



**PSW**  
PAKISTAN SINGLE WINDOW

## PORT COMMUNITY SYSTEM OF PAKISTAN

# USER MANUAL

## PCS-DO Process - Terminal

This manual outlines the process of issued delivery order by shipping line for terminals



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 It aims to enhance interagency coordination, streamline cargo management, and replace outdated, paper intensive processes with efficient digital workflows.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

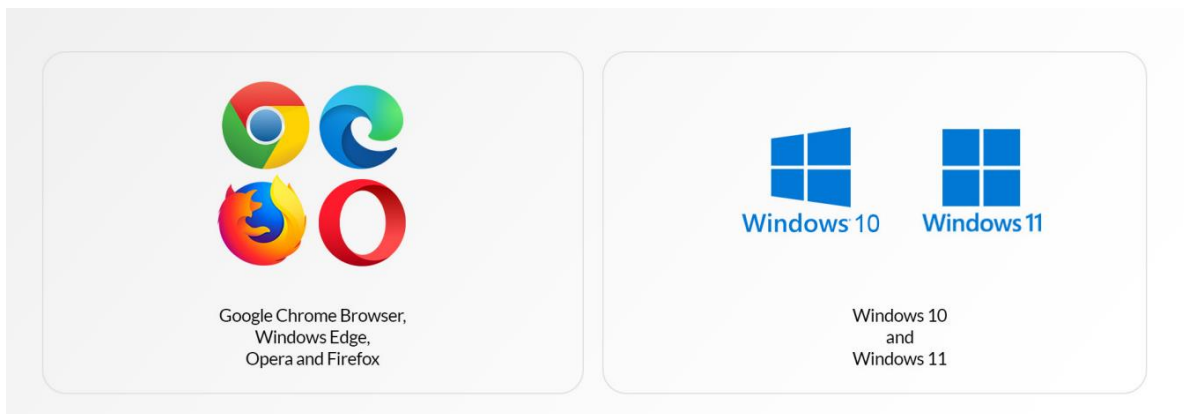


## 4. Pre-Requisites for Cross Border Trade and Financial Transactions

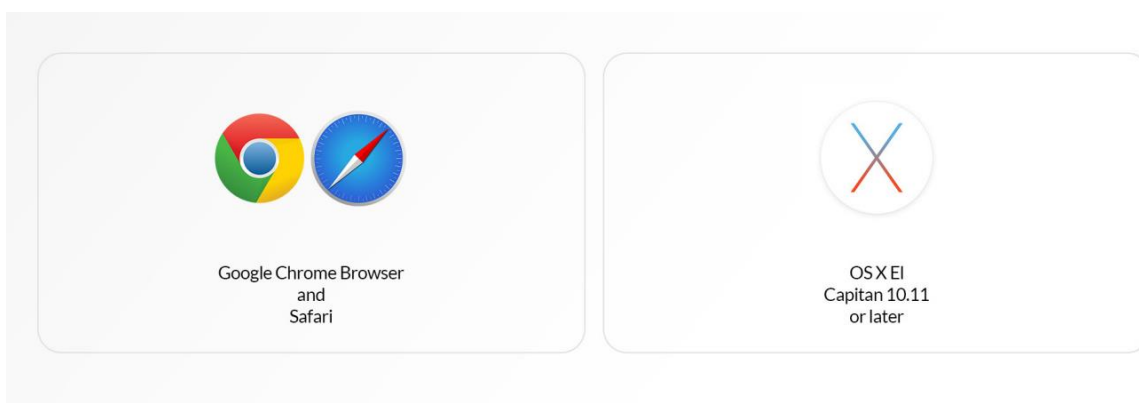
- i. Terminal Operator must be onboarded on Port Community System and should have a Terminal Operator role.
- ii. Users must have valid PCS application credentials.

