E-COMMERCE DELIVERY ASSOCIATE

SECTOR: Logistics

QUALIFICATION PACK: Ref. Id. LSC/Q2603

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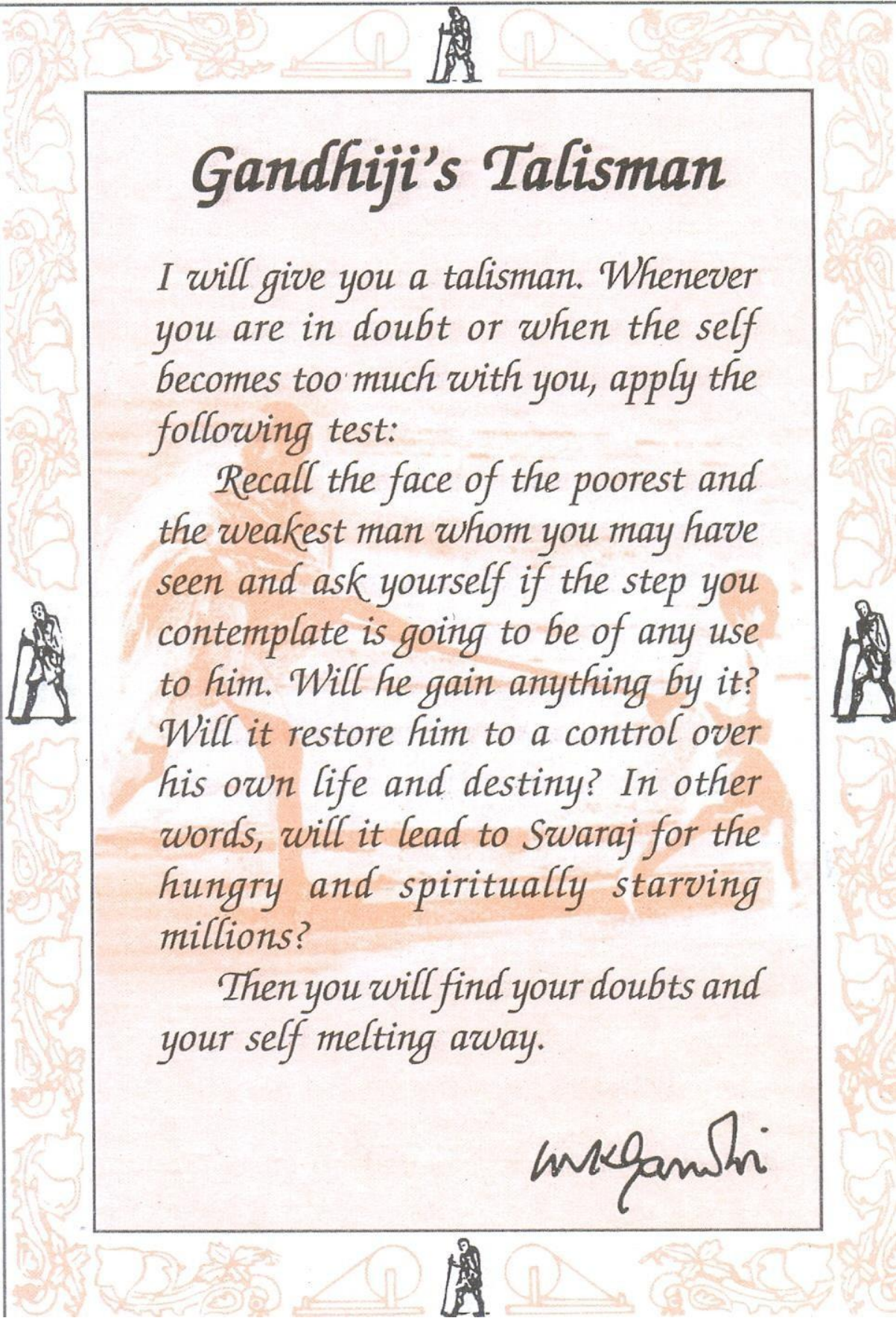## PSS Central Institute of Vocational Education

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Gandhiji's Talisman

I will give you a talisman. Whenever you are in doubt or when the self becomes too much with you, apply the following test:

Recall the face of the poorest and the weakest man whom you may have seen and ask yourself if the step you contemplate is going to be of any use to him. Will he gain anything by it? Will it restore him to a control over his own life and destiny? In other words, will it lead to Swaraj for the hungry and spiritually starving millions?

Then you will find your doubts and your self melting away.

M.K. Gandhi

Study Draft Material

TEXTBOOK FOR GRADE XII

E-COMMERCE DELIVERY ASSOCIATE

(QUALIFICATION PACK: Ref. Id. LSC/Q2603)

SECTOR: Logistics

First Edition

July, 2025

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FOREWORD

The National Education Policy (NEP) 2020 envisions an education system that is deeply rooted in India's cultural heritage and achievements, while also preparing students to effectively engage with the challenges and opportunities of the 21st century. This aspirational vision is built upon the National Curriculum Framework for School Education (NCF-SE) 2023, which outlines a comprehensive approach to education across various stages. In the early stages, the NCF-SE 2023 fosters the holistic development of students by focusing on the five dimensions of human existence, known as the pañchakoshas, creating a solid foundation for further learning.

High-quality vocational textbooks play a vital role in bridging practical skills and theoretical knowledge.

These textbooks must balance direct instruction with opportunities for hands-on experience, helping students to apply what they learn in real-life settings. The National Council of Educational Research and Training (NCERT) is providing such high-quality teaching-learning resources. A team of experts, educators, and practitioners have collaborated to develop these vocational textbooks to ensure students are well-prepared for the demands of their chosen fields.

The textbook on *E-commerce Delivery Associate* for Grade 12 introduces students to advanced concepts in package delivery, return pickups, reconciliation of shipments, and specialised handling of goods, while also reinforcing essential communication skills and professional workplace behaviours. It aims to equip students with practical skills, such as conducting pre-delivery and post-delivery operations, managing return pickups, reconciling shipments and cash-on-delivery transactions, and handling special categories of goods like perishables and high-value items, so that they are well prepared for the job role of E-commerce Delivery Associate. The textbook also emphasises values such as reliability, attention to detail, professionalism, and inclusivity, which are crucial for success in the fast-paced e-commerce logistics sector.

In addition to textbooks, it is important to encourage students to explore other learning resources, such as visiting logistics hubs, engaging in simulated delivery and reconciliation activities, and participating in training on customer communication and workplace etiquette. Teachers and parents play a vital role in guiding students as they apply their learning in practical delivery and logistics settings.

I am grateful to all who contributed to the development of this vocational textbook and look forward to feedback from its users to make future improvements.

New Delhi
July, 2025

Dr. Dinesh Prasad Saklani
Director
National Council of Educational
Research and Training

i

ABOUT THE TEXTBOOK

The textbook for E-Commerce Delivery Associate is a comprehensive resource designed to prepare students for the fast-paced and evolving field of e-commerce logistics. An E-commerce Delivery Associate plays a crucial role in the logistics and delivery chain of e-commerce operations. They are responsible for ensuring that products ordered by customers are delivered accurately, on time, and in good condition. Their primary responsibilities include handling packages, delivering them to customers, picking up return packages, reconciling shipments, and handling cash-on-delivery transactions. The role also involves maintaining high standards of customer communication and adhering to the company's guidelines on integrity, ethics, safety, and security. The content of this textbook is meticulously aligned with the National Occupational Standards (NOSs) to equip students with the essential knowledge, skills, and competencies required to perform effectively in this job role.

The student textbook has been developed with the contribution of the expertise from the subject and industry experts and academicians for making it a useful and inspiring teaching-learning resource material for the vocational students. Adequate care has been taken to align the content of the textbook with the National Occupational Standards (NOSs) for the job role of E-Commerce Delivery Associate, so that the students acquire necessary knowledge and skills as per the performance criteria mentioned in the respective NOSs of the Qualification Pack (QP). The textbook has been reviewed by experts so as to make sure that the content is not only aligned with the NOSs, but is also of high quality.

The textbook for E- Commerce Delivery Associate is structured to comprehensively cover the essential aspects of the role, ensuring a practical and theoretical understanding of key responsibilities. It is divided into four Modules, each addressing critical areas to prepare students for effective performance in the logistics sector.

The textbook is organized into five comprehensive modules that equip learners with the skills and knowledge needed for efficient delivery operations and customer service in the logistics sector. Module 1: Delivering Packages covers pre-dispatch preparation such as route planning, package verification, and vehicle readiness, along with safe handling, timely delivery execution, and accurate post-delivery reporting. Module 2: Pickup for Return Packages focuses on reverse logistics, including initiating customer communication, conducting shipment inspections, and ensuring proper documentation for returns. Module 3: Reconciliation & Cash Handling emphasizes operational accuracy through package reconciliation, discrepancy reporting, responsible handling of cash-on-delivery (COD) transactions, and proper cash

reconciliation with records. Module 4: Handling Shipments addresses protocols for special categories of goods, including perishable items, high-value shipments, inspection procedures, and compliance with Goods and Services Tax (GST) regulations in e-commerce. Module 5: Customer Communication & Etiquette builds professionalism by training learners in polite greetings, effective complaint resolution, clear communication, and fostering workplace inclusivity for positive interactions with customers and colleagues.

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CONTENTS

MODULE 1: DELIVERING PACKAGES

In today's fast-moving world, delivering packages have become an essential part of everyday life. It is playing a crucial role in e-commerce, logistics, and supply chain management. Whether delivering goods to customers, transporting business supplies, or sending personal parcels. The efficiency and security of a delivery package significantly impact customer satisfaction and operational success.

A delivery package refers to any item or group of items wrapped, boxed, or packed for transportation from one location to another. These packages can range from small envelopes containing documents to large shipments of furniture or machinery. The process of packaging and delivery involves multiple steps, including order processing, packaging, labelling, dispatching, tracking, and final delivery to the recipient.

Well-packaged packages prevent damage, ensure compliance with transportation regulations, and enhance customer experience. Businesses depend on efficient packaging to reduce costs, minimize returns, and build trust with their customers. Also, sustainable packaging solutions are now being adopted to reduce environmental impact.

With advancements in technology, smart packaging solutions such as RFID tags, GPS tracking, and automated sorting have revolutionized package delivery, making it faster and more reliable. Now a day, most of the companies also provide options like same-day delivery, scheduled delivery, and contactless drop-off to meet evolving customer demands.

An E-Commerce Delivery Associate ensures timely and accurate delivering package while providing excellent customer service. Their responsibilities include picking up shipments from fulfilment centres, planning efficient routes, and verifying package details before delivery. They interact with customers, collect Cash on Delivery (COD) payments, and obtain proof of delivery. If a package is undelivered, they attempt redelivery or return it as per company policy. They also update the delivery status in real-time and report any issues. By ensuring smooth and reliable deliveries, they enhance customer satisfaction and contribute to the efficiency of the e-commerce logistics network.

Thus, delivering packages are an indispensable aspect of modern commerce and communication. Delivering packages ensure secure, efficient, and on time delivery, which is crucial for businesses and individuals alike, shaping the way goods and services are exchanged globally.

The module is divided into four sessions. The first session comprises of preparing for delivery operations. The second session deals with vehicle and

shipment handling. The third session discusses about conducting the delivery. The last session includes post-delivery reporting and issue handling.

SESSION 1: PRE-DELIVERY OPERATIONS

In delivering packages, delivery associates need to organize and verify delivery schedules and customer details to confirm accurate and efficient on time. On time delivery prevents mistakes such as incorrect addresses, mis-deliveries, and delays which help in customer satisfaction. Proper scheduling optimizes route planning, reducing fuel costs and delivery time. Customer address verification helps in to prevent fraud, ensures payment accuracy, and minimizes disputes. Clear communication about delivery timelines reduces complaints and builds customer trust. Further, it streamlines logistics operations, improving efficiency and reducing re-delivery attempts. Businesses can enhance reliability, reduce operational costs, and improve overall customer experience in package deliveries by maintaining accurate records and organized schedules. (Fig. 1.1)

Fig. 1.1: Goods Delivery Services

DAILY LIST AND SCHEDULE FOR DELIVERIES

A Daily List and Schedule for Deliveries refers **to a structured plan that outlines all deliveries to be completed within a specific day.** It guarantees that deliveries are organized, efficient, and on time. This system is widely used in logistics, supply chain management, and e-commerce to optimize delivery operations.

Daily List for Deliveries

A daily list for deliveries is a structured schedule of all packages that need to be delivered within a specific day. It includes essential details like recipient names, addresses, contact information, tracking numbers, delivery time slots, and payment status (prepaid or Cash on Delivery).

This list helps delivery associates and logistics teams to organize, prioritize, and execute deliveries efficiently. It ensures on time dispatch, minimizes faults, and optimizes route planning. Also, it allows real-time updates and tracking of completed, pending, or failed deliveries, improving overall service reliability and customer satisfaction.

The daily list is a comprehensive record of all packages that need to be delivered on a given day. It typically includes:

- **Order Number**: A unique identifier for each delivery.

- **Customer Details**: Name, address, and contact information.

- **Package Description**: Contents, weight, and special handling instructions.

- **Delivery Priority**: Categorized as urgent, standard, or scheduled delivery.

- **Payment Status**: Prepaid or Cash-On-Delivery (COD) details.

SCHEDULE FOR DELIVERIES

A schedule for deliveries is a planned timetable showing when and where packages need to be delivered within a specific timeframe. It includes essential details such as delivery addresses, customer contact information, expected delivery times, order priorities, and assigned delivery agents.

This schedule helps logistics teams and delivery associates to optimize routes, reduce delays, and ensure efficient package handling. It also enhances customer satisfaction by providing accurate estimated delivery time and minimizing missed or failed deliveries. A well-structured delivery schedule improves operational efficiency, reduces costs, and ensures smooth last-mile delivery execution.

The delivery schedule is a planned timeline for dispatching and completing deliveries. It is arranged based on factors like:

- **Time Slots**: Allocated time for each delivery (e.g., morning, afternoon).

- **Route Optimization**: Grouping deliveries by location for efficiency.

- **Delivery Associate Assignments**: Assigning deliveries to specific delivery associate.

- **Estimated Delivery Time (ETD)**: Expected time for the package to reach the customer.

- **Tracking and Updates**: Real-time monitoring of delivery progress.

Importance of a Daily List and Schedule

There are various importance of a daily list and schedule, which are as follows:

- **Efficiency**: It helps in manage multiple deliveries without delays.

- **Accuracy**: Daily list and schedule reduce mistakes by ensuring the right package reaches the correct recipient.

- **Customer Satisfaction**: On time deliveries improve service quality and reliability.

- **Cost Savings**: It helps in optimizing delivery routes minimizes fuel costs and travel time.

- **Better Communication**: It focuses on coordination between dispatch teams, delivery associates, and customers.

Procedure of Daily List and Schedule for Deliveries

A daily delivery list and schedule requires a well-structured process to ensure efficient and on time deliveries. The process of daily list and schedule for deliveries begins with reviewing pending orders and prioritizing them based on urgency, location, and customer preferences. A detailed delivery list is created, specifying order details, destinations, and assigned delivery associates.

Delivery routes are optimized to minimize travel time and costs. Dispatch teams coordinate logistics, ensuring all necessary documents and items are ready. Throughout the day, real-time tracking and communication help monitor progress and address delays. At the end of the day, deliveries are verified, records are updated, and feedback is collected for improvement. The procedure of daily list and schedule for deliveries as follows:

1. **Collect and Verify Orders:** The first and most important step is gathered all orders scheduled for delivery on the given day. Delivery associates need to verify order details, including customer name, address, contact information, and package contents. They also need to check payment status like whether is it prepaid or cash-on-delivery.

2. **Categorize and Prioritize Deliveries:** Delivery associate needs to classify and prioritize the packages based to the type of delivery as follows:

   - *Urgent Deliveries:* Same-day or priority shipments

   - *Standard Deliveries:* Regular scheduled deliveries.

   - *Bulk Deliveries:* Large shipments requiring special handling.

   - *Time-Sensitive Deliveries:* Orders requiring delivery within a specific time slot.

3. **Plan Delivery Routes:** Delivery associate must plan optimized delivery routes according to customer locations to minimize travel time and fuel

costs. They can use route planning software or GPS tools to determine the best route and need to plan group deliveries by area to reduce unnecessary trips.

4. **Assign Deliveries to Delivery Associates:** The collection team allocates deliveries based on availability, capacity, and assigned zones. Delivery associates need to ensure drivers have the correct packages, route details, and customer contact information.

5. **Prepare the Delivery List:** Delivery associate need to create a daily delivery list, which includes;

   - Order number
   - Customer details (name, address, phone number)
   - Package details (weight, size, handling instructions)
   - Estimated delivery time (ETD)
   - Payment status
   - Special instructions (e.g., "Leave at the front door")

6. **Dispatch Deliveries:** Delivery associate needs delivery list and route plan. It is necessary to confirm that they have necessary equipment (e.g., barcode scanners, mobile apps, tracking devices). They also ensure that all packages are loaded securely onto delivery vehicles.

7. **Track Deliveries in Real-Time:** Delivery associate must monitor deliveries using GPS tracking systems. They also update customers on estimated arrival times and delays if necessary. They can also communicate with driver for any route adjustments or delivery issues.

8. **Confirm Delivery Completion:** Delivery associate require customer signature or OTP (One Time Password) verification upon delivery. They can capture photo proof or update the system with a status (e.g., "Delivered" or "Failed Attempt") and they should collect COD payments, if applicable.

9. **Update Delivery Records:** Once delivered the goods, the delivery associate must record completed deliveries and update inventory or order management systems. If there are any failed deliveries, they have to note any failed deliveries and schedule reattempts, if needed. Further they have to generates reports for daily delivery performance analysis.

10. **Review and Optimize:** End of the day, delivery associate analyses the number of deliveries, customer feedback, and any issues faced. Delivery associate makes necessary adjustments to improve future deliveries (e.g., better route planning, driver assignments). Companies can implement automation tools to enhance scheduling and tracking of deliveries.

VERIFICATION OF CUSTOMER DETAILS

Customer details verification is essential to ensure accurate and efficient deliveries. Customers details like address, postal codes, payment method, whether prepaid or cash-on-delivery, phone numbers and emails. (Fig. 1.2)

Fig. 1.2: Customer Information

Verifying customer details is a critical step in ensuring smooth and error-free deliveries. Any discrepancies are resolved by contacting the customer before dispatch. This verification step helps to prevent delivery failures, reduces delays, and enhances customer satisfaction by ensuring orders reach the right destination without issues in payment or communication. The key details to verify include the address, payment method, and contact information.

1. **Address Verification**

   A correct and complete address is essential for timely deliveries. Address verification involves checking street names, house or apartment numbers, postal codes, and landmarks to ensure accuracy. GPS mapping tools help to confirm whether the location is valid and accessible. If discrepancies arise, the customer is contacted to clarify missing or incorrect details. This step prevents failed deliveries and re-routing issues, reducing operational costs and delays.

2. **Payment Method Verification**

   Delivery associate must ensure the payment method so that they can prevents financial losses and transaction errors. If the order is prepaid, the system checks whether the payment has been successfully processed through credit cards, digital wallets, or bank transfers. For Cash-On-Delivery (COD) orders, customers are reminded to have the correct amount ready to avoid payment issues upon arrival. Some businesses may also verify COD orders through confirmation calls or messages before

dispatching the delivery. This step reduces the risk of fraudulent transactions and order cancellations.

3. Contact Information Verification

Customers accurate contact details allow seamless communication between the customer and the delivery associate. Contact details such as phone numbers and email addresses are cross-checked to ensure they are functional. A confirmation message or call may be used to validate the provided contact information. This verification confirms that customers can be reached for updates, delivery confirmations, or any unexpected issues during transit.

Verifying customer details like address, payment method, and contact information ensures efficient deliveries, minimizes mistakes, and enhances customer satisfaction. This process reduces failed deliveries, prevents financial losses, and improves overall logistics efficiency.

USES OF DEVICES LIKE GPS TRACKERS, FORMS, AND MISSED DELIVERY NOTES

Efficient delivery operations rely on various tools and devices, such as GPS trackers, forms, and missed delivery notes, to ensure accuracy, accountability, and customer satisfaction.

1. GPS Trackers

GPS tracking devices play a crucial role in modern delivery systems. They help monitor delivery vehicle locations in real time, ensuring efficient route planning and timely deliveries. By tracking movement, companies can reduce fuel costs, avoid traffic congestion, and improve on-time delivery rates. GPS trackers also enhance security by preventing theft and unauthorized detours. Also, they allow customers to track their shipments, improving transparency and trust in the delivery process.

2. Forms

Various forms, including delivery logs, order confirmation sheets, and customer receipts, are essential for documentation and record-keeping. These forms serve as proof of delivery, helping businesses to track completed shipments and address disputes if they arise. Electronic or paper-based forms ensure that accurate details, such as recipient names, signatures, and timestamps, are recorded. This improves accountability and prevents errors in the supply chain.

3. Missed Delivery Notes

When a delivery attempt fails due to the recipient's absence, a missed delivery note is left behind. This note provides crucial information, such as

the attempted delivery time, reasons for non-delivery, and instructions for rescheduling or alternative pickup options. It helps reduce failed delivery rates and ensures better communication between the delivery personnel and customers.

The use of GPS trackers, forms, and missed delivery notes enhances logistics efficiency by improving route optimization, ensuring accurate record-keeping, and maintaining customer communication. These tools streamline operations, minimize delays, and contribute to a smoother and more reliable delivery process.

PLAN DELIVERY ROUTES AND HANDLE CASH-ON-DELIVERY (COD) PAYMENTS

Efficient delivery route planning and proper handling of Cash-On-Delivery (COD) payments are crucial for seamless package deliveries. Routes are optimized using GPS and traffic data to minimize travel time and fuel costs. Deliveries are scheduled based on proximity and priority, ensuring timely arrivals. For COD orders, delivery associates carry secure cash handling tools and provide exact change when necessary. Payment is verified before handing over the package, and digital receipts are issued for transparency. Regular cash reconciliation ensures accuracy and prevents discrepancies. By optimizing routes and securely managing COD payments, businesses enhance efficiency, reduce delays, and improve customer satisfaction.

ROUTE PLANNING

Route planning refers to *the process of determining the most efficient paths for delivering packages from the warehouse or distribution centre to customers.* It involves optimizing travel routes to minimize distance, reduce fuel consumption, and ensure timely deliveries. Advanced technologies, such as GPS tracking and route optimization software, assist in identifying the best paths based on factors like traffic conditions, delivery time windows, and customer locations. (Fig. 1.3)

Fig. 1.3: Route Planning

Importance of Route Planning

Effective route planning is essential for successful package delivery. The importance of route planning are as follows:

1. **Enhances Delivery Efficiency:** Proper route planning reduces travel time and ensures that packages reach their destinations quickly. It allows delivery associate to handle more orders in less time, increasing productivity.

2. **Reduces Operational Costs**: Optimized routes lower fuel consumption and vehicle wear and tear, cutting transportation expenses. It minimizes overtime labour costs by streamlining delivery schedules.

3. **Improves Customer Satisfaction**: Customers receive their packages on time, leading to better service experiences. Accurate estimated delivery times help manage customer expectations.

4. **Prevents Delivery Delays**: Businesses can avoid unexpected delays by considering real-time traffic, road closures, and weather conditions. Alternative routes are pre-planned to ensure smooth operations.

5. **Enhances Cash-On-Delivery (COD) Management**: Efficient routing ensures on time COD deliveries, reducing risks of failed transactions. Delivery associates can plan safe stops to handle cash securely and return to the collection centre without delay.

6. **Supports Real-Time Tracking and Monitoring**: GPS-integrated route planning allows dispatch teams to track deliveries in real time. Any route deviations or issues can be quickly addressed, improving accountability.

PLANNING A TRAVEL ROUTES BASED ON CUSTOMER LOCATION

Planning travel routes based on customer locations is essential for ensuring efficient and timely package deliveries. It involves organizing deliveries in a way that minimizes travel distance, reduces fuel costs, and maximizes productivity. By leveraging GPS technology and route optimization tools, businesses can streamline their logistics operations and enhance customer satisfaction.

Steps in Planning Travel Routes

Following are the steps involved in the planning travel routes:

1. **Gather Customer Locations**: Delivery associates can collect and verify delivery addresses for customer orders. Group addresses based on geographic proximity to optimize routing.

2. **Prioritize Deliveries**: Delivery associates can assign priority levels based on delivery urgency and time-sensitive shipments. They identify preferred time windows for customers who have specific delivery requests.

3. **Optimize Route Sequences**: Delivery associates can use route planning software or GPS mapping tools to determine the most efficient sequence of stops. They have to consider traffic patterns, road conditions, and accessibility to avoid delays.

4. **Cluster Deliveries for Efficiency**: Delivery associates can have grouped the deliveries within the same neighbourhood or region to minimize backtracking. Design routes that allow smooth navigation from one stop to the next.

5. **Incorporate Real-Time Adjustments**: Delivery associates can monitor traffic updates and road closures make necessary route changes. They use GPS tracking to adjust delivery plans dynamically, ensuring timely arrivals.

6. **Plan for Cash-On-Delivery (COD) Stops**: Delivery associates must identify safe and convenient locations to handle COD transactions securely. They must confirm that recipient have adequate cash for change and proper record-keeping.

Planning travel routes based on customer locations improves delivery efficiency, reduces operational costs, and enhances customer satisfaction. By leveraging technology and strategic planning, businesses can optimize routes, avoid unnecessary delays, and ensure a seamless package delivery experience.

PREPARING NECESSARY CASH FOR COD DELIVERIES

Cash-On-Delivery (COD) is a popular payment method in which customers pay for their packages at the time of delivery. Delivery associates are prepared with the necessary cash for a smooth transaction process. Failure to have the correct change can lead to delays, dissatisfied customers, and financial discrepancies. Proper preparation for COD deliveries involves several key steps to ensure efficiency and security. Below are the steps for Preparing Necessary Cash for COD Deliveries:

1. **Calculate Total COD Amounts**: Delivery associates need to calculate the total amount to be collected from customers before dispatching packages. Delivery associates must ensure that the amount reflects the exact cost of the package, including any applicable taxes or delivery fees.

2. **Provide Exact Change**: Delivery associates are equipped with sufficient change in various denominations (e.g., bills and coins) to handle different payment amounts. Consider typical payment ranges to ensure that delivery associates are never caught without the correct change.

3. **Secure Cash Handling**: Delivery associates secure with cash-carrying envelopes or lockboxes to safely store the money they collect. Delivery

associates establish protocols for counting and double-checking cash amounts before and after each delivery to minimize errors.

4. **Document COD Payments**: COD payment is recorded with the customer's details, amount collected, and a receipt or proof of payment. Delivery associates use digital tools to track COD payments in real time, which helps keep records accurate and updated.

5. **Confirm Payment with Customer**: Upon delivery, confirm the total amount before accepting the cash. Delivery associates must issue a receipt and thank the customer for the payment.

6. **Post-Delivery Cash Reconciliation**: After completing the day's deliveries, delivery associates reconcile the collected cash with delivery records to ensure everything matches. If discrepancies arise, review the payment logs and contact the relevant parties to resolve issues quickly.

COD deliveries is essential for smooth operations and customer satisfaction. Delivery associates can reduce the risk of errors and delays, leading to more reliable and efficient package deliveries by calculating the correct amounts, ensuring secure handling, and maintaining accurate records.

PRACTICAL EXERCISES

Activity 1: Practice on preparing for a delivery by collecting the necessary equipment and checking customer details.

Material required: Notebook, Paper, Pen/Pencil, Eraser and Questionnaire.

Procedure:

1. Make a group of 4 students to conduct the activity.

2. Visit 2-3 delivery centres like courier services, food delivery hubs, or logistics companies.

3. Obtain permission from the management to observe and interview professionals.

4. Meet with a delivery associate and ask the following questions:

   a) How to prepare daily list and content of daily list?

   b) How to prepare schedule and content of schedule for deliveries?

   c) What are the steps involved involve in procedure of daily list and schedule for deliveries?

   d) What are the equipment or devices use for delivery?

   e) What challenges do you face in verifying customer details?

   f) What are the main reasons for missed delivery?

5. Note down responses in a structured manner.

6. Thank the management and or the staff of the delivery centres for their co-operation.

7. Prepare a short report and submit it to the teacher.

8. Teacher should evaluate the students' learnings and give feedback.

Activity 2: Role-play on planning a delivery route.

Materials Required: Pen, Notebook and Checklist

Procedure:

1. Make a group of students for role play.

2. Assign the following roles to students.

    a. 1st student as delivery associate

    b. 2nd student as customer

3. Start the role play with the following situation. First student plays the role of delivery associate and another student plays the role of customer.

Delivery Associate: Hello, this is Ajay from ABC courier company. Am speaking with Mr. Shyam?

Customer: Yes, this is Shyam

Delivery Associate: Sir, I am planning deliver your parcel today between 10:00am to 5:00pm.

Customer: ok, but could you deliver it between 2 PM to 3 PM, as I will be at home.

Delivery Associate: I will check my route. Whether is feasible or not? I will tell you, let me check the route.

Customer: ok.

Delivery Associate: Sir, we can delivery your parcel as per your convenience.

Customer: Great! Also, please call me when you arrive since my doorbell is not working.

Delivery Associate: Noted! Thank you for your time. See you soon!

4. Teacher's comment on student's performance.

CHECK YOUR PROGRESS

A. Fill in the Blanks

1. A structured plan that outlines all deliveries for a specific day is called a _____.

2. _____ helps in verifying the correct location of the customer to prevent mis deliveries.

3. Delivery associates use _____ to optimize routes and reduce fuel costs.

4. When a customer is not available to receive the package, a _____ is left for rescheduling.

5. _____ is a payment method where customers pay upon receiving their order.

B. Multiple Choice Questions

1. What is the main purpose of a delivery schedule?

   a) To increase package weight

   b) To organize and optimize deliveries

   c) To delay deliveries

   d) To reduce customer orders

2. Which of the following tools is used to monitor delivery vehicle locations in real time?

   a) GPS Tracker

   b) Barcode Scanner

   c) Invoice Generator

   d) Packing Slip

3. Why is payment verification important in deliveries?

   a) To ensure customers receive the correct package

   b) To prevent financial fraud and ensure correct transactions

   c) To reduce the number of delivery associates

   d) To eliminate the need for tracking numbers

4. What should a delivery associate do when handling a cash-on-delivery (COD) order?

   a) Accept only digital payments

   b) Provide an estimated delivery time

c) Carry enough change for customers

d) Leave the package without payment

5. Which factor is crucial when planning delivery routes?

a) The colour of the delivery vehicle

b) The number of employees in the company

c) Traffic conditions and customer locations

d) The type of packaging material used

C. Match the Column

	Column A		Column B
1	GPS Tracker	A	Left when the customer is unavailable
2	Daily Delivery List	B	Ensures correct payment method before delivery
3	Route Optimization	C	Provides real-time location updates
4	Missed Delivery Note	D	Reduces travel time and fuel costs
5	Payment Verification	E	Includes recipient details and package information

D. State Whether the following Statements are True or False

1. A delivery associate does not need to verify customer details before dispatching an order.

2. Proper scheduling can help optimize delivery routes and minimize delays.

3. A missed delivery note is used to confirm that a package has been successfully delivered.

4. Route planning helps in reducing fuel costs and improving efficiency.

5. The cash-on-delivery (COD) method allows customers to pay before receiving their package.

E. Short Answer Questions

1. What is daily list?

2. Why address verification is important in the delivering packages?

3. What is schedule in delivering packages?

4. How does a missed delivery note help in delivery management?

5. What do you mean by route planning?

F. Long Answer Questions

1. Explain the process of preparing a daily list and schedule for deliveries.

2. Discuss the importance of verifying customer details before dispatching an order.

3. What are the key components of a delivery schedule?

4. How does route planning contribute to cost reduction and efficient deliveries?

5. What is the role do GPS trackers play in delivering packages?

G. Check Your Performance

1. You are a delivery associate assigned to deliver 8 parcels in a new area. You are provided with the daily delivery list, customer details, and a GPS-enabled device. Demonstrate how you would:

   a) Verify the customer's address, contact number, and payment method for each parcel.

   b) Plan an efficient delivery route using the customer locations and GPS device.

   c) Ensure you are prepared for cash-on-delivery (COD) transactions.

2. You attempted to deliver a parcel to a customer, but the delivery failed because the customer was not available. Explain the steps you would follow to:

   a) Record the missed delivery using the appropriate device or form.

   b) Notify your supervisor and update the daily delivery schedule accordingly.

   c) Re-plan your route to accommodate the redelivery while managing other deliveries.

SESSION 2: VEHICLE AND SHIPPING HANDLING

Vehicle and shipping handling in delivering package involves the efficient transportation, loading, and unloading of goods to ensure on time and secure shipment. Handling involves careful lifting, packaging, and securing of items to prevent damage during transit. Loading techniques focus on organizing shipments in a way that maximizes space while maintaining accessibility. Shipping handling requires careful packaging, labelling, and tracking to minimize damage and loss. Logistics companies must adhere to safety regulations, handle fragile items with care, and use scanning technology for accurate deliveries. Effective coordination between delivery associates, warehouses, and logistics teams ensures smooth operations. Advanced logistics software and GPS tracking enhance real-time monitoring, improving customer satisfaction and streamlining the overall delivery process. (Fig. 1.4)

Fig. 1.4: Vehical and Shipping Handling

VEHICLE FOR USABILITY

The term "vehicle for usability" *refers to the suitability and efficiency of a vehicle in fulfilling its intended purpose, particularly in logistics and transportation.* It involves assessing factors like load capacity, fuel efficiency, and ease of maintenance to ensure the vehicle can perform effectively in delivering goods. For delivering package, a vehicle's usability is determined by its ability to carry different types of cargo safely, navigate various routes, and meet delivery timelines. Properly chosen vehicles improve operational efficiency, reduce costs, and enhance customer satisfaction by ensuring timely and safe deliveries.

WAYS OF COLLECTING SHIPMENTS FROM THE FULFILMENT CENTRE

Delivery associates must collect shipments from the fulfilment centre involves several methods to ensure timely and efficient retrieval. There are various ways to collecting shipments from the fulfilment centre:

• The common approach is using designated delivery vehicles, which are loaded with packages based on optimized routes and schedules.

- Employees or third-party couriers may use forklifts, pallet jacks, or trolleys to move bulk shipments to the vehicle loading area.

- For smaller or urgent orders, direct pick-ups by delivery associates can streamline the process.

- Automated systems, such as barcode scanning and RFID tracking, help organize and track shipments, ensuring the right packages are collected and loaded for timely delivery to customers.

PACKAGES

Packages refer *to items or goods that are wrapped, boxed, or otherwise enclosed for transportation, storage, or sale.* They are typically organized and secured to protect contents from damage during handling and delivery. A package can range from a small envelope to a large crate, containing anything from consumer products to business supplies. In logistics, delivery packages are often categorized by size, weight, and fragility to ensure proper handling. Packaging plays a key role in maintaining the integrity of the product, facilitating easy transport, and providing necessary information, such as shipping labels and handling instructions.

Inspecting the Condition of Packages

Inspecting the condition of packages is a critical step in the delivery process to ensure that items arrive undamaged and in good condition. This involves checking for visible signs of damage, such as dents, tears, or water exposure, and confirming that the packaging is intact. Any discrepancies, like broken seals or crushed corners, should be noted. If a package appears damaged, it may require further inspection or handling instructions. Proper inspection helps reduce claims for damaged goods, ensures customer satisfaction, and maintains the integrity of the delivery process by addressing issues before packages are dispatched. (Fig. 1.5)
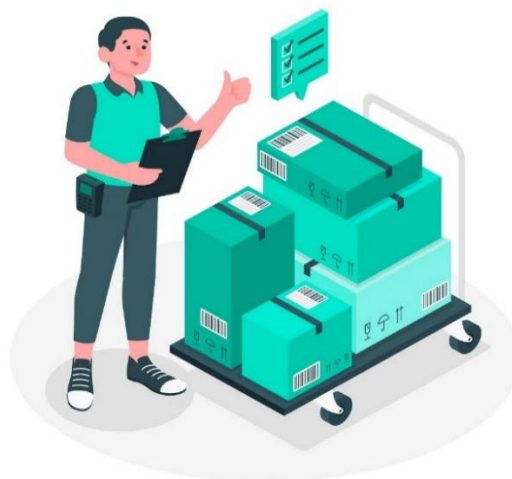
Fig. 1.5: Inspecting the Condition of Packages

Following are the steps involved in inspecting the condition of the packages:

Step 1:   Prepare for Inspection

Before beginning the inspection, delivery associate must ensure that workspace is clean, organized, and well-lit. If necessary, sanitize your hands or wear gloves to maintain hygiene, especially when handling sensitive or high-value packages. Arranging the packages neatly will help prevent any accidental damage and allow for a smooth inspection process.

Step 2:   Visually Check the Outer Package

Carefully examine the outer packaging for any signs of damage such as dents, holes, crushed corners, or tears. Also, check for unusual marks like wet spots, oil stains, or any strange odour that could indicate leakage. A damaged outer package might suggest internal damage or improper handling during transit.

Step 3:   Examine the Seal and Tape

Inspect the tape, glue, or any sealing mechanism used on the package. The seal should be intact and look original. Watch for signs of tampering, including broken seals, resealed flaps, or extra layers of tape, which may indicate that the package was opened and repacked, compromising its safety or contents.

Step 4:   Check the Handling Labels

Review the handling labels and stickers on the package. Labels such as "Fragile," "This Side Up," or "Perishable" provide important handling instructions. Make sure the package is positioned correctly and handled according to these instructions to avoid any damage or spoilage.

Step 5:   Gently Shake the Package

If appropriate, gently shake the package to detect any loose or broken components inside. Be cautious with fragile or sensitive items. Unusual sounds, such as rattling or clinking, may indicate that the contents have been damaged or are not securely packed.

Step 6:   Compare Weight and Description

Assess whether the package weight feels appropriate based on the item description or your experience. If the package feels suspiciously light or heavy, this could suggest missing items, extra contents, or internal damage. Such inconsistencies should be reported and not ignored.

Step 7: Report Any Issues

If delivery associate discovers any problems like; a damaged, leaking, or tampered package, do not proceed with the delivery. Immediately inform

your supervisor, dispatch centre, or logistics manager. Use the company's process to mark the package as "Damaged" or "Needs Review," and remove it from the delivery route.

Step 8: Document the Inspection

Complete the inspection by updating the delivery app or logbook with the condition of the package. Include any relevant notes and, if required, upload photos of damaged packages for documentation. Proper recording ensures accountability and helps in resolving any future complaints or disputes.

LOADING SHIPMENTS ACCORDING TO PRIORITY AND LOCATION

Loading shipments according to priority and location is an essential practice in logistics that ensures timely and organized deliveries. This process involves strategically arranging packages in delivery vehicles based on two main factors:

- the urgency of the shipments (priority) and

- their destinations (location)

Properly executing this technique helps optimize delivery routes, reduce delays, and improve operational efficiency.

Priority-Based Loading

Priority refers to the urgency of delivering specific shipments. Some packages may require immediate or time-sensitive delivery, such as perishable goods or urgent customer orders. These high-priority items should be loaded last to ensure easy access upon arrival at their destination. This ensures they are unloaded first, minimizing delays. On the other hand, non-urgent packages can be loaded deeper within the vehicle to allow access to more time-sensitive deliveries.

Location-Based Loading

Location-based loading focuses on grouping shipments based on their delivery routes or geographic proximity. Packages heading to similar areas should be loaded together to optimize the delivery sequence. *For example,* deliveries in the same neighbourhood or region should be loaded in the order they will be delivered, from the farthest point to the closest. This minimizes backtracking and allows delivery associate to follow the most efficient route, reducing fuel consumption and time spent on the road.

Benefits Loading Shipments According to Priority and Location

Loading shipments based on priority and location ensures that deliveries are completed efficiently, cost-effectively, and on time. By strategically organizing

packages, businesses can improve operational workflows, reduce delays, and enhance customer satisfaction. The benefits of loading shipments according to priorities and locations are as follows:

1. **Efficiency:** It helps in organizing packages by priority and location minimizes the time and effort required to access each item during delivery.

2. **Cost Savings:** It helps in reducing unnecessary travel and by-passes lowers fuel costs and vehicle wear and tear.

3. **Customer Satisfaction:** It helps in timely deliveries and accurate tracking are enhanced when packages are loaded efficiently according to priority and location.

DANGEROUS GOODS

Dangerous goods refer *to materials or substances that carriage a risk to health, safety, property, or the environment during transportation, storage, or handling.* These goods include chemicals, flammable items, explosives, gases, acidic substances, and toxic materials. They are regulated by national guidelines to ensure safe handling and transport. (Fig. 1.6) Proper packaging, labelling, and documentation are required to prevent accidents and spills. Transporters must adhere to strict safety protocols to minimize risks, and employees must be trained to handle dangerous goods correctly. These precautions help ensure the safety of delivery associates, vehicles, and surrounding areas during transit.

Fig. 1.6: Dangerous and Hazardous Materials Signs

Storing Dangerous Goods

Storing dangerous goods safely and efficiently is a critical aspect of warehouse and logistics operations. Storage of dangerous goods must comply with many Indian laws like:

The Explosives Act, 1884 is an Indian law that regulates the manufacture, possession, use, sale, transport, and import/export of explosives to ensure public safety. It empowers the government to control the handling and storage of explosive substances, preventing unauthorized use and accidents. The Act also prescribes penalties for violations and mandates compliance with safety protocols for storing and transporting hazardous materials.

The Petroleum Act, 1934 is an Indian law that regulates the import, storage, transport, production, and handling of petroleum and related substances to ensure safety and prevent hazards. It classifies petroleum based on its flashpoint and mandates strict licensing, packaging, and storage requirements. The Act also empowers authorities to enforce safety measures and penalize violations to minimize risks like fire, explosions, and environmental damage.

The Environment Protection Act, 1986 is a comprehensive Indian law enacted to protect and improve environmental quality by regulating industrial and hazardous activities. It grants the government broad powers to set standards, monitor pollution, and take action against environmental violations. The Act also provides the legal framework for controlling hazardous substances, ensuring sustainable development, and penalizing offenders for environmental damage.

Standard Operating Procedures (SOPs) for Storing Dangerous Goods

Standard operating procedure for storing dangerous goods to ensure the safe storage of dangerous goods before transportation, minimizing risks such as fire, spills, contamination, or unauthorized handling. Applicable to warehouses, distribution centres, and logistics hubs handling hazardous materials in compliance with The Explosives Act, 1884, The Petroleum Act, 1934, and The Environment Protection Act, 1986.

1. **Segregation of Dangerous Goods**: Dangerous goods must be stored separately based on their class and hazard characteristics. Flammable materials, corrosives, and toxins should not be stored near each other to avoid reactions that could lead to fires, explosions, or contamination. SOPs should clearly define storage areas based on hazard classification (e.g., Class 1- Explosives, Class 3- Flammable liquids).

2. **Labelling and Signage**: Each hazardous material must be properly labelled with national and internationally recognized symbols,

warnings, and specific handling instructions. Visible signs should be placed around storage areas to alert personnel of the potential hazards. These labels should include information on the chemical's identity, handling precautions, and emergency response actions.

3. **Temperature and Ventilation Control**: Some dangerous goods require specific environmental conditions for safe storage. SOPs should include guidelines for temperature control (e.g., keeping flammable liquids cool) and proper ventilation to prevent the accumulation of harmful vapours. Storage areas should be equipped with fire suppression systems and explosion-proof lighting if necessary.

4. **Safety Equipment and Emergency Protocols**: Proper fire extinguishers, spill containment kits, and personal protective equipment (PPE) must be available in storage areas. SOPs should also outline emergency evacuation routes and first aid procedures. Staff must be trained in responding to accidents like chemical spills, leaks, or fires.

5. **Regular Inspections**: Dangerous goods storage areas must be regularly inspected for compliance with SOPs. Inspections should include checks on container integrity, labelling accuracy, and the condition of fire safety equipment.

Storing dangerous goods as per SOPs minimizes the risk of accidents, ensures regulatory compliance, and maintains a safe working environment. Proper segregation, labelling, environmental controls, and emergency preparedness are essential components of effective storage practices for hazardous materials.

PRACTICAL EXERCISES

Activity 1: Visit a transport hub and observe the process of vehicle safety procedure.

Material required: Notebook, Paper, Pen/Pencil, Eraser and Questionnaire.

Procedure:

1. Make a group of 4 students.

2. Visit 2-3 a transport hub to identify and observe the process of vehicle safety procedure.

3. Take permission of the management for survey.

4. Meet with the delivery associate and ask the following questions:

   - How do you do vehicle inspection before delivery?

- What are the things keep in mind while checking for vehicle inspection?

- How do you inspect the packages for damage?

- What are the points keep in mind while loading onto vehicle?

- How do you decide the priorities and route for delivering packages?

