



Pakistan State Oil

# VIS Application Form



## \*Company Business Information

\*Company/Legal Name \_\_\_\_\_

\*Business Name \_\_\_\_\_

\*Group Name \_\_\_\_\_

### \*Type of Entity

Unlisted Public Limited Company Co.

Private Limited Co.

Partnership

Listed Public Limited Co.

Government

Sole Proprietorship

Other \_\_\_\_\_

### \*Industry/Business Description

Manufacturing

Sales/Trading

Service

Banking/Financial Institutions

Other \_\_\_\_\_

Year of Incorporation/Inception

\*Address \_\_\_\_\_ \*City \_\_\_\_\_

\*Tel No. \_\_\_\_\_ Fax No. \_\_\_\_\_ E-mail \_\_\_\_\_

Website \_\_\_\_\_ \*N.T.N. No.                      \*Sales Tax Reg. No. \_\_\_\_\_

### \*To be filled by all Companies

Name of Chief Executive/Managing Director/Owner \_\_\_\_\_

C.N.I.C. No.                      or Passport No. \_\_\_\_\_

N.T.N. No.

## \*Account Set-up, Billing & Mode of Payment

Total No. of VIS Kits required for this Program \_\_\_\_\_

Name of Person to be contacted for billing \_\_\_\_\_ Designation \_\_\_\_\_

Tel No. (Direct) \_\_\_\_\_ \*Mobile \_\_\_\_\_ \*E-mail \_\_\_\_\_

Billing Address, if different from mailing address \_\_\_\_\_

Estimated Monthly Fuel Expenditure of Organization (Rs.) \_\_\_\_\_

### Documents Submitted

Company Profile

Bank Statement (at least six months)

Bank Reference Letter

Audited Financial Statement

NTN Copy

Sales Tax Reg. Copy

Bank Guarantee

Security Deposit Payment Instrument

(Chq/PO/DD No. \_\_\_\_\_)

(Amount in Rs. \_\_\_\_\_)

Other \_\_\_\_\_

### Authorized Person

Name \_\_\_\_\_

Designation \_\_\_\_\_

Signature & Stamp \_\_\_\_\_

\*Mandatory fields

For Office Use Only	
Sales Officer _____	Location _____
Ref # _____	Signature _____

For any assistance call



Toll Free 0800-03000

**\*Bank References (of Primary Bank Accounts Only)**

- 1. Name of Bank \_\_\_\_\_ Branch & City \_\_\_\_\_  
Account No. \_\_\_\_\_ Average Monthly Balance \_\_\_\_\_  
Person to be Contacted \_\_\_\_\_ Tel No. \_\_\_\_\_ Fax No. \_\_\_\_\_
- 2. Name of Bank \_\_\_\_\_ Branch & City \_\_\_\_\_  
Account No. \_\_\_\_\_ Average Monthly Balance \_\_\_\_\_  
Person to be Contacted \_\_\_\_\_ Tel No. \_\_\_\_\_ Fax No. \_\_\_\_\_

**Trade / Credit References**

- 1. Name of Company/Business \_\_\_\_\_ Type of Relationship \_\_\_\_\_  
Person to be Contacted \_\_\_\_\_ Designation \_\_\_\_\_ Tel No. \_\_\_\_\_  
Address \_\_\_\_\_ Fax No. \_\_\_\_\_
- 2. Name of Company/Business \_\_\_\_\_ Type of Relationship \_\_\_\_\_  
Person to be Contacted \_\_\_\_\_ Designation \_\_\_\_\_ Tel No. \_\_\_\_\_  
Address \_\_\_\_\_ Fax No. \_\_\_\_\_

**Declaration**

The VIS applicant is requested to kindly read the following before completing this application form on behalf of the organization:

- 1. By signing below, the VIS form applicant agrees to have read them, agrees with them and agrees to observe and be bound by them and any changes, supplements or modifications there to PSO's term & conditions that govern the VIS agreement and acknowledges that he/she on behalf of the organization, is responsible for the payment of all charges and liabilities billed by PSO in the statement of accounts covering all the VIS Kits issued by PSO to the applicant's organization.
- 2. The undersigned applicant represents that the information given in this application form is complete and accurate, authorizing PSO to check with credit reporting agencies, credit references and other sources disclosed in the form to confirm the information.
- 3. The applicant agrees to abide by the terms & conditions set forth in the agreement provided with this application, use of any VIS kit pursuant to this applications confirms that applicant's agreement to the said terms & conditions.
- 4. The applicant agrees that in the event the account is not paid as agreed, PSO may report the undersigned's liability for and the status of the account to financial institutions and credit bureaus and other who may lawfully receive such information.

Authorized Signatory's Name _____ Designation _____  _____ Signature                      Company Stamp	Authorized Signatory's Name _____ Designation _____  _____ Signature                      Company Stamp
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For Office Use Only	
Estimated Monthly Consumption _____	Credit Limit Allowed _____
Payment Due Date _____	Service Charges _____
Authorized By _____	Security Deposit _____

For any assistance call  
  
Toll Free 0800-03000

# For PSO VIS



S. No.	*Vehicle Registration No.	*Vehicle Category (C/J/V/MC/S/B/T) (Select One)	*Vehicle Make	*Vehicle Model + Year	Location	*Products Allowed (Tick where applicable)		POL Monthly Limit  (Rs. / Ltrs)	OPTIONAL					
						P	D		Daily Limit (Rs. / Ltrs)	Weekly Limit (Rs. / Ltrs)	Yearly Limit (Rs. / Ltrs)	Per Transaction Limit (Rs. / Ltrs)	Days (Select One) WD/WE/AD	Retail Outlets (Select One) AO/SO
						1								
2														
3														
4														
5														
6														
7														
8														
9														
10														

**Vehicle Category**

C: Car M/C: M/cycle T: Truck  
 J: Jeep S: Scooter  
 V: Van B: Bus

**Products Allowed**

P: Petrol  
 D: Diesel

**Services**

Manual Car Wash  
 Oil Change/Filter/Accessories  
 (Will be shortly introduced)

**Days**

WD: Week Days  
 WE: Week Ends  
 AD: All Days

**Retail Outlets**

AO: All Outlets  
 SO: Specific Outlets

\*Mandatory fields

**Note:**

- The Client is requested to make additional copies according to the number of VIS required.
- Clearly mention the limit in litres or Rupees.
- Yearly limit is optional.

For Office Use Only
Signature _____
Date _____

For any assistance call



\*Authorized Signature \_\_\_\_\_

\*Company Official Stamp \_\_\_\_\_

# TERMS & CONDITIONS



## 1 DEFINITIONS

- 1.1 PSO means Pakistan State Oil.
- 1.2 PSO Cards Division (PCD) means the department or section within PSO that deals and manages all cards related issues.
- 1.3 Client means the company or organization named in the application form that has applied for and is principally responsible for the Card(s)
- 1.4 VIS (Vehicle Identification System) means an RFID based technology that ensures fuel is dispensed in the authorized vehicle only.
- 1.5 VIU (Vehicle Identification Unit) is the chip based part of VIS kit that carries the information of vehicle and the expiry date of the kit.
- 1.6 RFID is the antenna installed at fuel tank inlet that acts as a communicator between vehicle and VIU.
- 1.7 Vehicle Owner means the individual(s) nominated by the client to receive and utilize the VIS facility.
- 1.8 Dealer(s) mean designated PSO Retail Outlets for processing the VIS transactions.
- 1.9 Late Payment Surcharge means a late payment surcharge of 2% per month that will be payable by the Client to PSO applicable on the amount that is not paid by the due date specified in the Statement of Account.
- 1.10 Service Charge means the monthly service charge 2.25% of the total fuel consumption amount as per Account Application Form which covers the processing, handling and other expenses of PSO for processing VIS related transactions, payable by the Client for that month as set out in the Statement of Account.
- 1.11 ORIX Helpline means the Call Centre facility for VIS, the ORIX Helpline Number being 111-657-657.  
Alsons Helpline means the Call Centre facility for VIS kits installation and configuration, Alsons Helpline Number 0800-25766 (ALSONS).
- 1.12 PSO Customer Services (PCS) means the department or section of PSO that will handle all complaints and queries regarding VIS issues. PCS can be contacted via Toll Free Number 0800-03000.
- 1.13 Statement of Account means PSO monthly or other periodic (consolidated) statement of accounts pertaining to all VIS, sent to the Client including the setting out of particulars of all transactions on the respective vehicle with VIS facility and setting out all amounts payable by the Client to PSO by the Client.