## 5. System Requirements

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



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





## 6. Step by Step Process – Terminals

### 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.

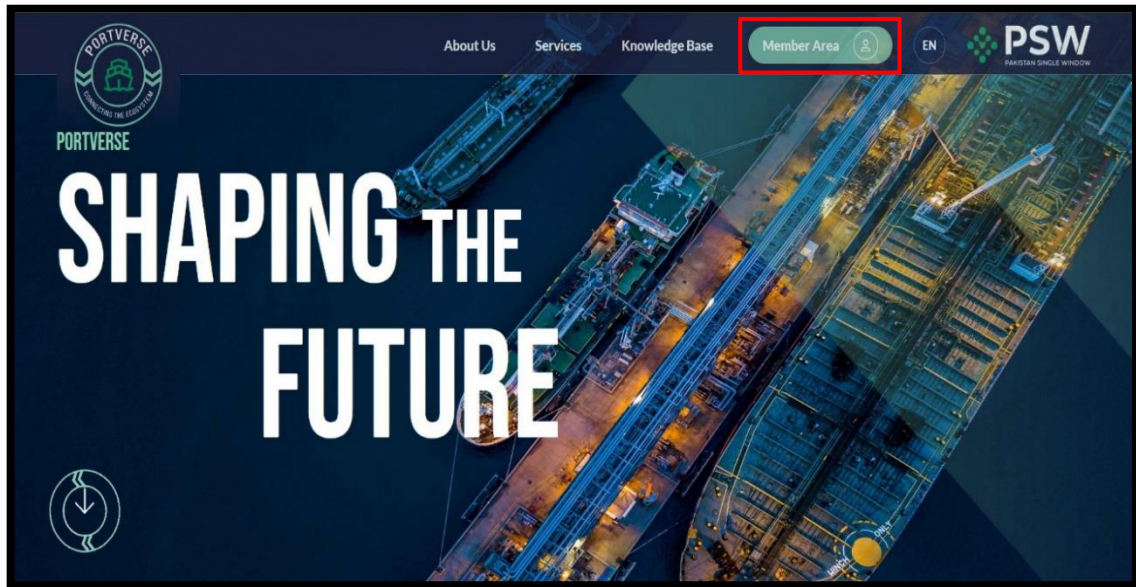


Figure 1

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

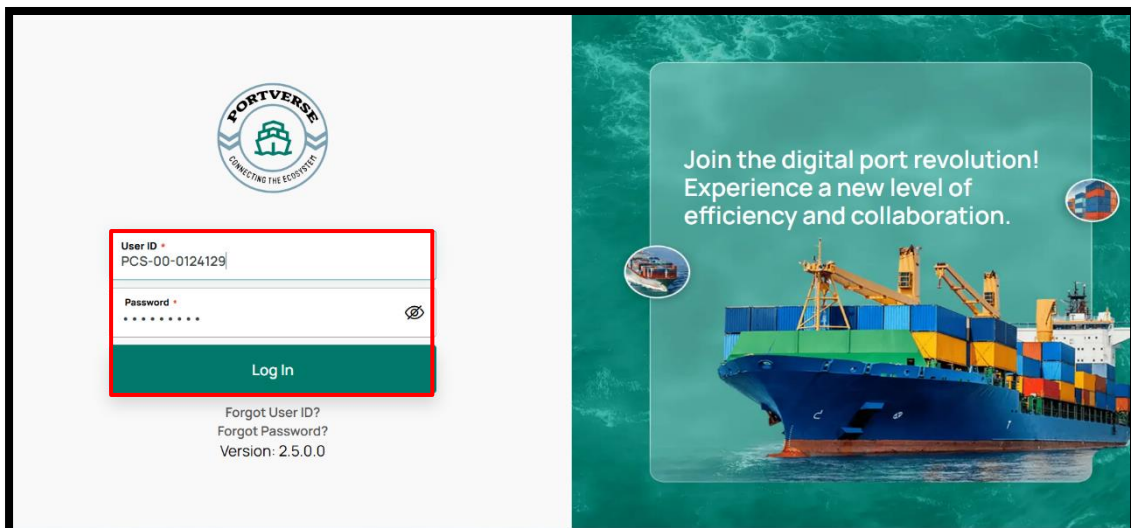
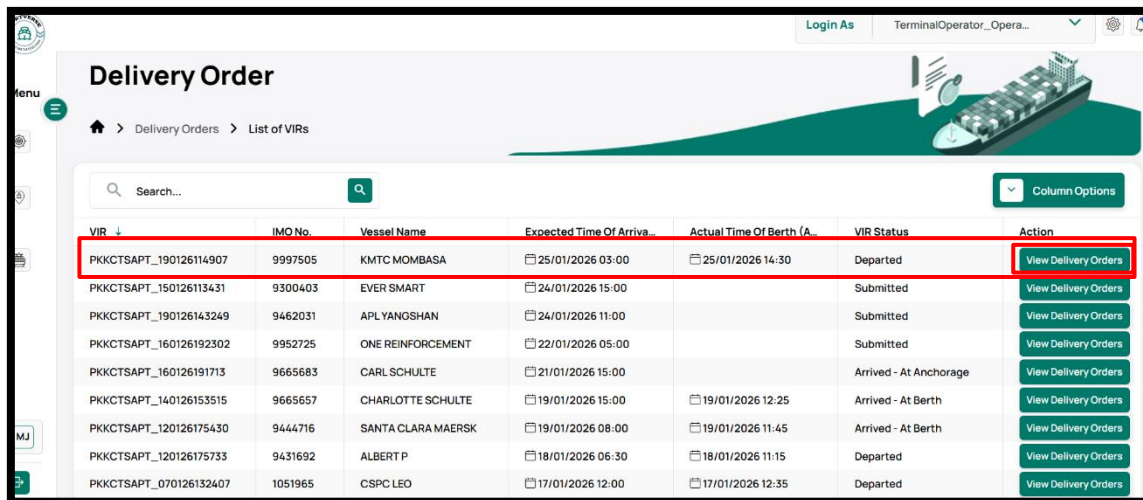