5. Note down the answers of the above questions.

6. Thank the management and staff of the organisation for their co-operation.

7. Prepare a short report and submit it to the teacher.

8. Teacher should evaluate the students' learnings and give feedback.

Activity 2: Demonstrate the steps involving in process of loading.

Materials Required: Pen, Notebook, overhead projector, loading related video and Checklist

Procedure:

1. Search for video demonstrating the loading process in a warehouse or courier company environment on the internet.

2. Selection of a suitable loading process video that clearly shows the steps, tools, and safety practices used during loading operations.

3. The selected video will be displayed using an overhead projector for the entire class to observe.

4. Student will prepare a list of equipment used for loading of goods as per company SOPs in delivering packages.

5. Students need to observe the following during the video:

   a) List of equipment using for the loading purpose

   b) Precautions to be taken while loading the goods

   c) Rule of loading whether implemented properly or not.

6. Prepare a chart on the basis of above list.

7. Submit the chart to the teacher.

8. Teacher will evaluate the students' learnings and give feedback.

Activity 3: List out the dangerous goods as per the company's SOP's and prepare a chart on dangerous goods and how to handle them.

Materials Required: Pen, Pencil, Eraser, Notebook and Checklist

Procedure:

1. Take notebook, pen, and pencil to begin the activity and ensure you have enough space to make notes and draft your chart.

2. Use the internet or study materials to research the consignment process, with a focus on how dangerous or hazardous goods are identified, handled, and transported in ecommerce or logistics companies.

3. Based on your research and the company's general SOPs, prepare a list of dangerous goods commonly found in logistics and delivery operations. These may include:

   • Flammable Liquids (e.g., petrol, alcohol, paints)

   • Flammable Solids (e.g., matches, magnesium)

   • Compressed Gases (e.g., LPG cylinders, aerosol cans)

   • Toxic and Infectious Substances (e.g., pesticides, medical waste)

   • Corrosive Materials (e.g., acids, bleach)

   • Explosives (e.g., fireworks, ammunition)

   • Miscellaneous Hazardous Materials (e.g., lithium batteries, dry ice)

4. Create a detailed chart in your notebook or on a chart paper. The chart should include:

   • Name of the dangerous good

   • Classification or hazard type

   • Examples

   • Safety precautions and handling guidelines

   • Symbols or warning signs (if available)

5. Once the chart is complete, submit it to your teacher for review and feedback.

CHECK YOUR PROGRESS

A. Fill in the Blanks

1. The _____ Act, 1884 regulates the manufacture, possession, use, sale, transport, and storage of explosives in India.

2. Packages must be inspected for _____ before dispatch to ensure product integrity.

3. Proper _____ and _____ help in minimizing risks while storing dangerous goods.

4. _____ tracking helps ensure accurate shipments and prevents package misplacement.

5. The _____ Act, 1986 focuses on regulating hazardous activities to protect the environment.

B. Multiple Choice Questions

1. What is the primary goal of vehicle and shipping handling in logistics?

   a) Increasing vehicle size

   b) Reducing the number of shipments

   c) Ensuring secure and timely delivery

   d) Avoiding package inspections

2. Which of the following is NOT a classification of dangerous goods?

   a) Flammable liquids

   b) Soft textiles

   c) substances

   d) Explosives

3. How should high-priority shipments be loaded?

   a) At the bottom of the vehicle

   b) Randomly in the vehicle

   c) Last, for easy access

   d) In a separate storage facility

4. Which law regulates the import, storage, and transportation of petroleum products in India?

   a) The Explosives Act, 1884

   b) The Petroleum Act, 1934

   c) The Hazardous Materials Act, 2010

   d) The Environment Protection Act, 1986

5. What does location-based loading help with?

   a) Increasing storage costs

   b) Optimizing delivery routes

   c) Reducing the number of packages

d) Mixing up the order of shipments

C. Match the Column

	Column A		Column B
1	Flammable liquids	A	Battery fluids,
2	Compressed gases	B	Ensures accurate shipment
3	Corrosive substances	C	Acid Petrol, Paint
4	RFID tracking	D	Time-sensitive shipments first
5	Priority-based loading	E	Oxygen Cylinders, Aerosol

D. State Whether the following Statements are True or False.

1. Packages should be randomly placed in the vehicle to speed up the loading process.

2. Dangerous goods must be stored separately based on hazard classification.

3. GPS tracking has no role in logistics and delivery operations.

4. The Explosives Act, 1884 governs only international shipments.

5. Proper labelling of hazardous materials helps prevent mishandling.

E. Short Questions

1. What do you mean by vehicle usability?

2. Why is package inspection necessary before delivery?

3. What is priority-based loading?

4. What is location-based loading?

5. Name any two Indian laws related to the storage of hazardous materials.

F. Long Questions

1. Explain the significance of loading shipments according to priority and location.

2. Describe the various ways delivery associates collect shipments from the fulfilment centre.

3. What are the key safety measures outlined in the SOPs for storing dangerous goods?

4. Discuss the role of GPS tracking and advanced logistics software in modern delivery systems.

G. Check Your Performance

1. You are at a fulfilment centre ready to collect packages for delivery.

   a) Describe the steps you would take to inspect the condition of the packages before loading.

   b) Demonstrate how you would load shipments into your vehicle according to priority and delivery location.

   c) Explain how this method helps improve delivery efficiency.

2. During your collection from the fulfilment centre, you are informed that one of the shipments contains dangerous goods. Demonstrate how you would store and transport such goods safely, following standard operating procedures (SOPs).

SESSION 3: CONDUCTING DELIVERY

Conducting deliveries following proper protocols ensures safe, efficient, and timely service. This involves verifying customer details, adhering to route plans, and handling packages with care to avoid damage. Communication skills play a crucial role in customer interactions, where professionalism, clarity, and patience are key. Delivery associate should communicate expected arrival times, handle any concerns or delays with transparency, and maintain a positive attitude. Effective communication also includes providing updates, resolving issues promptly, and obtaining customer feedback to improve service. Developing these skills fosters trust, enhances customer satisfaction, and ensures smooth, problem-free deliveries.

DRIVING AND TRAFFIC RULES

Driving and traffic rules are fundamental in ensuring the safety and efficiency of delivering package operations. Adhering to these regulations is essential for the protection of delivery associate, the public, and the timely arrival of packages. These rules also help maintain an organized and legal transportation system, which is crucial for successful logistics operations. (Fig. 1.7)

Fig. 1.7: Traffic Rules

1. **Driving Protocols**

   For delivery associates, the concept of safe driving begins with understanding the vehicle's handling characteristics, such as load capacity, braking distances, and fuel management. They must follow speed limits, drive defensively, and remain focused to prevent accidents. Proper vehicle maintenance, including tire checks, oil changes, and working

brakes, ensures a safe driving experience. Delivery associates must also be trained in the use of delivery technology (GPS, route optimization tools) and be able to navigate efficiently without distractions.

2. **Traffic Rules for Delivery Efficiency**

Traffic rules dictate the structure and flow of vehicles on the road, making them particularly important for delivery associates who are often navigating busy urban environments. Delivery associates must follow laws such as obeying speed limits, stopping at red lights, yielding to pedestrians, and ensuring their vehicles are parked legally. For package delivery, traffic rules also include proper lane usage, respecting designated delivery zones, and avoiding congested routes during peak hours.

3. **Rules for Loading and Unloading**

When delivering packages, delivery associates must adhere to local traffic regulations regarding loading and unloading zones. They must ensure that they park safely without obstructing traffic and only in designated areas to avoid fines or accidents. In some areas, special permits or time restrictions may apply to delivery vehicles, which need to be followed to avoid delays and penalties.

In package delivery, following driving and traffic rules ensures that deliveries are completed safely, on time, and in compliance with regulations. Delivery associates contribute to a smooth delivery process, enhancing overall efficiency and safety in logistics operations by understanding and respecting these laws.

Important Traffic Rules

Traffic rules in India are essential for maintaining order and safety on the roads. The Road Transport and Safety Act, 1988, and other guidelines regulate driving behaviour. Following are some traffic rules in India:

1. **Speed Limits:** Speed limits are set for different roads and zones. In urban areas, the speed limit is usually 50 km/h, while on highways, it can range from 60 to 120 km/h depending on the road. Exceeding these limits can lead to fines and accidents. Hence, delivery associate needs to take care of speed while driving.

2. **Seat Belts and Helmets:** Delivery associate needs to wear seat belts while driving a vehicle because it is mandatory for all passengers in the front seats of a vehicle in India. Whereas, two-wheelers must wear helmets, and it is the responsibility of the driver to ensure all passengers are safely secured. This reduces the risk of injury during accidents.

3. **Drink and Drive:** Delivery associate should aware of driving under the influence of alcohol or drugs is strictly prohibited. The permissible blood

alcohol content (BAC) is 0.03%, and violators face severe penalties, including fines, license suspension, and even imprisonment.

4. **Use of Indicators:** Delivery associate have to use indicators while changing lanes or turning, it is important to inform other road users of his/her intentions. This helps prevent accidents and ensures smooth traffic flow.

5. **Obey Traffic Signals:** Delivery associate must follow the traffic signals. Red lights mean stop, green lights mean go, and yellow lights indicate caution. Violating traffic signals, especially jumping red lights, can result in fines and accidents.

6. **Parking Rules:** Vehicles must be parked in designated areas. Illegal parking can block traffic and lead to fines or towing. Hence, delivery associate always checks parking signs before leaving your vehicle.

7. **Zebra Crossings and Pedestrians:** Delivery associates must give priority to pedestrians at zebra crossings. Slowing down and stopping for pedestrians ensures safety for all road users.

8. **No Use of Mobile Phones:** Delivery associate avoid using mobile phones while driving because it is illegal and also distracts drivers and increases the risk of accidents.

Following traffic rules in India is crucial to ensure the safety of all road users. Delivery associate can help reduce accidents, traffic congestion, and ensure smooth travel by adhering to these simple yet important regulations.

HANDLING CUSTOMER INTERACTIONS

Handling customer interactions with professionalism and care is vital for ensuring a positive delivery experience. The following precautions must be taken care by delivery associates:

- **To greet the customer:** First impressions matter, and how delivery associates greet and engage with customers sets the tone for the entire interaction. When arriving at the delivery location, it is essential to greet the customer warmly with phrases like "Good morning!" or "Hello. A friendly and courteous greeting helps establish a positive rapport and builds customer trust.

- **Proper sanitation:** In today's health-conscious environment, proper sanitation is also a crucial part of the customer interaction process. Delivery associates should always ensure their hands are clean before making contact with customers or their packages. This can be achieved by using hand sanitizers or wearing gloves, especially when handling multiple packages or interacting with different customers throughout the day. This not only demonstrates responsibility but also reassures

customers that their safety and hygiene are a priority. For added peace of mind, delivery associates may consider offering customers the option to sanitize their hands before accepting the package or use contactless delivery when possible.

- **Verification of delivery details:** Delivery associate should be part of every interaction to avoid mistakes. This means confirming the customer's name, address, and package contents to ensure the correct package is being delivered. If the customer is unavailable, politely inform them of missed delivery protocols, such as rescheduling or leaving a missed delivery notice.

- **Maintaining a safe distance:** Delivery associate should maintain a safe distance during interactions, especially when handing over packages, is important to respect personal space and ensure comfort.

By greeting customers professionally, maintaining sanitation, and verifying details clearly, delivery associates create a smooth, respectful, and safe environment for all parties involved. This leads to better customer satisfaction and trust in the service.

CASH-ON-DELIVERY (COD) AND PACKAGE HANDOVER

Cash-On-Delivery (COD) is a payment method where customers pay for goods upon receiving them rather than in advance. This payment option is popular in many countries, particularly for e-commerce transactions. COD provides customers with the convenience of inspecting the product before paying, but it requires specific procedures for handling payments and delivering packages securely. (Fig. 1.8)

Fig. 1.8: COD and Handover of Package

Procedures for COD:

Delivery associate should be aware of the following procedure for cash on delivery:

1. **Order Confirmation**: Before dispatching the order, verify the details of the COD request. This includes confirming the customer's name, address, and the total amount due. The payment method (cash, cheque, or card) must also be noted in the system to prepare the delivery appropriately.

2. **Package Preparation**: The package is securely packed and labelled with clear instructions regarding the COD amount. The delivery associates informed about the COD payment and given the exact amount of change needed to handle various payment amounts.

3. **Delivery and Handover:** On the day of delivery, the delivery associate ensures that the package reaches the correct address. Upon arrival, the associates verify the customer's details and asks for payment in the agreed amount. The customer is provided with a receipt as proof of the transaction. The package is handed over once payment is received.

4. **Payment Collection**: If the customer opts to pay via cash, the delivery associate collects the amount, ensuring proper handling of the payment. For credit/debit card payments, the driver may use a card reader or card swapping machine if available.

5. **Receipt and Confirmation**: After payment is made, the delivery associate issues a receipt or proof of delivery, confirming the COD payment and package handover. The transaction is recorded in the system, and the payment is transferred back to the company as per their procedures.

6. **Post-Delivery Reconciliation**: After completing the COD deliveries, the delivery associate reconciles the collected amounts with the company records to ensure accuracy. Any discrepancies are reported and investigated.

COD transactions require clear procedures to ensure smooth payments and successful package handovers. Proper preparation, verification, and secure handling of payments are key to providing a hassle-free experience for both the customer and the delivery service.

PRACTICAL EXERCISES

Activity 1: Perform a mock delivery, including customer greeting, checking availability, and handling COD transactions.

Material required: Notebook, Paper, Pen, dummy parcel, dummy tacking machine.

Procedure:

1. Make a group of students for role play.

2. Assign the following roles to students.

     a. 1st student as delivery associate

     b. 2nd student as customer

3. Start the role play with the following situation. First student plays the role of delivery associate and another student plays the role of customer.

(when delivery associate talk with customer over phone call)

Delivery Associate: Hello, this is Rahul from XYZ courier company. Am I speaking with Mr. Rohit?

Customer: Yes, this is Rohit.

Delivery Associate: Sir, May I know where is your place?

Customer: Rahul, it is near to SBI Branch.

Delivery Associate: Are you at home?

Customer: Yes

Delivery Associate: Ok. I will call you once I will outside of your house.

Customer: Ok.

Delivery Associate: Sir, I am outside of your home.

Customer: Great! I am coming, wait a minute.

Delivery Associate: ok.

(When customer came outside of their home)

Delivery Associate: Hello Sir, here is your parcel.

Customer: ok.

Delivery Associate: Sir, your order is "cash on delivery".

Customer: Yes.

Delivery Associate: How would you like to pay? Whether Cash or UPI?

Customer: I will pay in cash

Delivery Associate: ok. Sir your COD amount is 699?

Customer: Yes. I know.

(Customer offer 2 notes of 500 i.e., 1000 rupees)

Delivery Associate: sir, do you have change?

Customer: No.

Delivery Associate: Ok. I will give you.

(Delivery associate return 301 rupees to customer. Once customer count the money and find the right amount of money return to him)

Delivery Associate: Is it fine sir.

Customer: Yes

Delivery Associate: Thank you, sir.

Customer: Welcome

4. Students' will share their experiences.

5. Teacher will provide feedback and evaluate the performance.

Activity 2: Make a poster on traffic rules in transportation of goods for delivery.

Materials Required: Pen, Pencil, Eraser, Notebook, sheet, colour pens etc.

Procedure:

1. Firstly, write down the topic in notebook.

2. Search the content through authentic sources like books, official website of governments.

3. Note down the content based on traffic rules.

4. Take papers sheet and u pen.

5. Give an attractive heading to poster like *"Safe Goods Transportation: Follow the Rules!"*

6. Make the poster by covering the following points

   a) Highlight key rules

   b) Use of traffic signs, safety symbols and icons

   c) Document required for transportation

   d) Emphasize Safety Measures like use of seatbelt

   e) Common mistakes to avoid

   f) Bright colours for visibility and readability

   g) A catchy line like *"Drive Safe, Deliver Smart!"*

   h) Arrange text and images neatly for easy understanding.

7. Prepare a poster on the basis of above list.

8. Display poster in the class.

9. Teacher will review and evaluate the poster

10. Submit the chart to the teacher.

CHECK YOUR PROGRESS

A. Fill in the Blanks

1. The permissible blood alcohol content (BAC) for drivers in India is _____.

2. Delivery associates must ensure that they park only in _____ areas to avoid fines.

3. _____ is a payment method where customers pay for goods upon receiving them.

4. Traffic signals use the colour _____ to indicate caution.

5. Delivery associates should always verify _____ before handing over a package.

B. Multiple Choice Questions

1. What is the main purpose of following driving and traffic rules?

    a) To increase delivery time

    b) To ensure safety and efficiency

    c) To avoid paying taxes

    d) To reduce vehicle maintenance

2. Which of the following is NOT allowed while driving?

    a) Using a hands-free device

    b) Wearing a seat belt

    c) Talking on a mobile phone without hands-free

    d) Following speed limits

3. What is the first step in the COD procedure?

    a) Payment collection

    b) Post-delivery reconciliation

    c) Order confirmation

    d) Package handover

4. Why is sanitation important in customer interactions?

a) To follow traffic rules

b) To keep packages lightweight

c) To ensure hygiene and customer trust

d) To increase the cost of delivery

5. What should a delivery associate do if a package appears damaged?

a) Ignore it and deliver as usual

b) Note it and report for further inspection

c) Repack it without informing anyone

d) Deliver it without verification

C. Match the Columns

	Column A		Column B
1	Speed limits in urban areas	A	Helmet
2	A mandatory safety gear for two-wheeler riders	B	Designated areas
3	An important customer interaction skill	C	50 km/h
4	A necessary document for COD payments	D	Professional communication
5	Parking must be done in	E	Receipt

D. State Whether the following Statements are True or False.

1. Delivery associates can park anywhere as long as they deliver quickly.

2. The Road Transport and Safety Act, 1988 regulates driving behaviour in India.

3. Traffic signals help in reducing road congestion and accidents.

4. Customers can refuse to pay for a COD order after accepting the package.

5. Delivery associates should verify package and payment details before handing over a COD order.

E. Short Answer Questions

1. What is the purpose of using indicators while driving?

2. Why should delivery associates greet customers professionally?

3. What does "COD" stand for, and how does it work?

4. What should a delivery associate do if the customer is unavailable for delivery?

F. Long Answer Questions

1. Explain the importance of following traffic rules in ensuring delivery efficiency and safety.

2. Describe the steps involved in handling a COD transaction from order confirmation to post-delivery reconciliation.

3. How does proper customer interaction impact delivery service and customer satisfaction?

4. Discuss the significance of vehicle maintenance for delivery associates and logistics companies.

5. What are the key factors that delivery associates must consider while handling and transporting packages securely?

G. Check Your Performance

1. Imagine you are driving on a busy road during peak hours and need to deliver a high-priority COD package. You encounter a situation where unexpected traffic delays occur, and a customer is waiting for their delivery.

   a) Identify the key traffic rules relevant in this scenario and explain how adherence to these rules ensures safety for all road users.

   b) Discuss strategies for effectively handling customer interactions despite the delays, including how to communicate any changes in the expected delivery time.

   c) Detail the procedures for the COD and package handover, including steps you would take to verify the transaction once the delivery is made.

SESSION 4: POST-DELIVERY OPERATIONS

Handling customer complaints professionally regarding delivering packages is essential for maintaining trust and satisfaction. Customers may face issues such as late, missing, or damaged deliveries, requiring a prompt and courteous response. Post-delivery reporting is a helpful procedure that begins with good communication, empathy, and attentive listening. There are various ways to handle issues like taking ownership, identifying the root cause, and offering appropriate solutions, such as refunds or replacements, demonstrate professionalism. Delivery associates responsible for timely follow-ups and maintaining a positive attitude which help to rebuild customer confidence. Businesses can turn complaints into opportunities to enhance customer loyalty and improve overall service quality by addressing concerns efficiently and professionally.

UPDATING THE DELIVERY STATUS ONLINE

Updating the delivery status online refers to **the process of tracking and recording the real-time progress of a package from the moment it is dispatched until it reaches the recipient.** This focuses on transparency, enhances customer trust, and helps logistics teams manage shipments efficiently. Customers can monitor their package status through tracking systems provided by courier services, which display updates like "Shipped," "Out for Delivery," or "Delivered." (Fig. 1.9)
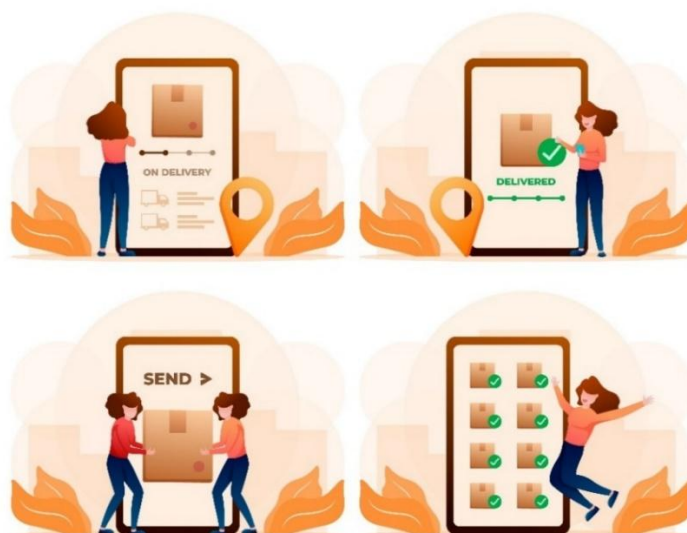
Fig. 1.9: Updating Delivery Status

Procedure of Updating the Delivery Status Online:

The process of updating the delivery status online are as follows:

1. **Login to the Delivery Management System**: Firstly, delivery associate need to login to delivery management system to access the courier or

logistics platform using authorized credentials. Delivery associate can navigate to the shipment or order tracking section.

2. **Enter Tracking Information**: Delivery associate should locate the package by entering the tracking number or order ID and verify package details such as destination, sender, and expected delivery date.

3. **Update the Current Status**: Delivery associate need to select the appropriate status update from predefined categories:

    • *Order Processed*: Package is prepared for shipping.

    • *Dispatched*: Package has left the warehouse.

    • *In Transit*: Package is on its way.

    • *Out for Delivery*: Package is with the delivery agent.

    • *Delivered*: Package successfully reached the recipient.

    • *Delivery Attempt Failed*: Customer was unavailable or incorrect address.

4. **Provide Additional Details** (If required): Delivery associate can add remarks, such as delivery delays, location updates, or proof of delivery. He can also upload images or electronic signatures if needed.

5. **Confirm and Save Updates**: Delivery associate must review changes and submit them to update the system. Ensure customers receive notifications via SMS or email.

Businesses enhance customer experience, reduce complaints, and improve logistics efficiency by maintaining accurate and timely delivery status updates.

HANDLING UNDELIVERED SHIPMENTS AND REPORTING BACK TO THE FULFILMENT CENTER

Undelivered shipments occur when a package fails to reach its intended recipient due to reasons such as incorrect address, recipient unavailability, damaged goods, or unforeseen logistical issues. If delivery associates handling these situations properly it enhances customer satisfaction and operational efficiency.

Procedure for Handling Undelivered Shipments (Fig. 1.10):

The process for handling undelivered shipments are as follows:

1. **Identify the Reason for Non-Delivery**: First of all, delivery associate must identify the common reasons include incorrect address, customer unavailability, refusal to accept, or package damage. The delivery associate must mention the issue in document for further processing.

2. **Attempt Redelivery (If Applicable)**: If the issue is recipient unavailable, a second delivery attempt may be scheduled. Agency must notify the customer via SMS, email, or call about the redelivery attempt.

3. **Return to Fulfilment Centre (If Necessary)**: If redelivery is unsuccessful, the package is returned to the fulfilment centre. Delivery associates must ensure the package is properly handled to avoid further damage.

Fig. 1.10: Handling Undelivered Shipments

Reporting to the Fulfilment Centre:

1. **Log the Undelivered Status in the System**: Delivery associate update the delivery management system with the reason for non-delivery. They must provide relevant details, such as attempted delivery dates, customer responses, and location data.

2. **Attach Supporting Documents**: Delivery associates upload proof of delivery attempts, including images, timestamps, or delivery associate notes.

3. **Coordinate with the Fulfilment Centre**: The fulfilment centre reviews the case and decides whether to attempt another delivery, issue a refund, or return the package to inventory. Delivery associates must communicate the final resolution to the customer to maintain trust.

Businesses minimize losses, improve logistics operations, and enhance customer service by efficiently handling undelivered shipments and reporting back accurately.

CUSTOMER COMPLAINTS OR QUERIES

Customers may raise complaints or queries regarding delivering packages due to delays, damages, missing items, or incorrect shipments. Delivery associate

can address these concerns professionally as it is crucial for customer satisfaction and brand reputation (Fig. 1.11).

Fig. 1.11: A delivery associate talking to a customer at their doorstep

Common Complaints and Queries:

The common complaints and queries arise while delivering packages are as follows:

1. **Late Delivery:** Customers may inquire about delayed shipments and request tracking updates.

2. **Damaged Package:** Customer complaints about broken or tampered items require immediate resolution through replacement or refunds.

3. **Wrong Item Delivered:** Customers may report receiving incorrect products, requiring an exchange.

4. **Missing Package:** The lost shipments must be traced, and an appropriate resolution provided.

5. **Delivery Attempt Failed:** Customers may request redelivery if they were unavailable during the first attempt.

Handling Customer Complaints Effectively:

There is a proper way to handle customer complaints effectively. These are as follows:

1. **Active Listening:** Delivery associate must understand the issue carefully before responding.

2. **Empathy & Apology:** Delivery associate must show concern and reassure the customer that the issue will be resolved.

3. **Providing Solutions:** Delivery associate must offer alternatives such as refunds, replacements, or expedited shipping.

4. **Tracking & Updates:** Delivery associate must give accurate status updates and estimated resolution timelines.

5. **Follow-Up:** Delivery associate must ensure the complaint is resolved and confirm customer satisfaction.

A professional and prompt response to delivery-related complaints strengthens customer trust and improves service quality.

PROCEDURE OF RECORDING PAYMENT INFORMATION

Recording payment information is essential for tracking transactions, preventing discrepancies, and ensuring smooth order fulfilment. The process varies depending on the payment method, such as prepaid (online payments) or post-paid i.e., cash on delivery (COD). Below are the **Step-by-Step Procedure** of recording payment information:

1. **Verify Payment Method**: Delivery associate must check if the customer has paid online (credit/debit card, digital wallets, or bank transfer) or opted for COD.

2. **Update Payment Status in the System**: Delivery associate must confirm the transaction details and mark the order as "Paid" for prepaid orders and update the status as "Pending Payment" for COD orders until collection has been done.

3. **Record Transaction Details**: Record transactions include essential details such as:

   - Transaction ID (for online payments)

   - Payment date and time

   - Amount received

   - Payment gateway used (if applicable)

   - Name of the payer

4. **Confirm Payment Collection for COD Orders**: Delivery associate must collect cash or digital payment upon successful delivery. The delivery associate updates the system with the collected amount and issues a receipt if required.

5. **Generate and Store Payment Receipts**: Delivery associate need to send digital invoices or receipts to customers via email/SMS. Delivery associate maintain records for future reference and reconciliation.

6. **Reconcile Payments with Financial Records**: Delivery associate need to cross-check payments with accounting data to ensure accuracy and prevent errors.

Properly recording payment information enhances financial transparency, minimizes disputes, and streamlines order processing.

PRACTICAL EXERCISES

Activity 1: Simulate a scenario where the customer is unavailable, and practice updating the status and reporting back

Scenario: The delivery associate arrives at the customer's location, but the customer is unavailable. The delivery associate must update the delivery status and report back to the centre.

Material required: Notebook, Paper, Pen/Pencil, dummy parcel or box.

Procedure:

1. Make a group of students for role play.

2. Assign the following roles to students.

    a. 1st student as Delivery Associate

    b. 2nd student as Customer neighbour

    c. 3rd students as Warehouse Manager

3. Start the role play with the following situation.

    At the Delivery Location

    Delivery Associate: (Knocks on the door and waits) *"Hello, this is Ram from ABC Courier Company. I have a package for Mr. Abhay".*

    (*Waits for a response but no one answers. Tries calling the customer.*)

    Delivery Associate: (On call) *"Hello, this is Ram from ABC Courier Company. I'm at your address with your package. Please let me know if you're available to receive it."*

    (*Call goes unanswered. Leaves a voicemail or sends a message.*)

    Delivery Associate: *"Dear Abhay Sir, I attempted delivery today at 12:30 in noon, but you were unavailable. Please contact us to reschedule or provide further instructions. Thank you."*

    Updating the Status

    (*The* Delivery Associate *updates the system with the current status.*)

    Status Update in the System:

    Attempted Delivery – Customer Unavailable

    Left a Message – Awaiting Customer Response

    Reporting to Warehouse manager

Delivery Associate: (Calling Warehouse manager) *"Hello, this is Ram. I attempted to deliver package # 123456 for [Mr. Abhay at Shivaji Park, but they were unavailable. I knocked, called, and left a message. The package is marked as 'Attempted Delivery.' Please advise on the next steps."*

Warehouse manager: *"Understood. Let's wait for the customer's response. If they don't get back by 2:30pm, we will attempt redelivery tomorrow or return it to the hub. Keep the package secure in the meantime."*

Delivery Associate: *"Got it. I'll keep an eye out for any updates from the customer."*

4. Teacher comment as per performance of the students and give proper feedback.

5. Prepare a short report with script and submit it to the teacher.

Activity 2: Role-play on responding to customer complaints.

Scenario: A customer calls to complain about their package, which was either delayed, damaged, or delivered to the wrong address. The customer service representative must handle the situation professionally and provide a resolution.

Materials Required: Pen, Pencil, Eraser, Notebook and Checklist

Procedure:

1. Make a group of students for role play.

2. Assign the following roles to students.

   a. 1st student as Customer Service Representative

   b. 2nd student as Customer

3. Start the role play with the following situation. First student plays the role of delivery associate and another student plays the role of customer.

Customer Service Representative: "Hello, thank you for calling ABC Customer Service. My name is Ranu. How may I assist you today?"

Customer: "I received my package today, but it was supposed to arrive two days ago. And to make things worse, the item inside is damaged!"

Customer Service Representative: "I'm really sorry to hear that. I understand how frustrating this must be. Let me check the details of your order. Could you please provide your order number?"

Customer: "Yes, it's 12345678."

Customer Service Representative: (After checking the system) "Thank you for your patience. I see that the delay was due to [Reason, e.g., a shipping issue]. I sincerely apologize for the inconvenience."

Customer: I needed this item in perfect condition."

Customer Service Representative: "I completely understand your frustration. To resolve this, I can arrange for a free replacement or a full refund. Which option would you prefer?"

Customer: "I'd prefer a replacement, but how long will it take?"

Customer Service Representative: "We can expedite the shipping, and you should receive the replacement within. I will also send you a return label for the damaged item."

Customer: "Alright, that sounds good. Thank you for your help."

Customer Service Representative: "You are welcome! I appreciate your patience. I will send you a confirmation email with all the details. Have a great day!"

4. Teacher observe the role play and give feedback.

5. Prepare a short report on role play with script and submit to teacher.

Activity 3: Demonstrate the steps involved in recording payments information.

Materials Required: Pen, Pencil, Eraser, Notebook and Checklist

Procedure:

1. Make a group of students for demonstrations of recording payment information.

2. Ask them to follow step-by-step demonstration of how to record payment details for a delivered package.

   - Before recording the payment, confirm whether the payment was made like prepaid or cash on delivery

   - In case of prepaid option is online payment via credit card, debit card, UPI and Internet

   - In case of post-paid payment (Cash on delivery) the customer pays at the time of delivery.

   - For Prepaid orders: check the system to confirm the payment was processed.

   - For COD payment: collect the payment from customer and issue a receipt

- Update payment status in system as paid in prepaid transaction and COD collected in cash payment

- Record the transaction details like order ID, tracking number, customer name and contact information, payment method, date and time of payment and receipt no.

- Generate and share payment confirmation through SMS. Email receipt to customer.

- Match collected payments with system records.

- At the end of the day, prepare a report containing total deliveries made, payment collected (Cash, Online, Card), pending payments (if any), any issues faced during collection

3. Teacher observe the demonstration and give valuable feedback.

4. Prepare a short report on role play with script and submit to teacher.

CHECK YOUR PROGRESS

A. Fill in the Blanks

1. The process of _____ helps customers track their package status from dispatch to delivery.

2. If a package cannot be delivered due to an incorrect address, it is returned to the _____.

3. The _____ payment method allows customers to pay for their order upon receiving the package.

4. Before handing over a package, delivery associates must verify the _____ to avoid mistakes.

5. Proper _____ of payment information prevents discrepancies and ensures financial accuracy.

B. Multiple Choice Questions

1. What is the primary goal of updating the delivery status online?

   a) To confuse the customer

   b) To ensure package tracking and transparency

   c) To delay deliveries

   d) To avoid delivery

2. What should a delivery associate do if a customer refuses to accept a package?

   a) Leave the package outside the door

b) Force the customer to accept it

c) Report it as an undelivered shipment

d) Mark it as delivered in the system

3. What action should a delivery associate take when receiving a COD payment?

a) Record the transaction details

b) Ignore the payment details

c) Delay updating the system

d) Accept partial payment and leave

4. If a package is marked as "Out for Delivery," what does it mean?

a) The package is still at the warehouse

b) The package is in transit but not yet delivered

c) The package has been lost

d) The package is returned to the seller

5. Which of the following is NOT a common customer complaint?

a) Late delivery

b) Package delivered in perfect condition

c) Missing item

d) Wrong product received

C. Match the Column

	Column A		Column B
1	COD Payment	A	Unique ID for package identification
2	Delivery Status "Shipped"	B	Helps resolve customer complaints
3	Fulfilment Centre	C	Customer pays upon delivery
4	Active Listening	D	Order has been dispatched
5	Tracking Number	E	Where undelivered packages are returned

D. State Whether the following Statements are True or False.

1. A delivery associate must verify the customer's details before handing over the package.

2. Customers should not be informed about redelivery attempts.

3. Failure to update payment records can lead to financial discrepancies.

4. Delivery associates should ignore complaints and let customer service handle them.

5. Updating delivery status online helps improve logistics efficiency.

E. Short Answer Questions

1. What are the common reasons for undelivered shipments?

2. How can delivery associate handle customer complaints effectively?

3. Why is it important to update delivery status online?

4. What are the key steps in recording COD payments?

5. What should a delivery associate do if a package is refused by a customer?

F. Long Answer Questions

1. Explain the importance of updating the delivery status online and its impact on customer satisfaction.

2. What is the procedure for handling undelivered shipments, and how should they be reported back to the fulfilment centre?

3. Discuss the role of a delivery associate in handling COD payments and ensuring financial accuracy.

4. How should delivery associates manage customer complaints to improve service quality?

5. What are the key challenges in handling undelivered shipments, and how can they be minimized?

G. Check Your Performance

1. You have successfully delivered five out of six packages. One package could not be delivered due to the customer being unavailable.

   a) Demonstrate the correct procedure for updating the delivery status online for both delivered and undelivered packages.

   b) Explain the steps involved in handling the undelivered shipment, including how to report back to the fulfilment centre.

     c) Mention how to record any payment information related to COD deliveries.

2. While delivering a package, a customer raises a complaint about a damaged item and questions the payment collected.

     a) Describe how you would handle the customer complaint or query politely and professionally.

     b) Explain the procedure you would follow to record the payment information and report the issue accurately.

     c) Outline how such complaints are communicated to the fulfilment centre and what follow-up actions you might take.

MODULE 2: PICKUP FOR RETURN PACKAGES

In the world of e-commerce and logistics, the process of handling return packages is just as important as delivering new ones. Customers expect prompt, professional, and hassle-free service when returning goods, making it essential for delivery associates to be trained in return pickup operations. Return pickups involve several critical steps such as verifying customer details, maintaining professional communication, following safety and company protocols during inspection, and ensuring accurate documentation. Delivery associates must also be prepared to handle unexpected situations, such as cancellations or missing items, with courtesy and adherence to procedure. Understanding these processes ensures smooth reverse logistics operations and supports inventory accuracy and product handling.

The primary objectives of the return package pickup process are:

- To provide customers with a seamless and hassle-free returns experience.

- To ensure timely and efficient collection of return packages.

- To minimize errors and discrepancies during the returns process.

- To maintain accurate records and tracking of return packages.

The return package pickup process plays a vital role in ensuring customer satisfaction and loyalty. By streamlining and optimizing this process, businesses can reduce costs, improve efficiency, and enhance the overall customer experience.

This module consists of four sessions. Session 1: Preparing for Pickup Operations focuses on how to ready oneself and the necessary tools for pickup tasks. Session 2: Initiating Customer Communication covers effective and polite communication, along with handling cancellations. Session 3: Shipment Inspection and Verification trains learners to examine return packages in line with organizational policies. Finally, Session 4: Completing Documentation and Reporting teaches the proper methods for documenting pickups and updating records using digital tools. This module ensures learners are job-ready for one of the most important aspects of delivery services handling returns.

SESSION 1: PICKUP OPERATIONS

PICKUP RUN SHEET

A Pickup Run Sheet is an essential document used by delivery associates and logistics personnel during return pickup operations. It serves as a structured schedule and checklist, guiding the delivery associate through each pickup point in an organized and efficient manner.

In simple words, a Pickup Run Sheet means a list of items that a carrier must pick-up at the business or supplier's site for transport in one place to the customer on a specific day. A pick-up run sheet is identified by a specific reference number or special number, called the shipment reference, which originates from the consumer. Following are the features of a Pickup Run Sheet:

1. **Customer Details:** Includes the name, address, phone number, and any special instructions or time preferences for each customer expecting a return pickup.

2. **Pickup Locations:** A route-based list of all pickup addresses, often arranged in a logical order to optimize travel time and fuel usage.

3. **Package Details:** Information about the return items, such as quantity, item type, order ID, or tracking number.

4. **Scheduled Time:** Specific time slots assigned for each pickup to ensure timely service and avoid missed pickups.

5. **Status Column:** A space to update the status of each pickup (e.g., "Picked Up," "Cancelled," "Customer Not Available").

6. **Customer Signature Field:** For customer sign-off after a successful pickup or to confirm cancellation when applicable.

7. **Remarks Section:** For noting issues such as package damage, wrong item, or other observations relevant to the return process.

VERIFYING CUSTOMER ACCOUNT DETAILS

The document verification process involves confirming the authenticity of customer provided information encompassing documents such as bank statements, payment slips, licenses and other relevant documents. This critical process serves as a robust defence mechanism against potential financial fraud, ensuring that lending decisions are informed prudent, and aligned with applicant's financial profiles.

Verifying customer account details and comply with regulations, maintain customer trust, improve security, and ensure smooth transactions by confirming the identity of the customer and the legitimacy of their account

information with strict "Know Your Customer" (KYC) requirements (Fig. 2.1), this process helps protect both the business and the customer from unauthorized access and potential financial losses.

Delivery associate should understand the importance of verifying the Customer Account details and they are:

- **Fraud prevention:** By checking if the customer is who they claim to be, businesses can significantly reduce the risk of identity theft, fraudulent transactions, and unauthorized access to accounts.

- **Regulatory compliance:** Many industries have legal obligations to verify customer identities, like Anti-Money Laundering (AML) regulations, which require businesses to perform due diligence on their customers.

- **Security:** Right customer information strengthens security measures by identifying suspicious activity of suspicious person and preventing unauthorized access to important sensitive data.

- **Customer Experience:** A streamlined verification process can lead to faster on-boarding and smoother transactions for legitimate customers, boosting satisfaction.

- **Market expansion:** Verifying customer details can facilitate global operations by ensuring compliance with different regional regulations.

- **Building trust:** When customers know their information is secure and verified, it builds trust and credibility with the business.

Customer's Accounts Verification Points:

1. Name
2. Address
3. Phone number
4. Email address
5. Date of birth
6. Government issued ID documents (passport, driver's license)
7. Bank account details

Fig. 2.1: Know your Customer

Assembling devices (e.g., GPS tracking) and necessary stationery

It is necessary to pick up the return package correct information of customer, for this Bluetooth Low Energy (BLE) beacon is very important. BLE beacons means to receive and interpret the information transmitted by a Bluetooth. BLE beacons are small broadcasting devices that continuously transmit signals containing various types of data, such as a unique identifier, location details, or sensor readings. Compatible devices within range can receive and interpret this information, enabling applications like proximity tracking, indoor navigation, asset monitoring, and enhancing the accuracy and efficiency of return package pickups. Following are some points about reading data from BLE beacons:

- **Transmission method:** BLE beacons use advertising packets to broadcast data wirelessly.

- **Data content:** The data received can include a beacon's unique identifier, proximity information, custom data programmed by the beacon owner, or sensor values depending on the beacon type.

- **Receiving device:** A smart phone, tablet, or other Bluetooth-enabled device with the appropriate app can "listen" for and read data from nearby BLE beacons.

- **Retail store:** A customer's phone receives a discount coupon when they approach a specific product with a BLE beacon attached.

- **Museum exhibit:** Visitors receive information about an exhibit on their phone as they approach the corresponding beacon.

- **Indoor navigation:** A mobile app uses beacon signals to guide users through a building.

Need to track stationary objects

Various devices are able to read data from BLE beacons such as; Galileosky, Quecklink, Ruptela, Teltonika, TopFlyTech. Delivery associate should aware of the following necessary points to initiate tracking of static objects:

- A GPS-enabled device compatible with our platform, capable of reading BLE tags.

- BLE tags that is compatible with the GPS device. Platform APIs that deliver tag proximity information, identifying the nearest GPS device for a given tag.

- To craft bespoke solutions that caters to individual user requirements using APIs, and need developers.

- Clients typically hire their own developers or contract third-party teams.

Vehicle Usability and Reporting Issues

Effective usability and reporting acceptance are essential criteria in the design and development of Vehicle, from a pickup point of view, the vehicles from different pickup materials is different due to its differ from size of packaging depends. Various factors are challenging for vehicle usability and reporting acceptance during the design of vehicle usability interfaces. Following are the factors impact to vehicle usability:

1. **Ease of loading and unloading:** This refers to how easily users can access the cargo area to load and unload items. A vehicle that allows for quick, convenient loading improves efficiency, especially during frequent pickups and deliveries.

2. **Bed accessibility:** Assess whether the sides of the cargo bed are low enough for easy access. Additional features like steps or handles can facilitate safer and more convenient entry and exit from the bed area.

3. **Cargo management:** Effective cargo management is crucial. Look for features such as tie-downs, dividers, or built-in storage compartments that help secure and organize cargo, reducing the risk of damage during transit.

4. **In-cab storage and organization:** Evaluate the availability of storage compartments and organizers inside the cab. These are important for storing tools, delivery equipment, or personal items in a safe and accessible manner.

5. **Infotainment and controls:** The usability of infotainment systems and vehicle controls plays a key role in driver satisfaction. Features like intuitive touchscreens, easily reachable climate controls, and

56

responsive navigation systems improve the overall user experience.

6. **Driver comfort and ergonomics:** Driver comfort significantly affects long-term usability. Adjustable seats, steering wheels, and pedals contribute to better ergonomics, reducing fatigue and enhancing control while driving.

7. **Visibility and safety features:** Features such as rear view cameras, blind-spot monitoring, and parking sensors enhance visibility and overall safety. These systems assist drivers in navigating safely, especially in tight or crowded areas.

Reporting issues related to pick up for return packages are divided five major issues (Fig. 2.2)
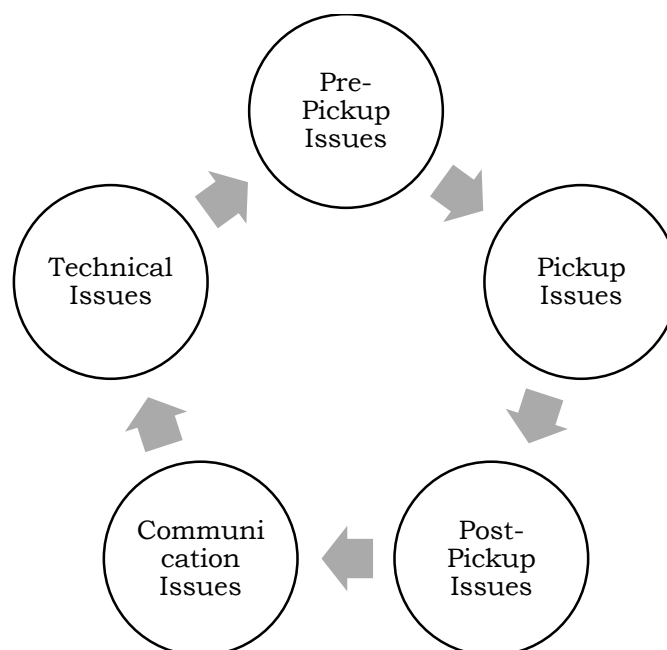
Fig. 2.2: Reporting Issues

Pre-Pickup Issues:

1. Incorrect pickup scheduling: wrong date, time or location.

2. Insufficient packaging information: Missing or inaccurate package details.

3. Inaccurate weight or dimensions: Incorrectly reported package size or weight.

Pickup Issues:

1. Failed pickup attempts: Carrier unable to collect package due to issues like incorrect address or unavailable recipient.

