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 requesting Delivery Order by Traders

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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 It aims to enhance inter-agency coordination, streamline cargo management, and replace outdated, paper-based processes with efficient digital workflows.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
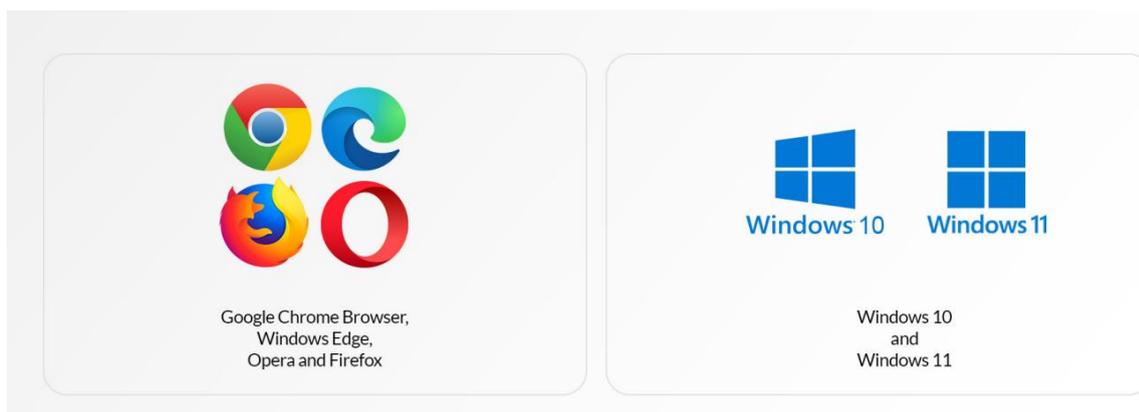
To use PSW Portal on Mac®, the subscriber will need:

Google Chrome Browser and Safari

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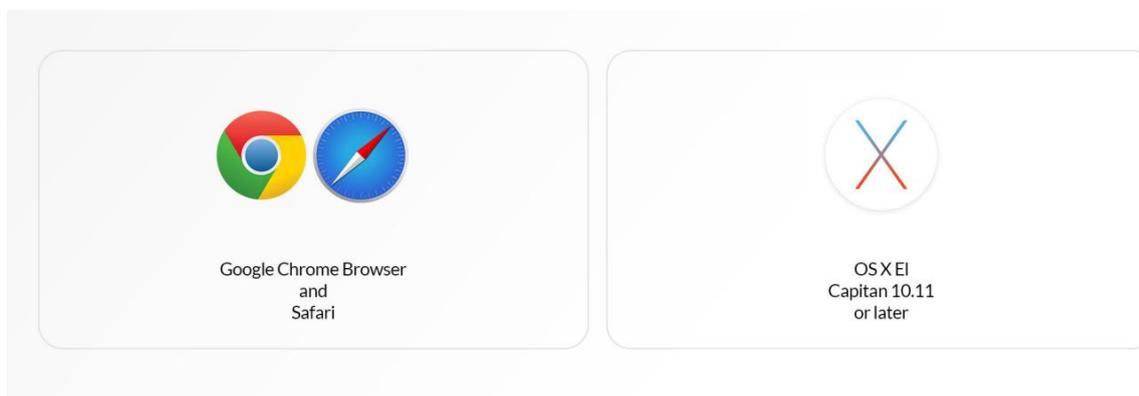
6. STEP BY STEP PROCESS – SHIPPING AGENTS/FREIGHT FORWARDERS

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.
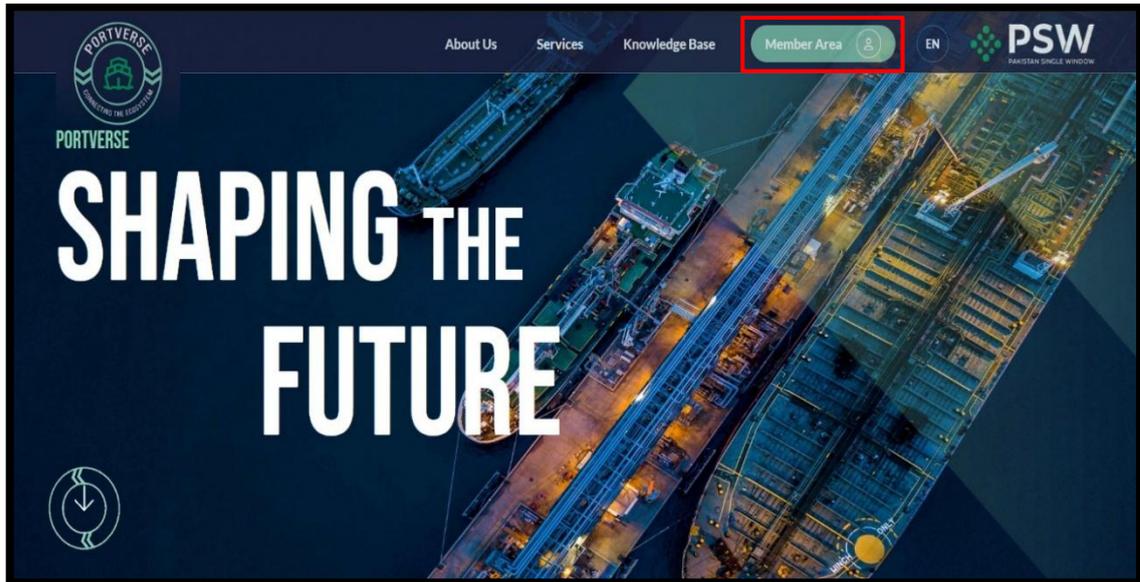
Figure 1

