

MUHAMMAD SHOAIB STAMP VENDOR

LICENCE No. 145, SHOP NO. 04.

WAFI QASIM & SONS KARIM HOUSE, KARACHI

ST. NO. 145 DATE

ISSUED TO WITH ADDRESS MAJIDIA

THROUGH WITH ADDRESS MR.

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VALUABLES ATTACHED

STAMP VENDOR SIGNATURE

FOR USE, Dispatching and Fee Bill Purpose and Vendor

All other conditions PAKISTAN POST AGREEMENTS

01 APR 2022

(RUPEES ONE HUNDRED ONLY)

**AGREEMENT FOR LOGISTICS, TRANSPORT AND DELIVERY OF
PAKISTAN POST INTERNATIONAL MAIL
BETWEEN
“PAKISTAN POST OFFICE DEPARTMENT” AND
“M/S Universal Logistics Services (Pvt.) Ltd
(an Authorised Service Contractor of UPS).”**

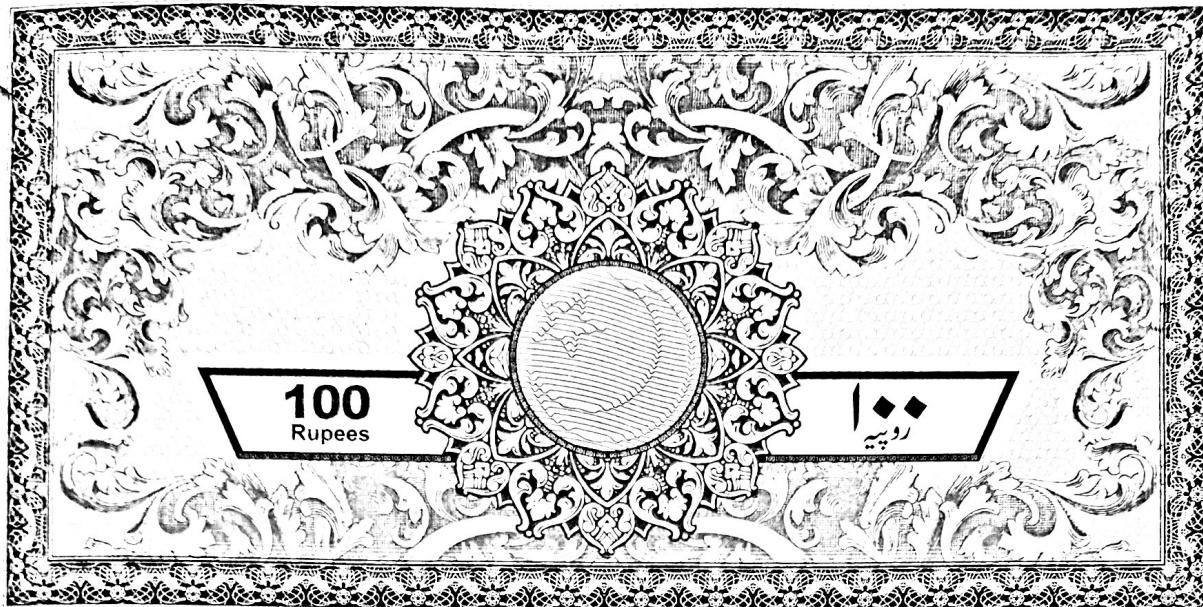
This Agreement is made between the President of the Islamic Republic of Pakistan through Pakistan Post Office Department (hereinafter referred to as the "PPOD") and the M/S Universal Logistics Services (Pvt.) Ltd (Authorised Service Contractor of UPS in Pakistan) (hereinafter referred to as "ULS") registered under the Pakistani laws with its Head Office at D-79, Clifton Block 5, Karachi - Pakistan and Branch Offices at Building no 19, Faqueer Appi Road. I-11/3, Islamabad – Pakistan (The PPOD and the ULS are also referred hereinafter wherever appropriate individually as "a Party" and collectively as "the Parties")

Whereas, the PPOD desires to enter into an Agreement with ULS for transportation and world-wide delivery of "Pakistan Post International Mail" and ULS is willing to provide services to PPOD for transportation and world-wide delivery of "Pakistan Post International Mail", And Whereas, ULS shall provide its network for the same. The Parties have agreed as follows:-

ARTICLE 1: DISPATCH ARRANGEMENTS

- 1.1 The ULS shall advise the PPOD of its planned /scheduled arrangements, as and when it makes or amends the schedule.
- 1.2 Mail will be delivered at the hub of the ULS at the mutually agreed time but keeping in view the immediate dispatch to destination. The timings and Hubs for each month will be agreed through email communication by 25th of the previous month.





MUHAMMAD SHOAIB STAMP VENDOR

LICENCE NO. 149, SHOP NO. 04,

WAZIRABAD & SONS KARIM HOUSE, KARACHI

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01 APR 2022

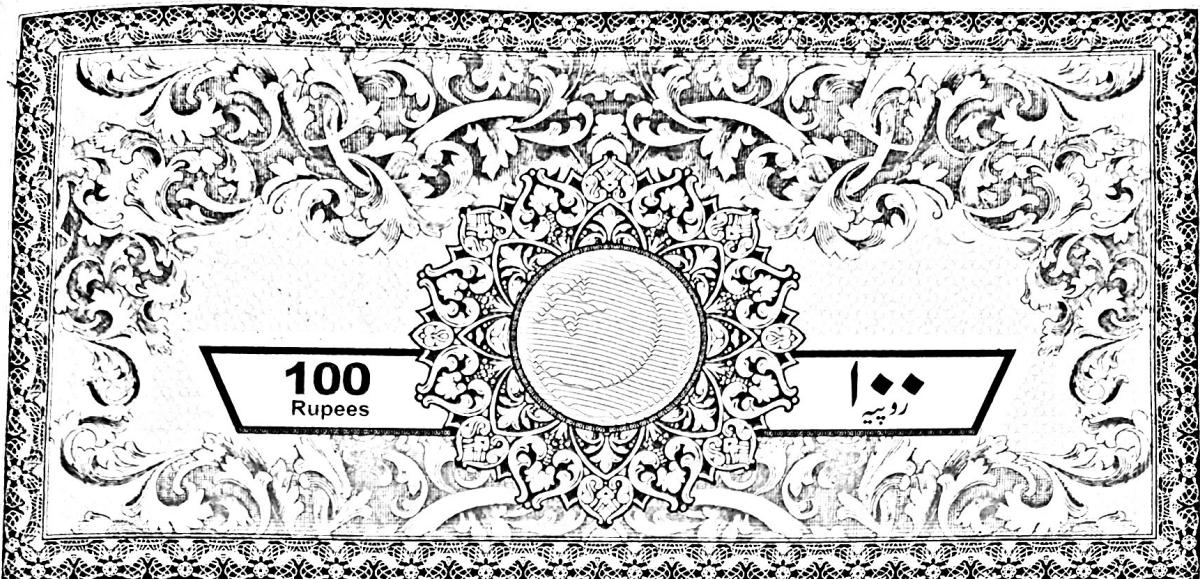
(RUPEES ONE HUNDRED ONLY)

