



COOPERATIVE EDUCATION REPORT:

Operational Assistant in the E-commerce Industry

Written by

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**This report is submitted in partial fulfillment of the
requirements for Cooperative Education**

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Siam University

Title: Operational Assistant in the E-commerce Industry

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We have approved this report as the partial fulfillment of the Cooperative Education Program,
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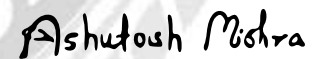
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Abstract

The cooperative report titled Operational Assistant in the E-commerce Industry shares what I learned while working in the Operations Department. The main goal of this internship was to put into practice the concepts I studied in university and see how they apply in a real business setting. During my time at ForeverYng, I looked closely at how an operations team works in a skincare and wellness company. I handled daily tasks, tackled challenges in a fast-paced environment, and learned how to keep things running smoothly to improve efficiency.

This report also talks about my responsibilities, like managing inventory, processing orders, and assisting with daily operations. It highlights some of the challenges I faced and how I solved them. I also reflect on how my university courses helped prepare me for this role by giving me the necessary knowledge and skills. Overall, this internship was a great opportunity to connect what I learned in the classroom with real-world experience and gain valuable insights into how a growing business operates.

Keywords: PUP, Api, inward, outward, inventory, operation

Acknowledgement

I am truly grateful for the opportunity to work as an Operational Assistant intern at Foreveryng. This experience has been an incredible learning journey, allowing me to apply my academic knowledge in a real-world business environment. I extend my sincere thanks to Kathmandu College of Management (KCM) and Siam University for organizing the Cooperative Education program, which provided me with this valuable opportunity. Their guidance and support throughout this period have been instrumental in shaping my professional growth.

I also want to express my gratitude to the entire team at Foreveryng for their support, encouragement, and mentorship. A special thank you to my on-the-job supervisor for guiding me through various tasks and helping me develop essential skills. Additionally, I deeply appreciate my Cooperative Education supervisor at KCM for their continuous feedback and support in completing this report. This internship has been a significant step in my career development, and I look forward to applying the skills and knowledge I have gained in the future.

Grisha Prajapati

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CONTENT

Abstract.....	3
Acknowledgement.....	4
CONTENT	5
Chapter 1: Introduction	8
1.1 Company Profile	8
1.1.1 Mission of the Company	9
1.1.2 Vision of the Company	9
1.1.3 Company Brands.....	9
1.1.4 Values:.....	10
1.2 Organization Structure	11
1.2.1 Job Position	13
1.2.2 Job Position in the Company's Organization Structure	13
1.3 Intention and Motivation to Join the Company	13
1.4 Strategic Analysis of the Company	14
1.5 Objectives of this Co-operative Study	19
Chapter 2: Co-Op Study Activities.....	21
2.1 Job Description	21
2.2 Job Responsibilities	21
2.3 Activities in Coordinating with Co-workers	23
2.4 Job Process Diagram	24
2.5 Contributions as a Co-op Student in the Company	25
Chapter 3: LEARNING PROCESS	27
3.1 Problem/Issue Identified in the Company	27
3.2 How to Solve the Problem.....	27
3.3 Recommendations to the Company	28
3.4 What I Learned in Co-op Studies	28
3.5 Applying Knowledge to Real Work	28
3.6 Special Skills and Knowledge Gained from Co-op	29
CHAPTER 4: CONCLUSION.....	30
4.1 Summary of Highlights of My Co-Op Studies at Foreveryng.....	30
4.2 Evaluation of the Work Experience.....	30

4.3 Limitations of My Co-Op Studies	30
4.4 Recommendations for the Company.....	31
References	32
Annex	33



List of Figures:

Figure 1: Company Logo

Figure 2: Organizational Chart

Figure 3: SWOT Analysis

Figure 4: Job Process Diagram

Figure 5: Inventory Room

Figure 6: Inward/Outward process

List of Abbreviations:

PUP: Packaging Under Process

API: Application programming interface



Chapter 1: Introduction



Figure 1 : Company Logo

1.1 Company Profile

Foreveryng, a subsidiary of Seven Multi Trading Pvt. Ltd., is Nepal's largest beauty e-commerce platform, dedicated to empowering individuals by helping their inner beauty shine. We believe that beauty is not just about appearance but also about confidence and self-care. Our mission is to make high-quality beauty and skincare products accessible to everyone, ensuring that customers can find the right products to enhance their natural beauty. With a focus on authenticity and customer satisfaction, we strive to provide a seamless online shopping experience, making it easier than ever for people in Nepal to discover and purchase premium beauty products.

Our platform features a carefully curated selection of internationally renowned and locally loved beauty brands, offering a diverse range of skincare, makeup, haircare, and wellness products. We work closely with trusted suppliers to ensure that every item we offer is 100% genuine and meets high-quality standards. Whether customers are looking for the latest beauty trends or time-tested skincare essentials, Foreveryng provides a reliable destination where they can explore and shop with confidence. Additionally, we are committed to educating and guiding our customers by providing detailed product information and expert beauty advice to help them make informed decisions.

At Foreveryng, we prioritize customer satisfaction by offering not only top-tier products but also a hassle-free shopping experience. Our user-friendly platform, secure payment options, and easy returns policy ensure that customers can shop with peace of mind. We understand that self-care is a vital part of everyday life, and we are here to support our customers on their beauty journey. By continuously expanding our offerings and improving our services, we aim to be more than just a beauty retailer—we strive to be a trusted companion in every individual's pursuit of self-care and confidence.

1.1.1 Mission of the Company

Empower individuals to embrace their unique beauty and express themselves through high-quality, inclusive, and innovative beauty products.

1.1.2 Vision of the Company

To be the leading global beauty e-commerce platform that redefines the beauty landscape. We envision a future where everyone feels empowered to explore and celebrate their individuality, breaking traditional beauty norms and embracing diverse standards of beauty.

1.1.3 Company Brands

The company offers an extensive range of high-quality beauty products designed to enhance natural beauty and promote self-care:

A: Skincare Creams & Lotions:

The company provides nourishing skincare creams and lotions, available in various formulations, such as hydrating, anti-aging, brightening, and soothing, for all skin types.

B: Facial Masks:

Glow Radiance offers a variety of facial masks, including hydrating, detoxifying, and exfoliating masks, made with natural ingredients like aloe vera, charcoal, and green tea.

C: Makeup Products:

The company offers a wide range of makeup products, including foundations, concealers, eyeshadows, lipsticks, and highlighters, in a variety of shades and formulas, perfect for every skin tone and occasion.

D: Hair Care Products:

Glow Radiance provides premium shampoos, conditioners, hair oils, and styling products formulated to improve hair health, enhance shine, and control frizz.

E: Perfumes & Fragrances:

The company offers a range of luxurious perfumes and body mists with a variety of fragrances, from floral and fruity to woody and musky, providing an all-day fresh scent.

F: Nail Care:

Glow Radiance offers nail care products, including nail polishes, cuticle oils, and strengthening treatments to maintain healthy, beautiful nails.

G: Beauty Tools & Accessories:

The company also provides a variety of beauty tools and accessories, such as makeup brushes, facial rollers, and hairbrushes, to complement your beauty regimen.

