

# PAKISTAN SINGLE WINDOW

## Transforming Pakistan's International Trade



## PORT COMMUNITY SYSTEM

# USER MANUAL

This Manual outlines the process for creating Delivery Order for Shipping Agents and Freight Forwarders.



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## 1. INTRODUCTION

Welcome to the Port Community System - PortVerse User Manual, your comprehensive guide to understanding this digital platform. PortVerse is designed to optimize, digitize, and integrate port operations, logistics processes, and regulatory procedures across Pakistan's maritime ports. It aims to enhance inter-agency coordination, streamline cargo management, and replace outdated, paper-based processes with efficient digital workflows. As an integral part of the Pakistan Single Window (PSW) initiative, PortVerse serves as a centralized hub, connecting port authorities, terminal operators, customs, logistics providers, and other stakeholders. This integration facilitates smoother, faster, and more transparent port operations, reducing congestion and aligning with the broader PSW framework. PortVerse is not just a tool for managing daily operations, but a strategic asset aimed at modernizing Pakistan's maritime trade environment, making it more competitive on the global stage. This manual will guide you through PortVerse's features and functionalities, providing the knowledge and tools you need to navigate and leverage the platform for enhanced efficiency and productivity.



## 2. BACKGROUND

As a signatory to the WTO's Trade Facilitation Agreement (2015), Pakistan committed to establishing a 'National Single Window' (NSW) as a 'Category C' obligation, effective from 22nd February 2017. To fulfill this commitment, the Government of Pakistan enacted the Pakistan Single Window Act, 2021, designating Pakistan Customs as the Lead Agency. In line with this, Pakistan Customs established the Pakistan Single Window Company (PSWC), a not-for-profit organization under the Companies Act, 2017, to implement the PSW program. The PSWC has been designated as the Operating Entity under the PSW Act, responsible for developing and maintaining the PSW portal in collaboration with 77 public sector entities involved in regulating cross-border trade in Pakistan. The PSWC's role includes digitizing the processes of these entities, which will reduce time and costs, increase compliance, and significantly benefit economic operators such as importers, exporters, freight forwarders, clearing agents, shipping companies, and transporters. Additionally, the PSW program's implementation will enhance government controls and transparency.

The Port Community System (PCS), a core component of the PSW system, is designed to optimize, digitize, and integrate port and logistics processes and regulatory procedures. Its objectives include improving cargo management, enhancing inter-agency coordination, creating better B2G and B2B linkages, reducing port congestion, and ultimately saving time and costs for traders.



### 3. SALIENT FEATURES OF PORTVERSE:

- i. **Centralized Information Hub:** Platform for sharing information among all port stakeholders, including shipping lines, terminal operators, customs, and logistics providers.
- ii. **Real-Time Data Exchange:** Real-time exchange of data between various entities, improving coordination and decision-making.
- iii. **Single Window Access:** Offers a single window for submitting all necessary documentation and information required by various authorities, simplifying administrative processes.
- iv. **Automated Processes:** Streamlines and automates port operations, such as cargo tracking and vessel scheduling, reducing manual errors and processing times.
- v. **Integration with External Systems:** Seamlessly integrates with systems like PSW, WeBOC, and TOs to ensure a smooth flow of information across the port ecosystem.
- vi. **Enhanced Security:** Employs robust security protocols to protect sensitive data and ensure compliance with regulatory requirements.
- vii. **Customizable and Scalable:** Offers customizable modules to meet the specific needs of different ports and scalable to accommodate new functionalities.
- viii. **Analytics and Reporting:** Features powerful analytics and reporting tools to monitor port performance, identify trends, and optimize operations.
- ix. **User-Friendly Interface:** Designed with an intuitive interface that allows users to navigate the system easily, improving user adoption and efficiency.
- x. **Compliance Management:** Ensures that all operations and transactions comply with local and international regulations, minimizing the risk of non-compliance.

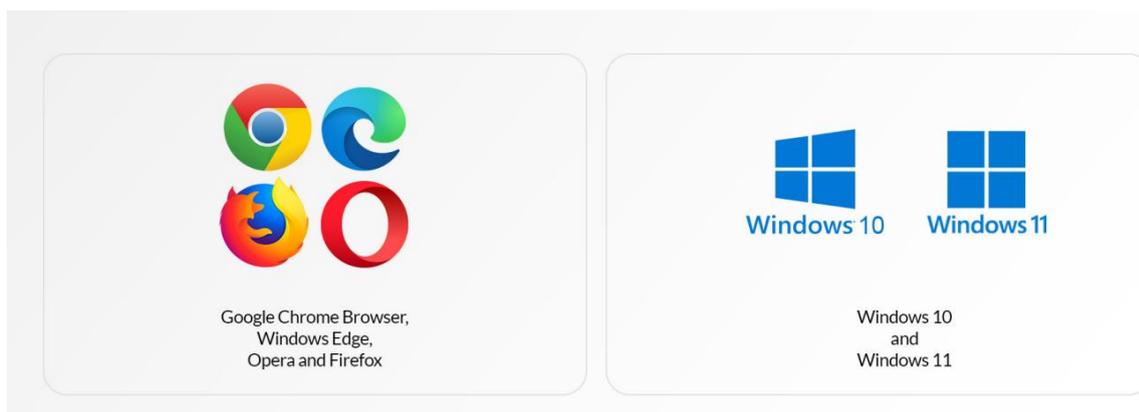


## 4. PRE-REQUISITES FOR CROSS BORDER TRADE AND FINANCIAL TRANSACTIONS

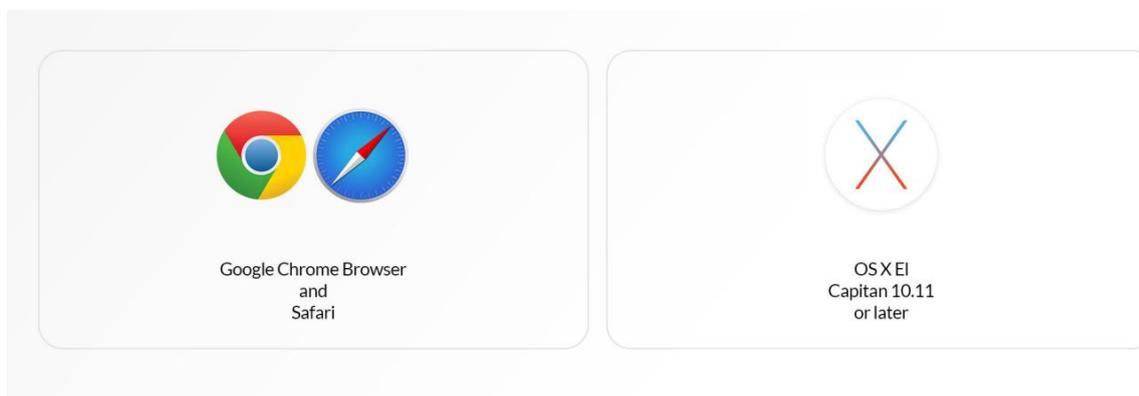
- i. Shipping agents must have an active subscription and registered with Pakistan Single Window (PSW).
- ii. Users must have valid PCS application credentials.
- iii. Shipping agents must be associated with shipping lines to perform the necessary operations through PCS.
- iv. Shipping agents must have a banking profile communicated to PSW by an AD.

## 5. SYSTEM REQUIREMENTS

To use PSW Portal on Windows®, the subscriber will require



To use PSW Portal on Mac®, the subscriber will need:





## 6. STEP BY STEP PROCESS – SHIPPING AGENTS/FREIGHT FORWARDERS

### 1.1. USER LOGIN

- i. Please visit "[www.pcs.gov.pk](http://www.pcs.gov.pk)" and click the 'Member Area' button. You will be redirected to the login interface.

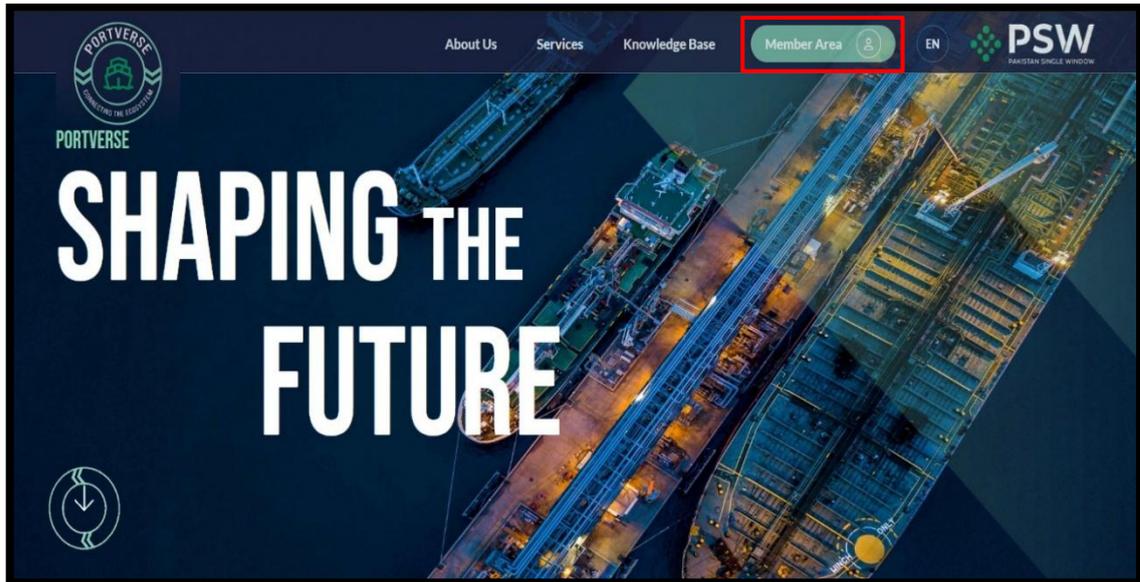


Figure 1

- ii. At the login screen, enter your login credentials.

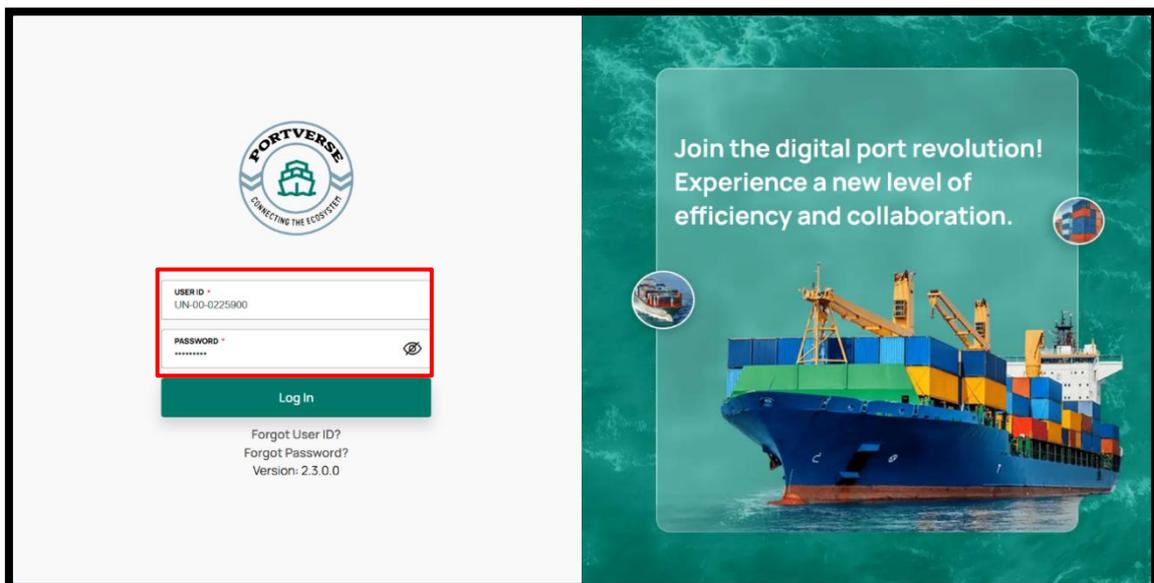


Figure 2

## 1.2. DELIVERY ORDER REQUEST

- i. Upon successful log-in, the dashboard will appear. On the 'Main Menu' screen, click 'Vessel Operations' to expand the list.

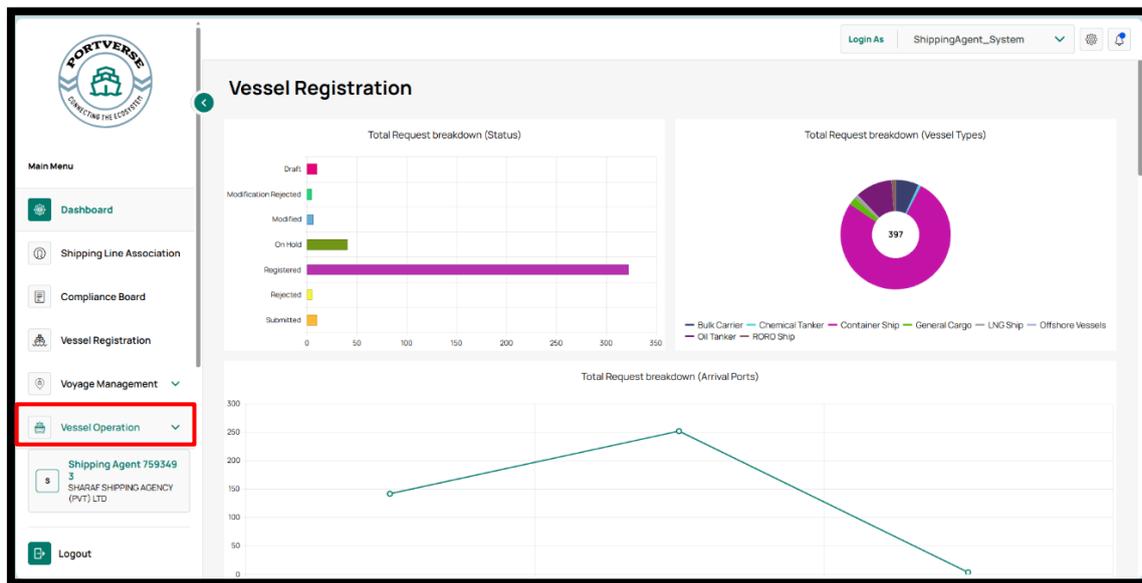


Figure 3

- ii. Under Vessel Operations, click the Delivery Order tab.

