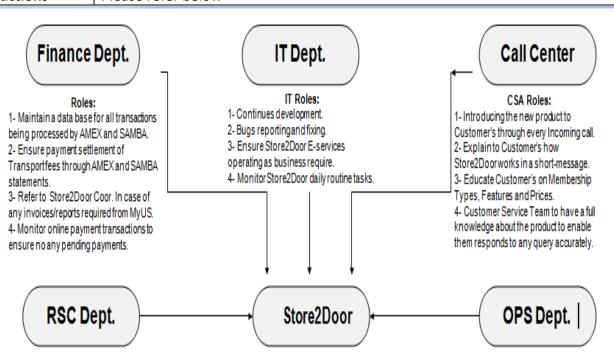


## Store2Door Department Roles for GUIDE

Owner: Director, Operations
Department: Operations

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



## 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.
- Refer the JOB AID prepared for RSC for work processing.

## Coor, Roles:

- 1- Maintain a data base for all Store2Doortransactions and accounts.
- 2- Update Customer Information into MyUS system accurately.
- 3- Monitor Store 2 Door shipping transactions and coordinate with FIN, OPS and Retail. 4- Responds to Customer's inquiries being received on support@store2 door.net.
- 5- Communicate with MyUS Team for any assistance required.
- Coordinate with IT whenever assistance required.
- Responds to Reach inquiries accurately.
- 8-Work closely with the four main joints department (OPS, Finance, CS and Retail)

## 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.