declaration / Create Single Declaration /

Step 5 of 6  
Please complete all the steps to file a single declaration. All fields are mandatory except the ones marked as *Optional*.

Consignment Information  
Financial Information  
Commodity Information  
Documents  
Review And Validate  
Payment Procedure

I/We hereby accept the Undertaking/Declaration as mandated by the SBP per the Foreign Exchange Regulation Act, 1947.

Please Select Payment Event  
 Pre-Payment  Post-Payment

Collectorate: Port Qasim (imports), karachi  
BL Number: BDE-757916941  
BL Date: 15-10-2025  
VIR Number: KPPI-6523-13122024

Assessed Value  
PKR 7,070.00

Packages Information

S.No	No. of Package	Package Type
1	500000	BAGS

Containers Information

S.No	Container No	Seal No
------	--------------	---------

Check Duties & Taxes

Back Validate Proceed

Figure 34



ix. A pop-up will appear confirming 'SD validation; User shall click on 'OK'.

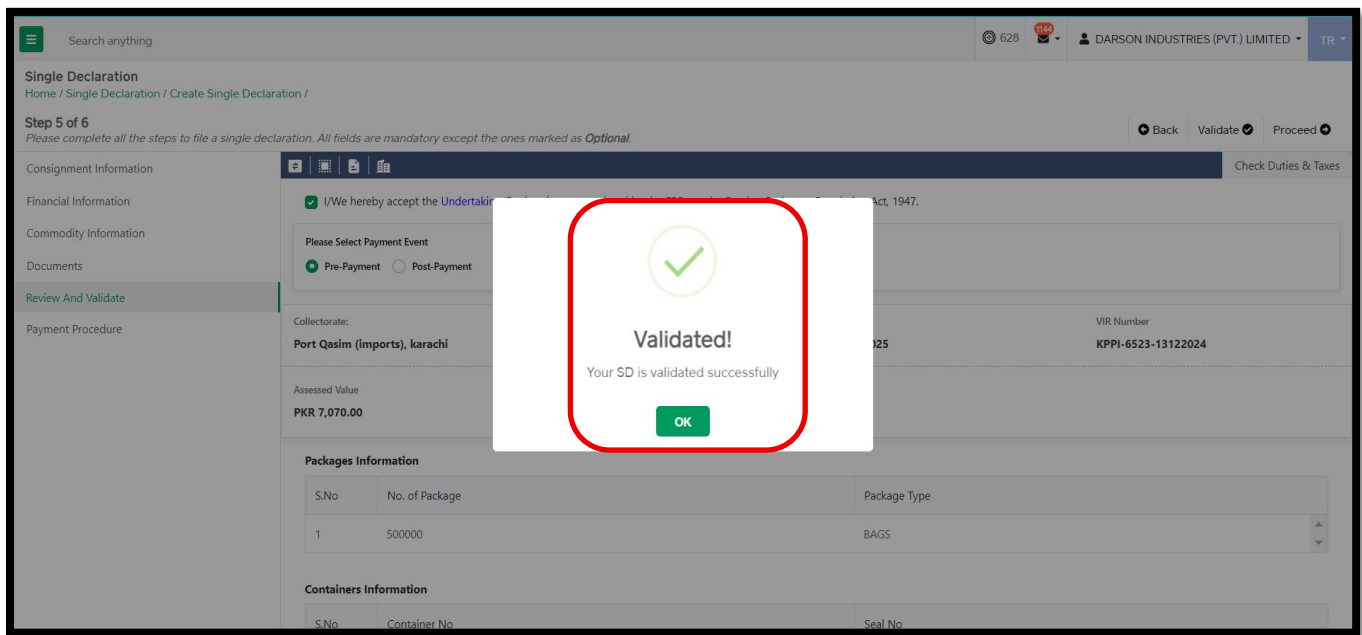


Figure 35

- x. After validation, User shall be directed to the Payment Procedure page. A payment breakdown will appear. User shall press 'Save and Submit' button.

Search anything

628 DARSON INDUSTRIES (PVT.) LIMITED TR

Single Declaration  
Home / Single Declaration / Create Single Declaration /

Step 6 of 6  
Please complete all the steps to file a single declaration. All fields are mandatory except the ones marked as Optional.

Consignment Information

Financial Information

Commodity Information

Documents

Review And Validate

Payment Procedure

Payment Advice

NTN 0305386

Trader Name Darson Industries (Pvt) Limited

Trader Address G.T.ROAD

FBR

Fee Name	Amount (PKR)
Customs Duty	PKR 2,121.00
Sales Tax	PKR 1,935.00
Income Tax	PKR 1,229.00
Additional Custom Duty	PKR 2,192.00
Additional Sales Tax	PKR 341.00
Sindh CESS	PKR 131.00
Stamp Duty	PKR 2,000.00
<b>Total</b>	<b>PKR 9,949.00</b>
<b>Grand Total</b>	<b>PKR 9,949.00</b>

Back Save and Submit

Figure 36

- xi. PSID will be generated. The user shall make the required payment for successful completion of the application.

PSW

Search anything

627 DARSON INDUSTRIES (PVT.) LIMITED TR

Single Declaration  
Home / LRS / Payment Advice /

General Information

Payment Type	Creation Date & Time	Document Number	VR #
Single Declaration	30-10-2025 10:16 PM	0002352-15102025	KPPI-6523-13122024
Trader NTN #	BL/AWB #	Business Name	Agent Name
0305386	BDE-757916941	Darson Industries (Pvt) Limited	-

Payment Breakup	Amount (PKR)
+ Goods Declaration	PKR 9,949

Mode of Payment

Alternate Delivery Channels (ADC) PD Account

PSID 10007420251030101653552

Total Payable Amount PKR 9,949

Amount in Words  
**Nine Thousand Nine Hundred Forty-Nine Rupees Only**

Cancel

Figure 37



## 6. Contact Information

If you require any assistance, please feel

free to contact us as:

Email: [support@psw.gov.pk](mailto:support@psw.gov.pk)

Phone: 021-111-111-779



+92-51-9245605



info@psw.gov.pk



www.psw.gov.pk