

# PAKISTAN SINGLE WINDOW

## Transforming Pakistan's International Trade



## PORT COMMUNITY SYSTEM

# USER MANUAL

This Manual outlines the process for requesting Delivery Order by Traders



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## TABLE OF CONTENTS

1.1. User Login.....	7
1.2. Issuance Request.....	8
1.3. View Delivery Order .....	13
1.4. Extension Request.....	15
1.5. View Invoice .....	17
1.6. Generate PSID in PCS .....	19
1.7. Print Delivery Order .....	22
Contact Information Need any assistance? .....	23



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 It aims to enhance inter-agency coordination, streamline cargo management, and replace outdated, paper-based processes with efficient digital workflows.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

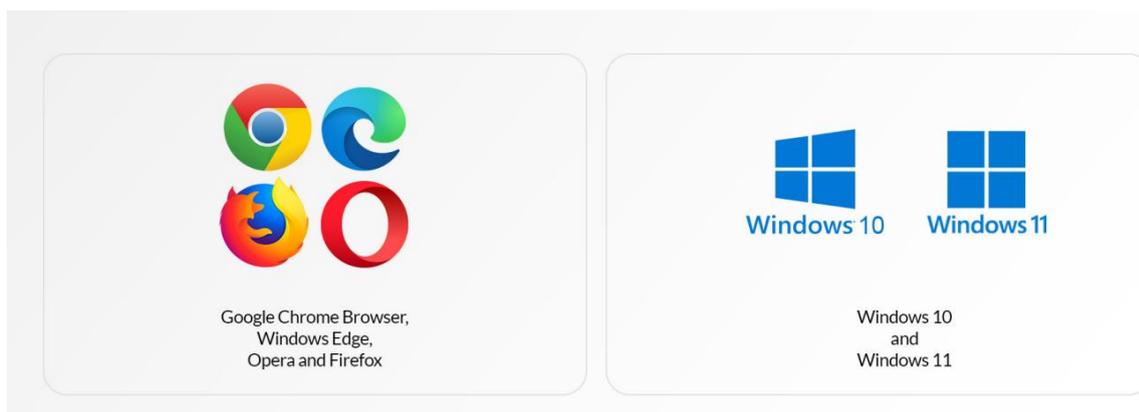


## 4. PRE-REQUISITES FOR CROSS BORDER TRADE AND FINANCIAL TRANSACTIONS

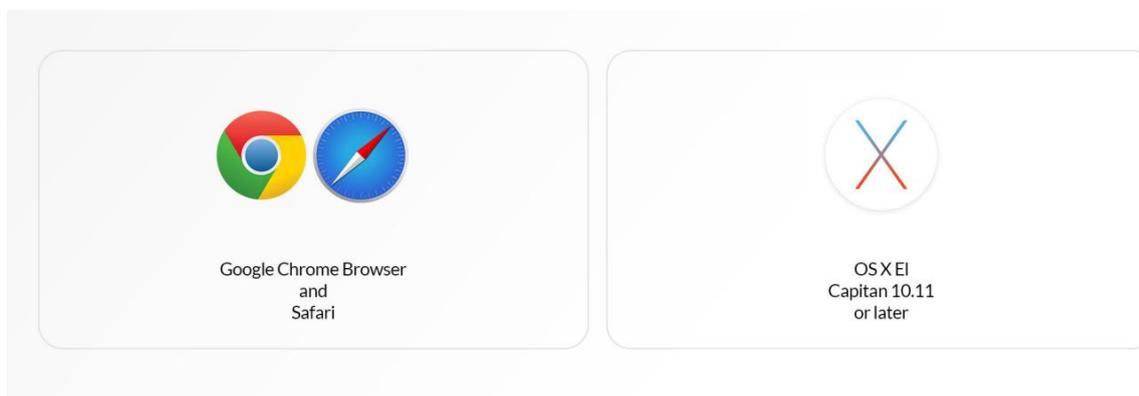
- i. Shipping agents must have an active subscription and registered with Pakistan Single Window (PSW).
- ii. Users must have valid PCS application credentials.
- iii. Shipping agents must be associated with shipping lines to perform the necessary operations through PCS.
- iv. Shipping agents must have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

