



EKART LOGISTICS MANAGEMENT

**TEAM LEADER &
HUB INCHARGE
ON THE JOB TRAINING
WORKBOOK**



TABLE OF CONTENTS



WELCOME TO EKART LOGISITICS	1
PROGRAM DESIGN	2
NOTE FOR THE HUB IN-CHARGE/TEAM LEADER	3
TEAM LEADER-ROLES & RESPONSIBILITIES	4
GROOMING GUIDELINES	5
CHECCKLIST OF ACTIVITIES FOR ON THE JOB TRAINING	6-7
A DAY AT DELIVERY HUB	8
<u>CHECKLIST OF ACTIVITIES FOR ON THE JOB TRAINING</u>	
• Hub opening	9
• Load receiving	10
• Sorting & segregation	11
• Runsheet generation & bagging	12
• Pickup sheet generation	13
• Delivering delight prepaid shipments	14
• Delivering delight cod shipments	15
• Reverse pickup	16-17
• Marking undelivered shipments	18
• Escalation/cs hub tool/ tele calling	19
• Updating Runsheet & pickup sheet	20
• Stickers & shelving	21
• Misroute management	22
• RTO/RVP dispatch to return centre	23
• Pending reconciliation	24
• Reporting & analysis	25
• Hub closing	26
TL CHECKLIST	27-28
GLOSSARY	29-31
NET PROMOTER SCORE (NPS)	32-33
CAPTURING CUSTOMER FEEDBACK	34
CASPER ESSENTIALS	35
CODE OF CONDUCT	36
ANTI CORRUPTION & ANTI BRIBERY	37
DO'S & DONT'S	38
HOW TO KEEP OUR FEMALE CUSTOMERS SMILING	39
ZERO TOLERANCE	40
CUSTOMER SAFETY FIRST	41

Our Values

Audacity, Bias for Action and Customer First – our values guide all aspects of business, from the way we work, to the talent we source and the way we interact with our customers! But to truly internalize these values, we must remember, understand and demonstrate them – at all times, with integrity. To act with integrity, is to ensure that every decision made is based on ethical and moral principles. No success is meaningful if it's not achieved the right way.



What We Believe In

We think big and take bold bets. We change the paradigm.

How We Do It

- We challenge established standards and keep pushing the boundaries
- We innovate continuously and find disruptive solutions
- We are fearless in trying anything new



What We Believe In

We have a strong sense of urgency to solve problems strategically. We believe great ideas don't count until they are put into action.

How We Do It

- We take initiative and drive results with impact
- We make speedy and wise decisions with available data
- We think through and act swiftly



What We Believe In

We look at the world from our customers' point of view. They are at the core of everything we do, every day! We make a difference in our customers' lives.

How We Do It

- We continuously strive to understand our customers' needs
- We validate our success through customer actions
- We go deep into customer issues and resolve the root cause



What we believe in

- We strive to do what is right and do what we say we will do.
- We do business in accordance with the highest standards of professional conduct and ethics.
- We are honest and transparent in all our interactions both internally and externally.

How we do it

- We act in accordance with Flipkart Group's Code of Conduct and actively consider the ethical issues and implications of our decisions
- We recognize the impact of our words and actions, and accept responsibility for their outcomes
- We safeguard all proprietary and confidential information

Program Breakup



JOINING FORMALITIES

On day 0, HR will help you complete all your joining formalities including filling of forms and getting the offer letter.



CLASSROOM TRAINING

Day 1 to 6 will be induction conducted in classroom which includes your knowledge of the job required and also various processes you must know to perform job better.



ON THE JOB TRAINING

For day 7, 8 & 12 to 14, you will be assigned to a hub and buddy. At the hub you would be expected to learn the job by performing it. Your buddy will guide you through the processes, so as you may perform the same effectively.



WITH WM ON FIELD

From day 9 to day 11, you will be on the field with field executive. This will help you to understand the role of an WM even better.



JOB SHADOWING

During the last two days (day 15 & day 16) you will shadow the team leader of the assigned hub and will observe all that he does and manager. You will need to learn by observing how the team leader manages his job and all the situations he comes across in his daily routine.



PROGRAM CONCLUSION

The program ends with a certification at the end of the day 17. certification will be done by operation head.

TEAM LEADER- ROLES & RESPONSIBILITIES



- Ensure hub opening & closing is done on time
- Ensure that WM are well groomed
- Supervise sorters who receive shipments
- Plan routes for WM
- Update ERP once WM is back from field
- Highlight discrepancies to the management immediately
- Submit daily reports on time
- Work on Escalations Dashboard



What is expected from me?

- Be well groomed
- Motivate WM and colleagues
- Always reward & praise good work
- Behave well both with WM and other staff
- Maintain integrity
- Effective delegate responsibilities & assignments
- Communicate effectively with everyone



What is not expected from me?

- Rude behaviour
- Utilizing company's cash for personal purpose
- Bias & favouritism
- Resistant to change
- Spread negativity at workplace
- Uniformed absenteeism/insubordination



Job title	Team Leader / / Team Leader H
Job Code	SFMOP14 / SFMOP15
Grade	TL- / (Grade 3) / TL-2 (Grade 4)
Group	Ekart
Department	Last Mile
Team	Last Mile-Operations
Location	Delivery Hub
Reports to	Hub In-Charge
Direct Reportee	executive Delivery & Sorters
Skip Level for	None

1. Job purpose

At Ekart our continuous endeavor is to provide high quality experience to the customers. The purpose of this job role is to lead a team of delivery executives and coordinating all shipment deliveries/pickups are completed as per operational standards. The team leader will ensure that customers experience high quality delivery service.

2. Duties and responsibilities

1. Ensure Hub opening & closing is done as per operational standards and requirements.
2. Supervise the Sorters who receive the shipments.
3. Planning as per available resources and allocating shipment for bike and van deliveries.
4. Ensure all team members are trained and are aware of operational standards.
5. Sorting shipment as per defined routes.
6. Create the Runsheet/Pickup sheet and assign daily work to WM's.
7. Prepare Reports; Check and revert on mails.
8. Execute ERP Transaction.
9. Prepare and share Day End reports.
10. Collection of cash, accounting and reconciliation with ERP.
11. Participate in delivering the shipment/pickup as per operational requirement to the customer when required.
12. Take ownership of the team assigned to him in terms of motivation, control attrition, handle grievance, grooming, zero customer escalations, training, coaching as per OKR.
13. Adhering & supporting the organization into seamless adoption of new policies & process.
14. Track undelivered shipment in ERP and call customer to identify reasons for non-delivery.
15. Track wish master's performance at a real time basis to ensure all deliveries are completed as per plan.
16. Provide support to the Wish Masters enroute and take necessary actions.
17. Ensure unexplained Zero stock variance at the hubs daily.
18. Achievement of Key Performance Indicators of TL as per company's goal.

3. Qualifications

- Minimum Graduate in any discipline. Master's Degree holders will be preferred.