Figure 2

## 6.2. View list of delivery orders issued by shipping agents

- i. On the 'Main Menu' screen, select the relevant VIR and click on the 'View Delivery Order' button.



**Delivery Order**

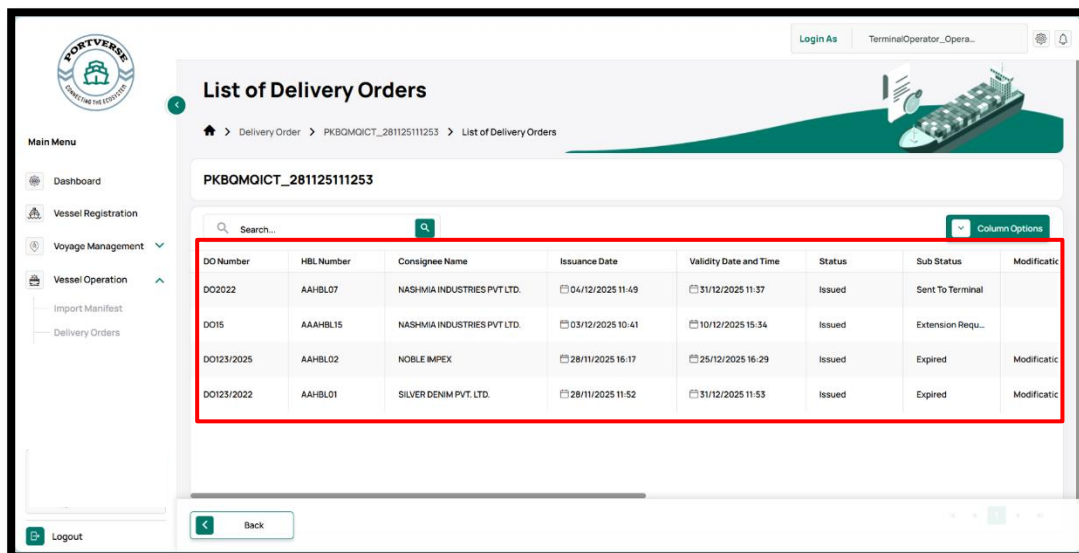
Home > Delivery Orders > List of VIRs

Search...

VIR ↓	IMO No.	Vessel Name	Expected Time Of Arriva...	Actual Time Of Berth (A...	VIR Status	Action
PKKCTSAPT_190126114907	9997505	KMTC MOMBASA	25/01/2026 03:00	25/01/2026 14:30	Departed	<a href="#">View Delivery Orders</a>
PKKCTSAPT_150126113431	9300403	EVER SMART	24/01/2026 15:00		Submitted	<a href="#">View Delivery Orders</a>
PKKCTSAPT_190126143249	9462031	APL YANGSHAN	24/01/2026 11:00		Submitted	<a href="#">View Delivery Orders</a>
PKKCTSAPT_160126192302	9952725	ONE REINFORCEMENT	22/01/2026 05:00		Submitted	<a href="#">View Delivery Orders</a>
PKKCTSAPT_160126191713	9665683	CARL SCHULTE	21/01/2026 15:00		Arrived - At Anchorage	<a href="#">View Delivery Orders</a>
PKKCTSAPT_140126153515	9665657	CHARLOTTE SCHULTE	19/01/2026 15:00	19/01/2026 12:25	Arrived - At Berth	<a href="#">View Delivery Orders</a>
PKKCTSAPT_120126175430	9444716	SANTA CLARA MAERSK	19/01/2026 08:00	19/01/2026 11:45	Arrived - At Berth	<a href="#">View Delivery Orders</a>
PKKCTSAPT_120126175733	9431692	ALBERT P	18/01/2026 06:30	18/01/2026 11:15	Departed	<a href="#">View Delivery Orders</a>
PKKCTSAPT_070126132407	1051965	CSPC LEO	17/01/2026 12:00	17/01/2026 12:35	Departed	<a href="#">View Delivery Orders</a>