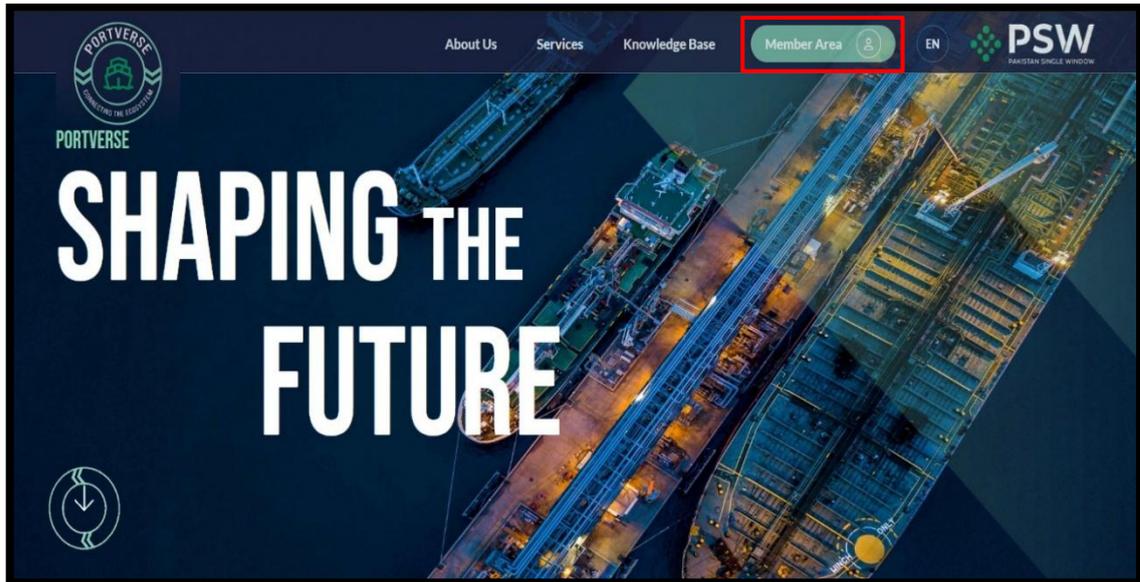


Figure 1

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

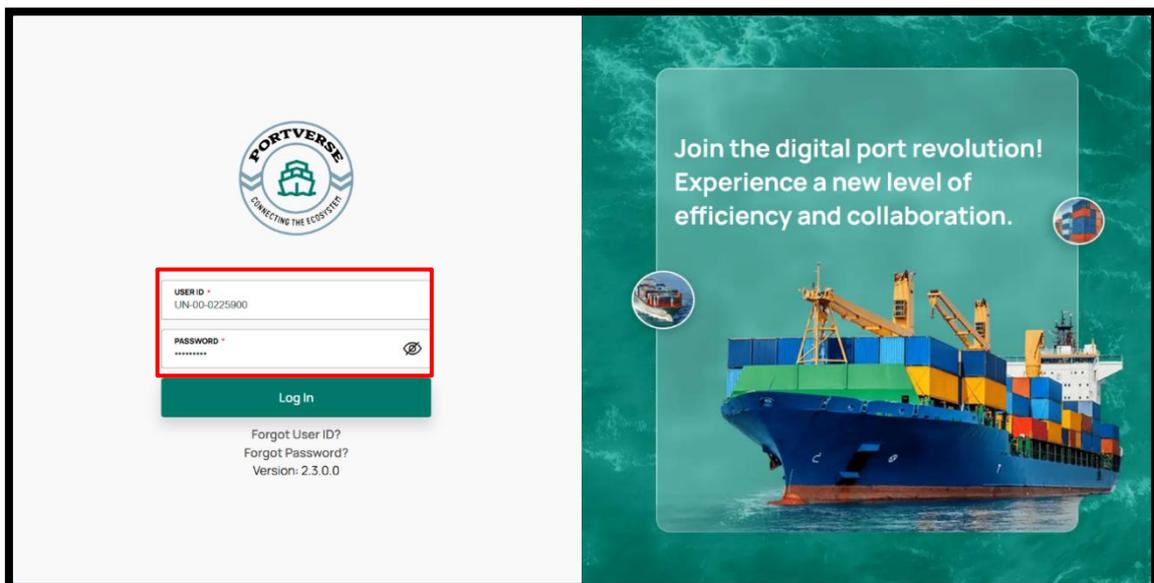
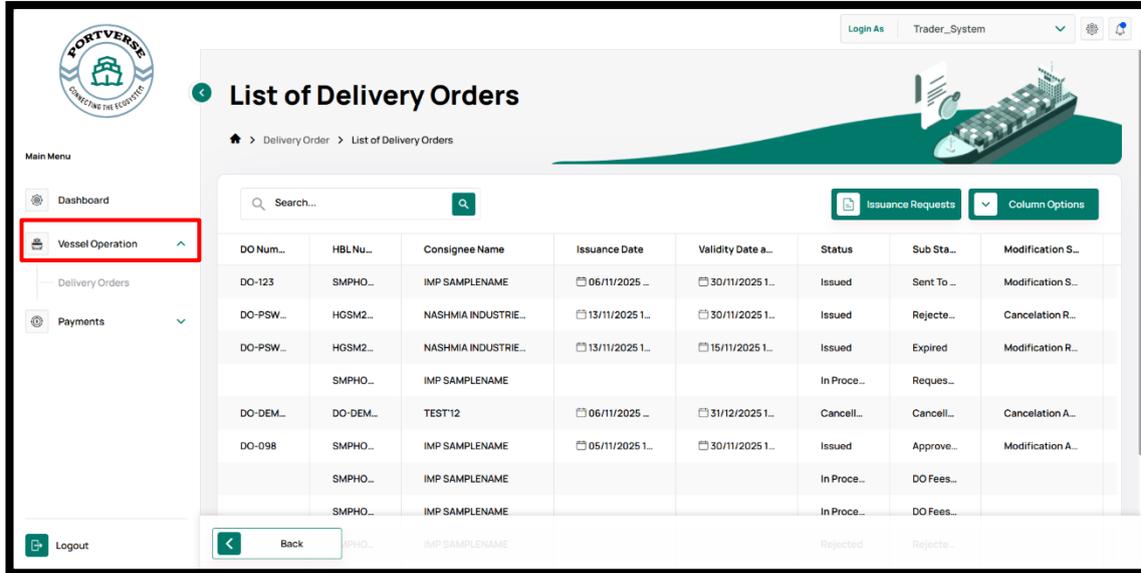


Figure 2

## 1.2. ISSUANCE REQUEST

- i. On the 'Main Menu' screen, click 'Vessel Operations' to expand the list.

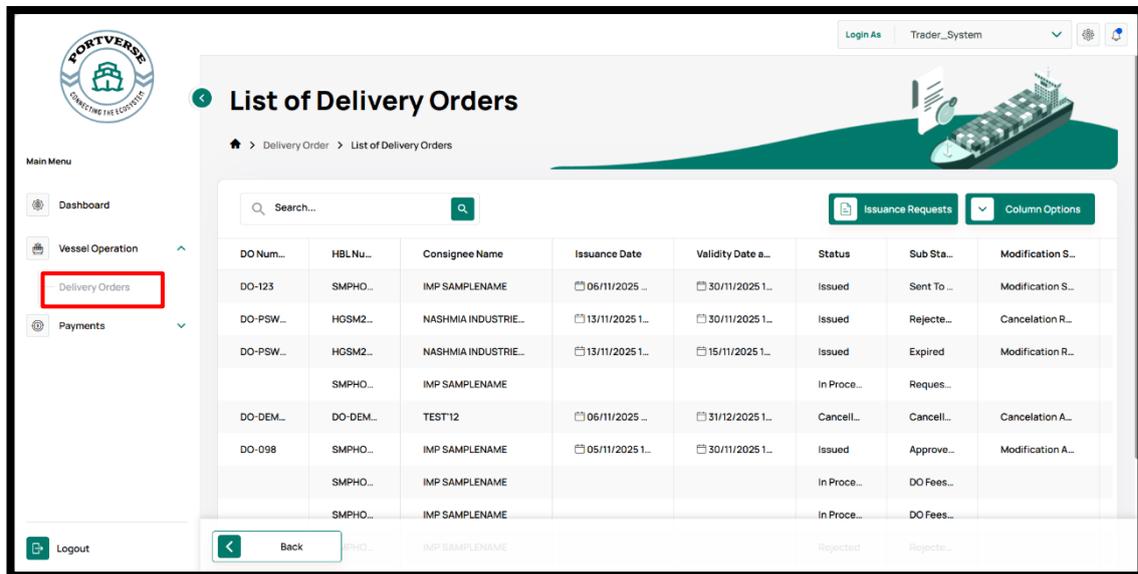


The screenshot shows the 'List of Delivery Orders' page. The left-hand 'Main Menu' is expanded, and 'Vessel Operation' is highlighted with a red box. The main content area displays a table of delivery orders with columns for DO Num., HBL Nu., Consignee Name, Issuance Date, Validity Date a., Status, Sub Sta., and Modification S..

