

# PAKISTAN SINGLE WINDOW

## Transforming Pakistan's International Trade



## PORT COMMUNITY SYSTEM

# USER MANUAL

This Manual outlines the process for requesting Delivery Order by Customs Agents



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 It aims to enhance inter-agency coordination, streamline cargo management, and replace outdated, paper-based processes with efficient digital workflows.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

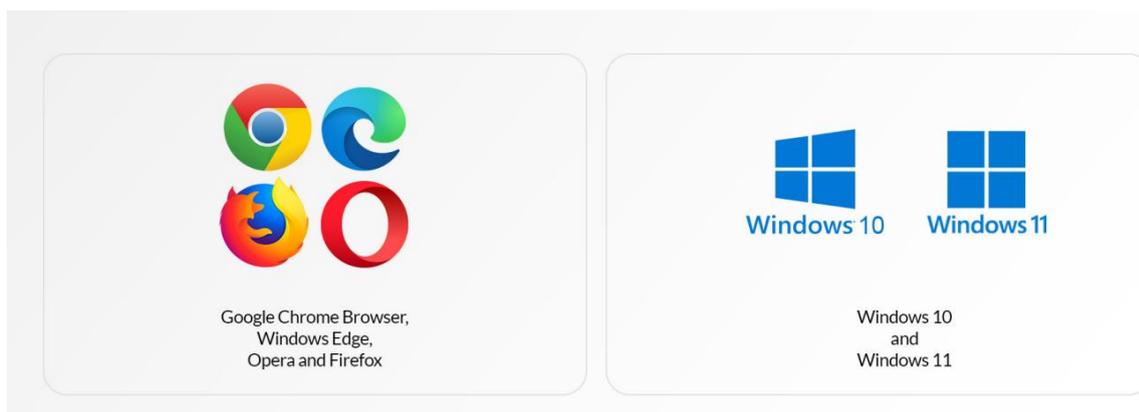


## 4. PRE-REQUISITES FOR CROSS BORDER TRADE AND FINANCIAL TRANSACTIONS

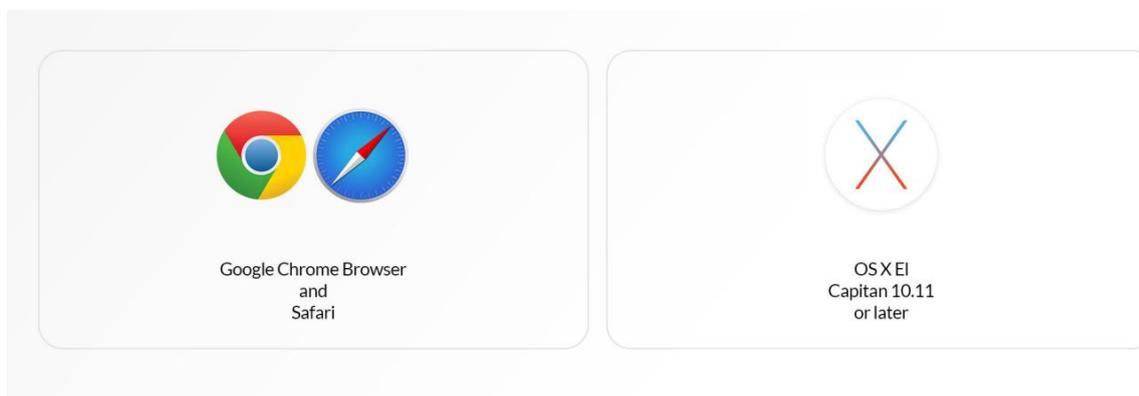
- i. Shipping agents must have an active subscription and registered with Pakistan Single Window (PSW).
- ii. Users must have valid PCS application credentials.
- iii. Shipping agents must be associated with shipping lines to perform the necessary operations through PCS.
- iv. Shipping agents must have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

