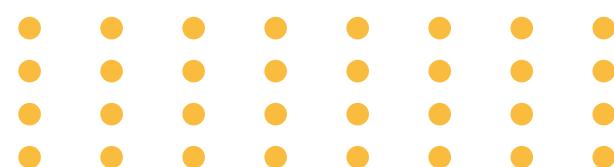




TRAINING ON 24 SPEED POST PARCEL/DOCUMENT (NEXT DAY DELIVERY – NDD)



TRAINING OBJECTIVES



- Understand the concept of 24 Speed Post Parcel/Document
- Learn booking, processing, transmission & delivery procedures
- Understand roles & responsibilities at each stage
- Ensure D+1 guaranteed delivery & customer satisfaction
- Avoid delays, errors, and compensation claims

On recommendation of MPOP (Mail& Parcel optimization project) consultant



INTRODUCTION TO 24 SPEED POST PARCEL/DOCUMENT...

- Premium Next Day Delivery (D+1) product
- 'D' means the day of booking of the article
- Developed under Speed Post category
- Introduced to meet urgent & bulk customer needs
- Initially available between identified metro cities
- Aimed at increasing Speed Post revenue & market share





UNIQUE SELLING PROPOSITIONS (USP)

- Guaranteed next-day delivery
- Full postage refund if delivery is delayed
- Top priority handling at all stages
- End-to-end tracking & visibility
- OTP-based delivery (no extra charge)



METRO CITIES COVERED

- New Delhi
- Mumbai
- Bengaluru
- Chennai
- Kolkata
- Hyderabad
- (Selected PIN codes only)





BOOKING LOCATIONS & CUT-OFF TIME

Booking allowed at:

- Identified Post Offices
- BPC / BNPL Centres
- Authorized franchisees

Cut-off time:

- For Post Offices - **4:00 PM**
- For BPC - **6:00 PM** (configurable at Circle level)
- Late bookings not eligible for NDD

Sl No	Division	Office name	Booking Office Pin Code
1	BG GPO	Bengaluru GPO	560001
1	Bengaluru East Dvn	Museum Road SO	560025
3	Bengaluru East Dvn	Doorvaninagar SO	560016
4	Bengaluru East Dvn	Vimanapura SO	560017
5	Bengaluru East Dvn	R T Nagar HO	560032
6	Bengaluru East Dvn	J C Nagar SO	560006
7	Bengaluru East Dvn	Whitefield SO	560066
8	Bengaluru West Dvn	Peenya SI SO	560058
9	Bengaluru West Dvn	Jalahalli HO	560013
10	Bengaluru West Dvn	Rajajinagar HO	560010
11	Bengaluru West Dvn	Seshadripuram SO	560020
12	Bengaluru West Dvn	Vijayanagar SO	560040
13	Bengaluru West Dvn	Malleswaram SO	560003
14	Bengaluru West Dvn	K G Road SO	560009
15	Bengaluru West Dvn	Bengaluru City SO	560002
16	Bengaluru South Dvn	Koramangala SO	560034
17	Bengaluru South Dvn	Jayanagar HO	560011
18	Bengaluru South Dvn	J P Nagar SO	560078
19	Bengaluru South Dvn	Kengeri SO	560060
20	Bengaluru South Dvn	Basavangudi HO	560004
21	Bengaluru South Dvn	BSK II Stage SO	560070
22	Bengaluru South Dvn	Wilson Garden	560027
23	Bengaluru South Dvn	Dharmaram College	560029



WEIGHT & TARIFF STRUCTURE

- Maximum weight: 5 kg
- Charged on actual or volumetric weight (whichever is higher)
- Tariff is solely based on weight, irrespective of distance
- For Bulk/Retail Customers as Value added Service with the Premium tariff.



Weight Slab	24 Speed Post Parcel Tariff
Up to 500 grams	₹ 200
501 grams – 1 kg	₹ 280
1001 grams – 1500 grams	₹ 380
1501 grams – 2000 grams	₹ 480
2001 grams to 2500 grams	₹ 580
2501 grams - 3000 grams	₹ 650
3001 grams -3500 grams	₹ 740
3501 grams – 4000 grams	₹ 820
4001 grams – 4500 grams	₹ 910
4501 grams – 5000 grams	₹ 990



BUILT-IN PRODUCT FEATURES

- Guaranteed D+1 delivery

Highest priority in:

- Booking
- Processing
- Transmission
- Delivery
- OTP-based delivery (mandatory)
- SMS alerts at every stage

ADDITIONAL SERVICES

(On payment basis)

- Registration
- Insurance
- e-POD

FOR BULK CUSTOMERS (BNPL)

- Credit facility
- Free pickup
- Volume-based discounts
- National Account billing
- API integration & real-time data



BOOKING – DUTIES OF COUNTER PA

- Verify contents orally
- Ensure no prohibited items
- Capture:
 - Content declaration
 - Declared value
 - Volumetric dimensions
- Bulk customers, both content declaration & declared value of contents shall be mandatory
- Ensure **complete sender & addressee address**

- Mobile number mandatory (sender & addressee)
- OTP verification mandatory for retail bookings
- Undertaking pop-up to confirm:
- No restricted/prohibited items
- Incorrect / incomplete address → Booking not allowed
- Ensure bulk customers submit soft booking data that matches the address on each consignment.



