PSW
PAKISTAN SINGLE WINDOW

PAKISTAN SINGLE WINDOW

Transforming Pakistan's International Trade

PORTVERSE
CONNECTING THE ECOSYSTEM

PORT COMMUNITY SYSTEM

USER MANUAL

This manual entails the submission of FAL Forms which is a mandatory compliance requirement of the Port Community System (PCS) module. It facilitates the stakeholder in the approval process for the FAL form submitted by the Shipping 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 It aims to enhance inter-agency coordination, streamline cargo management, and replace outdated, paper-based processes with efficient digital workflows.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.

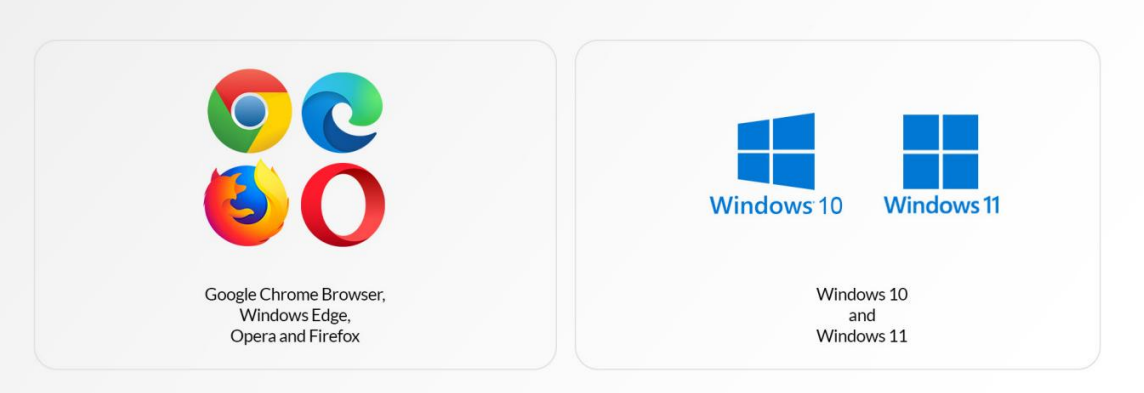
x. **Compliance Management:** Ensures that all operations and transactions comply with local and international regulations, minimizing the risk of non-compliance.

4. Pre-Requisites for Cross Border Trade and Financial Transactions

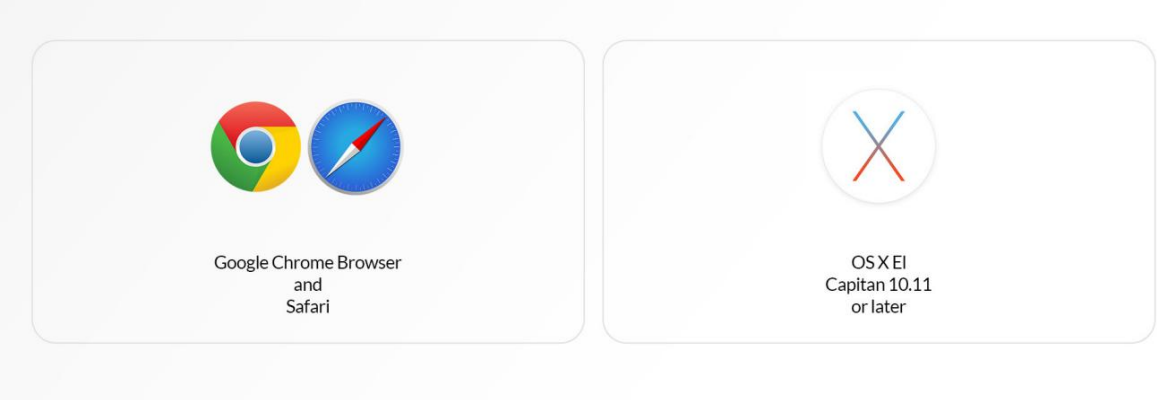
i. Shipping agents must have an active subscription and registered with Pakistan Single Window (PSW).
ii. Users must have valid PCS application credentials.
iii. Shipping agents must be associated with shipping lines to perform the necessary operations through PCS.
iv. Shipping agents must have a banking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

6.1 User login – External User

i. Please visit “www.pcs.gov.pk” and click on the ‘Member Area’ button.

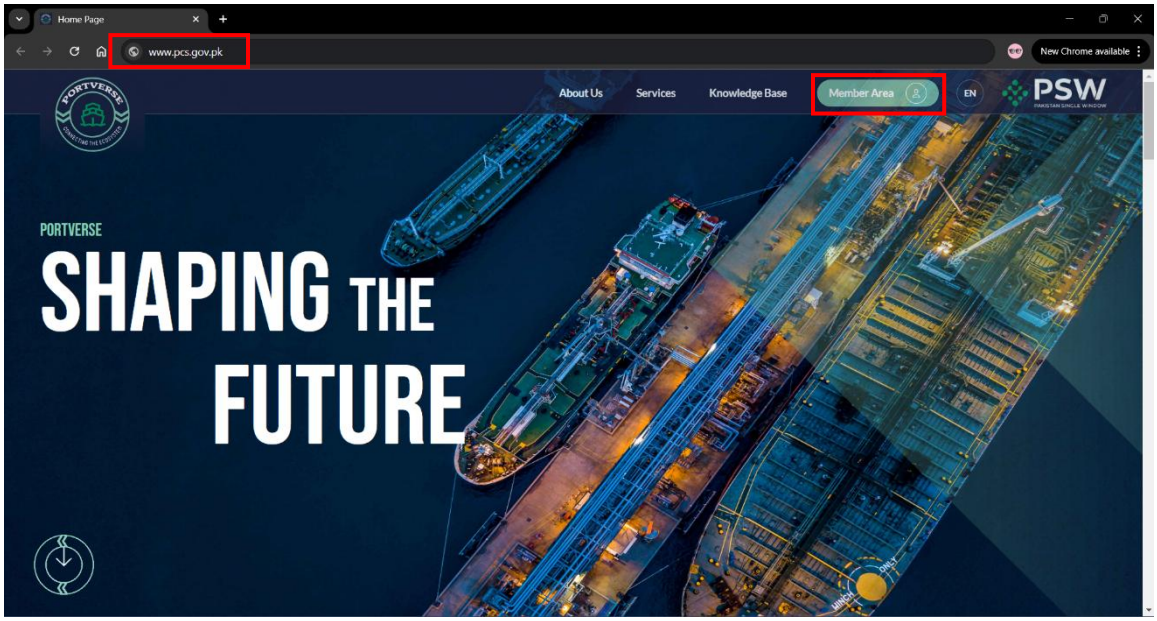


Figure 1 - PCS Website Member Area

ii. After clicking on the Member Area button, Shipping Agent will be redirected to the login interface of PCS application.

iii. Enter User ID and Password and click on the eye view icon to see the password.

iv. Click on the **Log in** Button.

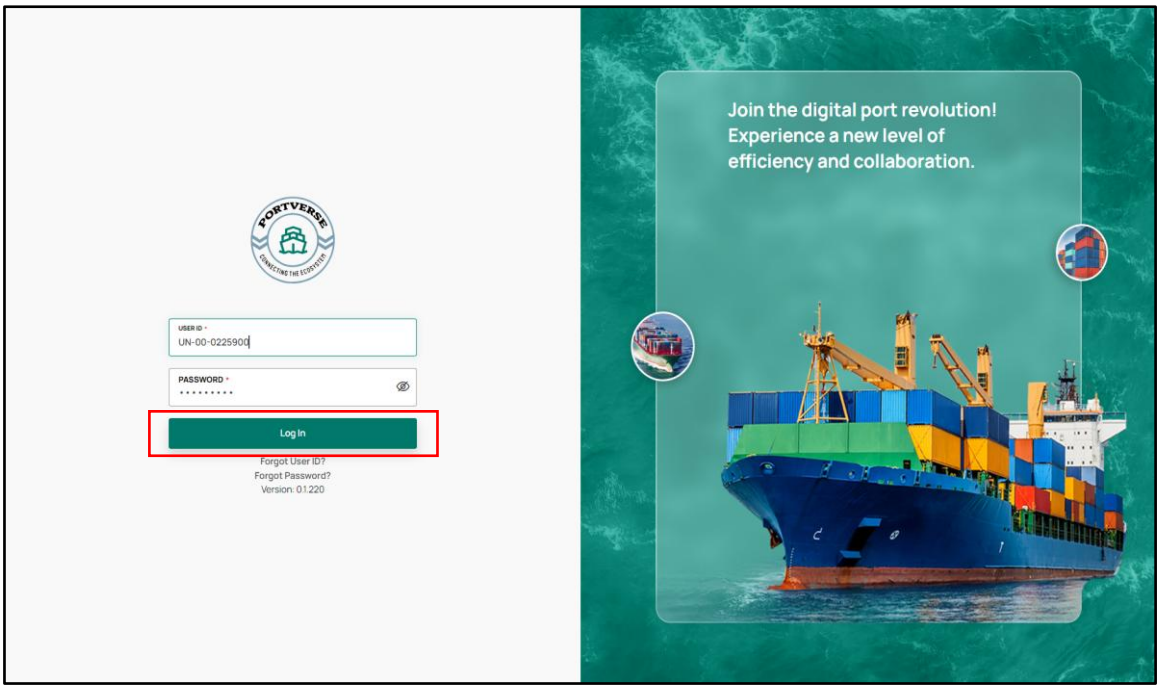


Figure 2 - PCS User Login

6.2. General Declaration (FAL – 1)

6.2.1. Access to General Declaration (FAL – 1)

i. Clicks on the **Voyage management** menu to access the FAL Forms.
ii. Click the **FAL Forms** sub menu option under the voyage management.
iii. Click on either of the "**Arrival**" or "**Departure**" tab.

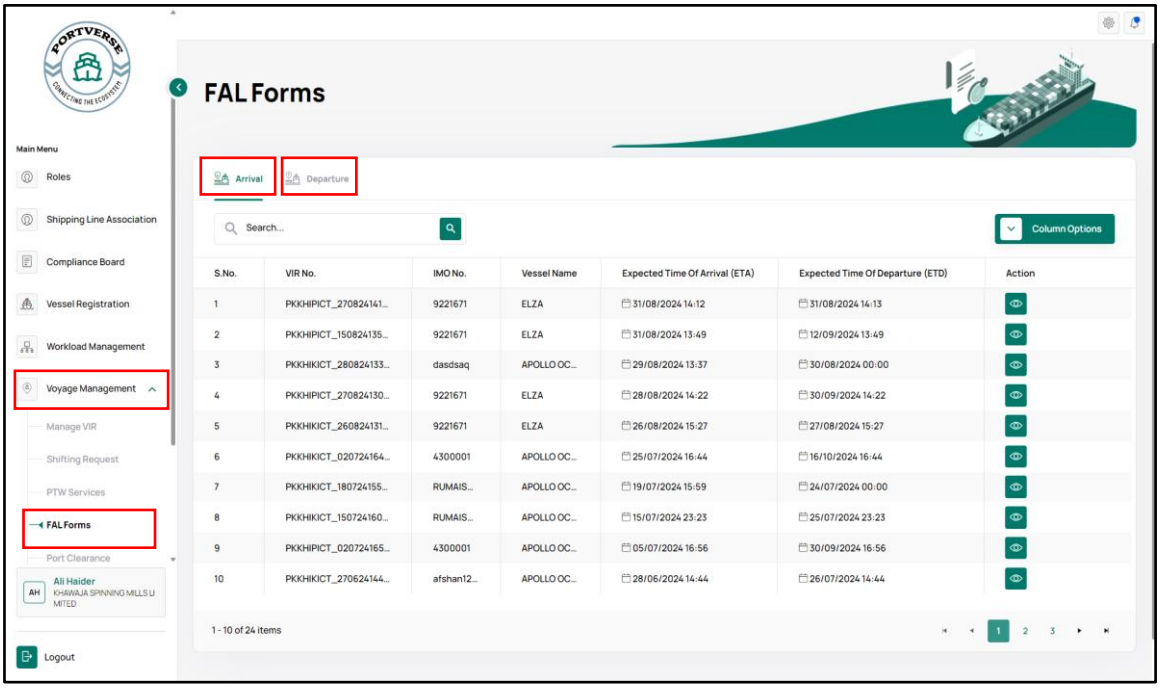


Figure 3 - FAL Forms Screen

iv. Click on the view icon against a **"VIR"** after which FAL Form Dashboard will appear.

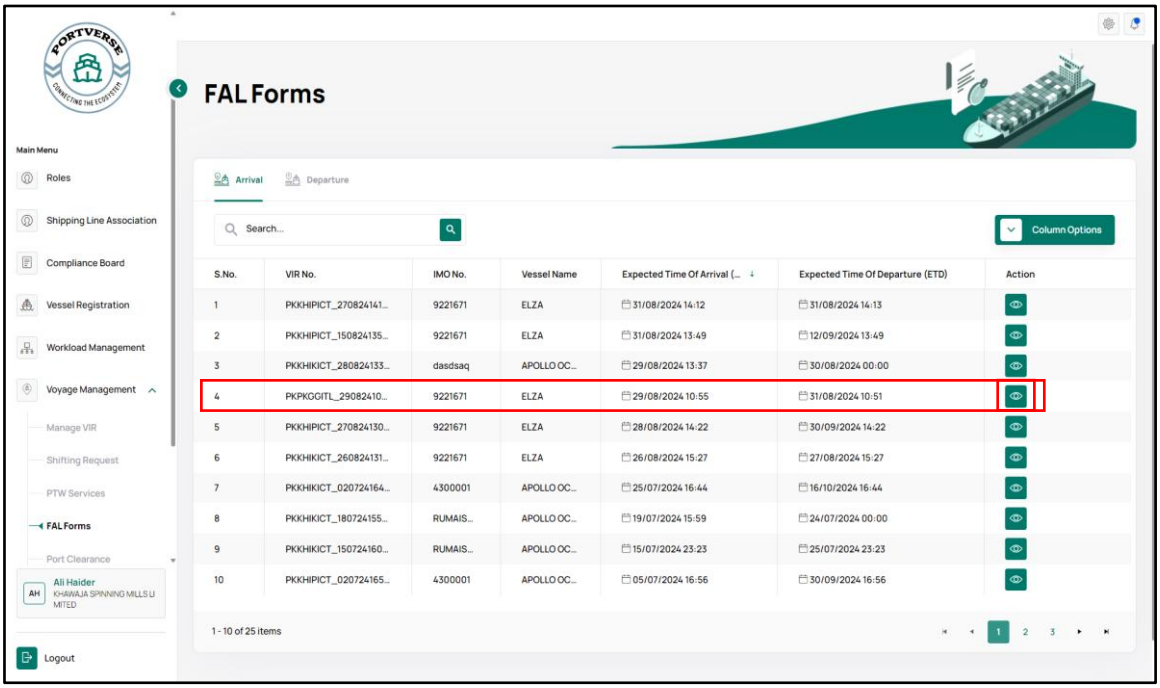


Figure 4 - Select VIR

6.2.2. Submit General Declaration (FAL – 1) Form

i. Click on the **"Click to fill"** button on the General Declaration (FAL – 1) summary card.

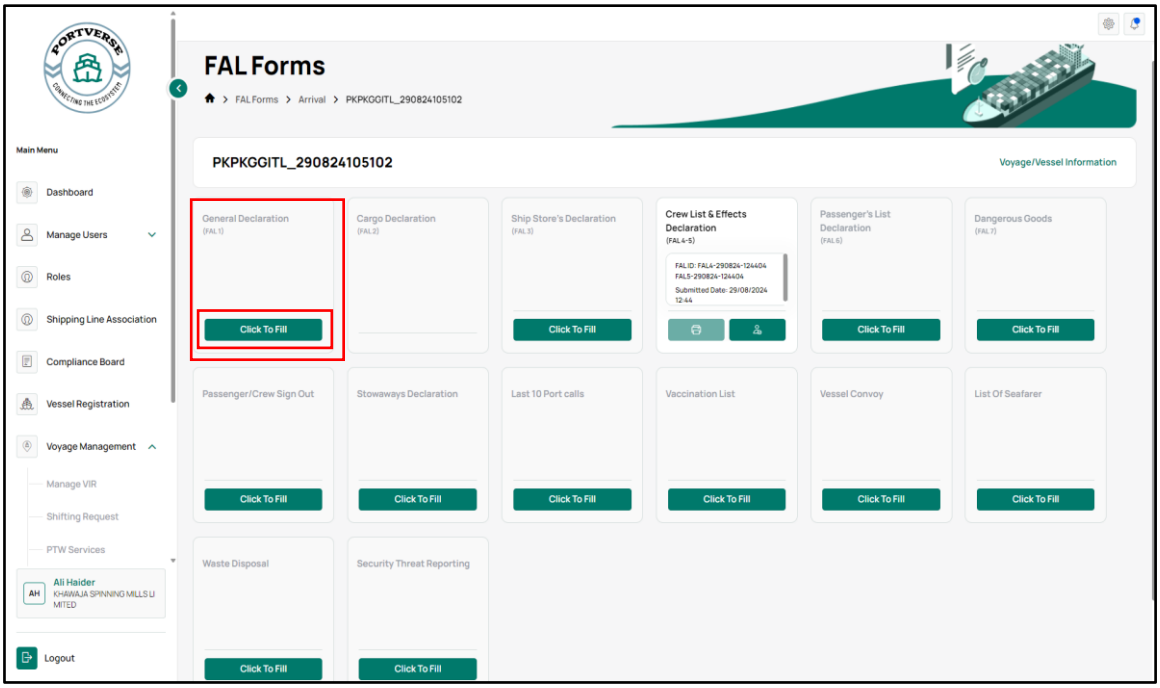


Figure 5 - General Declaration (FAL – 1) Summary Card

ii. Form screen will appear, Vessel and Voyage information will be auto fetched.

iii. Enter the remaining fields in the form.

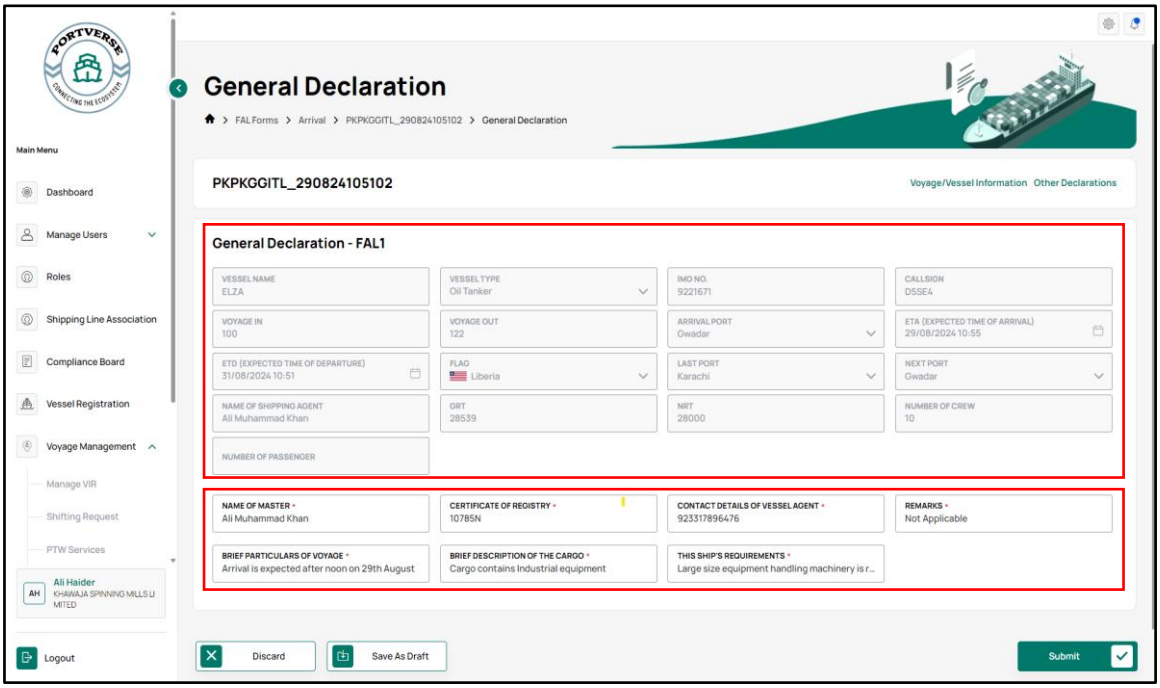


Figure 6 - FAL – 1 Form Screen

iv. Click on “**Submit”** button.

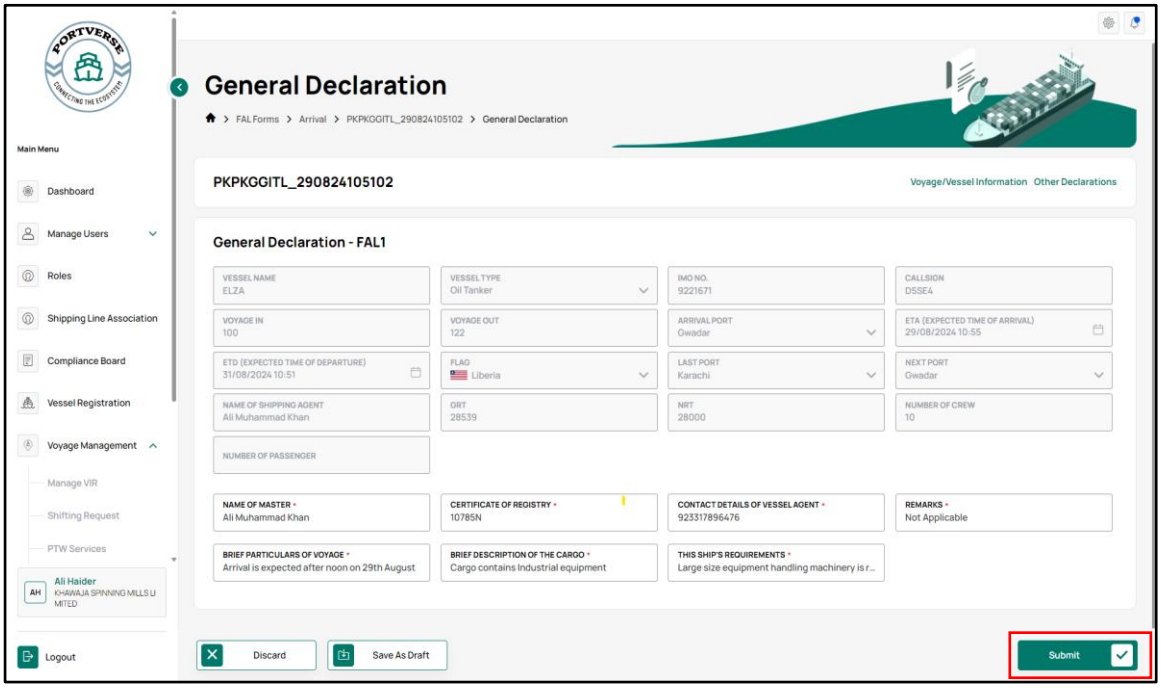


Figure 7 - Submit FAL – 1 Form

v. System will generate a confirmation alert.

vi. Click on the **“Yes”** button to proceed.

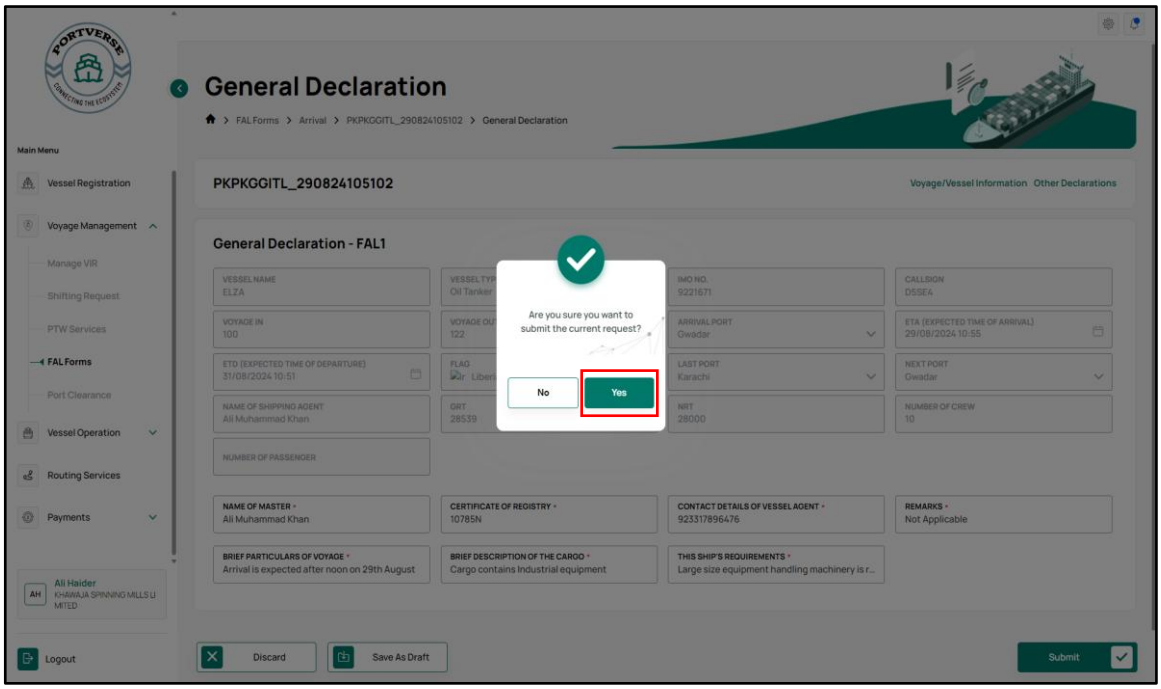


Figure 8 - Confirmation Alert (FAL - 1)

vii. A success message alert will appear.

viii. Click on the **“Ok”** button to proceed.

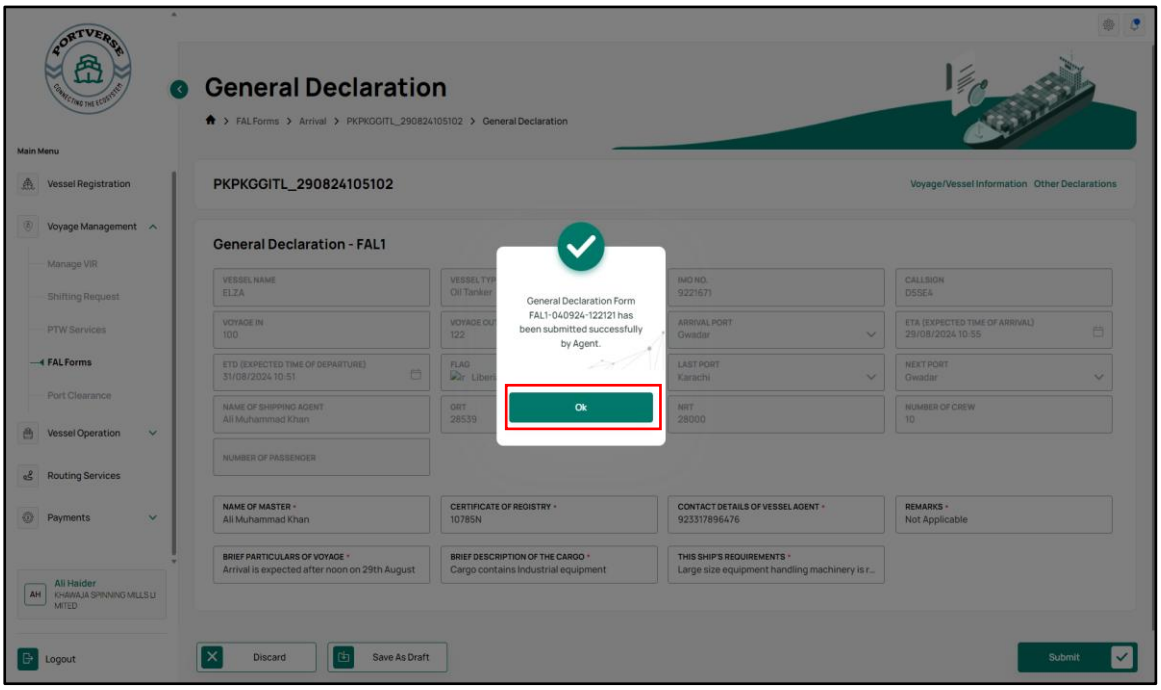


Figure 9 - Success Alert (FAL -1)

ix. The submitted request will appear on the FAL Forms summary card with its ID and submission date.

x. Click on the “**Print”** button to print the form.

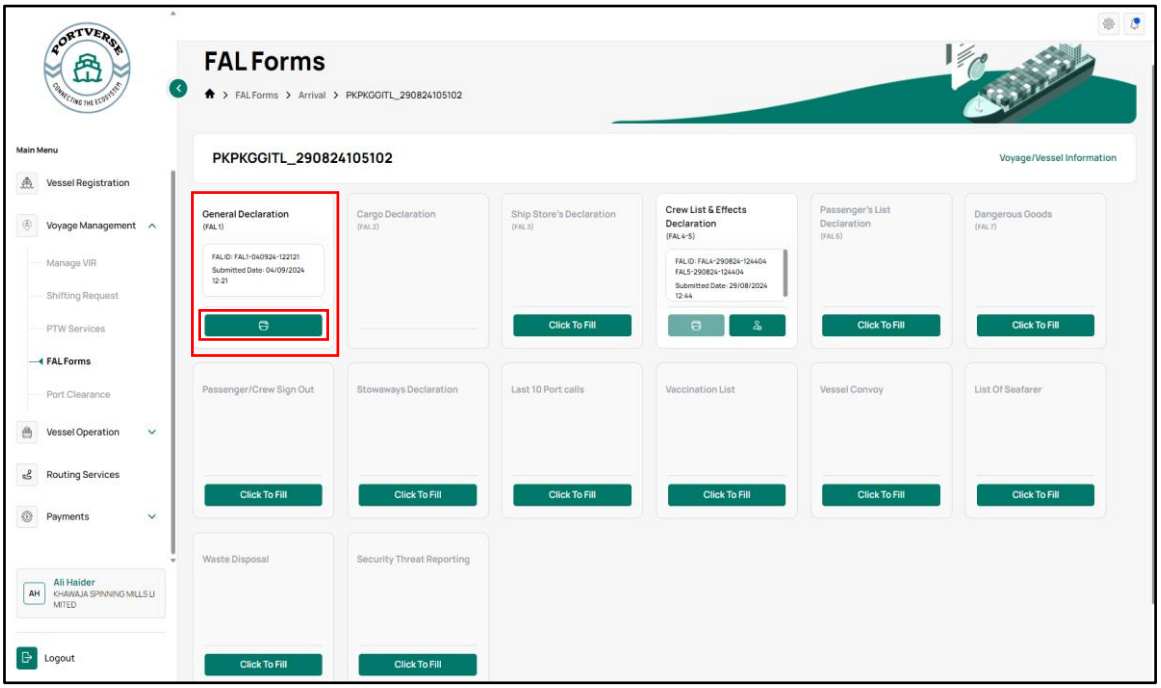


Figure 10 - FAL Forms Dashboard (FAL – 1 Summary Card)

xi. System will display the form in print mode.

xii. Click on the **“Print”** icon

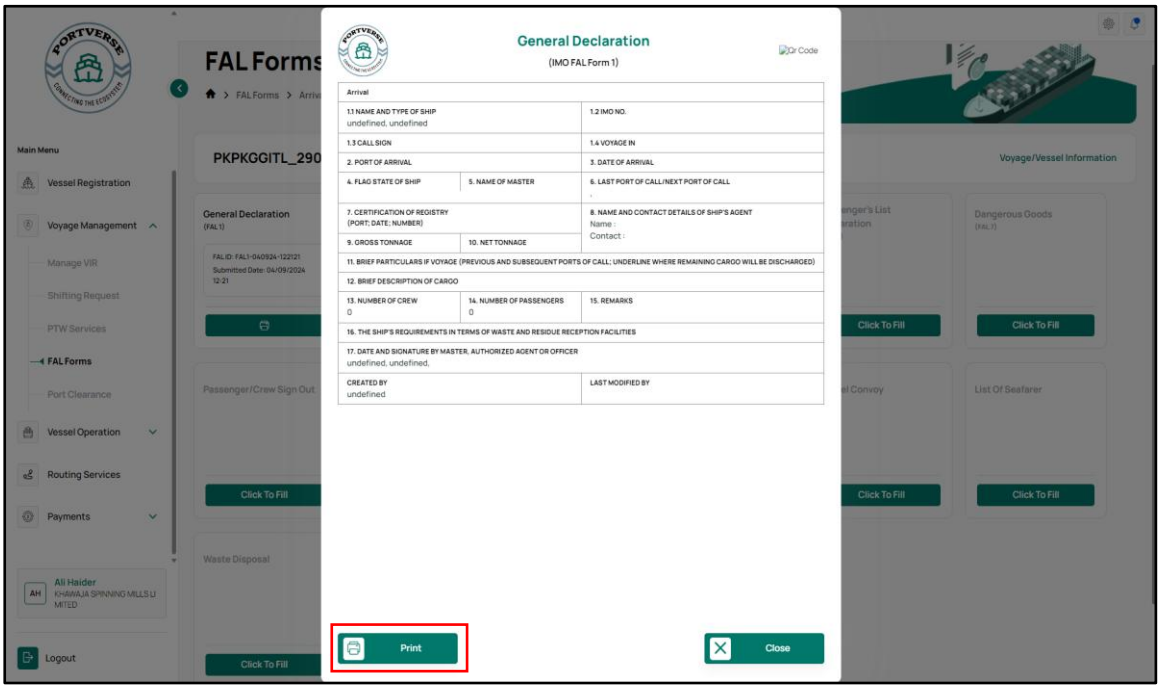


Figure 11 - FAL – 1 Form Print Preview

6.3. Ship Store Declaration (FAL – 3)

6.3.1. Access to Ship Store Declaration (FAL – 3)

i. Clicks on the **Voyage management** menu to access the FAL Forms.
ii. Click the **FAL Forms** sub menu option under the voyage management.
iii. Click on either of the "**Arrival**" or "**Departure**" tab.

