Process Customer Enquiries for SMSA Freight

Receive customer enquiry

| Acknowledge customer enquiry | Enquiry acknowledged | Request rate from/ negotiate with origin/ local offices | Rate received | Prepare quotation | Quotation forwarded to customer | Follow-up with customer | Quotation confirmed by customer | Prepare job file | Job files created |

Note: Response time within 1 working day either email or phone call

Note: Quotation must be prepared within 2 working days upon enquiry

Note: If customer rejects quotation, AE to renegotiate the rates.

Note: Prepare job file within 1 working day

Freight Coordinator (Acknowledge customer enquiry)
Freight Coordinator (Request rate)
Freight Coordinator (Prepare quotation)
Freight Coordinator (Follow-up with customer)
Freight Coordinator (Prepare job file)
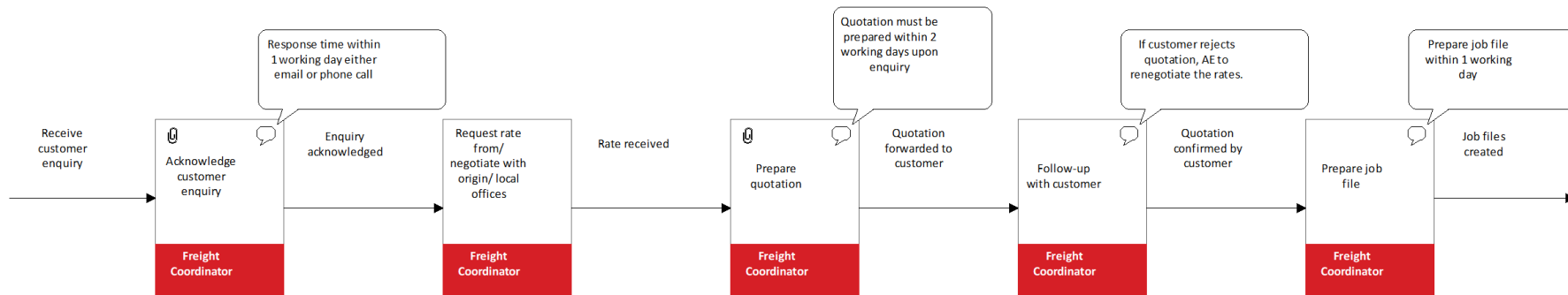
Title: Process Customer Enquiries for SMSA Freight
Author: Edwin Ramos
Date: 1/15/2014
Volume: 0.00 Per Second

Authorization: Promotion Ready
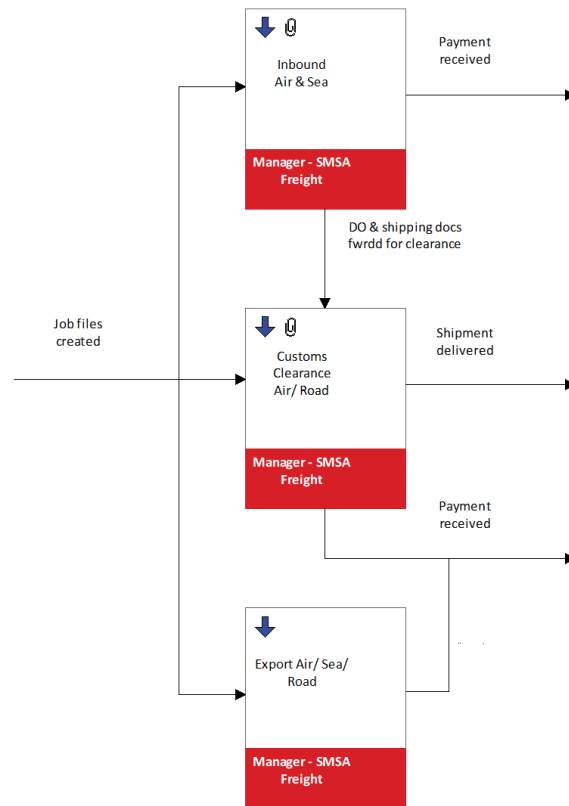Date: 9/13/2020
Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ● Keywords
● Change Requests ● Read Only

Process SMSA Freight Services

Export Air/ Sea/ Road

Provide feedback to customer

Check the correctness & completeness of documents collected

Provide packaging to customer if required. Sea Cargo: Release empty container to customer for loading

Documents attached to cargo: Commercial Invoice, Packing List, Cert of Origin (COO), authorization letter Ask Agent to sign POD

Send booking details to customer via email

Bill of Lading or Master Airwaybill

Job files created

Check documentation

Cargo ready for pickup

Collect cargo & pertinent documents

Cargo picked-up

Forward cargo/ shipment & orig. docs to Agent's warehouse

Invoice prepared

Request payment from customer

Payment ready

Release documents to customer & collect payment

Payment received

Freight Coordinator

Driver - SMSA Freight

Driver - SMSA Freight

Freight Coordinator

Freight Coordinator

Title: Export Air/ Sea/ Road
Author: Edwin Ramos
Date: 1/16/2014
Volume: 0.00 Per Second

Authorization: Promotion Ready
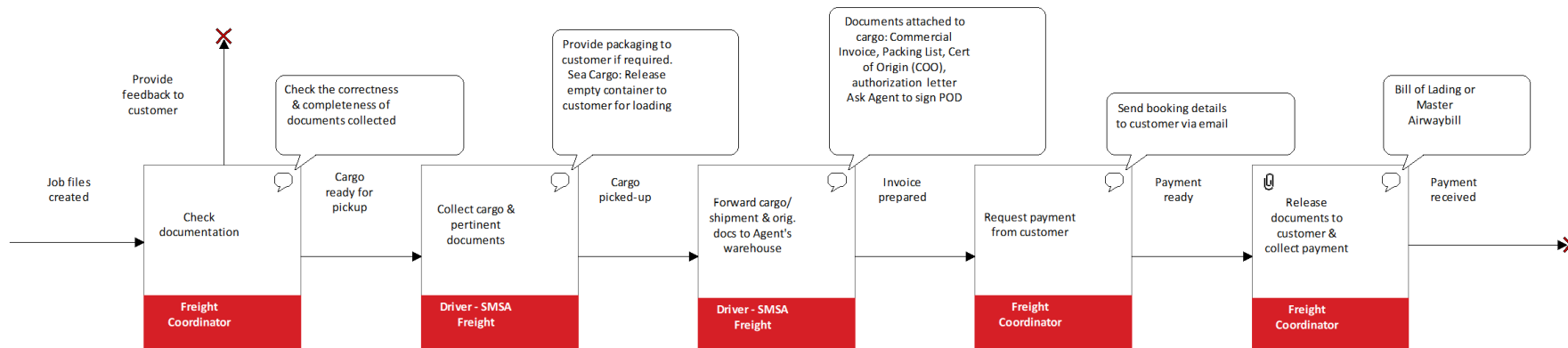Date: 9/13/2020
Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
● Change Requests ● Read Only

Customs Clearance Air

DO & shipping docs fwrdd for clearance

Job files created

Documents submt Customs proc

Customs file must be prepared upon receipt of DO

Customs file ready

Prepare Customs file

Clearance Agent

Notify customers within 1 working day upon submission of documents to Customs

Payment received from customer

Notify customer estimated charges & follow-up payment

Freight Coordinator

Customer notified

Customs inspection & clearance completed

Receive cleared shipment

Clearance Agent

Shipment frwdd to hub/ready for delivery

Obtain POD upon delivery

Deliver shipment to hub/ customer

Driver - SMSA Freight

Clearance Agent

Shipment delivered

Payment ready- fwrdd to Clearance agent

Clearance fees: Custom Duty, storage fee, labor charges & transportation

Make request for payment of clearance fees

Freight Coordinator

Invoice rec'd from FIN

Deliver the invoice

Clearance Agent

Follow-up for payment as per credit terms

Payment received

Title:	Customs Clearance Air
Author:	Edwin Ramos
Date:	1/15/2014
Volume:	0.00 Per Second

Authorization:	Promotion Ready
Date:	9/13/2020
Cost Per Second:	$,3.5,E-0317

Owner:	Shaji George
Diagram Version:	Draft Copy
Review Date:	None
F.T.E.:	0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
● Change Requests ● Read Only

Inbound Air & Sea

To be checked & verified within the same working day. Any changes required, inform origin office

Advise done through email

Follow-up through Track & Trace via websites or local airlines/ shipping lines

Clearance Agent collect Delivery Order

Job files created

Booking & pre-alert rec'd from origin

Pre-alert verified

Customer notified

Shipment arrived

DO & shipping docs fwrdd for clearance

Advise shipping instr. & selling rate to origin office	Check & verify pre-alert received from origin stations	Notify customer & fwrd pre-alert	Follow-up shipment arrival with local/ origin offices	Accept Delivery Order (DO)
Freight Coordinator	Freight Coordinator	Freight Coordinator	Freight Coordinator	Clearance Agent

Cost/ Analysis must be generated for cash & credit customers and forward to FIN dept.

Collect pymt from cash customers & release documents. Send invoice to credit customers within 2 working days

If documents/ invoice are released directly to customer. Regional Coordinator obtains POD.

Shpmt ready for clearance by customer

Obtain acknowledgement from customer

Follow-up payment as per credit terms

Notification sent

Invoice rec'd from FIN dept.

Documents / invoice released

POD obtained

Payment received

Send arrival notification to customer	Prepare Cost/ Billing Analysis Sheet	Release documents	Deliver & obtain proof of delivery of documents/ invoice	Follow-up payment with credit customer
Freight Coordinator	Freight Coordinator	Freight Coordinator	Driver - SMSA Freight	Accounts Executive - SMSA Freight

Title: Inbound Air & Sea
Author: Edwin Ramos
Date: 2/24/2014
Volume: 0.00 Per Second

Authorization: Promotion Ready
Date: 9/13/2020
Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
● Change Requests ● Read Only

SMSA Express - Bahrain

SMSA Express - Bahrain

Support Services

SMSA Express - Bahrain

SLS

OPS

FRT

SSC

CSD

COR

FIN

HRA

ITD

BAH - Human Resources

Personnel

Training & Org. Devt.

Title: BAH - Human Resources
Author: Edwin Ramos
Date: 5/17/2017
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ○ Read Only

HRD - Personnel

Recruitment

Government Relations

Employee Relations

Payroll

Title: HRD - Personnel
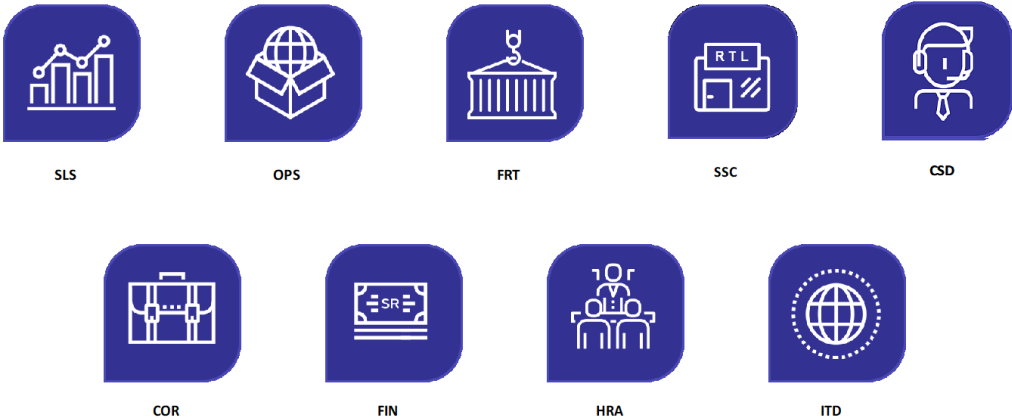Author: Edwin Ramos
Date: 5/17/2017
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
● Change Requests ○ Read Only

HRD - Recruitment

Yearly requirement

Develop manpower plan

HR & ADM Mngr

Vacancies to be filled

Walk in recruitment
Overseas recruitment

Recruit employee

HR & ADM Mngr

New employee join

Title: HRD - Recruitment
Author: Edwin Ramos
Date: 5/25/2017
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
● Change Requests ○ Read Only

SMSA

Internal candidates must be identified first, if after 15 days no internal candidate identified then go for external search
CV database will be shared with all regions recruitment personnel

...loyee

Vacancies to be filled

Identify Job Requirements & potential candidates

HR & ADM Mngr

For Bahraini Nationals, CV, Academic, Guarantee Letter, Register in MOL as SMSA employee
attach: requirements as per Bahrain Labor Law
For Non-Bahraini National (Expatriate) CV, Release Letter, Sponsorship Transfer, Passport Copy, ID Copy
Attach: As per Bahrain Labor Law

Internal SMSA candidates identified

Request information from applicant

HR & Adm Offr

Information received

Evaluate information against requirements

HR & Adm Offr

Candidates identified

Interview candidate

HR & ADM Mngr

New employee (Internal)

New Expat / Bahraini employee

Requirements not met, notify candidate

Title: Recruit Employee
Author: Edwin Ramos
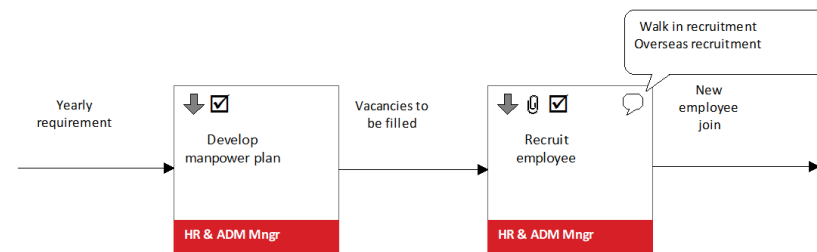Date: 6/12/2010
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ● Keywords
● Change Requests ○ Read Only

Identify Potential Candidates

Vacancies to be filled

Process internal SMSA potential candidates

HR & ADM Mngr

Internal SMSA candidates identified

No SMSA internal candidate identified

Process potential external candidates (local or overseas)

HR & ADM Mngr

Local applicant contacts SMSA

Local candidate CV found in HR data bank

Title: Identify Potential Candidates
Author: Edwin Ramos
Date: 6/12/2010
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
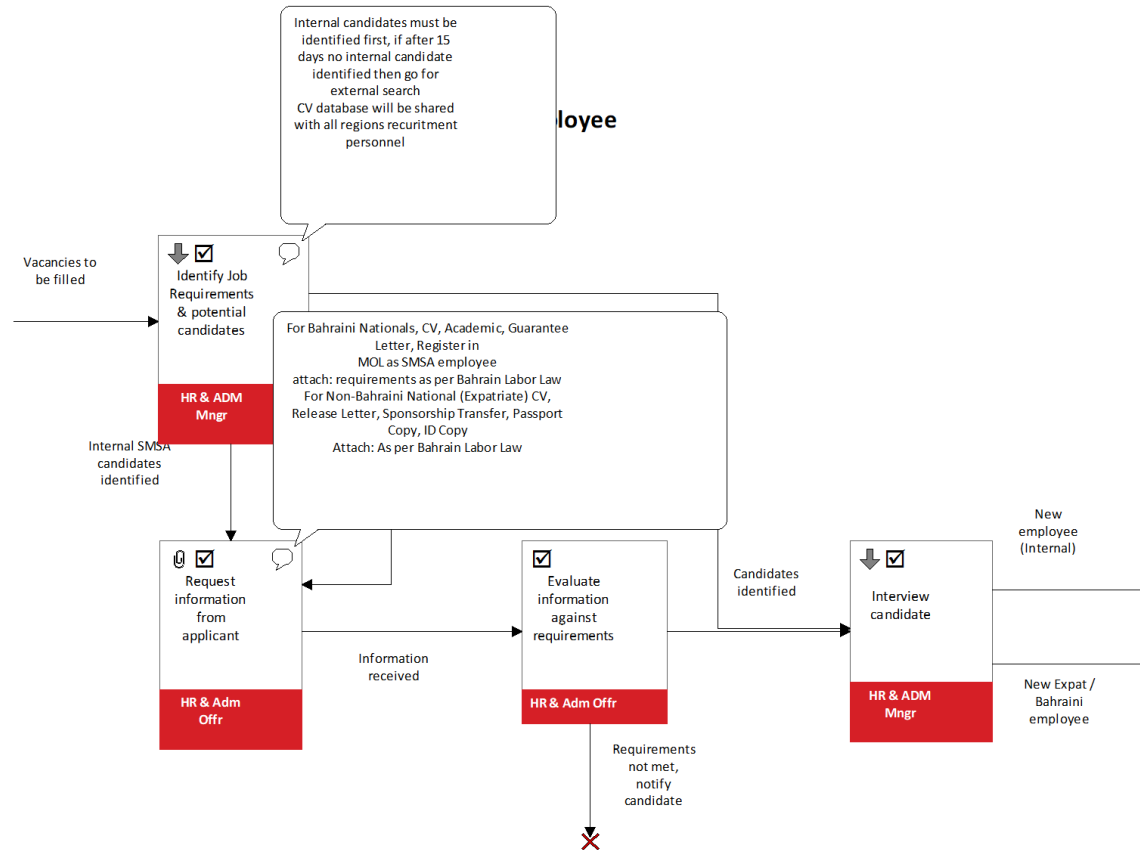● Change Log   ● Keywords
● Change Requests ○ Read Only

Process Internal SMSA Potential Candidates

Joining of new dept. is as per effective date on Personal Action Form

Recruitment requirement

| Search data bank for suitable employee | Found potential candidates | Internal Advert | Awaiting for applications | Receive Internal Application from Candidates | Applicants selected | Request a Personnel Action Form relevant dept. | Internal employee available | Forward Personnel Action Form to Payroll | Payroll records updated | Request staff to join new dept. | Internal employee joins dept. |

HR & ADM Mngr

No candidates found

Not selected

Title: Process Internal SMSA Potential Candidates
Author: Edwin Ramos   Authorization: Update Pending
Date: 6/12/2010
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ● Keywords
● Change Requests   ○ Read Only

Process Potential External Candidates (local or overseas)

Title: Process Potential External Candidates (local or overseas)
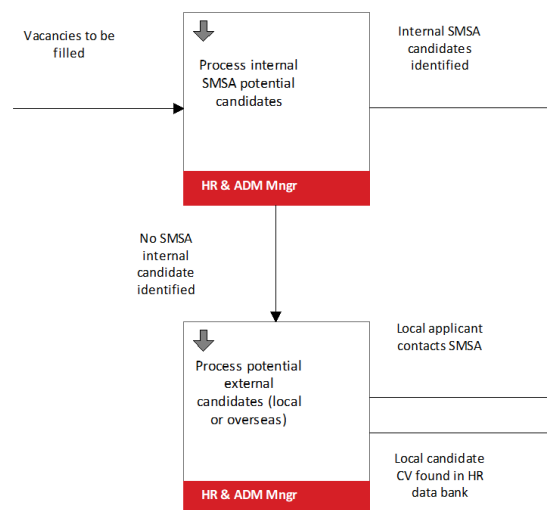Author: Edwin Ramos
Date: 6/12/2010
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317
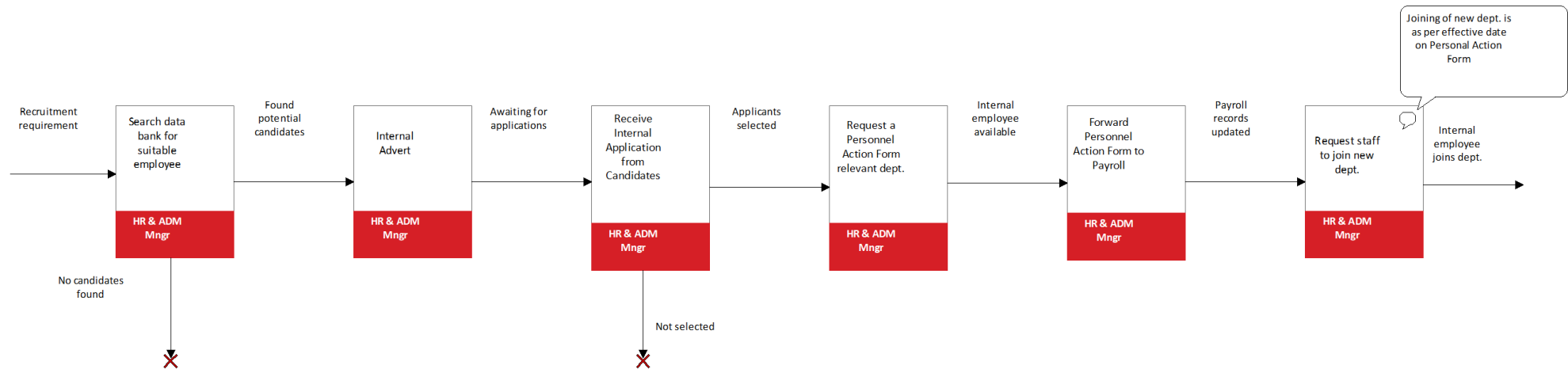
Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ● Keywords
● Change Requests ○ Read Only

Authorization: Update Pending

Interview Candidate

External Public Relations

Short listed overseas candidates

No ac... can... ide...

Department Manager to be available in the interview

Offer not accepted

Candidates identified

Conduct initial interview
HR & ADM Mngr

Short list identified

Conduct panel interview
HR & ADM Mngr

Interview successful

Internal Employee transferred

Offer package to candidate
HR & ADM Mngr

Offer accepted Bahraini National

Offer accepted (local & overseas Expat)

Prepare contract & legal documents
HR & ADM Mngr

Contract signed Bahraini National

Process requirements for Govt. Relations
HR & ADM Mngr

Approved Expatriate / Bahraini candidate

prepare joining report and send employee to department manager after training

as per LOA (Level of Authority)

New employee (Internal)

Train & Develop Employee

Prepare contract & legal documents
HR & ADM Mngr

Position not in budget

Rqst finance to create & approve non-budget position
HR & ADM Mngr

Finance notified

Create Employee Number
HR & ADM Mngr

New employee (Bahraini/ Expat)

Train & Develop Employee

Contract signed

Finance approved

○ Actions   ○ Feedback
● Change Log   ● Keywords
● Change Requests   ○ Read Only

Process Requirements For Govt. Relations

Process overseas candidates

Offer accepted (local & overseas)

Determine candidate is local or overseas hire
HR & Adm Offr

Local

Determine if Bahraini National or Expatriate
HR & Adm Offr

Expatriate Local

Request documentation from Expatriate
HR & Adm Offr

Work Instructions: Documents requirement eg: passport, release letter etc

Requirements met for local Expat & docs submitted

Process government relations at ...
HR & Adm Offr

Issue Medical Insurance Card GOSI - General Org. for Social Insurance Issue contract to MOL for the candidate to be registered (Contract to be uploaded in GOSI system-candidate should attend MOL interview)

Bahraini National

Complete employees requirements
HR & Adm Offr

Contract signed Bahraini National

Title:	Process Requirements For Govt. Relations	Owner:	Shaji George
Author:	Edwin Ramos	Diagram Version:	Draft Copy
Date:	6/13/2010	Authorization: Update Pending	Review Date: None
Volume:	0.00 Per Second	Cost Per Second: $,3.5,E-0317	F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
● Change Requests ○ Read Only

Develop Manpower Plan

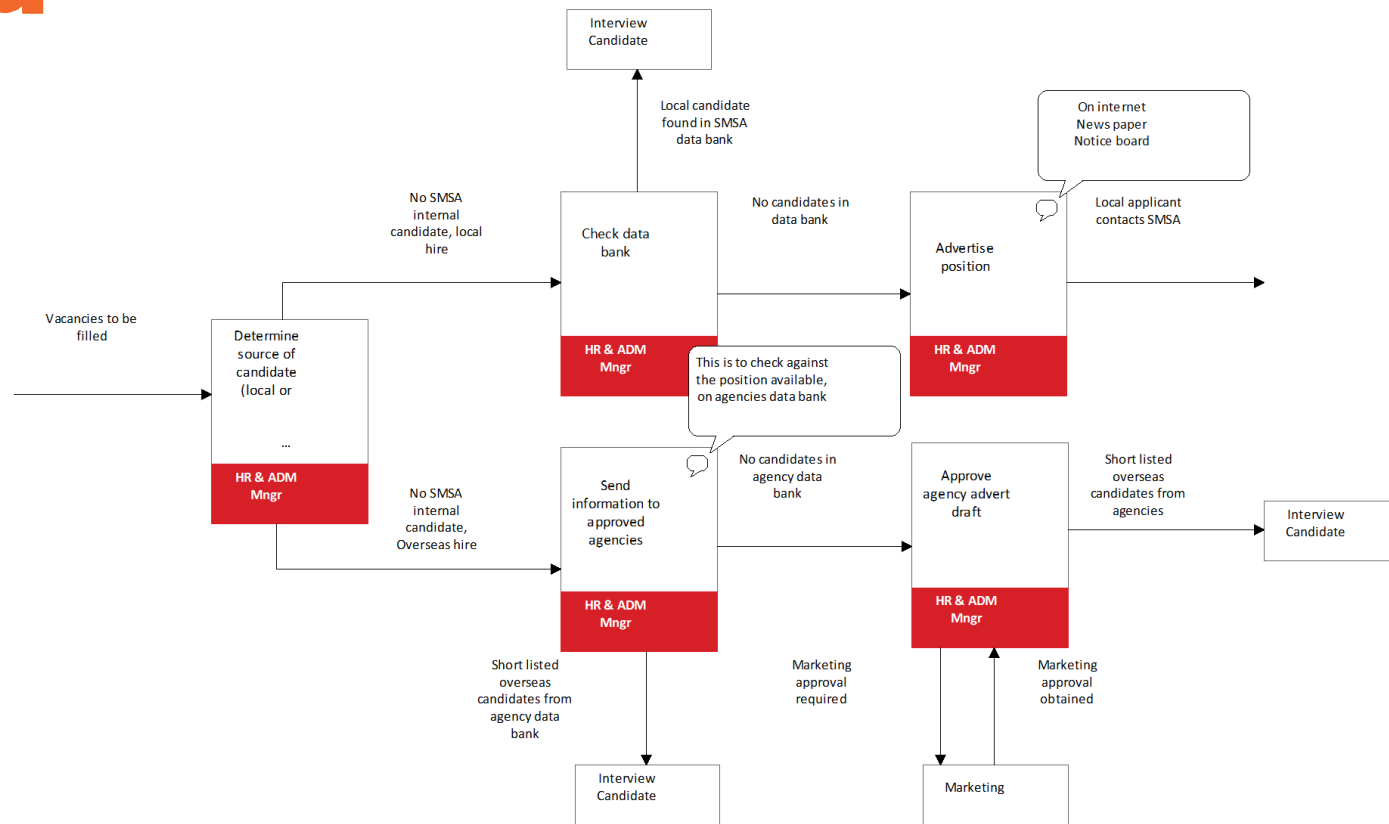
Title: Develop Manpower Plan
Author: Edwin Ramos
Date: 6/13/2010
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
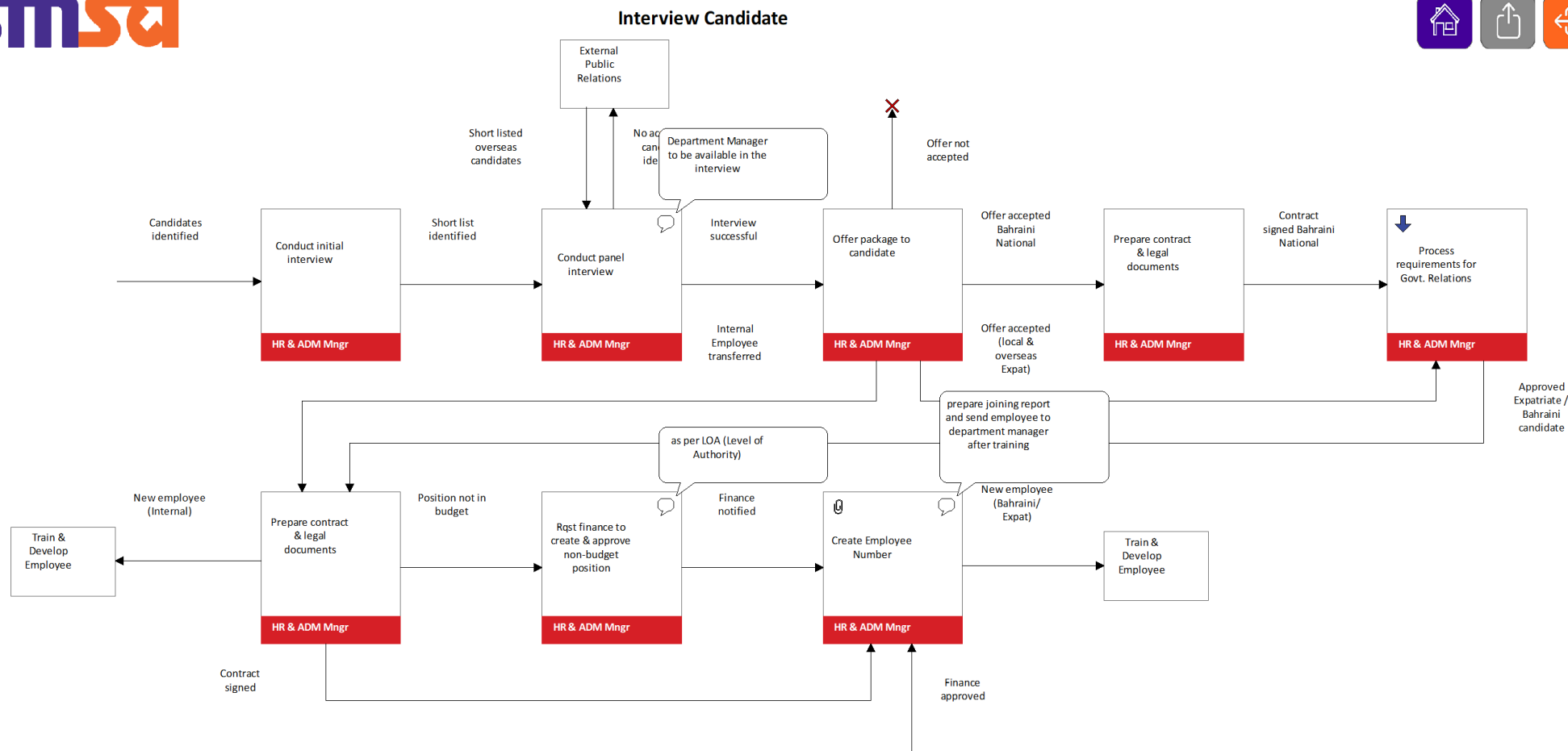● Change Log   ● Keywords
● Change Requests ○ Read Only

HRD - Government Relations

Business requirement

Expat employees requirement

Process Visa Requirements
HRA Manager

Visa issued

Expat employees requirement

Receive request from employee

Process Work permit Requirements
HRA Manager

Work permit issued to employee

Documents received FOR Bahraini / non Bahraini Nationals

Process Profession Change
HRA Manager

Profession changed, forward new Iqama to employee

Government requirement

Bahrainization Certificate
HRA Manager

Copy forwarded

Information received from department

Police Cases
HRA Manager

PAV officer informed

Government requirement

Social Insurance Organization (SIO)

Process SIO Requirements
HRA Manager

Requirements met

Pickup Mail from Post Office

Receive Fax

Receive Mail

Process Mail
HR & ADM Mngr

Mail & Fax delivered to relevant employees & departments

Mail returned to post office

Title: HRD - Government Relations
Author: Edwin Ramos
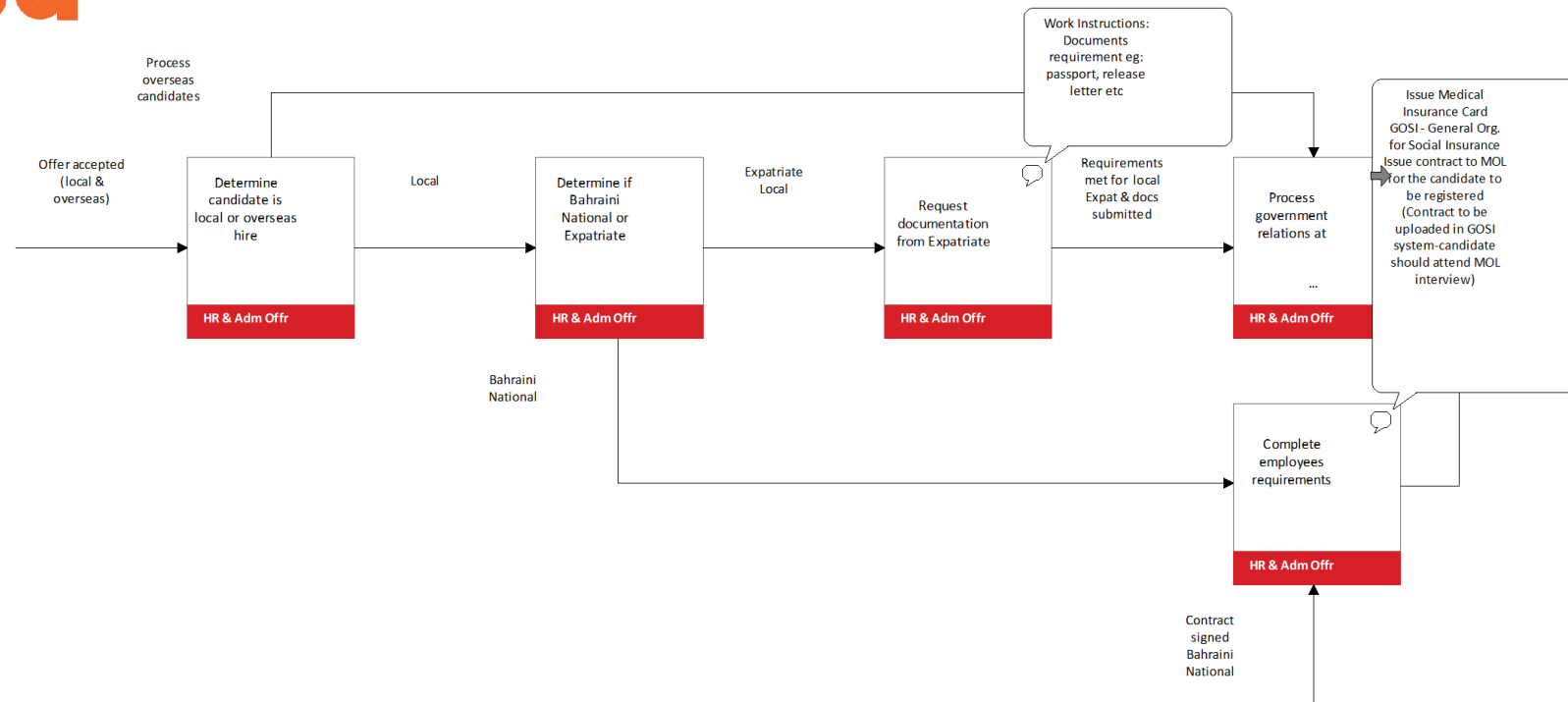Date: 5/25/2017
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
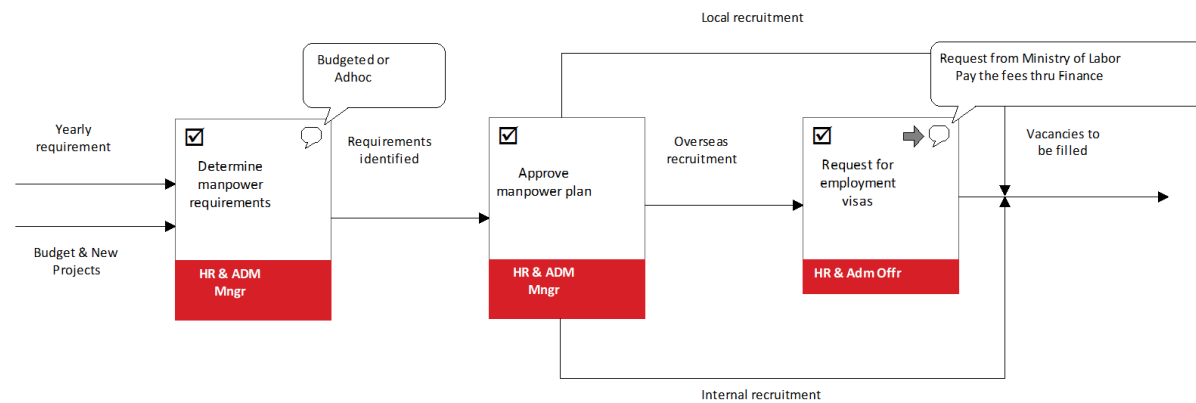Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
● Change Requests ○ Read Only

SMSA

Bahrainization Certificate

Government requirement → Open employer's services on MLSD platform **HR Mngr** → System accessed → Renew Bahrainization Certificate Service **HR Mngr** → Renewed done → Creat New Request **HR Mngr** → Request submitted → Certificate Digitally Received **HR Mngr** → Certificate forwarded for GUIDE upload → ✖

Title: Bahrainization Certificate	Owner: Shaji George
Author: Edwin Ramos	Diagram Version: Draft Copy
Date: 6/23/2010	Review Date: None
Volume: 0.00 Per Second	F.T.E.: 0.00
Authorization: Update Pending	
Cost Per Second: $,3.5,E-0317	

○ Actions   ○ Feedback
● Change Log   ● Keywords
● Change Requests ○ Read Only

Process SIO Requirements

Title: Process SIO Requirements
Author: Mohammed Ahmed Khan
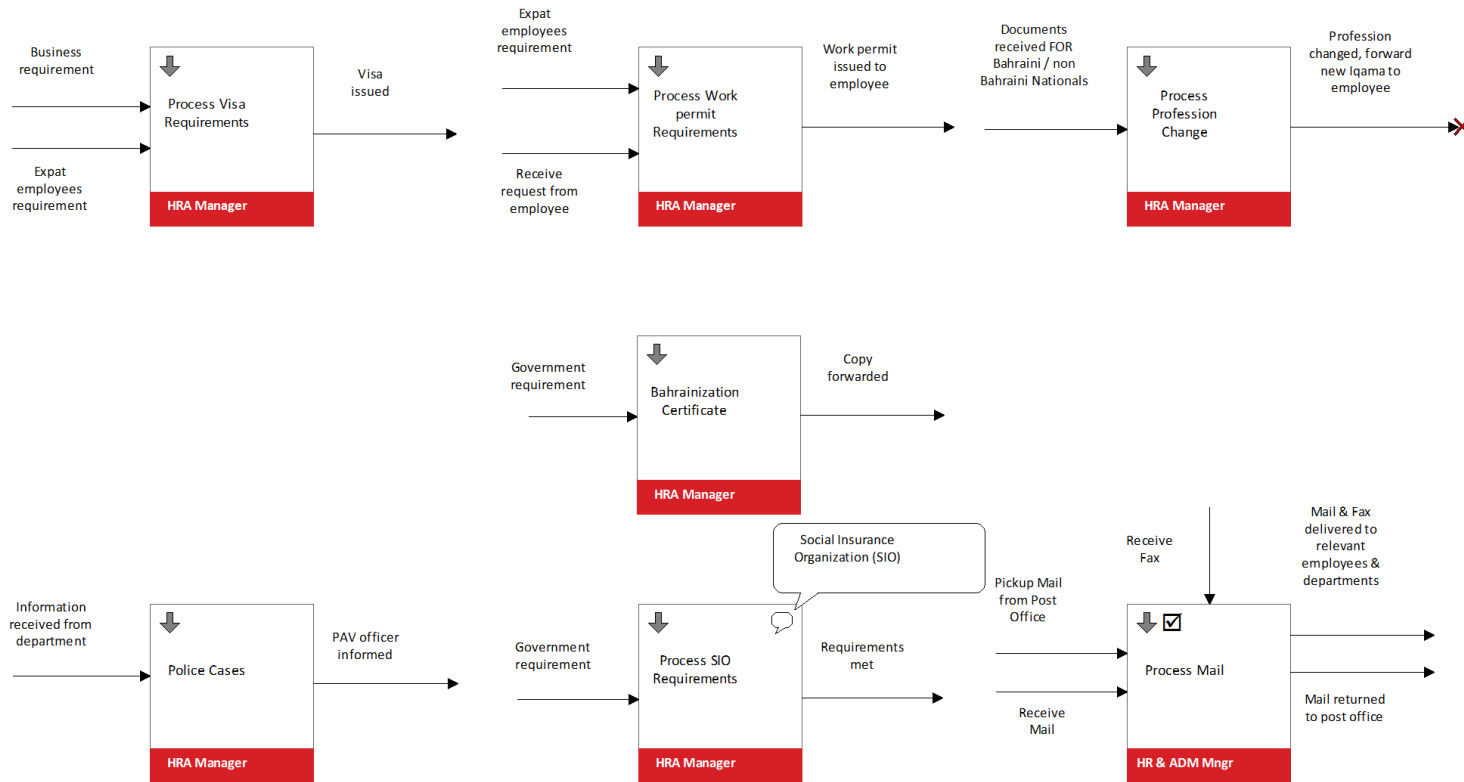Date: 6/11/2021
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ● Keywords
● Change Requests ○ Read Only

Accidents

Government
requirement

Update must be given
within 24 hours

Fill up MOH work
accident report

Cheque for expenses
& leave salary
Inform Payroll for
deduction

Send GR Officer
to site of
accident if
needed

Employee ready
to be admitted
to Hospital

Cheque
forwarded to
employee

Receive update
from dept
manager

HR & ADM Mngr

Update records
online

HR & ADM Mngr

Receive cheque
from SIO

HR & ADM Mngr

Title: Accidents
Author: Edwin Ramos
Date: 6/26/2010
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ● Keywords
● Change Requests ○ Read Only

Death

Required: Police Report, Hospital Report, Death Certificate, Authorization letter from the family, Passport & Iqama copy, GOSI form

Government requirement

Receive information from department

HR & ADM Mngr

Information received

Update SIO

HR & ADM Mngr

(s) Internet

GOSI web site updated

Send documents to SIO

HR & ADM Mngr

Document forwarded to GOSI & inform family member to follow-up

Title: Death
Author: Edwin Ramos
Date: 6/26/2010
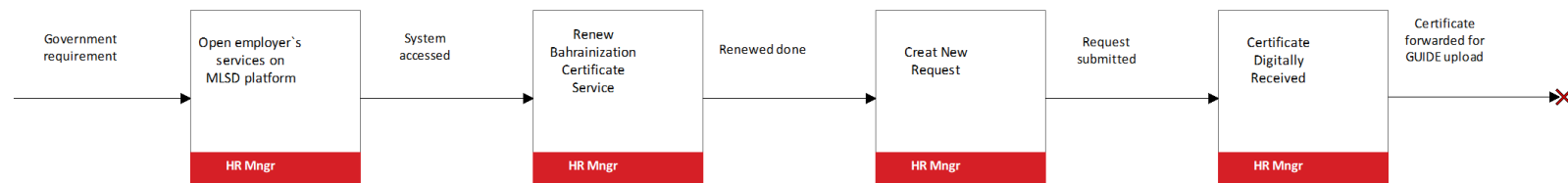Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ● Keywords
● Change Requests ○ Read Only

Deletion from GOSI

LMRA termination declaration approved; email received

SIO = Social Insurance Organization

SIO termination for Expats (Non-Bahraini nationals)

Verify & confirm termination from SIO system

HR & ADM Mngr

Automatic termination on SIO system

SIO = Social Insurance Organization

Once termination application is approved, official confirmation email is received

SIO termination for Bahraini nationals

Access SIO System

HR & ADM Mngr

System access granted

Fill-up online application form for SIO termination

HR & ADM Mngr

Application form completed

Submit termination application

HR & ADM Mngr

Employee registration removed from SIO system

Title: Deletion from GOSI
Author: Edwin Ramos
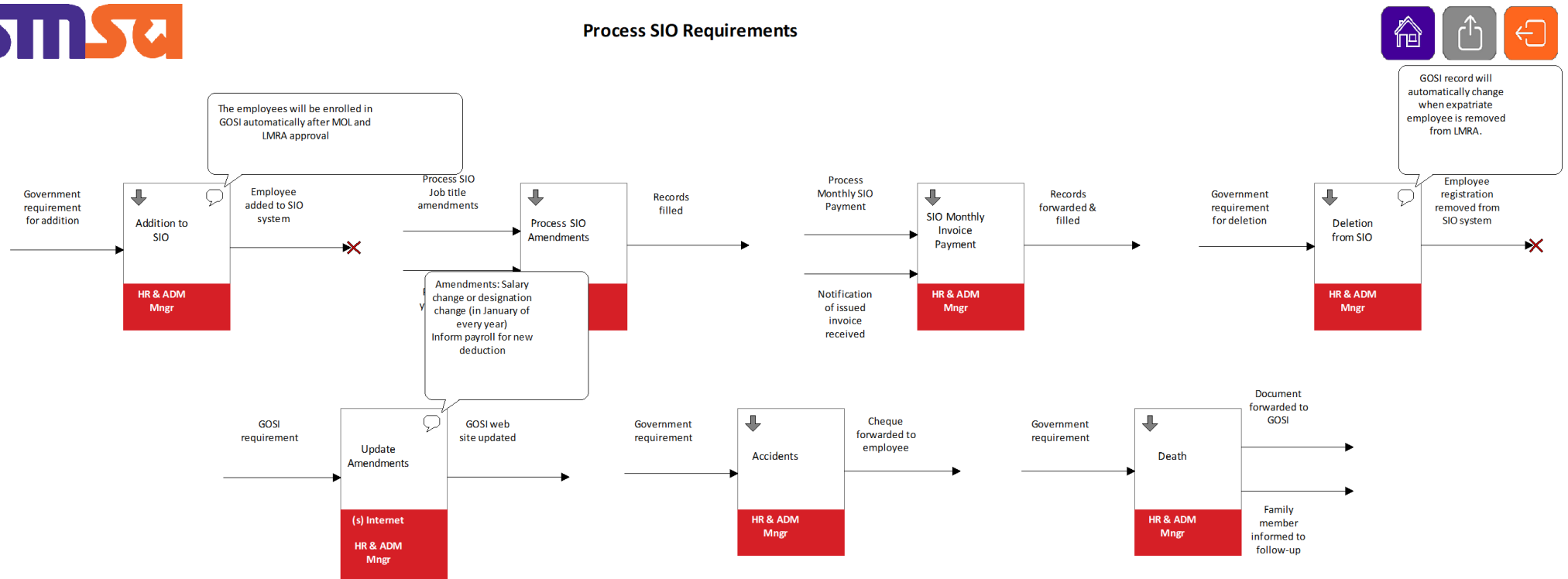Date: 6/27/2010
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ● Keywords
● Change Requests ○ Read Only

SMSA

Addition to GOSI

New work permit
visa approved;
fees paid - LMRA
system

*Automatic addition
on SIO system

SIO addition
for Expats
(Non-Bahraini
nationals)

Verify &
confirm
addition on SIO
system

Employee
added to SIO
system

HR & ADM Mngr

*Manual addition on
SIO online system

Documents required:
1. CV
2. Contract

ntract is
proved

SIO addition
for
Bahraini
nationals

Access SIO
system

System access
granted

Fill-up online
addition form
on SIO system

Application
submitted

Receive
confirmation
email for the
addition of the
employee

Employee
added to SIO
system

HR & ADM Mngr

HR & ADM Mngr

HR & ADM Mngr

Title: Addition to GOSI
Author: Edwin Ramos
Date: 6/27/2010
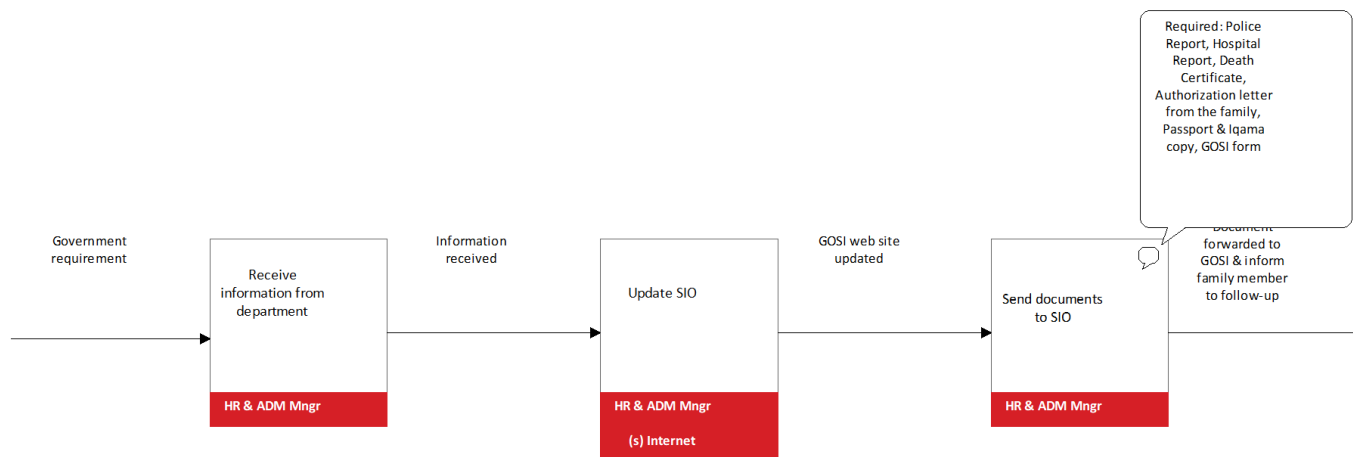Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
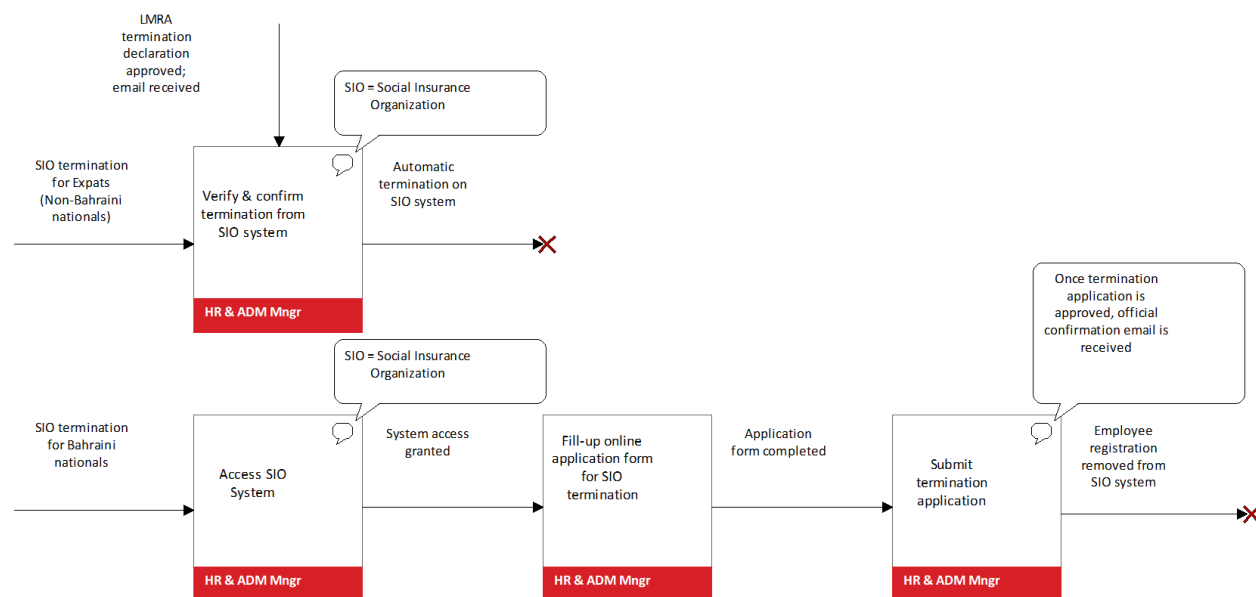Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ● Keywords
● Change Requests ○ Read Only

Process SIO Amendments

| Process SIO Job title amendments | → | Access SIO system

HR & ADM Mngr | System accessed successfully → | Complete SIO online form

HR & ADM Mngr | Form completed → | Check approval status

HR & ADM Mngr | Status approved & notification updated → ✖ |

Not approved (loop from Check approval status back to Complete SIO online form)

| Process SIO yearly Salary update | → | Access SIO system

HR & ADM Mngr | System accessed successfully → | Complete Salary update report beginning of every year

HR & ADM Mngr | Report completed → | Forward online report to Finance department for update of records

HR & ADM Mngr | Records updated & filled → ✖ |

Title: Process SIO Amendments
Author: Mohammed Ahmed Khan
Date: 6/11/2021
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
● Change Requests ○ Read Only

SMSA

onthly Invoice Payment

Notification of issued invoice (monthly/healthcare) received on management email IF as well as SMS on HR supervisor mobile number

Process monthly SIO payment

Notification of issued invoice received

Access SIO system
HR & ADM Mngr

System accessed successfully

Retrieve Invoices
HR & ADM Mngr

Invoice retrieved

Forward invoices to Finance department
HR & ADM Mngr

Invoices forwarded

Payment not completed

Check payment status
HR & ADM Mngr

Pay com

Save a copy of the invoice and payment receipt on HRD file register.

Forward records to Finance dept & file
HR & ADM Mngr

Records forwarded and filled

Title: SIO Monthly Invoice Payment
Author: Mohammed Ahmed Khan
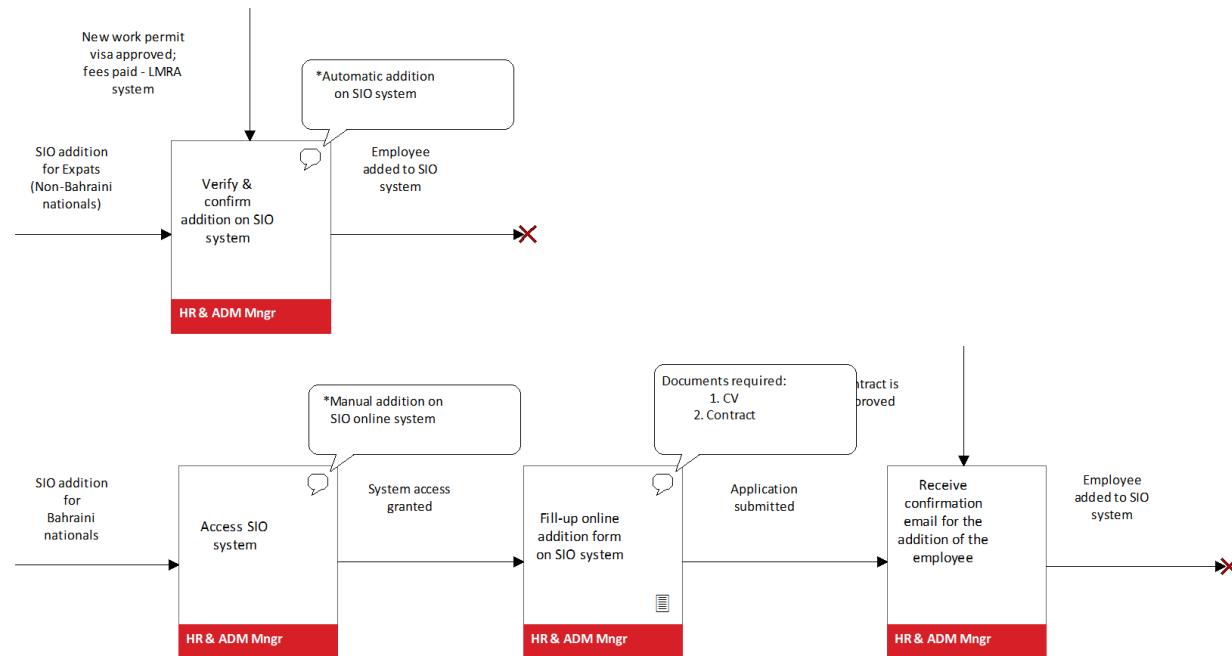Date: 6/11/2021
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
● Change Requests ○ Read Only

Process Visa Requirements

Business
requirements

Process Employment Visa
HR & Adm Offr

New Visas
received

Employee
resigned/
terminated

Process Final Exit
HR & ADM Mngr

Employee left
the country

Title: Process Visa Requirements
Author: Edwin Ramos
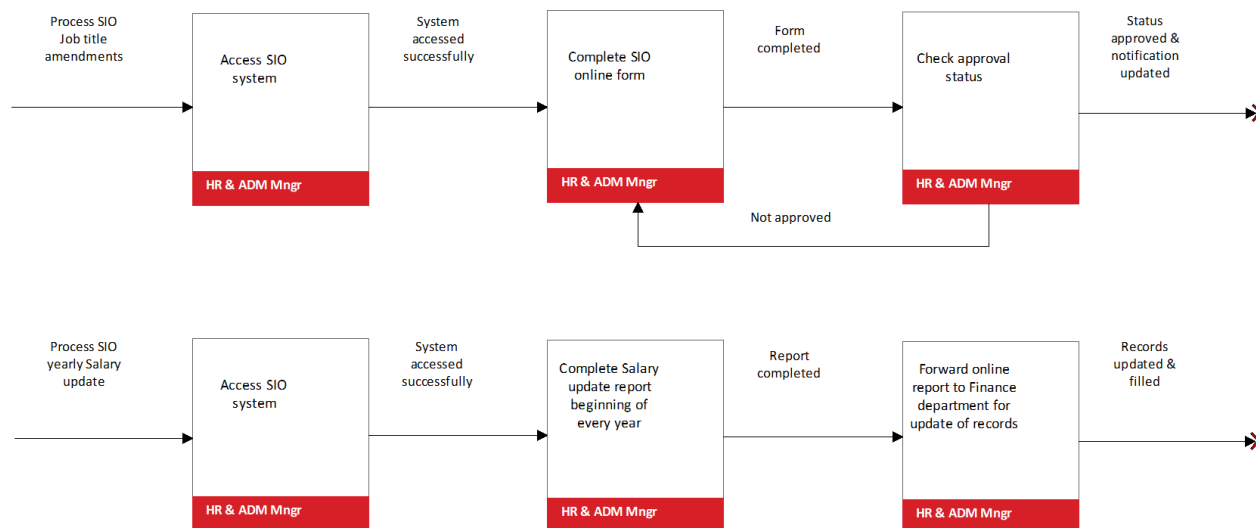Date: 6/26/2010
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ● Keywords
● Change Requests ○ Read Only

Process Employment Visa

Title: Process Employment Visa
Author: Edwin Ramos
Date: 6/26/2010
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ● Keywords
● Change Requests ○ Read Only

Final Exit

Employer is responsible
to repatriate the expat in
30 days from date of
termination unless new
visa has been issued for
the terminated
employee.

Employee resigned/ terminated	Access LMRA System	System access granted	Complete LMRA Termination Declaration Online Form	Termination Declaration approved	Issue cancellation certificate	Employee removed from the LMRA system	Arrange ticket booking through travel desk	Airline ticket available	Hand-over ticket to employee	Employee left the country
	HR Mngr		HR Mngr		HR Mngr		HR Mngr		HR Mngr	

Title: Final Exit
Author: Edwin Ramos
Date: 6/26/2010
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ● Keywords
● Change Requests ○ Read Only

SMSA

Process Work Permit Requirements

Receive Personnel file from Recruitment → **Process New Work permit visa application process** | (s) Internet | HR & Adm Offr → WP received & forwarded to employee

Expat employees requirement → **Process Family addition to visa** | HR & Adm Offr → Visa updated & issued

Expat renews passport while inside Bahrain → **Work Permit Passport Details Update** | HR & Adm Offr → Share copy with employee ✕ / Share copy with employee ✕

Expat employees requirement → **Process work permit renewal** | HR Mngr → Forward renewed WP to employee ✕

Receive request from employee → **Process Work permit corrections** | HR Mngr → Received corrected WP & Hand-over to employee
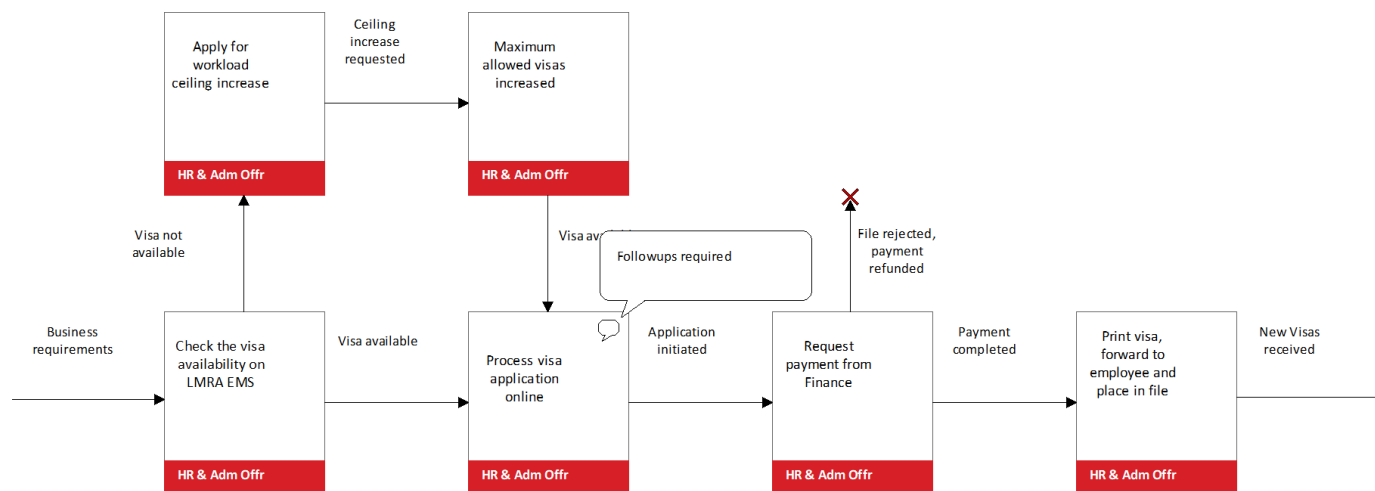
Title: Process Work Permit Requirements
Author: Edwin Ramos
Date: 6/26/2010
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ● Keywords
● Change Requests ○ Read Only

SMSa

Process New Work Permit Visa Application Process

Receive Personnel file from Recruitment

Transfer of candidate (under grace period)

HR & Adm Offr

Work permit received & forwarded to employee

Receive Personnel file from Recruitment

New Candidates (candidate abroad)

HR & Adm Offr

Work permit received & forwarded to employee

Title: Process New Work Permit Visa Application Process
Author: Edwin Ramos
Date: 6/28/2010
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ● Keywords
● Change Requests ○ Read Only

New Candidates (candidate abroad)

Title: New Candidates (candidate abroad)
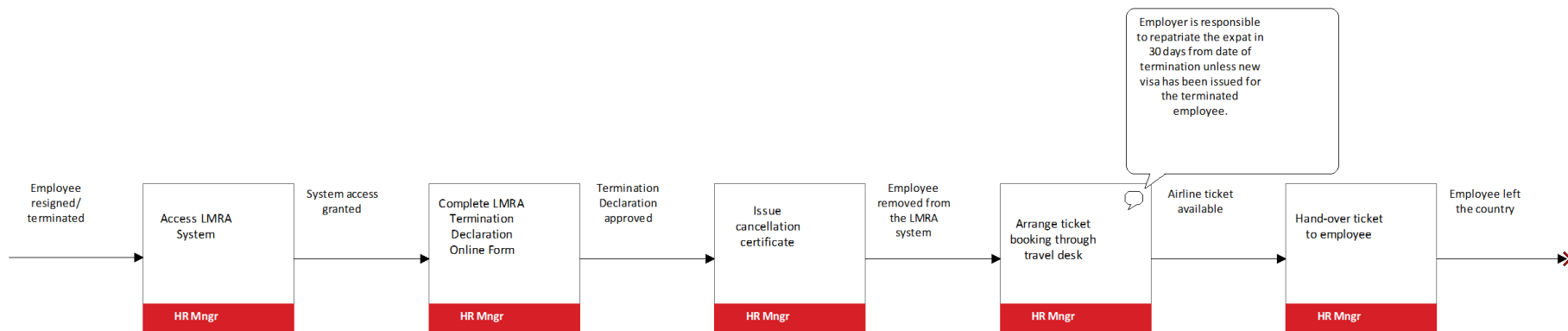Author: Mohammed Ahmed Khan
Date: 9/9/2021
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
● Change Requests ○ Read Only

Transfer of candidate (under grace period)

Documents required:
1. Contract
2. Passport Copy
3. CPR Copy
4. Education Certificate
5. Medical report
6. Intention to transfer form
7. Grace period validity or extension
   (if not valid for 15 days)

Receive Personnel file from Recruitment

Access LMRA system
HR & Adm Offr

System accessed

Submit online application for transfer of ...
HR & Adm Offr

Application submitted for approval

Print work permit visa & place in employee HR file
HR & Adm Offr

Work permit received & forwarded to employee

Title: Transfer of candidate (under grace period)
Author: Mohammed Ahmed Khan
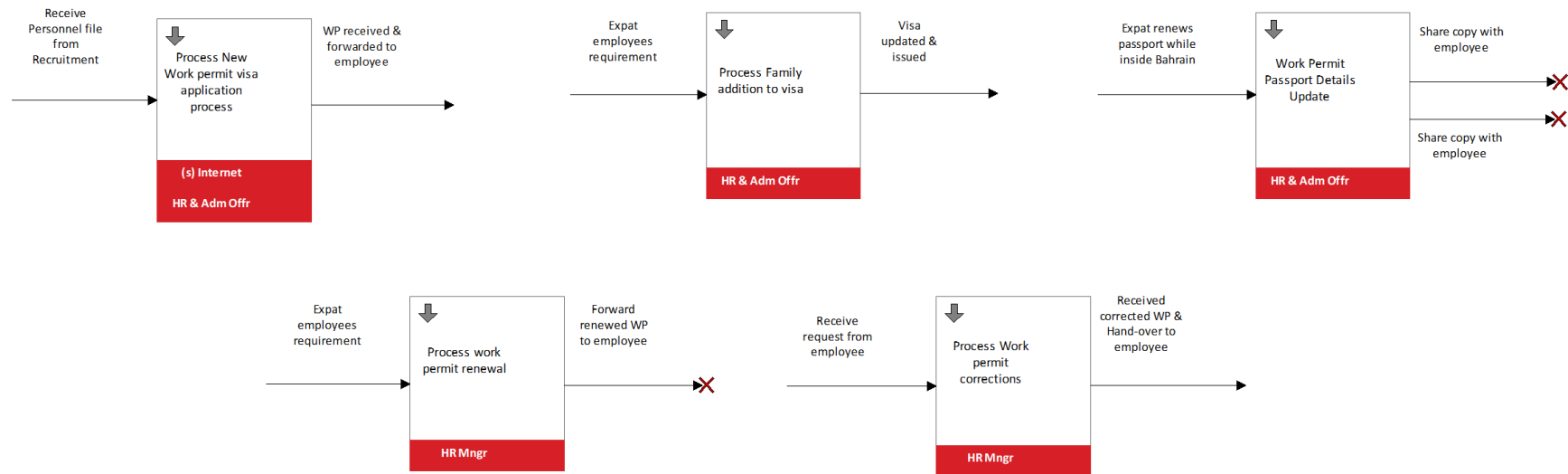Date: 9/20/2021
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
● Change Requests ○ Read Only

Process Work Permit Renewal

Expat Employees requirements

Prepare list of employees
HR & Adm Offr

List prepared

Forward list to department heads
HR & Adm Offr

Renewal confirmed

Submit for renewal on LMRA online
HR & Adm Offr

Renewal await payment

Request payment from finance
HR & Adm Offr

Renewal payment completed

Print renewed visa and update records
HR & Adm Offr

Visa forwarded and placed in Employee file

Title: Process Work Permit Renewal
Author: Edwin Ramos
Date: 6/22/2010
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ● Keywords
● Change Requests ○ Read Only

Process Family Addition to Visa

Not entitled,
rejected
(Salary not
entitled)

Expat
employees
requirements

Check requirements and request family documents
HR & Adm Offr

Requirements
met

Apply at LMRA online
HR & Adm Offr
(s) Internet

Application
submitted

Request for payment from finance
HR & Adm Offr

Payment
completed

Print visa, update records and forward to employee
HR & Adm Offr

Visa issued
and
forwarded

Title: Process Family Addition to Visa
Author: Edwin Ramos
Date: 6/26/2010
Volume: 0.00 Per Second

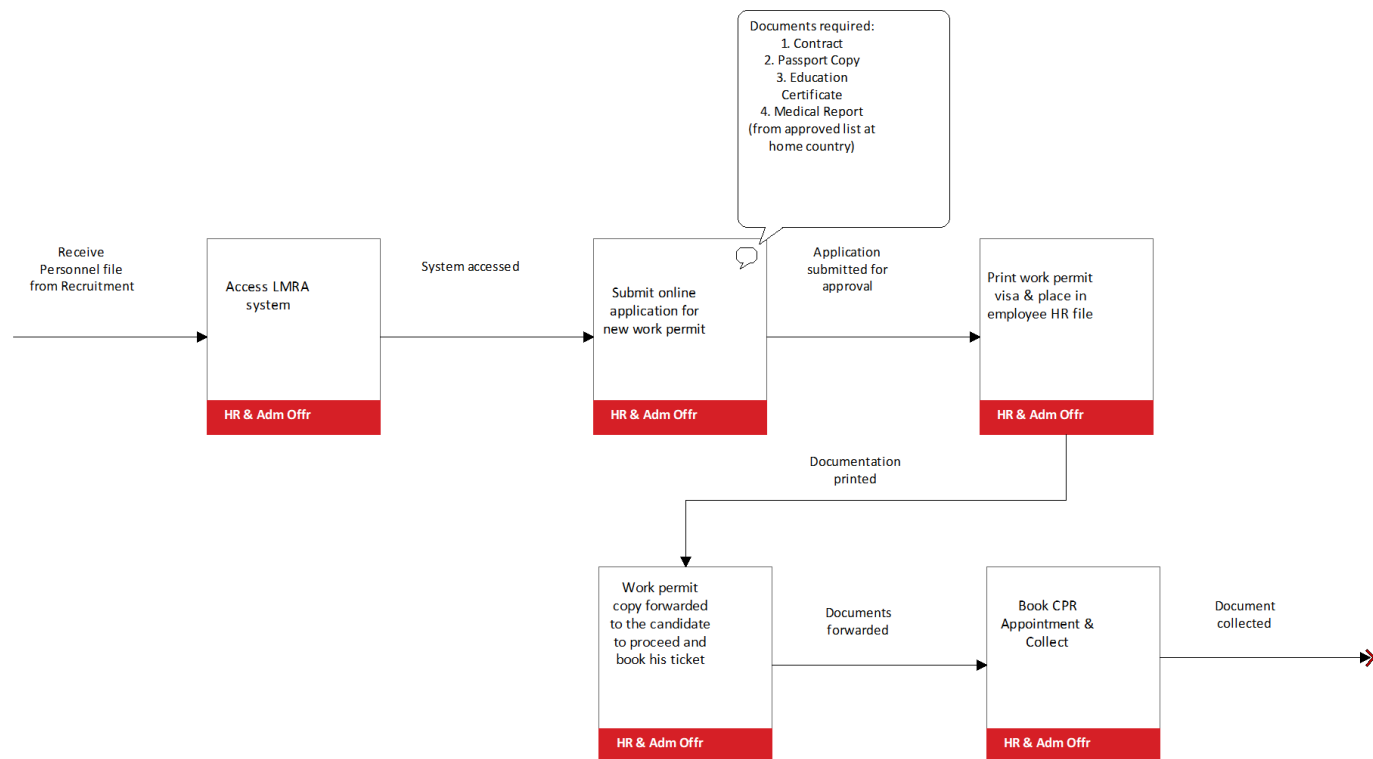Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions
● Change Log
● Change Requests

○ Feedback
● Keywords
○ Read Only

Process Work Permit Corrections

Receive request
from employee

Submit change
request on
LMRA e-support

HR Mngr

Request
submitted

Print corrected
visa online

HR Mngr

Received corrected
Work permit &
Hand-over with
employee

Title: Process Work Permit Corrections
Author: Edwin Ramos
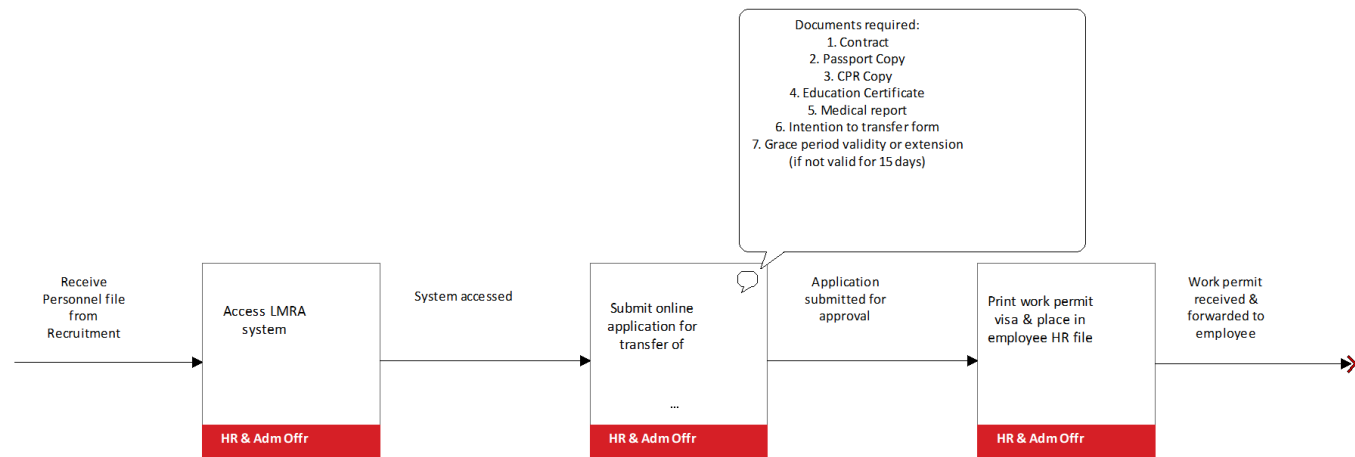Date: 6/26/2010
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ● Keywords
● Change Requests ○ Read Only

Work Permit Passport Details Update

Expat renews passport while inside Bahrain → Submit change request on NPRA online (HR Offcr) → Request submitted → Print updated visa online & update records (HR Offcr) → Share copy with employee → ✕

Expat renews passport while outside Bahrain WP details auto updated upon arrival in airport → Print update visa online & update records (HR Offcr) → Share copy with employee → ✕

Process Profession Change

Title: Process Profession Change
Author: Edwin Ramos
Date: 6/26/2010
Volume: 0.00 Per Second

Authorization: Update Pending

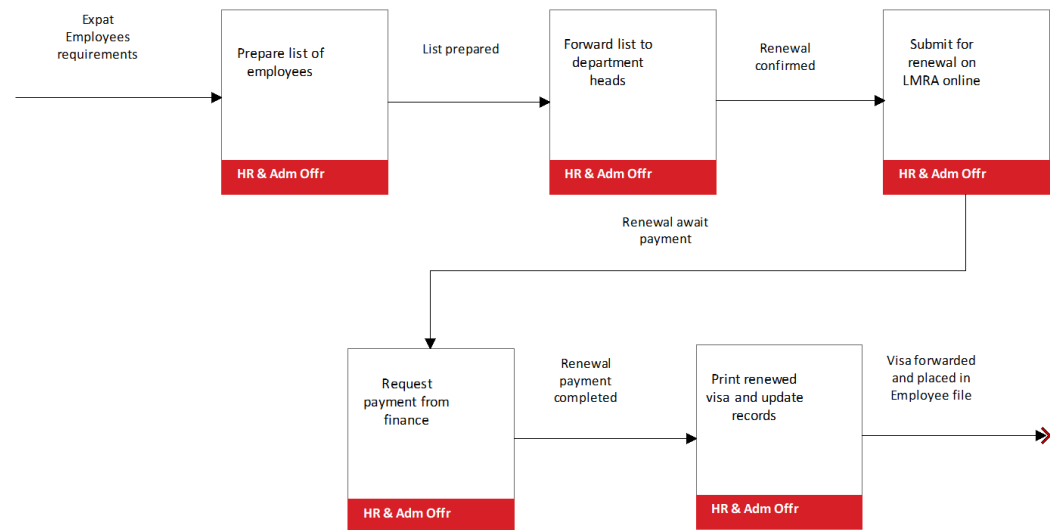Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ● Keywords
● Change Requests ○ Read Only

Police Cases

Case handled by police

Documentation: Original Passport, Open One way Air Ticket, Company Clearance, Cash-EoSB

Case rejected

Prepare & submit documentation to Police Dept.

HR Offcr

Reasons: Vehicle Accident, Traffic Violation, Theft, Alcohol & Drugs, Personal Issues & Other cases

HR will hold salary until case resolved or employee released

To seek legal advise

Inform payroll for deduction if any

Information received from department

Send GR to Police Department

HR Mngr

Information collected

Determine reason for the case

HR Mngr

Police requested guarantee letter

Forward case to Legal Dept.

HR Mngr

Case accepted, recommendation advised

Prepare & guarantee letter to Police Dept.