Figure 3

- ii. Under the selected VIR, list of 'Delivery Order(s)' will appear.



**List of Delivery Orders**

Home > Delivery Order > PKBQMCICT\_281125111253 > List of Delivery Orders

PKBQMCICT\_281125111253

Search...

DO Number	HLB Number	Consignee Name	Issuance Date	Validity Date and Time	Status	Sub Status	Modificatic
DO2022	AAH-BL07	NASHIMIA INDUSTRIES PVT LTD.	04/12/2025 11:49	31/12/2025 11:37	Issued	Sent To Terminal	
DO15	AAH-BL15	NASHIMIA INDUSTRIES PVT LTD.	03/12/2025 10:41	10/12/2025 15:34	Issued	Extension Requ...	
DO123/2025	AAH-BL02	NOBLE IMPEX	28/11/2025 16:17	25/12/2025 16:29	Issued	Expired	Modificatic
DO123/2022	AAH-BL01	SILVER DENIM PVT. LTD.	28/11/2025 11:52	31/12/2025 11:53	Issued	Expired	Modificatic

Figure 4

iii. Under Action column, click on 'Review' button to view delivery order details.

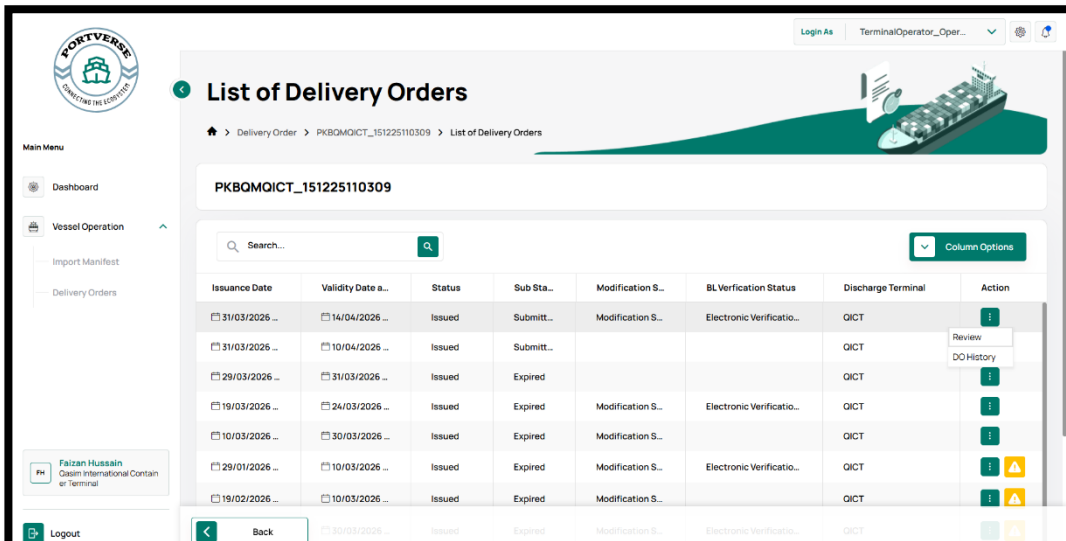


Figure 5

iv. Review the General & Consignee/Good Details and click on the 'Next' button.

