



BUNIYAD BUSINESS KI  
DRIVING PARTNERSHIP EXCELLENCE

Launcher

Search



HUD



TeamViewer



StageNow



POD2print



Safexpress Green App



Safexpress Booking



SAFEDROP

PROPEL-I

&

SAFEDROP

# BOOKING PROCESS

INITIATING A  
BOOKING PROCESS  
THROUGH  
PROPEL-I

WAYBILL  
GENERATION

MANIFEST  
CREATION

STICKERING  
NORMS

# PROCESS TO **GENERATE WAYBILL THROUGH PROPEL-i**

## STEP 1: NOTIFICATIONS ON BOOKING DEVICE & DASHBOARD

- Once a pickup is assigned, a pop-up notification of the pickup request will appear on the **Booking Device** of the concerned **Booking Associate** and on the **Dashboard** for **ARM gateway**



## STEP 2: VIEW MORE DETAILS

- Navigate to **See More Details** to initiate the pickup request and access additional information



## STEP 3: PRE-BOOKING DETAILS

- Open the **Pre-Booking** window to review all relevant details, including the pickup address, for accurate planning and execution



## STEP 4: INITIATE PICKUP

- Click on the **'Pickup'** tab to start the booking process

## STEP 5: COMPLETE PICKUP PROCESS

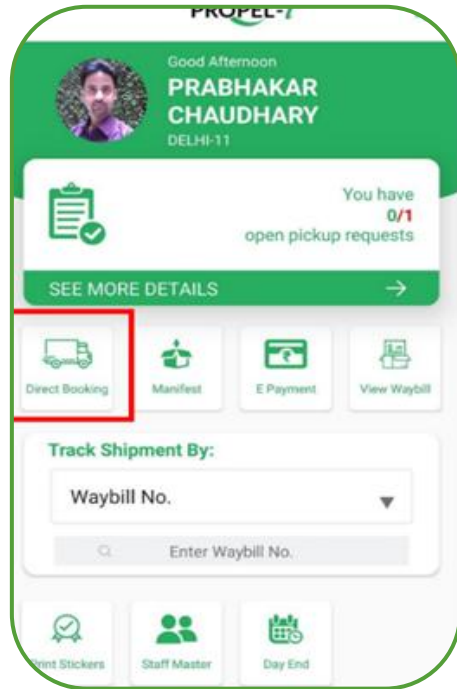
- Ensure all required details are entered accurately during the booking process, keeping the following points in mind
    - Number of packages
    - Actual weight
    - Actual dimension
    - Consignor & Consignee GST
  - For personal booking
    - Complete KYC
    - Actual weight
    - Actual dimension
    - Contact numbers
- Freight will be calculated automatically



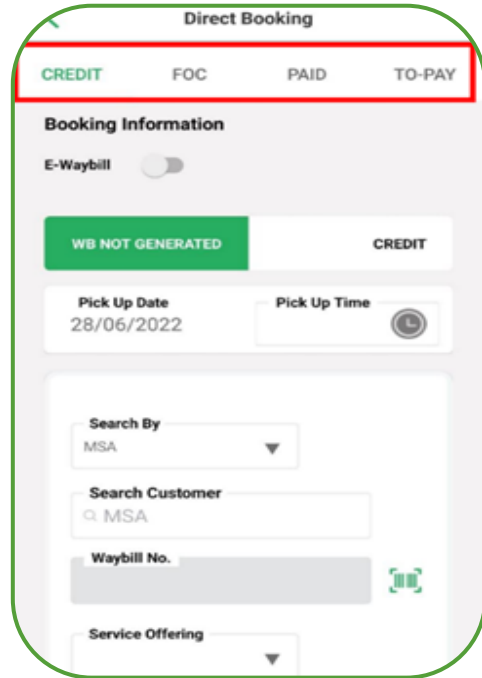
## STEP 6: GENERATE WAYBILL

- The system will auto-populate all required information and generate the waybill upon completing the process

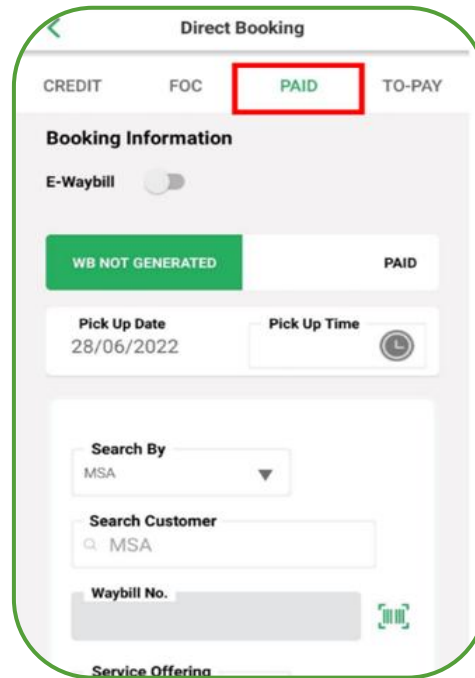
# INITIATING BOOKING PROCESS



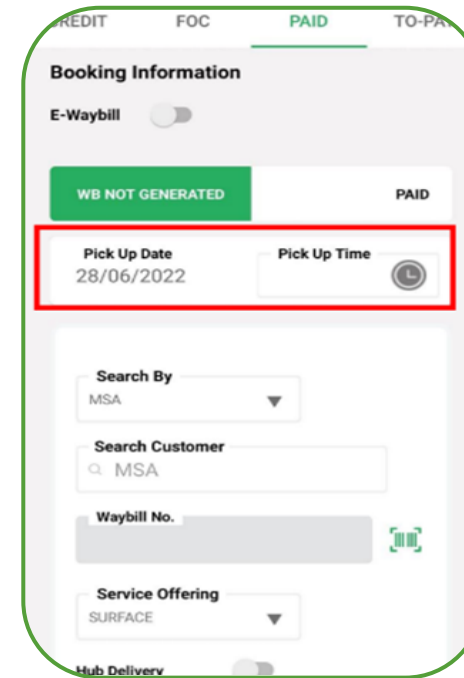
STEP 1: GO TO DIRECT BOOKING ON THE DEVICE.



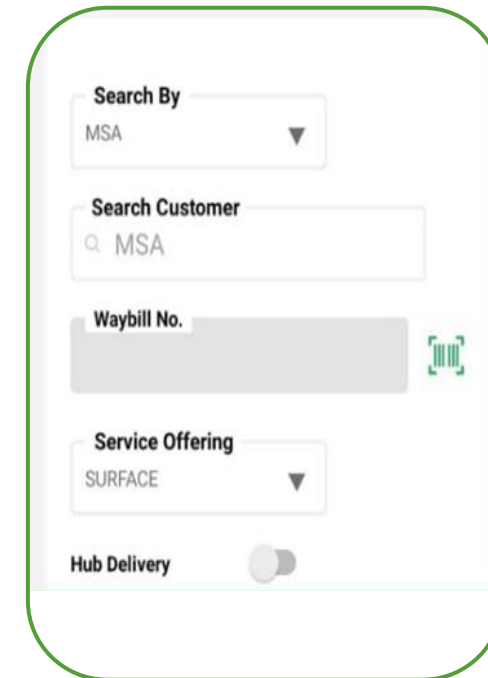
STEP 2: SELECT CREDIT OR RETAIL (PAID/TO PAY)



STEP 3: ENABLE & SCAN E-WAYBILL (MANDATORY IF OVER ₹50K) TO AUTO-FILL DETAILS.



STEP 4: CHOOSE PICKUP DATE & TIME, THEN PROCEED.



STEP 5: SEARCH BY MSA OR CUSTOMER NAME TO FETCH CODES.

# INITIATING BOOKING PROCESS

Search By  
MSA

Search Customer  
MSA

Waybill No.

Service Offering  
SURFACE

SURFACE

EXPRESS+

STEP 6: SELECT SERVICE OFFERING – SURFACE OR AIR AS PER NEED.

MSA

Waybill No.

Service Offering  
SURFACE

Hub Delivery

Destination Pincode  
110037

STEP 7: ENTER DESTINATION PIN CODE – SYSTEM AUTO-CHECKS SCHEDULE/SAFEXTENSION.

Consignor

EXISTING ADD NEW

Select Consignor

SEARCH CONSIGNOR

PRABHAKAR CHAUDHARY

Address: NH 8, MAHIPALPUR

Pincode: 110037

GSTIN:

STEP 8: ADD CONSIGNOR – SELECT 'EXISTING' OR 'ADD NEW' WITH FULL KYC.

Consignee

EXISTING ADD NEW

Select Consignee

Search Consignee

PRABHAKAR CHAUDHARY

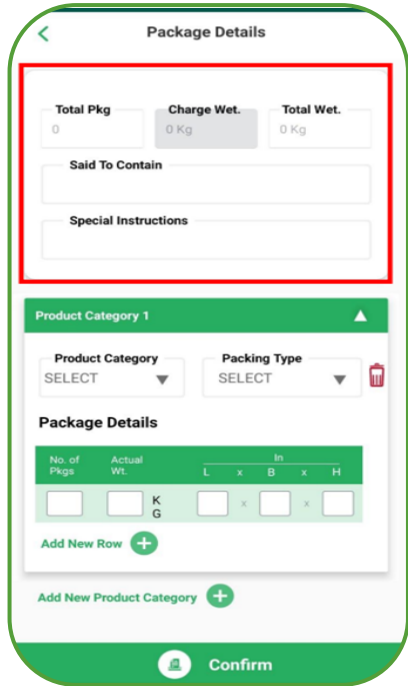
Address: NH8MAHIPALPUR

Pincode: 110037

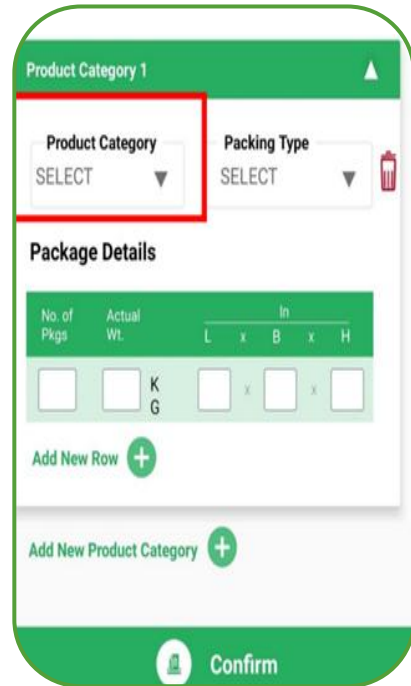
GSTIN:

STEP 9: ENTER CONSIGNEE DETAILS – ENSURE ACCURACY FOR SUCCESSFUL DELIVERY.