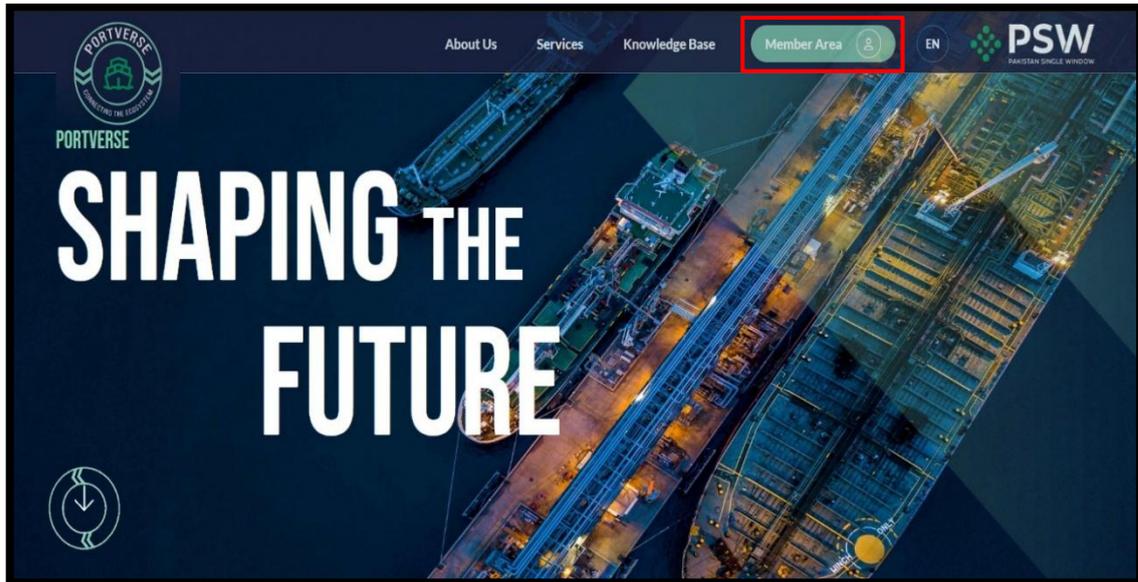


Figure 1

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

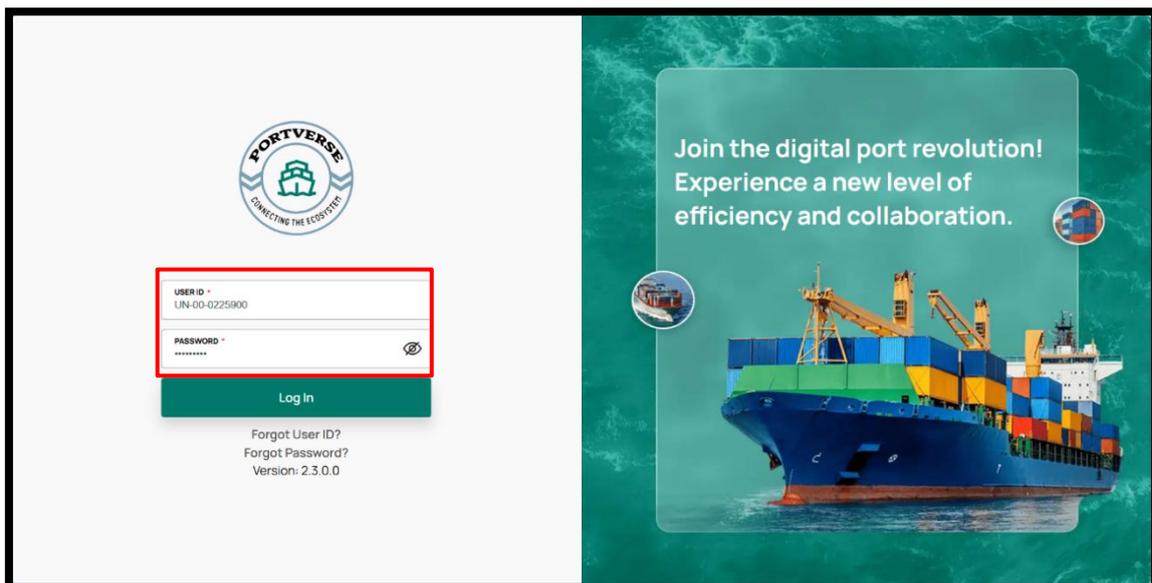


Figure 2

## 1.2. ISSUANCE REQUEST

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

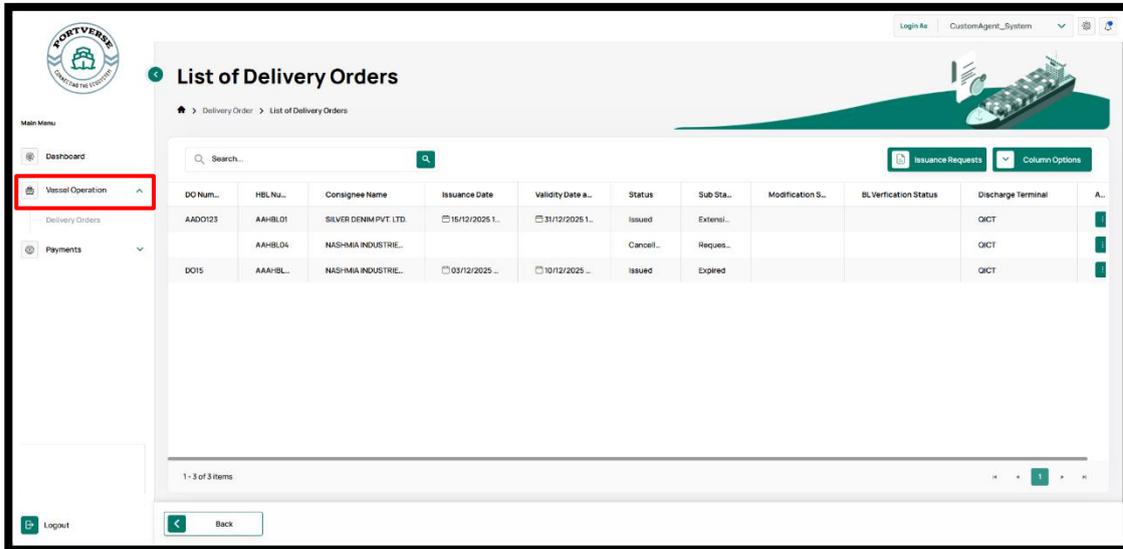


Figure 3

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

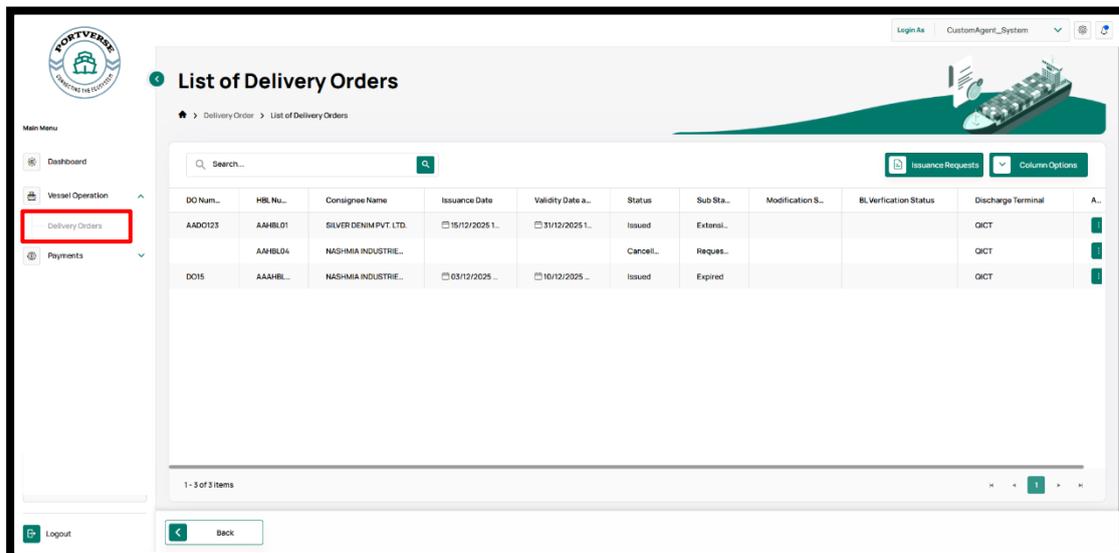


Figure 4

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

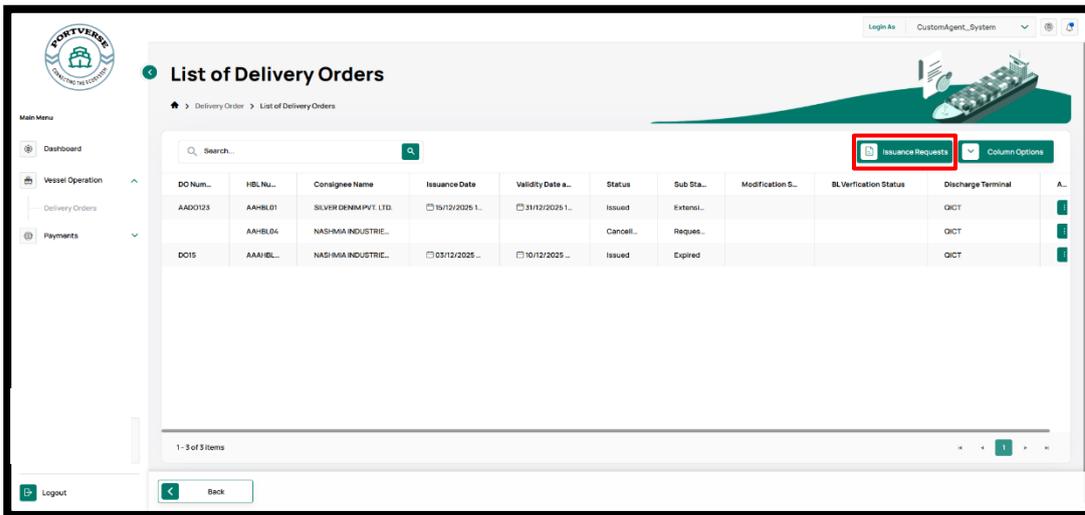


Figure 5

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

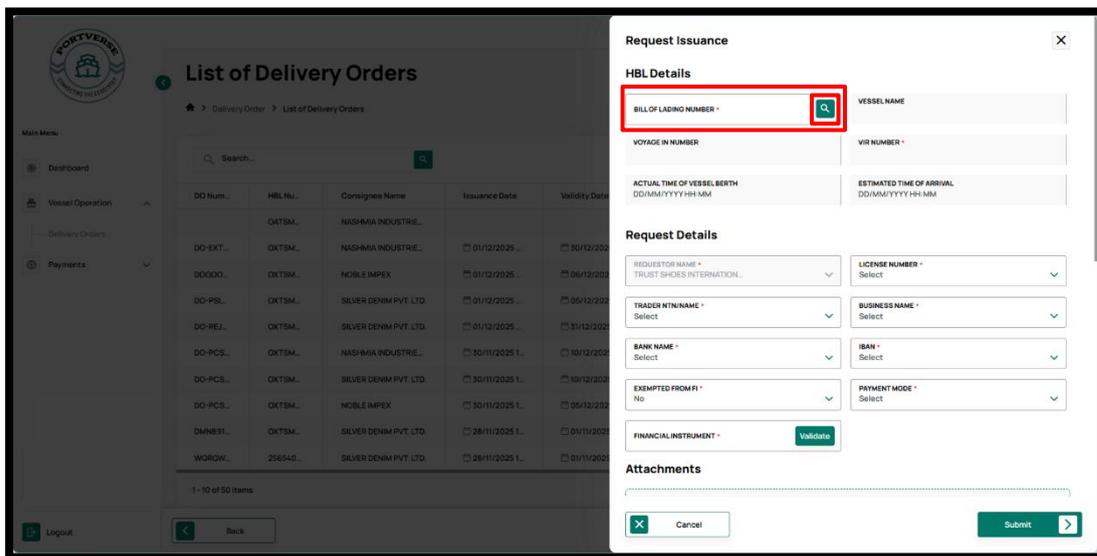


Figure 6

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

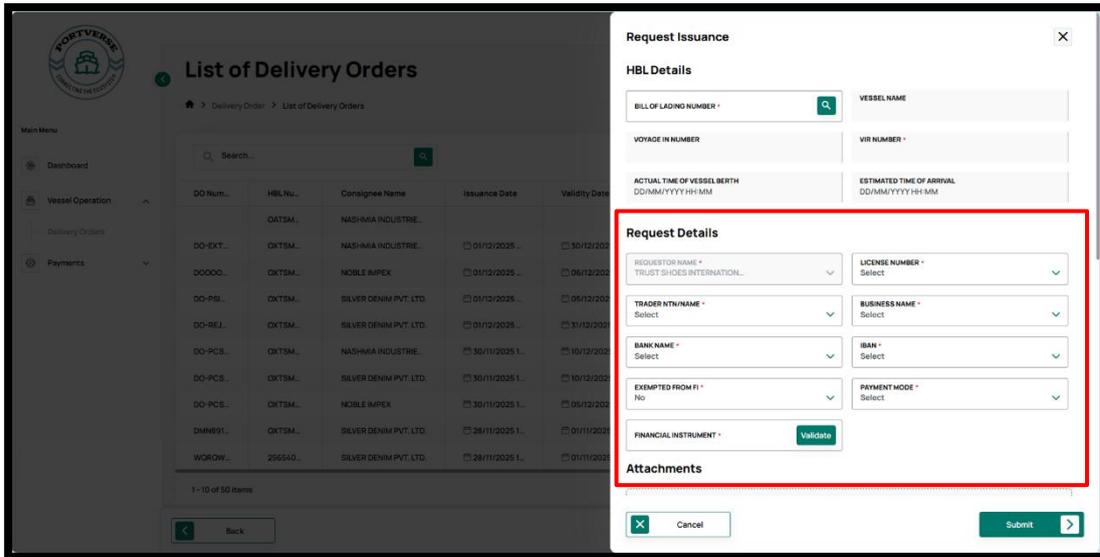


Figure 7

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

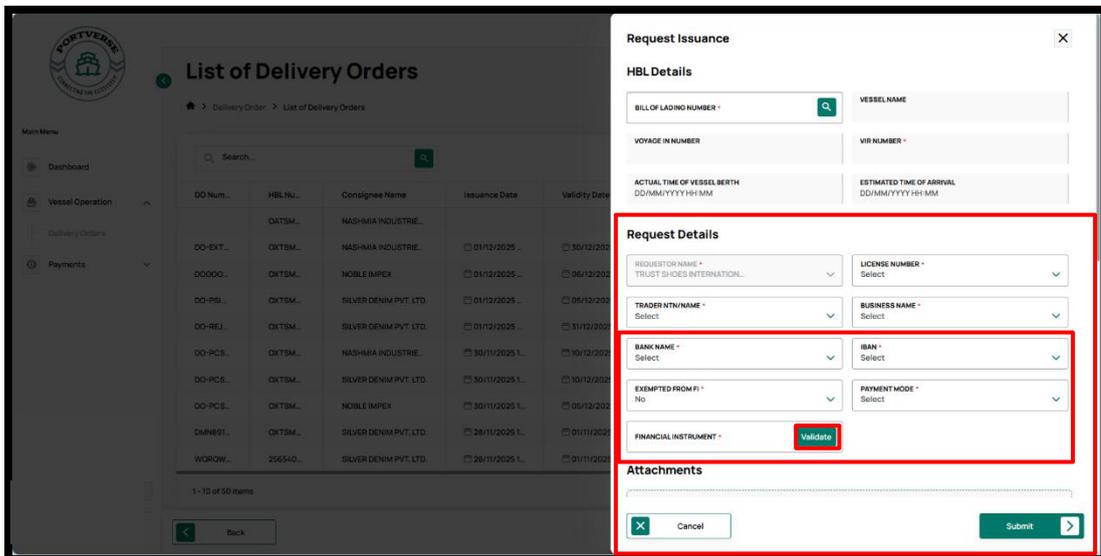


Figure 8

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.

The screenshot shows the 'List of Delivery Orders' page with a modal for adding attachments. The modal has a search bar and a list of attachments. The 'Attachments' section is highlighted with a red box. The list contains one entry: '261220251613217-DO\_Print (2).pdf' with a 'Document Type' of 'Copy of BL' and an 'Upload Date' of '26/12/2025'. The modal also includes a 'Cancel' button and a 'Submit' button.

Name	Document Type	Upload Date
261220251613217-DO_Print (2).pdf	Copy of BL	26/12/2025

Figure 9

viii. Click on the 'Submit' button to complete submission request.

The screenshot shows the 'List of Delivery Orders' page with a modal for 'Request Issuance'. The modal includes fields for HBL Details, Request Details, and Attachments. The 'Submit' button is highlighted with a red box.

DO Num...	HBL Nu...	Consignee Name	Issuance Date	Validity Date
DOA123	AAHBL03	NASHMIA INDUSTRIE...		
DI2	SSLKH...	KUMAIL IMPEX		
	AAHBL05	NASHMIA INDUSTRIE...		
	AAHBL07	NASHMIA INDUSTRIE...		
AADO123	AAHBL01	SILVER DENIM PVT. LTD.		
	AAHBL04	NASHMIA INDUSTRIE...		
DO#HL...	AAHBL02	NOBLE IMPEX		

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, Master Operation, Delivery Orders, and Payments. 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, indicating that 'Submitted Successfully' and 'DO Issuance Request have been submitted successfully'. The 'Okay' button in the 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 'Document Type' of 'Copy of BL' 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'.

