

## Un-signed Air Waybill Work Instructions

Owner: Director, Operations  
Department: Operations

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| <b>Overview</b>        | <p>Air Waybill is a legal document for shipping, manifesting, customs clearance, tracking and billing. This is a legal contract between the shipper and SMSA Express and must be signed by the sender. Sender signature on the AWB indicate that he is agree with the terms and conditions of contract which are written on the back of the shipper and consignee copies of the AWB.</p> <p>To protect both SMSA Express and the customer from any legal liabilities.</p>  |
| <b>Person Affected</b> | <p>Operational and Retail employees in all operating cities and branches kingdom-wide involved with accepting/processing of shipments.</p> <p>Sender: responsible for completing and signing the AWB.</p> <p>Couriers: responsible for helping the sender to complete the AWB and make sure that all entries of the AWB are completed.</p> <p>Retail Sales Executives: responsible for helping the send to complete the AWB and make sure that all entries of the AWB are completed.</p> <p>Station Agent/Courier LH: responsible for auditing the AWB and reporting to Hub/Station Supervisor.</p> <p>Designated Employee: the designated employee in the station (usually station agent) has to follow-up and coordinates with the sender to get the signature on the photocopy of the AWB.</p>  |
| <b>Instruction</b>     | <p>If it is discovered after a shipment has been picked up and is already being processed, the AWB has not been signed by the Sender, the following must take place:</p> <ul style="list-style-type: none"> <li>• Contact the Sender to as soon as possible to advise of the status of the shipment and of that a signature is required for the AWB.</li> <li>• Continue to process the shipment and forward the shipment to its destination.</li> <li>• If the sender has a fax machine, fax him a photocopy of the unsigned AWB to sign and return.</li> <li>• If the sender does not have a fax machine, a photocopy of the unsigned AWB must be sent to him with the courier, to be signed and returned.</li> <li>• Fax the signed photocopy of the AWB to destination if required for customs clearance purpose etc.</li> <li>• File the signed photocopy of the AWB.</li> <li>• The courier/ RSE responsible must be made aware of the AWB Policy and Package Pickup Policy, to ensure that this does not happen again.</li> </ul> |