

TRADE FACILITATION PLATFORM

NATIONAL SINGLE WINDOW (NSW) TRAINING MANUAL (IMPORTER / EXPORTER)

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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.

- Importer/Exporter

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.

NSW-TFP User Guide	MDS/CrimsonLogic Pte Ltd	Page 3 of 44
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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

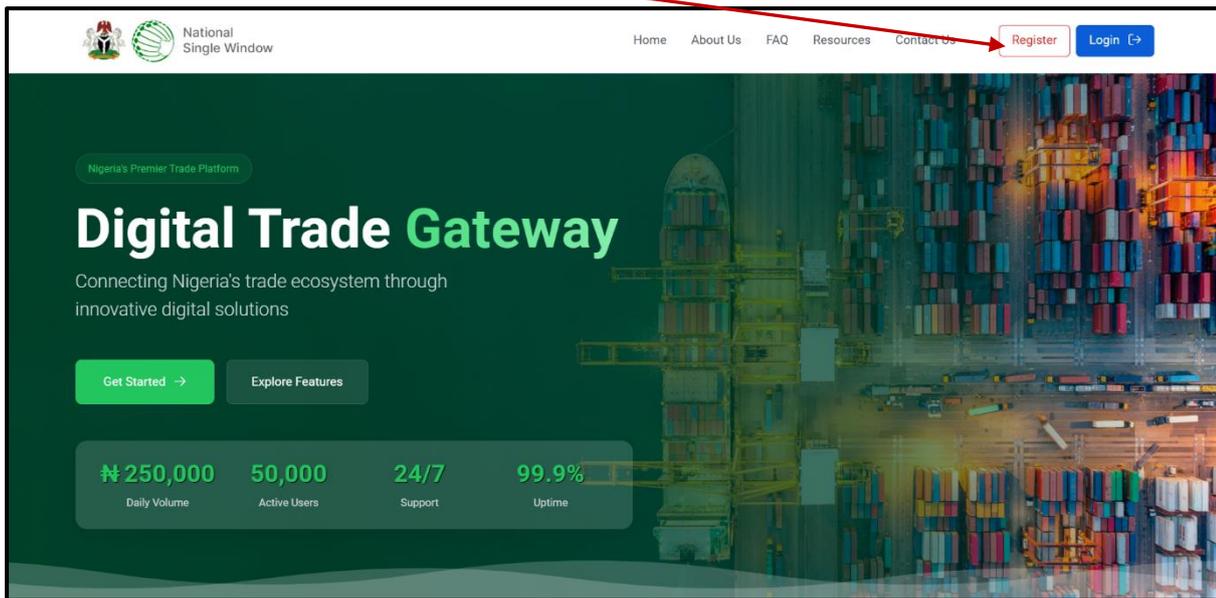
Refer to this section to familiarize yourself with the National Single Window for Ministries, Departments, and Agencies. This chapter also lists the process to follow to register as a new user, logging in and logging out of the system.

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.

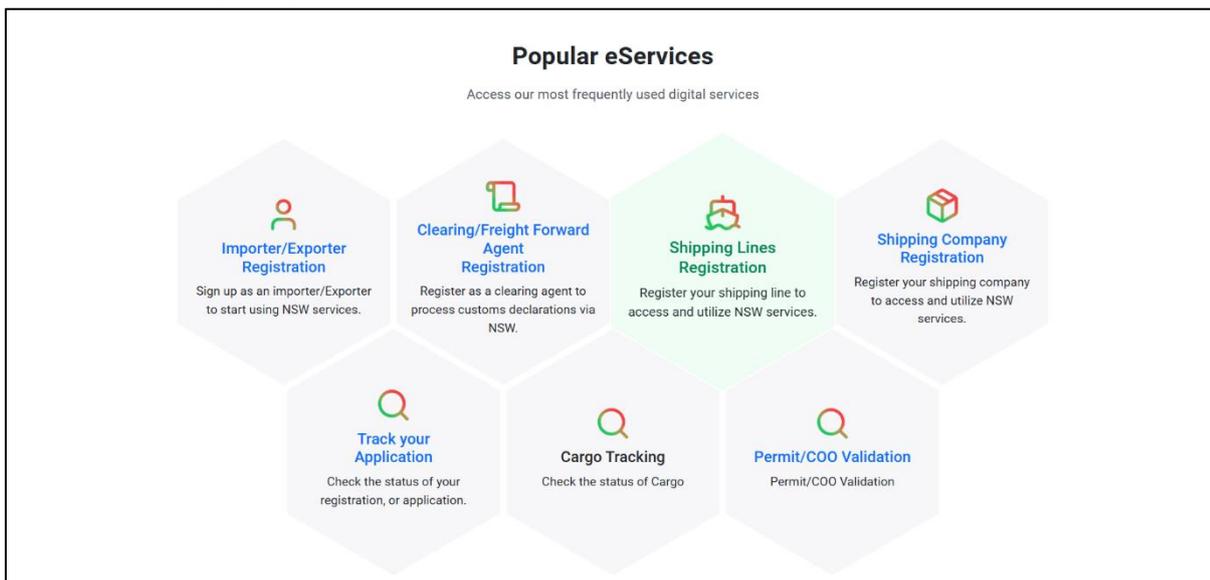
To register on the NSW TFP:

1. Type in the URL nsw.gov.ng in your Internet browser to access the TFP Single Window website. Click on register.



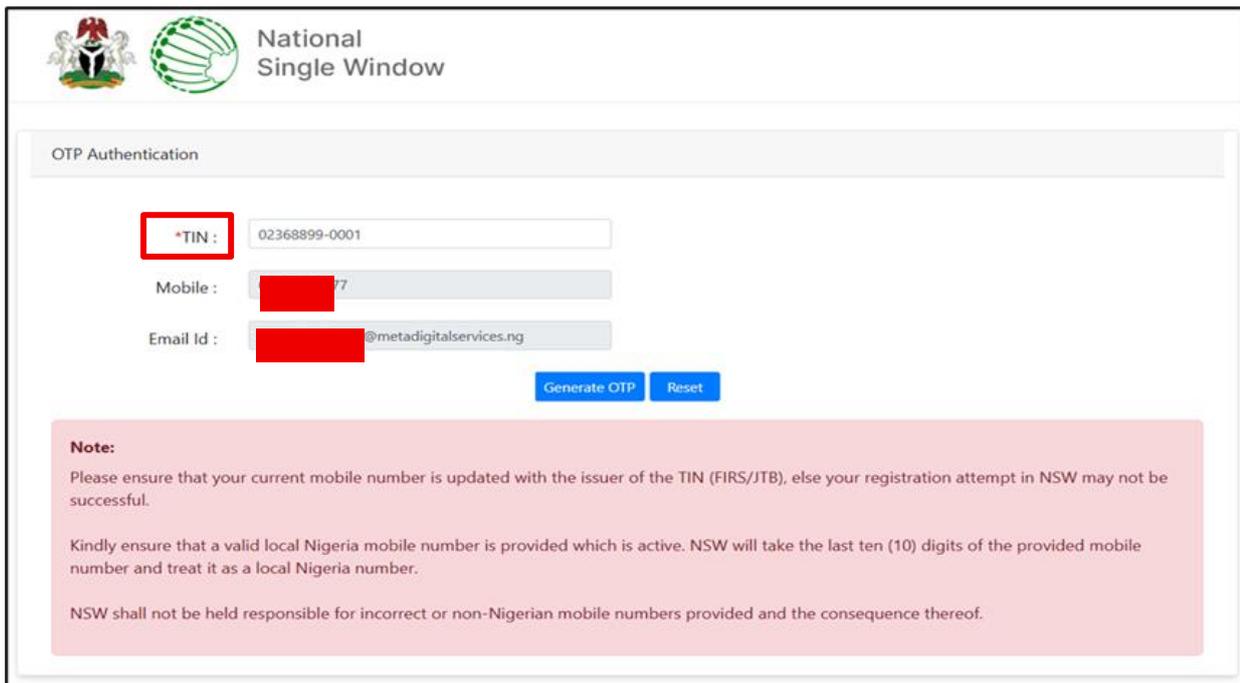
Select User Category:

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.

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



National Single Window

OTP Authentication

*TIN: 02368899-0001

Mobile: [Redacted] 7

Email Id: [Redacted]@metadigitalservices.ng

Generate OTP Reset

Note:
Please ensure that your current mobile number is updated with the issuer of the TIN (FIRS/JTB), else your registration attempt in NSW may not be successful.
Kindly ensure that a valid local Nigeria mobile number is provided which is active. NSW will take the last ten (10) digits of the provided mobile number and treat it as a local Nigeria number.
NSW shall not be held responsible for incorrect or non-Nigerian mobile numbers provided and the consequence thereof.

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.

The screenshot shows the 'Party Details' section of the registration form. The form is titled 'REGISTRATION OF CLEARING AND FORWARDING AGENT(CFA)'. It has four tabs: 'Party Details', 'Applicant Details', 'Document Details', and 'Summary Details'. The 'Party Details' tab is selected. The form contains the following fields and values:

- *TIN : 31545059-0001
- *Type of Application: Both - Clearing And Forwarding Agent
- *Business Name : KILISHI INTL CONTRACTS NIG LTD
- Telephone Number: 09137888777
- *Customs Command: Select Options
- *Customs License Number: CL2992942
- *Business Address: No. 5 EMIRS DRIVE BAJOGA FUNAKAYE L
- Applicant Remarks: (empty)

At the bottom of the form, there are two buttons: 'Save' and 'Save >>'.

Party Details Page

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

Field/Button description	Action/Input Required
Customs Command	Select the Customs Command.
Type of Application	Select the category the being registered for.
Customs License Number	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 :

*First Name :
 Last Name :

*Preferred Language:
 *Communication Mode :
 *Email:
 *Mobile number :

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

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

Remarks :

Document Details Page

The screenshot shows the 'National Single Window' 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'. The 'Summary Details' tab is active and displays 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 checkbox 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.

To register as a new Importer/Exporter:

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.

The screenshot shows the 'Party Details' page of the 'REGISTRATION OF EXPORTER/IMPORTER' process. The page header includes the National Single Window logo and navigation links: Home, About Us, Contact, and a Login button. The main content area has a breadcrumb trail: Party Details (selected), Applicant Details, Document Details, and Summary Details. The form fields are as follows:

- *TIN : 02368899-0001
- *Business Name : YUSWAS INVESTMENTS LTD
- *Business Address: NO10BAGUDUKEBBILANEDAURAWAQUARTERSN
- Telephone Number: 09137888777
- Type of Application: Exporter/Importer
- Applicant Remarks: (empty text area)

At the bottom right, there are two buttons: 'Save' and 'Save >>'.

Party Details Page

The screenshot shows the 'Applicant Details' page of the 'REGISTRATION OF EXPORTER/IMPORTER' process. The page header is identical to the previous page. The breadcrumb trail is: Party Details, Applicant Details (selected), Document Details, and Summary Details. The form fields are as follows:

- *ID Number : (empty text box)
- *Login Id : (empty text box)
- *First Name : (empty text box)
- Middle Name : (empty text box)
- Last Name : (empty text box)
- *Gender : --- select ---
- *Preferred Language: English
- *Communication Mode: Email
- *Email: agyaaku.nkansa@metadigitalservices.ng
- *Mobile number : 09137888777

At the bottom right, there are three buttons: 'Save', 'Save >>', and 'Reset'.

Applicant Details Page



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

REGISTRATION OF EXPORTER/IMPORTER

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

ID#	Document Name	File Name	Remarks	Action
<div style="display: flex; justify-content: space-between;"> <div style="width: 60%;"> <p>* Document Name : <input type="text" value="--- select ---"/></p> <p>* File Content : <input type="button" value="Choose File"/> <input type="text" value="No file chosen"/></p> <p>Remarks : <input type="text"/></p> </div> <div style="width: 35%; color: red; font-size: small;"> <p>Allowed Max File size is 1 MB and Acceptable Formats: *.pdf, *.jpg, or *.jpeg</p> </div> </div> <div style="text-align: center; margin-top: 10px;"> <input type="button" value="Save"/> <input type="button" value="Save >>"/> <input type="button" value="Reset"/> </div>				

Document Details Page



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

REGISTRATION OF EXPORTER/IMPORTER

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

Summary Details

TIN : 02368899-0001	Business Name: YUSWAS INVESTMENTS LTD
Business Address: NO10BAGUDUKEBBILANEDAUR AWAQUARTERSN	Telephone Number: 09137888777
Applicant Remarks:	Type of Application: EXPORTER/IMPORTER

I/we do solemnly affirm and declare that the above information is true and correct to the best of my knowledge and belief.

Summary Details Page

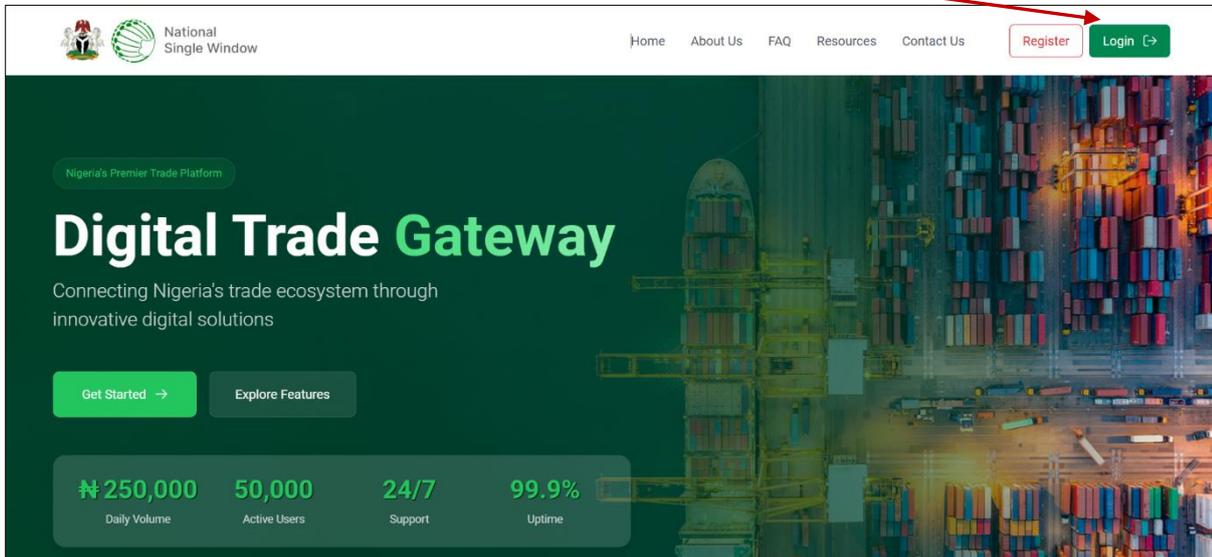
Note:

- 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 Importer/Exporter.