DO Num...	HBL Nu...	Consignee Name	Issuance Date	Validity Date a...	Status	Sub Sta...	Modification S...
DO-123	SMPHO...	IMP SAMPLENAME	06/11/2025	30/11/2025 1...	Issued	Sent To ...	Modification S...
DO-PSW...	HGSM2...	NASHMIA INDUSTRIE...	13/11/2025 1...	30/11/2025 1...	Issued	Rejecte...	Cancellation R...
DO-PSW...	HGSM2...	NASHMIA INDUSTRIE...	13/11/2025 1...	15/11/2025 1...	Issued	Expired	Modification R...
	SMPHO...	IMP SAMPLENAME			In Proce...	Reques...	
DO-DEM...	DO-DEM...	TEST12	06/11/2025	31/12/2025 1...	Cancell...	Cancell...	Cancellation A...
DO-098	SMPHO...	IMP SAMPLENAME	05/11/2025 1...	30/11/2025 1...	Issued	Approve...	Modification A...
	SMPHO...	IMP SAMPLENAME			In Proce...	DO Fees...	
	SMPHO...	IMP SAMPLENAME			In Proce...	DO Fees...	

Figure 3

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



The screenshot shows the 'List of Delivery Orders' page. The left-hand 'Main Menu' is expanded, and 'Delivery Orders' is highlighted with a red box. The main content area displays a table of delivery orders with columns for DO Num., HBL Nu., Consignee Name, Issuance Date, Validity Date a., Status, Sub Sta., and Modification S..

DO Num...	HBL Nu...	Consignee Name	Issuance Date	Validity Date a...	Status	Sub Sta...	Modification S...
DO-123	SMPHO...	IMP SAMPLENAME	06/11/2025	30/11/2025 1...	Issued	Sent To ...	Modification S...
DO-PSW...	HGSM2...	NASHMIA INDUSTRIE...	13/11/2025 1...	30/11/2025 1...	Issued	Rejecte...	Cancellation R...
DO-PSW...	HGSM2...	NASHMIA INDUSTRIE...	13/11/2025 1...	15/11/2025 1...	Issued	Expired	Modification R...
	SMPHO...	IMP SAMPLENAME			In Proce...	Reques...	
DO-DEM...	DO-DEM...	TEST12	06/11/2025	31/12/2025 1...	Cancell...	Cancell...	Cancellation A...
DO-098	SMPHO...	IMP SAMPLENAME	05/11/2025 1...	30/11/2025 1...	Issued	Approve...	Modification A...
	SMPHO...	IMP SAMPLENAME			In Proce...	DO Fees...	
	SMPHO...	IMP SAMPLENAME			In Proce...	DO Fees...	

Figure 4

iii. On the Delivery Order screen, click on the 'Issuance Request' button.

