



# CUSTOMER SERVICE SOP



**SEKO**

The purpose of this document is to provide clear instructions on when and how to lodge a query to the SEKO CX team.

CX queries are required for freight that is deemed to be in the possession of SEKO and need to be sent to:

[cx@sekologistics.com](mailto:cx@sekologistics.com)



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## 1. Raising A Query

### **General Instructions**

The main focus of our CX is to provide the best service to every client. Emails to our CX team are referred to as tickets. When emailing (raising a ticket with) our CX team please ensure:

- One parcel only per ticket.
- One ticket only per parcel. Please ensure that several of your agents do not raise a ticket for the same parcel.
- Your customers do not contact Seko directly. If a customer contacts Seko directly we will redirect them to the retailer.
- IT related queries are to be sent to support at support@omniparcel.com (see pg. 5 for details).

If many parcels have been identified as delayed, missing, or damaged (for example, due to offload, the damage of freight during handover with the airline, or a carrier delay, etc.), a **delay alert** will be sent to each client. This alert will inform them of the reason for the delay and which customer parcels have been affected. This ensures that each of our clients can proactively advise their customer of the delay.

### **Service Level Agreements (SLAs)**

CX queries are checked on a daily basis:

- First response to queries will be provided within 4 business hours, a further update will be provided within 72 hours and continual updates will be provided as received.

### **Major Reasons Why Tickets Are Lodged**

- Update on orders (delays / missing parcels).
- Delivery dispute (parcel delivered but the customer indicates not received).
- Request to change an address.
- Request to stop / RTS a parcel.

## **Email Subject Requirements**

Email subject should read as below:

**[Issue/Service] – Tracking Number [XXX1234567]– ORIGIN to DESTINATION Country**

For example:

- Update request XXX1234567 - AU to NZ
- Delivery dispute XXX1234567 - AU to US
- RTS request XXX1234567 - AU domestic
- Change of address request XXX1234567 - AU to NZ
- Domestic Express - 13513XXXXX - POD request
- RETURN XXX1234567 - Update request

## **Levels on Escalation**

### **1. First Level**

All queries to be sent to [cx@sekologistics.com](mailto:cx@sekologistics.com)

### **2. Second Level**

For any queries that have been sent to the above email address but have not been actioned to the level expected (ticket open for more than 14 days, final resolution not satisfactory), escalations should be sent through to the CX Manager: Pascaline Bizien ([Pascaline.Bizien@sekologistics.com](mailto:Pascaline.Bizien@sekologistics.com)).

### **3. Final Level**

Any escalations that have not been resolved using the above methods should be sent through to your SEKO Account Manager.

## 2. IT Support

Information on how to use OmniParcel and common troubleshooting tips can be found in our knowledge base which can be accessed using your OmniParcel username and password at:

<https://helpdesk.omniparcel.com/>

For all IT based OmniParcel issues please email [support@omniparcel.com](mailto:support@omniparcel.com).

IT Support tickets are classified into 3 categories:

- **Severity 1:** The most critical tickets in Support. Resolution is provided within 4 hours.
- **Severity 2:** The second highest category in support. Resolution is provided within 24 hours. If the resolution time exceeds this, the ticket will be reclassified as Severity 1.
- **Severity 3:** These tickets are general tickets with lower priority and will be resolved within 3 working days.

The subject line should read:

**[Severity] – [Issue]**

For example:

Severity 3 – Manifest Not Received

Severity 2 – Testing Not Working

Severity 1 – Omni Parcel Not Working

The body of the email will then contain a description of the issue and any relevant information or details.

### 3. Claims Process

In the event of an item being declared Lost In Transit (L.I.T.) [14 days from ticket being raised to the CX team] the following process must be followed to ensure your claim is processed correctly.

1. Complete the SEKO claim file.
2. Provide the applicable required documentation:
  - a. A copy of the cost price commercial invoice of the item.
  - b. Email correspondence of the L.I.T. item between you (client) and your end customer or DONR filled and signed by the end customer.
  - c. Any photographic evidence in the case of alleged damage.

Please note, this is not a guarantee of compensation. Further internal investigations will be conducted, and you will be notified via email of the outcome of your claim.

- Successful claims will be credited against your SEKO account.
- Claims lodged 45 days or more after the parcel was manifested to Seko will not be accepted.