



PSW
PAKISTAN SINGLE WINDOW

PORT COMMUNITY SYSTEM OF PAKISTAN

USER MANUAL

PCS-DO Noncontainerized - Customs Agents (CA)

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



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 It aims to enhance interagency coordination, streamline cargo management, and replace outdated, paper intensive processes with efficient digital workflows.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

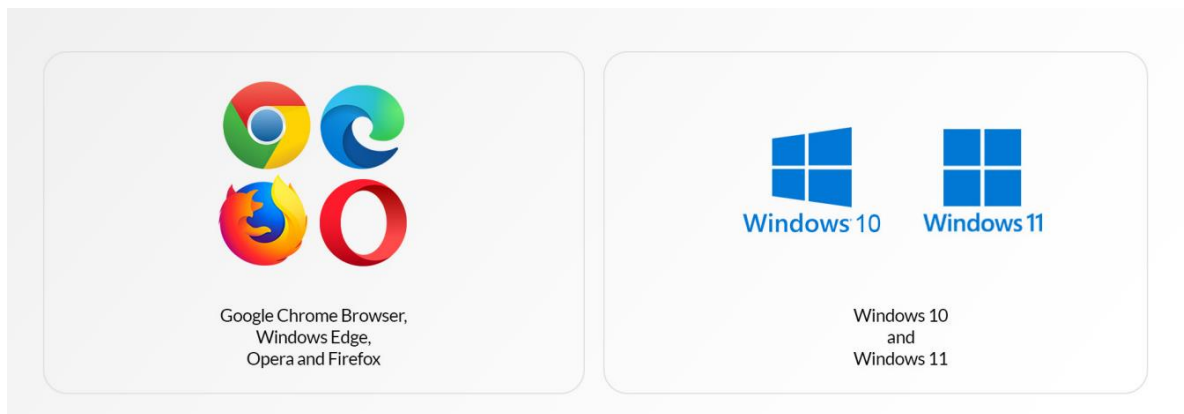


4. Pre-Requisites for Cross Border Trade and Financial Transactions

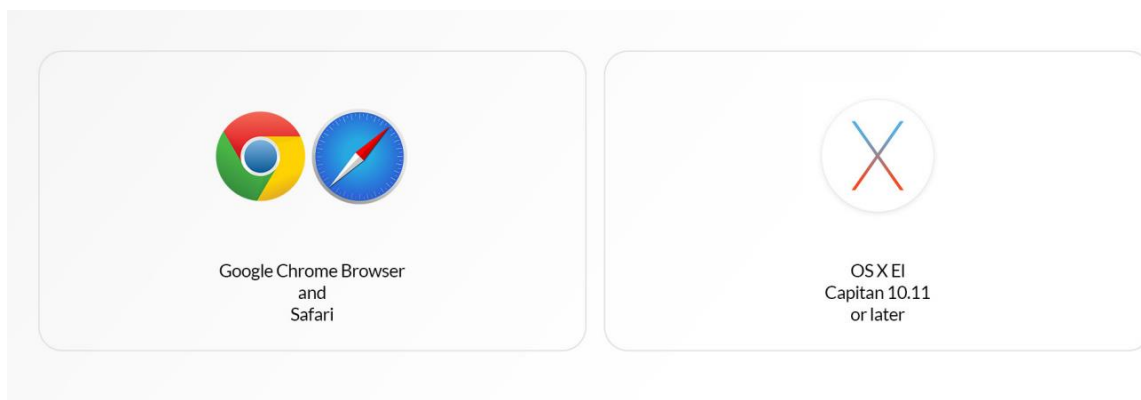
- i. Customs Agents must have an active subscription and registered with Pakistan Single Window (PSW).
- ii. Users must have valid PCS application credentials.
- iii. Customs agents must have a valid Custom Agents License number.

