



**Pune's Premier Domestic & International
Courier Partner**

 **Contact us - Phone / WhatsApp:
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 **Email:** vishwasatyashopee@gmail.com

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Industry Overview

Market Insight

VishwaSatya Courier Services is a professionally managed courier and logistics service provider, offering reliable, efficient, and secure delivery solutions for domestic and international shipments. Guided by the operational excellence, we are committed to meeting the evolving logistics needs of individuals and businesses.

Operational Services



**Domestic Courier
Services**



**International
Courier Services**



**Document Courier
Services**



**Business & Corporate
Shipments**

FREE DOOR STEP PICK UP SERVICE

vishwasatyacouriers.in

Service Value

Our Commitment

With a strong focus on timely pickups, careful handling, and dependable delivery, we ensure that every consignment is managed with the highest standards of professionalism.

Our services are supported by an established network to USA (United States of America), UK (United Kingdom), Germany, Australia, Europe, UAE (United Arab Emirates), Saudi Arabia, China, New Zealand, Denmark & many more, customer-focused processes that enable smooth, transparent, and cost-effective courier operations.



CLIENTS WORLDWIDE
15K+



COUNTRIES COVERED
127K+



DELIVERED PACKAGES
132000 +



Market Advantage

Our Empaneled Logistic Resources -



Standard Operating Procedures (SOPs)

SOP 1 — Customer Inquiry to Booking

- Step 1 (0–2 min): Receive inquiry via walk-in, WhatsApp, or phone. Capture: destination country, package weight & size estimate, contents, urgency level.
- Step 2 (1–2 min): Calculate price using the rate card. Check agent rates for that corridor. Quote to customer with 2-option pricing (standard vs express).
- Step 3 (1–2 min): Confirm booking. Collect: full sender details, full recipient details (address, phone, email), contents declaration for customs.
- Step 4: Issue booking confirmation via WhatsApp with estimated pickup/dropoff date and tracking expectations.
- Step 5: For tracking shipments customers can track their shipment on Vishwasatya's Website on track shipment page.

SOP 2 — Shipment Processing

- Customs Declaration: We Always generate accurate customs declaration. Never undervalue or mis-declare.
- Packaging Check: Inspect packaging before accepting. Inadequate packing = damaged goods = claims = lost trust. Offer repacking service if needed.
- Agent Booking: Book through DHL/FedEx/DTDC portal. File all reference numbers in the customer record (WhatsApp thread or Google Sheet tracker).
- Customer Update: Send tracking number to customer immediately via WhatsApp. Set reminder to check status at 24h and 48h post-dispatch.
- Track shipment - Customers can track their shipment on Vishwasatya's Website on track shipment page.

Standard Operating Procedures (SOPs)

SOP 3 — Issue Resolution

- Delays: If tracking shows delay, proactively WhatsApp the customer before they ask. We Never go silent on a delayed shipment.
- Customs Hold: Maintain a simple one-page customs FAQ. We Guide customer on any additional documentation needed. Act as intermediary with agent.
- Damage/Loss: Vishwasatya Immediately initiates claim with the carrier agent. Escalate to DHL/FedEx claims team. Keep customer informed weekly. We Never take more than 48 hours to respond to a complaint.



Technology Stack

At Vishwasatya Courier Services, we use a combination of reliable digital tools and partner systems to ensure smooth operations, timely delivery, and clear communication.

- WhatsApp Business Platform - Used for quick customer communication, pickup requests, quotation sharing, tracking updates, and customer support.
- Vishwasatya's website Tracking platform - For tracking shipments customers can track their shipment on Vishwasatya's Website on track shipment page.
- Courier Partner Tracking Systems - We use integrated tracking systems provided by our domestic and international courier partners to monitor shipment status from pickup to delivery.
- Digital Billing & GST Invoicing - Computerized billing systems with GST compliance for transparent pricing and proper documentation.