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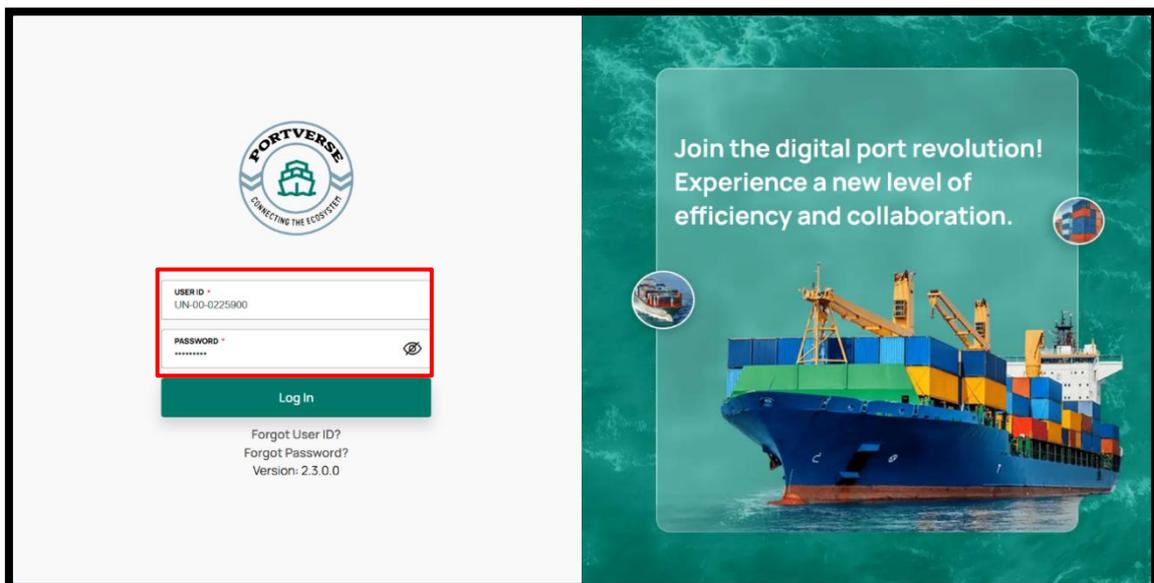
Figure 2

1.2. ISSUANCE REQUEST

i.   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, click on the 'Issuance Request' button.
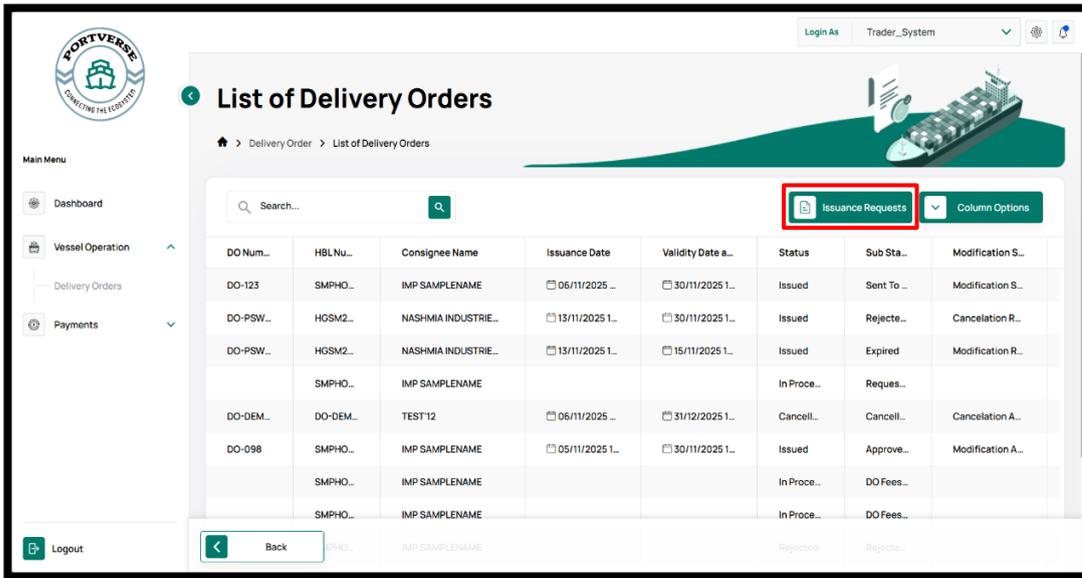
Figure 5