5. System Requirements

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



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





Step by Step Process – customs agents

5.1. User Login

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

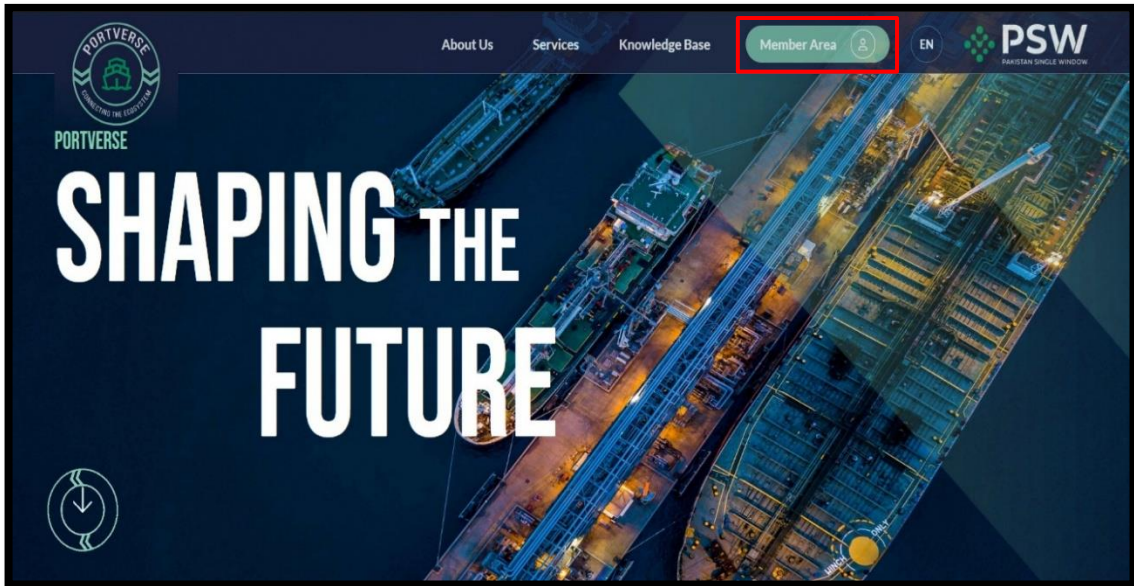


Figure 1

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

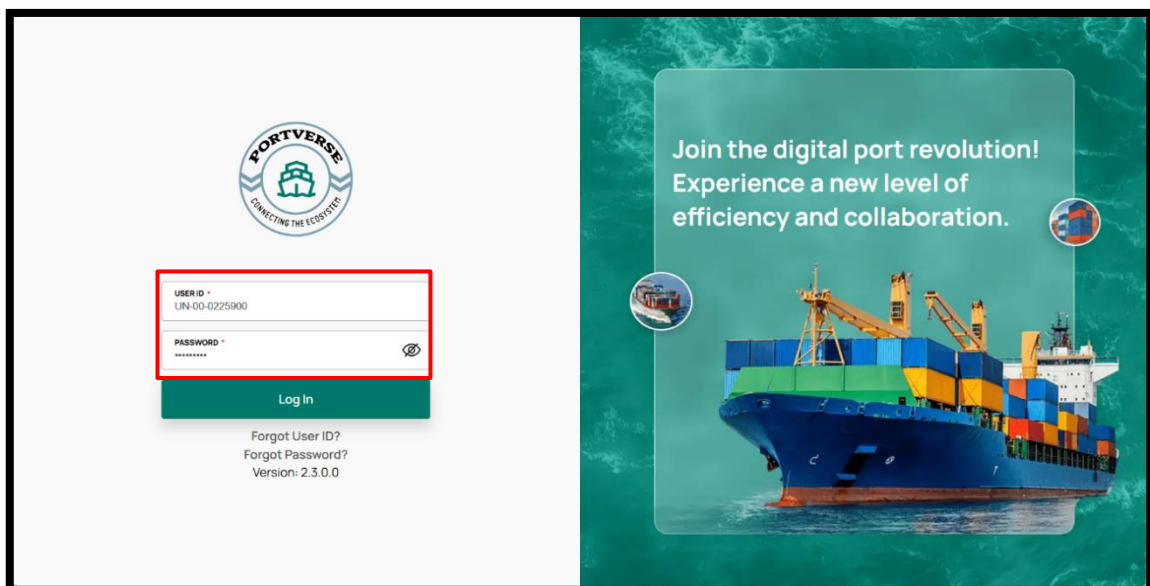


Figure 2



5.2. Issuance Request

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

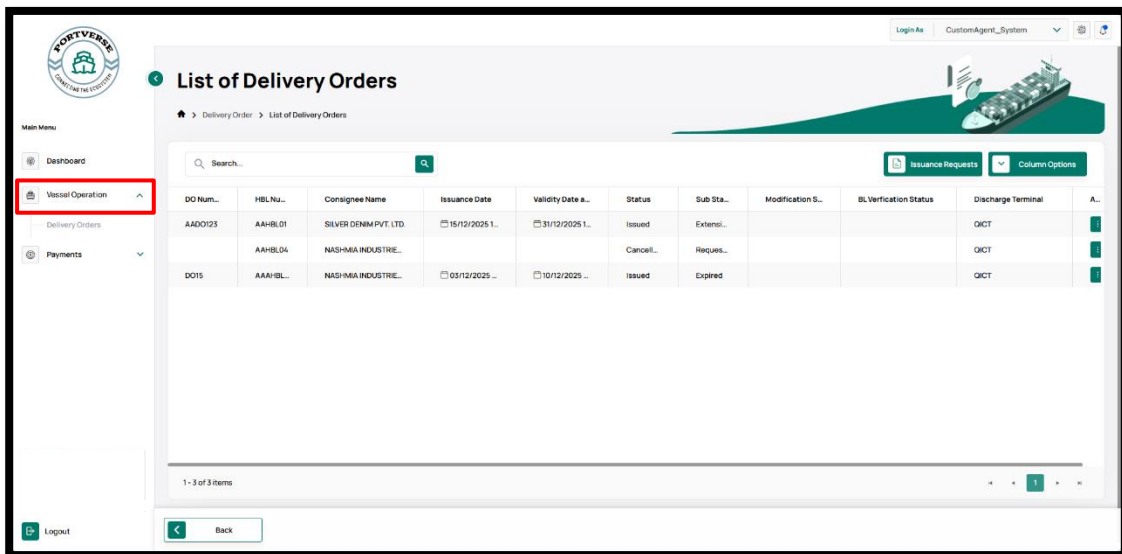


Figure 3

- ii. Under Vessel Operations, click the Delivery Order tab.

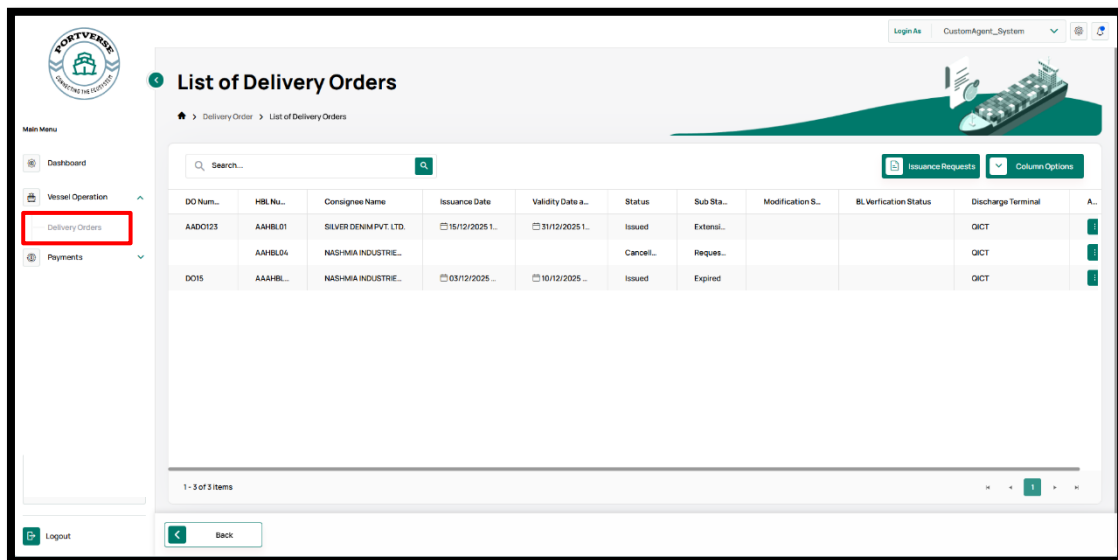


Figure 4



iii. On the Delivery Order screen, click on the 'Issuance Request' button.

