USER MANUAL

TDAP ELECTRONIC CERTIFICATE OF ORIGIN / FORM ISSUANCE TRADERS PROCESS

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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 authorized 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.

Currently, most OGAs dealing in cross border trade are performing their related functions manually. Even the OGAs using electronic means lack integration with the customs clearance system. All the internal users correspond through emails, phone calls, and messages, which causes a delay in the operational processes and approvals.

The PSW aims to simplify your cross-border trade and transport experience. This new platform will facilitate the exporters/TDAP officer with online applications for issuance of Electronic Certificate of Origin. The application for the same shall be received and processed through the PSW portal. Similarly, sharing of messages and documents required for processing regulatory approval requests shall be enabled by the PSW.

With the PSW system going live, there will be no TDAP office visits and manual submission of applications for the approval of E-CO request. The processing of the application will be done online, where you can have clear visibility of the action being performed on the same. Moreover, communication between you and the TDAP officer will be visible, robust, and transparent. For more to know about PSW please visit our website www.psw.gov.pk.

2. Background

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 TDAP E-CO Module

o   A complete solution covering online application, processing and issuance of Certificate of Origin.

o   No visits to TDAP office. End-to-end digitalization of the process.

o   Wet seals and stamps replaced with digital signatures and QR code for ease of verification of authenticity

o   Allows filing requests for Certificate of Origin against multiple GDs/SDs.

o   Communication between the officers and traders/custom agents will be done through the PSW system.

o   Facilitate exporters to the world markets in availing tariff concessions by reducing cost and time using automated system.

o   Electronic application and processing help save time and costs.

4. System Requirements

o   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.

o   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" and click on the 'Login' button.
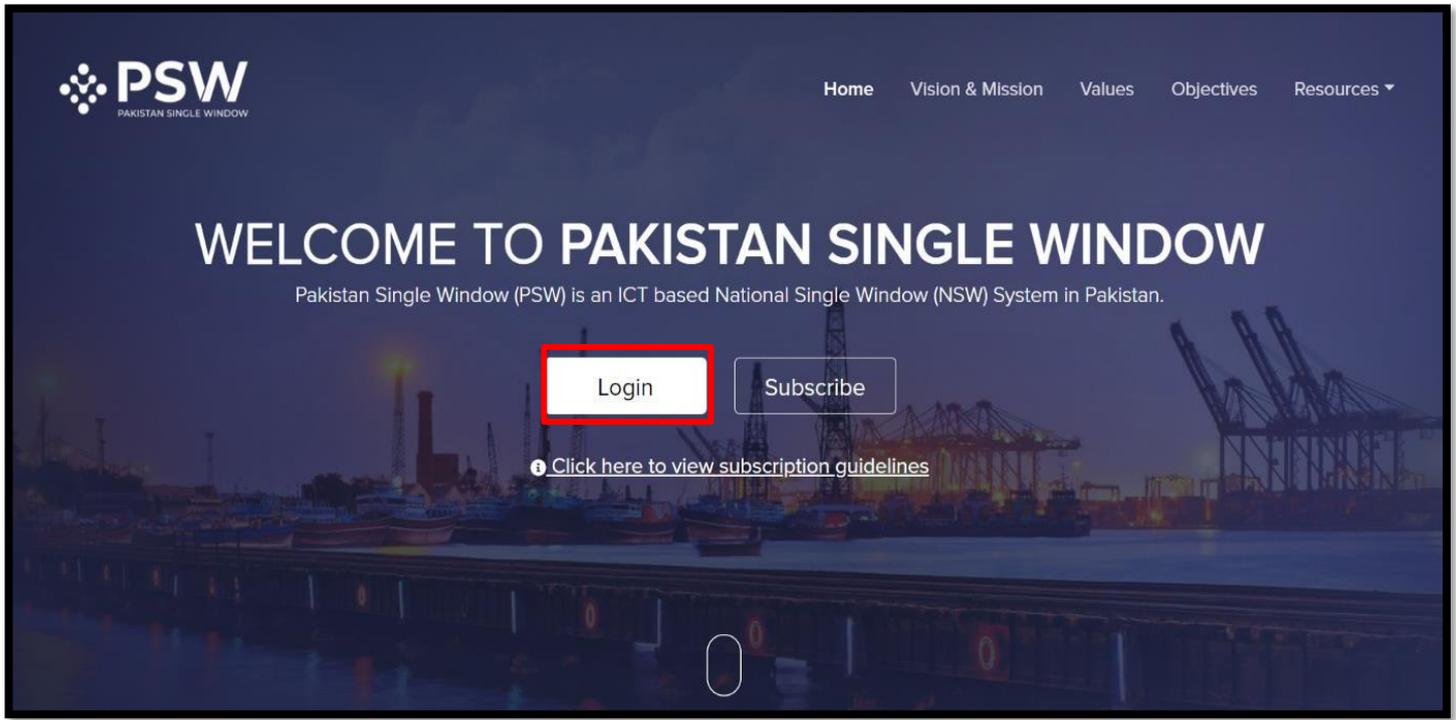
Figure 1

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

Copyright © Pakistan Single
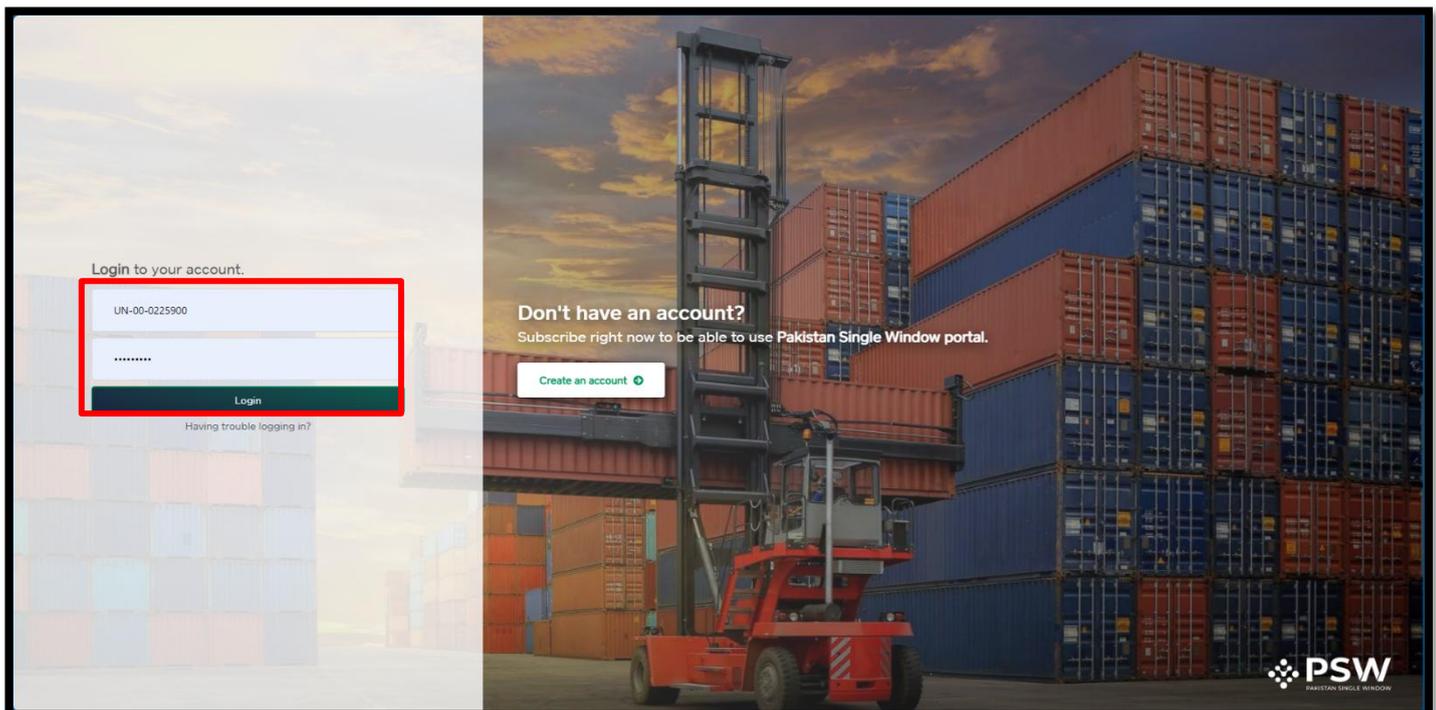
5.2 Electronic Certificate of Origin

i. At the Dashboard, click the box "LPCO" (i.e., Licenses, Permits, Certificates, Others).
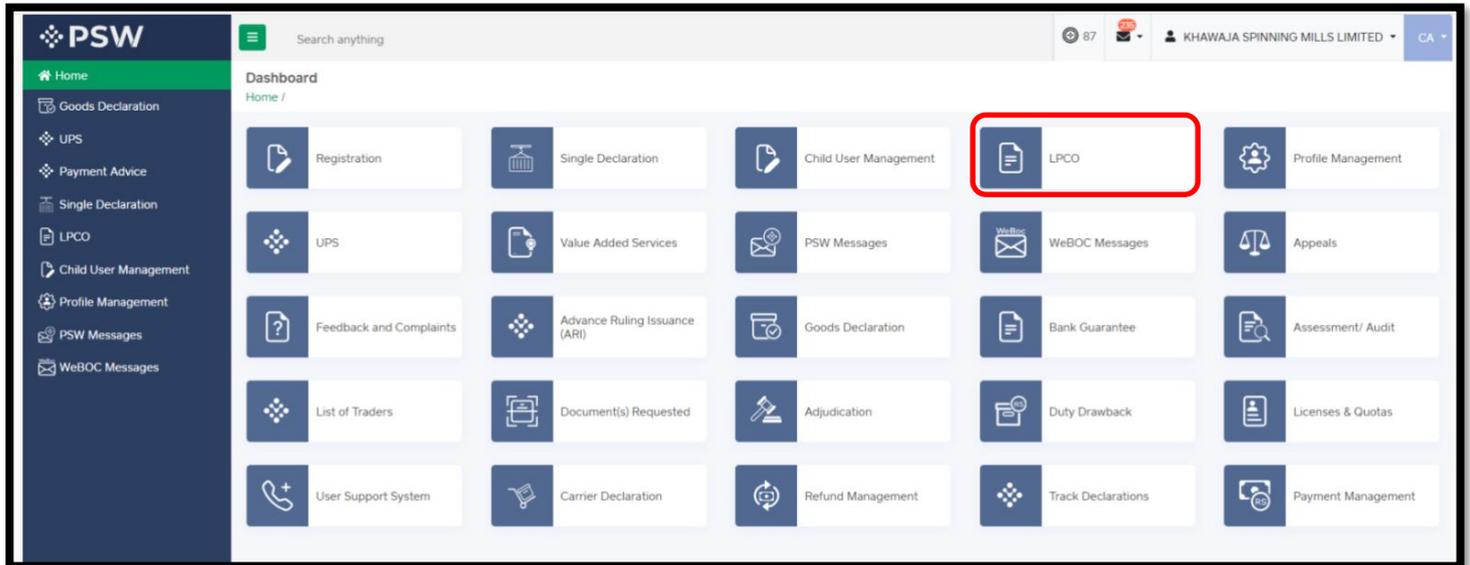
Figure 3

ii. On the LPCO screen, click "Electronic Certificate of Origin".
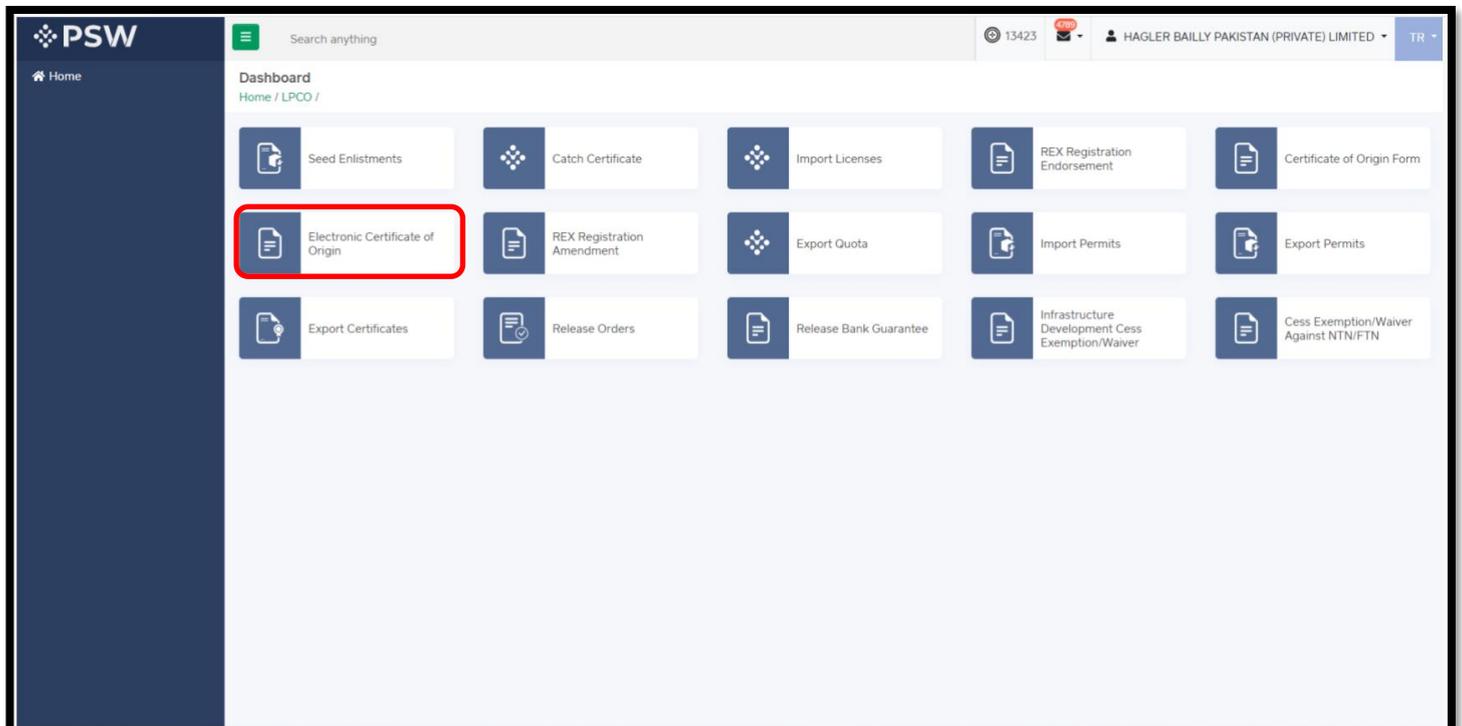
Figure 4

5.3 Create New Request

i. At the "Electronic Certificate of Origin" screen, click "Create New Request" to apply for a new E-CO. This will take you to the "Create Electronic Certificate" screen.
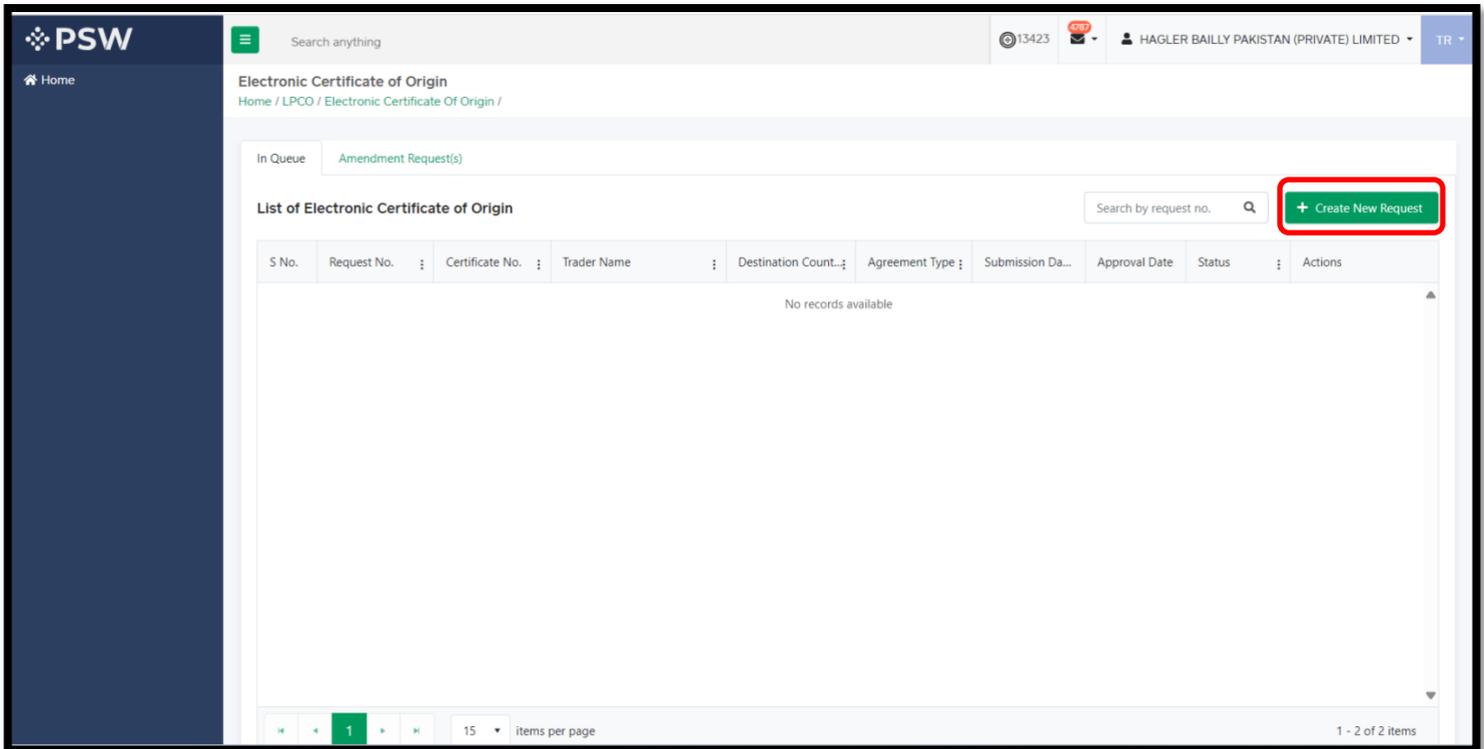
Figure 5

ii. Upon clicking the 'Create New Request', a list of all Preferential Trade Agreements (PTAs) will be displayed. Please select your preferred trade agreement. For example, the China-Pakistan Free Trade Agreement is selected in below screen. Upon clicking, the system shall generate Pak-China FTA Certificate of Origin request.

