



PSW
PAKISTAN SINGLE WINDOW



USER MANUAL

TDAP ELECTRONIC CERTIFICATE OF ORIGIN E-CO

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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 Electronic Certificate of Origin 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

- A complete solution covering online application, processing and issuance of Certificate of Origin.
- No visits to TDAP office. End-to-end digitalization of the process.
- Wet seals and stamps replaced with digital signatures and QR code for ease of verification of authenticity
- Allows filing requests for Certificate of Origin against multiple GDs/SDs.
- Communication between the officers and traders/custom agents will be done through the PSW system.
- Facilitates exporters to the world markets in availing tariff concessions by reducing cost and time using automated system.

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:
 - a. Google Chrome Browser
 - b. 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.

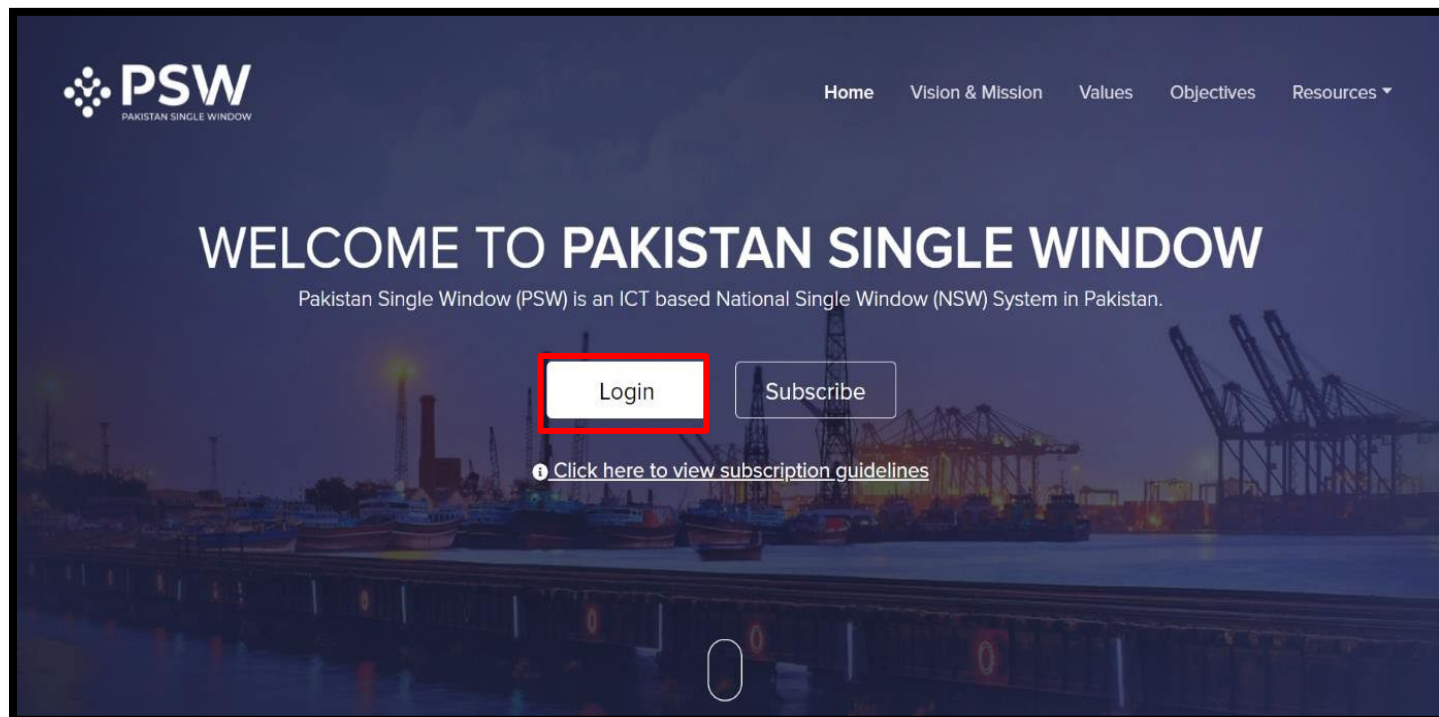


Figure 1

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

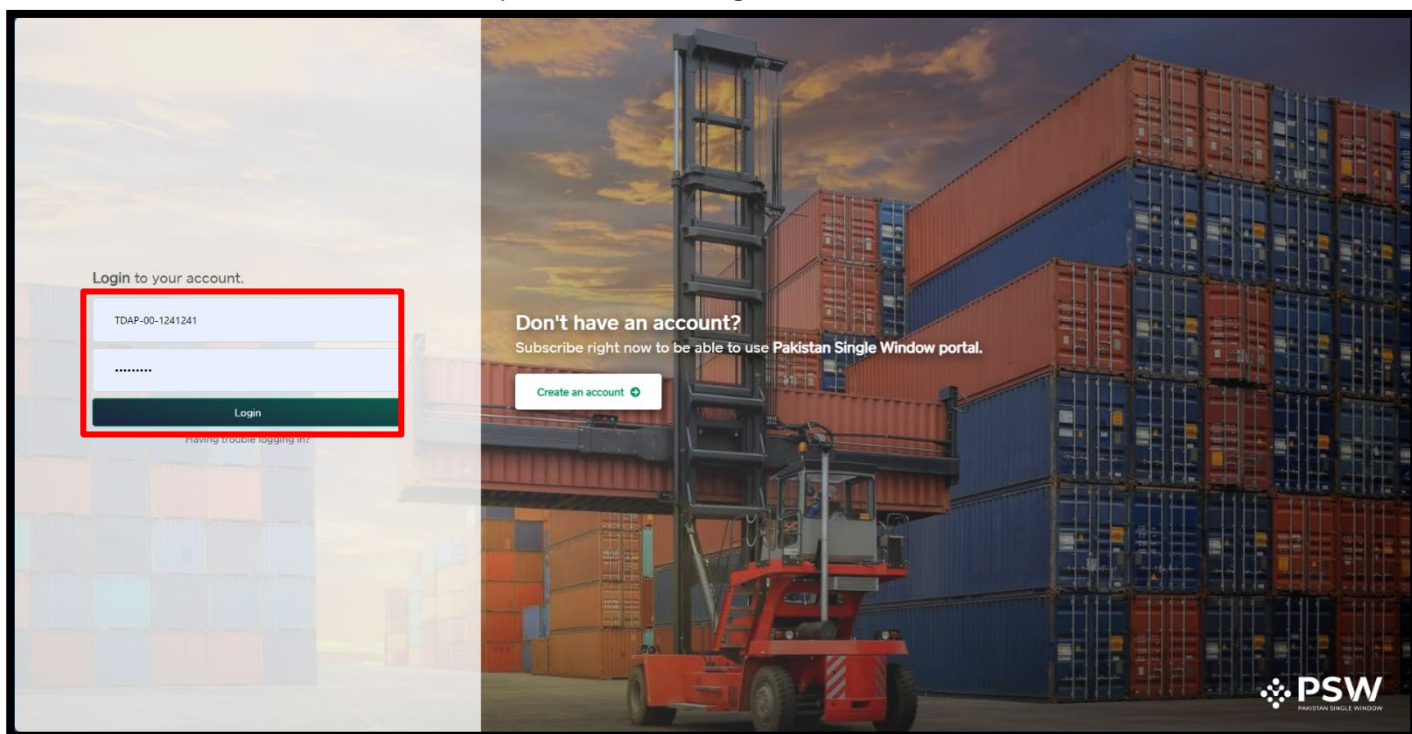


Figure 2



5.2 Electronic Certificate of Origin Officer's Processing

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

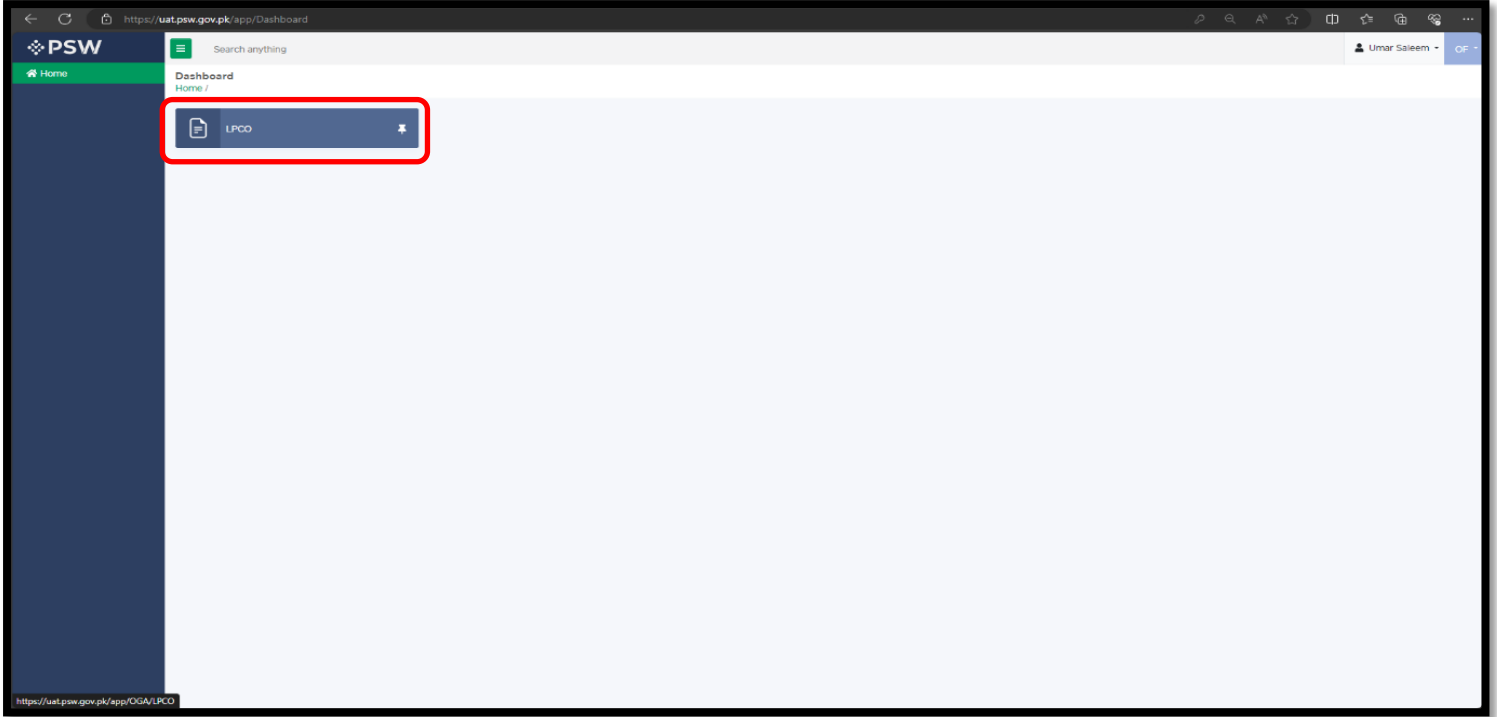


Figure 3

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



Figure 4

- iii. The list of E-CO requests will be displayed, Officer will click on button under action tab. Please note that the requests are displayed on a first-in first-out basis. In addition, the officer can search for a specific request number through the search filter.

