PSW
PAKISTAN SINGLE WINDOW

PAKISTAN SINGLE WINDOW
Transforming Pakistan's International Trade

PORTVERSE
CONNECTING THE ECOSYSTEM

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 It aims to enhance inter-agency coordination, streamline cargo management, and replace outdated, paper-based processes with efficient digital workflows.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

Google Chrome Browser, Windows Edge, Opera and Firefox

Windows 10 and Windows 11
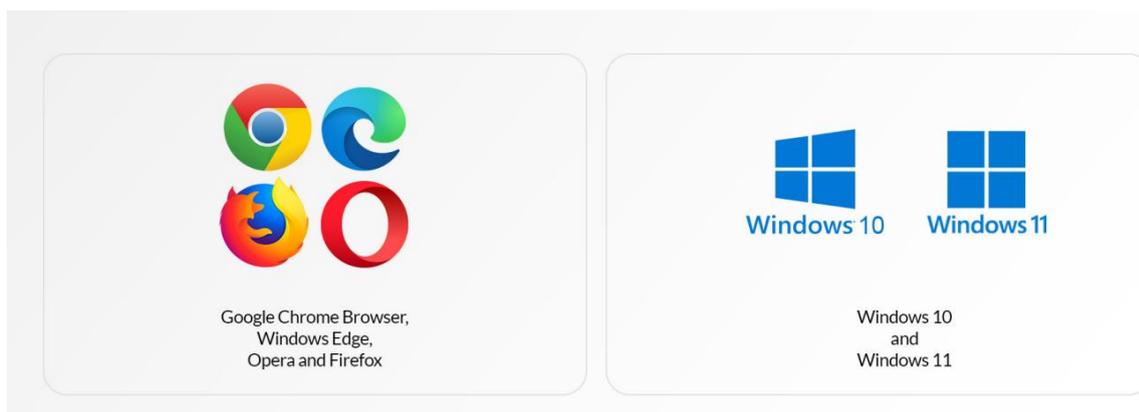
To use PSW Portal on Mac®, the subscriber will need:

Google Chrome Browser and Safari

OS X El Capitan 10.11 or later
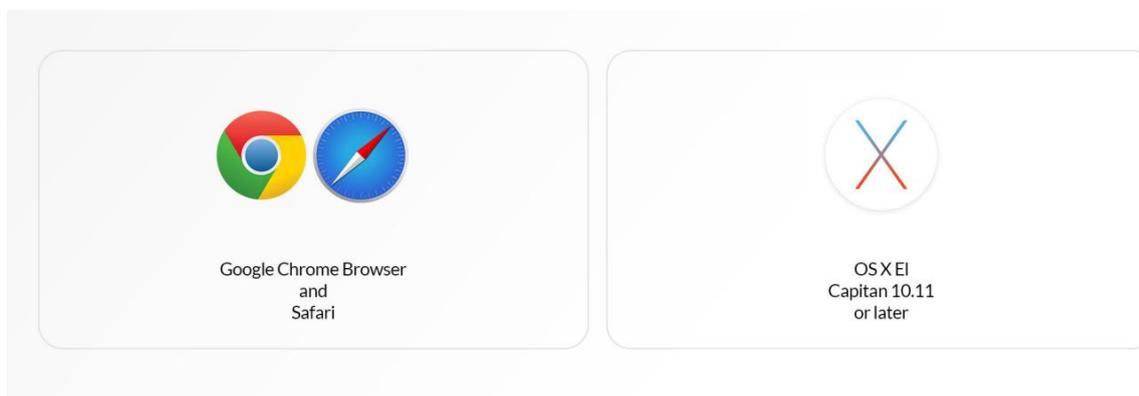
6. STEP BY STEP PROCESS – SHIPPING AGENTS/FREIGHT FORWARDERS

1.1. USER LOGIN

i. Please visit ''www.pcs.gov.pk'' and click the 'Member Area' button. You will be redirected to the login interface.
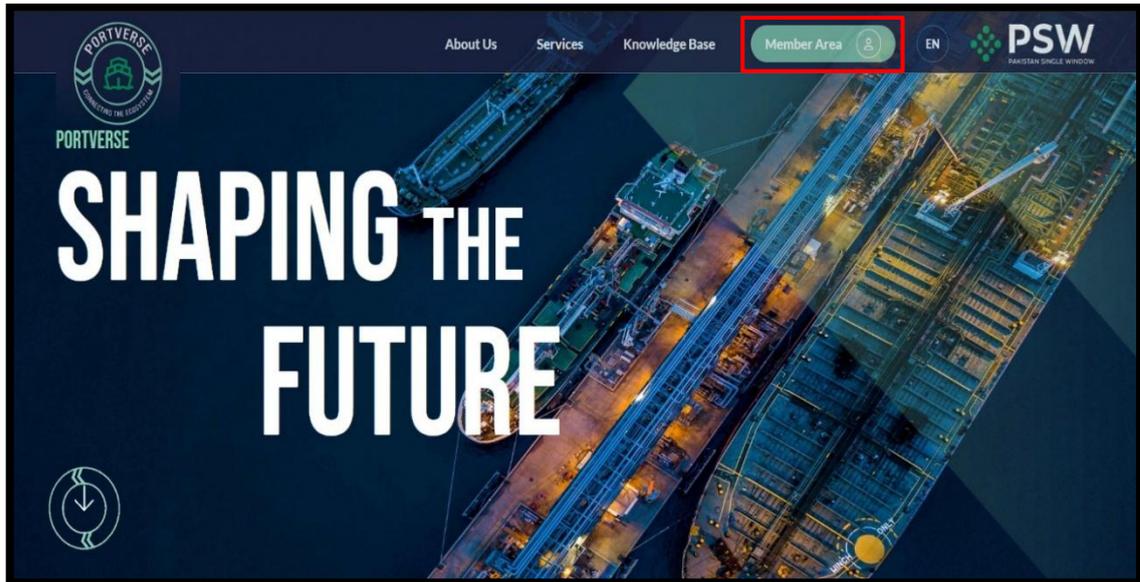
Figure 1

ii. At the login screen, enter your login credentials.
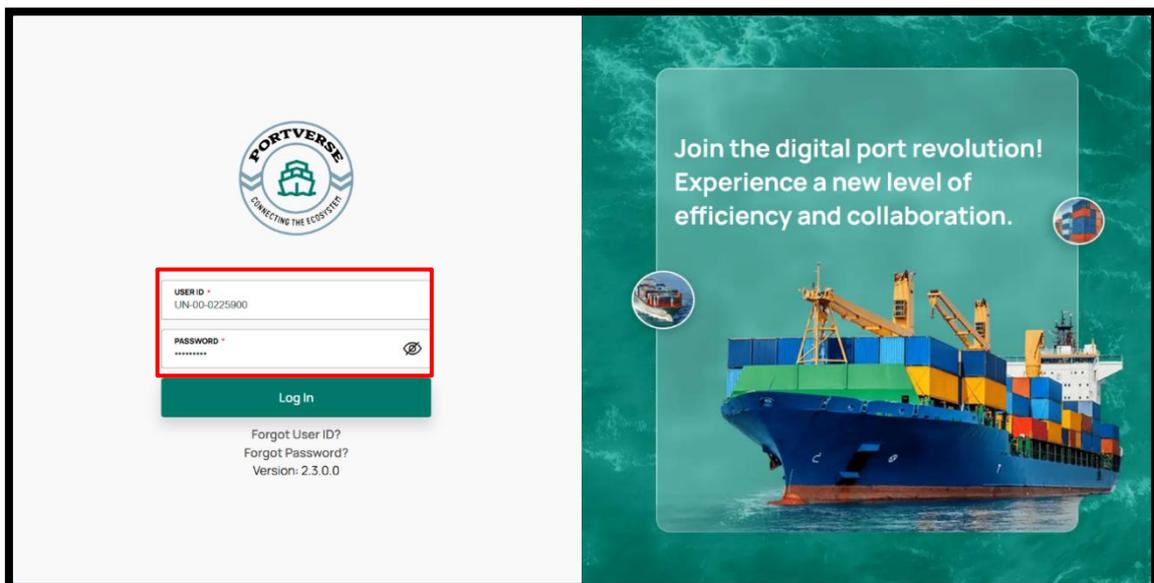
Figure 2

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.
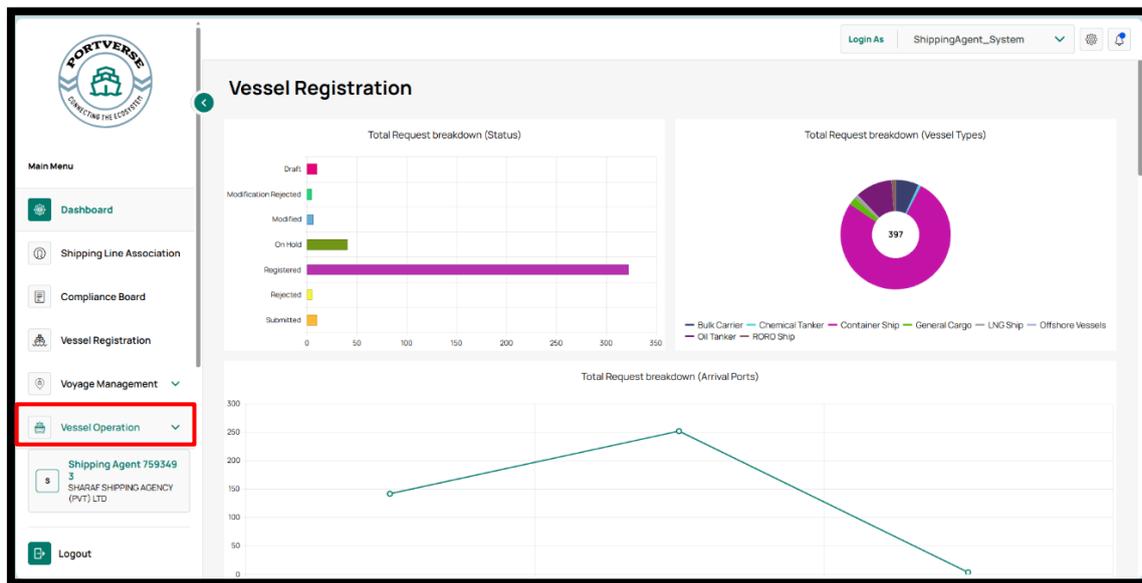
Figure 3

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

Figure 4

iii. On the Delivery Order screen, a list of Vessel Intimation Reports (VIRs) will appear. Select the relevant VIR.
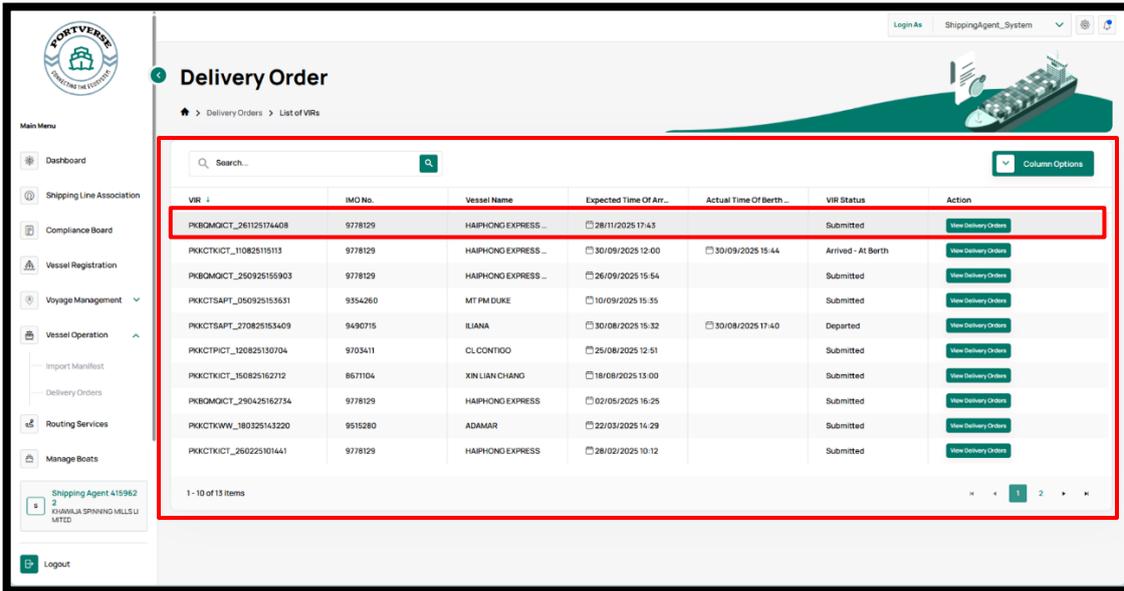
Figure 5