1.1.4 Values:

The values reflect our passion for beauty, our respect for individuality, and our promise to build a brand that uplifts, inspires, and evolves with our community.

A: Vibrant Community: We create a welcoming space where beauty lovers can connect, share, and inspire each other.

B: Foster Confidence: We believe beauty is about feeling good in your own skin and empowering people to shine.

C: Self-Expression: Everyone has their own style, and we celebrate individuality through beauty.

D: Be Better Every Day: We strive for growth, improvement, and innovation in everything we do.

E: Embrace Uniqueness: Beauty comes in all forms, and we encourage people to embrace what makes them special.

F: Sense of Belonging: We want everyone to feel valued, included, and part of a supportive beauty community.

1.2 Organization Structure

Organizational structure shows who does what and how decisions get made in a company. It helps teams work better, keeps things clear, and ensures everyone's efforts are well coordinated.

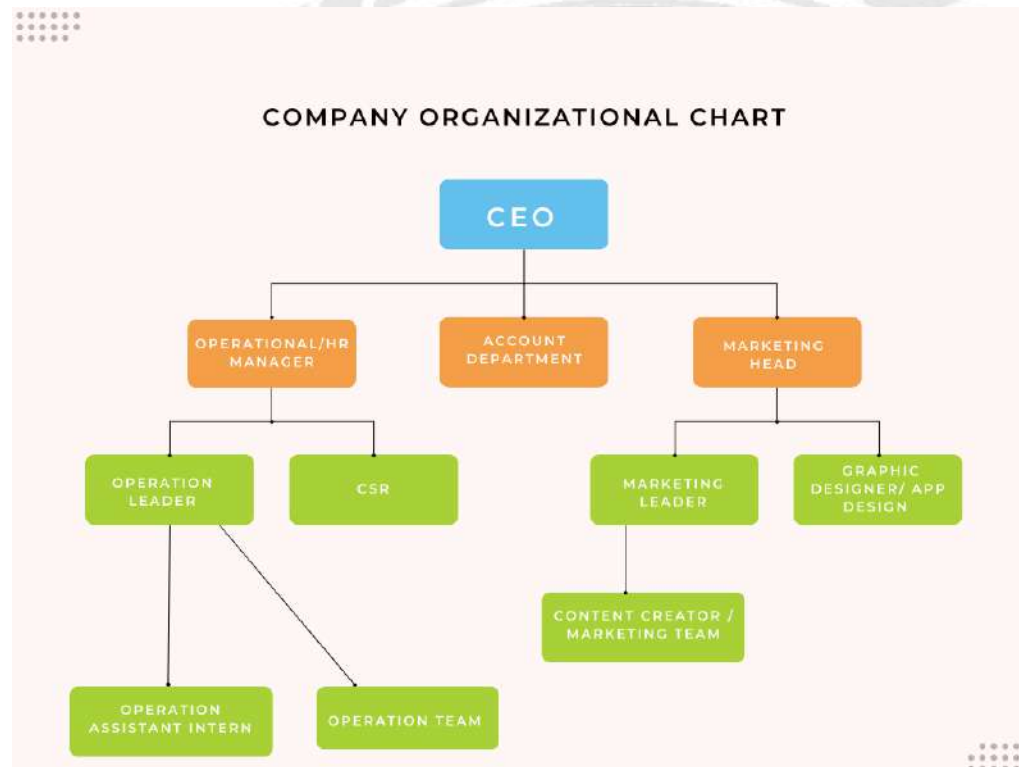


Figure 2: Organizational Chart

At the top of Foreveryng's organizational structure is the CEO (Chief Executive Officer), who is the founder and holds the highest authority in the company. The CEO is responsible for providing strategic direction, setting long-term goals, and overseeing the overall performance of the company. The CEO ensures that all departments are aligned with the company's vision and mission, and that each team is working effectively toward common objectives.

Under the CEO, the company is divided into three main departments: Operations/HR, Accounting, and Marketing. Each department plays a vital role in the daily functioning and growth of the company.

The Operations and HR Department is managed by the Operations/HR Manager, who supervises two critical teams: the Operations Team and the Customer Service Representatives (CSR). The Operations Team is responsible for handling inventory management, order processing, billing, and ensuring that the correct products are sent out to customers. They also keep track of stock levels and help maintain efficient supply chain processes. The HR responsibilities include managing employee records, recruitment, and workplace policies. The Customer Service Representatives (CSR) work under the same department and focus on communicating with customers, resolving order issues, answering queries, and ensuring customer satisfaction. They also coordinate with the operations team to ensure timely updates on product availability and order tracking.

The Accounting Department is in charge of managing the company's finances. This includes preparing and verifying bills, maintaining financial records, handling budgets, and ensuring accurate financial reporting. The accounting team works closely with the operations team to manage billing details, check for duplicate invoices, and process payments accurately. They play a crucial role in maintaining the financial health and transparency of the company.

The Marketing Department is split into two branches, each led by a different Marketing Head. The first Marketing Head supervises the Graphic Design and App Design teams, who are responsible for creating all visual branding materials, product images, website and app layouts, and user experience design. Their work helps attract and retain customers by ensuring the brand looks appealing and modern. The second Marketing Head oversees the Content Creation and Marketing Team, which is in charge of managing social media platforms, writing product descriptions, running marketing campaigns, and building brand awareness. This team ensures that Foreveryng reaches the right audience and stays competitive in the beauty and e-commerce industry.

This organizational structure promotes clear communication, accountability, and collaboration between departments. Each role has specific responsibilities that contribute to the overall success of the company, and the hierarchy ensures that tasks are distributed efficiently while maintaining a smooth workflow across teams.

1.2.1 Job Position

As an Operations Assistant Intern, I was responsible for handling the outward and inward processing of bills and checking the product properly before sending it during the outward process. My duties also include tracking pending bills due to product unavailability, printing bills, verifying customer double bills, and ensuring the accuracy of all transactions. I also managed new stock, conducted stock counts, and maintained records to ensure smooth inventory management. Additionally, I worked closely with the team to update the API system, allowing better communication between departments and customers regarding the status of products under process (PUP). Another key part of my role was managing canceled boxes by recording and processing them correctly.

1.2.2 Job Position in the Company's Organization Structure

The company had several key departments, including Operations, Marketing, and Finance. I worked within the Operations Department at an operational level and reported directly to the Operations Manager. My role required regular coordination with teams, especially the marketing and inventory department, to ensure accurate and efficient billing, stock management, and smooth workflow in daily operations.

1.3 Intention and Motivation to Join the Company

I chose to join Foreveryng for my cooperative education internship because I was really interested in understanding how the operations of an e-commerce business work, especially in a fast-growing industry like beauty and skincare. I have always been curious about how companies manage their products, handle customer orders, and deal with stock and billing in real time. When I saw the opportunity to work as an Operations Assistant at Foreveryng, I felt that it would be a great chance to learn something valuable and gain practical experience. I wanted to see how the things I had learned in my university classes could actually be used in a real company. I believed that this

internship would allow me to apply my knowledge, improve my communication and teamwork skills, and understand the day-to-day tasks that are important in running a successful business.

