

# PROCESSES TRAINING MANUAL



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# **PROCESSES TRAINING MANUAL**

**SMSA TRAINING & ORGANIZATIONAL DEVELOPMENT  
SMSA ACADEMY NOV. 2014**

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# OPERATIONS PROCESSES

## 1.1 Station

### 1.1.1 Delivery

#### 1. Perform Vehicle Check

- a. Trigger : Shipment ready for courier route
- b. Outcome : Vehicle ready for Delivery

#### 2. Perform fine sort by service time and route

- a. Trigger : Vehicle ready for delivery
- b. Outcome : Shipments ready for delivery record

#### 3. Complete Records

- a. Trigger : Shipments ready for delivery record
- b. Outcome : Shipments ready for loading

#### 4. Load Vehicle

- a. Trigger : Shipments ready for loading
- b. Outcome : Shipment ready for delivery

#### 5. Deliver shipment to Customer

- a. Trigger : Shipment ready for delivery
- b. Outcome : Delay on route /Customer contacted

#### 6. Determine if Payment is Required

- a. Trigger : Customer contacted
- b. Outcome : Customer accepts package/ Customer unable / refuses to pay

#### 7. Request Proof of Delivery Signature from Customer

- a. Trigger : Customer accepts package
- b. Outcome : Proof of delivery

#### 8. Download Tracker Data

- a. Trigger : Proof of delivery
- b. Outcome : Down load completed

## Related Forms, Work Instructions and Policies

### Forms

Delivery Record

RSC HAL shipments Manifest

### Work instructions

Cash Customs Duty

High Value Shipment Handling Missed Delivery Action Step Package Handling in Delivery Cycle

### Policies

Delivery Record Policy Package Delivery Policy

## 1.1.2 Pick-up

### 1.1.2.1 Domestic Shipments

#### 1.1.2.1.1 Domestic Documents

##### 1 Record Pick-up details on Pick-up Manifest

Trigger : Pickup details dispatched to courier

Outcome : Pickup schedule

##### 2 Plan Routes for Pick-up

Trigger : Pickup schedule

Outcome : Pickup plan

##### 3 Pick-up shipments from customer by Type

Trigger : Pickup plan

Outcome : Shipments forwarded to station

#### **4 Pick-up Document Shipment**

Trigger : Pickup plan

Outcome : Shipments ready for forwarding to station

#### **5 Accept Document Shipment**

Trigger : Pickup plan

Outcome : High value shipment/ International document shipment/ Domestic document shipment

#### **6 Validate Way Bill**

Trigger : Seal number is recorded on the AWB and initialed by customer/ Domestic document shipment

Outcome : Signed copy of waybill

#### **7 Determine if shipment is Credit or Cash**

Trigger : Signed copy of waybill

Outcome : Cash payment/ Credit payment\

#### **8 Collect Cash Payment**

Trigger : Cash payment

Outcome : Cash collected receipt issued/ Nonpayment shipment not accepted

#### **9 Accept Shipment from Customer**

Trigger : Credit payment/ Cash collected receipt issued

Outcome : Shipments ready for forwarding to station/ Shipment not ready for pick up, advise  
dispatch

#### **10 Process Document Shipments**

Trigger : Shipments forwarded to station

Outcome : Processed shipments

#### **11 Weigh the shipment**

Trigger : Shipments forwarded to station

Outcome : Weight recorded on waybill

#### **12 Complete Waybill**

Trigger : Weight recorded on waybill

Outcome : Completed waybill

#### **13 Attach copy of waybill to Manifest**

Trigger : Completed waybill

Outcome : Pickup Manifest completed

#### **1.1.2.1.2 Domestic Non-Documents**

##### **1 Record Pick-up details on Pick-up Manifest (Courier -All )**

Trigger: Pickup details dispatched to courier

Outcome: Pickup schedule

##### **2 Plan Routes for Pick-up**

Trigger: Pickup schedule

Outcome: Pickup plan

##### **3 Pick-up shipments from customer by Type**

Trigger: Pickup plan

Outcome: Shipments forwarded to station

##### **4 Pick-up Non-Document Shipment**

Trigger:

Outcome:

##### **5 Accept Non-Document Shipment**

Trigger: Pickup plan

Outcome: High value shipment

Repair and return shipment

International non-document shipment

Domestic non-document shipment

## 6 Verify Shipment Packaging

Trigger: Pickup plan  
Outcome: Not intact or original packaging  
International non-document shipment  
Domestic non-document shipment

## 7 Check for Non-acceptable items (Courier)

Trigger: Not intact or original packaging  
Outcome: shipment pick up exception, advise dispatch  
International non-document shipment  
Domestic non-document shipment  
repair and return shipment

## 8 Validate Way Bill

Trigger: Seal number is recorded on the AWB and initiated by customer  
Domestic non-document shipment  
Outcome: Signed copy of waybill

## 9 Determine Insurance Requirements

Trigger: Signed copy of waybill  
Outcome: Shipment ready

## 10 Determine if shipment is Credit or Cash

Trigger: Shipment ready  
Outcome: Cash payment  
Credit payment

## 11 Collect Cash Payment

Trigger: Cash payment  
Outcome: Cash collected receipt issued  
Non payment shipment not accepted

## 12 Accept Shipment from Customer

Trigger: Credit payment  
Cash collected receipt issued  
Outcome: Shipments ready for forwarding to station  
shipment pick up exception, advise dispatch

## 13 Process the shipment at Origin Station

Trigger: Shipments forwarded to station  
Outcome: Shipment forwarded to origin hub

## 14 Process Non-Document Shipments

Trigger:  
Outcome: Pickup Manifest completed

## 15 Weigh the shipment & take Dimension

Trigger: Shipments forwarded to station  
Outcome: Multiple piece shipment  
Weight & dimensions recorded on waybill, single package

## 16 Place Multi-Piece Shipment labels on packages

Trigger: Multiple piece shipment  
Outcome: Weight & dimensions recorded on waybill, multiple package

## 17 Complete Waybill

Trigger: Weight & dimensions recorded on waybill, single package  
Outcome: Completed waybill

## 18 Attach copy of waybill to Manifest

Trigger: Completed waybill  
Outcome: Pickup Manifest completed

### 1.1.2.2 International Shipment

#### 1.1.2.2.1 International Documents

##### 1 Record Pick-up details on Pick-up Manifest

Trigger: Pickup details dispatched to courier

Outcome: Pickup schedule

##### 2 Plan Routes for Pick-up

Trigger: Pickup schedule

Outcome: Pickup plan

##### 3 Pick-up shipments from customer by Type

Trigger: Pickup plan

Outcome: Shipments forwarded to station

##### 4 Pick-up Document Shipment

Trigger: Pickup plan

Outcome: Shipments ready for forwarding to station

##### 5 Accept Document Shipment

Trigger: Pickup plan

Outcome: High value shipment

International document shipment

Domestic document shipment

##### 6 Accept International shipment

Trigger: International document shipment

Outcome: Shipment not accepted

##### 7 Determine if shipment is Credit or Cash

Trigger: Signed copy of waybill

Outcome: Cash payment / Credit payment

#### 8 Collect Cash Payment

Trigger: Cash payment

Outcome: Cash collected receipt issued/Non payment shipment not accepted

#### 9 Accept Shipment from Customer

Trigger: Credit payment/ Cash collected receipt issued

Outcome: Shipments ready for forwarding to station

Shipment not ready for pick up, advise dispatch

#### 10 Process Shipments at Origin Station

Trigger: Shipments forwarded to station

Outcome: Shipment forwarded to origin hub

#### 11 Process Document Shipment

Trigger: Shipments forwarded to station

Outcome: ..

#### 12 Weigh the shipment

Trigger: Shipments forwarded to station

Outcome: Weight recorded on waybill

#### 13 Complete Waybill

Trigger: Weight recorded on waybill

Outcome: Completed waybill

#### 14 Attach copy of waybill to pick-up Manifest

Trigger: Completed waybill

Outcome: Pickup Manifest completed

#### 1.1.2.2.2 International Non-Documents

##### 1 Record Pick-up details on Pick-up Manifest

Trigger: Pickup details dispatched to courier

Outcome: Pickup schedule

**2 Plan Routes for Pick-ups**

Trigger: Pickup schedule

Outcome: Pickup plan

**3 Pick-up shipments from customer by Type**

Trigger: Pickup plan

Outcome: Shipments forwarded to station

**4 Pick-up Non-Document Shipment**

Trigger:...

Outcome:...

