

The logo for CityMAIL, featuring the word "City" in blue and "MAIL" in red, with a registered trademark symbol (®) to the right, all set against a yellow background.

CityMAIL®



COMPANY PROFILE

CITYMAIL® UAE is a world leader in mail management, P.O.BOX Management solutions, and a courier services company in UAE.

CITYMAIL® PAKISTAN is an extension of CityMail UAE & CityMail Global where we make ease deliveries beyond borders for E-Commerce Businesses.

Web: www.citymail.ae, www.citymail.com.pk



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COMPANY POLICY

Citymail Policy is the customers get exactly what they require; on time, every time without compromising on quality.

VISSION

Our vision is to be the premier courier, logistics, and mail management Service provider. We act as an indispensable partner to our clients to be the industry leader in service quality.

MISSION

Our Mission is to analyze our customers' needs most accurately and offer boutique solutions that meet their expectations completely. Thus, we always ensure our customers' satisfaction.

GOALS

We offer a wide range of services with only two goals: to upgrade quality and simplify their mail-related activities, and to cut their existing costs.





ABOUT COMPANY

CITYMAIL® UAE was founded in Southeast Europe and UAE in 2008 we have more than 18 years of experience in providing mail management services to some of the biggest companies around. CityMail is a world leader in mail management, P.O.BOX Management solutions, and a courier services company. We are an alternative to existing national post organizations and courier companies by having a different approach to our client's needs. You can come to visit CityMAIL for local courier services and international courier services. We are happy to call ourselves: the world`s boutique post.

That`s why many banks, insurance companies, big multinational brands, municipalities, and city utility companies have us as partners daily. We also provide the service of eCommerce delivery for our customers. Many e-commerce businesses are currently using our eCommerce Delivery Services.

We offer courier services to online sellers who sell products on the Internet. All the operations are handled very carefully by our teams of professionals. the representatives of CityMAIL take the responsibility to take the Parcels from the seller`s locations, whether that is an office or a home office. They carefully deliver the products to the buyers by handling all of the e-commerce Delivery operations in between

CITYMAIL® PAKISTAN is an extension of CityMail UAE & CityMail Global where we make easy deliveries beyond borders and help local businesses grow by reducing or eliminating their fixed operational costs for Cross-Border Services for E-Commerce.

International courier services of CityMail for shipping transshipment & maintenance.

- Warehousing
- Freight forwarding
- People Transport solutions
- Customs clearance
- Cargo solutions
- Storage
- Transportation



SERVICES WE OFFER IN UAE & PK



POST OFFICE SERVICES

Post office services provide the facility of mail management like accepting parcels and letters from inside and outside the city as well as the country. Our company provides the fastest and safest deliveries within no time to our customers. We provide secure and reliable deliveries to your doorstep. We also give the facilities of P. O. Box management and important letters issued by the government.

We also provide services like passport applications by the government and other services like fees, different types of taxes, bank fees, and other educational fees. We also provide post office boxes, packaging, stationery, and postage stamps. Many companies in the world are providing post office services throughout the country. The post office Services include:

- 1.P.O.BOX Management
2. Business P.O.Box
3. Public P.O.Box
4. Corporate P.O Box
5. Renew P.O.Box



P.O.BOX MANAGEMENT

P.O. Box refers to the post office box. It is a post office locker with a specific reference number that postal workers use to deliver mail. We provide P.O. Box management services in which Clients get a mailbox where they receive mail rather than their home or workplace.

To get the items of each P.O. Box management, you'll need a key. All boxes are normally accessible from the lobby 24/7, and postal box owners routinely check to see whether they received mail. We are providing a secure and more reliable way of P.O.Box management for our customers to use our services effectively and efficiently.

The cost of the P.O. box varies according to the size of the postal box and the location of the post office. A P.O. Box is a convenient way to get mail and parcels but all you need to remember is the locker key or password to get all your mail. We are also providing the facility of notice if the customer is not getting mail from the mailbox. The mail would be kept there at the local post office, according to the notification.

BUSINESS P.O.BOX



A business P.O. Box is an inexpensive and easy way to show that you are professional. Our company provides the service of business P.O. Boxes to our customers who are receiving mail and packaging daily. Some people don't like delivery trucks to come to their homes or workplaces.