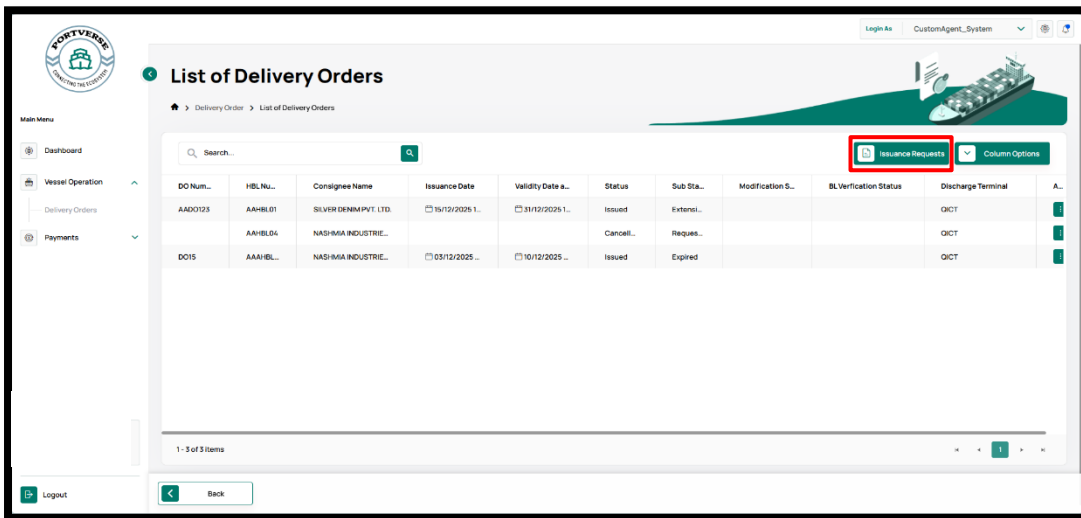


Figure 5

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

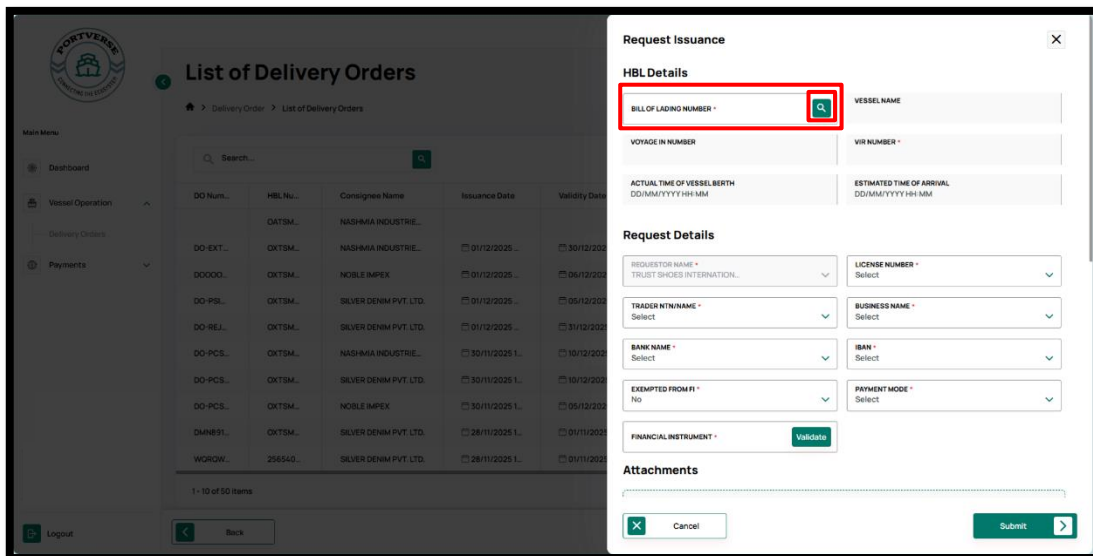


Figure 6



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

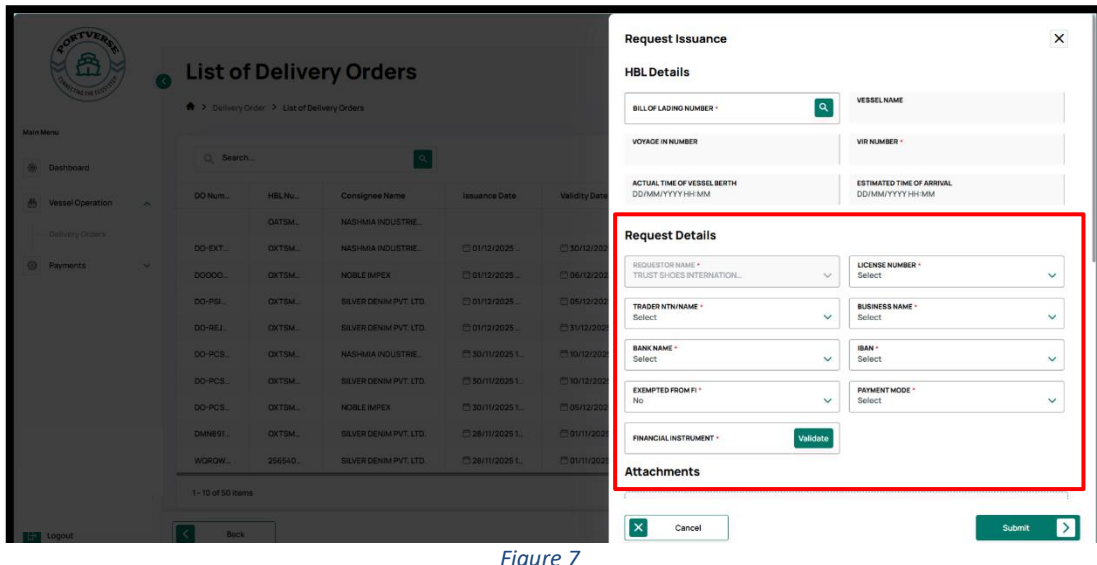


Figure 7

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

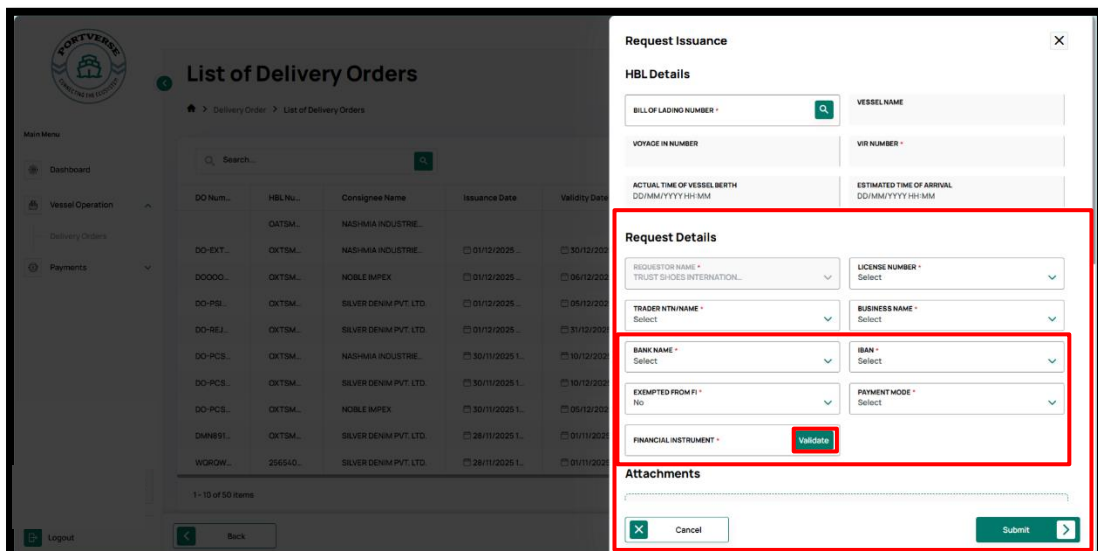


Figure 8

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. If BL type is Afghan Transit, upon license number selection; NTC number field will be populated. Select the relevant 'NTC number' from the dropdown list.

Request Issuance

HBL Details

BILL OF LADING NUMBER - ATO1	VESEL NAME LIEFDE
VOYAGE IN NUMBER 1212	VR NUMBER PKKHQSE_080426110728
ACTUAL TIME OF VESSEL BIRTH DD/MM/YYYY HH:MM	ESTIMATED TIME OF ARRIVAL 30/04/2026 11:06
BL TYPE Afghan Transit	

List of Cargo/HS Codes (All Selected)

Request Details

REQUESTOR NAME GHULAM MOHAMMAD	LICENSE NUMBER KOUS-2207
REQUESTOR BUSINESS NAME M/S EXPRESS FREIGHT LINKS	NTC NUMBER AT05310
BUSINESS NAME xxx	BUSINESS ADDRESS Kandahar Trading Market, First Floor, Shop no 97, Central Kandahar
BUSINESS EMAIL mohammadalimnhozatmal772@gmail.com	CONTACT PERSON NAME xxx
CNIC NO.	EMAIL

Figure 9

- viii. If BL type is Uzbek Transit, upon license number selection; NTC number field will be populated. Select the relevant 'NTC number' from the dropdown list.

Request Issuance

HBL Details

BILL OF LADING NUMBER - ATO1	VESEL NAME LIEFDE
VOYAGE IN NUMBER 1212	VR NUMBER PKKHQSE_080426110728
ACTUAL TIME OF VESSEL BIRTH DD/MM/YYYY HH:MM	ESTIMATED TIME OF ARRIVAL 30/04/2026 11:06
BL TYPE Uzbek Transit	

List of Cargo/HS Codes (All Selected)

Request Details

REQUESTOR NAME GHULAM MOHAMMAD	LICENSE NUMBER KOUS-2207
REQUESTOR BUSINESS NAME M/S EXPRESS FREIGHT LINKS	NTC NUMBER AT05420
BUSINESS NAME xxx	BUSINESS ADDRESS Tashkent city, Uchtepa district, Bayot 1 tor street 14 Phone No. 915...
BUSINESS EMAIL notemail@mail.ru	CONTACT PERSON NAME xxx
CNIC NO.	EMAIL

Figure 10

- ix. If BL type is Tajik Transit, upon license number selection; NTC number field will be populated. Select the relevant 'NTC number' from the dropdown list.

Request Issuance

HBL Details

BILL OF LADING NUMBER * TT01	VESSEL NAME LIEFDE
VOYAGE IN NUMBER 1212	VIR NUMBER * PKKHQSE_080426110728
ACTUAL TIME OF VESSEL BERTH DDMM/YYYYHHMM	ESTIMATED TIME OF ARRIVAL 30/04/2026 11:06
BLTYPE Tajik Transit	

List of Cargo/HS Codes (All Selected)

Request Details

REQUESTOR NAME * GHULAM MOHAMMAD	LICENSE NUMBER * KCLUS-2207
REQUESTOR BUSINESS NAME * M/S EXPRESS FREIGHT LINKS	NTC NUMBER * ATG6815
BUSINESS NAME xxx	BUSINESS ADDRESS Khujand city Gogol street No1
BUSINESS EMAIL mmc75@mail.ru	CONTACT PERSON NAME xxx
CNIC NO.	EMAIL

Figure 11

- x. If BL type is EPZ (Export Processing Zone), upon license number selection; EPZ number field will be populated. Select the relevant 'EPZ number' from the dropdown list.

Request Issuance

HBL Details

BILL OF LADING NUMBER * EPZ01	VESSEL NAME LIEFDE
VOYAGE IN NUMBER 1212	VIR NUMBER * PKKHQSE_080426110728
ACTUAL TIME OF VESSEL BERTH DDMM/YYYYHHMM	ESTIMATED TIME OF ARRIVAL 30/04/2026 11:06
BLTYPE EPZ	

List of Cargo/HS Codes (All Selected)

Request Details

REQUESTOR NAME * GHULAM MOHAMMAD	LICENSE NUMBER * KCLUS-2207
REQUESTOR BUSINESS NAME * M/S EXPRESS FREIGHT LINKS	EPZ NUMBER * AT70245
BUSINESS NAME xxx	BUSINESS ADDRESS PLOT NO130 B S.I.E. NO 3 EXPORT PROCESSING ZONE, GURANWAL...
CONTACT PERSON NAME xxx	CNIC NO.
EMAIL	

Figure 12



- xi. If BL type is UAB, upon license number selection; Passport number field will be populated. Enter the 'Passport number'.

Figure 13

- xii. If BL type is Vehicle Baggage, upon license number selection; Passport number field will be populated. Enter the 'Passport number'

Figure 14

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

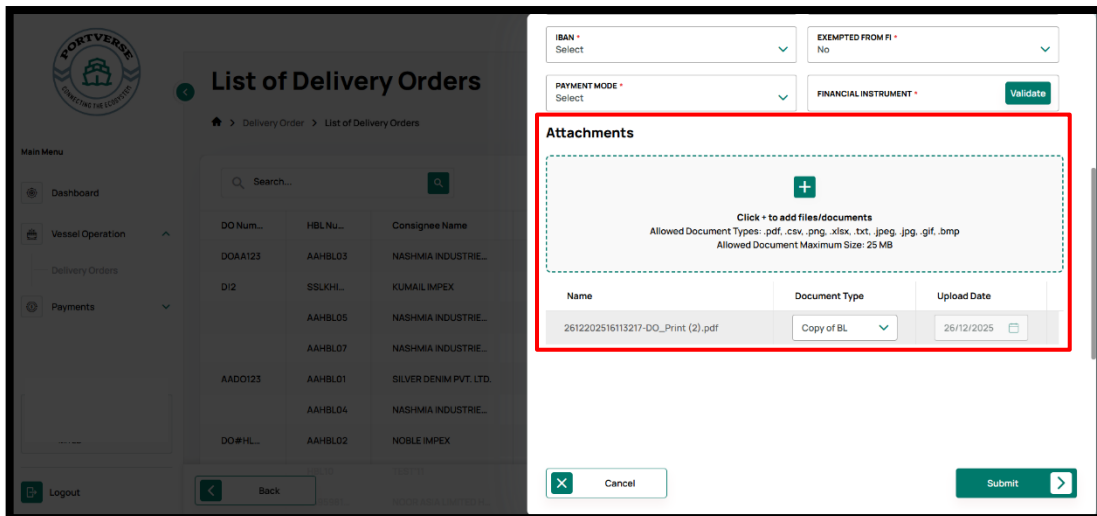


Figure 15

xiv. Click on the 'Submit' button to complete submission request.

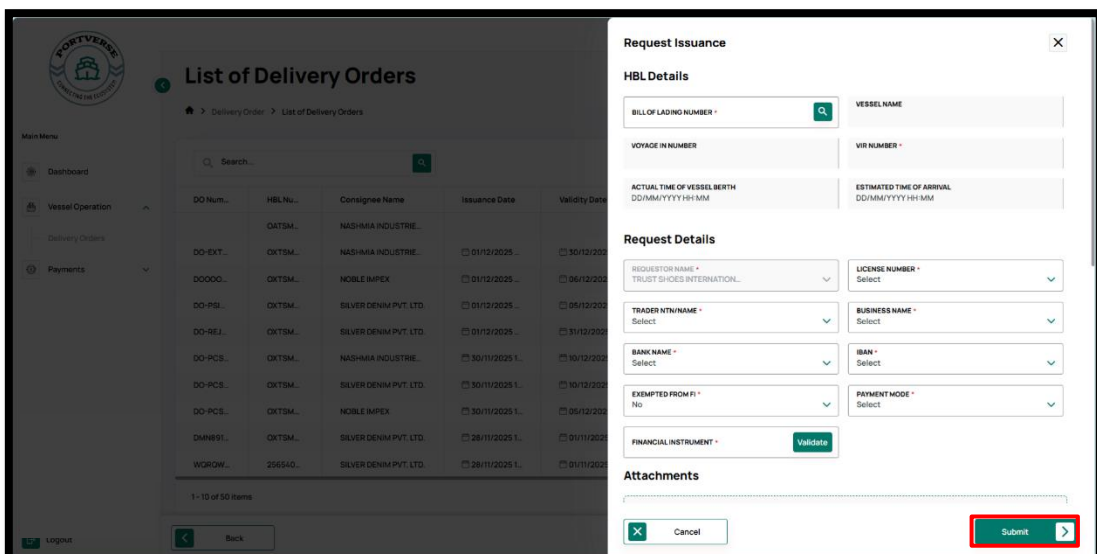


Figure 16



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

The screenshot displays a web application interface. On the left, a sidebar contains navigation options: 'Dashboard', 'Warehouse', 'Payments', and 'Shipping Agent'. The main content area is titled 'List of Delivery Orders' and features a table with columns: 'DD 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-bordered 'Okay' button. To the right of the table is an 'Attachments' section with a '+ Add' button and a table listing attachments. The table has columns for 'Name', 'Document Type', and 'Upload Date'. One attachment is listed: '2611262517593151-APSA letter to PSW.pdf' with a document type of 'Copy of BL' and an upload date of '26/11/2025'. Below the attachments table is a checkbox for acknowledgment, which is checked, and a 'Submit' button.

