

# TRADE FACILITATION PLATFORM

## **NATIONAL SINGLE WINDOW (NSW) TRAINING MANUAL (LICENCES CUSTOMS AGENT)**

---

Version: 1.5  
Date: January 2026

### **Confidentiality & Copyright**

This Manual contains proprietary material. While our customers are given reasonable opportunity to view the Manual for the purpose of exemplifying our commitment to quality, any form of reproduction, transmission or use of this Manual or its contents is not permitted without prior written approval from us. All rights are reserved.

## Table of Contents

<b>CHAPTER 1: INTRODUCTION .....</b>	<b>4</b>
<b>1. About this guide .....</b>	<b>4</b>
1.1 Purpose and audience .....	4
1.2 Document Conventions .....	4
<b>About National Single Window .....</b>	<b>5</b>
1.3 Definitions and Acronyms.....	5
<b>2. Getting Started.....</b>	<b>6</b>
2.1 New User Registration .....	6
2.2 Logging In.....	11
2.3 Logging Out.....	12
2.4 Common Icons and Buttons.....	13
<b>CHAPTER 2: FREIGHT FORWARDER ROLE .....</b>	<b>ERROR! BOOKMARK NOT DEFINED.</b>
<b>3. House Manifest .....</b>	<b>Error! Bookmark not defined.</b>
3.1 Creating House Manifest .....	<b>Error! Bookmark not defined.</b>
3.2 Searching House Manifest Details .....	<b>Error! Bookmark not defined.</b>
3.3 View House Manifest Details .....	<b>Error! Bookmark not defined.</b>
3.4 Print House Manifest Details .....	<b>Error! Bookmark not defined.</b>
3.5 Edit House Manifest Details.....	<b>Error! Bookmark not defined.</b>
3.6 Delete BL in House Manifest Details.....	<b>Error! Bookmark not defined.</b>
3.7 Creating House Manifest Amendment Request .....	<b>Error! Bookmark not defined.</b>
3.8 Searching and Amending House Manifest Details.....	<b>Error! Bookmark not defined.</b>
3.9 Amend House Manifest Details .....	<b>Error! Bookmark not defined.</b>
3.10 Cancelling House Manifest Details .....	<b>Error! Bookmark not defined.</b>
<b>CHAPTER 3: CLEARING AGENT ROLE .....</b>	<b>14</b>
<b>4. Unique Consignment reference (UCR) .....</b>	<b>14</b>
4.1 Create UCR.....	14
4.2 Amend UCR.....	15
4.3 Cancel UCR.....	16
<b>5. Application submission .....</b>	<b>18</b>
5.1 Master Document .....	18
PRODUCT CERTIFICATE (PC).....	19
5.2 Consignment Document .....	20
SONCAP CERTIFICATE (SC) .....	22
5.3 Submit Master Supplementary Document .....	22
5.4 Search Document .....	23
5.5 Search Supplementary.....	24
5.6 Queries.....	25
<b>CHAPTER 4: PAYMENT .....</b>	<b>27</b>
<b>6. Payment Details .....</b>	<b>27</b>

NSW-TFP User Guide	MDS/CrimsonLogic Pte Ltd	Page 2 of 34
V1.4 / Jan 2026	Private	

6.1	Search Payment Details .....	27
6.2	View Payment Details .....	29
6.3	Print Payment Details .....	30
6.4	Pending Payment Details .....	31

# CHAPTER 1: INTRODUCTION

## 1. ABOUT THIS GUIDE

Welcome to the National Single Window (NSW) Trade Facilitation Platform (TFP) user guide. This user guide aims to enumerate the process and steps involved in using NSW for all stakeholders.

This user guide is divided into different topics and subtopics. Each topic discusses and shows the steps of the modules that the officer can do in the National Single Window (NSW).

### 1.1 PURPOSE AND AUDIENCE

The purpose of this user guide is to help the following users in doing their tasks using the NSW TFP.

- Clearing Agent
- Freight Forwarding Agent

### 1.2 DOCUMENT CONVENTIONS

Refer to this section to familiarize yourself with the visual aids used throughout the user guide.

#### Navigation

To assist with accessing screens, pages, or windows, refer to the following navigation format:

#### Buttons, fields, and other system elements

All system elements are highlighted in **bold** text.

#### Hyperlinks

All topics mentioned in the user guide's content are hyperlinked. Click on the hyperlink to view the referenced topic.

#### Callouts

Callouts are presented differently from the original CONTENTS and highlight certain information.

There are two types of callouts: tips and warnings.



A Tip provides useful information that helps you complete a task or procedure.



A Warning refers to information that may be critical to the system's functionality and might affect data or system stability.

## ABOUT NATIONAL SINGLE WINDOW

The NSW system is aimed at building an integrated Customs e-government service that facilitates secure international trade facilitation. The application enables electronic information interchange between various stakeholders in the trading community, which includes traders, shipping/clearing agents, MDAs, and the customs authorities.

It is designed to enhance trade facilitation, regulatory compliance, and inter-agency coordination across the entire cargo clearance value chain. It provides all authorized trade stakeholders with a single, transparent platform for submitting, accessing, and validating trade information.

Through shared visibility into risk, compliance status, valuations, and clearance data, NSW supports informed decision-making by Customs, regulatory agencies, port operators, and gate officials—while reducing duplication, delays, and inefficiencies in cargo clearance.

The purpose of the NSW system is described as follows:

- Develop a one-stop and integrated services that provide a coordinated view of the Government to customers and reduce their administrative and logistical burden.
- Ensure conformity with the international standards, conventions, and best practices in the area of customs, trade facilitation, and security.
- A new web-based single window system for the end-to-end clearance processing.
- Electronically link government agencies that are involved in the customs clearance process to facilitate secure data exchange and to manage the application flow efficiently.
- Automate and simplify the current customs processes to accelerate clearance time. This includes automated approval of permits and licenses, thereby significantly bringing down the manual interventions, routing to consenting government agencies, and applying advanced risk management procedures.
- *NSW will be developed as a web-based system.*

The users of the NSW system are:

- Various government agencies & private sector groups will use the NSW system during the license, permit, and certificate processing. Government agencies will be able to receive the documents submitted by traders electronically and act on those entries until the release of cargo. Also, the system will allow them to interact with other stakeholders in a secure way.
- Other government agencies involved in the clearance process will interact with customs to facilitate the clearance processes electronically.

This chapter covers the following topics:

- [Getting Started](#)
- [Common Icons and Buttons](#)

### 1.3 DEFINITIONS AND ACRONYMS

The table below lists the different acronyms and abbreviations as well as the definitions used throughout this CRS.

TERM	DESCRIPTION
CD/MD	Consignment Document / Master Document
CO/VO	Checking Officer / Validation Officer
CPC	Customs Procedure Code
IAF	International Accreditation Firms
LPCO	License, Permit, Certificate, and Others
MDA	Ministry, Department, and Agency
NSW	National Single Window
TFP	Trade Facilitation Platform
TPR	Trading Partner Registration
UI	User Interface

## 2. GETTING STARTED

Refer to this section to familiarize yourself with the National Single Window for Ministries, Departments, and Agencies. This chapter also lists the process to follow to register as a new user, logging in and logging out of the system.

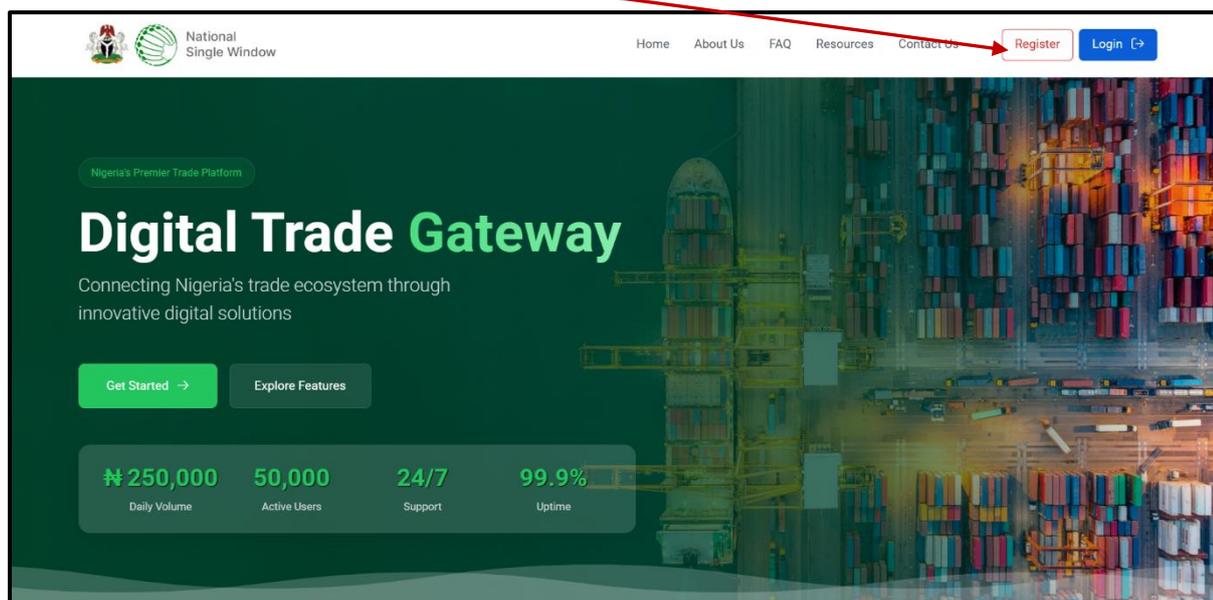
### 2.1 NEW USER REGISTRATION

User registration is the first step toward accessing the full features of the National Single Window (NSW) Trade Facilitation Platform.

This chapter provides clear guidance on how the Clearing and/or Forwarding Agent can create and activate their accounts. The registration process is designed to ensure security, user authentication, and seamless onboarding.

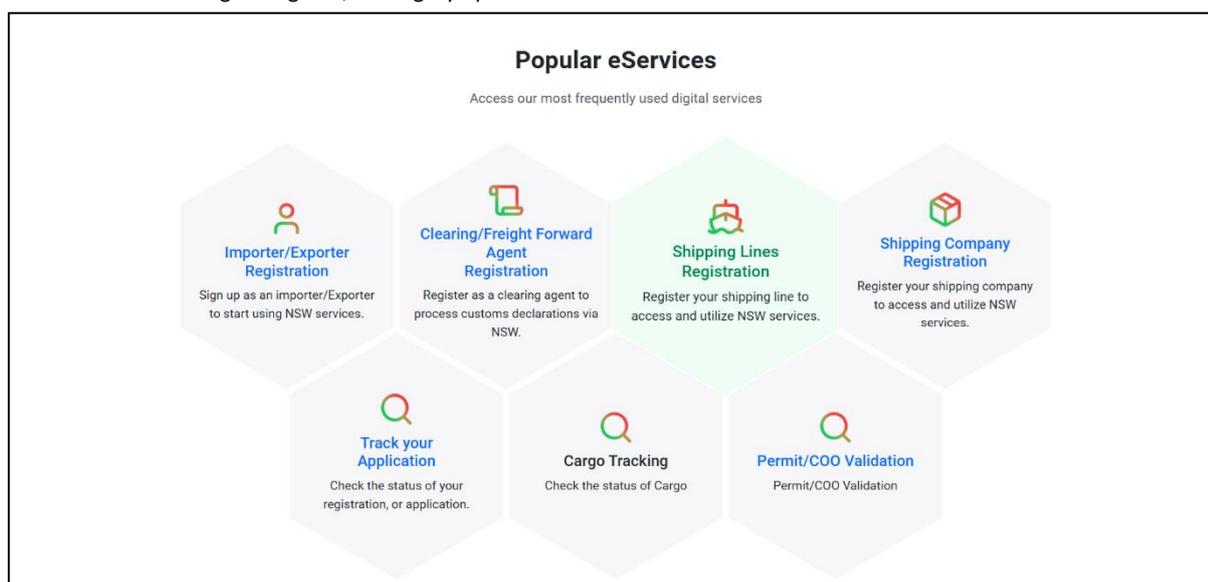
#### To register on the NSW TFP:

1. Type in the URL [nsw.gov.ng](https://nsw.gov.ng) in your Internet browser to access the TFP Single Window website. Click on register.



