

# PROCESSES TRAINING MANUAL



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# PROCESSES TRAINING MANUAL

SMSA TRAINING & ORGANIZATIONAL DEVELOPMENT

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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 initialed 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 initialled 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

**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

**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

**7 Identify exception type & HAL**

Trigger: Other

Parcel not collected

Outcome: HAL package identified

Miss sorts identified

UTL (Unable to locate) shipments identified

**8 Perform Secondary Sort by route**

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

Outcome: Shipment ready for courier route

**Related Forms, Work Instructions and Policies**

**Forms**

**Work instructions**

Delivery Exception List

**Policies**

**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**

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: Pul I-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 initialed 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**

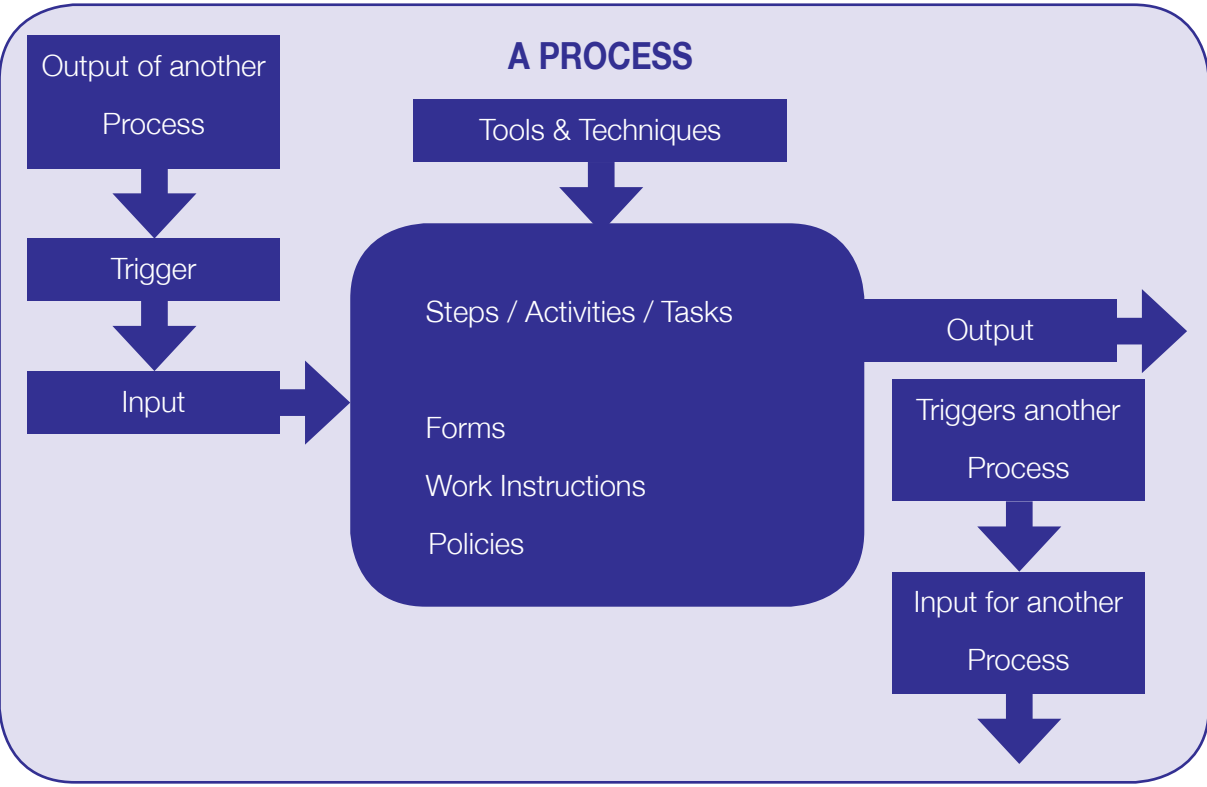
**Appendix**

**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

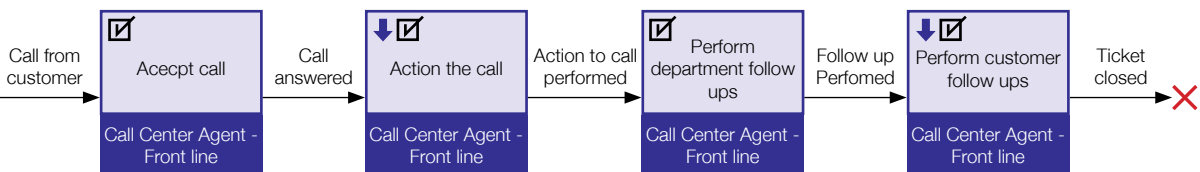
Contact Center:

- 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



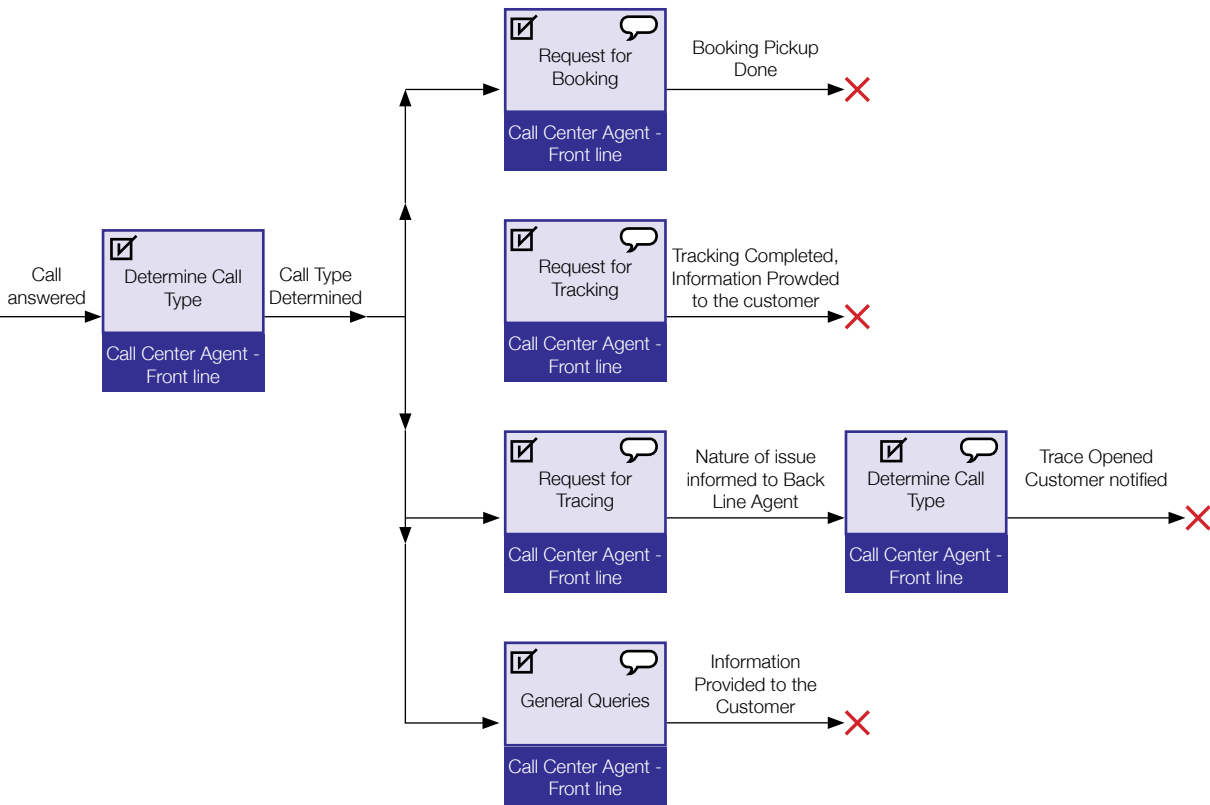
PROCESS

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

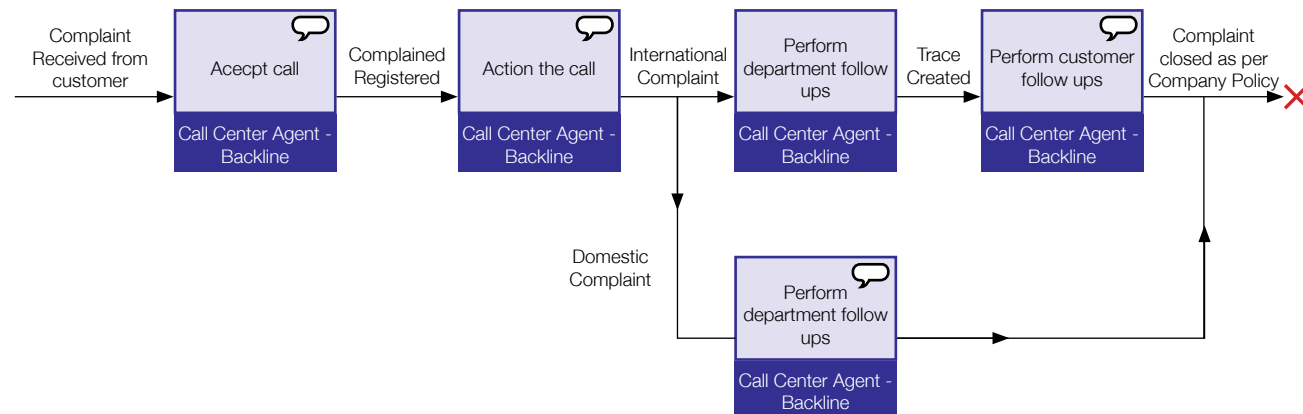




## 2. Minor

- 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 settled by Customer care needs to be forwarded to VCC for approval.