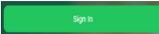
2.2 LOGGING IN

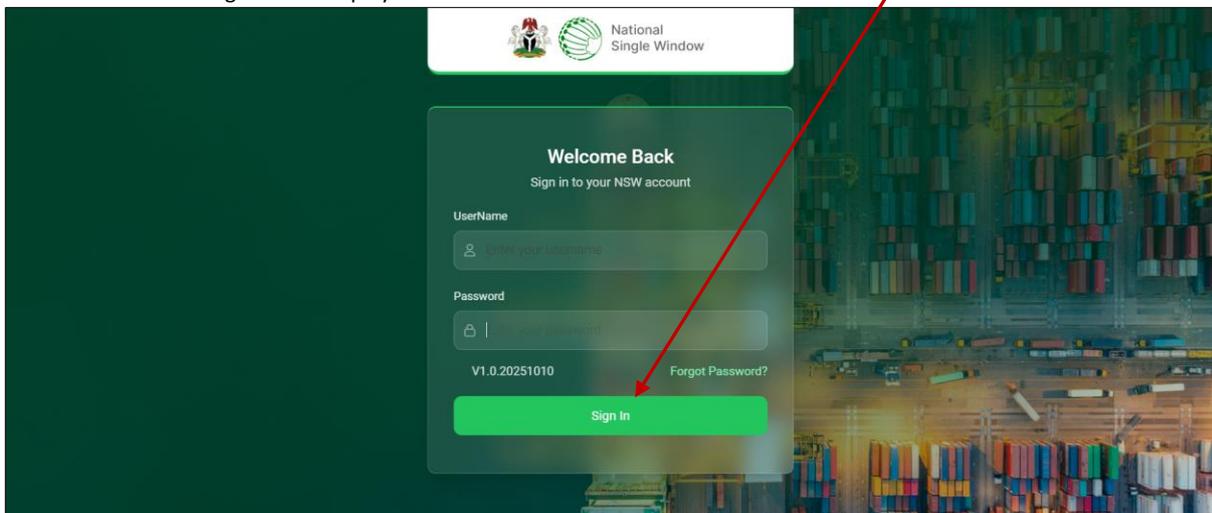
To log in to the NSW TFP:

1. Type in the URL 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.

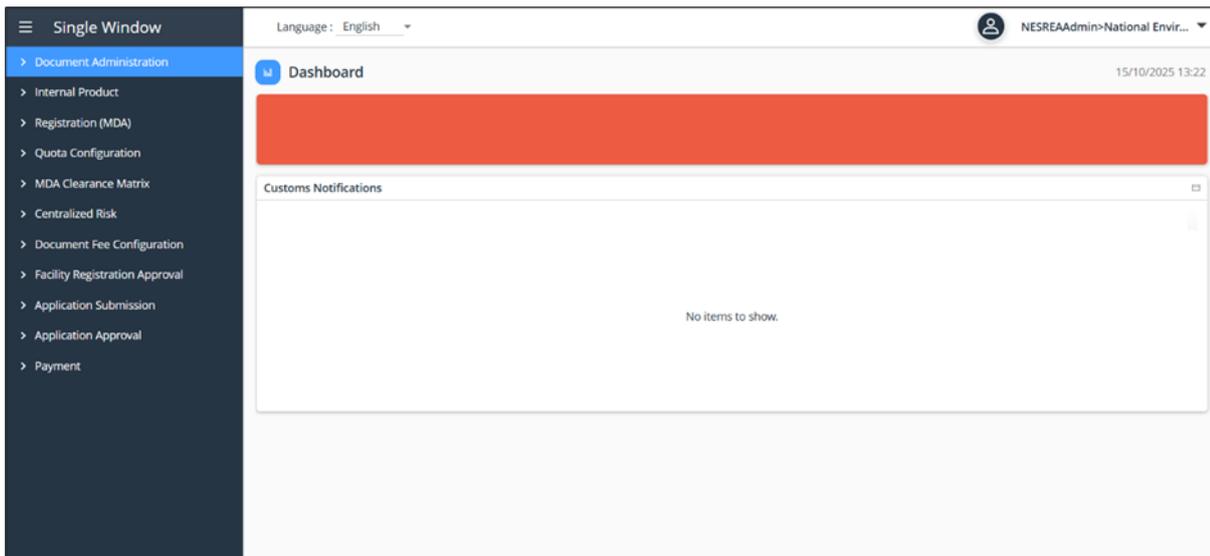


Trade Facilitation Home Page

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



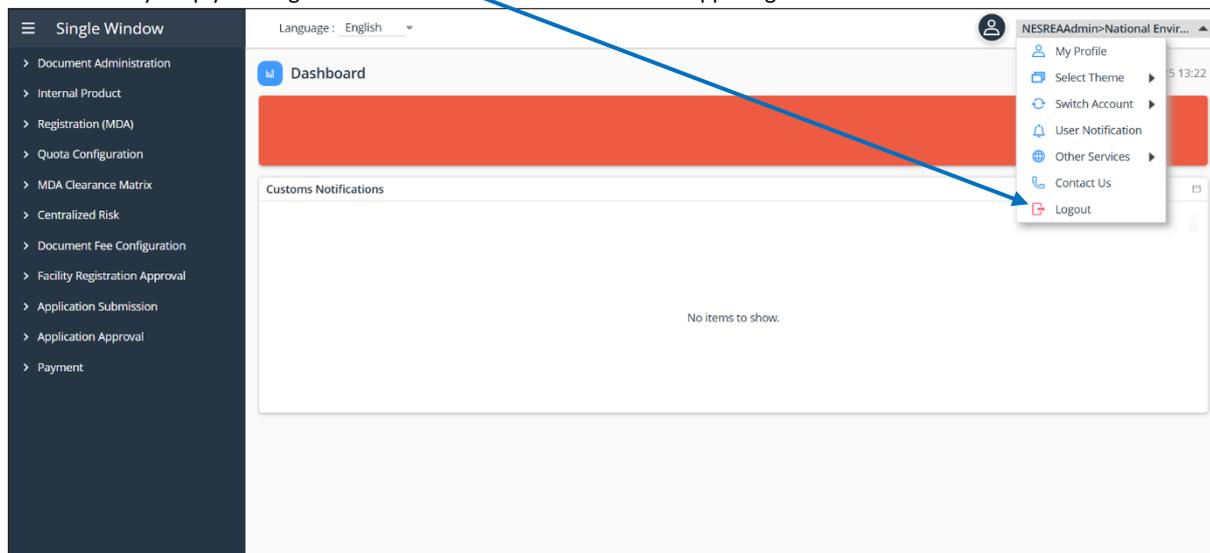
Single Window MDA Login Page



Single Window Home Page

2.3 LOGGING OUT

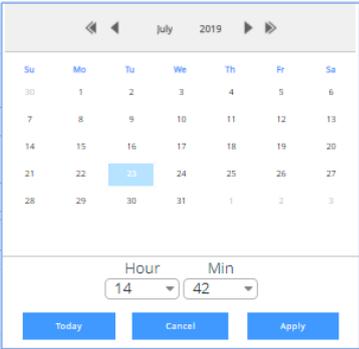
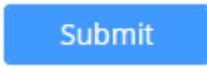
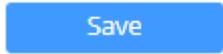
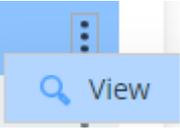
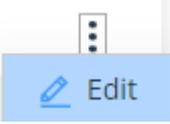
1. This function allows the user to log out from the application any time. User can sign out from the NSW system any time by simply clicking the  Logout button available at the upper right corner of the main menu.



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"> 1. Click  to view the calendar. 2. Specify the required date and time from the respective portions of the calendar. 3. Click Apply.
	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

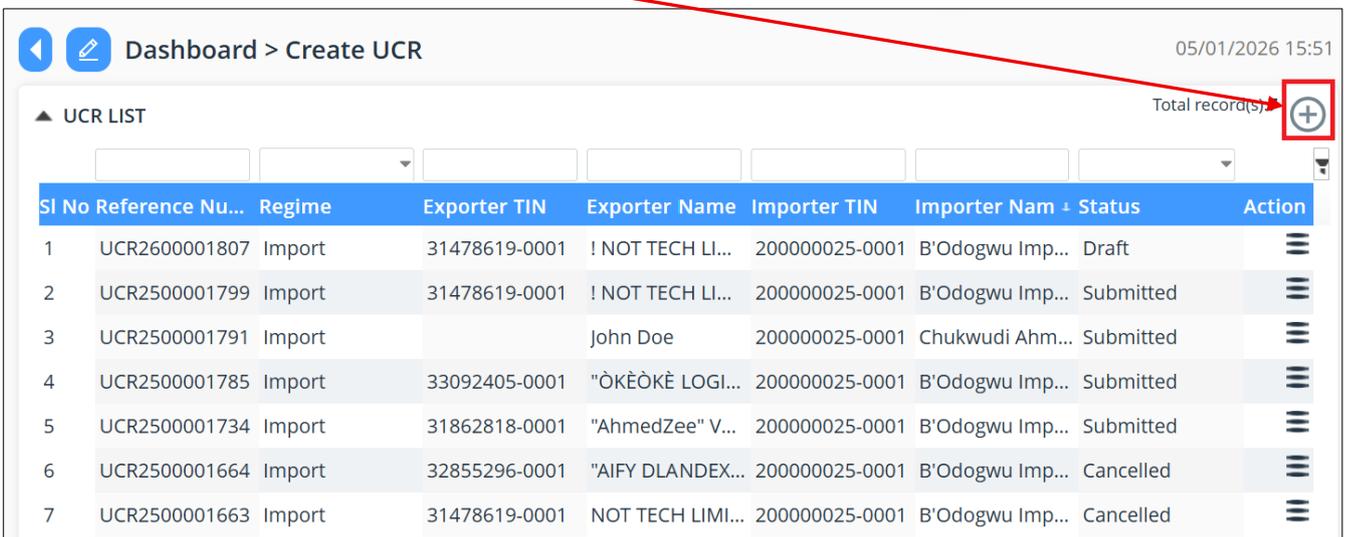
One consignment = One UCR

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

2. 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
Regime	Select Regime.
Usage	<p>Available Options</p> <ul style="list-style-type: none"> • Single: Use when the UCR applies to one transaction only. • Multiple: Use when the same UCR will be referenced across multiple related transactions for the same consignment

3. Next, go to the **Document** tab to fill in the details. Provide necessary documents based on the Consignment the UCR will be used for.
4. 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:

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

Dashboard > Amend UCR > UCR Details
06/01/2026 04:

UCR Details
Documents
Summary

* Reference Number : UCR2600001805

* Regime : 4-Import

Exporter Details

* Exporter :	Exporter TIN :
Exporter Name :	<input type="checkbox"/> Exporter Other
* Exporter Telephone :	Exporter Fax :
* Exporter Email :	* Exporter Contact Person :
Exporter Contact No :	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
Reason Code	Select the reason for cancelling the UCR. Select any of the options from the down-down: <ol style="list-style-type: none"> 1. Inspection Officer Request 2. Cargo off-loaded/short landed/overlanded 3. Change of Shipment 4. Double declaration 5. Incorrect HS code/goods description 6. Incorrect licence number 7. Incorrect quantity/value 8. Incorrect type of permit 9. Permit validity expired 10. Vessel under repair 11. Wrong transport mode 12. Change Vehicle Number 13. Change All 14. Change Transit Office Exit 15. Change Transit Route 16. Vessel Modification 17. Transfer of ownership
Cancellation Remarks	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. FACILITY REGISTRATION

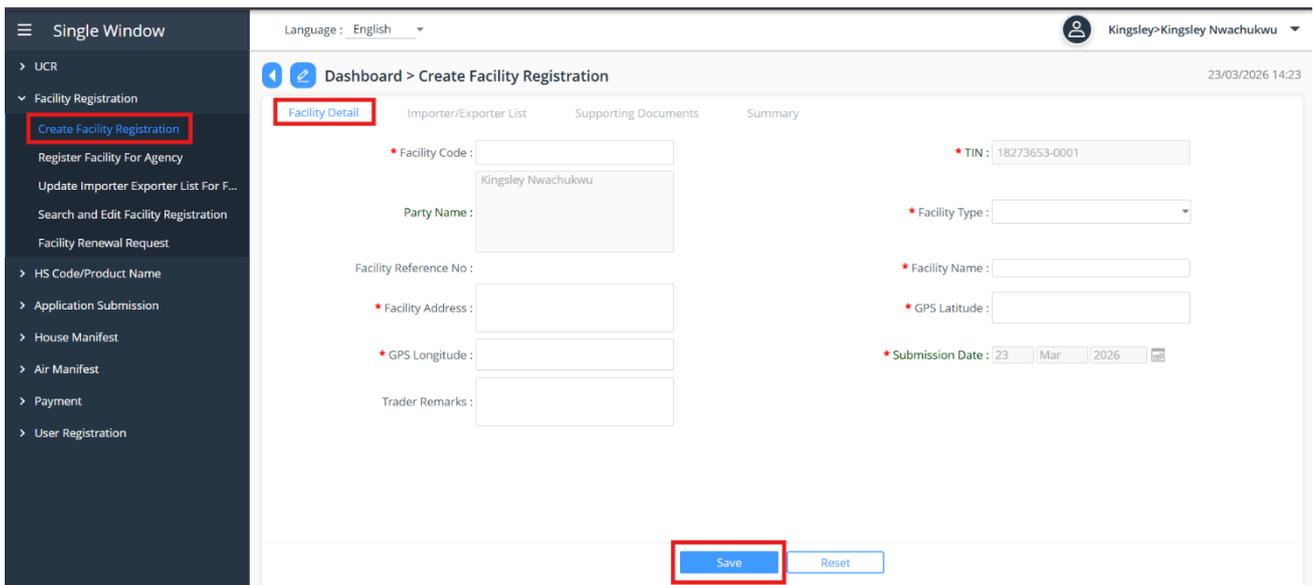
This feature helps the Clearing Agent or Freight Forwarder create Facility on the National Single Window, register the facility with MDAs and renew the facility registration as required by the MDA.