Name	Document Type	Upload Date
2611262517593151-APSA letter to PSW.pdf	Copy of BL	26/11/2025

Figure 17

5.3. View Delivery Order

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

The screenshot shows the 'List of Delivery Orders' interface. The table contains the following data:

Validity Date a...	Status	Sub Sta...	Modification S...	BL Verification Status	Discharge Terminal	PSID Number	Payment Status	A...
	In Proce...	Reques...			OICT			View
	In Proce...	Reques...			OICT			Cancel
	Issued	Rejecte...	Cancellation S...		OICT			DO History
30/12/2025 ...	Issued	Sent To ...	Modification S...	Electronic Verificatio...	OICT			
06/12/2025 ...	Issued	Sent To ...	Modification S...		OICT			
05/12/2025 ...	Issued	Sent To ...	Modification S...		OICT			
31/12/2025 1...	Issued	Rejecte...		Electronic Verificatio...	OICT			
10/12/2025 ...	Issued	Sent To ...	Modification S...		OICT			
10/12/2025 ...	Issued	Sent To ...			OICT			
05/12/2025 ...	Issued	Rejecte...	Cancellation S...	Verified Electronically	OICT			
01/11/2025 1...	Issued	Expired	Modification S...		OICT			

Figure 18

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

The screenshot shows the 'Delivery Order' details screen. The 'General Details' section contains the following information:

DO NUMBER *	HL NUMBER *	ISSUANCE DATE *	VALIDITY DATE AND TIME *
	AAHBLD7	DD/MM/YYYY HH:MM	DD/MM/YYYY HH:MM
STATUS	SUB STATUS	MODIFICATION/CANCELLATION STATUS	BL VERIFICATION STATUS
In Process	Request Submitted		
VR NO.	SHIPPING AGENT	SHIPPING LINE *	VESSEL
PXBOMQICT_28125111253	Automation Co Ltd.		Auto Brilliance
VOYAGE IN	ARRIVAL DATE & TIME (ATD)	ESTIMATED TIME OF ARRIVAL (ETA)	HL NUMBER
2112	DD/MM/YYYY HH:MM	30/11/2025 11:37	MASTERBL3
INDEX NUMBER	LOAD PORT	VIA PORT	DISCHARGE TERMINAL
314016	10th of Ramadan City	(PKOIT) - Gasim International Container Terminal	OICT
SHIPMENT PORT	PORT OF DESTINATION	IGM NUMBER	IGM DATE & TIME
10th of Ramadan City	Muhammad Bin Qasim/Karachi	MNF-2025128125_0039_OICT	02/12/2025 06:22
STUFFING STATUS	MODE OF DELIVERY	LINE NOTES/REMARKS	
FCL	CY		

Figure 19

- iii. View Requestor, Consignee and Notify Party details and click on 'Next' button.

Requestor Details

REQUESTOR NAME - TRUST SHOES INTERNATIONAL	TRADER NTN/NAME - D453600 / TRUST SHOES INT...	BUSINESS NAME - TRUST SHOES INTERNATIONAL	BANK NAME - Meezan Bank Ltd
IBAN - PK96MEZND00101010137750	EXEMPTED FROM FI - No	PAYMENT MODE (AS PER BL) - Letter of Credit	FINANCIAL INSTRUMENT - DIB-IMP-000021-14102025

Consignee Details

CONSIGNEE NAME - NASHIMA INDUSTRIES PVT LTD	CONSIGNEE ADDRESS - PLOT # 4.5, 9/10, 11/26/13 SECTOR E-VI, PHASE II, KAR...
---	--

Notify Party Details

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

Next

Figure 20

- iv. View the Shipper/Exporter details, along with Requestor Documents and click on the 'Next' button.

Shipper/Exporter Details

EXPORTER NAME - MARIA TEXTILE RECYCLING FZC	EXPORTER ADDRESS - PLOT # 4D-D1F-5, 4D-D1F-6, HAMRIYAH FR...
---	--

Requestor Documents

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

Next

Figure 21

v. Review cargo details.

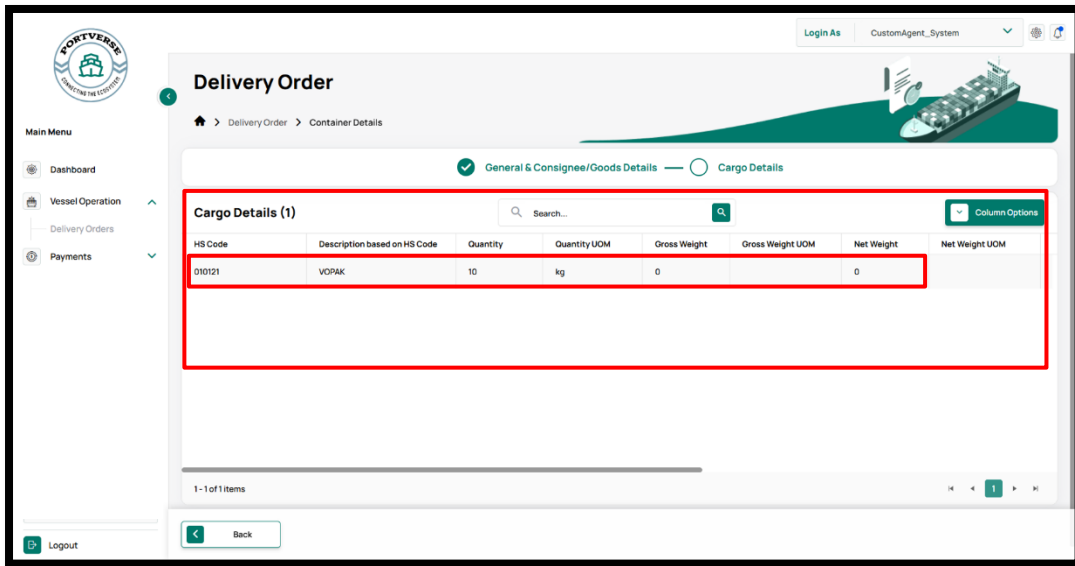


Figure 22

vi. On the Cargo Details screen, click the three dots under the "Action" column and select 'View'.

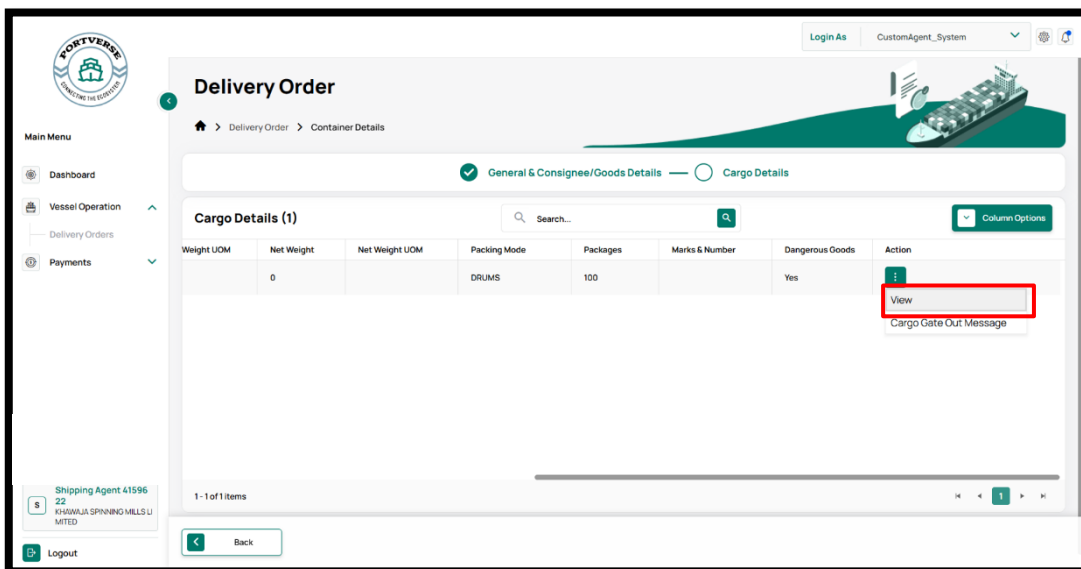


Figure 23

vii. View the Cargo Detail.

