

1. Organization & Workplace	
1.21 Courier Policy	
Owner	People & Organization
Approved By	CPO, CFO, CEO
Version 1.0	01/06/2018

1.21 Courier Policy

Application

This policy applies to movement of mail, POS material, marketing campaigns, S&D items movement, souvenirs and office belongings etc., except equipment movement of technical department and furniture, within and outside the country for JAZZ.

Domestic Courier

- 1.21.1.1 To make this facility economical, for JAZZ office destinations, courier days (Monday, Wednesday & Friday) are defined to merge the shipments.
- 1.21.1.2 If there is a need for courier other than courier days, you will have to email Admin Officer to arrange for pickup before 3pm.
- 1.21.1.3 Cut-off time to send light shipment is 5pm. For heavy shipments, you should communicate to Admin Officer by 3pm to make arrangements to pick from JAZZ location.

International Courier

- 1.21.2. Depending on the item being couriered, employee may also have to prepare an invoice on the template given by Admin officer.

Heavy Shipment

- 1.21.3. You may send the shipment up to five (05) Kg through overnight service and heavier shipments may be sent through overland service.

Internal Mail

- 1.21.4. You can book your internal mail through Courier Desk as well, by registering details of senders and recipients.

Approvals

- 1.21.5.1 Regional Manager Administration's approval would be required for business critical shipments on non-courier day (where destination is JAZZ office), same day, overnight courier for more than 5 Kg and for all international shipments.
- 1.21.5.2 You must get your HOD's approval and forward to Admin officer along with GL Code of your department for any International courier, Heavy Shipments or shipment where courier cost is more than PKR 5,000.

Useful Notes

- This service may only be used for official purpose. Admin team is sole point of contact to avail this service and to coordinate with vendor. You may get your tracking number from courier desk.
- You should make sure that your package or valuable items like handset, notebook, SIM and scratch cards etc., are properly packed and sealed before forwarding it for shipment.
- You may also mark “Fragile” or “Handle with care” for sensitive items.
- Once you receive the shipment, you should ascertain its quantity and damages. In case of any discrepancy, please communicate to Admin Officer immediately.
- Admin Team will keep record of all couriers, which are sent or received.
- Admin officer is authorized to open ambiguous or anonymous shipments if the recipient’s name is not mentioned.
- There are designated couriers desks for all offices, from where you may send your shipment.
- You may ask Admin Officer for possibility of same day shipment for urgent shipments.
- Document delivery within / outside Jazz offices including but not limited to legal notices, regulator responses, agreements, cheque deliveries, etc. will be processed as urgent cases.