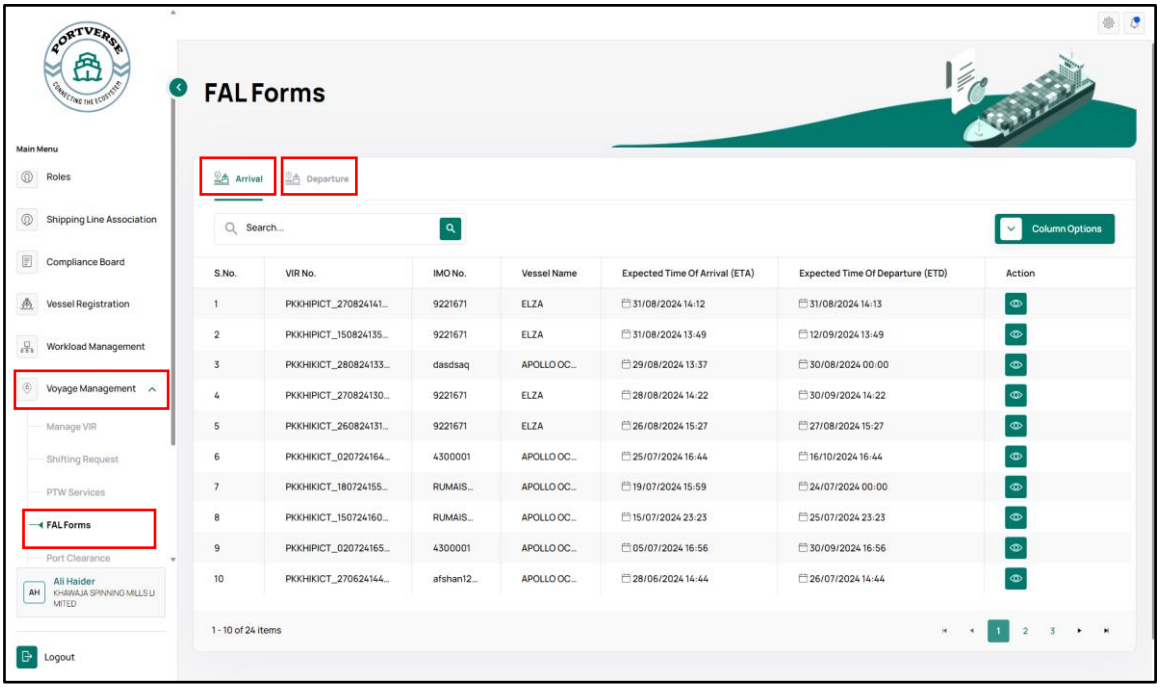


Figure 12 - FAL Forms Screen

iv. Click on the view icon against a **"VIR**" after which FAL Form Dashboard will appear.

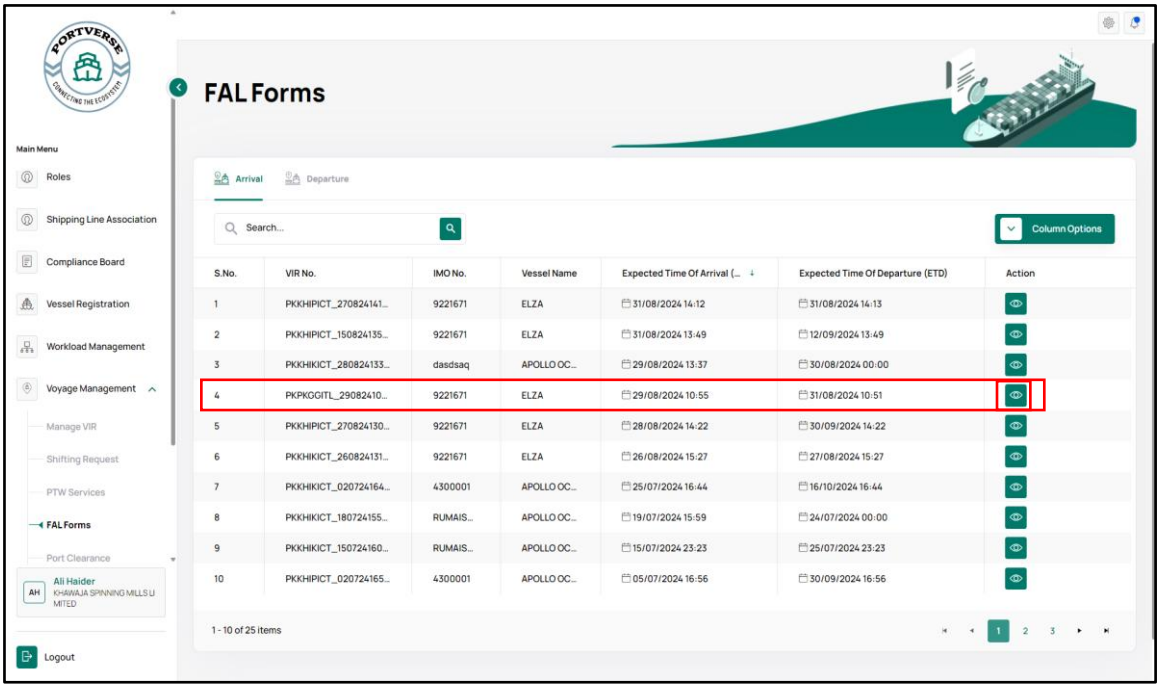


Figure 13 - Select VIR

6.3.2. Submit Ship Store Declaration Form (FAL – 3)

i. Click on the **"Click to fill**" button on the Ship Store Declaration Form (FAL – 3) summary card.

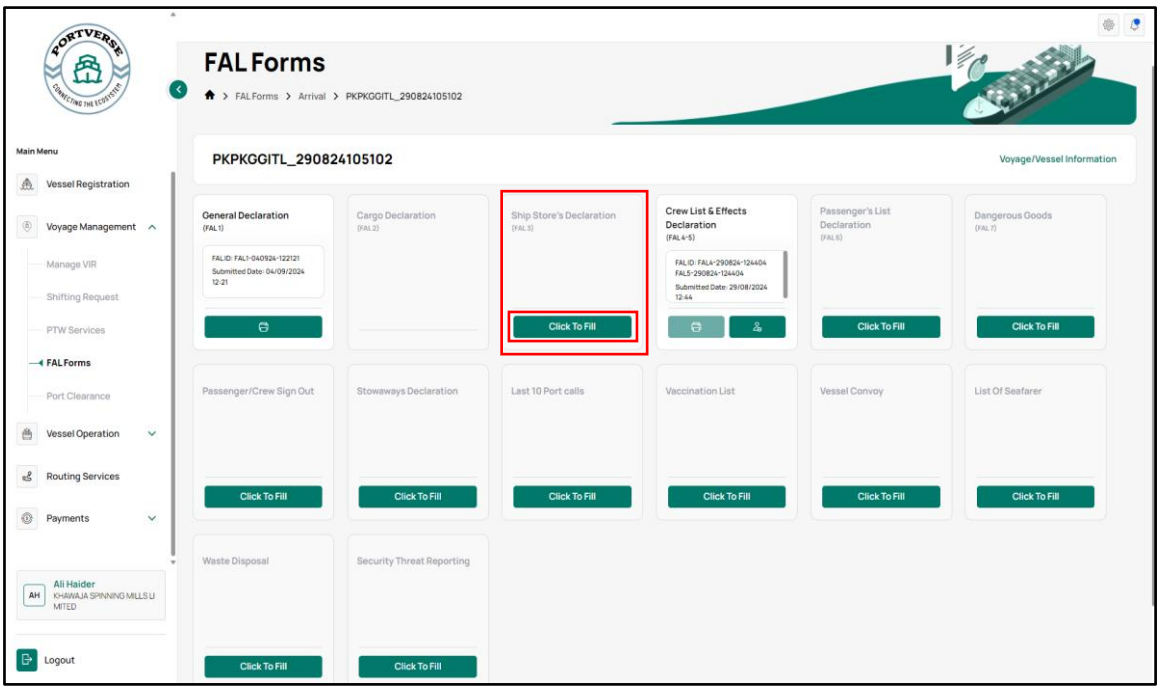


Figure 14 - Ship Store Declaration (FAL – 3) Summary Card

ii. Once the form screen appears, manually add the data by clicking on the "**Add New**" button.

iii. No. of Persons field will be auto populated.

iv. Enter the duration and period of stay.

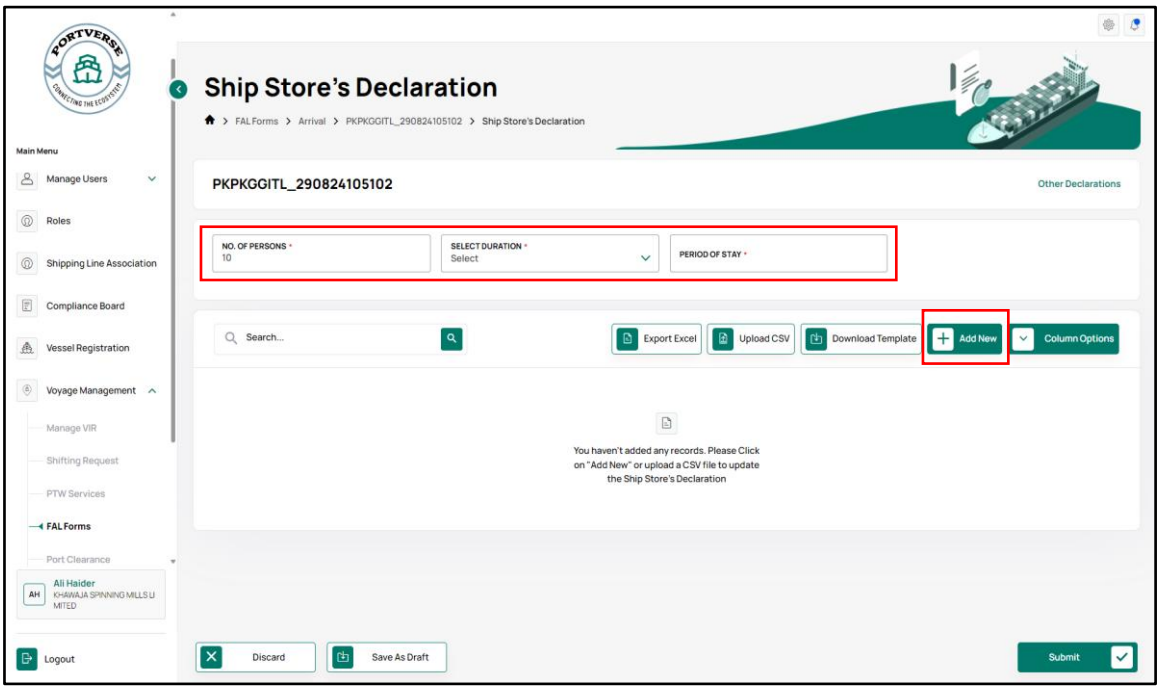


Figure 15 - FAL – 3 Form Screen

v. An editable overlay screen will appear for the user to fill out the details.

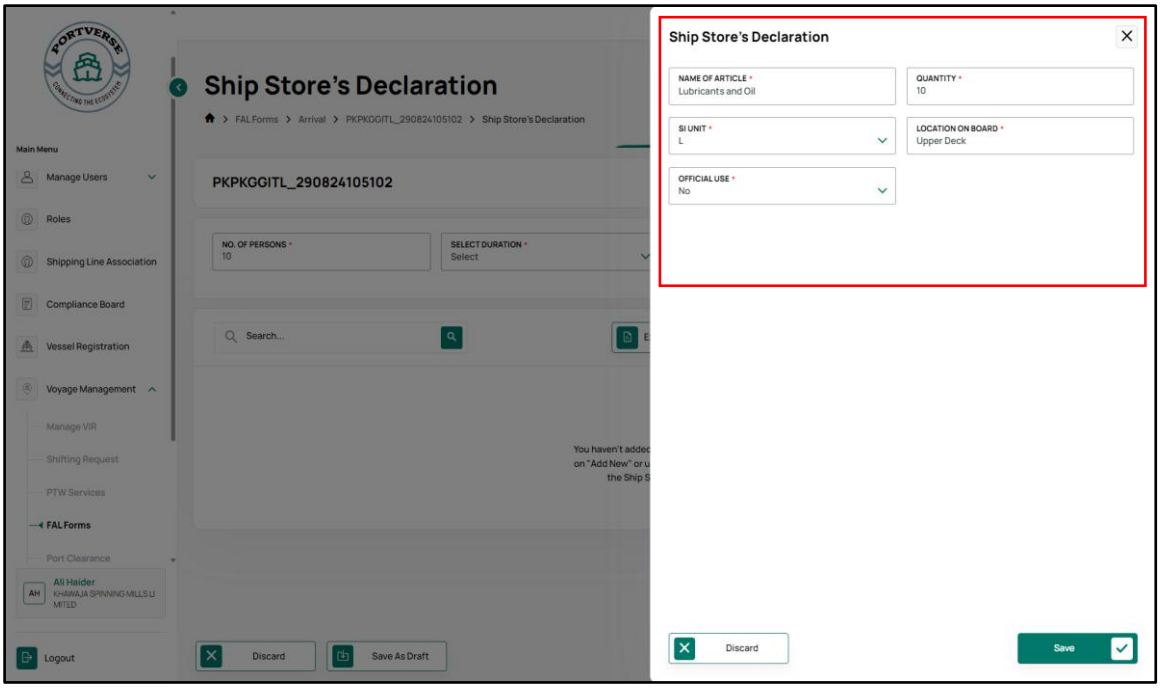


Figure 16 - FAL – 3 Overlay Screen

vi. Click on the **"Save"** button.

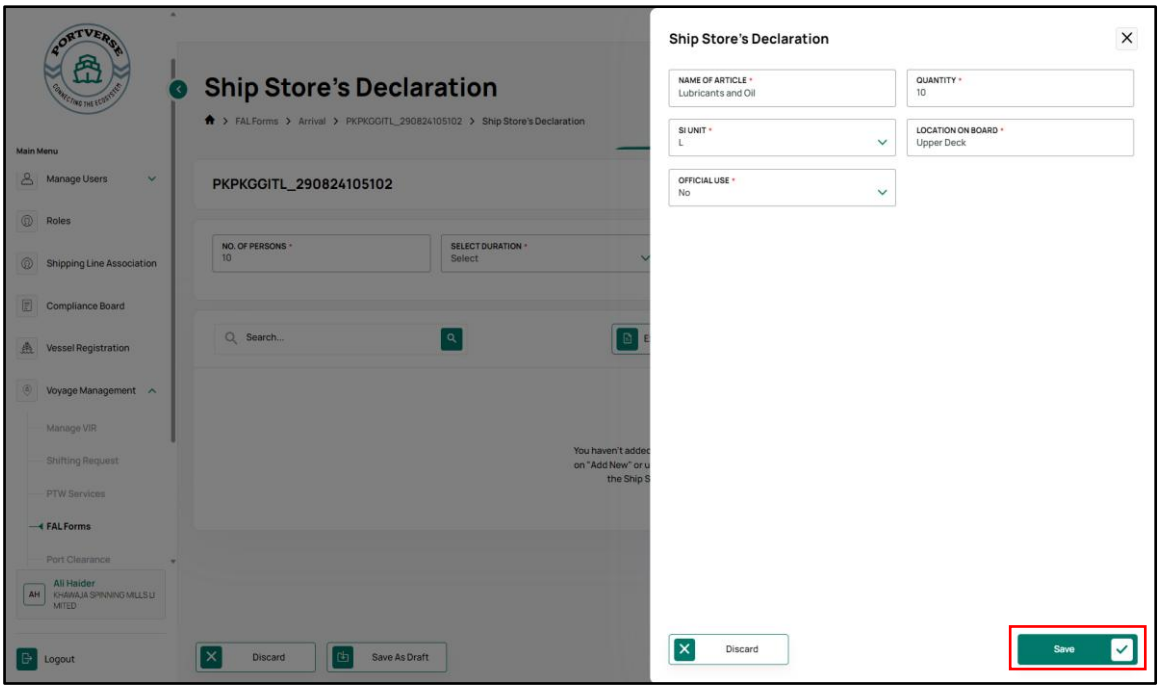


Figure 17 - Save Record

vii. After saving the information, respective record will be displayed on the main screen.

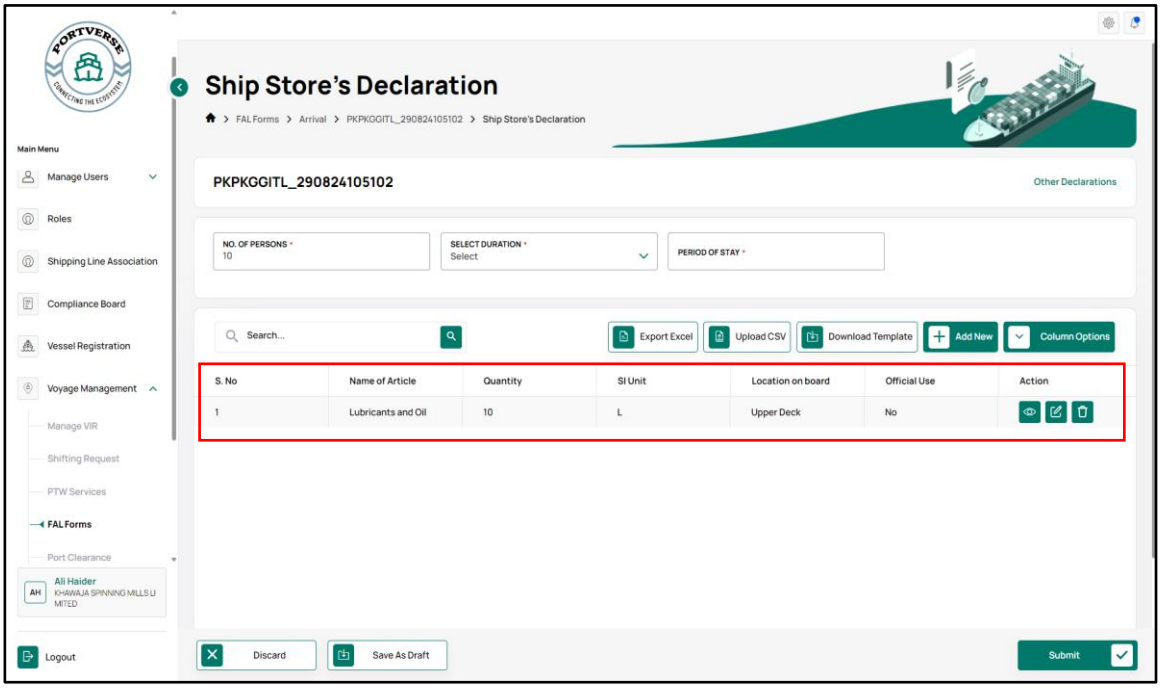


Figure 18 - FAL – 3 Main Screen

v. Repeat the above step until details pertaining to all the **articles** are added in the form.
vi. Alternatively, data can be added through Upload CSV functionality.
vii. To download the Ship Store declaration template, click on the **"Download template"** button.

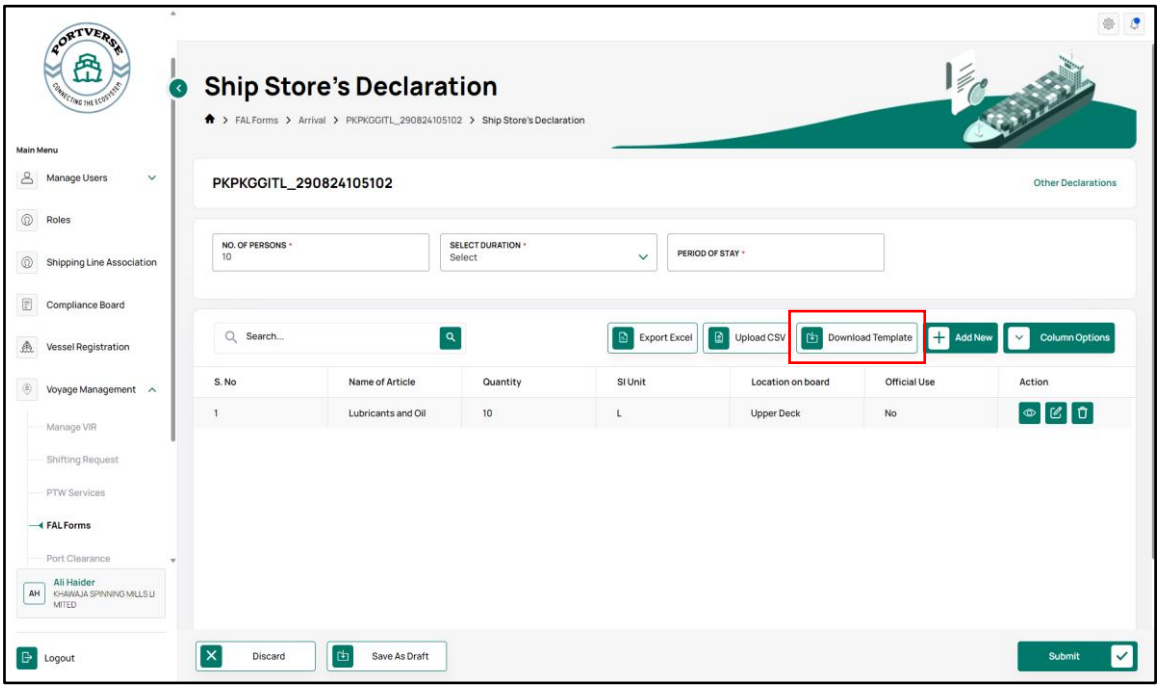


Figure 19 - FAL – 3 Download Template

viii. Update the downloaded CSV template as per requirement.

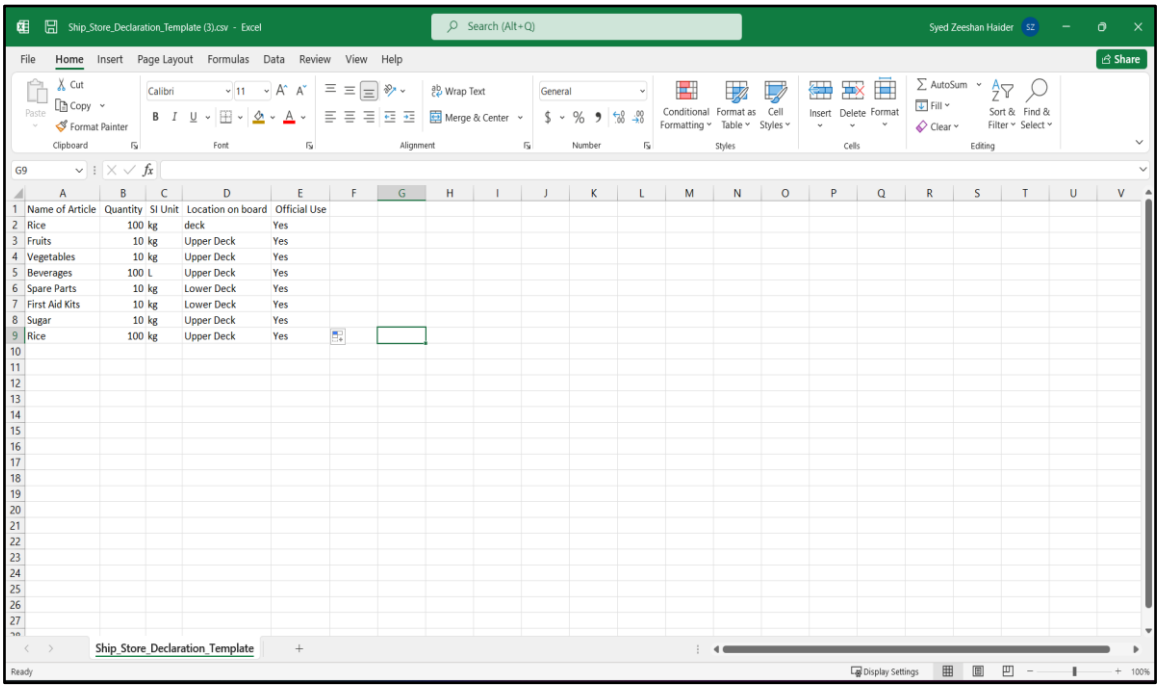


Figure 20 - FAL – 3 CSV File

***Note:** By default, system will ignore the 1st row of the CSV template (Sample data)*

ix. Click on the **"Upload CSV"** button.

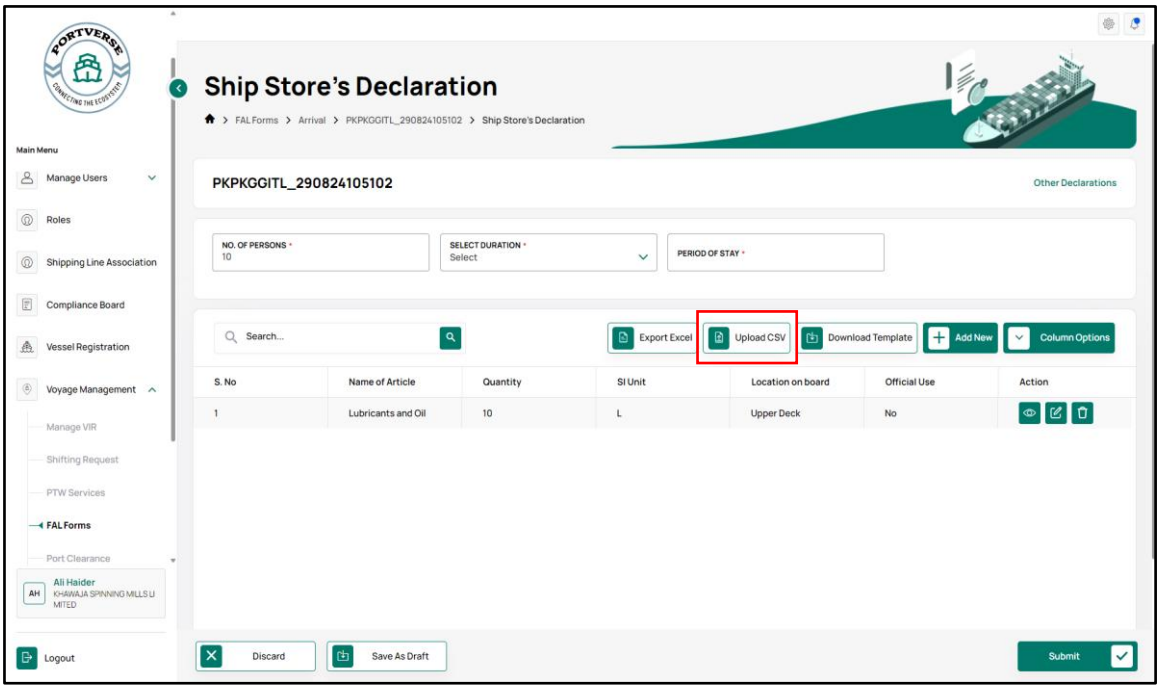


Figure 21 - FAL – 3 Upload CSV

x. A window will appear for file attachment. Select the relevant file.

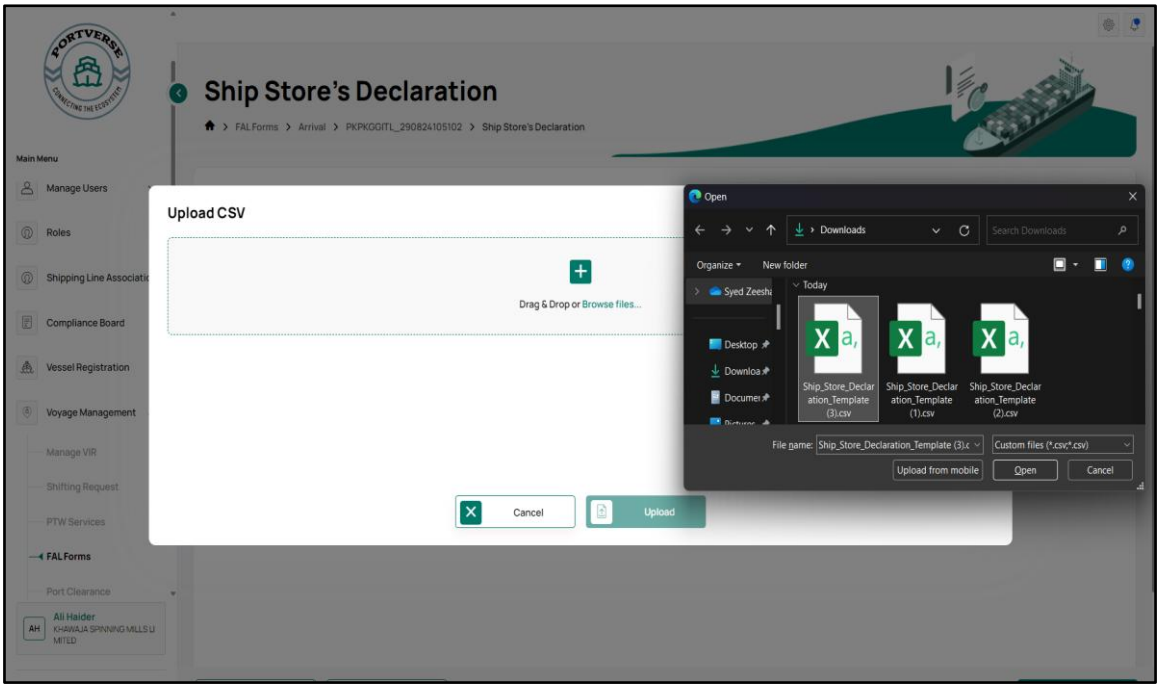


Figure 22 - FAL – 3 Upload CSV Window

xi. Once the relevant file is selected. Click on the **"Upload"** button.

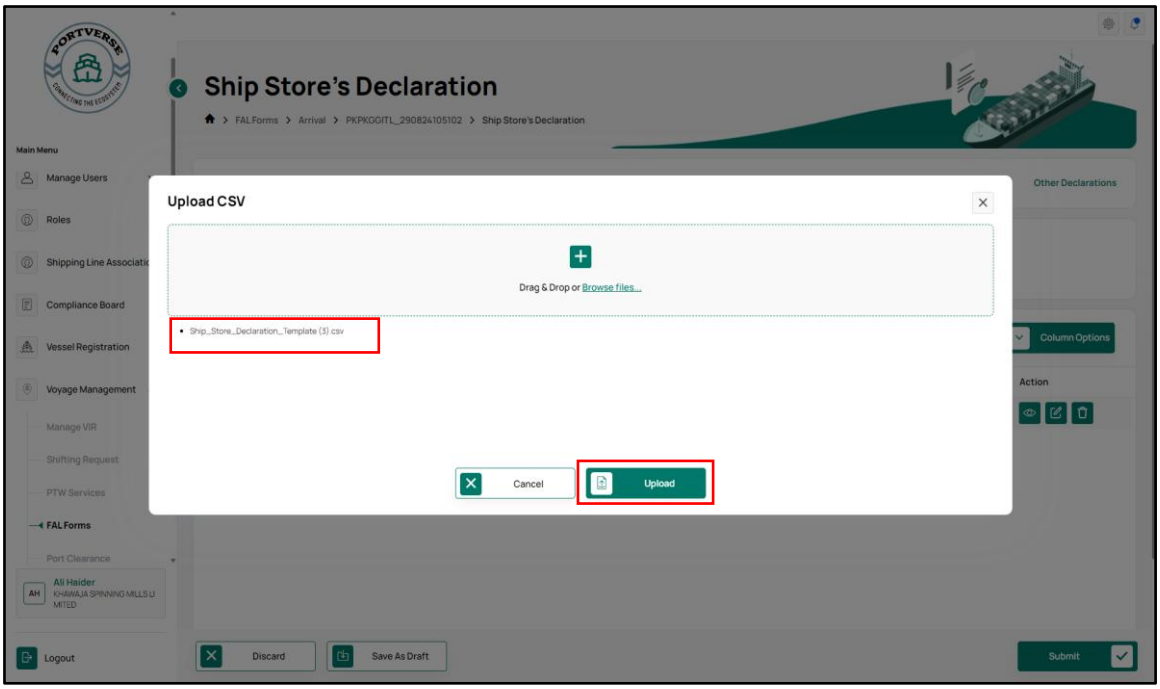


Figure 23 - FAL – 3 Upload CSV Window

xii. Records will be displayed on the main screen.

xiii. Update these records by clicking on the **“edit**” icon (If required).

