



PSW
PAKISTAN SINGLE WINDOW

PORT COMMUNITY SYSTEM OF PAKISTAN

USER MANUAL

PCS-DO Process - Traders

This Manual outlines the process for requesting Delivery Order by Traders

2026

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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, digitalize, and integrate port operations, logistics processes, and regulatory procedures across Pakistan's maritime ports. It aims to enhance interagency coordination, streamline cargo management, and replace outdated, paper intensive processes with efficient digital workflows.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 digitalizing 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, digitalize, and integrate port and logistics processes and regulatory procedures. Its objectives include improving cargo management, enhancing interagency 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:** Synchronous 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 Terminal Operator Systems (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.

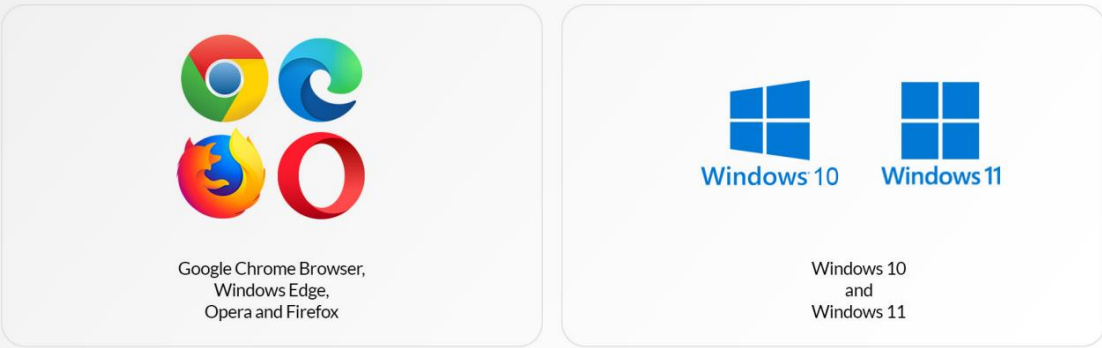


4. Pre-Requisites for Cross Border Trade and Financial Transactions

- i. Trader must have an active subscription and registered with Pakistan Single Window (PSW).
- ii. Users must have valid PCS application credentials.
- iii. User must have a banking profile communicated to PSW by an Authorized Dealer (AD).