- 1.3 The ULS shall be under obligation to prepare a daily schedule of receipt of mail dispatches.
- 1.4 The representative of PPOD will obtain a receipt of all delivered mail to ULS. PPOD will ensure handing over mail items.
- 1.5 The PPOD shall have the discretion to use the network of the ULS, only for countries which are best suited to mail transmission and mail business. In the selection of these countries, the interest of the users of the Post and the PPOD shall be supreme, together with economy, speed and quality.

ARTICLE 2: HANDOVER / TRANSFER OF MAIL

- 2.1 PPOD shall handover/transfer outward Mail dispatches at the Offices of the ULS at Karachi/Lahore/Islamabad/Sialkot/Faisalabad/Peshawar/Gujranwala/Wazirabad and any other city mutually agreed for same day dispatch subject to customs clearance.
- 2.2 The Air Mail will be handed over to the ULS with required documentation from the PPOD.
- 2.3 Before acceptance of the dispatch & its subsequent handover, the representative of the ULS will physically check the safe & sound condition of the mail and shall thereafter be responsible for any damage, pilferage or loss to it during its custody or transmission. The physical checking of mails will also include verification of weight as recorded on the individual item as well as on the manifest. The delivery person must wait till completion of all desire actions and then should be handed over the receipt.
- 2.4 The shipments will be received as per decided SOPs of ULS.





MUHAMMAD SHOAIB STAMP VENDOR

LICENCE NO 149, CHOP NO 04,
WAZIR HUSAIN & SONS KARIM HOUSE, KARACHI

MR No. 1351 DATE: 1 APR 2022
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THROUGH WITH ADDRESS MRS

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ARTICLE 3: QUALITY OF SERVICE

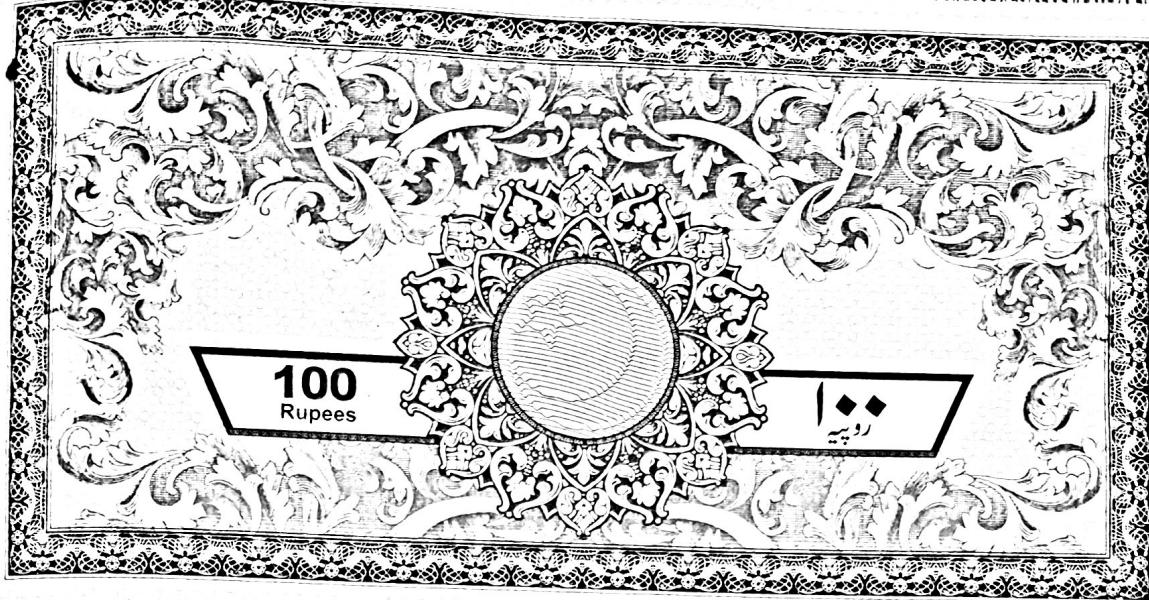
The **ULS** shall:

- 3.1 provide seamless integration with Pakistan Post IT Network (and / with the clients of Pakistan Post when required) to provide end to end tracking of mail/items using Pakistan Post unique Item Identifier. The format of item identifier would be of 13 Character alphanumeric. (Nine numeric preceded and followed by two alphabet).
- 3.2 Consider attempted delivery as delivery for the purpose of performance evaluation.
- 3.3 Compensate to the extent of loss suffered by PPOD for any failure except the force majeure, on the part of the **ULS** to uplift the mail on designated flight.
- 3.4 In cases of operational/unforeseen delay due to justified reasons, the **ULS** will inform Pakistan Post immediately to update its customers.
- 3.5 PPOD will issue only 01 notice in case of non-performance as per the given standards, quoted in the financial proposal by ULS having before giving mail to a company at lower priority.

ARTICLE 4: CUSTOMER CARE

- 4.1 The **ULS** is required to provide after sale service that includes a systematic arrangement for resolution of discrepancies and replies to inquiries both on collective and individual (item-based) information.
- 4.2 Upon booking of an article, the software will generate SMS/ Email to consignor and consignee and at the time of delivery of article to consignor. The customers will be allowed provision of maintenance of account with Pakistan Post through mobile app facility.





