
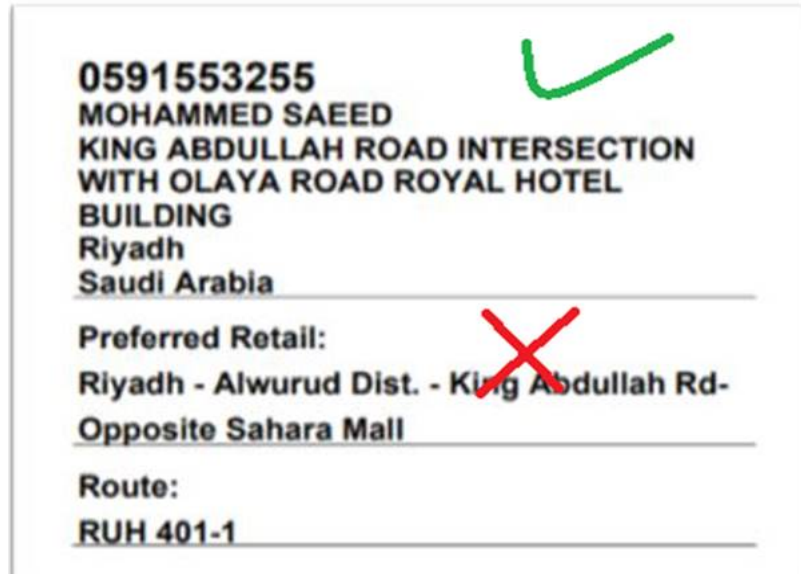


Brief	Shipments which are having incomplete or improper address or no consignee address on the AWB should be considered as UTL shipments. Concern team should follow below defined process for handling UTL shipments.														
Purpose	To provide clear guidelines on the requirements of handling Unable-to-Locate (UTL) shipments.														
Person Affected	Station Operations and Customer Service.														
Responsibilities	<b>UTL and Station Agents:</b> Responsible for solving all the UTL shipments arriving at the stations. <b>Sales:</b> Educate customers the importance of providing complete delivery address. <b>Courier/Retail:</b> Ensure that shipments are picked or accepted with complete delivery address to avoid UTL situations. <b>Customer:</b> Responsible for providing complete/correct delivery address/physical location for delivery of the shipments. <b>Call Center Agent:</b> Advise customer of providing complete delivery address/physical location.														
Guidelines	<b>Station Operations:</b> 1. <b>Guidelines for checking shipments in UTL Database:</b> Enter the consignee mobile number of UTL shipment in the UTL database, if there is data available then there will be two type of address i.e. one is Address and the other is Preferred Office/Retail. Address means <b>Delievery Address</b> and Preferred Office/Retail means that this customer has collected previously his shipment from that particular RSC. <b>Note:</b> while checking in UTL System always sort the shipment as per <b>Delivery Address</b> only and <b>Do Not</b> sort the shipments for Preferred Office/Retail. <b>UTL System Screen Shot</b>  <p>Always Sort the shipmt as per Delivery Address. If not address is not available assign it to CS for validaiton.</p> <p>DO NOT sort the shipment for HAL using below SSC Address.</p> <table><tr><th>Name</th><th>Phone</th><th>Address</th><th>Preferred Office</th><th>City</th><th>Route</th><th></th></tr><tr><td>MOHAMMED SAEED</td><td>0591553255</td><td>KING ABDULLAH ROAD INTERSECTION WITH OLAYA ROAD ROYAL HOTEL BUILDING</td><td>Riyadh - Alwurd Dist. - King Abdullah Rd- Opposite Sahara Mall</td><td>Riyadh</td><td>RUH 401-1</td><td>Print Edit</td></tr></table>	Name	Phone	Address	Preferred Office	City	Route		MOHAMMED SAEED	0591553255	KING ABDULLAH ROAD INTERSECTION WITH OLAYA ROAD ROYAL HOTEL BUILDING	Riyadh - Alwurd Dist. - King Abdullah Rd- Opposite Sahara Mall	Riyadh	RUH 401-1	Print Edit
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### Printed Label



0591553255  
MOHAMMED SAEED  
KING ABDULLAH ROAD INTERSECTION  
WITH OLAYA ROAD ROYAL HOTEL  
BUILDING  
Riyadh  
Saudi Arabia

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Preferred Retail:  
Riyadh - Alwurd Dist. - King Abdullah Rd-  
Opposite Sahara Mall

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Route:  
RUH 401-1

2. Shipments which do not have any data in the UTL database require the validation and the same must be assigned to CS in S-Panel for calling purpose.
3. For MRM shipments, an email to be sent to MRM to expedite the validation after assigning the shipment in S-Panel to CS.

