Overview	This work instruction is created to provide guide in processing Returned to shipper (RTS) package, this includes the scans to be used in processing RTS shipments. RTS are those packages to be returned to shipper.
Person Affected	Couriers, Retail Executive, UTL Agent, Over goods Agent, Station Agent, and Station Supervisor

Instruction	**1. Scans List:**
	
	    1.1 DEX 14 – In return process
	    1.2 RTS - Returned to Shipper
	    1.3 COD RTS scan
	    1.4 SOPS - Station Outbound Package Scan
	    1.5 SIPS - Station Inbound Package Scan
	    1.6 VAN – Out for Delivery
	    1.7 HAL- Hold at Location Scan
	    1.8 Retail To Ops PUP Scan
	
	2. Application of DEX 14–In Return Process Scan and RTS-Return to Shipper Scan:
	
	DEX 14–In Return Process Scan: To be applied on shipment to initiate return process of shipment under the same AWB. (As explained in 3.1).
	
	RTS–Returned to Shipper: To be applied on shipments in below scenarios:
	
	a) To be applied on shipment received from destination in origin Station/Retail to complete the return process under same AWB. (As explained in 3.7 & 3.9)
	
	b) To be applied on shipment processing for RTS under new AWB (As explained in 4.1)
	
	c) To be applied on shipment picked up from Customer and then the shipper want to cancel the shipment and take it back.
	
	3. Procedure of Returning shipment to Shipper under the same AWB:
	
	    If the shipment will be returned under the same AWB below procedure to be followed:

3.1 Apply **DEX14–IN RETURN PROCESS** scan on the package and attached RTS sticker (see below under no. 4 for RTS sticker sample) (applicable to both RTL & STN).

3.2 If the shipment will be RTS from station, **SOP scan** will be applied by assigned staff in station.

3.3 If the shipment is collected from Retail for RTS, Courier has to apply **Retail To OPS PUP Scan** and **SOP scan** will be applied by assigned staff in OPS facility.

3.4 All the scans from LH will be applied as normal.

3.5 Destination Station will apply **SIP** scan upon receiving the shipment.

3.6 Sort package to Courier or HAL staging area.

3.7 If the shipment to be RTS by courier, apply **Van** scan, once the shipment is handed over to shipper **RTS -Returned to shipper** scan will be applied instead of POD.

3.8 If the shipments to be send to retail for RTS, station will apply **Van** & **HAL** Scan.

3.9 Upon receiving of shipment in retail, normal scanning like Retail In, Retail PMX etc. will be applied as normal, once the shipment is handed over to shipper **RTS -Returned to shipper** scan will be applied instead of POD.

3.10 While returning COD shipment (E-Commerce shipment) to shipper **COD-RTS scan** will be applied by the assigned staff.

4. **Procedure of Returning shipment to Shipper under new AWB:**

   If the shipment will be returned under the New AWB below procedure to be followed:

4.1 Apply **RTS – Returned to shipper** scan on the **Old** Air Waybill and enter **New** Air Waybill # in the Comments field. By doing so the old AWB is terminated and the shipment will now travel with the new AWB. (the old AWB to be folded and placed in the pouch whereas the new AWB to be attached with the shipment).

4.2 Apply PUP Scan on the new AWB and treat as a new shipment.

4.3 All scanning and other procedures will be applicable as normal shipment till POD.

5.   **Sample of Returned To Shipper (RTS) Sticker-** This sticker to be affixed with the shipment only if it is travelling with the same AWB