SMSA Express - Egypt

SLS   CSD   FRT   OPS   SSC
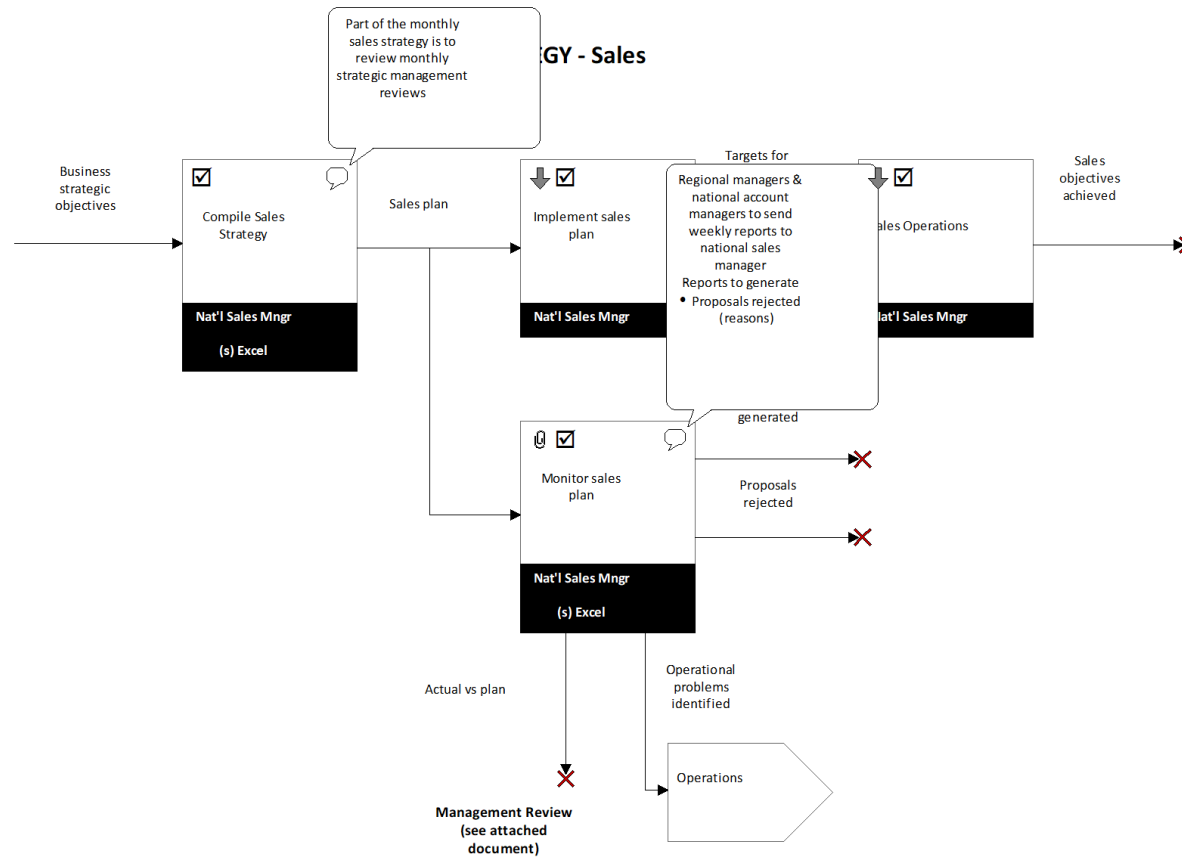
COR   FIN   HRA   ITD

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

EGY - Sales

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

Business strategic objectives

Compile Sales Strategy

Nat'l Sales Mngr

(s) Excel

Sales plan

Implement sales plan

Nat'l Sales Mngr

Targets for

Regional managers & national account managers to send weekly reports to national sales manager
Reports to generate
• Proposals rejected (reasons)

Sales Operations

Nat'l Sales Mngr

Sales objectives achieved

generated

Monitor sales plan

Nat'l Sales Mngr

(s) Excel

Proposals rejected

Actual vs plan

Operational problems identified
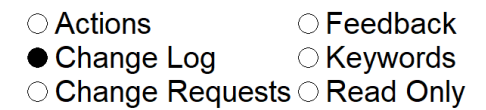
Management Review (see attached document)

Operations

Title: EGY - Sales
Author: Edwin Ramos
Date: 6/7/2018
Volume: 0.00 Per Second

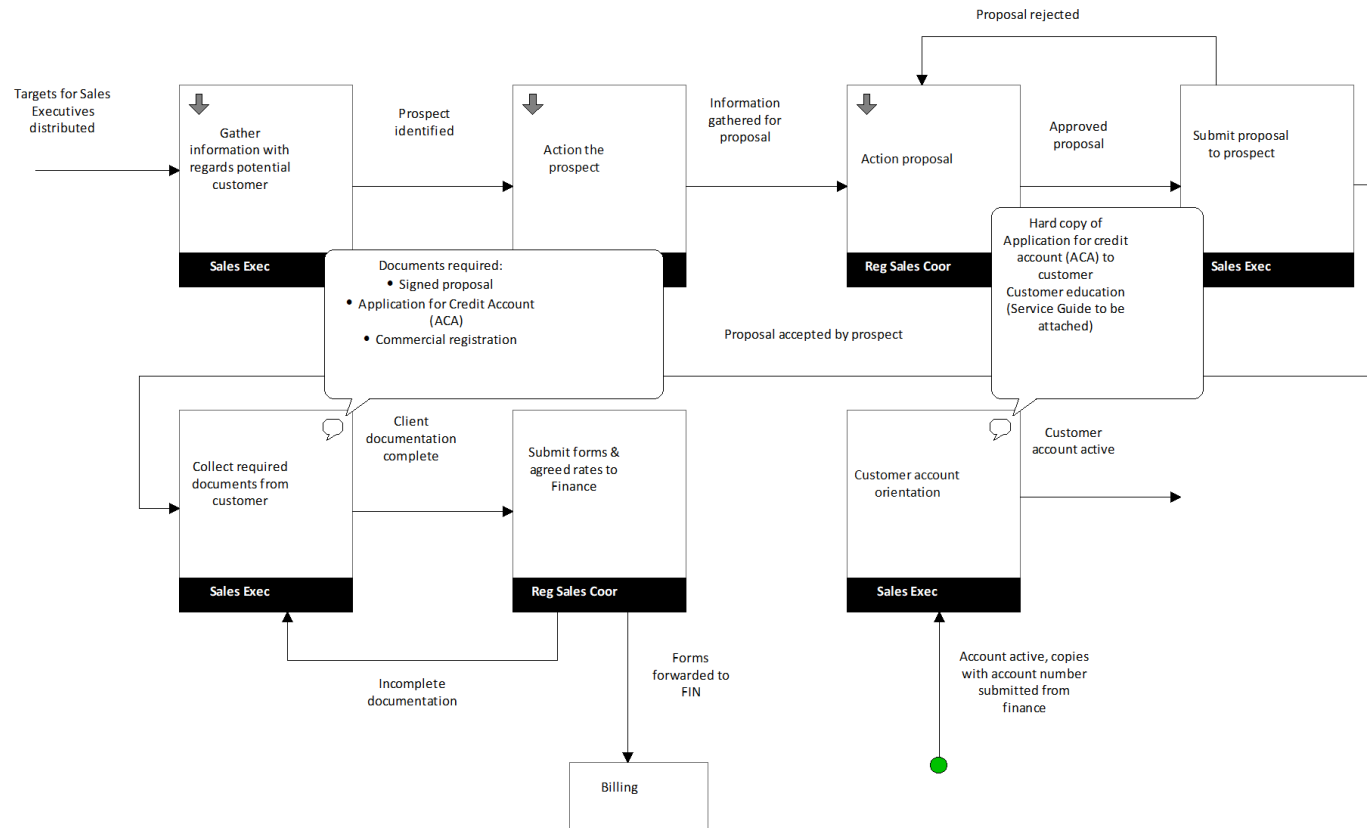Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

Sales Operations

Targets for Sales
Executives
distributed

↓ ☑	
Open account	
Reg Sales Mngr	

Customer
account active

↓ ☑	
Manage customer
account	
Reg Sales Mngr	

Sales
objectives
achieved

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

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
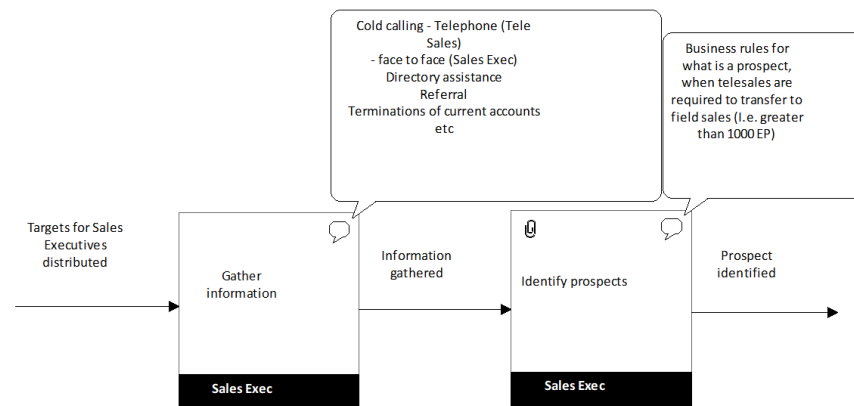Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

Open Account

SMSA

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 1000 EP)

Targets for Sales Executives distributed

Gather information

Information gathered

Identify prospects

Prospect identified

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: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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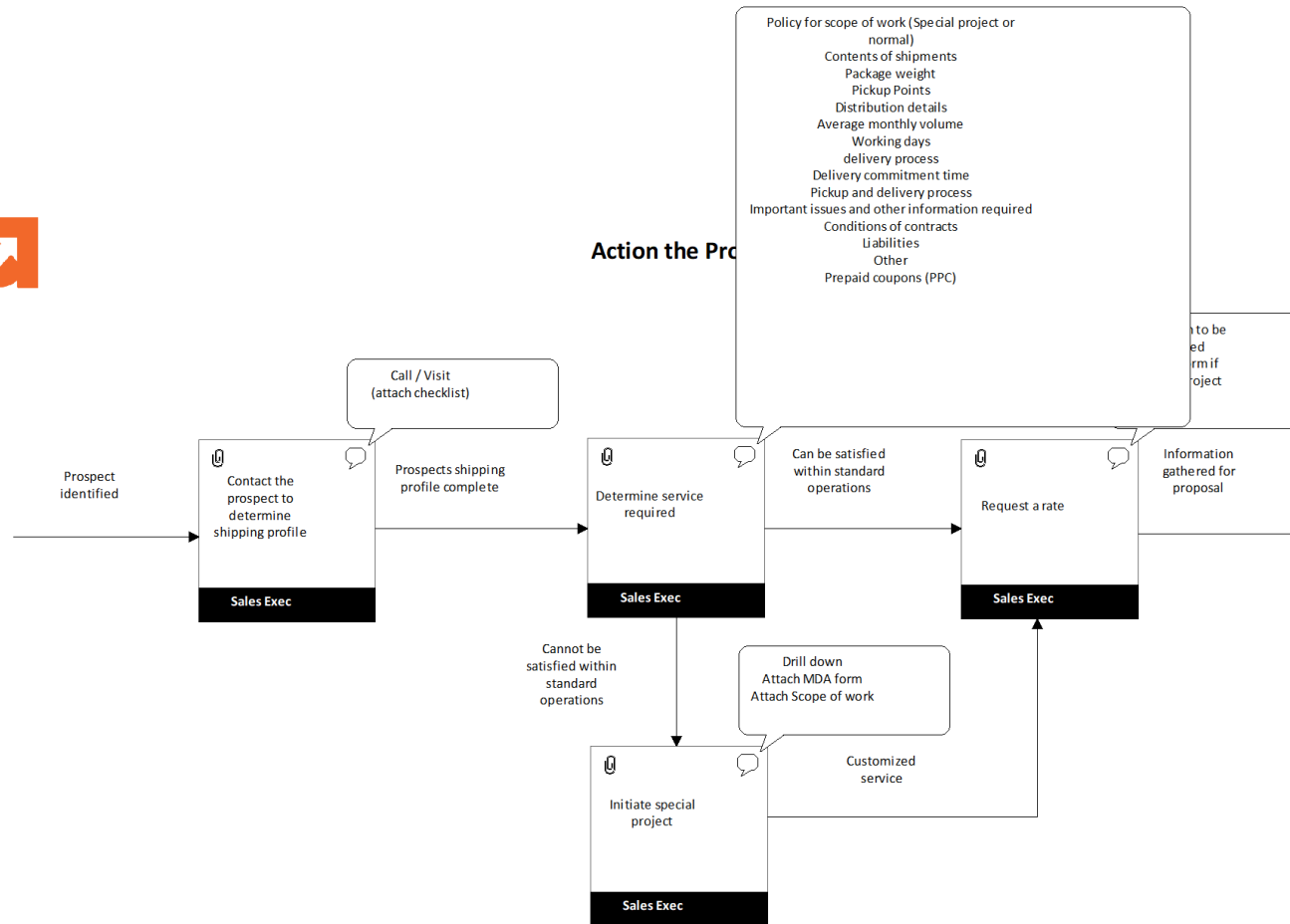○ Change Requests ○ Read Only

Action the Pro

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
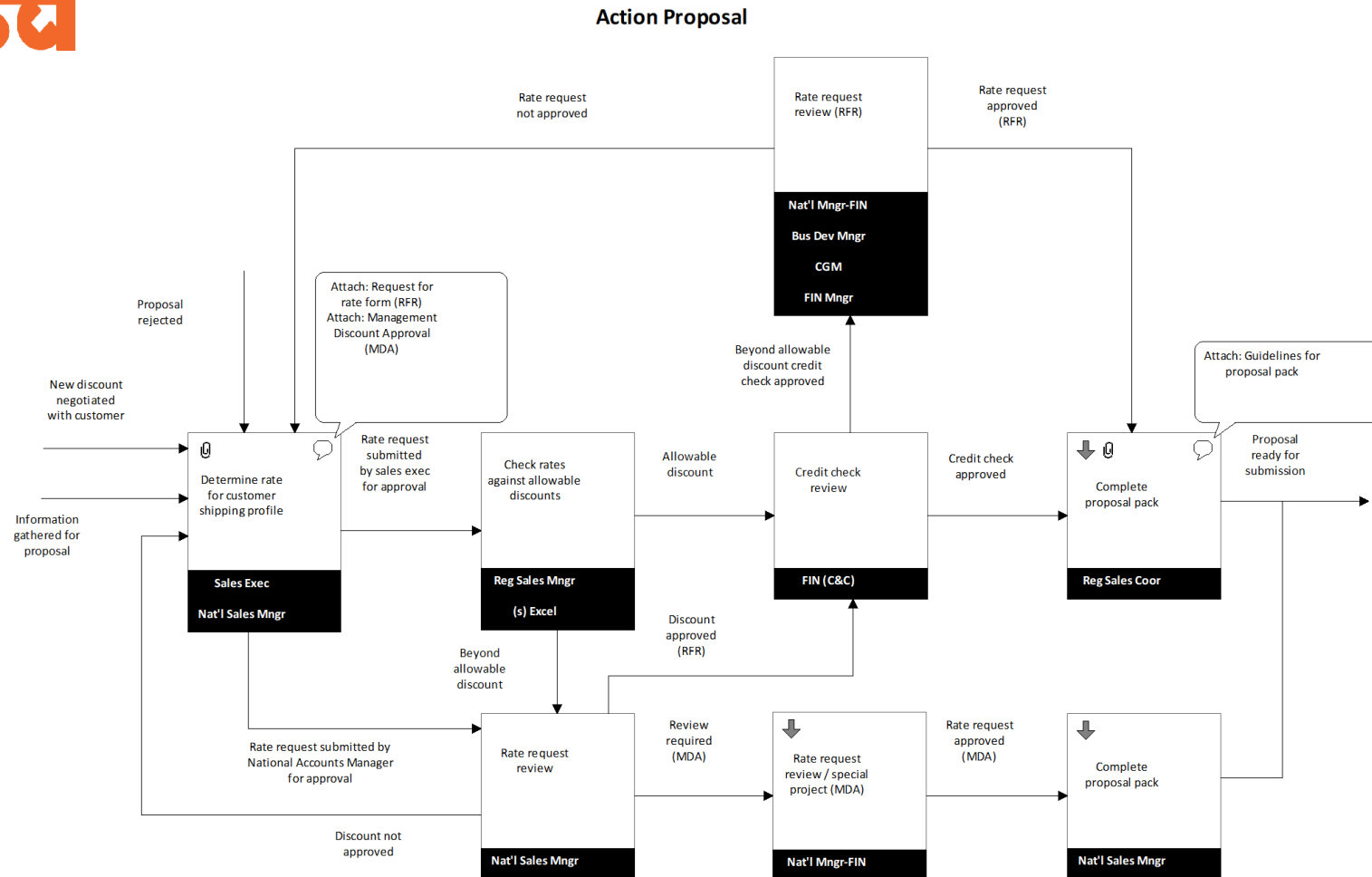project

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: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

Version: 1

Action Proposal

Rate request not approved

Rate request review (RFR)

Rate request approved (RFR)

Nat'l Mngr-FIN

Bus Dev Mngr

CGM

FIN Mngr

Proposal rejected

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

Beyond allowable discount credit check approved

Attach: Guidelines for proposal pack

New discount negotiated with customer

Rate request submitted by sales exec for approval

Allowable discount

Credit check approved

Proposal ready for submission

Determine rate for customer shipping profile

Check rates against allowable discounts

Credit check review

Complete proposal pack

Information gathered for proposal

Sales Exec

Nat'l Sales Mngr

Reg Sales Mngr

(s) Excel

FIN (C&C)

Reg Sales Coor

Beyond allowable discount

Discount approved (RFR)

Rate request submitted by National Accounts Manager for approval

Rate request review

Review required (MDA)

Rate request review / special project (MDA)

Rate request approved (MDA)

Complete proposal pack

Discount not approved

Nat'l Sales Mngr

Nat'l Mngr-FIN

Nat'l Sales Mngr

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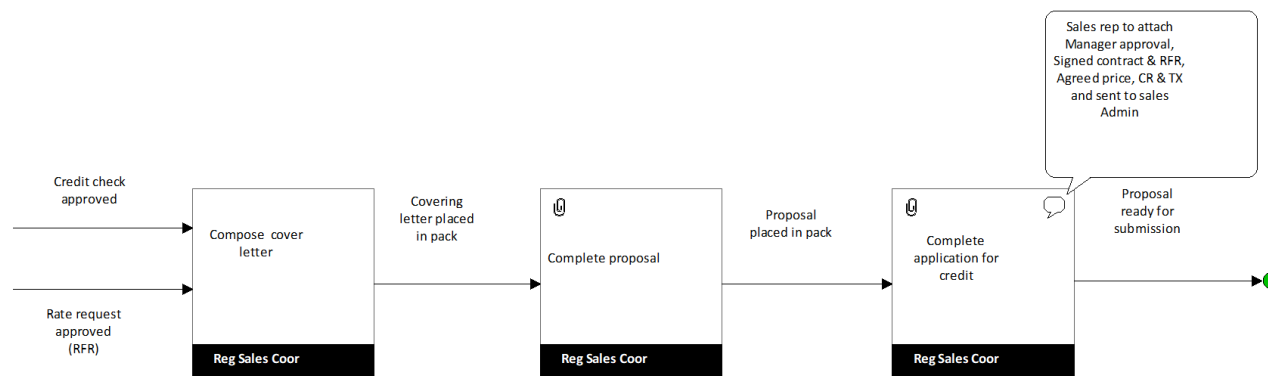Author: Edwin Ramos
Date: 5/22/2010
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