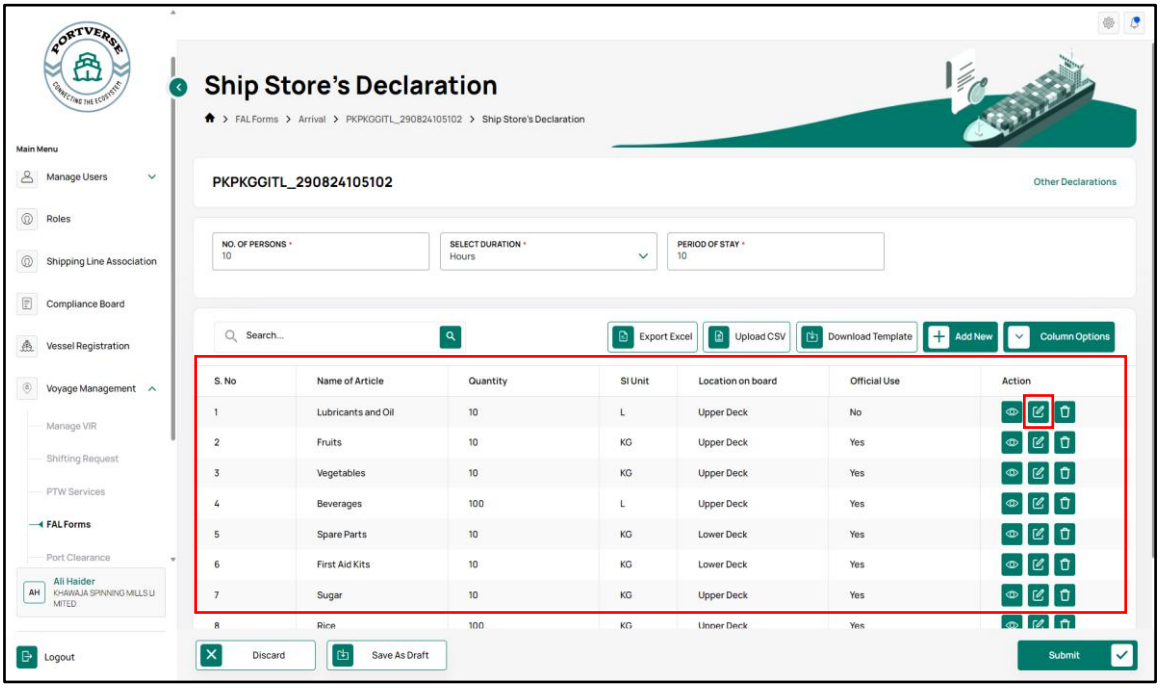


Figure 24 - FAL – 3 Form Main Screen

xiv. Click on the **“Submit”** button.

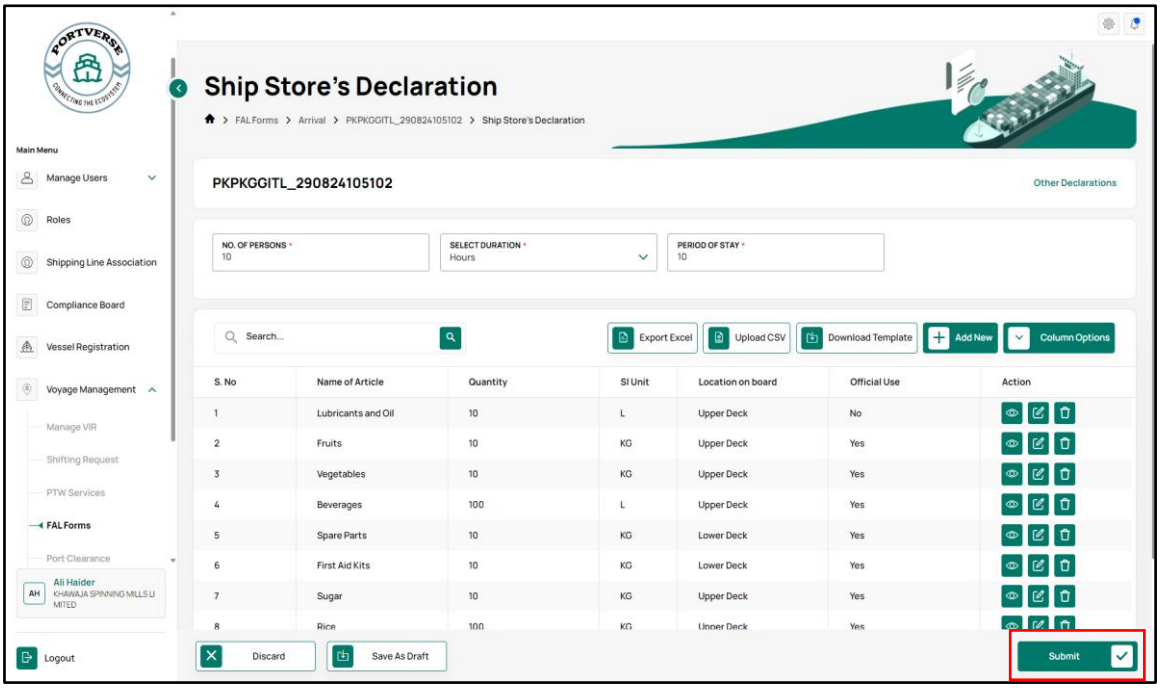


Figure 25 - Submit FAL – 3 Form

xv. System will generate a confirmation alert.

xvi. Click on the **“Yes”** button to proceed.

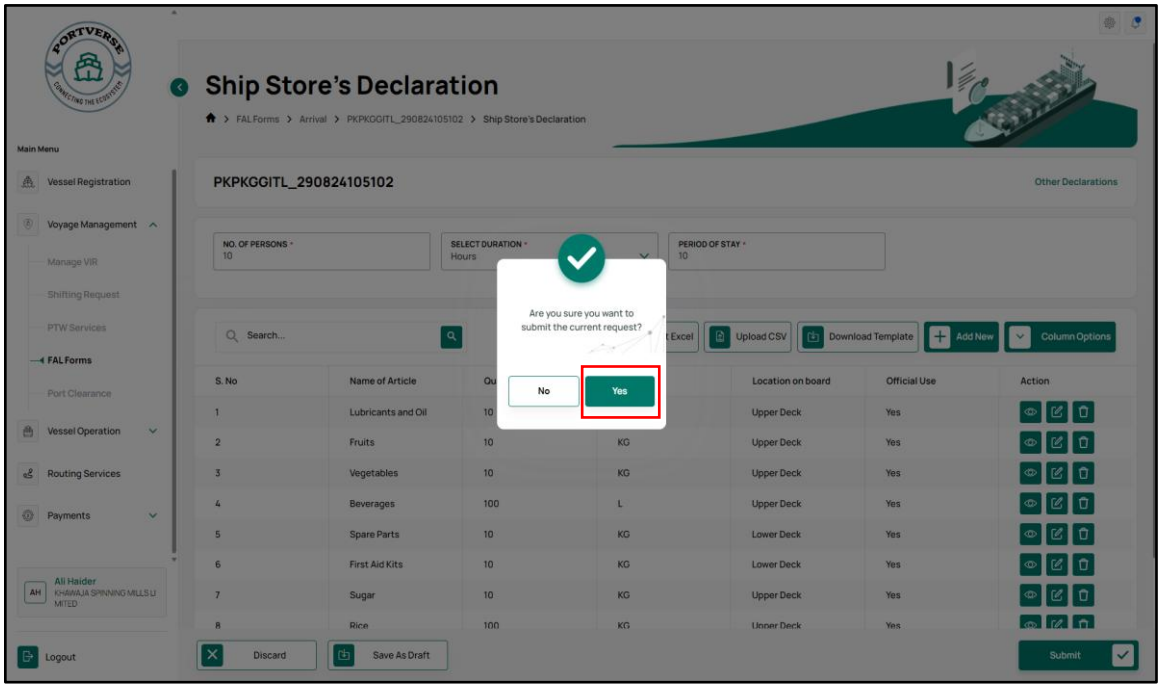


Figure 26 - Confirmation Alert (FAL - 3)

xvii. A success message alert will appear.

xviii. Click on the **“Ok”** button to proceed.

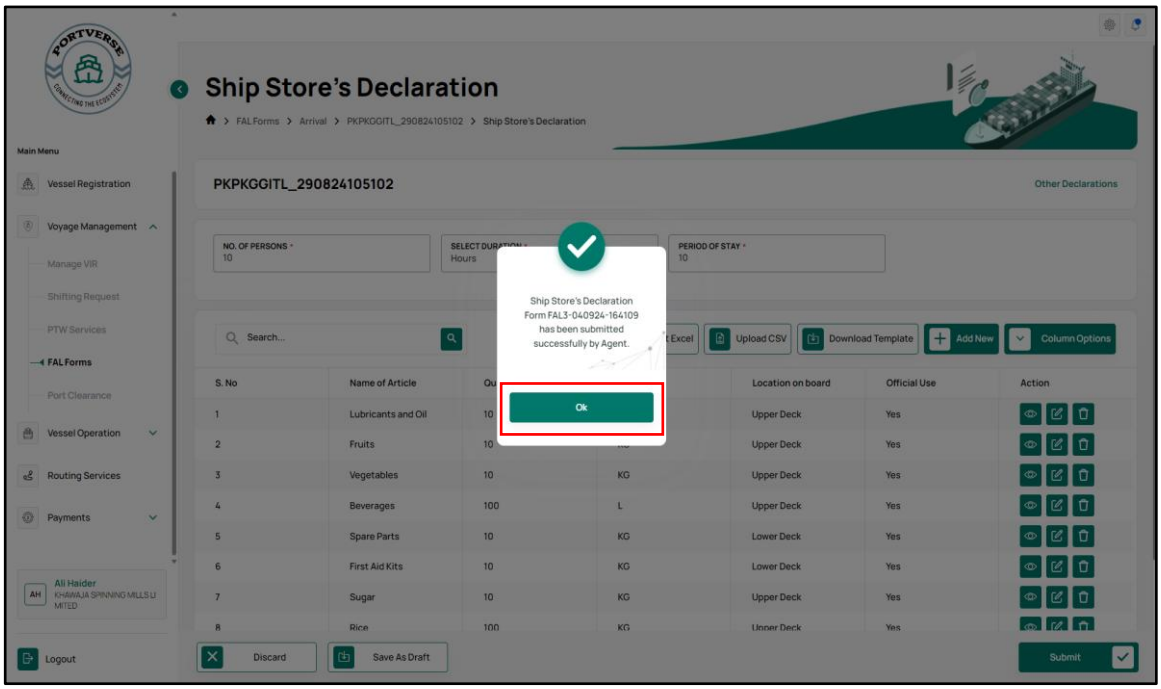


Figure 27 - Success Alert (FAL – 3)

xix. The submitted request will appear on the FAL Forms summary card with its ID and submission date.

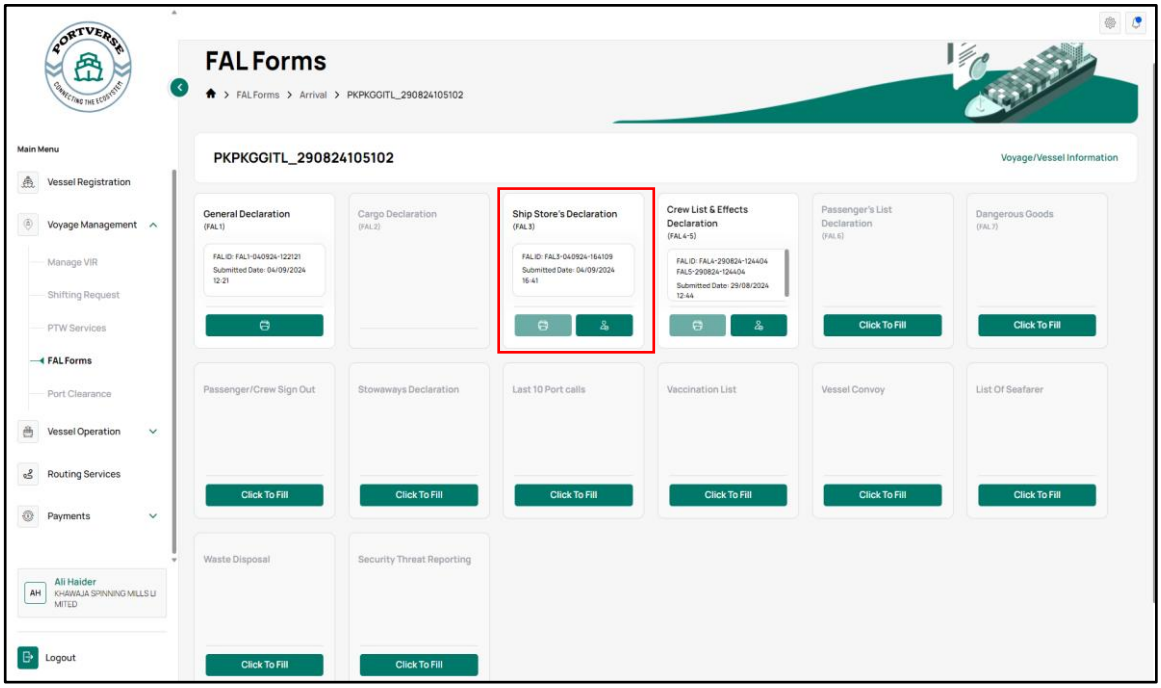


Figure 28 - FAL Forms Dashboard (FAL – 3 Summary Card)

xx. Click on the "**View Approvals"** icon to view the approval status

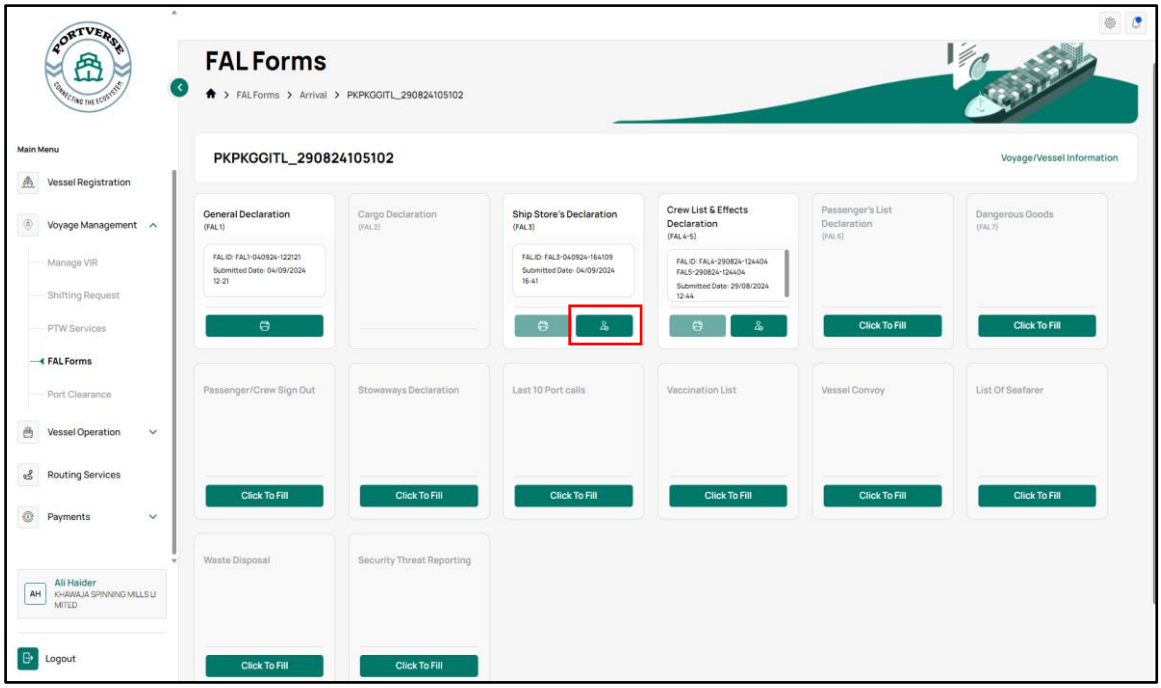


Figure 29 - FAL – 3 View Approvals

xxi. An overlay screen will appear where shipping agent can view the approval status and remarks.

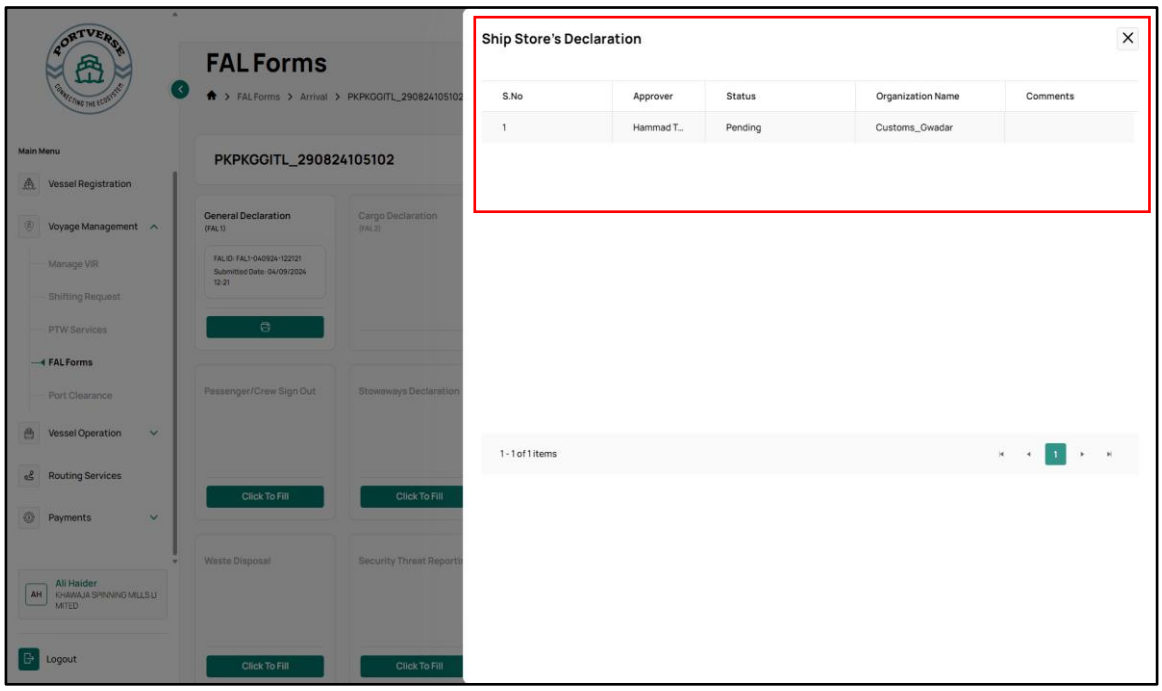


Figure 30 - FAL – 3 View Approvals Overlay Screen

6.4. Crew List and Effects Declaration (FAL-4 & FAL-5)

6.4.1. Access to Crew List and Effects Declaration (FAL-4 & FAL-5)

i. Clicks on the **Voyage management** menu to access the FAL Forms.
ii. Click the **FAL Forms** sub menu option under the voyage management.
iii. Click on either of the "**Arrival**" or "**Departure**" tab.

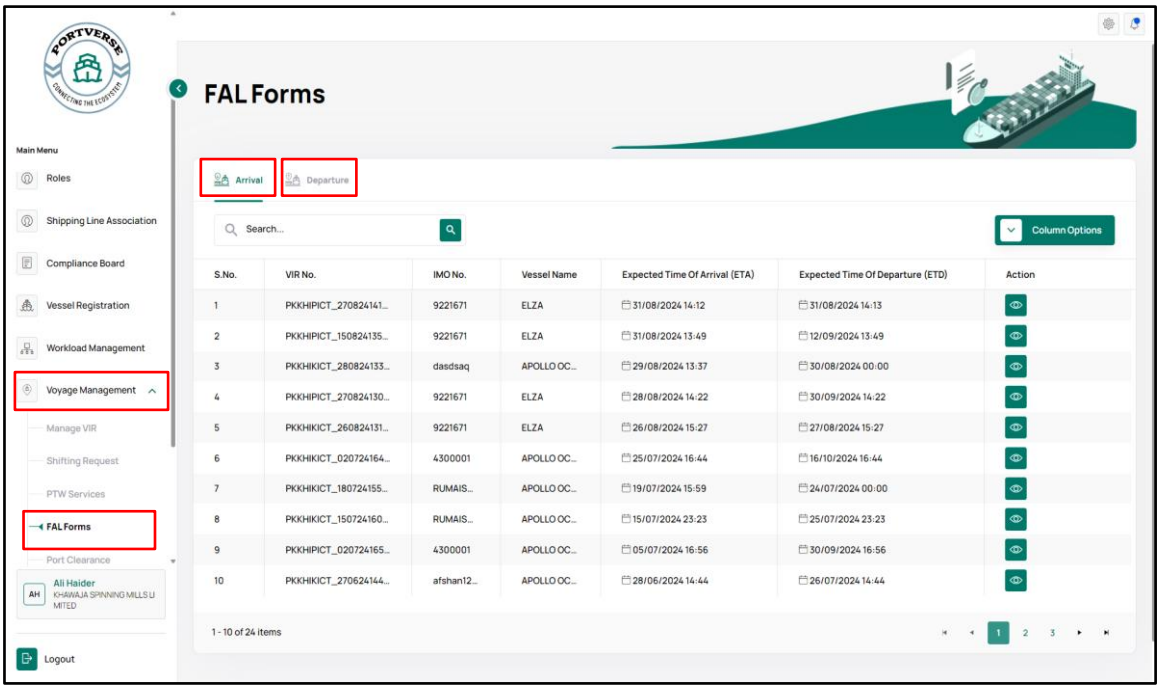


Figure 31 - FAL Forms Screen

iv. Click on the **"view"** icon against a VIR after which FAL Form Dashboard will appear.

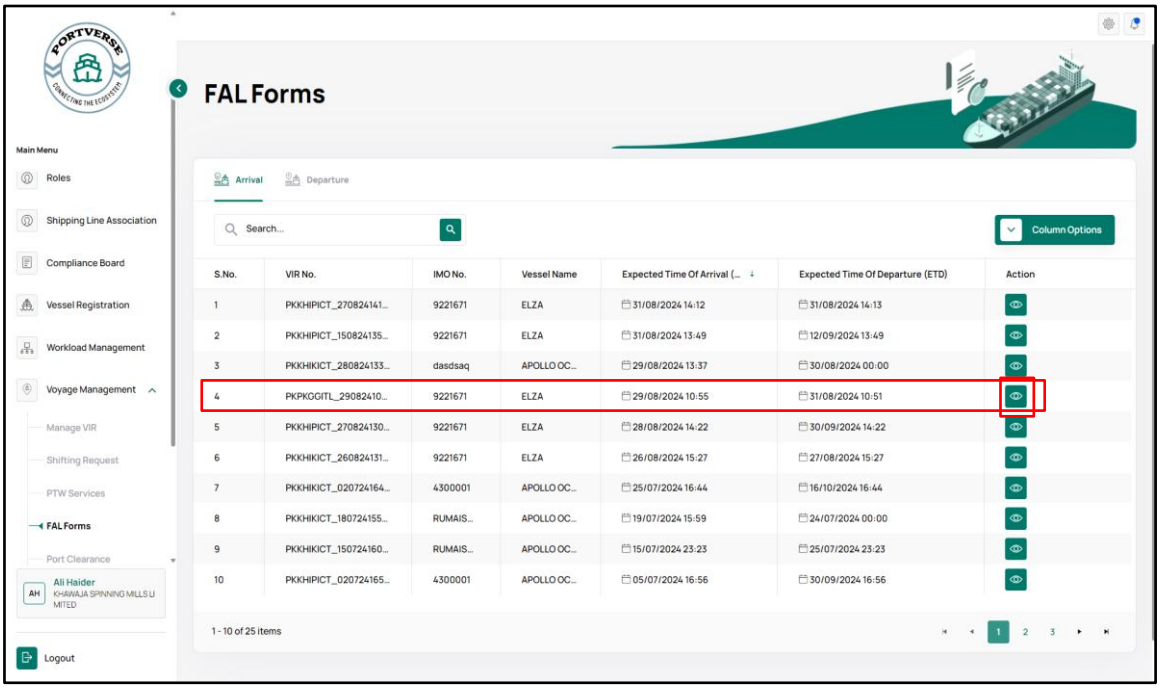


Figure 32 - Select VIR

6.4.2. Submit Arrival Crew List and Effects Declaration form

i. Click on the "**Click to fill"** button on the Crew List and Effects declaration summary card.

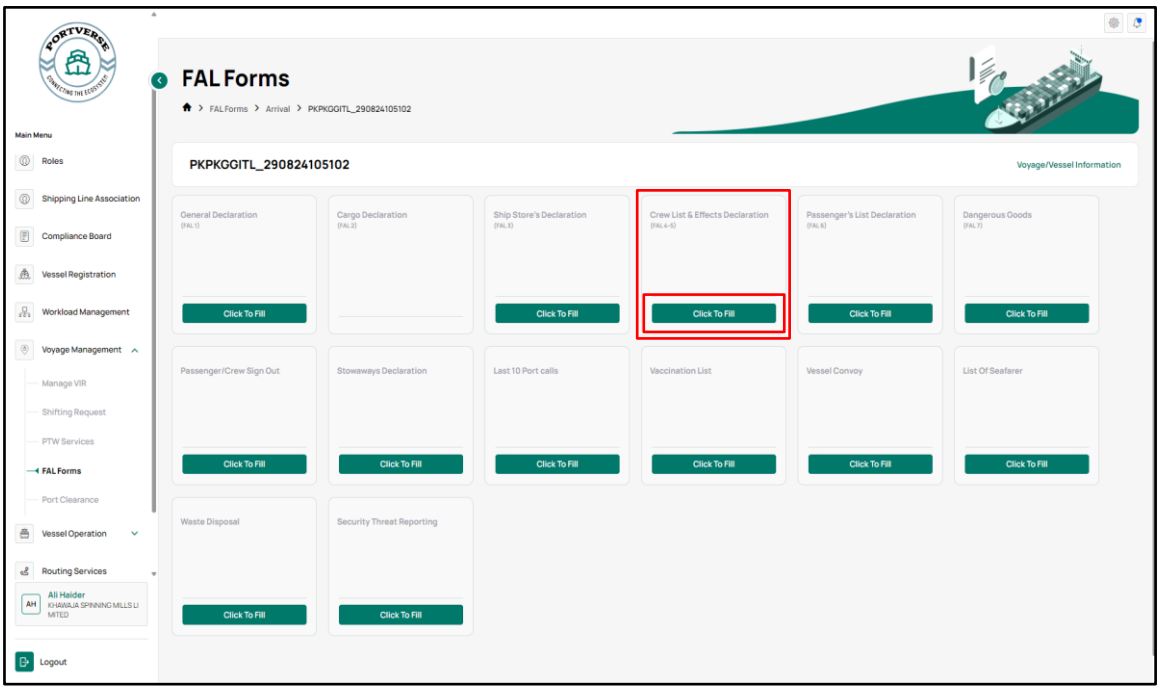


Figure 33 - Crew List & Effects Declaration (FAL – 4/5) Summary Card

ii. Once the form screen appears, user can manually add the data by clicking on the **"Add New"** button.

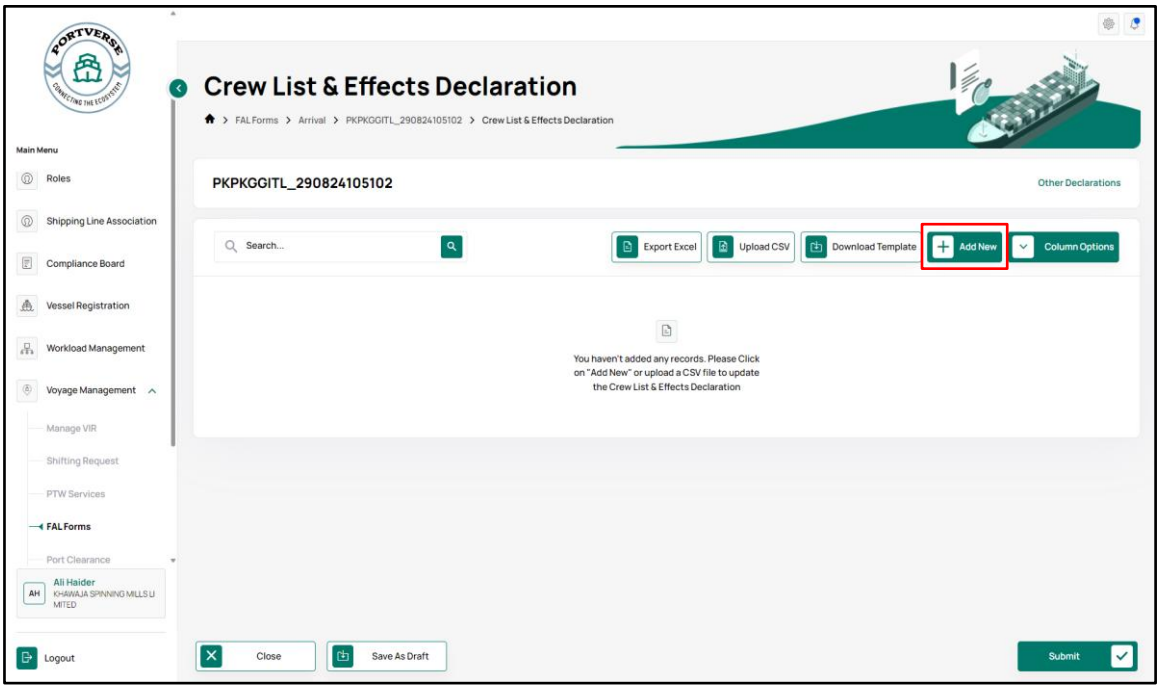


Figure 34 - FAL – 4/5 Form Main Screen

iii. An editable overlay screen will appear for the user to fill out the crew member details.

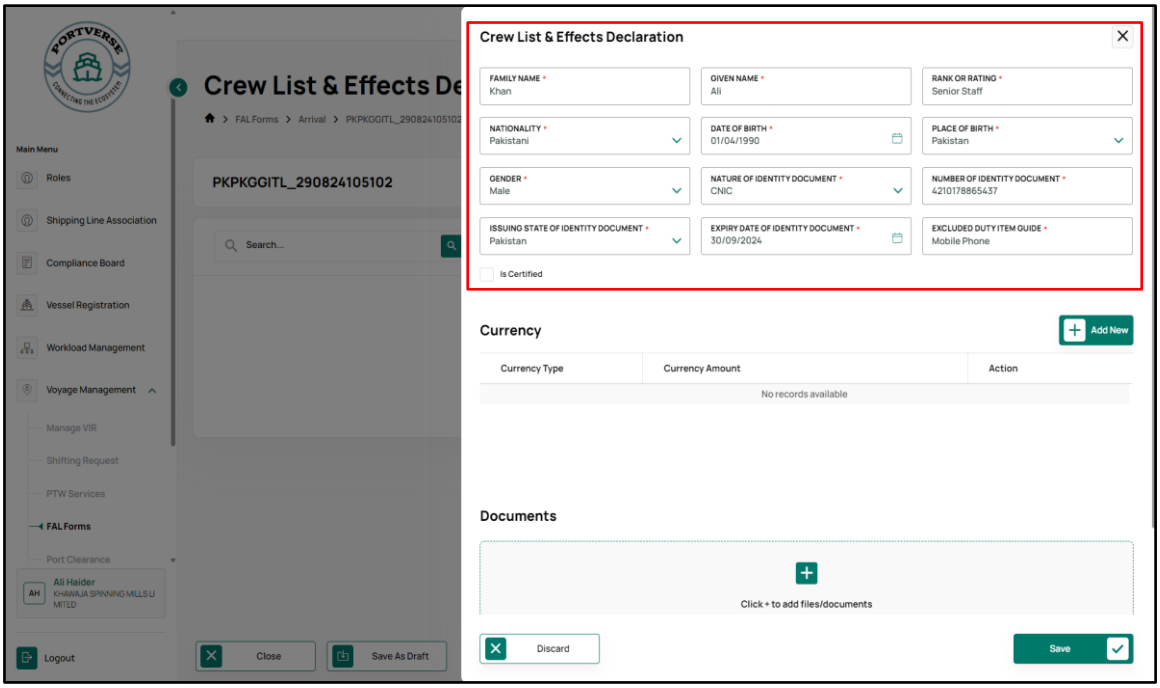


Figure 35 - FAL – 4/5 Overlay Screen

iv. Click on the "**Add New"** button on the form screen to add currency record(s).

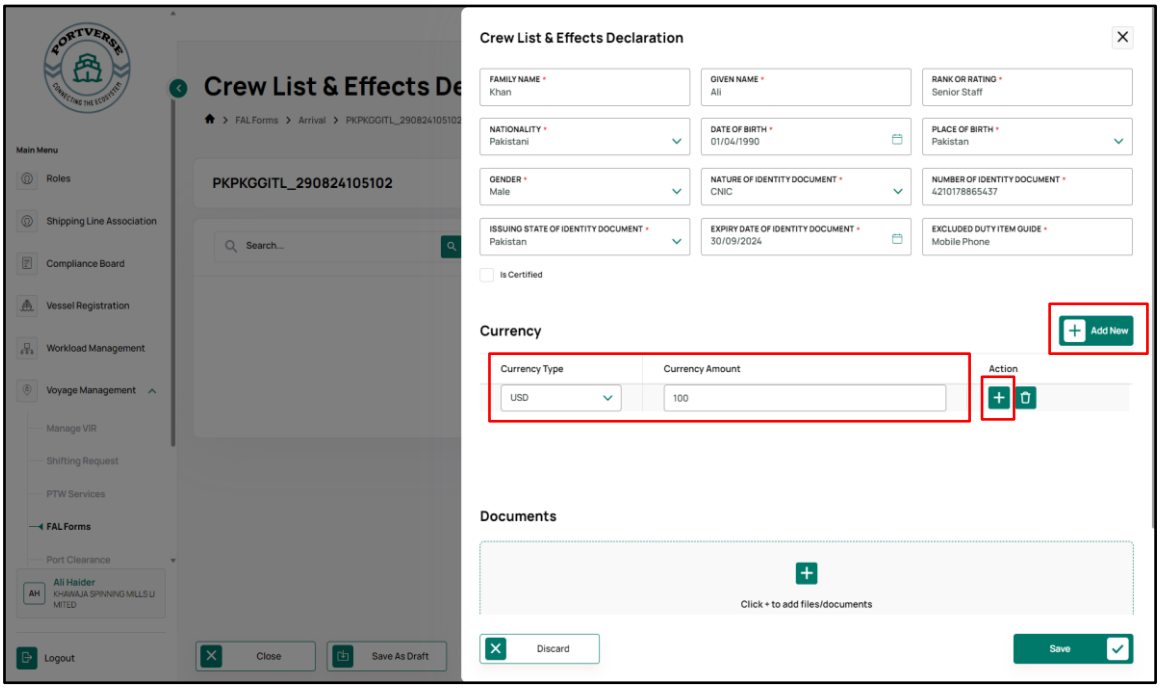


Figure 36 - Add Currency Records

v. Click on the “**upload”** icon to add the required attachments for the crew member record.