5. System Requirements

To use PSW Portal on Windows®, the subscriber will require

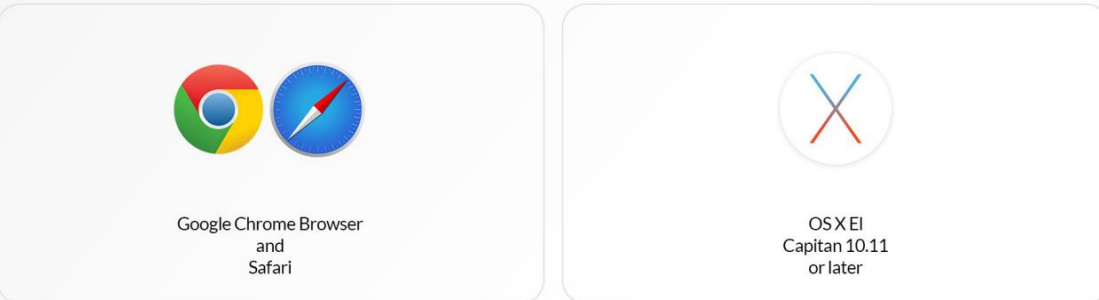


Google Chrome Browser, Windows Edge, Opera and Firefox

Windows 10 and Windows 11

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 – Traders

6.1. User Login

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

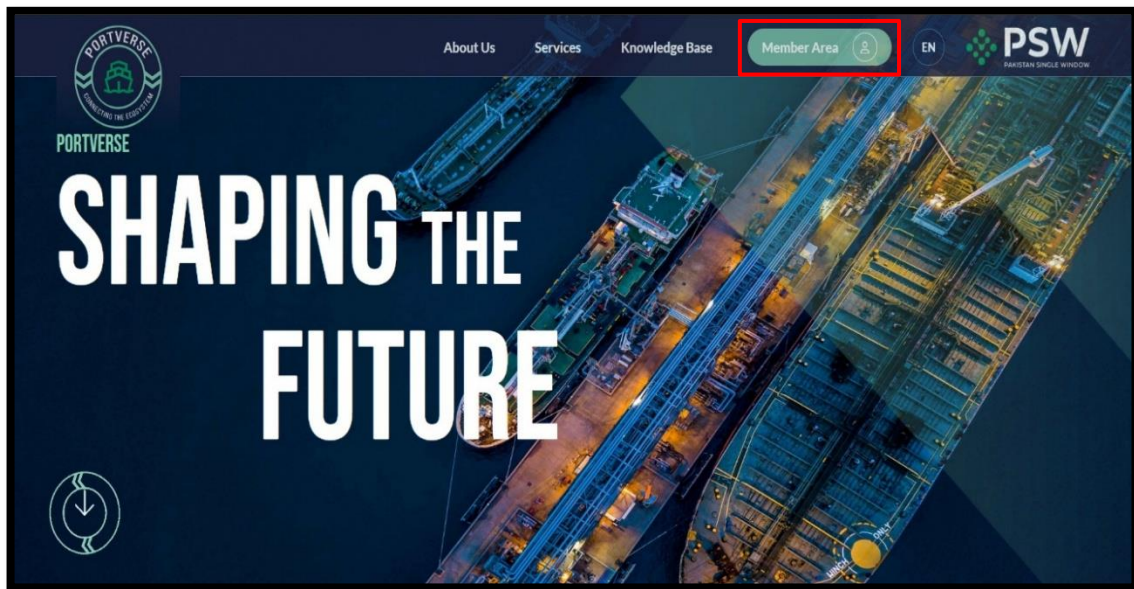


Figure 1

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

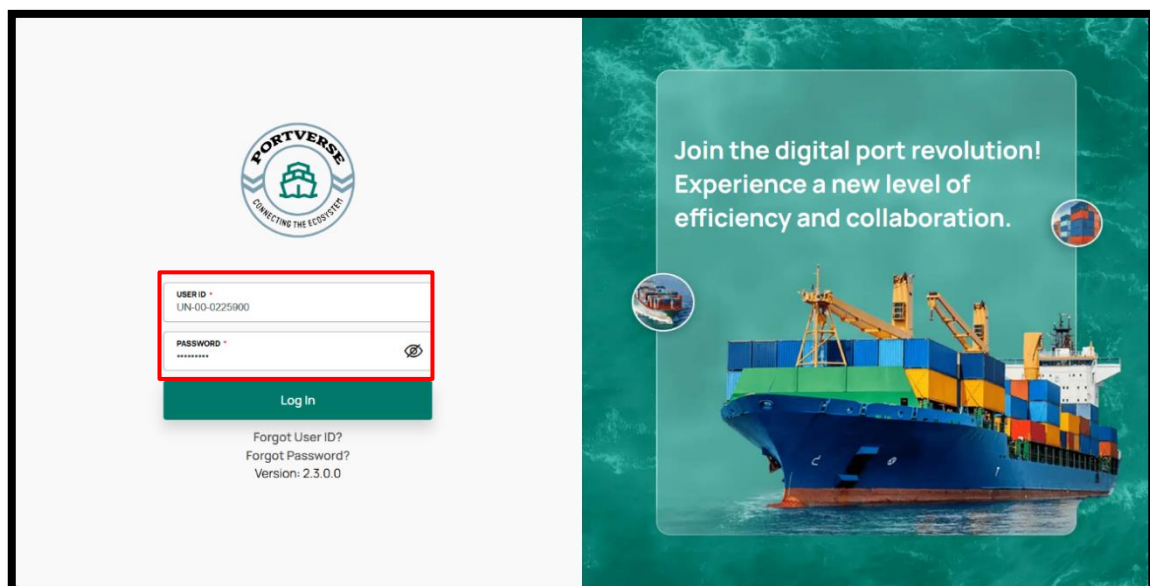
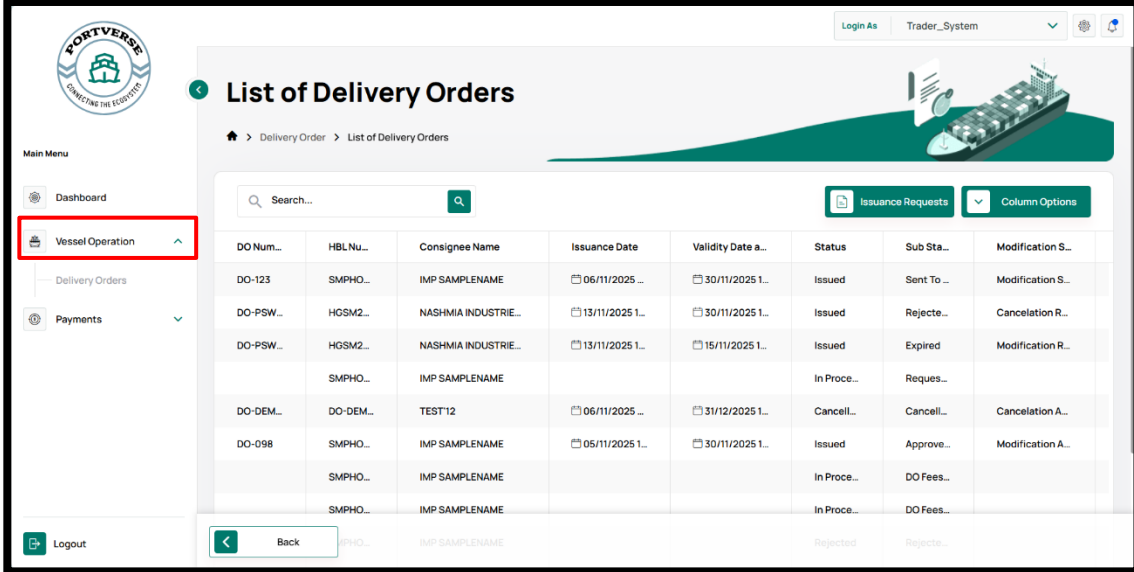


Figure 2

6.2. Issuance Request

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

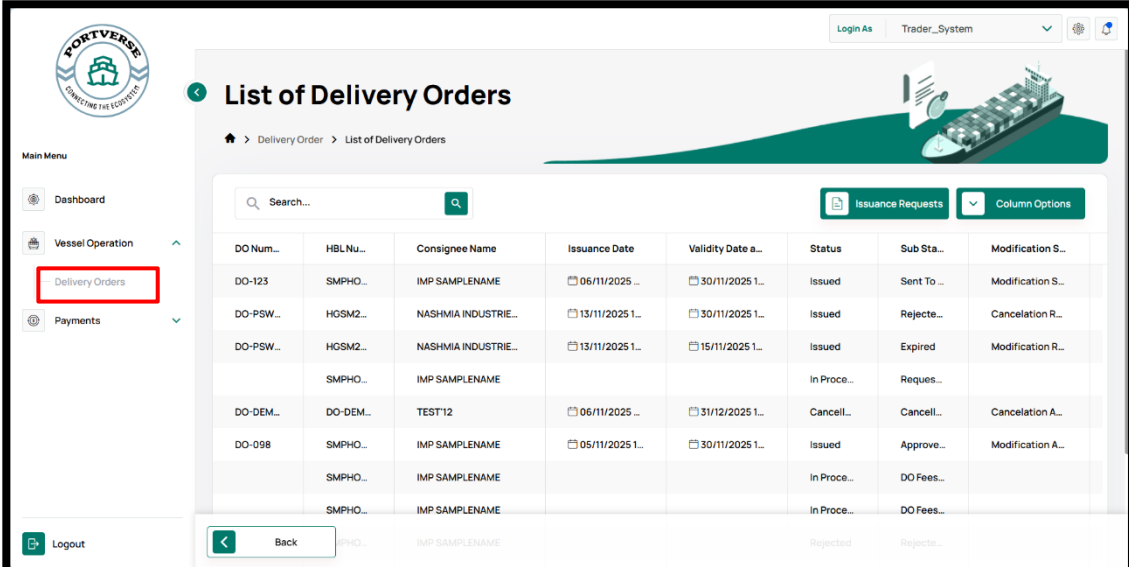


The screenshot shows the 'List of Delivery Orders' page. The 'Main Menu' on the left has 'Vessel Operation' highlighted with a red box. The main content area displays a table of delivery orders with columns: DO Num..., HBL Nu..., Consignee Name, Issuance Date, Validity Date a..., Status, Sub Sta..., and Modification S... The table contains several rows of data, including DO-123, DO-PSW, DO-DEM, and DO-098.