iv. After selecting the VIR, drag it to the right side of the screen. In the Action tab, click 'Edit'.
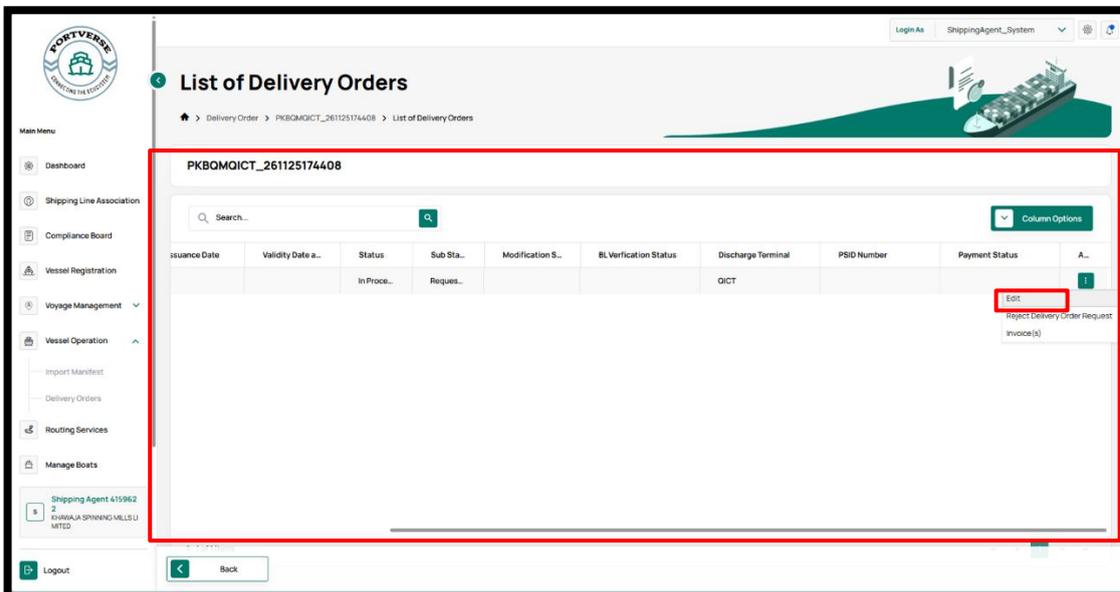
Figure 6

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.

Figure 7

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

Figure 8

Copyright © Pakistan Single Window

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.
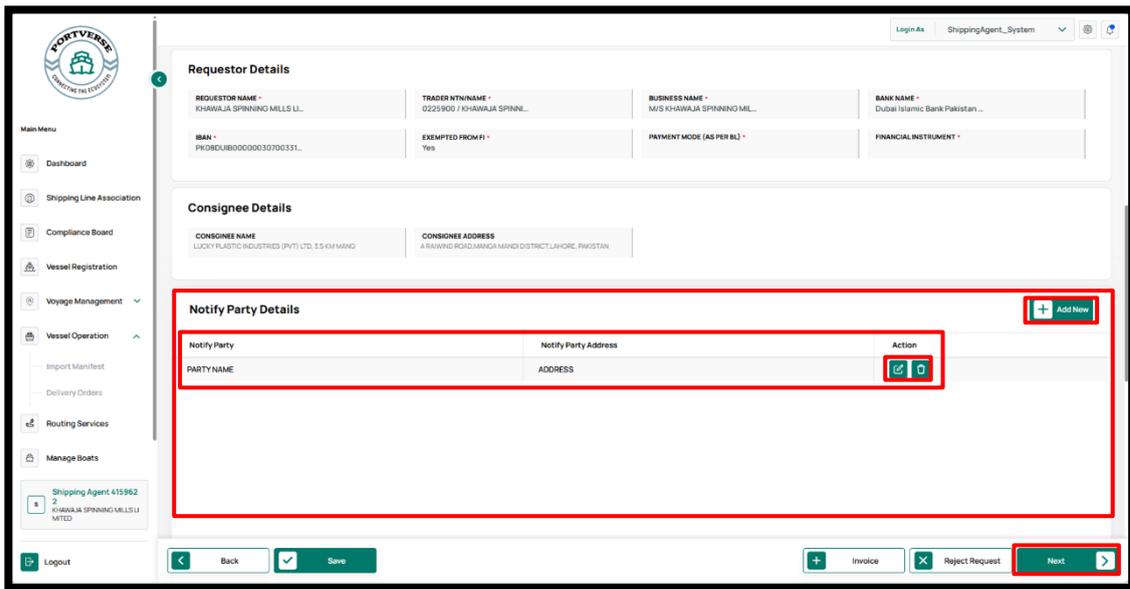
Figure 9

1.2.2. CONTAINERS DETAILS

i. Under the Containers Details section, select the relevant container.
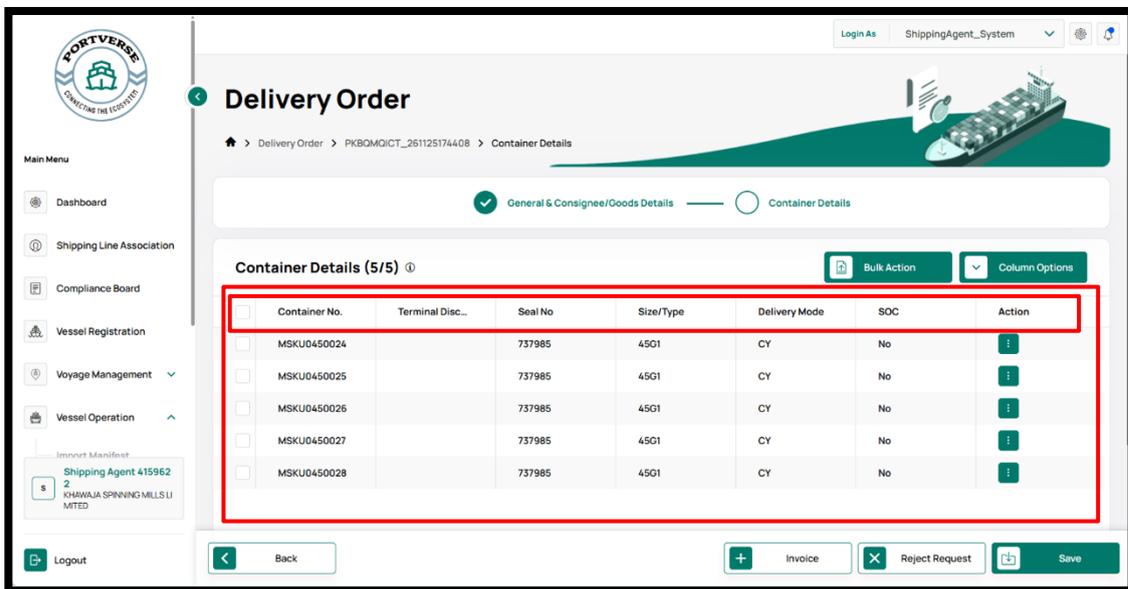
Figure 10

ii. Under the Action's tab, click the three dots icon to add empty return details sequentially.
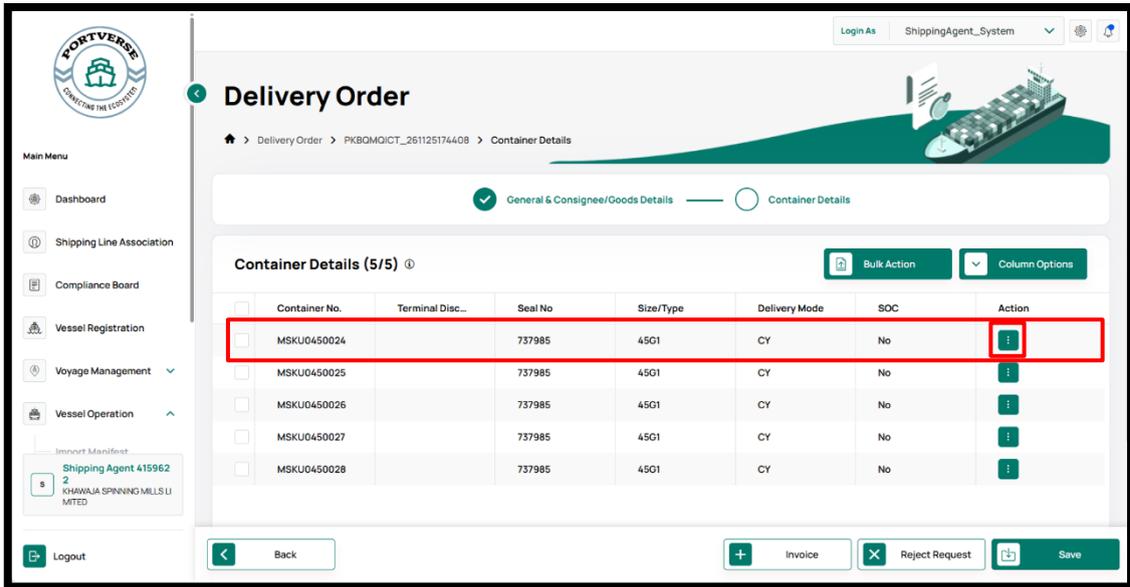
Figure 11

iii. Select the 'Expiry Date of Return' by clicking the calendar icon and the 'Empty Container Terminal' by clicking the down arrow button.
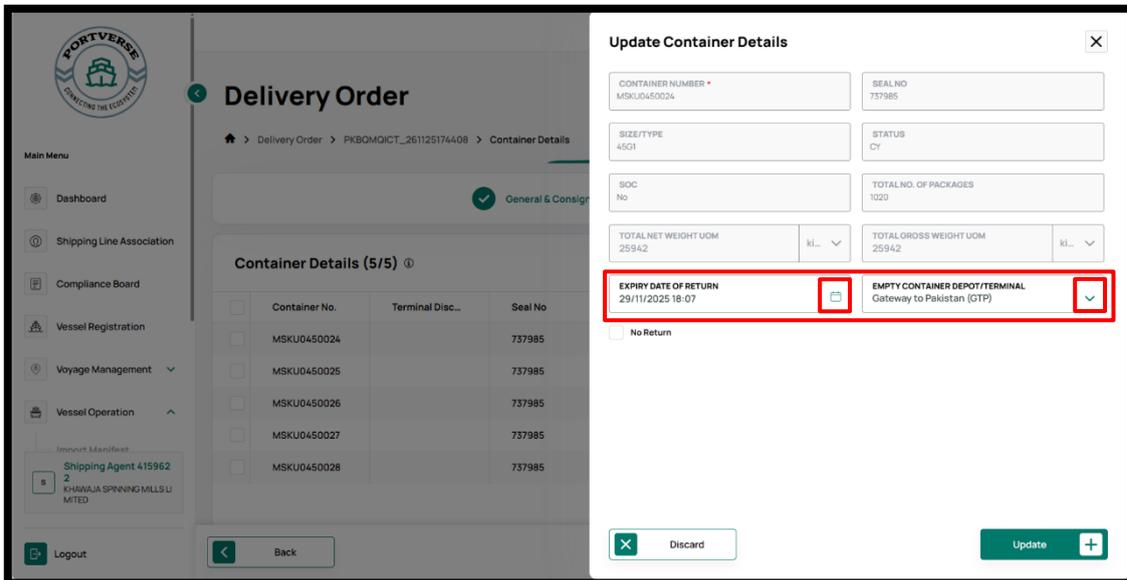
Figure 12

iv.   Click the Update button to submit the updated container details.
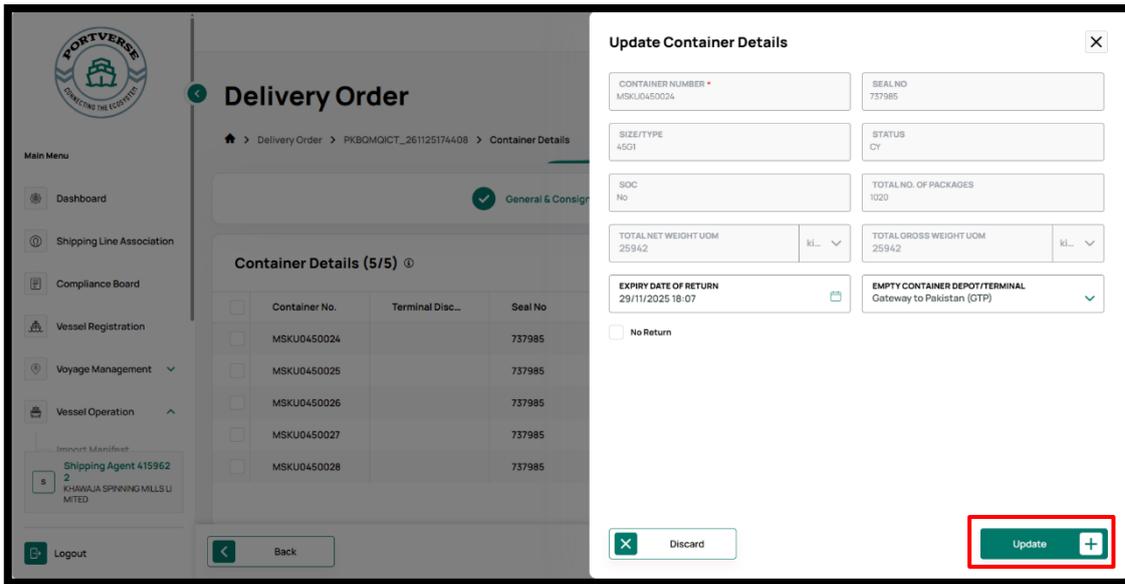
Figure 13

v.   For bulk empty return, select the relevant container numbers.
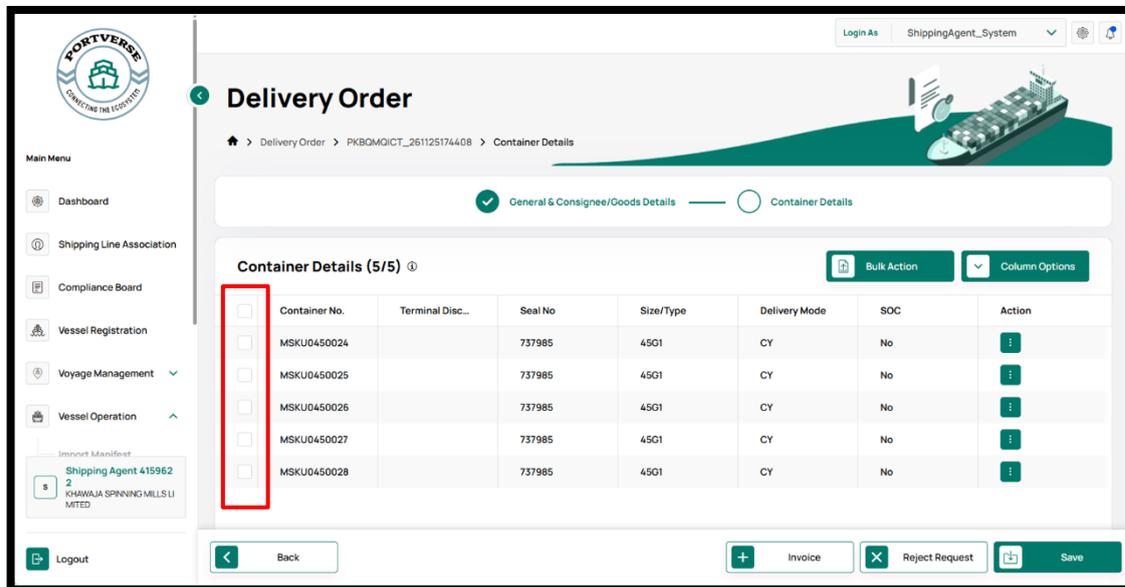
Figure 14

vi.   After selecting the containers, click the 'Bulk Action' button and select 'Add Empty Return'.
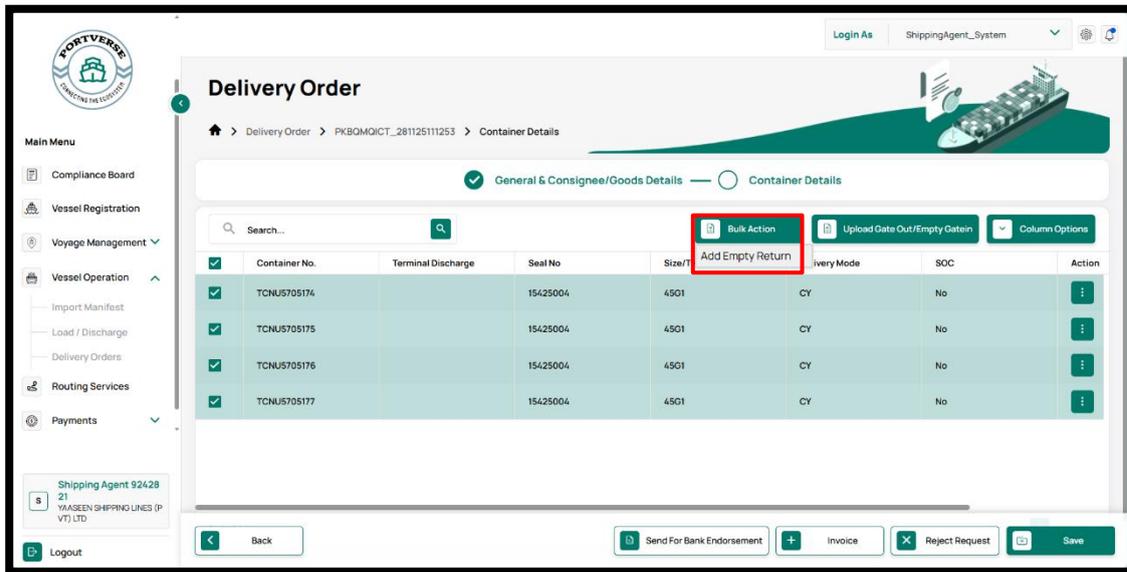
Figure 15

vii.   Select the 'Empty Container Terminal' by clicking the down arrow button and the 'Expiry Date of Return' by clicking the calendar icon.
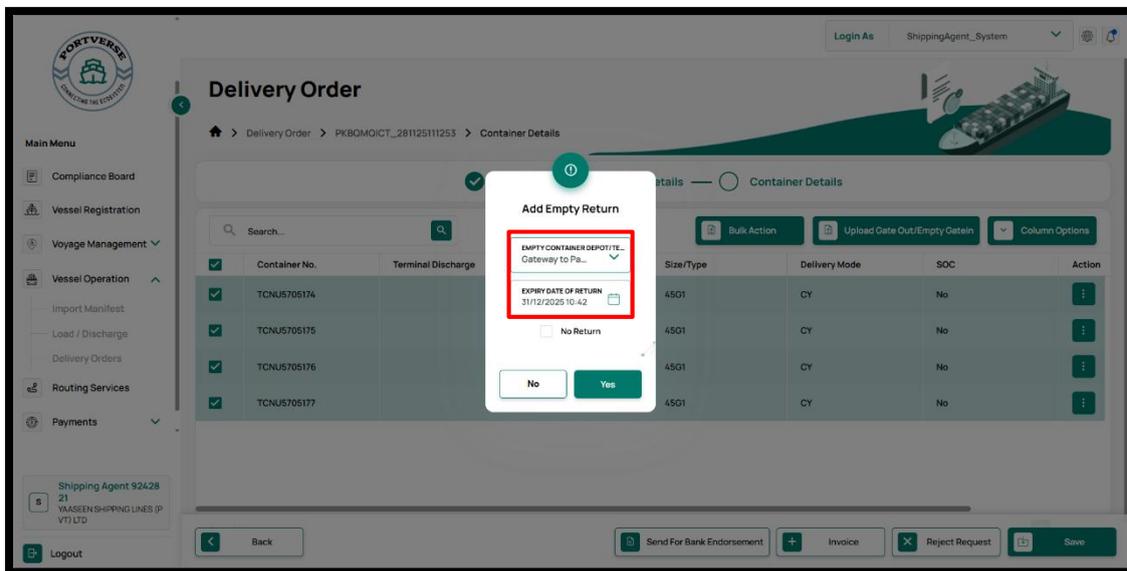
Figure 16

viii.   Click the Yes button to add bulk empty containers and proceed.
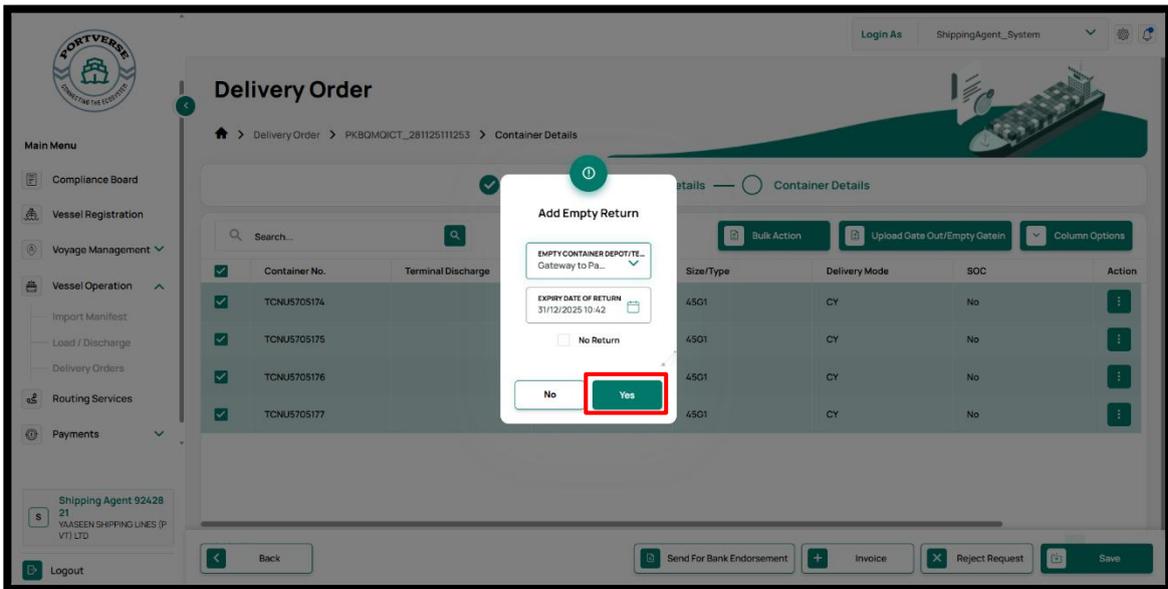
Figure 17

ix.   In case empty return is not required, click the 'No Return' button and proceed.
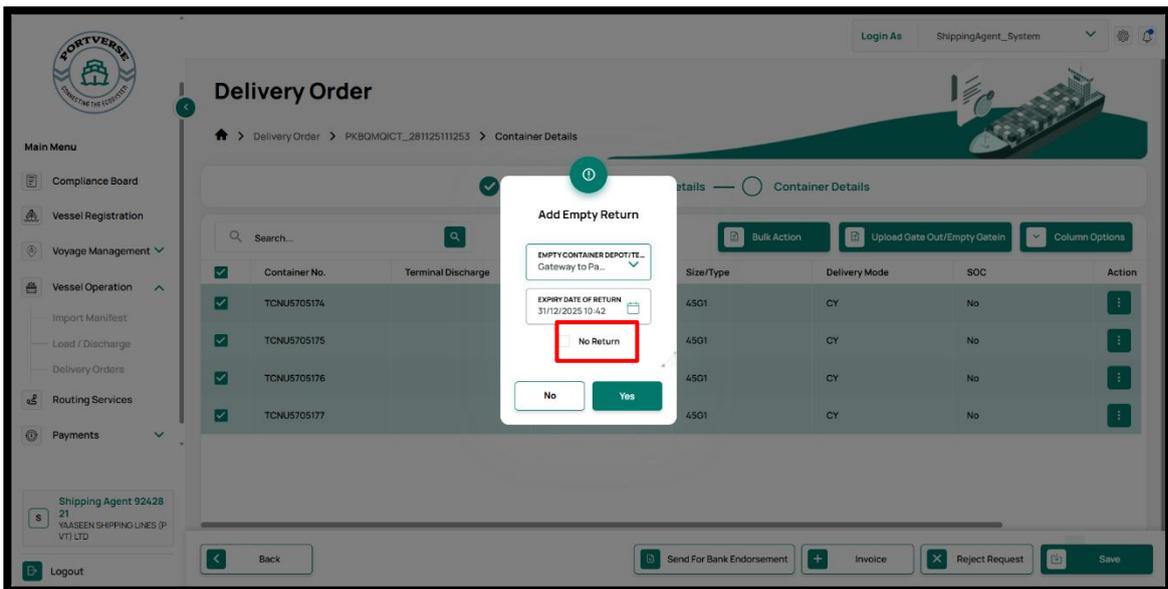
Figure 18

