

Roles and responsibilities:

1. First communication with potential carriers
2. Pre vehicle inspection
3. Final vehicle inspection
4. Sending of sign up forms, explanation of information to carriers and approving a profile.
5. Training and PPE.
6. Communication, validation and discipline
7. Validation and discipline
8. Maintenance of carriers profile and application
9. Web of communication with Shimi Team

### **First communication with potential carriers**

Carriers are referred to us and tend to contact Shimi to join, the carrier will contact you via calls or whatsapp. If a carrier needs to be sourced, the first point of call is to ask for referrals from existing carriers or if they have another vehicle they would like to onboard. A useful tool is Gumtree, facebook ect. to find specific vehicles Shimi is looking for, contact these potential carriers through the use of these various platforms and explain to them how we work and why we are interested in working with them.

We only need a certain amount of vehicles on our app at a time so work is plentiful for existing team members, Aron and Scott will communicate with you if we need more vehicles and how many vehicles we will be needing and what type of vehicle. Whenever an enquiry comes in to join our Team, you will need to send them an online application form for all of their information, this then converts to a spreadsheet that will capture all the details for potential carriers if we need to onboard them in the future. The list builds a stockpile of carriers making it easier to onboard vehicles quickly.

***All links will be provided.***

### **Pre vehicle inspection**

Incorporated with your first communication with a potential carrier, ask them to send you photos of the vehicle front, back, left and right as well as the vehicle's license disc; these are things to look for in a pre vehicle inspection.

- License disc expiry date
- Vehicle year, not older than 2010
- No significant dents, scratches or damages.

### **Final vehicle inspection**

The final vehicle inspection is usually done in person to ensure the vehicle is a quality vehicle and fits with the Shimi brand. A meeting must be set up with a carrier to inspect their vehicle. The following is the passing criteria:

- *Jack*
- *Wheel Spanner*
- *Spare Tire*
- *Triangle*
- *Cell Phone Charger*
- *Trolley*
- *Sail and cargo net*
- *Tie Downs*

### **Sending of sign up forms**

When onboarding a carrier from an existing stockpile of carriers additional forms must be sent to the carrier via email or whatsapp, the carrier has 72hrs to send back the signed and filled out forms. The forms that need to be sent are titled

- Agreements ( online sign up of the payment option forms, GIT information as well as documentation procedure) Make sure the carrier understands the difference between option 1 and option 2. Ensure the carrier knows that they are required to have GIT and if not Shimi will supply GIT for a deduction of R140-00 per month, off their statement.
- Shimi supplier agreement. Ensure all pages are signed with initials and the appropriate fields are filled out.
- Checklist. Ensure the following
  1. License of driver is valid and the correct code
  2. All 4 tonner & up must have a valid PDP
  3. The owner ID corresponds to the vehicle registration if it does not an affidavit needs to be provided by the owner of the vehicle stating that their vehicle may be used by the applicant and provide his or her ID on the affidavit and a copy.

4. Police clearance certificate of the driver, this can take up to 3 months but a receipt as proof that it has been asked for at a police station is needed.
5. If the Applicant has their own GIT, proof of that needs to be sent, the cover amount needs to be to that value of 250k.
6. If the Carrier is VAT registered, documentation and VAT number need to be provided
7. Confirmation of bank account.

Once all above criteria is strictly meet the carrier can be approved to start working with us, the following information must be provided to Jenna via whatsapp

- Owner of vehicles name
- Drivers name and surname
- Tonnage and type of vehicle, eg dropside, enclosed
- License plate
- Email
- Drivers cell phone and whatsapp number
- Make and model of vehicle
- Bank account details
- What payment option they choose
- Are they VAT registered
- Do they have GIT

### **Training and PPE**

A training video is sent to each carrier, please ensure to mention to them that they will be graded on the following criteria for their first delivery, this determines 3 things, competency, understanding app and fitness for Shimi the team. Things that need to be done correctly for the first delivery to determine the outcome of joining Shimi permanently:

- Arriving at pick location on time
- Clear photos of stock and PODS at pick up
- Understanding the INV numbers, task IDS and Ref numbers
- Clear photos of stock and PODS at delivery point

The driver, owner of the vehicle, Aron, Jenna and yourself needs to be added in a whatsapp group with the title being the vehicle tonnage and the drivers name that is on the Dash.

All drivers must adhere to strict PPE protocol, if the carrier does not have the below PPE they will not be approved for Shimi, if they are already working with Shimi and are found to be lacking any of the compulsory PPE disciplinary action will be considered.

- Safety Boots
- Shimi T shirt (Take sizes when you sign up carriers)
- Black Jeans or overalls
- Hard Hat
- Reflector Vest
- Mask
- Hand sanitizer

Stocktake must be done on all Shimi shirts and amounts signed for and allocated to the carrier's bill for deduction. Min of two shirts per driver.

