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Description	MG PROCUREMENT GENERIC COURIER (DELIVERY/UPLIFTMENT) PROCEDURE
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Author	TSHEGOFATSO NAKEDI
Approver	ASHOK SOOKLALL



MACROCOMM GROUP (PTY) LTD PROCUREMENT

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Document Sign-Off / Approval

This is the formal sign-off for the Generic Courier (Delivery/Upliftment) Procedure.

Name	Designation	Date	Signature
Ashok Sooklall	General Manager – MG		
Elton Chettiar	Chief Operating Officer		

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1 Procedure Description and Purpose

The purpose of this Generic Courier Process is to enable the delivery of stock to customers to fulfil orders.

Macrocomm Group Procurement does not have a centralised warehouse for storage, it keeps safety/buffer stock on hand to keep lead time at a minimum to satisfy customer demand in a timeous manner.

1.1 Description

This is the procedure of how to record and ensure delivery of stock to customers using couriers.

1.2 Benefits

This procedure provides the procurement team with the guidelines of how to record deliveries made to customers using couriers to have a record of all orders shipped by courier to the customer

1.3 Areas of Responsibility

The General Manager is accountable for the Procurement Department and the courier process and procedure.

The Procurement Officer is responsible for getting the best possible courier in terms of price and lead time.

1.4 Relationship between this Procedure and other Procedures/Processes

This procedure informs the process for recording and arranging for a courier delivery of stock to customers.

This procedure document directly impacts the Sales' order process.

2 Generic Courier (Delivery/Upliftment) Procedure Management

2.1 Procedure Objectives and Metrics

2.1.1 Procedure Objectives:

- Accurate and timeous delivery to the customer at their chosen address

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2.1.2 Procedure Metrics:

Each objective of this procedure is measured according to the:

- Price
- Lead time
- Accuracy of delivery (regarding the customer's address)

2.2 Procedure Owner(s) and Key Stakeholder(s)

2.2.1 Procedure Owner

The General Manager is responsible for managing this process and ensuring that all stakeholders follow the steps outlined for effective procurement.

The person performing this task is the Procurement Officer and is the delegated responsible person.

2.2.2 Key Stakeholders

The key stakeholders are the Courier Company, Sales Team and the Customer.

3 Typical Procedure Inputs

The typical procedure inputs are noted below:

3.1 Information or Documents Needed

The following information or documents are necessary for effective measuring and enabling of the Generic Procedure:

- Email from Salesperson confirming delivery method and address
- Delivery quotation issued by the Procurement Officer to the respective subsidiary manager for approval
- Price of delivery
- Lead time

3.2 Resources Needed

The following resources are needed to support this procedure:

- Stock control sheet

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3.3 Personnel Needed

The Procurement Officer is the person who dispatches stock and arranges for the courier to collect the customer's package for delivery.

3.4 Preceding Processes/Procedures

The preceding processes are Customer Order, Generic Ordering, Stock-In, and Stock-Out.

4 Typical Procedure Outputs

The following outputs:

4.1 Typical outputs are:

- Approved courier by the respective subsidiary manager
- Signed Courier Waybill (courier personnel upon delivery)
- Signed Courier Waybill (customer upon receiving delivery)

4.2 Technical or System

- Excel
- Courier Company online system.

4.3 Documents

- Dispatch Note
- Courier Waybill (from courier personnel and customer)

4.4 Enablement or Operationalisation of Another Process

This Generic Courier Procedure enables customer payments and the debt collection processes. It may enable the delivery rejection process, should the customer receive product(s) that is not in good condition.

5 The Generic Courier Process

The Generic Courier Procedure is important as this enables delivery of goods to customers whether local, regional or international.

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5.1 Sub-process: Dispatch Order and Courier Confirmation

The key steps are noted below:

- 5.1.1 The Procurement Officer confirms the delivery address and method with the Salesperson via email.
- 5.1.2 The Salesperson provides an email noting:
 - 5.1.2.1 The customer's name(s)
 - 5.1.2.2 Delivery method
 - 5.1.2.3 Delivery address
 - 5.1.2.4 Contact Person Name and Details
- 5.1.3 The Procurement Officer generates a quotation – also takes dimensions of the package – in the courier website to share with the respective subsidiary manager for approval, the quotation may be rejected due to:
 - 5.1.3.1 High price
 - 5.1.3.2 Long lead time
- 5.1.4 Upon approval of the quotation, the Procurement Officer will generate a waybill in the courier website to book the delivery.