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.
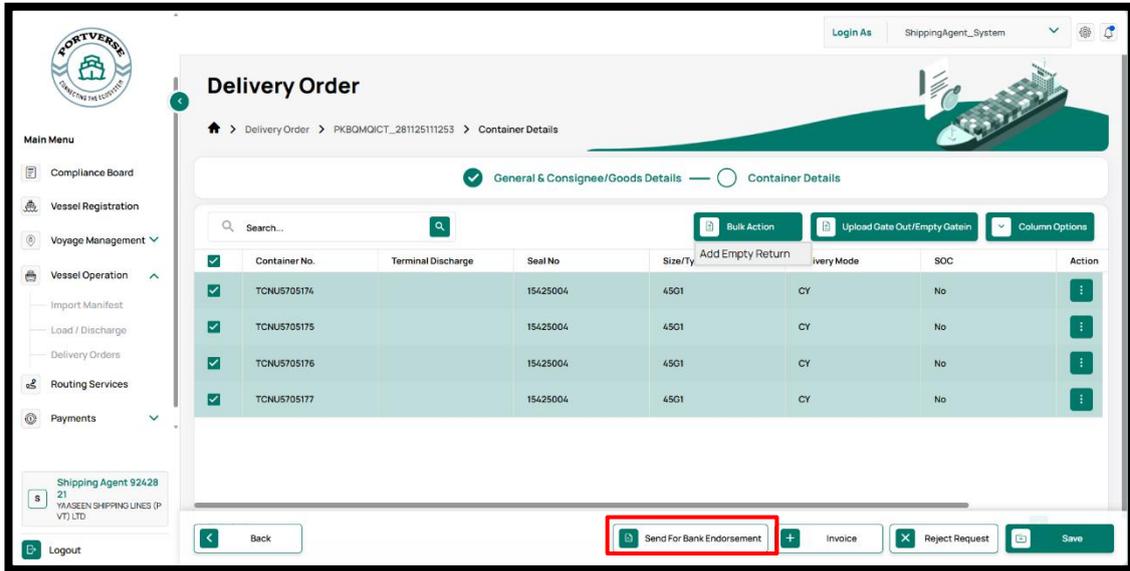
Figure 19

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.
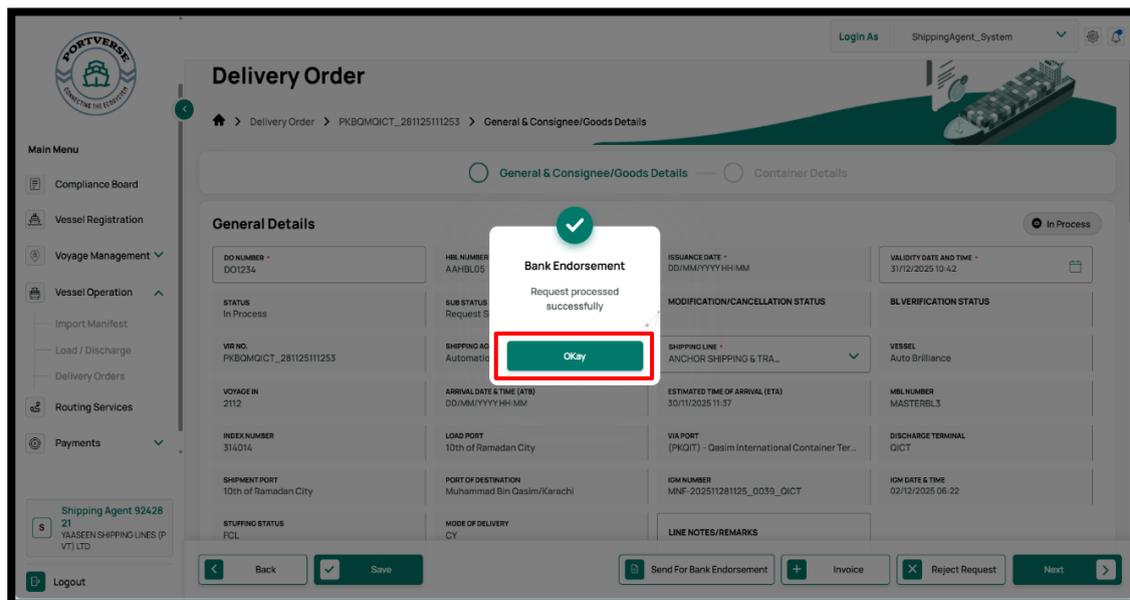
Figure 20

1.4. INVOICE CREATION

1.4.1. GENERATE INVOICE

i.   On the General Details screen, click the 'Invoice' button to create an invoice.
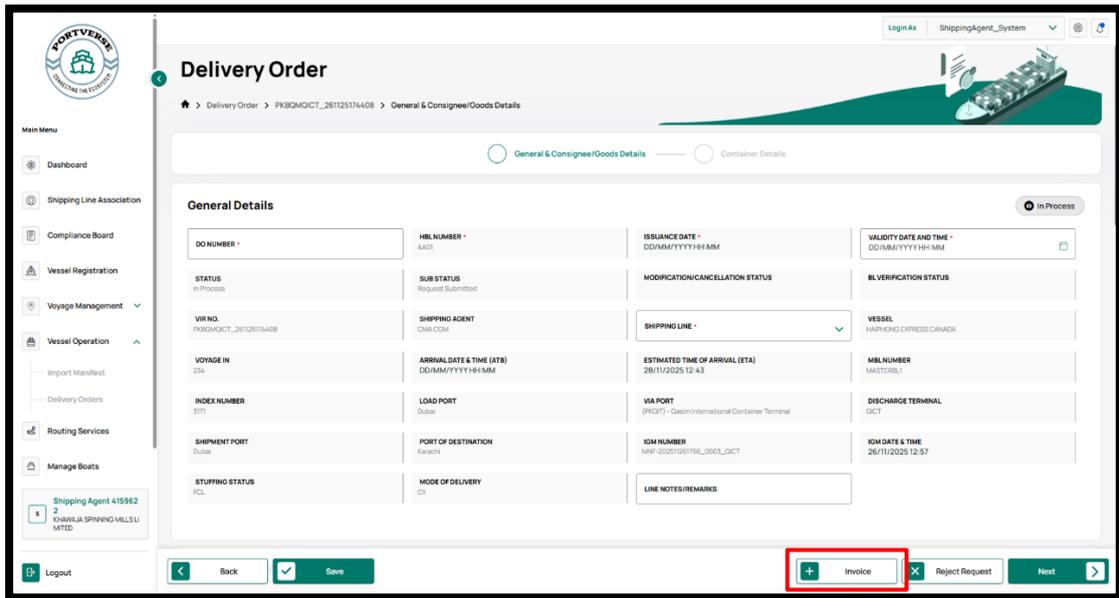
Figure 21

ii.   Click the 'Create Invoice' button.
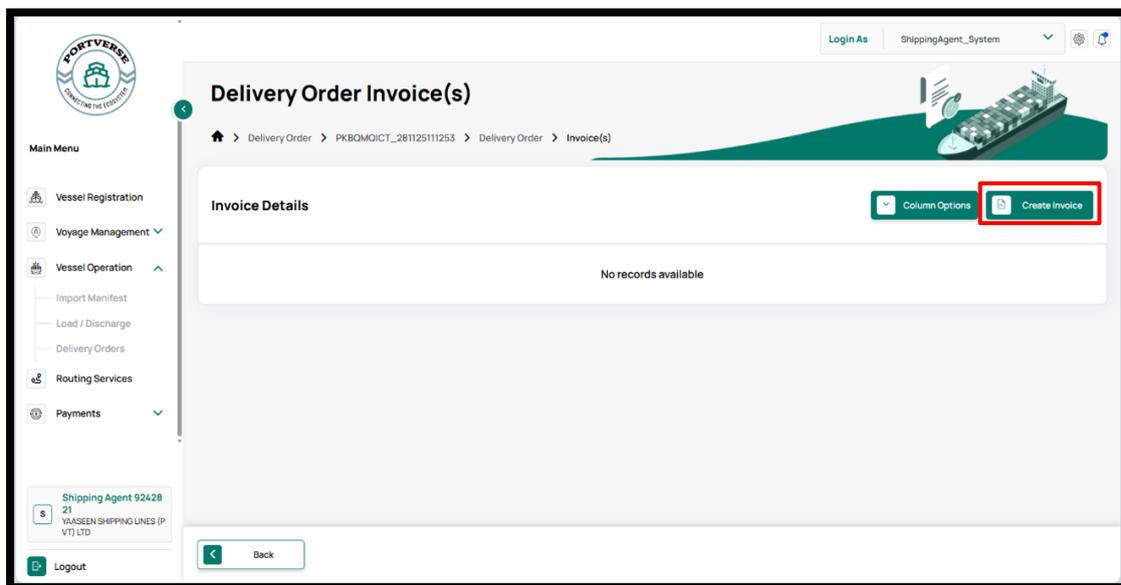
Figure 22

iii.   Select the 'Invoice Type' using the dropdown arrow and enter the invoice number.
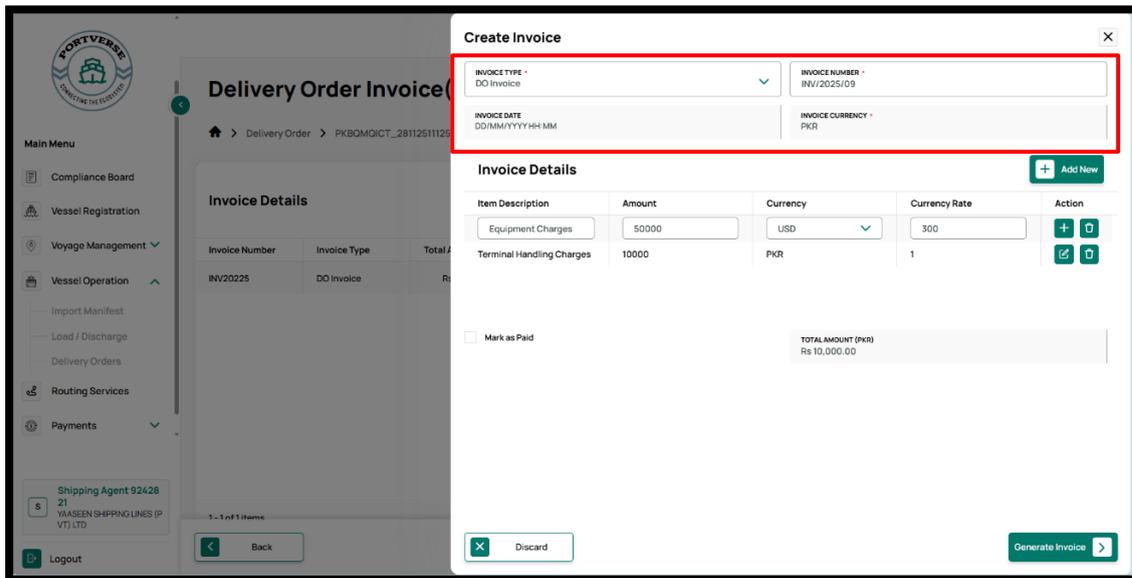
Figure 23

iv.   Enter the invoice details.
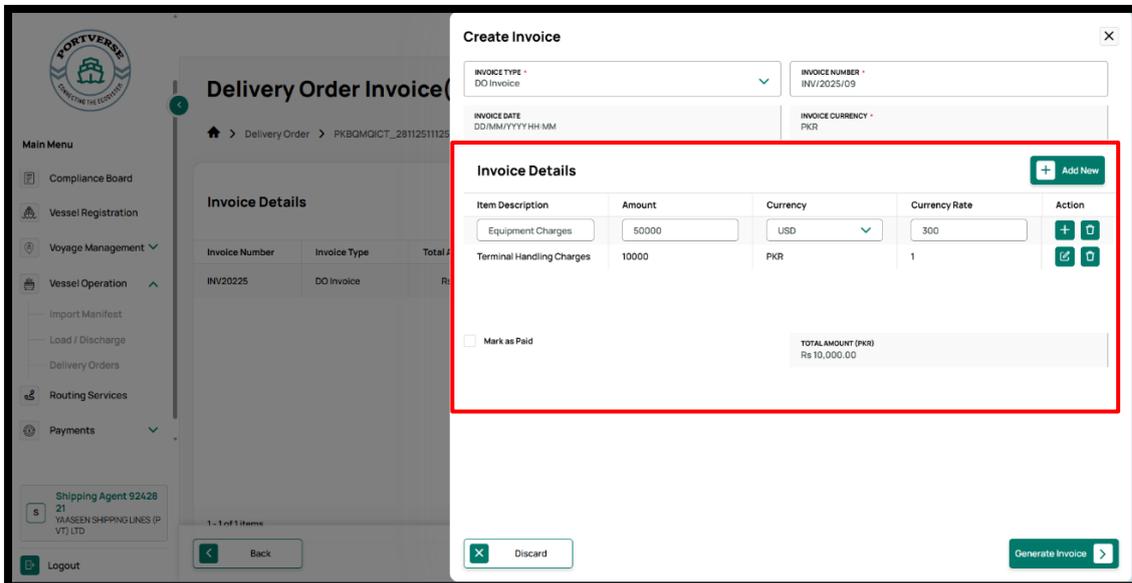
Figure 24

