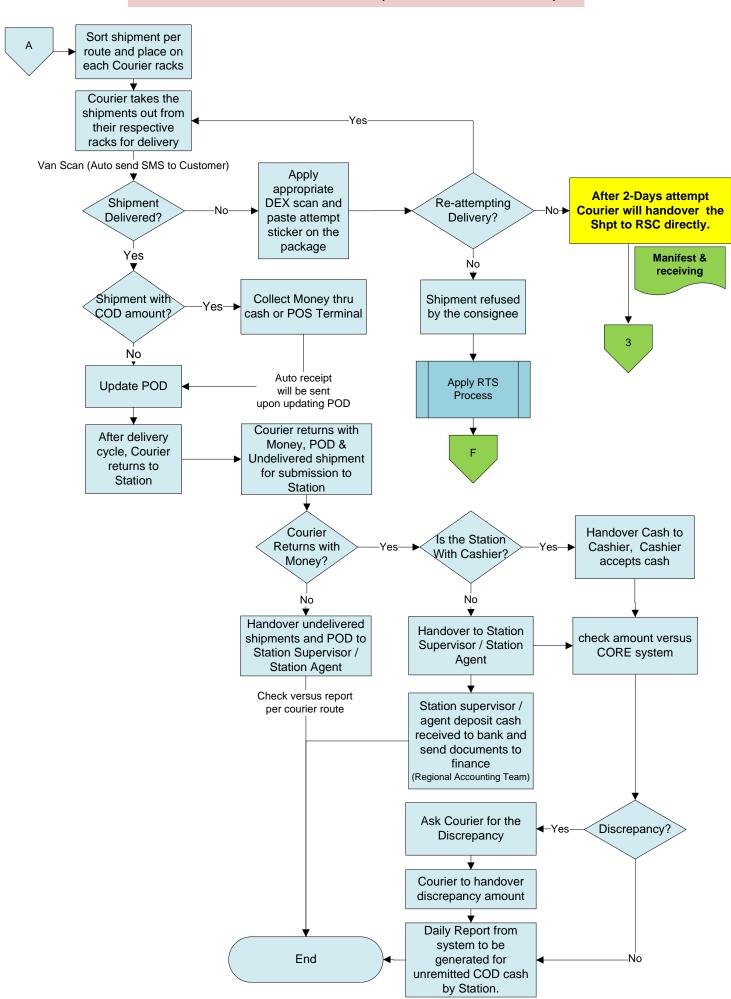
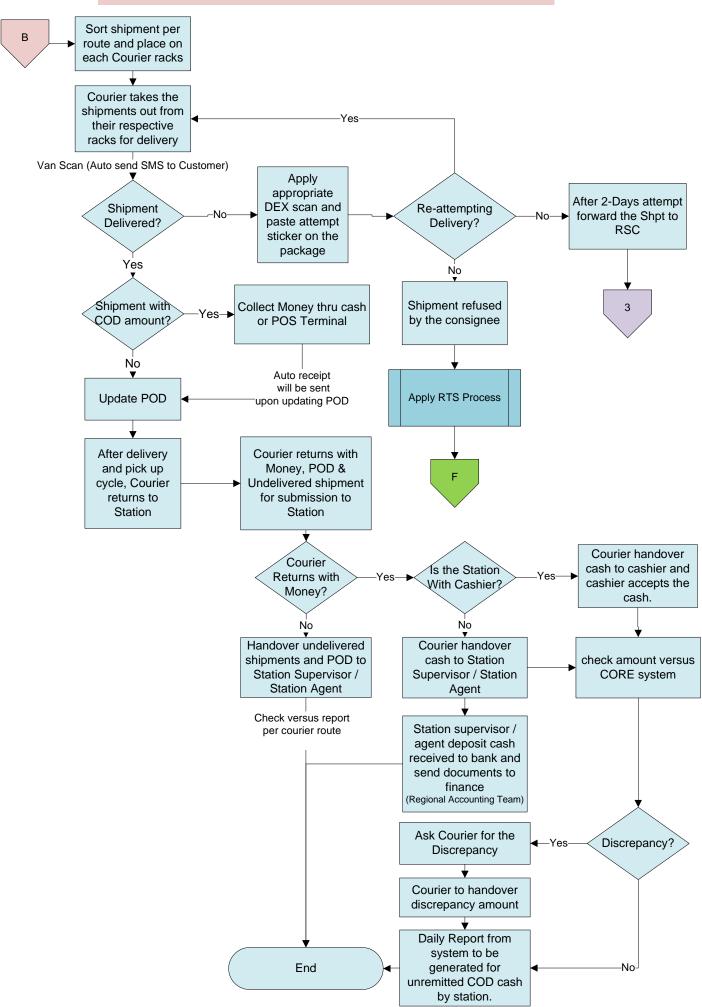


