



**PSW**  
PAKISTAN SINGLE WINDOW

## PORT COMMUNITY SYSTEM OF PAKISTAN

# USER MANUAL

## PCS-DO Noncontainerized - Traders

This Manual outlines the process for requesting Delivery Order (non-containerized) by Traders

2026

### **Confidential Information:**

The information provided in this document is intended solely for the use of PSW. The contents of this document may not be reproduced or divulged outside the intended organizations without the express written permission of PSW.

# TABLE OF CONTENTS

1. Introduction.....	3
2. BACKGROUND.....	5
3. Salient Features of PortVerse:.....	6
4. Pre-Requisites for Cross Border Trade and Financial Transactions.....	7
5. System Requirements .....	7
6. Step by Step Process – Traders .....	8
6.1. User Login .....	8
6.2. Issuance Request .....	9
6.3. View Delivery Order .....	14
6.4. Extension Request.....	16
6.5. View Invoice.....	18
6.6. Generate PSID in PCS.....	20
6.7. Print Delivery Order .....	23
7. Contact Information Need any assistance?.....	24



## Table of Figures

Figure 1 .....	8
Figure 2 .....	8
Figure 3 .....	9
Figure 4 .....	9
Figure 5 .....	10
Figure 6 .....	10
Figure 7 .....	11
Figure 8 .....	11
Figure 9 .....	12
Figure 10 .....	12
Figure 11 .....	13
Figure 12 .....	14
Figure 13 .....	14
Figure 14 .....	15
Figure 15 .....	15
Figure 16 .....	16
Figure 17 .....	16
Figure 18 .....	17
Figure 19 .....	18
Figure 20 .....	18
Figure 21 .....	20
Figure 22 .....	20
Figure 23 .....	21
Figure 24 .....	21
Figure 25 .....	22
Figure 26 .....	23
Figure 27 .....	23

## 1. Introduction



Welcome to the Port Community System - PortVerse User Manual, your comprehensive guide to understanding this digital platform. PortVerse is designed to optimize, 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 It aims to enhance interagency coordination, streamline cargo management, and replace outdated, paper intensive processes with efficient digital workflows.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 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](http://www.pcs.gov.pk)" and click the 'Member Area' button. You will be redirected to the login interface.