MUHAMMAD SHOAIB STAMP VENDOR

LICENCE NO 145, SHOP NO. 04,
WALI HUSSAIN & SONS KARIM HOUSE, KARACHIS/N NO. 145 DATE 01 APR 2022
ISSUED TO WITH ADDRESS MR. WALEED HUSSAIN & SONS KARIM HOUSE, KARACHI

THROUGH WITH ADDRESS MR. WALEED HUSSAIN & SONS KARIM HOUSE, KARACHI

FUND OF PAKISTAN POST

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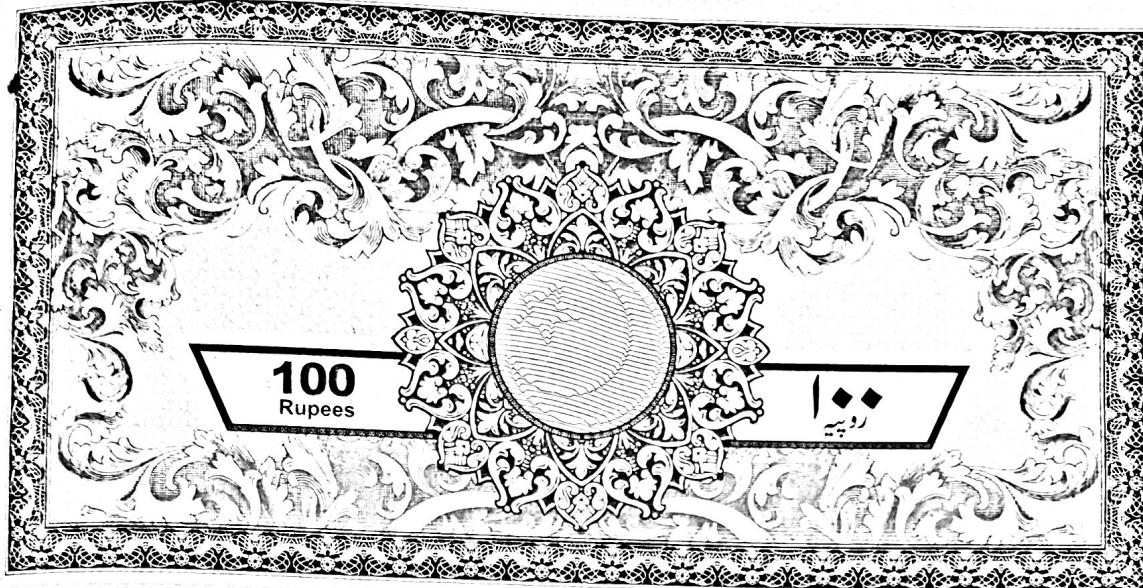
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ARTICLE 5: SECURITY OF MAIL

- 5.1 The ULS shall be responsible for the safe and secure storage of mail at origin, in transit, and at destination till delivery to addressee.
- 5.2 No charge shall be levied on the PPOD for storage of mail at origin, in transit and at destination.
- 5.3 During the custody of the mail & its transfer, the ULS shall ensure to protect the dispatches from inclement weather in general and from rain in particular. However, in bad weather all the parcels should be wrapped properly.
- 5.4 Any Shipment received at the ULS Hub from Pakistan Post prior to acceptance to the ULS shall be subject to Security Inspection which includes X-Ray and physical Security inspection of the shipments.
- 5.5 In case a shipment booked by PPOD has any concealed "NARCOTICS", of any kind then it's a prime responsibility and Obligation of the ULS to immediately inform Anti-Narcotics Force (ANF) and PPOD.
- 5.6 In case any Contraband Material is found, by the Anti-Narcotics Force (ANF) ULS shall be legally bond to hand-over the shipment to ANF. After all the process written receipt shall be obtained for record and copy of same shall be handed over to PPOD.
- 5.7 In above scenario ULS is not liable to refund the charges / return the material to PPOD/Shipper.





MUHAMMAD SHOAIB STAMP VENDOR

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WADAHUSSAIN & SONS KARIM HOUSE, KARACHI

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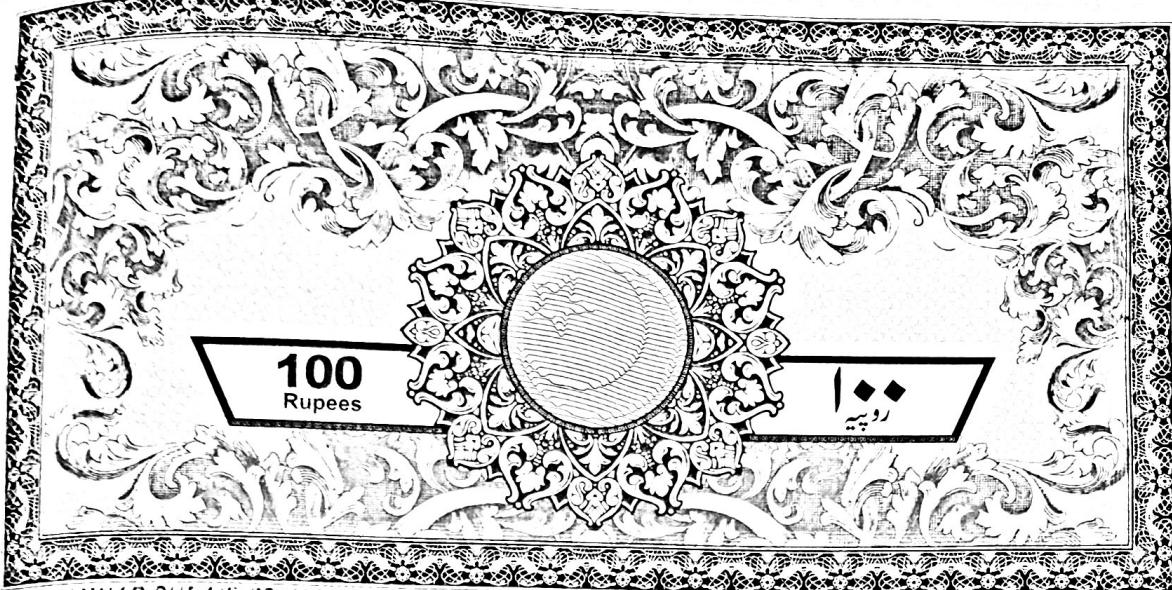
ARTICLE 6: TRACK & TRACE SYSTEM

- 6.1 The ULS will ensure seamless integration with Pakistan Post IT Network (and with the clients of Pakistan Post if required) and will provide end to end real-time tracking of PPOD mail on PPOD website integrating their system with that of PPOD using Pakistan Post unique Item Identifier or the barcode as agreed with Pakistan Post.
- 6.2 Quality of Service Standard will be gauged comparing the actual performance of service provided against the standards claimed by ULS for each destination.
- 6.3 ULS is required to provide after sale service that includes a systematic arrangement for resolution of discrepancies and replies to inquiries both on collective and individual (item-based) information. Integration with the Call Center of Pakistan Post will also be done to respond to the queries of customers relating to EMS-Plus Service.