4.1 CREATE FACILITY

This is where the LCA (Licensed Custom Agent) and/or FF (Freight Forwarder) declare their facility on the National Single Window. You will be able to add all importers/exporters who uses your facility and attach all necessary documents.

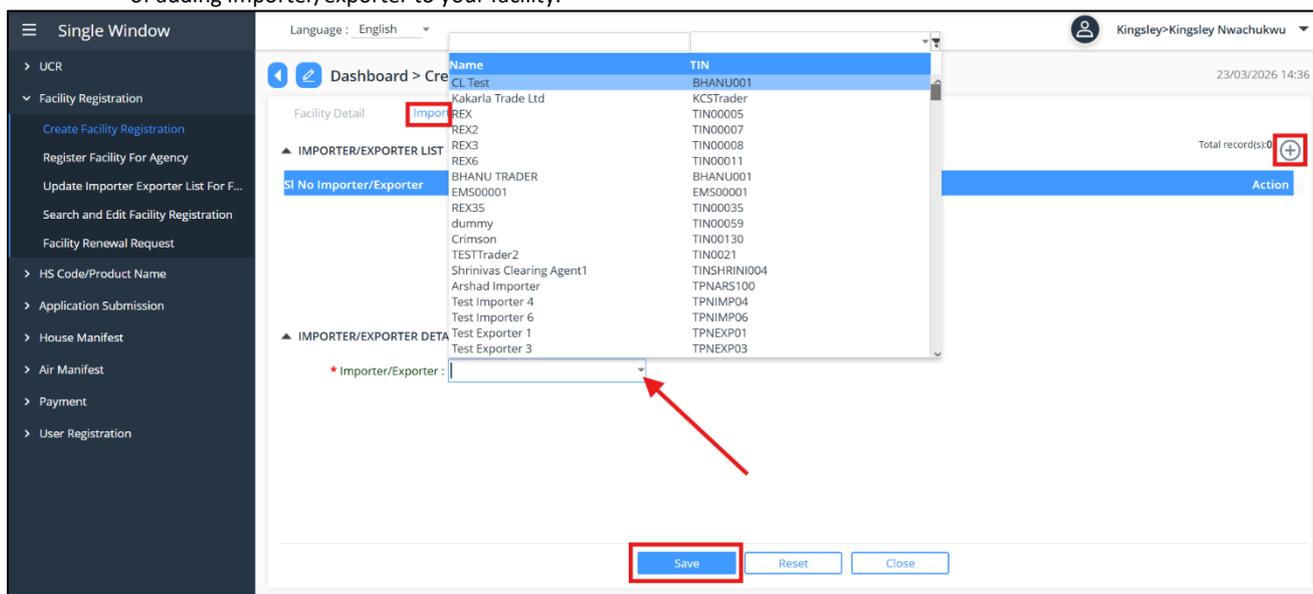
To Create Facility:

1. Login to the NSW, navigate the menu and click **Facility Registration > Create Facility Registration**. The image below will be displayed. Provide the necessary details and save to move to the next header.



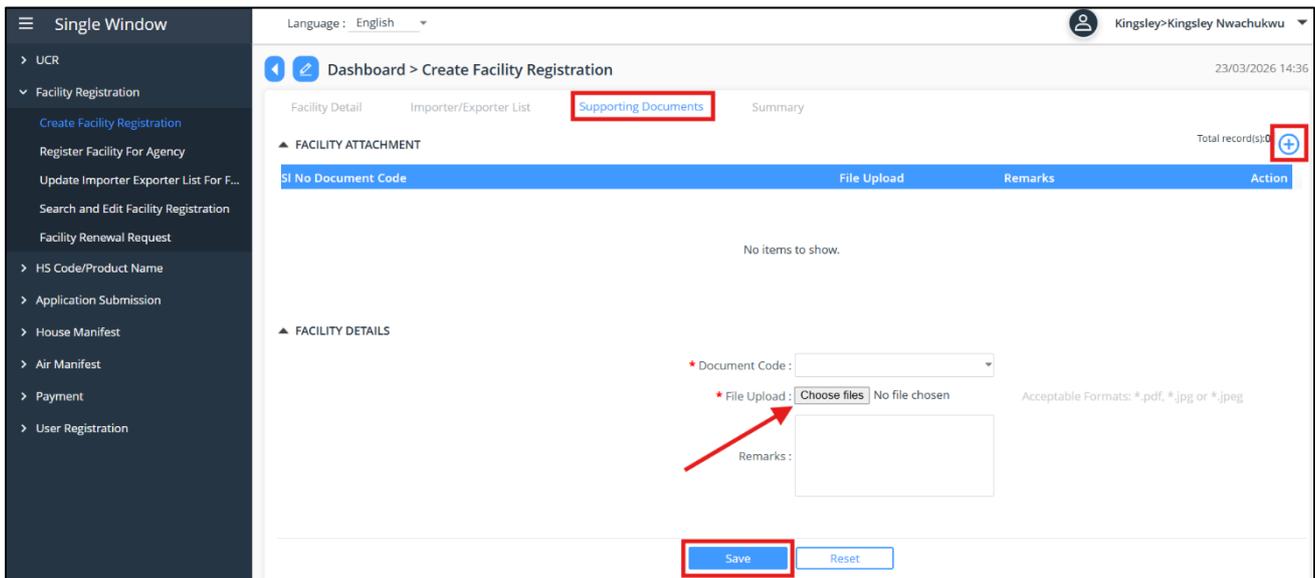
Create Facility Registration Page

2. Select the next header which is Importer/Exporter List to add all importers and/or exporters using the facility. Click on the plus (+) sign to add importer/exporter, the Importer/Exporter Details page drops down and you will be able to click on the dropdown to search and select the importer/exporter by name or by the TIN. Click Save to complete the process of adding importer/exporter to your facility.



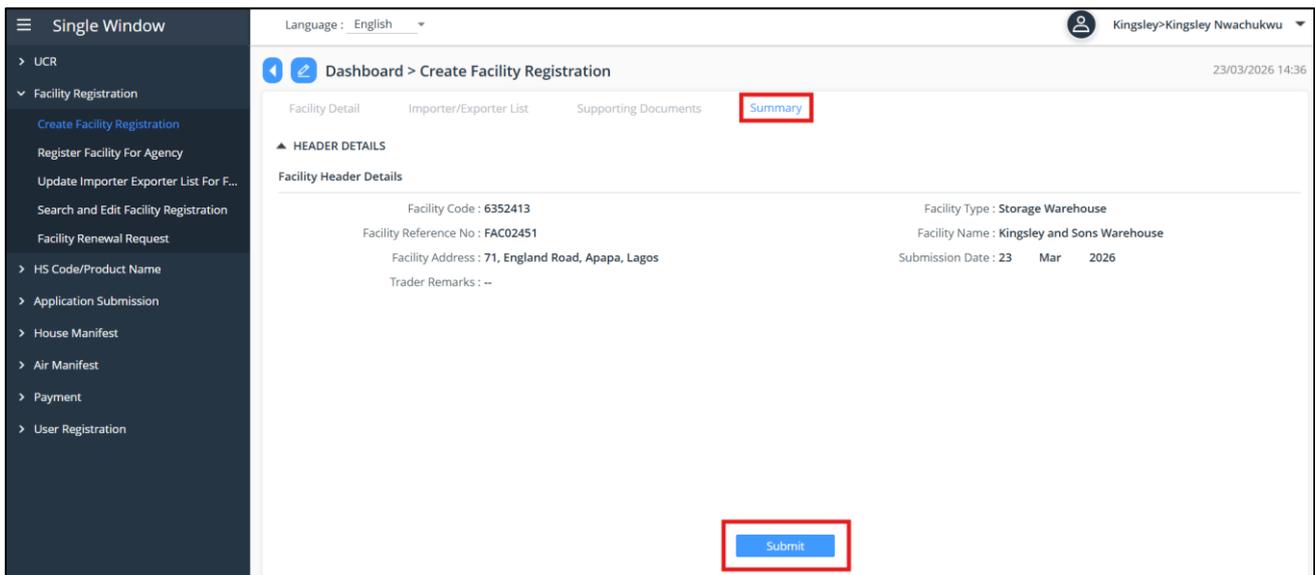
Importer/Exporter List Page

3. Select the next header which is Supporting Documents. Click on the plus (+) sign to attach necessary documents by choosing the Document Code, then click on File Upload to attach and click on Save.



Importer/Exporter List Page

4. Select the next header which is the Summary page. Check details to be ascertain accuracy and then Submit.



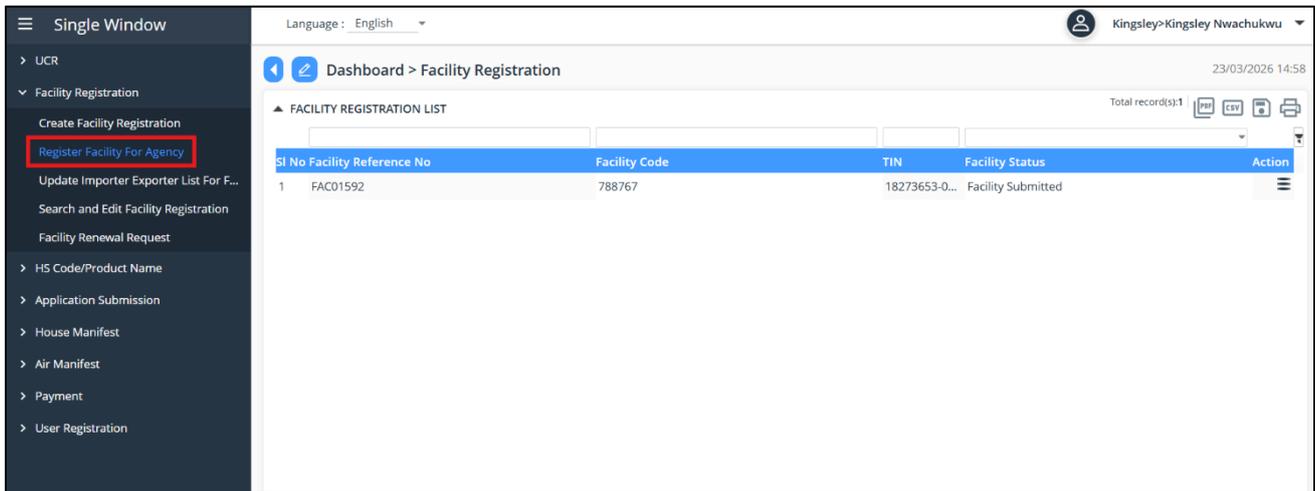
Summary Page

4.2 REGISTER FACILITY FOR AGENCY

This is where the LCA (Licensed Custom Agent) and/or FF (Freight Forwarder) registers their facility to MDAs such as NAQS, NAFDAC etc.

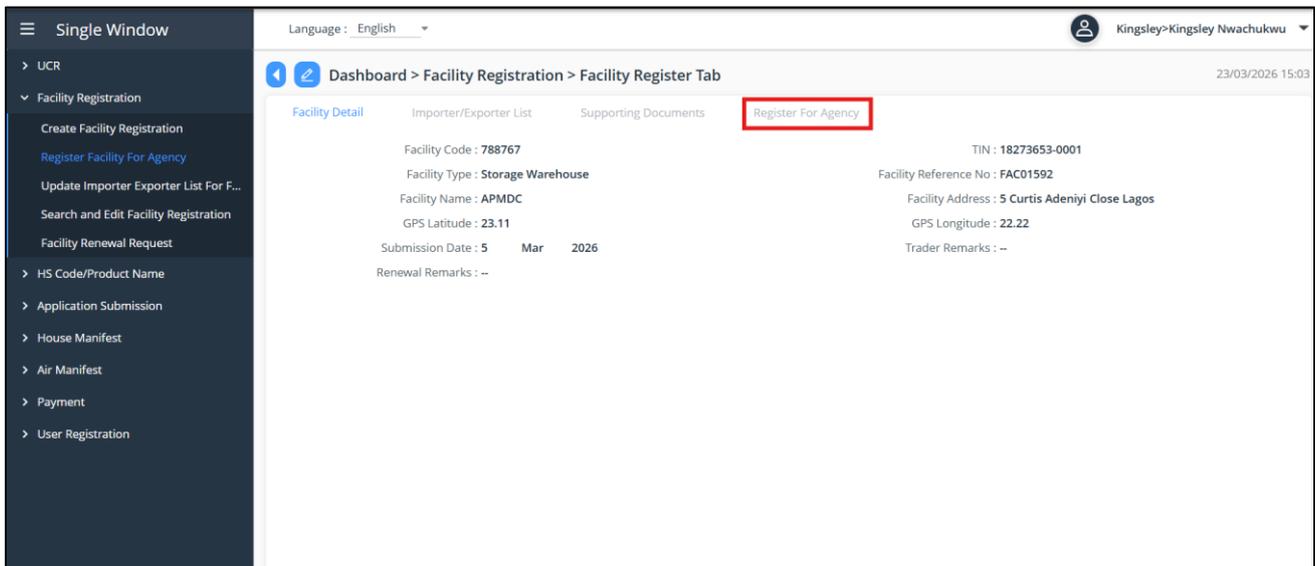
To Register Facility for Agency:

1. Login to the NSW, navigate the menu and click **Facility Registration > Register Facility for Agency**. The image below will be displayed. Select the created facility and go to Register for Agency.



