Overview	To orient all personnel on the different roles being done by departments concerning Store2Door Operations
Person Affected	Finance,IT,CS,Retail and Operations Personnel
Instructions	Please refer below

Finance Dept.

Roles:
1- Maintain a data base for all transactions being processed by AMEX and SAMBA.
2- Ensure payment settlement of Transport fees through AMEX and SAMBA statements.
3- Refer to Store2Door Coor. In case of any invoices/reports required from MyUS.
4- Monitor online payment transactions to ensure no any pending payments.

IT Dept.

IT Roles:
1- Continues development.
2- Bugs reporting and fixing.
3- Ensure Store2Door E-services operating as business require.
4- Monitor Store2Door daily routine tasks.

Call Center

CSA Roles:
1- Introducing the new product to Customer's through every Incoming call.
2- Explain to Customer's how Store2Door works in a short-message.
3- Educate Customer's on Membership Types, Features and Prices.
4- Customer Service Team to have a full knowledge about the product to enable them responds to any query accurately.

RSC Dept.

RSE Roles:
1- Receive all HAL Packages from OPS.
2- Check payment status of every Package through Store2Door system.
3- In case; payment required, RSE to follow Cash Transport Fees payment procedure upon delivery.
4- Refer to Store2Door Coor. In case of any assistance required.
5- Refer the JOB AID prepared for RSC for work processing.

Store2Door

Coor. Roles:
1- Maintain a data base for all Store2Door transactions and accounts.
2- Update Customer Information into MyUS system accurately.
3- Monitor Store2Door shipping transactions and coordinate with FIN, OPS and Retail. 4- Responds to Customer's inquiries being received on
support@store2door.net.
5- Communicate with MyUS Team for any assistance required.
6- Coordinate with IT whenever assistance required.
7- Responds to Reach inquiries accurately.
8- Work closely with the four main joints department (OPS, Finance, CS and Retail)

OPS Dept.

OPS Roles:
1- Ensure smooth clearance with Customs
2- Segregate all Store2Door Packages in a designated area. (based on Store2Door logo) 3- Sort all HAL and Delivery Packages. (based on the information given on the AWB **HAL** or **DLVRY**)
4- Verify payment status for DLVRY Packages through Store2Door system.
5- Refer the JOB AID prepared for OPS for work processing.
6- Ensure no RTS process for Store2Door shipments either from Gateways or from STN-OPS.