4. Skill and Knowledge Required

1. Can drive a two-wheeler
2. Should be able to read and write in English. Knowledge of local/vernacular language is necessary.
3. Have complete knowledge of PIN codes and routes assigned to the Hub.
4. Operational Knowledge of Logistics/ Couriers/Retail/FMCG/FMCD industry.
5. Skill and knowledge of operating ERP used in logistics/supply chain and related industry.
6. Experience of managing shifts.
7. Should know computing skills especially reasonable knowledge and skills of Microsoft Office application such as MS Word, MS Excel, MS Power point and MS Outlook mail.

5. Other requirements

1. Needs to have a valid Driving License.
2. Valid address proof documents (Rental Agreement, Voter ID, Passport, Aadhar Card, Electricity Bills, Nationalized Bank Passbook).
3. Should be an Indian National.
4. Should own a two-wheeler.
5. Preference will be given to those candidates who has the knowledge and skill of managing a team.
6. Experience of managing shifts and its operations.

6. Competencies - Behaviors, Attitude, Knowledge and Skill desired for the role.

1. Comprehension & Analytical Skills
2. Customer Orientation & Focus
3. Interpersonal and Intrapersonal Communication Capability
4. Team Building Capability
5. Flexibility & Adaptability
6. Situation Handling and Crisis Management Capability
7. Time Management Capability
8. Stress Management
9. Coaching Skills - Understanding team member's capability and adjusting leadership styles.
10. Positive Attitude and Assertiveness
11. Emotionally Intelligent
12. Managing Disciplinary Process
13. Planning, Organizing and Execution Capability

7. Working conditions

- The Team Leader will be working in shifts, working outdoors in case of deliveries/pickups.

8. Relationships

- **Internal:**
The incumbent will work with Executive Delivery, Hub In-charge, Area Manager, HR and all Operational Support Teams.
- **External:**
The incumbent will be in dealing with Customer as and when required.
In the absence of Hub In-Charge, TL will be required to manage all environmental bodies such as Government officials and compliance inspectors, local authorities, media and non-governmental bodies.

9. Experience

- **In case of external candidates:** Should have a minimum of 2-3 years of experience as Team Leader, Supervisor or equivalent role from logistics/supply chain and related industry.
- **In case of internal promote:** Should have a minimum of 1-2 years of experience as Executive Delivery at Ekart and have successfully qualified in the Assessment and Development Center/Internal Career Progression criteria.

10. Age

- The ideal candidate should be between 24 years to 30 years of age.

11. Preferred Industry

- Logistics/ Couriers/Retail/FMCG/FMCD industry

12. Salary and Benefits

- Best in the industry. Based on Experience, Qualification, Compensation and Benefit Matrix.

13. Interview Panel

- **Panel 1:** HR/TA Team and Hub In-Charge
- **Panel 2:** Area Manager

Prepared by:		Signature:		Date Prepared:	
Reviewed by:		Signature:		Date Prepared:	
Approved by:		Signature:		Date Prepared:	

GROOMING GUIDELINES



YOU MUST

- ✓ Wear neat and clean clothes
- ✓ Comb your hair neatly
- ✓ Take bath and brush your teeth daily
- ✓ Shave daily
- ✓ Not keep side bund extending below the mid-point of your ear lobe
- ✓ Display your I-card prominently
- ✓ Cut your nails regularly
- ✓ Wear washed and clean socks daily
- ✓ Polish your shoes everyday

ALSO

- ✓ If you are keeping a beard, as per your religion, it should be neatly trimmed
- ✓ If keeping a moustache, it should be neatly trimmed above the upper lip