I was also motivated by the fact that Foreveryng is a well-known name in Nepal's e-commerce space, and I was excited to be part of a company that is focused on helping people feel confident and beautiful. I wanted to learn how a company like this keeps its operations smooth, how it solves problems when they come up, and how different teams work together to make sure customers are happy. This internship was also a way for me to explore my own interests in supply chain and operations management, and to see if this is the kind of work I want to do in the future. Overall, I joined Foreveryng because I wanted to grow as a student, as a future professional, and as someone who wants to make a meaningful contribution to a company.

I have always been passionate about operations and supply chain management, particularly in a manufacturing environment. This internship provided an excellent opportunity to gain firsthand experience in how a company manages product flow, inventory, and billing processes.

1.4 Strategic Analysis of the Company

The SWOT analysis of Foreveryng is as follows:

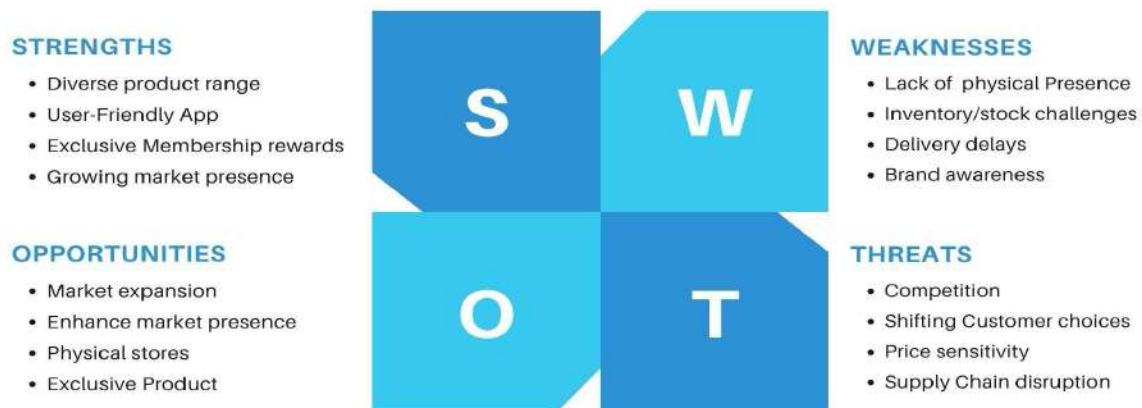


Figure 3: Swot Analysis

A. Strengths

- *Diverse Product Range:* One of Foreveryng's strongest advantages is its diverse product range, which includes an impressive mix of both international and local beauty brands. During my internship, I saw how the company carefully curate's skincare, makeup, haircare, and wellness products to meet the different needs and preferences of Nepali consumers. This wide variety allows Foreveryng to appeal to a broad audience, from those seeking global beauty trends to those who trust homegrown solutions. This variety directly supports their mission of promoting self-care and confidence, and it also strengthens their position in a competitive e-commerce market by giving shoppers a one-stop destination for beauty.
- *User-Friendly App:* Another major strength of Foreveryng is its user-friendly mobile app and website interface. I observed that the platform is designed to make the shopping process smooth, intuitive, and enjoyable. Customers can easily browse through categories, read product details, and place orders without confusion. The app includes features like filters, product reviews, and educational content that help users make informed decisions. This ease of use plays a crucial role in customer retention and repeat purchases, especially among young consumers who prefer fast and hassle-free digital experiences. The clean design, smooth navigation, and secure payment system collectively make online beauty shopping more accessible, which is vital in a growing digital market like Nepal.
- *Exclusive Membership Rewards:* Foreveryng also boosts customer loyalty through its exclusive membership rewards, which give frequent shoppers special deals, early access to new arrivals, and occasional discounts. These benefits help customers feel appreciated and recognized for their continued support. From what I experienced, this reward system not only increases customer engagement but also encourages them to shop more regularly in order to unlock these perks. By creating a sense of belonging and added value, the company builds long-term relationships with its audience, which is essential for sustainable growth in the e-commerce space.

- *Growing Market Presence:* Foreveryng's growing presence in the Nepali beauty market is a testament to its effective branding, customer service, and product reliability. Over time, the company has successfully established itself as a go-to destination for beauty enthusiasts across the country. Its active social media presence, influencer collaborations, and promotional campaigns have all contributed to increased visibility. Despite being primarily an online store, Foreveryng is becoming a well-recognized name, which gives it a competitive edge and more room to expand in the future. The brand's reputation for authenticity and quality further supports this growing influence.

B. Weakness

- *Lack of Physical Presence:* One of the major weaknesses of Foreveryng is the lack of a physical store or showroom. While the online model works well for many, there are still a large number of customers in Nepal who prefer to see and test beauty products in person before making a purchase. During my internship, I noticed that some customer complaints stemmed from hesitancy to trust online product images or descriptions, especially for items like foundation shades, perfumes, or skincare textures. Not having a physical outlet limits the company's ability to build deeper, face-to-face trust and serve those customers who are not yet fully comfortable with online shopping
- *Inventory/Stock Challenges:* Major operational weakness that I personally encountered during my internship was the issue of inventory and stock management. The system used for tracking available products did not always update in real-time, which led to frequent issues such as customers ordering items that were already out of stock. This caused frustration, order cancellations, and delivery delays. It also added extra pressure on the operations and customer service teams, who had to manually check stocks, confirm updates, and inform customers of changes. Sometimes, the inventory shown on the website differed from what was actually available in the system due to API update delays. These gaps in communication between departments created confusion, reduced overall efficiency, and impacted customer satisfaction negatively.

- *Delivery Delays:* Delivery delays were another noticeable problem that affected the company's service quality. These delays were not always the company's fault; they sometimes resulted from stock issues or third-party courier problems, but the customers still blamed Foreveryng. Delayed deliveries led to complaints, refunds, and sometimes even the loss of regular customers. I saw how unresolved delivery issues increased the daily workload for the operations team, who had to coordinate with couriers, track packages, and manage angry customer feedback. These delays made it harder to build a reliable brand image and pointed to the need for a more robust logistics and fulfillment strategy.
- *Brand Awareness:* Although Foreveryng is growing, there is still a lack of widespread brand awareness, especially outside major cities like Kathmandu. Many potential customers, especially in rural or semi-urban areas, are not familiar with the platform or its offerings. This gap limits the company's ability to scale quickly across the country. Without strong nationwide awareness, the company risks being overshadowed by larger or more aggressive competitors. Expanding visibility through broader marketing campaigns, collaborations, or even pop-up events could help solve this.

C. Opportunities

- *Market Expansion:* One of the biggest opportunities for Foreveryng is the potential to expand its reach as more people in Nepal shift toward online shopping. The country's digital adoption is growing, and with it, people are becoming more open to buying beauty products online. This creates a perfect environment for the company to expand into untapped cities, towns, and even international markets. Foreveryng can use this momentum to grow its customer base by offering regional payment options, multilingual support, and targeted ads. During my internship, I saw how demand was increasing beyond Kathmandu, and this growing online behavior represents a chance to scale faster with the right strategies.
- *Enhance Market Presence:* There is also a great opportunity for Foreveryng to enhance its overall market presence by increasing its brand visibility and recognition. Collaborations with beauty influencers, content creators, and makeup artists can help build trust and familiarity with potential customers. The company

can also invest in educational content like beauty tutorials, skincare guides, and product demos that not only inform customers but also build emotional connections with the brand. During my internship, I observed that posts with tips and tutorials received better engagement on social media. If the company leverages these tools consistently, it can position itself as a go-to expert in beauty and wellness, standing out from competitors.