HR Mngr

Employee released

Inform Payroll to release salary

HR Mngr

Salary released

Title: Police Cases
Author: Edwin Ramos
Date: 6/23/2010
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
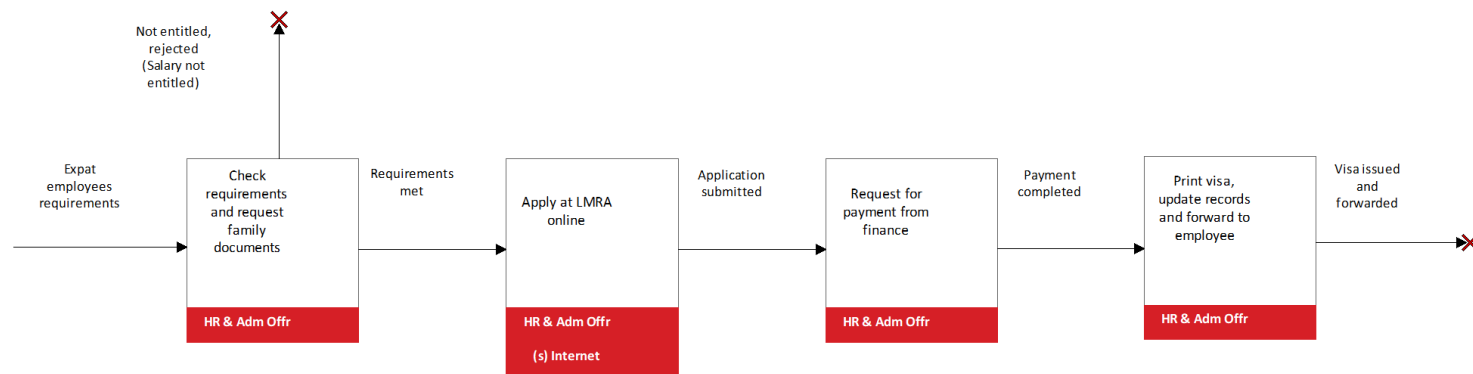Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ● Keywords
● Change Requests   ○ Read Only

Process Mail

Receive
Fax

Company Mail
Personal Mail

Pickup Mail
from Post Office

to relevant
employees &
departments

Process
Incoming
Mail/Fax

Receive Mail

Admin Corres

Mail returned
to post office

Title: Process Mail
Author: Edwin Ramos
Date: 6/10/2010
Volume: 0.00 Per Second

Authorization: Update Pending

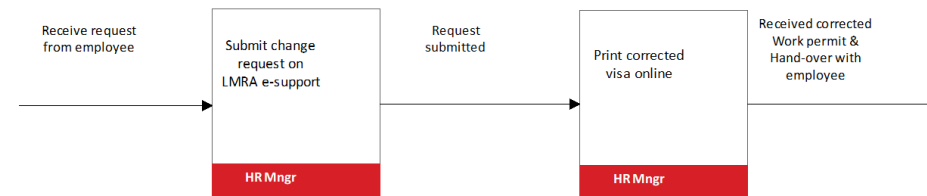Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions
● Change Log
● Change Requests

○ Feedback
● Keywords
○ Read Only

Process Incoming

For registered mail record number on the Mail Registration form
For Company Mail record on Incoming Correspondence Mail Form
Fax registered on Fax Record Form
Attach: Forms

Company Mail opened
Personal Mail not opened

Pickup Mail from Post Office

Receive Mail

Sorted & ready for recording

Ready for delivery

Mail & Fax delivered to relevant employees & departments

Sort Mail	Record Mail	Deliver Mail to staff & departments
HR & Adm Offr	HR & Adm Offr	HR & Adm Offr

Undelivered Mail

Mail returned to post office

Return Mail to Post Office
HR & Adm Offr

Title: Process Incoming Mail/Fax
Author: Edwin Ramos
Date: 6/10/2010
Volume: 0.00 Per Second

Authorization: Update Pending

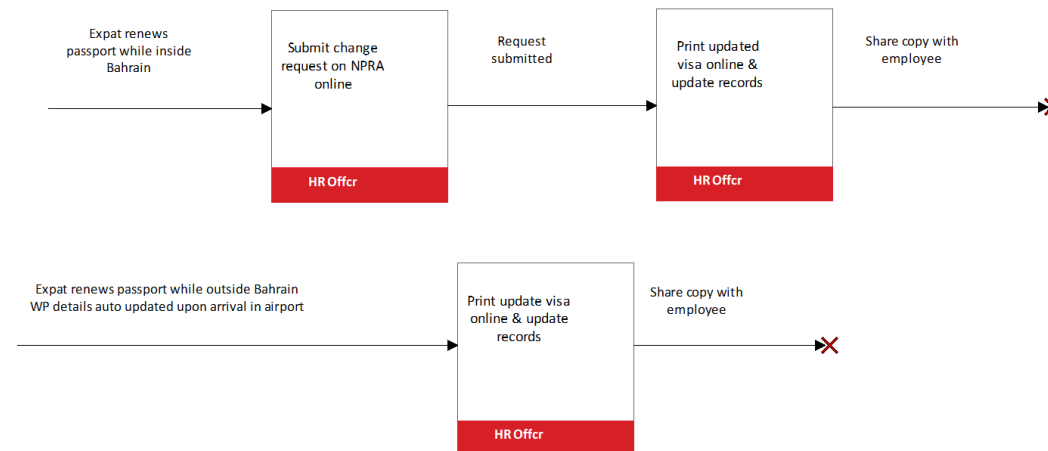Cost Per Second: $,3.5,E-0317
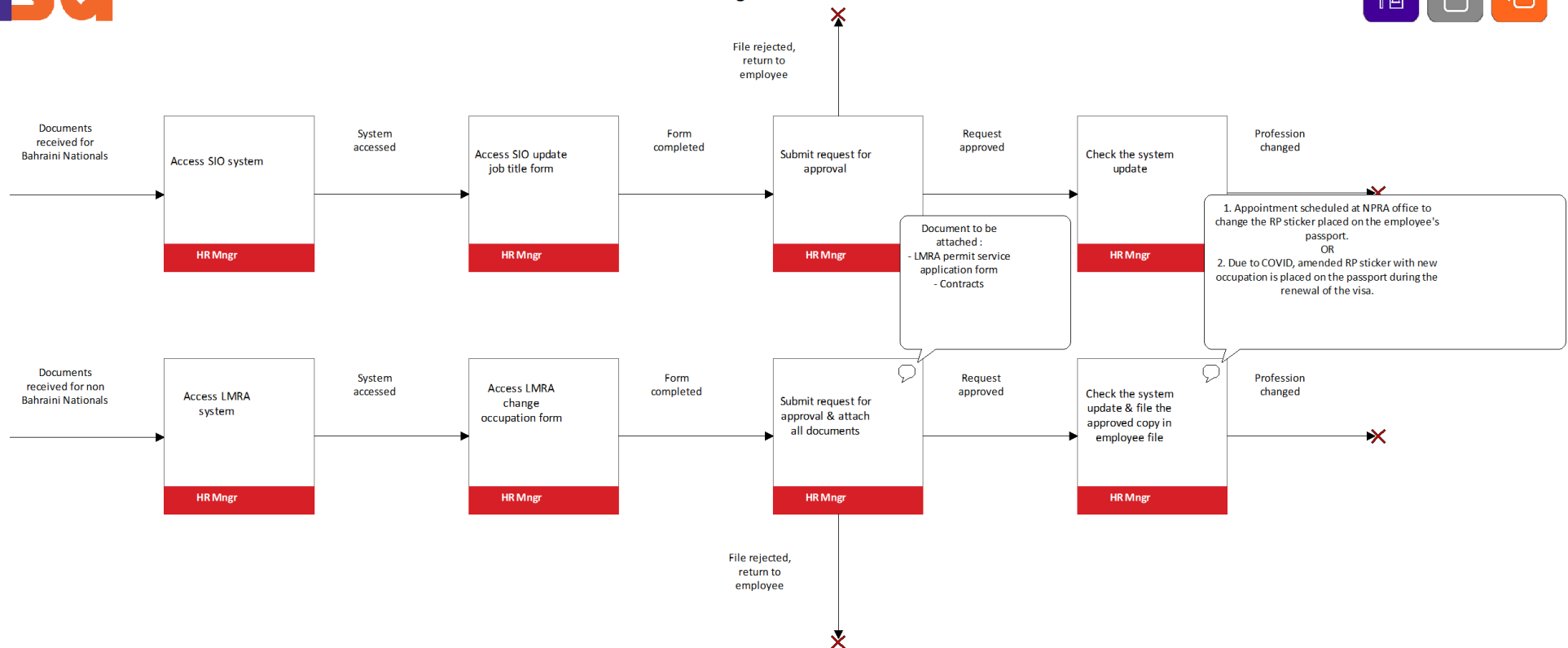
Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions
● Change Log
● Change Requests

○ Feedback
● Keywords
○ Read Only

HRD - Employee Relations

Information
received from
department

Disciplinary
Action

HR & ADM Mngr

Disciplinary
Action served
to employee

○ Actions   ○ Feedback
● Change Log   ○ Keywords
● Change Requests ○ Read Only

Disciplinary Action

Monitor & Manage Risk

Violation with risk

Receive information from dept head regarding violation committed by employee

Determine type of violation

HR & ADM Mngr

Normal violation

Normal case reviewed

Attach: Sample Letter

Prepare letter to employee

HR & ADM Mngr

Letter ready

Forward letter to dept. manager

HR & ADM Mngr

Disciplinary Action served to employee

Receive feedback from Dept head on QRM investigation

Review case

HR & ADM Mngr

Employee disagree & refused to sign

Changes made

Change degree of Disciplinary action imposed

HR & ADM Mngr

Case (with risks) reviewed

Employee accepted & signed the letter

Receive letter signed by employee

HR & ADM Mngr

Disciplinary action imposed

Consult Legal for advise on violations subject for termination

Legal

Legal advise received

Recommend reinvestigation of the case

HR & ADM Mngr

Reinvestigation of case

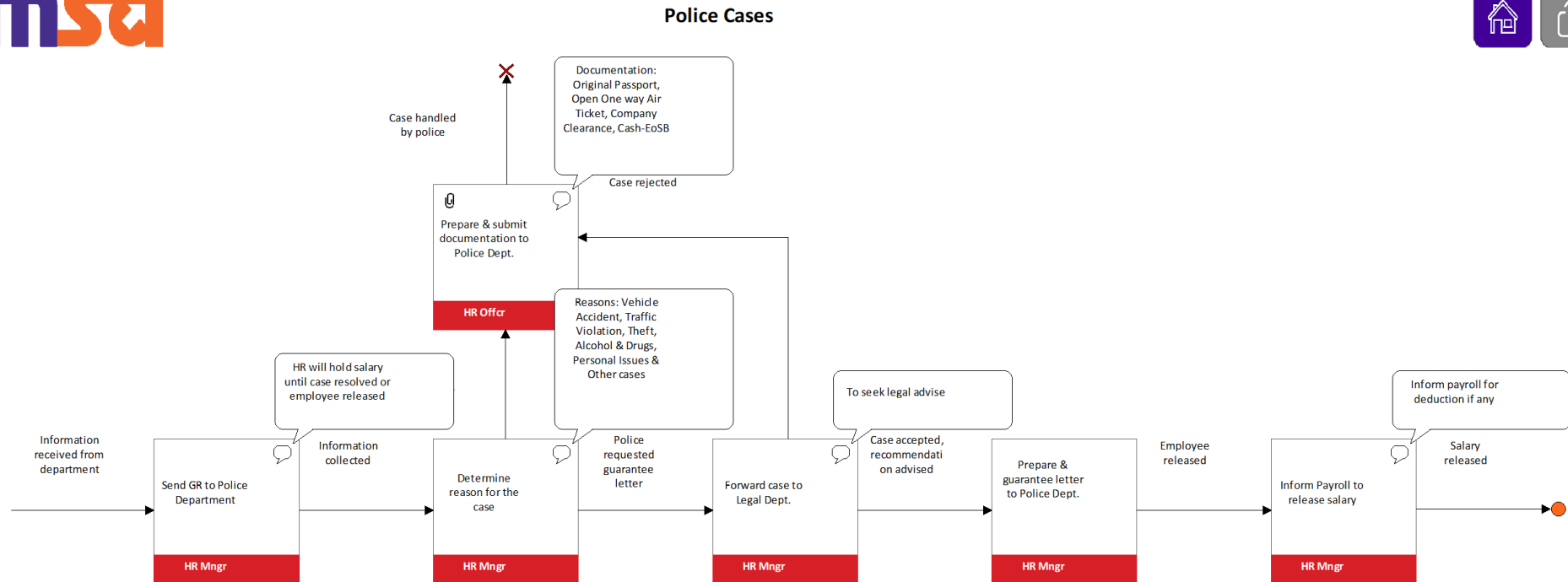Monitor & Manage Risk

Records updated & filed

Manage Payroll

Title: Disciplinary Action
Author: Edwin Ramos
Date: 6/28/2010
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ● Keywords
● Change Requests ○ Read Only

HRD - Payroll

Approved file received from Recruitment Section → Process New Hires (HR & ADM Mngr) → File forwarded to File & Records Executive ✖

Employee movement requirement → Process Active Employee Movement (HR & ADM Mngr) → Employee movement completed ✖

Monthly Manpower Report from departments → Process Monthly Payroll (HR & ADM Mngr) → Forward to Director Finance for final approval
Adjustments Report from Finance → Process Monthly Payroll → Pay slips forwarded to employees

Approved Leave request received from departments → Process Leaves (HR & ADM Mngr) → Payment approved, forwarded to finance to release leave salary
Process Leaves → Application filed

Request received from department → Process Loans (HR & ADM Mngr) → Submit to finance for releasing loan amount
Process Loans → Forward Bank Letter to department

Dept fwrds monthly invoice recvd from Outsource Company → Process Payroll for Casual Labor (HR & ADM Mngr) → Approved invoice fwrd to FIN

Approved Resignation or Termination received from HR Director → Process End of Service Benefits (HR & ADM Mngr) → Copy of EOSB filed (file marked as inactive) ✖

Title: HRD - Payroll
Author: Edwin Ramos
Date: 5/25/2017
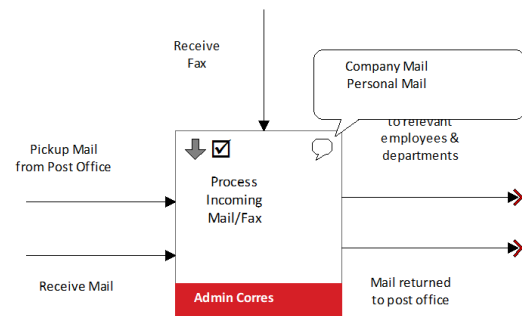Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
● Change Requests ○ Read Only

SMSA

Process New Hires

Approved file
received from
Recruitment
Section

File
complete

Records
updates

File forwarded to
File & Records
Executive

Verify completeness of file	Update Record	Forward file to filing section
HR & Adm Offr	HR & Adm Offr	HR & Adm Offr
	(s) EMIS	

Incomplete
supporting
documents,
file rejected

Recruit
Employee

Title: Process New Hires
Author: Edwin Ramos
Date: 6/19/2010
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
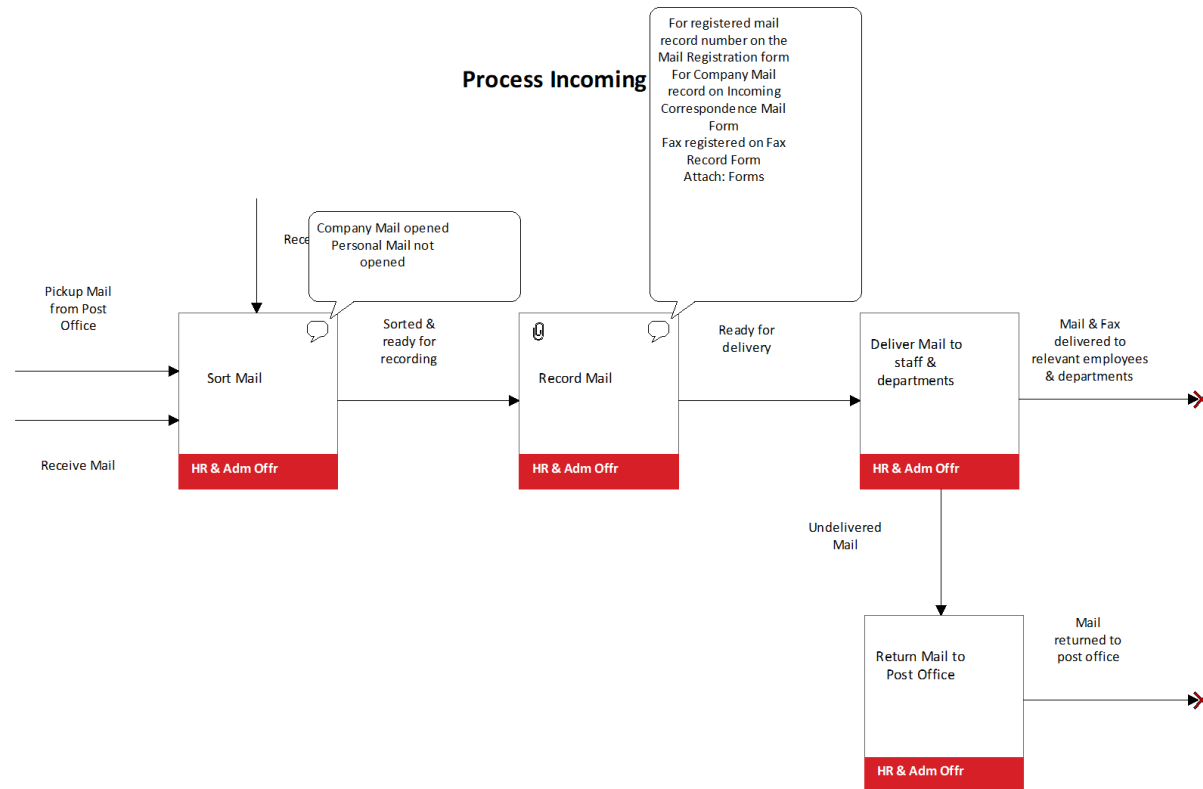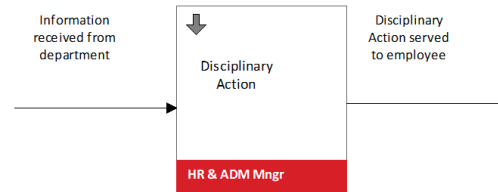● Change Log   ● Keywords
● Change Requests ○ Read Only

Process Active Employee Movement

Process End of Service Benefits

Employee resignation → | Process EOSB for resigned employees | **HR & ADM Mngr** → EOSB paid → ✖

Non-renewal contract letter received from HO → | Process EOSB for employees non-renewal of contract | **HR & ADM Mngr** → EOSB paid → ✖

Termination letter received from HO → | Process EOSB for terminated employees | **HR & ADM Mngr** → EOSB paid → ✖

Title: Process End of Service Benefits	Owner: Shaji George
Author: Edwin Ramos	Diagram Version: Draft Copy
Authorization: Update Pending	Review Date: None
Date: 6/15/2010	F.T.E.: 0.00
Volume: 0.00 Per Second	
Cost Per Second: $,3.5,E-0317	

○ Actions   ○ Feedback
● Change Log   ● Keywords
● Change Requests   ○ Read Only

EOSB for resigned employees

Employee resignation

Approved documents:
1. Resignation Form
2. Exit Interview Form
3. Clearance Form

Send approved documents & accrued leave days to HO-HR

HR & ADM Mngr

EOSB initial calculation

Verify & confirm EOSB calculation

HR & ADM Mngr

Final EOSB calculation must be approved by HR Manager & FIN Manager

EOSB calculation verified

Request employee to acknowledge & sign EOSB Form

HR & ADM Mngr

EOSB calculation acknowledged

Frwd signed EOSB form with all docs to BAH-FIN for transfer

HR & ADM Mngr

EOSB transfer completed

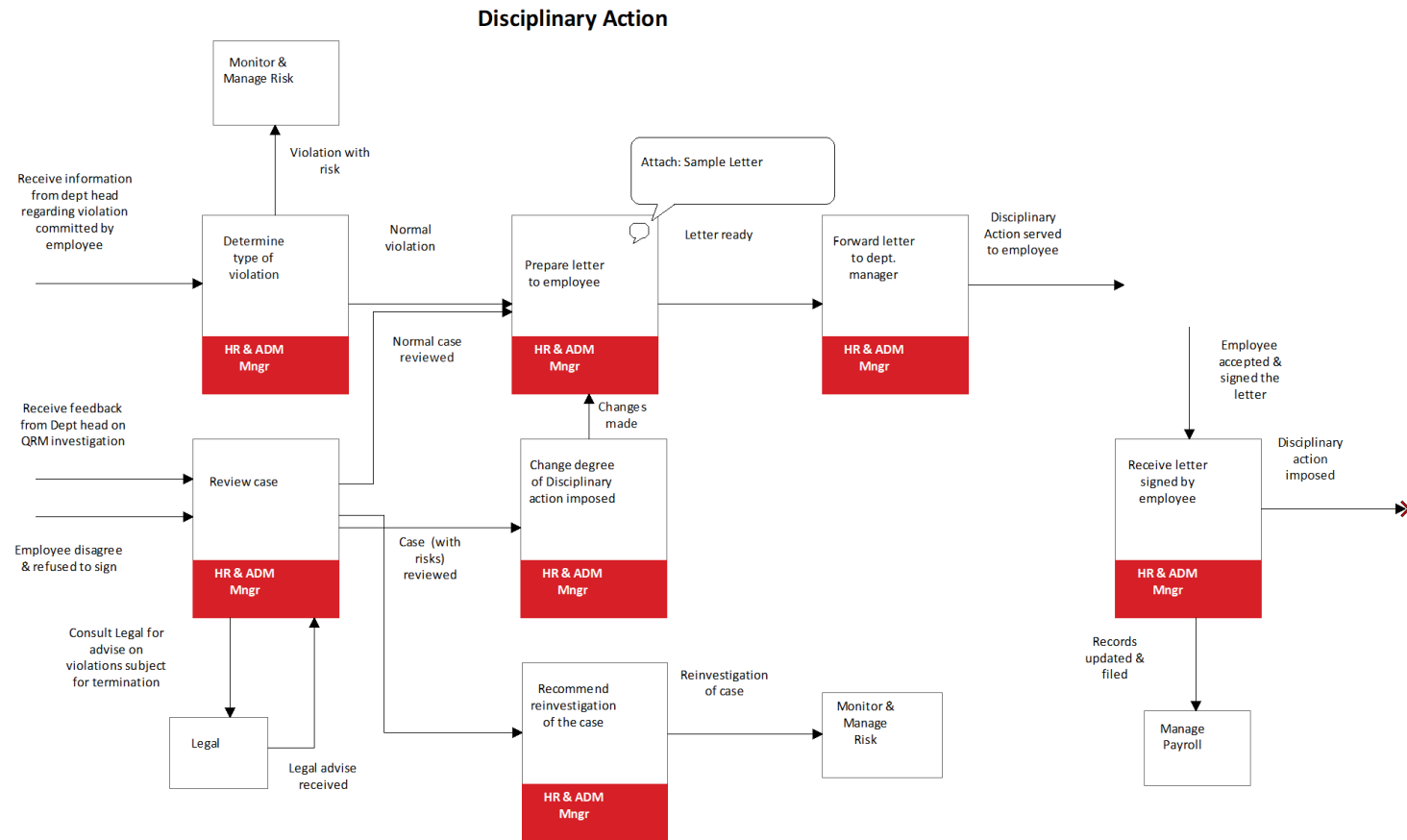**Verify & confirm EOSB pymt rec'd by employee**

HR & ADM Mngr

EOSB paid

Title: EOSB for resigned employees
Author: Edwin Ramos
Date: 6/23/2022
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
● Change Requests ○ Read Only

SMSA

EOSB for terminated employees

Termination letter received from HO

Fwrd termination letter to dept head to inform employee
HR & ADM Mngr

Employee informed

In case of refusal to sign, 2 witnesses are required to sign the letter.

Request employee to sign as acknowledgement
HR & ADM Mngr

Employee agreed

Approved documents:
1. Resignation Form
2. Exit Interview Form
3. Clearance Form

Send approved documents & accrued leave days to HO-HR
HR & ADM Mngr

EOSB calculation rec'd from HO-HR

Final EOSB calculation must be approved by HR Manager & FIN Manager

Verify & confirm EOSB calculation
HR & ADM Mngr

EOSB calculation verified

Request employee to acknowledge & sign EOSB Form
HR & ADM Mngr

EOSB calculation acknowledged

Frwd signed EOSB form with all docs to BAH-FIN for transfer
HR & ADM Mngr

EOSB transfer completed

Verify & confirm EOSB pymt rec'd by employee
HR & ADM Mngr

EOSB paid

Title: EOSB for terminated employees
Author: Edwin Ramos
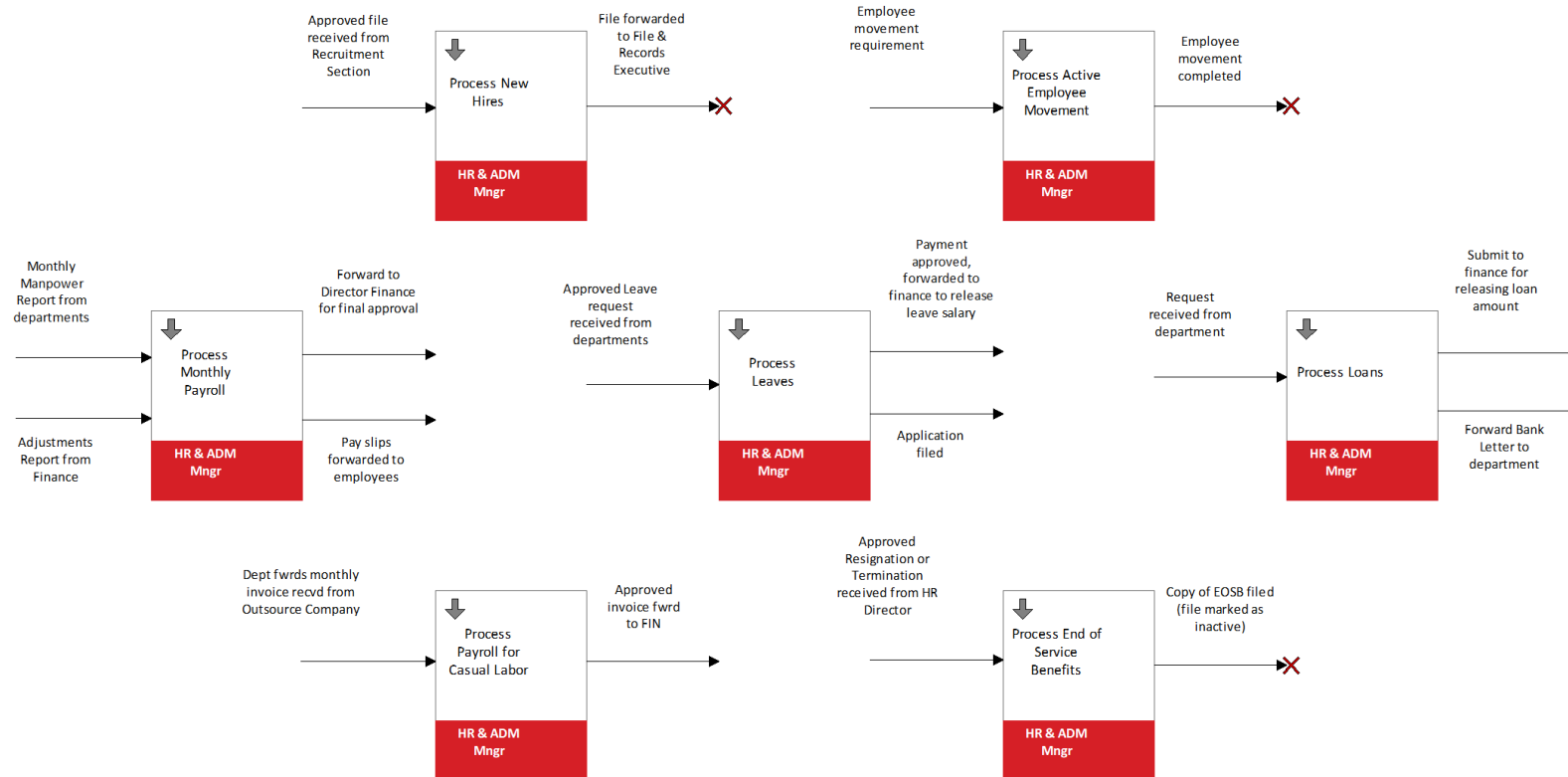Date: 7/6/2022
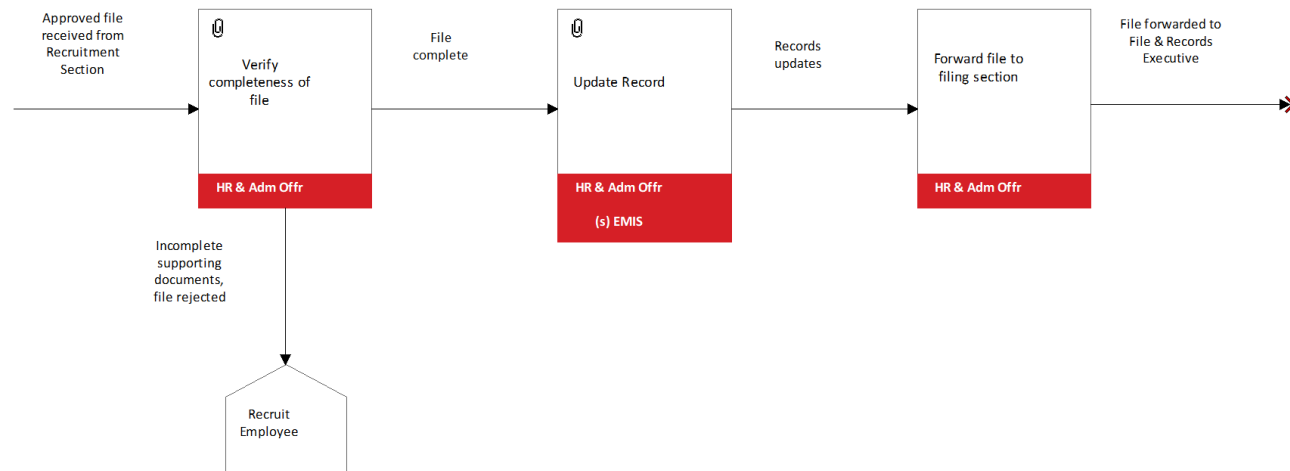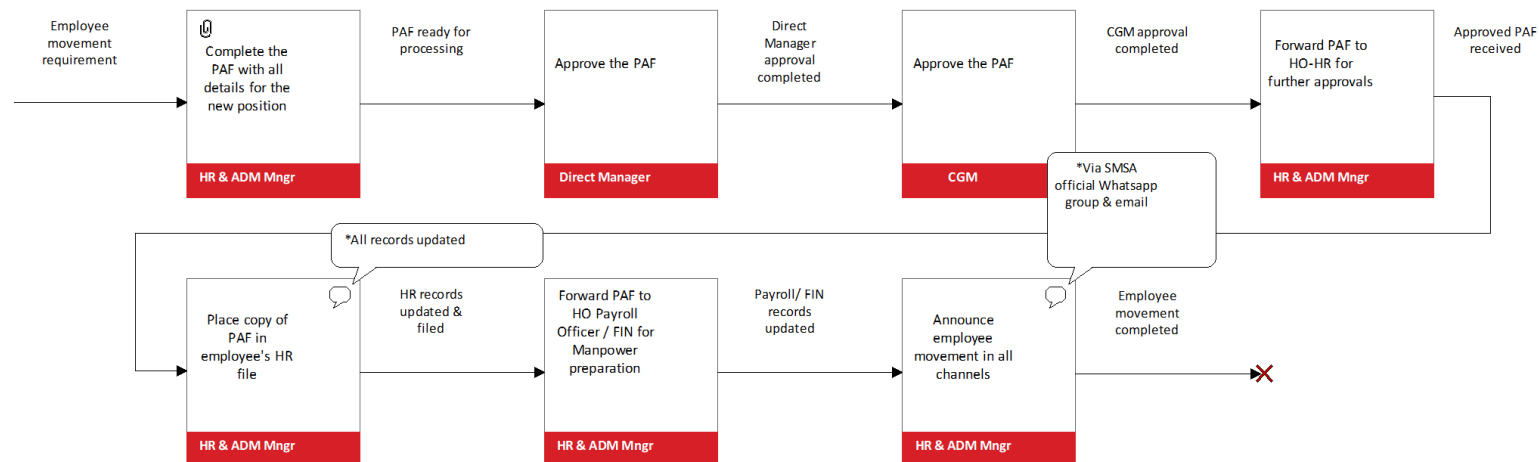Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions
● Change Log
● Change Requests

○ Feedback
○ Keywords
○ Read Only

EOSB for employees non-renewal of contract

In case of refusal to sign, 2 witnesses are required to sign the letter.

Approved documents:
1. Resignation Form
2. Exit Interview Form
3. Clearance Form

Final EOSB calculation must be approved by HR Manager & FIN Manager

Non-renewal contract letter received from HO

Fwrd letter of non-renewal of contract to dept head to inform employee
HR & ADM Mngr

Employee informed

Request employee to sign as acknowledgement
HR & ADM Mngr

Employee agreed

Send approved documents & accrued leave days to HO-HR
HR & ADM Mngr

EOSB initial calculation

Verify & confirm EOSB calculation
HR & ADM Mngr

EOSB calculation verified

Request employee to acknowledge & sign EOSB Form
HR & ADM Mngr

EOSB calculation acknowledged

Frwd signed EOSB form with all docs to BAH-FIN for transfer
HR & ADM Mngr

EOSB transfer completed

Verify & confirm EOSB pymt rec'd by employee
HR & ADM Mngr

EOSB paid

Title: EOSB for employees non-renewal of contract
Author: Edwin Ramos
Date: 7/6/2022
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

Authorization: Update Pending

○ Actions   ○ Feedback
● Change Log   ○ Keywords
● Change Requests ○ Read Only

Process Leaves

Privilege Leave

Process Privilege Leave with settlements

Payment approved, forwarded to FIN Dept to release leave salary

Attach: Sample Leave Application Form

Approved leave request received from departments

Determine Leave type

Payroll Offcr

For leaves more than 10 days, Privilege Settlement to be followed
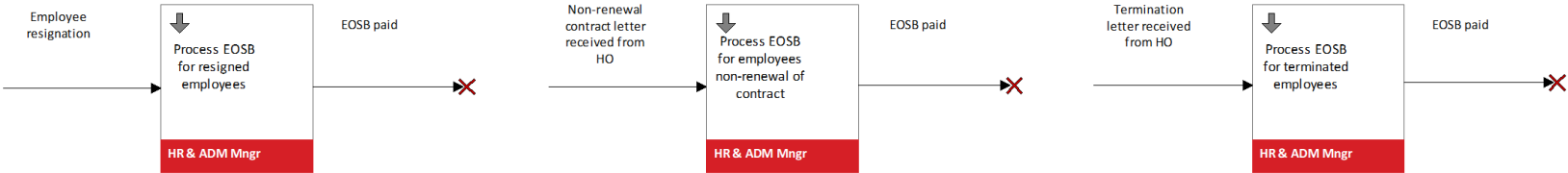
Other Leave

Application filed

Other Leaves

Payroll Offcr

Title: Process Leaves
Author: Edwin Ramos
Date: 6/14/2010
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions ○ Feedback
● Change Log ● Keywords
○ Change Requests ○ Read Only

Process Privilege Leave with Settlements
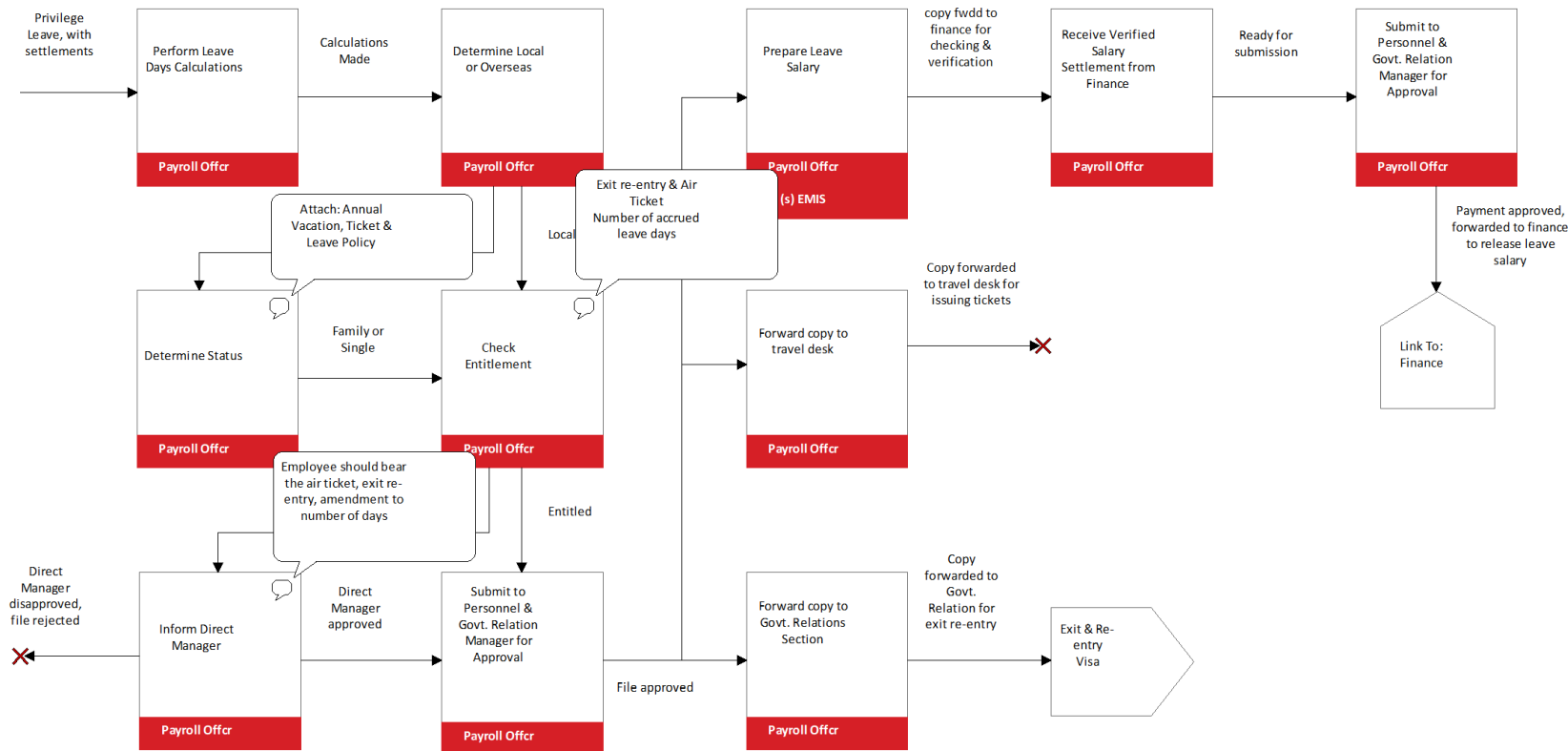
Title: Process Privilege Leave with Settlements
Author: Edwin Ramos
Date: 6/14/2010
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

Authorization: Update Pending

○ Actions   ○ Feedback
● Change Log   ● Keywords
● Change Requests ○ Read Only

Other Leave

Check all supporting documents: Copy of Death Certificate or Marriage Certificate or Birth Certificate (new born)

A copy of application to be forwarded to Finance

Other Leaves

Verify Leave Request	Submit to Personnel & Govt. Relations Manager for Approval	Inform Direct Manager	Update Records	Hand-over to Employee Files & Record Executive
Payroll Offcr	Payroll Offcr	Payroll Offcr	Payroll Offcr (s) EMIS	Payroll Offcr

Verification completed

Application accepted
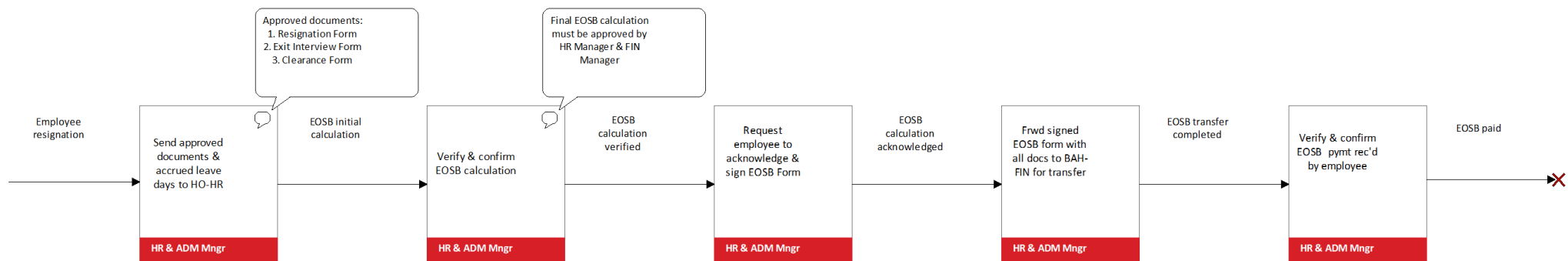
Manager informed

Records updated

Application filed

Application rejected

Title: Other Leave
Author: Edwin Ramos
Date: 6/15/2010
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ● Keywords
● Change Requests ○ Read Only

Process Loans

Request received from department

Verify Request

Payroll Offcr

Request verified for Company Loan

Check Fund Availability

Payroll Offcr

Check float amount available after monthly payroll First come - First served basis

Fund available

Prepare Report

Payroll Offcr

Prepare Report according to recovered fund availability (may not accommodate all employees due shortage of floats)

Report ready for approval

Submit for approval from HR Director

Payroll Offcr

Finance

A copy to be taken for filing purpose For Bank Loan- Personnel & Govt. Relations Manager is authorized to sign as an alternative

Bank loan information ready for updating

Update Record

Payroll Offcr

(s) EMIS

Record updated

Request verified for Bank Loan

Letter ready for approval

Prepare Bank Letter

Payroll Offcr

Forward copy to filing section

Payroll Offcr

Forward Bank Letter to department

Title: Process Loans
Author: Edwin Ramos
Date: 6/15/2010
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions
● Change Log
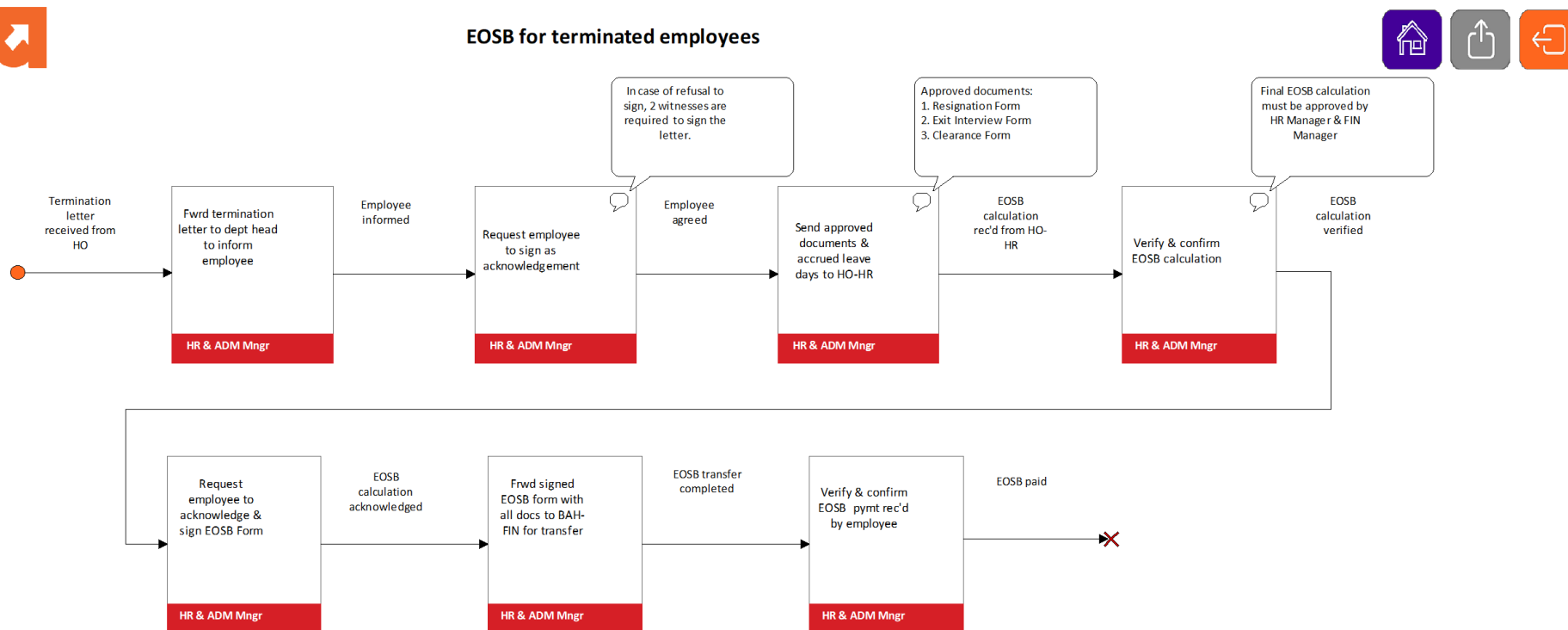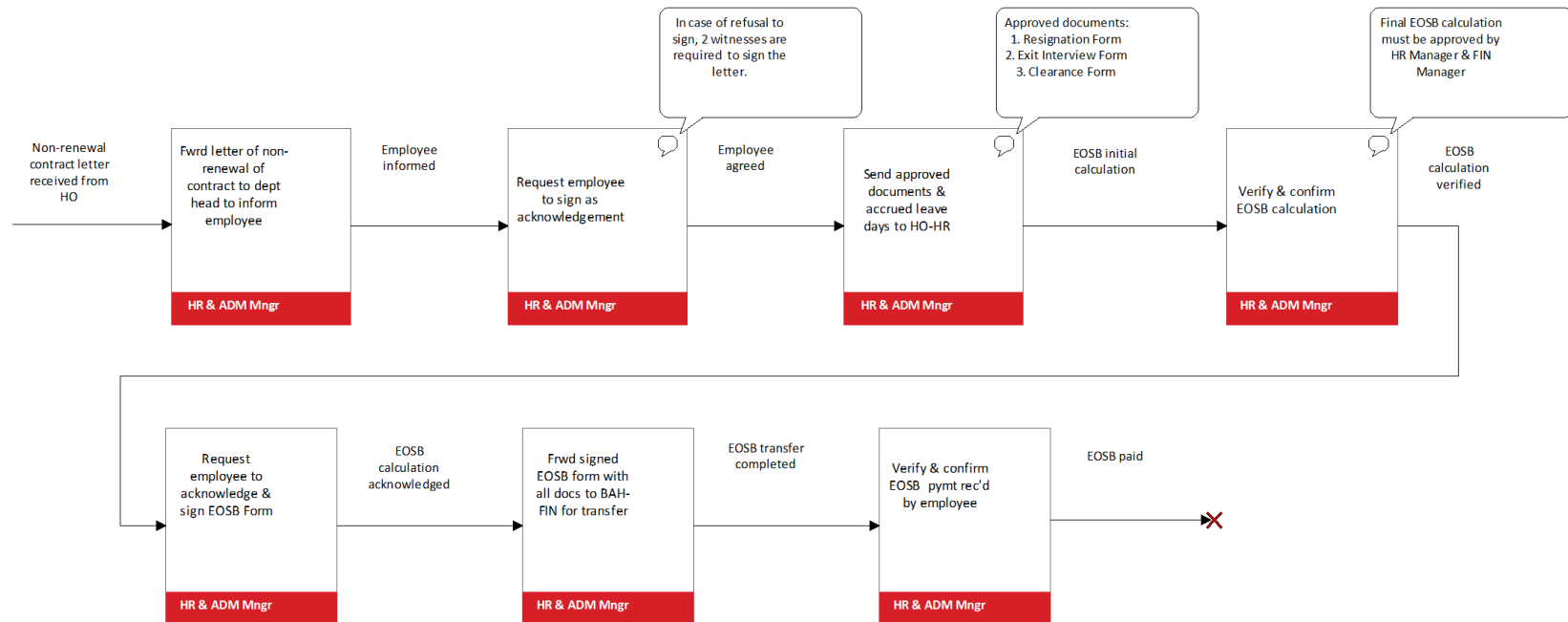● Change Requests

○ Feedback
● Keywords
○ Read Only

Process Monthly Payroll

Monthly Manpower Report from departments

Adjustments Report from Finance

Verify & update leave records		Prepare Manpower		Submit Manpower to HR & Admin Manager		Verify Manpower report and update Additions and Deductions		Submit Manpower report to Finance and CGM for Verification
(s) EMIS HR & Adm Offr		(s) EMIS HR & Adm Offr		(s) EMIS HR & Adm Offr		Manager- HR & Admin		Manager- HR & Admin

Record verified & updated

Mnapower report ready for balancing

Manpower balanced

Records updated

Receive from finance after verification & approval

Forward to Director Finance for final approval

Submit Manpower report to Head office HR		Prepare Payroll and submit to HR & Admin Manager for Verification		Verify Payroll with Finance and submit it to HO HR		Payroll Completion
Manager- HR & Admin		Manager- HR & Admin		Manager- HR & Admin		Manager- HR & Admin

Approval received

Payroll verified

Report ready for attachment with Bank Sheet

Pay slips forwarded to employees

Title: Process Monthly Payroll
Author: Edwin Ramos
Date: 6/15/2010
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ● Keywords
● Change Requests ○ Read Only

Process Payroll for Casual Labor

Dept to completely fill-up the Casual Labor Form
(see attachment)

Timelines: Company to submit the Invoice to Dept - on or before 7th of the following
month
Dept to Payroll - on or before 10th
Payroll to FIN/IAD - on or before 12th
FIN/IAD to HRD - on or before 16th
HRD to FIN - 17th

Dept fwrds monthly invoice recvd from Outsource Company

Check & verify correctness of report submitted

HR & Adm Offr

Fwrd to FIN & IAD for verification and approval

Final approval

HR & ADM Mngr

Approved invoice fwrd to FIN for payment

Title: Process Payroll for Casual Labor
Author: Edwin Ramos
Date: 5/4/2011
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
● Change Requests ○ Read Only

HRD - Training & Org Development

New employee → **Manage New Employee Training** — L&D Advisor → **Employee received certificate**

External training required → **Manage External Training** — L&D Advisor → **Employee received certificate**

Existing Employee → **Manage Existing Employee Training** — L&D Advisor → **Employee received certificate**

Pass Result of evaluation, will join the business & eligible for other job related training

Report received from department → **External Specialized Training** — L&D Advisor → **Data filed**

Certificate and attendance record

Business requirement → **Review existing Training Modules** — L&D Advisor → **Training Modules ready for roll-out**

Project Base Training request received → **Manage Project Base Training** — L&D Advisor → **Employee received certificate**

Title: HRD - Training & Org Development
Author: Edwin Ramos
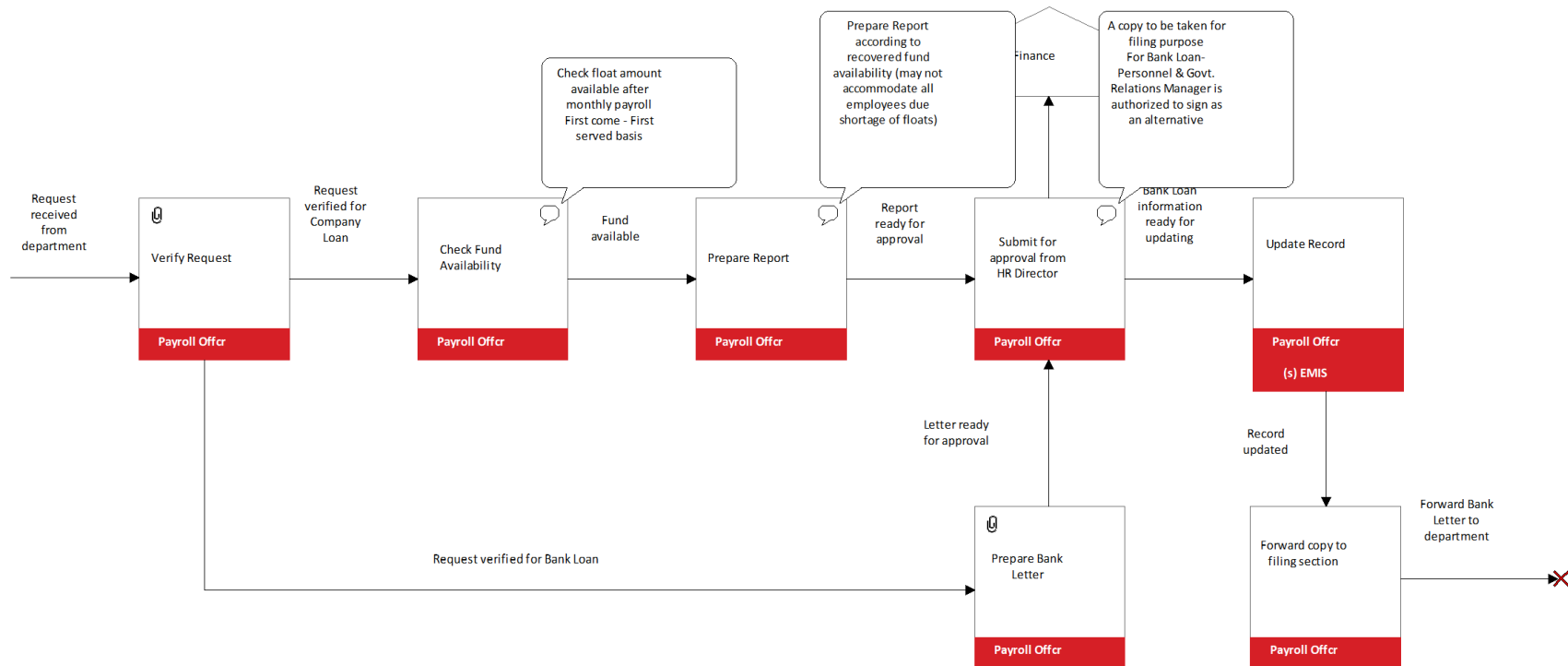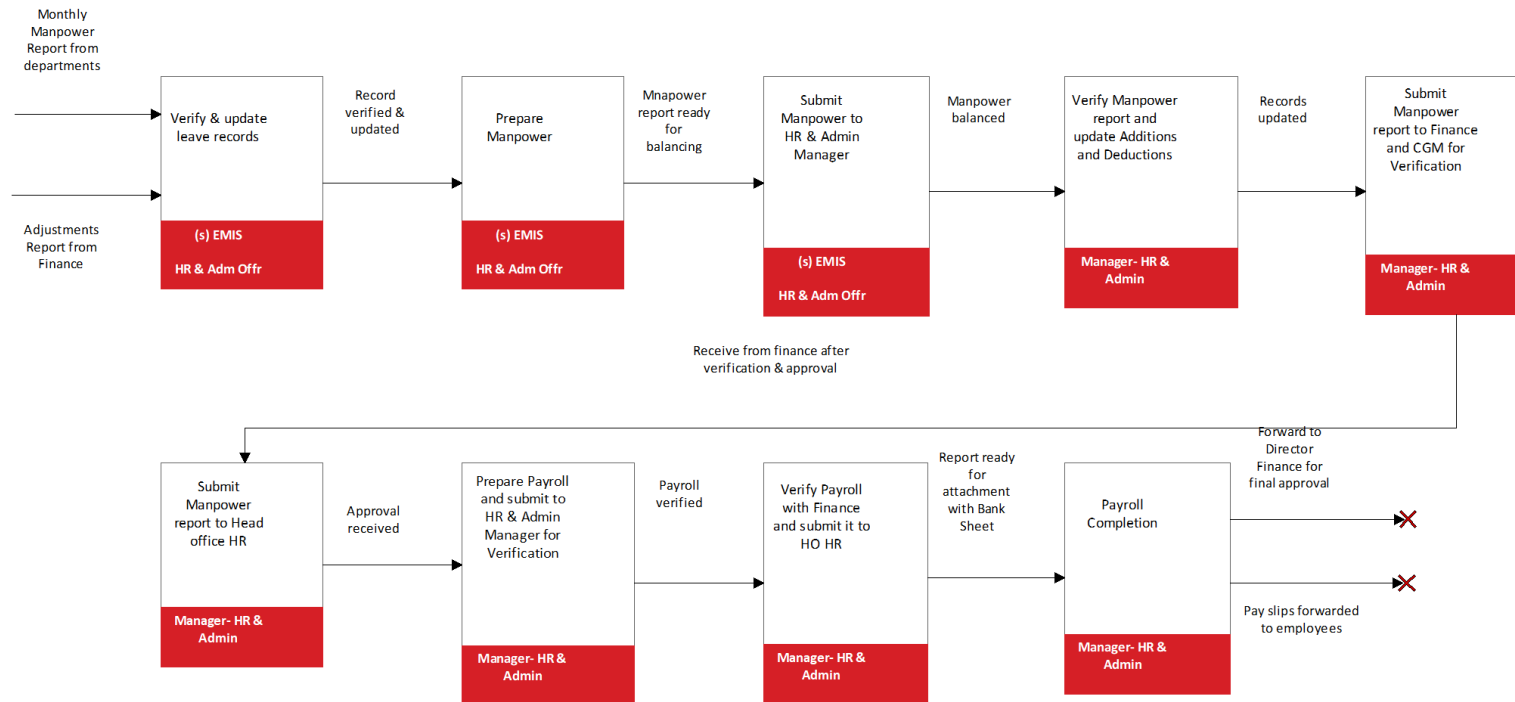Date: 5/25/2017
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ○ Read Only

Manage Existing Employee Training

Implement training module

Manage External Training

Attach: Training Needs Analysis (TNA) Sample Form

Pass Result of evaluation, will join the business & eligible for other job related training

External training required

Internal Specialist training

Forward training requisition / nomination form to departments

Form received

Arrange meeting with departments

Prepare modules

Module ready

Prepare Training Needs Analysis
L&D Advisor

Existing Employee

Discuss Training Needs
L&D Advisor

Modules Realign as per business needs
L&D Advisor

Post Training Calendar
L&D Advisor

Receive requests for training
L&D Advisor

Forms forwarded to departments

Forms received from departments

Failure to meet min participants, train

To meet required number of participants & be cost effective

For internal specialist training, certificates are issued to QRM & IT

Training conducted as per calendar

Employee passed

Employee received certificate

Check Number of Participants
L&D Advisor

Training Evaluation
L&D Advisor

Issue Certificate-of-Achievement
L&D Advisor

Employee failed

Title: Manage Existing Employee Training
Author: Edwin Ramos
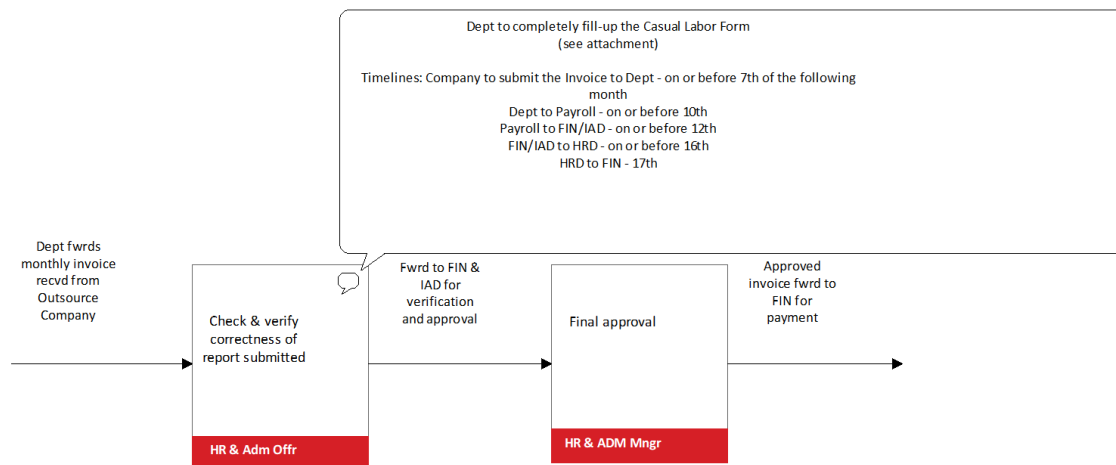Date: 6/16/2010
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
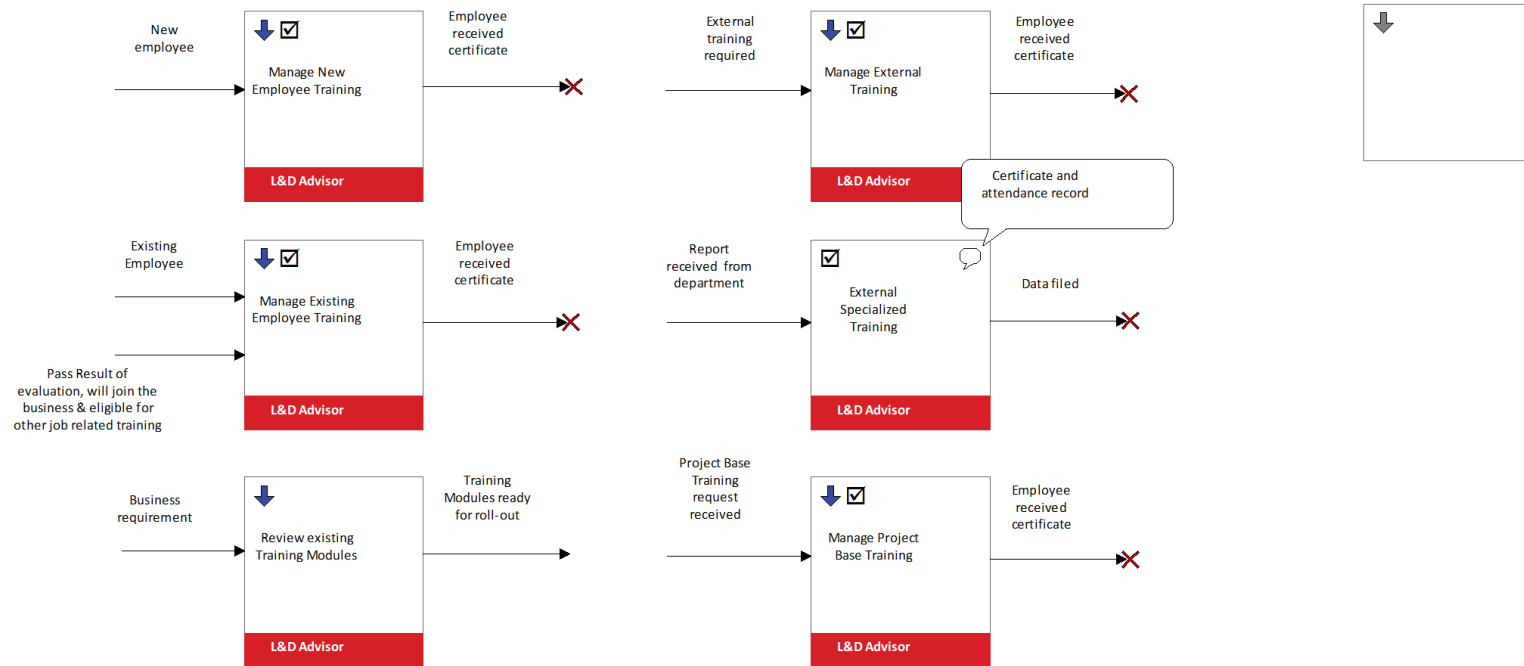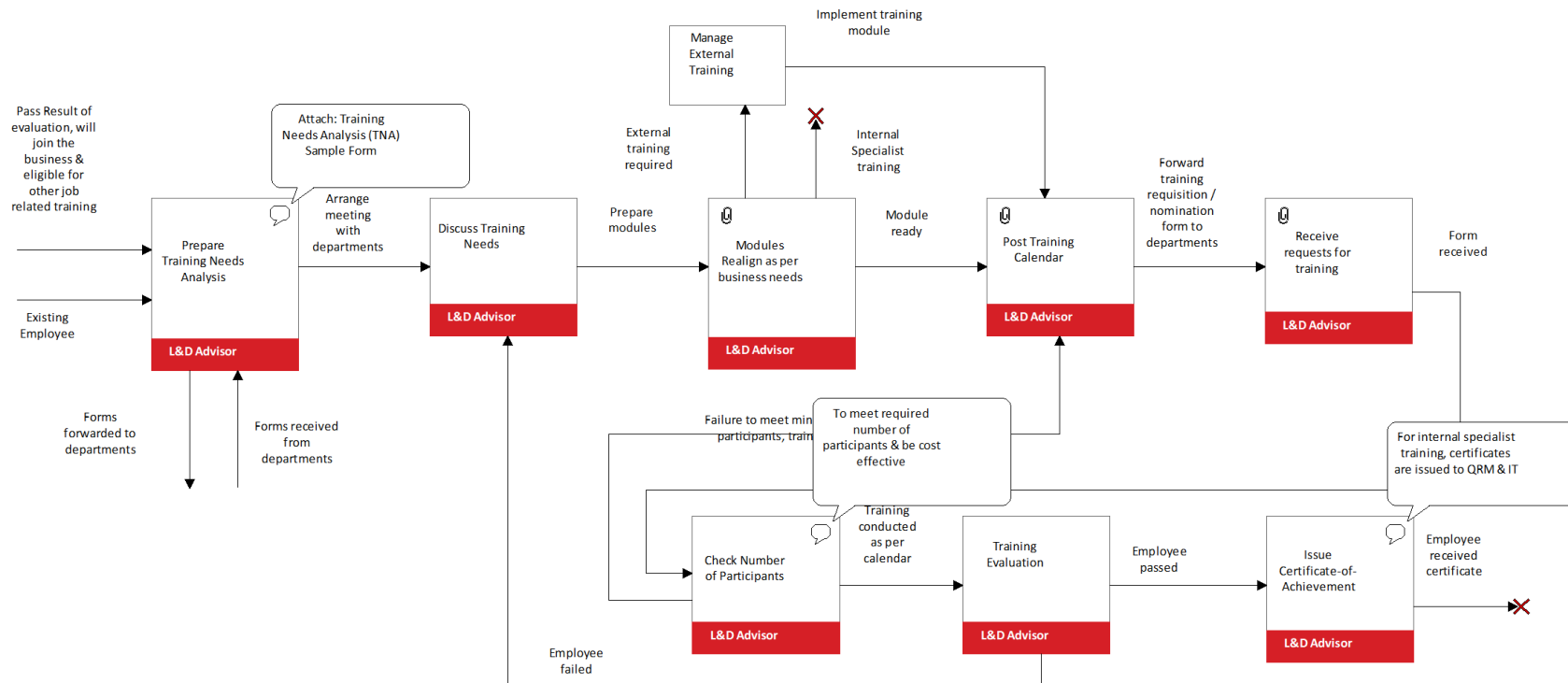Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ● Keywords
○ Change Requests   ○ Read Only

SMSA

Manage New Employee Training

Welcome to SMSA
Duration: One Day
Note: Employee should not
join the business until
induction is completed

On Job Training to be given
following completion of
induction program
Attach: Sample Joining Form

Technical Training is
mandatory for core
business employees
only.