If users don't want your clients or vendors to know where you reside, our company provides the service of a business P.O. Box with a little more security.

We provide services for receiving important emails from your business if you are not at home. P.O. Box business also provides you with the opportunity to separate your business mail from your homes.

We also assure you that your confidential information is safe and secure. We also provide your firm with an actual address for safe postal and parcel shipments with our small company mailbox options.

Business P.O. Box looks more professional if you are an LLC or corporation, you can't use a PO Box as your physical registered office.



PUBLIC P.O.BOX



Every postal service in the country provides the Public P.O. Box service, and each address has been allocated a P.O. Box number. Many organizations in the UAE are running public P.O. Box services. However, our organization is providing the UAE postal address without possessing a P.O. Box for our customers. And the charges will be charged according to the weight and type of the mail.

Public P.O. boxes give an advantage to those people who can't afford their P.O. boxes in UAE. So, we are providing UAE mailing addresses to them. In such a way they can also avail and get their important parcels at their doorstep.

The Public Post Box service is now available in nine sites around the country, each with its own extremely simple P.O. Box number. "For a small fee, people can now have a mailing address in the UAE. We are confident that a huge number of residents, travelers, and frequent passengers would enjoy the service.



CORPORATE P.O.BOX



In UAE, whether it is online or home-based business it has become a huge and efficient way for people around the world. Making a physical store and then making it successful like online stores is not an easy task at all.

It has become abundantly evident to all of us that developing an internet presence is of paramount importance. A corporate P.O. box for postal mail service must be provided by the company while applying for a trading or commercial license.

You may have an online office, or it might be a physical place in UAE. We provide our customers with postal mail services of Corporate P.O. Box if they don't want their home address to be on the public records and they don't want government authorities and other customers to contact them.

If you are using a corporate P.O. box for business, you have the right to use it on your website or any social media account.



RENEW P.O.BOX



You can also renew your P.O.Box subscriptions for P.O.Box management. We are providing the facility to our customers so that they can renew their P.O. Boxes at any of our customer service centers. You can choose among different packages and subscribe to the one that suits you the most.

You can also get your mail delivered to a subscribed P.O. Box address box chosen for your business. Customers can renew the services for P.O. Box management as it is a more reliable and convenient way for business entities.



MAIL SERVICES



CityMAIL provides the facility for customers to get and send their mail, important letters, parcels, and packages that are being received whether within UAE for local courier services or outside the UAE for international courier services.

It is an easy way, you just don't need to go anywhere put the address of the receiver with his/ her contact number, and your parcels will be received at the destination location within one day with a small amount.

We provide fast, reliable, efficient, and secure postal mail services to our customers. We provide local courier services and international courier services.

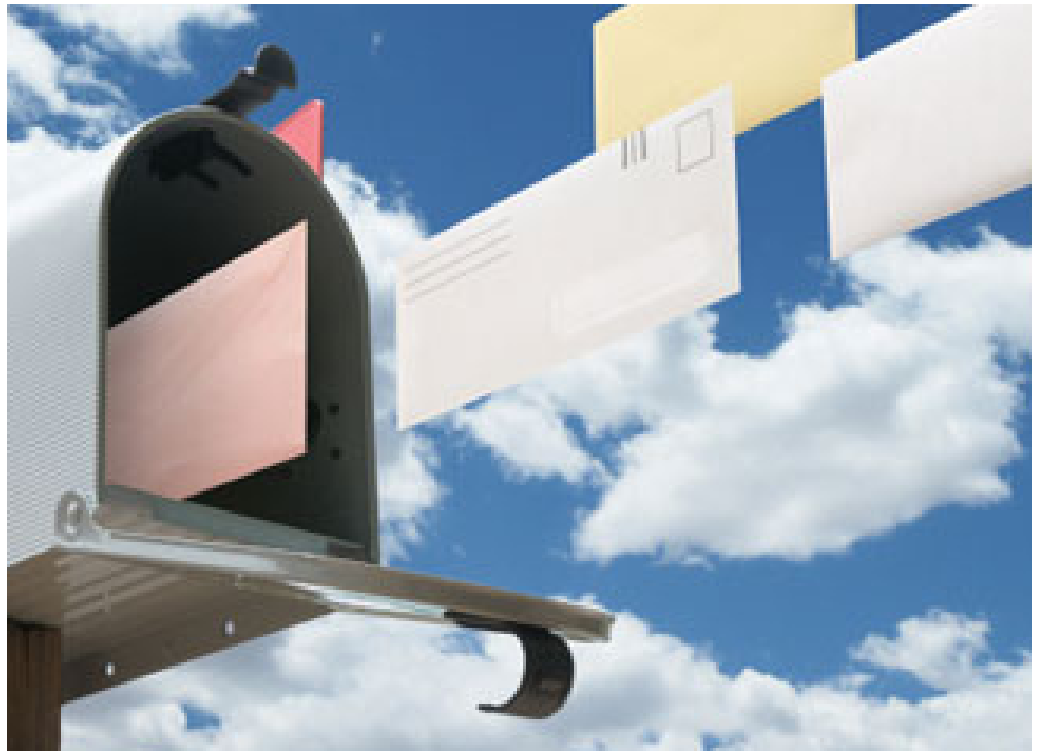
These services provide the customers with the lowest rates based on the weight and destination address of the parcel.