| 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.. | Cancel... | Cancel... | 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 'Main Menu' on the left has 'Vessel Operation' expanded, and 'Delivery Orders' is highlighted with a red box. The main content area displays the same table of delivery orders as in Figure 3.

| 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.. | Cancel... | Cancel... | 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.

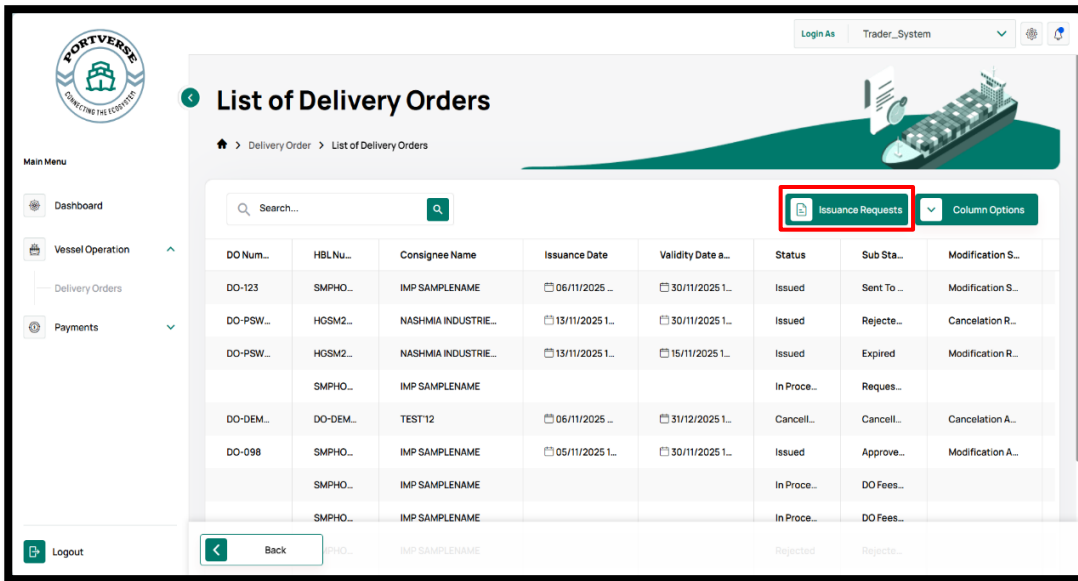


Figure 5

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

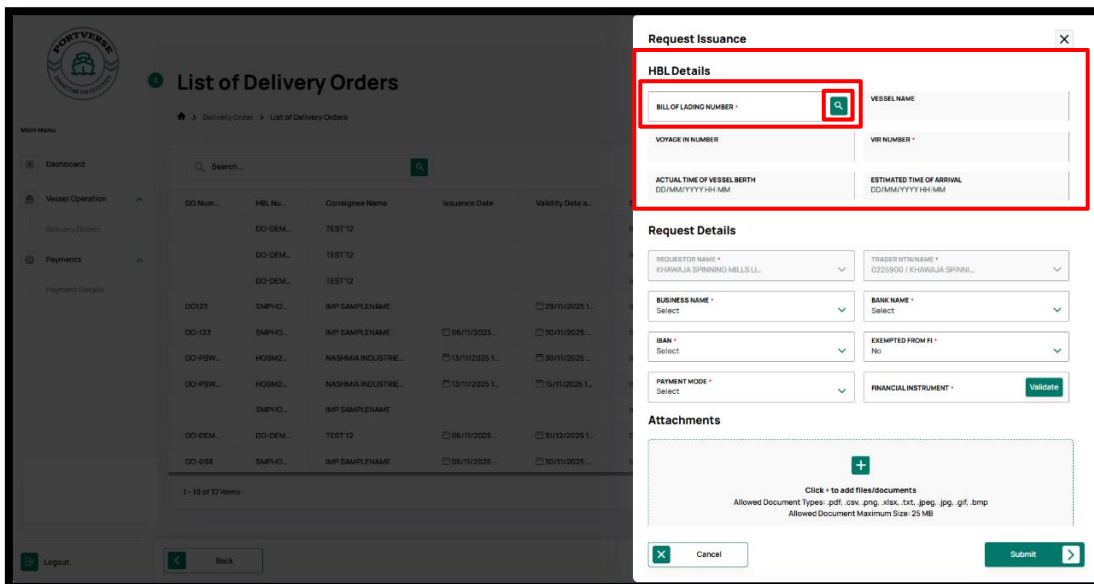


Figure 6



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

| DD Num. | HBL No. | Consignee Name | Issuance Date | Validity Date |
|---------|---------|----------------------|---------------|---------------|
| DD-DEM. | DD-DEM. | TEST T2 | | |
| DD-DEM. | DD-DEM. | TEST T2 | | |
| DD123 | SMFHQ. | IMP SAMPLENAME | | 29/11/2025 |
| DD-123 | SMFHQ. | IMP SAMPLENAME | 06/11/2025 | 30/11/2025 |
| DD-PSW. | HQSMZ. | NASHMIA INDUSTRIE... | 13/11/2025 | 30/11/2025 |
| DD-PSW. | HQSMZ. | NASHMIA INDUSTRIE... | 13/11/2025 | 19/11/2025 |
| | SMFHQ. | IMP SAMPLENAME | | |
| DD-DEM. | DD-DEM. | TEST T2 | 06/11/2025 | 31/10/2025 |
| DD-098 | SMFHQ. | IMP SAMPLENAME | 06/11/2025 | 30/11/2025 |