#### Select User Category:

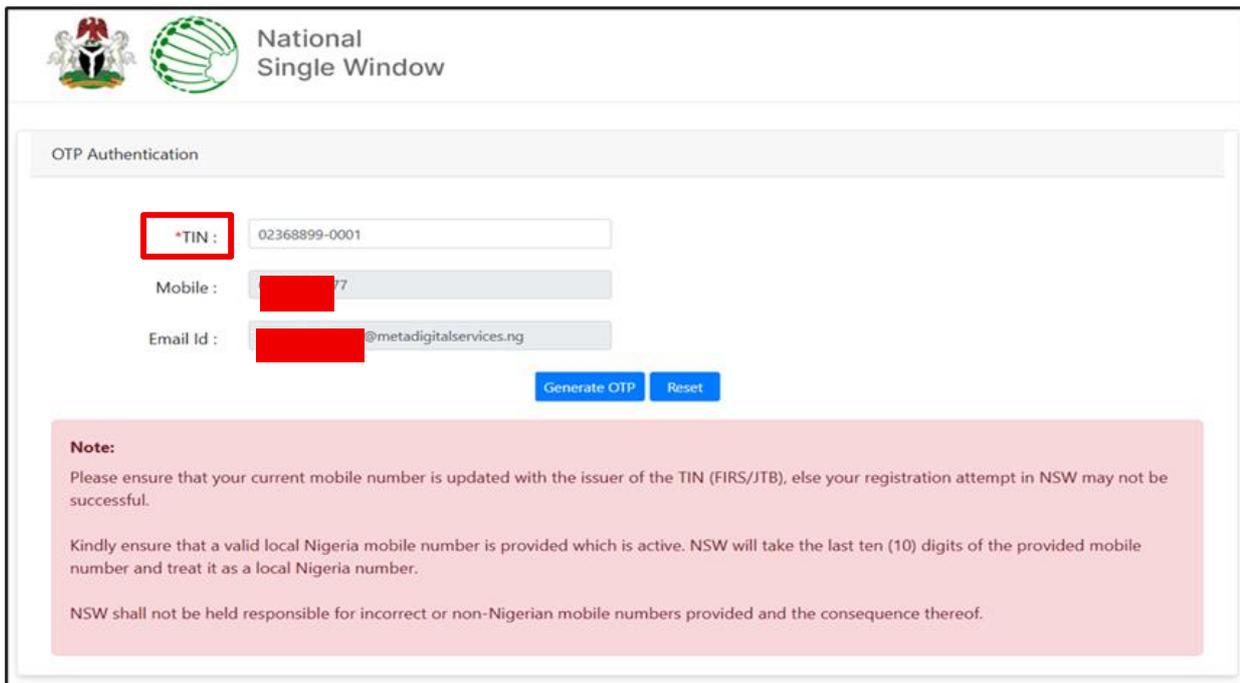
2. After clicking on register, a category option of users to select from will be seen.



3. Click on the relevant category option to sign up. After clicking, the system redirects you to the **OTP Authentication** page
4. Fill the TIN and the registered Mobile Number and Email will automatically be populated.

NSW-TFP User Guide	MDS/CrimsonLogic Pte Ltd	Page 6 of 34
V1.4 / Jan 26	Private	<a href="#">Go To TOC</a>

5. Click on **Generate OTP** and you will receive an OTP via SMS.



**OTP Authentication Page**

6. Enter in the OTP and click on **Validate OTP**.

***NB: Please note that all user categories require an OTP authentication***

**To register as a new Clearing/Freight Forward Agent:**

1. After the **OTP authentication process** is completed, proceed to fill and review other sections (Party Details, Applicant Details, Document Details, and Summary Details) with required information.

**Party Details Page**

Following are the field and button descriptions of the **Document Status Detail** page.

Field/Button description	Action/Input Required
<b>Customs Command</b>	Select the Customs Command.
<b>Type of Application</b>	Select the category the being registered for.
<b>Customs License Number</b>	Enter the official license number issued by Nigeria Customs Service (NCS) authorizing the company to operate as a Clearing or Forwarding Agent. Must be valid and active.



[Home](#)   [About Us](#)   [Contact](#)   [Login](#)

REGISTRATION OF CLEARING AND FORWARDING AGENT(CFA)

[Party Details](#)   [Applicant Details](#)   [Document Details](#)   [Summary Details](#)

\*ID Number :

\*Login Id :

Middle Name :

\*Gender :

\*Communication Mode :

\*Mobile number :

\*First Name :

Last Name :

\*Preferred Language:

\*Email:

**Applicant Details Page**



[Home](#)   [About Us](#)   [Contact](#)   [Login](#)

REGISTRATION OF CLEARING AND FORWARDING AGENT(CFA)

[Party Details](#)   [Applicant Details](#)   [Document Details](#)   [Summary Details](#)

ID#	Document Name	File Name	Remarks	Action
1	CFA-CFA License Document	License Document.pdf		<input type="button" value="Delete"/> <input type="button" value="View"/>

\* Document Name :

\* File Content :  No file chosen

Remarks :

Allowed Max File size is 1 MB and Acceptable Formats: \*.pdf, \*.jpg, or \*.jpeg

**Document Details Page**

The screenshot shows the 'National Single Window' website interface. At the top left is the Nigerian coat of arms and the 'National Single Window' logo. Navigation links for 'Home', 'About Us', 'Contact', and 'Login' are in the top right. The main heading is 'REGISTRATION OF CLEARING AND FORWARDING AGENT(CFA)'. Below this are four tabs: 'Party Details', 'Applicant Details', 'Document Details', and 'Summary Details' (which is selected). The 'Summary Details' section contains the following information:

- TIN : **31545059-0001**
- Customs License Number: **CL2992942**
- Business Name: **KILISHI INTL CONTRACTS NIG LTD**
- Business Address: **No. 5 EMIRS DRIVE BAJOGA FUNAKAYE L**
- Telephone Number: [Redacted]
- Applicant Remarks: [Empty]
- Type of Application: **Both-Clearing And Forwarding Agent**

At the bottom, there is a red-bordered box containing a small square icon and the text: "/we do solemnly affirm and declare that the above information is true and correct to the best of my knowledge and belief." Below this is a blue 'submit' button.

**Summary Details Page**

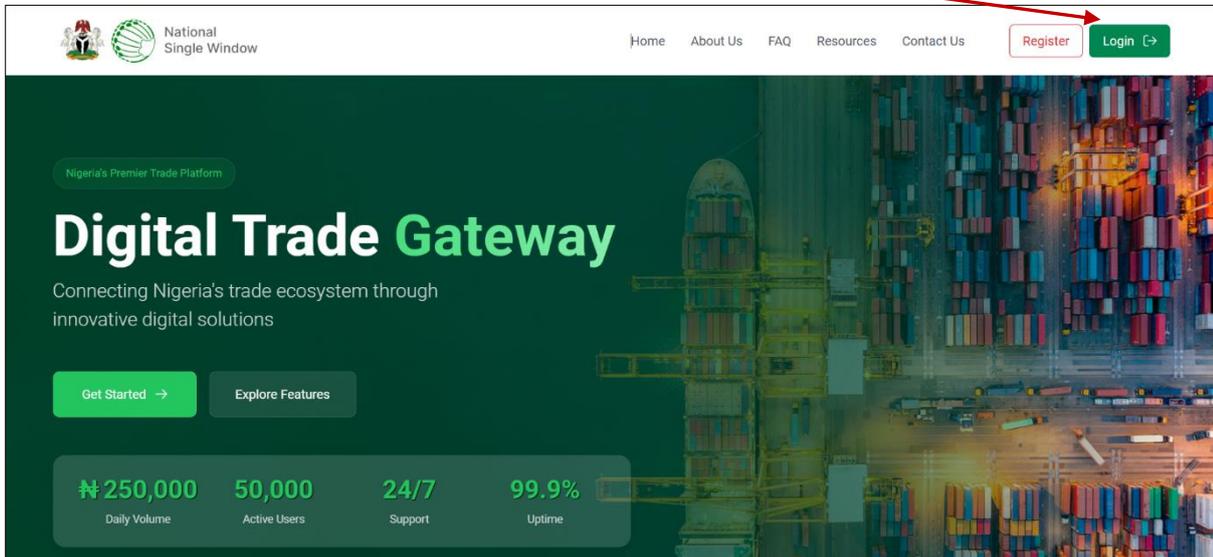
**Note:**

- An email will be sent to your registered email address with your username and a default system-generated password. Follow the instructions in the email and you will have the option to change the default password to your preferred password.
- Once you have successfully changed the password, proceed to log in to NSW system with your username and password to access the system as a registered Clearing /Freight Forward Agent.

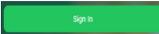
## 2.2 LOGGING IN

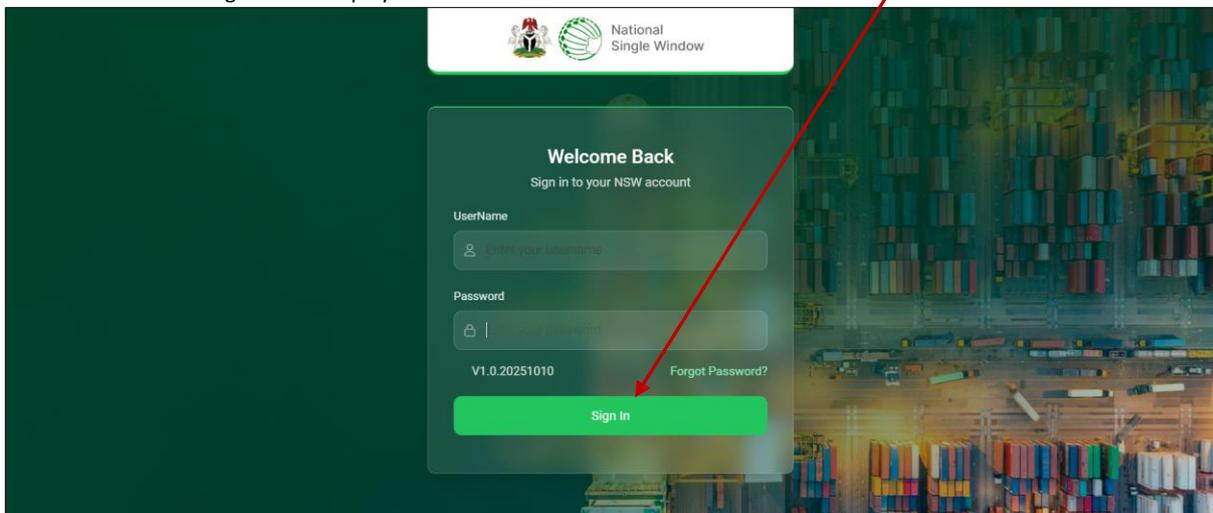
### To log in to the NSW TFP:

1. Type in the URL [nsw.gov.ng](http://nsw.gov.ng) in your Internet browser to access the TFP Single Window website.
2. To log in to the National Single Window platform, click  button at the top right corner of the page to login.

