



DELIVERY SUCCESS

Favelin

Mariam Ashraf



INTRODUCTION:

Delivery Success;

Acts as the primary guide for shipment tracking and coordination with shipping company, ensuring that orders are delivered quickly and efficiently with the agreed SLA . Focuses on minimizing returned orders, resolving issues, and managing all details related to the shipping company. Defines the daily, weekly, and monthly requirements needed to ensure that all logistics operations are carried out with accuracy, transparency, and efficiency.

KEY RESPONSIBILITIES OF DELIVERY SUCCESS :

- 1- Dashboards Review (Daily Report)
- 2- Email Correspondence
- 3- Cases
- 4- SLA Tracking Shipments
- 5- Failed Delivery
- 6- RMA
- 7- Pickups
- 8- Daily , Weekly , Monthly Tasks
- 9- kpis, Hierarchy



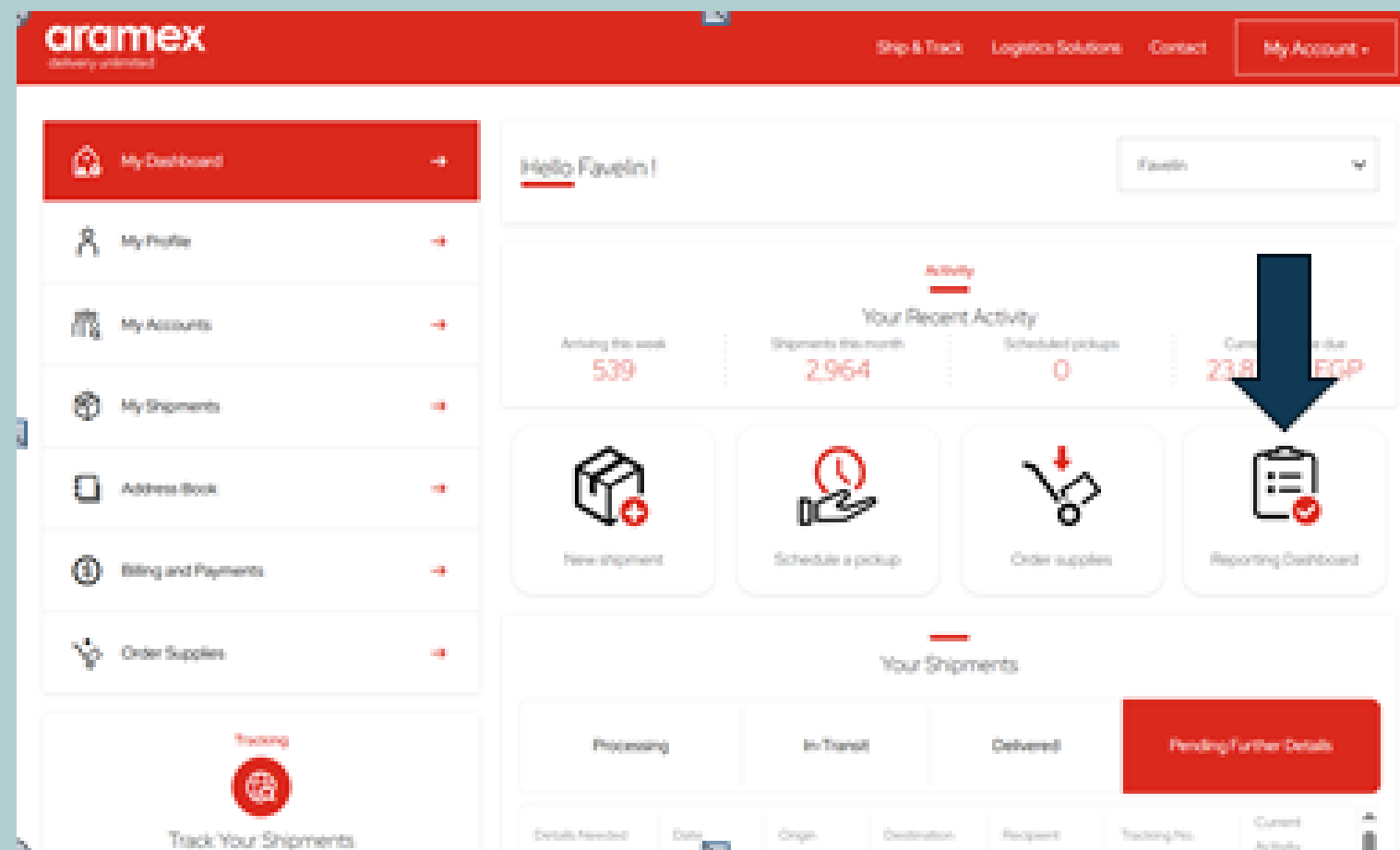
1- DASHBOARD REVIEW (DAILY REPORT)

We created the report from both dashboards, Aramex and Magento.

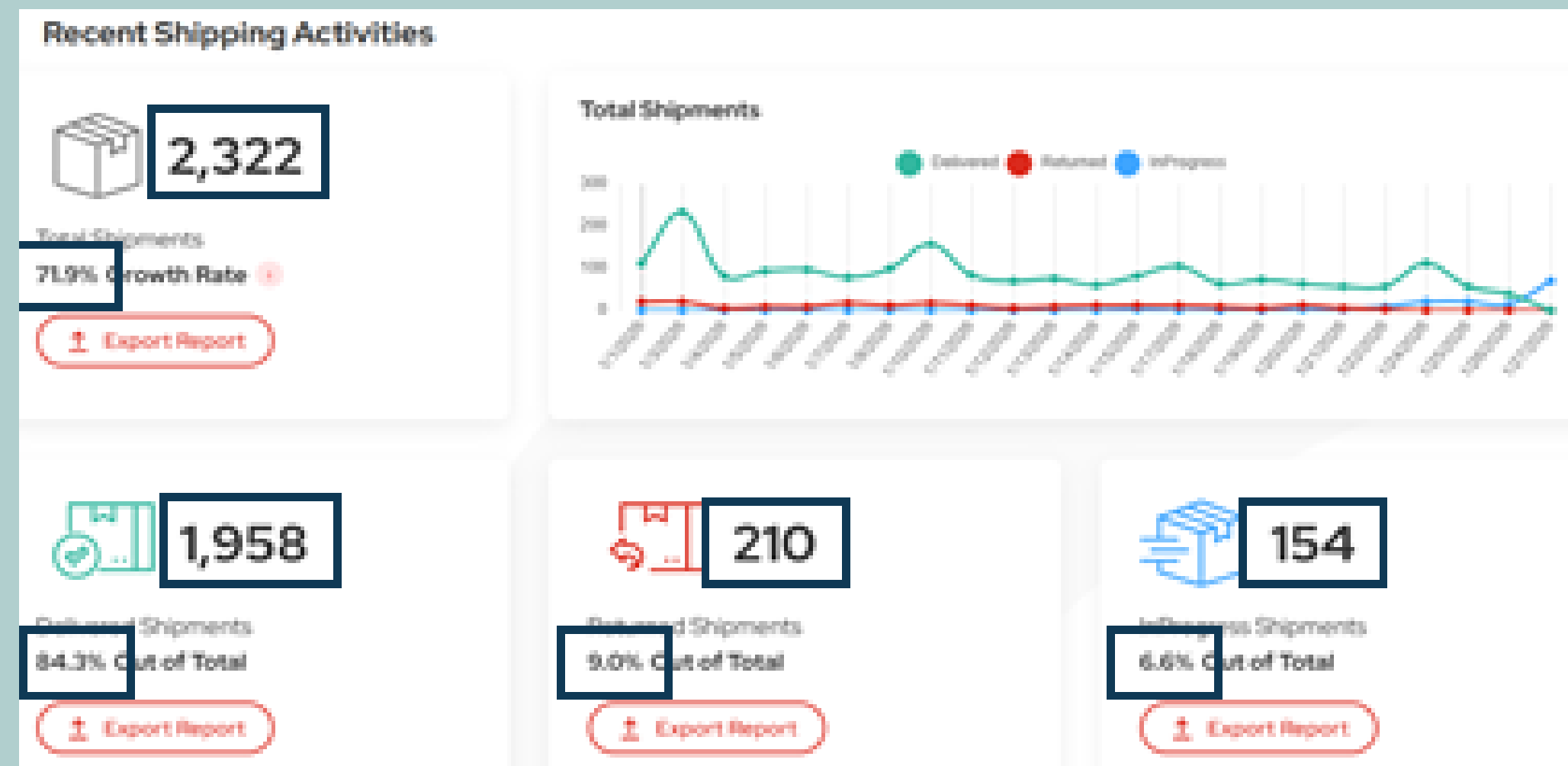
Aramex: We are copying and pasting the figures exactly as shown in the screenshot, without any modification from the reporting dashboard.

