



Company Profile

Head Office
130-B SMCHS, Karachi
Tel: 021-34310326

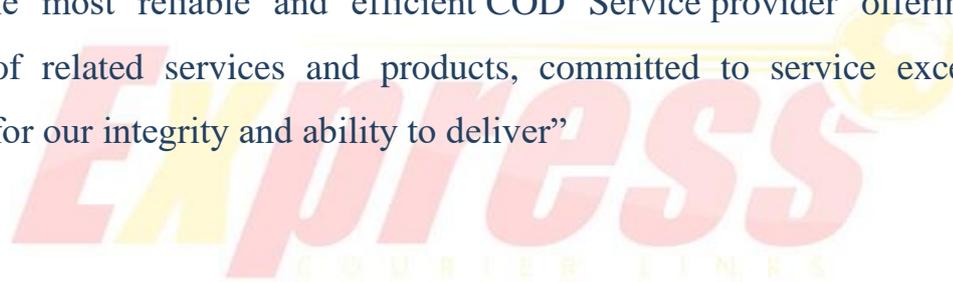
Regional Office
15/26, Davis Road Lahore
Tel: 042-36368730

MOTTO

“Reliability is Our Strength”

VISION

“To be the most reliable and efficient COD Service provider offering a broad spectrum of related services and products, committed to service excellence and renowned for our integrity and ability to deliver”



Mission Statement

“To be the only choice, providing all clients with highest level of service and offering an excellent service oriented approach in addressing all their transport and distribution solutions, with a comprehensive guarantee of satisfaction. To build relationships with our clients by gaining a thorough understanding of their business in assessing their current and forecasting their future requirements, thereby sharing their vision and assisting by developing and realizing the vision with them. We rate integrity first on our list of strengths.”

Overview

“Over the years, ECL has emerged as a symbol of Trust and Reliability in the Financial and Corporate sectors of the country. A phenomenal increase in our customer base year after year has significantly contributed towards the success of ECL and is a testimony to the fact that our customers exhibit unflinching faith in our services”



Approach

“We offer a fully integrated service from a fully committed and equipped team, capable of meeting every related need. Regardless of your requirement, our approach remains the same. Our first priority is to gain a thorough understanding of the requirements of your business and then efficiently dealing with each task as they present themselves. A dedicated team led by the directors to serve all clients”

Introduction

Express Courier Link (ECL) was established in 1992 and is serving its esteemed customers for more than 2 decades with the commitment "Reliability is Our Strength". Ever since inception, the company has remained steadfast in providing high quality Courier, Transportation and Logistic services which are reliable, time sensitive and efficient; catering all courier needs at both Domestic & International fronts. The salient about ECL are: -

- a. Established 1992
- b. Head Office 84-K, Ghazali Road, BL-2 PECHS, Karachi. Pakistan.
- c. International Network
 - Global Regional Offices Dubai, Bangladesh, Sri Lanka
 - Direct Line Hauls UAE, Bangladesh, Srilanka
 - Global Partners DHL, FedEx, TNT – Dubai
- d. Domestic Network
 - Regional Offices. Lahore & Islamabad.
 - Hubs 6 operational Hubs
 - Branch Network 98 country wide offices
 - Service Areas 440 destinations across Pakistan
 - Employees Over 1500 employees Country Wide
 - Network Operations
 - 98 Branch Managers
 - 22 Area Managers
 - 6 Manager Networks
 - 1 Country Manager Operations

Services

As one of the fastest growing courier company in Pakistan, we have the privilege to offer competent, coherent and timely service at competitive rates. Our objective remains to deliver superior quality service to all our customers and make their experience with us more rewarding and fruitful. Our prime services include: -

Overnight Delivery Across Pakistan

Next working day delivery of shipments to all cities using 6 major forwarding Hubs. ECL have booked its space from commercial Airlines in night timings to connect far area in night to deliver customers parcels / documents next day in bank timings to different cities, towns etc.

All the remote cities are connected to their respective Hubs, and further ground couriers are taking its local respective branch delivery on nonstop basis. At all Hubs and local branches updating shipments barcodes after receiving of mail to update same time the exact location of shipments and customers can easily find out its shipments real time location.

Sentiment Delivery

A highly personalized service offering wide range of gifts. The service includes cake, floral bouquets, sweets, perfumes and much more; aesthetically wrapped and eloquently delivered all over the country. Just the way you want - To reach out to your 'Loved ones'.

Cash On Delivery

Cash on delivery (COD) is a type of transaction in which the recipient makes payment for a good at the time of delivery. The terms and accepted forms of payment vary according to the payment provisions of a purchase agreement. Cash on delivery can also be referred to as collect on delivery since delivery may allow for cash, cheque or electronic payment.

