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The first edition of service manual is simple system to do our task committed. Our task is to attempt all the time and beat the clock in terms of collection of consignments from our clients and delivering them to customers all over India & Globe, in the quickest possible and secured manner. Careful and safe handling is also required at every level to avoid loss, damage breakage etc. We should establish best customer service relationship with all clients.

To achieve the high status of efficiency and to help our Operational staff keep themselves informed of all points in operations this manual is pre-pared. To survive and also grow in the competitive situation, a much sustained effort is required by all member of Origin family to improve all time the quality of service to our clients.

It is not machine but the human who delivers add to the human touch and relationship which we had built over the years in country, we should ensure 75 % of delivery is done in the morning hours hence the use of courier can be made optimum, we complete the delivery by providing delivery Proof we should achieve 100% in the same and strive for nothing less than cent percent

Jai Prakash Agarwal

C.M.D

Booking

- 1.** Consignment note is the basic document acknowledging the receipt of a shipment by the courier company to the consignor on receipt of the shipment for service at the given destination to the consignee within a specific period of time, as per the terms & condition listed on the consignment note. It also acts as a cash receipt for the courier charges levied in case of cash bookings.
- 2.** Accordingly three parties are involved at the minimum in a courier transaction, viz.:
 - a. The courier company – The company that engages in moving the shipment from consignor to the consignee
 - b. The consignor- The shipper or the party who book the shipment
 - c. The consignee – The receiver of the shipment.
- 3.** Origin : The place where the shipment is accepted from the consignor
Destination: the place where the consignment is delivered to consignee
- 4.** The consignment note is serially numbered and comes in original +3 copies as detailed Below.
- 5.** All Details are Compulsory
- 6.** No Of Pieces
- 7.** Declared Value
- 8.** Contents & Quantity
- 9.** Date
- 10.** Mode
- 11.** Booking Office Stamp
- 12.** Destination
- 13.** Dox/. Non Dox
- 14.** Cash / Credit
- 15.** If Cash treat client as walk-in-client

Procedure Followed While Booking Shipments

1. Shipment can be Documents or Parcels i.e. dox or non dox
2. Consignment no to be mentioned on the document also
3. Non dox can be sent by 1) Air (On Board Courier service/OBC) 2) Air Cargo or By 3) Surface cargo mode.
4. Volumetric weight = $L \times B \times H / 6000$ (In CMS) Always charge which ever is higher
5. For Cylindrical Parcels Twice diameter X height /6000 (In CMS)
6. Any Parcel above 6 Feet would not be considered in courier mode and to ensure with delivery station whether the same is possible or not
7. All the non dox should be accompanied with invoice copy/declaration of value for the purpose of octroi. Sales tax/Octroi authorities do not accept any declaration showing nil value. Even if it has no commercial value/intrinsic worth must be mentioned for assessment of octroi amount. When octroi is paid a receipt is issued by them, and the amount is recovered from the consigned against the receipt.

Various states have their own Sales tax rules & regulations based on which specific forms/papers/declarations & other commercial papers are demanded by the concerned authorities for different items, failing which shipment can get seized leading to inordinate delay & heavy penalties/fines. Hence please refer the ready reockner for the paper works/form.

8. If the shipment is addressed to a residential address, please ensure that some land mark and phone number is mentioned in the address. Ensure that the address is full, Correct and adequate in all respect with pin code etc.
9. Ensure that address falls under serviceable pin code as pre latest serviceable pin code manual.
10. No Post Box documents to be booked
11. Shipment addresses to Central Government, Ministry, and Army High secured zones cannot be delivered to the addressee directly due to security reason are normally dropped in box. No pod can be provided for such case intimate your shipper, and always write on POD after Delivery Dropped, if dropped
12. All Important shipment i.e., Tender , Tickets other important docs please mention the same on cover with RED colour & ensure to send pre-alert to destination, Ensure 24 hours extra time is always in hand for such case to avoid any transit delay and complications.
13. Attach POD from where BAR code can be visible with consignment no ensure all columns are filled in the Consignment note.
14. All declaration to be collected along with booking
15. All booking to be accepted in open condition only
16. All Non-Dox to be ensured packaging on Customer's risk
17. All Packaging to be strong enough to withstand Transit Period
18. Always the client has to be kept informed of the current status of the problem on regular basis So that the issue is resolved amicably.

Enclosed Format of Declaration and Invoice

Declaration

Date:

To whomsoever it may concern

This is to certify that this shipment booked and sending through by Origin Express is for _____.
The value declared _____ is for government regulations.