The screenshot shows the 'Delivery Order' dashboard. The sidebar menu has 'Delivery Orders' highlighted with a red box. The main content area displays a table of vessel registration records with columns for VIR, IMO No., Vessel Name, Expected Time Of Arr., Actual Time Of Berth, VIR Status, and Action. The table contains 10 rows of data, each with a 'View Delivery Orders' button in the Action column.

VIR	IMO No.	Vessel Name	Expected Time Of Arr.	Actual Time Of Berth	VIR Status	Action
PKBQMGICT_261125174408	9778129	HAIPHONG EXPRESS ...	28/11/2025 17:45		Submitted	<a href="#">View Delivery Orders</a>
PKKCTKICT_110825115113	9778129	HAIPHONG EXPRESS ...	30/09/2025 12:00	30/09/2025 15:44	Arrived - At Berth	<a href="#">View Delivery Orders</a>
PKBQMGICT_250925155903	9778129	HAIPHONG EXPRESS ...	26/09/2025 15:54		Submitted	<a href="#">View Delivery Orders</a>
PKKCTSAPT_050925153631	9354260	MT PM DUKE	10/09/2025 15:35		Submitted	<a href="#">View Delivery Orders</a>
PKKCTSAPT_270825153409	9490715	ILIANA	30/08/2025 15:32	30/08/2025 17:40	Departed	<a href="#">View Delivery Orders</a>
PKKCTPICT_120825130704	9703411	CL CONTIGO	25/08/2025 12:51		Submitted	<a href="#">View Delivery Orders</a>
PKKCTKICT_150825162712	8671104	XIN LIAN CHANG	18/08/2025 13:00		Submitted	<a href="#">View Delivery Orders</a>
PKBQMGICT_290425162734	9778129	HAIPHONG EXPRESS	03/05/2025 16:25		Submitted	<a href="#">View Delivery Orders</a>
PKKCTKWW_180325143220	9515280	ADAMAR	22/03/2025 14:29		Submitted	<a href="#">View Delivery Orders</a>
PKKCTKICT_260225101441	9778129	HAIPHONG EXPRESS	28/02/2025 10:12		Submitted	<a href="#">View Delivery Orders</a>

Figure 4

- iii. On the Delivery Order screen, a list of Vessel Intimation Reports (VIRs) will appear. Select the relevant VIR.

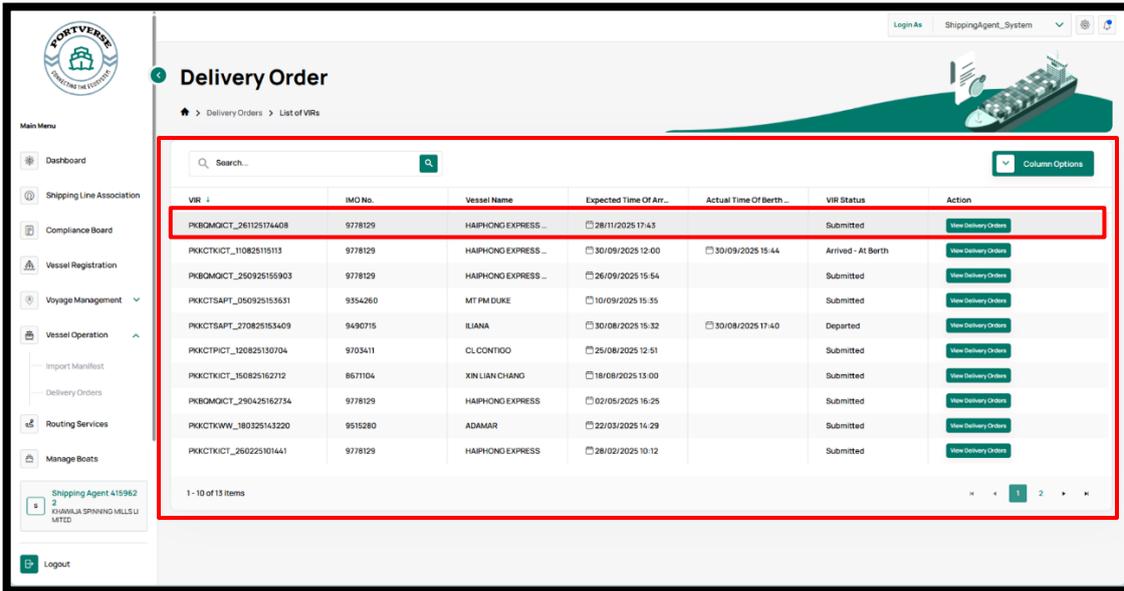


Figure 5

- iv. After selecting the VIR, drag it to the right side of the screen. In the Action tab, click 'Edit'.

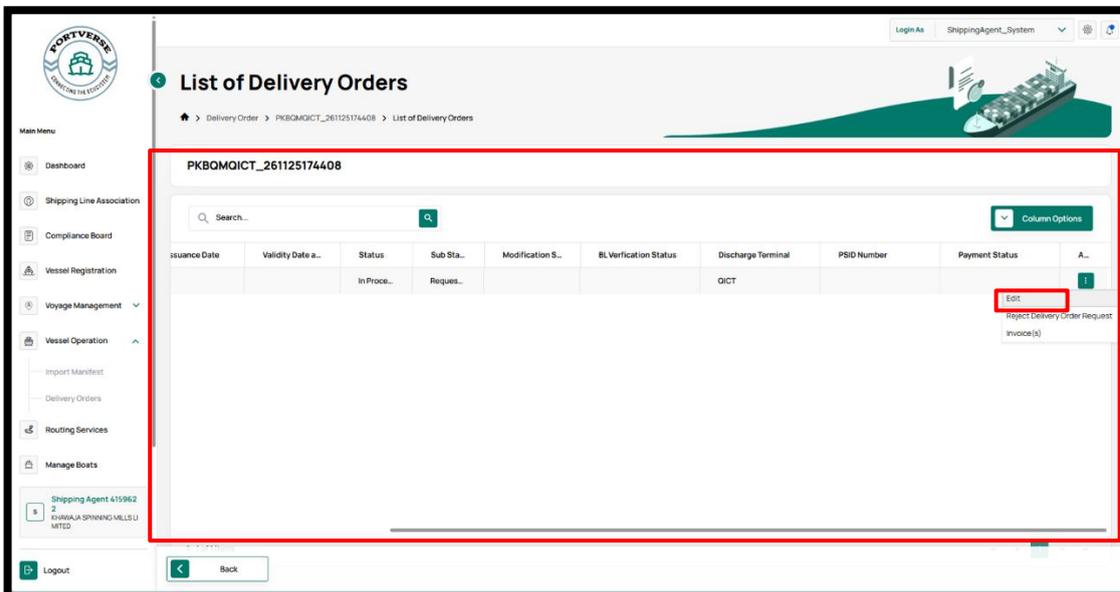
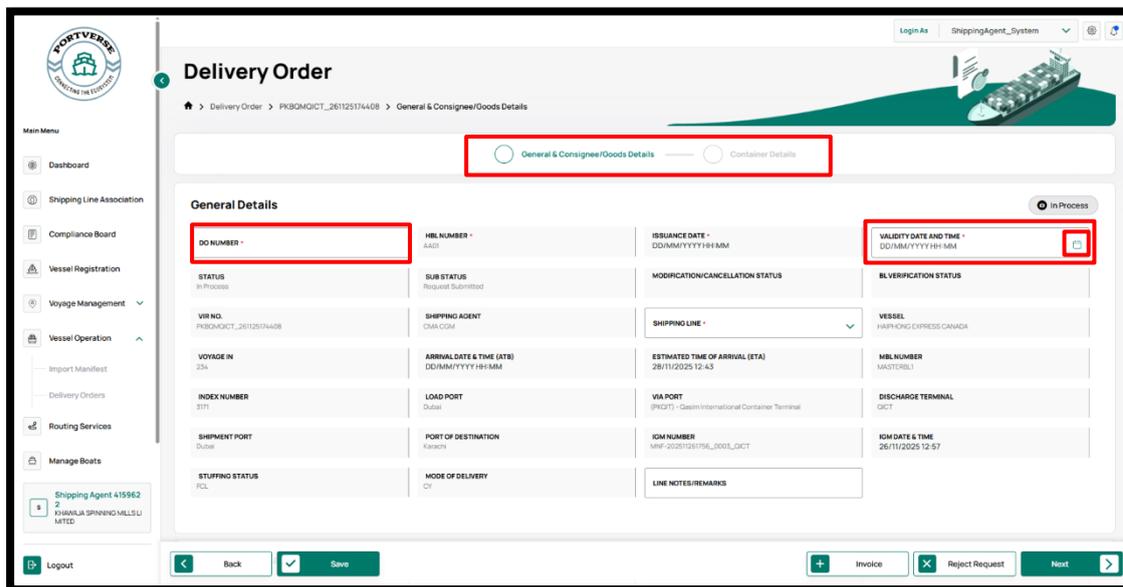


Figure 6

## 1.2.1. GENERAL & CONSIGNEE/GOODS DETAILS

- i. Under the General & Consignee/Goods Details section, enter the Delivery Order (DO) number, then select the Validity Date and Time by clicking the Calendar button.

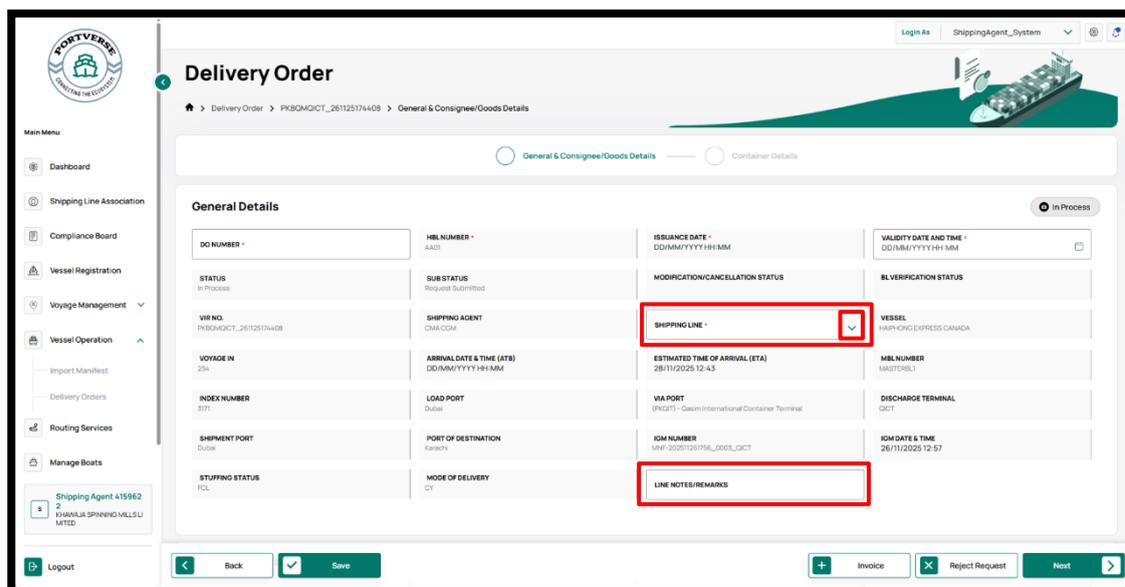


The screenshot shows the 'Delivery Order' form in the PortVerse system. The 'General & Consignee/Goods Details' section is active. The 'DO NUMBER' field is highlighted with a red box. The 'VALIDITY DATE AND TIME' field is also highlighted with a red box and has a calendar icon next to it. The form contains the following data:

DO NUMBER	HBL NUMBER	ISSUANCE DATE	VALIDITY DATE AND TIME
PKBQMCICT_2612574408	AJSD	DD/MM/YYYY HH:MM	DD/MM/YYYY HH:MM
STATUS: In Process	SUB STATUS: Request Submitted	MODIFICATION/CANCELLATION STATUS	BILVERIFICATION STATUS
VIR NO.: PKBQMCICT_2612574408	SHIPPING AGENT: CHM/CCM	SHIPPING LINE	VESSEL: HAPKONG EXPRESS CANADA
VOYAGE IN: 254	ARRIVAL DATE & TIME (ATB): DD/MM/YYYY HH:MM	ESTIMATED TIME OF ARRIVAL (ETA): 28/11/2025 12:43	MBL NUMBER: MASTERBL1
INDEX NUMBER: 379	LOAD PORT: Dubai	VIA PORT: (PKGT) - Casim International Container Terminal	DISCHARGE TERMINAL: GCT
SHIPMENT PORT: Dubai	PORT OF DESTINATION: Karachi	ICM NUMBER: MNP-20261261756_0003_GCT	ICM DATE & TIME: 26/11/2025 12:57
STUFFING STATUS: FCL	MODE OF DELIVERY: CT	LINE NOTES/REMARKS	

Figure 7

- ii. Select the 'Shipping Line' by clicking the Down Arrow button and enter remarks (optional).



The screenshot shows the 'Delivery Order' form in the PortVerse system. The 'Shipping Line' dropdown menu is highlighted with a red box, and the 'LINE NOTES/REMARKS' field is also highlighted with a red box. The form contains the following data:

DO NUMBER	HBL NUMBER	ISSUANCE DATE	VALIDITY DATE AND TIME
PKBQMCICT_2612574408	AJSD	DD/MM/YYYY HH:MM	DD/MM/YYYY HH:MM
STATUS: In Process	SUB STATUS: Request Submitted	MODIFICATION/CANCELLATION STATUS	BILVERIFICATION STATUS
VIR NO.: PKBQMCICT_2612574408	SHIPPING AGENT: CHM/CCM	SHIPPING LINE	VESSEL: HAPKONG EXPRESS CANADA
VOYAGE IN: 254	ARRIVAL DATE & TIME (ATB): DD/MM/YYYY HH:MM	ESTIMATED TIME OF ARRIVAL (ETA): 28/11/2025 12:43	MBL NUMBER: MASTERBL1
INDEX NUMBER: 379	LOAD PORT: Dubai	VIA PORT: (PKGT) - Casim International Container Terminal	DISCHARGE TERMINAL: GCT
SHIPMENT PORT: Dubai	PORT OF DESTINATION: Karachi	ICM NUMBER: MNP-20261261756_0003_GCT	ICM DATE & TIME: 26/11/2025 12:57
STUFFING STATUS: FCL	MODE OF DELIVERY: CT	LINE NOTES/REMARKS	

Figure 8

- iii. Under the Notify Party section, add or remove parties by clicking the 'Add', 'Edit' or 'Delete' buttons in the Actions tab. Then click on the 'Next' button.