Name	Document Type	Upload Date
261262517593151-APSA letter to PSW.pdf	Copy of BL	26/11/2025

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'.

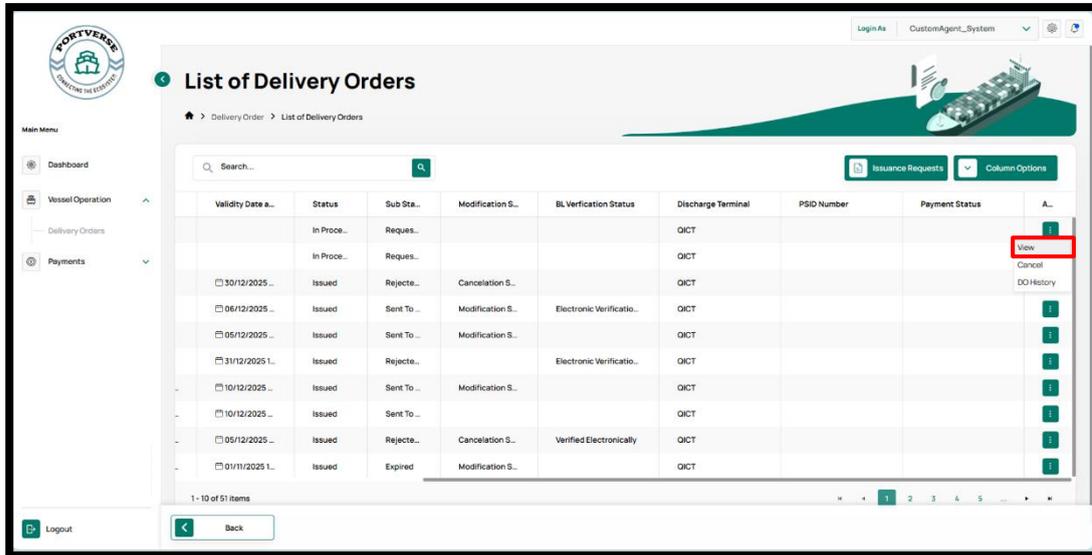


Figure 12

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

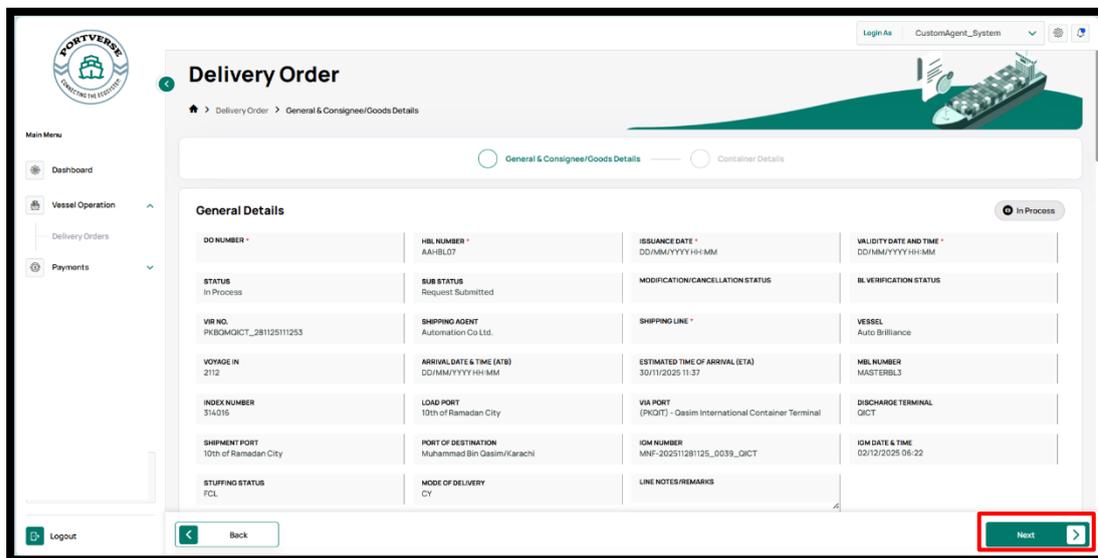


Figure 13

- iii. View Requestor, Consignee and Notify Party details and click on 'Next' button.

The screenshot displays the PORTVERSE web application interface. On the left is a 'Main Menu' with options: Dashboard, Vessel Operation (with a sub-menu for Delivery Orders), and Payments. The main content area is divided into three sections: 'Requestor Details', 'Consignee Details', and 'Notify Party Details'. The 'Requestor Details' section contains fields for Requestor Name (TRUST SHOES INTERNATIONAL), Trader NTN/Name (0453600 / TRUST SHOES INT...), Business Name (TRUST SHOES INTERNATIONAL), Bank Name (Meezan Bank Ltd), IBAN (PK96MEZ000101010137750), Exempted from FI (No), Payment Mode (AS PER BL) (Letter of Credit), and Financial Instrument (DIB-IMP-000021-14102025). The 'Consignee Details' section shows Consignee Name (NASHMIA INDUSTRIES PVT LTD) and Consignee Address (PLOT # 4.5, 9.10, 11, 26/13 SECTOR E-VI, PHASE II, KAR...). The 'Notify Party Details' section shows Notify Party (OWE) and Notify Party Address (ADDRESS : 3/111 - NEW, ADDRESS, KARACHI). At the bottom right, a 'Next' button is highlighted with a red box.

Figure 14

- iv. View the Shipper/Exporter details, along with Requestor Documents and click on the 'Next' button.

The screenshot displays the PORTVERSE web application interface. On the left is a 'Main Menu' with options: Dashboard, Vessel Operation (with a sub-menu for Delivery Orders), and Payments. The main content area is divided into two sections: 'Shipper/Exporter Details' and 'Requestor Documents'. The 'Shipper/Exporter Details' section shows Exporter Name (MARIA TEXTILE RECYCLING FZC) and Exporter Address (PLOT # 4D-01F-5, 4D-01F-6, HAMRIYAH FR...). The 'Requestor Documents' section is a table with columns: Name, Document Type, Upload Date, Comments, and Action. It contains one entry: Name (0412202511275991-DIL-C-8417DD (1).pdf), Document Type (Copy of BL), Upload Date (04/12/2025), and an Action button. At the bottom right, a 'Next' button is highlighted with a red box.

Figure 15

- v. Select the container number to view relevant details.