Copyright © Pakistan Single
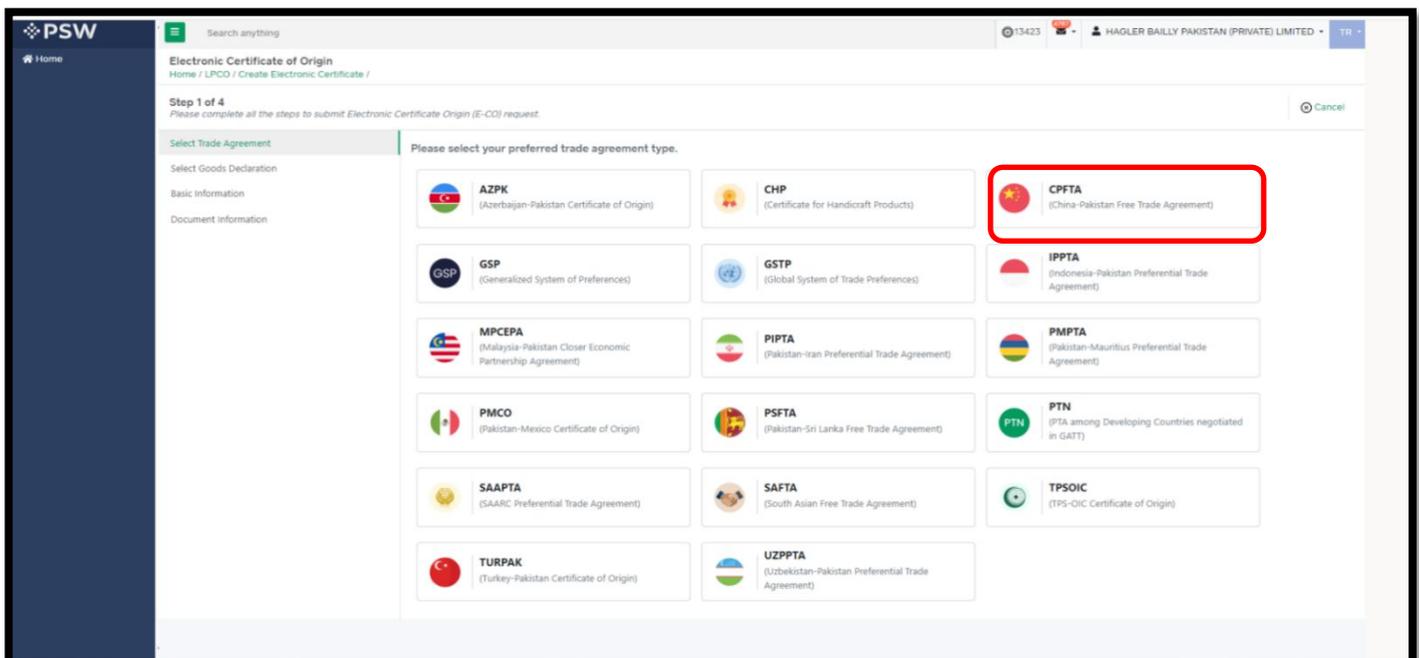
Figure 6

5.4 Select Declaration

    i.   After selecting the preferred Certificate, the system shall require the trader to select a Goods/Single Declaration against which E-CO is being requested. Please click on 'Select Declaration' tab.
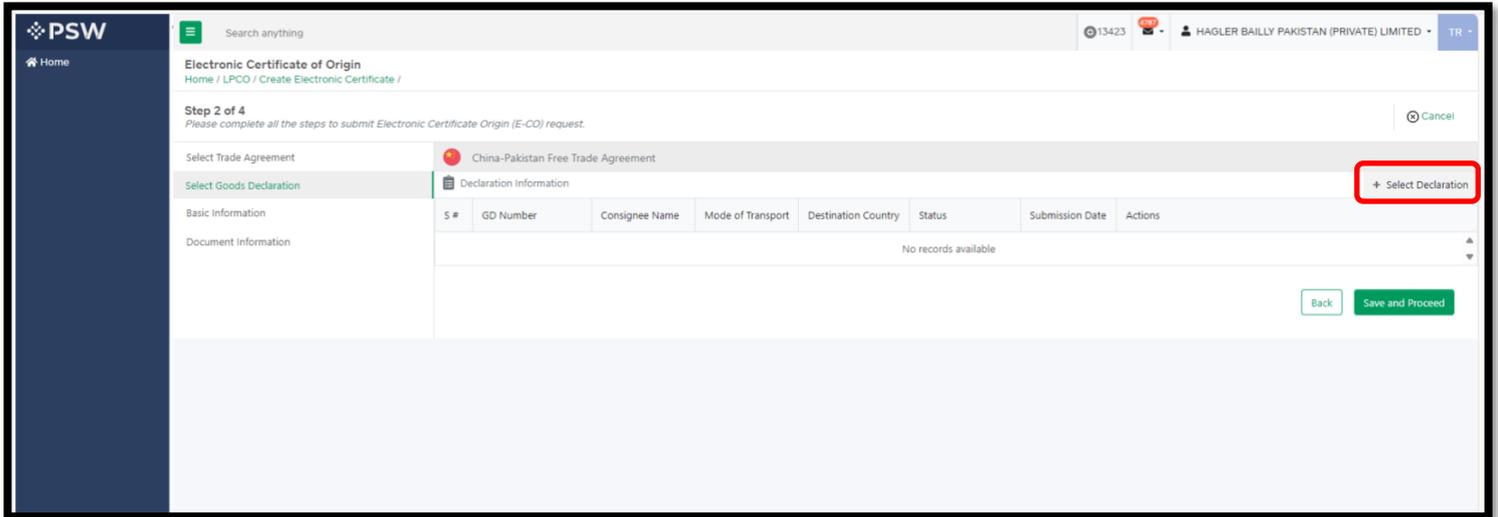
Figure 7

    ii.   In the 'Select Declaration' tab, the trader will be required to select a goods declaration either through searching the 'consignee name' or by directly entering the complete GD number. Similarly, the trader shall also select mode of transport i.e. either by Sea, Air or land from drop down box.

Figure 8

Copyright © Pakistan Single
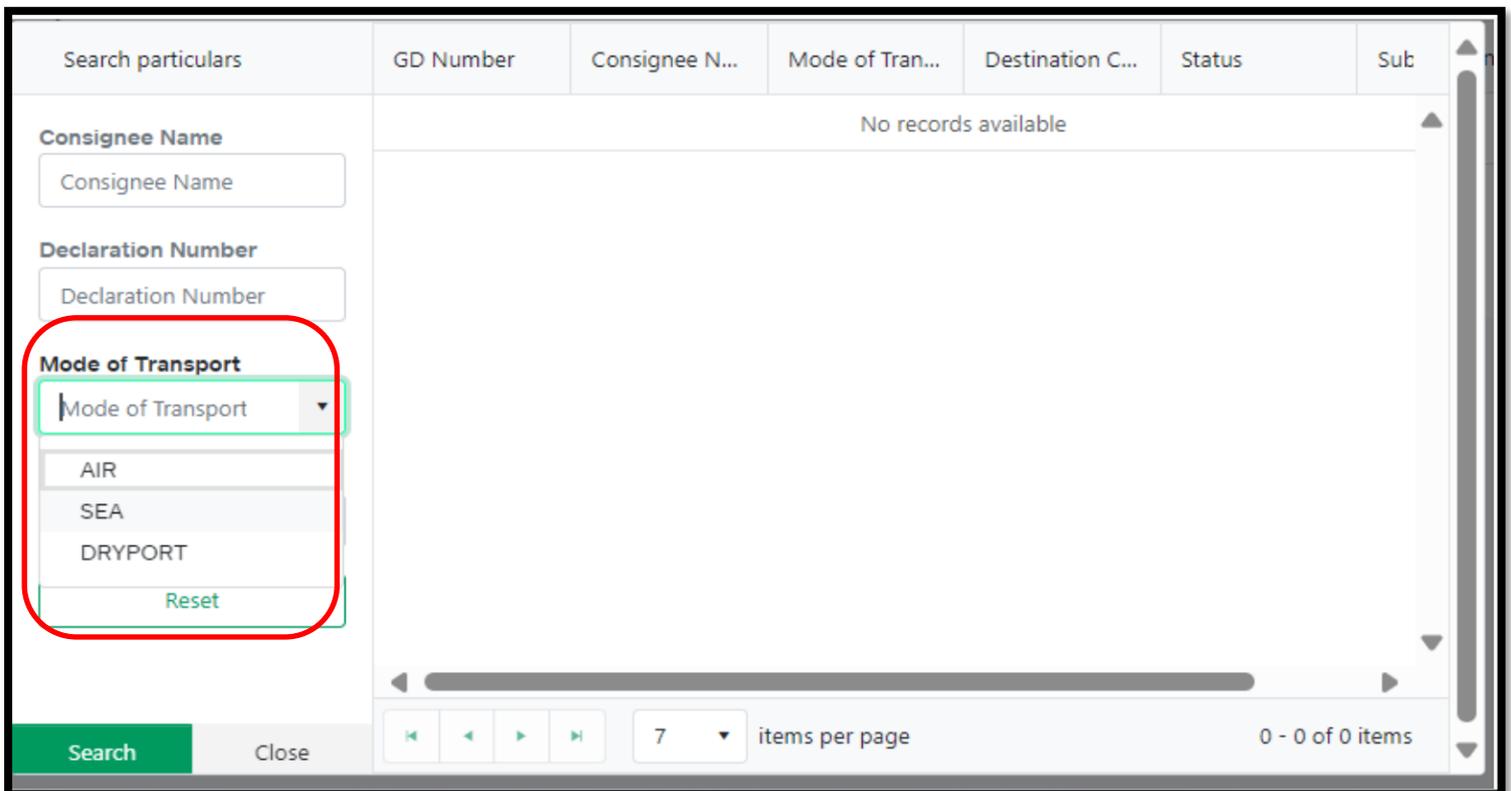
iii.   In this screen, since the trader has not entered a specific consignee name or GD number and has only selected mode of transport 'by sea', the system shall display all the GDs filed by the trader which were destined to China and were shipped by sea.

Note:

In this screen, the system shall only display the GDs/SDs which have attained the 'consignment shipped' status. The system allows trader to apply for a Certificate of Origin against multiple GDs provided that their consignee's name, destination country and mode of transport are the same.

Figure 9

5.5   Basic Information

i.   After associating desired GDs with the request, the trader will be prompted to the next screen. Here, the trader will fill in relevant fields. In the 'City' tab, the trader shall select the city from where the issuance of the E-CO is desired. The dropdown will display the cities where TDAP offices are present for the processing of requests.

Figure 10

ii.   The address of the exporter will be auto fetched from the system, trader only needs to select the address.

Figure 11

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iii. The trader shall enter the details of the importer and producer of the goods. Under the producer details, details about the manufacturer of exported goods shall be inserted.

Figure 12

iv. Under the means of transport tab, click the "Add" button to provide details about means of transport.

Figure 13

Copyright © Pakistan Single

v.   User will provide required information and save the details.

Figure 14

vi.   Added details will appear in "Means of Transport and route" grid.

Figure 15

vii.   After adding route information, the trader shall click on "Add Commodity" tab to add commodity details.

Figure 16

viii.   User will add Commodity details in required fields, then press save button. Selection of correct origin criterion is crucial to the approval of your request for E-CO by TDAP and its acceptance by the authorities of the destination country. For that, users shall click on the 'View Overleaf Notes' button to view the Overleaf Notes (previously shown on paper but now embedded in system for ease) and find their relevant Origin Criterion value, which then can be filled/selected in the Origin Criterion field.

Note:
The E-CO module is designed in a way that it accommodates as many items as possible on a single form. Therefore, traders are requested to enter the required details in as few letters/characters as possible.