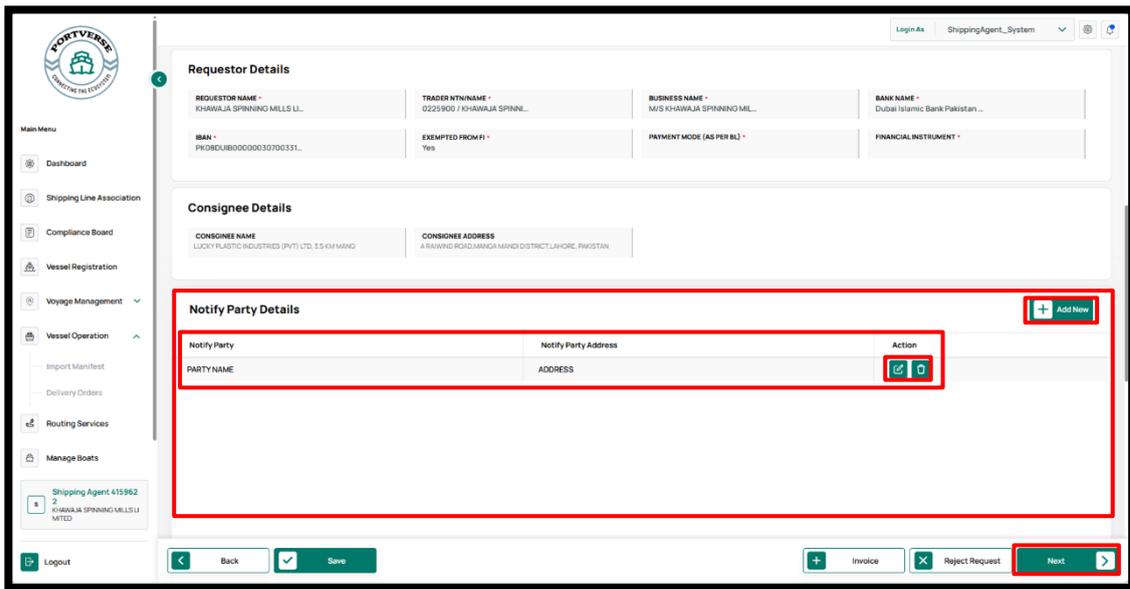


Figure 9

## 1.2.2. CONTAINERS DETAILS

- i. Under the Containers Details section, select the relevant container.

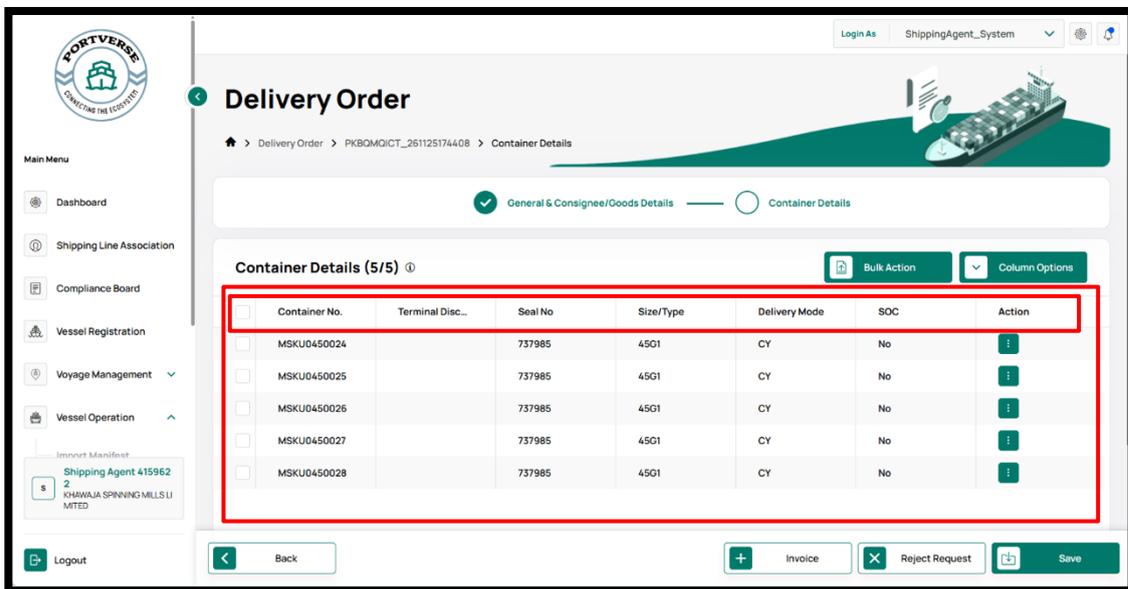


Figure 10

- ii. Under the Action's tab, click the three dots icon to add empty return details sequentially.

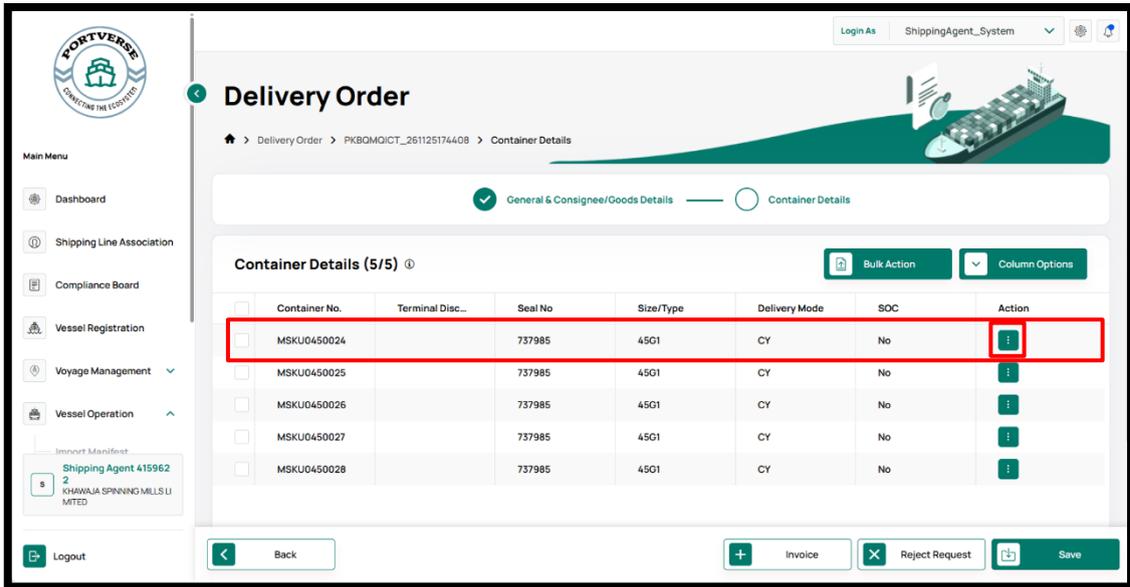


Figure 11

- iii. Select the 'Expiry Date of Return' by clicking the calendar icon and the 'Empty Container Terminal' by clicking the down arrow button.

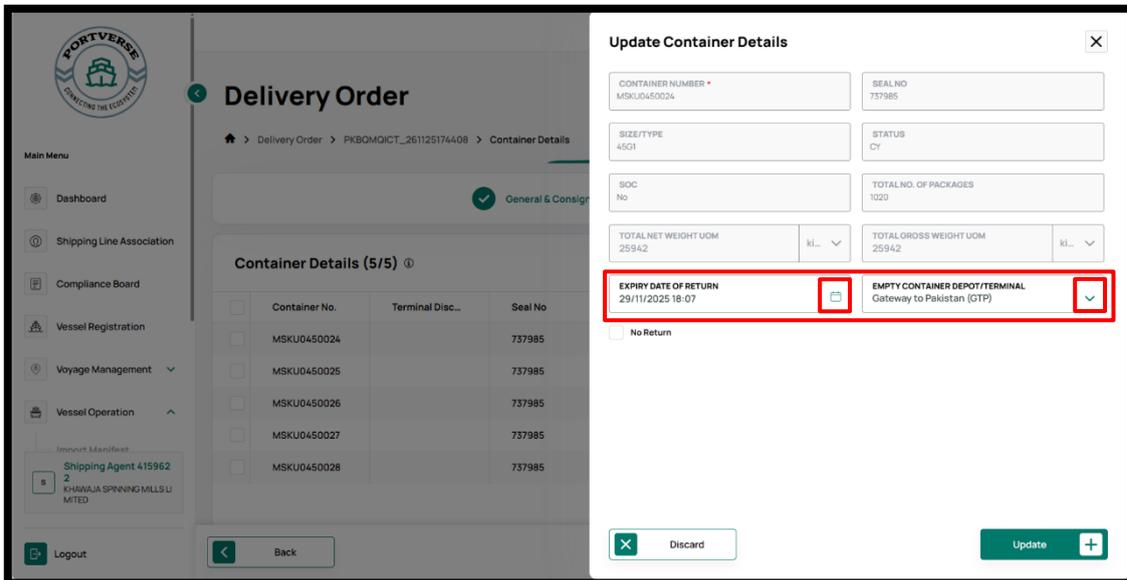


Figure 12

iv. Click the Update button to submit the updated container details.

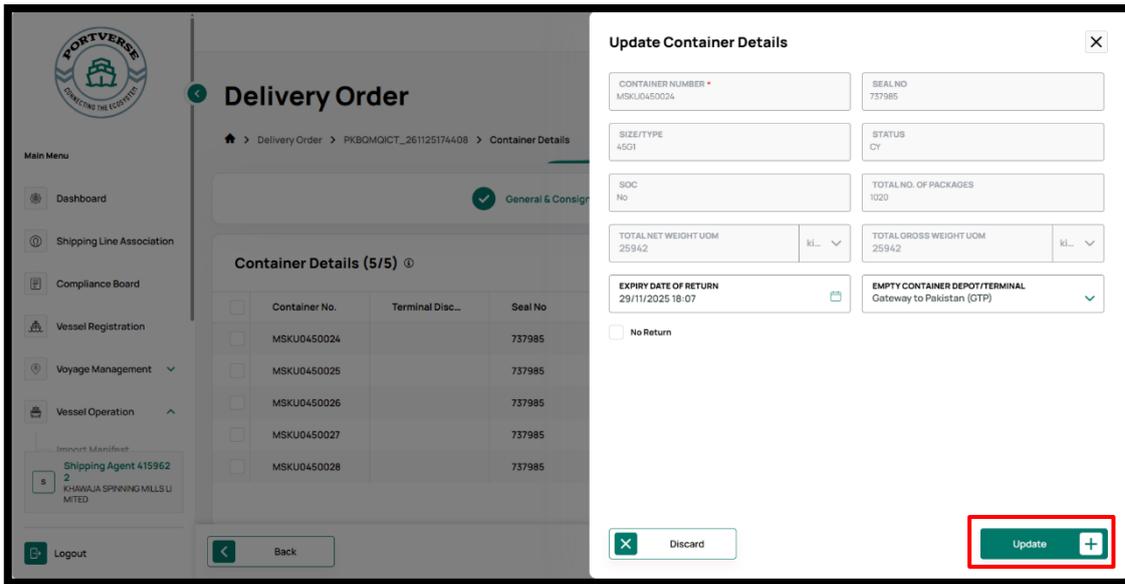


Figure 13

v. For bulk empty return, select the relevant container numbers.

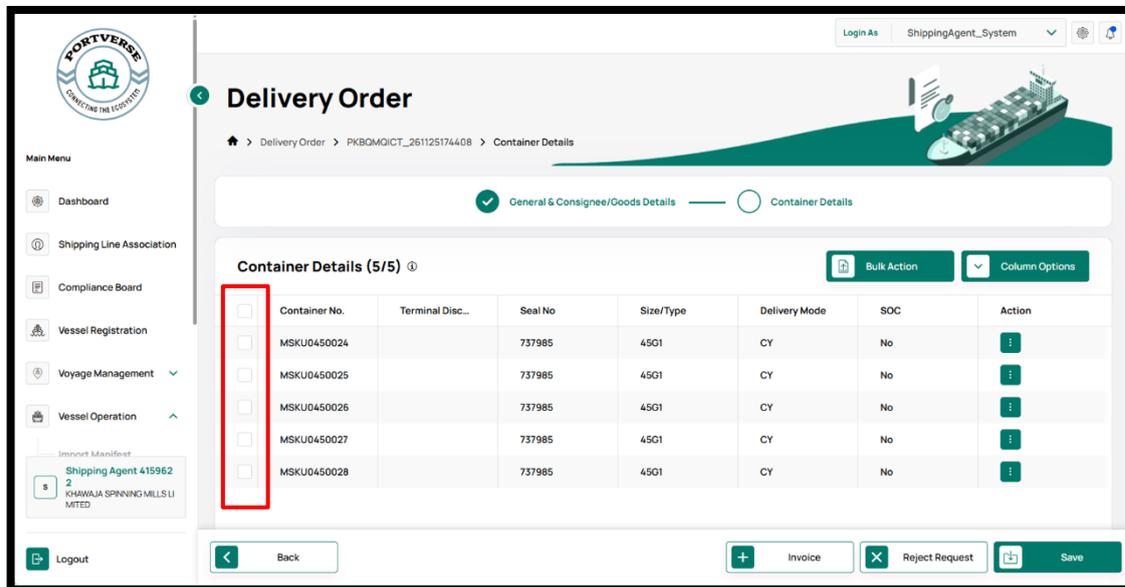


Figure 14

- vi. After selecting the containers, click the 'Bulk Action' button and select 'Add Empty Return'.