Complete Proposal Pack

Sales rep to attach Manager approval, Signed contract & RFR, Agreed price, CR & TX and sent to sales Admin

Credit check approved

Rate request approved (RFR)

Compose cover letter

Reg Sales Coor

Covering letter placed in pack

Complete proposal

Reg Sales Coor

Proposal placed in pack

Complete application for credit

Reg Sales Coor

Proposal ready for submission

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

Rate Request Review / Special Project (MDA)

Flow diagram:

- Request special requirements approval — Sales Exec
- Special requirements approved & acquired
- Review required (MDA)
- Check scope of work for operations (MDA) — Director OPS
- Scope of work approved
- Check discounts requested (MDA) — Director FIN
- Discounts approved
- Approve & sign (MDA) — MD
- Rate request approved (MDA)
- Scope of work rejected
- Negotiate scope of work with customer — Sales Exec
- New scope of work agreed with customer
- Discount rejected
- Negotiate discount with customer — Sales Exec
- New discount negotiated with customer
- Rate Request Review
- Negotiations fail proposal rejected
- Negotiations fail proposal rejected

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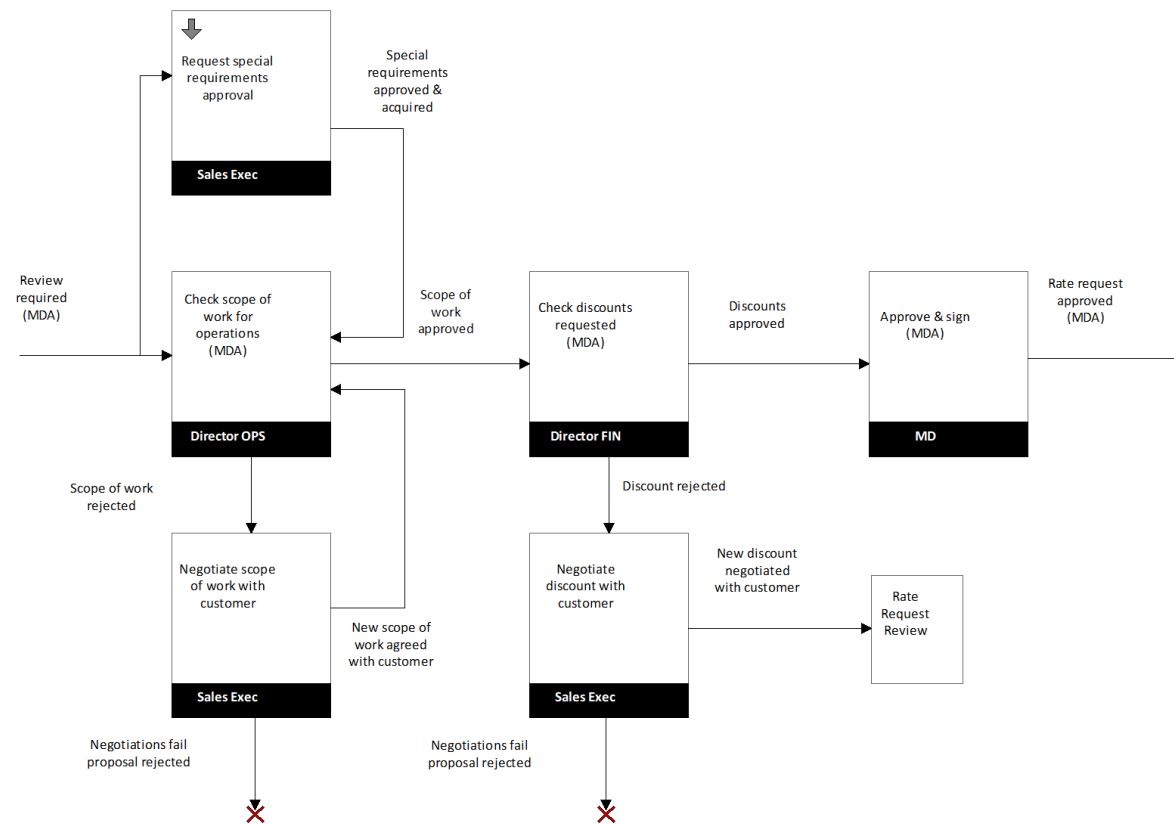Author: Edwin Ramos   Authorization: Update Pending
Date: 5/29/2010
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

Request Special Requirements Approval

Legal

Request submitted to Legal

Request approval for special agreement required

Nat'l Sales Admin

Review required (MDA)

Request approval for additional manpower

Nat'l Sales Admin

Request submitted to HR

Recruit Employee

Signed (MDA) Legal

Signed (MDA) HR

Acquire signed MDA form

Nat'l Sales Admin

Special requirements approved & acquired

Title: Request Special Requirements Approval
Author: Edwin Ramos   Authorization: Update Pending
Date: 5/29/2010
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

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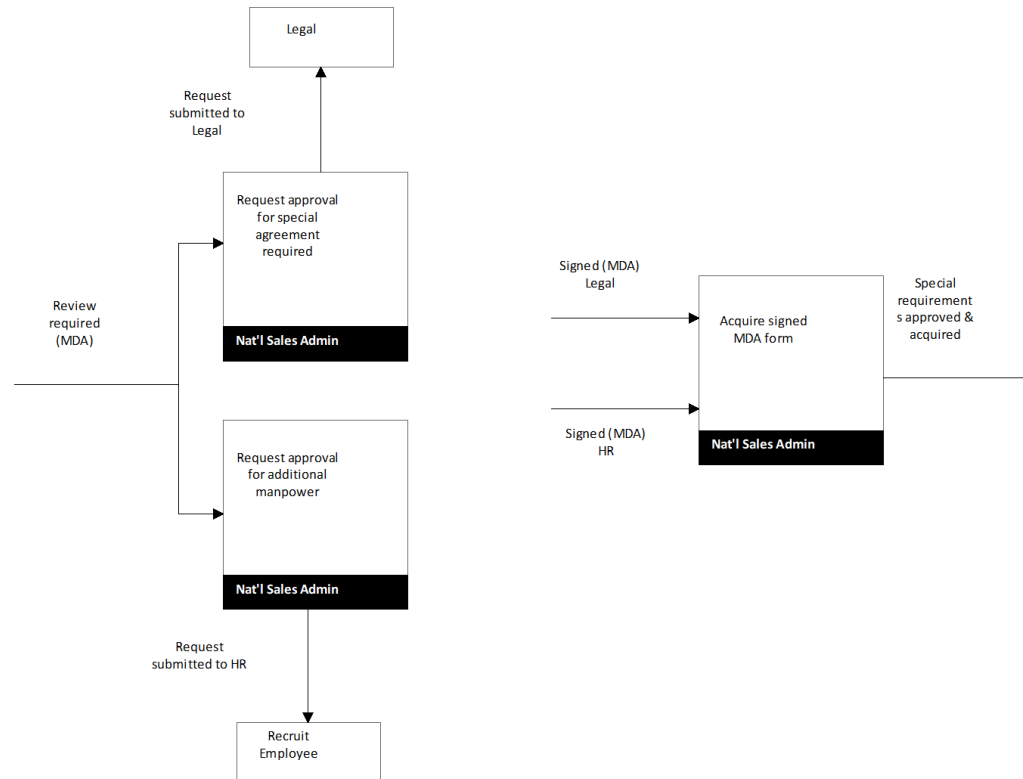
○ Actions   ○ Feedback
● Change Log   ● Keywords
○ Change Requests   ○ Read Only

SMSU

Complete Proposal Pack

Rate request approved (MDA) → **Complete covering letter** (Nat'l Sales Mngr) → Covering letter placed in pack → **Complete proposal** (Nat'l Sales Mngr) → Proposal placed in pack → **Complete application for credit** (Nat'l Sales Mngr) → Proposal ready for submission →

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: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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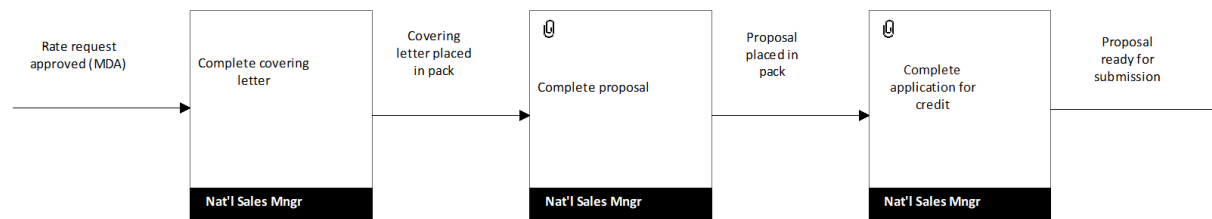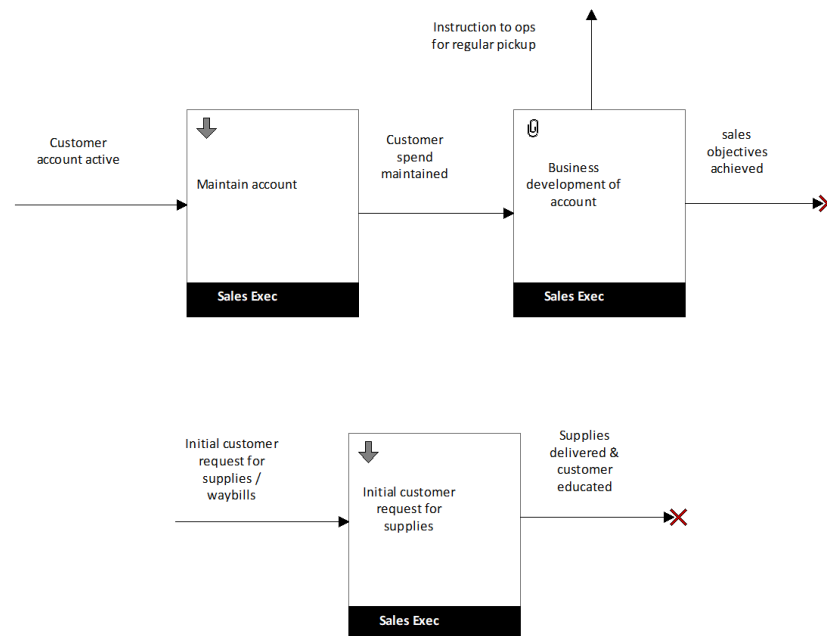● Change Log   ● Keywords
○ Change Requests ○ Read Only

Manage Customer Account

Instruction to ops
for regular pickup

Customer
account active

Customer
spend
maintained

sales
objectives
achieved

Maintain account

Business
development of
account

Sales Exec

Sales Exec

Initial customer
request for
supplies /
waybills

Supplies
delivered &
customer
educated

Initial customer
request for
supplies

Sales Exec

Title: Manage Customer Account
Author: Edwin Ramos   Authorization: Update Pending
Date: 6/7/2018
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

Maintain Account

Customer
account active

Maintain Account

Customer
spend
maintained

Sales Exec

Customer
account active

Adhoc Account
maintenance for
Logistics
Customers

Logistics
customer
account
opened and
maintained

Sales Admin

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
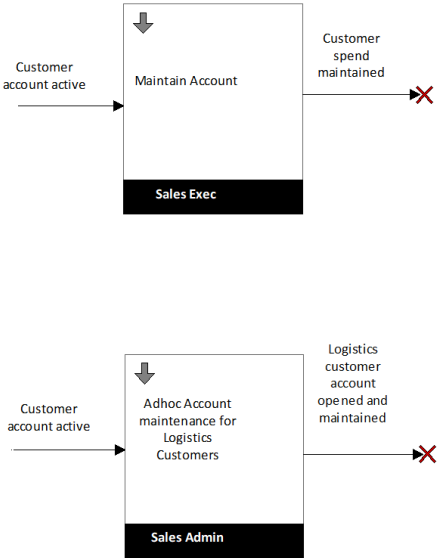
Owner: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

Adhoc Account maintainance for Logistics Customers

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

Maintain Account

Free of charge request
(FOC)
Shipment specific -
special discount
request (SDR)
Corporate (employee)
cash accounts (RC)
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

| Maintain visibility through sales visits | Concerns identified | Resolve customer concerns | Client concerns resolved | Respond to customer special requirements | Customer requirements met | Monitor client payments | Customer spend maintained |

Sales Exec

Sales Exec

Sales Exec

Sales Exec
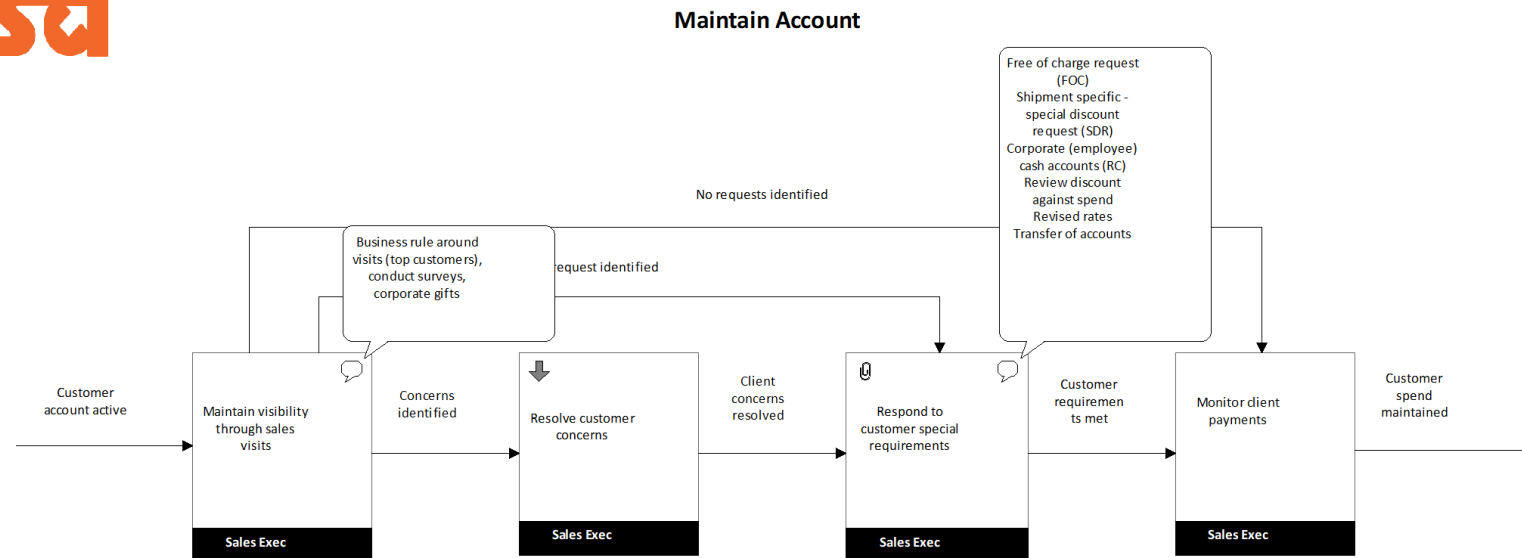
Title: Maintain Account
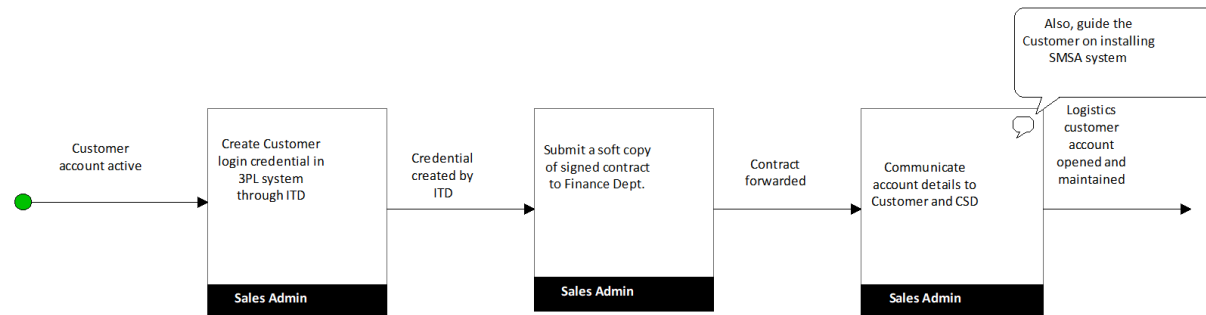Author: Edwin Ramos
Date: 10/10/2023
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
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   Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Authorization: Update Pending   Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

SMSA

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 / waybills

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

Complete pre-printed airway bill request form

Sales Exec

Supply form submitted to admin

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: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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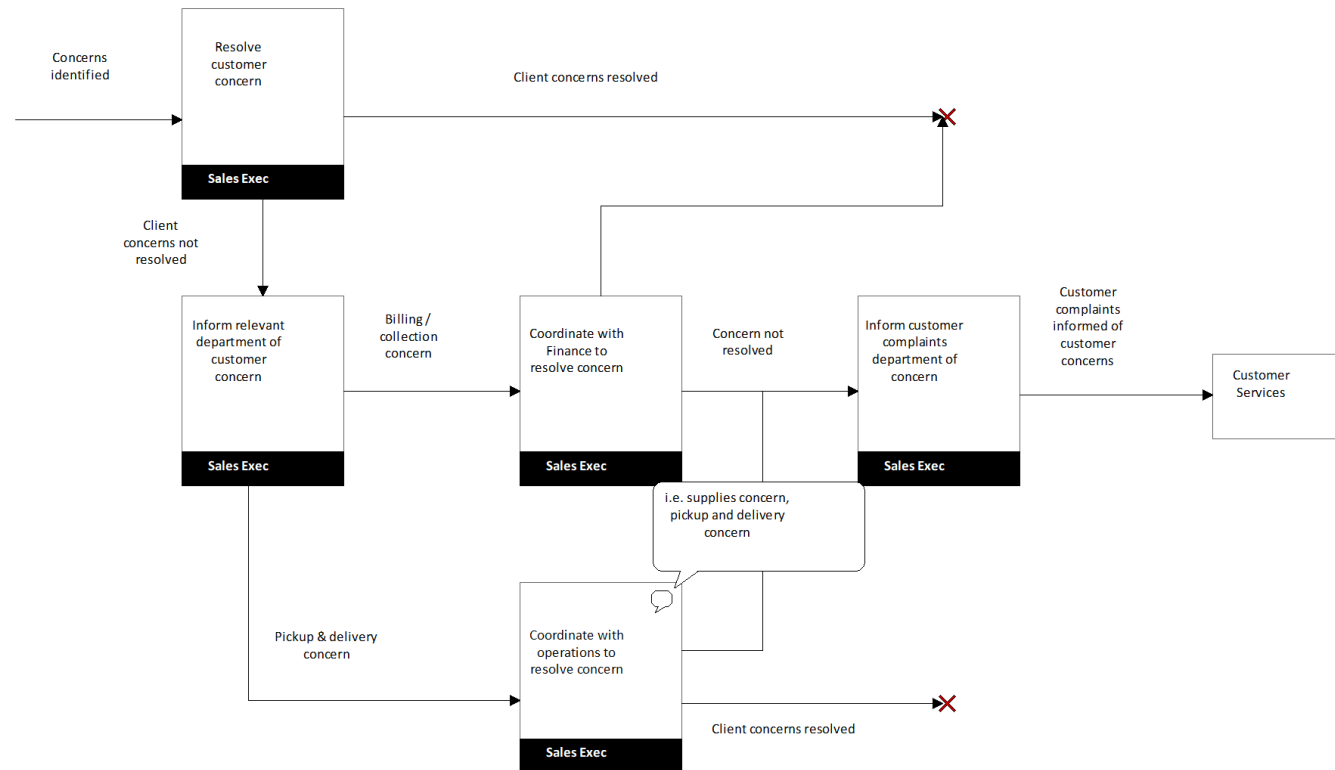○ Change Requests   ○ Read Only

