



中远海运集运(巴基斯坦)有限公司
COSCO SHIPPING Lines Pakistan (Pvt) Ltd.
(Formerly) COSCO SAEED KARACHI (PVT) LTD.
Ship Agents, Charterers, Operators & Logistics Services

GUIDELINE FOR THE ANNOUNCEMENT REGARDING THE ONLINE PAYMENT PROCESS.

Dear Valued Customers,

Following our previous announcement on 27-11-2024 regarding the online payment system, which took effect on 15-12-2024 for Delivery Orders (D/O) and deposit charges related to import shipments, we understand that some of you have encountered challenges. We would like to offer the following clarification and guidelines to ensure a smoother process:

1. Priority for Online Payment:

- Customers are required to submit payments via the online portal of their bank, directly into our bank accounts, as specified in our previous announcement with account details.

2. Alternative Payment Methods (For Customers Without Bank Access):

- We understand that some customers do not have access to online banking. To assist you, we suggest submitting a pay order at our designated bank accounts (separately for D/O and deposit). However, please note that the D/O will only be processed once the payment is reflected in our account.
 - **Meezan Bank Pay Orders:** If you submit a pay order from Meezan Bank, your D/O will be processed the day after the transfer date as per the bank receipt.
 - **Other Bank Pay Orders:** If the pay order is from a bank other than Meezan, the D/O will be processed the day after the clearing date mentioned on the bank receipt.
 - **RTGS Payments:** Please be aware that RTGS payments may take longer. Ensure the payment is submitted at least one day before applying for the D/O.

3. Required Documentation:

- When submitting a pay order to the bank, please attach both the bank receipt and the pay order copy with the d/o documents.
- These documents (pay order copy and bank receipt copy) are also required for deposit refunds, so kindly keep one copy for a smooth refund process.

4. Third-Party Payments and Cash Deposit:

- Please refrain from submitting payments or pay orders from third-party accounts and cash deposit. We are unable to accept third-party payments and cash deposit, and any issues or consequences arising from such payments will be the responsibility of the customer.

5. Submission Timing:

- To ensure timely processing, we strongly recommend that payments be submitted **at least one day** before applying for the D/O in our bank accounts. Additionally, please re-check the invoice for the same day the D/O is applied to avoid any delays or issues caused by payment discrepancies.

We appreciate your cooperation in following these guidelines to ensure smooth transactions and processing of your shipments. We assure you that we are trying to serve you in the best way possible, so please bear with us as it takes some time to prepare the DO once the payments are received in our bank account.



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