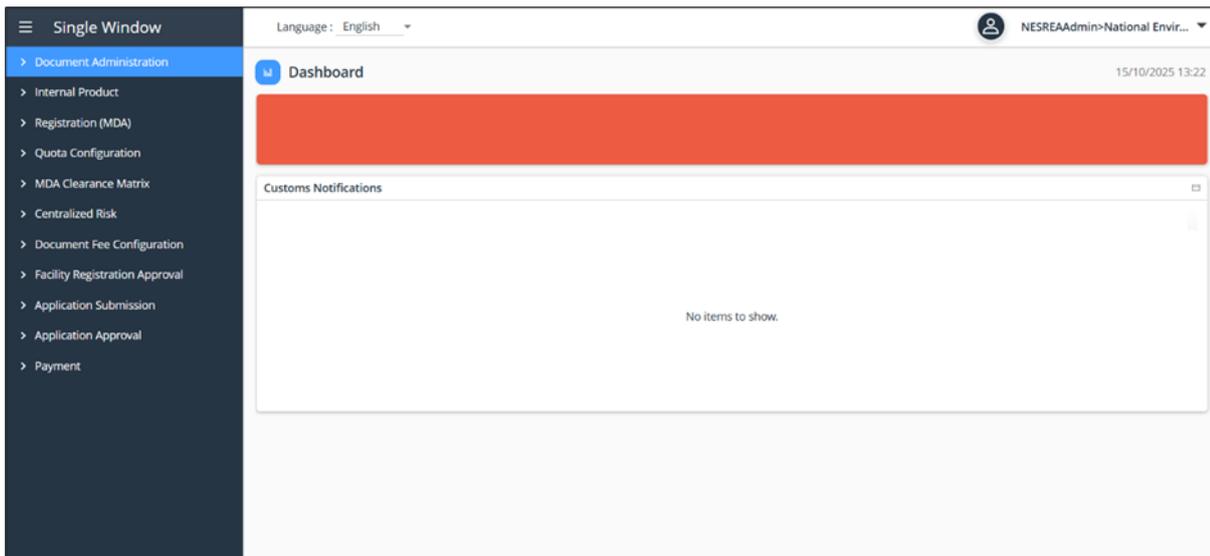


Trade Facilitation Home Page

3. Enter the **USERNAME** and the **PASSWORD** in the fields provided and click  button. Upon successful login the Home Page will be displayed.



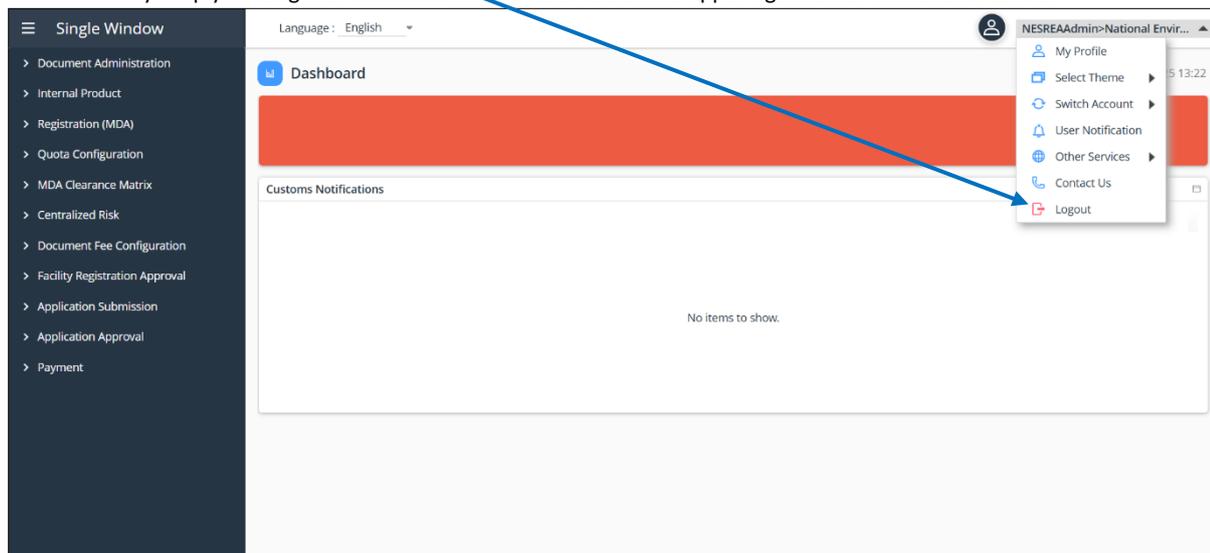
Single Window MDA Login Page



Single Window Home Page

### 2.3 LOGGING OUT

1. This function allows the user to log out from the application any time. User can sign out from the NSW system any time by simply clicking the  Logout button available at the upper right corner of the main menu.



Log Out Page

## 2.4 COMMON ICONS AND BUTTONS

The following are the list of icons and buttons referenced across screens and their functionality.

Field/Button description	Action/Input Required
	<ol style="list-style-type: none"> <li>1. Click  to view the calendar.</li> <li>2. Specify the required date and time from the respective portions of the calendar.</li> <li>3. Click <b>Apply</b>.</li> </ol>
	Click this button to submit the relevant details.
	Click this button to close the relevant tab details.
	Click this button to update the modified details relevant to the respective tab.
	Click this button to save the details of that particular tab.
	Click this button to clear the entered details and re-enter the field values.
	Click this icon to search for the exact search results from the available details.
	Click this icon to view the relevant tab details.
	Click this icon to print the relevant tab details.
	Click this icon to overview the relevant tab details.
	Click this icon to edit the relevant tab details.
	Click this icon to add relevant tab details.

# CHAPTER 3: CLEARING AGENT ROLE

## 3. UNIQUE CONSIGNMENT REFERENCE (UCR)

The Unique Consignment Reference (UCR) module allows users to create, amend, and cancel UCRs within the National Single Window (NSW). The UCR serves as the primary system-generated identifier for a consignment and is used to link all related declarations, documents, approvals, and processing activities across the trade lifecycle. Each consignment must have its own UCR to ensure accurate tracking, traceability, and system processing.

Each consignment must have its own UCR to ensure accurate tracking, traceability, and system processing.

- A UCR is created **per consignment**
- The generated UCR must be used consistently across all related transactions
- Once created, the UCR can be used to initiate subsequent processes in the NSW

### Business Rule

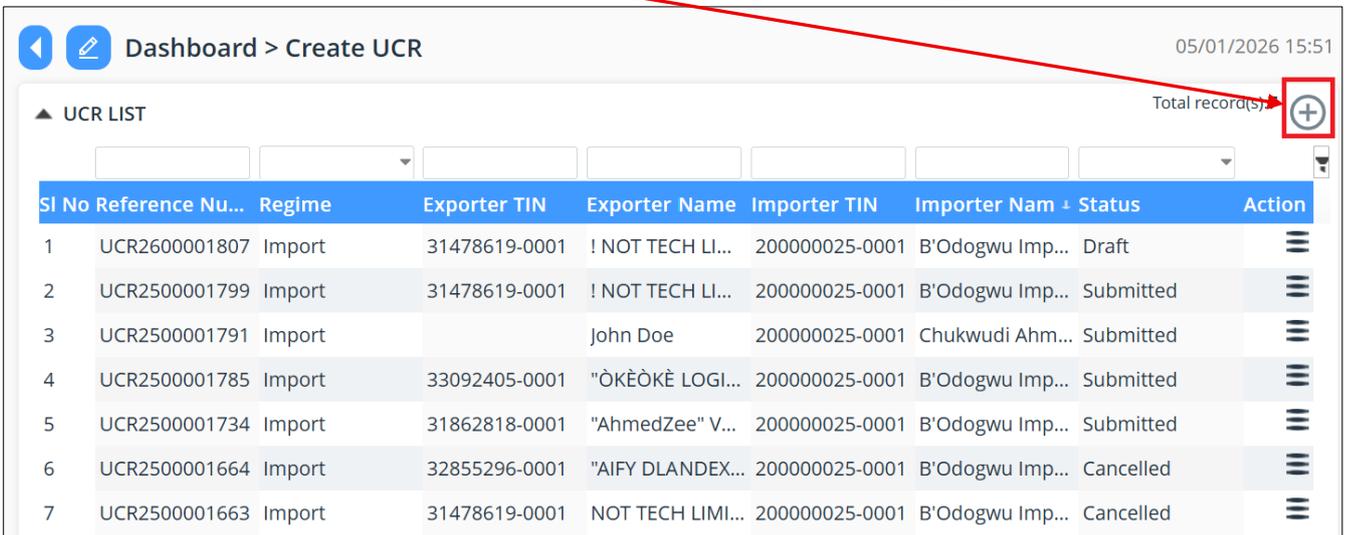
**One consignment = One UCR**

### 3.1 CREATE UCR

The function enables users to generate a new Unique Consignment Reference for a consignment being processed in the NSW. Using this menu, the user enters the required consignment details to create a UCR. Once created, the UCR becomes the primary reference used throughout the system for declarations, manifests, and regulatory interactions.

#### To create a Unique Consignment Reference:

1. Login to the application and click **UCR->Create UCR**. If there are existing UCRs, this will be shown under the **UCR LIST** section. To create a new UCR, click  to access the UCR form.



Create UCR Page

- Next, the screen below will be displayed. Provide the necessary details for Exporter, Importer, and other details.

### Create UCR Details Page

Following are the field and button descriptions of the **Create UCR** page.

Field/Button description	Action/Input Required
<b>Regime</b>	Select Regime.
<b>Usage</b>	<b>Available Options</b> <ul style="list-style-type: none"> <li><b>Single:</b> Use when the UCR applies to one transaction only.</li> <li><b>Multiple:</b> Use when the same UCR will be referenced across multiple related transactions for the same consignment</li> </ul>

- Next, go to the **Document** tab to fill in the details. Provide necessary documents based on the Consignment the UCR will be used for.
- In the **Summary** tab, review inputted details and then click **Submit**.

## 3.2 AMEND UCR

The functionality allows users to modify permitted details associated with an existing UCR. It is used when corrections are required on a UCR that has already been created but has not yet progressed beyond allowable system stages. Amendments are subject to system validations and process status.

Once a UCR is linked to submitted declarations or finalized processes, further amendments may not be allowed.

### To Amend a Unique Consignment Reference:

- Login to the application and click **UCR->Amend UCR**. Under the **UCR LIST** section, click on the UCR you wish to amend.
- Proceed to make the allowed changes in the **UCR details** page and/or upload or delete documents in the **document tab**.
- In the **Summary** tab, review details and then click **Submit**.

Dashboard > Amend UCR > UCR Details

06/01/2026 04:1

UCR Details
Documents
Summary

\* Reference Number : UCR2600001805

\* Regime :

**Exporter Details**

\* Exporter :

Exporter Name :

\* Exporter Telephone :

\* Exporter Email :

Exporter Contact No :

Exporter TIN :

Exporter Other

Exporter Fax :

\* Exporter Contact Person :

Exporter Contact Designation :

### Amend UCR Details Page

**Note:**

- Only specific UCR details can be amended
- Once a UCR is linked to submitted declarations or finalized processes, further amendments may not be allowed.

