



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 It aims to enhance interagency coordination, streamline cargo management, and replace outdated, paper intensive processes with efficient digital workflows.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.

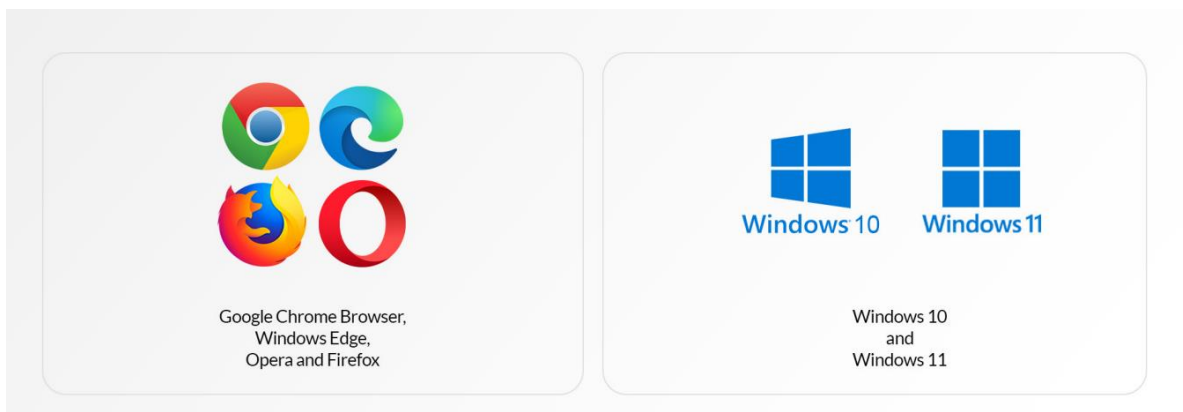


4. Pre-Requisites for Cross Border Trade and Financial Transactions

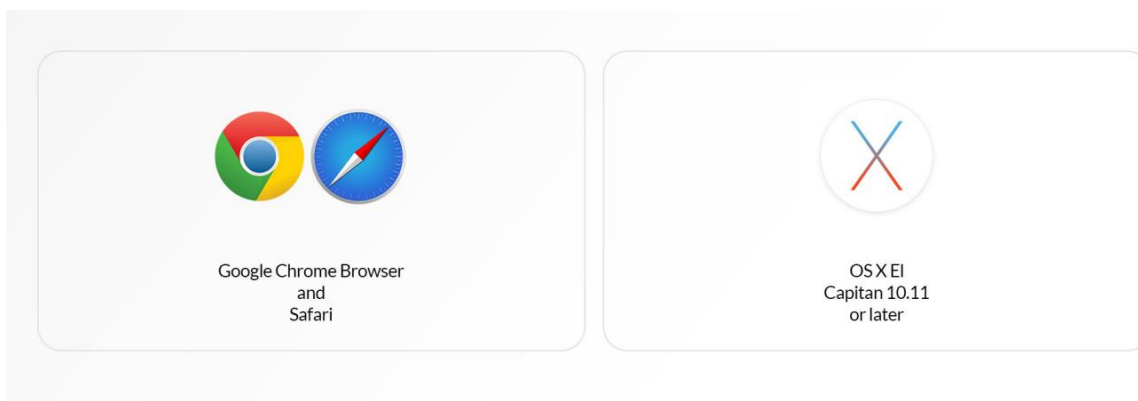
- i. Trader must have an active subscription and registered with Pakistan Single Window (PSW).
- ii. Users must have valid PCS application credentials.
- iii. User must have a banking profile communicated to PSW by an Authorized Dealer (AD).

5. System Requirements

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



To use PSW Portal on Mac®, the subscriber will need:





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.