iv. Under the HBL Detail section, provide 'Bill of Lading' number and click on the 'Search' icon.
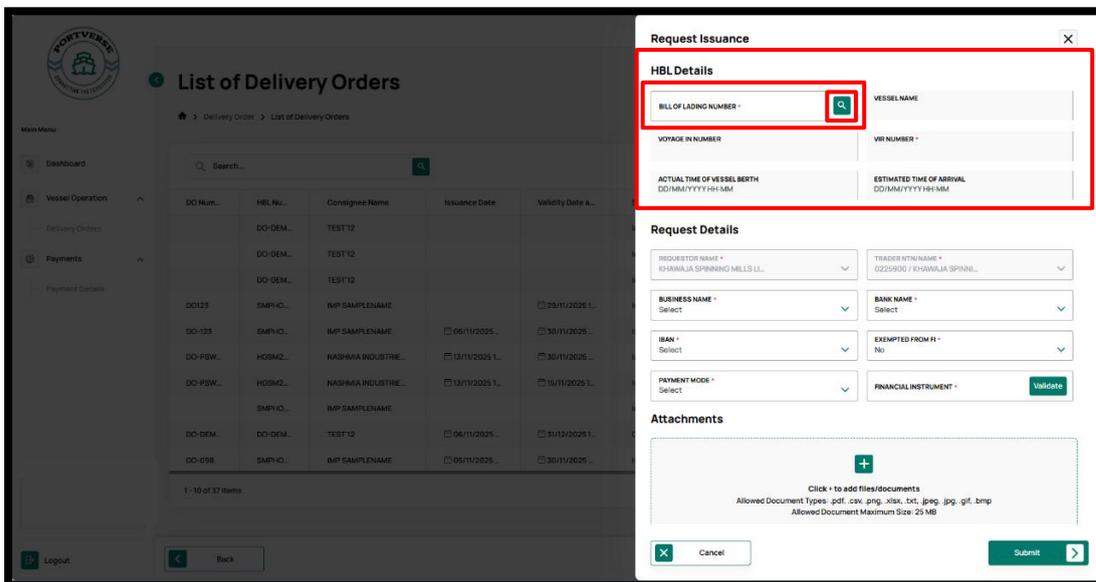
Figure 6

v. Relevant data will be auto fetched from the Manifest. Select Business Name and Bank Details.

Figure 7

vi. Select Payment Mode and provide FI number. Click on the 'validate' button to validate the FI.

Figure 8

Note: If Financial Instrument is exempted, select 'Yes' from the drop-down list. Payment mode and financial instrument number will not be required in this case.

vii.   Attach 'Copy of BL' and other relevant documents.

Figure 9

viii.   Accept the acknowledgement by selecting the check box and click on 'Submit' button.

Figure 10

ix.   Click on the 'Okay' button to procced.

Figure 11

1.3. VIEW DELIVERY ORDER

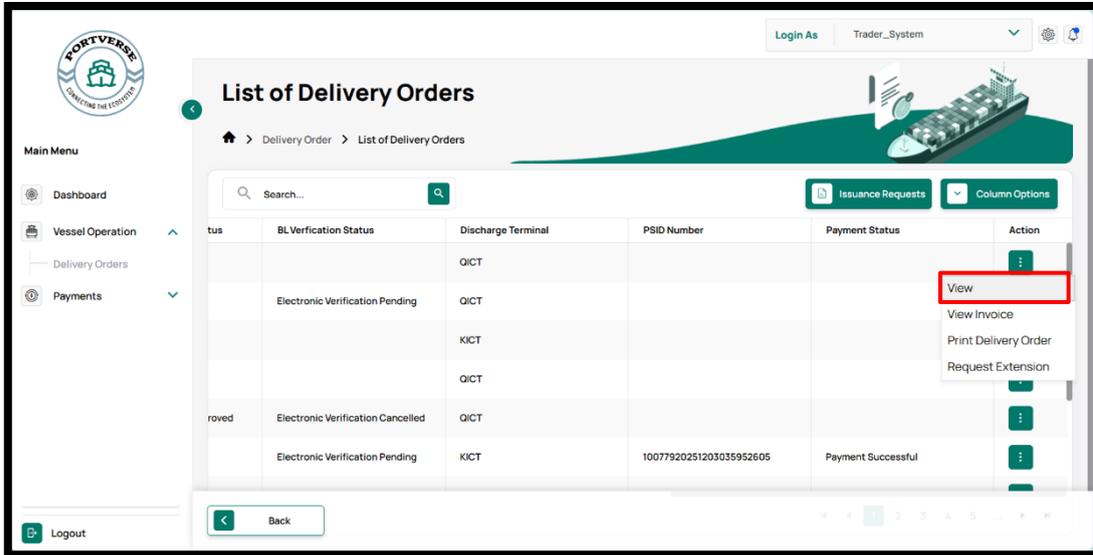i.   On the List of Delivery Order screen, click the three dots under the "Action" column and select 'View'.

