# Qoo10 Giosis

# Qxpress Guide

**- New brand name of Eurasia -**

Jan, 2014

# Delivery Procedures
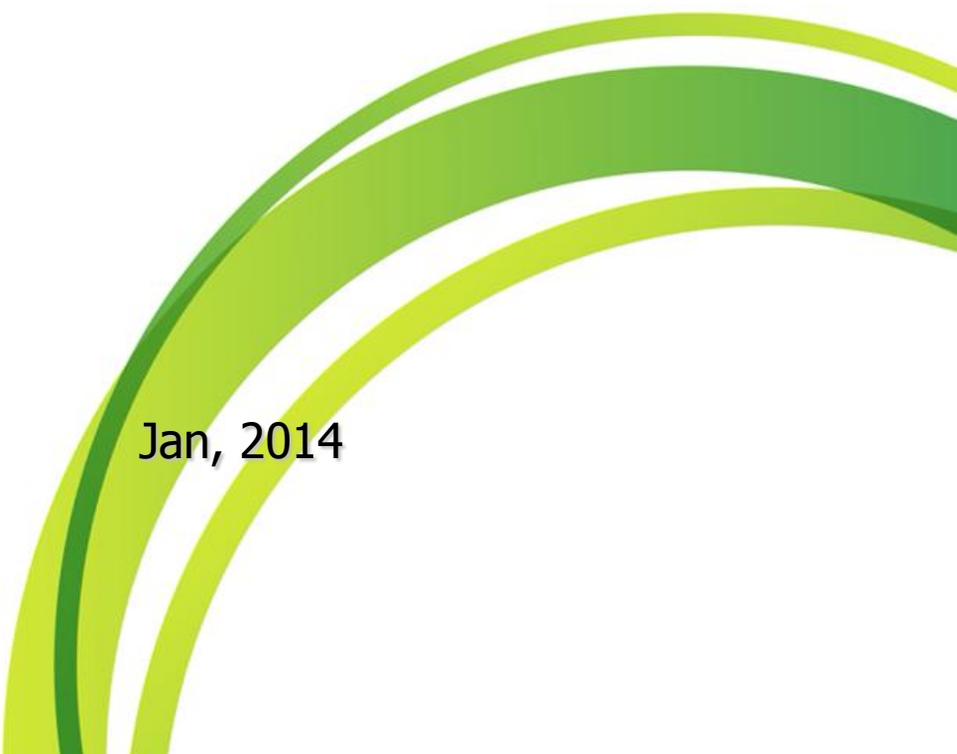
## Qxpress Cares

Order Item

Return/ Non-Receipt claim ☆

**Step 1: Preparation** → **Step 2: On Request** → **Step 3: On Delivery** → **Step 4: Delivered**

| Step 1: Preparation | Step 2: On Request | Step 3: On Delivery | Step 4: Delivered |
|---|---|---|---|
| 1. Registration of Qxpress<br><br>2. Set shipping fee charges | 1. Packaging of parcel(s)<br><br>2. Arrange pick-up date and time period<br><br>3. Printing of barcode label(s)<br><br>4. Set Estimated Shipping Date | 1. Updating of correct delivery company<br><br>2. Updating of correct tracking number | 1. Check History<br><br>2. Answering of claim issues<br><br>3. Print receipt(s) |

☆ **Claim from Buyer**

You may want to clarify with Qxpress, when you receive the Cancel/Return/Non-Receipt Claim. They will be pleased to assist you in your query.

**Return claim**: Arise under the situation where the buyers will usually request to return the parcel to the seller should they find the received purchased items to be of un-satisfactory standard. In this case, you may want to speak with one of the Qxpress staff in regards to the procedures in the returning of parcel(s).

**Non-Receipt claim**: This happens when the customer(s) claim that they did not receive the parcel, even if the order status is reflected as "delivered' status under the QSM system.

# In-depth delivery process

## Step 1:  Preparation

1. Registration of **Qxpress Service**:  Register for Qxpress service by providing Seller's information to delivery@qoo10.sg :  Seller's ID, Mobile Number, and Pickup Address.

2. Set your Shipping fee charges (Also known as delivery fee charges) that will be incurred by your customer upon purchase.

## Step 2: On Request

1. Upon receiving 'On Request' orders for the day, review through the list of orders that will be required for Qxpress Service.

2. Kick off a good start by packing your parcels in the right manner with sufficient cushioning materials within so as to avoid possible damages during the delivery process.

3. Always ensure that the Barcode labels that are generated from the QSM system, are printed out and pasted onto the parcel.

4. Update the Estimated Shipping Date for the orders so that your customers are able to view and gauge the approximate date for them to receive the parcels.

5. Arrange for pick-up service date and select the time period required for the courier man to arrive on the next day by updating on your QSM system.

## Step 3: On delivery

1. Upon parcels shipped out, always ensure that your shipped orders reflected the correct delivery company name and tracking number.