LINK : <https://www.aramex.com/eg/en/dashboard>

1

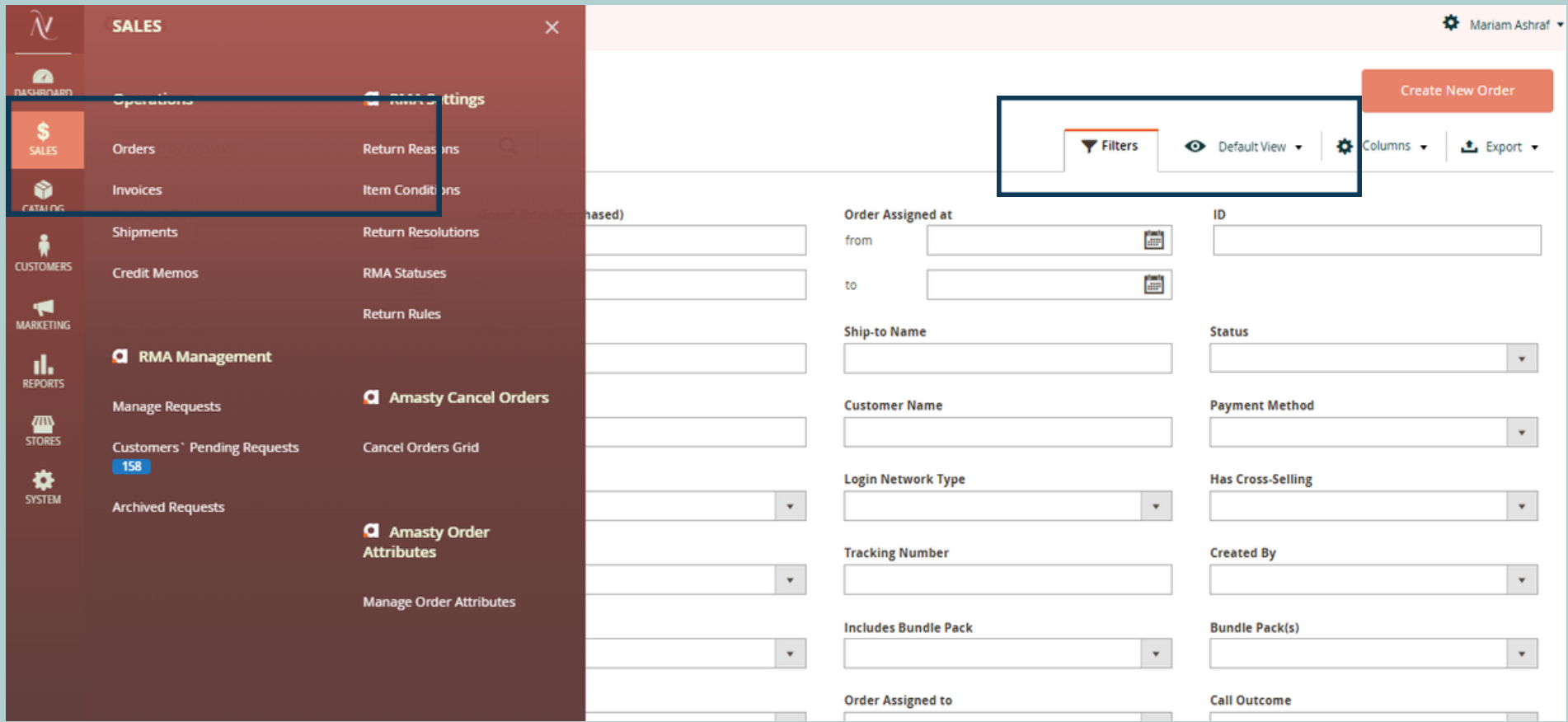


2

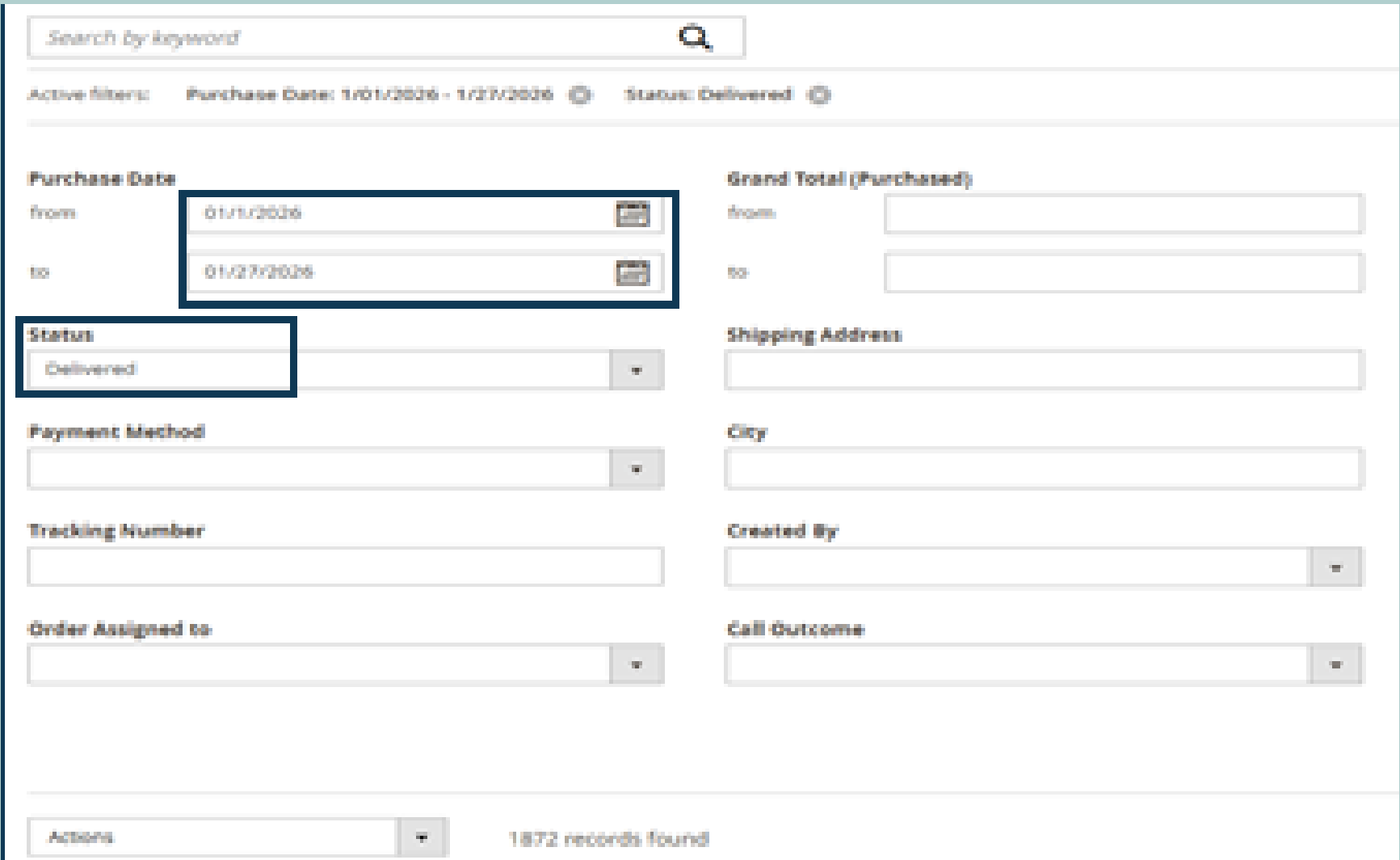


Magento: We filter the data from the first day of the month up to the day before sending the report, and we select the statuses Delivered, Shipped, and Failed Delivery.

1



2



EX: If the daily report is sent on 28 January, the data will be filtered from 1 January to 27 January, after which only the shipment status will be updated.

*QUICK REVIEW EXAMPLE FOR DAILY REPORT MAIL:

D

Delivery Success

to Salma, Amr, Hadeer, me

Dear Salma,

Please find below the shipments quick report for the period from February 1 to 14 February.

