



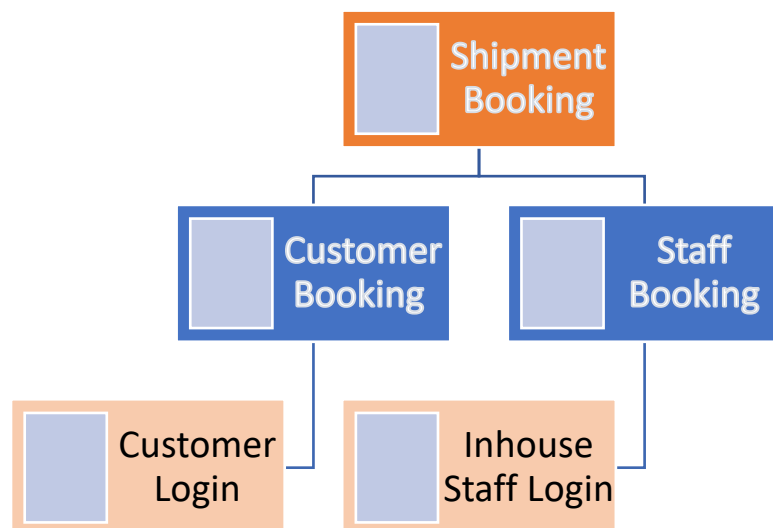
NET4COURIER.COM

Courier and E-commerce management system

USER GUIDE



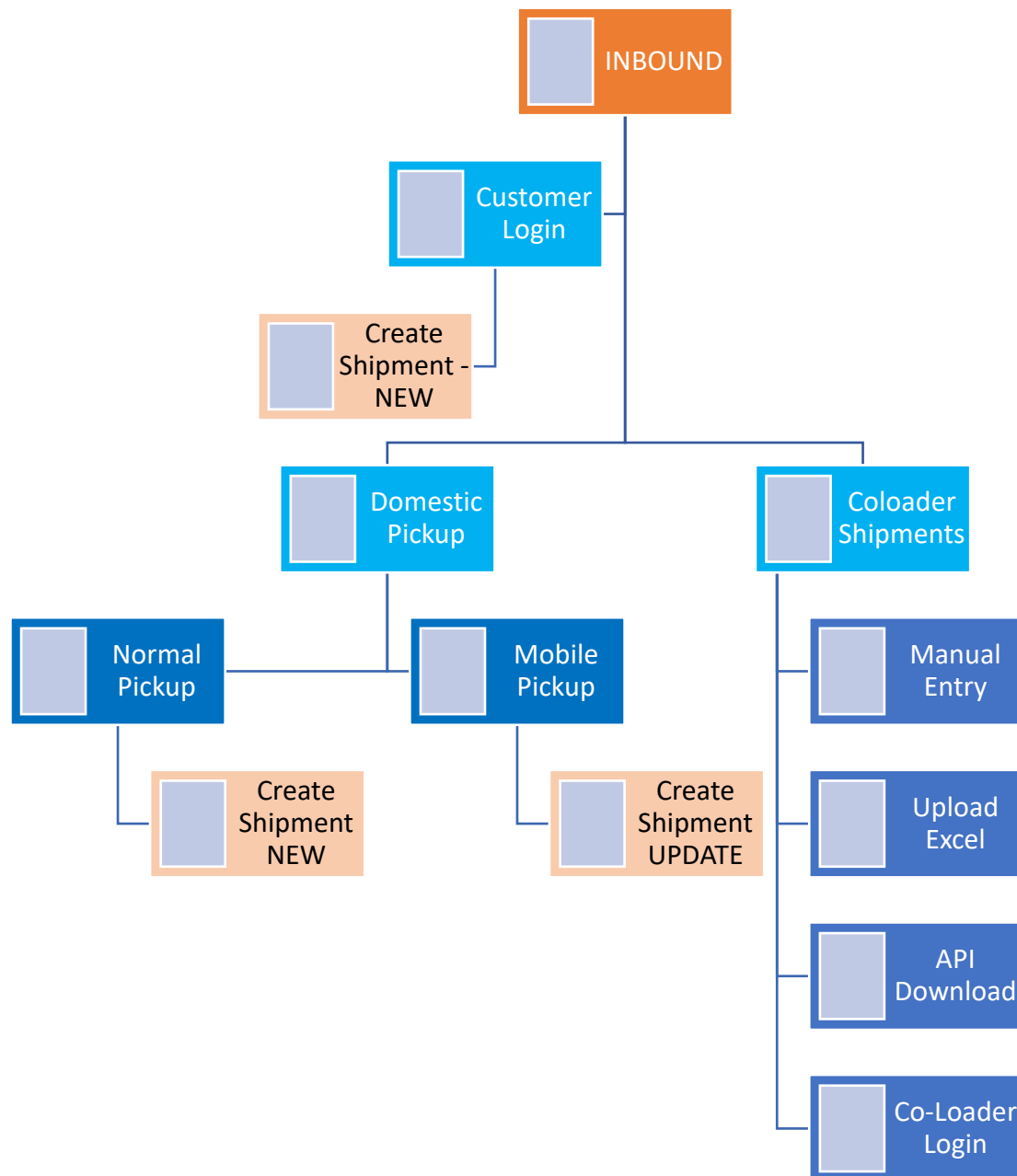
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The system allows shipment booking in three ways as follows: -

