

1. Transactional Processes; Express Mail Service (EMS)

There are three types of financial transactions for EMS and these being: -

- *Cash*
- *Cash-On-Delivery*
- *Credit*

In all instances to conduct the three different transactions mentioned above an EMS waybill(E1) has to be completed (in quad triplicate) .The transactional processes for each of the above are as below :-

Cash

- a. A completed waybill by customer is accepted at the EMS Post Office (P.O.) by a Customer Service Assistant (CSA) who would check if all requisite details (names & addresses, correct declarations of items, etc) have been provided.
- b. The CSA then collects the EMS item, checks it for correct packaging and then weighs it to determine the charge for posting it which also depends on the destination (whether local or international).
- c. The CSA then advises the customer of the amount to be paid (postage), who then pays and get issued with a cash receipt and a copy of waybill (written customer copy) upon payment. The item is then accepted for sending off.
- d. At this point the cash transaction is completed and the CSA will capture the reference details (tracking number) of the accepted EMS item into the computer system and eventually hand-over the lodged EMS item to a mail dispatching officer at the back office who signs for it upon collection.
- e. EMS mail items received are then sorted out according to their destination(s) and/or regions then put into bags to various destinations.
- f. For those meant for local destinations are sent by origin P.O. directly to respective destination post offices for either physical or over the counter delivery. For those destined abroad are the all sent to EMS International office where those with common destinations will then be consolidated together and dispatched to such destinations for delivery by foreign EMS agents.
- g. Upon delivery (or lack of it) the destination/delivery post office (be it local or international one) will then up-date the central data base known as International Postal System (IPS). This IPS can then, if need be, be accessed by any one to check on the status of an item in question , say , to find out on delivery details.

Cash-On-Delivery (COD)

All the steps above of effecting a “**Cash**” transaction are applicable on **COD** transaction except step “**C**”. In this instance the same amount that would be collected when conducting a **cash** transaction is collected at destination post office over the counter – the customer has to show up at the post office and pay the due amount to collect the sent item. If the item is not collected it is then returned after 14 working days and is to the office of origin and will be released to the sender on payment of the outstanding postage amount. *Note, this service (COD) is only available at local level.*

Credit

All the steps above of effecting a “**Cash**” transaction are applicable on *Credit* transaction except step “**C**”. Here all the completed waybills by credit customer (at the times of sending) are compiled at the end of the month by each EMS post office and sent the Credit/Invoicing office based in EMS & Parcels Unit in Gaborone. The Invoicing Officer based at the above mention office will then consolidate all the different monthly transactions from different service points i.e. for a particular customer an issue out an invoice to such a customer for payment.

***Note:** Normally we only pick items from those EMS customers who have opened an account (credit facility) with us – compromises are, nonetheless, made on this position for cash customer depending on each situation demands.*

Also note that currently credit facility can be applied for at any post office but gets the final approval from EMS & Parcels main Office in Gaborone.