

Standard Operating Procedure

1. Pickup

1.1 Pickup Escalation Timeline

Pickup Stage	Details
Pickup Scheduling Window	Regular pickups can be scheduled within the operational pickup window (before 11:00 AM).
Pickup Cut-Off Time	Any pickup initiated after 11:00 AM will be scheduled for next-day pickup .
Missed Pickup Escalation Timeline	Escalation to the courier company for missed pickup can only be initiated after 24 hours from the scheduled pickup time, if the shipment is not collected.
Support Escalation (After 24 Hours)	If pickup is not completed within 24 hours , raise an escalation with the Customer Support team at: support@fship.in

1.2 Required Documentation at Pickup

Kindly ensure that all necessary documents, such as **E-Way Bill, Invoice, GST, etc.**, are pre-prepared and can be handed over on delivery to avoid any sort of delay or rejection by the courier.

1.3 Automatic Pickup Cancellation

If the shipment is not picked up, the pickup request will be automatically cancelled after **3 days** from the original pickup date. In such cases, create a new AWB of the shipment.

1.4 Improper Pickup Details

Shipments with incomplete pickup details can lead to delays and failed pickups.

Kindly ensure the following details are correctly updated:



- House number / Khasra number
- Building name
- Street name
- Landmark
- Contact details
- Correct pin code

Please note that the POC is informed, available, and prompt in handing over the shipment at pickup time.

1.5 Label Guidelines

The shipping label should be pasted properly on the shipment to avoid any mismatch. The label must be:

- Securely pasted
- Barcode scannable
- Details clearly visible
- Old labels removed

NOTE * Improper labeling can lead to delays, misrouting, or shipment returns.



2. Compliances & Documents

2.1 Invoice Guidelines for Shipment Compliance

All shipments must carry a valid invoice as per Indian regulations. The invoice must include:

- Seller & buyer details
- GSTIN
- HSN/SAC codes



- Item description
- Quantity
- Value
- Tax breakup

Ensure invoice matches the shipment content and should also be signed and stamped by the seller.

2.2 E-Way Bill Guidelines for Shipment Compliance

An **E-Way Bill is a mandatory electronic document** required for the movement of goods.

 Portal: www.ewaybillgst.gov.in

As per GST regulations, an E-Way Bill must be generated for all consignments where the actual value exceeds **₹50,000**, regardless of declared value. This applies to a **single invoice/bill/delivery challan** being transported in one consignment.

2.3 Key Compliance Points

- A GST-registered person is not permitted to transport goods where the consignment value exceeds **₹50,000** without a valid E-Way Bill.
- In case of any discrepancy between the declared invoice value and the actual value as per the HSN code, GST authorities may impose a penalty of up to **200% of the actual value** of goods.

2.4 E-Way Bill Reuse Restriction

Once an E-Way Bill is tagged to a shipment:

- It cannot be reused
- It cannot be retrieved
- It cannot be untagged for another shipment

A fresh E-Way Bill must be generated for each new shipment, based on actual invoice details.

For return/reverse movement, a new E-way bill must be generated.

3. Packaging

3.1 Packaging SOP Overview

To ensure safe and efficient transit of shipments through multiple courier partners, proper packaging is essential. It helps prevent damage, reduces return risks, and ensures smooth delivery at every touchpoint.



3.2 Outer Packaging

- Use strong, **corrugated boxes or courier-approved polybags**.
- For heavier items, use **5-ply boxes** with reinforced corners.
- Seal boxes using high-quality tape in the **"H" sealing pattern**.

PACK IT STRONG. DELIVER IT SAFE.

Right packaging protects your item and ensures it reaches safely.

1 USE STRONG, CORRUGATED BOXES OR COURIER-APPROVED POLYBAGS.

✓ Recommended

Strong, corrugated box Courier-approved polybags

✗ Avoid

Weak / thin boxes Damaged or used boxes Regular plastic bags

🛡️ Good packaging prevents damage, tampering and leakage during transit.

2 FOR HEAVIER ITEMS, USE 5-PLY BOXES WITH REINFORCED CORNERS.

✓ Recommended

5-Ply Thickness

✗ Avoid

3-Ply / Thin boxes (Not suitable for heavy items) Weak boxes may collapse and damage your item

🛡️ 5-ply boxes provide extra strength and protect heavy items better.

3 SEAL BOXES USING HIGH-QUALITY TAPE IN THE "H" SEALING PATTERN.

✓ Recommended

H-Type Taping Pattern

✗ Avoid

Only center taped Only side taped Poor quality tape

🗉 "H" sealing pattern keeps your box secure and tamper-resistant.