Figure 17

15

ix.   By clicking on the 'Overleaf Notes' button, the Overleaf notes will be visible. The User shall carefully read it to select the correct Origin Criterion.
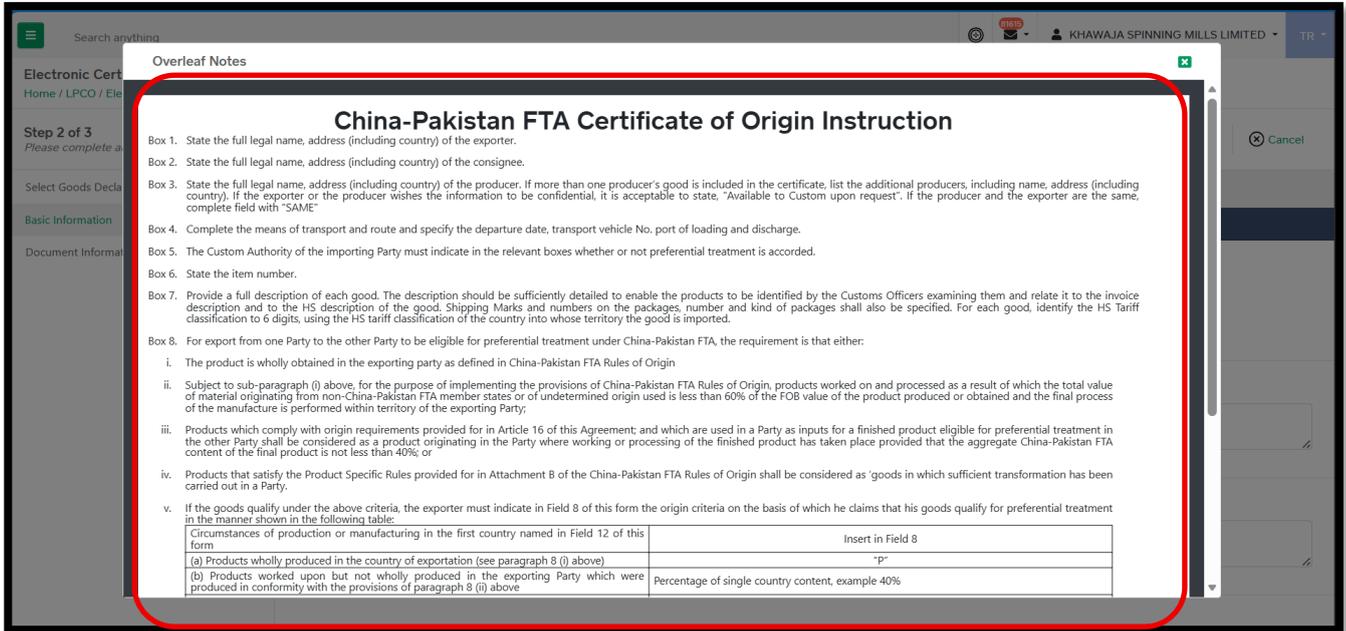

Figure 18

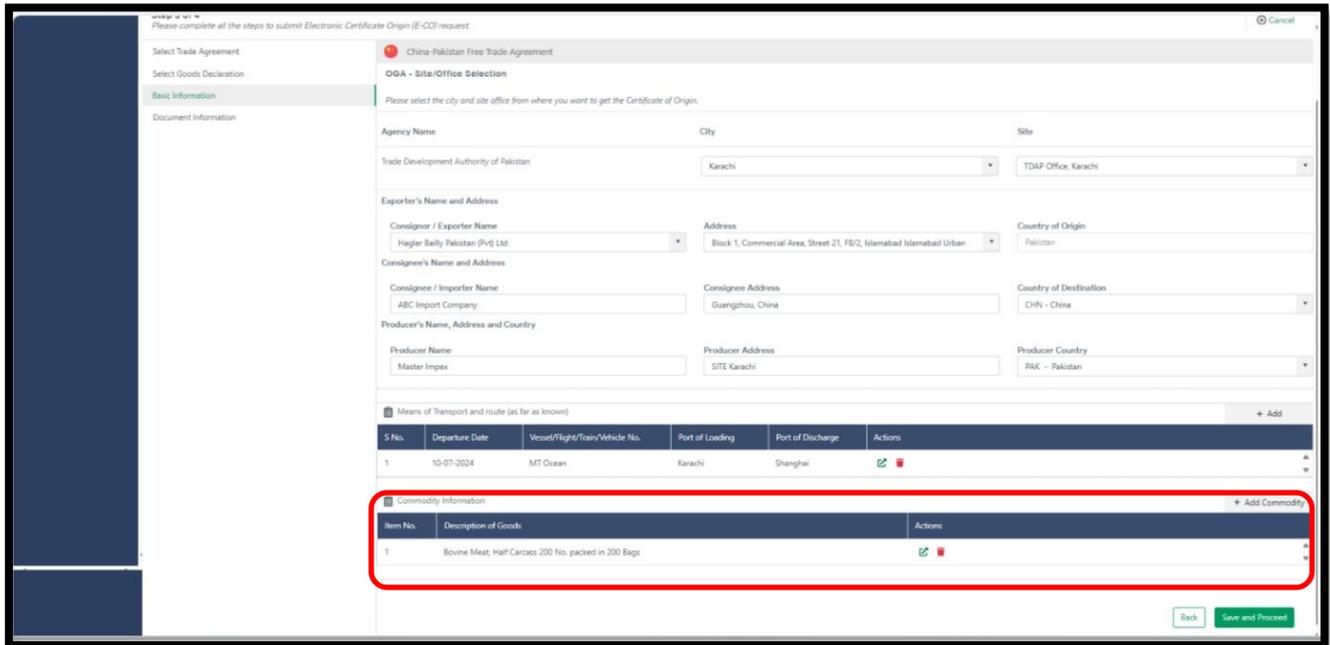x.   Once saved, added details will appear under the Commodity Information grid.

Figure 19

xi.   Once information is added, Trader shall be required to enter remarks. Please enter remarks and click on the save and proceed button.
<u>Note:</u>
Please note that the remarks entered by the trader shall appear on the Certificate of Origin, therefore, keep your remarks short and standardized.

Figure 20

5.6 Document Information

i. After adding the commodity details, the system will lead the trader to the final step in the E-CO application. Here, the trader shall attach all the mandatory documents as per the system requirement. User will select Document Name from the drop-down menu and upload accordingly.
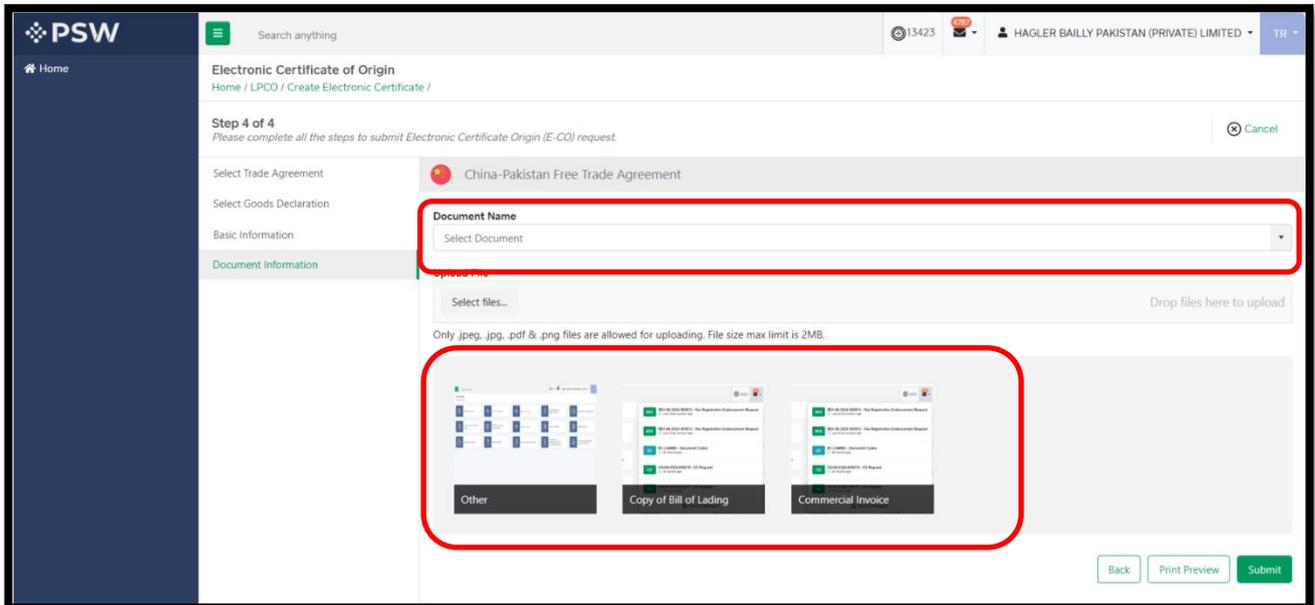

Figure 21

ii. Before submitting the application for E-CO, it is strongly advised to preview the Certificate of Origin and details entered in the previous screens.

Note:

It is advised that the trader shall always analyze the print preview of the CO before submitting an application and make corrections/additions accordingly if required.
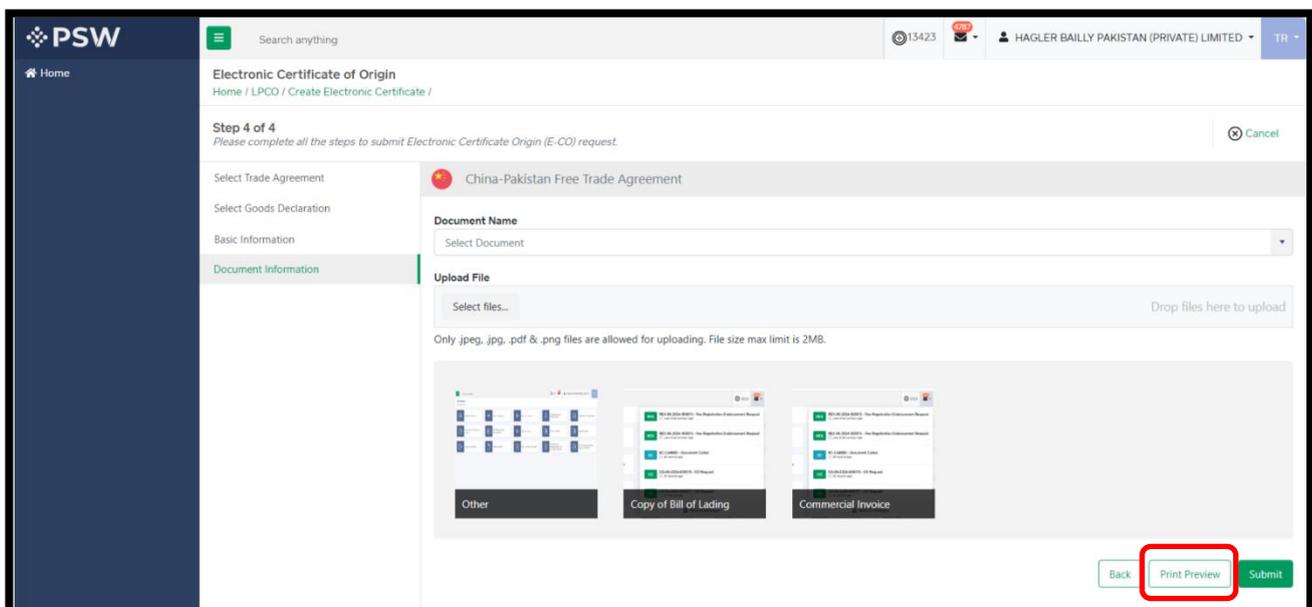

Figure 22

5.7 Print Preview

i. User will be able to preview the certificate.

Print Preview

| 1. Exporter's Name and Address Country Hagler Bailly Pakistan (Pvt) Ltd, Block 1, Commercial Area, Street 21, F8/2, Islamabad Islamabad Urban, Pakistan | CERTIFICATE NO. **CERTIFICATE OF ORIGIN** **CHINA-PAKISTAN FTA** (Combined Declaration and Certificate) Issued in _____Pakistan_____ (Country) See Instruction Overleaf |

(The certificate of origin form as depicted)

2. Consignee Name and Address,country
ABC Import, Guangzhou, China, China

3. Producer's Name and Address,country
Master Impex, SITE Karachi, PAK

4. Means of transport and route (as far as known)
Departure Date: 10-07-2024
Vessel/Fight/Train/Vehicle No. MT Ocean
Port of discharge: Shanghai
Port of loading: Karachi

5. For official Use only

☐ Preferential Treatment Given Under China-Pakistan FTA

☐ Free Trade Preferential Tariff

Preferential Treatment Not Given (Please state reason's)

Signature of Authorized Signatory of the Importing Country

6. Item number	7. Marks and number on packages;Number and kind of packages;description of goods; HS code of the importing country	8. Origin Criterion	9. Gross Weight, Quantity and FOB value	10. Number and date of invoices	11. Remarks
1	Master Impex; Bovine Meat, Half Carcass 200 No. packed in Jumbo Bags; 0201.1000	P	5000, KG, 10000	Inv/1298 09-07-2024	Please issue Certificate of Origin

10. Declaration by the exporter

The under signed hereby declares that the above details and statemets are correct; that all the goods were produced in

_____Pakistan_____
Country

and that they comply with the origin requirements specified for these goods in the China-Pakistan Free Trade Area Preferential Tariff for the goods exported to

_____China_____
Importing Country

_____Karachi_____
Place and date signature of authorized signatory

13. Certification

It is hereby certified, on the basis of control carried out, that the declaration by the exporter is correct

_____
Place and date signature and stamp of Certifying Authority

Figure 23

5.8   Submission of E-CO Request

i.   After preview, the User will submit the request after which a confirmation pop-up will appear, User will select "Yes" to proceed further.
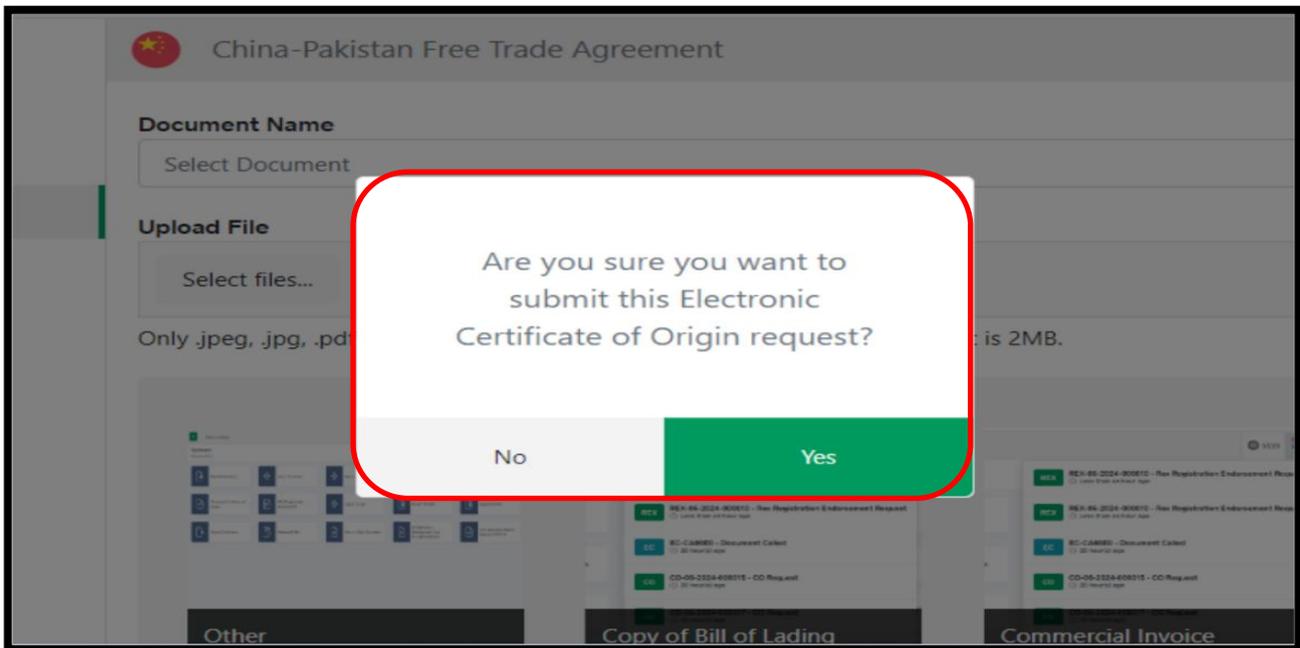

Figure 24

ii.   After confirming submission of request, a Payment Slip ID (PSID) will be generated. User shall make the payment through any alternate delivery channels (ADC) method like banks, mobile application or ATM etc.
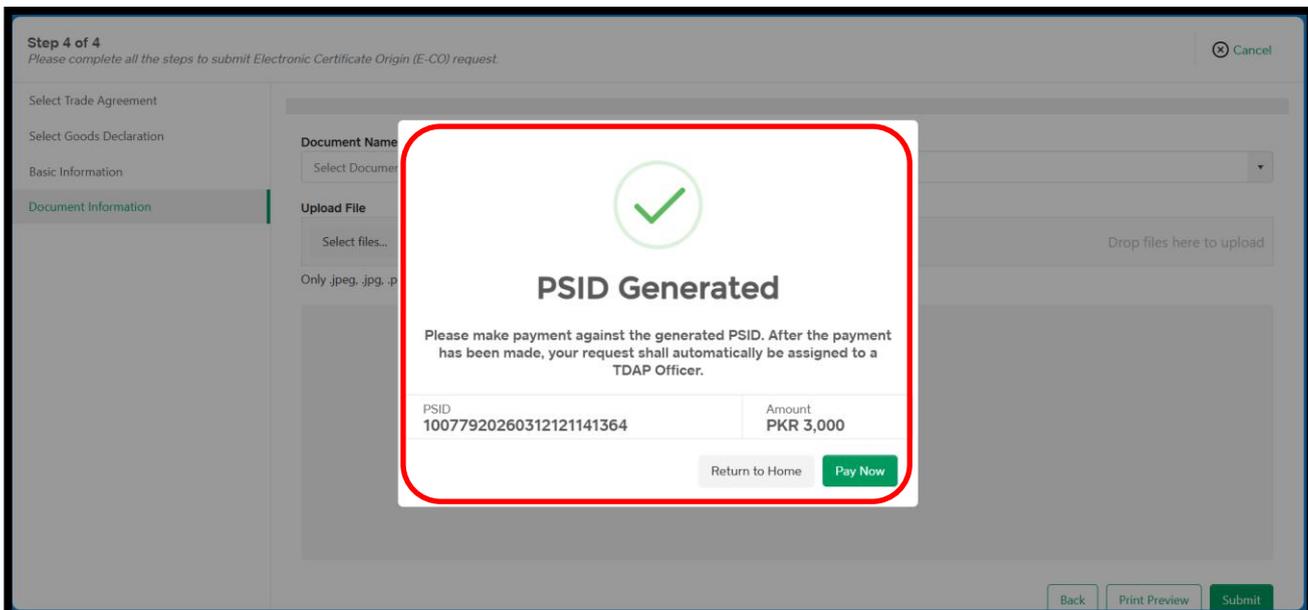

Figure 25

iii. The status of the request shall appear as 'Payment Awaited' until the trader has made payment against the PSID.