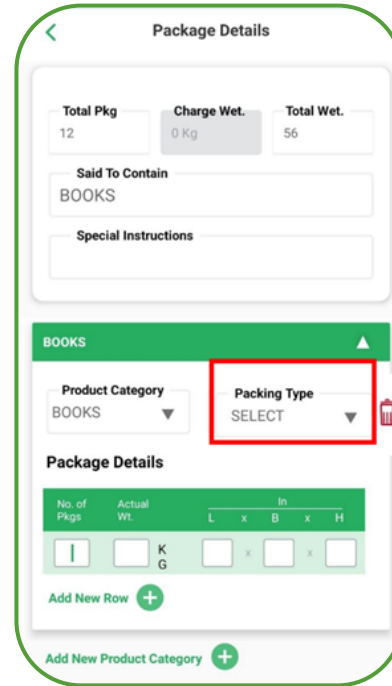
# ENTER PACKAGE DETAILS



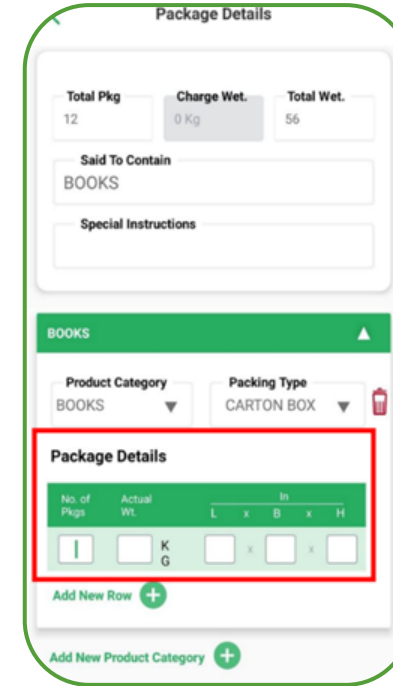
STEP 1: ENTER PACKAGES, WEIGHT, 'SAID TO CONTAIN', AND ANY SPECIAL INSTRUCTIONS.



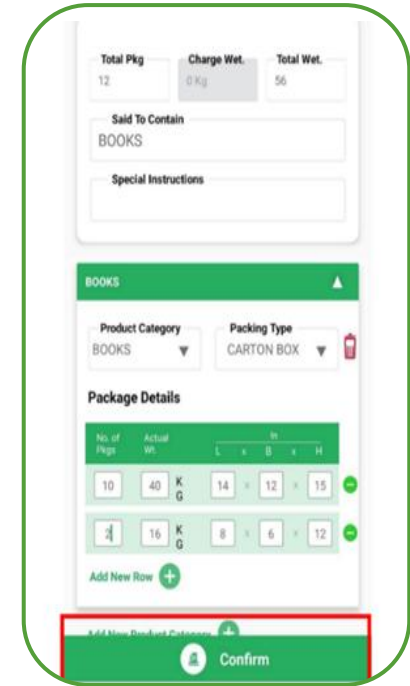
STEP 2: ADD PRODUCT NAME – SYSTEM AUTO-SELECTS CATEGORY.



STEP 3: CHOOSE PACKING TYPE – BOX, BAG, BALE, ETC.

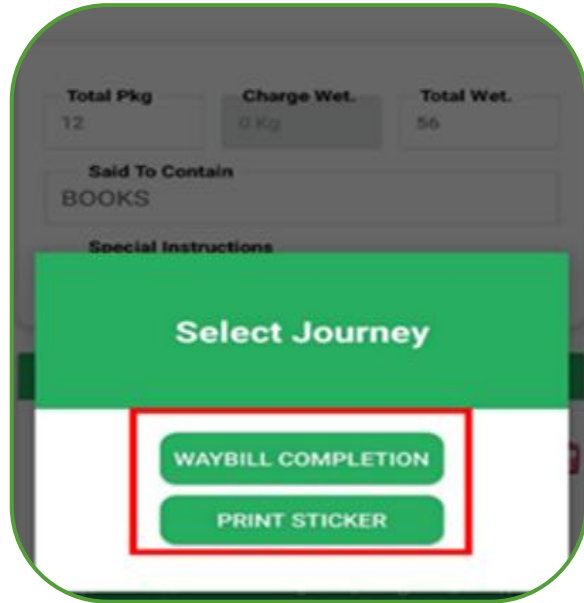


STEP 4: FILL DIMENSIONS – USE 'ADD NEW ROW' FOR DIFFERENT SIZES.

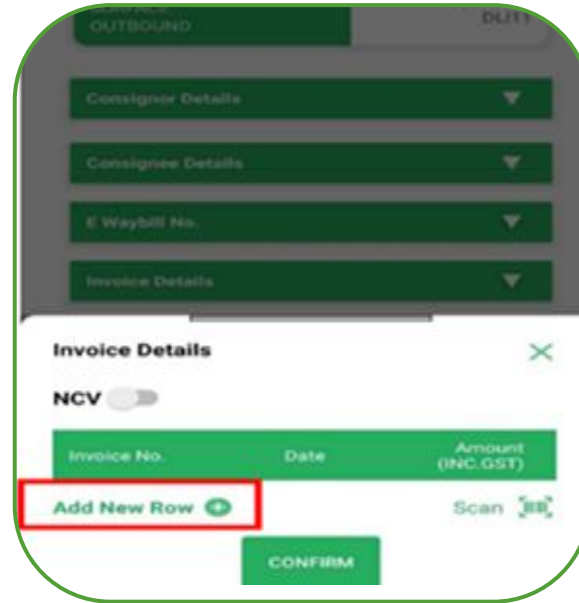


STEP 5: CONFIRM ALL DETAILS AND PROCEED.

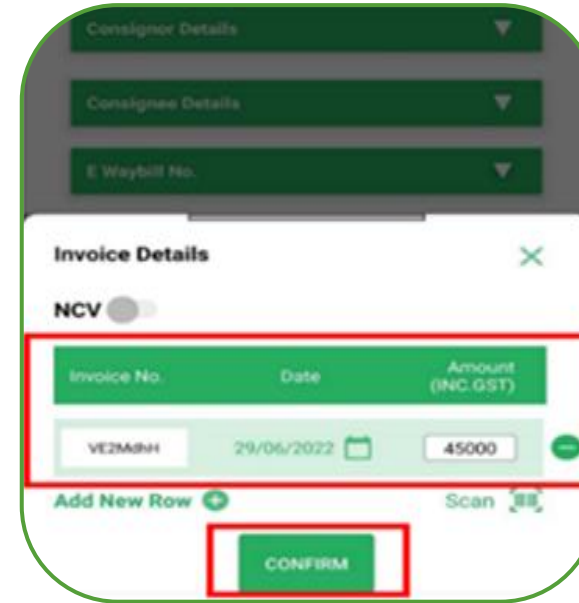
# WAYBILL & STICKER PRINT



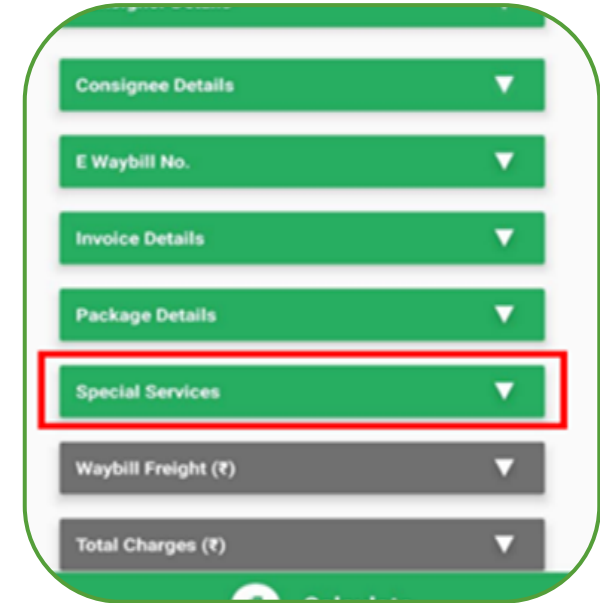
WAYBILL & STICKER – CLICK ‘WAYBILL COMPLETION’ TO GENERATE WAYBILL AND PRINT STICKER.



INVOICE DETAILS – USE ‘ADD NEW ROW’ TO ENTER INVOICE OR ENABLE NCV WITH DECLARATION.

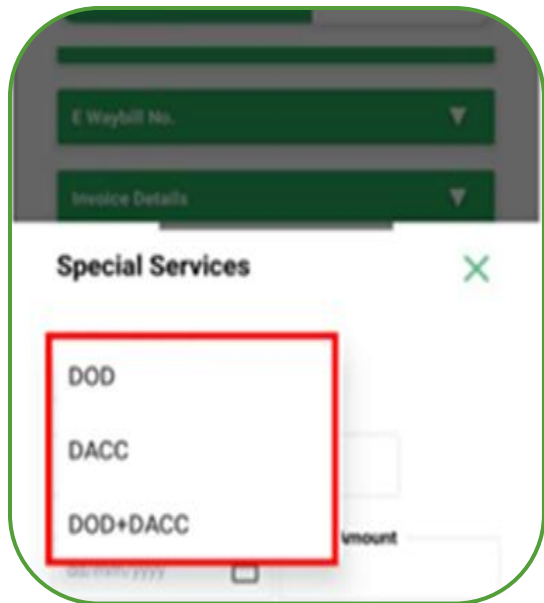


INVOICE CONFIRMATION – POP-UP CONFIRMS SUCCESSFUL INVOICE UPDATE.

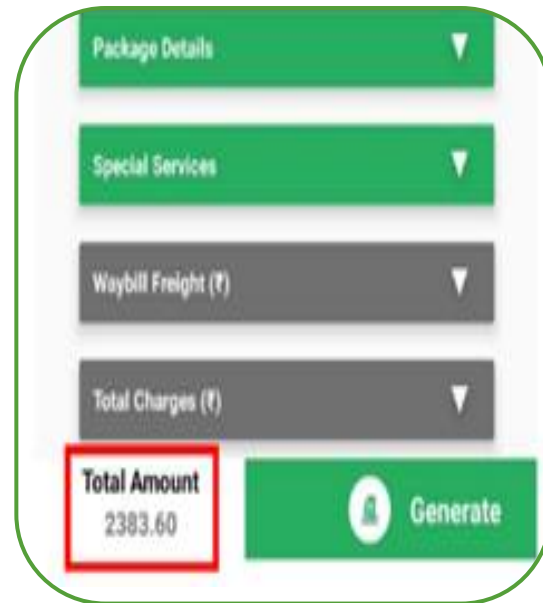


SPECIAL SERVICES – SELECT DOD, DACC, OR BOTH UNDER ‘SPECIAL SERVICES’.