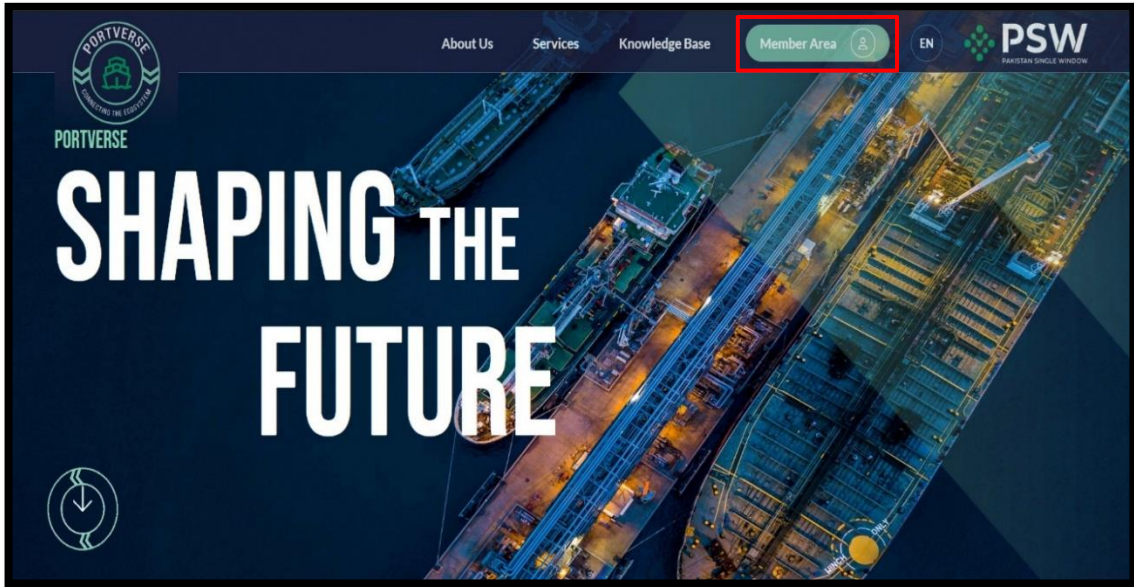


Figure 1

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

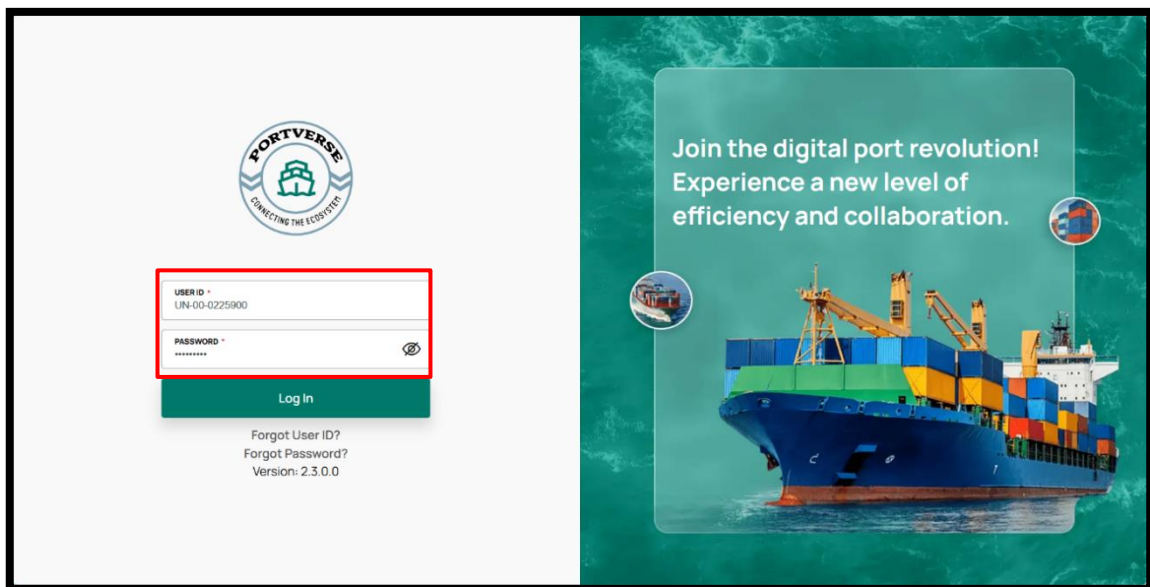
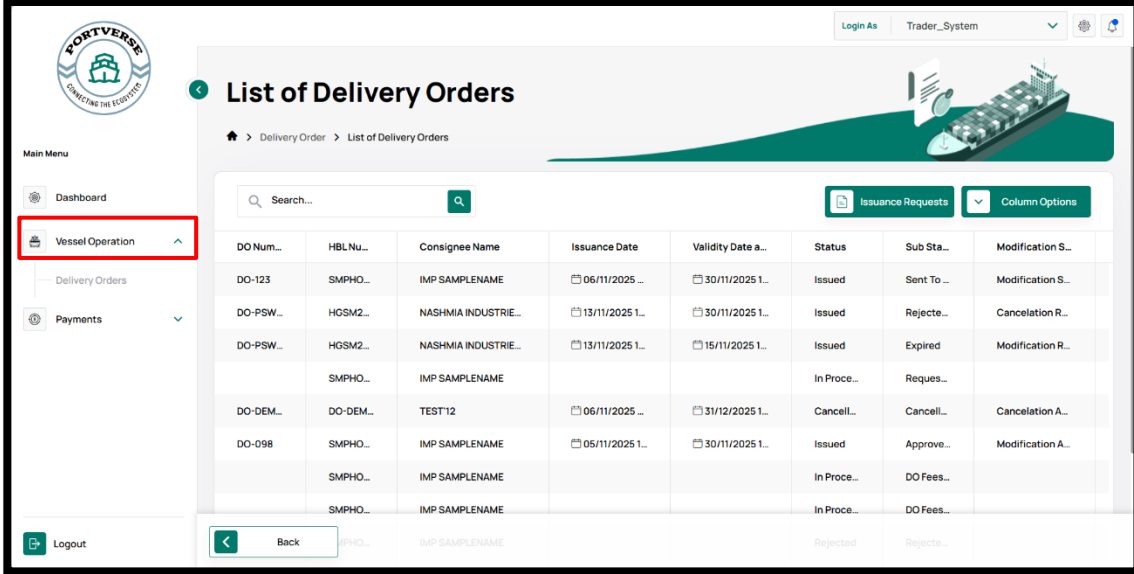


Figure 2

## 6.2. Issuance Request

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

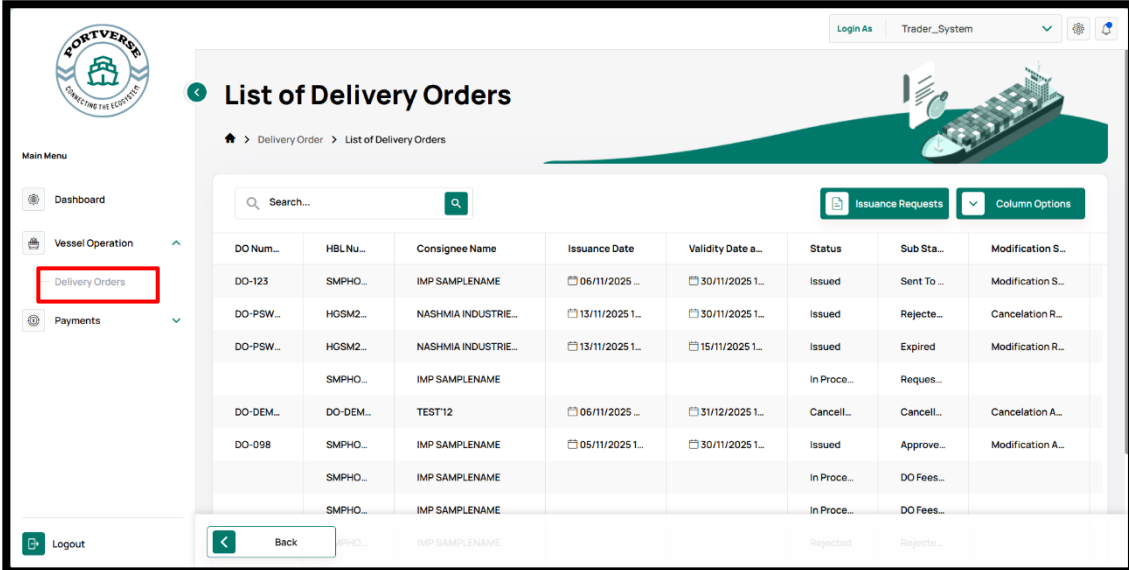


The screenshot shows the 'List of Delivery Orders' page. The 'Main Menu' on the left has 'Vessel Operation' highlighted with a red box. The main content area displays a table of delivery orders with columns for DO Num, HBL Nu, Consignee Name, Issuance Date, Validity Date a., Status, Sub Sta., and Modification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

