OPERATING PROCEDURE

PROCEDURE FOR ACCEPTANCE/COLLECTION OF EMS ITEMS

1. PURPOSE

This procedure details activities which are involved in facilitating efficient acceptance and collection of EMS items.

2. SCOPE

It entails acceptance and collection of Local and International EMS items.
Offices that are automated, Post Global requirements shall apply.

3. REFERENCES

- Corporations Quality Manual
- ISO 9001:2015 Standard
- IPS user manual
- EMS Control Manual
- EMS Operational Guide
- EMS Manual
- Customer Service Manual
- Rugby user manual
- EMS Cooperative business plan
- Accounting instructions
- Ems work instructions
- Courier Department Risk Register

4. DEFINITIONS AND ABBREVIATIONS

4.1 DEFINITIONS

ISO- International organization for standards

Contract customer - Large users of EMS services who enjoy free pick up Serviceand credit facilities. They are invoiced on account at the end of the month

AC 296 - Acceptance/Delivery docket

EMS 120 - EMS service acceptance/contract customer/delivery docket

EMS 15 - Record of EMS items handed over

CN 35 - Airmail Bag Label **CN**
38 - Airmail Delivery Bill **CN**
43 - Verification Note

4.2ABBREVIATIONS

GM– General Manager
HPMR–Head Post Master
PMR –Postmaster
OC –Officer in charge
IPS - International Postal System
EMS - Express Mail Service
CN –Common Note
AC –Account
RTS - Return to Sender
PF - Personal File

5. RESPONSIBILITY

The General Manager Operations and Customer Service services shall be responsible for implementation of this Procedure, risks and mitigation thereof.

PROCEDURE
6.1 ACCEPTANCE/ COLLECTION OF EMS ITEMS

6.1.1 ON DEMAND

Upon presentation of an item at the counter by a customer, the counter officer shall ensure that the EMS item;-

- Satisfies the conditions of weight, size, and that the item is well packaged.
- Bears a Geographical address as stipulated in the EMS Control Manual.
- Do not contravene the Universal Postal Union Convention and list of prohibited items as well as the legislation of the countries of origin and destination in case of international items.

6.1.2 The counter officer shall advise customers where special packing is required and in addition ensure that relevant customs declaration forms (CN23) are completed as detailed in EMS Control Manual. Once satisfied with the posting conditions he/she shall accept the item, receive postage and prepare receipt AC 296, and daily summary EMS 10 as per guide lines given in the EMS Control Manual.

6.1.3 He/she shall affix Incase of International items a computer generated barcode and prepare separate handing over lists (EMS 15) for Domestic and International items and transfer the items to the counter collection officer who in turn shall hand the same to the dispatching officers against signature.

6.1.4 Where the system is automated post Global user manual shall apply.

6.1.4 The counter officer shall handle counter collections as per the accounting instructions.

6.2 CONTRACT CUSTOMERS ITEMS

6.2.1 Upon receipt of contract customer items the accepting officer shall weigh the item, record the weight and amount on EMS 120 and then process the same as stipulated in the instructions and EMS manual.

6.2.2 The accepting officer shall list all the items on the handing over form EMS 15 in duplicate after entering the name, PF number and signature on the space provided and hand over the items to the dispatching officer against signature.

6.2.3 Where the system is automated post Global user manual shall apply.

6.3 MONITORING

All supervisors shall continuously monitor compliance to set standards and procedures in their respective areas and report to Head Post Master.

Where the system is automated post Global user manual shall apply.

7.0 Documented Information Retained

The following records are maintained in line with this procedure.

7.1 AC296
7.2 EMS10
7.3 EMS15
7.4 EMS120
7.5 EMS17
7.6CN23 -Customs declaration form
7.6EMS Control Manual
7.7Work instructions

PROCESS (procedure)	INPUT	OUTPUT	Resources	MEASUREMENT CRITERIA
Acceptance / Collection of Parcel Item.	Customer/ Item Forms- As listed in the Procedure Resources- People/logistics Weighing scales	Successful collection of items ready for dispatch.	Stationaries e.g. - AC 297 Relevant software e.g. post global Computers &printers Trained Manpower Weighing machine Date stamp &ink Packaging materials Cartridges Padlocks Seal fast Paper Punch String Cuts Scanners Sorting frames, Empty bags	Reduction on customer complaints.

REVIEW HISTORY

REVIEW	DESCRIPTION OF CHANGE	CLAUSE	AUTHOR	EFFECTIVE DATE
1	Clarity	2	HPMR/EMS	2013
1	To include a clause on records Maintained	7	AM/Courier	15/7/2015
1	Change of titles as per the new structure	4.2&5	AM/Courier	15/7/2015
1	To change the name of the product from Expedited Mail Service to Express Mail Service	4.2	AM/Courier	15/7/2015
2.	Change titles as per the new structure ISO 9001:2015 standard	4.2 & 5	PC/Courier	07.02.2017
3	Change of process in line with the standard	All	AM/Courier Operations	16/9/22