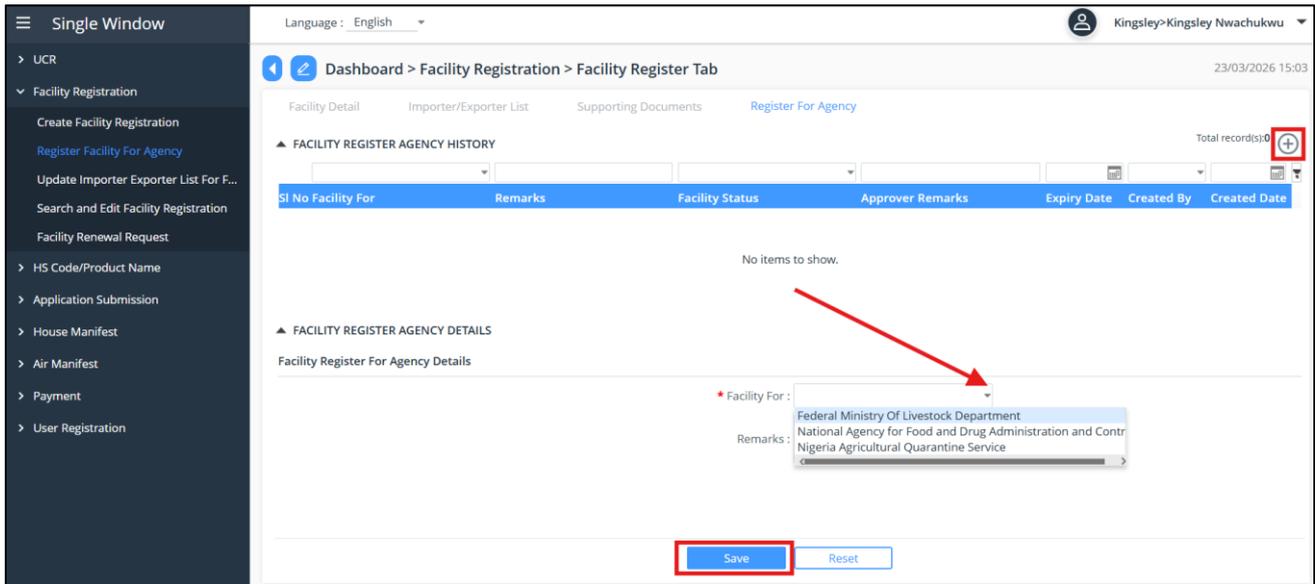
Register Facility for Agency page

2. After selecting the created facility to be registered for MDA, the page below will be displayed. Click on the Register for Agency header.



Facility Register Tab page

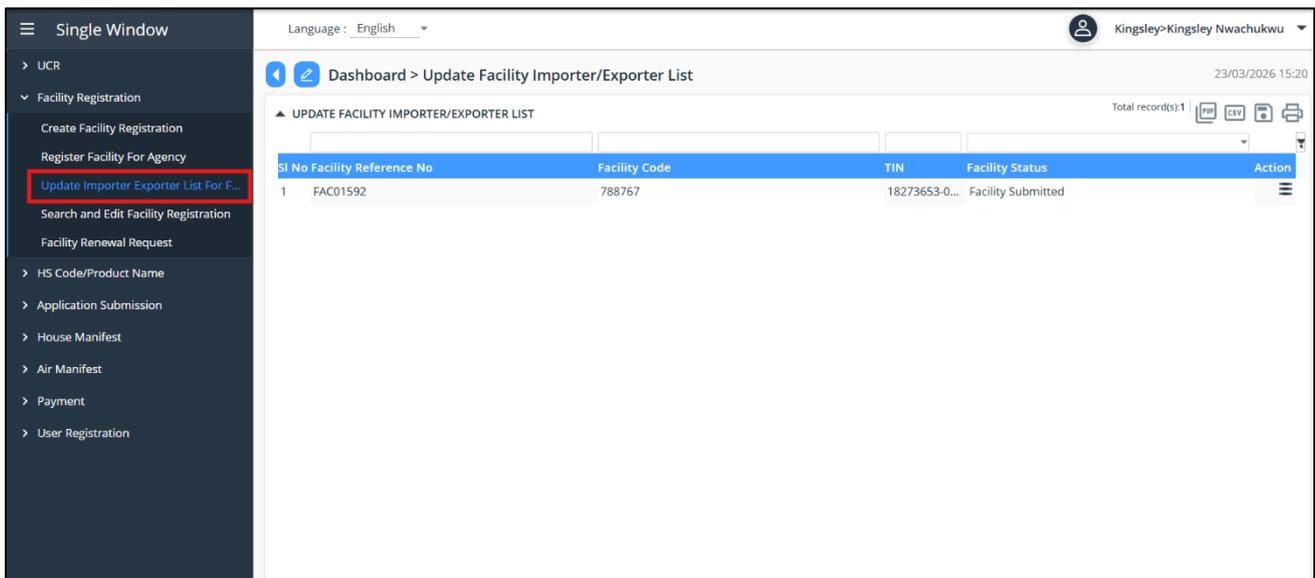
- After clicking the Register for Agency header, the page below will be displayed. Click the plus (+) sign and you will be able to choose which MDA you want to register the facility to then click on Save to complete the registration process.



Register Facility for Agency page

To Update Importer/Exporter List for Facility:

- Login to the NSW, navigate the menu and click **Facility Registration > Update Importer/Exporter List for Facility**. The image below will be displayed. Select the created facility and edit.



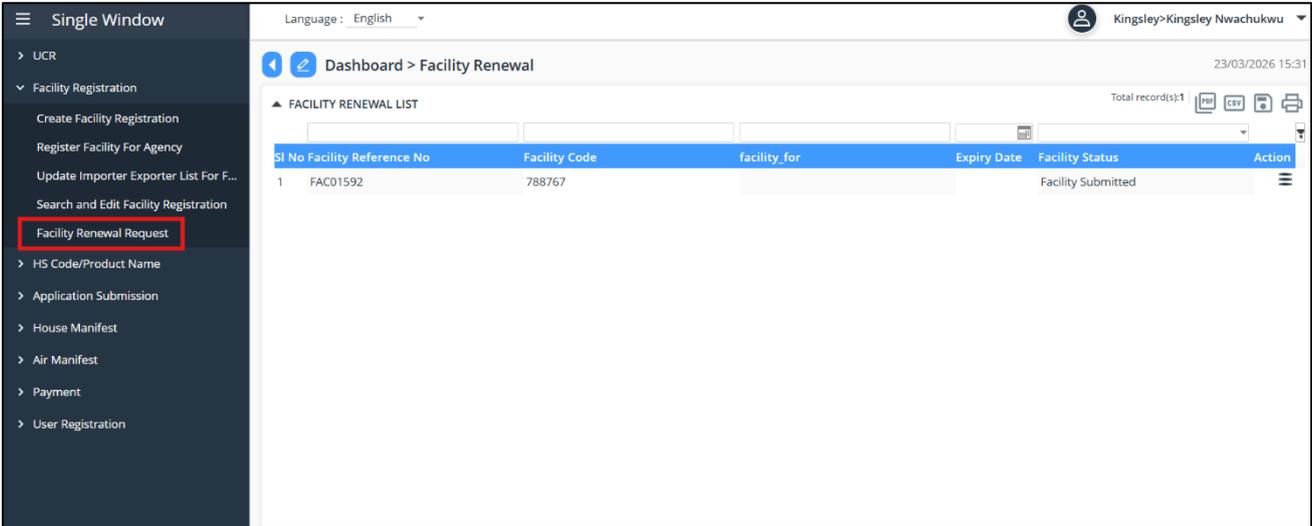
Update Importer/Exporter List for Facility page

4.3 FACILITY RENEWAL REQUEST

This is where the LCA (Licensed Custom Agent) and/or FF (Freight Forwarder) renews their Facility Registration for Agency. This renewal can either be annually or bi-annually depending on the MDA.

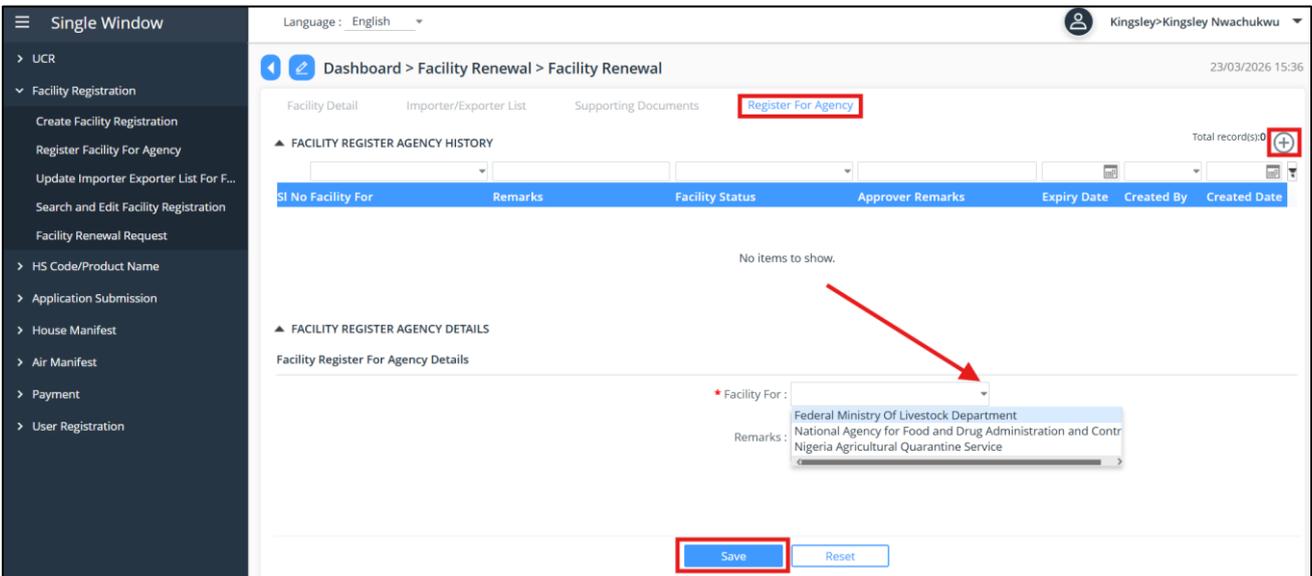
To Renew Facility:

1. Login to the NSW, navigate the menu and click **Facility Registration > Facility Renewal Request**. The image below will be displayed. Select the created facility and go to Register for Agency.



Facility Renewal List page

2. After selecting Register for Agency, the page below will be displayed. Click on the plus (+) sign and select the Agency you want to renew the facility with (Facility For) then Save.



Facility Renewal page

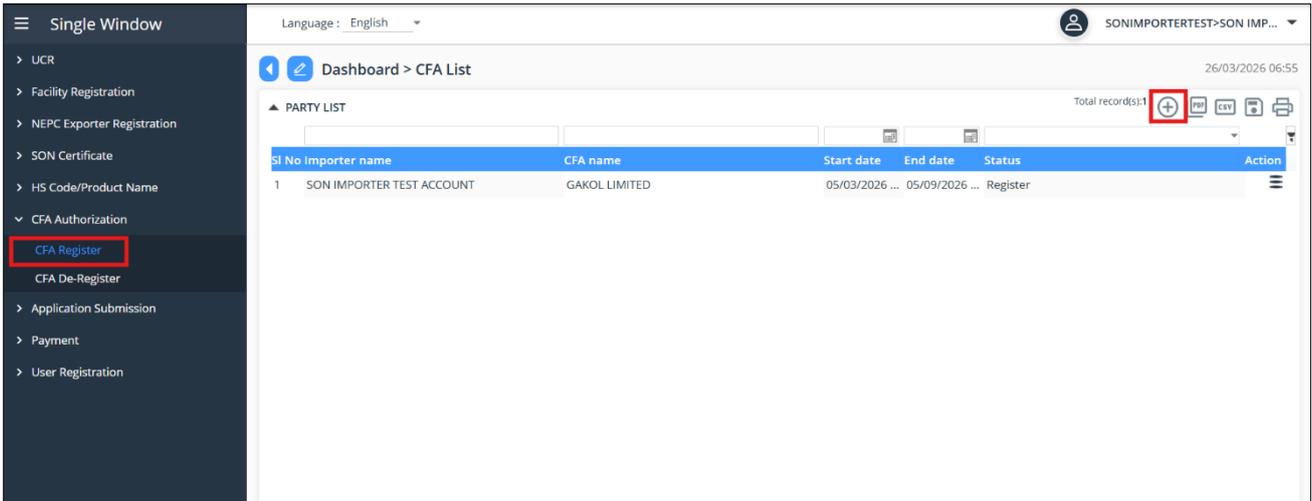
5. CFA AUTHORIZATION

The trader makes use of the CFA Authorization menu to register and give access to their clearing and forwarding agent so they can act and process documents on their behalf.

