

## Over the Phone & Email Etiquettes

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### A. Telephone Etiquette

#### 1. Call Handling Standards

- Answer within 3 rings
- Greet properly: “Good Morning, Courier Service, How may I help you?”
- Introduce yourself
- Speak clearly and politely
- Use positive tone

#### 2. Active Listening

- Do not interrupt
- Take notes
- Repeat key information
- Confirm understanding

#### 3. Handling Difficult Customers

- Stay calm
- Apologize sincerely
- Avoid blaming
- Offer solution
- Escalate if required

#### 4. Call Closure

- Confirm resolution
- Ask if further assistance required
- Thank customer
- Proper sign-off

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### B. Email Etiquette

#### 1. Structure of Professional Email

- Clear subject line
- Proper greeting
- Short and clear content

- Professional tone
- Proper signature

## **2. Email Guidelines**

- Avoid spelling errors
  - Avoid informal language
  - Reply within TAT
  - Attach necessary documents
  - CC concerned department if needed
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## **Types of Typical Customer Queries**

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### **A. Operational Queries**

- Shipment tracking
- Delivery delay
- Pickup request
- Return shipment
- COD status

### **B. Sales Queries**

- Rate enquiry
- Service availability
- Bulk discount
- Corporate account opening

### **C. Complaint Queries**

- Damaged shipment
- Lost parcel
- Late delivery
- Wrong delivery

### **D. Documentation Queries**

- Invoice copy
- POD copy
- GST details

- Customs documentation
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## **Query Forwarding & Tracking Procedure**

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### **A. Internal Query Flow**

1. Receive complaint/query
2. Register in ERP
3. Generate ticket number
4. Forward to concerned department:
  - Operations
  - Sales
  - Accounts
  - Customs
5. Monitor status
6. Update customer

### **B. Escalation Levels**

- Level 1: Customer service executive
- Level 2: Supervisor
- Level 3: Branch Manager
- Level 4: Regional Head

### **C. Tracking in ERP**

- Ticket number
  - Status (Open/In progress/Closed)
  - TAT tracking
  - Escalation alerts
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## **Documentation Requirements in Courier Processing**

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### **A. Booking Documentation**

- AWB (Airway Bill)
- Invoice copy

- KYC (if required)
- Packaging declaration

#### **B. Delivery Documentation**

- POD (Proof of Delivery)
- Signature confirmation
- OTP confirmation (if applicable)

#### **C. Complaint Documentation**

- Complaint form
- Shipment details
- Investigation report
- Closure confirmation

#### **D. Financial Documentation**

- Invoice
  - Receipt
  - Credit note (if applicable)
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### **Query Closure Process in ERP**

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#### **A. Steps in ERP Closure**

1. Check issue resolution
2. Confirm with concerned department
3. Update remarks
4. Contact customer for confirmation
5. Mark ticket as "Closed"
6. Record closure date

#### **B. Quality Check**

- Check TAT compliance
- Verify resolution accuracy
- Customer satisfaction confirmation

#### **C. Importance**

- Improves service quality

- Maintains audit record
  - Enhances customer retention
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