These refer to simply mail that is being sent by the company or received by customers from time to time until the parcel reaches its destination. The Mail Services include:

1. Mail Management
2. Direct Mail Service
3. Mail Room Management
4. Postal Mail Service
5. HybridMAIL
6. Mail Logistic Management
7. Express Mail



MAIL MANAGEMENT



Mail Management is a service that offers the user the possibility to receive all the incoming mail items from his P.O.BOX (either a company or an individual P.O.BOX) to the desired address/location (either the company or home location).

By utilizing the service, the user will save time and money by leaving the professionals handling the everyday delivery.

All the mail items will be delivered to the designated address within 24 hrs. of them reaching the P.O.BOX.

- We collect Regular mail from your P.O. Box
- We collect Registered mail, parcels, EID, etc. from the POST OFFICE
- We Deliver right at your doorstep.
- We Deliver all your outgoing mail to POST OFFICE



DIRECT MAIL MANAGEMENT



Direct MAIL is a service offered to users in UAE, that need to send an urgent document/parcel from their location directly to the hands of the recipient, within 24 hrs. or less.

- We collect and deliver your mail, documents, cheques, etc to your client's home or office address.
- We collect and pay your utility bills (Etisalat, Du, DEWA, SEWA)



MAIL ROOM MANAGEMENT



Mailroom Management is a service designed for big corporate users that have a huge flow of inbound and outbound mail items coming and going from their premises daily.



POSTAL MAIL SERVICES



CityMAIL provides postal mail services for its customers where letters are collected and processed before being shipped and dispersed.

We also provide a location where postcards are sold, or other facilities are available.

Our company is responsible for fast and secure delivery of mail. In postal mail service, we are providing encouraging national unity, a well-functioning postal system provides critical infrastructure for the rise of trade and business.

These services are especially appreciated in emerging economies where financial facilities are limited.

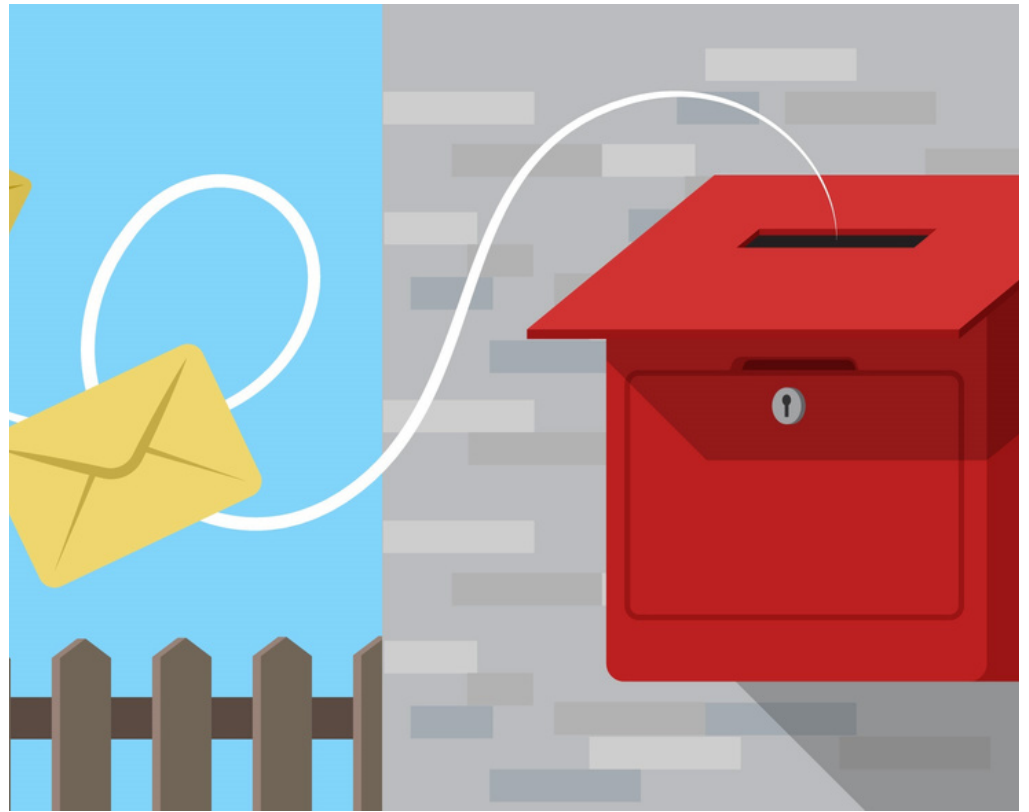
We are providing the potential to generate enormous sums of money which can be used for government investment. Hence postal mail service is a complex procedure.