The following contains _____

The above declared is true to best of our knowledge

Authorized Signatory

Manifest

All Shipment booked under c/note would be only forwarded through manifest hence the only concept of load confirmation is done is through manifest one has to be very sincere in its make and handling.

Manifest is basically a packaging list accompanying the shipments packed in a packet or bag. Enlisting the contents. Manifest is control document , accompanying the shipments dispatched from one station to another Via sorting offices, Hub/Area office, Manifest should give all requisite information detail of the shipment being forwarded Viz. Consignment no, Origin, Destination, weight , special instruction for dispatch, acknowledgment and remarks etc.

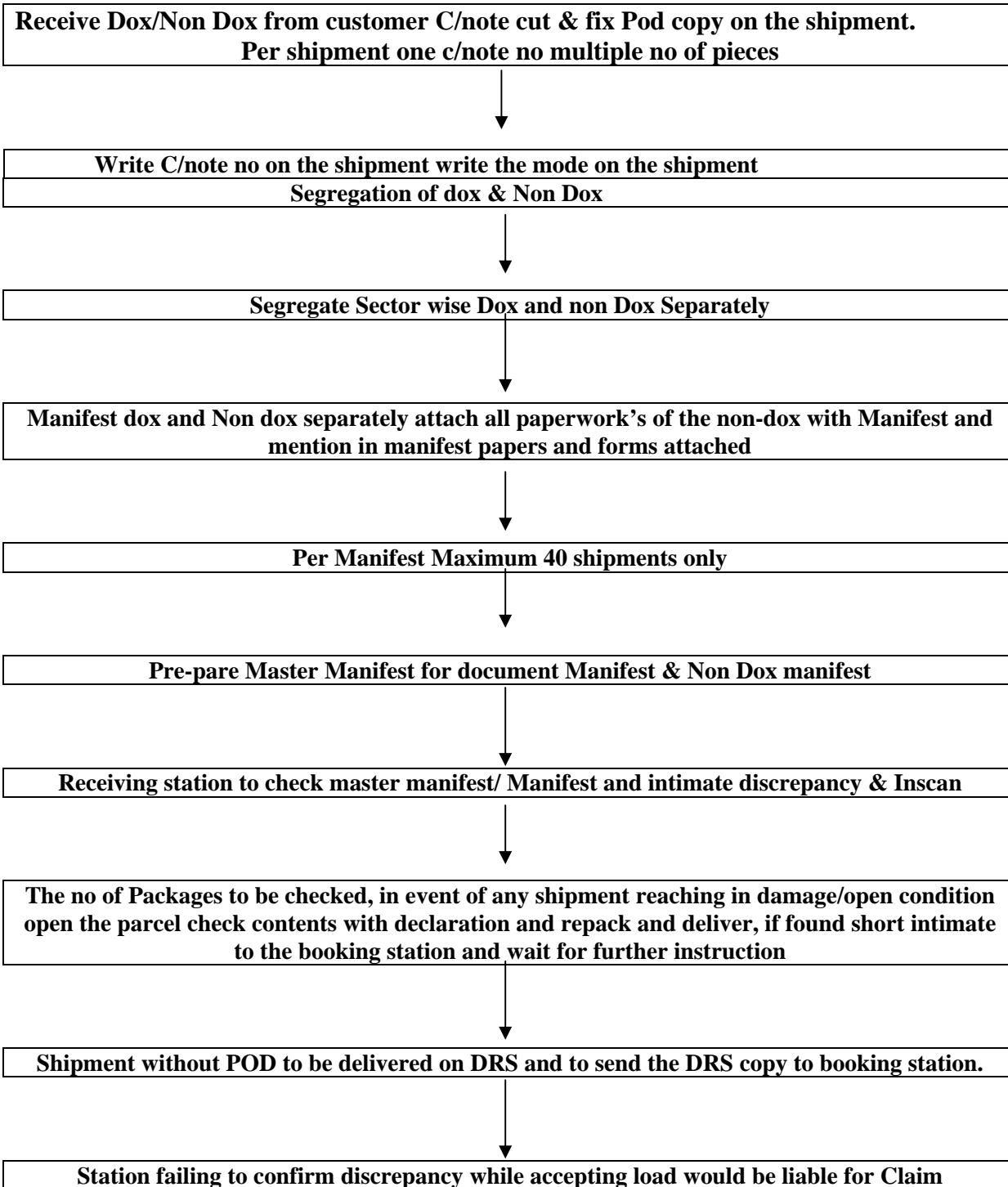
Three Types of Manifest

- a. Franchise manifest
- b. Branch to Hub, Hub to Hub , Hub to Branch
- c. Master Manifest (Total detail of all manifest)

