



PSW
PAKISTAN SINGLE WINDOW



USER MANUAL

**Electronic Certificate of Origin
(for Non-Preferential Trade)**

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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 fulfil 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 trade bodies are performing their related functions manually. 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/customs agents with online applications for issuance of Electronic Certificate of Origin for non-preferential trade. The application for the same shall be received and processed through the PSW portal. Similarly, sharing of messages and documents required for processing of regulatory approval requests shall be enabled by the PSW.

With the PSW system going live, there will be no trade body office visits and manual submission of applications for the approval of E-CO (NP) 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 trade body officer will be visible, robust, and transparent. For more to know about PSW please visit our website www.psw.gov.pk.



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 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 regulation of cross border trade in Pakistan. The PSWC will digitize the processes of public sector entities, related to 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 hub for regional and international transit and trade.



3. SALIENT FEATURES OF ECO FOR NON-PREFERENTIAL TRADE MODULE

- A complete solution covering online application, processing and issuance of Certificate of Origin for non-preferential trade.
- No visits to trade body offices. 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 for non-preferential trade against multiple GDs/SDs.
- Communication between the officers and exporters/custom agents will be done through the PSW system.
- Electronic applications and processing help save time and costs.

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 PROCESS

5.1. USER LOGIN

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

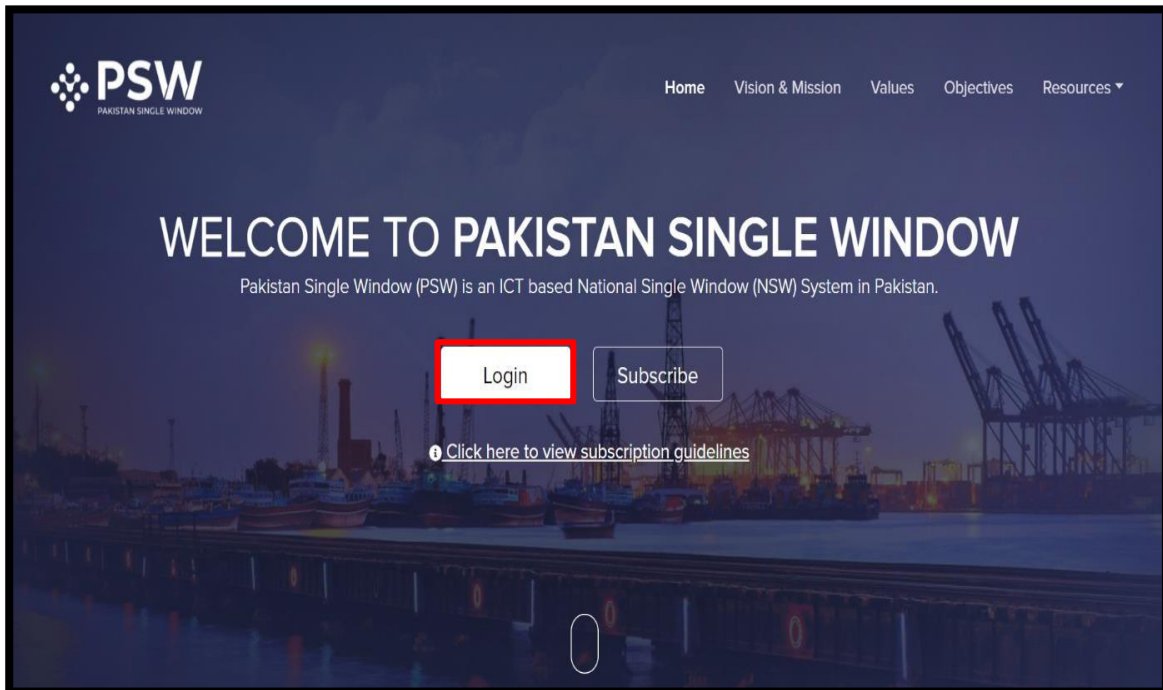


Figure 1

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

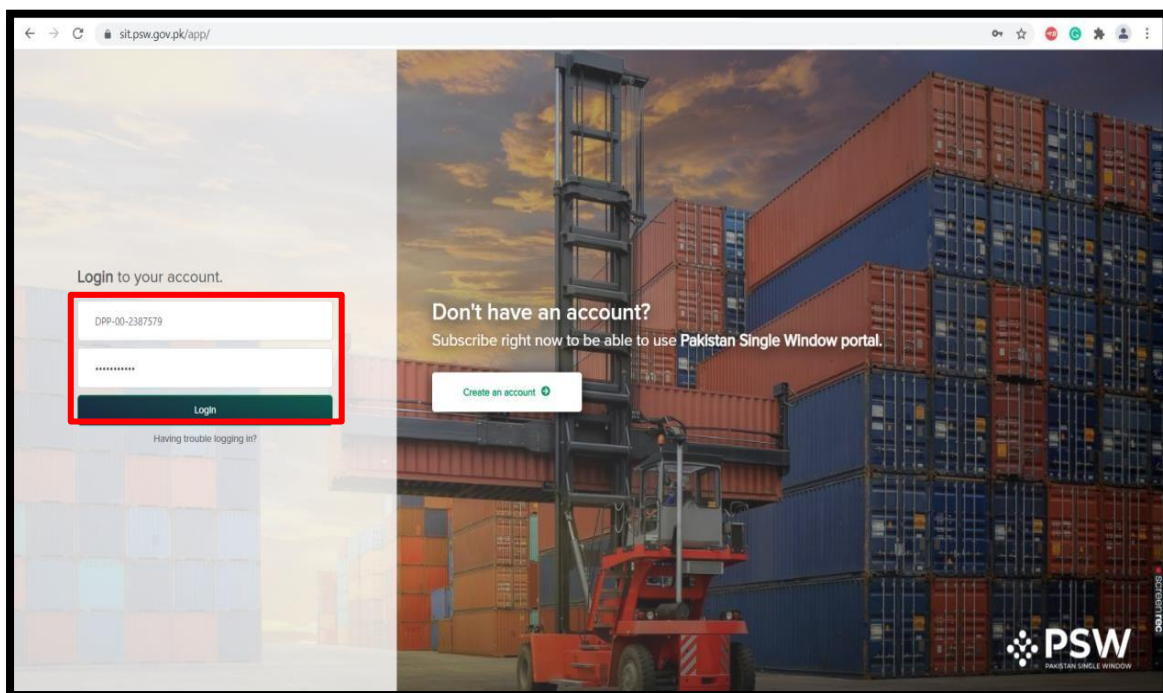


Figure 2

5.2. ELECTRONIC CERTIFICATE OF ORIGIN FOR NON-PREFERENTIAL TRADE

- i. On the dashboard at the Home Screen, click on the 'LPCO' button.

