

THE PROCESS ON DOMESTIC & INTERNATIONAL DELIVERY PARCEL HANDLING

I. THE DEFINITION OF PARCELS

1. Post includes:

- **Letter:** is a script, copy which has exclusive information between sender and consignee. The letter is put into a sealed envelope and kept confidential according to the law. Maximum weight is 2 kilograms and goods is not allowed to attach with letters.
- **Publication:** is documents which contains non-private information. Maximum weight is 2 kilograms.
- **Small package:** is a goods package but containing private information. Maximum weight is 2 kilograms.

2. Parcel includes:

- **Parcel** is heavy packages containing goods.
- **Bulky parcel:** is parcels having special shapes or contents cannot be arranged with the other parcels or required special method of protections.

II. THE PROCESS OF RECEIVING POST, PARCEL

SG SAGAWA Vietnam Company (abbreviated as SAGAWA) offers the post and parcel delivery services with target time from Monday to Saturday.

Working time:

From Monday to Friday: 8.00 – 17.00

Saturday: 8.00 -12.00

Out of the time above, if customers want to deliver cargoes as request (appointments, Sunday, holidays), customers can contact to SAGAWA through Hotline: **1900 54 55 96** to be served.

A. Receive posts and parcels from customers

1. Step 1

- Sagawa's employees receive full amount and weight;
- Sign the customer's bill (write clearly the time, date, month, year, name).
- In case, the parcel's weight cannot be determined at customer site, when delivered to office to specify a weight for pricing, receiving department

must report to customers pricing weight and request customers to send a confirmation.

1. Step 2

- For letters: Employees recommend senders to classify the letters has included invoices and write clearly the amount of invoice, the invoice is put in the envelope and bills to manage.
- For cargoes:
 - + The staff check the content of cargoes and advise customers to package the parcel according to Sagawa regulations.
 - + In case, cargoes safety are not guaranteed, the employees must ask customers to confirm damage that will not complain on bill, or report to leaders in order to receive and report when connecting.
 - + Recommend customers to make certified copies of invoices, documents and put in the crate for the check of government agencies when shipping (if any).
 - + Recommend customers not to stick original invoices, documents on the crate or put into it. Invoices, documents should be put into envelopes and sent as separated bill.
 - + Staff consult and recommend customers buying insurance.

3. **Step 3:** Confirm with customers to accurately fill out the bill about the information of parcel, post; type of services; value-added services; charge; COD and payments.

4. **Step 4:** Make Minutes of total handover (hard copy) attached with posts and parcels for connection recipients (according to separate regulations on implementation of handover minutes).

5. **Step 5:** For high-valued cargoes, easy to lose, fragile must make Minutes of delivery and reception to each bill for connection recipients (has particular regulations)

6. **Step 6:** Save Minutes of delivery and reception.

B. Receive, work and connect parcels in the repository:

1. Receive parcels into the repository:

- **Step 1:**

- + Delivery staff input on software and check with the Minutes of delivery and reception.
- + Connected Staff check the amount of parcels, posts and Minutes of delivery and reception.
- + Delivery staff and connected staff sign on the Minutes of delivery and reception.
- **Step 2:** Compare the number of parcels, posts received in repository versus detail statements of sent location. Check delivery location of invoice sent with cargoes (According to the regulations of invoices, documents sent with cargoes).
- **Step 3:**
 - + For high-valued cargoes, easily lose weight, lack of seal or torn, broken parcels, must open the parcel to check the number of production, and make minutes has confirmation of delivery staff.
 - + For “Fragile” must directly check each parcel about safe when imported into the warehouse.

2. Work and connect cargoes went out repository:

- **Step 1:** Make summarize statements for each staff about the number of posts and parcels and sign for certification.
- **Step 2:** Hand over separately invoices attached to the cargoes.
- **Step 3:** For high-valued, easy to lose, fragile cargoes must make particular statements and delivery directly each bill to consignees.
- **Step 4:** Save the Minutes of delivery and reception.
- **Step 5:** After the handover is completed, warehouse management staff check inventory and update status and find loss bill (if any).
- **Step 6:** Staff input bill’s data on system.

C. Delivery posts and parcels to customers:

1. Step 1:

- Delivery staff receive full quantity and weight of posts and parcels according to delivery list, and sign on list.
- Check invoices sent with cargoes (according to regulations).
- Arrange a schedule of delivery as customer’s request (if any), follow routes to limited unloading many times.

2. Step 2:

- For high-valued cargoes, easily lose weight, lack of seal or torn, broken parcels, must open the parcel to check the number of goods, and make Minutes that has confirmed by delivery staff.
- For “Fragile” must directly check each parcel about safe when delivered.

3. **Step 3:** Check the correct consignee’s address and responsible person for receiving posts, parcels (absolutely not through intermediaries such as guards, acquaintances, have someone receive, have neighbours receive, put posts, parcel through doors etc...).

4. **Step 4:**

- Recommend consignees to directly sign, write clearly name, time and date receiving on the bill.
- If cargoes have invoice included, must recommend consignees write on the bill: “got enough cargoes and invoice No....” and sign to confirm.

5. **Step 5:** Delivery staff must update POD by phone at the time delivery, return Sheet No.3 (green), Sheet No.4 (yellow) for connecting staff as regulations.

D. Handling matters when delivering parcels to consignees:

1. For sealed cargoes or the others when delivering, customers recommend to check cargoes into crates:
 - Delivery staff recommend consignees to check the seals, external status of the parcels (distorted, torn, broken, wet) then open the parcels to check inside.
 - In case, cargoes is lacking, broken, delivery staff recommend consignees to confirm on Minutes:

+ The number of bills, cargoes is still or lost seals.

+ Status of the outside before opening (distorted, torn, broken, wet).

+ At the same time, delivery staff take photos of the defective cargo.

+ When coming back, delivery staff send email: photos, photos of Minutes to report group and conduct next steps.

III. RESOLVE CLAIMS

1. Responsible for resolving claims:

All delivery staff, leaders, supervisors and managers are responsible for resolving customer's claims and report to internal divisions about contents as below:

- Update POD, delivery time, lost posts and parcels, delivery address, invoice attached with cargoes.
- Have responsibilities to address customer's claims and report to internal divisions about: Lost, broken parcels, compensation, procedure, time to compensate, reply to customers in writing with compensation error (if requested); transfer money to compensate or reduce freight charges, debts for compensated errors.
- Have responsibilities to resolve complaints of customers and internal divisions about the contents: Wrong freight, wrong weight, wrong services, wrong invoice, separately issued invoice, consignee's payment, ...

2. Receive customer complaint information:

- Sagawa's staff receiving complaint information from customers must absolutely not to refuse to receive complaint information and recommend customers to provide information:
- Complaint information recipients have responsibilities to recommend customers to provide information:
 - + The number of bill;
 - + Customer details content complaints;
 - + Complaining customer's name, company name, phone number (or email).
- Base on the customer complaint, staff will transfer complaints to relevant divisions to directly resolve the final result.
- Managers are responsible for resolving claims to confirm again with customers about the content of the complaint and expected time to respond results via email or phone.
- In case, motorbike or car delivery staff receives customer complaints, the staff is responsible for transferring information to direct manager at this time.

3. Resolve complaints:

- Sagawa's staff who are responsible for resolving complaints at least 30 minutes (since receiving the complaints) must reply results via phone or email (if any).

- In case after 30 minutes has not been given a final answer, Sagawa staff responsible for resolving complaints must still have to respond to customers's complaints about the initial information and make an appointment to give the final answer with respect to the content of the complaint by the customer (the time to give to the final answer shall not exceed 24 hours after receiving the complaint information).