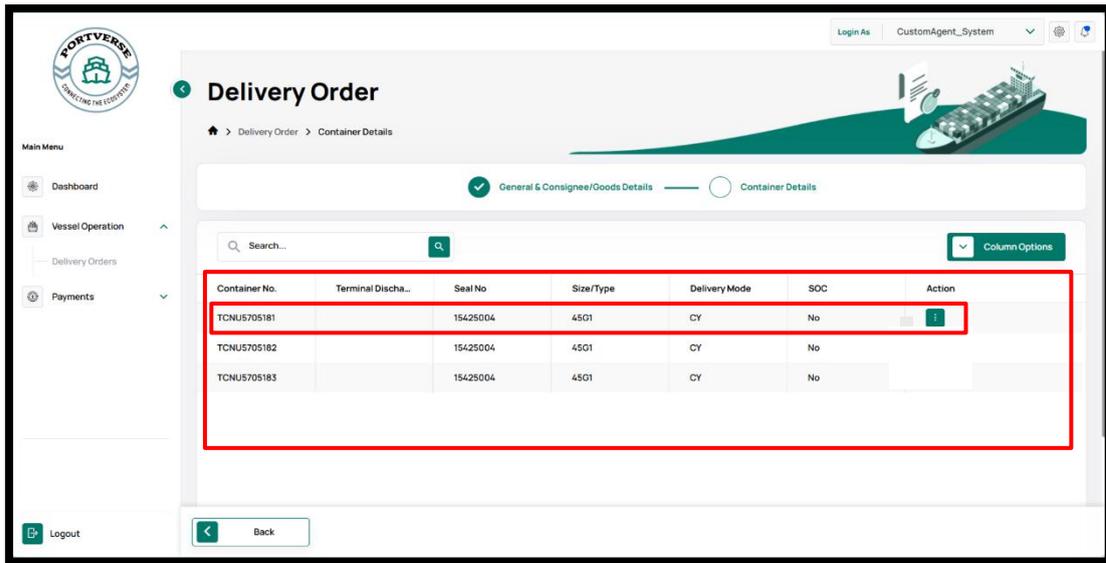


Figure 16

- vi. On the Container Details screen, click the three dots under the "Action" column and select 'View'.

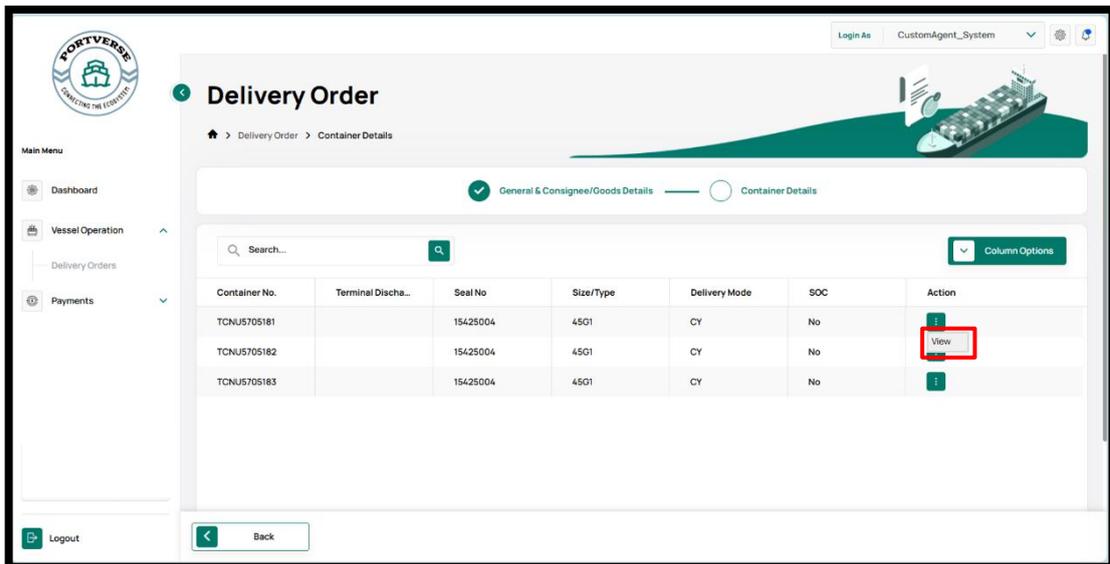


Figure 17



vii. View the Container Details.

The screenshot shows a web application interface for 'Delivery Order'. A modal window titled 'View Container Details' is open, displaying a table with the following data:

CONTAINER NUMBER *	TCNUS705181	SEAL NO	15425004
SIZE/TYPE	45G1	STATUS	CY
SOC	No	TOTAL NO. OF PACKAGES	40
TOTAL NET WEIGHT UOM	7348 kilogram	TOTAL GROSS WEIGHT UOM	7348 kilogram
EXPIRY DATE OF RETURN	DD/MM/YYYY HH:MM	EMPTY CONTAINER DEPOT/TERMINAL	

Below the table, there is a checkbox labeled 'No Return' which is currently unchecked. At the bottom of the modal, there is a 'Discard' button.