Customer Shipment Booking: The system admin can create a User Name and Password for the customer (customer credentials). Using this credential, the customer will be able to book single shipment or batch shipments from their location.

Staff Shipment Booking: The system admin can create a User Name and Password for the staff (staff credentials). Using this credential, the staff will be able to book single shipment or batch shipments from their location.



Inbound shipments are shipments received by the company for domestic or export delivery

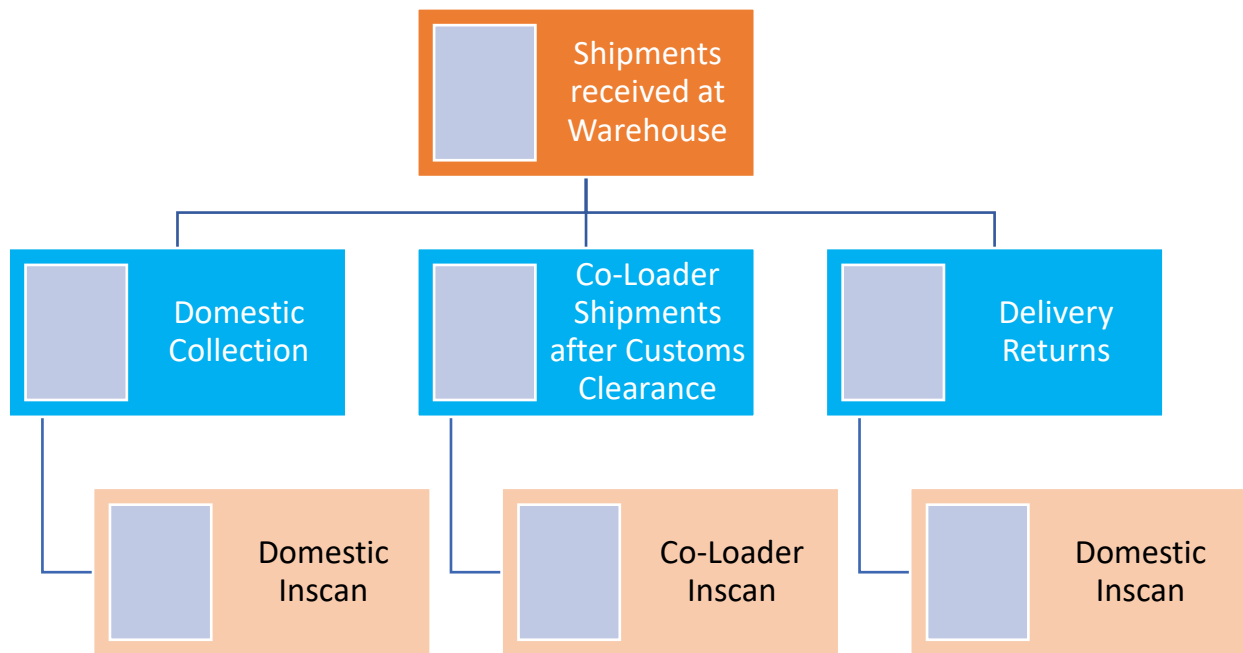
Inbound Shipments can be received in three ways as mentioned below:

Domestic Pickup: These are shipments picked up from the local market by inhouse couriers.