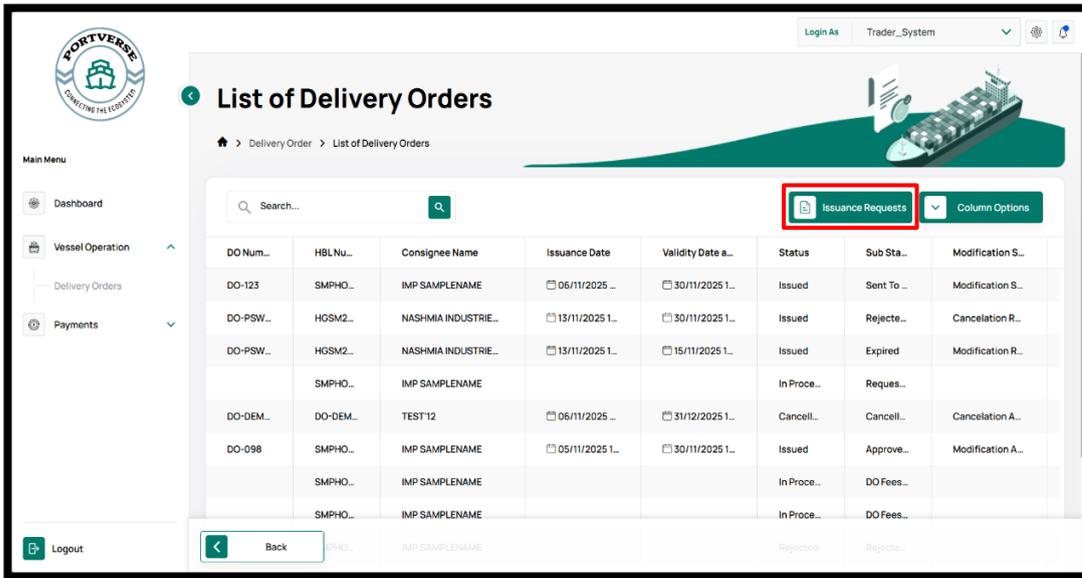


Figure 5

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

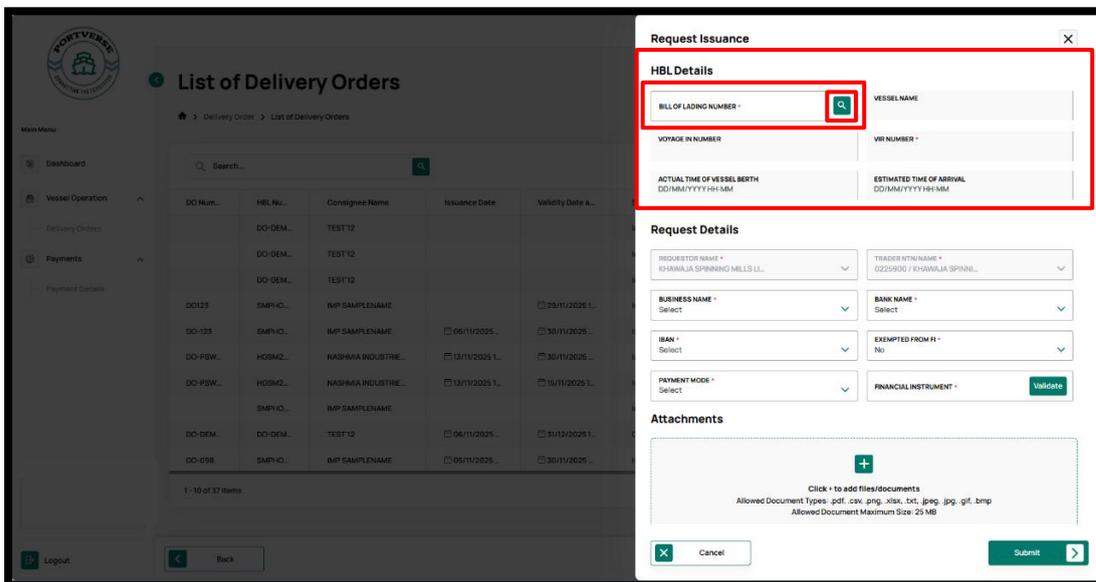


Figure 6



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

**List of Delivery Orders**

DD Num.	HBL No.	Consignee Name	Issuance Date	Validity Date
DD-DEM.	DD-DEM.	TEST12		
DD-DEM.	DD-DEM.	TEST12		
DD-DEM.	DD-DEM.	TEST12		
DD-123	SMPHO.	SMP SAMPLENAME	06/11/2025	30/11/2025
DD-123	SMPHO.	SMP SAMPLENAME	06/11/2025	30/11/2025
DD-PSW.	HGBM2.	NASHIMA INDUSTRIE...	13/11/2025	30/11/2025
DD-PSW.	HGBM2.	NASHIMA INDUSTRIE...	13/11/2025	15/11/2025
DD-DEM.	DD-DEM.	TEST12	06/11/2025	31/12/2025
DD-098	SMPHO.	SMP SAMPLENAME	06/11/2025	30/11/2025

**Request Issuance**

**HBL Details**

BILL OF LADING NUMBER \*  VESSEL NAME

VOYAGE IN NUMBER  VIR NUMBER \*

ACTUAL TIME OF VESSEL BERTH DD/MM/YYYY HH:MM  ESTIMATED TIME OF ARRIVAL DD/MM/YYYY HH:MM

**Request Details**

REQUESTOR NAME \*  TRADER NTN/NAME \*

BUSINESS NAME \*  BANK NAME \*

IBAN \*  EXEMPTED FROM FI \*

PAYMENT MODE \*  FINANCIAL INSTRUMENT \*

**Attachments**

Click + to add files/documents  
Allowed Document Types: pdf, csv, png, xls, txt, jpeg, jpg, gif, bmp  
Allowed Document Maximum Size: 25 MB

Figure 7

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

**List of Delivery Orders**

DD Num.	HBL No.	Consignee Name	Issuance Date	Validity Date
DD-DEM.	DD-DEM.	TEST12		
DD-DEM.	DD-DEM.	TEST12		
DD-DEM.	DD-DEM.	TEST12		
DD-123	SMPHO.	SMP SAMPLENAME	06/11/2025	30/11/2025
DD-123	SMPHO.	SMP SAMPLENAME	06/11/2025	30/11/2025
DD-PSW.	HGBM2.	NASHIMA INDUSTRIE...	13/11/2025	30/11/2025
DD-PSW.	HGBM2.	NASHIMA INDUSTRIE...	13/11/2025	15/11/2025
DD-DEM.	DD-DEM.	TEST12	06/11/2025	31/12/2025
DD-098	SMPHO.	SMP SAMPLENAME	06/11/2025	30/11/2025

**Request Issuance**

**HBL Details**

BILL OF LADING NUMBER \*  VESSEL NAME

VOYAGE IN NUMBER  VIR NUMBER \*

ACTUAL TIME OF VESSEL BERTH DD/MM/YYYY HH:MM  ESTIMATED TIME OF ARRIVAL DD/MM/YYYY HH:MM

**Request Details**

REQUESTOR NAME \*  TRADER NTN/NAME \*

BUSINESS NAME \*  BANK NAME \*

IBAN \*  EXEMPTED FROM FI \*

PAYMENT MODE \*  FINANCIAL INSTRUMENT \*

**Attachments**

Click + to add files/documents  
Allowed Document Types: pdf, csv, png, xls, txt, jpeg, jpg, gif, bmp  
Allowed Document Maximum Size: 25 MB

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.

**List of Delivery Orders**

Delivery Order > List of Delivery Orders

Main Menu

- Dashboard
- Vessel Operation
- Delivery Orders
- Payments

Logout Back

IBAN: Select EXEMPTED FROM FI: No

PAYMENT MODE: Select FINANCIAL INSTRUMENT: Validate

**Attachments**

Click + to add files/documents  
Allowed Document Types: .pdf, .csv, .png, .xlsx, .txt, .jpeg, .jpg, .gif, .bmp  
Allowed Document Maximum Size: 25 MB

Name	Document Type	Upload Date
2612202516113217-DO_Print (2).pdf	Copy of BL	26/12/2025

Cancel Submit

Figure 9

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

**List of Delivery Orders**

Delivery Order > List of Delivery Orders

Main Menu

- Dashboard
- Vessel Operation
- Delivery Orders
- Payments

Logout Back

Shipping Agent: 41996  
22 KHAWAJA SPINNING MILLS LTD.

**Request Details**

REQUESTOR NAME: KHAWAJA SPINNING MILL... TRADER A/TM/NAME: 0229900 / KHAWAJA SPL...

BUSINESS NAME: M/S KHAWAJA SPINNING... BANK NAME: Bank Alfalah Ltd

IBAN: PK93ALFH558600500134... EXEMPTED FROM FI: No

PAYMENT MODE: Letter of Credit FINANCIAL INSTRUMENT: HBL-IMP-069413-16122024 Validate

**Attachments**

Click + to add files/documents  
Allowed Document Types: .pdf, .csv, .png, .xlsx, .txt, .jpeg, .jpg, .gif, .bmp  
Allowed Document Maximum Size: 25 MB

Name	Document Type	Upload Date	Com
2101202616490897-Copy of BL.pdf	Copy of BL	21/01/2026	<input type="checkbox"/>

I acknowledge and accept that by proceeding with this request, I confirm that I am selecting my own House Bill of Lading (HBL) or one that I am legally authorized to act upon. I understand that selecting an unauthorized BL may result in legal action, including penalties as per applicable regulations.

Cancel Submit

Figure 10



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

The screenshot displays a web interface for managing delivery orders. On the left, a sidebar contains navigation options: Dashboard, Search, Master Operation, Delivery Orders, Payments, and a 'Working Agent' section. The main area is titled 'List of Delivery Orders' and features a table with columns for 'DO Num.', 'HBL No.', 'Commodity Name', and 'Invoice Date'. A success message dialog is overlaid on the table, stating 'Submitted Successfully' and 'DO Issuance Request have been submitted successfully.' The 'Okay' button in this dialog is highlighted with a red border. On the right, an 'Attachments' panel shows a table with columns for 'Name', 'Document Type', and 'Upload Date'. The table contains one entry: '261262517593151-APSA letter to PSW.pdf' with a 'Copy of BL' document type and an upload date of '26/11/2025'. Below the table, there is a checkbox for 'I acknowledge and accept that by proceeding with this request, I confirm that I am selecting my own House Bill of Lading (HBL) or one that I am legally authorized to act upon. I understand that selecting an unauthorized BL may result in legal action, including penalties as per applicable regulations.' and buttons for 'Cancel' and 'Submit'.