## Step 4 : Delivered

1. Do a self daily routine check on the number of parcels that have been shipped out and the shipping fees charged for each parcel.

2. Always print out receipts of your sales transactions on every month for self book-keeping purpose.

*- Specific details of the steps shall be illustrated on the next page -*

# 1. How to print barcode

If you registered to use Qxpress you could print out barcode.

1. **Check order that you want to print**
2. **Click "Print Bar code label"**
3. **Click "Print" button on new popped up window**

- **Please refer to how to print out on label papers(Green box)**

# 2. How to pack

If there are several order numbers under one cart number, you have to bundle the order numbers before you print packing label. **(QSM > Shipping & Claim > Shipping > Bundle Shipping)**

**In case you pack 2 or more items in one package…**
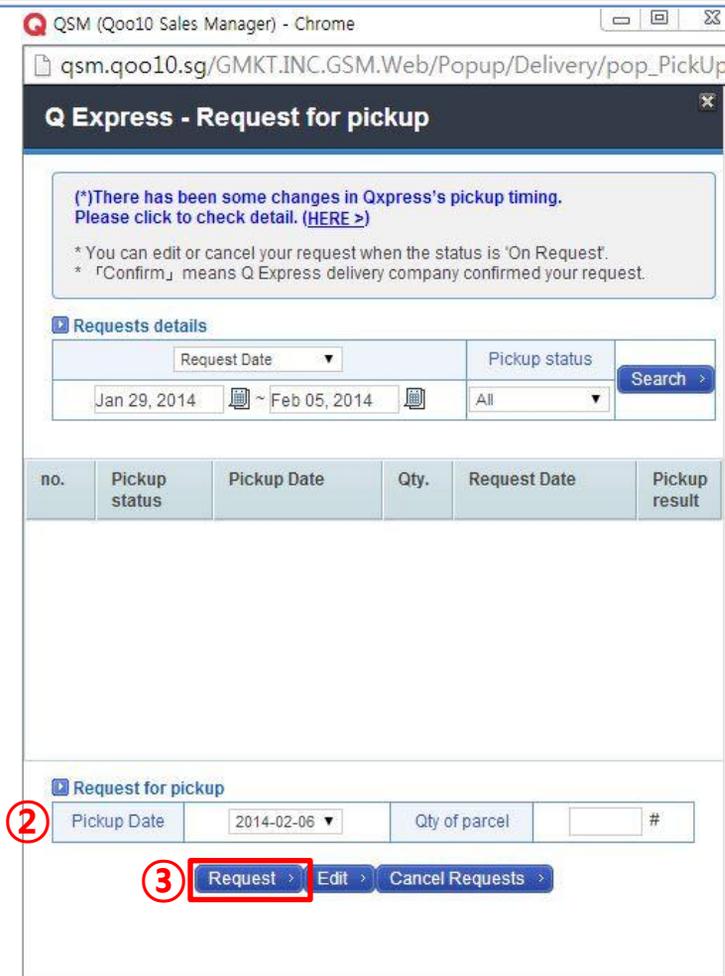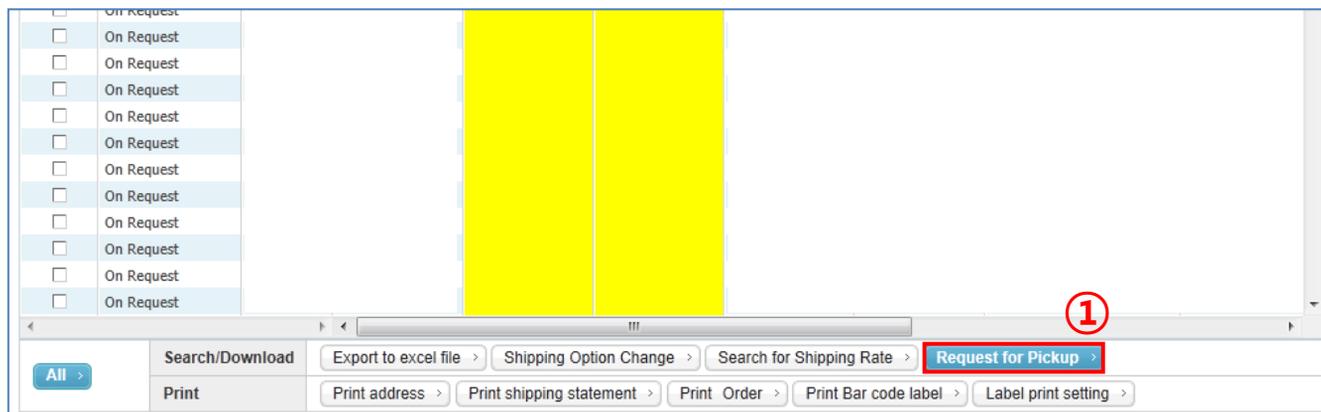


**you have to attach packing label which has related order numbers on package.**

If you do not attach packing barcode label, parcel could not be handled from Qxpress.