Figure 18

## 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.

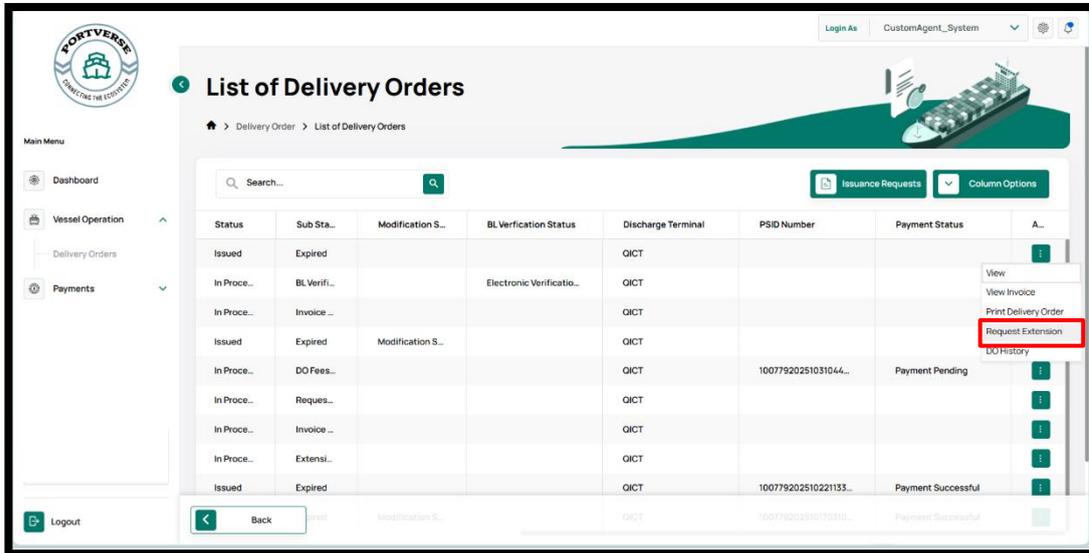


Figure 19

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

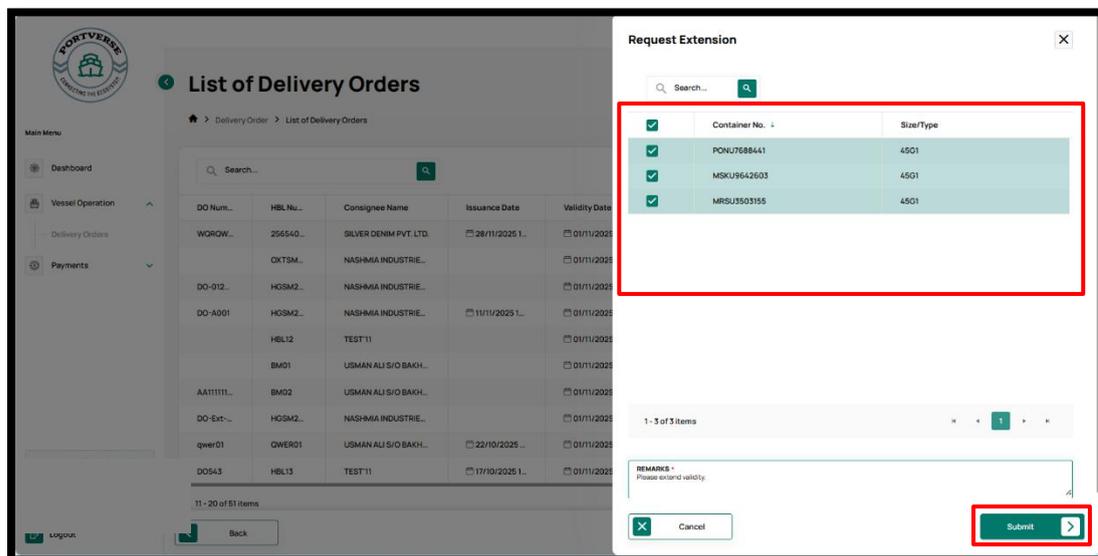


Figure 20



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

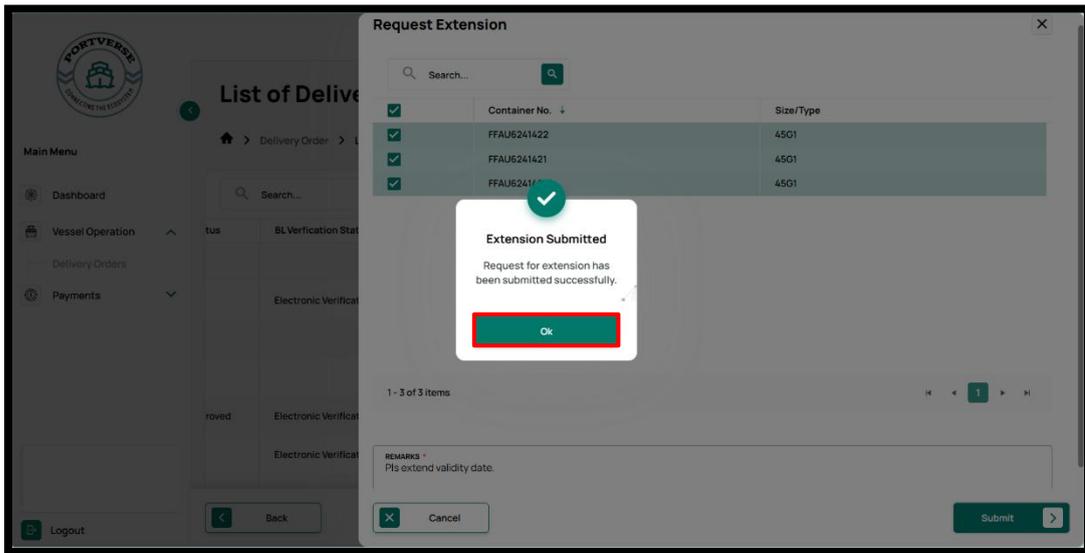


Figure 21

## 1.5. VIEW INVOICE

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

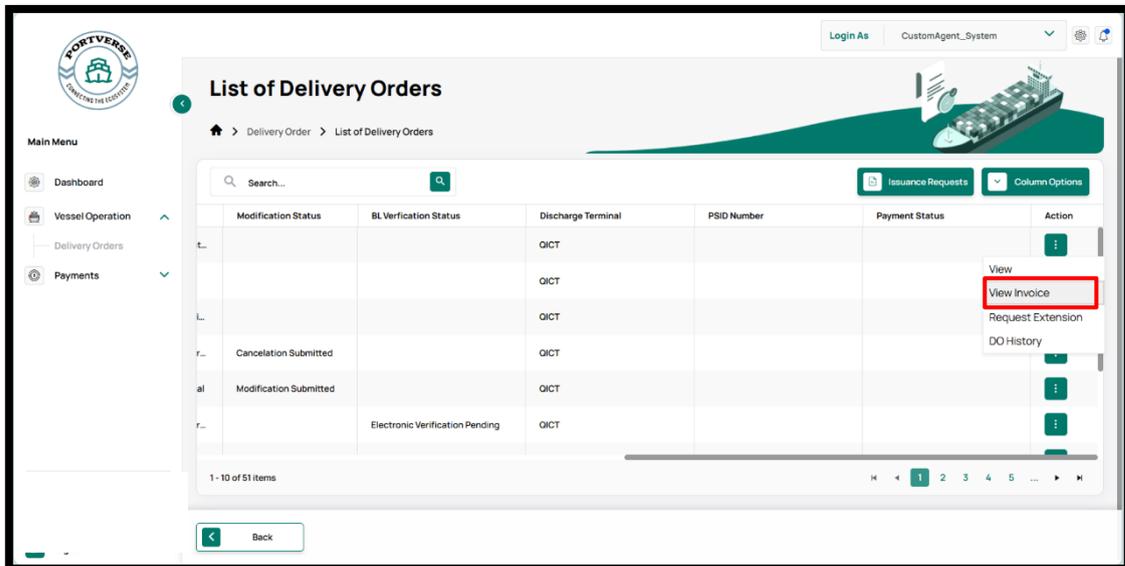


Figure 22

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

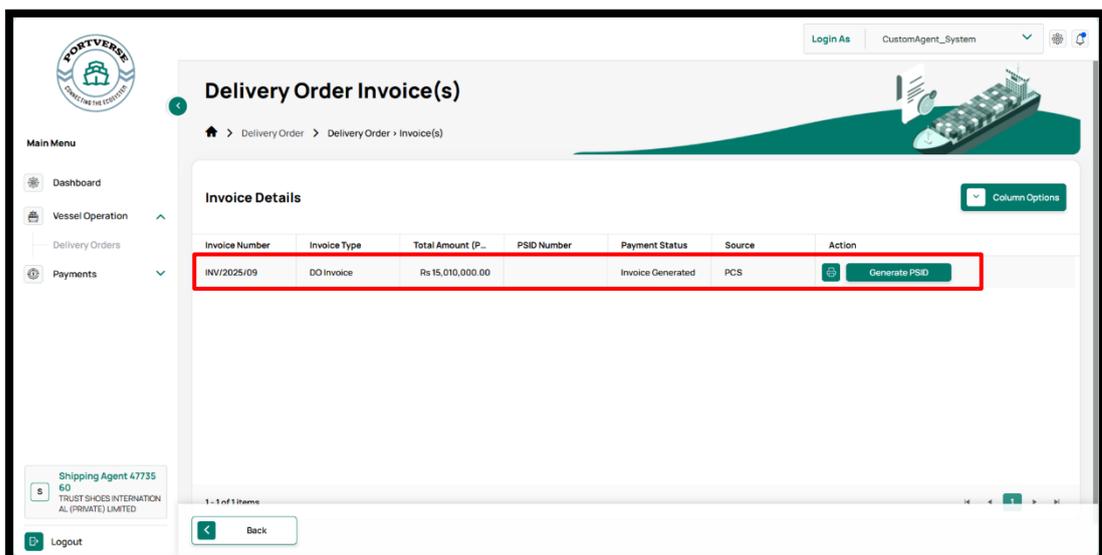


Figure 23



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.