Figure 7

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

| DD Num. | HBL No. | Consignee Name | Issuance Date | Validity Date |
|---------|---------|----------------------|---------------|---------------|
| DD-DEM. | DD-DEM. | TEST T2 | | |
| DD-DEM. | DD-DEM. | TEST T2 | | |
| DD123 | SMFHQ. | IMP SAMPLENAME | | 29/11/2025 |
| DD-123 | SMFHQ. | IMP SAMPLENAME | 06/11/2025 | 30/11/2025 |
| DD-PSW. | HQSMZ. | NASHMIA INDUSTRIE... | 13/11/2025 | 30/11/2025 |
| DD-PSW. | HQSMZ. | NASHMIA INDUSTRIE... | 13/11/2025 | 19/11/2025 |
| | SMFHQ. | IMP SAMPLENAME | | |
| DD-DEM. | DD-DEM. | TEST T2 | 06/11/2025 | 31/10/2025 |
| DD-098 | SMFHQ. | IMP SAMPLENAME | 06/11/2025 | 30/11/2025 |

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.

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

Figure 9

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

| 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.

Figure 10



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

The screenshot shows a web application interface. On the left, there is a sidebar with navigation options: Dashboard, Search, Warehouse Operation, Payments, and Shipping Agent. The main content area is titled 'List of Delivery Orders' and contains a table with columns: DO Num., HBL No., Consignee Name, and Issuance Date. A modal window is overlaid on the table, displaying a green checkmark and the text 'Submitted Successfully. DO Issuance Request have been submitted successfully.' Below this text is a red rectangular box highlighting a green 'Okay' button. On the right side of the interface, there is an 'Attachments' section with a '+ Add' button and a table listing attachments. Below the attachments is a checkbox for a legal disclaimer, which is checked, and a 'Submit' button.

| DO Num. | HBL No. | Consignee Name | Issuance Date |
|---------|---------|----------------|---------------|
| DO-001 | 123456 | ABC COMPANY | 2023-10-25 |
| DO-002 | 123456 | ABC COMPANY | 2023-10-25 |
| DO-003 | 123456 | ABC COMPANY | 2023-10-25 |
| DO-004 | 123456 | ABC COMPANY | 2023-10-25 |
| DO-005 | 123456 | ABC COMPANY | 2023-10-25 |
| DO-006 | 123456 | ABC COMPANY | 2023-10-25 |
| DO-007 | 123456 | ABC COMPANY | 2023-10-25 |
| DO-008 | 123456 | ABC COMPANY | 2023-10-25 |
| DO-009 | 123456 | ABC COMPANY | 2023-10-25 |
| DO-010 | 123456 | ABC COMPANY | 2023-10-25 |

| Name | Document Type | Upload Date |
|---|---------------|-------------|
| 2611262817593151-APSA letter to PSW.pdf | Copy of BL | 26/11/2025 |

Figure 11

6.3. View Delivery Order

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

| 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 | | | |
| Electronic Verification Cancelled | QICT | | | |
| Electronic Verification Pending | KICT | 10077920251203035952605 | Payment Successful | |

Figure 12

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

| DO NUMBER | HBL NUMBER | ISSUANCE DATE | VALIDITY DATE AND TIME |
|------------------------|---------------------------|---|------------------------|
| DO15 | AAAHBL15 | 03/12/2025 10:41 | 10/12/2025 15:34 |
| STATUS | SUB STATUS | MODIFICATION/CANCELLATION STATUS | BL VERIFICATION STATUS |
| Issued | Extension Requested | | |
| VIR NO. | SHIPPING AGENT | SHIPPING LINE | VESSEL |
| PKBQMOICT_281125111253 | Automation Co.Ltd. | ANCHOR SHIPPING & TRA... | Auto Brilliance |
| VOYAGE IN | ARRIVAL DATE & TIME (ATB) | ESTIMATED TIME OF ARRIVAL (ETA) | MBL NUMBER |
| 2112 | DD/MM/YYYY HH:MM | 30/11/2025 11:37 | MASTERBL3 |
| INDEX NUMBER | LOAD PORT | VIA PORT | DISCHARGE TERMINAL |
| 314749 | 10th of Ramadan City | (PKQIT) - Qasim International Contal... | QICT |
| SHIPMENT PORT | PORT OF DESTINATION | IQM NUMBER | IQM DATE & TIME |
| | | | |