COD can provide for the immediate payment of goods and services. This is a significant accounting advantage since it can greatly shorten the days receivable for a business. COD typically has shorter timeframes to delivery than standard invoicing. This is beneficial since the customer is required by an intermediary to pay at delivery. COD shipping offers customers the advantage in time for saving to make a full payment. Alternatively, it also increases the risk that a customer will not plan appropriately for payment, leaving the purchase to be returned. Returned purchases forego intended profits and may require shipping return fees which are both disadvantages for the merchant.

Some Salient features of COD Services

Payment re-imburement: ECL have developed a system in which customer can receive its product payment every Monday of each week via electronic transfers or cash collection.

- Economical Rates.

Keeping in mind the best service standards and required time frames of delivery the aspect of rate competitiveness ECL never forget and offering its best economical prices in the market.

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- No return Charges

To remain the market leader in market ECL is not charging its transformational cost or service charges in case of returned shipment all over Pakistan. On customers request we transport the goods from destination city to origin without any extra charges.

- Customer Booking Portals.

To maintain the accuracy and customer demand ECL have developed an On-Line booking portal in which customer can generate HAWB at their end. Mentioning amount of COD need to be collected, Customer Address and contact number. On real time basis information will be reflected at ECL system indicating the number of shipments to be collected from customers address and courier can collect the same number of shipments with proper reconciliation and hand over to concerned local operations facility.

The screenshot shows a web interface for creating a new consignment. At the top, there is a header with the 'Express' logo and the text 'New Consignment'. On the right side of the header, there are three buttons: 'No Recent CN' (with a dropdown arrow), 'Print Selected CN', and 'Home'. The main content area is a form with the following fields:

- Booking Date:** 05-Dec-2019 08:00:13 PM
- Reference No.:** (empty text box)
- Origin:** ABBOTTABAD (dropdown menu)
- Destination:** ABBOTTABAD (dropdown menu)
- Shipper:** CLOTHING PALETTE (COD)
- Contact No.:** 03336205305
- Shipper Address:** H # 38 BLOCK L-2 VALANCIA HOUSING SOCIETY LAHORE
- Consignee:** (empty text box)
- Contact Number:** (empty text box)
- Consignee Address:** (empty text box)
- Goods Description:** (empty text box)
- Pieces:** (empty text box)
- Weight:** (empty text box)
- COD Value:** (empty text box)
- COD Remarks:** (empty text box)

At the bottom right of the form, there are two buttons: 'Save CN' and 'Reset CN'.

- Real Time Customer Ledger.

On the basis of delivery and return procedures customer can extract its report of financials any time and can extract according to destination wise and delivery wise. All the received amounts, courier charges will be available for reconciliation at any point of time.

API Integration

ECL have also develop a system in which ECL web site can be integrated to customer web and same details can be shared at same time. The shipment exact location, it's time for delivery and recipient name in case of successful delivery or returned reason if the shipment is returned with any reason.

PROOF OF DELIVERY Home

Consignment Note... Search

C.N. No. 420010052116 COD Amount Rs.1500

SHAZIB HEERA
MODEL TOWN LAHORE
03214303489

Sign Pad Location Call SMS

SIGNATURE PAD POD

C.N. No. 420010052116

x

Status
DELIVERED

Rrecipient

Reason for UD
ADDRESS UNTRACEABLE

Save Clear

- Safety from Frauds.

Online shopping could be very dangerous because when you pay online through your credit card you become susceptible to credit card fraud. There is equal risk in net banking. You need to be very careful while using your credit card or net banking online. However, with COD you don't have to bother about credit cards. Hence, COD is very safe and you are not going to lose your money as a result of credit card theft.

E-fulfilment

How well do you fulfill your online orders? You probably have room for improvement. All types of sellers face the challenge of perfecting this process. It isn't easy to turn your current fulfillment practices into an efficient and cost-effective process that still provides the best value to your customers. That's why many sellers turn to eFulfillment services for help.

In broad terms, eFulfillment is the all the people, processes and technology it takes to deliver an online order to a customer. The key is to make all of these come together to create a positive customer experience before, during, and after a sale. For you, eFulfillment includes everything from the online checkout process, payment provider, and order management system, to the steps taken to pick, pack, and ship the order. Instead of doing all these yourself, you can use an eFulfillment service to do them for you eFulfillment services can also be referred to as 3rd party logistics (3PLs) or pick and pack fulfillment services.

Ware Housing & Supply Chain Management

A warehouse is a building for storing goods. Warehouses are used by manufacturers, importers, exporters, wholesalers, transport businesses, customs, etc. ECL specializes in Third Party Logistics (3PL) and has the capability to provide total Logistics and Supply Chain solutions in Pakistan. We offer efficient and economical warehousing Services by employing most modern and efficient tools for warehouse management as well as state of the art distribution solutions..

