



Pakistan Intermodal Limited Business Guidelines for Clients



Pakistan Intermodal Limited (PIL) strictly adhere to policy of transparency, open communication and informed decisions to facilitate its customers for seamless services of logistics and transportation. We operate our end-to-end business activities through a well-connected and a robust ERP system. Kindly review the following procedures laid down to assist you for smooth and secure handling of your cargo with PIL.

1. Client Registration: Know Your Customer (KYC)

1.1. PIL representative(s) upon first contact gathers business credential from you to open account in the name of your company name and enter all required details in PIL ERP system. As soon as required details in PIL ERP is completed the system automatically generates a confirmation email to client for their information/consent to proceed with cargo bookings.

1.2. The key information includes following (but not limited to);

1.2.1: Supply-Chain/Procurement/Logistics/Transportation Representative: Name, Designation, Email, Mobile Number.

1.2.2: Accounts Presentative: Name, Designation, Email, Mobile Number.

1.2.3: Director(s)/Partner: Name, Designation, Email, Mobile Number (recommended not mandatory).

1.2.4: CEO: Name, Designation, Email, Mobile Number (recommended not mandatory).

***Note:** Company email IDs are preferred and email IDs e.g. Gmail, Hotmail etc may not be acceptable

1.3. The above information will help you to receive timely notification of your business activities happening with PIL from booking of cargo, cargo delivery, invoices and status of payment. We are developing a web-portal for you which will be available soon and once its ready our ERP will intimate you with login/password on given email IDs. However, at any point in time should you need to get your KYC updated please send your request at kyc@intermodal.com.pk and our representative will contact you and may collect details for the updates.



2. Order Booking: Cargo Booking for Transportation





- 2.1. You are required to share all relevant details of your cargo that may guide PIL team to move your cargo accordingly and as per your desired instructions. Any missing information may increase the cost of movement and will be passed on to client invoice. The basic information about cargo booking may include (but not limited to); Client Name, Size x Qty (e.g. 14x40ft), Gross Weight Per Box in Ton, Pick Up Location, Drop-Off Location, Empty Return Location, Commodity Type, Shipping Line, Last Free Days and any other instruction/requirement etc.
- 2.2. Booking Order will be considered confirmed only upon **RECEIPT OF ALL THE DOCUMENTS** by PIL representative for the booked cargo. Any delay in receipt of document will carry the job forward for the next day. PIL receive and closes all its bookings and operational jobs **before 4pm** and any request received after this will be considered for the next day. Once the booking is confirmed with PIL you will receive an automatic email from PIL ERP system with your Booking Order Number along with your booking details for movement and invoicing.
- 2.3. Clients are informed and advised to ask for contact details of PIL Sales Representatives and avoid dealing with any other department of PIL for making cargo bookings as PIL does not take/execute orders through any other department except Commercial/Sales department. Any cargo or financial loss will be responsibility of client if they try booking cargo with any other representative of PIL other than assigned Sales Representatives.

General Terms & Conditions:

- Delivery Lead Time starts after port/factory gate out/receipt of cargo at train terminal.
- Payment shall be made upon cargo arrival at MICT before final delivery.
- Overweight of cargo will be charged separately under NHA Axle Load compliance.
- Damages & Claims may only be entertained against theft/pilferage upon timely written intimation with proof.
- Joint survey may be conducted to ascertain the scope of damages & claims.
- PIL will not be responsible for force majeure and related damages including any natural calamities and unforeseen events that will be considered as Act of God.
- Any loss of cargo due to poor packaging of cargo or packaging failure will be sole responsibility of customer.
- Overstaying of PIL asset (truck/containers etc.) at client premises including queue time, loading/unloading delays will be charged separately to the client.
- Any damage to PIL asset (truck/containers etc.) at client premises including will be charged separately to the client.
- PIL will consider its own weighment after receiving the cargo and client is advised to confirm with PIL acceptable weight differential before cargo pick-up.
- MICT Terminal in Prem Nagar Lahore will take storage charges in case of delay in cargo pick-up for final delivery.
- PIL will not be held responsible for any loss caused by Pakistan Railway's train delay due to accident/safety checks/operations failure etc.
- PIL does not take responsibility of demurrage, detention, port related charges or damages of containers delivered at the empty yards.