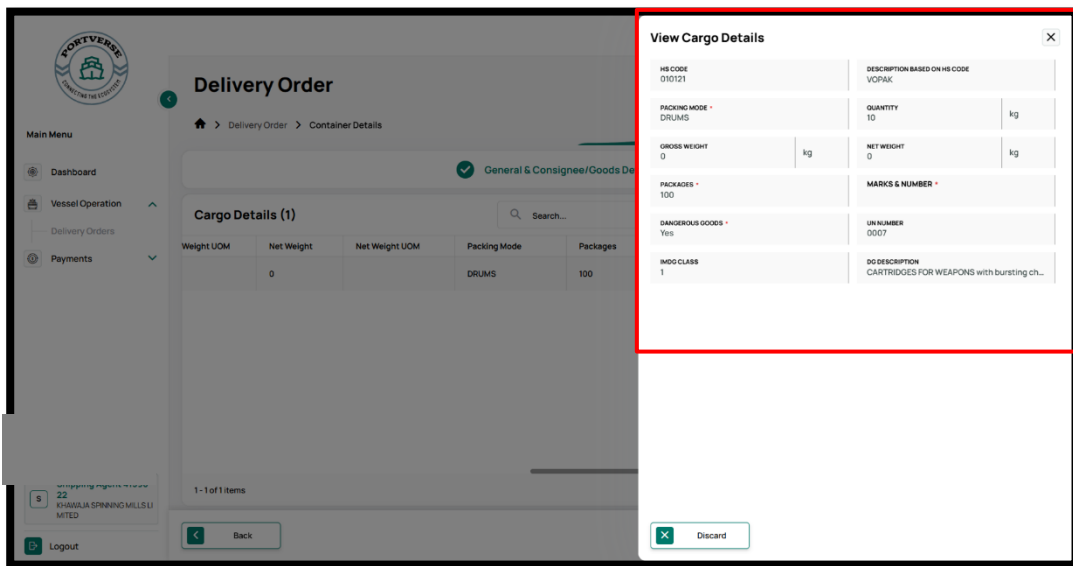


Figure 24

5.4. Extension Request

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

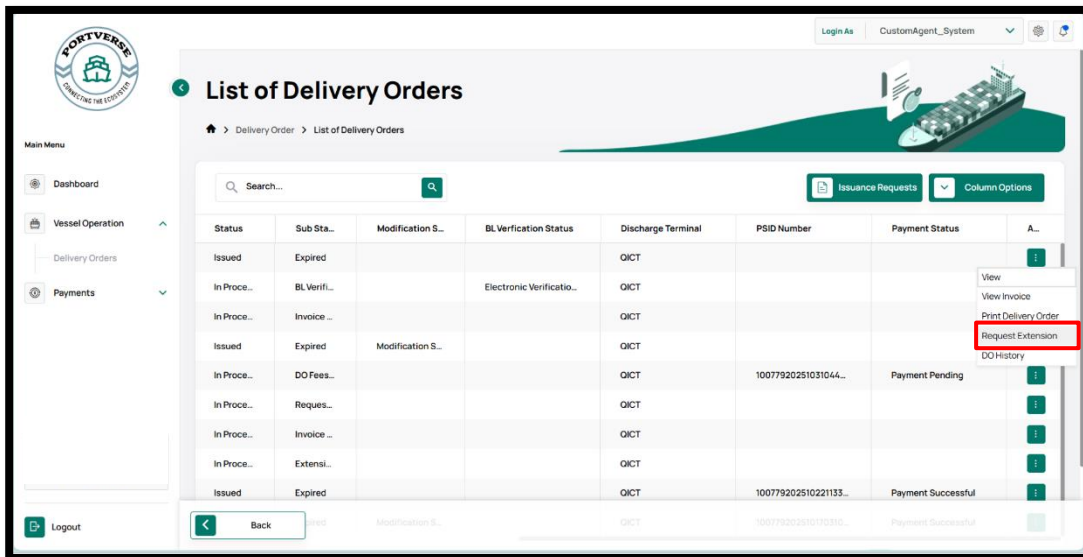


Figure 25

- ii. Add 'Remarks' and click the 'Submit' button to proceed.

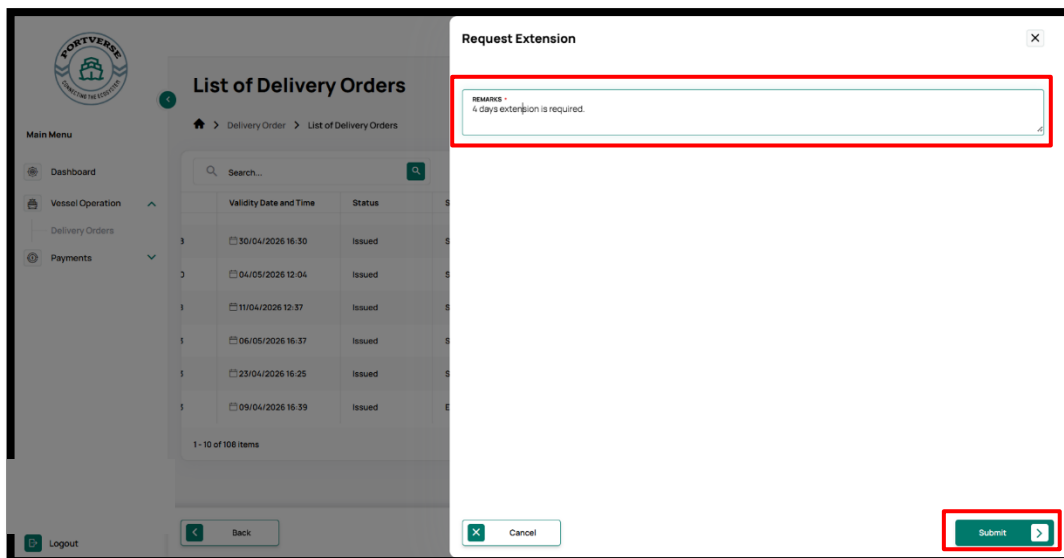


Figure 26



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

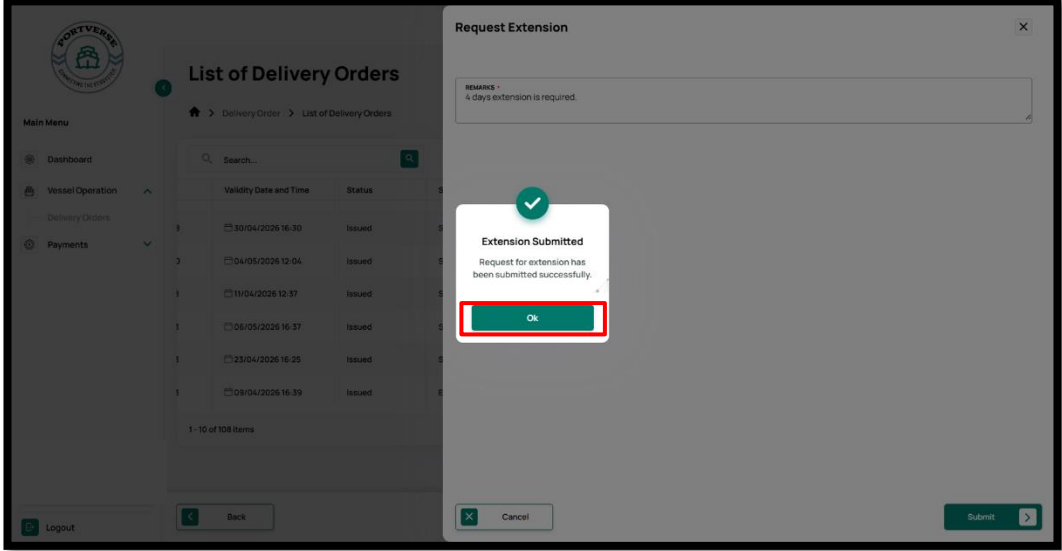


Figure 27

5.5. View Invoice

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

The screenshot displays the 'List of Delivery Orders' interface. The table below represents the data shown:

Modification Status	BL Verification Status	Discharge Terminal	PSID Number	Payment Status	Action
L		QICT			View View Invoice Request Extension DO History
L		QICT			
r	Cancellation Submitted	QICT			
al	Modification Submitted	QICT			
r		Electronic Verification Pending	QICT		

Figure 28

- ii. If invoice is issued by the shipping line against the Delivery Order, it will be listed here.

