

Brief	SMSA provides pickup services in all directly served areas. The SMSA Courier will pickup package according to the ready time & closing time.								
Purpose	To provide guidelines on requirements of package pickup								
Person Affected	All SMSA Ops, Customer Services & Sales employees involved in the process of package pick-ups.								
Responsibilities	<p>Dispatcher: advise Courier of Pick-up</p> <p>Courier: complete the pick-up</p> <p>Customer: responsible for completion and signing of AWB and providing relevant documentation</p> <p>Call Center Agent: book & resolve any problems with pick-ups in coordination with Ops & Sales</p>								
Scope	This applies to all Couriers and any other employee responsible for any pick-up.								
Guidelines	<p>Package Acceptance:</p> <p>The courier will accept shipments based on the following criteria:</p> <ul style="list-style-type: none"> • Packaging • Contents • Information on shipping documentation • Size and weight restrictions • Product type • Cutoff time <p>Courier should refer to Service Reference Guides (Doc 2025 & 2902) & Job Aids to check the above criteria.</p> <p>Available Pickup Options: SMSA provides package pickup, as follows:</p> <table border="1"> <thead> <tr> <th>Type Of Pickup</th><th>Description</th></tr> </thead> <tbody> <tr> <td>Regular</td><td>The sender schedules a pickup on a regular basis on designated days and time thru Sales.</td></tr> <tr> <td>On-Call</td><td>The sender schedules a pickup on an “as needed” basis with Call Center.</td></tr> <tr> <td>Drop-Off</td><td>The sender can drop-off package at any SMSA Retail Service Center.</td></tr> </tbody> </table>	Type Of Pickup	Description	Regular	The sender schedules a pickup on a regular basis on designated days and time thru Sales.	On-Call	The sender schedules a pickup on an “as needed” basis with Call Center.	Drop-Off	The sender can drop-off package at any SMSA Retail Service Center.
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Air-waybill (AWB) & Documentation Requirements:

The accuracy and correct completion of waybills is extremely important for SMSA Express and . Mistakes can lead to loss, miss-route and delay of shipments, which affect service to the customer.

Any staff receiving shipments from customers, whether from a pick-up or dropped off must ensure the following:

- They complete the Air-waybill (AWB) according to Air-waybill (AWB) Completion Policy.
- Be sure all required documentation accompanies the shipments (i.e. Invoices etc.)
- The Courier must contact the Station Manager /Supervisor /Dispatcher to seek advice for any complication while picking up a shipment (before leaving the customer's location).
- Ensure correct copies of the AWB go to the relevant department (data capture/billing etc).

Pick-up Exception:

If a courier is unable to pick up a shipment for any reason (accident etc.) he must immediately inform Dispatcher who will attempt to make alternate arrangements.

- When a pickup exception is discovered the designated employee in station has to inform the customer service department.
- The designated Customer Services Agent will contact the sender (customer) as soon as possible (not later than next morning) and explain to him the reason why the courier could not pickup the shipment.
- Make arrangement with the customer for a convenient time to pickup the shipment.
- Schedule another pickup with the Dispatcher who will advise the courier to reattempt the pickup on a priority basis.