5.1 CFA REGISTRATION

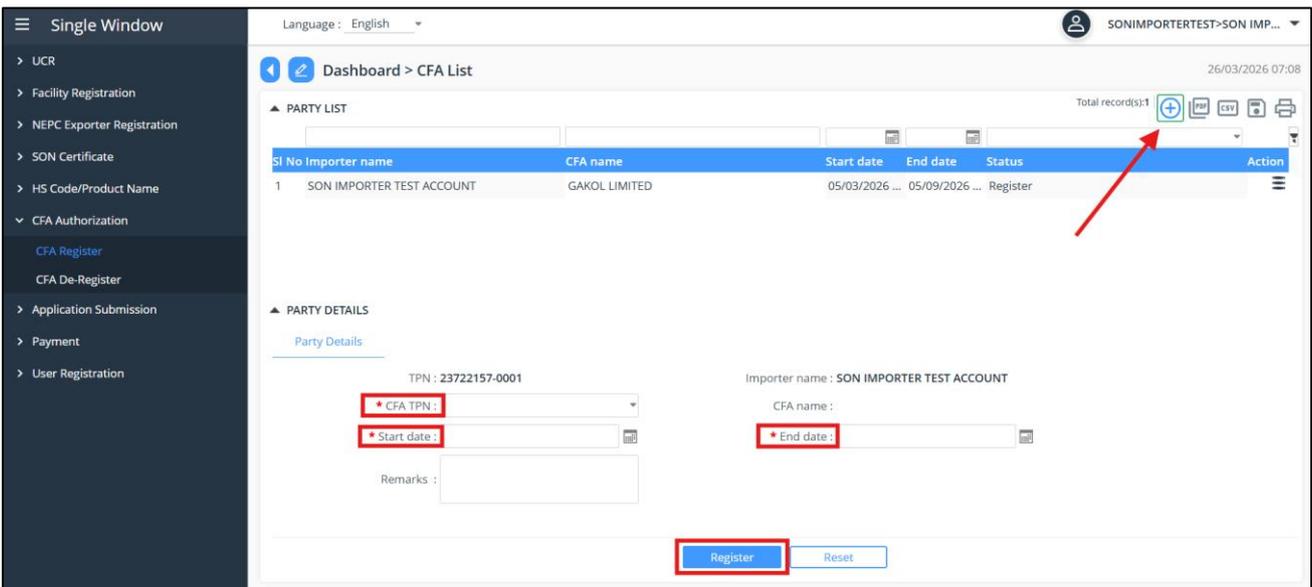
To Register a CFA:

1. Login to NSW and click **CFA Authorization > CFA Register** on the menu. The page below will be displayed. Click on the plus (+) sign to begin registration.



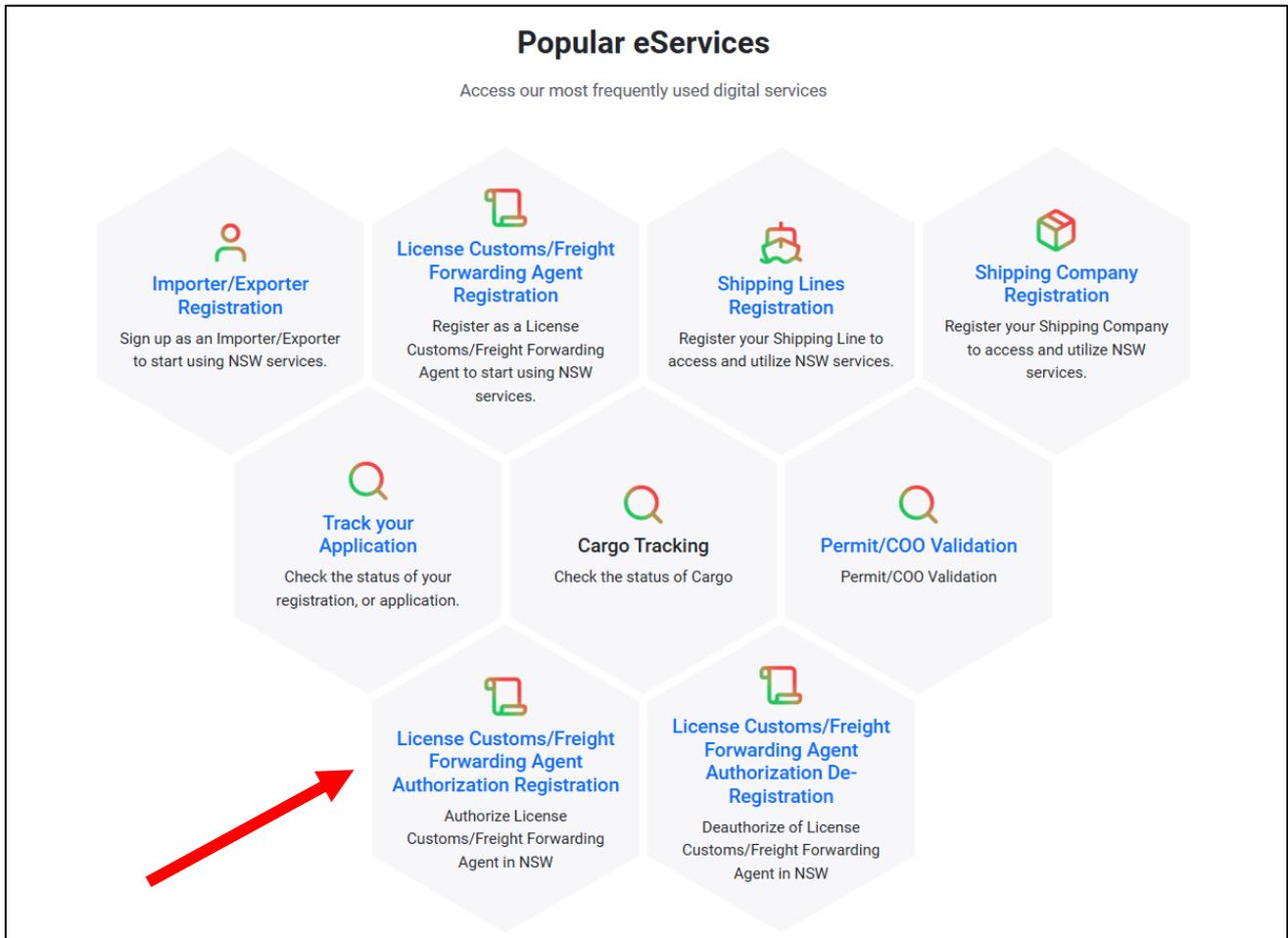
CFA Party List page

2. After clicking on the plus (+) sign, the party details page below will be displayed. Select the CFA TPN to choose an agent to register by searching by name of TIN. Also choose when they should begin acting as your agent to when you them to stop acting as your agent. Click on the register button to complete the registration process.



CFA Party Details page

The Trader can also make makes use of the eServices module to register and authorize the clearing and forwarding agent to act and process documents on their behalf. Without logging into the NSW application, the importer can click License Customs/Freight Forwarding Agent Authorization Registration. Provide the necessary details to complete the process.

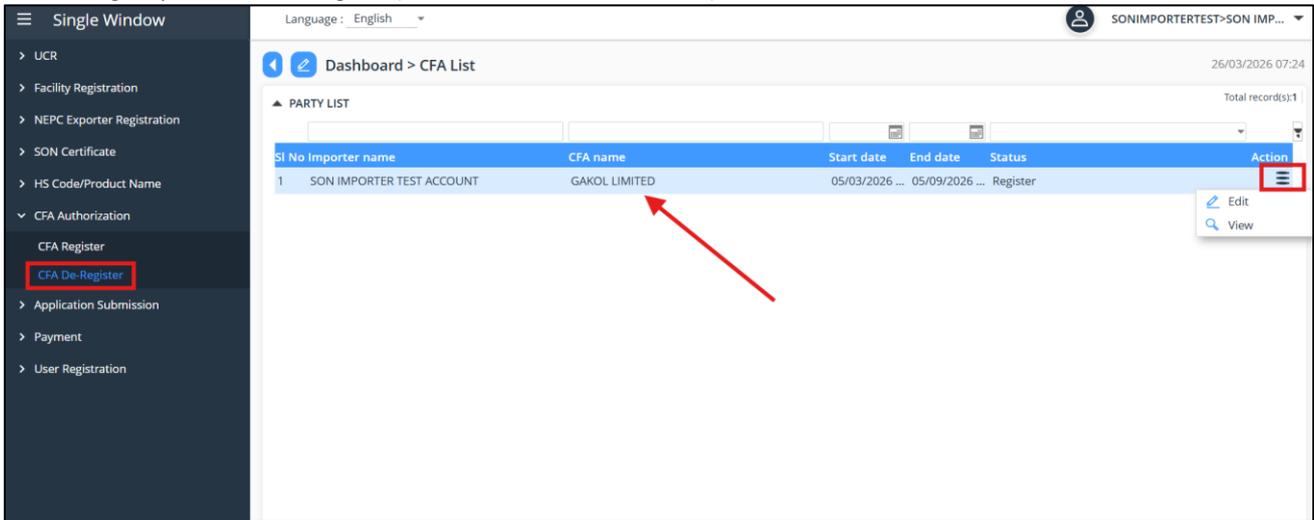


Registration Page

5.2 CFA DE-REGISTRATION

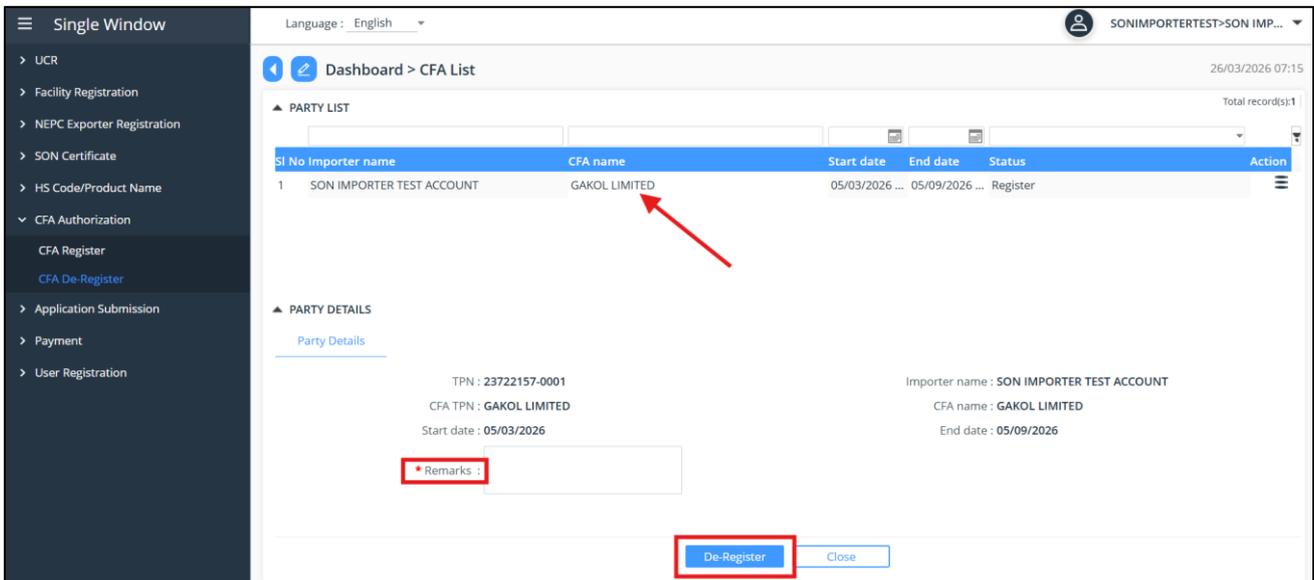
To De-Register a CFA:

1. Login to NSW and click **CFA Authorization > CFA De-Register** on the menu. The page below will be displayed. Select the agent you want to de-register (or use the action button to edit).



