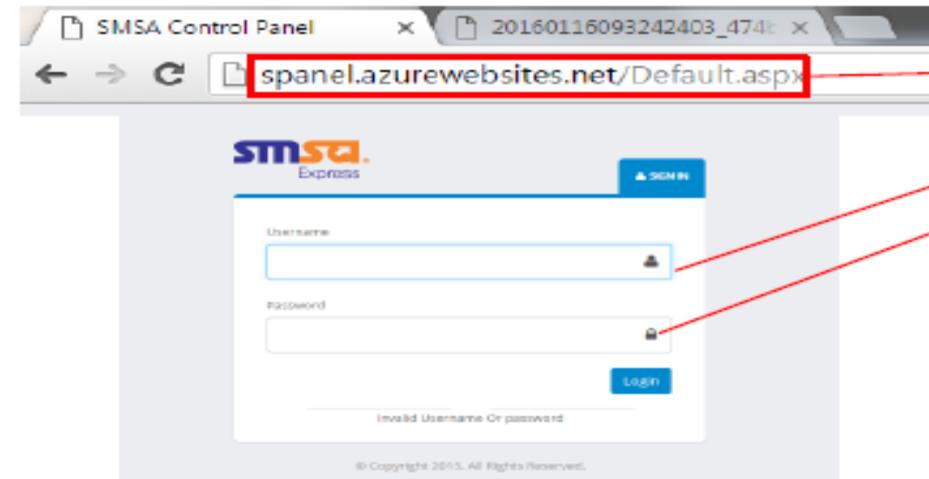
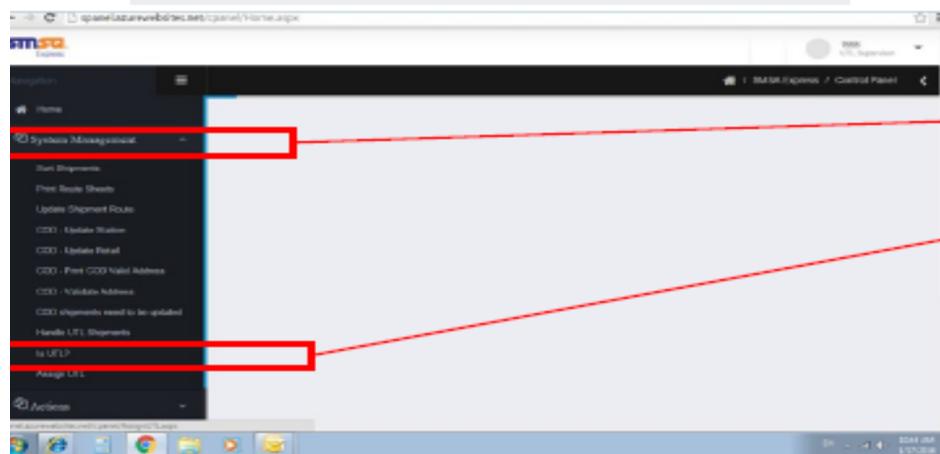