**5 Accept Non-Document Shipment**

Trigger: Pickup plan

Outcome: High value shipment

Repair and return shipment

International non-document shipment

Domestic non-document shipment

**6 Verify Shipment Packaging.**

Trigger: Pickup plan

Outcome: Not intact or original packaging

International non-document shipment

Domestic non-document shipment

**7 Check for Non-Acceptable Items**

Trigger: Not intact or original packaging

Outcome: shipment pick up exception, advise dispatch

International non-document shipment

Domestic non-document shipment

repair and return shipment

**8 Accept International shipment**

Trigger: International non-document shipment

Outcome: Shipment accepted/ not accepted

**9 Determine Insurance Requirement**

Trigger: Signed copy of waybill

Outcome: Shipment ready

**10 Determine if shipment is Credit or Cash**

Trigger: Shipment ready

Outcome: Cash payment/ Credit payment

**11 Collect Cash Payment**

Trigger: Cash payment

Outcome: Cash collected receipt issued

Non payment shipment not accepted

**12 Accept Shipment from Customer**

Trigger: Credit payment

Cash collected receipt issued

Outcome: Shipments ready for forwarding to station

shipment pick up exception, advise dispatch

**13 Process Shipments at Origin Station**

Trigger: Shipments forwarded to station

Outcome: Shipment forwarded to origin hub

**14 Process Non-Document Shipment**

Trigger:..

Outcome: Pickup Manifest completed

**15 Weigh the shipment and take Dimensions**

Trigger: Shipments forwarded to station

Outcome: Multiple piece shipment

Weight & dimensions recorded on waybill, single package

**16 Place Multi-Piece Shipment labels on packages**

Trigger: Multiple piece shipment  
Outcome: Weight & dimensions recorded on waybill, multiple package

**17 Complete Waybill**

Trigger: Weight & dimensions recorded on waybill, single package  
Weight & dimensions recorded on waybill, multiple package  
Outcome: Completed waybill

**18 Attach copy of waybill to pick-up Manifest**

Trigger: Completed waybill  
Outcome: Pickup Manifest completed

**1.1.2.3 High Value Shipments**

**1 Record Pick-up details on Pick-up Manifest**

Trigger: Pickup details dispatched to courier  
Outcome: Pickup schedule

**2 Plan Routes for Pick-up**

Trigger: Pickup schedule  
Outcome: Pickup plan

**3 Pick-up shipments from customer by Type**

Trigger: Pickup plan  
Outcome: Shipments forwarded to station

**4 Accept Non-Document Shipment**

Trigger: Pickup plan  
Outcome: High value shipment  
Repair and return shipment  
International non-document shipment  
Domestic non-document shipment

**5 Verify Shipment Packaging**

Trigger: Pickup plan  
Outcome: Not intact or original packaging  
International non-document shipment  
Domestic non-document shipment

**6 Check for non-acceptable items**

Trigger: Not intact or original packaging  
Outcome: shipment pick up exception, advise dispatch  
International non-document shipment  
Domestic non-document shipment  
repair and return shipment

**7 Process high Value shipment**

Trigger: High value shipment  
Outcome: Seal number is recorded on the AWB and initialed by customer

**8 Estimate Package Dimension & Weight**

Trigger: High value shipment  
Outcome: Package is estimated less than 10 kg and/or less than 100 cm square  
Package is estimated more than 10 kg and/or more than 100 cm square

**9 For Smaller Packages use pre-printer sealed bags**

Trigger: Package is estimated less than 10 kg and/or less than 100 cm square  
Outcome: Seal number is recorded on the AWB and initialed by customer  
Leave detached part of the bag with seal number with the customer

**10 For Larger Packages use pre-punched Banded Bag**

Trigger: Package is estimated more than 10 kg and/or more than 100 cm square  
Outcome: Packed inside a Pre-Punched Banded Bag

### 11 Validate Way Bill

Trigger: Seal number is recorded on the AWB and initialed by customer

Domestic non-document shipment

Outcome: Signed copy of waybill

### 12 Determine Insurance Requirements

Trigger: Signed copy of waybill

Outcome: Shipment ready

### 13 Determine if shipment is Credit or Cash

Trigger: Shipment ready

Outcome: Cash payment

Credit payment

### 14 Collect Cash Payment

Trigger: Cash payment

Outcome: Cash collected receipt issued

Non payment shipment not accepted

### 15 Accept Shipment from Customer

Trigger: Credit payment

Cash collected receipt issued

Outcome: Shipments ready for forwarding to station

shipment pick up exception, advise dispatch

### 16 Process the shipment at Origin Station

Trigger: Shipments forwarded to station

Outcome: Shipment forwarded to origin hub

### 17 Weigh the shipment & take Dimension

Trigger: Shipments forwarded to station

Outcome: Multiple piece shipment

Weight & dimensions recorded on waybill, single package

### 18 Place Multi-Piece Shipment labels on packages

Trigger: Multiple piece shipment

Outcome: Weight & dimensions recorded on waybill, multiple package

### 19 Complete Waybill

Trigger: Weight & dimensions recorded on waybill, single package

Weight & dimensions recorded on waybill, multiple package

Outcome: Completed waybill

### 20 Attach copy of waybill to Manifest

Trigger: Completed waybill

Outcome: Pickup Manifest completed

## Related Forms, Work Instructions and Policies

### Forms

Courier Pick Manifest

Pickup\_Delivery Notice

### Work instructions

Direct pickup through Courier Waybill Completion

HVShipmentCorporateCustomer-CourierPickup Prohibited ItemList

Insurance Fees Instructions

### Policies

AirwayBillCompletionPolicy AirwaybillPolicy

Package Acceptance Policy Package Pickup Policy

Prohibited Substance Alcohol Policy

### 1.1.3 Operations Agent

#### 1 Return Package to Local Hub

Trigger: Miss sorts identified

Outcome: Shipment routed to correct destination

#### 2 Process HAL Shipments

Trigger: HAL package identified

Outcome: Proof of delivery from customer

Parcel not collected

#### 3 Handover UTL Shipments to UTL Section

Trigger: Unresolved shipments

Outcome: UTL shipments accepted by UTL section

### Related Forms, Work Instructions and Policies

#### Work instructions

Missort work Instructions

#### Policies

HAL Shipment Policy

### 1.1.4 Unable to Locate

#### Domestic Shipments

#### 1 Process unresolved (unable to Locate) shipments

Trigger: UTL shipments accepted by UTL section

Outcome : Exceptions resolved

#### 2 Reconcile UTL Shipments to CONS

Trigger: UTL retail Shipments forwarded to local station with UTL manifest

UTL station shipments accepted by UTL section

Outcome : Manifests signed / Notify QRM of discrepancies

#### 3 Resolve Domestic UTL

Trigger: ..

Outcome ..

#### 4 Search Database for Recipient Details

Trigger: Manifests signed

Outcome : Information available

#### 5 Attempt to contact recipient

Trigger: Information available

Outcome : Recipient unable to be contacted

Delivery / (HAL) details obtained

#### 6 Attempt to Contact Sender

Trigger: Recipient unable to be contacted

Outcome : Sender instruction to dispose

Return to sender (SMSA policy or instruction from sender)

#### 7 Forward shipment to local Station

Trigger: Delivery / (HAL) details obtained

Return to sender (SMSA policy or instruction from sender)

Outcome : Domestic UTL resolved / rerouted

#### 8 Process unclaimed / Over good shipments

Trigger: Sender instruction to dispose

Outcome : Accepted by Quality & Risk Management (QRM)

## International Shipments

### 1 Process unresolved (unable to Locate) shipments (UTL Agent – All)

Trigger: UTL shipments accepted by UTL section

Outcome: Exceptions resolved

### 2 Reconcile UTL Shipments to CONS

Trigger: UTL retail Shipments forwarded to local station with UTL manifest

UTL station shipments accepted by UTL section

Outcome: Manifests signed

Notify QRM of discrepancies

### 3 Resolve International UTL

Trigger: Manifests signed

Outcome: Sender instruction to dispose

### 4 Search Database for Recipient Details

Trigger: Manifests signed

Outcome: Information available

### 5 Attempt to contact recipient

Trigger: Information available

Outcome: Recipient unable to be contacted

Delivery / (HAL) details obtained

### 6 Initiate International Trace

Trigger: Recipient unable to be contacted

Outcome: Return to sender (SMSA policy or instruction from sender)

Sender instruction to dispose

### 7 Generate new waybill & Cross reference with Original Waybill

Trigger: Return to sender (SMSA policy or instruction from sender)

Outcome: Return shipment with new airwaybill

### 8 Forward shipment to local Station

Trigger: Delivery / (HAL) details obtained

Return shipment with new airwaybill

Outcome: International UTL resolved / rerouted

### 9 Process unclaimed / Over good shipments

Trigger: Sender instruction to dispose

Outcome: Accepted by Quality & Risk Management (QRM)