Our range of specialized services include:-

- Warehousing
- Transportation and Distribution
- Bar-Coding & labeling the packages

International Portfolio

- **Courier Export**

ECL facilitates its customers for its direct line haul for UAE, Bangladesh & Srilanka as Authorize Pakistan Customs panel in `` Courier Mode``. Using best commercial airlines to reduce the time lines of customers delivery on DDP (Duty paid) as well in DDU (Non-Duty paid) shipments.

- **Courier Import**

ECL is one of the Courier among Pakistan Industry who are officially importing Courier from Pakistan Customs panel along with Web ID Pak Customs. ECL is also known for it's speedy Clearance and it's delivery via 2 gate ways in Pakistan i.e. Karachi & Lahore and managing all cities and towns of Pakistan without sourcing any package of any destination across Pakistan. Partners can easily track their shipments via our web site or we also integrate the web site with APIs to our partners to track On-Line and on real time basis to update their websites accordingly.

- **DDP (Delivery Duty Paid)**

ECL facilitating Clearance most of its global partners on DDP basis keeping in view the On-Line customer requirements.

- **DHL/Fedex Partnership**

ECL is exclusive International Partner for DHL in Dubai and managing rest of the world shipments via direct line hauls Pakistan to Dubai and onwards transit DHL for rest of the world on most economical rates. DHL have given the Pre-Allotted consignment numbers which we can allot to customers accordingly to also track their shipments via DHL web site.

IT Infrastructure

The term infrastructure in an information technology (IT) context refers to an enterprise's entire collection of hardware, software, networks, data centers, facilities and related equipment used to develop, test, operate, monitor, manage and/or support information technology services.

ECL have developed a customize software for COD customers to prepare their shipments in house to monitor shipment status and details on day to day basis.

Oracle Based IT Facilities & in House Services, All booking are made online through BAR Code System. Shipments can be tracked through our website: www.xpresscourierlink.com , this application also enable you to get the SMS Alerts of your shipments. While you can write at E-mail at tracking@expresscourier.com.pk

Corporate customers can opt for web based corporate id login allowing ease of access for different reports. Delivered Status, Return or in process status etc. with world wide access.



Express Courier Link

Customer Services

24/7 and 15 seats call center offers our customers various channels of Communication that include voice, email and web chat to facilitate customer .Queries regarding tracking of shipments, information on rates, delivery timings, delivery areas and booking locations , solutions for customer query handling, monitoring, escalation and resolution, with call hold, call transfer, call forwarding, 3 way conferencing, speed dialing and last number redial feature to ensure optimum handling of customer calls.

Zone List - Domestic

ZONE-A-	ZONE -C-	ZONE -D-
KARACHI	LAHORE	ISLAMABAD
HYDERABAD	MANGA MINDI UPTO 46 KM.	RAWALPINDI
ZONE -B-	SHEIKHUPURA ROAD UPTO 31 KM.	ABBOTABAD
MULTAN	MULTAN ROAD UPTO 26 KM.	PESHAWAR
RAHIM YAR KHAN	KASUR	ZONE -E-
GOTH MACHI	SHEIKHUPURA	QUETTA
SADIQABAD	PATTOKI	LIAQUAT PUR
KHANEWAL	CHUNNIAN	KASSOWAL
BAHAWAL PUR	RAIWIND	IQBAL NAGAR
AHMEDPUR EAST	GUJARANWALA	DHARANWALA
YAZMAN MANDI	NANKANA SAHIB	BANGALA YATEEM
HARONABAD	KAMOKI	ZONE -F-
BHAWALNAGAR	HAFIZABAD	MIRPUR A.K
SHAHEED CHOWK	DEPALPUR	
DAHRANWALA	DASKA	
FAQEER WALI	GUJRAT	
FORT ABBASS	FAISALABAD	
LODHRAN	KHUDIANWALA	
CHISTIAN	JARANWALA	
ARIFWALA	TOBA TEK SING	
BUREWALA	SAMUNDRI	
PAKPATTAN	GOJRA	
TALUMBA	JHANG	
ABDUL HAKEEM	RABWA	
MINCHANABAD	CHINIOT	
YAZAMAN MANDI	SIALKOT	
TOBA TEK SINGH	NAROWAL	
YOUSAFWALA	SARGODHA	
RINALA KHURD	SAHIWAL	
CHANAB NAGAR	OKARA	
MIANCHANNU	RENALAKHURD UPTO 15 KM.	
KABIR WALA	DIPALPUR UPTO 35 KM.	
KACHA KHUH	JEHLUM	
JAHANIA	KHARIAN	
DUNGA BUNGA FAQEER WALA	VEHARI	
KHAN PUR	SHEIKHUPURA	
SHAH KOT	KAMALIA	
HUJRA CANTT	KAMONKI	
	KHURRIANWALA	
	BASEER PUR	
	HASILPUR	
	CHUNIAN	
	IQBAL NAGAR	
	CHICHAWATNI	