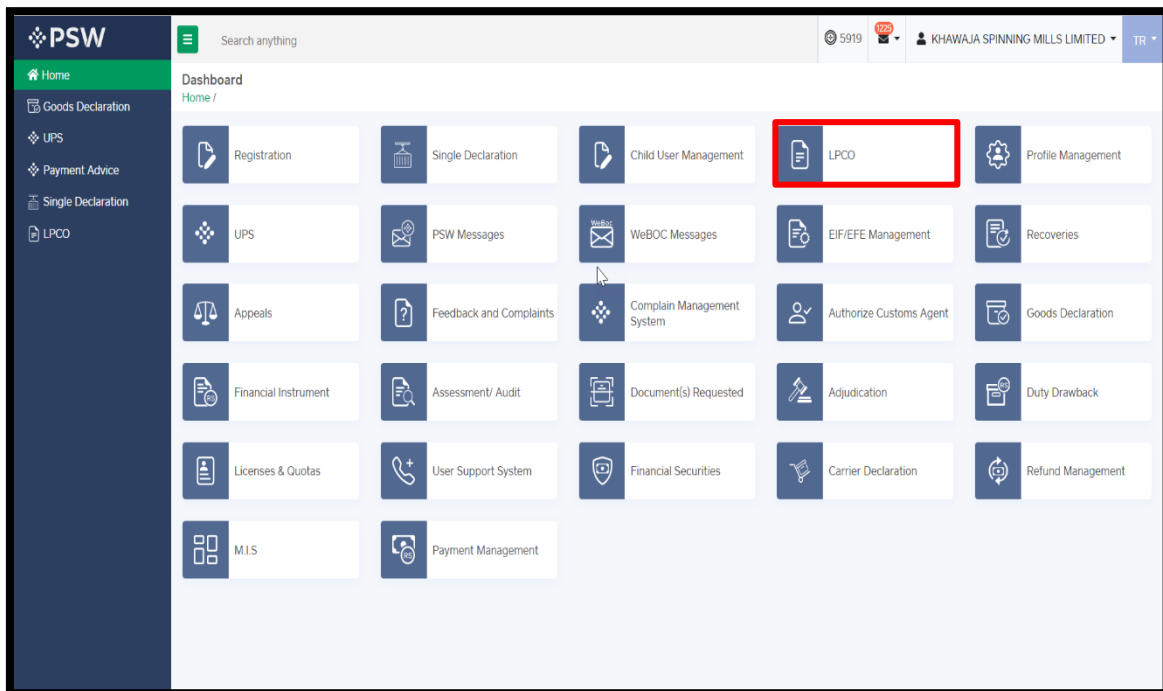


Figure 3

- ii. On the LPCO screen, click "Electronic Certificate of Origin for Non-Preferential Trade".

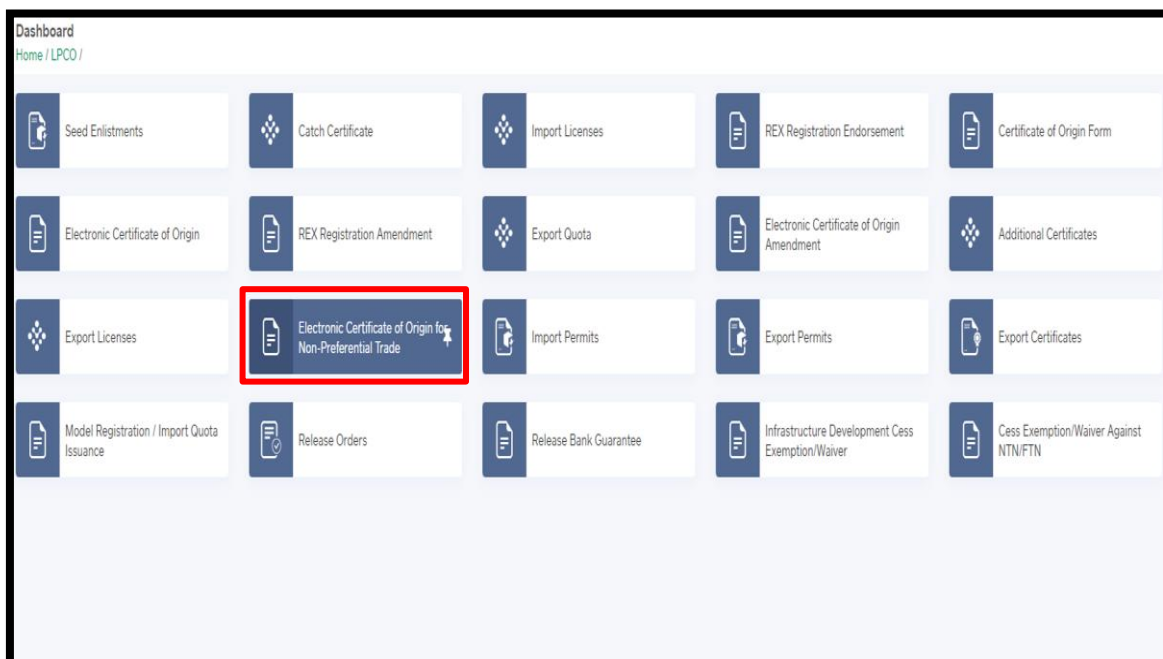


Figure 4

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.