But we are providing an efficient and effective way for our customers to use postal main services efficiently and securely.

With the support of the rapid postal service, products can be delivered safely and quickly.



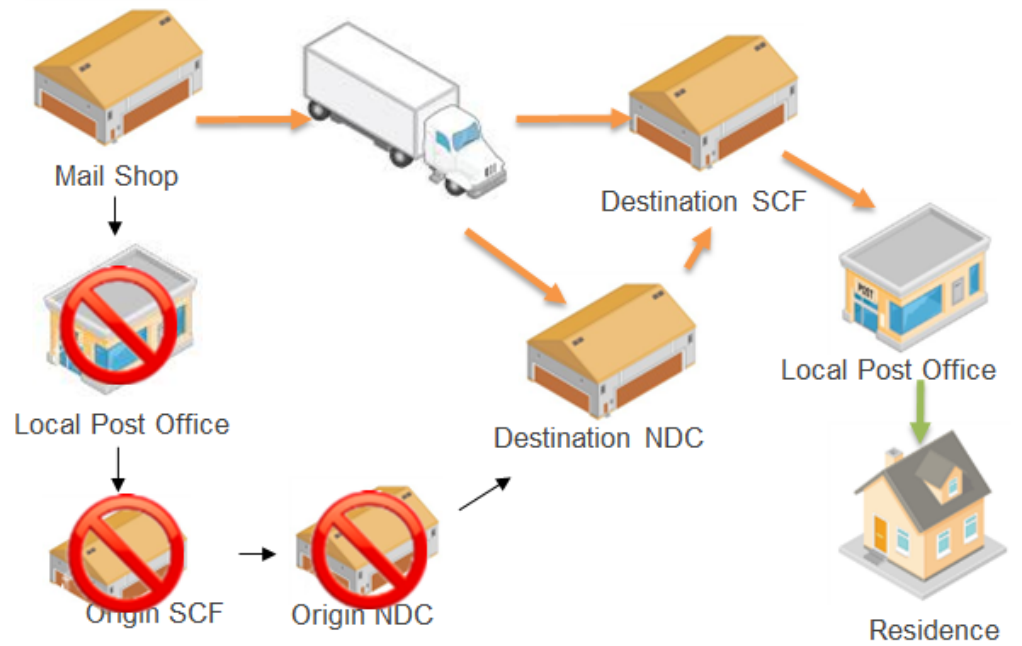
HYBRID MAIL



HybridMAIL is a service that offers the user a chance to approach a wide base of potential clients with his marketing material and special offers.



MAIL LOGISTIC MANAGEMENT



Mail Logistic Management is a service designed for those users who have a need to process a large amount of inbound/outbound mail items on a daily basis, and to ensure that the outbound mail items reach their targeted recipients in 48 hrs. or less.



EXPRESS MAIL



Mail Logistic Management is a service designed for those users who have a need to process a large amount of inbound/outbound mail items on a daily basis, and to ensure that the outbound mail items reach their targeted recipients in 48 hrs. or less.