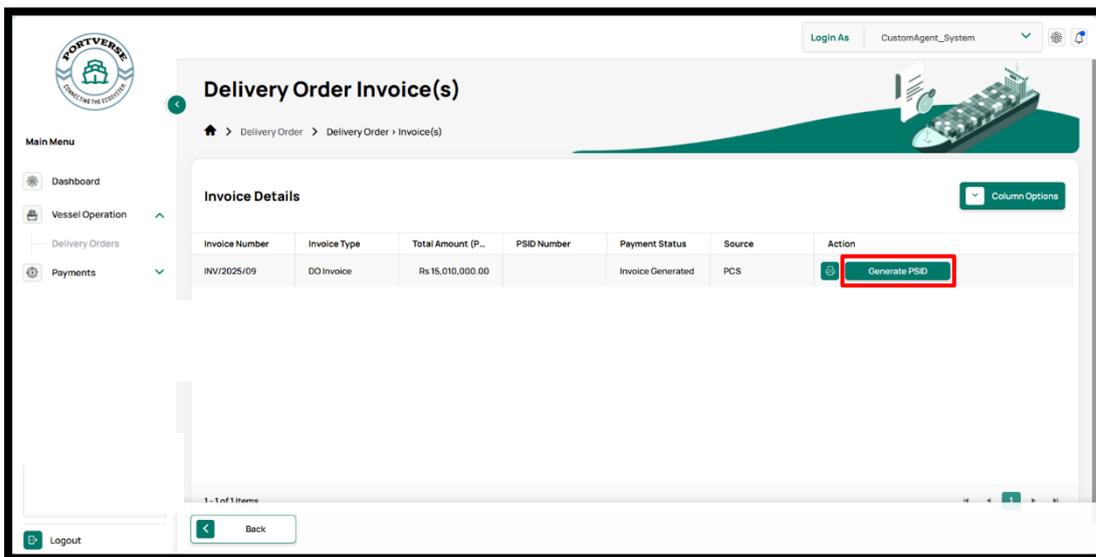


Figure 24

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

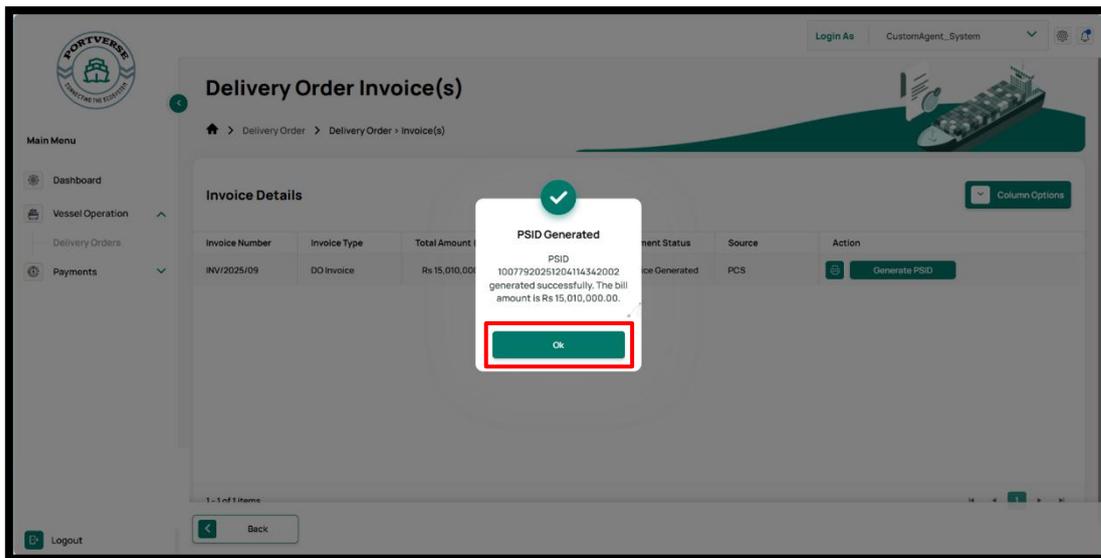


Figure 25

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

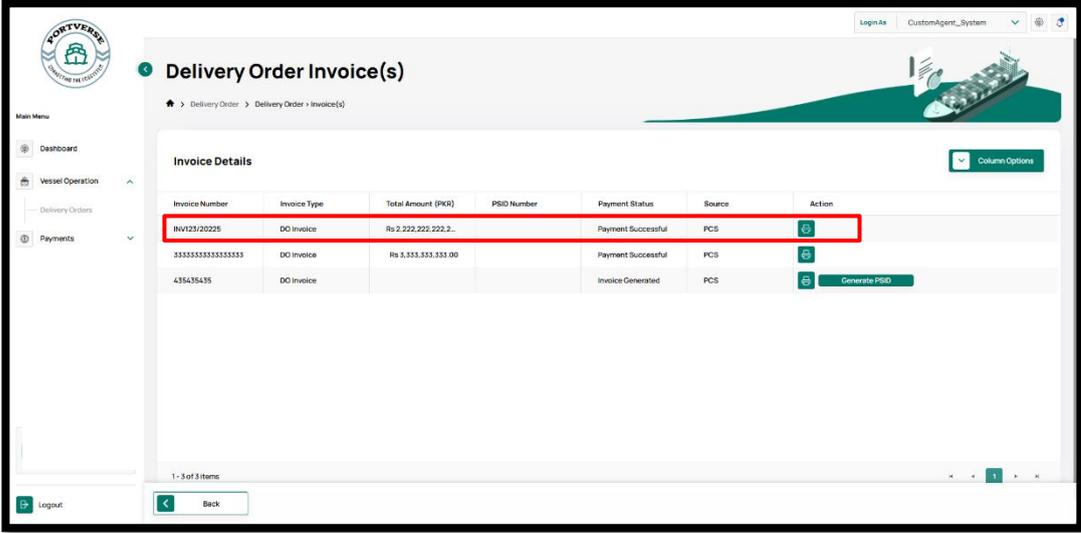


Figure 26

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

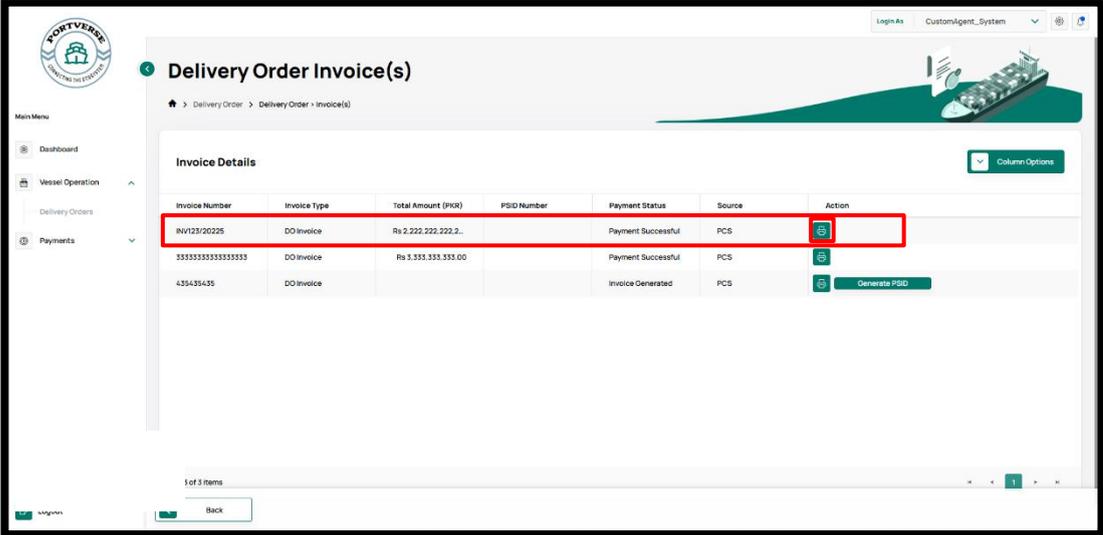


Figure 27

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

**YAASEEN SHIPPING LINES (PVT) LTD**

**DRAFT INVOICE**

INVOICE NO: INV/2025/09      INVOICE DATE: 04/12/2025 11:43

LINE: ANCHOR SHIPPING & TRADING (PVT) LTD      VIR NO.: PKRMOICT\_2812511255      VIR DATE: 28/11/2025

VESEL: Auto Brilliance      VOY: 2112      ARRIVED ON: 30/11/2025

HBL NO.: AAHBL07      MBL NO.: MASTERBL3      SERVICE: CY

ICM NO.: MNF-2025128125\_0075\_GCT      ICM DATE: 02/12/2025      CARGO TYPE: General