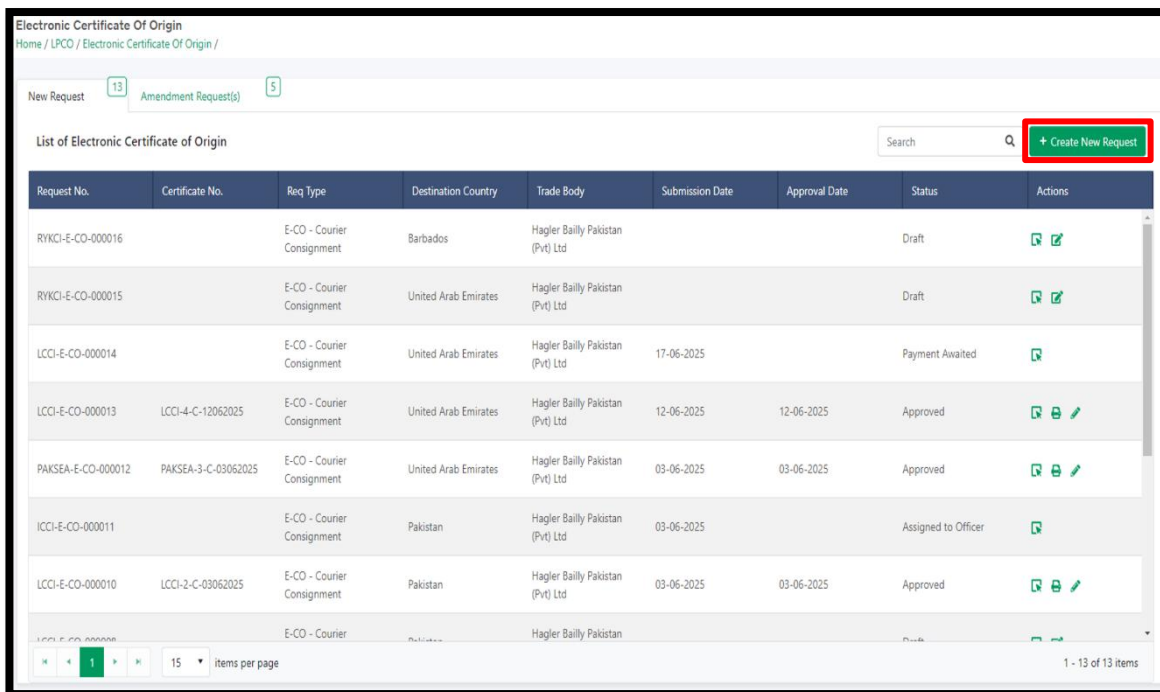


Figure 5

- ii. Select the “Request Type” of certificate of origin for non-preferential trade and then click on the “Submit” button.

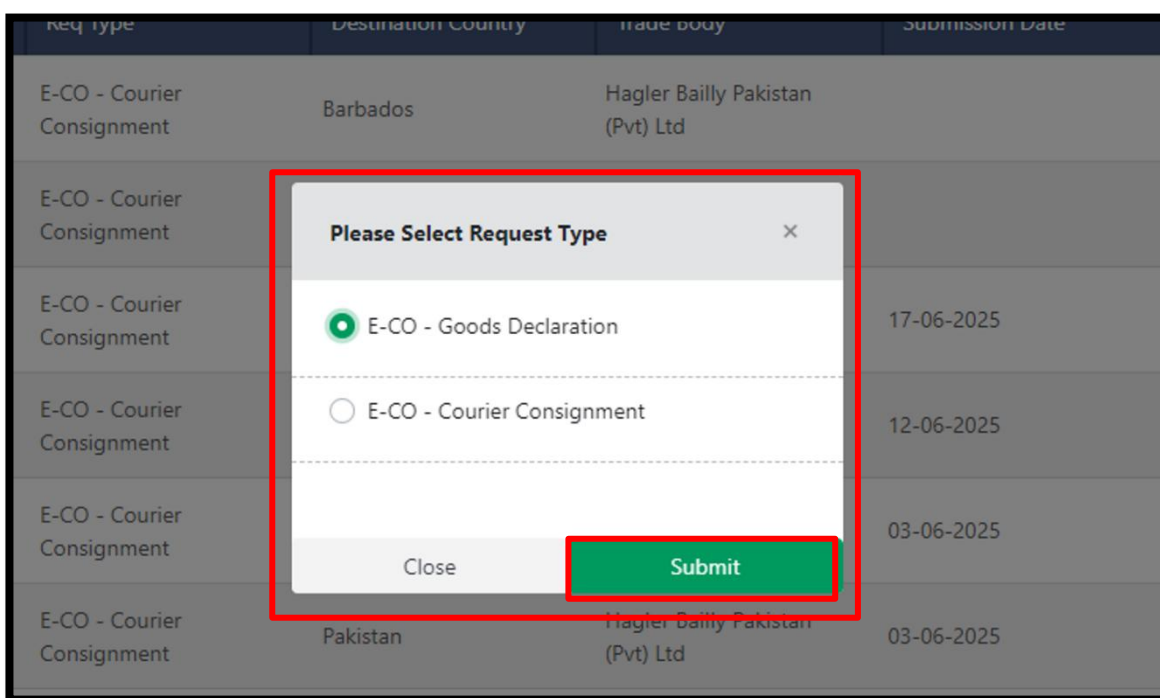


Figure 6

- iii. Under the “Select Chamber/Association” tab, choose the Chamber or Association from which you want to request the electronic certificate of origin for non-preferential trade and the click on the ‘Proceed’ button.