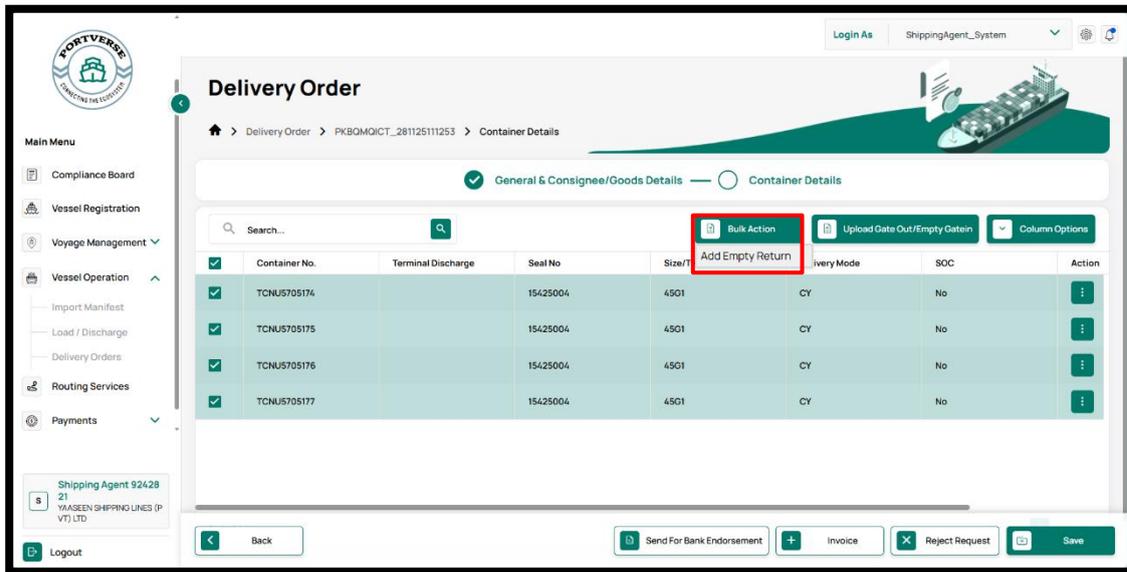


Figure 15

- vii. Select the 'Empty Container Terminal' by clicking the down arrow button and the 'Expiry Date of Return' by clicking the calendar icon.

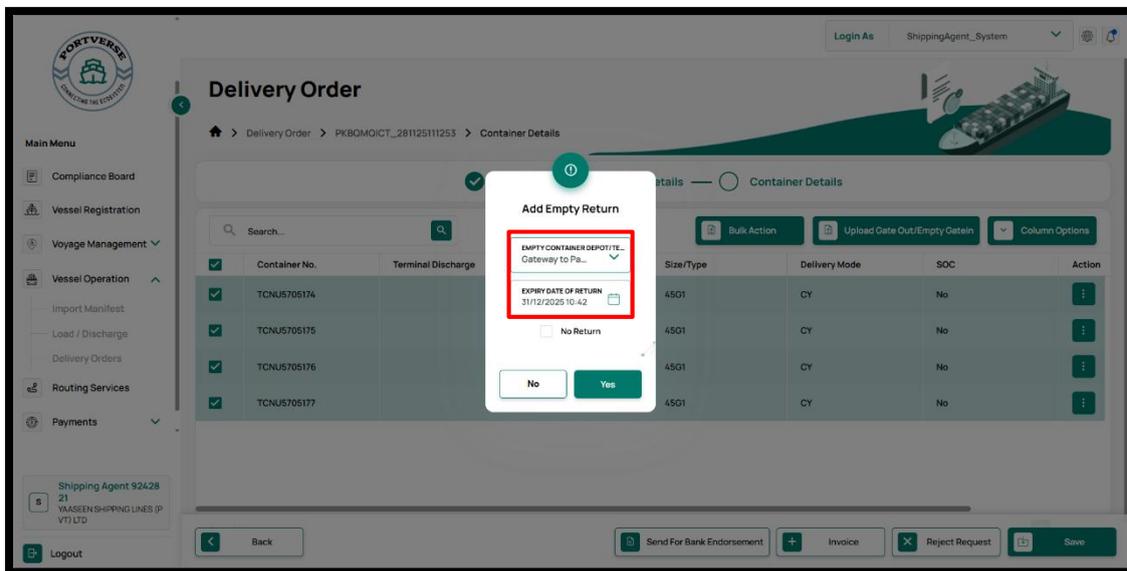


Figure 16

viii. Click the Yes button to add bulk empty containers and proceed.

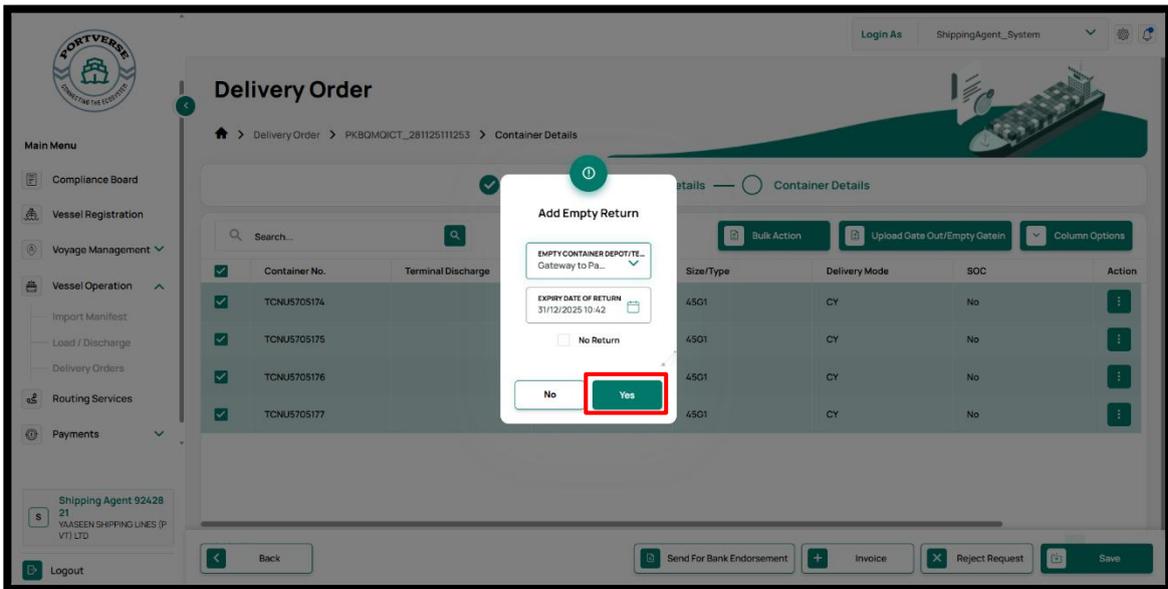


Figure 17

ix. In case empty return is not required, click the 'No Return' button and proceed.

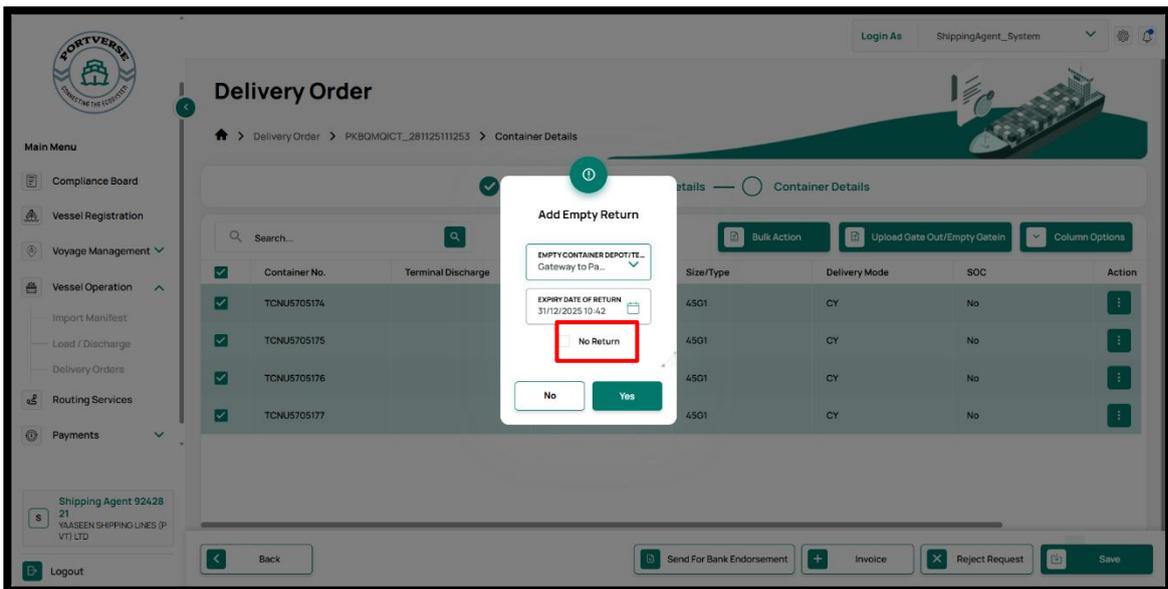


Figure 18



### 1.3. BANK ENDORSEMENT

- i. After adding the empty container details, click the Send for Bank Endorsement button to obtain intimation of bank endorsement on BL.

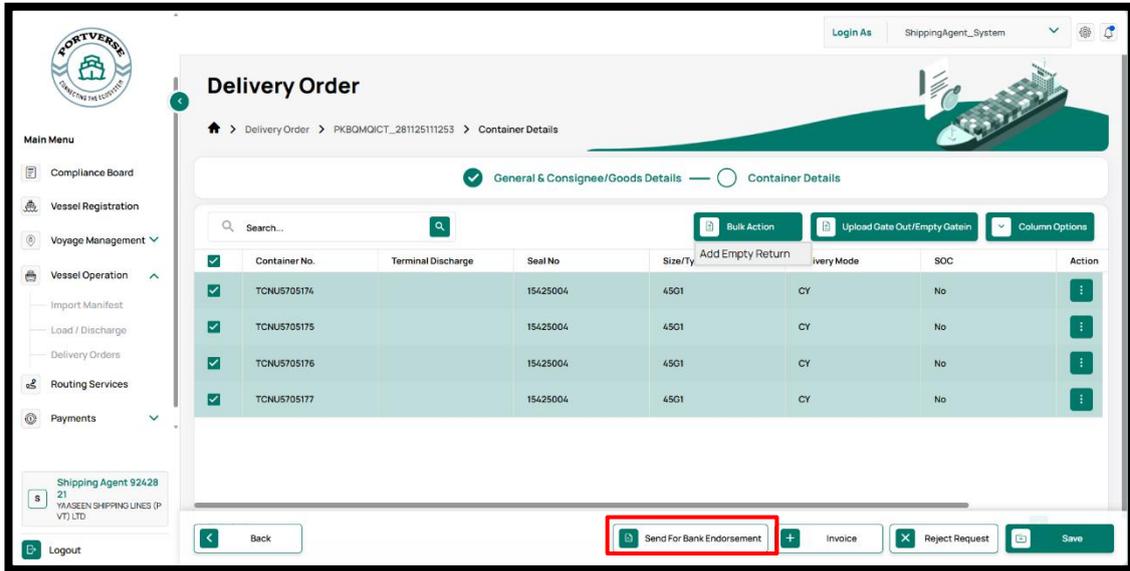


Figure 19

Note: Send for Bank Endorsement is an optional step. Delivery Order can be issued without electronic intimation on BL endorsement by Bank.

- ii. Click the 'OK' button to proceed.

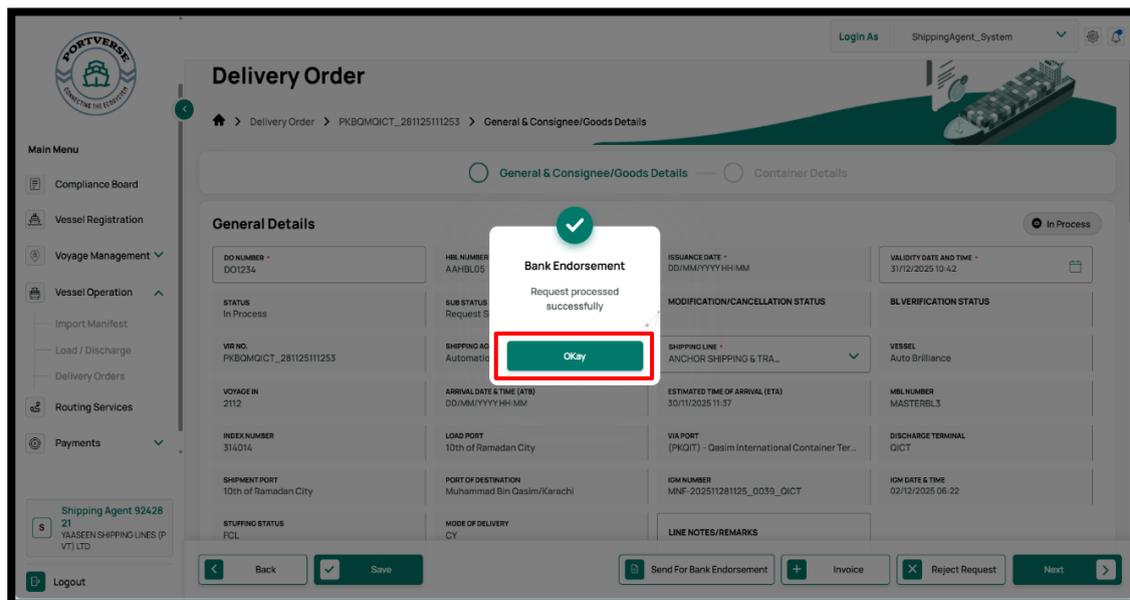


Figure 20

# 1.4. INVOICE CREATION

## 1.4.1. GENERATE INVOICE

- i. On the General Details screen, click the 'Invoice' button to create an invoice.

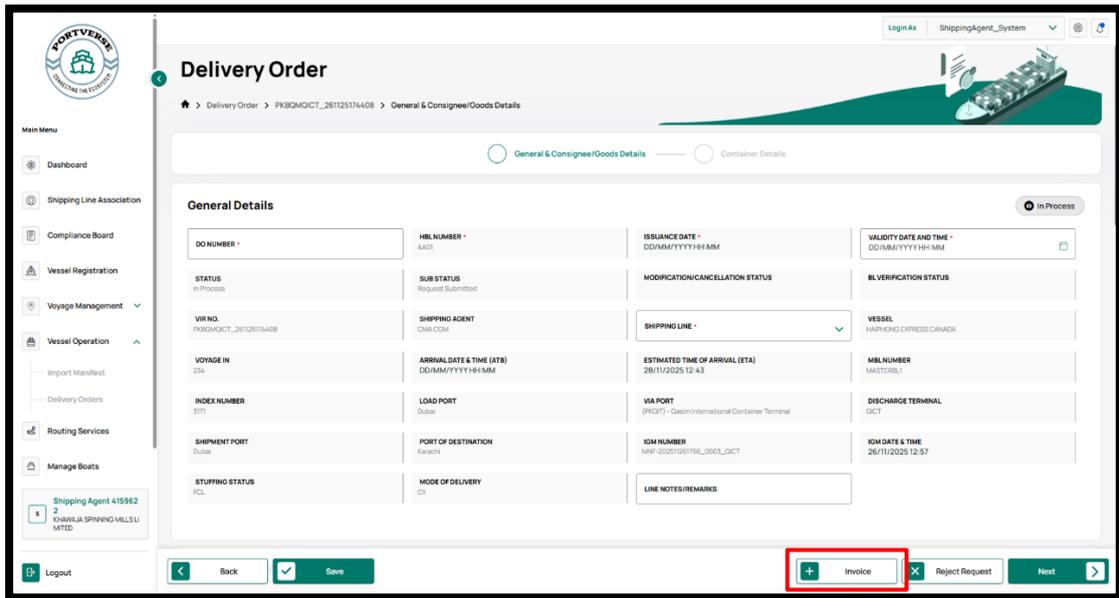


Figure 21

- ii. Click the 'Create Invoice' button.