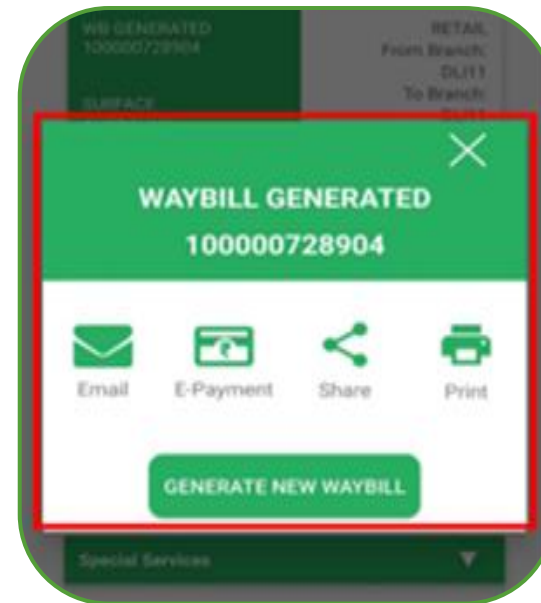
# WAYBILL & STICKER PRINT



**SPECIAL SERVICE:** FILL DOD TYPE, NAME, DATE, AND AMOUNT.

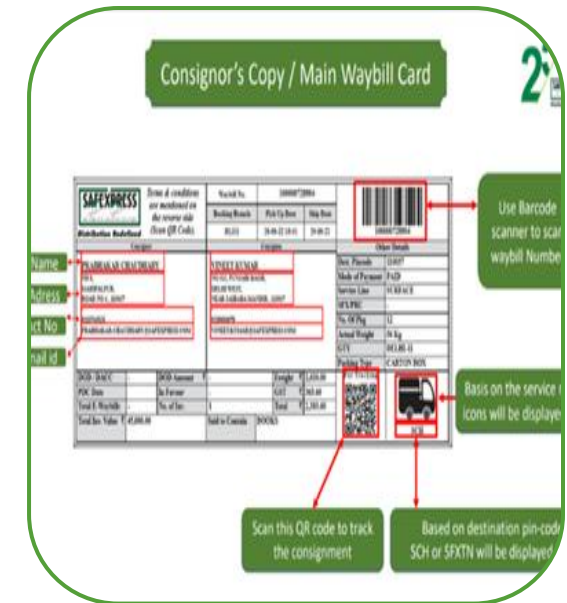


**CALCULATE:** CLICK TO VIEW TOTAL PAYABLE.



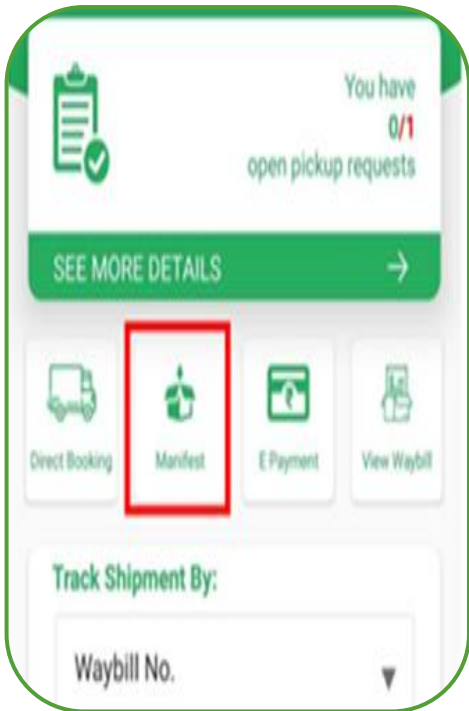
**GENERATE WAYBILL:** CLICK 'GENERATE' IF CONFIRMED; USE 'NEW WAYBILL' OR 'PRINT'.

EMAIL/SHARE: ONLY EMAIL ACTIVE; E-PAYMENT/WHATSAPP NOT LIVE.

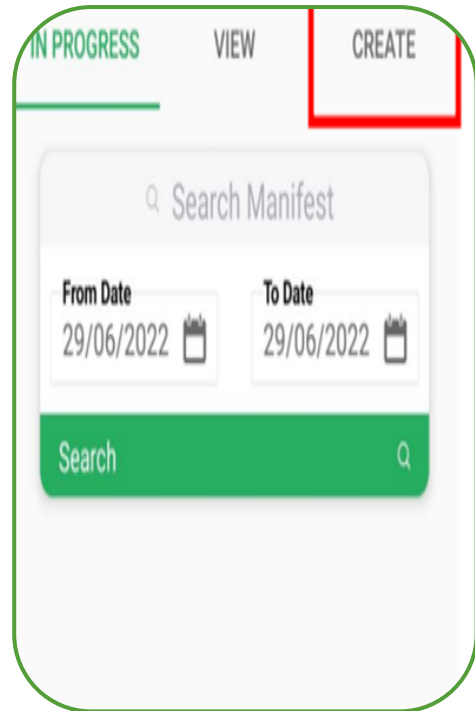


**PRINT COPIES:** RETAIL – 3 COPIES; CREDIT – 2 COPIES.

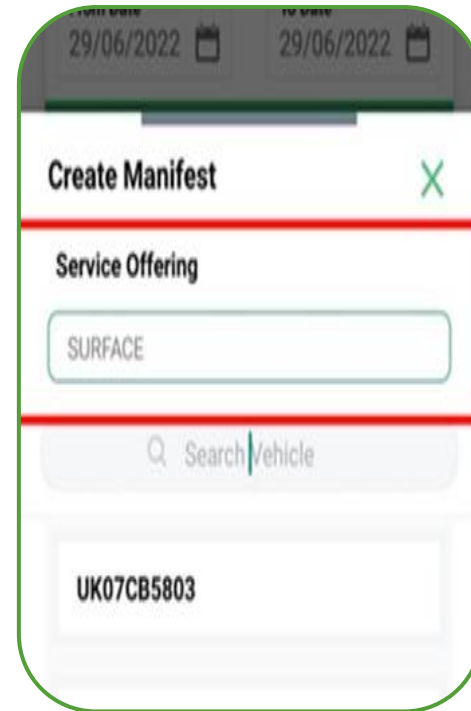
# MANIFEST CREATION



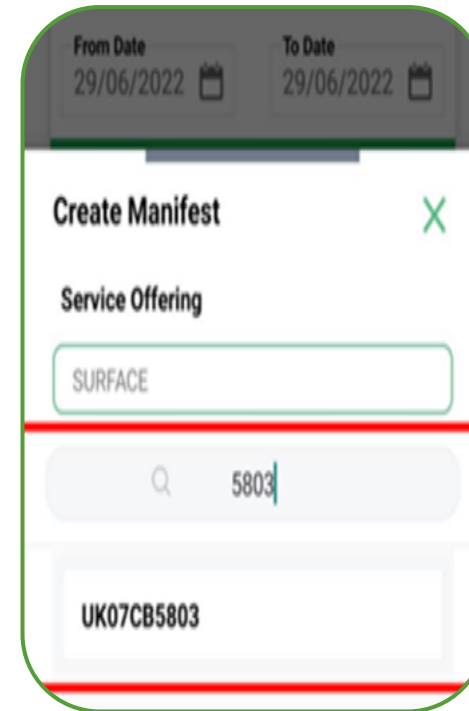
MANIFEST: CLICK 'CREATE' ONLY DURING FIRST PICKUP.



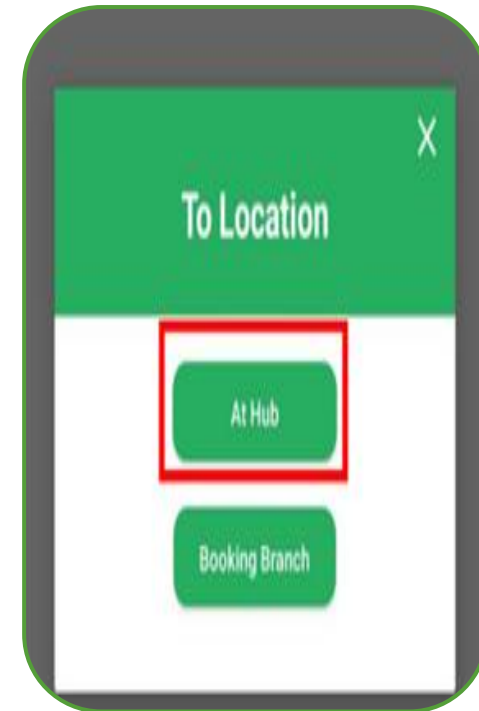
ONE PER VEHICLE: ONE MANIFEST PER VEHICLE, EVEN WITH MULTIPLE PICKUPS



SERVICE OFFERING: SELECT AIR, SURFACE, OR BOTH

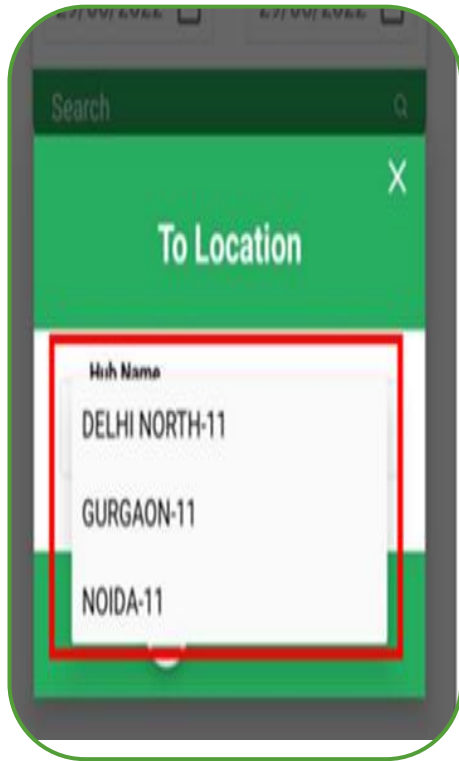


VEHICLE NUMBER: ENTER DISPATCH VEHICLE NUMBER.



TO LOCATION: CHOOSE AT HUB OR BOOKING BRANCH.

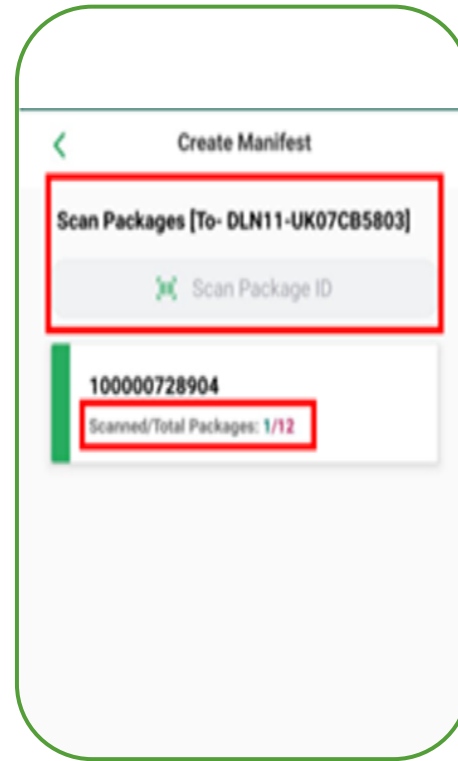
# MANIFEST CREATION



LOCATION: ENTER EXACT HUB/BRANCH NAME IN POP-UP.



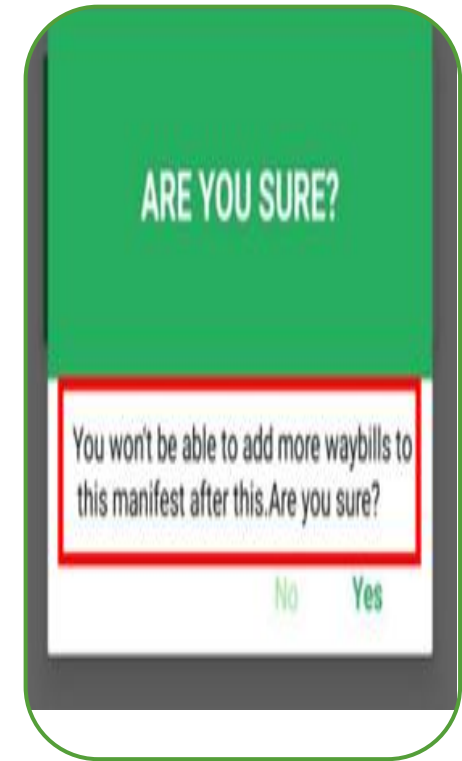
CONFIRM: CLICK 'YES' TO PROCEED.