Points to remember while making and receiving manifest

1. Name of the person should be mentioned who has pre-pared the manifest
2. Total no of Shipment to be mentioned on the manifest
3. Date must reflect in all the manifest
4. Mode Must be written
5. Receiver should write his name on the manifest
6. Should check the date of receive from date of manifest
7. Should check the mode written and received
8. All should ensure any discrepancy found is immediately intimated to booking station
9. One should never avoid these steps for short cut.
10. Advice able to use separate manifest For Return Shipment and to be written in bold RTO

Detailed Cycle



Origin Express (I) Ltd.

Origin Date

Destination Mode

Sr. No	Consignment no	Weight	Destination	Sr. No	Consignment no	Weight	Destination
1				21			
2				22			
3				23			
4				24			
5				25			
6				26			
7				27			
8				28			
9				29			
10				30			
11				31			
12				32			
13				33			
14				34			
15				35			
16				36			
17				37			
18				38			
19				39			
20				40			

Total No Of Dox.		Pre-pared by Sign	
		Name	

Total Received

Received by Sign	
Name	

Date Of Receipt

Bagging and De-bagging

Bagging

- 1) **Per Pouch 40 document**
- 2) **Manifest no and no of document's to be written on the Bag**
- 3) **Weight of the packet to be mentioned**
- 4) **Origin and destination to be clearly marked on the bag**
- 5) **Any previous marking be cut**
- 6) **Apply Tape properly to seal the Packet**
- 7) **No use of Pin to seal the Bag**
- 8) **Mother Bag to have no of Small Pouch inserted**
- 9) **Non. Dox bagging to be done separate not to mix with Dox**
- 10) **Mention Dox and Non Dox on the Bag**

De-Bagging

- 1) **No hook's or sharp thing to be used for handling Bag**
- 2) **Lift the bag than dragging**
- 3) **Check the weight of the bag**
- 4) **Check the marking's on the bag**
- 5) **Only use cutter to open the mother bag**
- 6) **Don't use any sharp thing to open pouch**
- 7) **Check the bag can be re-use, Destroy the bag if cannot be used**

Pre-cautions

Always check the quality of Bag's Used

In Rainy season Insert all parcel and document in poly bag and try to use double packaging

Check the load is never kept in open condition

Always keep the load in premises

Co-Loader & Co-courier

Co-loader

- 1) **Ensure fair dealing's with co-courier**
- 2) **While giving load and receiving load details to be maintained in register in proper format**
- 3) **Exact weight are entered in register and C.D cut**
- 4) **All Monthly bill to be checked with the Register**
- 5) **All change of Mode , Off Load to be deducted from the Co-loader's Bill**
- 6) **While Giving and receiving load accuracy to be maintained of date, weight, no of Pieces and time**
- 7) **Ensure C.D is signed by Ops staff not driver's Security guard and non-operational person**

Co-Courier

- 1) **Verify All Co-courier before Appointing**
- 2) **Always stress for deposit**
- 3) **Keep daily record of delivery**
- 4) **Ensure that he does not uses his stamp while delivery**
- 5) **Clear the bill by timely to ensure smooth functioning**
- 6) **Never accept Co-courier booking in credit only in cash**
- 7) **Safe Guard Franchise Interest while giving load to Co-courier**

Delivery

1. Look for the correct address to match the one mentioned on the shipment
2. If a Shipment is addressed to an individual, in a particular office or at residence, to look for the concerned person only.
3. Whether weight mentioned on the parcel tallies with the actual received
4. Use sorry card if consignee is not found on delivery place
5. Ensure following details are taken on POD/DRS
 - a) Name
 - b) Sign
 - c) Time
 - d) Date
 - e) Tel No
 - f) Stamp
6. Ensure delivery is not postponed because of convenience of 'Pick-Up'
7. In Case of Non-deliverable shipment the same to be returned
8. Delivery staff would not leave behind bag unattended
9. Daily report of delivery to be taken
10. No delivery to Neighbor is permitted
11. Change the Address for delivery boy if written instruction is received or from confirmed sources.
12. 100 % pod to be demanded from delivery staff
13. Any delivery other than to c/nee would be considered as wrong delivery.
14. Shipment marked as top Priority has to be delivered on urgent basis.