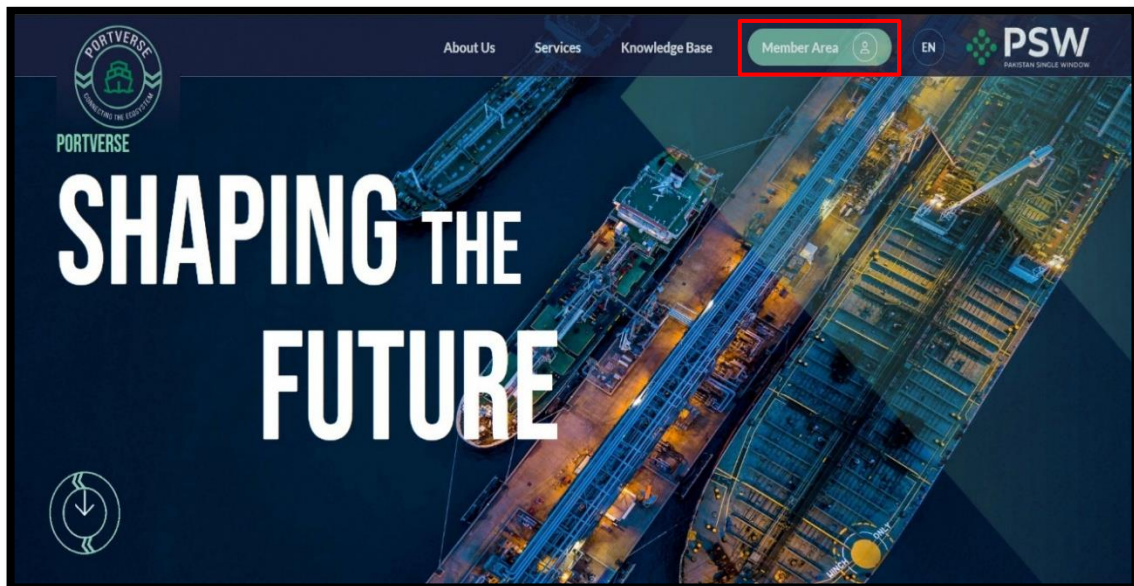


Figure 1

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

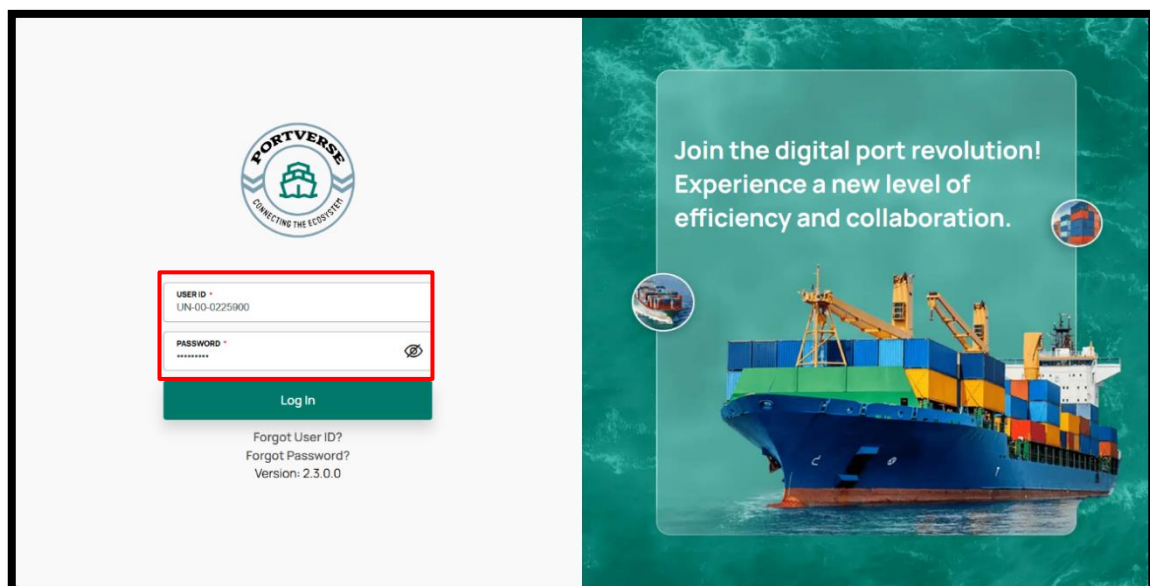


Figure 2

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.