Aramex Dashboard:

Total Shipments	961	100%
Delivered	822	85.50%
In Progress	78	8%
Returned	61	6.30%

Magento Dashboard:

Total Shipments	841	100%
Delivered	743	88.35%
In Progress	49	5.83%
Returned	49	5.83%

Thanks,



DS MAIL : deliverysuccess@favelin.com

2- EMAIL CORRESPONDENCE:

Daily Email Handling and Follow-up Process

- After sending the daily report, we review incoming emails, take necessary actions, and respond accordingly. Emails requiring further follow-up or marked as critical are kept unread until the required action is completed.
- If we receive an email requesting expedited delivery and the order status is either Processing or Shipment Created, we forward the request to the Fulfillment team. This ensures that the shipment is handed over to Aramex on the same day if possible, or the following day if same-day handover is not feasible.
- Once Aramex receives the shipment, we add the details to the Aramex follow-up sheet (D.S Daily Cases) and send the updated sheet at the end of the day

- LINK :
https://docs.google.com/spreadsheets/d/1QP S9DgsN7UEevDXWQqEyBWI4nZj4eN7_7V4cH CQBbLO/edit?gid=94389970#gid=94389970

Timestamp	Order Number	Customer Name	Ticket Source	Category Type	Inquiry Type	New Phone Number or Address	Issue Type
MONDAY 11:03:14	224788	mrta alshababshabab	Instagram	Issue			Late Delivery
MONDAY 10:55:57	224628	mrta alshabab WhatsApp		Issue			Late Pickup
MONDAY 17:04:03 - 001204712		MRHAI ALAI MRD Call		Issue			Courier Attitude
MONDAY 17:26:56 - 001204973		Maria Khalaf	Instagram	Inquiry	Change Address	1 alshabab alshabab 111	
MONDAY 18:43:03	224628	Mariam Khalaf	Call	Issue			Courier Attitude
MONDAY 11:27:53 - 001204973			Instagram	Issue			Late Delivery

- if we receive an email requesting to expedite a delivery and the order status is shipped, we add the shipment to the Aramex follow-up sheet (D.S Daily Cases) directly and send it
- If the customer asks for a hold or cancellation, we take the same steps but change the needed action as shown in the attached screenshot.
- We can hold the shipment with Aramex for 3 days only.
- if the customer asks to change the address or mobile number, we send a separate email to Aramex, as shown in the second attached screenshot.
- We are checking emails every 30 minutes

Forwarded to Aramex Date	Tracking Number	Our Comment	Needed Action	Date	Action
1/8/2026	5062681436	Kindly deliver this shipment ASAP	Request to Deliver	1/14/2026	Sent
1/12/2026	50627140646	Kindly deliver this shipment ASAP	Request to Deliver	1/15/2026	Sent
1/12/2026	50627137941	Kindly deliver this shipment ASAP	Request to Deliver	1/15/2026	Sent
			Request to Return		
			Request to Hold		

Forwarded to Aramex Date	Tracking Number	Our Comment	Needed Action	Date	Action	Order No
1/14/2026	5062681436	Kindly deliver this shipment ASAP	Request to Deliver	1/14/2026	Sent	24044
1/15/2026	50627140646	Kindly deliver this shipment ASAP	Request to Deliver	1/15/2026	Sent	24094
1/15/2026	50627137941	Kindly deliver this shipment ASAP	Request to Deliver	1/15/2026	Sent	24095

change the address email

Modify shipment address // 50626853340

External

Inbox

Summarize this email

D

Delivery Success

<deliverysuccess@favelin.com>

to Hesham, Service, Moamen, Shahinaz, Marwa

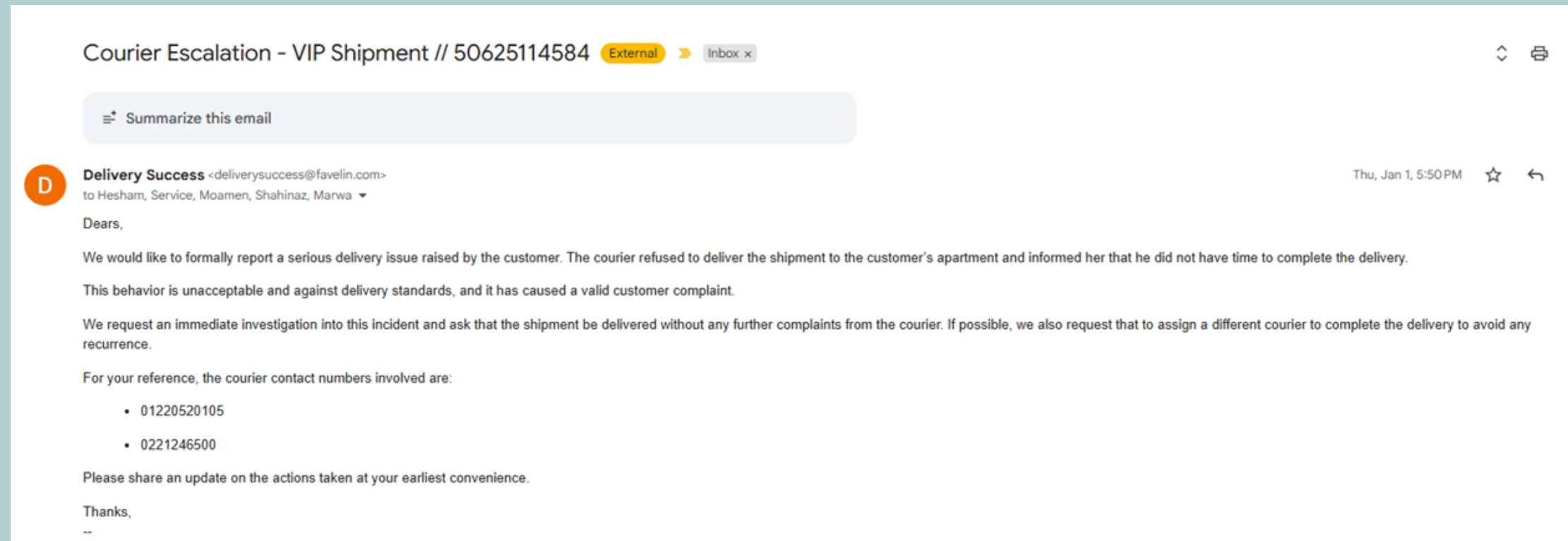
Dears,

We need to change the address of this shipment and deliver it this week before Thursday.

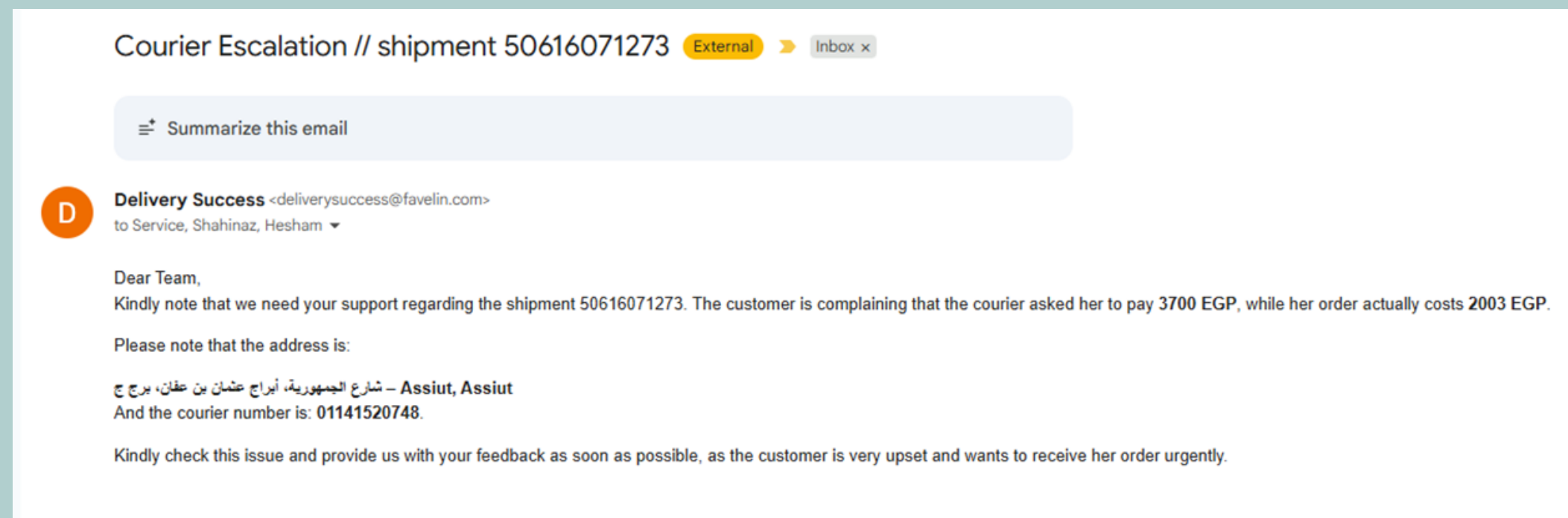
New Address: الدور ٧ شقة ٧١ b3 كومباوند المعادي جاردنز الهضبة الوسطي علي الدائري المعادي صماره

Thanks,

- If the customer complained about the courier's attitude, refused to deliver, talked with a bad attitude, etc., we should call the customer to know all the situation and send an email to Aramex, and add to it the courier's number and the shipment number.



