

The logo features the word "PORTNET" in a bold, white, serif font. The letter "O" is replaced by a white silhouette of a globe showing the continents of Africa and Europe. The background of the entire image is a dark blue and purple gradient with a network of white lines and dots, resembling a digital or global connectivity theme. Faint, semi-transparent images of an airplane in flight and a port crane are visible in the background.

PORTNET

الشباك الوطني الوحيد لتبسيط مساهمات التجارة الخارجية
GUICHET UNIQUE NATIONAL DES PROCÉDURES DU COMMERCE EXTÉRIEUR

Your competitiveness inspires us

A conducive ecosystem to **open innovation**

By virtue of its position as a Single Window for Moroccan Foreign Trade, PORTNET SA's role is to facilitate and promote the connection between the actors of the port ecosystem, logistics and international trade, and innovators to find the best solutions to transversal problems.

It is with this vision that PORTNET S.A aspires to create value and accelerate the digital transformation of the ecosystem based on community intelligence and innovation.





PortNet in figures

+50

Millions of EDI
messages

+120

Online services

+43

Administrations

+55 000

Importers Exporters

+1 700

Customs brokers

+62

MEAD operators

+23

Ports and Airports

+200

Shipping agents and
consignees

+300

Freight
forwarders

+20

Banks

5

Expressists

+47 000

Customers
and partners

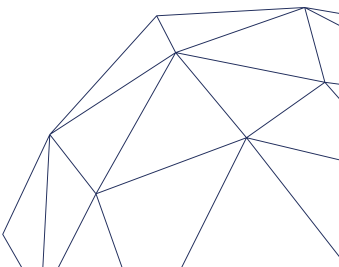
+65 000

Users

+43

Handling operators

Through its portfolio of innovative services, with more than **120 fully digital community solutions**, PORTNET S.A. brings a real competitive advantage to more than **65,000 users** from different backgrounds (administrations, institutions, companies.)





A **wide range** of high added value services

Our package of services covers all stages of the import-export process. End-to-end support for the logistics chain and foreign trade.



Prior preparation

- Request for authorization to import sources of ionizing radiation from the AMSSNuR
- Import title
- Import license
- Request for customs exemption
- ANRT approval request
- Export license
- Advance notice of arrival at the port
- VGM declaration
- Trade Sense



Transit

- Unique Declaration of goods
- Transit Bond-Note
- Documentary control
- Targeting



Exit of goods

- Withdrawal
- Goods issue document.
- Goods Removal appointment



Reporting and decision-making

- Regulatory reporting
- PORTNET's KPI: Community business intelligence
- Dashboards



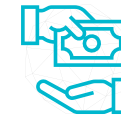
Port / airport management

- Electronic management of stopover certificates
- Check
- Ship arrival notice
- Position allocation request
- Declaration of Dangerous and Special Goods
- Manifest
- Goods arrival notice
- National / international tracking
- Delivery Order



Inspection and control

- Control result
- Inspection appointment
- Moving containers



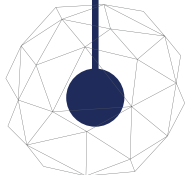
Payment and settlement

- Customs charge
- Multichannel electronic payment
- International settlement
- Trade Direct

