**E-Patra Email SOP for Air Operation’s Team:-**

1. **Login Time -** Login on E-Patra as soon as possible after Punch In.
2. **Check Pending Task -** After Logged-In please check your Pending, Snooze mails first then start work on fresh mails.
3. **Mail TAT :**

* Keep **TAT** (min 15Min) or based on task for each email.

1. **Follow-up Mails :**

* Email status for your follow-up task must be **Snooze** instead of -

IN-Progress or Closed.

1. **Billing Mails :**

* Pending billing email must be actioned and closed within 30 to 60 mins.
* Take helps/assign mails for billing to the following team **(Mr. Ganesh Menaria/ Ms. Ruchita C (Account) /Ms. Roshani Tambe (Accounts))**

1. **Department Change :**

* Keep mail status open at all times whenever switching departments. i.e. - from **Air to B2C** or **Air to Group**.

1. **Break Option :**

* Use accurate break option as available on the system (e.g. While going for lunch use the lunch break option) also inform floor incharge, ensure only one person at a time should go for lunch.

1. **Close Mails before leaving for the day :**

* Mandate to update email status – **Close/Snooze** before leave office.
* You can assign the pending mails to someone or Team Leader of the week who will close it.
* **LOGOUT** as necessary before leaving the office.