- There are 2 examples for emails that require urgent action



3-CASES :

Cases Resolution:

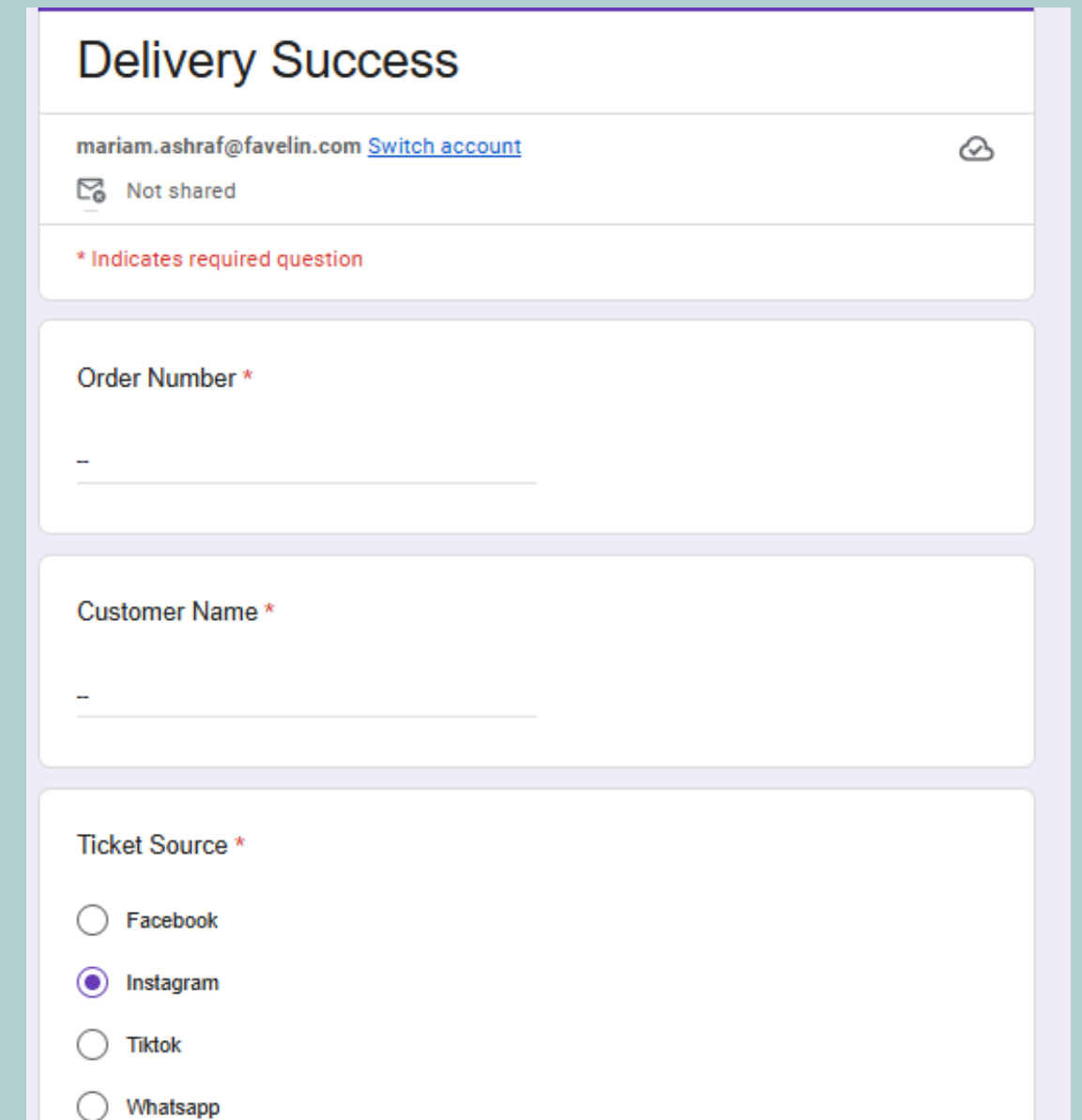
We are checking the Delivery Success cases from the (D.S Responses) sheet

FORM LINK: https://docs.google.com/forms/d/e/1FAIpQLScWnus4unPH_ch31-2K7LXGvaGKrLsx4UMYSbJNMP_zK9cwEg/viewform

The cases reach the DS sheet through the DS form provided, and they typically involve changes such as:

- Updating the address or phone number, or adding a phone number
- hold with the shipping company for 3 days
- Pickup from an Aramex branch
- Requesting order cancellation while the order is with Aramix
- Courier attitude issues
- Delay in the order or pickup

The form sheet include the order number, customer name, and the type of case, whether it is an issue such as a delay or a problem with the courier, or other inquiries like a change of address or branch pickup.



The screenshot shows a Google Form titled "Delivery Success". At the top, it displays the user's email "mariam.ashraf@favelin.com" with a "Switch account" link and a "Not shared" status. Below this is a red asterisk indicating required questions. The form contains three main sections: "Order Number *" with a text input field, "Customer Name *" with a text input field, and "Ticket Source *" with four radio button options: Facebook, Instagram (which is selected), Tiktok, and Whatsapp.

Delivery Success	
mariam.ashraf@favelin.com	Switch account
Not shared	
* Indicates required question	
Order Number *	
Customer Name *	
Ticket Source *	☐ Facebook ☒ Instagram ☐ Tiktok ☐ Whatsapp

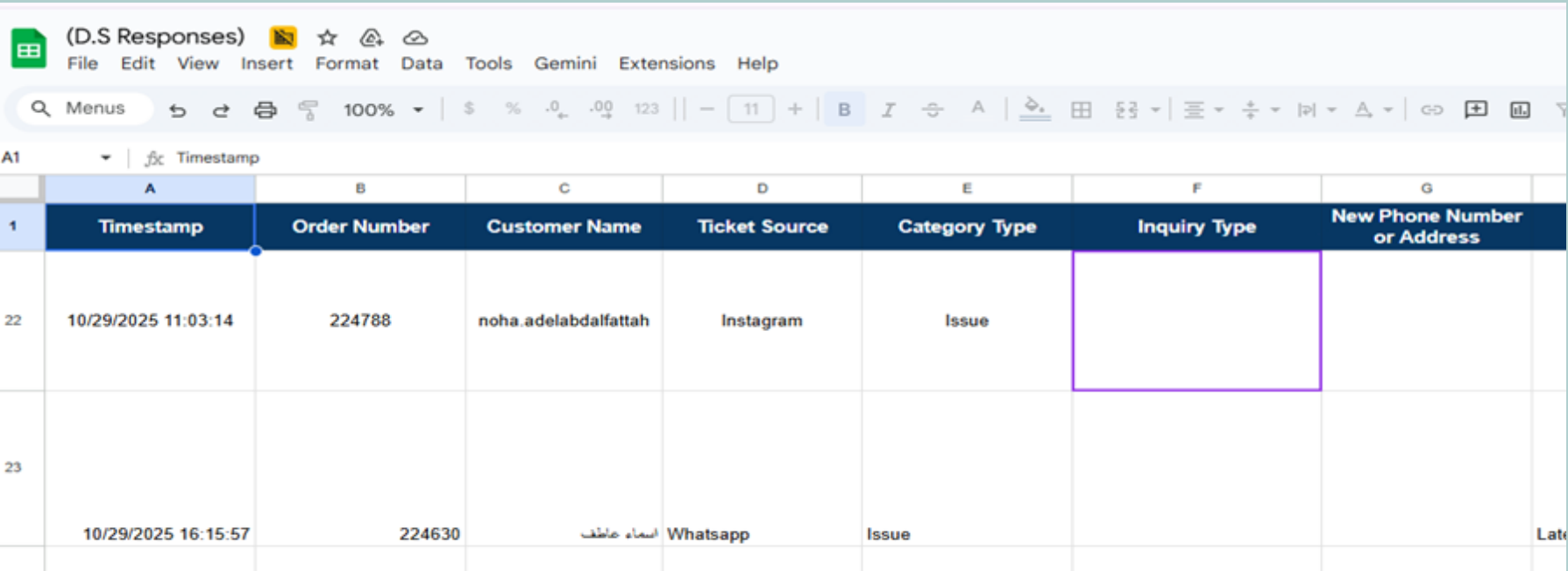
Note: Cases enter this form either through the FO team, which is responsible for social media and confirmations, or the Customer Care team, which is responsible for complaints and pickups.

Link DS Sheet :

https://docs.google.com/spreadsheets/d/1QPS9DgsN7UEevDXWQqEyBWI4nZj4eN7_7V4cHCQBbLO/edit?pli=1&gid=94389970#gid=94389970

- We are checking the In-progress cases, then taking action on the blank cases and doing the needful as we mentioned before.
- If we need to call the customer to get more information about escalation, we also do that after 12 PM.
- We may have a case regarding the courier's attitude; we will take the same steps in the mail

The columns in the sheet consist of: Order Number, Customer Name, Ticket Source, Inquiry Type or Issue, and Case Details.