Figure 26

iv. After the payment, the request will be assigned a system generated request number and will reflect status as "Assigned to Officer" in your E-CO main menu. Similarly, 'Approved' status will appear against approved requests.

Figure 27

v. You can print an approved E-CO from the "Electronic Certificate of Origin" screen by clicking the document-icon for the respective E-CO under the column "Actions". After printing the E-CO you must put your signature/seal in the box reserved for "Exporter's Declaration". Without trader's signature/stamp the E-CO will be incomplete and likely to be rejected by customs in the importing country. Now you need to send the completed, signed and stamped E-CO as a paper document to your buyer, as was being done under the manual system for Certificate of Origin issuance.
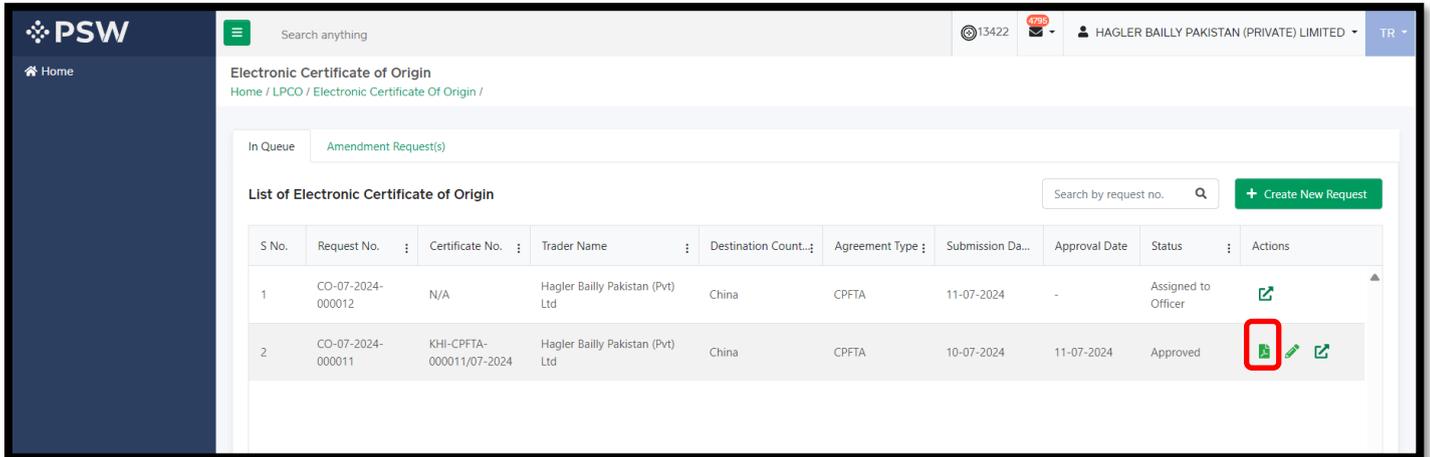

Figure 28

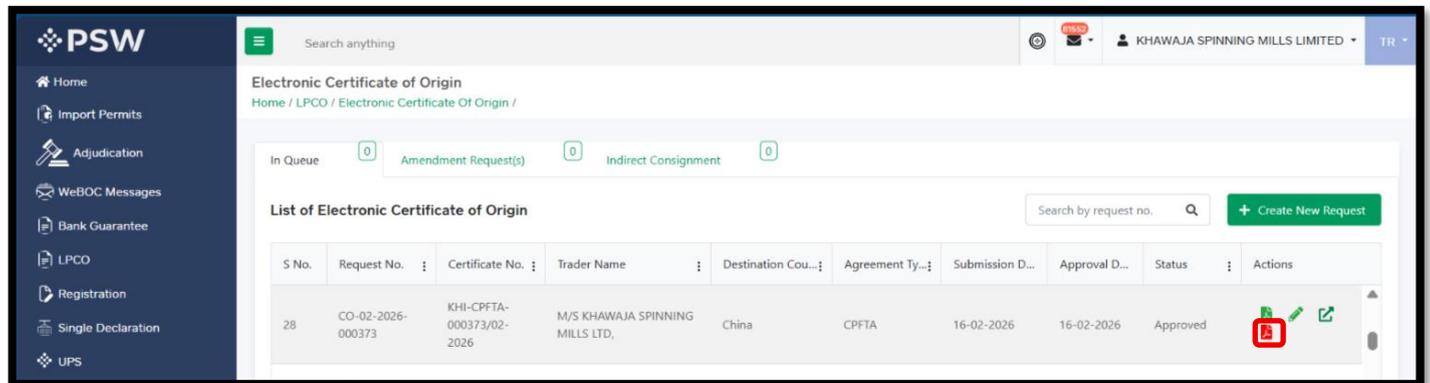*vi.* The red "PDF Instruction" button when clicked, contains printing instructions for the E-CO.

Figure 29

vii.   Users should make sure to click and view the printing instructions before printing
         any approved eCOs.

Figure 30

6. Amendment in Electronic Certificate of Origin

The PSW E-CO module allows traders to amend certain fields of information in their approved requests for E-CO i.e. it enables amendments in certain fields after its issuance by the TDAP. For this purpose, traders shall be required to file an 'Amendment Request' electronically. Please go through the step-by-step instructions for filing an amendment request.

i. Please visit "www.psw.gov.pk" and click on the 'Login' button.

Figure 31
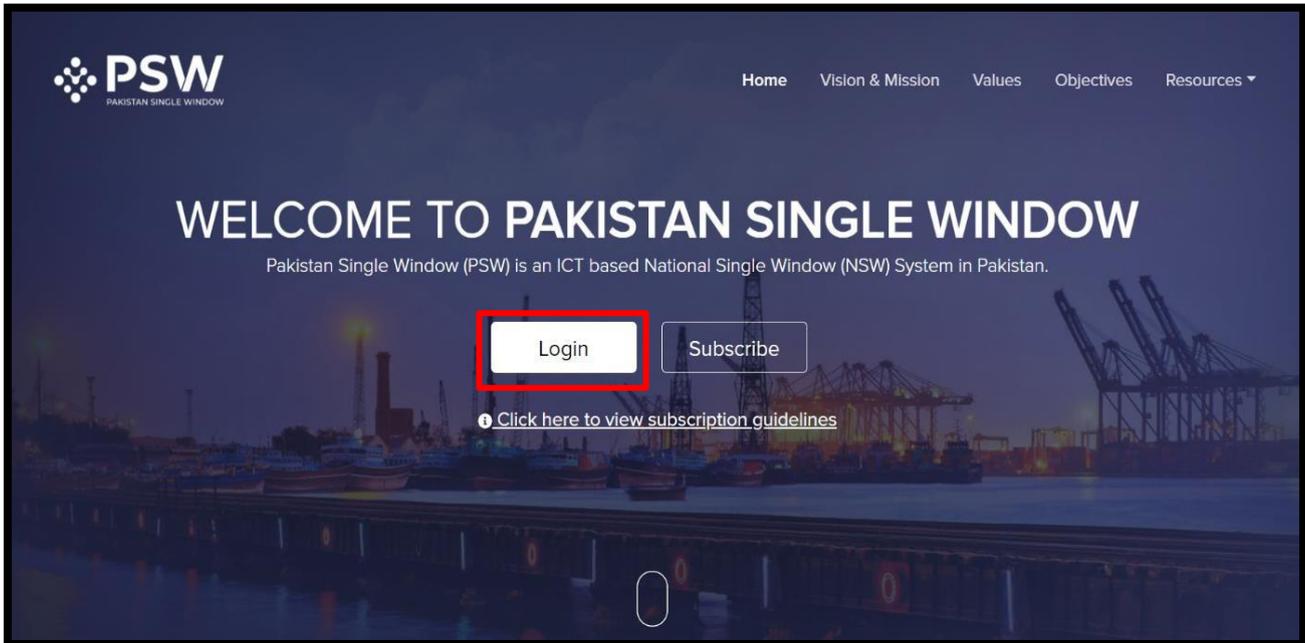
ii. After clicking on the login button, User will be redirected to the login interface. Here, you will be required to enter login credentials.

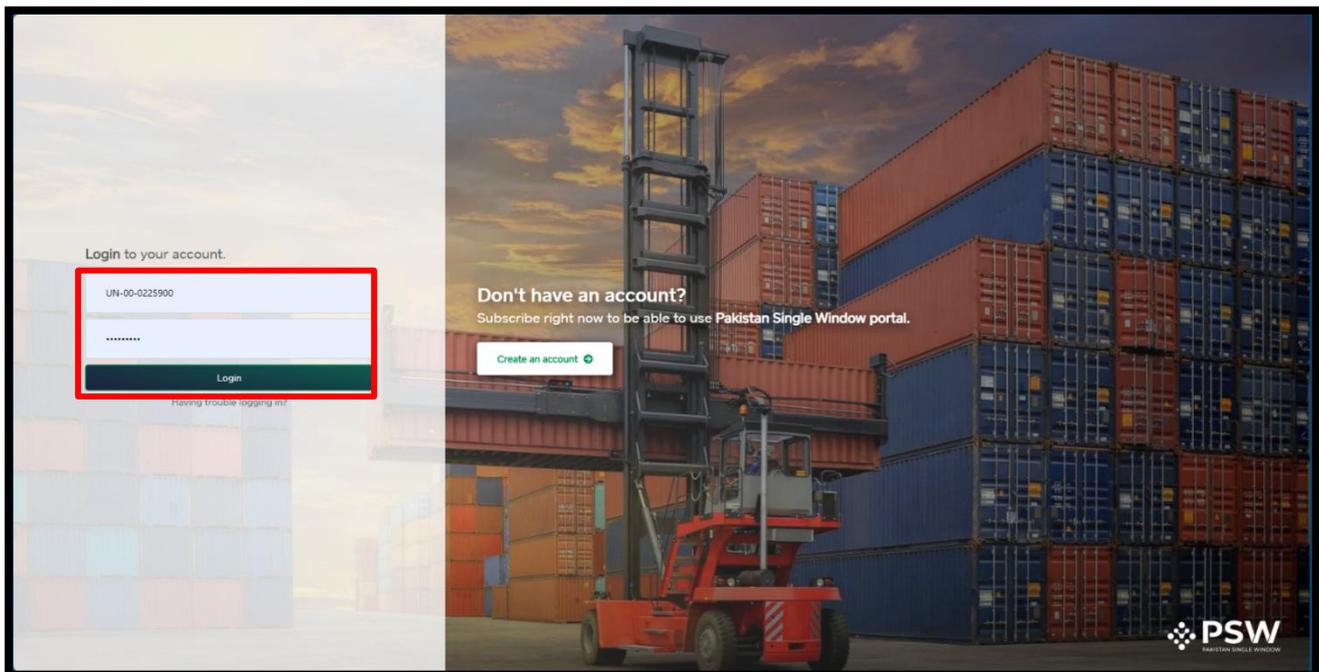
Figure 32

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iii.   Upon successful log-in, a dashboard will appear. At the Home Screen, click on the 'LPCO' button.
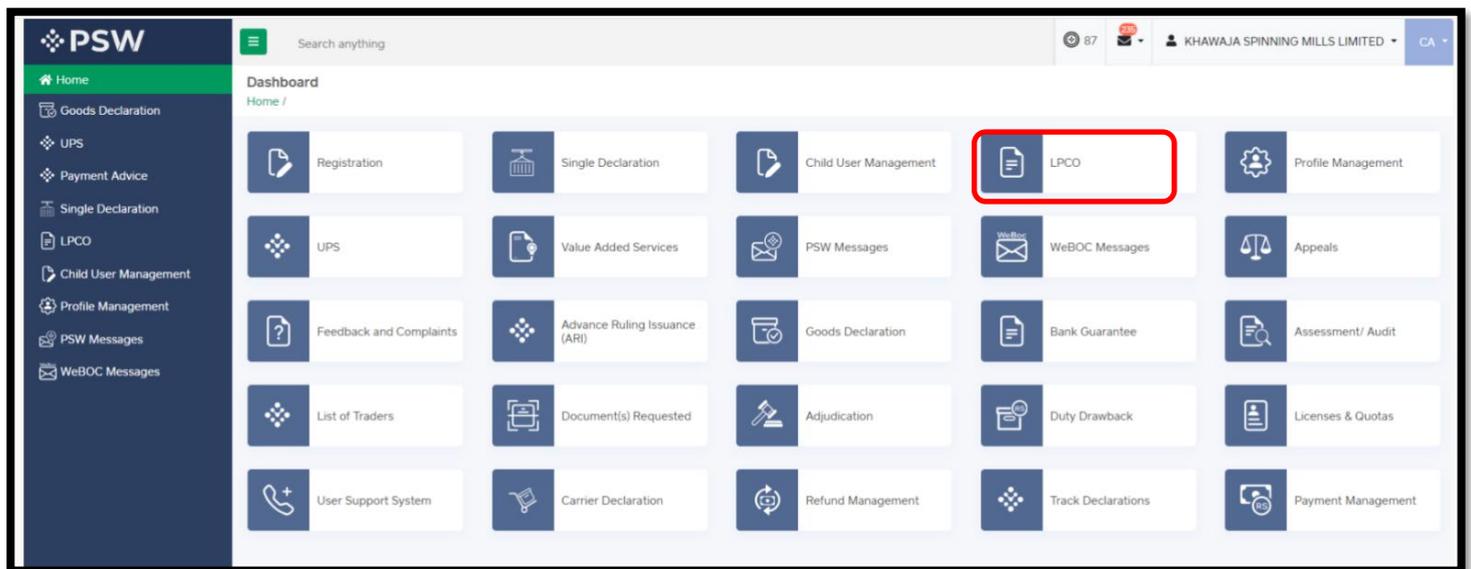

Figure 33

iv.   Under the LPCO grid, select "Electronic Certificate of Origin".