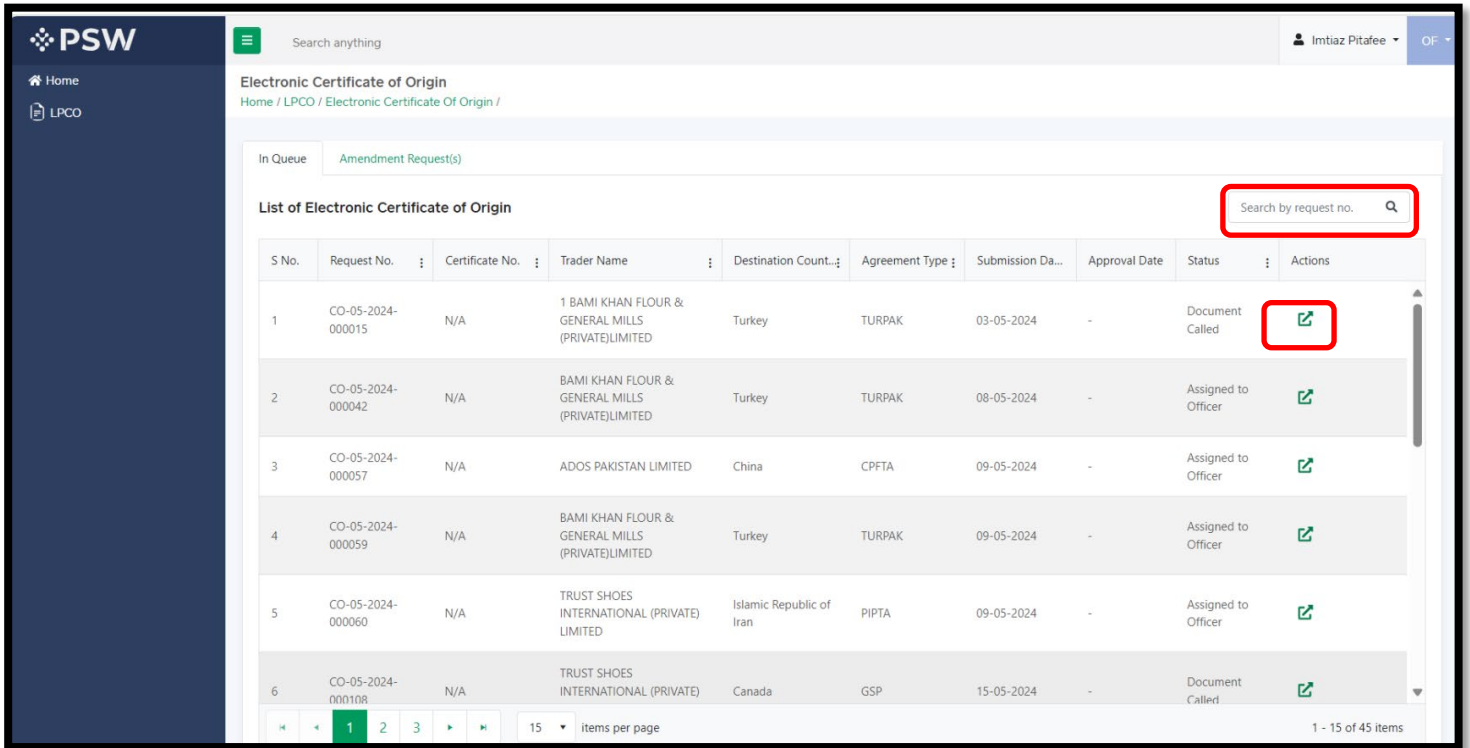


Figure 5

- iv. After clicking on a specific request, a screen containing basic details of the exporter and importer will be displayed.

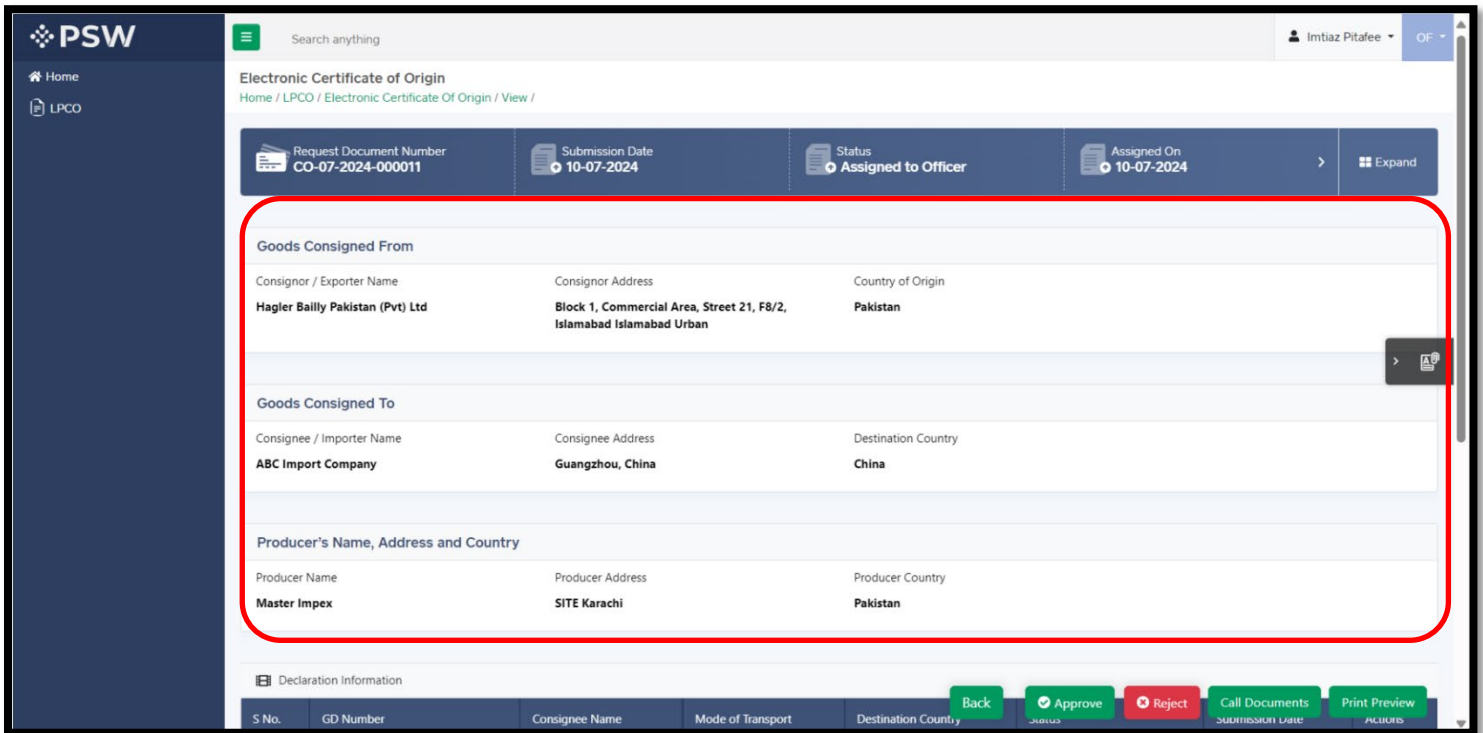


Figure 6



5.3 Checking of required Information

- i. On the same screen, the officer will be able to view details of request i.e. details of GDs/SDs associated with the request, means of transport and details of commodities against which CO request is lodged. Before approving the request, the officer shall check the Declaration Information, Means of transport & Commodity Information provided by the exporter.

Figure 7

Declaration Information

| S No. | GD Number | Consignee Name | Mode of Transport | Destination Country | Status | Submission Date | Actions |
|-------|------------------------|------------------|-------------------|---------------------|---------------------|-----------------|---------|
| 1 | KPPE-SB-194-01-08-2023 | JMETER - SHABBIR | SEA | China | Consignment Shipped | 01-08-2023 | |

Means of Transport (As far as known)

| S No. | Departure Date | Vessel/Flight/Train/Vehicle No. | Port of Loading | Port of Discharge | Actions |
|-------|----------------|---------------------------------|-----------------|-------------------|---------|
| 1 | 10-07-2024 | MT Ocean | Karachi | Shanghai | |

Commodity Information

| Item No. | Description of Goods | Actions |
|----------|--|---------|
| 1 | Bovine Meat, Half Carcass 200 No. packed in 200 Bags | |

Officer Remarks
Please share remarks

[Back](#) [Approve](#) [Reject](#) [Call Documents](#) [Print Preview](#)

- ii. In order to view information against each menu, please click on the 'Action' tab.

Declaration Information

| S No. | GD Number | Consignee Name | Mode of Transport | Destination Country | Status | Submission Date | Actions |
|-------|------------------------|------------------|-------------------|---------------------|---------------------|-----------------|---------|
| 1 | KPPE-SB-194-01-08-2023 | JMETER - SHABBIR | SEA | China | Consignment Shipped | 01-08-2023 | |

Figure 8

- iii. Detailed information regarding the goods declaration associated with the E-CO request will be displayed on the screen for verification and perusal of the TDAP officer.

| GD / SD Details | | | |
|----------------------------------|--|-------------------------------|-----------------------|
| Consignment Information | | | |
| BL No | BL Date | Port Of Shipment | Destination Country |
| EDF & FI | 2023-08-01T00:00:00 | Port Qasim (exports), karachi | China |
| Port Of Discharge | GD Type | GD Number | SD Number |
| Huaiyin | Export | KPPE-SB-194-01-08-2023 | SD-E-0000190-01082023 |
| Collectorate | Shed/ Terminal | Consignment Type | Shipping Line |
| Port Qasim (exports), karachi | Qasim International Container Terminal | Containerized | A.A.ENTERPRISES |
| NTN / FTN / EPZ | STRN | Consignee Name | Consignee Address |
| 0656781 | 070185000673 | JMETER - SHABBIR | test123 |
| Consignor Name | Consignor Address | Gross Weight | Net Weight |
| Hagler Bailly Pakistan (Pvt) Ltd | Block 1, Commercial Area, Street 21, F8/2, Islamabad Islamabad Urban | 100 | 90 |
| No Of Packages | Package Type | | |
| 1 | BAG | | |
| Container No. | Seal No. | Vehicle No. | Vehicle Status |
| KSD50134838 | N/A | N/A | N/A |

Figure 9

- iv. To check transport details, the Officer shall click on the button under the action tab. Detailed information regarding the means of transport as entered by the exporter will be displayed on the screen for verification and perusal of the TDAP officer.

| S No. | Departure Date | Vessel/Flight/Train/Vehicle No. | Port of Loading | Port of Discharge | Actions |
|-------|----------------|---------------------------------|-----------------|-------------------|---------|
| 1 | 10-07-2024 | MT Ocean | Karachi | Shanghai | |

Figure 10

- v. The Officer will be able to view the Transportation details.

| Departure Date | Vessel/Flight/Train/Vehicle No. | Port of Loading | Port of Discharge |
|----------------|---------------------------------|-----------------|-------------------|
| 10-07-2024 | MT Ocean | Karachi | Shanghai |

Figure 11

vi. Similarly, the officer shall check the commodity detail by clicking on button under action tab.



Figure 12

vii. Upon clicking on the 'Action' tab commodity Information will be displayed on the screen for the officer. Please check the details given by the trader.



Figure 13

viii. To view the documents submitted by the trader, the officer shall click on the widget on the left side of the screen; all the attached documents uploaded by the exporter will be shown for officer's review.

