

Overview	<p>The Dispatcher relays pick-up requirements to the Couriers and plays a very vital role in allocating the pickups to the route couriers.</p> <p>The dispatcher is responsible for receiving Pick Up requests from Customer Services or regular schedule and allocates the PU to couriers based on resource/schedule allocation. Monitors courier Delivery activity to endure service standards are met with out unnecessary delays.</p> <p>Coordinate with duty supervisors for any pickup exceptions.</p>
Person Affected	Dispatchers, Station Agents, Station Supervisors, Station Manager
Instruction	<p>Definitions of Terms related to Dispatch:</p> <p>Customer Call Time: The time that customers call in to register for pick-up with Customer Service or a station employee.</p> <p>Package Ready Time: The time that customers declare that the packages are ready to be picked-up.</p> <p>Regular Pickup: The sender schedules a pickup on a regular basis on designated days and times.</p> <p>On-Call: The sender schedules a pickup on an “as needed” basis with Customer Service or a station employee.</p> <p>The SMSA dispatcher will interface with the couriers and supervise dispatch operations as follows:</p> <ul style="list-style-type: none"> • Ensure that packages are all collected and picked-up from customers according to ready/close time. • Ensure package ready time and pick-ups are accomplished as per scheduled parameters. <p>AM Check-In:</p> <ul style="list-style-type: none"> • Check action slots for exceptions • Set-up equipment. • Ensure adequate route coverage. • Check the printer/bulletin board for messages. • Set-up route logs and daily dispatch tally sheet. (FROM-Dispatch number, pieces, time assigned, time picked-up)-dispatch pickup information).

	<ul style="list-style-type: none"> • Five minutes briefing with the Station Manager/Supervisor, which should include previous day exceptions, today's exceptions, confirming the route schedule, updates on heavy shippers. <p>Regular Pickup Schedule:</p> <ul style="list-style-type: none"> • Area Sales Manager/Executive will need to agree with dispatch and Station Manager/Supervisor for pickup time before commitment is made to customer. • Dispatch will co-ordinate with the couriers for regular pickup. <p>Assigning Dispatch Order to Pickup Route:</p> <ul style="list-style-type: none"> • Receive dispatch print/pickup request card for pickup from call centers or directly from customers through PowerShip or phone call (in remote stations) which may include customer supply delivery request. • Communicate dispatch to courier. • Check off the pickups completed on the pickup dispatch check-sheet. • All pick-ups should have 1-hour response time from the package ready time. • Obtain pickup confirmations every 30 minutes from courier. <p>PM Procedures and Dispatch Reconciliation Checks:</p> <ul style="list-style-type: none"> • Check action slots for exceptions. • Check schedule. • Ensure all couriers before return to building complete all pickups. • Check routes by area and confirm 100% pickup confirmations.
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