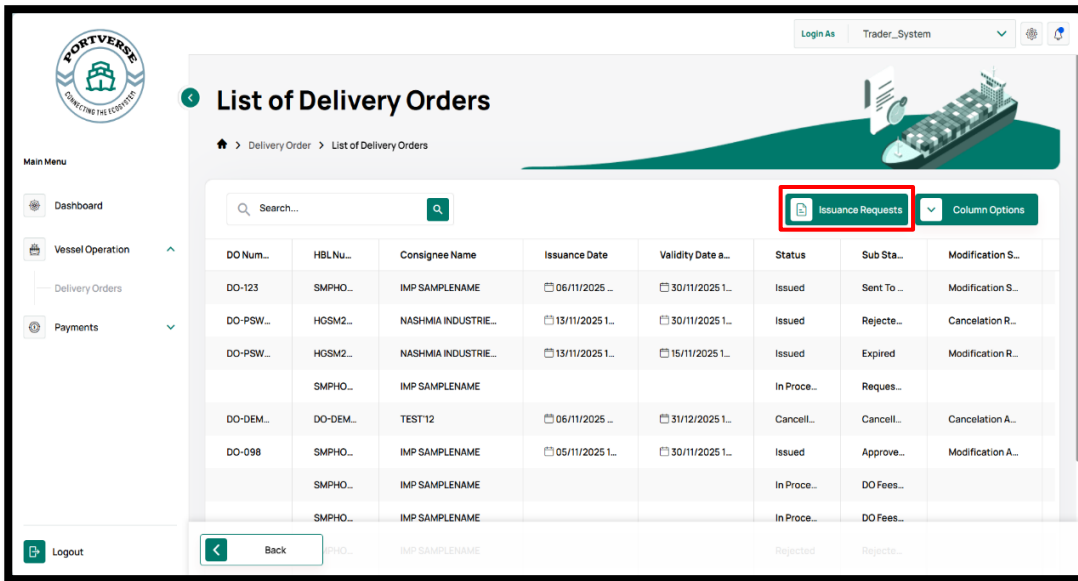


Figure 5

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

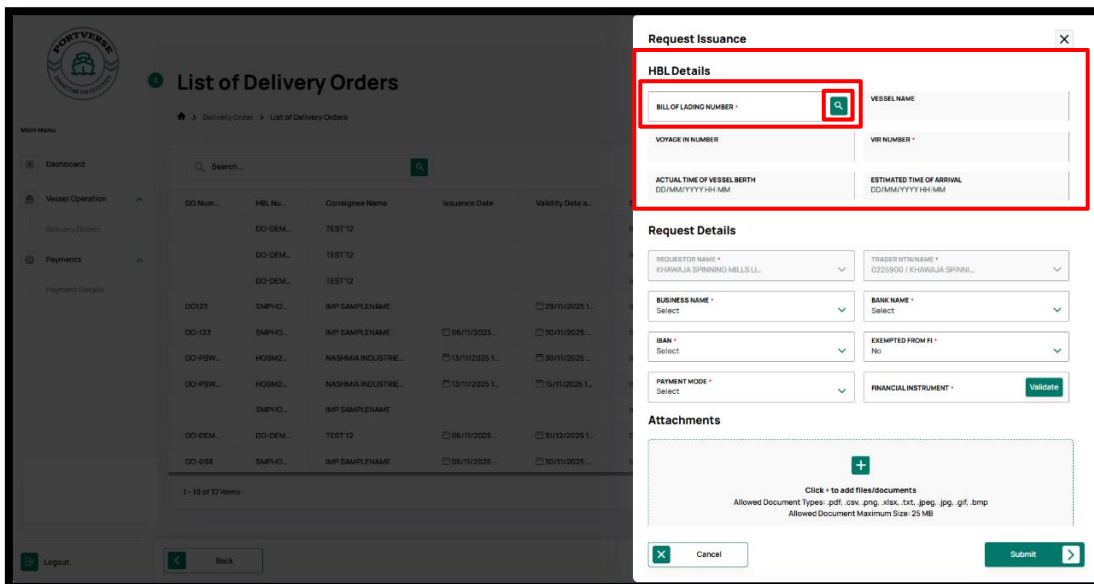


Figure 6



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

Request Issuance

HBL Details

BILL OF LADING NUMBER * VESSEL NAME

VOYAGE IN NUMBER VIR NUMBER *

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

Request Details

REQUESTOR NAME * KHAWAJA SPINNING MILLS LTD. TRADER NTN/NAME * 0225900 / KHAWAJA SPINNING MILLS LTD.

BUSINESS NAME * BANK NAME *

IBAN * EXEMPTED FROM FI *

PAYMENT MODE * FINANCIAL INSTRUMENT * **Validate**

Attachments

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

Figure 7

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

Request Issuance

HBL Details

BILL OF LADING NUMBER * VESSEL NAME

VOYAGE IN NUMBER VIR NUMBER *

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

Request Details

REQUESTOR NAME * KHAWAJA SPINNING MILLS LTD. TRADER NTN/NAME * 0225900 / KHAWAJA SPINNING MILLS LTD.

BUSINESS NAME * BANK NAME *

IBAN * EXEMPTED FROM FI *

PAYMENT MODE * FINANCIAL INSTRUMENT * **Validate**

Attachments

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

Figure 8

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



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

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 displays a web interface for managing delivery orders. On the left, a sidebar contains navigation options: Dashboard, Search, Warehouse Location, Payments, and Shipping Agent. The main area shows a table titled 'List of Delivery Orders' with columns for 'DD Num.', 'HBL No.', 'Consignee Name', and 'Issuance Date'. A modal dialog box with a green checkmark and the text 'Submitted Successfully' is centered over the table, with an 'Okay' button highlighted in red. On the right, an 'Attachments' panel shows a table with columns for 'Name', 'Document Type', and 'Upload Date'. Below the table is a checkbox for acknowledgment and a 'Submit' button.

Name	Document Type	Upload Date
261262817593151-APSA letter to PSW.pdf	Copy of BL	26/11/2025

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

Cancel Submit

Figure 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'.

