

<b>Brief</b>	Acceptance of customer Pick Up Booking when courier is called direct.
<b>Purpose</b>	<p>To facilitate and allow couriers to accept booking where customers call the courier direct without calling following the standard PUP booking procedure through Customer Services.</p> <p>This procedure covers all remote locations without formal booking facility as well as in metros where some customers call couriers direct.</p>
<b>Responsibilities</b>	Courier
<b>Guidelines</b>	<p>Where the customer calls a courier direct to arrange PUP of shipment/s.</p> <ul style="list-style-type: none"><li>• Courier receives the call direct from customer to arrange PUP of shipments</li><li>• Courier adds the customer details including relevant information to his Courier Pick UP Manifest</li><li>• Notes the Booking Number as a “Regular” for PUP scan purposes</li><li>• Proceeds with the PUP at the agreed time and follows the standard PUP procedure</li></ul>