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5.2 Sub-process: Courier Collection and Delivery

- 5.2.1 The Procurement Officer packages the customer's stock for the Courier.
- 5.2.2 The Procurement Officer prints the Courier Waybill from the Courier Company's online site and attaches it to the customer's package.
- 5.2.3 The courier personnel collects the package and signs the waybill as proof of delivery, then leaves the signed waybill with the Procurement Officer.
- 5.2.4 The courier website sends an email to the Procurement Officer and customer to track the delivery.
- 5.2.5 The package is delivered to the customer by the courier personnel and the customer must provide a pin code for verification of delivery.
 - 5.2.5.1 Customer takes delivery of the parcel and signs waybill.
- 5.2.6 The Courier emails the signed waybill as proof of delivery to the Procurement Officer and customer.
- 5.2.7 The signed waybill is filed by the Procurement Officer.

6 Risks and Opportunities

6.1 Risks

The following risks have been identified:

RISK	BUSINESS IMPACT	MITIGATION ACTIONS
Delayed delivery	Turnaround time to customer impacted, reputation risk.	To track the shipment to promptly communicate with the customer regarding the delay, if any.
Damaged stock	Revenue loss with returns through shipping costs, and potential negation of the warranty. Poor customer experience.	Package and label the stock well and ensure control measures across the shipping process. Report damaged stock and take corrective actions to maintain customer satisfaction
Lost Shipment	Revenue loss as Macrocomm will need to replace at own cost.	Use the Courier tracking system to track and monitor the movement of the shipment to communicate with the

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RISK	BUSINESS IMPACT	MITIGATION ACTIONS
		customer and take corrective actions to minimise future losses. Pay for insurance on each parcel that is shipped.

6.2 Opportunities

The following opportunities table will be used to help improve the procedure and processes for greater efficiencies.

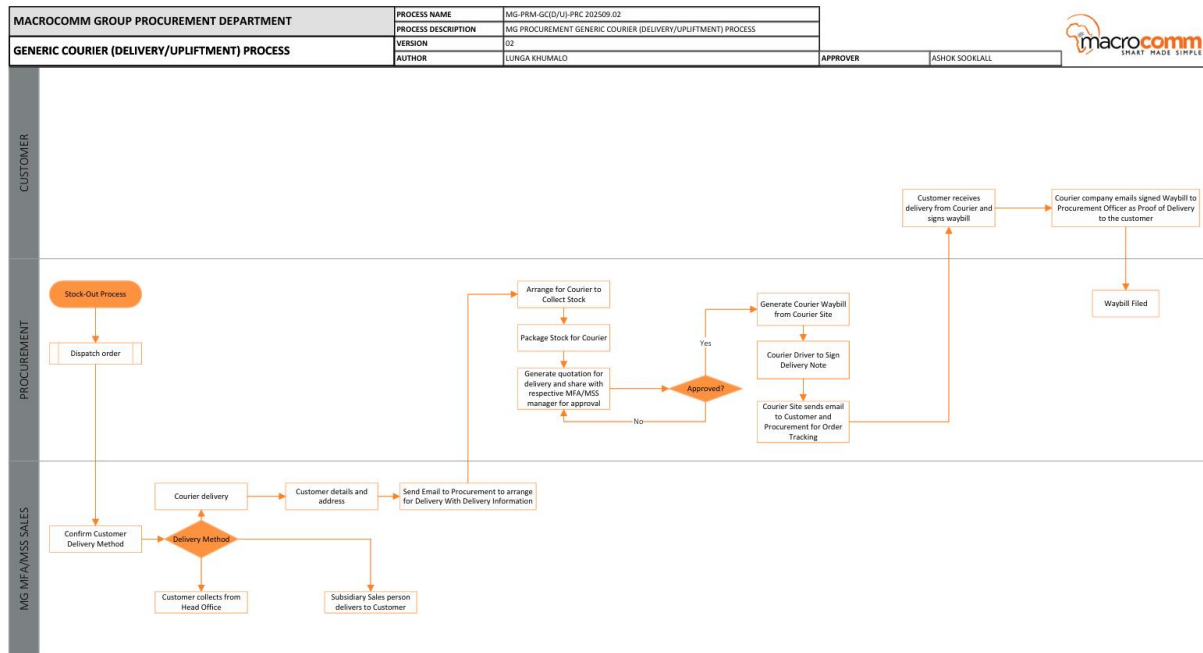
OPPORTUNITY	BUSINESS IMPACT	PROCESS/PROCEDURE AMENDMENT, TRAINING REQUIREMENT

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7 Processes

The processes mapped below is for Generic Courier (Delivery/Upliftment).



8 Support

If there are any queries or problems regarding the Generic Courier (delivery upliftment) Procedure contact either the General Manager or the Procurement Officer.