(D.S Responses)						
File Edit View Insert Format Data Tools Gemini Extensions Help						
Menus						
A1 Timestamp						
	A	B	C	D	E	F
1	Timestamp	Order Number	Customer Name	Ticket Source	Category Type	Inquiry Type
22	10/29/2025 11:03:14	224788	noha.adelabdalfattah	Instagram	Issue	
23	10/29/2025 16:15:57	224630	اسماء عاطف	Whatsapp	Issue	

4- SLA TRACKING SHIPMENTS:

- We track the shipments from the Magento Dashboard, and if there's an issue or the system is down, we track them from the Aramex Dashboard.
- The SLA for Alexandria, Cairo, and Giza is 72 WH from the shipped date.
- The SLA for rest cities is 120 WH from the shipped date



SHIPPED ORDERS EXCEEDED SLA - CAIRO - ALEXANDRIA - GIZA						
Increment Id	Created At	Status Label	Grand Total	region	Hrs Since Last Action	Tracking Number
000244124	13 Jan, 2026 14:52	Shipped	L.E 1,494.46	Alexandria	331	50627365353
000244383	17 Jan, 2026 09:36	Shipped	L.E 3,286.16	Cairo	229	50628314085
000244570	19 Jan, 2026 12:44	Shipped	L.E 1,270.46	Giza	186	50628689635
000244638	20 Jan, 2026 10:37	Shipped	L.E 1,055.15	Cairo	140	50629060381
000244703	21 Jan, 2026 12:01	Shipped	L.E 1,729.56	Giza	140	50629060602
000244727	21 Jan, 2026 15:30	Shipped	L.E 1,960.75	Cairo	140	50629030616
000244749	21 Jan, 2026 20:09	Shipped	L.E 1,643.08	Alexandria	140	50629024434
000244729	21 Jan, 2026 15:31	Shipped	L.E 1,377.60	Alexandria	90	50629304552
000244730	21 Jan, 2026 16:03	Shipped	L.E 492.88	Alexandria	90	50629322015
000244733	21 Jan, 2026 16:24	Shipped	L.E 1,481.79	Cairo	90	50629314223
000244746	21 Jan, 2026 19:26	Shipped	L.E 1,304.92	Cairo	90	50629330511