- *Physical Stores:* Opening physical stores or experience centers is another major opportunity. These spaces would allow customers to test products in person, get expert consultations, and enjoy in-store promotions. Many customers are still more comfortable with in-person shopping, especially for beauty items that are texture- or color-sensitive. A physical store would not only boost sales but also act as a branding hub where customers can interact directly with Foreveryng's products and staff, creating a stronger connection and sense of trust.
- *Exclusive Products:* Launching exclusive product lines or collaborating with local artisans and clean beauty brands could also give Foreveryng a unique identity in the market. Right now, many beauty stores offer similar international products, but having an exclusive range, whether it's a skincare line, seasonal gift boxes, or beauty tools, would help differentiate the brand. These signature products could attract both new and loyal customers looking for something special.

D. Threats

- *Competition:* Foreveryng faces strong competition in the beauty e-commerce space. New local and international players are entering the market regularly, often with lower prices, aggressive promotions, or free delivery offers. These competitors can quickly attract customers who are price-sensitive or easily influenced by flashy campaigns. During my internship, I noticed how difficult it was to retain customers when they had so many alternatives available.
- *Shifting Customer Choices:* Another external threat is the constantly changing preferences of beauty consumers. As people become more conscious of the ingredients in their skincare and makeup, there is a growing demand for clean, cruelty-free, and sustainable products. If Foreveryng fails to adapt to these shifts, it could lose relevance among younger or more eco-aware audiences. Adapting to

trends in clean beauty, minimalism, or holistic wellness is important to maintain customer loyalty and attract the next generation of buyers.

- Price Sensitivity: Nepali consumers are highly price-sensitive, especially in times of economic uncertainty. Even loyal customers might switch to a cheaper alternative if they find a similar product at a lower cost elsewhere. This puts pressure on Foreveryng to keep prices competitive without sacrificing product quality or profit margins.
- Supply Chain Disruption: Supply chain issues pose another serious threat to Foreveryng's operations. Since many of the products are imported, any delay in international shipping, customs clearance, or rising import costs can impact product availability and pricing. These disruptions can lead to out-of-stock situations, customer dissatisfaction, and profit losses. To manage this risk, the company needs to diversify its suppliers, invest in better forecasting tools, and strengthen relationships with reliable logistics partners.

1.5 Objectives of this Co-operative Study

The main goal of this cooperative education study is to gain practical experience in a real work environment while applying the knowledge learned in class. This study helps bridge the gap between theory and practice by providing hands-on exposure to the operations of an e-commerce company in the beauty industry. The key objectives include:

- Understanding how an e-commerce business like Foreveryng operates on a daily basis.
- Learning about inventory management, billing systems, and internal coordination processes.
- Identify operational challenges and understand how they are managed within a fast-paced business environment.
- Exploring the tools and methods used in supply chain management and customer service.
- Applying academic knowledge to real-world scenarios in business operations.

Beyond applying classroom learning, this report also reflects on my personal and professional development during my time at Foreveryng. It serves as a tool to assess the skills and knowledge

I have acquired and to evaluate how my academic studies align with actual business practices in the e-commerce sector.



Chapter 2: Co-Op Study Activities

2.1 Job Description

During my internship at Foreveryng, I worked as an Operations Assistant in the Operations Department, where I helped with the day-to-day tasks that kept everything running smoothly. One of my main responsibilities was managing the billing process. I made sure that both incoming and outgoing bills were correct by checking and processing them carefully. This meant verifying each invoice to ensure there were no mistakes or duplicates and printing them out when needed. I also kept an eye on pending bills, especially when a product was out of stock and couldn't be delivered right away. If that happened, I would update the system and keep track of those orders until they were ready to be processed.

Another part of my job was working with the company's inventory. I monitored which products were in stock and which ones were either out of stock or still being prepared for shipment. When something was unavailable, I made sure the appropriate teams were notified so they could inform customers about the delay. I also updated the product availability in the system, ensuring that everyone had the most accurate and up-to-date information. I worked in the company's API system, which helped keep all departments connected and updated in real time. I used this system to update product information and make sure it was consistent across the company. Another responsibility I had was recording canceled orders properly. I had to ensure that these were accurately logged in the system so that nothing was missed or overlooked. Later, I also learn to count stock to return certain products or expired products to the brand.

Overall, this internship gave me a hands-on understanding of how all these different tasks come together to keep an e-commerce company running smoothly. I learned a lot about how inventory, billing, and communication between departments all play a role in delivering a seamless experience for the customers.

2.2 Job Responsibilities

During my time as an Operations Assistant at Foreveryng, I was entrusted with several important responsibilities that contributed to the company's smooth day-to-day operations. These tasks helped me gain hands-on experience in how an e-commerce company runs behind the scenes. Below is a detailed overview of my key responsibilities during the internship:

- *Billing and Invoice Management:* My tasks was managing the billing process, which was a crucial part of the company's operations. I was responsible for printing invoices for products that were being shipped out to customers. After printing the bills, I carefully verified each one to ensure that all the details, such as product descriptions, prices, and quantities, were accurate. I also checked for any duplicate invoices to avoid any mistakes in the system. Another important aspect of my job in this area was dealing with pending bills. When a product was out of stock and could not be delivered right away, I would update the system and keep track of these pending bills until the product became available again. I made sure that everything was updated accurately and communicated with the team when a product was back in stock to ensure that customers would be informed as soon as possible.
- *Stock and Inventory Management:* Inventory management was another key area of my responsibilities. I worked closely with the team to ensure that the company's stock records were always up to date. I regularly updated the inventory system to reflect real-time changes, including product availability and any changes in stock levels. In addition to updating the system, I also participated in physical stock counts to ensure that the records in the system matched what was physically available in the warehouse. This helped ensure that the inventory was accurate, and no discrepancies existed between what the system said we had and what was actually available for sale. If products were canceled or returned, it was important that I properly documented these changes in the inventory system. This helped avoid confusion in the future when customers made new orders or if the company needed to restock certain items. Keeping track of canceled or returned products helped maintain accuracy and ensured that our stock levels were correct at all times.
- *Customer Coordination:* A significant part of my role was ensuring smooth communication between the operations team and customers, especially when there were delays or issues with orders. If a product was out of stock or there were any changes to the order status, I made sure the relevant teams were informed, and I updated the system to reflect the latest information. Once the system was updated, it was important that the customer service and sales teams were aware of the changes so they could communicate with customers in a timely manner. If there were any delays, cancellations, or changes to

the expected delivery dates, I ensured the right people followed up with customers to explain the situation clearly.

- *Reporting and Documentation:* One of my other key responsibilities was keeping accurate records of all transactions and stock movements. I made sure that all financial transactions were documented properly, including any canceled or returned orders, so the information could be easily accessed in the future. This was important not only for internal record-keeping but also for any future audits or inventory checks. In addition, I documented changes in stock levels, including updates on products that were out of stock or temporarily unavailable. This documentation allowed the team to stay on top of stock changes and ensured that the operations team, customer service, and sales departments had the most up-to-date information when handling customer inquiries.