SCAN: SCAN CONSIGNMENTS WHILE LOADING; CLICK 'SUBMIT'.

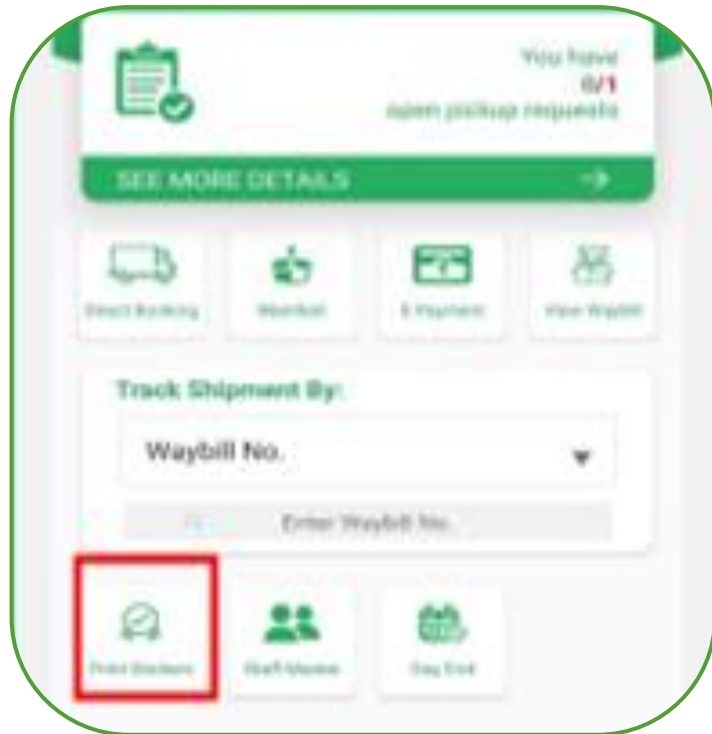


FINAL CONFIRMATION: CLICK 'YES' TO COMPLETE MANIFEST.

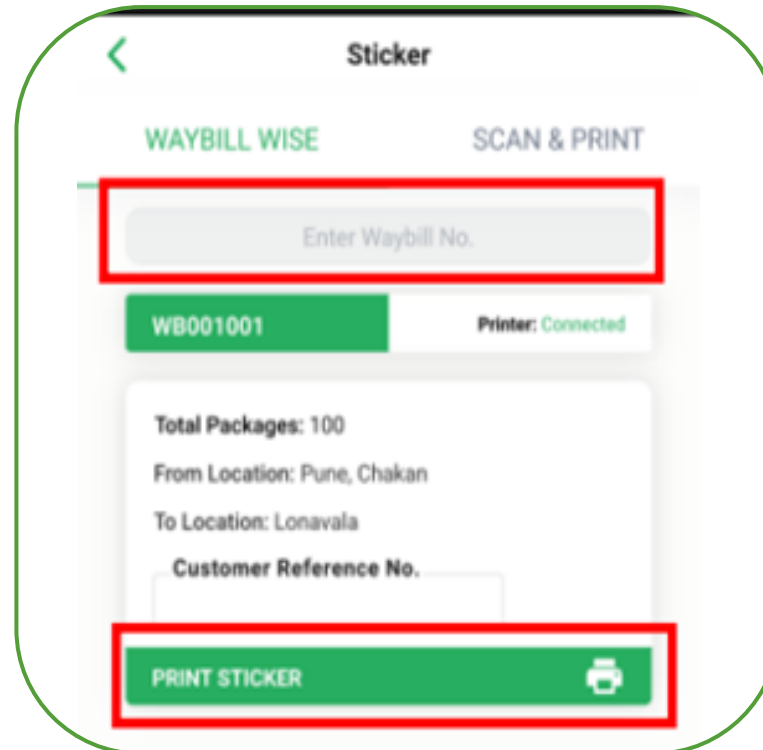


IN PROGRESS: VIEW OR EDIT MANIFESTS UNDER 'IN PROGRESS'.

# STICKERING



STICKER PRINTING: CLICK ON THE PRINT STICKER OPTION.



WAYBILL: ENTER WAYBILL NUMBER AND SELECT PRINT



CONFIRM: ENSURE ZEBRA ZQ120 IS CONNECTED; CONFIRM POP-UP TO PRINT.

# SAME-DAY PICK-UP POLICY



**Distribution Redefined**

## PICK-UP REQUEST & TOKEN GENERATION

1. REQUESTS RECEIVED VIA: **WEBSITE, TOLL-FREE, WHATSAPP, CHATBOX, DIGI SPACE, CUSTOMER PORTAL, PROJECTS, DIRECT MAILS(FROM PICKUP DESK)**
2. **TOKEN AUTO-GENERATED** UPON REQUEST SUBMISSION.

## AUTO NOTIFICATION & ASSIGNMENT

1. **AUTOMATED MAILS** SENT VIA *CO.PICKUP@SAFEXPRESS.COM* THROUGH **PROPEL-I SYSTEM** BASED ON PIN-CODE MAPPING.
2. **SMS + IN-DEVICE NOTIFICATION** SENT TO CONCERNED BOOKING ASSOCIATES.

## LEAD CLOSURE BY BOOKING ASSOCIATES

1. ASSOCIATES **COORDINATE DIRECTLY** WITH CUSTOMERS.
2. **BOOKING MUST BE DONE** VIA “**INITIATE PICK-UP THROUGH PROPEL I**” OPTION.

## STATUS UPDATE & COMMUNICATION

1. STATUS GETS **AUTO-UPDATED** IN **PROPEL-I** WHEN PROCESS IS FOLLOWED CORRECTLY.
2. **AUTO EMAIL SENT TO REQUESTER** ONLY IF BOOKING IS DONE THROUGH PROPER PROCESS.

## REGIONAL SUPPORT

1. DEDICATED TEAM MEMBERS ARE ASSIGNED REGION-WISE.
2. CONTACT YOUR RESPECTIVE SPOC FOR ANY **QUERIES OR SUPPORT**.

PICK-UP MANAGEMENT DESK ALIGNMENT

REGION	CONTACT	ESCALATION	FINAL ESCALATION
ANDHRA PRADESH - TELANGANA/MAHARASHTRA - GOA,PUNJAB - CHANDIGARH,JK - HP - LADAKH	ARUN KUMAR	RINKU SAHA	<a href="mailto:NAVEEN.KHURANA@SAFEXPRESS.COM">NAVEEN.KHURANA@SAFEXPRESS.COM</a>
	8920355896	7982815413	
	<a href="mailto:arun.kumar27@safexpress.com">arun.kumar27@safexpress.com</a>	<a href="mailto:RINKU.SAHA@SAFEXPRESS.COM">RINKU.SAHA@SAFEXPRESS.COM</a>	
KARNATAKA / MADHYA PRADESH - CHHATTISGARH /TAMILNADU - PUDUCHERRY / WEST BENGAL - SIKKIM	DEVESH TIWARI	RINKU SAHA	<a href="mailto:NAVEEN.KHURANA@SAFEXPRESS.COM">NAVEEN.KHURANA@SAFEXPRESS.COM</a>
	9319985205	7982815413	
	<a href="mailto:devesh.tiwari@safexpress.com">devesh.tiwari@safexpress.com</a>	<a href="mailto:RINKU.SAHA@SAFEXPRESS.COM">RINKU.SAHA@SAFEXPRESS.COM</a>	
DELHI/UTTARAKHAND/KERALA /RAJASTHAN	ISHIKA KANOJIA	RINKU SAHA	<a href="mailto:NAVEEN.KHURANA@SAFEXPRESS.COM">NAVEEN.KHURANA@SAFEXPRESS.COM</a>
	8287078249	7982815413	
	<a href="mailto:ishika.kanojia@safexpress.com">ishika.kanojia@safexpress.com</a>	<a href="mailto:RINKU.SAHA@SAFEXPRESS.COM">RINKU.SAHA@SAFEXPRESS.COM</a>	
BIHAR - JHARKHAND - ORISSA/GUJARAT/NORTH-EAST/MUMBAI	SAM PRAKASH VISHWAS	RINKU SAHA	<a href="mailto:NAVEEN.KHURANA@SAFEXPRESS.COM">NAVEEN.KHURANA@SAFEXPRESS.COM</a>
	9625311817	7982815413	
	<a href="mailto:samprakash.vishwas@safexpress.com">samprakash.vishwas@safexpress.com</a>	<a href="mailto:RINKU.SAHA@SAFEXPRESS.COM">RINKU.SAHA@SAFEXPRESS.COM</a>	
UTTAR PRADESH	SUMAN ROY	RINKU SAHA	<a href="mailto:NAVEEN.KHURANA@SAFEXPRESS.COM">NAVEEN.KHURANA@SAFEXPRESS.COM</a>
	9999838597	7982815413	
	<a href="mailto:suman.roy@safexpress.com">suman.roy@safexpress.com</a>	<a href="mailto:RINKU.SAHA@SAFEXPRESS.COM">RINKU.SAHA@SAFEXPRESS.COM</a>	
HARYANA	SONU SHARMA	RINKU SAHA	<a href="mailto:NAVEEN.KHURANA@SAFEXPRESS.COM">NAVEEN.KHURANA@SAFEXPRESS.COM</a>
	9266412892	7982815413	
	<a href="mailto:sonu.sharma6@safexpress.com">sonu.sharma6@safexpress.com</a>	<a href="mailto:RINKU.SAHA@SAFEXPRESS.COM">RINKU.SAHA@SAFEXPRESS.COM</a>	
C2C	SAHIL SINGH	RINKU SAHA	<a href="mailto:NAVEEN.KHURANA@SAFEXPRESS.COM">NAVEEN.KHURANA@SAFEXPRESS.COM</a>
	9315362425	7982815413	
	<a href="mailto:sahil.singh3@safexpress.com">sahil.singh3@safexpress.com</a>	<a href="mailto:RINKU.SAHA@SAFEXPRESS.COM">RINKU.SAHA@SAFEXPRESS.COM</a>	



# SAFEDROP

# DRIVER KYC & SAFEDROP ACTIVATION OVERVIEW

SUBMIT THE FOLLOWING DOCUMENTS TO START SAFEDROP SETUP:

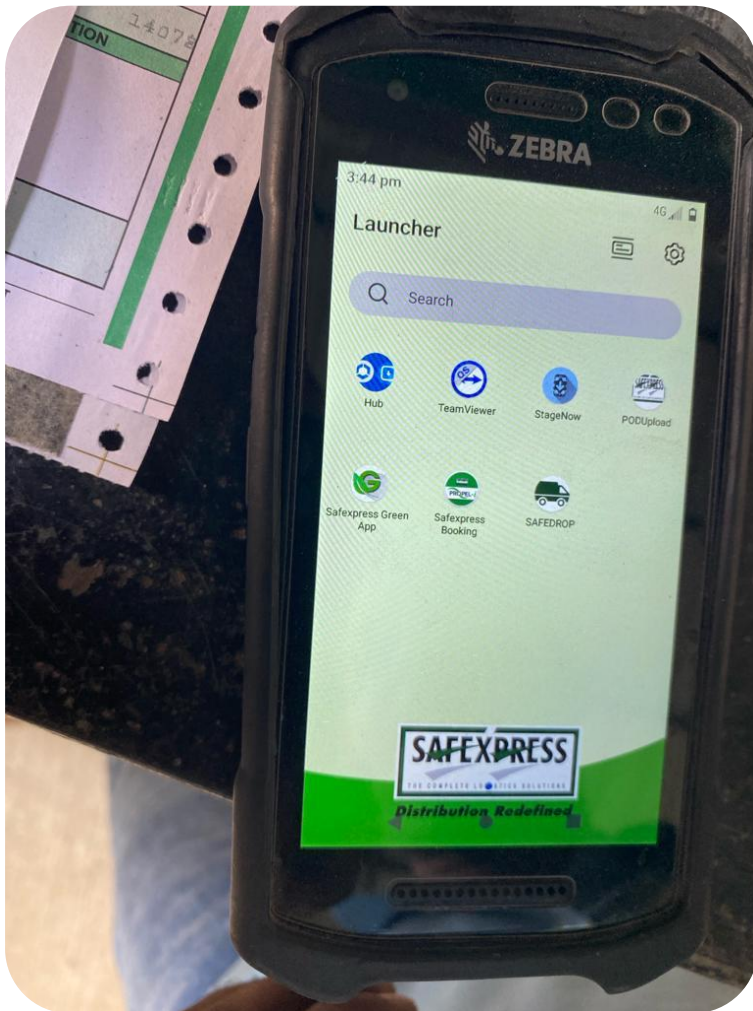
1. FULL NAME
2. MOBILE NUMBER (LINKED WITH AADHAAR)
3. EMAIL ID
4. DATE OF BIRTH
5. CLEAR COPY OF AADHAAR (FRONT & BACK)

ONCE SUBMITTED

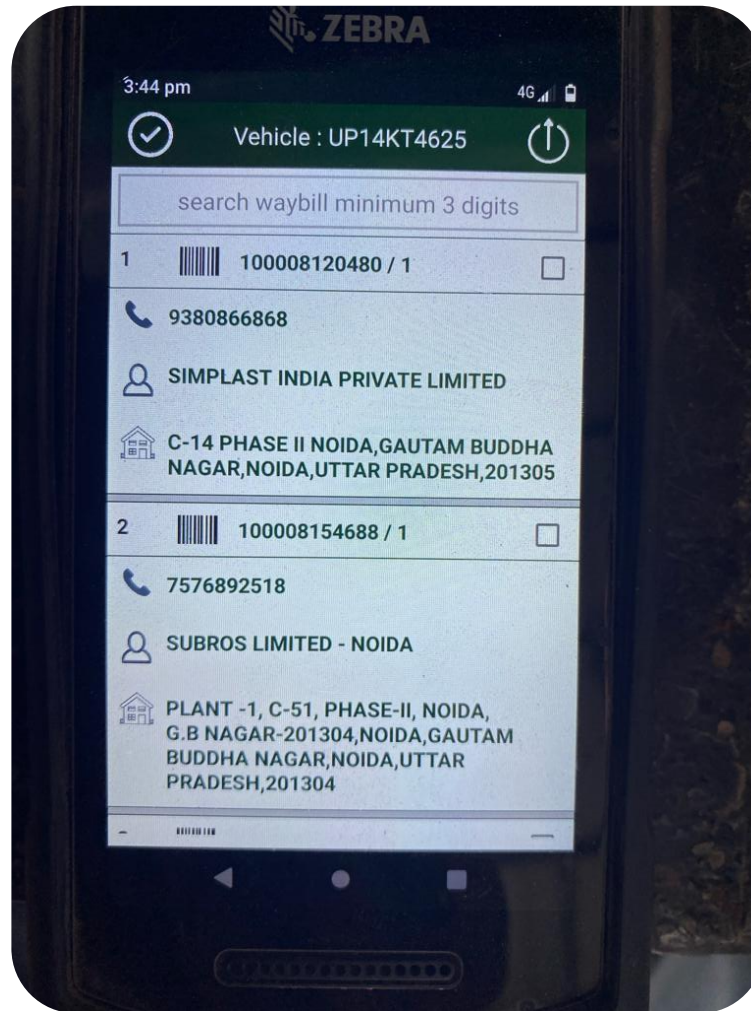
1. WITHIN 7–10 DAYS, THE DRIVER RECEIVES AN E-KYC LINK FROM AIRTEL.
2. UPON COMPLETING E-KYC, THE DRIVER GETS AN SMS CONFIRMATION.
3. IN 24–48 HRS, BACKEND VERIFIES THE DETAILS.
4. IF VERIFIED, SIM ACTIVATION SMS IS SENT
5. DEVICE IS DISPATCHED TO THE GATEWAY WITHIN A WEEK.