## 2 VIS

- 2.1 The VIS facility can only be used for the purchase of Petrol/Diesel at designated PSO outlets participating in the VIS Programme.
- 2.2 Each VIS kit is issued for a specific vehicle of the Client and will only be used by representatives of the Client for filling the authorized vehicle. Upon the sale, loss, theft and/or transfer of the vehicle from the possession of the Client, the Client will immediately notify PSO in writing and call the ORIX Helpline or at PCS and return the VIS kit to PSO.
- 2.3 In the event if VIS kit is required to transferred to another vehicle of the Client, the kit is required to be reconfigured with additional installation charges of Rs.1,000/-.
- 2.4 Each VIS account will be given a monthly credit limit by PSO, which will be notified to the Client in the Statement of Account or otherwise. The Client and/or the vehicle owner agree that the Card may not be used for transaction totaling more than said credit limit. PSO reserves the right in its absolute discretion to reduce or increase the credit limit of the Client in the Statement of Account or otherwise. However, failure to give any such information as stated above will not create any obligation upon PSO.
- 2.5 PSO reserves the right to accept or reject the Clients' application for VIS without having to assign any reason whatsoever.
- 2.6 The VIS kit issued is subject to an initial fee which will be payable in full to PSO by the Client and will be added to the first Statement of Account.
- 2.7 PSO shall send a letter to the Client for acceptance of VIS Application at the Clients' designated mailing address, mentioned in the Application Form, within 4-6 weeks of written acceptance of the Clients' application by PSO. The acceptance letter will contain the location of the nearest Alsons Center where the kit will be installed, after the mutual consent of Alsons' representative and the Client/Vehicle Owner.
- 2.8 After installation the Client and/or the Vehicle Owner shall ensure that the VIS kit and the vehicle is functioning properly. Once the system is installed in the vehicle and the Client and/or the Vehicle Owner signs the receipt or acknowledgment, PSO shall not be liable for any malfunctioning or fault.
- 2.9 The VIS kit configuration is valid for 5 years from the date of issuance. The Client will automatically be issued a letter informing them about the expiry and reconfiguration procedure.

### Stolen VIS Kit

In case of theft of your vehicle the VIU kit should be immediately inactivated by intimating PSO Call Center (0800-03000) or ORIX help line (111-657-657). The written request should be sent within 48 hours and the kit will be marked Stolen.

- 2.10 The Client agrees that PSO has the right to recover all charges provided, however, that the Client is not liable for transactions made subsequent to the reporting of loss and theft to PSO as specified in Condition 2.12 above on the condition that such loss or theft is not due to the negligence or default of the Client and/or the vehicle owner.
- 2.11 Any liability arising on account of a Cards' loss, fraud, misuse or otherwise, would render the Client and/or the vehicle owner liable for all the losses and they will remain responsible for payment of all charges, liabilities and purchases until written notification of loss is received by PSO at the PCD. PSO may on notification of loss of the VIS kit issue a replacement kit on payment of the prevailing fee for the issuance of a replacement kit.