2.3 Activities in Coordinating with Co-workers

During my internship at Foreveryng, one of the most important things I learned was how to work closely with different teams across the company. I had the chance to collaborate with the inventory team, customer service, and the operations department, which gave me a broader understanding of how a business runs smoothly. I worked frequently with the inventory team to make sure that the stock levels in the system were always accurate. This meant I had to keep track of products moving in and out of the warehouse and make sure that every change was recorded correctly in the system. This was an important part of the process because it helped avoid stock discrepancies and ensured that we had the right information available when needed.

I also spent a lot of time working with the customer service team. Whenever there was an issue with a delayed order or an out-of-stock product, I helped make sure that the right information was updated in the system, so the customer service team could reach out to customers with the latest updates. If there was a canceled order or a delay in delivery, it was essential that the operations team updated the system quickly, which allowed customer service to communicate these changes to customers and manage their expectations. This cooperation was crucial in maintaining a positive relationship with customers and ensuring that any issues were addressed promptly.

In addition to these interactions, I participated in daily meetings within the operations department. These meetings were a chance for us to discuss the progress of our tasks, share any challenges we were facing, and make sure everyone was aligned with the goals and priorities for

the day. It was in these meetings that we would delegate tasks and clarify any responsibilities, making sure everyone knew what was expected of them. These check-ins helped me understand how a team works together to meet deadlines and ensure that all tasks are completed on time.

Through all of these activities, I learned how important teamwork, clear communication, and careful planning are in keeping everything running smoothly. I saw how each team depended on the others to keep operations efficient and ensure that customers had the best possible experience. Working closely with my colleagues helped me improve my ability to communicate, solve problems, and stay organized. I also gained a deeper appreciation for how all the different departments work together toward the same goal. This experience helped me grow professionally, as I saw firsthand how a well-coordinated team can make a big difference in the success of a business.

2.4 Job Process Diagram

The Job Process Diagram shows the main steps I follow each day from billing to stock updates. It helps keep things organized to reduce mistakes.

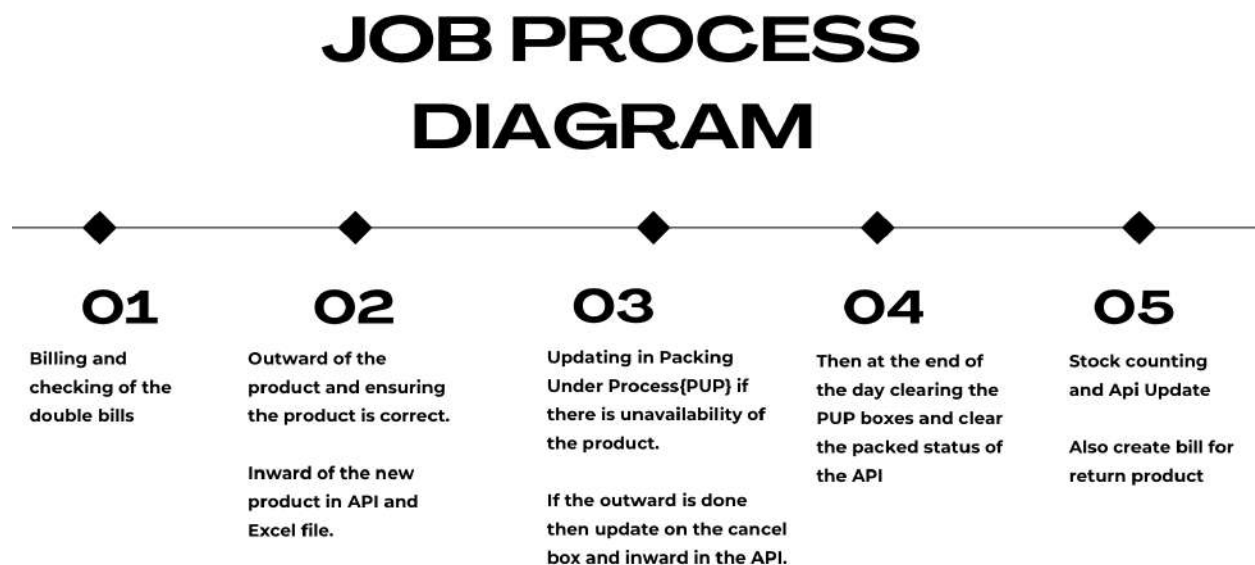


Figure 4: Job Process Diagram

Step 1: Learn about the dispatch & billing process and check the double entry during bill printing

Step 2: Outward process to scan the item and send it correctly, inward process to enter the new item or available item in Api and sheets.

Step 3: PUP orders updating and to make the PUP box

04: If there are canceled items, inward in Api system and check them correctly before locking the products.

05: Stock counting to balance the stock in inventory and the website. Stock counting to return products to the brand or other stores.

2.5 Contributions as a Co-op Student in the Company

- Processed incoming and outgoing bills, ensuring accuracy in all invoices: During my internship, I was actively involved in handling the company's billing process. This included reviewing and processing both incoming and outgoing bills. I ensured that every invoice matched the actual product or service provided, identifying and correcting any discrepancies. This accuracy helped the company maintain clean financial records and reduced the chances of overpayments or billing disputes.
- Verified billing information and updated pending orders for out-of-stock or canceled products: I played a key role in verifying billing information to ensure that all transactions were correctly documented. When products were found to be unavailable or orders were canceled, I updated the system accordingly. This real-time adjustment helped prevent the processing of incorrect orders and ensured that customers were not billed for items they would not receive.
- Collaborated with the inventory team to monitor and update stock levels in real-time: My daily tasks included working closely with the inventory department to keep stock records accurate. Whenever products were added, sold out, or removed due to quality issues, I updated the inventory management system. This coordination was crucial for maintaining an up-to-date stock database that reflected actual availability.
- Helped prevent customer complaints by ensuring the system reflected accurate stock availability: I updated stock and communicated with relevant teams, which contributed to

preventing customer dissatisfaction caused by ordering unavailable products. By ensuring that the online system showed accurate stock levels, we were able to manage customer expectations and reduce the need for refunds or replacements.