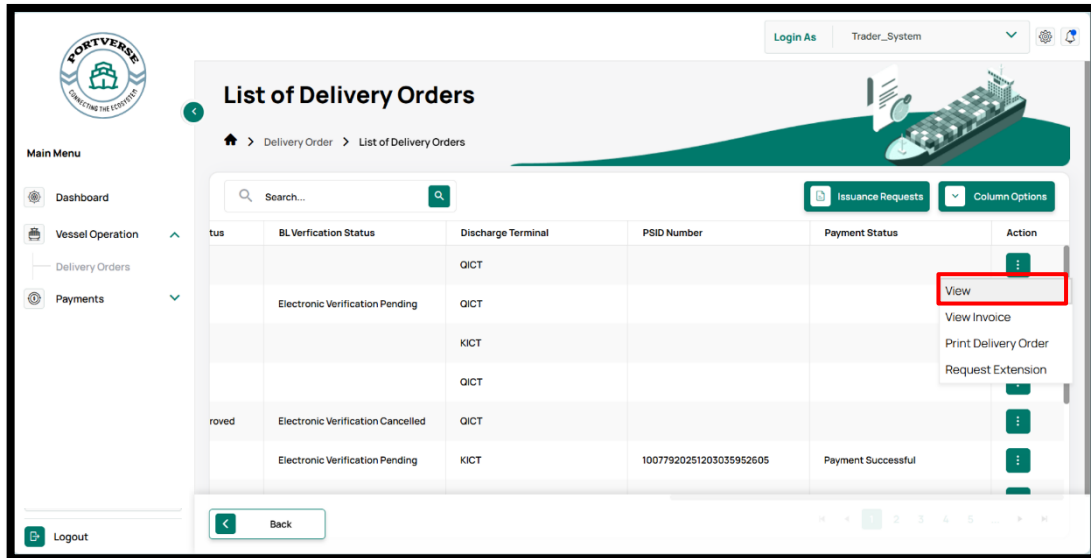


Figure 12

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

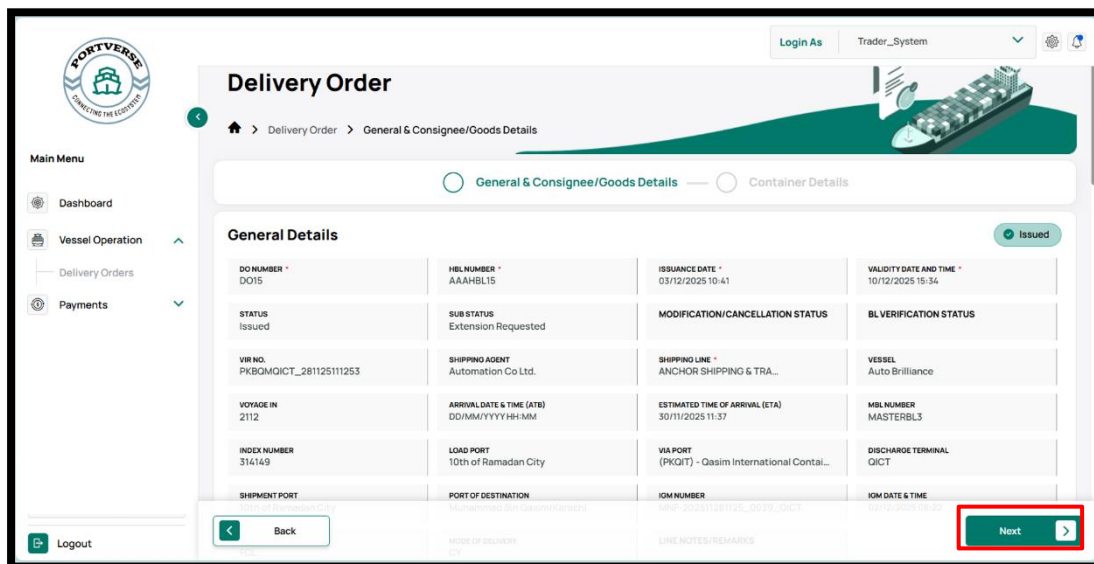


Figure 13

iii. View the container details.

The screenshot displays the 'Delivery Order' page in the PortVerse system. The page title is 'Delivery Order' and the breadcrumb trail is 'Home > Delivery Order > Container Details'. There are two tabs: 'General & Consignee/Goods Details' (selected) and 'Container Details'. A search bar is 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. 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.

