

Important update on Goods Delivery Process w.e.f. 1st June 2021

Dear Customers,

Soon Aik Group of companies has embarked on its Digitalization journey as we endeavour to leverage on technology to serve you even better than before with the best digital solutions. We invite you to collaborate with our digital initiatives and seek cooperation from those who have yet commence on digital journey to support and bear with the changes that will enable us to remain agile and continue to bring benefits and value for your business.

With effect from 1st June 2021, we will be implementing e-POD (Proof of Delivery) for our local delivery processes. Our transition to the use of e-POD will occur accordingly in 2 Phases.

	Phase 1 (w.e.f. 1st June 2021)	Phase 2 (w.e.f. 1st July 2021, information to be confirmed nearer to date)
Documentation Preparation	<ul style="list-style-type: none"> As per usual, all local packages delivered by Soon Aik Group Logistics Division will come with duplicated sets of Commercial Invoice and Delivery Order of which 1 set is to be returned with a physical signature or company chop. 	<ul style="list-style-type: none"> All local packages delivered by Soon Aik Group Logistics Division will only contain one copy of standard Packing List. We will no longer provide duplicated sets of Commercial Invoice and Delivery Order. Commercial Invoices will be sent separately via e-mail.
Pre-Delivery	<ul style="list-style-type: none"> As per usual 	<ul style="list-style-type: none"> The new system is able to send you pre-delivery notifications so you will be notified when your goods are arriving the delivery site.
Upon Delivery	<ul style="list-style-type: none"> Upon delivery, all customers will be requested to: <ol style="list-style-type: none"> Provide physical signature or company chop on our Delivery Order and, Provide electronic signature on an e-POD device to confirm receipt of the delivery. This is to ensure smooth transition of the e-POD implementation. 	<ul style="list-style-type: none"> Upon delivery, we will no longer accept physical signatures and chops. Our newly implemented system will require your electronic signature. When our drivers arrive at the delivery address, they will request your signature on a device to confirm receipt of the delivery. If it is without choice that our drivers are unable to attain your electronic signatures, pictures taken by our drivers at the delivery site can also be considered as Proof of Delivery.
Post-Delivery	<ul style="list-style-type: none"> As per usual 	<ul style="list-style-type: none"> After the delivery has been completed, an e-POD document will be sent to your email for your reference.

Other Remarks	<ul style="list-style-type: none"> • Please complete the following Google Form by 11th June, 2021 for us to send your Commercial Invoices and Delivery Orders to the appropriate email addresses in Phase 2. Please click on the following link to complete the form. https://forms.gle/d1XAEFj3x5Bc8fgT9 	<ul style="list-style-type: none"> • Customers who have access to our OES Customer Portal will be able to track and monitor delivery status in the Orders Section by end of July 2021 (TBA).
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Keeping focus on customer's experience has always been Soon Aik's priority. With our employment of automated approach, we hope to maintain high customer satisfaction while moving towards better ways of optimizing our operations.

Thank you & stay safe,
 Soon Aik Digitalization Team