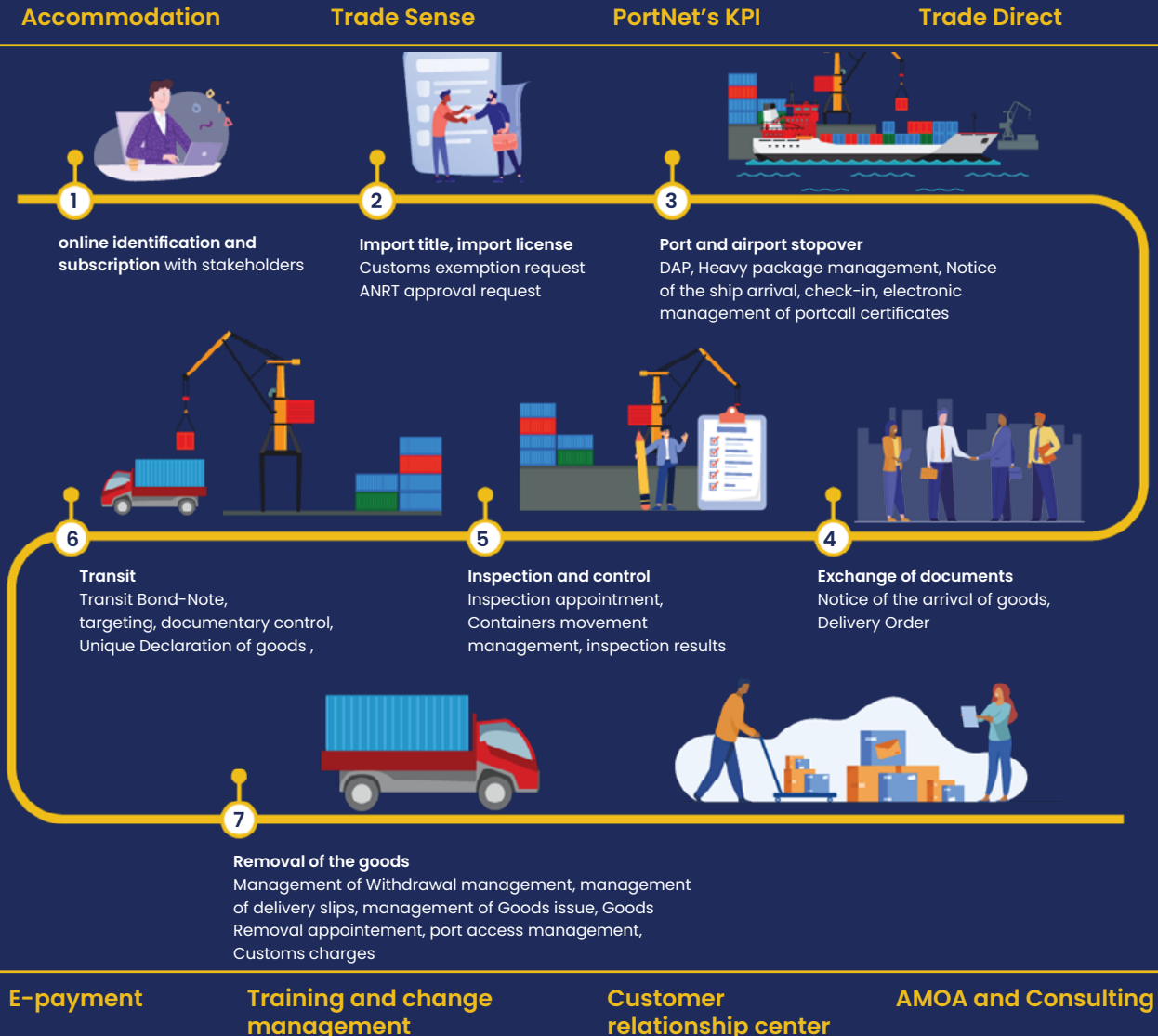


Other services

- Consulting and project management assistance
- Electronic management of access to restricted areas
- Online identification and subscription to stakeholder services
- Instant alerts and notifications
- Training and change management offer
- Customer relationship center
- Trade sense: International logistics and commercial information portal



PORTNET, an integrated cover, from end to end of the logistics chain of foreign trade



Continuous support throughout **your journey**



The advisers of our Customer Relationship Center are mobilized to assist you and meet your needs throughout your journey on the PortNet Single Window

PORTNET S.A. provides you with an online complaints management platform (reclamation.portnet.ma)



Our PORTNETBOT virtual assistant answers your questions about all of the PortNet Single Window services and the Trade Sense logistics and commercial information platform.

