

Brief	SMSA provides delivery services in all directly served areas thru Couriers & Retail Centers. The SMSA Courier will deliver package within the commitment time.
Purpose	To provide guidelines on requirements of package delivery.
Person Affected	All SMSA Ops, Sales, Retailers Centers and Customer Services employees involved in package Delivery.
Responsibilities	<p>Station Supervisor/Sorter: advise Courier of Deliveries.</p> <p>Courier/Retail: complete the Delivery with acquiring required details from the customer.</p> <p>Customer: responsible for writing his/her name and signing of delivery record and providing his ID number where applicable.</p> <p>Customer Services Agent: resolve any problems with delivery</p> <p>Sales: resolve customer queries in coordination with customer service and operations.</p>
Scope	This applies to all Couriers and any other employee responsible for any delivery.
Guidelines	<p>Package Delivery & POD:</p> <p>The couriers will attempt delivery of all shipments by delivery commitment.</p> <p>Retail delivers shipments to customers who will visit them for receiving HAL (Hold-At-Location) packages.</p> <p>A) Locate recipient or a contact person</p> <ul style="list-style-type: none"> If unable to deliver a shipment for any reason, the appropriate delivery exception code (DEX) must be applied to delivery record and entered in CORE (ref: Scans List). <p>B) All DEXS (Delivery Exceptions) must be reported daily to station supervisor</p> <ul style="list-style-type: none"> Get the recipient's signature & name with delivered time on the delivery sheet for all delivered completed including the MPS (multiple piece shipments) numbers. <p>C) Perform the appropriate delivery scans/entry</p> <ul style="list-style-type: none"> POD (Proof-of-Delivery) for each delivery that you complete including MPS pieces DEX scan (ref: Scans List) for all exception deliveries including MPS pieces

	<p>D) Complete delivery record</p> <ul style="list-style-type: none">• Write AWB number or place self adhesive peel off air waybill tracking number• Write the total number of delivered packages• Write service and exact time of delivery• Ensure you obtain the receivers signature and name on the Delivery Record• Signature could be in Arabic but the name must be in English (Refer to Delivery Record Policy)• Write any exception• Payment collected (ex: Customs Duty, Return Charges, RTO (return to origin) etc), if applicable
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