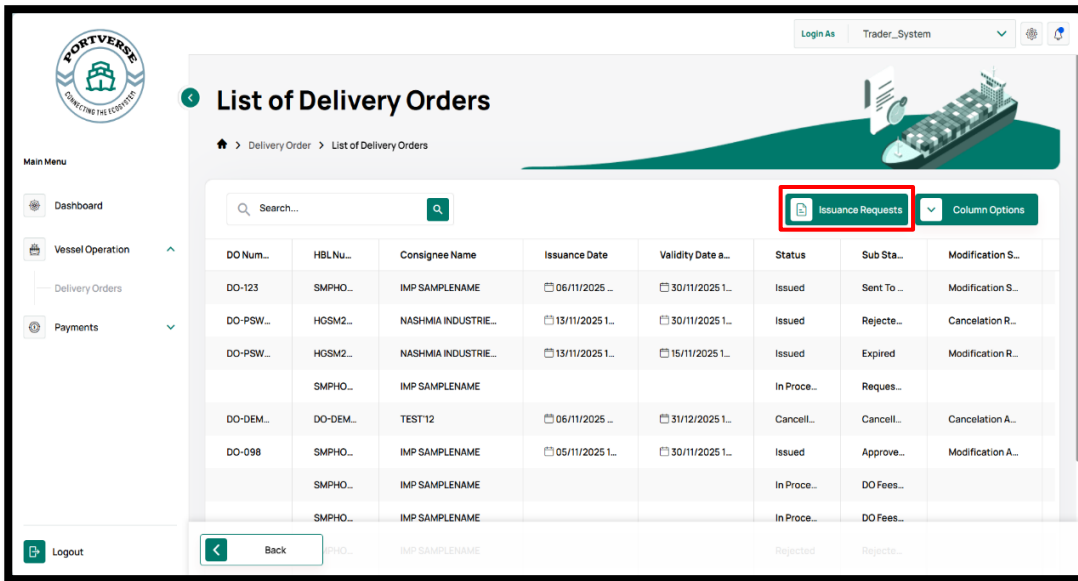


Figure 5

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

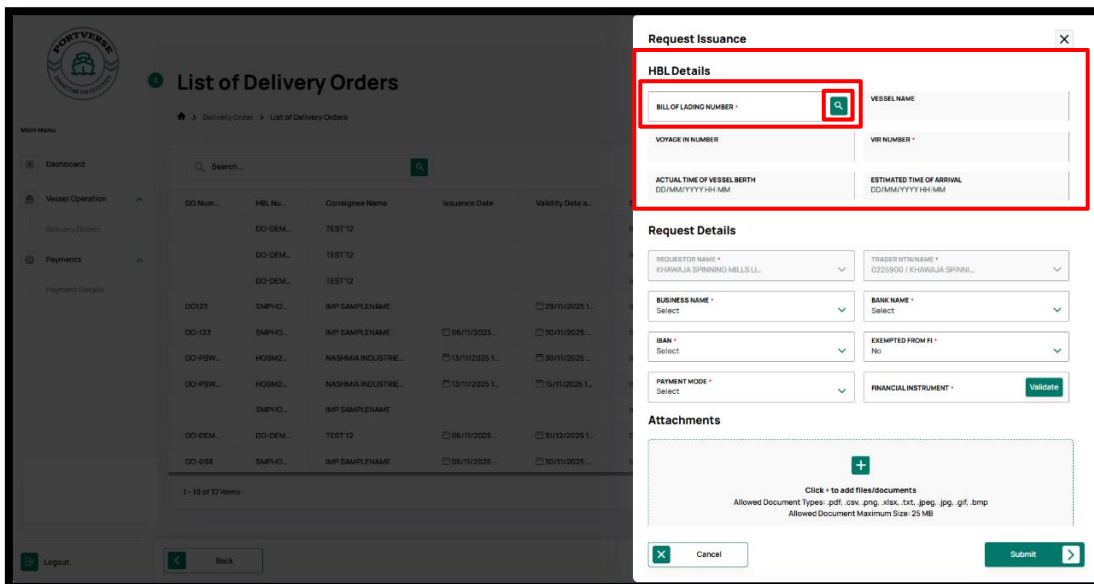


Figure 6



- 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	SMPHQ.	IMP SAMPLENAME		29/11/2025
DD-123	SMPHQ.	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	15/11/2025
	SMPHQ.	IMP SAMPLENAME		
DD-DEM.	DD-DEM.	TEST T2	06/11/2025	31/10/2025
DD-098	SMPHQ.	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	SMPHQ.	IMP SAMPLENAME		29/11/2025
DD-123	SMPHQ.	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	15/11/2025
	SMPHQ.	IMP SAMPLENAME		
DD-DEM.	DD-DEM.	TEST T2	06/11/2025	31/10/2025
DD-098	SMPHQ.	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.