CLEAN SHAVE

NEAT T-SHIRT

NEAT JEANS

CLEAN SHOES



SLIPPER/FLOATERS



TORN/LOW WAIST
JEANS



LONG HAIR/
UNSHAVE FACE

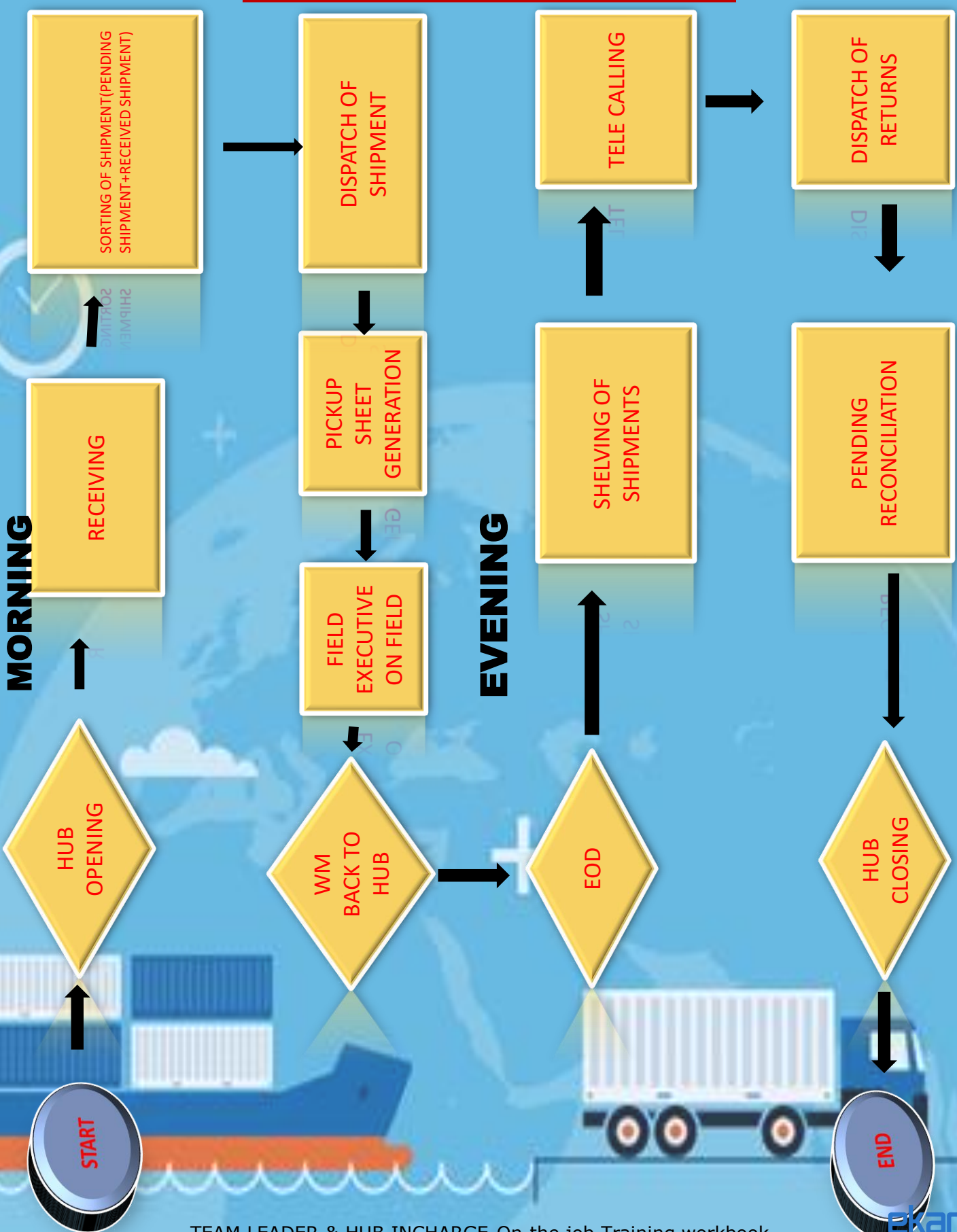
CHECKLIST OF ACTIVITIES FOR ON THE JOB TRAINING OF TL & HI



DAY	TASK(PERFORM AND TASK)	PAGE NO.
DAY 1	Grooming Opening the hub on time <ul style="list-style-type: none"> • Check perimeter • Count & tally overnight pending shipments Load receiving <ul style="list-style-type: none"> • Check for pre alert mail • Unlock the vehicle • Bag wise receiving • Shipment receiving Conducting morning hurdle	
DAY 2	Grooming Sorting & segregation <ul style="list-style-type: none"> • Area wise & route wise sorting • Sequencing & bagging of shipments Runsheet generation Pickup sheet generation	
DAY 3	Grooming Go along with WM delivery of shipments Learn how to handle fragile shipments <ul style="list-style-type: none"> • Carry all the required documents • Go along with WM for delivery of shipments • Make calls to the customer • Delivery priority shipments • Deliver important shipments • Collect miss you card and undelivered sticker and write the purpose for the same See and learn EOD process	


DAY	TASK(PERFORM AND TASK)	PAGE NO.
DAY 4	Grooming Learn how to handle fragile shipments Go along with WM delivery of shipments <ul style="list-style-type: none"> • Carry all the required documents • Go along with WM for delivery of shipments • Make calls to the customer • Delivery priority shipments • Deliver important shipments See and learn EOD process	
DAY 5	Grooming Go along with WM delivery of shipments <ul style="list-style-type: none"> • Make calls to the customer • Delivery priority shipments • Deliver important shipments • How to handle undelivered shipments • How to handle rejected, damaged shipment See and learn EOD process	
DAY 6	Undelivered shipments Escalations/cs hub tool/ tele calling Updating run sheets & pickup sheets	
DAY 7	Stickers & shelving Misroute management RTO/RVP dispatch to return centre	
DAY 8	Pending Reconciliation Report & analysis Hub closing <ul style="list-style-type: none"> • Hub closing mail • Adherence of hub registers, incident register, consumable register & attendance register Caper essentials <ul style="list-style-type: none"> • Attendance Management system 	
DAY 9	Job shadowing	


A DAY AT DELIVERY HUB





HUB OPENING




	1.	Hub opens in the morning as per the load and receiving timelines.
	2.	TL & security guard must be present while opening the hub
	3.	Field executive need to punch biometric machine for regular attendance.

	1.	What are the different registers security guard maintain?
	2.	How is WM reporting documented?
	3.	How to do overnight tally of shipments?>
	4.	What all needs to be checked while opening the hub?

	1.	Open the hub & carry out al the activities required for next 2 days.
--	----	--

	1.	Send the hub opening report.
---	----	------------------------------

	Date	hub name	TL name	Security guard name
	Day 1			
	Day 2			

LOAD RECEIVING



1. Shipments will come packed from mother hub.
2. Details of received consignments are entered in goods inward register.
3. Pre alert mail from MH is checked to understand the amount of load arriving.
4. Gate pass & delivery manifest is checked to verify- hub name & no. of bags to be received.
5. System receiving of bags & shipments is to be done within 30 minutes of goods arrival time
6. Load receiving is confirmed via mail only after shipment receiving.
7. If the product the customer ordered is not the same as found inside the package or if a duplicate item is found, escalate the issue to mother hub manager, transportation manager and area manager by replying mismatch mail.



1. What prior preparation is required to be done while receiving?
2. What will be done if, no. of bags received does not match the no. of bags mentioned in manifest?
3. What are the different colour tapes on bags, what is the meaning of each of them?
4. How to handle exceptions like shipments mismatch, etc.?



1. Carry out the receiving of load for 2 days.
2. Perform load recording & confirmation process along with the security.



1. Perform the system receiving of the load.



DATE	VEHICLE NO.	DRIVER NAME	TIME OF ARRIVAL	NO. OF SHIPMENTS PHYSICALLY RE-	NO. OF SHIPMENTS RECEIVED	DISCREPANCIES

Participant's Signature _____

Buddy Signature _____

SORTING & SEGREGATION



- | | |
|----|---|
| 1. | All shipments are sorted as per the area/pin code and if, possible also segregate Next Day Priority Shipment. |
| 2. | After area wise sorting of all the shipments is done. |
| 3. | Shipment belonging to a particular route is then arranged as per the sequencing of delivery. |
| 4. | Bagging of these shipment is done in reverse order of delivery. |



- | | |
|----|--|
| 1. | Why do we do sequencing of shipments and how it is arranged? |
| 2. | What do we understand by bagging in reverse sequencing? reason? |
| 3. | What is done if the shipment is not of the pin code serviced by hub? |
| 4. | What is done if the shipment is not of the pin code serviced by hub? |



- | | |
|----|--|
| 1. | Perform primary and secondary sorting. |
| 2. | Arrange shipments as per the stop. |




DATE	HUB NAME	TL NAME	NO. OF SHIPMENTS SORTED AREA WISE	NO. OF SHIPMENTS SORTED ROUTE WISE


Participant's Signature_____


Buddy Signature_____


RUNSHEET GENERATION & BAGGING




	1.	Runsheets are documents which help in delivering the shipments at customer's doorstep.
	2.	Runsheets are generated in system, & print out is taken.
	3.	Runsheets include shipment details on the basis of which bagging is done.
	4.	Bagging is done in a way that the shipment which needs to be delivered first is placed on the top & last shipment to be delivered is kept at bottom of the bag.

	1.	What will you do if barcode is not scannable or unreadable?
	2.	What will you do if there are ERP related issues?

	1.	Scan & generate run sheet for at least 10 Fes.
	2.	Perform bagging of shipments in the reverse order for at least 5 run sheets.

	1.	Generate Runsheets in ERP.
---	----	----------------------------

	DATE	HUB NAME	RUNSHEET ID	ASSIGNED WM NAME	NO. OF SHIPMENTS BAGGED


Participant's Signature_____


Buddy Signature_____


TEAM LEADER & HUB INCHARGE-On the job Training workbook


PICK UP SHEET GENERATION




	1.	Pick up sheet is a document which is used to do reverse pickup of shipments from the customers place.
	2.	3 copies of acknowledgement letter is mandatory to carry while doing reverse pickup.
	3.	Reverse pick up sheet is generated in the system.

	1.	Why do we take 3 copies of the acknowledgement letter?
	2.	What are the parameters for selecting pick ups for the day?