Figure 34

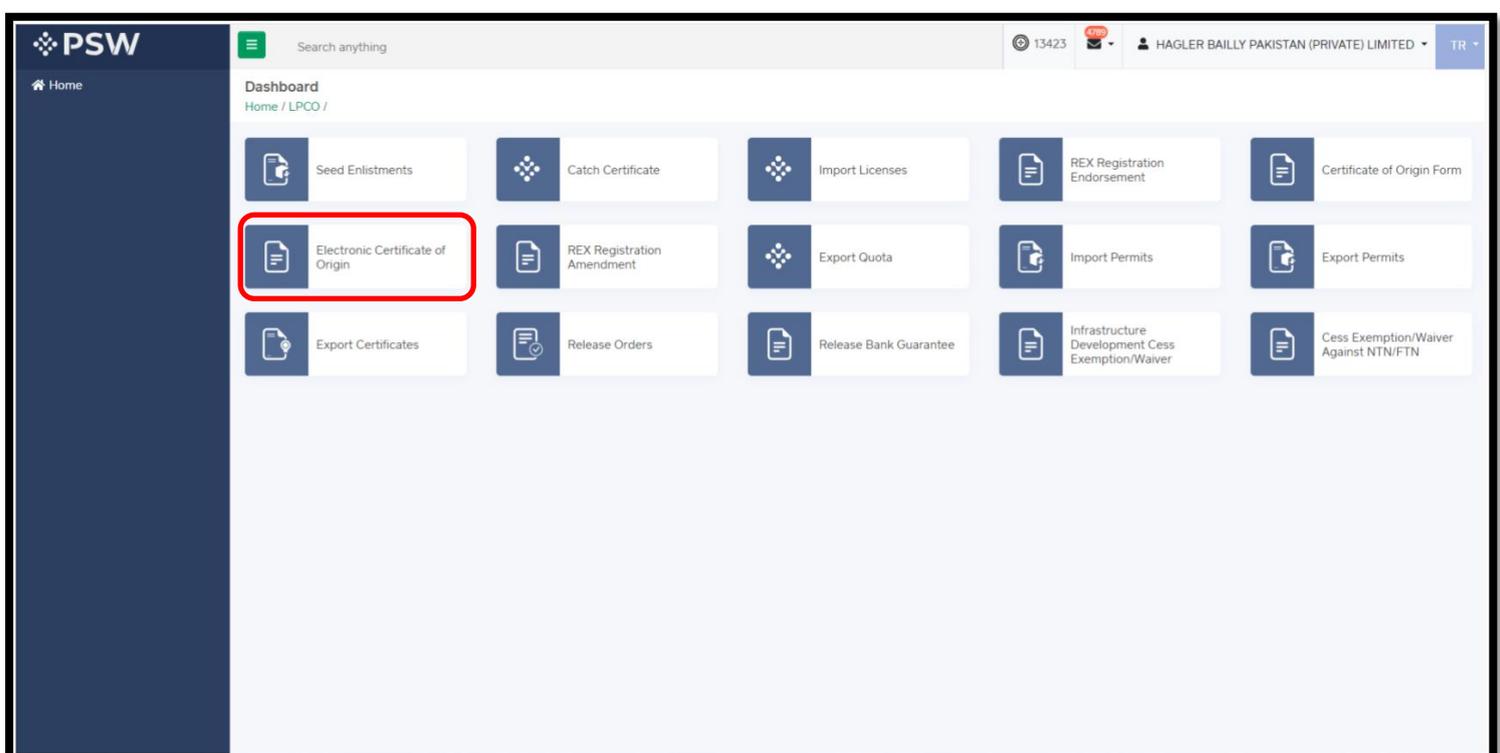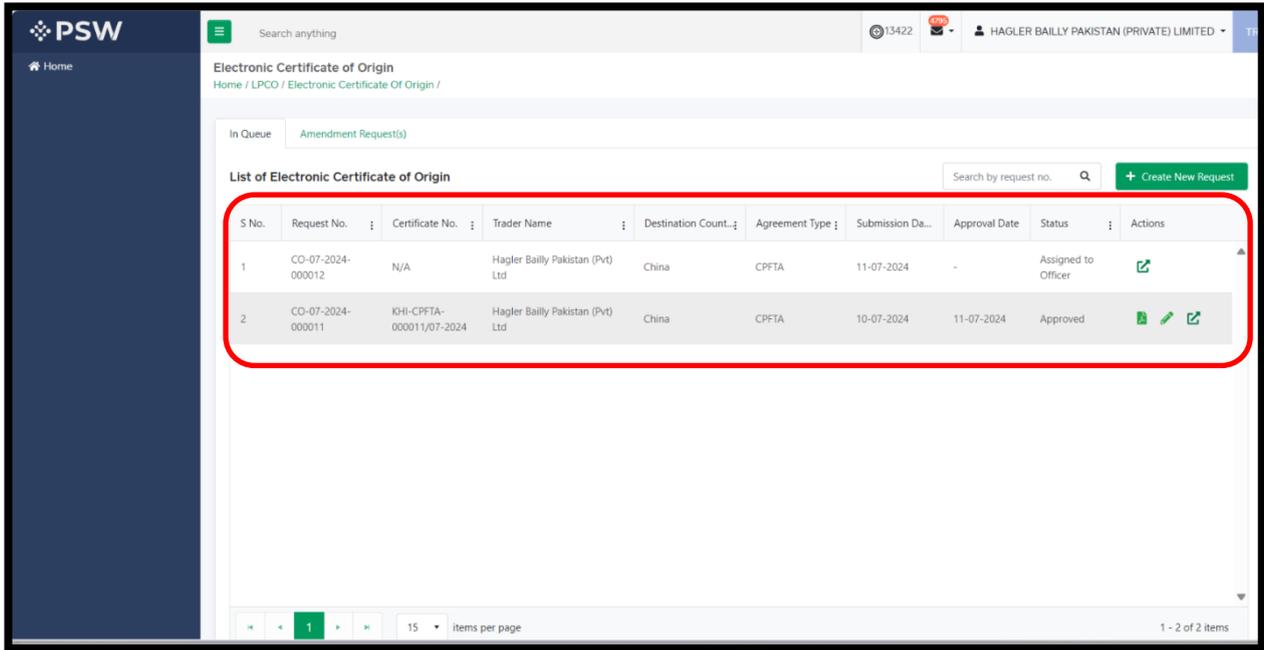v.   The screen will display a list of Requests for E-CO filed by the trader.

Figure 35

vi.   User shall click on the edit button under Actions tab against the E-CO selected for amendment. Please note that amendment is permitted by the system only after the approval of request by the TDAP. User can also search the E-CO for amendment by clicking the tab "Search by request no".
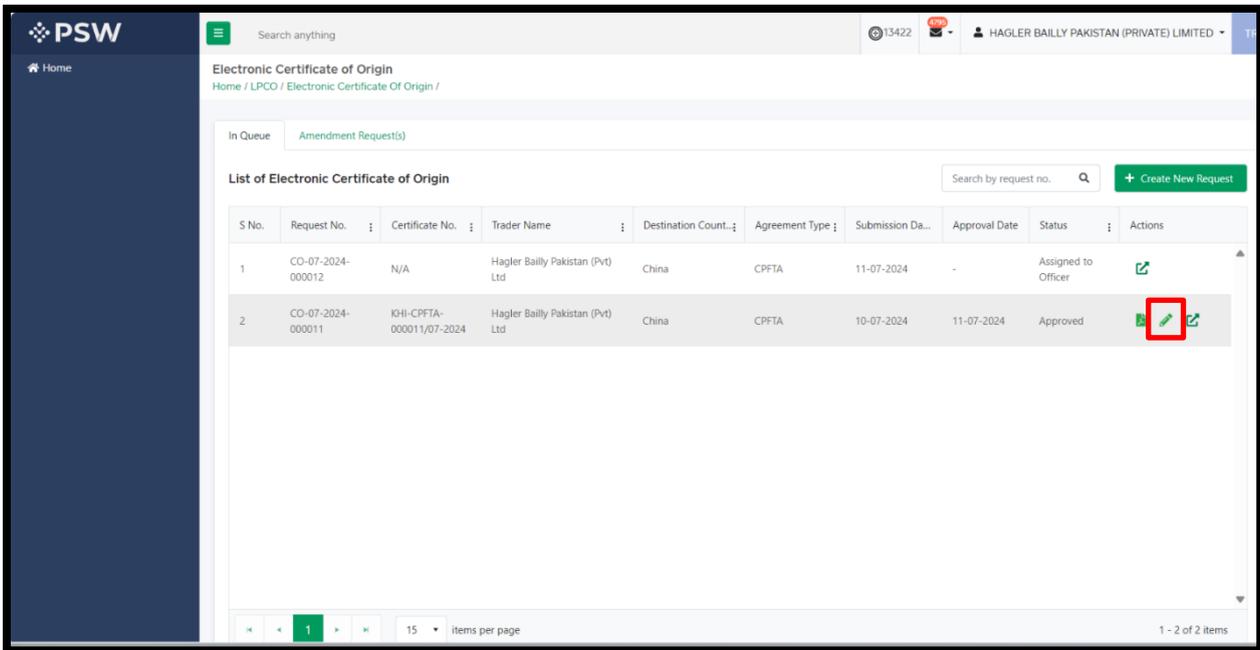
Figure 36

6.1   Amendment of Basic Information

i.   Clicking "Edit" against an E-CO will take the User to the "Select Goods Declaration" menu to enable any editing of the GD information for the selected E-CO.

Figure 37

ii.   Having edited the GD information, User can now edit the entries made earlier in this E-CO Form. User will be able to edit permitted fields, after editing User shall click on save button and edited information will be saved.

Figure 38

iii. After saving the vessel details, the User will be able to edit commodity details and can add remarks for the TDAP officer if required. Then save the information.

Note:

The remarks made by the trader shall appear on the Certificate of Origin, therefore, keep your remarks short and standardized.

Figure 39

6.2   Adding Document Information

i.   User shall upload updated documents here, and then click on submit button once documents are uploaded.
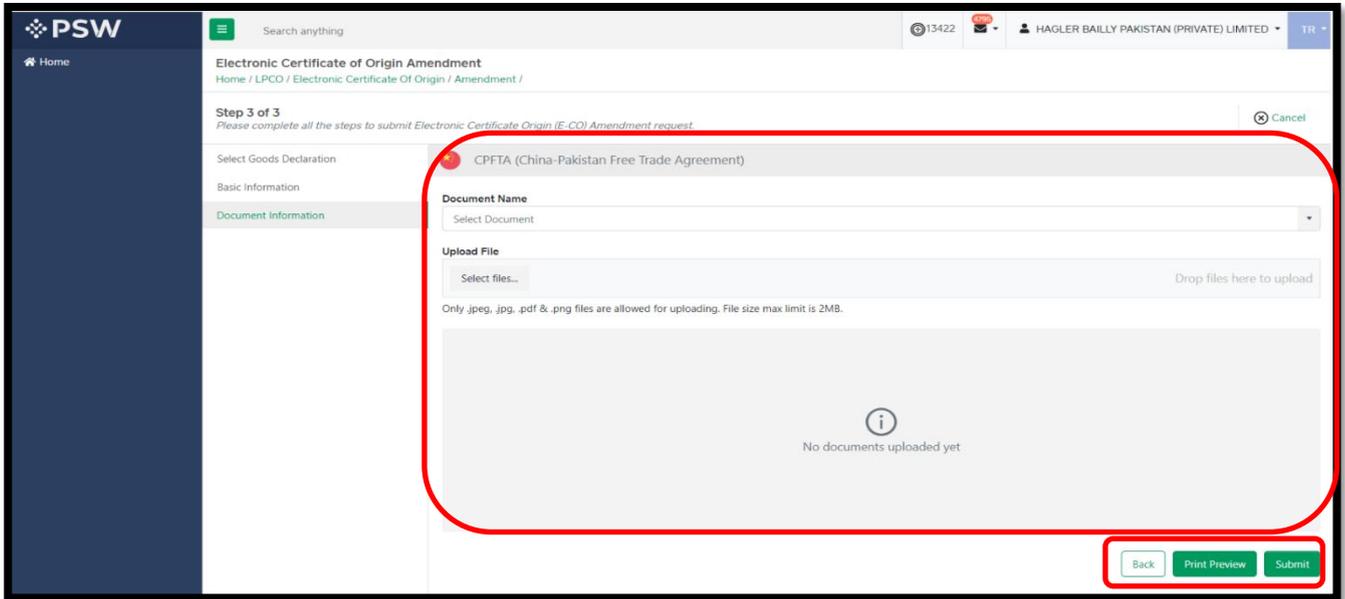
Figure 40

ii.   Once the request is submitted, a confirmation screen will appear, User shall click on "Yes" to proceed further.

Figure 41

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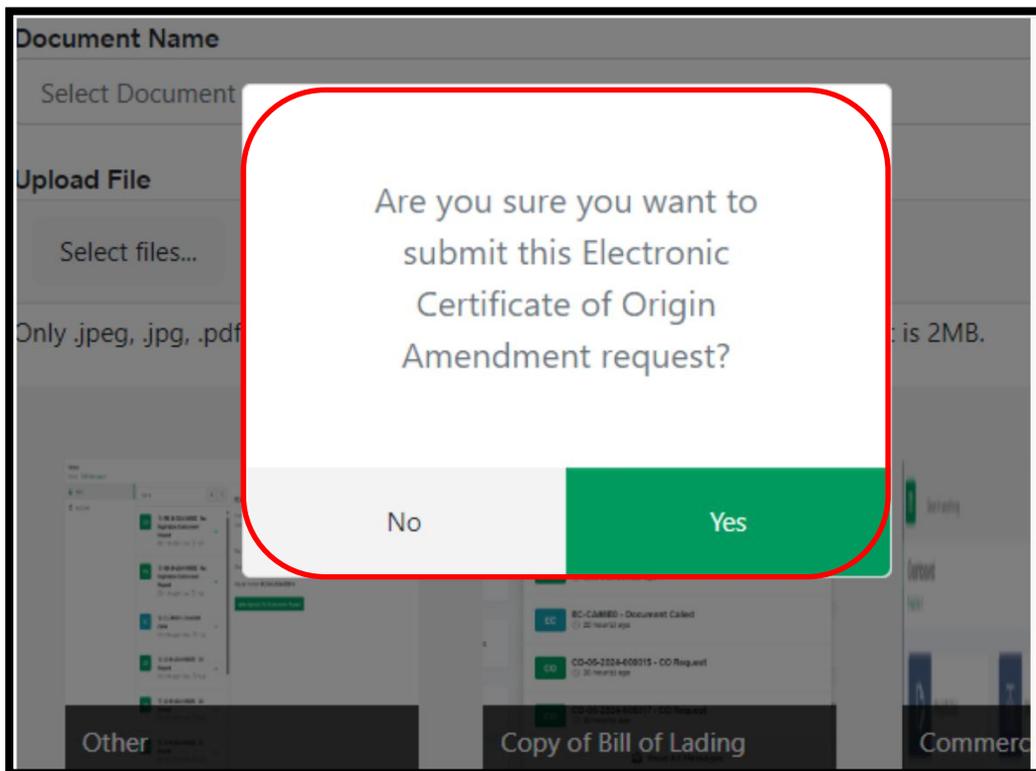
iii.   Confirmation of the submitted request will appear, and the request number will be generated.
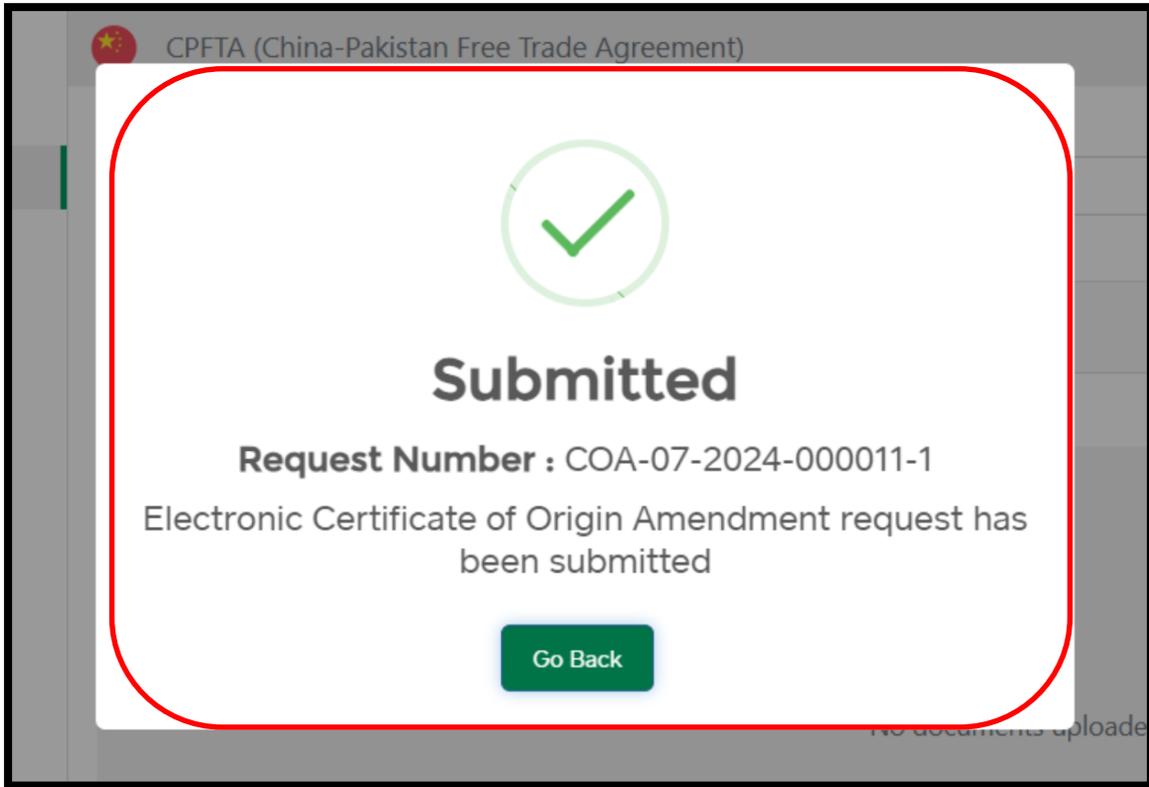
Figure 42