Unable-To-Locate COD Shipments System Process

Owner: Director, Operations
Department: Operations



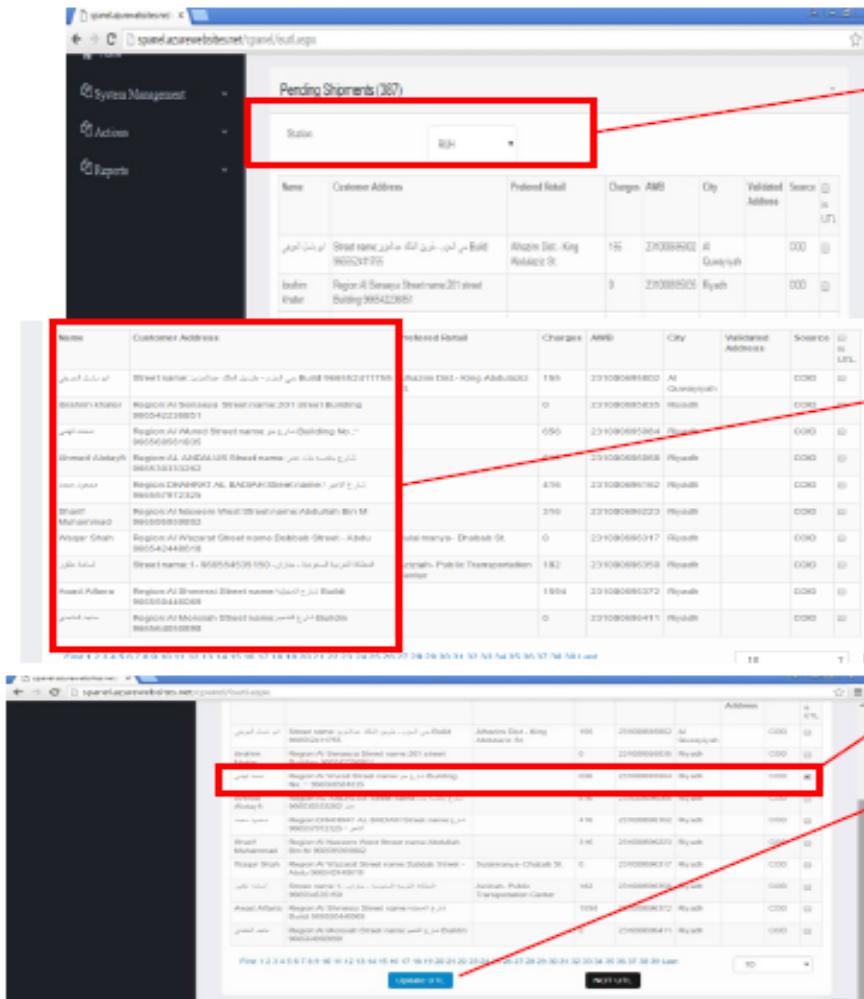
Step 1:
Station Agent / Supervisor /
Dispatcher Login to UTL COD
Application using the link on
Google Chrome.



Step 2:
On the screen,
Click “System Management”
and then
Click “Is UTL?” option as shown

Unable-To-Locate COD Shipments System Process

Owner: Director, Operations
Department: Operations



Step 3:

Station Agent / Supervisor / Dispatcher selects the correct Station.

Step 4:

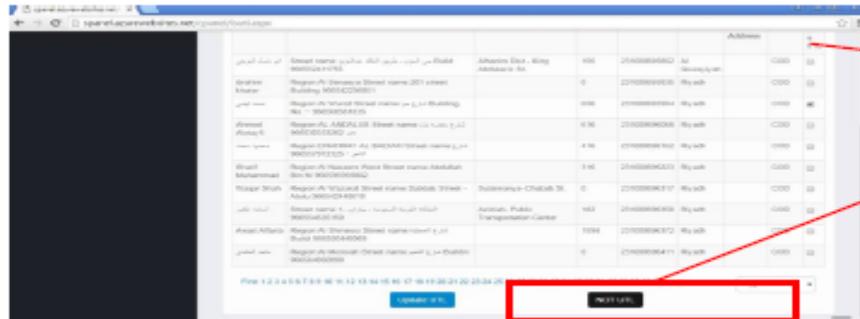
Station Agent / Supervisor / Dispatcher determines if each AWB on the list has a valid address.

Step 5:

If the AWB has no valid address, He will check the box to denote it has No valid address and then CLICK "Update UTL" to clear the screen of no valid address.

Unable-To-Locate COD Shipments System Process

Owner: Director, Operations
Department: Operations



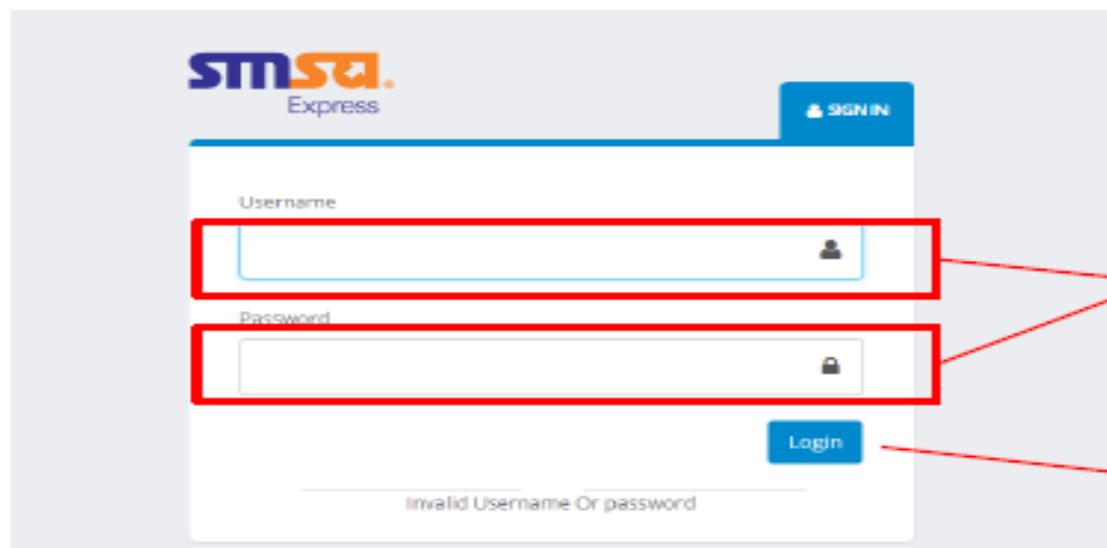
Step 6:

After checking and removing all AWB without valid address, the remaining AWB Should also be marked checked and click "NOT UTL".

UTL Supervisor TASK



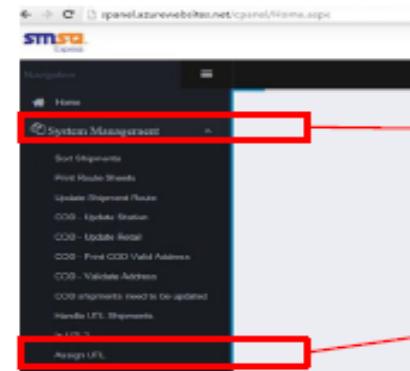
Step 1:
Use the link by entering them on Google chrome



Step 2:
On the screen enter your Username & Password and then click "Login".

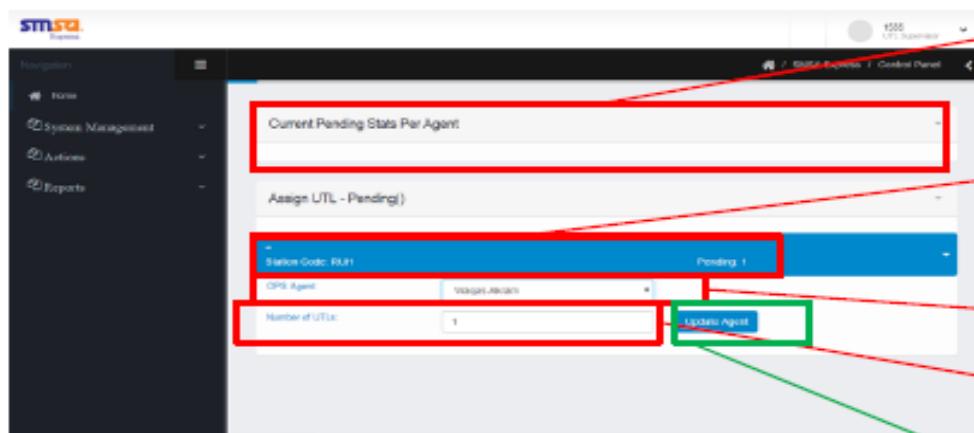
Unable-To-Locate COD Shipments System Process

Owner: Director, Operations
Department: Operations



Step 3:

Click
“System management”
And then
“Assign UTL”



Step 2:

On the screen:

- Current Pending Stats per Agent shows the number of pending AWB Per Agents.
- Number of pending UTL COD are Shown to be distributed to UTL agents.
- Assign to agents by selecting from the drop down menu.
- Place the number of AWB to assign to UTL Agent
- click “Update Agent”.



Unable-To-Locate COD Shipments System Process

Owner: Director, Operations

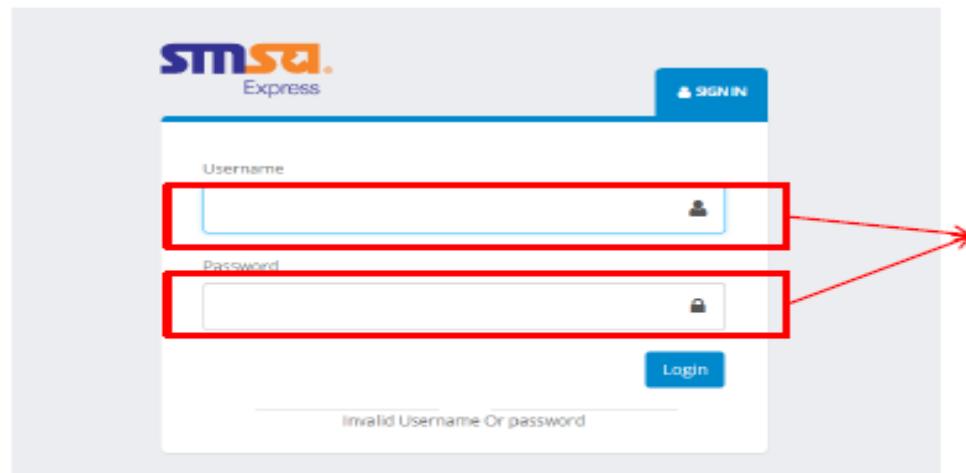
Department: Operations

UTL Agent - Main TASK



Step 1:

Use the link by entering them on Google chrome

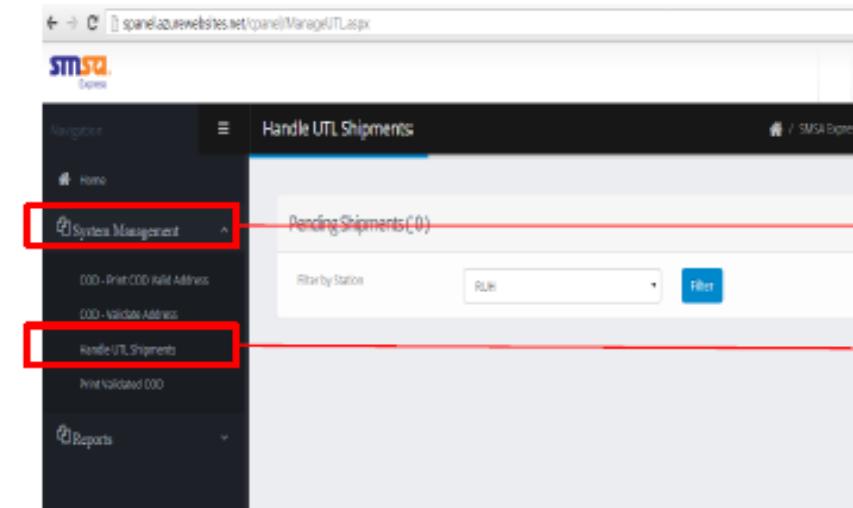


Step 2:

On the screen enter your Username & Password and then click "Login".

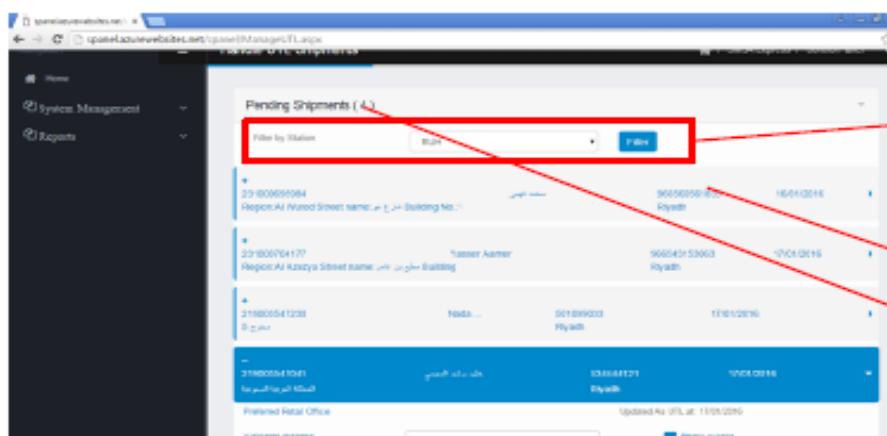
Unable-To-Locate COD Shipments System Process

Owner: Director, Operations
Department: Operations



Step 3:

On the Screen:
UTL Agent Clicks
“System Management”
Then
“Handle UTL Shipments”

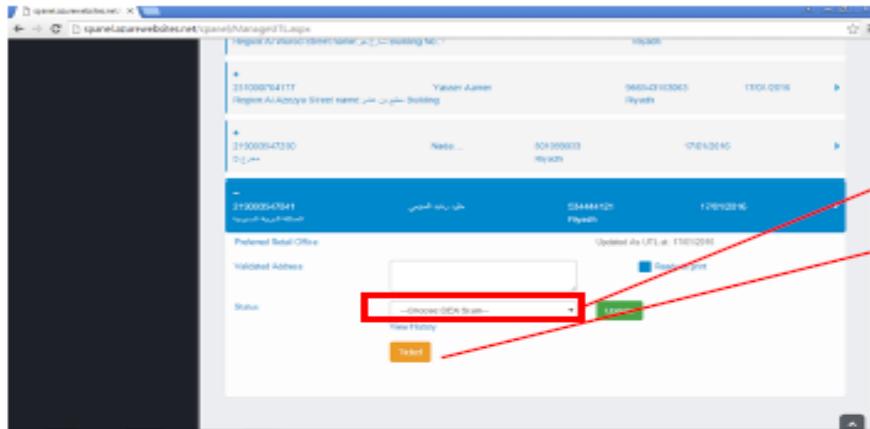


Step 4:

While on the Screen:
UTL Agent chooses his station and
then click “filter”:
It will show all pending shipments
assigned.
And the total number of
pending shipments

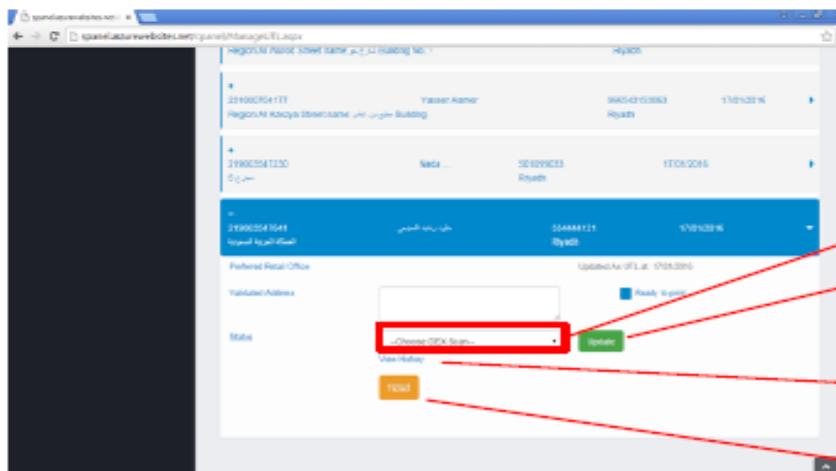
Unable-To-Locate COD Shipments System Process

Owner: Director, Operations
Department: Operations



Step 5:

If the AWB doesn't have the Mobile number, he will choose status as **"No mobile number"** then click **"ticket"** as there are no other way to Get the valid address.



Step 6:

If the AWB has other reasons, Select from the drop down menu as per reason.

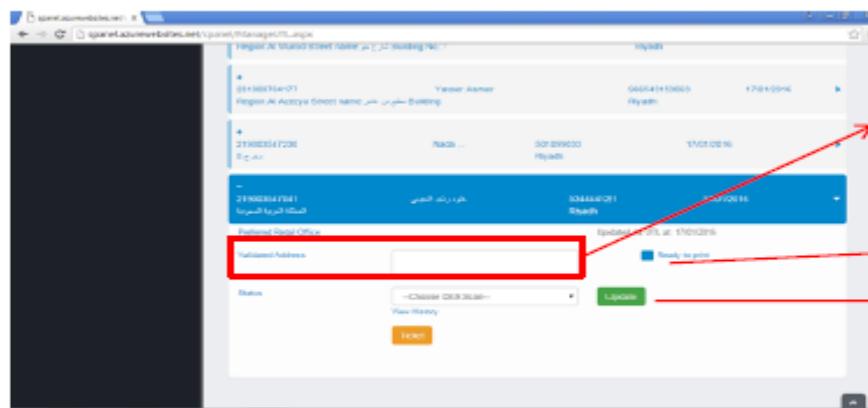
Such as **"mobile off"** then click **"update"**

And then if after few days of no valid Address, you could view the history by selecting **"view history"** update as per policy it needs to have a ticket, Therefore select **"mobile off"** and then **"ticket"**.

Unable-To-Locate COD Shipments System Process

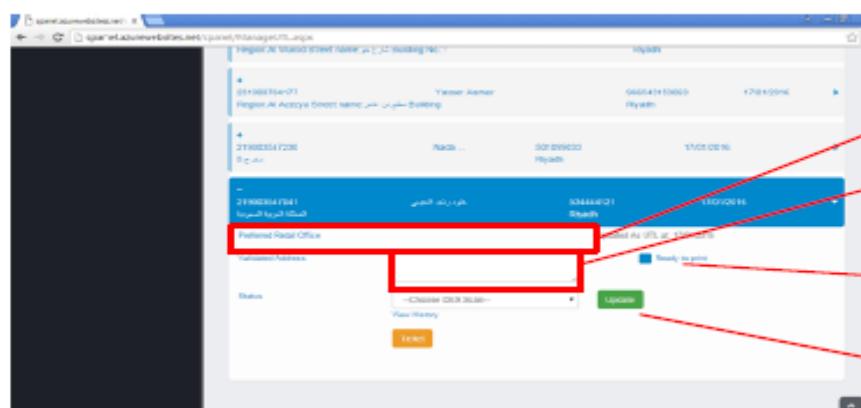
Owner: Director, Operations

Department: Operations



Step 7:

Upon Calling the customer, and the customer provides the valid address, the valid address should be encoded on the box provided, then “ready to print” then select “update”.

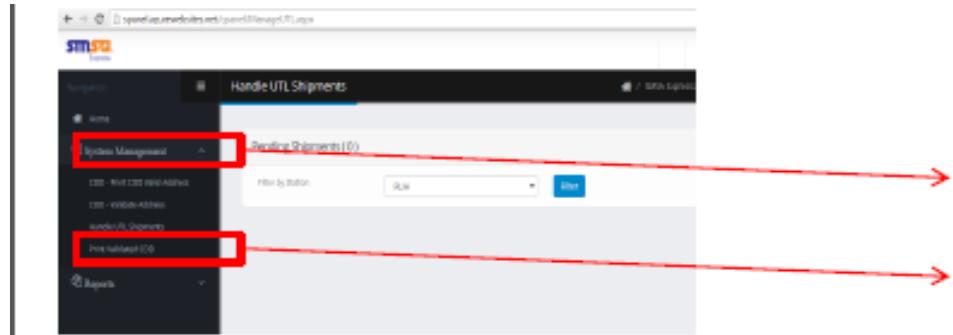


Step 8:

Upon calling the customer, and the customer request to PUP to the same **Retail outlet** or **Preferred address** copy the preferred address to the box provided and then Choose “ready to print” and then click on “update”.

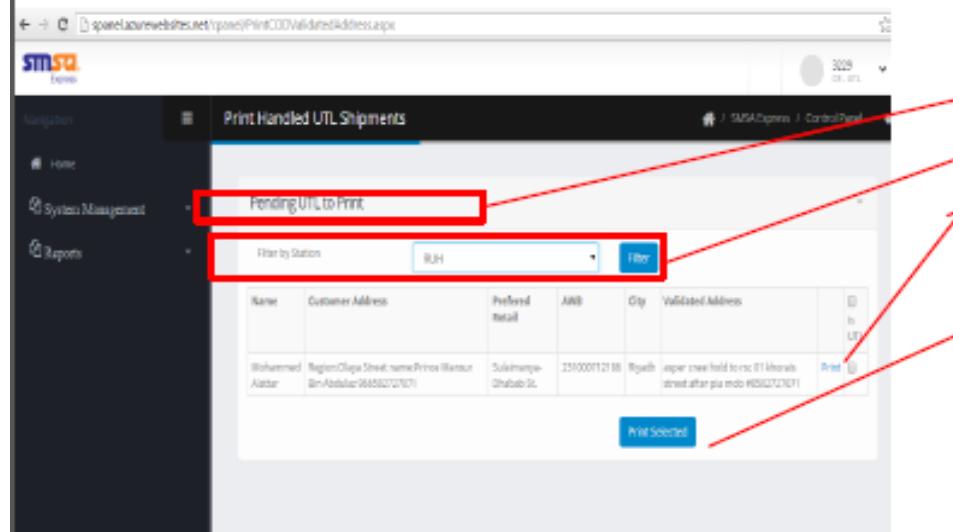
Unable-To-Locate COD Shipments System Process

Owner: Director, Operations
Department: Operations



Step 9:

Printing validated address:
Click on
“System management”
Then
“Print Validated COD”

