



## Safe and Easy to Apply, Ninja Xpress Shares Effective Six Goods Wrapping Tips

**JAKARTA, INDONESIA, 21 JUNE 2023** - Based on consumer complaint data, the Ministry of Trade noted that there were 3,692 consumer complaints served in the first half of 2022; 86.1 percent or 3,181 complaints came from the e-commerce sector. One of the most common types of complaints is the purchase of goods that are not in accordance with the agreement or damaged due to unsafe packaging. Therefore, it is important to know how to apply good packaging to keep the package safe.

This is also found in the Ninja Xpress shipping process. If goods are found with damaged packaging before being distributed to the destination address, it will be handled in accordance with Ninja Xpress' SOP (Standard Operating Procedure) which damaged packaging will be examined by the Ninja Xpress's Recovery team to find appropriate handling solutions, such as repackaging before continuing delivery, or creating a ticket *assignment* for further investigation.

To help SMEs protect their goods from damage during the shipping process, Ninja Xpress, Indonesia's leading tech-enabled logistics company, shares six packing tips to ensure SMEs' goods get delivered safely to their customers.

### 1. Pay attention to the type of goods to be shipped

Before wrapping goods, it is important to pay attention to the type of goods to be shipped. There are some items that require extra treatment because the characteristics of the item will affect the way it is wrapped. For example, to wrap glassware, it needs extra padding in the form of additional *bubble wrap* or *corrugated carton*, and if needed, you can also use wooden *shipping crates* to make it safer.

### 2. Use the Right Packaging Material

Some materials commonly used to wrap goods are cardboard, *styrofoam*, *carton boxes*, *bubble wrap*, envelopes, sacks, and wooden boxes. In this case, not all materials are suitable and needed for an item. For this reason, the use of packaging materials must be adjusted to the needs. For example, when sending items that contain liquids, all sides must be wrapped in *bubble wrap* and duct tape, and make sure there is no empty space if wrapped using cardboard so that the item does not shift, which can make it break or leak.

### 3. Wrapping Goods in Layers

Wrapping goods in layers aims to reduce impact and minimise damage to an item, thus providing extra security. In this case, the item to be wrapped consists of a main layer, an



outer layer, and an additional layer using wrapping material combined according to the type of item.

**4. Make sure the items are wrapped neatly and tightly**

In addition to applying the steps above, also make sure the items are wrapped neatly and tightly. Use duct tape and tape to prevent the package from opening up during transportation. To make it safer, we recommend that the entire package be coated with duct tape so that the surface of the package becomes stronger and not easily torn.

**5. Use Warning Labels**

Warning labels are important to signal that the package contains items that are prone to damage. These warning labels generally say: "Do not slam", "Fragile", or "Handle with care". Wearing a warning label is useful to inform delivery staff to take extra care of the goods.

**6. Write Delivery Data as Complete as Possible**

Good packaging should include complete delivery data. By including complete data, it will facilitate the delivery process, and the recipient can easily check if the package details are accurate.

**Andi Djoewarsa, Chief Marketing Officer (CMO) of Ninja Xpress** said: "We are ready to assist SMEs in sending packages with a focus on security and compliance with established procedures. Ninja Xpress will ensure that every package sent reaches its destination safely and securely."