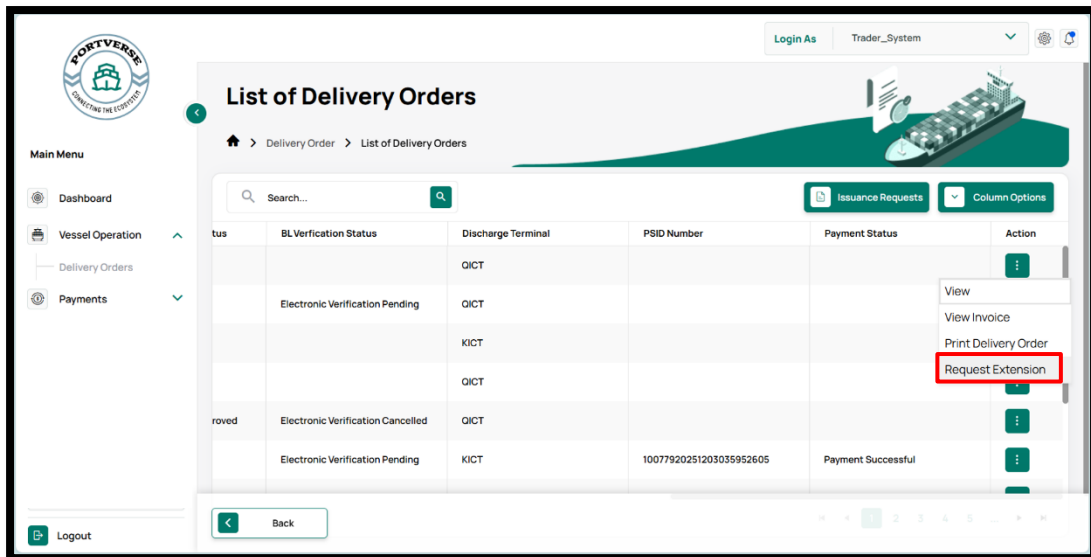


Figure 16

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

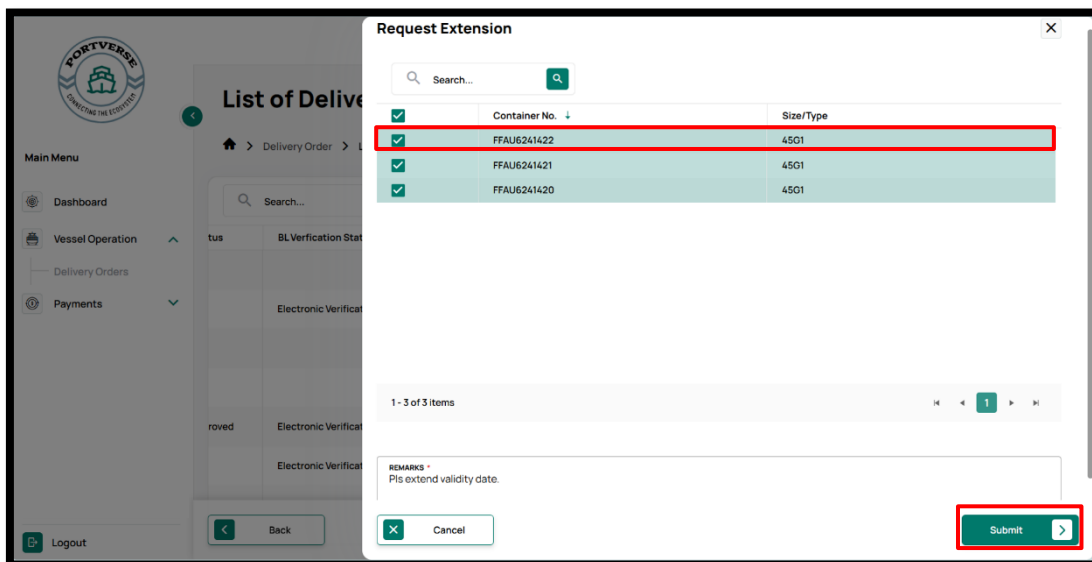


Figure 17



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

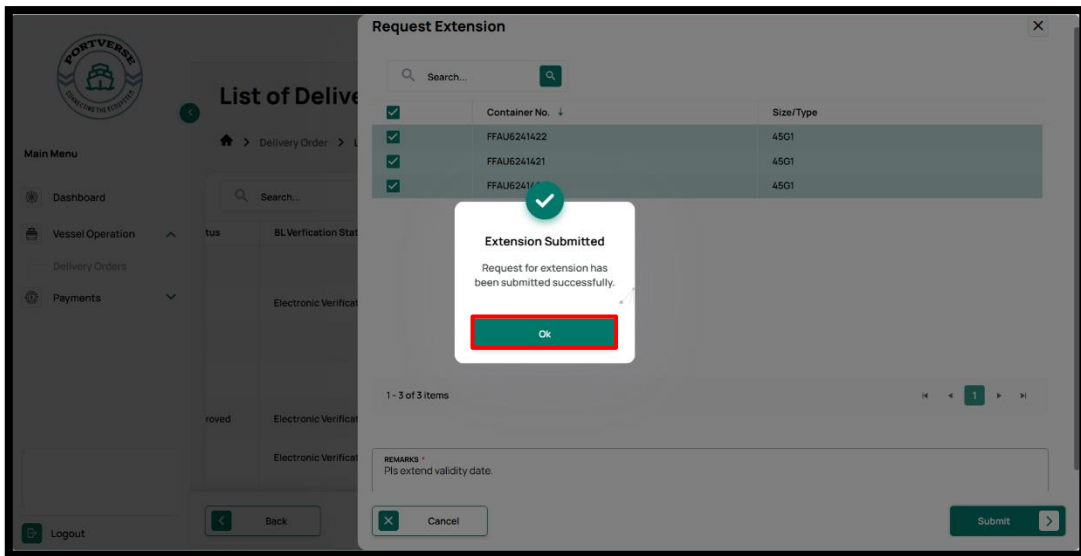


Figure 18

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 table contains the following data:

BL Verification Status	Discharge Terminal	PSID Number	Payment Status	Action
tus	OICT			View View Invoice Print Delivery Order Request Extension
Electronic Verification Pending	OICT			
	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 table contains the following data:

Invoice Number	Invoice Type	Total Amount	PSID Number	Payment Status	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.

