

## Overlooked Packages Work Instructions

Owner: Director, Operations

Department: Operations

<b>Overview</b>	As a manager, designee, or service agent at the origin location, you must ensure the following steps are followed when an overlooked package is discovered after the departure of the aircraft/truck/Van. To minimize overlooked packages, always search the station or centre, sort area, empty containers, trucks, vans and any other packages-staging areas.
<b>Person Affected</b>	Couriers, Ops Supervisors, Station Managers and SMSA employees involved in the sort of shipments in stations.
<b>Instruction</b>	<p>Processing Overlooked Packages:</p> <p>Package status is reported and updated daily in CORE.</p> <p>Step 1: Enter status of the overlooked packages immediately in CORE</p> <ul style="list-style-type: none"><li>• All overlooked packages (regardless of final disposition)</li><li>• Any overlooked package that remains in the station or ramp location overnight</li><li>• Require SOPX scans to be updated (Packages/Missed Aircraft)</li></ul> <p>Step 2: Contact the sender and offer to ship the package as non-revenue</p> <p>Step 3: Advice the destination location.</p>