

**General SLA Operations
PT Pakde Solusi Digital (Pakde By Shipper)**

INBOUND (Normal)

Day	Client Cut Off	Shipper SLA	Activity	Documents	Notes
Monday - Saturday	D-1 17.00 WIB/WITA	-	Receive Inbound order	Client : Upload inbound form to Shipper platform with relevant format	-
	D-day 12.00 WIB/WITA (Truck Arrival)	GRN 24-hour	Receive Inbound goods	Client : Surat Jalan	-
	D-day > 12.00PM (Truck Arrival)	GRN 48-hour	Receive Inbound goods	Client : Surat Jalan	Only unloading on D-Day (max. truck arrival at 2PM)
		same as GRN time	Inbound Standard check	Shipper : BAK if any damaged / missing items found through email	Follow standard check T&C stated previously
		same as GRN time	Labeling	-	-
		same as GRN time	Put Away	-	-
		same as GRN time	Inbound Report Sent	Shipper : Shipper platform and/or Email Notification	-

For Campaign, no inbound allowed D+-3 from the campaign date. Exception subjected to approval from fulfillment operations team.

Campaign days are the following dates, but are not limited to: 1.1, 2.2, 3.3, 4.4, 5.5, 6.6, 7.7, 8.8, 9.9, 10.10, 11.11, 12.12 and D+-4 from 1st day of Ramadhan

OUTBOUND (Normal)

Day	Client Cut Off	Shipper SLA	Activity	Documents	Notes
Monday - Friday	D-day 16.00 WIB/WITA (Order submission)	-	Receive Outbound Order	Client : Upload outbound form to Shipper platform w/ relevant format	Orders received after cutoff will be processed on next working day
Saturday	D-day 14.00 WIB/WITA (Order submission)	-	Receive Outbound Order	Client : Upload outbound form to Shipper platform w/ relevant format	
Monday - Saturday (Instant Courier)	D-day 14.00 WIB/WITA (Order submission)	-	Receive Outbound Order	Client : Upload outbound form to Shipper platform w/ relevant format	
Monday - Saturday (Sameday Courier)	D-day 14.00 WIB/WITA (Order submission)	-	Receive Outbound Order	Client : Upload outbound form to Shipper platform w/ relevant format	
		D-day	Picking & Packing		-
		D-day (max. D+1)	Handover to 3PL		AWB activation on D+1 (working day)
		D+1	Outbound Report	Shipper : Input in Shipper platform	-