Fastest delivery is the only USP of any courier Business, we must ensure that we can increase pick up by ensuring fastest delivery

Format for Held up Memo

DATE :	HELD UP MEMO
FROM:	Booking Office:

This is to intimate that Consignment no. _____ Dated _____, booked from you office is held up at _____ . Due to _____.

Kindly Advice on receiving this Memo. Or the same would be returned and return charge would be billed to you.

For Any Further Information contact Mr. _____ Tel No. _____.

Remarks

POD FORWARDING

Field staff to ensure POD is along with DRS stapled

Ops Staff to Tally the POD with DRS

Accumulate the same and send to POD Department with Count

Pod Dept to sort the same Region wise /State wise

IMP Pod exercise to be done daily at all points

Register to be maintained and Pod to be forwarded by Counting the same

At destination Pod Dept to enter no of POD Receive from Each Destination

Take the same to Sorting Client wise /Branch wise/Franchise wise

Same to be forwarded to Client/Branch/Franchise with count in Register

All Cash Customer POD to be returned to customer by delivering to their place

RETURN OF SHIPMENTS

Shipments cannot be kept undelivered at the destination for long for the reason whatsoever. In such cases where shipments cannot be delivered for various reason needs to be returned to Origin. As company within 72hours maximum a shipment need's to be return in case of Dox. In case of Parcels the same need to be kept on hold till 15 day's and in between two memo's to be send for held up if no reply return the same by debiting origin the transshipment charge.

Please ensure only following reason are written on the return slip

1. Incomplete add (I /A)

- A) C/nec name required B) Department required C) Room No Required D) floor Required E) Wing required
- F) Building Name Required G) Street name Required
- h) Landmark required I) Area Required J) Destination Required.

All come in one category only hence main reason to be incomplete add with classification of actual reason.

2) Wrong Add/Shifted (W/A,)

- A) Person Shifted b) Company Shifted c) Department Shifted
- Wrong name in the department/building wrong department name

All come in one category only hence main reason to be Shifted/Wrong Add
With classification of actual reason.

3) Person out of station same day to be RTO

- 4) No- Service to be returned same day to be RTO (N/S)
- 5) Building under repair same day to be RTO
- 6) Always Closed after Two Attempts to be RTO (A/C)
- 7) Refuse to accept

No other reason to be written on the slip or document, always be specific in
Returning the shipment, Repeat "Dox to be return in maximum 72 Hours" Non. Dox within 15 day after
two intimation of held up. All Return to be manifested separately wherever possible and in bold return
RTO. All return to be cross checked and verified by supervisor for authenticity of it return

GUIDELINES

- 1. Affix Branch seal giving address on all copies of Consignment note**
- 2. Write impressing till fourth copy gets clear image**
- 3. Check for Banned/Restricted material**
- 4. Accept parcel in open condition's only**
- 5. Mention the type of c/ments (Dox/NDox)**
- 6. Incase of N-Dox clearly mention the invoice value on c/ments note.**
- 7. Take signature of Customer on all shipper copies in case of cash customer must**
- 8. Clearly mention the mode (Air / Cargo / Surface)**
- 9. Write the consignment no on the packet**
- 10. Check for all paper works**
- 11. Staple POD copy from where the Number and Bar-Code can be legible.**

FOR OPS STAFF

- 1. He should learn all the system in the operation (Sorting-Releasing-Computer)**
- 2. Ensure In-coming and Outgoing is maintain properly and delay, discrepancy any no show c/ments should immediately intimate booking or delivery office**
- 3. Tally of the incoming manifest and out going load**
- 4. Filling of DRS copies and proper dispatch of POD in time**
- 5. Dox and Non Dox to be manifested separately**
- 6. All Cut off Time to follow seriously**

OTC GUIDELINESS

- 1. All Load to be finally bagged in front of Him**
- 2. He should report to supervisor well in advance for his duty**
- 3. He should sign Load Register while taking the load and while giving**
- 4. Should ensure outmost care in transit and whole responsibility of load safety remain with him.**
- 5. No other network load to be allowed by OTC to carry**
- 6. All mishaps in load handling to be packed & bared by OTC only**

CO-MAIL

- 1. All Co-mail will carry minimum 8 digits no only**
- 2. Without Co-mail no it will not be forwarded**
- 3. All co-mails would be manifested**
- 4. Numbering should be done in series**
- 5. Separate register to be maintain for all Outgoing and incoming Co-Mail.**
- 6. No Body to use date as Co-Mail no**
- 7. No Repeat of Co-mail no for Six month**
- 8. Only Paper's can be sent in co-mail**
- 9. For All Parcel/non Dox shipper copy will be cut**
- 10. Co-mail to be opened by Actual Receiver only**
- 11. Co-mail is internal communication to be dealt with utmost care**

