

Vendor Drop Off Hub Best Practices

Hosted
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JUMIA 



Seller Operations: Responsible for dropship order processing at the Vendor Drop Off Hubs. (VDO)

The VDO Hubs are :

Jumia Drop Off Hubs

- Kantaria Vendor Drop Off Station - Monrovia Street.
- Westlands Vendor Drop Off Station -Kaka House Ground Floor
- Karen Vendor Drop Off Station - The Hub Karen

3rd Party Jumia Drop Off Hubs

- Lucytech 3PL VDO - New Location Mang Hotel.Haile Selassie Avenue
- Downtown 3PL VDO - Tsavo Road
- Nerxapoint 3PL VDO - Jamii Business Center at the Junction of Mfangano St
- Mombasa 3PL VDO - Vision Plaza Mombasa Rd

Hub Process - Agent Assisted Drop Off

Agent Assisted Drop Off - Served at an Agent Counter

- Quality Check Process. **(QC)**



- ★ What the customer sees on the website is what the customer gets

What is checked.

1. Color
2. Brand
3. Technical Characteristics.
4. Packaging Guidelines.



Hub Process - QC Fail examples



Ordered



Dropped



Ordered



Dropped

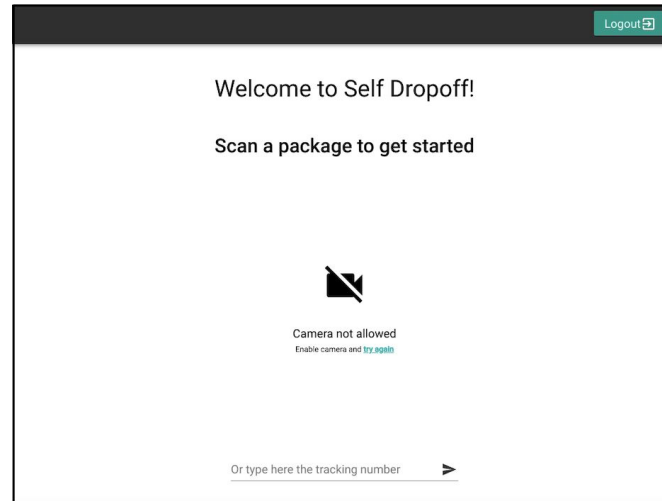


Strictly confidential



Self Drop Off SDO - Self Service - NO QUEUEs!

- Prime service eligible for vendors with perfect quality score and more than 10 sales
- Come packed and proceed to SDO counter.
- Ensure to drop correct product and adhere to packaging guidelines.
- Have the agent stamp you carrier manifest.



Return and Delivery Fail Collection

- Always Ensure to collect your returns before or after you drop off.
- Protect your picker name and password.
- Only confirm pickup on the tablet once you have counter checked the number of packages issued
- Check the condition of your package and remember to raise a claim while at the hub.
- Returns not collected will be forfeited after 60 days.



VDO SATISFACTION SURVEY



- We constantly aim to improve your experience at the VDO hubs. Kindly take out 2-3 mins of your time to fill the following survey where you rate your satisfaction with Jumia VDO staff and hubs processes.

- Drop Off in the morning to avoid long queues.
- Sort your packages and invoices in advance.
- Purchase your packaging material in advance.
- Ask for help from vendor support or agent Team Lead.

- **Packaging Guideline Tips**

Your package will exchange many hands - 17 to be specific and if returned 34

1. Use bubble wrap for fragile and delicate items.
2. All TV's must be stretch wrapped and Jumia seals inserted at the edges.
3. The primary package of mobile phone's should be sealed.
4. The primary package or the brand packaging of item should be intact - not torn / not scratched.
5. Glass packages should be bubble wrapped thrice and be packed in a box and a fragile sticker attached to it
6. Fluids whose capacity is > 3litres should be shrink wrapped and invoice stuck on the shrink wrap.
7. For multiple large orders the vendor should ensure the orders are split to enable proper packaging.
8. All packages should be packed in a manner that they have a regular shape for easy transportation.

Thank You!



Q&A