DOCUMENT SERVICES



CityMAIL provides document services for the secure delivery of your confidential documents. You can use the most secure and reliable document services of CityMAIL to send your private and confidential documents at reasonable prices. CityMAIL also provides an inter-office document exchange service to its customers.

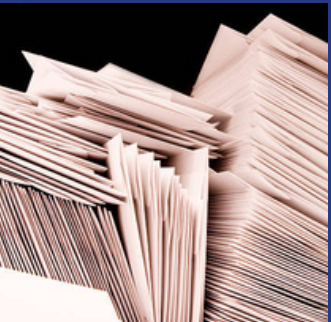
- We collect mail from one branch and deliver it to another branch.
- We deliver within 24 hours of collection.
- We provide document management/exchange service only in Sharjah and Dubai



INTER OFFICE DOCUMENT EXCHANGE SERVICES



Inter-Office Document Exchange is a document management/exchange service specially designed for users that have more than one location/branch but still have the need to exchange various documents, paperwork, statements, etc. between those locations.



PARCEL SERVICES



CityMAIL provides parcel services to its customers. You can deliver parcels from one destination to another with us. These parcel services are available for local and international delivery.

You can track the progress of your package anytime through our website. Tracking includes the collection date and time, the expected delivery date and time, and the current status of your parcel.

We keep up to date on the progress of your parcel, any unplanned delays, and when it will be delivered.



COURIER SERVICES



The courier service of CityMAIL is a high-end, all-inclusive service that gathers and sends packages in the quickest period feasible. We provide the service to our customers to transfer documents and parcels.

We also provide an affordable cost for the deliveries. We assure you that your parcels are safe and secure and will be reached at the destination address safely.

The cost of the parcel in courier services depends on the weight and location of the parcel to where it is being sent.

All the formalities of handling your parcels and packages in CityMAIL are being done by the professional in our management office.



INTERNATIONAL COURIER SERVICES



CityMAIL provides the best international courier service, specifically in Dubai and Sharjah, by delivering your parcels and packages around the globe.

Our company is managing to deliver the international couriers as fast as it can, to reach their destination.

We prioritize our customers' demands by providing quality to our customers.

International courier services may include documents, small-weight parcels, heavy-weight parcels, etc.



E-COMMERCE DELIVERY SERVICES



We provide the service of eCommerce delivery for our customers. Many e-commerce companies are currently using our eCommerce Delivery Services.

All the operations are handled very carefully by our teams of professionals.

The representatives of CityMAIL take the responsibility to take the Parcels from the seller's locations, whether that is an office or a home office.

They carefully deliver the products to the buyers by handling all the e-commerce Delivery operations in between.



CROSS BORDER SERVICES FOR ECOMEMERCE



We provide the service of eCommerce delivery for our customers. Many e-commerce companies are currently using our eCommerce Delivery Services.

All the operations are handled very carefully by our teams of professionals.

The representatives of CityMAIL take the responsibility to take the Parcels from the seller's locations, whether that is an office or a home office.

They carefully deliver the products to the buyers by handling all the e-commerce Delivery operations in between.



CASH ON DELIVERY SERVICES

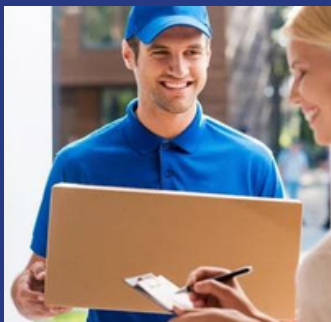


Cross Border Cash on Delivery services offered by CityMail Pakistan are specially designed to cater to domestic clients' needs.