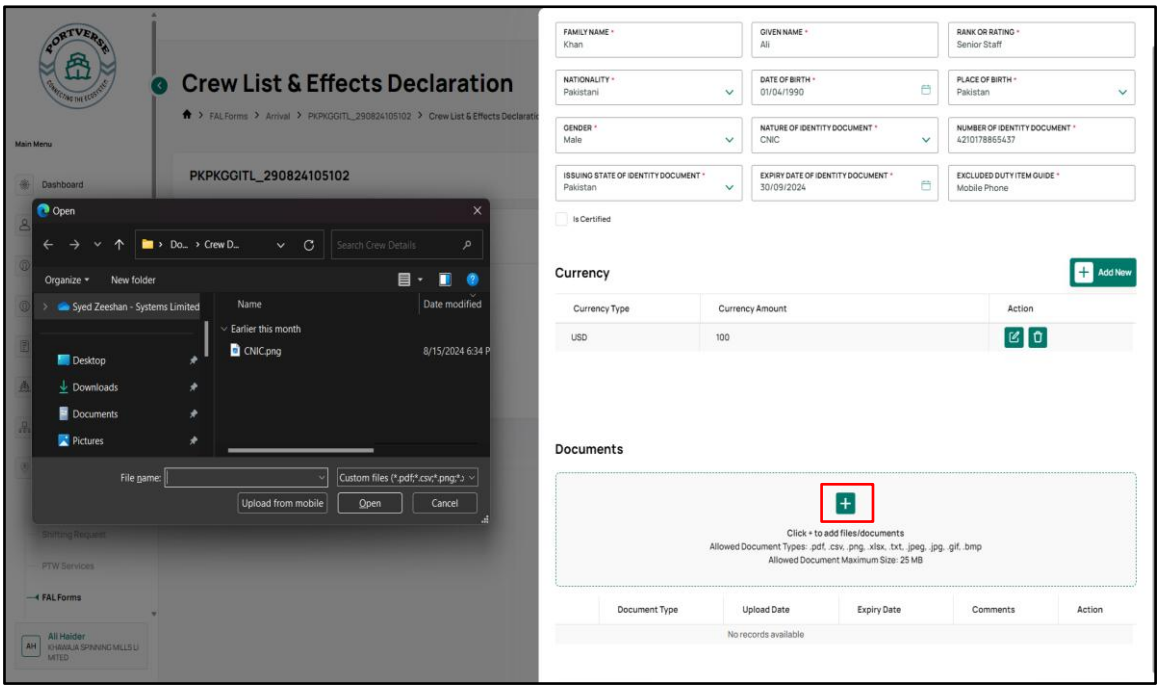


Figure 37 - Add Crew Member Documents

vi. Click on the “**save”** button.

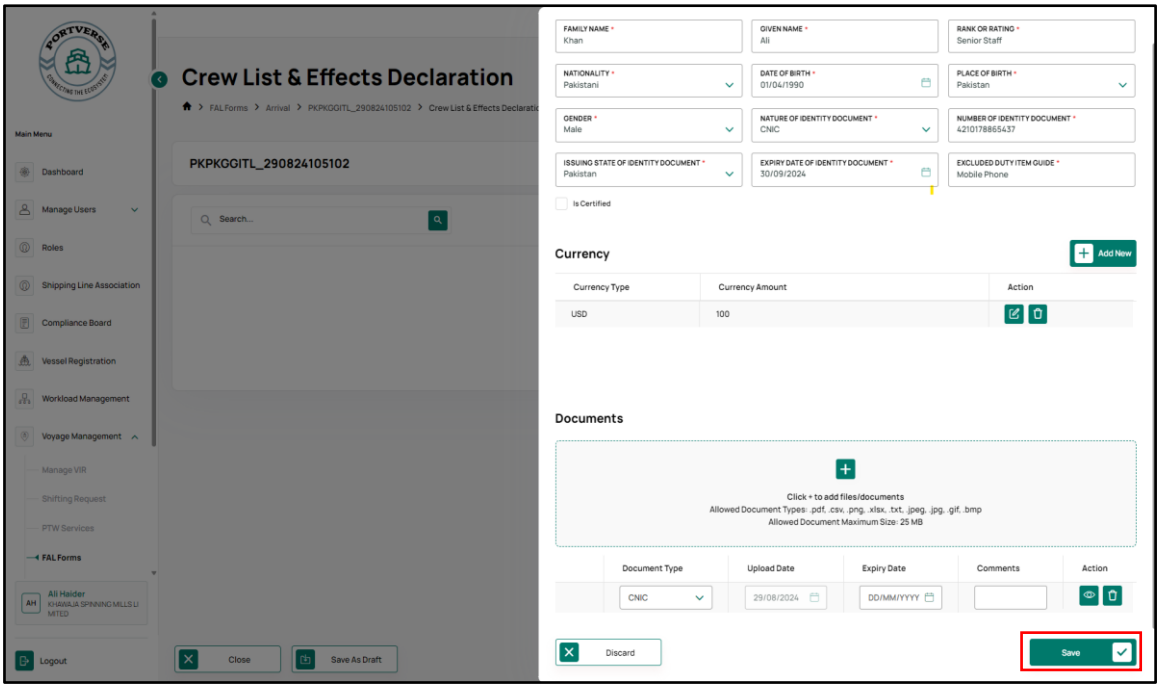


Figure 38 - Save Crew Record

vii. After saving the crew information, crew record will be displayed on the main screen.

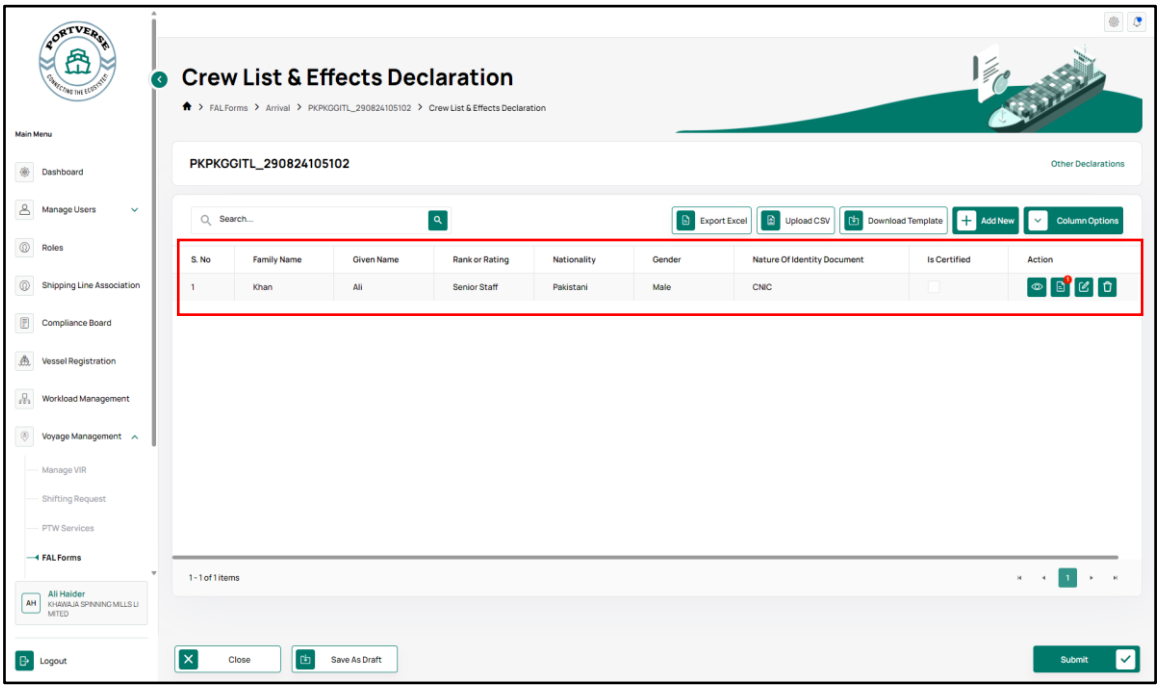


Figure 39 - FAL – 4/5 Form Main Screen

viii. Repeat the above step until details pertaining to **all the crew member** are added in the form.

ix. Alternatively, data can be added through Upload CSV functionality.

x. To download the Crew List & effects template click on the "**Download template"** button.

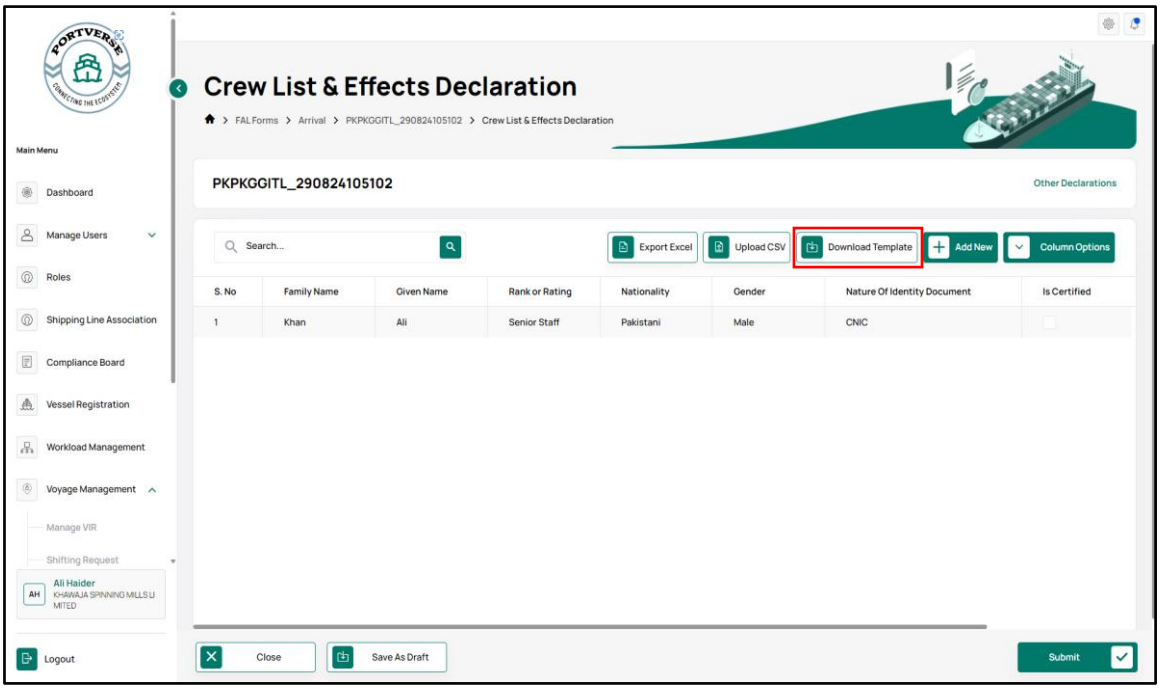


Figure 40 - FAL – 4/5 Download Template

xi. Update the downloaded CSV template as per requirement.

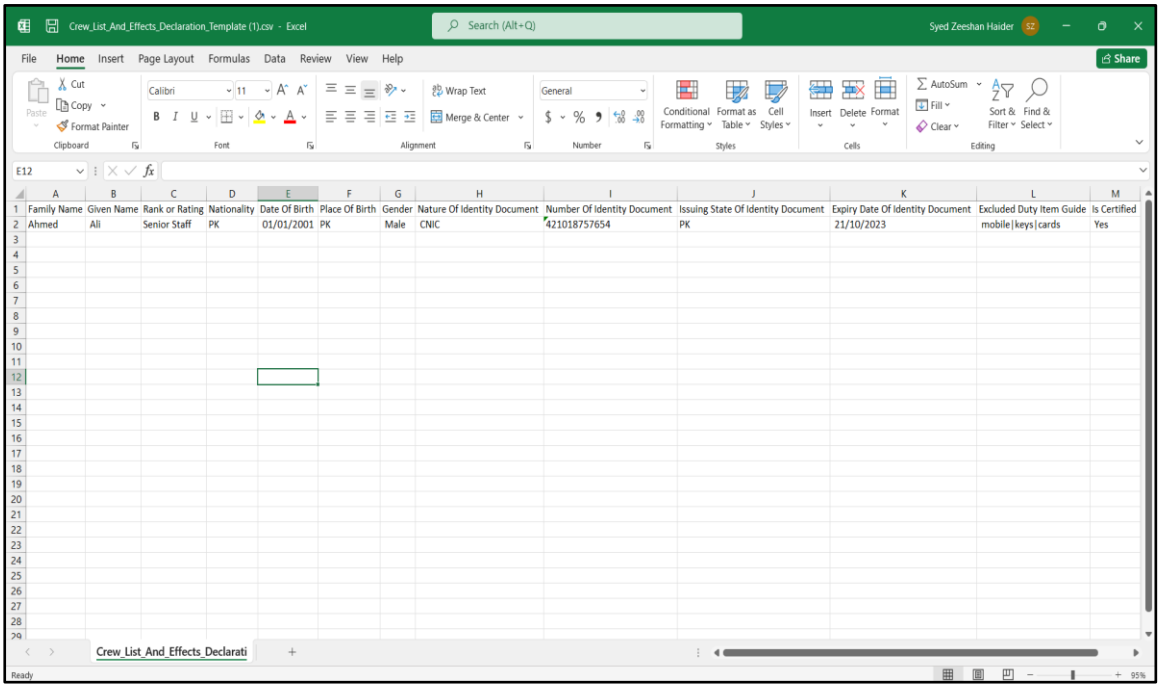


Figure 41 - FAL – 4/5 CSV file

***Note:** By default, system will ignore the 1st row of the CSV template (Sample data)*

xii. For multiple excluded duty items add a **pipe** or vertical bar **"|"** after each value.

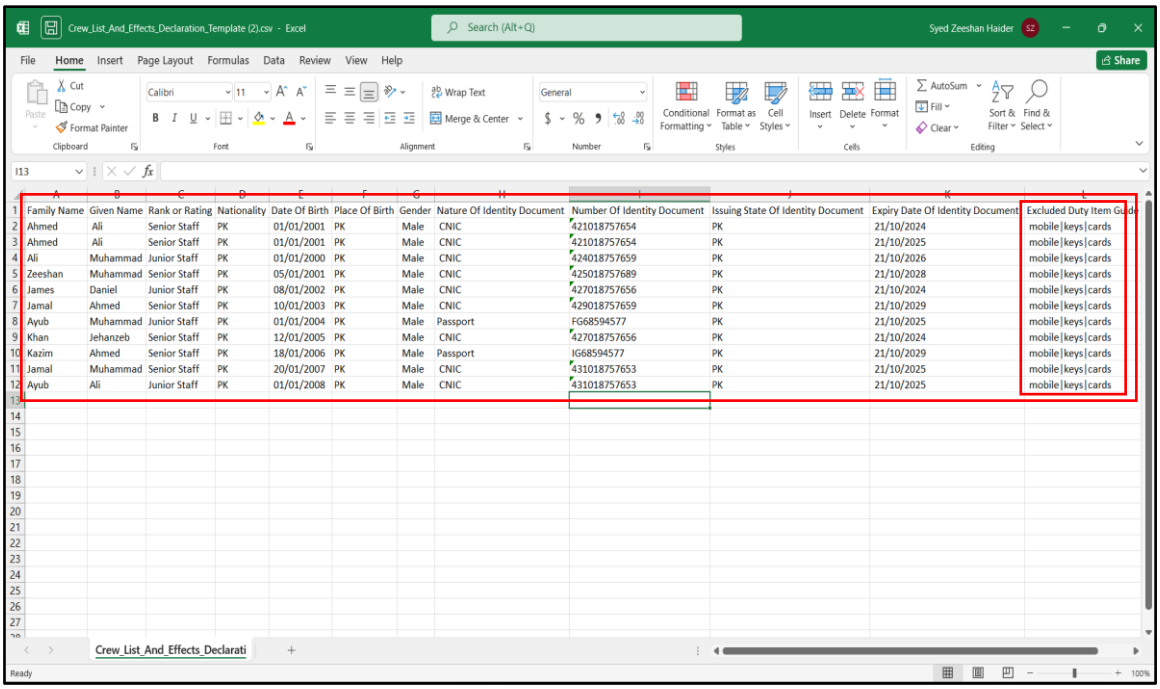


Figure 42 - FAL – 4/5 CSV file

xiii. Click on the **“Upload CSV”** button.

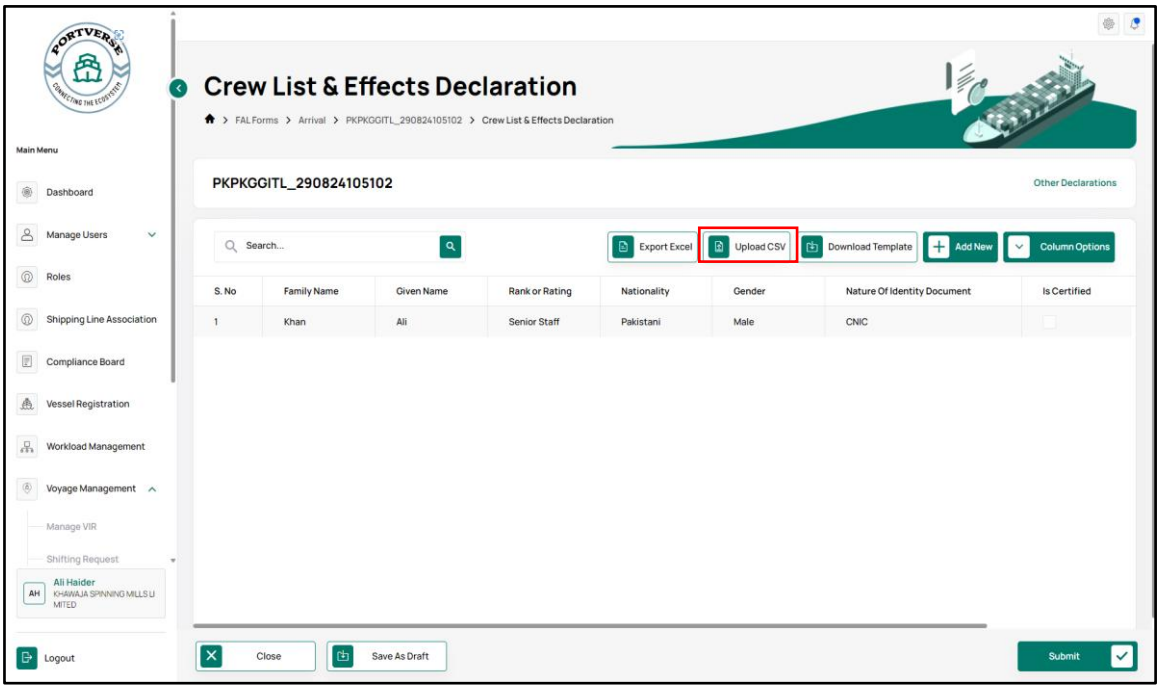


Figure 43 - FAL – 4/5 Upload CSV

xiv. A window will appear for file attachment. Once the relevant file is selected click on the **“Upload”** Button.

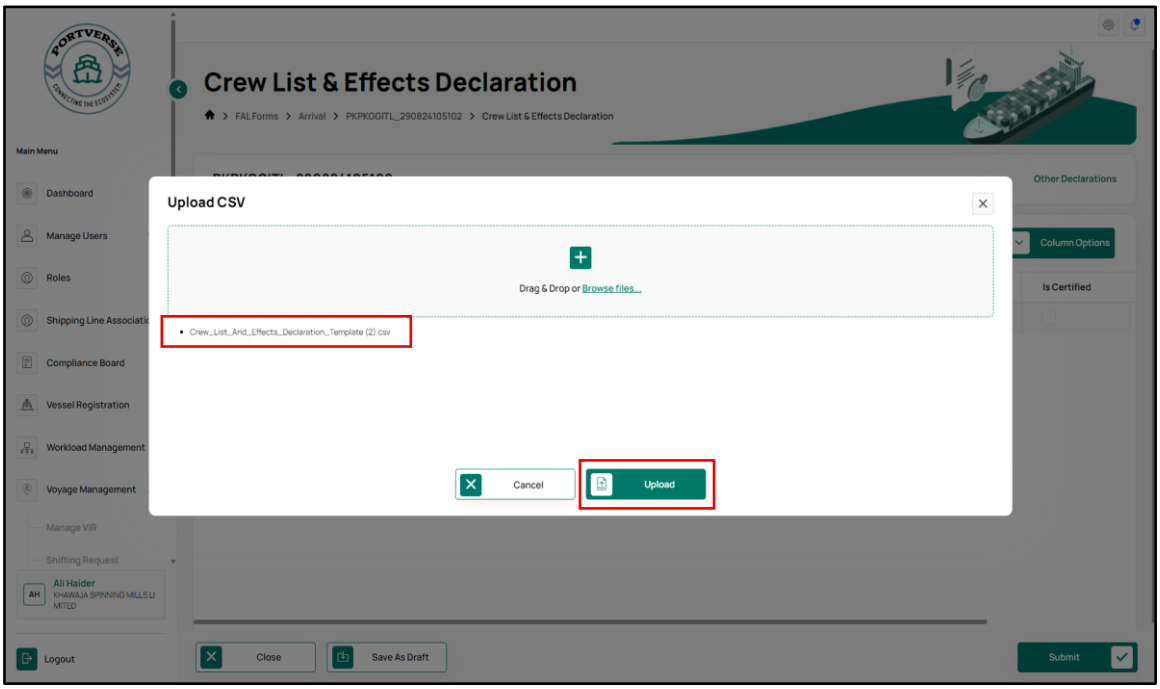


Figure 44 - Upload CSV Window

xv. Records will be displayed on the main screen.

xvi. Update these records by clicking on the "**edit**" icon (If required)

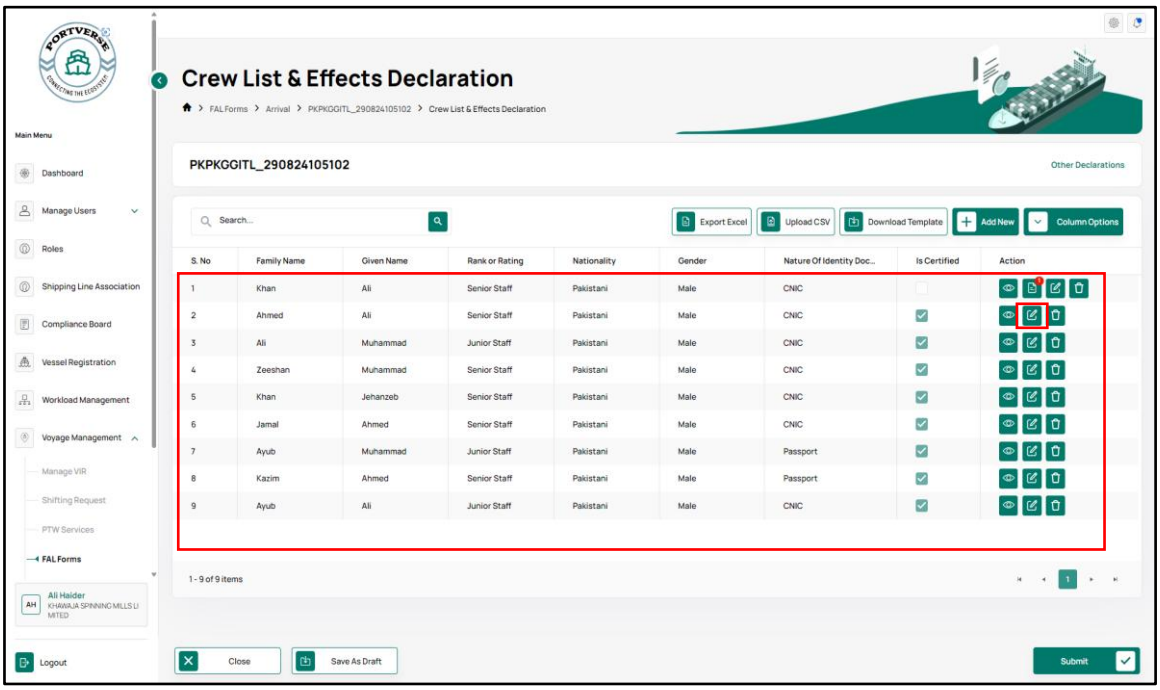


Figure 45 - FAL – 4/5 Form Main Screen

xvii. Click on the **"Submit"** button.

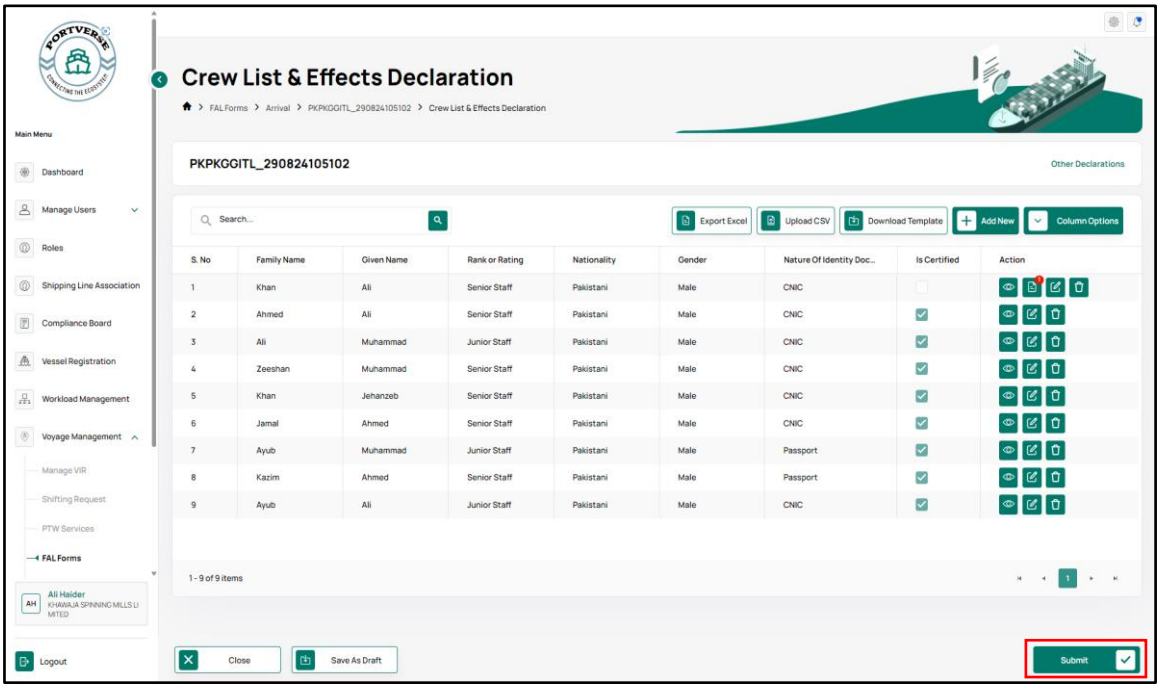


Figure 46 - Submit FAL – 4/5 Form

xviii. System will generate a confirmation alert.

xix. Click on the “**Yes”** button to proceed.

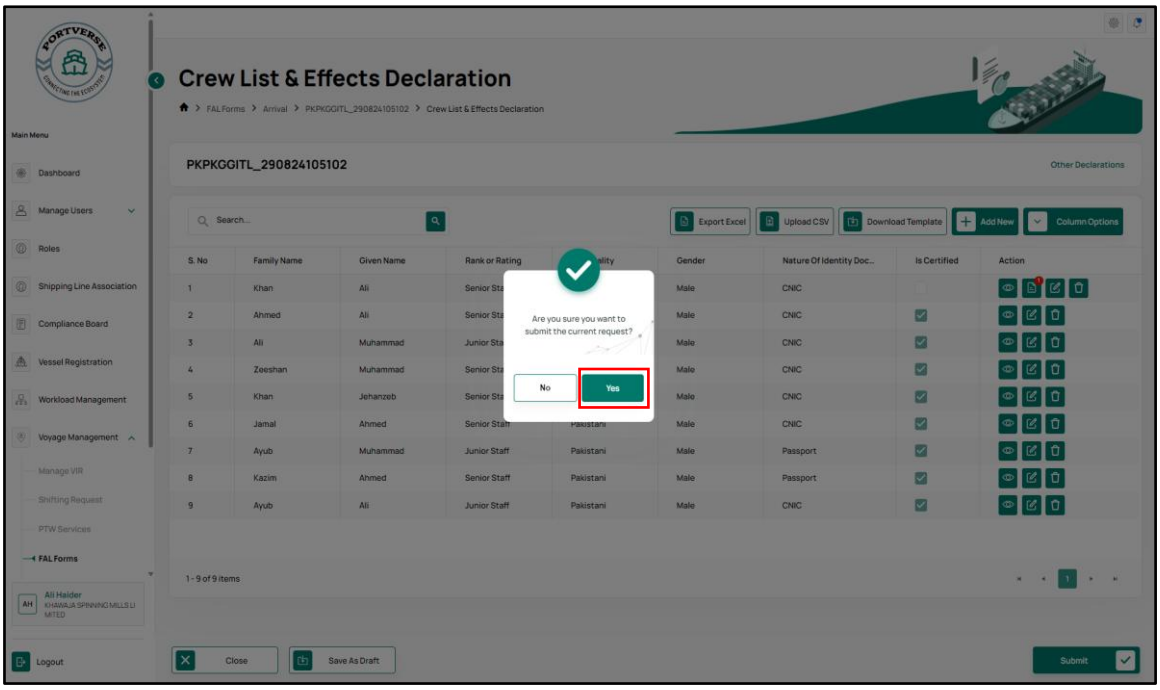


Figure 47 - Confirmation Alert (FAL – 4/5)

xx. A success message alert will appear.

xxi. Click on the “**Ok”** button to proceed.

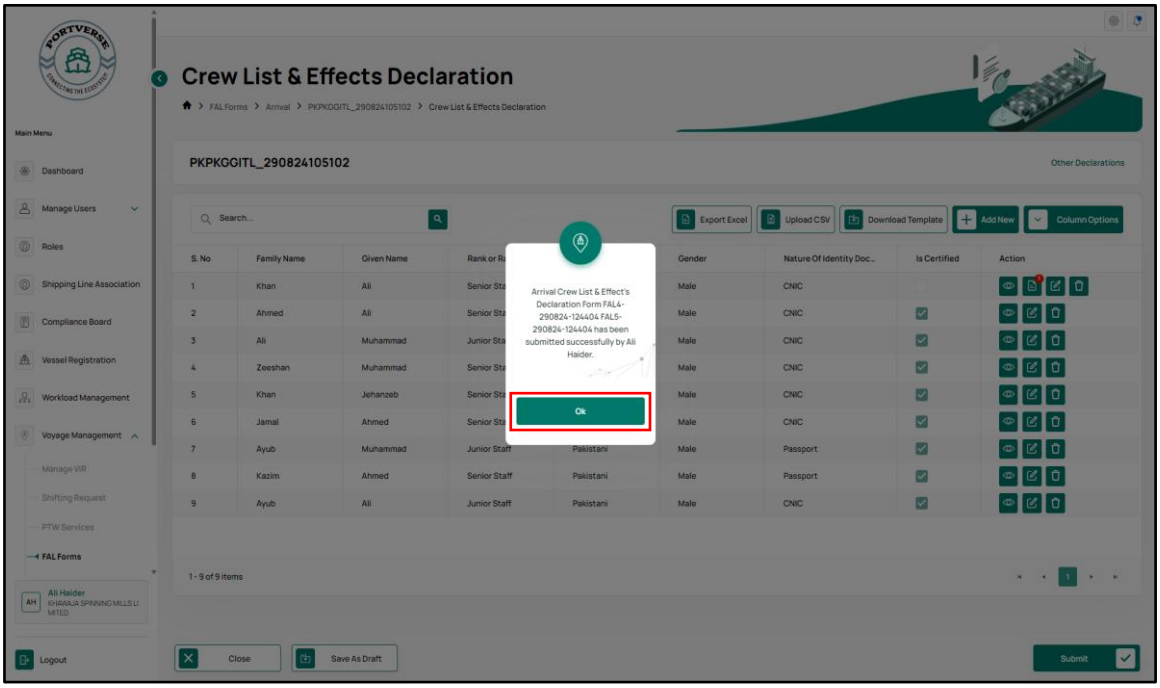


Figure 48 - Success Alert

xxii. The submitted request will appear on the FAL Forms summary card with its **ID** and submission **date**.