We offer a complete training program adapted to your specific needs.



PORTNET S.A provides you with an ITSM (Information Technology Service Management) platform dedicated to the management of assistance and user support services, in accordance with the best practices of the ITIL repository.

Tailor-made **training** for a better **mastery** of the **PORTNET Single Window**

Tailor-made training

We design tailor-made training programs to respond in a specific and exclusive way to your context and your expectations

Three training modes

We offer several training modes (**Digital, Webinar and hybrid**)
Allowing to ensure a rise in business skills and a good mastery of the complete course of the PortNet Single Window.

A team of experts

PORTNET training sessions are led by seasoned experts. A certificate will be issued to you at the end of each training.

Practical cases and interactive animation

Our training courses are based on practical cases drawn from real experiences, favoring interactivity and participation.

Trade Sense, A wealth of information at your fingertips

TRADE SENSE by PortNet

Our collaborative platform, Trade Sense by PortNet, gives you access to high added value information, encompassing all the formalities and logistical procedures accompanying import-export operations.

Procedures and formalities

A proactive rather than a reactive approach

Prepare your transactions ahead of time by learning about the rates, rules and compliance standards required for successful operations.

News and information exchange

A collaborative space and e-journal

Inform users about current and upcoming events and news related to international trade. A space for sharing good practices, experiences, exchanges and mutual aid between users.

Decision-making tools

Services with real added value

A repository of trusted service providers, Incoterm cost simulators and reports on forecast import and export flows.

New markets

A tool to develop your business

Find out more about the products and countries that interest you by exploring the conventions signed by Morocco, import-export flows, country profiles and reports.



www.tradesense.ma

Trade Direct, A multi-bank, multi-user solution

Trade Direct is a platform for the exchange of payment and Trade Finance transactions (Letter of credit, guarantees, etc.) intended for companies and banks subscribing to the PortNet Single Window

Whether you are an importer or exporter, Trade Direct gives you direct access to all your banks.

A boon for multi-banked customers: Trade Direct consolidates all banking transactions at a single point of access.



Several **advantages**



A single window for successful international operations.



A unique, secure and easy-to-use tool, Trade Direct provides access to a homogeneous dashboard, offering a synthetic view to decision-makers and business leaders.



End-to-end digitalization of payments for international trade transactions.



Instant processing of your international transactions.



Centralized management of multiple banks with just one click.



24/7 accessibility.



Secure system with strong authentication.

Our Story

Launched in 2008 at the initiative of the National Ports Agency (NPA), PortNet is the result of a strategic alliance involving the players in the of the international trade ecosystem.

A team of more than 50 employees continues to work tirelessly to support and accelerate the digitization of the logistics chain of foreign trade and, therefore, to meet the challenge of the digital transformation of the Moroccan economy

Our know-how and our expertise are recognized as a world reference in terms of the implementation of Single Windows for foreign trade and the establishment of community port systems.

Operational since 2011, following the deployment of the pilot project to dematerialize ship call documents at the Port of Casablanca, the PortNet Single Window has established itself over time as a successful model of public-private partnership (PPP).

Improving the business climate for the benefit of economic operators is our major concern

In line with the best standards, our innovative solutions are often cited as an example by prestigious international organizations (World Bank, UNCTAD, etc.).



Key dates

2008

Launching PortNet project by the National Ports Agency.

2012

Creation of PORTNET S.A

2015

Deployment and mainstreaming at the national level import title module.

2017

Launching on-line announcements indicating arrival of imported goods.

2011

First pilot operational deployment of the dematerialized management of port call sat the port of Casablanca.

2014

Launching a pilot module related to import title.

2016

Initiating works related to exchanging information weighing at the export on PortNet.

2019

Launch of the online subscription to PORTNET S.A services.
Launch of electronic management of telecommunications equipment approval requests.
Launch of the electronic appointment booking service for the exit of containers at the PORT.