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'.

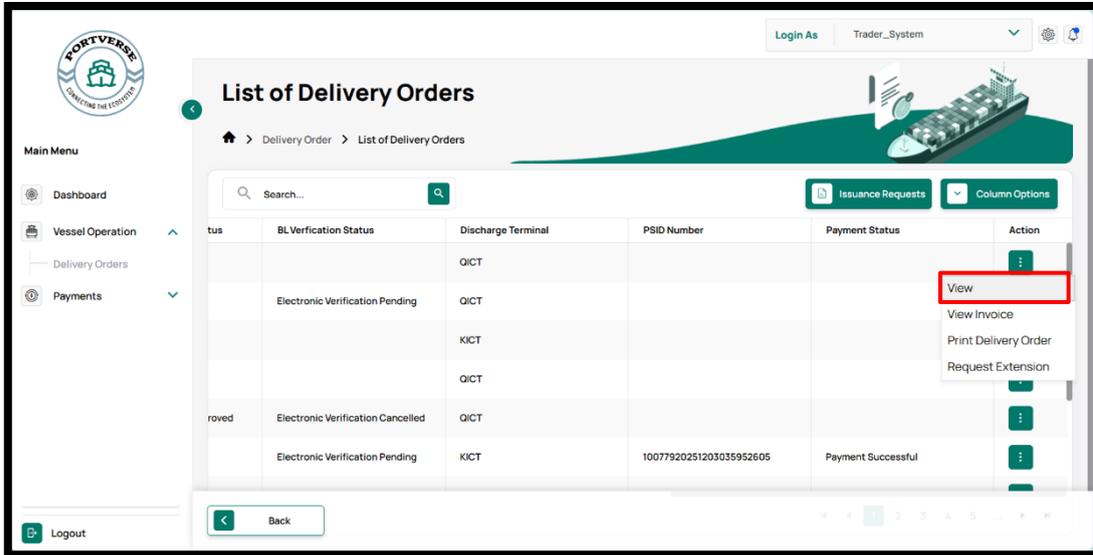


Figure 12

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

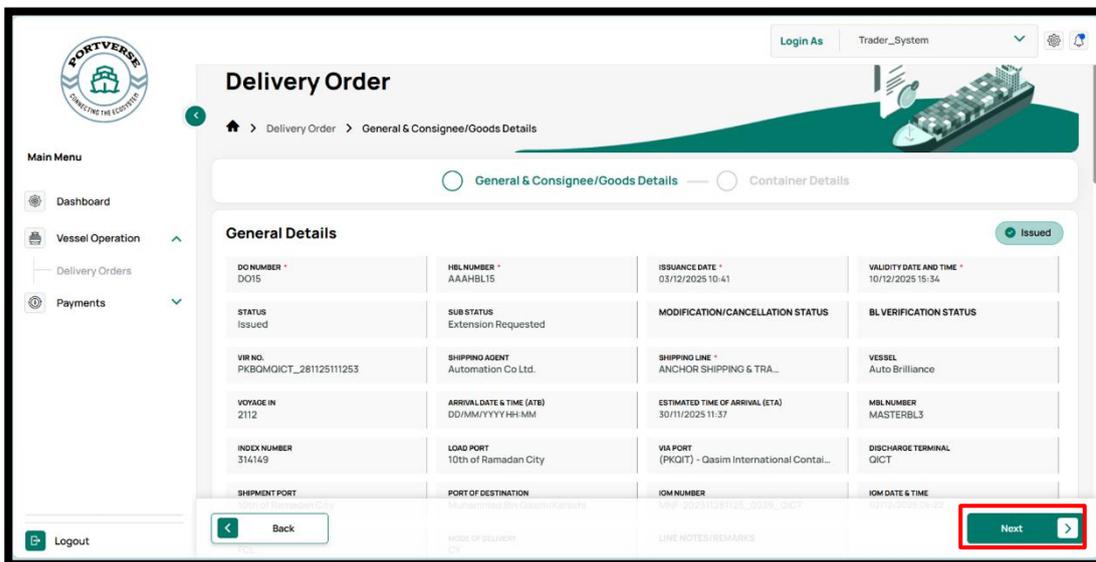


Figure 13

iii. View the container details.

The screenshot displays the 'Delivery Order' page in the PortVerse system. The page title is 'Delivery Order' and the breadcrumb trail is 'Home > Delivery Order > Container Details'. There are two tabs: 'General & Consignee/Goods Details' (active) and 'Container Details'. A search bar and 'Column Options' button are present above the table. The table lists three containers with the following data:

Container No.	Terminal Discharge	Seal No	Size/Type	Delivery Mode	SOC
FFAU6241420		15425004	45G1	CY	No
FFAU6241421		15425004	45G1	CY	o
FFAU6241422		15425004	45G1	CY	No

The table is highlighted with a red border. At the bottom left, there is a 'Logout' button, and at the bottom center, there is a 'Back' button.

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.

