

Brief	When all efforts to complete the delivery of a shipment to the intended consignee or to return an undeliverable or refused shipment to the sender have failed, the shipment is sent to or recorded by the local Over goods department for additional research and disposition.									
Purpose	To provide guidelines for over goods shipments.									
Person Affected	Safety and Security Supervisors, Operations Supervisors, Station Managers, Hub and Linehaul Managers and SMSA employees involved in the handling the over goods shipments in stations.									
Responsibilities	Over goods Agent									
Guidelines	<div><div>1. Over goods Department location:</div><div>The over goods department is a central receiving location where unidentified, undeliverable or refused shipments are sent and sorted in a secured area. The location of the over goods department is determined on factors such as shipments volumes, regulatory requirements and availability of facilities.</div><div>2. Shipments Classification:</div><div>A shipment sent to over goods is placed in one of the categories shown below:</div><table><tr><th>Classification</th><th>Description</th></tr><tr><td>Unidentifiable/undeliverable shipment</td><td>All efforts to locate or identify both the sender and the consignee for disposition have failed.</td></tr><tr><td>Refused shipment</td><td>Both the consignee and the sender refuse to accept delivery or return of the shipment.</td></tr><tr><td>Damage shipment</td><td>Damage shipment that both the consignee and the sender refuse the shipment and have DIR</td></tr></table><div>3. Over goods Department Function:</div><div><ul style="list-style-type: none">Records and categorizes all items received daily.Enters and updates the information and proper scans on the core with the current status and final disposition of the shipment.Dispose of all items received, by following established procedures.</div></div>		Classification	Description	Unidentifiable/undeliverable shipment	All efforts to locate or identify both the sender and the consignee for disposition have failed.	Refused shipment	Both the consignee and the sender refuse to accept delivery or return of the shipment.	Damage shipment	Damage shipment that both the consignee and the sender refuse the shipment and have DIR
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	<p>a) Over goods shipment processing from Hub/Stations/SSC:</p> <ol style="list-style-type: none"> 1. Apply (OVG scan in core - Forwarded to Over goods) on each shipment/MPS. 2. Stick OVG sticker on each shipment/MPS. 3. Send/Handover the shipment under original AWB to LH. 4. For if there is no AWB on the shipment, the sender, such as Hub-Station-SSC, needs to prepare non-revenue AWB and mention the OVG agent as consignee. 5. For damage shipment, the sender, such as a hub, station, or SSC, must create a DIR (damage incident report) before sending to over goods. <p>b) Processing at over goods facility:</p> <ol style="list-style-type: none"> 1. Over goods master file maintained over goods record with separate sheets for DOCS, NDOCS, without AWB shipment & Legal shipments such as (Official documents, car plate). 2. Apply (Overgoods In – OVGI) scan in the core when receiving the shipment in OVG. 3. Follow up on the tickets and emails for shipments that the customer or consignee requested. 4. Shipments, including both DOCS and NDOCS, for which there is no claim and which exceed the six-month retention period in the Over goods Section, will be forwarded to the inventory department for final disposition 5. Shipments contain food items will be disposed once it expired or reached six months without claim disposing will be under supervision by security and documented in the file. 6. For Legal shipment such as (Official documents, car plate), will be forwarded to SMSA Legal department. <p>c) Shipments that are handed over from the Over goods Section to the Inventory Department will be documented in the handover manifest, which contains:</p> <ol style="list-style-type: none"> 1. AWB number of each shipment. 2. Number of pieces that have the same AWB. 3. Commodity description for each shipment. 4. The over goods manager and inventory manager are signing a handover manifest.
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 Overgoods To Inventory Handover Manifest Owner: Operations Directors Department: Operations				
S/N	AWB	NO. Pcs	Commodity Description	Inventory Staff Signature
1				
2				
3				
4				

Figure 1: Over goods to Inventory handover Manifest Sample1

Process Date		Number of shipment	
Cons No.			
	Overgoods	Inventory	
Department Head			
Signature			
Date			

Figure 2: Over goods to Inventory handover Manifest Sample2

- d) Legal shipments, such as (official documents and car plates), will be categorized into two categories after communicating with the SMSA Legal Department:
1. Shipments that will be handed over to the legal department will be documented in the handover manifest, which includes the signatures of the concerned managers.
 2. Shipments that will be disposed of by the over goods agent at the request of the legal department will be documented in the file.
- e) Over goods agent: after handing over the shipment to the inventory department and legal department, send them an email that shows details of the shipment.