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

6.4. Extension Request

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

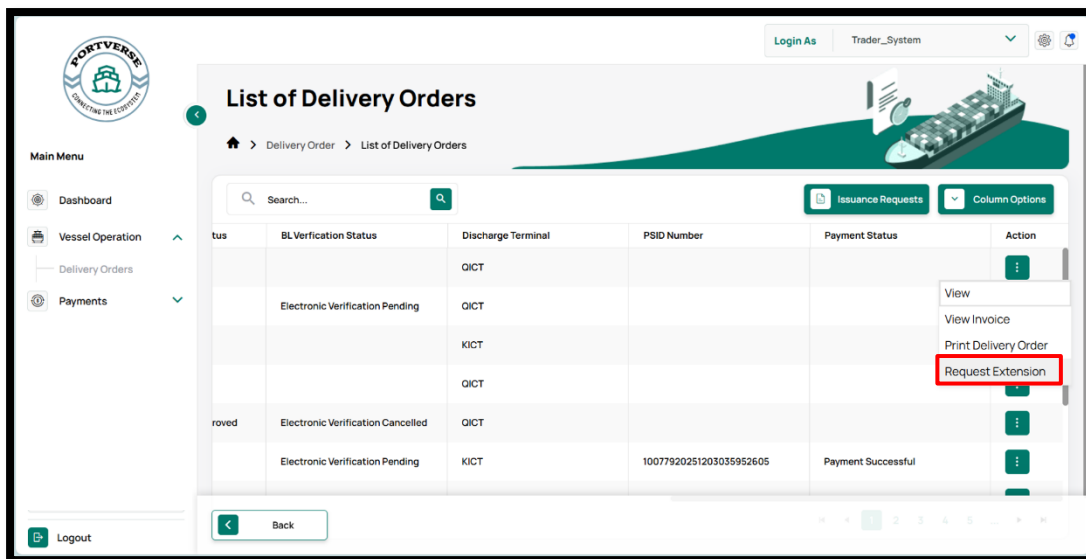


Figure 16

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

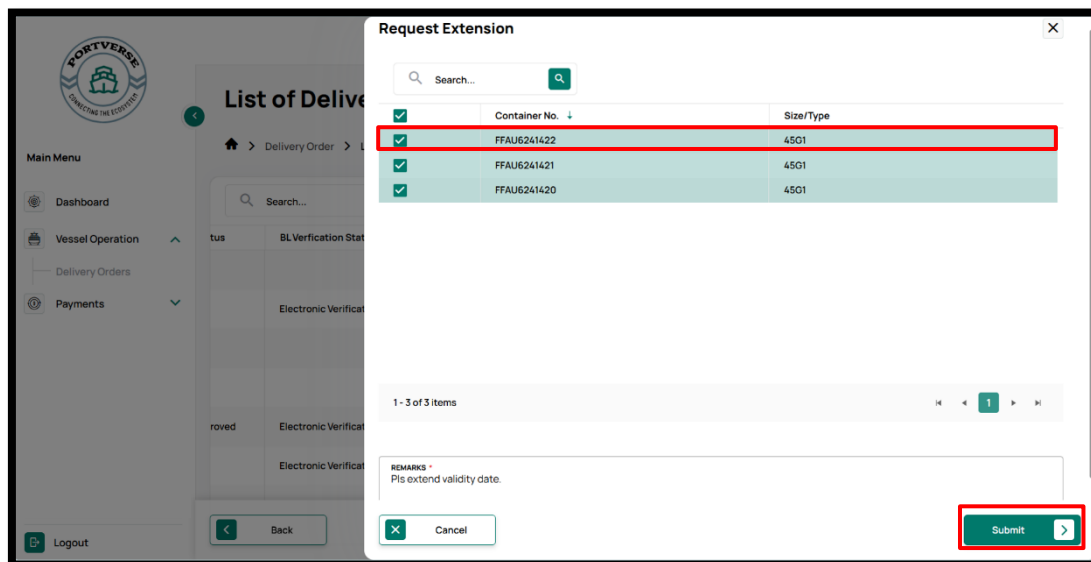


Figure 17



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

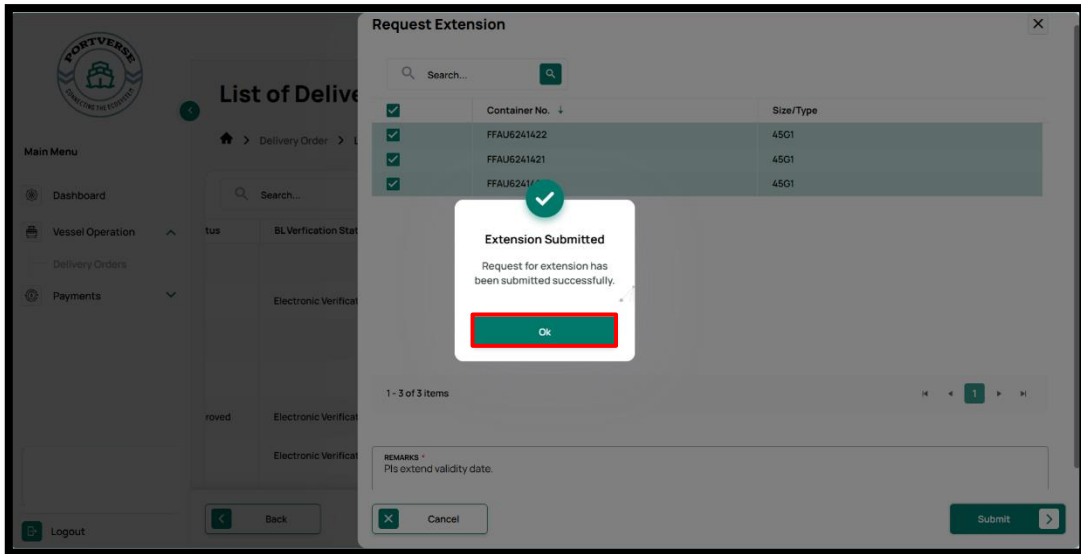
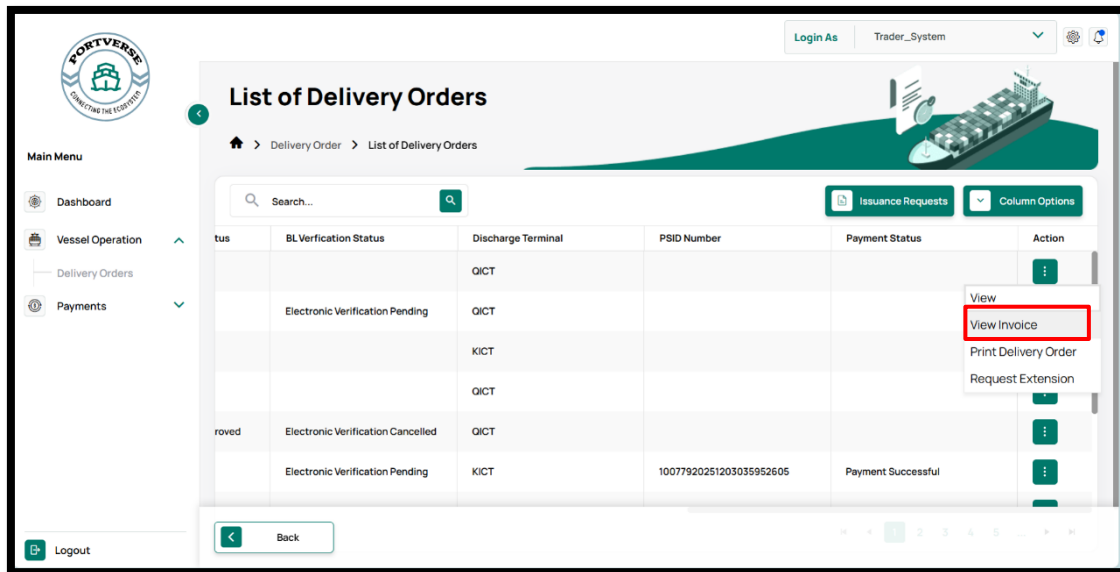