## Related Forms, Work Instructions and Policies

### Forms

### Work instructions

Tracing updating Work Instructions

UTL Agent Work Instructions

### Policies

UTL Shipments handling Policy

Over goods Packages Policy

Returned Shipments Policy

Unclaimed Undelivered Shipments Policy

### 1.1.5 Dispatcher

#### 1 Allocate to route

Trigger: Pickup request with Booking number from call center

Outcome: Pickup details dispatched to courier

**2 Allocate pick up Request to Route**

Trigger: Pickup request with Booking number from call center

Outcome: Pickups allocated to route

**3 Remove Pick up Slip from printer**

Trigger: Pickup request with Booking number from call center

Outcome: Slip available for routing

**4 Assign Route to pick up slip**

Trigger: Slip available for routing

Regular pickup request (RPR) from sales

Outcome: Route written on pick up slip

**5 Place pick-up slip in first slot of route**

Trigger: Route written on pick up slip

Outcome: Pickups allocated to route

**6 Allocate pick up to Courier**

Trigger: Pickups allocated to route

Outcome: Pickup details dispatched to courier

**7 Request Courier to Make pick up**

Trigger: Pickups allocated to route

Outcome: Courier accepts pickup details

**8 Move pick up slip to slot 2 (pick up Communicated)**

Trigger: Courier accepts pickup details

Outcome: Pickup details dispatched to courier

**9 Move pick up slip to Slot 3 (Pick up Comm/confirmed)**

Trigger: Shipments ready for forwarding to station

Outcome: Pickup delayed on route station informed

Shipment forwarded to station

**10 Move pick up slip to Slot 4(Pick up Complete)**

Trigger: Debrief complete

Outcome: Pickup Done

**11 File pick-up slip.**

Trigger: Pickup Done

Outcome: Shipment forwarded to origin hub

**Related Forms, Work Instructions and Policies**

**Forms**

Bingo Sheet

Repair & Return Letter

**Work instructions**

Repair and Return Shipments

**Policies**

**1.1.6 Sorter Function**

**1 Process shipment at Destination Station**

Trigger: Shipment forwarded to destination station (connected to origin hub)

Shipment forwarded to destination station (connected from destination hub)

Outcome: Shipment ready for delivery

**2 Accept Shipment**

Trigger: Shipment forwarded to dest station (connected to origin hub)

Shipment forwarded to dest station (connected from destination hub)

Package successfully identified or claimed

(UTL) Shipment forwarded to local station

Outcome: unidentified package / line haul manifest signed

### Related Forms, Work Instructions and Policies

#### Forms

#### Work instructions

Delivery Exception List

#### Policies

### 3 Identify Package

Trigger: unidentified package

Outcome: Package successfully identified or claimed

(UTL) Shipment forwarded to local station

Unable to locate (UTL)

### 4 Inform Manager of unidentified Packages

Trigger: Unidentified package

Outcome: Permission to open package

### 1.2 Line Haul

#### 1.2.1 Receiving & Sorting

##### 1 Process Shipment at Destination Hub

Trigger: Shipment forwarded to destination hub

Outcome: Shipment forwarded to destination station (connected from destination hub)

##### 2 Acknowledge Receipts of shipments

Trigger: Seal verified

Outcome: Origin vehicle Manifest checked & signed

##### 3 Unload Vehicle & Sort by Destination Stations

Trigger: Origin vehicle Manifest checked & signed

Outcome: Shipments unloaded

### Related Forms, Work Instructions and Policies

#### Forms

#### Work instructions

#### Policies

### 5 Perform Primary Sort by Area

Trigger: line haul manifest signed

Custom Duty documents attached

Outcome: Customer & Retail HAL (Hold at location) sorted

Other

### 6 Process Station HAL & Problem shipment

Trigger: Other

Outcome: Exceptions resolved

### 1.2 Line Haul

#### 1.2.1 Receiving & Sorting

##### 1 Process Shipment at Destination Hub

Trigger: Shipment forwarded to destination hub

Outcome: Shipment forwarded to destination station (connected from destination hub)

##### 2 Acknowledge Receipts of shipments

Trigger: Seal verified

Outcome: Origin vehicle Manifest checked & signed

##### 3 Unload Vehicle & Sort by Destination Stations

Trigger: Origin vehicle Manifest checked & signed

Outcome: Shipments unloaded

### 7 Identify exception type & HAL

Trigger: Other

Parcel not collected

Outcome: HAL package identified

Miss sorts identified

UTL (Unable to locate) shipments identified

### Related Forms, Work Instructions and Policies

#### Forms

#### Work instructions

#### Policies

### 8 Perform Secondary Sort by route

Trigger: Customer & Retail HAL (Hold at location) sorted

Outcome: Shipment ready for courier route

## 1.2.2 Connections

### 1 Process the shipment at origin Hub

Trigger: Shipment forwarded to origin hub  
Inbound airfreight shipment forwarded to local hub  
Outcome: Shipment forwarded to destination hub  
Shipment forwarded with forms to airport (international terminal)  
Shipment forwarded with forms to airport (Domestic Terminal)  
Shipment forwarded to destination station (connected to origin hub)

### 2 Acknowledge receipt of the shipments

Trigger: Shpt forwarded to origin hub  
Inbound airfreight shipment forwarded to local hub  
Outcome: signed pickup manifest

### 3 Perform Sorts

Trigger: signed pickup manifest  
Repair & return shipment forwarded for sorting  
Outcome: Parcels sorted by station destinations

### 4 Perform primary sort by Destination Hub

Trigger: signed pickup manifest  
Addresses found overlooked shipment can be sorted  
Repair & return shipment forwarded for sorting  
Outcome: parcels sorted into destination hub bays

### 5 Perform Secondary sort by Destination Station

Trigger: parcels sorted into destination hub bays  
Outcome: Parcels sorted by station destinations

### 6 Pull 2 waybill copies for Manifest

Trigger: Parcels sorted by station destinations  
Outcome: Shipment ready for manifest according to product

### 7 Prepare Manifest

Trigger: Shipment ready for manifest according to product  
Outcome: Parcels ready for consolidation

### 8 Prepare Domestic Manifest by product per destination station

Trigger: Shipment ready for manifest according to product  
Outcome: Parcels ready for consolidation  
Domestic waybills forwarded to finance (Billing)

### 9 Consolidate Parcels per destination Station/Hub

Trigger: Parcels ready for consolidation  
Outcome: Packages not processed  
Domestic road shipment ready for loading  
Air shipment ready for X-ray

### 10 Load Vehicle

Trigger: Domestic road shipment ready for loading  
'Security checked' stickers applied to pieces  
Outcome: Vehicle ready to be sealed

### 11 Determine Address of overlooked shipments

Trigger: Packages not processed  
Outcome: Address not found  
Addresses found overlooked shipment can be sorted

## Related Forms, Work Instructions and Policies

### Forms

### Work instructions

Domestic Manifesting  
International Manifesting

### Policies

### 1.2.3 Data Encoding

#### 1 Enter Waybill Information

Trigger: Processed Connected Shipments AWB pulled

Outcome: Cosmos updated non-document shipment

Cosmos updated document shipment

#### 2 Image Paperwork for Non-Document Shipment

Trigger: Cosmos updated non-document shipment

Outcome: Paperwork imaged to selected countries

#### 3 Enter Paperwork imaged Status

Trigger: Paperwork imaged to selected countries

Outcome: Status updated

#### 4 Forward Copies of Waybills

Trigger: Status updated

Cosmos updated document shipment

Outcome: Waybill forwarded to SMSA Dubai

International waybills forwarded to finance (Billing)

### Related Forms, Work Instructions and Policies

#### Forms

#### Work instructions

Scanning Best Practice

#### Policies

### 1.2.4 Heavy Duty Driver / Drivers

#### 1 Seal Vehicle with Numbered Security Tag

Trigger: Vehicle ready to be sealed

Outcome: Vehicle sealed

#### 2 Add seal number to vehicle Manifest

Trigger: Vehicle sealed

Outcome: Manifest updated

#### 3 Forward shipment to destination station

Trigger: Shipments sorted & ready for loading

Outcome: Shipments delayed on route hub operations informed

Shipment forwarded to destination station

#### 4 Hand over to Handling Agent.

Trigger: Security approved

Outcome: Shipment forwarded to domestic destination hub

International shipment forwarded to Dubai hub

### 1.2.5 Repair & Return Shipments

#### 1 Process shipment at Origin Hub

Trigger: Shipment forwarded to origin hub

Inbound airfreight shipment forwarded to local hub

Outcome: Shipment forwarded to destination hub

Shipment forwarded with forms to airport (international terminal)

Shipment forwarded with forms to airport (Domestic Terminal)

Shipment forwarded to destination station (connected to origin hub)

## 2 Acknowledge Receipts of shipments

Trigger: Shpt forwarded to origin hub  
Inbound airfreight shipment forwarded to local hub  
Outcome: signed pickup manifest

## 3 Process repair and Return Shipment

Trigger:  
Outcome: Repair & return shipment forwarded for sorting

## 4 Forward repair and return shipment to Gateway Office

Trigger: Signed pickup manifest  
Outcome: Shipment received by gateway office

## 5 Submit shipments with paperwork to Customs

Trigger: Shipment received by gateway office  
Outcome: Customs approve export

## 6 Register shipments with Customs

Trigger: Customs approve export  
Outcome: Export statement received

## 7 Forward Shipment to Hub.

Trigger: Export statement received  
Outcome: Repair & return shipment forwarded for sorting