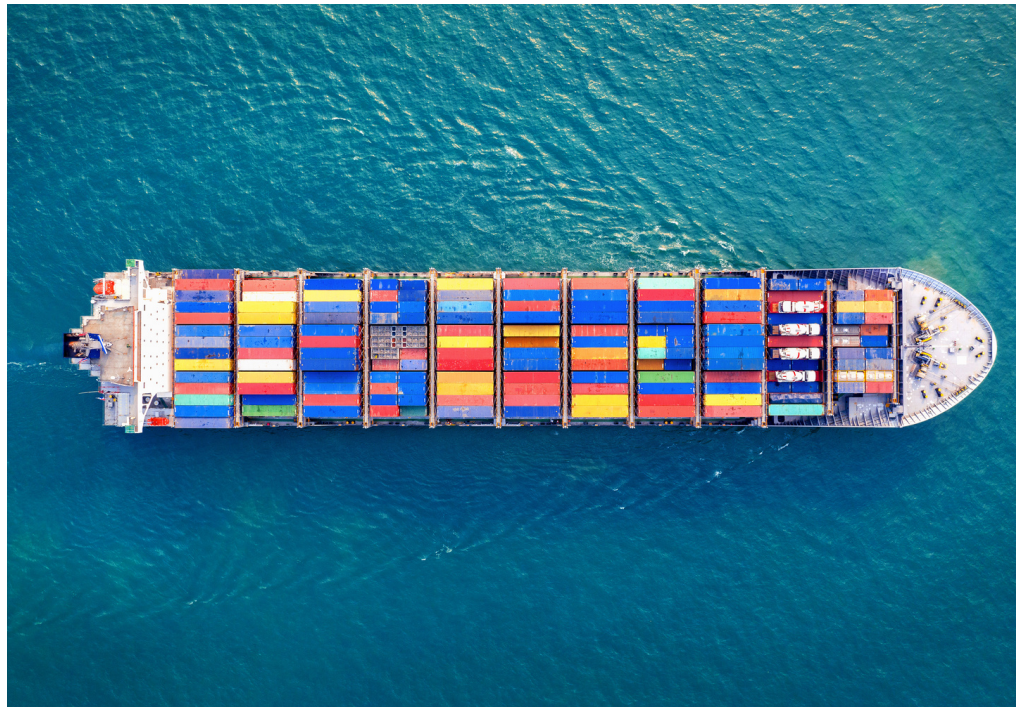
With COD services available internationally, our clients can target the engaged shoppers who might not want to pre-pay through their debit/credit cards hence instantly increasing the target market/customer base.

In addition to COD, we offer value-adding services like:

- Pick-up from your Doorstep
- Parcel Re-Packing & Re-Dispatching
- 24x7 Customer Support
- Flexible Payment Solutions
- Complimentary Waterproof Flyers

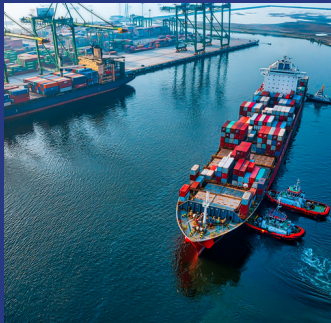


SEA FREIGHT SERVICES



We offer our customers efficient, safe, immune, and cost-effective solutions. Quick processing of your cargo is our assertion.

Our wide experience in sea freight span gives us the confidence to assure our customers of personalized, flexible, fast, and efficient sea freight, along with customized rates for our valued clients.



AIR FREIGHT SERVICES



Our timely and secure handling of your Air Cargo cedes you from hassle and grants satisfaction to your mind. Air cargo handling, transportation and warehousing are within the radius of our services.

We provide professional cargo handling services for cargo aircraft and airline industry players. Our online Cargo system ensures speedy, efficient, and accurate cargo Handling as well as real-time cargo tracking for our customers. We frequently charter freighter aircraft as well, depending on the volume.



EXPRESS DELIVERY SERVICES



CityMail has vast experience when it comes to handling Express Shipments. We provide the best international courier service by delivering your parcels and packages around the globe.

Our company is managing to deliver Express Shipments as fast as it can, to reach their destination.

We prioritize our customers' demands by providing quality to our customers. Express Shipments may include documents, small-weight parcels, heavy-weight parcels, etc.