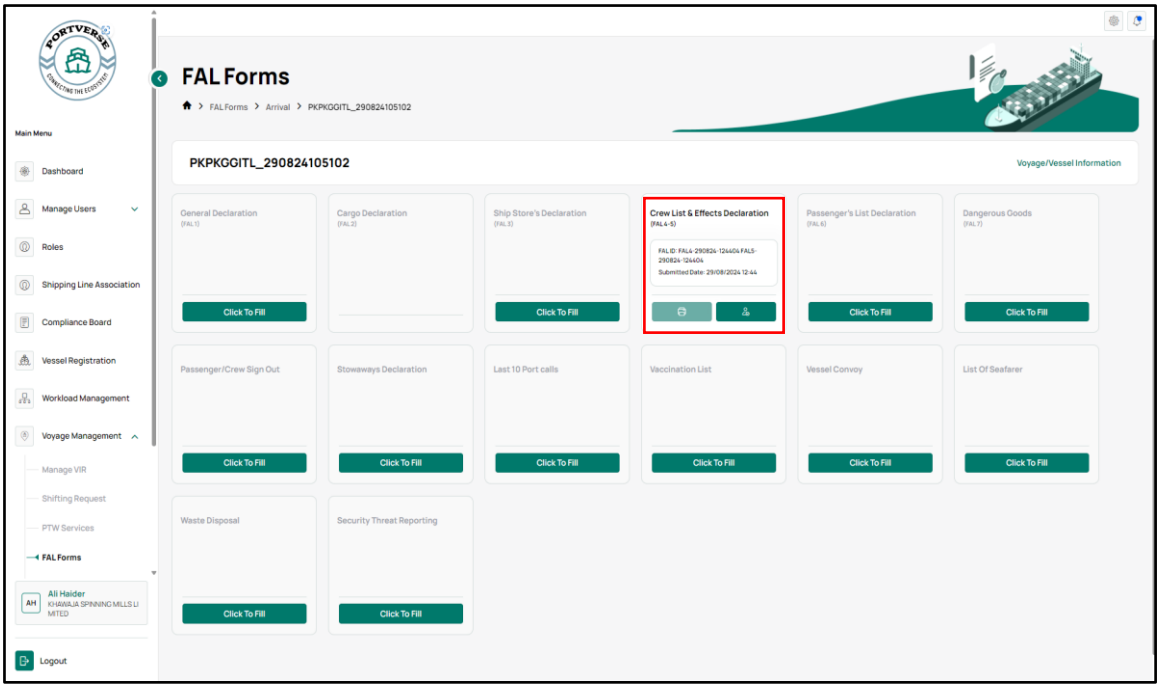


Figure 49 - FAL Forms Dashboard (FAL – 4/5 Summary Card)

xxiii. Click on the "**View Approvals"** icon to view the approval status.

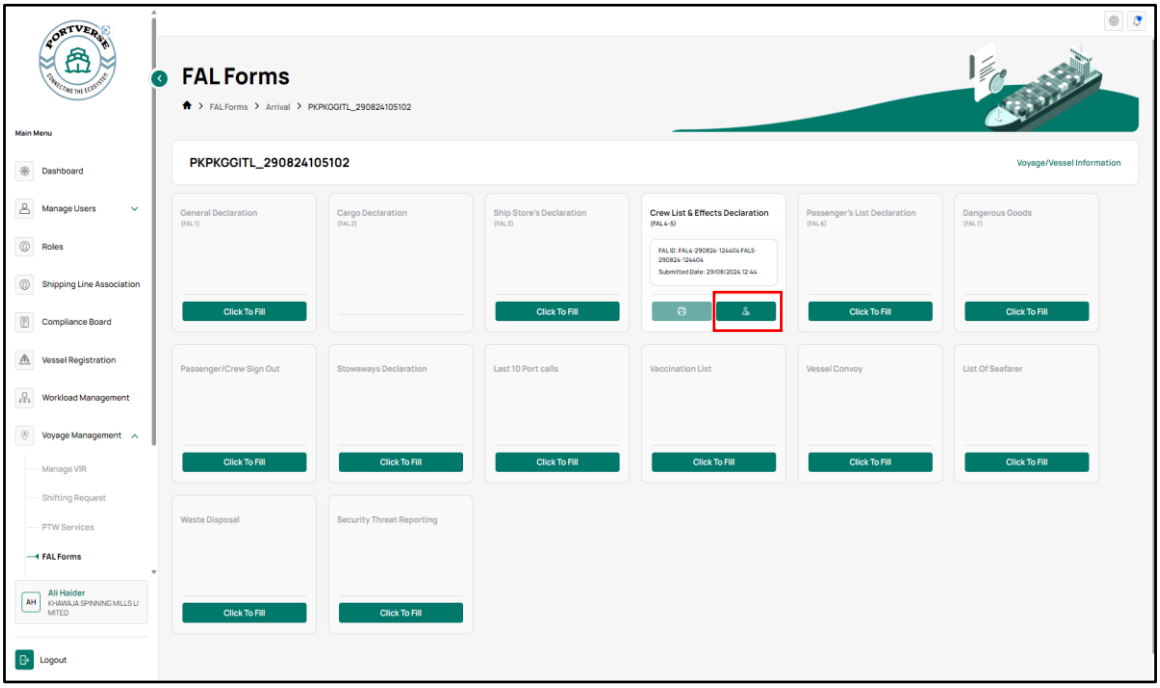


Figure 50 - FAL – 4/5 View Approvals

xxiv. An overlay screen will appear where shipping agent can view the approval status and remarks.

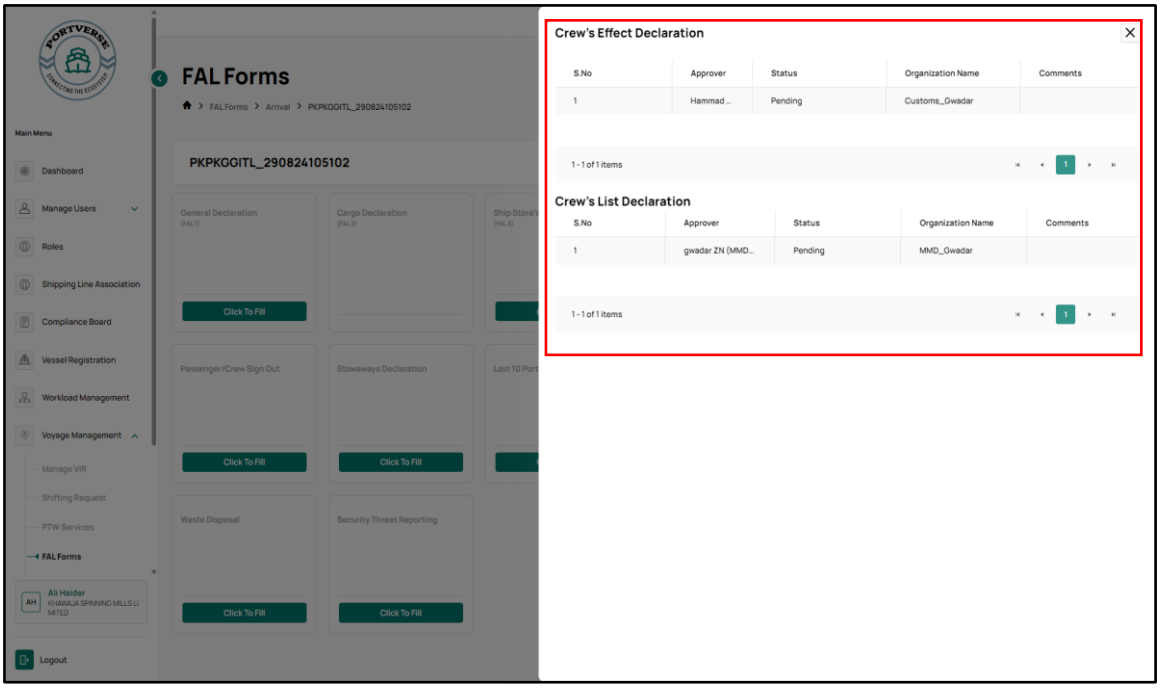


Figure 51 - FAL – 4/5 View Approvals Overlay Screen

6.5. Passenger/Crew Sign-Out

6.5.1. Access to Passenger/Crew Sign-Out

i. Clicks on the **Voyage management** menu to access the FAL Forms.
ii. Click the **FAL Forms** sub menu option under the voyage management.
iii. Click on the "**Arrival**" tab.

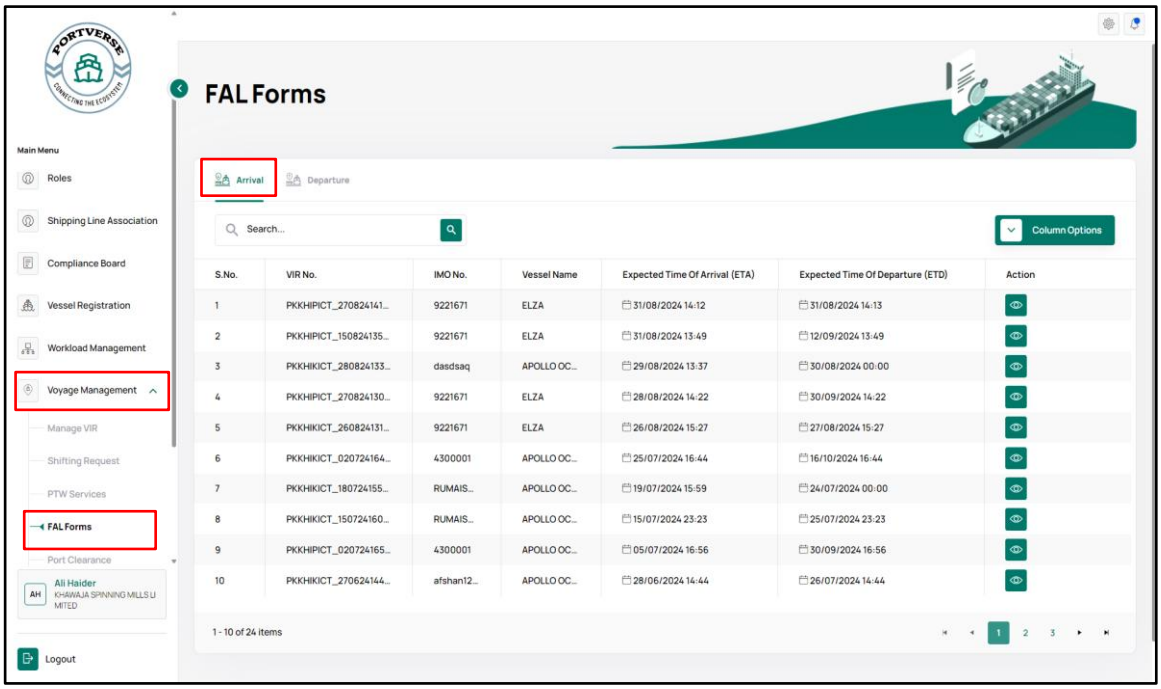


Figure 52 - FAL Forms Screen

iv. Click on the **"view"** icon against a VIR after which FAL Form Dashboard will appear.

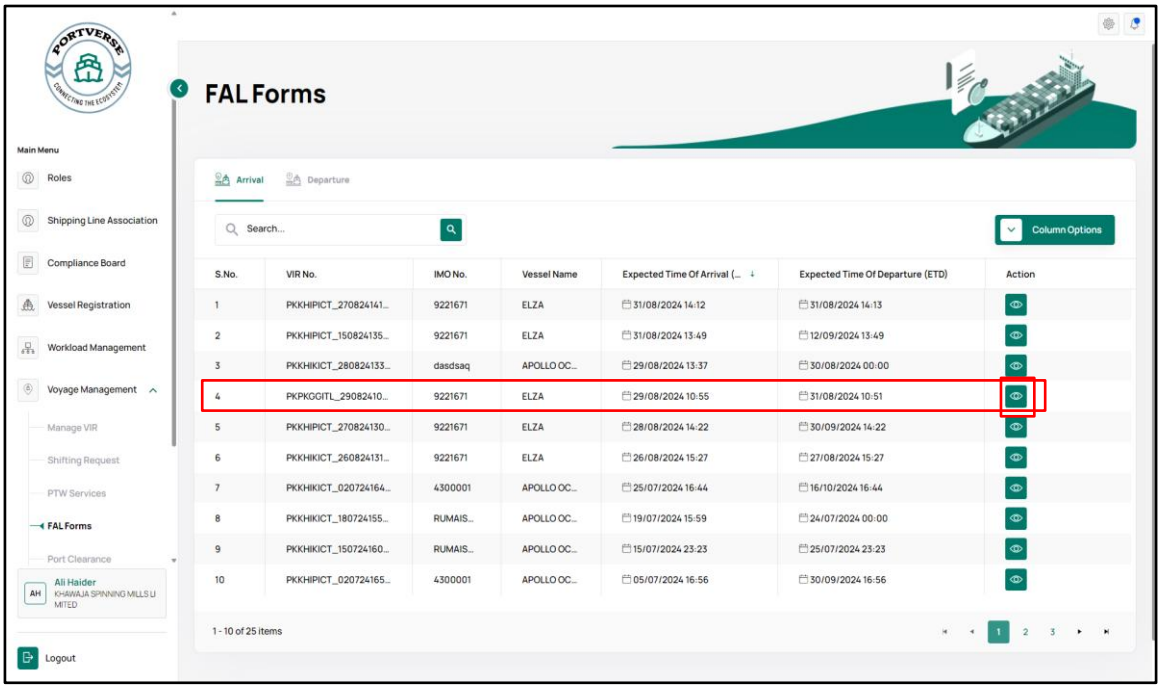


Figure 53 - Select VIR

6.5.2. Submit Passenger/Crew Sign-Out form

i. Click on the "**Click to fill"** button on the Crew/Passenger Sign-out summary card.

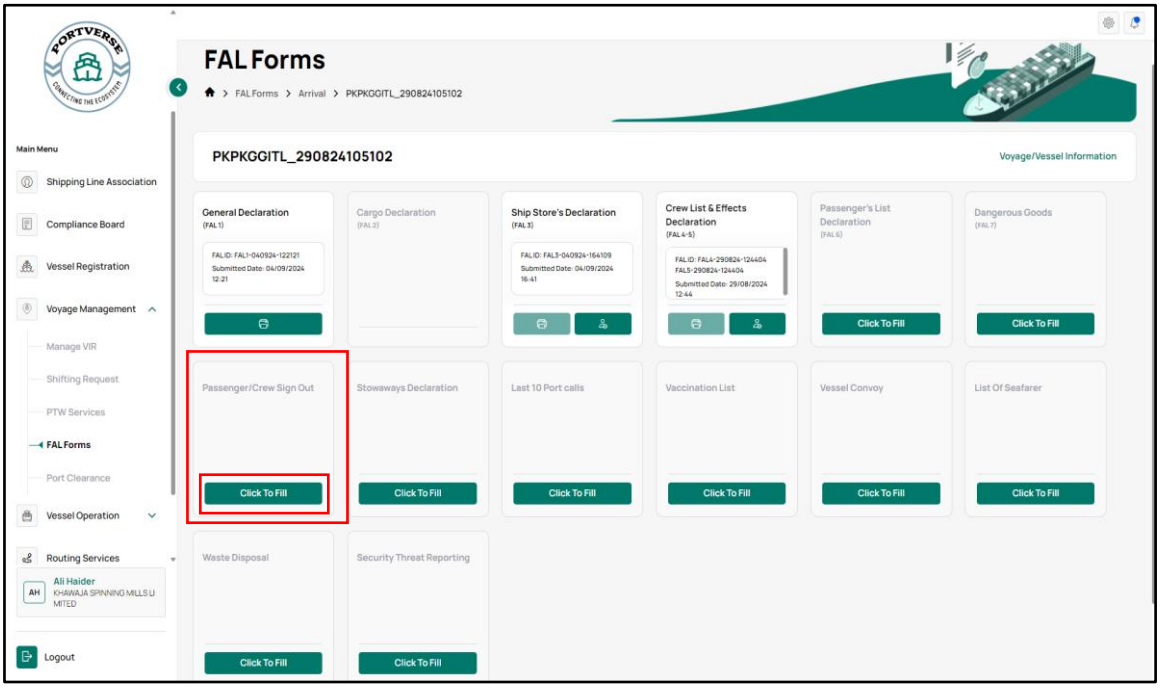


Figure 54 - Crew/Passenger Sign-Out Summary Card

ii. Click on the "**Add new**" button (Select Members tab).

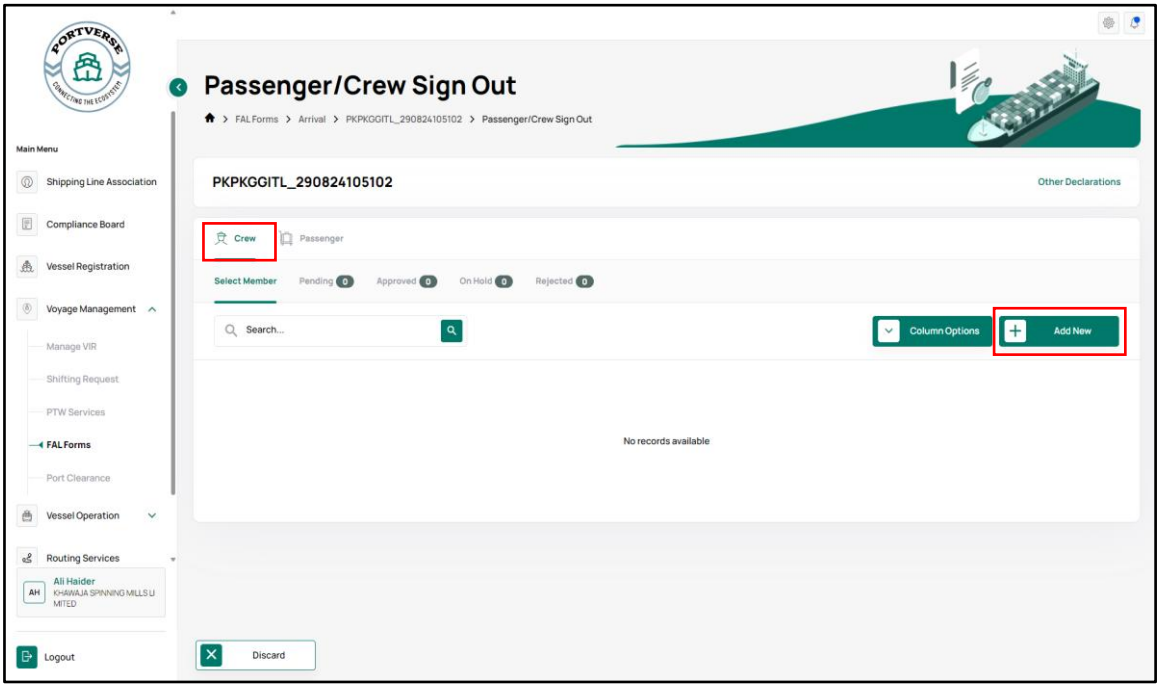


Figure 55 - Passenger/Crew Sign-out form Main Screen

iii. Select the **family name.**

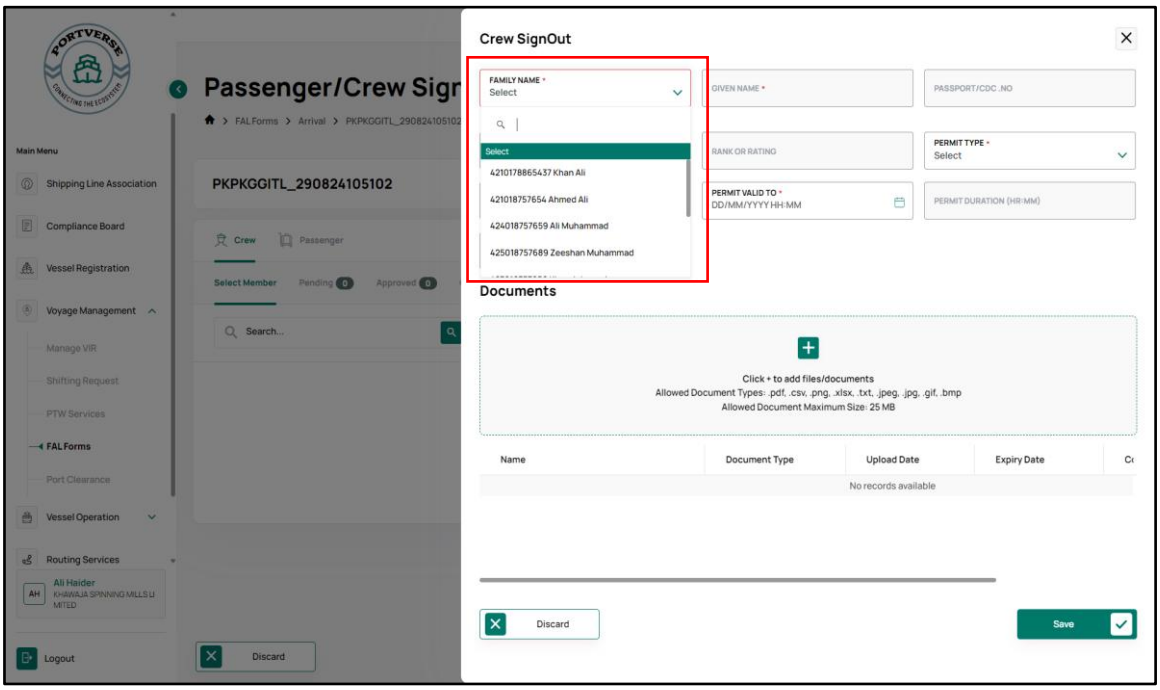


Figure 56 - Crew Sign-Out Form Overlay Screen

iv. Once Selected, Crew member details will be auto fetched (including attachments)

v. Fill out the remaining details.

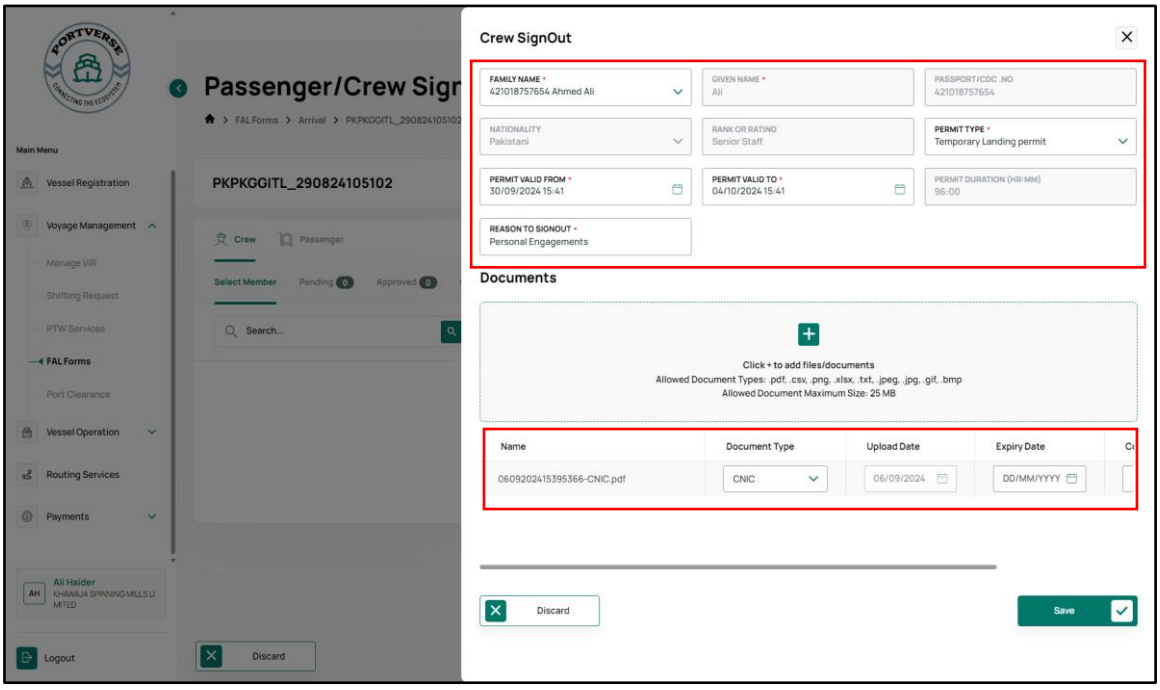


Figure 57 - Crew Sign-Out Form Overlay Screen

vi. Click on the “**upload”** icon to add any required attachments.

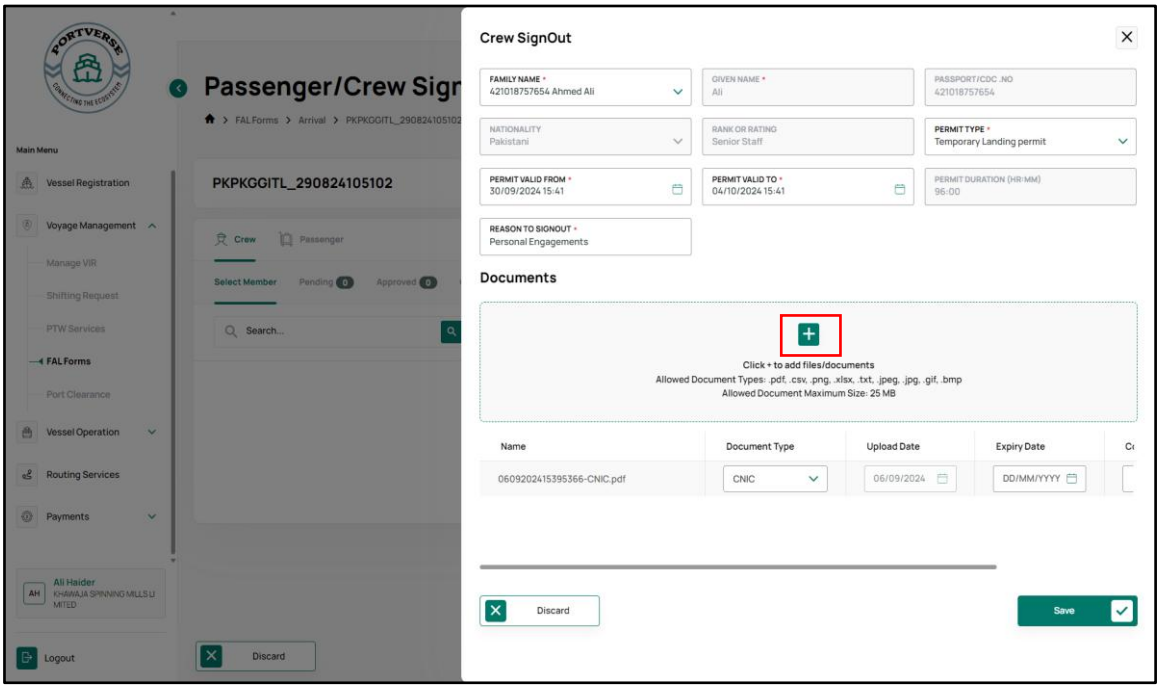


Figure 58 - Crew Sign-Out Form Overlay Screen

vii. Click on the “**Save”** button.

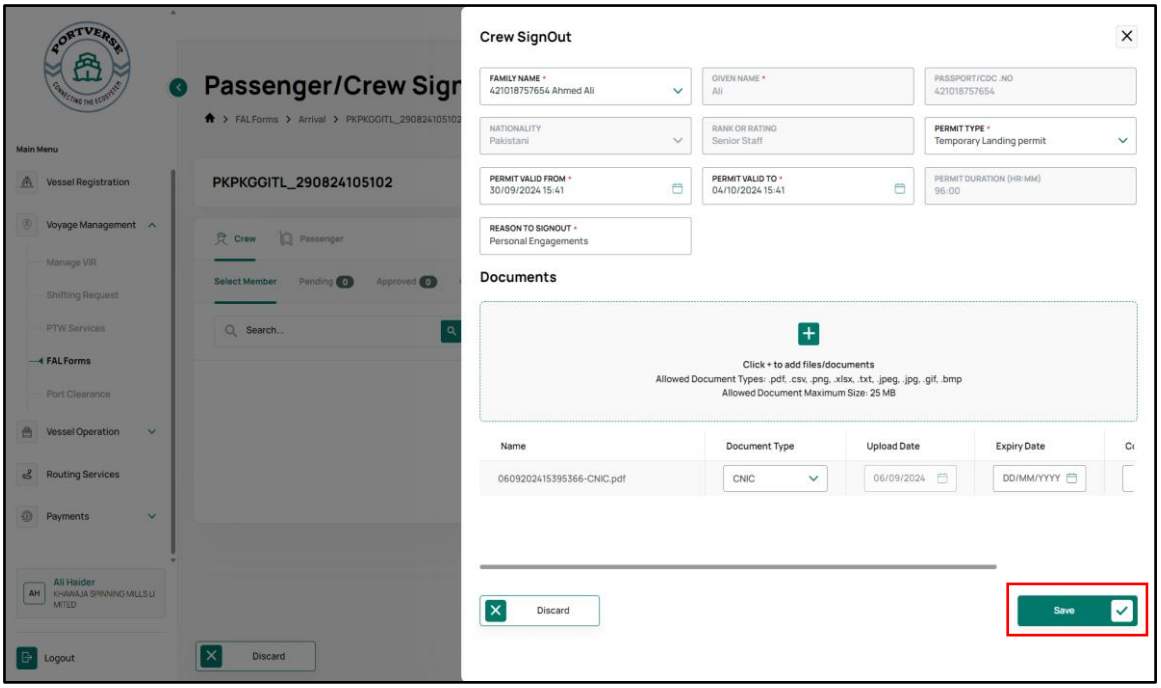


Figure 59 - Save Crew Sign-Out Record

viii. Record will be displayed on the form main screen.

ix. Follow the same steps to add the records for remaining crew and passengers.

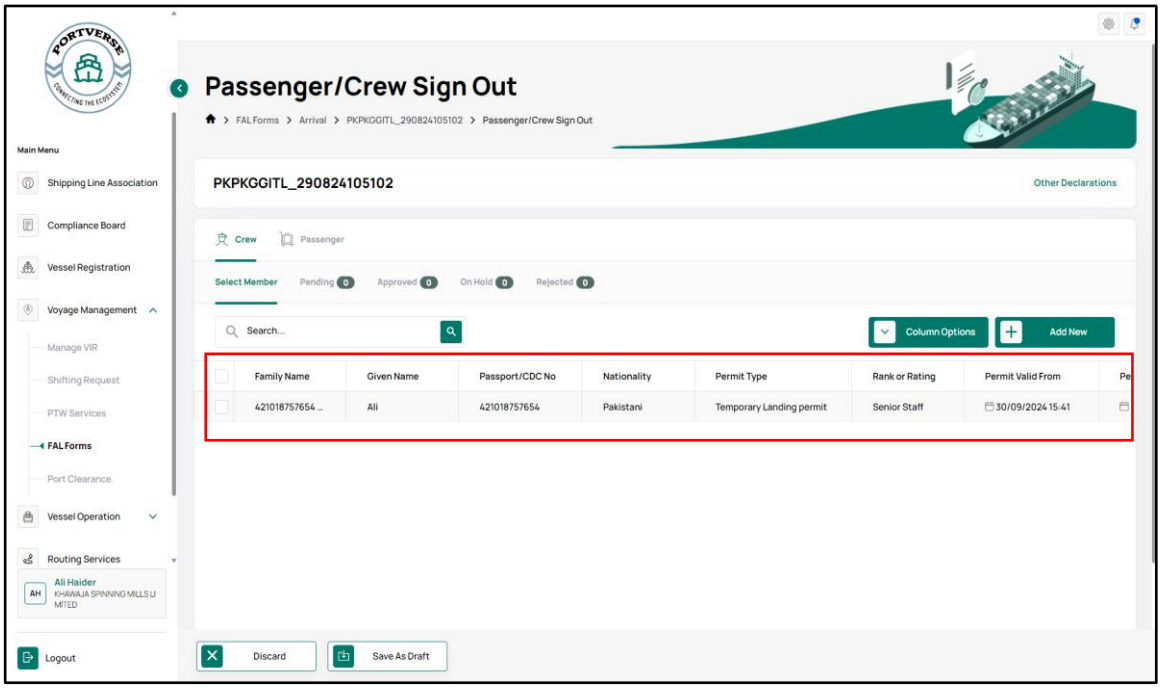


Figure 60 - Crew Sign-Out Form Main Screen

x. Select the **"checkbox"** for the Crew record.

xi. Click on the **"Submit".**

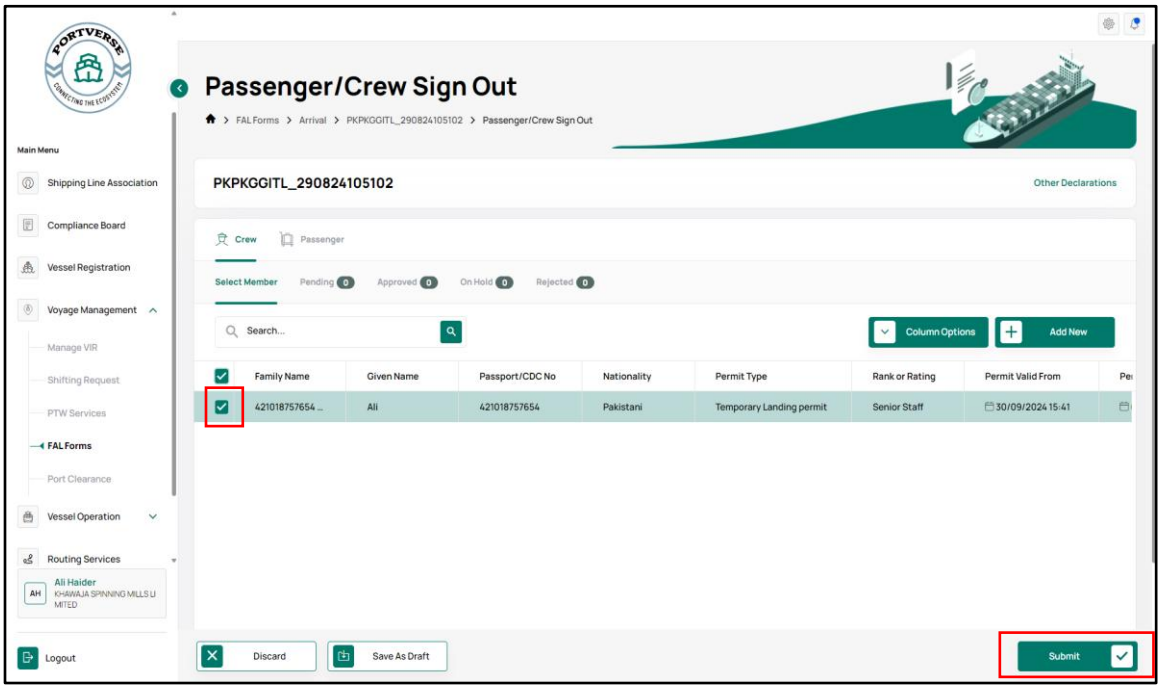


Figure 61 - Submit Crew Sign-Out Form

xii. System will generate a confirmation alert.

xiii. Click on the **"Yes"** button to proceed.