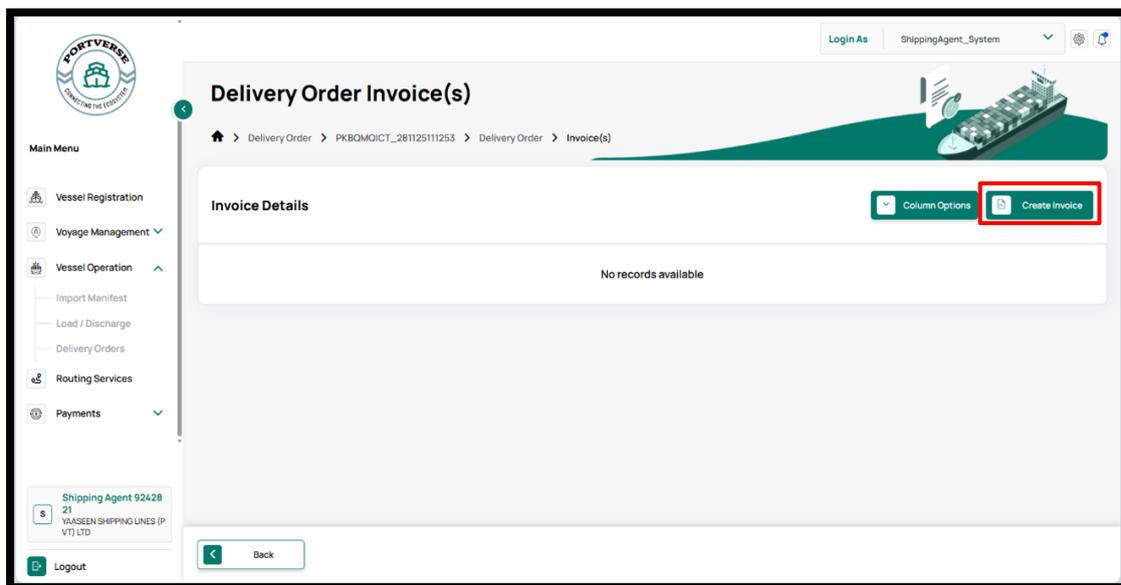


Figure 22



- iii. Select the 'Invoice Type' using the dropdown arrow and enter the invoice number.

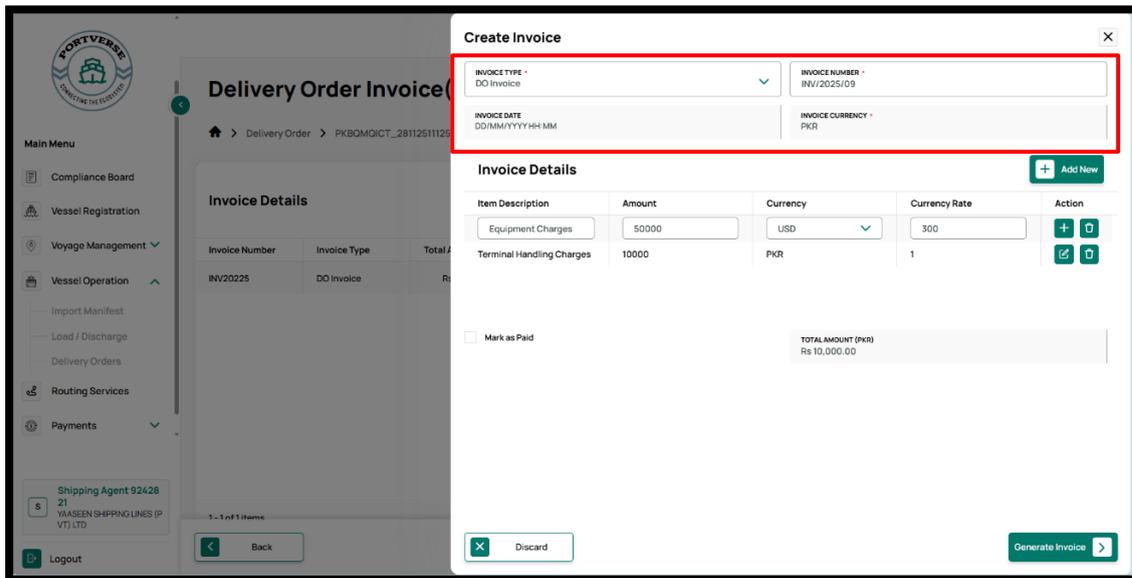


Figure 23

- iv. Enter the invoice details.

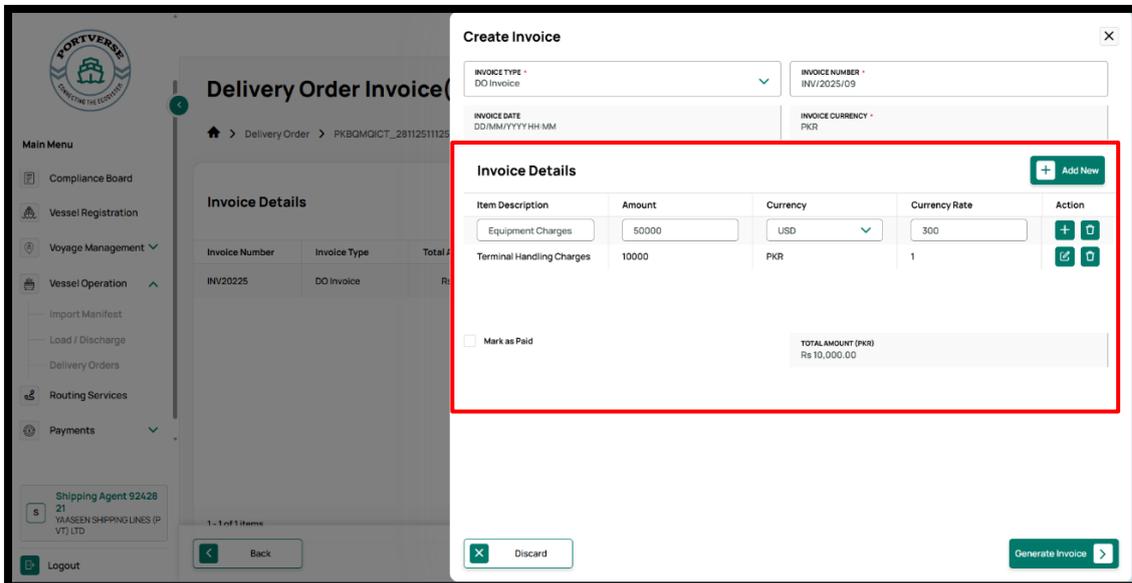


Figure 24

- v. To add a new row, click the Add New button.

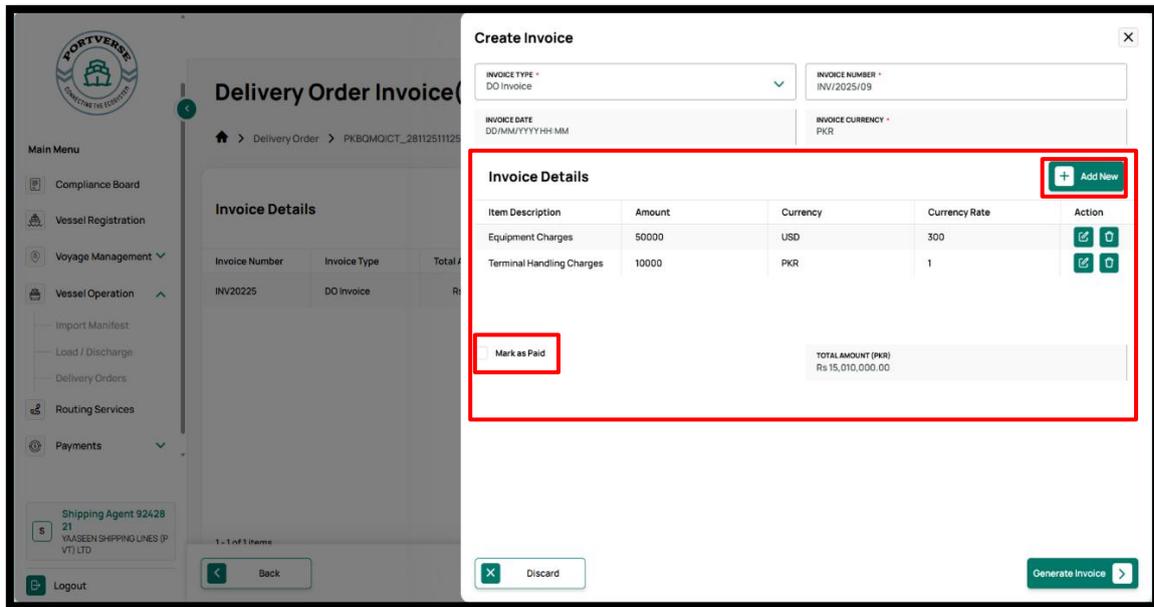


Figure 25

Note: You may mark the invoice as paid by select the 'Mark as Paid' option. Alternatively, this could also be done by invoice listing screen.

- vi. Click the 'Generate Invoice' button to create the invoice.

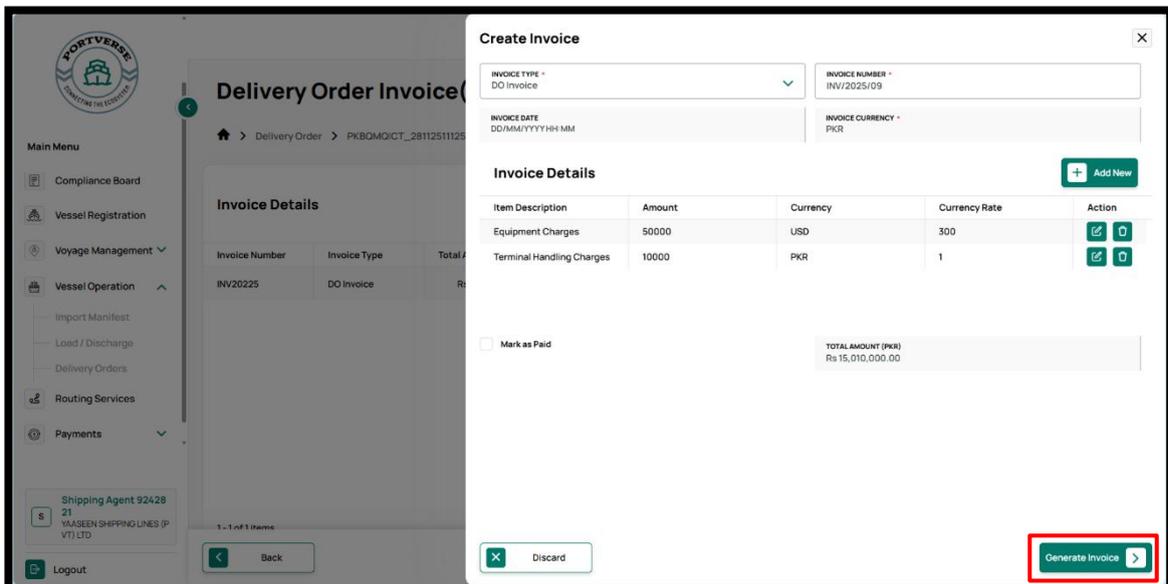


Figure 26



- vii. Click the 'Ok' button to proceed.

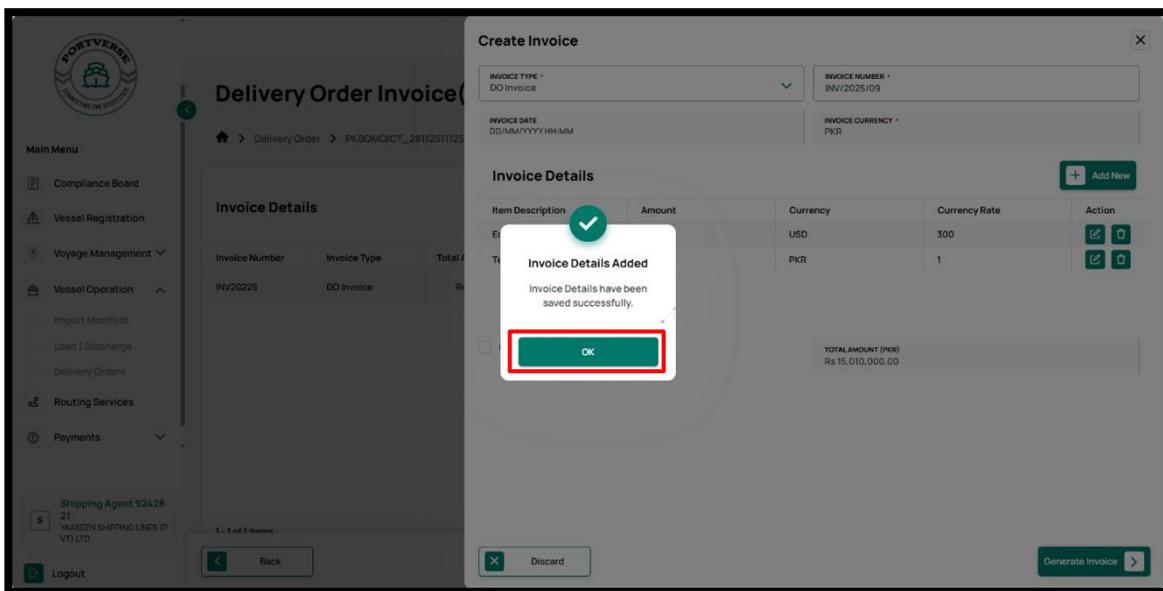


Figure 27

## 1.4.2. VIEW INVOICE

- i. On the Invoice Details screen, click the 'Print' icon in the Actions tab to view the invoice.

