Biocair Customer Care Standard Operating Procedure

Simple instructions for booking monitoring and closing Biocair jobs

Objective	Set up each Biocair job correctly, protect all deadlines, and keep Biocair fully informed from request through closeout.
Applies to	Customer Care employees who quote, schedule, dispatch, monitor, document, or close Biocair work.
Main rule	Respond quickly, verify every requirement, and communicate issues before they affect the shipment.

Critical service standards

- Acknowledge every Biocair request within 30 minutes.
- Confirm coverage only after verifying the driver, vehicle, timing, packaging, and special handling requirements.
- Treat on-time collection and delivery as an extreme priority. Build in time for traffic, airport handling, paperwork, and unexpected delays.,
- Provide clear milestone updates and immediate alerts. Biocair should never need to chase a supplier for job status.
- Assign only trained employees from the approved Biocair driver list.
- Follow the job request and client work instructions exactly. Ask the Biocair Job Owner to resolve missing or conflicting information.

Customer Care owns the communication loop

Customer Care must stay connected with the driver and Biocair throughout the job. Record all instructions, approvals, changes, delays, and completion details in the job record when they occur.

STOP AND CALL: If a requirement is unclear or cannot be met, pause the setup and contact the Biocair Job Owner immediately. Do not assume approval.

Review and confirm the request

1. Acknowledge within 30 minutes

Confirm receipt to Biocair. If the full answer takes longer, acknowledge first and state when coverage or the quote will be confirmed.

2. Read all instructions

Review the email, attachments, special work instructions, collection and delivery details, deadlines, service type, packaging, temperature, paperwork, security, and return requirements.

3. Clarify gaps

Ask about any missing address, contact, time window, piece count, weight, dimensions, commodity, temperature range, packaging type, airline information, vehicle requirement, or special service.

4. Confirm the service scope

Identify whether the request includes collection, delivery, airport recovery or tender, packaging send-out, dry ice maintenance, re-icing, re-plating, reusable packaging return, equipment return, or temperature monitor return.

5. Confirm special controls

Flag China, dangerous goods, CGT, temperature-controlled vehicle, chain of custody, TSA, seal, liftgate, dock-high truck, and named-recipient requirements.

6. Build the complete quote

Include every requested service. For reusable packaging, quote the return movement when required. For a later recovery requested by the consignee, obtain a date and time and arrange a new request or quote.

Schedule the job

- Assign a trained driver with the qualifications required for the shipment. Verify per the Biocair driver list.
- Use an approved cargo vehicle per instructions.
- Reserve the required packaging, coolant, monitor, labels, paperwork, and handling equipment.
- Set a clear collection window and the required delivery deadline. Give the driver all contacts and instructions before dispatch.

Monitor the job

7. Confirm driver's readiness

Before dispatch, verify that the driver reviewed the assignment and has the approved vehicle, documents, packaging, temperature equipment, seals, and access information.

8. Track milestones

Obtain and record status at dispatch, arrival, collection, departure, airport tender or recovery when applicable, delivery, and completion of any required return.

9. Keep Biocair informed

Send milestone updates through the required channel. Provide a revised estimated arrival time as soon as a delay is reported. Continue updates until the risk is resolved.

10. Control changes

Record changes to timing, route, pieces, packaging, contacts, or delivery instructions. Obtain Biocair approval before the driver accepts add-on samples or departs from the written request.

11. Review collection proof

Confirm the driver completed the waybill and required forms, checked shipment identity and condition, started the temperature monitor when required, and captured required photos or app records.

At times you may need to update the Biocair App if driver is having difficulty: Biocair Courier WebApp

12. Protect chain of custody

Confirm each handoff includes the correct person, date, time, location, identifiers, count, seal information, and signature when required.

Milestone update minimums

Done	Required check
☐	Request received and acknowledged
☐	Coverage and quote confirmed
☐	Driver assigned and dispatched
☐	Driver arrived at collection
☐	Shipment collected and driver departed with estimated arrival time
☐	Airport tender or recovery completed when applicable
☐	Delivery completed with recipient and proof of delivery
☐	Returns or follow-up actions completed

STOP AND CALL: Escalate late service, temperature concerns, damage, loss, security issues, missing documentation, monitor failure, and communication gaps immediately.

Close the job

13. Verify proof of delivery

Confirm the recipient's full signature or approved digital signature, printed name, delivery date, and exact time are present and readable.

14. Collect the records

Obtain the completed waybill, temperature forms, chain-of-custody records, China checklist, seal form, app confirmation, photos, and other required documents. Ensure driver upload required copies to the Biocair app immediately.

15. Arrange returns

Confirm the plan for reusable packaging, Credo, KT, Dewar, other equipment, and temperature monitors. If the site requests a later pickup, obtain the exact date and time and arrange a new job request.

16. Close only when complete

Check that milestones, documents, approvals, deviation notes, and return requirements are recorded. Give Biocair final confirmation.

If there are any issues

- Protect the shipment first. Keep it secure and within the required temperature conditions.
- Contact the driver and Biocair immediately. State what happened, where the shipment is, its current condition, and what support is needed.
- Do not direct the driver to improvise packaging, add samples, change temperature conditions, break custody, or continue after a deviation without Biocair approval.
- Document the timeline, people contacted, instructions received, actions taken, and final outcome.
- If Biocair issues a Supplier Service Failure Form, provide a complete factual response with immediate containment, root cause, corrective action, and measures to prevent recurrence.

Final Customer Care checklist

Done	Required check
☐	Biocair request acknowledged within 30 minutes
☐	Scope, timing, addresses, contacts, shipment details, and special controls verified
☐	Qualified driver, approved vehicle, supplies, packaging, and equipment confirmed
☐	All milestones and delays communicated without prompting
☐	Required paperwork, app records, photos, signatures, dates, and times received
☐	Reusable packaging, equipment, and monitor returns arranged
☐	Any deviation documented, escalated, and followed through to resolution
☐	Final completion sent to Biocair and job record closed