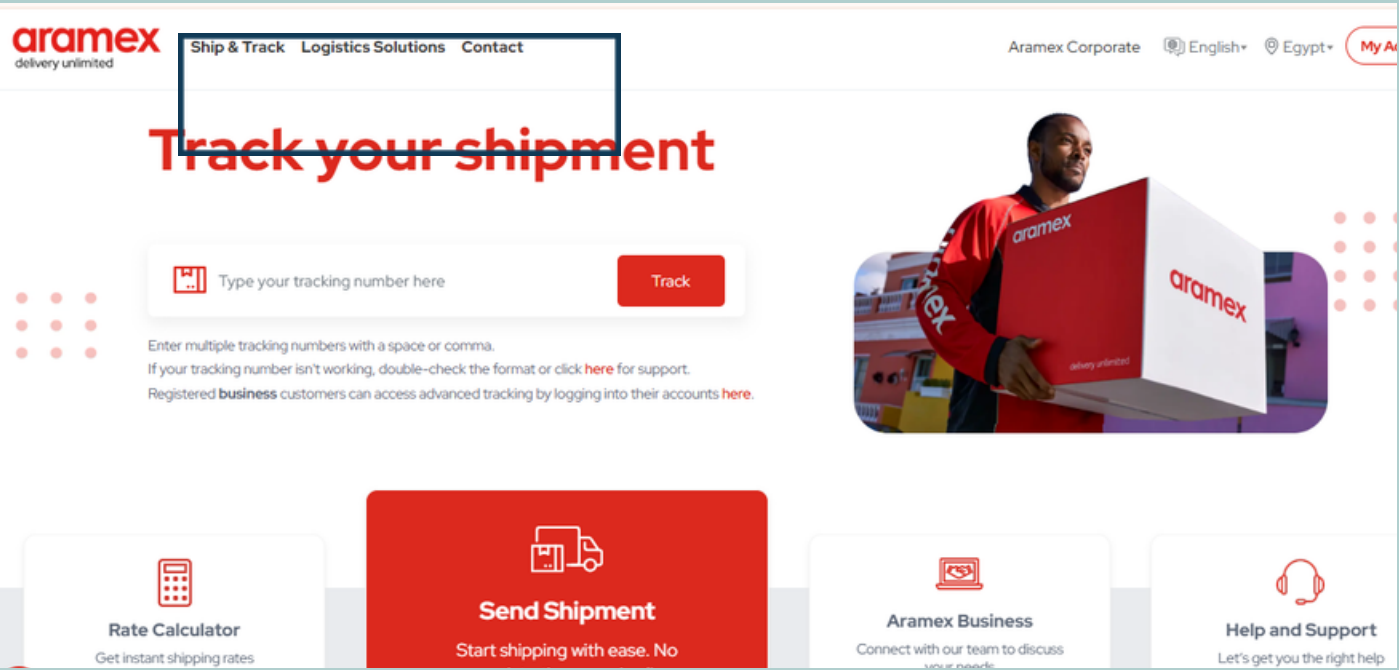
Magento Dashboard

Aramex

Aramex website :<https://www.aramex.com/eg/en>

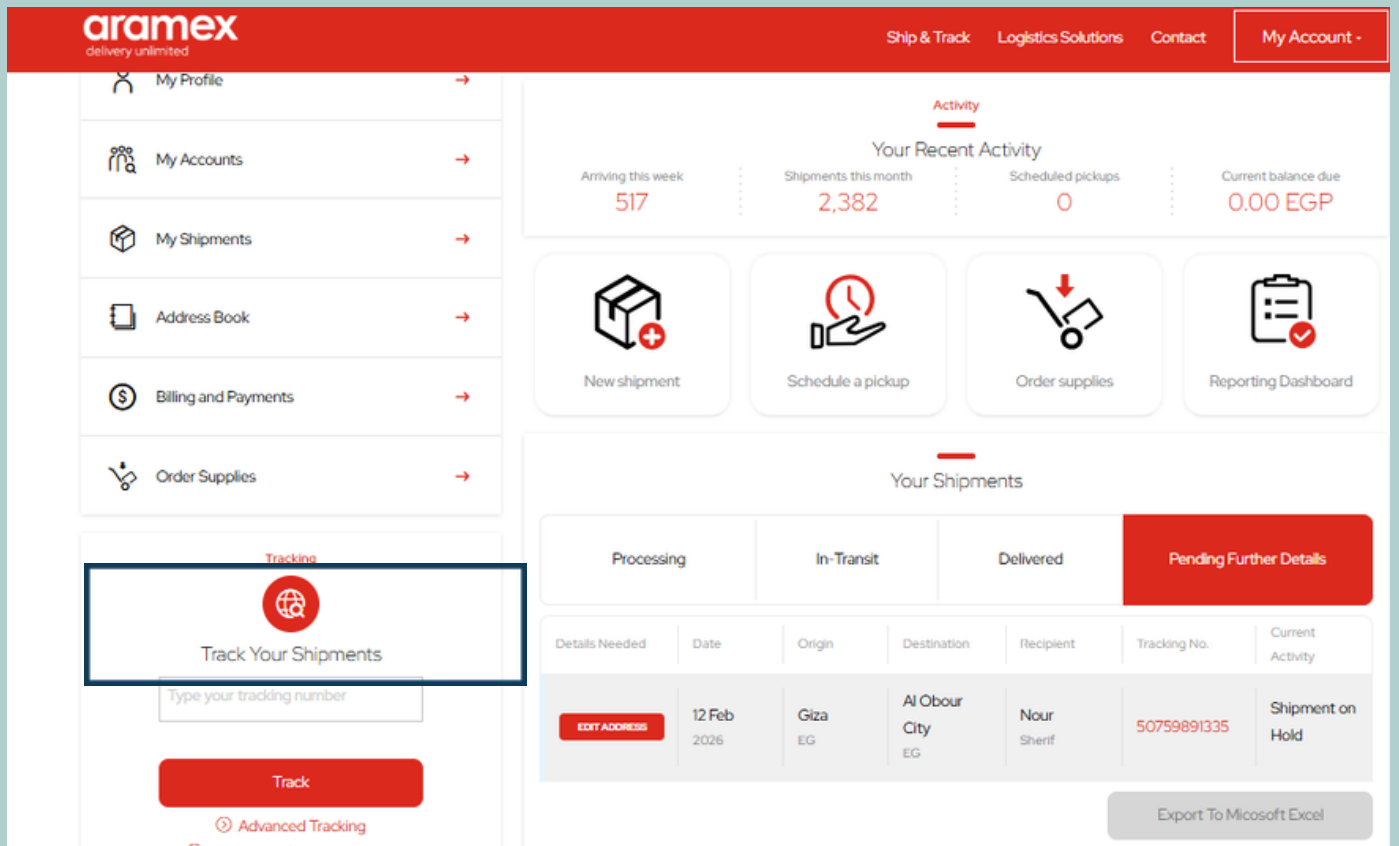
How can we track the shipments

1

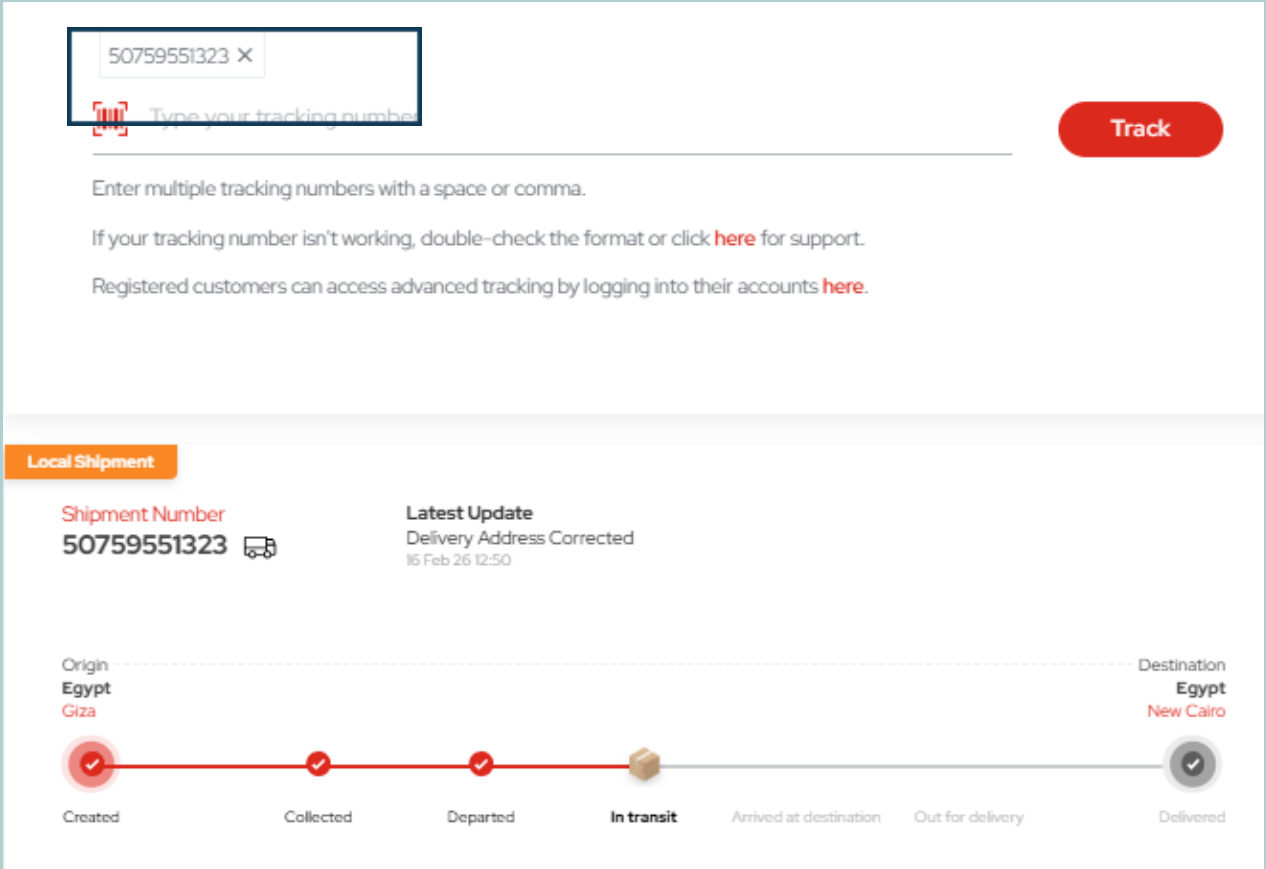


OR

1



2



We enter the tracking number in the search field, and all the details related to the shipment tracking will appear

3

Date	Location	Activity
16 Feb 26 12:50	Cairo, Egypt	Delivery Address Corrected
16 Feb 26 12:50	Cairo, Egypt	Delivery Scheduled Pref Dt/Tm:
16 Feb 26 11:11	Cairo, Egypt	WhatsApp Notification Sent to Consignee
16 Feb 26 02:39	Logistics K4.5, Egypt	Shipment on Hold
15 Feb 26 20:01	Logistics K4.5, Egypt	Attempted Delivery - Customer Not Available / Delivery Rescheduled

It is important to sign in using the Favelin Aramex account so that the details are more detailed and clearer

- The attached screenshots demonstrate how shipments are tracked and shipment history, where all status updates and actions taken on the shipment are recorded. Shipment statuses may change throughout the delivery lifecycle, including but not limited to Out for Delivery, On Hold, Customer Not Available, and Delivered, etc.
- Send a daily "SLA Breach Report" to Aramex to expedite delivery.

Note: If the customer reports that she replied to the WhatsApp message from Aramex and did not receive a response from the shipping company, it is important to clarify that the Aramex WhatsApp message is automated and electronic only, not a person.

We should advise her that if she wishes to know more information or report any complaints, it is preferable to contact us directly via Favlin's hotline at 0111271232, or through Instagram or Messenger.

If she still prefers to contact the shipping company directly, Aramex's hotline is 16996

Delivery Success <deliverysuccess@favelin.com>
to Service, Hesham, Moamen, Marwa, Shahinaz ▾

Dears,

ID	Date	AWB	Delayed Hours	City	Notes
244697	1/21/2026	50629061884	112	Giza	Waiting to be delivered today
244703	1/21/2026	50629060602	112	Giza	It's delayed too much from your side, we need to deliver it today
244717	1/21/2026	50629040162	112	Cairo	It's delayed too much from your side, we need to deliver it today
244723	1/21/2026	50629045320	112	Giza	Waiting to be delivered today
244727	1/21/2026	50629030616	112	Cairo	Waiting to be delivered today
244735	1/21/2026	50629027676	112	Alexandria	No one called the customer to deliver it, it's not refused
244749	1/21/2026	50629024434	112	Alexandria	It's delayed too much from your side, we need to deliver it today
244752	1/21/2026	50629022485	112	Cairo	It's delayed too much from your side, we need to deliver it today
2000001398	1/21/2026	50629053941	112	Cairo	No one called the customer to deliver it, it's not refused

Thanks,

- If we can't reach the customer, we take the normal trials (3 trials), then ask Aramex to return the shipment to avoid the delay in our SLA

5- FAILED DELIVERY:

Failed Delivery flow:

- We check it from pending orders “failed delivery” sheet.

Link failed Delivery sheet

https://docs.google.com/spreadsheets/d/1WpW54clQs2pp8qb_L88BnWLhwtpO381DyOfcsBJmwgY/edit?pli=1&gid=516575248#gid=516575248

- We call the customers 3 times, and if we can’t reach them, we consider them unreachable customers.
- We choose from “Outcome” What happened during the call
- We choose from “Failed Delivery Reason” The main reason for the order return
- Any additional details will be added in the “ Note ”

Pending Orders													
File Edit View Insert Format Data Tools Gemini Extensions Help													
Menus 100% 123 Calibri 11 Bold Italic Underline Link Unlink Table Insert Row Insert Column Insert Comment Undo Redo Find & Replace Sort & Filter Pivot Table Macros View Full Screen Help													
A1 Order Number Summarize this data													
	A	B	C	D	E	F	G	H	I	J	K	L	M
1	Order Number	Purchase Date	Telephone	Email	Grand Total	Agent Name	Outcome	Failed Delivery Reason	New Order Number	Action Date	Note	New Exp Date	ID
918	000242940	1/1/2026	1159238388	sarrahmohamed098@gmail.com	2319.56	Haidy	Duplicated	Received Another Order		1/6/2026		1/6/2026	242940
919	000242952	1/1/2026	1155494721	farahahmed26@icloud.com	1643.08	DS	Reorder	Customer Unreachable	243677	1/8/2026	The courier called her but she didn't answer	1/6/2026	242952
920	000242994	1/2/2026	1144431088	nenomohamed326@yahoo.com	1185.83	Haidy	Reorder	Courier Attitude	243439	1/6/2026	The courier called her one time at 1:48pm and she called him back right away and he didn't answer and put an update failed delivery N.O 243439	1/6/2026	242994
921	000243023	1/2/2026	201146645221	n.mohamed3168@gmail.com	3145.56	Salma Ma	Reorder	Courier Refused to Deliver	243621	1/7/2026	order online payment called her twice but no answer - Rwan 7-1// her issue that the courier called her but she deo't answer and she called him back mulpule times no answer - want redelivery - wait for asssra made	1/6/2026	243023