## Related Forms, Work Instructions and Policies

### Forms

Authorization Letter for Customs  
Repair Return Letter

### Work instructions

Repair Return Shipments

### Policies

## 1.3 Gateway

### 1.3.1 Gateway Clearance : Document & Low value shipments

#### 1 Pull/Print Manifest by route Number

Trigger: Pre-alert from SMSA hub in Dubai  
Outcome: Manifest printed

#### 2 Determine No. of Bags to collect from pre-alert

Trigger: Manifest printed  
Outcome: Expected delivery known

#### 3 Physically reconcile bags / pieces to pre-alert

Trigger: Expected delivery known  
Outcome: Incorrect number of bags / pieces or problem bags received  
Correct number of bags / pieces received

#### 4 Run Shortage overage Report

Trigger:  
Outcome: SMSA Dubai emailed

#### 5 Complete Customs Damage Form

Trigger:  
Outcome: SMSA Dubai emailed

#### 6 Notify Origin of shortages / overages

Trigger: Incorrect number of bags / pieces or problem bags received /  
SMSA Dubai emailed  
Outcome: SMSA Hub acknowledges variance

#### 7 Unload shipments from Consolidation Bags

Trigger: Correct number of bags / pieces received  
Outcome: Customs clearance process can be initiated

## **8 Initiate Customs Clearance Process**

Trigger: Customs clearance process can be initiated

Outcome: Inbound airfreight shipment forwarded to local hub

## **9 Determine Shipment type**

Trigger: Customs clearance process can be initiated

Outcome: Documents & low value shipment

High value shipment

## **10 X-ray Documents & low Value shipments**

Trigger: Documents & low value shipment

Outcome: Customs cleared / Not cleared by customs

## **11 Apply Customs regulations**

Trigger: Not cleared by customs

Outcome: Shipment impounded / Customs queries

## **12 Resolve Clearance Issues**

Trigger: Customs queries

Outcome: Approved shipments released / Reroute to applicable gateway for clearance

## **13 Load Vehicle**

Trigger: Vehicle can be loaded / Approved shipments released / Customs cleared

Outcome: Shipments requiring special handling /

Inbound airfreight shipment forwarded to local hub

## **14 Place in Temporary Storage**

Trigger: Shipments requiring special handling

Outcome:

## **1.3.2 Gateway Clearance : High value shipments**

### **1 Pull/Print Manifest by route Number**

Trigger: Pre-alert from SMSA hub in Dubai

Outcome: Manifest printed

### **2 Determine No. of Bags to collect from pre-alert**

Trigger: Manifest printed

Outcome: Expected delivery known

### **3 Physically reconcile bags / pieces to pre-alert**

Trigger: Expected delivery known

Outcome: Incorrect number of bags / pieces or problem bags received

Correct number of bags / pieces received

### **4 Run Shortage overage Report**

Trigger:

Outcome: SMSA Dubai emailed

### **5 Complete Customs Damage Form**

Trigger:

Outcome: SMSA Dubai emailed

### **6 Notify Origin of shortages / overages**

Trigger: Incorrect number of bags / pieces or problem bags received / SMSA Dubai emailed

Outcome: SMSA Hub acknowledges variance

### **7 Unload shipments from Consolidation Bags**

Trigger: Correct number of bags / pieces received

Outcome: Customs clearance process can be initiated

### **8 Initiate Customs Clearance Process**

Trigger: Customs clearance process can be initiated

Outcome: Inbound airfreight shipment forwarded to local hub

## 9 Determine Shipment type

Trigger: Customs clearance process can be initiated

Outcome: Documents & low value shipment

High value shipment

## 10 Pull documents from shipments

Trigger: High value shipment

Outcome: Documents placed on shipment

## 11 Physically inspect High Value Shipments

Trigger: Documents placed on shipment

Outcome: Customs cleared

## 12 Complete Documentation

Trigger: Customs cleared

Outcome: Vehicle can be loaded

## 13 Complete Bill of Entry

Trigger: Customs cleared

Outcome: Bill of entry ready

## 14 Prepare copies of waybill & Supporting Documents

Trigger: Bill of entry ready

Outcome: Vehicle can be loaded / Forward to billing

## 15 Load Vehicle

Trigger: Approved shipments released / Customs cleared

Outcome: Shipments requiring special handling /

Inbound airfreight shipment forwarded to local hub

## 16 Place in Temporary Storage

Trigger: Shipments requiring special handling

Outcome:

## Related Forms, Work Instructions and Policies

### Forms

Pilferage Damage inspection Report

Commercial Invoice

Certificate of Origin

### Work instructions

Customs Coordinator

Reroute from Airport

### Policies

## 1. 4 Support Services

### 1.4.1 Fleet Management

#### 1.4.1.1 Vehicle Request

##### 1 Check for Expiry Date

Trigger: Renewal requirement

Outcome: Vehicles not expired, check later / Vehicles expired

##### 2 Check with budget coordinator

Trigger: Department request / Vehicles expired

Outcome: Budget approved

##### 3 Send Quotation Request

Trigger: Budget approved

Outcome: Quotation received

##### 4 Select Rental Company

Trigger: Quotation received

Outcome: Rental company selected

## 5 Prepare Purchase Order

Trigger: Rental company selected

Outcome: Purchase order ready

## 6 Send Purchase Order to Approved Rental Company

Trigger: Purchase order ready

Outcome: Vehicle ready, inform concern employee

## 7 Check & confirm Concerned Staff

Trigger: Vehicle ready, inform concern employee

Outcome: Employee confirms receipt of vehicle

## 8 Request Vehicle Documents

Trigger: Employee confirms receipt of vehicle

Outcome: Documents available

## 9 Update Record

Trigger: Documents available

Outcome: Inform HR to stop transportation allowance

## 1.4.1.2 Vehicle Transfer

### 1 Check with Vehicle key with Staff

Trigger: Request for clearance

Outcome: Key received

### 2 Request Employee to Complete Forms

Trigger: Key received

Outcome: Forms signed, vehicle transferred

## 1.4.1.3 Vehicle Accident

### 1 Prepare Letter for Accident

Trigger: Receive information from staff of accident

Outcome: Letter forwarded to rental company

## 2 Receive Replacement Vehicle

Trigger: Letter forwarded to rental company

Outcome: Vehicle Available

## 3 Receive Police Report from Rental Company

Trigger: Vehicle Available

Outcome: Report Available

## 4 Receive Vehicle after Repair

Trigger: Report Available

Outcome: Vehicle received

## 5 Handover Vehicle to Staff.

Trigger: Vehicle received

Outcome: Vehicle Returned

### 1.4.1.4 Vehicle Repair

#### 1 Refer report to end user

Trigger: Receive report from the workshop

Outcome: End user accepted the report

End user refuse to accept the report due to high cost

End user refused to accept the cause

#### 2 Inform rental Company to charge SMSA

Trigger: End user accepted the report

Outcome: Invoice received from rental company

#### 3 Forward invoice to Finance for Deduction from Employee

Trigger: Invoice received from rental company / Invoice received

Outcome: Invoice forwarded to finance

#### 4 Inform end user to obtain quotation

Trigger: End user refuse to accept the report due to high cost

Outcome: If quotation is higher than rental company

## 5 Inform rental company to proceed with Maintenance

Trigger: If quotation is higher than rental company

Outcome: If quotation is lower than rental company

## 6 Inform Rental Company to comply with given prices in their workshop

Trigger: If quotation is lower than rental company

Outcome: If refused / if accepted

## 7 Receive the invoice from rental Company

Trigger: if accepted

Outcome: Invoice received

## 8 Inform end user to proceed with repair at independent workshop

Trigger: If refused

Outcome: Vehicle repaired

## 9 Forward the case to QRM

Trigger: End user refused to accept the cause

Outcome: Proceed according to investigation results

## Related Forms, Work Instructions and Policies

### Forms

Company Vehicle Request

Vehicle Accident Sample Letter

Vehicle Inspection Form (Car, Van & Truck)

### Work instructions

Vehicle Purchase order Process

### Policies

Fleet rules & Regulations

## 1.5 Overgoods

### 1.5.1 Centralized Overgoods Process

#### 1 Receive from Station & Check against Manifest

Trigger: Shipment for Destroy /No update received (unclaimed)

Outcome: Hand-over complete

#### 2 Enter /Make shipment Log – Print Attach shipment details from System

Trigger: Handover Complete

Outcome: Shipment Log updated

#### 3 Sort Shipment to low and High Value packages

Trigger: Shipment log updated

Outcome: Shipments sorted to Low (Racks) & High Value (Cage)