- *Bridged communication between operations, customer service, and marketing departments:* One of my key contributions was acting as a link between different departments. I facilitated communication among operations, customer service, and marketing teams by sharing updates on product availability, order statuses, and inventory changes. This helped everyone stay informed and make better decisions based on current data.
- *Ensured product availability and order statuses were accurately communicated across teams:* By coordinating updates and maintaining clarity in internal systems, I helped make sure that every department was aware of what products were available and which orders were delayed or canceled. This transparency supported a more streamlined customer service process and improved the company's ability to respond quickly to customer inquiries.
- *Updated internal systems with real-time information to support better coordination:* I regularly updated the company's internal platforms with real-time data related to inventory and order fulfillment. This ensured that the operations and support teams were working with the most current information, which helped reduce errors, speed up responses, and improve overall operational efficiency.
- *Assisted in the preparation of operational reports:* I supported the operations team in compiling and organizing data into reports. These reports included order trends, inventory levels, and issue tracking.
- *Gained hands-on experience in operations, inventory management:* Overall, my internship provided me with valuable real-world experience in business operations. I learned how different departments work together and developed practical skills in inventory management, data accuracy, teamwork, and problem-solving, all of which will benefit me in future roles

Chapter 3: Learning Process

3.1 Problem/Issue Identified in the Company

The issue I identified during my internship at Foreveryng was related to inventory and stock management. Due to the lack of real-time stock updates, there were frequent delays in processing orders. Also, there was an issue with out-of-stock items, as buyers could order products that were not available in the inventory. Most of the time, customers placed orders for products that were out of stock or went under processing (PUP), leading to cancellations or delayed deliveries. This not only affected customer satisfaction but also increased the workload for the operations and customer service teams, who had to manually update and communicate stock availability. The issue was further worsened by delays in API updates, which resulted in miscommunication between different departments. Also, there was some internal issue as the item was not being locked, also led to the wrong product or customer ordering two items, were only receiving one item.

3.2 How to Solve the Problem

To solve this issue, Foreveryng should implement an inventory management system that updates stock levels in real-time. This system should be directly integrated with the company's website, billing software, and API, ensuring that stock availability is always accurate. When a product is sold or restocked, the system should immediately update inventory data, preventing customers from ordering out-of-stock products. Additionally, an alert system can be set up to notify the operations team when stock levels are low, allowing them to reorder products before they run out. Another solution could be introducing a "pre-order" or "waitlist" feature on the website, so customers can be informed when a product is back in stock. This will reduce order cancellations and improve customer satisfaction. The company should also ensure that all departments, especially operations, customer service, and warehouse teams, are well-connected through a faster and more reliable API update system. This will help minimize miscommunication and make it easier for employees to track product availability. Regular stock checks should also be conducted to compare the physical inventory with the system records.

3.3 Recommendations to the Company

To improve its operations and customer experience, Foreveryng should consider implementing a real-time inventory management system that ensures stock levels are automatically updated across all platforms. This will prevent customers from ordering unavailable products, reducing cancellations and improving order fulfillment. Additionally, introducing a pre-order or waitlist feature on its website, allowing customers to express interest in out-of-stock products and receive notifications when they are available again. Lastly, strengthening internal communication through faster API updates will help different teams stay informed about inventory changes, reducing errors and miscommunication in order processing.

3.4 What I Learned in Co-op Studies

My co-op internship at Foreveryng provided me with valuable hands-on experience in how an e-commerce business operates. I learned the importance of inventory management, efficient billing processes, and clear communication between departments to ensure smooth operations. Additionally, I gained a deeper understanding of how customer service is impacted by operational efficiency, as delays in stock updates directly affected customer satisfaction. The experience also taught me the value of problem-solving in a business environment, where real-world challenges require quick and effective solutions.

3.5 Applying Knowledge to Real Work

During my internship, I was able to apply the theoretical knowledge I had learned in my studies to practical business scenarios. Concepts such as data entry, financial reporting, and inventory control, which I had studied in class, became essential parts of my daily tasks. I used my understanding of financial management to track and verify invoices, while my knowledge of operations and logistics helped me understand the importance of keeping accurate stock records. This experience reinforced the connection between academic learning and real-world applications, helping me see how different business functions work together in practice.

3.6 Special Skills and Knowledge Gained from Co-op

My internship at Foreveryng taught me more than I expected when I first started. While I did learn technical things like how to manage inventory and process bills, the biggest growth I experienced was in the way I worked, communicated, and solved problems.

- *Learning to Solve Real Problems:* One of the main things I learned was how to think critically and solve problems on the spot. For example, when stock levels weren't updating properly, it caused confusion for both the team and customers. I had to figure out what was going wrong and think of ways to fix it, like suggesting real-time inventory updates. This helped me become more confident in analyzing problems and coming up with useful solutions.
- *Gaining Technical Experience:* I had only heard about inventory and billing systems in theory. But now, I've actually used them. I learned how to enter data, check stock levels, print bills, and make sure everything was accurate. These tasks might sound small, but they are essential in a company that deals with hundreds of orders. I feel much more confident using software and tools that are common in the business world now.
- *Communication and Teamwork:* I also learned how important teamwork is in a business. I had to talk to people from different departments, like customer service, marketing, and operations, almost every day. We had to stay updated and coordinate to make sure everything ran smoothly. Through this, I realized how clear communication and being respectful to others' roles can make a big difference. I also became more comfortable asking questions and offering help when needed.
- *Managing Time:* This internship helped me grow up a little, too. I was given real responsibilities, and people trusted me to get things done. That meant I had to be careful with time, stay organized, and double-check my work. Sometimes the work was repetitive or fast-paced, but I learned how to stay focused and meet deadlines, even when things got busy.

In the end, this experience gave me both hard and soft skills—things like using billing software, but also how to work with people, manage my time, and solve everyday challenges. I feel much more prepared for future jobs, and I now have a clearer idea of what I enjoy doing and what I'm good at.

Chapter 4: Conclusion

4.1 Summary of Highlights of My Co-Op Studies at Foreveryng

My Co-Op studies at Foreveryng, a subsidiary of Seven Multi Trading Pvt. Ltd., provided a comprehensive and hands-on experience in the operations department of a fast-paced e-commerce company. Over the three-month internship, I gained practical exposure in various areas, including inventory management, billing and invoice processing, product verification, and customer coordination. I became proficient in handling real-time stock updates, updating systems via API, managing inward and outward inventory flow, and addressing billing discrepancies. One of the key highlights was working closely with the operations Teams to learn how API integration supports efficient product tracking and communication. This experience allowed me to apply theoretical knowledge in a real-world setting and significantly deepened my understanding of how operation flows in a company.

4.2 Evaluation of the Work Experience

- *Self-Assessment and Contributions:* I learned a lot during this internship. I was able to stay organized and take responsibility for my tasks, which helped the operations team. I believe I made a positive contribution, especially during busy times. I also improved my communication and teamwork skills.
- *Career Development and Growth:* This experience helped me understand what kind of work I enjoy. I found operations and logistics interesting, and now I'm more open to exploring careers in those areas. I also feel more confident in a professional setting and more prepared for future job opportunities.
- *Personal Satisfaction:* I am very satisfied with my Co-Op experience. The work was sometimes challenging, but I enjoyed learning and being part of a supportive team.

4.3 Limitations of My Co-Op Studies

There were a few limitations during the internship. Some tasks were repetitive, like tracking inventory. I also didn't get much exposure to higher-level planning or decision-making because of the short duration and limited access to other departments.