### 3.3 CANCEL UCR

The function allows users to cancel an existing UCR that is no longer required. It is used when a consignment is withdrawn, abandoned, or created in error. Cancelling a UCR prevents it from being used in further NSW transactions.

**To Cancel a Unique Consignment Reference:**

1. Login to the application and click **UCR->UCR Cancellation**. Under the **UCR CANCELLATION LIST** section, click on the UCR you wish to cancel.
2. In the **Summary** tab, select the **Reason Code** and specify **Cancellation Remarks**, then click **Cancel UCR**.

Dashboard > Cancel UCR > UCR Cancel Edit 06/01/2026 05:03

UCR Details Documents **Summary**

Reference Number : UCR2600001805 \* Reason code :

\* Cancellation Remarks :

[Cancel UCR](#)

### Cancel UCR Page

Following are the field and button descriptions of the **UCR Cancellation** page.

Field/Button description	Action/Input Required
<b>Reason Code</b>	Select the reason for cancelling the UCR. Select any of the options from the down-down: <ol style="list-style-type: none"> <li>1. Inspection Officer Request</li> <li>2. Cargo off-loaded/short landed/overlanded</li> <li>3. Change of Shipment</li> <li>4. Double declaration</li> <li>5. Incorrect HS code/goods description</li> <li>6. Incorrect licence number</li> <li>7. Incorrect quantity/value</li> <li>8. Incorrect type of permit</li> <li>9. Permit validity expired</li> <li>10. Vessel under repair</li> <li>11. Wrong transport mode</li> <li>12. Change Vehicle Number</li> <li>13. Change All</li> <li>14. Change Transit Office Exit</li> <li>15. Change Transit Route</li> <li>16. Vessel Modification</li> <li>17. Transfer of ownership</li> </ol>
<b>Cancellation Remarks</b>	Provide brief details explaining the cancellation request.

#### Note:

- A UCR that has been linked to a Consignment is not visible for cancellation.
- Users must ensure that no active declarations or dependent processes exist before attempting to cancel a UCR.

## 4. APPLICATION SUBMISSION

The Clearing Agent makes use of the application submission menu to process their documents to the MDA for Approval.

### 4.1 MASTER DOCUMENT

This function allows Master Document submission. A master document is a blanket approval from MDA. It is applicable for all documents i.e., Licenses, Permits, Certificates, Exemptions & others (LPCO).

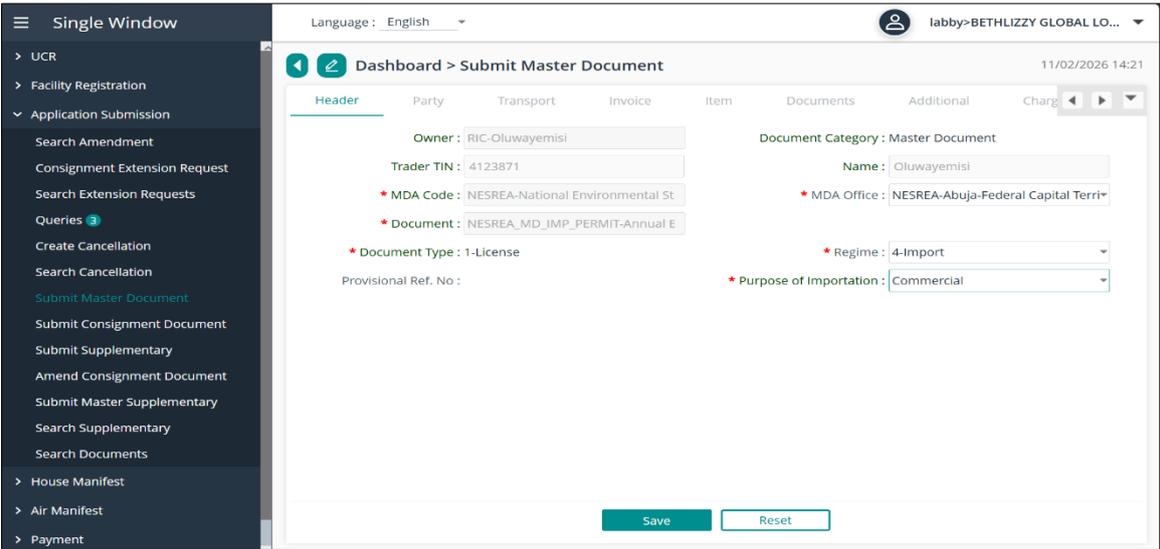
Master document approval is sought by the traders prior to the import or export process. The Master Approval process starts when an MDA grants an importer a “Master Approval” for the importation of certain goods.

Master approval is applicable for all documents. A Master approval can be applied by the importing company on a certain type of good without an actual consignment or trade transaction.

The actual importation or trade transaction of the good for which master approval is granted can be done later, at which time the importer applies for a consignment permit request (Consignment Request) and links the master documents to it.

**To Submit a Master Document:**

1. Login to the application and click **Application Submission->Submit Master Document**. The screen below will be displayed. Provide the necessary details and submit to create a Master Document.



**Master Document submission page**

Following are the field and button descriptions of the **Master Document Submission** page.

Field/Button description	Action/Input Required
<b>Document Category</b>	Preselected by system as Master Document.
<b>MDA Code</b>	Select the MDA Code from the dropdown.
<b>MDA Office</b>	Select the MDA office from the dropdown.
<b>Document Type</b>	Select the document type. 1. License 2. Permit 3. Certificate 4. Others 5. COO
<b>Document</b>	Select Document.
<b>Regime</b>	Select Regime.

Field/Button description	Action/Input Required
UCR Number	Select the UCR Number.

After filling up the fields, click the save button and a successfully saved message will be displayed when the record is saved.

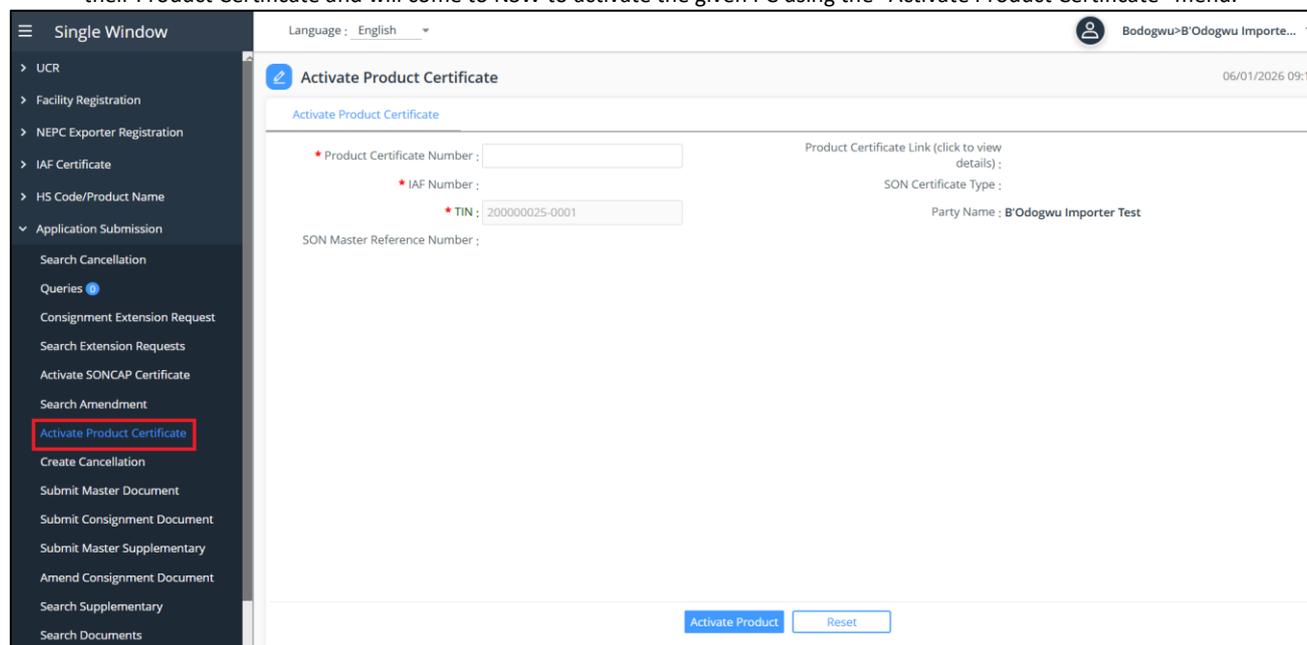


1. Next go next tabs to fill in the details. Provide necessary details for all tabs,
  - a. Party
  - b. Transport
  - c. Invoice
  - d. Item
  - e. Documents
  - f. UCR Documents
  - g. Additional
  - h. Summary
  
2. The fields required for each tab is different for each document, therefore it is important for the applicant to go to each tab and fill in all the mandatory fields in the tab.

## PRODUCT CERTIFICATE (PC)

A **SON Product Certificate** is an approval issued by the **Standards Organisation of Nigeria (SON)** to confirm that a **product complies with Nigerian Industrial Standards (NIS)** for quality, safety, and performance.

The Product Certificate serves as a Master Document and has the same feature as the same. The trader will liaise with SON to secure their Product Certificate and will come to NSW to activate the given PC using the “Activate Product Certificate” menu.



Field/Button description	Action/Input Required
Product Certificate Number	Enter your Product Certificate Number
IAF Number	Auto populate after confirming the PC number
Activate Product	Click to activate the PC

**Note:**

NSW-TFP User Guide	MDS/CrimsonLogic Pte Ltd	Page 19 of 34
V1.4 / Jan 26	Private	<a href="#">Go To TOC</a>

There are two types of Product Certificate

Unregistered PC - This type of PC can only be used by one trader and can only be used once.

Registered/Licensed PC – This can be used by multiple traders and can be used multiple times

## 4.2 CONSIGNMENT DOCUMENT

This function allows Consignment Document submission that references the Master Document. The importer requests for an LPCO consignment document (License, permit, certificate, or exemption etc.), the importer/exporter inputs the UCR number (if mandatory) to which this consignment document belongs and submits the CD request. The request is routed to the MDA/MDAs based on configurations in the MDA Flow configuration.

When the importer submits the request, the importer selects the document from the drop- down list. If the Importer is unsure of which Document code to select for the creation of Consignment document (CD), they can refer to the Decision Tree or Document Search in which the MDA code/Document code/Approval Process is pre-configured.

The following are the supported Consignment documents:

- Licenses
- Permits for controlled commodities.
- Certificates
- Exemptions from payment of duties & taxes
- Clearance on permit request, etc.
- Import declaration forms & others.

The following are samples of documents that are considered as consignment documents, and which are supported by the NSW platform:

- Import Permit for PAAR
- Shipment Default Import Permit
- NAFDAC Permit to clear Bulk Narcotics
- NAFDAC Permit for Industrial and Laboratory Chemicals
- NAQS PERMIT-Plant Import Permit
- NAQS Phytosanitary Certificate
- NESREA Shipment Environmental Import Clearance for Raw Materials without Annual Clearance

### To Submit a Consignment Document:

1. Login to the application and click **Application Submission->Submit Consignment Document**. The screen below will be displayed. Provide the necessary details and submit to complete the process.

### Consignment Document submission page

Following are the field and button descriptions of the **Consignment Document Submission** page.