Figure 18

6.5. View Invoice

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

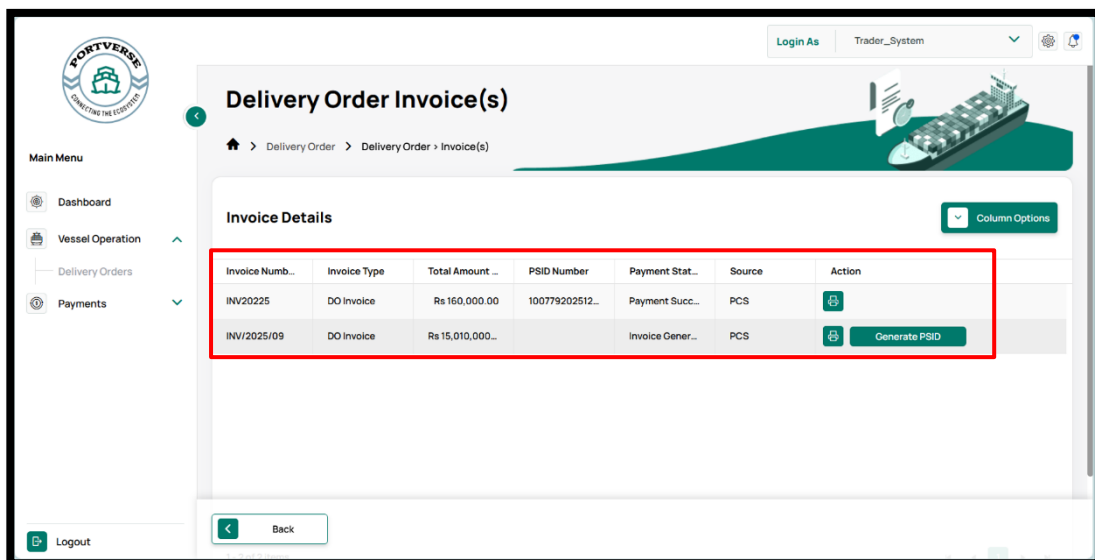


The screenshot shows the 'List of Delivery Orders' interface. The breadcrumb navigation is 'Delivery Order > List of Delivery Orders'. A table lists delivery orders with columns for BL Verification Status, Discharge Terminal, PSID Number, and Payment Status. The 'Action' column for the last row contains a dropdown menu with 'View Invoice' highlighted in red.

| BL Verification Status | Discharge Terminal | PSID Number | Payment Status | Action |
|-----------------------------------|--------------------|-------------------------|--------------------|---|
| tus | OICT | | | ⋮ |
| Electronic Verification Pending | OICT | | | View View Invoice Print Delivery Order Request Extension |
| | KICT | | | ⋮ |
| | OICT | | | ⋮ |
| roved | OICT | | | ⋮ |
| Electronic Verification Cancelled | OICT | | | ⋮ |
| 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.



The screenshot shows the 'Delivery Order Invoice(s)' interface. The breadcrumb navigation is 'Delivery Order > Delivery Order > Invoice(s)'. An 'Invoice Details' table lists invoices with columns for Invoice Number, Invoice Type, Total Amount, PSID Number, Payment Status, and Source. The 'Action' column for the second row contains a 'Generate PSID' button highlighted in red.

| 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.