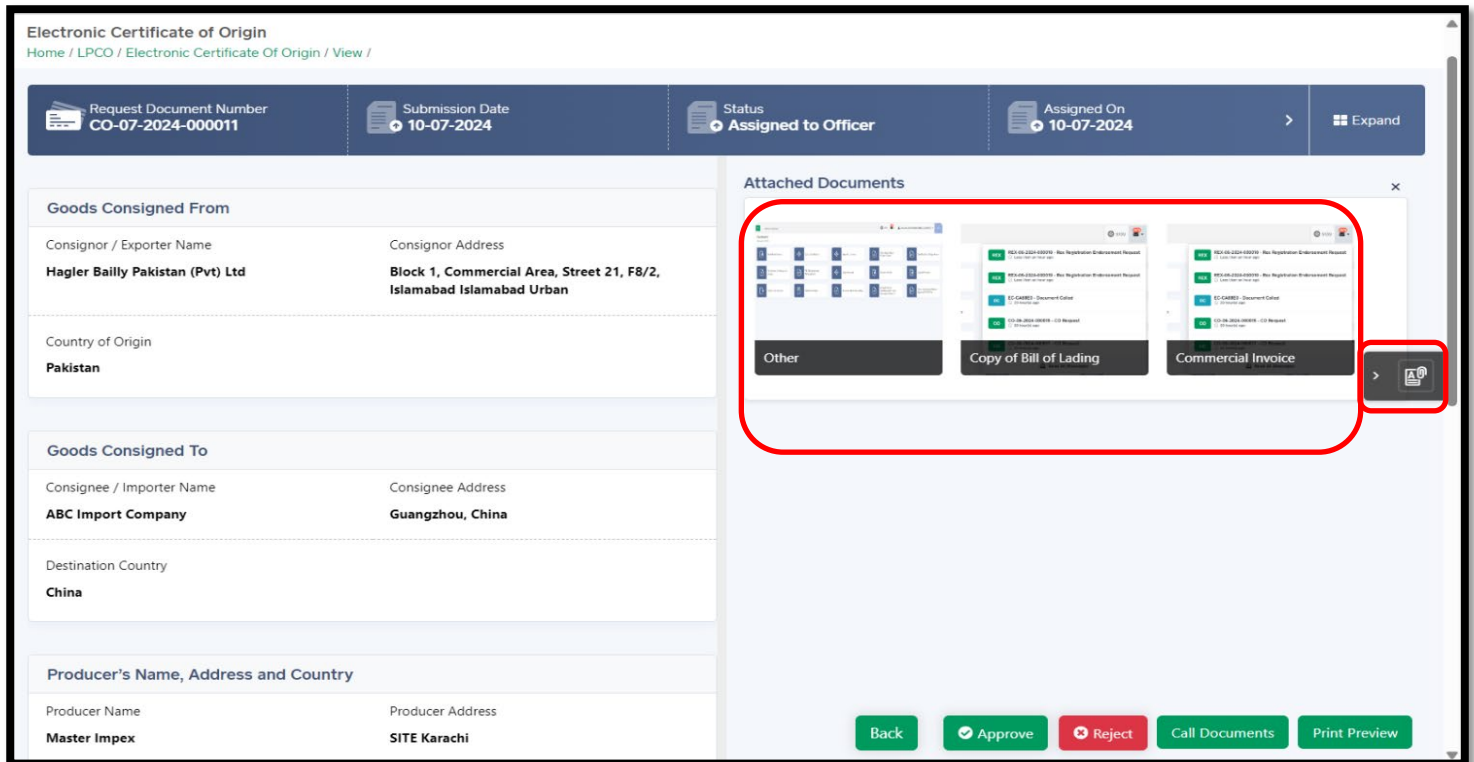


Figure 14



5.4 Call Document process

- i. The Officer will have a view of all attachments uploaded by the exporter. In case of any missing document, the Officer shall click “Call Document” tab to request additional documents, if required.

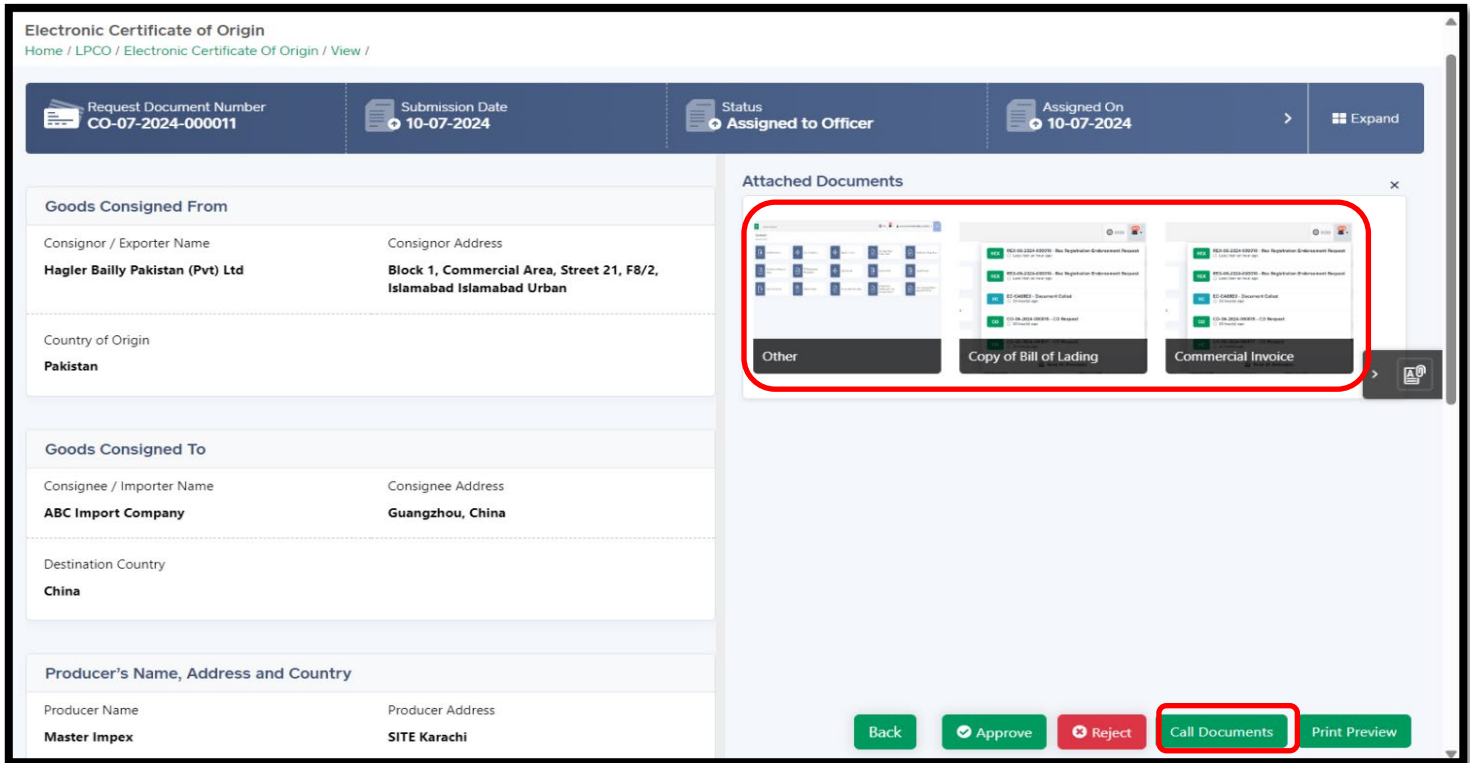


Figure 15

- ii. The officer shall add comments about the required document for the approval of the request, then click on submit button.

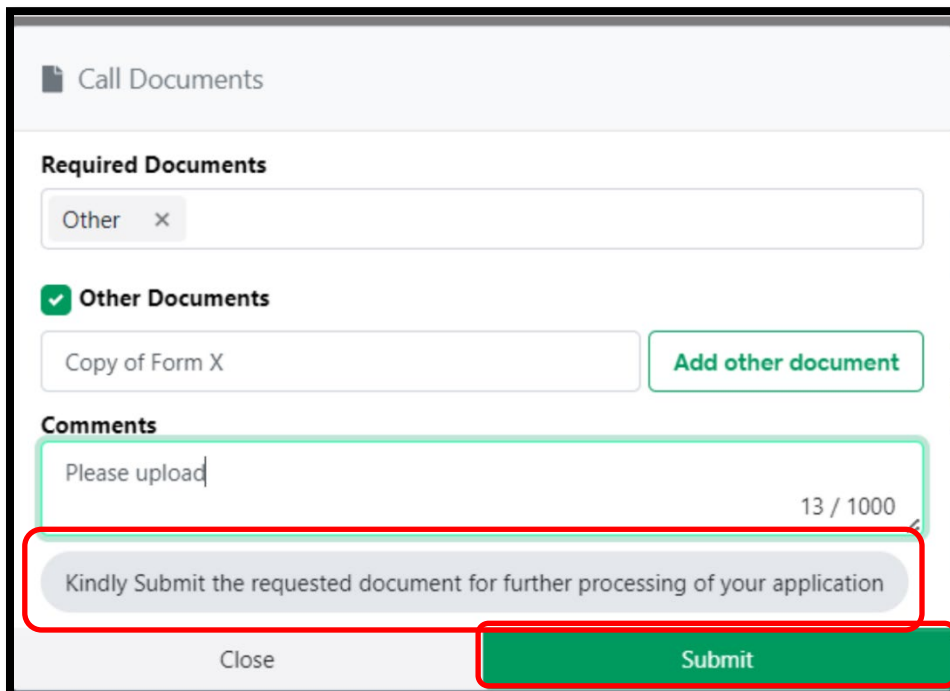


Figure 16

- iii. A confirmation message will appear on the screen, ensuring to submit the call document request. Upon confirmation, the message will be delivered to the trader's portal for the required document.

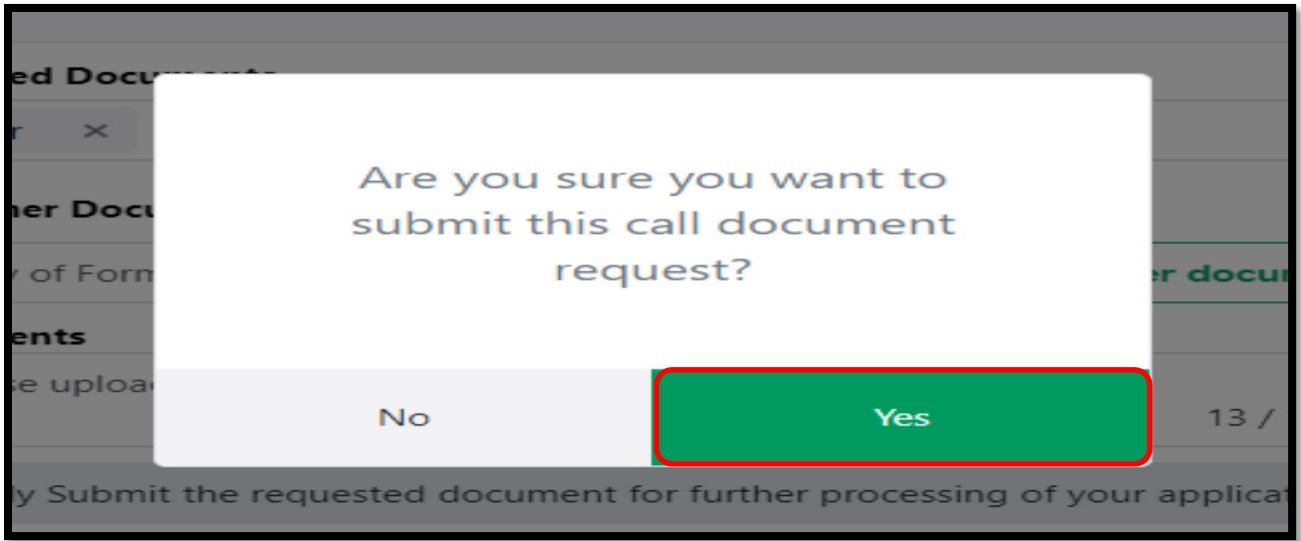


Figure 17



5.5 Print Preview of the Certificate of Origin

- i. Once the officer has completed the scrutiny of the application, the system allows the officer to preview the Certificate of Origin before approving the request.

