Brief	SMSA provides instant shipments status information for all our customer and SMSA employees who have access to the system.
Purpose	To provide timely, correct, accurate information on shipments shipped by SMSA/ customers.
Persons Affected	All SMSA Ops, Retail and Customer Services employees, Sales & External customers.
Responsibilities	Retail Service Centre Employee: use proper scans at the counter according to the set Scanning Scenario & Standards. All Operations Staff: use proper scans at the station, Hubs, & at customer location
Guidelines	Scans provide shipment status information for our customers and for SMSA customer service employees. If scanning is incorrect, the information we give to our customers will be incorrect and may lead to legal issues. Correct scanning helps us to find out where errors happen so that we can fix service problems. Therefore, incorrect scanning makes it more difficult for us to improve our service and it could give our competitors a real advantage. Information about the location and status of each package is scanned at numerous points in the SMSA & network. Information is entered in the tracker is transferred to CORE The transmitted information is displayed on the CORE track shipment screen (click on Track and Trace found on the left menu of the screen). Important: Always, scan AWB after they are placed on the package. Do not scan AWB before they are placed on the package. Always initialize the tracker with the correct Employee Number, Route Number, and Location ID. It is imperative that the Employee Number belongs to that particular person who is scanning the package. Falsely scanning a package or updating information on another person's ID Number will be deemed as violation and could lead to disciplinary action. Responsibility: Designated employee in each location is responsible for: • Scanning all the inbound & outbound shipments. • Scanning all the shipments in Retail service centers. • Updating system with the information, including error and reason. (Where applicable).

	See Job Aids for Scanning flow charts, reflecting the most common scanning scenarios as well as Station Operations process flow. This must be followed to ensure safety, security and service levels for the station/RSC. Important Note: Falsification on performing scans is a serious offense and may lead to immediate termination and other legal actions.