

E-commerce Delivery Associate

S. No.	NOS Details	Question	Option A	Option B	Option C	Option D	Answer	Marks
1	LSC/N2602.Handling and sorting of shipments	How should shipments be handled and sorted efficiently in e-commerce delivery operations process?	Delayed dispatch process	Random parcel mixing	Unlabeled package handling	Proper category sorting	D	10
2		What is important step while handling and sorting shipments in delivery workflow system?	Manual address guessing	Fast vehicle loading	Check shipment labels	Loose parcel stacking	C	10
3		Why is correct sorting important for shipment handling in e-commerce delivery operations?	Ensure accurate delivery	Increase parcel confusion	Reduce sorting effort	Allow wrong dispatch	A	10
4	LSC/N2603.Perform delivery of packages	How should delivery of packages be performed efficiently in e-commerce delivery operations	Random parcel dropping	Timely doorstep delivery	Untracked shipment handling	Delayed route planning	B	10
5		What is important step while performing delivery of packages in courier workflow system?	Verify recipient identity	Fast parcel handover	Manual address guessing	Loose package handling	A	10
6		Why is accuracy important while performing delivery of packages in logistics operations process?	Reduce delivery effort	Increase customer complaints	Ensure correct delivery	Allow misrouting cases	C	10
7	LSC/N2604.Perform pickup for return packages	How should return package pickup be performed efficiently in e-commerce delivery operations	Unverified pickup process	Random parcel handling	Collect return parcel	Delayed route planning	C	10
8		What is important step while performing pickup for return packages delivery workflow	Verify return request	Fast parcel pickup	Manual address guessing	Loose package handling	A	10
9		Why is correct procedure important during return package pickup in logistics operations	Allow misrouting cases	Increase delivery errors	Reduce pickup effort	Ensure proper returns	D	10
10	LSC/N2605.Reconciliation of Packages and	How is reconciliation of packages and cash handled in e-commerce delivery operations process?	Unverified package count	Random cash handling	Match delivery records	Delayed reporting system	C	10

11	Handling Cash	What is important step during cash handling and package reconciliation in delivery	Verify collected cash	Fast parcel counting	Manual entry errors	Loose record keeping	A	10
12		Why is accurate reconciliation important for packages and cash in delivery operations system?	Increase delivery disputes	Ensure financial accuracy	Reduce tracking effort	Allow reporting errors	B	10
13	LSC/N2606.Communicate effectively with customers	How should delivery associates communicate effectively with customers during e-commerce delivery operations process?	Delayed response handling	Random talking style	Unclear message delivery	Clear polite communication	D	10
14		What is important step while communicating with customers in delivery service workflow system?	Confirm delivery details	Fast parcel handing	Manual address guessing	Loose conversation flow	A	10
15		Why is effective communication important for customer satisfaction in delivery operations	Allow miscommunication cases	Increase delivery confusion	Reduce service quality	Build customer trust	D	10
16	LSC/N1903.Handover and report	How should handover and reporting be performed in e-commerce delivery operations	Unverified record entry	Random parcel transfer	Accurate delivery reporting	Delayed communication system	C	10
17		What is important step during handover and report submission in delivery workflow system?	Verify delivery status	Fast parcel dropping	Manual address guessing	Loose reporting format	A	10
18		Why is proper handover and reporting important in delivery operations management process?	Increase delivery confusion	Ensure accountability tracking	Reduce documentation effort	Allow misreporting cases	B	10
19	LSC/N9904.Maintain integrity and ethics in operation	Why is maintaining integrity and ethics important in e-commerce delivery operations process?	Build customer trust	Random parcel handling	Unverified cash use	Delayed reporting system	A	12
20		How do ethics improve performance of e-commerce delivery associates in daily	Loose communication flow	Fast delivery shortcuts	Manual record errors	Honest service behavior	D	14

21		What shows integrity during delivery operations for e-commerce delivery associate role	Unchecked cash handling	Random parcel exchange	Accurate reporting system	Delayed delivery updates	C	14
22	LSC/N9905.Follow health, safety and security procedures.	Why is following health safety and security procedures important in delivery operations	Prevent workplace hazards	Increase delivery delays	Reduce customer orders	Manual parcel errors	A	12
23		How do safety procedures protect e-commerce delivery associates during daily field operations work?	Fast parcel handling	Ensure personal safety	Manual address guessing	Loose reporting system	B	14
24		What is key benefit of security procedures in e-commerce delivery associate role duties?	Protect goods security	Increase delivery mistakes	Reduce service quality	Allow unsafe practices	A	14
25	DGT/VSQ/N0101.Employability Skills (30 Hours)	How do employability skills improve performance of e-commerce delivery associate in	Unplanned workflow errors	Poor communication skills	Random task handling	Better job performance	D	6
26		Which employability skill helps delivery associates manage time during daily delivery operations	Time management skill	Disorganized scheduling habit	Random parcel handling	Manual guessing method	A	7
27		Why are employability skills important for e-commerce delivery associate career growth	Reduce learning ability	Enhance job readiness	Limit workplace growth	Create confusion tasks	B	7
28	LSC/N1904.Handle perishable shipment	How should perishable shipments be handled safely in e-commerce delivery operations process?	Maintain temperature control	Random parcel handling	Untracked delivery method	Delayed dispatch system	A	10
29		What is important step while handling perishable shipments in delivery workflow operations	Loose packaging handling	Fast parcel movement	Manual address guessing	Check expiry timing	D	10
30		Why is proper handling required for perishable shipments in logistics delivery operations	Preserve product freshness	Increase delivery errors	Reduce handling care	Allow spoilage cases	A	10
31	LSC/N1905.Handle high value shipment	How should high value shipments be handled safely in e-commerce delivery operations process?	Loose packaging handling	Random parcel movement	Untracked delivery process	Secure handling method	D	10

32		What is important step while handling high value shipments in delivery workflow system?	Verify shipment security	Fast parcel delivery	Manual address guessing	Unsecured transport method	A	10
33		Why is careful handling required for high value shipments in logistics operations process?	Reduce handling care	Increase delivery errors	Prevent theft risk	Allow misplacement cases	C	10
34	LSC/N1906.Handle furniture and household	How should furniture and household items be handled safely in delivery operations	Proper lifting technique	Random item placement	Unsecured transport method	Loose packaging handling	A	10
35		What is important step while handling furniture and household goods delivery workflow system?	Manual address guessing	Fast delivery process	Check item condition	Unprotected handling method	C	10
36		Why is careful handling required for furniture and household goods delivery operations	Allow rough movement	Increase delivery errors	Reduce handling care	Prevent product damage	D	10
37	LSC/N9906.Verify GST invoices	How should GST invoices be verified accurately in e-commerce delivery operations process?	Match invoice details	Random bill entry	Unchecked document filing	Manual data guessing	A	10
38		What is important step while verifying GST invoices in delivery workflow system tasks?	Loose document handling	Fast invoice approval	Check tax details	Manual record errors	C	10
39		Why is GST invoice verification important in e-commerce delivery operations compliance process?	Ensure tax accuracy	Increase billing mistakes	Reduce documentation care	Allow incorrect entries	A	10