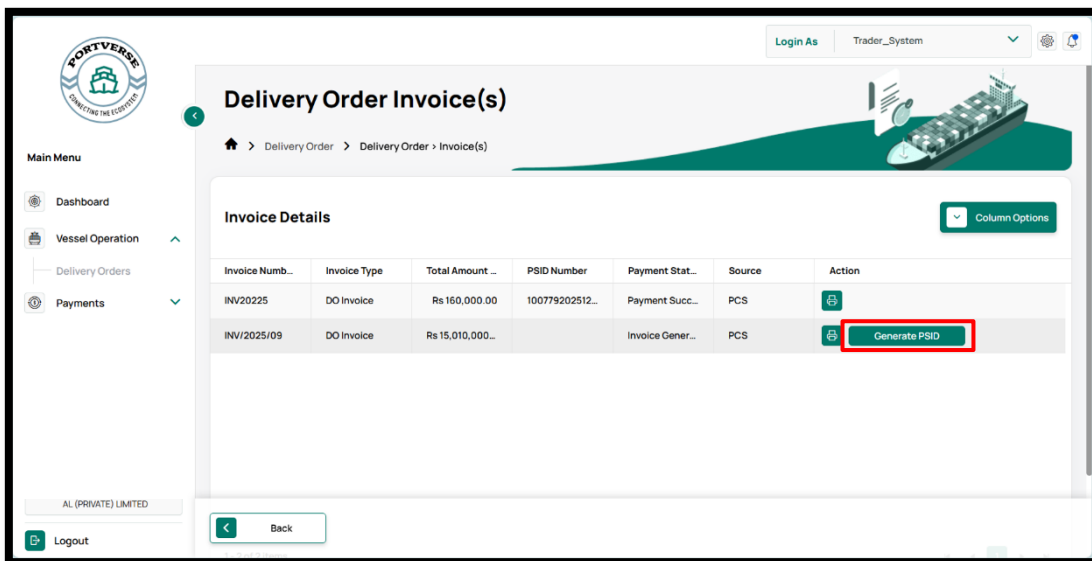


Figure 21

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

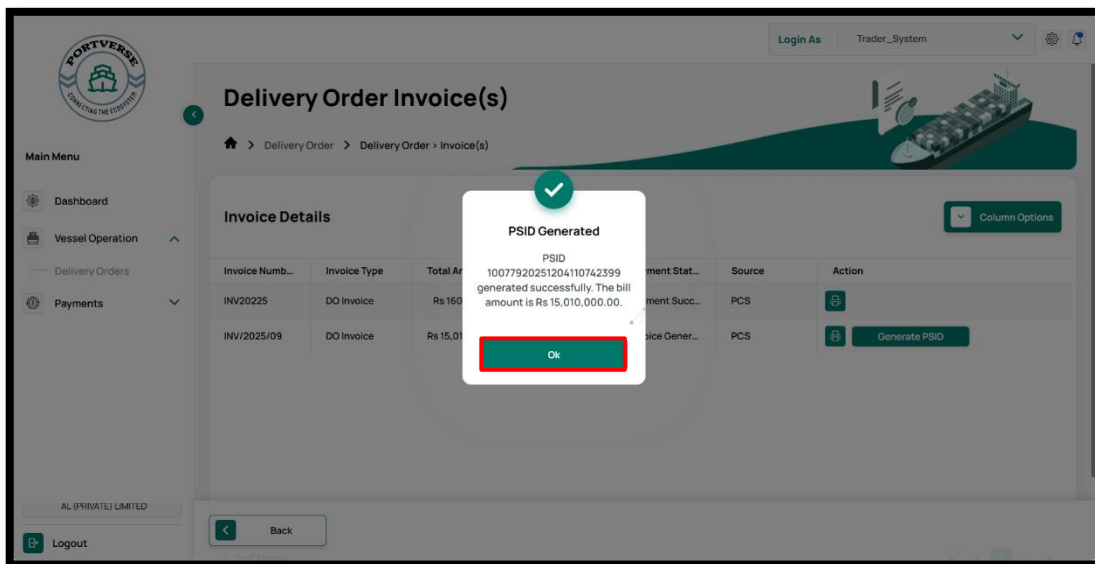


Figure 22

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

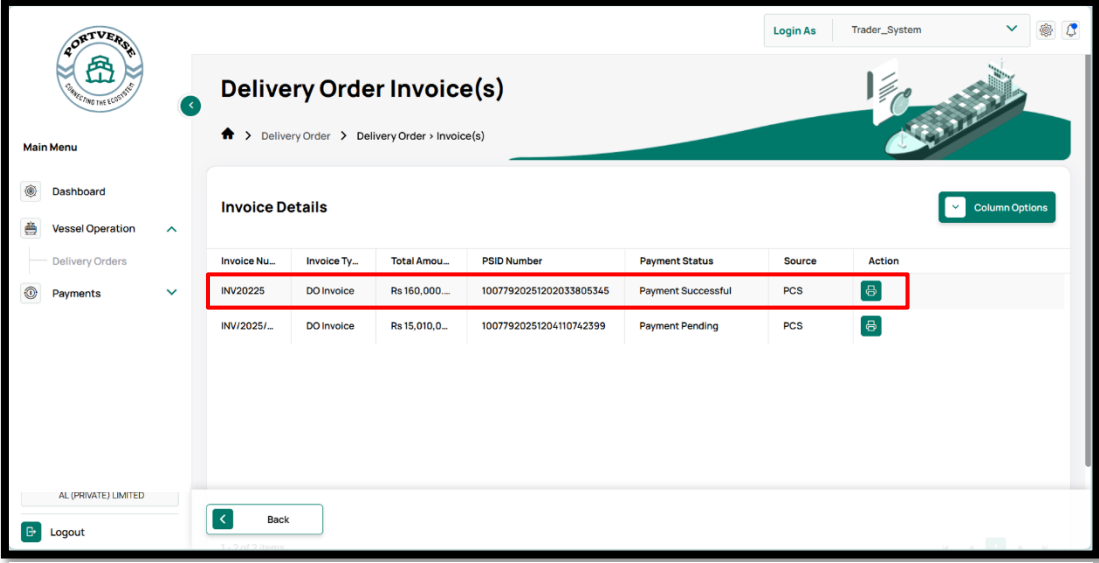


Figure 23

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

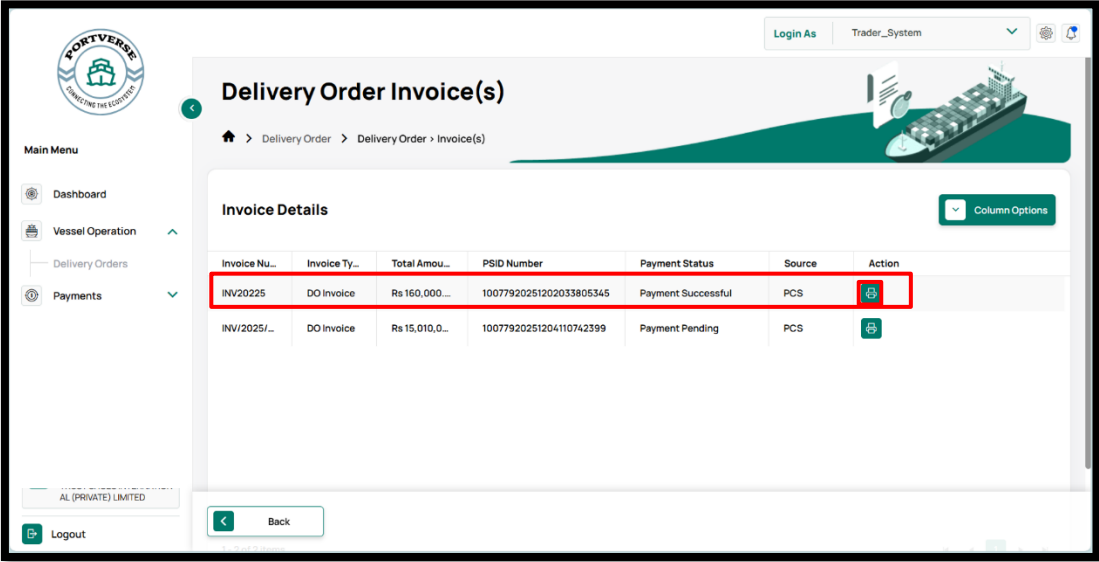


Figure 24

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

YAASEEN SHIPPING LINES (PVT) LTD

DRAFT INVOICE

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

LINE: ANCHOR SHIPPING & TRADING (PVT) LTD VIF NO: P/BSMOICT_281025110255 VIF DATE: 28/11/2025

VESSEL: Auto Brilliance VOT: 212 ARRIVED ON: 30/11/2025

MBL NO: A84BL01 MBL NO: MASTERBL3 SERVICE: CY

IGN DATE: 02/12/2025 CARGO TYPE: General

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

SR. #	ITEM DESCRIPTION	AMOUNT	CURRENCY	CONVERSION RATE	TOTAL AMOUNT (PKR)
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.