The screenshot displays the 'Delivery Order Invoice(s)' interface. The table below represents the data shown:

Invoice Number	Invoice Type	Total Amount (P...	PSID Number	Payment Status	Source	Action
INV/2025/09	DO Invoice	Rs 15,010,000.00		Invoice Generated	PCS	Generate PSID

Figure 29

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.

5.6. Generate PSID in PCS

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

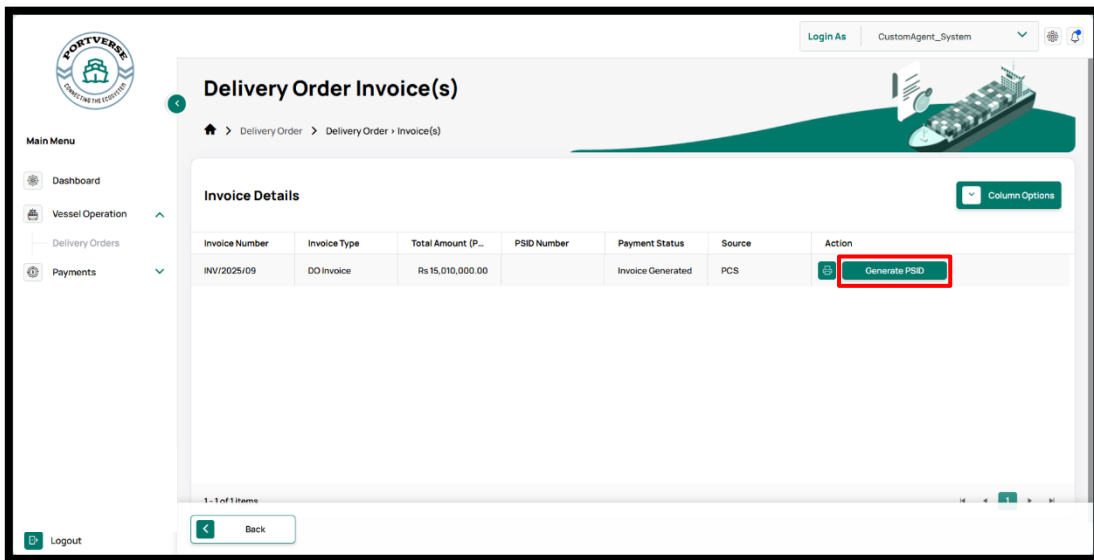


Figure 30

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

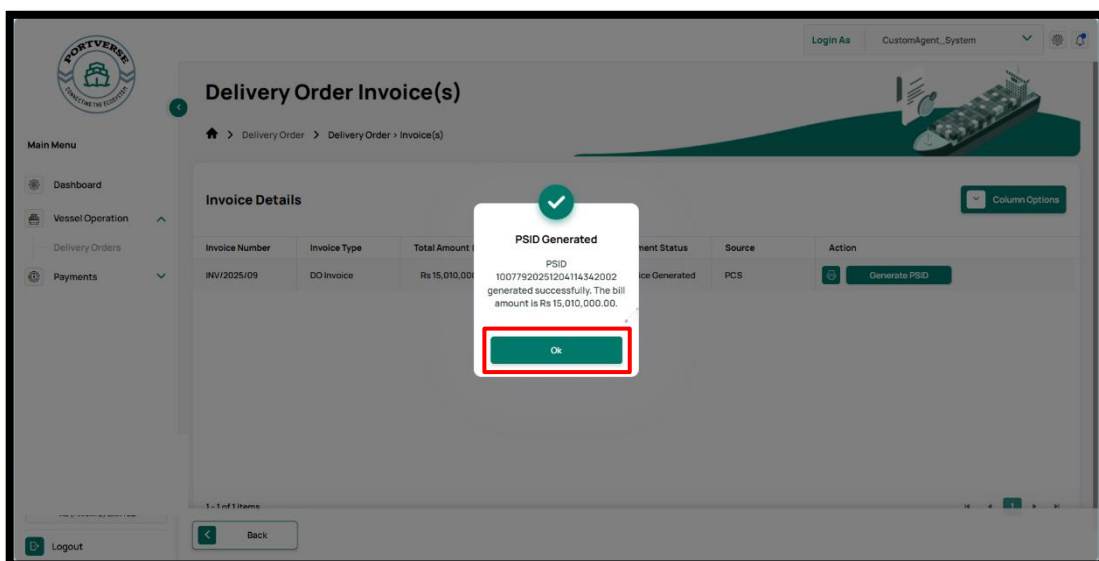


Figure 31

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

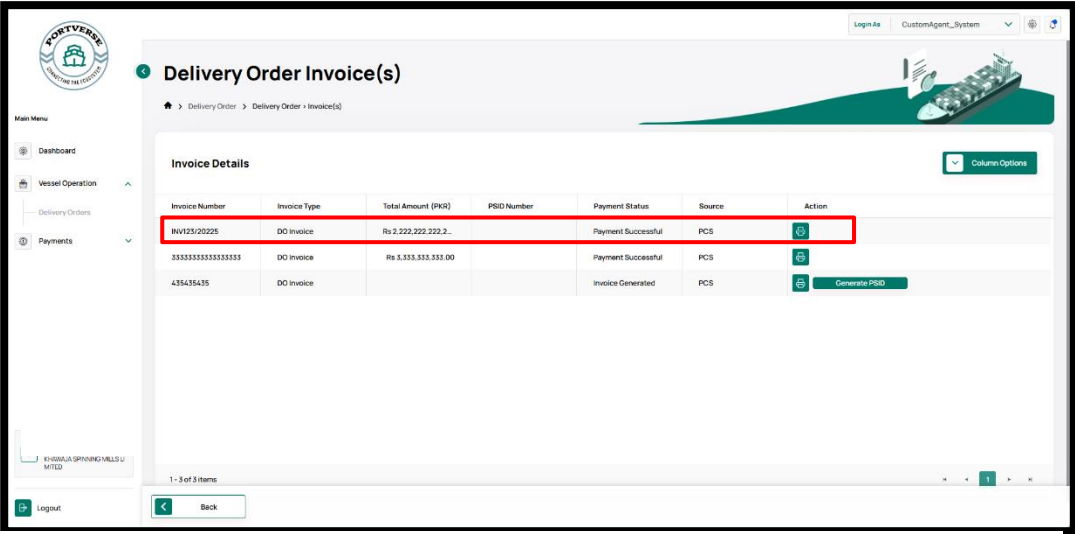


Figure 32

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

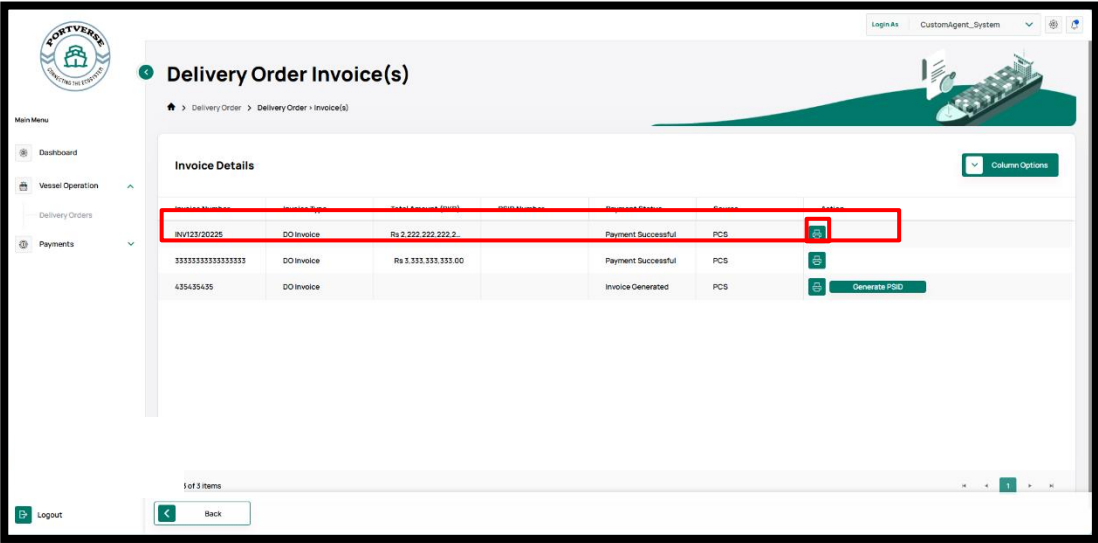


Figure 33

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

PORTVESE
CUSTOMER SERVICE

Deliver

Main Menu

- Dashboard
- Vessel Operation
- Delivery Orders
- Payments

Invoice Details

Invoice Number: INV1234

1 - 1 of 1 Items

Download

Close

PORTVESE
CUSTOMER SERVICE

KHAWAJA SPINNING MILLS LIMITED