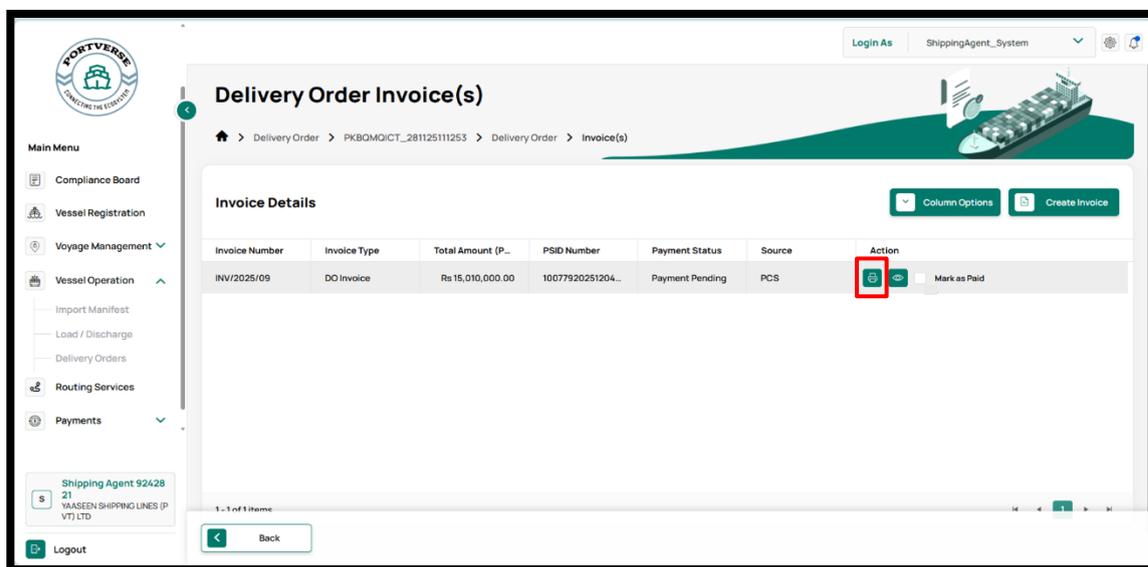


Figure 28

- ii. Review the invoice and click the 'Close' button to proceed.

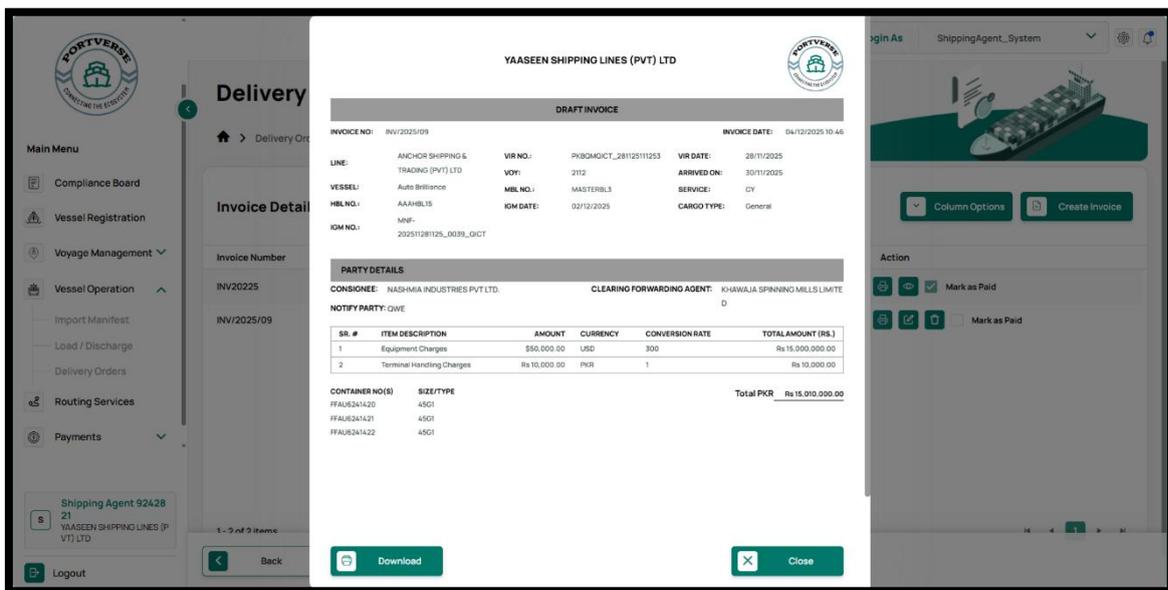


Figure 29

### 1.4.3. MARK AS PAID

- i. In the Invoice Details section, select the Mark as Paid option to proceed without payment.

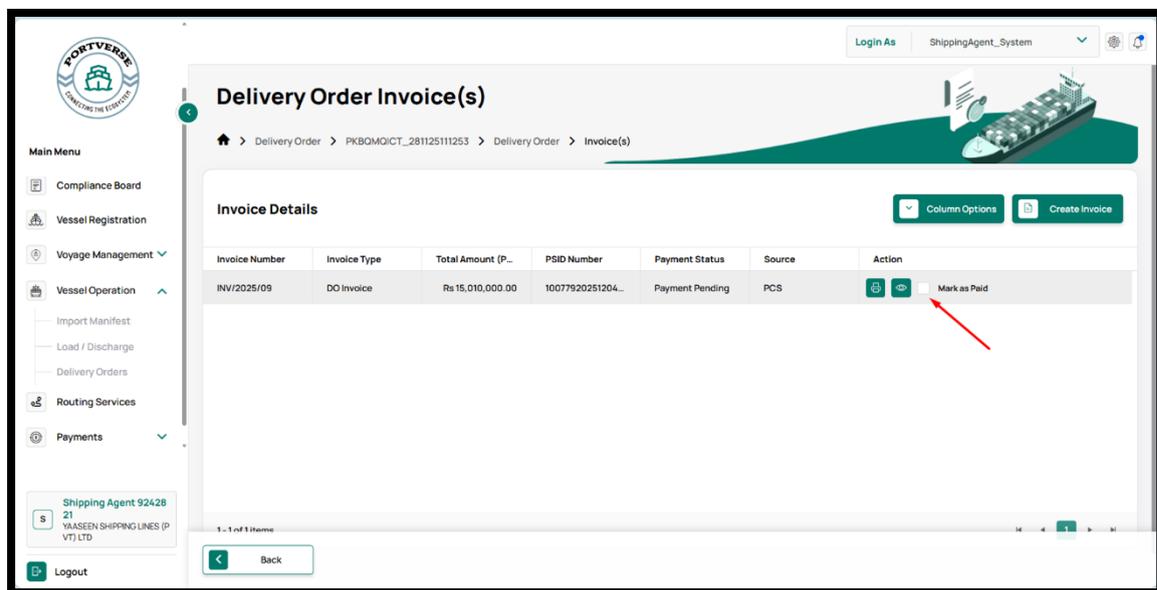


Figure 30

- ii. Enter the 'Paid By' details and click the 'Submit' button.

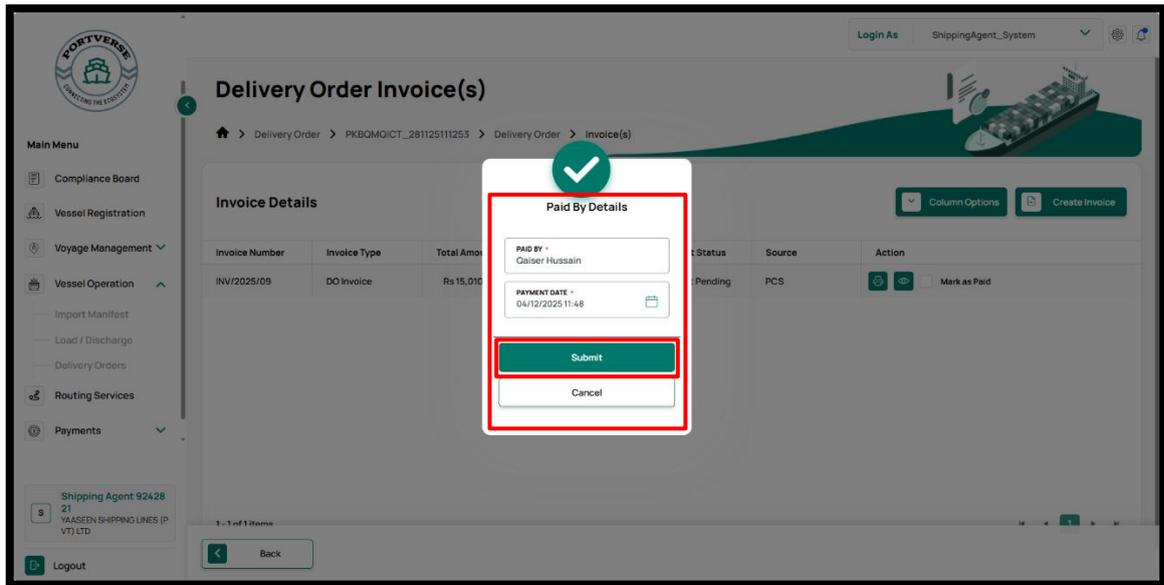


Figure 31

- iii. Click the OK button to proceed.

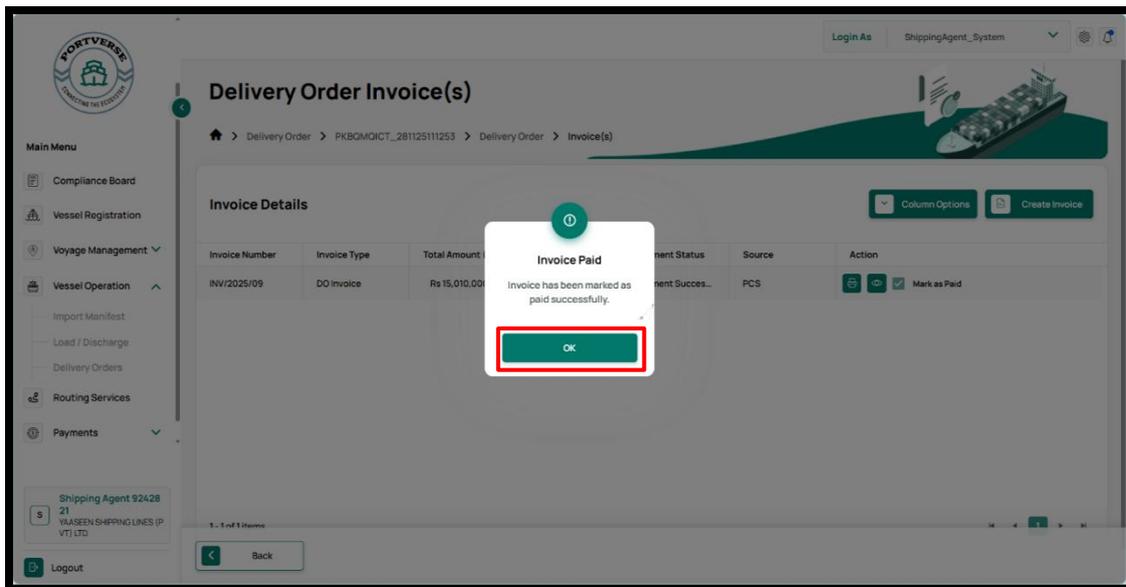


Figure 32

## 1.5. PRINT DELIVERY ORDER

- i. On the List of Delivery Orders screen, select the relevant delivery order and click on the three dots. Then select Print Delivery Order.

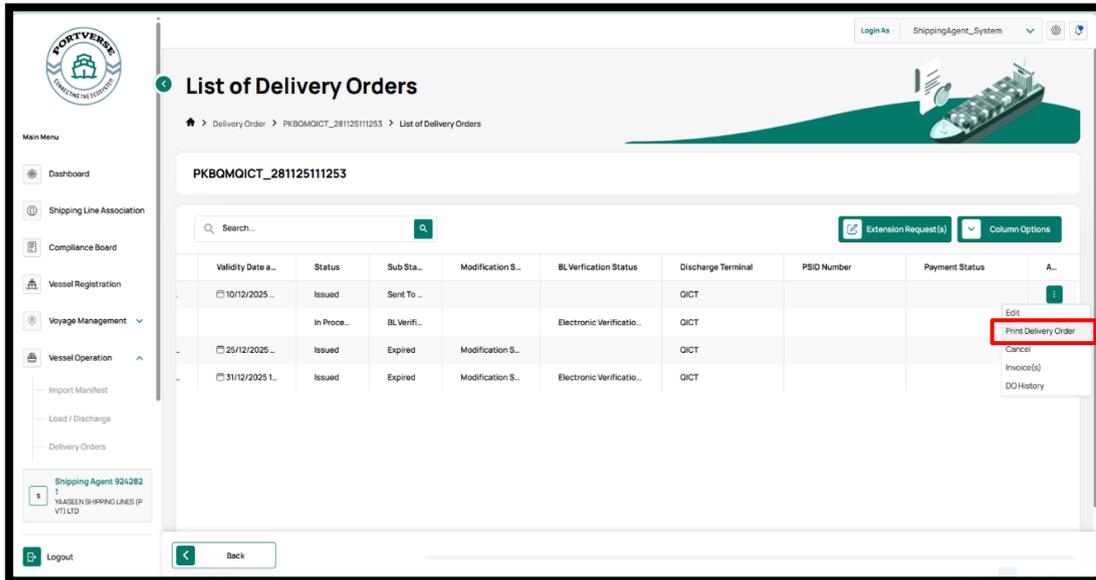


Figure 33

- ii. Click on the 'Download' button to print the delivery order.