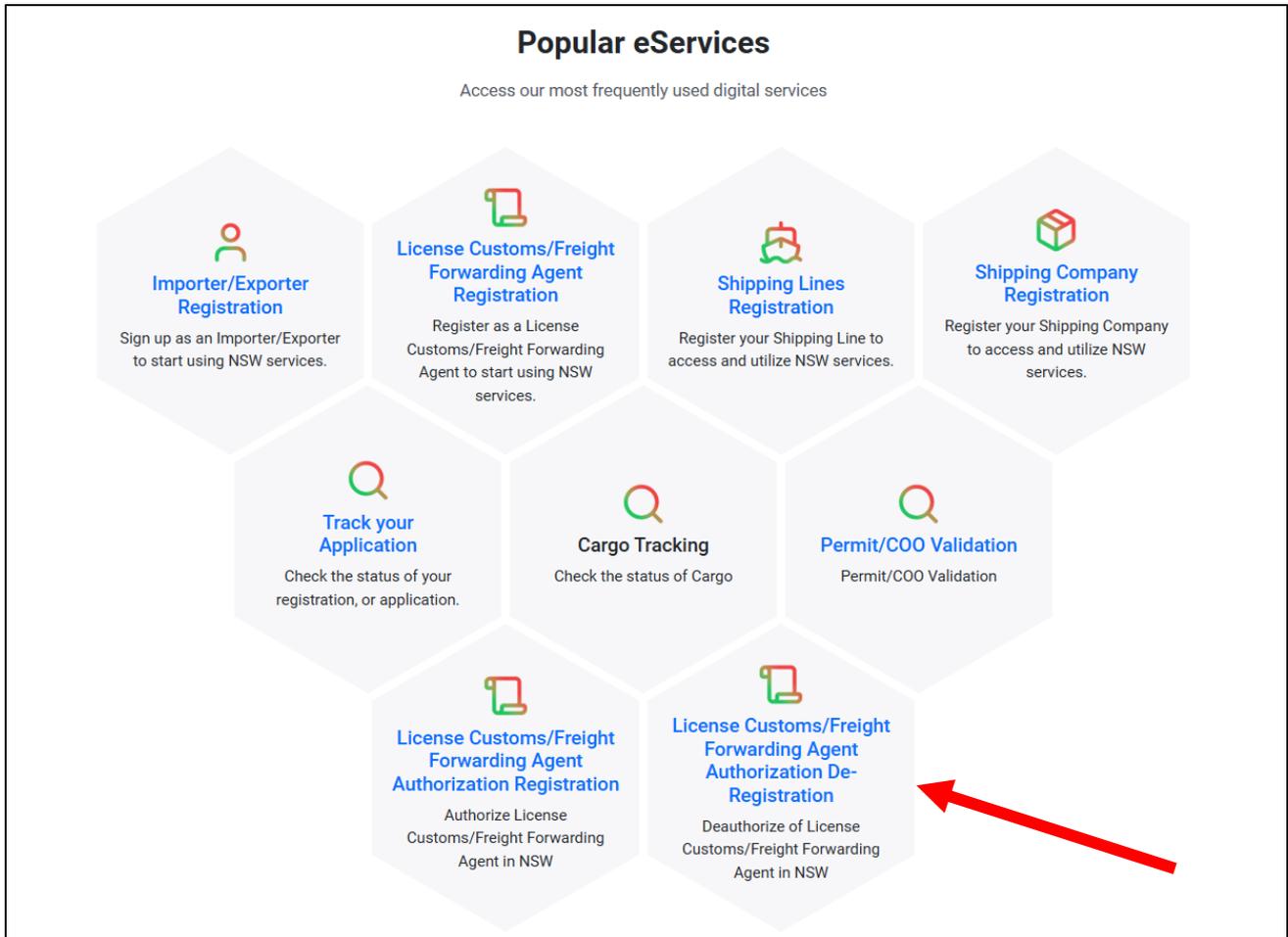
CFA Party List page

2. After selecting an agent to de-register, the party details page below will be displayed. Put a remark (why you want to de-register the agent), and then click on D-Register to complete the deregistration process.



CFA Party Details page

The Trader can also make use of the eServices module to de-register the clearing and forwarding agent by clicking on the License Customs/Freight Forwarding Agent Authorization De-Registration button. Provide the necessary details to complete the process.



De-Registration page

6. APPLICATION SUBMISSION

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

6.1 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).

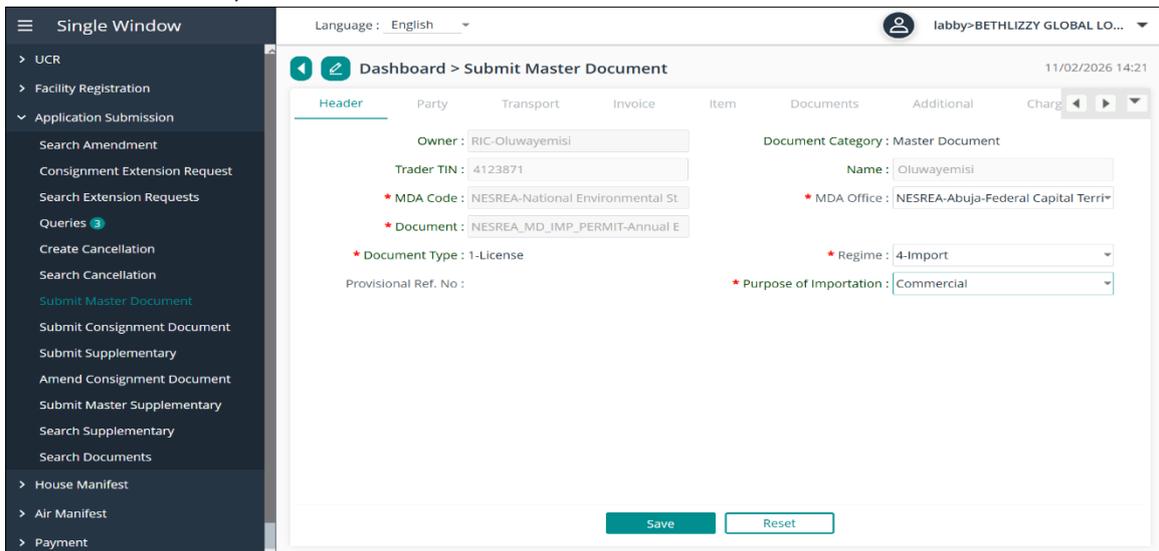
Master document approval is sought by the traders prior to the import or export process. The Master Approval process starts when an MDA grants an importer a “Master Approval” for the importation of certain goods.

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:

- 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
Document Category	Preselected by system as Master Document.
MDA Code	Select the MDA Code from the dropdown.
MDA Office	Select the MDA office from the dropdown.
Document Type	Select the document type. 1. License 2. Permit 3. Certificate 4. Others 5. COO
Document	Select Document.
Regime	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.

6.2 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:

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

6.3 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
Document Category	Preselected by system as Consignment Document.
Master Reference No.	MDA Master Document No.
MDA Code	Select the MDA Code from the dropdown.
MDA Office	Select the MDA office from the dropdown.
Document Type	Select the document type. 1. License 2. Permit 3. Certificate 4. Others 5. COO
Document	Select Document.
Regime	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.

6.4 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.

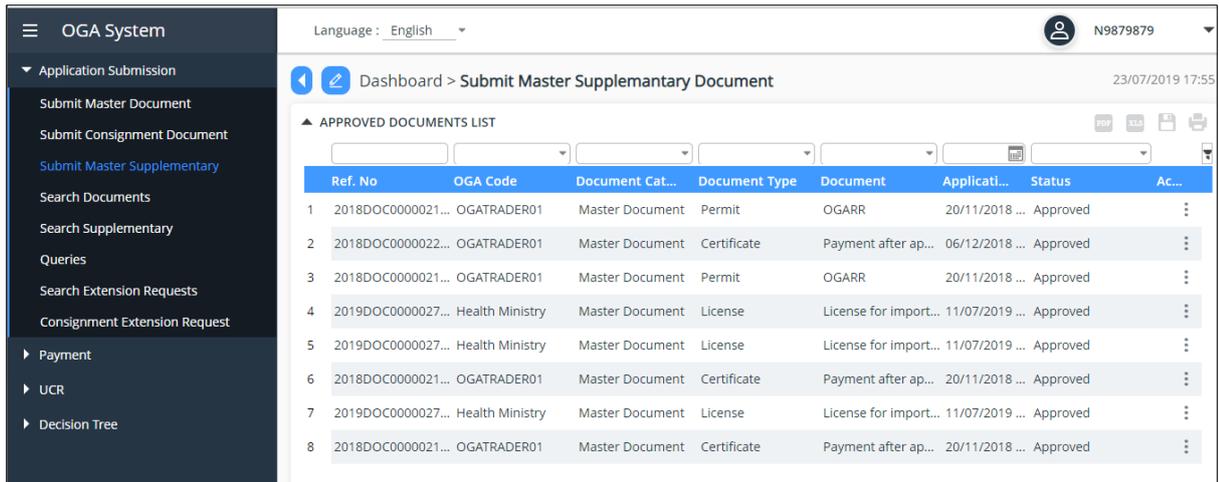
Field/Button description	Action/Input Required
Soncap Certificate Number	Enter your Product Certificate Number
IAF Number	Auto populates after confirming the PC Number
Product Certificate Number	Auto populates after confirming the SONCAP Number
UCR Number	Select the UCR Number
Activate Soncap	Click to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

6.5 SUBMIT MASTER SUPPLEMENTARY DOCUMENT

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

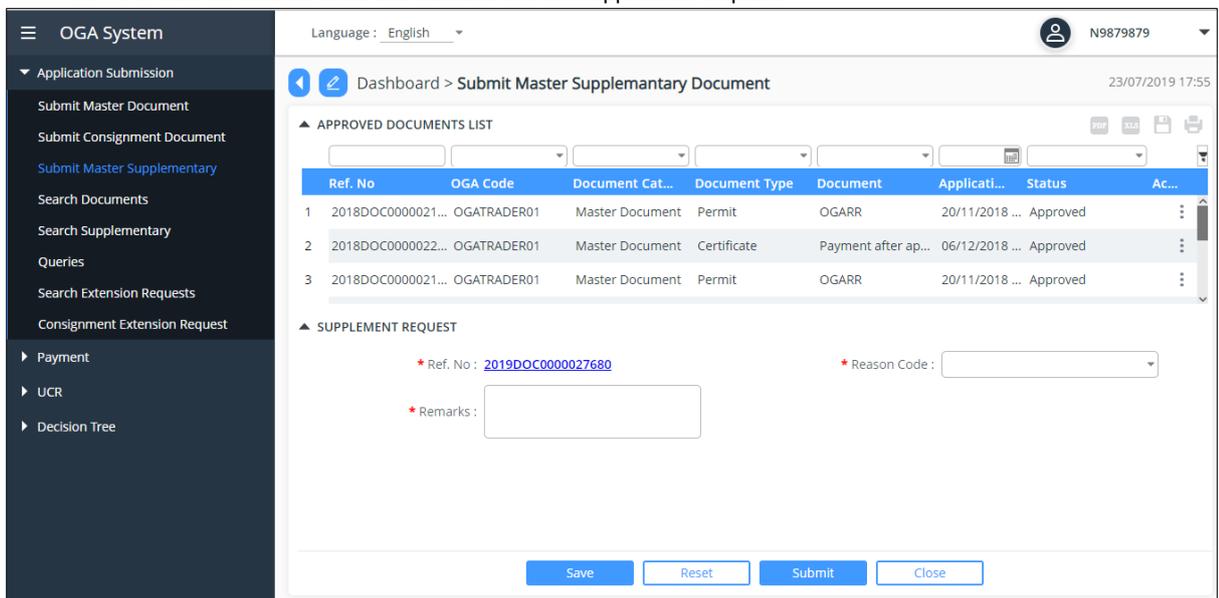
To Submit a Master Supplementary Document:

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.

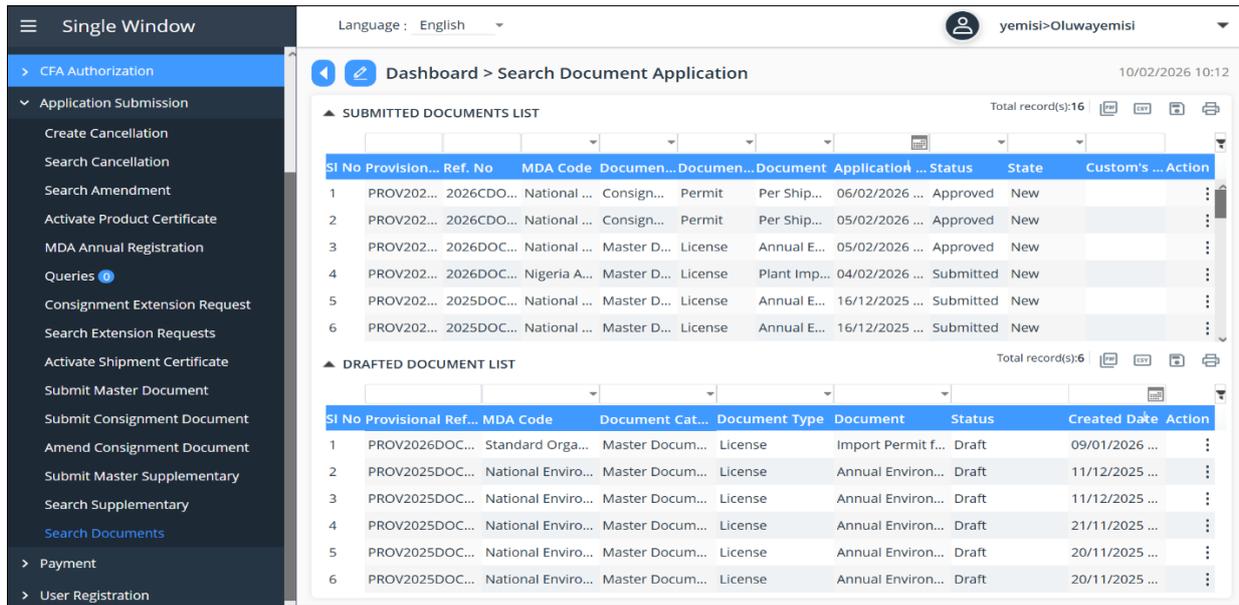


6.6 SEARCH DOCUMENT

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

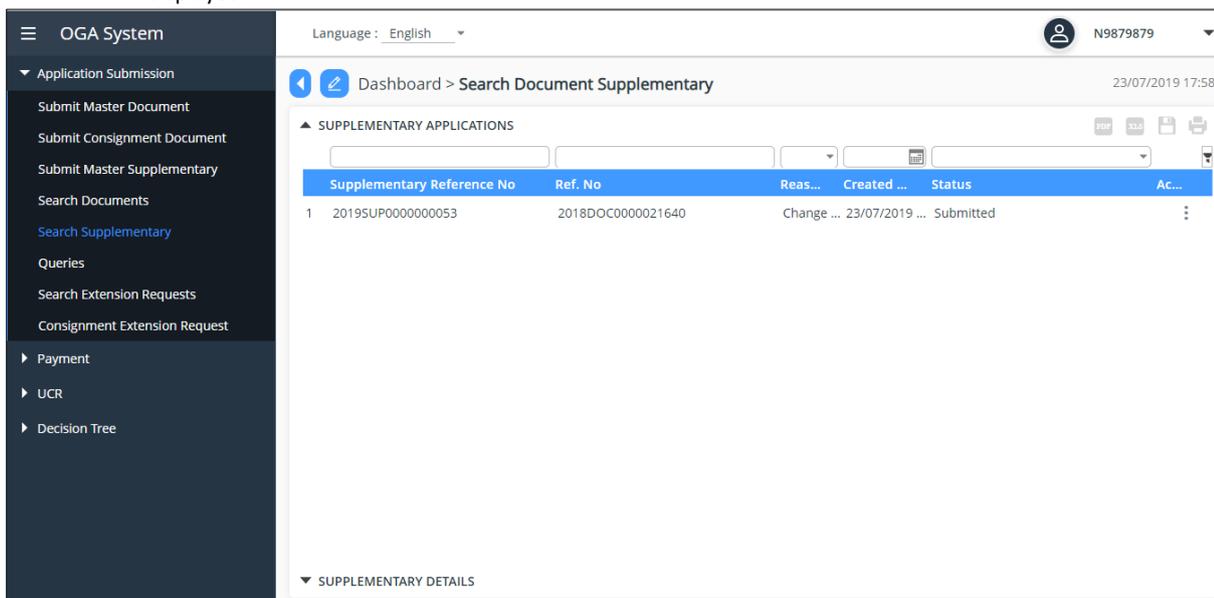
1. This page will display all the submitted Master and Consignment documents as well as the draft documents.
2. Available action options here are
 - a. Cloning of a submitted document
 - b. View submitted document
 - c. Edit and view a draft