Trainer & Trainee Evaluation
Sample Forms to be
attached
Three attempts to pass
within 90 days

Issue Certificate of
Attendance or
Certificate of
Achievement
Attach: Sample
Certificates

New
employee

Induction
Program

Induction
completed

Inform
department
head for On-Job
Training

On Job
training
completed

Classroom
Technical
Training

Technical
Training
completed

Training
Evaluation

eligible for
other job
related
training

Issue Certificate

Employee
received
certificate

Trng Specialist   **Trng Specialist**   **Trng Specialist**   **Trng Specialist**   **L&D Advisor**

Fail Result of Evaluation

Fail Result after
three attempts,
employee
dismissed

Manage
Employee
Relations

Title:	Manage New Employee Training	Owner:	Shaji George
Author:	Edwin Ramos	Diagram Version:	Draft Copy
Date:	6/16/2010	Review Date:	None
Volume:	0.00 Per Second		

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ● Keywords
○ Change Requests ○ Read Only

Manage External Training

Identify number
of participants

L&D Advisor

Inform
requesting
department

Secure approval
from MD

Advisor

Training
approved

Search training
modules with
external training
partners
Attach: List of
accredited training
partners

rticipants
ed

For Specialized
courses, direct
manager & supervisor
are considered as
trainers

Payment in full prior
to training
For one-off training,
ask participant to sign
bond of undertaking
Attach: Sample of
Bond of Undertaking

Regular or one-time

Training not
budgeted

External
training
required

Analyze training

Analysis
completed

Research market
for available
training modules

Regular
training

Identify number
of trainers

Trainers
identified

Request for
training schedule
& proposal

As per
approved
budget

Request Finance
for payment

L&D Advisor

L&D Advisor

L&D Advisor

L&D Advisor

L&D Advisor

Payment confirmed by Finance

Nominate trainers
/ participants

Nomination
completed

Evaluate & certify
trainers /
participants

In-house
trainers

Implement
training module
in-house

Training
module
scheduled

Manage Existing
Employee
Training

L&D Advisor

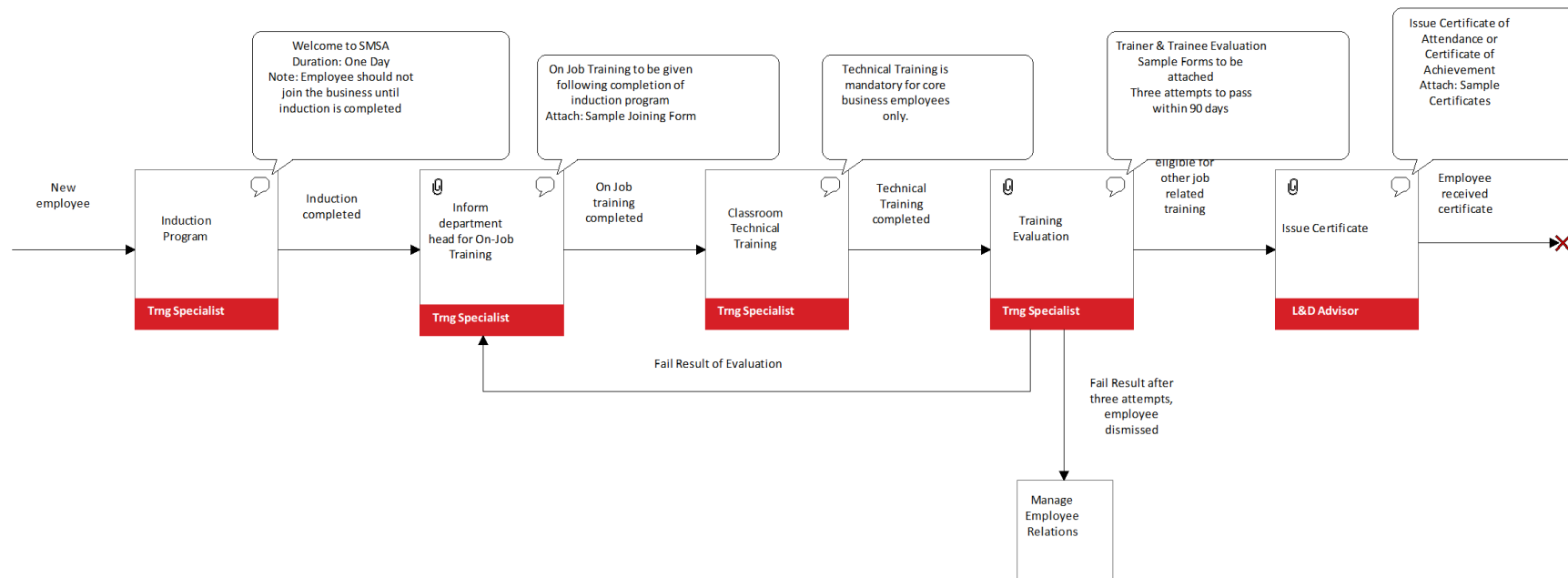L&D Advisor

L&D Advisor

Participants
received
certificate

Title: Manage External Training
Author: Edwin Ramos
Date: 6/22/2010
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ● Keywords
○ Change Requests ○ Read Only

Manage Project Based Training

Manage External Training

Outsource training

Disapproved

Develop Job Aids in coordination with Department Head

Obtain tentative training schedule approval

Project Base Training request received	Determine projects training type	Internal training	Analyse Project training requirements	Analysis done	Present proposals to MD	Approved	Study on-job operating process	Study completed	Develop Job Aids	Training Material developed	Submit material for approval from Dept. Head
	L&D Advisor		L&D Advisor		L&D Advisor		Tmg Specialist		L&D Advisor		L&D Advisor

Material & schedule approved

Training specialist will send the results of test to direct manager

Send training notice	Notices sent	Conduct training session	Training completed	Conduct observation test	Test completed	Conduct Trainer & Trainee Evaluation	Evaluation completed	Publish test results	Successful candidates, receive certificates
Tmg Specialist		Tmg Specialist		Tmg Specialist		Tmg Specialist		Tmg Specialist	

Unsuccessful participants, dept. head to coach & reschedule for training

Title: Manage Project Based Training
Author: Edwin Ramos
Date: 6/22/2010
Volume: 0.00 Per Second

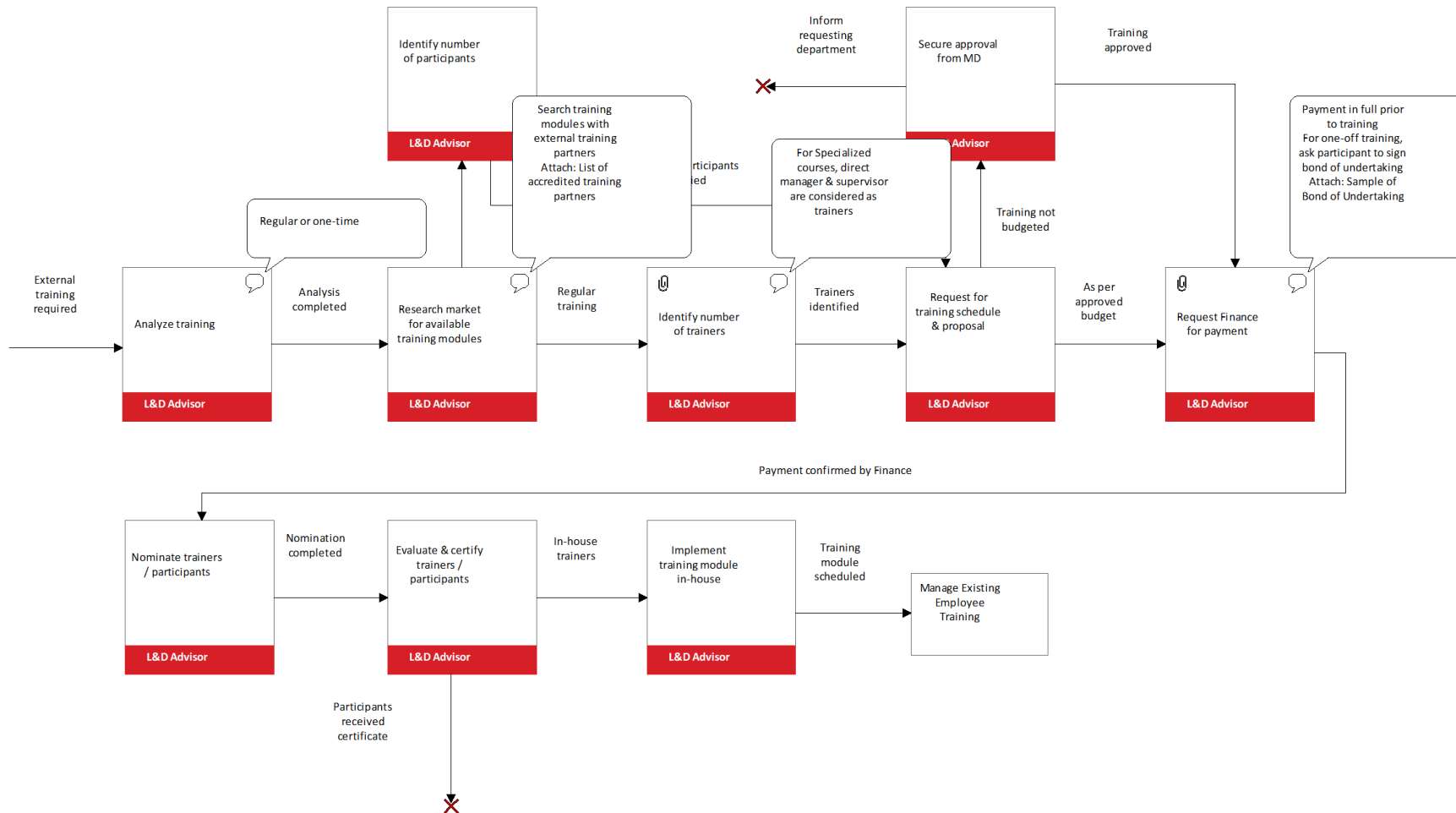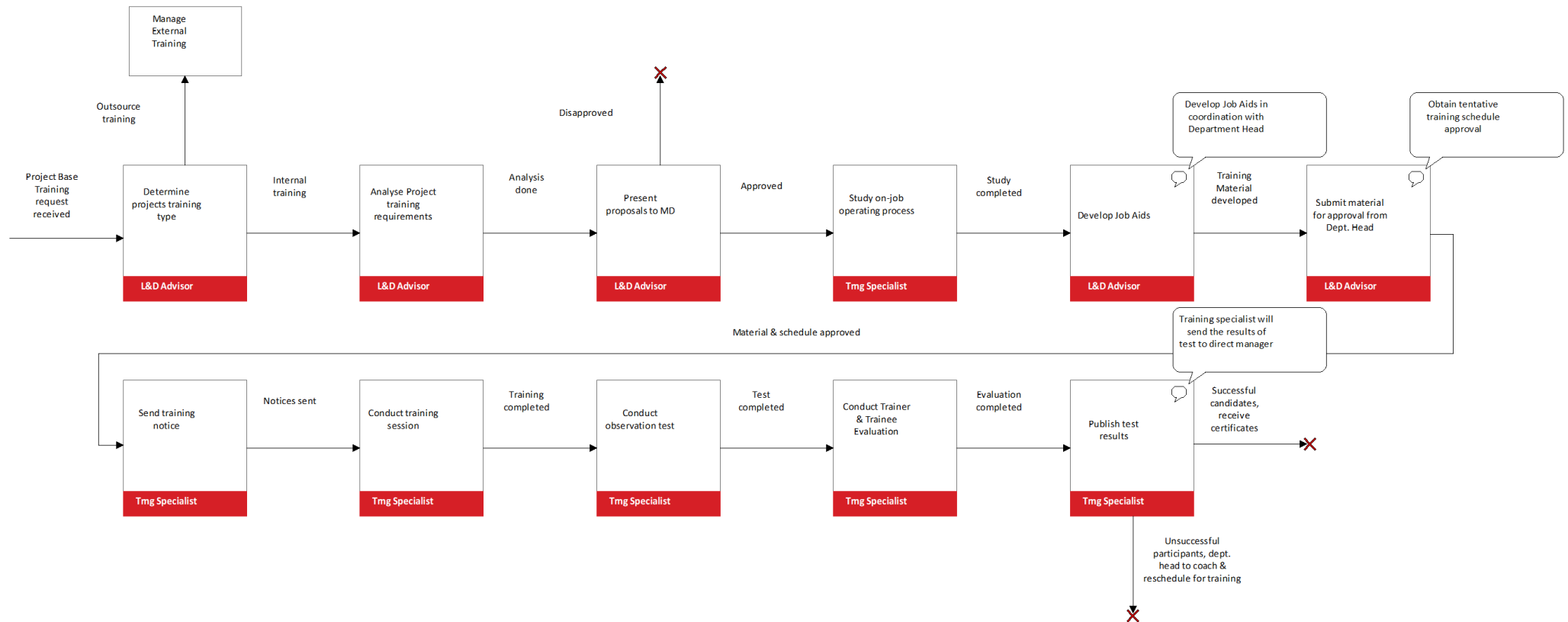Authorization: Update Pending

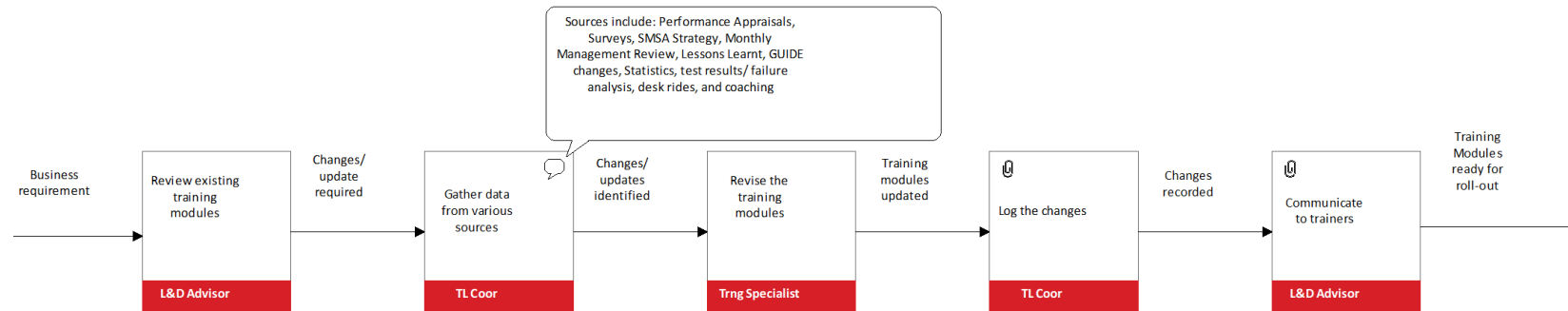Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions
● Change Log
○ Change Requests

○ Feedback
● Keywords
○ Read Only

SMSA

Organizational Knowledge: Training Modules

Sources include: Performance Appraisals, Surveys, SMSA Strategy, Monthly Management Review, Lessons Learnt, GUIDE changes, Statistics, test results/ failure analysis, desk rides, and coaching

Business requirement

Review existing training modules	Gather data from various sources	Revise the training modules	Log the changes	Communicate to trainers
L&D Advisor	**TL Coor**	**Trng Specialist**	**TL Coor**	**L&D Advisor**

Changes/ update required → Changes/ updates identified → Training modules updated → Changes recorded → Training Modules ready for roll-out

Title: Organizational Knowledge: Training Modules
Author: Edwin Ramos   Authorization: Update Pending
Date: 6/19/2016
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ○ Read Only

Certificate printed → **Obtain MD`s Sign** (HR Mngr) → Certificate ready → **Send the signed Certificate to requester** (HR Mngr) → Request completed → ✕

Obtain acknowledgement & file a copy in the personnel file

Government requirement → **Open employer`s services on MLSD platform** (HR Mngr) → Forward for approval → **Bahrainization Certificate Service** (HR Mngr) → Request approved → **Creat New Request** (HR Mngr) → Request submitted → **Certificate Digitally Received** (HR Mngr) → Certificate forwarded & uploaded on GUIDE → ✕
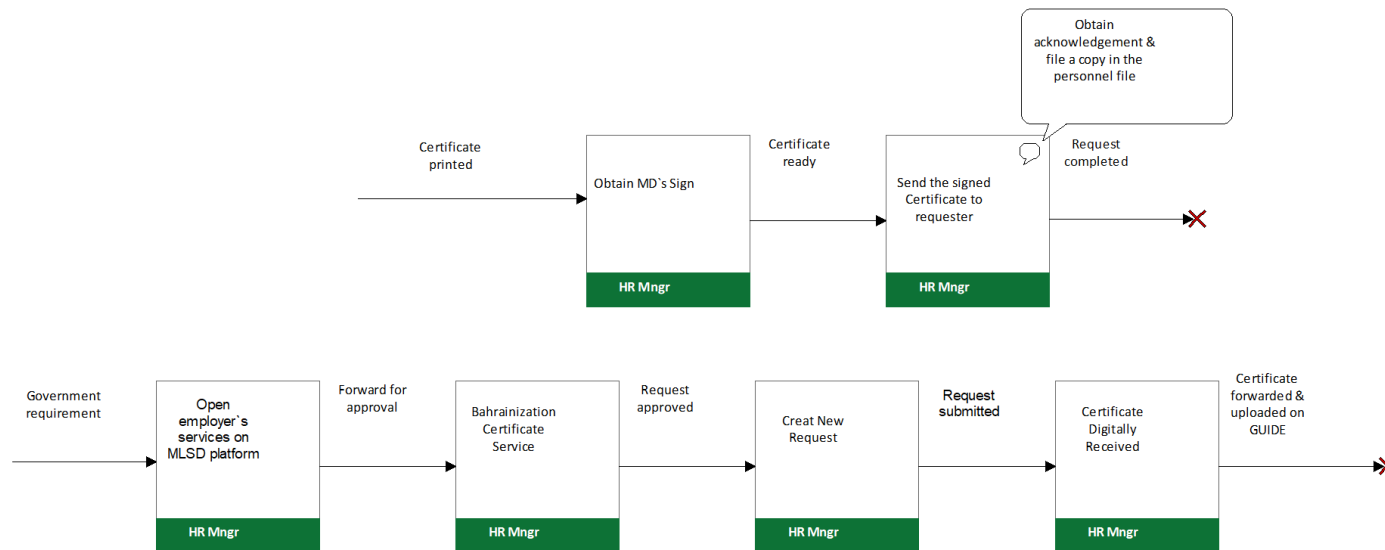
Title:
Author: Bashayr Al sharidi
Date: 10/2/2023
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
○ Change Log   ○ Keywords
○ Change Requests ○ Read Only

BAH - Operations

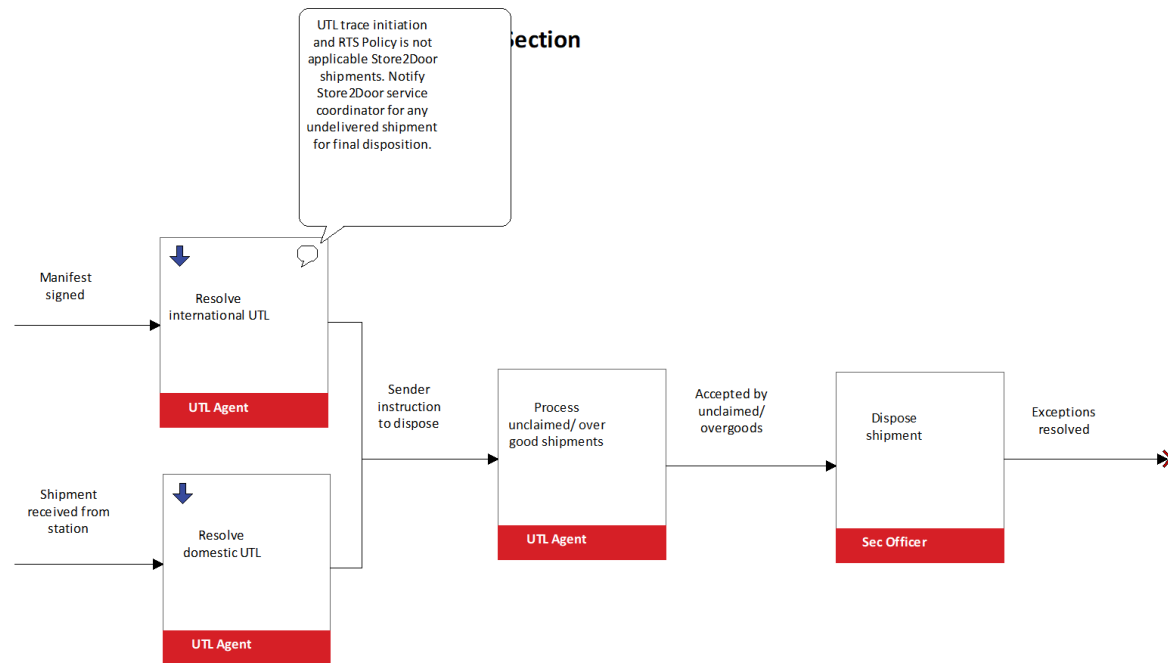|			
Stations	Gateway	Special Delivery Channel	Fulfillment
UTL	Overgoods	Fleet	Third Party Vendor	RTS

Title: BAH - Operations
Author: Edwin Ramos
Date: 3/22/2017
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ○ Read Only

SMSA

UTL trace initiation and RTS Policy is not applicable Store2Door shipments. Notify Store2Door service coordinator for any undelivered shipment for final disposition.

Section

Manifest signed

Resolve international UTL

UTL Agent

Shipment received from station

Resolve domestic UTL

UTL Agent

Sender instruction to dispose

Process unclaimed/ over good shipments

UTL Agent

Accepted by unclaimed/ overgoods

Dispose shipment

Sec Officer

Exceptions resolved

Title: BAH - OPS UTL Section
Author: Edwin Ramos
Date: 11/6/2017
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ○ Read Only

Resolve Domestic UTL

Along with with
manifest
& get signature

Print label&
apply UTL Out
scan

UTL Agent

Scan
applied

handover
shipments to
station

UTL Agent

Shipments
handed over
& Singed

Link To:
BAH -
Station
Operations

Customer No.
& Address
updated

Shipment
received from
STN

Apply UTL in
scan

UTL Agent

Scan
applied

Assign AWB
for CS
Validation

UTL Agent

(s) S-panel

AWB
assigned

Link to :
CS Validation

Sender
instruction
to dispose

Link To:
BAH - OPS
Overgoods
Section

Shipper
requested
RTS

Link To:
RTS

Title: Resolve Domestic UTL
Author: Edwin Ramos
Date: 4/11/2017
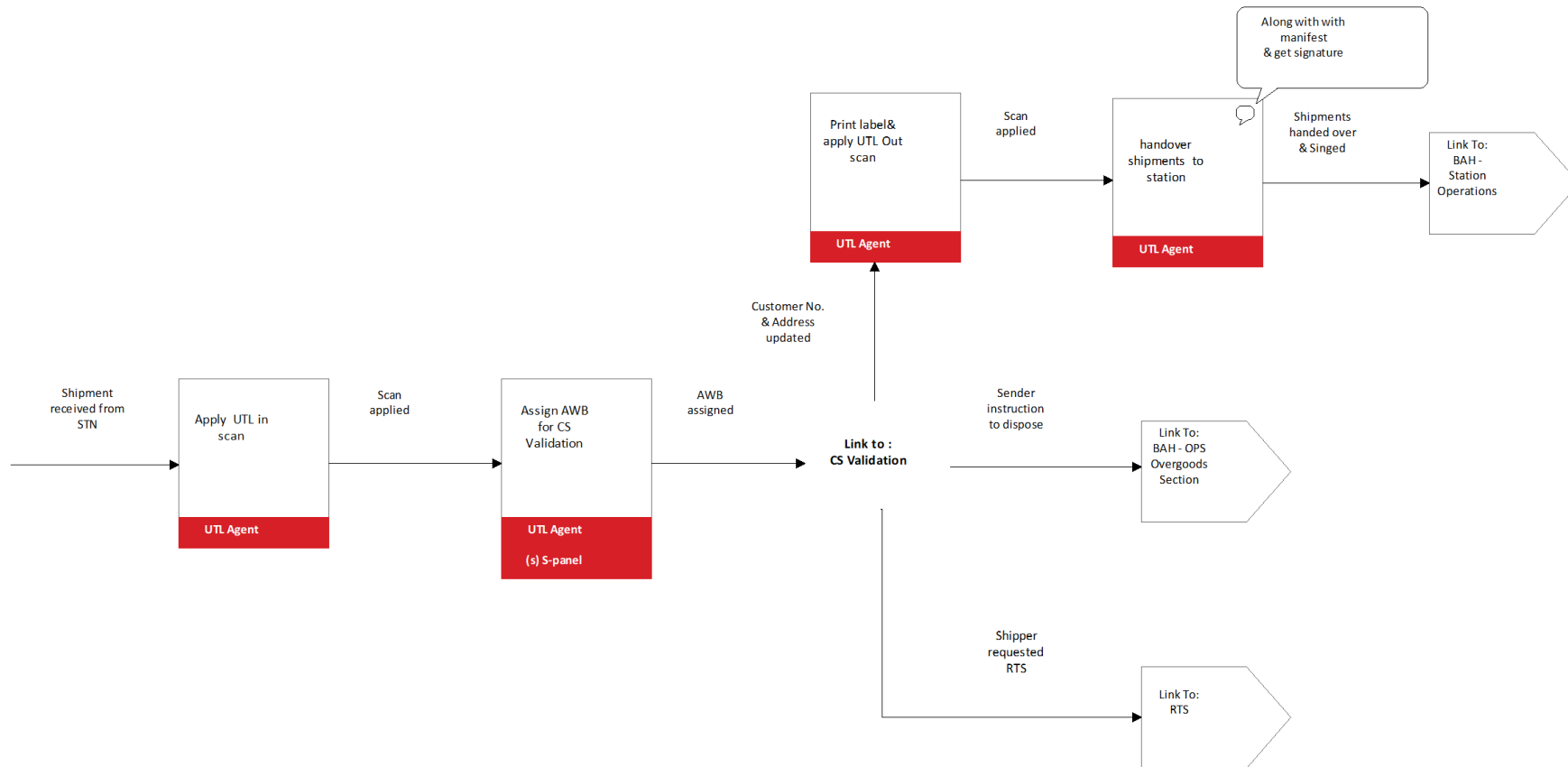Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
● Change Requests   ○ Read Only

Resolve International UTL

Along with with
manifest
& get signature

Print label&
apply UTL Out
scan

UTL Agent

Scan
applied

Handover
shipments to
station

UTL Agent

Shipments
handed over
& Singed

Link To:
BAH -
Station
Operations

Customer No.
& Address
updated

Shipment
received from
STN

Apply UTL in
scan

UTL Agent

Scan
applied

Assign AWB
for CS
Validation

UTL Agent

(s) S-panel

AWB
assigned

**Link to :
CS Validation**

Sender
instruction
to dispose

Link To:
BAH - OPS
Overgoods
Section

Shipper
requested
RTS

Link To:
RTS

Title: Resolve International UTL
Author: Edwin Ramos
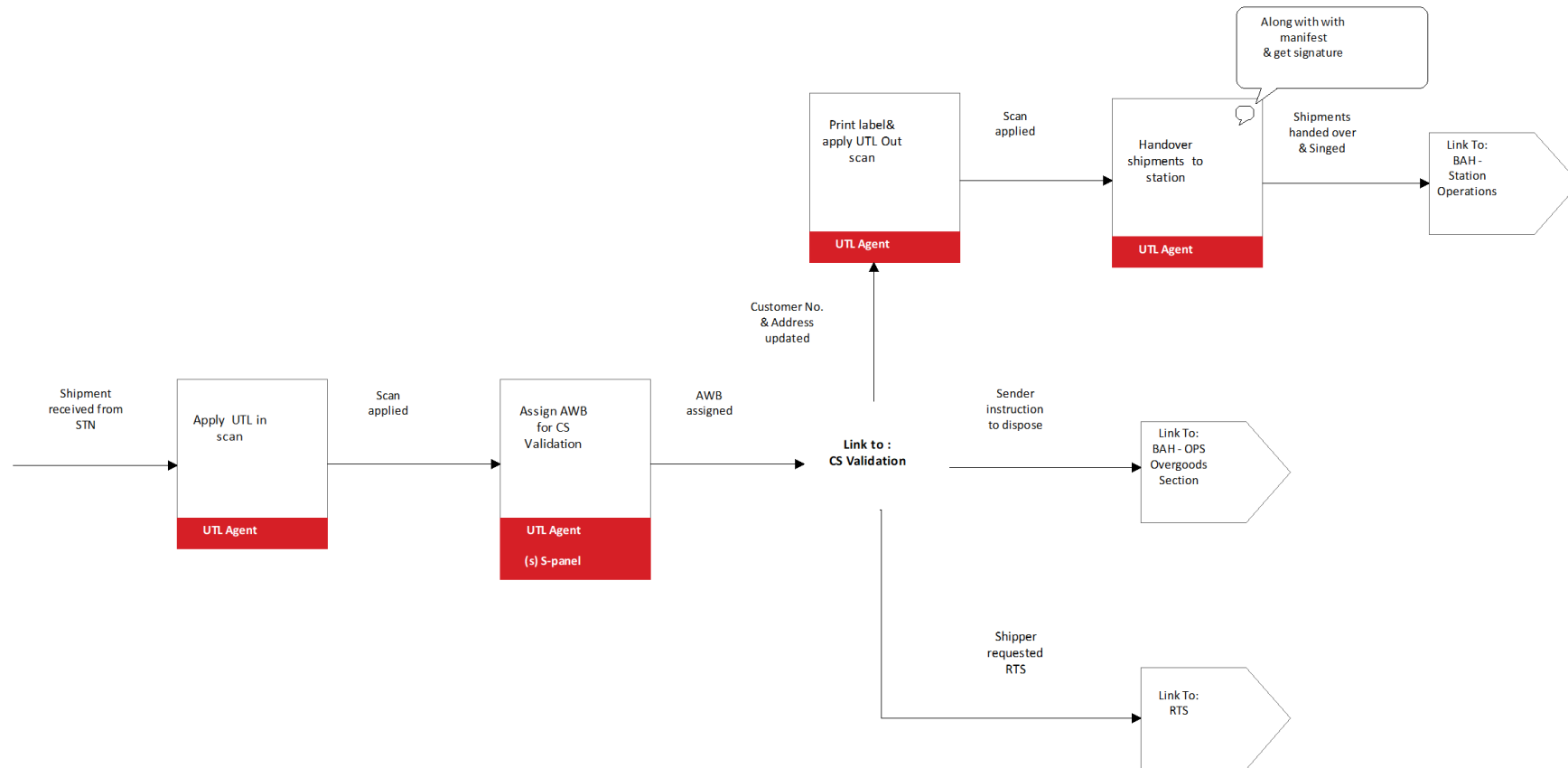Date: 4/11/2017
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
● Change Requests ○ Read Only

BAH - OPS Overgoods Section

Shpts for HAL

Pull-out shpts & forward to STN

STN Agent

Link To: Process inbound HAL shipments

Shpts for delivery

Link To: Deliver Shipment

OPS Supervisor together with QRM representative will identify & deliver the shipments t the charity organization

Check actual shpts received against the manifest

Print current CORE details & attach to the shipment

Sort as: Low Value & High Value shipments in OVG racks inside the HV cage.

Shipments for destroy

Receive hand-over from Station

Hand-over complete

Make shipment log

Shpt log updated

Sort shipments

Shpts inactive/ abandoned for 3 mos.

Deliver parcels & HV shpts to chosen Charity

Shpts delivered to Charity

Obtain proof of delivery

No update Received (Unclaimed)

STN Agent

(s) CORE

STN Agent

(s) MS Excel

STN Agent

STN Agent

STN Agent

Shipments disposed

Dispose low value documents

STN Agent

Title: BAH - OPS Overgoods Section
Author: Edwin Ramos
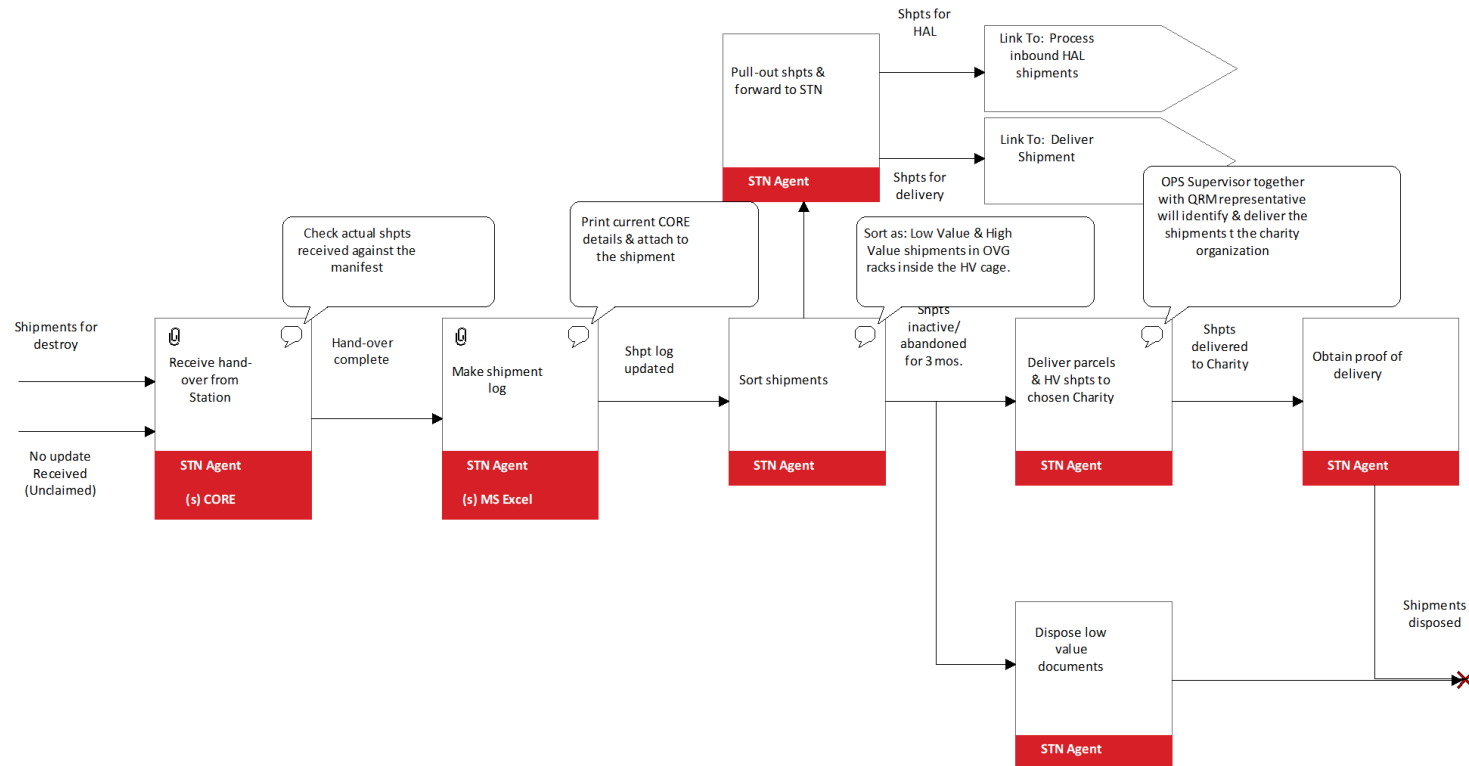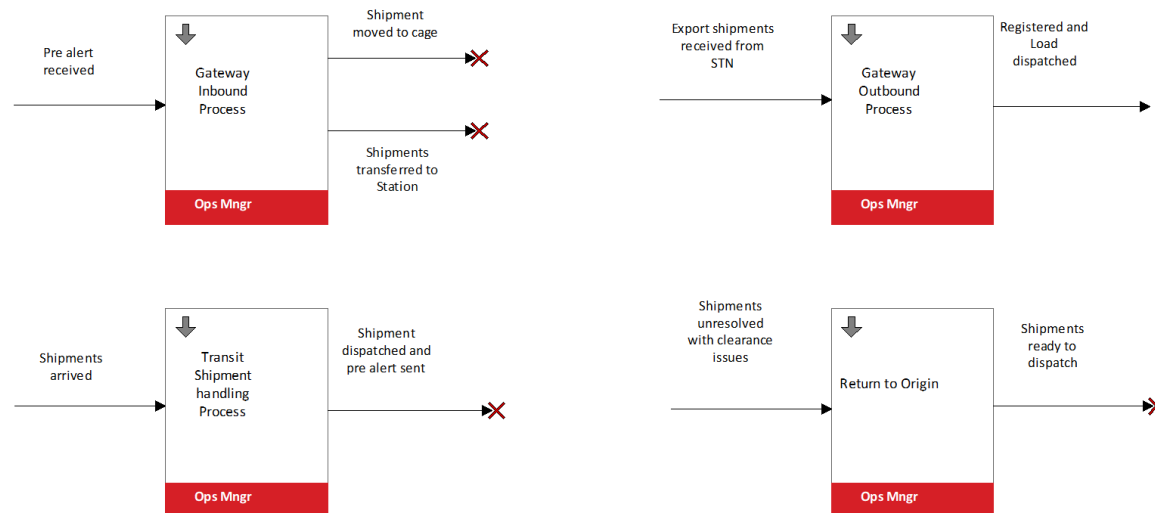Date: 11/6/2017
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions
● Change Log
● Change Requests

○ Feedback
○ Keywords
○ Read Only

BAH - Gateway Operations

Pre alert received → Gateway Inbound Process (Ops Mngr)
- Shipment moved to cage ✗
- Shipments transferred to Station ✗

Export shipments received from STN → Gateway Outbound Process (Ops Mngr) → Registered and Load dispatched

Shipments arrived → Transit Shipment handling Process (Ops Mngr) → Shipment dispatched and pre alert sent ✗

Shipments unresolved with clearance issues → Return to Origin (Ops Mngr) → Shipments ready to dispatch ✗

Title:	BAH - Gateway Operations	
Author:	Nouf Al Rammah	
Date:	11/6/2017	
Volume:	0.00 Per Second	

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ○ Read Only

Gateway Inbound Process

Pre alert received → **Pre-alert Receiving Process** | Clear Coor → Truck offloaded in BLZ warehouse → ✕

Origin Export Bayan Received → **Causeway to BLZ Transfer Process** | Clear Coor → Truck exited → ✕

Shipment received in BLZ → **Bahrain Gateway Import Handling** | Clear Coor → Clearance completed → ✕

Title: Gateway Inbound Process
Author: Nouf Al Rammah
Date: 10/2/2023
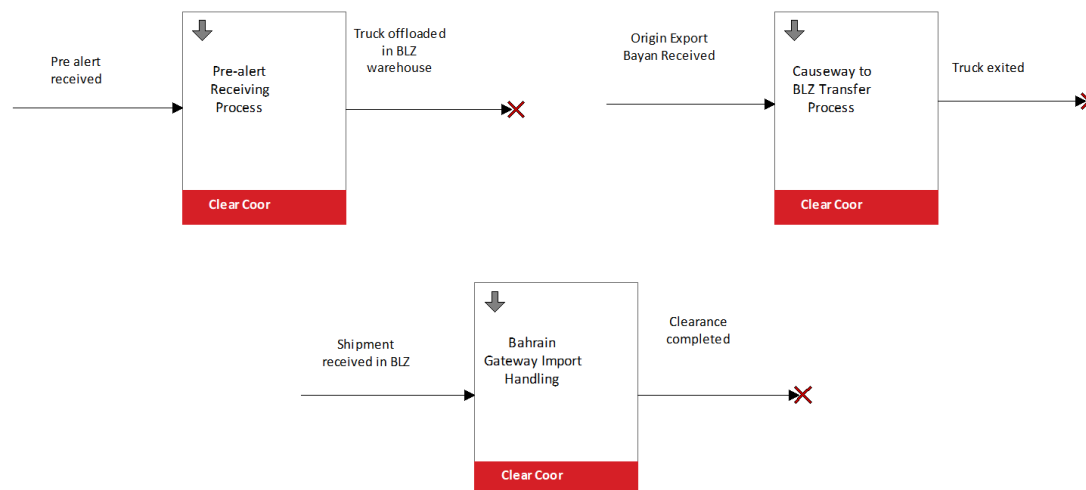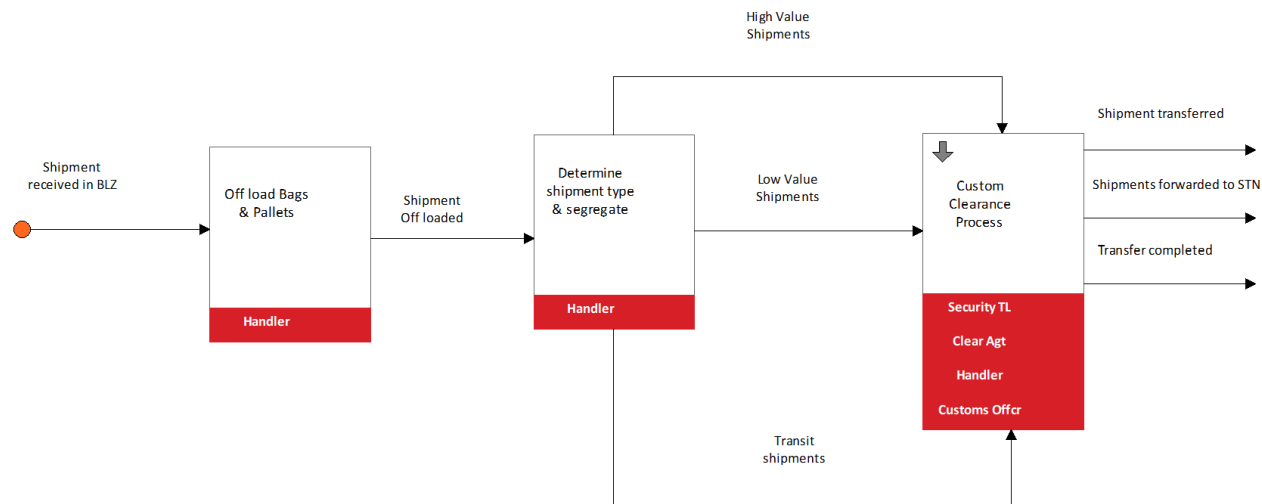Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ○ Read Only

Bahrain Gateway Import Handling

High Value
Shipments

Shipment transferred

Shipment
received in BLZ

Off load Bags
& Pallets

Shipment
Off loaded

Determine
shipment type
& segregate

Low Value
Shipments

Custom
Clearance
Process

Shipments forwarded to STN

Transfer completed

Handler

Handler

Security TL

Clear Agt

Handler

Customs Offcr

Transit
shipments

Title: Bahrain Gateway Import Handling
Author: Nouf Al Rammah   Authorization: Update Pending
Date: 10/2/2023
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
● Change Requests ○ Read Only

Custom Clearance Process

Diagram flow:

- High value shipments → **High value shipments process** (GW Supervisor) → Shipment Cleared → **Transfer to Station** (Clear Agt / Sec Officer / Handler) → Shipment transferred
- Not Cleared → Resolve Clearance Issues
- Low Value Shipments → **Shipments go through Customs X-Ray** (Customs Offcr) → X-ray not cleared → **Physical inspections perform by customs** (Customs Offcr) → Not Cleared → **Resolve Clearance Issues** (Customs Offcr) → Shipments not resolved → **Transfer shipments in Custom cage area** (Handler) → Shipment transferred → Link To: Return to Origin
- Shipments cleared / Shipments cleared as low value → **Low Value shipments** (Clear Agt) → Shipments forwarded to STN
- Transit shipments → **Shipments go through Customs X-Ray** (Customs Offcr) → X-Ray completed → **Transfer shipments to Transit shed** (Handler) → Transfer completed

High Value Shipments Process

↓	↓	↓	↓
Process High Value - No approval required	Process High Value - Manual Approval Required	Process High Value - Electronic Approval Required	Process High Value - Manual & Electronic Approval Required
GW Supervisor	**GW Supervisor**	**GW Supervisor**	**GW Supervisor**

Title: High Value Shipments Process
Author: Nouf Al Rammah
Date: 10/2/2023
Volume: 0.00 Per Second

Authorization: Update Pending

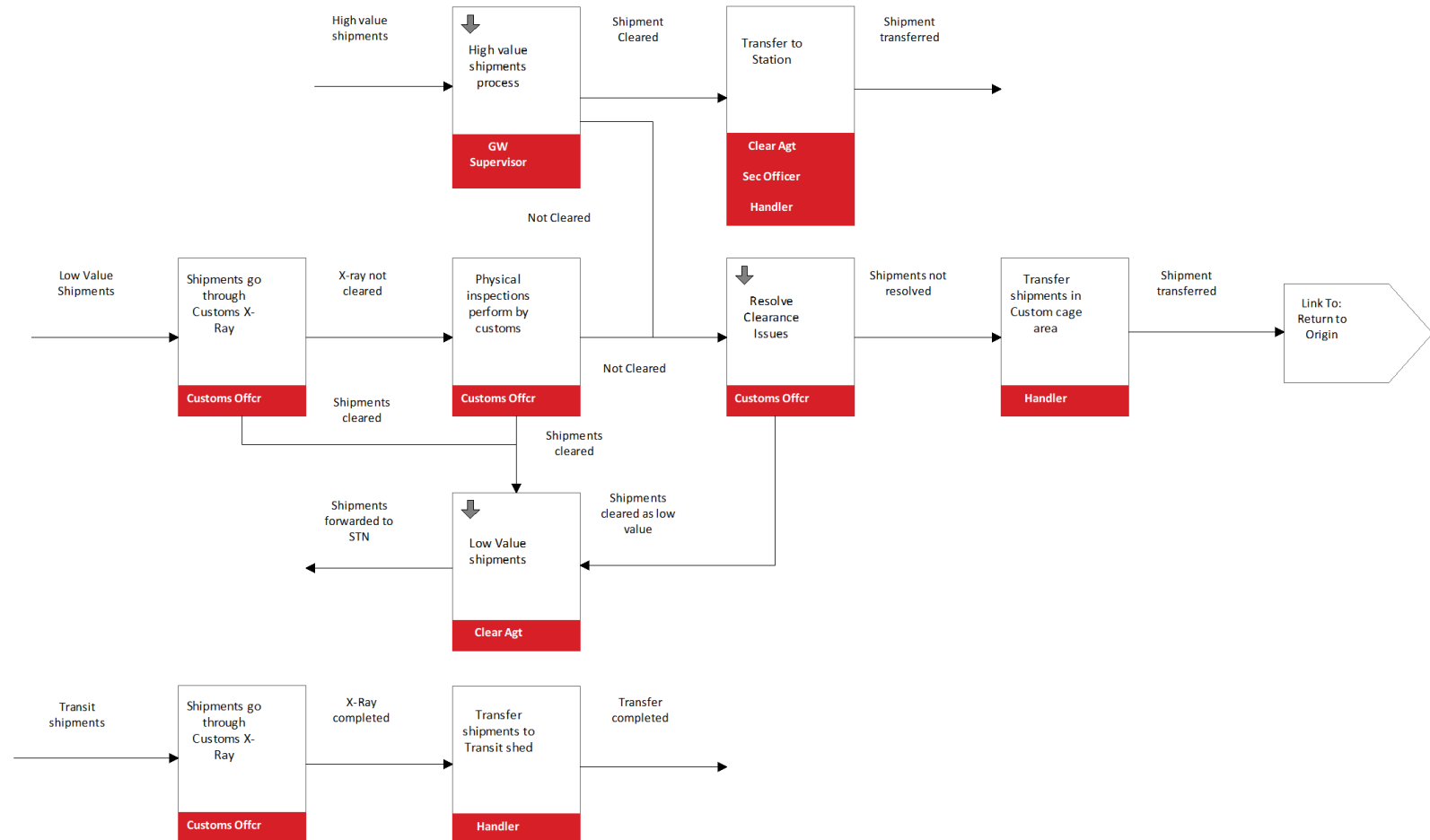Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions
● Change Log
● Change Requests

○ Feedback
○ Keywords
○ Read Only

HV Process - No Approval Required

Initiate ticket request to CS / Key Accounts — **Clear Coor**

Ticket requested

Transfer Shipment to RTS Area — **Clear Coor**

Shipts transferred

Link To: Return to Origin

Not approved

Documents Ready

Generate Customs Declaration — **Clear Agt**

Declaration Generate

Get payment confirmation from concerned Dept. — **Clear Coor**

Payment confirmed

Complete payment — **Clear Agt**

payment completed

Request Customs inspection — **Clear Agt**

Shipts Cleared

Dutiable STAT-66 Release, Gateway out

Exit Note from Customs for release shipment — **Clear Agt**

Customs released

Apply GW scans & release shipments — **Clear Agt**

Scans applied

Create GW to STN Handover Manifest — **Clear Agt**

Forward Shipment To STN

HV Process - Manual Approval Required

Initiate ticket request to CS / Key Accounts
Clear Coor

Ticket requested

Transfer Shipment to RTS Area
Clear Coor

Shipts transferred

Link To: Return to Origin

Not approved

Documents Ready

Generate Customs Declaration
Clear Agt

Declaration Generate

Get payment confirmation from concerned Dept.
Clear Coor

Payment confirmed

Complete payment & apply for Manual Approval Clear Agt
Clear Agt

payment completed & Manual approved

Request Customs inspection
Clear Agt

Shipts Cleared

Exit Note from Customs for release shipment
Clear Agt

Customs released

Apply GW scans & release shipments
Clear Agt

Dutiable STAT-66 Release, Gateway out

Not Cleared

Link To: Resolve Clearance Issues

Scans applied

Create GW to STN Handover Manifest
Clear Agt

Forward Shipment To STN

Title: HV Process - Manual Approval Required
Author: Nouf Al Rammah
Date: 2/26/2025
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Nouf Al Rammah
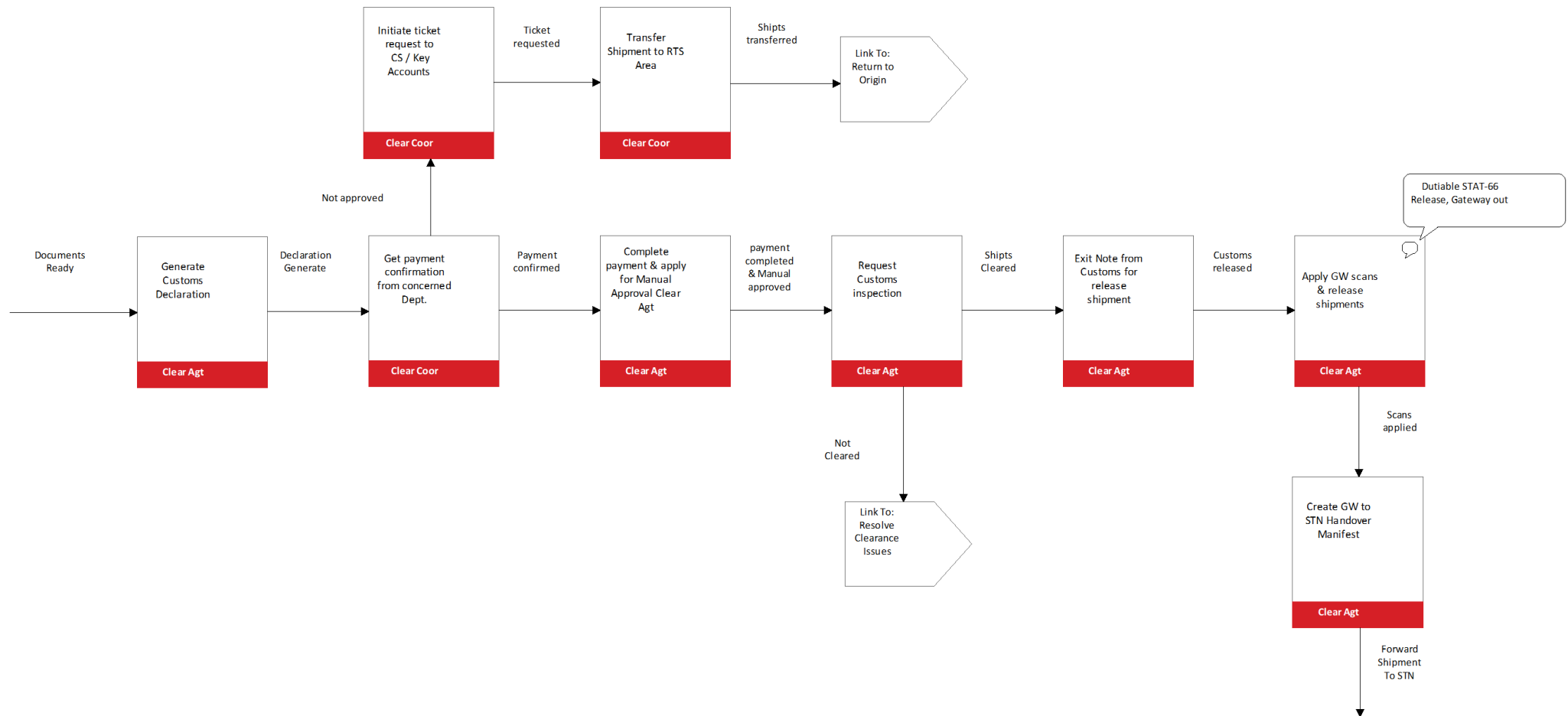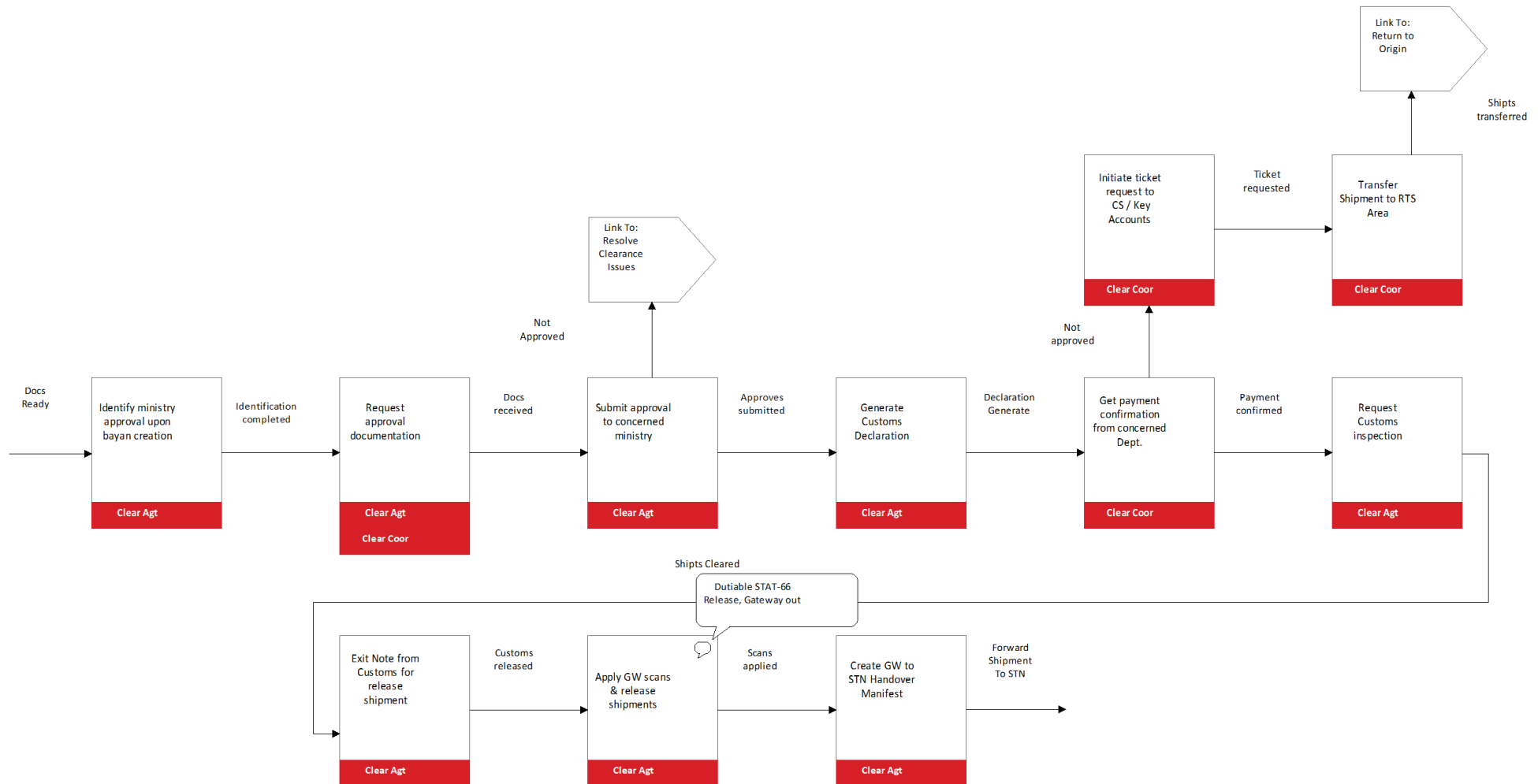Diagram Version: Draft Copy
Review Date: None
Authorization: Update Pending
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ○ Read Only

HV Process - Electronic Approval Required

Link To:
Return to
Origin

Shipts
transferred

Initiate ticket
request to
CS / Key
Accounts

Clear Coor

Ticket
requested

Transfer
Shipment to RTS
Area

Clear Coor

Link To:
Resolve
Clearance
Issues

Not
Approved

Not
approved

Docs
Ready

Identify ministry
approval upon
bayan creation

Clear Agt

Identification
completed

Request
approval
documentation

Clear Agt
Clear Coor

Docs
received

Submit approval
to concerned
ministry

Clear Agt

Approves
submitted

Generate
Customs
Declaration

Clear Agt

Declaration
Generate

Get payment
confirmation
from concerned
Dept.

Clear Coor

Payment
confirmed

Request
Customs
inspection

Clear Agt

Shipts Cleared

Dutiable STAT-66
Release, Gateway out

Exit Note from
Customs for
release
shipment

Clear Agt

Customs
released

Apply GW scans
& release
shipments

Clear Agt

Scans
applied

Create GW to
STN Handover
Manifest

Clear Agt

Forward
Shipment
To STN

Title: HV Process - Electronic Approval Required	Owner: Nouf Al Rammah
Author: Nouf Al Rammah Authorization: Update Pending	Diagram Version: Draft Copy
Date: 2/26/2025	Review Date: None
Volume: 0.00 Per Second Cost Per Second: $,3.5,E-0317	F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests   ○ Read Only

HV Process - Manual & Electronic Approval Required

Docs Ready → **Identify ministry approval upon bayan creation** (Clear Agt) → Identification completed → **Request approval documentation** (Clear Agt / Clear Coor)

Initiate ticket request to CS / Key Accounts (Clear Coor) → Ticket requested → **Transfer Shipment to RTS Area** (Clear Coor) → Shipts transferred → Link To: Return to Origin

Docs received → **Submit approval to concerned ministry** (Clear Agt) → Approves submitted → **Generate Customs Declaration** (Clear Agt) → Declaration Generate → **Get payment confirmation from concerned Dept.** (Clear Coor) → Payment confirmed → **Complete Payment & apply for Manual approval** (Clear Agt)

Not approved

Not Approved → Link To: Resolve Clearance Issues

Payment completed & Dutiable STAT-66 Release, Gateway out

Request Customs inspection (Clear Agt) → Shipts Cleared → **Exit Note from Customs for release shipment** (Clear Agt) → Customs released → **Apply GW scans & release shipments** (Clear Agt) → Scans applied → **Create GW to STN Handover Manifest** (Clear Agt) → Forward Shipment To STN

Title: HV Process - Manual & Electronic Approval Required
Author: Nouf Al Rammah   Authorization: Update Pending
Date: 2/26/2025
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Nouf Al Rammah
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
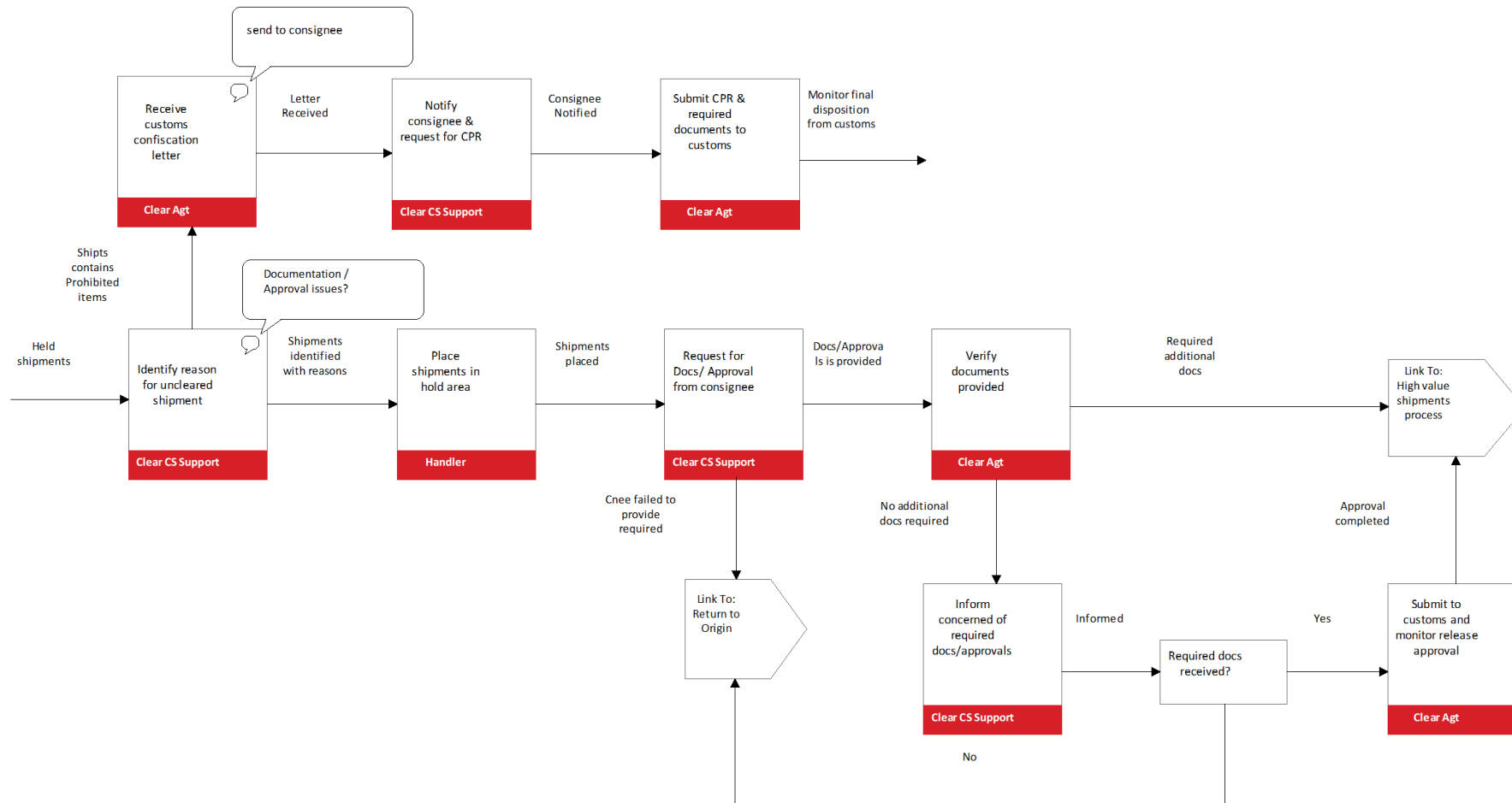○ Change Requests ○ Read Only

Resolve Clearance Issues

Title: Resolve Clearance Issues
Author: Nouf Al Rammah
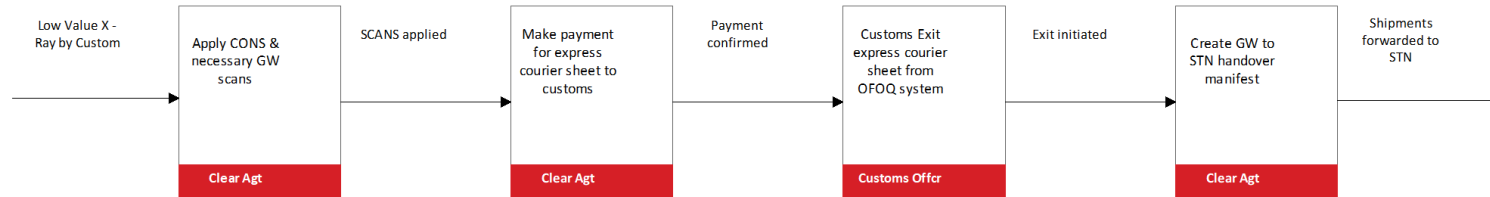Date: 10/3/2023
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
● Change Requests   ○ Read Only

smsa

Low Value Shipments

Low Value X - Ray by Custom

Apply CONS & necessary GW scans

Clear Agt

SCANS applied

Make payment for express courier sheet to customs

Clear Agt

Payment confirmed

Customs Exit express courier sheet from OFOQ system

Customs Offcr

Exit initiated

Create GW to STN handover manifest

Clear Agt

Shipments forwarded to STN

Title: Low Value Shipments
Author: Nouf Al Rammah
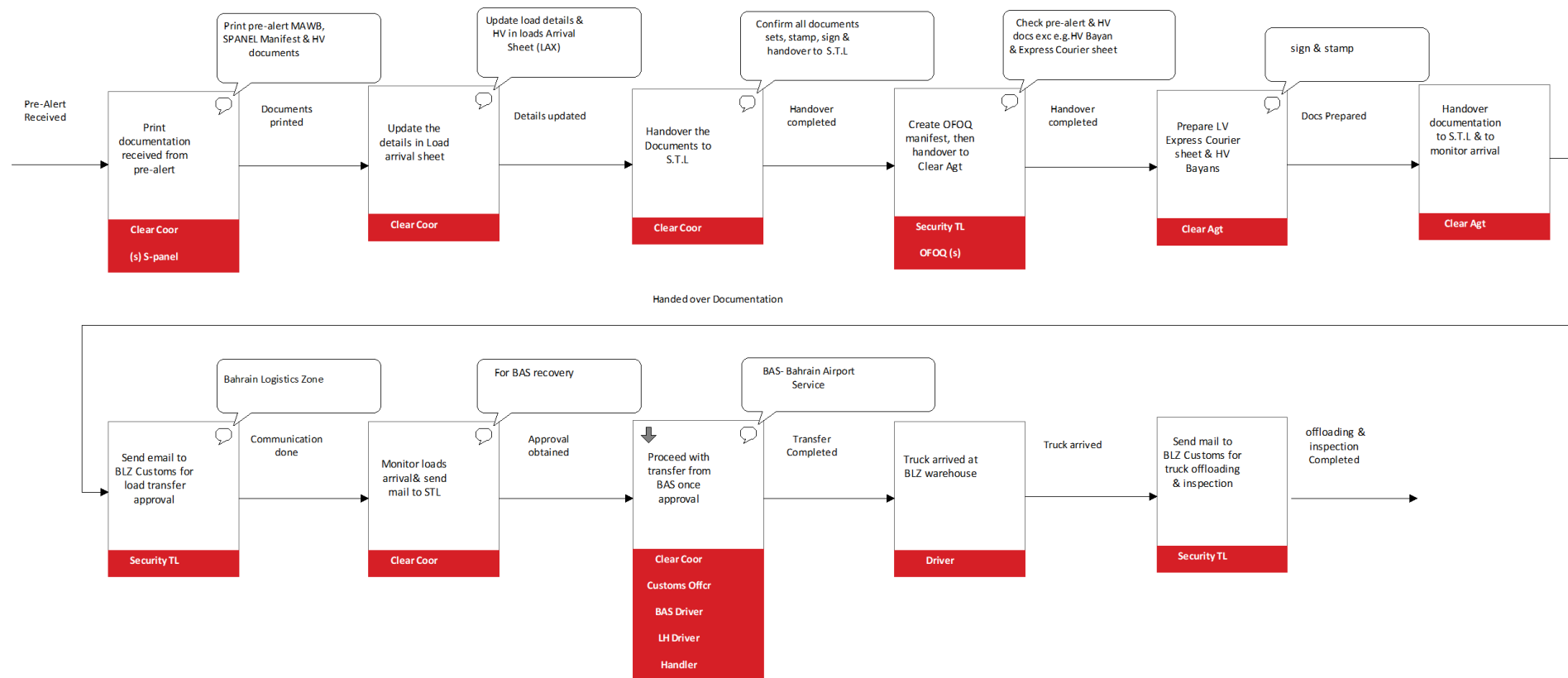Date: 10/3/2023
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
● Change Requests ○ Read Only

Pre-alert Receiving Process

Pre-Alert Received

| Print pre-alert MAWB, SPANEL Manifest & HV documents | Update load details & HV in loads Arrival Sheet (LAX) | Confirm all documents sets, stamp, sign & handover to S.T.L | Check pre-alert & HV docs exc e.g.HV Bayan & Express Courier sheet | sign & stamp |

Documents printed · Details updated · Handover completed · Handover completed · Docs Prepared

Print documentation received from pre-alert — Clear Coor (s) S-panel

Update the details in Load arrival sheet — Clear Coor

Handover the Documents to S.T.L — Clear Coor

Create OFOQ manifest, then handover to Clear Agt — Security TL / OFOQ (s)

Prepare LV Express Courier sheet & HV Bayans — Clear Agt

Handover documentation to S.T.L & to monitor arrival — Clear Agt

Handed over Documentation

| Bahrain Logistics Zone | For BAS recovery | BAS- Bahrain Airport Service |

Communication done · Approval obtained · Transfer Completed · Truck arrived · offloading & inspection Completed

Send email to BLZ Customs for load transfer approval — Security TL

Monitor loads arrival& send mail to STL — Clear Coor

Proceed with transfer from BAS once approval — Clear Coor / Customs Offcr / BAS Driver / LH Driver / Handler

Truck arrived at BLZ warehouse — Driver

Send mail to BLZ Customs for truck offloading & inspection — Security TL

Title: Pre-alert Receiving Process
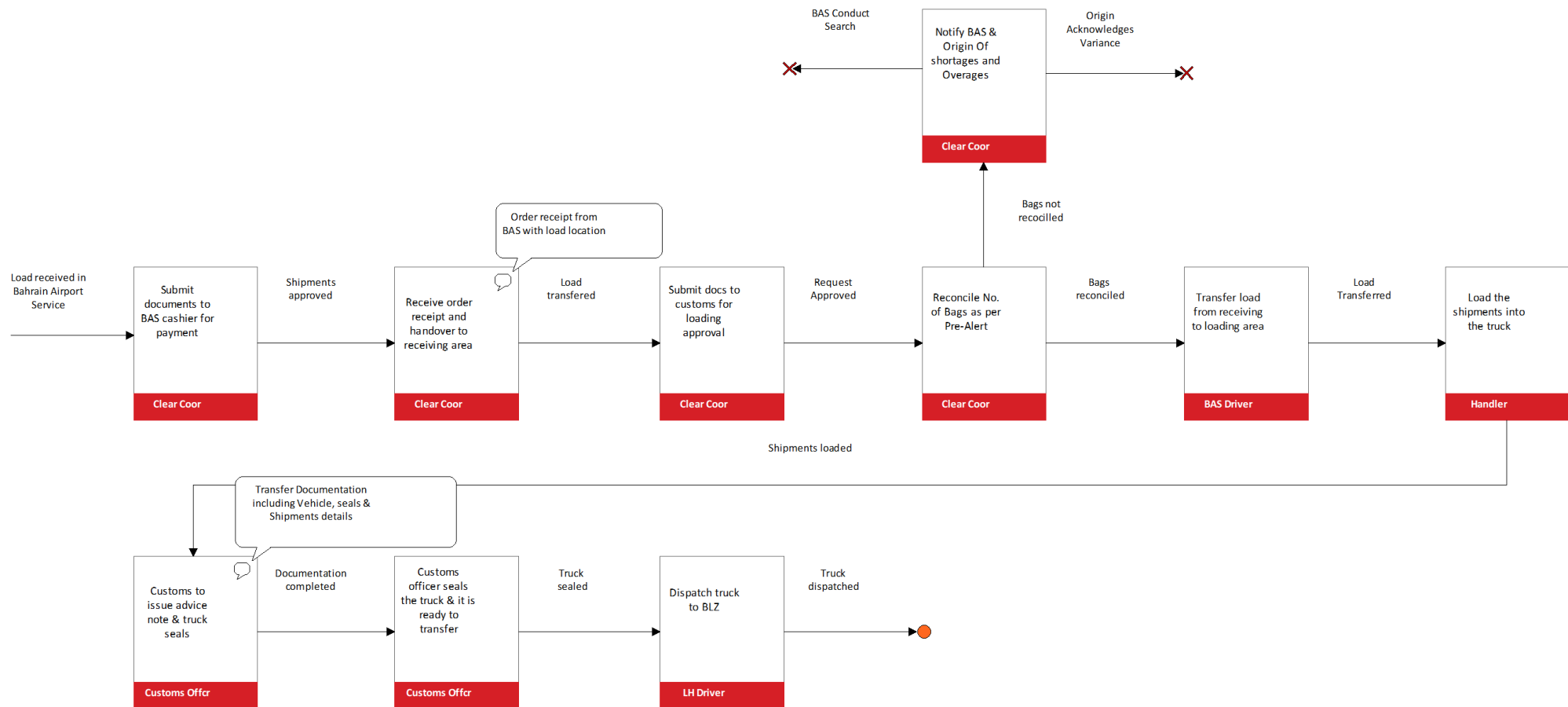Author: Nouf Al Rammah
Date: 10/2/2023
Volume: 0.00 Per Second

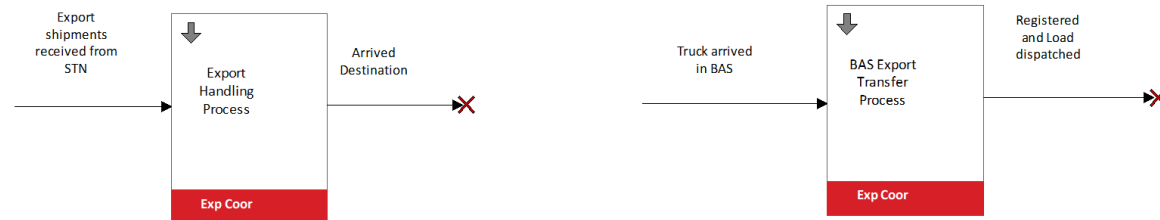Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
● Change Requests   ○ Read Only

SMSA

Proceed with transfer from BAS once approval received

BAS Conduct Search

Notify BAS & Origin Of shortages and Overages
Clear Coor

Origin Acknowledges Variance

Bags not recocilled

Load received in Bahrain Airport Service

Submit documents to BAS cashier for payment	Shipments approved	Receive order receipt and handover to receiving area	Load transfered	Submit docs to customs for loading approval	Request Approved	Reconcile No. of Bags as per Pre-Alert	Bags reconciled	Transfer load from receiving to loading area	Load Transferred	Load the shipments into the truck
Clear Coor		**Clear Coor**		**Clear Coor**		**Clear Coor**		**BAS Driver**		**Handler**

Order receipt from BAS with load location

Shipments loaded

Transfer Documentation including Vehicle, seals & Shipments details

Customs to issue advice note & truck seals	Documentation completed	Customs officer seals the truck & it is ready to transfer	Truck sealed	Dispatch truck to BLZ	Truck dispatched
Customs Offcr		**Customs Offcr**		**LH Driver**	

Title: Proceed with transfer from BAS once approval received
Author: Nouf Al Rammah   Authorization: Update Pending
Date: 10/2/2023
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
● Change Requests ○ Read Only

Causeway to BLZ Transfer Process

Origin Export Bayan Received

Generate Transit Bayan against KSA/UAE export Bayan

Clear Agt

Bayan completed

For Customs clearance, X Ray, Seals and Advise note

Truck arrives causeway

Customs Offcr

Truck released

Exit advise note from System

Truck Arrives BLZ Customs

Customs Offcr

Truck exited

Link To: Custom Clearance Process
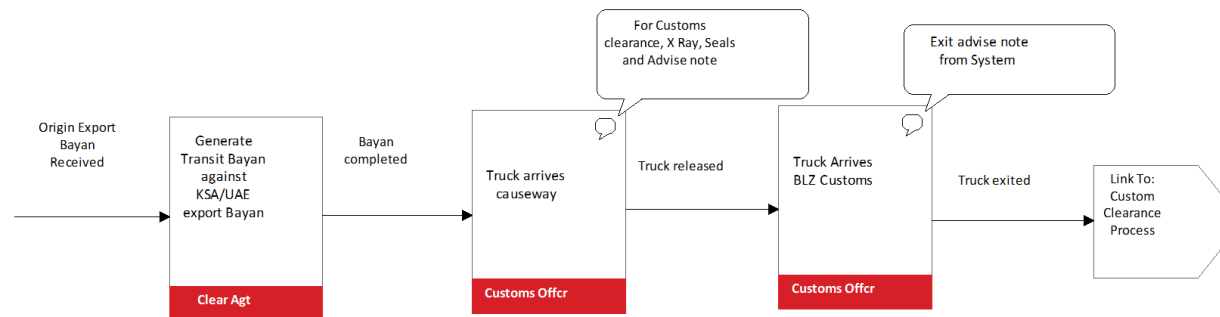
Title: Causeway to BLZ Transfer Process
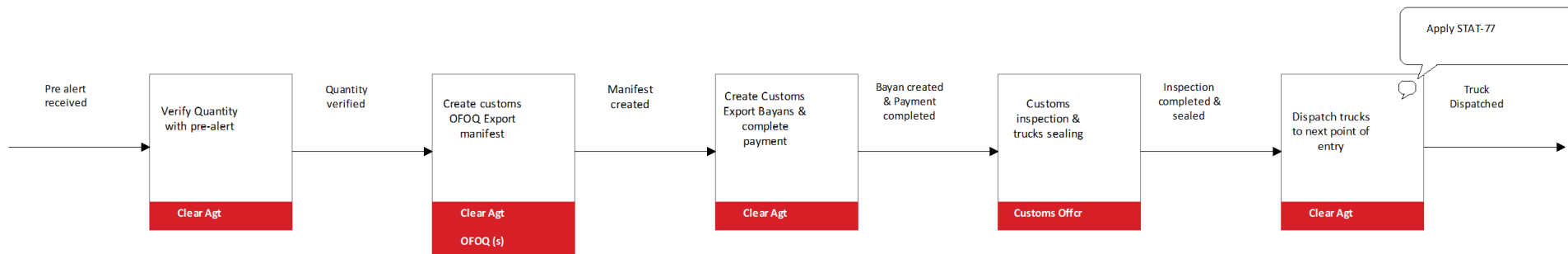Author: Nouf Al Rammah
Date: 10/2/2023
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
● Change Requests ○ Read Only

Gateway Outbound Process

Export shipments received from STN

Export Handling Process

Exp Coor

Arrived Destination

Truck arrived in BAS

BAS Export Transfer Process

Exp Coor

Registered and Load dispatched

Title: Gateway Outbound Process
Author: Nouf Al Rammah
Date: 10/3/2023
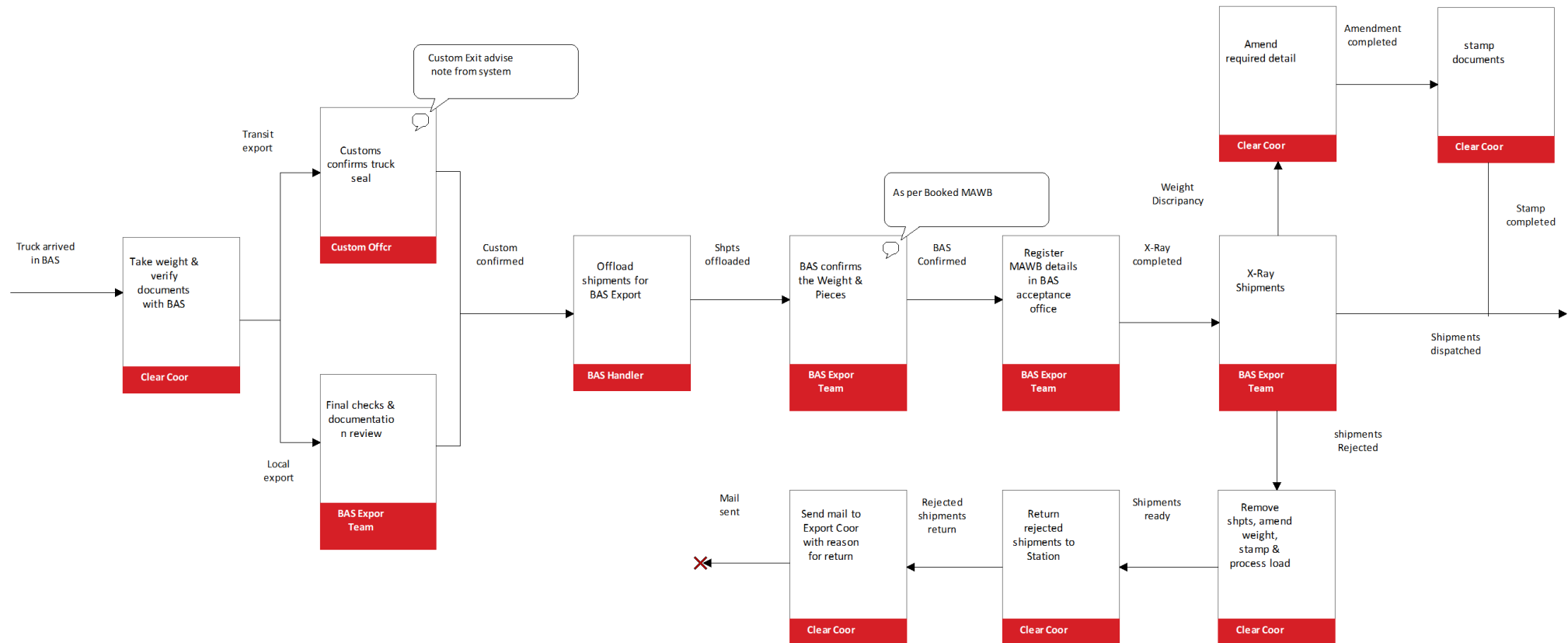Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions
● Change Log
○ Change Requests

○ Feedback
○ Keywords
○ Read Only

Export Declaration Process

| Pre alert received | Verify Quantity with pre-alert **Clear Agt** | Quantity verified | Create customs OFOQ Export manifest **Clear Agt** / **OFOQ (s)** | Manifest created | Create Customs Export Bayans & complete payment **Clear Agt** | Bayan created & Payment completed | Customs inspection & trucks sealing **Customs Offcr** | Inspection completed & sealed | Dispatch trucks to next point of entry **Clear Agt** | Truck Dispatched |

Apply STAT-77

smsa

BAS Export Transfer Process

New Landing Page - Level 1.1.6.11.2.11.8 Draft Copy

Version: 3

Transit Shipment handling Process

X-Ray completed by Customs → Transfer shipments to Transit-Shed (Handler) → Shipment Transferred → Segregate shipments and apply scans per destination (Handler) → Segregated & scans applied → Bag/palletize the shipments for export process (Handler) → Shipments palletize → Handover files to export coordinator for manifesting (Clear Agt) → Handover copmpleted → Create export manifest from spanel system (Exp Coor / (s) S-panel)

Export via Air → Book Flight & BAS Gate pass for Linehaul driver (Exp Coor) → Flight Booked

Export via Road → Create SMSA master AWB and commercial invoice (Exp Coor) → MAWB & invoice created

send to Clearance Agent → Send manifest & MAWB for Bayan creation Export Coordinato (Exp Coor)

Manifest & MAWB Sent

Send mail to STL for Transit Manifest preparation (Clear Agt) → Mail sent → Create customs OFOQ Manifest (Security TL) → Manifest created → Prepare transit export decleration (Clear Agt) → Transit exp declaration completed → Complete payment & send shipments for custom inspection (Clear Agt) → Inspection completed

Obtain advise note → Load shipments and dispatch truck to Air cargo (Clear Agt / Custom Offcr)

Inspection completed → Obtain advise note → Load shipments and dispatch truck to Causeway (Clear Agt / Custom Offcr)