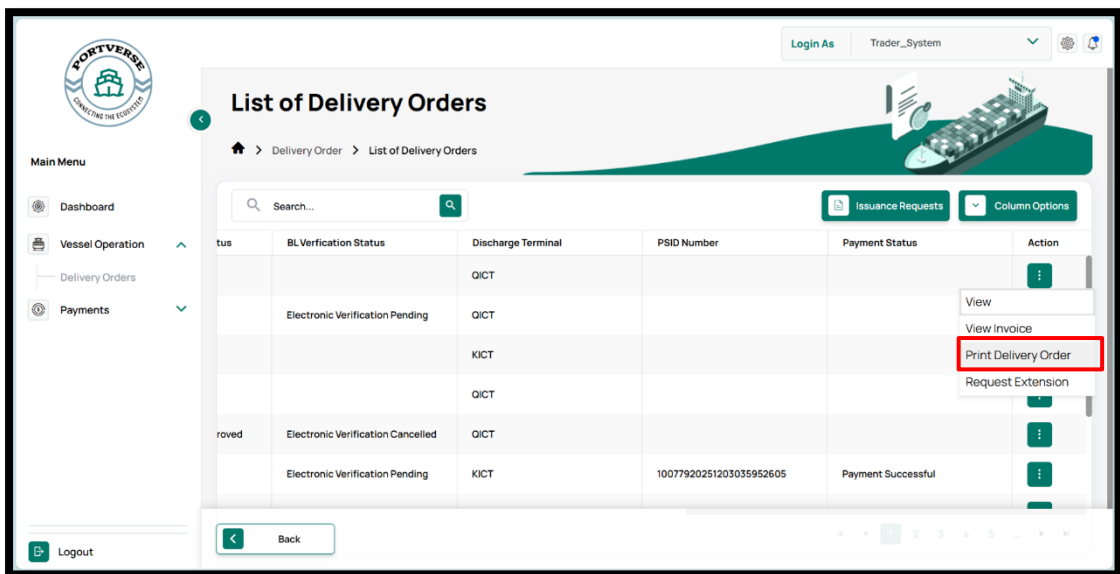


Figure 26

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

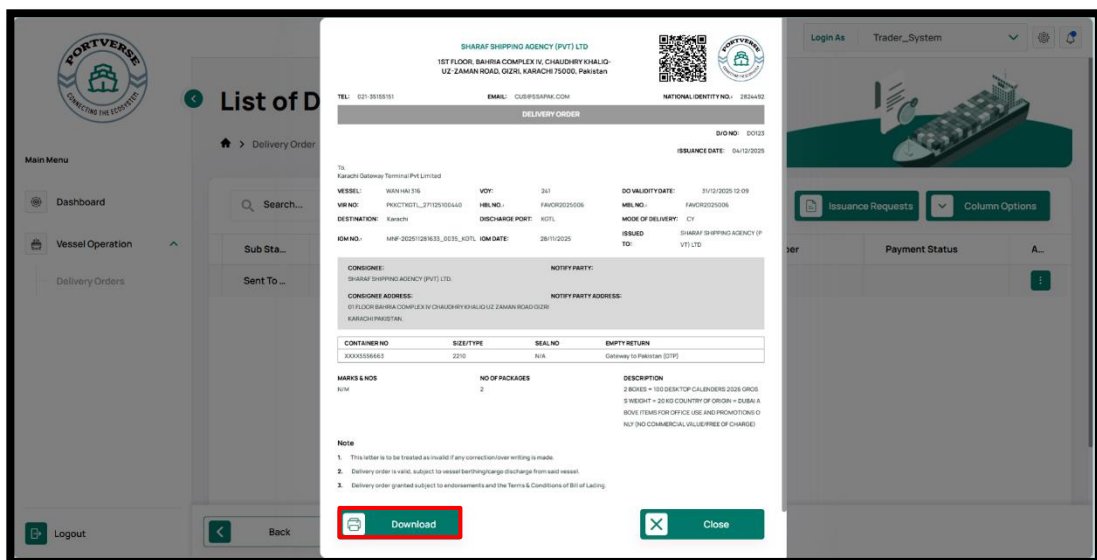


Figure 27



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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