ARTICLE 7: LIABILITY

- 7.1 The ULS shall be responsible and liable for any loss, pilferage or damage to mail or its contents, if such loss pilferage or damage occurs whilst the mail was in its custody. In the event of such loss, pilferage or damage, they shall be liable to pay to the PPOD, as per following details:
 - i) Maximum claim against any lost or damage shipment, restricted to maximum **100 USD** or the declared value whichever is less.
 - ii) The claim policy for the shipments moved though ULS and could not reached to the consignee and lost in travel.
 - iii) Booking of shipments be made as per SOPs of ULS & the customer must be informed clearly about the claim policy in case of eventualities.





MUHAMMAD SHOAIB STAMP VENDOR

SHOP NO. 04,
KARIM HOUSE, KARACHI

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1 APR 2022

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- iv) To process claim all of the following items must be provided.
- a copy of the waybill.
 - documentation supporting the amount claimed e.g., a vendor/supplier invoice and a retail invoice.
 - if the item was purchased or sold via the internet, documentation of that transaction is required.
 - photographs of the damaged item(s) and packaging (please include both inner and outer packaging).

7.2 The current maximum liability as mentioned above does not include the cases where compensation is ordered by the Court of Law or Wafaqi Mohtasib (OMBUDSMAN). The liability of the ULS in such cases shall be equal to the amount of compensation ordered for payment by the Court of Law or the Wafaqi Mohtasib (OMBUDSMAN) as the case may be.

7.3 In cases, where the compensation has been awarded (shipment must be Insured) by Court of Law or the Wafaqi Mohtasib (OMBUDSMAN), the amount of compensation shall be accepted by the ULS on the production of the court or Wafaqi Mohtasib (OMBUDSMAN), as the Case may be.

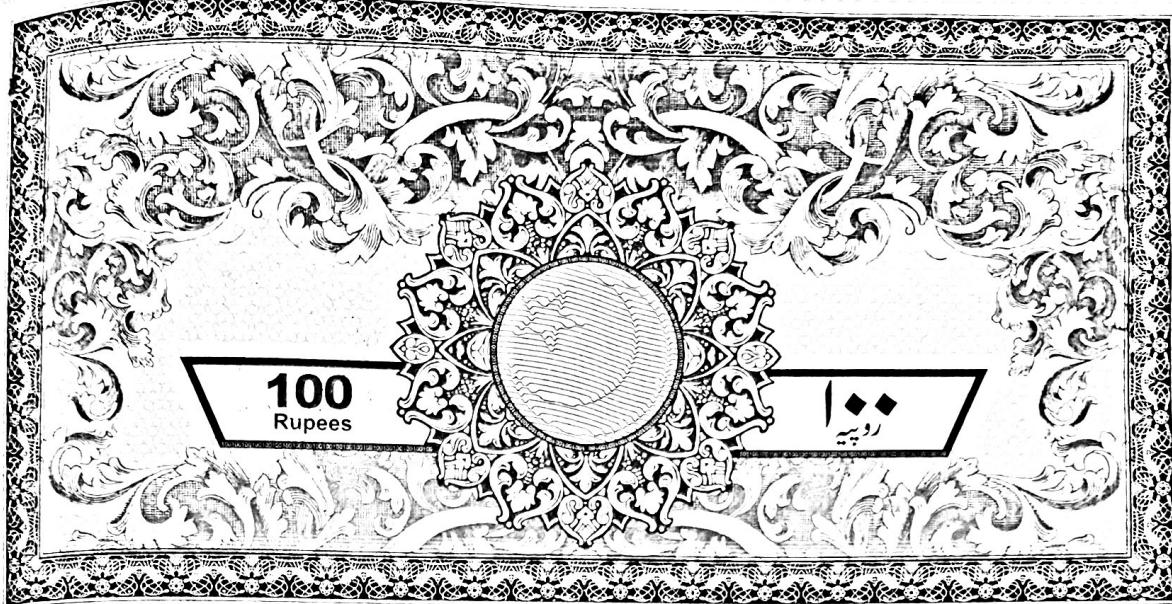
7.4 The PPOD shall refer the claim for the lost / damage of dispatches in the custody of the ULS immediately but not later than 21 days of the date of occurrence.

7.5 The ULS shall settle such claims within 60 days of receipt of the claims and the payment of such claim shall be made through cheque to PPOD.

7.6 In the event of failure to settle the claim as stated above, the PPOD shall deduct the amount of such claims from the billing invoices of the ULS.

7.7 The ULS may take up their justified claims against deductions made by the PPOD with the Addl. Director General (Operations) Pakistan Post Islamabad





MUHAMMAD SHOAIB STAMP VENDOR

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ARTICLE 8: RATES AND VALIDITY

- 8.1 The offered rates will be effective for three years period. If there is an extension in the contract, new rate will be decided with mutual consent of the Parties.
- 8.2 General Sales Tax (GST) would be charged as per the applicable General Sales Tax Act.
- 8.3 The ULS has quoted lowest rates for (202 documents +42 merchandise) destinations. List of countries and rates are at Annex-A.

