

<b>Overview</b>	<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 without unnecessary delays.</p> <p>Coordinate with duty supervisors for any pickup exceptions.</p>
<b>Person Affected</b>	<p>Dispatchers, Station Agents, Station Supervisors, Station Manager</p>
<b>Instruction</b>	<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"> <li>• Ensure that packages are all collected and picked-up from customers according to ready/close time.</li> <li>• Ensure package ready time and pick-ups are accomplished as per scheduled parameters.</li> </ul> <p>AM Check-In:</p> <ul style="list-style-type: none"> <li>• Check action slots for exceptions</li> <li>• Set-up equipment.</li> <li>• Ensure adequate route coverage.</li> <li>• Check the printer/bulletin board for messages.</li> <li>• Set-up route logs and daily dispatch tally sheet. (FROM-Dispatch number, pieces, time assigned, time picked-up)-dispatch pickup information).</li> </ul>

- 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.

**Regular Pickup Schedule:**

- 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.

**Assigning Dispatch Order to Pickup Route:**

- 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.

**PM Procedures and Dispatch Reconciliation Checks:**

- 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.