	1.	Generate pick up sheet for 4 to 5 routes.
	2.	Take prints of pick up sheet and acknowledgement letter.

	1.	Generate pickup sheet & print acknowledgement letter in the ERP.
---	----	--


	DATE	HUB NAME	PICKUP SHEET ID	ASSIGNED WM NAME	NO. OF ITEMS TO BE PICKED


Participant's Signature_____


Buddy Signature_____


DELIVERY DELIGHT- PREPAID SHIPMENTS




	1.	Carry all the required documents like Runsheet, pickup sheet, driving license, route plan, etc.
	2.	Carefully handle shipments which has fragile sticker pasted on it.
	3.	Priority shipments are the NDD and SDD shipments try delivering these shipments first.
	4.	Important shipments are the one's which has been delayed for a long time & now it is urgent to deliver.

	1.	What all needs to be checked before leaving for delivery?
	2.	What is route planning?
	3.	How to handle different types of customers?
	4.	What is the importance of prioritizing shipments?
	5.	What will you do if the customer is unavailable?
	6.	What will you do if the customers is not answering the call?
	7.	How to update Runsheet? What are the different delivery scenarios?

	1.	Perform OFD along with the assigned WM for 3 days.
	2.	Day1 understand the process of delivery by observing OFD by WM. Day2 perform the delivery yourself under the observation. Day3 perform complete delivery yourself along with pickup.

	1.	Perform prepaid shipment delivery using BYOD.
---	----	---

	DATE	HUB NAME	WM NAME	NO. OF SHIPMENTS DELIVERED	NO. OF SHIPMENTS UNDELIVERED	MAJOR REASON OF UNDELIVERED	WM SIGN


Participant's Signature_____


Buddy Signature_____


TEAM LEADER & HUB INCHARGE-On the job Training workbook


DELIVERY DELIGHT- COD SHIPMENTS




	1.	Carry all the required documents like Runsheet, pickup sheet, driving license, route plan, etc.
	2.	Carefully handle shipments which has fragile sticker pasted on it.
	3.	Priority shipments are the NDD and SDD shipments try delivering these shipments first.
	4.	Important shipments are the one's which has been delayed for a long time & now it is urgent to deliver.

	1.	How to handle priority and important shipments?
	2.	How to interact with the customer on the call?
	3.	How to handle undelivered shipments?
	4.	What are the benefits of updating through smart delivery system?
	5.	How will you handle RTO, rejected and damaged shipments?

	1.	Deliver shipment for COD in cash or card.
	2.	Perform updating of Runsheet through smart delivery system
	3.	Practice of POS machine and COD transaction under buddy.
	4.	Collect payment using pine lab devise.
	5.	Observe the EOD activity when WM is back to the hub.

	1.	Perform COD shipment delivery using BYOD & pine lab.
---	----	--


	DATE	HUB NAME	WM NAME	RUN SHEET ID	NO. OF DELIVERY THROUGH CARD	AMOUNT COLLECTED THROUGH CARD	NO. OF CHARGE SHEET COLLECTED	DISCREPANCIES IF ANY


Participant's Signature _____


Buddy Signature _____


REVERSE PICK UP (RVP)





	1.	Carry pick up sheet and 3 copies of acknowledgement letter.
	2.	Replacement means replacing 1 product with some other product.
	3.	PREXO: many a times people prefer to buy a new product before disposing older product. So to offer the convenience this process was introduced.

	1.	What are the checkpoints of PREXO?
	2.	What is acknowledgement letter?
	3.	What are the checkpoints of replacements & RVP?
	4.	What is RVP process?

	1.	Perform OFD and deliver COD shipments both cash & card.
	2.	Carry out the reverse process & replacement process.


	1.	Perform reverse pickup & replacement process.
---	----	---


	DATE	HUB NAME	WM NAME	RUN SHEET ID	NO. OF COD SHIPMENTS	AMOUNT OF CASH COLLECTED	AMOUNT OF CASH DEPOSITED	DISCREPANCIES IF ANY

	DATE	HUB NAME	WM NAME	RUN SHEET ID	NO. OF DELIVERY THROUGH CARD	AMOUNT COLLECTED THROUGH CARD	NO. OF CHARGESHEET COLLECTED

REVERSE PICK UP (RVP)



	DATE	HUB NAME	WM NAME	PICKUPS HEET id	No. of shipment s picked up	Category (TICK)		discrepancies	
						Return	Prexo		


	DATE	HUB NAME	WM NAME	RUN SHEET ID	NO. OF UPDATES VIA SMART DELIVERY SYSTEM	ERRORS WHILE UPDASTING THROUGH	MAJOR ERRORS (IF ANY)	


Participant's Signature_____


Buddy Signature_____


MARKING UNDELIVERED SHIPMENTS




	1.	When WM comes back to the hub, he needs to deposit undelivered shipments to the respective TL.
	2.	In delivered shipments needs to be first updated in there system.
	3.	Tele calling is done for all the undelivered shipments to confirm the reason.
	4.	Paste undelivered stickers on shipments.

	1.	how to handle undelivered shipments?
	2.	What are the different kinds of stickers pasted on undelivered shipment?
	3.	What is done with the undelivered shipment?
	4.	What details needs to be filled up in undelivered sticker.

	1.	Mark shipments undelivered & paste the appropriate sticker.
	2.	Mark shipment as undelivered in ERP for at least 5 Fes.

	1.	Mark shipment undelivered in ERP.
---	----	-----------------------------------


	DATE	HUB NAME	WM NAME	RUN SHEET ID	NO. OF SHIPMENTS UNDELIVERED	MAJOR ERRORS (IF ANY)


Participant's Signature_____


Buddy Signature_____


ESCALATIONS/CS HUB TOOL/TELE CALLING





	1.	Escalations are voicing of dissatisfaction by customers
	2.	Escalation dashboard is a direct communication tool between customer support team & delivery hubs.
	3.	It helps in resolving customer issues faster.
	4.	Tele calling is done for undelivered shipments.

	1.	What is NPS? What is the importance of NPS?
	2.	What are the major reasons for escalation?
	3.	Why we do tele calling?
	4.	What reports needs to be maintained related to escalations and tele calling?

	1.	List down major escalations of last 15 days for the hub.
	2.	Resolve the tickets through dashboards in ERP.

	1.	Update escalation dashboard & generation tele calling shipment.
--	----	---

	DATE	HUB NAME	TICKET ID OF DASBOARD	TRACKING ID	ISSUE	RESOLUTION PROVIDED	SLA TIME

	DATE	NO. OF TELE CALLING DONE	DISCREPANCY COMPARE TO RUNSHEET UPDATE	ON NAME	ACTION TAKEN

Participant's Signature_____

Buddy Signature_____

UPDATING RUNSHEETS & PICK UP SHEETS



1. Runsheet and pick up sheet is updated in ERP once WM has deposited cash.
2. Reason for all undelivered shipment is marked as per the Runsheet of WM.
3. Details of 3rd party delivery needs to be captured in the ERP while updating Runsheet.



1. What will you do if the Runsheet or pickup sheet ID is not scannable?
2. What will you do if the acknowledgement letter is not signed?
3. What will you do if the Runsheet or pickup sheet is partially filled?