Figure 12

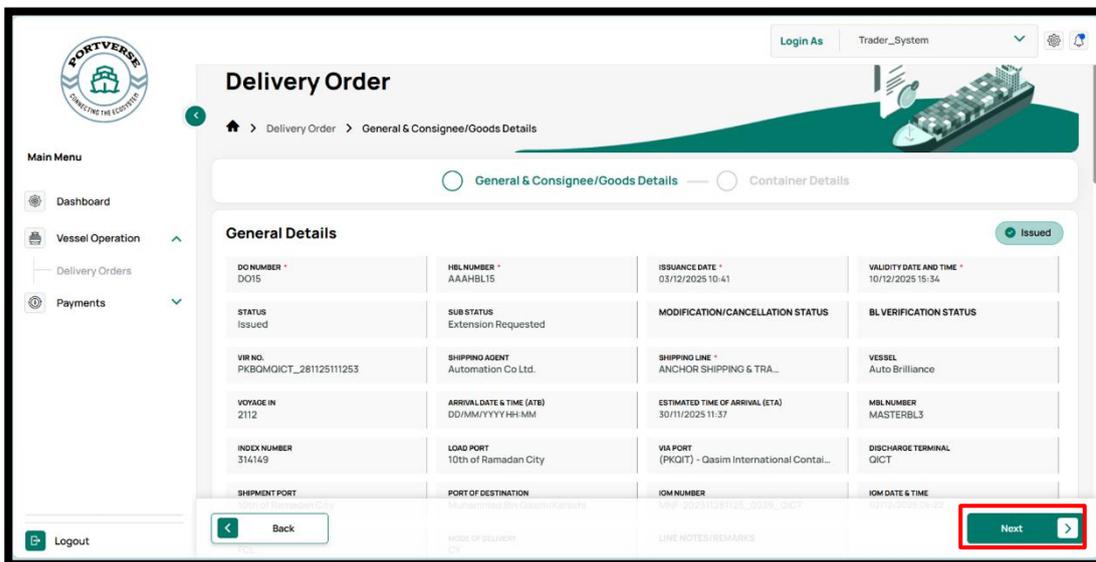ii. View the Delivery Order details and click on 'Next' button.

Figure 13

iii.   View the container details.

Figure 15

1.4. EXTENSION REQUEST

i. On the List of Delivery Orders screen, click the three dots under the 'Action' column and click 'Request Extension' button.
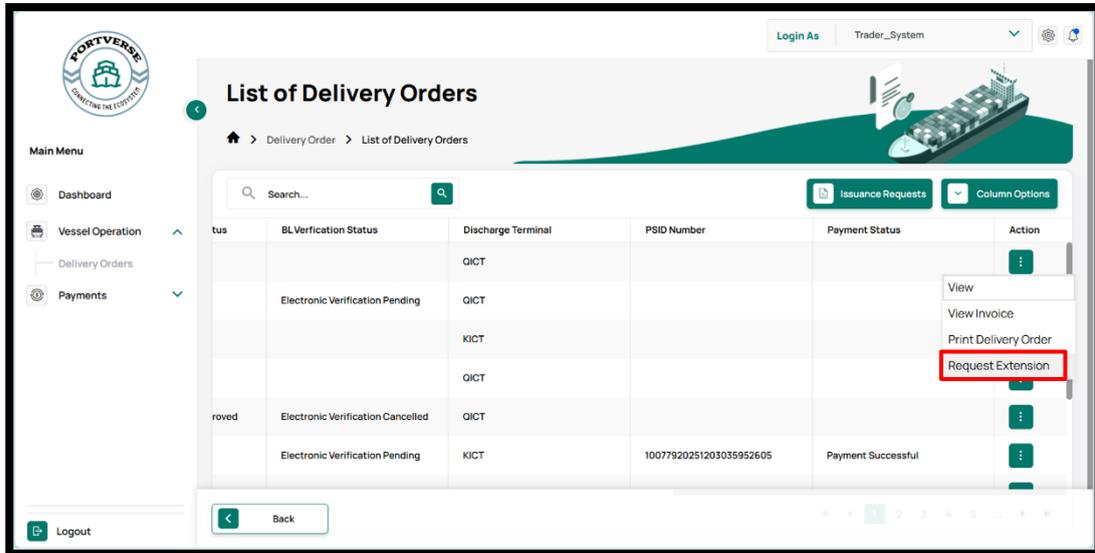