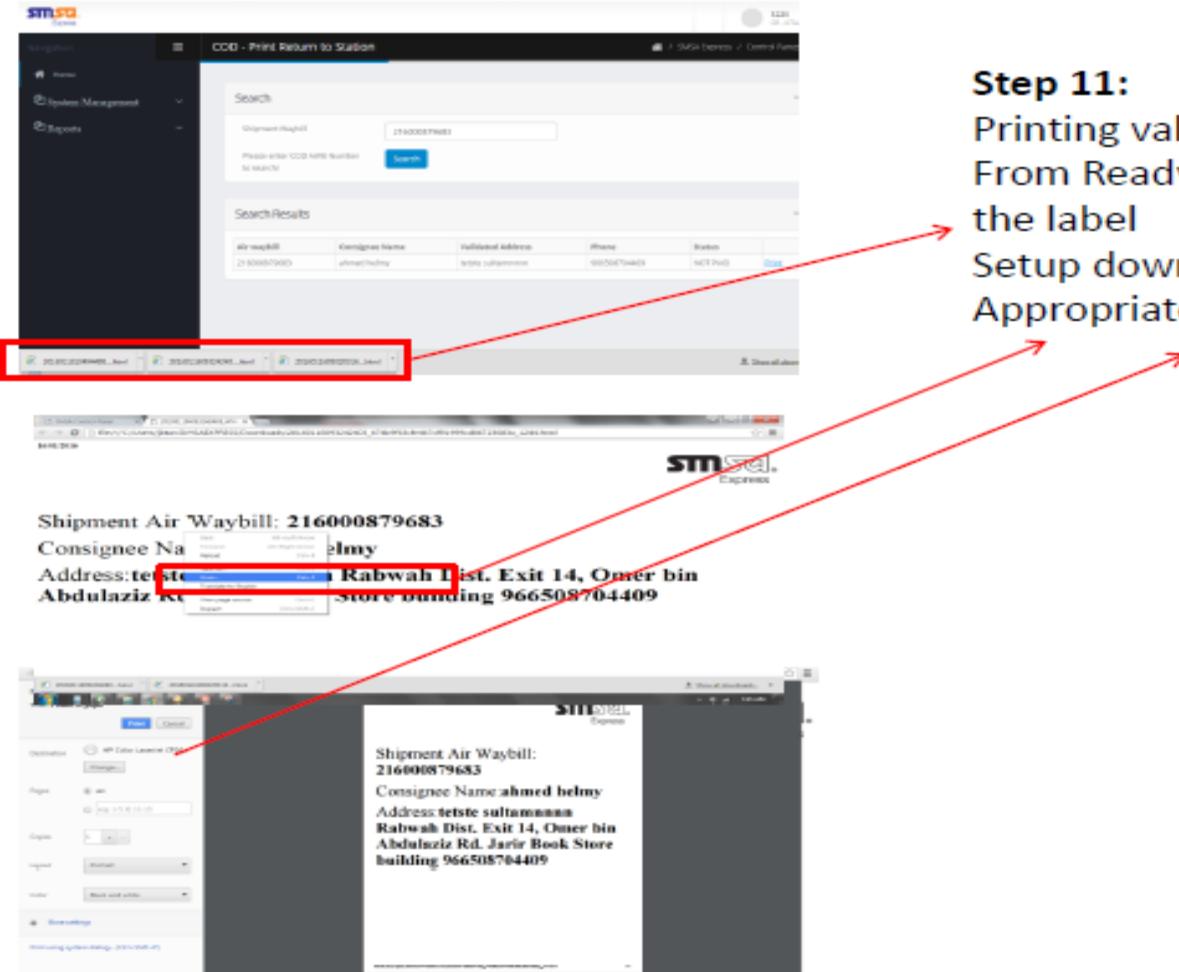


Step 10:

Pending Handled UTL to Print:
Select Station and then “filter”
Select the AWB to be printed and then
Click “Print Selected”

Unable-To-Locate COD Shipments System Process

Owner: Director, Operations
Department: Operations



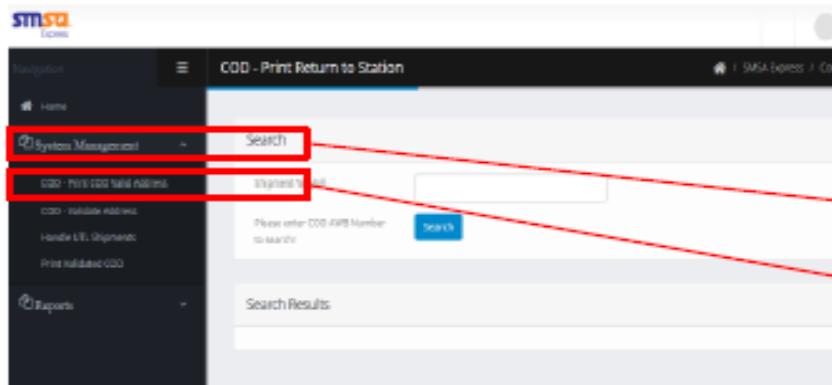
Step 11:

Printing validated address:
From Ready to print it will download
the label
Setup downloaded Address to the
Appropriate Label printer.

