

Overview	<p>Management is responsible for making sure all employees follows CORE Dispatch Queue each day for 100% compliance.</p> <p>On-road employees for verifying all pickups scans have been transmitted and for following CORE Dispatch Queue.</p> <p>The designated location employee is responsible for notifying sender about failed pickups and for performing SOP scans on all outbound packages.</p> <p>The Courier immediate superior is responsible for resolving all the tracker problems and completing a problem log, if required, by sending them to Power users, and likewise update the scans they missed in CORE.</p>
Person Affected	<p>Couriers, Dispatchers, Ops Supervisors, Station Managers and SMSA employees involved in the handling the execution and management of pick-ups from customers in KSA</p>
Instruction	<ul style="list-style-type: none"> • Courier and Dispatcher - Liaises with the supervisors in the Station. • Supervisors – inform Station Management & Customer Services of missed pick-ups daily <p>Handling Missed Pickup:</p> <p>Customer: If the customer contacts SMSA to advise that their shipment has not been picked up the following must be done:</p> <p>Step 1: Dispatcher contacts the Courier</p> <p>Determine earliest time that the courier will arrive to pick-up the shipment</p> <p>Step 2: Contact the sender</p> <p>If the courier is unable to execute the pick-up before closing the dispatcher must assign an alternative Courier for the pick-up.</p> <p>OR</p> <p>Make arrangement with the customer for pick-up from security or residence or alternate address,</p> <p>OR</p> <p>If unable to do any of the above, arrange pick-up the next morning where necessary</p> <p>AND</p> <p>Advise CS to Schedule another pickup in CORE.</p>

Miss-Pickup Work Instructions

Owner: Director, Operations

Department: Operations

	<p>Courier: If the courier contacts dispatcher/supervisor/manager to advise that he will not be able complete the pickup before closing, the dispatcher must do the following:</p> <p>Step 1: Contact the sender</p> <p>Step 2: Assign an alternative Courier for the pick-up.</p> <p>OR</p> <p>Make arrangement with the customer for pick-up from security or residence or alternate address,</p> <p>OR</p> <p>If unable to do any of the above, arrange pick-up the next morning where necessary</p> <p>AND</p> <p>Advise CS to Schedule another pickup in CORE.</p> <p>Recording Missed Pickup:</p> <p>The Ops Supervisor must be advised of all missed-pick ups and he must record them on a Daily Missed Pick-up Report (DMPR). The Ops supervisor must liaise with the Call Center, Courier and Dispatcher, to determine why the missed pick-up occurred, and take steps to reduce the chance of this happening again.</p> <p>The Station Manager must analyze all missed pick-ups daily and report the stats from the Daily Missed Pick-ups Log to Director Operations & National Ops Manager for his weekly report to the Chairman.</p>
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