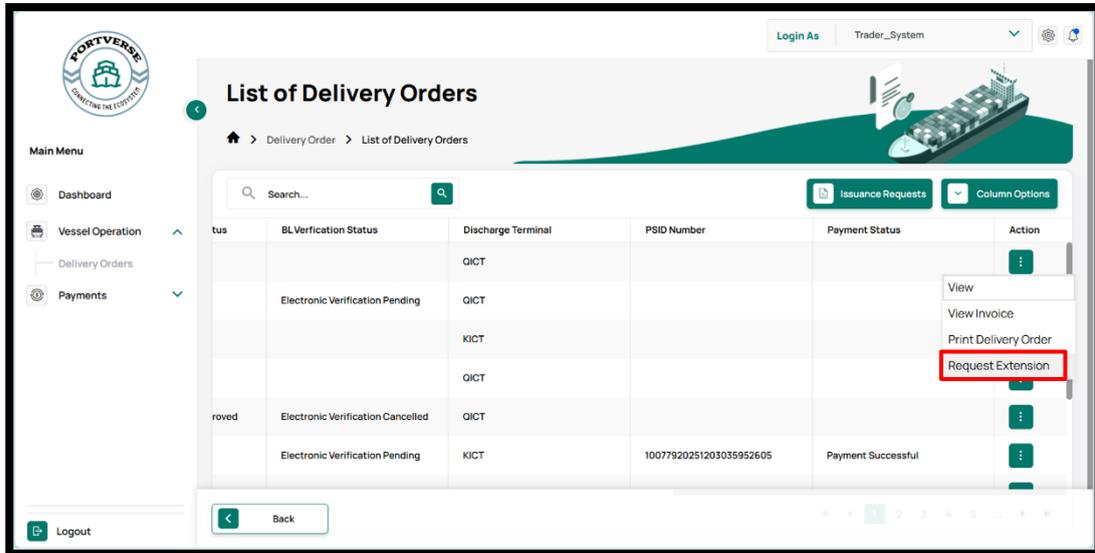


Figure 16

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

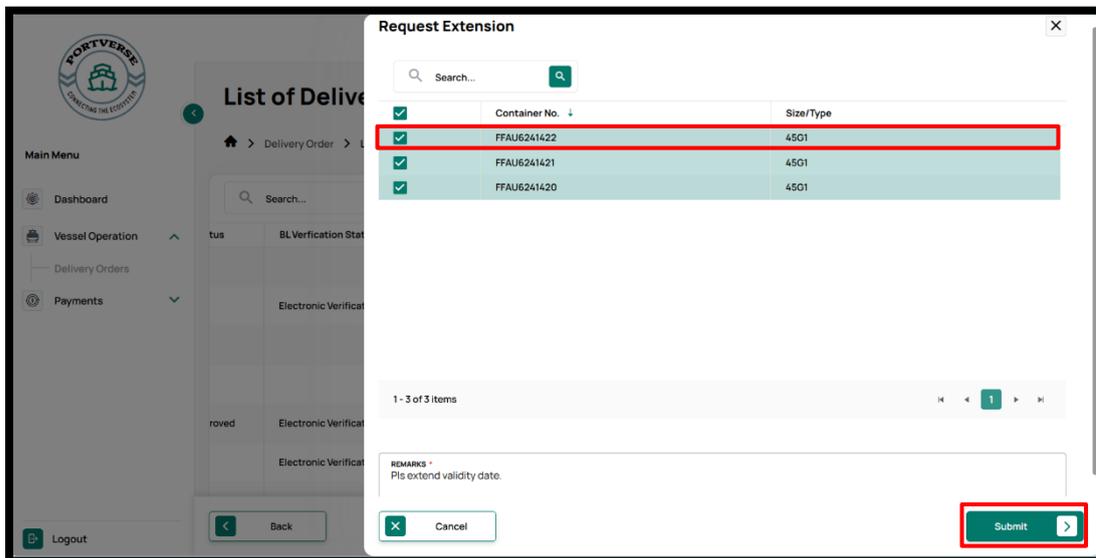


Figure 17



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

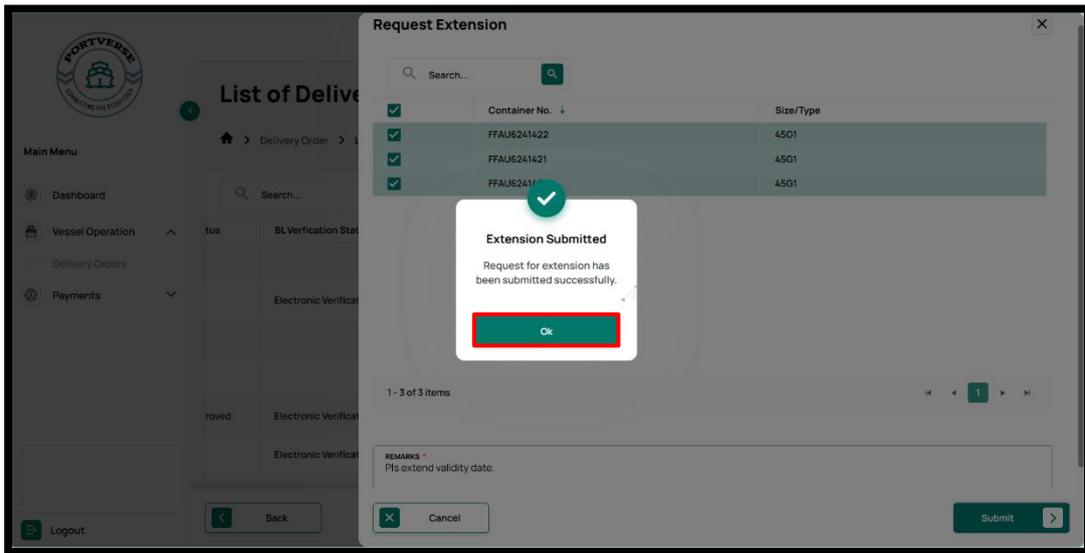


Figure 18

## 1.5. VIEW INVOICE

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

tus	BL Verification Status	Discharge Terminal	PSID Number	Payment Status	Action
	Electronic Verification Pending	QICT			View View Invoice Print Delivery Order Request Extension
	Electronic Verification Pending	KICT			
roved	Electronic Verification Cancelled	QICT			
	Electronic Verification Pending	KICT	10077920251203035952605	Payment Successful	

Figure 19

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

Invoice Num...	Invoice Type	Total Amount ...	PSID Number	Payment Stat...	Source	Action
INV20225	DO Invoice	Rs 160,000.00	100779202512...	Payment Succ...	PCS	
INV/2025/09	DO Invoice	Rs 15,010,000...		Invoice Gener...	PCS	Generate PSID

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.