SMSa

Implement Sales Plan

Distribute target based on existing customer allocations

Based on existing customer allocations
Resources = Sales executives

Revenue from previous years

Sales plan

☑ Review customer base from previous financial year

Nat'l Sales Mngr

(s) Excel

Customer base understood

☑ Review & adjust territories

Nat'l Sales Mngr

(s) Excel

Territories defined

☑ Allocate regional targets & resources

Nat'l Sales Mngr

(s) Excel

Parameters can be reported on

☑ Pull data

Nat'l Sales Mngr

Revenue for regions from last fiscal year known

☑ Determine target percentages per sales executive

Nat'l Sales Mngr

Targets for Sales Executives distributed

Parameters inputted to Siebel

Targets identified parameters can't be reported on

Revenue spreadsheets by territory (2 year data)

Information Technology

☑ Request IT to program parameters

Nat'l Sales Mngr

Information forwarded to IT

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: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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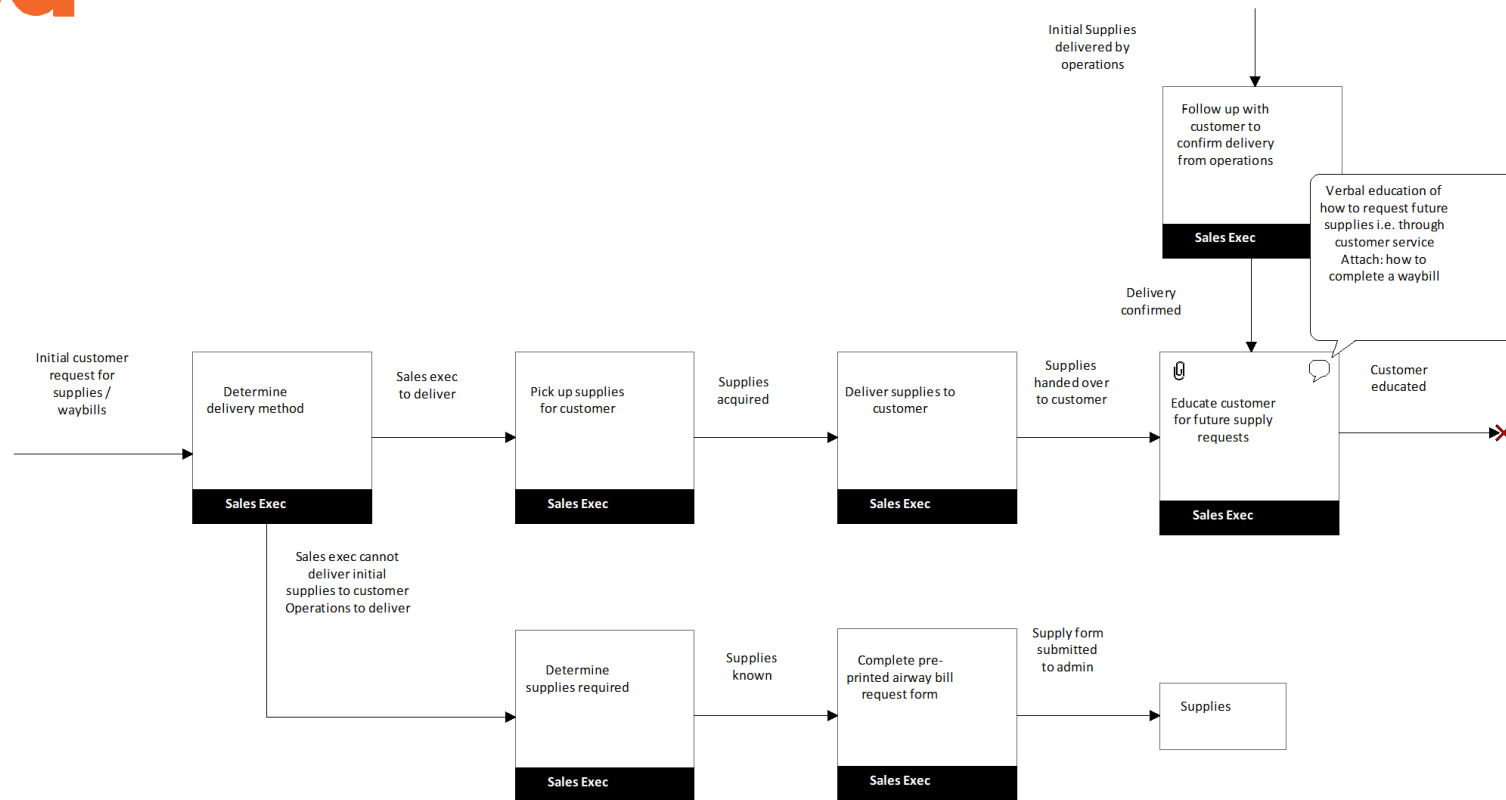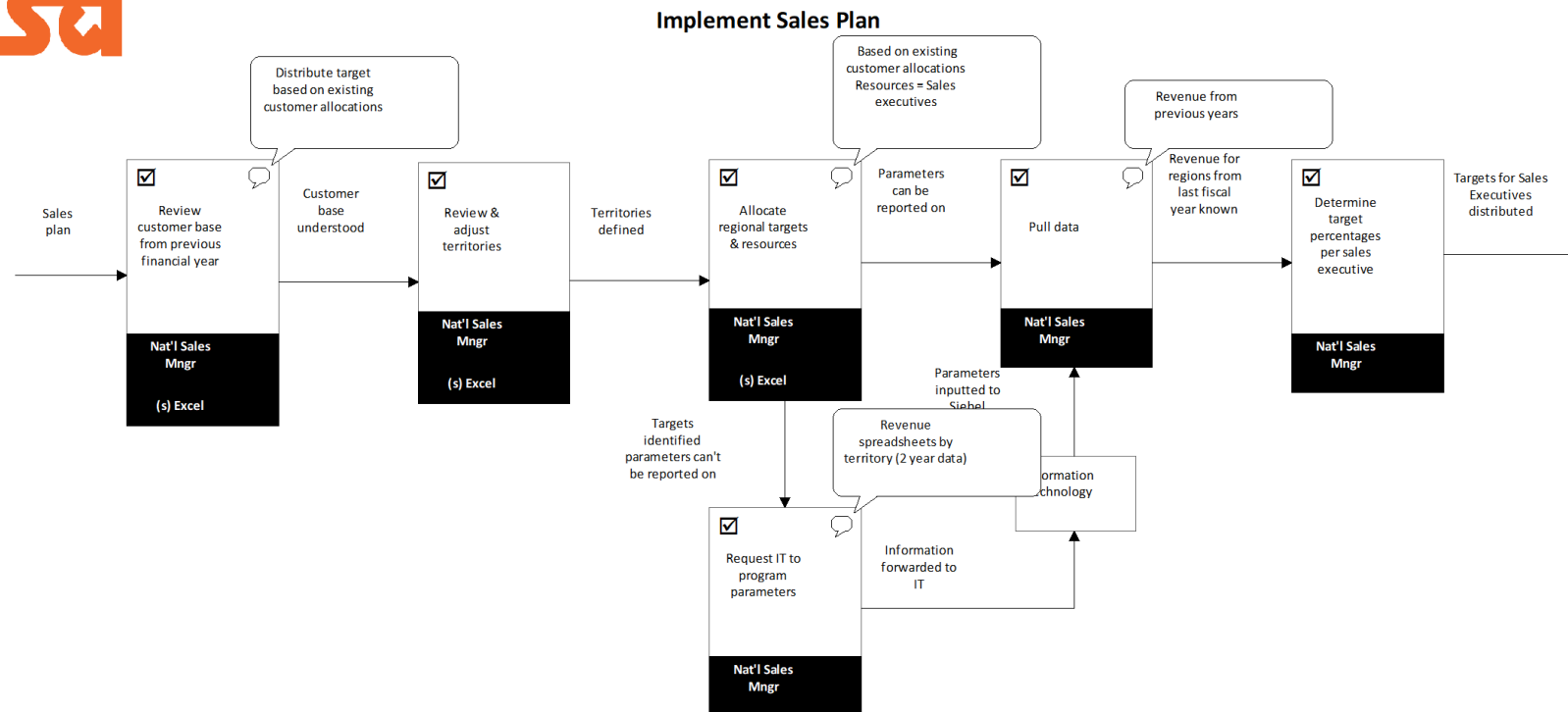○ Change Requests ○ Read Only

EGY - Operations

Stations

Gateway

Special Delivery Channel

Fulfillment

UTL

Overgoods

Fleet

Third Party Vendor

Title: EGY - Operations
Author: Edwin Ramos
Date: 7/1/2018
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions
● Change Log
○ Change Requests

○ Feedback
○ Keywords
○ Read Only

EGY - Station Operations

Full-time Employees

Outsourced Employees

EGY - Station Operations (FTE)

Title: EGY - Station Operations (FTE)

Author: Edwin Ramos   Authorization: Update Pending

Date: 6/16/2025

Volume: 0.00 Per Second   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

Pickup Shipment

Regular Pickup
request from

Booking No. from
CORE

Pickup request

| Allocate pickup request to courier route | Pickup details dispatched | Record details on pickup manifest | Pickup scheduled | Plan route for pickup | Proceed to customer location | Pickup shipment | Shipment forwarded to Hub | Process shipment at origin hub | Shipment forwarded to Gateway |

| **Disptacher** | **Sorter** | **STN Agent** | **Disptacher** | **Sorter** |

Rebooked pickup

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: Mohamed Barakat
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
Hub

Process
document
shipments

Courier

Pickup Manifest
completed

File Pickup
Manifest

Sorter

Process non-
document
shipments

Courier

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: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

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: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

SMSA

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   Authorization: Update Pending
Date: 5/23/2010
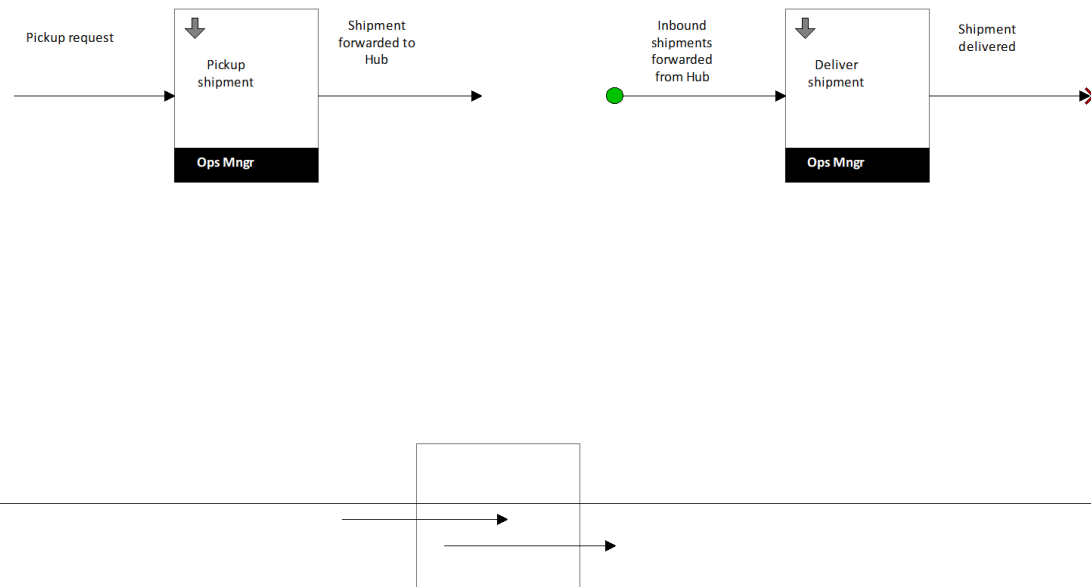Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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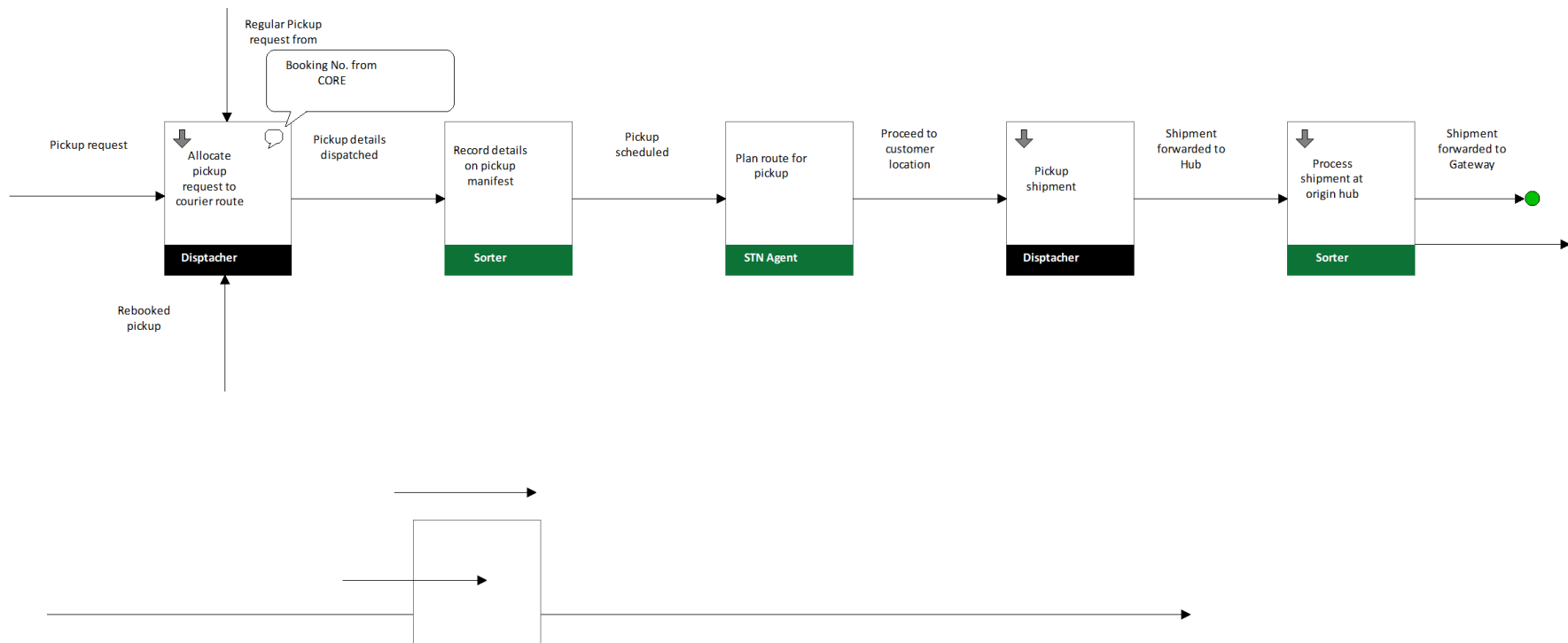○ Change Requests ○ Read Only

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
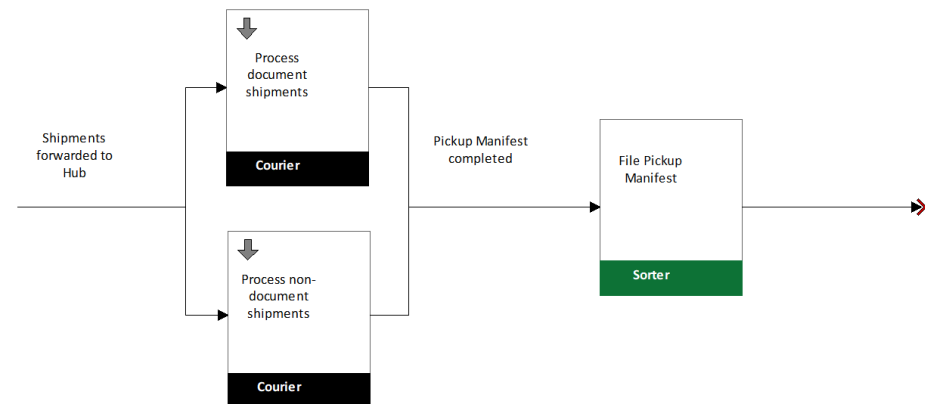Author: Edwin Ramos
Date: 4/6/2017
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

Pickup Document Shipment
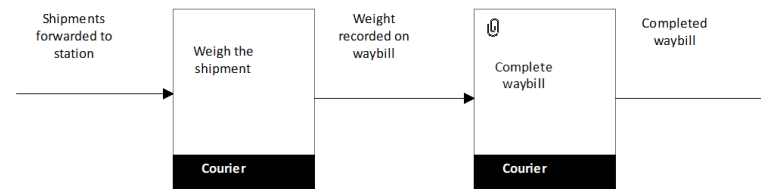
Title: Pickup Document Shipment
Author: Edwin Ramos
Date: 5/23/2010
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
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

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

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

For larger shipments use Pre Punched Black Banded Bag

Courier

Leave with

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

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: 5/25/2010
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
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

○ 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

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 (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

