

Title	Document ID
RETURN PROCESS	SMSA-02

REVIEW AND APPROVAL

	Name & Designation	Signature
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DOCUMENT CHANGE RECORD

Rev No.	Effective Date	Nature of Change	Document Change Request No:

1.0 INTRODUCTION

- 1.1 This document lays down the return procedures. This procedures covers all activates process of retune to Origin.

2.0 ABBREVIATIONS/DEFINITION

No.	Term	Description
i)	RTS	Retune To Shipper

3.0 RESPONSIBILITY

- 3.1 The Supervisor shall be responsible for receiving customer emails and ensure the return process is completed as per the customer's requirement.
- 3.2 The RTS Handlers should be responsible for sorting, palletizing/bagging all shipments as per customer requirements, handing over the shipments to the concerned departments, and applying the proper scans as per the operating procedure.
- 3.3 The Operations Agent should be responsible for ensuring the Handlers are operating as per the standard procedure, and dispatching pre-alerts to concerned departments.
- 3.4 The Data Encoder should be responsible for scanning the original AWBs, generating return AWBs and creating labels.

4.0 PROCEDURE