Electronic Certificate of Origin
Home / LPCO / Electronic Certificate Of Origin / View /

Request Document Number: **CO-07-2024-000011** | Submission Date: **10-07-2024** | Status: **Assigned to Officer** | Assigned On: **10-07-2024** | Expand

| Goods Consigned From | |
|--|--|
| Consignor / Exporter Name Hagler Bailly Pakistan (Pvt) Ltd | Consignor Address Block 1, Commercial Area, Street 21, F8/2, Islamabad Islamabad Urban |
| Country of Origin Pakistan | |

| Goods Consigned To | |
|--|--|
| Consignee / Importer Name ABC Import Company | Consignee Address Guangzhou, China |
| Destination Country China | |

| Producer's Name, Address and Country | |
|--------------------------------------|---|
| Producer Name Master Impex | Producer Address SITE Karachi |

Attached Documents

- Other
- Copy of Bill of Lading
- Commercial Invoice

Back | Approve | Reject | Call Documents | **Print Preview**

Figure 18

- ii. A preview of the certificate will appear on the screen, Officer shall check all the details before approving of the request.

Print Preview ✕

| <p>1. Exporter's Name and Address Country Hagler Bailly Pakistan (Pvt) Ltd, Block 1, Commercial Area, Street 21, F8/2, Islamabad Islamabad Urban, Pakistan</p> | | <p>CERTIFICATE NO.</p> <p>CERTIFICATE OF ORIGIN CHINA-PAKISTAN FTA (Combined Declaration and Certificate)</p> <p>Issued in <u>Pakistan</u> (Country)</p> <p>See Instruction Overleaf</p> | | | | | | | | | | | | | | | |
|---|--|--|---|---------------------------------|------------------------------------|----------------|--|---------------------|---|---------------------------------|-------------|---|---|---|-----------------|------------------------|------------------------------------|
| <p>2. Consignee Name and Address, country ABC Import, Guangzhou, China, China</p> | | <p>5. For official Use only</p> <p><input type="checkbox"/> Preferential Treatment Given Under China-Pakistan FTA</p> <p><input type="checkbox"/> Free Trade Preferential Tariff</p> <p>Preferential Treatment Not Given (Please state reason's)</p> <p>Signature of Authorized Signatory of the Importing Country</p> | | | | | | | | | | | | | | | |
| <p>3. Producer's Name and Address, country Master Impex, SITE Karachi, PAK</p> | | | | | | | | | | | | | | | | | |
| <p>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</p> | | <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 15%;">6. Item number</th> <th style="width: 30%;">7. Marks and number on packages; Number and kind of packages; description of goods; HS code of the importing country</th> <th style="width: 10%;">8. Origin Criterion</th> <th style="width: 20%;">9. Gross Weight, Quantity and FOB value</th> <th style="width: 15%;">10. Number and date of invoices</th> <th style="width: 10%;">11. Remarks</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1</td> <td>Master Impex; Bovine Meat, Half Carcass 200 No. packed in Jumbo Bags; 0201.1000</td> <td style="text-align: center;">P</td> <td style="text-align: center;">5000, KG, 10000</td> <td style="text-align: center;">Inv/1298 09-07-2024</td> <td style="text-align: center;">Please issue Certificate of Origin</td> </tr> </tbody> </table> | | | | 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 |
| 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 | | | | | | | | | | | | |
| <p>10. Declaration by the exporter</p> <p>The under signed hereby declares that the above details and statemets are correct; that all the goods were produced in</p> <p style="text-align: center;"><u>Pakistan</u> Country</p> <p>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</p> <p style="text-align: center;"><u>China</u> Importing Country</p> <p style="text-align: center;"><u>Karachi</u> Place and date signature of authorized signatory</p> | | <p>13. Certification</p> <p>It is hereby certified, on the basis of control carried out, that the declaration by the exporter is correct</p> <p style="text-align: center;">_____ Place and date signature and stamp of Certifying Authority</p> | | | | | | | | | | | | | | | |

Figure 19



5.6 Approval of the request

- i. After preview, if satisfied the officer shall add remarks, and press “Approve” button to proceed further. The officer also has an option to reject the application after recording reasons in the “Officer Remarks” tab.s



Figure 20

- ii. Upon approval, a confirmation screen will appear, the officer shall click on “Yes” button and the request will be approved.

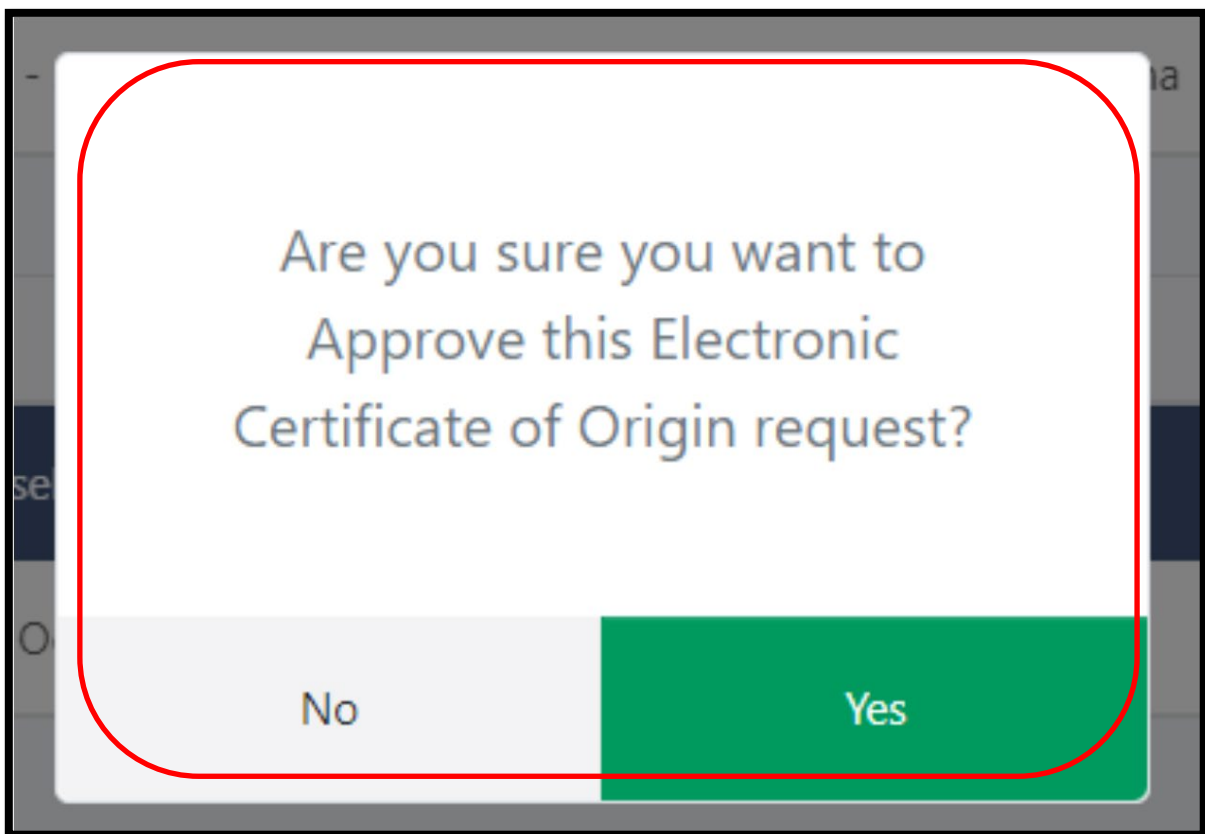


Figure 21

- iii. A confirmation message will appear of “Electronic Certificate of Origin request has been approved”, and request number will be generated.

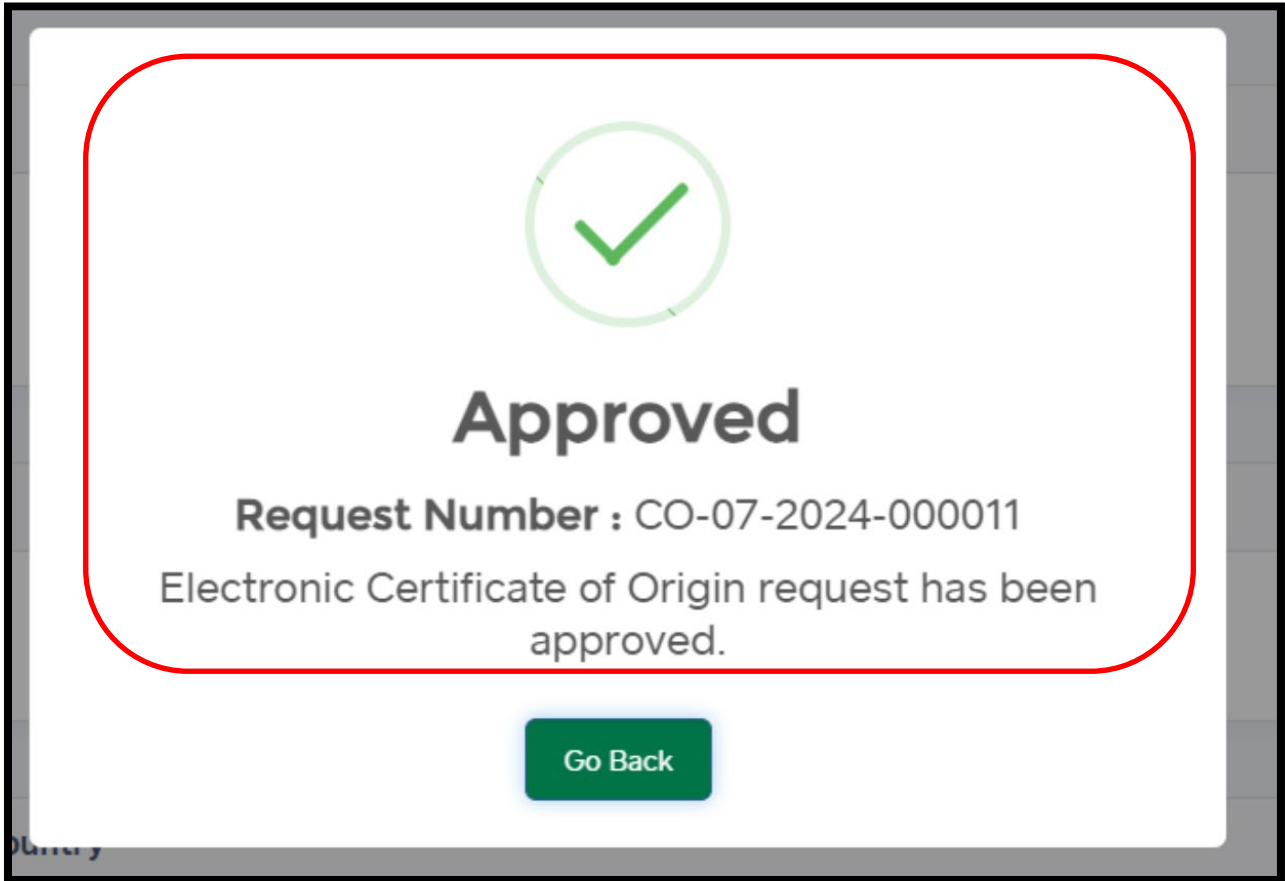


Figure 22



6. Request for Amendment and Approval process

6.1 View Amendment Request

- i. For the approval of amendment request, the officer shall click on Amendment Request tab to view the requests.

| S No. | Request No. | Certificate No. | Trader Name | Destination Cou... | Agreement Type | Submission ... | Approval Da... | Status | Actions |
|-------|----------------------|-----------------|--|--------------------|----------------|----------------|----------------|---------------------|---------|
| 23 | COA-06-2024-000479A | | BAMI KHAN FLOUR & GENERAL MILLS (PRIVATE)LIMITED | Turkey | TURPAK | 25-06-2024 | N/A | Document Called | |
| 24 | COA-06-2024-000481 | | BAMI KHAN FLOUR & GENERAL MILLS (PRIVATE)LIMITED | Turkey | TURPAK | 25-06-2024 | N/A | Document Called | |
| 25 | COA-06-2024-000467 | | TRUST SHOES INTERNATIONAL (PRIVATE) LIMITED | Malaysia | MPCEPA | 25-06-2024 | N/A | Assigned to Officer | |
| 26 | COA-06-2024-000488A | | TRUST SHOES INTERNATIONAL (PRIVATE) LIMITED | Denmark | CHP | 26-06-2024 | N/A | Assigned to Officer | |
| 27 | COA-06-2024-000477AA | | M/S KHAWAJA SPINNING MILLS LTD, | Afghanistan | SAFTA | 26-06-2024 | N/A | Assigned to Officer | |
| 28 | COA-07-2024-000011-1 | | Hagler Bailly Pakistan (Pvt) Ltd | China | CPFTA | 11-07-2024 | N/A | Assigned to Officer | |

Figure 23

- ii. In addition to the list displayed, the officer can also search the request number from search box, the request will be shown to perform action by the officer. Officer will click on tab under 'Actions' grid.

| S No. | Request No. | Certificate No. | Trader Name | Destination Cou... | Agreement Type | Submission ... | Approval Da... | Status | Actions |
|-------|----------------------|-----------------|----------------------------------|--------------------|----------------|----------------|----------------|---------------------|---------|
| 1 | COA-07-2024-000011-1 | | Hagler Bailly Pakistan (Pvt) Ltd | China | CPFTA | 11-07-2024 | N/A | Assigned to Officer | |

Figure 24

0.2 Action on Amendment Request



- i. Upon clicking the 'Action' tab, the system will display a grid showing both the original and amendment request. Here, the officer shall be able to identify the desired changes requested by the trader.