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

For larger shipments use Pre Punched Black Banded Bag

Courier

Leave de bag with th

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

Authorization: Update Pending
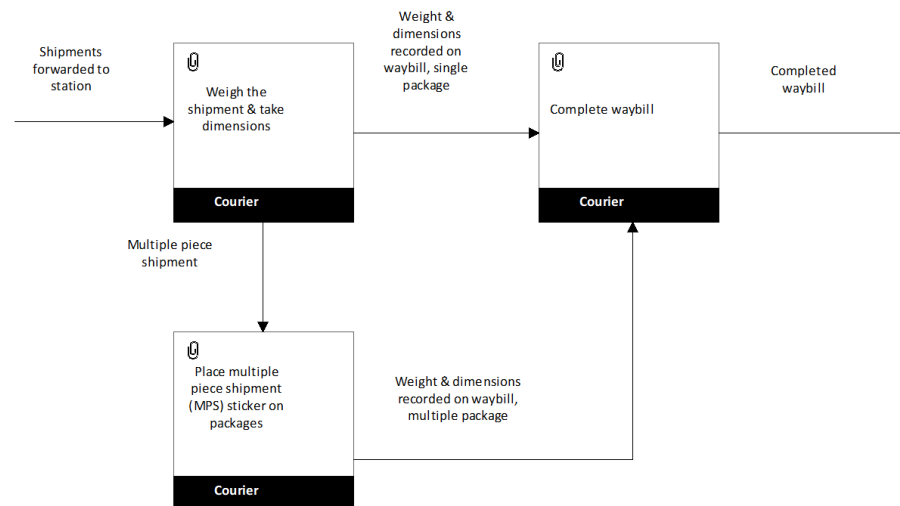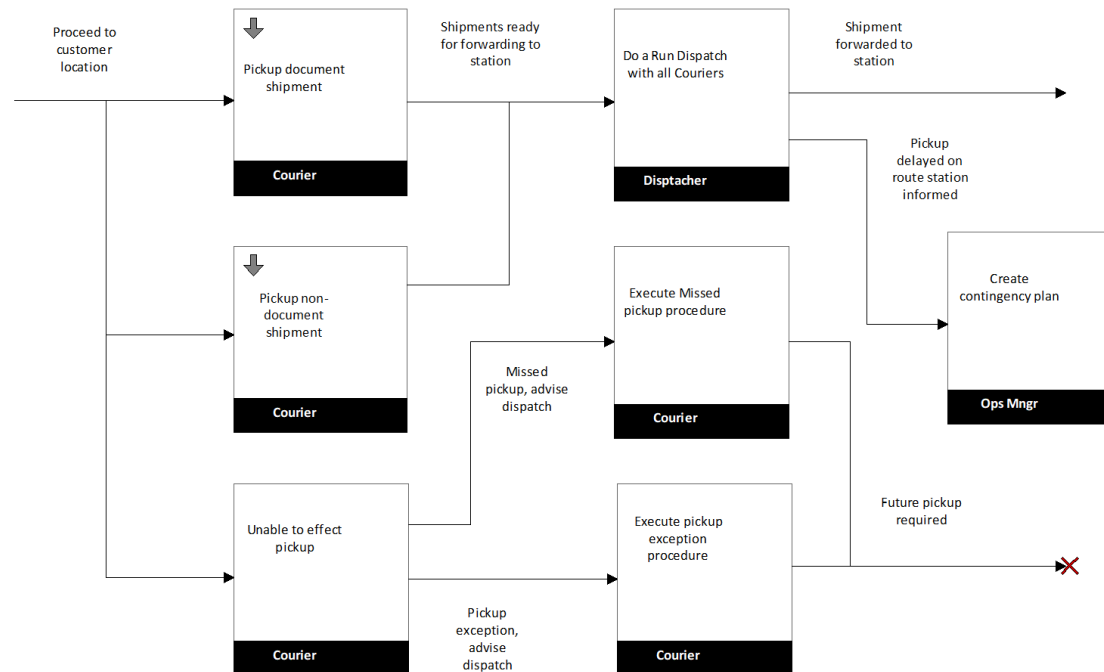
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
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

Booking
identified

Booking
assigned to
route

Pickup details
dispatched

Check dispatch queue		Select courier route		Acknowledge Pickup details
Disptacher (s) CORE		**Disptacher (s) CORE**		**Courier**

Rebooked
pickup

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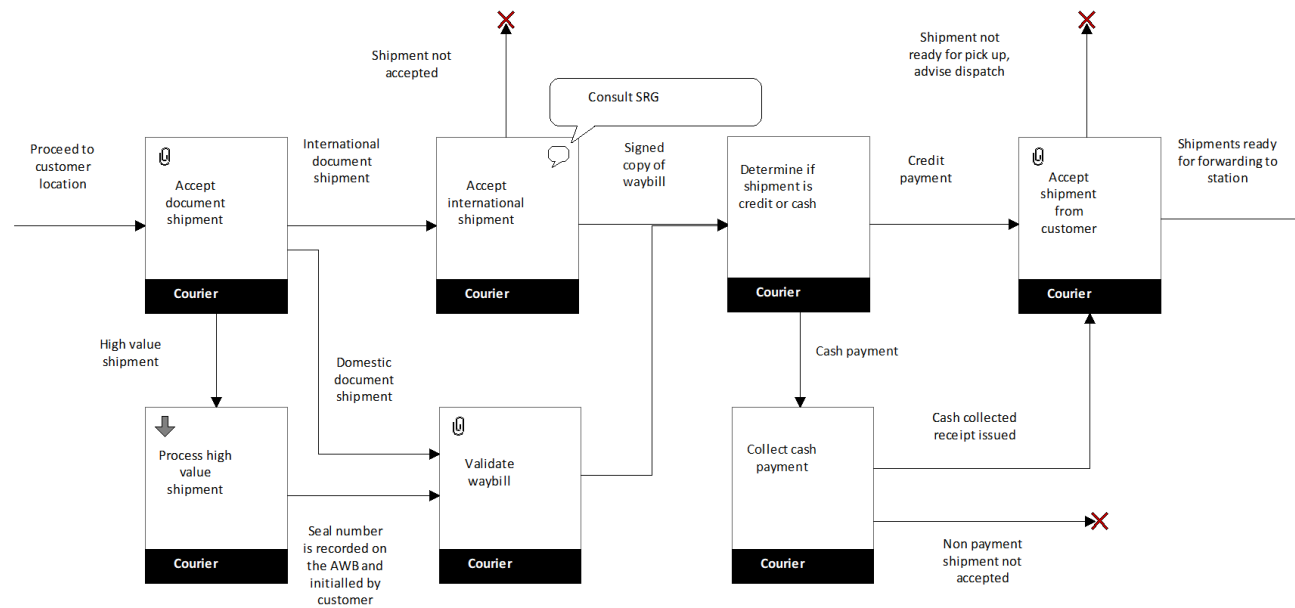Author: Edwin Ramos
Date: 7/8/2017
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
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 Team Lead

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

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

SMSA

Debrief Courier

Process UTL
Shipments

Exceptions
forwarded to
UTL

Proof of
delivery

Down load
tracker data

Courier

Down load
completed

Update CORE

Courier

(s) CORE

Information
available for
reconciliation

Reconcile
deliveries
against delivery
report

STN Supvr

Reconciliatio
n unsuccessf
ul

Physical search
of courier vehicle
& check other
documentation

Courier

Inform QRM, Sales
& Customer service
of missing
shipments

Shipment
found, ready for
re-delivery

Ready for re-
delivery

Deliver Shipment

File
report

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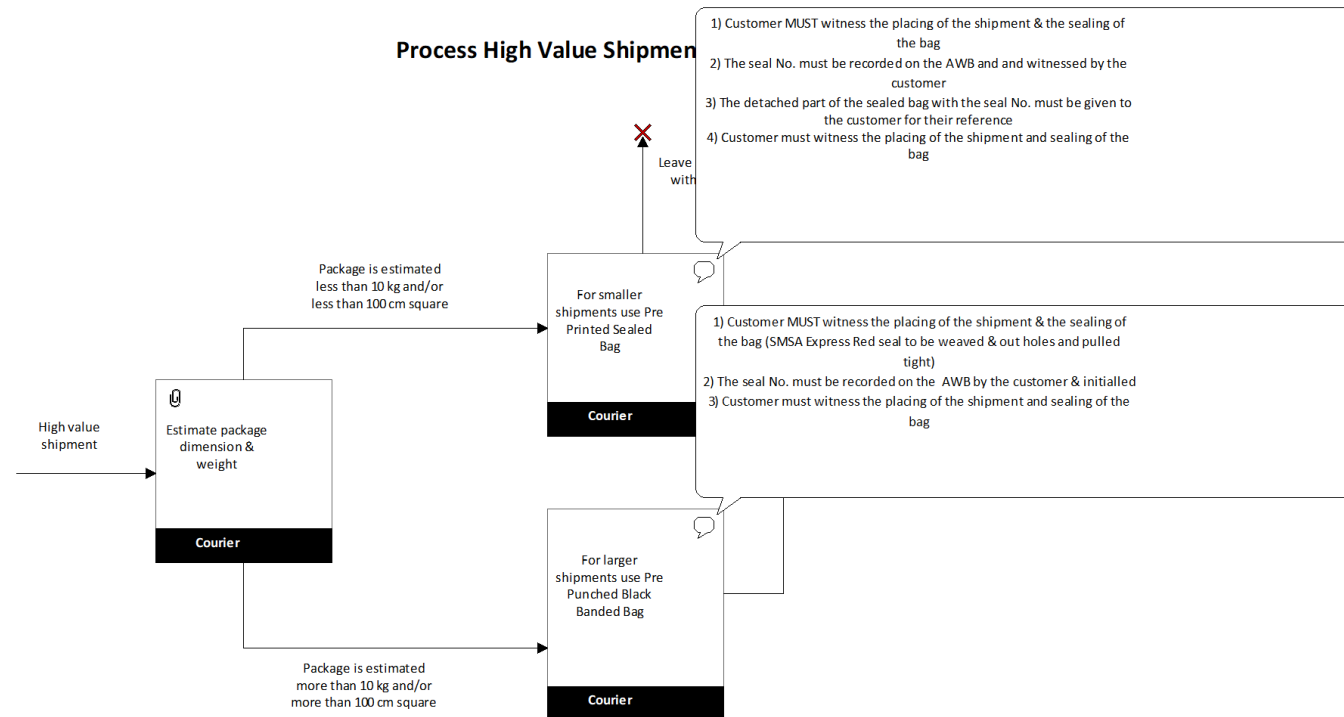Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00
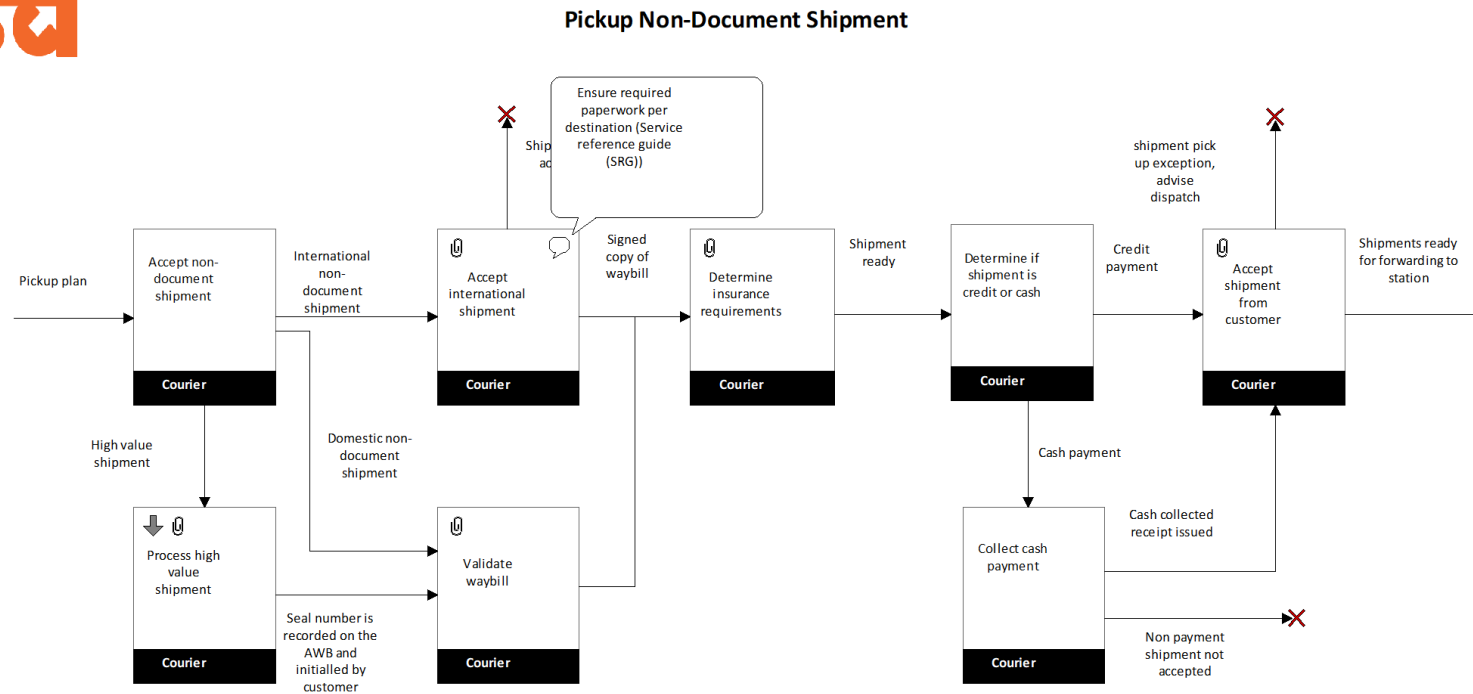
○ Actions   ○ Feedback
● Change Log   ○ Keywords
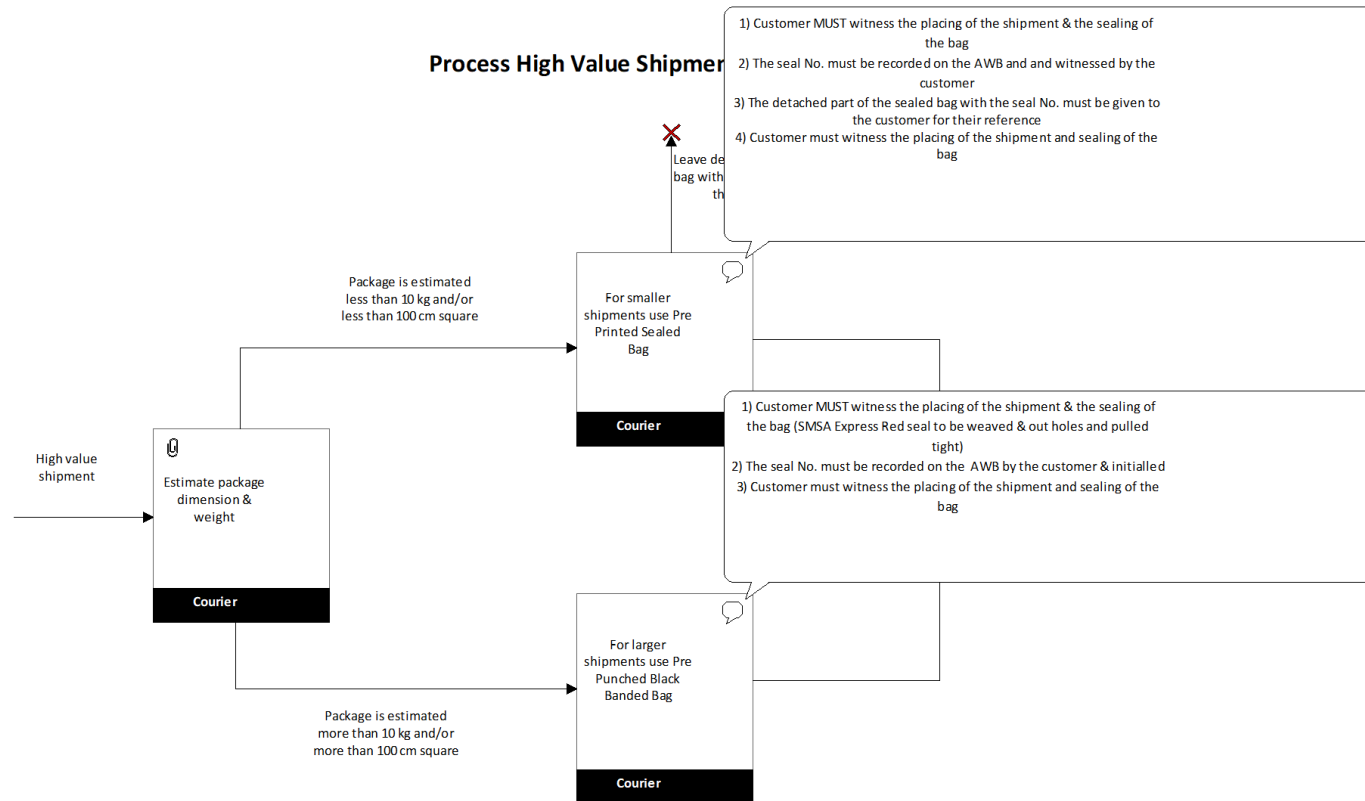○ Change Requests ○ Read Only

EGY - Station Operations (Outsourced)

Pickup request

Pickup shipment

Shipment forwarded to Hub

Ops Mngr

Inbound shipments forwarded from Hub

Deliver shipment

Shipment delivered

Ops Mngr

Title: EGY - Station Operations (Outsourced)
Author: Edwin Ramos
Date: 6/16/2025
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

Pickup Shipment

Regular Pickup request Sale

Booking No. from CORE

Pickup request

Allocate pickup request to Station via Ticket	Pickup details dispatched	Record details on pickup manifest	Pickup scheduled	Plan route for pickup	Proceed to customer location	Pickup shipment	Shipment forwarded to Hub	Process shipment at origin hub	Shipment forwarded to Gateway
CS Agent		**Sorter**		**STN Agent**		**Courier-TP/Out**		**Sorter**	