The dropdown in the Failed Delivery Sheet :

Outcome

- Not Interested – The customer is no longer interested in the order, whether she refused to receive it or it was returned to us for any other reason, and she does not want it shipped again
- Wrong Number – The customer's phone number is incorrect
- Duplicated – The customer has another order that she placed herself
- Reorder – It is a successful retention, We create and ship the order again for the customer through us.
- Unreachable Customer – We were unable to reach the customer after attempting contact “ NO Answer 1, 2 and 3
- she will in form us later / she will reorder later – The customer will request the order later or will contact us at a later time

F	G	H
Agent Name	Outcome	Failed Delivery
Haidy	Duplicated	Received Another
DS		Courier Attit
Haidy		Received Another
DS		Customer Unre
Haidy		Courier Attit

Failed Delivery Reason

- Unreachable Customer – The reason for the return is that the shipping company was unable to reach the customer, e.g., she did not answer her phone.
- Delayed Delivery – The return occurred due to a delay in the delivery, so the order was not received on time.

Failed Delivery Reason

- Customer Refused – The customer herself refused to receive the order
- Courier Attitude – The Courier was rude, used inappropriate language, or behaved unethically towards the customer
- Attempts – Not all delivery attempts were completed by the shipping company, e.g., only one attempt was made, or a new delivery time was scheduled but the shipment was still returned
- Received Another Order – The customer has already received a different order
- Purchased from Another Distributor – The customer received the order from one of our distributors
- Purchased from Another Brand – The customer purchased from another brand
- Customer Cancelled (Negative Feedback) – The customer did not receive the order because she heard negative feedback about the product
- Customer Refused (Price) – The customer refused the order because she was not satisfied with the price.

	G	H	I	
me	Outcome	Failed Delivery Reason	New Order Number	Acti
	Duplicated	Received Another Order		1/6
	Reorder	Customer Refused Delivery Delay Customer Unreachable Courier Attitude Courier Refused to Deliver Received Another Order Purchased from Another Distributor Customer Cancelled (Negative Feedback) Customer Refused (Price) Purchased from Another Brand Fake update - Attempt	243304	1/6
	Duplicated			1/6
	Reorder		243677	1/8
	Reorder		243439	1/6

6- RETURN MERCHANDISE AUTHORIZATION (RMA):

- It's the formal process of managing goods that need to be returned by the customer or shipping company to the warehouse.

RMA : includes the Failed Delivery and Pickup .

The Failed Delivery is handled by the DS and FO teams, while the Pickup is handled by Customer Care.

RMA Cycle for Failed Delivery Orders

1- Failed Delivery

- The shipment was not delivered due to one of the reasons previously explained and was therefore returned to us. It has been recorded in the system under The Failed Delivery . We contact the customer to understand that the reason we try to retain her and avoid any losses.



2- Received by admin

- After the shipments are returned via the shipping company and received at our warehouse, the status is recorded in the system as 'Received by Admin' by the warehouse team. They then send an email listing the actual products received, including the product type and quantity.

3- Resolved by admin

- Once the warehouse confirms receipt of the returned products, the ticket status is updated as "Resolved by Admin", with all relevant details recorded. This includes whether a new order was placed for the customer instead of the returned one, whether the customer does not wish to order again at this time, whether the customer is unreachable, if the order was duplicated, and any other relevant notes.



We search for the RMA from the Magento system, by date

SALES

CUSTOMERS

SYSTEM

Operations

Orders

Invoices

Credit Memos

RMA Management

Manage Requests 80

Customers` Pending Requests 96

Archived Requests

RMA Settings

Return Reasons

Item Conditions

Return Resolutions

RMA Statuses

Return Rules

Address	Customer Email
مدينة ١٥ مايو مجاوره May City,Cairo	janadelmahrn200416@gmail.com
شارع السيد احمد عثمان,Cairo,Cairo	marwamahmoud479088@gmail.com
شارع السيد احمد البدوى AL,صماره ٤٤ الدور	sm35649445@gmail.com
	sm35649445@gmail.com



SALES

CUSTOMERS

SYSTEM

Manage Requests

Total Requests

Processing 5

Approved 94

Delivered 80

179

Processed by admins

2 rahmaawad

6 Bassant Mohamed

31 rwan.haitham

3 Unassigned

137

Top Return Reasons

735

23

23

22

14

Filters

Default View

Columns

Clear all

Request Date

from 01/1/2026

to 01/31/2026

Order #

Customer Name

Manager

Unassigned

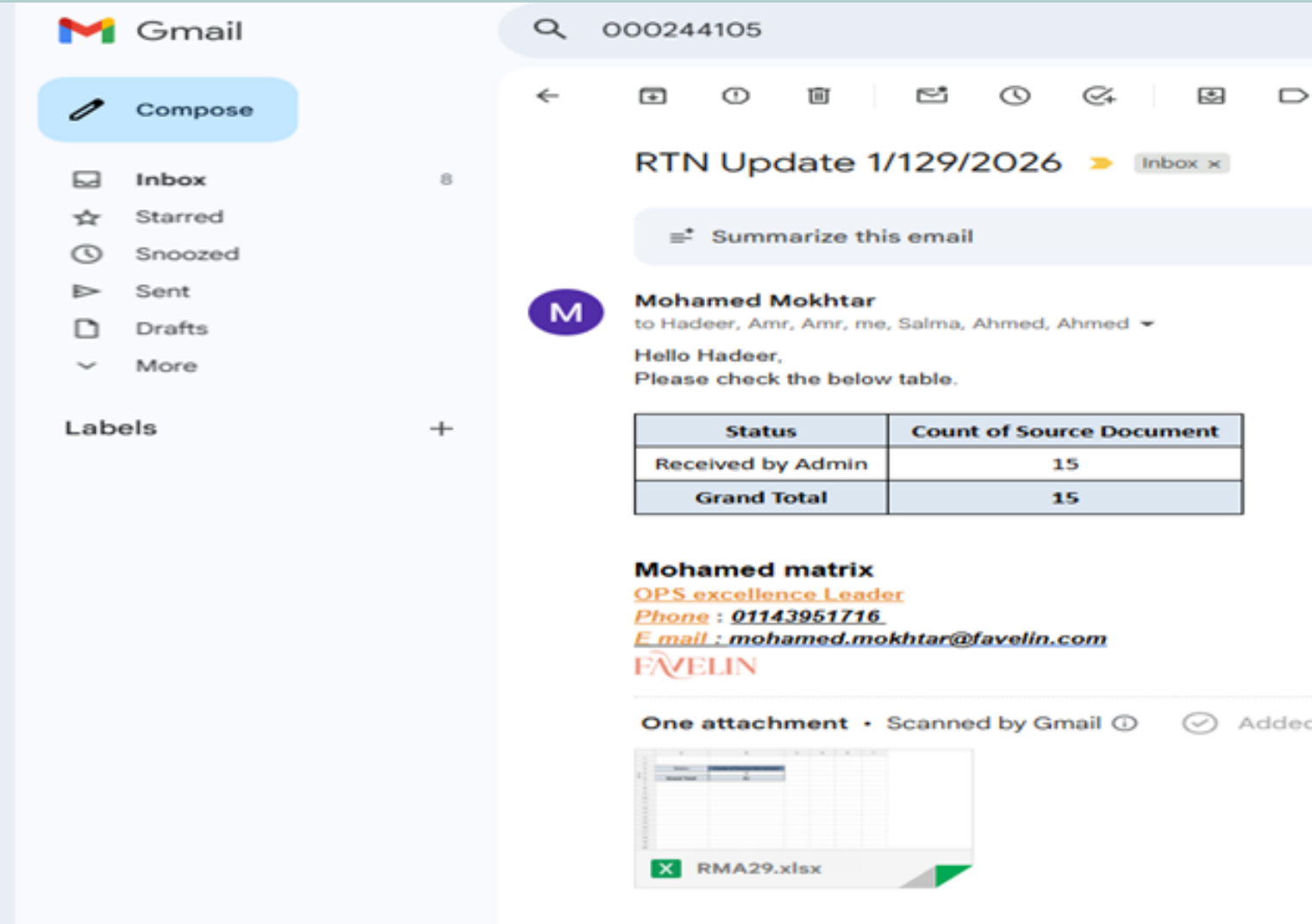
Status

Select...

