

<b>Overview</b>	This work instruction is created to provide general guide in handling COD shipments.
<b>Person Affected</b>	Sorter, Courier, Handler, UTL Agent, Station Agent, Hub & Linehaul Supervisor, Station Supervisor, Station Manager and Hub & Linehaul Manager, Retail Executives, Retail Supervisors, Retail Managers
<b>Instruction</b>	<p><b><u>Picking COD shipments at Origin:</u></b></p> <ul style="list-style-type: none"> <li>At the time of pickup make sure that shipment has thermal sticky AWB attached with it. If the shipment is having normal paper AWB in pouch, Service Assurance has to be informed to take it up with Sales/ Customer.</li> <li>After picking-up the shipment, attach COD sticker with each shipment</li> <li>Handover the shipment to LH for connection.</li> </ul> <p><b><u>Processing COD shipments in Station upon receiving:</u></b></p> <ul style="list-style-type: none"> <li>Receive all COD inbound shipments normally and apply SIP scan.</li> <li>Segregate / Sort the shipments according to the addresses given on the AWB.</li> <li>AWBs having HAL notification from origin should be sent to RSC as HAL.</li> <li>AWBs having address for door delivery to be send out with couriers for direct delivery.</li> <li>AWBs having incomplete address to be processed as UTL.</li> <li><b>No shipment should go to RSC without customer request. If a customer request for hold, courier/UTL staff has to mention customer name, contact number and requested RSC name in Comments scan e.g. "Mr. xyz Mob No 05xxxxxxxxx requested HAL in RSC abc".</b></li> <li>After delivery of shipment the system has to be updated for receipt of payment (COD Amount) and submit the money to cashier/assigned staff.</li> </ul> <p><b><u>Delivering COD Shipments to Customers:</u></b></p> <ul style="list-style-type: none"> <li>At the time of delivery customers should not be allowed to open the shipment before payment and obtaining signature on POD.</li> <li>If a customer insist to open before receive/POD, do not deliver the shipment to him and apply <b>DEX07-6 CNEE Rqst to Open before POD</b> scan.</li> <li>After payment settlement and POD, If a customer open the shipment and want to return back due to any discrepancy, kindly advise the customer "Please coordinate directly with the seller/merchant as they have return policy and will arrange to pick the shipment from you and will pay back your money".</li> <li>If the customer insisting and forcing the staff to return back the opened shipment, then the Courier/Retail Executive has to call his immediate</li> </ul>

supervisor/manager to bring the matter to his attention. Involvement of supervisor/manager is very much needed to identify the reality of the incident. In this case **DEX07-8 Shpt Reused by Recipient** scan with proper Comments has to be updated in system. The Supervisor/Manager has to send email to Service Assurance email ID: [hbadawy@smsaexpress.com](mailto:hbadawy@smsaexpress.com), [hibrahim@smsaexpress.com](mailto:hibrahim@smsaexpress.com) and [jmisa@smsaexpress.com](mailto:jmisa@smsaexpress.com) to communicate this with the Shipper/Sales/CS for further handling.

### **Returning Undelivered COD shipments to Origin**

- All undelivered COD shipments should be kept in Station/UTL/Retail till the deadline.
- **Undelivered COD Shipments should be returned back only after receiving email / alert for RTS from core system. Unless you receive alert email from core under subject COD Shipments to return, no shipment should be returned to shipper/origin, even if the shipment is refused by consignee.**
- To process RTS, apply **DEX14 – Return in Process** scan paste **RTS sticker** on the shipment and handover to LH to send it to origin.
- LH has to connect Domestic COD shipments for RTS to origin station. The origin location will return the shipment to shipper and apply **COR RTS** Scan and update the recipient name.
- LH has to connect International COD shipments to Riyadh Station where new AWB will be generated to return the shipment to origin country. **COD RTS** scan will be applied and update the new RTS AWB Number.
- COD RTS scan will be accessed only by assigned/authorized staff in each location. It will be the responsibility of assigned staff to maintain the secrecy of his password and not to share with anyone to avoid misuse of the scan. Manager to send request to service assurance to get access of COD RTS scan for his staff.

### **Operations/Retail Automated Reports:**

- OPS and Retail should not worry about any new customer as their shipment will be properly monitored by the system. All Automated Reports which operation and retail are getting currently will be taken care in integration by IT and new customers will be automatically added to these reports. Examples of few report are: COD Shipments to return as per deadline, COD Update required, PAR Report etc.