Electronic Certificate Of Origin
Home / LPCO / Electronic Certificate Of Origin / Create /

Step 1 of 3
Please complete all the steps to submit the Electronic Certificate of Origin (E-CO) for non preferential trade request

Select Chamber/Association

Please select your chamber/association for E-CO

ICCI
Islamabad Chamber of Commerce & Industry

LCCI
Lahore Chamber of Commerce

PAKSEA
Pakistan Knitwear Sweater Exporters Association

RYKCI
Lahore Chamber Commerce & industry

Back Proceed

Figure 7

- iv. In the ‘Select Declaration’ tab, select a goods declaration either through searching the ‘consignee name’ or by directly entering the complete GD number. Similarly, select mode of transport i.e. either by Sea, Air or land from drop down box and click on the ‘Attach Declaration’ button.

Step 2 of 3
Please complete all the steps to submit the Electronic Certificate of Origin (E-CO) for non preferential trade request

Select Chamber/Association

GD Number :

GD Number :

Basic Information

Search Particulars

Consignee Name

Consignee Name

Declaration Number

Declaration Number

Mode Of Transport

SEA

Destination Country

United Arab Emirates

Search Reset

Select	GD Number	Consignee Name	Mode of Transp...	Destination Co...	Status	Submission Date	Action
☒	KPEX-SB-125-27-03-2025	Shah	SEA	United Arab Emirates	Consignment Shipped	2025-03-27	

1 - 1 of 1 items

Close Attach Declaration

Figure 8



v. Provide the Goods Declaration details.

GD / SD Details	
Port Of Shipment	Destination Country
MCC Export Karachi	United Arab Emirates
Port Of Discharge	GD Type
Dubai	Export
GD Number	SD Number
KPEX-SB-125-27-03-2025	SD-E-0010748-27032025
Collectorate	Shed/ Terminal
MCC Export Karachi	Karachi International Container Terminal Export
Consignment Type	Shipping Line
Containerized	A.A.ENTERPRISES
NTN / FTN / EPZ	STRN
0656781	0701850000673
Consignee Name	Consignee Address

Figure 9

vi. Select the 'Site' from which are registered with the relevant association/chamber and select the membership number.

Chamber - Site/Office Selection

Please select the city and site office from where you want to get the Certificate of Origin.

Chamber / Association Name: Islamabad Chamber of Commerce & Industry

City: Islamabad

Site: Islamabad

Membership Information

NTN: 0656781

Representative Name: Representative Name

Designation: Designation

Business Name: Business Name

Membership Expiry Date: day-month-year

Figure 10



vii. Provide the relevant details.

Membership Information

NTN

0656781

Membership No

MEM004

Business Name

Example Business - New4

Representative Name

Representative 4

Mobile Number

+923333344570

Membership Expiry Date

15-01-2029

Designation

SQA - Lead 4

Goods Consigned From

Consignor / Exporter Name

Hagler Bailly Pakistan (Pvt) Ltd

Consignor Address

Block 1, Commercial Area, Street 21, F8/2, Islamabad I...

Country of Origin

Pakistan

Goods Consigned To

Consignee / Importer Name

Shah

Consignee Address

Dubai adress street 123, Town Palm Jum

Destination Country

United Arab Emirates

Figure 11

viii. Click on the 'Add Detail' button to provide information related to Means of Transport.