Figure 16

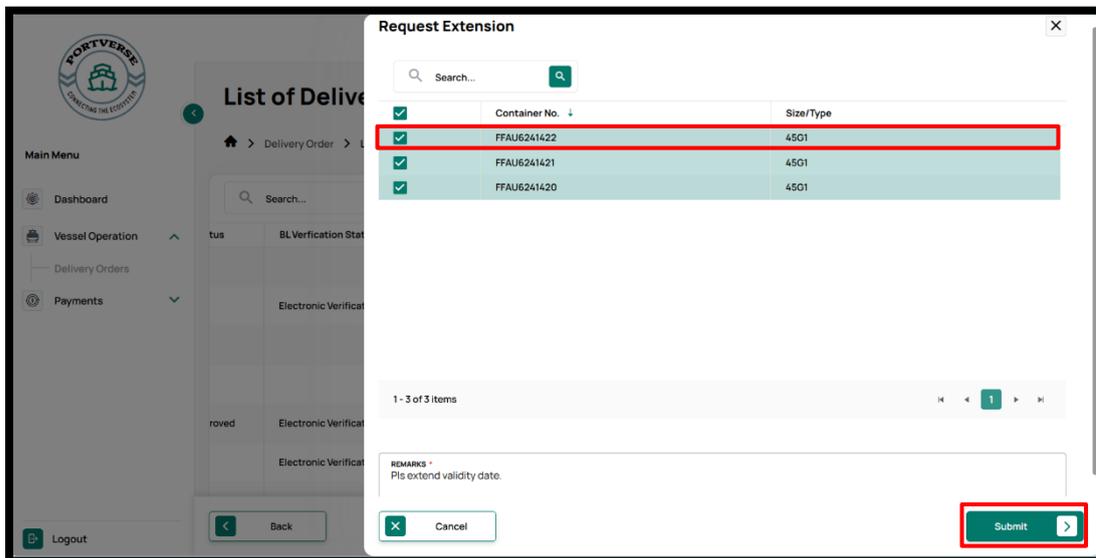ii. Select the relevant 'Container Number(s)' and click the 'Submit' button to proceed.

Figure 17

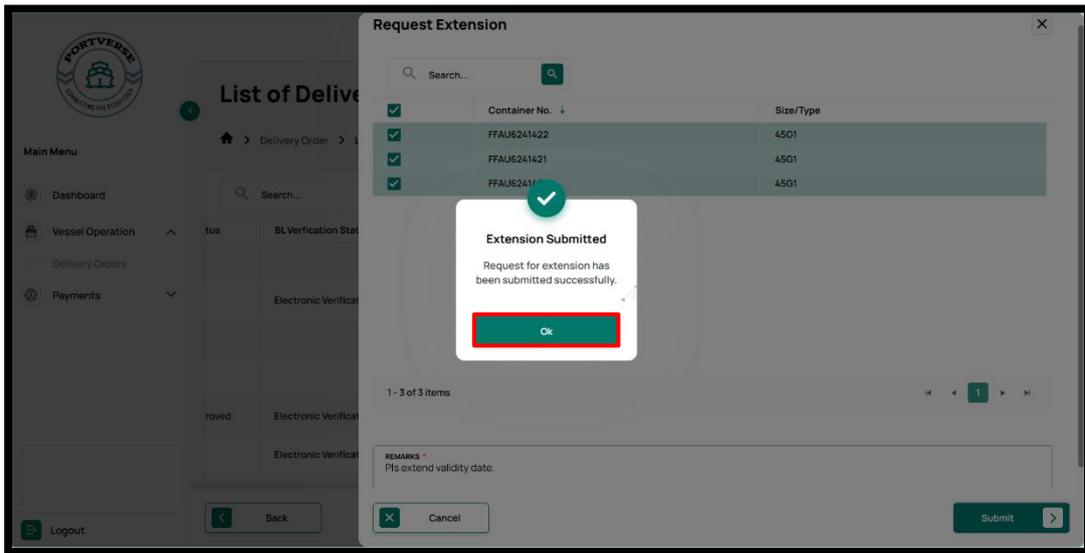iii.   Extension request has been submitted, click on the 'Ok' button to proceed.

Figure 18

1.5. VIEW INVOICE

i. On the List of Delivery Order screen, click 'View Invoice' under the Actions tab to view the invoice.

Figure 19

ii. If invoice is issued by the shipping line against the Delivery Order, it will be listed here.

Figure 20

Note: There are two ways to pay the invoice

    i.   Directly to Shipping Agent (Outside PCS): In this case, Shipping agent will mark the invoice as paid in PCS.

   ii.   Generate PSID in PCS: In this Case, Invoice will be marked as Paid once payment is received via PSID.