Shpt Dispatched → Apply STAT-77 Transit Out (Clear Agt) → Pre-alert sent → ✕

Title: Transit Shipment handling Process
Author: Nouf Al Rammah
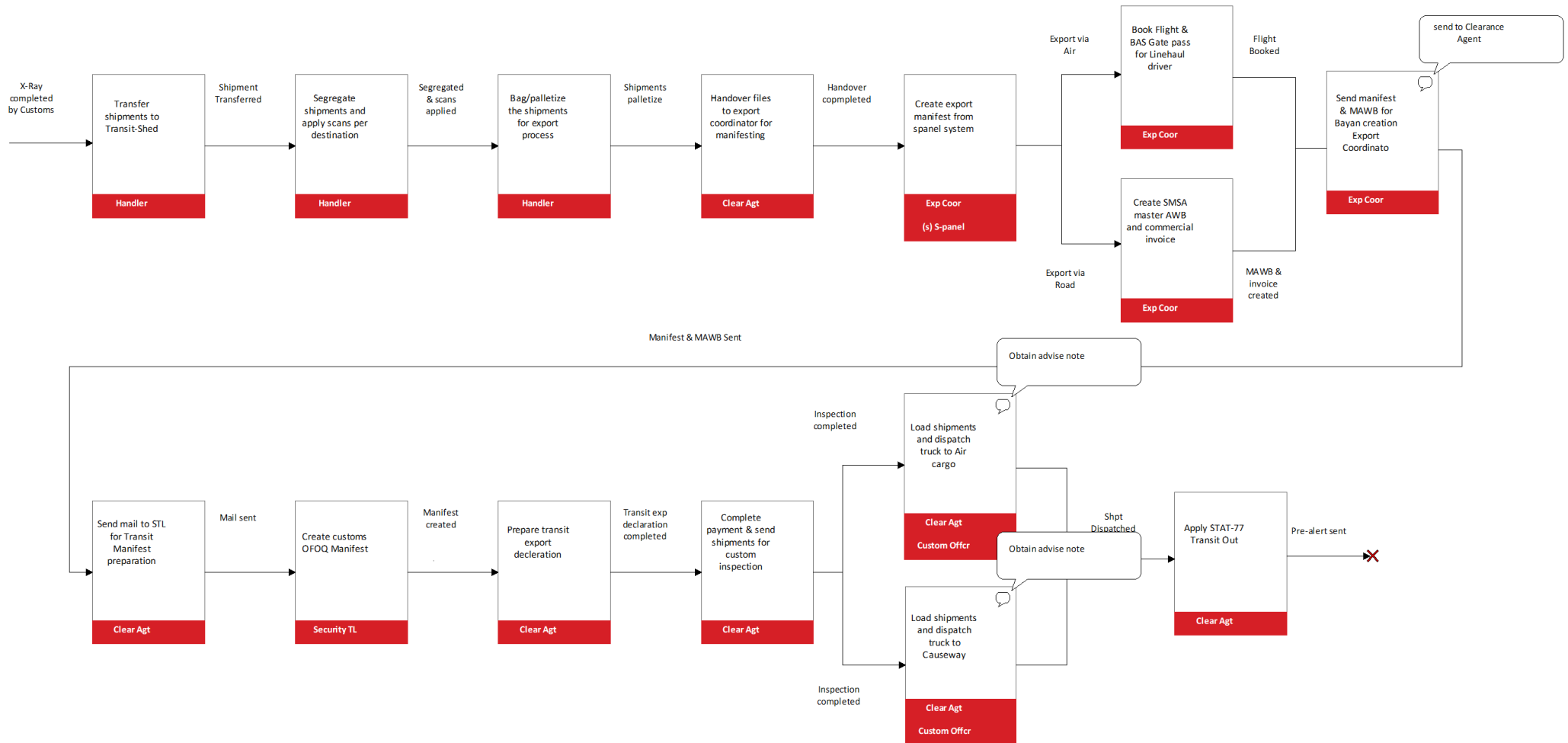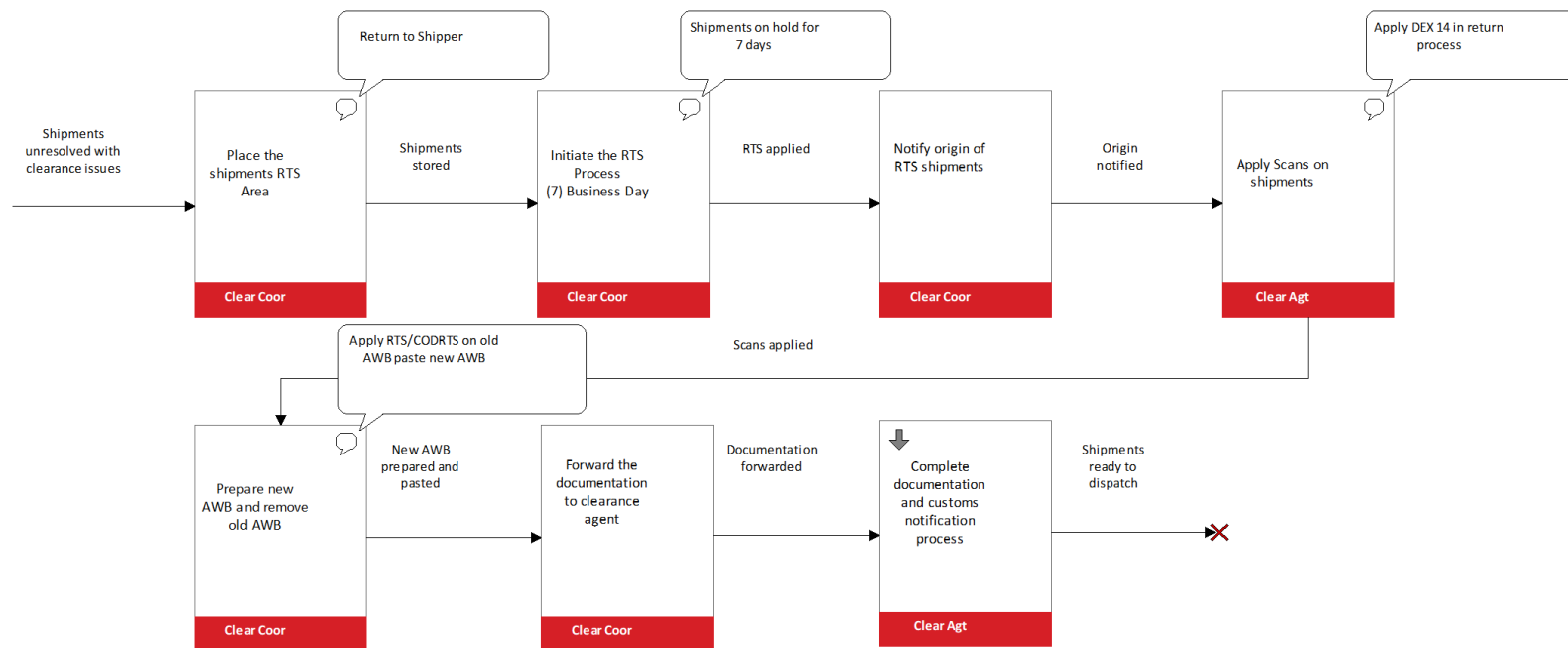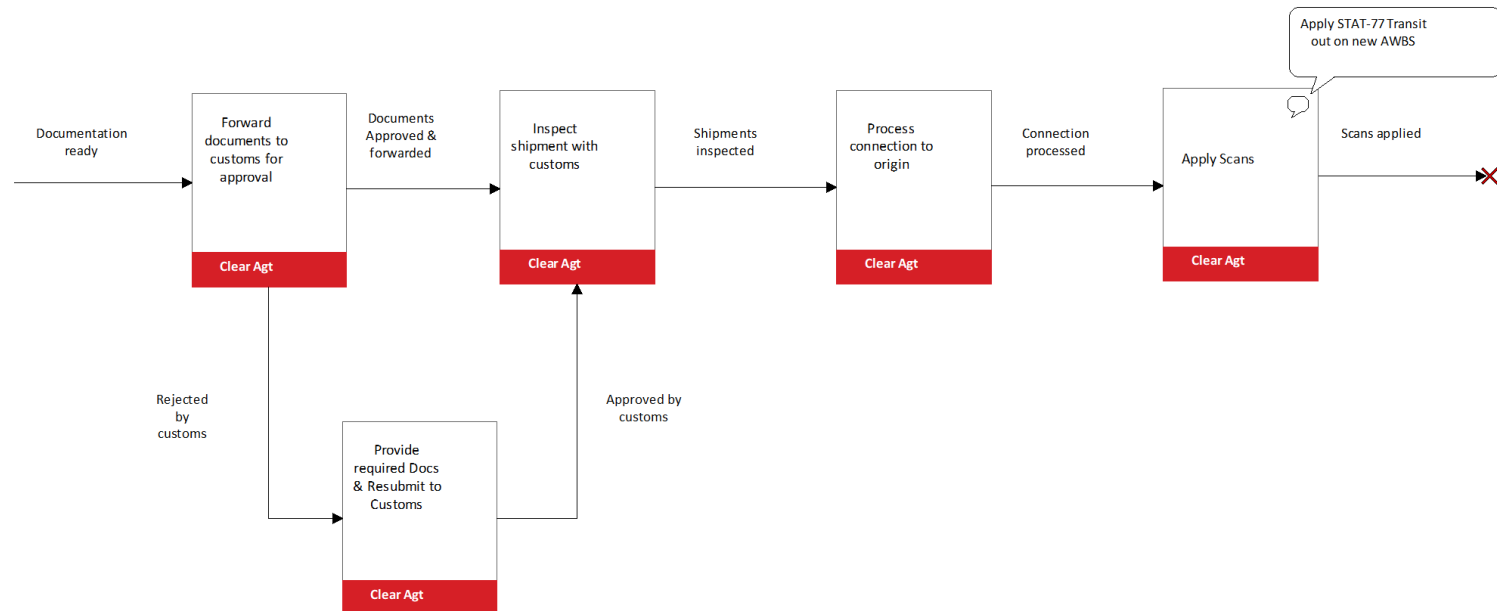Date: 10/12/2023
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
● Change Requests   ○ Read Only

Return to Origin

Shipments unresolved with clearance issues

Place the shipments RTS Area
Return to Shipper
Clear Coor

Shipments stored

Initiate the RTS Process (7) Business Day
Shipments on hold for 7 days
Clear Coor

RTS applied

Notify origin of RTS shipments
Clear Coor

Origin notified

Apply Scans on shipments
Apply DEX 14 in return process
Clear Agt

Scans applied

Prepare new AWB and remove old AWB
Apply RTS/CODRTS on old AWB paste new AWB
Clear Coor

New AWB prepared and pasted

Forward the documentation to clearance agent
Clear Coor

Documentation forwarded

Complete documentation and customs notification process
Clear Agt

Shipments ready to dispatch

Title: Return to Origin
Author: Nouf Al Rammah
Date: 11/8/2023
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.:   0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
● Change Requests ○ Read Only
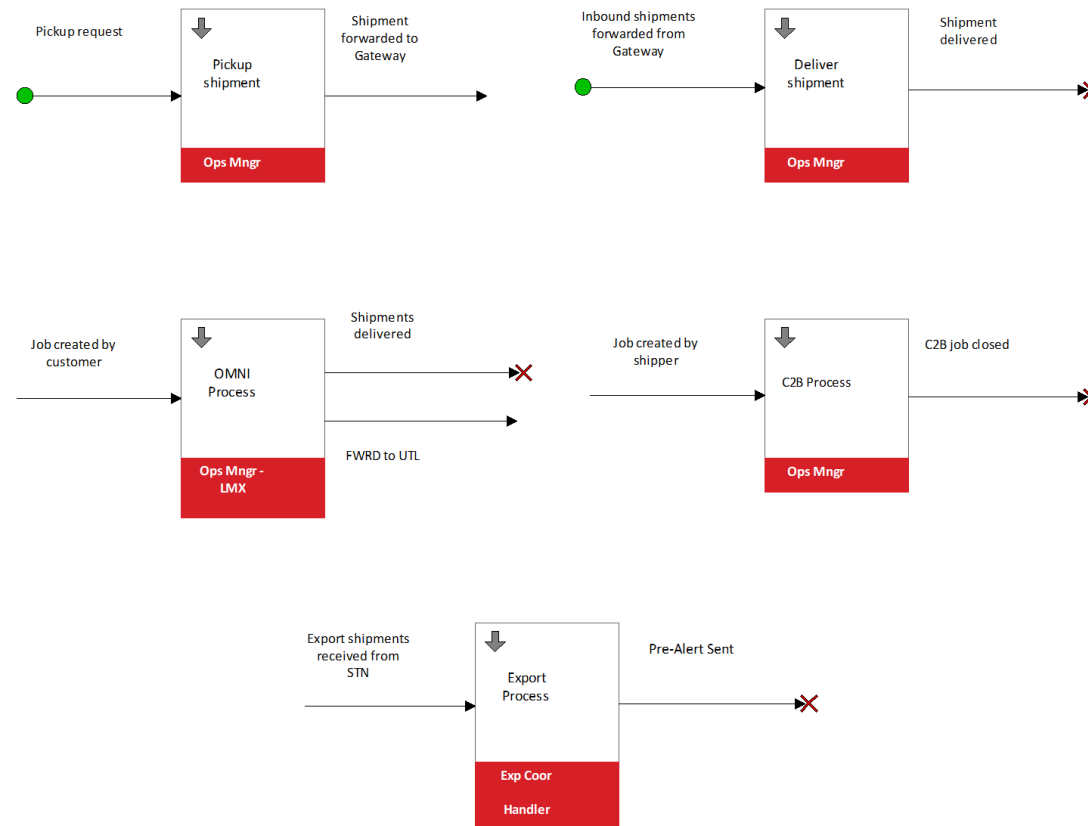
Complete documentation and customs notification process

○ Actions   ○ Feedback
● Change Log   ○ Keywords
● Change Requests ○ Read Only

BAH - Station Operations

Pickup request → Pickup shipment (Ops Mngr) → Shipment forwarded to Gateway

Inbound shipments forwarded from Gateway → Deliver shipment (Ops Mngr) → Shipment delivered

Job created by customer → OMNI Process (Ops Mngr - LMX) → Shipments delivered / FWRD to UTL

Job created by shipper → C2B Process (Ops Mngr) → C2B job closed

Export shipments received from STN → Export Process (Exp Coor Handler) → Pre-Alert Sent

Title:	BAH - Station Operations	Owner:	Shaji George
Author:	Edwin Ramos	Diagram Version:	Draft Copy
Date:	11/6/2017	Review Date:	None
Volume:	0.00 Per Second	F.T.E.:	0.00

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

○ Actions   ○ Feedback
● Change Log   ○ Keywords
● Change Requests ○ Read Only

Pickup Shipment

Title: Pickup Shipment
Author: Edwin Ramos
Date: 4/4/2017
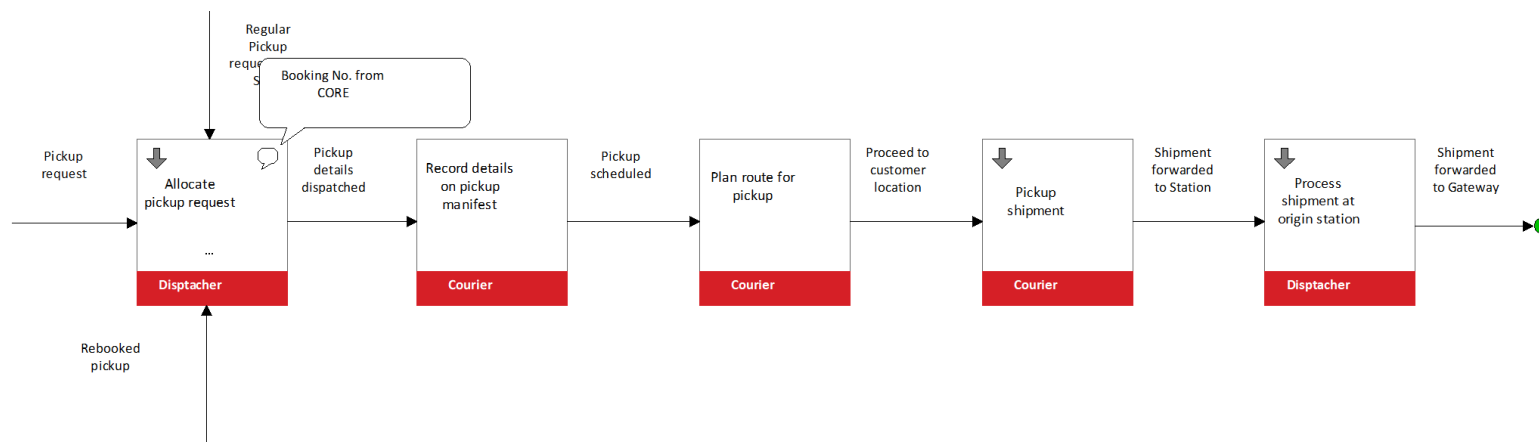Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ○ Read Only

Process Shipment at Origin Station

Shipments forwarded to station

International UTL resolved/ rerouted

Process document shipments

Courier

Process non-document shipments

Courier

Pickup Manifest completed

File Pickup Manifest

Disptacher

Shipment forwarded to Gateway

Title: Process Shipment at Origin Station
Author: Edwin Ramos
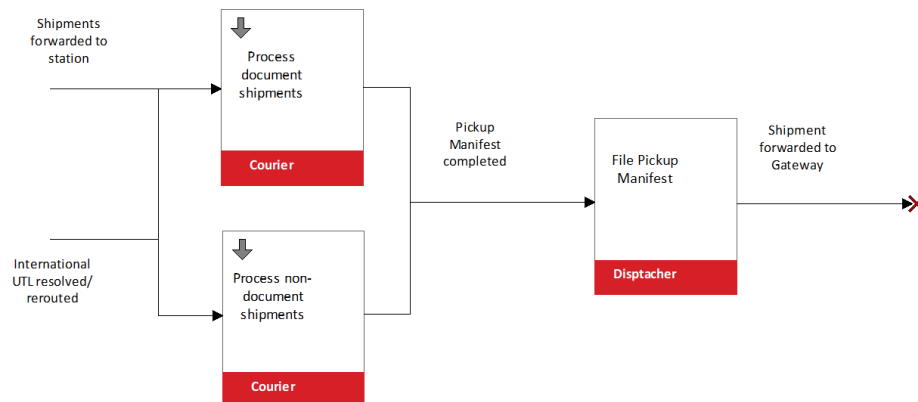Date: 4/6/2017
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ○ Read Only

![SMSA logo]

Process Document Shipments

Shipments
forwarded to
station

Weigh the
shipment

Courier

Weight
recorded on
waybill

Complete
waybill

Courier

Completed
waybill

Title: Process Document Shipments
Author: Edwin Ramos
Date: 5/23/2010
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ● Keywords
○ Change Requests ○ Read Only

Process Non-Document Shipments

Shipments forwarded to station

Weigh the shipment & take dimensions

Courier

Weight & dimensions recorded on waybill, single package

Complete waybill

Courier

Completed waybill

Multiple piece shipment

Place multiple piece shipment (MPS) sticker on packages

Courier

Weight & dimensions recorded on waybill, multiple package

Title: Process Non-Document Shipments
Author: Edwin Ramos
Date: 5/23/2010
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

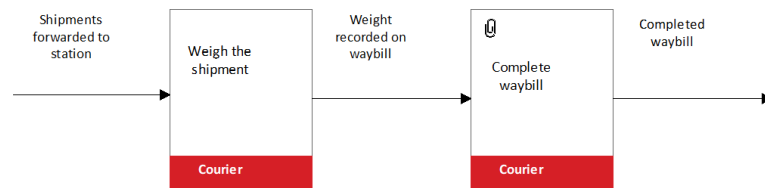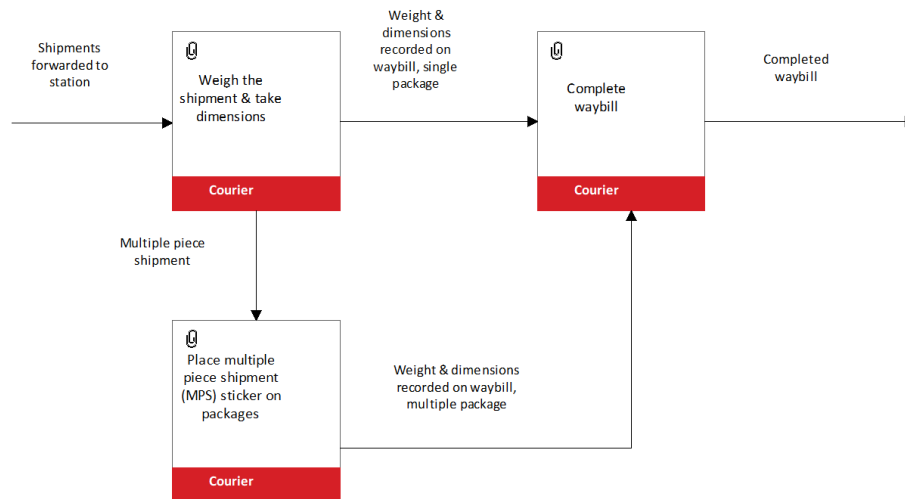Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ● Keywords
○ Change Requests ○ Read Only

Pickup Shipment by Type

Proceed to customer location

Pickup document shipment

Courier

Shipments ready for forwarding to station

Do a Run Dispatch with all Couriers

Disptacher

Shipment forwarded to station

Pickup delayed on route station informed

Pickup non-document shipment

Courier

Execute Missed pickup procedure

Courier

Missed pickup, advise dispatch

Create contingency plan

Ops Mngr

Unable to effect pickup

Courier

Execute pickup exception procedure

Courier

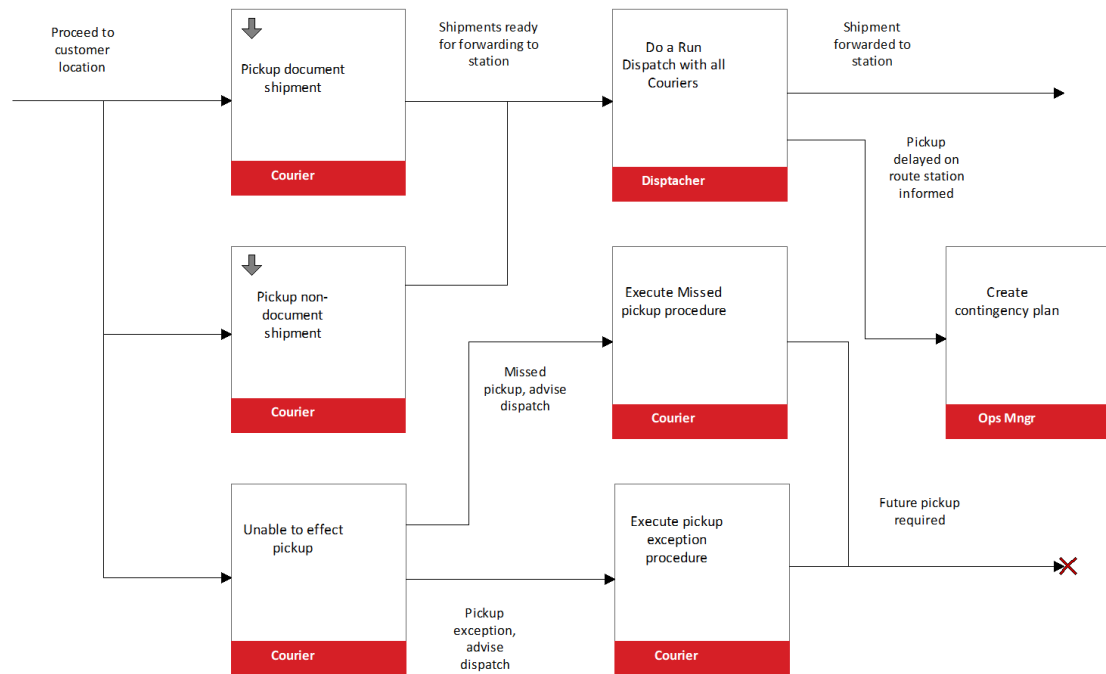Pickup exception, advise dispatch

Future pickup required

Title: Pickup Shipment by Type
Author: Edwin Ramos
Date: 4/6/2017
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests   ○ Read Only

Pickup Document Shipment

Proceed to customer location

Accept document shipment
Courier

Shipment not accepted

International document shipment

High value shipment

Process high value shipment
Courier

Domestic document shipment

Seal number is recorded on the AWB

Consult SRG

Accept international shipment
Courier

Signed copy of waybill

Validate waybill
Courier

Determine if shipment is credit or cash
Courier

Credit payment

Cash payment

Collect cash payment
Courier

Cash collected receipt issued

Non payment shipment not accepted

Shipment not ready for pick up, advise dispatch

Accept shipment from customer
Courier

Shipments ready for forwarding to station

Title: Pickup Document Shipment
Author: Edwin Ramos
Date: 5/23/2010
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ● Keywords
○ Change Requests ○ Read Only

Process High Value Shipment

1) Customer MUST witness the placing of the shipment & the sealing of the bag
2) The seal No. must be recorded on the AWB and and witnessed by the customer
3) The detached part of the sealed bag with the seal No. must be given to the customer for their reference
4) Customer must witness the placing of the shipment and sealing of the bag

Leave
part of
with sea

High value shipment

Estimate package dimension & weight

Courier

Package is estimated less than 10 kg and/or less than 100 cm square

For smaller shipments use Pre Printed Sealed Bag

Courier

Seal number is recorded on the AWB

Title: Process High Value Shipment
Author: Edwin Ramos
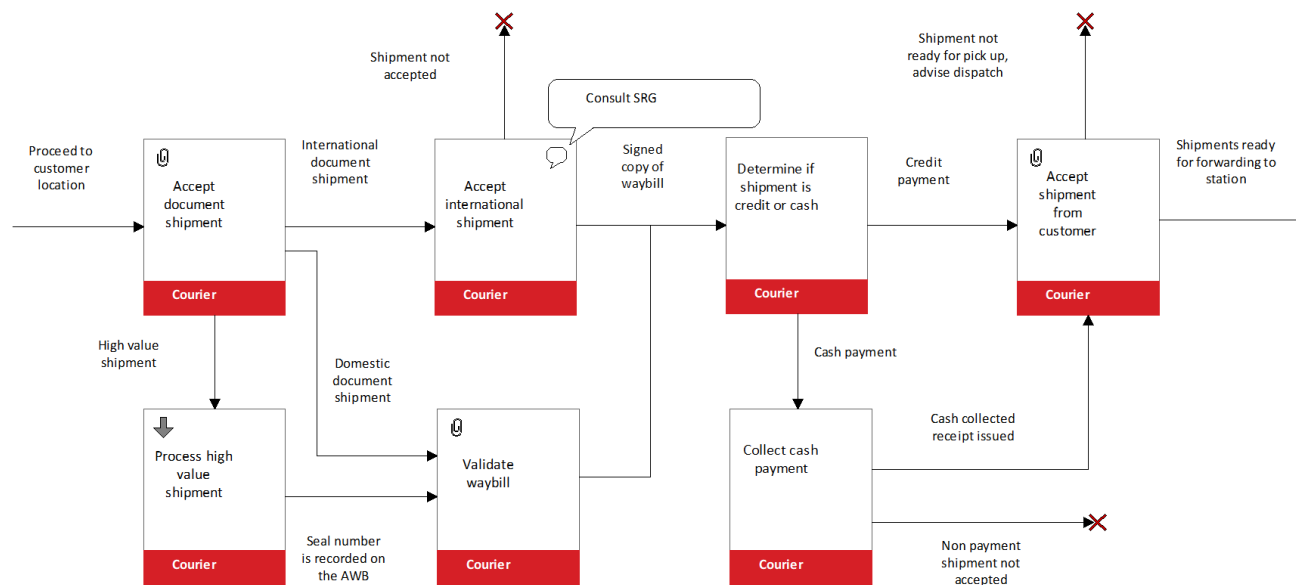Date: 5/25/2010
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ● Keywords
○ Change Requests ○ Read Only

Pickup Non-Document Shipment

Title: Pickup Non-Document Shipment
Author: Edwin Ramos
Date: 5/23/2010
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Authorization: Update Pending

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ● Keywords
○ Change Requests   ○ Read Only

SMSA

Proc...

High value shipment

Estimate package dimension & weight

Courier

Package is estimated less than 10 kg and/or less than 100 cm square

For smaller shipments use Pre Printed Sealed Bag

Courier

1) Customer MUST witness the placing of the shipment & the sealing of the bag
2) The seal No. must be recorded on the AWB and and witnessed by the customer
3) The detached part of the sealed bag with the seal No. must be given to the customer for their reference
4) Customer must witness the placing of the shipment and sealing of the bag

Leave bag w...

Package is estimated more than 10 kg and/or more than 100 cm square

For larger shipments use Pre Punched Black Banded Bag

Courier

1) Customer MUST witness the placing of the shipment & the sealing of the bag (SMSA Express Red seal to be weaved & out holes and pulled tight)
2) The seal No. must be recorded on the AWB by the customer & initialled
3) Customer must witness the placing of the shipment and sealing of the bag

Title: Process High Value Shipment
Author: Edwin Ramos
Date: 5/23/2010
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00
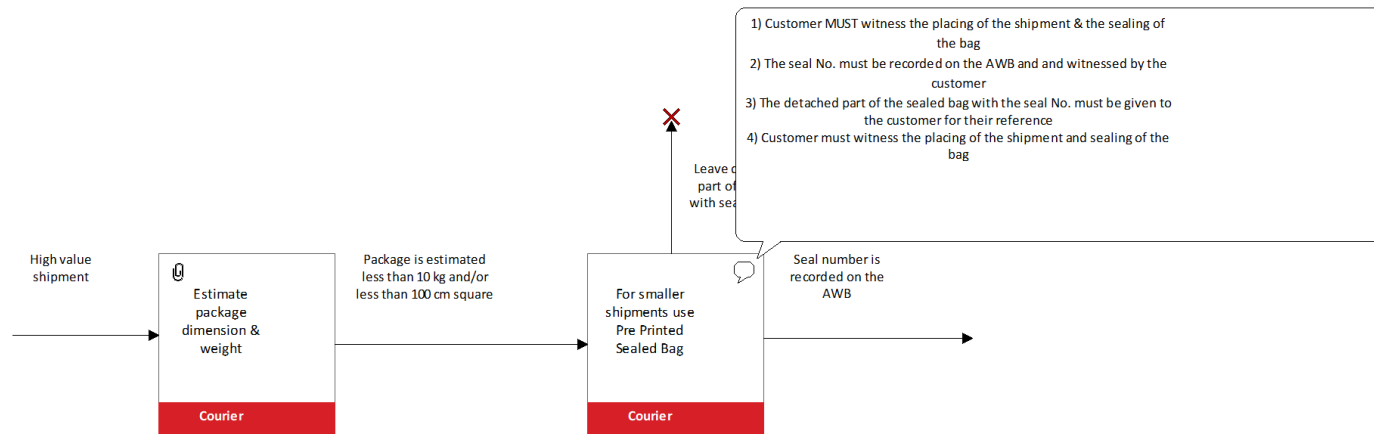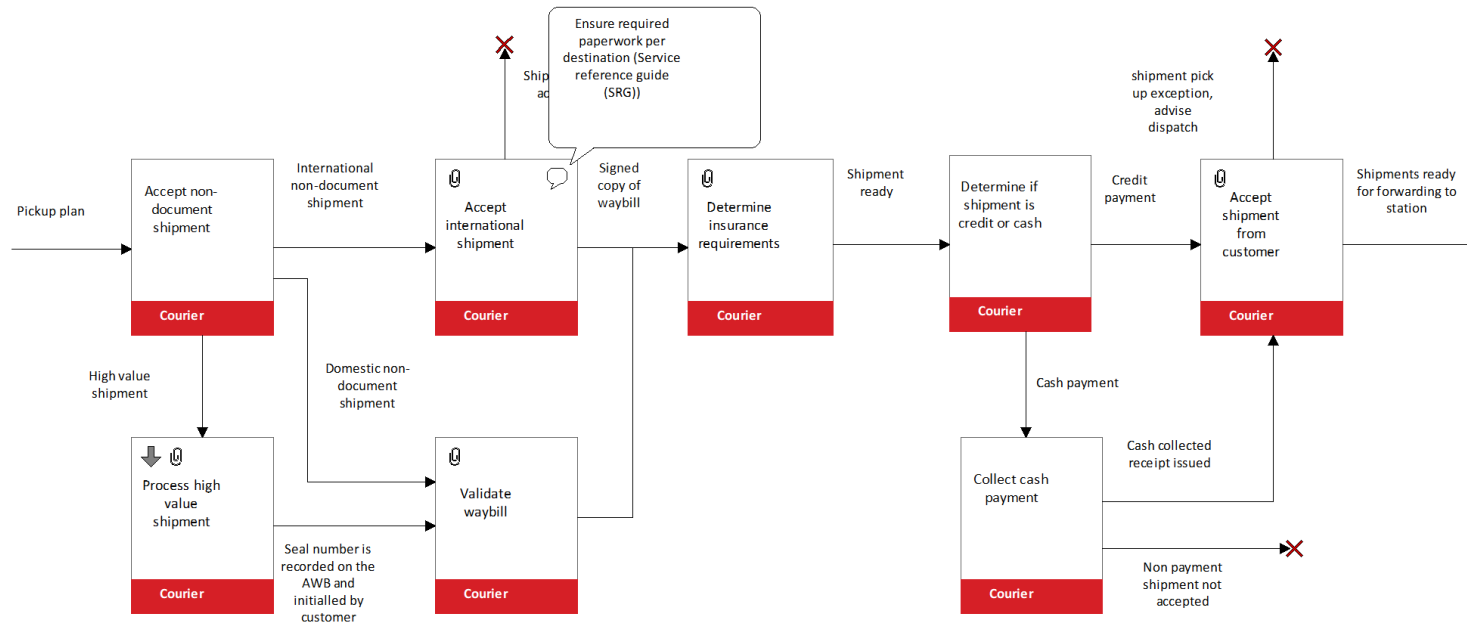
○ Actions   ○ Feedback
● Change Log   ● Keywords
○ Change Requests ○ Read Only

Allocate to Courier Route

Regular Pickup
request from
Sales

Pickup
request

Check dispatch queue
Disptacher (s) CORE

Booking
identified

Select courier route
Disptacher (s) CORE

Booking
assigned to
route

Acknowledge Pickup details
Courier

Pickup details
dispatched

Rebooked
pickup

Title: Allocate to Courier Route
Author: Edwin Ramos
Date: 7/8/2017
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
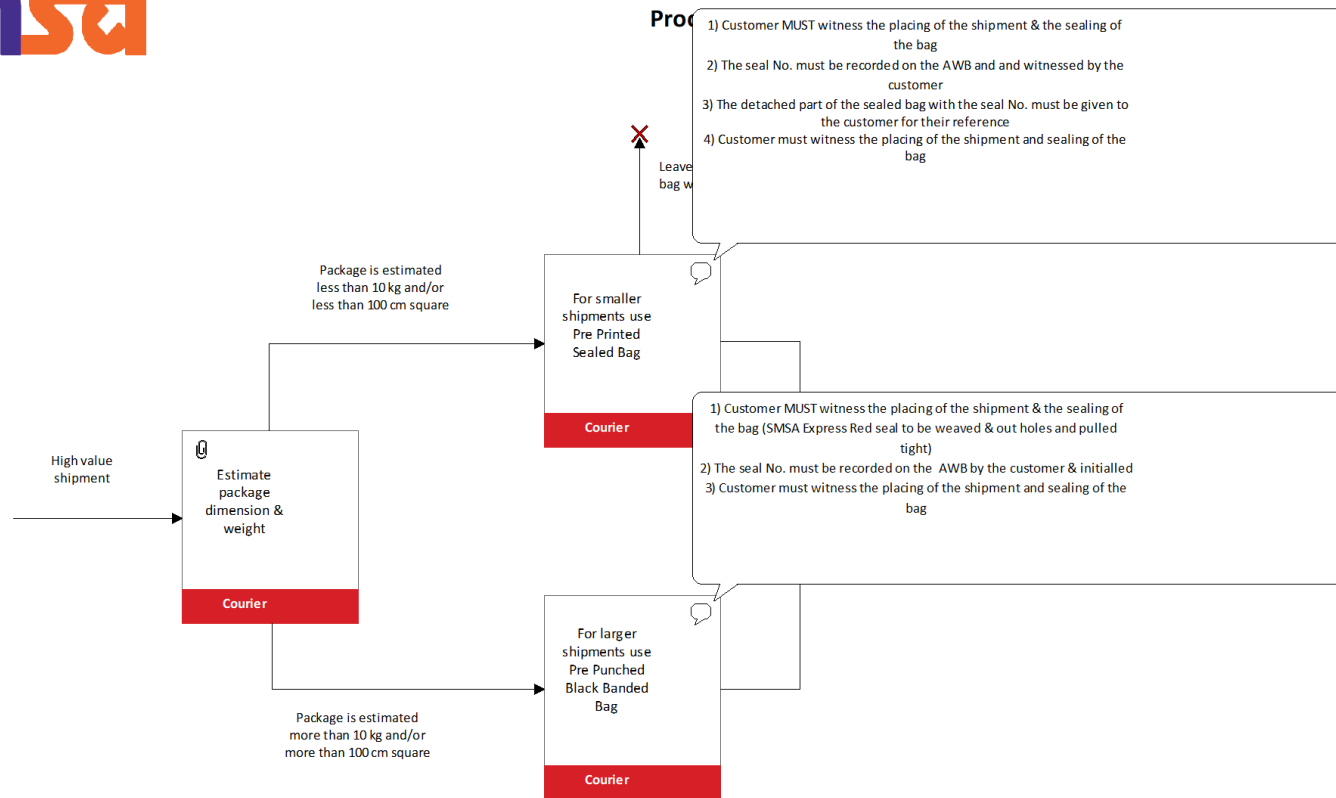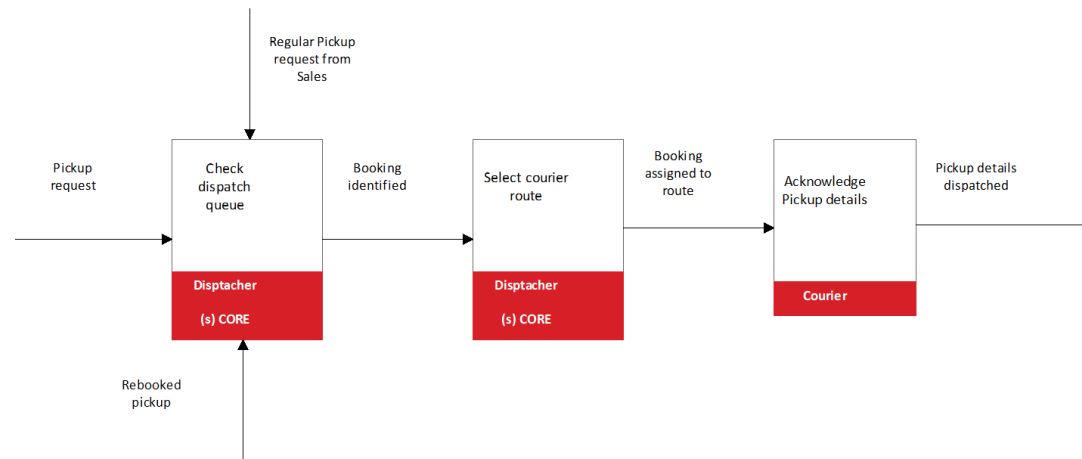Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ○ Read Only

Deliver Shipment

Gate Pass needs to be filled-up prior to taking-out the shipment

Shipment ready for delivery

☑ 💬
Deliver shipment to customer
Courier

Customer contacted

📎 ☑
Determine if payment is required
Courier

Customer accepts package

📎 ☑
Request proof of delivery signature from customer
Courier

Proof of delivery

⬇
Download tracker data
Courier

File report ✖

Delay on route

☑
Create contingency plan
Ops Mngr

Customer unable / refuses to pay

📎 ☑
Unable to effect delivery
Courier

Missed delivery

☑
Execute Missed delivery procedure
Courier

Future delivery required ✖

Delivery exception

📎 ☑
Execute delivery exception procedure
Courier

Title:	Deliver Shipment	Owner:	Shaji George
Author:	Edwin Ramos	Diagram Version:	Draft Copy
Date:	4/10/2017	Review Date:	None
Volume:	0.00 Per Second	F.T.E.:	0.00

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ○ Read Only

Debrief Courier

Process UTL
Shipments

Exceptions
forwarded to
UTL

| Proof of delivery | Down load tracker data | Down load completed | Update CORE | Information available for reconciliation | Reconcile deliveries against delivery report | Reconciliation unsuccessful | Physical search of courier vehicle & check other documentation | Inform QRM, Sales & Customer service of missing shipments |

Courier

Courier

(s) CORE

STN Supvr

Courier

Shipment
found, ready for
re-delivery

Ready for re-delivery

File
report

Deliver Shipment

Title: Debrief Courier
Author: Edwin Ramos
Date: 4/10/2017
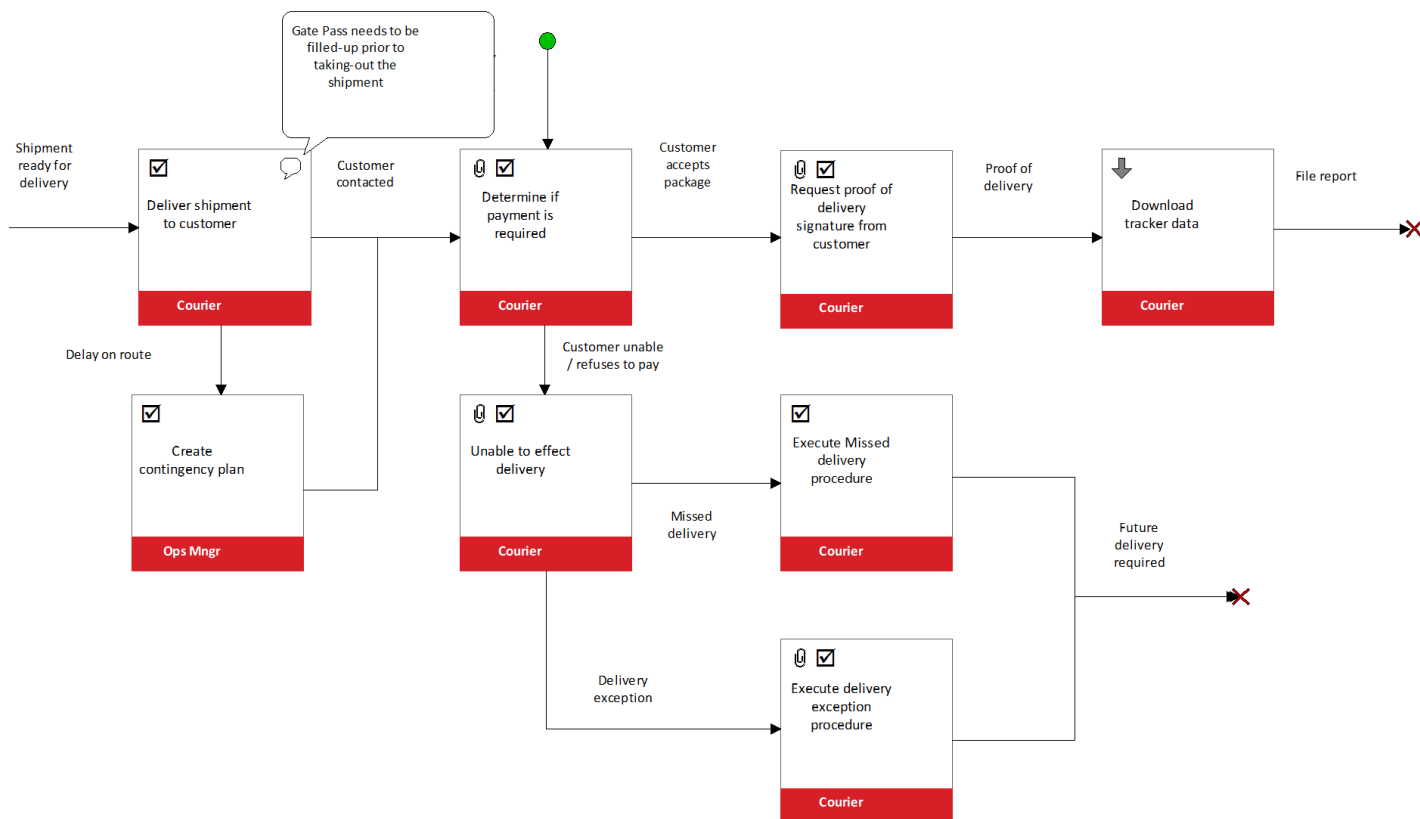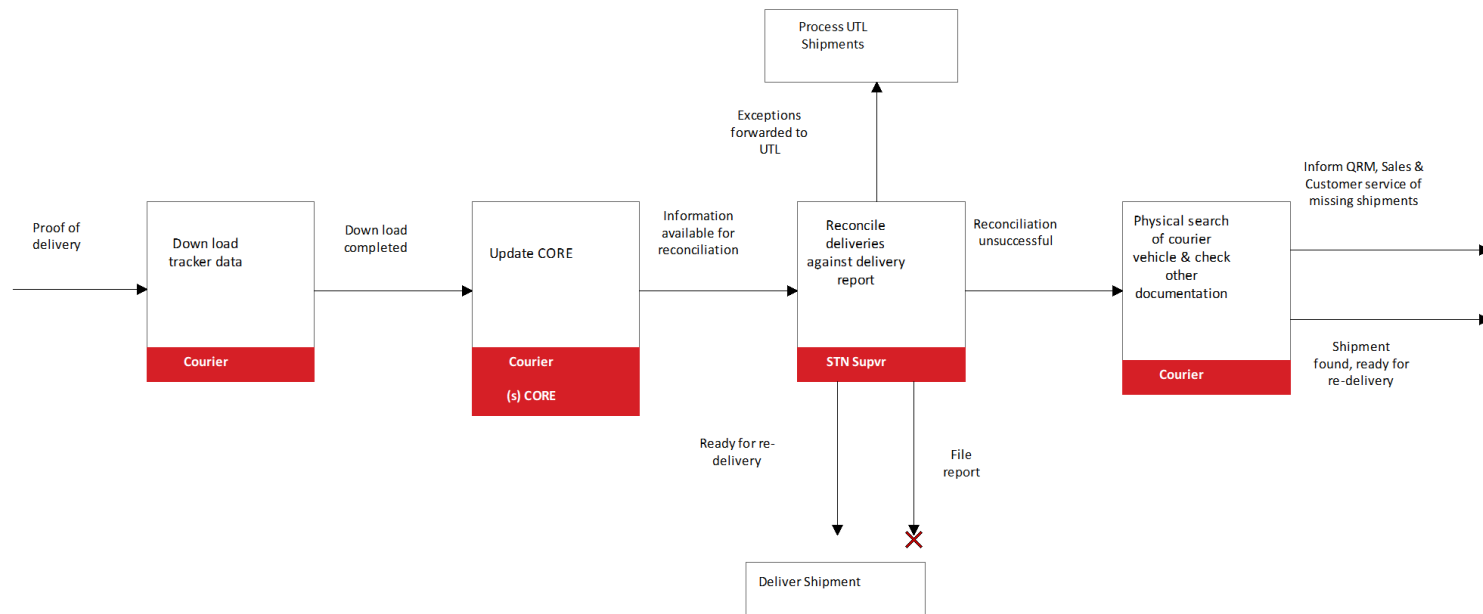Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.:   0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ○ Read Only

OMNI Process

Job created by customer → **Receive the request from SPANEL** (Disptacher)

Request Identified → **Assign job to courier** (Disptacher)

Request dispatched → **Receive the job for pickup & delivery** (Courier)

Proceed to customer point → **Receive shipment** (Courier)

Completed

Apply PUP scan (Courier)

CRR arrives at customer location → **Verify PIN** (Courier)

PIN confirmed → **Scan & apply POD** (Courier)

POD completed → **Handover Shpt to customer** (Courier)

Shpt delivered →

Shpt not delivered

After 2nd DEX scan, forward shpt to nearest SSC

Apply DEX (Courier)

Scan completed → **Handover Shpt to STN** (Courier)

Handover completed → **Print AWB & sort for 2nd day delivery** (Ops Agent)

2nd delivery attempt

FWRD to UTL → Link To: Resolve Domestic UTL

Title: OMNI Process
Author: Bashayr Al sharidi
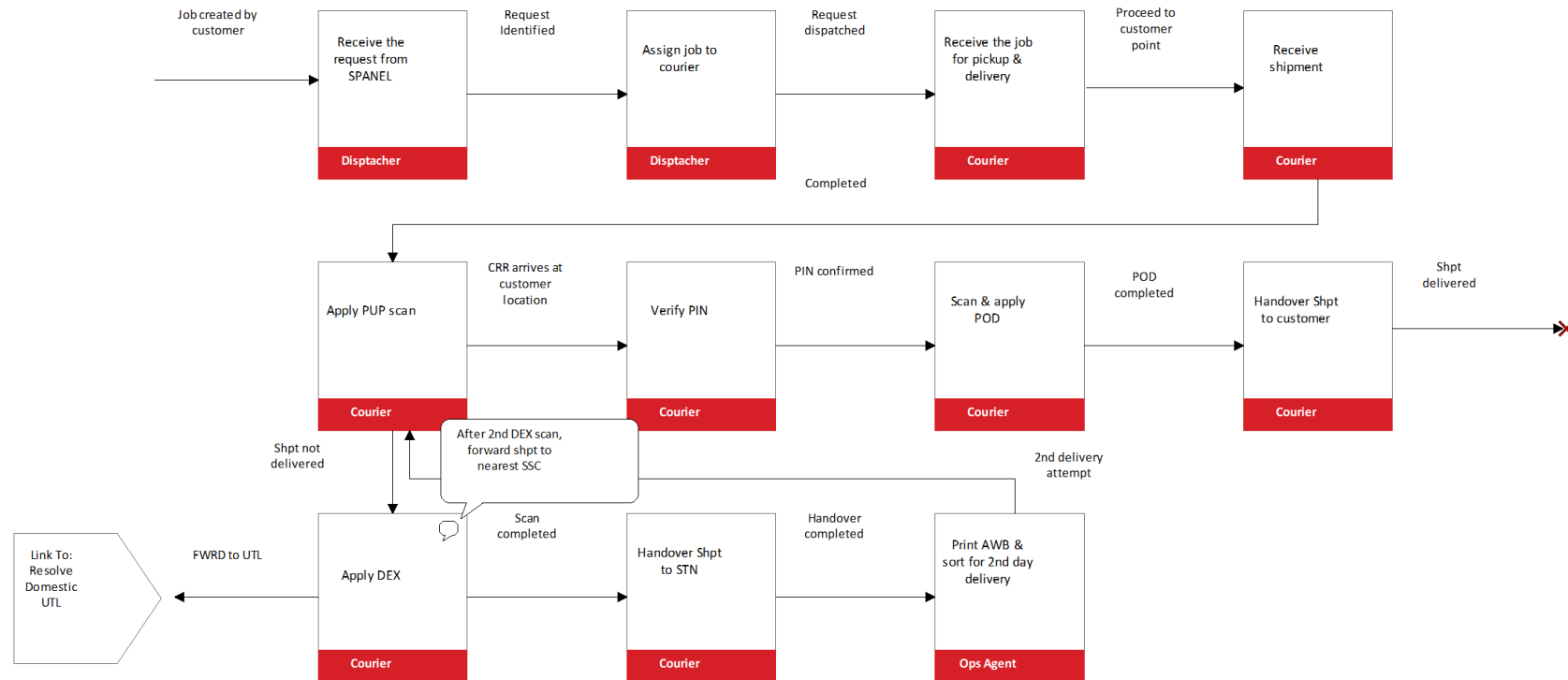Date: 2/8/2023
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ○ Read Only

C2B Process

Courier to ensure proper packaging by placing all goods inside a bag, seal it and paste the label on shpt

Job created by shipper

Receive the request from SPANEL	Request Identified	Assign job to courier	Request dispatched	Receive the job for pickup & delivery	Request received	Pickup from customer (D1)	Receive returned goods from customer	Apply PUP scan on successful attempt	Scan complete	Handover the shpt to STN agent for RTS process	C2B job closed
Disptacher		Disptacher		Courier		Courier		Courier		Courier	

Link to: RTS

Not pickup

Pickup completed

Apply PUX scan on failed attempt D1	Scan complete	Attempt for pickup from customer (D2)	Not pickup	Apply PUX scan on failed attempt D2	Scan complete	Verify PUXs in place to auto job closure	C2B job closed
Courier		Courier		Courier		STN Agent	

Title: C2B Process
Author: Bashayr Al sharidi
Date: 7/17/2023
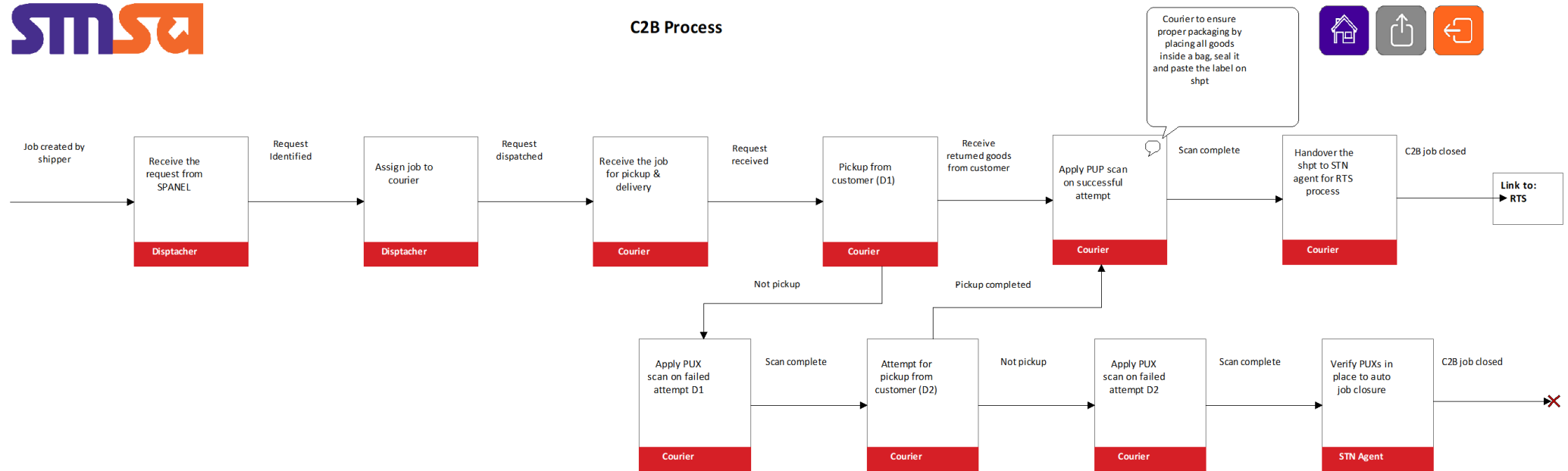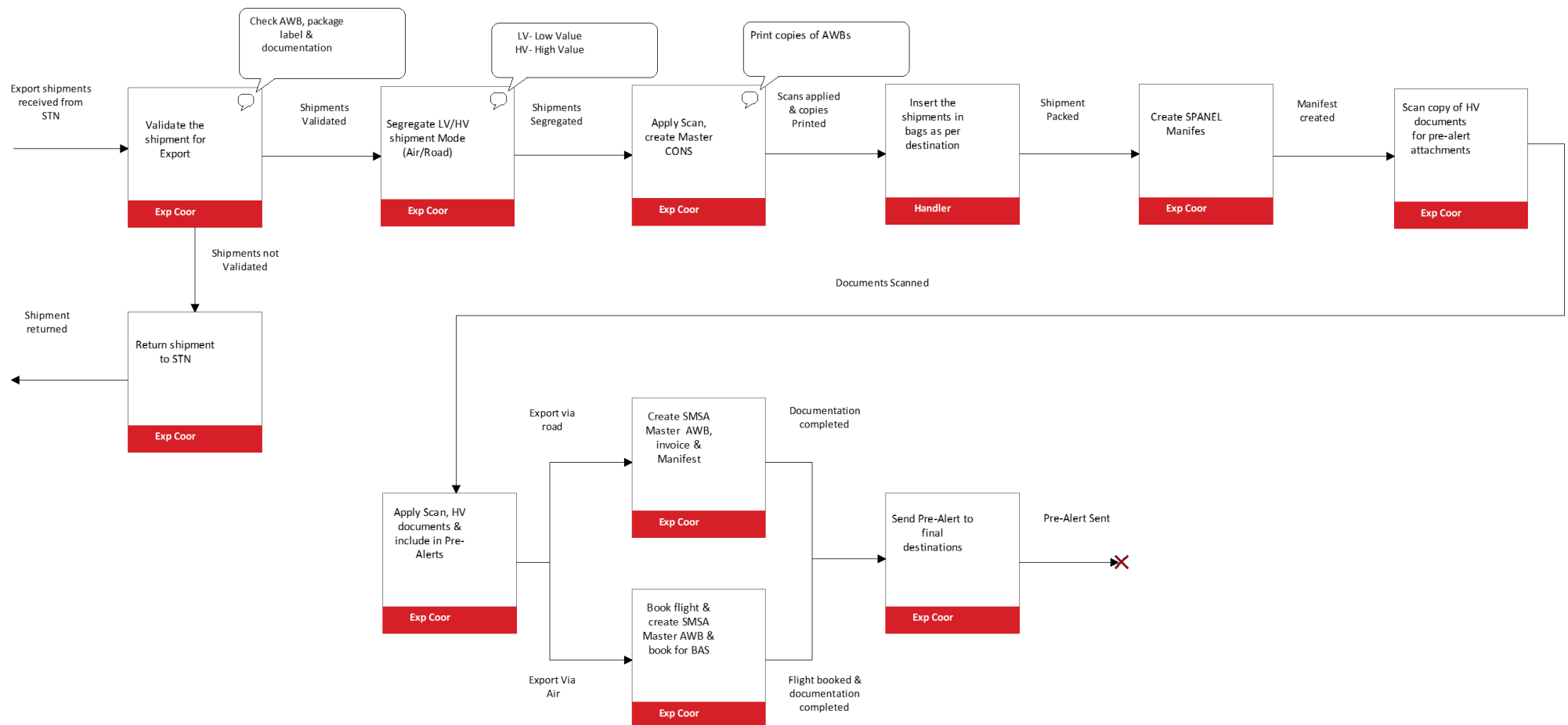Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests   ○ Read Only

SMSA

Export Process

Check AWB, package label & documentation

LV- Low Value
HV- High Value

Print copies of AWBs

Export shipments received from STN

Validate the shipment for Export
Exp Coor

Shipments Validated

Segregate LV/HV shipment Mode (Air/Road)
Exp Coor

Shipments Segregated

Apply Scan, create Master CONS
Exp Coor

Scans applied & copies Printed

Insert the shipments in bags as per destination
Handler

Shipment Packed

Create SPANEL Manifes
Exp Coor

Manifest created

Scan copy of HV documents for pre-alert attachments
Exp Coor

Shipments not Validated

Documents Scanned

Shipment returned

Return shipment to STN
Exp Coor

Apply Scan, HV documents & include in Pre-Alerts
Exp Coor

Export via road

Create SMSA Master AWB, invoice & Manifest
Exp Coor

Documentation completed

Send Pre-Alert to final destinations
Exp Coor

Pre-Alert Sent

Export Via Air

Book flight & create SMSA Master AWB & book for BAS
Exp Coor

Flight booked & documentation completed

Title: Export Process
Author: Nouf Al Rammah
Date: 2/25/2025
Volume: 0.00 Per Second
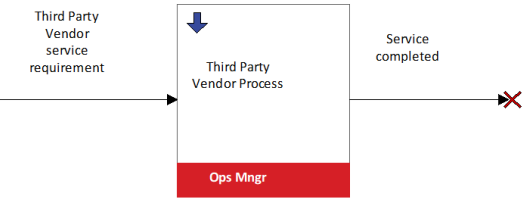
Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Edwin Ramos
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ○ Read Only

sm sa

BAH - OPS Third Party Vendor

Third Party
Vendor
service
requirement

↓

Third Party
Vendor Process

Service
completed

Ops Mngr

Title: BAH - OPS Third Party Vendor
Author: Edwin Ramos
Date: 11/6/2017
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ○ Read Only

Third Party Vendor Process

Ad hoc pickup request received

Process Third Party Vendor Pickup

3rd Party Vendor

Shipments ready for processing

Shipments allocated to TPA for transfer

Process Third Party Vendor Transfer

3rd Party Vendor

Transfer Manifest filed

Shipments allocated to Third Party Agent delivery route

Process Third Party Vendor Delivery

3rd Party Vendor

Proof of Delivery filed

Title: Third Party Vendor Process
Author: Edwin Ramos
Date: 8/27/2017
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions
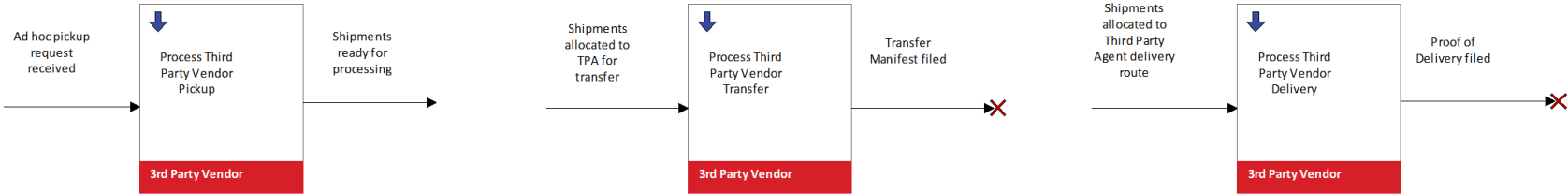● Change Log
○ Change Requests

○ Feedback
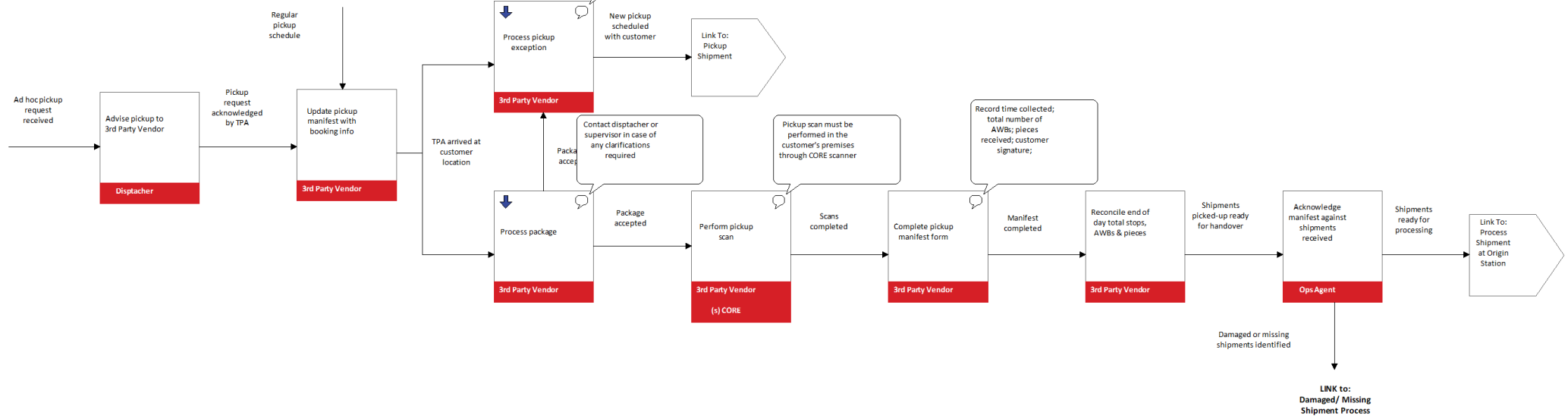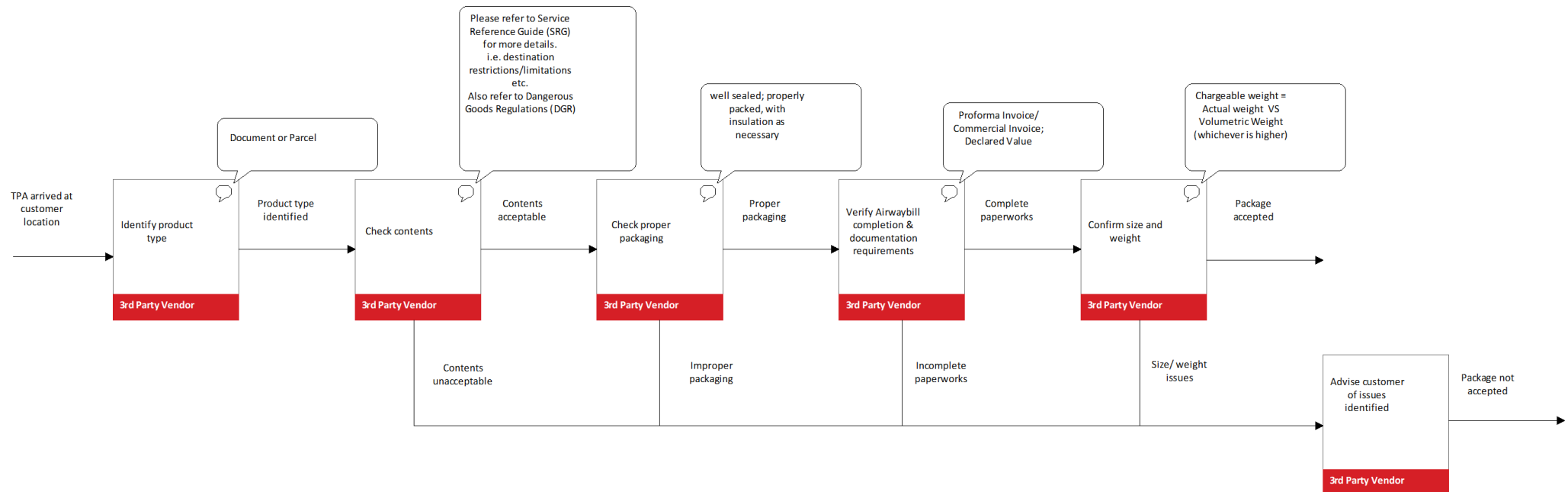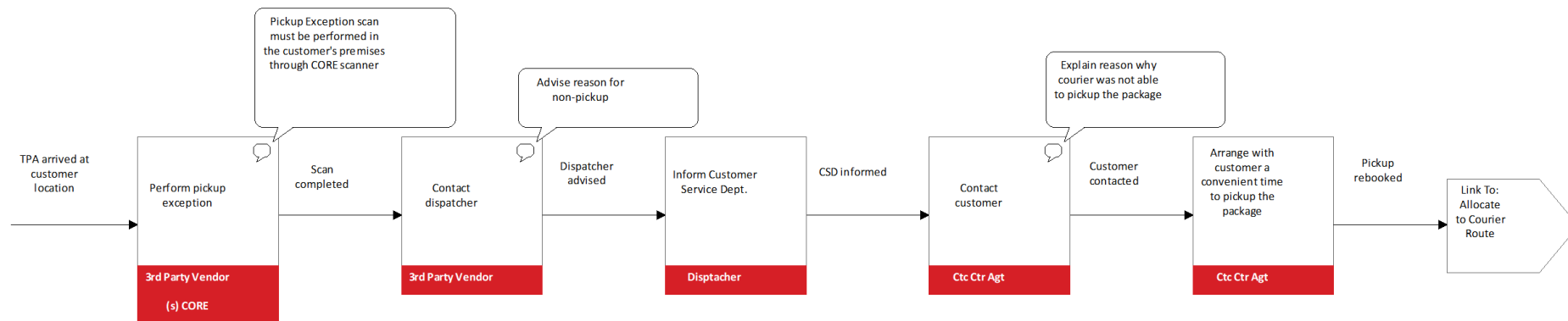○ Keywords
○ Read Only

SMSA

Process Third Party Vendor Pickup

Provide reason: Shipment not ready, shipper not available, etc.

Regular pickup schedule

New pickup scheduled with customer

Link To: Pickup Shipment

Ad hoc pickup request received

Advise pickup to 3rd Party Vendor	Pickup request acknowledged by TPA	Update pickup manifest with booking info
Disptacher		**3rd Party Vendor**

TPA arrived at customer location

Process pickup exception
3rd Party Vendor

Contact disptacher or supervisor in case of any clarifications required

Package accepted

Pickup scan must be performed in the customer's premises through CORE scanner

Record time collected; total number of AWBs; pieces received; customer signature;

Process package
3rd Party Vendor

Package accepted

Perform pickup scan
3rd Party Vendor (s) CORE

Scans completed

Complete pickup manifest form
3rd Party Vendor

Manifest completed

Reconcile end of day total stops, AWBs & pieces
3rd Party Vendor

Shipments picked-up ready for handover

Acknowledge manifest against shipments received
Ops Agent

Shipments ready for processing

Link To: Process Shipment at Origin Station

Damaged or missing shipments identified

LINK to: Damaged/ Missing Shipment Process

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ○ Read Only

Package Pickup Process

Please refer to Service Reference Guide (SRG) for more details. i.e. destination restrictions/limitations etc. Also refer to Dangerous Goods Regulations (DGR)

Document or Parcel

well sealed; properly packed, with insulation as necessary

Proforma Invoice/ Commercial Invoice; Declared Value

Chargeable weight = Actual weight VS Volumetric Weight (whichever is higher)

TPA arrived at customer location

Identify product type — 3rd Party Vendor

Product type identified

Check contents — 3rd Party Vendor

Contents acceptable

Check proper packaging — 3rd Party Vendor

Proper packaging

Verify Airwaybill completion & documentation requirements — 3rd Party Vendor

Complete paperworks

Confirm size and weight — 3rd Party Vendor

Package accepted

Contents unacceptable

Improper packaging

Incomplete paperworks

Size/ weight issues

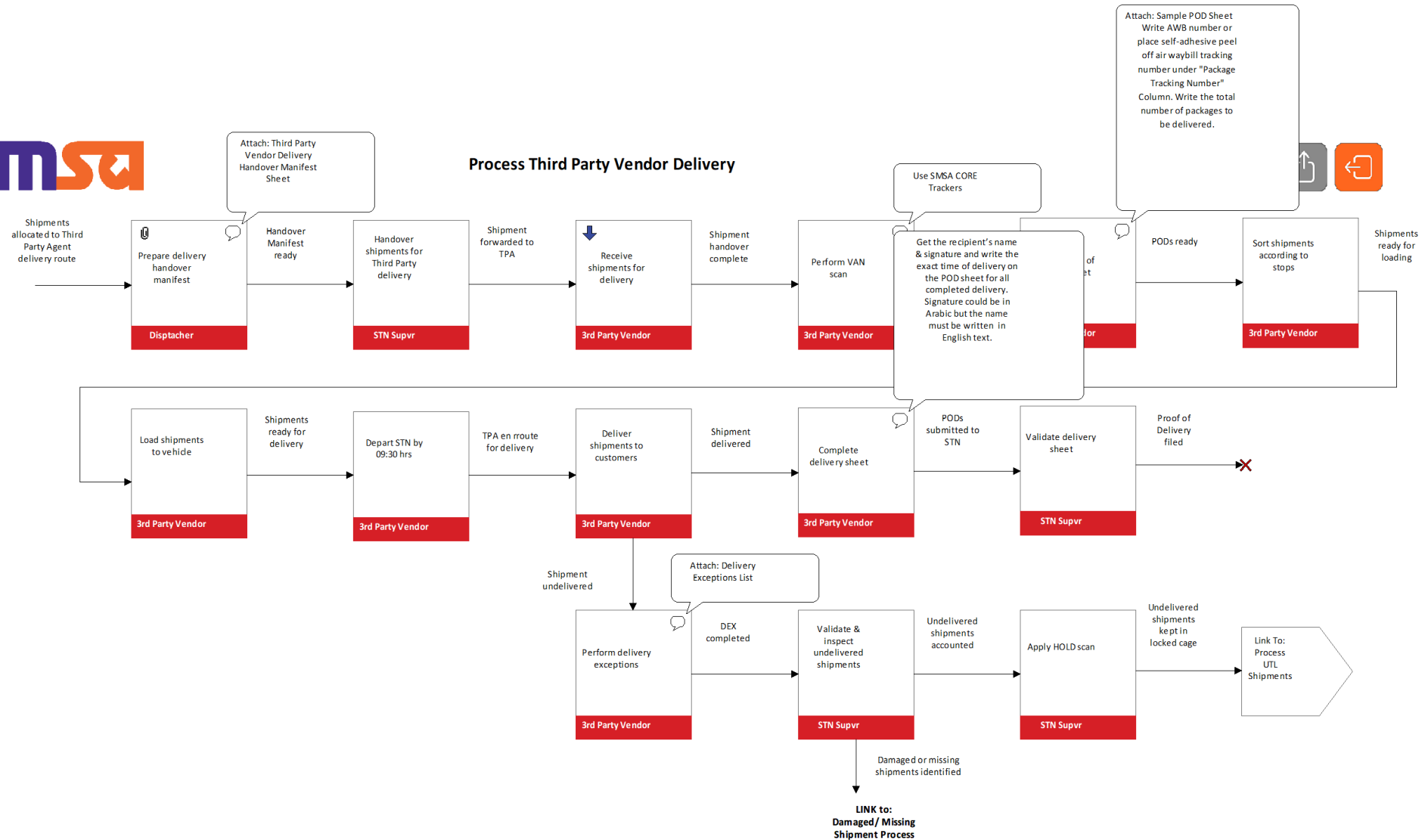Advise customer of issues identified — 3rd Party Vendor

Package not accepted

Title: Package Pickup Process
Author: Edwin Ramos
Date: 8/15/2017
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ○ Read Only

Process Pickup Exception

TPA arrived at customer location

Pickup Exception scan must be performed in the customer's premises through CORE scanner

Perform pickup exception

3rd Party Vendor (s) CORE

Scan completed

Advise reason for non-pickup

Contact dispatcher

3rd Party Vendor

Dispatcher advised

Inform Customer Service Dept.

Disptacher

CSD informed

Explain reason why courier was not able to pickup the package

Contact customer

Ctc Ctr Agt

Customer contacted

Arrange with customer a convenient time to pickup the package

Ctc Ctr Agt

Pickup rebooked

Link To: Allocate to Courier Route

Title: Process Pickup Exception
Author: Edwin Ramos
Date: 8/16/2017
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
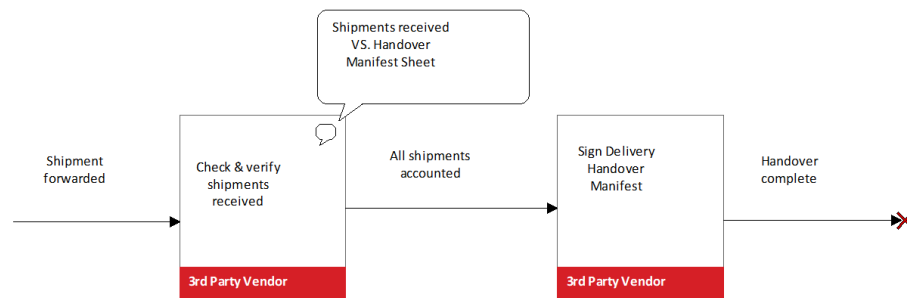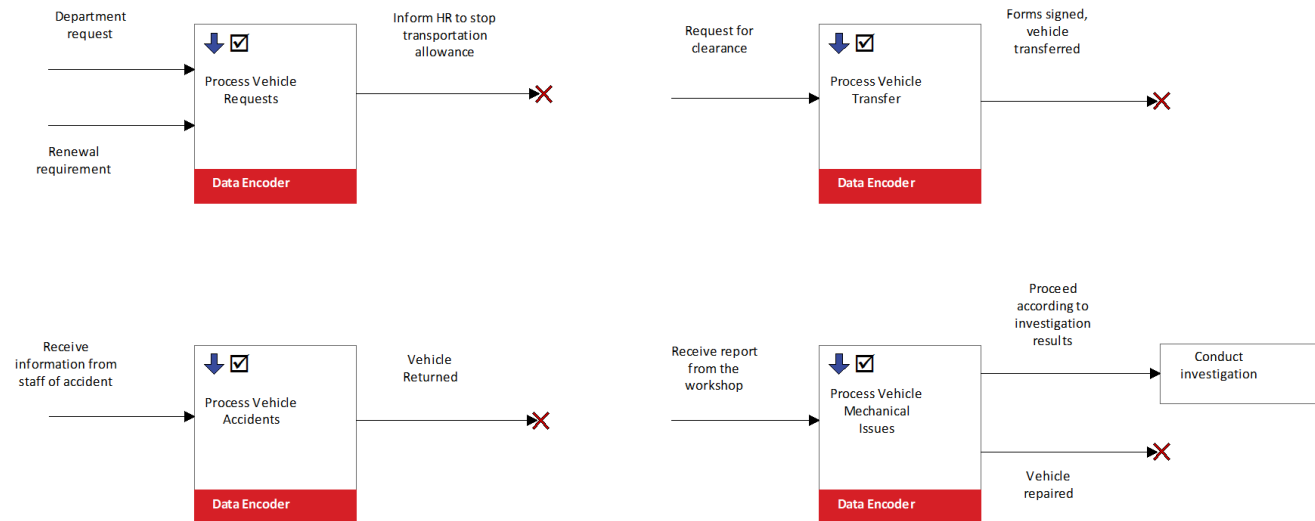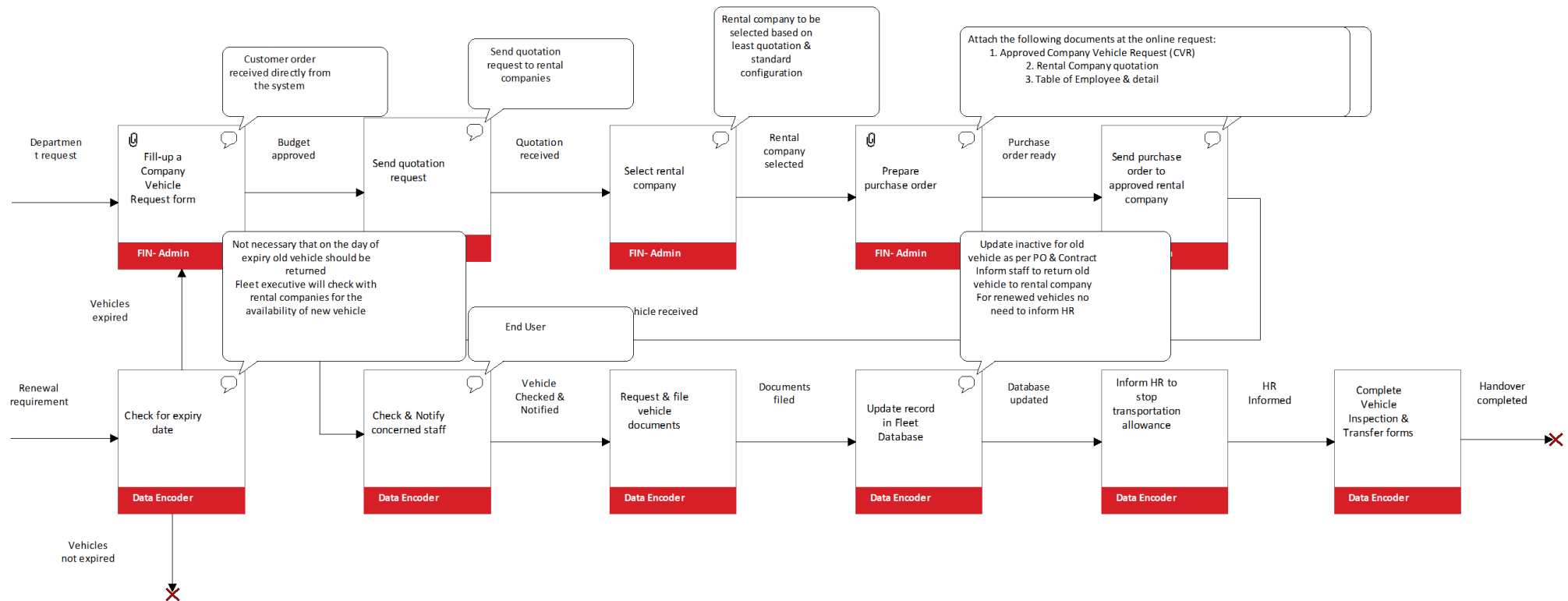Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ○ Read Only

SMSA

Process Third Party Vendor Delivery

Attach: Third Party Vendor Delivery Handover Manifest Sheet

Attach: Sample POD Sheet Write AWB number or place self-adhesive peel off air waybill tracking number under "Package Tracking Number" Column. Write the total number of packages to be delivered.