2021

Generalization of multi-channel payment solution to the entire foreign trade community (Laboratories, Control offices, shipping companies, Public administrations, Freight forwarders, Handling operators, etc.)
Deployment of Trade Direct, the multi-bank platform dedicated to the electronic management of banking operations and international financial flows
Connection of new administrations: Amssnur, Laboratories and analysis centers, ONICL, SOSIPO, MARSA MAROC ...
Launch of PORTNET's KPI, The business intelligence platform.

2018

Launch of "Trade Sense": International logistics and commercial information portal
Launch of the first multi-channel community payment solution

2020

Electronic management of maritime and air vouchers
Online identification and subscription to stakeholder services.
Launch of the "PORTNET BOT" virtual assistant
Connection of control offices
Initiation of the market place project
Launch of the Community ERP

What sets us apart

PORTNET S.A is distinguished by the best service and dedication to excellence.

We have a multidisciplinary team ready to meet your needs and expectations.

Our values

- Professionalism
- Objectivity
- Respect
- Team
- Neutrality
- Excellency
- Transparency

Our vision

To become and remain a reference in the integration of the supply chain and the stimulation of international inclusive trade to meet the global sustainable development goals.

Our mission

Constantly accelerate and inspire, through innovation, the use of technology, and community intelligence, the competitiveness of Moroccan foreign trade and logistics.



● Our goals

Ambitious objectives for a better competitiveness of the national economic fabric

- Increasing the efficiency of economic operators , logistics chains and public / private service providers.
- Offering our community a 100% digital journey and a unique customer experience.
- Decreasing uncertainty regarding deadlines and logistic costs.
- Improving the business climate, good governance, increasing transparency between companies and administrations.
- Improving the tracking of operations at any time, capacities of anticipation and planning thanks to the quality and good flow of information.
- Accelerating cross-border passage of imported and exported goods.
- Installing a suitable environment for competitiveness between economic operators with the possibility to work just-in-time.
- Simplifying and accelerating procedures and formalities related to the in and out of goods.



Our **human** capital

Our multidisciplinary employees, endowed with a great sense of organization and with a long experience, remain mobilized to support you in the realization of your projects.

A clear and formalized policy to continuously develop the skills and qualifications of our human resources.



Our **CSR** policy

Corporate social responsibility (CSR) is part of our DNA. We are committed to integrating the challenges of sustainability, both in our strategy towards our customers who use the Single Window, but also in our daily actions.

On the environmental level, the positive impact of PortNet's dematerialized solutions is measured by the savings made in terms of paper consumption (number of trees saved), CO2 emissions due to the trips that must be made to complete the formalities. foreign trade, etc.



Our quality approach

- Increasing the satisfaction of our customers is our priority. We strive to continuously improve the quality of our services.
- We regularly carry out satisfaction surveys in order to ensure continuous improvement in the quality of our services.
- We take care to build a relationship of trust and proximity with our customers.
- We remain at your disposal via several contact channels and provide you with a range of services that meet the specific needs of each of you.
- Our central goal is to create lasting benefits for our communities, in cooperation with our customers. We are guided by our strategy of customer service, which responds to global demands for water, energy and urbanization.
- Our quality approach reflects a strong desire to continue to move forward on the path of modernizing the logistics chain of cross-border trade.



Digital Lab By PortNet, A boost to the PortNet community

- Our digital lab aims to be a platform for experimenting with innovative solutions, a brainstormer and a gas pedal of the digital transformation of the foreign trade ecosystem.
- Our experts are at your disposal to support you in your digital projects.
- We offer services with very high added value.
- Our digital lab provides you with new doctrines of collaboration which cover user journeys (Design thinking), the respect of time-to-market and the fluidity of deployments (DevOps). All this in an agile dynamic at the enterprise level (SAFE Methodology) and, in particular, in the IT development methods (Scrum).



CONTACT US





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