WAREHOUSING



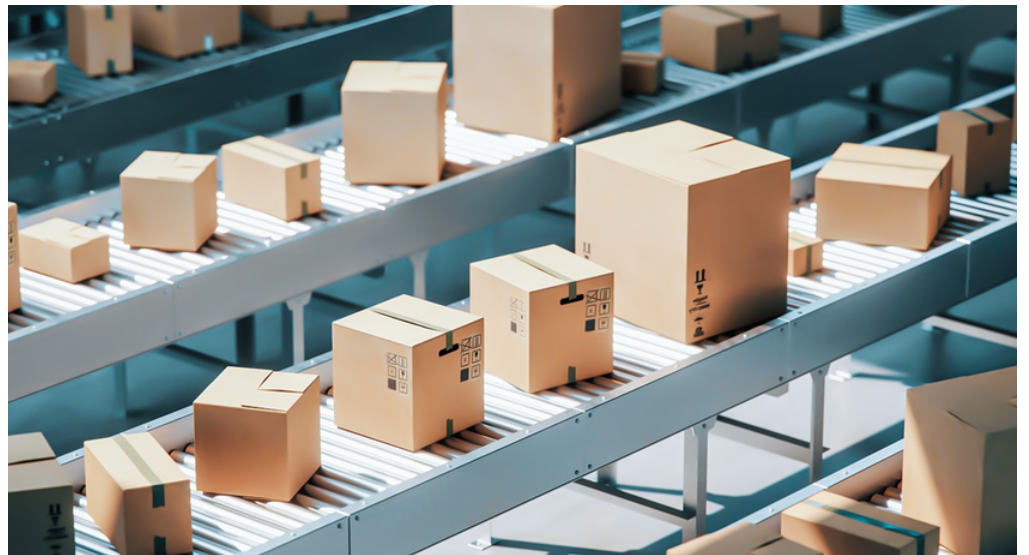
Contemporary, spacious, and secure warehousing options in UAE to meet the needs of our clients. Barcode scanners/readers, a complete inventory management system, heavy-duty racks, forklifts, ladders, and weighing machines fitted with rollers for ease of loading and off-loading are fully equipped at CityMail.

The facility is furnished with high-tech mechanisms and handles all sorts of Import and Export Consolidation and De-Consolidation. 24-hour CCTV surveillance, security personnel, and the manager within the premises are our security measures for the warehouse.

Zero pilferage at our warehouses is our biggest pride, which ensures our clients' security when they store their inventory with CityMail.