**PARTY DETAILS**

CONSIGNEE: NASHIMA INDUSTRIES PVT LTD.      CLEARING FORWARDING AGENT: TRUST SHOES INTERNATIONAL (PRIVATE) LIMITED

NOTIFY PARTY: QWE

SR. #	ITEM DESCRIPTION	AMOUNT	CURRENCY	CONVERSION RATE	TOTAL AMOUNT [PKR]
1	Equipment Charges	\$50,000.00	USD	309	Rs 15,550,000.00
2	Terminal Handling Charges	Rs 10,000.00	PKR	1	Rs 10,000.00
					<b>Total PKR</b> <b>Rs 15,010,000.00</b>

CONTAINER NO(S)      SIZE/TYPE

TCKUR703181      45G1

TCKUR703182      45G1

TCKUR703183      45G1

**Download**      **Close**

Figure 28

## 1.7. PRINT DELIVERY ORDER

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

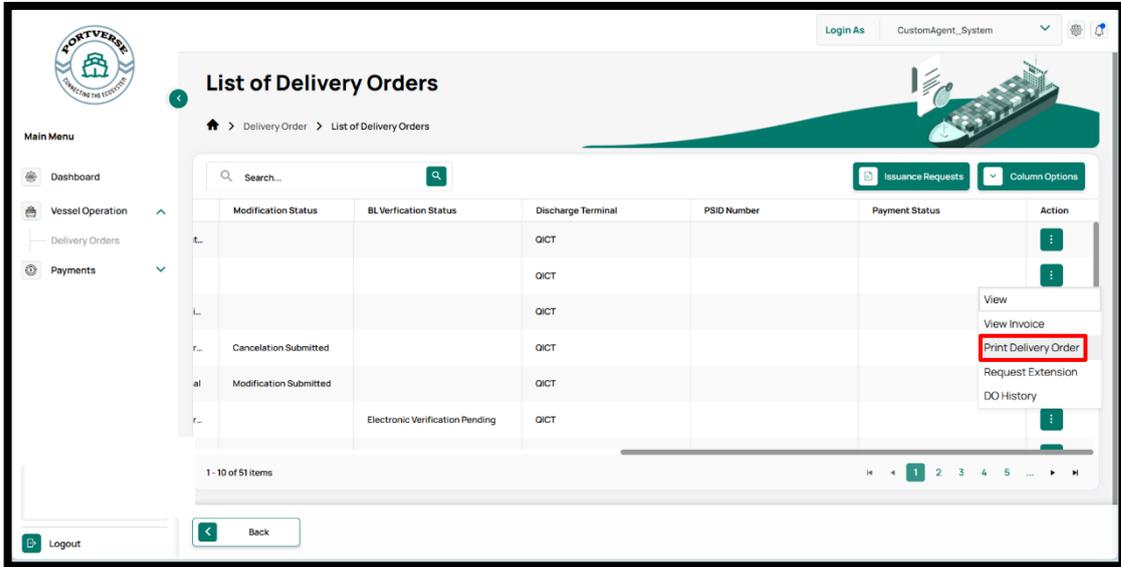


Figure 29

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

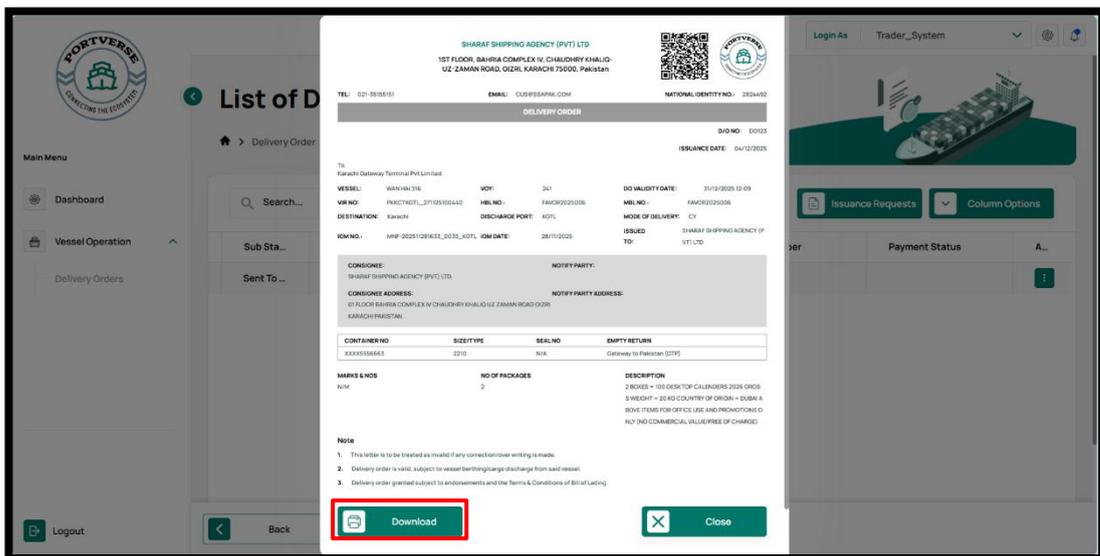


Figure 30



## 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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