PACKAGING & LABELING

- Use 24 Speed Post Parcel / Document branded flyer

If oversized:

- Paste branded sticker (A5)
- Use branded BOPP tape
- Separate priority crate near counter
- Barcode & product name printed in bold capital letters

BARCODE MANAGEMENT

- Dedicated barcode series for NDD:
- NP0000001XIN to NP9000000XIN
- Used only for 24 Speed Post Parcel / Document
- Auto-generated & physical barcodes
- Proper barcode usage is mandatory



BARCODE MANAGEMENT



- Dedicated barcode series allocated exclusively for 24 Speed Post Parcel (Next Day Delivery)
- • Barcode range: **NP00000001XIN** to **NP90000000XIN**. • Total barcodes allocated: 9 crore
- Barcodes must not be used for any other Speed Post or Parcel product

Category: System Auto-Generated Barcodes - Backend System (40%) in APT 2.0

- • Total barcodes: 3.6 crore
- • Barcode series: **NP00000001XIN** to **NP36000000XIN**

Category: Retail Bookings and Contractual Customers (30% each)

- • Total barcodes: 2.7 Crore in each category, • Allocation: 45 lakh per circle (6 circles)

Karnataka Circle- Barcode Series:

- • For Retail Bookings: **NP45000001XIN** – **NP49500000XIN**
- • For Contractual Customers: **NP72000001XIN** – **NP76500000XIN**



BAGGING PATTERN (ORIGIN)

- Separate bags city-wise
- Use red 24 Speed Post Parcel / Document branded bags
- System-generated bag labels (ENP series)
- Bags to reach Origin APTMO by 6 PM



TAPE DESIGN



STICKER DESIGN (A5)



BRANDED BAGS
(RED COLOUR)

● PROCESSING AT ORIGIN APTMO

- Separate sorting area
- City-wise priority sorting
- Connect bags to identified night flights

Hand over to airline cargo:

- At least 3 hours before departure
- Track loading through system alerts

● DESTINATION HUB PROCESSING

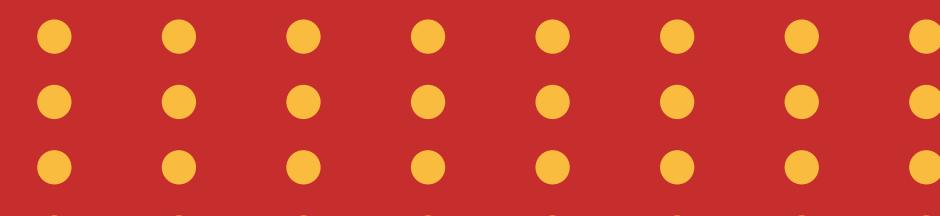
- Bags collected within 2 hours of flight arrival
- Immediate handover to Parcel Hub
- Priority sorting Delivery PO-wise
- Bags connected to morning MMS schedule
- Late arrivals processed for same-day delivery



● AIRLINE OFFLOADING – KEY POINTS

Offloading due to:

- Prohibited / dangerous items
- Bag handed back to Origin APTMO
- Dispatch cancelled in system
- X-ray screening & removal of prohibited parcel
- Remaining parcels re-dispatched by next flight





DELIVERY PROCEDURE

- Bags opened on top priority
- Separate delivery manifest issued
- OTP-based delivery compulsory

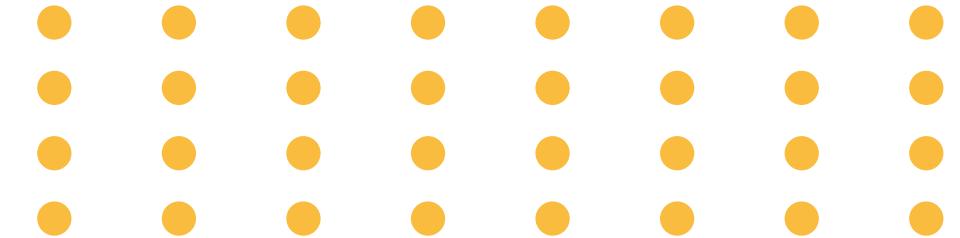
Delivery staff:

- Call addressee
- Update status on IMA at doorstep
- Second delivery / Sunday delivery if required



ROLE OF SUPERVISORS

- Strict monitoring of timelines
- Immediate corrective action in exigencies
- Ensure D+1 delivery without excuses
- Coordination with MMS, APTMO & delivery staff



Sl No.	Office	Employee category	(in ₹)	(in ₹)	parcel (in ₹)
1	Booking Office	Booking PA (Retail)	5		5
2		Booking PA(Bulk)	2		2
3		Dispatch PA (Back Office)	1		1
4		Supervisor (Booking Office)	0.5		0.5
5		Dispatch MTS		5	0.5
6	Delivery Office	Supervisor	0.5		0.5
7		Delivery PA	1		1
8		Delivery Postman	6		6

INCENTIVE STRUCTURE





COMPENSATION POLICY



Delay beyond D+1

- Full postage refund

Loss / damage / pilferage

- Double the Speed Post charges paid or ₹1,000, whichever is less

Claim filing:

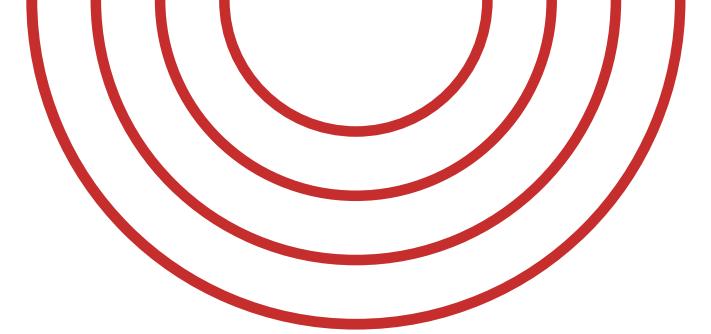
- Online / Offline
- Within prescribed time limits
- Claims settled within 7 working days
- The concerned appellate authority decide the appeal within 15 days of its filing.

Time limits:

- Delay/Damage/Pilferage – Claim filing within 7 working days from date of delivery
- Loss – Undelivered within 7 working days from expected (committed) delivery date.

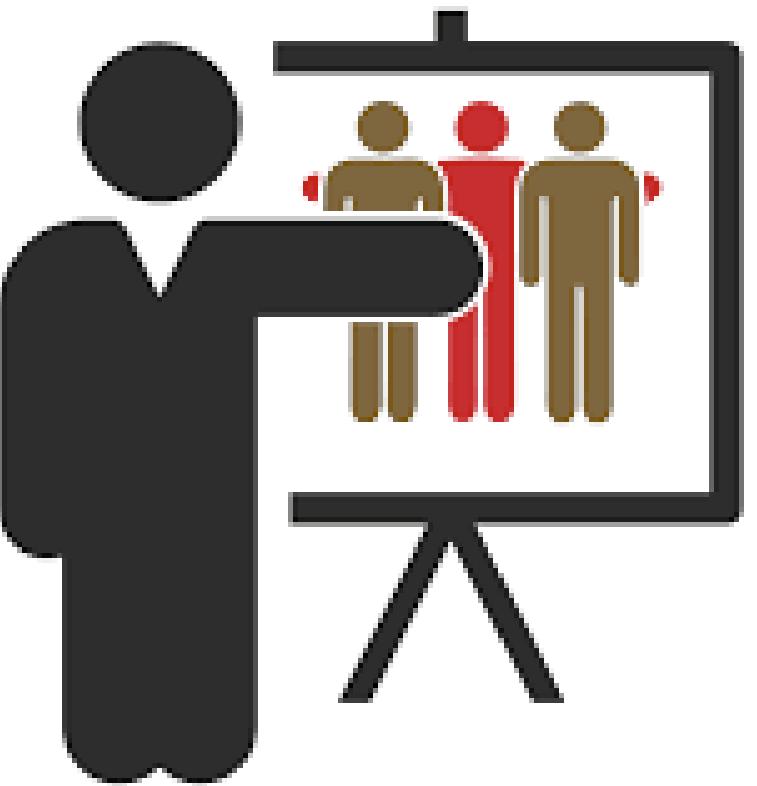
Exclusions from Compensation

- Incorrect or incomplete address
- Customer not available
- Force majeure events
- Booking after cut-off time
- Prohibited or falsely declared contents



SUMMARY & TAKEAWAYS

- 24 Speed Post Parcel = Premium, time-bound service
- Every stage is time critical
- One mistake can lead to compensation
- Teamwork & discipline ensure success



THANK YOU