**List of Delivery Orders**

Delivery Order > List of Delivery Orders

Main Menu

- Dashboard
- Vessel Operation
- Delivery Orders
- Payments
- Logout

Search...

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

IBAN: Select, EXEMPTED FROM FI: No, PAYMENT MODE: Select, FINANCIAL INSTRUMENT: Validate

**Attachments**

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

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

Cancel Submit

Figure 9

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

**List of Delivery Orders**

Delivery Order > List of Delivery Orders

Main Menu

- Dashboard
- Vessel Operation
- Delivery Orders
- Payments
- Logout

Search...

DG Number	HBL Number	Consignee Name
Mod-01	AD01	New Consignee
DOI234	TEW29910	NAVEED AHMED
	TEW29920	ZARNISH OLORA
	TEW29921	PROSPERITY WES
AADO123	AAHBL01	SILVER DENIM PVT.
DOI234	AAHBL02	NOBLE IMPEX

Shipping Agent: 41596  
KHAWAJA SPINNING MILLS LTD

Request Details

REQUESTOR NAME: KHAWAJA SPINNING MILL, TRADER RTN/NAME: 0225900 / KHAWAJA SPL, BUSINESS NAME: M/S KHAWAJA SPINNING, BANK NAME: Bank Alfalah Ltd, IBAN: PK43ALFH558600500134, EXEMPTED FROM FI: No, PAYMENT MODE: Letter of Credit, FINANCIAL INSTRUMENT: HBL-IMP-069413-16122024

**Attachments**

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

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

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

Cancel Submit

Figure 10



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

The screenshot shows a web application interface. On the left, there is a sidebar with navigation options: Dashboard, Home Operation, Delivery Orders, and Payments. The main content area is titled 'List of Delivery Orders' and contains a table with columns: DO Num., HBL No., Consignee Name, and Insurance Date. A modal dialog box is overlaid on the table, displaying a green checkmark icon and the text 'Submitted Successfully' followed by 'DO Insurance Request have been submitted successfully.' Below the text is a red-bordered 'Okay' button. On the right side of the interface, there is an 'Attachments' section with a '+ Add Files/Documents' button and a table listing attachments. The table has columns for Name, Document Type, and Upload Date. One attachment is listed: '26102917593151-APSA letter to PSW.pdf' with Document Type 'Copy of Bl.' and Upload Date '26/11/2025'. Below the attachments 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 is 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'.

DO Num.	HBL No.	Consignee Name	Insurance Date
DO-026	TEST12		
DO-026	TEST12		
DO-026	TEST12		
DO-022	SAFAC	SAP SAMPLE NAME	
DO-023	SAFAC	SAP SAMPLE NAME	27/08/2025
DO-024	HOZAC	NADWAG INDUSTRIE	27/08/2025
DO-026	HOZAC	NADWAG INDUSTRIE	27/08/2025
DO-026	SAFAC	SAP SAMPLE NAME	
DO-024	TEST12		27/08/2025
DO-026	SAFAC	SAP SAMPLE NAME	27/08/2025

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'.

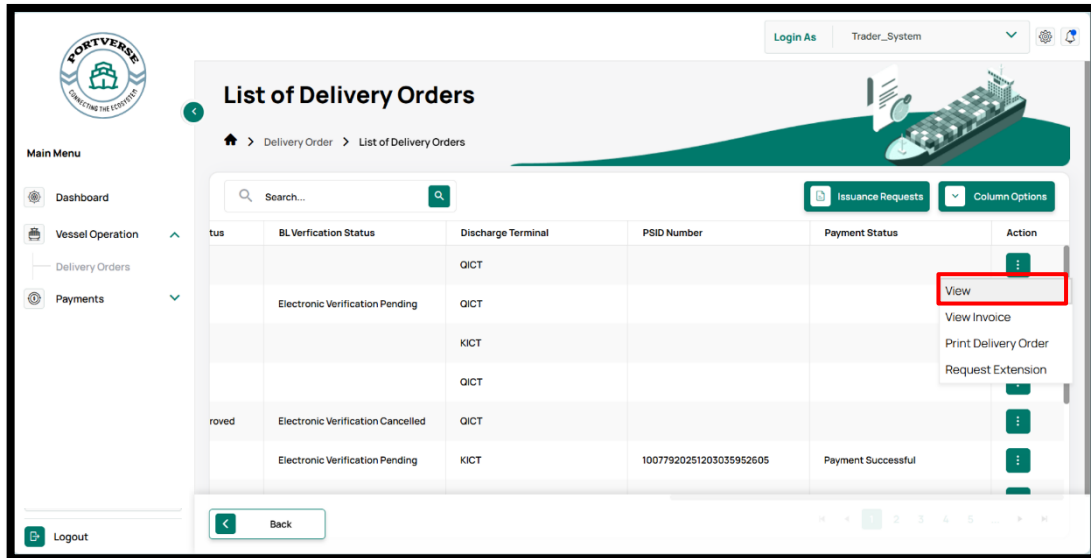


Figure 12

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

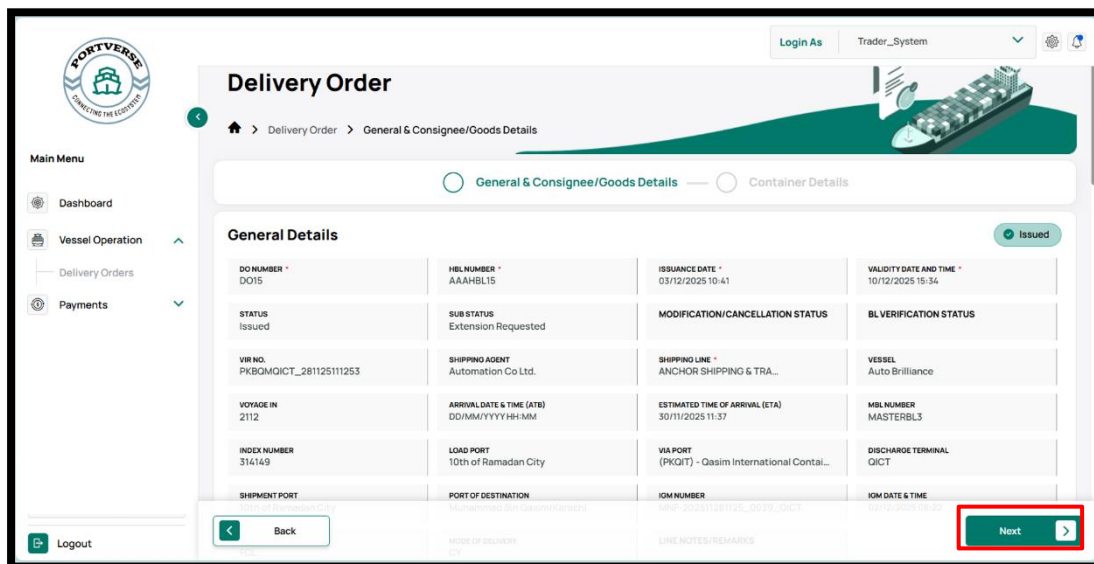


Figure 13

iii. View the cargo details.

The screenshot displays a web application interface for a 'Delivery Order'. The main content area is titled 'Delivery Order' and contains two tabs: 'General & Consignee/Goods Details' (which is selected) and 'Cargo Details'. The 'Cargo Details' tab shows a table with the following data:

HS Code	Description based on HS Code	Quantity	Quantity UOM	Gross Weight	Gross Weight UOM	Net Weight	Net Weight UOM
010121	VCP4K	10	kg	0		0	

The interface also features a sidebar menu with options like 'Dashboard', 'Vessel Operation', 'Delivery Orders', and 'Payments'. A 'Back' button is visible at the bottom left of the main content area.

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.

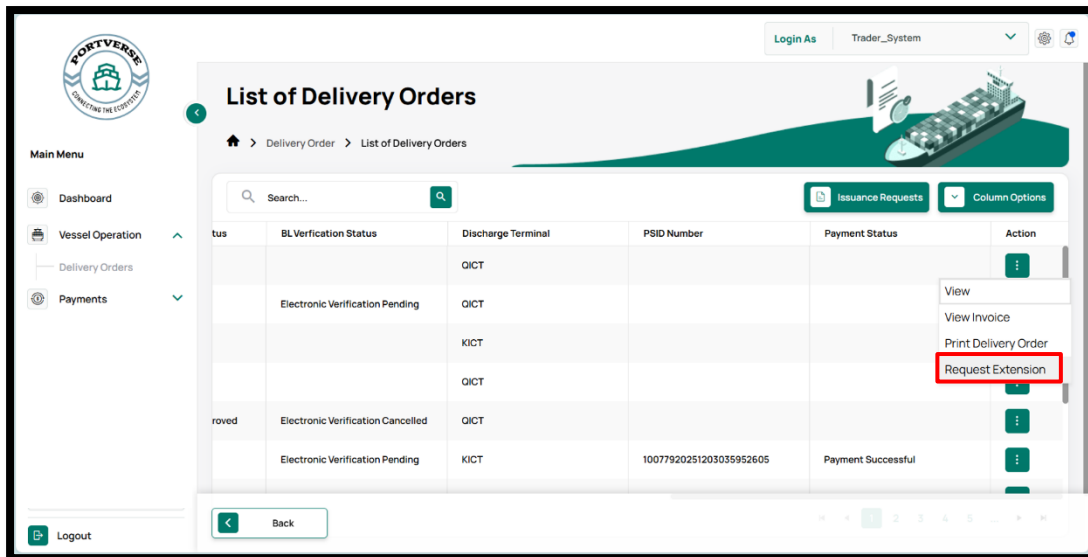


Figure 16

- ii. Add extension request remarks and click on Submit button .

