

Brief	Communication between dispatchers & couriers is vital for the smooth functioning of operations, it is mandatory that a clear communication is developed between both the parties to ensure customers are not affected.
Purpose	<p>To facilitate and ensure couriers follow appropriate instructions given by the dispatchers and adhere to smooth communication practice.</p> <p>This procedure is specifically developed to enhance the communication between dispatchers and couriers in Operations-kingdom wide.</p>
Responsibilities	<p>Dispatchers & Couriers responsible to communicate clearly for all the issues of pickups, reverse pickups, deliveries and other instructions as per the operations requirement.</p> <p>Supervisors are responsible to ensure the effectiveness of the instructions.</p>
Guidelines	<p>YOU & YOUR = Courier:</p> <ul style="list-style-type: none"> • When YOU are going to pick up a package from customer, that time if YOU are facing any problems (package / CI not ready, shipper not available or heavy packages) same time inform the Dispatcher. • Call Back: YOU didn't receive any call from dispatcher within 45 minutes in the morning shift and 15 minutes in the afternoon shift YOU have to check YOUR mobile and call Dispatcher immediately. • In the afternoon before going to the route call Dispatcher and get the full pick up information. Don't wait for the call from Dispatcher. • Make sure to accept pups from Dispatcher until YOUR area pup cut off time. Ensure to get the new cut off time for pup in YOUR area from Dispatcher. • Before sign off from the route give final call to Dispatcher and confirm all pickups are completed. • Regular pups: YOU have to check regular pickups on daily basis and YOU have to mention attempt time in YOUR pup manifest. Continuously for three consecutive days if there is no package from regular customer inform dispatcher. • Always carry at least 05 pieces blank airway bills when YOU are going for a pup.

	<ul style="list-style-type: none">• In some occasions if the package is not ready, tell to YOUR customer that "I will wait for 5 minutes" and YOU have to wait 5 minutes, again if it is still not ready, inform dispatcher and YOU can leave.• Don't refuse light weight packages (≤ 32kg per piece).• When YOU are going to pick up a package, that time if YOU found any heavy package, same time confirm with dispatcher and tell shipper to call again and make re-booking.• Saturday time schedule: Strictly YOU have to follow time schedule of Thu. Who is having straight duty, YOU have to stay until 1330h in YOUR route and who is having break duty, YOU have to stay 1215h and again 1530h-1730h.• RPD / RPI: When YOU are receiving any RPD or RPI pick up from dispatcher get the airway bill from dispatcher with complete information and If YOU receive airway bill from Shipper re-confirm with dispatcher that all information is correct.
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