### Termination of VIS

- 2.12 PSO reserves the right at anytime, without assigning any reason, to recall and cancel or to withdraw the PSO VIS Programme with or without prior notice. The Client shall immediately after such recall and cancellation, are required to make full payment of all charges and liabilities and all other costs and expenses in relation thereto in accordance with the aforementioned Statement of Account.
- 2.13 The Client may at any time terminate the use of VIS kit by giving notice in writing to PSO. In such cases, the Client remain liable to the PSO for all charges, liabilities and all other costs and expenses in relation thereto, except for the charges and liabilities incurred on the VIS kit after the receipt thereof by PSO.
- 2.14 If the use of all the VIS kits is terminated under Condition 2.12 or Clause 2.13 above, all charges and liabilities relating to such Kits shall become immediately due and payable to PSO by the Client.

## 3. PAYMENTS

The Client is liable to pay full amount for VIS kit, which also includes the initial fees. The payment instrument (cheque/DD/PO) shall accompany the VIS Account Opening Form.

In case where additional VIS kits are requested after the initial account processing, additional payment for VIS kit should accompany the request.

- 3.1 The Client will be liable for payment of all charges, liabilities, costs and expenses for transactions through the VIS Kits. The records of PSO for all such transactions shall be conclusive and binding upon the Client and the vehicle owner for all purposes.
- 3.2 If the Client does not receive or PSO is unable to send a Statement of Account for any reason, the obligations of the Client under these Terms & Conditions shall not cease and the Client should be responsible to call PSO Customer Service for his/her bill. All applicable charges and liabilities and other costs and expenses payable under these Terms and Condition shall continue to accrue and the Client will remain liable to pay the amount specified in the Statement of Account by the due date specified therein. In the event of non-receipt of the Statement of Account by the eleventh (11th) day of the following month, the client will promptly intimate PCS.
- 3.3 The Client agrees that it is liable to pay Service Charge, which will be set out in monthly Statement of Account. The Service Charge is payable on the due date as and when specified in the Statement of Account.
- 3.4 The Client may effect payment of the amount(s) payable by it to PSO by sending through courier to the designated address mentioned on the self-addressed envelope enclosed with the monthly Statement of Account, a cheque. If a cheque, pay order or demand draft is sent, it must be received by the designated bank at least 3 working days (for same city) and at least 6 working days (for other cities) prior to the due date specified for the payment in the Statement of Account or as intimated by PSO.
- 3.5 Subject to any limitation imposed by any statute, all amounts payable in respect of the VIS kit will become due immediately and shall be paid in full if the Client becomes bankrupt or if the Client or the Vehicle owner commits any breach or default to these Terms and Conditions or if the VIS is terminated either by PSO or the Client.
- 3.6 The due date of the monthly bills would be the same as stated on the monthly billing statements.
- 3.7 Customers are advised to clearly mention their PSO VIS Customer Account Number at the reverse of the payment instrument.