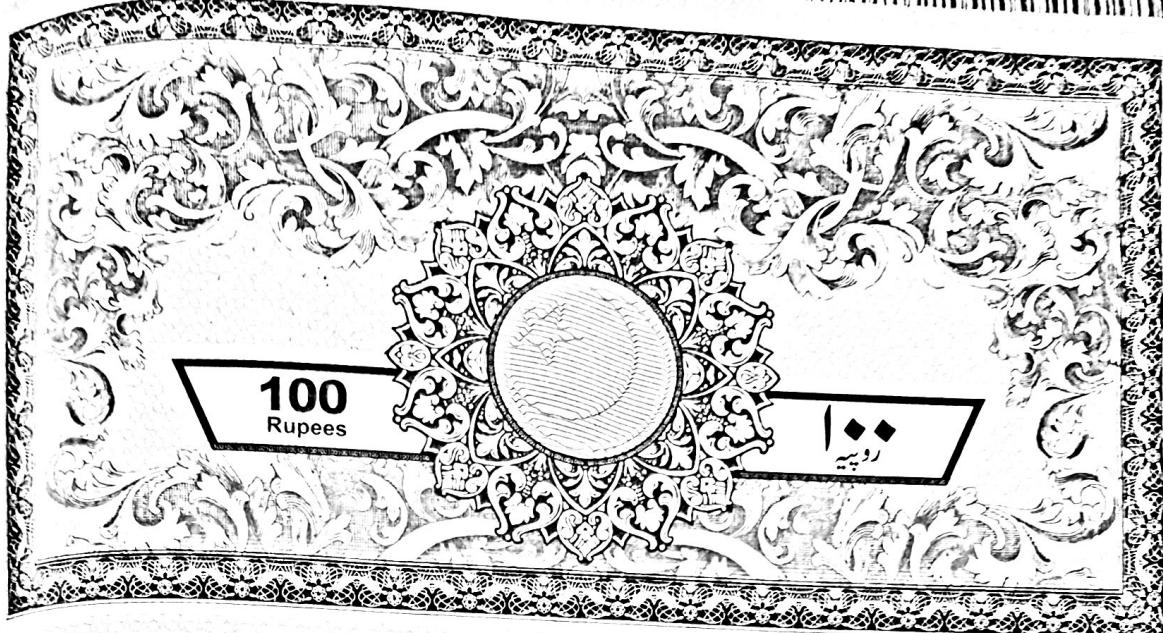
Article 9: CHARGEABLE WEIGHT

Actual weight or volumetric weight whichever is Higher will be charged.
The standard formula applicable for volumetric weight calculation
shall be = $(L \times w \times H) / 5000$

ARTICLE 10: SETTLEMENT OF ACCOUNTS

- 10.1 The invoice will be submitted at the 1st of each month to the respective Postmaster General who will verify the transactions done as claimed in the invoice from the portal extended to him by ULS for MIS and from Cash Accounts of concerned GPOs (if needed). The payment will be made within 30 days of the receipt of the invoices duly supported by required documents.
- 10.2 The concerned Postmaster General will designate a focal person preferably, a gazette officer who will process claims in his/her own office file and with his/her verification send it to Postmaster General for approval and will issue sanction within stipulated time.





MUHAMMAD SHOAIB STAMP VENDOR

TELEPHONE NO: 946, SHOP NO: 04,
WAZIR KHAN BLDG KARIM HOUSE, KARACHI

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THROUGH WITH ADDRESS:
EXPIRY DATE:
WATER MARK:
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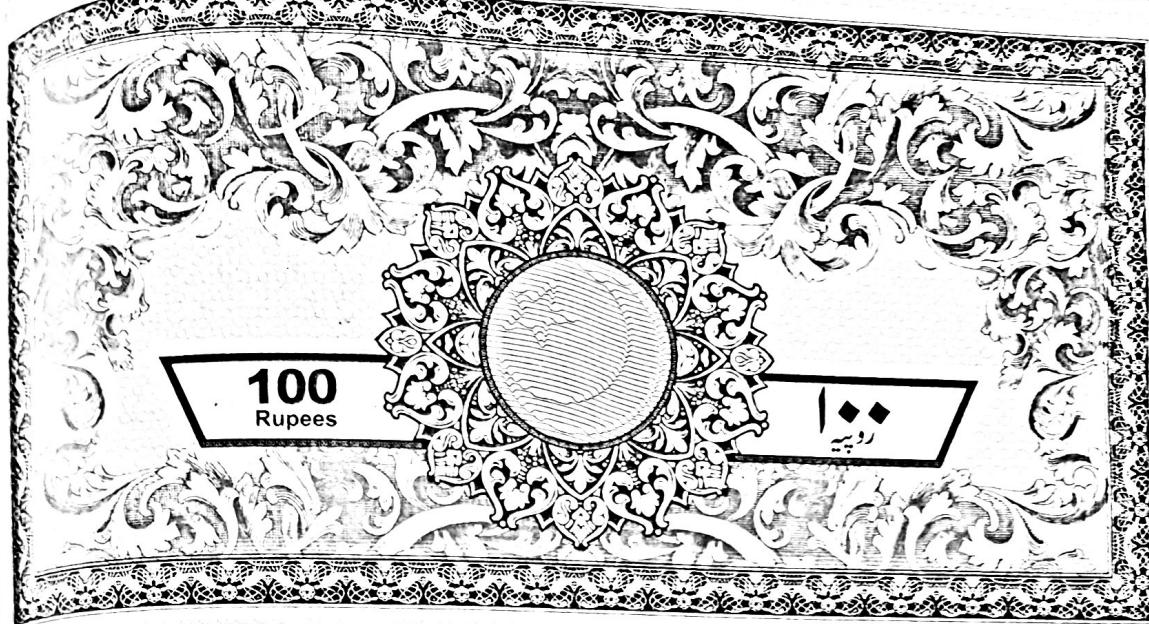
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is not responsible for any illegal Trade Agreements

(RUPEES ONE HUNDRED ONLY)

*1 APR 2022
Stamp vendor service*

- 10.3 The payments to the **ULS** shall be subject to taxes to be deducted at source, if the Tax Exemption Certificate is not provided in advance. The payment of accounts will normally be made by cheque in favour of the **ULS** and provide proper payment advice mentioning tax deductions and invoice allocation details.
- 10.4 The rates have been quoted in Dollars but the payment of accounts will be made in Pak Rupees (At the time of submission of invoice, GST would be added on prevalent rate). If government changes rates of GST, it is to be invoiced accordingly. The rate of Dollar will be taken from the SBP website on 1st day of each month of billing.
- 10.5 Fuel Surcharge: The surcharge applicable in each month will be determined based on the U.S. Gulf Coast (USGC) price for kerosene-type jet fuel reported by the U.S. Energy Information Administration (EIA) two weeks prior to the first Monday of each month, rounded to the nearest cent.
- 10.6 The **ULS** may take up their justified claims against deductions made by the PPOD with the Addl. Director General (Operations) Pakistan Post, Islamabad.
- 10.7 In case of any correction or clarification required PPOD will advise to the **ULS** within 7days of invoice submission date in writing. In case of any claim, the disputed amount may be settled up to 75% of invoice value of disputed article, pending final settlement/ adjustment within stipulated time.
- 10.8 In case payment is not made within 30 days from invoice submission, the **ULS** will inform PPOD regarding non-payment/delayed payment, if still no payment is released till 60days, the **ULS** has right to stop services on Credit.