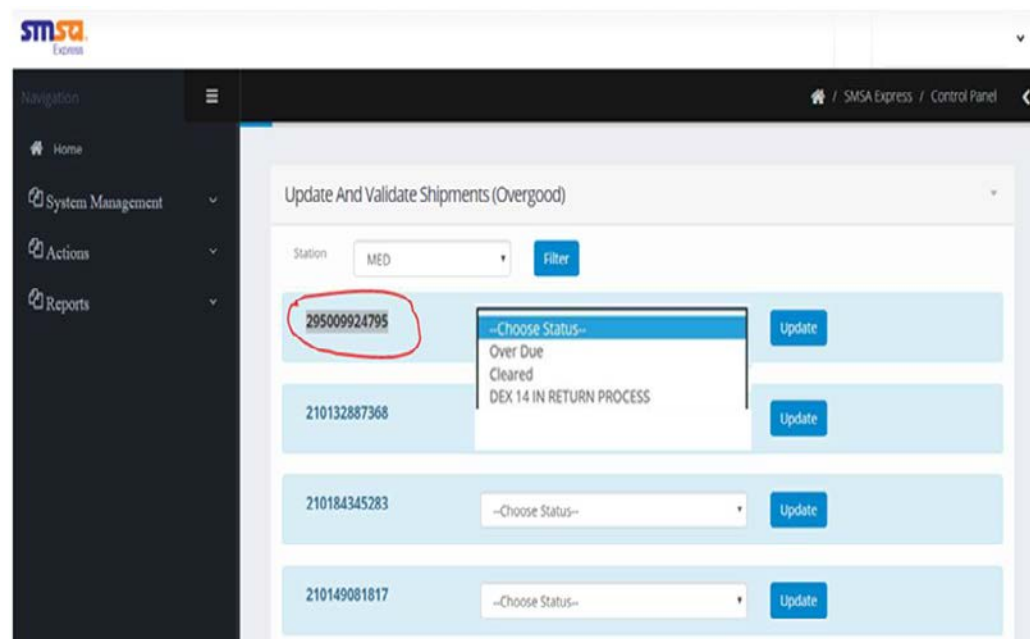
#### 4. Guidelines for handling the shipments in UTL Over Due Shipments (OVG/RTS) Screen are below:

- I. Any Shipment which is not validated by CS team will appear in **UTL over Due Shipments (OVG/RTS) Screen** after five days of assigning to CS.
- II. Select "Over Due" scans and keep the shipment in UTL over Due area for 10 Days and apply UTLX scan on daily basis till 10 Days. (Write the Date on the shipment, so you can easily count and identify if the shipment has completed 10 days in overdue).
- III. On day 11 all the shipments which have completed ten days in overdue should be taken out and select "DEX 14" from the drop down list and process for RTS or send to Over-goods as per procedure.
- IV. If station receives any ticket/email for any overdue shipment they should select "Cleared" from the drop down list and process the shipment for delivery/HAL.
- V. The system is helping to manage the overdue shipment easily; all the new shipment appearing in the UTL Over Due Shipments (OVG/RTS) Screen will always be on the top showing "Choose Status", once the staff selects Over Due it will go to the bottom of the list. Once all the new shipments which appeared in the screen have been processed, he will see now on the top all

the shipments which have already completed 10 Days in overdue, this will help the agents to manage their Over Due shipments easily.

**Important Note:** There could be some UTL shipments which were assigned to CS for validation are not manifested in Core or having AWB image in the system; such AWBs will come to Over Due screen when CS will select “NO DATA” from their validation screen. These shipments with No DATA should be considered as fresh shipments (Not OVERDUE). The station team needs to validate these shipments themselves; otherwise all these shipments with No data might be returned to shipper or will go to Over-goods without any action. These shipments to be kept for 15 days in the UTL if not cleared before process for RTS or sending to overgoods.

### UTL Over Due Shipments (OVG/RTS) Screen



### Major UTL Situations:

- Incorrect Address
- No street address/land marks for recipient
- Consignee not known at given address
- Out-of-Delivery Area
- City not in service
- Given contact number(s) are incomplete/incorrect

It is a prime responsibility of all frontline forces to educate customers of providing correct & complete delivery address of recipients in order to make deliveries timely

and prompt.

Whenever Sales/Ops/UTL/Retail/CS comes across any customer and has an opportunity to obtain customers addresses should do so and update the database for future references.

SMSA wants to deliver the shipments of its customers promptly without delaying at the destinations. This will also improve our service levels; avoid service failures, leaves the customers happy and satisfied.

While obtaining the delivery address we should keep in mind the following important elements:

- Contact Name
- Company Name
- Street Name
- Landmarks
- PO Box
- Landline & Extension
- Mobile Number
- City Name
- Zip Code