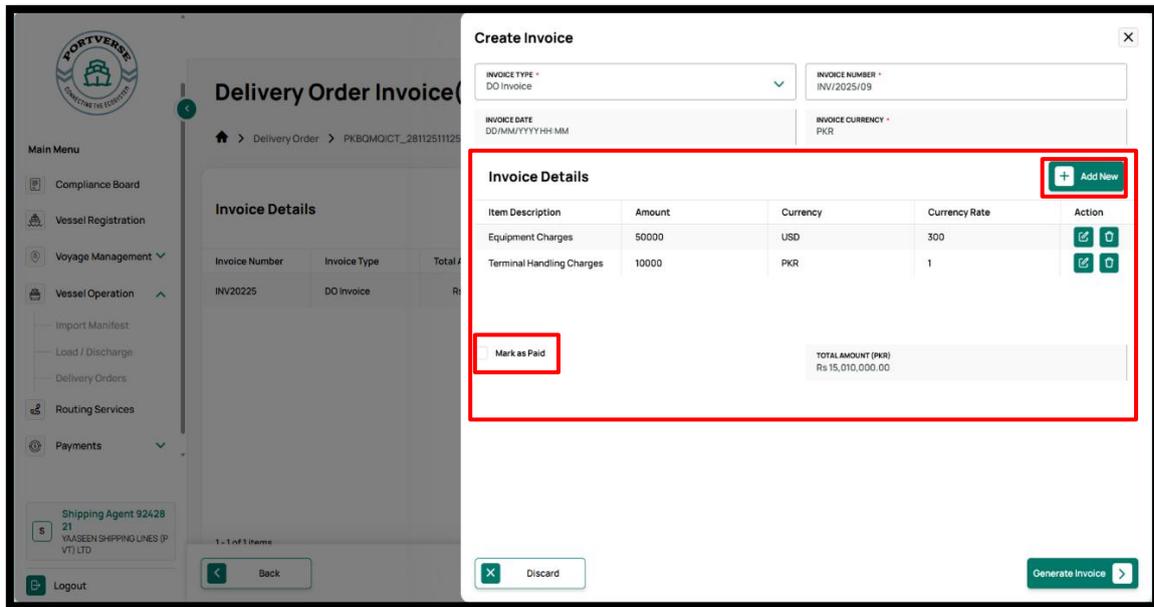v.   To add a new row, click the Add New button.

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.
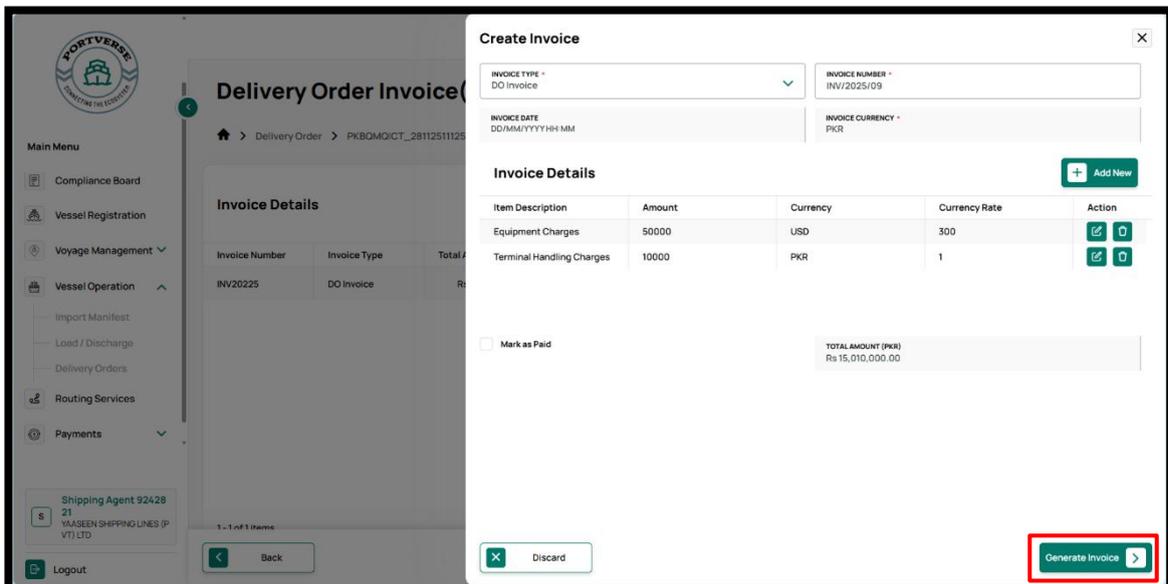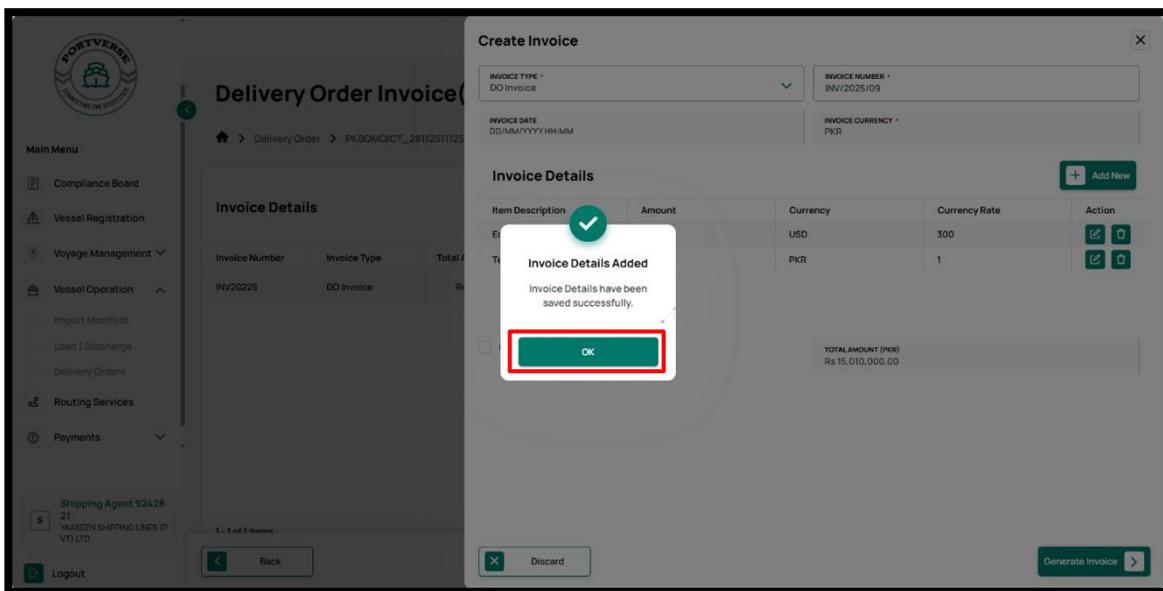

Figure 26

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.
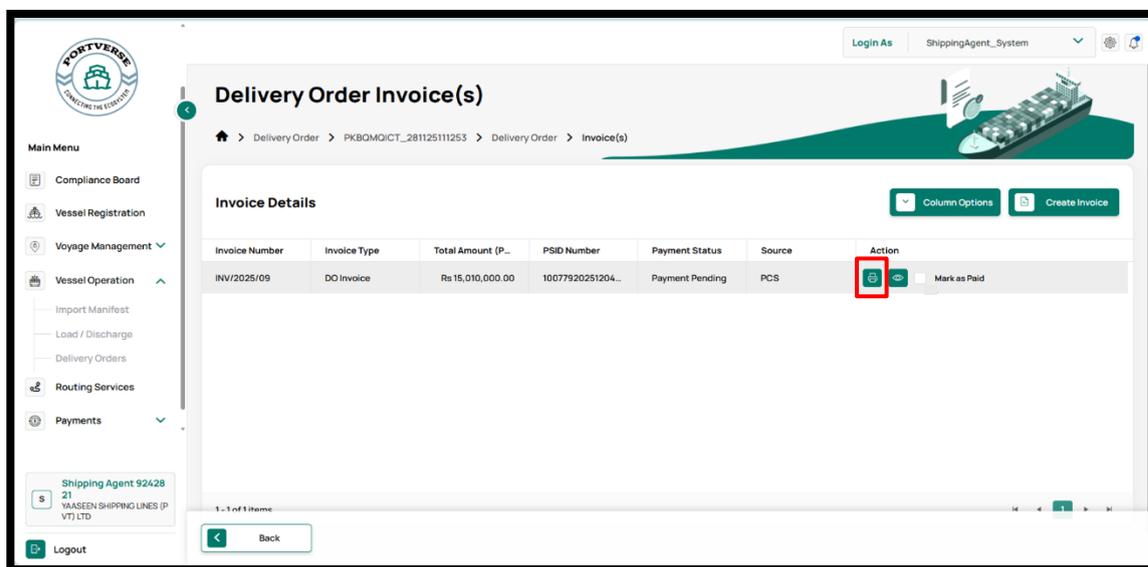
Figure 28

ii. Review the invoice and click the 'Close' button to proceed.
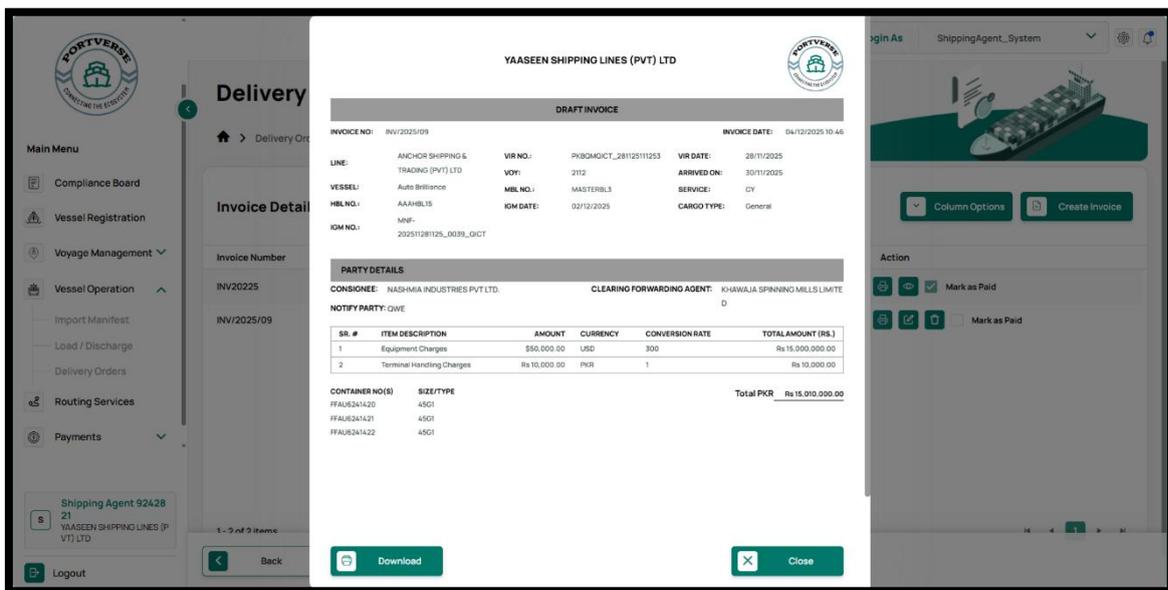
Figure 29