SMSA B2C Couriers (E-com Couriers)

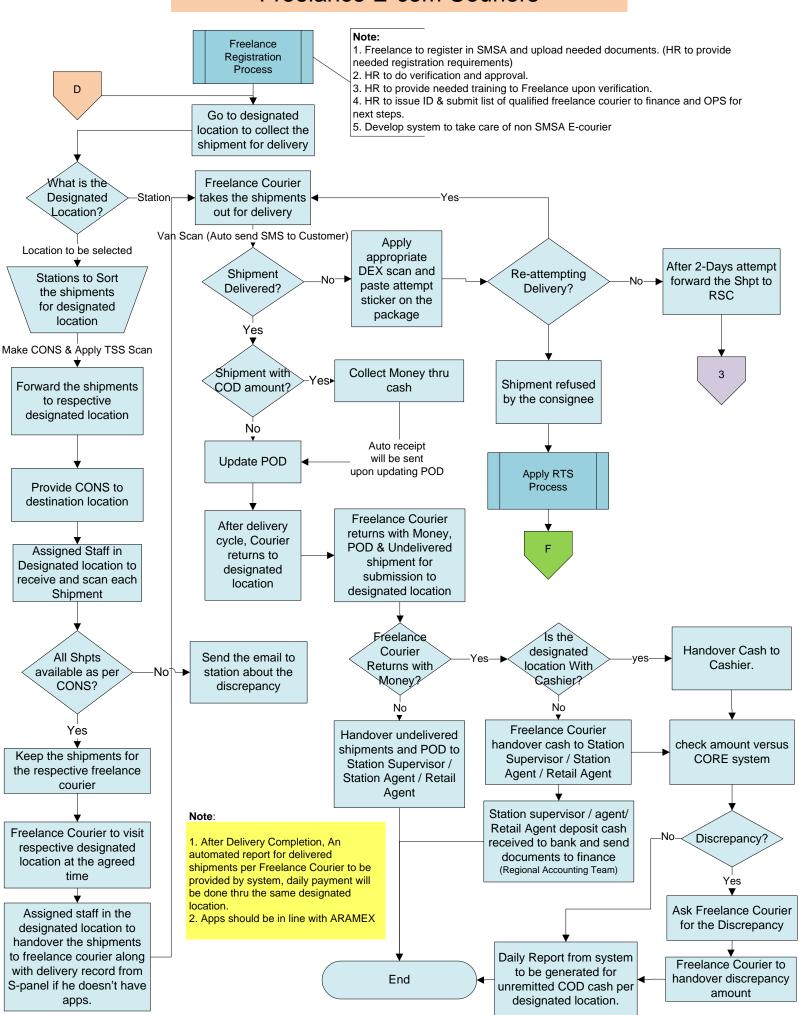


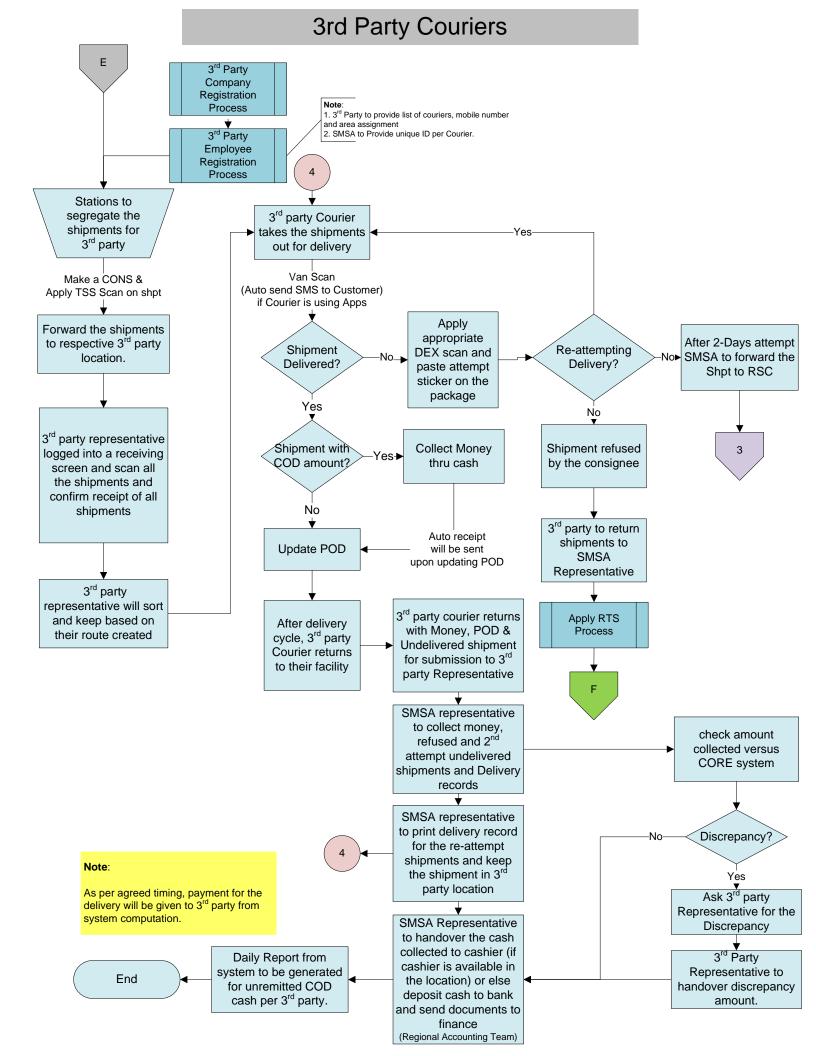
SMSA B2B Couriers (Station Couriers)



SMSA Part-Time E-com Couriers (PTC) PTC to register in SSHR С (SDC & Retail Staff to be issued with a unique ID) PTC to go to designated location to collect the shipment for delivery What is the PTC takes the shipments Designated Station₋I for delivery Location? Van Scan (Auto send SMS to Customer) Location to be selected Apply appropriate Stations to Sort After 2-Days attempt DEX scan and Re-attempting Shipment the shipments No→ forward the Shpt to paste attempt Delivered? Delivery? for designated **RSC** sticker on the location package Yes Make CONS & Apply TSS Scan Nο Forward the shipments Shipment with **Collect Money** Yes▶ Shipment refused to respective COD amount? thru cash by the consignee designated location No Auto receipt Apply RTS will be sent Update POD **Process** upon updating POD Provide CONS to destination location PTC returns with After delivery Money, POD & cycle, PTC returns to Undelivered shipment designated for submission to location designated location Assigned Staff in Designated location to Is the receive and scan each Handover Cash to PTC Returns designated Shipment Cashier. with Money? location With Cashier? No Νo Handover to Station check amount versus Handover undelivered Supervisor / Station CORE system shipments and POD to All Shpts Send the email Agent / Retail Agent available as per to station about Station Supervisor / CONS? the discrepancy Station Agent / Retail Station supervisor / agent/ Agent Retail Agent deposit cash Note: Yes received to bank and send 1. After Delivery Completion, payment documents to finance Keep the shipments for will be done thru HR on monthly basis (Regional Accounting Team) along with the payroll, cut off from 16th of the respective SMSA PTC last month up to 15th of the current month. Ask PTC for the SMSA PTC to visit 2.Payment on a weekly basis to be Yes Discrepancy? respective designated Discrepancy reviewed by finance. location at the agreed 3. Automated report for Delivered ₩. shipments per employee to be provided time by system. PTC to handover discrepancy amount Assigned staff in the designated location to Daily Report from system to handover the shipments be generated for to SMSA PTC End No. unremitted COD cash by designated location.

Freelance E-com Couriers





E-com Shipment RTS Process

