



RECONCILIATION TEMPLATE

a. Name of reconciliation file

NINJA VAN-Partner name-COD and Billing_date of reconciliation

Date of reconciliation: Start day-End day month year (VD: 26-27Apr21)

**Ex: NINJA VAN-22563-HCM-Franchise-SuperShip-COD and Billing_26-27April21*

b. Content

- Tracking ID
- Order creation date
- Status of delivery
- Date of delivery
- Sender's Address
- Receiving address
- Number of weights input by customers
- Chargeable weight
- COD
- Delivery charges

c. Time for transfer

Ninja Van will transfer money to the registered bank account on the same day of sending the reconciliation email

d. Complaints

Complaints related to weight and cost:

- Partner responds to the matching email from Ninja Van's finance department
- Response time: **n+3**
- > Finance department receives and provides proof of balance