Means of Transport (As far as known)

+ Add Detail

S No.	Departure Date	Vessel/Flight/Train/Ve...	Mode Of Transport	Port Of Loading	Port of Discharge	Actions
1	18-06-2025	Vessel 12io	SEA	Karachi	Dubai	 

1

10

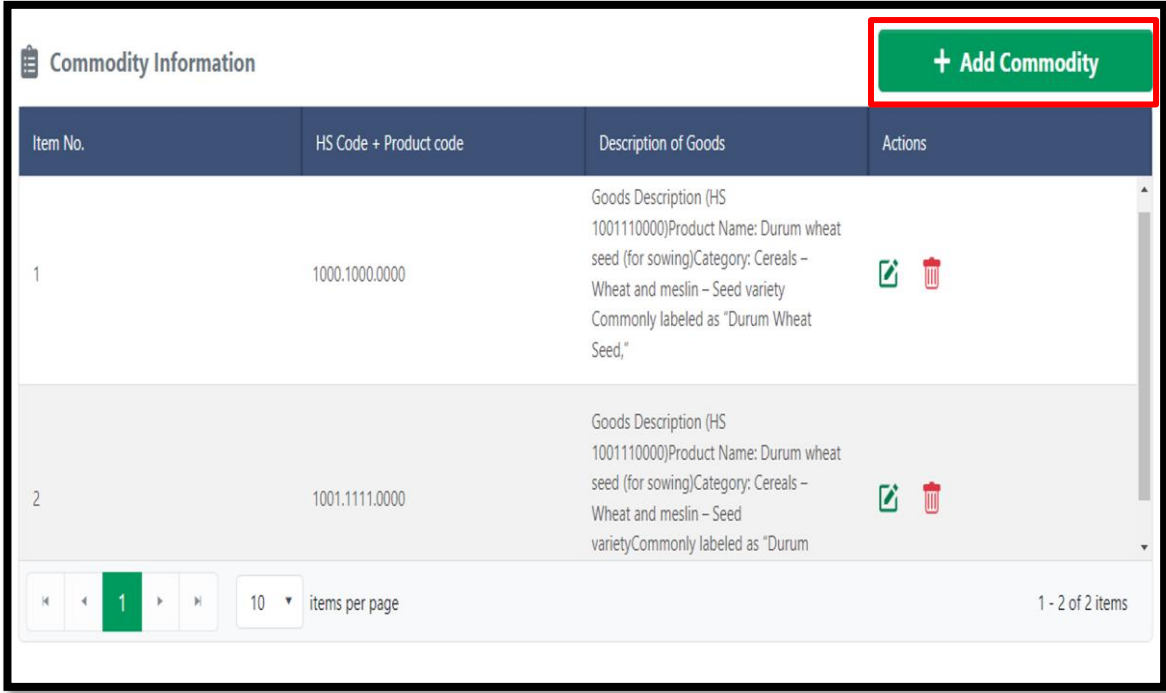
items per page

1 - 1 of 1 items

Figure 12

11

- ix. Click on the 'Add Commodity' button to provide information related to the relevant commodity.



The screenshot shows a web interface titled 'Commodity Information'. At the top right, there is a green button with a white plus sign and the text '+ Add Commodity', which is highlighted with a red rectangle. Below this is a table with four columns: 'Item No.', 'HS Code + Product code', 'Description of Goods', and 'Actions'. The table contains two rows of data, both highlighted in light grey. Row 1 has Item No. 1, HS Code 1000.1000.0000, and a description of Durum wheat seed. Row 2 has Item No. 2, HS Code 1001.1111.0000, and a description of Durum wheat seed. Each row has two action icons: a green square with a white pencil and a red trash can. At the bottom of the table, there is a pagination control showing '1' of 2 items, a dropdown for '10 items per page', and a status '1 - 2 of 2 items'.

Item No.	HS Code + Product code	Description of Goods	Actions
1	1000.1000.0000	Goods Description (HS 1001110000)Product Name: Durum wheat seed (for sowing)Category: Cereals – Wheat and meslin – Seed variety Commonly labeled as "Durum Wheat Seed,"	 
2	1001.1111.0000	Goods Description (HS 1001110000)Product Name: Durum wheat seed (for sowing)Category: Cereals – Wheat and meslin – Seed variety Commonly labeled as "Durum	 

Figure 13

- x. Provide any other information which you want to make appear on the electronic certificate of origin for non-preferential trade.



The screenshot shows a web interface titled 'Other Information:'. Below the title is a text area with the placeholder text 'This information will appear on E-CO.'. At the bottom right of the form, there are two buttons: a green 'Back' button and a green 'Save & Proceed' button, which is highlighted with a red rectangle.

Figure 14

5.4. DOCUMENT INFORMATION

- i. Select the document type from the dropdown list and click on the 'Submit' button.