A very important part of Shimi is the PODS all drivers receive for their deliveries, in the sign up information the carrier has acknowledged that all documents must be sent to Pheladi within 24hrs or disciplinary action will be considered. When training drivers, mention the importance of documentation and the time frame in which we require these. As well as the format in which these must be sent via Cam scanner which the driver needs to be trained on as well.

- **PDF format**
- **1 task ID / ORDER per PDF**

A broadcast must be sent daily to all active carriers reminding them their documents are due.

They must be sent to [admin@shimi.co.za](mailto:admin@shimi.co.za)  
Or Whatsapp to Pheladi at 065 854 0323

### **Communication, Validation and discipline**

Communication is key with carriers. We are here to assist them and motivate them in the right direction. You are there to assist and bridge the gap between carriers, clients and Shimi team members. All carriers will directly report to you with any concerns they may have or problems that need to be addressed. You are also responsible for ensuring that carriers are disciplined and follow a strict procedure. You will need to ensure that your communication is timely, professional and polite to all parties involved. Praise and thanks are encouraged towards carriers that go above and beyond, when discipline needs to be initiated, depending on the severity of the transgression, this is a moment to teach our carriers, make them better and encourage a change of behavior.

### **Discipline structure**

### **Maintenance of carriers profile and application.**

Each of the carriers profiles needs to be maintained please be advised of the following

- Checking monthly for expired license discs and drivers licenses, new documentation must be sent to you if the expiration date is due or proof that they have gone to renew.
- If any owner changes the driver, they need to be retrained and all their documents need to be submitted and their profiles updated before they can start driving.
- If any banking details are changed, a month's notice is due and a confirmation letter needs to be sent.
- If any new vehicles are added by existing carriers, the sign up application needs to be completed for the new vehicle.
- Any phone numbers that are changed we need to be informed by the carrier and that needs to be communicated by you to the rest of the team.
- - Periodically going to site and checking uniforms, equipment and PPE.
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### **Web of communication with Shimi Team**

#### *List of Shimi team members*

Tony - CEO

Aron - Operations Manager

Scott - Sales manager

Pheladi - Administrator

Chaz - Sales consultant

Jenna - Administrator

The first process is to communicate with the interested carrier, obtain photos from all sides of their vehicle, aesthetically pleasing vehicles are what we strive for, we try not to onboard vehicles older than 2010. The next process is to interview the owner of the vehicle, driver as well as assistant via google meets or in person to gauge if they will be a good fit for Shimi. Once these processes are complete, we send them the sign up forms, please note we do not accept paper applications, everything must be sent digitally and uploaded to the central drive. Once the carrier has successfully completed the forms we send them the training video and set up a profile on Shimi for them to receive deliveries. I have created the below form in order to streamline the process of onboarding for us, this must please be completed and sent to me when a carrier is ready to receive their profiles. See link below to the form. This can be filled in and exported as a PDF and sent to me via whatsapp or email.

[https://docs.google.com/document/d/1J7UOrcx0PflvrWockzvsvdGrAe\\_Ssve4bAqjiVwlsMro/edit?usp=sharing](https://docs.google.com/document/d/1J7UOrcx0PflvrWockzvsvdGrAe_Ssve4bAqjiVwlsMro/edit?usp=sharing)

Below is a link to our carrier sign up progress sheet, it contains all areas in the tab below the sheet, i have created one for Durban, i use this to track contact with carriers, especially if all our vehicle slots are taken, the reserve carriers will be easy to find.

[https://docs.google.com/spreadsheets/d/1Gh764iDgrgvOPBoYHDZSTiY5gO2BpIXdVChcL1U\\_F08/edit?usp=sharing](https://docs.google.com/spreadsheets/d/1Gh764iDgrgvOPBoYHDZSTiY5gO2BpIXdVChcL1U_F08/edit?usp=sharing)

The following link is to the carrier online application form, the google form i've created for carriers to fill out, all the

information automatically gets exported to the sheet below, this is a vital part of the sign up process. As all the information for payment and carrier app profiles derive from this info.

[https://docs.google.com/spreadsheets/d/1VjrBopRua3Wn5PlqpXw0ne5XWdkxnjECDH\\_0EhhvYMk/edit?usp=sharing](https://docs.google.com/spreadsheets/d/1VjrBopRua3Wn5PlqpXw0ne5XWdkxnjECDH_0EhhvYMk/edit?usp=sharing)

Here is a link for our all sign up docs, the ones labeled annexure c, carrier payment options, checklist and supplier agreement must be emailed to the carrier and be sent back to you via mail and then be uploaded into the supporting documents folder with their trading names. The google form document must be opened and sent to every carrier as well. All of these can be found in the sign up doc folder.

<https://drive.google.com/drive/folders/1yLpNvTJXgUvSr8stQeVHP7Mv1rpgGhXf?usp=sharing>  
[germiston.sfm@tileafrica.co.za](mailto:germiston.sfm@tileafrica.co.za)

161551913 - no inv

161551913 - no pod sent