Mobile App Pickup: These are shipments picked up from the local market using mobile app and the data will be updated on the server on a real time basis.

Co-Loader Shipments: Co-Loaders are normally other courier companies those giving shipments for domestic or export delivery. They are treated as Account Receivables. A Co-loader can provide shipment details as follows:

1. The inhouse staff can manually create based on the document provided by the co-loader.
2. By Excel files, which can be uploaded by in-house staff.
3. Can be downloaded from their server through API
4. The co-loader can be provided access to login to the system, to update the data manually.

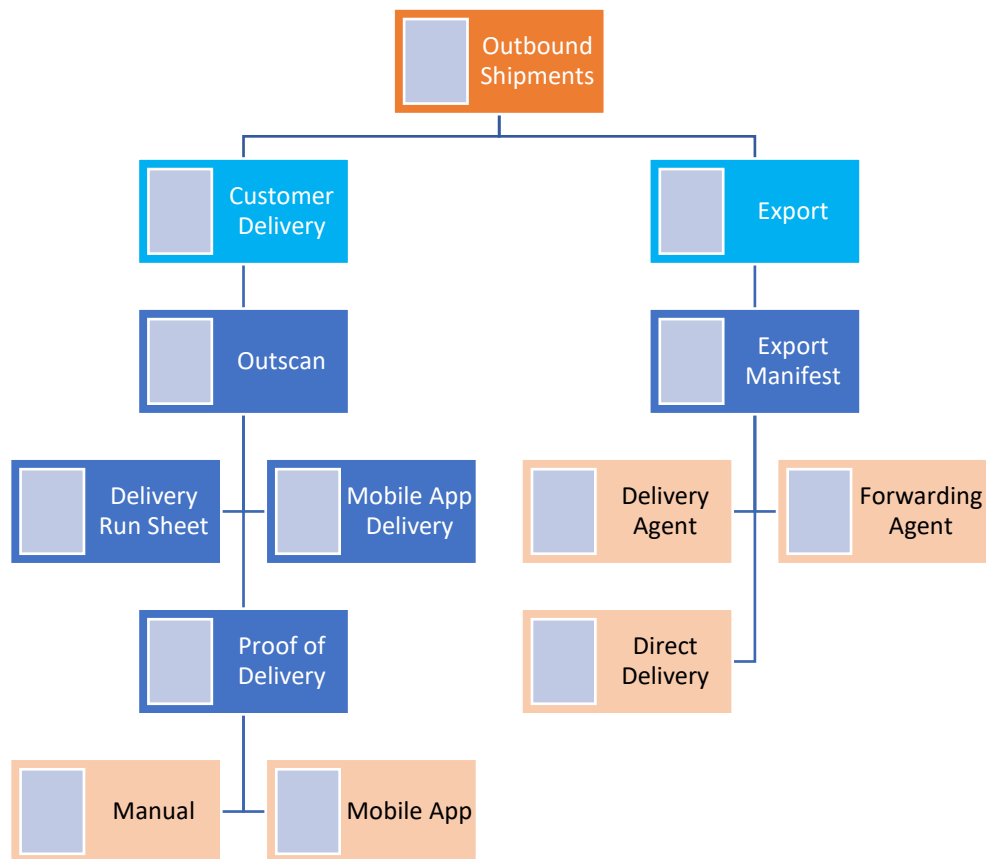


Shipments are received in the warehouse as follows: -

Domestic shipments picked up by couriers: The courier will physically deliver these shipments in the warehouse and the warehouse staff will enter these Airway bills in the system through INSCAN process.