Electronic Certificate Of Origin
Home / LPCO / Electronic Certificate Of Origin / Create /

Step 3 of 3
Please complete all the steps to submit the Electronic Certificate of Origin (E-CO) for non preferential trade request

Select Chamber/Association
Islamabad Chamber of Commerce & Industry

Basic Information

Document Information

Document Type
Select Document Type

O - invoice
O - BILL

Only .jpeg, .jpg, .pdf & .png files are allowed for uploading. File size max limit is 5MB.

No documents uploaded yet

Back Print Preview Submit

Figure 15

- ii. You can also preview the Certificate by clicking on the 'Print Preview' button.

Electronic Certificate Of Origin
Home / LPCO / Electronic Certificate Of Origin / Create /

Step 3 of 3
Please complete all the steps to submit the Electronic Certificate of Origin (E-CO) for non preferential trade request

Select Chamber/Association
Islamabad Chamber of Commerce & Industry

Basic Information

Document Information

Document Type
Select Document Type

O - invoice
O - BILL

Only .jpeg, .jpg, .pdf & .png files are allowed for uploading. File size max limit is 5MB.

No documents uploaded yet

Back Print Preview Submit

Figure 16



iii. Print Preview will be appeared.

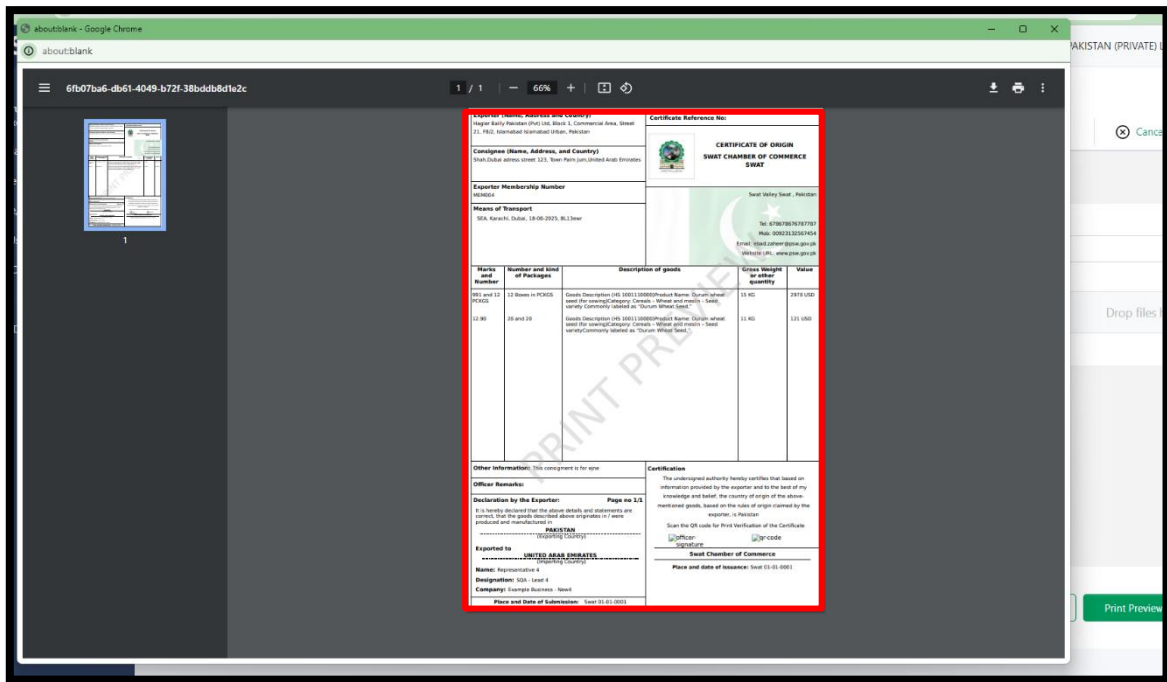


Figure 17

iv. Your request has been successfully submitted.