Field/Button description	Action/Input Required
<b>Document Category</b>	Preselected by system as Consignment Document.
<b>Master Reference No.</b>	MDA Master Document No.
<b>MDA Code</b>	Select the MDA Code from the dropdown.
<b>MDA Office</b>	Select the MDA office from the dropdown.
<b>Document Type</b>	Select the document type. 1. License 2. Permit 3. Certificate 4. Others 5. COO
<b>Document</b>	Select Document.
<b>Regime</b>	Select Regime.

After filling up the fields, click the save button and a successfully saved message will be displayed when the record is saved.

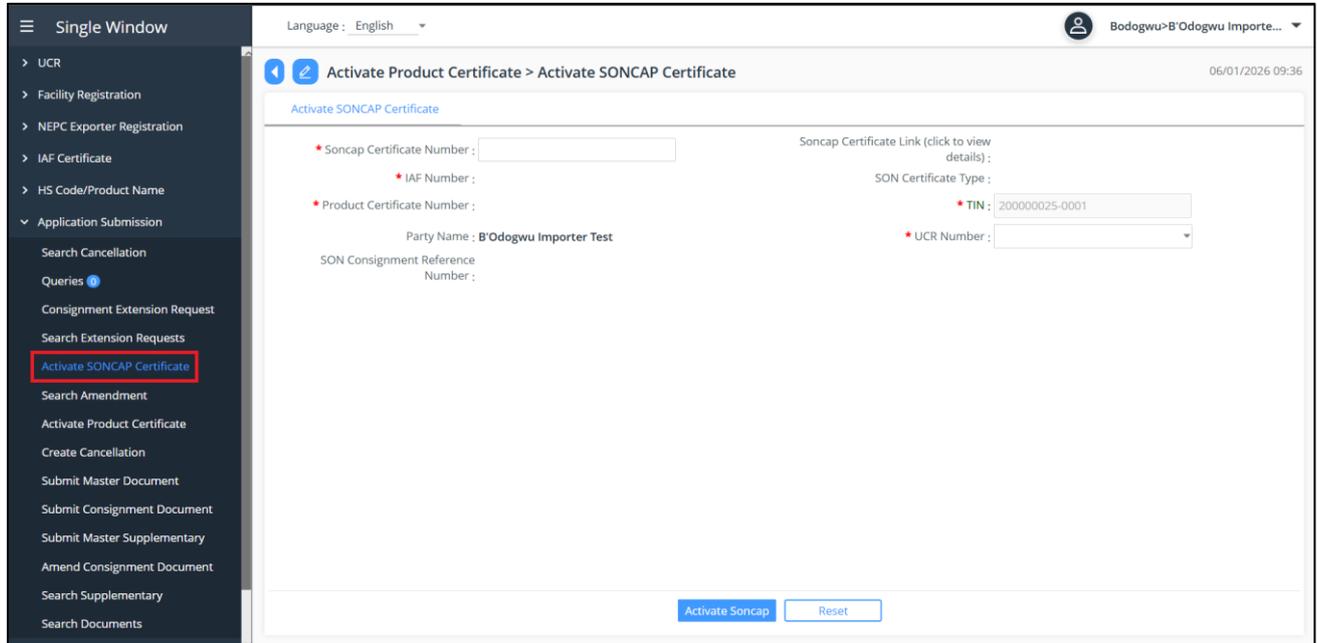


1. Next, provide necessary details for all other tabs,
  - a. Party
  - b. Transport
  - c. Invoice
  - d. Item
  - e. Documents
  - f. UCR Documents
  - g. Additional
  - h. Summary
2. The fields required for each tab is different for each document, therefore it important for the applicant to go to each tab and fill in all the mandatory fields in the tab.

## SONCAP CERTIFICATE (SC)

A **SONCAP Certificate** is an import compliance document issued under the Standards Organisation of Nigeria Conformity Assessment Programme, confirming that regulated goods imported into Nigeria conform to the applicable Nigerian Industrial Standards set by the **Standards Organisation of Nigeria**.

The SONCAP Certificate serves as a Consignment Document and has the same feature as the same. The trader will liaise with SON to secure their SONCAP Certificate and will come to NSW to activate the given SC using the “Activate SONCAP Certificate” menu.



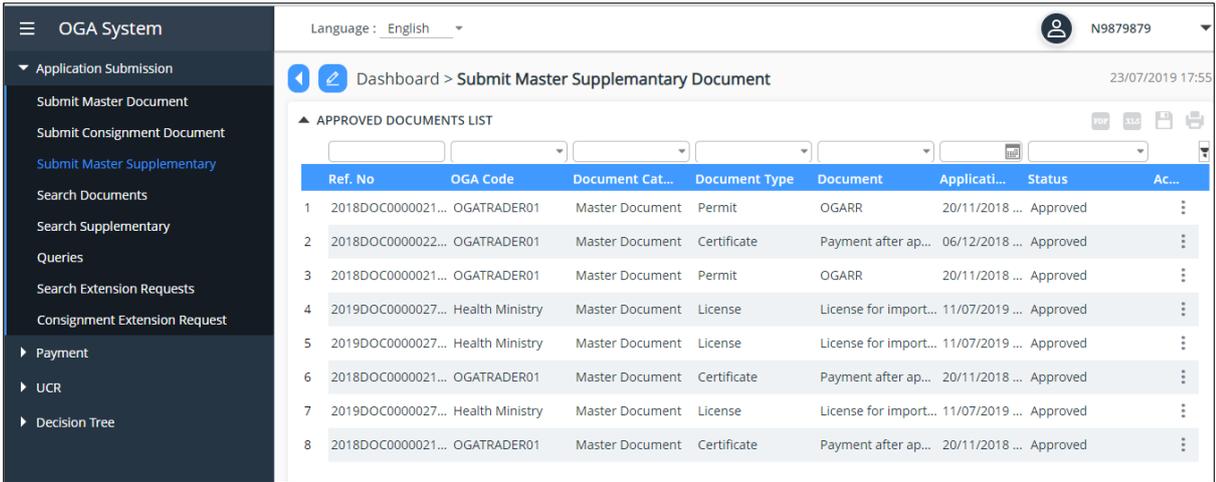
Field/Button description	Action/Input Required
<b>Soncap Certificate Number</b>	Enter your Product Certificate Number
<b>IAF Number</b>	Auto populates after confirming the PC number
<b>Product Certificate Number</b>	Auto populates after confirming the Soncap number
<b>UCR Number</b>	Select the UCR Number
<b>Activate Soncap</b>	Click to activate the PC

### 4.3 SUBMIT MASTER SUPPLEMENTARY DOCUMENT

This function allows the submission of supplementary Master Document to the Master Document.

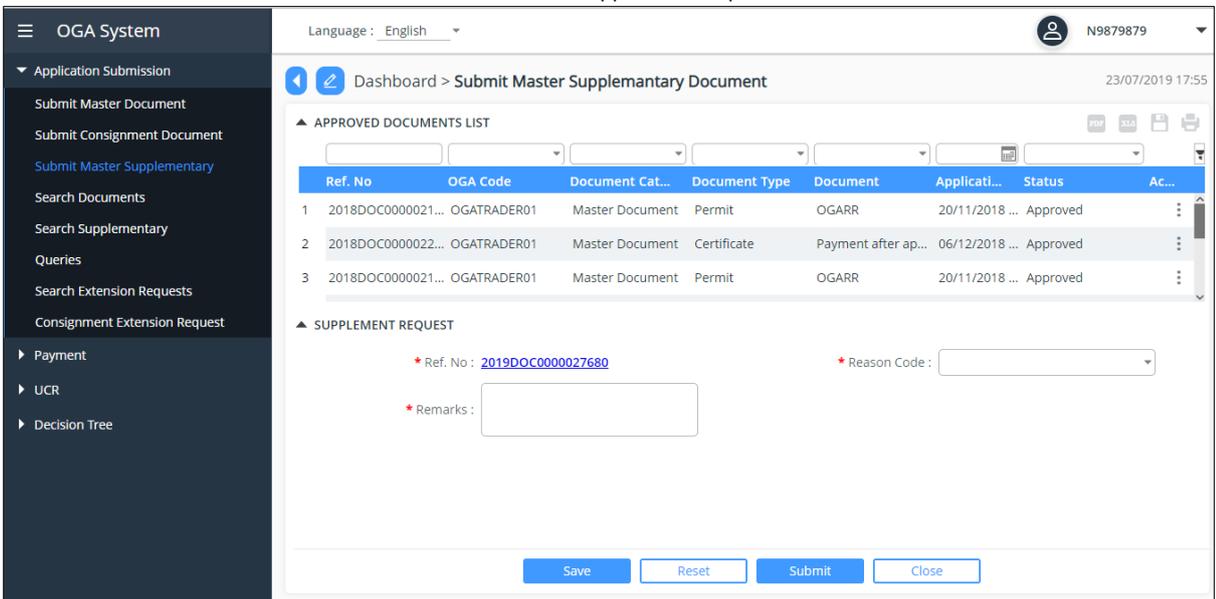
**To Submit a Master Supplementary Document:**

1. Login to the application and click **Application Submission->Submit Master Supplementary Document**. The screen below will be displayed.



**Master Supplementary Document submission page**

2. Select the Master Document available for supplement submission.
3. Provide the Reason Code and Remarks for the Supplement request.



Following are the field and button descriptions of the Supplement Master Document Submission page.

Field/Button description	Action/Input Required
Reason Code	Select the Reason Code from dropdown.
Remarks	Field for the application to provide details.

After filling up the fields, click the submit button and a successfully message will be displayed when the record is submitted for MDA approval.

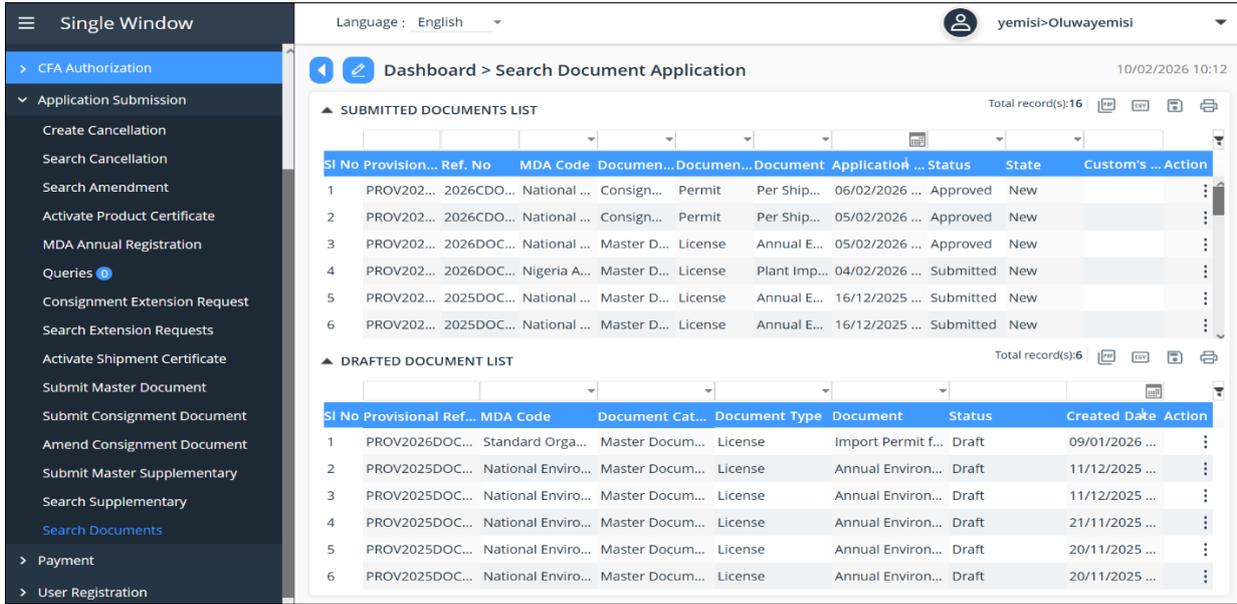


**4.4 SEARCH DOCUMENT**

This function allows the user to search for Master and Consignment Document submitted and those in draft.