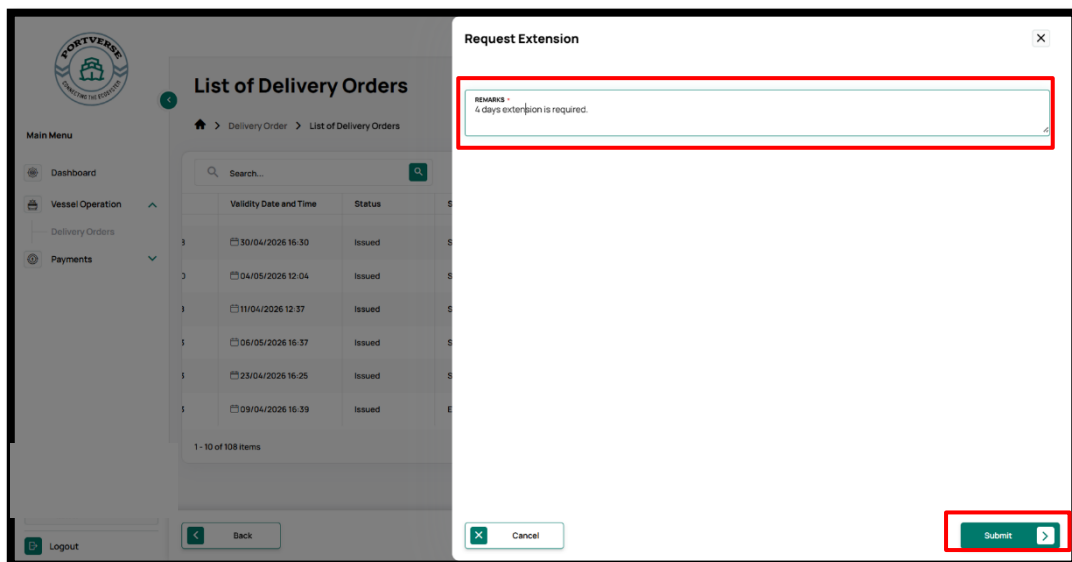


Figure 17



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

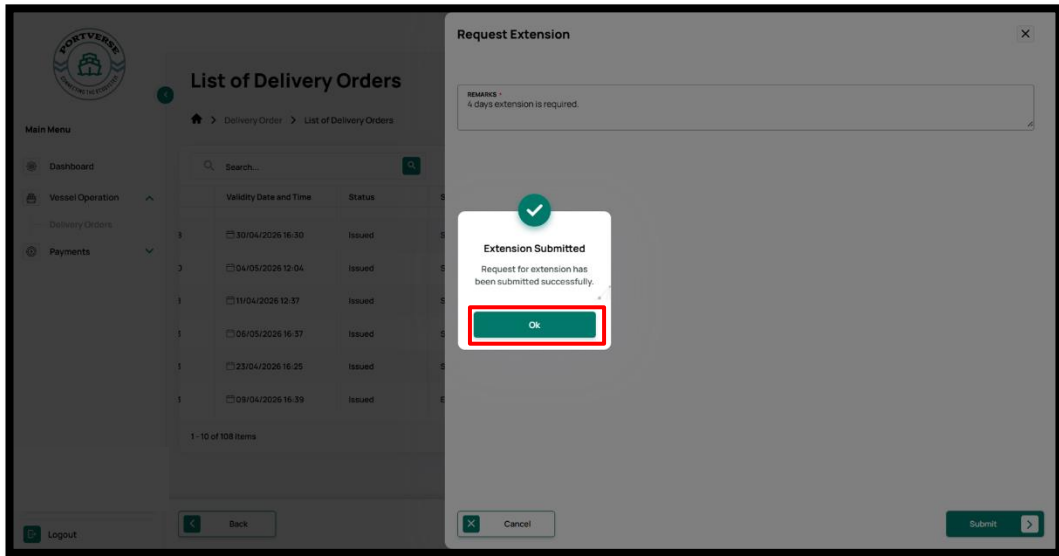


Figure 18

## 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 trail is 'Delivery Order > List of Delivery Orders'. 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 breadcrumb trail is 'Delivery Order > Delivery Order > Invoice(s)'. 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.

