

Brief	SMSA returns shipments to the sender when sender or consignee (if consignee is the payer) authorizes the return
Purpose	To provide clear guidelines on the returning of shipments
Persons Affected	All SMSA Ops, Retail and Customer Services, Sales employees involved in the return of shipments.
Responsibilities	<p>Customer Services Agent or Designated Employee: liaises with the customer/SMSA on return of shipments.</p> <p>Retail Exec & Ops UTL agent: responsible for processing the return of the shipments and Liaising with Customer Services</p> <p>Area Retail Supervisor and Ops Supervisor: follow-up on return shipments and liaise with Customer Services, Retail Exec & Ops UTL agent to ensure that shipments are dealt with promptly and efficiently</p> <p>Sender / Recipient: responsible for written instructions on return of shipment and billing acceptance</p>
Guidelines	<p>Shipments may be returned for the following reasons:</p> <ul style="list-style-type: none"> • Consignee refused to accept the shipment • Consignee unable to be located • Shipment damaged (See OPS & Retail -Damaged Shipments Work Instruction) • HAL shipment not collected for 5 days (See Ops & Retail - HAL Policy and HAL Procedure) • Delivery service failure • Shipment Stop & Return requested by sender after picking up and or forwarding. • Shipments that are returned as a result of a delivery service failure are returned at no charge to the sender. <p>Returned shipments that are not included in delivery service failures are billed to the original sender or the appropriate payer. The sender or consignee (if the payer) must confirm their acceptance of responsibility for the return charges.</p> <p>Authorization: A verbal agreement is acceptable provided the communication and the agreement are updated in the CORE (trace for international) screen.</p> <p>In the case of the Sender and Recipient both refuse acceptance/return of the shipment, an Incident Report must be completed, QRM notified and the shipment sent to the designated Station for storage in problem/unclaimed shipments cage.</p> <p>For International shipments the UTL agents will open a Trace with SMSA and obtain</p>

	<p>instructions on disposal/return of the shipment.</p> <p>Responsibility: The Retail Executive & Ops UTL Agent in the location is responsible for:</p> <ul style="list-style-type: none"> • Obtaining authorization for return shipment. • Making sure the shipment meets requirements for return. • Verifying and completing required paperwork. • Updating CORE with the information, including error and reason for return and sender's authorization for a return and agreement to pay all return charges assessed (when applicable). • Making sure all paperwork and labels are complete and accurate. • Staging the shipment and notifying the origin station if needed. <p>Required Documentation:</p> <p>Air Waybill: When a shipment is returned, a new airway bill is completed as per the following procedures.</p> <ul style="list-style-type: none"> • In the Sender section of the AWB, write the station name and address. • In the Recipient section of the AWB, write the original sender complete name and address. • In the Internal Billing Reference section of the AWB, write "returned shipment" and the original air waybill number. • Write the complete description and values as shown on the original AWB and indicate the reason why the shipment is being returned to origin. • If the shipment was returned due to service failure, write "non-revenue" in the billing section. • Complete other sections of AWB following standard procedure. <p>Written Request from Sender: A written statement from the sender requesting the return of the shipments may be required by the customs before the shipment can be released and returned to the sender.</p> <p>Other required paperwork for International Shipments: Relevant documentation required for returning the shipment must be prepared (such as a commercial invoice). When the paperwork is completed, it is attached to the shipment in a separate plastic pouch along with the original Airway bill and the original accompanying paperwork.</p> <p>Original Shipping Labels: Mark out or remove all the original shipping labels and routing codes and replace them with the new shipping labels and routing codes.</p>
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