1.4.3. MARK AS PAID

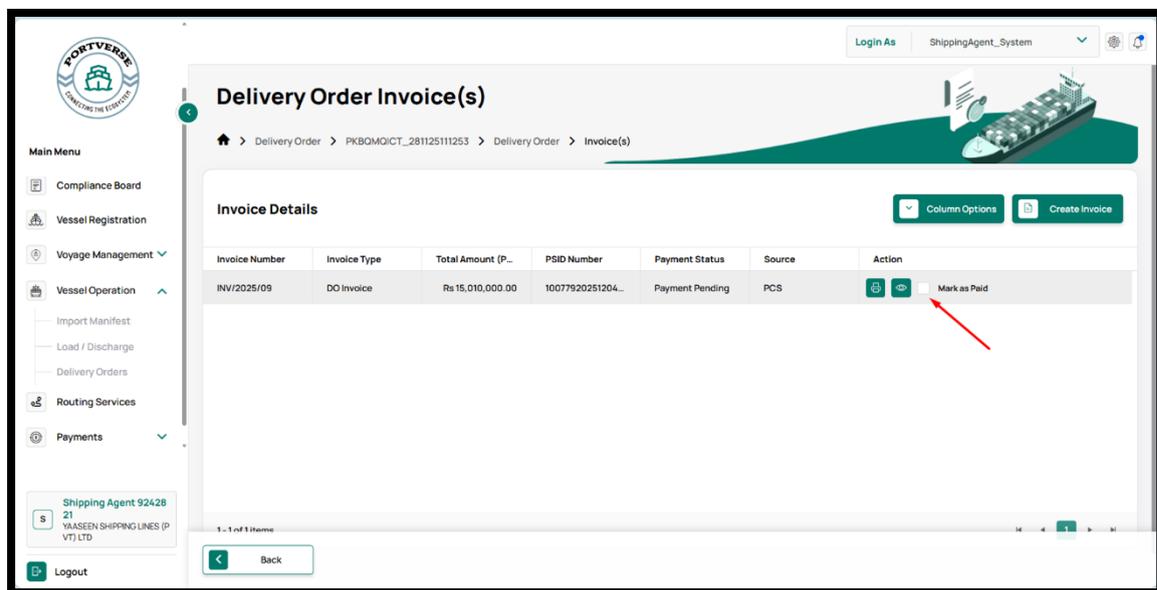i. In the Invoice Details section, select the Mark as Paid option to proceed without payment.

Figure 30

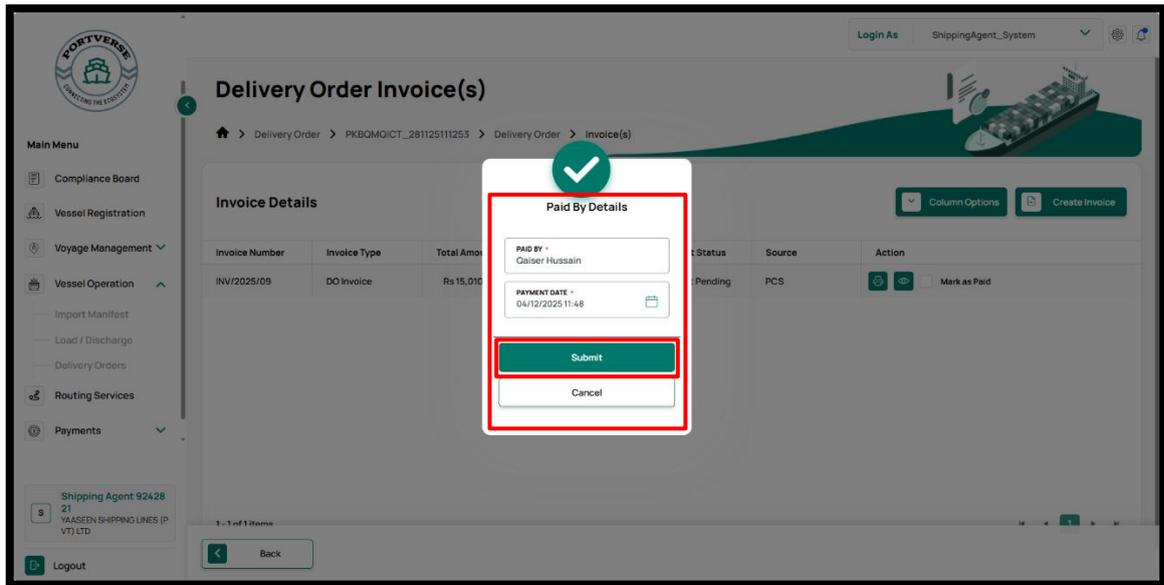ii. Enter the 'Paid By' details and click the 'Submit' button.

Figure 31

iii. Click the OK button to proceed.
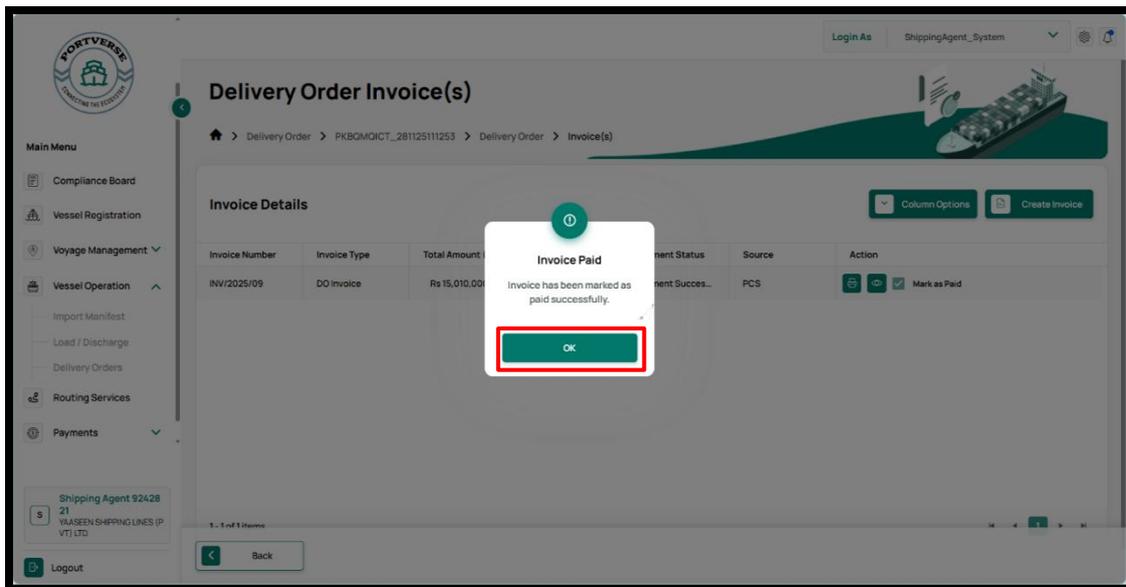
Figure 32

1.5. PRINT DELIVERY ORDER

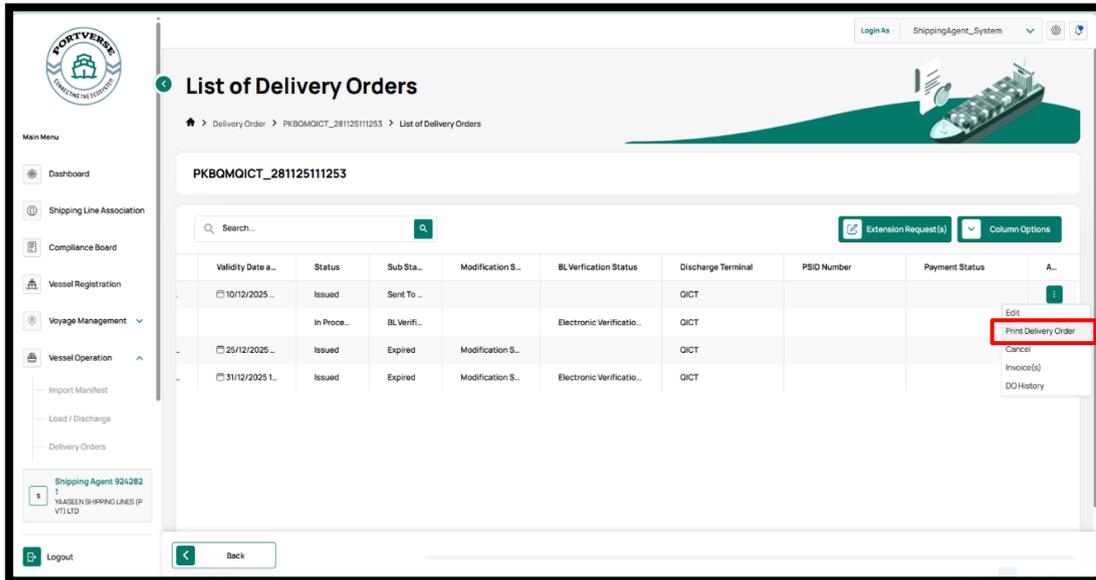i. On the List of Delivery Orders screen, select the relevant delivery order and click on the three dots. Then select Print Delivery Order.

Figure 33

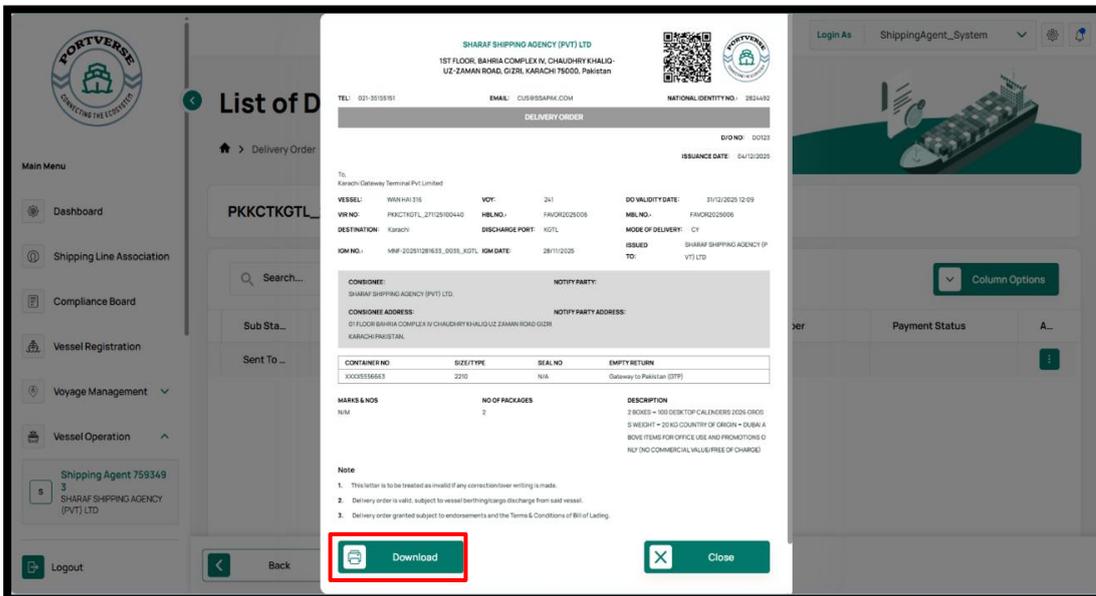ii. Click on the 'Download' button to print the delivery order.