RECORD MAINTENENCE

- 1. All account copies to be filed till six month's**
- 2. All POD copies to be kept for Six month's**
- 3. All DRS filling to be done for Six Month's**
- 4. All manifest to be filed till 3 month's**
- 5. Weight register to be maintained till 6 month's**
- 6. Load incoming and outgoing register to be maintained till 6 month's**
- 7. All C.D to be maintained till six months**

Customer Care

Believe

The most important person is our trade is Customer, we are here because they gives us opportunity to serve, they are purpose of our work and not interference in our work, comfort them always.

Policy

We will treat all our customers with courtesy, learn from it and don't repeat, every complaint is justified, we will reply to the trust shown by them in our company.

Telephone Mannerism

General Quality required in handling telephone

- 1) Good oral Communication skill
- 2) Patience
- 3) Good listening skill
- 4) Convincing skill
- 5) Tone of voice

Handling a Call

1. Pick up call within three rings
2. Wish period of the day (MORNING/AFTERNOON/EVENING)
3. Company name/Attendant name
4. How may I Help you/
5. Patience while listening to him
6. Act as consultant by providing solution
7. Take time to get back or solve over phone if possible
8. End the call by wishing Good Day

Customer Care uniform Complain format

Date

Sr. no Date Of Booking C/mnt no Dest Add Caller name & Tel no Call Time informed Time Remark

Sr. no	Dt. of BKG	Consignment No	Destination	Address	Called by	Time	Informed time	Remark

Quality Customer Care

The purpose of our work is to provide service that satisfies customers. Satisfied customers build your reputation, making it that much easier to get new ones.

Listening to, Learning about, and being responsive to customers are the personal qualities you need so that you can satisfy your customers.

Although you may not get many complaints, things may not be really okay! Because most of the customers who have had even one bad experience may move away rather than take trouble of complaining!

Hence follow with your customer keep him updated about happening in the company about his shipment. You can build customer loyalty by handling complaints willingly and effectively.

TIPS

- 1. Never keep customers on hold they want u to response**
- 2. Always show keen interest in solving problem**
- 3. Welcome their call by asking them to approach you whenever required**
- 4. Listen, Show Concern**
- 5. Ask question's get the fact of their requirement**
- 6. Let customer know what you will do to get him help**
- 7. Follow up and ensure you give him call in first 30 min with what ever information available**
- 8. Incase of holding the call, apology by saying "Extremely sorry for keep you on hold"**
- 9. Before finish the call insist for any other assistance.**
- 10. At the time of finishing the call great them as "Required you"**

Types of complaint.

- a) Delay in delivery**
- b) Non-Delivery of the shipment**
- c) Short Delivery**

As per above, we need to prepare our self and reply accordingly

**A) *Delayed Delivery* could be possible for various reasons, it will be our duty to make customer understand the same is occurred due to transit delay such as offload, over carry, short land of load public holidays
Never intimate reason such as misroute- short staff- closure of office, it will help in getting his confidence**

B) Non –Delivery could be due to wrong delivery, No show & Lost

**All these matter has to be intimated to client on its occurrence not on his in-query
Arrange for F.I.R copy to solve the same as early as possible**

C) *Short Delivery.* It is necessary to obtain the remark from client of short receipt other wise the same may not be entertained, take time to request check with all transit stations about weight and condition of packet, take the same and solve in best possible manner. Most important reply to this case don't let it be pending, it will hold your bill and claim.

Complaint Modes

- I) Telephone**
- II) E-Mail**
- III) Co-mail**
- IV) Walk –in Customers**
- V) Internal offices**

All needs to be replied in same fashion.

- 1) Call the next person within 30 minutes**
- 2) Reply within 20 minutes on mail**
- 3) Reply within same day.**
- 4) On the spot try to resolve**
- 5) Internal office go extra mile to resolve**

It is more important we build trust among ourselves and respect each other to do business better.