Rebooked pickup

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

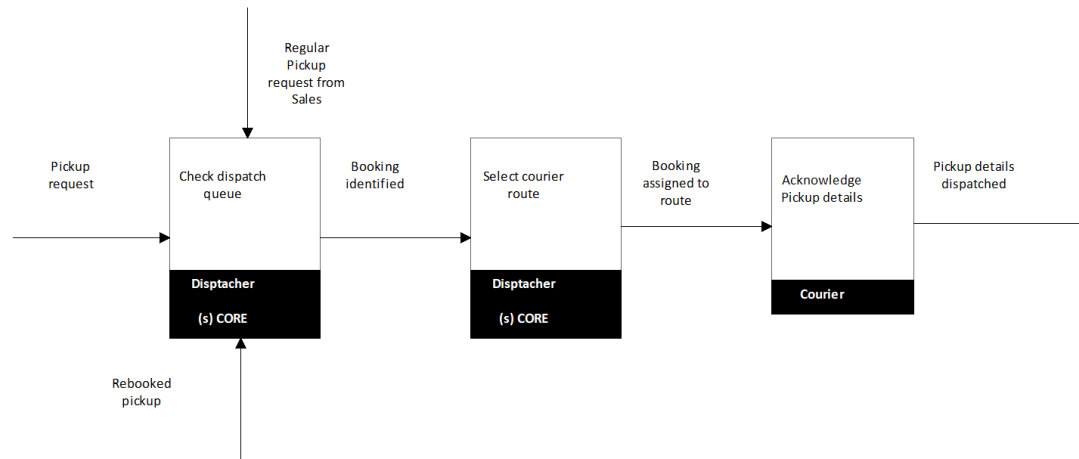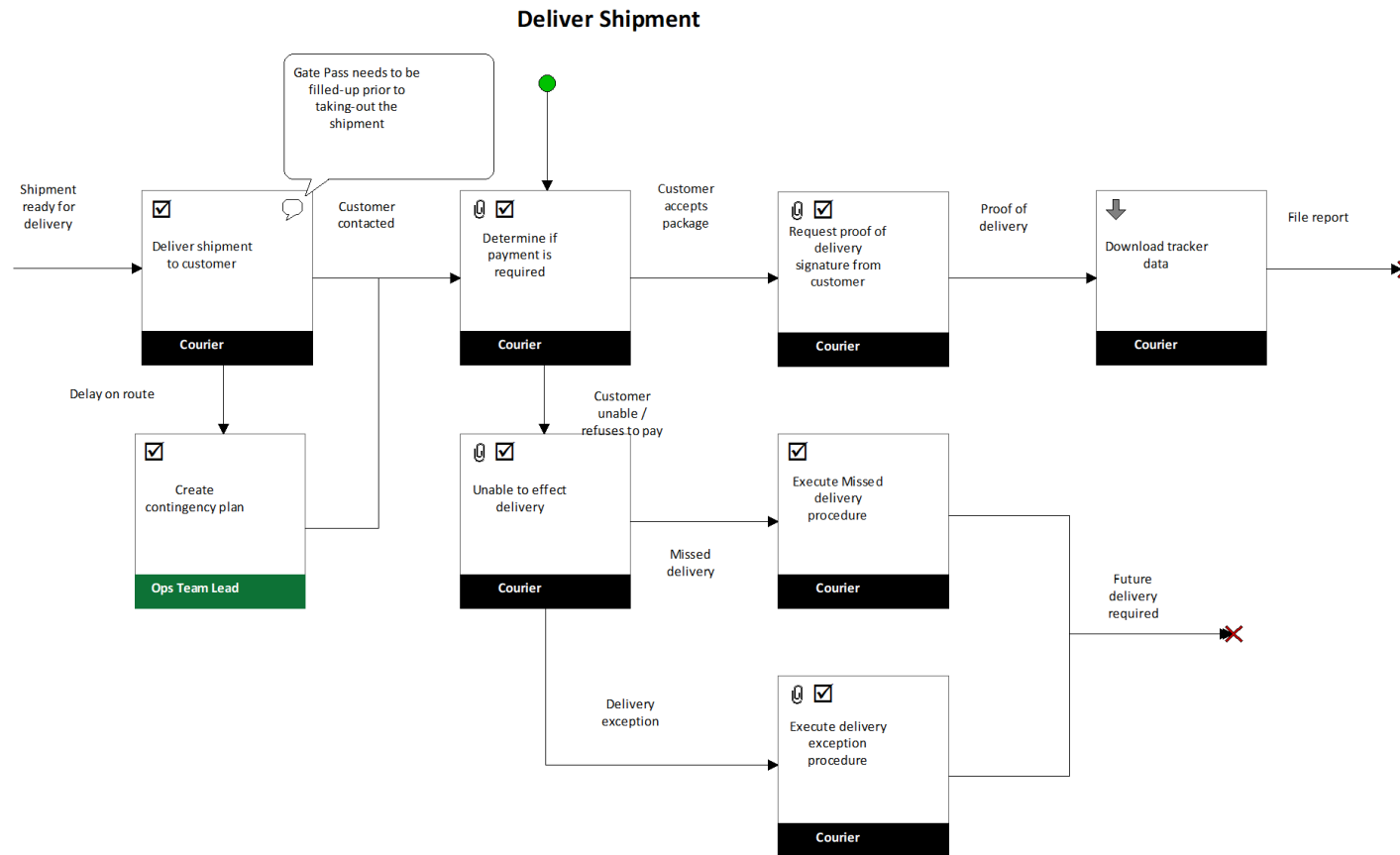Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
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   Authorization: Update Pending
Date: 4/6/2017
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

smsa

Process Document Shipments

Shipments forwarded to station → **Weigh the shipment** *Courier* → Weight recorded on waybill → **Complete waybill** *Courier* → Completed waybill → **Attach copy of waybill to pickup manifest** *Courier* → Pickup Manifest completed →

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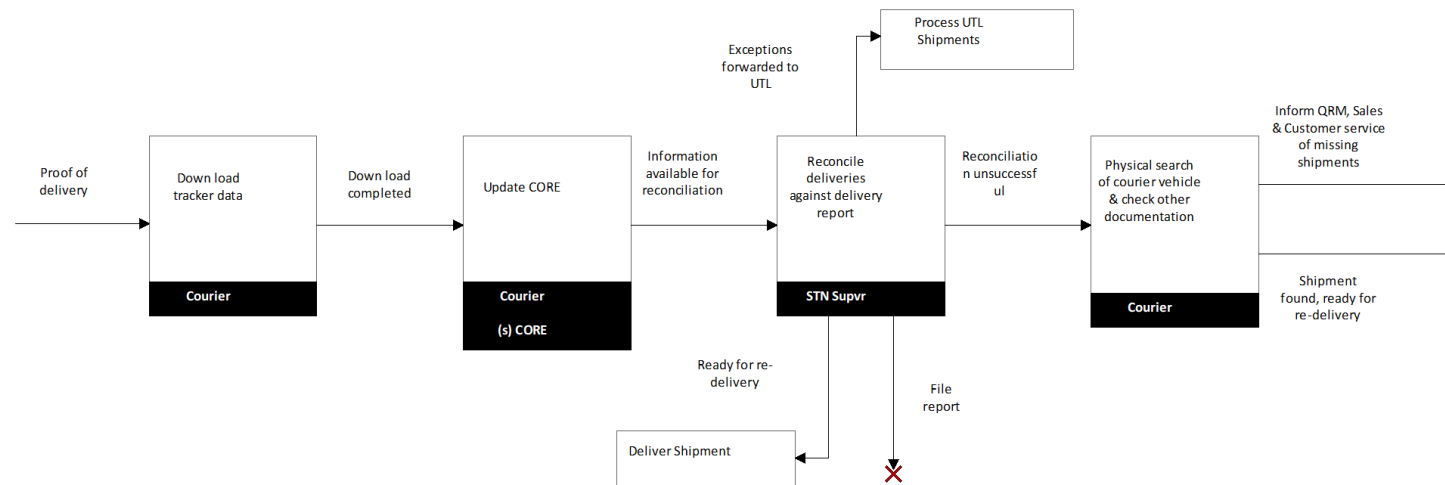Author: Edwin Ramos
Date: 5/23/2010
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

SMSA

Process Non-Document Shipments

Shipments forwarded to station → Weigh the shipment & take dimensions — **Courier**

Weight & dim. recorded on AWB, single package →

Complete waybill — **Courier**

Completed waybill →

Attach copy of waybill to pickup manifest — **Courier**

Pickup Manifest completed →

Multiple piece shipment ↓

Place multiple piece shipment (MPS) sticker on packages — **Courier**

Weight & dim. recorded on AWB, 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: Mohamed Barakat
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

STN Agent

Shipment forwarded to Hub

Pickup delayed on route station informed

Pickup non-document shipment

Courier

Missed pickup, advise dispatch

Execute Missed pickup procedure

Courier

Create contingency plan

Ops Team Lead

Unable to effect pickup

Courier

Pickup exception, advise dispatch

Execute pickup exception procedure

Courier

Future pickup required

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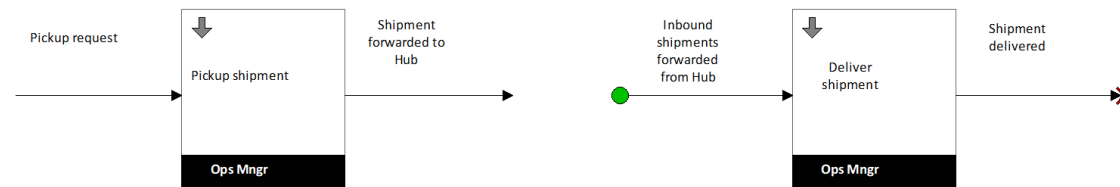Date: 4/6/2017
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

Pickup Document Shipment

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 & 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 & sealing of the bag

Less than 10 kg &/or 100 cm2

Use Pre-Printed Sealed Bag for smaller shpmts

Courier

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

High value shipment

Estimate package dimension & weight

Courier

Use Pre-Punched Black Banded Bag for larger shpmts

Courier

More than 10 kg &/or 100 cm2

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: Mohamed Barakat
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
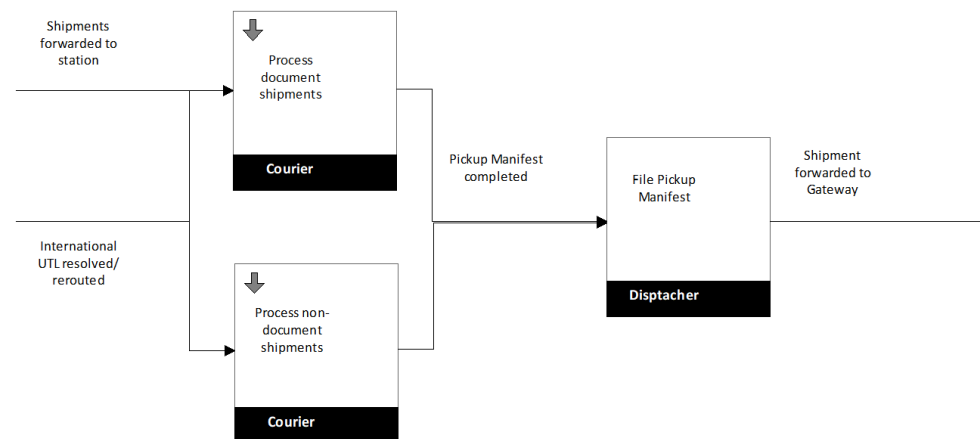Author: Edwin Ramos
Date: 5/23/2010
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
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

Detac...
of bag...
no. I...
cus...

Less than 10 kg &/or 100 cm2

For smaller shipments use Pre Printed Sealed Bag

Courier

High value shipment

Estimate package dimension & weight

Courier

1) Customer MUST witness the placing of shipment & 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 & initialed by the customer
3) Customer must witness the placing of shipment & sealing of bag

to destination

Use Pre-Punched Black Banded Bag for large shpmts

Courier

More than 10 kg &/or 100 cm2

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: Mohamed Barakat
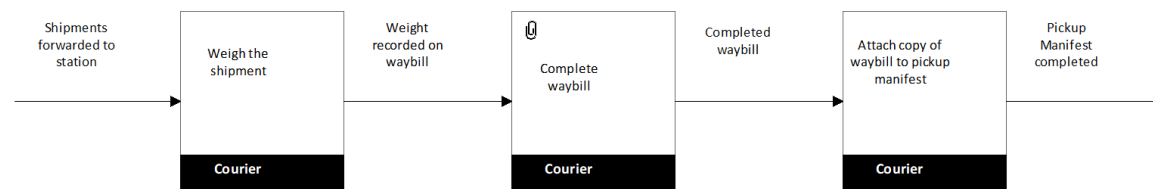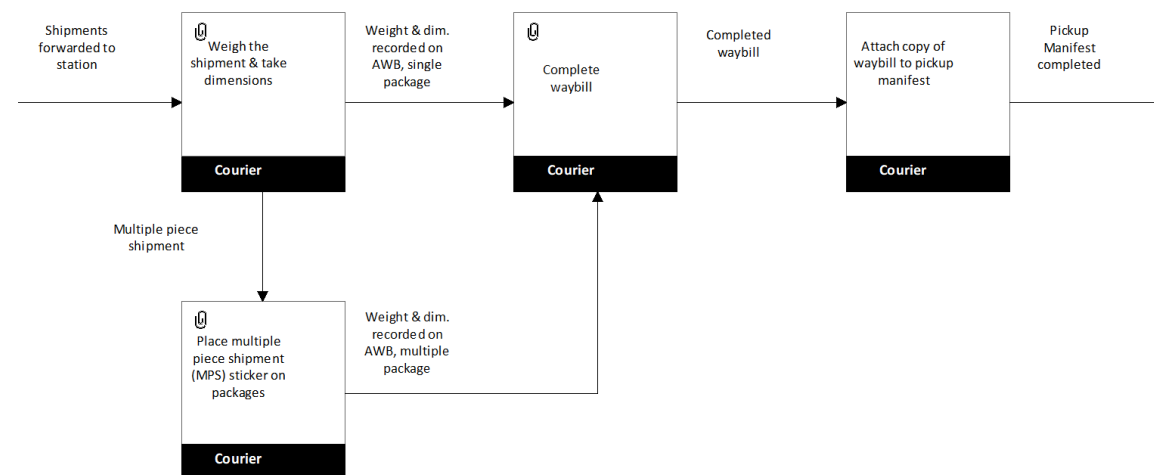Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

SMSA

Allocate to Courier Route

Regular Pickup
request from
Sales

Pickup request

Booking
identified

Pickup details
dispatched

Check dispatch ticket	Select courier route	Acknowledge Pickup details
Disptacher (s) CORE	**Disptacher (s) WhatsApp**	**Courier**

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: Mohamed Barakat
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
Author: Edwin Ramos
Date: 4/10/2017
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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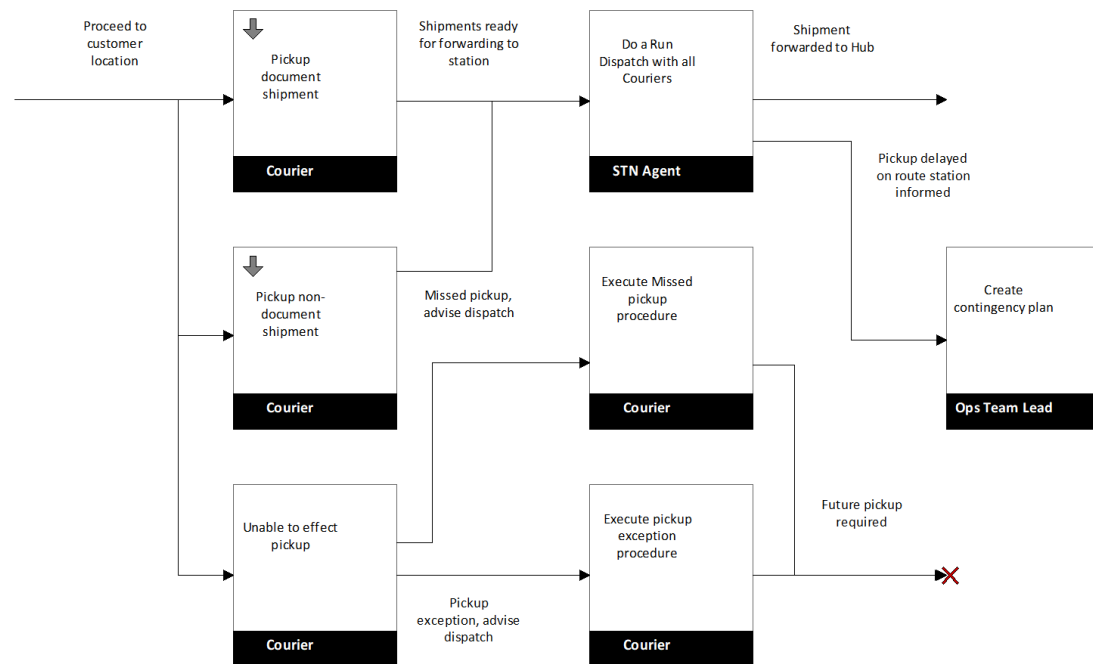● Change Log   ○ Keywords
○ Change Requests ○ Read Only

Debrief Courier

Process UTL
Shipments

Exceptions
forwarded to
UTL

Proof of
delivery

Down load tracker data		Update CORE		Reconcile deliveries against delivery report		Physical search of courier vehicle & check other documentation
Courier		**Courier** **(s) CORE**		**STN Supvr**		**Courier**

Down load
completed

Information
available for
reconciliation

Reconciliation
unsuccessful

Inform QRM,
Sales &
Customer Svc of
missing shpmts

Shpmt found,
ready for re-
delivery

Ready for re-
delivery

File report

Deliver
Shipment

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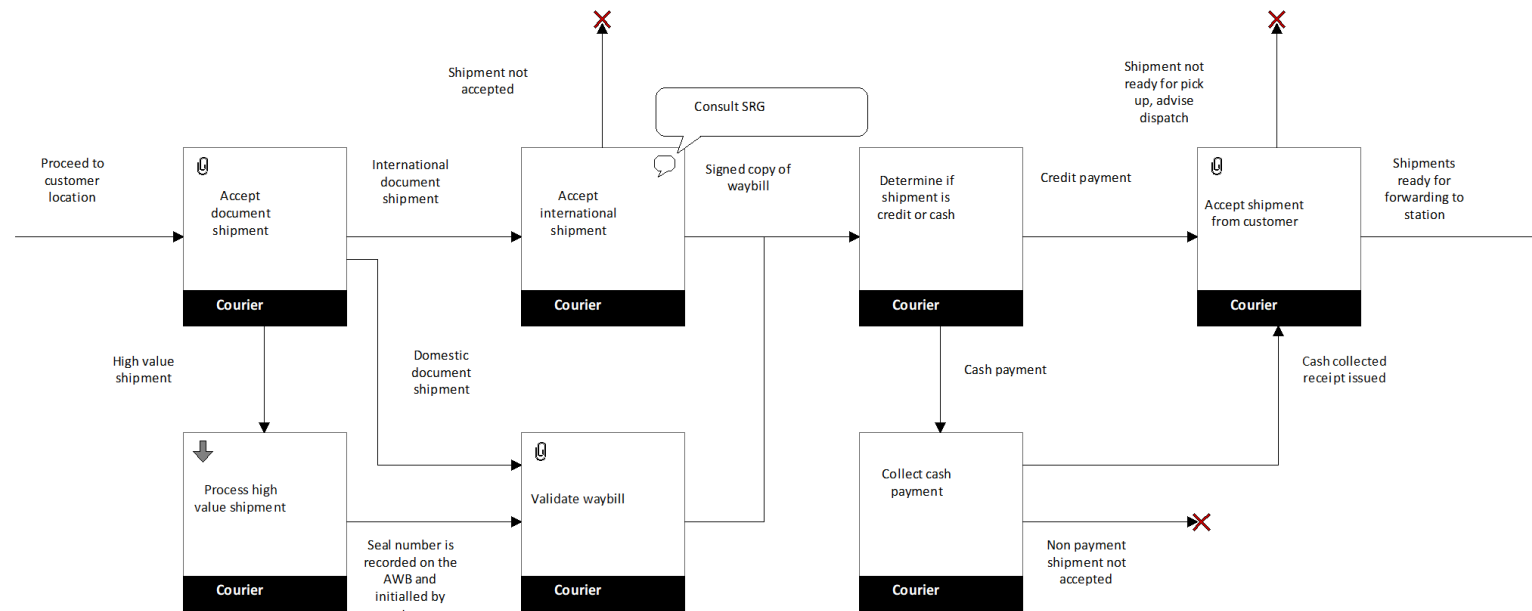Author: Edwin Ramos
Date: 4/10/2017
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