1. Update Runsheet in ERP for at least for 5 Fes.
2. Update pick up sheet in ERP for at least for 5 WM's.



1. Update Runsheet & pickup sheet in the system.



DATE	UPDATED RUNSHEET ID	WM NAME	NO. OF DELIVERED SHIPMENT	NO. OF UNDELIVERED SHIPMENT	AMOUNT OF CASH DEPOSITED



DATE	UPDATED PICKUP SHEET ID	WM NAME	NO. OF SHIPMENTS PICKED	PENDING PICK UPS	ANY PICKUP WITHOUT PROPER INGREDIENT	REASON OF DISCREPANCIES IN PICKUP

Participant's Signature _____

Buddy Signature _____

TEAM LEADER & HUB INCHARGE-On the job Training workbook

STICKERS & SHELVING



1. Stickers pasting is only done for undelivered shipments.
2. Stickers helps to understand the reason of the shipment being undelivered.
3. RTO, RVP, undelivered, misroute are some of the examples of stickers.
4. Shelving of the shipments is done category-wise/sticker wise.



1. Why do we paste stickers?
2. What do we do with the shipments in different shelves?



1. Stick appropriate sticker's on the shipments & shelves in the respective shelf.
2. Update pick up sheet in ERP for at least for 5 Fes.



DATE	HUB NAME	TL NAME	NO. OF SHIPMENTS SHELVED
Day 1			
Day 2			


TYPE OF STICKERS	USAGE


Participant's Signature_____


Buddy Signature_____


MISROUTE MANAGEMENT




	1	Misroute means wrong shipments being routed to wrong hub.
	2	Misroute shipments needs to be forwarded to central misroute hub.
	3	These misrouted shipments needs to be entered in the system as well.
	4	Misroute sticker is pasted.
	5	Shipments get misrouted either because of pin code mismatch or due to some manual error while forwarding the shipments.

	1	How to mark misroute shipments in the system?
	2	Why does misroute happens?
	3	What all documents needs to be generated to forward misroute shipments?

	1	Mark the misroute shipments in ERP for 2 consecutive days.
	2	Manually forward the misroute shipment to misroute hub.

	1	Forward misroute shipments to the right hub via system.
---	---	---


	DATE	MISROUTE BAG ID	MISROUTE TAG ID	NO. OF SHIPMENTS MISROUTED	DISCREPANCIES


Participant's Signature_____


Buddy Signature_____


RTO/RVP DISPATCH TO RETURN CENTRE




	1.	Shipments which are either cancelled or returned from the customers end are sent to return centre.
	2.	Before sending to return centre all the shipments needs to be bagged.
	3.	Sender's & receiver's tracking ID, date of forwarding & hub name "forwarding to" needs to be entered.
	4.	Register consisting tracking ID, date of forwarding & hub name " forwarding to" needs to be entered.

	1.	Which are the different kind of shipments sent to the return centre.
	2.	What is the difference between RTO & RVP?

	1.	Create dispatch of return shipment in the ERP.
	2.	Prepare the bags and physically dispatch the same to return centre.

	1.	Update the RTO/RVP shipments in ERP & dispatch it to return centre.
---	----	---

	DATE	HUB NAME	RETURN CENTRE NAME	CONSIGNMENT ID	NO. OF SHIPMENTS FOR WARDED	BAG ID

Participant's Signature_____

Buddy Signature_____

PENDING RECONCILIATION



1. Reconciliation is done at the end of the day.
2. It is done to ensure that the data in the system matches with the physical shipments and cash.
3. Pending reconciliation is done for both goods & cash.
4. in the case where some shipments are yet to be scanned; system gives a message listing the tracking ids of shipments which have not been scanned.



1. What do we do if there is a mismatch in the no. of shipments?
2. What is the system window to perform pending reconciliation activity?
3. What happens if the system connectivity is lost during conducting pending reconciliation of shipments?
4. What do we do, if there is a cash mismatch in cash reconciliation?



1. Carry out the pending reconciliation of shipment for 2 consecutive days.
2. Carry out the cash reconciliation for 2 consecutive days.



1. Do pending reconciliation of both goods& cash in the system.



DATE	NO. OF SHIPMENTS PENDING	AMOUNT OF CASH RECONCILED	DISCREPANCIES
Day 1			
Day 2			

Participant's Signature_____

Buddy Signature_____

REPORT & ANALYSIS



- | | |
|----|---|
| 1. | Reports are generated at the end of the day. |
| 2. | Timely sending across the reports & updating dashboards is mandatory. |
| 3. | Registers are maintained to track the records. |



- | | |
|----|--|
| 1. | What are the different types of reports that needs to be maintained? |
| 2 | How is the dashboard on ERP updated? |



- | | |
|----|---|
| 1. | Prepare and required reports. |
| 2. | Prepare the registers and documents that needs to be maintained on a daily basis. |



- | | |
|----|---|
| 1. | Generate reports on daily basis for 2 days. |
|----|---|

LIST OF REPORTS	USAGE


LIST OF REPORTS	USAGE


Participant's Signature_____


Buddy Signature_____


HUB CLOSING




	1	Closing of hub needs to be done after all the end of day activities are performed.
	2	Dispatch all the RVP & RTO shipments to the return centre.
	3	Cash & goods reconciliation is done at the end of the day.
	4	Update all the reports & documents before the hub get closed.
	5	Shelving of shipments is done at the end of the day.

	1.	What are the different reports prepared and send at EOD on daily basis?
	2.	How is dispatch to RTO & RVP shipmasters to return centre done?
	3.	What all are the updates od hub dashboard?
	4.	What is done with the pending shipments at the end of the day.

	1.	Prepare and understand different end of the day reports for 2 consecutive days?
	2.	Send end of day reports and mails to the concerned people.

	1.	Send the hub closing report.
---	----	------------------------------

	DATE	HUB CLOSING TIME	NAME OD SECURITY	NAME OF THER REPORTS PREPARED AT EOD
	Day 1			
	DAY 2			

Participant's Signature_____

Buddy Signature_____

WHAT IS KIRANA DELIVERY MODEL?

In a bid to improve its last-mile delivery efficiencies, Flipkart's logistics arm, Ekart is tapping into neighborhood kiranas.

Kirana shop owners use extra store space for Flipkart packages, which they deliver to customers within a 2-4 km radius, for a fee. While the store owner earns extra income, the programme also spawns employment opportunities for the youth.

Their BDs visit about 30-50 stores a day and spend 5-6 minutes to persuade the owners to stock more from the company. Stores are chosen based on availability, accessibility, ambience and affordability, as well as the cost of shopping tasks.

Sorting of the items is done at the store level on the basis of orders to be delivered or picked up by customers.

Out-store partner's delivery associate deliver orders ,collect cash if any and update order status.



Customer self pick-ups

Doorstep deliveries

Customer Returns

KIRANA'S BD PROGRAM DESIGN

BD first two weeks:

	DURATION	OWNER	KEY ACTIVITIES
PHASE 1 TRAINING	2 Days	CEC + ADM TEAM	Generic introduction on Flipkart, kirana delivery model, training on ERP systems & relevant apps- 0 paper, PCM & FIELD X
PHASE 2 OJT & HUB INTERACTIONS	2 days	AM	Hub visit- interaction with HI/TL. Sessions with AM and visit with hub WM on different routes to completely understand the service area of the hub along within road processes. Also understand the pin- codes served by the hub.
PHASE 3 MARKET SENSING	2 days	BD	Market visit to understand kirana network potential and on ground networking.