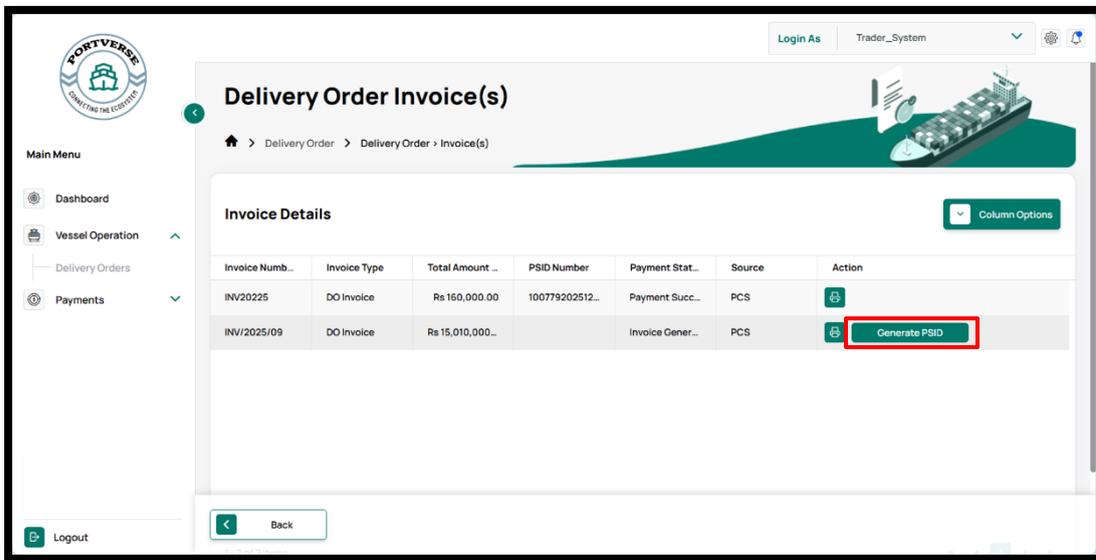


Figure 21

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

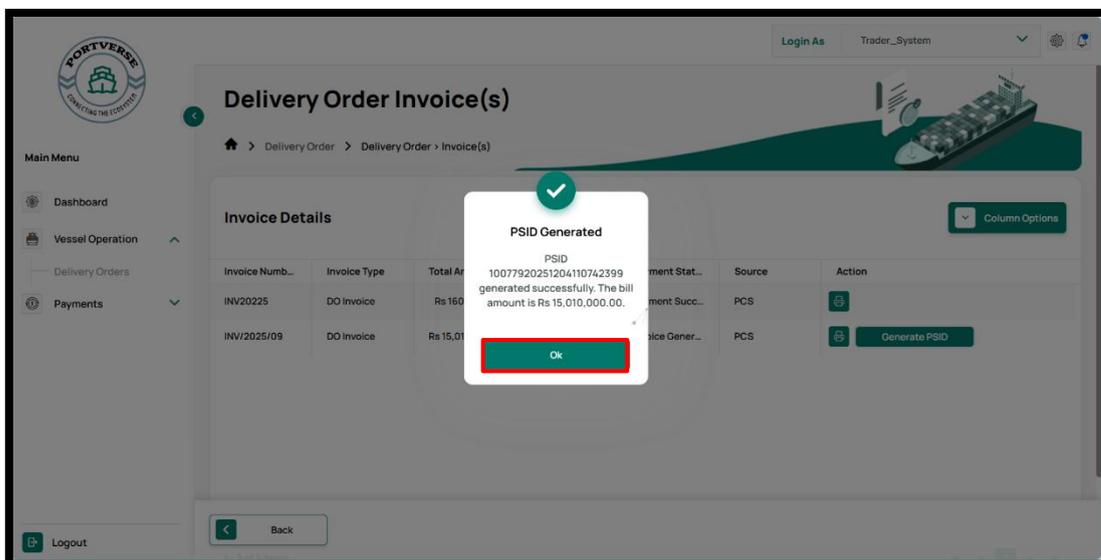


Figure 22

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

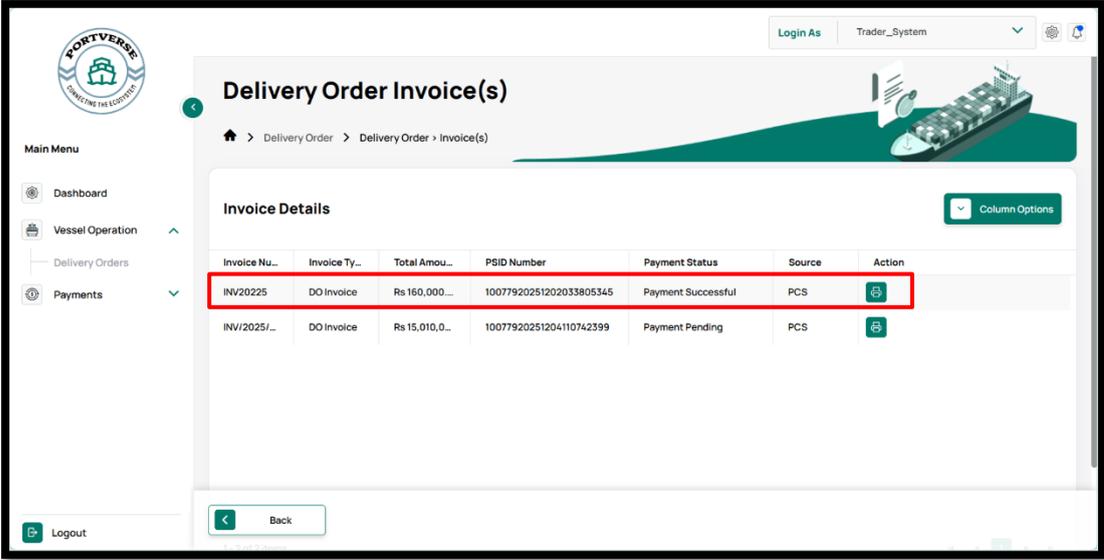


Figure 23

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

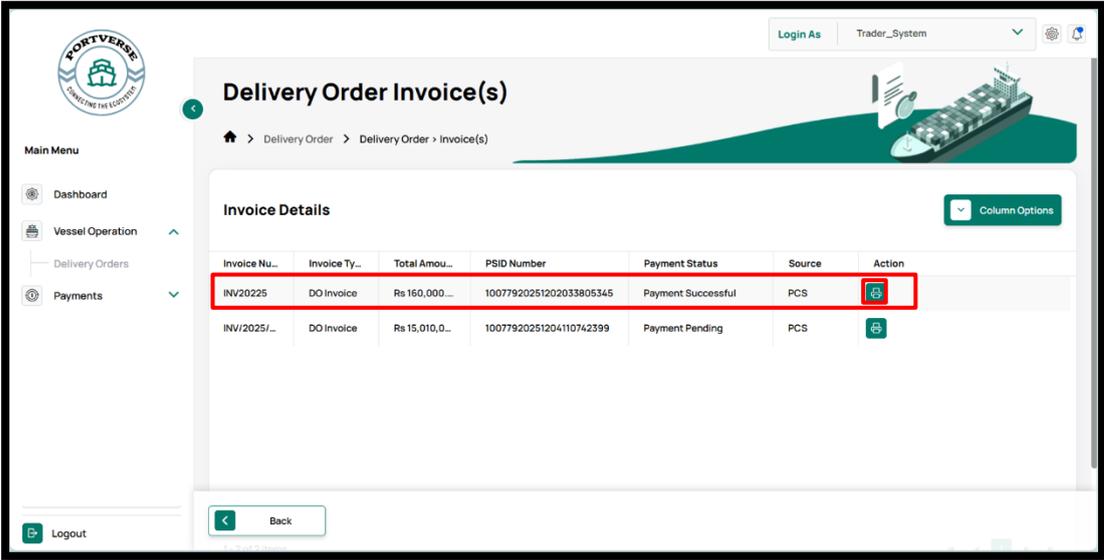


Figure 24

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

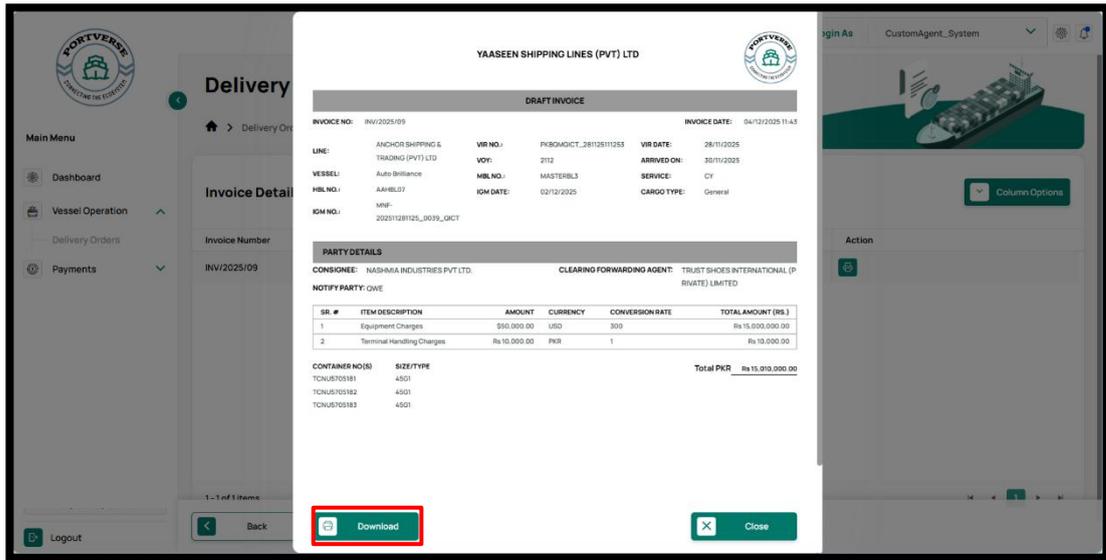