Figure 34

1.6. EXTENSION OF DELIVERY ORDER

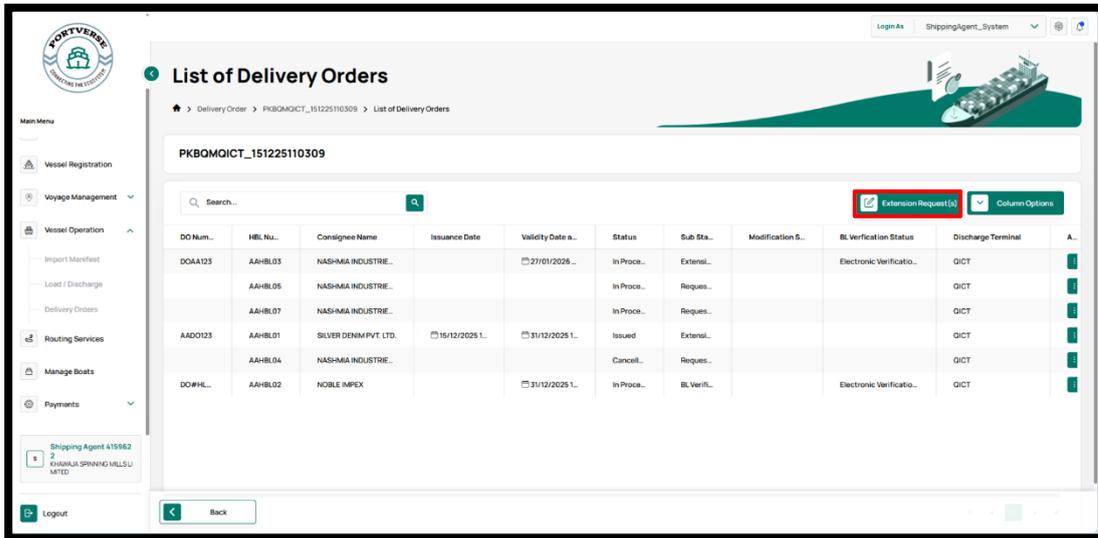i. To extend Delivery Order, click on the 'Extension Request(s) button on the List of Delivery Order Screen.

Figure 35

ii. Select the relevant Delivery Order and click on the 'View Request' button.
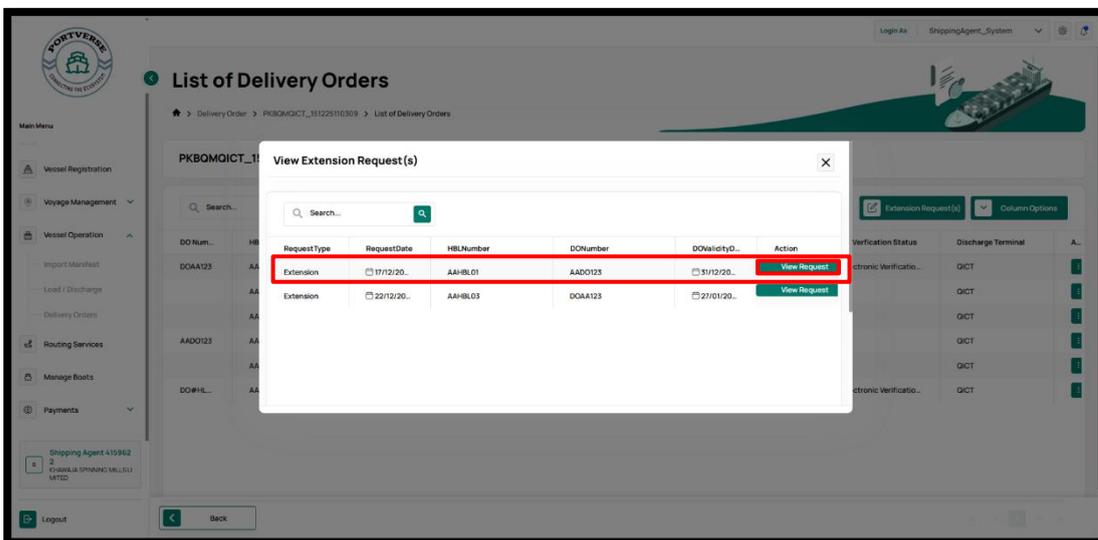
Figure 36

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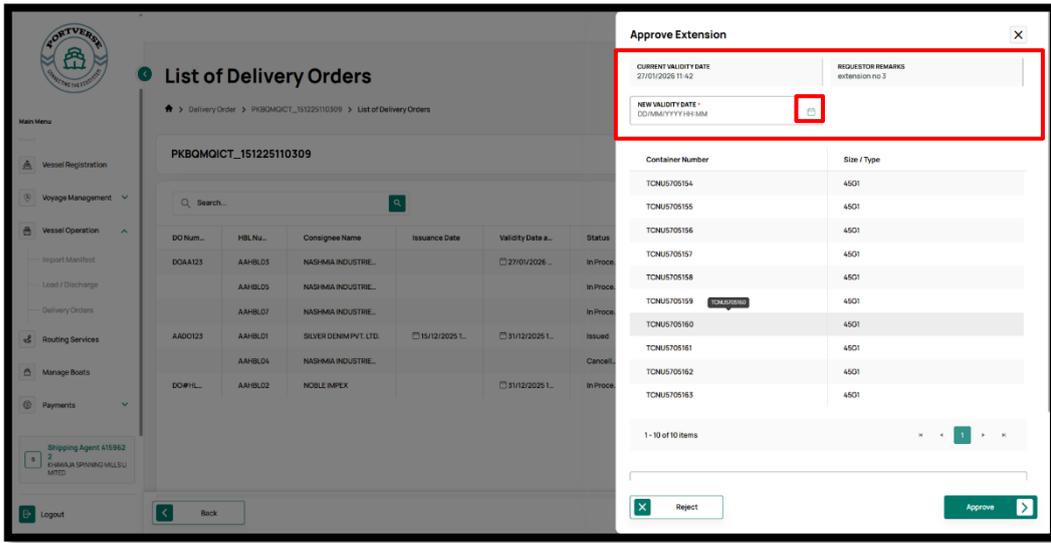   clicking the calendar icon.

Figure 37

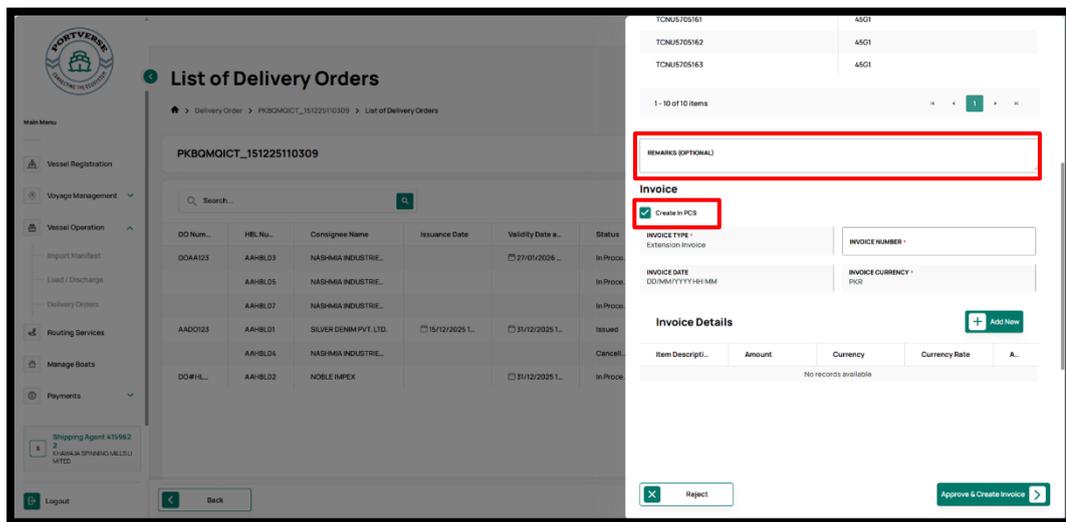iv.   Add 'Remarks' and under the invoice tab, select the 'Create in PCS' checkbox.

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.
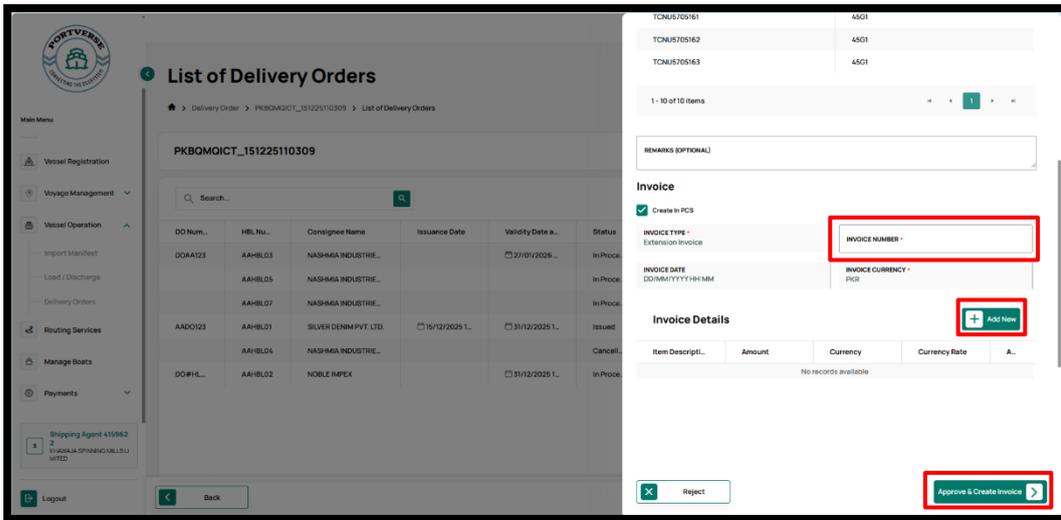

Figure 39
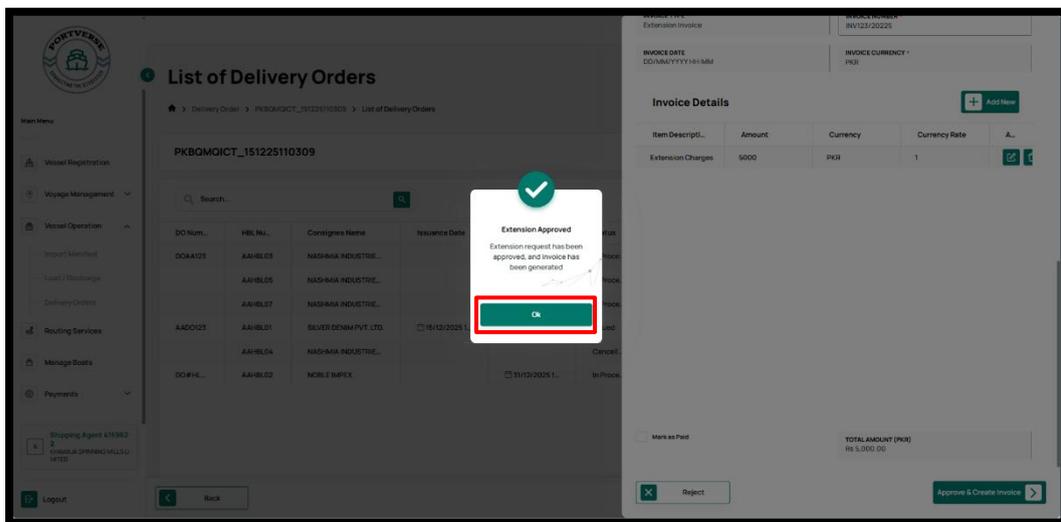
vi. Click on the 'Ok' button to proceed further.

