

Brief	All items offered or accepted for shipment within SMSA system are subject to inspection.
Responsibility	Only the Manager/Supervisor or his designated representative may open and inspect the shipments.
Guidelines	<p>A shipment should be opened only in the circumstances described below:</p> <p>To search for a more accurate address or description:</p> <ul style="list-style-type: none"> • Station Manager/Supervisor or his designated representative (with written authorization) may open a shipment to search for a more accurate address than what is listed on the air waybill. • If a complete description of the contents of any shipment is not available, Station Manager has the option of opening and inspecting the shipment to verify the description of its contents. • The Package(s) should be open in presence of a witness, simultaneously be logged and signed in the Log Register. <p>To confirm contents for customs:</p> <ul style="list-style-type: none"> • Clearance Supervisor or his designated representative (with written authorization) may open a shipment to confirm contents at the request of custom officials. <p>When an illegal substance is suspected:</p> <ul style="list-style-type: none"> • SMSA opens and inspects shipments moving through its system for security reason. • Only Station Manager/Supervisor; Manager Hub, Linehaul & Gateway; Supervisor Hub & Linehaul may open a shipment suspected of containing an illegal substance. <p>If an illegal substance is found upon opening a shipment, QRM Director or a designated employee from Quality & Risk Department has to be informed.</p>
Exceptions:	No employee of SMSA or a regulatory agency or a host or transit hub can open or

Opening & Inspecting Shipments

Owner: Director, Operations

Department: Operations

	delay a diplomatic bag that move through SMSA system. If an inspection is requested, the station manager has to be notified immediately.
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