# 3. How to request pick up

**If you request pick up from QSM, it will be requested to Qxpress.**

1. **Click "Request to Pickup" button**
2. **Choose pick up date and put qty to ship out**
3. **Click "Request" button to finish**

# 4. Check history

**On QSM, you could check many item has been shipped out and how much you paid for shipping fee.(Download available)**

**Location : QSM > Shipping & Claim> Warehouse delivery**

1. **Set the condition you want to search**
2. **You can see the result(list), total parcel and fee.**
3. **If you double click the particular shipping case,**
4. **you could check detail information including cart no.**

## Warehouse Delivery

*Qxpress Agreement  Domestic(EN) ▾  | Download >  | View details >

| Shipping Details | Warehouse Shipping rate | Other data Mgt. | PackingGuide > |

▶ Payment Nation  == All ==  ▾

▶ Shipping Status Summary

| Shipping date | Dec 19, 2013 ▦ ~ Dec 26, 2013 ▦ | | Type | All ▾ | Search > |

| Shipping Date | Shipped | In-housing | Awaiting Shipping | Dispatched | Holding/Returned |
|---|---|---|---|---|---|

▶ Shipping Details

| Shipping Date ▾ | Dec 19, 2013 ▦ ~ Dec 26, 2013 ▦ | Advanced Search | All ▾ | | Type | All ▾ | Search > | Excel > |

| Select | Shipping No | Payment Nation | Country of Loading | Destination | Delivery Region | Arrival Date | Shipping Method | Weight | Currency |
|---|---|---|---|---|---|---|---|---|---|

▶ Total Summary

| Payment Nation | Box | Currency | Shipping Rate | Insurance fee |
|---|---|---|---|---|

▶ Search Shipping Details

| Shipping Date ▾ | Dec 19, 2013 ▦ ~ Dec 26, 2013 ▦ | Warehouse Status | All ▾ | Search > | Excel > |
| Advanced Search | All ▾ | | Type | All ▾ | |

| Select | Shipping No | Cart No | Order No | Item name | Payment Complete | Shipping Date | Warehouse Status | Delivery company | Tracking no | Arrival Date |
|---|---|---|---|---|---|---|---|---|---|---|

# 5. Receipt(Invoice) Printing



**On GSM, seller also print out receipt(invoice) monthly.**

**Location : QSM > Settlement > Other Receipt**

1. **Choose the period**
2. **Double click the list shown**
3. **Click "See receipt" button(only available for confirmed list)**
4. **Check newly popped-up window and print**

## Other Receipt

| DPC Receipt | Q·cash Receipt | Qxpress Receipt |

**Month For Receipt**  2013 ▼ Year  All ▼ Month   Search ›   ①

### Receipt Details

| Receipt No. | Month For Receipt | Issue Date | Confirm YN | Shipped # | Shipping Rate | Insurace Fee | Correction Amount | Tax ② | Total |
|---|---|---|---|---|---|---|---|---|---|
| | 2013-08 | Sep 05, 2013 | Y | 645 | 2,408.00 | 0.00 | 0.00 | 168.55 | 2,576.55 |
| | 2013-09 | Oct 05, 2013 | Y | 1591 | 5,495.98 | 0.00 | 0.00 | 384.71 | 5,880.69 |
| | 2013-10 | Nov 05, 2013 | Y | 1605 | 4,806.31 | 0.00 | 0.00 | 336.44 | 5,142.75 |
| | 2013-11 | Dec 05, 2013 | Y | 2668 | 7,964.79 | 0.00 | 0.00 | 557.53 | 8,522.32 |

③ See Receipt ›

④ ### Receipt for the Use of Qxpress

### Shipping Details

| Shipping No. | Country of Loading | Destination | Arrival Date | Weight |
|---|---|---|---|---|
| | SG | SG | Aug 06, 2013 | |
| | SG | SG | Aug 06, 2013 | |
| | SG | SG | Aug 06, 2013 | |
| | SG | SG | Aug 06, 2013 | |
| | SG | SG | Aug 06, 2013 | |
| | SG | SG | Aug 06, 2013 | |
| | SG | SG | Aug 06, 2013 | |
| | SG | SG | Aug 06, 2013 | |

QXPRESS PTE. LTD.
541 BUKIT BATOK STREET 23# 01-01
TACAM INDUSTRIAL BUILDING SINGAPORE 659546
Tel : 65-6434-8404 / E-mail : sjlee@u-rasia.com
Co. Reg.No : 201104738Z / GST Reg. No : 201104738Z

Bill To :

Period : 2013/08/01 ~ 2013/08/31 (Shipping Date)

| Detail | Amount(S$) |
|---|---|
| A. Shipping Service Charge(# 645) | 2,408 |
| B. Insurace fee | 0 |
| C. Correction | 0 |
| D. GST (@7%) | 168.55 |
| E. Total (A+B+C+D) | 2,576.55 |

Price payable includes GST

Close   Print