2. Package not collected: Carrier fails to collect package on scheduled date.

3. Damage during pickup: Package damaged during collection process.

Post-Pickup Issues:

1. Lost or missing packages: Package not received by carrier or lost during transit.

2. Incorrect package scanning: Package not scanned correctly, leading to tracking issues.

3. Delayed return processing: Return package not processed in a timely manner.

Communication Issues:

1. Lack of pickup confirmation: No confirmation received from carrier after pickup.

2. Insufficient tracking updates: Inadequate tracking information provided by carrier.

3. Poor customer support: Unresponsive or unhelpful carrier customer support.

Technical Issues:

1. System errors or glitches: Technical issues preventing pickup scheduling or package tracking.

2. Incompatible labelling or documentation: Issues with labelling or documentation required for pickup.

3. Integration problems with carrier system: Difficulty integrating with carrier systems for pickup and tracking.

These reporting issues can help identify problems and areas for improvement in the pickup process for return packages.

PRATICAL EXERCISE

Activity 1: Creating an Organized Pickup Run Sheet.

Material Required: Note book, Pen/Pencil/Check list Sheet, Colour pencil etc.

Procedure:

1. Divide the students into small groups.

2. Assign each group a scenario where they act as courier personnel responsible for picking up return packages from multiple customers.

3. Ask each group to create a pickup run sheet based on their scenario. The sheet should include the following columns:

- Customer Name

- Address

- Package Details

- Special Instructions

- Pickup Time/Slot (optional)

- Signature (optional)

4. Each group have to present their work in the class.

5. Teacher will evaluate the learnings and provide feedback.

Activity 2: Verifying Customer Details for Accurate Package Handling.

Material Required: Note book, Pen/Pencil/Check list. Sheet, colour pencil etc.

Procedure:

1. Divide the students into pairs. One student will play the role of the courier, and the other will play the role of the customer.

2. Provide each pair with a scenario in which the courier arrives at the customer's location to pick up a return package, but some of the customer's details do not match the information on the official pickup record (e.g., wrong phone number or incorrect address).

3. Ask the courier to verify the customer's details (such as name, address, contact number, and package information) and take the necessary steps to resolve the issue politely and professionally. This may involve contacting the supervisor or updating the details on the checklist.

4. Debrief the activity by discussing the importance of verifying consumers details to ensure accurate and secure package handling.

Activity 3: Assembling Essential Devices and Stationery for Pickup Operations.

Material Required: Note book, Pen/Pencil/Check list. Sheet, colour pencil etc.

Procedure:

1. Provide students with a list of devices and stationery required for pickup operations, such as GPS devices, scanners and delivery receipts.

2. Ask students to assemble the devices and stationery, ensuring they are in working order and easily accessible.

3. Students present their assembled devices and stationery, describing the importance of being prepared and organized for pickup operations.

4. Teacher will provide feedback.

Activity 4: Conducting a Pre-Trip Vehicle Inspection for Safe Deliveries.

Material Required: Note book, Pen/Pencil/Check list. Sheet, colour pencil etc.

Procedure:

1. Provide students with a scenario; they are responsible for inspecting a vehicle before starting their pickup route.

2. Ask students to conduct a mock vehicle inspection, checking for issues such as low tire pressure, faulty brakes, or damaged mirrors.

3. If students identify any issues, ask them to report the problems and propose solutions.

4. Debrief the activity by discussing the importance of vehicle maintenance and issue reporting to ensure safe and efficient pickup operations.

CHECK YOUR PROGRESS

A. Fill in the Blanks

1. A pick-up run sheet is a _____

2. A pick-up run sheet is _____ by a specific reference number.

3. Document verification is the _____ accuracy and legitimacy of customer-submitted data.

4. Usability and _____ are important criteria in the design process.

5. A _____ device that can read Bluetooth Low Energy tags, fully compatible with and supported by our platform.

B. Multiple Choice Questions

1. Verification documents including

   a) bank statements

   b) licenses

   c) pay slips

   d) all the above

2. A streamlined verification process can lead to

   a) faster on-boarding

   b) slow on-boarding

c) no impact on boarding

d) none of these

3. When customers know their information is secure and verified, it builds _____ with the business.

a) Building

b) Profits

c) trust and credibility

d) assets and liabilities

4. Lost or missing packages means

a) Package not received by carrier

b) lost during transit

c) c) package received

d) both a and b

5. Incompatible labelling means

a) Issues with labelling

b) Issues with delivery

c) Issues with pickup

d) Issues with receiving

C. Match the column:

	Column A		Column B
1	Package not collected	A	Package not scanned correctly, leading to tracking issues
2	Damage during pickup	B	Return package not processed in a timely manner
3	Lost or missing packages	C	Carrier fails to collect package on scheduled date
4	Incorrect package scanning	D	Package not received by carrier or lost during transit
5	Delayed return processing	E	Package damaged during collection process

D. State Whether the following Statements are True or False.

1. A pick-up sheet is identified by a specific reference number.

2. Certain devices are incompatible with BLE beacons, preventing data reading.

3. GPS device-compatible BLE tags.

4. Verifying customer details cannot facilitate global operations.

5. The design of vehicle interfaces faces numerous challenges that impact usability and user acceptance.

E. Short answer question

1. Write meaning of pickup run sheet.

2. Write five points of Customer's accounts verification.

3. What do you mean Pre-Pickup Issues?

4. What do you mean Pickup Issues?

5. What do you mean Post-Pickup Issues?

F. Long answer type question

1. Explain the reasons to verify customer account details.

2. What are the reporting issues related to pick-up for return packages?

3. Explain vehicle usability and reporting issues.

4. Describe the factors impact to vehicle usability.

5. What are the needs to track stationary objects?

G. Check Your Performance

1. You are preparing for a pickup round and receive the pickup run sheet for the day.

   a) Demonstrate how you would verify customer account details, including address, phone number, and pickup time, before starting the route.

   b) Describe how you would assemble necessary devices (e.g., GPS tracker) and stationery before heading out.

SESSION 2: INITIATING CUSTOMER COMMUNICATION

COMMUNICATION

Communication is the process of exchanging information, ideas, thought, opinions and messages between individuals, groups or organizations through a shared system of symbols, signs or behaviour. Communication is a big process in both professional and personal life. It is how we share ideas, thoughts, feelings, and information with others. (Fig. 2.3)

Fig. 2.3: Communication

Communication Process (Fig. 2.4)

Sender: The individual or organization transmitting the message.

Encoding: The process of converting the message into a format that can be transmitted.

Channel: The medium through which the message is transmitted.

Decoding: The process by which the receiver interprets the message.

Receiver: The person or entity that receives the message.

Feedback: The response or reaction of the receiver to the message.
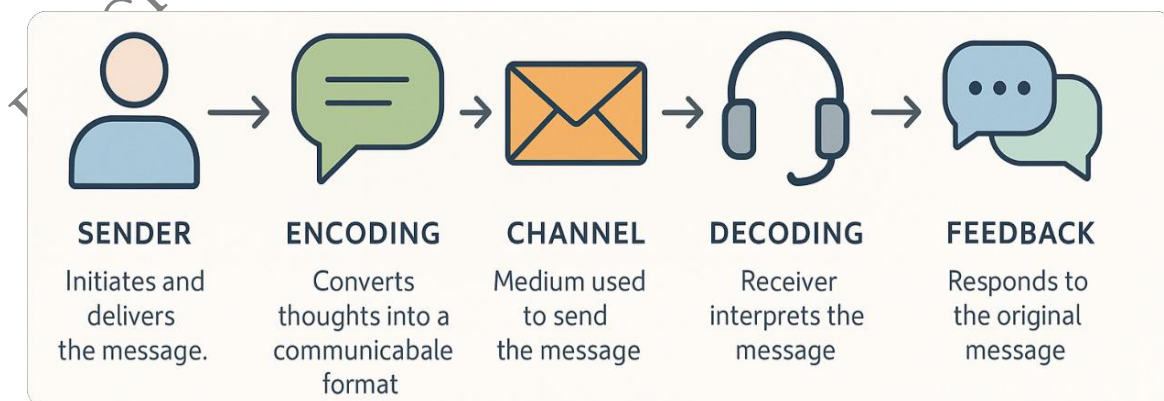
Fig. 2.4: Elements of Communication

Importance of Communication

Effective communication is a vital skill for an E-commerce Delivery Associate, as it directly influences customer satisfaction and the smooth execution of delivery operations. Following are the importance of communication for delivery associate: (Fig. 2.5)

Fig. 2.5: Importance of Communication

- **Customer Interaction:** Communication is essential for confirming pickup or delivery times, addressing customer queries, and providing updates or notifications.

- **Building Trust:** Clear and polite communication builds customer confidence and promotes a positive experience with the company.

- **Problem Resolution:** In case of delays, cancellations, or return issues, effective communication helps resolve problems quickly and professionally.

- **Coordination with Team:** Delivery associates must communicate with supervisors, warehouse staff, and support teams to ensure smooth operations and avoid confusion.

- **Accurate Documentation:** Clear communication ensures proper filling out of forms, pickup receipts, and any special customer instructions.

- **Following Protocols:** Proper communication helps in understanding and following company policies and standard operating procedures (SOPs).

- **Professional Image:** Good communication reflects a professional attitude, enhancing the company's image in the eyes of customers.

ETIQUETTE

Etiquettes "Atticates" denotes the traditional norms and expectations for polite conduct within a given culture or community. Means how individuals should conduct themselves in various situations, promoting courtesy, respect, and consideration for others. Etiquette covers a broad spectrum, including communication, dining, social interactions, and professional conduct. In social environment, proper etiquette involves being attentive, polite, and mindful of others' feelings. This includes using maintaining eye contact, polite language, and respecting personal space. Dining etiquette involves understanding table manners, utensil usage, and appropriate behaviour during meals.

Meaning: Etiquette refers to *the set of polite behaviours, manners, and professional conduct expected in a particular role or setting.*

For an E-commerce Delivery Associate, following proper etiquette is essential to ensure smooth interactions with customers, maintain the company's reputation, and carry out delivery operations with professionalism. This includes how the delivery associate speaks, dresses, behaves, and handles packages during pickup and delivery. Practicing good etiquette not only creates a positive customer experience but also reflects the associate's respect for the job and the values of the organization they represent.

Maintaining proper etiquette during pickup

Maintaining proper etiquette during pickup is a critical responsibility of an E-commerce Delivery Associate. It reflects not only the professionalism of the individual but also the reliability and customer-centric approach of the company they represent. Good etiquette ensures smooth communication, builds trust, and enhances the customer's overall experience. (Fig. 2.6)

Fig. 2.6: Maintaining proper etiquette during Pickup

Maintaining proper etiquette during a pickup means answering the phone promptly, greeting the caller politely, speaking clearly, actively listening to their concerns, avoiding interruptions, and ensuring a respectful tone throughout the conversation, essentially showing consideration and professionalism when receiving a call.

Professional etiquette encompasses the rules and guidelines that govern behaviour in a professional setting, ensuring respect, courtesy and professionalism in interactions with colleagues, clients, and customers. Following points should be taken into consideration by the Delivery associate for maintaining proper etiquette during pickup:

1. **Be Punctual:** Being on time for a scheduled pickup shows respect for the customer's time and reflects a professional attitude. Timeliness also helps maintain an efficient delivery schedule and reduces customer complaints.

   Example: If the pickup time is scheduled for 11:00 AM, the delivery associate should aim to arrive at the customer's location a few minutes early, ensuring they are not kept waiting.

2. **Greet the Customer Politely:** A polite greeting creates a positive first impression and sets the tone for a friendly and professional interaction. Using courteous language also helps build a good rapport with the customer.
   Example: The associate should say, "Good morning! I'm here to collect your return package," with a pleasant smile and friendly voice.

3. **Dress Neatly and Maintain Personal Hygiene:** Wearing a clean uniform and maintaining proper hygiene shows professionalism and builds customer confidence in the delivery associate. A neat appearance assures the customer that the company values cleanliness and presentation.

   Example: The associate should wear a clean company uniform and ensure they appear tidy, with well-groomed hair and clean hands.

4. **Use Clear and Respectful Language:** Speaking clearly and respectfully is essential for effective communication and for avoiding any misunderstandings. It demonstrates maturity and professionalism.

   Example: Instead of saying, "Hey, where's the package?" the associate should say, "May I kindly confirm the return package you would like me to collect today?"

5. **Verify Customer Details Calmly and Courteously:** In cases where there is incorrect or missing information, the associate should calmly ask for clarification without showing frustration or blame. This helps resolve issues smoothly.

Example: If the phone number or package ID does not match, the associate can say, "There seems to be a small discrepancy in the details I have. Let me check with my team so we can resolve it quickly."

6. **Handle the Package with Care:** Packages should be handled gently and respectfully, regardless of size or contents. Mishandling items can lead to damage and reduce customer trust.

   Example: The associate should carefully lift the package, avoid dragging it on the ground, and place it securely in the delivery vehicle.

7. **Respect the Customer's Personal Space:** Entering a customer's premises without permission can make them uncomfortable and is considered unprofessional. Associates must wait at the doorstep or gate unless invited inside.

   Example: If the customer says, "Please wait here," the associate should wait respectfully without stepping into the home or leaning on the gate.

8. **Avoid Using Mobile Phones During Service:** Using a mobile phone for personal reasons while interacting with a customer can appear rude and unprofessional. Associates should focus fully on the pickup process.

   Example: During a pickup, the associate should avoid texting or calling unless it's directly related to the delivery task, such as calling the customer for clarification.

9. **Follow Company Procedures Diligently:** Completing all necessary steps, such as verifying the item, filling forms, and getting customer signatures, ensures the process is compliant with company standards.

   Example: After receiving the return package, the associate should ask the customer to sign the digital receipt or acknowledgment form as per the standard operating procedure.

10. **End the Interaction with Gratitude:** Concluding the visit with a polite "thank you" shows appreciation and leaves a positive impression on the customer. It also helps strengthen the relationship between the company and its clients.

    Example: Before leaving, the associate can say, "Thank you for your time, sir/ma'am. Have a great day ahead!"

HANDLING CANCELLATIONS AND OBTAINING SIGN-OFF FROM CUSTOMERS

In e-commerce logistics, it is common for customers to cancel pickup requests due to various reasons such as product change of mind, item not being ready, or incorrect booking. As a delivery associate, handling such cancellations with

professionalism is essential to maintain customer satisfaction and company credibility.

Handling cancellations and obtaining sign-off from customers can be challenging, but below are some steps to help you navigate these situations:

Handling Cancellations

Delivery associate should consider the following points while handling cancellations:

1. **Acknowledge and apologize**: Respond promptly to the customer's cancellation request, acknowledging their decision and apologizing for any inconvenience.

2. **Understand the reason:** Ask the customer for the reason behind their cancellation to identify potential issues and improve your services.

3. **Review cancellation policies**: Check company's cancellation policies and procedures to follow the correct protocol.

4. **Offer alternatives or solutions**: Depending on the reason for cancellation, offer alternative solutions or options that might meet the customer's needs.

5. **Provide a clear cancellation confirmation**: Once the cancellation is processed, provide a clear confirmation to the customer, including any necessary details, such as refunds or remaining balances.

Obtaining Sign-Off from Customers

Delivery associate should consider the following points while Obtaining Sign-Off from Customers:

1. **Clearly communicate the process**: Explain the sign-off process to the customer, including what they need to review and approve.

2. **Provide necessary documentation**: Share all relevant documents, such as invoices, receipts, or service agreements, to ensure the customer has everything they need.

3. **Establish a deadline:** Set a clear deadline for the customer to review and sign off on the documents.

4. **Follow up and remind**: Send reminders and follow up with the customer to ensure they're aware of the deadline and the importance of signing off.

5. **Obtain explicit confirmation**: Once the customer has reviewed and approved the documents, obtain explicit confirmation, such as a signature or email confirmation.

Best Practices

1. **Be proactive**: Anticipate potential issues and address them before they become major problems.

2. **Communicate clearly**: Ensure all communication with the customer is clear, concise, and transparent.

3. **Be empathetic**: Show understanding and empathy towards the customer's concerns and needs.

4. **Document everything:** Keep a record of all communication, agreements, and sign-offs to avoid disputes or misunderstandings.

5. **Review and improve**: Cancellation should be regularly reviewed by the concern department and sign-off processes to identify areas for improvement.

Delivery associate can effectively handle cancellations and obtain sign-off from customers, maintaining a positive relationship and ensuring a smooth experience by following the above steps.

PRACTICAL EXERCISES

Activity 1: Demonstrating Effective Communication During Pickup Operations

Material required:

- Role Cards for Warehouse Supervisor, Transport Driver, Client Representative)

- Mock Pickup Form or Delivery Note

- Walkie-Talkies or Mobile Phones for simulating real communication

- Pen and Clipboard

- Sample Inventory List

- Scenario Sheet (describing the pickup situation)

- Reflective Journal Worksheet for feedback and learning summary

Procedure:

1. Divide the class into groups of 3–4.

2. Assign each member a role: Warehouse Supervisor, Driver, Client Representative, etc.

3. Distribute a pre-written pickup scenario to each group. E.g. "A truck is scheduled to pick up 10 crates of packaged electronics. One item is missing. Time is limited. The driver speaks a different language."

4. Students enact the scenario using role-play. Emphasize use of:

    i.   Clear instructions

    ii.   Verification questions

    iii.   Professional tone

    iv.   Problem-solving language

5. Teacher observes each group and notes down communication strengths and areas for improvement.

6. Each student fills out a Reflective Journal Worksheet, answering:

    a. What communication strategies worked?

    b. What challenges did you face?

    c. How would you improve next time?

Activity 2: Practices on How to Assemble the Devices.

Materials Required:

- Device Kits (e.g., barcode scanner sets, handheld terminals, routers, or basic desktop components)

- Assembly Manual or Printed Instructions

- Screwdrivers and Basic Hand Tools

- Anti-static Wristbands (if electronic devices are involved)

- Safety Gloves and Goggles

- Workbenches or Flat Surface Tables

- Checklists for Assembly Steps

- Label Tags for Parts

- Projector/Whiteboard for Demonstration (Optional)

Procedure:

1. Brief the students on the importance of correctly assembling devices in warehouse or logistics environments. Emphasize safety precautions and proper tool handling.

2. Teacher will demonstrate the step-by-step assembly of a sample device.

3. Show how to identify parts, connect components properly, and follow the manufacturer's instructions.

4. Divide students into small groups (2–3 per group).

5. Distribute one device kit and instruction sheet per group.

6. Students follow the steps to assemble their assigned device.

7. Teacher will move around the room to supervise and assist where needed.

8. Use checklists to ensure each step is completed correctly.

9. Once assembled, students test the device for functionality.

10. Complete a checklist to verify proper assembly and note any issues.

11. Ensure all tools are returned and the work area is cleaned.

12. Groups present challenges faced and how they solved them.

13. Teacher will review learnings and corrects any misconceptions.

Activity 3: Handling Pickup Cancellations Professionally and Efficiently.

Material Required:

- Role Cards (Customer Service Executive, Transport Driver, Client, Warehouse In-charge)

- Scenario Cards (with reasons for cancellation: client unavailability, wrong pickup address, vehicle issue, etc.)

- Sample Cancellation Form / Log Sheet

- Phone or Intercom Props (for role-play)

- Whiteboard or Chart for Recording Steps

- Reflective Worksheet or Feedback Form

Procedure:

1. Teacher will model a conversation handling a cancellation call from a client. Show proper use of:

   - Apologizing professionally

   - Confirming details

   - Documenting the cancellation

   - Notifying affected departments (driver, warehouse, etc.)

2. Divide students into groups of 3–4.

3. Assign roles and distribute scenario cards.

4. Students act out cancellation situations using phones or simulated conversations.

5. Each group must:

   - Inform relevant parties clearly

- Record the cancellation in the log sheet

- Discuss next steps (reschedule, notify dispatch, etc.)

6. Teacher or peers provide feedback on tone, clarity, professionalism, and process handling. Highlight best practices and common mistakes.

7. Students complete a worksheet reflecting on:

- How they handled the scenario

- What they did well

- What they would improve

CHECK YOUR PROGRESS

A. Fill in the Blanks

1. Communication is a vital process in both _____ and professional life.

2. Communication is the act of sharing _____ between individuals or groups.

3. Effective communication helps managers explain the _____ of an organization

4. Etiquettes serve as _____ guidelines.

5. E-mail is a form of _____.

B. Multiple Choice Questions

1. Communication refers to the exchange of _____.

   a) information

   b) money

   c) Things

   d) assets

2. Maintaining proper etiquette during a pickup means _____.

   a) answering the phone promptly

   b) greeting the caller politely

   c) speaking clearly

   d) all the above

3. Professional etiquette is a _____ of conduct regarding the interactions among the members in a business setting.

   a) unwritten code

b) written code

c) oral code

d) none of above

4. Oftentimes Cell calls precede face-to-face meetings with important _____

a) Personal contacts

b) Relatives

c) professional contacts

d) none of above

5. Communication with the customer can be

a) clear

b) transparent

c) concise

d) all the above

C. Match the column

	Column A		Column B
1	Acknowledge and apologize	A	Ensure all communication with the customer is clear
2	Offer alternatives or solutions	B	Keep a record of all communication
3	Follow up and remind	C	Depending on the reason for cancellation
4	Communicate clearly	D	Respond promptly to the customer's cancellation request
5	Document everything	E	Send reminders and follow up with the customer

D. State Whether the following Statements are True or False

1. When proper professional etiquette is used, all involved are able to feel more comfortable.

2. E-mail is not a form of communication.

3. Business meetings are form of Communication.

4. Reminders and follow up with the customer to ensure they are aware of the deadline.

5. Regularly reviews are not included under good communication skills.

E. Short Answer Questions

1. What is communication, and it's important?

2. What are the key components of the communication process?

3. Define etiquette and explain its significance in social and professional settings.

4. What are some key aspects of maintaining proper etiquette during a pickup?

5. Why is professional etiquette important in the workplace?

F. Long Answer Questions

1. Explain the communication process with examples of each stage.

2. Discuss the role of etiquette in fostering positive social and professional relationships.

3. How does maintaining proper etiquette during a pickup enhance professionalism?

4. Describe the importance of e-mail etiquette in professional communication.

5. How do professional etiquette and effective communication contribute to workplace success?

G. Check Your Performance

1. You are assigned a pickup run for the day and need to prepare before leaving the fulfilment centre.

   a) Demonstrate how you would verify customer account details, such as address, phone number, and pickup time, using the pickup run sheet.

   b) Show how you would assemble necessary devices like a GPS tracker, and gather stationery items needed during pickups.

   c) Perform a vehicle usability check and explain the procedure for reporting any issues before departure.

SESSION 3: SHIPMENT INSPECTION AND VERIFICATION

Shipment inspection and verification are essential steps in the process of handling return packages. Before accepting a returned item, the delivery associate must ensure that the package meets the organization's policies and standards. This helps avoid any disputes, prevents damage claims, and ensures a smooth return process for the customer.

Return shipments may vary in condition and type, so it is important to inspect them carefully. A thorough inspection protects the company from fraudulent or invalid returns and provides customers with the assurance that their concerns are being properly addressed.

ORGANIZATION POLICY

Organizational policies are the official rules, procedures, and guidelines set by a company to ensure that all employees carry out their duties in a consistent, safe, and professional manner. These policies are designed to maintain quality standards, customer satisfaction, and operational efficiency across all areas of work.

For a delivery associate, organizational policies provide clear instructions on how to perform daily tasks such as verifying packages, handling returns, managing customer interactions, and ensuring safety and security during delivery and pickup operations. These rules help avoid confusion, reduce mistakes, and protect both the employee and the company.

Example: If a company policy states that all return packages must be inspected for damage and confirmed with a return authorization number, then the delivery associate must follow this procedure before accepting the item. Ignoring such a policy could result in accepting damaged goods, leading to customer dissatisfaction and financial losses for the company.

Delivery associates can perform their roles more effectively, maintain professionalism, and ensure a smooth and trustworthy experience for customers by following organizational policies.

TYPES AND CONDITION OF SHIPMENT AS PER POLICIES

E-commerce companies deal with a wide range of products, and each type of shipment may have specific conditions that must be checked during pickup or return. Delivery associates must understand these categories and inspect the condition of items according to the company's return and handling policies.

Types of Shipments

The different types of shipments an E-commerce Delivery Associate may handle during return pickup:

1. **Electronics:** These include items like mobile phones, laptops, tablets, headphones, and other electronic gadgets. Companies typically have strict return policies for such products because they are high in value and sensitive to damage. During return pickup, the delivery associate must ensure that the original packaging is intact, all accessories (like chargers, cables, manuals) are included, and the product is unused or in working condition.

   Example: A customer returns a laptop. The associate must check that the laptop is inside its box, the charger is present, there are no scratches or signs of use, and the return is within the allowed timeframe. The device should also be reset and free of personal data as per policy.

2. **Apparel and Footwear:** This category includes clothing items, shoes, belts, bags, and other fashion accessories. These items should be returned unworn, with the original tags still attached and without any stains or damage. The packaging, such as branded boxes or bags, should also be in acceptable condition.

   Example: If a customer is returning a pair of shoes, the delivery associate must ensure the shoes look unused, are clean, and come in the original shoe box. Tags or labels should still be attached to confirm they haven't been used.

3. **Fragile Items:** Items like glassware, ceramic dishes, or screens fall into this category. These are easily breakable and need secure packaging. The delivery associate should visually inspect to ensure the product is packed properly and not visibly damaged, and that shock-absorbing materials like bubble wrap or foam are used as per company standards.

   Example: A customer wants to return a broken mirror. If the company policy doesn't allow returns on damaged items caused after delivery, the associate must verify the claim and reject the return if it does not meet the criteria.

4. **Perishable Goods:** These include groceries, cosmetics, medicines, and food items. These products usually have a short shelf life, so companies only accept returns if the item is within expiry date and hasn't been opened or used. Items needing specific temperature control (like frozen food or certain medicines) must also be checked accordingly.

   Example: If a customer returns a skincare cream, the delivery associate must check the expiry date, ensure the seal is unbroken,

and verify that it has been stored correctly (e.g., not melted or exposed to heat).

5. **Large/Bulky Items:** This group includes furniture, gym equipment, washing machines, and other heavy or oversized items. Returns for these items require the delivery associate to verify completeness (e.g., all screws or parts included), ensure the product is properly repackaged, and that pickup conditions such as easy access or manpower are met.

Example: When picking up a treadmill return, the associate must check if the treadmill is disassembled (if required), packed securely, and all accompanying tools or documents are included.

Condition of Shipment (As per Company Policy)

Each company defines acceptable return conditions to ensure that items are returned in a saleable or acceptable state. (Fig. 2.7)
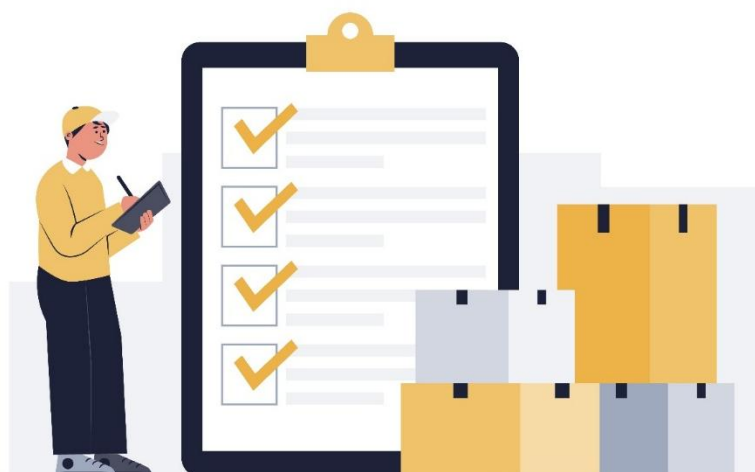
Fig. 2.7: Inspecting condition of Shipment

Delivery associates must inspect the following:

1. **Packaging Condition:** The outer packaging such as a box, bag, or envelope must be in acceptable condition. If the package is torn, crushed, broken, or poorly sealed, it could suggest that the item inside has been tampered with or damaged during storage or transport. In such cases, the delivery associate should report the issue and seek further instructions as per the company's policy.

Example: If a customer is returning a speaker and the original box is torn open and held together with tape, the associate must flag this as it may not meet return conditions.

2. **Product Integrity:** The returned product must be in its original condition unused, undamaged, and not tampered with. Products showing clear signs of use or physical damage like scratches, cracks,

or missing parts usually do not qualify for return unless defective on delivery.

Example: A return request for a smartwatch is accepted only if the screen is scratch-free, the strap is unused, and it powers on properly. If the watch is not working due to misuse, it might be rejected.

3. **Accessories and Documents:** All original accessories and supporting documents (like manuals, warranty cards, bills, or cables) must be included with the return. Missing components may make the return incomplete and unacceptable under company rules.

Example: A customer returns a mobile phone but forgets to include the charger and invoice. In such a case, the delivery associate should inform the customer that the return will not be accepted until all required items are provided.

4. **Tamper-proof Seals:** Some items, especially electronics, cosmetics, or health products, have tamper-evident seals or security tapes. These seals must remain intact for the return to be processed. Broken seals often indicate the product was opened or used.

Example: If a customer returns a bottle of supplements but the safety seal is broken, the associate must reject the return, as per health and safety policy.

5. **Return Window Validity:** Returns are allowed only within a specific time frame, commonly 7 to 10 days after delivery. The delivery associate must check the purchase or delivery date and ensure that the return request is within the allowed return period.

Example: A customer tries to return a backpack after 20 days of receiving it, but the return window closed after 10 days. The associate must politely inform the customer that the return cannot be processed due to expired return eligibility.

Delivery associates help to maintain product quality, ensure fairness in returns, and contribute to customer satisfaction while upholding company policies by thoroughly checking these conditions.

COMPANY'S RETURN POLICY REQUIREMENTS

Every e-commerce company sets specific return policy requirements to ensure a smooth, fair, and transparent return process for both the customer and the company. These policies help maintain product quality, minimize fraud, and ensure customer satisfaction. As a Delivery Associate, it is essential to understand and follow these return requirements carefully when handling return pickups.

1. **Valid Return Window:** Companies specify a time limit within which customers are allowed to return items. This period usually ranges from 7 to 30 days depending on the product category. Returns made after the return window are generally not accepted.

   Example: If a customer received a phone on the 1st of the month and the return window is 10 days, the pickup must be done before or on the 10th. After that, the return will be considered invalid.

2. **Item Condition Guidelines:** The returned item must meet specific condition criteria. Items should be unused, undamaged, and in a saleable condition. Any visible signs of wear, damage, or tampering may lead to return rejection.

   Example: Clothing must be clean and unworn, electronics must be functional, and all tags and labels must be intact.

3. **Original Packaging and Accessories:** Most companies require the original packaging to be returned along with the product. This includes boxes, manuals, warranty cards, protective foam, and any accessories that came with the product.

   Example: A blender being returned must include the motor base, jar, lid, manual, and original box.

4. **Invoice or Proof of Purchase:** Many companies ask for the invoice or proof of purchase at the time of return. Delivery associates may need to verify the receipt either digitally (via app) or physically (paper invoice) to confirm eligibility.

   *Example***:** If a customer cannot produce any proof of purchase, the delivery associate should not proceed with the pickup without prior authorization.

5. **Product-Specific Rules:** Some products have special return rules due to their nature. These include:

   - *Perishable goods* (like food or cosmetics) must be returned unopened and within expiry.

   - *Hygiene-related items* (like undergarments) are usually not returnable.

   - *Fragile items* must be returned securely packed.

     *Example***:** A beauty cream return may be rejected if the seal is broken or the item has expired.

6. **Tamper-proof Seals and Security Tags:** Items must retain security seals or tags if applicable. Opened, tampered, or resealed items are

typically ineligible for return, especially in electronics or high-value goods.

*Example***:** Returning a mobile phone without the original seal intact will result in rejection as it may have been used.

7. **Customer Cooperation and Acknowledgment:** Customers must be cooperative during the pickup, and in some cases, may be required to sign a return acknowledgment or cancellation slip. The Delivery Associate must ensure all documents are signed and collected as proof of the transaction.

Example: After collecting a return, the associate may hand over a slip for the customer to sign, confirming that the return was picked up.

Delivery associates protect the organization from unnecessary losses, ensure a reliable service experience, and help maintain accurate records for every transaction by strictly following the company's return policy requirements.

PRACTICAL EXERCIES

Activity 1: Inspect a Mock Return Shipment Following the Company's Verification Process

Materials Required:

- Mock Return Shipment Box (with dummy items)

- Return Invoice / Delivery Note / Return Authorization Form

- Product Condition Checklist

- Company's Return Verification SOP (Standard Operating Procedure) – sample or simplified

- Pens, Clipboards

- Labels or Barcodes (optional)

- Discrepancy Report Template

- Gloves (for hygiene/safety while inspecting)

- Camera or Mobile Phone (for photo evidence if needed)

Procedure:

1. Brief students on the typical company return verification steps.

2. Divide students into groups of 2–3.

3. Provide each group with a mock return package, invoice, and checklist.

4. Hands-On Inspection (15–20 minutes) by Students:

- Open the package

- Cross-check items with the invoice

- Inspect item condition (e.g., damaged box, wrong product, missing parts)

- Complete the return checklist

- Fill out a discrepancy report if needed

- Decide if item is fit for restocking or needs to be flagged

5. Each group presents their findings.

6. Teacher will provide feedback.

Activity 2: Practice Filling Out Verification Forms for Return Shipments.

Materials Required:

- Sample Return Shipment Boxes or Item Details (mock data)

- Blank Return Verification Forms (printed or digital)

- Sample Return Invoices / Delivery Notes

- Product Condition Checklists

- Discrepancy Report Templates

- Pens, Clipboards, or Computers (for digital form filling)

- Reference Sheet of Common Return Reasons

Procedure:

1. Introduce the activity and its importance in logistics.

2. Show a sample return verification form and explain each section briefly.

- Return Date

- Invoice/Shipment Number

- Item Details (Name, SKU, Quantity)

- Reason for Return

- Item Condition

- Inspector's Remarks

- Signature

3. Distribute mock return data to each student or group. Include a return invoice and item list.

4. Provide blank return verification forms.

5. Students inspect the mock return data and fill out the form.

6. Check that students:

- Match items to invoice

- Select accurate return reasons

- Note product condition clearly

- Complete all required fields

7. Teacher will review the filled forms and gives feedback.

8. Students report on what they learned.

9. Submit report to the teacher.

CHECK YOUR PROGRESS

A. Fill in the Blanks

1. Inspecting and verifying return packages is a _____.

2. The package should be _____ for any visible damage.

3. When processing returns, it is essential to _____ of any damage or issues with returned product.

4. To ensure consistency and fairness, return handlers must _____ the company's established return policy.

5. Return handlers should be _____ For signs of potential return fraud such as altered or fake receipts.

B. Multiple Choice Questions

1. What is essential for handling returns efficiently?

    a) Use personal judgment

    b) Ignore customer complaints

    c) follow return policy guidelines

    d) delay processing

2. What helps maintain consistency in return processing?

    a) Using different forms for each return

    b) Use standardized forms and procedures

    c) ignoring standard procedures

    d) processing returns manually

3. What is the crucial for maintaining accurate records?

    a) Documenting only customer complaints

b) Documenting inspection and verification results

c) Ignoring discrepancies

d) Processing returns quickly

4. What should be done when discrepancies are found?

a) Ignore them

b) Escalate discrepancies

c) Process returns quickly

d) Use personal judgment

5. What is vital for accurate return processing?

a) Verifying customer information

b) Verifying item condition

c) Ignoring return policy guidelines

d) Using different forms for each return

C. Match the column

	Column A		Column B
1	Follow established guidelines	A	Maintain consistency
2	Use consistent forms and procedures	B	Ensure accuracy
3	Record inspection and verification results	C	Follow company policy
4	Report inconsistencies to supervisors	D	Prevent discrepancies
5	Check item condition against original specs	E	Verify item condition

D. State Whether the following Statements are True or False.

1. Handling returns efficiently requires ignoring return policy guidelines.

2. Using standardized forms and procedures helps maintain consistency in return processing.

3. Documenting inspection and verification results in crucial.

4. When discrepancies are found they should be ignored.

5. Verifying item conditions is vital.

E. Short Answer Questions

1. What is the purpose of inspecting and verifying return packages?

2. List down the key steps involved in the visual inspection of a return package?

3. How does verifying customer information help in the return process?

4. Why is it important to check for a valid Return Merchandise Authorization (RMA) number?

5. What should be done if discrepancies are found during the inspection process?

F. Long Answer Questions

1. Explain the step-by-step process of inspecting and verifying return packages as per organizational policy.

2. Discuss the significance of compliance with organizational policies when handling return shipments.

3. How does documenting inspection and verification results help in ensuring an efficient return process?

4. Describe the challenges that may arise during the verification of return packages and how they can be addressed.

5. How do standardized forms and procedures contribute to accuracy and consistency in return package verification?

G. Check Your Performance

1. You are working as a delivery associate and are asked to handle a return request for a damaged item. Your company has specific organizational policies regarding return conditions and shipment types.

   a) Identify and describe the types and conditions of shipments that are accepted for return as per company policy (e.g., unopened, within return period, undamaged packaging).

   b) Demonstrate how you would verify whether a returned package meets the company's return policy requirements, and outline the steps you would take if the return is not eligible.

SESSION 4: DOCUMENTATION AND REPORTING

As a Delivery Associate, one of my key responsibilities is not just delivering or picking up packages but also ensuring that all related documentation is complete and accurate. Every package collected or returned must be properly recorded, verified, and reported using the company's forms or digital systems. Whether it is obtaining customer signatures, updating app-based records, or filling out shipment collection forms, proper documentation ensures accountability, reduces errors, and builds trust between the company and its customers. (Fig. 2.8)
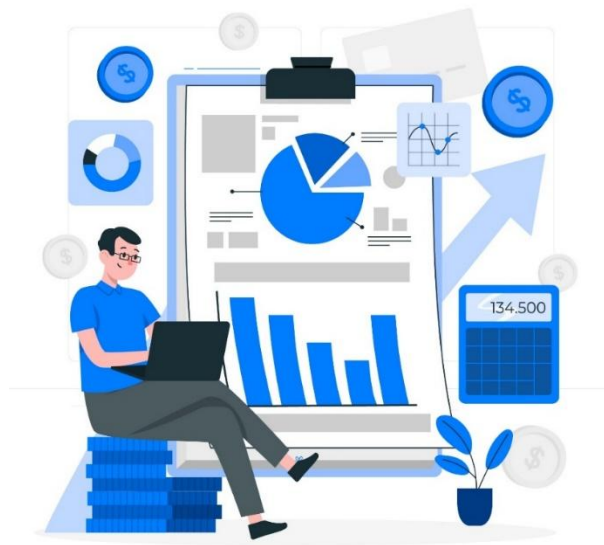
Fig. 2.8: Documentation and Report

SHIPMENT COLLECTION FORMS

A "Shipment Collection Form" refers to a document used by a shipping company or carrier to collect details about a package or goods when picking them up from a sender, including information like the shipper's address, description of the items, quantity, weight, and delivery destination, essentially acting as a pickup manifest to ensure accurate shipment processing and tracking.

Shipment Collection Forms are official documents used by delivery associates to record the details of packages that are picked up from customers. These forms are essential for maintaining an accurate record of shipments, ensuring transparency, and verifying that the pickup process has been completed correctly.

These forms typically include important information such as:

- **Customer Name and Contact Details**: For verification and communication purposes.

- **Pickup Address**: The exact location from where the package was collected.

- **Date and Time of Pickup**: To track and log the timeline of the pickup.

- **Package Details**: Including the number of items, description, weight, and value (if required).

- **Condition of Package**: Noting any visible damage or irregularities.

- **Signature of Customer**: Acknowledging that the package has been handed over.

- **Signature of Delivery Associate**: Confirming the completion of the pickup process.

This form can be either physical (paper-based) or digital (filled using a mobile app or handheld device). It plays a vital role in ensuring that all parties (customer, courier, and company) have documented proof of the transaction. By filling out the shipment collection form accurately, a delivery associate helps prevent disputes, track returns efficiently, and maintain customer trust.

Stages of the Shipping Process

The shipping process in e-commerce is typically divided into three major stages: Pre-Shipping, Shipping, and Post-Shipping. Each stage plays a vital role in ensuring that products are delivered accurately, on time, and in good condition, while also maintaining a high level of customer satisfaction. (Fig. 2.9)
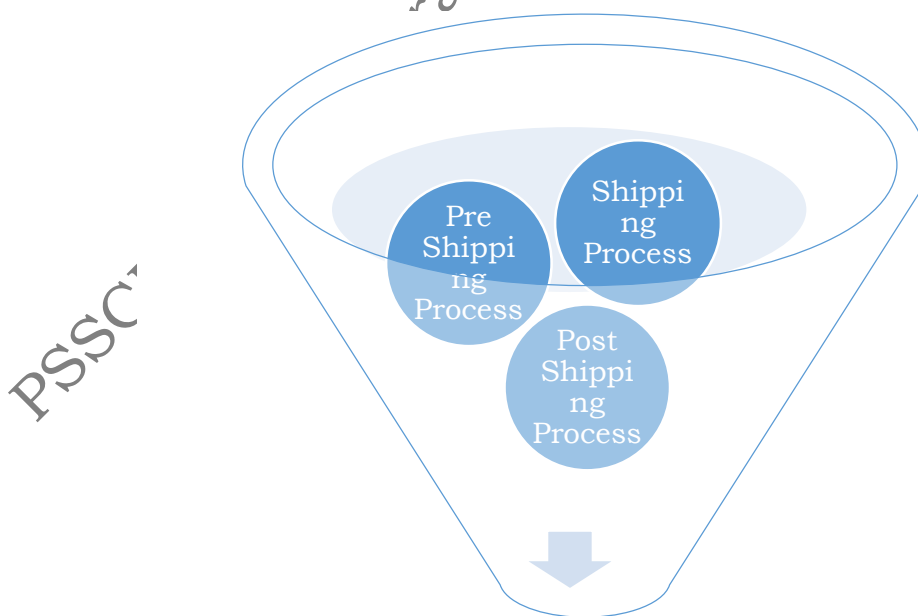
Fig. 2.9: Stages of Shipping Process

1. **Pre-Shipping Process**

   The pre-shipping stage involves all the preparatory tasks that need to be completed before a product is dispatched. This includes entering accurate shipping information, properly packaging and labeling the item, selecting an appropriate shipping method (e.g., standard, express), and preparing essential documentation like the invoice, shipping labels, and customer contact details. Delivery associate can ensure accuracy at this stage minimizes the chances of errors and delays during transit.

2. **Shipping Process**

   The shipping process is a critical component of the order fulfillment cycle. It involves handing over the parcel to a shipping carrier and actively monitoring its progress until it reaches its destination.

   Steps in the Shipping Process:

   (a) **Parcel Handover:** Physically transfer the packaged item to the designated shipping carrier.

   (b) **Tracking and Monitoring:** Utilize tracking numbers or codes to follow the parcel's journey and stay informed about its status.

   (c) **Carrier Communication:** Foster transparent and ongoing communication with the shipping carrier to address any issues, delays, or concerns that may arise during transit.

   Importance of Effective Shipping Process

   (a) **Customer Experience:** Timely updates and proactive communication ensure customers stay informed and satisfied.

   (b) **Efficiency:** Streamlined tracking and monitoring reduce the risk of lost or misplaced parcels.

   (c) **Issue Resolution:** Collaborative communication with carriers enables swift resolution of any shipping-related issues.

   Businesses can guarantee reliable, efficient, and customer-centric delivery of their products by executing a well-organized shipping process.

3. **Post – Shipping Process**

   The post-shipping stage involves activities that occur after the parcel has been delivered. This includes:

   - **Delivery Confirmation**: Ensuring the customer has received the package and recording proof of delivery.

- **Returns and Exchanges**: Managing return requests efficiently if the customer is not satisfied with the product.

- **Damage or Loss Claims**: Handling situations where the item is delivered damaged or gets lost in transit.

- **Customer Grievance Resolution**: Promptly addressing any complaints or issues raised by the customer regarding the delivery.

This stage is essential to maintain customer trust and loyalty and provides opportunities to improve service based on feedback.

DOCUMENTATION PROCESS

Proper documentation is essential for ensuring accuracy, accountability, and smooth communication between customers, delivery personnel, and logistics partners. The documentation process can be divided into four stages: Pre-Pickup, At-Pickup, Post-Pickup, and Additional Documentation (if needed).

1. **Pre-Pickup Documentation**

   This stage involves preparing all necessary paperwork and digital records before the delivery associate arrives at the customer's location for pickup.

   - **Return Merchandise Authorization (RMA):** The customer must provide a valid RMA number or return approval code issued by the merchant, which authorizes the return of a product.

   - **Return Label**: A return label with a unique barcode or tracking number is generated by the courier system or logistics provider. It is attached to the package for tracking purposes.

