



Pakistan Software Houses Association for IT & ITES

E-commerce Delivery SOPs During COVID-19

Consolidated Industry Feedback

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SOPs for E-commerce Deliveries by 3rd Party Logistics (3PL) During COVID-19 Lockdown

Organized delivery of essentials by trained courier staff can play a very important role in (1) reducing social interaction while still maintaining critical household inventory levels (2) contact less drop-off (3) use of online & mobile payments and also (4) digitization of the economy.

P@SHA strongly believes that the health and wellbeing of courier riders and customers should be our top priority and we believe these practices will help give peace-of-mind to courier fleets, while also decreasing the interaction and contact between both parties while minimizing chaos on the roads:

1. Essential goods & items to be allowed include: pharmaceuticals & medical equipment, uncooked grocery items (vegetables, toiletries, hygiene, etc.), pre-packaged food items, pet food and parcels for charity.
2. E-commerce services value chain and courier companies, including warehouses and essential staff, required for delivery of essential items/goods to be allowed to work all across Pakistan during lock-down.
3. Cash transactions would only be allowed until Sunday, April 05, 2020. Consumers will have to pay online to ensure contactless delivery after this date.
4. Only riders of attached registered courier companies in **Annexure A** would be allowed to deliver.
5. Riders must wear a branded helmet, uniform, jacket or a cap to differentiate themselves from the public.
6. Riders of courier companies listed in Annexure A must possess a valid company ID or show live Driver App on their mobile phones with their unique ID for verification by LEAs.
7. In addition to riders, minimum essential operations, warehouse & sorting staff of these courier companies should also be allowed to go to work. Logistic hubs shall be allowed to operate with minimum staff and limited public interaction while ensuring all safety protocols as notified by relevant provincial and federal authorities.
8. In addition to supplying gloves, masks and hand sanitizers for riders, courier companies must set up a dedicated support number manned by competent staff to answer any queries or questions riders have.
9. All courier staff, including riders, must always wear protective helmets, masks and gloves. They must also carry a hand sanitizer and use it frequently.
10. Courier riders must maintain a distance of 2 meters during all interactions.
11. Courier riders should place parcels at the customer doorstep, wipe the parcel with a disinfectant swab and then step back.
12. Courier riders must avoid exchange of any items other than the package and cash to be collected.
13. Receipts should be sent electronically without any need for signatures from the customer.
14. Courier company to maintain a daily log of temperature check and other symptoms of each rider or company shall ask the driver to submit his temperature via a text message before logging in online.
15. Courier companies must have documented plans in place to respond should a rider be diagnosed with the virus or be told to isolate themselves by a competent medical authority.
16. Courier companies shall maintain complete itemized daily data of rider's originating and terminating addresses. Courier companies must share this data with regulatory, law enforcement and health authorities, as and when required on an urgent basis.

Annexure A (List of Courier / Delivery Companies)

1. TCS
2. Bykea
3. Daraz / DEX
4. Cheetay
5. M&P
6. Call Courier
7. BlueEx
8. Trax
9. Rider (TPL)
10. Leopards
11. DHL
12. Fedex
13. Forrun
14. Xoop
15. Careem Now
16. Eat Mubarak (only uncooked)
17. Foodpanda (only uncooked)
18. SkyNet
19. Rnr
20. Pakistan Post
21. DropShip Couriers
22. Byte
23. Swyft Logistics
24. eQNE
25. Hiring & Fleet Management Services
26. Janab
27. PostEx
28. Foodnerd
29. Howmuch
30. Mandi Express
31. FreshStore
32. Tezz
33. GrocerApp
34. Fowrry
35. DVAGO
36. Dawaai.pk
37. Hum Mart
38. Deliverit.pk
39. 24seven.pk
40. Mybazzar.com
41. iShopping.pk
42. MyCart.pk
43. SabziMandi.online
44. DelEx
45. AIFatah
46. Metro Cash & Carry
47. Carrefour

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