**To Search a Document:**

1. Login to the application and click **Application Submission->Search Document**. The screen below will be displayed.



**Search Document Application page**

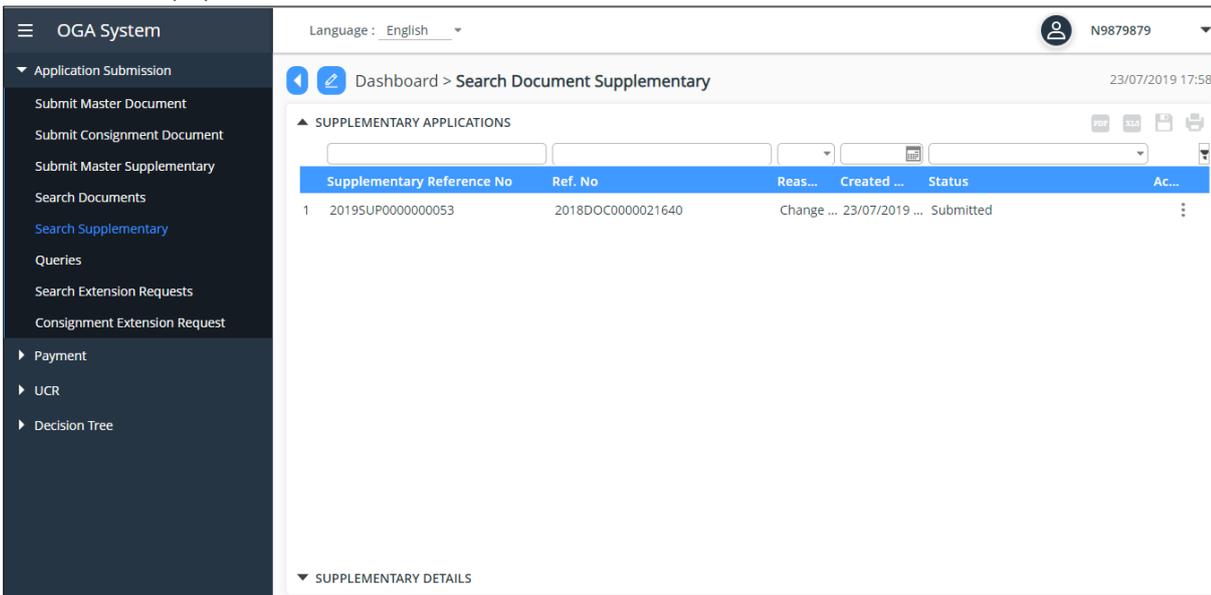
1. This page will display all the submitted Master and Consignment documents as well as the draft documents.
2. Available action options here are
  - a. Cloning of a submitted document
  - b. View submitted document
  - c. Edit and view a draft

**4.5 SEARCH SUPPLEMENTARY**

This function allows search for Supplementary Master Document and their statuses. Applicant will use this menu to access draft supplementary document and submit.

**To Search a Supplementary Document:**

1. Login to the application and click **Application Submission->Search Supplementary**. The screen below will be displayed.



**Search Supplementary page**

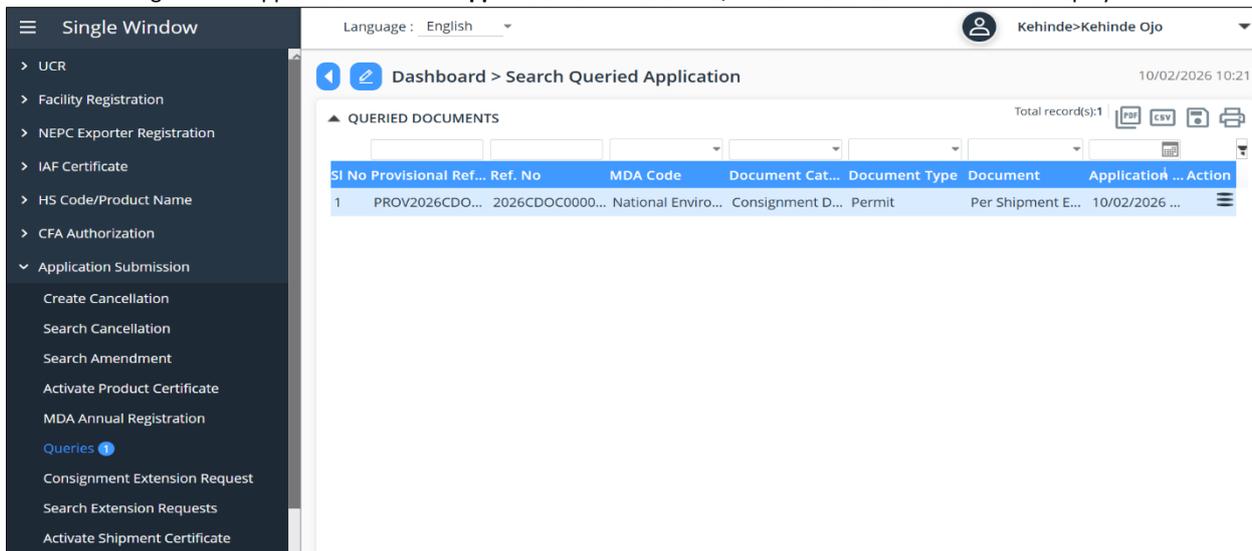
2. Edit and submission of the draft document is same steps as the creation and submission of the supplementary document. Refer to the section for 10.3 Submit Supplementary Document.

### 4.6 QUERIES

This function allows for the MDA and applicant to query each other for details during the submission and approval process.

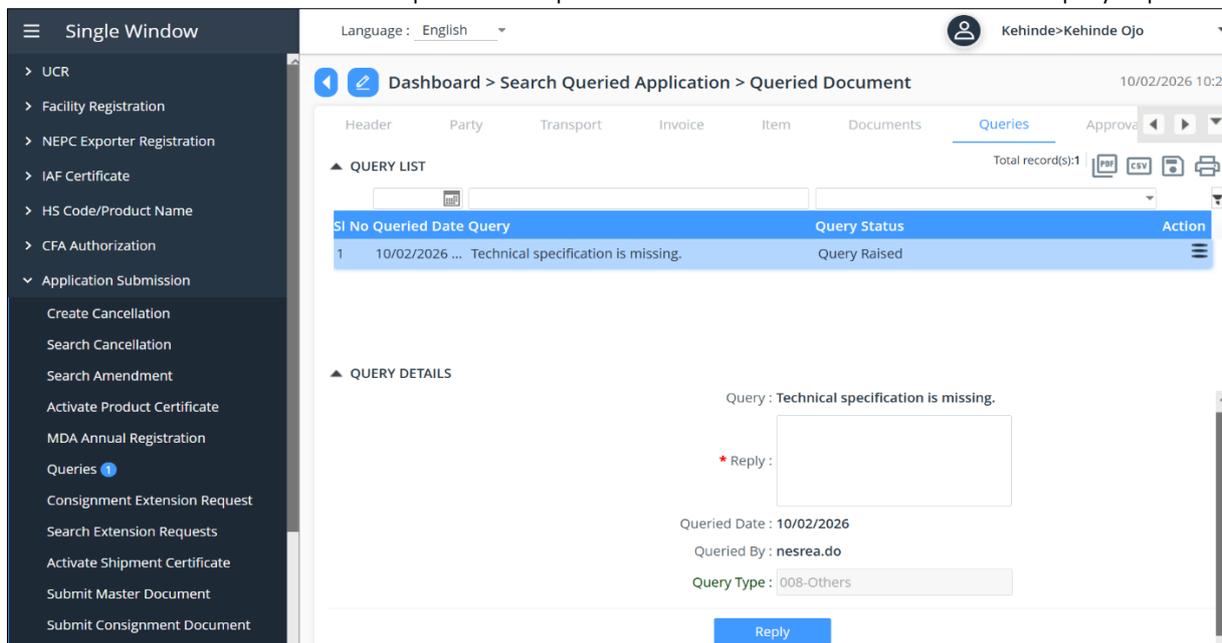
#### To Send a Query:

1. Login to the application and click **Application Submission->Queries**. The screen below will be displayed.



#### Search Queries Application page

2. Select the document that has queries and respond to it. Click on the edit action icon to start the query respond.



#### Query Respond page

3. Select the Queries tab to respond to the queries from the MDA. Type in the response in the Reply text box provided. Once complete, click the Reply button to send the respond back to the MDA.
4. Queries from MDA can occur multiple times and from different MDAs.

After updating the Reply field. click the submit button and a successfully message will be displayed when the record is submitted to the MDA.

✔ Record has been saved successfully. ✕

# CHAPTER 4: PAYMENT

## 5. PAYMENT DETAILS

The payment module is primarily used by Clearing Agents, Freight Forwarders, Shipping Agents, or Importers/Exporters for all payments. Payments are processed on the Single Window. The backend generation of the payment instruction is handled in the Single Window by the respective modules. For example, the LPCO module sends payment instructions to the payment module for collection, accounting, and reporting. Likewise, any other module that requires payment can leverage the payment module.

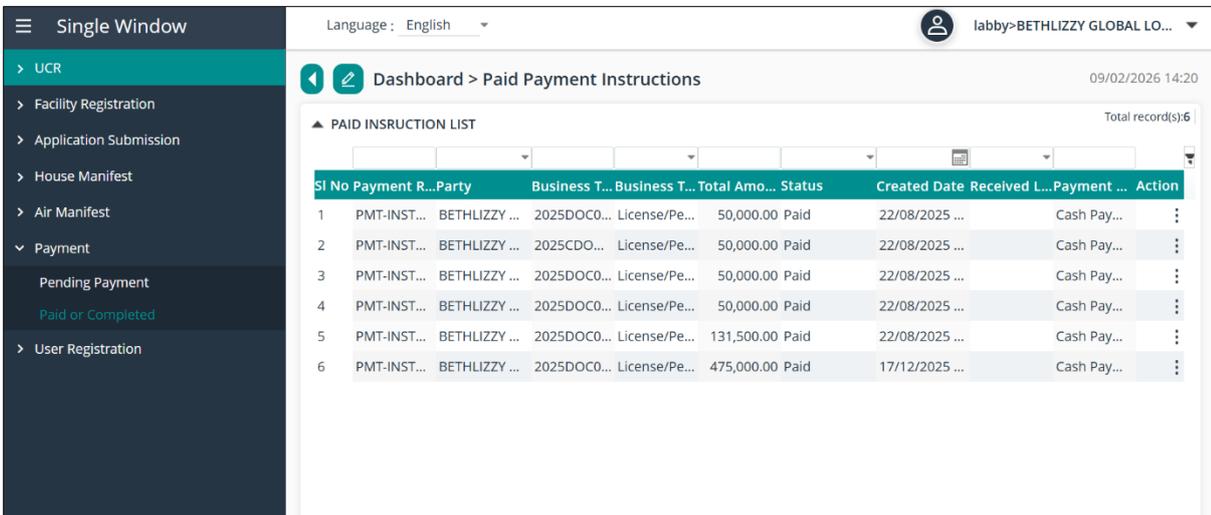
This functionality allows the user to view the Paid Payment details in the NSW Application. After submitting your LPCO document, the Importer/exporter or the clearing agent can make payment using the pending payment option in the NSW application.

