

SOP Guidelines Document

i) Pickup

a) Packaging Guidelines:

- The size of your package must be such that it exactly fits the product.
- Measure the dimensions of the final package, instead of the product.
- For a similar categories of products, follow a similar packaging.
- Choose a lightweight packaging material.

b) Pre-Post Pickup:

Guidelines for Pre-Post Pickup:

- Paste the label on the shipping box and place the shipping invoice inside the package.
- Generate the EWaybill if the shipment is above Rs. 50000.
- Make sure the pickup agent signs the manifest copy after handing over the shipment.

c) Dangerous Goods(DG) Shipment:

Choose SURFACE Mode for shipping DG or Dangerous Goods. Shipping such products via AIR is illegal & the courier will be disabled, and further the seller will be penalized. Example: Bleach, Flammable adhesives etc. For a complete list of DG, please refer to our T&C.

d) Pickup Attempt SOP:

Pickup Schedule Date	If the shipment is scheduled before 11 AM, it will be the same day pick up before 9 PM If a shipment is scheduled after 11 AM, it will be picked up the next working day before 9 PM.
Pickup Timing	Sundays and national holidays are not considered working days. For example, if any shipment is scheduled for pickup post 11 AM on Saturday, it will be picked up on the next working day i.e. Monday.
Maximum Attempts	There will be four attempts to pick up shipments.

Pickup Escalation	In the event of a pickup exception or failure, the seller can escalate the issue through the Shiprocket Support panel after 12 AM on the scheduled pickup date. For example, if a shipment is scheduled for pickup at 2 PM on Tuesday, the pickup scheduled day is Wednesday. In case shipment goes into exception, the seller can raise an escalation at 12AM of scheduled+1 day, i.e. Thursday 12 AM.
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e) Shipment Connection Issue:

Please contact support@shiprocket.com or your key account manager(KAM) if your shipment is picked up but the status has not been changed after 24 hours.

ii) Reverse Pickup

In the case of reverse order pickups or return orders, the buyer's mobile number must be clearly stated in order for the shipment to be picked up.

iii) Delivery Delay

a) Delivery Delay Escalation

If the order has not been delivered on the provided estimated delivery date(EDD) and no delivery attempts have been made:

Escalate delivery delay from Shipments >> Track, or Go to Support from the left menu >> Delay in Shipment Delivery.

b) Delivery Freight Refund SOP - No Delivery Attempt

No delivery attempt made within 5 Days of EDD:

If no delivery attempt is made within the EDD + 5 days, then we will auto refund the Forward Freight Refund amount*.

c) RTO with Freight Refund SOP

No delivery attempt made within or after 10 days of EDD - Seller can freely choose to return to origin(RTO) with full freight refund. Once the shipment status changes to RTO Initiated, the full freight refund will be initiated.

iv) NDR

a) NDR Attempt SOP

Attempts: After the 1st NDR, 2 more delivery attempts will be made by the courier. When a shipment goes into NDR, we do an SMS & IVR Calling for the buyer's response.

In the case of an OTP-based shipment, if the buyer refuses the shipment with the OTP, then no further attempts will be made.

How to take action on NDR:

- a) Go to Shipments from the left menu >> NDR
- b) Check the remarks section by clicking on the Action Requested tab. The reason for your shipment being marked as undelivered by the respective courier can be found here.
- c) You may take action in the following two situations:
 - i) If you want the courier to reattempt the delivery, select 'Reattempt.' If the customer's contact number or address is incorrect, change it.
 - ii) Choose RTO if you don't want another reattempt and want your shipment returned.

b) No attempt on Non-Delivered Shipment SOP

Seller has requested NDR Reattempts more than 5 days ago, and the total number of NDR attempts is less than 2

- Seller can freely choose RTO and a full freight refund. Once the shipment status changes to RTO Initiated, the full forward and RTO freight refund will be initiated.

v) POD SOP

a) Request POD SOP

Within 7 days of the delivery date, proof of delivery(POD) can be requested from the Shiprocket panel except for OTP-based shipments. POD requests will not be accepted after 7 days.

b) Delivery Dispute SOP

Delivery Dispute Time	Raise a Delivery Dispute within 3 days of the shipment delivery. After that dispute won't be entertained.
Eligibility	A dispute can be raised for Delivered Not Received, Damaged Product, Empty Packet, Wrong Product & Partial Delivery.
Process	Upload images of the pre-shipped package, post-shipped package, inner content, catalogue product, and unboxing video.

<p>Support & Refund</p>	<p>Our support team will use these images and videos as evidence to file a dispute with the courier and initiate the refund process if eligibility is met.</p>
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vi) Lost SOP

- a) **If Shipment is Unsecured:** On the 4th working day following the 'Lost' date, we will initiate the order value or Rs. 5000, whichever is less, with a full freight refund.
- b) **If Shipment is Secured:** The insurance company will credit the insured shipment value to the seller's bank account in this case.
- c) A maximum of 3 delivery attempts will be made for an RTO shipment. After 3 attempts, the shipment will be disposed of, and no refund will be issued.

vii) Weight Dispute SOP

Weight discrepancy occurs when there is a discrepancy between the weight provided by the seller and the weight applied by the courier company. The courier company can raise this dispute within 35 Days of the Shipped/Picked Up Date. You have 7 days after the discrepancy is raised to file a dispute.

viii) COD Remittance

Without Early COD Plan: The COD amount will be paid after 9 working days from the date of delivery.

With Early COD Plan: The COD amount will be paid back according to the selected Early COD plan, which is 2, 3, or 4 days from the date of delivery.