   - **Return Instructions**: Customers receive detailed return instructions via email or app notification. These include packaging guidelines, product condition requirements, and pickup schedules.

2. **At-Pickup Documentation**

   During the actual pickup process, the delivery associate is responsible for verifying, recording, and confirming key details:

   - **Pickup Confirmation**: The delivery associate confirms the scheduled pickup with the customer and verifies package details such as order ID, weight, and quantity.

   - **Package Inspection:** A quick visual inspection is conducted to ensure the package is in an acceptable condition; no visible damage, correct packaging, and meets company policy.

- **Signature Capture**: The customer signs a digital or paper-based acknowledgment confirming that the package was handed over for return.

- **Package Scanning**: The delivery associate scans the package using a mobile device or scanner to digitally log it into the system and activate tracking.

3. **Post-Pickup Documentation**

After the pickup is completed, the delivery associate updates and shares information to ensure end-to-end transparency.

- **Return Shipment Label**: If not already provided, a return label is generated and affixed to the package at the logistics center.

- **Return Tracking Number**: The tracking number is recorded and shared with the customer for real-time return status monitoring.

- **Return Confirmation**: A notification is sent to the customer via SMS or email confirming that the return has been successfully picked up and logged.

- **Package Receipt:** Upon arrival at the return processing hub, the package is logged, and a digital receipt is generated as proof of receipt.

4. **Additional Documentation**

In certain situations, extra documentation may be required to report and resolve

- **Damage Report**: If the package shows signs of damage at the time of pickup, a damage report is created with photos and a brief description.

- **Discrepancy Report:** If there is a mismatch in package weight, size, or contents, a discrepancy report is filed and sent to the concerned department.

- **Customer Notification**: Any significant issues; such as damaged goods, incorrect items, or labelling errors are immediately reported to the customer and merchant for resolution.

This documentation process ensures proper record-keeping at every stage of return handling. It supports transparency, minimizes disputes, enhances operational efficiency, and contributes to better customer service in the e-commerce ecosystem. Delivery associates play a crucial role in maintaining this flow through accurate, consistent, and timely documentation.

PROCESS OF PICKUP

The pickup process refers to a structured sequence of activities performed by delivery associates to collect parcels from customers and ensure their safe transit to the next stage in the logistics chain. It begins with a customer request and includes careful verification, documentation, and transportation, concluding with tracking and delivery. Below is a step-by-step explanation of the process:

1. **Pre-Pickup**

   This phase involves all preparatory actions taken before the delivery associate reaches the customer's location.

   - **Schedule Pickup**: The customer initiates the process by scheduling a pickup with the logistics provider or courier service, either through an app, website, or customer service centre.

   - **Provide Package Details**: The customer shares important package details such as weight, dimensions, contents, value, and any special handling requirements (e.g., fragile, perishable, or hazardous items).

   - **Generate Pickup Label**: The logistics system generates a pickup label that contains a unique tracking number, barcode, and return address. This label is either printed by the customer or brought by the delivery associate.

2. **Pickup**

   This is the on-site phase where the delivery associate physically collects the package.

   - **Carrier Arrival**: The delivery associate arrives at the specified pickup location at the scheduled time and introduces themselves to the customer.

   - **Verify Package Details**: The delivery associate verifies the package against the order or return request. This includes checking the weight, size, labelling, condition, and any special handling instructions.

   - **Scan Package**: Using a handheld barcode scanner or mobile device, the delivery associate scans the pickup label to update the system and initiate tracking.

   - **Collect Package**: Once everything is verified and scanned, the delivery associate collects the package and secures it in the delivery vehicle, ensuring safe handling.

3. Post-Pickup

After the package is collected, several backend processes take place to ensure smooth delivery or return.

- **Update Tracking Status**: The pickup status is updated in real time, notifying the system and the customer that the package has been successfully collected.

- **Transport Package**: The delivery associate transports the package to a designated sorting or consolidation centre, depending on the delivery network.

- **Process Package**: At the facility, the package undergoes further processing such as scanning, sorting by destination, and loading onto the appropriate delivery vehicle.

- **Deliver Package**: The parcel is dispatched for final delivery, either directly to the customer or to the next logistics node, depending on the service type.

4. Additional Steps

- **Signature Capture**: Upon reaching the recipient, the associate collects a digital or physical signature as proof of delivery, where required.

  Delivery Confirmation: A confirmation message or receipt is sent to the sender and/or recipient, indicating successful delivery.

- **Package Tracking**: Real-time tracking information is continuously updated and made available to the customer until the delivery is complete.

The exact procedure may vary based on the company's logistics model, type of shipment, and service level (e.g., standard, express, reverse pickup). However, the core principles of accuracy, transparency, and professionalism remain the same throughout.

DETAILS ON THE APP AFTER COLLECTION

"Details on the App after each collection," it typically means the information displayed about an app on an app store, specifically regarding what data types it collects, how it uses that data, and whether the user has any control over what information is gathered, usually presented in a "Privacy Details" or "Data Safety" section on platforms like Google Package Collection Details. (Fig. 2.10)
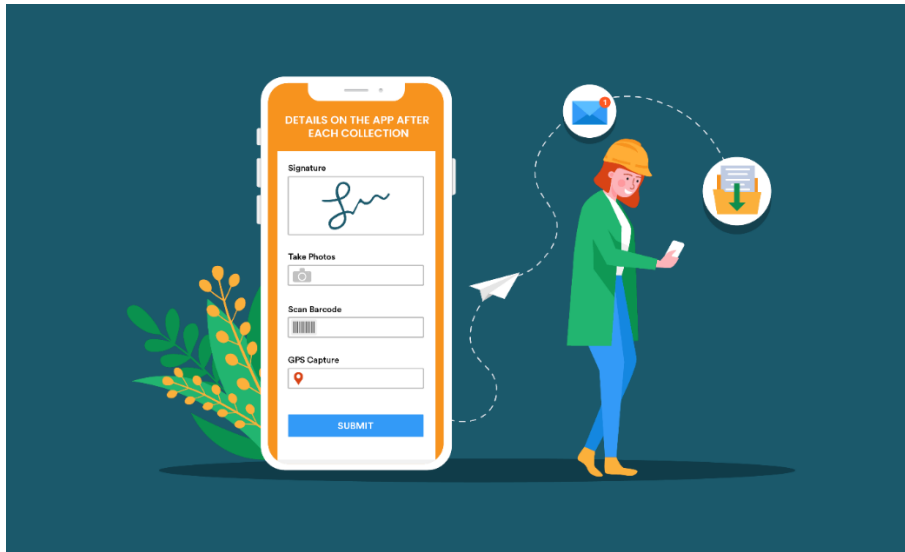
Fig. 2.10: Details on App

In simple words, after collecting a package from a customer, the delivery associate is required to enter or verify specific details in the logistics or delivery app. This ensures that the system, customer, and company are all informed about the status and condition of the package. Below are the key information categories and what must be recorded:

1. Collection of Information

- **Package Collected**: The app displays a confirmation that the package has been successfully picked up from the customer. This acts as the initial checkpoint in the logistics workflow.

- **Collection Time**: The exact date and time of package pickup is automatically recorded or entered manually by the associate. This provides a timestamp for tracking and performance monitoring.

- **Collection Location**: The app captures the pickup location, often through GPS, to confirm the precise place where the package was collected.

- **Package Condition**: The delivery associate must indicate whether the package was collected in good condition, damaged, or tampered with. This entry protects both the customer and courier from later disputes.

- **Package Weight**: The app may require the weight of the package, especially if the charges or delivery method depend on this data. It can be entered manually or through an integrated weighing system.

- **Package Dimensions**: Length, width, and height are recorded either manually or through scanning tools, particularly for logistics where volumetric weight is calculated.

2. Tracking and Status Updates

- **Tracking Number**: Each package is assigned a unique tracking ID which is visible in the app and linked to all future movements and delivery actions.

- **Current Status**: The app updates the package status to "Collected" or "In Transit" after pickup. Status updates help both customers and company staff monitor the journey of the shipment.

- **Expected Delivery Date**: The system provides an estimated delivery date based on the service level and destination.

- **Delivery Address**: The final delivery address is confirmed or updated in the app to ensure there are no delivery errors later in the chain.

3. Proof of Collection

- **Signature:** A digital signature from the customer may be captured on the app screen to verify that the package was handed over voluntarily and without dispute.

- **Photo Evidence**: The app may allow or require a photo of the package at the time of collection, especially for returns, high-value goods, or damaged items.

- **GPS Location:** The GPS coordinates of the pickup location are recorded automatically to support route optimization and verification of service.

4. Additional Information

- **Special Instructions**: Any specific instructions provided by the customer, such as "handle with care" or "leave at the reception," are noted in the app for the delivery team's reference.

- **Package Contents**: A basic description of what is inside the package may be required, especially for return pickups, electronics, or regulated items.

- **Declared Value**: The value of the package is declared for insurance and tracking purposes. This is particularly important for high-value shipments.

5. Notifications and Alerts

- **Collection Confirmation**: After all, required data is entered, the app sends an automatic confirmation message or notification to the customer that the package has been picked up.

- **Delivery Updates:** Customers receive ongoing updates via the app, SMS, or email as the package progresses through the shipping stages.

- **Exceptions and Issues**: If any issue arises such as; a damaged package, incomplete address, or customer unavailability, the app allows the delivery associate to log the issue and notify the customer and operations team immediately.

PRATICAL EXERCISES

Activity 1: Mock Pickup and Documentation Practice.

Material Required:

- Sample pickup forms / run sheets

- Pens, clipboards

- Printed mock order slips

- Role-play instructions

Procedure:

1. Divide students into pairs or small groups.

2. Assign roles to students as Delivery Associate and Customer.

3. Provide sample pickup orders with details such as customer name, address, item description, and scheduled pickup time.

4. The Delivery Associate visits the "customer" and confirms pickup details.

   - Verify customer identity and item condition.

   - Complete the Pickup Run Sheet and any other required forms.

5. Documentation:

   - Fill in all necessary details: date, time, item description, customer remarks (if any), and delivery associate name.

   - Obtain a mock customer signature on the receipt or pickup form.

   - Ensure documentation is neat, accurate, and complete.

6. Teacher will review of completed documents.

7. Discuss any errors or missing information.

8. Provide feedback on communication, professionalism, and accuracy.

9. Student will prepare report and submit it to the teacher.

Activity 2: Simulate Updating Pickup Details on the Online System.

Materials Required:

- Laptop/desktop or mobile device with internet (or mock system interface)

- Mock Delivery Management System (DMS) or pre-prepared spreadsheet/software simulation

- Sample pickup orders (printed or digital)

- Pickup run sheet (mock)

- User ID and password (mock credentials)

- Projector/screen (for demonstration, optional)

Procedure:

1. Teacher will explain the importance of updating pickup details in real-time for operational accuracy, transparency, and customer satisfaction.

2. Walkthrough of the steps using a sample system interface (real or mock).

3. Provide each student with 2–3 sample pickup scenarios including customer name, pickup time, address, item condition, and customer remarks.

4. Login to the System: Learners use mock credentials to access the demo interface or spreadsheet-based simulation.

5. Enter/update the following fields:

   - Order/Pickup ID

   - Pickup time and date

   - Customer confirmation (Yes/No)

   - Item status (OK/Damaged)

   - Customer signature (scanned or acknowledged)

   - Remarks (if any)

   - Status: "Picked up", "Cancelled", "Rescheduled"

6. Save and Submit:

   - Ensure all details are filled in.

   - Submit the data and log out.

7. Teacher will review accuracy and completeness of entries.

8. Discuss common errors discussed (e.g., wrong status update, missed fields).

9.   Encourage peer review if done in groups.

10.   Prepare and submit the report on learnings to the teacher.

CHECK YOUR PROGRESS

A. Fill in the Blanks

1.   Before returning a product, customers typically need to obtain a _____ (RMA) number from the merchant.

2.   A _____ is usually provided by the merchant or carrier to facilitate the return shipping process.

3.   Accurate _____ is crucial for verifying package details and ensuring smooth returns processing.

4.   To confirm package receipt, customers or recipients are often required to provide a _____.

5.   Carriers use _____ to track packages and update their status in real-time.

B. Multiple Choice Questions

1.   What is typically required before returning a product?

   a)   Return label

   b)   Pickup Documentation

   c)   Return Merchandise Authorization (RMA)

   d)   Signature Capture

2.   What is usually provided by the merchant or carrier to facilitate return shipping?

   a)   Pickup Documentation

   b)   Package Scanning

   c)   Return Merchandise Authorization

   d)   Return Label

3.   What is crucial for verifying package details during returns processing?

   a)   Signature Capture

   b)   Package Scanning

   c)   Pickup Documentation

   d)   Return Label

4.   What confirms package receipt?

a) Package Scanning

b) Pickup Documentation

c) Signature Capture

d) Return Label

5. What helps track packages and update their status in real-time?

a) Return Merchandise Authorization (RMA)

b) Return Label

c) Pickup Documentation

d) Package Scanning

C. Match the column

	Column A		Column B
1	Carrier arrives at customer location	A	Update tracking status to reflect pickup
2	Verify package detail	B	Verify package weight and dimensions
3	Collect package from customer	C	Collect package from customer
4	Update tracking status	D	Transport package to sorting facility or delivery location
5	Transport package	E	Arrive at customer location to collect package

D. State Whether the following Statements are True or False.

1. The carrier arrives at the customer's location to deliver the package.

2. The carrier does not verify package details, including weight and dimensions.

3. The carrier does not collect the package from the customer.

4. Carriers do not update the tracking status after picking up the package.

5. Carriers transport the package to a sorting facility or delivery location.

E. Short Answer Questions

1. What is a Shipment Collection Form, and why is it important in the shipping process?

2. What are the steps involved in the shipping process?

3. How does effective tracking and monitoring benefit both businesses and customers?

4. What are the main documents required in the pre-pickup stage of return processing?

5. Why is carrier communication essential during the shipping process?

F. Long Answer Questions

1. Explain the three stages of the shipping process. How do they contribute to efficient logistics?

2. Discuss the importance of documentation in return pickup processing. What key documents are required at different stages?

3. How does an effective shipping process improve customer satisfaction and business efficiency? Provide examples.

4. What challenges can arise in the shipping process, and how can businesses resolve them effectively?

5. Describe the role of tracking and monitoring in the shipping process. How does it help in ensuring smooth deliveries and handling return shipments?

G. Check Your Performance

1. You are assigned to collect multiple shipments from different customers as part of your daily pickup duty.

   a) Demonstrate the documentation process involved in collecting a shipment, including verifying package condition, customer details, and recording data.

   b) Perform a pickup procedure from a customer, ensuring all formalities are completed.

   c) Show how you would update the collection status on the delivery app, including noting the time, location, and any special remarks.

MODULE 3: RECONCILIATION OF PACKAGES AND HANDLING CASH

In the modern logistics and e-commerce industry, efficient reconciliation of packages and proper handling of cash transactions are essential for smooth operations, financial accuracy, and customer satisfaction. Reconciliation ensures that all packages and cash payments are accurately recorded, tracked, and reported, helping organizations minimize discrepancies, prevent fraud, and enhance operational transparency.

Every package assigned to a delivery associate must be accurately tracked and accounted for to ensure that customers receive their shipments in a timely manner. Package reconciliation involves verifying the number of packages delivered, checking for any undelivered or returned packages, and addressing any discrepancies. Delivery associates play a crucial role in maintaining an accurate count of deliveries, reducing errors, and ensuring that all shipments reach their intended recipients.

Discrepancies in package deliveries (such as shortages, mis-deliveries, or damaged shipments) can lead to customer dissatisfaction and financial losses. Proper reporting of discrepancies allows logistics teams to investigate, resolve, and prevent recurring issues. Following the established SOPs ensures a structured approach to discrepancy management, including identifying the problem, reporting to supervisors, conducting investigations, and implementing corrective actions.

Cash handling is a vital aspect of e-commerce logistics, particularly for COD orders where customers pay for their purchases upon delivery. Ensuring secure collection, verification, and storage of cash is crucial to preventing losses and maintaining financial integrity. Delivery associate must follow strict protocols when collecting payments, issuing receipts, and safeguarding collected amounts using tamper-proof cash bags or other security measures.

At the end of each delivery shift, it is essential to reconcile the collected cash with recorded transactions. This process includes verifying payment amounts, tallying cash with delivery orders, and cross-checking records to ensure accuracy. If any discrepancies arise, they must be promptly reported, investigated, and resolved following the company's SOPs. Proper reconciliation helps prevent financial discrepancies, improves accountability, and ensures smooth financial operations.

This module is divided into four sessions namely; Session 1: Verifying and Cross-Checking Packages, which explore the importance of accurately checking deliveries to ensure no shortages occur during the process. Session 2: Reporting and Following SOP for Discrepancies focuses on developing the

ability to identify and report discrepancies in the package reconciliation process. In the Session 3: Handling Cash for COD Shipments deals with practical knowledge of handling Cash-on-Delivery (COD) transactions. Whereas, Session 4: Cash Reconciliation and Reporting Discrepancies emphasizes the process of reconciling cash collected during the shift.

This module serves as a comprehensive guide to the reconciliation of packages and cash handling in delivery operations, covering essential aspects in four sessions.

SESSION 1: RECONCILING OF PACKAGES AFTER DELIVERY

Delivery associates play a pivotal role in ensuring that packages reach customers in a timely manner. The number of packages received and assigned to these associates is a key performance indicator that reflects the workload, efficiency, and productivity of the delivery system.

NUMBER OF PACKAGES RECEIVED/ASSIGNED FOR DELIVERY

The number of packages received or assigned for delivery refers *to the total count of shipments a delivery associate is responsible for on a given day.* This number is crucial for tracking deliveries, managing workloads, and ensuring all shipments reach customers efficiently.

Package Assignment	• **Receiving Packages:** Delivery associates collect packages from a warehouse, distribution center, or local hub. • **Scanning & Verification:** Each package is scanned and checked against the delivery manifest to ensure accuracy. • **Route Optimization:** The assigned number of packages determines the most efficient delivery route for timely distribution
Factors Affecting Package Assignment	• **Delivery Region:** The number of packages may vary based on urban or rural delivery areas. • **Vehicle Capacity:** Delivery associates are assigned packages based on their vehicles carrying limit. • **Delivery Type:** COD (Cash on Delivery) orders may require special handling, affecting the number of assignments. • **Time Constraints:** Same-day or express deliveries may limit the number of packages assigned.

The number of packages received and assigned to delivery associates is a critical aspect of logistics management. By understanding and optimizing these metrics, companies can improve operational efficiency, enhance customer satisfaction, and ensure that their delivery associates are well-equipped to meet the demands of the ever-growing e-commerce market.

Importance of Checking the Number of Packages Delivered

Ensuring the accurate count of packages delivered is a critical responsibility for e-commerce delivery associates (Fig. 3.1). It helps maintain accountability, prevent errors, and enhance customer satisfaction.

Fig. 3.1 Importance of checking the number of packages delivered

Below are the reasons why it is important for a delivery associate needs to verify the number of delivered packages:

1. **Accuracy and Accountability**: It ensures accuracy and accountability which will prevent misplacement or loss of packages during transit and ensure all assigned packages are accounted for in the system. This will help in reconciling records at the end of the shift.

2. **Errors and Disputes**: It reduces errors and disputes will avoid delivering the wrong package to the wrong customer. This will minimize customer complaints regarding missing or incorrect deliveries and also provides clear documentation in case of disputes over non-receipt.

3. **Operational Efficiency**: It improves operational efficiency helps optimize delivery routes and reduce delays, ensures that undelivered or returned packages are reported and processed efficiently and allows supervisors to track and monitor performance.

4. **Customer Satisfaction**: It enhances customer satisfaction which will accurately deliveries improve customer trust and loyalty. This will reduce negative feedback and refund requests which will ensure a smooth and hassle-free delivery experience.

5. **Reporting and Documentation:** It supports reporting and documentation to maintain an accurate record of deliveries for auditing and performance reviews. Which will provide proof of delivery through receipts, digital confirmations, or signatures and will help with inventory management by updating the system on delivered and undelivered items.

6. **Issue Resolution**: It facilitates issue resolution which will help in identify missing, damaged, or undelivered packages quickly that will provide necessary details for addressing customer complaints or refund requests. It will ensure a smooth coordination between delivery associates, warehouses, and support teams.

SHORTAGES IN THE DELIVERY PROCESS

Shortages in the delivery process refer to situations where the number of packages received, transported, or delivered is less than expected or recorded in the system. This discrepancy can occur due to various reasons, including miscounts, theft, damage, or logistical errors.

Causes of Shortages in Delivery	• **Inventory or Packing Errors:** Mistakes in warehouse picking or packing result in fewer items being shipped than ordered. • **Delivery Scanning Issues:** Packages not properly scanned as delivered, leading to incorrect records. • **Theft or Tampering:** Packages may be stolen or tampered with during transportation. • **Damage in Transit:** If a package is damaged and removed from delivery, it may not reach the customer. • **Human Error:** Mistakes in counting or sorting packages at the warehouse or delivery hub.
Preventing and Handling Shortages	• **Accurate Scanning & Documentation:** Ensuring proper recording of package movements. • **Regular Inventory Checks:** Verifying package counts at multiple checkpoints. • **Security Measures:** Using CCTV, seals, and tracking devices. • **Training & Awareness:** Educating delivery associates on careful handling and

	documentation.
	• **Customer Communication:** Informing customers immediately if shortages occur and providing solutions.

RESOLVING SHORTAGES IN THE DELIVERY PROCESS

Shortages in the delivery process occur when the number of packages delivered is less than the number assigned. This can lead to customer dissatisfaction therefore they are needed to be resolved.
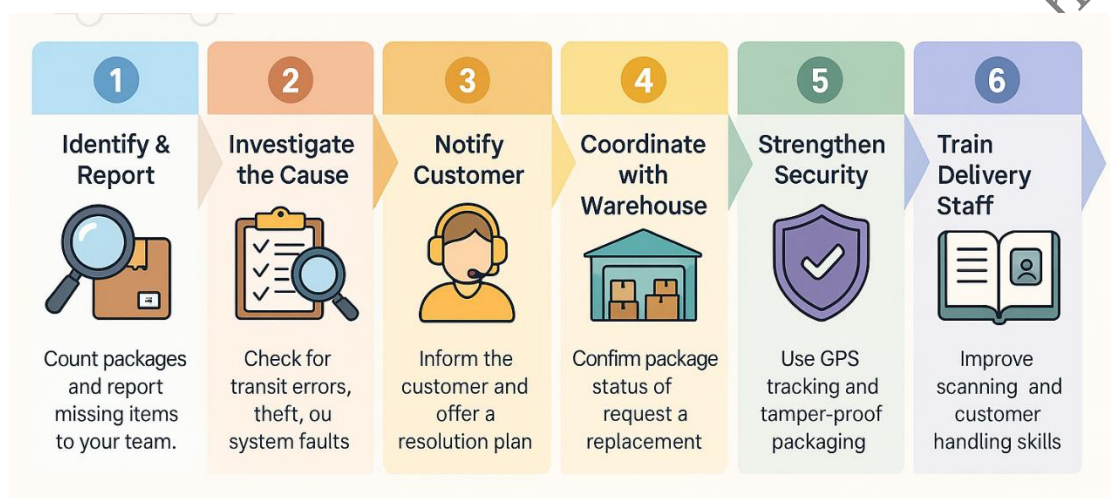
Fig. 3.2 Steps to resolve Shortages in the delivery process

Following are the steps to be considered by the delivery associate to resolve shortages in the Delivery Process (Fig. 3.2):

1. **Identify and Report the Shortage:** Conduct a physical recount of packages to confirm the shortage. Cross-check delivery manifests, tracking systems, and scanned records. If found any shortage report immediately to supervisors or the logistics team.

2. **Investigate the Root Cause:** Check if the package was misplaced during transit. Verify if there was an error in sorting or scanning at the warehouse or hub. Investigate for possible theft, tampering, or damage during transportation.

3. **Notify the Customer:** Inform the customer about the issue and provide a realistic resolution timeline. Offer alternatives such as replacement, refund, or rescheduled delivery. Provide a tracking update if the missing package is found.

4. **Coordinate with Warehouse and Logistics Teams:** Reconfirm if the missing package is still in the warehouse or sorting center. Request a replacement order if necessary. Improve stock control measures to prevent future shortages.

5. **Improve Security and Tracking Measures:** Implement real-time GPS tracking for delivery vehicles. Use tamper-proof packaging and security seals to prevent theft. Strengthen monitoring with CCTV cameras in warehouses and transit points.

6. **Enhance Training for Delivery Associates:** Educate drivers and handlers on proper package scanning and verification**.** Ensure associates double-check packages before leaving the warehouse. Train staff on how to handle shortages professionally with customers.

Resolving shortages in the delivery process requires a combination of immediate corrective actions and long-term preventive measures.

PRACTICAL EXERCISES

Activity 1: Perform the following case study on checking the number of packages received for delivery against the number delivered shipments to the warehouse coordinator.

Scenario: Deepak is a Warehouse Coordinator of a Package Delivery Company. His primary responsibility is to verify the number of packages received for delivery and cross-check them against the number of packages that were successfully delivered. The warehouse has designated areas for Delivery Ready, Delivered, and Undelivered packages. Occasionally, packages remain undelivered and are stored in the warehouse for reattempts.

Material Required:

- Checklist of no. of packages,
- List of packages in the warehouse
- Delivery related Equipment's
- Pen, Paper, etc.

Procedure:

1. Make a list of all packages that are inside the Warehouse.

   Content may columns such as:

   a) Delivered packages

   b) Checklist column

   c) Missing packages

   d) Undelivered packages

2. Differentiate the packages according to the columns in form report.

3. Check delivery of packages and undelivered packages if any inside the warehouse room notify to the coordinator.

4. Check for redelivery attempt of the packages.

5. Prepare a report table including Package ID, Delivered/ Undelivered packages, reason for non-delivery, checklist (tick), Notes or comments (updates regarding delivery).

6. Submit the report to the teacher.

Activity 2: Prepare a process on how to resolve discrepancies related to missing packages.

Materials Required:

- Pen
- Pencil
- Eraser
- Printed Forms
- Notebook or Worksheet

Procedure:

1. Visit a delivery warehouse nearby school.

2. Take permission of in-charge of that Warehouse Coordinator.

3. Ask the supervisor how they deal with missing delivery packages.

4. Learn how resolve the issue.

5. Note down the important ways.

6. Make a table listing all items of the warehouse, collect information related to missing packages.

7. Mention missing packages to be inspected with specific reason and the way they resolve.

8. Prepare a case study on how supervisor resolve such issue(s).

9. Discuss it with the class students and confirm with Coordinator.

10. Submit report to the teacher.

Activity 3: Identify the shortages in the delivery process.

Material required:

- Pen
- Pencil
- Eraser
- Paper

- Paper Pad / Notebook

Procedure:

1. Visit nearby delivery warehouse, collect following:

   a) Ask in charge or delivery Warehouse Coordinator about the issues they face during delivery

   b) Tick down all the reasons

2. Collect the shortages given by the Coordinator and note down it on the paper.

3. Note down five shortages that you think are required other than above.

4. Ask the Coordinator, delivery associate to explain about the shortage they think are important to be resolved.

5. Prepare a report on it.

6. Discuss shortages in class and prepare notes.

7. Submit report to the teacher.

CHECK YOUR PROGRESS

A. Fill in the Blanks

1. The number of packages received or assigned for delivery is crucial for tracking deliveries, managing _____, and ensuring efficient shipments.

2. One of the key factors affecting package assignment is _____, as delivery associates are assigned packages based on their vehicle's carrying limit.

3. Ensuring the accurate count of packages delivered helps maintain _____, prevent errors, and enhance customer satisfaction.

4. Shortages in the delivery process can be caused by factors such as theft, misrouting, _____, and damage during transit.

5. To resolve shortages, businesses should conduct a physical recount, investigate the root cause, and _____ with the warehouse and logistics teams.

B. Multiple Choice Questions

1. What is the primary purpose of route optimization in package delivery?

   a) To assign more packages to delivery associates

   b) To determine the most efficient delivery path

    c) To reduce the number of deliveries per day

    d) To increase the weight of packages carried

2. Which of the following is NOT a factor affecting package assignment?

    a) Delivery region

    b) Vehicle capacity

    c) Customer feedback

    d) Delivery type (e.g., COD orders)

3. How do shortages in delivery impact e-commerce businesses?

    a) They lead to customer complaints and refunds

    b) They improve the company's reputation

    c) They reduce financial losses

    d) They have no effect on operational efficiency

4. What is one way to prevent shortages in the delivery process?

    a) Ignoring scanning errors

    b) Avoiding inventory check

    c) Implementing accurate scanning and documentation

    d) Reducing security measures

5. Why is it important for delivery associates to check the number of packages delivered?

    a) To ensure accountability and reduce errors

    b) To increase the number of customer complaint

    c) To make the delivery process more complicated

    d) To delay the delivery process

C. Match the Columns

	Column A		Column B
1	Route Optimization	A	Helps reduce customer complaints and refunds
2	Inventory Errors	B	Ensures proper scanning and record-keeping of packages
3	Customer Satisfaction	C	Mistakes in picking or packing that lead to shortages

| 4 | Accurate Documentation | D | Helps determine the most efficient delivery path |
| 5 | Security Measures | E | Includes CCTV, tracking devices, and tamper-proof packaging |

D. State Whether the following Statements are True or False.

1. Delivery associates do not need to verify packages against the delivery manifest before starting their deliveries.

2. Same-day or express deliveries may limit the number of packages assigned to a delivery associate.

3. Customer dissatisfaction is not affected by shortages in the delivery process.

4. Security measures like CCTV cameras, tracking devices, and tamper-proof packaging can help prevent shortages.

5. Proper documentation and scanning of packages are not necessary for resolving delivery shortages.

E. Short Answer Questions

1. Write a note on the importance of verifying the number of delivered packages.

2. Name two factors that affect package assignment to delivery associates.

3. How can shortages in delivery impact customer satisfaction?

4. What are some common causes of shortages in the delivery process?

5. Mention one way to prevent shortages in e-commerce deliveries.

F. Long Answer Type Question

1. Explain the key factors affecting package assignment to delivery associates. How do these factors influence the efficiency of the delivery process?

2. What are the main causes of shortages in the delivery process, and how do they impact e-commerce businesses? Suggest strategies to prevent and handle shortages effectively.

3. Discuss the importance of checking the number of packages delivered. How does this practice contribute to operational efficiency, customer satisfaction, and issue resolution in e-commerce logistics?

G. Check Your Performance

1. Prepare a chart for various ways to resolve shortages in delivery process.

2. Prepare a list of missing packages and reasons, pick the necessary pictures of evidences and paste them in your note book.

SESSION 2: REPORTING AND FOLLOWING SOP FOR DISCREPANCIES

DISCREPANCIES

In the package delivery process, discrepancies refer *to any inconsistencies, errors, or mismatches between recorded and actual data related to shipments, deliveries, or inventory*. In simple words, a discrepancy is a signal that something went wrong or needs correction, and notifying the supervisor is the first step toward resolving it. Reporting discrepancies to a supervisor ensures that issues are identified, investigated, and resolved to maintain operational accuracy and efficiency.

For example, if a delivery associate was assigned 15 packages for delivery but returns with only 14 marked as delivered, the 1 missing package becomes a discrepancy. Similarly, if the cash collected does not match the total value of COD deliveries, it must also be reported as a discrepancy.

Types of Discrepancies

The various types of discrepancies discussed below (Fig. 3.3):
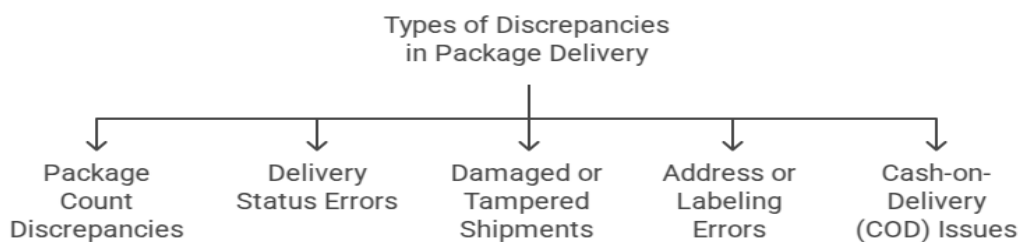
Fig. 3.3: Types of Discrepancies

1. **Package Count Discrepancies**: The number of packages received does not match the number assigned for delivery. E.g. missing, extra, or misallocated packages.

2. **Delivery Status Errors:** A package marked as "delivered" in the system but not actually delivered that is incorrect updating of delivered, undelivered, or returned statuses.

3. **Damaged or Tampered Shipments:** Packages that arrive in a damaged condition or show signs of tampering. May require investigation for possible theft or mishandling.

4. **Address or Labeling Errors:** Incorrect customer address or mislabeling of shipments, leading to failed deliveries. Packages assigned to the wrong delivery associate.

5. **Cash-On-Delivery (COD) Issues:** Mismatch in collected cash and recorded amount in the system. Failure to obtain proper acknowledgment or receipts from customers.

REPORTING DISCREPANCIES TO THE SUPERVISOR

Reporting discrepancies to the supervisor is a crucial responsibility for a delivery associate, as it ensures transparency, accountability, and prompt resolution of delivery-related issues. A discrepancy can include missing packages, damaged items, incorrect deliveries, or cash mismatches. (Fig. 3.4)
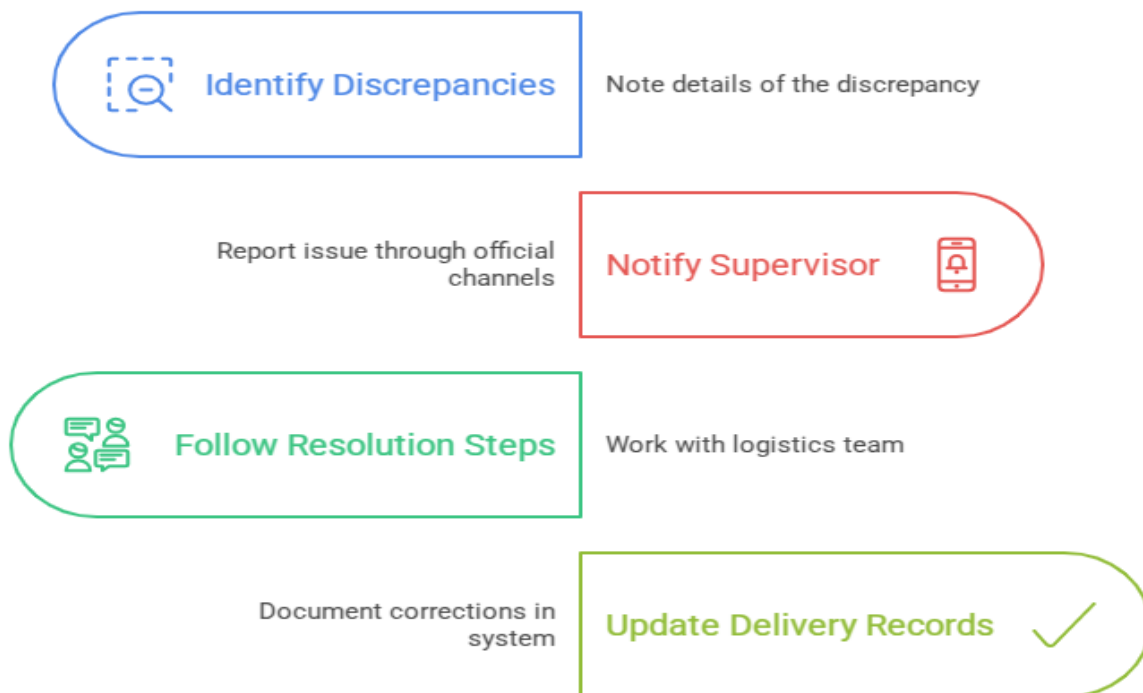
Fig. 3.4: Process of Reporting Discrepancies

1. **Identify the discrepancies and Document the Issue**

   - **Take note of the discrepancy:** When a delivery associate notices an issue such as a missing item, damaged packaging, or an undelivered parcel, it is essential to first identify and clearly document the problem. This includes noting the order number, the specific details of the package (such as size, label, or customer name), and the exact time and date when the discrepancy was observed. Accurate documentation helps in tracking the issue effectively and serves as a reference for future resolution steps.

   - **Capture Visual Evidence:** In cases where physical damage or irregularities are evident, the associate should take clear photos of the affected package. This visual proof strengthens the validity of the report and helps the logistics or quality assurance team understand the extent

of the issue without needing to physically inspect the package immediately. Images should capture labels, damages, and other relevant aspects of the discrepancy.

- *Example:* A delivery associate finds that a package marked "fragile" has a torn box and broken item inside. They take a photo and note the order ID and customer name for records.

2. **Notify the Supervisor Immediately**

- **Report the issue via official communication:** Once the discrepancy is noted and documented, the delivery associate should immediately inform the supervisor or team lead through the company's authorized communication channels. This may include the delivery management application, an internal email system, or a direct phone call. Prompt communication ensures that the issue is acknowledged quickly and allows the supervisor to initiate the necessary action without delay.

- **Provide Detailed Explanation:** While reporting, the associate should give a clear and concise explanation of what happened.

- *Example:* if a package was refused by the customer due to incorrect labelling or if it was damaged in transit, these details must be conveyed. Also, if there are suspected reasons for the issue like poor packaging or rough handling, these should be mentioned to help identify and address the root cause effectively.

3. **Follow Resolution Steps**

- **Cooperate in Investigation:** After notifying the supervisor, the associate is expected to work collaboratively with the logistics or operations team to investigate the issue. This may involve rechecking package logs, verifying customer interactions, or helping to track the package's movement. Active cooperation ensures the problem is addressed efficiently and prevents similar issues in the future.

- **Return or Secure the Package:** In cases where the issue involves undelivered, returned, or wrongly assigned packages, the associate must ensure these are returned to the warehouse promptly. The packages should be properly labelled and stored in designated sections to avoid confusion. This helps maintain inventory accuracy and prevents losses or misplacement.

- *Example:* If the package was refused by the customer, the delivery associate returns it to the warehouse with a note and secures it in the "undelivered" section.

4. **Update Delivery Records**

- **Log All Corrections:** Following the resolution, it is crucial to update the delivery records to reflect the final status of the package. This may include marking it as "Returned," "Damaged," or "Undelivered," along with notes explaining the reason. Accurate system updates are necessary for transparency and accountability, and they help the business keep an organized record of operations.

- **Confirm Resolution:** After all actions have been taken and the records are updated, the delivery associate should inform the supervisor that the issue has been fully addressed. This step ensures that the supervisor is aware of the current status and can close the discrepancy case. It also serves as a final confirmation that all proper procedures were followed.

- **Example:** After submitting the discrepancy form and returning the item, the associate marks the package as "returned" in the app and gets supervisor confirmation through message or sign-off.

FOLLOWING THE SOP FOR FURTHER ACTION WHEN DISCREPANCIES ARISE

When discrepancies arise during the e-commerce delivery process, following a **Standard Operating Procedure (SOP)** is a very important to ensure that the issue is handled systematically, efficiently, and consistently. An SOP provides clear, step-by-step guidelines for identifying, reporting, and resolving discrepancies, which helps maintain smooth operations, reduce errors, and improve customer satisfaction. (Fig. 3.5)
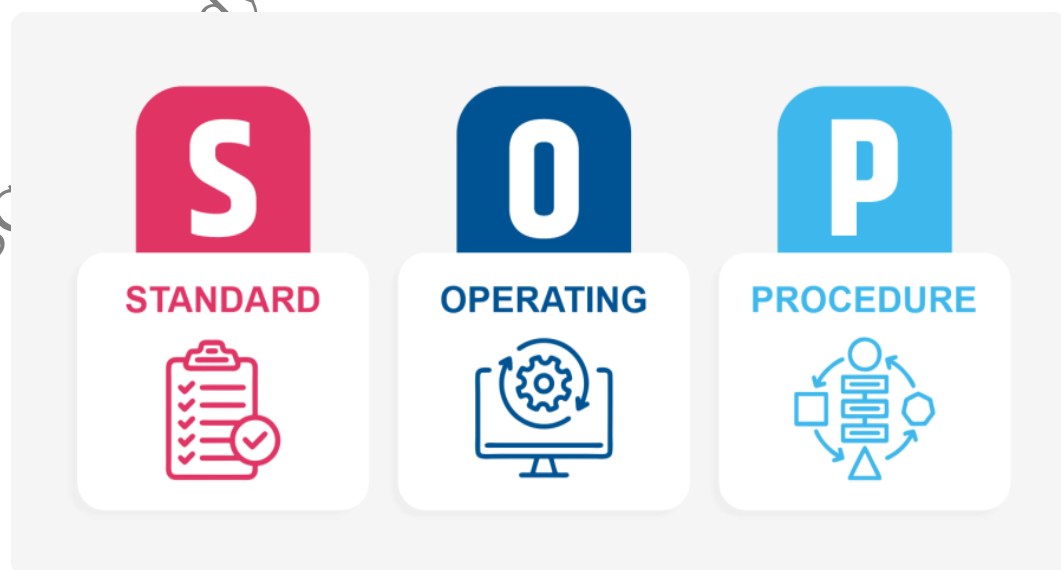
Fig. 3.5: Standard Operating Procedure

Delivery associate should follow below mentioned the important steps in the SOP for Handling Discrepancies:

Step 1: Identify and Document the Discrepancy

1. **Check the Records**: Cross-check the delivery manifest, package count, and delivery details to confirm the discrepancy.

2. **Document the Issue**: Accurately note the nature of the discrepancy, including:

   a) Order Number

   b) Discrepancy Type (e.g., missing package, damaged item, wrong address)

   c) Date and Time of occurrence

   d) Photographic Evidence (if applicable)

3. **Use Standard Forms**: Fill out any relevant forms provided in the SOP for documenting discrepancies (e.g., damage reports, missing package forms).

Step 2: Report to Supervisor

1. **Notify Immediately**: As per the SOP, notify your supervisor about the discrepancy. Ensure the communication is clear and follows the format outlined in the SOP (via email, delivery app, or reporting system).

2. **Provide Complete Information**: Include all details (e.g., description, evidence, affected items) and highlight the urgency of the issue.

3. **Follow Chain of Command**: If the supervisor is unavailable, follow the chain of command outlined in the SOP to report to the next available team member.

Step 3: Follow Supervisor's Guidance for Investigation and Resolution

1. **Investigate the Cause**: The supervisor or team lead will guide the associate through the process of investigating the cause (e.g., warehouse error, transportation mishap, and miscommunication).

2. **Take Corrective Action**: Based on the supervisor's direction, corrective actions may include:

   a) Re-checking records for errors or inconsistencies

   b) Contacting the customer to clarify or reschedule delivery

   c) Initiating a replacement order if the package is missing or damaged

   d) Arranging for a return if the package was delivered incorrectly

Step 4: Implement Temporary Fixes and Preventive Actions

1. **Temporary Fix**: Depending on the nature of the discrepancy, the SOP may outline temporary fixes, such as:

a) Reshipping the missing items

b) Updating the tracking system to reflect the status accurately

c) Reassigning the package to a different delivery route

2. **Preventive Measures**: The SOP should include long-term strategies for preventing similar discrepancies in the future, such as:

a) Improved packaging and labeling processes

b) Training staff on handling discrepancies more efficiently

c) Enhancing inventory management systems to reduce errors

Step 5: Resolve and Confirm the Outcome

1. **Confirm Delivery or Refund**: Once the issue is resolved, confirm that the delivery was successfully completed, a replacement was issued, or a refund was processed.

2. **Customer Communication**: Keep the customer informed of the resolution, ensuring their satisfaction with the outcome. According to the SOP, this should be documented and communicated professionally.

3. **Update Records**: The SOP typically requires updating all relevant records, such as inventory logs, delivery systems, and customer accounts, to reflect the resolution.

Adhering to the Standard Operating Procedure (SOP) for handling discrepancies is essential for maintaining the reliability and integrity of the delivery process. A delivery associate must be thorough and proactive at every step starting with accurately identifying and documenting the issue, promptly reporting it to the supervisor, and actively participating in the investigation and resolution. Implementing both immediate corrective actions and long-term preventive measures ensures smooth operations and helps build customer trust. By confirming the final outcome and keeping all records up to date, the associate not only resolves the current issue but also contributes to continuous service improvement. Proper handling of discrepancies reflects professionalism, accountability, and a commitment to operational excellence.

PRACTICAL EXERCISES

Activity 1: Package Audit and Discrepancy Report Simulation.

Materials Required:

- Pre-labelled mock packages (with barcodes, order IDs, etc.)

- Delivery manifest or list of expected packages

- Discrepancy report forms (printed templates)

- Pen, pencil, eraser, paper

- Devices for capturing photos (optional: mobile phones or printed sample images)

Procedure:

1. Divide students into small group, each acting as a delivery associate.

2. Provide each group with a set of packages and a corresponding delivery manifest.

3. Group must inspect the packages and compare them with the manifest to identify discrepancies (e.g., missing packages, damaged items, mislabelling).