### 5.1 SEARCH PAYMENT DETAILS

This section allows the user to search for the paid details in the NSW application.

#### To search the payment details

1. Click **Payment-> Paid or Completed**. The screen below will be displayed.



Paid Payment List Page

Following are the fields and button descriptions of the Pending Payment page.

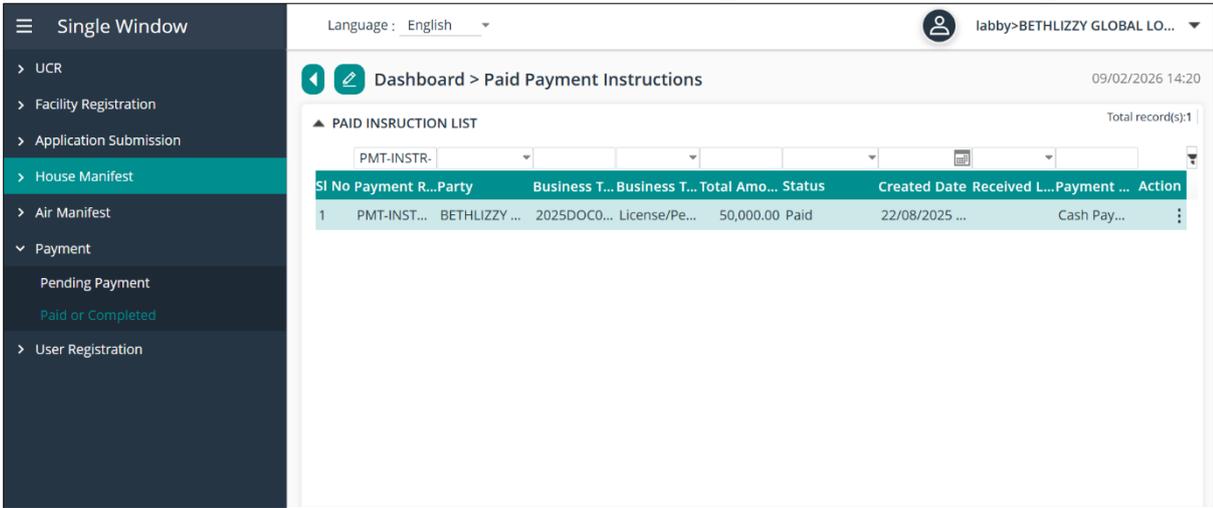
Field/Button description	Action/Input Required
<b>Payment Reference Number</b>	Enter the payment reference number.
<b>Party</b>	Enter the party.
<b>Business Transaction Number</b>	Enter the declaration number of the importer.
<b>Business Transaction Type</b>	Enter the business transaction type.
<b>Total Amount Payable</b>	Enter the total amount payable by the importer/exporter
<b>Additional Amount</b>	Enter the balance amount to be paid.
<b>Status</b>	Select the status of the payment from the drop-down list. Values are: <ul style="list-style-type: none"> <li>• Cancelled</li> <li>• Paid</li> <li>• Pending Payment</li> </ul>
<b>Received By</b>	Enter the receiving company of the transaction.

Field/Button description	Action/Input Required
Received Location	Select the received location of the transaction.
Txn Created Date	Select the calendar icon  to select the created date of the transaction.
Payment Mode	Enter the payment mode of the transaction.



- If you do not know the complete search phrase (words) for any criterion, enter partial search phrase (words) and click the **Search** icon.
- To get an exact search result, you must enter the following search criteria:
  - Payment Reference Number
  - Business Transaction Number
  - Company Registration Number

2. Enter the search criteria and Click  icon to view the matching results in the Search Results Page.



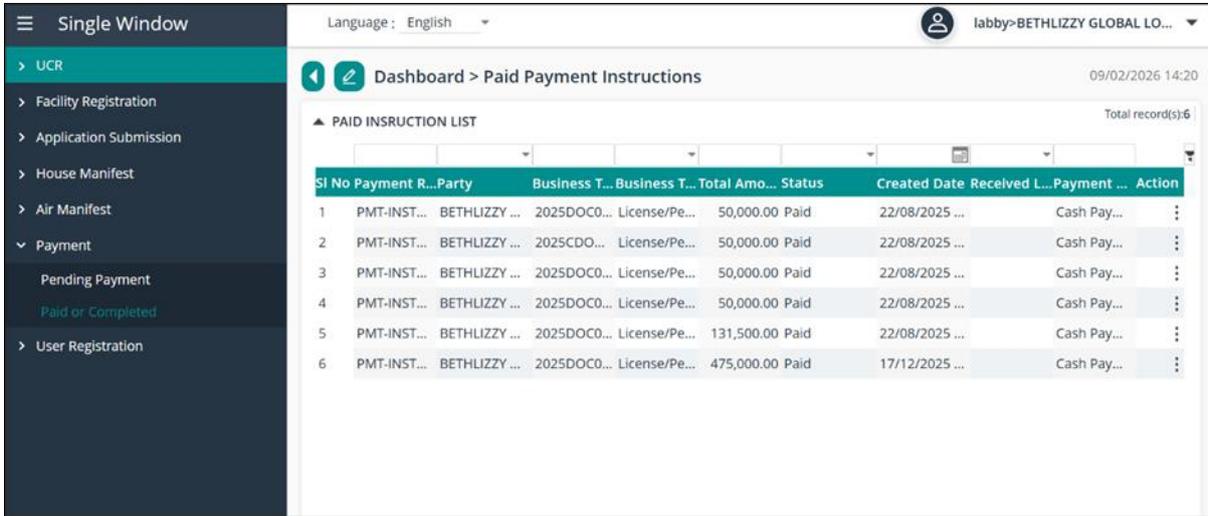
**Paid Payment Search Result Page**

## 5.2 VIEW PAYMENT DETAILS

This functionality allows the user to view the paid details in the NSW application.

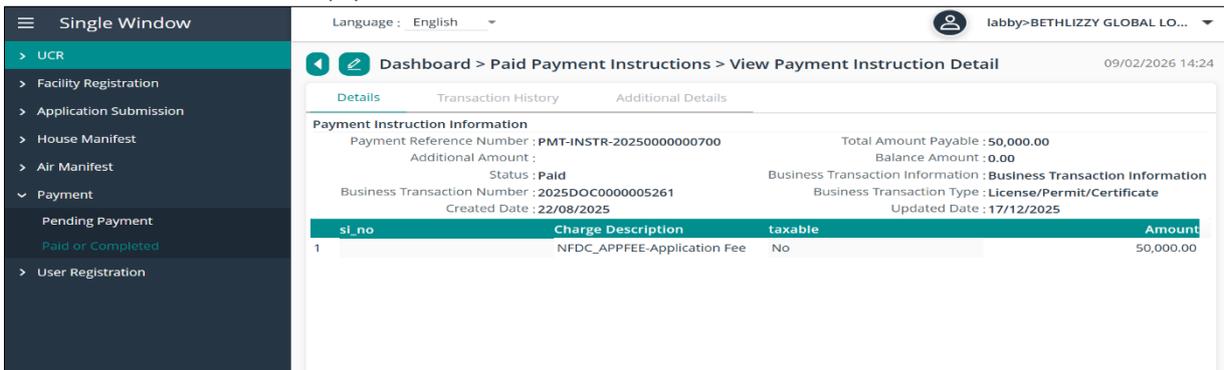
### To view the paid details

1. Click **Payment-> Paid or Completed**. The screen below will be displayed.



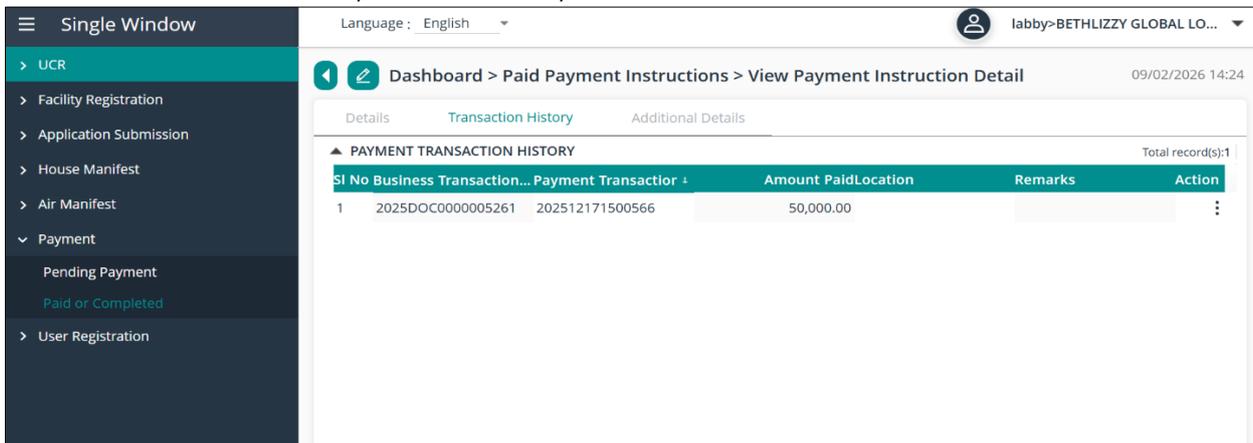
**Paid Payment List Page**

2. Click the item to view the payment details.



**View Payment Details Page**

3. Click the Transaction History tab view the History details.



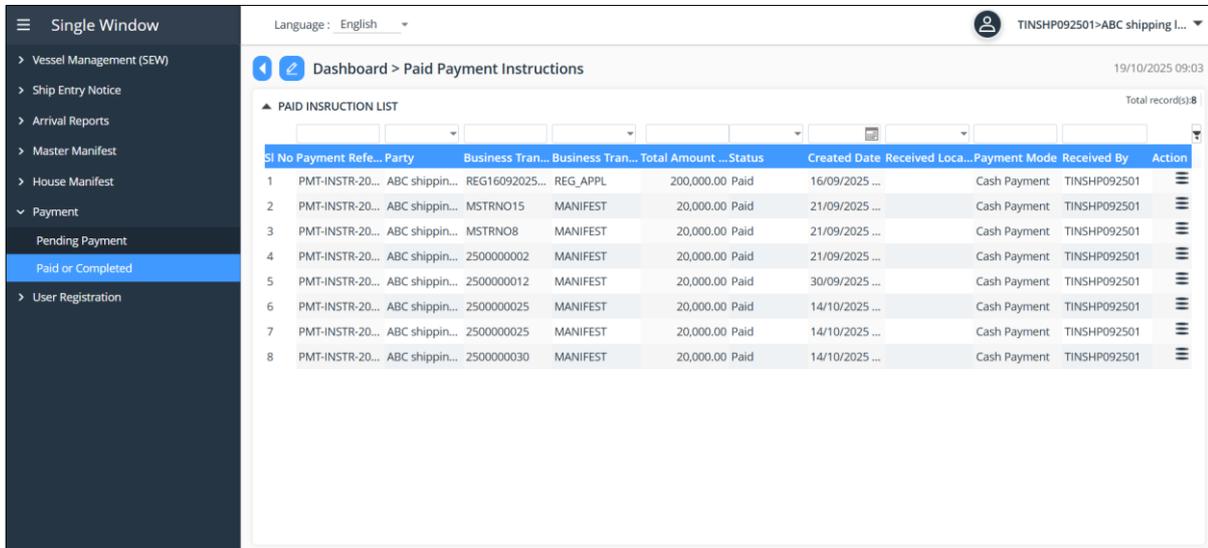
**View Payment Transaction History Page**

### 5.3 PRINT PAYMENT DETAILS

This functionality allows you to print the payment details such as the balance amount, total amount payable, the status of the payment etc.