## ACKNOLEDGING 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.

## ACKNOLEDGING 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

- 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

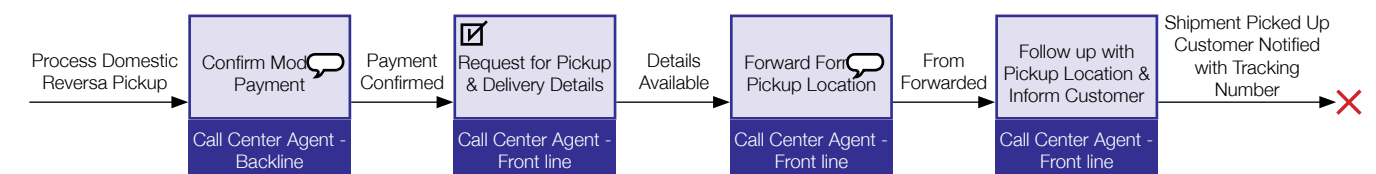
- Each time a trace is initiated, call back process on the trace should be performed within 24 hours.
- Once details are entered through the trace , will ensure it is queued to corresponding trace location destination.
- Information should be precise and legible as per the trace guide lines.
- proper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

## Trace Officers

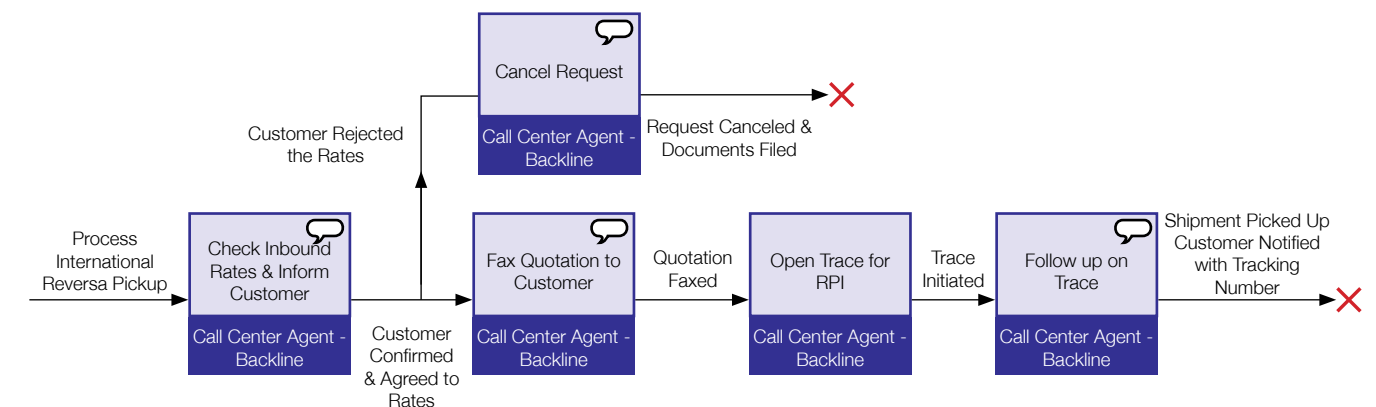
- Trace agent should have all customs paper works forms and should fax the completed form to destination when ever is necessary.
- Trace agent should check e mails and faxes periodically for urgent requests from customers.
- All claims once approved should be forwarded to the claims in charge for further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

## RPI & RPD

### Process Domestic Reverse Pickup



### Process Domestic Reverse Pickup





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Acknowledge delivery record ..... 75

# 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  
Invalidated shipments

Outcome: Dispatch automatically notified

**Process shipment**

Trigger: Receipt signed  
Validation completed

Outcome: Hand-over to Operations for delivery

**Scan cards for barcode printing**

Trigger: Receipt signed

Outcome: Cards kept & secured in cage

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

Trigger: Validation completed  
Cards kept & secured in cage

Outcome: Air waybill printed

**Pack cards in SMSA envelopes & attach airwaybill**

Trigger: Air waybill printed

Outcome: Shipment ready for dispatch to Operations

**Perform “Operation In” scan**

Trigger: Hand-over to Operations for delivery

Outcome: Record updated

**Process shipment by route by station**

Trigger: Record updated  
Shipment not assigned to correct route

Outcome: Sorted by courier route for origin SDC

**Sort shipment by route by station**

Trigger: Shipment not assigned to correct route  
Record updated  
Shipment returned

Outcome: Consolidation required  
Sorted by courier route for origin SDC  
Return to shipper

**Process return shipment**

Trigger: Return to shipper

Outcome: Received by Shipper

**Sort return shipments**

Trigger: Return to shipper  
Return shipment forwarded from destination station

Outcome: Return outside of origin city  
Return inside origin city

**Complete return manifest**

Trigger: Return inside origin city

Outcome: Return manifest completed

**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

Receive shipment at destination hub

Trigger: Shipment forwarded from origin hub

Outcome: Shipment ready delivery

Acknowledge shipment

Trigger: Shipment forwarded from origin hub

Outcome: Non revenue air waybill signed

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

Check & confirm shipments by route

Trigger: Sorted by courier route for destination SDC

Outcome: Shipment not assigned to correct route

Shipment by route confirmed

Create delivery record

Trigger: Shipment by route confirmed

Outcome: One copy filed

Delivery record given to courier

Acknowledge delivery record

Trigger: Delivery record given to courier

Outcome: Shipment ready for delivery

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# 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

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

2. Register third party mail

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

3. Scan the mail

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

4. Sort mail

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

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

8. Hand-over mail & manifest

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

Related Forms, Work Instructions and Policies

- Forms
- Work instructions
- Policies





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