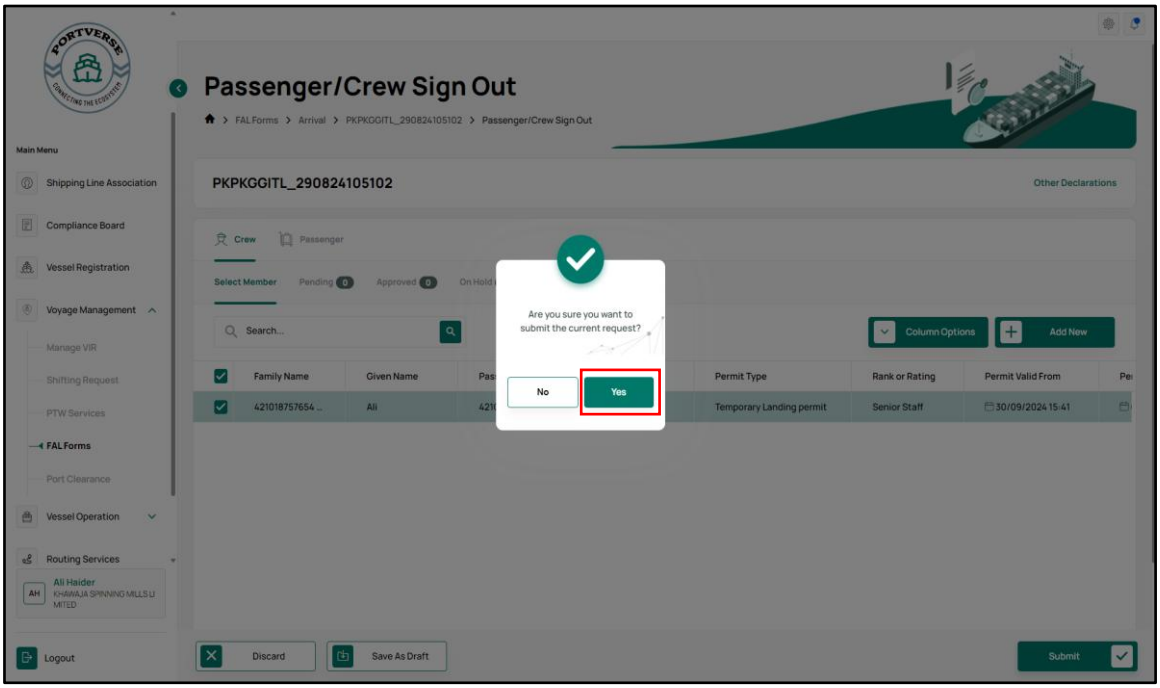


Figure 62 - Confirmation Alert (Crew Sign Out)

xiv. A success message alert will appear.

xv. Click on the "**Ok"** button to proceed.

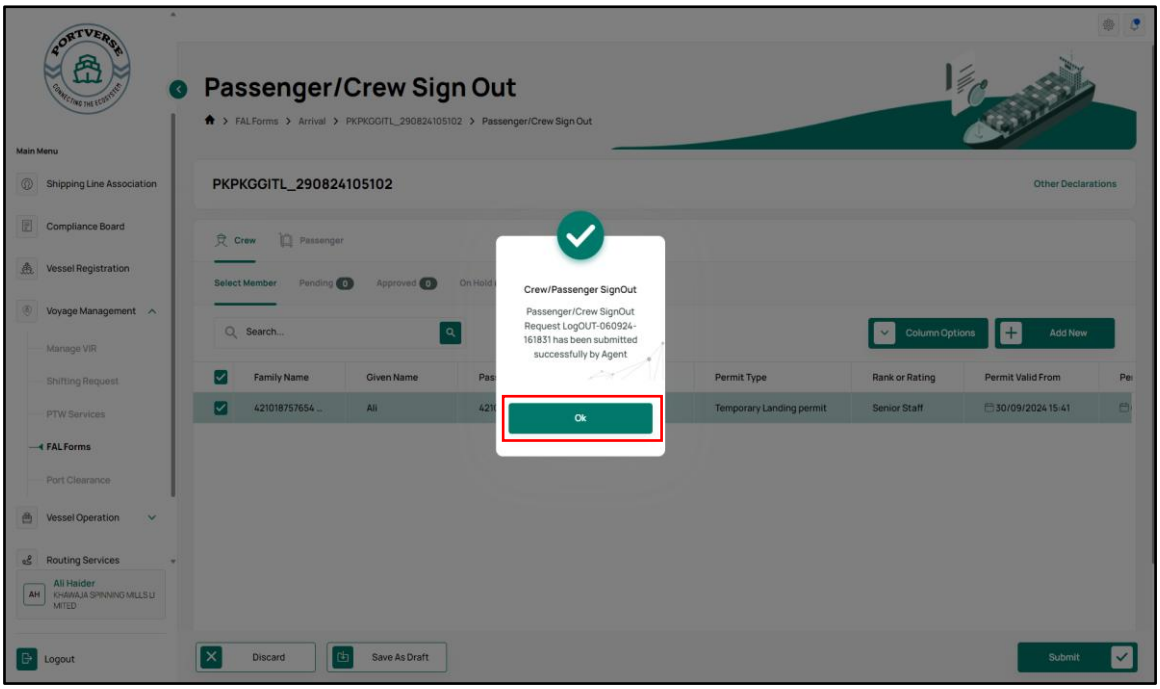


Figure 63 - Success Alert

xvi. The submitted request will appear on the FAL Forms summary card with its **ID** and submission **date**.

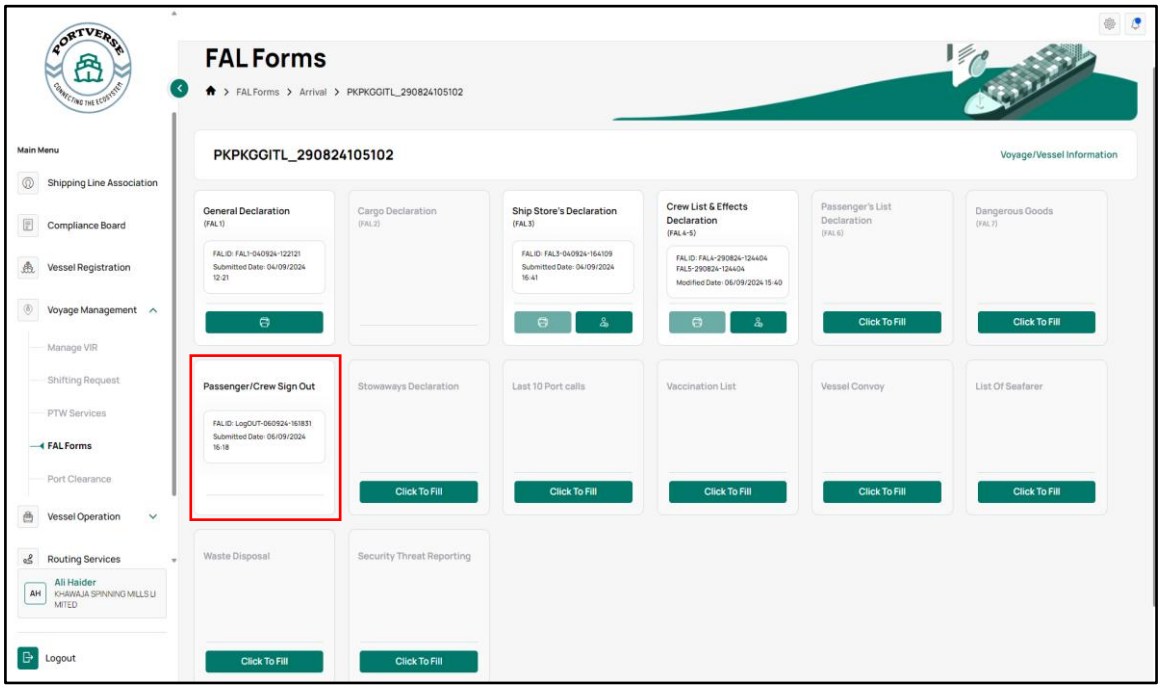


Figure 64 - FAL Forms Dashboard (Passenger/Crew Sign-Out)

6.6. Passenger/Crew Sign-In

6.6.1. Access to Passenger/Crew Sign-In

i. Clicks on the **Voyage management** menu to access the FAL Forms.
ii. Click the **FAL Forms** sub menu option under the voyage management.
iii. Click on the "**Departure**" tab.

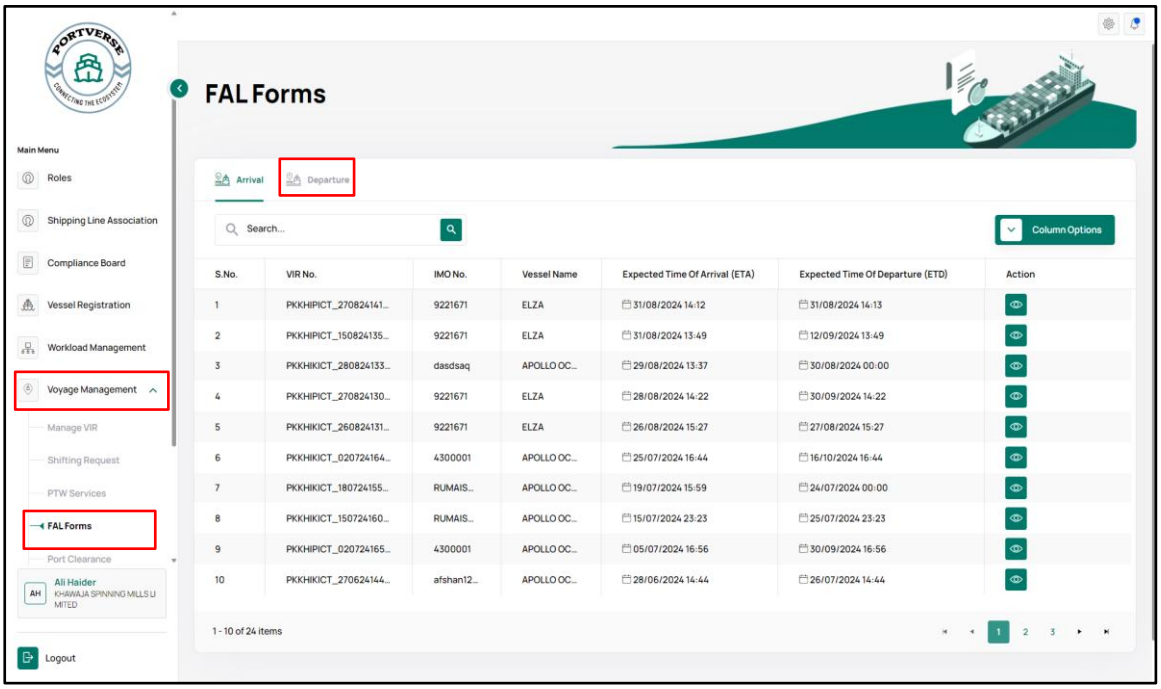


Figure 65 - FAL Forms Screen

iv. Click on the "**view**" icon against a VIR after which FAL Form Dashboard will appear.

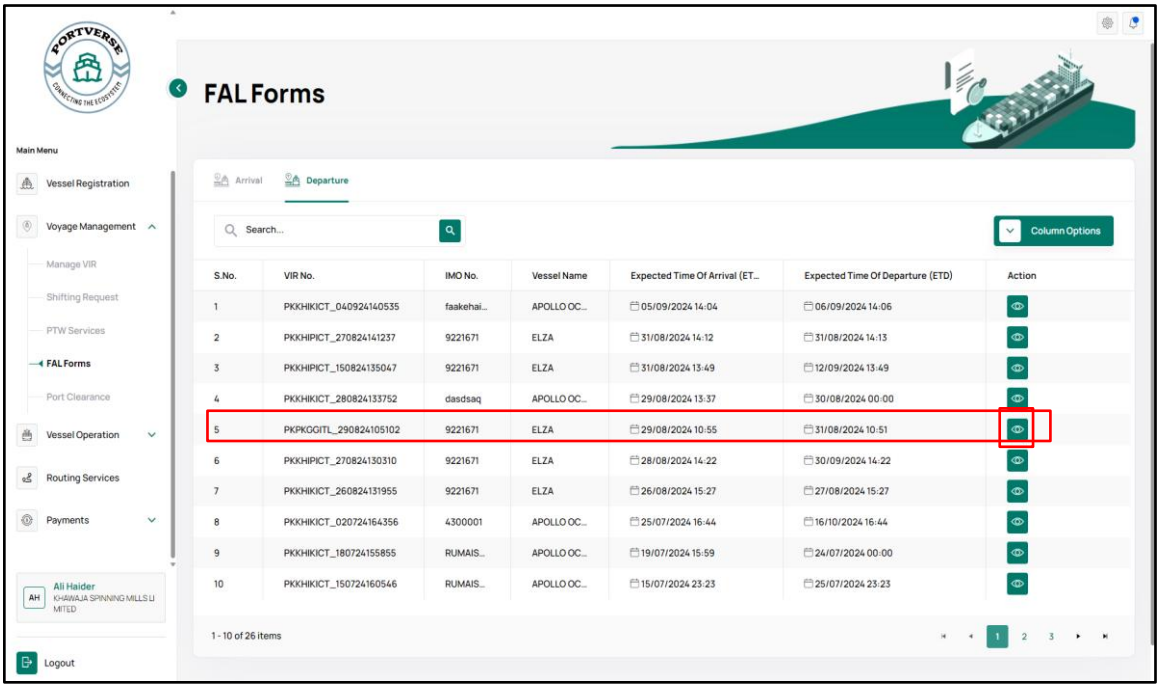


Figure 66 - Select VIR

6.6.2. Submit Passenger/Crew Sign-In form

i. Click on the **“Click to fill”** button on the Passenger/Crew Sign-In summary card.

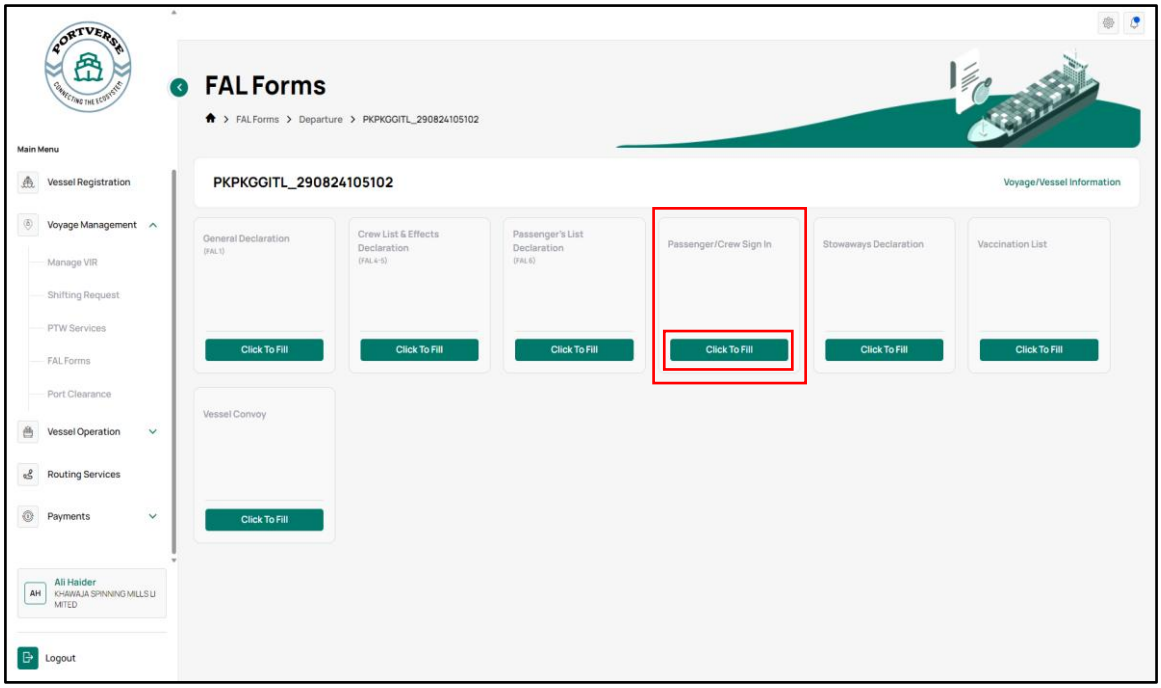


Figure 67 - Passenger/Crew Sign-In Summary Card

ii. Click on the **“Add new”** button to manually add data for the crew or passenger (Add Members Tab).

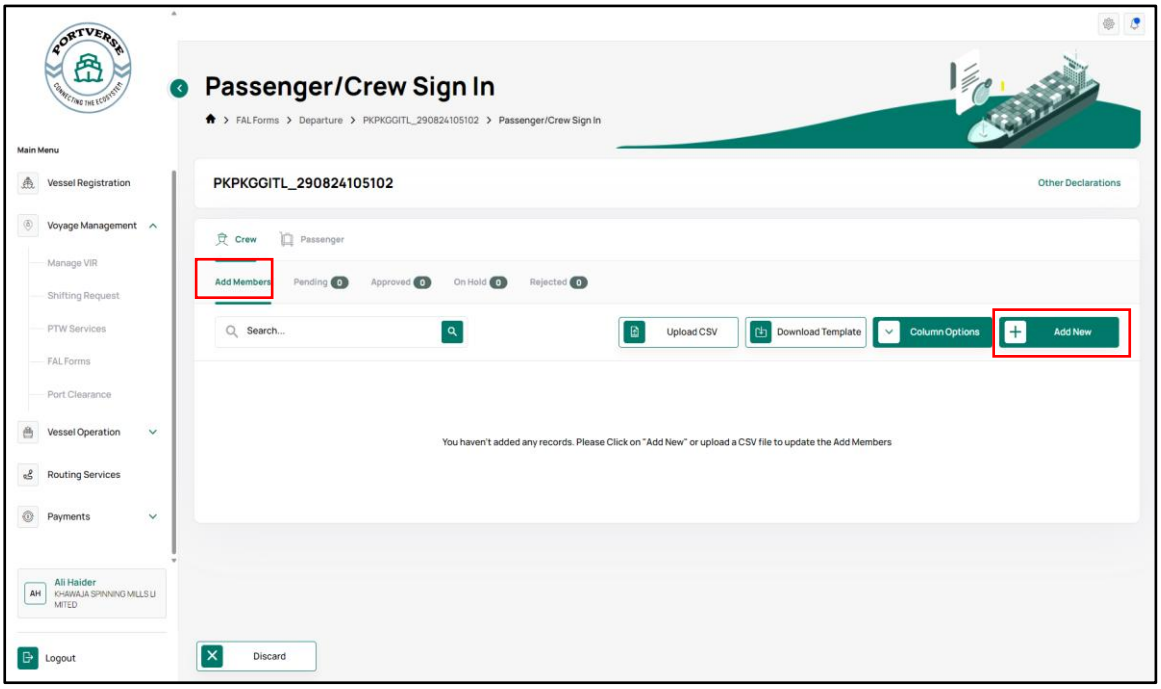


Figure 68 - Passenger/Crew Sign-In form Main Screen

iii. An editable overlay screen will appear for the user to fill out the crew member details.

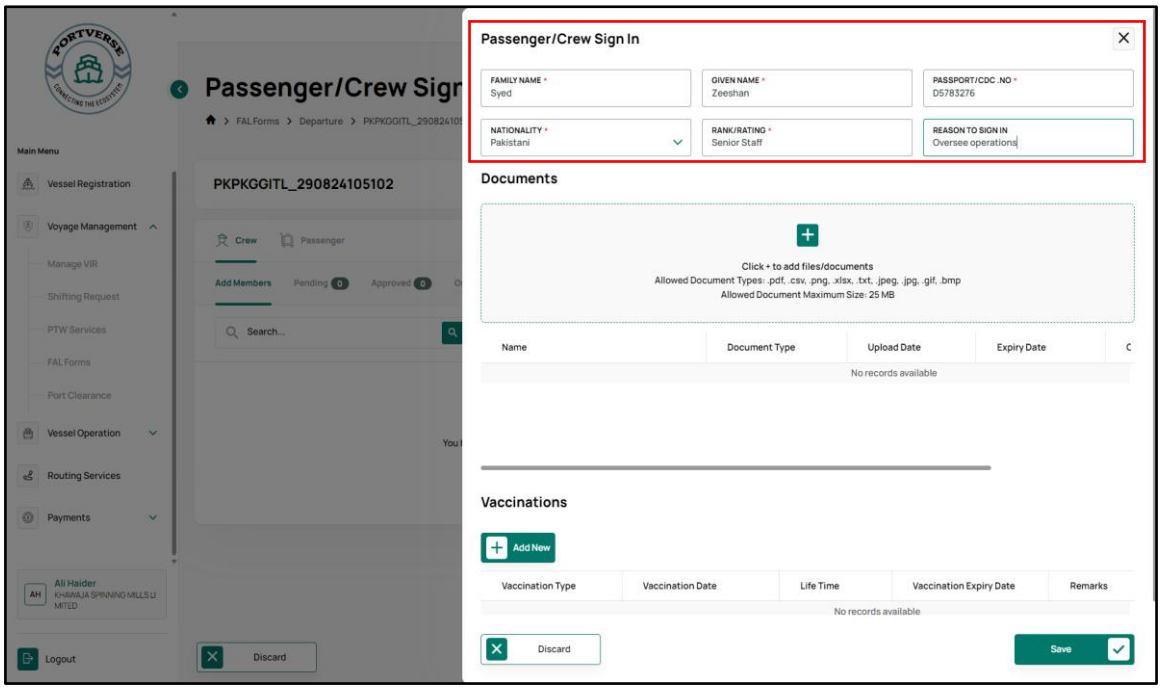


Figure 69 - Passenger/Crew Sign-In Overlay form screen

iv. Click on the **"upload"** icon to add the required attachments for the crew member record

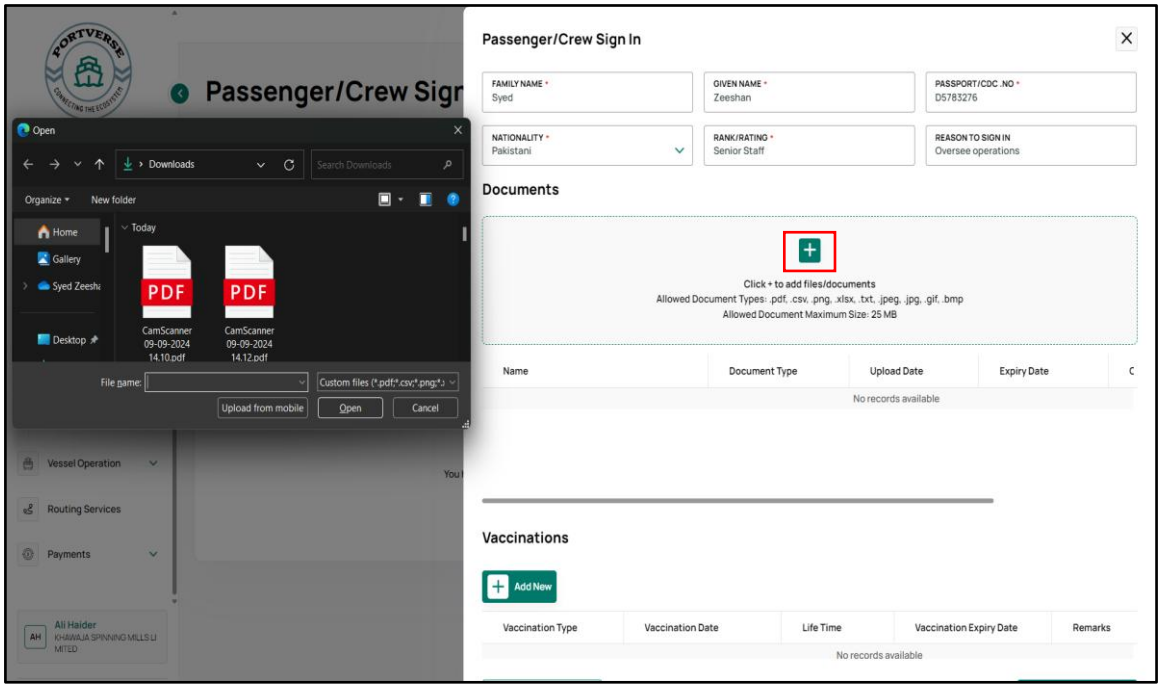


Figure 70 - Add Attachments

v. Click on the **“add new”** button to update the vaccination details.

vi. Click on the **“Add (+)”** icon to save the vaccination details.

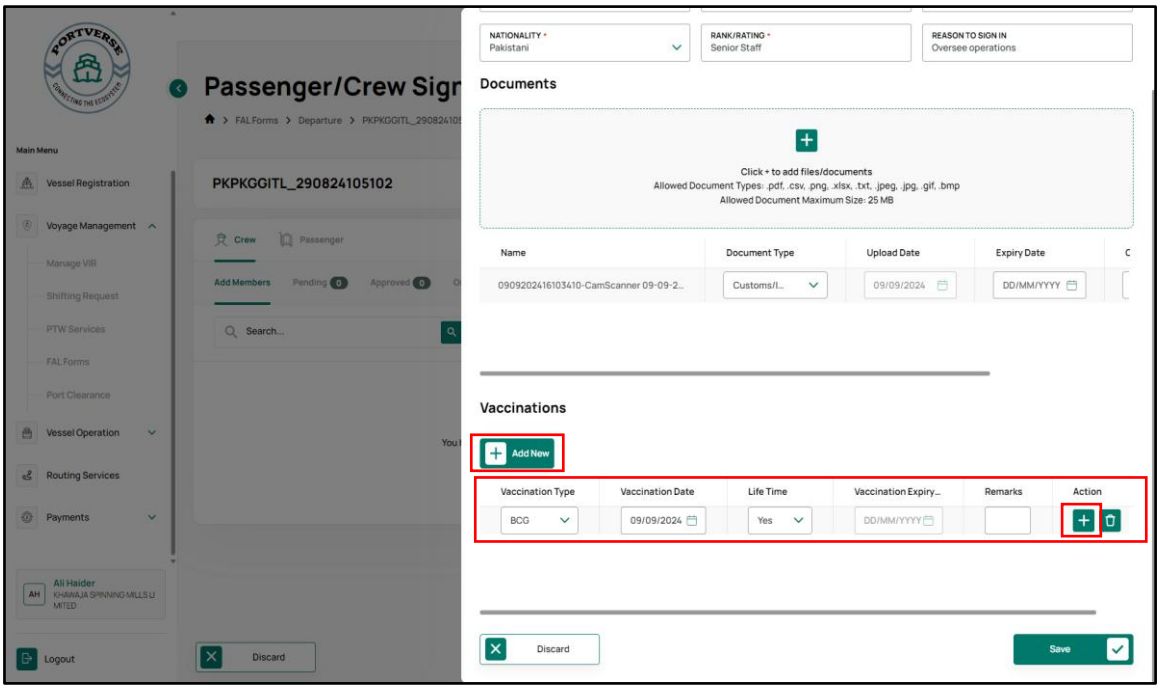


Figure 71 - Add Vaccination Record

vii. Click on the **“document”** icon against a vaccination record to add its document.

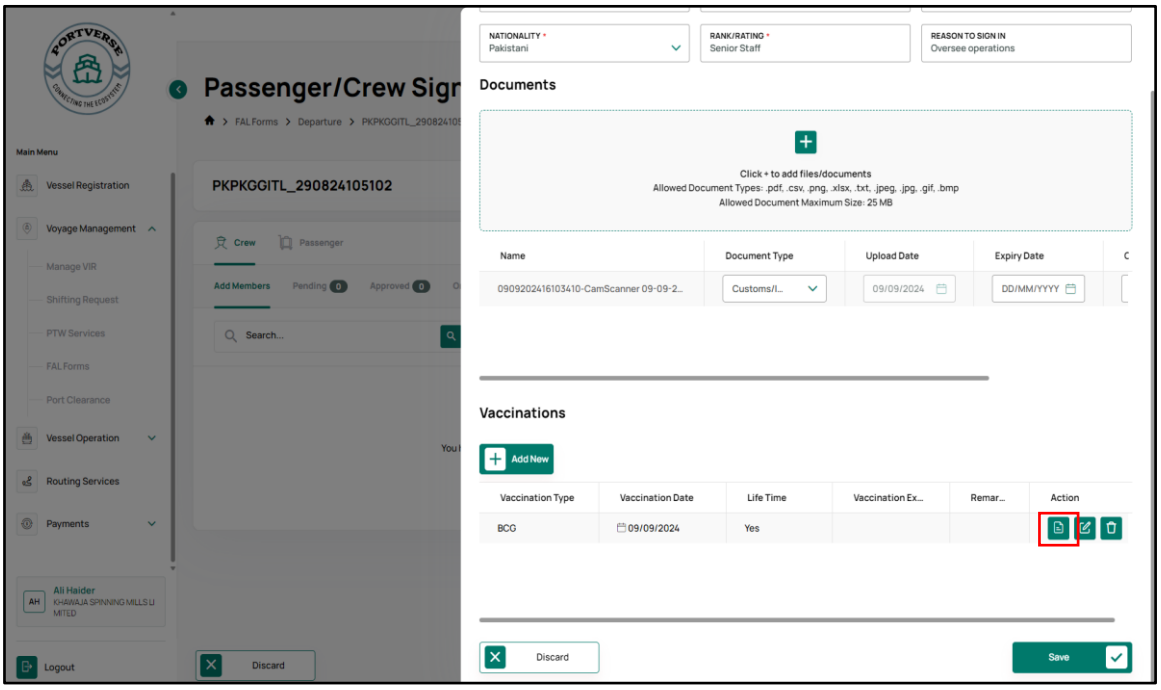


Figure 72 - Add Vaccination document

viii. Click on the **“Upload”** icon to add the document.

ix. Click on the **“Ok”** button to proceed.

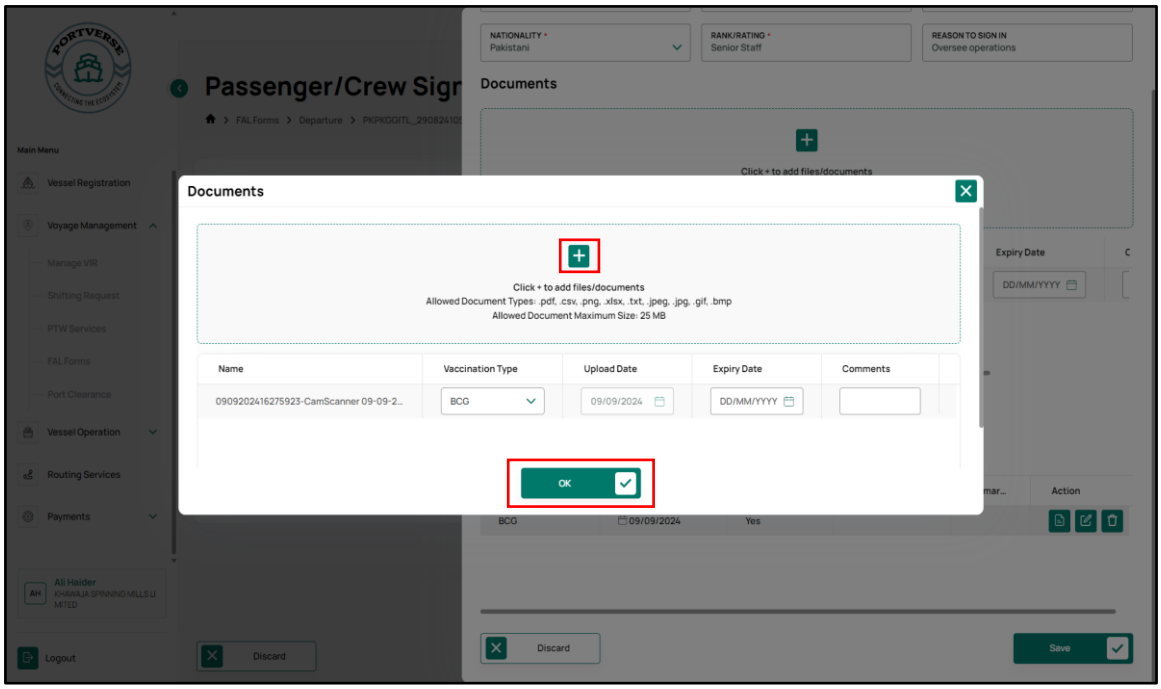


Figure 73 - Document Upload Window

x. Click on the **“Save”** button.

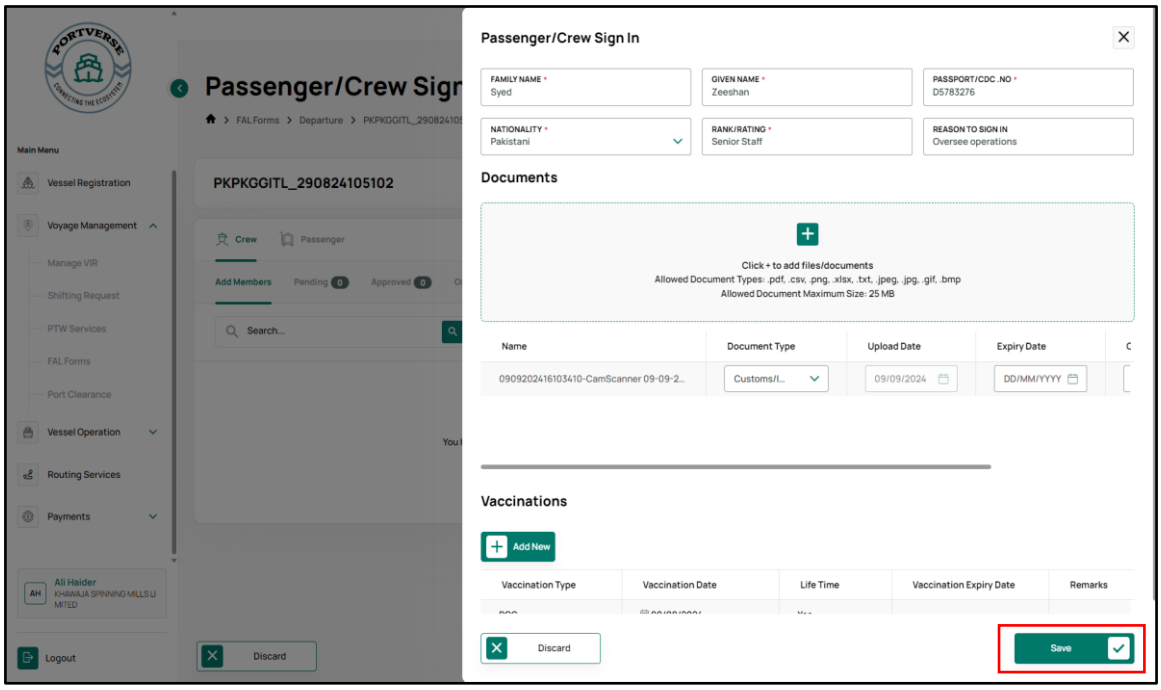


Figure 74 - Save Passenger/Crew Sign-In Record

xi. After saving the crew information, crew record will be displayed on the main screen.

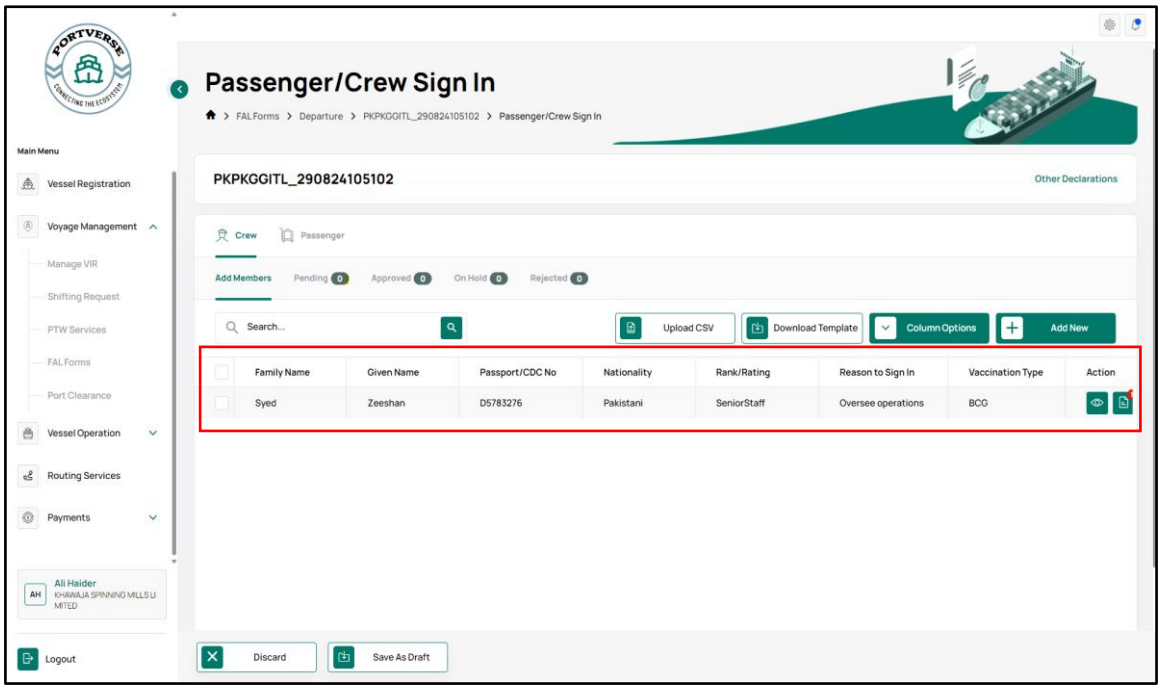


Figure 75 - Passenger/Crew Sign-In Form Main Screen

xii. Repeat the above step until details pertaining to all the Sign-In Crew member are added in the form.

xiii. Alternatively, data can be added through Upload CSV functionality.

xiv. To download the Passenger/Crew Sign-In template click on the **“Download template”** button.

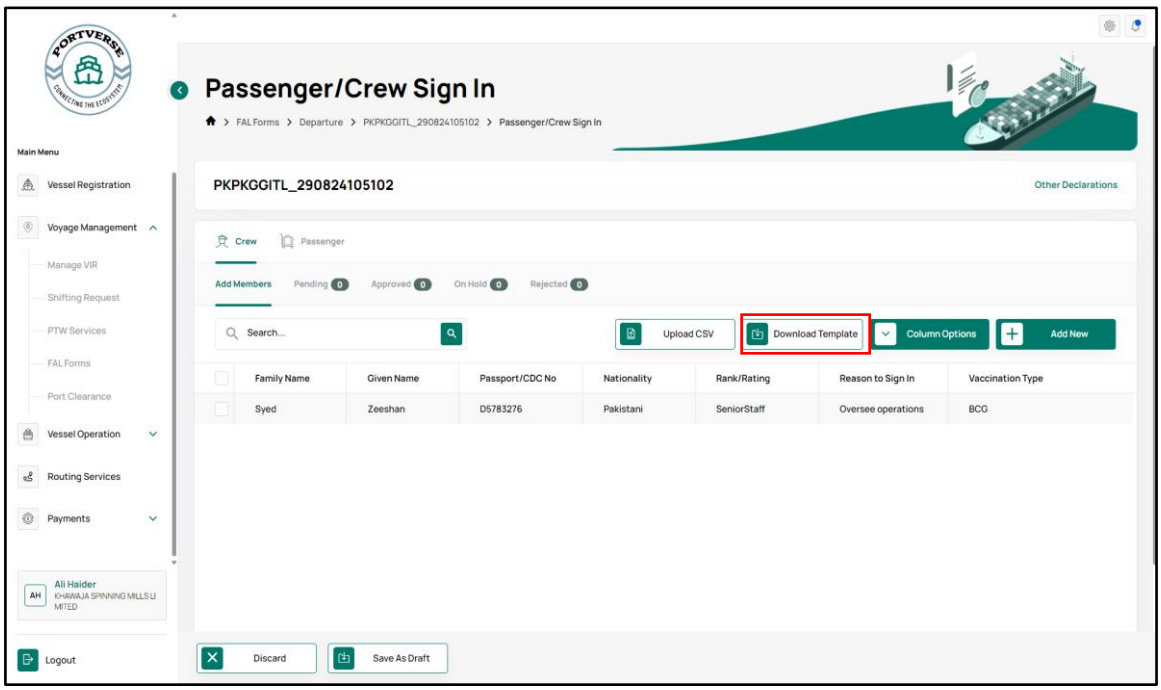


Figure 76 - Download Template

xv. Update the downloaded CSV template as per requirement.

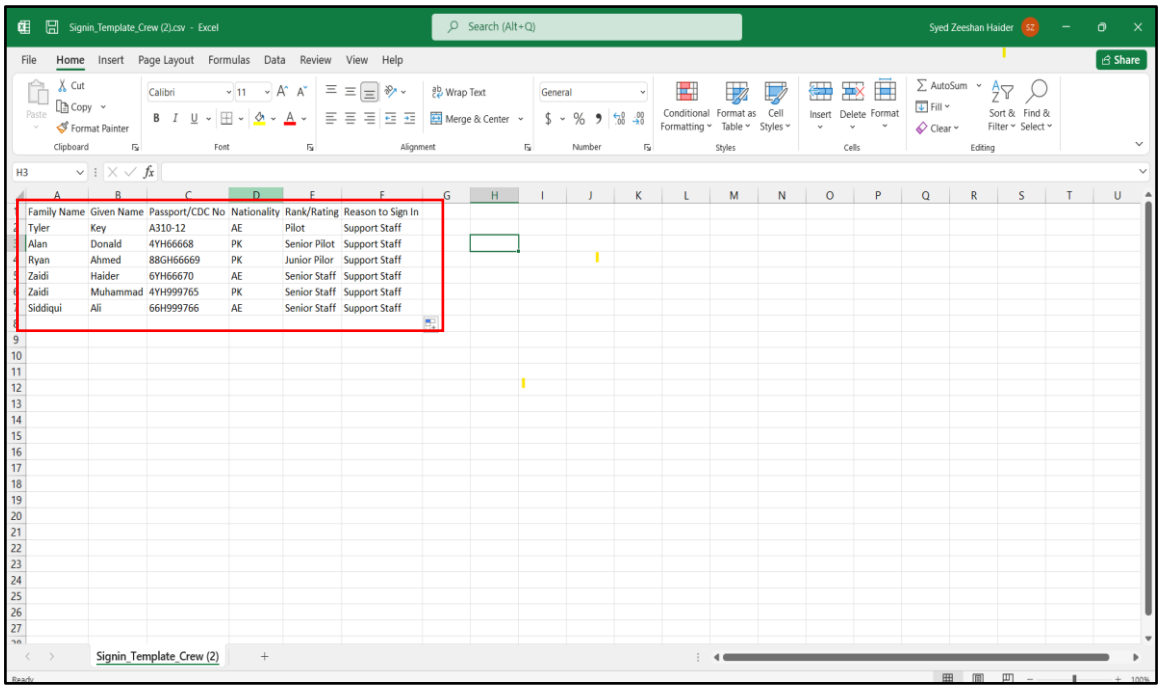


Figure 77 - Passenger/Crew Sign-In CSV Template

***Note:** By default, system will ignore the 1st row of the CSV template (Sample data)*

xvi. Click on the **"Upload"** button.

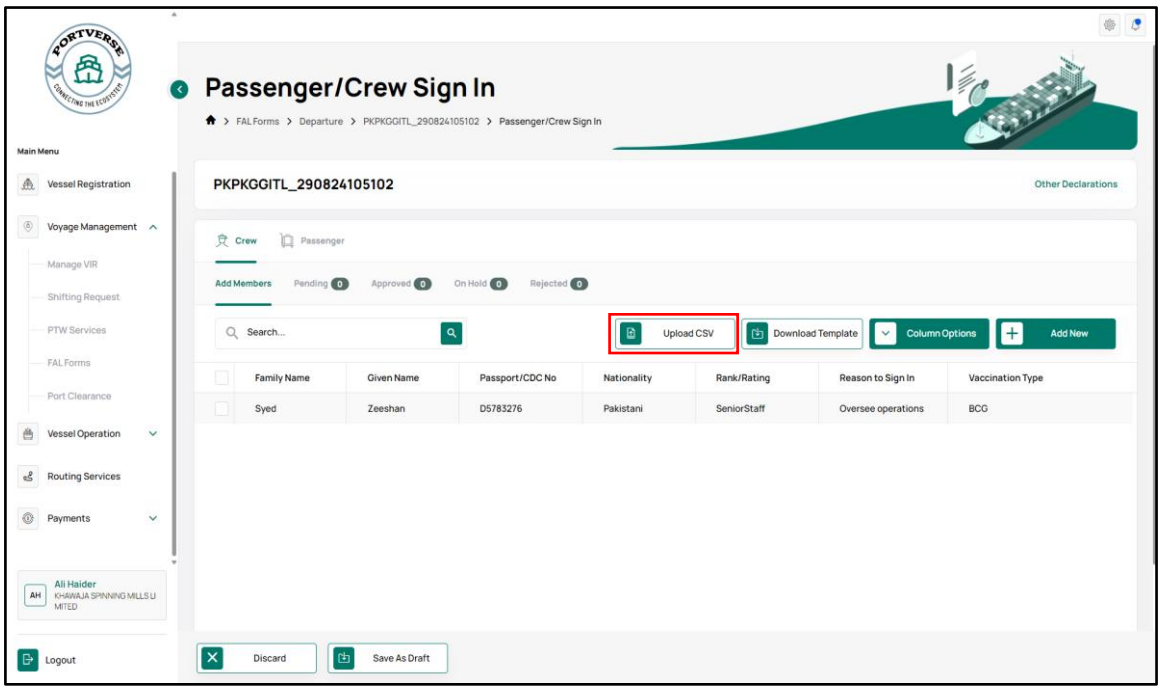


Figure 78 - Upload CSV

xvii. A window will appear for file attachment. Once the relevant file is selected click on the "**Upload"** Button.

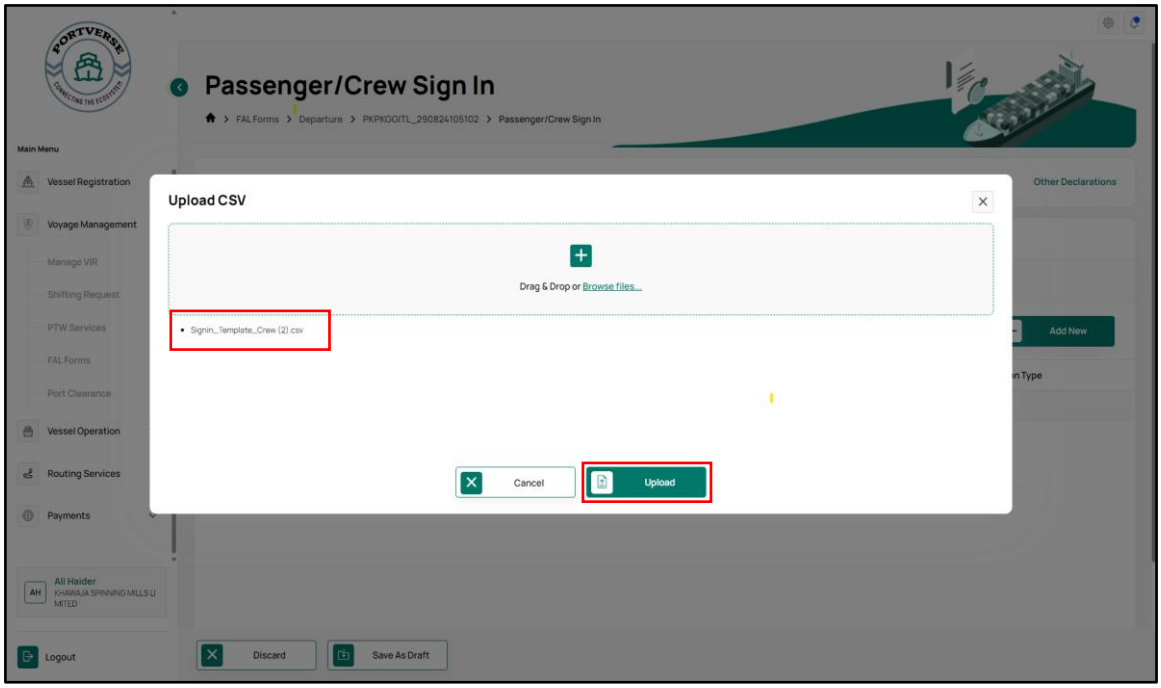


Figure 79 - Upload CSV Window

xviii. Records will be displayed on the main screen.

xix. Update the vaccination details for these records by clicking on the **"edit"** icon.

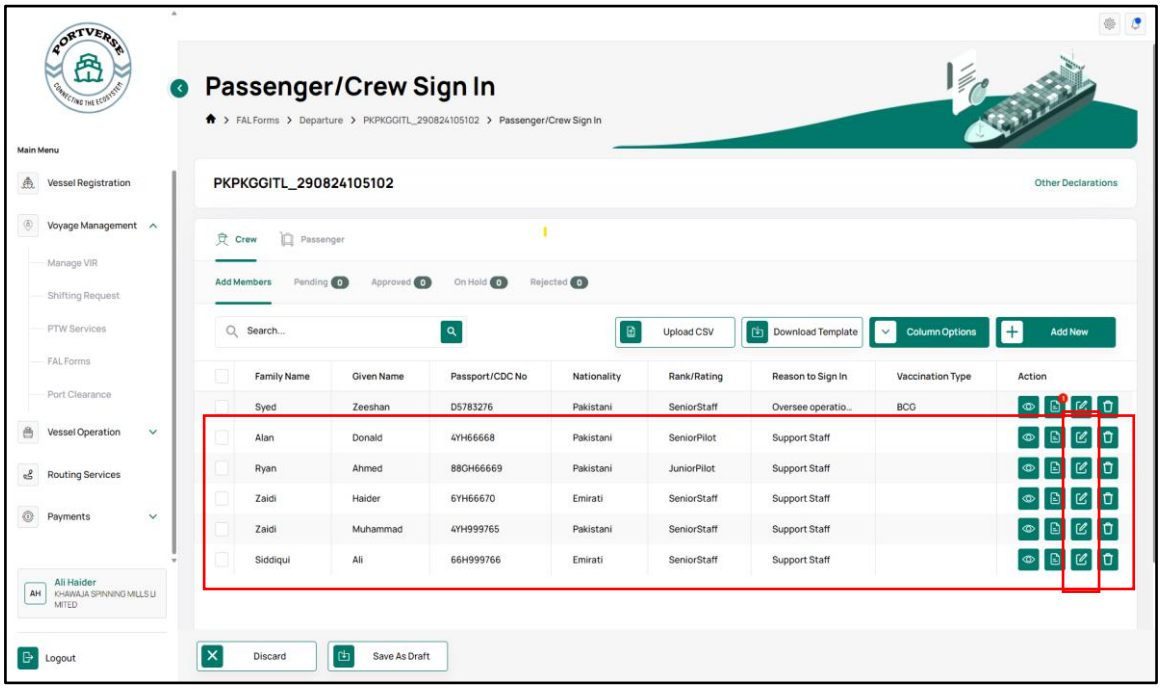


Figure 80 - Passenger/Crew Form Main Screen

xx. Select the **“checkbox”** for each crew record.

xxi. Click on the **“Submit”** button.

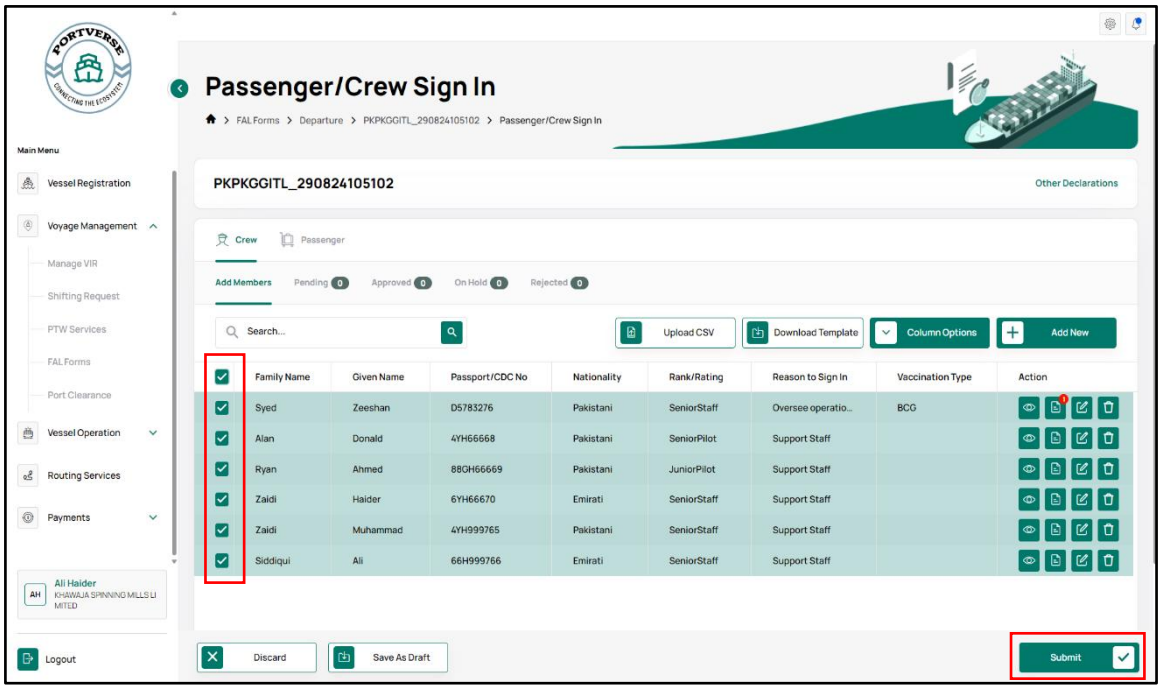


Figure 81 - Select Passenger/Crew Sign-In Record

xxii. System will generate a confirmation alert.

xxiii. Click on the **“Yes”** button to proceed.

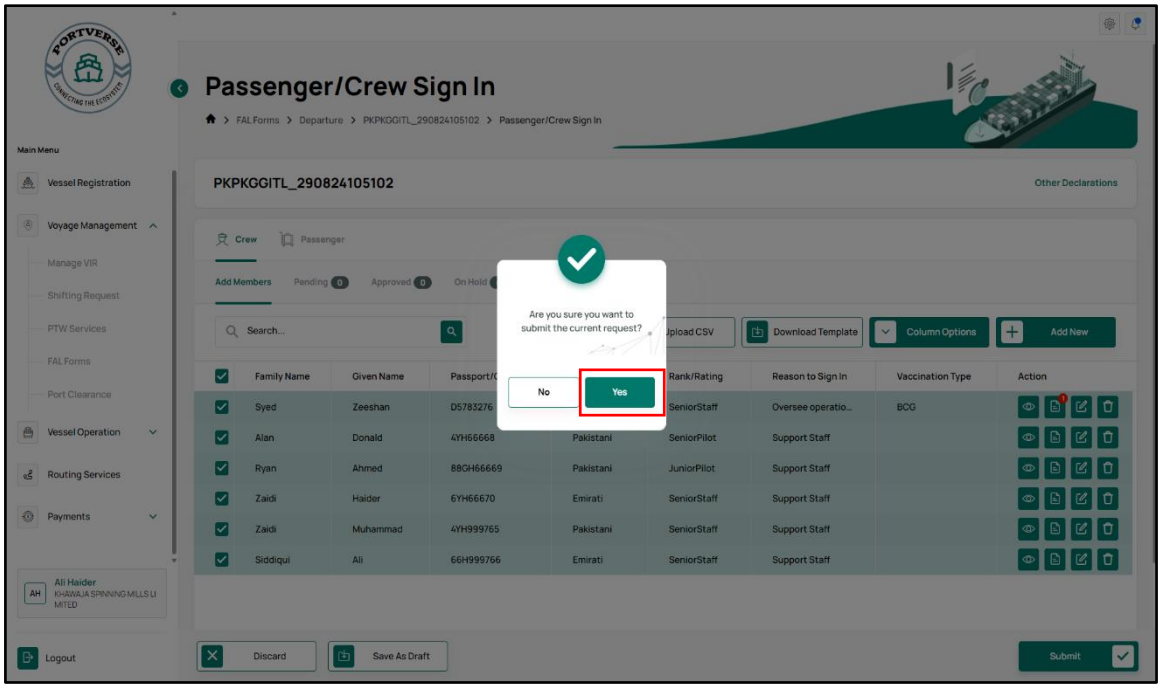


Figure 82 - Confirmation Alert (Sign-In Form)

xxiv. A success message alert will appear.

xxv. Click on **“Ok”** Button to Proceed.

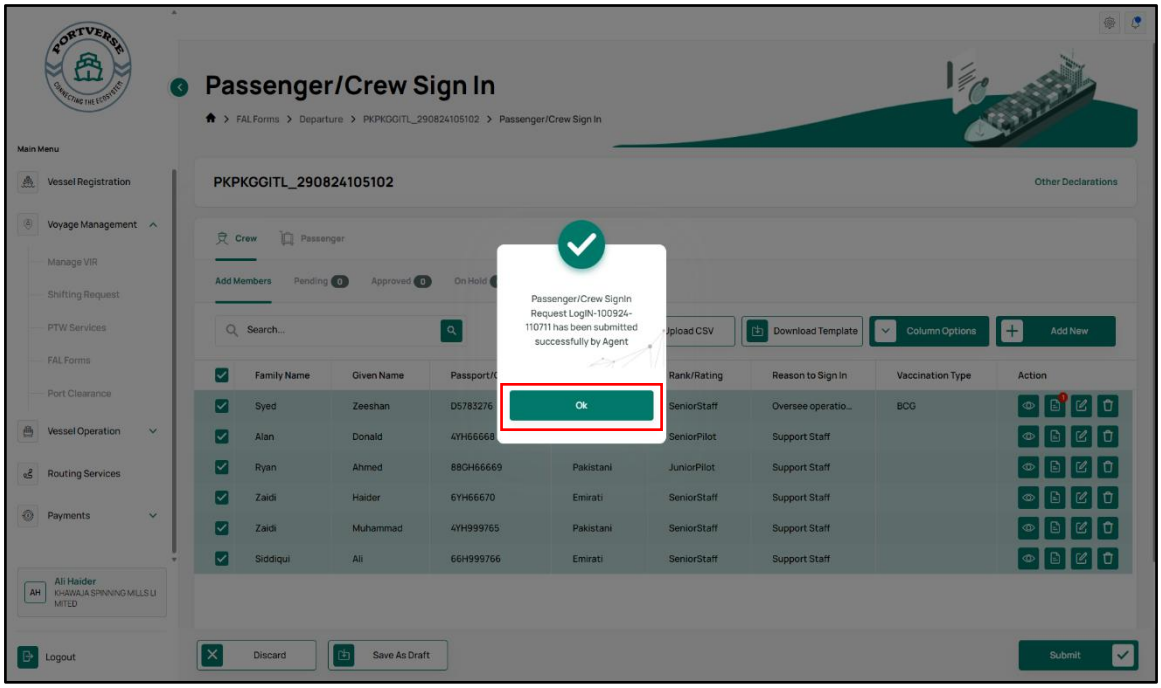


Figure 83 - Success Alert

xxvi. The submitted request will appear on the FAL Forms summary card with its ID and submission date.

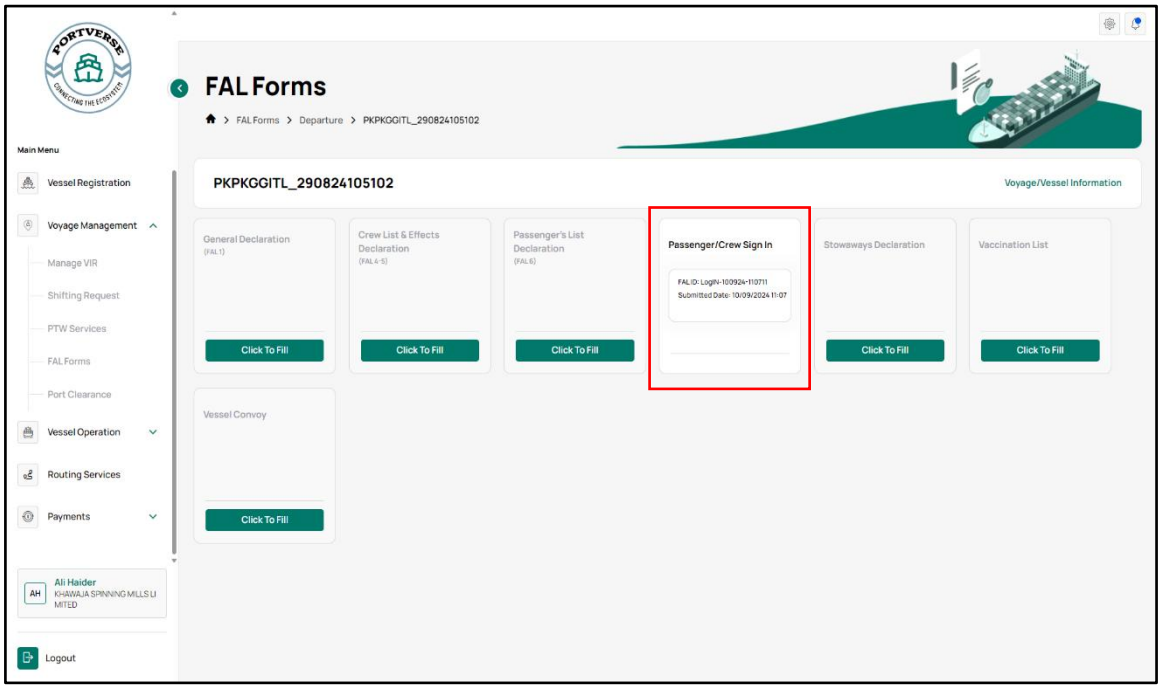


Figure 84 - FAL Forms Dashboard Screen

6.7. Vaccination List

6.7.1. Access to Vaccination List

i. Clicks on the **Voyage management** menu to access the FAL Forms.

ii. Click the **FAL Forms** sub menu option under the voyage management.

iii. Click on either of the "**Arrival**" or "**Departure**" tab.

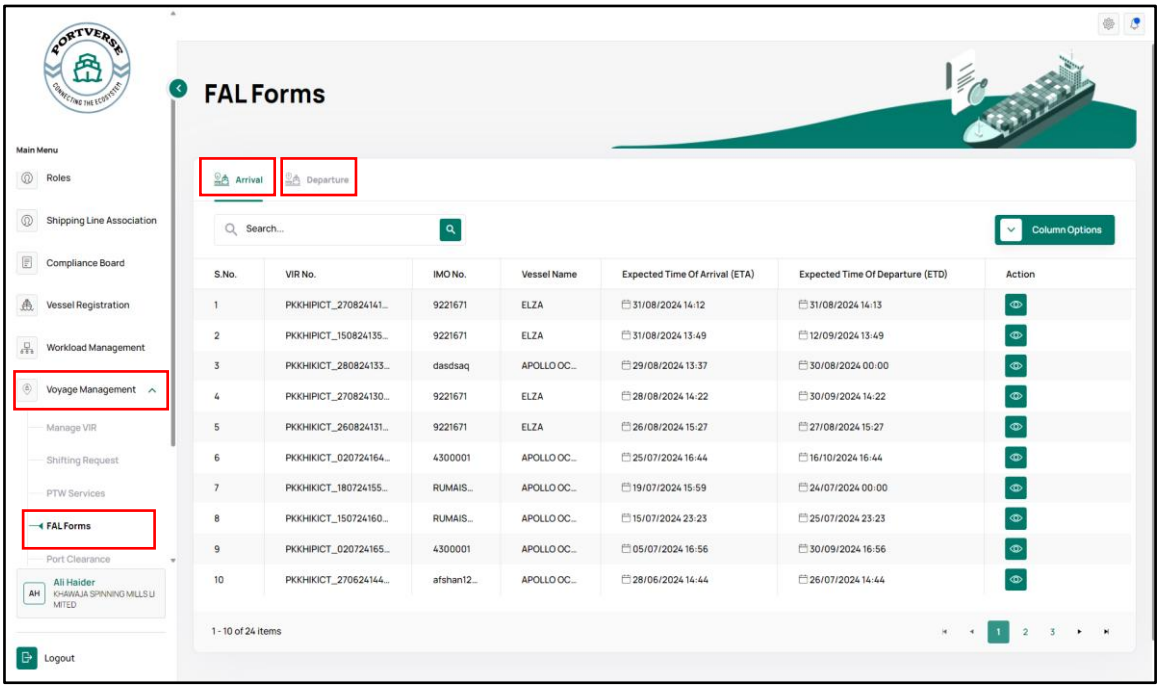


Figure 85 - FAL Forms Screen

iv. Click on the view icon against a **"VIR"** after which FAL Form Dashboard will appear.