Unable-To-Locate COD Shipments System Process

Owner: Director, Operations
Department: Operations

UTL Agent - Other TASK



Step 1:

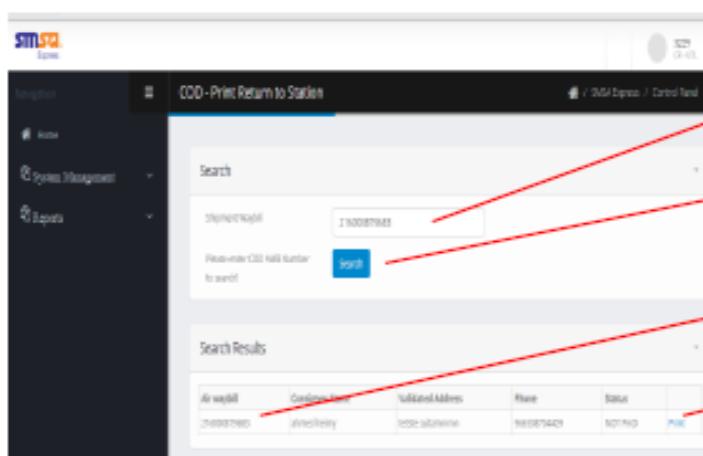
Printing validated address:

Click on

"System management"

Then

"COD - Print COD Valid Address"



Step 2:

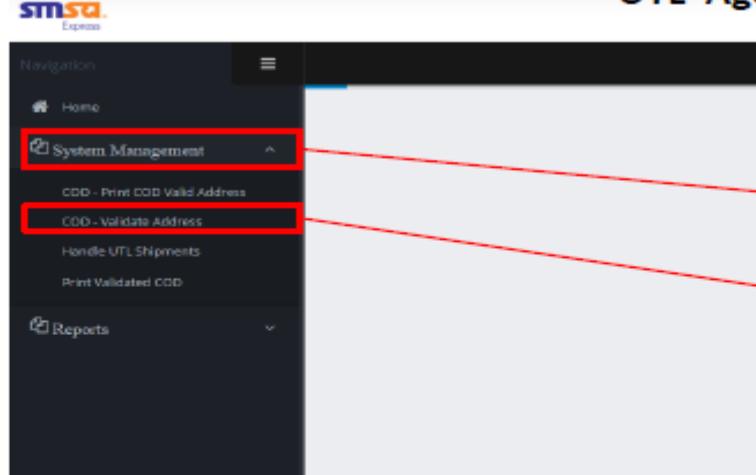
Provide the AWB number and then
click Search:

Search results will show the AWB number
To be printed and then click **"print"**.

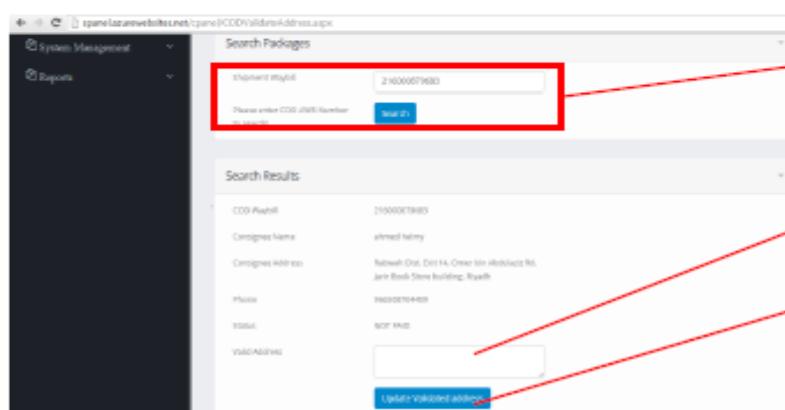
Unable-To-Locate COD Shipments System Process

Owner: Director, Operations
Department: Operations

UTL Agent - Other TASK



Step 1:
Printing validated address:
Click on
“System management”
Then
“COD – Validate Address”



Step 2:
COD validate address:
Enter AWB# and then click search

On the box provided enter the valid address
And then click update valid address

Unable-To-Locate COD Shipments System Process

Owner: Director, Operations

Department: Operations

Step 1:

On The Reports:

Click on

“Reports”

Then

→ **“Search Shipment by AWB”** this will show
the details of the shipment

→ **“View Customer Info”**

this will show the info for the customer

