



VELEX LOGISTICS PRIVATE LIMITED

Portfolio – Feb 2018

A brief introduction about

VELEX LOGISTICS PRIVATE LIMITED

Delivering Smiles



Background of the Company

VELEX LOGISTICS PRIVATE LIMITED is a Company supported and mentored by Professionals of Logistics and Distribution Industry, The Company is formed for catering to the dynamic needs of electronic commerce to meet the ever-changing demands of our customers with respect to logistics and fulfillment.



Fonsys Services Pvt Ltd. is the flagship company. Fonsys is founded by a team of professionals from service Industry in October 2001. The core expertise is in “back-office” operations in the fields of **transaction processing** and **mail-room operations** Fonsys serves key clients like **SBI Life** and **ICICI Bank**.



Velocity Express Pvt Ltd was born out of a common dream of young professionals. It was a courier company with a difference from the conventional couriers , **Velocity** went live on 1st April 2005. “COST EFFECTIVE” intra-city & bulk courier for banks, Telecoms , large financial and insurance institutions.



Velocity – Acquisition of ALFA COURIER SERVICE PVT LTD

Velocity took a super-fast step of picking up 100% stake in **ALFA COURIER SERVICE PVT LTD** thus creating an immediate expansion into Gujarat in February 2009.

Formation of **VELEX** as a **SINGLE ENTITY**



VELEX LOGISTICS PRIVATE LIMITED - August-2013 , The formula was to create bigger BRAND visibility and SERVICE that organizations would like to prefer. Simple motto – Quality Service & Economy. Recognizing the need for a “COST EFFECTIVE” logistic service provider for E-Commerce industries besides banks, financial and insurance institutions with tailor made services . In the mind of year 2013 All the group companies business were consolidated under the umbrella of **VELEX** as single entity.

VELEX started operations in August 2013 and ramped up quickly into 125+ cities.

What's special with us?



Velex Salient Features for its Valued Customers

- *Airwaybill Tracking Series in both the way, Barcode printed form or Soft data form (Excel Series).*
- *Pre-assigned Airwaybill Series (Barcoded)*
- *Daily Automated Report (Cumulative or Incremental - based on Customers Requirement).*
- *SMS update to end user for every shipment - at every stage of processing from Pickup to Delivery*
- *100% compulsory Tele-calling before RTO.*
- *Integration of customer instructions for Re-attempt , RTO etc*
- *Flexible Remittance of COD.*
- *Automated COD Reconciliation Process to ensure 100% Accurate Remittance*
- *Lowest Return %*
- *100% Employee of Direct Company Payroll to ensure 24 Active Hours of Operations.*
- *Vendor Registration/On-line Pickup Registration Facility.*
- *Multi-City/Multi-Vendor Pickup Facility*

Contd...

What's special with us?

Contd...



- ***ONLINE on the WEB - <http://www.velex.in>***
- ***Available 24 x 7 with last minute update for E-commerce Shipments. Customized Reports in soft form.***
- ***Reports in your specific format, daily, weekly, strike rates, patterns.. the way you want.***
- ***Cost effective Pricing for Document Delivery***
- ***Economy achieved through volumes, the benefits passed to customers with lowest pricing.***
- ***Responsive Customer Service***
- ***Your frontline queries resolved faster, handling special requests ,customer sensitive, willingness to extend support at all times. Try our best to keep customers happy***
- ***Extended Hours of Customer Service***

Our Strength

What's Velex is built-off?



People

- *Our core strength is the strong management team with 10:1 supervisory control of frontline services. Customer friendly, well trained.*
- *Best work and HR process in practice.*
- *Training and development of people both job knowledge and skills.*
- *Mandatory Induction for all employees*
- *Periodic Training for people at different levels.*
- *Training module developed through service monitored mechanism.*

Process

- *Our processes are ideas from our customers. We just keep listening to our customers. They tell us the service requirements, they tell us as how would they like the services to be. We devise our operations process which meets their needs.*

Technology

- *Multiple servers, Secured, Fire-walled, Capacity built for years, In-house hard-ware support team. All offices well equipped with latest computers, printers, barcode printers, barcode readers, flat-bed scanner, routers and modems with broadband connectivity. In-house developed, intelligent soft-ware helps to control of operations and high quality operations.*

Multiple Service Branches

•In logistics business, you need to be closer to serve clients. That's the model Velex follows creating multiple service centers in each city which facilitates faster deliveries.