MUHAMMAD SHOAIB STAMP VENDOR
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KARIM & SONS KARIM HOUSE, KARACHI

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ITEM..... ATTACHED.....
MAIL.....

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I am not responsible for any illegal & False Agreements

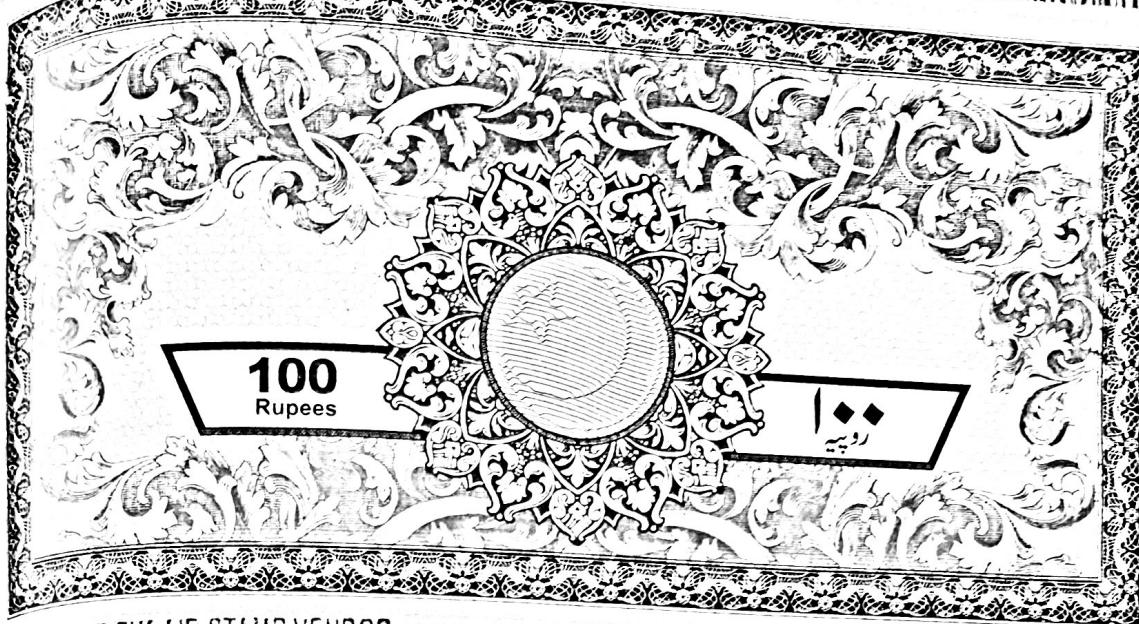
(RUPEES ONE HUNDRED ONLY)

01 APR 2022

ARTICLE 11: CUSTOMS CLEARANCE

- 11.1 Pakistan Post shall be responsible for handing over the Mail items with all required documents for customs etc.
- 11.2 The **ULS** will ensure expedited customs and security clearance and will be obliged to examine mail items at the time of handover for any discrepancy for customs clearance, security and transportation.
- 11.3 The tariff does not include customs duty, taxes or any other consequential charges arising from PPOD's shipments. The consignee will pay customs duties, taxes or other charges incurred at the destinations.
- 11.4 In case of any additional document required by customs at the time of clearance (Origin/Destination), PPOD will be responsible to provide the same.
- 11.5 Shipments which cross national borders may have to be cleared through Customs in the destination country prior to delivery to the Recipient. Where **ULS** provides customs clearance, the **ULS** will on request of Customs provide to Customs all data necessary for clearance, as provided by the Sender. The Sender is responsible for making sure goods shipped are acceptable for entry into the destination country. All Charges for shipment to and return from countries where entry is not permitted are the Sender's responsibility. If the shipment is seized / confiscated by the Customs, **ULS** shall not be held responsible. The **ULS** may in some instances at its sole discretion accept instructions from the Recipient to use a designated customs broker other than **ULS** or the broker designated by the Shipper. In any event, the **ULS** reserves the right to clear the Shipment if the broker cannot be determined or will not perform clearance or if accurate and complete broker information is not provided (including but not limited to name, address, phone number and postal code).
- 11.6 It is the Sender's responsibility to ensure that all necessary documentation in addition to the (Air) Waybill is provided and accurately completed in compliance with all applicable laws, rules and regulations, including but not limited to customs laws, import and export laws and government regulations of any country to, from, through or over which the Shipment may be carried