INVOICE

INVOICE NO: INV1234 INVOICE DATE: 29/05/2026 22:17

LINE: No ShippingLine VBL NO.: PK304VLT_210320214226 VBL DATE: 29/03/2026

VESSEL: ILANA VOT: 1212 ARRIVED ON: 22/03/2026

MBL NO.: WBL01 MBL NO.: MBL01 CARGO TYPE: General

IGN NO.: MNI-200602143_0003_EVT IGN DATE: 29/03/2026

PARTY DETAILS

CONSIGNEE: CONSIGNEE (IMPORTER) CLEARING FORWARDING AGENT: K-HAWAJA SPINNING MILLS LIMITED

NOTIFY PARTY:

Sr #	ITEM DESCRIPTION	AMOUNT CURRENCY	CONVERSION RATE	TOTAL AMOUNT (RS.)
1	566436	\$1,000.00 USD	100	Rs 100,000.00
Total PKR				Rs 100,000.00

Figure 34

5.7. Print Delivery Order

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

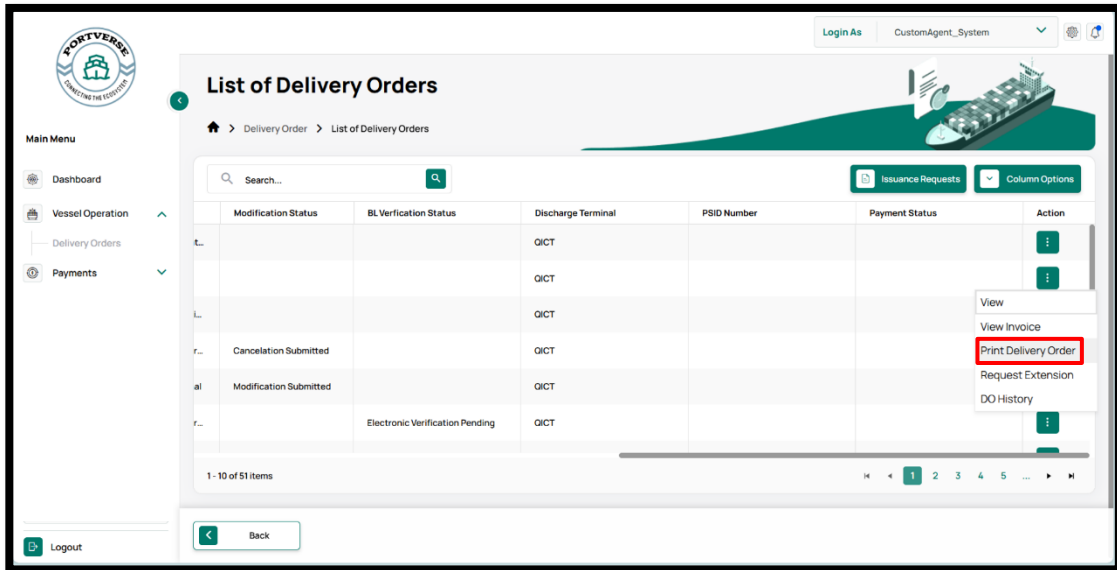


Figure 35

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

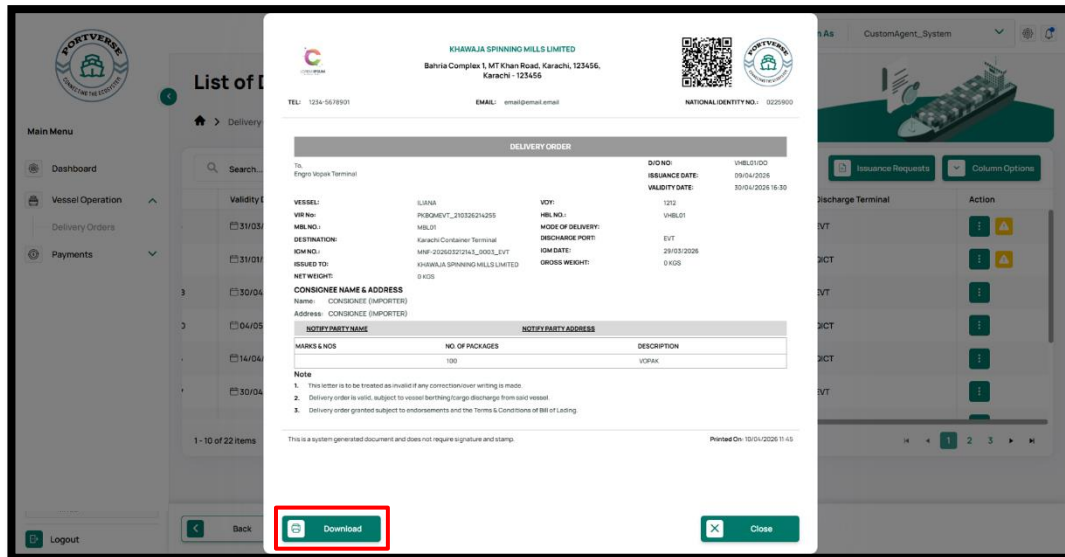


Figure 36



6. Contact Information Need any assistance?

Please feel free to contact us as:

Email: pcssupport@psw.gov.pk


Phone: 021-111-111-779



 +92 21 111 111 779

 info@pcs.gov.pk

 www.pcs.gov.pk

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2nd Floor, NTC Headquarters, Sector G-5/2, Islamabad