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'.
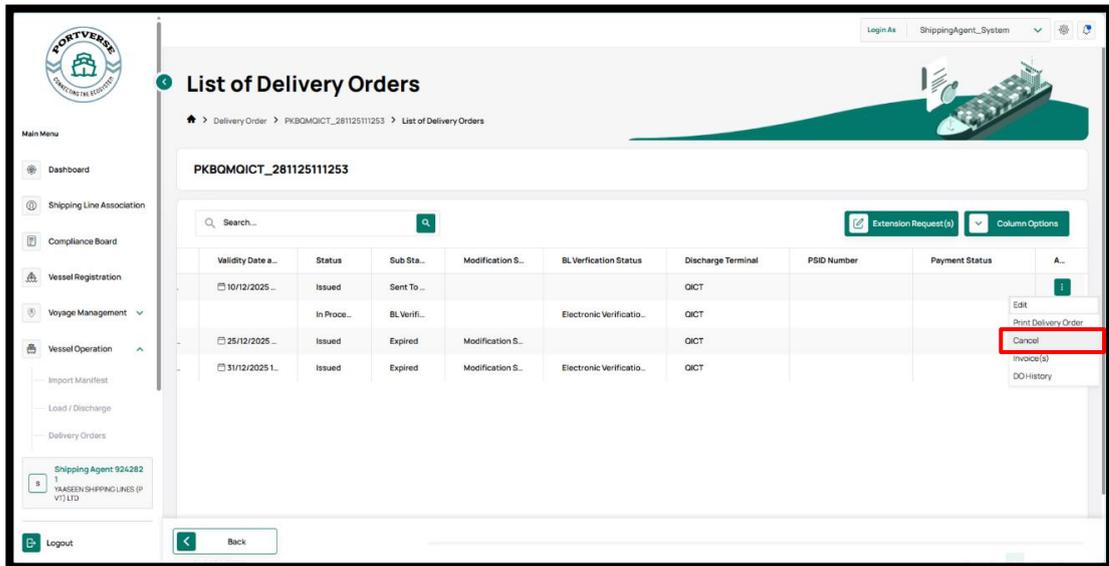

Figure 41

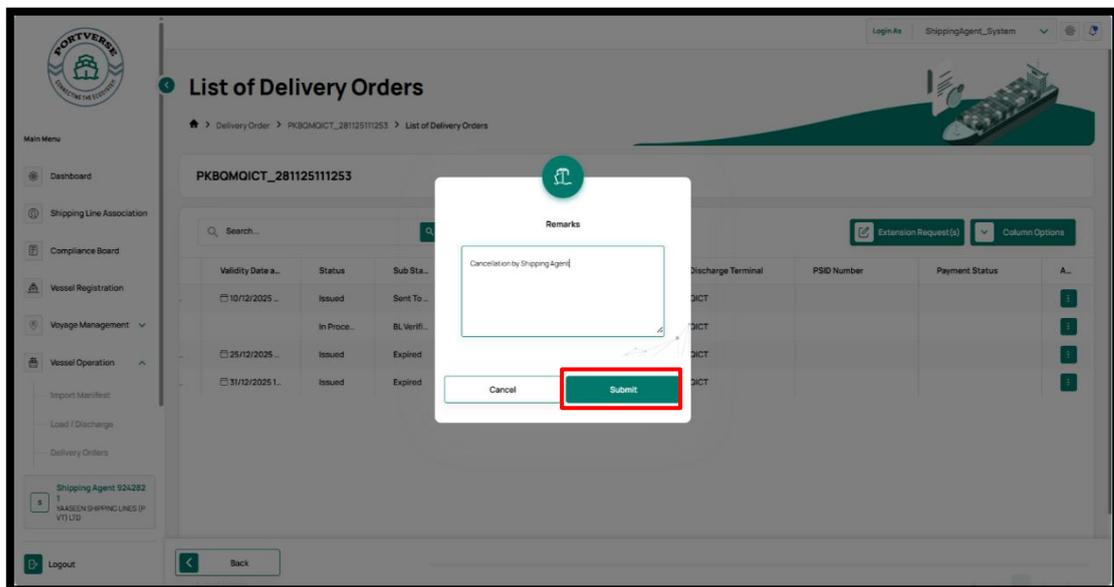ii.   Add 'Remarks' for the cancellation and click on the 'Submit' button.

Figure 42

1.8. REJECTION OF DELIVERY ORDER

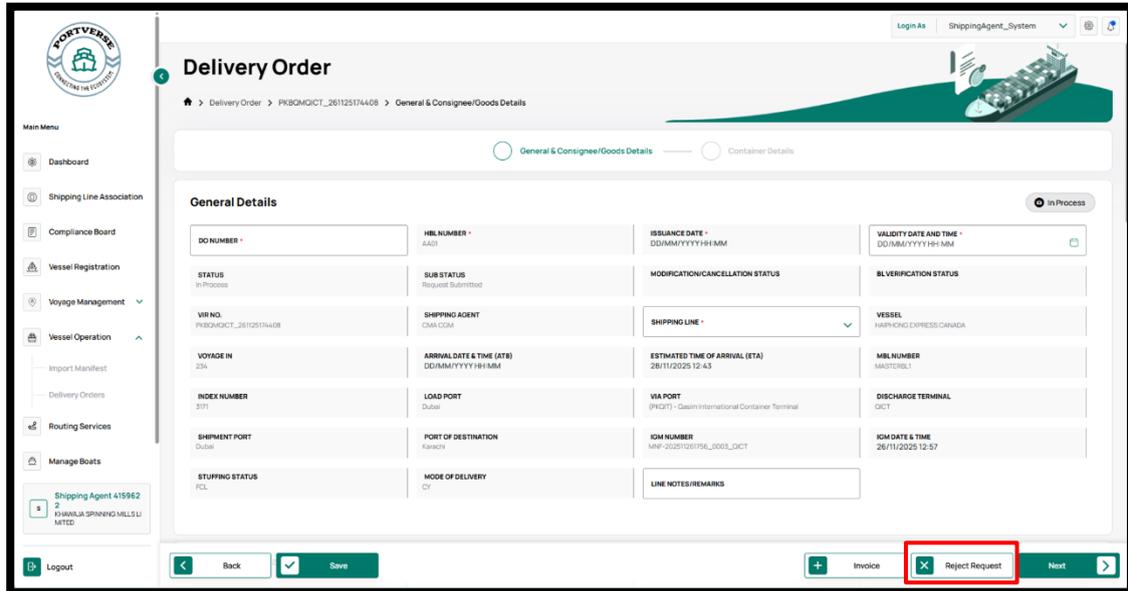i. On the General Details screen, click the Reject Request button to reject the Delivery Order request.

Figure 43

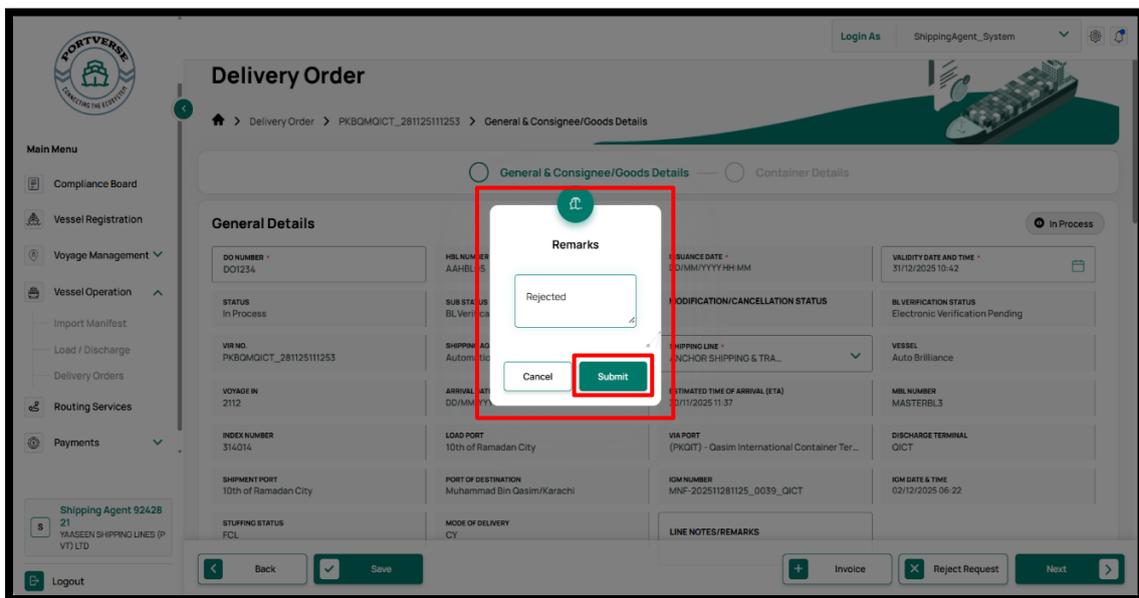ii. Add remarks for the rejection and click the Submit button.

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'.
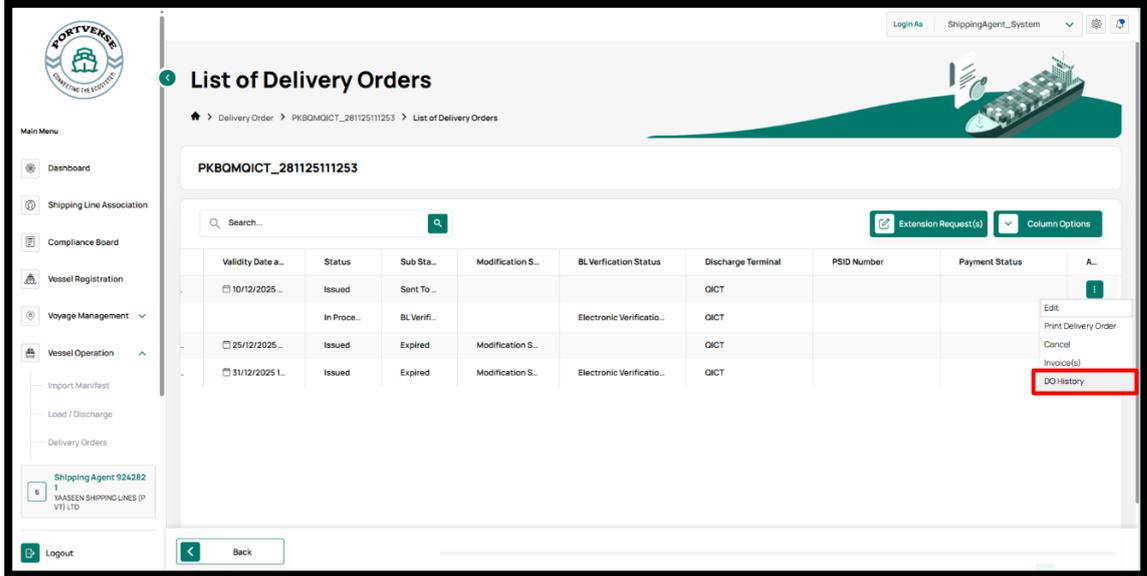

Figure 45

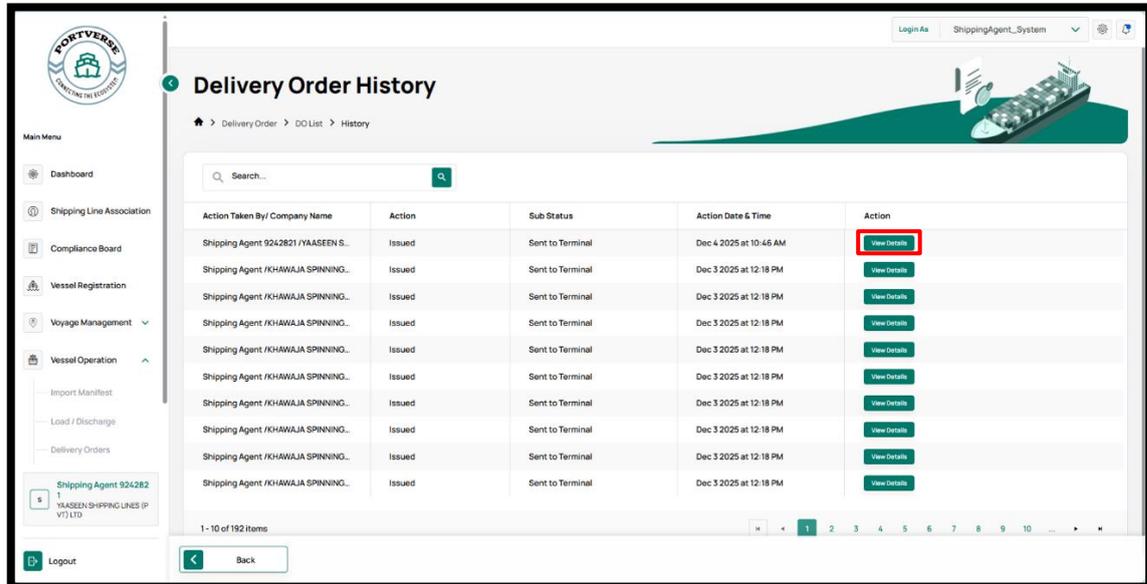ii. Click the View Details button in the Actions tab to see full order information.

Figure 46

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

Figure 47

CONTACT INFORMATION NEED ANY ASSISTANCE?

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