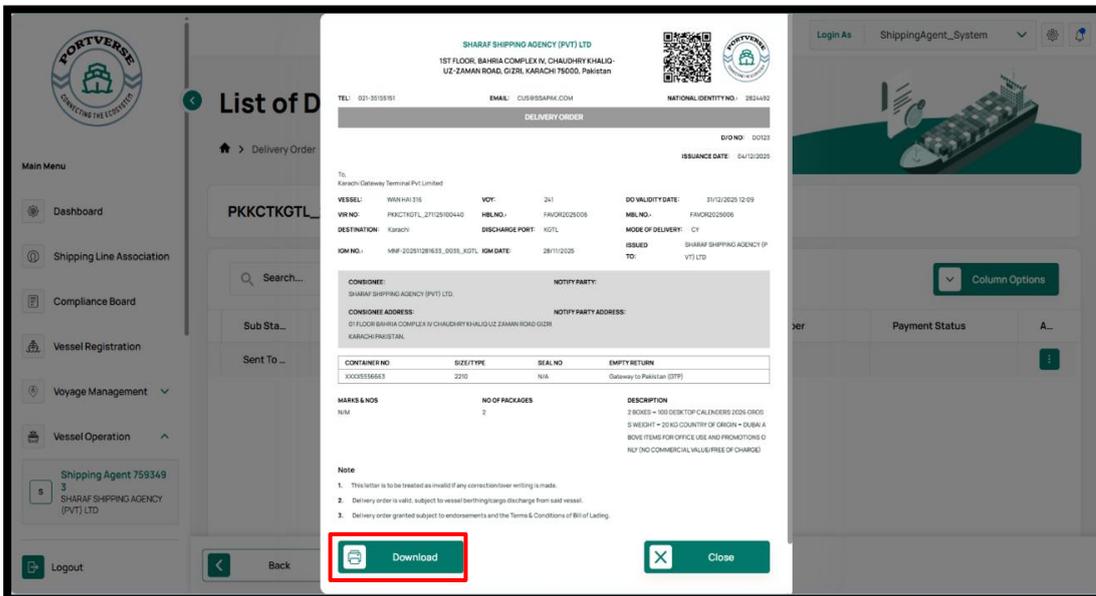


Figure 34

## 1.6. EXTENSION OF DELIVERY ORDER

- i. To extend Delivery Order, click on the 'Extension Request(s)' button on the List of Delivery Order Screen.

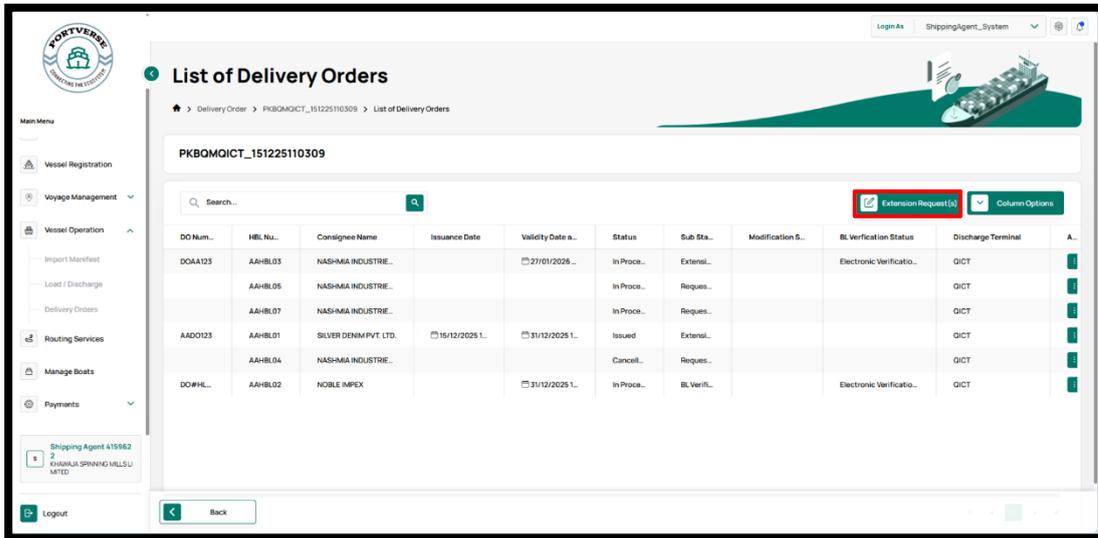


Figure 35

- ii. Select the relevant Delivery Order and click on the 'View Request' button.

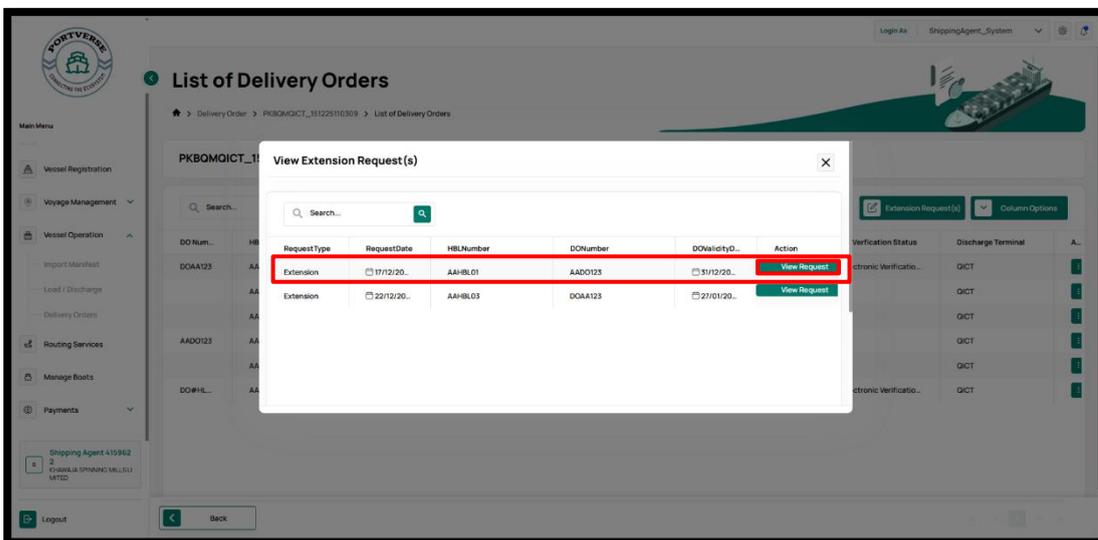


Figure 36

- iii. Under the Approve Extension tab, select the 'New Validity Date' by clicking the calendar icon.

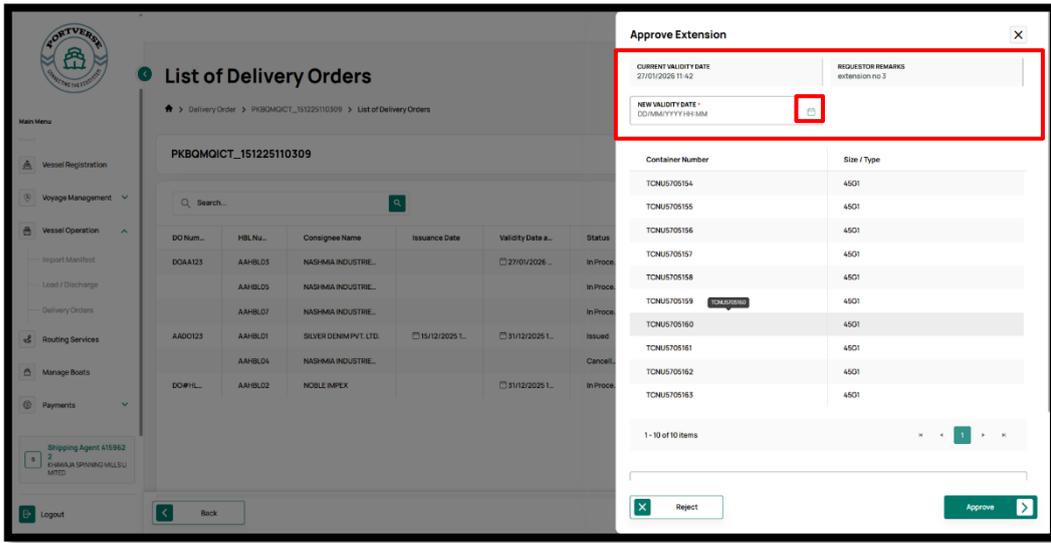


Figure 37

- iv. Add 'Remarks' and under the invoice tab, select the 'Create in PCS' checkbox.

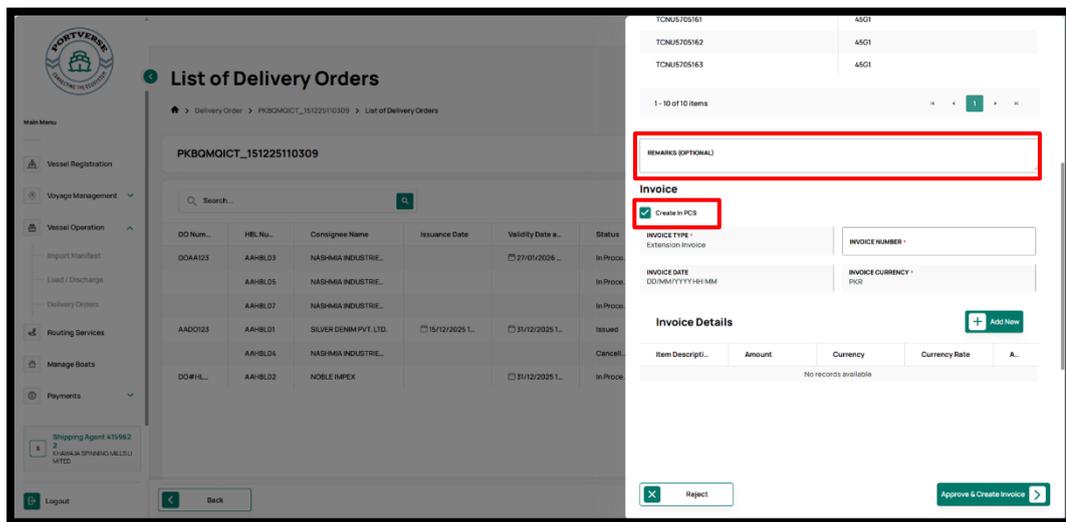


Figure 38



- v. Enter the 'Invoice Number' and click on the 'Add New' button to add invoice details. Click on the 'Approve & Create Invoice' button to proceed.

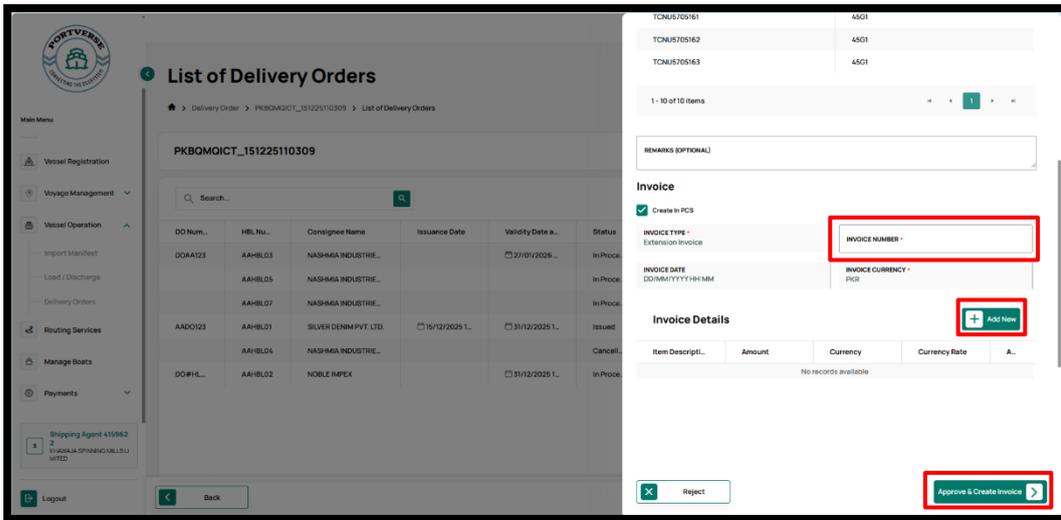


Figure 39

- vi. Click on the 'Ok' button to proceed further.

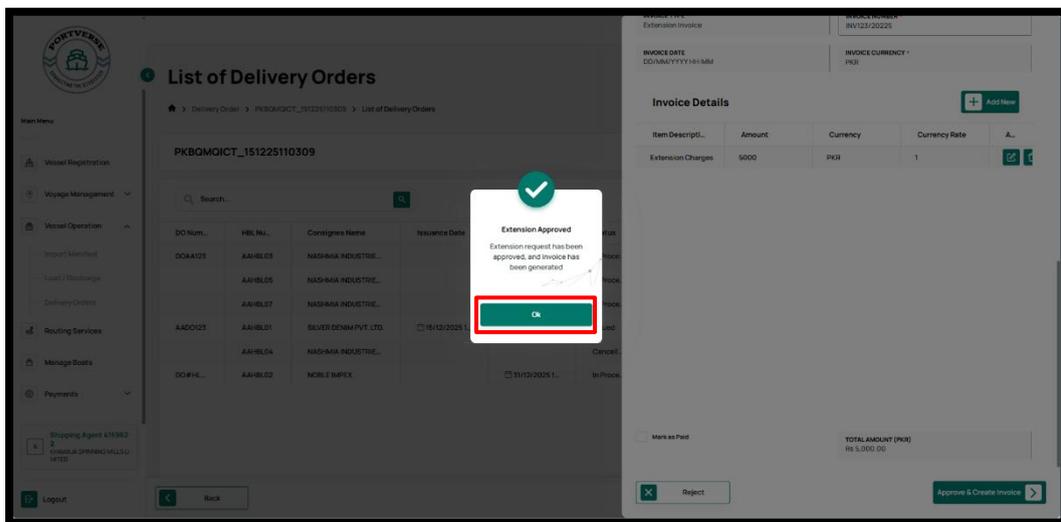


Figure 40

## 1.7. CANCEL DELIVERY ORDER

- i. On the List of Delivery Orders screen, select the relevant delivery order and click on the three dots. Then select 'Cancel'.