NOTE: BD will be given an FK id card and FK mail but NOT a laptop.

TO DO:

- BD Attendance(end to end)
- BD hiring (5-7 days TAT from shortlist to BD reporting)

Hiring & onboarding kirana's:

- Hike kirana's as per the AOP for BAU and for sale seasons as per selection framework.
- Onboard kirana and ensure kirana is trained on all aspects
- On board and continuously engage with kirana's
- Rehire to manage the attrition

Manage day to day ops

- Ensure load allocation from hub is done correctly
- Actively all time maintain a profile of 30-50 kirana stores
- Ensure kirana's payment are done on time

Kirana Performance & manage all escalations

- Ensure kirana delivers as per Ekart's CX, business metrics
- Manage all materials and cash reco
- Handle all escalations
- Deboard kirana who don't meet the mark
- Rehire kirana in case of Attrition
- Be the voice of kirana to all stakeholders.

TL CHECKLIST



EKART HUB			
TL NAME		HUB NAME	
HUB LOCATION			
SR. NO.	ACTIVITY	STATUS	AM SIGNATURE/CONFIRMATION
<u>1.</u>	<u>HUB OPENING</u>		
a	Open the hub on time, in presence of security personnel		
b	Check perimeter, lock & seal for any kind of breakage		
c	Count and tally the overnight pending shipments with security register		
d	Check for the previous day load in the system		
e	Ask security to maintain WM attendance record in register		
f	All business units and divisions must comply with Missing/Lost Shipment Policy.		
g	Plan for the expected load for the day		
<u>2.</u>	<u>LOAD RECEIVING</u>		
A	Check for pre-alert mail		
b	Cross check all the documents		
c	Unload the vehicle		
d	Carry out bag wise receiving process		
e	Separate the misroute shipments		
f	ERP updating & bagging of misroute shipments		
g	ERP updating & bagging of misroute shipments		
h	Dispatch & collect misroute shipments from misroute hub		



<u>3.</u>	<u>DISPATCH</u>		
a	Sorting of shipments as per pin code & route		
b	Generate run sheet		
c	Generate pickup sheet		
d	Prepare & conduct huddle		
4	<u>CASH MANAGEMENT @ HUB</u>		
a	Banking of previous day collection (by cashier)		
b	Cash pending reconciliation		
c	Petty cash management system		
<u>5.</u>	<u>END OF DAY ACTIVITY</u>		
a	Mark undelivered shipments		
B	Cash to collected by the cashier & updated in ERP		
C	Runsheets updation		
d	Pick up sheet updating		
<u>6</u>	<u>ESCALATION MANAGEMENT</u>		
a	Receive escalations via hub tool & mails		
b	Tele calling for undelivered or not picked up shipments		
<u>7</u>	<u>MANAGING IN HUB SHIPMENTS & RECONCILIATION</u>		
a	Paste labels & stickers via CS hub tool & mails		
b	Shelving of shipments		
c	Bagging of RTO/RVP/Misroute shipments		
d	Dispatch shipments to return centre		
e	Pending reconciliation for remaining shipments in hub		
<u>8.</u>	<u>CLOSING OF HUB</u>		
a	Dashboards, register & report analysis		
b	Send the hub closing mail		
c	Close the hub on time		
d	Leave at the end		

GLOSSARY



1.	AVM	Audio Video Media
2.	AWB	Air Way Bill
3.	B2B	Business To Business
4.	B2C	Business To Customer
5.	BD	Business Development
6.	BGM	Books & General Merchandise
7.	BOPT	Battery Operated Pallet Truck
8.	CAPA	Corrective And Preventive Action
9.	CCC	Camera Computer Communication
10.	CFT	Central Fulfilment Team
11.	CN	Credit Note
12.	COD	Cash On Delivery
13.	D2S	Dock To Stock
14.	DBNS	Dispatched But Not Shipped
15.	DD	Discrepancy Document
16.	DN	Debit Note
17.	EKL	Ekart Logistics
18.	F&I	Facility & Infrastructure
19.	FBF	Fulfilment By Flip Kart(Flip Kart Advantage)
20.	FKI	Flipkart India Pvt. Ltd.
21.	FMEA	Failure Mode Effective Analysis
22.	FPS	Flipkart Photo Shoot
23.	FSN	Flipkart Serial Number
24.	FSP	Flipkart Selling Price
25.	GRN	Goods Receipt Note
26.	GTL	Goods Transfer List
27.	H&B	Health & Beauty
28.	HR	Human Resource
29.	IBL	Integrated Bill & Label
30.	IMEI	International Mobile Equipment Identity
31.	IPC	Inventory Planning Cell
32.	IPP	Item Per Person
33.	IRN	Invoice Receipt Note
34.	IRT	Issue Resolution Team
35.	ISBN	International Standard Book Number