MUHAMMAD SHOAIB STAMP VENDOR

TEL: 021-34114141, SHOP NO. 04,
WALIA & SONS KARIM HOUSE, KARACHI

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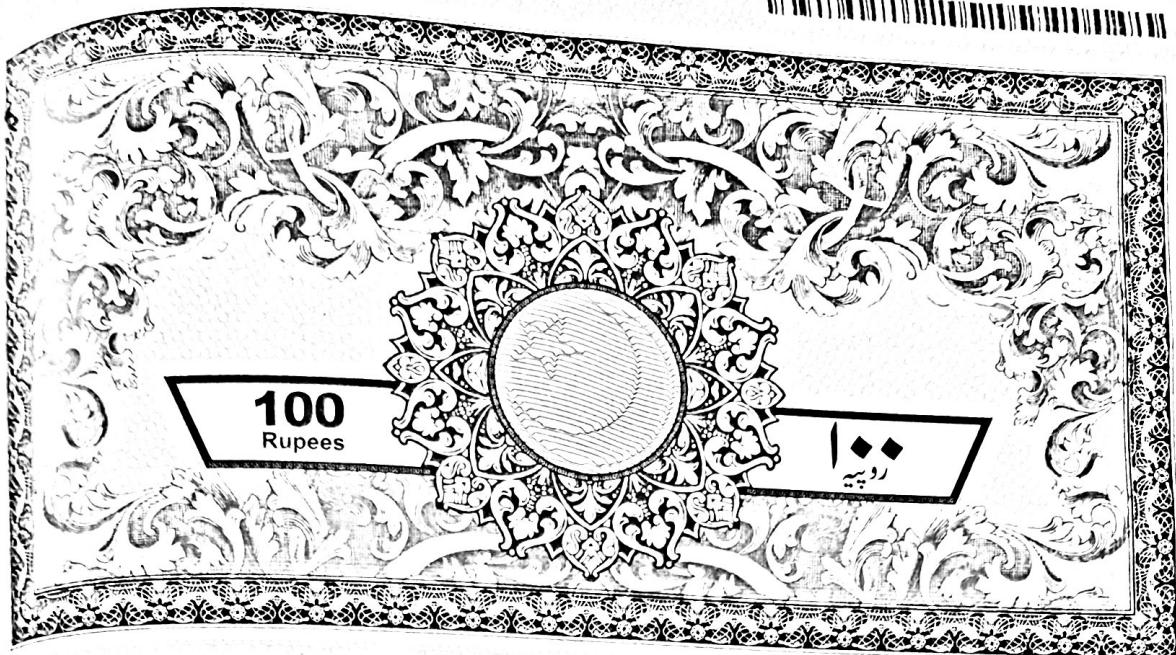
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- 11.7 The ULS reserves the right to assess extra Charges for customs clearance or for services ancillary to the customs clearance of Shipments ("Ancillary Clearance Service Fees"). Customers should contact the ULS for more information on the Ancillary Clearance Service Fees. The ULS assumes no responsibility for Shipments abandoned in Customs, and such Shipments may be considered undeliverable.

ARTICLE 12: PROCESSING & DELIVERY OF MAIL

- 12.1 All services provided by the ULS will be in accordance with and subject to the ULS Terms and Conditions of Carriage as stated on the reverse of the ULS Airway bill.
- 12.2 In case shipment are held by authorities at origin or destination due to any reason the ULS will not be responsible.
- 12.3 Provided transit time is the ULS standard, it may vary city to city and subject to no exception & customs delay at both origin/destinations.
- 12.4 Any shipment received after same day cut off will only be connected on following day with 1 business day addition in existing transit time.
- 12.5 The ULS reserves the right to route a shipment in any way it deems appropriate. There are no stoppages on route, which are agreed upon at the time of tender of the shipment. Some shipments may be consolidated or forwarded by the ULS for transportation on third party vehicle, third party air carriers, or on either a charter or an interline basis as the ULS may determine in its sole discretion.
- 12.6 At its sole discretion, the ULS may refuse to pick up or deliver a Shipment, in such case ULS shall use alternative pickup or delivery arrangements, to maintain the safety of its employees and in cases in which the ULS believes that its services may be used in violation of any applicable laws, regulations or rules.





MUHAMMAD SHOAIB STAMP VENDOR

LICENCE NO 145, SHOP NO 04,
WALI HUSAIN & SONS KARIM HOUSE, KARACHI

ISSUED TO WITH ADDRESS WASIUL HASSAN JAWAD KHAN
THROUGH WITH ADDRESS GMR

PURPOSE
ATTACHED

STAMP VENDOR SIGNATURE

- Value Declared and Fee will Purpose and Vendor
not responsible for any illegal / fake Agreements

(RUPEES ONE HUNDRED ONLY)

ARTICLE 13: SECURITY OF THE AGREEMENT

This Agreement shall be treated as confidential document by the Parties. The contents of this Agreement shall not be divulged to a third party without the prior written consent of the other Party, unless required by a Court of Law or the Government of Pakistan.

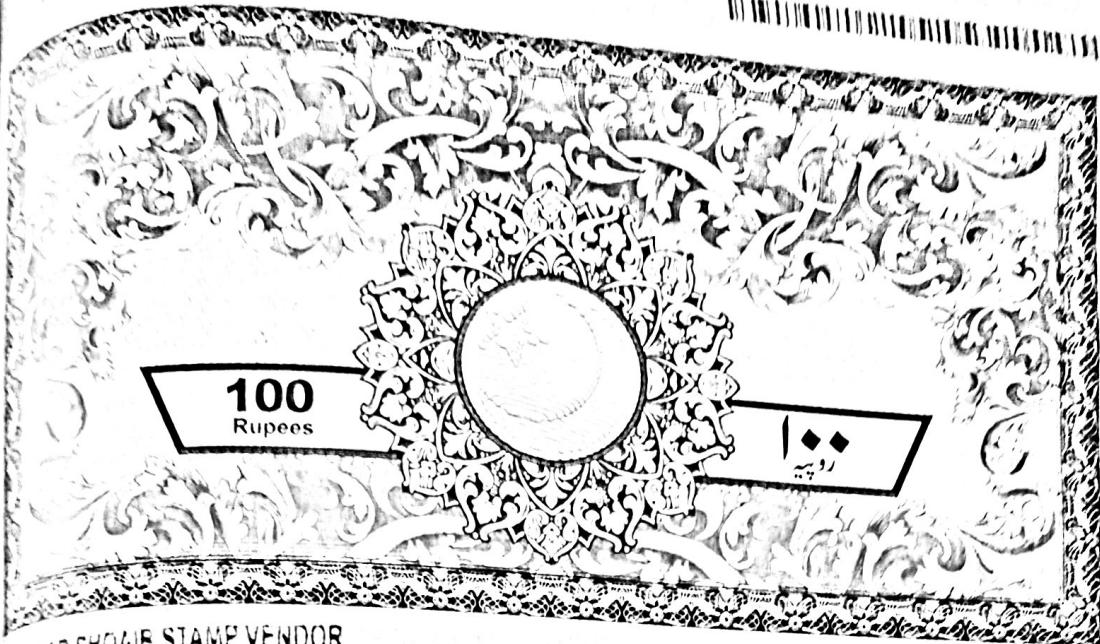
ARTICLE 14: LIAISON

For the effective and close liaison and to ensure proper handling and correct dispatch of mail, the Parties shall nominate their representatives at each station of mail exchange.