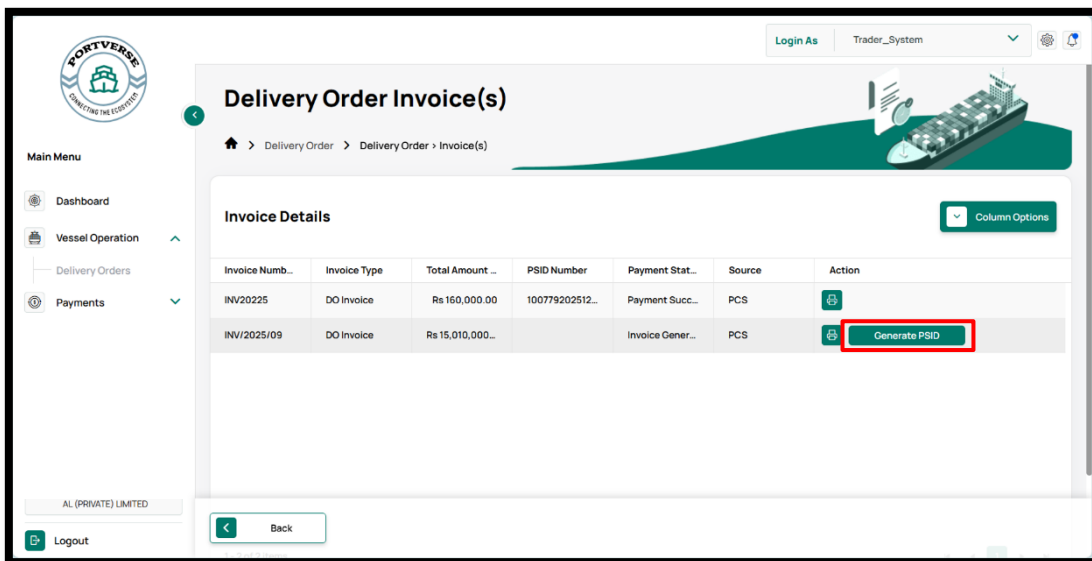


Figure 21

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

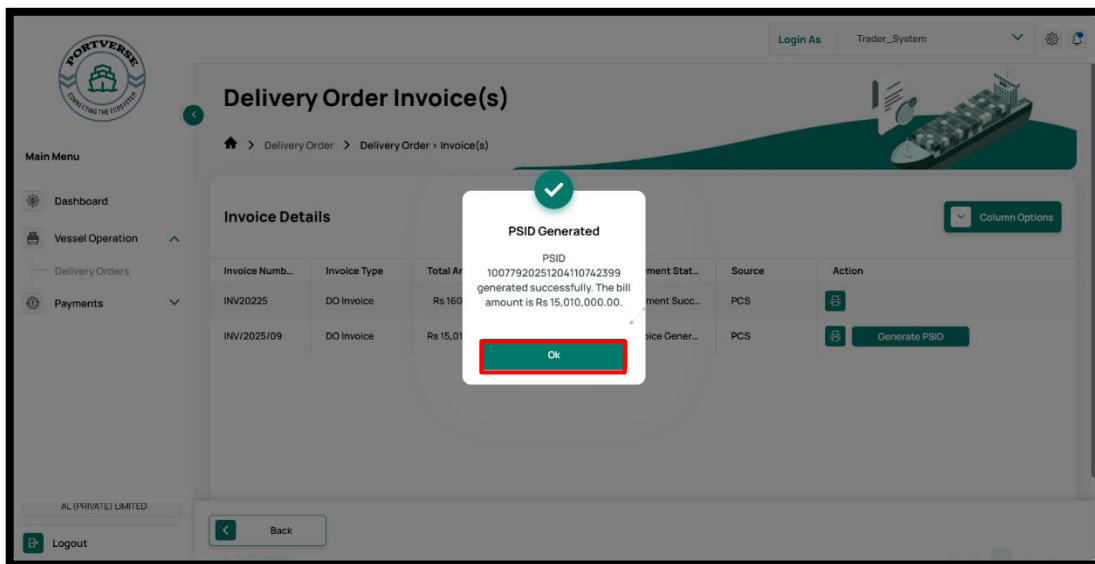


Figure 22

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

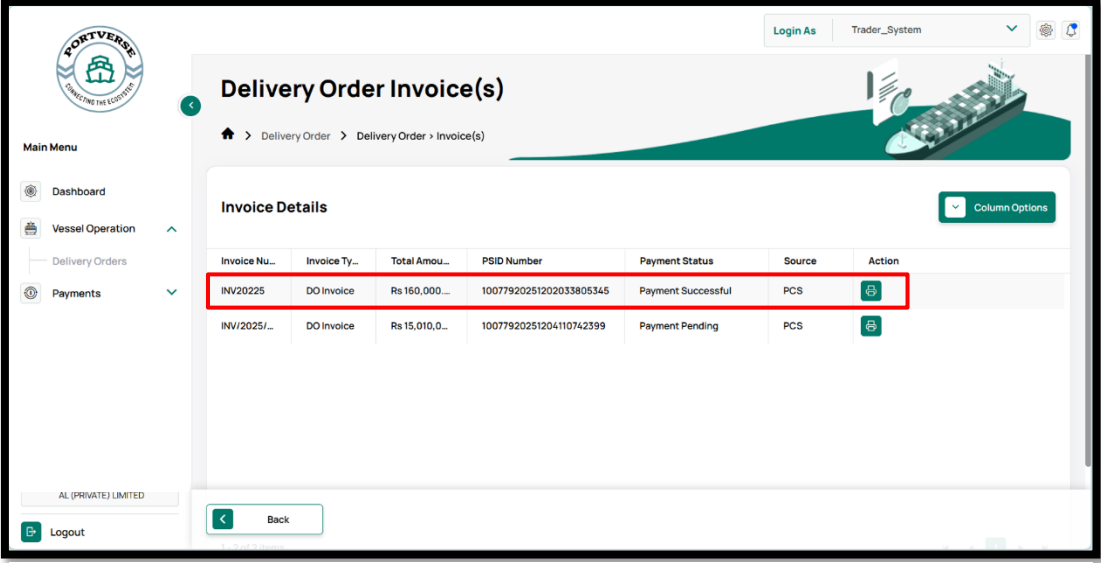


Figure 23

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

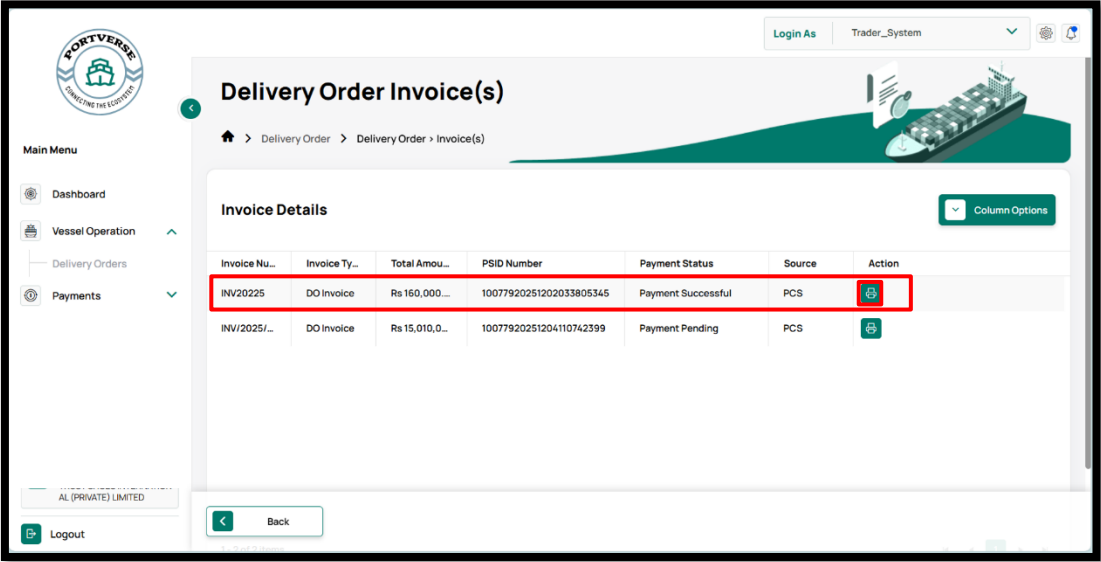


Figure 24

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



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.