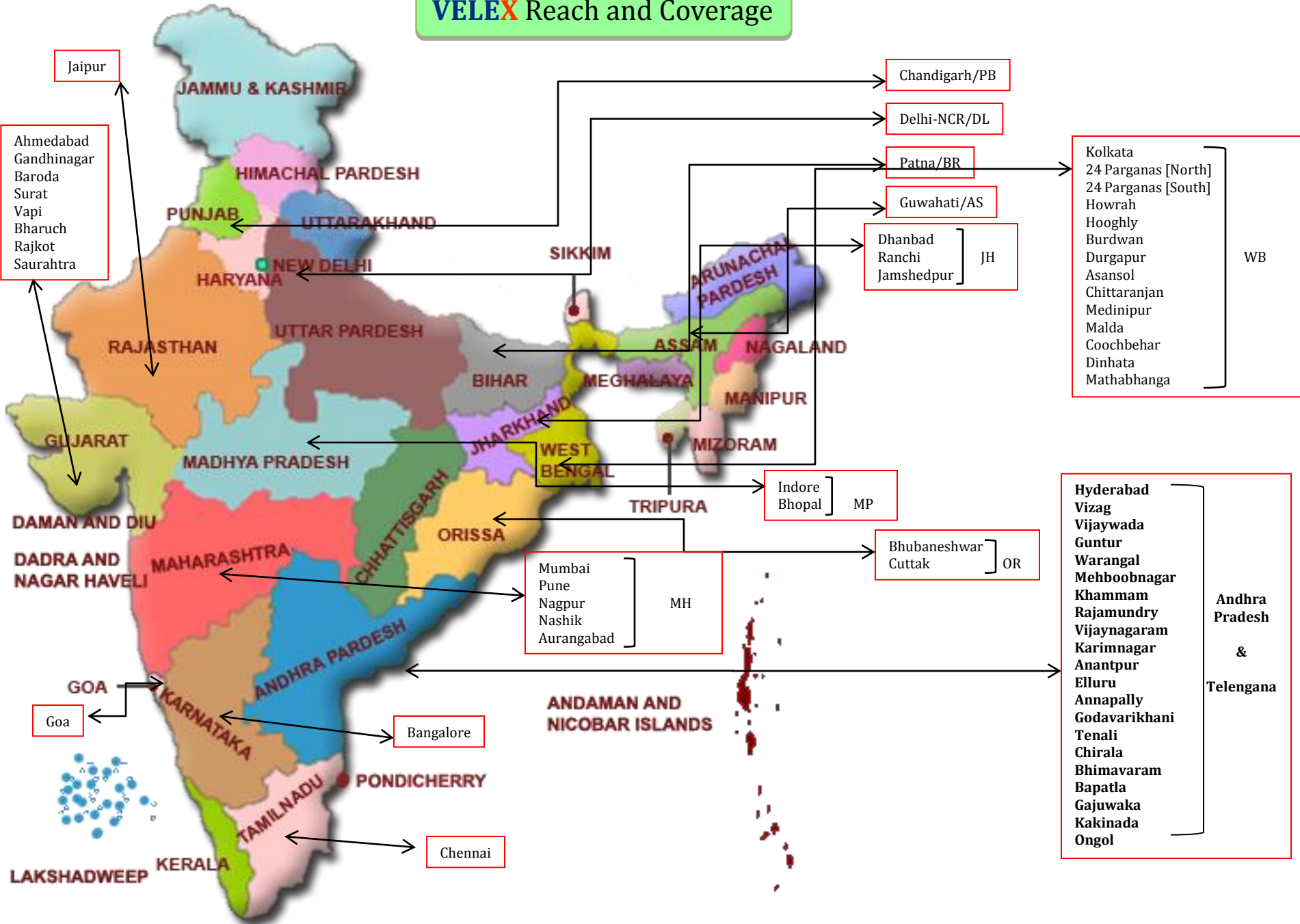
Quality Check

•Over the past 1 year, we spent lot of time analyzing the service failures. We have invented several quality check mechanism which helps us achieve the service quality which our customers would like. The quality checks less complex, easier to administer and directly help to achieve the service quality.

Preventive / Pro-Active

•This is what keeps us running every day ahead and ahead. We always think how to prevent and prevent. We never fail to miss to catch smallest mistake and keep working till it is controlled and minimized.