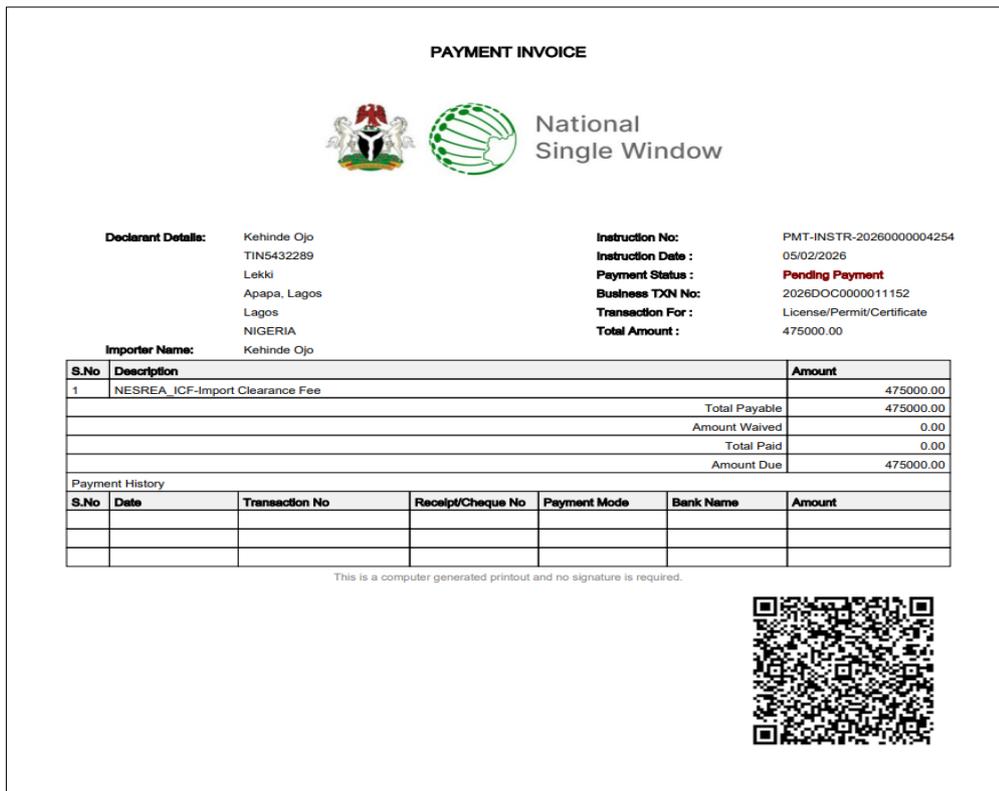
**To print the payment details:**

1. Click **Payment-> Paid or Completed**. The following screen will be displayed.



Search Results Page

2. Click the icon and select Print in the dropdown menu. The payment invoice will be downloaded as a PDF document.



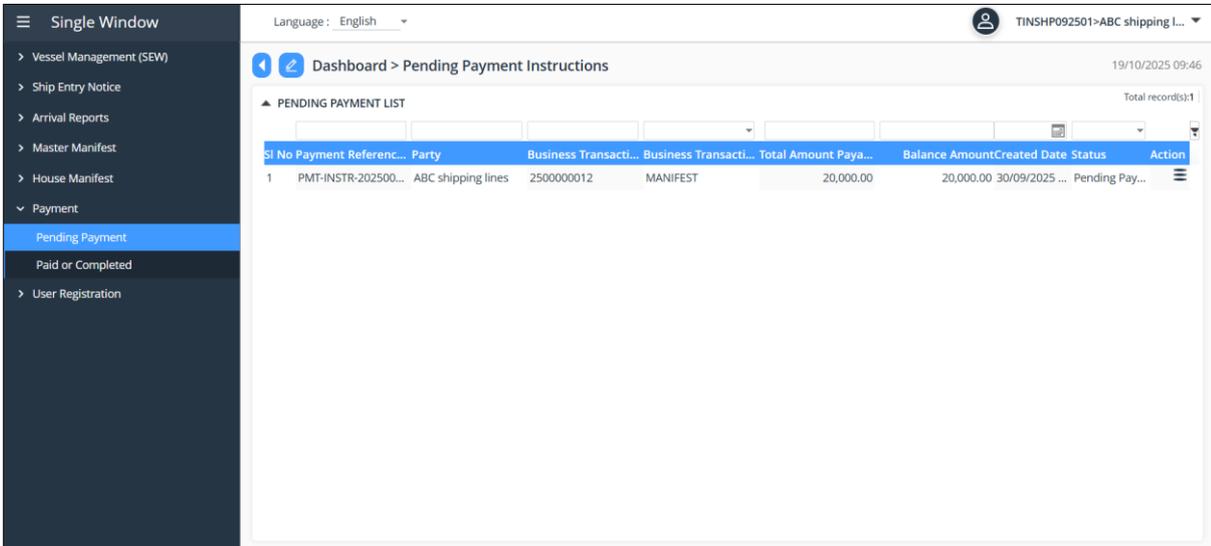
PDF Document of Payment Invoice

### 5.4 PENDING PAYMENT DETAILS

This functionality allows the user to search for the payment details, which are in partially paid and pending status. The user can make payment using this menu.

#### To search for pending payments

1. Click **Payment->Pending Payment**. The following screen will be displayed.



#### Pending Payment Search Result Page

Following are the field and button descriptions of the Pending Payment page.

Field/Button description	Action/Input Required
<b>Payment Reference Number</b>	Enter the payment reference number.
<b>Revision</b>	Enter the revision number.
<b>Party</b>	Enter the party.
<b>Business Transaction Number</b>	Enter the declaration number of the importer.
<b>Business Transaction Type</b>	Enter the business transaction type.
<b>Total Amount Payable</b>	Enter the total amount payable.
<b>Balance Amount</b>	Enter the balance amount to be paid.
<b>Created Date</b>	Select the calendar icon  to select the created date of the pending payment.
<b>Status</b>	Enter the status of the payment.

@

- If you do not know the complete search phrase (words) for any criterion, enter partial search phrase (words) and click the **Search** icon.
- To get an exact search result, you must enter the following search criteria:
  - Payment Reference Number
  - Business Transaction Number
  - Company Registration Number

2. Enter the search criteria and Click  icon to view the matching results in the Search Results Page.

SI No	Payment Reference	Party	Business Transacti...	Business Transacti...	Total Amount Paya...	Balance Amount	Created Date	Status	Action
1	PMT-INSTR-202500...	ABC shipping lines	2500000012	MANIFEST	20,000.00	20,000.00	30/09/2025 ...	Pending Pay...	

Click the  icon to edit the pending payment details.

Click the  icon to view the payment details.

3. Click the item to view the payment details.

SI No	Business Transaction Number	Payment Transaction Number	Amount Paid	Location	Remarks	Action
1					SCF-Sailing Certificate Fee	20,000.00

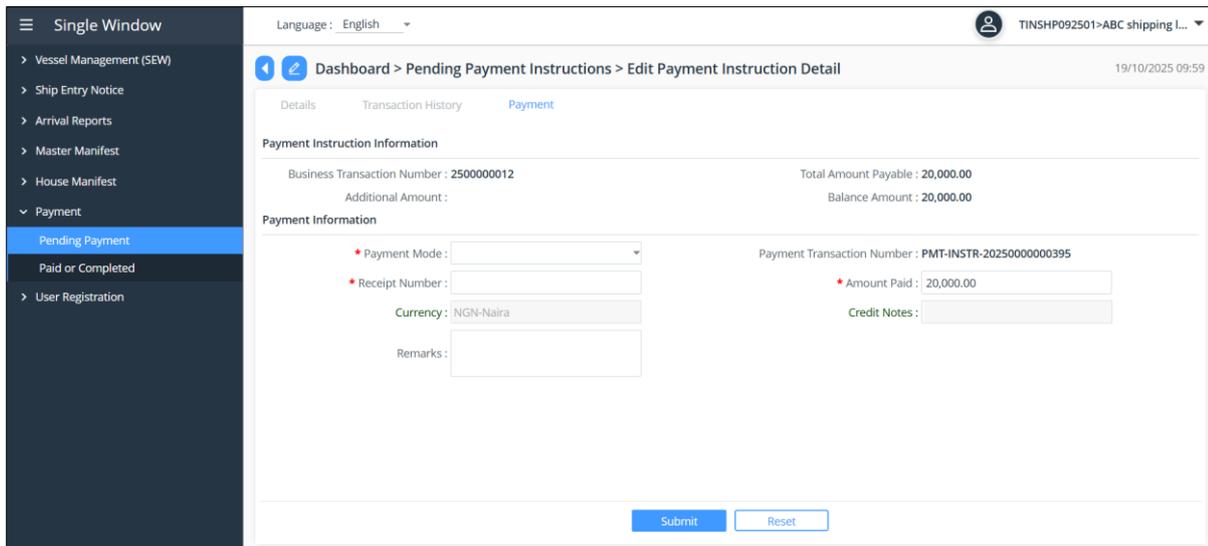
**View Payment Details Page**

4. Click the Transaction History tab view the history details.

No items to show.

**View Payment History Page**

- Click the Payment tab to view the payment details.

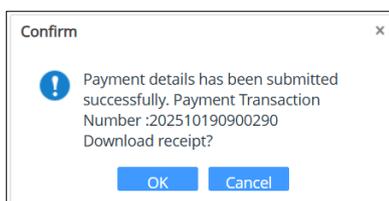


**Add Payment Page**

Following are the field and button descriptions of the Pending Payment page.

Field/Button description	Action/Input Required
<b>Payment Mode</b>	Select the mode of payment from the drop-down list. Possible modes are: <ul style="list-style-type: none"> <li>Online</li> <li>Cash Payment</li> </ul>
<b>Payment Transaction Number</b>	Displays the transaction number.
<b>Receipt Number</b>	Enter the receipt number.
<b>Amount Paid</b>	Enter the amount to be paid.
<b>Remarks</b>	Enter the remarks if any.

- Enter the field values and click Submit button to submit the payment.



**Payment Submitted Successfully Message**

- Click OK button to download the payment invoice as a PDF document. Else, Click Cancel to continue.

**PAYMENT RECEIPT**



National  
Single Window

**Declarant Details:**  
Kehinde Ojo  
TIN5432289  
Lekki  
Apapa, Lagos  
Lagos  
NIGERIA

**Instruction No:** PMT-INSTR-2025000000780  
**Instruction Date :** 18/12/2025  
**Payment Status :** **Paid**  
**Business TXN No:** 2025DOC0000005528  
**Transaction For :** License/Permit/Certificate  
**Total Amount :** 475000.00

**Importer Name:** Kehinde Ojo

S.No	Description	Amount				
1	NESREA_ICF-Import Clearance Fee	475000.00				
	Total Payable	475000.00				
	Amount Waived	0.00				
	Total Paid	475000.00				
	Amount Due	0.00				
Payment History						
S.No	Date	Transaction No	Receipt/Cheque No	Payment Mode	Bank Name	Amount
1	18/12/2025	202512181200570		Cash Payment		475000.00

This is a computer generated printout and no signature is required.



PDF Document of Payment Invoice