**CIS INTERNATIONAL HOLDINGS CORP**

**OPR FOR SHIPMENTS DAMAGED BY COURIER SERVICE**

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| **SUBJECT** | **SHIPMENTS DAMAGED BY COURIER SERVICE** |
| **DEPARTMENT** | **COUSTOMER SERVICE** |
| **RECORDER (Name & Designation)** | **VIKUM MARASINGHE (CSE)** |
| **APPROVEDBY (Name & Designation)** | **PURODHA PERERA (HOD CS)** |
| **CREATED DATE** | **06/20/16** |
| **LAST UPDATED (MM/DD/YY)** | **01/17/17** |
| **PATH ON NETWORK FOLDER** | **N/A** |
| **NO. OF PAGES INCLUDING THIS PAGE** | **2** |

**Shipment received was damaged by courier service – UPS / Fed Ex**

If the shipment is damaged by UPS or Fed Ex then we are not liable to replace the shipment.

* In this instance in-order to help the store receive the same fish so that the store wouldn’t lose any sales, we need to request the store to generate a brand new PO for the same fish.
* Need to call back the store to find out after a few hours and speak to the same person to find out whether a new PO was raised and get the new PO# generated.
* Inform the new PO# generated to Production Planning Department and ensure that it is prioritized and shipped out the following day.
* Follow up with Joel Gonzales of the Warehouse during US hours and ensure that the PO gets prioritized and shipped. Follow up guidelines the same 2:00PM and 3:00PM- phone & Text.