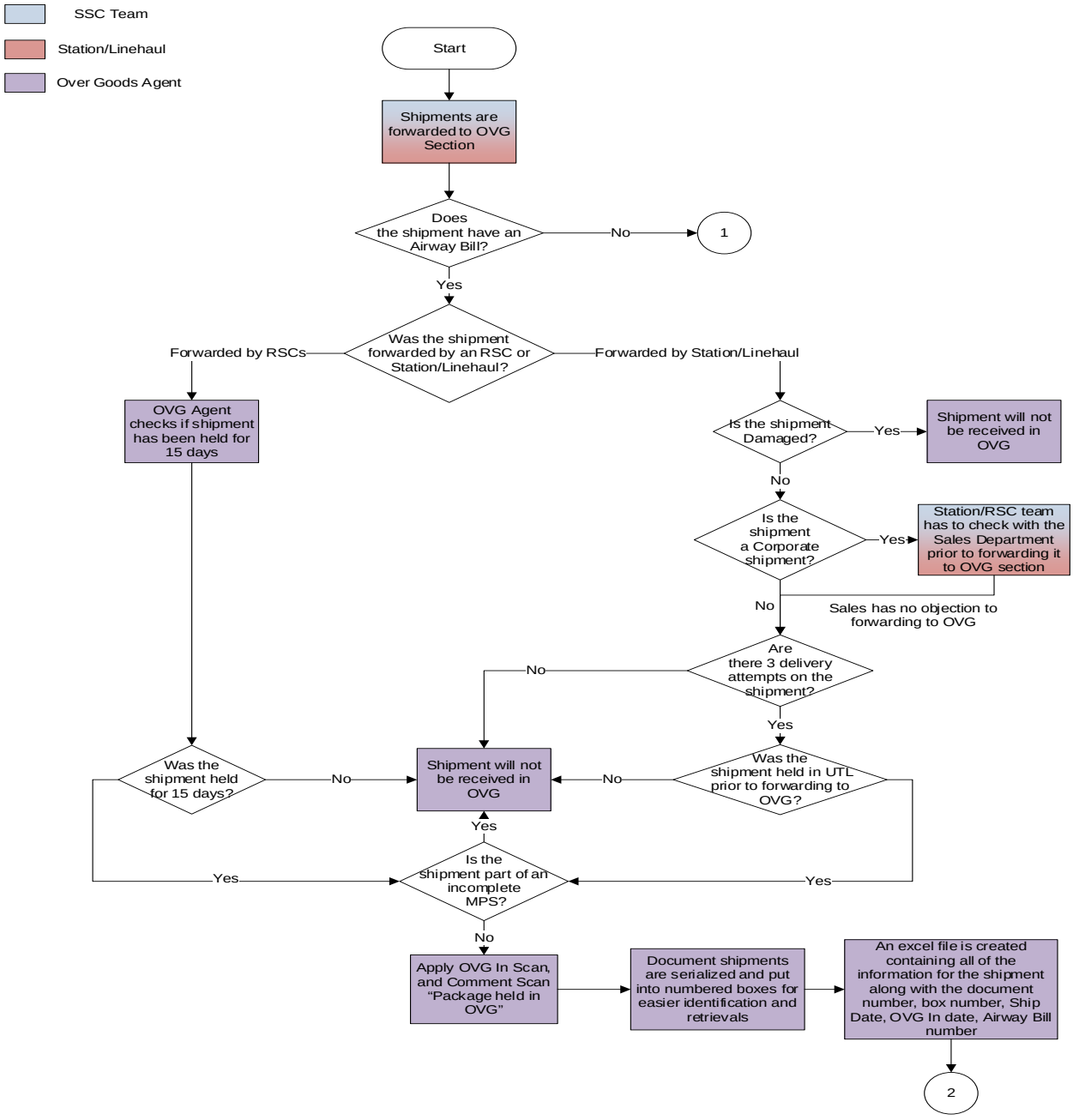
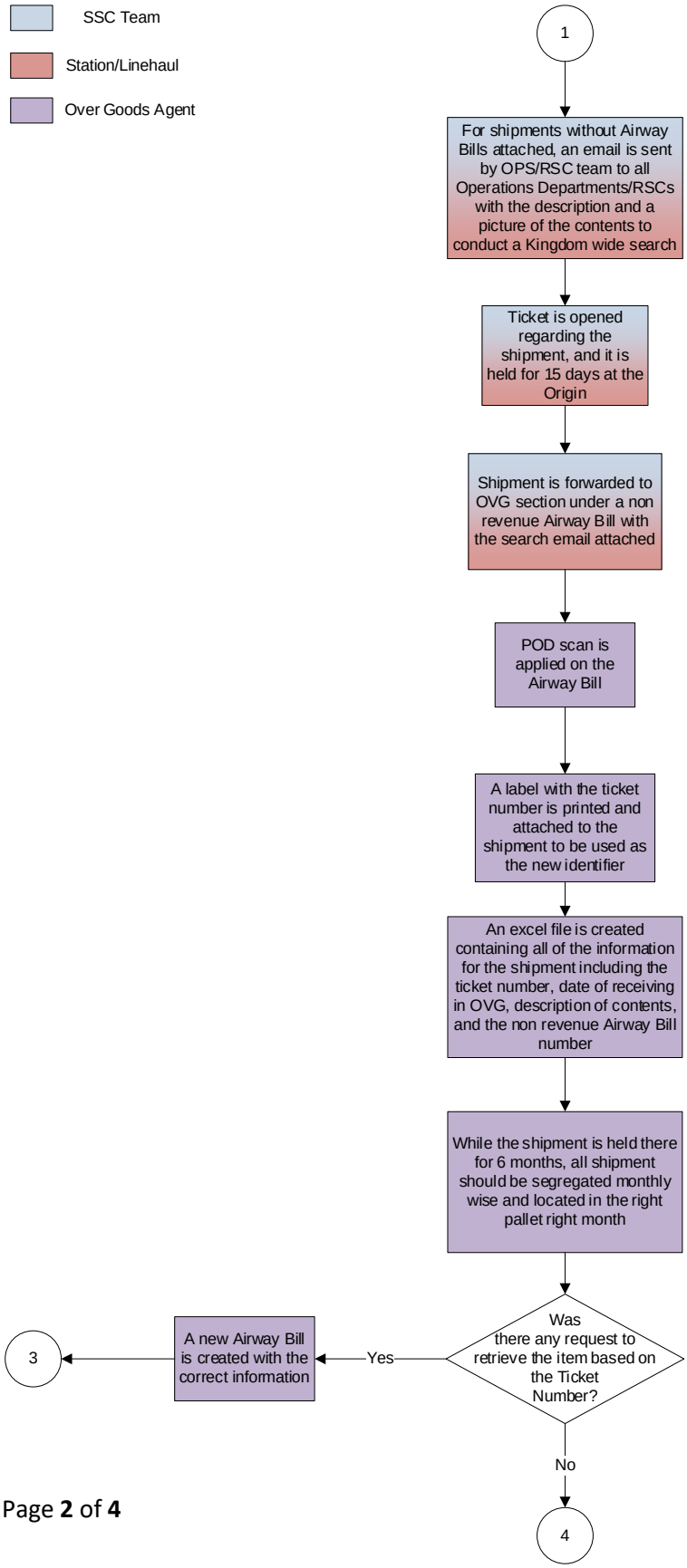
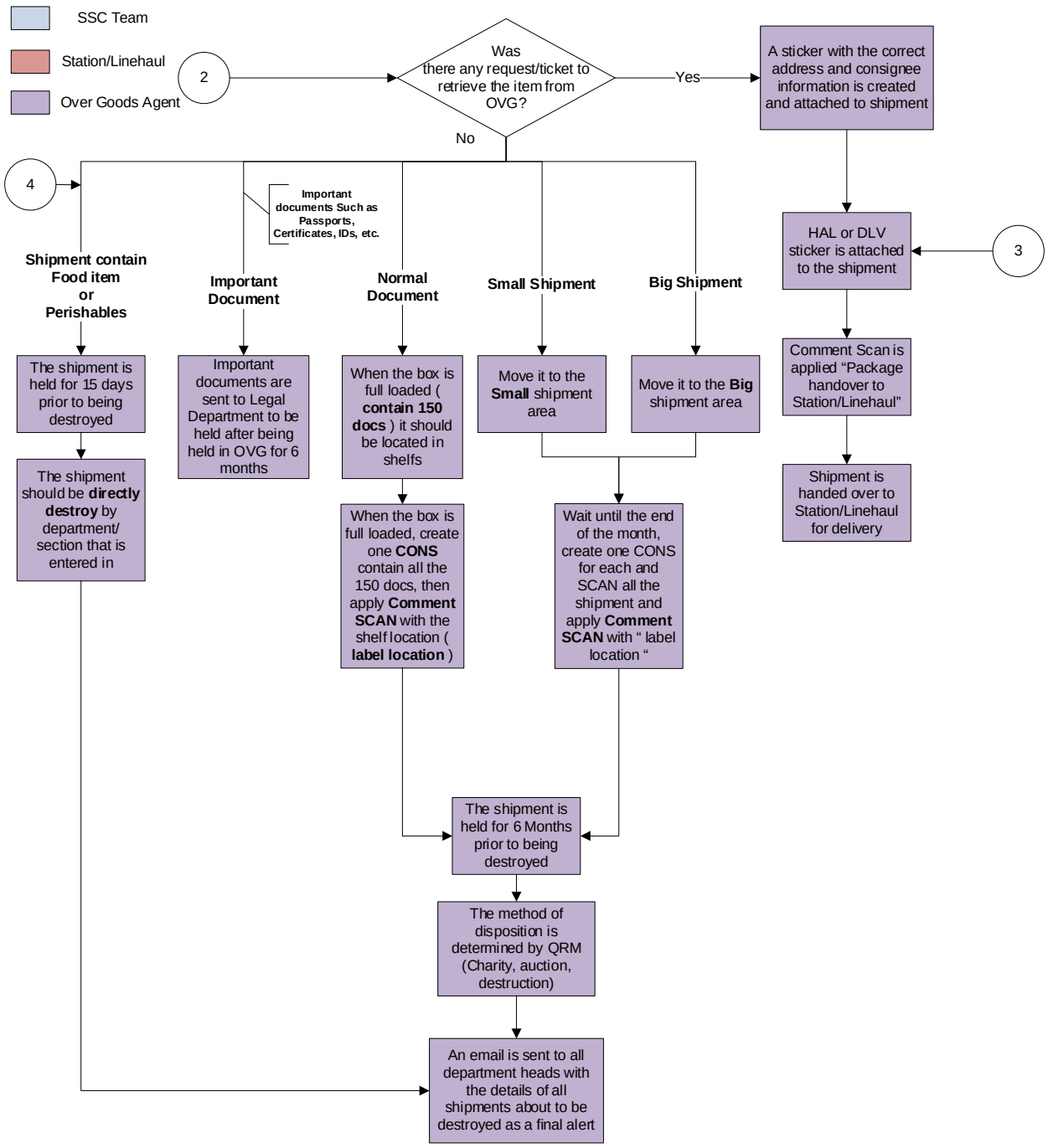
Operation Process for Overgoods

Owner: Director, Operations
Department: Operations

Brief	This document contains Process flow chart to handle overgoods shipments.
Purpose	To provide guidelines and instructions to overgoods team
Person Affected	• Overgoods team • Station, Hub & Linehaul Operation • SSC team




SSC Team
Station/Linehaul
Over Goods Agent
1
For shipments without Airway Bills attached, an email is sent by OPS/RSC team to all Operations Departments/RSCs with the description and a picture of the contents to conduct a Kingdom wide search
Ticket is opened regarding the shipment, and it is held for 15 days at the Origin
Shipment is forwarded to OVG section under a non revenue Airway Bill with the search email attached
POD scan is applied on the Airway Bill
A label with the ticket number is printed and attached to the shipment to be used as the new identifier
An excel file is created containing all of the information for the shipment including the ticket number, date of receiving in OVG, description of contents, and the non revenue Airway Bill number
While the shipment is held there for 6 months, all shipment should be segregated monthly wise and located in the right pallet right month
Was there any request to retrieve the item based on the Ticket Number?