# USING SAFEDROP

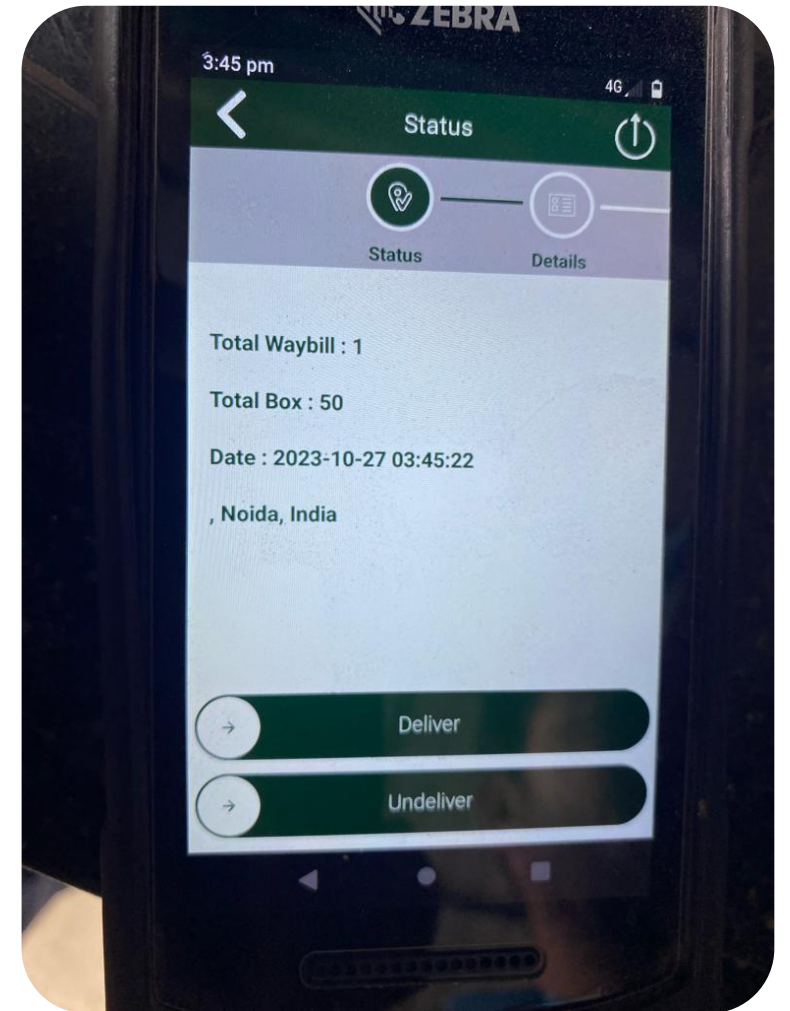
LAUNCHING SAFEDROP ON SCANNER



VEHICLE AND WAYBILL DETAILS

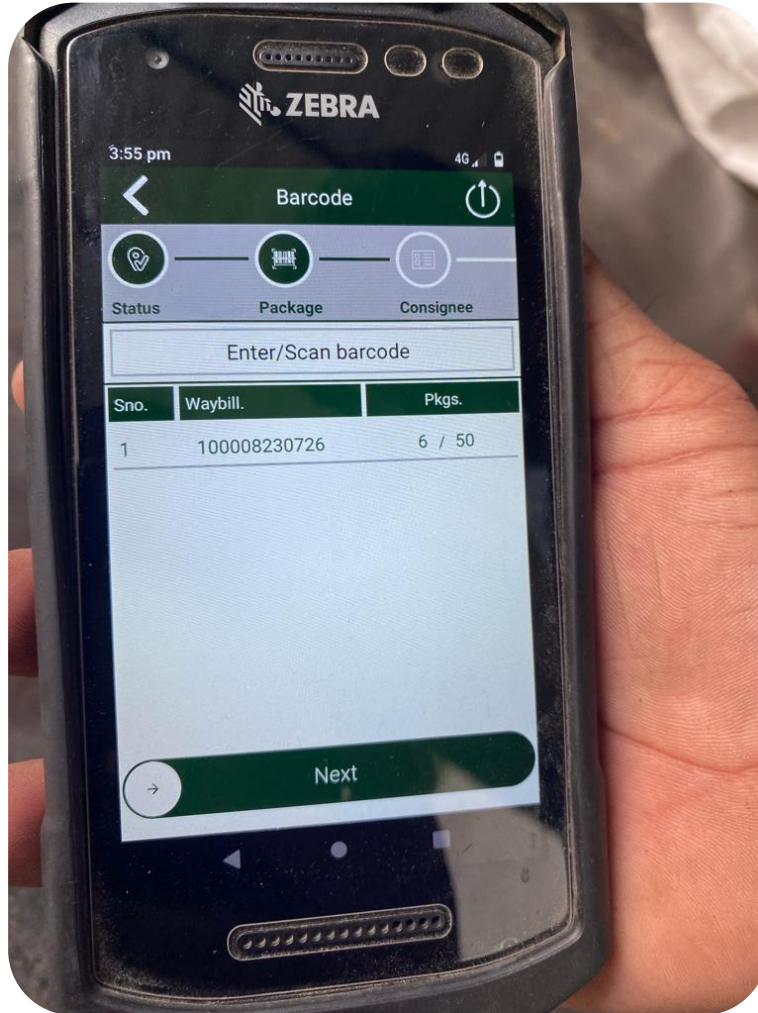


WAYBILL DELIVERY SELECTION

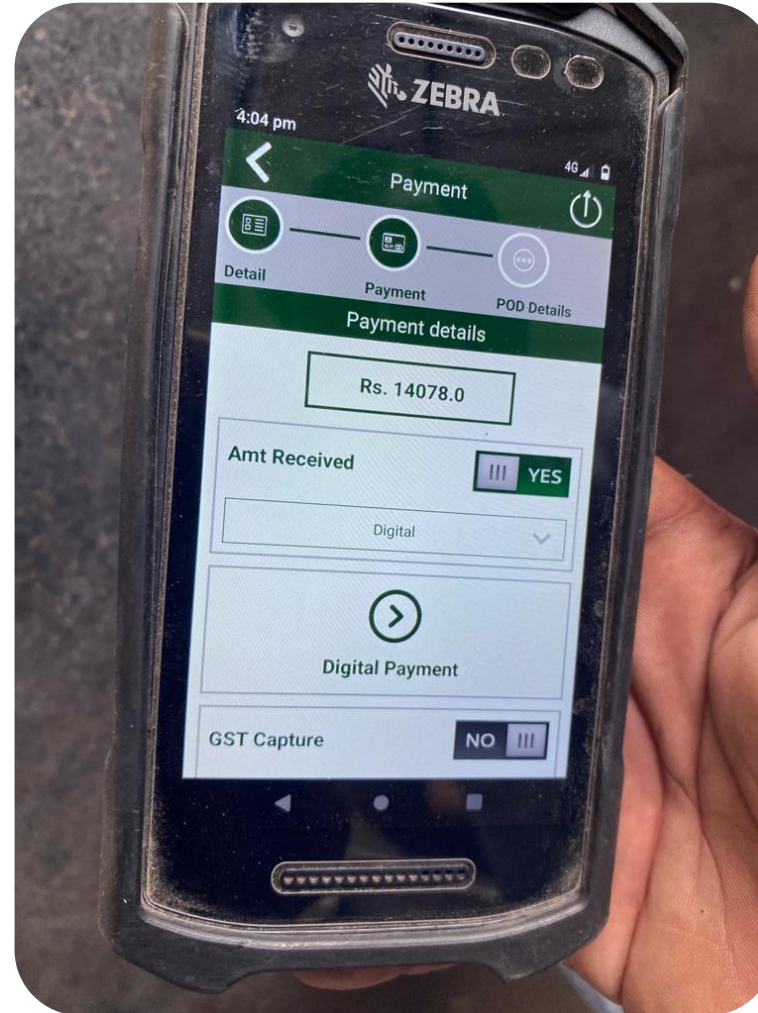


# USING SAFEDROP

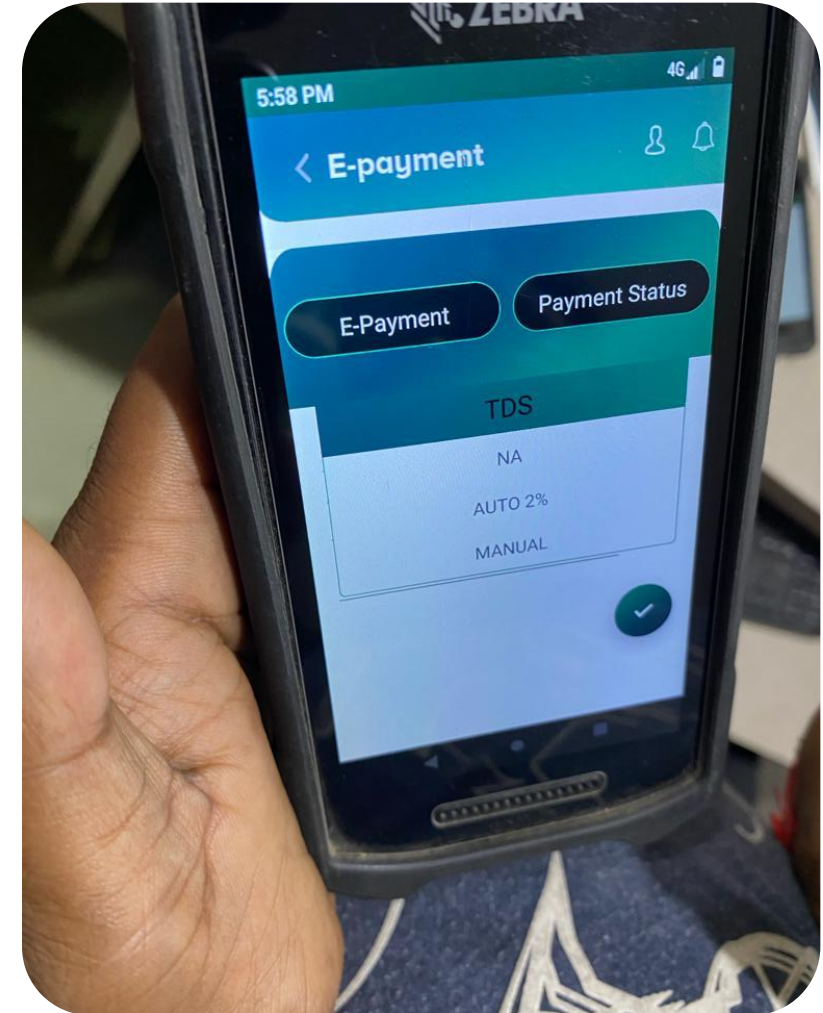
ENTERING BARCODE DETAILS



PAYMENT DETAILS

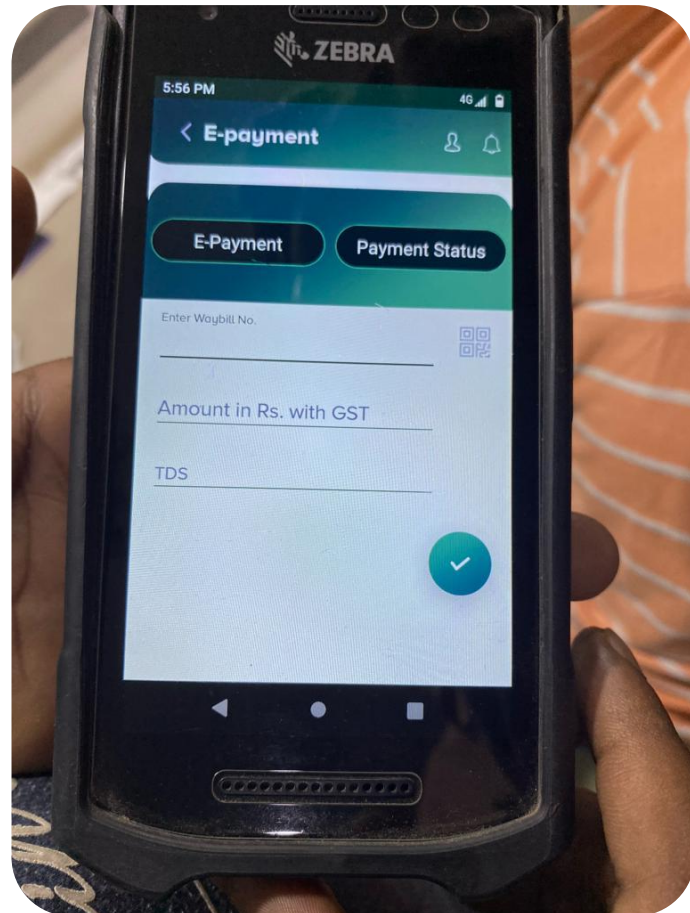


E-PAYMENT MENU

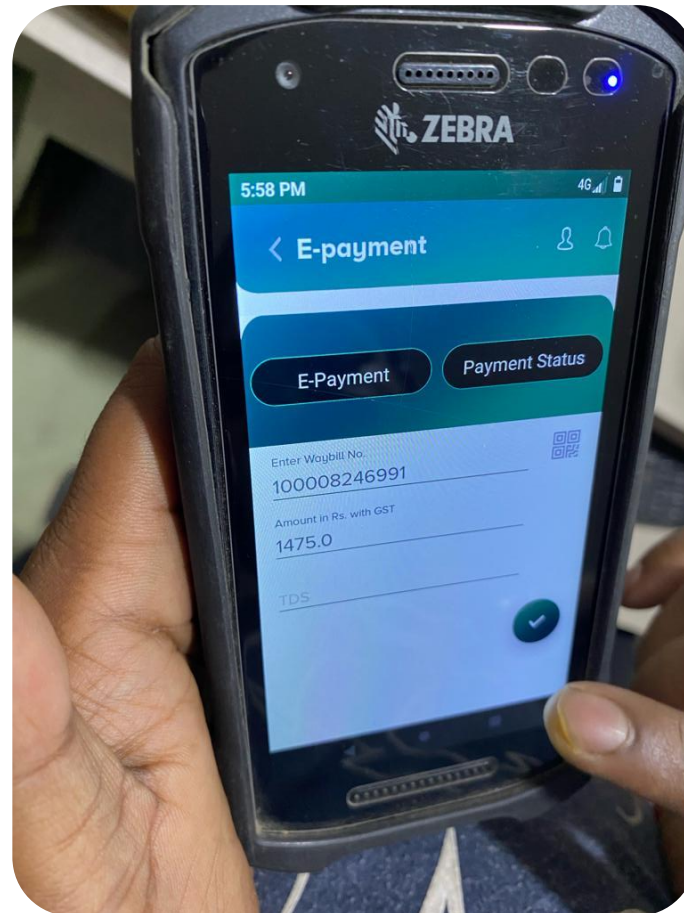


# USING SAFEDROP

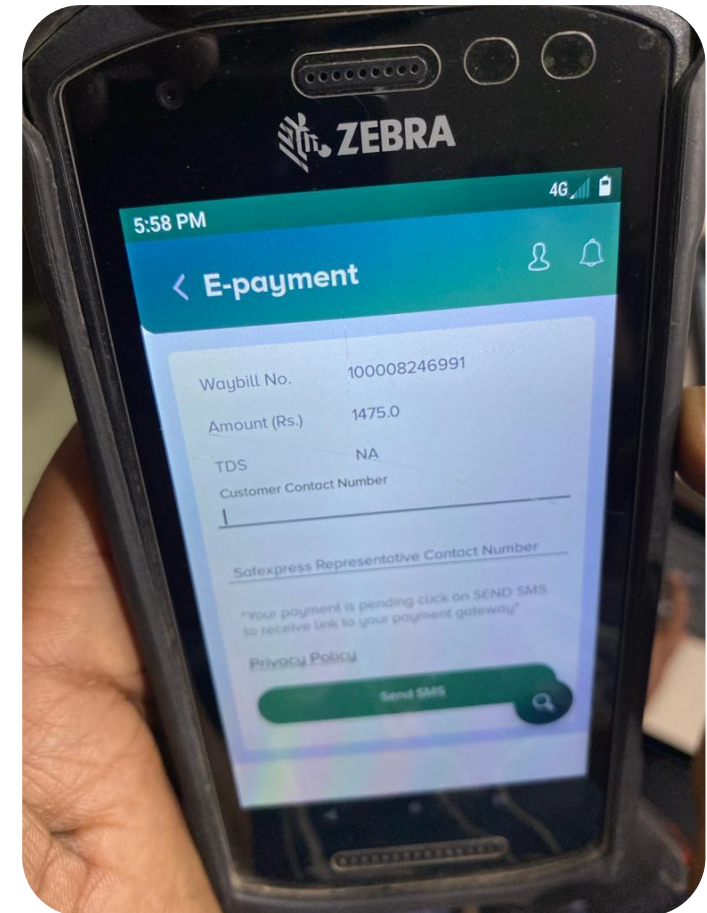
**E-PAYMENT INFORMATION  
PAGE**



**ENTER DETAILS OF THE  
WAYBILL AND THE AMOUNT**

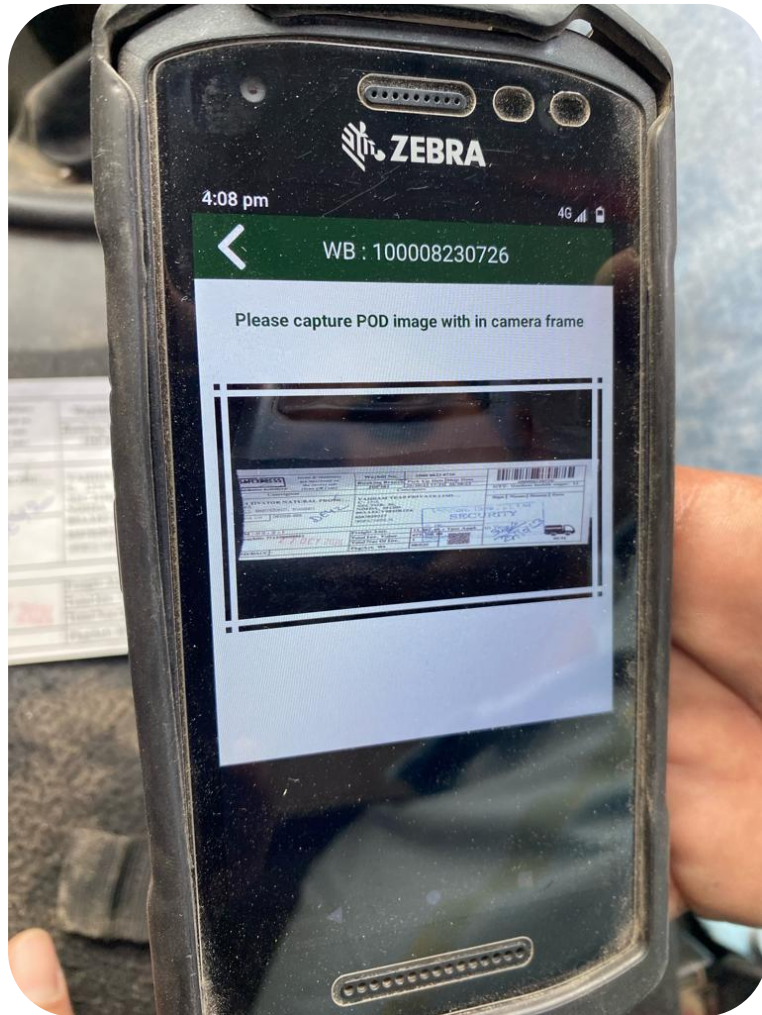


**CLICK ON SEND SMS FOR THE  
PAYMENT LINK**

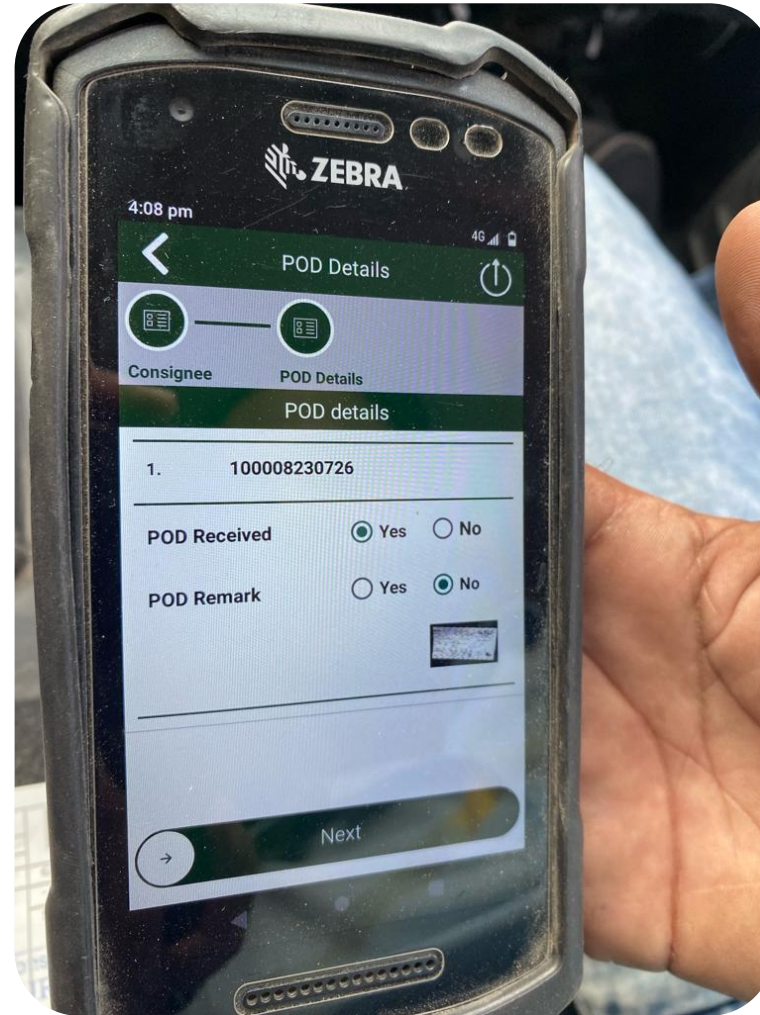


# USING SAFEDROP

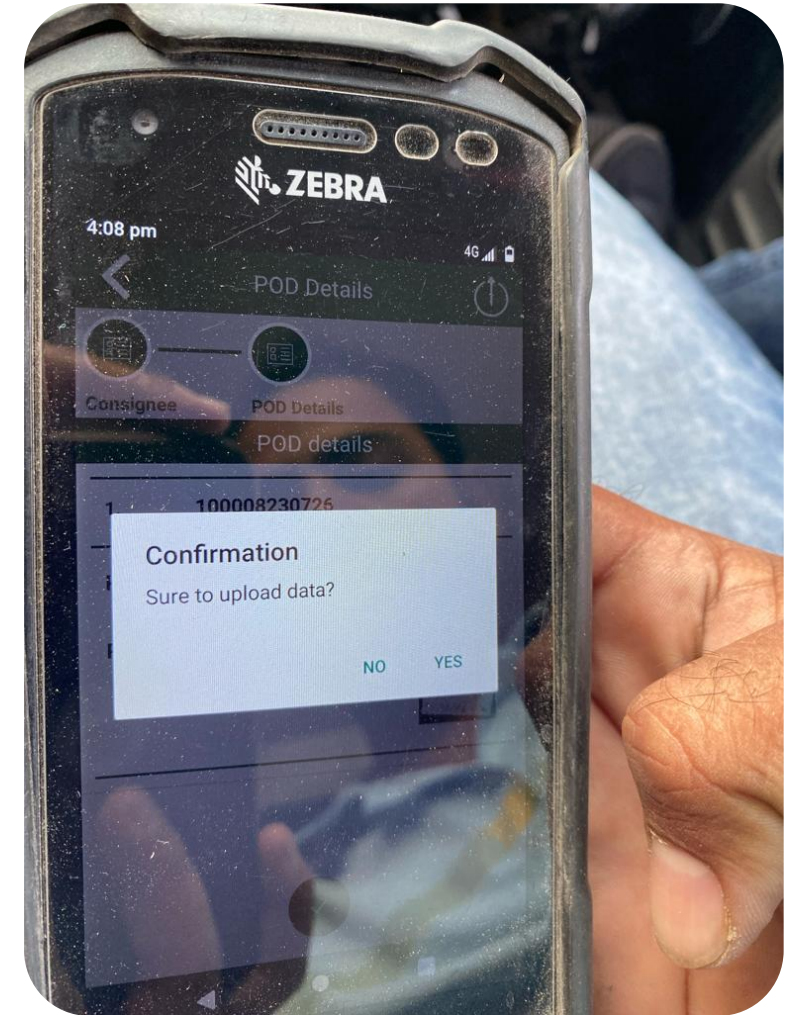
## CAPTURING THE POD



## ENTERING POD DETAILS

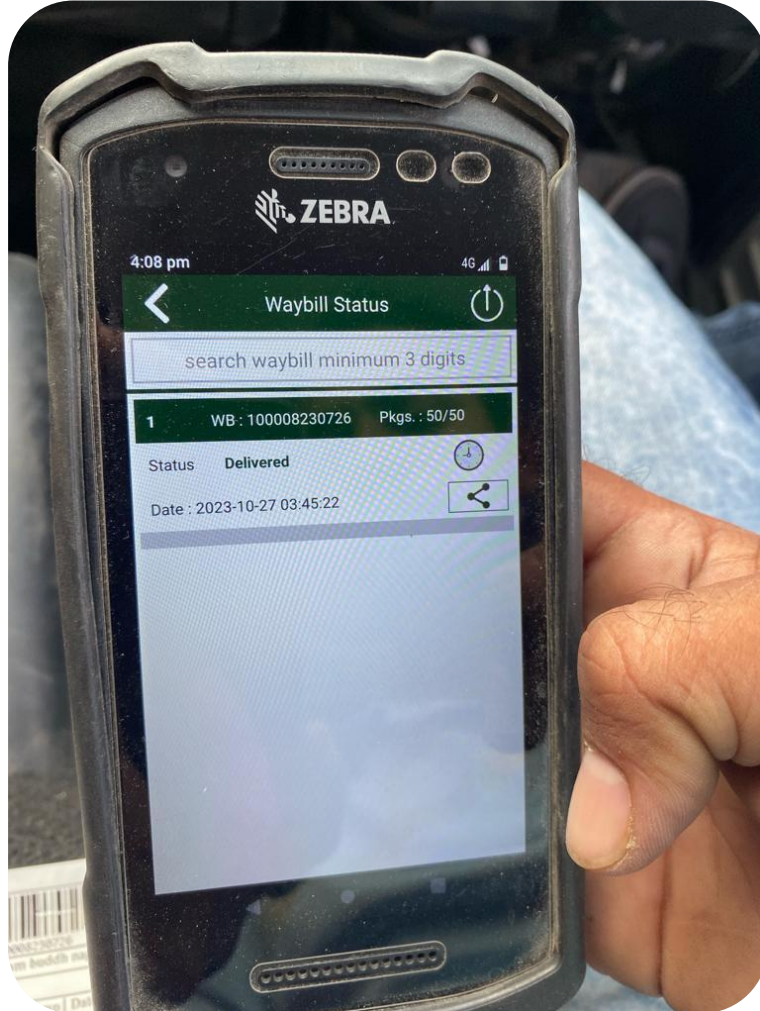


## UPLOADING POD DATA



# USING SAFEDROP

**WAYBILL DELIVERY UPDATED**



**IN CASE, THE WAYBILL IS UNDELIVERED**

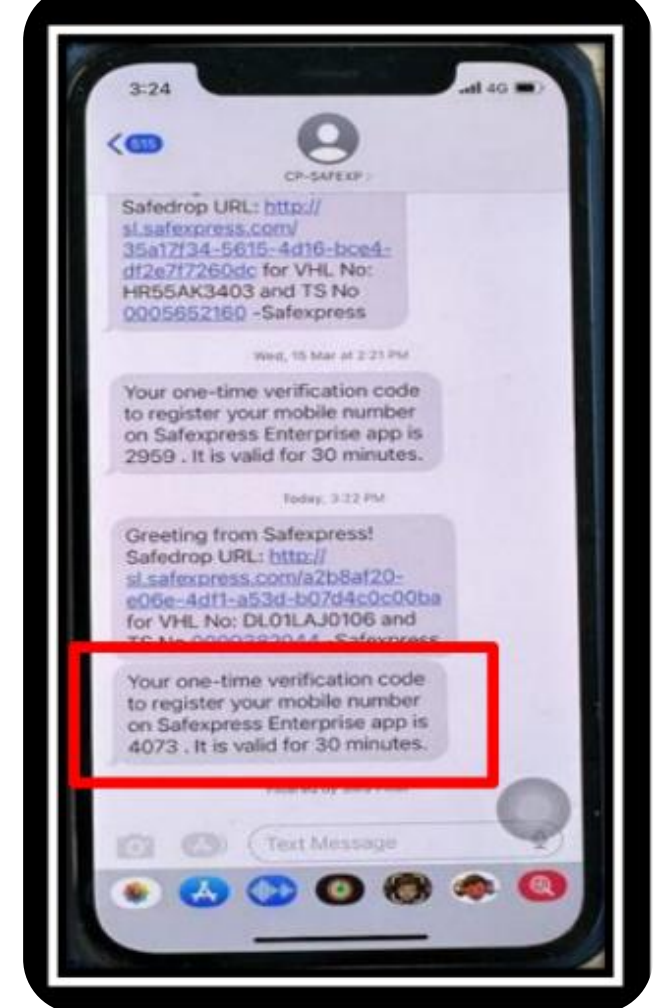
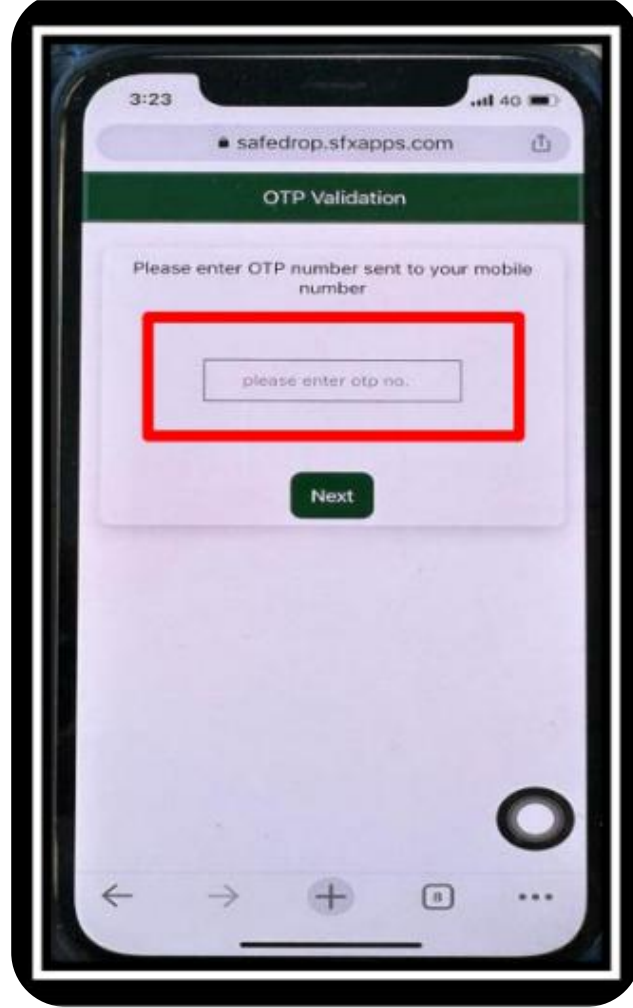


# TASK 1: SAFEDROP DELIVERY LINK

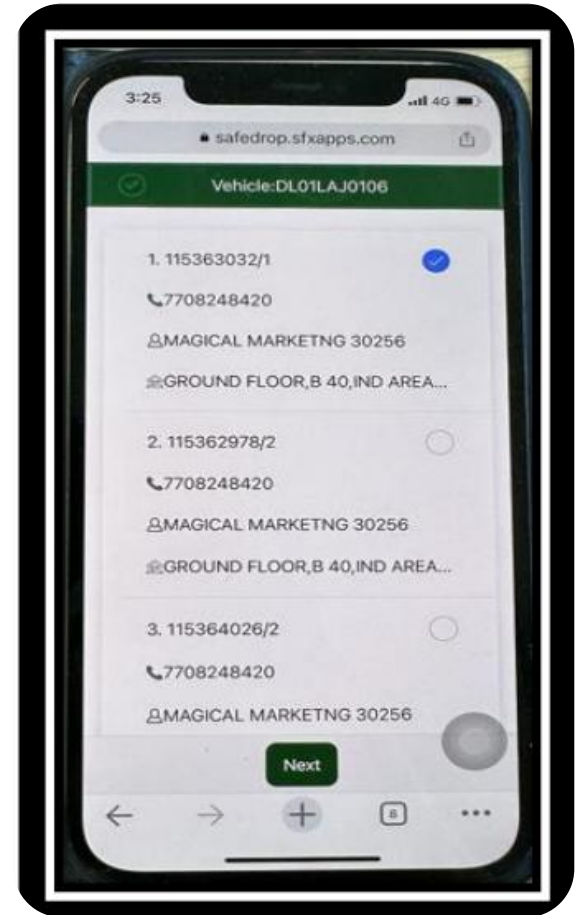
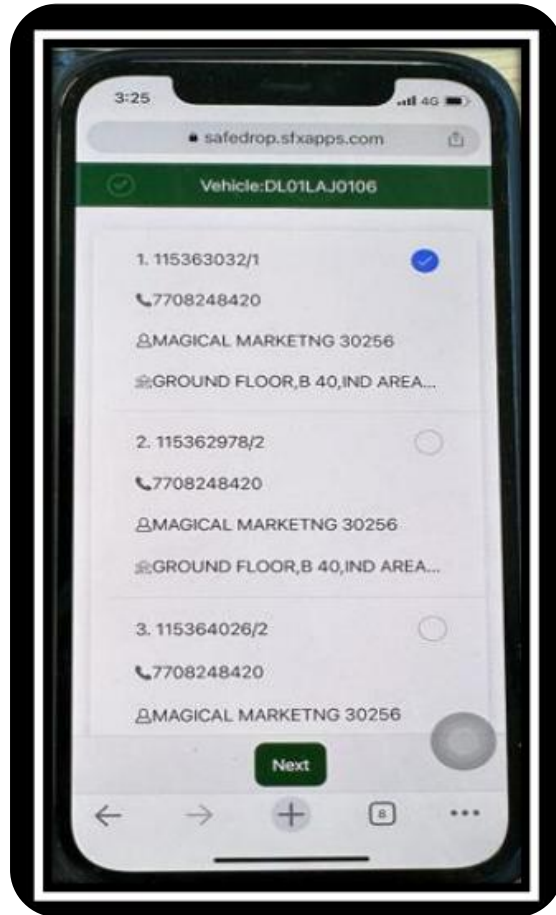
- OBJECTIVE: FOLLOW THE CORRECT STEPS USING THE SAFEDROP LINK AND COMPLETE A DELIVERY.
- STEPS TO PERFORM (TICK AFTER EACH STEP)

STEP	TASK
1	SHARE TRIPSHEET NUMBER AND PHONE NUMBER IN WHATSAPP GROUP
2	OPEN THE SMS LINK AND ENTER THE OTP
3	VIEW THE LIST OF WAYBILLS IN THE TRIPSHEET
4	START DELIVERY FOR ONE WAYBILL
5	IF NOT DELIVERED, SELECT REASON (PART/SHORT DELIVERY)
6	FILL CONSIGNEE NAME AND DETAILS
7	CLICK ON THE WAYBILL NUMBER TO CONFIRM DELIVERY
8	CLICK ON “POD DETAIL”
9	COLLECT POD FROM CUSTOMER
10	CHECK POD BACK SIDE FOR REMARKS AND SELECT YES/NO

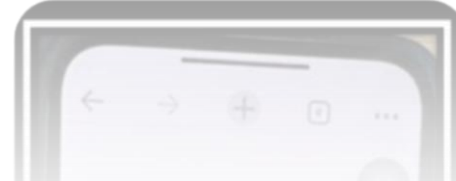
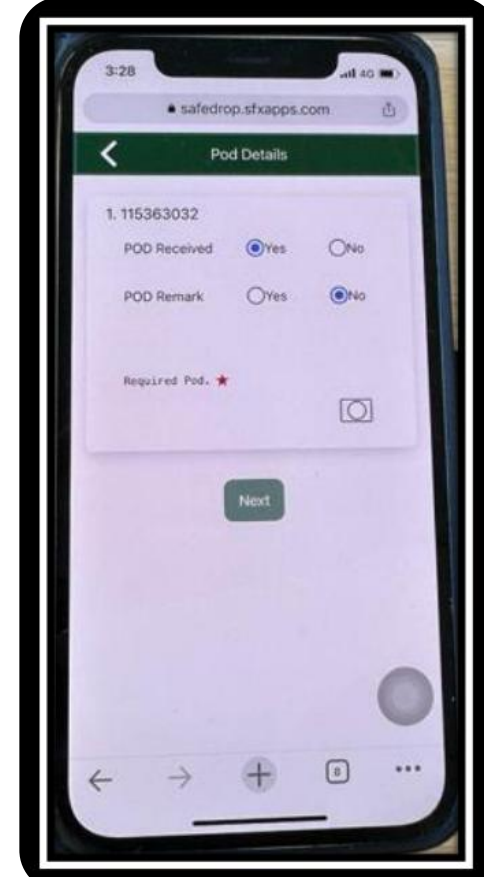
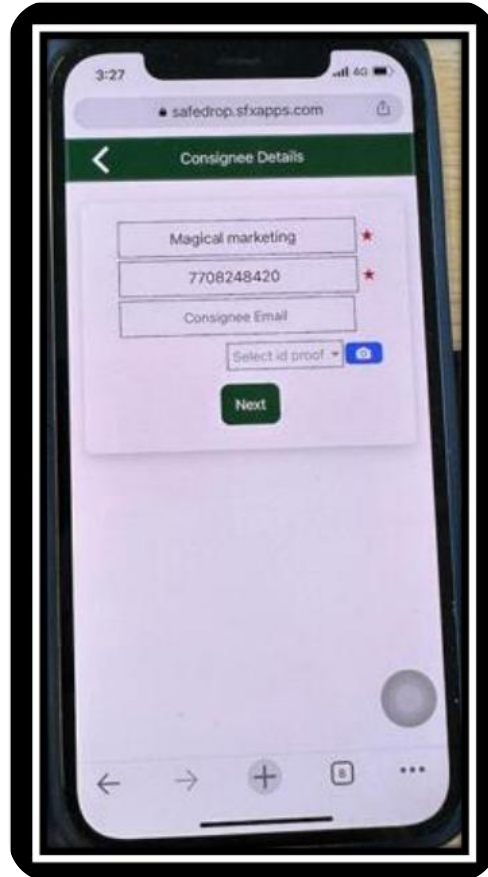
# WEB BASED POD



# WEB BASED POD



# WEB BASED POD



 Business

# On the Ground: DELIVERY SCENARIOS