#### 4 Determine Consignee forward to LH for Delivery (within 6 Months)

Trigger: Consignee contacts SMSA within 6 Months

Outcome: Pull out shipments & forward to LH to be delivered

#### 5 Dispose Low Values packages

Trigger: Shipments inactive /abandoned for 6 Months

Outcome: Shipment disposed

#### 6 Deliver HV parcel to chosen Charity after 6 Month (QRM & IAD Committee)

Trigger: Shipments inactive /abandoned for 6 Months

Outcome: Shipments delivered to Chosen Charity

#### 7 Obtain proof of delivery

Trigger: Shipments delivered to Chosen Charity

Outcome: Obtained Proof of delivery

## Related Forms, Work Instructions and Policies

### Forms

Over goods handover Manifest

### Work instructions

### Policies

Over goods Packages Policy

# RETAIL DEPT PROCESSES MANUAL

**SMSA TRAINING & ORGANIZATIONAL DEVELOPMENT**

**SMSA ACADEMY NOV. 2014**

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# RETAIL PROCESSES

## Acceptance

### Document Shipments

#### 1. Confirm shipment is not prohibited & determine type(RSE)

Trigger: Walk-in Customers

Outcome: Shipment not accepted

Shipment type determined

#### 2. Accept document shipment (RSE)

Trigger: Shipment type determined

Outcome: Signed copy of waybill

#### 3. Verify document product type (RSE)

Trigger: Shipment type determined

Outcome: International document shipment

High value shipment

Domestic document shipment

Product does not meet document criteria

#### 4. Accept international shipment (RSE)

Trigger: International document shipment

Outcome: Shipment not accepted

#### 5. Validate package contents

Trigger: High value shipment

Outcome: Seal number is recorded on the AWB and initialed by customer

#### 6. Estimate package dimension & weight

Trigger: Approved shipment

Outcome: Package is estimated less than 10kg and/or less than 100 cm square

Package is estimated more than 10kg and/or more than 100 cm square

#### 7. Validate waybill

Trigger: Domestic document shipment

Seal number is recorded on the AWB and initialed by customer

Outcome: Signed copy of waybill

#### 8. Process document payment

Trigger: Signed copy of waybill

Outcome: Shipments forwarded to station with manifests

#### 9. Determine if shipment is credit, cash or card payment

Trigger: Signed copy of waybill

Outcome: Cash payment

Credit payment

Process card payment

#### 10. Collect card payment

Trigger: Process card payment

Outcome: Card payment collected / Shipment not accepted

#### 11. Collect cash payment

Trigger: Cash payment

Outcome: Cash collected receipt issued

Non payment shipment not accepted

cash manifest collected by finance

Cash banked or collected by finance

#### 12. Accept shipment from customer

Trigger: Credit payment

Cash collected receipt issued

Card payment collected

Outcome: Shipment ready to be manifested

### 13. Process shipment manifests

Trigger: Shipment ready to be manifested

Outcome: Shipments forwarded to station with manifests

### 14. Complete regular manifest

Trigger: Shipment ready to be manifested

Outcome: Shipment ready for pickup

### 15. Reconcile & sign manifest

Trigger: Shipment ready for pickup

Outcome: ..

## Related Forms, Work Instructions and Policies

### Forms

RSC outbound Pick up Manifest Form

### Work instructions

Prohibited Item List

How to Complete AWB work Instructions

Credit Card Payment

### Policies

Shipment Acceptance Policy

Packaging & Contents Policy

Service Reference Guide Policy

### Non Document

#### 1. Confirm shipment is not prohibited & determine type

Trigger: Walk-in Customers

Outcome: Shipment not accepted

Shipment type determined

#### 2. Accept non document shipment

Trigger: Shipment type determined

Outcome: Signed copy of waybill

#### 3. Verify Non document product type

Trigger: Shipment type determined

Outcome: International non-document shipment

High value shipment

Domestic non-document shipment

#### 4. Verify shipment packaging

Trigger: Shipment type determined

Product does not meet document criteria

Outcome: Not intact or original packaging

International non-document shipment

Domestic non-document shipment

#### 5. Check for Non Acceptable Items

Trigger: Not intact or original packaging

Outcome: shipment exception, advise customer

International non-document shipment

Domestic non-document shipment

#### 6. Accept international shipment

Trigger: International non-document shipment

Outcome: Shipment not accepted

**7. Determine Insurance Requirements**

Trigger: Signed copy of waybill

Outcome: Shipment ready

**8. Process high value shipment**

Trigger: High value shipment

Outcome: Seal number is recorded on the AWB and initialled by customer

**9. Validate waybill**

Trigger: Domestic non-document shipment

Seal number is recorded on the AWB and initialled by customer

Outcome: Signed copy of waybill

**10. Process non-document payment**

Trigger: Signed copy of waybill

Outcome: Shipments forwarded to station

**11. Determine if shipment is credit, cash or card payment**

Trigger: Shipment ready

Outcome: Cash payment/ Credit payment/ Card payment

**12. Collect card payment**

Trigger: Card payment

Outcome: Card payment collected/ Shipment not accepted

**13. Collect cash payment**

Trigger: Cash payment

Outcome: Cash collected receipt issued/ Nonpayment shipment not accepted

Cash manifest collected by finance/ Cash banked or collected by finance

**14. Accept shipment from customer**

Trigger: Credit payment

Cash collected receipt issued

Card payment collected

Outcome: Shipment ready to be manifested

**15. Process high & low value shipment manifests**

Trigger: Shipment ready to be manifested

Outcome: Shipments forwarded to station

**16. Complete high value manifest**

Trigger: Shipment ready to be manifested

Outcome: Shipment ready for pickup

**17. Check seals are intact on high value bag (Courier)**

Trigger: Shipment ready for pickup

Outcome: Security check passed/ Contact Quality & risk management (QRM)

**18. Reconcile & sign High value manifest (Courier)**

Trigger: Security check passed

Outcome: Manifest signed

**19. Pre-alert hub manager / supervisor of high value shipment**

Trigger: Manifest signed

Outcome: Shipments forwarded to station with manifests

**20. Complete regular manifest**

Trigger: Shipment ready for pickup

Outcome: Retail Executive

**21. Reconcile & sign manifest**

Trigger: Shipment ready for pickup

Outcome:..

## Related Forms, Work Instructions and Policies

### Forms

#### Work instructions

Prohibited Items List

How to Complete AWB work Instructions

High Value Shipment Handling

Credit Card Payment

### Policies

Shipment Acceptance Policy

Packaging & Contents Policy

Service Reference Guide Policy

## Hold At Location

### 1. Process inbound HAL shipments

Trigger: Hold at location (HAL) shipment forwarded to RSC

Outcome: Proof of delivery

### 2. Accept inbound (HAL) shipments

Trigger:

Outcome:

### 3. Reconcile (HAL) shipments to manifest

Trigger:

Outcome:

### 4. Check if seals are intact on high value bags

Trigger: Hold at location (HAL) shipment forwarded to RSC

Outcome: Security check passed

Contact Quality & Risk Management (QRM)

### 5. Complete regular manifest

Trigger:

Outcome: Shipment ready for pickup

### 6. Reconcile & sign manifest

Trigger: Shipment ready for pickup

Outcome:

### 7. Endorse & sign manifest with exceptions

Trigger: Manifest not reconciled

Outcome: Manifest endorsed

### 8. Email hub manager / supervisor & (QRM) of discrepancies

Trigger: Manifest endorsed

Outcome:

### 9. Reconcile & sign High value manifest

Trigger: Security check passed

Outcome: Manifest signed/Manifest not reconciled

### 10. Sort shipments by international / domestic

Trigger:

Outcome:

### 11. Notify customer

Trigger:

Outcome:

**12. Retrieve shipment from rack**

Trigger: Customers can receive shipments

Customer can retrieve parcel after overdue collection notification

Outcome: Shipment found

Shipment not found

**13. Determine if duties / payment are required**

Trigger: Shipment found

Outcome: Customer unable / refuses to pay/ Customer payment received

**14. Verify customer identity against waybill**

Trigger: Customer payment received

Outcome: Verified person/ Unverified person collecting

**15. Request proof of delivery signature from customer**

Trigger: Verified person

Outcome: Proof of delivery

**16. Hand over shipment to customer**

Trigger: Customer payment received

Outcome: Verified person/Unverified person collecting

**17. Contact sender or recipient to verify collection**

Trigger: Unverified person collecting

Outcome: Verified person /Unable to verify

**18. Execute exception process**

Trigger: Customer unable / refuses to pay

Outcome: Move shipment to relevant rack

**19. Initiate trace with customer services**

Trigger: Shipment not found / Move shipment to relevant rack / Unable to verify

Outcome: Trace logged with customer services

**Related Forms, Work Instructions and Policies**

**Forms**

**Work instructions**

Prohibited Items List

High Value Shipment Handling

Delivery Exception List

Customs Duty Shipments

Cash & Customs Duty

**Policies**

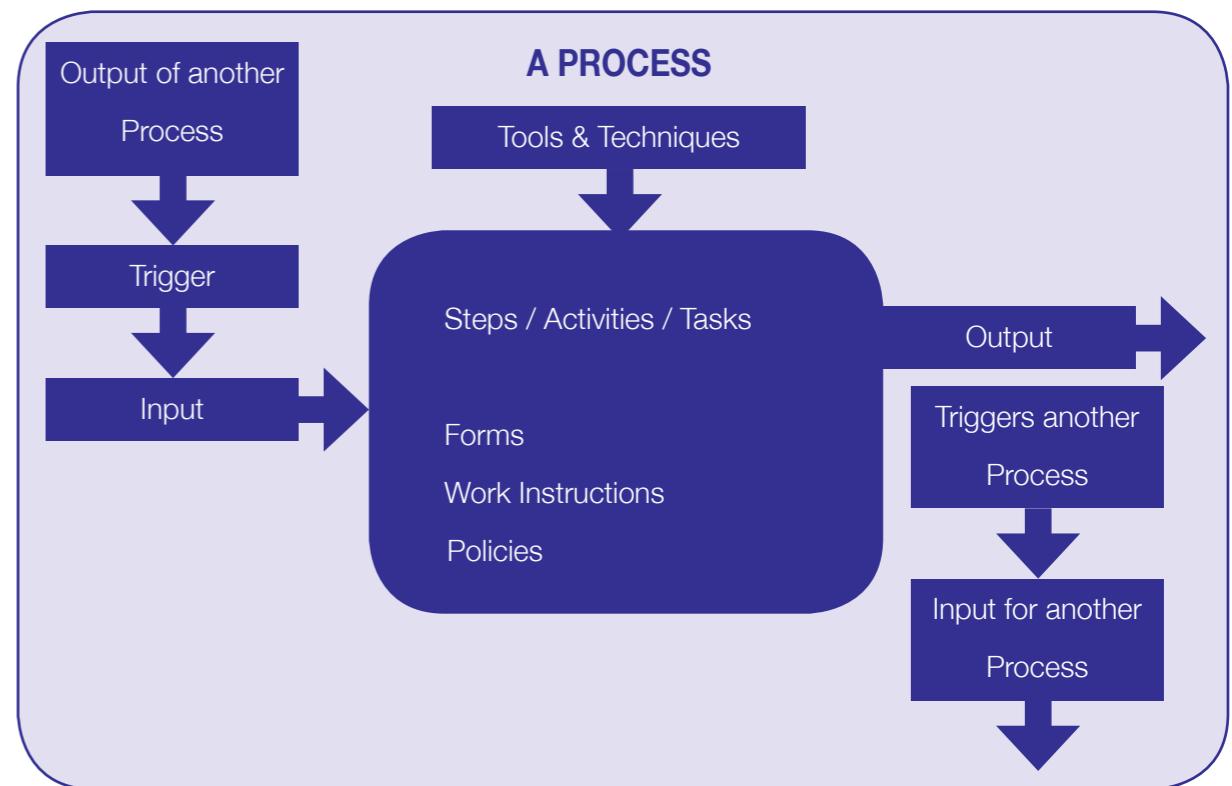
**Appendix**

**Related Forms, Work Instructions and Policies**

## Customer Service Department Process and Workflow

### Customer Service Department

#### WHAT IS A PROCESS?



#### STRUCTURE

##### Customer Service Department

Contact Center Male & Female



##### Customer Support

Call Back

Trace agents

##### Customer Care



## ANSWERING, GREETING , BODY OF THE CALL & CLOSING

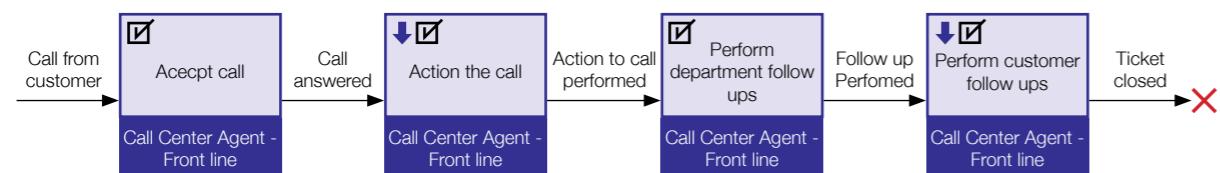
### Contact Center:

- Answering the call within 3 Rings – speed of answer (after the call released from IVR)
- Opening greeting
- Needs to maintain the AHT – Average Handling time which is 130 seconds to 150 seconds
- Needs to maintain the AHLT – Average Hold time which is 30 seconds
- Closure greeting



## STRUCTURE

### Contact Center



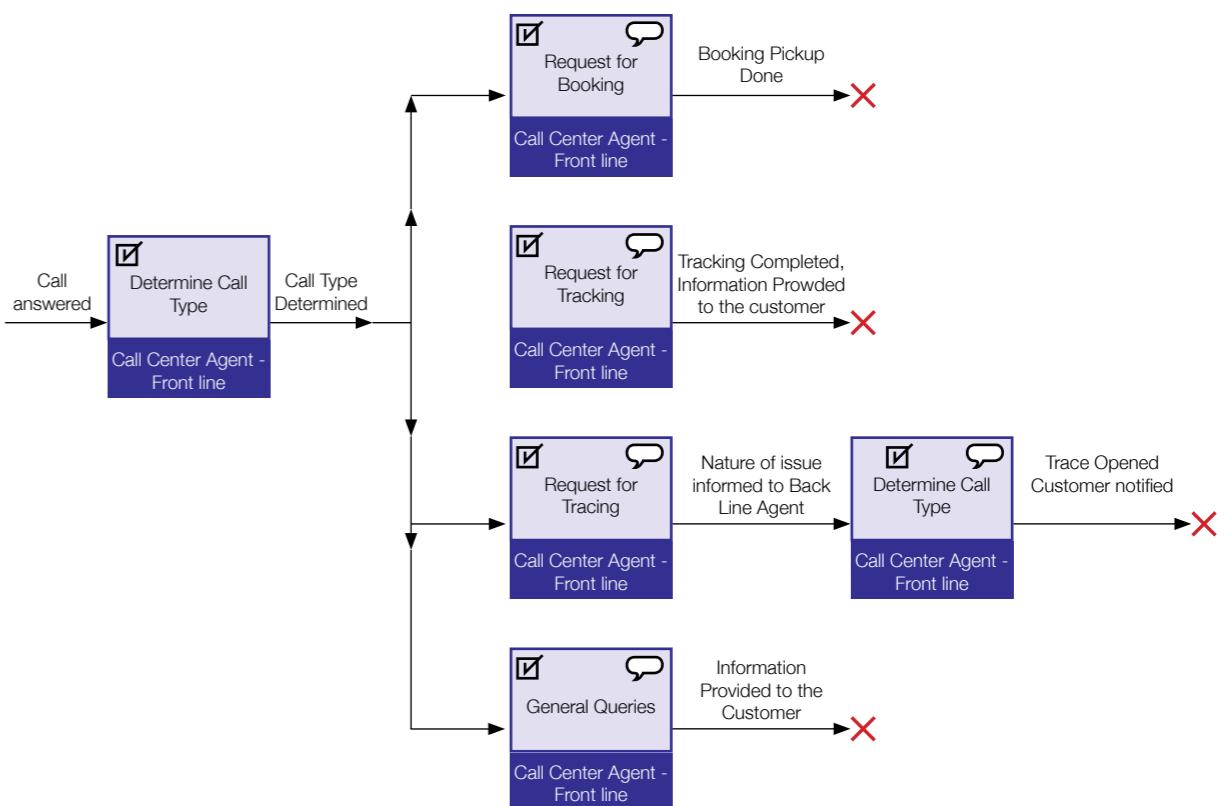
## PROCESS

### Process of Calls

1. Accept calls
2. Action the calls
3. Determine call type
4. Request for booking
5. Request for tracking
6. Request for tracing
7. Call forwarded to Customer support/customer care or trace officers
8. General queries

## PROCESS

### Action the Call



## WHAT IS TSF ?

### TSF ( Telephone Service Factor)

Abandoned Calls:

If the calls are not answered within a specified time (50 Seconds)

TSF needs be maintained between 90 to 93.