## 4 DISPUTES

- 4.1 Disputed transactions should be immediately notified and claimed by the Client to PSO. If a Client claims for a transaction after 3 months, it will not be reversed and shall remain an outstanding amount against the customer. The dispute resolution form is available on the website [www.psopk.com](http://www.psopk.com)
- 4.2 The client shall not deduct any transaction amount from the billed amount any such deductions would create further liability against the customers' account in the form of Late Payment Surcharge.
- 4.3 In the event of any Dispute doubt or question arising between PSO and/or Client, vehicle owner touching or concerning the interpretation or meaning or effect or any of the aforesaid Terms and Conditions or any part thereof, or their respective rights and liabilities hereunder, or in connection with the VIS, the same shall be referred by Arbitration under the Arbitration Act, 1940. In case of the dispute being unresolved, an umpire shall be appointed with mutual consent of both parties whose decision shall be final and binding on both parties.
- 5 A transaction slip (receipt or Charge) would be generated at the time of transaction, which should be checked for details. The slip should be kept for at least 15 days from the day of receipt of the Statement of Account for dispute resolution purpose.
- 6 The Client and/or vehicle owner permits PSO to use the information contained in the Application Form for the issuance of the VIS database related activities for which PSO will ensure strict confidentiality and also agrees to permit PSO to divulge certain of the Clients' information to Orin Leasing Company Limited (e-Business Division) for the processing and storing of Card transactions.
- 7 PSO may from time to time without notice or any liability whatsoever, combine or consolidate or merge or amalgamate any one or all VIS accounts of the Client with PSO and/or set-off or apply any outstanding amount to the credit of any or all of such accounts in or towards satisfaction of the outstanding balance of any transactions of the Client.
- 8 PSO may at any time waive either unconditionally or otherwise any of these Terms and Conditions or any default or breach of the Client and/or the vehicle owner provided that such waiver is given in writing by PSO and save as aforesaid, no condoning or excusing or neglect or forbearance on the part of PSO of any default of breach of any Terms and Conditions shall serve as a waiver of PSOs' rights and powers and no waiver shall be inferred from or implied by anything done or not done by PSO unless expressed in writing by PSO. Any waiver shall operate only as waiver of the particular matter to which it relates and shall not operate as a waiver of any of these Terms and Conditions.
- 9 The Terms and Conditions are governed by and shall be construed in accordance with the laws of Pakistan and Courts at Karachi shall have exclusive jurisdiction to entertain suits or petitions arising out of this Terms and Conditions.
- 10 The Client hereby hypothecates to PSO as continuing security for any and all changes and liabilities and other amounts outstanding and payable by the Client to PSO in respect of its VIS, all present and future assets owned by the Client including without limitation, all durables, moveable and immovable property, machinery, goods, book debts, stocks in trade and furniture and fittings of every type and description (hypothecated property). The Client undertakes to pay to PSO all the costs and expenses incurred in connection with the Hypothecation. This hypothecation is also extended to those other transactions. Agreements and contracts having been executed/entered into by and between PSO and the Client, having financial liabilities.
- 11 The Client undertakes and agrees to indemnify PSO and hold it harmless against any loss, damage, liability, cost and expense, whether legal or otherwise which the PSO may incur by reason of the use of the VIS by the Client and/or the vehicle owner, these Terms and Conditions or any breach thereof to the enforcement of the PSOs' right as herein provided. Accordingly, all costs and expenses, including or seeking to enforce or applying these Terms and Conditions or otherwise, shall be debited to the Client and shall be paid as liabilities by the Client.
- 12 PSO reserves the right to at any time amend add, delete, rescind, change and/or to vary any of these Terms and Conditions. Retention of the VIS kit by the Client and/or the vehicle owner after the date upon which any change in these Terms and Conditions is to have effect on the date specified in the Statement of Account or notice will constitute notice of both the Clients' and the vehicle acceptance without reservation to such amendment/change. If the Client does not accept any proposed change, it must immediately terminate the use of VIS kit in accordance with Condition 2.14 above (and in any event prior to the effective date of the change) otherwise the change will apply.
- 13 The Client hereby agrees that PSO may, in its sole discretion assign, discount or otherwise transfer part or all of its interest herein to any third party for such consideration or otherwise as PSO deems appropriate. The vehicle owner may not in any way assign or transfer their interest in the VIS without permission.
- 14 Each of these Terms and Conditions shall be severable and distinct from one another and if, at any time, anyone or more of such Terms and Conditions is or has become invalid, illegal or unenforceable, the validity, legality or enforceability of the remaining provision shall not in any be affected or impaired thereby.
- 15 The Maximum Fortnightly Ex-Deposit Prices will form the basis of calculating the credit-limit of the client if the Clients' preference is for Liters.
- 16 The Maximum Fortnightly Retail Outlets Prices will form the basis of billing to the Client.