Yes
A new Airway Bill is created with the correct information
3
No
4


SSC Team
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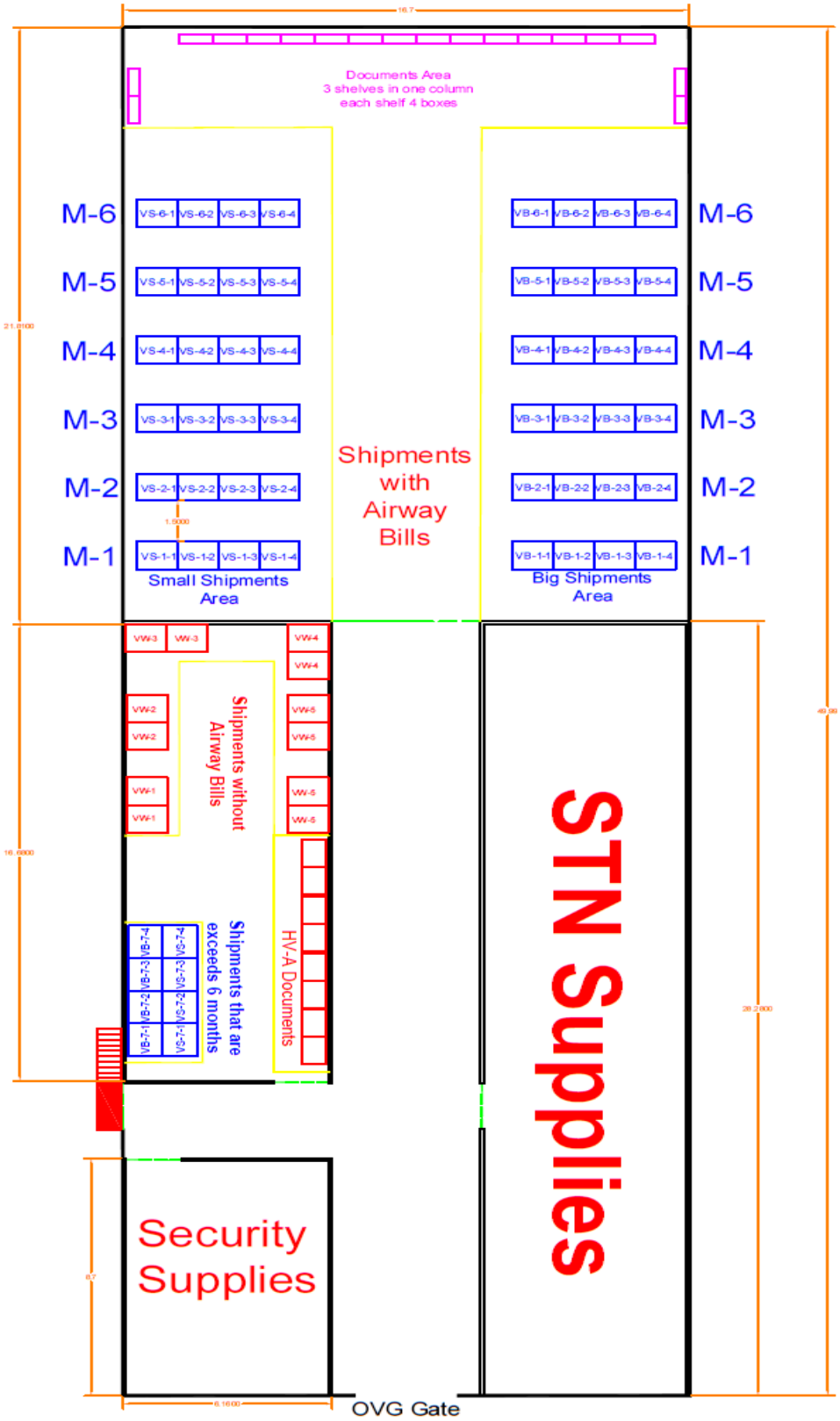
2
Was there any request/ticket to retrieve the item from OVG?
Yes
A sticker with the correct address and consignee information is created and attached to shipment
No
4
Important documents Such as Passports, Certificates, IDs, etc.
HAL or DLV sticker is attached to the shipment
3
Shipment contain Food item or Perishables
Important Document
Normal Document
Small Shipment
Big Shipment
Comment Scan is applied "Package handover to Station/Linehaul"
The shipment is held for 15 days prior to being destroyed
Important documents are sent to Legal Department to be held after being held in OVG for 6 months
When the box is full loaded (contain 150 docs) it should be located in shelfs
Move it to the Small shipment area
Move it to the Big shipment area
Shipment is handed over to Station/Linehaul for delivery
The shipment should be directly destroy by department/ section that is entered in
When the box is full loaded, create one CONS contain all the 150 docs, then apply Comment SCAN with the shelf location (label location)
Wait until the end of the month, create one CONS for each and SCAN all the shipment and apply Comment SCAN with " label location "
The shipment is held for 6 Months prior to being destroyed
The method of disposition is determined by QRM (Charity, auction, destruction)
An email is sent to all department heads with the details of all shipments about to be destroyed as a final alert

Over goods layout: