



Missed Delivery Action Steps

Owner: Director, Operations

Department: Operations

In the event of any missed delivery due to the courier not being able to reach the location of the recipient within the specified delivery /commitment period. (various reasons)

Action steps to be followed:

Courier

- Courier to call recipient and inform that he is unable to make delivery and provide alternate options:-
 - Offer after hours delivery at location suitable for the recipient or collection from suitable RSC location
- Inform Dispatcher / Supervisor / Station Agent the reason he is unable to deliver the shipment
 - Provide AWB Number and recipient Name
 - Apply appropriate scan
 - Notes the reason on the Delivery Report against the specific AWB number
- On return to station hands shipment to Supervisor / Station Agent / Nominated person

Supervisor / Station Agent / Nominated person

- Receives shipment from courier and balances shipments against Delivery Report and places shipment in specified location
 - Ensures that the appropriate scans have been performed
 - Informs next shift status and agreed delivery time
- Sorts shipment to correct route location for next / agreed delivery route
- Follow delivery procedure