iv.   After successful application submission, the request will be assigned a system generated number and will reflect status as "Assigned to Officer".
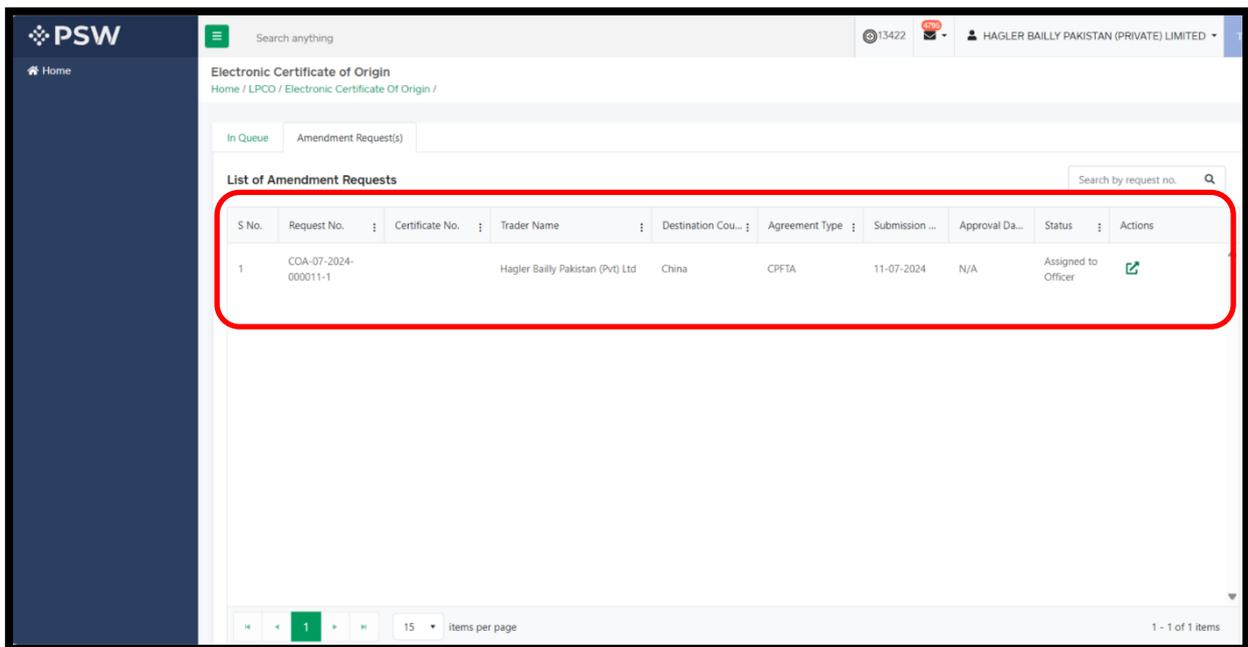
Figure 43

6.3 Status Alert at Trader's Portal

i.   After successful application submission, the request will be assigned a system generated number and will reflect status as "Assigned to Officer". The trader will receive a confirmation message on the home screen.
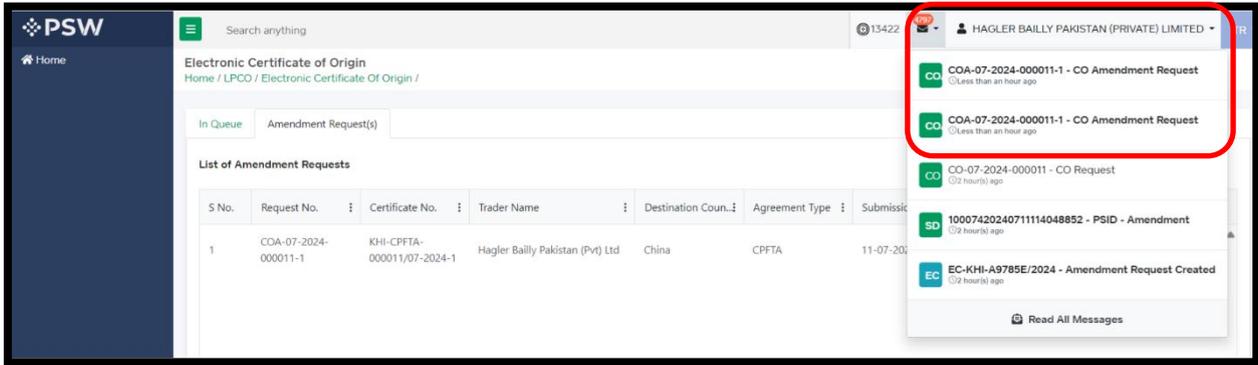
Figure 44

ii.   Upon clicking on the message, the trader shall be able to view the message and status of the application i.e. Approved or Rejected.

Figure 45

Copyright © Pakistan Single
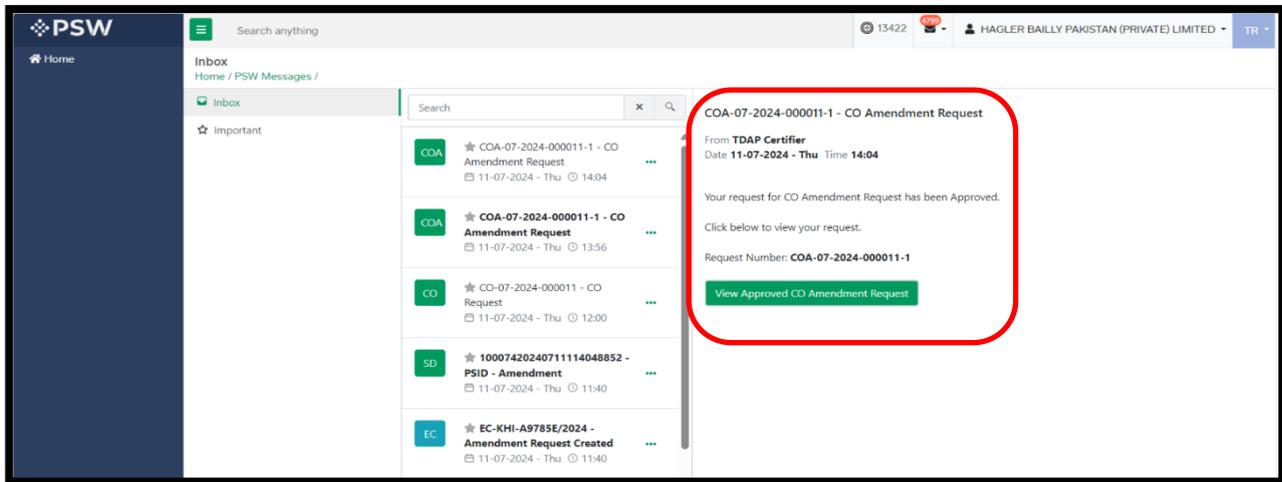
iii.   To check the status of application, trader shall go to dashboard, and click on LPCO tab.
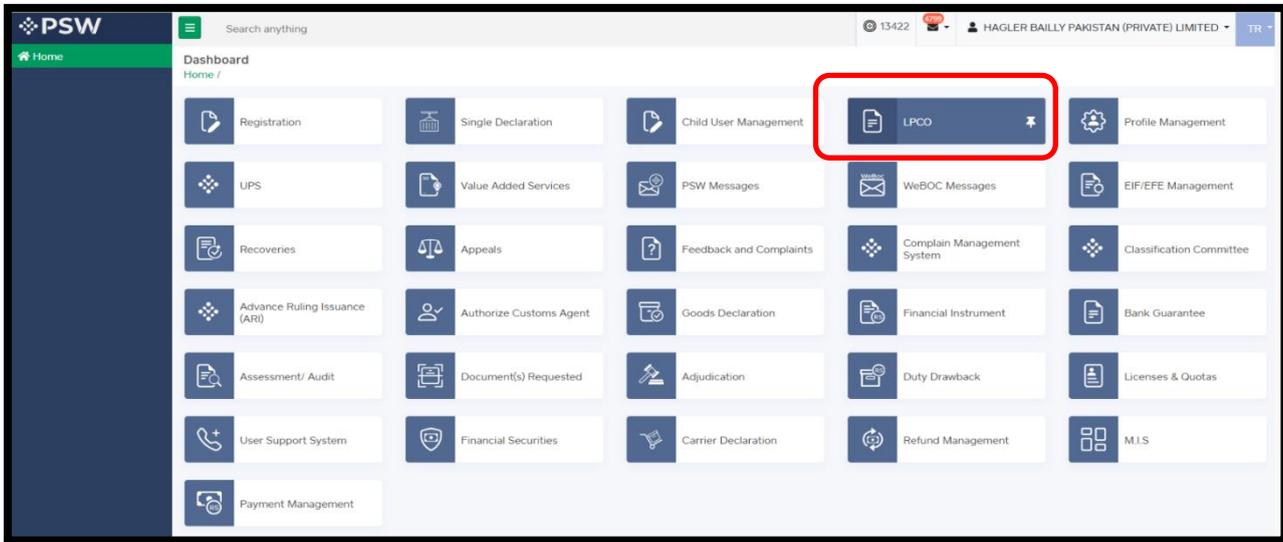
Figure 46

iv.   Trader shall click on Electronic Certificate of Origin menu.
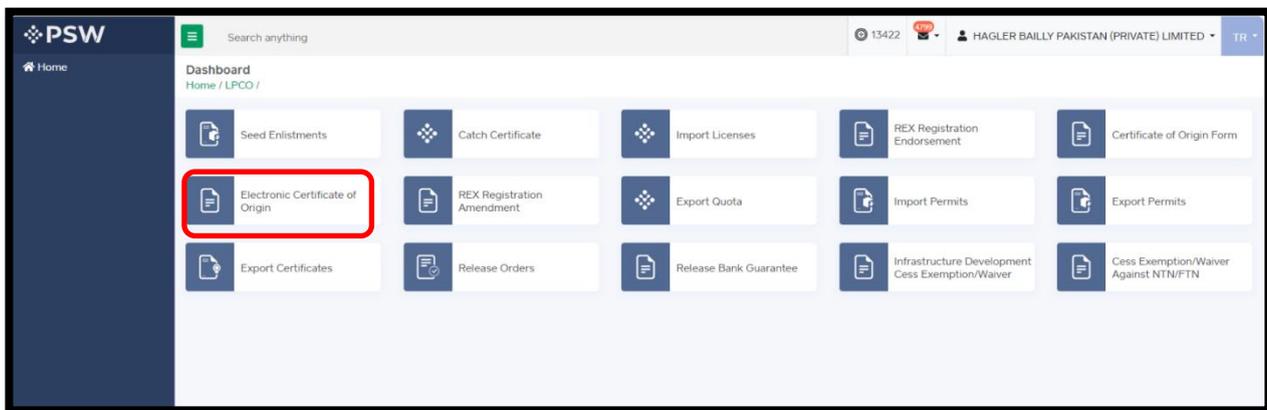
Figure 47

v.   Since the application for E-CO was approved. A system generated 'Certificate No.' shall appear next to the Request No. Please note that Certificate No. is the number which shall appear on your Certificate of Origin and is different from the 'Request No. Please click on the 'document' figure under the 'Action' tab to download the Certificate of Origin.
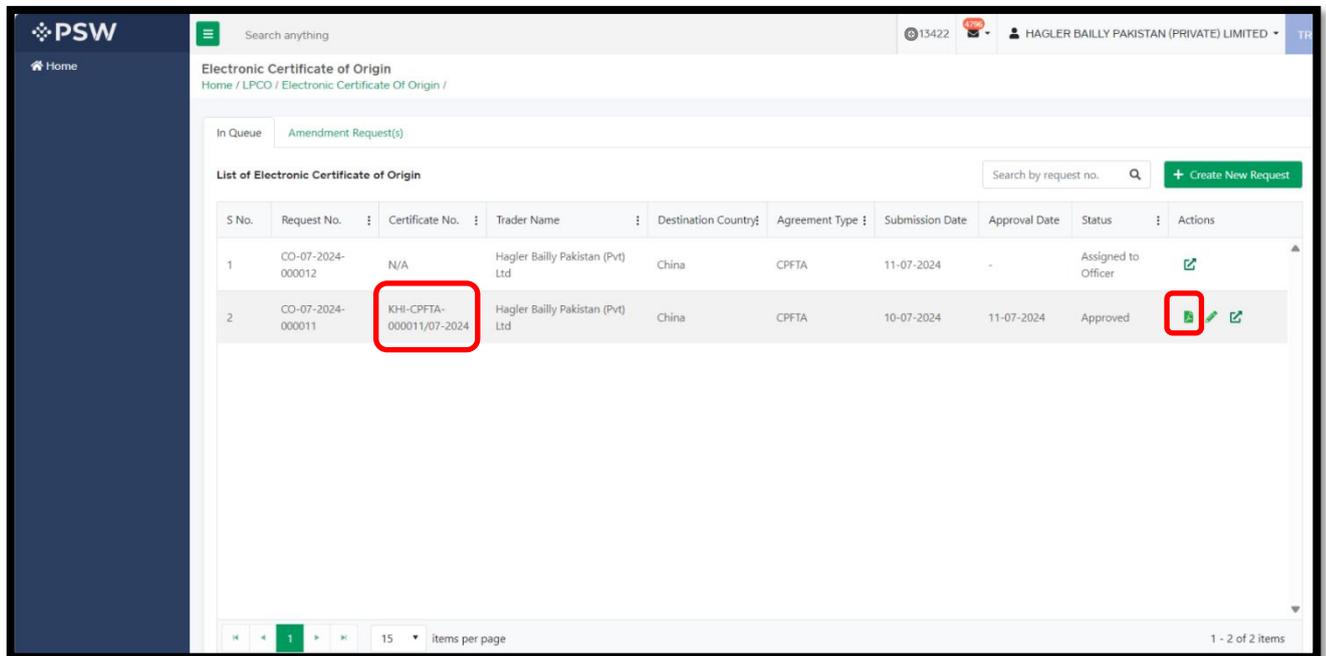
Figure 48

vi.   Certificate will be downloaded and will be shown in the downloads.

Figure 49

vii.   After the approved Certificate has been downloaded and opened, it shall contain the TDAP officer's e-signature and stamp along with a QR code. The QR code enables online verification of this E-CO from anywhere in the world. Please insert the Certificate of Origin Form in your printer, adjust the printer tray as per the Form size/dimensions and print the certificate on the form. Print as many copies as desired.

<u>Note:</u>

Please note that in different types of Certificates of Origin Forms, there is a separate box requiring 'Declaration by the Exporter'. Based on requirement, the trader shall affix their stamp and signature manually on the Certificate of Origin issued electronically through the PSW.