Co-loader shipments from airport after customs clearance: These shipments are normally transported from the airport customs warehouse to company warehouse. These shipments can be scanned individually through CO-LOADER INSCAN process.

Co-Loader Shipments updated in bulk as "Received at Warehouse": The user can also flag the status of the shipments received from Co-Loaders, as "Received at Warehouse" without physically scanning the shipments, which is not advised, since missing shipments cannot be tracked during this process.



Outbound shipments are shipments going out of the company. Normally the outbound shipments are processed as mentioned below:

Customer Delivery: One of the reason for processing Outbound shipments are to deliver to the customers. The customer delivery can be done in two ways:

1. **Delivery Run Sheet:** The couriers will OUTSCAN (the process of moving the shipment from warehouse to their vehicles) from inhouse PC and a **Delivery Run Sheet** is generated during the process.
2. **Mobile App Delivery:** In this method the courier will OUTSCAN the shipments using the Mobile Device. During this process, the shipments are flagged as “Out for Delivery” in the system.

Export Shipments: Another reason for processing Outbound shipments is to export to other countries. This export can be process using the “**Export Manifest**” in two types as follows: -

1. **Assigning the shipments to a Local Delivery Agent:** The shipments can be assigned to a Local Delivery Agent to deliver to other countries.
2. **Assigning the shipments to a Forwarding Agent:** The shipments can be assigned to a Forwarding agent such as (DHL, FEDEX, ARAMEX etc..).
3. **Export the shipment directly through airline carriers:** In this method, the shipments are packed in bags and exported to other countries through cargo flights.

GLOSSARY:

Shipments: Parcels collected from customers to deliver to various destinations

Airway Bill: An air waybill (AWB) is a document that accompanies goods shipped by an international air courier to provide detailed information about the shipment and allow it to be tracked,

Customer Shipment Booking: The process of booking the shipment by the customer. The customer can be provided with login credentials for them to book the shipments from their locations.

Staff Shipment Booking: The staff can book the shipment based on the request received through emails and telephones.

Courier Charge: The charge for moving the shipment from Origin to Destination. This will be a revenue for the company.

Pickup Cash: The cash received at the time of collecting the shipment

Account: In this case the shipper will be a credit customer and will be invoiced periodically

COD: Cash on Delivery. In the case the courier charge will be paid by the Receiver upon delivery of the shipment.

Material Cost: The value of the shipment that has to be collected from the customer at the time of delivery and to be returned to the Shipper. This is not a revenue for the company.

Inbound Shipments: Shipments that are received into company warehouse

Outbound Shipments: Shipments that are moving out of company warehouse

Inscan: The process of receiving the shipments to the warehouse

Outscan: The process of moving the shipments from the warehouse to courier vehicles

Delivery Returns: The process of returning the shipments that was not delivered to the customers.

Hold Shipments: The process of holding the shipments due to various reasons. The shipments with "Hold" status will not be available for OUTSCAN.

Release Shipments: The process of releasing the shipments on "Hold" .

Manual Entry: The process of creating shipment details by entering the data through web pages

Upload Excel: The process of creating shipment by uploading excel files

API Download: The process of creating shipment by downloading directly from the third-party server through API.

Delivery Run Sheet (DRS): Run Sheets are utilised to allocate consignments to a driver. The Run Sheet contains all of the consignments going with a single driver for that day.

DRS Receipt: The receipt given to the courier to acknowledge the receipt of cash based on his Delivery Run Sheet.

DRS Reconciliation: The process of reconciling the cash received from the courier against the shipments collected and delivered by him.

Co-Loader: A courier company that gives shipments to another courier company to deliver to the customers.

Delivery Agent: A courier company to which another courier company assigns shipments to be delivered either to domestic or international destinations.

Domestic Shipments: Shipments that are to be delivered in Local destinations

Export Shipments: Shipments that are to be delivered in international destinations

Import Shipments: Shipments that are received from other countries to be delivered in local destinations.

Transshipments: Shipments that are received from other countries to be delivered to international destinations.

Skylark-Courier: A mobile app for Couriers to collect, delivery and track their activities.

Skylark-Customer: A mobile app for the customers to book and track their shipments.