4. Once a discrepancy is found, they must fill out a discrepancy report, including order details and photographic evidence.

5. Each group presents their findings and reports to a "supervisor" (a designated student or instructor).

6. Discuss with other students of class.

7. Submit report to the teacher.

8. Ask teacher to review and provide feedback.

Activity 2: Prepare a Role-Play of Supervisor & Delivery Associate.

Material Required:

- Scenario cards (with various discrepancy cases)

- Notebook

- Pen, pencil, eraser

- Paper sheets

- Cash collection form (mock)

- Ruler/scale

Procedure:

1. Pair students into two roles: one as the Delivery Associate and the other as the Supervisor.

2. Each pair picks a scenario card describing a discrepancy.

3. The Delivery Associate must explain the issue clearly, providing all necessary details, as if they were reporting to a real supervisor.

4. The Supervisor must ask relevant questions and guide the resolution process according to the SOP.

5. After role-playing, switch roles and try a new scenario.

6. The class discusses effective reporting techniques and ways to improve communication.

7. Re-examine the scenario: Review how the issue could have been handled better. Consider alternate ways of documenting or escalating the problem.

8. Each student must write a short report in their notebook based on their role-play. Include:

    a. Description of the scenario

    b. Actions taken

    c. Communication highlights

    d. Suggestions for improvement

9. Submit note book to the teacher for review and feedback.

Activity 3: Prepare a Role play by analyze delivery records, identify discrepancies, and update records accurately.

Material Required:

- Sample delivery records/logs with embedded errors

- Printed SOP guidelines for reporting discrepancies

- Record-keeping sheets (digital or printed)

- Cash collection forms (mock)

- Notebook

- Pen, pencil, eraser, ruler

Procedure:

1. Provide students with delivery logs containing errors such as:

    - Incorrect customer names or addresses

    - Mismatched order quantities

    - Missing or incorrect payment entries

    - Wrong delivery status updates

2. Ask them to review the records and identify discrepancies.

3. Using the SOP, they must decide how to correct each error.

4. Each student submits a corrected version of the delivery record with a written explanation of their corrections.

5. Discuss common mistakes and best practices for maintaining accurate records.

6. Revisit one or two sample records as a class and discuss alternative correction methods or escalation processes.

7. Discuss it with class students.

8. Each student writes a summary in their notebook, including:

   • Types of discrepancies found

   • Actions taken

   • What they learned from the activity

9. Submit note book to the teacher for review and feedback.

CHECK YOUR PROGRESS

A. Fill in the Blanks

1. A package count discrepancy occurs when the number of packages received does not match the number _____ for delivery.

2. If a package arrives in a damaged condition or shows signs of tampering, the delivery associate must _____ the issue with photographic evidence and reports it immediately.

3. When reporting a discrepancy, the delivery associate should notify the _____ using official communication channels such as email, phone, or a delivery app.

4. A mismatch between the collected cash and the recorded amount in the system is known as a _____ issue.

5. One of the preventive measures for avoiding discrepancies in package delivery is to improve _____ and labelling processes.

B. Multiple Choice Questions

1. What should a delivery associate do first when they identify a discrepancy in the package count?

   a) Ignore the issue and continue with deliveries

   b) Report it immediately to the supervisor with details

   c) Deliver the available packages and report later

   d) Mark all packages as "delivered" to avoid confusion

2. Which of the following is an example of a delivery status error?

   a) A package marked as "delivered" but not actually delivered

   b) A package arriving with minor scratches

    c) A customer refusing to accept a package

    d) A package being returned to the warehouse for sorting

3. What should a delivery associate do if they receive a package with a damaged or tampered seal?

    a) Attempt to repair the damage and continue delivery

    b) Take a photo, document the issue, and report it to the supervisor

    c) Leave the package at the customer's doorstep without informing anyone

    d) Dispose of the damaged package immediately

4. If the collected cash amount does not match the recorded amount in the system for a Cash-On-Delivery (COD) order, what is the correct action?

    a) Notify the supervisor and document the discrepancy

    b) Keep the extra cash for future adjustments

    c) Deliver the package and collect the remaining amount later

    d) Ignore the mismatch and continue deliveries

5. What is the purpose of following an SOP (Standard Operating Procedure) when discrepancies occur?

    a) To allow delivery associates to make their own decisions

    b) To ensure a systematic, consistent, and efficient resolution of issues

    c) To reduce communication between delivery associates and supervisors

    d) To speed up deliveries by skipping documentation

C. Match the Column

	Column A		Column B
1	Package Count Discrepancy	A	Incorrect customer address or mislabelling
2	Delivery Status Error	B	Report to the supervisor and provide evidence
3	Damaged or Tampered Package	C	The number of packages does not match the record

| 4 | Address or Labelling Issue | D | A package marked as "delivered" but not delivered |
| 5 | Cash-On Delivery (COD) Mismatch | E | Mismatch in collected cash and recorded amount |

D. Short Answer Questions

1. What should a delivery associate do first when they find a missing package?

2. How can a delivery associate document a damaged package before reporting it?

3. What is a Cash-On-Delivery (COD) discrepancy?

4. Why is it important to follow the Standard Operating Procedure (SOP) when handling discrepancies?

5. What are two common causes of address or labelling errors in package delivery?

E. Long Answer Type Question

1. Why is it important to report discrepancies to a supervisor immediately, and what are the consequences of failing to do so?

2. Describe the step-by-step process of handling a discrepancy according to the Standard Operating Procedure (SOP).

F. Check Your Performance

1. While collecting packages for delivery, you notice that one of the shipments is damaged and another does not match the pickup list.

   a) Demonstrate how you would report these discrepancies to your supervisor or team lead clearly and accurately.

   b) Describe the steps you would take to follow the Standard Operating Procedure (SOP) for handling such discrepancies, including documentation and next actions.

SESSION 3: CASH-ON-DELIVERIES (COD) SHIPMENTS

Handling Cash-On-Delivery (COD) shipments is one of the most sensitive and responsible parts of delivery associate job. It not only involves delivering the package to the right customer but also ensuring that the correct amount of cash is collected securely. Delivery associate must be alert, accurate, and trustworthy while dealing with cash, because even a small mistake can lead to major discrepancies or loss. Delivery associate must understand how to separate COD orders from prepaid ones, collect the exact amount, use tamper-proof bags for safe storage, and maintain accurate cash records. Proper handling of COD ensures a smooth delivery process, builds customer trust, and protects the company's financial operations.

COD ORDERS AND PAID ORDERS

COD (Cash-On-Delivery) orders are those where the customer pays for the product upon delivery, rather than in advance. In contrast, Paid Orders are those where the customer completes payment at the time of placing the order, usually via online payment methods such as credit/debit cards, digital wallets, or bank transfers. (Fig. 3.6)

Fig. 3.6: COD Orders and Paid Orders

Feature	COD Orders	Paid Orders
Payment Timing	On delivery	Before shipment
Risk for Seller	Higher (customer may refuse to accept)	Lower (payment is confirmed)
Customer Commitment	Lower (can reject upon delivery)	Higher (already paid)
Processing Speed	Slower (requires handling at delivery)	Faster (no payment step during delivery)

SEPARATING COD ORDERS FROM PAID ORDERS

Properly separating Cash-On-Delivery (COD) orders from prepaid orders is essential in logistics to ensure accurate processing, reduce errors, and streamline financial reconciliation. Below are procedures that can be followed by the delivery associate to manage effectively separation of orders:

1. **Order Identification and Sorting**

   a) **Labeling & Tagging:** Clearly mark COD and prepaid orders using different labels, stickers, or barcodes for easy identification.

   b) **System Categorization:** Use an order management system (OMS) to automatically classify orders based on the payment method.

2. **Warehouse Sorting Process**

   a) **Receiving Stage:** When orders arrive at the warehouse, categorize them based on their payment type.

   b) **Picking & Packing:** Ensure that COD and prepaid orders are packed separately to prevent mix-ups.

   c) **Final Dispatch Segregation:** Assign different loading bays, shelves, or bins for COD and prepaid orders before shipment.

3. **Delivery Route Planning & Handling**

   a) **Separate Delivery Bags or Containers:** Keep COD and prepaid orders in different bags/containers to avoid confusion.

   b) **Dedicated COD Delivery Runs:** Assign specific delivery personnel or routes for COD orders if necessary and updating on portal.

4. **Verification Before Dispatch**

   a) **Cross-check Order Lists:** Verify that COD orders are not mistakenly processed as prepaid and vice versa.

   b) **Print Payment Status on Invoices:** Clearly indicate "COD" or "Paid" on order invoices for quick reference by delivery personnel.

5. **Reconciliation & Reporting**

   a) **Daily COD Settlement:** Ensure collected COD payments are counted, reconciled, and deposited at the end of each shift.

   b) **Monitor for Fraud & Errors:** Regularly audit transactions to prevent unauthorized changes in payment status.

   c) **Use Digital Tracking Tools:** Implement barcode scanning or mobile tracking apps to monitor the movement of both COD and prepaid orders.

Delivery associate can improve efficiency, reduce errors, and enhance customer satisfaction in their day-today operations by systematically separating COD and paid orders.

UPDATING CASH PAYMENTS ONLY WHEN THE FULL AMOUNT IS RECEIVED

To ensure accurate financial tracking and prevent discrepancies in Cash-On-Delivery (COD) transactions, businesses should only update cash payments when the full amount is received. As a delivery associate, it is essential to update the cash payment status only after receiving the full and correct amount from the customer during a Cash-On-Delivery (COD) transaction. Therefore, delivery associate should follow below mentioned structured approach to managing this process effectively (Fig. 3.7):

Fig 3.7: Ensuring Accurate Cash Payments in COD Transaction

1. **Clear Payment Policies:** Ensure that delivery personnel are instructed not to mark an order as paid unless the full amount is collected. Communicate with customers that partial payments are not accepted for COD orders.

2. **Verification during Collection:** Before confirming the payment, delivery associate must count and verify the full amount. Provide a receipt or digital confirmation to the customer upon full payment.

3. **Updating Payments in the System:** Use a Logistics Management System (LMS) that updates payments instantly after full receipt. Ensure the order status changes from "Pending Payment" to "Paid" only when the full amount is confirmed.

4. **Cash Handling & Reconciliation:** Ensure collected payments are deposited at the end of the delivery shift. Perform frequent cash audits to identify discrepancies.

5. **Error Handling & Dispute Resolution:** If there is a discrepancy, flag the order for further review and investigation.

USING TAMPER-PROOF BAGS FOR CASH HANDLING

Tamper-proof bags (Fig. 3.8) are an essential security measure for handling cash collected from Cash on Delivery (COD) orders. These bags help prevent fraud, theft, and mismanagement of cash during transportation and deposit.

Fig. 3.8: Tamper Proof Cash Bags

The features are as follows:

1. **Tamper-Evident Seals:** Show clear signs of any unauthorized opening.

2. **Unique Serial Numbers:** Each bag is uniquely numbered for tracking and auditing.

3. **Transparent or Opaque Options:** Transparent for quick verification or opaque for discretion.

4. **High-Durability Material:** Resistant to tearing, water, and fire for secure transport.

5. **Multi-Layered Closure:** Heat-sealed or adhesive strips prevent resealing after opening.

Following are the process to use Tamper-Proof Bags for Cash Handling by the delivery associate:

1. **Cash Collection:** After a COD delivery, count the full amount and verify it against the order details. Place the collected cash in the tamper-proof bag.

2. **Sealing the Bag:** Ensure all cash is inside before sealing. Use the adhesive strip or heat-sealing method to secure the bag. Note down the serial number for tracking.

3. **Documentation & Handing Over:** Record the bag's serial number in the delivery system or ledger. Issue a receipt or digital confirmation to

the delivery agent. Handover to the authorized personnel (e.g., warehouse cashier or bank deposit handler).

4. **Verification at Cash Deposit Location:** The receiver (e.g., finance team, bank) verifies the serial number and seal integrity. If the bag is intact, the cash is counted and confirmed. If tampering is detected, an immediate investigation is triggered.

MAINTAINING ACCURATE CASH RECORDS

Accurate cash record-keeping is essential in logistics operations for delivery associate, especially for Cash on Delivery (COD) transactions. Delivery associate should keep track of collected cash, including a denomination breakdown, ensures transparency, reduces discrepancies, and simplifies cash reconciliation. Following is the process of maintaining accurate cash records:

1. **Use a Standardized Cash Collection Form** which includes detail like order number, total amount collected, date, and delivery agent name. Add a denomination breakdown section (e.g., number of 100s, 50s, 20s, etc.).

2. **Record Transactions in Real-Time** by Use of digital tools or mobile POS systems for immediate entry. Ensure the exact amount collected is recorded before sealing in tamper-proof cash bags.

3. **Verify & Cross-Check Cash Received** the delivery agent should count and confirm the amount before handing it over. The cash-handling officer should verify the amount before deposit.

4. **Use a Cash Reconciliation Log maintains** a daily log listing total collections and breakdowns per delivery agent. Ensure logs match bank deposits at the end of the day.

5. **Implement a Dual Verification System** requires both the delivery agent and the cashier/finance team to sign off on cash handovers.

Table No 3.1: Example of a Cash Collection & Denomination Breakdown Log

Date	Order No.	Delivery Agent	Total Collected	Denomination Breakdown		Verified By	Remarks
12/2/25	23456	Deepak	Rs. 500	5x	Rs.100	Cashier Anil	No issues
				2x	Rs. 50		
13/2/25	23457	Suman	Rs. 250	2x	Rs. 100	Cashier Rajesh	Verified
				1x	Rs. 50		

14/2/25	23458	Dinesh	Rs. 600	6x	Rs. 100	Cashier Anil	Missing Rs. 50

Benefits of keeping a Denomination Breakdown:

1. **Prevents Errors:** It prevents errors by ensuring the exact amount of cash received is properly counted and recorded.

2. **Speeds Up Cash Reconciliation:** It speeds up cash reconciliation by making it easier to match the collected cash with the expected amount.

3. **Enhances Security:** It enhances security by reducing the risk of cash misplacement or fraudulent handling.

4. **Improves Transparency:** It improves transparency by providing a clear and traceable record of cash transactions.

PRACTICAL EXECISES

Activity 1: Role-Play on understanding COD and Paid Orders Through Real-World Scenarios.

Materials Required:

- Fake cash (play money)

- Printed order slips with customer details and product information

- Stickers or labels marked COD / PAID

- Pen, pencil, eraser, ruler

- Record sheets for seller and delivery associate

- Sample reports highlighting delivery issues (e.g., delays, missed pickups, damaged items)

Procedure:

1. Divide students into three roles: Customers, Sellers, and Delivery Associate.

2. Customers place orders with Sellers, selecting either Cash on Delivery (COD) or Prepaid as the payment method.

3. Sellers prepare and tag the orders with COD/PAID stickers.

4. Delivery Associates review sample past reports and tick down common issues such as: Delivery delays, Missed pickups, Damaged packages.

5. Delivery Associate deliver items and collect payments for COD orders.

6. Sellers verify payments and record transactions.

7. Discuss the challenges faced by each role, especially the Delivery Associate in handling COD vs. Prepaid scenarios.

8. Student will share experiences and observations from the role-play.

9. Each student prepares a brief report including:

   - Role performed

   - Process followed

   - Issues encountered

   - Suggestions for improvement

10. Submit report to the teacher for providing feedback.

Activity 2: Prepare a report on how logistics companies separate COD and prepaid orders.

Materials Required:

- Order slips (clearly marked as COD or Prepaid)

- COD and Prepaid label slips

- Printer (for generating order slips and labels)

- Pen, pencil, eraser, ruler, paper sheets

- Two collection bins/boxes (labelled "COD" and "Prepaid")

- Camera or smartphone (for capturing activity photos)

- Chart paper or spreadsheet software (for analytics)

- File/folder for documentation

Procedure:

1. Organize a visit to a local delivery warehouse or logistics hub to observe real-world sorting practices for COD and Prepaid orders.

2. Provide each student with a mix of printed order slips, indicating whether the order is COD or Prepaid.

3. Set up two clearly labelled bins: COD and Prepaid.

4. Students take turns sorting the order slips into the correct bin.

5. Time each round and assess for speed and accuracy.

6. Take photos of students sorting, the bin setup, and any notable observations during the task.

7. Students observe, tick and write down the issue in the report.

8. Compare the sorted results with the claimed payment status on the original slips. Highlight any mismatches or errors in sorting.

9. Compile all photos, notes, and identified issues into a properly organized file or digital folder.

10. Prepare an analytical Chart.

11. Submit report to the teacher for providing feedback.

Activity 3: Make a report on cash handling, verification, and reconciliation.

Material required:

- Tamper-proof cash bag printouts (mock versions)

- Cash log sheets (manual or digital)

- Fake currency notes (for mock collection)

- Pen, pencil, eraser, ruler

- Paper for recording transactions

- Laptop (for digital entry and report creation)

Procedure:

1. Students act as Delivery Associates and collect mock COD payments from assigned "customers."

2. Each customer provides an amount (correct or incorrect), simulating real-world COD scenarios.

3. After each collection, the student counts the cash in front of the customer.

4. Verifies the amount against the order slip and records it in the cash log sheet.

5. Once verified, students place the mock cash into tamper-proof bag printouts, labelling them with:

    - Bag ID

    - Total amount

    - Date and signature

    - Delivery route or associate name

6. At the end of the activity, they reconcile cash received with recorded payments.

7. Discuss errors and highlight best practices in cash handling.

8. Prepare a Report on it and discuss in the class.

9. Submit report to the teacher for providing feedback.

CHECK YOUR PROGRESS

A. Fill in the Blanks

1. In a Cash on Delivery (COD) order, the customer pays for the product _____ instead of paying in advance.

2. One of the risks for sellers with COD orders is that the customer may _____ to accept the order.

3. To prevent errors, warehouses use _____ and _____ to separate COD and prepaid orders.

4. Delivery agents should only mark a COD order as "Paid" when the _____ amount is received.

5. Tamper-proof bags help ensure the security of collected cash by using _____ seals and unique _____ numbers.

B. Multiple Choice Questions

1. When does the customer pay for Cash on Delivery (COD) order?

   a) Before shipment

   b) After receiving the product

   c) While placing the order online

   d) After the return period ends

2. Why do businesses face a higher risk with COD orders compared to prepaid orders?

   a) Customers may refuse to accept the order

   b) COD orders are always more expensive

   c) Delivery agents do not handle cash properly

   d) Prepaid orders have a longer processing time

3. What is one way to ensure COD and prepaid orders are properly separated in the warehouse?

   a) Store all orders together for faster processing

   b) Use different labels and storage areas for COD and prepaid orders

   c) Assign the same delivery personnel for both order types

   d) Only sort them during the final dispatch

4. What should a delivery agent do before mark a COD order as "Paid"?

   a) Confirm the full payment amount is collected

   b) Accept partial payment and update the system

c) Hand over the product without taking payment

d) Skip verification and mark it as paid automatically

5. What is a key feature of tamper-proof cash bags?

a) They can be resealed after opening

b) They have unique serial numbers for tracking

c) They are only used for prepaid orders

d) They are made of regular paper material

C. Match the Columns

	Column A		Column B
1	Cash on Delivery (COD)	A	Orders where payment is completed before shipment
2	Prepaid Order	B	Ensures cash security with unique serial numbers
3	Tamper-Proof Bags	C	Customer pays at the time of delivery
4	Order Sorting	D	Separating COD and prepaid orders to prevent mix-ups
5	Daily COD Settlement	E	Process of reconciling collected COD payments at the end of the shift

D. State Whether the following Statements are True or False.

1. Prepaid orders are paid for by the customer at the time of delivery.

2. COD orders have a higher risk for sellers because customers can refuse to accept them.

3. Warehouse staff should mix COD and prepaid orders together to speed up processing.

4. Tamper-proof bags help secure collected cash by preventing unauthorized access.

5. Delivery agents should update the payment status of a COD order only after receiving the full amount.

E. Short Answer Questions

1. What is the main difference between COD and prepaid orders?

2. Why do sellers face a higher risk with COD orders?

3. How can warehouses separate COD and prepaid orders?

4. What is the purpose of tamper-proof bags in cash handling?

5. Why is it important to update COD payments only when the full amount is received?

F. Long Answer Questions

1. Explain the importance of separating COD and prepaid orders in logistics. How can businesses effectively manage this separation?

2. What measures should be taken to ensure secure cash handling in COD transactions?

3. Why is it important to maintain accurate cash records, including denomination breakdowns, in COD transactions? How can businesses achieve this?

G. Check Your Performance

1. As a delivery associate, you have received a mixed batch of COD (Cash on Delivery) and prepaid (paid) orders for the day. You are responsible for handling cash transactions securely and accurately.

   a) Demonstrate how you would separate COD orders from paid orders before starting your deliveries.

   b) Show the correct procedure to update cash payments only when the full amount is received from the customer.

   c) Describe how to store collected cash using tamper-proof bags and maintain accurate cash records, including a denomination-wise breakdown (e.g., Rs.500 × 2, Rs.100 × 3).

SESSION 4: CASH RECONCILIATION AND REPORTING DISCRPANCIES

As a delivery associate, managing cash accurately is a crucial part of the job, especially when handling Cash on Delivery (COD) shipments. Delivery associate should understand the essential process of cash reconciliation at the end of a delivery shift, where the collected cash is tallied against the delivery records. Also know, how to identify and report any discrepancies, such as cash shortages or mismatched records, to the supervisor following the Standard Operating Procedures (SOP).

CASH AUDIT DURING DELIVERY

A cash audit is a process that involves reviewing and verifying the cash collected by delivery associate during Cash-On-Delivery (COD) orders. This audit ensures that the amount collected matches the recorded amount, helping to identify any discrepancies or potential fraud. It usually takes place at the time of delivery or immediately afterward, before the cash is deposited or given to a designated person. (Fig. 3.9)

PRE-DELIVERY
Verify tools and readiness for handling COD orders

DURING DELIVERY
Ensure full payment is collected accurately as per procedure

POST-DELIVERY
Reconcile collected cash before handing over to finance
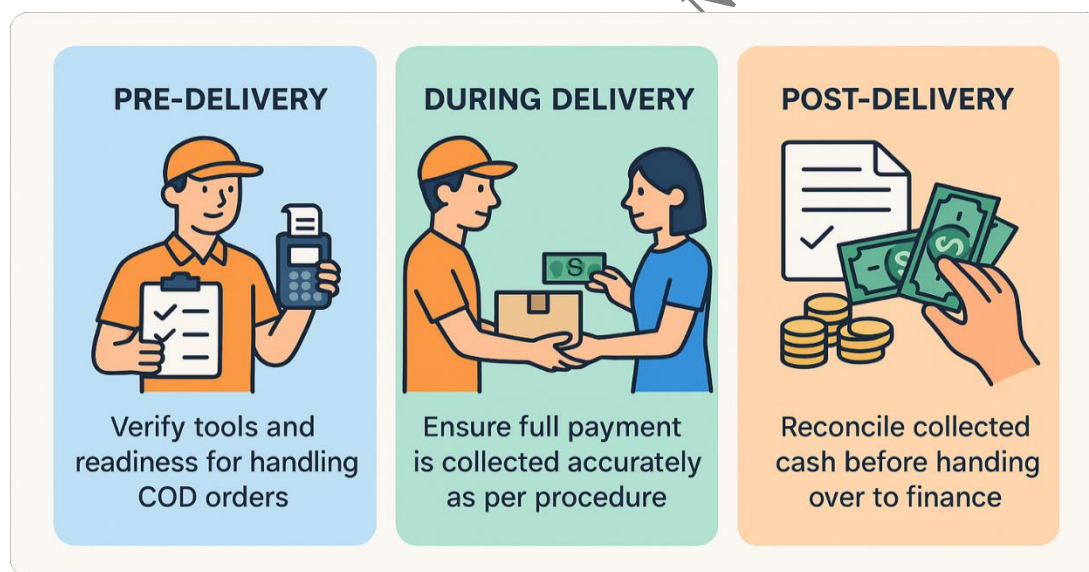
Fig: 3.9: Cash Collection Audit Process

When to Cash Audit?

Pre-Delivery: Ensure that the agent is prepared to handle COD orders and has the correct cash collection tools (e.g., cash receipt book, mobile POS).

During Delivery: Conduct checks to confirm the agent follows procedure (ensuring the customer pays the correct amount).

Post-Delivery: After the delivery is made and before the cash is handed over to the finance or cashier department, the audit is done to ensure all payments are accounted for and Cash is tally at the end.

Cash audits during delivery ensure that companies maintain financial accuracy, security, and accountability. By performing thorough checks and reconciling cash transactions, businesses can mitigate the risk of errors, fraud, and theft, it ensures smooth operations for Cash on Delivery (COD) transactions.

TALLYING CASH WITH DELIVERY ORDERS AT THE END

Delivery associate should understand the importance of tallying cash with delivery orders at the end of the shift is a crucial process to ensure that the cash collected during Cash-On-Delivery (COD) transactions matches the delivery records. This step is vital for maintaining accuracy, accountability, and transparency in cash handling and financial operations. The process of Tallying cash with delivery orders (Fig.3.10) is discussed as below:
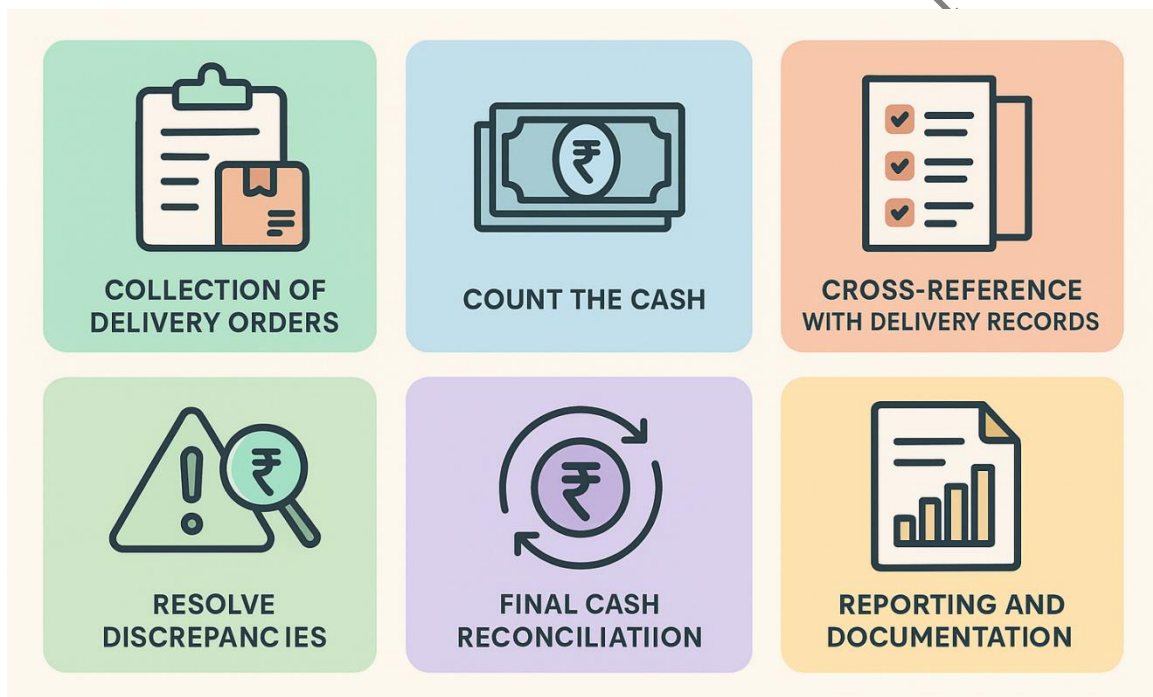
Fig. 3.10: Process of Tallying cash with delivery orders

1. **Collection of Delivery Orders:** Collect all the cash on delivery (COD) orders completed by the delivery person during their work shift. Make sure each order has the right papers like the order receipt and cash receipt.

2. **Count the Cash:** The delivery associate should count all the cash they collected and make sure it matches what was recorded before. Look at the number of different bills (like Rs. 100, Rs. 50, Rs. 20) to ensure they match the total amount of cash.

3. **Cross-Reference with Delivery Records:** The delivery associate should check each delivery order against the cash collected. Make sure the amount recorded for each order matches the cash that was actually collected.

4. **Resolve Discrepancies:** If the cash doesn't match the delivery orders, the delivery associate should check carefully for problems like missing payments, wrong amounts, or mistakes in recording. If resolve the discrepancies, inform supervisor or the finance team.

5. **Final Cash Reconciliation:** The delivery associate makes sure the amount of cash collected is correct and matches the total from delivery orders for that shift. Once everything matches, prepare the cash for deposit in the bank or give it to the finance department for handling.

6. **Reporting and Documentation:** The delivery associate should create a report that shows the total collected amount, any problems found, and other important details. Ensure that the documentation for each order, including the cash receipt, cash log, and any discrepancy notes.

Tallying cash with delivery orders at the end of the shift is an essential part of ensuring financial integrity, security, and accuracy in COD transactions. Business can streamline their cash management process, reduce errors, and build trust in their operations by following a structured process for cash counting, documentation, and reconciliation.

CROSS-CHECKING COD ORDERS

As a delivery associate, cross-checking Cash On-Delivery (COD) orders with Proof of Delivery (POD) documents are a crucial step when a shortage in the cash collected is identified. This process helps in verifying the legitimacy of the shortage and tracing the source of any discrepancies. The Delivery Associate should follow below mentioned process of Cross-Checking COD Orders with PODs when a Shortage Is found:

1. **Identify the Shortage:** During the cash tally or after the delivery, a shortage is identified.

2. **Retrieve the COD Order and POD:** Obtain the COD order that specifies the total amount due for the delivery and the payment terms. This includes the customer's order, payment amount, and delivery details. The Proof of Delivery (POD) document is also retrieved. The POD serves as the delivery confirmation signed by the customer, indicating that the order was successfully delivered and the payment was made.

3. **Compare COD Order to POD:** Look at the cash amount in the COD order and compare it to what is shown in the POD.

4. **Investigate the Discrepancy:** Check the delivery person records to confirm how much cash was collected and see if there was any mistake in counting. If needed, ask the customer about how much they really paid and if it matches the POD.

5. **Document the Findings:** If a shortage is confirmed, document the findings; including the COD order number, POD details, reconciliation notes, and the results of the investigation.

6. **Corrective Actions:** If the customer did not pay the full amount or made a partial payment, update the accounts receivable and follow up with the customer for the outstanding balance.

Cross-checking COD orders with PODs when a shortage is found ensure accuracy and accountability in cash transactions. This practice is essential to followed by the delivery associate for maintaining financial integrity and customer trust.

REPORTING CASH DISCREPANCIES TO THE SUPERVISOR

As a Delivery Associate, when cash discrepancies are identified during delivery (e.g., shortages in COD payments, errors in cash counting, etc.), it is essential to follow a structured approach to report the issue to the supervisor and ensure proper adherence to Standard Operating Procedures (SOPs). This helps maintain accountability, security, and transparency in cash handling, while minimizing financial risks.
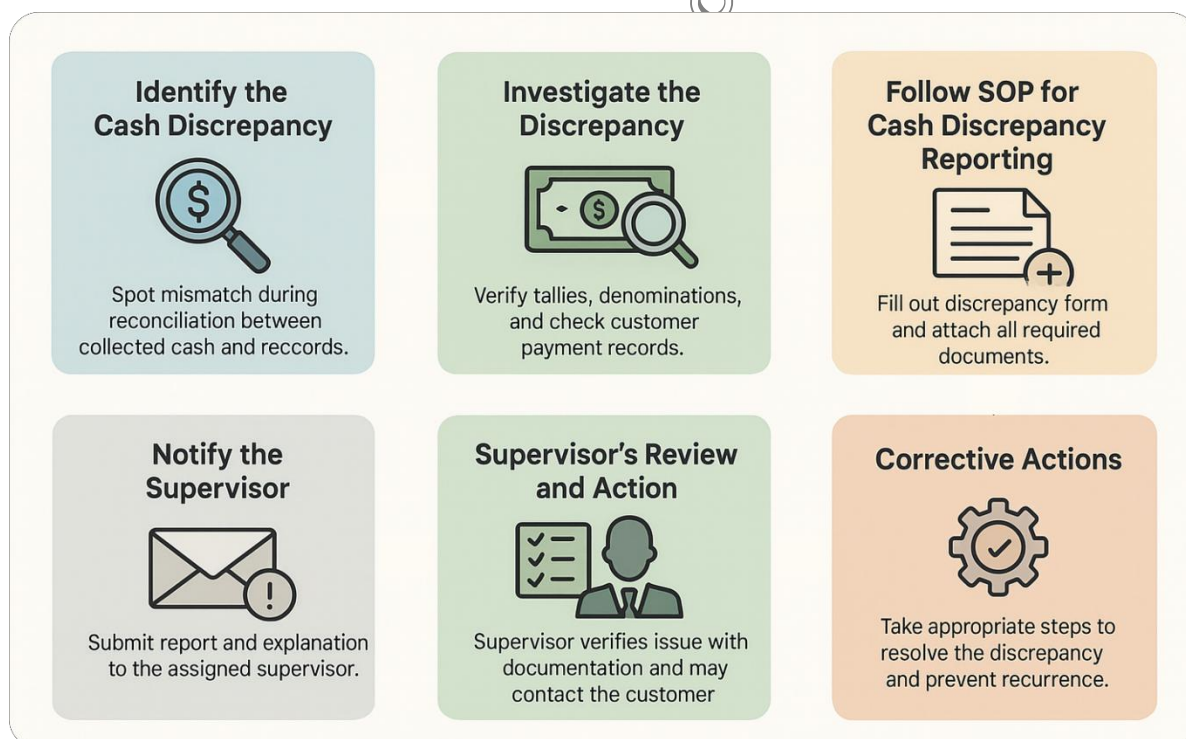
Fig. 3.11: Process of Reporting Cash Discrepancy

Delivery Associate should follow the below mentioned steps for reporting cash discrepancies to the supervisor and following SOP:

1. **Identify the Cash Discrepancy:** Spot the Discrepancy during the cash reconciliation process; delivery associate may discover that the amount

collected does not match the recorded amount in the COD order or the POD.

2. **Investigate the Discrepancy:** Verify the cash tally and compare it against the denomination breakdown and the COD order details. Check the Delivery person record, Customer payment verification if necessary.

3. **Follow SOP for Cash Discrepancy Reporting:** Adhere to the Reporting Protocol follows the established SOP for handling cash discrepancies. If your company has cash discrepancy form, fill it out completely, ensure that you attach relevant documents to provide evidence of the discrepancy.

4. **Notify the supervisor:** Submit the report to the supervisor and provide a detailed explanation.

5. **Supervisor's Review and Action:** The supervisor will review the reported issue, cross-checking the discrepancies with the available documentation (COD orders, PODs, cash logs). Follow-up communication with the customer to clarify or resolve the issue.

6. **Corrective Actions:** When discrepancies arise during cash handling or package reconciliation, taking prompt and appropriate corrective actions is crucial. (Fig. 3.12)
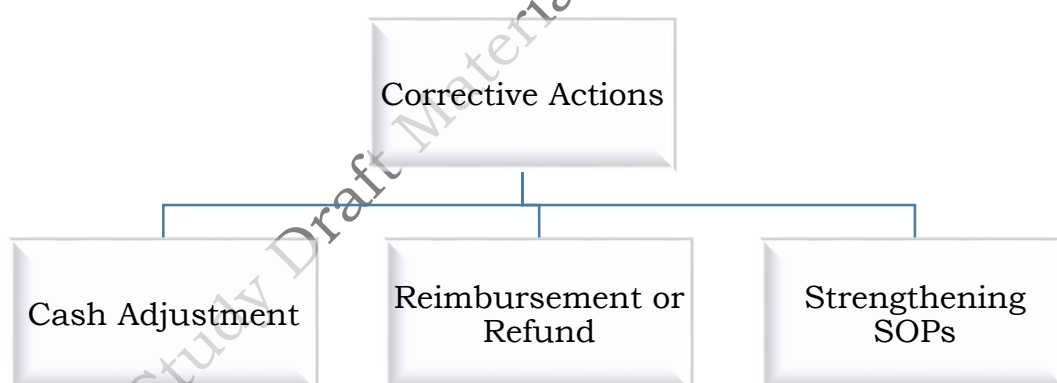
Fig. 3.12: Corrective Actions

Cash adjustments are made when the collected amount does not match the expected total, ensuring the records reflect accurate figures. In cases where customers are overcharged or items are undelivered, **reimbursements or refunds** are processed to resolve the issue and maintain customer satisfaction. To prevent similar problems in the future, it is essential **to strengthen Standard Operating Procedures** (SOPs) by identifying gaps, updating workflows, and reinforcing staff training. These corrective measures collectively improve accuracy, accountability, and operational efficiency.

7. **Final Documentation and Reporting:** After the discrepancy has been resolved, ensure that all documentation is updated to reflect the final

resolution, including adjustments made, customer communications, and actions taken.

8. **Continuous Improvement:** If discrepancies occur regularly, the supervisor should consider reviewing the current cash handling SOPs and enhance training for delivery agents.

PRCTICAL EXERCISES

Activity 1: Role play on the cash audit and reconciliation process by acting out real-life scenarios.

Materials Required:

- Pens, notebooks

- Printed copies of delivery orders and receipts

- Claim Forms (for recording issues/discrepancies)

- Camera or smartphone (for documentation)

- Sample Proof of Delivery (POD) slips

- Pre-prepared mock cash collection records (some with intentional errors)

Procedure:

1. Divide students into small groups and assign roles: Delivery Associate, Auditor, Supervisor, and Customer.

2. Give each group a set of pre-prepared delivery orders and cash receipts (some with intentional discrepancies).

3. The Delivery Associate will present their collected cash and records to the Auditor, who must verify if the amounts match.

4. If a discrepancy is found, the Auditor and Supervisor must investigate by checking the Proof of Delivery (POD) and questioning the Delivery Agent and Customer.

5. Each group will document their findings and report to the class.

6. Discuss common errors and best practices to avoid discrepancies.

7. Inspect for Accuracy.

8. Notice any error if any.

9. Prepare an analytical Report.

10. Submit the form with report to the teacher for providing feedback.

11. Paste the report in your notebook for further reference.

Activity 2: Prepare SOP Investigation & Presentation Reinforce the importance for handling cash discrepancies.

Materials Required:

- Pen, paper

- Scale, paper pad

- Sample insurance or discrepancy resolution forms

- Scenario cards (with real-world issues like missing cash, customer disputes, or incorrect receipts)

Procedure:

1. Divide students into teams and assign each team a specific scenario related to cash discrepancies (e.g., missing cash, incorrect payment recording, and customer dispute).

2. Each team must research the correct SOP steps to handle the issue and prepare a brief presentation outlining: The problem identified, steps to investigate and resolve it, preventive measures to avoid future issues.

3. Team will create a short presentation summarizing:

   - The assigned problem

   - Correct SOP steps to follow

   - Team's recommended solution

   - Key takeaways or learnings

4. Present to the class, simulating a team review or internal training meeting.

5. After each presentation, hold an open discussion.

6. Solve the query, if any.

7. Submit a copy of the paper to the teacher for providing feedback.

8. Paste it in your notebook

Activity 3: Perform the process of tally cash with delivery orders and identify errors.

Materials Required:

- Worksheets containing delivery order details (order value, payment type, status)

- List of cash collected by a mock Delivery Associate

- Pen, paper, ruler, paper pad

Procedure:

1. Provide students with a worksheet containing multiple delivery orders with payment details and a list of cash collected by a delivery associate.

2. Students must calculate the total expected cash and compare it to the actual collected cash.

3. Carefully examine payment records, delivery slips, and collection entries.

4. If there is a discrepancy, students must identify the missing or extra amount and suggest possible reasons.

5. Communicate with the teacher about the error.

6. Ask students to create a short report summarizing their findings and recommendations.

7. Conduct a group/class discussion to share different findings and understand common discrepancies in cash handling.

8. Submit the report and worksheet to the teacher for feedback.

CHECK YOUR PROGRESS

A. Fill in the Blanks

1. A cash audit is conducted to verify that the amount of cash collected during _____ transactions matches the recorded amount.

2. One of the key steps in tallying cash is to _____ the collected cash with delivery records to ensure accuracy.

3. If a discrepancy is found during cash reconciliation, it should be reported to the _____ for further investigation.

4. The _____ document serves as proof that the customer received the order and made the payment.

5. Following _____ helps businesses maintain financial accuracy, security, and accountability in cash handling.

B. Multiple Choice Questions

1. What is the primary purpose of a cash audit in COD transactions?

   a) To increase the delivery agent's salary

   b) To ensure the collected cash matches recorded amounts

   c) To encourage customers to pay in advance

   d) To reduce the number of deliveries

2. When should a cash audit be conducted?

   a) Only at the end of the month

   b) Before, during, and after delivery

   c) Only after the cash is deposited in the bank

   d) Only when a discrepancy is found

3. What should a delivery agent do if a shortage in cash is identified?

   a) Ignore the discrepancy and continue working

   b) Report the shortage to the supervisor and follow the SOP

   c) Use their personal money to cover the difference

   d) Ask the customer to pay again

4. What document is used as proof that a customer received an order and made a payment?

   a) Sales Invoice

   b) Proof of Delivery (POD)

   c) Bank Statement

   d) Employee Attendance Sheet

5. What is the final step in cash reconciliation at the end of a shift?

   a) Destroy all cash receipts

   b) Submit the cash to the supervisor without verification

   c) Prepare a report, update records, and ensure accuracy

   d) Guess the total amount collected and submit it

C. Match the Columns

	Column A		Column B
1	Cash audit	A	A document signed by the customer confirming receipt of the order and payment.
2	Proof Of Delivery	B	A systematic process to verify that the cash collected matches the expected amount from COD orders.
3	Tallying Cash	C	The process of counting and reconciling cash with the corresponding delivery orders.
4	Discrepancy	D	A difference between the expected cash amount and the actual cash collected.

| 5 | Standard Operating Procedures (SOP) | E | Established guidelines and steps for performing tasks and resolving issues in cash handling. |

D. State Whether the following Statements are True or False.

1. Cash audits should only be conducted at the end of the shift.

2. Tallying cash involves counting all cash denominations and ensuring they match the delivery records.

3. If a discrepancy is identified during the cash reconciliation process, it should be ignored if the total cash seems acceptable.

4. The Proof of Delivery (POD) is an essential document that confirms the customer received the order and made the payment.

5. Cross-checking COD orders with the POD is a crucial step when a shortage in cash is found.

E. Short Answer Type of Question

1. What is a cash audit, and why is it important in Cash on Delivery (COD) transactions?

2. When should a cash audit be conducted during the delivery process?

3. Describe the process of tallying cash with delivery orders at the end of a shift.

4. If a discrepancy is identified during cash reconciliation, what steps should be taken to address it?

5. How do cross-checking COD orders with the Proof of Delivery (POD) help in resolving cash discrepancies?

F. Long Answer Type of Question

1. Explain the step-by-step process of conducting a cash audit during Cash on Delivery (COD) transaction. Why is each step important in ensuring financial accuracy and preventing fraud?

2. What are the possible reasons for cash discrepancies in COD transactions? Describe the corrective actions that should be taken when a shortage is found during cash reconciliation.

3. Discuss the role of Standard Operating Procedures (SOPs) in handling cash discrepancies. How do SOPs help in maintaining accountability, security, and transparency in cash handling? Provide examples of key SOP steps that should be followed.

G. Check Your Performance

1. At the end of your delivery shift, you are required to complete a cash audit for the day's COD transactions.

   a) Demonstrate how to tally the collected cash with the delivery orders to ensure the amounts match.

   b) If you find a shortage in the cash collected, explain how you would cross-check the COD orders with the Proof of Delivery (PODs) to identify the issue.

   c) Describe the steps to report cash discrepancies to the supervisor and the importance of following the SOP in such cases.

MODULE 4: HANDLING SHIPMENTS

Handling shipments is a vital function in the logistics sector. It requires precision, care, and adherence to standard operating procedures. Handling shipments involves receiving, inspecting, storing, packing, loading, transporting, unloading and delivering shipments. Following the best practices in inspection, packing, loading, transporting and delivery helps in reducing damages and improve the customer satisfaction.

As delivery associates manage a wide variety of items from fragile and perishable goods to high-value products and bulky household furniture, it becomes essential to understand the correct methods of handling, transporting, and documenting each type of shipment. Effective shipment handling ensures the safe and timely delivery of goods, minimizes damages or losses, and enhances customer satisfaction. It also involves compliance with legal and safety standards, including tax regulations like GST.

The module is divided into 4 sessions. The Session 1: Handling Perishable Goods deals with how to handle perishable goods, such as food, dairy products, and flowers, highlighting the importance of maintaining correct temperature conditions, preventing contamination, and completing necessary documentation during pickup and delivery.

The Session 2: Handling High-Value Shipments explore the protocols for managing high-value shipments, which require heightened security, accurate documentation, and meticulous verification processes to ensure safety and prevent loss or theft.