3. Cargo Delivery: Track Your Booking

- 3.1. PIL accept clean documents after all the dues/charges are paid-off as PIL handles transportation only. Further, any delay at cargo pick-up location, entry or exit delays at port/ terminal/ factory/ warehouse etc. locations, traffic congestion, unavailability of client's resources at loading/ unloading site and its related charges will be responsibility of client.
- 3.2. After your booking is confirmed you are required to share the details of your representative or client's **Point-of-Contact (POC)** to connect him with our designated operations team **(PIL-POC)** for the movement of your cargo. A  WhatsApp group is also created for the convenience of the client by the PIL Sales Person to share real-time cargo handling intimation at each movement of your cargo from pick-up to final delivery. You can connect with our teams in this group and can ask for updates with your booking order number and/or container number.
- 3.3. Clients are requested to intimate all their representatives regarding cargo handling with **PIL-POC** and encourage them to respond in  WhatsApp group for immediate actions and updates. Kindly note Sales Persons also get their updates from  WhatsApp group as clients may receive it; however, channeling communication via Sales Person will increase communication time and may result in delayed responses. In this regard, clients are requested to post their requirements in  WhatsApp group so that PIL related stakeholder/ team members may respond immediately.



4. Billing & Payments: Secure & Transparent Payments

4.1. PIL is a tax compliant company and strictly practices accountancy Generally Accepted Accounting Principles (GAAP) under the laws of Pakistan. PIL has a firm policy on the transfer of funds through banking medium only.

CASH PAYMENTS ARE NOT AT ALL ACCEPTABLE

4.2. PIL will only accept payments from the clients registered in PIL ERP system which is connected across all departments and any payment details mismatching with the registered client's credential will not be acceptable and may suspend the delivery of cargo until the payment details are reconciled between PIL Finance and Clients' Finance teams.

4.3. In this regard, we encourage clients to kindly review the terms and conditions mentioned in the PIL system generated invoices and can raise any concerns/requests directly with PIL Finance Team at payments@intermodal.com.pk at the time of booking before cargo is ready for final delivery. Kindly note terms & conditions for making the payment to send out container release message at PIL Train Terminals to make final delivery at your destination point.

4.4. Clients are advised to clear their payments for the containers before they put up request for their release as MICT Terminal in Lahore will be able to gate-out only those containers in the invoices which are **PAID-IN-FULL**.

4.5. All payment should be drawn in the name of Pakistan Intermodal Ltd (PIL) and there are **NO EXCEPTION** to it.

4.6. Payment can be made from the registered client's account only through cheque, pay order or IBFT along with invoice numbers

4.7. Payment received through Direct Deposit in PIL account may require following to accept and process in PIL ERP system;

4.7.1: Deposit Slip + Copy of Cheque.

4.7.2: Deposit Slip + Copy of Pay Order.

4.7.3: Cash Deposit Slip + NOC on company letter signed & stamped by finance department & C-Level authority e.g. CEO, CFO or Director etc.

*** Note: All Invoices should be paid in full as partial payment of invoices are not acceptable and payments should be submitted with booking ID and/or invoice numbers as PIL knock-out invoices and client ledger in FIFO order.**



“Disclaimer: Any cash directly handed over to, or deposited into, the personal account of a sales representative will not be considered a payment made to the Company. The Company is not responsible or liable for any such actions, which may constitute infringement or embezzlement. Employees found engaging in such activities will face serious disciplinary action.”

- 4.8. Delay in taking delivery of container from MICT Terminal in Lahore; may allow terminal to levy storage charges on per day basis as extra services of cargo storage.
- 4.9. Clients are requested to make payments **72 hours** before they put up request for release of cargo keeping in view banking hours and banking holidays (i.e. Saturday/Sundays) as from banking clearance to container release message to terminal from PIL ERP system may take time to process the final deliveries and can cause inconvenience.
- 4.10. PIL encourage clients to lock time with PIL Finance team for reconciliation of accounts every month so that PIL-Client's ledger is reconciled and balanced at both the sides. PIL ERP system automatically generates ledgers and invoices that will be sent to your provided Email IDs and should there be any update kindly send your request to kyc@intermodal.com.pk for record updates.