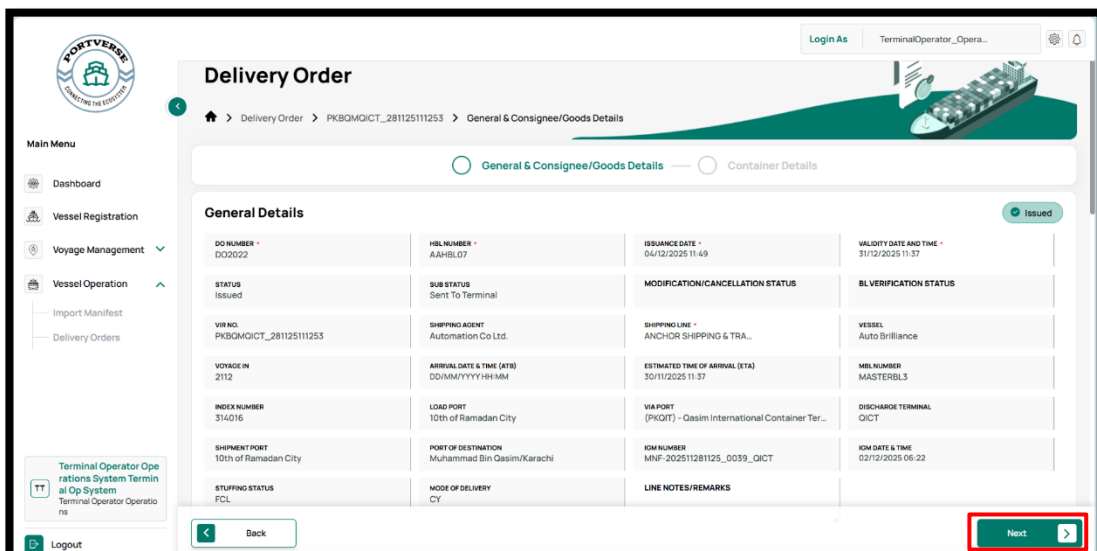


Figure 6

v. Review the 'Requestor, Consignee and Notify Party Details'.

**Requestor Details**

REQUESTOR NAME TRUST SHOES INTERNATL.	TRADER NTN/NAME 0453600 / TRUST SHOES ...	BUSINESS NAME TRUST SHOES INTERNATL.	BANK NAME Meezan Bank Ltd
BAN PK96MEZND001010137...	EXEMPTED FROM FI No	PAYMENT MODE (AS PER BL) Letter of Credit	FINANCIAL INSTRUMENT DIB-IMP-000021-14102025

**Consignee Details**

CONSIGNEE NAME NAGINMA INDUSTRIES PVT LTD.	CONSIGNEE ADDRESS PLOT #4-5,5,10/112613 SECTOR E-VI, PHASE ...
---	---

**Notify Party Details**

Notify Party OWE	Notify Party Address ADDRESS - 3/111 - NEW, ADDRESS, KARACHI
---------------------	---

**Shipper/Exporter Details**

EXPORTER NAME	EXPORTER ADDRESS
---------------	------------------

Buttons: Back, Next

Figure 7

vi. Review Requestor Documents, Bank Endorsement Details, Remarks history and click on the 'Next' button.

**Requestor Documents**

Name	Document Type	Upload Date	Comments	Action
0412202511275991-DIL-C-8417DD (1).pdf	Copy of BL	04/12/2025		

**Bank Endorsement Details**

BANK REMARKS

Name	Document Type	Upload Date	Comments	Action
No records available				

**Remarks**

Buttons: Back, Next

Figure 8

vii. Review 'Container Details'.

The screenshot shows a web application interface for 'PORT VESSE'. The main header includes the logo and a navigation breadcrumb: 'Delivery Order > PK/BGMOICT\_15122510309 > Container Details'. Below the breadcrumb, there are two tabs: 'General & Consignee/Goods Details' (active) and 'Container Details'. A table titled 'Container Details (1/1)' is displayed, containing one row of data. The table has columns for Container No., Discharge Stat., Seal No., Size/Type, Delivery Mode, SOC, and Action. The data row shows Container No. 'AFFAU624502', Seal No. '3666', Size/Type '45G1', Delivery Mode 'CY', and SOC 'No'. The 'Action' column contains a vertical ellipsis icon. The interface also features a sidebar menu with options like 'Dashboard', 'Vessel Operation', 'Import Manifest', and 'Delivery Orders'. A user profile for 'Faizan Hussain' is visible at the bottom left, and a 'Logout' button is at the bottom right. A 'Back' button is located at the bottom center of the main content area.

