Overview	This work instruction/ guidelines are created to provide course of action for handling **MSNR (Missing Shipment Notification Report)**, **IR (Incident Report)** and **DIR (Damage Inspection Report)** in all LMX locations. Note: All persons involved in handling shipments should pay utmost attention while moving shipments and try to avoid miss-handling and damages.
Responsibilities	Couriers, Station Agents, Sorters, Handlers, Station Supervisors, Station Managers, Security, Handlers and Customer Service etc. are the responsible to reporting any of the shipments damage/missing.
Instructions	**DIR (Damage Inspection Report)** All damage shipments need to be handled in a very careful and appropriate manner. Damaged packages must be kept in a secure area with controlled access; the contents accounted for and managed until instructions for return, delivery or disposal have been received from the Sender/consignee. Consignee: Receiving damaged packages. Couriers: Responsible for checking and sorting and delivery of damaged packages Sorters: Should check properly while sorting Routes/ HAL any package damage been occur for the package Supervisor: checking of damaged shipments and reporting any suspicious circumstances related to damaged packages. 1. Sorter/ Station Agent should apply scan STAT 37 PARTIAL DAMAGE - for partial damage package after verification with security/ Manager. 2. Sorter/ Station Agent should apply scan STAT 38 OBSERVED PACKAGE DAMAGE - for completely damaged package after verification with security/ Manager. 3. Inspect the package thoroughly and identify the nature of the damage and fill the Damage Inspection Report (Guide Doc#293) 4. If the package is partially damage, should communicate with shipper/ consignee before delivery the package.

5. A Pilferage/Damage Inspection Report must be completed when damages are discovered before delivery to the customer. One copy is handed to the Station Supervisor or designated employee in the Station (or Customer Service) or one copy is attached to the damaged package.
6. Customers identify the damage after delivery, should reported same day to Customer Service and Customer Service should open ticket with snapshot for the concern section/ station.
7. Customer service section should ensure the damage reported by customer within specified time.
8. If the Damage reported after Delivery, should get pictures of the package and verify is it acceptable, once found acceptable DIR shall prepare and submit to Customer service upon request.
9. Total damage shipments need to send shipper (RTS) with DIR.
10. Ensure accurate, complete and timely submission of Pilferage/Damage Inspection Report.
11. Noncompliance to this will be subject to disciplinary action
12. Any Damaged shipment should be open and witnessed in the presence of Security staff, if there are no security staff in the facility it should be in the presence of station in charge, if the damage occurs in SSC, it should be open in the presence of SSC in charge it will require their signature on the DIR Form. DIR will not be processed unless there is a signature of the witnessed staff.

MSNR (Missing Shipment Notification Report)

Supervisor in charge of MSNR preparation and accuracy of given information.
Service Assurance Specialist: Responsible for the checking of MSNR's completeness and submission of the same.

1. MSNR forms will be filled up once missing shipments are identified through Versus Reports, PAR Reports etc.
2. Station agent and supervisors should ensure all shipments updates are accurate.
3. Within 7 Business days should submit the MSNR to Assurance Specialist.

4. STNs HUBs, SSCs, Over-goods etc required to check though email for search conduct before submitting the MSNR.

5. Operations Supervisor to accomplish the MSNR Form and properly identify the personnel accountable for such losses, then submits it to Service Assurance Specialist for processing.

6. Service Assurance should submit the reports every month 12th and 26th or next working day.

7. Service Assurance should combine all the MSNR within territory and ultimate submission to Customer Service and QRM Departments once validated.

8. A root cause study and action should be implanted by National Manager for prevent the feature loss shipments (Corrective and Preventive Actions should be taken and review frequently)

9. Approved MSNRs will then be submitted to Customer Service Department for claims processing

IR (Incident Report)

Supervisors / Managers are responsible for sending the Incident reports to QRM.

The following incidents need to be reported to QRM:

Internal Theft, External Theft, Criminal Damage, Damage Shipment, Accidents, Accident (Near misses), System Failures, Loss Shipment while route, Kidnapping,
Bomb Threats, Cash related Incidents (Cash Sales, COD's, Customs Duties & Taxes), Key related Incidents, Door Shutter Incidents, Power Failure, Fire, Security Equipment Issues, Burglary, Robbery, Ministry Incidents, Police Incidents, Civil Aviation Incident, Late Opening/Closing, Forgery, Drug/Alcohol Related Incidents, Assaults (Physical/Verbal), Company Vehicle Accidents, Misuse of Company E-mail, Immoral Acts, Disclosing of Company Information, Accepting Gifts from Suppliers, Any violation of the company roles, Others…

1. Incident should report same time, when identify above listed.
2. Loss shipment while delivery route - report should submit within 72 hrs (3 Business days) to QRM after possibility checks in all applicable area.
3. Brief of incident should communicate with line Managers.
4. If any of the staff related to the incident, shall suspend from work until QRM investigation completion.

5. Further Investigation by QRM and remedial action and recommendations need to be followed.
6. Service Assurance should follow-up with station and QRM to complete the circle / actions.
7. Incident Report shall accumulate all location and kept as record for future reference.
8. A root cause study and action should be implanted by National Manager for prevent the feature losses (Corrective and Preventive Actions should be taken and review frequently)

Change Log:

Version No.	Date	Details of Change	Amended Page(s)
2	21/07/22	**DIR (Damage Inspection Report)** Added: 12. Any Damaged shipment should be open and witnessed in the presence of Security staff, if there are no security staff in the facility it should be in the presence of station in charge, if the damage occurs in SSC, it should be open in the presence of SSC in charge it will require their signature on the DIR Form. DIR will not be processed unless there is a signature of the witnessed staff.	2