Figure 25

- ii. The officer can check the amendment made by the exporter, requested amendments in the respective fields shall be highlighted in green as opposed to the previous being shown in red.

Figure 26



6.3 Approve/Reject Amendment Request

- i. After completing scrutiny of the application, the officer can approve the request. In case not satisfied the officer can reject the application or call documentation from the trader as deemed necessary. The officer shall also be able to preview the print format before approving the request.

Figure 27

The screenshot displays the PSW (Pakistan Single Window) interface for an Electronic Certificate of Origin (COA) Amendment. The page title is "Electronic Certificate of Origin Amendment" with a breadcrumb trail: Home / LPCO / Electronic Certificate Of Origin / AmendmentView / .

Key information at the top includes:
Request Document Number: COA-07-2024-000011-1
Submission Date: 11-07-2024
Status: Assigned to Officer
Assigned On: 11-07-2024

The main content is divided into two columns: "Electronic Certificate" and "Amendment Request". Both columns contain identical data for three sections:

- Goods Consigned From:**
Consignor / Exporter Name: Hagler Bailly Pakistan (Pvt) Ltd
Consignor Address: Block 1, Commercial Area, Street 21, F8/2, Islamabad Islamabad Urban
Country of Origin: Pakistan
- Goods Consigned To:**
Consignee / Importer Name: ABC Import Company
Consignee Address: Guangzhou, China
Destination Country: China
- Producer's Name, Address and Country:**
Producer Name: Master Impex
Producer Address: SITE Karachi
Producer Country: Pakistan

At the bottom right, a red box highlights the action buttons: "Back", "Approve", "Reject", "Call Documents", and "Print Preview".

- ii. Upon approval a confirmation message will appear on the screen, the officer shall click on "Yes" button to approve the request.

Figure 28





6.4 Allocation of System Generated Number to Amendment Request

- i. Once approval is confirmed by the officer, confirmation message will appear of “Electronic Certificate of Origin Amendment request has been approved”, and request number will be generated the request will be approved. Amendments requests are identified through the letter ‘A’ in the request number.

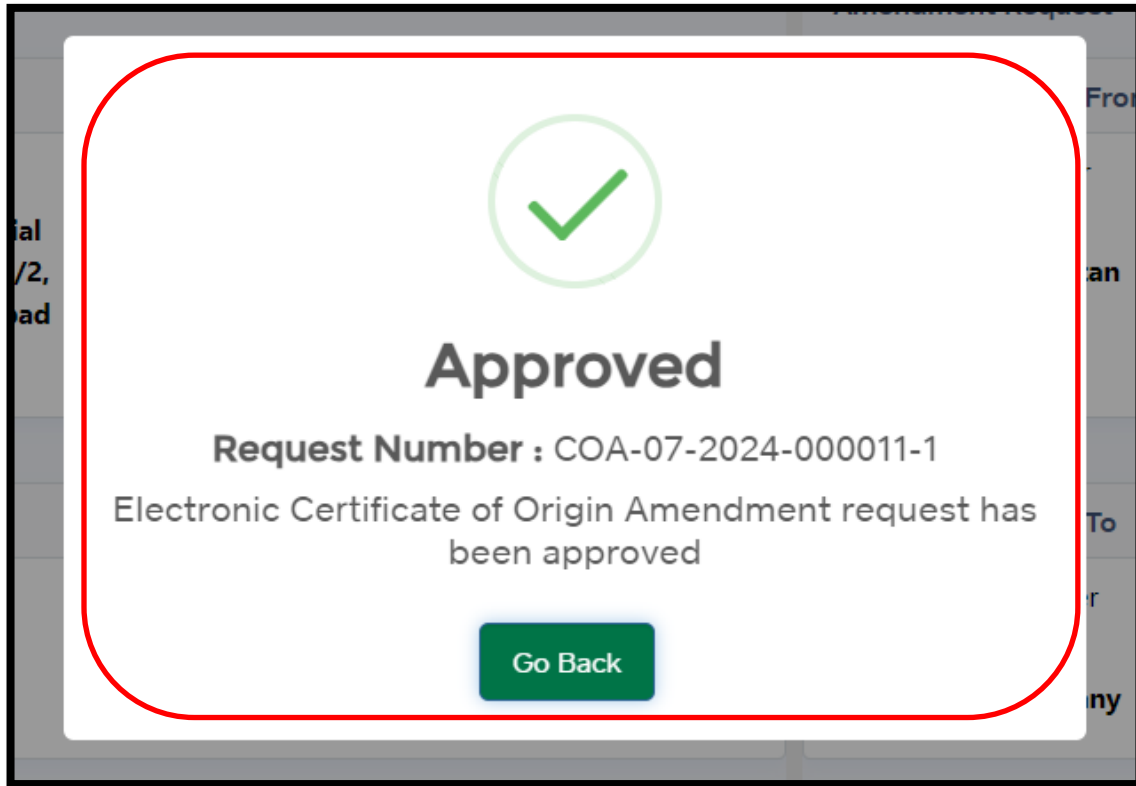


Figure 29



7. Approval process of CO Forms

7.1 User Login

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

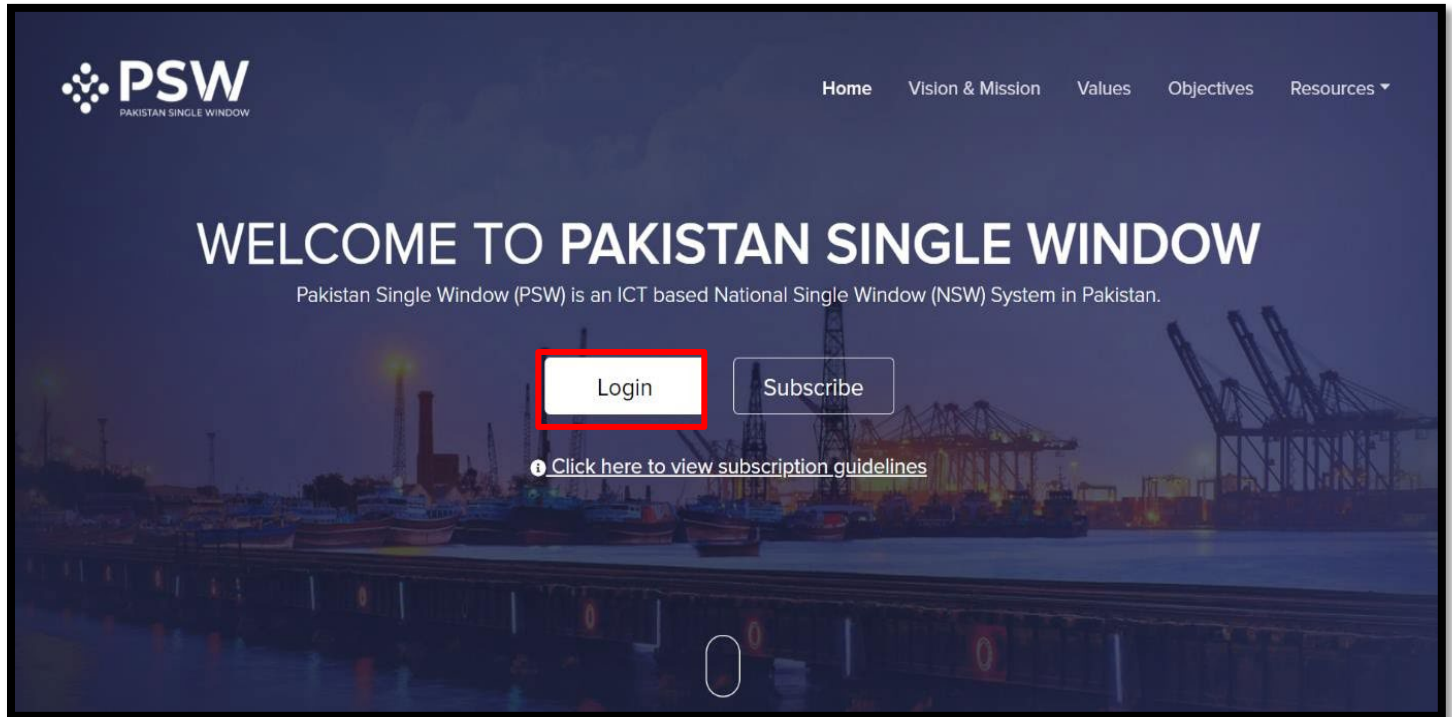


Figure 30

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

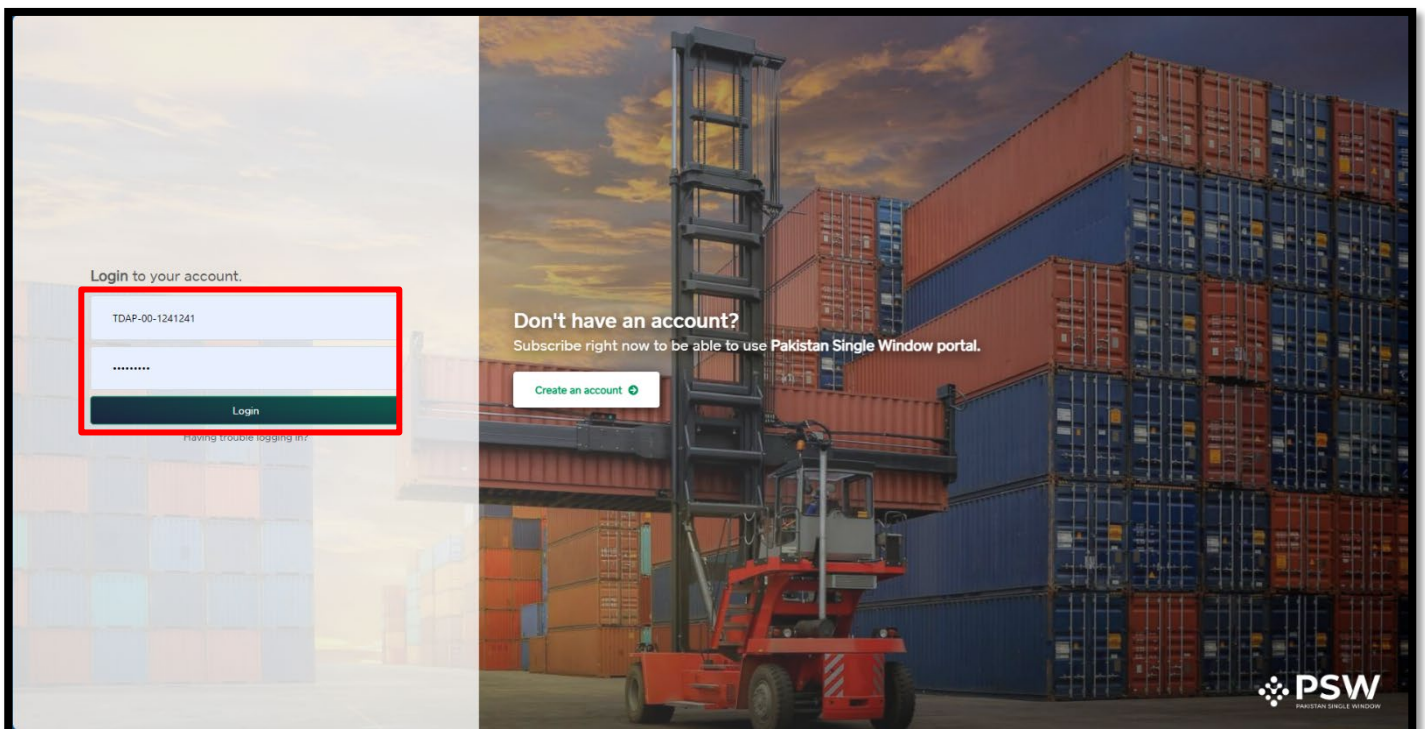


Figure 31



7.2 Certificate of Origin Forms Officer's Process

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

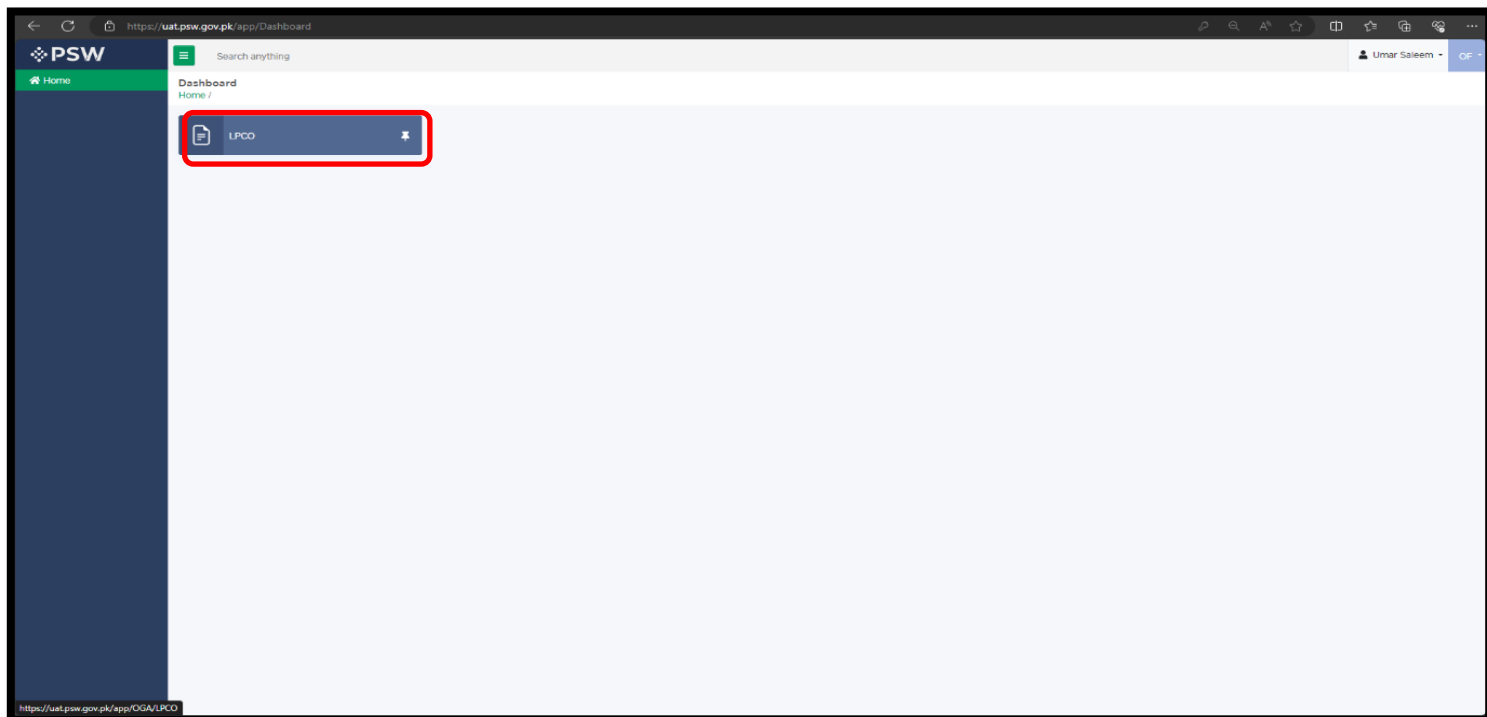


Figure 32

- ii. Under the LPCO grid, select 'Certificate of Origin Form'.

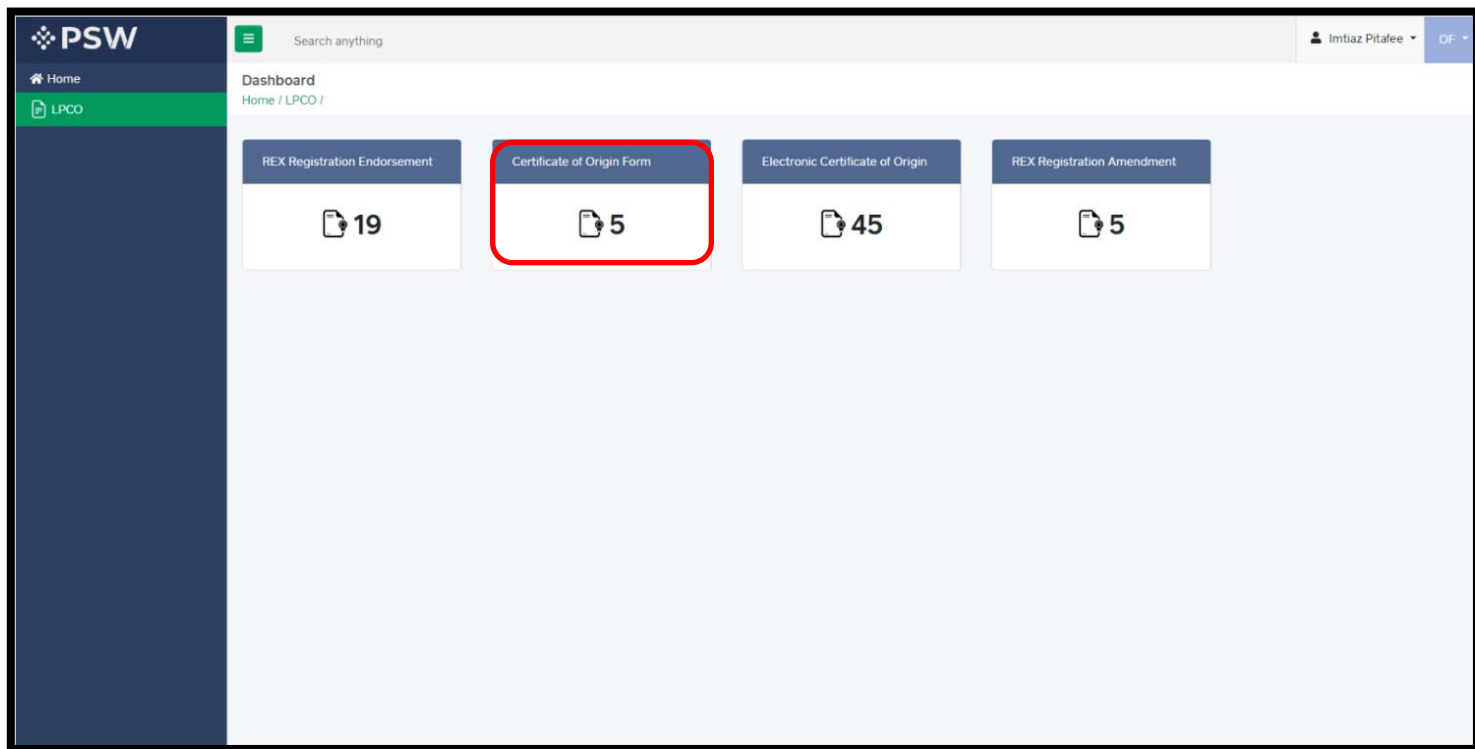


Figure 33



7.3 Approval of CO Forms Request

- i. The list of CO Forms requests will be displayed, Officer will click on button under action tab. Please note that the requests are displayed on a first-in first-out basis. In addition, the officer can search for a specific request number through the search filter.

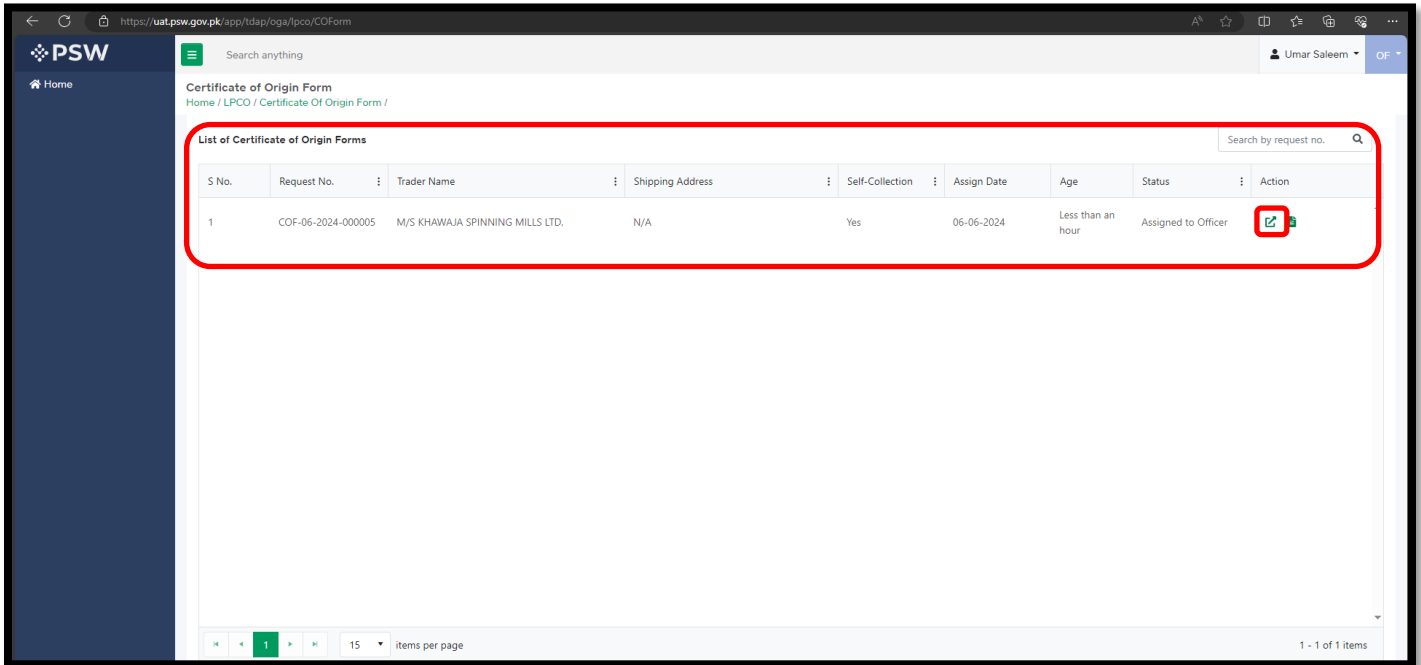


Figure 34

- ii. After completing scrutiny of the application, the officer can approve the request. In case not satisfied the officer can reject the application. The officer shall also be able to preview the print format before approving the request.

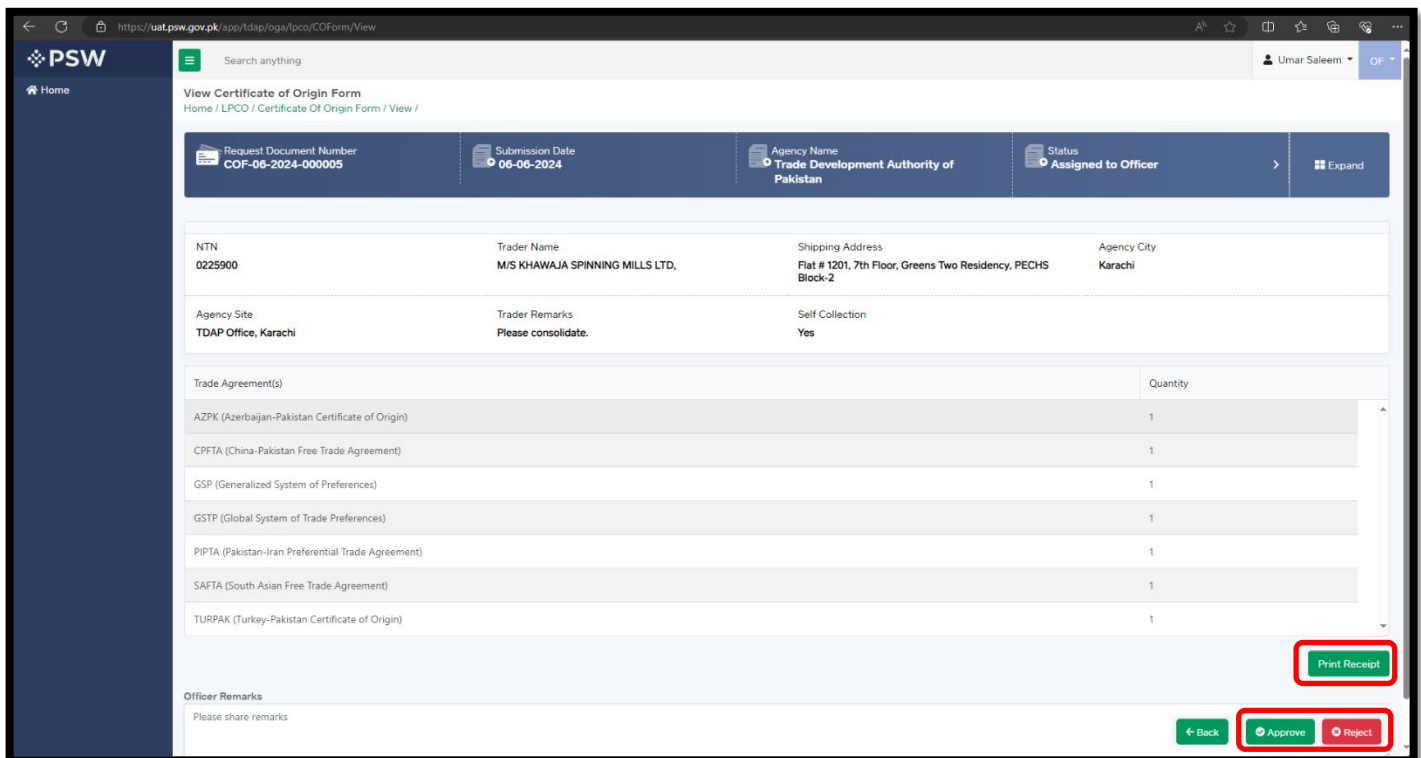


Figure 35

iii. The officer will have preview of approval of CO Forms.

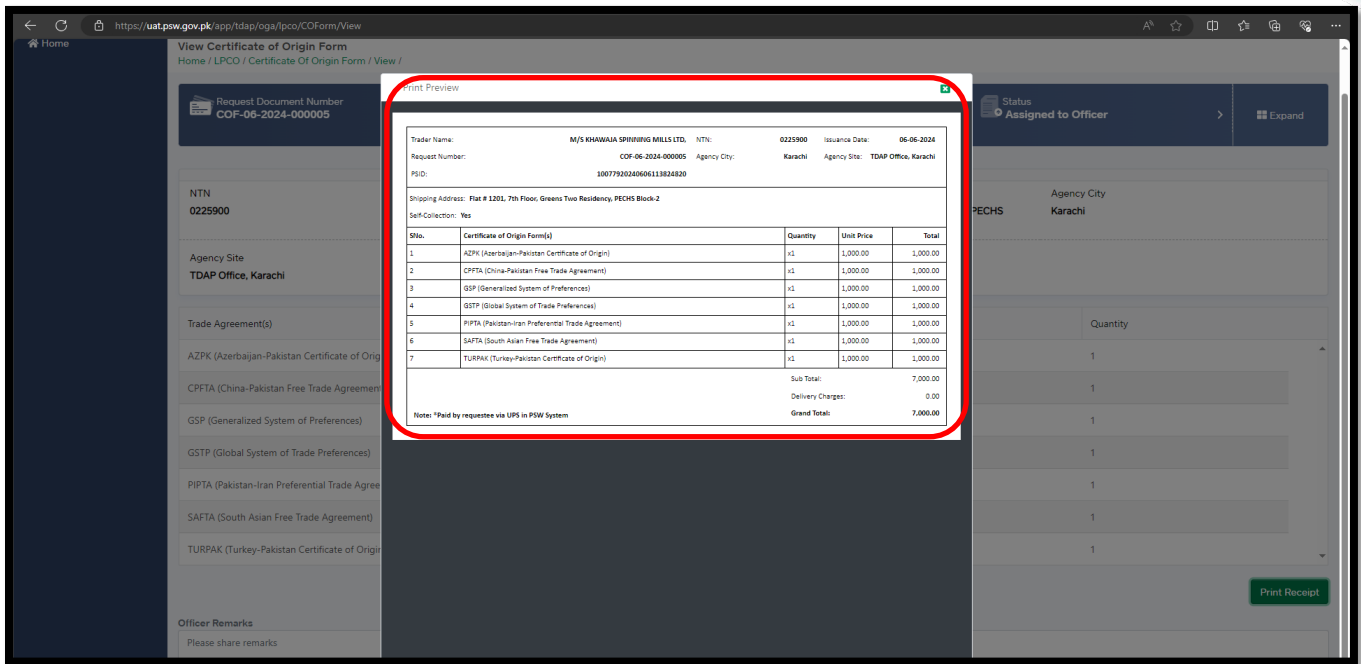


Figure 36

iv. Once approval is confirmed by the officer, confirmation message will appear of 'Certificate of Origin Amendment request has been approved', and request number will be generated the request will be approved. Amendments requests are identified through the letter 'A' in the request number.