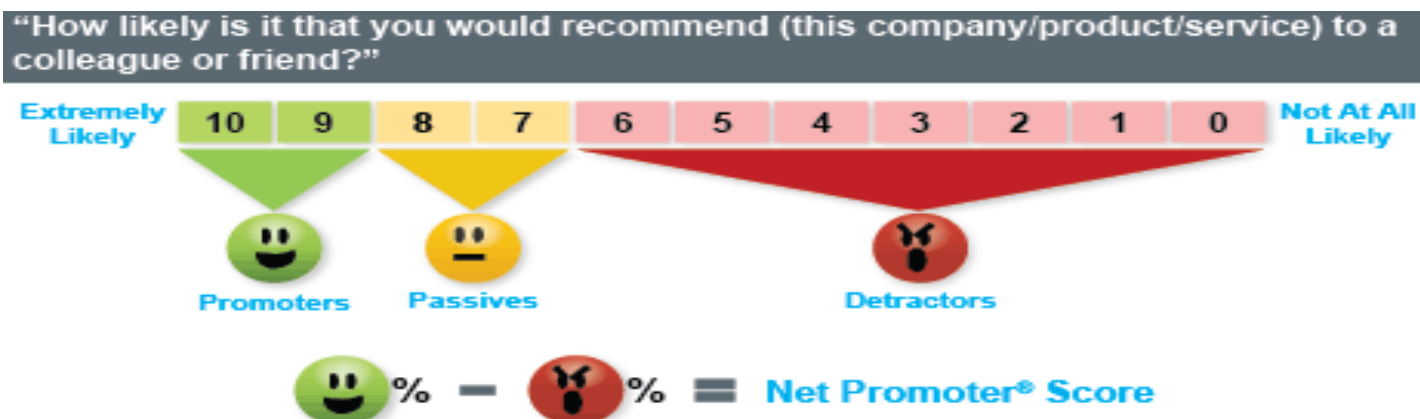


36.	ISC	Invoice Sanity Check
37.	IWIT	Inter Warehouse Inventory Transfer
38.	JIT	Just In Time
39.	KPI	Key Performance Indicate
40.	LBH	Length Breadth Height
41.	LMI	Lot Management Inventory
42.	LTA	Leather & Travel Accessories
43.	MATC	Merge Area Transfer Count
44.	MIS	Management Information System
45.	MRN	Material Request Note
46.	MRP	Maximum Retail Price
47.	NC	Non Conformance
48.	NDD	Next Day Delivery
49.	OMS	Order Management System
50.	PBND	Picked But Not Dispatched
51.	PL	Procurement Logistic Team
52.	PO	Purchase Order
53.	POC	Point Of Contact
54.	POD	Proof Of Delivery
55.	PV	Product Verification
56.	QA	Quality Assurance
57.	QC	Quality Check
58.	RA	Return Authorization
59.	RCA	Root Cause Analysis
60.	RN	Return Note
61.	RO	Return Order
62.	RTO	Return To Origin
63.	RTV	Return To Vendor
64.	RVP	Reverse Pickup
65.	S2D	Stock To Door
66.	SBND	Shipped But Not Delivered
67.	SDD	Same Day Delivery
68.	SKU	Stock Keeping Unit
69.	SLA	Service Level Agreement



70	SOP	Standard Operating Procedure
71	SSL	Supplier Selection Logic
72	TAT	Turn Around Time
73	WID	Warehouse Identity
74	WSN	Warehouse Serial Number
75	WSR	Web Spot Retail Services Ltd.

NET PROMOTER SCORE (NPS)

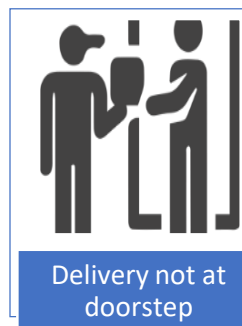
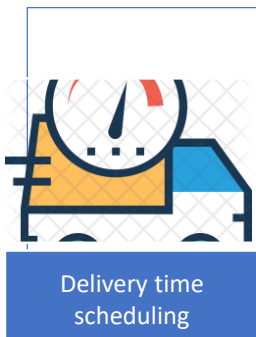
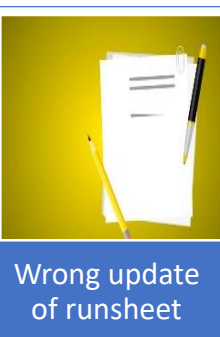
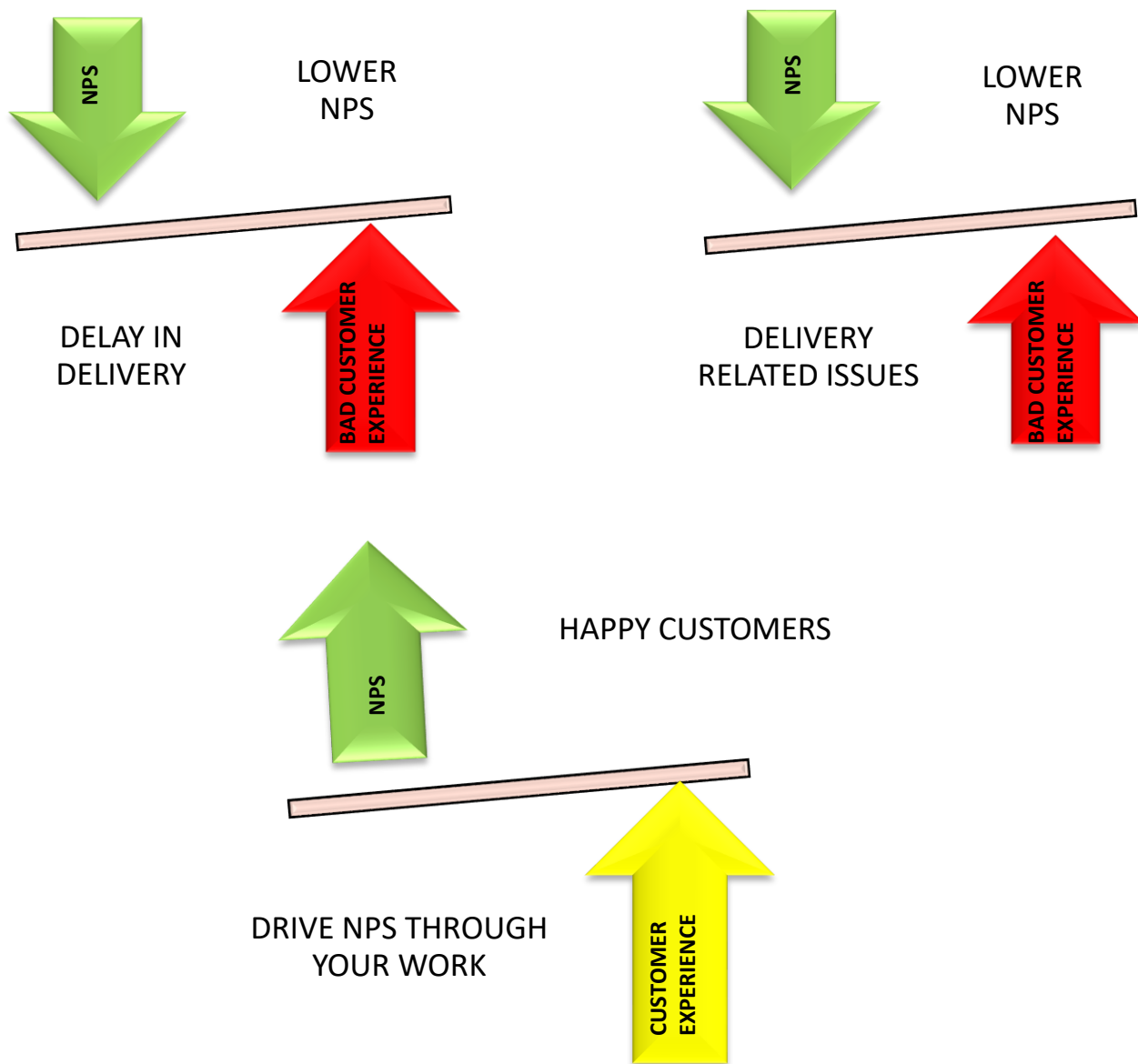


HOW TIMELINESS OF DELIVERY IMPACT NPS?



If any step of the above lag is **not done in the defined time**, it can result in delay in delivery.

HOW DELIVERY RELATED ISSUES IMPACT NPS?