6.7 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

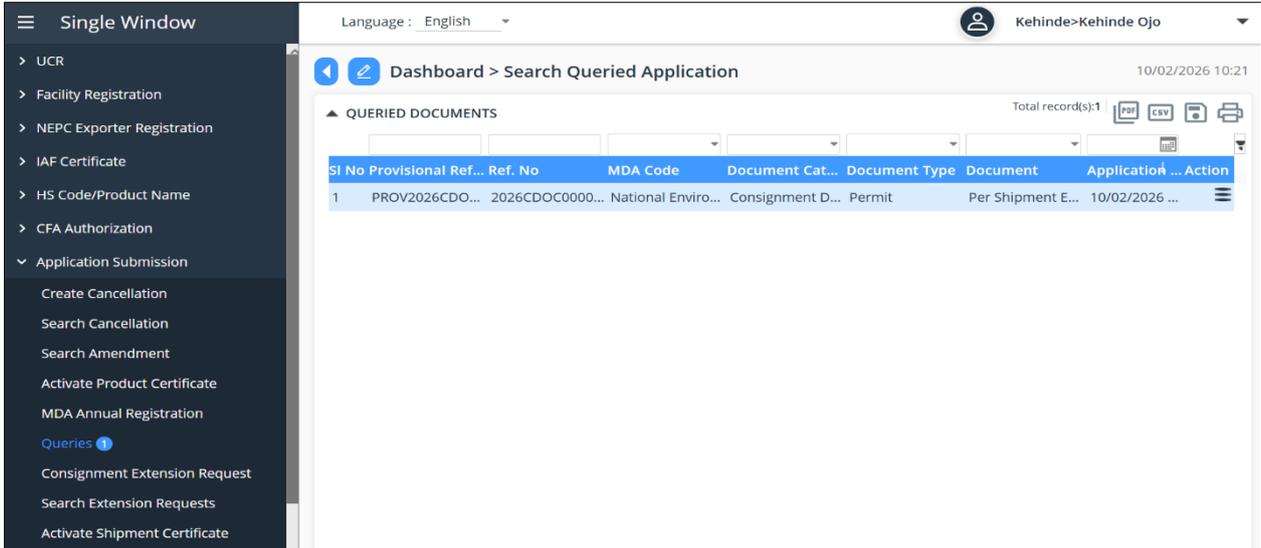
2. Edit and submission of the draft document is same steps as the creation and submission of the supplementary document. Refer to the section for 10.3 Submit Supplementary Document.

6.8 QUERIES

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

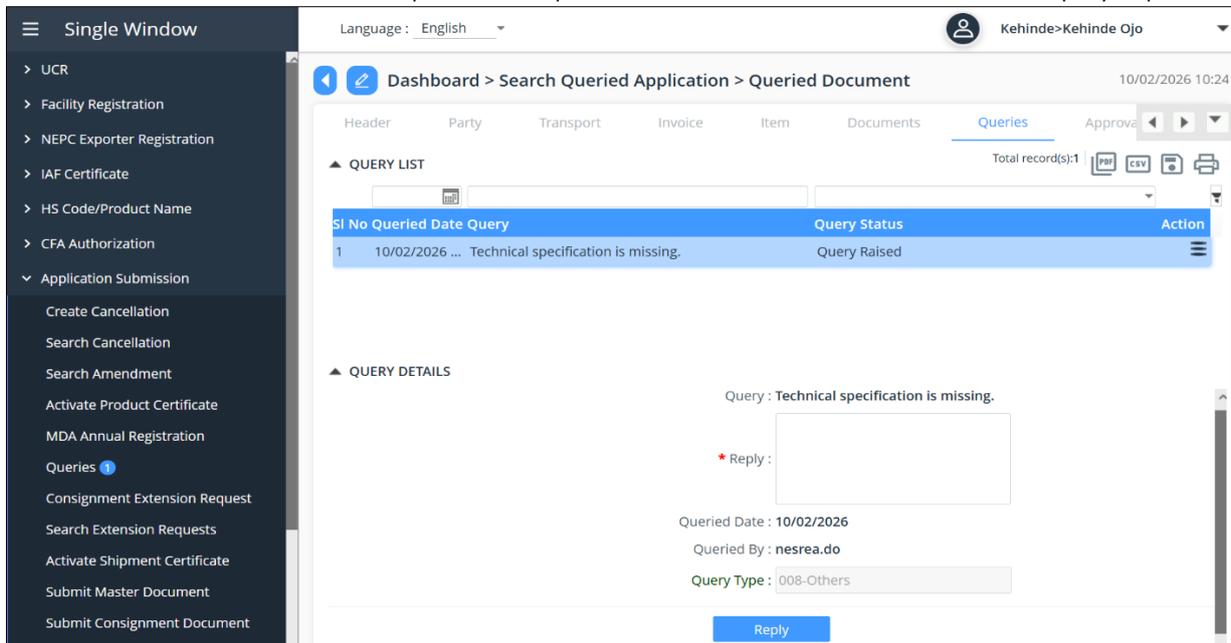
To Send a Query:

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

7. 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.

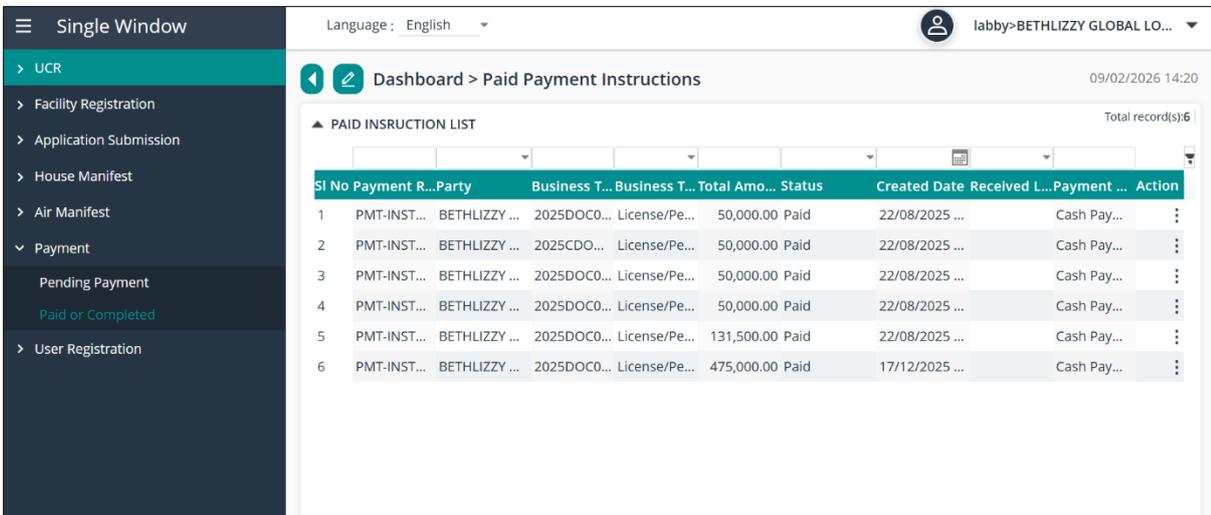
This functionality allows the user to view the Paid Payment details in the NSW Application. After submitting your LPCO document, the Importer/exporter or the clearing agent can make payment using the pending payment option in the NSW application.

7.1 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.

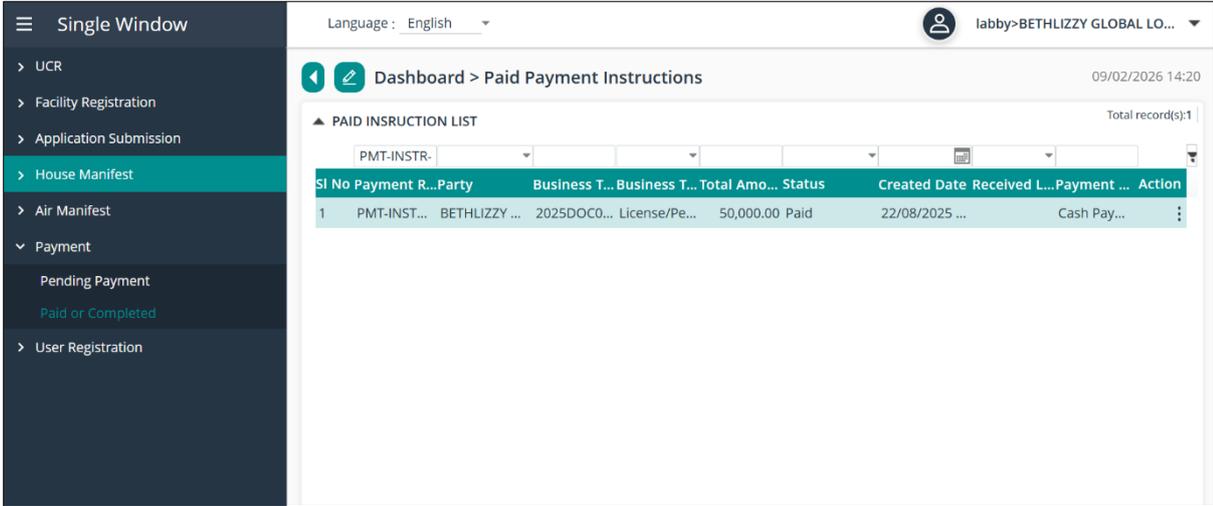
Field/Button description	Action/Input Required
Payment Reference Number	Enter the payment reference number.
Party	Enter the party.
Business Transaction Number	Enter the declaration number of the importer.
Business Transaction Type	Enter the business transaction type.
Total Amount Payable	Enter the total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



The screenshot displays the 'Paid Payment Instructions' search results page. On the left is a navigation menu with options like UCR, Facility Registration, Application Submission, House Manifest, Air Manifest, Payment, Pending Payment, Paid or Completed, and User Registration. The main content area shows a search filter for 'PMT-INSTR.' and a table titled 'PAID INSTRUCTION LIST'. The table has columns: SI No, Payment R...Party, Business T..., Business T..., Total Amo..., Status, Created Date, Received L..., Payment ..., and Action. One record is visible with SI No 1, Payment R...Party PMT-INSTR..., Business T... BETHLIZZY..., Business T... 2025DOC0..., Total Amo... 50,000.00, Status Paid, Created Date 22/08/2025, Received L..., Payment ... Cash Pay..., and an Action icon.

Paid Payment Search Result Page

7.2 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.

SI No	Payment R...	Party	Business T...	Business T...	Total Amo...	Status	Created Date	Received L...	Payment ...	Action
1	PMT-INST...	BETHLIZZY ...	2025DOC0...	License/Pe...	50,000.00	Paid	22/08/2025 ...		Cash Pay...	⋮
2	PMT-INST...	BETHLIZZY ...	2025CDO...	License/Pe...	50,000.00	Paid	22/08/2025 ...		Cash Pay...	⋮
3	PMT-INST...	BETHLIZZY ...	2025DOC0...	License/Pe...	50,000.00	Paid	22/08/2025 ...		Cash Pay...	⋮
4	PMT-INST...	BETHLIZZY ...	2025DOC0...	License/Pe...	50,000.00	Paid	22/08/2025 ...		Cash Pay...	⋮
5	PMT-INST...	BETHLIZZY ...	2025DOC0...	License/Pe...	131,500.00	Paid	22/08/2025 ...		Cash Pay...	⋮
6	PMT-INST...	BETHLIZZY ...	2025DOC0...	License/Pe...	475,000.00	Paid	17/12/2025 ...		Cash Pay...	⋮

Paid Payment List Page

2. Click the item to view the payment details.

SI No	Charge Description	taxable	Amount
1	NFDC_APPFEE-Application Fee	No	50,000.00

View Payment Details Page

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

SI No	Business Transaction...	Payment Transactor	Amount Paid	Location	Remarks	Action
1	2025DOC0000005261	202512171500566	50,000.00			⋮

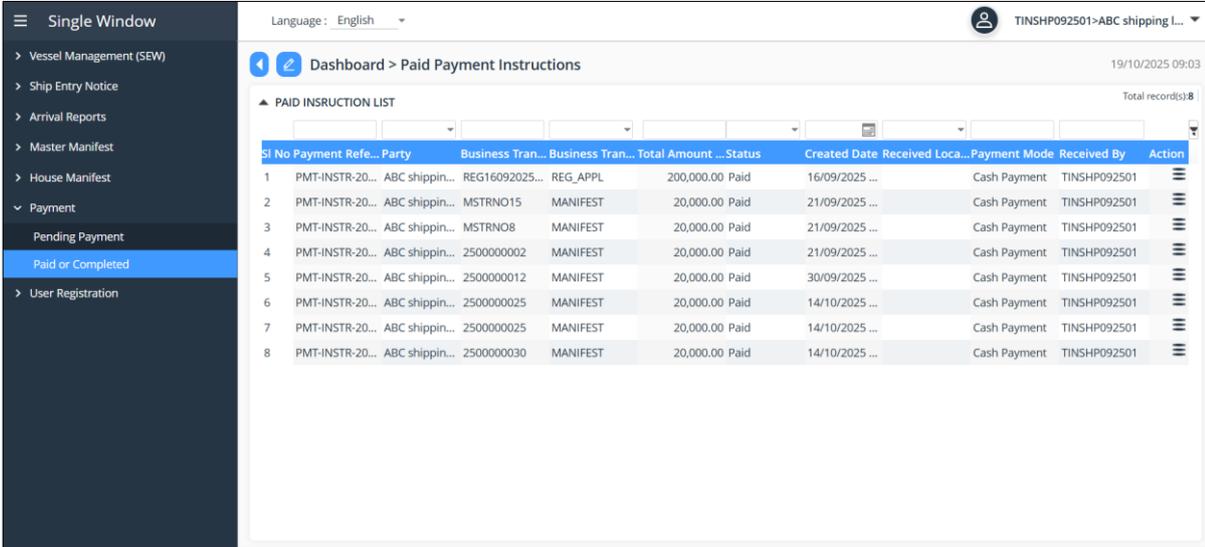
View Payment Transaction History Page

7.3 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.