Use SMSA CORE Trackers

Get the recipient's name & signature and write the exact time of delivery on the POD sheet for all completed delivery. Signature could be in Arabic but the name must be written in English text.

Shipments allocated to Third Party Agent delivery route

Prepare delivery handover manifest	Handover Manifest ready	Handover shipments for Third Party delivery	Shipment forwarded to TPA	Receive shipments for delivery	Shipment handover complete	Perform VAN scan		PODs ready	Sort shipments according to stops	Shipments ready for loading
Disptacher		**STN Supvr**		**3rd Party Vendor**		**3rd Party Vendor**			**3rd Party Vendor**	

Load shipments to vehicle	Shipments ready for delivery	Depart STN by 09:30 hrs	TPA en rroute for delivery	Deliver shipments to customers	Shipment delivered	Complete delivery sheet	PODs submitted to STN	Validate delivery sheet	Proof of Delivery filed
3rd Party Vendor		**3rd Party Vendor**		**3rd Party Vendor**		**3rd Party Vendor**		**STN Supvr**	✖

Shipment undelivered

Attach: Delivery Exceptions List

Perform delivery exceptions	DEX completed	Validate & inspect undelivered shipments	Undelivered shipments accounted	Apply HOLD scan	Undelivered shipments kept in locked cage	Link To: Process UTL Shipments
3rd Party Vendor		**STN Supvr**		**STN Supvr**		

Damaged or missing shipments identified

LINK to: Damaged/ Missing Shipment Process

Title: Process Third Party Vendor Delivery		Owner: Shaji George	○ Actions ○ Feedback
Author: Edwin Ramos	Authorization: Update Pending	Diagram Version: Draft Copy	● Change Log ○ Keywords
Date: 8/15/2017		Review Date: None	○ Change Requests ○ Read Only
Volume: 0.00 Per Second	Cost Per Second: $,3.5,E-0317	F.T.E.: 0.00	

Shipment Handover for Third Party Delivery

Shipment forwarded

Shipments received VS. Handover Manifest Sheet

Check & verify shipments received

3rd Party Vendor

All shipments accounted

Sign Delivery Handover Manifest

3rd Party Vendor

Handover complete

Title: Shipment Handover for Third Party Delivery
Author: Edwin Ramos   Authorization: Update Pending
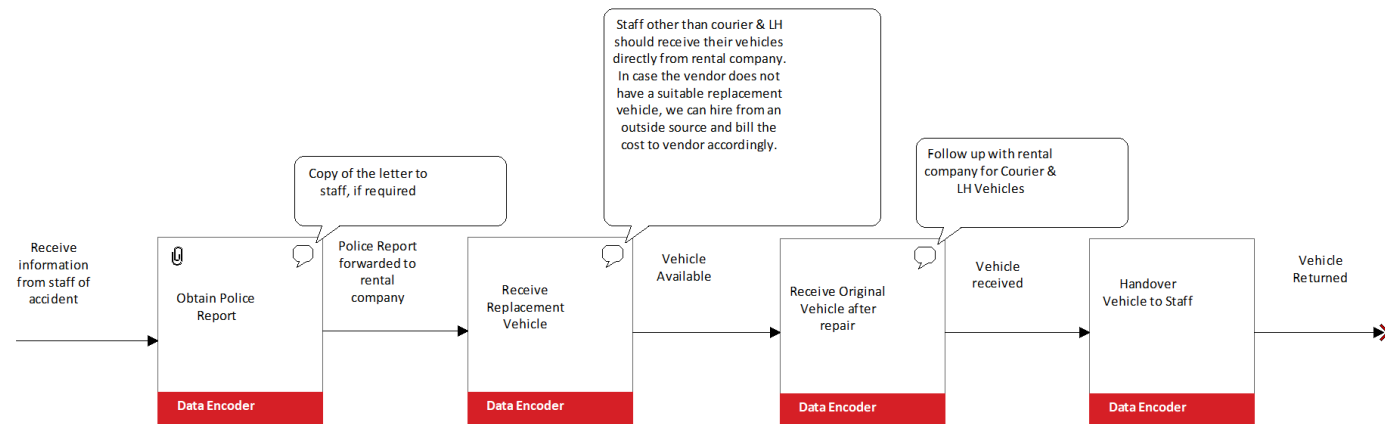Date: 8/16/2017
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests   ○ Read Only

SMSA

Process Third Party Ve...

Shipments allocated to TPA for transfer

Attach sample Manifest

Prepare 3rd Party Vendor Shipment Transfer Manifest
Disptacher

Transfer Manifest ready

Scan shipments for transfer to couriers on route
3rd Party Vendor

Scans completed

Scan shipments for transfer to HUB, STN & RTL
Disptacher (s) CORE

Write down the number of pieces & Security tag number on the Manifest. For volume or oversized shipments, the airway bill number and pieces are individually recorded on the manifest.

Prepare consolidation of small shipments in SMSA bag
Ops Agent

Shipments ready for handover

Check & verify shipment against Manifest
3rd Party Vendor

Shipments for transfer tallied

Sign Transfer Manifest
3rd Party Vendor

Signature of TPA on the Manifest signifies his accountability to the shipments handed over to him

Shipments ready for loading

Verify details on Security Tag
Sec Officer

Security tags verified

Signature of the Security Officer on the Manifest signifies appropriate security checks have been carried out

TPA must ensure that vehicle is secured and locked after loading the shipments.

Printed name of receiver, date and time of receipt must be clearly indicated on the manifest.

Sign the Transfer Manifest
Sec Officer

Security check completed

Load shipments to TPA vehicle
3rd Party Vendor

Shipments loaded

Provide signed copy of Transfer Manifest to Dispatcher
3rd Party Vendor

Shipment ready for transfer

Obtain receiver signature on Transfer Manifest
3rd Party Vendor

Shipment transfer completed

Return Transfer Manifest to Station
3rd Party Vendor

Transfer Manifest filed

Title: Process Third Party Vendor Transfer
Author: Edwin Ramos
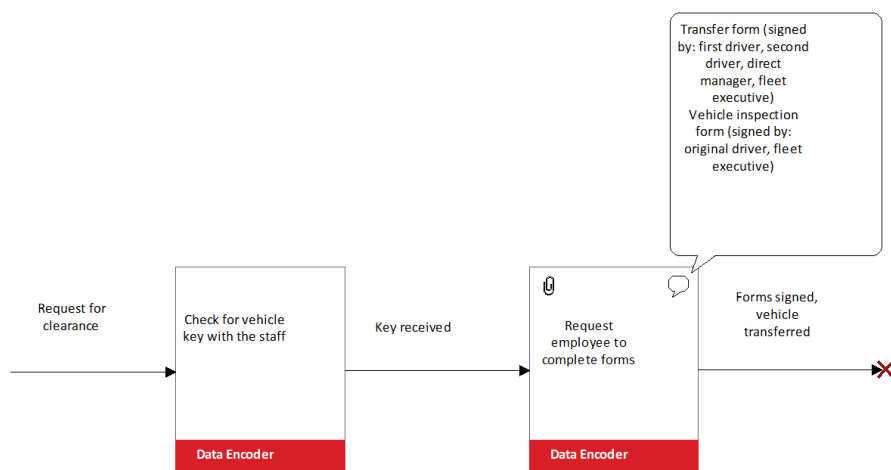Date: 8/21/2017
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
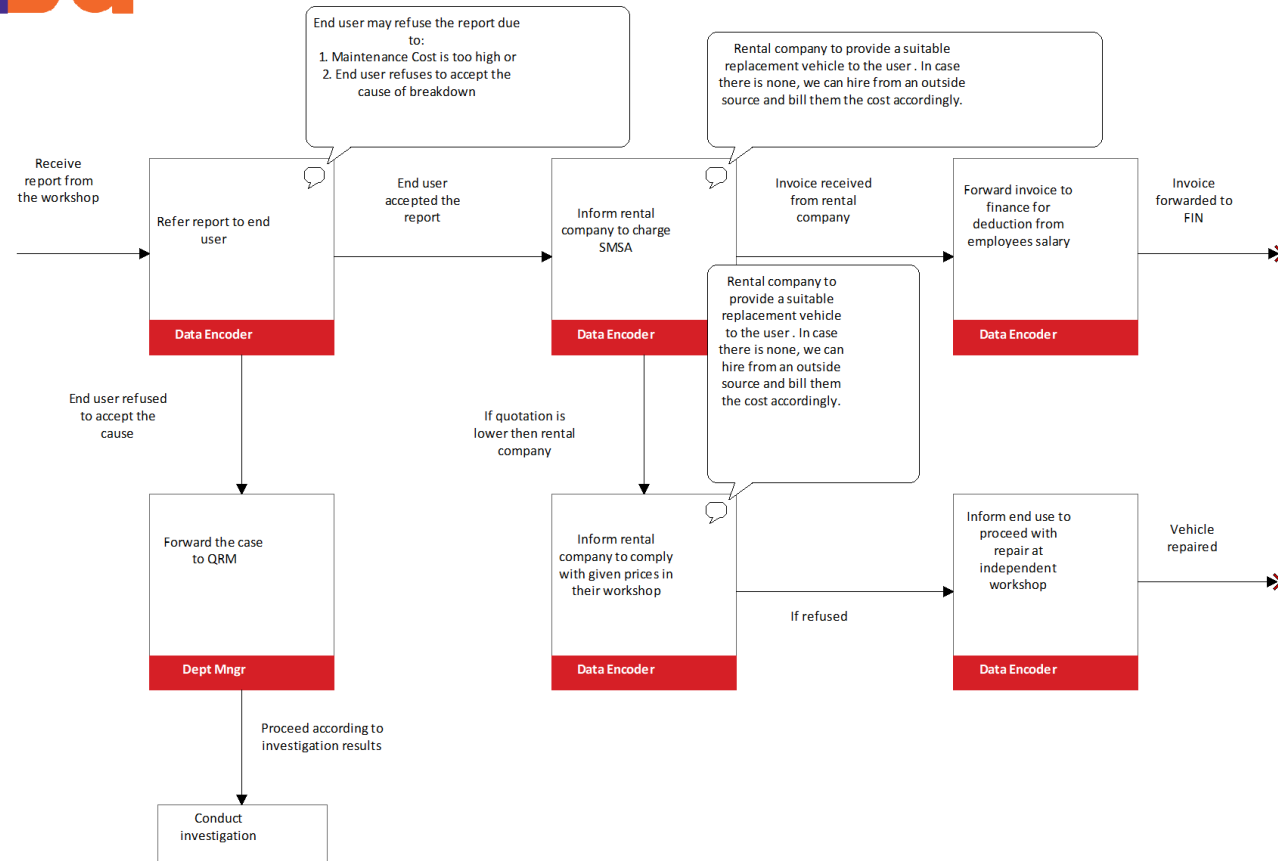Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests   ○ Read Only

BAH - OPS Fleet

Department
request

Process Vehicle
Requests

Inform HR to stop
transportation
allowance

Renewal
requirement

Data Encoder

Request for
clearance

Process Vehicle
Transfer

Forms signed,
vehicle
transferred

Data Encoder

Receive
information from
staff of accident

Process Vehicle
Accidents

Vehicle
Returned

Data Encoder

Receive report
from the
workshop

Process Vehicle
Mechanical
Issues

Proceed
according to
investigation
results

Conduct
investigation

Vehicle
repaired

Data Encoder

Title: BAH - OPS Fleet
Author: Edwin Ramos
Date: 7/12/2018
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
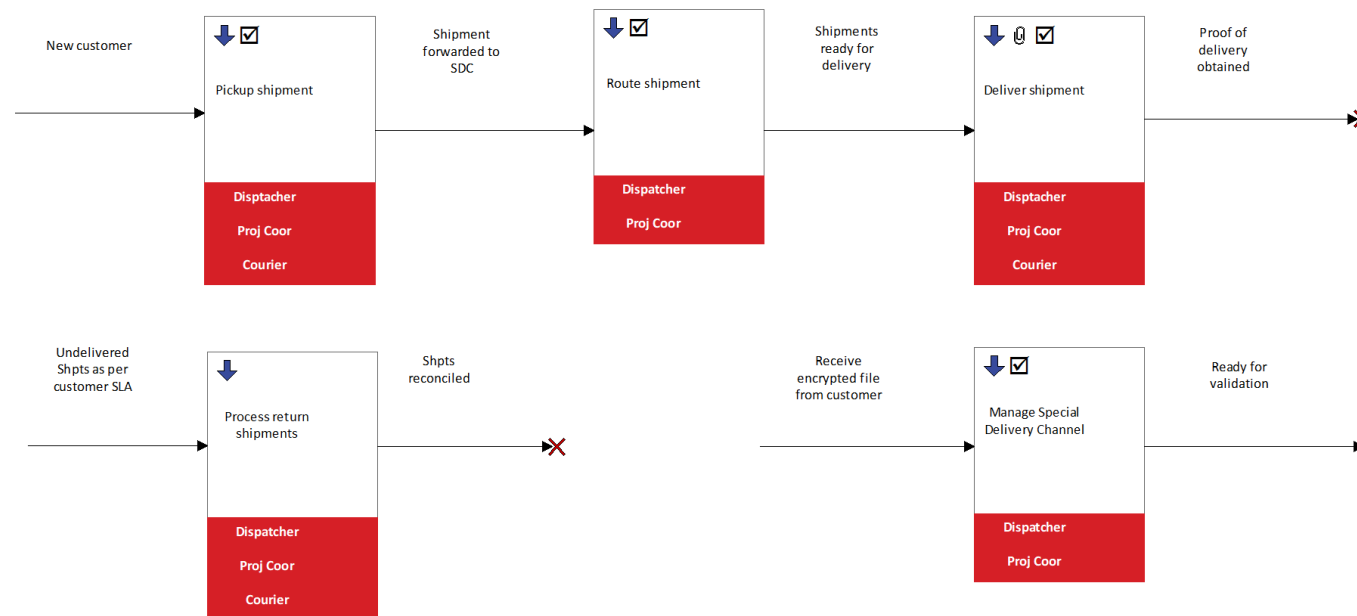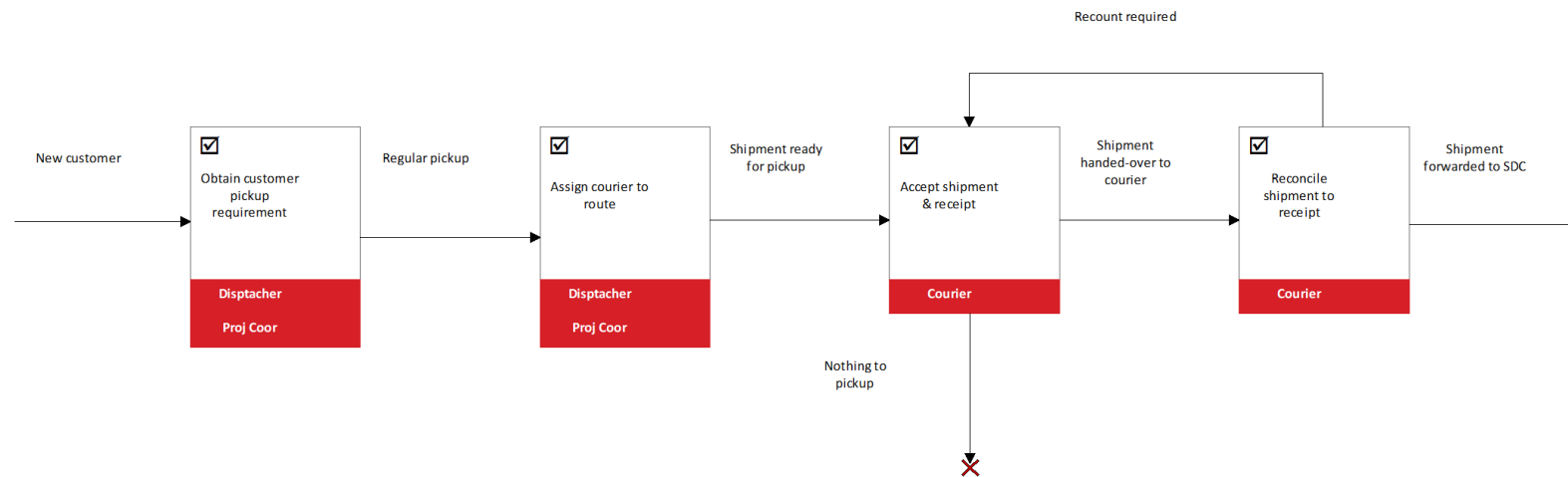○ Change Requests ○ Read Only

Process Vehicle Requests

Title:	Process Vehicle Requests		Owner:	Shaji George	○ Actions	○ Feedback
Author:	Edwin Ramos		Diagram Version:	Draft Copy	● Change Log	● Keywords
Date:	6/9/2010		Review Date:	None	● Change Requests	○ Read Only
Volume:	0.00 Per Second	Cost Per Second: $,3.5,E-0317	F.T.E.:	0.00		

Authorization: Update Pending

Process Vehicle Accidents

Receive
information
from staff of
accident

Copy of the letter to
staff, if required

Obtain Police Report

Data Encoder

Police Report
forwarded to
rental
company

Receive Replacement Vehicle

Data Encoder

Staff other than courier & LH
should receive their vehicles
directly from rental company.
In case the vendor does not
have a suitable replacement
vehicle, we can hire from an
outside source and bill the
cost to vendor accordingly.

Vehicle
Available

Receive Original Vehicle after repair

Data Encoder

Follow up with rental
company for Courier &
LH Vehicles

Vehicle
received

Handover Vehicle to Staff

Data Encoder

Vehicle
Returned

Title: Process Vehicle Accidents
Author: Edwin Ramos
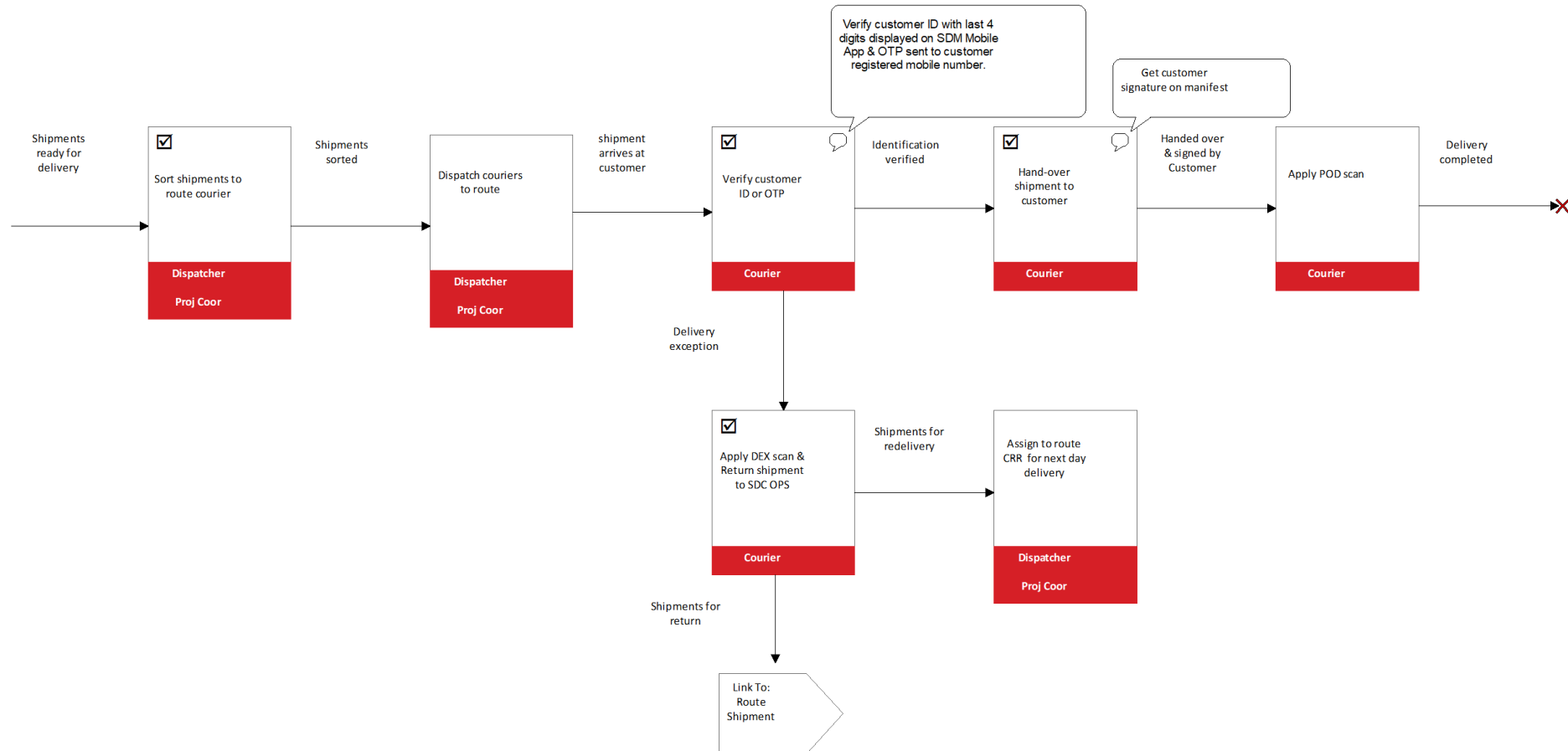Date: 6/9/2010
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions
● Change Log
○ Change Requests
○ Feedback
● Keywords
○ Read Only

Process Vehicle Transfer

Transfer form (signed by: first driver, second driver, direct manager, fleet executive)
Vehicle inspection form (signed by: original driver, fleet executive)

Request for clearance

Check for vehicle key with the staff

Data Encoder

Key received

Request employee to complete forms

Data Encoder

Forms signed, vehicle transferred

Title: Process Vehicle Transfer
Author: Edwin Ramos
Date: 6/9/2010
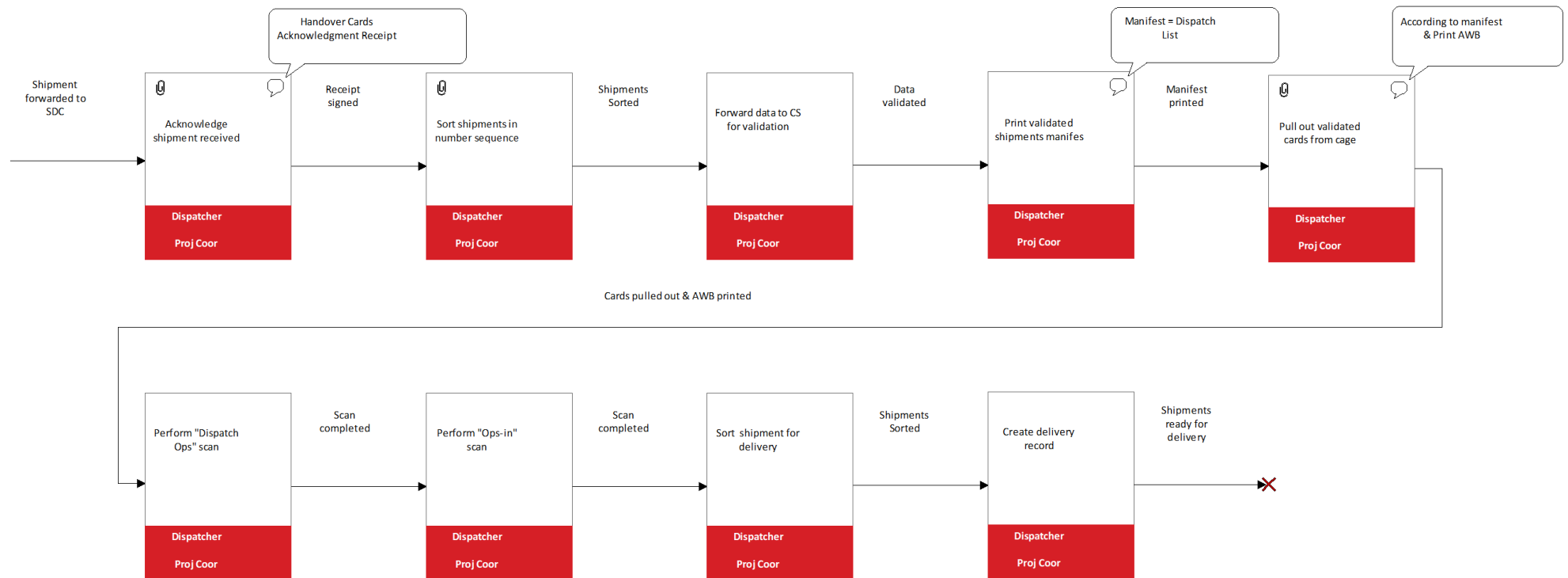Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ● Keywords
○ Change Requests ○ Read Only

SMSa

Process Vehicle Mechanical Issues

End user may refuse the report due to:
1. Maintenance Cost is too high or
2. End user refuses to accept the cause of breakdown

Rental company to provide a suitable replacement vehicle to the user . In case there is none, we can hire from an outside source and bill them the cost accordingly.

Receive report from the workshop

Refer report to end user

Data Encoder

End user accepted the report

Inform rental company to charge SMSA

Data Encoder

Invoice received from rental company

Forward invoice to finance for deduction from employees salary

Data Encoder

Invoice forwarded to FIN

✖

Rental company to provide a suitable replacement vehicle to the user . In case there is none, we can hire from an outside source and bill them the cost accordingly.

End user refused to accept the cause

Forward the case to QRM

Dept Mngr

If quotation is lower then rental company

Inform rental company to comply with given prices in their workshop

Data Encoder

If refused

Inform end use to proceed with repair at independent workshop

Data Encoder

Vehicle repaired

✖

Proceed according to investigation results

Conduct investigation

Title: Process Vehicle Mechanical Issues
Author: Edwin Ramos
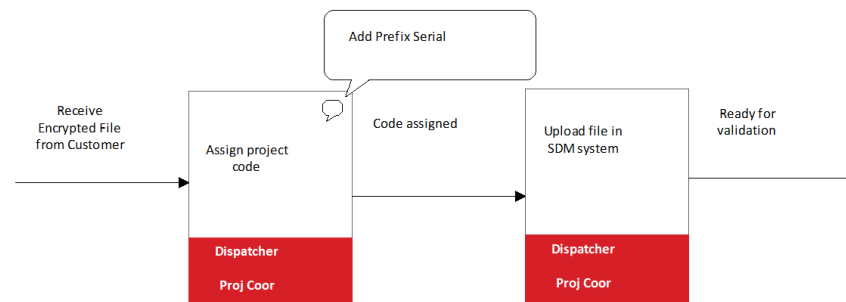Date: 6/16/2010
Volume: 0.00 Per Second

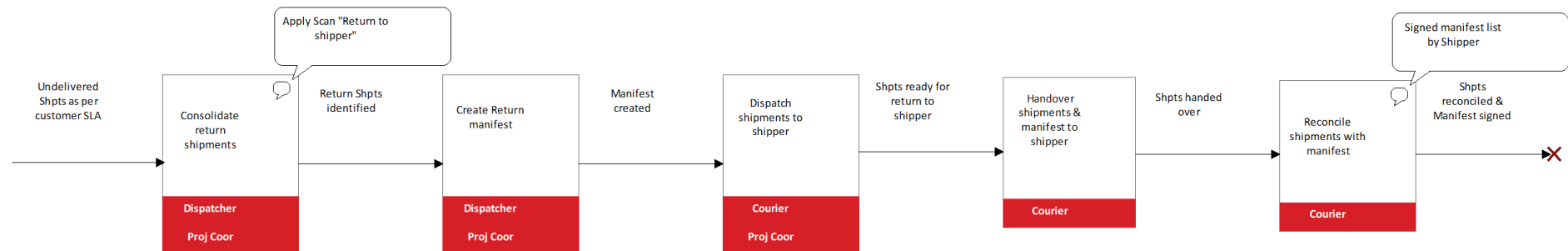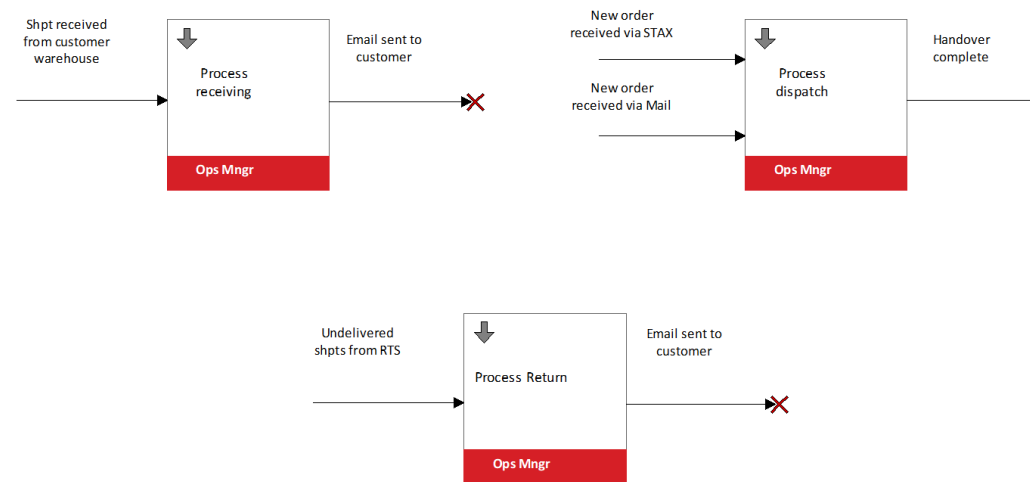Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ● Keywords
○ Change Requests ○ Read Only

BAH - Special Delivery Channel

New customer

⬇ ☑
Pickup shipment
Disptacher
Proj Coor
Courier

Shipment forwarded to SDC

⬇ ☑
Route shipment
Disptacher
Proj Coor

Shipments ready for delivery

⬇ 📎 ☑
Deliver shipment
Disptacher
Proj Coor
Courier

Proof of delivery obtained ✖

Undelivered Shpts as per customer SLA

⬇
Process return shipments
Dispatcher
Proj Coor
Courier

Shpts reconciled ✖

Receive encrypted file from customer

⬇ ☑
Manage Special Delivery Channel
Dispatcher
Proj Coor

Ready for validation

Title: BAH - Special Delivery Channel
Author: Edwin Ramos
Date: 1/13/2020
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
● Change Requests ○ Read Only

Pickup Shipment

Recount required

New customer

☑
Obtain customer
pickup
requirement

Disptacher
Proj Coor

Regular pickup

☑
Assign courier to
route

Disptacher
Proj Coor

Shipment ready
for pickup

☑
Accept shipment
& receipt

Courier

Shipment
handed-over to
courier

☑
Reconcile
shipment to
receipt

Courier

Shipment
forwarded to SDC

Nothing to
pickup

✗

Title: Pickup Shipment
Author: Edwin Ramos
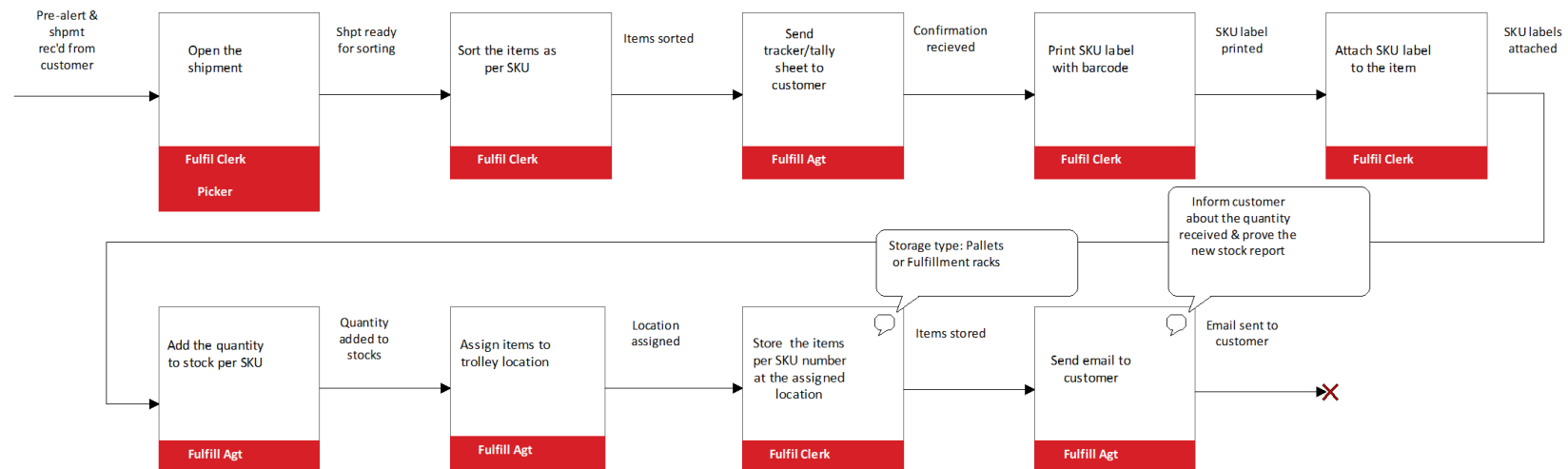Date: 6/12/2010
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ● Keywords
● Change Requests ○ Read Only

smsa

Deliver Shipment

Verify customer ID with last 4 digits displayed on SDM Mobile App & OTP sent to customer registered mobile number.

Get customer signature on manifest

Shipments ready for delivery

☑ Sort shipments to route courier

Dispatcher
Proj Coor

Shipments sorted

Dispatch couriers to route

Dispatcher
Proj Coor

shipment arrives at customer

☑ Verify customer ID or OTP

Courier

Identification verified

☑ Hand-over shipment to customer

Courier

Handed over & signed by Customer

Apply POD scan

Courier

Delivery completed

Delivery exception

☑ Apply DEX scan & Return shipment to SDC OPS

Courier

Shipments for redelivery

Assign to route CRR for next day delivery

Dispatcher
Proj Coor

Shipments for return

Link To: Route Shipment

Title: Deliver Shipment
Author: Edwin Ramos
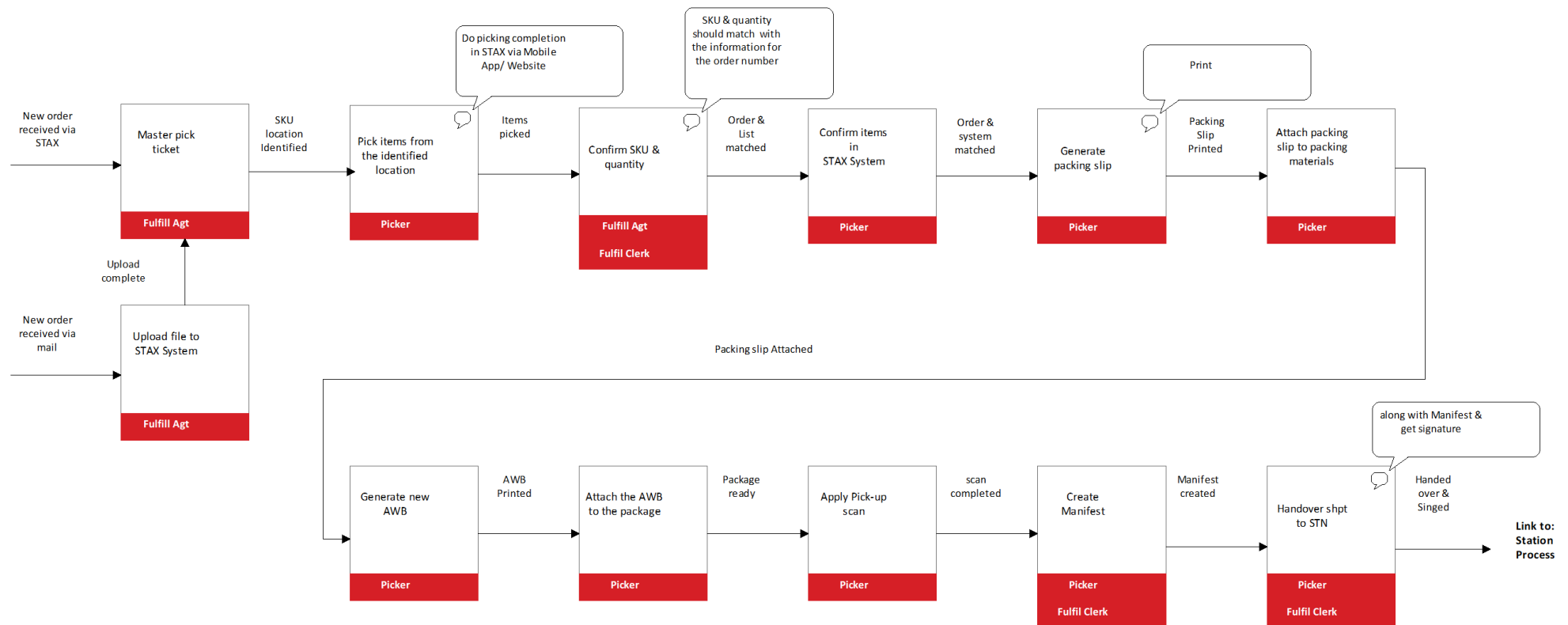Date: 6/12/2010
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ● Keywords
● Change Requests ○ Read Only

Route Shipment

Shipment forwarded to SDC

Handover Cards Acknowledgment Receipt

Acknowledge shipment received

Dispatcher
Proj Coor

Receipt signed

Sort shipments in number sequence

Dispatcher
Proj Coor

Shipments Sorted

Forward data to CS for validation

Dispatcher
Proj Coor

Data validated

Manifest = Dispatch List

Print validated shipments manifes

Dispatcher
Proj Coor

Manifest printed

According to manifest & Print AWB

Pull out validated cards from cage

Dispatcher
Proj Coor

Cards pulled out & AWB printed

Perform "Dispatch Ops" scan

Dispatcher
Proj Coor

Scan completed

Perform "Ops-in" scan

Dispatcher
Proj Coor

Scan completed

Sort shipment for delivery

Dispatcher
Proj Coor

Shipments Sorted

Create delivery record

Dispatcher
Proj Coor

Shipments ready for delivery

Title: Route Shipment
Author: Edwin Ramos
Date: 6/12/2010
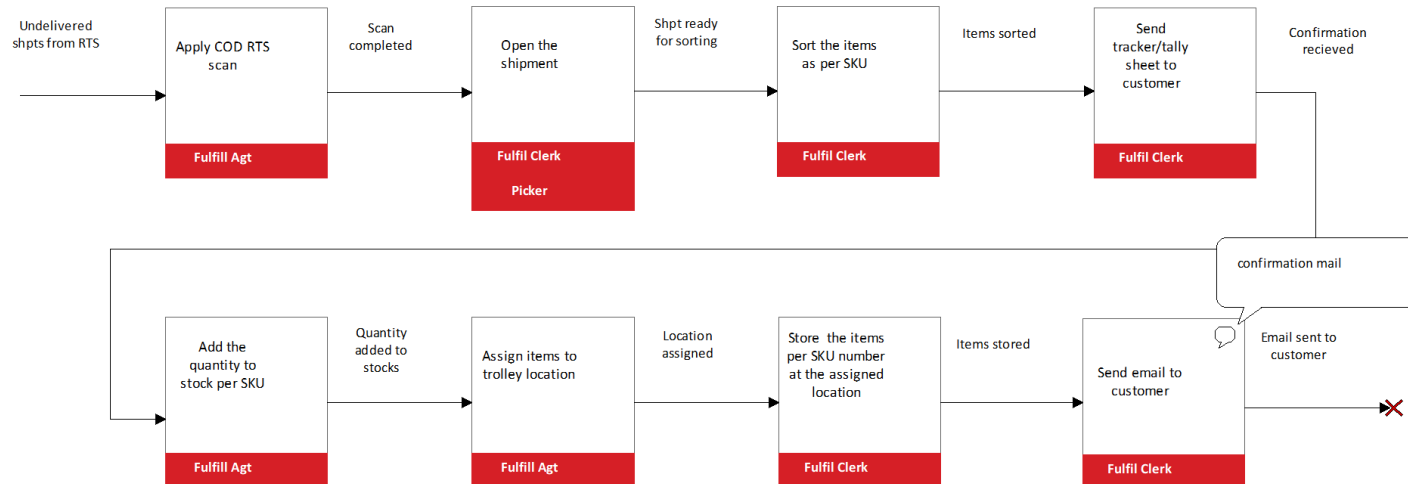Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ● Keywords
● Change Requests ○ Read Only

Special Delivery Channel Management

Add Prefix Serial

Receive
Encrypted File
from Customer

Assign project
code

Code assigned

Upload file in
SDM system

Ready for
validation

Dispatcher

Proj Coor

Dispatcher

Proj Coor

Title: Special Delivery Channel Management
Author: Edwin Ramos
Date: 8/21/2010
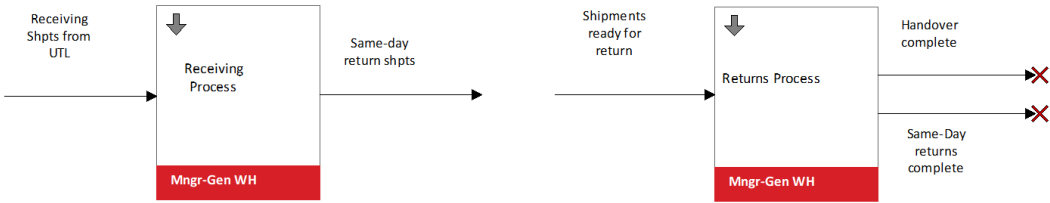Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ● Keywords
● Change Requests ○ Read Only

Process Return Shipments

Undelivered Shpts as per customer SLA

Apply Scan "Return to shipper"

Consolidate return shipments

Dispatcher
Proj Coor

Return Shpts identified

Create Return manifest

Dispatcher
Proj Coor

Manifest created

Dispatch shipments to shipper

Courier
Proj Coor

Shpts ready for return to shipper

Handover shipments & manifest to shipper

Courier

Shpts handed over

Signed manifest list by Shipper

Reconcile shipments with manifest

Courier

Shpts reconciled & Manifest signed

Title: Process Return Shipments
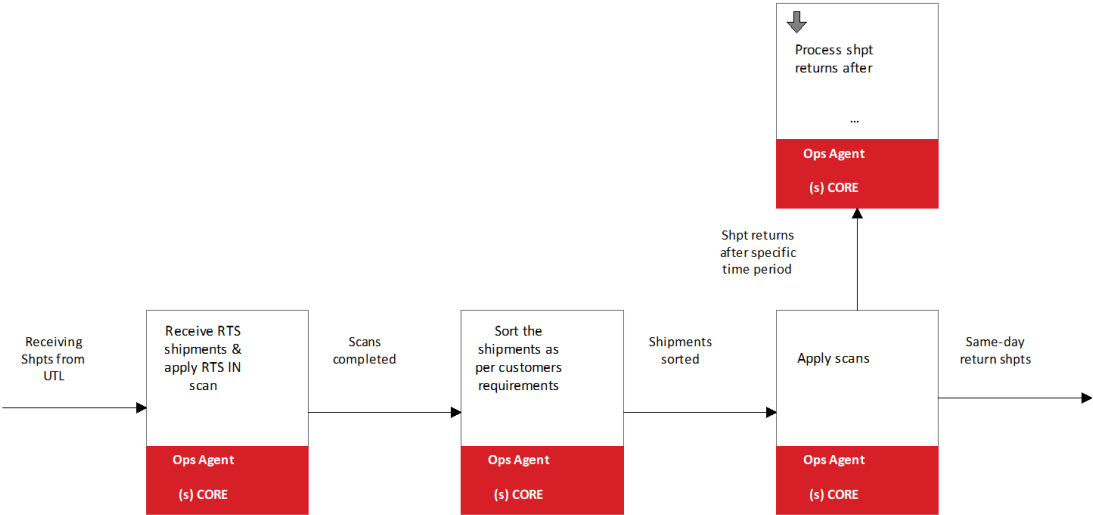Author: Edwin Ramos
Date: 5/10/2020
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
● Change Requests ○ Read Only

Fulfillment

Shpt received from customer warehouse → **Process receiving** (Ops Mngr) → Email sent to customer ✖

New order received via STAX / New order received via Mail → **Process dispatch** (Ops Mngr) → Handover complete →

Undelivered shpts from RTS → **Process Return** (Ops Mngr) → Email sent to customer ✖

Process Receiving

Pre-alert & shpmt rec'd from customer

Open the shipment
Fulfil Clerk
Picker

Shpt ready for sorting

Sort the items as per SKU
Fulfil Clerk

Items sorted

Send tracker/tally sheet to customer
Fulfill Agt

Confirmation recieved

Print SKU label with barcode
Fulfil Clerk

SKU label printed

Attach SKU label to the item
Fulfil Clerk

SKU labels attached

Storage type: Pallets or Fulfillment racks

Inform customer about the quantity received & prove the new stock report

Add the quantity to stock per SKU
Fulfill Agt

Quantity added to stocks

Assign items to trolley location
Fulfill Agt

Location assigned

Store the items per SKU number at the assigned location
Fulfil Clerk

Items stored

Send email to customer
Fulfill Agt

Email sent to customer

Title: Process Receiving
Author: Edwin Ramos
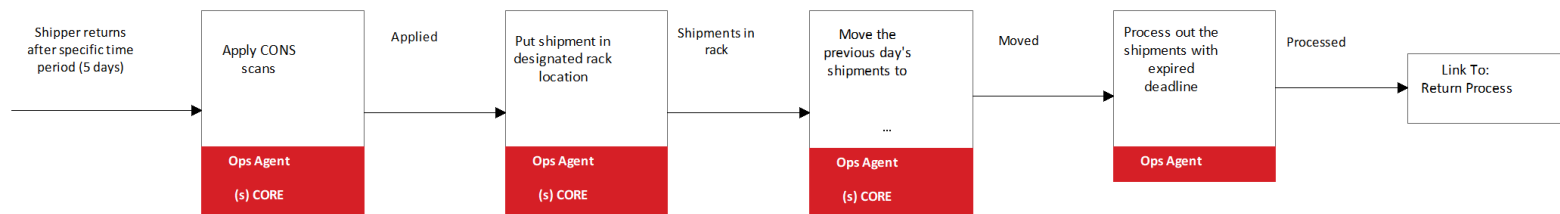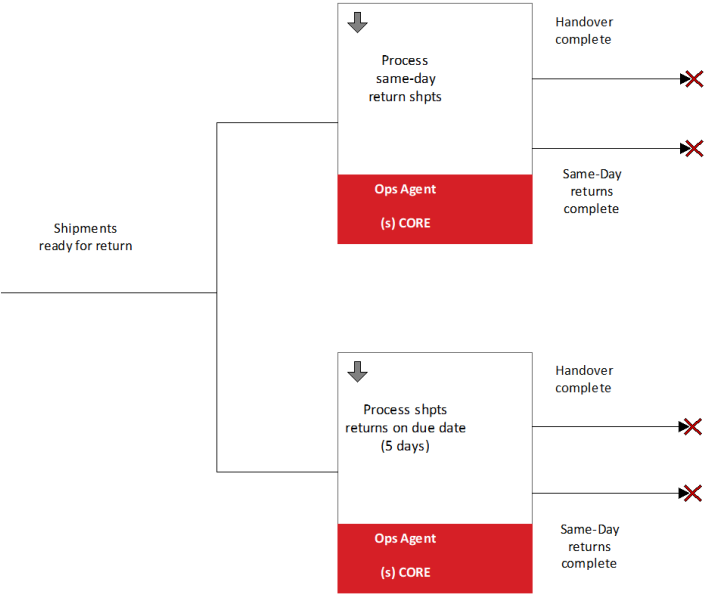Date: 4/8/2019
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
● Change Requests ○ Read Only

Process Dispatch

New order received via STAX

→ Master pick ticket — **Fulfill Agt**

SKU location Identified →

Pick items from the identified location — **Picker**

Do picking completion in STAX via Mobile App/ Website

Items picked →

Confirm SKU & quantity — **Fulfill Agt** / **Fulfil Clerk**

SKU & quantity should match with the information for the order number

Order & List matched →

Confirm items in STAX System — **Picker**

Order & system matched →

Generate packing slip — **Picker**

Print

Packing Slip Printed →

Attach packing slip to packing materials — **Picker**

New order received via mail

→ Upload file to STAX System — **Fulfill Agt**

Upload complete ↑

Packing slip Attached

Generate new AWB — **Picker**

AWB Printed →

Attach the AWB to the package — **Picker**

Package ready →

Apply Pick-up scan — **Picker**

scan completed →

Create Manifest — **Picker** / **Fulfil Clerk**

Manifest created →

Handover shpt to STN — **Picker** / **Fulfil Clerk**

along with Manifest & get signature

Handed over & Singed →

Link to: Station Process

Title: Process Dispatch
Author: Edwin Ramos
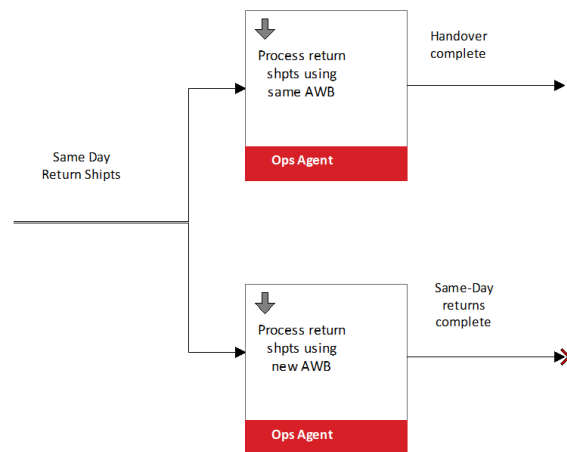Date: 4/8/2019
Volume: 0.00 Per Second

Authorization: Update Pending

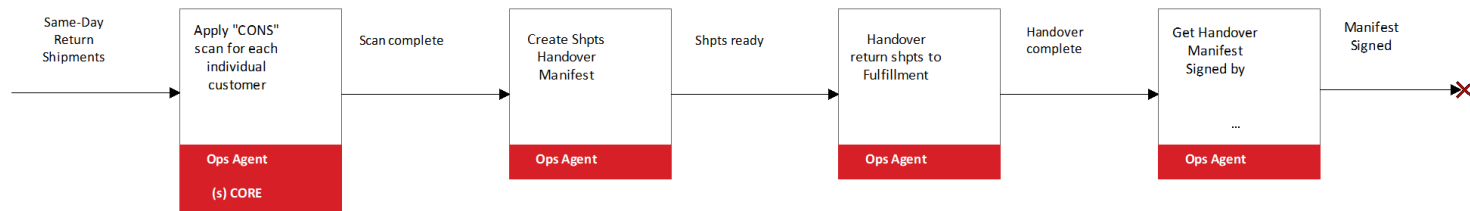Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
● Change Requests   ○ Read Only

Process Return

Undelivered shpts from RTS → **Apply COD RTS scan** (Fulfill Agt) → Scan completed → **Open the shipment** (Fulfil Clerk / Picker) → Shpt ready for sorting → **Sort the items as per SKU** (Fulfil Clerk) → Items sorted → **Send tracker/tally sheet to customer** (Fulfil Clerk) → Confirmation recieved

Add the quantity to stock per SKU (Fulfill Agt) → Quantity added to stocks → **Assign items to trolley location** (Fulfill Agt) → Location assigned → **Store the items per SKU number at the assigned location** (Fulfil Clerk) → Items stored → **Send email to customer** (Fulfil Clerk) → Email sent to customer

confirmation mail

Title: Process Return
Author: Nouf Al Rammah
Date: 2/26/2025
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Edwin Ramos
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests   ○ Read Only

RTS

Receiving
Shpts from
UTL

↓

Receiving
Process

Mngr-Gen WH

Same-day
return shpts

Shipments
ready for
return

↓

Returns Process

Mngr-Gen WH

Handover
complete

Same-Day
returns
complete

Title: RTS
Author: Edwin Ramos
Date: 10/2/2023
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ○ Read Only

Receiving Process

```
                                                                    ↓
                                                          ┌──────────────────┐
                                                          │ Process shpt     │
                                                          │ returns after    │
                                                          │                  │
                                                          │       ...        │
                                                          ├──────────────────┤
                                                          │   Ops Agent      │
                                                          │   (s) CORE       │
                                                          └──────────────────┘
                                                                    ↑
                                                          Shpt returns
                                                          after specific
                                                          time period

                 ┌──────────────┐              ┌──────────────┐              ┌──────────────┐
 Receiving       │ Receive RTS  │    Scans     │ Sort the     │  Shipments   │ Apply scans  │  Same-day
 Shpts from      │ shipments &  │  completed   │ shipments as │  sorted      │              │  return shpts
 UTL             │ apply RTS IN │              │ per customers│              │              │
        ────────▶│ scan         │─────────────▶│ requirements │─────────────▶│              │──────────────▶
                 ├──────────────┤              ├──────────────┤              ├──────────────┤
                 │  Ops Agent   │              │  Ops Agent   │              │  Ops Agent   │
                 │  (s) CORE    │              │  (s) CORE    │              │  (s) CORE    │
                 └──────────────┘              └──────────────┘              └──────────────┘
```

Title: Receiving Process
Author: Bashayr Al sharidi
Date: 10/3/2023
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00
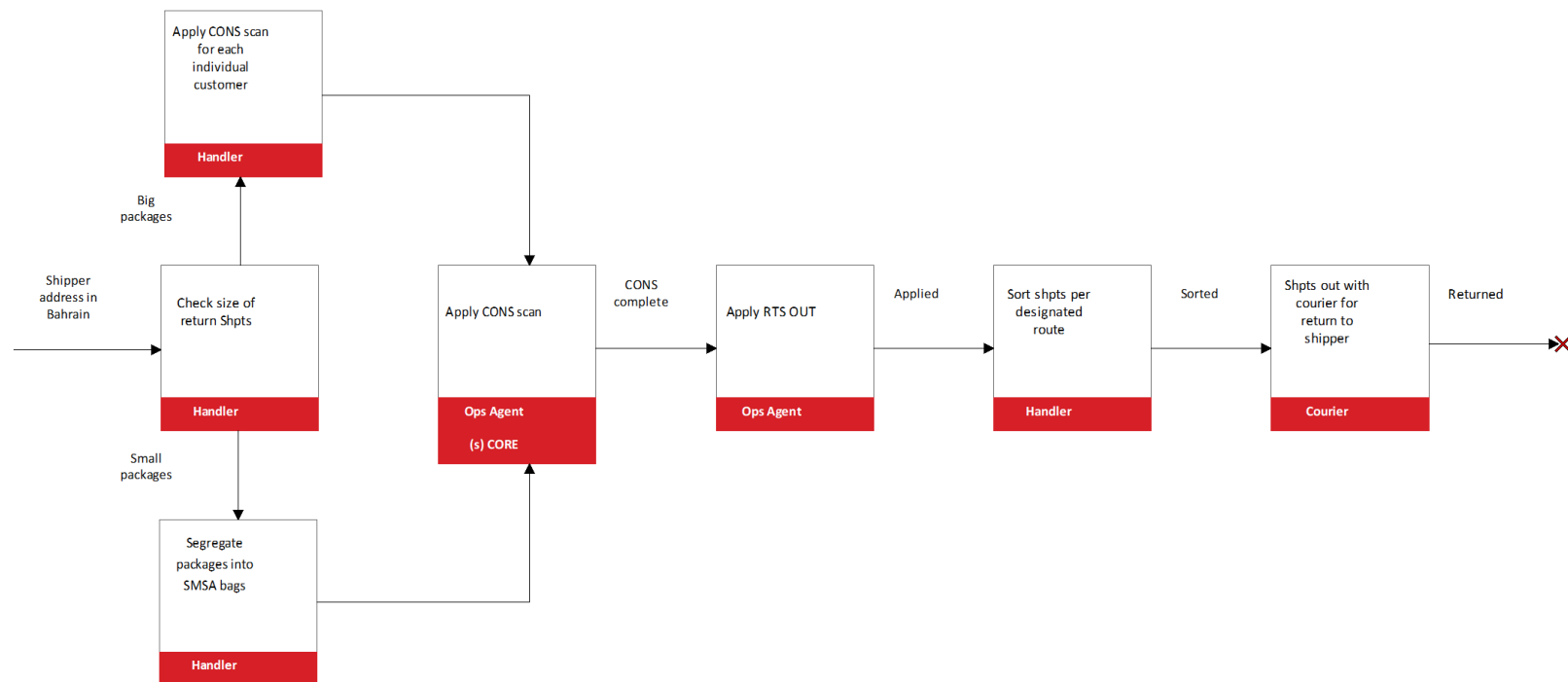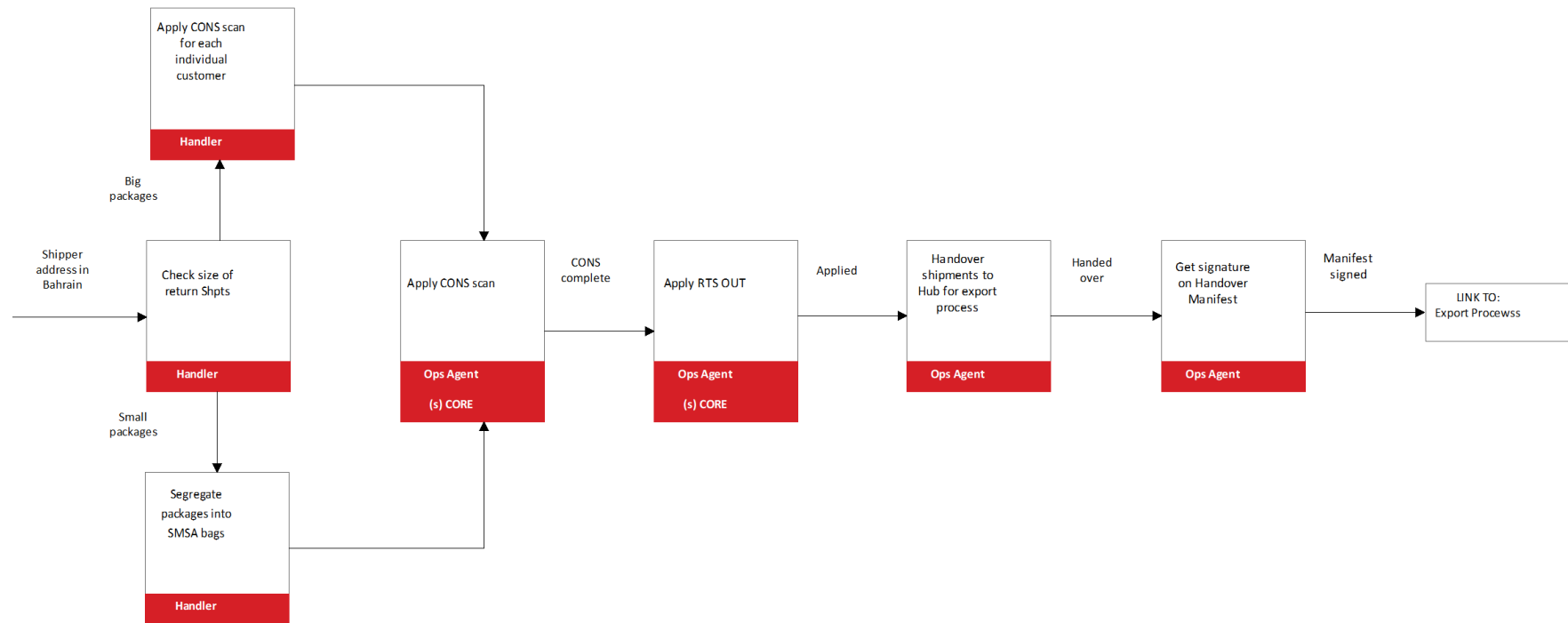
○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests   ○ Read Only

SMSA

Process Shpt Returns after Specific Time Period

Shipper returns after specific time period (5 days)

| Apply CONS scans | Applied | Put shipment in designated rack location | Shipments in rack | Move the previous day's shipments to ... | Moved | Process out the shipments with expired deadline | Processed | Link To: Return Process |

Ops Agent (s) CORE — Apply CONS scans

Ops Agent (s) CORE — Put shipment in designated rack location

Ops Agent (s) CORE — Move the previous day's shipments to ...

Ops Agent — Process out the shipments with expired deadline

Title: Process Shpt Returns after Specific Time Period
Author: Edwin Ramos   Authorization: Update Pending
Date: 4/1/2019
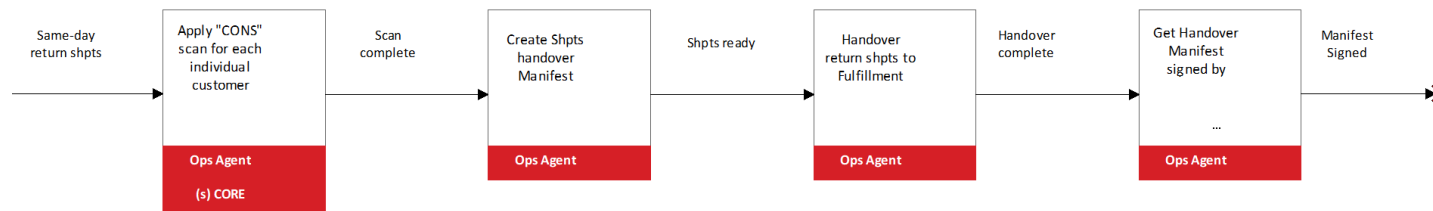Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ○ Read Only

Process returns

Process returns

Shipments
ready for return

Process
same-day
return shpts

Ops Agent

(s) CORE

Handover
complete

Same-Day
returns
complete

Process shpts
returns on due date
(5 days)

Ops Agent

(s) CORE

Handover
complete

Same-Day
returns
complete

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ○ Read Only

Process shpt returns on due date (5 Days)

Same Day
Return Shipts

Process return
shpts using
same AWB

Ops Agent

Handover
complete

Process return
shpts using
new AWB

Ops Agent

Same-Day
returns
complete

Title: Process shpt returns on due date (5 Days)
Author: Bashayr Al sharidi   Authorization: Update Pending
Date: 10/3/2023
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ○ Read Only

Process Return Shpts Using Same AWB

Same-Day Return Shipments →

Apply "CONS" scan for each individual customer
Ops Agent
(s) CORE

Scan complete →

Create Shpts Handover Manifest
Ops Agent

Shpts ready →

Handover return shpts to Fulfillment
Ops Agent

Handover complete →

Get Handover Manifest Signed by ...
Ops Agent

Manifest Signed → ✖

Title: Process Return Shpts Using Same AWB
Author: Edwin Ramos   Authorization: Update Pending
Date: 4/1/2019
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00
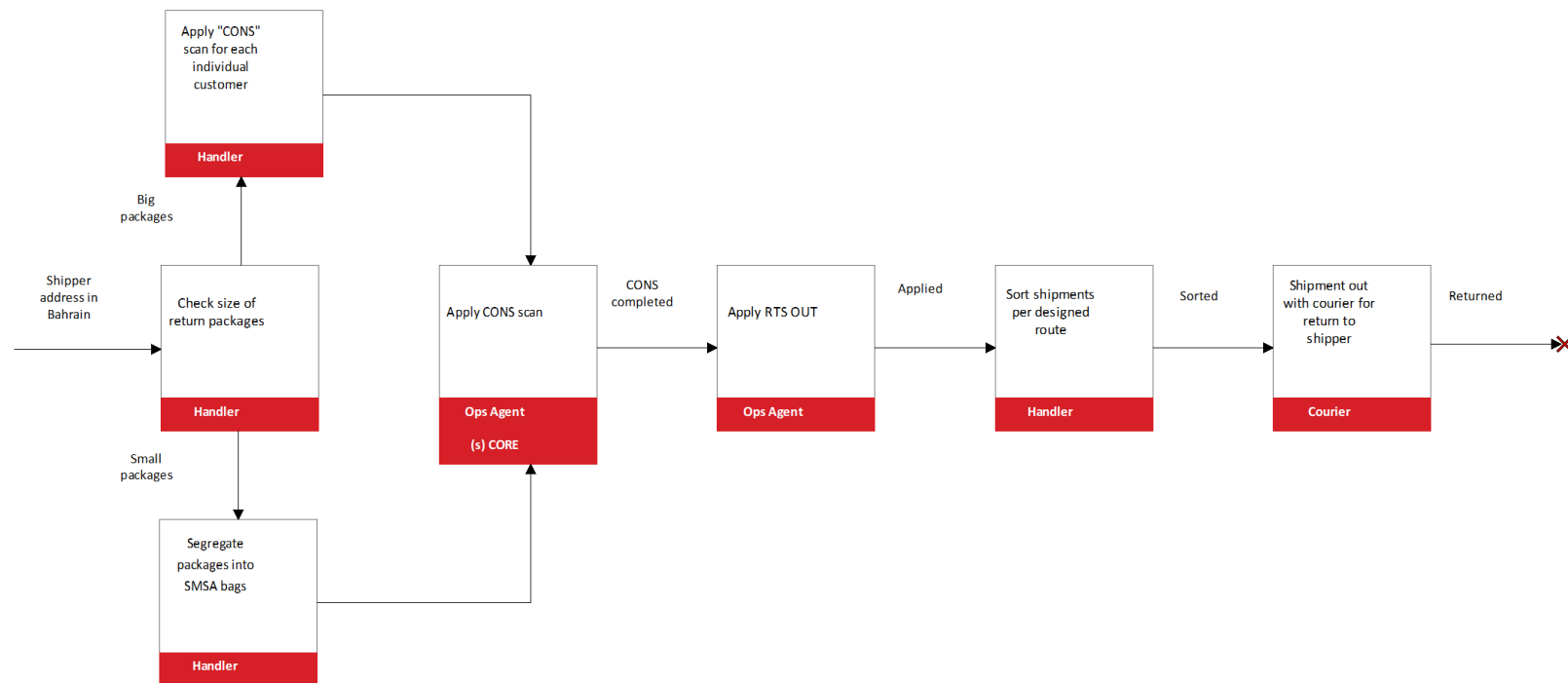
○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ○ Read Only

Process Return Shpts Using New AWB

```
Shpts return          Scan original                    Generate return               Attach new AWB
date due              AWB no. &          AWB scanned    AWB with new    Return AWB    to the respective
                      upload on                         destination     generated     package
                                                        details
                      ...
                      Ops Agent                         Ops Agent                     Ops Agent
                      (s) S-panel                       (s) S-panel                   
```

New AWB attached

```
                      Check shipper      Shipper         Process return
                      address            address in      shpts for Bahrain
                      (location)         Bahrain
                      Ops Agent                          Ops Agent
```

Shipper address not in Bahrain   Handover complete

```
                      Process return     Handover        Apply COD RTS     Due date
                      shpts outside      complete        scan on original  returns
                      Bahrain                            AWB               complete
                                                         ...
                      Ops Agent                          Ops Agent
                                                         (s) S-panel
```

Title: Process Return Shpts Using New AWB
Author: Edwin Ramos   Authorization: Update Pending
Date: 4/1/2019
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
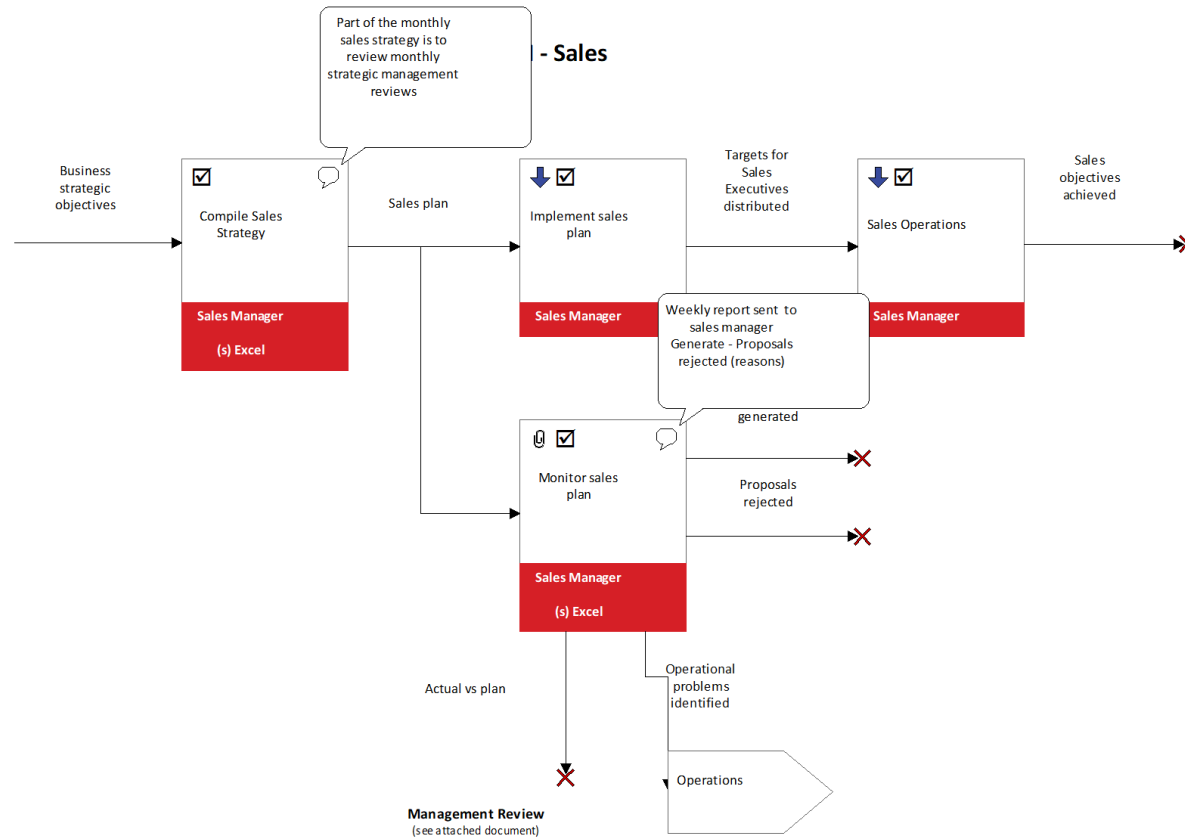○ Change Requests ○ Read Only

Process Return Shpts for Bahrain

Apply CONS scan for each individual customer
Handler

Big packages

Check size of return Shpts
Handler

Shipper address in Bahrain

Apply CONS scan
Ops Agent (s) CORE

CONS complete

Apply RTS OUT
Ops Agent

Applied

Sort shpts per designated route
Handler

Sorted

Shpts out with courier for return to shipper
Courier

Returned

Small packages

Segregate packages into SMSA bags
Handler

Title: Process Return Shpts for Bahrain
Author: Edwin Ramos
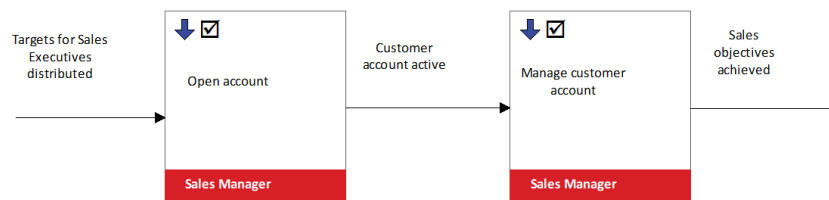Date: 4/2/2019
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ○ Read Only

Process Return Shpts for Outside Bahrain


```
Shipper
address in
Bahrain

Big
packages

Apply CONS scan
for each
individual
customer
[Handler]

Check size of
return Shpts
[Handler]

Small
packages

Segregate
packages into
SMSA bags
[Handler]

Apply CONS scan
Ops Agent
(s) CORE

CONS
complete

Apply RTS OUT
Ops Agent
(s) CORE

Applied

Handover
shipments to
Hub for export
process
Ops Agent

Handed
over

Get signature
on Handover
Manifest
Ops Agent

Manifest
signed

LINK TO:
Export Procewss
```

Process same-day return shpts

Same-day
return shpts

Process return
shpts using
same AWB

Ops Agent

Handover
Completed

Process return
shpts using
new AWB

Ops Agent

Same-day
returns
complete

Title: Process same-day return shpts
Author: Bashayr Al sharidi   Authorization: Update Pending
Date: 10/3/2023
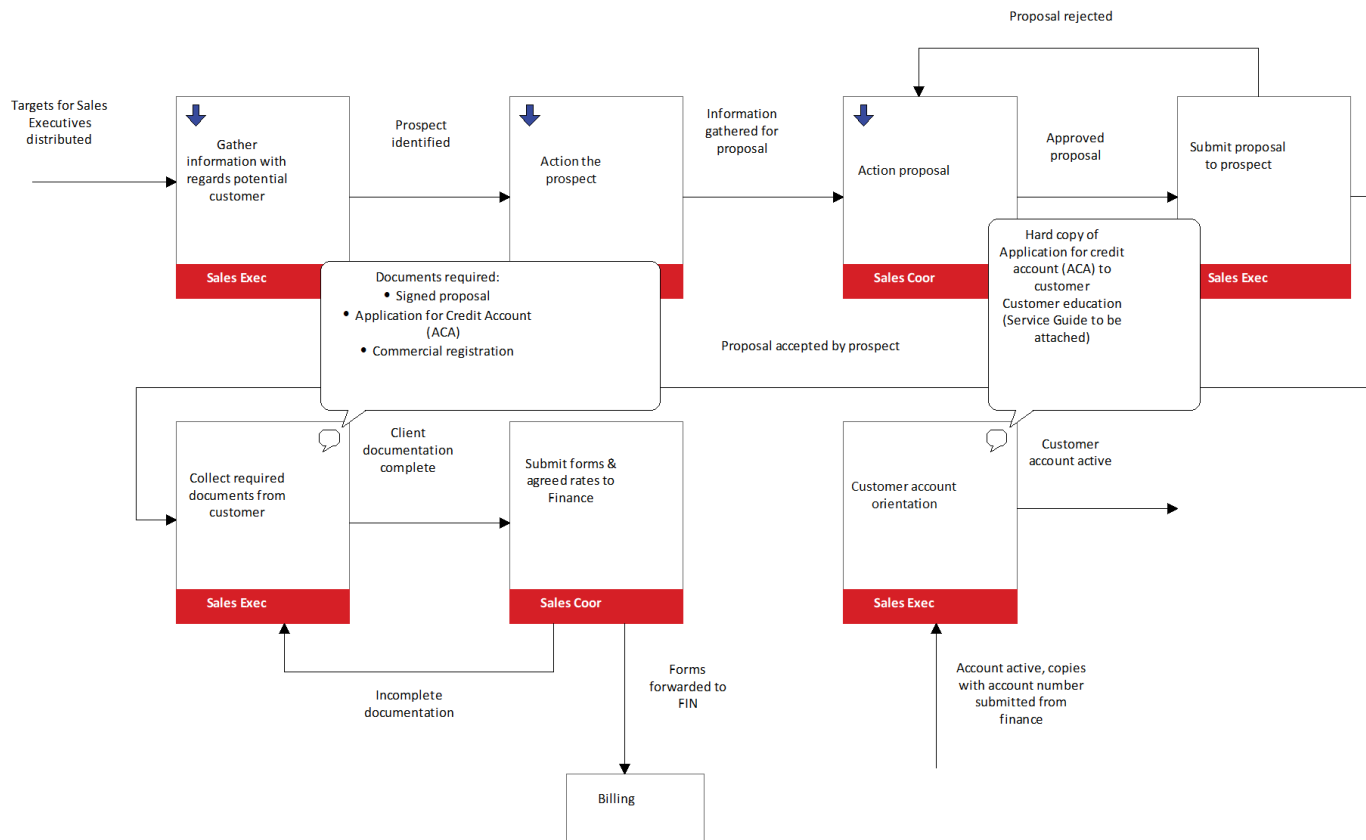Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ○ Read Only

Process Return Shpts Using Same AWB

Same-day return shpts			

Apply "CONS" scan for each individual customer

Ops Agent

(s) CORE

Scan complete

Create Shpts handover Manifest

Ops Agent

Shpts ready

Handover return shpts to Fulfillment

Ops Agent

Handover complete

Get Handover Manifest signed by

...