( If the TSF is over 93 % it indicates about the over staff or less calls. If it's below 90% it indicates about more calls or less staff)



### Number of Calls to be answered

- The Agent needs to be answered minimum 150 calls/Day
- Maximum Not ready time cannot be exceeded than 48 minutes in 8 Hours.
- The long and complicated calls need to be transferred to Customer Support team



### Calls are received

#### Segregated Calls

- Booking
- Location
- Store to Door
- SDM
- Operator
- Supplies Order
- Rates
- Tracking
- Other



### Functions

#### After answering the calls – The agent

- Make bookings
- Tracking
- Assisting the caller with his queries
- Follow ups with other departments if needed



### CS Support

#### Call Back

- Calling back the customers who has complicated issues and when a call back is promised.
- Communicating with other departments through e-mail and ticketing system.
- Assisting the Female Contact center Agents
- Helping Male contact centers on their queries
- Answering the calls once there is calls in queue



### Customer Care

#### Customer Care Agent

- Dealing with walking customers
- Processing the complaints and claims
- Following up with other departments
- Responding to CS Master and CCG emails from Customers
- Making follow ups with Customers



### TYPES OF COMPLAINTS

#### Classifications of Complaints

##### 1. Major

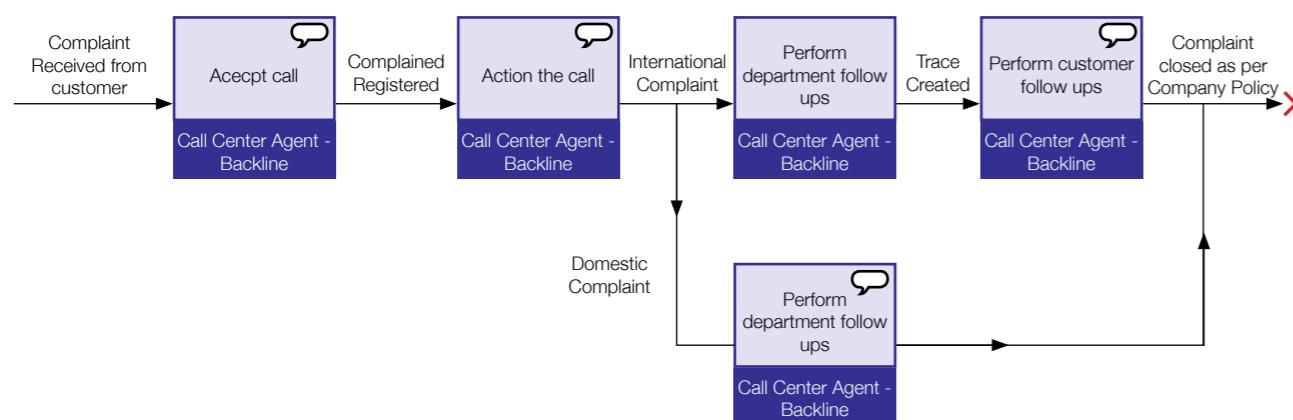
- Lost
- Lost & found
- Missing piece
- Damaged
- Misbehaving
- Extensive delay



## 2. Minor

- Prohibited item
- RPD – RPI was not processed
- Retail (opening – closing)
- TC refund
- D&T refund
- RTS without notification
- Stop shipment failure
- Missed pick up
- Late pick up.

## Process Customer Complaint & Claims



## TYPES OF COMPLAINTS

- Minor Complaints are Settled by calling and apologizing to the customers
- Complaints like Lost, Stolen & Internal Damages need to refund the T/C or the amount insured.
- Complaints cannot be settled by Customer care needs to be forwarded to VCC for approval.



## ACKNOWLEDGING COMPLAINTS

- All complaints need to be acknowledged within 24 Hours (Needs to call back the customer or to be communicated through e mail).
- Customer service supervisor is entitled to sign acknowledgement letters
- Official response letter with regards to customer complaints are to be approved with initials by legal dept and customer care.

## ACKNOWLEDGING COMPLAINTS

- Customer care agent will notify the customer if the case is getting delayed
- The customer needs to be updated with the status of the complaint or if the case is closed.
- an investigation to be implemented through CORE system and the tickets should be assigned to the concerned departments.
- The time frame for the investigation is 7 days for the major complaints and 3 business days for minor complaints.

## Age of processing and closing the claims

- Lost and Damaged shipments- 21 days
- All other complaints except lost, stolen and Damaged – within 72 Hours. All related documents need to be submitted and attached with customer written complaints.
- International claims to be processed by trace officers and need to forward the customer care with the copies.

## PAPER WORKS TO BE ATTACHED

- Once the ticket is initiated all the PPWK needs to be attached
- For Lost & Missing
  - AWB Copy
  - Customer complaint register form
  - Origin outbound manifest copy
  - Destination inbound manifest copy

- Incident report from concern
- Indemnity or insurance form + Invoice
- Investigation history

### PAPER WORKS TO BE ATTACHED

- **For Damaged shipment complaints**

- AWB Copy
- Customer complaint register form
- Indemnity or insurance form + Invoice
- Damage inspection report prepared in presence of customer
- Investigation history

- **For other Cases**

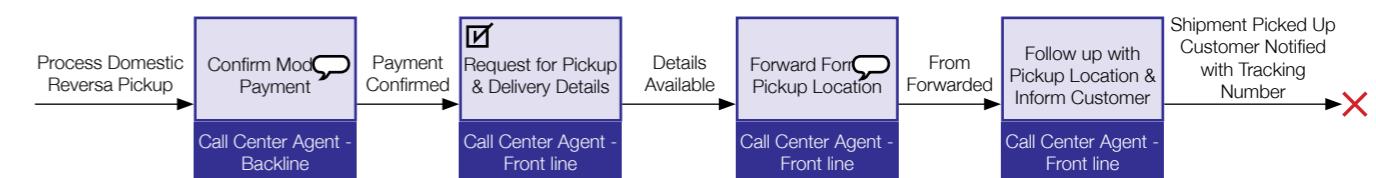
- AWB Copy
- Investigation report
- Customer's register form ( in case customer is asking for compensation)

### Trace Officers

- Trace agent should have all customs paper works forms and should fax the completed form to destination when ever is necessary.
- Trace agent should check e mails and faxes periodically for urgent requests from customers.
- All claims once approved should be forwarded to the claims in charge for further processing.

### RPI & RPD

#### Process Domestic Reverse Pickup



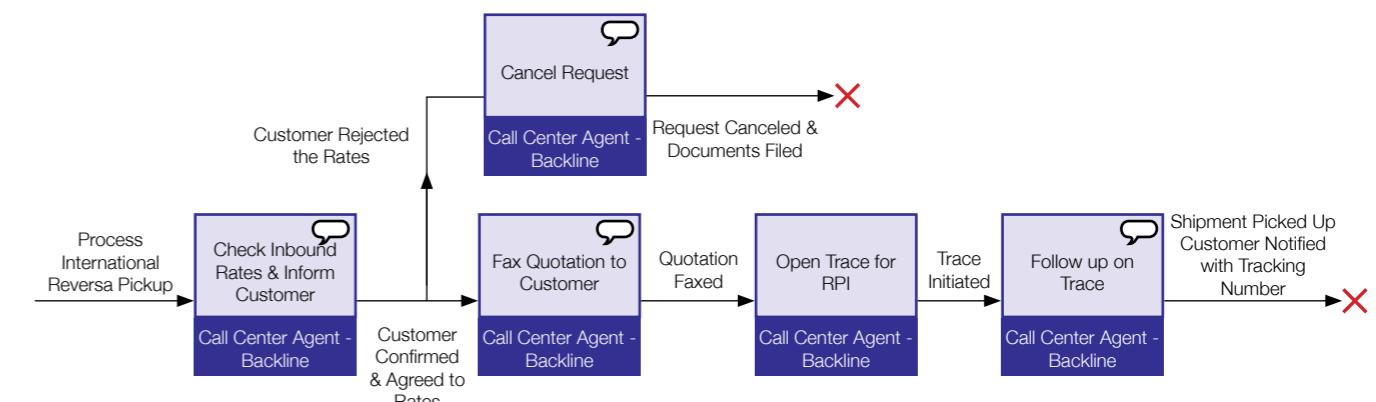
### Trace Officers

- Monitoring and working on the international problem packages.
- Contacting the customers for the needed documents
- Making follow ups with the final destination and instantly communicating with the customers at origin.
- coordinating with the concerned department and stations over the phone and through the email once needed.

### Trace Officers

- Each time a trace is initiated, call back process on the trace should be performed within 24 hours.
- Once details are entered through the trace , will ensure it is queued to corresponding trace location destination.
- Information should be precise and legible as per the trace guide lines.
- proper follow up should be done by the trace agent till the problem is seeing solved.

