

Overview	This work instruction is created to provide guide in handling shipments reflected in the PAR and Aged Report.
Person Affected	Courier, Handler, UTL Agent, Over goods Agent, Station Agent, Hub & Linehaul Supervisor, Station Supervisor, Station Manager and Hub & Linehaul Manager, Retail Manager.
Instruction	<p>1. Reports Definition:</p> <p>1.1 PAR Report – Known as “Package at Risk Report”, any shipment which is having missing scans for 2 days and above will be included in this daily report. The maximum time to clear the shipment from PAR report is 8 days. This report will be sent to assigned staff in Location.</p> <p>1.2 Aged Report – Any shipment which is having missing scans for 9 days and above will be included in this report and will be sent to concern Manager.</p> <p>2. Shipments reflected in PAR Report:</p> <p>2.1 Based on the daily report sent by the Service Assurance Specialist, assigned staff by the respective location such as Station, Hub, Gateway and Retail etc. has to investigate the status of the package and update the scan and or comment regarding the status of the shipment.</p> <p>2.2 The assigned staff investigates either by Checking:</p> <ul style="list-style-type: none"> 3.2.1 The physical shipment where about. 3.2.2 On the staff who made the last scan. 3.2.3 The documents pertaining to the shipments status such as AWB copy, email, Proof of Delivery, and handover manifest. 3.2.4 Core Reports such as versus report, CONS & scan review. 3.2.5 Coordinating with origin, destination, transit points 3.2.6 Coordinate with other locations in OPS facilities and in Retail for possible missort. 3.2.7 Coordinate with overgoods for search. 3.2.8 Coordinate with Security to check CCTV. 3.2.9 Search courier vehicles. 3.2.10 Check customers’ locations, the courier attempted on that day 3.2.11 Check other areas can help in locating the shipments

3.3 Responsible for checking:

3.3.1 Shipments appearing in PAR report based on the last scan done by any employee under his location ID. It is the responsibility of assigned staff in that location to take ownership and follow up till the shipment is resolved and cleared from PAR maximum by 8th day either by applying scan after locating the shipment or by reporting to QRM & CS in case of missing through Missing Shipment Notification Report.

3.3.2 If the shipment is reported to QRM, SAL has to be notified to apply PARX scan on the shipment to remove it from PAR.

3.3.3 If a shipment is reported in PAR and the last scan made was hand over to the counterpart, and the ID of the origin staff who handover the package reflecting in the last scan, then.

3.3.3.1 It is the responsible of the origin assigned staff to take ownership in resolving the issue by coordinating with the counterpart.

3.3.3.2 Example Scenarios:

3.3.3.2.1 From Hub handover to Station last scan was "HOP" – Hub assigned Staff will take ownership to resolve the issue.

3.3.3.2.2 From Station to Linehaul last scan was "SOP"- Station assigned staff will take ownership to resolve the issue.

3.3.3.2.3 From Station to Substation Transfer last scan "TSS" – Resolution should be done by Station assigned staff.

3.3.3.2.4 From Station to RSC last scan was "HAL" – Station Assigned staff will take ownership to resolve the issue.

3.3.3.2.5 From Retail to station last scan was "DEX14" or "PUP" – Retail assigned staff will take ownership to resolve the issue.

3.3.3.2.6 Except if the last scan was made by the security executive, the last scan made before the said should be the basis.

3.3.3.3 If there is evident proof with origin location in above scenarios that the shipment is having missing scans from counterpart then it is the responsibility of destination to resolve the case. For example DEX14 is appearing under retail ID and they provide handover manifest signed by OPS courier for receiving the shipment then OPS will take responsibility to resolve the case. Similarly if a shipment is having HAL scan appearing under Courier ID and OPS provide handover manifest signed by retail staff, then it is the responsibility of retail to resolve the case. In both examples origin location has take ownership to follow-up till resolution.

3.4 If STAT 57 is applied by destination for missing shipments between Station & Hub or Hub & Hub and the shipment cannot be located after doing all the efforts, then it is the responsibility of destination to report the case QRM and CS through Missing Shipment Notification Report cross copy Service Assurance Specialist.

3. Shipments reflected in Aged Report:

3.1 If any shipment cannot be closed on the day 8 from PAR report due to any unavoidable circumstances it will reflect now in Aged Report.

3.2 Aged report will be sent to concerned manager by SAL for resolution.

3.3 Any shipment reported in Aged Report should be closed maximum in 2 days.

Note:

If any shipment reported to QRM and CS as missing, the location can still continue the search if they have any clue to find the shipment; once found update to be send to QRM and CS and request to cancel the Missing Shipment Notification Report for that shipment.