Figure 25

## 1.7. PRINT DELIVERY ORDER

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

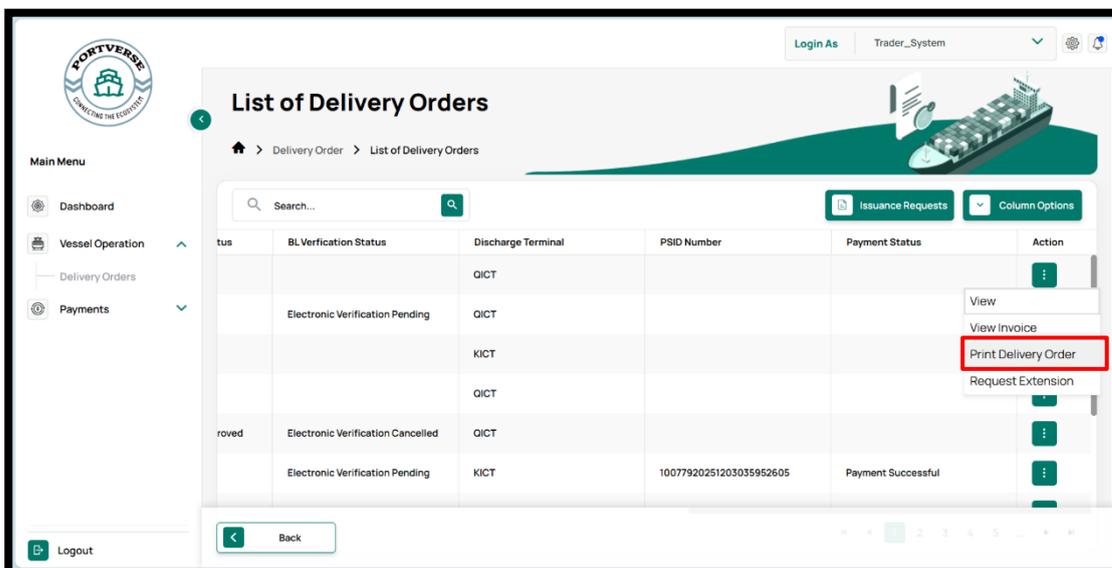


Figure 26

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

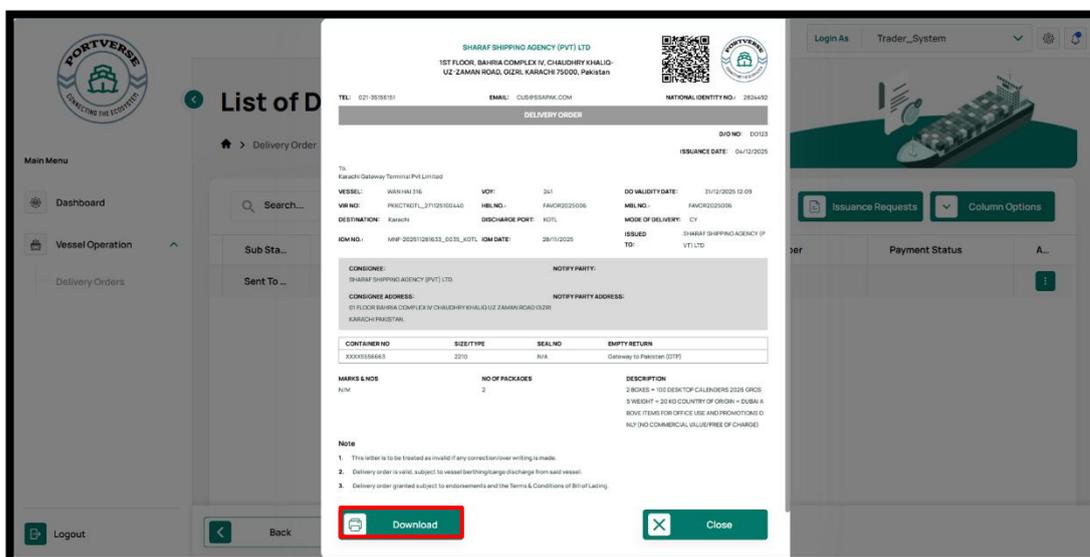


Figure 27



## CONTACT INFORMATION NEED ANY ASSISTANCE?

Please feel free to contact us as:

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

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