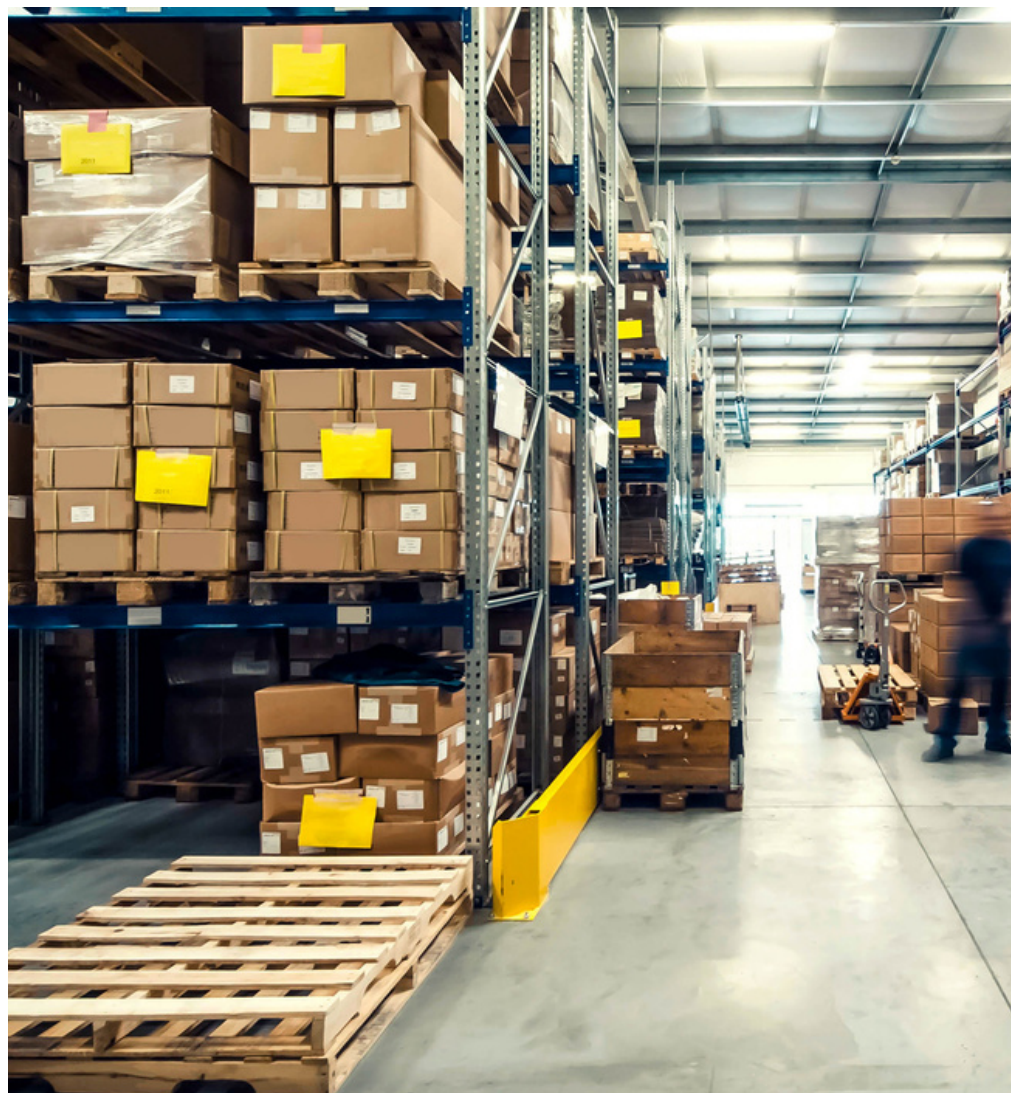


E-COMMERCE FULFILMENT



As we are offering the service of e-commerce delivery for our clients, many e-commerce companies are currently using our e-commerce fulfillment services for packing, labeling, and dispatching of their products.

All of the operations are handled very carefully by our team of professionals. The representatives of CityMail take responsibility for packing and delivering the same product as ordered by the customer.



CUSTOM BROKERAGE SERVICES



CityMAIL offers cost-efficient and timely custom brokerage services for air, sea, and land shipments.

The assistance of an experienced customs-clearing workforce helps customers with tariff analysis, audits, and detailed costing.

Choosing CityMAIL is your assurance of detailed, accelerated, and profitable custom brokerage services.



INVENTORY MANAGEMENT



CityMail inventory management solution helps our clients in ordering and tracking their stock as it arrives at our warehouse.



LOGISTIC SERVICES



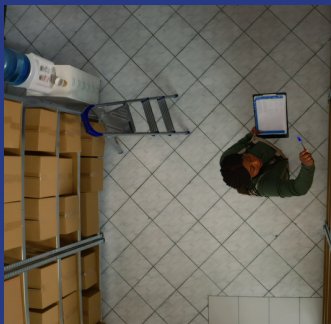
CityMAIL provides logistics services as a third-party provider. We provide services such as inventory control, order fulfillment, and ordering supplies to help manage customer expectations. In logistic services, we are providing a way of evaluating and transferring resources — people, goods, inventories, and equipment – from one site to storage at the desired destination.



ASSOCIATED COMPANIES



We are also a part of the ITTIHAD Group which has companies like ITTIHAD Cargo, ITTIHAD Chemicals, ITTIHAD Logistics & Meraj World General Trading LLC, Balkan Airways, FMG Dubai (A General Trading LLC) under its umbrella.



MARKETING SOLUTIONS



CityMAIL provides marketing solutions to its clients. You can market your business/products with our most valued and advanced marketing techniques. Our marketing solutions.

At CityMAIL we will figure out your marketing problems and give the best solutions possible.



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DIGITAL SOLUTIONS



CityMail provides digital solutions to its clients. You can market your business/products with our most valued and advanced marketing techniques.

At CityMail we will figure out your marketing problems and give the best solutions possible so that your brand is known globally.



BUSINESS GROWTH



OUR CLIENTS

MÖVENPICK
HOTELS & RESORTS

**GRAND
HYATT**

HYATT



ATLANTIS
THE PALM, DUBAI



NAVTEQ

Hamptons
THE HOME EXPERTS

**BOOKS
Kinokuniya**

SAMSUNG

Deloitte.

Coca-Cola



Marriott

Kempinski
HOTELS & RESORTS

LEXMARK



CUSTOMER SUPPORT SERVICES

CityMail provides digital solutions to its clients. You can market your business/products with our most valued and advanced marketing techniques.

At CityMail we will figure out your marketing problems and give the best solutions possible so that your brand is known globally.





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**LET'S WORK
TOGETHER**