Ops Agent

Manifest Signed

Title: Process Return Shpts Using Same AWB
Author: Edwin Ramos
Date: 4/1/2019
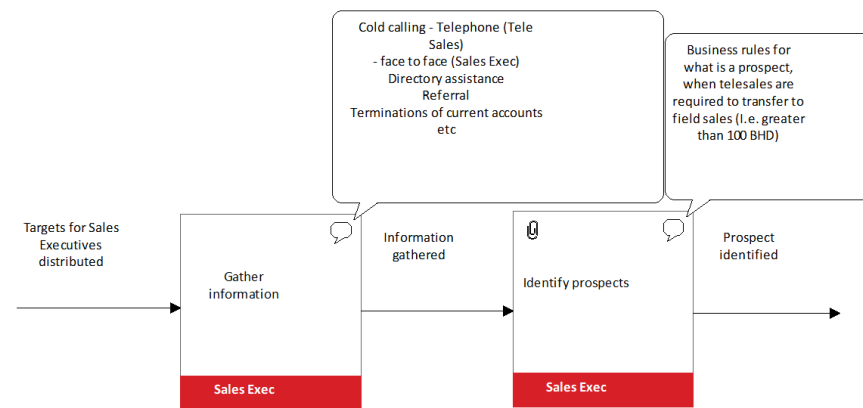Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ○ Read Only
Authorization: Update Pending

Process Return Shpts Using New AWB

Shipts return date due →

Scan original AWB no. & upload on
...
Ops Agent
(s) S-panel

AWB Scanned →

Generate return AWB with new destination details
Ops Agent
(s) S-panel

Return AWB generated →

Attach new AWB to the respective package
Ops Agent

New AWB attached

Check shipper address (location)
Ops Agent

Shipper address in Bahrain →

Process return shpts for Bahrain
Ops Agent

Shipper address not in Bahrain

Handover completed

Process return shpts outside Bahrain
Ops Agent

Handover completed →

Apply COD RTS scan on original AWB
...
Ops Agent
(s) CORE

Same-day returns complete → ✕

Title: Process Return Shpts Using New AWB
Author: Edwin Ramos
Date: 4/1/2019
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests   ○ Read Only

Process Return Shpts for Riyadh

Apply "CONS" scan for each individual customer

Handler

Big packages

Shipper address in Bahrain

Check size of return packages

Handler

Small packages

Segregate packages into SMSA bags

Handler

Apply CONS scan

Ops Agent

(s) CORE

CONS completed

Apply RTS OUT

Ops Agent

Applied

Sort shipments per designed route

Handler

Sorted

Shipment out with courier for return to shipper

Courier

Returned

Title: Process Return Shpts for Riyadh
Author: Edwin Ramos   Authorization: Update Pending
Date: 4/2/2019
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
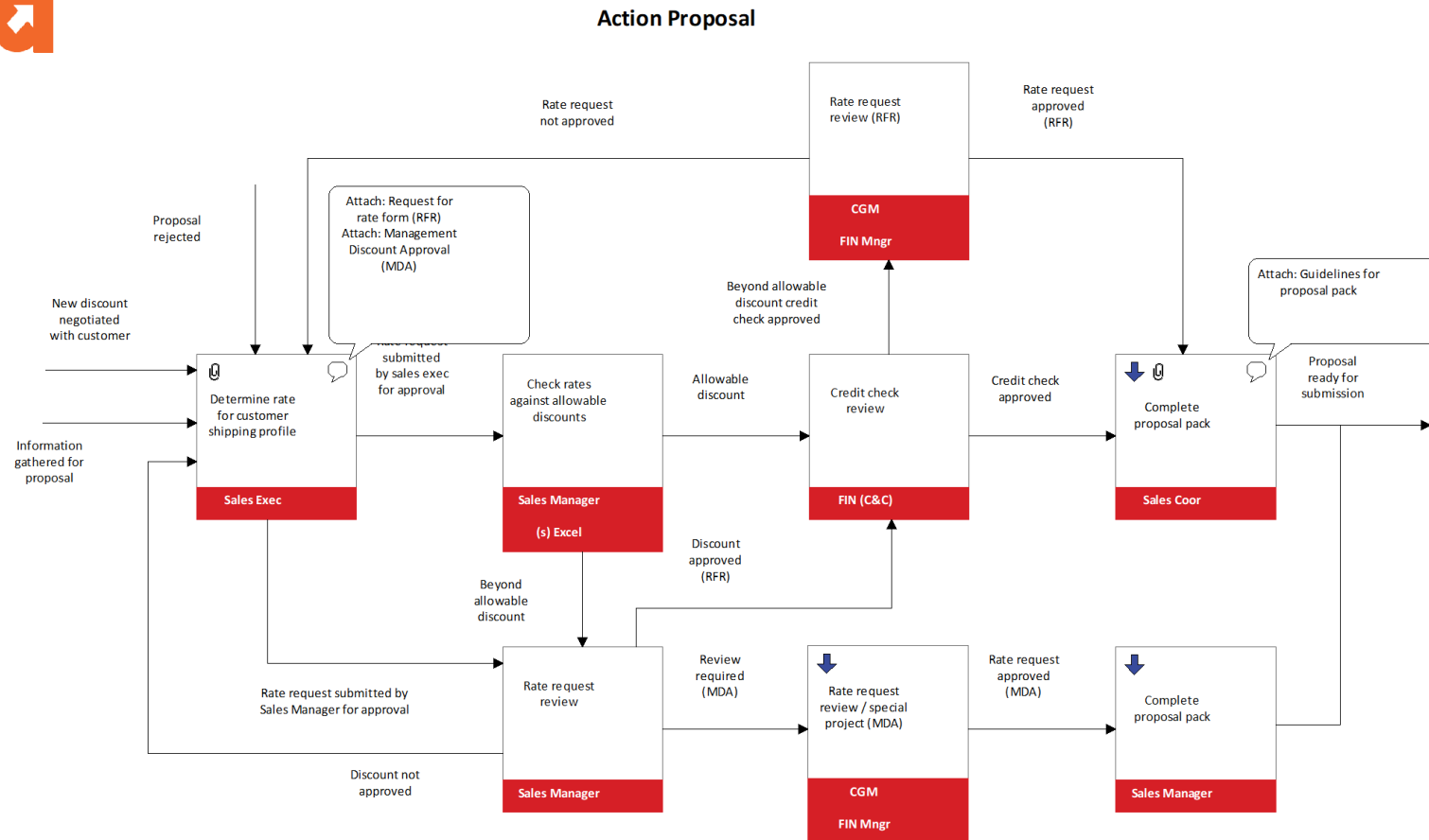● Change Log   ○ Keywords
○ Change Requests ○ Read Only

Process Return Shpts for Outside Bahraib

Shipper address outside Bahrain → Check size of return Shipts (Handler)

Big packages → Apply "CONS" scan for each individual customer (Handler)

Small packages → Segregate packages into SMSA bags (Handler)

Apply CONS scan (Ops Agent (s) CORE) → CONS completed → Apply RTS OUT (Ops Agent (s) CORE) → Applied → Handover Shipts to Hub for export process (Ops Agent) → Handed over → Get signature on Handover Manifest (Ops Agent) → Manifest Signed → LINK TO: Export Process
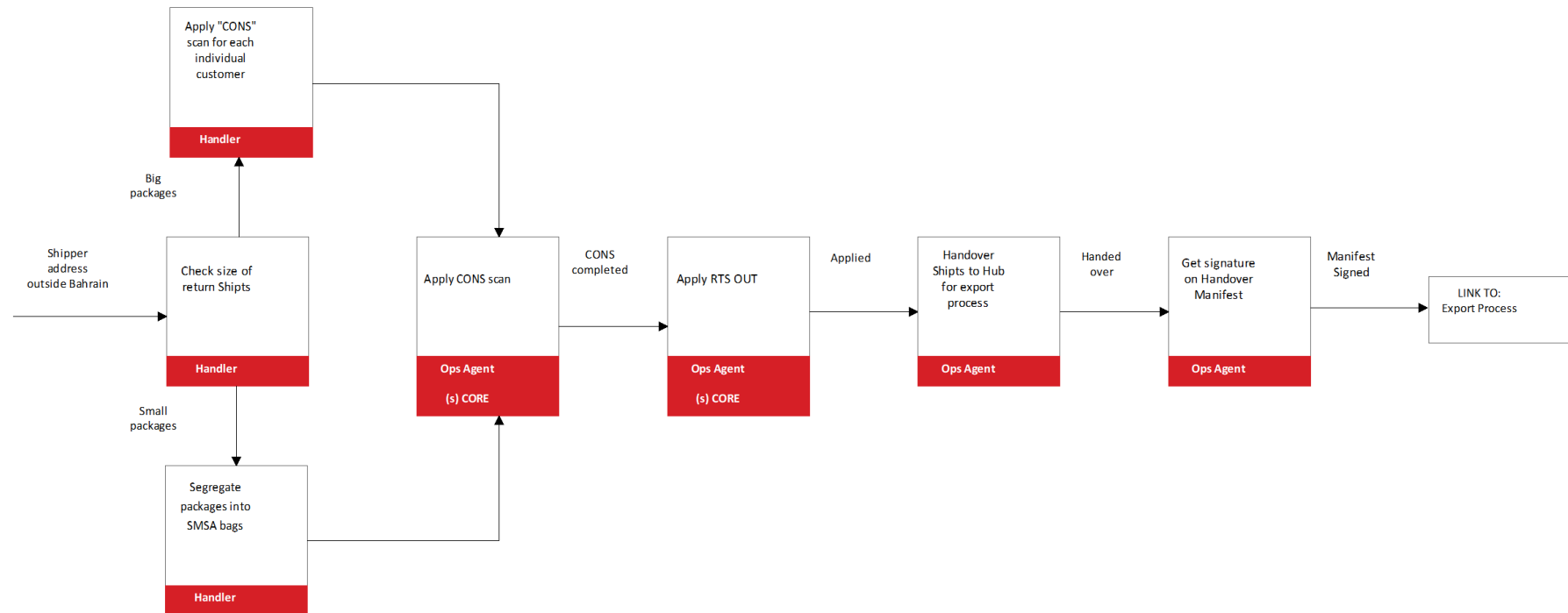
Title: Process Return Shpts for Outside Bahraib
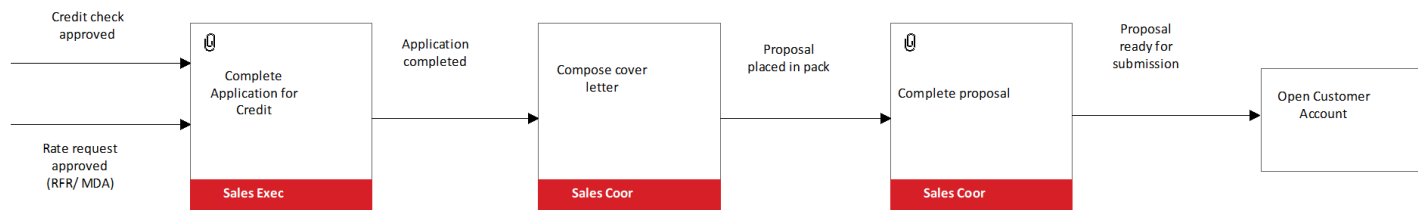Author: Edwin Ramos
Date: 4/2/2019
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ○ Read Only

Authorization: Update Pending

- Sales

Part of the monthly sales strategy is to review monthly strategic management reviews

Business strategic objectives

Compile Sales Strategy

Sales plan

Sales Manager

(s) Excel

Implement sales plan

Sales Manager

Targets for Sales Executives distributed

Sales Operations

Sales Manager

Sales objectives achieved

Weekly report sent to sales manager Generate - Proposals rejected (reasons)

generated

Monitor sales plan

Sales Manager

(s) Excel

Proposals rejected

Actual vs plan

Operational problems identified

Management Review
(see attached document)

Operations

○ Actions   ○ Feedback
● Change Log   ○ Keywords
● Change Requests ○ Read Only

Sales Operations

Targets for Sales
Executives
distributed

Open account

Customer
account active

Sales Manager

Manage customer
account

Sales
objectives
achieved

Sales Manager

Title: Sales Operations
Author: Edwin Ramos
Date: 7/16/2018
Volume: 0.00 Per Second
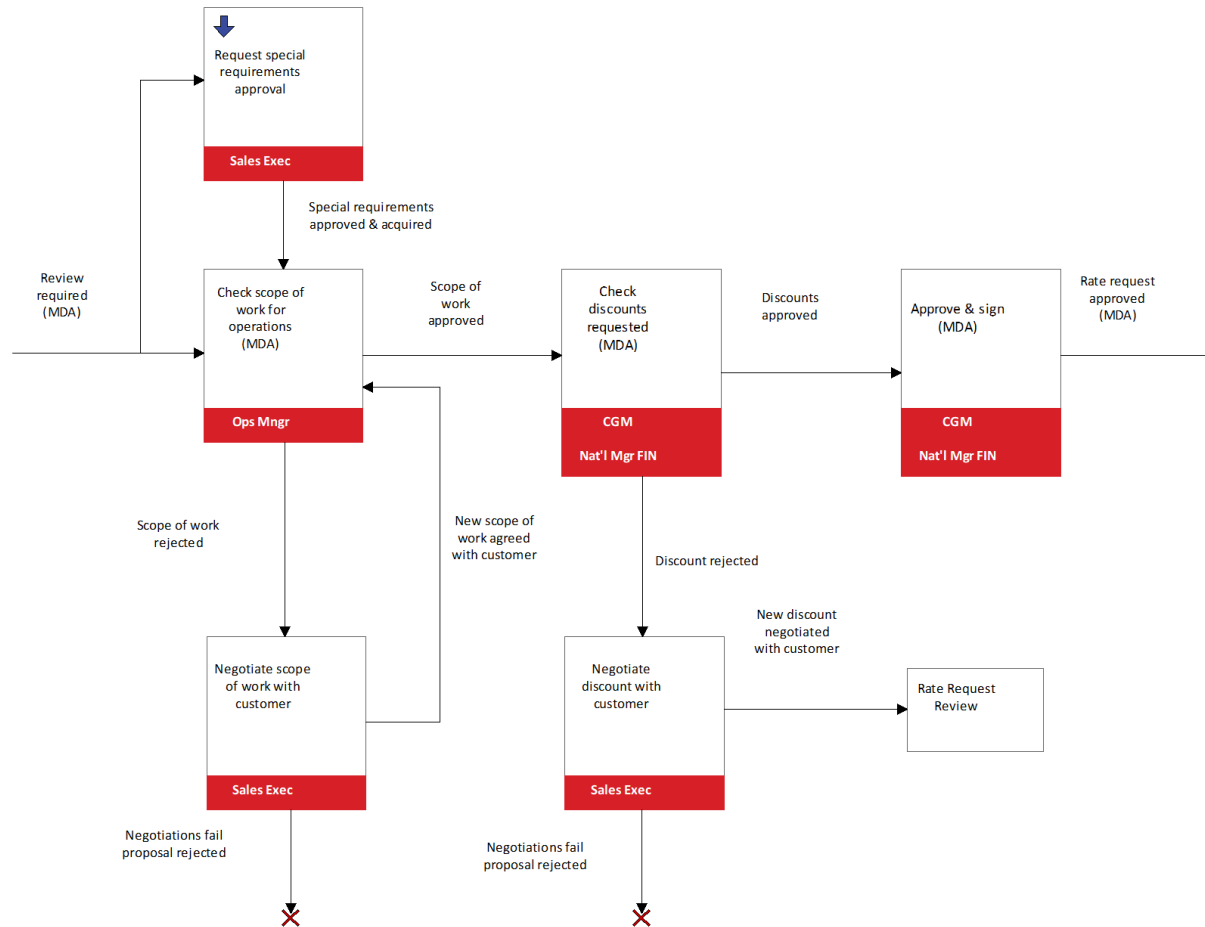
Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ○ Read Only

Open Account

Proposal rejected

Targets for Sales Executives distributed

Gather information with regards potential customer

Sales Exec

Prospect identified

Action the prospect

Sales Exec

Information gathered for proposal

Action proposal

Sales Coor

Approved proposal

Submit proposal to prospect

Sales Exec

Hard copy of Application for credit account (ACA) to customer
Customer education (Service Guide to be attached)

Documents required:
- Signed proposal
- Application for Credit Account (ACA)
- Commercial registration

Proposal accepted by prospect

Collect required documents from customer

Sales Exec

Client documentation complete

Submit forms & agreed rates to Finance

Sales Coor

Customer account orientation

Sales Exec

Customer account active

Incomplete documentation

Forms forwarded to FIN

Account active, copies with account number submitted from finance

Billing

Title: Open Account
Author: Edwin Ramos
Date: 5/22/2010
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions
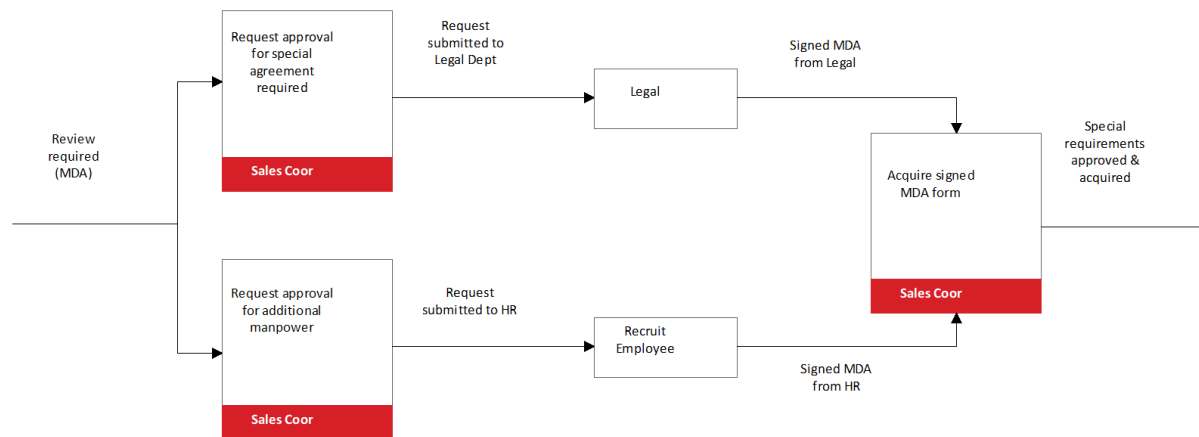● Change Log
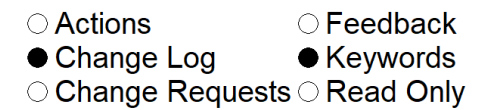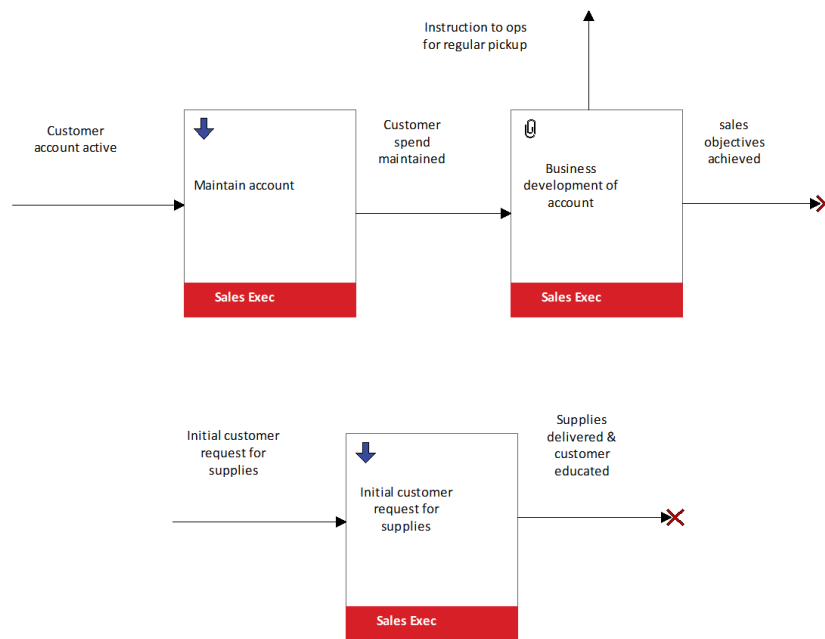○ Change Requests

○ Feedback
● Keywords
○ Read Only

Gather Information with regards Potential Customer

Cold calling - Telephone (Tele Sales)
- face to face (Sales Exec)
Directory assistance
Referral
Terminations of current accounts
etc

Business rules for what is a prospect, when telesales are required to transfer to field sales (I.e. greater than 100 BHD)

Targets for Sales Executives distributed

Information gathered

Prospect identified

Gather information

Identify prospects

Sales Exec

Sales Exec

Title: Gather Information with regards Potential Customer
Author: Edwin Ramos   Authorization: Update Pending
Date: 5/22/2010
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ● Keywords
○ Change Requests ○ Read Only

Action the Prospe

Policy for scope of work (Special project or normal)
Contents of shipments
Package weight
Pickup Points
Distribution details
Average monthly volume
Working days
delivery process
Delivery commitment time
Pickup and delivery process
Important issues and other information required
Conditions of contracts
Liabilities
Other
Prepaid coupons (PPC)

Prospect identified

Call / Visit
(attach checklist)

Contact the prospect to determine shipping profile

Sales Exec

Prospects shipping profile complete

Determine service required

Sales Exec

Can be satisfied within standard operations

Request a rate

Sales Exec

Information gathered for proposal

...n to be ...ed ...rm if ...oject

Cannot be satisfied within standard operations

Drill down
Attach MDA form
Attach Scope of work

Initiate special project

Sales Exec

Customized service

Title: Action the Prospect
Author: Edwin Ramos
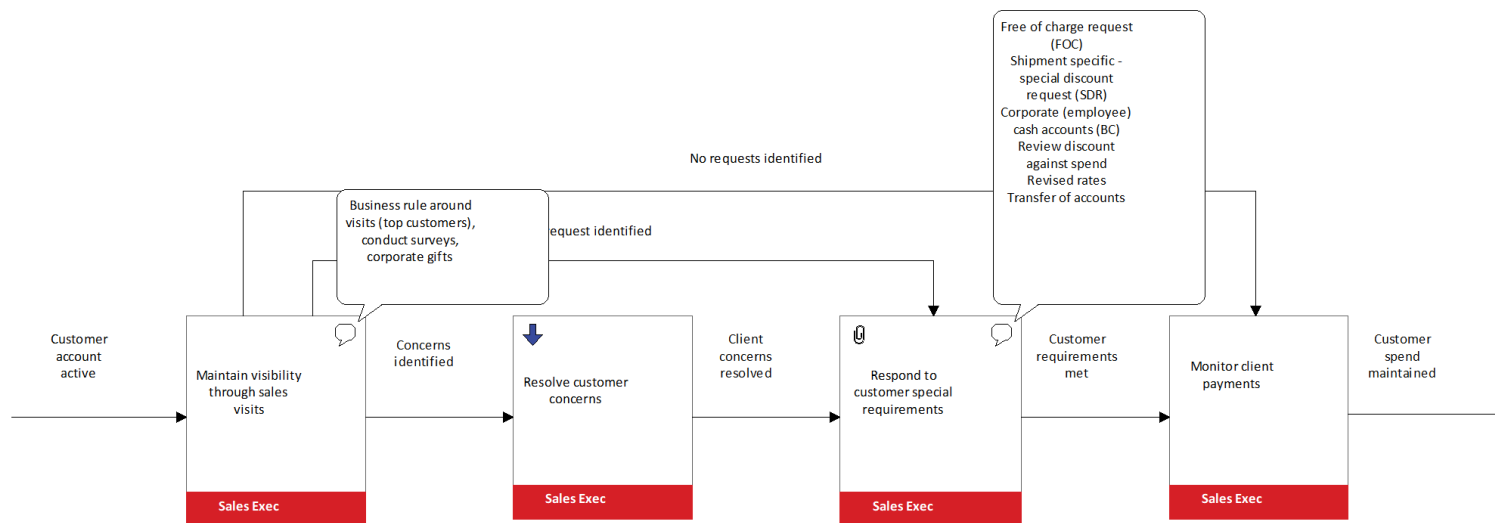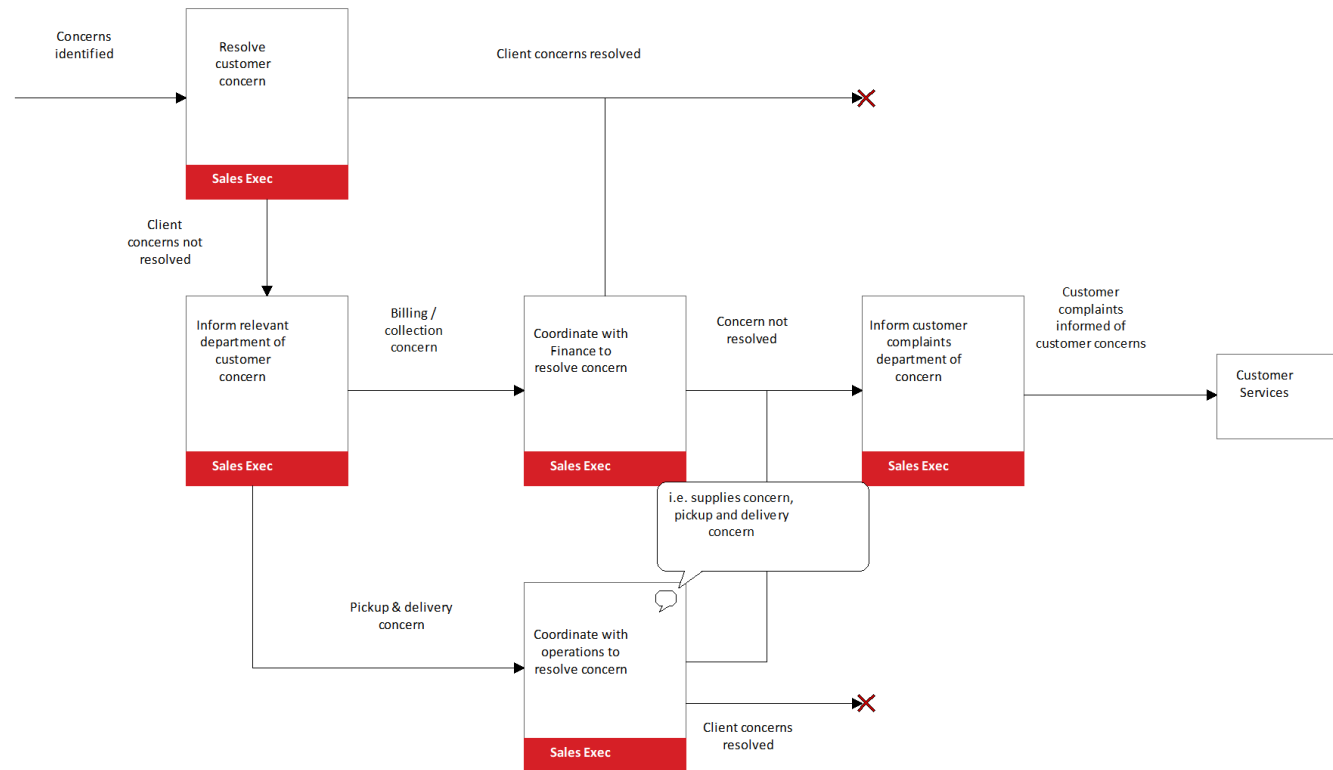Date: 5/22/2010
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ● Keywords
○ Change Requests   ○ Read Only

Action Proposal

Rate request review (RFR)

Rate request not approved

Rate request approved (RFR)

CGM
FIN Mngr

Beyond allowable discount credit check approved

Attach: Request for rate form (RFR)
Attach: Management Discount Approval (MDA)

Attach: Guidelines for proposal pack

Proposal rejected

New discount negotiated with customer

Rate request submitted by sales exec for approval

Determine rate for customer shipping profile

Information gathered for proposal

Sales Exec

Check rates against allowable discounts

Sales Manager
(s) Excel

Allowable discount

Credit check review

FIN (C&C)

Credit check approved

Complete proposal pack

Sales Coor

Proposal ready for submission

Beyond allowable discount

Discount approved (RFR)

Rate request submitted by Sales Manager for approval

Rate request review

Sales Manager

Review required (MDA)

Rate request review / special project (MDA)

CGM
FIN Mngr

Rate request approved (MDA)

Complete proposal pack

Sales Manager

Discount not approved

○ Actions   ○ Feedback
● Change Log   ● Keywords
○ Change Requests ○ Read Only

Complete Proposal Pack

Credit check approved		Application completed		Proposal placed in pack		Proposal ready for submission	

Complete Application for Credit — **Sales Exec**

Compose cover letter — **Sales Coor**

Complete proposal — **Sales Coor**

Open Customer Account

Rate request approved (RFR/ MDA)

Title: Complete Proposal Pack
Author: Edwin Ramos
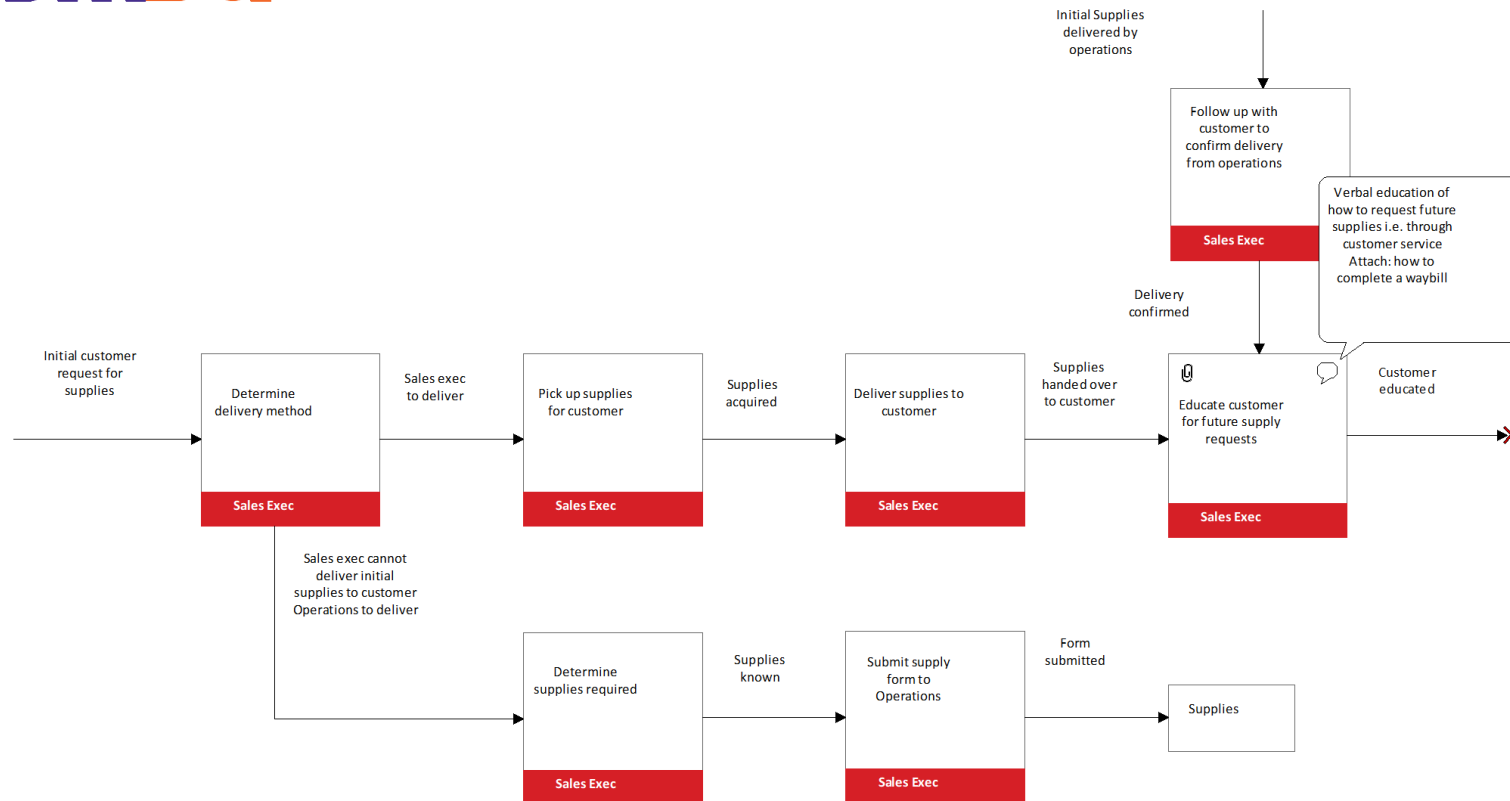Date: 5/22/2010
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
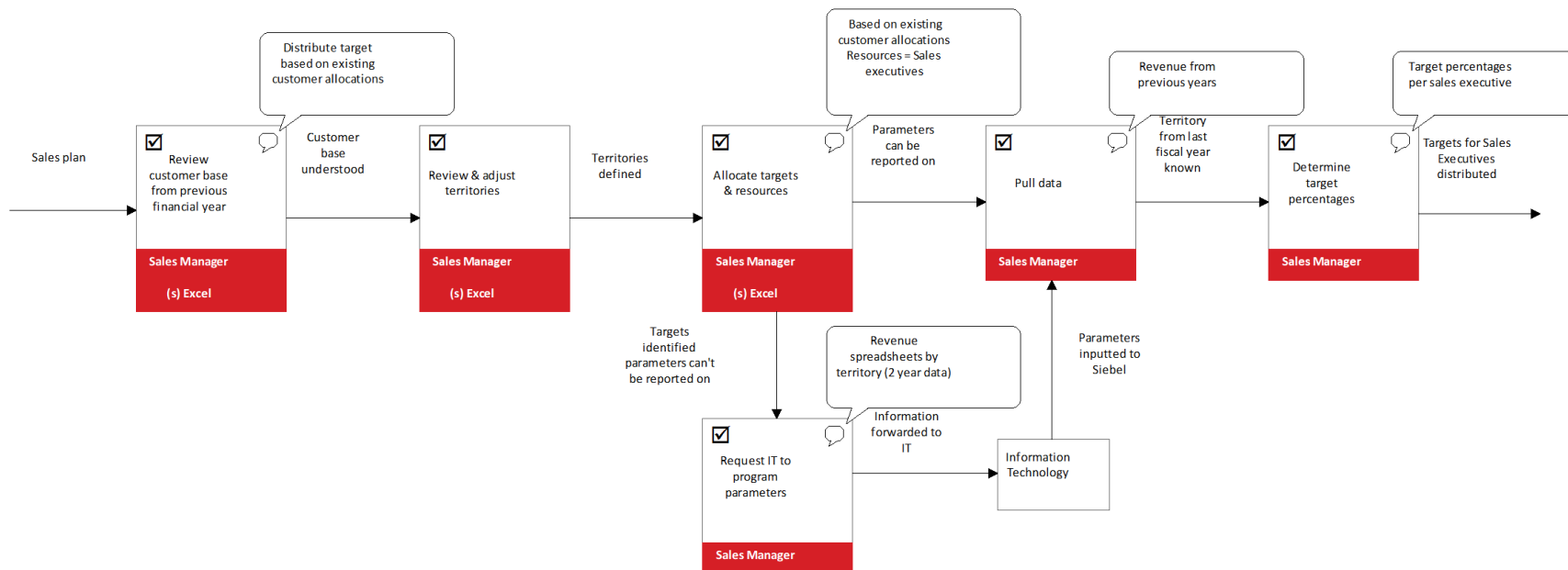Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ● Keywords
○ Change Requests ○ Read Only

Rate Request Review / Special Project (MDA)

Request special requirements approval

Sales Exec

Special requirements approved & acquired

Review required (MDA)

Check scope of work for operations (MDA)

Ops Mngr

Scope of work approved

Check discounts requested (MDA)

CGM
Nat'l Mgr FIN

Discounts approved

Approve & sign (MDA)

CGM
Nat'l Mgr FIN

Rate request approved (MDA)

Scope of work rejected

New scope of work agreed with customer

Negotiate scope of work with customer

Sales Exec

Discount rejected

New discount negotiated with customer

Negotiate discount with customer

Sales Exec

Rate Request Review

Negotiations fail proposal rejected

Negotiations fail proposal rejected

Title: Rate Request Review / Special Project (MDA)
Author: Edwin Ramos   Authorization: Update Pending
Date: 5/29/2010
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ● Keywords
○ Change Requests   ○ Read Only

SMSA

Request Special Requirements Approval

Review required (MDA)

Request approval for special agreement required

Sales Coor

Request submitted to Legal Dept

Legal

Signed MDA from Legal

Request approval for additional manpower

Sales Coor

Request submitted to HR

Recruit Employee

Signed MDA from HR

Acquire signed MDA form

Sales Coor

Special requirements approved & acquired

Title: Request Special Requirements Approval
Author: Edwin Ramos
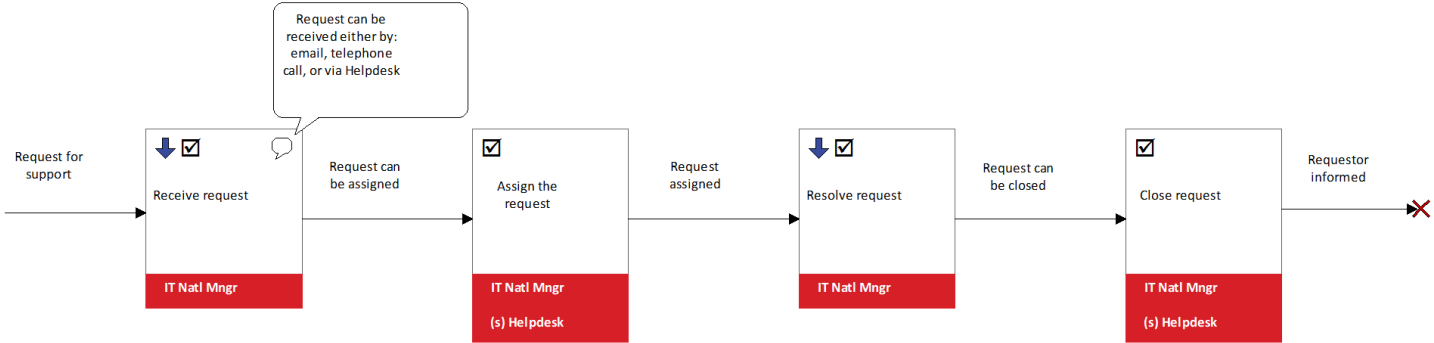Date: 5/29/2010
Volume: 0.00 Per Second

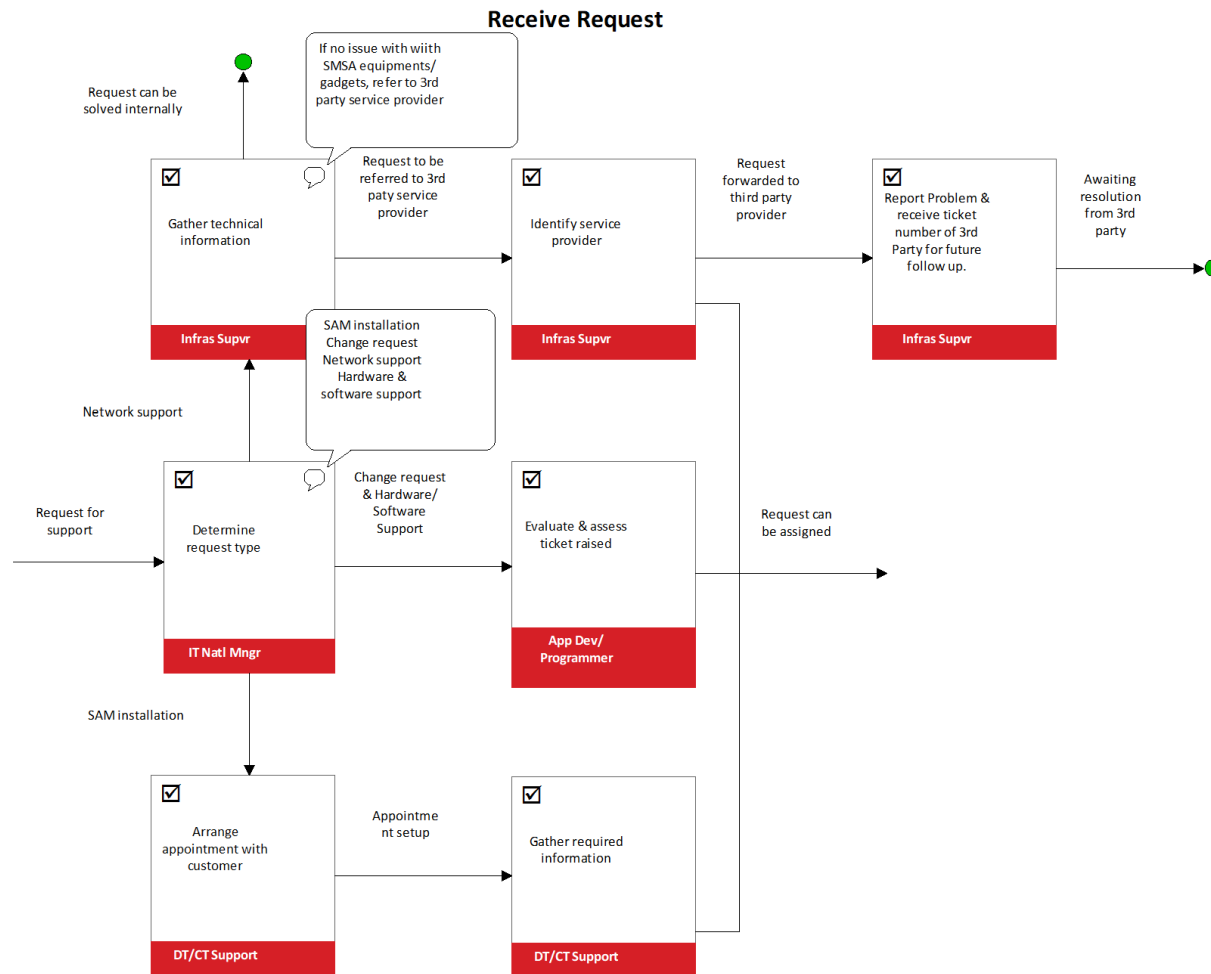Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions
● Change Log
○ Change Requests

○ Feedback
● Keywords
○ Read Only

Complete Proposal Pack

Credit check
approved

Complete
Application for
Credit

Sales Exec

Application
completed

Compose cover
letter

Sales Coor

Proposal
placed in pack

Complete proposal

Sales Coor

Proposal
ready for
submission

Rate request
approved
(RFR/ MDA)

Title: Complete Proposal Pack
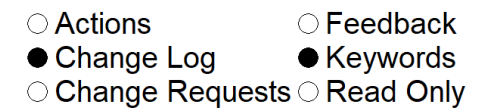Author: Edwin Ramos
Date: 5/29/2010
Volume: 0.00 Per Second

Authorization: Update Pending

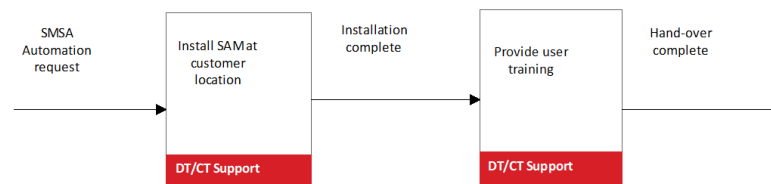Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ● Keywords
○ Change Requests ○ Read Only

Manage Customer Account

Maintain Account

Free of charge request (FOC)
Shipment specific - special discount request (SDR)
Corporate (employee) cash accounts (BC)
Review discount against spend
Revised rates
Transfer of accounts

No requests identified

Business rule around visits (top customers), conduct surveys, corporate gifts

request identified

Customer account active

Concerns identified

Maintain visibility through sales visits
Sales Exec

Resolve customer concerns
Sales Exec

Client concerns resolved

Respond to customer special requirements
Sales Exec

Customer requirements met

Monitor client payments
Sales Exec

Customer spend maintained

Title: Maintain Account
Author: Edwin Ramos
Date: 5/22/2010
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ● Keywords
○ Change Requests ○ Read Only

Resolve Customer Concerns

Title: Resolve Customer Concerns
Author: Edwin Ramos
Date: 5/29/2010
Volume: 0.00 Per Second

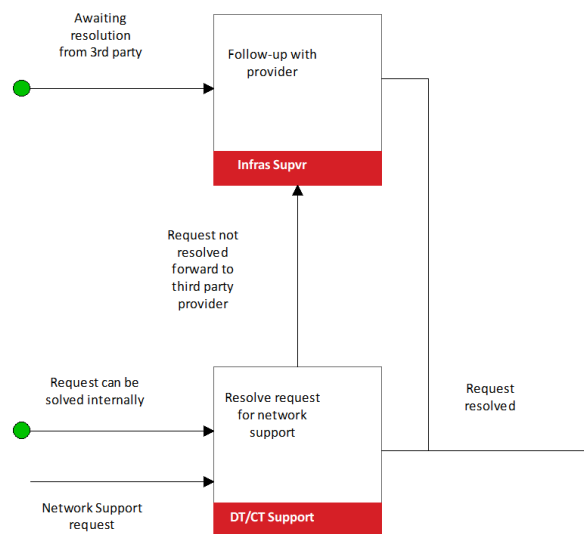Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ● Keywords
○ Change Requests ○ Read Only

Initial Customer Request for Supplies

Initial Supplies delivered by operations

Follow up with customer to confirm delivery from operations

Sales Exec

Verbal education of how to request future supplies i.e. through customer service
Attach: how to complete a waybill

Delivery confirmed

Initial customer request for supplies

Determine delivery method

Sales Exec

Sales exec to deliver

Pick up supplies for customer

Sales Exec

Supplies acquired

Deliver supplies to customer

Sales Exec

Supplies handed over to customer

Educate customer for future supply requests

Sales Exec

Customer educated

Sales exec cannot deliver initial supplies to customer
Operations to deliver

Determine supplies required

Sales Exec

Supplies known

Submit supply form to Operations

Sales Exec

Form submitted

Supplies

Title: Initial Customer Request for Supplies
Author: Edwin Ramos
Date: 5/29/2010
Volume: 0.00 Per Second

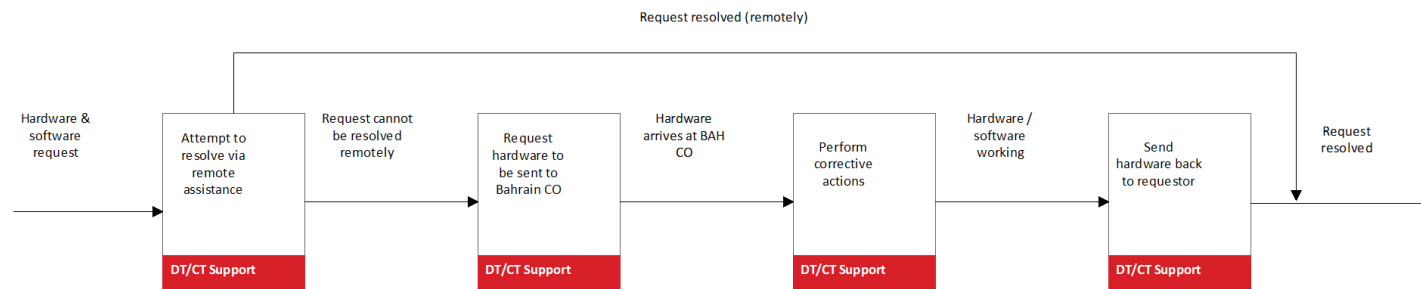Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ● Keywords
○ Change Requests ○ Read Only

SMSA

Implement Sales Plan

Sales plan

Distribute target based on existing customer allocations

☑ Review customer base from previous financial year

Sales Manager

(s) Excel

Customer base understood

☑ Review & adjust territories

Sales Manager

(s) Excel

Territories defined

Based on existing customer allocations Resources = Sales executives

☑ Allocate targets & resources

Sales Manager

(s) Excel

Parameters can be reported on

Revenue from previous years

☑ Pull data

Sales Manager

Territory from last fiscal year known

Target percentages per sales executive

☑ Determine target percentages

Sales Manager

Targets for Sales Executives distributed

Targets identified parameters can't be reported on

Revenue spreadsheets by territory (2 year data)

☑ Request IT to program parameters

Sales Manager

Information forwarded to IT

Information Technology

Parameters inputted to Siebel

Title: Implement Sales Plan
Author: Edwin Ramos
Date: 6/7/2018
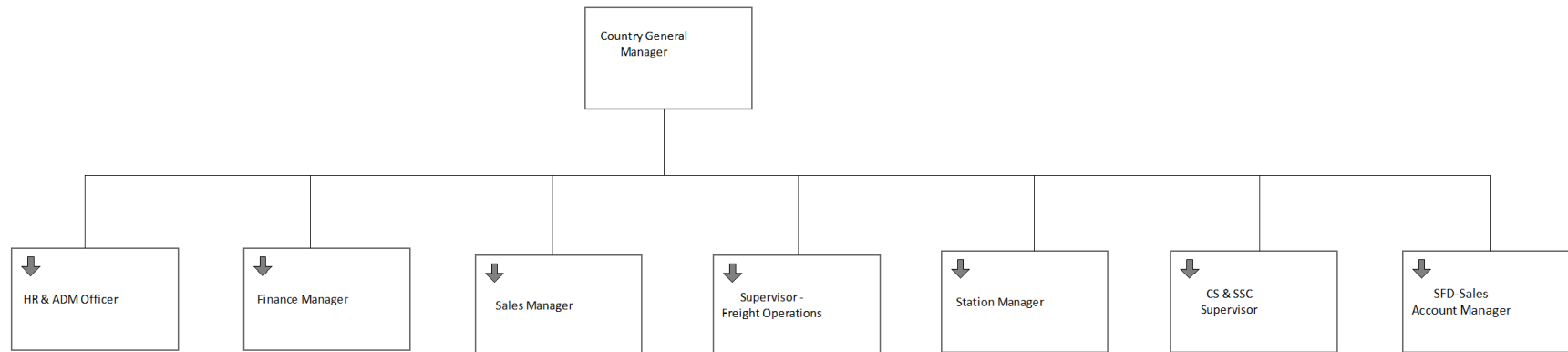Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ○ Read Only

BAH - Information Technology

Request can be received either by: email, telephone call, or via Helpdesk

Request for support	Receive request	Request can be assigned	Assign the request	Request assigned	Resolve request	Request can be closed	Close request	Requestor informed
	IT Natl Mngr		IT Natl Mngr (s) Helpdesk		IT Natl Mngr		IT Natl Mngr (s) Helpdesk	

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests   ○ Read Only

Receive Request

Request can be solved internally

If no issue with wiith SMSA equipments/ gadgets, refer to 3rd party service provider

Request to be referred to 3rd paty service provider

Gather technical information

Infras Supvr

SAM installation
Change request
Network support
Hardware & software support

Network support

Identify service provider

Infras Supvr

Request forwarded to third party provider

Report Problem & receive ticket number of 3rd Party for future follow up.

Infras Supvr

Awaiting resolution from 3rd party

Request for support

Determine request type

IT Natl Mngr

Change request & Hardware/ Software Support

Evaluate & assess ticket raised

App Dev/ Programmer

Request can be assigned

SAM installation

Arrange appointment with customer

DT/CT Support

Appointme nt setup

Gather required information

DT/CT Support

Title: Receive Request
Author: Edwin Ramos
Date: 6/15/2010
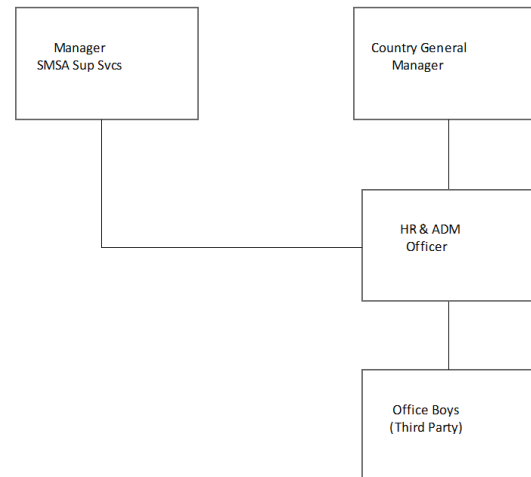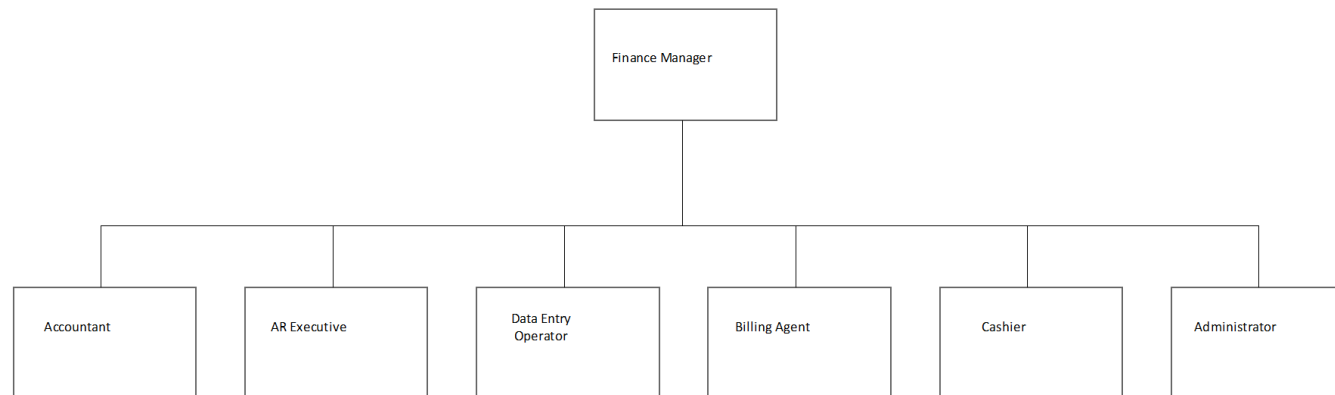Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ● Keywords
○ Change Requests ○ Read Only

SMSA

Resolve Request

Change request,
inform requestor of
completion date

☑
Confirm ticket
with requestor

**App Dev/
Programmer**

Request
resolved

SMSA
Automation
request

⬇ ☑
Resolve request
for SMSA
Automation

DT/CT Support

Hand-over
complete

Respective
Technicians update
the ticket

Request
assigned

☑
Determine
resolution type

IT Natl Mngr

☑ 💬
Update ticket

(s) Helpdesk

Request can
be closed

Network
Support request

⬇ ☑
Resolve request
for Network
Support

**Infrastructure
Supervisor**

Request
resolved

Hardware &
software request

⬇ ☑
Resolve request
for Hardware &
Software
Support

DT/CT Support

Request
resolved

Title: Resolve Request
Author: Edwin Ramos
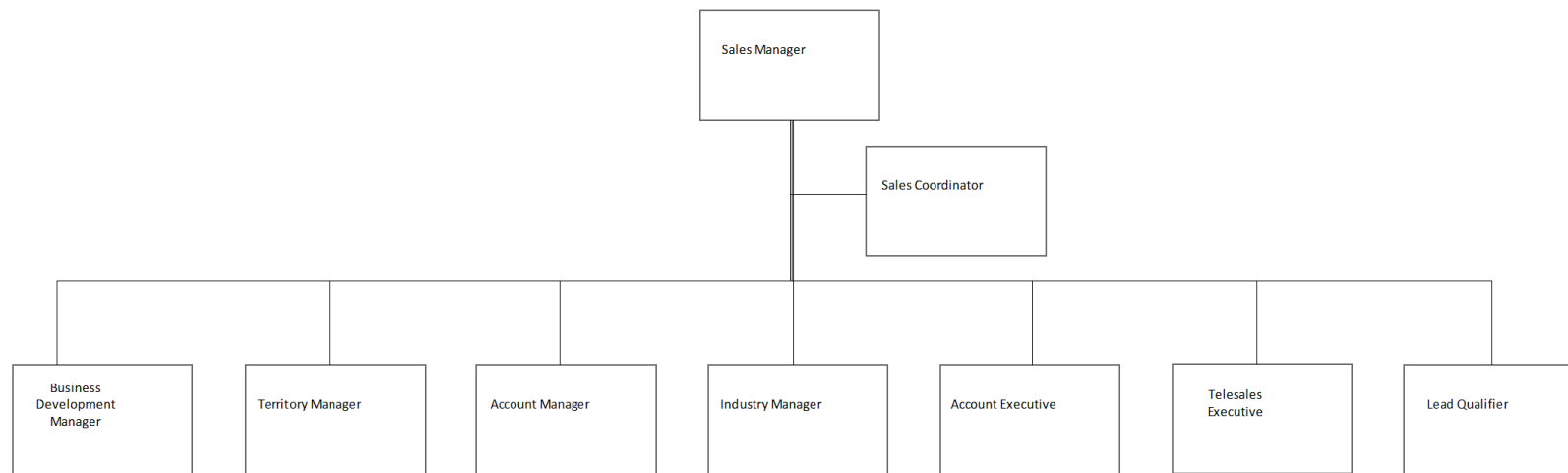Date: 6/15/2010
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ● Keywords
○ Change Requests   ○ Read Only

Resolve Request for SMSA Automation

Resolve Request for Network Support

Awaiting
resolution
from 3rd party

Follow-up with
provider

Infras Supvr

Request not
resolved
forward to
third party
provider

Request can be
solved internally

Resolve request
for network
support

Request
resolved

Network Support
request

DT/CT Support

Title: Resolve Request for Network Support
Author: Edwin Ramos
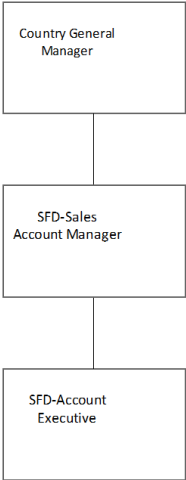Date: 6/15/2010
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ● Keywords
○ Change Requests ○ Read Only

Resolve Request for Hardware & Software Support

Request resolved (remotely)

Hardware & software request

Attempt to resolve via remote assistance	Request hardware to be sent to Bahrain CO	Perform corrective actions	Send hardware back to requestor
DT/CT Support	**DT/CT Support**	**DT/CT Support**	**DT/CT Support**

Request cannot be resolved remotely

Hardware arrives at BAH CO

Hardware / software working

Request resolved

Title: Resolve Request for Hardware & Software Support
Author: Edwin Ramos   Authorization: Update Pending
Date: 6/15/2010
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ● Keywords
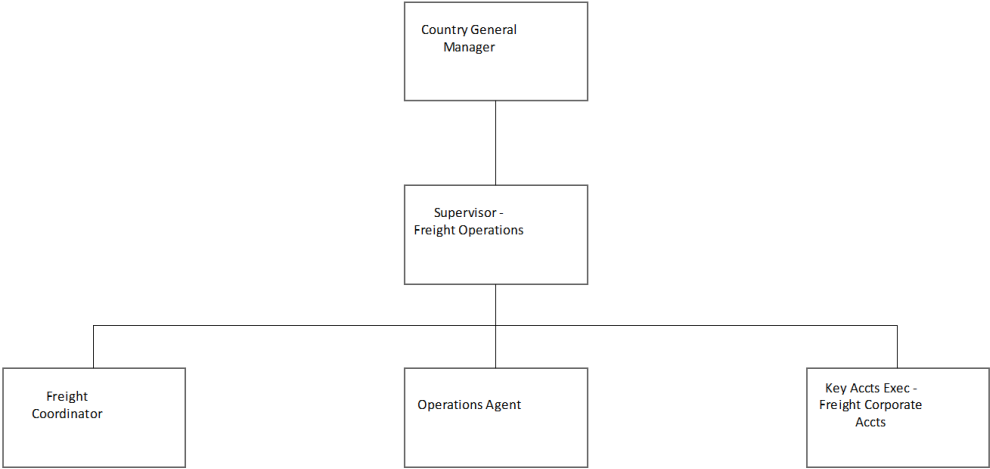○ Change Requests ○ Read Only

BAH - Corporate & Management

Strategy

Mission & Vision

Core Values

Org. Chart

KPIs

Management Review

Title: BAH - Corporate & Management
Author: Edwin Ramos   Authorization: Update Pending
Date: 7/1/2018
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ○ Read Only

BAH - Department KPIs

OPS

SLS

FIN

Title: BAH - Department KPIs
Author: Edwin Ramos
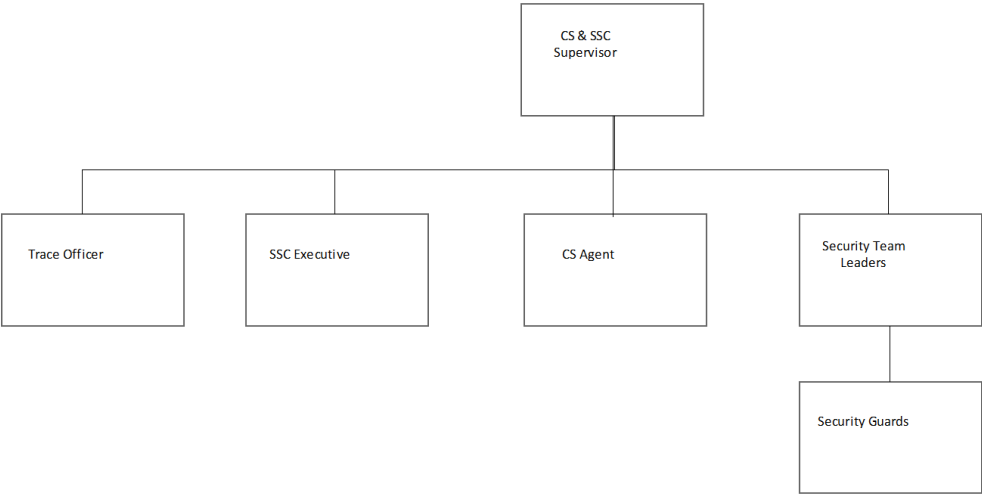Date: 7/8/2017
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ○ Read Only

BAH - Organization Chart

```
                          Country General
                             Manager
                                |
  ┌──────────┬──────────┬───────┼───────┬──────────┬──────────┐
  │          │          │               │          │          │
HR & ADM   Finance    Sales       Supervisor -   Station    CS & SSC    SFD-Sales
Officer    Manager    Manager     Freight        Manager    Supervisor  Account Manager
                                  Operations
```

Title: BAH - Organization Chart
Author: Edwin Ramos
Date: 5/21/2017
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ● Feedback
● Change Log   ○ Keywords
● Change Requests ○ Read Only

SMSA

BAH - HR & ADM Department

```
┌─────────────────┐        ┌─────────────────┐
│    Manager      │        │ Country General │
│  SMSA Sup Svcs  │        │    Manager      │
└─────────────────┘        └─────────────────┘
         │                          │
         │                 ┌─────────────────┐
         └─────────────────│    HR & ADM     │
                           │    Officer      │
                           └─────────────────┘
                                    │
                           ┌─────────────────┐
                           │   Office Boys   │
                           │  (Third Party)  │
                           └─────────────────┘
```

Title: BAH - HR & ADM Department
Author: Bashayr Al sharidi
Date: 7/5/2023
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
● Change Requests   ○ Read Only

BAH - Finance Department

```
                        ┌──────────────────┐
                        │  Finance Manager │
                        └──────────────────┘
                                 │
   ┌──────────┬──────────┬───────┴──────┬──────────┬──────────┐
┌───────┐ ┌───────┐ ┌──────────┐ ┌──────────┐ ┌───────┐ ┌──────────────┐
│Account│ │  AR   │ │Data Entry│ │ Billing  │ │Cashier│ │Administrator │
│  ant  │ │Executive│ │ Operator │ │  Agent   │ │       │ │              │
└───────┘ └───────┘ └──────────┘ └──────────┘ └───────┘ └──────────────┘
```

Title: BAH - Finance Department
Author: Bashayr Al sharidi
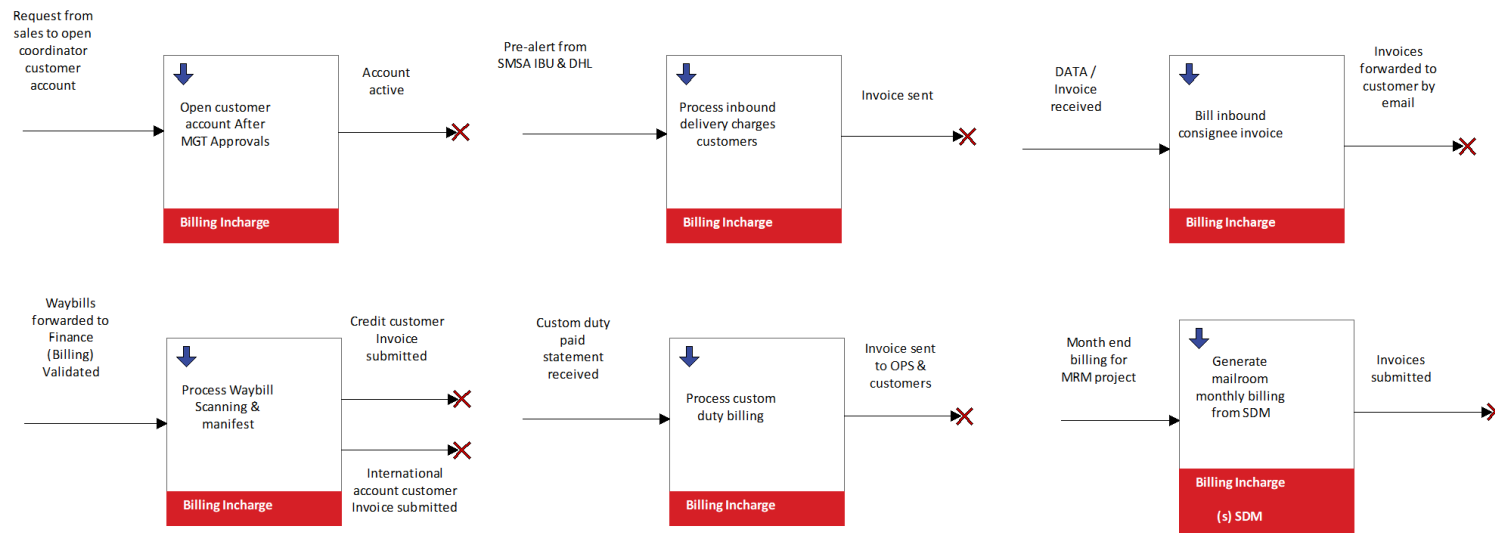Date: 7/4/2022
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
● Change Requests ○ Read Only

BAH - Sales Department

Sales Manager

Sales Coordinator

| Business Development Manager | Territory Manager | Account Manager | Industry Manager | Account Executive | Telesales Executive | Lead Qualifier |

Title: BAH - Sales Department
Author: Edwin Ramos
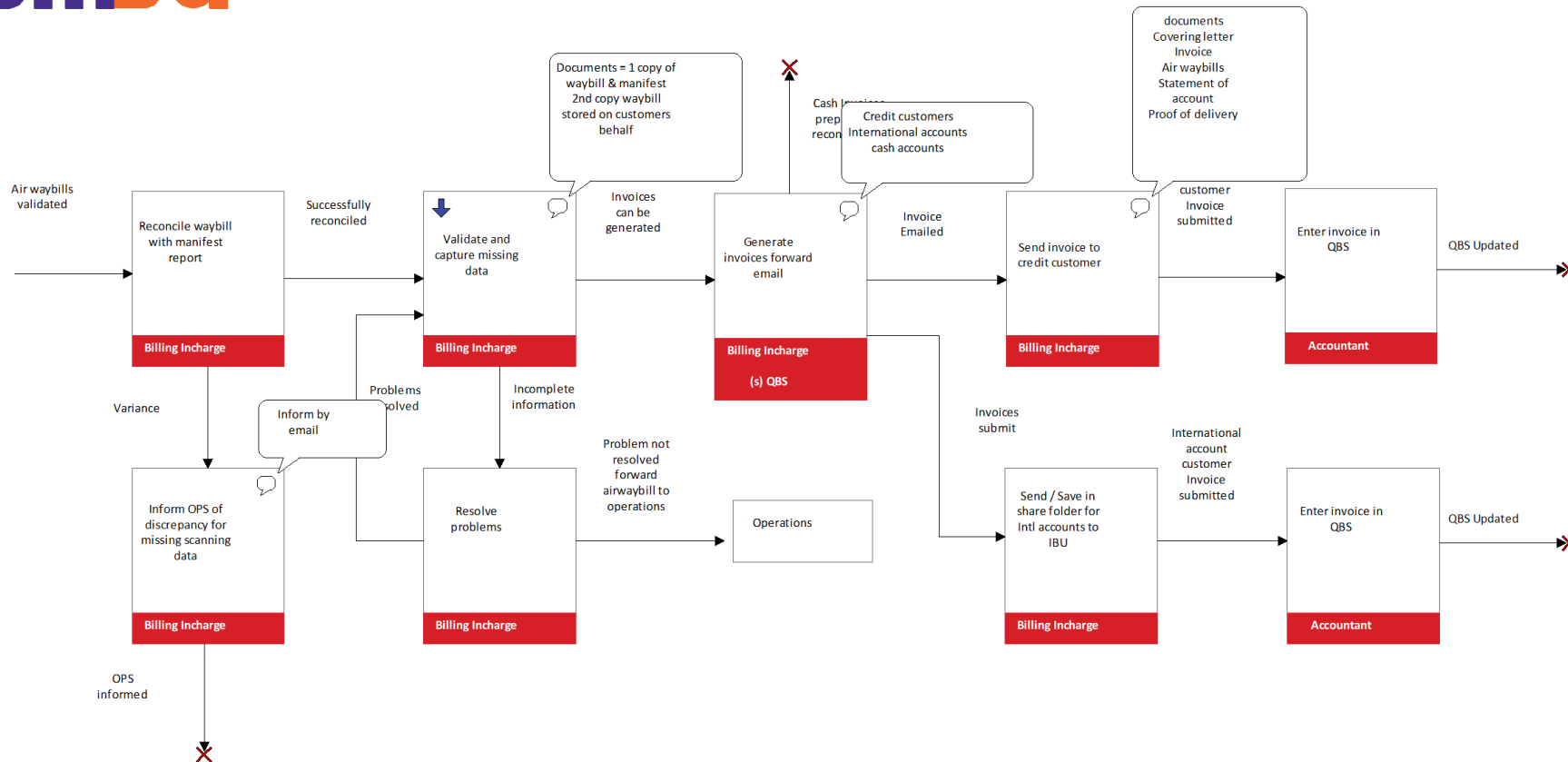Date: 3/31/2020
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ● Feedback
● Change Log   ○ Keywords
○ Change Requests ○ Read Only

BAH - Freight Department

Country General
Manager

SFD-Sales
Account Manager

SFD-Account
Executive

Title: BAH - Freight Department
Author: Nouf Al Rammah
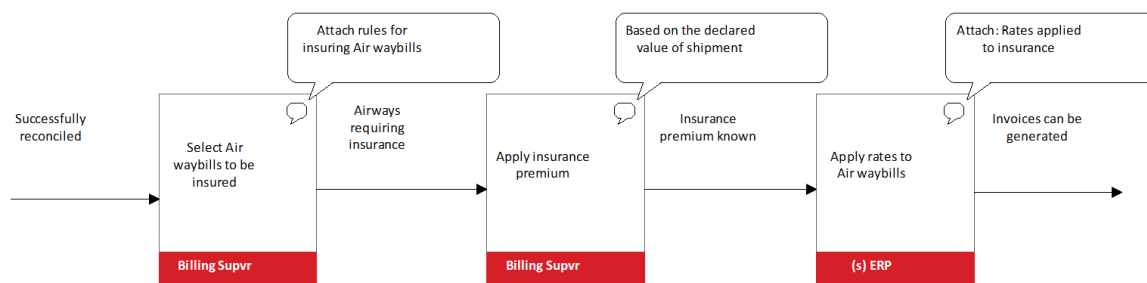Date: 8/12/2024
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Edwin Ramos
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
○ Change Log   ○ Keywords
○ Change Requests ○ Read Only

BAH - Freight Department

Country General
Manager

Supervisor -
Freight Operations

Freight
Coordinator

Operations Agent

Key Accts Exec -
Freight Corporate
Accts

CS & SSC Supervisor

CS & SSC
Supervisor

Trace Officer   SSC Executive   CS Agent   Security Team
Leaders

Security Guards

Title: CS & SSC Supervisor   Owner: Edwin Ramos   ○ Actions   ○ Feedback
Author: Nouf Al Rammah   Authorization: Update Pending   Diagram Version: Draft Copy   ● Change Log   ○ Keywords
Date: 8/12/2024   Review Date: None   ○ Change Requests ○ Read Only
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317   F.T.E.: 0.00

Station Manager

Manager - Station

Supervisor - Gateway

Supervisor - Operations

Clearance Agent

Project Coordinator Operations

Clearance Coordinator

Administrator - Operations

Operations Agent - Fulfillment

Project Coordinator SDC

Data Encoder - Operations

Operations Agent

Clerk Fulfillment

Dispatcher - SDC

Export Coordinator

Picker - Fulfillment

Courier SDC

Floater - Operation

Couriers - Priority

Couriers - Heavy Duty Linehaul

Couriers - Linehaul

Office Boy

Title: Station Manager
Author: Nouf Al Rammah
Date: 8/12/2024
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Edwin Ramos
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests   ○ Read Only

BAH - Finance

Billing

Credit & Collections

Purchasing

Title: BAH - Finance
Author: Edwin Ramos
Date: 7/1/2018
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

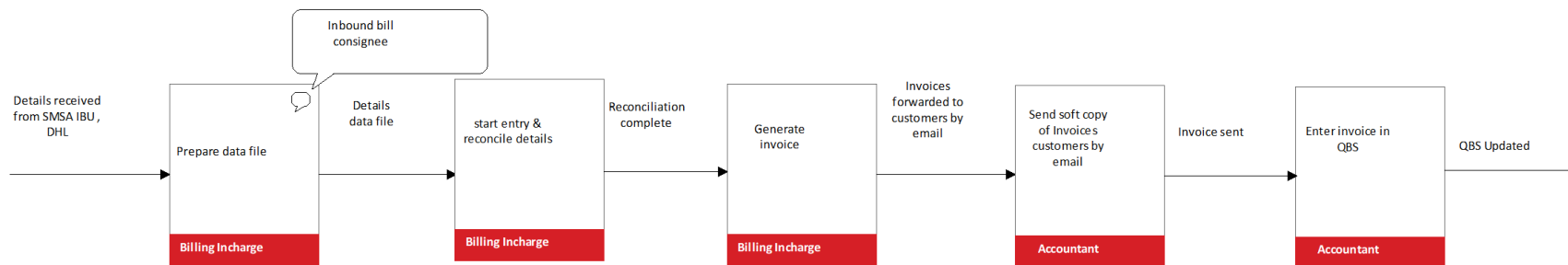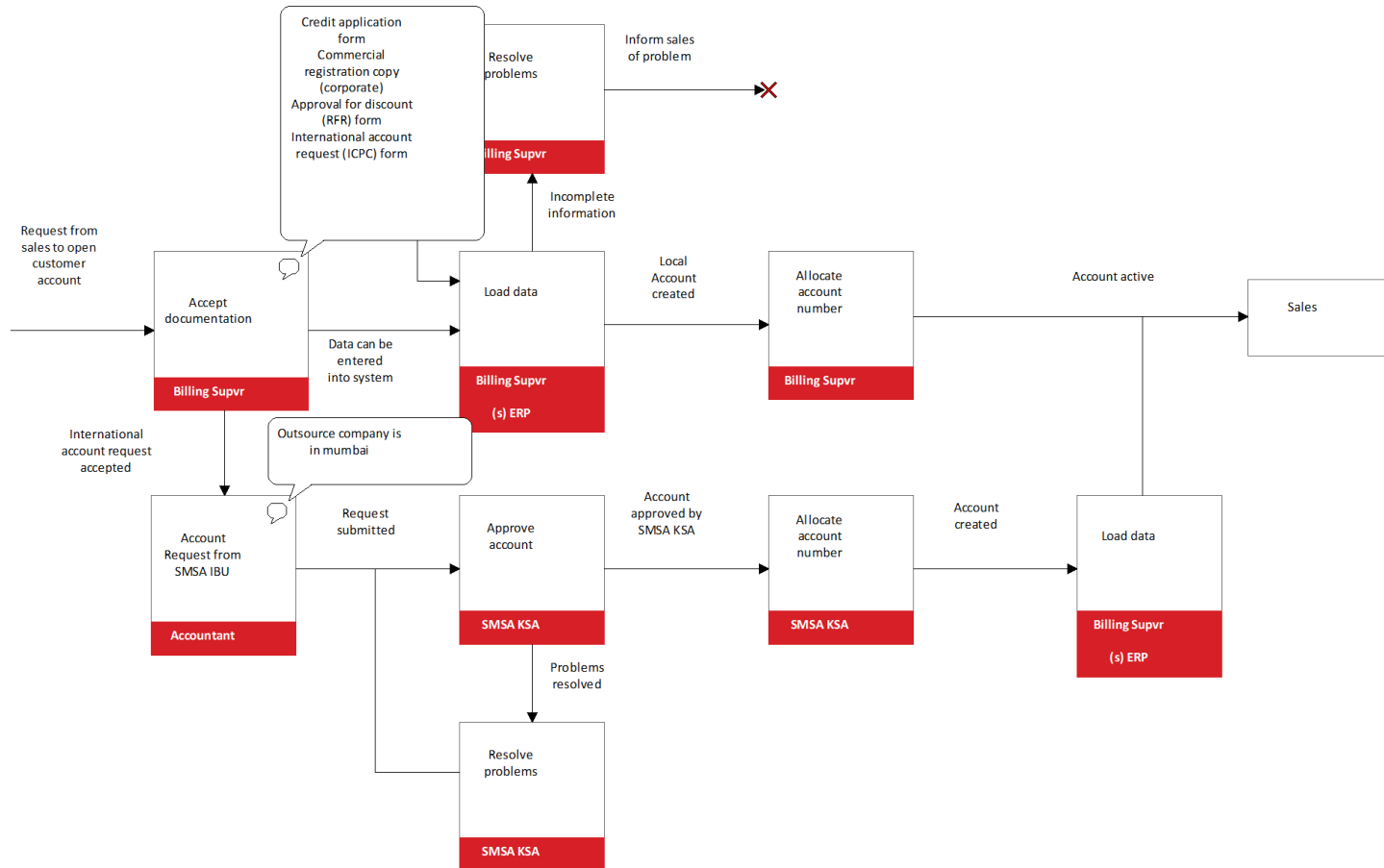Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ○ Read Only

BAH - Billing

Receive
billing invoice

↓

Billing

Invoice ready
for collection

✕

Accountant
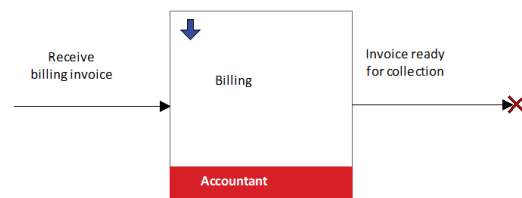
Title: BAH - Billing
Author: Edwin Ramos
Date: 7/1/2018
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ○ Read Only