EGY - Gateway Operations

Shipment forwarded from Hub

Gateway Outbound EGY

Ops Mngr

Hand-over to 3rd party vendor

Pre-alert sent to destination

Pre-alert from origin

Gateway Inbound

Ops Mngr

Inbound shpmts fwrd to Hub

Title: EGY - Gateway Operations
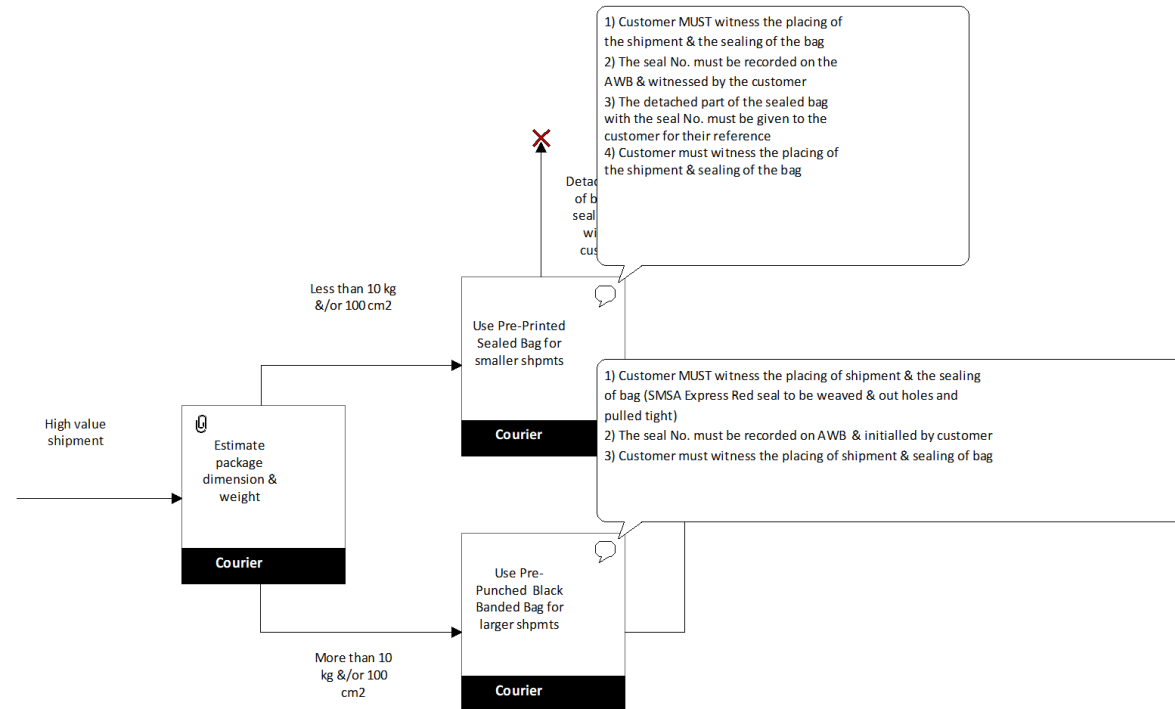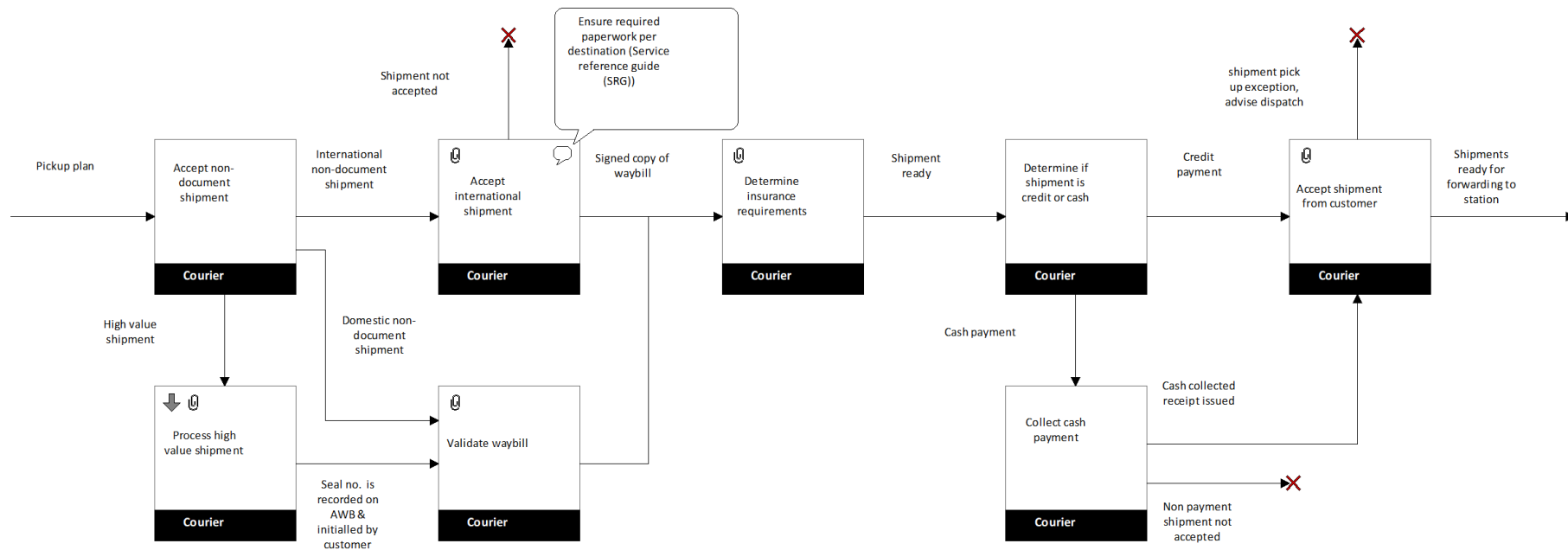Author: Edwin Ramos
Date: 7/1/2018
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
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 from origin

Pull manifest by origin wise — Clear Agt

Manifest ready

Apply manifest on Customs system Nafeza — Clear Agt

Dut / non-dut & transit manifest printed

Determine no of bags Check as per pre-alert — Clear Agt

Expected shpt in CMC inbound area

Physically reconcile bags/ pieces to pre-alert — Clear Agt

Incorrect no of bags/ pieces or problem bags received

Correct no of bags/ pieces received

Initiate Customs clearance process — Clear Agt

Manifest submitted

Shipments released from customs — Clear Agt

Gate pass received

Perform scan — Clear Agt (s) CORE

Scans completed

Run shortage/ overage report — Clear Agt (s) CORE

Overage/ shortage identified

Notify airline & origin of shortage/ overage — Hub Specialist

Origin acknowledges variance

Inbound shipments forward to hub

Airline conducts search

Title:	Gateway Inbound Process	
Author:	Edwin Ramos	
Date:	4/11/2017	
Volume:	0.00 Per Second	

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

Initiate Customs Clearance Process

Correct no of bags/ pieces received

Determine shipment type

Clear Agt

Documents, low & high value shipments

X-ray docs, low & high value shipments

Custom Offcr

Not cleared by Customs

Apply Customs regulations

Custom Offcr

Customs queries

Resolve clearance issues

Clear Agt

Approved shipments released

Load shipments to vehicle

Clear Agt

Inbound courier shpt forward to local hub

Customs cleared

High Value shipment

Pull documents from shipments

Airport Handler

Documents placed on shipment

Physical inspection of suspect shipment

Hub Specialist

Customs cleared

Complete documentation

Hub Specialist

Shipment ready for loading

Not cleared by Customs

Title: Initiate Customs Clearance Process
Author: Edwin Ramos   Authorization: Update Pending
Date: 6/7/2017
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

Complete Documentation

```
Customs                                              Shipment
cleared                                              ready for
                                                     loading to
              Complete bill        BOE                   hub
              of entry          completed   Prepare
                                            copies of AWB
                                            & supporting
                                            documents

              Clear Agt                     Clear Agt


                                                     Confirmation through
                                                     mail or telecom or        Clearance through
                                                     through CORE               _____
                                                                                _____

              Pull          Original        Duty           Scans               Submit gate        Complete BOE     Shpt
              documents     AWB, CI &       confirmation   applied             pass to            submit           forwarded
              from          PL              from shipper                        security           documents to     to Hub
              shipment                      or consignee            Process the                    Customs
                                                                    clearance

              Clear Agt                     Cust Sup Agt            Broker                          Clear Agt
```

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

EGY - Gateway Outbound

Shipment forwarded from Hub

Receive bag from hub — **Clear Agt**

Shpt offloaded & kept in pallets

Reconcile bags & pieces — **Clear Agt**

Physical count VS. pre-alert

Outbound shpt data prepared

Prepare IDG & execute AWB — **Clear Agt**

Instructions for Dispatch of Goods (IDG) through Calogi portal

Printed IDG stamped & signed

Print the airline AWB sticker & stick on ind. pkg. — **Clear Agt**

Media ready for launch

Conduct X-ray screening by Police — **Clear Agt**

Hand-over to Clear Agt

X-ray completed

Note down physical weight standalone machine screening data form

Finalize the wt. & IDG handover handler ... — **Clear Agt**

Hand-over completed

Pre-alert & int'l manifest sent to destination

Create the Customs certificate — **Broker**

Broker confirm airwaybill

Create airline airwaybill — **Clear Agt**

Title: EGY - Gateway Outbound
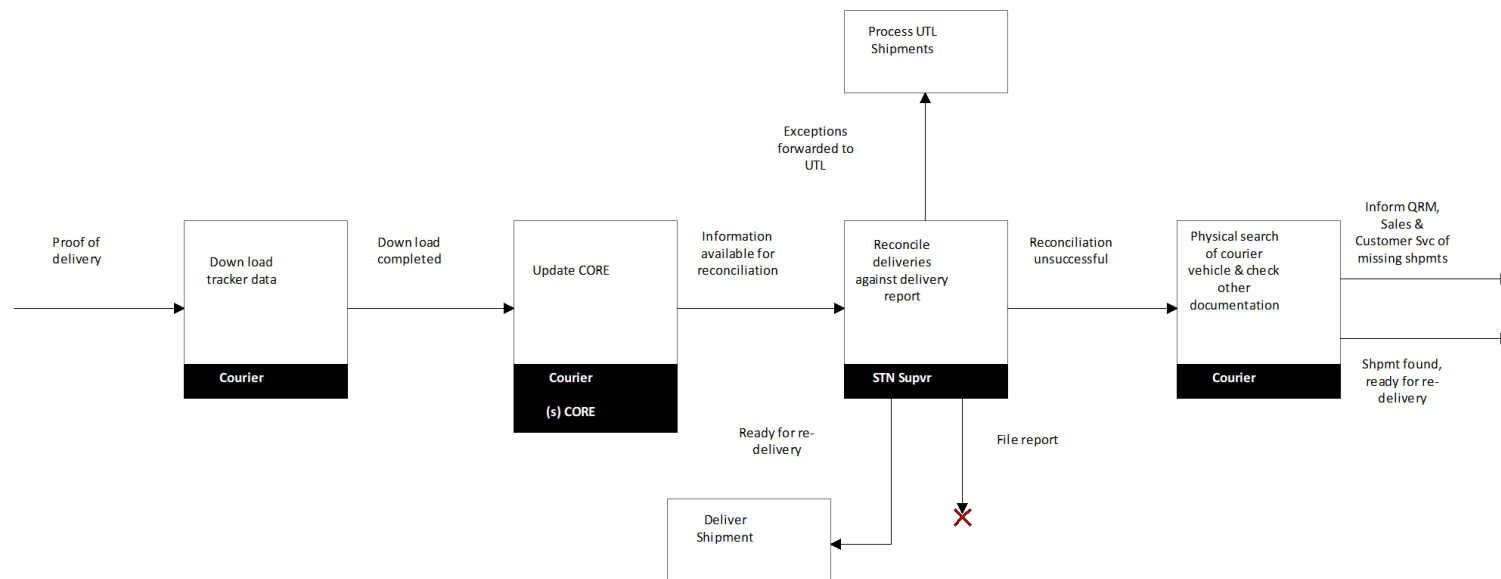Author: Edwin Ramos
Date: 7/9/2017
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

EGY - OPS Third Party Vendor

Third Party
Vendor service
requirement

Third Party
Vendor Process

Service
completed

Ops Mngr

Title: EGY - OPS Third Party Vendor
Author: Edwin Ramos   Authorization: Update Pending
Date: 7/1/2018
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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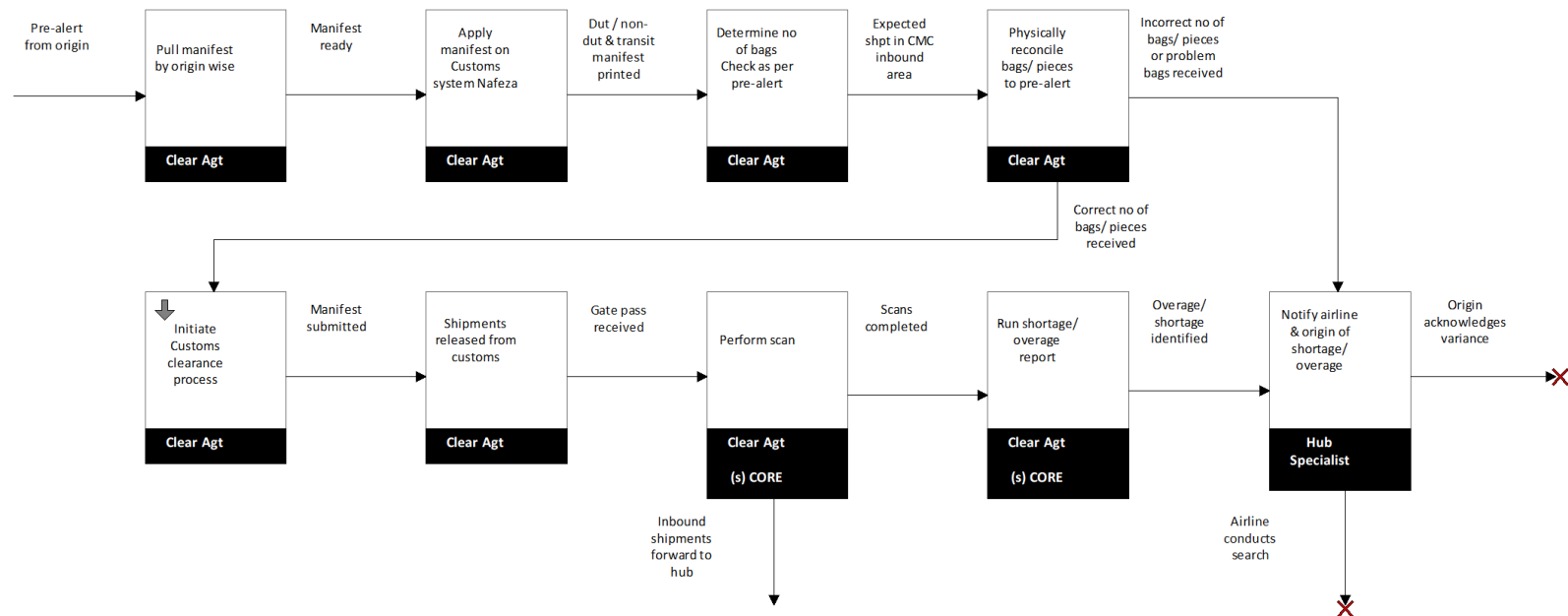● Change Requests ○ Read Only

Third Party Vendor Process

sms a

Process Third Party Vendor Pickup

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

New pickup scheduled with customer

Process pickup exception

3rd Party Vendor

Link To: Pickup Shipment

LINK to: Damaged/ Missing Shipment Process

Regular pickup schedule

Contact disptacher or supervisor in case of any clarifications required

Package accept

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

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

Damaged or missing shipments identified

Ad hoc pickup request received

Advise pickup to 3rd Party Vendor

Disptacher

Pickup request acknowledged by TPA

Update pickup manifest with booking info

3rd Party Vendor

TPA arrived at customer location

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

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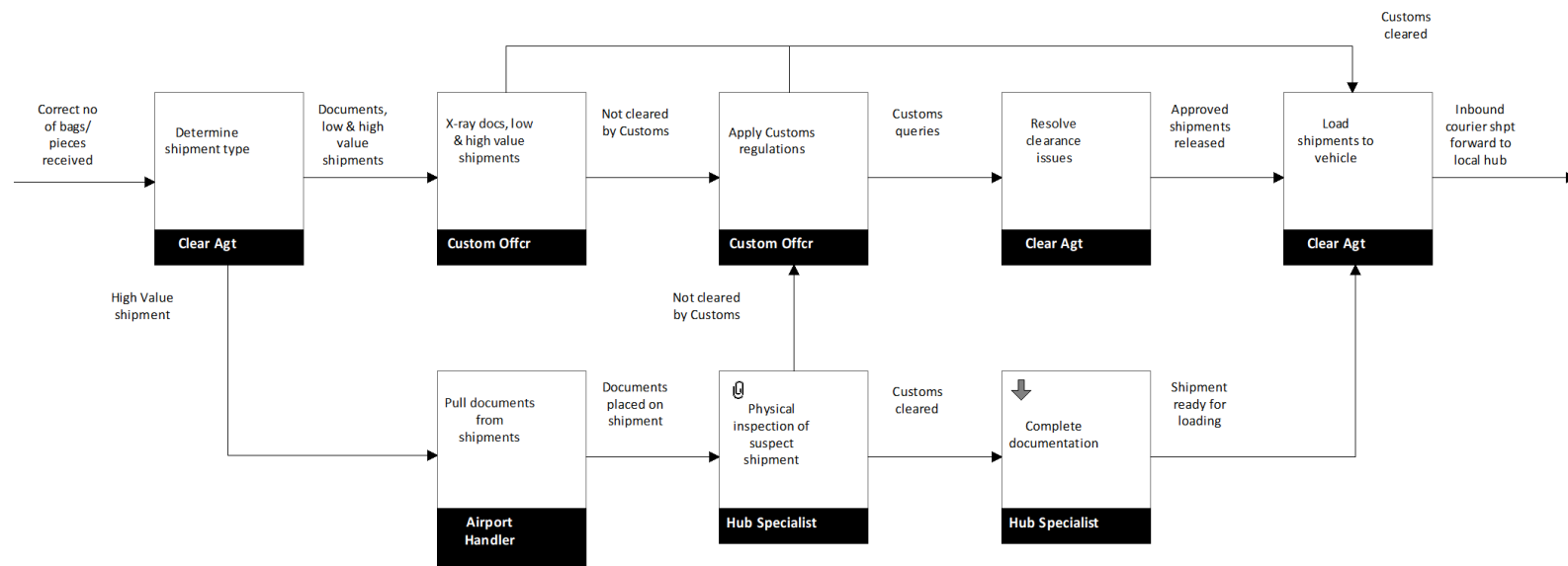Author: Edwin Ramos
Date: 8/15/2017
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

Package Pickup Process

Document or Parcel

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

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 | Product type identified | Check contents | Contents acceptable | Check proper packaging | Proper packaging | Verify Airwaybill completion & documentation requirements | Complete paperworks | Confirm size and weight | Package accepted |

3rd Party Vendor | 3rd Party Vendor | 3rd Party Vendor | 3rd Party Vendor | 3rd Party Vendor