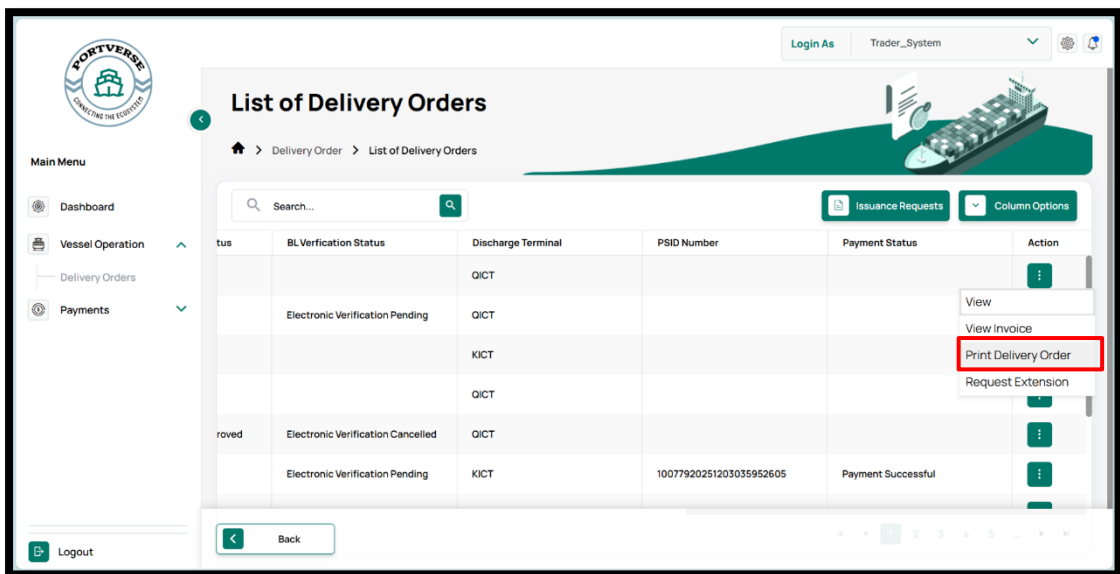


Figure 26

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

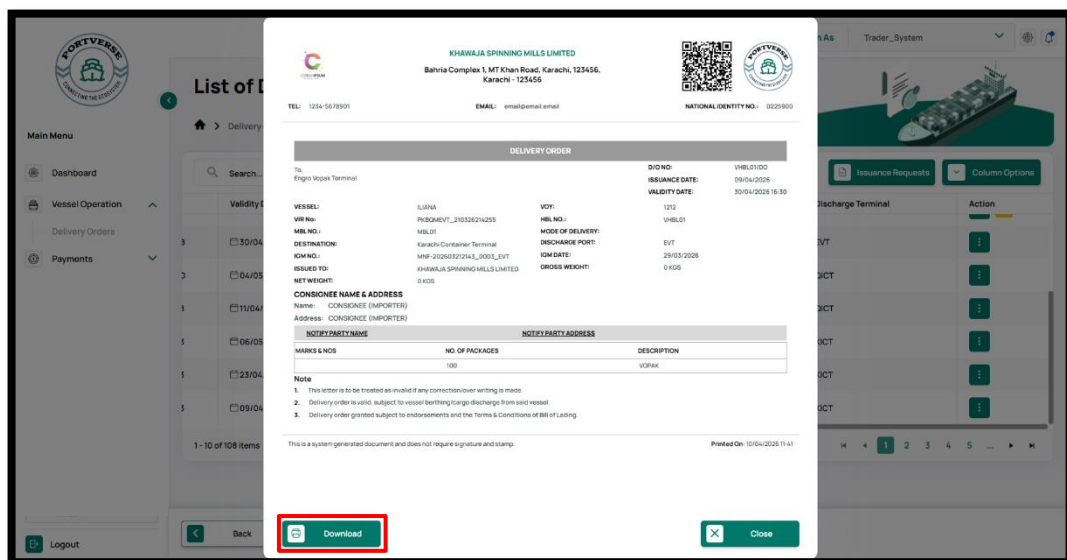


Figure 27



## 7. Contact Information Need any assistance?

Please feel free to contact us as:

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


Phone: 021-111-111-779



 +92 21 111 111 779

 [info@pcs.gov.pk](mailto:info@pcs.gov.pk)

 [www.pcs.gov.pk](http://www.pcs.gov.pk)

 PSW - Head Office, Islamabad:  
2nd Floor, NTC Headquarters, Sector G-5/2, Islamabad