1. Exporter's Name and Address Country Hagler Bailly Pakistan (Pvt) Ltd, Block 1, Commercial Area, Street 21, F8/2, Islamabad Islamabad Urban, Pakistan	CERTIFICATE NO. KHI-CPFTA-000011/07-2024 **CERTIFICATE OF ORIGIN** **CHINA-PAKISTAN FTA** **(Combined Declaration and Certificate)**
2. Consignee Name and Address,country ABC Import Company, Guangzhou, China, China	Issued in ____Pakistan____ (Country)
3. Producer's Name and Address,country Master Impex, SITE Karachi, PAK	See Instruction Overleaf

4. Means of transport and route (as far as known) Departure Date: 10-07-2024 Vessel/Fight/Train/Vehicle No. MT Ocean Port of discharge: Shanghai Port of loading: Karachi	5. For official Use only ☐ Preferential Treatment Given Under China-Pakistan FTA ☐ Free Trade Preferential Tariff Preferential Treatment Not Given (Please state reason's) Signature of Authorized Signatory of the Importing Country

6. Item number	7. Marks and number on packages;Number and kind of packages;description of goods; HS code of the importing country	8. Origin Criterion	9. Gross Weight, Quantity and FOB value	10. Number and date of invoices	11. Remarks
1	M/s Master Impex, Karachi; Bovine Meat, Quarter Carcass 400 No. packed in 200 Bags; 0201.1000	P	5000, KG, 10000	Inv/1298/ 10-07-2024	Please issue certificate of Origin

10. Declaration by the exporter The under signed hereby declares that the above details and statemets are correct; that all the goods were produced in ------------------------Pakistan------------------------ Country and that they comply with the origin requirements specified for these goods in the China-Pakistan Free Trade Area Preferential Tariff for the goods exported to ------------------------China------------------------ Importing Country 10-07-2024 Karachi -- Place and date signature of authorized signatory	13. Certification It is hereby certified, on the basis of control carried out, that the declaration by the exporter is correct [QR code] [Government of Pakistan / Trade Development Authority of Pakistan / Ministry of Commerce stamp] Karachi 11-07-2024 -- Place and date signature and stamp of Certifying Authority

Figure 50

7. Request for Certificate of Origin Form

7.1 User Login

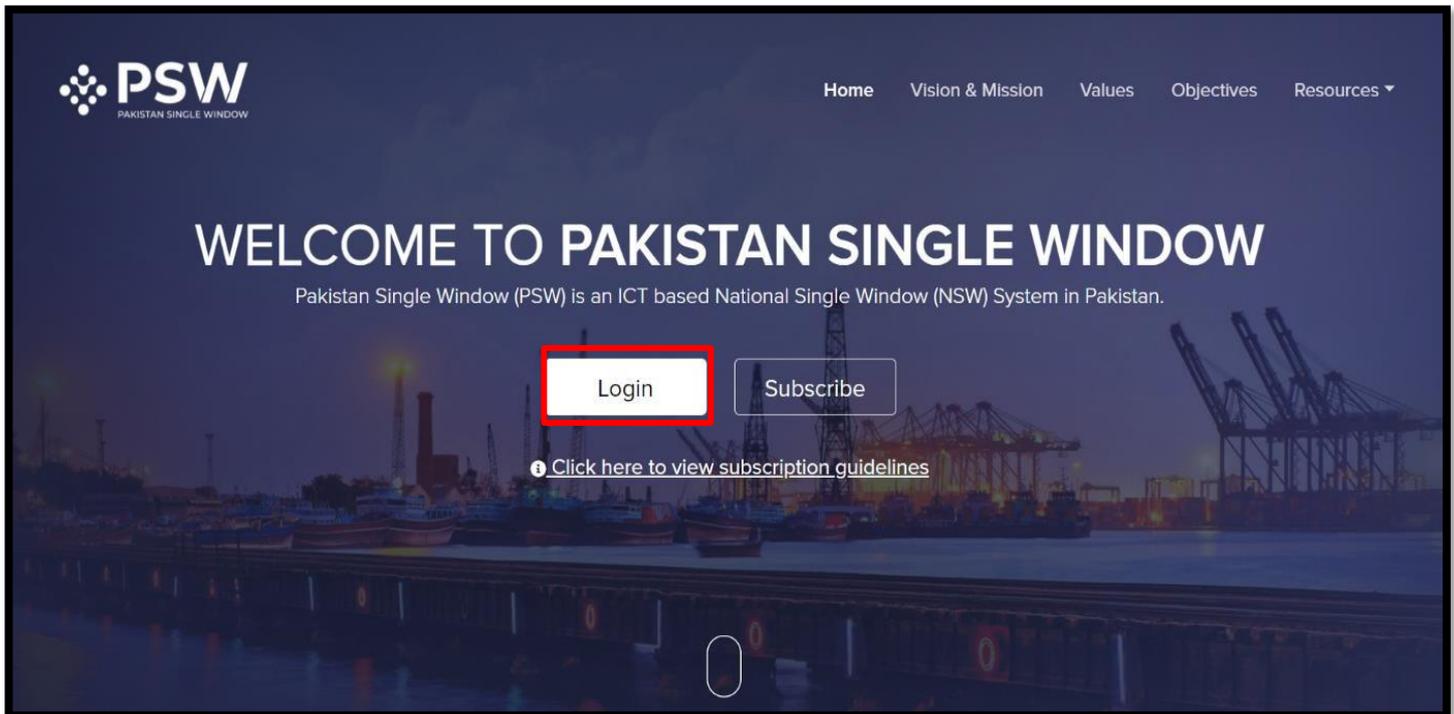i. Please visit "www.psw.gov.pk" and click on the 'Login' button.

Figure 51

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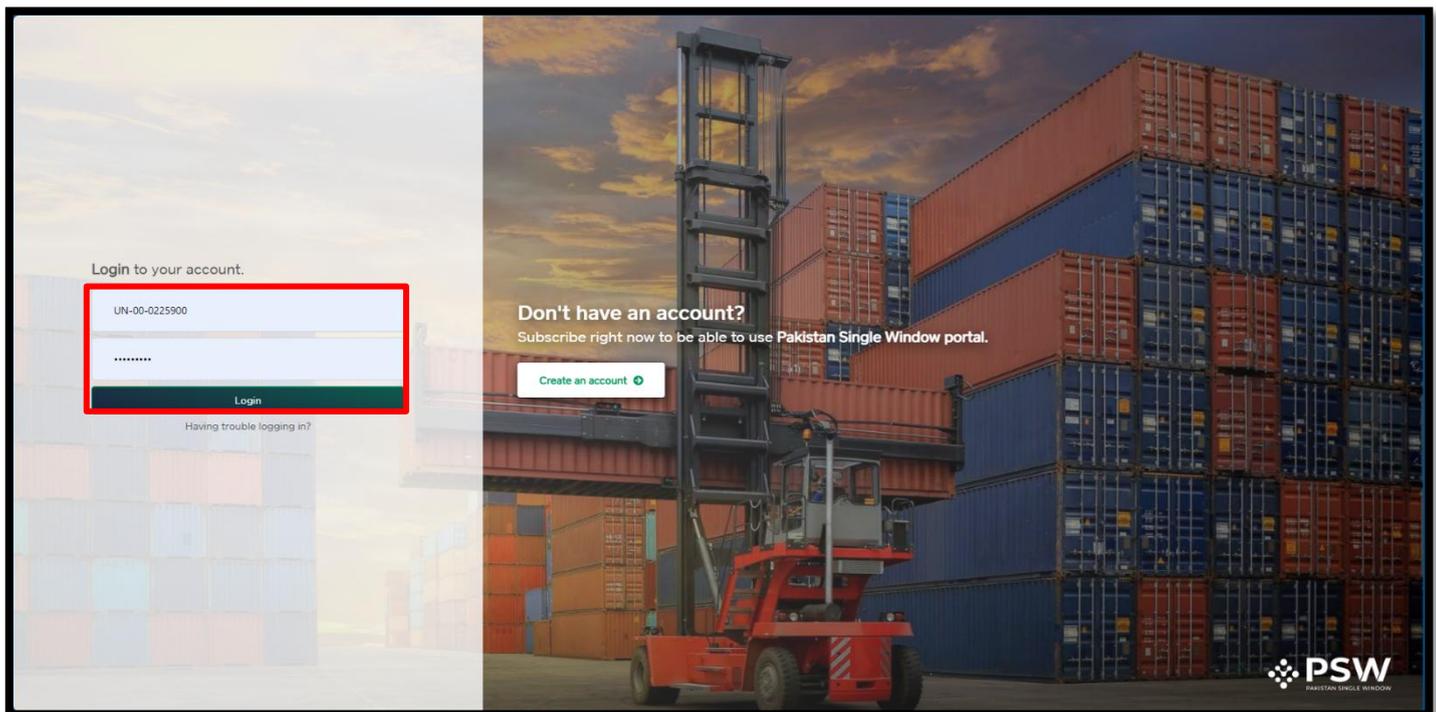

Figure 52

Copyright © Pakistan Single

7.2 Certificate of Origin Forms Request

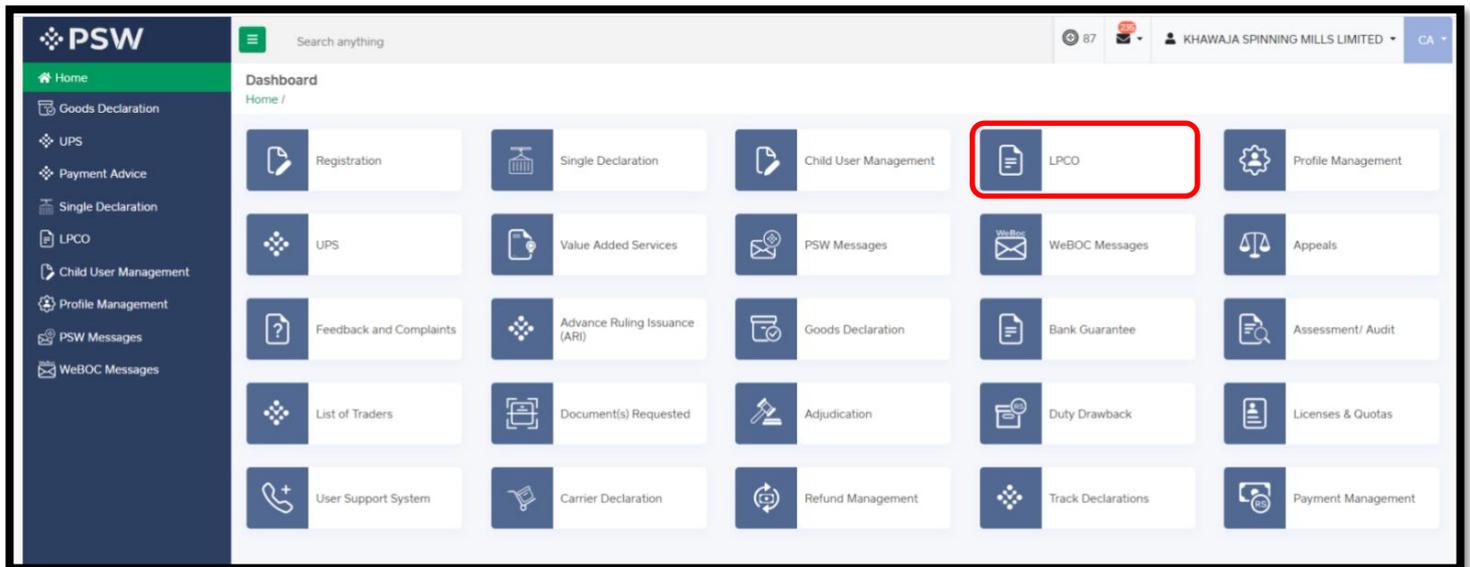iii. At the Dashboard, click the box "LPCO" (i.e., Licenses, Permits, Certificates, Others).

Figure 53

iv. Under the LPCO grid, select "Certificate of Origin Forms".

Figure 54

Copyright © Pakistan Single
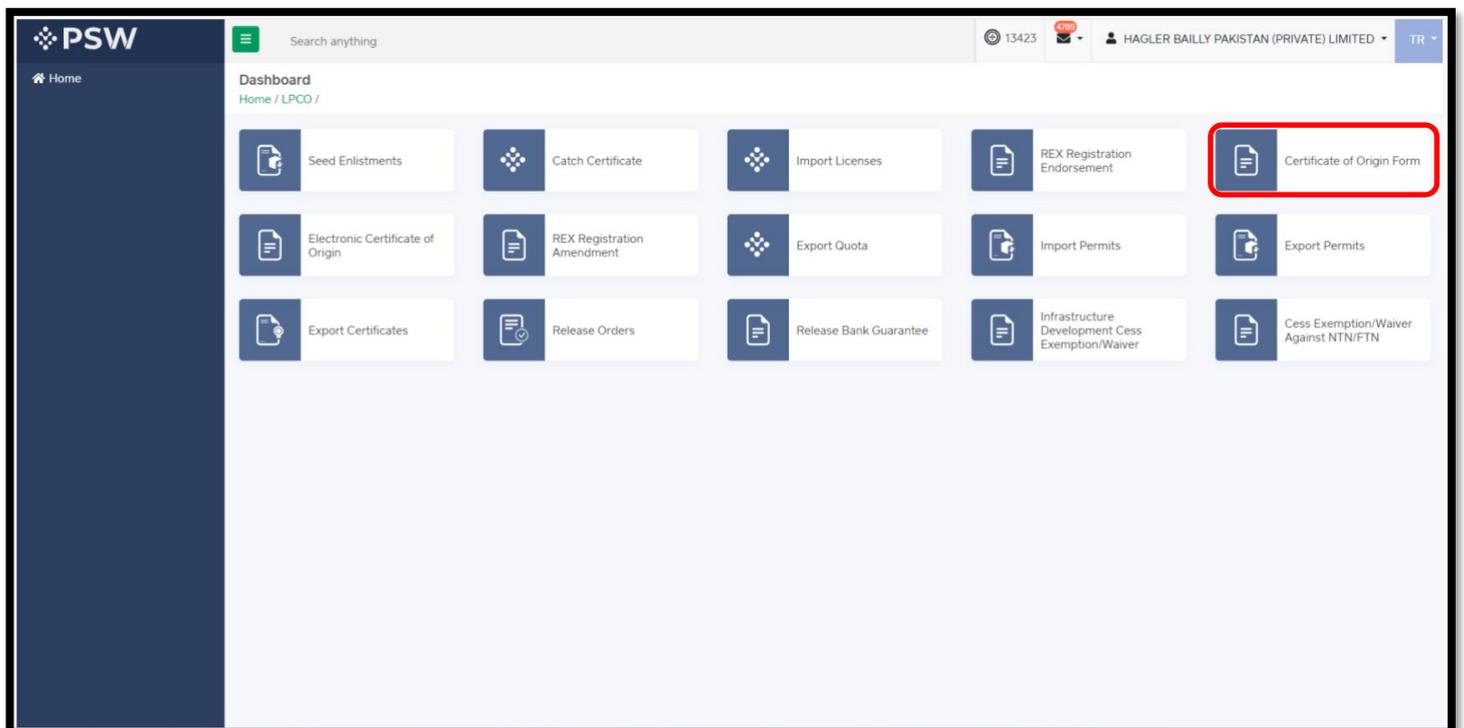
7.3 Create New Request

i.   This page shall display a list of all the requests for E-CO along with the status. To create a new request, click on "Create New Request" to submit request.
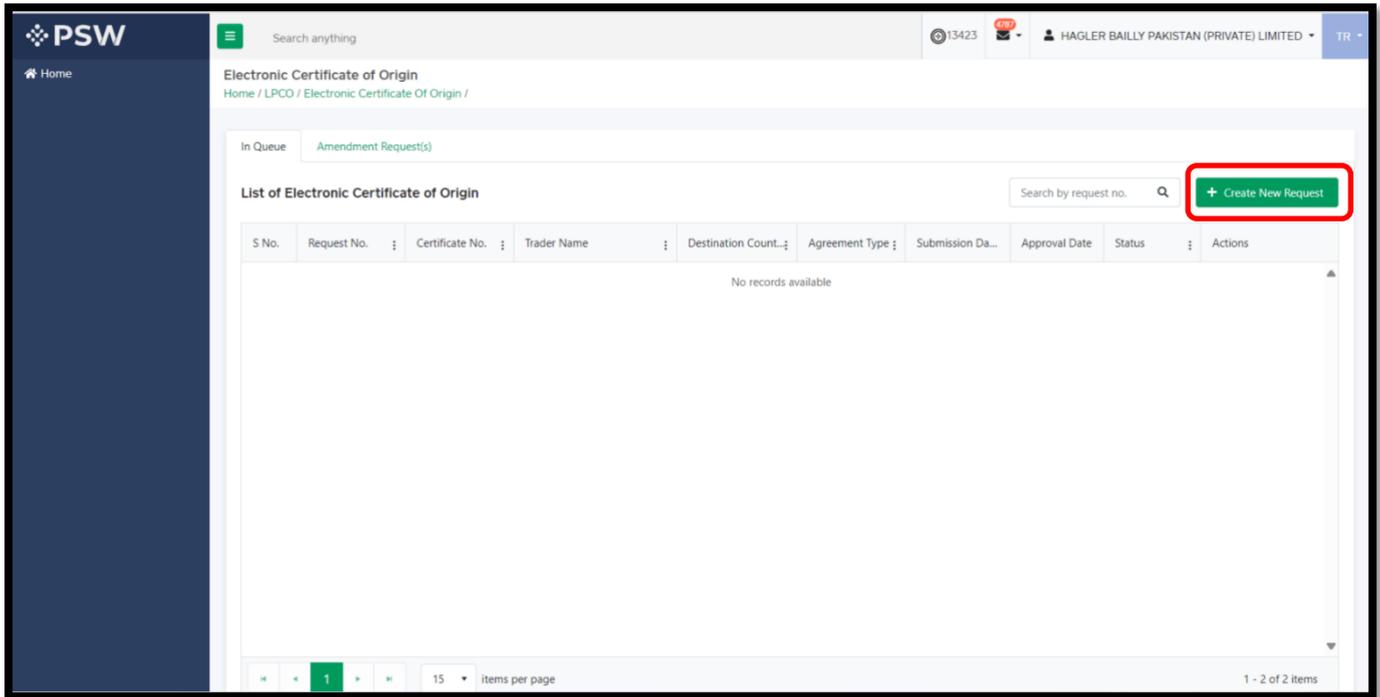
Figure 55

ii.   Using the drop-down list, select the "City" of the TDAP office from which you want to obtain the Certificate of Origin Forms (e.g., Karachi).