#### Process Domestic Reverse Pickup



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## SDC PROCESSES

### DELIVER SHIPMENT FROM SDC

#### Create a route plan

Trigger: Shipment ready delivery

Outcome: shipment arrives at customer

#### Request proof of delivery from customer

Trigger: shipment arrives at customer

Outcome: Identification matched/Cannot obtain POD

#### Return shipment to SDC Ops

Trigger: Cannot obtain POD

Outcome: Shipment returned

#### Hand-over shipment to customer

Trigger: Identification matched

Outcome: Delivery record signed

## PICK UP SHIPMENT FROM SDC

### Obtain customer pickup requirement

Trigger: New customer

Outcome: Regular pickup

### Assign courier to route

Trigger: Regular pickup

Outcome: pickup possible

### Accept shipment & receipt

Trigger: Recount required /pickup possible

Outcome: Nothing to pickup/ Shipment handed-over to courier

### Reconcile shipment to receipt

Trigger: Shipment handed-over to courier

Outcome: Recount required

Shipment forwarded to Special Delivery Channel (SDC)

File sent to Call Center by customer

## ROUTE SHIPMENT FROM SDC

### Sort shipment

Trigger: Shipment forwarded to Special delivery channel (SDC)

Outcome: Shipment forwarded to origin hub

### Acknowledge shipment received

Trigger: Shipment forwarded to Special Delivery Channel (SDC)

Outcome: Receipt signed

### Validate files sent from customer

Trigger: Files sent from customer

Outcome: Validation completed

### Receive files

Trigger: Files sent from customer

Outcome: Workload known

### Assign workload to Agents

Trigger: Workload known

Outcome: Customer can be contacted

### Call customer to obtain details

Trigger: Customer can be contacted

Outcome: Customer delivery details obtained / customer notified via SMS Invalidated shipments

### Update database

Trigger: Customer delivery details obtained / customer notified via SMS  
Invalidate shipments

Outcome: Dispatch automatically notified

### Process shipment by route by station

Trigger: Record updated  
Shipment not assigned to correct route

Outcome: Sorted by courier route for origin SDC

### Process shipment

Trigger: Receipt signed  
Validation completed

Outcome: Hand-over to Operations for delivery

### Sort shipment by route by station

Trigger: Shipment not assigned to correct route  
Record updated

Outcome: Shipment returned  
Consolidation required

### Scan cards for barcode printing

Trigger: Receipt signed

Outcome: Cards kept & secured in cage

### Process return shipment

Trigger: Return to shipper

Outcome: Received by Shipper

### Pull out validated cards from cage according to manifest

Trigger: Validation completed  
Cards kept & secured in cage

Outcome: Air waybill printed

### Sort return shipments

Trigger: Return to shipper  
Return shipment forwarded from destination station

Outcome: Return outside of origin city  
Return inside origin city

### Pack cards in SMSC envelopes & attach airwaybill

Trigger: Air waybill printed

Outcome: Shipment ready for dispatch to Operations

### Complete return manifest

Trigger: Return inside origin city

Outcome: Return manifest completed

### Perform “Operation In” scan

Trigger: Hand-over to Operations for delivery

Outcome: Record updated

### Accept return shipment & manifest

Trigger: Return manifest completed  
Outcome: Return shipment & manifest accepted

### Return shipment to shipper

Trigger: Return shipment & manifest accepted  
Outcome: Shipper accepts shipment & signs POD

### Create MAWB & scan to manifest

Trigger: Return outside of origin city  
Outcome: MAWB created & scanned to manifest

### Place return shipment & manifest to consol bag & seal

Trigger: MAWB created & scanned to manifest  
Outcome: Return shipments secured

### Accept return shipment & air waybill

Trigger: Return shipments secured  
Outcome: air waybill signed

### Forward shipment to destination hub

Trigger: air waybill signed  
Outcome: Return shipment forwarded to destination hub

### Create outbound manifest

Trigger: Consolidation required  
Outcome: Copy of manifest inserted into the bag

### Seal the bag

Trigger: Copy of manifest inserted into the bag  
Outcome: Bag sealed

### Consolidate by station

Trigger: Bag sealed  
Outcome: Shipments categorized

### Prepare non-revenue air waybill

Trigger: Shipments categorized  
Outcome: Shipments ready for hand over

### Hand-over shipment to route courier

Trigger: Shipments ready for hand over  
Outcome: Shipment ready to be forwarded

### Forward shipment to origin hub

Trigger: Shipment ready to be forwarded  
Outcome: Shipment forwarded to origin hub

### Shipment ready for delivery

Trigger: Sorted by courier route for origin SDC  
Outcome: Shipment not assigned to correct route  
Shipment by route confirmed

### Create delivery record

Trigger: Shipment by route confirmed  
Outcome: Shipment ready for delivery

### Check & confirm shipments by route

Trigger: Sorted by courier route for destination SDC  
Outcome: Shipment not assigned to correct route  
Shipment by route confirmed

### Receive shipment at destination hub

Trigger: Shipment forwarded from origin hub  
Outcome: Shipment ready delivery

### Create delivery record

Trigger: Shipment by route confirmed  
Outcome: One copy filed  
Delivery record given to courier

### Acknowledge shipment

Trigger: Shipment forwarded from origin hub  
Outcome: Non revenue air waybill signed

### Acknowledge delivery record

Trigger: Delivery record given to courier  
Outcome: Shipment ready for delivery

### Reconcile shipment against manifest

Trigger: Non revenue air waybill signed  
Outcome: Reconcile successful  
Reconciliation unsuccessful, inform origin SDC thru email

### Perform destination inbound scan

Trigger: Reconcile successful  
Outcome: Shipments ready to be sorted

### Sort shipment by route

Trigger: Shipments ready to be sorted  
Outcome: Shipment not assigned to correct route  
Sorted by courier route for destination SDC

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## MRM PROCESSES MANUAL

# MRM PROCESSES

## a. Deliver Mail from Mailroom

### 1. Deliver mail with delivery sheet

Triggers: Mail ready for delivery & outbound scan

Outcome: Return to Mailroom

Customer accepts delivery

### 2. Request customer to sign delivery sheet

Triggers: Customer accepts delivery

Outcome: Automated proof of delivery possible

Proof of delivery (hard copy)

### 3. Complete proof of delivery

Triggers: Automated proof of delivery possible

Outcome: Cycle closed

### 4. Return to Mailroom

Triggers: Proof of delivery (hard copy)

Outcome: Courier back in Mailroom

### 5. Hand-over proof of delivery (hard copy) to Clerk

Triggers: Courier back in Mailroom

Outcome: Automated proof of delivery completed by customer

system need to be updated

### 6. Complete proof of delivery

Triggers: system need to be updated

Outcome: System updated

### 7. File proof of delivery

Triggers: Automated proof of delivery completed by customer

System updated

Outcome: Records filed

## Related Forms, Work Instructions and Policies

### Forms

Delivery Report

### Work instructions

### Policies

## b. Pick up Mail from Mailroom – Not Registered

### 1. Run regular pickup

Triggers: Regular pickup no registration

Mail ready for pickup

Outcome: Mail available for pickup, not registered

Mail available for pickup, registered

Mail not available

### 2. Hand-over mail to Clerk

Triggers: Mail available for pickup, not registered

Outcome: Registration required

### 3. Register mail for pickup

Triggers: Registration required  
Outcome: Mail ready for inbound scanning

### Related Forms, Work Instructions and Policies

#### Forms

#### Work instructions

#### Policies

Mail Handling Policy

### c. Pick up Mail from Mailroom – Registered

#### 1. Register mail for pickup

Triggers: Customer regular mail pickup  
Outcome: SMSA FedEx notified

#### 2. Generate manifest

Triggers: Edit the manifest if required  
SMSA FedEx notified  
Outcome: Mail ready for pickup

#### 3. Run regular pickup

Triggers: Regular pickup no registration  
Mail ready for pickup  
Outcome: Mail available for pickup, not registered  
Mail available for pickup, registered  
Mail not available

### 4. Reconcile mail to manifest

Triggers: Mail available for pickup, registered  
Outcome: Mail delivered to Mailroom  
No reconciliation, no pickup  
Edit the manifest if required

### 5. Hand-over mail & manifest to Clerk

Triggers: Mail delivered to Mailroom  
Outcome: Outgoing postal mail

### Related Forms, Work Instructions and Policies

#### Forms

Pickup Manifest

#### Work instructions

#### Policies

### d. Process Inbound Non-automated Mail

#### 1. Process inbound non-automated mail

Triggers: Regular mail received  
Outcome: Mail manually sorted ready for delivery

#### 2. Sort mail manually

Triggers: Regular mail received  
Outcome: Mail categorized

### 3. place mails in sorting bins

Triggers: Mail categorized  
Outcome: Mail manually sorted ready for delivery

### 4. Sort mail

Triggers: Mail ready for sorting  
Outcome: Mail ready for delivery within city  
Mail sorted ready for outgoing city to city

## Related Forms, Work Instructions and Policies

### Forms

### Work instructions

### Policies

### e. Sorting Mail From Mailroom

#### 1. Generate Mail Tracking Number (MTN)

Triggers: Outgoing postal mail  
Mail ready for inbound scanning within city & city to city  
Third party mail received  
Outcome: Bar code pasted on postal mail  
Bar code pasted on third party mail  
Bar code pasted on regular mail

#### 5. Generate delivery sheet

Triggers: Mail ready for delivery within city  
Outcome: Mail ready for delivery & outbound scan

#### 6. Register postal mail

Triggers: Bar code pasted on postal mail  
Outcome: Postal mail registered

#### 7. Generate manifest

Triggers: Postal mail registered  
Mail sorted ready for outgoing city to city  
Outcome: Mail identified as outbound & third party delivery

#### 2. Register third party mail

Triggers: Bar code pasted on third party mail  
Outcome: Bar code pasted on mail

#### 8. Hand-over mail & manifest

Triggers: Mail identified as outbound & third party delivery  
Outcome: Third party express mail  
SMSA Express Mail

#### 3. Scan the mail

Triggers: Bar code pasted on mail  
Bar code pasted on regular mail  
Outcome: Mail ready for sorting

## Related Forms, Work Instructions and Policies

### Forms

### Work instructions

### Policies





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