

Karachi July 26, 2021

Customer Advisory

e-Delivery Order Issuance (eDO)

Due to the increasing cases of Covid 19 (Delta Variant), all customers are hereby informed that effective **August 1st, 2021**, we shall only be releasing eDO to all Import customers.

All Customers are therefore instructed to please submit the following,

- 1. All Import related documents duly completed**
 - a) Original BL properly endorsed / Bank guarantee
 - b) Consignee's request / Authority letter
 - c) Clearing agent's request / Authority letter along with receiving person's CNIC copy
 - d) Bond undertaking on PKR 100/- judicial bond paper
- 2. Payment proof** – copy of the Pay orders along with the HBL deposit slip.
- 3. Contact Information** – Proper consignee/clearing agent official E-mail ID and Contact numbers.

eDO confirmation shall be sent to the customer through ONE Line's email.

Weekdays	Counter Timings for submission of Documents
Monday to Thursday	09:00am to 12:30pm & 02:00pm to 03:00pm
Friday	09:00am to 12:00noon & 02:30pm to 03:30pm