

Overview	A miss-sort is a package that arrives at the wrong location & requires corrective routing action
Person Affected	Ops Supervisors, Sorters, Station Agents, Handlers.
Instruction	<p>Types of Miss-sorts:</p> <ul style="list-style-type: none"> • Information on the waybill might have been correct but courier/agent wrote the wrong routing code. • Routing code and information on the waybill is correct but was wrongly sorted at the hub and arrived at a incorrect station. <p>Handling of Miss-sort:</p> <p>As soon as a miss-sort is noted, perform the following tasks:</p> <ol style="list-style-type: none"> 1. Isolate the shipment from other shipments. 2. Perform scans on shipment as miss-sort. <ul style="list-style-type: none"> • Apply (DEX 29) on each shipment/mps and update reroute information in Comments • Stick RRT sticker on each shipment/mps. • Attached the reroute information (email/ticket etc) with the shipment. 3. Check the root cause of miss-sort. 4. Inform origin hub/station by email 5. Correct the routing information on the waybill. 6. Handover the shipment to hub with a manifest.