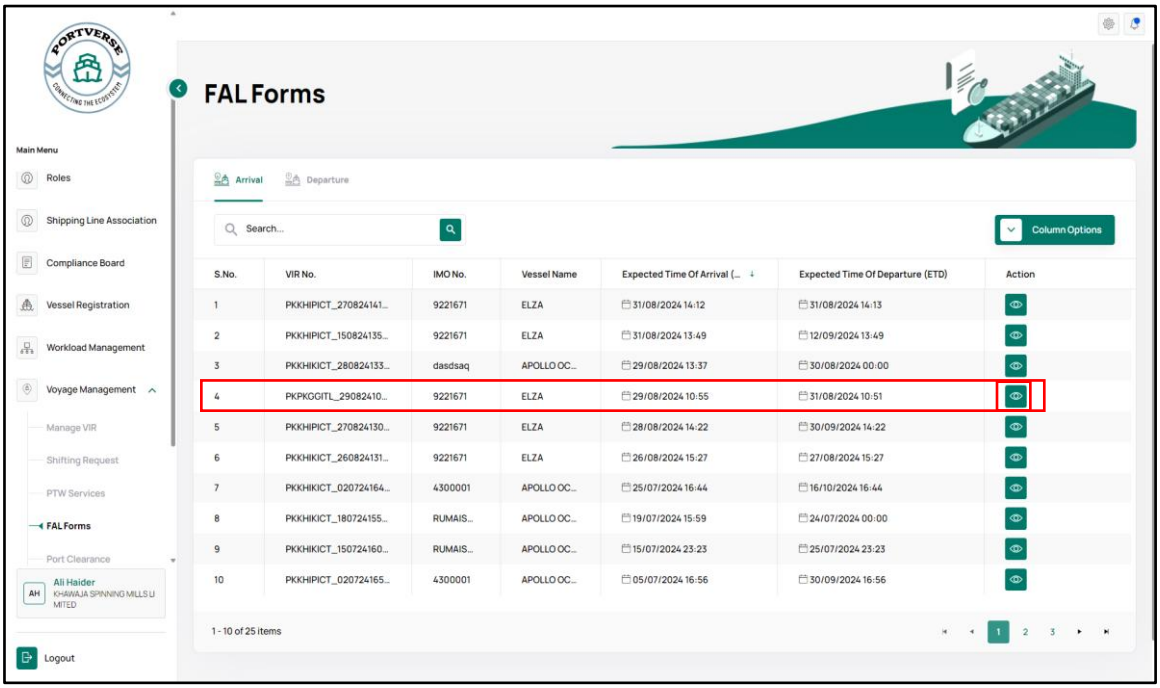


Figure 86 - Select VIR

6.7.2. Submit Vaccination List Form

i. Click on the **"Click to fill"** button on the Vaccination List summary card

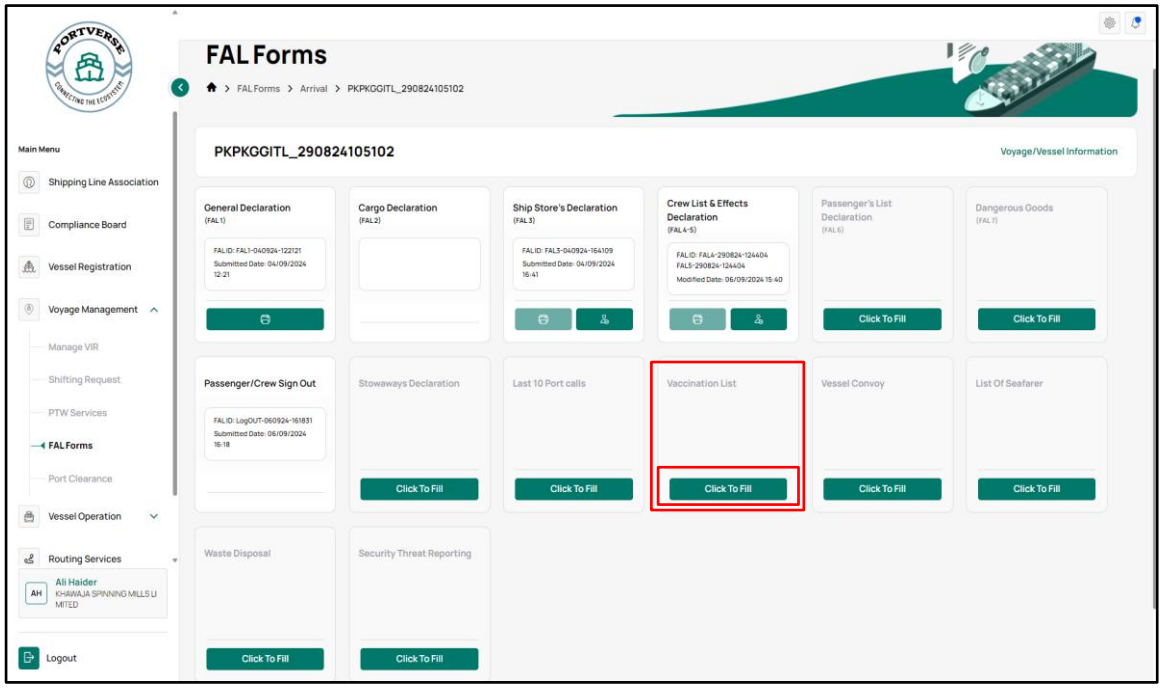


Figure 87 - Vaccination List Summary Card

ii. Once the form screen appears, Crew/Passenger List will auto-populated data from FAL 4/5 & 6 in the respective crew and passenger tab.

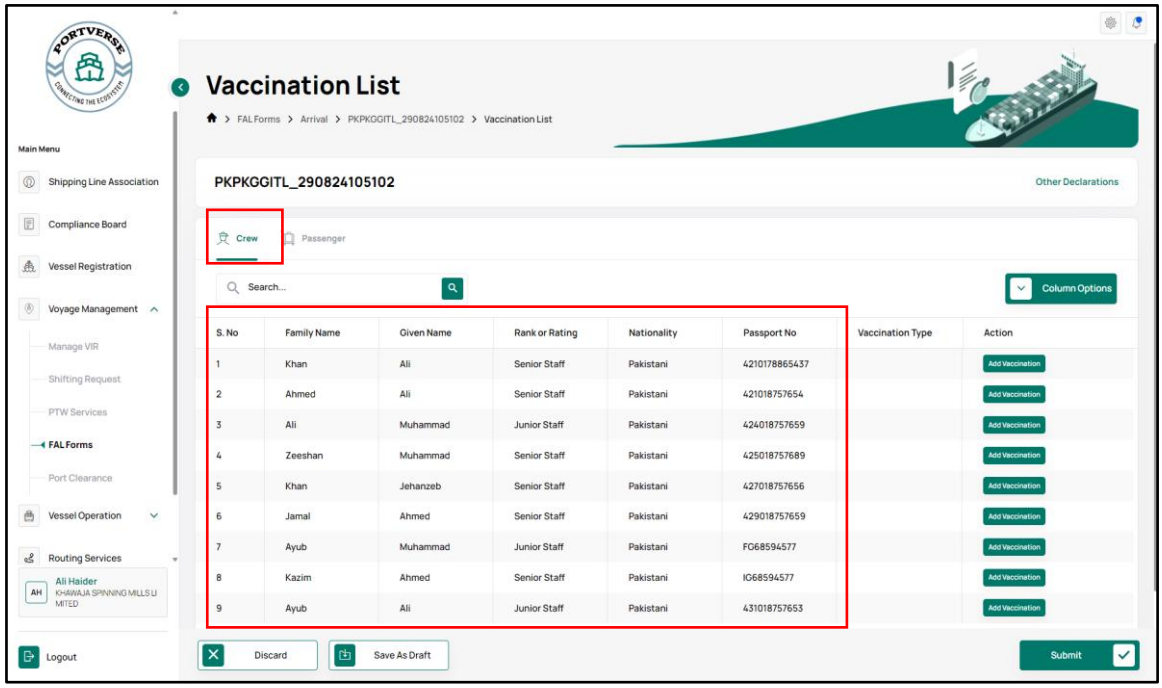


Figure 88 - Vaccination List Form Main Screen

iii. Click on the **“Add vaccination”** button to add details against a record.

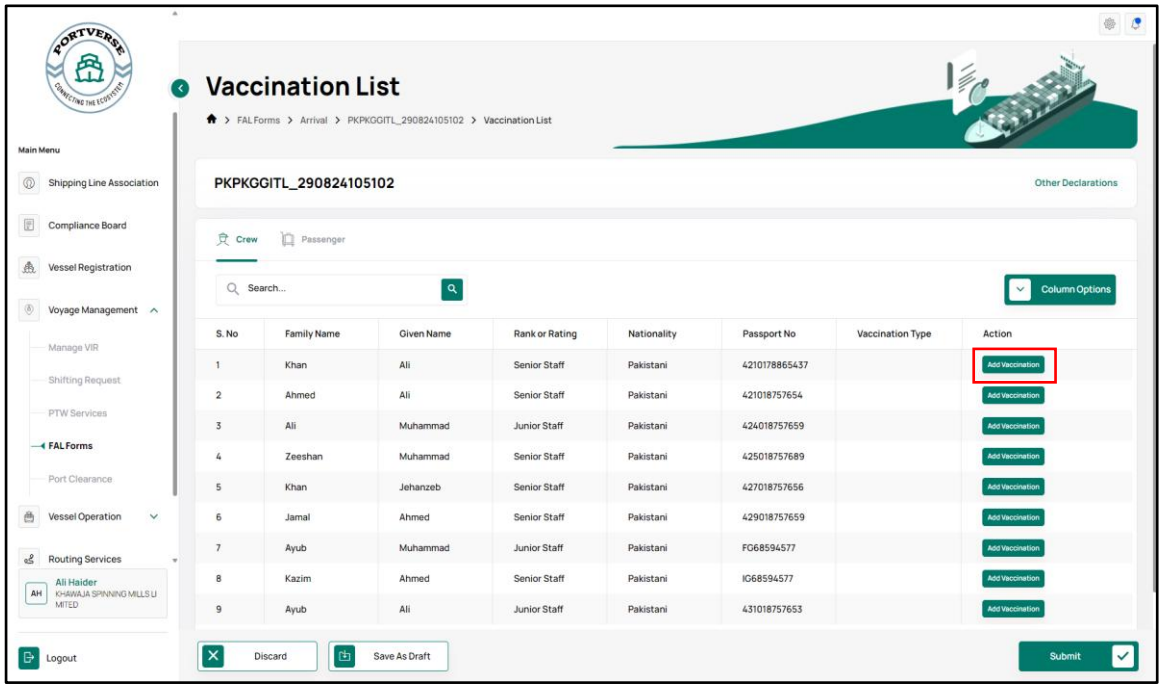


Figure 89 - Vaccination List Form Screen

iv. An overlay screen will appear.

v. Click on the **“Add new”** button to add vaccination details.

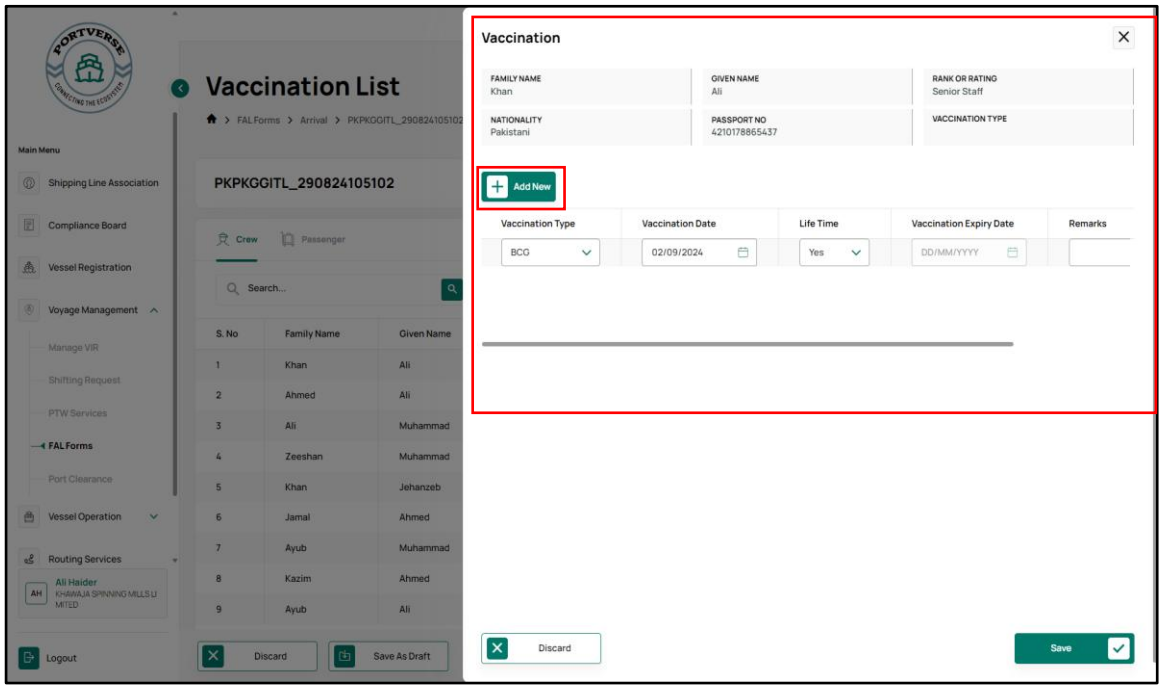


Figure 90 - Vaccination Form Overlay Screen

vi. Click on the **“Add (+)”** Icon to save the vaccination details

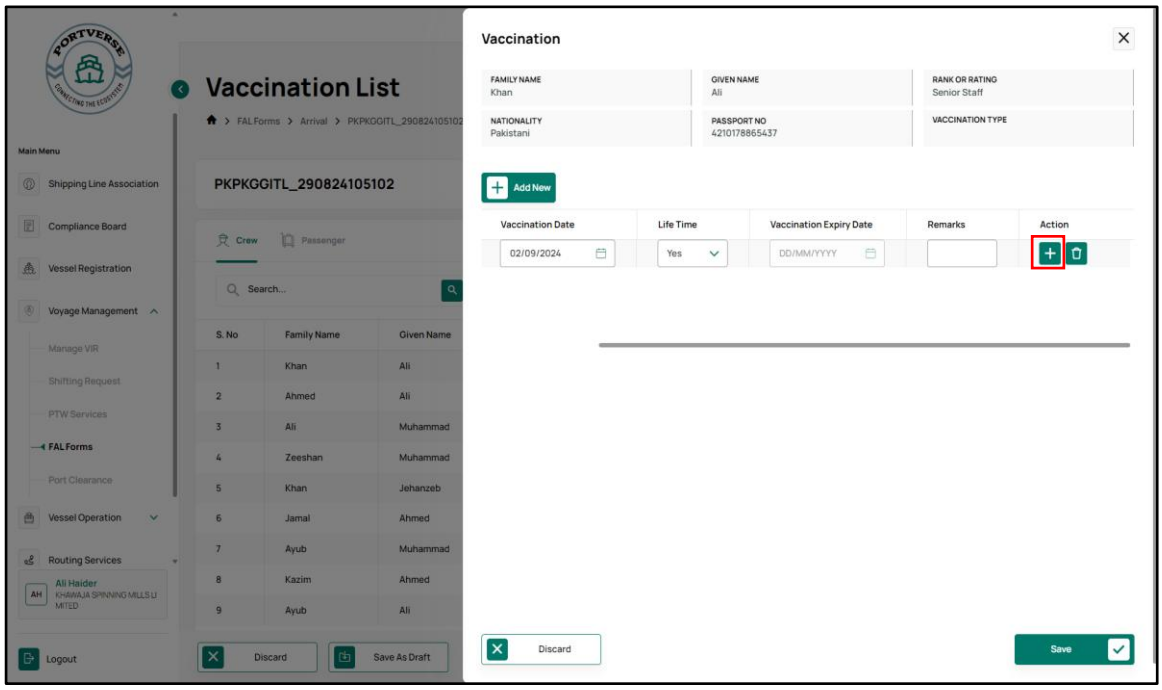


Figure 91 - Add Vaccination Details

vii. Click on the “**document”** icon against a vaccination record to add its document.

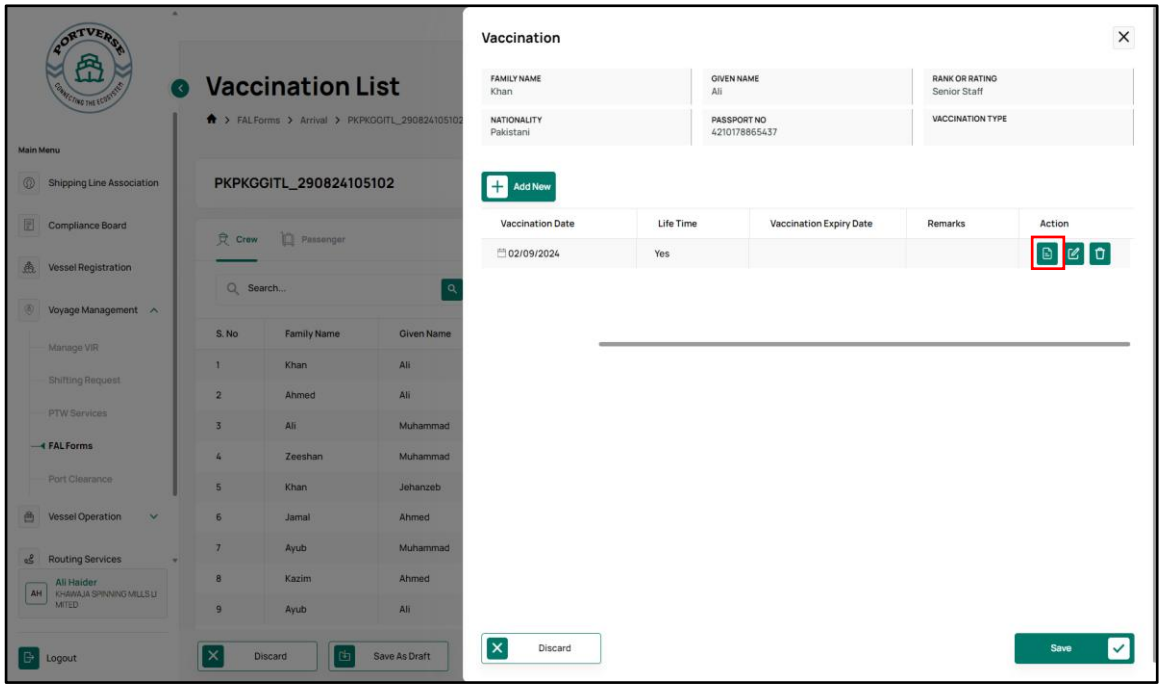


Figure 92 - Add Vaccination Document

viii. Click on the **“Upload”** icon to add the document

ix. Click on the **“Ok”** Button to proceed.

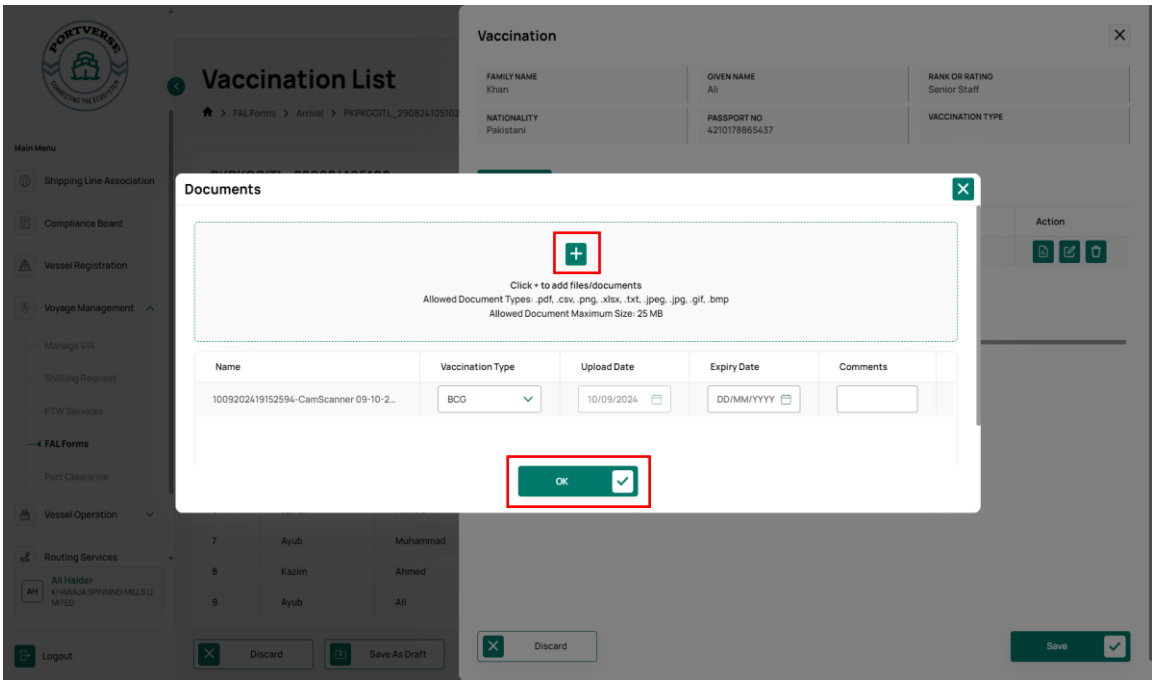


Figure 93 - Upload Vaccination Document

x. Click on the **“Save”** button.

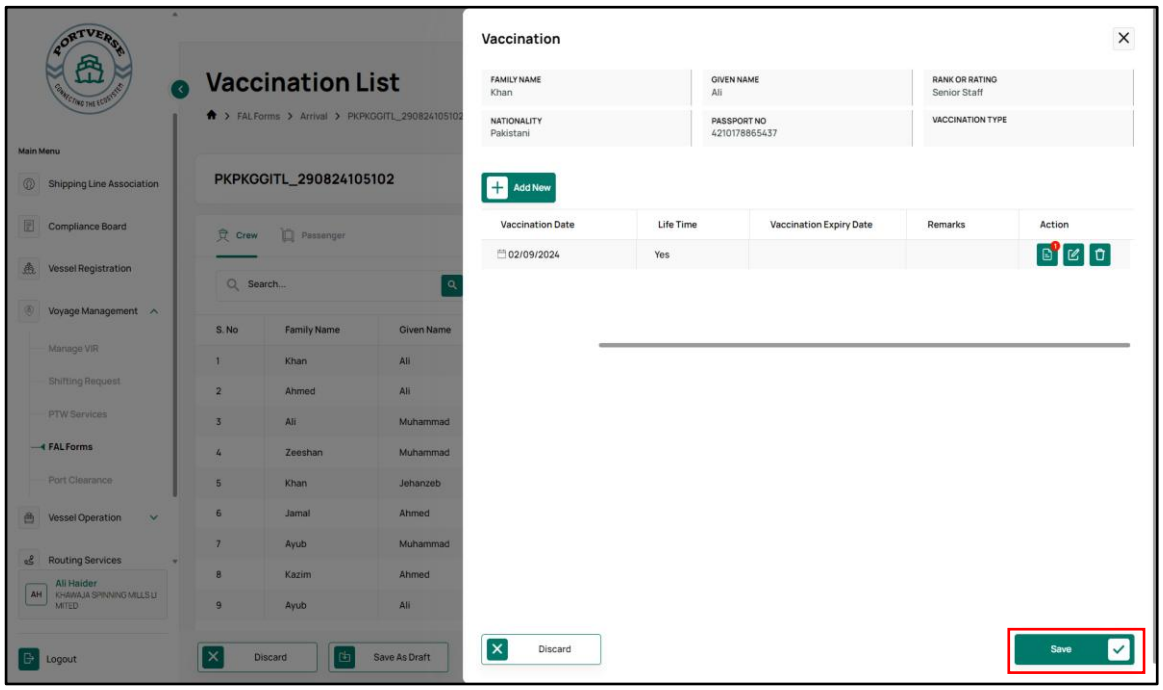


Figure 94 - Save Vaccination Details

xi. Update the vaccination details for all the required crew members in the same manner.

xii. Once all the details are updated. Click on the "**Submit"** button.

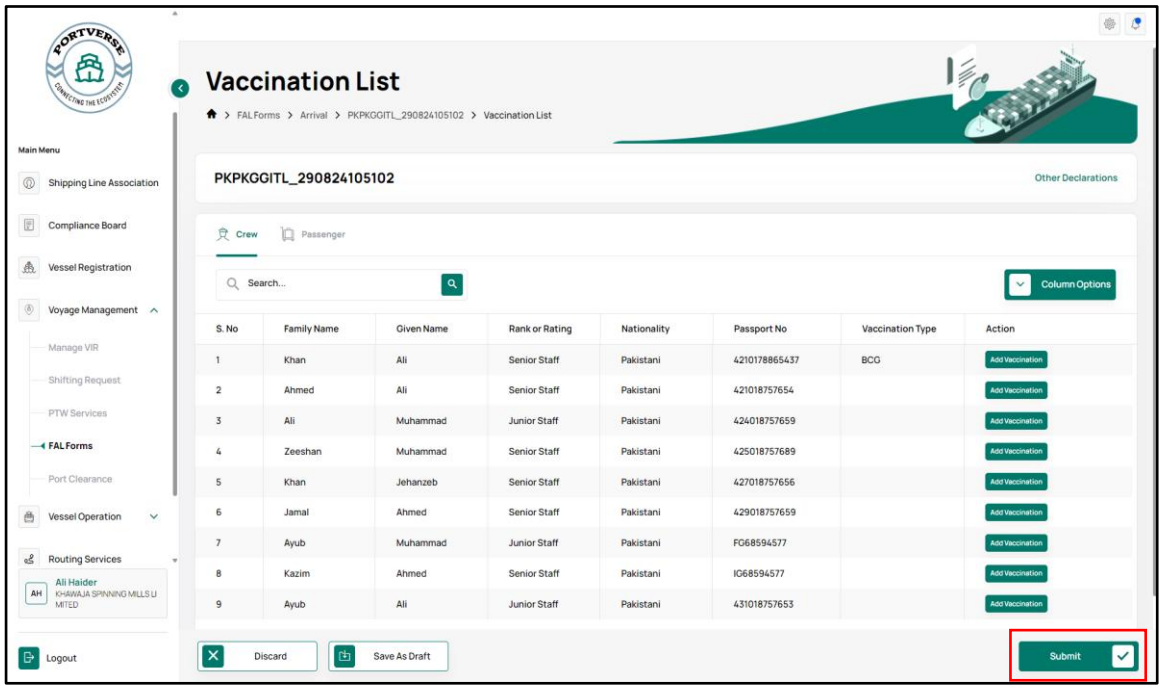


Figure 95 - Submit Vaccination List form

xiii. System will generate a confirmation alert.

xiv. Click on the **"Yes"** button to proceed.

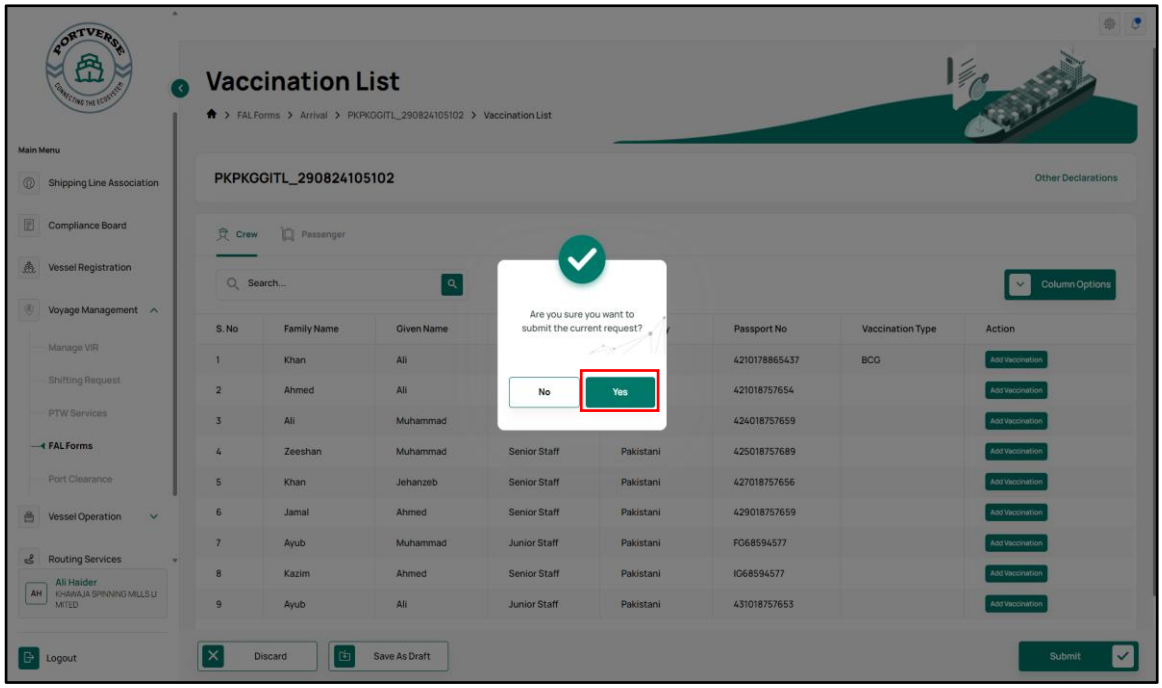


Figure 96 - Confirmation Alert Vaccination List Form

xv. A success message alert will appear.

xvi. Click on the “**Ok”** button to proceed.

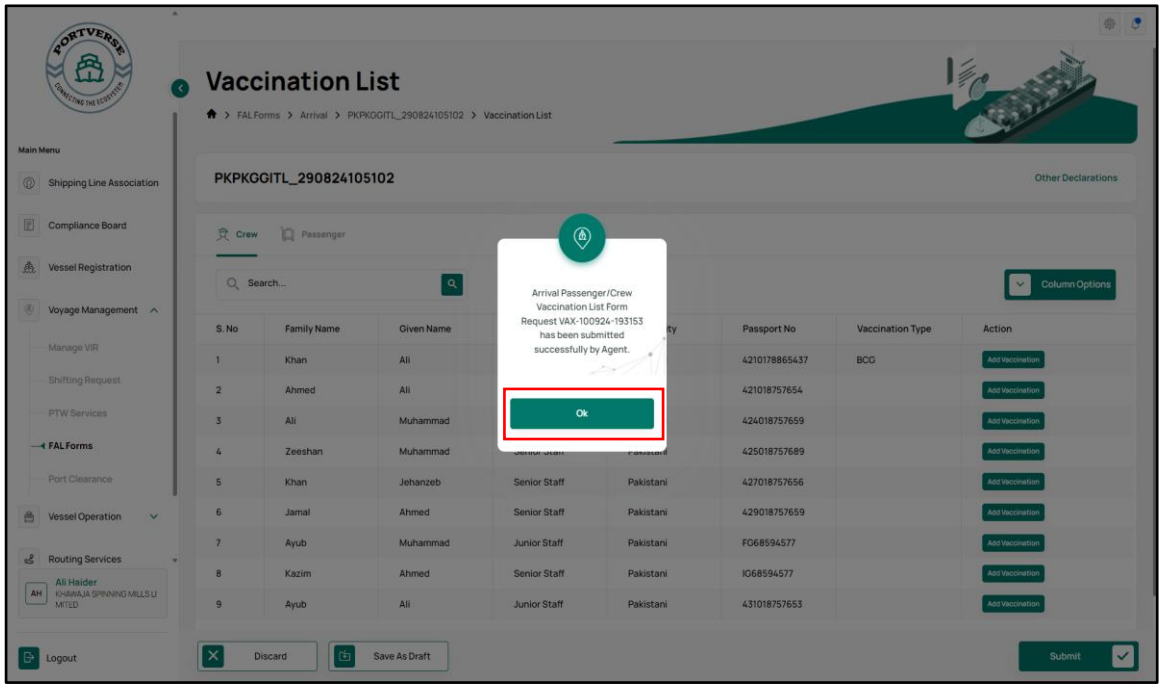


Figure 97 - Success Alert

xvii. The submitted request will appear on the FAL Forms summary card with its **ID** and submission **date**.

xviii. Click on the **“View Approval”** icon to view the approval status

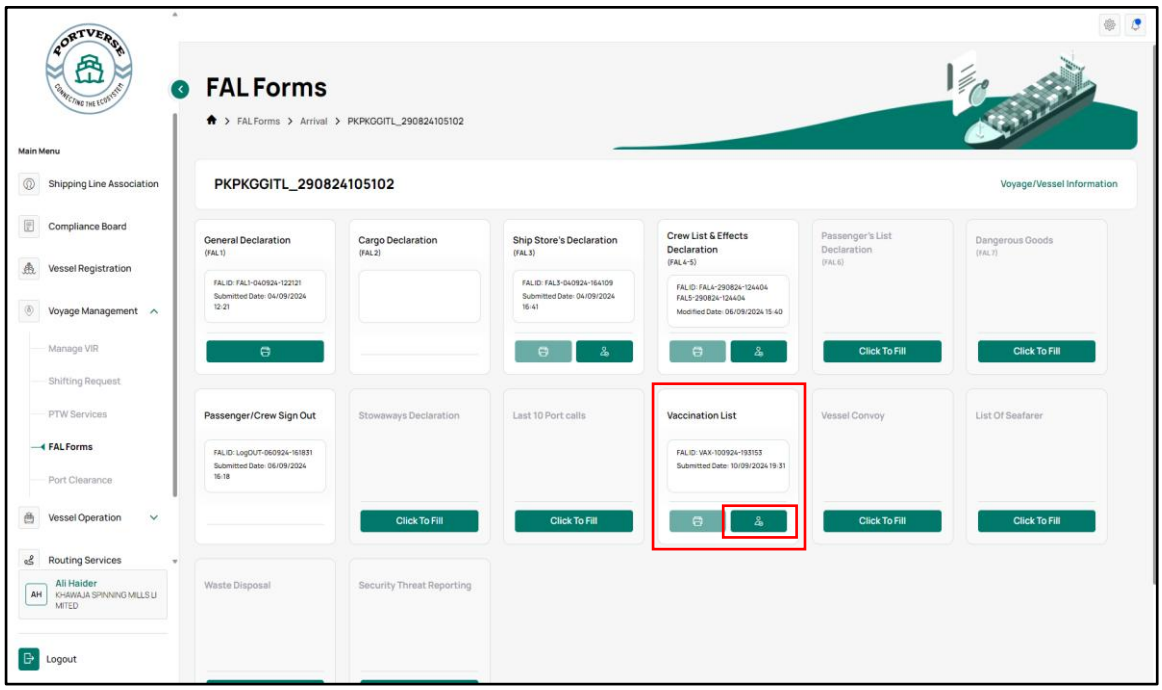


Figure 98 - FAL Forms Dashboard Screen