PROCEDURE FOR DELIVERY OF EMS ITEMS

1. PURPOSE

This procedure details activities of EMS Courier services that ensure effective delivery of both local and International EMS items.

2. SCOPE

It covers incoming dispatches and delivery of 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
- EMS-Express Mail service
- Courier Department Risk Register
- Post Global Manual

4. DEFINITIONS AND ABBREVITIONS

DEFINITIONS

- ISO - International organization for standards
- Contract customer - Large users of EMS services who enjoy free pick up
- Service and Credit facilities and 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
- **P 59** –Irregularity report
- **IPS** - International Postal System

ABBREVIATIONS

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

5. RESPONSIBILITY

The General Manager Operations and Customer Services shall be responsible for implementation of this procedure, risks and mitigation thereof.

6. PROCEDURE

6.1 DELIVERY OF EMS ITEMS

6.1.1 INCOMING LOCAL DESPATCHES

6.1.2 Upon receipt of incoming local dispatches from the mail runner the supervisor in charge night shift shall check the condition of the bags, i.e. seals, labels and address.

6.1.3 He/She shall thereafter sign all the waybills then transfer the mail to the bag openers who shall then open all the dispatches overseen by the Supervisor in charge. The bag opener shall:-

- Confirm number of bags in each dispatch;
- Check weight of the bag;
- Check external condition of the bag;
- Check bag seals;
- Open each bag and cross check each item against the letter bill EMS 3
- Date stamp arrival dates on accompanying documents;
- Enter all incoming items in the register, i.e. terminating mail as well as outgoing International mail;
- Sort all items per delivery routes as stipulated in the work instructions and the EMS Manual;
- Transfer all International outbound items to the supervisor and items to be delivered to the delivery supervisor per route against signature;
- Items received with irregularities shall be endorsed as such on the waybill and same recorded in the office diary;

- Transfer all International outbound EMS items received from other offices to the International outbound cage where these are processed together with other International items as detailed in the collection procedure.

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

All the above shall be done as per guidelines stipulated in the work instructions and the EMS Manual;

6.2 INCOMING INTERNATIONAL DESPATCHES (IMPORTS) INBOUND

6.2.1 Upon receipt of the bags from the mailing unit the Supervisor shall verify the condition of the bags as per the steps given in 6.1.1.

6.2.2 The Supervisor shall open the bags as stipulated in the EMS Manual and operating Instructions. He/ She shall check the Mail condition, thereafter hand over the items to the officer for scanning. The officer responsible for scanning shall ensure that all items are captured on IPS.

He/she shall sort the items according to-:

- Delivery routes,
- customs (dutiable items),
- insufficiently addressed,
- Transiting items etc.

After sorting the items, the supervisor shall transfer dutiable items to Supervisor customs office and the undutiable, insufficiently addressed and transiting items to supervisor delivery against a signature.

6.1.3 CUSTOMS OFFICE

- Upon receipt of International incoming dutiable items the supervisor in charge of customs office shall segregate the items and list them in the customs register. He/ she shall enter event E Customs into IPS as exchange for delivery.
- The customs officer shall hand over the assessed items to the EMS officer in charge of customs office for storage in the customs ware house.
- The EMS officer shall send an SMS on the customs charges to the customer where a telephone number is available or issue a call notice. The supervisor shall then process the items as per the work instructions and EMS Manual.

6.1.4 DELIVERY

- Upon receipt of the items from both local and international destinations, the supervisor delivery shall distribute the items to the delivery officers for delivery to the physical address. Items that have no physical address shall be delivered across the counter in designated offices as advised by the customers.
- Upon receipt of such items, the counter officer shall process as per the EMS work Instructions and EMS manual.
- Dutiable items shall be delivered from the customs office as per the work instructions and EMS manual.
- Delivery officers shall arrange their items per delivery map/route, and deliver the same.
- Delivery officers shall prepare delivery reports (EMS12) per each route after delivery, indicating delivery time per item and hand the same to supervisor delivery against signature, any items not delivered shall be surrendered to the supervisor along with the report and retained in the office for further processing as per the EMS work Instructions and EMS manual.
- The supervisor inbound shall enter undelivered international items into IPS.

  AM/Courier Operations/HPMR/EMS shall monitor data capturing and on quarterly basis generate QCS performance report, prepare a brief to GM Courier on performance level.

6.2 CUSTOMER CARE

The officers in charge of customer care desks for both domestic and international shall handle all enquiries within 24 hours as per the set standards stipulated in the EMS Control Manual.

6.3 MONITORING

All supervisors shall continuously monitor compliance to set standards in their respective areas and report to HPMR.

7.0 Documented Information Retained

The following records are maintained in line with this procedure.

7.1 EMS 3
7.2 AC296 –Delivery docket
7.3 EMS 120-Delivery docket for contract customers
7.4 EMS 12 –Delivery sheet
7.5 EMS Control Manual
7.6 Work instructions

PROCESS (procedure)	INPUT	OUTPUT	Resources	MEASUREMENT CRITERIA
Delivery Procedure	Posted item Resource/ Infrastructure Forms-As listed in the procedure	Satisfied customer. Successful delivery of the item	Relevant software e.g. post global Computers &printers Trained Manpower Weighing machine Date stamp &ink OMV & Motor bike Stationaries	Conformity to delivery standard

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 of the standard	All	AM/Courier	07/02/2017
3	Change of process in line with the std	All	AM/Courier	16/09/2022