6.6. Generate PSID in PCS

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

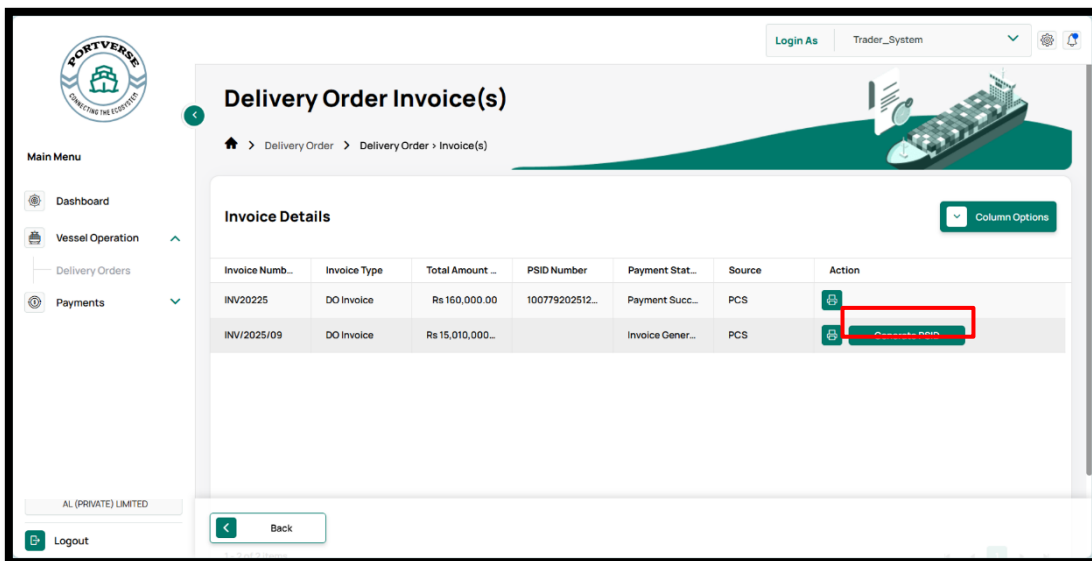


Figure 21

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

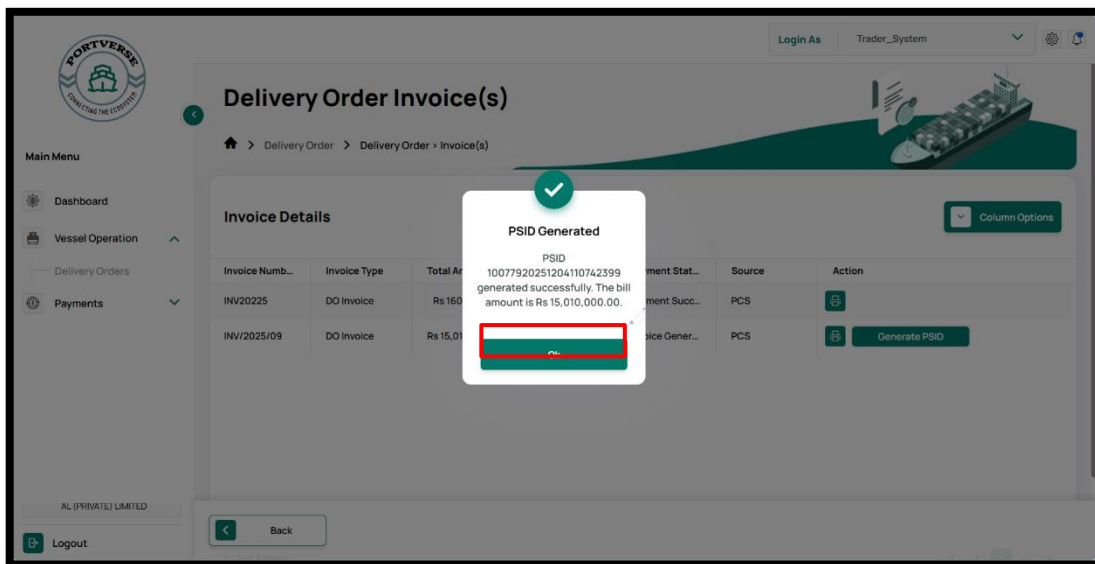


Figure 22

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

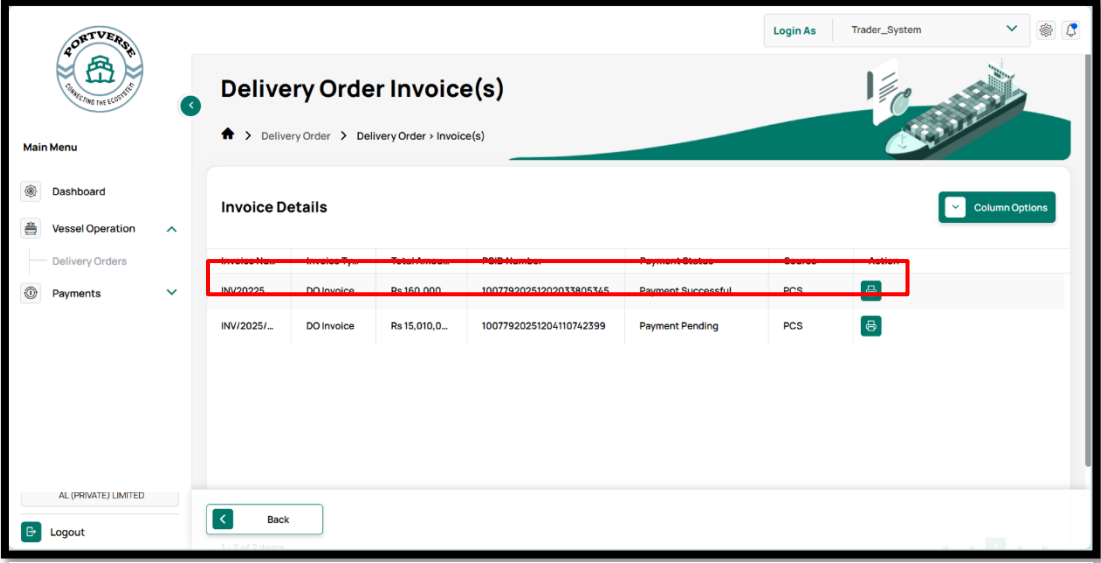


Figure 23

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

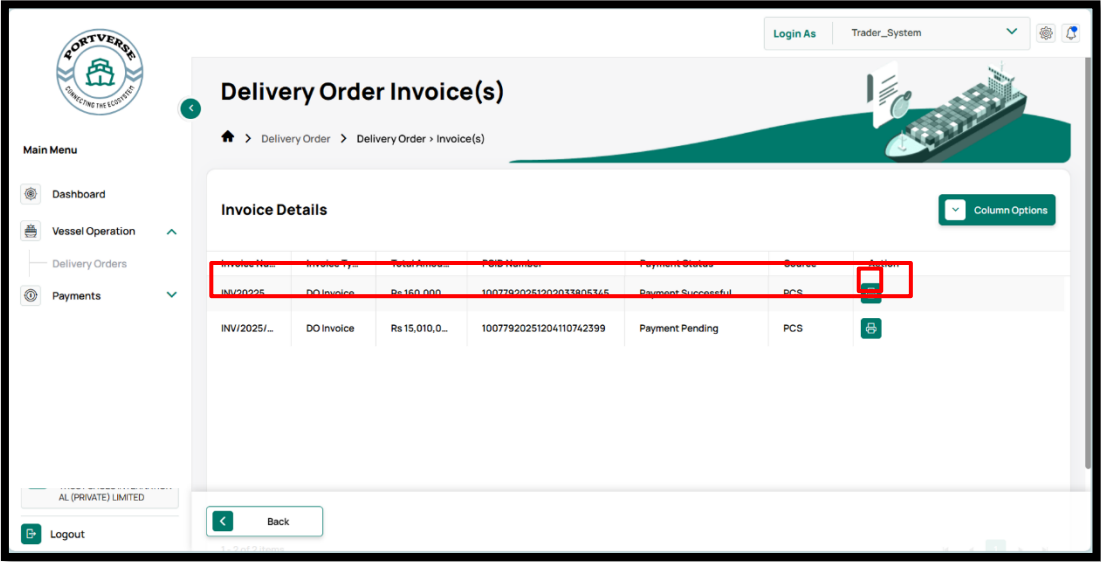


Figure 24

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

YAASEEN SHIPPING LINES (PVT) LTD

DRAFT INVOICE

INVOICE NO: INV/2025/09 VIR NO.: P/BSMOICT_281025110255 INVOICE DATE: 04/12/2025 11:43

LINE: ANCHOR SHIPPING & TRADING (PVT) LTD VOT: 212 VIR DATE: 28/11/2025

VESSEL: Auto Brilliance MBL NO.: MASTERBL3 ARRIVED ON: 30/11/2025

MBL NO.: A84BL01 IGM DATE: 02/12/2025 SERVICE: CY

ICM NO.: MNE-20251281125_0038_OCT CARGO TYPE: General

PARTY DETAILS

CONSIGNEE: NASHAIA INDUSTRIES PVT LTD. CLEARING FORWARDING AGENT: TRUST SHICES INTERNATIONAL (PRIVATE) LIMITED