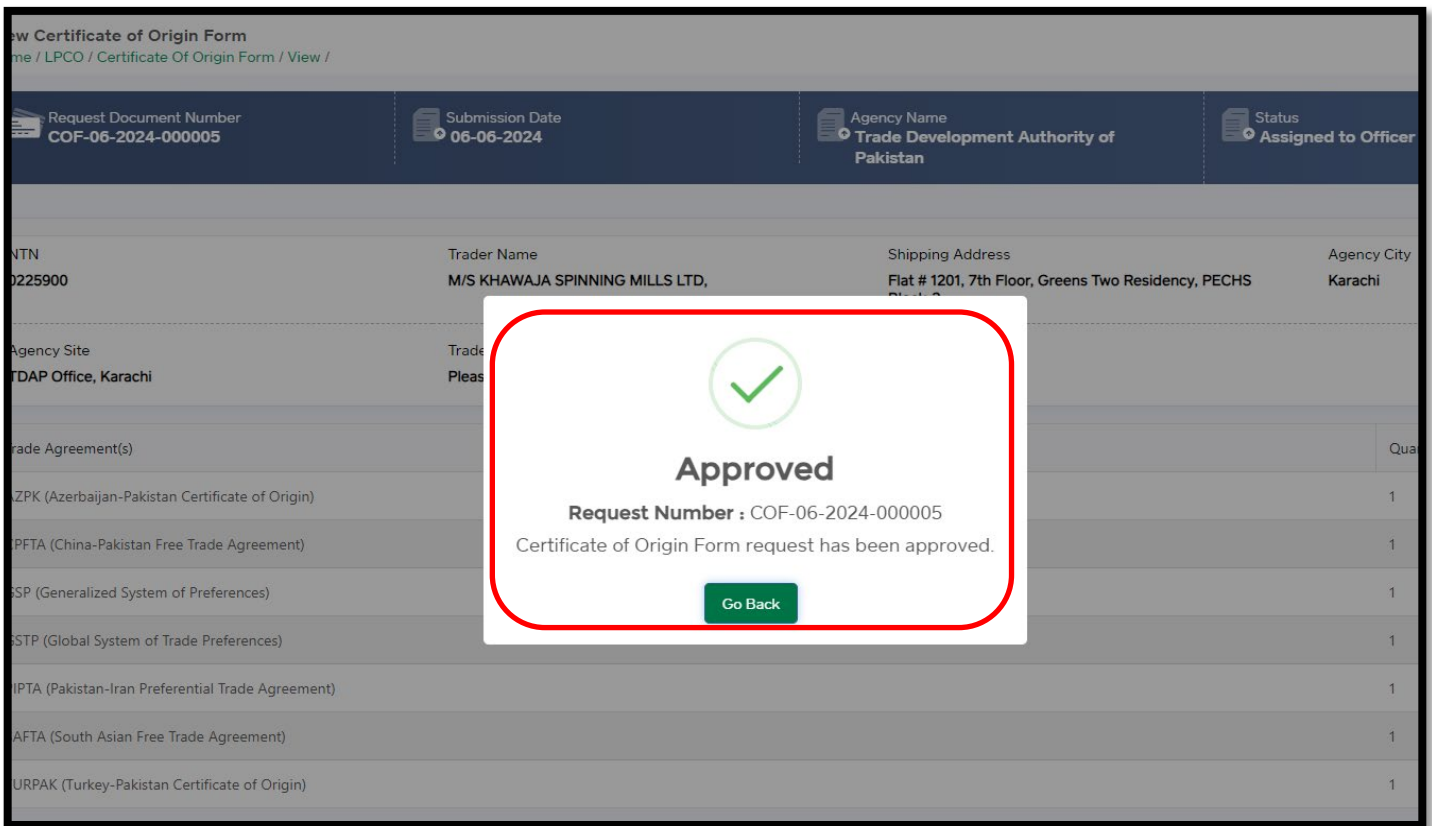


Figure 37



8. Configuration of Admin Fee

8.1 User Login

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

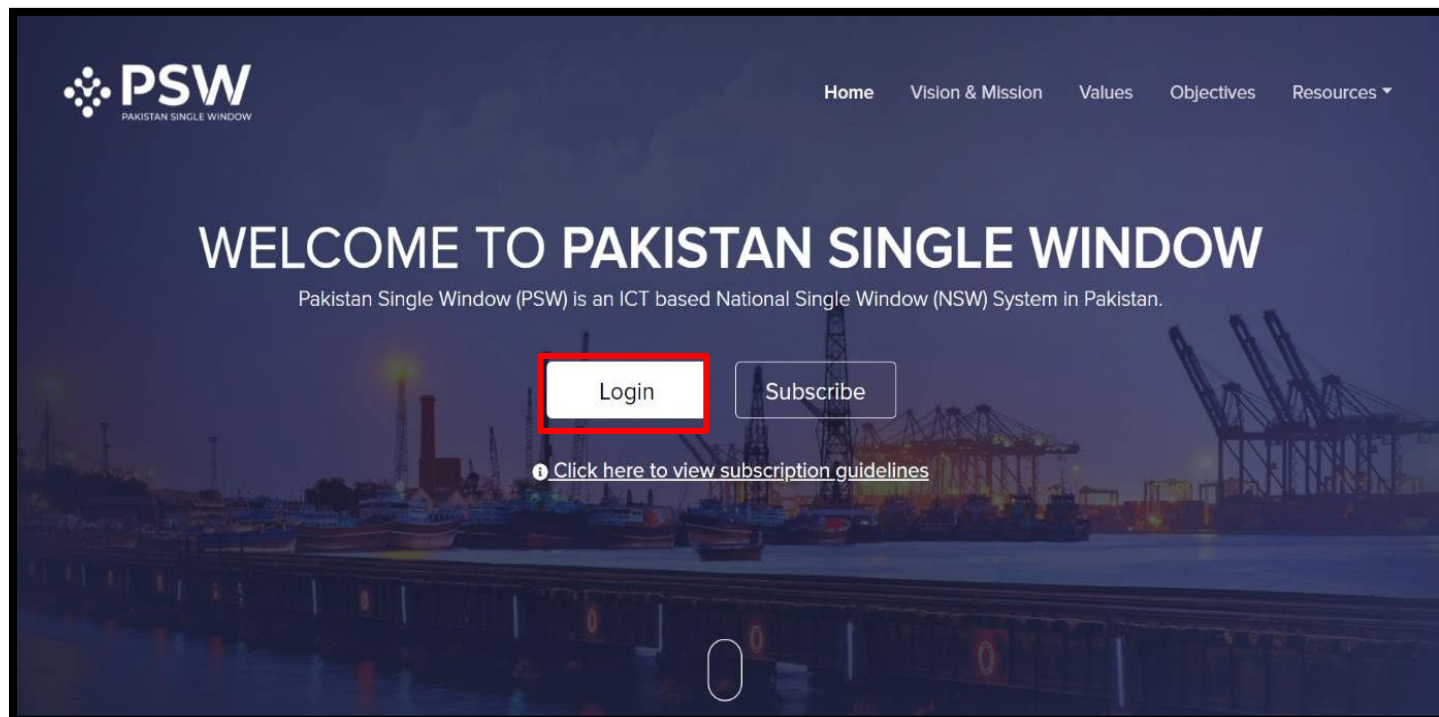


Figure 30

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

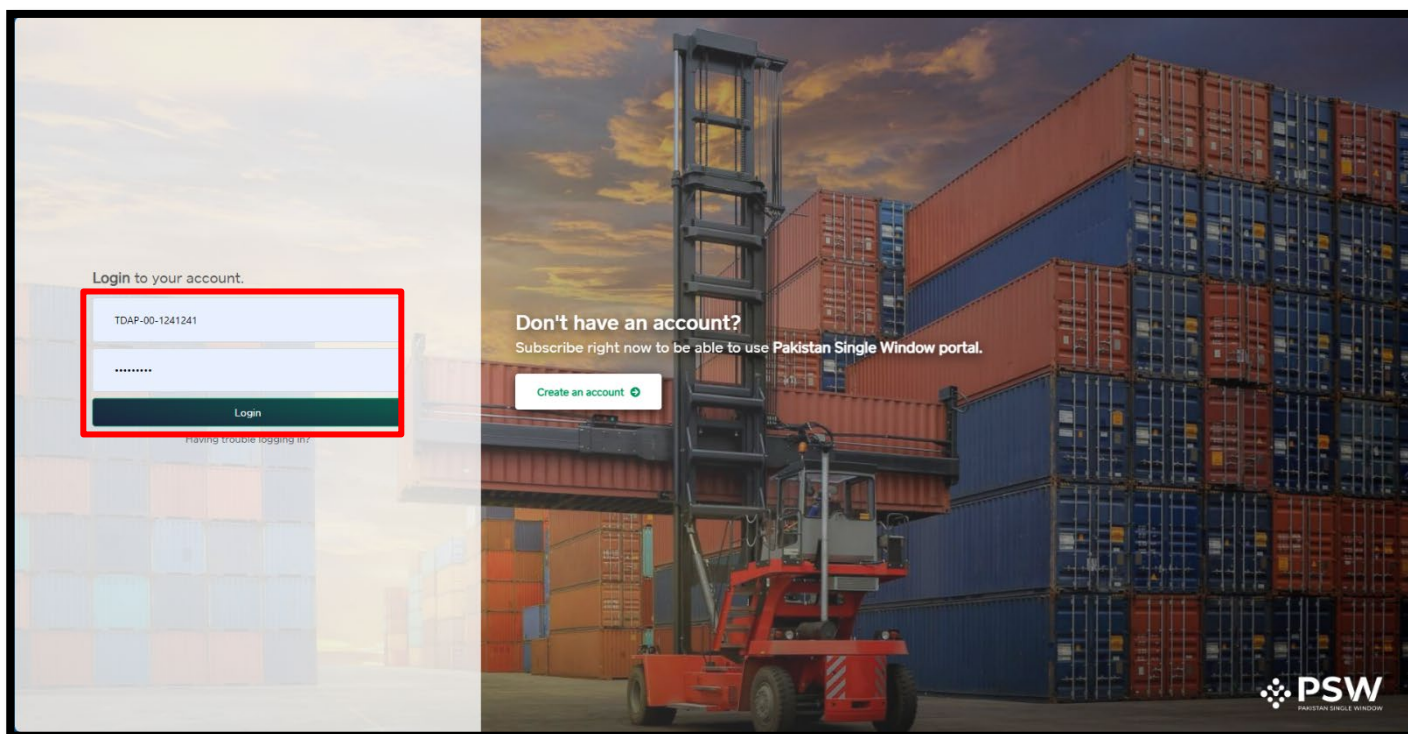


Figure 31



8.2 Fee Configuration

- i. TDAP Admin user shall click on 'Fee Configuration' Tab.

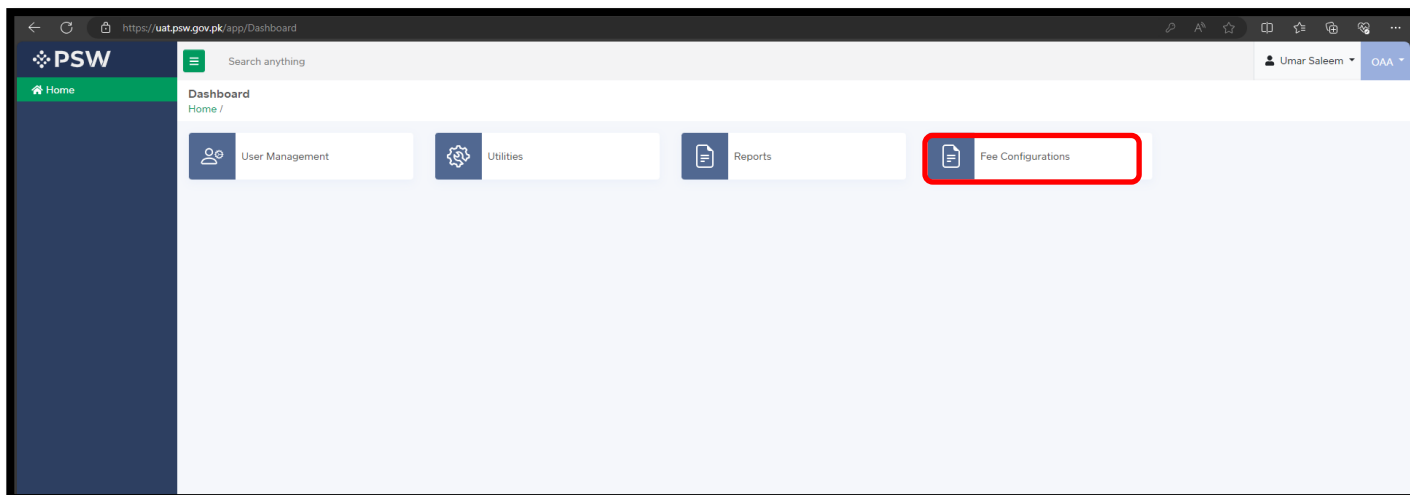


Figure 32

- ii. Admin user will be able to change the 'Form Fee Configuration' (Per Set) and 'Courier/Delivery Fee'. Then press the save button to update new fees.

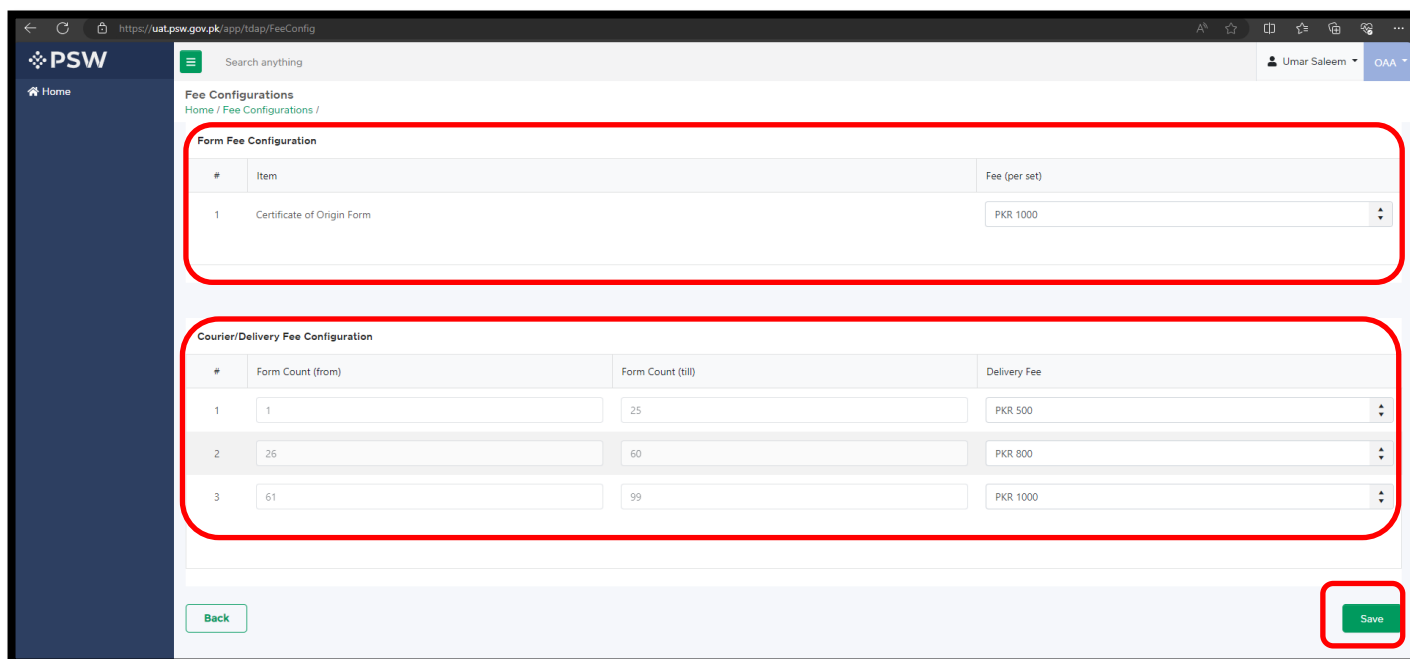


Figure 33



9. Contact Information

If you require any assistance, please feel free to contact us as:

Email: support@psw.gov.pk

Phone: 021-111-1sss11-779



+92-51-9245605



info@psw.gov.pk



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