Figure 56

Copyright © Pakistan Single
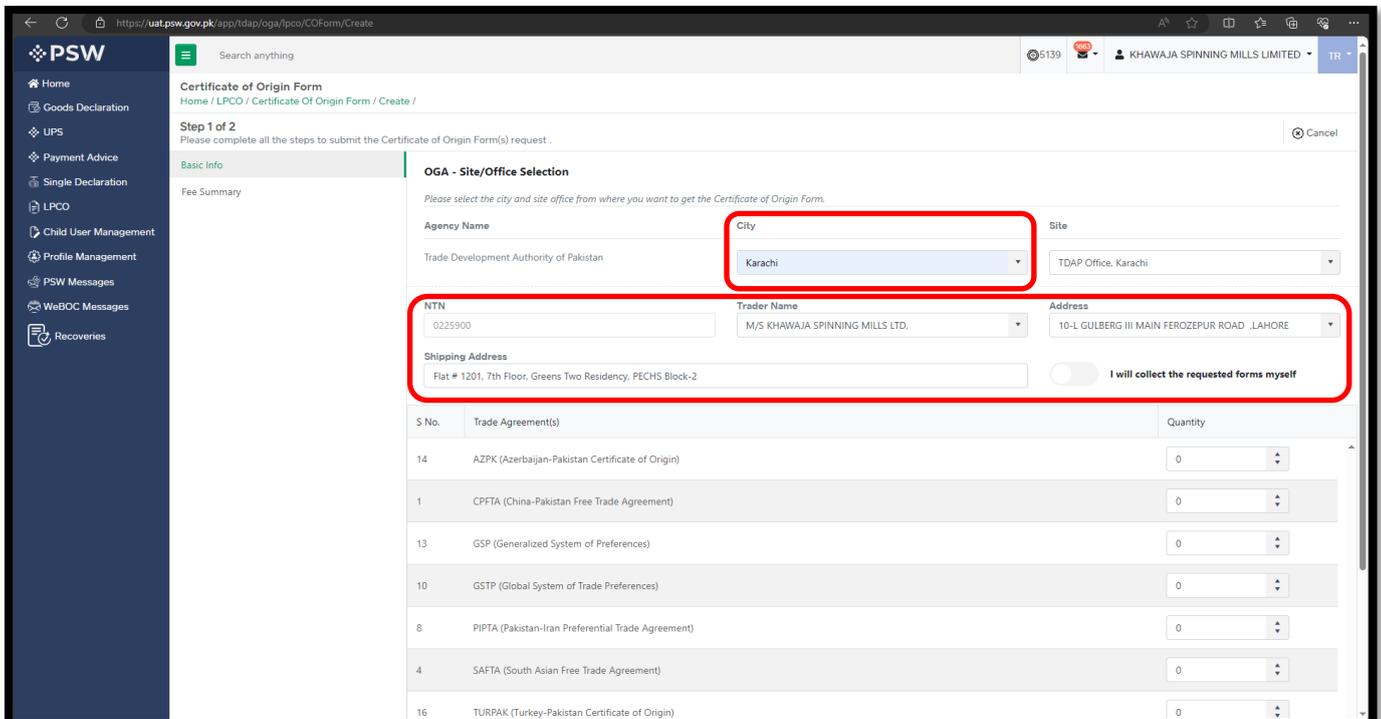
7.4 Selection of CO Forms Collection

i. Then use the toggle switch next to the statement "I will collect the requested forms myself" to choose your preferred option from 'personal collection of forms' or their 'delivery by courier'. In case you choose delivery by courier, you will be required to complete the field "Shipping Address" and bear the charges for delivery by courier.

Figure 57

ii. List of trade agreements will be shown, User shall select the required number of Forms for desired trade agreements from the dropdown menu. User shall add remarks if desired, then press save and proceed button.

Figure 58

7.5 Fee Summary

i. The emerging screen will show the breakup as well as total amount of fees to be paid for purchase of selected forms, including the cost of courier, if opted. Click "Submit" to proceed with the payment of fees.

Figure 59

ii. Once the amount is confirmed, the User shall click on the submit button to proceed further.

Figure 60

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7.6 Payment Process

i.   A "Payment Awaited" banner will appear, displaying the total amount to be paid along with the PSID number against which the amount can be paid using banking channels. Click "Proceed" to move ahead.
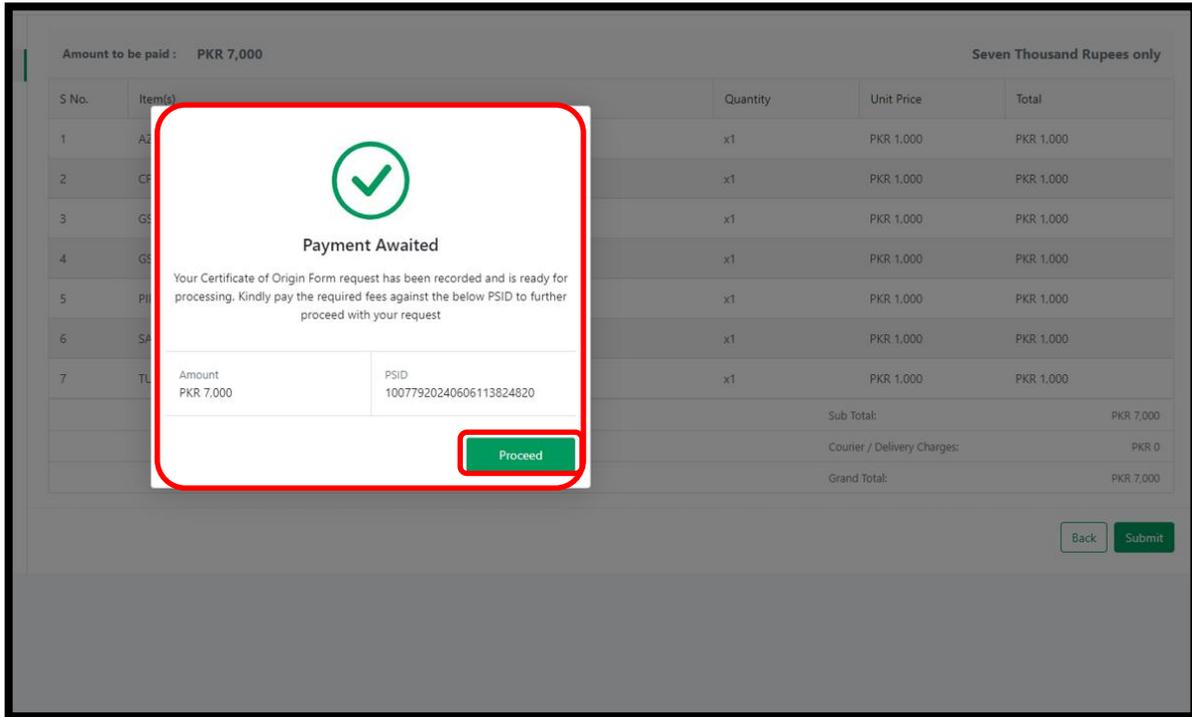

Figure 61

ii.   The next emerging screen will have two parts. On the left of the screen, the user will have a view of details of general information, while options for the mode of payment will be displayed on the right side. The user can choose to make payment through the Personal Deposit (PD) account, or through the Alternate Delivery Channels (ADC) account. The user will be able to make the payment online from his bank account using PSW's linkages with the banks.
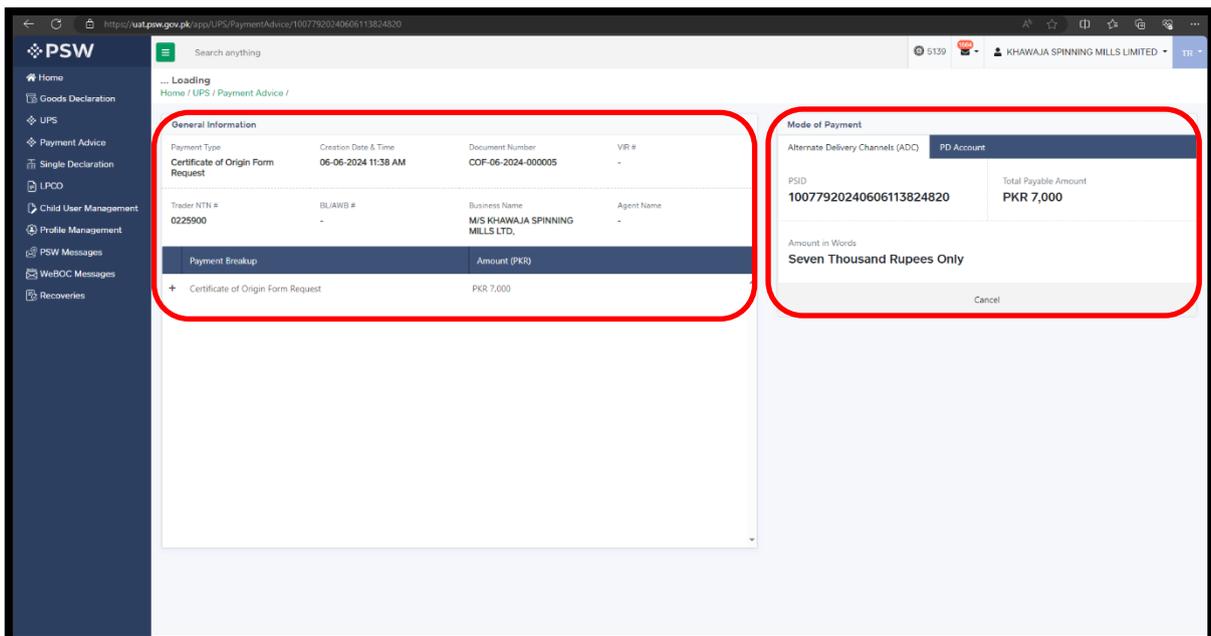

Figure 62

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iii.   Once the payment has been processed, a screen will appear showing a summary of all the payment-related information pertaining to the transaction. The user can print the payment receipt by clicking on "Print Receipt" button.
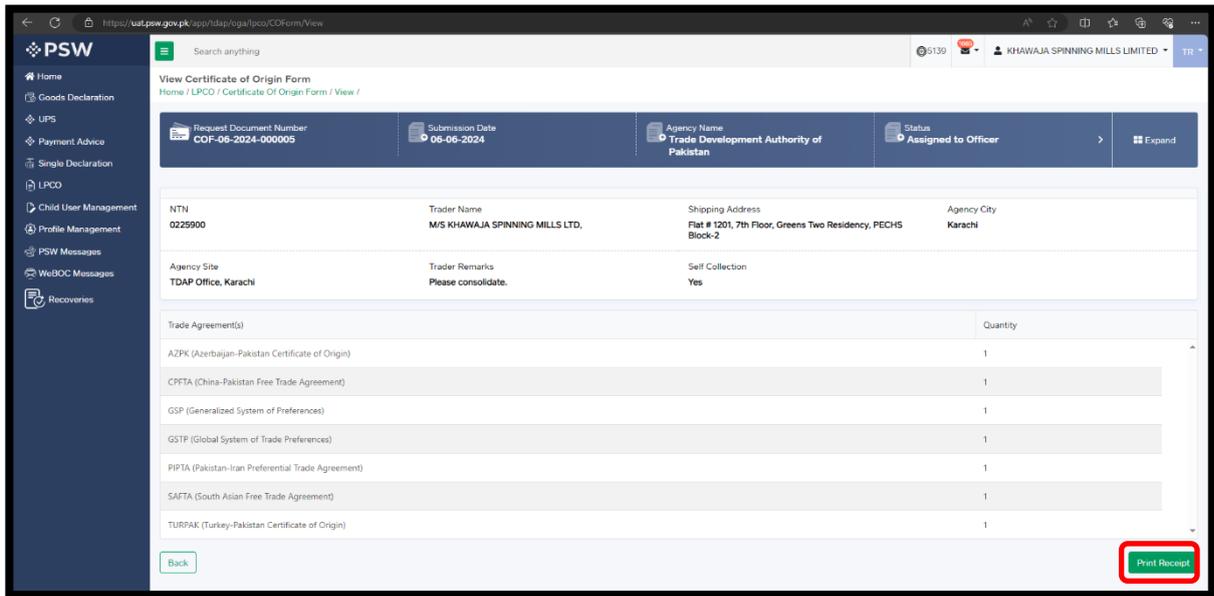

Figure 63

iv.   As soon as the fee payment has been made, the request for "Certificate of Origin Form" created online will land at the TDAP. If the user has opted for "Courier Delivery" the delivery of Forms will be made to his shipping address by the TDAP through courier. Alternatively, he will be required to have the Form collected from the chosen TDAP office against the "Payment Receipt" available with him.
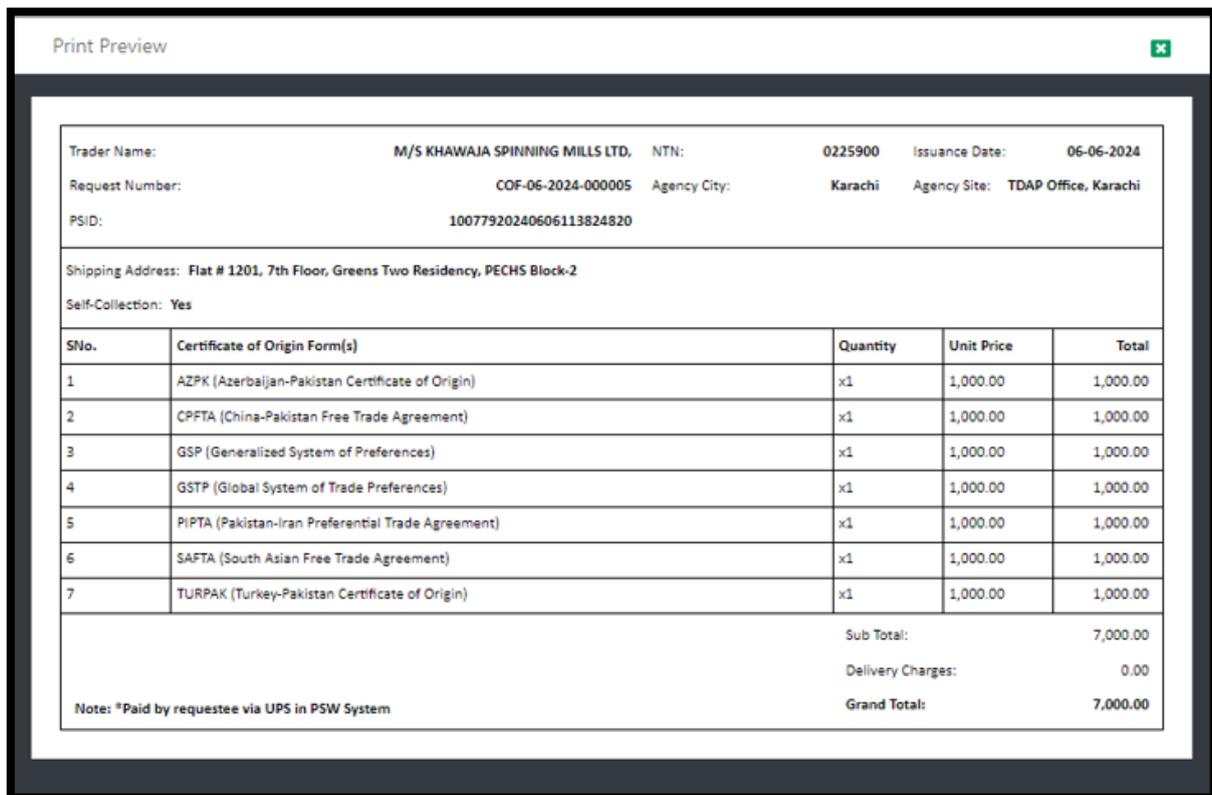

Figure 64

8. Contact Information

If you require any assistance, please feel

free to contact us as:

Email: support@psw.gov.pk
Phone: 021-111-111-779

PSW

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