Contents unacceptable

Improper packaging

Incomplete paperworks

Size/ weight issues

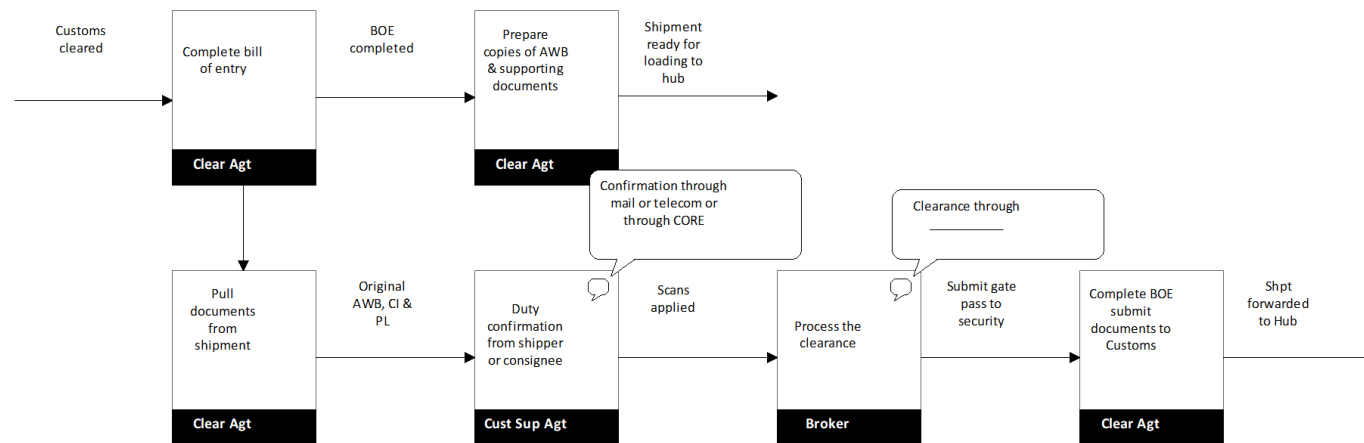Advise customer of issues identified

Package not accepted

3rd Party Vendor

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: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

SMSA

Process Pickup Exception

Title: Process Pickup Exception
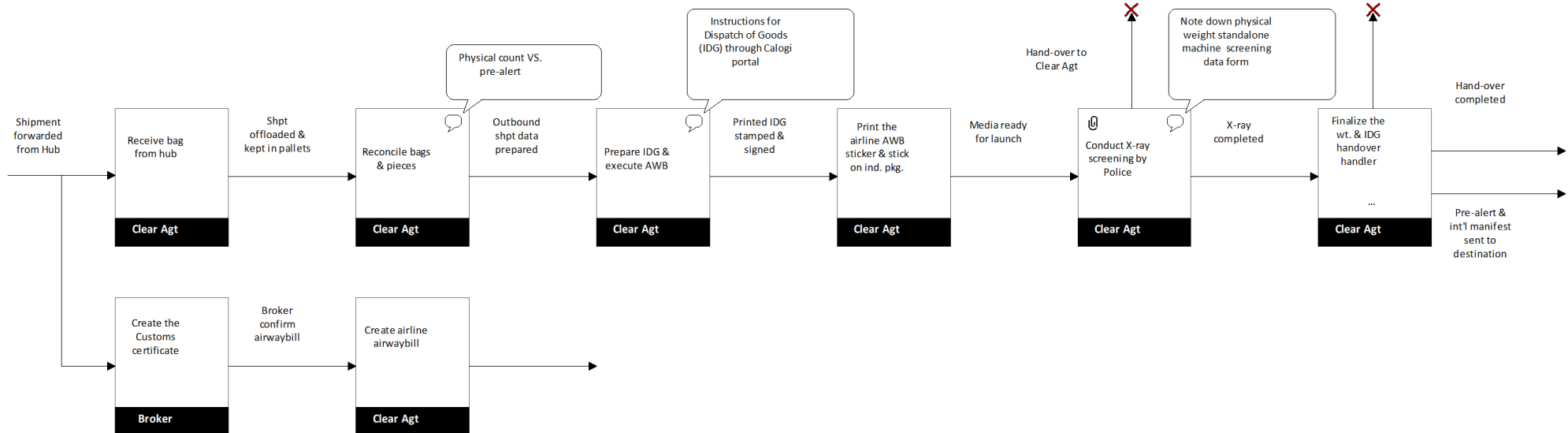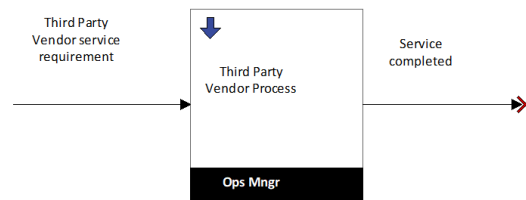Author: Edwin Ramos
Date: 1/4/2023
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

Process Third Party Vendor Delivery

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.

Attach: Third Party Vendor Delivery Handover Manifest Sheet

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 TPA delivery route

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

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

Shipment undelivered

Attach: Delivery Exceptions List

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

Damaged or missing shipments identified

LINK to: Damaged/ Missing Shipment Process

Title: Process Third Party Vendor Delivery
Author: Edwin Ramos   Authorization: Update Pending
Date: 8/15/2017
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

Shipment Handover for Third Party Delivery

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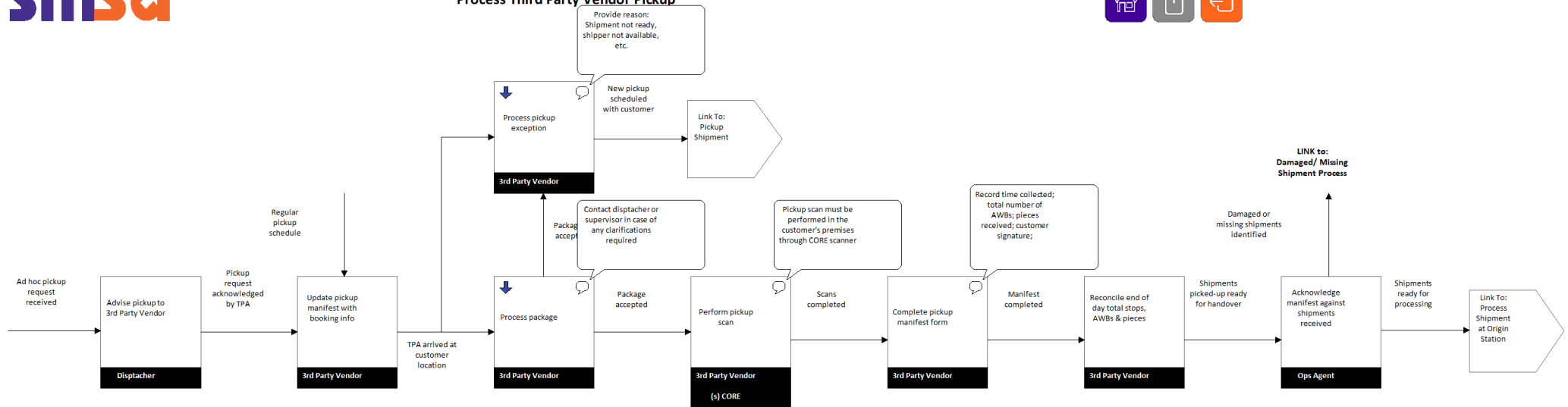Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

Process Third Party Vendor Transfer

Shipments allocated to TPA for transfer

Prepare 3rd Party Vendor Shipment Transfer Manifest
Disptacher

Attach sample Manifest

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

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

Sign Transfer Manifest
3rd Party Vendor

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

Sign the Transfer Manifest
Sec Officer

Security check completed

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

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

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

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   Authorization: Update Pending
Date: 8/21/2017
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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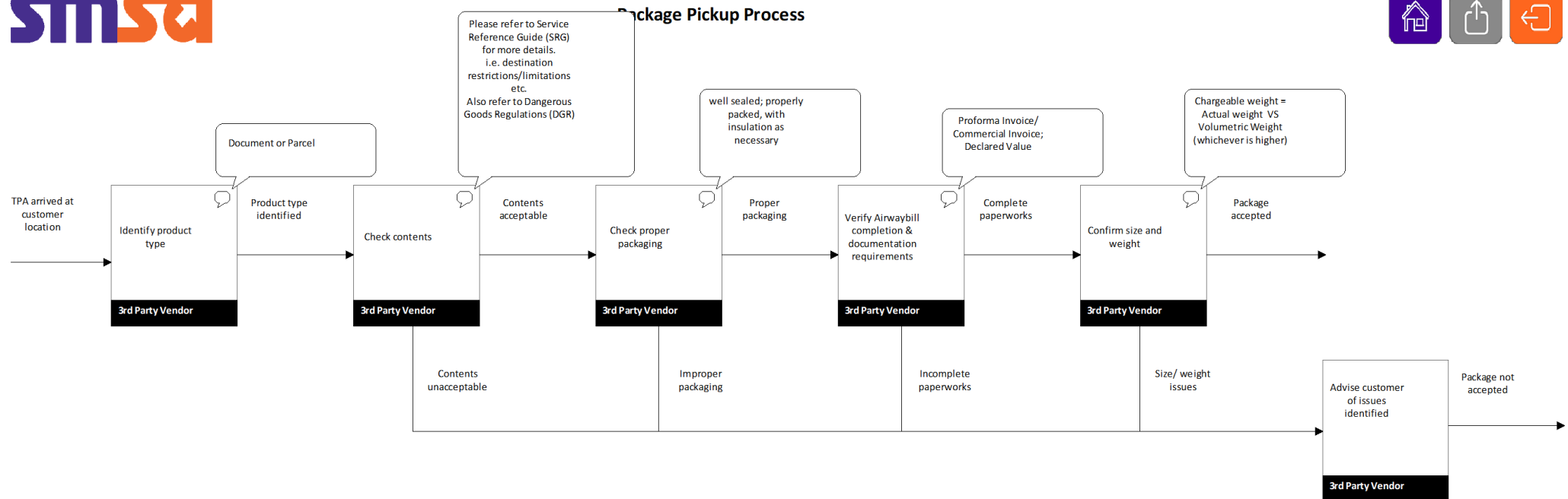● Change Log   ○ Keywords
○ Change Requests ○ Read Only

Process TPA Transfer

Shpts for TPA

Prepare manifest & scan TPA shipments for transfer
Ops Agent
(s) CORE

Manifest ready

Verify the physical shpts vs manifest
Ops Agent

Shpts - manifest tally

Consolidate same destination shpts
Ops Agent

Shpts consolidated

Indicate security tag details on the manifest
Ops Agent

Shpts ready for handover

Handover consolidated shipments
Ops Agent

To line haul via bus

Obtain bus receipt
Ops Agent

Shpts received in final destination

Return bus receipt
Ops Agent

For outsource courier

Obtain signature on manifest
Ops Agent

Shpts received in final destination

Send signed manifest by email
Ops Agent

Title: Process TPA Transfer
Author: Edwin Ramos
Date: 3/16/2020
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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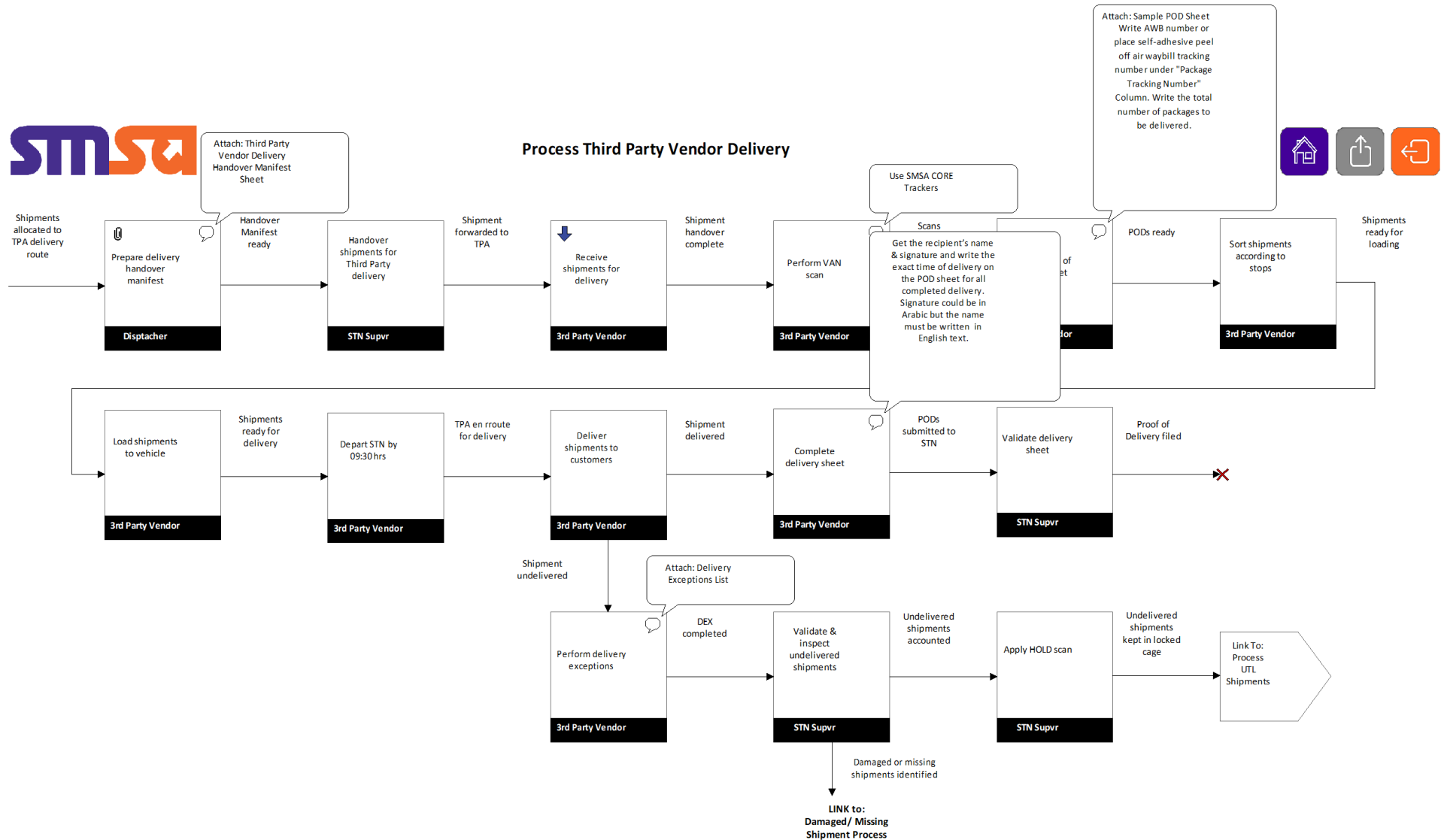○ Change Requests   ○ Read Only

EGY - OPS UTL Section

Pre-alert &
Cons
received

Shipment
received
from courier

Process UTL
shipments

Exceptions
resolved

Ops Mngr

Title: EGY - OPS UTL Section
Author: Edwin Ramos
Date: 7/1/2018
Volume: 0.00 Per Second

Authorization: Update Pending

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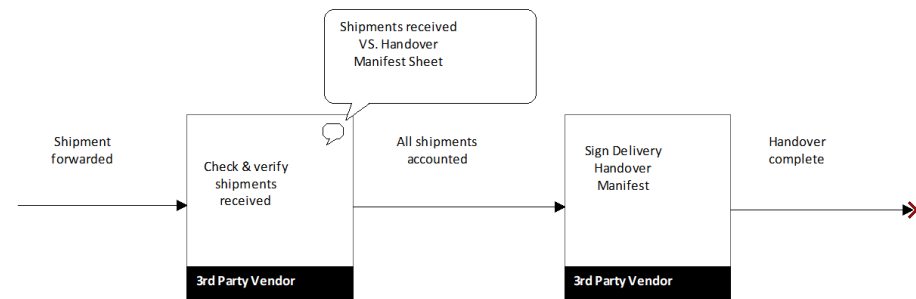
Owner: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

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

Pre-alert & Cons received

Resolve international UTL

UTL Agent

Shipment received from courier

Pre-alert & Cons received

Resolve domestic UTL

UTL Agent

Shipment received from courier

Sender instruction to dispose

Process unclaimed/ over good shipments

UTL Agent

Accepted by unclaimed/ overgoods

Dispose shipment

Sec Officer

Exceptions resolved

Title: Process UTL Shipments
Author: Edwin Ramos
Date: 4/11/2017
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

Resolve Domestic UTL

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: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

Resolve International UTL

Pre-alert & Cons received

DB = Database

Search Google & UTL DB for recipient dtls shpmts
UTL Agent

Shipment received from courier

Information not available

Information available/ obtained

Assign to CS for international tracing
UTL Agent

UTL shpts details provided

Delivery/ HAL details obtained

Initiate international trace
Trace Officer

No update received

Return to sender

Move shpts to Overgoods area
UTL Agent

Overgoods disposal as per policy

Forward shipment to station
UTL Agent

Return shipment with new AWB

Generate new AWB & cross ref with orig AWB
UTL Agent

Int'l UTL resolved/ rerouted
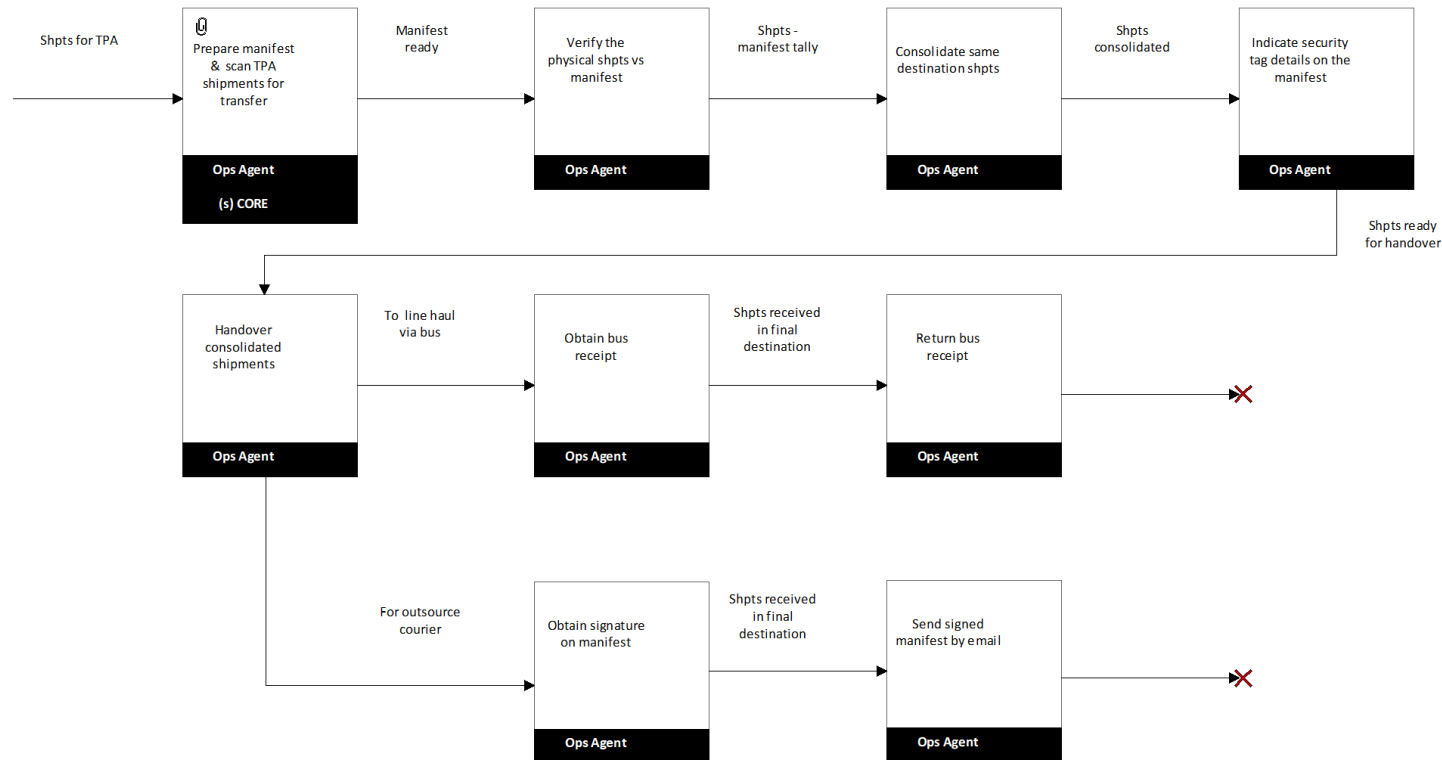
Title: Resolve International UTL
Author: Edwin Ramos
Date: 4/11/2017
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

SMSA

EGY - OPS Overgoods Section

Shipments for destroy

Unclaimed shipments

Centralized Overgoods Section EGY

Ops Mngr

Shipments disposed

Shipments for HAL/ delivery

Title: EGY - OPS Overgoods Section
Author: Edwin Ramos   Authorization: Update Pending
Date: 7/1/2018
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

SMSA

Centralized Overgoods Process

Shpts for HAL

Pull-out shpts & forward to STN

UTL Agent

Shpts for delivery

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.