1.6. GENERATE PSID IN PCS

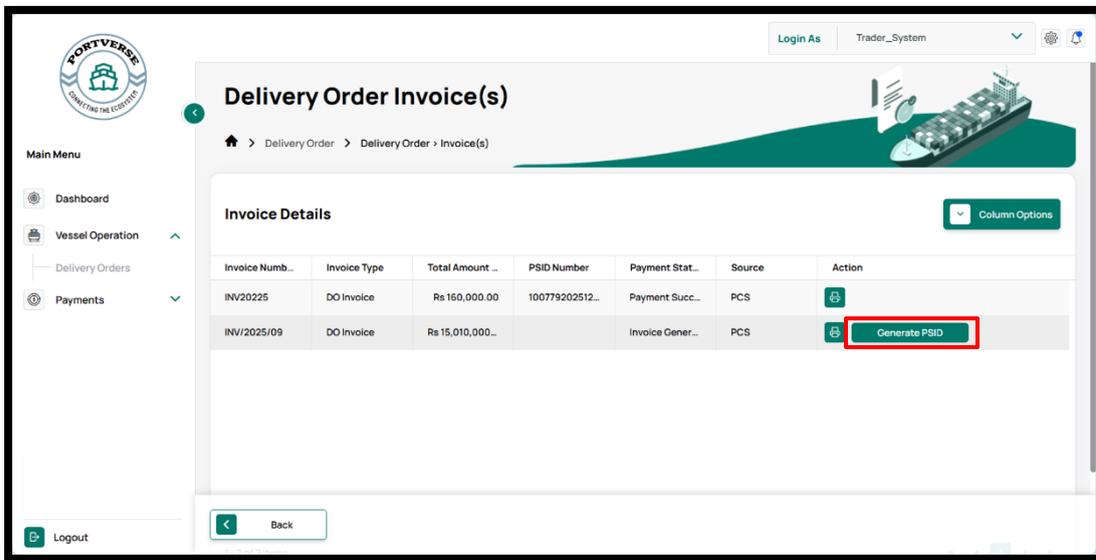i. For unpaid invoice(s), click 'Generate PSID' button to make the payment via PSID.

Figure 21

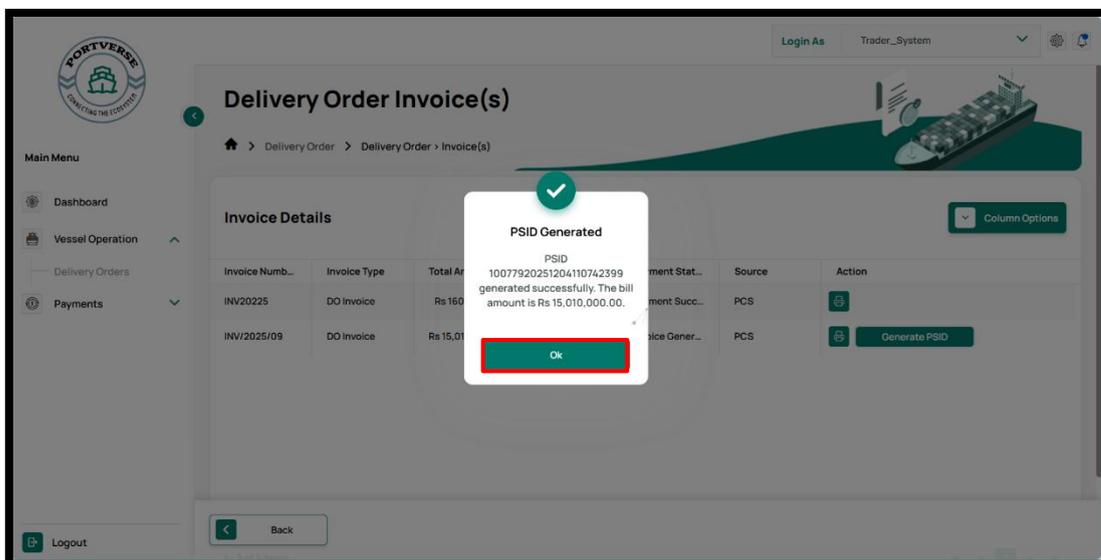iii. PSID has been generated, click on the 'Ok' button to proceed.