Our Whistle Blowers

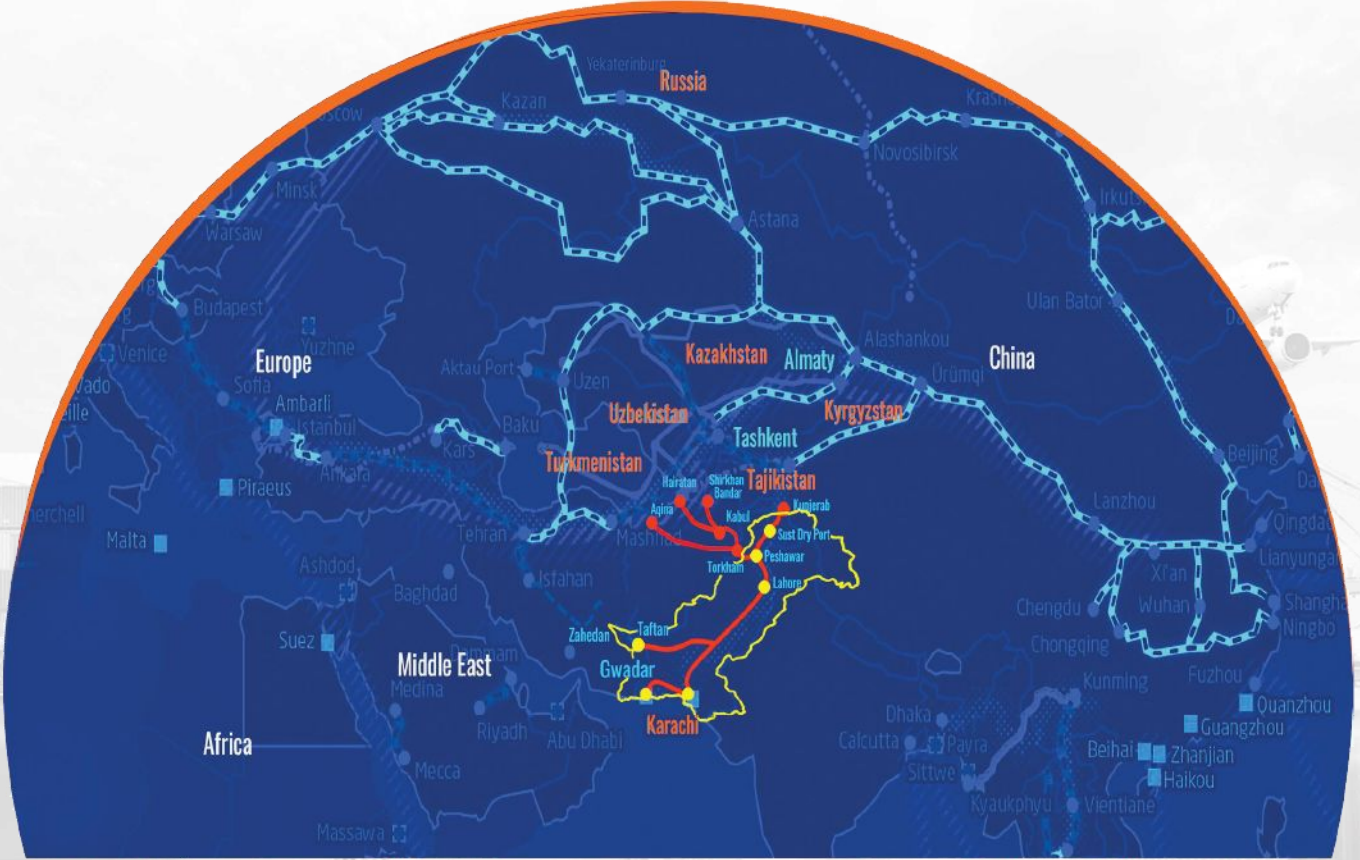


Our Whistle Blower Initiative

Creating Safe Work Environment for Honest Professionals

Client are encouraged to inform anonymously to PIL Management at whistleblower@intermodal.com.pk where they experience fraudulent practices from any of PIL representative(s) and can be rewarded if provided with documented evidences





WHERE GLOBAL TRADE CONNECTS WITH UNLIMITED POSSIBILITIES



HEAD OFFICE



IN HEART OF KARACHI PORT



CUSTOMER SUPPORT



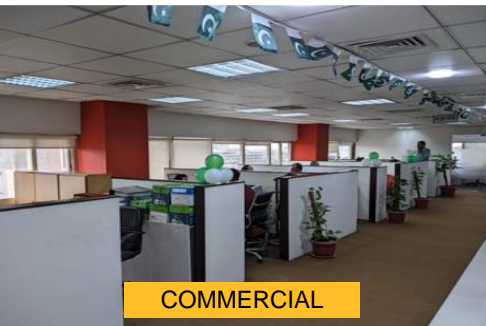
FINANCE



CONFERENCE ROOM



RECEPTION



COMMERCIAL

Our Offices



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WAITING AREA