

<b>Brief</b>	When all efforts to complete the delivery of a shipment to the intended consignee or to return an undeliverable or refused shipment to the sender have failed, the shipment is sent to or recorded by the local Over goods department for additional research and disposition.						
<b>Purpose</b>	To provide guidelines for over goods shipments						
<b>Person Affected</b>	Safety & Security Supervisors, Ops Supervisors, Station Managers and SMSA employees involved in the handling the over goods shipments in stations.						
<b>Responsibilities</b>	Station Manager- Liaises with the Safety & Security supervisors in the Station						
<b>Guidelines</b>	<p>Over goods Department location:</p> <p>The over goods department is a central receiving location where unidentified, undeliverable or refused shipments are sent and sorted in a secured area. The location of the over goods department is determined at the regional level (such as the gateway or country), based on factors such as shipments volumes, regulatory requirements and availability of facilities</p> <p>Over goods Department Function:</p> <ul style="list-style-type: none"> <li>• Records and categorizes all items received daily</li> <li>• Enters and updates information with current status and final disposition of shipment and loose air waybills in the Over goods Inventory System (IOS)</li> <li>• Dispose of all items received, by following established procedures</li> </ul> <p>Note: Disposition procedures are established by each region and prevailing local Customs regulations</p> <p>Shipments Classification:</p> <p>A shipment sent to over goods is placed in one of the categories shown below</p> <table border="1"> <thead> <tr> <th>Classification</th><th>Description</th></tr> </thead> <tbody> <tr> <td>Unidentifiable/undeliverable shipment</td><td>All efforts to locate or identify both the sender and the consignee for disposition have failed.</td></tr> <tr> <td>Refused shipment</td><td>Both the consignee and the sender refuse to accept delivery or return of the shipment.</td></tr> </tbody> </table>	Classification	Description	Unidentifiable/undeliverable shipment	All efforts to locate or identify both the sender and the consignee for disposition have failed.	Refused shipment	Both the consignee and the sender refuse to accept delivery or return of the shipment.
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	<p>Overgoods shipments without manifest –</p> <p>OVG Shipments:</p> <ol style="list-style-type: none"><li>1. Apply (OVG - Handover to Over goods) on each shipment/MPS.</li><li>2. Stick OVG sticker on each shipment/MPS.</li><li>3. Send/Handover the shipment under original AWB to LH (no need to prepare separate manifest and FOC/Non-Rev AWB).</li></ol> <p>HV Shipments send to RTS possession –</p> <p>All HV shipments should be send to RTS possession as per attached blanket approval received from OPS director.</p> <p>No OVG master file maintained –</p> <p>Over goods master file maintained with separate sheets for DOCS, NDOCS &amp; S2D shipments.</p>
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