

Interaction	Control/Activities	Records
<p>Start</p> <p>1. Staff will place the document at the pigeon hold cabinet.</p> <p>2. Office boy collects documents.</p> <p>3. Office boy confirm details</p> <p>4. Office boy delivery documents</p> <p>5. Office boy gets acknowledgement receipt from 3rd party.</p> <p>6. Office boy forward signed or stamped acknowledgement receipt to admin department.</p> <p>End</p>	<p>There are two types of despatch services:-</p> <p>(a) Delivery of documents to 3rd party. (b) Collection of documents from 3rd party.</p> <p>(A) Delivery of documents to 3rd party</p> <p>1. Staff will place the document at the pigeon hold cabinet (for insurer office only) or at the outgoing mail tray (for non-insurer).</p> <p>2. Office boy collects document and send to insurer office every Tuesday and Thursday and documents to non-insurer will be on Monday, Wednesday and Friday.</p> <p>3. Staff attached the Acknowledgement Receipt Form / copy of letter, etc. at the front of the envelope. Office boy confirms details with staff if information given is incomplete or inaccurate, if applicable.</p> <p>4. Office boy delivers documents as requested.</p> <p>5. Office boy gets acknowledgement receipt from 3rd party as proof of delivery.</p> <p>6. Upon returning to office , office boy forward signed or stamped Acknowledgement Receipt Form / copy of the letter or etc. to Admin department (if applicable) for distribution to staff.</p>	<p>• Documents</p> <p>• Documents</p> <p>• Acknowledgement Receipt</p> <p>• Acknowledgement Receipt</p>

DESPATCH SERVICE

Interaction	Control/Activities	Records
<p>Start</p> <p>1. Staff fills Despatch Collection Form / notice.</p> <p>2. Office boy confirms details complete.</p> <p>3. Office boy records request details in Despatch logbook.</p> <p>4. Office boy collects document.</p> <p>5. Office boy forwards document and acknowledgement receipt to staff.</p> <p>6. Admin staff will call the person to collect the document.</p> <p>End</p>	<p>(B) Collection of documents from 3rd party</p> <p>1. Staff fills the Despatch Collection Form (DCF) or notice of document to be collected and placed it at the tray located at the despatch workstation.</p>	<ul style="list-style-type: none"> Despatch Collection Form / Notice
	<p>2. Office boy confirms details with staff if information given is incomplete or inaccurate.</p>	
	<p>3. Office boy record the request in Despatch logbook.</p>	<ul style="list-style-type: none"> Despatch Log Book
	<p>4. Office boy to get stamp and sign from 3rd party on the Despatch Collection Form / notice a proof of collection.</p>	<ul style="list-style-type: none"> Despatch Collection Form / Notice
	<p>5. Upon returning to the office, office boy forwards collected document or cheque together with the Despatch Collection Form to Admin department for acknowledgement.</p>	<ul style="list-style-type: none"> Despatch Collection Form
	<p>6. The Admin staff will call the person in charge to collect the documents and photocopy the cheque collected. Despatch Collection Form (DCF) will be kept by Admin Department.</p>	<ul style="list-style-type: none"> Despatch Collection Form

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Prepared By:

[Signature]

Verified By:

[Signature]

Approved By:

[Signature]