VELEX Reach and Coverage



VELEX Service List in PAN India Locations

Sr	State	No of City / Town Serviced by VELEX
1	Maharashtra	9
2	Goa	6
3	Andhra Pradesh	27
4	Tamilnadu	1
5	Telangana	17
6	Gujarat	43
7	Madhya Pradesh	2
8	Rajasthan	1
9	West Bengal	42
10	Assam	1
11	Bihaar	1
12	Jharkhand	7
13	Orissa	2
14	Delhi	1
15	Punjab	1
Grand Total		161

Sr	State	No of Pin codes Serviced by VELEX
1	Maharashtra	253
2	Goa	71
3	Andhra Pradesh	193
4	Telangana	151
5	Tamilnadu	143
6	Gujarat	238
7	Madhya Pradesh	40
8	Rajasthan	17
9	West Bengal	306
10	Assam	27
11	Bihar	7
12	Jharkhand	39
13	Orissa	40
14	Delhi	93
15	Punjab	68
Grand Total		1686

VELEX Services at a glance

1686 Pincodes

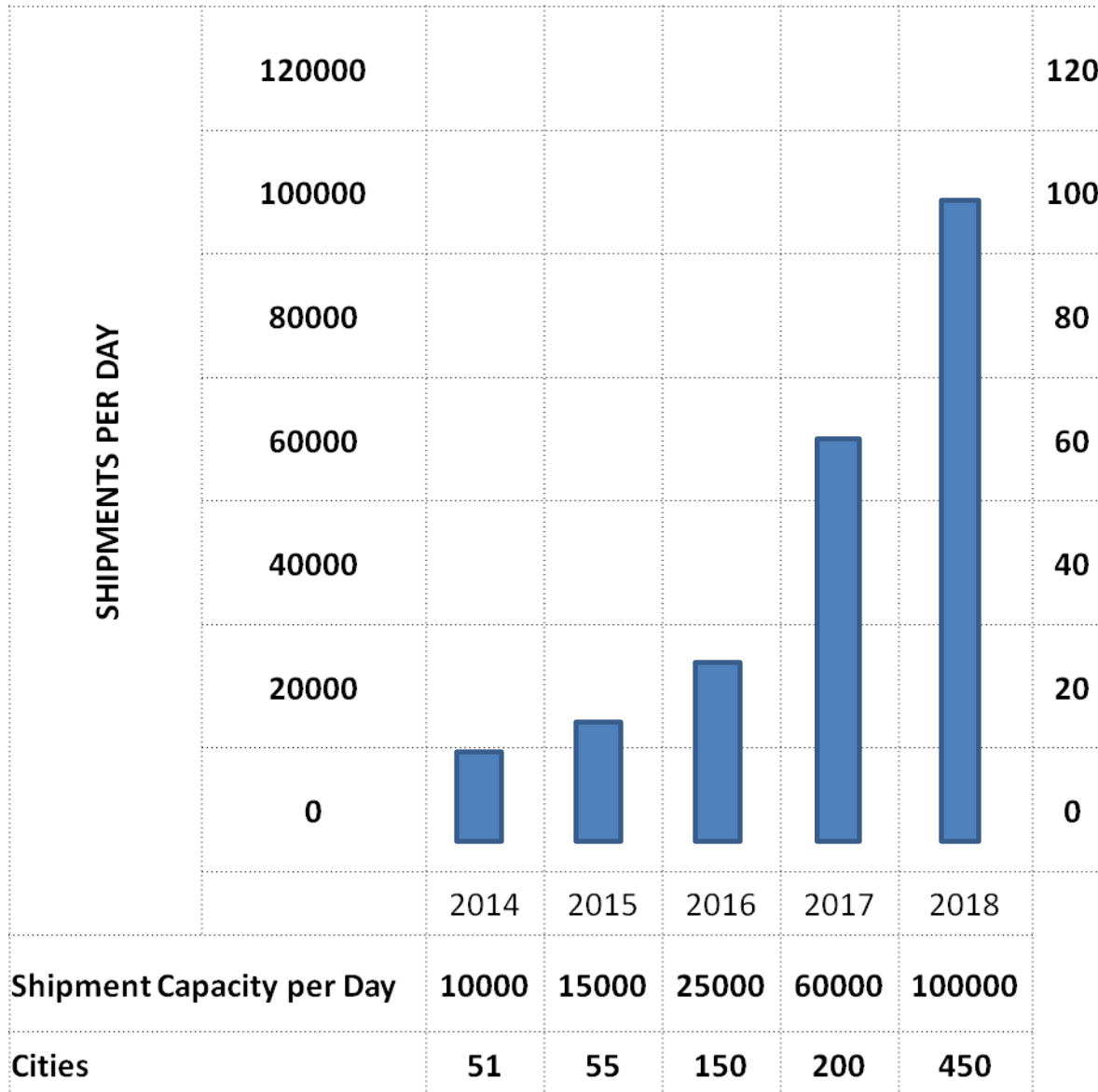
161 Cities and Towns

15 States

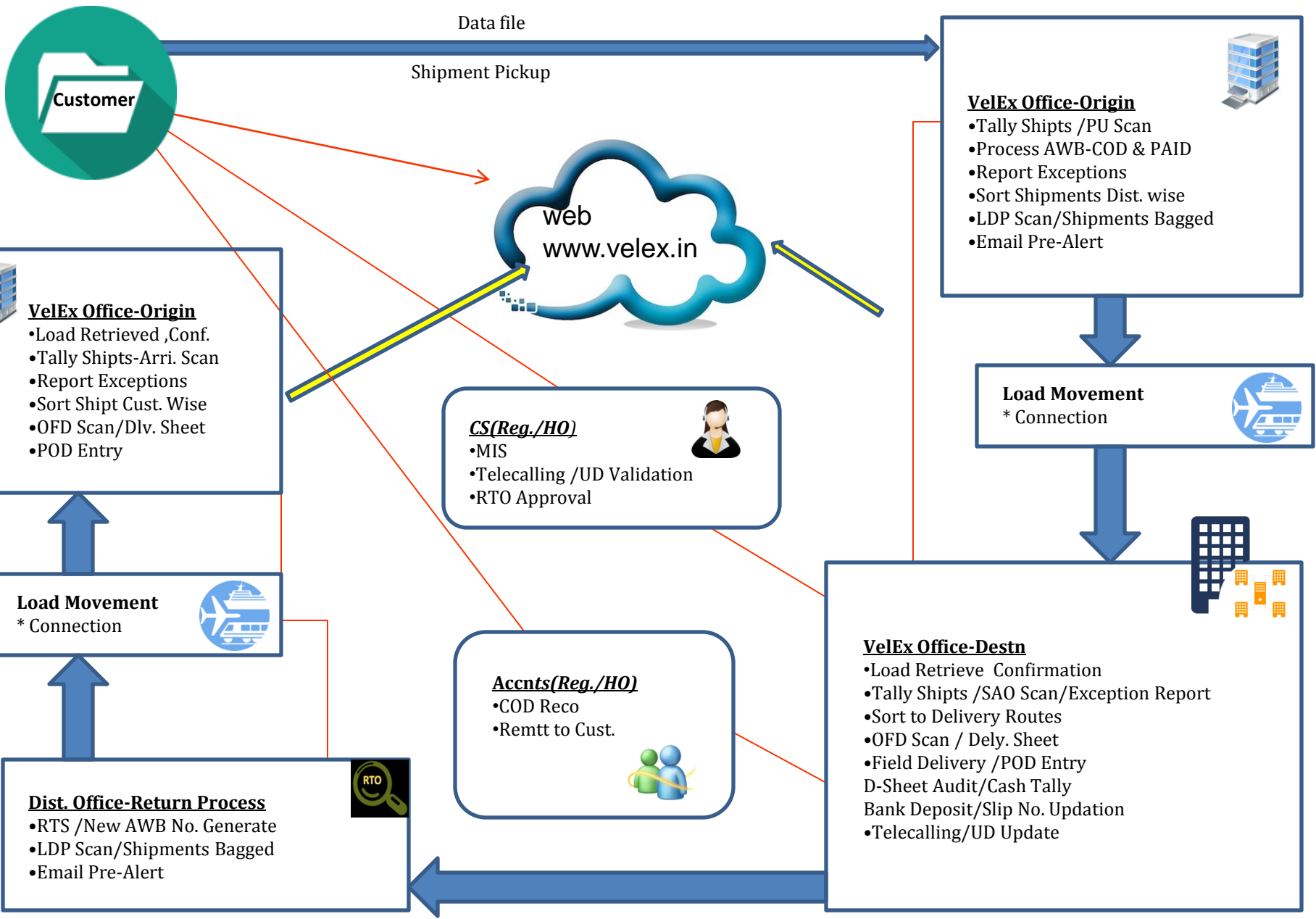
6 Regions

1 INDIA
Now with VELEX

VELEX Growth plans & Delivery capacity projections



VELEX HUB & Spoke Based Operations Life Cycle



Data file

Shipment Pickup

VelEx Office-Origin

- Tally Shipts /PU Scan
- Process AWB-COD & PAID
- Report Exceptions
- Sort Shipments Dist. wise
- LDP Scan/Shipments Bagged
- Email Pre-Alert

VelEx Office-Origin

- Load Retrieved ,Conf.
- Tally Shipts-Arri. Scan
- Report Exceptions
- Sort Shipt Cust. Wise
- OFD Scan/Dlv. Sheet
- POD Entry



Load Movement
* Connection

CS(Reg./HO)

- MIS
- Telecalling /UD Validation
- RTO Approval

Load Movement
* Connection

Accnts(Reg./HO)

- COD Reco
- Remtt to Cust.

VelEx Office-Destn

- Load Retrieve Confirmation
- Tally Shipts /SAO Scan/Exception Report
- Sort to Delivery Routes
- OFD Scan / Dely. Sheet
- Field Delivery /POD Entry
- D-Sheet Audit/Cash Tally
- Bank Deposit/Slip No. Updation
- Telecalling/UD Update

Dist. Office-Return Process

- RTS /New AWB No. Generate
- LDP Scan/Shipments Bagged
- Email Pre-Alert

VELEX Salient features for its valued customer



- **Multiple branches across the city** – this help us to close to the customer for faster delivery.
- **100% Employee on direct Company Payroll** to ensure **24 Active Hours of Operation** - We do not use agencies / franchisees anywhere, This helps us to provide a good quality, complaint free service to our valued customers
- **In House IT team** , IT enabled in order to provide excellent customer experience.
- **Daily Automated Report** (Cumulative or Incremental - based on Customers Requirement).
- **SMS update** to end user for every shipment - **at every stage from Pickup to Delivery**
- **100% compulsory Tele-calling** before RTO.
- **Lowest Return %**
- **Integration** of customer instructions for priority delivery , RTO etc
- **Flexible Remittance** of COD.
- **Automated COD Reconciliation** Process to ensure 100% Accurate Remittance
- **Vendor Registration/On-line Pickup Registration Facility.**
- **Launching Mobile App soon to facilitate real time updates.**
- **Strong MIS process to monitor the Strike Rates / SLA .**

VELEX Key features



VELEX exists to deliver the following benefits to its Customer:

- **100% commitment** towards service quality.
- **Same Day delivery** option in Specific Pin codes subject to cut-offs.
- **100% calling** to consignee in the event of package being undelivered after first attempt of delivery.
- **Key Account Management.**
- **Proactive Tracking.**
- **Dedicated Service Team** for Pickups / Deliveries
- **Sunday/Holiday Deliveries** as Standard Service offering.
- **Sunday/Holiday Pickup** Facility.
- **Multiple Vendor Pickup** Facility / Specialize in **One Ship** Management.
- **Prompt Remittance for COD** Shipments delivered.

Services offered by **VELEX** - Ecommerce



- **Pre-Paid Service:** The service where **VELEX** delivers the product to the consignee on behalf of the shipper where the cost of the product is already been paid by the consignee.
- **Cash on Delivery Service:** The service where **VELEX** collects the value of the product upon delivery from the consignee and remits the same to the shipper.
- **Dropship Service:** The service where **VELEX** will pick-up the shipment on behalf of the shipper from various vendors for delivering to its consignees.
- **One Ship Center:** **VELEX** One Ship Center provides a single window fulfillment service to vendors/sellers which takes care of all activities carried out after booking an order to successfully and safely delivering it to the courier
- **Reverse Logistics :** **VELEX** helps its clients by collecting goods back from their customers for reasons like customer complaints about product mismatch/faulty etc which are to be collected from customer and return to pickup point.



- **Banking & Financial Sector –**
 - **Security Items (Cheque book/Card/Pin/Password etc.)**
 - **Non Security Items (Statements/Letters etc)**
 - **Stationary Items**
 - **Other Bulk Deliveries**

First Mile Pickup

One Ship Center – Warehouse Facility

One Ship Center provides a single window fulfillment service to vendors/sellers which takes care of all activities carried out after booking an order to successfully and safely delivering it to the courier.

Features available in New Launch

- ❖ Pickup from multiple Vendor / Sellers*
- ❖ Bringing into WEARHOUSE, Tally with Manifest of Vendor / Seller*
- ❖ Segregate as per Courier*
- ❖ Handing over to courier along with Manifest*

Clients

snapdeal

FedEx[®]
Express

Flipkart



rediff.com



ShipDelight[™]
simplified logistics

 **NSDL**
Technology, Trust & Reach

 **ICICI Bank**

 **kotak[®]**
Kotak Mahindra Bank

SBI Card 
Make life simple

 **HDFC BANK**
We understand your world

 **citibank**

IndusInd Bank

DCB BANK

Infomedia **18**

!dea

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8th October 2013

To
Mr. Yogesh Patel
VELEX LOGISTICS PVT LTD
501, Hilton Centre, Plot No.66,
Sector-11, CBD-Belapur
Navi Mumbai – 4000614

Dear Mr. Patel

Sub: Positive Feedback on your services

After shifting our dispatches through VELEX, we found a major difference on the prompt delivery feedback from our valuable customers.

Many of our customers share positive feedback about them receiving their shipments on time.

Our internal teams are happy to interact with VELEX team members. Your company remains as a strong partner to rediff.com in all respects. Your services keep our business growing. Your services are very prompt in terms of timely delivery, feedback flow, COD remittance and resolution of queries and complaints raised at any time.

We appreciate the VELEX team and wish to congratulate all of them.

WISH YOU ALL GOOD LUCK.

Thanking you

Yours faithfully,


For REDIFF.COM



Parag Chivate
Associate Director – Ecommerce Operations



Date: 10/10/2013

Thanks VELEX Team,

Again I appreciate your support through the entire service process. Performance has gone up to the level of IDEA's expectation during this one & half years of our business bonding. You and your team has never stopped to perform be it bill delivery, Refund cheque delivery or Welcome letter delivery irrespective of any circumstance.

You have always proved your existence in remote also & delivered the docs within TAT.

Truly your professional service and support has made us realise the importance of VELEX in our day to day business.

A blue ink handwritten signature is written over a circular blue stamp. The stamp contains the text "IDEA CELLULAR LIMITED" around the perimeter and "KOLKATA" in the center.

Thanks for your all time support,
Parthasarathi Biswal, Billing Operations
IDEA Cellular Limited, Kolkata & WB Circle



Date: 24-Apr-2017

To,
Mr. Yogesh Patel
Director
Velex Logistics Pvt. LTD
206, Jay-Antariksha Bldg, Makwana Road,
Marol Naka, Andheri (East)- 400059

Dear Mr. Yogesh ,

Sub: Feedback on service level of Velex Logistics.

We have been associated with Velex Logistics since last 2 years and they provide E-Comm services i.e. SMS sending to customer, WebAPI (Real Time Updation), Hand Held Device / Mobile App etc. Their service levels are good in terms of prompt deliveries, good delivery strike rates with minimum RTO percentages and no major escalations from our customers.

We found Velex services reliable and satisfactory.

Thanking you.

Yours truly,
For ICICI BANK LTD



(Authorised Signatory)

RE: Velex : Service appreciation letter

File Edit View Tools Message Help

Reply Reply All Forward Print Delete Previous Next Addresses

This message is High Priority.

From: Kulkarni, Sandesh
Date: 24/Apr/2017 19:02 PM
To: Uday D; 'Pradeep/Velex/HO'
Cc: Varghese, Vigil ; Maliwal, Vishakha Gopal ; Shroff, Ketki
Subject: RE: Velex : Service appreciation letter

Dear Uday and Pradeep,

For Mumbai, we have found your services to be satisfactory. The response time taken by your team on any queries, is very less which helps us to resolve issues quickly.

We appreciate the support provided by your team for any urgent/ critical delivery whenever requested.

We look forward to your continued support and co-operation.

Thanks & Regards
Sandesh Kulkarni
Trade Services | Citibank N.A | 4th Floor, Fort House, Dr. D.N. Road, Fort, Mumbai 400001 | Landline : 022-40195697 | Fax : 022- 66466276
Primary Contact: mumbai.locals@citi.com

1st Contact :- Sandesh Kulkarni **Email ID:** sandesh.kulkarni@citi.com **Contact no:** 022-40195697
Vigil Varghese **Email ID:** vigil.varghese@citi.com **Contact no:** 022-40195635
Vishakha Maliwal **Email ID:** vishakha.gopal.maliwal@citi.com **Contact no:** 022-40195642

2nd Contact :- Ketki Shroff **Email ID:** ketki.shroff@citi.com **Contact no:** 022-40195665

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14:33
30/May/17

thank
thank
you!