

# Klued® Placement of waybill and fragile sticker

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To: Mountain Movers and Customer Excellence

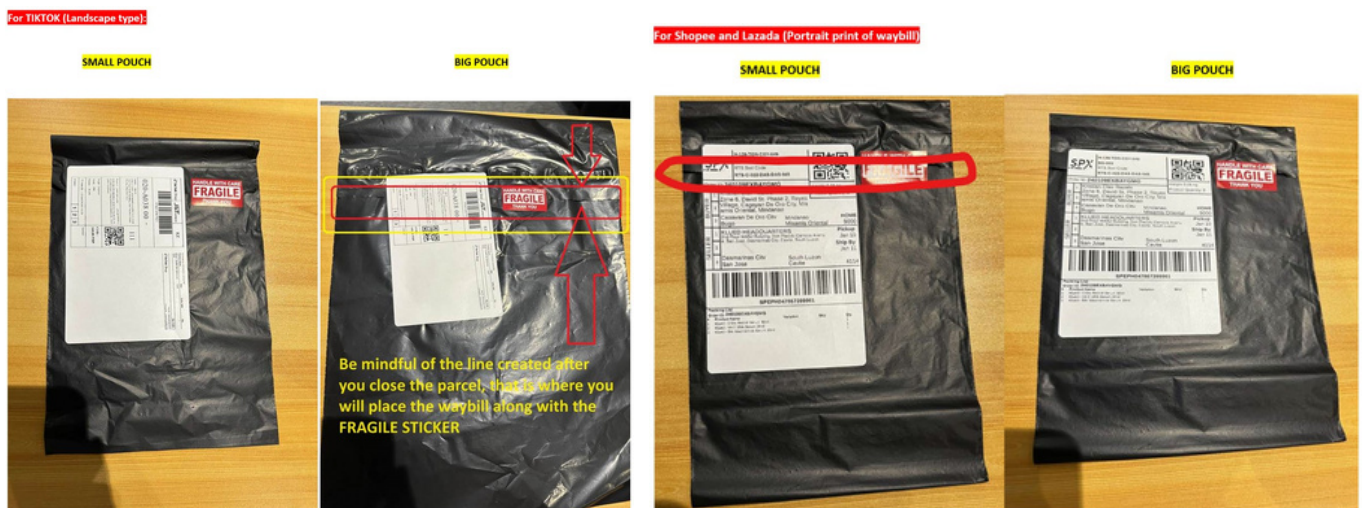
Date: January 14, 2024

It comes to my attention that we are losing the battle over the disputes for spilled/leaked items. The matter is giving big impact on our revenue and we need to take actions about it.

When we had the Master Class with Shopee about the return and refund, they found out that the way we present our truth is far on what they are getting from the couriers.

Shopee is asking proof from the couriers and when they present the proof, the image or picture we are showing them as proof is different, that is why it will be invalidated right away.

Moving forward, when placing waybill sticker, it should be shown as below:



The waybill should be at the upper left corner of the pouch and the fragile sticker should be besides it.

Please be mindful of the created line when you closed the parcel is where you will place the fragile sticker and the waybill.

This is for strict compliance and whoever caught negligent will receive written warning as initial corrective action and will progress to termination.

By: **EMILIO CHUA**

Name/Title: **MANAGING DIRECTOR**

Date: October 25, 2023

By: \_\_\_\_\_

Sign over printed name

Date: \_\_\_\_\_