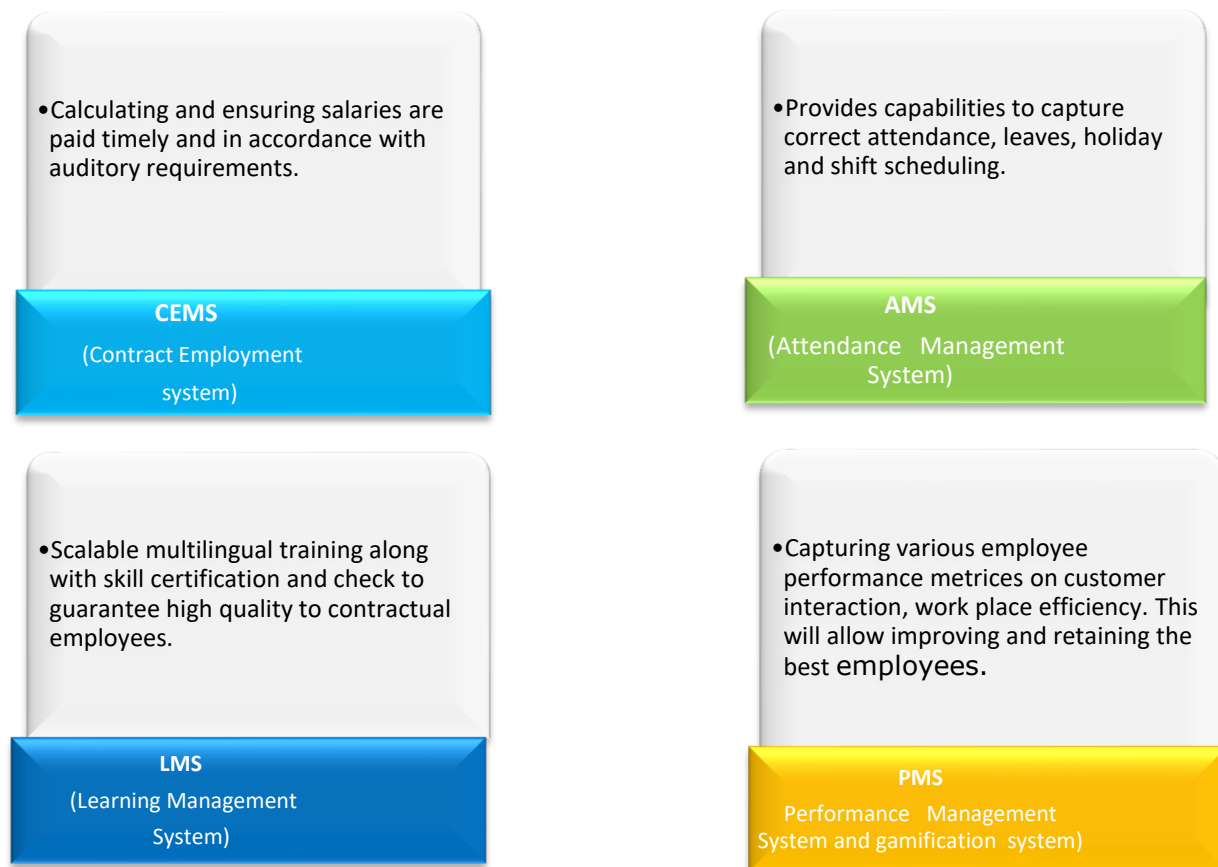


CAPTURING CUSTOMER WMEDBACK

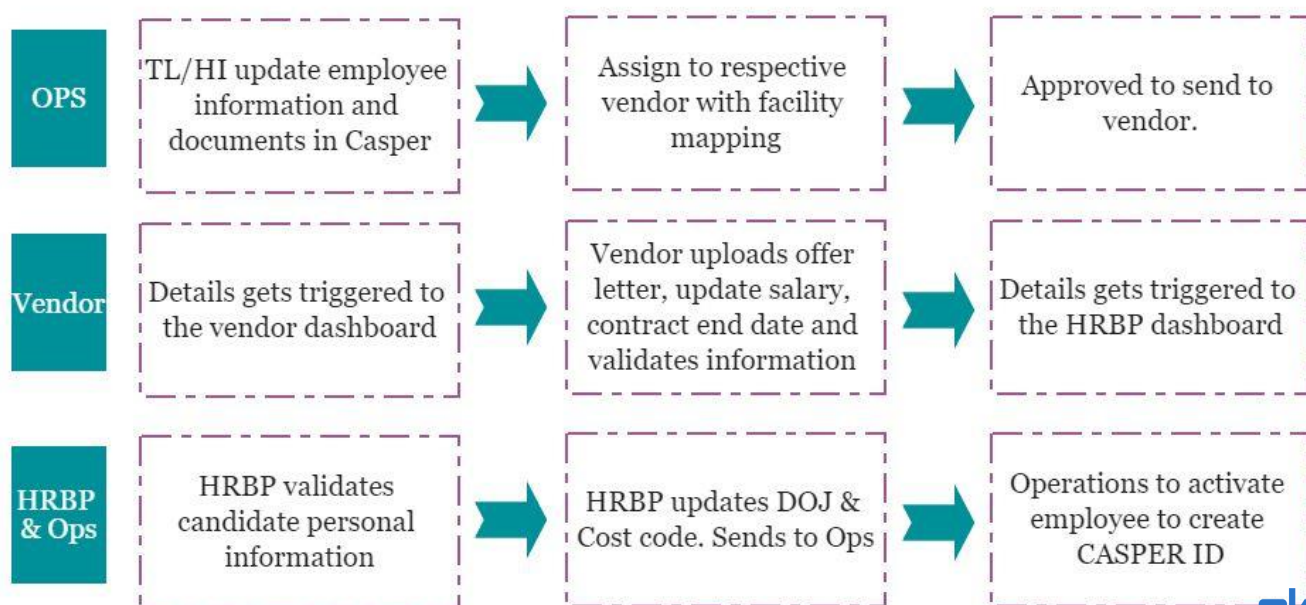


CASPER ESSENTIALS

Casper can host the following systems:



On-Boarding Process Flow



ANTI- CORRUPTION AND ANTI BRIBERY



**NO
TO ALL
CORRUPTION**

HOW TO KEEP OUR CUSTOMERS SMILING



WE FOLLOW STRICT



**ZERO
TOLERANCE**

1.

Misbehavior with women and children

2.

Loss or theft of goods and cash

3.

Rude behavior with customers

4.

Wrong update on shipment/pick up status

5.

Violation of delivery/pick SOPs



Fe misbehaves with a women or child or tries to make unofficial contact(ex. WhatsApp)



The rapid action team will call back the customer in 2 hours or visit them within 24 hours and resolve the issue



Customer calls to customer service. Escalation are captured by CS.



Detail investigation would be conducted and if found guilty the WM would be terminated.



Grievance cell calls customer to contain the issue and get all details.

GUIDELINES PERTAINING TO IT SECURITY

ACCESS SECURITY

- Unused account shall be disabled/deleted
- Default administration account shall be renamed
- Settings for password expiry complexity and account locking(in case of invalid login attempts) shall be enforced(please refer to the password management guidelines for further details

SYSTEM SECURITY

- Data confidentiality integrity and encryption shall be enforced
- Anonymous users shall not be granted any additional permission than absolutely required
- Access to network shares shall be restricted to authorised users

DATA SECURITY

- Access to home directories shall be restricted to its owners
- Access to change file system permission shall be restricted

LOGGING

- Login, logout and incorrect attempts shall be logged
- Changes in user ID or its access rights shall be logged
- Relevant auditing policies shall be enabled

FST Helpline Number: 18004193547

**Flipkart Group Laws and Local Policies:
Flipkartethics.com 1800-102-1482**