3.3 Inner Packaging

- Wrap fragile items with bubble wrap or foam padding.
- Use filler material (air pillows, kraft paper) to prevent internal movement.
- Double-box valuable or delicate items for added safety.

PROTECT FRAGILE ITEMS

Pack with care. Deliver with confidence.

1 Wrap fragile items with bubble wrap or foam padding.

📦 Cushions and absorbs shocks.

2 Use filler material (air pillows, kraft paper) to prevent internal movement.

📦 Keeps items secure by eliminating empty spaces.

3 Double-box valuable or delicate items for added safety.

📦 Adds an extra layer of protection during transit.



3.4 Sealing & Security

- All packages must be **completely sealed** before handover.
- Use **tamper-evident tape** for electronics, valuables, or sensitive items.
- Avoid using ropes, cloth, or weak adhesive tape.

SECURE SEALING GUIDELINES

1 All packages must be completely sealed before handover.



2 Use tamper-evident tape for electronics, valuables, or sensitive items.



3 Avoid using ropes, cloth, or weak adhesive tape.



DO Completely sealed on all sides	DON'T Open or partially sealed packages	DO Use tamper-evident tape for added security	DON'T Use regular tape for sensitive items	DON'T USE		
				 Ropes	 Cloth	 Weak adhesive tape

Secure sealing ensures safe transit and protects items from tampering or damage.

3.5 Labeling & Documentation

- Attach the shipping label (AWB) **clearly on the top surface**.
- Ensure barcode is **clean, scannable, and unobstructed**.
- Include **a copy of the invoice** inside the package if required.

LABEL IT RIGHT
Proper label placement ensures smooth delivery.

✓ HOW TO
Paste label clearly on one flat side of the package.



Clear, visible and readable. Ensures faster delivery.

✗ HOW NOT TO
Incorrect label placement can lead to delays or penalties.

ACROSS CORNER	ON EDGE / SIDE	WRINKLED / DAMAGED
		
✗ Label across corner may peel off or get damaged.	✗ Label on edge or side may not scan properly.	✗ Wrinkled, torn or damaged label may become unreadable.



3.6 Special Categories

Category	Packaging Requirement
Fragile Items	Mark "FRAGILE" on all sides
Liquids	Leak-proof containers inside sealed polybags
Heavy Items	Mark "HEAVY" and reinforce packaging



KNOW THE WARNING LABELS

Spot it. Respect it. Deliver it safely.

<p>FRAGILE</p>  <p>Handle with care. Do not drop or apply pressure.</p>	<p>THIS SIDE UP</p>  <p>Keep the package upright. Do not invert.</p>	<p>KEEP DRY</p>  <p>Protect from moisture and humidity.</p>	<p>HANDLE WITH CARE</p>  <p>Requires careful handling.</p>	<p>DO NOT STACK</p>  <p>Do not place any weight on top.</p>	<p>TEMPERATURE SENSITIVE</p>  <p>Keep within the recommended temperature range.</p>	<p>LABELS SAVE LIVES & PACKAGES</p>  <p>Always check and follow warning labels on every shipment.</p>
<p>FLAMMABLE</p>  <p>Keep away from heat, sparks, and open flames.</p>	<p>CORROSIVE</p>  <p>Can cause burns. Avoid contact with skin and eyes.</p>	<p>TOXIC</p>  <p>Toxic if swallowed, inhaled, or in contact with skin.</p>	<p>OVERPACK</p>  <p>Overpack used. Do not open separate packages.</p>	<p>Lithium Battery (UN3481)</p>  <p>Contains lithium batteries. Handle with care.</p>	<p>MAGNETIZED MATERIAL</p>  <p>Strong magnetic field. Keep away from electronics.</p>	



When in doubt, ask! Following warning labels helps prevent damage, delays, injury, and legal issues.

3.7 Weight & Dimensions

- Declare accurate weight and dimensions to avoid penalty charges.
- Use a digital scale and measuring tape to ensure precision.
- Always check weight & dimensions after sealing the box (including bubble wrap/tape).
- Use the right box size to reduce volumetric weight charges and prevent extra billing.

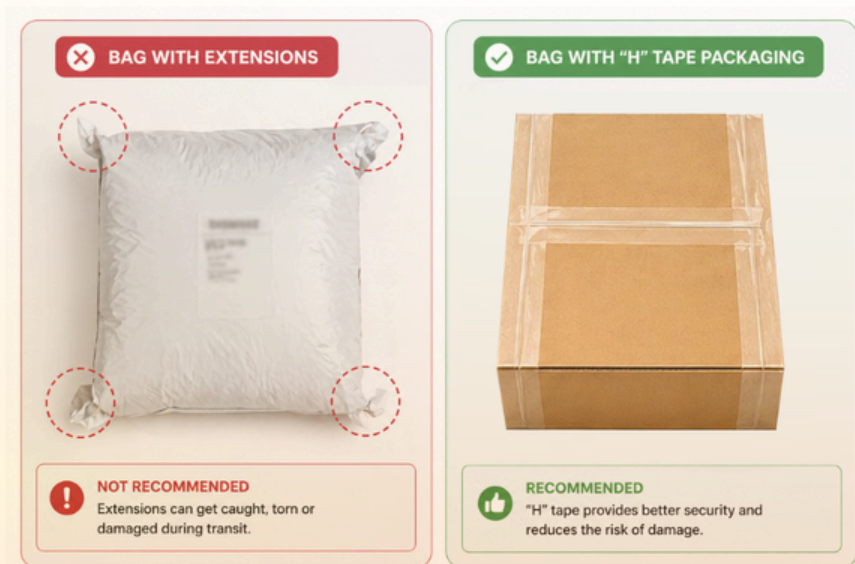




3.8 Packaging Notice

Damages due to inadequate or improper packaging are the sole responsibility of the consigner. Ensure packaging is strong enough to withstand multiple handlings during transit:

- Avoid using thin or low-quality polybags for heavy or sharp-edged products.
- For fragile items, always **use bubble wrap + sturdy corrugated box packaging.**
- Ensure there are **no loose openings, gaps, or weak tape joints** that can cause leakage or product loss.



4. Delivery & RTO

4.1 Turnaround Time (TAT) Guidelines for RTO

For RTO shipments, the closure TAT from the courier end is **60 days**. Only after this period can a request be initiated to **mark the shipment as Lost**.



4.2 Lost Shipment Compensation (B2B)

For B2B shipments, compensation will be processed according to the selected courier partner's lifecycle.

The courier lifecycle varies between **45 to 60 days**.

4.3 Claims for Damaged / Tampered Shipments

If shipment is **damaged, pilfered, tampered, pressed, or leaking** at delivery, the receiver must record negative remarks on the POD copy at the time of receipt.

This remark is **mandatory evidence** to initiate the claim process.

! If POD does not contain specific negative remarks mentioning the issue, **no claims will be accepted**, irrespective of photos or later communication.

4.4 Escalation TAT

Delivery and RTO related escalations must be raised **within 48 hours of the delivery date and time**.

The following documents must be shared for escalation:

- Signed DRS (Delivery Run Sheet)
- 360° unboxing and packing video with the shipping label clearly visible
- The assigned DRS copy where the issue is mentioned.

4.5 RTO Acknowledge

- Mark shipment as RTO Acknowledged only if shipment is physically received and no investigation is required.
- RTO Acknowledged shipments may lose eligibility for disputes.

4.6 Proof of Delivery (POD)

POD Request	7 days from the delivery date and time on panel.
Resolution TAT	10 days from the raised date.
POD Dispute (Marked Delivered But Not Received)	2 days from the delivery date and time.

4.7 Wrong / Empty / Partial Shipment Delivery

Raise escalation within 2 days from the delivery date and time with:

- **Pre-shipped & post-shipped images** with inner content
- **Unboxing video** with clear visibility of the label
- **Negative remark** on POD

NOTE* If the receiver signs/stamps without a remark or proof is missing, the courier investigation will not be done.



4.8 RTO TAT (CRDA)

Shipments will be marked RTO after 48 hours if no resolution/instructions are provided.

5. Weight Disputes

5.1 Dispute Turnaround Time (TAT)

Disputes must be raised within 7 working days from the delivery date.

While raising a dispute, submit:

- Clear images showing Length, Width, Height
- Actual Weight
- Shipment Label of the parcel

5.2 Resolution Turnaround Time

Disputes will be reviewed and resolved within 5–7 working days from date of submission.

5.3 Escalation Process (On Dispute Rejection)

POD Activity	Timeline
POD Request	7 days from delivery date-time
Resolution TAT	10 days from the raised date
POD Dispute (Delivered but Not Received)	2 days from the delivery date and time

5.4 Preventive Measures

- Use an appropriate packaging size to avoid volumetric mismatch.
- Secure packaging properly to maintain consistent dimensions.
- Shipping charges apply on actual weight or volumetric weight (**whichever is higher**).
- Measure weight and dimensions accurately during shipment creation.