Cancel

Apply Filters

- number in the email to check if the warehouse sent it in the RTN email or not.
- We checked the items and the quantity of them, and if we find the item not received, we reply to the same email by the date of receiving based on Aramex, and whoever received it, and if they confirm it's not received, we take it as a lost shipment.
- If they received all the items in the order, we take the normal process to close it.



Return of 000244105						
	A	B	C	D	E	F
1	Source Document	Creation Date	Date of Transfer	Stock move/Product	Stock move/Demand	Stock move/Quantity
2	Return of 000243478	2026-01-20 14:40:38	2026-01-29 10:16:42	[6224002524799] Moroccan Argan Repair Shampoo 300ml	1.00	1.00
3				[6224002524805] Moroccan Argan Repair Conditioner 300ml	1.00	1.00
4				[6224002524973] Moroccan Argan Repair Hair Mask 300gm	1.00	1.00
5	Return of 000243665	2026-01-20 14:40:39	2026-01-29 10:14:34	[6224002524799] Moroccan Argan Repair Shampoo 300ml	1.00	1.00
6				[6224002524805] Moroccan Argan Repair Conditioner 300ml	1.00	1.00
7				[6224002524973] Moroccan Argan Repair Hair Mask 300gm	1.00	1.00
8				[6224003382077] Moroccan Argan Repair Hair Serum 75ml	1.00	1.00
9	Return of 000244105	2026-01-20 14:40:40	2026-01-29 10:21:26	[6224002524812] Moroccan Argan Repair Shampoo 500ml	2.00	2.00
10				[6224002524829] Moroccan Argan Repair Hair Conditioner 500ml	2.00	2.00
11				[6224003382039] Moroccan Argan Repair Hair Mask 500ml	2.00	2.00
12				[6224003382077] Moroccan Argan Repair Hair Serum 75ml	2.00	2.00
13				[6224003382107] Moroccan Argan Repair Hair Oil 35ml	2.00	2.00
14				[6224003382114] Groovy Growth Hair Booster Scalp Serum 50ml	2.00	2.00
15				[6224003382572] Xtreme Moisture Leave in Cream 250ml	1.00	1.00
16	Return of 000243882	2026-01-20 14:40:40	2026-01-29 10:13:12	[6224003382015] Groovy Growth Shampoo 300ml	1.00	1.00
17				[6224003382022] Groovy Growth Conditioner 300ml	1.00	1.00
18				[6224002524980] Groovy Growth Hair Mask 300gm	1.00	1.00
19				[6224003382114] Groovy Growth Hair Booster Scalp Serum 50ml	1.00	1.00

- Note: The RMA is related to the failed delivery. We should know the reason before closing it.

CLOSING THE RMA:

- Change received by admin to Resolved by admin, and write the failed delivery reason in the Internal RMA Note instead of AWB.
- If we re-order, we should add the new order number



SALES

CUSTOMERS

SYSTEM

View

Approved by Admin

Failed Delivery

Updated by Customer (Approved)

Shipped by Customer

Received by Admin

Updated by Customer (Delivered)

Resolved by Admin

Updated by Customer (Completed)

Resolved and Rated

Canceled by Customer

Rejected by Admin

Shipped by Customer

RMA

Customer Information

Order:

#2000001288 (failed_delivery)
2026-01-05 09:58:49

Purchased From:

Favelin Store
العربية

RMA Manager

Unassigned

Customer's Direct Link

https://favelin.com/ar/rma/guest/view/request/wrIZXRNOuQ9jIRSRIZeJTNRyICkZU

Copy Link

Tracking Information

Please Select

ADD

Shipping Label

Choose a file for upload shipping label

Internal RMA Note

50626127716

7- PICKUPS:

- The SLA for pickup is 48 WH after that, we add the pickup number in the Aramex sheet, write our comment, and send it to them even if the pickup was not cancelled.



	A	B	C	D
1	Date	Pickup	Our Comments	Action Taken
73	5 January 2026	50625295873	Please dispatch a courier to collect the shipment, which was scheduled for 1 January, and not collected	Sent
74	5 January 2026	50625350506	Please dispatch a courier to collect the shipment, which was scheduled for 3 January, and not collected	Sent
75	5 January 2026	50625213833	Please dispatch a courier to collect the shipment, which was scheduled for 1 January, and not collected	Sent
76	5 January 2026	50625366002	Please dispatch a courier to collect the shipment, which was scheduled for 3 January, and not collected	Sent
77	5 January 2026	50625386976	Please dispatch a courier to collect the shipment, which was scheduled for 3 January, and not collected	Sent
78	7 January 2026	50625774920	Please dispatch a courier to collect the shipment, which was scheduled for 4 January, and not collected	Sent
79	11 January 2026	50626042062	Please dispatch a courier to collect the shipment, which was scheduled for 6 January, and was not collected	Sent
80	11 January 2026	50626136190	Please dispatch a courier to collect the shipment, which was scheduled for 6 January, and was not collected	Sent
81	11 January 2026	50626207203	Please dispatch a courier to collect the shipment, which was scheduled for 7 January, and was not collected	Sent
+ ≡ DS Tickets (CX) Aramex Follow-up (CX) Delayed & cancelled Pickups (CS) Aramex Branches				

DAILY TASKS - AGENT

WEEKLY & MONTHLY REPORTS - AGENT

Status	Number of Shipments	Percentage %
Delivered		
Returned		
In-Progress		
Total Shipments		100%
Status	Number of Shipments	Percentage %
Delivered On-Time		
Delivered After SLA		
Total Shipments		100%
Status	Number of Shipments	Percentage %
Delivered COD		
Delivered Paid		
Delivered Zero Cost		
Total Shipments		100%

Status	Number of Shipments	Percentage %
Cancel Request		
Wrong Mobile number		
Duplicated		
Aramex		
The customer didn't answer the courier's calls		
Customer Un-reachable		
In-Progress follow-up		
Total Shipments		100%
Status	Number of Shipments	Percentage %
Late delivery		
Fake Updates // Attempt		
Courier Attitude		
Total Shipments		100%

weekly and monthly report

DAILY TASKS – TEAM LEADER

- Monitor the daily report to ensure the accuracy of the numbers
- Follow up on the DS sheet and emails to verify all details, ensure actions were taken correctly, and confirm proper customer communication
- Track return rates on a daily basis
- Monitor orders in transit and ensure timely follow-up with customers and shipping company
- Track SLA daily to ensure standards are met
- Monitor quality and listen to calls
- Monitor RMA and RTN returned orders for failed deliveries

MONTHLY TASKS – TEAM LEADER

- Monitor the monthly report and ensure the accuracy of the numbers.
- Check lost shipments and ensure the issue is escalated to the shipping company.
- Monitor fake updates and delivery attempts, and ensure the issue is escalated to the shipping company
- Track returns, analyze the reasons for any increase, and determine how to manage and reduce them
- Track SLA for delivered orders
- Calculate and monitor KPIs.

LOST SHIPMENTS

In the case of lost shipments, the shipments are first verified with the warehouse to confirm that they were not received. Then, the shipping company is contacted to clarify the status of these shipments

FAKE UPDATE - ATTEMPT

Regarding fake updates and attempts, the shipping company is contacted using the provided tracking numbers to discuss the matter.

-All of this information is recorded in an Excel sheet containing two tabs: one for lost shipments and one for fake updates - attempts.

Compensation is provided for each issue as follows:

- Lost shipments: covers both the shipping costs and the value of the products
- Fake updates: covers shipping costs

Note: For lost shipments and fake updates- Attempt , we must send all the details to the Customer Experience Manager, including a clear explanation of the issue ,to get compensation.

DAMAGED BOXES

For damaged boxes, whether the damage is only to the box itself or has affected the products inside, if the products were wrapped properly and still got damaged during shipping, we document the cases for the Customer Experience Manager. We then send all the details to the shipping company so that the issue can be investigated and the value compensated.



REDUCE RETURNS

To reduce returns, I should follow up to identify the root causes and determine how they can be managed. Whether it's due to fake updates, I investigate the reasons, such as the areas with the most issues, lack of communication from the courier to the customer, or incomplete delivery attempts. I should then report it to take action with the shipping company and provide compensation where necessary.

KPIS

Productivity	Shipment Tracking	Daily, Weekly, and Monthly tracking reports	20%	On time
Delivery SLA	Timely deliveries	% of shipments delivered within SLA	20%	≥95%
Efficiency	Return Management	Return rate reduction	20%	≤5%
Reporting	Accuracy and timeliness	Accuracy of shipment and SLA reports	15%	100% accuracy / On time
Quality	Maintain service quality	Quality Score	25%	95%

THE HIERARCHY

- Delivery Success Agents
- DS & CC Team Leader
- Supervisor
- CX Manager





THANK YOU

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Mariam Ashraf

