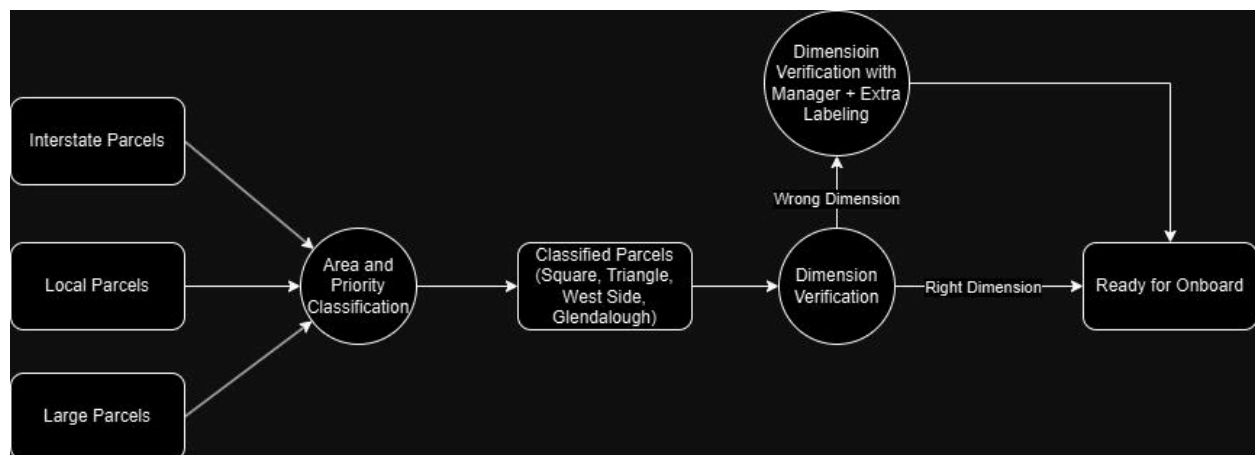


# Delivery Process for Company X Bay no.109

## Introduction

Bay 109 is a franchised logistic service with the responsibility of delivering and picking up parcels to and from customers. As the owner of a franchise, Bay 109 do not need to procure parcels for delivery as the parcels are already supplied by company X. This document is designed to give an overview of the delivery and pickup processes.

## Pre-Delivery / Onboarding Process:



## Delivery Classification

Types of parcels:

1. Locals:
  - Locals are parcels picked up by other franchisees and need to be distributed on the next day. These parcels are usually placed at the corresponding Bays on the day of the pickups or early morning on the next day before 6.30 am.
  - Priority Level: **Very High**
2. Interstate Parcels:

- Interstate Parcels are parcels that are collected from states other than Western Australia. It also includes international parcels. These parcels have longer delivery duration.
  - Priority Level: **Medium**
3. Large Parcels:
- Some parcels that are deemed too heavy and large to be placed in common cage are placed on open cages. These parcels usually have the same delivery duration with Interstate Parcels. Due to the large sizes of the parcels, it can take longer time to board the parcels as it takes more space and it will hinder normal delivery schedule.
  - Priority Level: **Low**

### **Area Classification.**

Bay 109 is a unique Bay that covers only small area.

The areas covered by this bay are:

#### **1. Osborne Park**

##### **a. Squares:**

- i. Selby Street North
- ii. King Edwards Road
- iii. Hector Street West
- iv. Howe Street (Low number from no. 1-63)
- v. Guthrie Street (Low number from no. 1-63)
- vi. Collingwood Street (Low number from no. 1-63)
- vii. Hutton Street (Odd Number up to no.43)
- viii. O'malley Street
- ix. Sundercombe Street
- x. Scarborough Beach Road (from 99 bikes up to Osborne Park Mazda)

##### **b. Triangle:**

- i. Hutton Street (Even number up to no.44)
- ii. Howe Street (High Number from 63 and above)
- iii. Guthrie Street (High Number from 63 and above)
- iv. Collingwood Street (High Number from 63 and above)

- v. Scarborough Beach Road (from Laminex up to Intuition Educational Support)
- vi. Frobisher Street
- vii. Ulm Street
- viii. Colray Avenue
- ix. Drake Street
- x. Ruse Street
- xi. McDonald Street West
- xii. Gordon Road West
- xiii. Roberts Street West
- xiv. Linwood Court
- xv. Sangiorgio Court
- xvi. Neil Street

**c. West Side (Herdsman)**

- i. Scarborough Beach Road (from The Garden Office up to Osborne Park BCF)
- ii. Hasler Road
- iii. Walters Drive
- iv. Parkland Road
- v. Gould Street
- vi. Teakle Road

**2. Glendalough**

- a. Parkland Road (only Chrysalis Montessori School)
- b. Harborne Street (from IGA up to Audi)
- c. Rawlins Street
- d. Powis Street
- e. Leeder Street
- f. Pollard Street
- g. Cayley Street
- h. Cato Street
- i. Penzance Circuit
- j. Redcar Lane
- k. Tipton Walk

- l. Ellerby Street
- m. Heard Way
- n. Erich Court
- o. Selsted Place

### Dimension Verification

Accepted parcels must abide by the policy enforced by company X. Parcels' volume must not exceed 250 cubic meters. The measuring common practice formula:

$$\text{Length(cm)} \times \text{Width (cm)} \times \text{Height (cm)} \times 25 = \text{Total Allowed Volume}$$

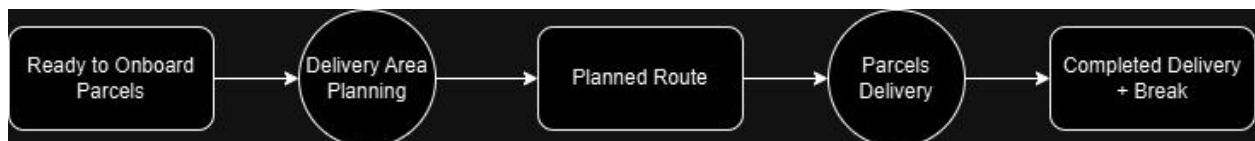
Drivers are required to ensure the dimensions stated on the label match with the actual dimensions.

*Note: It is not rare occasion where customer made mistakes with dimensions. This incident usually referred as under-statement. Drivers are required to report to manager on duty to request an extra label.*

### Ready to Onboard

Parcels that have been properly classified with verified dimensions may proceed with the onboarding process.

### Delivery Process



Despite the fact the area covered for bay 109 is relatively small, it is best for the driver to narrow down the target area for delivery to achieve a very efficient process. In addition to delivery, bay 109 has the highest number of pickups, in particular in Square and Triangle areas. However, drivers also need to note the delivery areas for local parcels and add interstate parcels that may have the same area classification.

For example:

There are 10 local parcels, where 5 of them are going to Square area, 3 of them to Triangle area, and 2 items to Glendalough area. In order to delivery efficiently, drivers will take **about 20 extra** interstate and/or large parcels that are going to Square areas.

### **Post Delivery**

Once driver have completed all deliveries, the driver may take 20 minute break before commencing pick up process. During the break, driver will review the pickup address and plan accordingly.

### **Conclusion**

Company X, as the supplier of the logistic system relies heavily on the number and punctuality of deliveries, especially local category parcels. As franchisee, driver must maintain the logistic performance by maintaining punctuality of deliveries and pickup. As driver, one must plan efficiently, and follows accordingly to ensure good customer service.