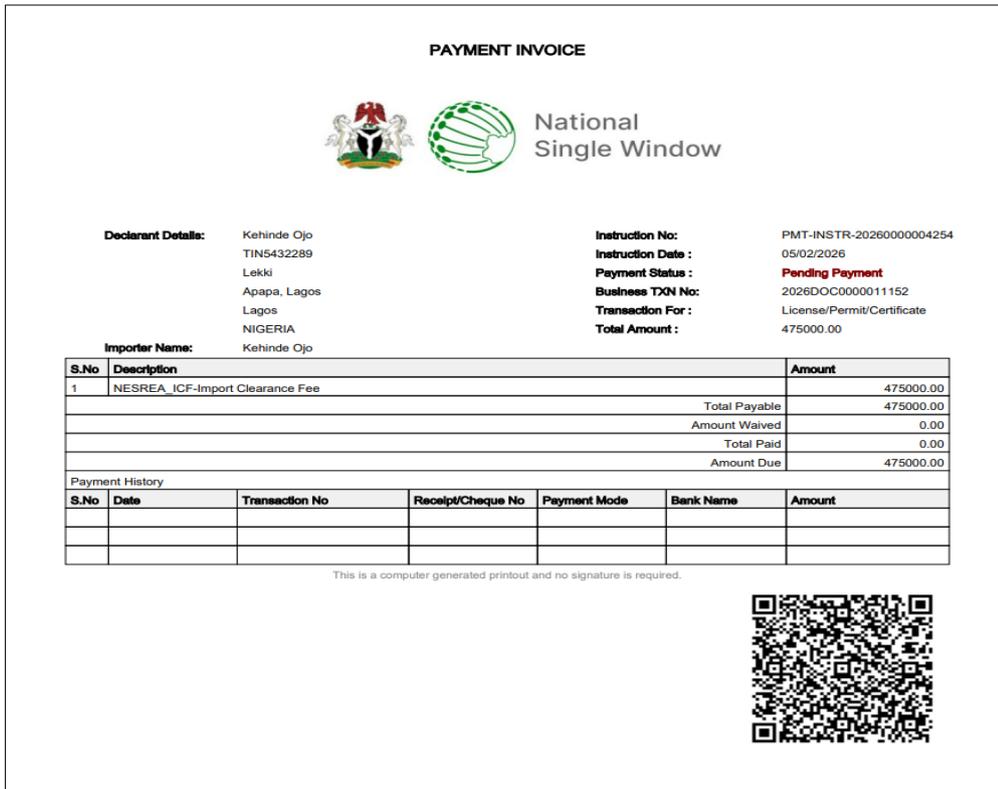
To print the payment details:

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.



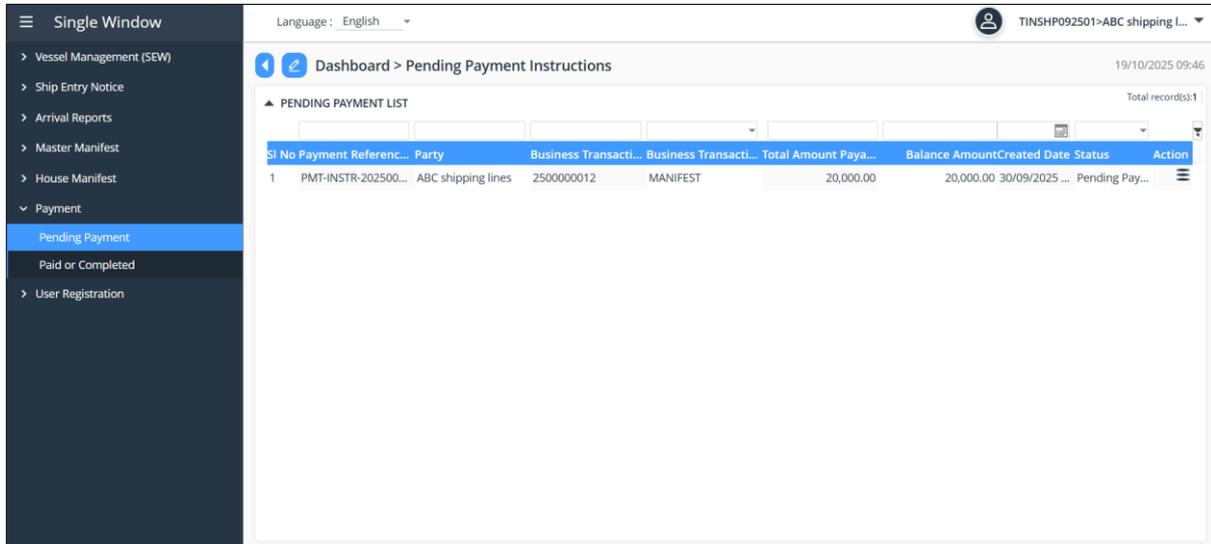
PDF Document of Payment Invoice

7.4 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

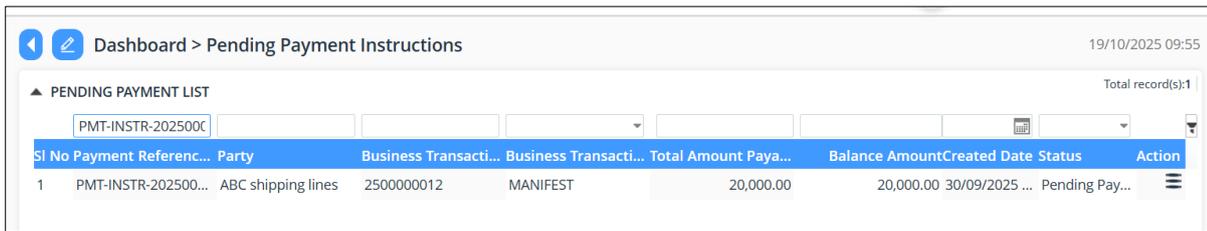
Following are the field and button descriptions of the Pending Payment page.

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



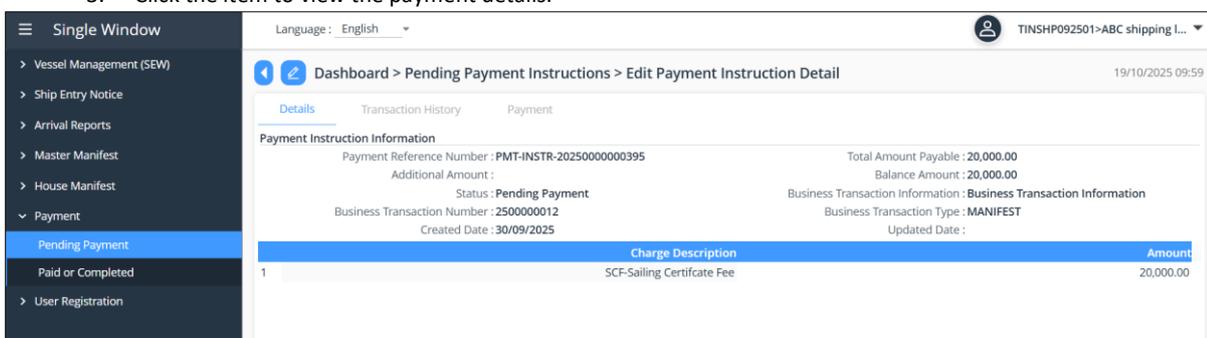
SI No	Payment Referenc...	Party	Business Transacti...	Business Transacti...	Total Amount Paya...	Balance Amount	Created Date	Status	Action
1	PMT-INSTR-202500...	ABC shipping lines	2500000012	MANIFEST	20,000.00	20,000.00	30/09/2025 ...	Pending Pay...	



Click the  icon to edit the pending payment details.

Click the  icon to view the payment details.

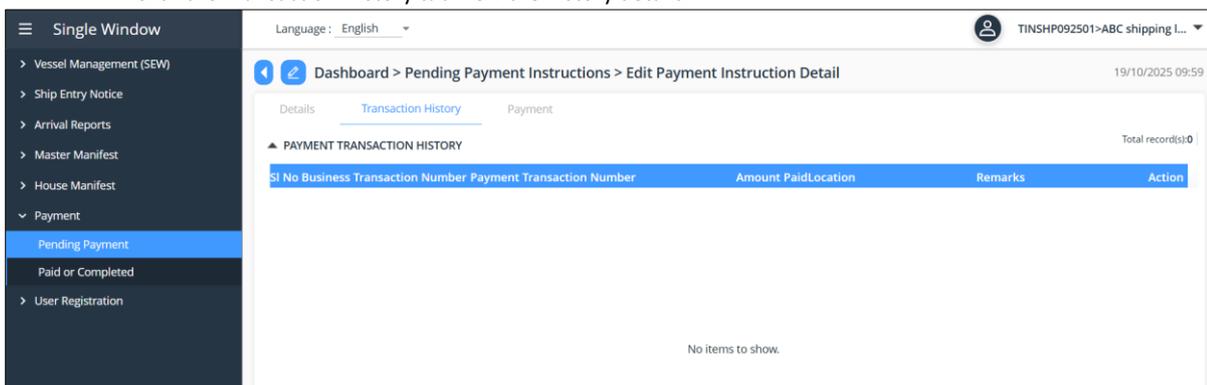
3. Click the item to view the payment details.



SI No	Charge Description	Amount
1	SCF-Sailing Certificate Fee	20,000.00

View Payment Details Page

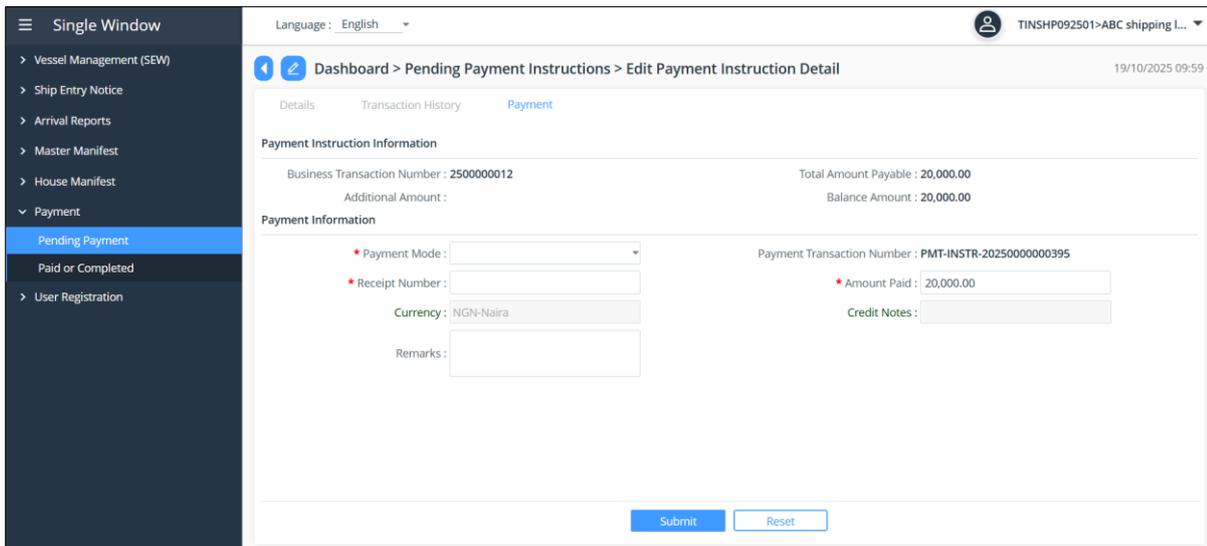
4. Click the Transaction History tab view the history details.



SI No	Business Transaction Number	Payment Transaction Number	Amount Paid	Location	Remarks	Action
No items to show.						

View Payment History Page

- Click the Payment tab to view the payment details.

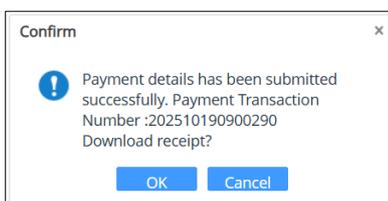


Add Payment Page

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

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