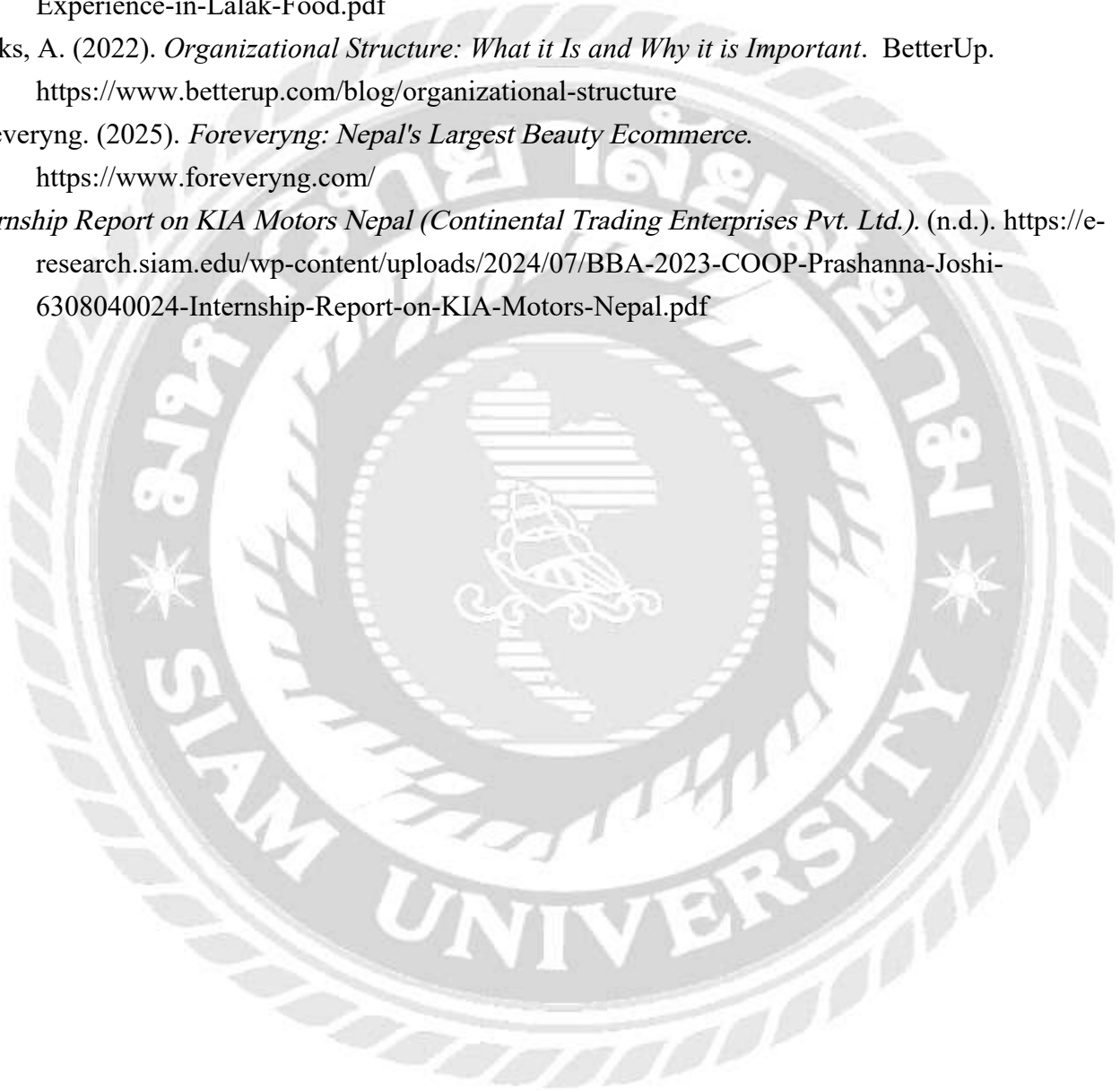
4.4 Recommendations for the Company

To improve the Co-Op experience for future interns and enhance operational efficiency, I recommend the following:

- *Real-Time Inventory Management:* A system that automatically updates stock levels across all platforms, including the website, would reduce errors and customer dissatisfaction due to unavailable products being shown as in stock.
- *Pre-Order or Waitlist Feature:* This would allow customers to register interest in out-of-stock products and reduce order cancellations while keeping them engaged with the platform.
- *Enhance Onboarding and Technical Training:* Providing interns with a short workshop or training session on API usage, inventory software, and the company's internal systems at the beginning of the internship would accelerate learning and reduce early-stage confusion.
- *Digitize Manual Workflows:* Tasks like stock reconciliation and shipment record-keeping can be digitized to improve speed and accuracy.
- *Regular Cross-Departmental Meetings:* Encouraging more structured interaction between departments (operations, marketing, and customer service) would help interns understand the bigger picture and contribute more effectively.

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Annex

Daily Activities

Week 1

05/02//2025 Wednesday	06/02/2025 Thursday	07/02/2025 Friday
<ul style="list-style-type: none"> • Learned about the product (what products are available, where the products are) • Separated the product according to the bill • Then I learn the basics about api outward & inward of the product 	<ul style="list-style-type: none"> • Separated the product according to the bill • Learn to do the outward process 	<ul style="list-style-type: none"> • Practiced processing product outflow and updating inward entries via API

Week 2

09/02//2025 Sunday	10/02/2025 Monday	11/02/2025 Tuesday
<ul style="list-style-type: none"> • Handled outward operations 	<ul style="list-style-type: none"> • Outward product 	<ul style="list-style-type: none"> • Actively handled outward operations; processed multiple product orders

12/02//2025 Wednesday	13/02/2025 Thursday	14/02/2025 Friday
<ul style="list-style-type: none"> • Continued with outward work • Learned dispatch according to location & delivery types 	<ul style="list-style-type: none"> • Managed paid/exchange box records • Practiced inwarding new items. 	<ul style="list-style-type: none"> • Outward product • Dispatch all boxes

Week 3

16/02//2025 Sunday	17/02/2025 Monday	18/02/2025 Tuesday
<ul style="list-style-type: none"> Handled outward operations 	<ul style="list-style-type: none"> Focused on dispatch and outward,recorded free gift inward entries 	<ul style="list-style-type: none"> Outward product

19/02//2025 Wednesday	20/02/2025 Thursday	21/02/2025 Friday
<ul style="list-style-type: none"> Outward product Learned double bill printing and managed scheduled dispatches 	<ul style="list-style-type: none"> Continued dispatching, began inwarding cancelled items 	<ul style="list-style-type: none"> Processed general inward & outward inventory and assisted in routine dispatch

Week 4

23/02//2025 Sunday	24/02/2025 Monday	25/02/2025 Tuesday
<ul style="list-style-type: none"> Focused on outward operations 	<ul style="list-style-type: none"> Outward product Dispatch boxes Made pup boxes 	<ul style="list-style-type: none"> Outward product Inward product

26/02//2025 Wednesday	27/02/2025 Thursday	28/02/2025 Friday
<ul style="list-style-type: none"> On Leave 	<ul style="list-style-type: none"> Focused on daily dispatch tasks, assembled PUP boxes, and handled regular inwards 	<ul style="list-style-type: none"> Managed the inward of cancelled items, processed and printed bills, and completed outward entries

Week 5

02/03//2025 Sunday	03/03/2025 Monday	04/03/2025 Tuesday
<ul style="list-style-type: none"> Focused on outward operations 	<ul style="list-style-type: none"> Outward product Dispatch boxes 	<ul style="list-style-type: none"> Continued product outflow, inward processing, and dispatch

