

## Station Inbound Sort Work Instructions

Owner: Director, Operations  
Department: Operations

<b>Overview</b>	Station Managers must assign specific Senior Couriers, Sorters and Dispatchers & Supervisors (for monitoring) to sorting positions to sort shipments in the most efficient manner.
<b>Person Affected</b>	Couriers, Ops Supervisors, Dispatchers, Station Managers and SMSA employees involved in the sorting of shipments in stations.
<b>Instruction</b>	<p>Responsibilities:</p> <p>Station Manager: liaises with the Supervisors, Dispatchers &amp; Senior Couriers in planning &amp; sorting of inbound shipments received in the station.</p> <p>Designated Senior Couriers: liaises with the Station Manager/Supervisor in planning &amp; sorting of inbound shipments received in the station.</p> <p>Couriers: fine Sorts, Accepts and checks and scans sorted inbound shipments from the Senior Couriers for delivery.</p> <p>Inbound Package acceptance:</p> <ul style="list-style-type: none"> <li>• Unload and accept inbound packages</li> <li>• Perform a SIP scans and transmit data</li> <li>• Do a SIP scan on each package that is received on a weekday.</li> </ul> <p>On completion of SIP Scans on all packages, download tracker in the cradle at your location and transmit the data.</p> <p>Sort Documents as follows:</p> <ul style="list-style-type: none"> <li>• Before the sort begins, put empty crates by each route.</li> <li>• Pull the specified plastic crate at predetermined time during the sort.</li> <li>• Put one crate of unsorted documents in the center with empty crates on each side.</li> <li>• Read the airway bill of address label on each document and sort the document into the respective route.</li> <li>• Note the service type and delivery instructions.</li> <li>• Put the document into the designated crate, based on delivery.</li> <li>• If the Station has permanent Courier Sorting Racks, they must have clear labels with the route number/area name.</li> <li>• The documents must then be sorted into these racks.</li> <li>• Each route courier must carefully read the air waybill or address label on each document to be sure it is for his route</li> </ul>

## Station Inbound Sort Work Instructions

Owner: Director, Operations  
Department: Operations

- Each Route Courier must perform a VAN scan for all shipments and download the tracker before loading the van and leaving the building.
- Each Route Courier/Senior Courier must sign the clearance-check-out form available with the duty supervisor in order for the supervisor to ensure that couriers rack/tables are clear, van scans uploaded etc.

Sort Packages (Boxes) as follows:

- Read airway bill or address label on each box and sort to the respective route.
  - Note the service type and delivery instructions.
- Check the weight of the package before you lift or move it.
  - Prioritize documents by service type for delivery.
- Ask for help to move heavyweight packages.
- Each route courier must carefully read the air waybill or address label on each box to be sure it is for his route.
- Each Route Courier must perform a VAN scan for all shipments and download the tracker before loading the van and leaving the building.
- Each Route Courier/Senior Courier must sign the clearance-check-out form available with the duty supervisor in order for the supervisor to ensure that couriers rack/tables are clear, van scans uploaded etc.

Process Exceptions as follows:

- Process miss-sorts as they are discovered.
- If the package is a miss-flow forward package to the proper route.
- If a package has an incorrect address/unclear address or does not have a tracking number or does not have air waybill the package must be handed over to the UTL Agent.