

## Damage Package Work Instructions

Owner: Directors, Operations & Sales & Marketing

Department: Operations & Retail

<b>Overview</b>	<p>All damage shipments need to be handled in a very careful and appropriate manner.</p> <p>Note: All persons involved in handling shipments should pay utmost attention while moving shipments and try to avoid miss-handling and damages.</p>
<b>Person Affected</b>	<p>Operational and Retail employees in all operating cities and branches kingdom wide involved with delivering/handing damaged packages.</p> <p>Couriers: responsible for sorting and delivery of damaged packages</p> <p>Retail Sales Executive: responsible for handover/delivery of damaged packages to customers</p> <p>Consignee: receiving damaged packages</p> <p>Station Manager: checking of damaged shipments and reporting any suspicious circumstances related to damaged packages to QRM.</p> <p>QRM: investigating unethical behavior by customers or suspicious shipments</p>
<b>Instruction</b>	<p>Handling:</p> <p>DEX 09 (Damaged – Delivery Completed) or DEX 10 (Damaged Package – Delivery Not Completed) scans are used to report exception for a damaged package.</p> <p>The DEX 09 scan is completed when the consignee accepts a damaged shipment. The courier/RSE should inform the recipient that if they are signing for a damaged shipment, that they should open the package in the presence of the courier who must record the condition of the contents.</p> <p>A DEX 10 scan is completed when the consignee refuses to accept a damaged shipment or the shipment is so badly damaged that SMSA does not release the shipment for delivery.</p> <p>Note: any part of damaged drug shipment should not be released.</p> <p>Completion of Paperwork for the Delivery:</p>

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	<p><b>Delivery Record:</b> Write in comments about the damage in the exception lines.</p> <p><b>Pilferage/Damage Inspection Report:</b> Complete the required entries on the Pilferage/Damage Inspection Report in duplicate (only when you discover pilferage or damage before delivery):</p> <ul style="list-style-type: none"> <li>• Distribute copies</li> <li>• Attach one copy to the damaged package.</li> <li>• Keep one copy to give to the designated person at the station.</li> </ul> <p>A Pilferage/Damage Inspection Report must be completed when damages are discovered before delivery to the customer, and the recipient must sign. One copy is handed to the Station Supervisor or designated employee in the Station (or Customer Service) and one copy is attached to the damaged package.</p> <p>A Pilferage/Damage Inspection Report should not be completed if it was discovered that pilferage or damage happened after delivery. This matter should then be reported to the Station Management &amp; Customer Services who will arrange to inspect the damaged goods and to then complete the Damage Report/Incident Report and forward to Customer Services.</p> <p>Customer Service Dept. will contact and inform the shipper &amp; receiver about the status/condition of the damaged shipment.</p> <p>QRM must be informed of any loss / pilferage with an Incident Report.</p> <p><b>Storage of damaged packages:</b> 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.</p> <p><u>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.</u> <u>DIR will not be processed unless there is a signature of the witnessed staff.</u></p>
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### Change Log:

Version No.	Date	Details of Change	Amended Page(s)
3	29/06/11	Courier/RSE	2
4	10/07/11	Added the phrase: who will arrange to inspect the damaged goods and to then complete the Damage Report/Incident Report and forward to Customer Services.	2
		Deleted: Non- Delivery: If the package cannot be delivered: <ul style="list-style-type: none"> <li>Complete the Exception/Send Again label and put it on the package.</li> <li>Leave a completed delivery notice.</li> </ul>	2
5	20/07/22	Added: 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