The Session 3: Handling Furniture and Household Goods includes the handling of furniture and household goods, understand how to inspect items for damages, dismantle, pack, transport, and safely unload large and fragile items while documenting every step accurately.

Lastly, the Session 4: GST Application in E-commerce Shipments deals with the understanding the basics of GST, differentiate between CGST, SGST, and IGST, and practice applying correct tax rates based on the location of service and place of supply.

This module provides a comprehensive understanding of the processes, precautions, and documentation involved in handling a wide range of shipment categories.

SESSION 1: HANDLING PERISHABLE GOODS

Perishable goods are highly sensitive to temperature and handling conditions. Delivery associates play a key role in ensuring that these goods are transported safely from pickup to delivery without spoilage or contamination. Proper temperature control, hygiene, and careful handling are essential throughout the logistics process.

Fig. 4.1: Perishable Goods

In simple words, the goods having limited shelf life are generally known as perishable goods, if these goods are not properly stored they spoil or decay. Meat, Seafood, Dairy products, fruits and vegetables, certain drugs and chemicals etc. are the some of the important examples of the perishable goods. (Fig. 4.1)

SIGNIFICANCE OF TEMPERATURE REQUIREMENTS FOR PERISHABLE GOODS

Delivery associate must understand and know the significance of temperature requirements for perishable goods. Hence, it is mentioned as below:

- **Temperature:** Maintaining proper temperature is very crucial for the quality, safety and shelf life of the perishable goods. The following signifies the importance of the temperature requirements of perishable goods.

- **Spoilage:** the perishable goods such as milk and milk products, meat and fruits can deteriorate quickly if not stored at proper temperature.

- **Safety:** perishable food goods are prone to bacterial contamination If these food products are not stored in proper temperature.

- **Regulatory Compliance:** Food safety regulations are also mandate proper temperature to ensure the safety of the products and consumer.

- **Nutritional Quality:** proper temperature control remains the food texture, color and flavor as it is and it also stops degrade of vitamins.

- **Extended Shelf Life:** Proper temperatures slows down degradation, increase the period of usability of food and also reduce the waste.

- **Ambient temperature requirements:** Ambient temperature requirements vary and depending upon the type of product.

AMBIENT TEMPERATURE

Ambient temperature refers to the temperature of the surrounding environment. For most logistics and supply chain operations, ambient temperature typically ranges between 15°C and 25°C. However, perishable goods often require controlled environments colder or frozen to maintain their freshness and safety during transit.

Example: For dairy products typically require a cold environment between 2°C and 8°C, while frozen goods must be kept at -18°C or lower. Understanding these requirements helps delivery associates ensure quality and freshness by using the right packaging, insulated containers, or refrigerated vehicles when necessary.

Following are some examples of products and their ambient temperature requirement.

Product	Ambient temperature
Fruits & Vegetables	10-15°c
Milk, Cheese, yogurt and other milk products	2-5°c
Meat, Seafood and Ice Cream (Frozen Foods)	-18°c
Baked food	18-24°c
Chocolate, Candy etc.	15-18°c
Wine & Beer	Wine 10-15°c & Beer 2-10°c
Vaccines	2-8°c
General Mediations	15-25°c

Blood and Plasma	-30°c
Perfumes	15-25°c
Skincare	10-25°c
Lithium-ion Batteries	10-30°c

Tips for Delivery Associates

Delivery associate should follow below mentioned tips while handling perishable goods.

- Always read labels and follow instructions on temperature-sensitive goods.

- Use insulated or refrigerated containers when needed.

- Avoid exposing goods to direct sunlight or excessive heat during handling.

- If temperature control is compromised, report immediately and follow company protocol.

PICKING PERISHABLE GOODS

As a Delivery associate, the process of picking perishable goods must ensure that products remain fresh. As perishable goods are highly sensitive to temperature, time, and handling. The following step-by-step process ensures safe and efficient handling of items such as food, dairy products, flowers, fruits, vegetables, seafood, and frozen goods during the last-mile delivery.

1. **Picking the Right Items**

   The picking process involves carefully selecting perishable goods from the inventory or storage area. Delivery associates should always follow the FIFO (First-In, First-Out) principle to ensure that older stock is dispatched first, reducing the risk of spoilage. It is important to check the expiry or "use by" dates on each item and only pick products that are within their safe consumption period.

   Perishable goods must be handled with extra care during picking. Items like fruits, vegetables, and flowers are particularly fragile and can bruise or wilt if handled roughly. Delivery associates should also inspect each item for signs of damage, leakage, or spoilage and avoid picking any products that appear to be compromised in quality.

2. **Packing Perishable Goods**

   Packing plays a vital role in protecting perishable items during transit and preserving their required temperatures.

Appropriate packaging materials must be used depending on the type of goods. For chilled items such as dairy products and fresh produce, insulated bags or gel ice packs help maintain cool temperatures.

- **Frozen items** like ice cream or meat must be packed with dry ice or in specialized freezer-grade containers to remain at sub-zero temperatures.

- **Flowers**, which are temperature and moisture sensitive, should be gently wrapped and packed in ventilated boxes to maintain freshness and avoid crushing.

Labelling is equally important. All perishable packages should be clearly labelled with instructions such as "Perishable," "Keep Refrigerated," or "Handle with Care." This helps in proper handling throughout the delivery chain.

Items must also be sorted and separated by category during packing. Raw meat, dairy, and fresh produce should not be packed together to prevent cross-contamination. Dividers or separate compartments can be used for this purpose to maintain hygiene and safety standards.

3. **Loading into Delivery Vehicle**

Loading perishable items into the vehicle must be done in a way that maintains the correct temperature and minimizes damage. If a refrigerated vehicle is used, it should be pre-cooled to the required temperature before loading the items. This ensures that perishable goods do not experience a sudden rise in temperature, which could accelerate spoilage.

Packages should be organized according to the delivery route, with items for earlier stops placed near the doors to reduce unloading time and exposure. This helps in faster delivery and keeps the internal vehicle temperature stable. During loading, items should be secured properly. Heavier boxes must be placed at the bottom to prevent them from crushing lighter, more delicate items such as cakes, strawberries, or flower bouquets. To conserve the internal environment, vehicle doors should be kept closed as much as possible to prevent warm air from entering.

4. **Storing During Transit**

During transportation, maintaining the correct storage conditions is crucial to prevent perishable goods from spoiling.

- **Use Insulated Containers:** Insulated containers or cold boxes should be used to keep items cool until they are delivered. These containers protect goods from exposure to external heat, especially when the delivery vehicle is not refrigerated.

- **Maintain Separation:** Proper segregation of items must be maintained throughout the delivery process. Chilled items should not be stored with frozen or ambient temperature products, as each category requires a different level of cooling.

- **Time Management:** Time is also a critical factor for perishable items should be delivered as early as possible during the route to minimize the duration they are out of refrigeration. Drivers should avoid delays, unnecessary detours, or prolonged vehicle stops when transporting sensitive items.

5. On Delivery

When delivering perishable items, delivery associates must ensure that the recipient is present and able to receive the item promptly. Verification of the recipient's identity and collecting confirmation through a signature, photo, or OTP is important. If company policy permits, perishable goods should not be left unattended at the delivery location, as exposure to sunlight or outdoor temperatures can quickly spoil them. Deliveries should be carried out efficiently and professionally to maintain the product's integrity.

6. In Case of Delays or Issues

- **Inform Supervisor Immediately:** If there is a delay or an issue that affects the delivery of perishable goods, such as an incorrect address or a missed recipient, the delivery associate should immediately inform the supervisor or customer service team.

- **Follow Company Protocol:** In cases where temperature-sensitive items cannot be delivered within the safe time window, the associate must follow the company's escalation or return procedures, which may involve taking the items back to the warehouse or placing them in designated cold storage.

- Avoid leaving perishable items in the vehicle overnight or under direct sunlight, as this can lead to spoilage and waste.

Handling perishable goods requires extra care, attention to temperature, and timely execution. Delivery associates play a crucial role in ensuring that these sensitive items reach the customer fresh, safe, and intact. Following these steps consistently helps delivery associate to minimize waste, improve customer satisfaction, and maintain the integrity of the cold chain.

STEPS TO AVOID CONTAMINATION OF PERISHABLES AND PRECAUTIONS

For delivery associates, it is essential to follow proper hygiene practices and take necessary precautions to ensure that delivery items remain fresh, safe, and fit for consumption. Delivery associates help protect customer health, maintain product quality, and uphold the reputation of the business they represent by understanding and applying the correct steps to prevent contamination. Delivery associate should follow the below steps to avoid Contamination of Perishable Goods and Precautions (Fig. 4.2):

Characteristic	Action
Container	Use clean, sanitized containers
Temperature	Maintain cold chain
Separation	Separate different items
Protection	Wear protective gear
Timing	Avoid delays in delivery
Handling	Handle with care
Inspection	Regularly inspect storage areas
Stock Rotation	Follow FIFO

Fig. 4.2: Perishable Goods Containment Prevention

1. **Use Clean and Sanitized Containers:** Always use clean, food-grade containers for storing and transporting perishable goods. Ensure that containers are sanitized before use to prevent microbial contamination.

   Example: Before loading fresh dairy products like milk packets, the delivery associate ensures that the crates are washed and dried properly to avoid bacterial growth.

2. **Maintain the Cold Chain:** Keep perishable items within the required temperature range during storage and transportation. Use insulated boxes, ice packs, or refrigerated vehicles depending on the product type.

   Example: Ice cream should be stored and transported at below -18°C. Use an insulated cooler box or refrigerated van to maintain this temperature throughout the journey.

3. **Separate Different Items:** Store perishable goods separately based on type such as; raw meat, dairy, fruits, and vegetables to avoid cross-contamination. Use dividers or separate compartments if needed.

   Example: Raw fish should not be transported in the same container as fresh vegetables like lettuce or tomatoes. Use separate, labelled boxes.

4. **Wear Protective Gear:** Delivery associates should wear gloves and masks when handling perishable goods. Clean hands regularly and avoid touching the product directly to maintain hygiene.

   Example: While handling unpackaged bread loaves, the associate uses disposable gloves and places the items directly into clean paper bags to avoid direct contact.

5. **Avoid Delays in Delivery:** Deliver perishable items promptly to reduce exposure time. Minimize stops or waiting periods that could result in temperature fluctuations or spoilage.

   Example: A bouquet of fresh flowers must be delivered within 4–5 hours of pickup to ensure freshness and prevent wilting. The associate plans the route efficiently to avoid delay.

6. **Handle with Care:** Perishables are often fragile. Avoid rough handling, dropping, or stacking heavy items on top, as this can damage the goods and increase the risk of contamination.

   Example: Eggs are transported in cushioned trays and placed on top of other items to avoid breakage and contamination of surrounding goods.

7. **Regularly Inspect Storage Areas:** Check for leaks, pests, or dirt in storage or transportation units. Clean and disinfect the area regularly to maintain a hygienic environment.

   Example: Before loading yogurt cartons, the associate checks the delivery van for any spillage from a previous delivery and cleans the area using disinfectant spray.

8. **Follow FIFO (First In, First Out):** Always deliver the oldest stock first to reduce waste and ensure that all products are within their usable shelf life.

Example: *If there are two sets of cheese packets, one expiring in 3 days and the other in 6 days, the associate delivers the ones with the earlier expiry date first.*

DOCUMENTATION REQUIREMENTS FOR PICKUP AND DELIVERY OF PERISHABLE GOODS

The documentation requirement for the pickup and delivery of perishable goods vary by industry and mode of transportation. The following are some common documents that delivery associate should be aware of and required to compliance with the regulations and maintain quality and security and facilitate smooth logistics. They are (Fig. 4.3)

Fig. 4.3: Essential Documents for Perishable Goods

1. **Bill of Landing (BOL):** It is the legal document issued by the carrier to acknowledge receipt of goods for transport. It contains the information such as the type, quantity and destination of the goods.

2. **Packaging list:** the packing list contains the details of the shipments including weight, dimensions and packaging details.

3. **Temperature Records:** Documentation of temperature condition of the goods during transit is also essential for regulatory compliance and quality assurance in food and pharmaceutical industries.

4. **Certificate of Analysis:** This certificate is provided by the supplier of perishable goods certifying that the goods meets quality and safety standards.

5. **Health and Safety Certificates:** These certificates generally issued by the government agencies to ensure compliance with health regulations.

6. **Import / Export Permit:** These permits are required when shipping perishable goods across the borders, and issued by the regulatory authorities to comply with trade ad food safety laws.

7. **Invoice / Commercial Invoice:** Invoice provides the details about the transaction, including details of buyer and seller, product description and payment terms etc.

8. **Proof of Delivery:** It is a signed document which confirms that the recipient received the shipment in acceptable condition.

9. **Transport Manifest:** It is the document details of all the items in shipment along with their handling instructions.

PRACTICAL EXERCISE

Activity 1: Class room activity on Identifying and Matching temperature for different perishable products.

Material Required:

- Flashcards or printed images of various perishable products (milk, meat, fish, fruits, vegetables, frozen foods, etc.)

- Flashcards with temperature ranges (e.g., -18°C, 0–4°C, 5–7°C, etc.)

- Blank sheets and chart papers

- Marker pens

- Scissors and glue

- Whiteboard and duster

Procedure:

1. Divide the class into small groups.

2. Students are divided into small groups.

3. Each group receives a mixed set of product and temperature cards.

4. Students discuss and match each product card with the correct temperature range card.

5. Groups present their matched pairs to the class and explain their reasoning.

6. The teacher reviews the matches and corrects any errors with explanation.

7. Each group prepares a chart showing the correct product-temperature pairs.

8. Students paste the chart in their notebooks and submit it to the teacher for evaluation.

Activity 2: Visit to HUB to understand and perform picking, packing, loading and unloading of perishable goods.

Material Required:

- Notebook

- Pen and pencil

- ID card (if required for hub entry)

- Observation sheet (optional)

Procedure:

1. Divide the class into small groups for better coordination and observation.

    2. Organize an educational visit to a nearby e-commerce logistics hub that handles perishable goods.

    3. Upon arrival, meet the hub supervisor and staff to understand their roles and safety protocols.

    4. Observe the live operations of picking, packing, loading, and unloading of perishable items.

    5. Actively participate in these operations under the guidance of hub staff, ensuring safety and hygiene practices are followed.

    6. Note down each step of the process and discuss key observations within your group or during a classroom discussion.

    7. Prepare a report summarizing the visit, observations, and learning outcomes.

    8. Submit the report to the teacher for review and feedback.

Activity 3: Role Play on inspection of high value shipment documentation and verify identification during collection / delivery.

Material Required:

- Sample copies of high-value shipment documents (Bill of Lading, Delivery Receipt, Packing List, Invoice, etc.)

- Sample ID cards

- Mock high-value shipment packages

- Notebook and pen

- Security seal stickers or labels

- Logbook template or printed sheet

Procedure:

1. Divide the class into groups and assign roles: Shipper, Courier, Security Officer, and Receiver.

2. The student acting as the Shipper prepares and fills out the required documents for the high-value shipment.

3. The Security Officer verifies the courier's ID, inspects the shipment packaging and seals, and logs the handover.

4. The Courier logs the shipment details, checks for security compliance, and transports the package.

5. The Receiver inspects the package, verifies documents and the courier's ID, and signs the delivery receipt.

6. Each group reflects on the activity and shares what they did well and the challenges they encountered during the simulation.

7. Prepare report on learnings.

8. Submit report to the teacher.

Activity 4: Demonstrate the Steps to Avoid Contamination of Perishable Goods.

Material Required:

- Clean gloves

- Hairnets and aprons

- Sample perishable food packages (e.g., fruits, vegetables, dairy boxes – mock items)

- Sanitizers and cleaning cloth

- Temperature display chart

- Notebook and pen

Procedure:

1. Begin with a short briefing on why contamination control is critical in handling perishable goods.

2. Demonstrate proper personal hygiene, including handwashing, wearing gloves, aprons, and hairnets.

3. Show how to sanitize work surfaces and storage containers before handling items.

4. Display how to inspect packages for any damage, leakage, or signs of spoilage.

5. Explain and show proper storage practices, such as temperature control and separating items based on type (e.g., meat away from vegetables).

6. Simulate handling and transferring of goods using clean equipment to avoid cross-contamination.

7. Discuss dos and don'ts during storage, transport, and delivery of perishable items.

8. Ask students to take notes, summarize the steps in their notebooks, and submit their observations to the teacher for feedback.

CHECK YOUR PROGRESS

A. Fill in the Blanks

1. The danger zone for bacterial growth in perishable food is between_____ °C and ____°C.

2. Frozen foods should be stored at a temperature of _____°C or lower to prevent spoilage.

3. The storage temperature range for fresh meat and poultry is ____°C to °C.

4. The process of keeping perishable goods at a controlled temperature throughout the supply chain is called the ____.

5. The ____ method ensures that older stock is used first to prevent waste.

B. Multiple Choice Question

1. What is the ideal storage temperature for frozen foods?

   a) 0°C (32°F)

   b) -18°C (0°F)

   c) 5°C (41°F)

   d) -5°C (23°F)

2. Which of the following is NOT a method to prevent cross-contamination?

   a) Using separate cutting boards for raw meat and vegetables

   b) Storing raw meat above fresh produce in the refrigerator

   c) Washing hands before handling food

   d) Keeping cooked and raw food separate

3. Which document is used to track the temperature of perishable goods during transit?

    a) Packing List

    b) Temperature Records

    c) Proof of Delivery

    d) Customs Declaration

4. Which of the following products requires the lowest storage temperature?

    a) Dairy products

    b) Fresh fruits and vegetables

    c) Frozen seafood

    d) General medications

5. What is the main reason for keeping perishable food out of the danger zone?

    a) To enhance taste and flavor

    b) To slow bacterial growth and prevent food borne illnesses

    c) To increase its nutritional value

    d) To make it easier to transport

6. Why is a Proof of Delivery (POD) important for perishable shipments?

    a) It provides temperature control records

    b) It certifies that a shipment has been delivered in good condition

    c) It contains product descriptions and prices

    d) It authorizes the shipment for customs clearance

C. State whether the following statements are True or False.

1. Freezing food at -18°C (0°F) completely stops bacterial growth.

2. Dairy products should be stored at 10–15°C (50–59°F) to maintain their quality. (True/False)

3. The Bill of Lading (BOL) is required only for international shipments.

4. Raw meat should be stored above fresh produce to save space in the refrigerator.

5. Maintaining a cold chain is essential for perishable goods during transportation.

6. Using airtight packaging for perishable goods helps prevent contamination and spoilage.

D. Short Answer Questions

1. What are the two primary reasons for maintaining the correct storage temperature for perishable goods?

2. What is the role of humidity control in perishable food storage?

3. Name two regulatory guidelines that businesses must follow for food safety compliance.

4. How can businesses prevent contamination during the transportation of perishable goods?

5. Why is it important to label food items with storage dates?

E. Long Answer Questions

1. Explain the importance of temperature control in the storage and transportation of perishable goods.

2. Describe the key steps involved in picking, packaging, loading, and storing perishable goods to ensure quality and safety.

3. How does the First-In, First-Out (FIFO) method help in reducing food waste? Provide an example.

4. Discuss the significance of cold chain management in logistics and how temperature monitoring plays a role.

5. What are the main causes of contamination in perishable goods, and how can they be prevented?

F. Check Your Performance

1. You are assigned to pick up and deliver a batch of perishable goods including dairy products, fresh fruits, and flowers.

   a) Describe the importance of maintaining proper temperature requirements for different types of perishable goods (e.g., chilled, frozen, ambient).

   b) Demonstrate the correct process for picking, packing, loading, and storing perishable items, ensuring quality is maintained.

   c) List and explain three precautions to avoid contamination of perishables during handling and transportation.

   d) Show how to complete the documentation required for pickup and delivery of perishable goods, including noting temperature logs and delivery time.

SESSION 2: HANDLING HIGH VALUE SHIPMENTS

High Value Shipments are the goods that have a significant monetary value, which could be sensitive and require special handling, security and tracking system during the shipments process. Handling of high value shipments requires delivery associates to follow meticulous documentation and stringent safety measure to minimize risks such as theft, damage or loss during the shipment. These shipments may include electronics, jewellery, expensive equipment, or confidential documents. As such, any mistake, mishandling, or loss can result in significant financial loss and a breach of trust with customers.

DOCUMENTATION AND SAFETY FOR HIGH-VALUE SHIPMENTS

As a delivery associate, documentation for these high value shipments is critical to ensure the safety, legality and accountability of the goods in shipment or in delivery process. The delivery associate must be aware of the following components typically included in documentation of high value shipments (Fig. 4.4):

Fig. 4.4: High Value Shipment Documents

1. **Bill of Lading:** It is a legal document between the shipper and the transporter. It is a receipt for goods agreed for transportation and specifies the type, quantity and destination of the goods.

2. **Commercial Invoice:** Invoice of the high value shipments should be accurate in terms of the quality, quantity, selling price, weight of the goods

being shipped. This commercial invoice very much essential for customs clearance also.

3. **Insurance Certificate:** Insurance certificate is the proof of coverage of the goods to protect against potential loss or damage during shipment.

4. **Certificate of Origin:** It certifies the origin of the goods and very much required for certain legal issues like for getting customs clearance, for imposing duties and tariffs.

5. **Packing list:** It is a statement which contains the details of the shipments such as how goods are packed and their dimensions. It helps to ensure that all items are received as per the order.

6. **Customs Declaration:** It is a necessary document for international shipments to comply with the import / export regulations. It contains the information about the nature, value and classification of the goods.

7. **Proof of Delivery:** It confirms that the goods have been received in good condition. POD is key for resolving any disputes or claims related to the shipment.

8. **Inspection Certificate:** If the goods require inspection regarding quality and safety, the inspection certificates must be included to confirm that the goods have passed required checks.

9. **Special handling instructions:** If the shipment required any special handling instructions while loading and unloading, safe storage, a statement must be prepared in this regard.

PRACTICES FOR SAFE STORAGE AND MOVEMENT OF HIGH VALUE SHIPMENTS

Handling high-value shipments requires strict safety and security measures to ensure the goods are protected from theft, damage, or loss. Delivery associates and warehouse team must follow best practices at every stage from storage to transit. The below are essential practices follow to ensure the security and integrity of valuable goods (Fig. 4.5):

Fig. 4.5: Essential Practices

1. **Secure Facilities & Restricted Access:** High-value items should be stored in designated secure zones within the warehouse by using of advanced security system such as CCTV surveillance and motion detectors in warehouses is very much required. Restricted entry and access to only authorized personnel and maintenance of detailed access log is very much important.

2. **24/7 Surveillance & Alarm System:** Continuous video monitoring and real-time alarm systems are critical for preventing theft and unauthorized activity. Any suspicious movement or breach should trigger alerts for immediate response.

3. **Climate Controlled Storage:** For sensitive high-value goods (like electronics, artwork, or medical equipment), temperature and humidity-controlled environments are necessary to prevent degradation or damage.

4. **Tamper Proof Packaging & Sealing:** Items must be packed using tamper-evident packaging materials. This includes sealed cartons, security tapes, and serialized security seals to quickly detect any unauthorized opening or handling.

5. **Ensure Insurance Coverage:** All high-value shipments should be insured to cover potential losses due to theft, damage, or loss in transit. Proper documentation of insurance coverage should be part of the shipment file.

6. **Controlled Loading & Unloading Areas:** The loading and unloading of high-value shipments should take place in designated, monitored zones. Only trained personnel should handle these packages, and each item must be checked against the documentation before movement.

STEPS FOR CHECKING AND VERIFYING IDENTIFICATION DURING DELIVERY AND INSPECTION OF SHIPMENT

As a delivery associate, proper checking and verifying identification during delivery ensures that high value shipments reach the correct recipients securely. Hence, delivery associate should follow the below steps:

1. **Pre-delivery Verification:** Confirm recipient details by cross checking the name, address and contact information against the shipping records.

2. **Verification of Recipient Identity:** Request the recipient to produce valid ID issued by the Government (Aadhar Card, Driving License, Voter ID, PAN card, Passport etc.)

3. **Verification of ID Card:** Authenticity of the card can be checked by the inspection of security features of the card like holograms, watermark, expiration dates etc. Compare the details of on the ID card with the shipping records, it should be ensured that the name and address of the recipient should be matched.

4. **Signature & additional authentication:** Signature either in physical or digital form should be obtained from the recipient on delivery confirmation document or device. Unique Pin or OTP procedure also helpful in this regard.

As a delivery associate, proper **inspection of packaging** ensures that high value shipments remain secure, undamaged and un-tampered. Thus, delivery associate should follow the below steps:

1. **Pre-inspection Preparation:** Pre-inspection preparation includes wearing of protective gear, gathering of inspection tools like flashlight, magnifying glass, tamper-evident tape and documentation checklist.

2. **External Packaging Inspection:**

   • Inspect the package for dents, punctures, water stains or signs of impact is necessary.

   • Verify that tamper-evident seals and original manufacturer packaging are intact.

   • Verify and ensure all shipping labels, barcodes and handling instructions are correct and legible.

3. **Security seal & lock inspection:** Confirm serial number of seal / lock with shipping records.

4. **Internal packaging inspection:** Verify cushioning material properly placed.

5. **Documentation & Reporting:** Record and take photos of any issues, note the if there are any discrepancies and report the issues immediately to the proper authorizes and reject the shipment the shipment if necessary.

PROCEDURE FOR PACKING, LABELING AND DOCUMENTING HIGH VALUE SHIPMENTS

Handling high-value shipments requires special care in packing, labelling, and documentation to ensure safety, traceability, and accountability throughout the delivery process. As a delivery associate, proper packing, labeling and documenting of high value shipments ensure protection against damage, theft and tampering. Below is the step-by-step procedure:

1. **Packing the High-Value Shipment**

   - **Use Sturdy Packaging Materials:** Choose high-quality, tamper-proof boxes, bubble wrap, foam padding, or shock-absorbing materials to protect the contents from damage.

   - **Double Boxing:** For fragile or extremely valuable items, place the item in an inner box, then pack that into a larger, sealed outer box for additional security.

   - **Seal Securely:** Use security tape or tamper-evident seals to ensure the package cannot be opened unnoticed. The seal should be marked clearly with a unique ID or reference.

   - **Label "Fragile" or "Handle with Care" if Required:** If the item is delicate, apply visible cautionary labels to guide handlers.

2. **Labelling the Shipment**

   - **Include Complete Address Details:** Print clear and accurate labels with the recipient's full name, address, contact number, and pin code.

   - **Add High-Value Indicator Labels (Confidentially):** Depending on the company's policy, mark the package as "High-Value" using coded or discreet labels that inform staff but do not draw public attention.

   - **Attach Barcode or QR Code:** Every package should carry a scannable code that links to shipment details in the system, enabling tracking at every stage.

   - **Include Return Address:** Clearly mark the sender's address in case the shipment needs to be returned.

3. **Documenting the Shipment**

   - **Generate an Invoice/Shipping Manifest:** Include item description, quantity, declared value, and any applicable taxes. Ensure the recipient receives a copy.

- **Fill High-Value Shipment Form:** If required, fill out a special form with additional details like serial numbers, insurance status, and handling instructions.

- **Record in the Digital System:** Enter all relevant data into the order management or logistics system, including scanned copies of the ID, invoice, and any related documentation.

- **Insurance Documentation:** Ensure that the shipment is insured and that the insurance policy details are recorded and attached digitally or in print.

- **Assign a Unique Tracking Number:** Every high-value package should have a traceable tracking number for end-to-end visibility.

PRACTICAL EXERCISES

Activity 1: Visit to a Hub to understand safe storage and handling of high value shipments.

Material Required:

- Notebook

- Pen or pencil

- Observation sheet (optional)

- ID card (if required for hub entry)

Procedure:

1. Organize a visit to a nearby logistics hub along with your team.

2. Meet the Hub In-charge and staff members to understand their roles and responsibilities.

3. Observe the procedures followed for the safe storage and handling of high-value shipments, including surveillance, restricted access, and security protocols.

4. Note down each step of the process and specific practices followed to ensure safety and accountability.

5. Discuss your observations and key learnings with your team members.

6. Prepare a detailed report based on the visit.

7. Submit report to the teacher for review and feedback.

Activity 2: Visit to E-commerce delivery HUB to understanding dismantling, packing and loading of furniture for transport.

Material Required:

- Notebook

- Pen or pencil

- Observation sheet (optional)

- ID card (if required for hub entry)

Procedure:

1. Organize a visit to a nearby e-commerce delivery hub along with your team.

2. Meet the Hub In-charge and staff responsible for furniture handling.

3. Observe and enquire about the step-by-step process of dismantling furniture, secure packing techniques, and safe loading practices used for transport.

4. Note down each part of the process, including tools used, safety measures followed, and materials involved.

5. Discuss your observations and insights with your team members.

6. Prepare a detailed report summarizing the process and learning outcomes.

7. Submit report to the teacher for review and feedback.

Activity 3: Demonstrate Safe Storage and Handling of High-Value Shipments.

Material Required:

- Sample high-value shipment boxes (mock items)

- Security tags or seals (stickers)

- Sample storage racks or designated secure area

- Sample shipment documents (invoice, delivery receipt, etc.)

- Notebook and pen

Procedure:

1. Begin with a briefing on the importance of secure handling and storage of high-value shipments.

2. Demonstrate how to label and tag high-value packages using security seals.

3. Show how to document each item with proper shipment details and storage records.

4. Simulate placing the items in a designated secure storage area with restricted access.

5. Explain the procedures for monitoring and surveillance (e.g., CCTV, access logs).

6. Demonstrate the correct method for handover and log entry when moving the shipment.

7. Students take notes, discuss what they learned in class.

8. Prepare a brief report.

9. Submit report to the teacher.

CHECK YOUR PROGRESS

A. Fill in the Blanks

1. The _____ acts as a legal document between the shipper and the carrier, specifying the type, quantity, and destination of the goods.

2. A _____ provides a detailed description of the goods, their value, and item codes, and is used for customs clearance.

3. The _____ verifies the origin of the goods and is often required for insurance coverage.

4. _____ ensures that the export complies with laws and regulations, especially for restricted items.

5. _____ confirms that a high-value shipment is insured and states its value.

B. Multiple Choice Questions

1. What is the purpose of a Bill of Lading (BOL)?

   a) Acts as a contract for transportation

   b) Confirms insurance coverage

   c) Specifies climate control requirements

   d) Tracks shipment weight

2. Why is a Certificate of Origin required?

   a) To determine the country of manufacture

   b) To verify recipient identity

   c) To track package dimensions

   d) To approve payment processing

3. What security measure is recommended for the storage of high-value shipments?

   a) Open-access warehouse

   b) Restricted access and biometric entry

   c) Leaving shipments unattended for faster loading

   d) Handwritten tracking logs only

4. What is the primary function of an Insurance Certificate?

   a) Confirms the shipment is covered for loss or damage

   b) Provides recipient details

   c) Approves customs clearance

   d) Certifies product quality

5. Which of the following is a best practice for securely transporting high-value shipments?

   a) Using clear labeling to indicate valuable contents

   b) Avoiding real-time tracking for security reasons

   c) Implementing route planning and risk assessment

   d) Making frequent, unscheduled stops

C. State whether the following statements are True or False.

1. A Packing List provides details on the contents, packing method, and dimensions of a shipment.

2. It is advisable to clearly label high-value shipments with "Expensive" or "Fragile" stickers.

3. A customs declaration is only necessary for domestic shipments.

4. RFID tags can be used to track high-value shipments in real-time.

5. Security escorts are always required for every high-value shipment.

D. Short Answer Questions

1. What is the purpose of the Bill of Lading (BOL) in high-value shipments?

2. How does real-time tracking improve the security of high-value shipments?

3. Why should high-value shipments be labeled discreetly?

4. What are the key components of secure packaging for high-value goods?

5. What steps should be taken if a recipient's ID does not match shipping records during delivery?

E. Long Answer Questions

1. Explain the importance of security measures in the storage of high-value shipments.

2. Describe the steps involved in checking and verifying identification during delivery of high-value shipments.

3. What are the key best practices for the safe movement of high-value shipments?

4. What are the recommended procedures for packing high-value shipments to prevent damage and theft?

5. How does contingency planning contribute to the security of high-value shipments?

F. Check Your Performance

1. You are assigned to handle and deliver a high-value shipment (e.g., electronics or jewellery). This requires strict documentation and secure handling procedures.

   a) List the key components of documentation required for high-value shipments (e.g., invoice, packing list, ID verification form, delivery acknowledgment).

   b) Demonstrate safe storage and movement practices for high-value packages during loading and transit.

   c) Perform the steps to check customer identification at the time of delivery and inspect the packaging for any signs of tampering.

   d) Describe the standard procedures for packing, labelling, and documenting a high-value shipment before dispatch.

SESSION 3: HANDLING FURNITURE AND HOUSEHOLD GOODS

Handling furniture and household goods requires special care, planning, and attention to detail to ensure safe and damage-free delivery. The responsibility of a delivery associate goes beyond simple transport, it includes inspecting items for damages, dismantling and packing bulky furniture, and ensuring secure loading and unloading. These goods are often heavy, fragile, and sometimes sentimental to the customer, making it essential to follow standard operating procedures (SOPs) for handling them efficiently.

CONCEPT OF INSPECTION, DISMANTLING, PACKING, AND DELIVERY

In the logistics and transportation of furniture and household goods, the processes of inspection, dismantling, packing, and delivery are critical to ensure items are moved safely, efficiently, and without damage.

Inspection

The process of inspection, dismantling, packing and delivery is commonly used in logistic sector, each step ensures the safe and efficient handling of goods. Inspection is the process of assessing the condition, quality and compliance of goods before dismantling or shipping.

Example: A sofa is inspected for torn fabric, broken legs, or missing cushions before packing.

Dismantling

It is a systematic disassembly of goods to facilitate, transport, storage or maintenance. Dismantling involves disassembling large or complex furniture items (like beds, dining tables, wardrobes) to facilitate easier transportation. This step reduces the risk of damage during movement and allows better space management in vehicles.

Example: Removing the legs of a dining table or separating the parts of a modular bed frame.

Packing

Packing ensures that dismantled parts or intact goods are securely wrapped to prevent damage during shipment. This includes using materials such as bubble wrap, foam, cardboard, and stretch film.

Example: Wrapping a dismantled wooden table with bubble wrap and placing it in a labeled box.

Delivery

Delivery is the final stage, involving transportation packed goods to the destination. Careful handling is crucial at this stage to ensure that goods

reach safely, and are reassembled if required, and checked again for any transit damage.

Example: Delivering furniture to a customer's home, unloading it, and helping set it up as per the agreement.

INSPECTION PROCESS FOR CHECKING ITEM AVAILABILITY AND CONDITION

The inspection process for checking item availability and condition ensures that all required items are present, in good condition, and meet the necessary quality standards. This process is commonly used in warehousing, logistics, procurement, manufacturing and maintenance.

1. **Preparation for Inspection:** Before beginning the inspection,

   i)   Gather the required documents such as Purchase order, packaging list, invoice, stock record etc. These documents help in cross-verifying the goods received against what was ordered.

   ii) Set quality standards, acceptable condition levels, and any specific checks. This could include physical condition, model specifications, or expiry dates.

   iii) Gather right tools like barcode scanners, measuring instruments cameras etc.

   Example: If inspecting a dining table set, compare the model number and number of chairs listed in the invoice with what is physically present.

2. **Physical verification of goods:**

   i)   Compare actual quantity with purchase orders.

   ii) Check and verify serial numbers, model numbers, SKUs, specifications or any unique identifiers.

   iii) Ensures packing boxes / crates are properly sealed and labeled.

   iv) In case of any shortages, mismatches, or damage, record shortages and inform the same to the concerned authorities.

   Example: While receiving an air conditioner, check that the outdoor and indoor units are both present and match the serial numbers on the packaging list.

3. **Quality Inspection:**

   i)   Inspect each item for any cracks, dents, leaks, scratches or broken parts.

170

ii) Make sure that labels are intact and expiry dates (if applicable) are still valid. For electronics, a basic functionality test may be necessary.

iii) Goods that do not meet the required standards should be flagged for return or further evaluation.

Example: For a refrigerator, ensure the doors seal properly, there are no dents, and the internal shelves are not cracked or missing.

4. **Documentation & Reporting:**

i) Keep detailed records of the inspection process, including photographs, item conditions, and any discrepancies.

ii) Submit an inspection report to supervisors or maintain logs for accountability and future reference.

PROCEDURES FOR DISMANTLING, PACKING AND SECURING FURNITURE DURING TRANSPORT

Handling furniture for transport requires careful dismantling, secure packing, and proper loading techniques to ensure safety, prevent damage, and optimize space. Delivery associates must follow standard procedures at each stage to ensure efficiency and customer satisfaction.

A. Dismantling Furniture

Dismantle of large furniture makes transportation convenient and safe (Fig. 4.6).

Fig. 4.6: Dismantling Furniture

1. Preparation for dismantling:

i) Identify furniture required the dismantling (beds, wardrobes, tables etc.)

ii) Gather necessary tools like screwdrivers, alen keys, wrenches, hammer, drills, gloves etc.

iii) Collect bags, labels and markers for sorting small parts.

2. Remove parts in sequence:

i) Carefully unscrew and disassemble screws, bolts and fasteners.

ii) Detach removable section like glass panels, shelves, cushions etc.

iii) Place small parts like screws in a labeled packet and tag or tap them to the convenient furniture piece.

3. Protect dismantled components:

i) Cover the sharp edges with foam padding or use corner protectors.

ii) Wrap dismantled parts with bubble wrap.

iii) Bundle similar parts together with tape or zip ties.

B. Packing Furniture for Transport

Packing of furniture is to protect it from scratches, dents and breakage during the transport. It wrapping or covering of furniture using right material. The following are materials used to pack the furniture. (Fig. 4.7)

Type of material	Used for
Bubble wrap	Fragile and glass parts
Plastic wrap	Keep the furniture clean and prevents scratches
Moving blankets	Sofas, Tables and Large Wooden pieces
Foam sheets / corner protectors	Protection of delicate edges
Cardboard sheets	Protection between stacked furniture.

Fig. 4.7: Packing of items for transportation

C. Securing Furniture during Transport

Securing furniture during transport is the process of placing them properly in trucks and other transport vehicles and tying those using ties and straps. It prevents movement, shifting or damage inside the vehicle during the transportation. (Fig. 4.8)

Fig. 4.8: Securing Fragile Items

Below are the securing guidelines:

i) Heavy furniture like wardrobes, dressers etc. should place against the truck wall and secure it by use of furniture strap for stability.

ii) Flat furniture like Tabletops, mattresses stand vertically to save space.

iii) Smaller boxes & light furniture should stack on top of large furniture.

iv) Glass & fragile items must be kept in separate and secured section.

v) Use moving ropes to prevent shifting during transport.

vi) Use non-slip mats to avoid sliding.

vii) Use cushioning to fill empty gaps and absorb vibrations.

viii) Double-check the stability before transporting.

DOCUMENTATION FOR DAMAGES AND PICKUP/DELIVERY OF HOUSEHOLD GOODS

Documentations of Damages and Pickup/Delivery of Household Goods, which can be used by delivery associates to ensure proper record-keeping, accountability, and communication:

1. Pick-up and Delivery Record:

It captures the date, location, and contact person for both pick-up and delivery of items.

Date of Pickup: _____

Pickup Location: _____

Contact Person: _____

Mobile Number: _____

Date of Delivery: _____

Delivery Location: _____

Contact Person: _____

Mobile Number: _____

2. Transporter Details

It includes information about the transport company, driver's name, and vehicle number used for shifting goods.

Company Name: _____

Driver Name: _____

Vehicle Number: _____

3. Items collected for transport

A list of all items being transported, along with their quantity, current condition, and any special handling instructions.

Item Description	Quantity	Condition at Pickup	Special Handling Notes
Wooden Table	1	Good	Wrap in bubble wrap
Sofa Set	1	Minor scratches	Cover with moving blanket

4. Inspection Report at pickup and delivery

A record comparing the condition of items at pick-up and at delivery to check for any damages during transport.

Items Description	Condition at pickup	Condition at delivery	Damages if any	Ramarks
Glass Dressing table	No scratches	Slight corner scratches	Yes	Reported to supervisor
LED TV	Working	Working	No	

5. Damage Report

It is used to report any damage, with details of the type of damage, photos (if any), and actions taken like repair or replacement.

Date of Inspection: _____

Reported By : _____

Damage type:

☐ Scratches ☐ Dents ☐ Broken Parts ☐ Missing Parts ☐ Malfunctioning

Description of Damage:_____

Photographic evidence attached: ☐ Yes ☐ No

Person notified_____

Action taken: ☐ Repair ☐ Replacement ☐ Compensation

SAFE UNLOADING, UNPACKING, AND MOVEMENT OF FURNITURE

Safe Unloading, unpacking and movement of furniture are important to prevent damage to the items and avoid injury to the workers. It requires careful planning, proper equipment, right techniques. Below are some important points to ensure safe handling:

Safe Unloading:

- Ensure clear pathways and remove obstacles to prevent tripping hazards.

- Use gloves for grip and wear safety shoes to protect the feet.

- Use right equipment like dollies, sliders, lifting straps and moving blankets which reduce the strain and prevent damage.

- Check the items before opening the truck to prevent falling furniture.

- Unload heavy items first to avoid crushing lighter items.

- Always there should be one person for guiding and another for lifting the goods.

Unpacking and Movement:

- Open the boxes carefully by use of box cutter and avoid cutting too deep to protect furniture surface.

- Inspect the furniture for any dents, scratches or loose parts before moving it inside.

- Use proper posture (bend your knees, not your back) and support tools to carefully shift items into place without dragging or dropping them.

Delivery associates can handle furniture more safely and maintain its quality during the final stages of delivery by following above guidelines.

PRACTICAL EXERCISES

Activity 1: Demonstrate the dismantling, packing, and loading of furniture for transport.

Materials Required:

- Mock or real furniture items (e.g., table, chair parts)

- Basic tools (screwdriver, wrench)

- Packing materials (bubble wrap, stretch film, cardboard, foam corner protectors)

- Packing tape and labels

- Trolley or dolly for loading

- Notebook and pen

Procedure:

1. Begin by briefing students on the importance of safe dismantling and packing for damage-free transport.

2. Demonstrate how to carefully dismantle furniture using proper tools while keeping screws and parts safely together.

3. Show how to wrap each piece with protective materials (like bubble wrap or foam) to prevent damage.

4. Pack the dismantled parts into boxes or cartons, labeling each package clearly with item name and handling instructions.

5. Use a trolley to demonstrate the correct posture and technique for lifting and loading packages onto a delivery vehicle.

6. Emphasize weight distribution, securing items inside the vehicle, and avoiding overloading.

7. Ask students to perform the demonstration in small groups and take notes.

8. After the activity, each group discusses their experience.

9. Prepare and submit a short report to the teacher for feedback.

Activity 2: Perform unpacking and inspecting furniture for damages, and report issues per SOP.

Material Required:

- Mock or real packaged furniture items
- Cutter or scissors for unpacking
- Inspection checklist (printed as per SOP)
- Notebook and pen
- Mobile device or camera (for taking photos of damages)
- Sample issue reporting form

Procedure:

1. Begin the activity by explaining the importance of careful unpacking and inspection as per standard operating procedures (SOP).

2. Demonstrate how to safely open the packaging without damaging the furniture inside.

3. Inspect each furniture item visually and physically for any signs of damage like cracks, scratches, or missing parts.

4. Use the printed inspection checklist to mark observations.

5. If any damage is found, take clear photos and note the issue on the sample reporting form.

6. Explain how to escalate or report the damage following the company's SOP (e.g., notifying the supervisor, tagging the item as 'damaged', filing a digital report).

7. Ask students to perform the task in groups and prepare a report summarizing their findings.

8. Submit the report to the teacher for feedback and class discussion.

Activity 3: Identify the Mechanism for Damages Documentation under Pickup and Delivery Process.

Materials Required:

- Sample pickup and delivery logs

- Damage documentation forms (hardcopy or digital)

- Sample photos of damaged goods

- Notebook and pen

- Company SOP for damage reporting (printed)

- Mobile device/camera (for mock documentation)

Procedure:

1. Begin by explaining the importance of documenting damages accurately during both pickup and delivery.

2. Provide students with sample pickup and delivery scenarios, including cases of visible or reported damage.

3. Demonstrate how to inspect items at the point of pickup and delivery for any signs of damage.

4. Guide students through filling out a damage documentation form, including details like item ID, nature of damage, date, time, and photo evidence.

5. Refer to the SOP to explain escalation steps such as notifying the supervisor, tagging damaged packages, and updating digital systems.

6. Ask students to perform a mock pickup/delivery, identify damage, and complete all required documentation.

7. Students will discuss the process, challenges, and key checkpoints in class.

8. Submit completed documentation and a brief report to the teacher for review and feedback.

CHECK YOUR PROGRESS

A. Fill in the Blanks

1. _____ is the process of assessing the condition, quality, and compliance of goods before dismantling or shipping.

2. The systematic disassembly of equipment or structures to facilitate transport is known as _____.

3. _____ ensures that dismantled parts or intact goods are securely wrapped to prevent damage during transit.