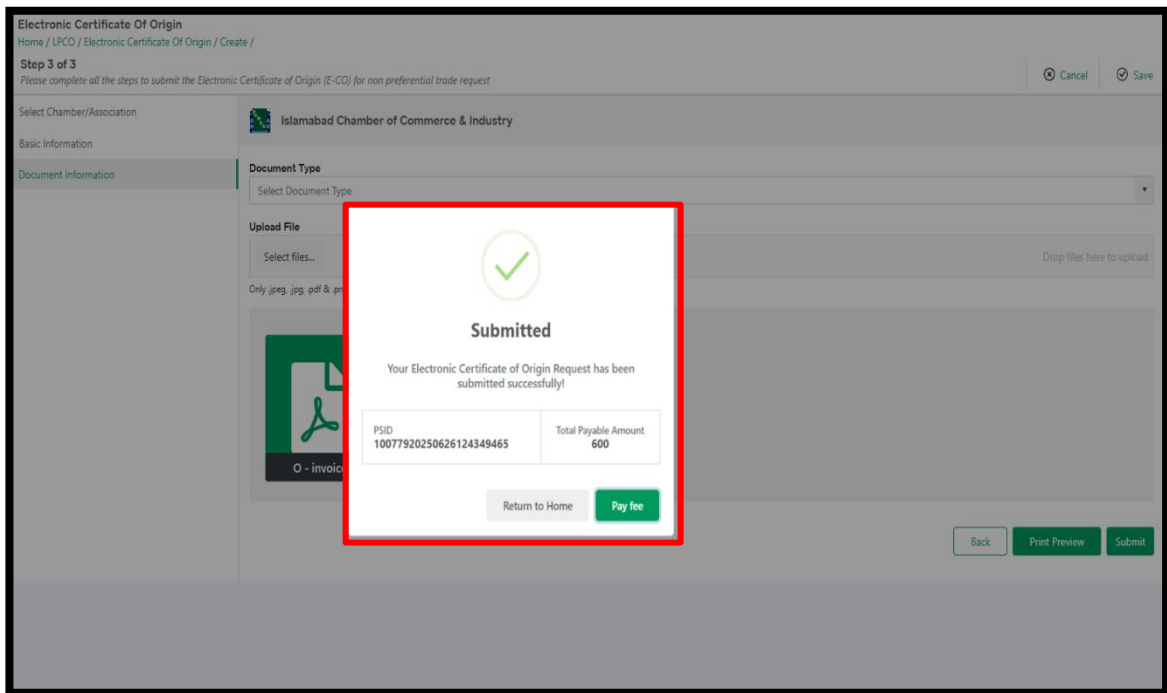


Figure 18



- v. Payment details will appear after clicking on the 'Pay Now' button.

... Loading
Home / UPS / Payment Advice /

General Information

Payment Type	Creation Date & Time	Document Number	VIR #
Electronic Certificate Of Origin	26-06-2025 12:43 PM	ICCI-E-CO-000017	-

Trader NTN #	BLUAWB #	Business Name	Agent Name
0656781	-	-	-

Payment Breakup	Amount (PKR)
Electronic Certificate Of Origin	PKR 600

Duty Name	Amount
E-CO - Courier Consignment Fee for ICCI	PKR 500
PSW ECO Fee	PKR 100

Mode of Payment

Alternate Delivery Channels (ADC)	
PSID	Total Payable Amount
10077920250626124349465	PKR 600

Amount in Words
Six Hundred Rupees Only

Cancel

Figure 19



- i. Your request has Status will be 'Payment Awaited, Until the payment has been received after successful payment Status will update to 'Assign to officer'.

List of Electronic Certificate of Origin								
Request No.	Certificate No.	Req Type	Destination Country	Trade Body	Submission Date	Approval Date	Status	Actions
ICCI-E-CO-000017		E-CO - Courier Consignment	Pakistan	Hagler Bailly Pakistan (Pvt) Ltd	26-06-2025		Payment Awaited	

Figure 20

- ii. When officer Approve your request, status will show as 'Approved', click on the Print icon to download the 'Electronic Certificate of Origin'.

LCCI-E-CO-000013	LCCI-4-C-12062025	E-CO - Courier Consignment	United Arab Emirates	Hagler Bailly Pakistan (Pvt) Ltd	12-06-2025	12-06-2025	Approved	
PAKSEA-E-CO-000012	PAKSEA-3-C-03062025	E-CO - Courier Consignment	United Arab Emirates	Hagler Bailly Pakistan (Pvt) Ltd	03-06-2025	03-06-2025	Approved	

Figure 21

Figure 22



6. 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