SMSa

Billing

Request from
sales to open
coordinator
customer
account

Open customer
account After
MGT Approvals

Billing Incharge

Account
active

Pre-alert from
SMSA IBU & DHL

Process inbound
delivery charges
customers

Billing Incharge

Invoice sent

DATA /
Invoice
received

Bill inbound
consignee invoice

Billing Incharge

Invoices
forwarded to
customer by
email

Waybills
forwarded to
Finance
(Billing)
Validated

Process Waybill
Scanning &
manifest

Billing Incharge

Credit customer
Invoice
submitted

International
account customer
Invoice submitted

Custom duty
paid
statement
received

Process custom
duty billing

Billing Incharge

Invoice sent
to OPS &
customers

Month end
billing for
MRM project

Generate
mailroom
monthly billing
from SDM

Billing Incharge

(s) SDM

Invoices
submitted

Title: Billing
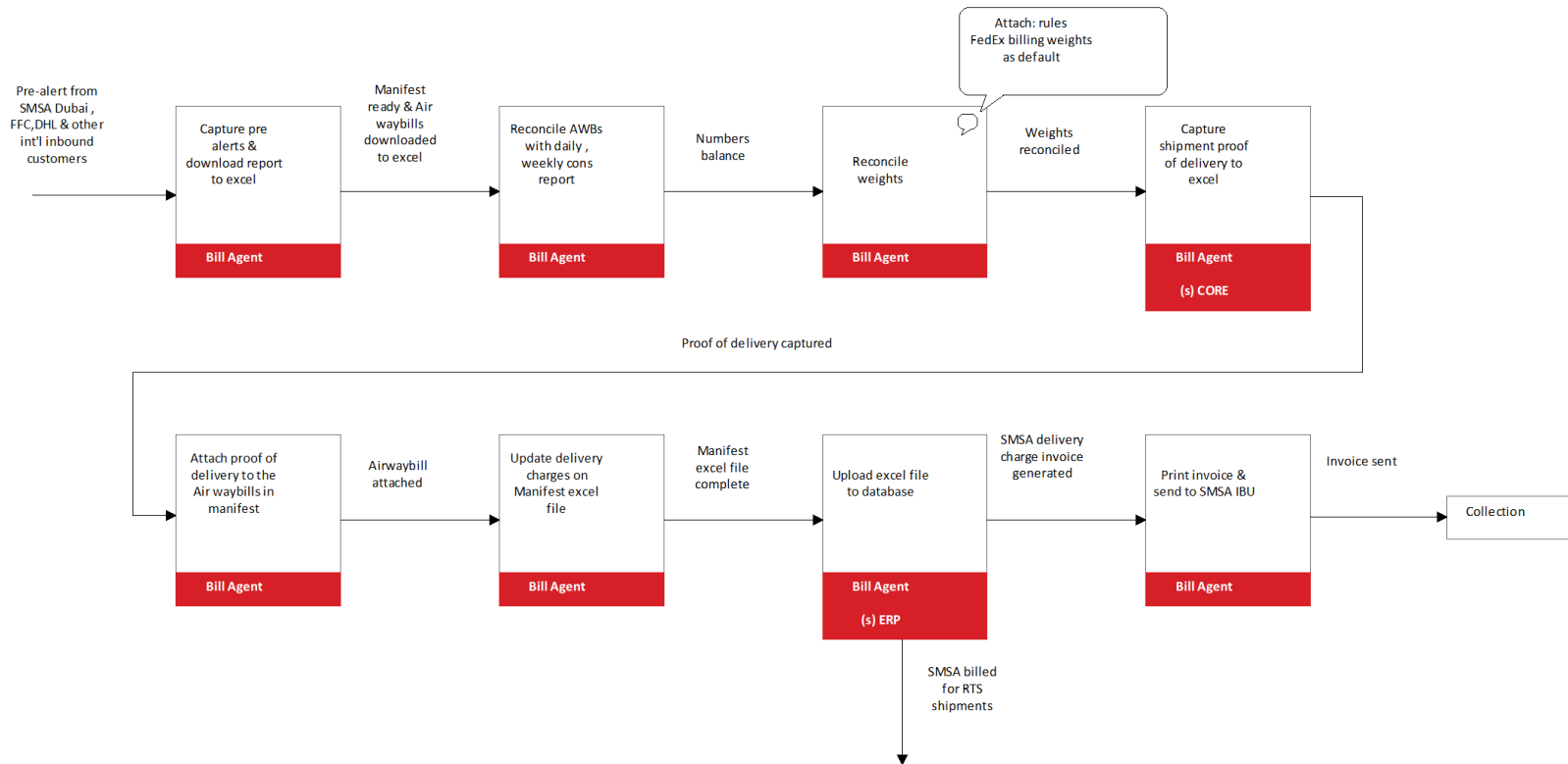Author: Edwin Ramos
Date: 5/26/2010
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
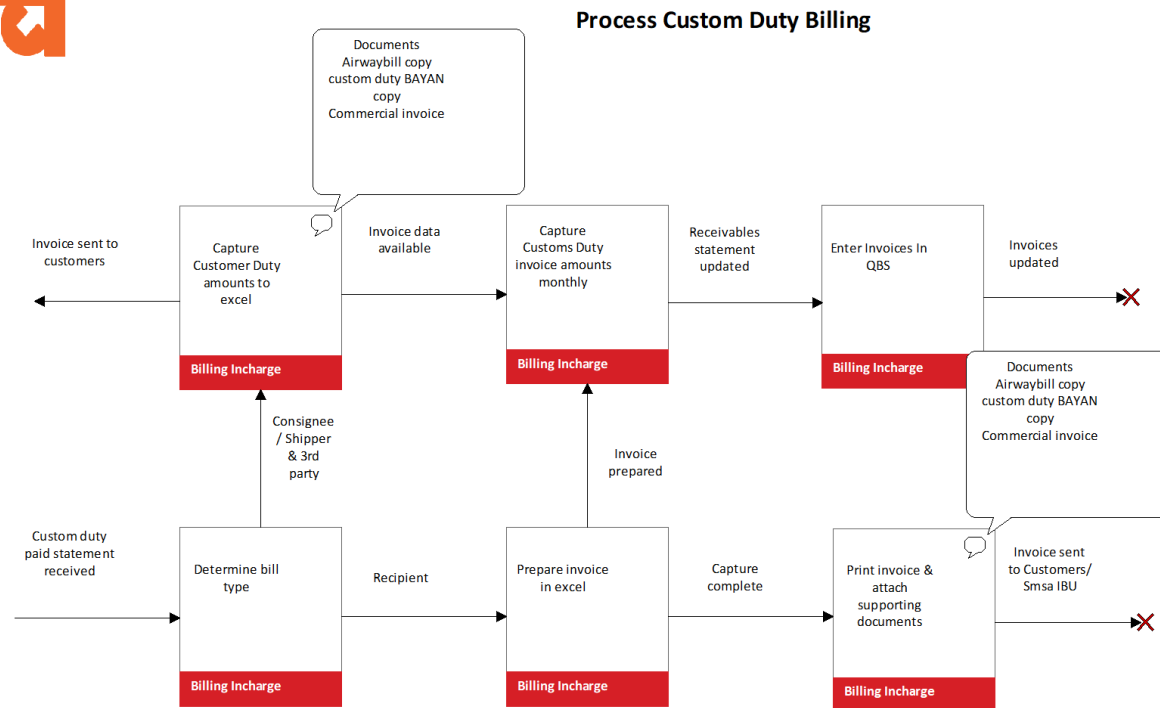● Change Log   ● Keywords
● Change Requests ○ Read Only

Process Waybill & Manifest

Air waybills validated

Reconcile waybill with manifest report
Billing Incharge

Successfully reconciled

Documents = 1 copy of waybill & manifest 2nd copy waybill stored on customers behalf

Validate and capture missing data
Billing Incharge

Invoices can be generated

Cash Invoices prep recon

Credit customers International accounts cash accounts

Generate invoices forward email
Billing Incharge
(s) QBS

Invoice Emailed

documents Covering letter Invoice Air waybills Statement of account Proof of delivery

customer Invoice submitted

Send invoice to credit customer
Billing Incharge

Enter invoice in QBS
Accountant

QBS Updated

Variance

Inform by email

Inform OPS of discrepancy for missing scanning data
Billing Incharge

Problems solved

Incomplete information

Resolve problems
Billing Incharge

Problem not resolved forward airwaybill to operations

Operations

Invoices submit

International account customer Invoice submitted

Send / Save in share folder for Intl accounts to IBU
Billing Incharge

Enter invoice in QBS
Accountant

QBS Updated

OPS informed

Title: Process Waybill & Manifest
Author: Edwin Ramos
Date: 5/26/2010
Volume: 0.00 Per Second

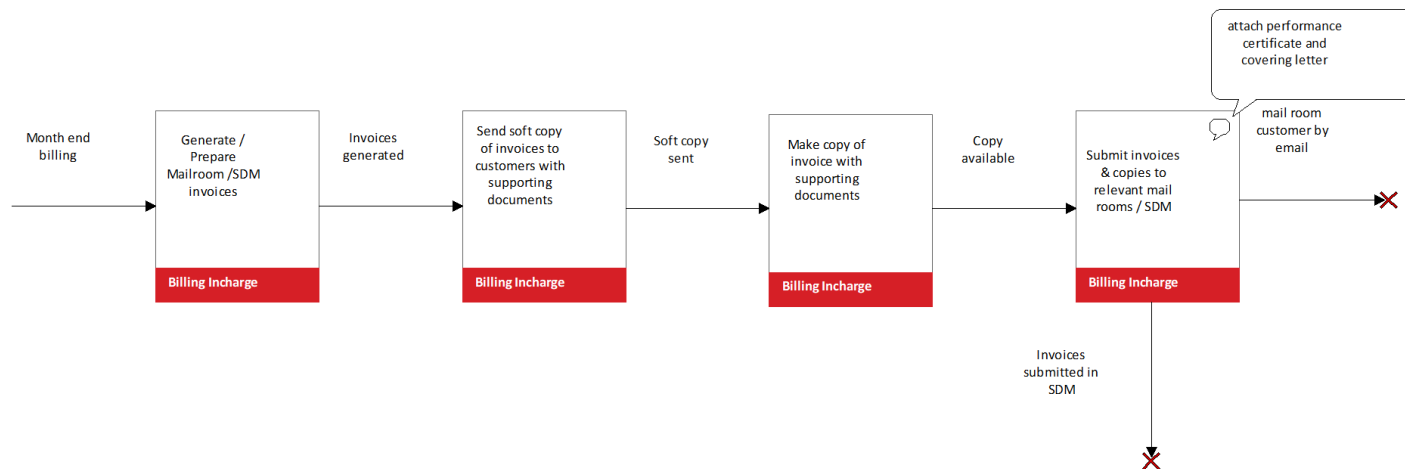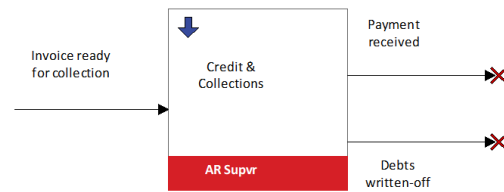Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ● Keywords
● Change Requests   ○ Read Only

smsa

Capture Data & File Documents

Attach rules for insuring Air waybills	Based on the declared value of shipment	Attach: Rates applied to insurance

Successfully reconciled

Select Air waybills to be insured	Airways requiring insurance	Apply insurance premium	Insurance premium known	Apply rates to Air waybills	Invoices can be generated
Billing Supvr		**Billing Supvr**		**(s) ERP**	

○ Actions   ○ Feedback
● Change Log   ● Keywords
● Change Requests ○ Read Only

SMSA

Bill Inbound Consignee Invoice

Inbound bill consignee

Details received from SMSA IBU , DHL

Prepare data file

Billing Incharge

Details data file

start entry & reconcile details

Billing Incharge

Reconciliation complete

Generate invoice

Billing Incharge

Invoices forwarded to customers by email

Send soft copy of Invoices customers by email

Accountant

Invoice sent

Enter invoice in QBS

Accountant

QBS Updated

Title: Bill Inbound Consignee Invoice
Author: Edwin Ramos
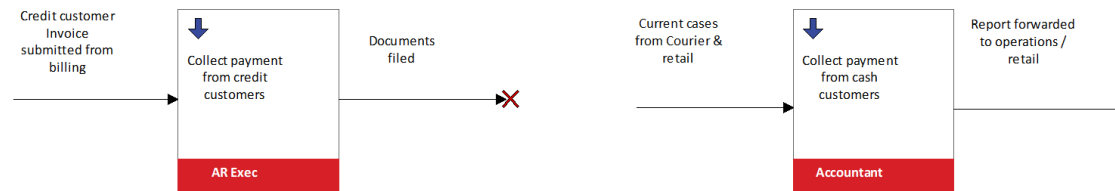Date: 5/26/2010
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ● Keywords
● Change Requests ○ Read Only

Open Customer Account

Credit application form
Commercial registration copy (corporate)
Approval for discount (RFR) form
International account request (ICPC) form

Resolve problems

Billing Supvr

Inform sales of problem

Incomplete information

Request from sales to open customer account

Accept documentation

Billing Supvr

Data can be entered into system

Load data

Billing Supvr

(s) ERP

Local Account created

Allocate account number

Billing Supvr

Account active

Sales

International account request accepted

Outsource company is in mumbai

Account Request from SMSA IBU

Accountant

Request submitted

Approve account

SMSA KSA

Account approved by SMSA KSA

Allocate account number

SMSA KSA

Account created

Load data

Billing Supvr

(s) ERP

Problems resolved

Resolve problems

SMSA KSA

Title: Open Customer Account
Author: Edwin Ramos
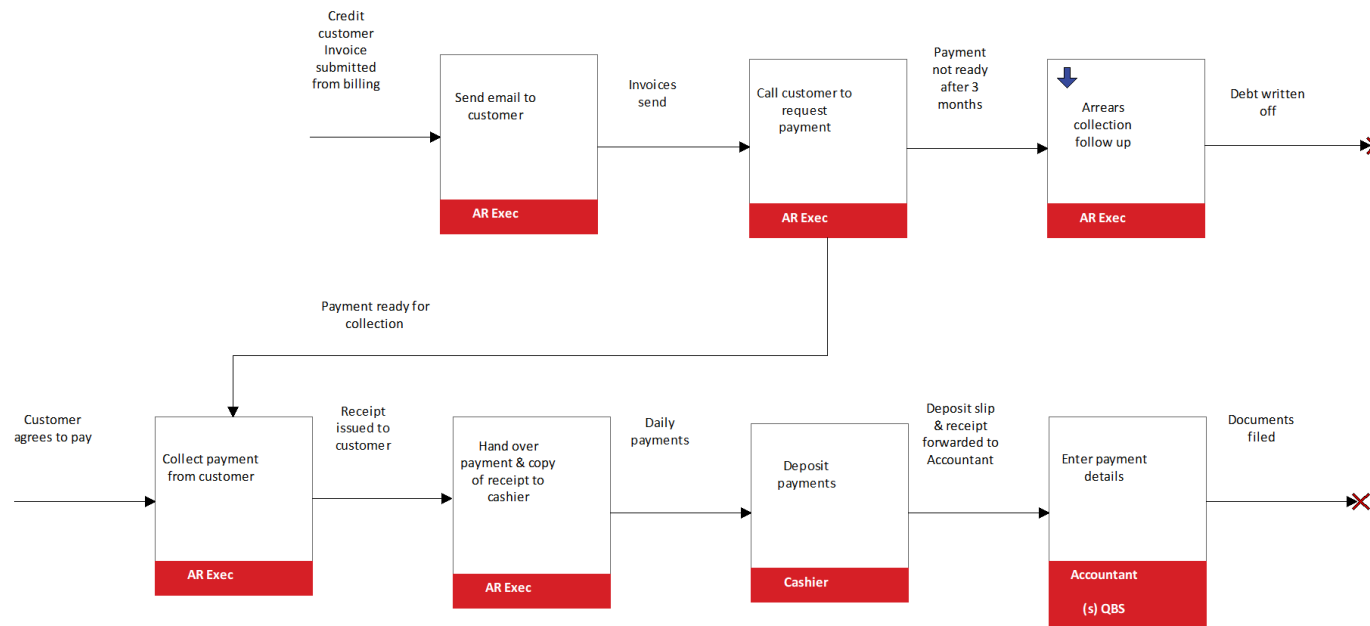Date: 5/26/2010
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ● Keywords
● Change Requests ○ Read Only

SMSA

Process Inbound Delivery Charges to Customers

Pre-alert from SMSA Dubai , FFC,DHL & other int'l inbound customers

Capture pre alerts & download report to excel — **Bill Agent**

Manifest ready & Air waybills downloaded to excel

Reconcile AWBs with daily , weekly cons report — **Bill Agent**

Numbers balance

Reconcile weights — **Bill Agent**

Attach: rules FedEx billing weights as default

Weights reconciled

Capture shipment proof of delivery to excel — **Bill Agent (s) CORE**

Proof of delivery captured

Attach proof of delivery to the Air waybills in manifest — **Bill Agent**

Airwaybill attached

Update delivery charges on Manifest excel file — **Bill Agent**

Manifest excel file complete

Upload excel file to database — **Bill Agent (s) ERP**

SMSA delivery charge invoice generated

Print invoice & send to SMSA IBU — **Bill Agent**

Invoice sent

Collection

SMSA billed for RTS shipments

Title: Process Inbound Delivery Charges to Customers
Author: Edwin Ramos   Authorization: Update Pending
Date: 5/26/2010
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ● Keywords
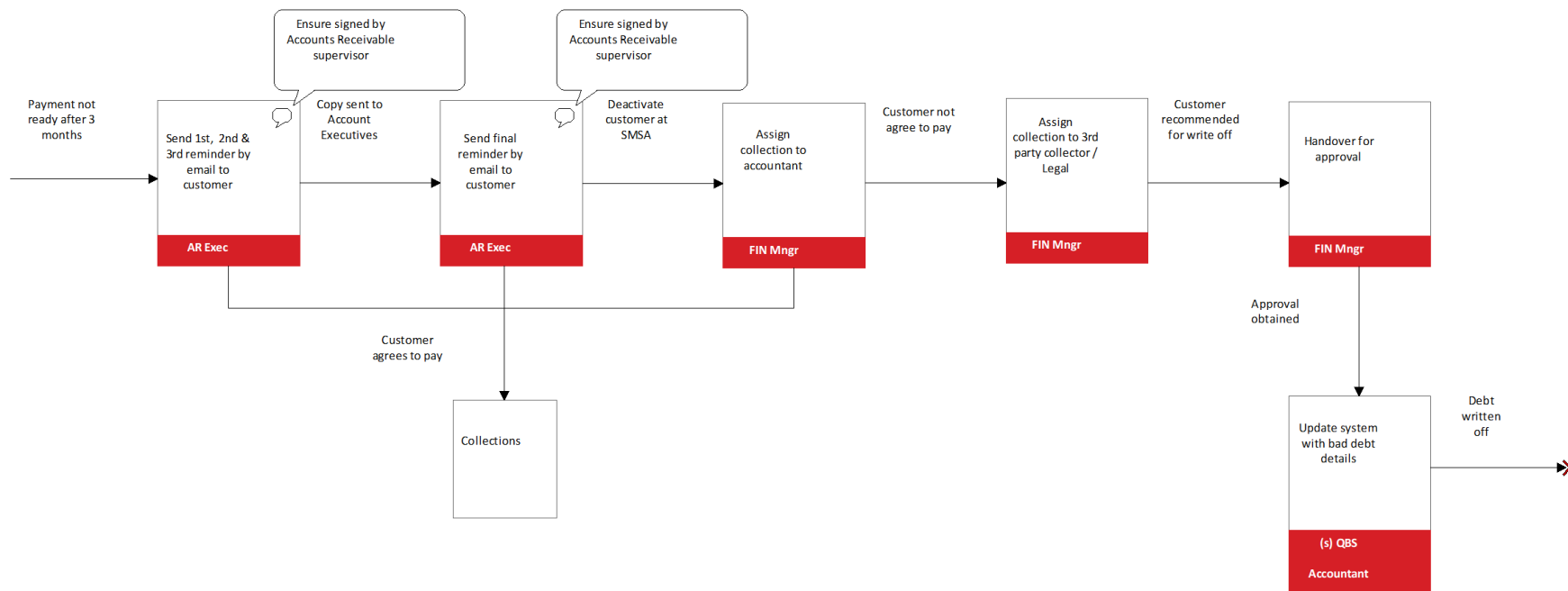● Change Requests   ○ Read Only

Process Custom Duty Billing

Process Mailroom Monthly Billing

Month end billing →

Generate / Prepare Mailroom /SDM invoices
Billing Incharge

Invoices generated →

Send soft copy of invoices to customers with supporting documents
Billing Incharge

Soft copy sent →

Make copy of invoice with supporting documents
Billing Incharge

Copy available →

Submit invoices & copies to relevant mail rooms / SDM
Billing Incharge

attach performance certificate and covering letter

mail room customer by email →

Invoices submitted in SDM

BAH Credit & Collections

Invoice ready
for collection

Credit &
Collections

Payment
received

AR Supvr

Debts
written-off

Title: BAH Credit & Collections
Author: Edwin Ramos
Date: 7/1/2018
Volume: 0.00 Per Second

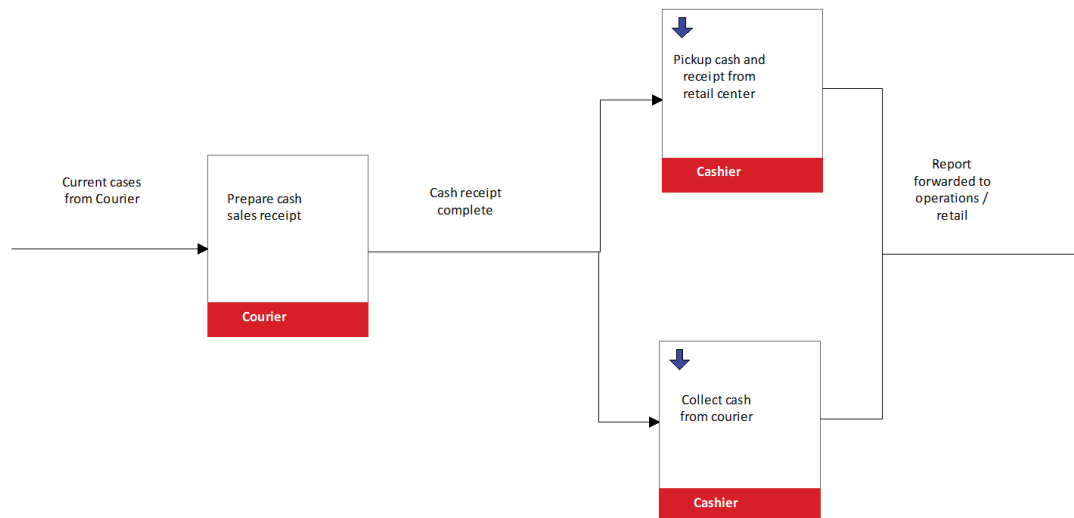Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests   ○ Read Only

Collections

Credit customer
Invoice
submitted from
billing

Collect payment
from credit
customers

AR Exec

Documents
filed

Current cases
from Courier &
retail

Collect payment
from cash
customers

Accountant

Report forwarded
to operations /
retail

Title: Collections
Author: Edwin Ramos
Date: 5/26/2010
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
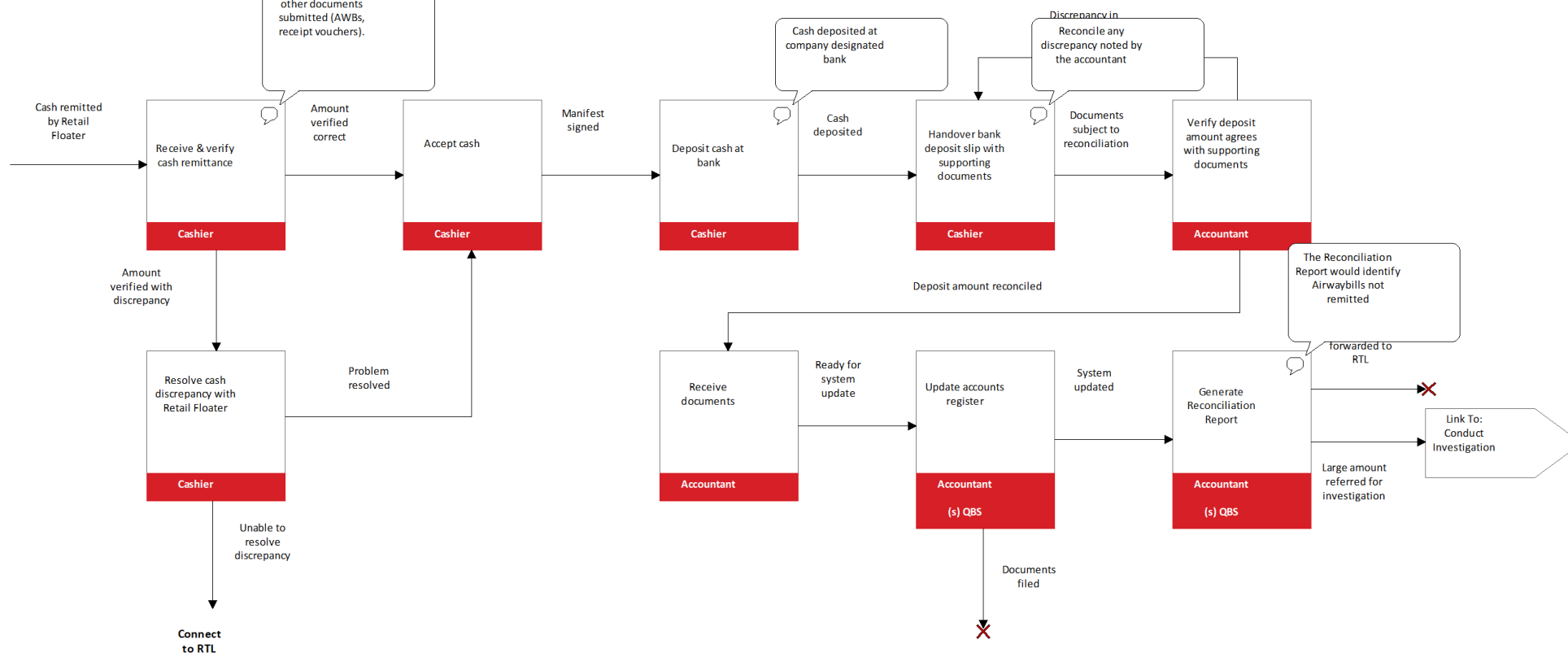Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ● Keywords
○ Change Requests ○ Read Only

Collect Payment from Credit Customers

Credit customer Invoice submitted from billing

Send email to customer
AR Exec

Invoices send

Call customer to request payment
AR Exec

Payment not ready after 3 months

Arrears collection follow up
AR Exec

Debt written off

Payment ready for collection

Customer agrees to pay

Collect payment from customer
AR Exec

Receipt issued to customer

Hand over payment & copy of receipt to cashier
AR Exec

Daily payments

Deposit payments
Cashier

Deposit slip & receipt forwarded to Accountant

Enter payment details
Accountant (s) QBS

Documents filed

Title: Collect Payment from Credit Customers
Author: Edwin Ramos
Date: 5/26/2010
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
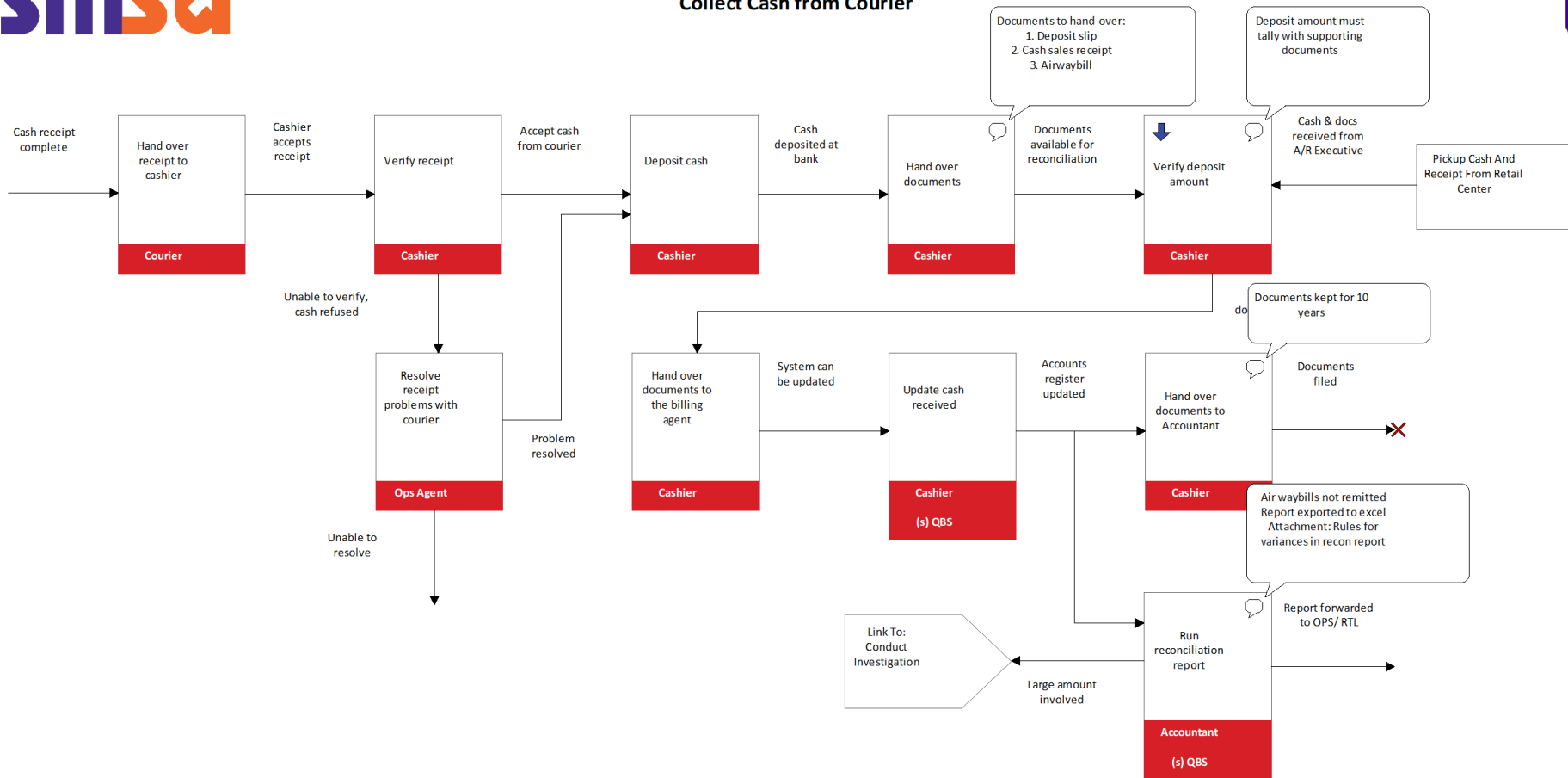F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ● Keywords
● Change Requests   ○ Read Only

SMSA

Arrears Collection Follow up

Payment not ready after 3 months

Ensure signed by Accounts Receivable supervisor

Send 1st, 2nd & 3rd reminder by email to customer — **AR Exec**

Copy sent to Account Executives

Ensure signed by Accounts Receivable supervisor

Send final reminder by email to customer — **AR Exec**

Deactivate customer at SMSA

Assign collection to accountant — **FIN Mngr**

Customer not agree to pay

Assign collection to 3rd party collector / Legal — **FIN Mngr**

Customer recommended for write off

Handover for approval — **FIN Mngr**

Customer agrees to pay

Collections

Approval obtained

Update system with bad debt details — **(s) QBS Accountant**

Debt written off

Title: Arrears Collection Follow up
Author: Edwin Ramos
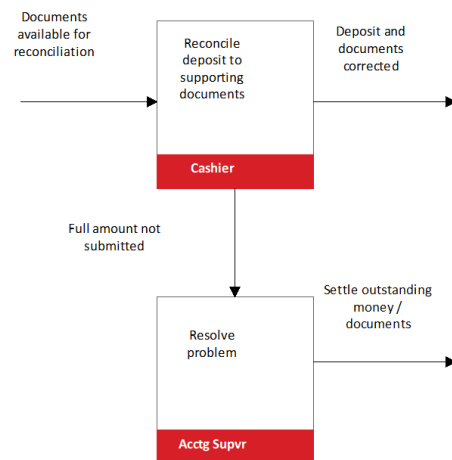Date: 5/26/2010
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ● Keywords
● Change Requests ○ Read Only

Collect Payment from Cash Customers

Current cases from Courier

Prepare cash sales receipt

Courier

Cash receipt complete

Pickup cash and receipt from retail center

Cashier

Collect cash from courier

Cashier

Report forwarded to operations / retail

Title: Collect Payment from Cash Customers
Author: Edwin Ramos
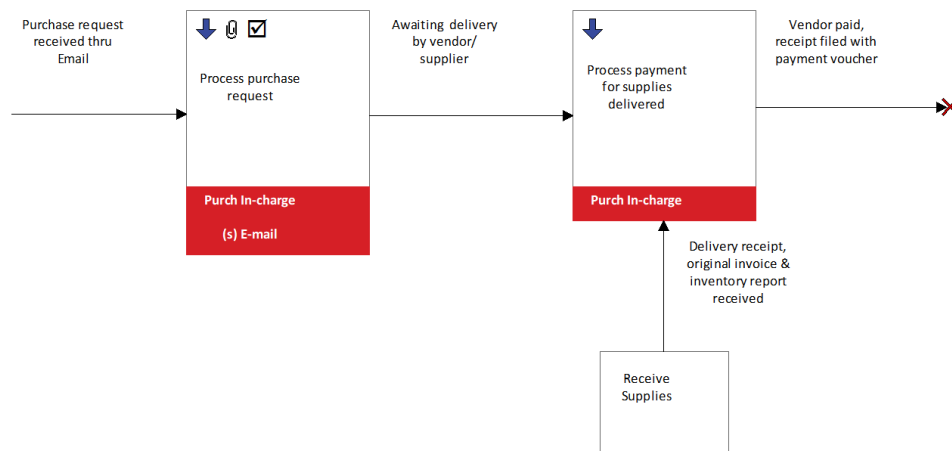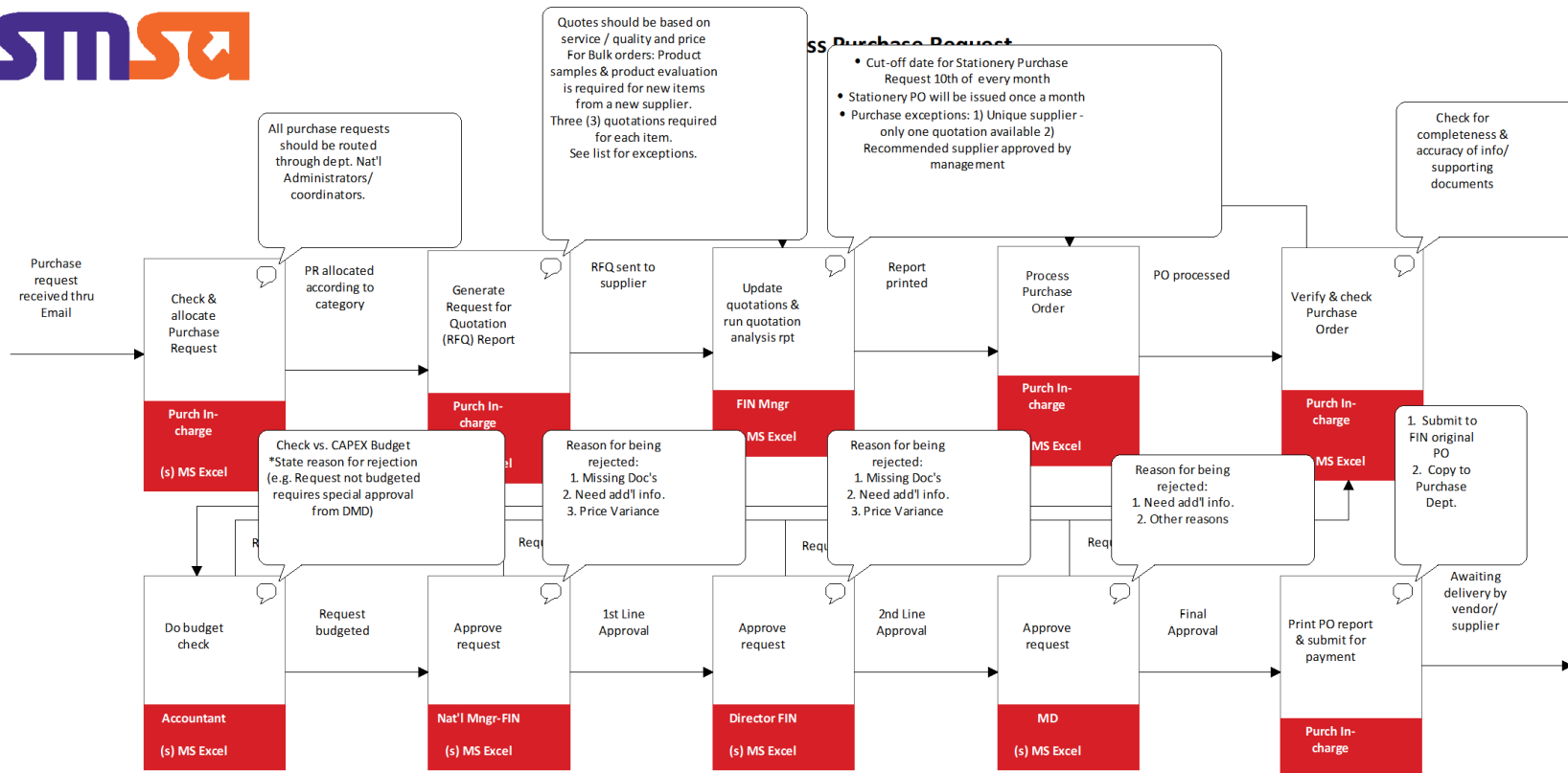Date: 5/26/2010
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ● Keywords
● Change Requests ○ Read Only

Cash Remittance from Retail Centers

Cashier to verify in S-Panel the amount due per RTL Exec based on the manifest and other documents submitted (AWBs, receipt vouchers).

Cash deposited at company designated bank

Discrepancy in Reconcile any discrepancy noted by the accountant

Cash remitted by Retail Floater

Amount verified correct

Manifest signed

Cash deposited

Documents subject to reconciliation

Receive & verify cash remittance

Cashier

Accept cash

Cashier

Deposit cash at bank

Cashier

Handover bank deposit slip with supporting documents

Cashier

Verify deposit amount agrees with supporting documents

Accountant

The Reconciliation Report would identify Airwaybills not remitted

Amount verified with discrepancy

Problem resolved

Deposit amount reconciled

forwarded to RTL

Resolve cash discrepancy with Retail Floater

Cashier

Receive documents

Accountant

Ready for system update

Update accounts register

Accountant (s) QBS

System updated

Generate Reconciliation Report

Accountant (s) QBS

Link To: Conduct Investigation

Large amount referred for investigation

Unable to resolve discrepancy

Documents filed

Connect to RTL

Title: Cash Remittance from Retail Centers
Author: Edwin Ramos
Date: 6/2/2010
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ● Keywords
● Change Requests ○ Read Only

Authorization: Update Pending

Collect Cash from Courier

Documents to hand-over:
1. Deposit slip
2. Cash sales receipt
3. Airwaybill

Deposit amount must tally with supporting documents

Cash receipt complete

Hand over receipt to cashier		Verify receipt		Deposit cash		Hand over documents		Verify deposit amount		Pickup Cash And Receipt From Retail Center
Courier		**Cashier**		**Cashier**		**Cashier**		**Cashier**		

Cashier accepts receipt

Accept cash from courier

Cash deposited at bank

Documents available for reconciliation

Cash & docs received from A/R Executive

Unable to verify, cash refused

Documents kept for 10 years

do

Resolve receipt problems with courier	Hand over documents to the billing agent	Update cash received	Hand over documents to Accountant
Ops Agent	**Cashier**	**Cashier** (s) QBS	**Cashier**

System can be updated

Accounts register updated

Documents filed

Problem resolved

Unable to resolve

Air waybills not remitted
Report exported to excel
Attachment: Rules for variances in recon report

Link To: Conduct Investigation

Run reconciliation report

Accountant
(s) QBS

Report forwarded to OPS/ RTL

Large amount involved

○ Actions   ○ Feedback
● Change Log   ● Keywords
● Change Requests ○ Read Only

Verify Deposit Amount Agrees with Supporting Documents

Documents available for reconciliation

Reconcile deposit to supporting documents

Cashier

Deposit and documents corrected

Full amount not submitted

Resolve problem

Acctg Supvr

Settle outstanding money / documents

Title: Verify Deposit Amount Agrees with Supporting Documents
Author: Edwin Ramos   Authorization: Update Pending
Date: 6/2/2010
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ○ Read Only

BAH - Purchasing

Business requirement → **Ordering of SMSA Network Supplies** (Purch In-charge) → Purchase request initiated → **Process purchase requests** (Purch In-charge) → Copies filed ✕

Business Requirement → **Ordering of Local Supplies** (Purch In-charge) → Request Processed ✕

Yearly review (1st month next financial year) → **Determine Vendor for SMSA** (Purch In-charge) → Addendum to contract ✕
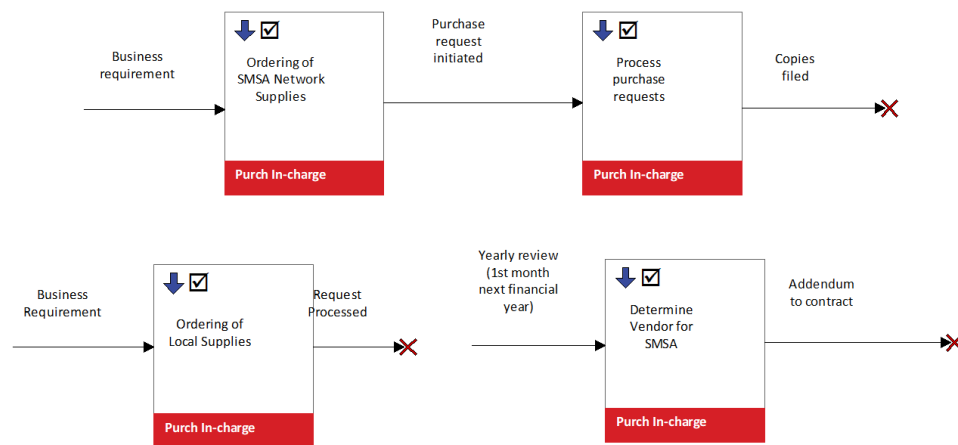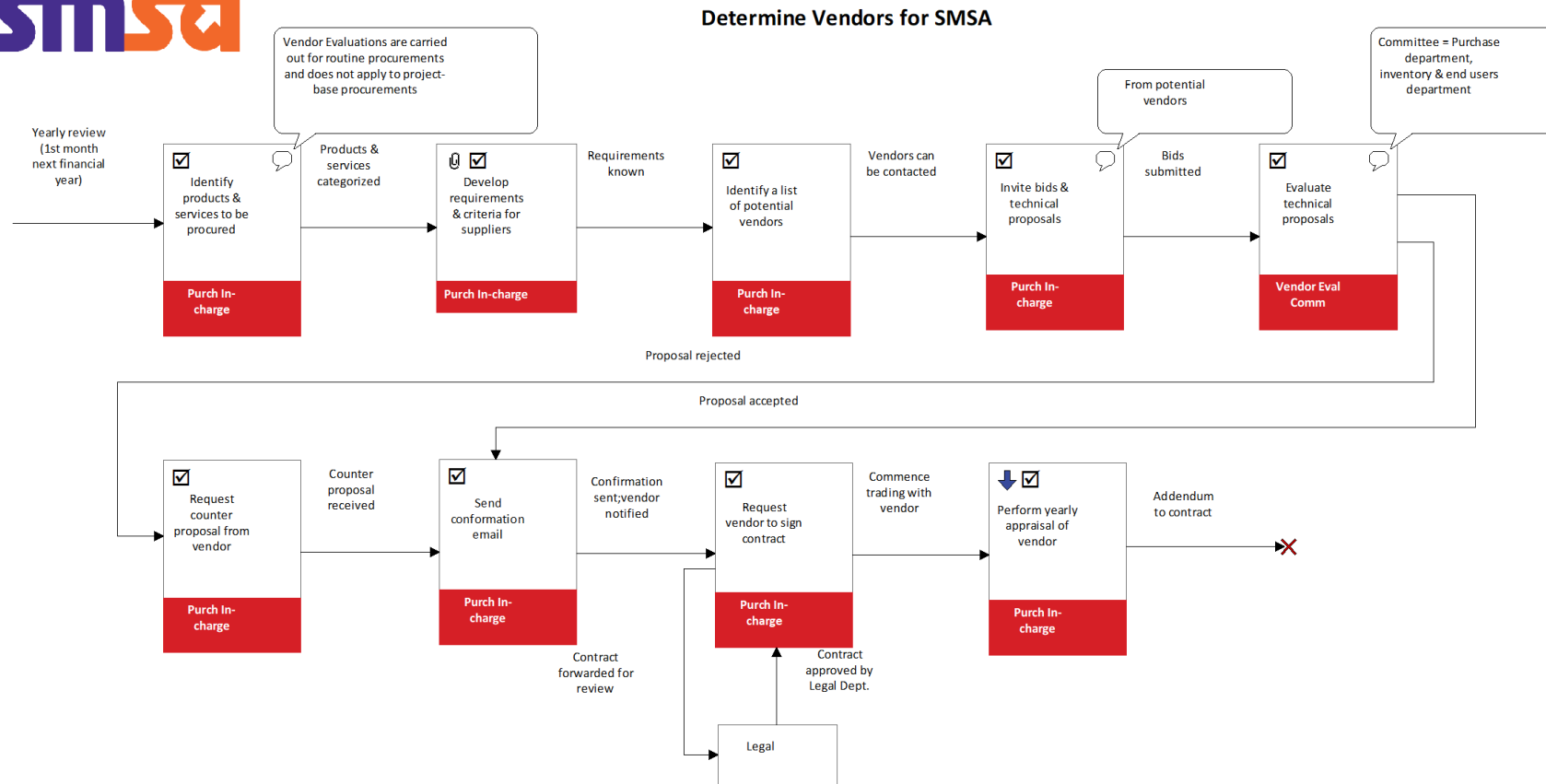
Title: BAH - Purchasing
Author: Edwin Ramos
Date: 7/1/2018
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ○ Read Only

Purchasing

Purchase request
received thru
Email

Process purchase
request

Purch In-charge

(s) E-mail

Awaiting delivery
by vendor/
supplier

Process payment
for supplies
delivered

Purch In-charge

Vendor paid,
receipt filed with
payment voucher

Delivery receipt,
original invoice &
inventory report
received

Receive
Supplies

Title: Purchasing
Author: Edwin Ramos
Date: 10/6/2010
Volume: 0.00 Per Second

Authorization: Update Pending

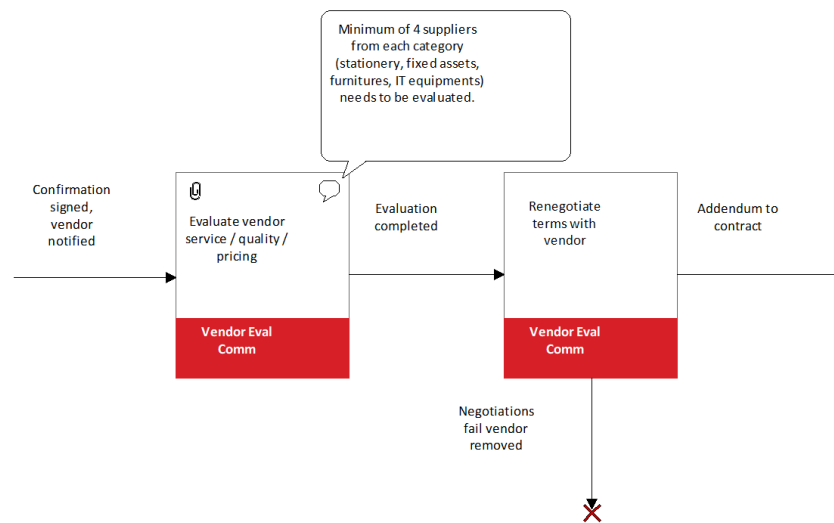Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
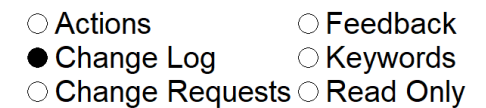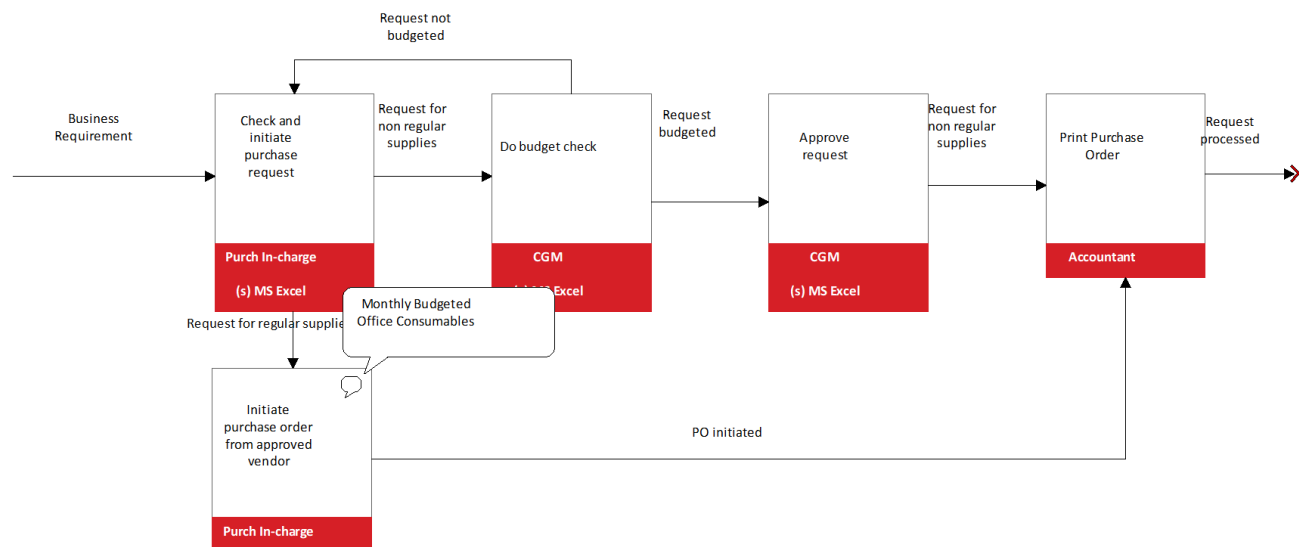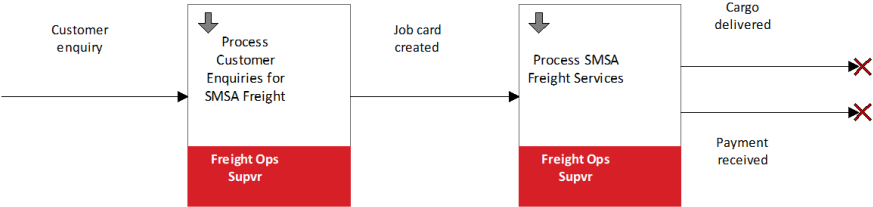○ Change Requests ○ Read Only

SMSA

Process Purchase Request

All purchase requests should be routed through dept. Nat'l Administrators/ coordinators.

Quotes should be based on service / quality and price For Bulk orders: Product samples & product evaluation is required for new items from a new supplier. Three (3) quotations required for each item. See list for exceptions.

- Cut-off date for Stationery Purchase Request 10th of every month
- Stationery PO will be issued once a month
- Purchase exceptions: 1) Unique supplier - only one quotation available 2) Recommended supplier approved by management

Check for completeness & accuracy of info/ supporting documents

Purchase request received thru Email

Check & allocate Purchase Request
Purch In-charge
(s) MS Excel

PR allocated according to category

Generate Request for Quotation (RFQ) Report
Purch In-charge

RFQ sent to supplier

Update quotations & run quotation analysis rpt
FIN Mngr
MS Excel

Report printed

Process Purchase Order
Purch In-charge
MS Excel

PO processed

Verify & check Purchase Order
Purch In-charge
MS Excel

1. Submit to FIN original PO
2. Copy to Purchase Dept.

Check vs. CAPEX Budget *State reason for rejection (e.g. Request not budgeted requires special approval from DMD)

Reason for being rejected:
1. Missing Doc's
2. Need add'l info.
3. Price Variance

Reason for being rejected:
1. Missing Doc's
2. Need add'l info.
3. Price Variance

Reason for being rejected:
1. Need add'l info.
2. Other reasons

Awaiting delivery by vendor/ supplier

Do budget check
Accountant
(s) MS Excel

Request budgeted

Approve request
Nat'l Mngr-FIN
(s) MS Excel

1st Line Approval

Approve request
Director FIN
(s) MS Excel

2nd Line Approval

Approve request
MD
(s) MS Excel

Final Approval

Print PO report & submit for payment
Purch In-charge

Title: Process Purchase Request
Author: Edwin Ramos
Date: 6/2/2010
Volume: 0.00 Per Second

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ● Keywords
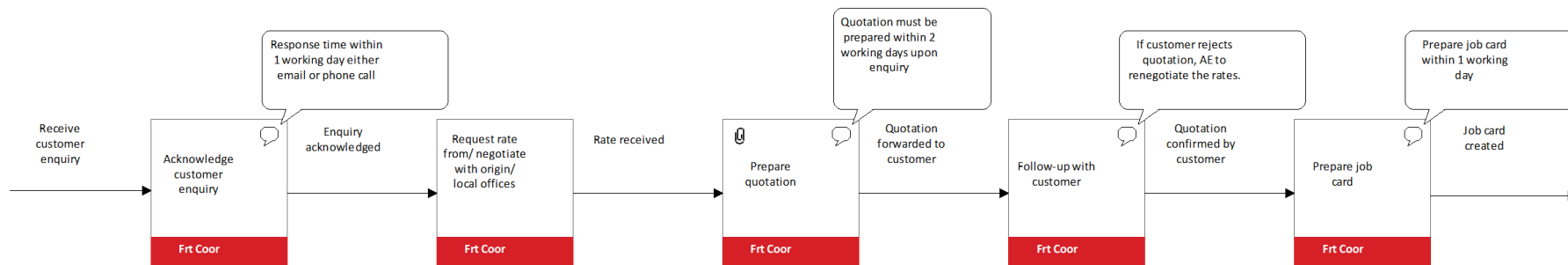○ Change Requests   ○ Read Only

Process Payment For Supplies Delivered

Delivery receipt, original invoice received

Match Purchase order copy to documents received

Purch In-charge

Match complete

Hand-over documents to Accountant

Purch In-charge

Submit purchase order , purchase request & supplier quotes to Accounts Payable

Documents received

Process payment

Accountant

As per agreed terms with vendor

Vendor paid , receipt filed with payment voucher

Title: Process Payment For Supplies Delivered
Author: Edwin Ramos
Date: 6/2/2010
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ○ Read Only

Payment Process

Documents received

Book the expense
Accountant

Data entered

Approve invoice to process payment
FIN Mngr

Amount approved

Prepare online bank transfer & payment voucher
Bank Liason Offcr
(s) Excel

voucher printed

Approve the online bank transfer details
CGM

Bank transfer approved

Approve the online bank transfer
Director FIN

1st signature

Approve the online bank transfer
MD

2nd signature

Send Email to vendor with bank transfer details
Accountant

Email sent

Request receipt for online bank transfer
Accountant

Vendor paid, receipt filed with payment voucher

Title: Payment Process
Author: Edwin Ramos
Date: 6/2/2010
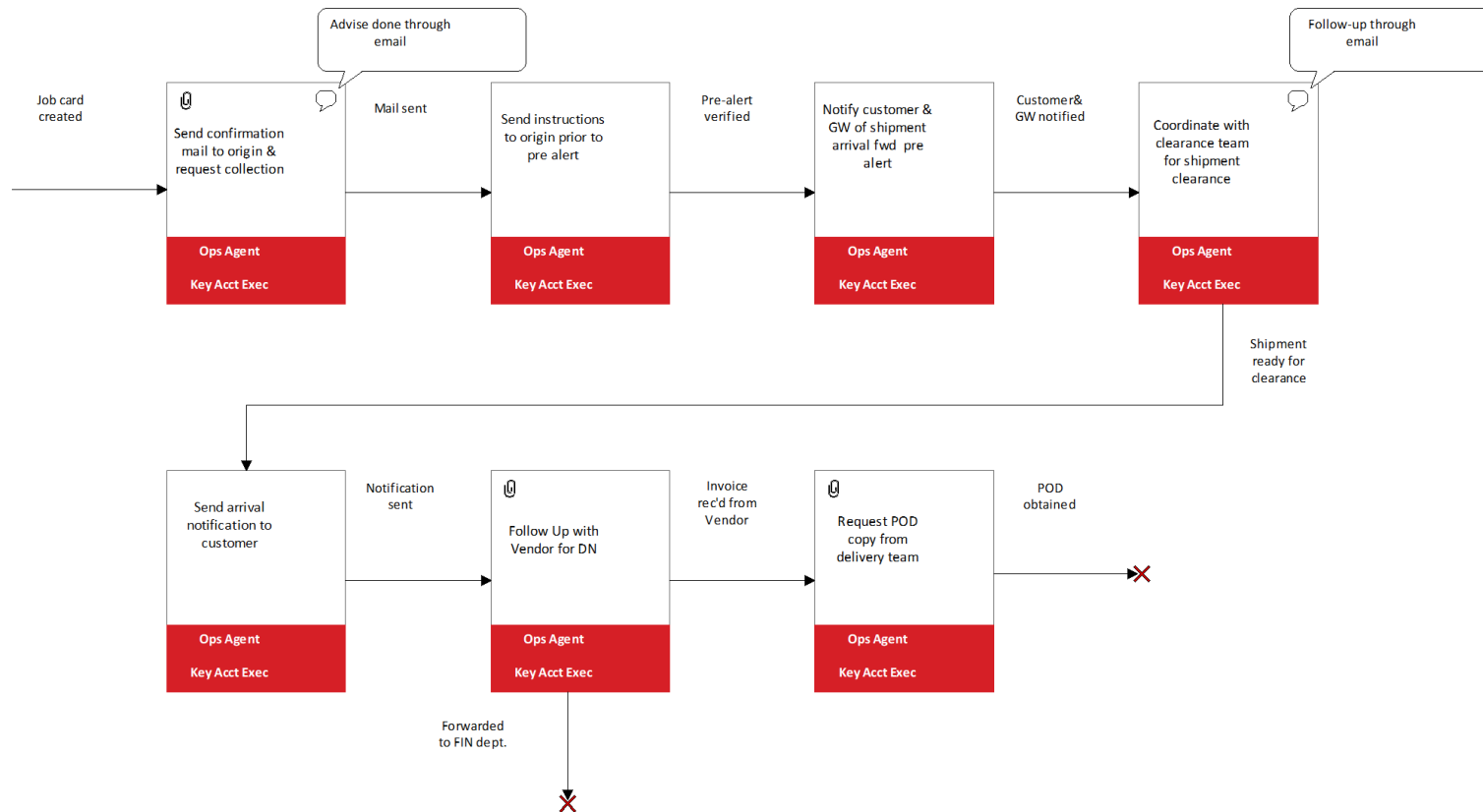Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests   ○ Read Only

SMSA

Determine Vendors for SMSA

Vendor Evaluations are carried out for routine procurements and does not apply to project-base procurements

From potential vendors

Committee = Purchase department, inventory & end users department

Yearly review (1st month next financial year)

| Identify products & services to be procured | Products & services categorized | Develop requirements & criteria for suppliers | Requirements known | Identify a list of potential vendors | Vendors can be contacted | Invite bids & technical proposals | Bids submitted | Evaluate technical proposals |

Purch In-charge — Purch In-charge — Purch In-charge — Purch In-charge — Vendor Eval Comm

Proposal rejected

Proposal accepted

| Request counter proposal from vendor | Counter proposal received | Send confirmation email | Confirmation sent;vendor notified | Request vendor to sign contract | Commence trading with vendor | Perform yearly appraisal of vendor | Addendum to contract |

Purch In-charge — Purch In-charge — Purch In-charge — Purch In-charge

Contract forwarded for review

Contract approved by Legal Dept.

Legal

Title: Determine Vendors for SMSA
Author: Edwin Ramos
Date: 6/2/2010
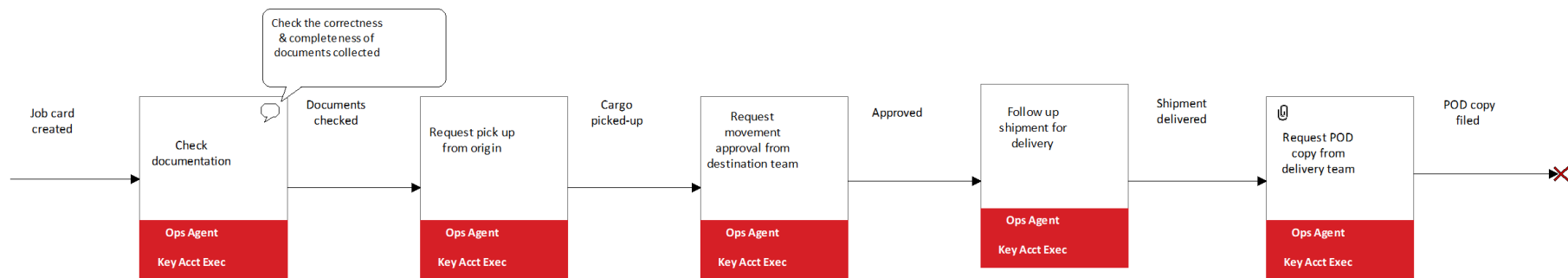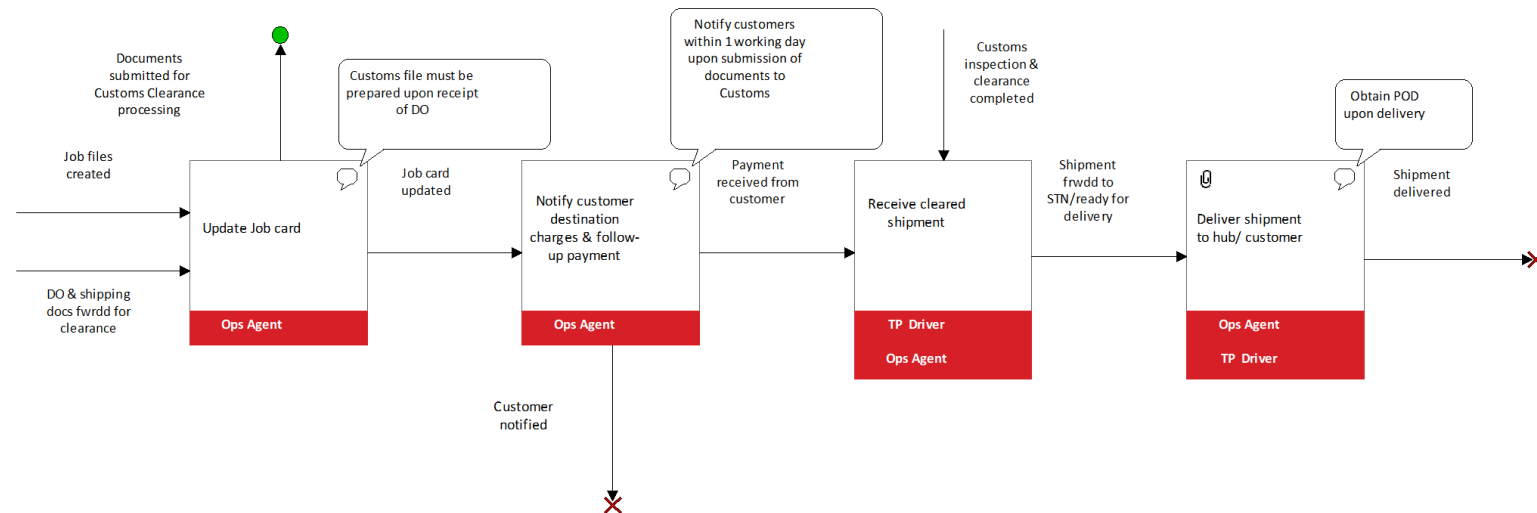Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ● Keywords
○ Change Requests ○ Read Only

Perform Yearly Appraisal of Vendor

Minimum of 4 suppliers from each category (stationery, fixed assets, furnitures, IT equipments) needs to be evaluated.

Confirmation signed, vendor notified

Evaluate vendor service / quality / pricing

Vendor Eval Comm

Evaluation completed

Renegotiate terms with vendor

Vendor Eval Comm

Addendum to contract

Negotiations fail vendor removed

Title: Perform Yearly Appraisal of Vendor
Author: Edwin Ramos
Date: 6/2/2010
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ○ Read Only

Ordering of SMSA Network Supplies

Link To: Process Corporate identity

Approved design and product specs

Business requirement

Select supplier

Purch In-charge

Supplier provide samples

Forward samples to Marketing Dept.

Purch In-charge

Samples approved by MKT

Link To: Receive Operational Supplies

Adhoc Order (Shortage of Supplies)

Target delivery date of supplies must be specified

Raise the Purchase Request (PR)

Purch In-charge

Purchase request initiated

Samples redone by supplier

Samples rejected by MKT

Supplier cannot fulfill business requirement

Return samples to Supplier

Purch In-charge

Title: Ordering of SMSA Network Supplies
Author: Edwin Ramos
Date: 6/19/2016
Volume: 0.00 Per Second
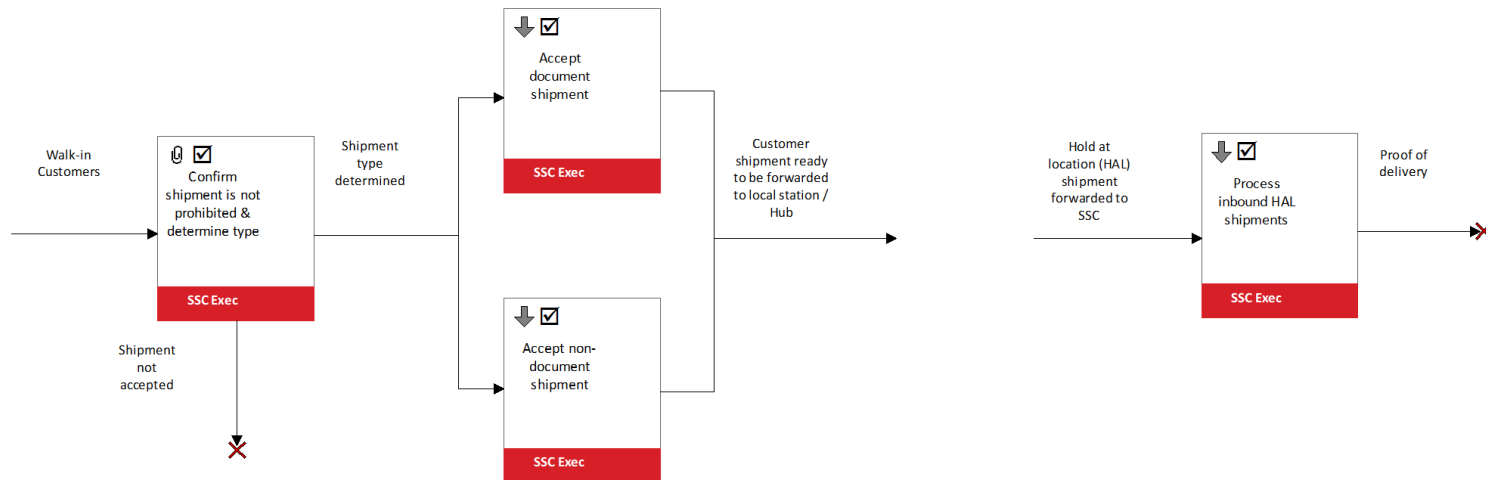
Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ○ Read Only

Ordering of Local Supplies

BAH - Freight Department

Customer enquiry

Process Customer Enquiries for SMSA Freight

Freight Ops Supvr

Job card created

Process SMSA Freight Services

Freight Ops Supvr

Cargo delivered

Payment received

Title: BAH - Freight Department
Author: Mohammed Altamush Khan
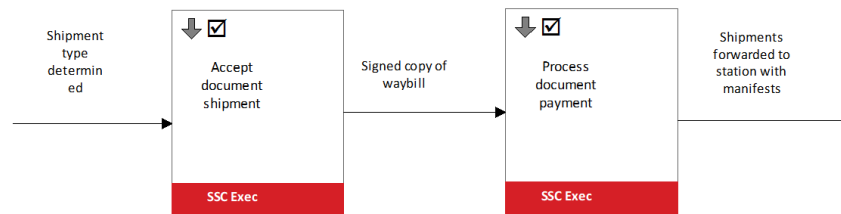Date: 10/6/2020
Volume: 0.00 Per Second

Authorization: Update Pending

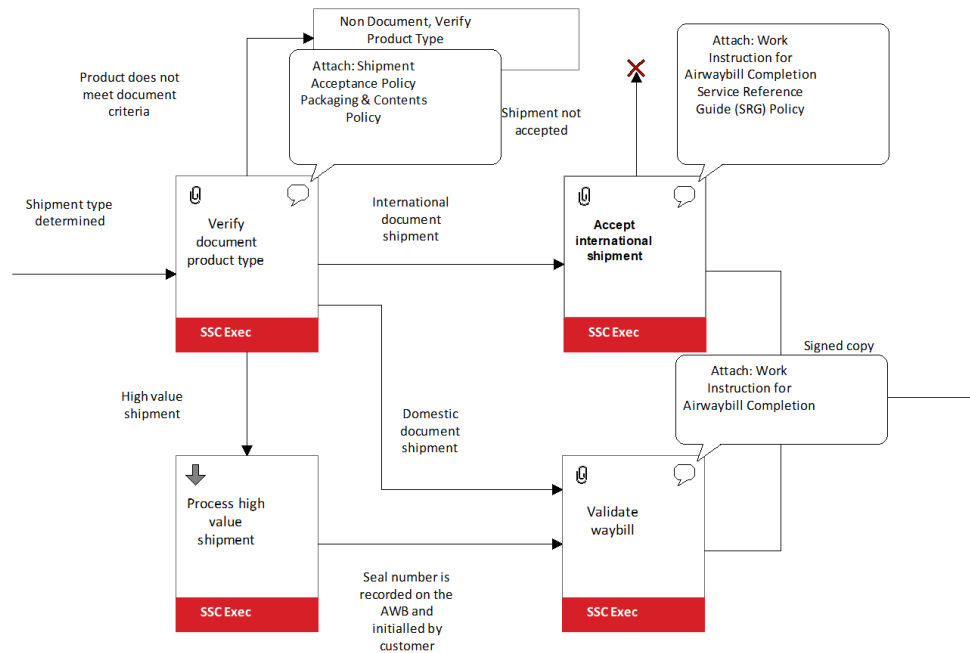Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions
● Change Log
● Change Requests

○ Feedback
○ Keywords
○ Read Only

SMSA

Process Customer Enquiries for SMSA Freight

Receive customer enquiry

Response time within 1 working day either email or phone call

Acknowledge customer enquiry

Frt Coor

Enquiry acknowledged

Request rate from/ negotiate with origin/ local offices

Frt Coor

Rate received

Quotation must be prepared within 2 working days upon enquiry

Prepare quotation

Frt Coor

Quotation forwarded to customer

If customer rejects quotation, AE to renegotiate the rates.

Follow-up with customer

Frt Coor

Quotation confirmed by customer

Prepare job card within 1 working day

Prepare job card

Frt Coor

Job card created

Title: Process Customer Enquiries for SMSA Freight
Author: Mohammed Altamush Khan   Authorization: Update Pending
Date: 9/16/2020
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ● Keywords
● Change Requests   ○ Read Only

Process SMSA Freight Services

Inbound
Air & Sea & Road

Ops Exec Imp

Reg Supvr Ops

Payment
received

DO & shipping docs
fwrdd for
clearance

Job card
created

Customs
Clearance Air/
Road / Sea

Clearance Spl

Shipment
delivered

Payment
received

Export Air/ Road
/ Sea

Exp Coor
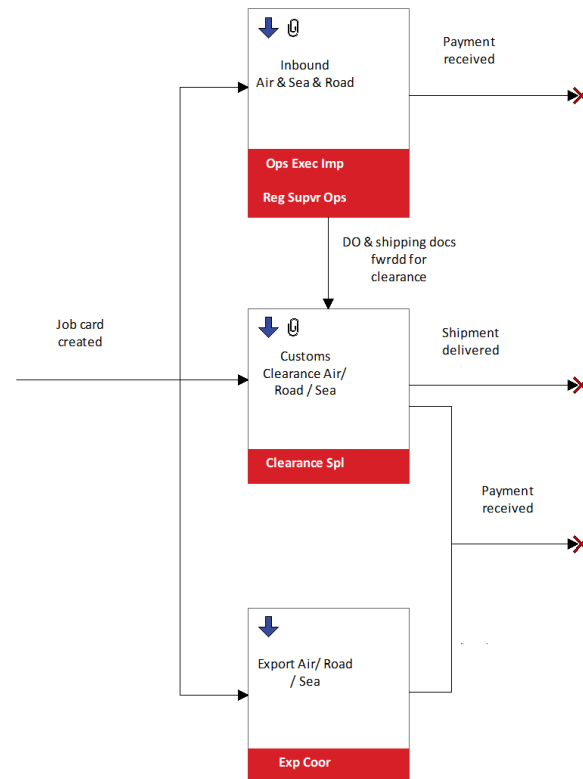
Title: Process SMSA Freight Services
Author: Mohammed Altamush Khan
Date: 10/6/2020
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
● Change Requests ○ Read Only

Inbound Air Sea & Road

Advise done through email

Job card created

Send confirmation mail to origin & request collection
Ops Agent
Key Acct Exec

Mail sent

Send instructions to origin prior to pre alert
Ops Agent
Key Acct Exec

Pre-alert verified

Notify customer & GW of shipment arrival fwd pre alert
Ops Agent
Key Acct Exec

Customer& GW notified

Follow-up through email

Coordinate with clearance team for shipment clearance
Ops Agent
Key Acct Exec

Shipment ready for clearance

Send arrival notification to customer
Ops Agent
Key Acct Exec

Notification sent

Follow Up with Vendor for DN
Ops Agent
Key Acct Exec

Invoice rec'd from Vendor

Request POD copy from delivery team
Ops Agent
Key Acct Exec

POD obtained

Forwarded to FIN dept.

