

Module 2: ERP Data Analysis in Courier Hub

DAY 7 – Introduction to ERP in Courier Hub

7.1 Meaning of ERP

ERP (Enterprise Resource Planning) is a software system used to manage daily business operations such as shipment tracking, inventory, data recording and reporting.

7.2 Importance of ERP in Courier Hub

- Real-time shipment tracking
- Data accuracy
- Performance monitoring
- Faster decision making
- Reduced manual errors

7.3 ERP Modules in Courier Operations

- Shipment Management
 - Hub Operations
 - Inventory Management
 - Complaint Management
 - Reporting & Analytics
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DAY 8 – Data Collection for Shipment Analysis

8.1 Shipment Data to be Collected

- Airway Bill (AWB) number
- Date & time of arrival
- Origin & destination
- Weight & volume
- Service type (Express/Standard)
- COD / Prepaid
- Delivery status

8.2 Purpose of Shipment Data

- Tracking performance
- Delivery success rate

- Delay analysis
- Route efficiency

8.3 Shipment Status Types

- Inbound
 - Sorted
 - Dispatched
 - Out for delivery
 - Delivered
 - RTO (Return to Origin)
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DAY 9 – Data Collection for Loading & Unloading Activities

9.1 Loading Data

- Vehicle number
- Loading time
- Number of parcels loaded
- Destination hub
- Supervisor name

9.2 Unloading Data

- Arrival time
- Number of bags received
- Shortage or excess parcels
- Damage report

9.3 Importance

- Avoid parcel mismatch
 - Prevent losses
 - Ensure accurate dispatch
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DAY 10 – Packing, Sorting & Binning Data

10.1 Sorting Data

- Sorting time
- Destination code

- Error rate
- Mis-sorted parcels

10.2 Packing Data

- Packaging type
- Fragile marking
- Weight verification

10.3 Binning Data

- Bin location
- Parcel count per bin
- Priority shipment marking

10.4 Benefits

- Faster retrieval
 - Organized warehouse
 - Reduced delivery delays
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DAY 11 – Data Related to Priorities & Escalations

11.1 Priority Shipments

- Express shipments
- High-value shipments
- Medical/emergency shipments

Data to record:

- Priority tag
- Special handling instructions
- Escalation level

11.2 Escalations

- Delay reason
 - Responsible department
 - Action taken
 - Closure time
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DAY 12 – Complaints, Delays & Customer Feedback Data

12.1 Complaint Data

- Complaint ID
- AWB number
- Complaint type
- Date received
- Resolution status

12.2 Delay Data

- Expected delivery date
- Actual delivery date
- Delay reason
- Corrective action

12.3 Customer Feedback

- Rating
 - Comments
 - Repeat complaints
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DAY 13 – Uploading Floor Operation Data in ERP

13.1 Floor Operation Data

- Parcel arrival count
- Sorting count
- Dispatch count
- Staff attendance

13.2 Steps to Upload Data

1. Login to ERP
2. Select relevant module
3. Enter shipment details
4. Verify entries
5. Submit & save

13.3 Data Accuracy Importance

- Prevents reporting errors
- Improves hub performance

- Helps management decisions
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DAY 14 – Uploading Priority, Complaint & Delay Data

14.1 Updating Priority Shipment

- Mark shipment as urgent
- Add notes in system
- Notify supervisor

14.2 Updating Complaints

- Enter complaint details
- Attach documents/screenshots
- Assign responsible team

14.3 Updating Delay Records

- Select delay reason
 - Record corrective action
 - Close after resolution
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DAY 15 – Inventory Count & Data Recording

15.1 Inventory Data

- Number of parcels in hub
- Damaged parcels
- Lost parcels
- RTO count

15.2 Stock Reconciliation

- Physical count
- System count
- Difference report

15.3 Importance

- Prevent theft
 - Improve accuracy
 - Maintain accountability
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DAY 16 – Importance of Trend Analysis

16.1 Meaning of Trend Analysis

Study of past data to identify patterns and performance changes.

16.2 Types of Trends

- Delivery delay trend
- Complaint trend
- Volume growth trend
- Seasonal shipment trend

16.3 Benefits

- Forecast workload
 - Improve manpower planning
 - Reduce delays
 - Improve customer satisfaction
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DAY 17 – Coordination with Other Departments

17.1 Departments Involved

- Operations
- Customer Support
- IT Department
- Finance
- Regional Office

17.2 Coordination for Customer Queries

- Share shipment data
- Provide status updates
- Escalate unresolved cases

17.3 Importance of Communication

- Faster resolution
- Improved customer trust
- Reduced escalations