International Destinations VishwaSatya Covers -



International Destinations

- USA (United States of America)
- UK (United Kingdom)
- Canada
- Australia
- Germany
- France
- Italy
- Spain
- Netherlands
- Switzerland

Asia & Middle East

- UAE (United Arab Emirates)
- Saudi Arabia
- Qatar
- Kuwait
- Oman
- Singapore
- Malaysia
- Thailand
- China
- Japan

Other Key Regions

- South Africa
- New Zealand
- Ireland
- Sweden
- Norway
- Denmark & Many more...

Note - Delivery availability may vary based on destination country regulations, parcel contents, and customs policies. Please contact us for confirmation before booking.

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Areas We Serve in Pune to Pickup couriers -

Western Pune -

- Kothrud
- Warje
- Karvenagar
- Bavdhan
- Baner
- Pashan
- SUS goan
- Narhe
- Dhayari
- Chandani Chowk
- Paud Road
- Bhugaon
- Mahalunge
- Ideal Colony
- Bhusari Colony
- Senapati Bapat Road

Central & South Pune

- Swargate
- Deccan Gymkhana
- Shivajinagar
- FC Road / Law College Road area
- Koregaon Park
- Kalyani Nagar
- Yerawada
- Gabham Road area
- Camp / Pune Cantonment

Eastern & IT Corridor

- Hinjewadi
- Wakad
- Aundh
- NIBM Road area
- Magarpatta / Hadapsar
- Kharadi
- Viman Nagar
- Wadgaon Sheri
- Dhanori
- Fursungi

North & Pimpri-Chinchwad

- Pimpri
- Chinchwad
- Nigdi
- Akurdi
- Kasarwadi
- Rahata

Contact Areas for - 8624052883 / 8983614621

- • Kondhwa / Kondhwa Budruk
- • Undri
- • Uruli Kanchan
- • Alandi Road area
- • Moshi

FAQ's – Frequently Asked Questions



Shipments that are allowed to send through courier

✓ Documents

Educational certificates
Agreements & contracts
Passport copies
Business documents
Invitation letters

✓ Non-Commercial Personal Items

Clothes
Books
Shoes
Toys
Small household items
Gifts (within permitted value limits)

✓ Student Parcels

Packaged homemade food (non-liquid & properly sealed)
Snacks
Personal essentials

✓ Business Shipments (With insurance)

Electronics all (Laptops, PC'S - Desktops etc.)
Office stationery
Printed materials

items that are NOT allowed to courier

✗ Illegal & Dangerous Items

Narcotics & drugs
Weapons (guns, ammunition, knives)
Explosives & fireworks
Hazardous chemicals

Flammable liquids

✗ Restricted Items

Currency & cash
Gold, silver, precious metals
Loose lithium batteries
Petrol, diesel, paint
Gas cylinders
Alcohol (in most cases)

✗ Perishable & Sensitive Items

Fresh food items
Dairy products (unless permitted)
Meat & seafood
Plants & seeds
Live animals

FAQ's – Frequently Asked Questions



Are there items that require special approval?

Yes, some items may require documentation or prior approval:

Medicines (with valid prescription)

Cosmetics

Electronic devices with batteries

Branded goods (may require invoice)

Commercial goods above value limit

We recommend customers confirm with us before booking such shipments.

What should I do before sending a parcel?

- Inform us clearly about parcel contents
- Share invoice if commercial shipment
- Ensure proper packaging
- Confirm destination country rules

⚠ Important Note

Regulations may vary depending on the destination country and shipping method. Our team will guide you to ensure compliance with domestic and international courier policies.



Choose VishwaSatya Courier Services for –

- ✓ **Strong domestic and international network**
- ✓ **8+ years of courier industry experience**
- ✓ **Transparent processes and pricing.**
- ✓ **Timely pickup and reliable delivery**
- ✓ **Safe handling of documents and parcels**
- ✓ **Customer-focused service approach**
- ✓ **Courier insurance, if any case occurs with 100% Company support.**
- ✓ **Free door step pick up services**

Thank you!
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more details –



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