4. The use of _____ and tie-downs helps prevent furniture movement during transport.

5. _____ involves verifying the quantity and condition of received items before they are accepted.

B. Multiple Choice Questions

1. What is the main purpose of inspection before dismantling?

   a) To increase cost

   b) To check quality, compliance, and condition

   c) To reduce the number of items

   d) To pack items more quickly

2. Which of the following is NOT a mode of delivery?

   a) Road Transport

   b) Air Freight

   c) Inspection Freight

   d) Rail Transport

3. What should be used to protect fragile furniture parts?

   a) Plastic wrap only

   b) Bubble wrap and foam padding

   c) No protection needed

   d) Just a moving blanket

4. What should be done with small dismantled parts like screws?

   a) Throw them away

   b) Leave them attached to the furniture

   c) Store them in labeled zip lock bags

179

    d) Mix them with other tools

5. Which of the following is NOT an essential step in the inspection process?

    a) Verifying item quantity

    b) Checking item condition

    c) Disassembling furniture

    d) Documenting damages

6. What is a key factor in safe unloading?

    a) Working alone

    b) Using proper lifting techniques

    c) Dragging furniture across the floor

    d) Ignoring stability before moving

C. State whether the following statements are True or False.

1. Inspection is only necessary for fragile items.

2. Dismantling furniture can help reduce the risk of damage during transport.

3. Bubble wrap is used to secure heavy machinery for transport.

4. Securing furniture with straps and tie-downs helps prevent movement inside a truck.

5. Checking item availability involves verifying both quantity and condition.

D. Short Answer Questions

1. What are the key steps in the inspection process?

2. Why is it important to store small dismantled parts properly?

3. What are two methods to secure furniture inside a truck?

4. Name three essential packing materials used for protecting furniture.

5. What should be done if a received item is damaged?

E. Long Answer Questions

1. Explain the importance of each step in the Inspection, Dismantling, Packing, and Delivery process.

2. Describe the best practices for packing different types of furniture and why they are important.

3. What are the key considerations when securing furniture inside a moving truck?

4. How can businesses ensure the safe handling and transportation of fragile goods?

5. Why is proper documentation essential in the pickup, delivery, and damage reporting process?

F. Check Your Performance

1. You are part of a team responsible for handling the pickup, transport, and delivery of household furniture. Demonstrate the inspection process by describing how you would check the availability and condition of each furniture item before pickup.

SESSION 4: GST RULES AND REGULATIONS APPLICABLE TO E-COMMERCE DELIVERY

CONCEPT OF GOOD AND SERVICES TAX (GST)

Goods and Services Tax (GST) is a comprehensive, multi-stage, destination based tax levied on the supply of goods and services in India. It is a single indirect tax replaced multiple indirect taxes like VAT, excise duty and services tax.

Important of features of GST

1. **One Nation, One Tax:** Uniform tax structure across the India.

2. **Destination based tax:** GST collected where goods / services are consumed not where they originate.

3. **Input tax credit:** GST allows business firms to claim tax already paid on inputs.

4. **Digital Compliance:** Online registration, filling and payment thorough GST portal.

Types of GST

GST is divided based on whether the transaction is intra-state or inter-state or union territory.

Intra State:

1. Central Goods and Services Tax (CGST)

2. State Goods and Services Tax(SGST)

Inter-State:

3. Integrated Goods and Services Tax (IGST)

Union Territory:

4. Union Territory Goods and Services Tax (UTGST)

Tax Rates:

- 0%: Essential goods like fresh vegetables, milk, healthcare and education etc.

- 5%: Household essentials like packaged food, coffee, tea, rail tickets etc.

- 12%: Processed food, mobile phones, hotels (1000 to 7500 per night) etc.

- 18 %: AC restaurants, movie tickets, personal care products, IT services etc.

- 28%: Luxury goods like cars, tobacco, aerated drinks etc.

GST Registration:

GST registration is compulsory for business firms with the turnover exceeding Rs. 40 lakh (Rs. 20 lakhs for service providers.

E-commerce sellers and inter-state suppliers must register, regardless of turnover.

North Eastern stages, Uttarakhand and Himachal Pradesh have given special category states with lower limits Rs. 20 lakhs for goods Rs. 10 lakhs for services.

DIFFERENTIATING LOCATION OF SERVICE RECIPIENT AND PLACE OF SUPPLY FOR GST

In the context of Goods and Services Tax (GST), the location of the service recipient and the place of supply are crucial for determining whether a transaction is subject to CGST & SGST or IGST.

1. **Location of Service Recipient**

   This refers to place where the recipient is located. As per the GST law the residence or registered place of business of the recipient is the location of service recipient.

   Example: A company registered in Madhya Pradesh purchases the consultancy services from a firm based in Maharashtra.

   The location of the service recipient as per GST law is Madhya Pradesh.

2. **Place of Supply**

   The place of supply is a critical legal concept under GST law that determines the state or country where a supply is considered to have occurred. The rules under GST law are varying for services and goods.

   For Services

   General Rule:

   The recipient's location will become the place of supply if both the supplier and recipient both are registered.

   Unless a specific rule applies the location of the supplier will be the place of supply if the recipient is unregistered.

   Example: A Karnataka based IT Company provides software development services to a client registered in Delhi

   Location of service recipient is Delhi: Place of supply is Delhi

   Special Rules:

Some services have special rules for determining the place of supply.

- Immovable property related services: Place of supply is where the property is located.

- Event based services: Place of supply is where the event is held.

- Transportation of goods: Place of supply is the destination of goods.

Example: A Madhya Pradesh hotel provides accommodation to a Telangana based customer.

- Location of recipient is Telangana

- Place of supply is Madhya Pradesh

Key Differences

Aspect	Location of Service Recipient	Place of Supply
Definition	Registered address or residence of the recipient	The place where GST law deems the service is supplied
Importance	Identifies the recipient's tax liability	Used to determine whether CGST & SGST or IGST to be applied
Basis of determination	GST registration or residence	General and Special Provisions of GST law

APPLYING CGST AND SGST OR IGST BASED ON TRANSPORTATION TYPE

Intra State: If the supplier and recipient both are in the same state, CGST and SGST applicable

Central Goods and Services Tax (CGST) : 50% of total GST

State Goods and Services Tax(SGST) : 50 % of total GST

Inter-State: Interstate means the supplier and recipient are in different states, IGST applicable.

Integrated Goods and Services Tax (IGST) : 100 % of total GST

GST Rates on transport services

Type of Transportation	Rate of Tax
Goods transport by road (GTA) with ITC claim	12%
Goods transport by road (GTA) without ITC claim	5%

Transport of goods by railway	5%
Transport of passengers by road	5% or 12 %
Transport of passengers by air (Economy)	5%
Transport of passengers by air (other than Economy)	12%

If the Transporter is a Goods Transport Agency (GTA), GST is payable by the recipient (customer) and it is known as reverse charge mechanism (RCM). And the transporter is an individual not a GTA then GST is not applicable.

GST APPLICATION AND REVERSAL PROCESSES

As a delivery associate, understanding the application and reversal of GST (Goods and Services Tax) is essential for accurate invoicing and compliance in logistics and e-commerce delivery.

GST Application Process:

1. **Determine the Nature of Transaction**

   Intra-state: Apply CGST and SGST

   Inter-state: Apply IGST

2. **Collect GST Details**

   Ensure the availability of:

   - GSTIN (Goods and Services Tax Identification Number) of the supplier and recipient
   - PAN Number
   - SAC/HSN Code relevant to the service or goods being transported

3. **Invoice Preparation:**

   Clearly mention:

   - Tax type (CGST/SGST/IGST)
   - Tax rate and amount
   - Total taxable value and total invoice amount
   - GSTIN of both parties

4. **Timely Filing**

   - File monthly/quarterly GST returns (GSTR-1, GSTR-3B, etc.)
   - Upload invoices in the GST portal for Input Tax Credit (ITC) availability

The formula to calculate Goods and Services Tax on a product or service

If the price of the product / service excludes the GST, then

$$\text{GST amount} = \frac{\text{Original Price x GST Rate}}{100}$$

If the price of the product / service includes the GST

$$\text{Original Price} = \frac{\text{Final Price x 100}}{100 + \text{GST Rate}}$$

GST amount = Final price – Original prices   or   Final price x GST rate / 100+GST rate

GST for the Logistic Sector:

Service	GST Rate
Goods Transport Agency (GTA) (Road Transport)	5% (without ITC) 12% (with ITC)
Passenger Transport (Buses, Taxis, Airline)	5% (Economy) 12% (AC) 18% (Luxury)
Rail Freight	5%
Courier & Express Parcel Services	18%
Warehousing of Agricultural Goods	Exempt
Warehousing of Non-Agricultural Goods	18%
Freight forwarding & third party logistics	18%

Example: A company hires a Goods Transport Agency to transport the goods for Rs. 2000/-and rate of GST applicable is 5%. Calculate the GST amount assuming service charge is excluding GST.

GST amount – Actual Service charge x GST rate applicable / 100

GST amount = 2000 x 5 / 100 = 100/-

*Example***:** X company hires a Truck to transport it's goods for Rs. 5000/-, applicable GST rate is 12% calculate GST amount assuming the service charge including the GST.

Original price = (5000 x 100) / (100+12)

= 4464 (4464.28)

GST amount = 5000 – 4464 = 536

If the above transaction is interstate transaction or transaction within the Union Territory the amount of GST calculated will be the IGST and UTGST respectively. And if the above transaction is an intra state transaction total GST has to be divided into two parts as Central Goods and Services Tax (CGST) and State Goods and Services Tax (SGST).

Price Excluding the GST   Price Including the GST

CGST = 2000 x 2.5 / 100 = 50   536 / 2 = 268

SGST = 2000 x 2.5 / 100 = 50   536 / 2 = 268

GST Reversal Processes:

Reversal of Goods and Services Tax generally occurs when an input tax credit claimed earlier needs to be returned to the government due to non-compliance with GST rules. It can occur in the following situations of Input Tax Credit Reversal or Incorrect GST payment or Cancellation of GST registration.

1. **Non-Payment of Suppliers within 180 days:** If a business claims ITC on a purchase but does not pay the supplier within 180 days the ITC must be reversed.

2. **Use of Goods / Services for exempt or non-business purposes:** ITC is only allowed for taxable goods / services and if the goods / services are later used for exempt supplies or personal use, ITC must be reversed.

3. **Cancellation of GST Registration:** ITC on stock and capital goods must be revered if a taxpayer cancels their GST registration.

4. **Goods Lost. Damaged or used as Free samples:** ITC must be returned on the goods that damaged, lost and given as free samples.

    GSTIN: Goods and Services Tax Identification Number (GSTIN) ia a 15-digit unique identification number assigned to the business organization which are registered under GST Act in India. It is necessary at the time filling GST return and claiming ITC.

Structure of GSTIN: (Fig. 4.8)

- The first two digits is the state code

- Next 10 characters represent the Permanent Account Number of the firm

- 13th digit is entity code.

- 14th digit reserved for future use, by default it is "Z".

- 15th digit is check sum digit which is auto generated for validation.
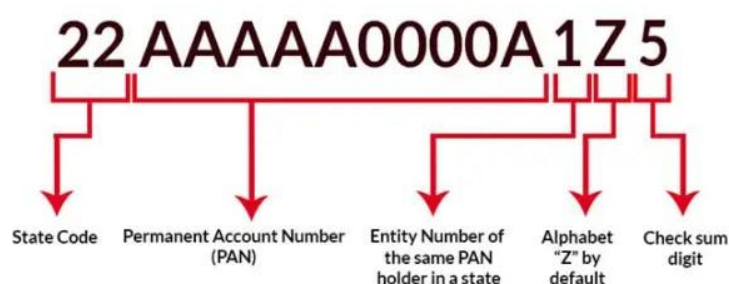
Fig. 4.8: Structure of GSTIN

Permanent Account Number (PAN): PAN is 10-digit character alphanumeric unique identifier issued by the Income Tax Department used for filling of income tax returns, opening of bank account, high value transactions above the 50000/- and above, registration of GST and purchase of property, vehicle and investment.

Structure of PAN

- First 3 letters are a random alphabetic sequence

- 4th letter represent type of entity P for Individual, C for Company, H for Hindu undivided family, F for Firm etc.

- 5th letter is the first letter of surname or firm name in case of the individual and entities respectively.

- Next 4 digits is random numeric sequence

- Last letter alphabetic checksum for validation.
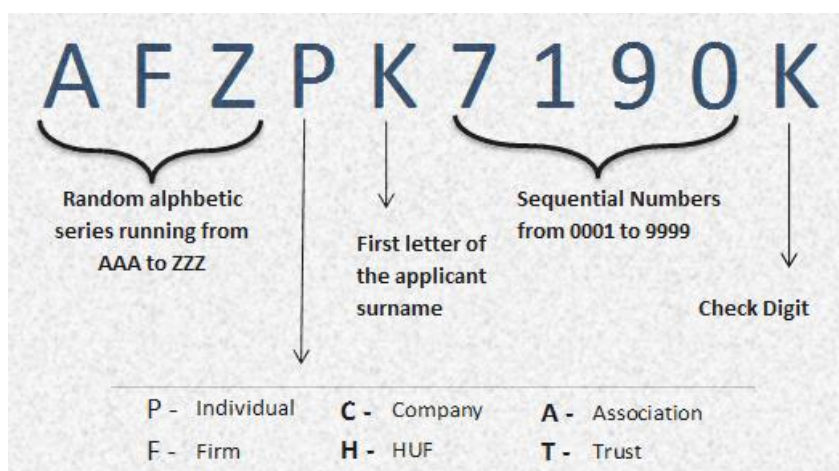
Fig. 4.9: Structure of PAN Card

Services Accounting Code (SAC): SAC is a six-digit numeric code to classify under the GST. It helps in identifying the nature of the service for taxation purpose.

Structure of SAC:

- First two digits represent services under GST

- Next two digits meant for major service category.

- Last two digits is for specific service code.

Note: Visit the official GST website for regular updates (https://www.gst.gov.in/).

PRACTICAL EXERCISES:

Activity 1: GST Calculation Based on Type of Transportation.

Scenario: A delivery company uses a Goods Transport Agency (GTA) to transport e-commerce parcels worth Rs. 10,000 from a warehouse in Delhi to a customer in Mumbai. The applicable GST rate is 5% (without Input Tax Credit claim).

Material Required:

- Notebook

- Pen/Pencil

- Calculator

Procedure:

1. Identify whether the transaction is intra-state or inter-state.

2. Determine whether IGST, CGST & SGST is applicable.

3. Calculate the GST amount.

4. Mention who will pay the GST under the reverse charge mechanism (RCM).

Activity 2: Inspect Invoices for Accuracy in GST Application (Intra-State GTA without ITC)

Material Required:

- Notebook
- Pen/Pencil
- Sample Invoice (Intra-state GTA service)
- GST Rate Chart
- Calculator

Procedure:

1. Review the invoice details including service provider and recipient location.
2. Identify the nature of the transaction (intra-state).
3. Check if CGST and SGST have been applied (not IGST).
4. Verify the GST rate (5% for GTA without ITC).
5. Calculate the correct tax (split equally into CGST and SGST).
6. Determine if Reverse Charge Mechanism (RCM) is applicable.
7. Write down and explain any discrepancy in the class.
8. Submit report to the teacher.

CHECK YOUR PROGRESS

A. Fill in the Blanks

1. If the supplier and recipient are in different states, _____ (CGST/SGST/IGST) is applicable.
2. The place of supply for immovable property-related services is where the _____ is located.
3. Under the reverse charge mechanism (RCM), the _____ (supplier/recipient) pays GST instead of the supplier.
4. If a transport service charges ₹10,000 within the same state and is subject to 5% GST, the CGST amount will be ₹_____.
5. The GST rate for passenger transport by economy air travel is _____.

B. Multiple Choice Questions

1. What determines whether CGST & SGST or IGST applies to a transaction?

   a) The amount of GST charged

   b) The location of the service provider

   c) The location of the service recipient and place of supply

   d) The method of payment

2. If a company in Karnataka avails of software services from a company in Delhi, which GST applies?

   a) CGST & SGST

   b) IGST

   c) No GST applicable

   d) GST at a flat 18%

3. What is the GST rate for goods transport by rail?

   a) 18%

   b) 5%

   c) 12%

   d) 0%

4. Under GST, which of the following services has a specific place of supply rule?

   a) Consultancy services

   b) Event-based services

   c) IT services

   d) Market research

5. A registered company in Maharashtra books hotel accommodation in Gujarat. What tax applies?

   a) CGST & SGST

   b) IGST

   c) No tax

   d) 18% VAT

C. State whether the following statements are True or False.

1. CGST & SGST apply when both the supplier and recipient are in the same state.

2. The place of supply for goods transport services is always the supplier's location.

3. The GST rate for frozen food transport by road is 18%.

4. If a service recipient is unregistered, the supplier's location determines the place of supply.

5. Reverse Charge Mechanism (RCM) applies to all transport services.

D. Short Answer Questions

1. What is the significance of the place of supply under GST?

2. Explain the difference between CGST, SGST, and IGST.

3. What are the GST implications if a Maharashtra company hires a Delhi-based consultant?

4. How is GST calculated if the transport cost is ₹20,000 and GST is 5%?

5. Why is it important to maintain a cold chain for perishable goods?

E. Long Answer Questions

1. Explain with examples how the place of supply affects GST calculation in transportation services.

2. Discuss the importance of temperature control in the logistics of perishable goods.

3. How does Reverse Charge Mechanism (RCM) work in Goods Transport Agencies (GTA)? Provide an example.

4. What documents are required for the transportation of perishable goods, and why are they necessary?

5. Describe the different GST rates applicable to transportation services and how they impact businesses.

F. Check Your Performance

You are working as an invoicing assistant for Krushnai Logistics Pvt. Ltd., a company that provides courier and furniture relocation services. Today, you receive two separate service orders:

Order 1 – Intra-State Delivery

- Service: Furniture delivery and installation

- Service Provider Location: Pune, Maharashtra

- Customer Location (Recipient): Nagpur, Maharashtra

- Invoice Amount (Excl. Tax): Rs. 10,000

- Customer GSTIN: 27ABCDE1234F1Z5

- SAC Code: 996719 (Moving services of household goods)

Order 2 – Inter-State Courier Service

- Service: Parcel delivery (laptop and accessories)

- Service Provider Location: Bengaluru, Karnataka

- Customer Location (Recipient): Hyderabad, Telangana

- Invoice Amount (Excl. Tax): Rs. 5,000

- Customer PAN: AAAPL1234H (individual, not GST registered)

- SAC Code: 996812 (Courier services)

You have to perform the following:

1. Identify the place of supply and location of recipient in each order.

2. Determine whether CGST+SGST or IGST should apply for each transaction.

3. Apply the correct GST rate (assume 18%) and calculate total invoice amount.

4. Mention the required details to be captured: GSTIN (if applicable), PAN, SAC code.

5. If a customer cancels Order 2 after billing, explain the GST reversal process briefly.

MODULE 5: CUSTOMER COMMUNICATION AND PROFESSIONAL ETIQUETTES

Customer communication refers to the way businesses interact with their customers to provide information, answer queries, and resolve issues in a professional manner. For delivery associates, it is essential to maintain clarity, politeness, and responsiveness to ensure a positive customer experience. Effective communication builds trust, enhances customer satisfaction, and strengthens brand reputation. Whether through face-to-face interactions, phone calls, emails, or online chats, employees must ensure that their tone remains friendly, respectful, and solution-oriented.

Professional etiquette plays a crucial role in customer interactions, ensuring that communication is polite, professional, and customer-focused. This includes active listening, clear and concise responses, patience, and empathy when handling customer concerns. Delivery associate should greet customers warmly, use polite language, and address issues with a positive attitude. Even in difficult situations, maintaining professionalism helps resolve conflicts and retain customer loyalty.

Now a day, companies that prioritize respectful and efficient communication increase customer satisfaction, build long-term relationships, and foster business growth. Thus, the delivery associate should understand the good customer communication and professional etiquette set a business apart from competitors by creating a welcoming and trustworthy experience.

The module focuses on essential skills required for delivery associate for effective workplace interactions. Session 1 covers the importance of greeting customers politely and handling complaints professionally to enhance customer satisfaction. Session 2 emphasizes building strong professional relationships and effective communication with customers to ensure clarity and trust. Session 3 explores workplace etiquette, including professional behaviour, active listening, and respectful communication to maintain a positive work environment. Session 4 highlights inclusive practices, fostering diversity, equity, and respect in the workplace to create a supportive and collaborative atmosphere.

SESSION 1: FUNDAMENTALS OF CUSTOMER COMMUNICATION

Effective customer communication is the foundation of excellent service in the logistic sector. It involves sharing information clearly, listening actively, and responding to customer needs with politeness and professionalism. For a delivery associate, strong communication skills help in building trust, ensuring timely deliveries, and handling customer queries or concerns efficiently. Understanding the basics of customer communication is the first step toward creating positive customer experiences and contributing to the company's reputation and success. (Fig. 5.1)

Fig. 5.1: Customer Communication

GREETING CUSTOMERS

The Delivery Associate is not just about delivering packages; it is also about providing excellent customer service. A friendly greeting, professional communication, and good problem-solving skills create a positive customer experience. These steps, delivery associates help in making customers happy and improving the company's reputation.

Meaning: Greeting a customer means acknowledging their presence in a polite and friendly manner. When a delivery associate meets a customer, the first few seconds create an impression.

A simple greeting like "Good morning, sir/madam" or "Hello! I have your package" makes the interaction smoother.

Importance of Greeting Customers

As a delivery associate, a good greeting is not just about being polite; it serves multiple purposes as mentioned below:

1. **Creates a Positive Experience**: When customers receive a package, they expect a smooth and hassle-free experience. A friendly greeting makes them feel valued. ***Example:*** Saying "Hello, sir! Here is your package. Have a great day!" creates a good impression.

2. **Builds Trust and Good Relationships**: If a delivery associate is polite and professional, the customer trusts them more. ***Example:*** If the customer has a complaint, they will feel more comfortable discussing it with a friendly associate.

3. **Improves the Company's Reputation**: A delivery associate represents the company. If they behave well, customers will think highly of the company. ***Example:*** If two companies provide the same service, but one has polite delivery staff while the other does not, customers will prefer the first one.

4. **Encourages Repeat Business**: A good experience with a polite associate encourages customers to order again.

5. **Reduces Customer Complaints**: A warm and professional greeting can prevent complaints. If the package is delayed, a polite associate can handle the situation better.

The Delivery associate can greet the customer through (Fig. 5.2):

1. Be punctual: Deliver the package on time and greet immediately.

2. Use polite words: "Hello," "Good morning," "Thank you," and "Have a nice day."

3. Speak clearly: Make sure the customer understands you.

4. Smile and maintain eye contact: This shows confidence and respect.

5. Address customers by name (if known).

Fig. 5.2: Example of customer greeting

STEPS FOR POLITE AND PROFESSIONAL COMMUNICATION

For delivery associate, Professional Communication means interacting with customers in a way that is respectful, polite, and helpful. It ensures that customers have a good experience. Below are the septs to be followed by the delivery associate for polite and professional communication:

Step 1: Be Respectful and Courteous

Always address customers with respect. Use words like sir/madam when appropriate. Never interrupt when a customer is speaking. If a customer is angry or upset, stay calm and listen carefully

Example: *If a customer says, "My package is late," do not say, "It's not my problem." Instead, say, "I understand your concern. Let me check the status for you."*

Step 2: Speak Clearly and Politely

Use clear, simple language and avoid slang or harsh words. Speak slowly if the customer is elderly or has difficulty understanding. If the customer does not understand the local language, use simple words or gestures.

Step 3: Listen to the Customer Carefully

Give full attention to the customer while they are speaking. Repeat the main points to confirm you understand.

Example: *Customer: "I received the wrong item." Delivery Associate: "I see, sir. You ordered a phone cover but received a different one. Let me report this for you."*

Step 4: Solve Problems Professionally

If the customer has an issue, apologize and offer help.

Example: *If the package is damaged, say: "I am really sorry for this. Let me report it to customer support for a replacement."*

Step 5: End the Conversation on a Positive Note

Always thanks the customer and leave with a smile, even if there was a problem. It leaves a good impression.

Example: *"Thank you for your time, sir/madam. Have a great day!"*

CUSTOMER REQUIREMENTS, CUSTOMER COMPLAINTS AND DISSATISFACTION

Customer Requirements

Customer requirements refer to what the customer expects from the service. Customers expect certain things when they place an order. For a delivery associate, this includes:

Customer Requirement	Expectation	Solution
Timely Delivery	Customers expect to receive their package on time. If delivery is late, they may get upset.	Always follow the schedule and update customers about delays.
Proper Handling of the Package	Customers want their items to arrive in perfect condition.	Handle packages with care to avoid damage.
Polite and Respectful Behaviour	Customers expect delivery associates to be courteous and professional.	Always greet and communicate respectfully.
Accurate Order Delivery	Customers expect to receive exactly what they ordered.	Double-check the package details before delivery.

Meeting these expectations helps in creating a good customer experience.

Customer Complaints

A complaint is a message or feedback from the customer when something goes wrong. Customer complaints arise when their expectations are not met. Some common complaints in e-commerce delivery include:

Customer Complaint	Issue	Solution
Late Delivery	Customers get frustrated when their package arrives later than expected.	Inform the customer in advance if there is a delay.
Wrong Item Delivered	Customers may receive the wrong product.	Apologize and guide them on how to request a return or replacement.

Damaged Package	A package may get damaged during transit.	Handle packages carefully and assist customers with complaints.
Unprofessional Behaviour	Rude behaviour by delivery associates can lead to complaints.	Always stay professional, polite, and respectful.

At the time of Handling Customer Complaints Professionally, delivery associate can consider the following steps and the actions:

Step	**Action**
Stay Calm and Listen	Let the customer explain their issue completely.
Apologize Politely	Example: "I am really sorry for the inconvenience. Let me help you with this."
Find a Solution	If the customer received the wrong item, assist them with the return process.
Remain Positive and Professional	Even if the customer is angry, do not argue. Maintain professionalism.

Customer Dissatisfaction

Dissatisfaction happens when the customer is unhappy with the service, even if they don't complain directly. It can result from repeated poor service or not meeting expectations.

Customer dissatisfaction occurs when complaints are not resolved properly. This can lead to:

- Negative reviews about the company.
- Loss of business (customer stops ordering).
- Bad reputation for the company.

Below are some Signs of Dissatisfaction:

- The customer is cold or unfriendly.
- They refuse to accept the delivery.
- They mention they're unhappy without filing a formal complaint.

Below points can be consider for Handling dissatisfied customer:

- Stay calm and respectful.

- Ask if there's anything you can do to assist.

- Inform your supervisor or the concerned team.

- End the interaction politely with a thank you.

Below are some precautions to avoid Customer Dissatisfaction

- Deliver on time and handle packages carefully.

- Communicate politely and clearly.

- Resolve complaints efficiently.

- Apologize and provide solutions whenever issues arise.

Customers expect timely delivery, correct items, and respectful behaviour. Complaints may include delays, wrong or damaged products, or poor service. Delivery associates should listen, apologize, and report issues. Dissatisfaction may not be spoken but can be seen through the customer's behaviour. Staying polite, calm, and helpful ensures better customer satisfaction.

PRACTICAL EXERCISE

Activity 1: Role Play on Greeting Customers Professionally.

Material Required:

- Name tags for participants

- A few mock packages for delivery

- Scenario cards with different customer interactions

Procedure:

1. Divide students into pairs. One plays the role of a Delivery Associate, and the other plays the role of a Customer.

2. Assign different scenarios**.** Each pair receives a card with a scenario (e.g., customer receiving a damaged package, customer receiving the wrong item, customer expecting an apology for late delivery).

3. Perform role play:

   a) The delivery associate greets the customer politely.

   b) They communicate respectfully and handle complaints professionally.

   c) If needed, they escalate the issue to a supervisor.

   d) They end the conversation on a positive note.

4. Switch roles so that each participant experiences both positions.

5. Discuss in a group what went well and what could be improved.

6. Teacher will provide feedback and best practices for real-life scenarios.

Activity 2: Solving Customer Complaints in Teams.

Material Required:

- Printed complaint scenarios
- Answer sheets for teams

Procedure:

1. Form small teams of 3-5 students.

2. Each team is given a customer complaint scenario (e.g., late delivery, wrong item, rude behaviour).

3. Teams discuss and write down a professional way to handle the complaint using the steps learned.

4. Each team presents their solution to the group.

5. Teacher will provide feedback and highlights the best approaches.

6. The best team is rewarded for an effective resolution.

Activity 3: Customer Requirement Matching Game.

Material Required:

- Flashcards with customer expectations (e.g., timely delivery, respectful behaviour, accurate order, careful package handling).

- Flashcards with solutions to these expectations.

Procedure:

1. Mix up all the flashcards and distribute them to students.

2. Students must find the correct match. A students holding a customer expectation must find the participant with the correct solution.

3. Once matched, they explain why the solution meets the expectation.

4. Teacher will review the answers and clarifies doubts if any.

CHECK YOUR PROGRESS

A. Fill in the Blanks

1. A friendly and polite _____ creates a positive customer experience.

2. If a customer receives the wrong item, the delivery associate should _____ and guide them on how to return it.

3. Professional communication involves being _____ and _____ at all times.

4. A polite and respectful delivery associate helps in building the company's _____.

5. If a customer's package is delayed, they should be _____ in advance.

B. Multiple Choice Questions

1. Why is greeting customers important?

   a) To waste time

   b) To make customers feel valued

   c) To complete more deliveries quickly

   d) To avoid answering customer questions

2. What should a delivery associate do if a package is damaged?

   a) Ignore the complaint

   b) Blame the customer

   c) Apologize and help the customer file a complaint

   d) Ask the customer to handle the issue on their own

3. What is the best way to communicate professionally with customers?

   a) Speaking rudely when they complain

   b) Using polite words and listening carefully

   c) Ignoring them after delivery

   d) Arguing with them if they are upset

4. What is a common cause of customer dissatisfaction?

   a) Friendly greetings

   b) Timely deliveries

   c) Unprofessional behavior by delivery associates

   d) Accurate order delivery

5. If a customer is angry, how should the delivery associate respond?

   a) Stay calm and listen carefully

   b) Argue with them

   c) Walk away without saying anything

   d) Shout at them

C. Match the Column

	Column A		Column B
1	Timely Delivery	A	Builds customer trust
2	Friendly Greeting	B	Prevents delays and complaints
3	Handling Complaints Professionally	C	Creates a positive experience
4	Unprofessional Behaviour	D	Can damage the company's image
5	Accurate Order Delivery	E	Ensures customers receive what they ordered

D. State Whether the Following Statements are True or False.

1. Customers do not care about politeness; they only want their package.
2. A friendly greeting can help reduce customer complaints.
3. Delivery associates should avoid eye contact while speaking.
4. A professional and polite attitude improves the company's reputation.
5. If a customer receives the wrong item, the delivery associate should ignore them.

E. Short Answer Questions

1. Why is professional communication important in customer service?
2. What are the benefits of greeting customers politely?
3. How should a delivery associate handle a customer complaint about a late package?
4. What are some polite phrases that can be used during customer interaction?
5. How can a delivery associate prevent customer dissatisfaction?

F. Long Answer Questions

1. Explain the steps to handle a customer complaint professionally.
2. Discuss the impact of a delivery associate's behaviour on the company's reputation.
3. Describe the importance of good communication skills for delivery associates.

4. What are some common customer complaints in e-commerce deliveries, and how can they be resolved?

5. How can professional etiquette help in reducing customer complaints?

G. Check Your Performance

1. A customer enters the store looking confused and frustrated. As a Delivery Associate, how will you greet them professionally, understand their issue, and ensure their complaint is handled politely and effectively?

   Write the steps you would follow and the phrases you would use during the interaction.

2. A customer complains that their package was delayed and is now refusing to accept it. The product is correct, but the delay has caused dissatisfaction.
   As the Delivery Associate, how will you respond to calm the customer, explain the situation, and still try to complete the delivery?

   List your response, the communication strategy you would use, and how you would document the complaint.

SESSION 2: PROFESSIONAL RELATIONSHIPS

Professional relationships and effective communication with customers are essential for providing excellent service. Businesses can ensure customer satisfaction and long-term success by maintaining a respectful and impersonal relationship, keeping customers informed, using feedback to improve, and escalating serious complaints to superiors.

PROFESSIONAL RELATIONSHIPS

A professional relationship is a formal connection between individuals or organizations based on mutual respect, trust, and shared goals. In the workplace, professional relationships are built between employees, customers, clients, and business partners.

For a delivery associate, this means communicating clearly, following instructions, being reliable, and treating everyone with courtesy. Strong professional relationships build trust, improve teamwork, and create a positive work environment.

Below are the features of Professional Relationships:

- **Respect and Courtesy:** Treating others politely and valuing their opinions.

- **Trust and Honesty:** Being truthful and reliable in all interactions.

- **Clear Communication:** Sharing information in a straightforward and professional manner.

- **Teamwork and Cooperation:** Working together to achieve common goals.

- **Boundaries and Ethics:** Maintaining a proper balance between personal and professional life.

Types of Professional Relationships: Professional relationships vary based on roles, responsibilities, and organizational structure. Common types include:

Type of Relationship	Description
Colleague-to-Colleague	Peer-level relationships that involve collaboration, teamwork, and mutual support.
Manager-to-Employee	A hierarchical relationship involving guidance, supervision, feedback, and performance management.

Mentor-to-Mentee	A developmental relationship where an experienced professional supports the growth of a less experienced one.
Client-to-Service Provider	A business relationship where one party provides goods/services and the other receives them.
Cross-functional Teams	Collaborative relationships among people from different departments or areas of expertise.

As a Delivery Associate, professional relationships can be built through formal connections formed with team members, supervisors, customers, and other stakeholders. These relationships are based on mutual respect, trust, clear communication, and a shared commitment to delivering timely and efficient service. Maintaining strong professional relationships is essential for collaboration, customer satisfaction, productivity, and overall professional growth in the logistics and delivery environment.

IMPERSONAL RELATIONSHIP WITH CUSTOMERS

An impersonal relationship means a professional interaction where personal emotions are not involved. The focus is only on work-related discussions, ensuring quick and efficient service.

For a Delivery Associate, an impersonal relationship means:

- Keeping the interaction short and professional

- Not sharing personal details with customers

- Not getting emotionally involved in customer complaints

- Focusing only on delivering the package and providing necessary information

Maintaining an Effective Impersonal Relationship

1. **Be Polite and Respectful:** As a Delivery Associate, always greet customers with a smile and say polite phrases like "Good afternoon" or "Here is your parcel." ***For example,*** when deliver a package, say, *"Thank you for your time, have a great day,"* even if the interaction is brief. This shows respect and professionalism.

2. **Listen Actively:** Even if customers don't speak much, delivery associate pay attention to any special instructions or concerns. ***For example,*** if a customer says, "Please leave the package at the back door," listen carefully and follow through. This builds trust and avoids misunderstandings.

3. **Stay Neutral and Professional:** If a customer is upset about a late delivery, stay calm and don't take it personally. ***For example,*** Delivery Associate might say, *"I understand your concern. You can contact customer support for further help."* This keeps the situation professional and respectful.

4. **Follow Company Policies:** Delivery Associate should follow all delivery rules, like verifying the recipient or taking proof of delivery. If a customer asks delivery associate to leave the package with someone else, politely say, *"I am sorry, but I must deliver it directly as per our policy."* This ensures safety and fairness.

5. **Maintain Confidentiality:** Delivery Associate never share or discuss a customer's personal details. ***For example,*** even if a neighbor asks who the package is for, Delivery associate can respond, *"Sorry, I can't share that information."* Protecting privacy shows responsibility and earns customer trust.

Delivery associates should focus on completing tasks efficiently, communicating clearly, and handling issues calmly. This approach ensures a consistent, positive customer experience while keeping boundaries professional.

IMPORTANCE OF INFORMING CUSTOMERS ABOUT ISSUES AND UPDATES

As a Delivery Associate, keeping customers informed about any service issues or updates such as delivery delays, route changes, or package status is crucial for building trust and ensuring customer satisfaction. ***For example,*** if running late due to traffic, Delivery associate should update the customer or the system i.e. *"I am running late due to traffic jam"* so they are not left wondering. By proactively communicating, Delivery associate help to manage customer expectations and reduce complaints, which leads to a better overall service experience. Below is the importance of informing the updates to customer:

- **Reduces Customer Frustration:** Customers appreciate transparency and timely updates.

- **Builds Trust:** Honest communication helps in gaining customer confidence.

- **Enhances Customer Experience:** Customers feel valued when they receive regular updates.

- **Prevents Misunderstandings:** Clear communication avoids confusion and complaints.

Ways to Inform Customers About Issues and Updates

- **SMS or Email Alerts:** Send messages regarding delays or changes.

- **Phone Calls:** Personally inform customers about important updates.

- **App Notifications:** Use mobile apps to provide instant updates.

- **In-Person Communication:** Inform customers directly during delivery or service.

CUSTOMER FEEDBACK

Customer feedback is the opinions and suggestions given by customers about a service or product. As a Delivery Associate, pay attention to comments from customers whether they are shared directly, through a rating, or passed on by the company. It helps businesses improve their services. (Fig. 5.3)

As a delivery associate, customer feedback is important because it helps to understand customer needs, expectations, and satisfaction levels. It highlights areas of improvement and allows companies to fix issues, improve services, and deliver a better customer experience. Feedback also builds trust by showing customers that their opinions are valued.

Fig. 5.3: Customer Feedback

Below is some importance of Customer Feedback to improve the services:

- **Improves Service Quality:** Feedback helps identify what is working well and what needs improvement in my delivery process.

- **Builds Customer Trust:** Acting on feedback shows customers that their opinions matter, strengthening their trust in me and the company.

- **Encourages Positive Behaviour:** Positive comments motivate me to maintain good practices like punctuality, politeness, and careful handling of packages.

- **Highlights Areas for Improvement:** Constructive criticism guides me to fix issues such as communication gaps or delivery errors.

- **Supports Professional Growth:** Regular feedback helps me develop my skills and become more effective in my role.

- **Enhances Company Reputation:** Good customer experiences reflected in feedback improve the overall image of the delivery service and company.

Escalating Negative Feedback to Superiors

When a customer is unhappy with a service, their complaint should be handled professionally by the delivery associate. If the issue cannot be resolved immediately, it should be escalated to a higher authority. Following are the Steps to be consider while Escalating Negative Feedback:

1. **Listen Carefully:** Understand the customer's issue without interrupting.

2. **Acknowledge the Problem:** Apologize and assure them you will take action.

3. **Record the Details:** Note down the complaint, order details, and customer information.

4. **Inform the Supervisor:** Share the details with a senior staff member.

5. **Follow Up** – Ensure that the issue is resolved and inform the customer.

6. **Learn from the Incident:** Use the feedback to improve future interactions.

Example: If a customer complains about receiving a damaged product and demands a replacement, but the associate does not have the authority to process it, they should inform their supervisor immediately.

PRACTICAL EXERCISE

Activity 1: Role Play on Professional Customer Interaction.

Material Required:

- Scenario cards with different customer interactions

- Name tags for participants (Customer/Delivery Associate)

Procedure:

1. Divide students into pairs. One plays the role of a Delivery associate, and the other plays the role of a Customer.

2. Each pair selects a scenario card with different situations (e.g., informing a customer about a delay, handling customer complaints, escalating an issue to a supervisor).

3. Perform role play:

   a) The delivery associate greets the customer professionally.

   b) They communicate respectfully and handle complaints as per company policy.

   c) If necessary, they escalate the issue to a supervisor.

   d) They end the conversation on a positive note.

4. Students switch roles to experience both positions.

5. Teacher will provide feedback on professionalism, politeness, and problem-solving skills.

Activity 2: Customer Feedback Analysis.

Material Required:

- Printed customer feedback samples (both positive and negative)

- Answer sheets for teams

Procedure:

1. Divide students into small groups.

2. Distribute different customer feedback samples (e.g., complaint about damaged product, compliment about fast service).

3. Each group must analyze the feedback and answer:

   a) What is the main issue or compliment?

   b) How can the company improve its service based on this feedback?

   c) If it is a complaint, should it be escalated to a supervisor?

   d) What is the best response to the customer?

4. Groups present their analysis and the teacher will provide additional insights.

Activity 3: Effective Customer Communication Matching Game.

Material Required:

- Flashcards with customer situations (e.g., late delivery, wrong item received, polite greeting, professional complaint handling).

- Flashcards with correct responses for each situation.

Procedure:

1. Mix and distribute flashcards among students.

2. Students must find their match. A students holding a situation card must find the another student with the correct response.

3. Each pair explains why their solution is appropriate.

4. Teacher will review and clarifies best practices for effective communication.

CHECK YOUR PROGRESS

A. Fill in the Blanks

1. A professional relationship is based on mutual _____ and shared goals.

2. Customer feedback helps businesses identify _____ and _____.

3. If a customer receives the wrong item, the associate should _____ and guide them on how to return it.

4. An impersonal relationship means focusing only on _____ discussions.

5. If an issue cannot be resolved immediately, it should be _____ to a supervisor.

B. Multiple Choice Questions

1. What is a key feature of a professional relationship?

   a) Gossiping about customers

   b) Trust and honesty

   c) Ignoring customer complaints

   d) Being overly personal

2. What should a delivery associate do if a customer complains about a delayed package?

   a) Ignore the complaint

   b) Apologize and provide an update

   c) Blame the customer for the delay

   d) Walk away without responding

3. Why is it important to inform customers about delays or updates?

a) To confuse them

b) To prevent misunderstandings and build trust

c) To increase complaints

d) To avoid responsibility

4. What is the first step in escalating a customer complaint?

a) Record the details of the complaint

b) Ignore the customer

c) Tell the customer to call customer service themselves

d) Argue with the customer

5. How does professional communication help a business?

a) It makes customers feel valued

b) It increases confusion

c) It creates more complaints

d) It decreases customer satisfaction

C. Match the Column

	Column A		Column B
1	Professional Relationship	A	Based on mutual trust and respect
2	Impersonal Interaction	B	Keeping discussions work-related
3	Customer Feedback	C	Helps improve service quality
4	Informing Customers	D	Prevents misunderstandings
5	Escalating Complaints	E	Reporting unresolved issues to supervisors

D. State Whether the Following Statements are True or False.

1. Professional relationships are built on trust and respect.

2. Delivery associates should share personal details with customers.

3. Informing customers about delays builds trust.

4. Negative feedback should always be ignored.

5. Escalating serious complaints to superiors helps in resolving them faster.

E. Short Answer Questions

1. What are the key features of a professional relationship?

2. Why is it important to keep customers informed about updates and issues?

3. How can an impersonal relationship help in customer service?

4. What are some ways to collect customer feedback?

5. What steps should be taken before escalating a customer complaint?

F. Long Answer Questions

1. Explain how maintaining a professional relationship benefits both employees and customers.

2. Describe the best practices for effective customer communication.

3. Discuss the role of customer feedback in improving business services.

4. Explain the steps to handle and escalate a serious customer complaint.

5. How does keeping customers informed reduce complaints and improve customer satisfaction?

G. Check Your Performance

1. You are a Delivery Associate delivering a package to a repeat customer who tries to engage in personal conversation beyond the professional context.

   How will you maintain an effective impersonal but courteous relationship without offending the customer?

   Write a short dialogue or steps you would follow to maintain professionalism while being respectful.

2. During delivery, you realize there is a delay due to a routing error and the customer might receive their order late.

   How will you inform the customer, gather their feedback, and escalate the issue to your supervisor if the customer reacts negatively?

   Describe the steps you would take, the kind of language you would use with the customer, and how you would escalate the issue.

SESSION 3: WORKPLACE ETIQUETTE

As a Delivery Associates, professional communication and workplace etiquette are important for creating a positive and respectful working environment and maintaining the reputation of the company during customer interactions. Delivery associates can improve teamwork, handle customer issues more efficiently, and present themselves as reliable and professional representatives of the company by following proper communication and etiquette practices.

Workplace etiquette refers to the polite and responsible behavior expected at work. This includes punctuality, dressing neatly, respecting others' space and opinions, following company policies, and maintaining a positive attitude.

PROFESSIONAL COMMUNICATION

Professional communication is the way employees interact with each other and with their supervisors in a respectful, clear, and effective manner. Proper communication creates a positive work environment and helps build strong relationships within the team.

Professional communication includes speaking clearly, listening actively, and using respectful language while interacting with customers, team members, and supervisors. It also involves writing clear and polite messages, especially when communicating over SMS or company apps.

Fig. 5.4: Professional Communication

The below are some important aspects of professional communication:

- **Be polite and respectful:** Always use polite words like "please," "thank you," and "excuse me."

- **Use clear and concise language:** Avoid using complicated words. Express your thoughts in a simple and direct manner.

- **Listen actively:** Pay attention when someone is speaking and respond appropriately. Avoid interrupting others.

- **Use appropriate body language:** Maintain eye contact, use a friendly tone, and avoid crossing arms or looking distracted.