Container No.	Discharge Stat...	Seal No	Size/Type	Delivery Mode	SOC	Action
AFFAU624502		3666	45G1	CY	No	

Figure 9

## 6.3. Delivery Order History

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

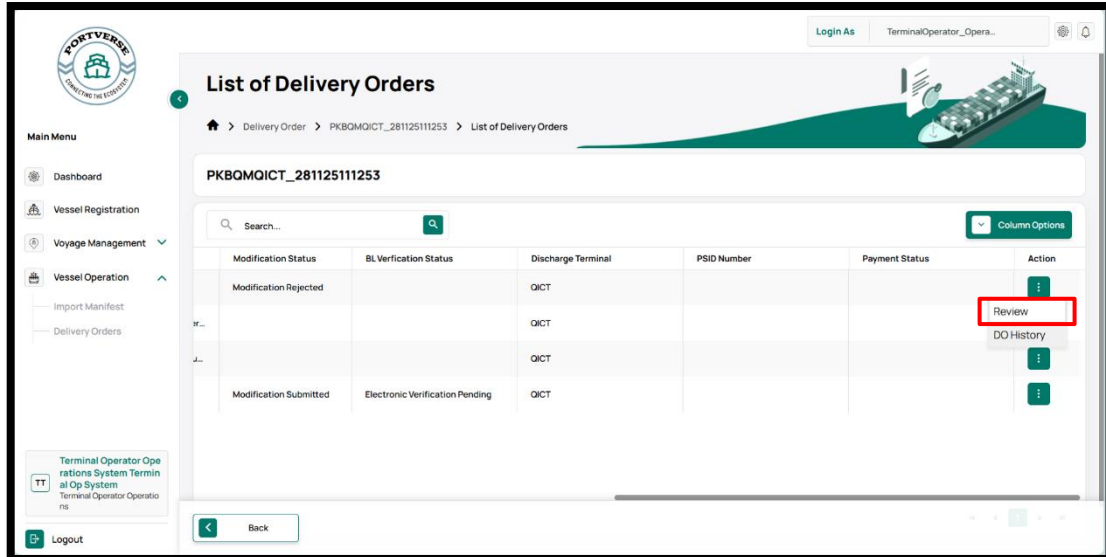


Figure 10

- ii. Select relevant Delivery Order History and click on 'View Details' button.

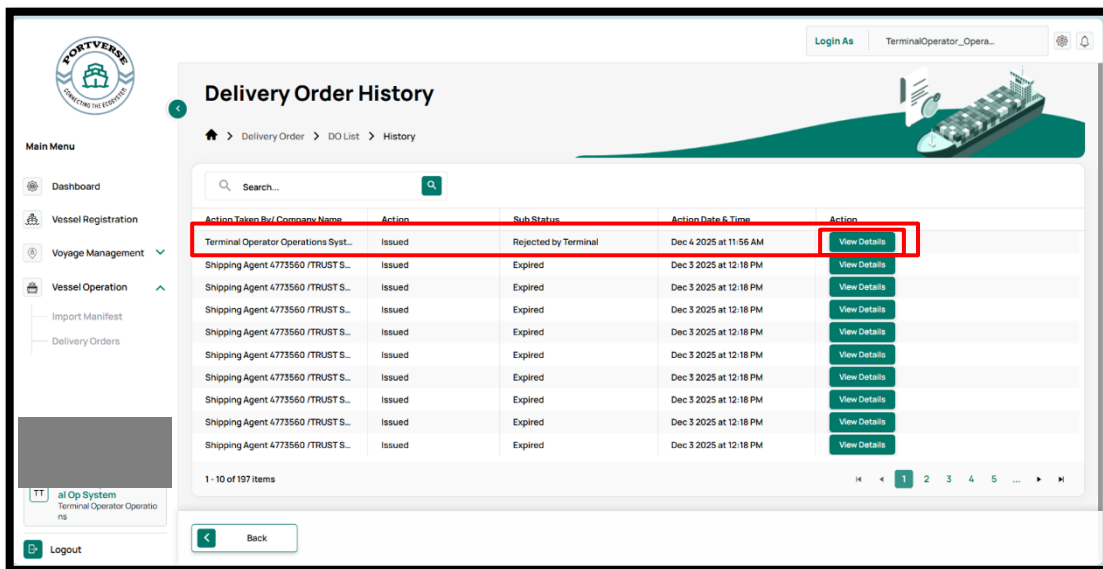


Figure 11



## 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



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