Figure 22

iv.   Upon successful payment, status of the invoice will be changed to 'Payment Successful'.
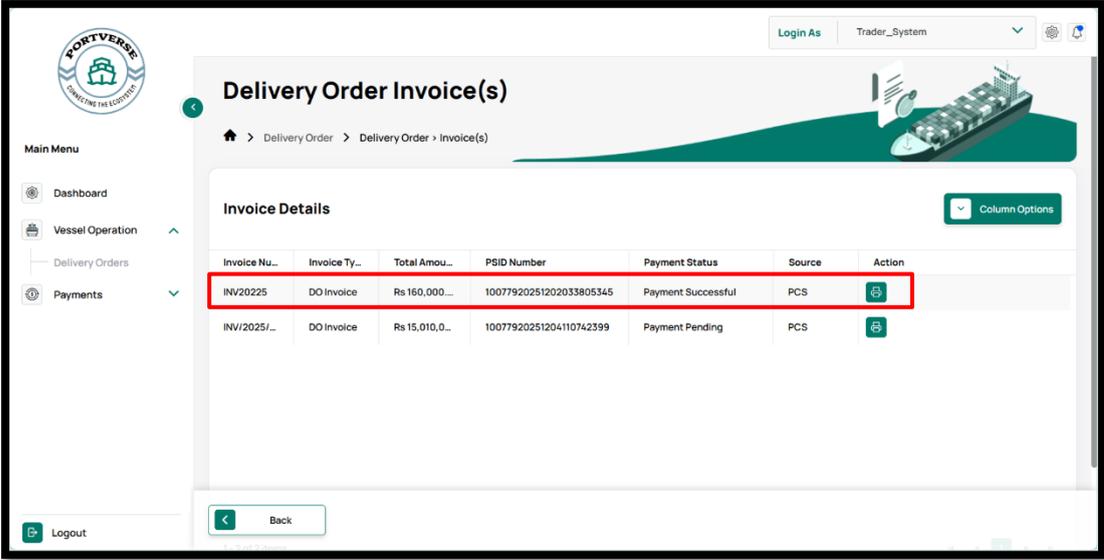

Figure 23

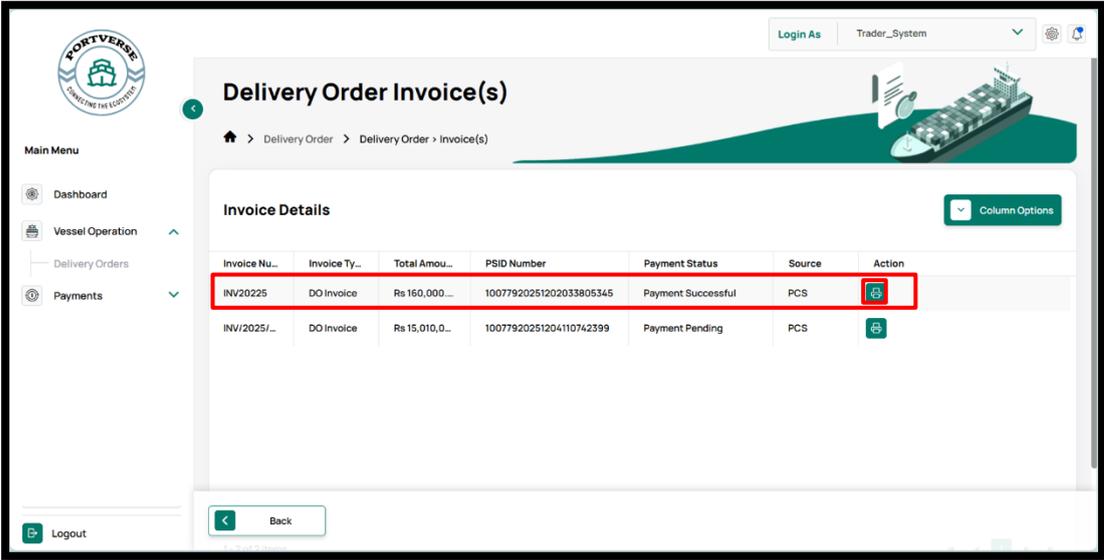v.   Click on the 'Print' button to preview the invoice.

Figure 24

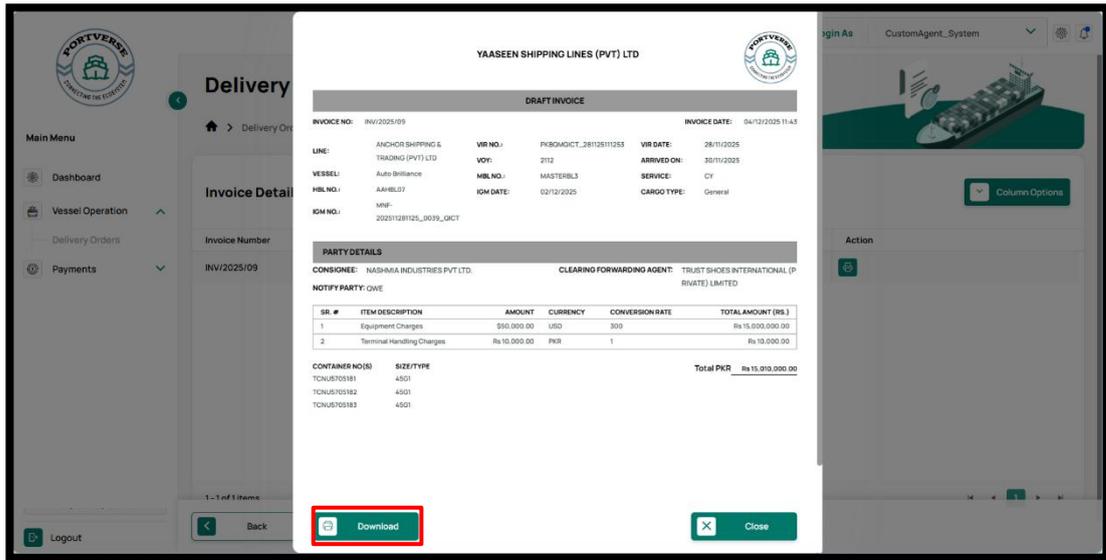vi.   Click on the 'Download' button to print the invoice.