NOTIFY PARTY: QWE

| SR. # | ITEM DESCRIPTION | AMOUNT | CURRENCY | CONVERSION RATE | TOTAL AMOUNT (RS.) |
|-------|---------------------------|--------------|----------|-----------------|--------------------|
| 1 | Equipment Charges | \$50,000.00 | USD | 300 | Rs 15,000,000.00 |
| 2 | Terminal Handling Charges | Rs 10,000.00 | PKR | 1 | Rs 10,000.00 |

CONTAINER NO(S) SIZE/TYPE Total PKR Rs 15,010,000.00

TCHUR705181 45G1

TCHUR705182 45G1

TCHUR705183 45G1

Download Close

Figure 25

6.7. Print Delivery Order

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

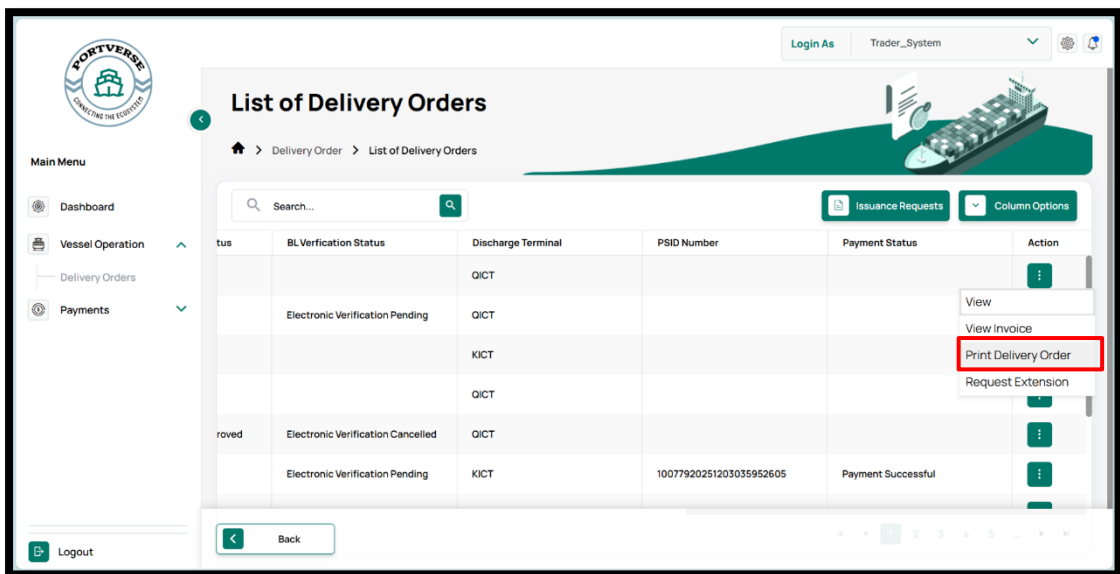


Figure 26

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

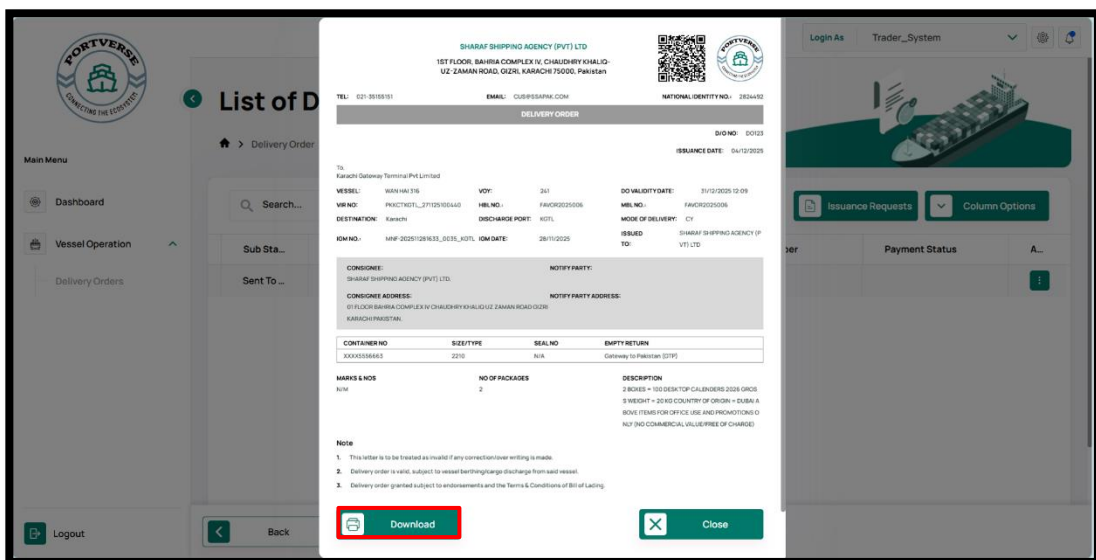


Figure 27



7. Contact Information Need any assistance?

Please feel free to contact us as:

Email: pcssupport@psw.gov.pk


Phone: 021-111-111-779



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 info@pcs.gov.pk

 www.pcs.gov.pk

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