Dos & Don'ts

S. no	Do	S. no	Don't
1	Be polite & courteous	1	Argue with customers
2	Check for service availability before accepting shipments for booking	2	Accept postal covers and anything banned & restricted.
3	Check for Banned & Restricted Items.	3	Book anything till it create problem
4	Ask papers & forms	4	Accept whatever given by customer
5	Use ORIGIN C/Note & Stationary	5	Write on any available paper
6	Take all details in the C/Note	6	Fill incomplete details on the AWB
7	Manifest Dox. & Non Dox separate	7	Use same manifest
8	Handle all good's safely	8	Throw & pull bags
9	Write C/Note No in bold on shipment	9	Scribble on the address of cover
10	Book valuable shipment with pre-alert	10	Send anonymous and wait nothing happens
11	Forward as per mode mentioned	11	Forward without confirming & checking
12	Deliver shipment same day	12	Wait customer to follow
13	Take local assistance for delivery	13	Rely on boys handiwork
14	Maintain cut off	14	Use the last minute for everything
15	Be first	15	Wait for chance
16	Reply urgently	16	Wait for customer's another call
17	Display Board Properly	17	Wait for some body else to do
18	Ensure day's work done	18	Wait for boss to come & check

Escalation Policy

All matters starting from a normal Inquiry to a major crisis need to be followed in an escalated manner
Information to Claim.

- 1) Inquiry
- 2) Claims
- 3) Development
- 4) Suggestion
- 5) Problems
- 6) Information

Example (Booking From Cuttack to Vijaywada)

Information would be requested from Vijay Wada office within 24 hours; it would be escalated to Hyderabad (Regional Office) within 48 hours if a reply is not received; the same need to be brought to Bangalore (Zonal office). If the same is still not resolved within 72 hours, the same need to be internally brought to the knowledge of Kolkatta (Zonal Head) and Mumbai (Head Office). All resolution to be done within 72 hours.

Escalation in Day to the same offices

Executive – Manager – Senior Manager- Zonal Head – Zonal Director- C.E.O. Finally to C.M.D

Example—in Mumbai

Ms Shama or any Cs Executive – Mr. Raju Nalawade- Mr. Vimal Agarwal- Mr. Sushil Gupta (No Zonal Director) for Mumbai Mr. Rajendra Lohiya & Finally To C.M.D

Booking Office

Connecting Hub

Area Office

Regional Office

Zonal Office

HEAD OFFICE

CLAIMS

Policy on Claims

Compensation for any service failure has to be made based on “official Claim Settlement Form”

Compensation for Loss of any Document is up to Rs. 100/- only

There is no Compensation for Delay

Compensation for Loss of Demand Draft, only the charges of preparing duplicate DD's supported with receipts will be considered

For Non.Dox above Rs. 10,000/- needs to be insured by the customer, it will be only on consignor risk to carry the high value shipments.

For all Parcels below value Rs. 10,000/- service failures has to be established and send to Head office for final settlement.

Documentation Required

Shipper's Copy/Account Copy (Photocopy)

Invoice/Bill Copy

Complaint Letter.

Manifest Copy from booking Br. /Tr. Station

Declaration Copy

F.I.R Copy

Damage/Short letter from origin/destination

Points to Remember

No written statement should be given to the customer on claim compensation without 'Ho' consent

All Claims to be send within 30 day's of booking

No adjustment to be done with outstanding amount

Establishment of service failure

Booking Office

- 1) If signature is not taken on the shipper copy from the customer liability arises of booking office to bear the claim.
- 2) If Declaration is not obtained while booking with actual value no claim would be entertained on the value of shipment, value declared during booking shipment would be considered while settling the claim.
- 3) Contents to be very clearly briefed
- 4) Dox/Non Dox to be ticked

Failing in all above will arise liability of booking office to settle

Transshipment point and hub offices

- 1) If weight discrepancy is found and not properly checked the same would be liable for claim
- 2) Incoming and outgoing weight to be always tallied
- 3) If same day it is intimated damage/short/no show it will be accepted as transit discrepancy
- 4) On query if same occurs entire claim responsibility would be of Operation staff and it has to be paid by them
- 5) While taking the load from Co-loader weight needs to be tallied if CD is signed and discrepancy found latter it would be liability of receiving station

Delivery Branch

- 1) All incoming load has to be checked and tallied if the same is not done and latter declared liability of the Delivery branch
- 2) Any mishap happened on route to delivery the same would be liable for delivery office.

In our investigation we are trying to find the location where discrepancy has occurred. In the process we would be holding station responsible for mishap. Stations have to identify causes and person responsible for mishap. Service failure has to be investigated in depth by pin pointing to an individual responsible who will be made accountable for compensation of the claims.

As Company it would not be settling any claims of any regions all responsible individual will have to own the responsibility of its occurrence