ARTICLE 15: AMENDMENT

- 15.1 This Agreement may be amended or modified at any time through mutual written consent of the Parties. The Party wishing to amend or modify this Agreement shall give the other Party an advance written notice of not less than 30 days.
- 15.2 This Agreement shall be open for renegotiation by the Parties, and the resultant amendments.
- 15.3 The amendment or modification shall form an integral part of this Agreement and shall enter into force in the like manner as provided in Article 17.1 of this Agreement.





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LOTION NO 145, SHOP NO 04,
KARIM & SONS KARIM HOUSE, KARACHI

DATE: APRIL 2022 (RUPEES ONE HUNDRED ONLY)

ATTACHED

DISPUTES

ARTICLE 16: GOVERNING LAW, JURISDICTION AND SETTLEMENT OF DISPUTES

- 16.1 This Agreement shall be governed by the laws of Pakistan. The courts of Pakistan shall have exclusive jurisdiction concerning all matters in relation to or arising from this Agreement.
- 16.2 All differences and disputes arising from or concerning with the application or the interpretation of this Agreement shall be amicably settled through negotiations between the Parties. In case of the failure of such negotiations, either Party may refer the dispute for arbitration under the Arbitration Act, 1940. The arbitration proceedings shall be held at Islamabad in English. The award shall be final and binding on the Parties.

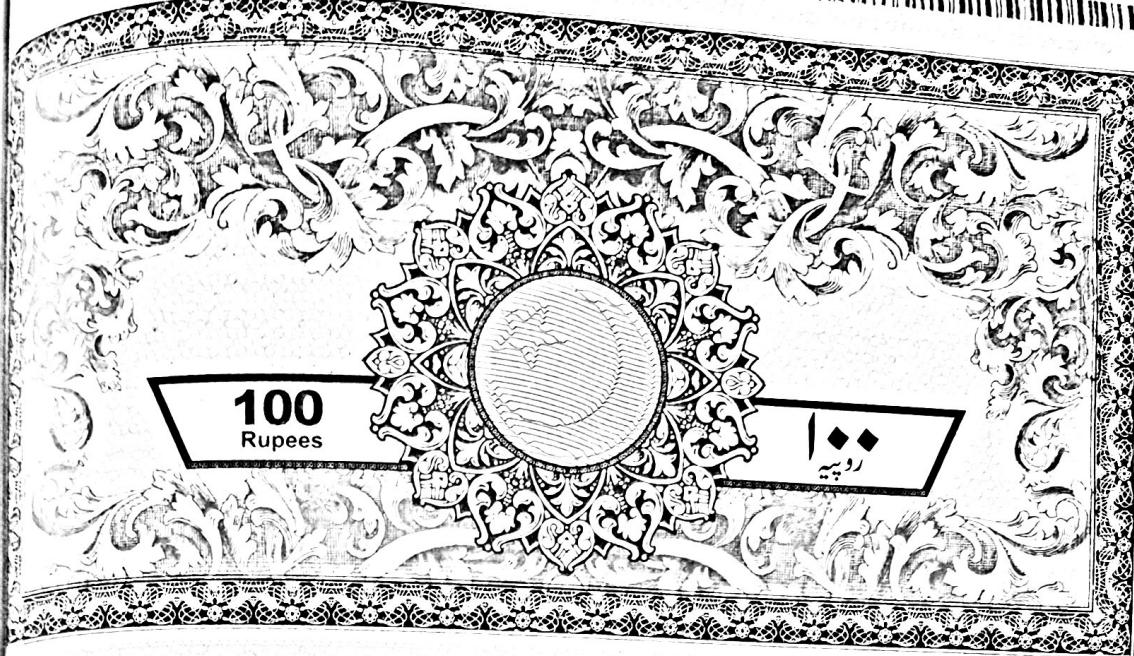
ARTICLE 17: ENTRY INTO FORCE, DURATION AND TERMINATION

- 17.1 This Agreement shall enter into force on the date of signature and shall be take effect from 5th April, 2022.
- 17.2 The ULS will execute agreement with Pakistan Post initially for a period of 03 (three) Years from the date of commencement. The term of the agreement can be extended on annual basis for further two years with mutual consent of the Parties.
- 17.3 Extension Criteria would be performance of the ULS, meeting Quality of service Standards and after-sale service.
- 17.4 Either Party may terminate this Agreement at any time by giving an advance written notice of thirty (30) days to the other Party of its termination to terminate this Agreement.
- 17.5 All actions taken and remaining incomplete or issues remaining unsettled during the validity of this Agreement shall continue to be governed by its provisions till their completion or settlement, unless the Parties agree otherwise.
- 17.6 In Witness whereof, the duly appointed representatives of the Parties have signed this Agreement at Islamabad on this _____ day of 2022 in two originals in the English language.



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MUHAMMAD SHOAIB STAMP VENDOR

1ST FLOOR NO 146, FLOOR NO 04,
WATAN & BENE KARIM HOUSE, KARACHI

ASUS DATE 10.1 APR 2022
RECEIVED WITH ADDRESS MR.
SEARCH WITH ADDRESS MR.

(RUPEES ONE HUNDRED ONLY)

For & on Behalf of:
the President of the Islamic Republic of Pakistan through
Pakistan Post Office
Department (PPOD).

ADDRESS: Directorate General PPOD
Islamabad - 44000.
Phone: +92-51-9260103
Fax: +92-51-9260257
E-mail: dips@pakpost.gov.pk

Signed for and on behalf of the Pakistan Post Office Department.

Farhan
5-04-2022
SIGNATURE

Name: Farhan Ali Mirza
Title: Director International Postal Services
Address: The General Pakistan Post G-8/4, Islamabad
Phone: 051-9260103
Fax: _____
Email: farhan.alimirza74@gmail.com

Signed for and on behalf of the Universal Logistics Services (Pvt.) Ltd (Authorised Service Contractor of UPS in Pakistan)

SIGNATURE

Name: JAMSHED SAFDAR
Title: CHIEF EXECUTIVE OFFICER
Address: D-79, Block-5, Clifton, Karachi
Phone: 92-21-35148127-9
Fax: _____
Email: jsafdar@ups.com