- **Follow email and phone etiquette:** Use proper greetings, keep emails professional, and avoid using slang or informal language when communicating with superiors.

- **Respect cultural and personal differences:** Every person has unique backgrounds and communication styles. Be open-minded and respectful.

WORKPLACE ETIQUETTE

Workplace etiquette refers to the polite and responsible behavior expected at work. This includes punctuality, dressing neatly, respecting others' space and opinions, following company policies, and maintaining a positive attitude. (Fig. 5.5)

Fig. 5.5: Examples of Workplace Etiquettes

For delivery associates, maintaining good etiquette helps ensure smooth teamwork, customer satisfaction, and a positive company image. The below are some important aspects of workplace etiquette:

1. **Punctuality**: Always report to work and deliveries on time.

2. **Dress Neatly**: Wear clean, appropriate uniforms and maintain personal hygiene.

3. **Respect Colleagues and Customers**: Speak politely, listen attentively, and avoid arguments.

4. **Follow Company Rules**: Adhere to delivery guidelines, safety protocols, and reporting procedures.

5. **Maintain Cleanliness**: Keep the delivery vehicle and workspace tidy.

6. **Use Mobile Phones Responsibly**: Avoid personal calls or using phones during work unless necessary.

7. **Positive Attitude**: Stay calm, cooperative, and willing to help others, even in stressful situations.

8. **Handle Conflicts Gracefully**: Resolve disagreements peacefully or report serious issues to a supervisor.

The delivery associates can contribute to a respectful and professional work environment by practicing good workplace etiquette.

REPORTING ISSUES OR PROBLEMS TO SUPERVISORS IMMEDIATELY

If an employee faces a problem at work, it is essential to report it to the supervisor as soon as possible. Promptly reporting issues to supervisors is a key responsibility of a delivery associate. This ensures that issues are resolved quickly and do not affect work performance or team harmony and also and maintains customer trust. Delivery associate should consider the following while reporting issues to supervisors:

- **Act Quickly**: Inform immediate supervisor as soon as associate face a problem such as a damaged package, customer complaint, road blockage, or delivery delay.

- **Be Clear and Honest**: Provide accurate details; what happened, where, and what steps were taken.

- **Use the Right Channel**: Contact supervisor through phone, app, or any method your company recommends.

- **Follow Instructions**: Once reported, follow the supervisor's guidance or escalation process.

For Example: If a customer refuses delivery due to a damaged package, immediately inform your supervisor with order details and reason for refusal.

Prompt reporting helps in finding quick solutions and improves service reliability.

Importance of Reporting issues immediately is important because:

- **Preventing Escalation:** Delays in reporting can allow minor issues to develop into major problems, requiring more extensive and costly solutions.

- **Ensuring Safety:** Immediately reporting hazardous conditions or accidents can prevent further injury or damage to people or property.

- **Promoting a Positive Work Environment:** By reporting issues promptly, employees demonstrate a proactive approach and contribute to a workplace where problems are addressed rather than ignored.

- **Facilitating Problem Solving:** Prompt reporting allows supervisors to address issues quickly, potentially preventing further disruptions or losses.

Steps to Report a problem

Following steps to be followed by the delivery associate while reporting the problems or issues:

1. **Gather Information:** Before approaching to supervisor, gather all relevant details about the issue, including specific incidents, dates, times, and any supporting evidence.

2. **Choose an Appropriate Time:** Select a time when supervisor is available and can focus on the issue without distractions.

3. **Be Direct and Professional:** Present the problem clearly, concisely, and respectfully, focusing on facts rather than emotions or assumptions.

4. **Be Prepared to Offer Solutions:** If possible, suggest potential solutions or steps that could be taken to address the issue.

5. **Follow Up:** After reporting the issue, follow up with supervisor to ensure the issue is being addressed and to check on progress.

Examples of Issues to Report Immediately

Below are the few examples of issues to report immediately:

- **Accidents and Injuries:** Report any accidents, injuries, or near-miss incidents immediately to ensure proper medical attention and to prevent further harm.

- **Hazardous Conditions:** Report any unsafe or hazardous conditions, such as chemical spills, equipment malfunctions, or unsafe work practices.

- **Unacceptable Behaviour:** Report any behaviour that violates company policies, such as harassment or discrimination.

- **Work-Related Problems:** Report any issues that impact your ability to perform your job duties effectively, such as equipment malfunctions or resource shortages.

- **Potential Legal Issues:** Report any situations that could potentially lead to legal problems, such as violations of regulations or ethical violations.

MAINTAINING PRIVACY IN DRESS CODE AND HYGIENE POLICIES

Maintaining Privacy in Dress Code and Hygiene Policies is essential to create a respectful, inclusive, and comfortable work environment. Every workplace has dress code and hygiene policies to ensure professionalism, comfort, and health. These policies also protect employees' privacy while maintaining workplace standards. These are:

- **Respectful Communication**: Any feedback on dress or hygiene should be given privately by supervisors, not in front of others.

- **Clear Guidelines**: Companies should provide clear, written policies on dress code and hygiene without targeting individuals.

- **Personal Boundaries**: Avoid making personal comments about a colleague's appearance or hygiene. Let supervisors handle concerns confidentially.

- **Self-Responsibility**: Delivery associates should follow hygiene practices like clean uniforms, trimmed nails, and regular bathing to maintain a professional image.

Example: If a delivery associate is not in proper uniform, the supervisor should speak to them privately and remind them of the dress code respectfully.

Maintaining privacy in such matters builds a respectful, professional work environment and supports individual dignity.

Dress Code

- Delivery associate should wear appropriate clothing that aligns with company rules.

- Personal preferences should be balanced with workplace expectations.

- Delivery associate should avoid clothing that is too revealing or informal unless the workplace allows casual attire.

Hygiene Policies

- Delivery associate should maintain personal hygiene, such as regular bathing, grooming, and wearing clean clothes.

- Workspaces should be kept neat and clean.

- Personal hygiene practices should be followed while using restrooms and common areas.

Privacy in Dress Code and Hygiene

- Supervisors should handle dress or hygiene concerns privately and respectfully.

- Employees have a right to personal dignity i.e. no public comments or shaming.

- Employees should not be forced to disclose personal information about their hygiene or dress choices unless necessary for safety or company policy.

A respectful approach should be taken when discussing hygiene-related concerns with colleagues.

Practices to be followed for Maintaining Privacy in the Organisation

1. Communicate Policies Discreetly

- Share dress code and hygiene policies via employee handbooks or private meetings, not in public or group settings.

- Avoid calling out individuals in front of others.

2. Respect Cultural and Religious Diversity

- Accommodate dress and grooming practices based on cultural, religious, or medical needs.

- Offer flexibility where possible (e.g., head coverings, long sleeves, etc.).

3. Use Inclusive Language

- Frame guidelines positively and clearly.

- Avoid judgmental or biased wording like "unprofessional appearance" without clear definitions.

4. Address Concerns Privately: If an issue arises, speak to the employee one-on-one in a confidential setting. Use respectful language and focus on policy, not personal traits.

5. Keep Records Confidential: Any documentation of dress code or hygiene issues should be kept secure and shared only with relevant HR personnel.

6. Train Managers and Supervisors: Managers and supervisors should receive training on how to enforce dress code and hygiene policies in a fair, sensitive, and unbiased manner. This training should emphasize the importance of empathy, discretion, and cultural awareness.

Examples of Respectful Implementation

- Instead of saying:

"You smell bad. Fix it."

Say: *"I'd like to speak with you privately about a concern that may be affecting your comfort and others' experience."*

- Instead of issuing a group email on hygiene, address specific concerns with the individual privately and constructively.

PRACTICAL EXERCISE

Activity 1: Role Play on Professional Communication at Work.

Material Required:

- Scenario cards with different workplace communication situations
- Name tags for students (Employee/Supervisor)

Procedure:

1. Divide students into pairs. One plays the role of an employee, and the other plays the role of a supervisor or colleague.

2. Each pair selects a scenario card (e.g., reporting a workplace issue, requesting leave professionally, handling a misunderstanding).

3. Perform role play:

   a) The employee communicates their issue or request professionally.

   b) The supervisor responds appropriately, following workplace etiquette.

   c) Both ensure clarity, respect, and active listening in their conversation.

4. Students switch roles to experience both positions.

5. Teacher will provide feedback on professionalism, clarity, and etiquette.

Activity 2: Workplace Dress Code and Hygiene Checklist.

Material Required:

- Printed workplace dress code and hygiene checklist
- Answer sheets for participants

Procedure:

1. Distribute a list of dress code and hygiene scenarios to students.

2. Ask students to identify whether the behaviour follows professional workplace standards.

3. Examples:

   a) An employee wears casual slippers to a formal office setting.

   b) A colleague does not wash their hands after using the restroom.

c) An employee wears strong perfume that affects others in the office.

d) A team member keeps their workspace untidy and cluttered.

4. Discuss each scenario and let students explain why it is or isn't appropriate.

5. Teacher will provide insights on maintaining professionalism while respecting privacy.

Activity 3: Problem-Solving on Reporting Workplace Issues.

Material Required:

- Scenario cards with different workplace problems

- Writing materials for participants

Procedure:

1. Students pick a workplace issue scenario, such as:

    a) A safety hazard in the office

    b) A conflict between two employees

    c) A missing important document

    d) A technical issue affecting work

2. Each student writes a formal report to a supervisor using the provided steps for reporting problems.

3. Students exchange reports and provide constructive feedback.

4. Teachers will select a few examples to discuss best practices for problem-solving and escalation.

CHECK YOUR PROGRESS

A. Fill in the Blanks

1. Professional communication requires employees to be _____ and _____ when interacting with colleagues and supervisors.

2. If an issue is not reported immediately, it may become a _____ problem.

3. Active listening means giving full _____ to the speaker and responding appropriately.

4. Dress codes help maintain _____ in the workplace.

5. Employees should maintain _____ by following hygiene rules at work.

B. Multiple Choice Questions

1. What is an important aspect of professional communication?

    a) Interrupting others while they speak

    b) Using slang and informal language

    c) Being clear, polite, and respectful

    d) Ignoring emails from supervisors

2. Why is it important to report workplace issues immediately?

    a) To blame others for mistakes

    b) To prevent problems from worsening

    c) To avoid taking responsibility

    d) To create unnecessary conflicts

3. Which of the following is NOT a key aspect of professional etiquette?

    a) Maintaining eye contact

    b) Speaking loudly to dominate conversations

    c) Listening actively to others

    d) Using polite words like "please" and "thank you"

4. What should employees do when discussing hygiene concerns with a colleague?

    a) Publicly criticize them

    b) Disrespect their personal choices

    c) Use a respectful and private approach

    d) Ignore the issue completely

5. How can an employee ensure professional email communication?

    a) Using emojis and casual language

    b) Keeping emails professional and to the point

    c) Writing in all capital letters

    d) Ignoring email etiquette rules

C. Match the Column

	Column A		Column B
1	Active listening	A	Maintaining eye contact and focusing on the speaker
2	Reporting workplace issues	B	Helps prevent safety hazards and productivity loss
3	Professional email communication	C	Using clear and respectful language in written messages
4	Workplace dress code	D	Wearing attire that aligns with company policies
5	Personal hygiene	E	Regular grooming and maintaining cleanliness

D. State Whether the Following Statements are True or False.

1. Employees should always use clear and concise language in communication.

2. It is unimportant to report workplace issues if they do not affect you personally.

3. Workplace hygiene policies help maintain a professional and healthy environment.

4. Eye contact and a friendly tone are unnecessary in professional communication.

5. Maintaining a clean workspace is part of professional hygiene etiquette.

E. Short Answer Questions

1. Why is professional communication important in the workplace?

2. What are the key aspects of maintaining an impersonal yet respectful relationship with colleagues?

3. How does reporting workplace issues immediately help a company?

4. What are the best practices for professional email and phone communication?

5. How should an employee maintain privacy while following workplace hygiene policies?

F. Long Answer Questions

1. Explain the key features of professional communication and workplace etiquette.

2. Discuss the importance of reporting workplace issues immediately and the steps involved.

3. Describe how employees can maintain professional dress code and hygiene while respecting privacy.

4. How does active listening improve workplace relationships? Provide examples.

5. What are the best practices for resolving conflicts professionally in the workplace?

G. Check Your Performance

1. You are facing repeated delays in package handovers from a warehouse staff member, which affects your delivery schedule.

   How will you communicate this issue professionally to both the colleague and your supervisor, maintaining etiquette and a positive tone?

   Write a sample conversation or the steps you would take to resolve the situation while maintaining workplace decorum.

2. One of your co-workers consistently violates the company's dress code and hygiene policy, which impacts the team's professional image.

   As a responsible delivery associate, what steps will you take to respectfully address the concern or report it appropriately, ensuring privacy and dignity?

   Explain your approach to handling this issue without causing embarrassment or conflict.

SESSION 4: INCLUSIVE PRACTICES IN THE WORKPLACE

An inclusive workplace is one where all employees, regardless of gender, age, disability, or background, are treated with fairness, dignity, and respect. Creating an inclusive workplace is essential for fostering a positive, respectful, and productive environment where all employees feel valued and empowered. Inclusive practices go beyond compliance with laws; they involve actively recognizing and respecting individual differences in gender, age, culture, religion, abilities, and personal experiences.

INCLUSIVE PRACTICES IN THE WORKPLACE

Inclusive practices refer ***to workplace policies, behaviors, and environments that ensure every employee has equal opportunities to succeed, contribute, and feel respected.*** These practices focus on treating all employees fairly, providing accommodations when needed, and fostering a culture of mutual respect.

Examples of inclusive practices include using gender-neutral language in communication, offering flexible work arrangements to accommodate different needs, ensuring physical accessibility, supporting employee resource groups, and providing diversity and sensitivity training. It also involves inclusive hiring practices, fair performance evaluations, and transparent feedback mechanisms.

Principles of Inclusivity at Work:

- **Equal opportunities:** Every employee should be treated fairly in hiring, promotions, and work assignments.

   Example: If two employees apply for a team lead position, the selection should be based on their experience and results, not on gender or background.

- **Diversity appreciation:** Employees should respect differences in culture, beliefs, gender, age, and physical abilities.

   Example: A team celebrates both Diwali and Eid together, recognizing and valuing each other's traditions.

- **Accommodation for special needs:** Workplaces should provide necessary facilities and support for employees with disabilities or other special needs.

   Example: A delivery associate with a hearing disability is provided with written instructions and a vibration alert device.

- **Zero tolerance for discrimination:** No one should face unfair treatment based on race, gender, age, disability, or personal beliefs.

Example: If a colleague makes a hurtful comment about another's religion, it should be immediately addressed by the supervisor.

- **Encouraging open dialogue:** Employees should feel safe to express concerns or ideas without fear of retaliation.

  Example: A junior associate suggests a new delivery route during a team meeting, and the team discusses it respectfully.

Benefits of an Inclusive Workplace

A workplace that practices inclusivity fosters a sense of belonging among employees, leading to higher productivity and job satisfaction. Below are some benefits of an inclusive workplace:

- **Better Teamwork**: Employees from diverse backgrounds bring different ideas and work together more effectively.

- **Increased Employee Satisfaction**: When everyone feels respected, job satisfaction and morale improve.

- **Higher Productivity**: Inclusive environments motivate employees to perform at their best.

- **Attracting and Retaining Talent**: Inclusive workplaces appeal to a wider pool of job seekers and reduce staff turnover.

- **Innovation and Creativity**: Diverse perspectives encourage creative problem-solving and new ideas.

- **Positive Company Reputation**: Companies known for inclusivity gain trust and support from customers and the public.

COMPANY POLICIES FOR PERSONS WITH DISABILITIES, GENDER EQUALITY, AND AGE-SENSITIVE PRACTICES

Company policies related to disability, gender equality, and age-sensitive practices promote inclusivity and non-discrimination in the workplace. To ensure fairness, most companies have formal policies that support and protect employees based on their abilities, gender, and age. It helps to prevent discrimination and provide support for those who need it. These policies should address issues like reasonable accommodation for employees with disabilities, equal pay and opportunities for all genders, and age-friendly workplace environments.

1. Policies for Persons with Disabilities

Employees with disabilities must be given equal opportunities and necessary support to perform their work effectively. Companies should provide reasonable accommodations such as wheelchair-accessible facilities, assistive technologies, flexible work schedules, and support during recruitment and

on-boarding to help them work comfortably. Policies should prohibit discrimination based on disability and promote equal opportunities in hiring, training, and career advancement and ensure that persons with disabilities can work with dignity and independence.

The policies for persons with disabilities include:

- **Reasonable Accommodation:** Employers should provide reasonable accommodations for employees with disabilities, such as assistive devices, modified work schedules, or adjustments to the work environment.

- **Physical Accessibility**: Ensure that the workplace is accessible to all employees, including those with mobility impairments or other disabilities. Workplaces should have required minimal facilities such as; ramps, elevators, accessible toilets, and reserved parking for employees with mobility challenges.

- **Assistive Technologies**: Companies should provide tools like screen readers, speech-to-text software, or ergonomic furniture to assist disabled employees.

- **Flexible Work Arrangements**: Allowing remote work, flexible hours, or job modifications can help employees with disabilities work more effectively.

- **Non-discriminatory hiring**: Prohibit discrimination against employees based on disability, ensuring that all employees are treated fairly in hiring, promotion, and other workplace decisions.

- **Awareness and Training:** Employees should be trained to respect and support their colleagues with disabilities. Thus, they have to implement training programs to raise awareness among employees about disability issues and how to support colleagues with disabilities.

2. Policies for Gender Equality in the Workplace

Gender equality ensures that men, women, and people of all gender identities are treated fairly and have the same opportunities at work. Gender discrimination, bias, or favoritism should not be tolerated. A workplace that promotes gender equality is fair, diverse, and successful.

The gender-inclusive policies include:

- **Equal Pay**: Men and women should receive the same salary for performing the same job. Hence, companies ensure that all employees, regardless of gender, are paid the same for work of equal value.

- **Equal Opportunities**: It is important to provide equal opportunities for advancement and promotion to all employees, regardless of gender.

- **Harassment Prevention**: Establish policies and procedures to prevent and address gender-based harassment and discrimination.

- **Work-Life Balance**: Support a work-life balance for all employees, including those with family responsibilities, through flexible work arrangements, paid leave, and other supportive measures.

- **Diversity and Inclusion**: Promote a diverse and inclusive workplace where all genders are valued and respected.

Policies for gender equality in the workplace are not just about compliance; they are a strategic imperative that drives business success, fosters a positive work environment, and contributes to a more equitable world.

3. Policies for Age-Sensitive Practices

With today's workforce becoming increasingly multigenerational, organizations must recognize and value the contributions of employees across different age groups; whether young entrants, mid-career professionals, or older workers approaching retirement. Age should never be a barrier to job opportunities, promotions, or fair treatment. A workplace that respects and values employees of all ages benefits from a diverse mix of experience and innovation. These policies help foster inclusion, reduce age-related discrimination, and promote productivity through age diversity. The policies for age-sensitive practices include:

- **Equal Opportunities for All Age Groups:** Companies must ensure that recruitment, training, promotions, and performance evaluations are based on merit and skill not age. Job descriptions and advertisements should avoid age-biased language (e.g., "young and dynamic") and focus on qualifications and experience relevant to the role.

- **Continuous Learning and Upskilling:** Organizations should offer training and upskilling opportunities for employees of all ages. Older employees may benefit from digital literacy programs, while younger employees may need support in leadership and communication. Lifelong learning promotes confidence and equal participation.

- **Flexible Work Arrangements:** Flexible schedules, remote work options, or reduced hours can help accommodate the needs of older employees who may prefer phased retirement or require more rest. Similarly, younger employees balancing education or caregiving responsibilities may benefit from flexible options.

- **Recognition of Experience and Wisdom:** Companies should value the knowledge of senior employees. They need to encourage knowledge sharing between age groups builds mutual respect and learning. For example, older employees can mentor younger colleagues with industry

experience, while younger employees can help seniors adapt to new technologies.

- **Anti-Age Discrimination Policy:** A clear zero-tolerance policy against ageism should be part of the company's code of conduct. All employees should be protected from jokes, biases, or exclusion based on age. Awareness and sensitivity training can help prevent unconscious bias.

- **Wellness and Health Support:** Age-sensitive policies should also include wellness programs tailored to different life stages. Older employees may benefit from preventive health check-ups, ergonomic workspaces, or stress management programs suited to their needs.

- **Phased Retirement Options:** Instead of abrupt retirement, companies can offer phased retirement plans allowing employees to gradually reduce their workload. This helps retain valuable experience and provides a smoother transition for both the employee and the company.

Companies not only comply with fair employment practices but also tap into the rich experience, energy, and creativity of a diverse workforce by implementing age-sensitive policies. Respecting and supporting employees at every stage of life strengthens organizational resilience, innovation, and employee engagement.

POLICIES RELATED TO THE PREVENTION OF SEXUAL HARASSMENT

Sexual harassment is any unwelcome behavior, comments, or actions of a sexual nature that make someone feel uncomfortable or unsafe at work. Companies must have strict policies to prevent, report, and take action against sexual harassment.

Fig. 5.6: Example of Sexual Harassments

Sexual Harassment (Fig. 5.6) includes:

- Unwanted physical contact or inappropriate touching.

- Sending inappropriate messages, texts, or emails.

- Making sexual jokes, comments, or gestures.

- Staring, whistling, or making someone uncomfortable.

- Asking for sexual favors in exchange for work benefits.

- Sharing inappropriate images or videos.

Policies to prevent sexual harassment at the workplace are crucial for creating a safe and respectful environment for all employees. These policies are often based on the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH Act) and ensure that organizations have procedures in place to prevent, address, and resolve complaints of harassment.

Company can prevent sexual harassment by providing a safe and respectful work environment ensures that employees feel protected and can focus on their work without fear. The elements of a sexual harassment prevention policy include:

- **Clear Definition of Sexual Harassment:** The policy clearly defines what constitutes sexual harassment, including unwelcome sexual advances, requests for sexual favours, and other verbal or physical conduct of a sexual nature that creates a hostile or offensive work environment.

- **Zero Tolerance Policy:** The policy must clearly define what constitutes sexual harassment. This includes unwelcome physical contact, verbal remarks, sexually explicit jokes, showing pornographic content, making suggestive comments, or any conduct of a sexual nature that makes the workplace hostile, intimidating, or offensive. In such cases, companies should take strict action against offenders, including warnings, suspension, or termination.

- **Formation of Internal Complaint Committee (ICC):** As per legal requirements, organizations with 10 or more employees must constitute an ICC to receive and investigate complaints of sexual harassment. This committee should be trained, gender-balanced, and include at least one external member with experience in law or social work.

- **Awareness and Training Programs:** Regular training and sensitization programs must be conducted to educate employees about what constitutes sexual harassment, how to report it, and how to contribute

to a respectful work environment. Managers and team leaders should receive special training to handle complaints appropriately.

- **Confidential Complaint Mechanism:** The policy must ensure that employees can report incidents confidentially and without fear of retaliation. There should be a clear and safe channel (email, grievance box, HR contact) for filing complaints. The process must ensure protection of the complainant's identity and dignity throughout.

- **Timely and Fair Inquiry Process:** Complaints must be investigated fairly, promptly, and in accordance with natural justice. Both the complainant and the respondent should be given an opportunity to present their case. The findings should be documented, and appropriate disciplinary action should follow if the complaint is upheld.

- **Protection from Retaliation:** The policy should strictly prohibit retaliation against any individual who files a complaint, participates in an inquiry, or supports someone experiencing harassment. Retaliatory acts must also be treated as serious misconduct.

- **Support and Redressal Measures:** Beyond disciplinary action, support services such as counseling, temporary transfers, or changes in reporting structure should be available for the complainant. The aim is to protect their well-being and prevent recurrence.

- **Display of Policy and Legal Rights:** As per the law, the anti-sexual harassment policy and details of the Internal Committee must be prominently displayed at all workplaces, including information about how to file a complaint and the consequences of harassment.

- **Regular Policy Review:** The policy should be reviewed and updated regularly to ensure compliance with legal changes, incorporate feedback from employees, and address evolving workplace dynamics.

A well-drafted and effectively implemented sexual harassment prevention policy reflects a company's commitment to gender equality, safety, and dignity at work. It creates an environment where all employees can thrive without fear or intimidation.

PRACTICAL EXERCISE

Activity 1: Role Play on Inclusive Workplace Scenarios.

Material Required:

- Scenario cards with different workplace situations

- Name tags for participants (Employee/Supervisor)

Procedure:

1. Divide students into small groups and assign each group a different workplace scenario (e.g., handling discrimination, ensuring accessibility, reporting sexual harassment).

2. Each group prepares a short role play demonstrating how employees should act in such situations.

3. Perform role plays where one student plays the role of an affected employee, another plays a supervisor, and another acts as an HR representative.

4. Each group presents their role play, and others discuss how well the situation was handled.

5. Teacher will provide feedback on inclusivity and professionalism.

Activity 2: Creating an Inclusive Workplace Policy Poster.

Material Required:

- Chart papers and markers
- Printed policy guidelines for reference©

Procedure:

1. Divide students into teams and assign each team a topic (e.g., policies for gender equality, policies for persons with disabilities, age-sensitive policies).

2. Each team creates a poster that highlights key points about their assigned policy, using creative drawings, slogans, and bullet points.

3. Each teams will present their posters, explaining the importance of their policy.

4. Teacher will review the posters and discusses any missing or additional points.

5. Posters are displayed in the training room for future reference.

Activity 3: Identifying and Reporting Workplace Issues.

Material Required:

- Printed workplace issue scenarios
- Writing materials for participants

Procedure:

1. Each students selects a workplace issue scenario, such as:

a) A colleague facing discrimination

232

   b) An employee experiencing sexual harassment

   c) A senior employee being overlooked for a promotion due to age

2. Each student writes a formal report explaining the issue and suggesting a solution.

3. Students exchange reports and review each other's solutions.

4. Teacher will select a few reports to discuss the best approach for handling such issues.

CHECK YOUR PROGRESS

A. Fill in the Blanks

1. An inclusive workplace ensures that all employees are treated with _____, _____, and respect.

2. A policy of _____ helps provide equal pay for men and women performing the same job.

3. Assistive technologies such as _____ and _____ help employees with disabilities work efficiently.

4. _____ is the act of making unwelcome comments, jokes, or gestures of a sexual nature.

5. Companies should implement a _____ reporting system for workplace harassment cases.

B. Multiple Choice Questions

1. What is the goal of an inclusive workplace?

   a) To prioritize certain groups of employees

   b) To ensure equal opportunities and fairness for all

   c) To follow outdated company traditions

   d) To ignore employee concerns

2. How should companies support employees with disabilities?

   a) By offering them fewer job responsibilities

   b) By making sure they work only in specific roles

   c) By providing accessible workplaces and assistive technologies

   d) By keeping them separate from other employees

3. Which of the following is an example of sexual harassment?

   a) Asking a colleague for help with a task

   b) Sending inappropriate images to a coworker

   c) Praising a colleague's work performance

   d) offering constructive feedback

4. What is an important policy for gender equality at work?

   a) Giving promotions only to male employees

   b) Providing maternity and paternity leave

   c) Allowing women to work only in lower positions

   d) Paying women less than men

5. Why is training on workplace inclusivity important?

   a) To make employees follow unnecessary rules

   b) To teach employees how to respect and support each other

   c) To separate different employee groups

   d) To promote favoritism in the workplace

C. Match the Column

	Column A		**Column B**
1	Equal pay policy	A	Men and women receive the same salary for the same job
2	Assistive technology	B	Helps employees with disabilities work efficiently
3	Gender equality	C	Promotes fairness in hiring and promotions
4	Confidential reporting system	D	Allows employees to report harassment safely
5	Zero tolerance policy	E	Ensures strict action against workplace harassment

D. State Whether the Following Statements are True or False.

1. Employees with disabilities should receive necessary support and accommodations at work.

2. A company that practices gender equality gives promotions only to male employees.

3. Workplace inclusivity leads to higher employee satisfaction and productivity.

4. Companies do not need strict policies to prevent sexual harassment.

5. Flexible work arrangements can benefit both older and disabled employees.

E. Short Answer Questions

1. What are the benefits of an inclusive workplace?

2. Name three policies that help support employees with disabilities.

3. How can companies promote gender equality in the workplace?

4. What are the different ways employees can report workplace harassment?

5. Why is it important to provide equal job opportunities for employees of all age groups?

F. Long Answer Questions

1. Explain the concept of an inclusive workplace and why it is important.

2. Describe key company policies for supporting employees with disabilities.

3. What are the policies that ensure gender equality at work? Give examples.

4. Discuss the importance of preventing sexual harassment in the workplace and the steps companies should take.

5. How can an organization ensure fair opportunities for both younger and older employees?

G. Check Your Performance

1. You are assigned to work with a new team member who uses a wheelchair and communicates through sign language. Your workplace promotes inclusivity. How will you ensure that your communication and daily interactions are respectful, inclusive, and supportive of this colleague?

   Describe specific actions you would take to adapt your communication and behaviour in this scenario.

2. You notice that a younger team member is often excluded from decision-making discussions, and another colleague is making insensitive remarks about an older staff member's pace. What steps would you take to promote age and gender sensitivity in your team?

   Explain how you can encourage fair participation and respectful behaviour at the workplace.

3. A female colleague shares with you privately that she feels uncomfortable with the behaviour of another staff member who often makes inappropriate comments. As a responsible employee, what should you do in accordance with the company's policy on the prevention of sexual harassment?

   Write down the steps you will follow, including how you would report the concern while ensuring confidentiality.

ANSWER KEYS

MODULE 1: DELIVERING PACKAGES

SESSION 1: PRE-DELIVERY OPERATIONS

A. Fill in the Blanks

1. delivery schedule

2. GPS

3. route optimization tools

4. missed delivery note

5. cash-on-delivery (COD)

B. Multiple Choice Questions

1. b) To organize and optimize deliveries

2. a) GPS Tracker

3. b) To prevent financial fraud and ensure correct transactions

4. c) Carry enough change for customers

5. c) Traffic conditions and customer locations

C. Match the Column

1 – C

2 – E

3 – D

4 – A

5 – B

D. State Whether the following Statements are True or False.

1. False

2. True

3. False

4. True

5. False

SESSION 2: VEHICLE AND SHIPPING HANDLING

A. Fill in the Blanks

1. Explosives

2. damages

3. labelling, segregation

4. RFID

5. Environment Protection

B. Multiple Choice Questions

1. c) Ensuring secure and timely delivery

2. b) Soft textiles

3. c) Last, for easy access

4. b) The Petroleum Act, 1934

5. b) Optimizing delivery routes

C. Match the Column

1 – C

2 – E

3 – A

4 – B

5 – D

D. State Whether the following Statements are True or False.

1. False

2. True

3. False

4. False

5. True

SESSION 3: CONDUCTING DELIVERY

A. Fill in the Blanks

1. 0.03%

2. designated

3. Cash-on-Delivery (COD)

4. yellow

5. customer identity

B. Multiple Choice Questions

1. b) To ensure safety and efficiency

2. c) Talking on a mobile phone without hands-free

3. c) Order confirmation

4. c) To ensure hygiene and customer trust

5. b) Note it and report for further inspection

C. Match the Columns

1 – C

2 – A

3 – D

4 – E

5 – B

D. State Whether the following Statements are True or False.

1. False

2. True

3. True

4. False

5. True

SESSION 4: POST-DELIVERY OPERATIONS

A. Fill in the Blanks

1. tracking

2. fulfilment centre

3. Cash-On-Delivery (COD)

4. customer details

5. recording

B. Multiple Choice Questions

1. b) To ensure package tracking and transparency

2. c) Report it as an undelivered shipment

3. a) Record the transaction details

4. b) The package is in transit but not yet delivered

5. b) Package delivered in perfect condition

C. Match the Column

1 – C

2 – D

3 – E

4 – B

5 – A

D. State Whether the following Statements are True or False.

1. True

2. False

3. True

4. False

5. True

MODULE 2: PICKUP FOR RETURN PACKAGES

SESSION 1: PICKUP OPERATIONS

A. Fill in the Blanks

1. logistics document

2. identified

3. process of verifying

4. functionality

5. handheld

B. Multiple Choice Questions

1. d) all the above

2. a) faster on-boarding

3. c) trust and credibility

4. d) both a and b

5. a) Issues with labelling

C. Match the Column

1 – C

2 – E

3 – D

4 – A

5 – B

D. State Whether the following Statements are True or False.

1. True

2. True

3. True

4. False

5. True

SESSION 2: INITIATING CUSTOMER COMMUNICATION

A. Fill in the Blanks

1. personal

2. information

3. objectives

4. behavioural

5. written communication

B. Multiple Choice Questions

1. a) information

2. d) all the above

3. a) unwritten code

4. c) professional contacts

5. d) all the above

C. Match the Column

1 – D

2 – C

3 – E

4 – A

5 – B

D. State Whether the following Statements are True or False.

1. True

2. False

3. True

4. True

5. False

SESSION 3: SHIPMENT INSPECTION AND VERIFICATION

A. Fill in the Blanks

1. standard procedure

2. inspected

3. document

4. follow

5. alert

B. Multiple Choice Questions

1. c) follow return policy guidelines

2. b) Use standardized forms and procedures

3. b) Documenting inspection and verification results

4. b) Escalate discrepancies

5. b) Verifying item condition

C. Match the Column

1 – C

2 – A

3 – B

4 – D

5 – E

D. State Whether the following Statements are True or False.

1. False

2. True

3. True

4. False

5. True

SESSION 4: DOCUMENTATION AND REPORTING

A. Fill in the Blanks

1. Return Merchandise Authorization

2. Return label

3. package scanning

4. signature

5. package scanning

B. Multiple Choice Questions

1. c) Return Merchandise Authorization (RMA)

2. d) Return Label

3. b) Package Scanning

4. c) Signature Capture

5. d) Package Scanning

C. Match the Column

1 – E

2 – B

3 – C

4 – A

5 – D

D. State Whether the following Statements are True or False.

1. False

2. False

3. False

4. False

5. True

MODULE 3: RECONCILIATION OF PACKAGES AND HANDLING CASH

SESSION 1: RECONCILING PACKAGES AFTER DELIVERY

A. Fill in the Blanks

1. inventory

2. vehicle capacity

3. accuracy

4. scanning errors

5. coordinate

B. Multiple Choice Questions

1. b) To determine the most efficient delivery path

2. c) Customer feedback

3. a) They lead to customer complaints and refunds

4. c) Implementing accurate scanning and documentation

5. a) To ensure accountability and reduce errors

C. Match the Column

1 – D

2 – C

3 – A

4 – B

5 – E

D. State Whether the following Statements are True or False.

1. False

2. True

3. False

4. True

5. False

SESSION 2: REPORTING AND FOLLOWING SOP FOR DISCREPANCIES

A. Fill in the Blanks

1. assigned

2. document

3. supervisor

4. Cash-On-Delivery (COD)

5. packaging

B. Multiple Choice Questions

1. b) Report it immediately to the supervisor with details

2. a) A package marked as "delivered" but not actually delivered

3. b) Take a photo, document the issue, and report it to the supervisor

4. a) Notify the supervisor and document the discrepancy

5. b) To ensure a systematic, consistent, and efficient resolution of issues

C. Match the Column

1 – C

2 – D

3 – B

4 – A

5 – E

SESSION 3: CASH-ON-DELIVERY (COD) SHIPMENTS

A. Fill in the Blanks

1. at delivery
2. refuse
3. labels and separate storage areas
4. full payment
5. tamper-evident seals and unique serial numbers

B. Multiple Choice Questions

1. b) After receiving the product
2. a) Customers may refuse to accept the order
3. b) Use different labels and storage areas for COD and prepaid orders
4. a) Confirm the full payment amount is collected
5. b) They have unique serial numbers for tracking

C. Match the Column

1 – C

2 – A

3 – B

4 – D

5 – E

D. State Whether the following Statements are True or False.

1. False
2. True
3. False
4. True
5. True

SESSION 4: CASH RECONCILIATION AND REPORTING DISCREPANCIES

A. Fill in the Blanks

1. Cash on Delivery (COD) transactions
2. reconcile the collected cash
3. supervisor

4. Proof of Delivery (POD) document

5. Standard Operating Procedures (SOP)

B. Multiple Choice Questions

1. b) To ensure the collected cash matches recorded amounts

2. b) Before, during, and after delivery

3. b) Report the shortage to the supervisor and follow the SOP

4. b) Proof of Delivery (POD)

5. c) Prepare a report, update records, and ensure accuracy

C. Match the Column

1 – B

2 – A

3 – C

4 – D

5 – E

D. State Whether the following Statements are True or False.

1. False

2. True

3. False

4. True

5. True

MODULE 4: HANDLING SHIPMENTS

SESSION 1: HANDLING OF PERISHABLE GOODS

A. Fill in the Blanks

1. 5°C and 60°C

2. -18°C

3. 0°C to 4°C

4. cold chain

5. First In, First Out (FIFO)

B. Multiple Choice Questions

1. b) -18°C (0°F)

2. b) Storing raw meat above fresh produce in the refrigerator

3. b) Temperature Records

4. c) Frozen seafood

5. b) To slow bacterial growth and prevent food borne illnesses

6. b) It certifies that a shipment has been delivered in good condition

C. State Whether the following Statements are True or False.

1. False

2. False

3. False

4. False

5. True

6. True

SESSION 2: HANDLING OF HIGH VALUE SHIPMENTS

A. Fill in the Blanks

1. Bill of Lading (BOL)

2. Packing List

3. Certificate of Origin

4. Export Compliance

5. Insurance Certificate

B. Multiple Choice Questions

1. a) Acts as a contract for transportation

2. a) To determine the country of manufacture

3. b) Restricted access and biometric entry

4. a) Confirms the shipment is covered for loss or damage

5. c) Implementing route planning and risk assessment

C. State Whether the Following Statements are True or False

1. True

2. False

3. False

4. True

5. False

SESSION 3: HANDLING FURNITURE AND HOUSEHOLD GOODS

A. Fill in the Blanks

1. Inspection

2. Dismantling

3. Packaging

4. Straps

5. Receiving Inspection

B. Multiple Choice Questions (MCQs)

1. b) To check quality, compliance, and condition

2. c) Inspection Freight

3. b) Bubble wrap and foam padding

4. c) Store them in labelled zip lock bags

5. c) Disassembling furniture

6. b) Using proper lifting techniques

C. State Whether the Following Statements are True or False

1. False

2. True

3. False

4. True

5. True

SESSION 4: GST RULES AND REGULATIONS

A. Fill in the Blanks

1. IGST

2. property

3. recipient

4. Rs. 500

5. 5%

B. Multiple Choice Questions (MCQs)

1. c) The location of the service recipient and place of supply

2. b) IGST

3. b) 5%

4. b) Event-based services

5. b) IGST

C. State Whether the Following Statements are True or False

1. True

2. False

3. False

4. True

5. False

MODULE 5: CUSTOMER COMMUNICATION AND PROFESSIONAL ETIQUETTES

SESSION 1: FUNDAMENTALS OF CUSTOMER COMMUNICATION

A. Fill in the Blanks

1. attitude

2. apologize

3. polite, professional

4. reputation

5. informed

B. Multiple Choice Questions (MCQs)

1. b) To make customers feel valued

2. c) Apologize and help the customer file a complaint

3. b) Using polite words and listening carefully

4. c) Unprofessional behaviour by delivery associates

5. a) Stay calm and listen carefully

C. Match the Column

1 – B

2 – C

3 – A

4 – D

5 – E

D. State Whether the Following Statements are True or False

1. False

2. True

3. False

4. True

5. False

SESSION 2: PROFESSIONAL RELATIONSHIPS

A. Fill in the Blanks

1. trust

2. strengths, weaknesses

3. apologize

4. work-related

5. escalated

B. Multiple Choice Questions (MCQs)

1. b) Trust and honesty

2. b) Apologize and provide an update

3. b) To prevent misunderstandings and build trust

4. a) Record the details of the complaint

5. a) It makes customers feel valued

C. Match the Column

1 – A

2 – B

3 – C

4 – D

5 – E

D. State Whether the Following Statements are True or False

1. True

2. False

3. True

4. False

5. True

SESSION 3: WORKPLACE ETIQUETTE

A. Fill in the Blanks

1. clear, respectful

2. bigger

3. attention

4. discipline

5. hygiene

B. Multiple Choice Questions (MCQs)

1. c) Being clear, polite, and respectful

2. b) To prevent problems from worsening

3. b) Speaking loudly to dominate conversations

4. c) Use a respectful and private approach

5. b) Keeping emails professional and to the point

C. Match the Column

1 – A

2 – B

3 – C

4 – D

5 – E

D. State Whether the Following Statements are True or False

1. True

2. False

3. True

4. False

5. True

SESSION 4: INCLUSIVE PRACTICES IN THE WORKPLACE

A. Fill in the Blanks

1. fairness, equality

2. equal pay

3. screen readers, speech recognition software

4. Sexual harassment

5. confidential

B. Multiple Choice Questions (MCQs)

1. b) To ensure equal opportunities and fairness for all

2. c) By providing accessible workplaces and assistive technologies

3. b) Sending inappropriate images to a co-worker

4. b) Providing maternity and paternity leave

5. b) To teach employees how to respect and support each other

C. Match the Column

1 – A

2 – B

3 – C

4 – D

5 – E

D. State Whether the Following Statements are True or False

1. True

2. False

3. True

4. False

5. True

GLOSSARY

Delivery Operations – The process of transporting and handing over packages to the recipient.

Shipping Handling – Managing the movement of goods from one location to another.

Post-Delivery Reporting – Documenting delivery status and any issues encountered.

Pickup Operations – Collecting packages from customers for return processing.

Customer Communication – Interacting with customers to provide information and support.

Shipment Inspection – Checking packages for damage, discrepancies, or missing items.

Documentation – Recording details of shipping, delivery, or return transactions.

Reconciliation – Matching delivered packages with records to ensure accuracy.

Discrepancy Report – A report noting any missing, damaged, or incorrect shipments.

Cash on Delivery (COD) – A payment method where the recipient pays upon delivery.

High-Value Shipment – Shipments containing expensive or sensitive items requiring extra security.

Perishable Goods – Items that have a short shelf life and require special handling.

GST (Goods and Services Tax) – A tax applied to the sale of goods, including e-commerce shipments.

Professional Etiquette – A set of social and workplace norms ensuring respectful interactions.

Workplace Inclusivity – Policies and practices ensuring equal treatment of all employees.

Proof of Delivery (POD) – A document signed by the recipient as confirmation of delivery.

Waybill – A document containing details about the shipment and its destination.

Return Merchandise Authorization (RMA) – A code assigned for returned packages.

Order Fulfilment – The complete process from order placement to delivery.

Packaging Guidelines – Rules for safely packing items for shipment.

Handling Fragile Items – Techniques used to prevent damage to delicate shipments.

Barcode Scanning – Using a scanner to track and update package status.

Shipping Label – A label containing package details, tracking number, and destination.

Customer Support – Assisting customers with inquiries, complaints, and resolutions.

Fleet Management – Organizing and overseeing delivery vehicles.

Last-Mile Delivery – The final step of delivering a package to the customer.

Transit Time – The time taken for a shipment to reach its destination.

Reverse Logistics – The process of returning products from customers to sellers.

Damaged Goods Policy – Guidelines for handling items damaged in transit.

Signature Confirmation – A proof of delivery requiring the recipient's signature.

Lost Parcel Report – A record of missing shipments.

Tracking Number – A unique identifier used to monitor shipment status.

Delivery Window – A specific timeframe in which a package is expected to arrive.

Cash Reconciliation – Verifying COD payments collected against records.

Misrouted Package – A package that has been sent to the wrong location.

Inventory Management – Monitoring stock levels and product availability.

Customer Retention – Strategies to keep customers satisfied and loyal.

Communication Protocols – Guidelines for professional customer interaction.

Workplace Conduct – The expected behaviour of employees in a professional setting.

Standard Operating Procedure (SOP) – Step-by-step guidelines for consistent processes.

Shipping Invoice – A document detailing the cost and description of shipped goods.

Customs Clearance – The process of getting shipments approved for international transport.

Insurance Coverage – Protection against loss or damage of shipped goods.

Temperature-Controlled Shipping – Special shipping conditions for perishable goods.

Hazardous Material Handling – Safety procedures for transporting dangerous goods.

Order Tracking System – Software used to monitor shipment progress.

Return Processing Time – The time taken to verify and approve a returned item.

Customer Complaint Resolution – Steps taken to address and resolve customer issues.

Inventory Shrinkage – Loss of stock due to theft, damage, or mismanagement.

Delivery Confirmation Email – A message sent to customers verifying order delivery.

SHORT TERMINOLOGY

AWB – Air Waybill

BOL – Bill of Lading

COD – Cash on Delivery

FIFO – First In, First Out

GST – Goods and Services Tax

KYC – Know Your Customer

OMS – Order Management System

POD – Proof of Delivery

RMA – Return Merchandise Authorization

SKU – Stock Keeping Unit

SOP – Standard Operating Procedure