Figure 25

1.7. PRINT DELIVERY ORDER

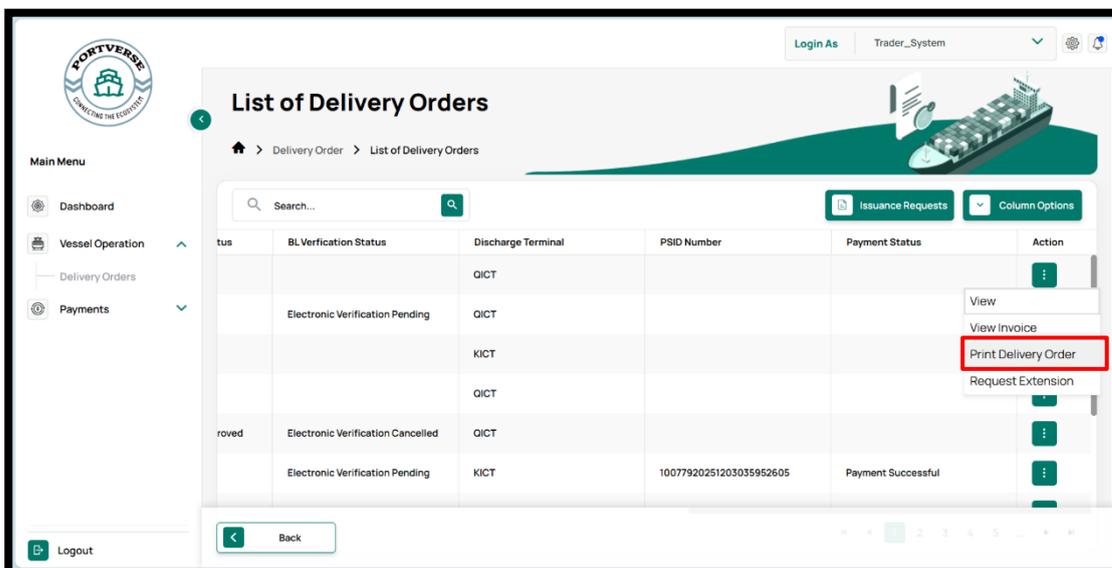i.   Once Delivery Order is issued, click 'Print Delivery Order' under the Actions tab to print the Delivery Order.

Figure 26

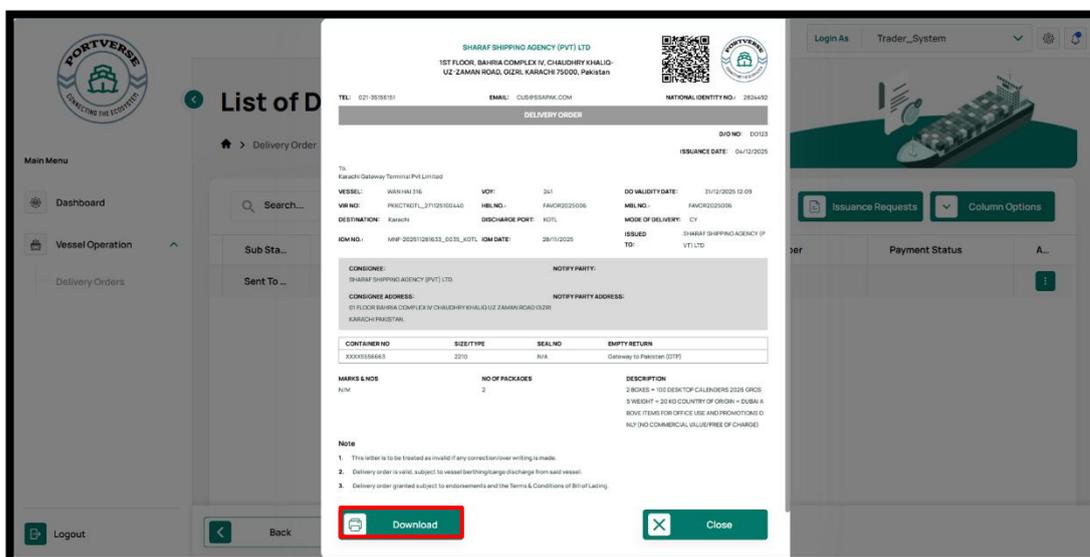ii. Click on the 'Download' button to print the Delivery Order.

Figure 27

CONTACT INFORMATION NEED ANY ASSISTANCE?

Please feel free to contact us as:

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