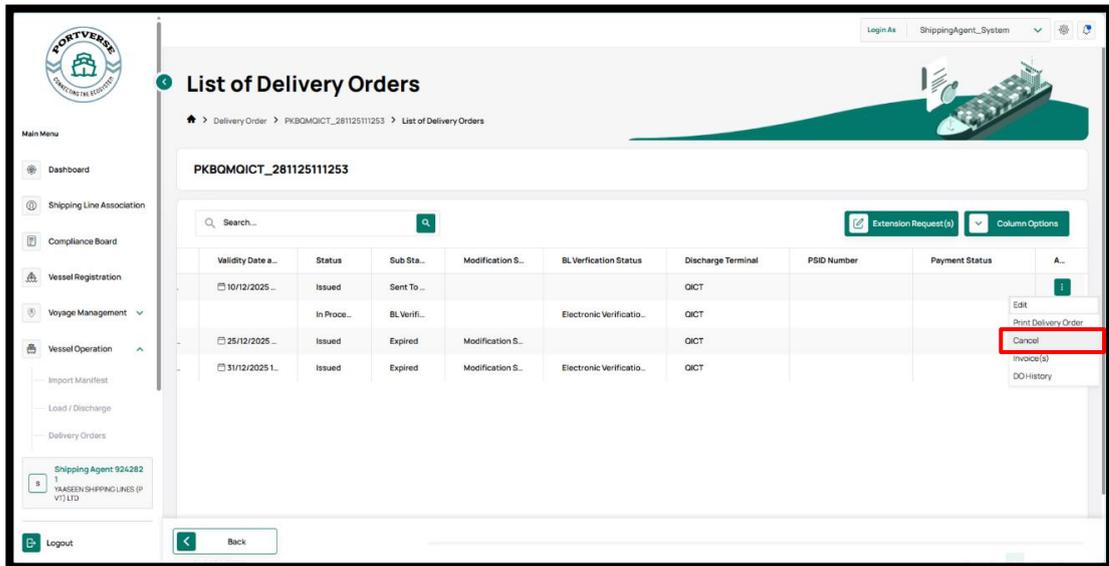


Figure 41

- ii. Add 'Remarks' for the cancellation and click on the 'Submit' button.

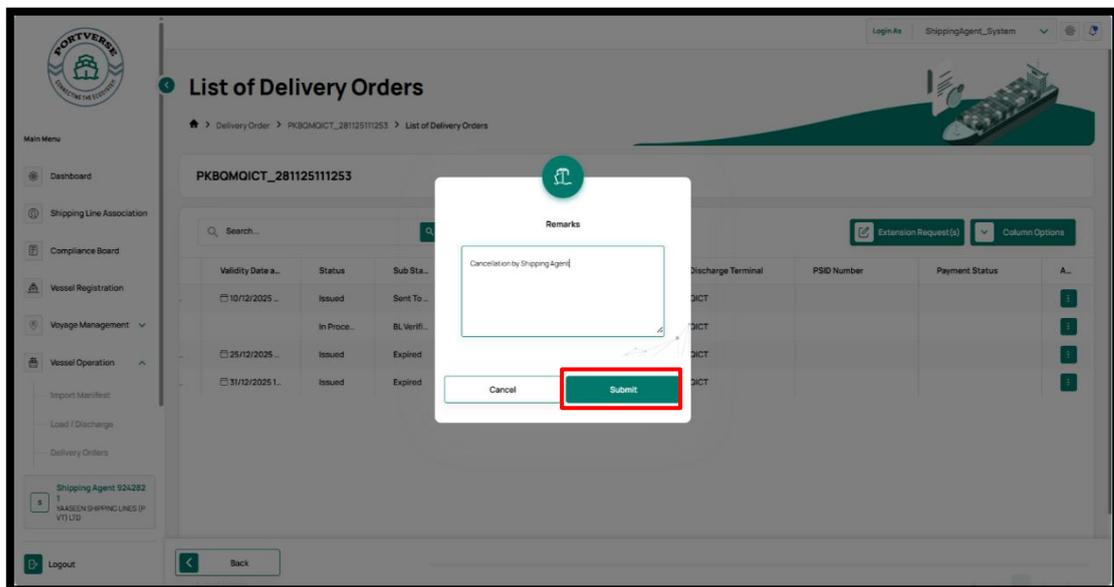


Figure 42

## 1.8. REJECTION OF DELIVERY ORDER

- i. On the General Details screen, click the Reject Request button to reject the Delivery Order request.

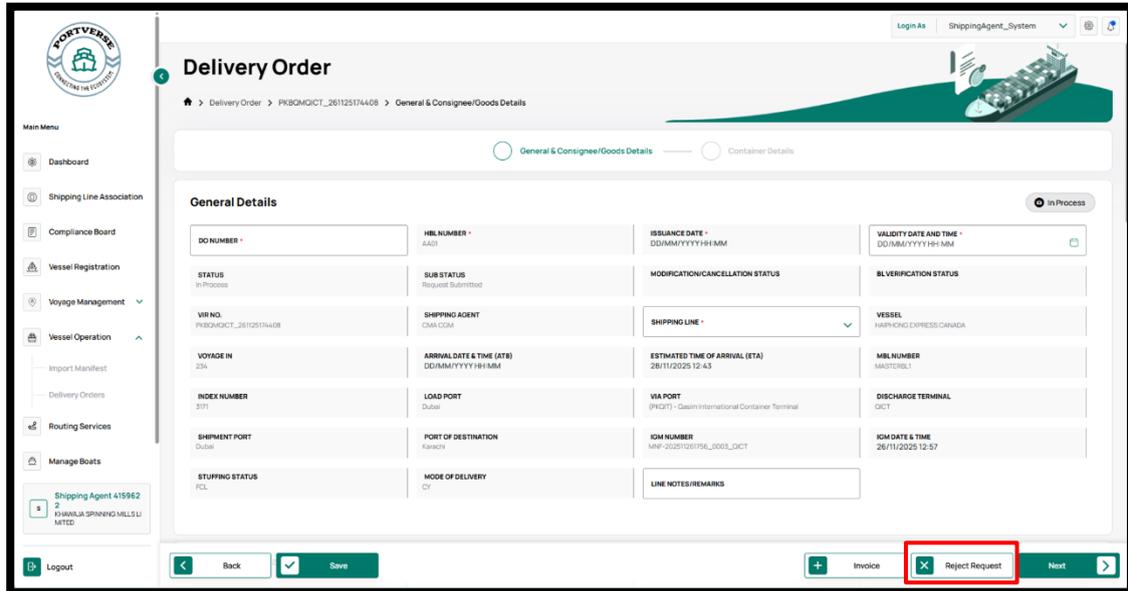


Figure 43

- ii. Add remarks for the rejection and click the Submit button.

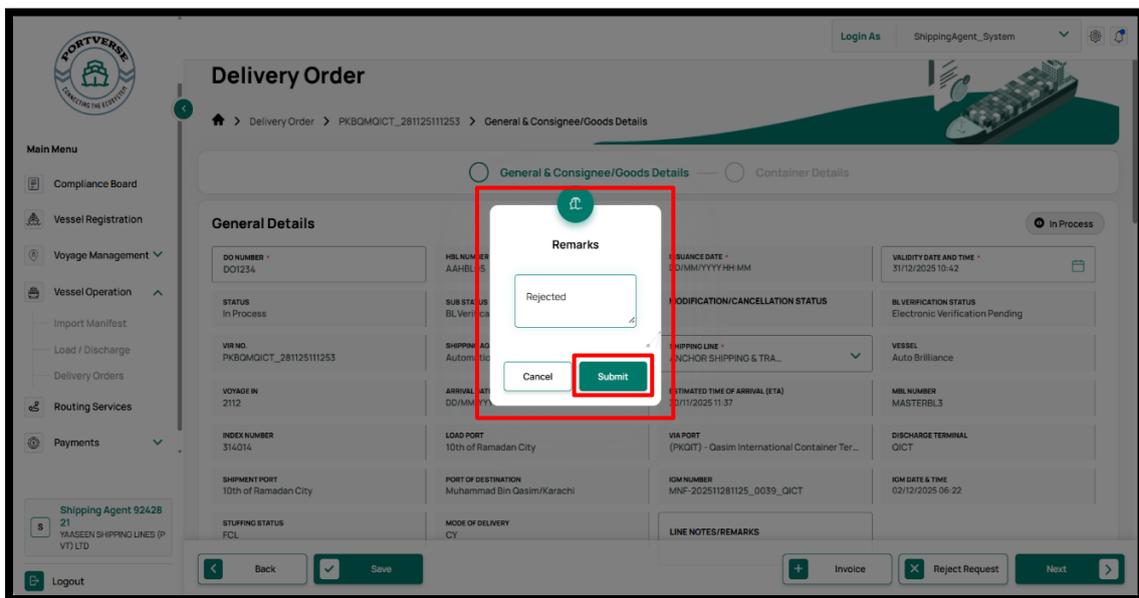


Figure 44

## 1.9. DELIVERY ORDER HISTORY

- i. On the List of Delivery Orders screen, select the relevant delivery order and click on the three dots. Then select 'DO History'.

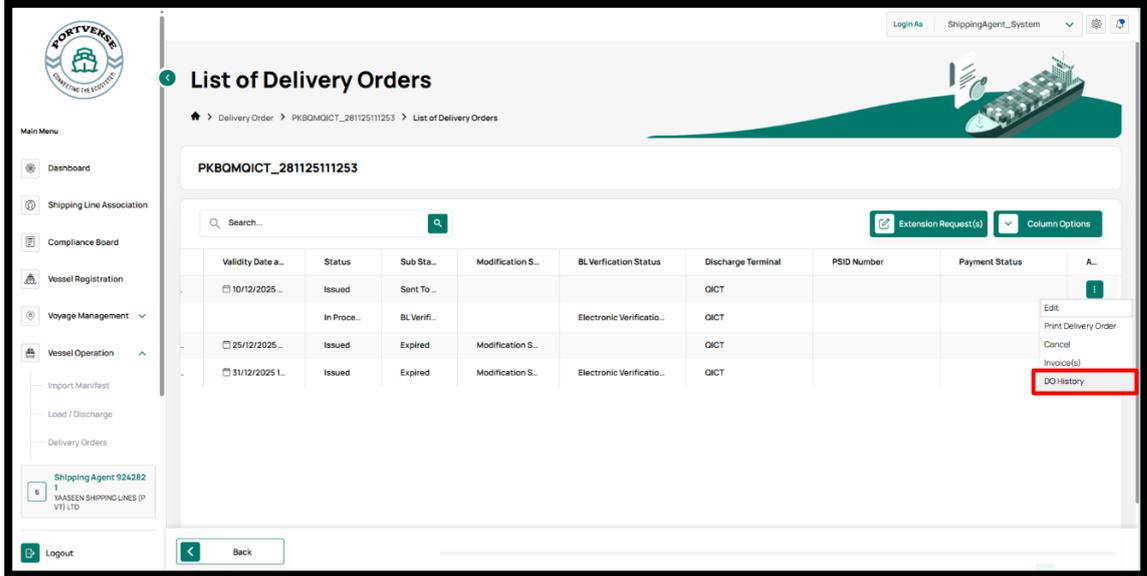


Figure 45

- ii. Click the View Details button in the Actions tab to see full order information.

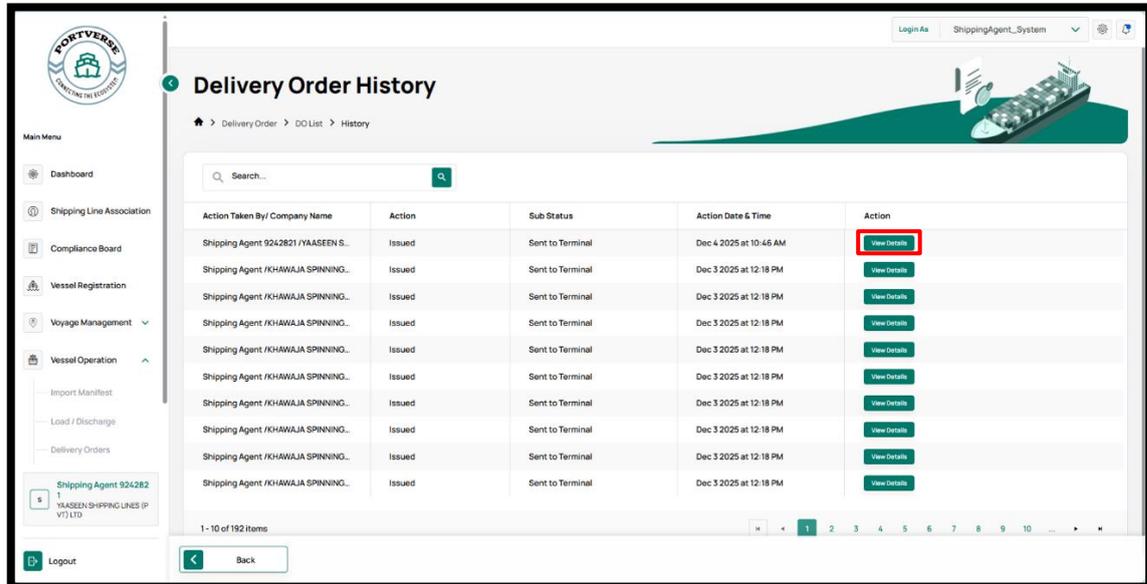


Figure 46

iii. Review the complete historical snapshot of the delivery order.

**Delivery Order History Details**

General & Consignee/Goods Details | Container Details

**General Details (Historical Snapshot)** Issued

DO NUMBER * DOIS	HBL NUMBER * AAAHBL15	ISSUANCE DATE * 03/12/2025 10:41	VALIDITY DATE AND TIME * 10/12/2025 15:34
STATUS Issued	SUB STATUS Sent To Terminal	MODIFICATION/CANCELLATION STATUS	BL VERIFICATION STATUS
VIR NO. PK3QMOICT_28125111253	SHIPPING AGENT Automation Co Ltd.	SHIPPING LINE * ANCHOR SHIPPING & TRADL	VESSEL Auto Brilliance
VOYAGE IN 2112	ARRIVAL DATE & TIME (ATB) DDMM/YYYYHHMM	ESTIMATED TIME OF ARRIVAL (ETA) 30/11/2025 11:37	MBL NUMBER MASTERBL3
INETS NUMBER 314149	LOAD PORT 10th of Ramadan City	VIA PORT (PKQIT) - Gasim International Container Terminal	DISCHARGE TERMINAL OICT
SHIPMENT PORT 10th of Ramadan City	PORT OF DESTINATION Muhammad Bin Qasim/Karachi	ICM NUMBER MNF-202511281125_0039_OICT	ICM DATE & TIME 02/12/2025 06:22
STUFFING STATUS FCL	MODE OF DELIVERY CY	LINE NOTES/REMARKS	

Shipping Agent: 924282  
YASEEN SHIPPING LINES (PVT) LTD

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Figure 47



## CONTACT INFORMATION NEED ANY ASSISTANCE?

Please feel free to contact us as:

Email: [pcssupport@psw.gov.pk](mailto:pcssupport@psw.gov.pk)

Phone: 021-111-111-779



+92-51-9245605



info@psw.gov.pk



www.psw.gov.pk