Title: Inbound Air Sea & Road
Author: Mohammed Altamush Khan
Date: 10/6/2020
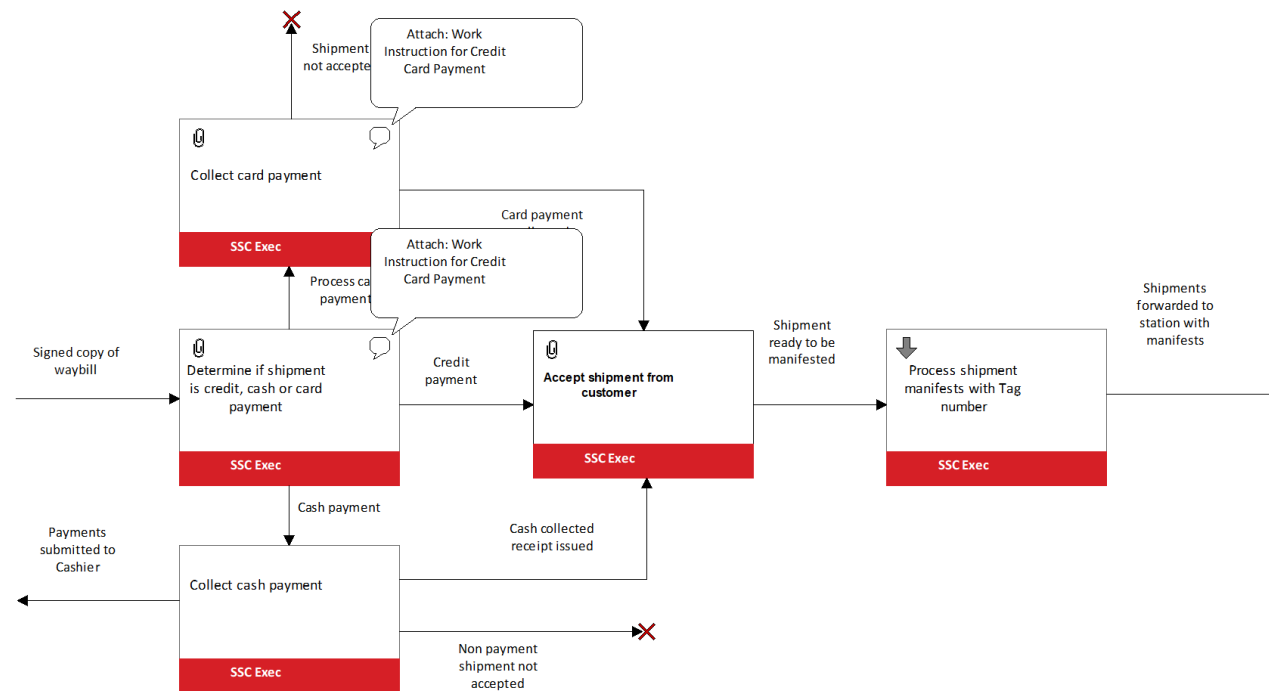Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
● Change Requests ○ Read Only

Outbound Air/ Sea/ Road

Check the correctness
& completeness of
documents collected

Job card
created

Check documentation
Ops Agent
Key Acct Exec

Documents
checked

Request pick up from origin
Ops Agent
Key Acct Exec

Cargo
picked-up

Request movement approval from destination team
Ops Agent
Key Acct Exec

Approved

Follow up shipment for delivery
Ops Agent
Key Acct Exec

Shipment
delivered

Request POD copy from delivery team
Ops Agent
Key Acct Exec

POD copy
filed

Title: Outbound Air/ Sea/ Road
Author: Mohammed Altamush Khan
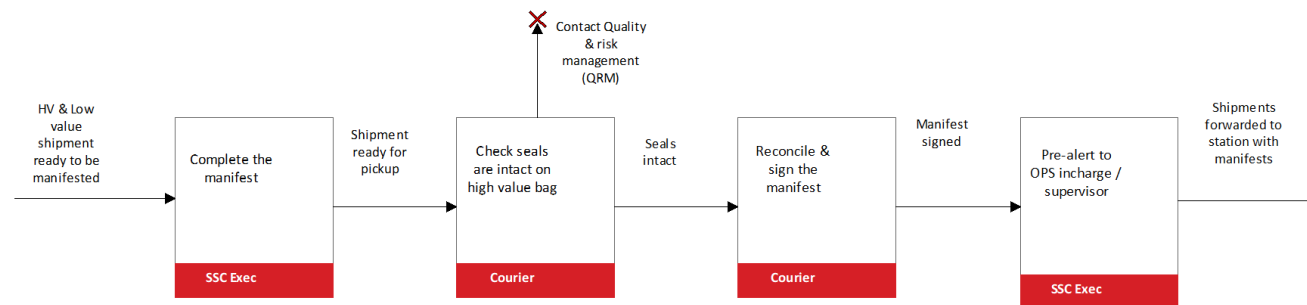Date: 10/6/2020
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
● Change Requests ○ Read Only

Customs Clearance Air/ Sea / Road

BAH - SSC Department

Walk-in
Customers

☑ Confirm
shipment is not
prohibited &
determine type

SSC Exec

Shipment
type
determined

Shipment
not
accepted

☑ Accept
document
shipment

SSC Exec

☑ Accept non-
document
shipment

SSC Exec

Customer
shipment ready
to be forwarded
to local station /
Hub

Hold at
location (HAL)
shipment
forwarded to
SSC

☑ Process
inbound HAL
shipments

SSC Exec

Proof of
delivery

Title: BAH - SSC Department
Author: Mohammed Ahmed Khan
Date: 8/8/2020
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ○ Read Only

SMSA

Accept Document Shipment

Shipment type determined

| Accept document shipment | Signed copy of waybill | Process document payment | Shipments forwarded to station with manifests |

SSC Exec

SSC Exec

Title: Accept Document Shipment
Author: Mohammed Ahmed Khan
Date: 8/8/2020
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ● Keywords
○ Change Requests ○ Read Only

Accept Document Shipment

Title: Accept Document Shipment
Author: Mohammed Ahmed Khan
Date: 8/8/2020
Volume: 0.00 Per Second

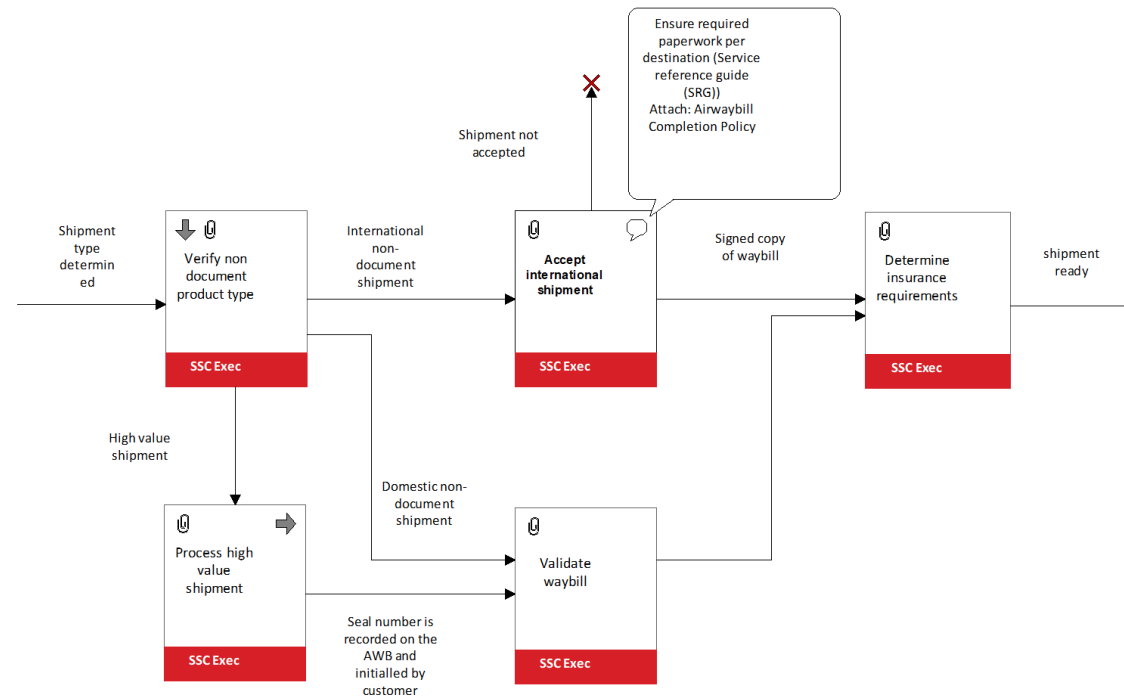Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ● Keywords
○ Change Requests ○ Read Only

Process High Value Shi

Attach: PRE-PRINTED SEALED BAG

1) Customer MUST witness the placing of the shipment & the sealing of the bag
2) The seal No. must be recorded on the AWB and and witnessed by the customer
3) The detached part of the sealed bag with the seal No. must be given to the customer for their reference
4) Customer must witness the placing of the shipment and sealing of the bag

High value shipment

Validate package contents

SSC Exec

Approved shipment

Estimate package dimension & weight

SSC Exec

Shipment rejected

Package is estimated less than 10kg and/or less than 100 cm square

For smaller shipments use Pre Printed Sealed Bag

SSC Exec

Seal number is recorded on the AWB and initialled by customer

Package is estimated more than 10kg and/or more than 100 cm square

Apply exception on packages for larger shipments

SSC Exec

Normal AWB and pre-alert process

Title: Process High Value Shipment
Author: Mohammed Ahmed Khan
Date: 8/8/2020
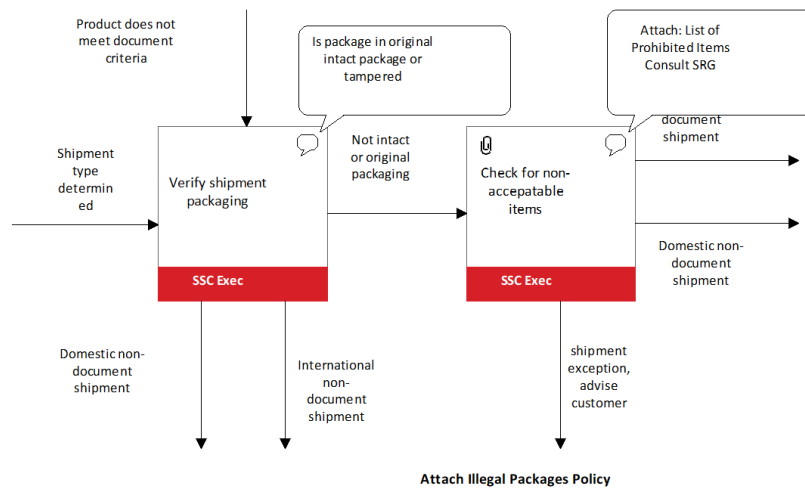Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ● Keywords
○ Change Requests   ○ Read Only

Process Document Payment

Title: Process Document Payment
Author: Mohammed Ahmed Khan
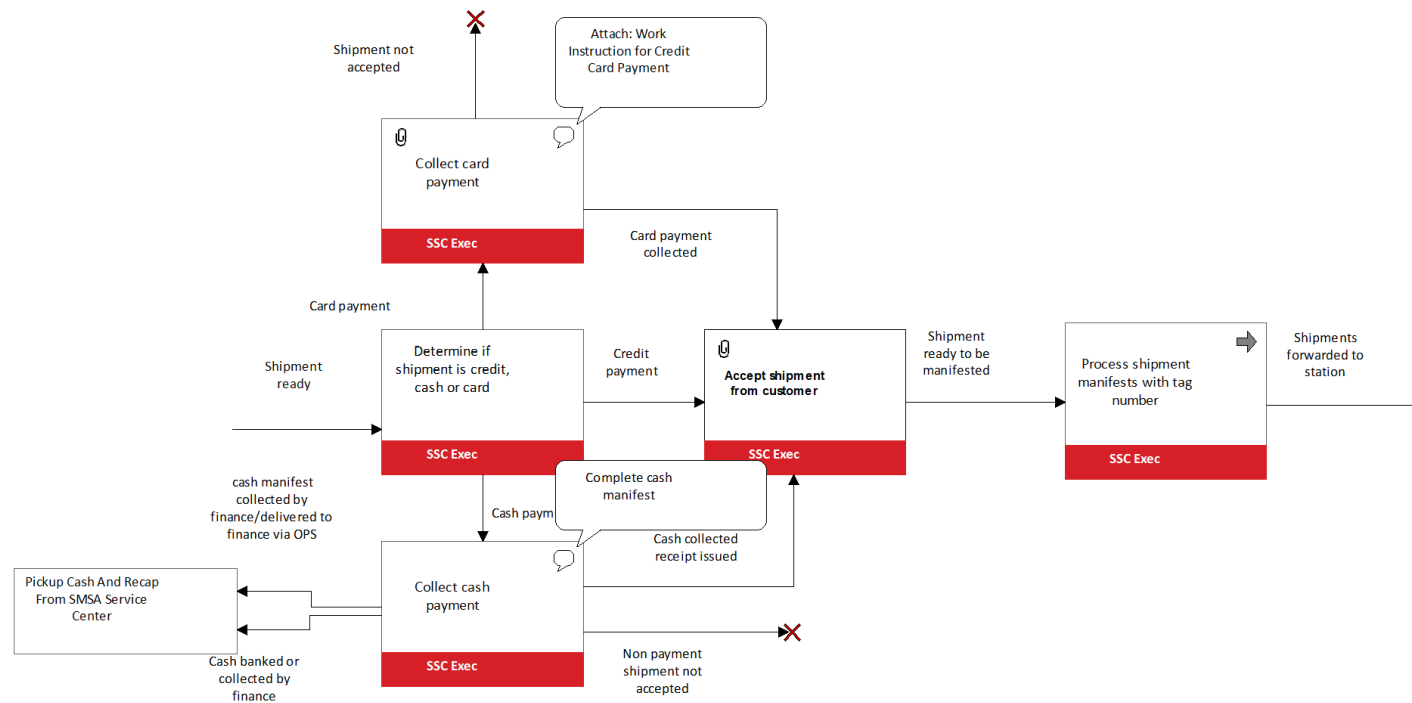Date: 8/8/2020
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ● Keywords
○ Change Requests ○ Read Only

smsa

Process Shipment Manifest with Tag Number

Contact Quality & risk management (QRM)

HV & Low value shipment ready to be manifested

Complete the manifest	Check seals are intact on high value bag	Reconcile & sign the manifest	Pre-alert to OPS incharge / supervisor
SSC Exec	**Courier**	**Courier**	**SSC Exec**

Shipment ready for pickup

Seals intact

Manifest signed

Shipments forwarded to station with manifests

Title: Process Shipment Manifest with Tag Number
Author: Mohammed Ahmed Khan
Date: 8/8/2020
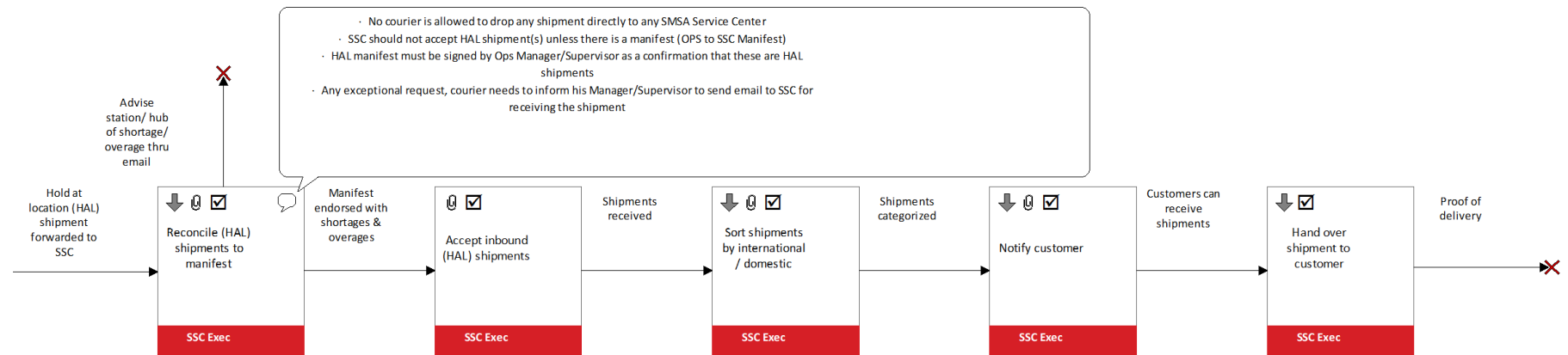Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions
● Change Log
○ Change Requests

○ Feedback
● Keywords
○ Read Only

Accept Non-Document Shipment

Shipment type determined

☑ Accept non-document shipment	Signed copy of waybill	Process non-document payment	Shipments forwarded to station
SSC Exec		**SSC Exec**	

Title: Accept Non-Document Shipment
Author: Mohammed Ahmed Khan
Date: 8/8/2020
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ● Keywords
○ Change Requests ○ Read Only

Accept Non-Document Shipment

Title: Accept Non-Document Shipment
Author: Mohammed Ahmed Khan
Date: 8/8/2020
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ● Keywords
○ Change Requests   ○ Read Only

Verify Non Document Product Type

Title: Verify Non Document Product Type
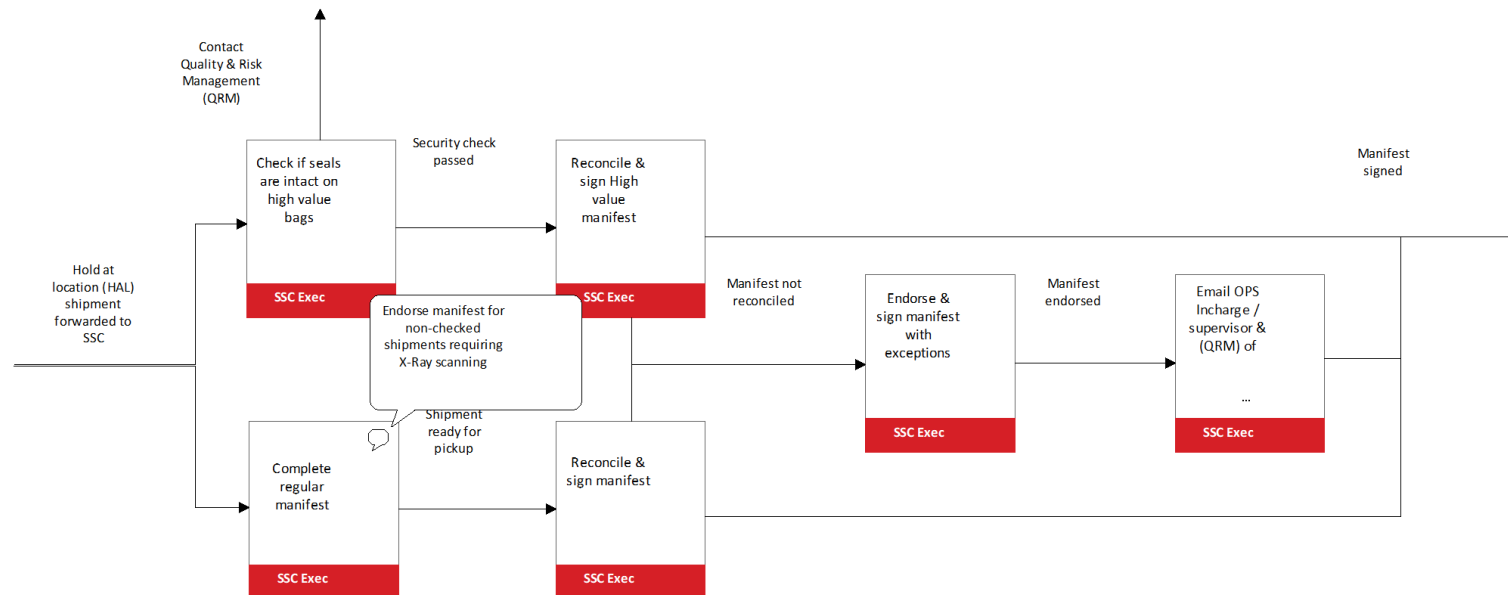Author: Mohammed Ahmed Khan
Date: 8/8/2020
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions
● Change Log
○ Change Requests

○ Feedback
● Keywords
○ Read Only

SMSA

Process Non-Document Payment

Shipment not accepted

Attach: Work Instruction for Credit Card Payment

Collect card payment

SSC Exec

Card payment collected

Card payment

Shipment ready

Determine if shipment is credit, cash or card

SSC Exec

Credit payment

Accept shipment from customer

SSC Exec

Shipment ready to be manifested

Process shipment manifests with tag number

SSC Exec

Shipments forwarded to station

cash manifest collected by finance/delivered to finance via OPS

Cash paym

Complete cash manifest

Cash collected receipt issued

Pickup Cash And Recap From SMSA Service Center

Collect cash payment

SSC Exec

Cash banked or collected by finance

Non payment shipment not accepted
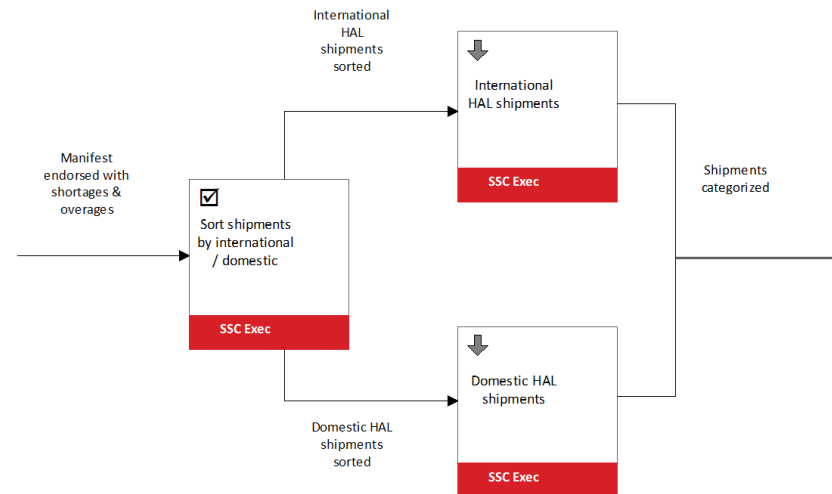
Title: Process Non-Document Payment
Author: Mohammed Ahmed Khan
Date: 8/8/2020
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ● Keywords
○ Change Requests ○ Read Only

Process inbound HAL shipments

· No courier is allowed to drop any shipment directly to any SMSA Service Center
· SSC should not accept HAL shipment(s) unless there is a manifest (OPS to SSC Manifest)
· HAL manifest must be signed by Ops Manager/Supervisor as a confirmation that these are HAL shipments
· Any exceptional request, courier needs to inform his Manager/Supervisor to send email to SSC for receiving the shipment

Advise station/ hub of shortage/ overage thru email

Hold at location (HAL) shipment forwarded to SSC

Reconcile (HAL) shipments to manifest	Accept inbound (HAL) shipments	Sort shipments by international / domestic	Notify customer	Hand over shipment to customer
SSC Exec	SSC Exec	SSC Exec	SSC Exec	SSC Exec

Manifest endorsed with shortages & overages

Shipments received

Shipments categorized

Customers can receive shipments

Proof of delivery

Title:	Process inbound HAL shipments
Author:	Mohammed Ahmed Khan
Date:	8/8/2020
Volume:	0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner:	Shaji George
Diagram Version:	Draft Copy
Review Date:	None
F.T.E.:	0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ○ Read Only

Reconcile (HAL) Shipments to Manifest

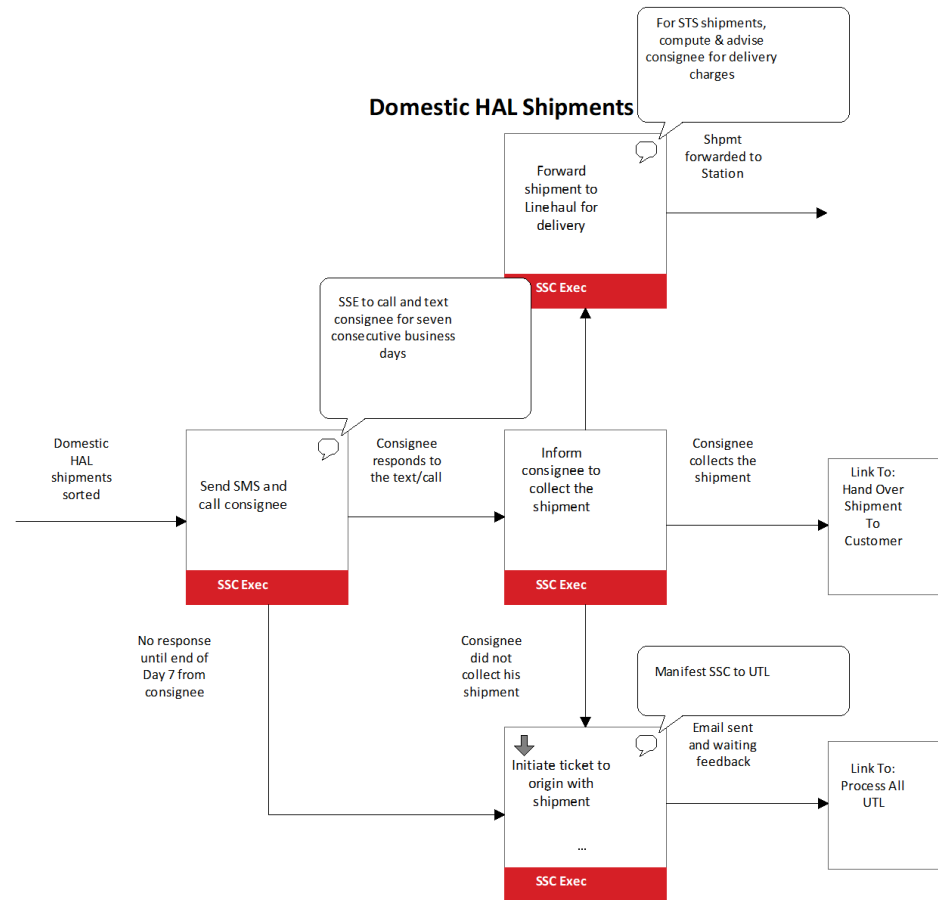Title: Reconcile (HAL) Shipments to Manifest
Author: Mohammed Ahmed Khan
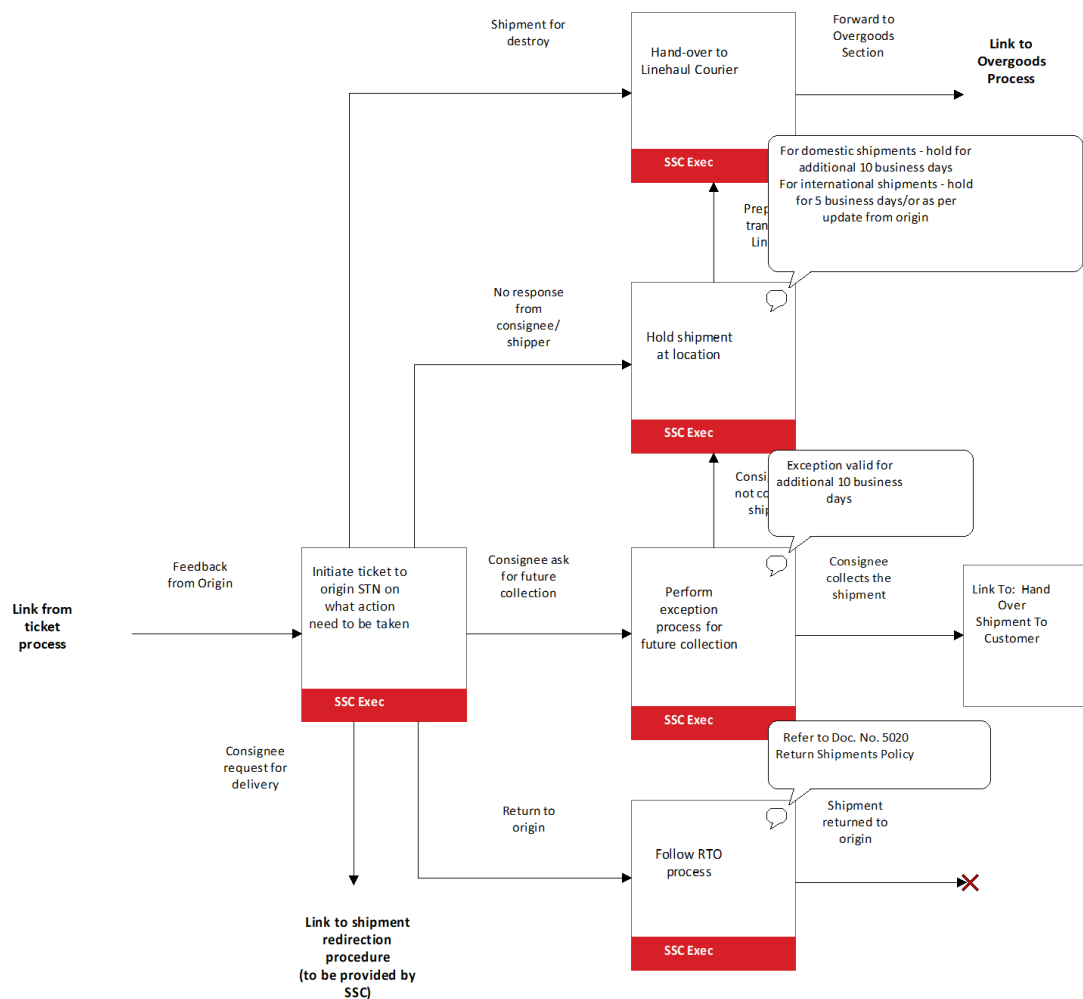Date: 8/8/2020
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ● Keywords
○ Change Requests ○ Read Only

SMSA

Sort shipments by International/ Domestic

International
HAL
shipments
sorted

☑

International
HAL shipments

SSC Exec

Manifest
endorsed with
shortages &
overages

☑

Sort shipments
by international
/ domestic

SSC Exec

Shipments
categorized

Domestic HAL
shipments

SSC Exec

Domestic HAL
shipments
sorted

Title: Sort shipments by International/ Domestic
Author: Mohammed Ahmed Khan   Authorization: Update Pending
Date: 8/8/2020
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ○ Read Only

Domestic HAL Shipments

Domestic HAL Shipments process flow:

- Domestic HAL shipments sorted → Send SMS and call consignee (SSC Exec)
  - Note: SSE to call and text consignee for seven consecutive business days
- Consignee responds to the text/call → Inform consignee to collect the shipment (SSC Exec)
- Consignee collects the shipment → Link To: Hand Over Shipment To Customer
- No response until end of Day 7 from consignee → Initiate ticket to origin with shipment (SSC Exec)
- Consignee did not collect his shipment → Initiate ticket to origin with shipment (SSC Exec)
  - Note: Manifest SSC to UTL
- Email sent and waiting feedback → Link To: Process All UTL
- Forward shipment to Linehaul for delivery (SSC Exec)
  - Note: For STS shipments, compute & advise consignee for delivery charges
- Shpmt forwarded to Station →

Title: Domestic HAL Shipments
Author: Mohammed Ahmed Khan
Date: 8/8/2020
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
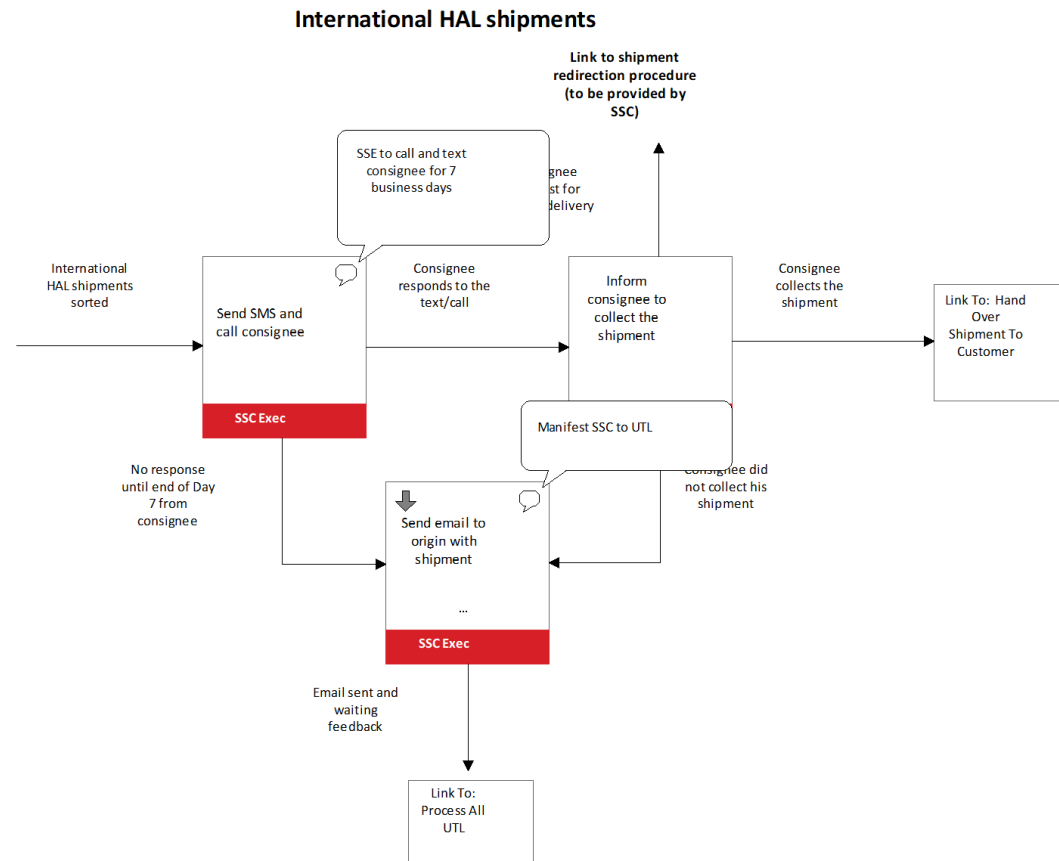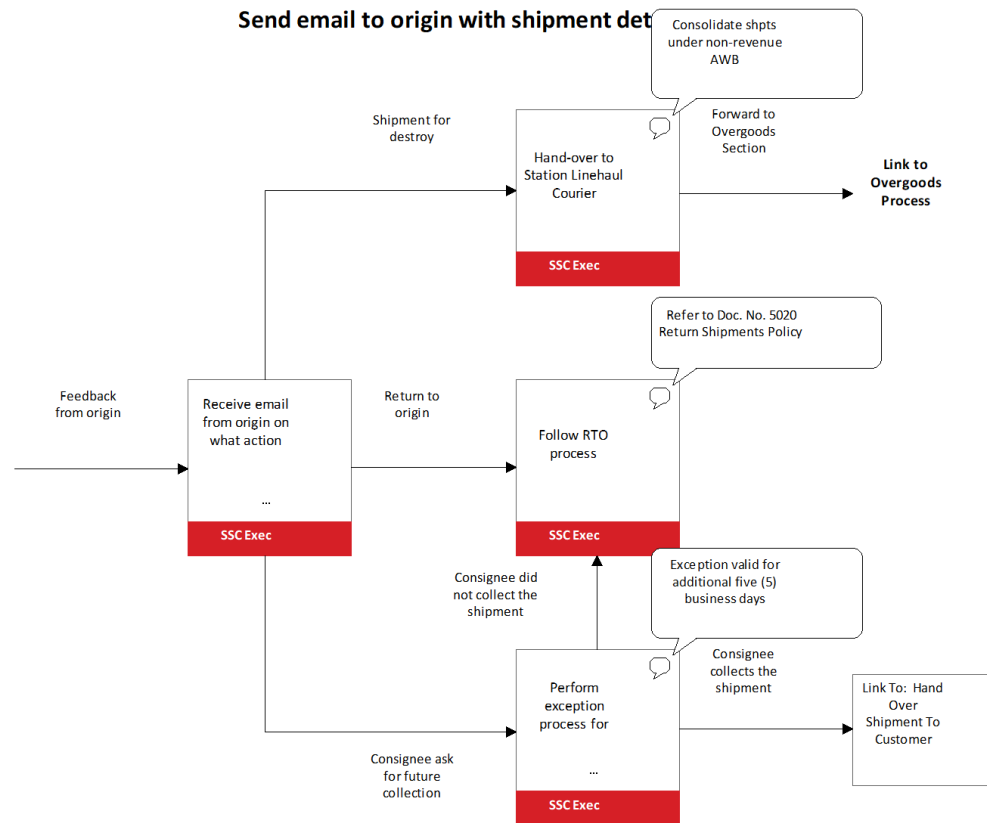Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ○ Read Only

Initiate ticket to origin with shipment details for research

Shipment for destroy

Forward to Overgoods Section

Link to Overgoods Process

Hand-over to Linehaul Courier

SSC Exec

For domestic shipments - hold for additional 10 business days
For international shipments - hold for 5 business days/or as per update from origin

No response from consignee/ shipper

Hold shipment at location

SSC Exec

Exception valid for additional 10 business days

Link from ticket process

Feedback from Origin

Initiate ticket to origin STN on what action need to be taken

SSC Exec

Consignee ask for future collection

Perform exception process for future collection

SSC Exec

Consignee collects the shipment

Link To: Hand Over Shipment To Customer

Consignee request for delivery

Return to origin

Refer to Doc. No. 5020 Return Shipments Policy

Shipment returned to origin

Follow RTO process

SSC Exec

Link to shipment redirection procedure (to be provided by SSC)

Title: Initiate ticket to origin with shipment details for research
Author: Mohammed Ahmed Khan
Date: 8/8/2020
Volume: 0.00 Per Second

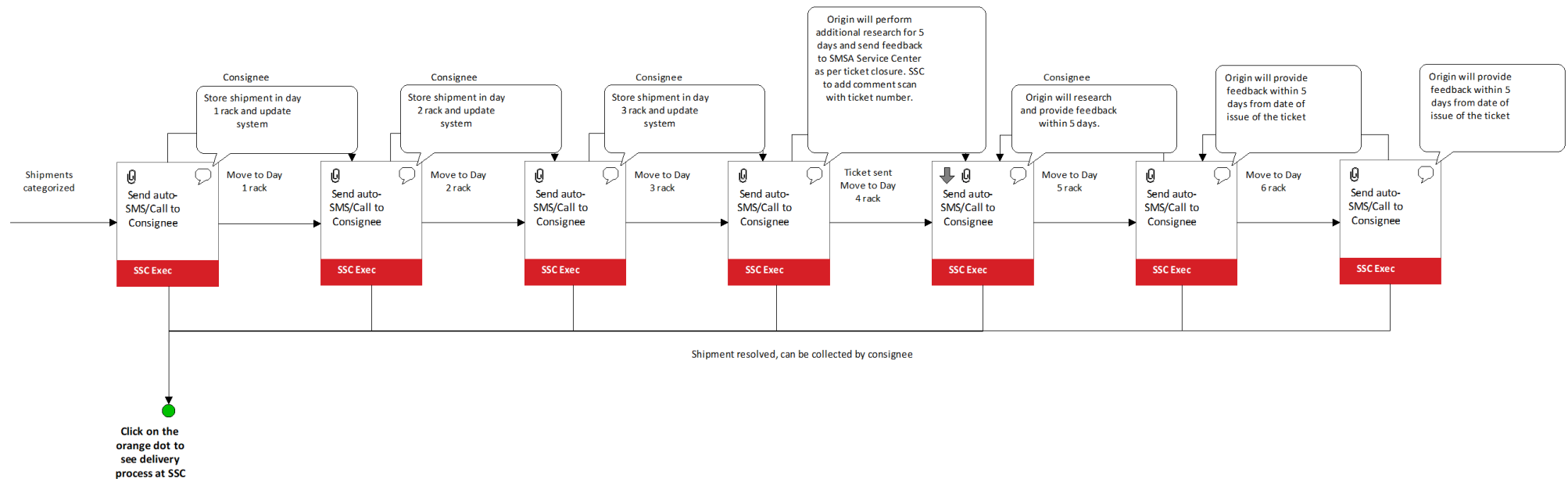Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions
● Change Log
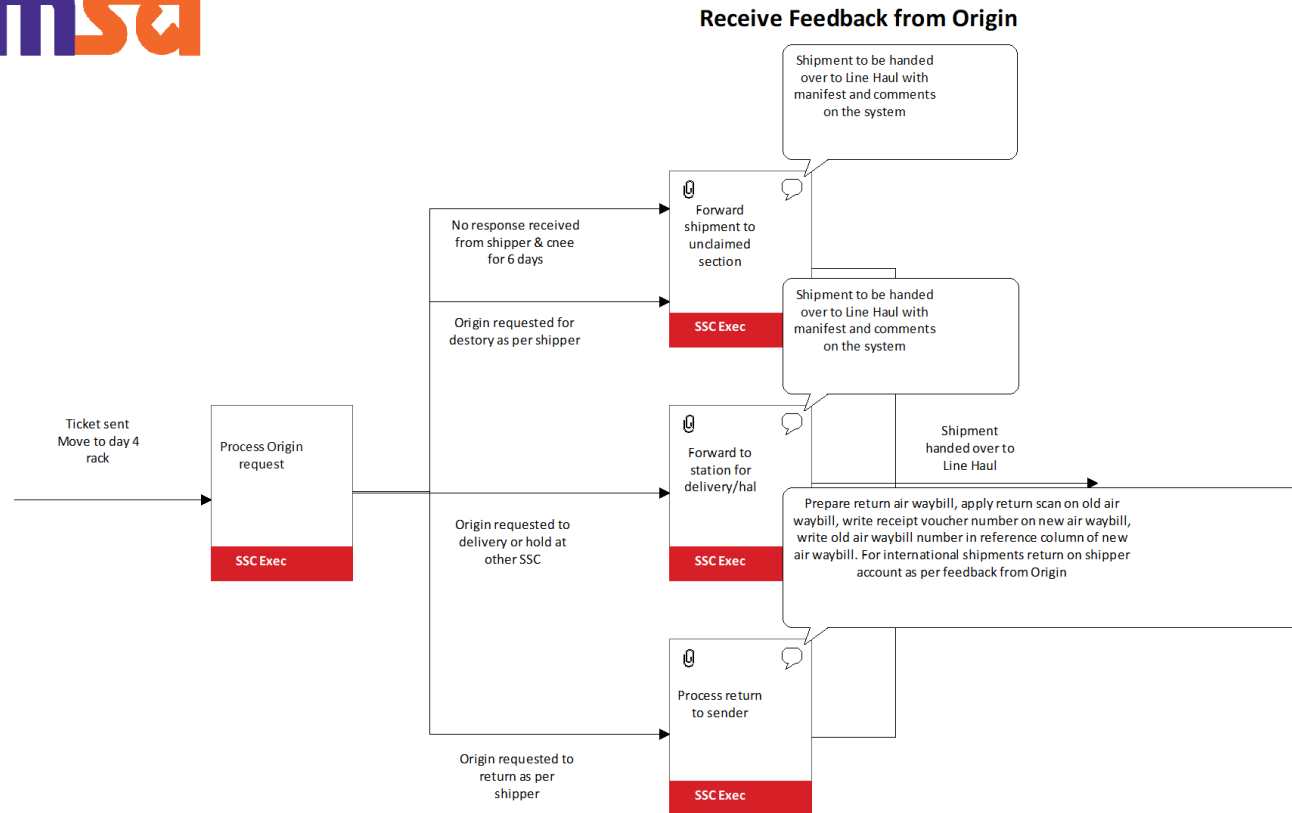○ Change Requests

○ Feedback
○ Keywords
○ Read Only

International HAL shipments

Title: International HAL shipments
Author: Mohammed Ahmed Khan
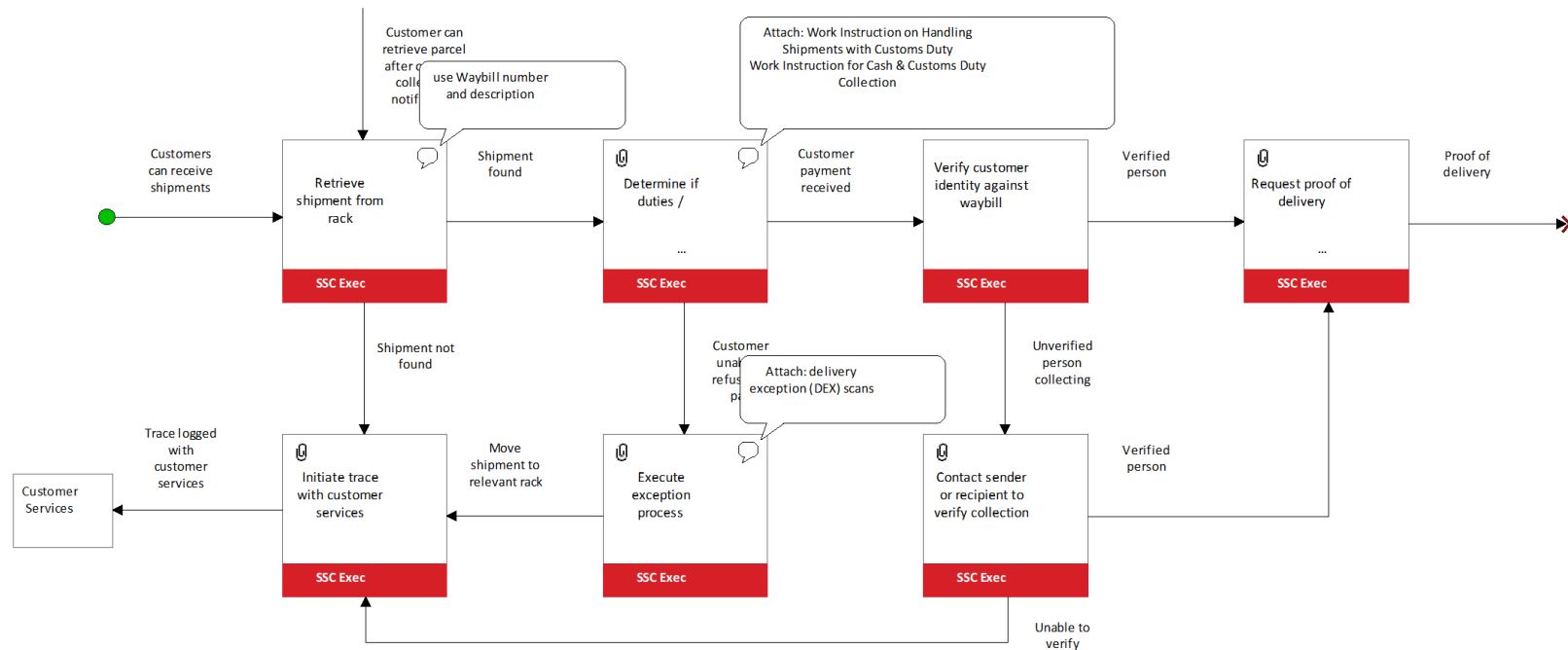Date: 8/8/2020
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ○ Read Only

SMSA

Send email to origin with shipment det

Consolidate shpts under non-revenue AWB

Shipment for destroy

Hand-over to Station Linehaul Courier

SSC Exec

Forward to Overgoods Section

Link to Overgoods Process

Refer to Doc. No. 5020 Return Shipments Policy

Feedback from origin

Receive email from origin on what action

...

SSC Exec

Return to origin

Follow RTO process

SSC Exec

Consignee did not collect the shipment

Exception valid for additional five (5) business days

Consignee collects the shipment

Perform exception process for

...

SSC Exec

Consignee ask for future collection

Link To: Hand Over Shipment To Customer

Title: Send email to origin with shipment details for research
Author: Mohammed Ahmed Khan   Authorization: Update Pending
Date: 8/8/2020
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests   ○ Read Only

Notify Customer

Consignee

Store shipment in day 1 rack and update system

Consignee

Store shipment in day 2 rack and update system

Consignee

Store shipment in day 3 rack and update system

Origin will perform additional research for 5 days and send feedback to SMSA Service Center as per ticket closure. SSC to add comment scan with ticket number.

Consignee

Origin will research and provide feedback within 5 days.

Origin will provide feedback within 5 days from date of issue of the ticket

Origin will provide feedback within 5 days from date of issue of the ticket

Shipments categorized

Send auto-SMS/Call to Consignee — **SSC Exec**

Move to Day 1 rack

Send auto-SMS/Call to Consignee — **SSC Exec**

Move to Day 2 rack

Send auto-SMS/Call to Consignee — **SSC Exec**

Move to Day 3 rack

Send auto-SMS/Call to Consignee — **SSC Exec**

Ticket sent Move to Day 4 rack

Send auto-SMS/Call to Consignee — **SSC Exec**

Move to Day 5 rack

Send auto-SMS/Call to Consignee — **SSC Exec**

Move to Day 6 rack

Send auto-SMS/Call to Consignee — **SSC Exec**

Shipment resolved, can be collected by consignee

Click on the orange dot to see delivery process at SSC

Title: Notify Customer
Author: Mohammed Ahmed Khan
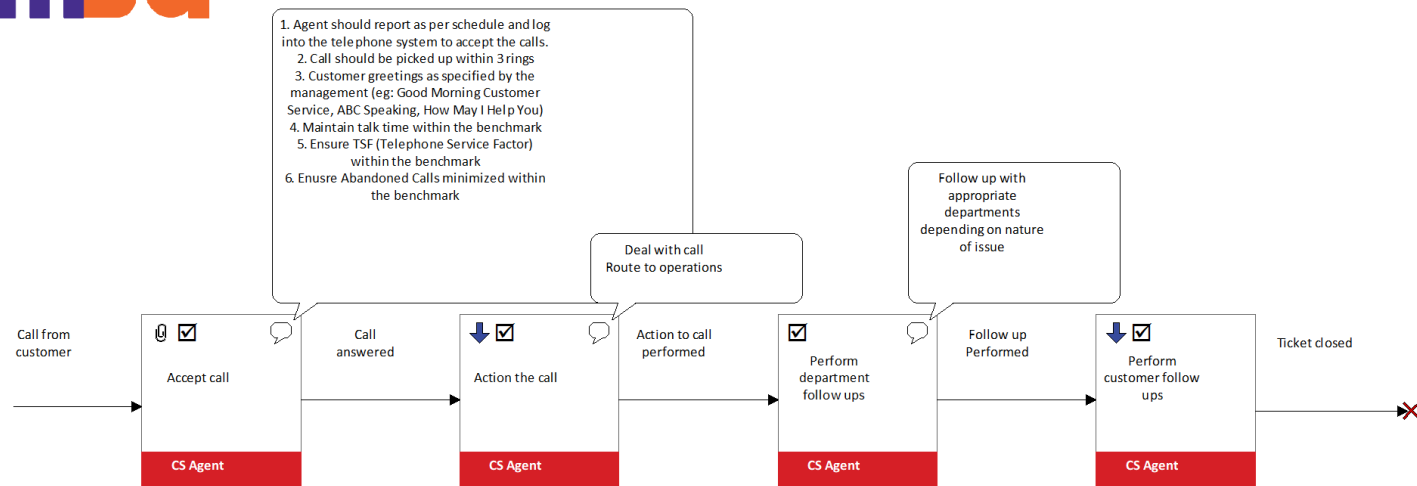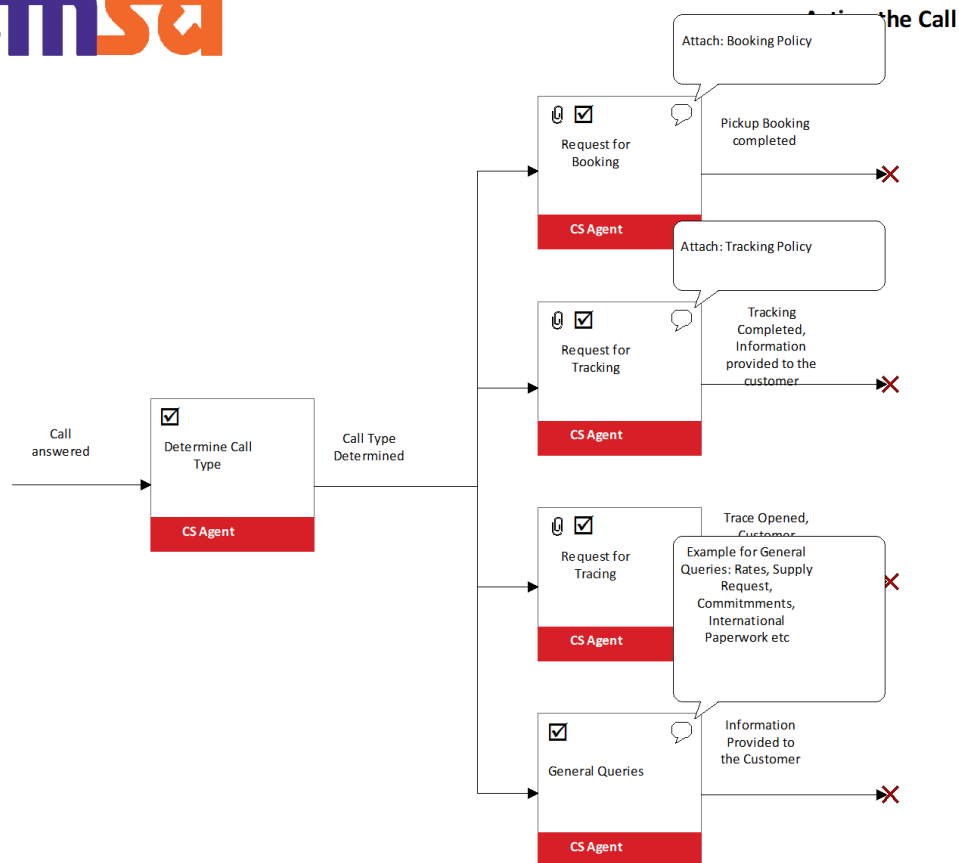Date: 8/8/2020
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ● Keywords
● Change Requests ○ Read Only

SMSA

Receive Feedback from Origin

Shipment to be handed over to Line Haul with manifest and comments on the system

No response received from shipper & cnee for 6 days

Forward shipment to unclaimed section

SSC Exec

Origin requested for destory as per shipper

Shipment to be handed over to Line Haul with manifest and comments on the system

Ticket sent Move to day 4 rack

Process Origin request

SSC Exec

Origin requested to delivery or hold at other SSC

Forward to station for delivery/hal

SSC Exec

Shipment handed over to Line Haul

Prepare return air waybill, apply return scan on old air waybill, write receipt voucher number on new air waybill, write old air waybill number in reference column of new air waybill. For international shipments return on shipper account as per feedback from Origin

Origin requested to return as per shipper

Process return to sender

SSC Exec

Title: Receive Feedback from Origin
Author: Mohammed Ahmed Khan
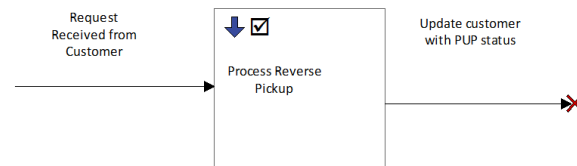Date: 8/8/2020
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ○ Read Only

SMSA

Hand-over Shipment to Customer

Customer can retrieve parcel after collection notif...

use Waybill number and description

Attach: Work Instruction on Handling Shipments with Customs Duty
Work Instruction for Cash & Customs Duty Collection

Customers can receive shipments

| Retrieve shipment from rack | Shipment found | Determine if duties / ... | Customer payment received | Verify customer identity against waybill | Verified person | Request proof of delivery ... | Proof of delivery |
| SSC Exec | | SSC Exec | | SSC Exec | | SSC Exec | |

Shipment not found

Customer una... refus... pa...

Attach: delivery exception (DEX) scans

Unverified person collecting

Trace logged with customer services

Move shipment to relevant rack

Verified person

Customer Services

| Initiate trace with customer services | Execute exception process | Contact sender or recipient to verify collection |
| SSC Exec | SSC Exec | SSC Exec |

Unable to verify

Title: Hand-over Shipment to Customer
Author: Mohammed Ahmed Khan
Date: 8/8/2020
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ● Keywords
○ Change Requests   ○ Read Only

SMSA

BAH Customer Service

Contact Center

Customer Care

Title: BAH Customer Service
Author: Mohammed Ahmed Khan
Date: 9/11/2020
Volume: 0.00 Per Second

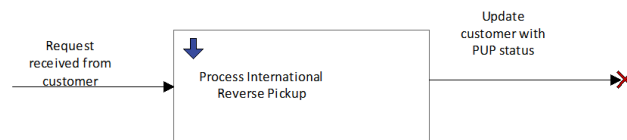Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
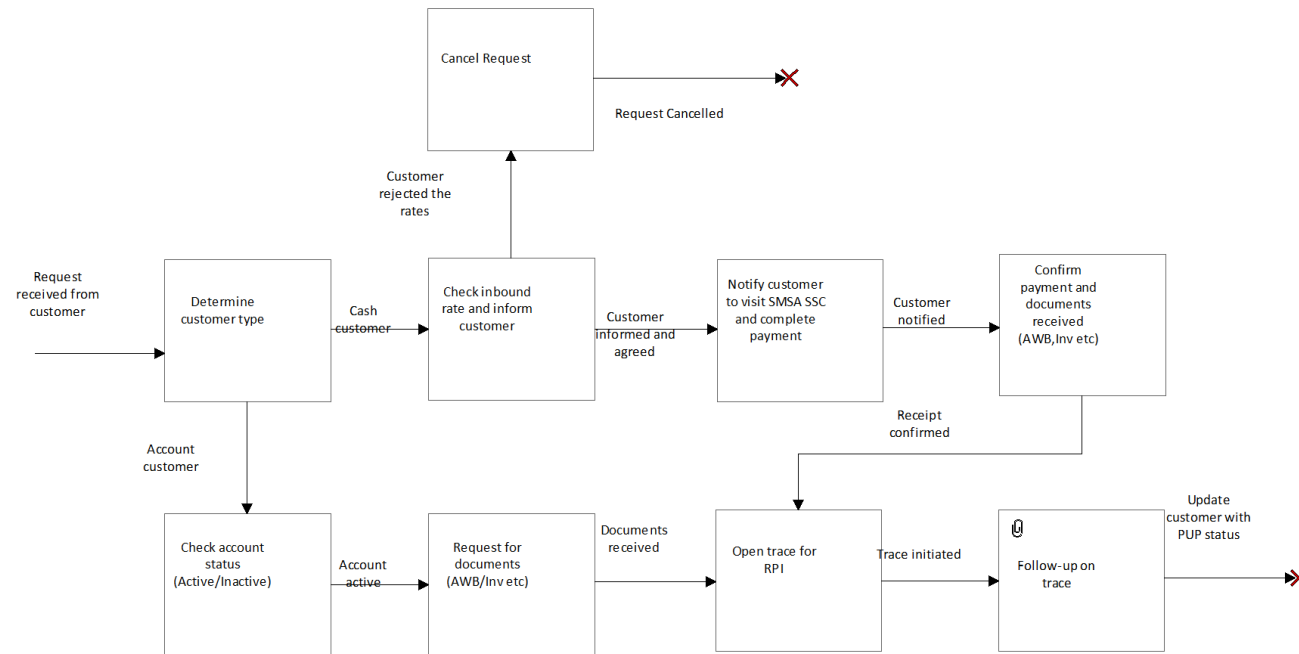Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ○ Read Only

CSD - Contact Center

1. Agent should report as per schedule and log into the telephone system to accept the calls.
2. Call should be picked up within 3 rings
3. Customer greetings as specified by the management (eg: Good Morning Customer Service, ABC Speaking, How May I Help You)
4. Maintain talk time within the benchmark
5. Ensure TSF (Telephone Service Factor) within the benchmark
6. Enusre Abandoned Calls minimized within the benchmark

Deal with call
Route to operations

Follow up with appropriate departments depending on nature of issue

Call from customer

Accept call

CS Agent

Call answered

Action the call

CS Agent

Action to call performed

Perform department follow ups

CS Agent

Follow up Performed

Perform customer follow ups

CS Agent

Ticket closed

Title: CSD - Contact Center
Author: Mohammed Ahmed Khan
Date: 9/11/2020
Volume: 0.00 Per Second
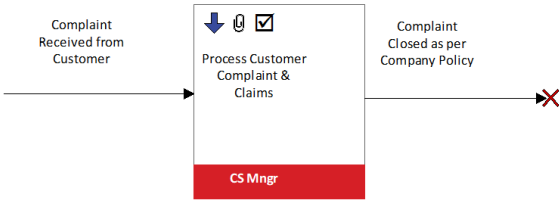
Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ○ Read Only

Action the Call

Attach: Booking Policy

Request for Booking

☑ CS Agent

Pickup Booking completed

Attach: Tracking Policy

Request for Tracking

☑ CS Agent

Tracking Completed, Information provided to the customer

Call answered

Determine Call Type

☑ CS Agent

Call Type Determined

Request for Tracing

☑ CS Agent

Trace Opened, Customer

Example for General Queries: Rates, Supply Request, Commitmments, International Paperwork etc

General Queries

☑ CS Agent

Information Provided to the Customer

Title: Action the Call
Author: Mohammed Ahmed Khan
Date: 9/11/2020
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ● Keywords
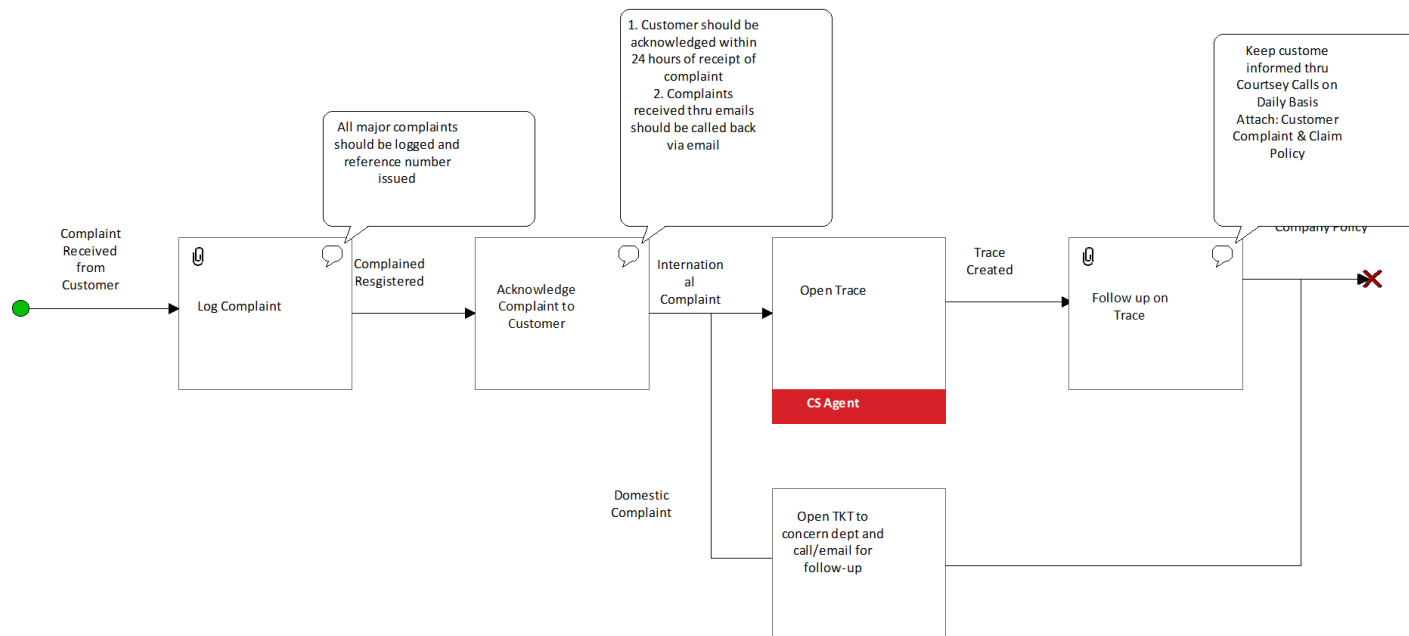○ Change Requests ○ Read Only

SMSA

Perform Customer Follow ups

Request
Received from
Customer

Process Reverse
Pickup

Update customer
with PUP status

Process Reverse Pickup

Request
received from
customer

Process International
Reverse Pickup

Update
customer with
PUP status

Title: Process Reverse Pickup
Author: Mohammed Ahmed Khan
Date: 9/11/2020
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ● Keywords
○ Change Requests ○ Read Only

SMSA

Process International Reverse Pickup

Cancel Request

Request Cancelled

Customer
rejected the
rates

Request
received from
customer

Determine
customer type

Cash
customer

Check inbound
rate and inform
customer

Customer
informed and
agreed

Notify customer
to visit SMSA SSC
and complete
payment

Customer
notified

Confirm
payment and
documents
received
(AWB,Inv etc)

Receipt
confirmed

Account
customer

Check account
status
(Active/Inactive)

Account
active

Request for
documents
(AWB/Inv etc)

Documents
received

Open trace for
RPI

Trace initiated

Follow-up on
trace

Update
customer with
PUP status

Title: Process International Reverse Pickup
Author: Mohammed Ahmed Khan
Date: 9/11/2020
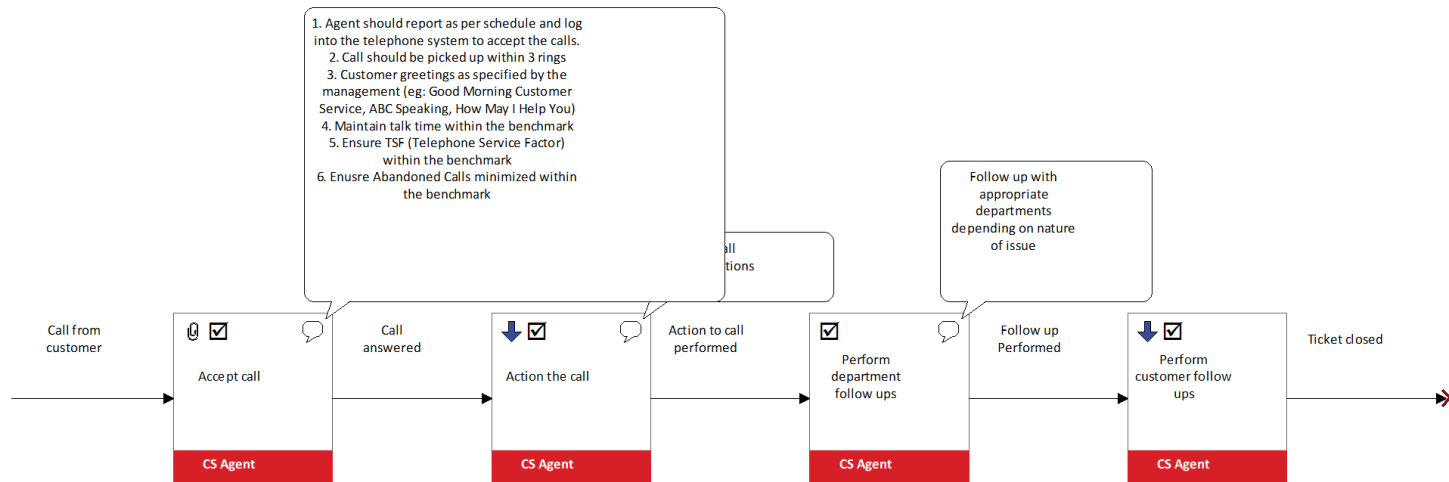Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ● Keywords
○ Change Requests ○ Read Only

CSD - Customer Care

Complaint
Received from
Customer

Process Customer
Complaint &
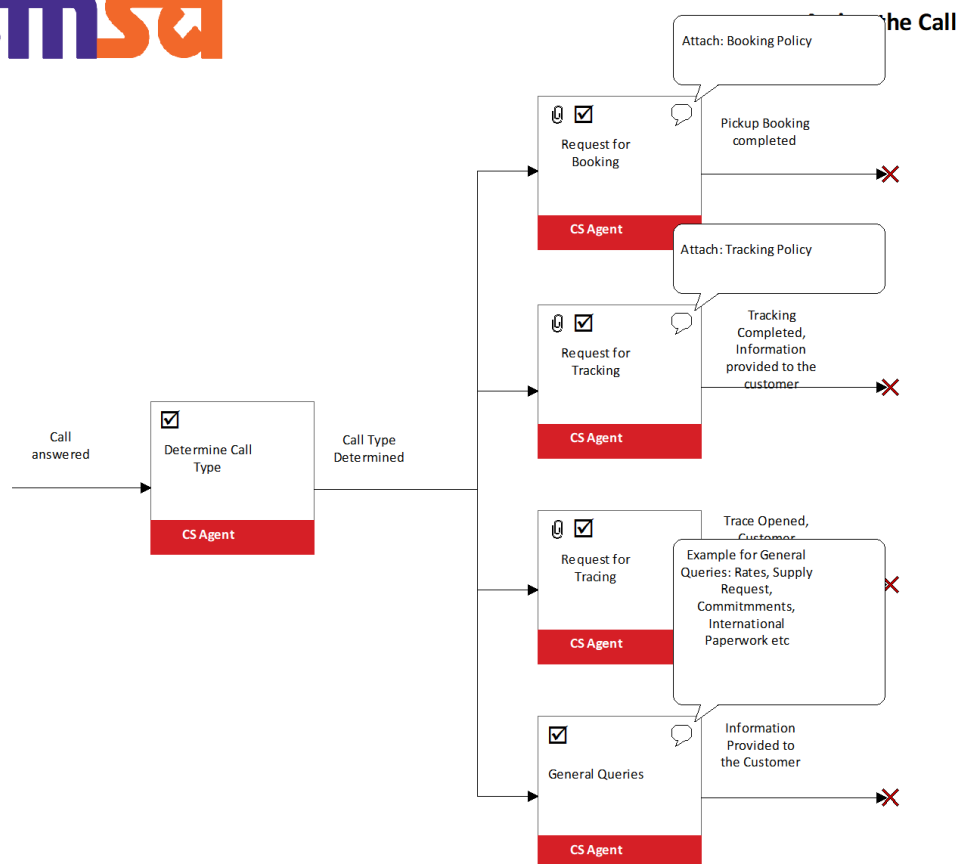Claims

CS Mngr

Complaint
Closed as per
Company Policy

Title: CSD - Customer Care
Author: Mohammed Ahmed Khan
Date: 9/11/2020
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ○ Read Only

SMSA

Process Customer Complaint & Claims

Complaint Received from Customer

All major complaints should be logged and reference number issued

1. Customer should be acknowledged within 24 hours of receipt of complaint
2. Complaints received thru emails should be called back via email

Keep custome informed thru Courtsey Calls on Daily Basis
Attach: Customer Complaint & Claim Policy

Log Complaint

Complained Resgistered

Acknowledge Complaint to Customer

Internation al Complaint

Open Trace

Trace Created

CS Agent

Company Policy

Follow up on Trace

Domestic Complaint

Open TKT to concern dept and call/email for follow-up

Title: Process Customer Complaint & Claims
Author: Mohammed Ahmed Khan
Date: 9/11/2020
Volume: 0.00 Per Second

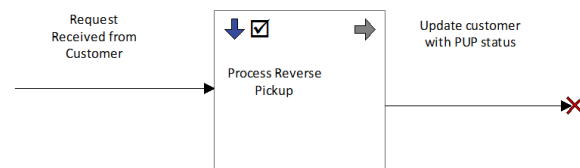Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ● Keywords
○ Change Requests   ○ Read Only

BAH Customer Service

Contact
Center

Customer
Care

CSD - Contact Center

1. Agent should report as per schedule and log into the telephone system to accept the calls.
2. Call should be picked up within 3 rings
3. Customer greetings as specified by the management (eg: Good Morning Customer Service, ABC Speaking, How May I Help You)
4. Maintain talk time within the benchmark
5. Ensure TSF (Telephone Service Factor) within the benchmark
6. Enusre Abandoned Calls minimized within the benchmark

Follow up with appropriate departments depending on nature of issue

Call from customer	Accept call	Call answered	Action the call	Action to call performed	Perform department follow ups	Follow up Performed	Perform customer follow ups	Ticket closed
	CS Agent		CS Agent		CS Agent		CS Agent	

Title: CSD - Contact Center
Author: Mohammed Ahmed Khan
Date: 9/11/2020
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

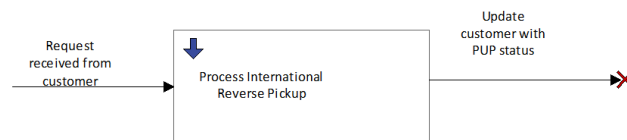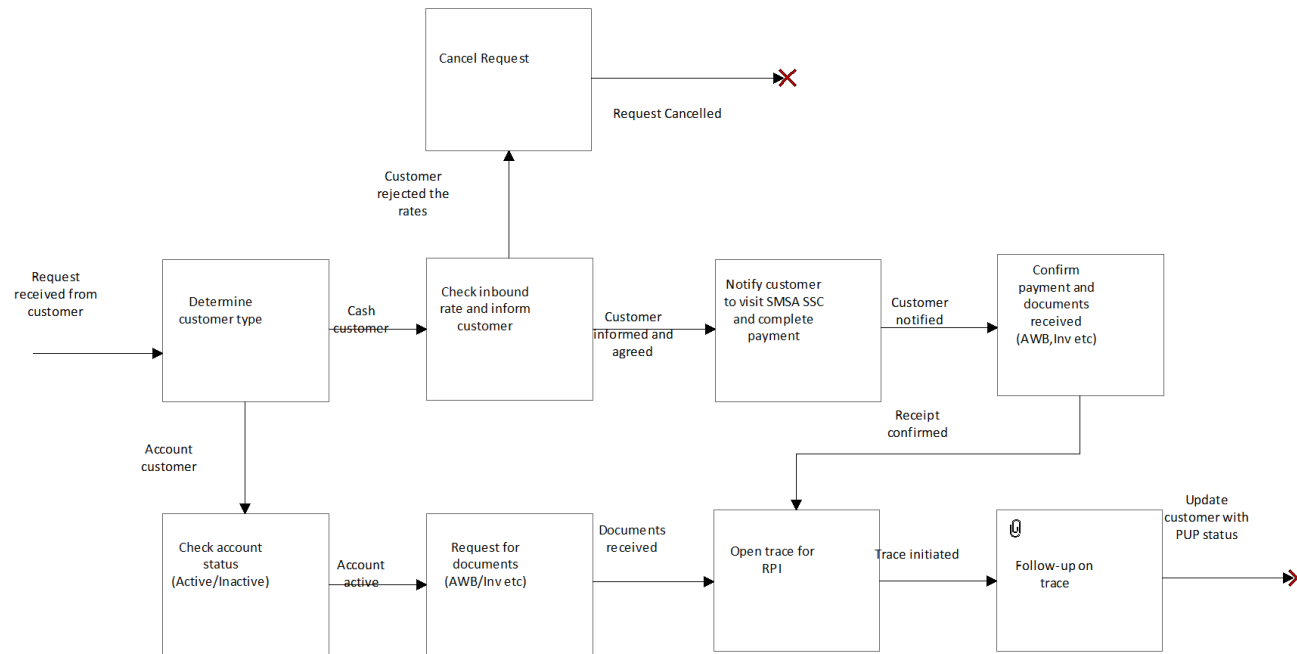Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ○ Read Only

...he Call

Attach: Booking Policy

Pickup Booking
completed

Request for
Booking

CS Agent

Attach: Tracking Policy

Tracking
Completed,
Information
provided to the
customer

Request for
Tracking

CS Agent

Call
answered

Determine Call
Type

Call Type
Determined

CS Agent

Trace Opened,
Customer...

Example for General
Queries: Rates, Supply
Request,
Commitmments,
International
Paperwork etc

Request for
Tracing

CS Agent

Information
Provided to
the Customer

General Queries

CS Agent

Title: Action the Call
Author: Mohammed Ahmed Khan
Date: 9/11/2020
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ● Keywords
○ Change Requests   ○ Read Only

Perform Customer Follow ups

Request
Received from
Customer

Process Reverse
Pickup

Update customer
with PUP status

Title: Perform Customer Follow ups
Author: Mohammed Ahmed Khan
Date: 9/11/2020
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
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Process Reverse Pickup

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received from
customer

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Reverse Pickup

Update
customer with
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Title: Process Reverse Pickup
Author: Mohammed Ahmed Khan
Date: 9/11/2020
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317
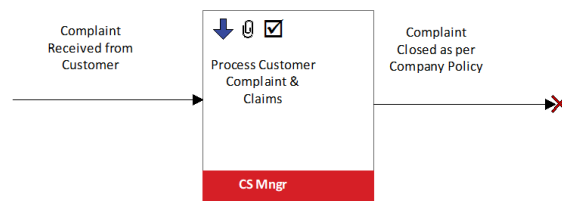
Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ● Keywords
○ Change Requests ○ Read Only

Process International Reverse Pickup

CSD - Customer Care

Complaint
Received from
Customer

Process Customer
Complaint &
Claims

CS Mngr

Complaint
Closed as per
Company Policy

Title: CSD - Customer Care
Author: Mohammed Ahmed Khan
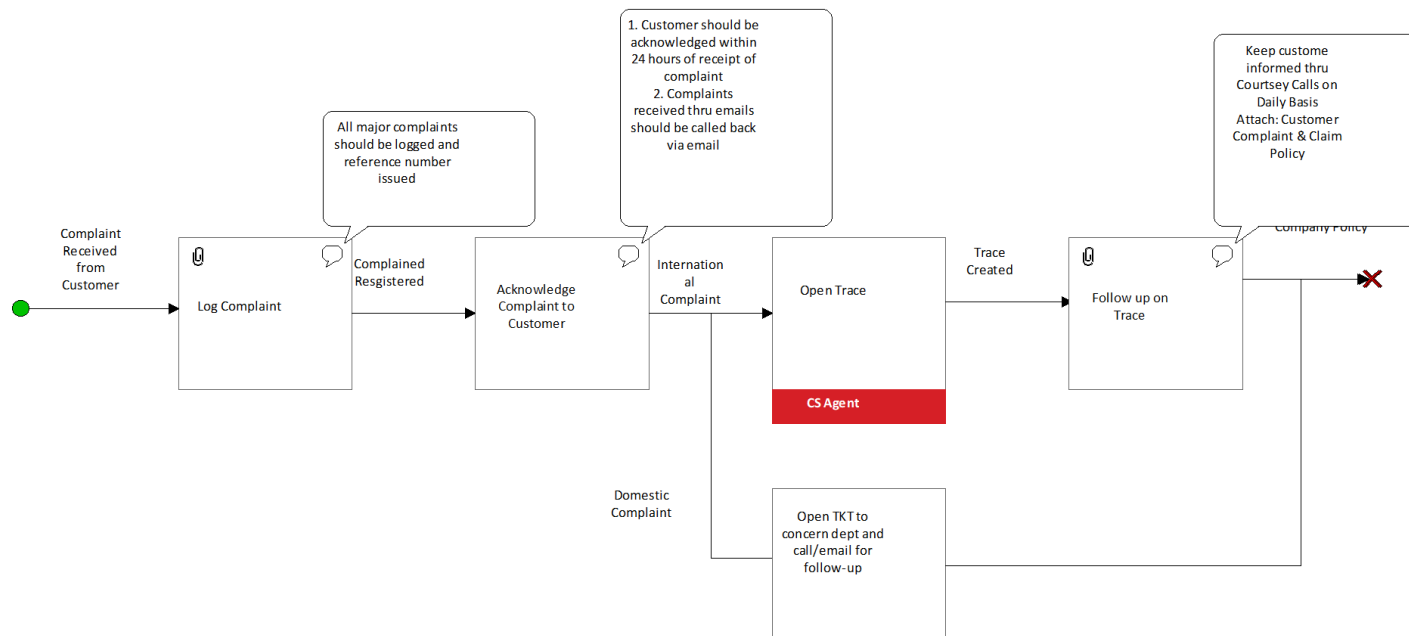Date: 9/11/2020
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Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Shaji George
Diagram Version: Draft Copy
Review Date: None
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○ Actions   ○ Feedback
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○ Change Requests ○ Read Only

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Process Customer Complaint & Claims

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Log Complaint

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Follow up on Trace

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○ Actions   ○ Feedback
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