02/03//2025 Sunday	03/03/2025 Monday	04/03/2025 Tuesday
		tasks, handled cancel returns
05/03//2025 Wednesday	06/03/2025 Thursday	07/03/2025 Friday
<ul style="list-style-type: none"> Inward gift handling and began stock updates via API 	<ul style="list-style-type: none"> Outward product Inward product 	<ul style="list-style-type: none"> Regular outflow/inflow and product stock count update

Week 6

09/03//2025 Sunday	10/03/2025 Monday	11/03/2025 Tuesday
<ul style="list-style-type: none"> Oversaw inward gift handling and began stock updates via API. 	<ul style="list-style-type: none"> Managed outward and inward inventory, created PUP boxes, regular dispatch 	<ul style="list-style-type: none"> Outward product Inward product
12/03//2025 Wednesday	13/03/2025 Thursday	14/03/2025 Friday
<ul style="list-style-type: none"> Outward product Cleared pending boxes for dispatch 	Holi Festival Holiday	<ul style="list-style-type: none"> Regular outflow/inflow and product stock count update Processed dispatches and finalized weekly box clearance

Week 7

16/03//2025 Sunday	17/03/2025 Monday	18/03/2025 Tuesday
<ul style="list-style-type: none"> Focused on outward product 	<ul style="list-style-type: none"> Outward product List out Pup Bills Learn stock counting again 	<ul style="list-style-type: none"> Focused on outward/inward; started stock counting and listed PUP bills.
19/03//2025 Wednesday	20/03/2025 Thursday	21/03/2025 Friday

<ul style="list-style-type: none"> Updated product stocks in API and prepared PUP boxes 	<ul style="list-style-type: none"> Continued product handling(Outward & Inward) 	On Leave
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Week 8

23/03//2025 Sunday	24/03/2025 Monday	25/03/2025 Tuesday
<ul style="list-style-type: none"> Outward product 	<ul style="list-style-type: none"> Dispatched boxes, created new PUP sets, processed inward entries. 	<ul style="list-style-type: none"> Outward & Inward (day to day operations)

26/03//2025 Wednesday	27/03/2025 Thursday	28/03/2025 Friday
<ul style="list-style-type: none"> Day-To- Day operation Learned customer refund updates and complaint resolutions. 	<ul style="list-style-type: none"> Counted plum brand stock, handled pack status clearance, and general operations. 	<ul style="list-style-type: none"> Outward Pup bills Learn to clear pack status

30/03//2025 Sunday	31/03/2025 Monday	01/04/2025 Tuesday
<ul style="list-style-type: none"> Outward product 	<ul style="list-style-type: none"> Outward product Pup Bills 	<ul style="list-style-type: none"> Managed PUP bills, cleared pack statuses, and completed daily outflow/inflow

Week 9

02/04/2025 Wednesday	03/042025 Thursday	04/04/2025 Friday
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<ul style="list-style-type: none"> Oversee day to day operation 	<ul style="list-style-type: none"> Continued routine product flow, counted UV Doux stock, and managed billing. 	<ul style="list-style-type: none"> Outward product Inward product
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Week 10

06/04/2025 Sunday	07/04/2025 Monday	08/04/2025 Tuesday
<ul style="list-style-type: none"> Outward product 	<ul style="list-style-type: none"> Handled daily outflows/inflows; managed PUP bills and entries. 	<ul style="list-style-type: none"> Handled the usual operation

09/04/2025 Wednesday	10/04/2025 Thursday	11/04/2025 Friday
<ul style="list-style-type: none"> Continued product processing and billing. 	<ul style="list-style-type: none"> Day-to-day operation 	<ul style="list-style-type: none"> Outward Pup bills

Week 11

13/04/2025 Sunday	14/04/2025 Monday	15/04/2025 Tuesday
<ul style="list-style-type: none"> Outward handling. 	Nepali New Year holiday	On Leave

16/04/2025 Wednesday	17/04/2025 Thursday	18/04/2025 Friday
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<ul style="list-style-type: none"> Counted stock, prepared new PUP boxes, updated inventory, handled billing. 	<ul style="list-style-type: none"> Stock updates, sheet updates & outward 	<ul style="list-style-type: none"> New product update & usual operations
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Week 12

20/04/2025 Sunday	21/04/2025 Monday	22/04/2025 Tuesday
<ul style="list-style-type: none"> Outward product 	<ul style="list-style-type: none"> Inwarded new stock, updated stock records, and processed outward flow. 	<ul style="list-style-type: none"> Pending updates, new stock updates & daily operations

23/04/2025 Wednesday	24/04/2025 Thursday	25/04/2025 Friday
<ul style="list-style-type: none"> Pending updates & outward process 	<ul style="list-style-type: none"> Managed billing and repeated entries of new inventory and dispatches. 	<ul style="list-style-type: none"> Pending cleared, updates on new stock & outward handling

Week 13

27/04/2025 Sunday	28/04/2025 Monday	29/04/2025 Tuesday
<ul style="list-style-type: none"> Outward product 	<ul style="list-style-type: none"> Counted stocks, processed inward gifts, and dispatched outward orders. 	<ul style="list-style-type: none"> Api update on new stock & outward process

30/04/2025 Wednesday	01/05/2025 Thursday	02/05/2025 Friday
<ul style="list-style-type: none"> Outward product Inward product Pup bills 	Labor day Holiday	<ul style="list-style-type: none"> Continued regular tasks.

Week 14

04/05/2025 Sunday	05/05//2025 Monday	06/05/2025 Tuesday
<ul style="list-style-type: none"> ● Outward product 	<ul style="list-style-type: none"> ● Handled inward of new products; learned return billing for expired goods. 	<ul style="list-style-type: none"> ● Outward product ● Inward product ● Stock counting of derma co & mamaearth ● Pup bills

07/05/2025 Wednesday	08/05//2025 Thursday	09/05/2025 Friday
<ul style="list-style-type: none"> ● Outward product ● Inward product ● Pup bills 	<ul style="list-style-type: none"> ● Outward product ● Inward product ● Pup bills ● Inward new sale gifts 	<ul style="list-style-type: none"> ● Outward ● Pup bills ● Stock counting o.two.o

Week 15

11/05/2025 Sunday	12/05/2025 Monday	13/05/2025 Tuesday
<ul style="list-style-type: none"> ● Outward product ● Inward new product ● Clear pack bill 	<ul style="list-style-type: none"> ● Outward product ● Inward new products ● Clear pup bills ● Clear pack bills ● Resent product to customer 	<ul style="list-style-type: none"> ● Outward product ● Inward cancel product ● Pup bills ● Clear pack bills ● Resend the product(spilled during delivery)

14/03/2025 Wednesday	15/03/2025 Thursday	16/05/2025 Friday
<ul style="list-style-type: none"> ● Outward product ● Inward product ● Pup bills ● Count stock for clearing all o.two.o stock ● outward o.two.o brand product 	<ul style="list-style-type: none"> ● Outward Product ● Inward cancel box ● Update the new inventory in the Api and sheets ● PUP Bills ● Inward new gifts for ladies' night sale 	<ul style="list-style-type: none"> ● Inward product ● Outward product ● Pup bills



Figure 5: Inventory room



Figure 6: Inward / Outward process