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

Shipments for destroy

Hand-over complete

Shpt log updated

Shpts inactive/ abandoned for 6 mos.
(15 days for food items)

Shpts delivered to Charity

Receive hand-over from UTL

Make shipment log

Sort shipments

Deliver parcels & HV shpts to chosen Charity

Obtain proof of delivery

No update Received (Unclaimed)

UTL Agent

(s) CORE

UTL Agent

(s) MS Excel

UTL Agent

Team Leader

STN Supvr

Shipments disposed

Dispose low value documents

Team Leader

Title: Centralized Overgoods Process
Author: Edwin Ramos
Date: 11/6/2017
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
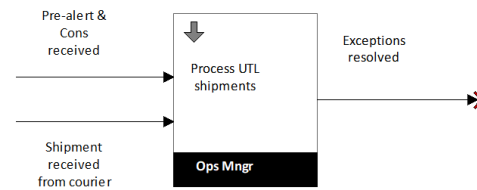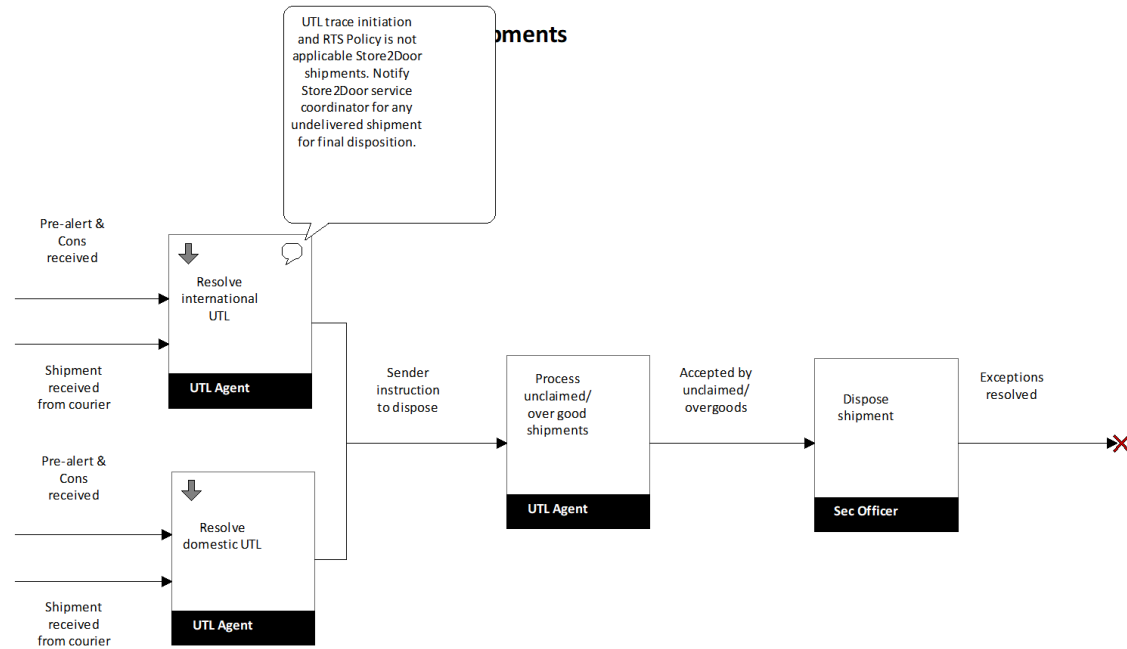Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

OPS - Fleet

Department request

Renewal requirement

Process Vehicle Requests

Fleet Admin

Inform HR to stop transportation allowance

Clearance request received

Process Vehicle Transfer

Fleet Admin

Vehicle transferred

Accident information received

Process Vehicle Accidents

Fleet Admin

Vehicle Returned

Workshop report received

Process Vehicle Issues

Fleet Admin

Case forwarded for investigation

Conduct investigation

Vehicle repaired

Title: OPS - Fleet
Author: Edwin Ramos
Date: 5/29/2017
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
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
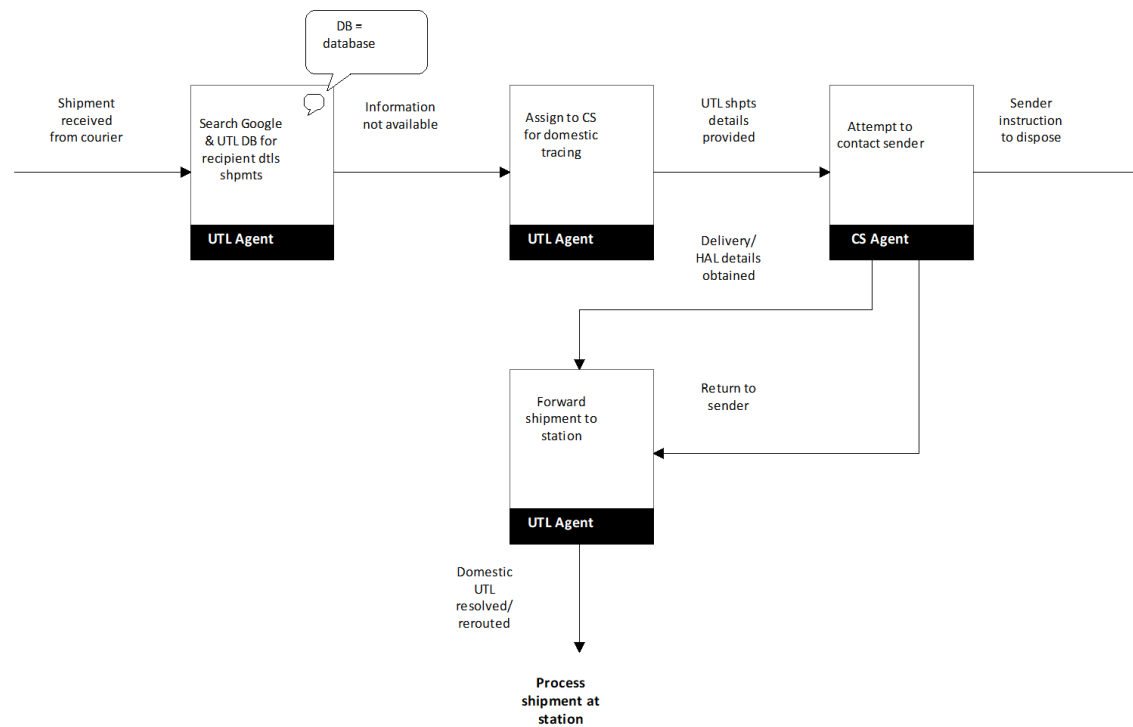Author: Edwin Ramos
Date: 6/9/2010
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

SMSA

Process Vehicle Accidents

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.

If the mistake is of our staff then copy of police report will be accompanied invoice for minimm deductible

Copy of the letter to staff, if required

Follow up with rental company for Courier & LH Vehicles

Receive information from staff of accident	Prepare letter for accident	Letter forwarded to rental company	Receive Replacement Vehicle	Vehicle Available	Receive Police Report from Rental Company	Report Available	Receive Original Vehicle after repair	Vehicle received	Handover Vehicle to Staff	Vehicle Returned
	Fleet Coor		Fleet Coor		Fleet Coor		Fleet Coor		Fleet Coor	

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: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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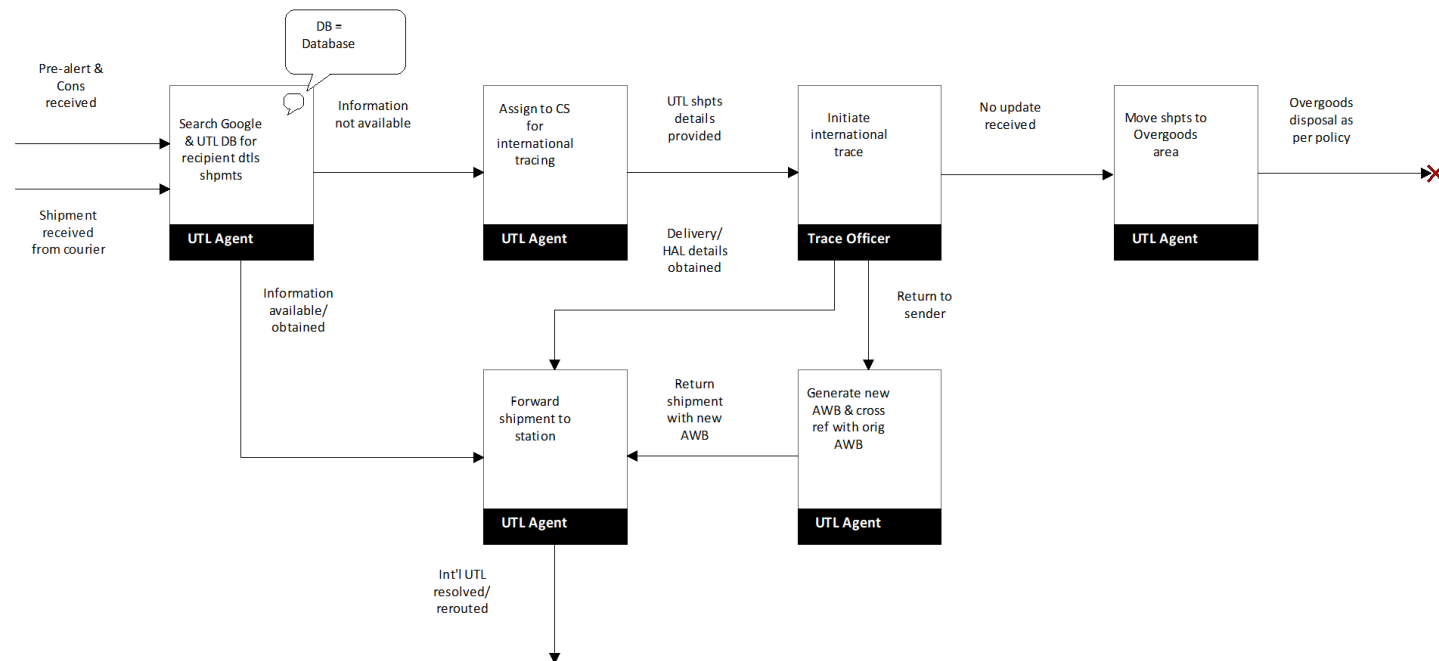● Change Log   ● Keywords
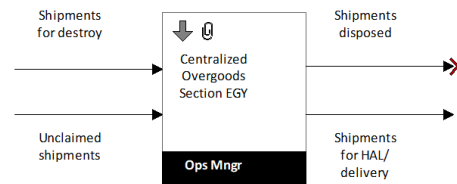○ Change Requests ○ Read Only

Process Vehicle Transfer

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

Clearance request received

Check for vehicle key with the staff

Fleet Coor

Key received

Request employee to complete forms

Fleet Coor

Vehicle transferred

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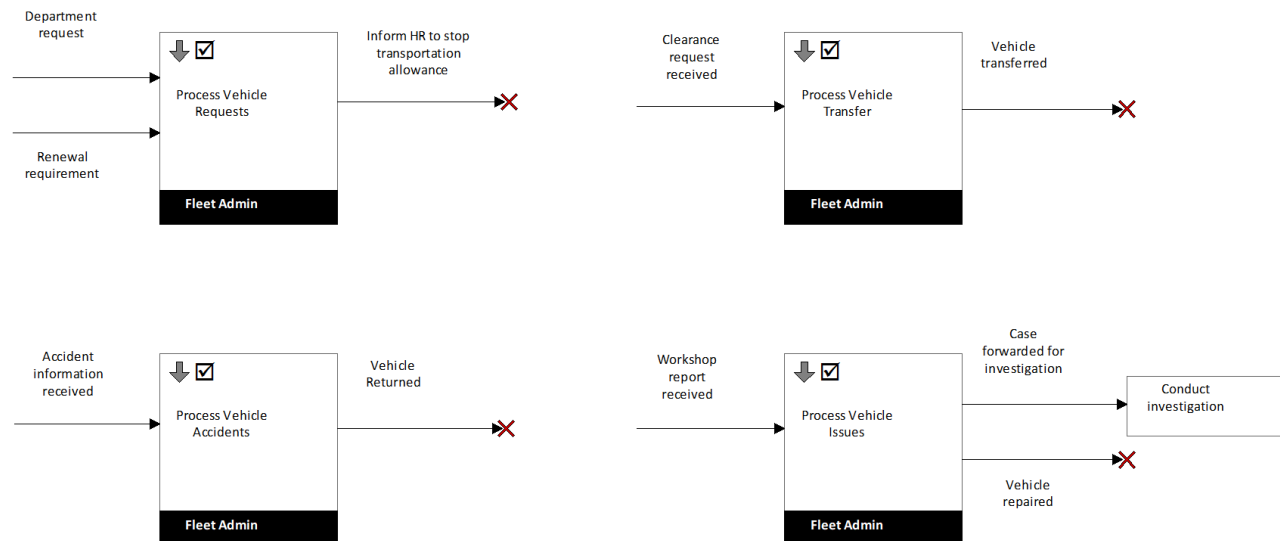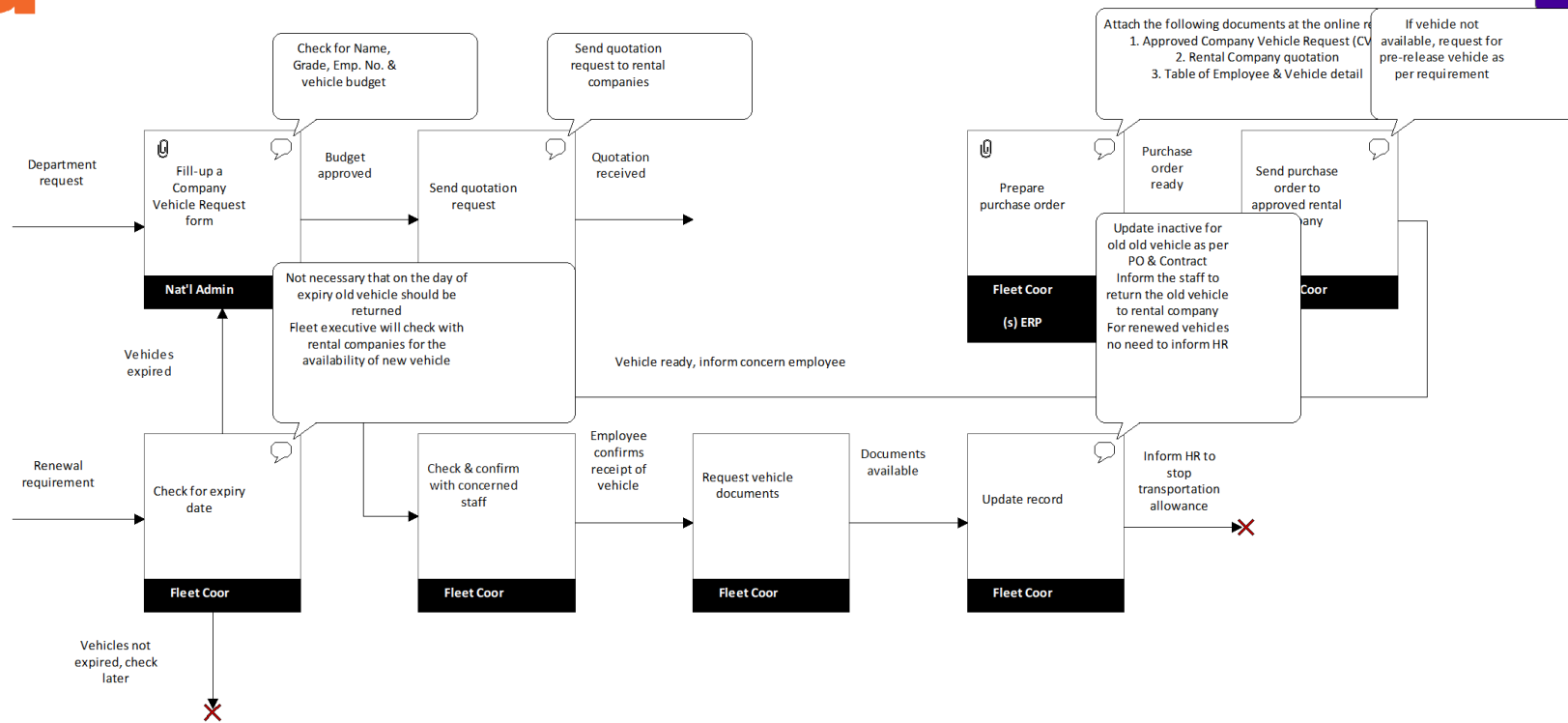Author: Edwin Ramos
Date: 6/9/2010
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

Vehicle Mechanic

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

Fleet Coor

End user accepted the report

Quotation to be obtained from independent and reliable workshops for same scope of work

Inform rental company to charge SMSA

Fleet Coor

Invoice received

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.

Forward invoice to finance for deduction from employees salary

Fleet Coor

Invoice forwarded to FIN

End user refuse to accept the report due to high cost

Inform end user to obtain quotation

Fleet Coor

If quotation is higher then rental company

Inform rental company to proceed with maintenance

Fleet Coor

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.

e received

Receive the invoice from rental company

Fleet Coor

End user refused to accept the cause

Forward the case to QRM

Fleet Coor

If quotation is lower then rental company

Inform rental company to comply with given prices in their workshop

Fleet Coor

If refused

Inform end use to proceed with repair at independent workshop

Fleet Coor

Vehicle repaired

Proceed according to investigation results

Conduct investigation

Title: Process Vehicle Mechanical Issues
Author: Edwin Ramos   Authorization: Update Pending
Date: 6/16/2010
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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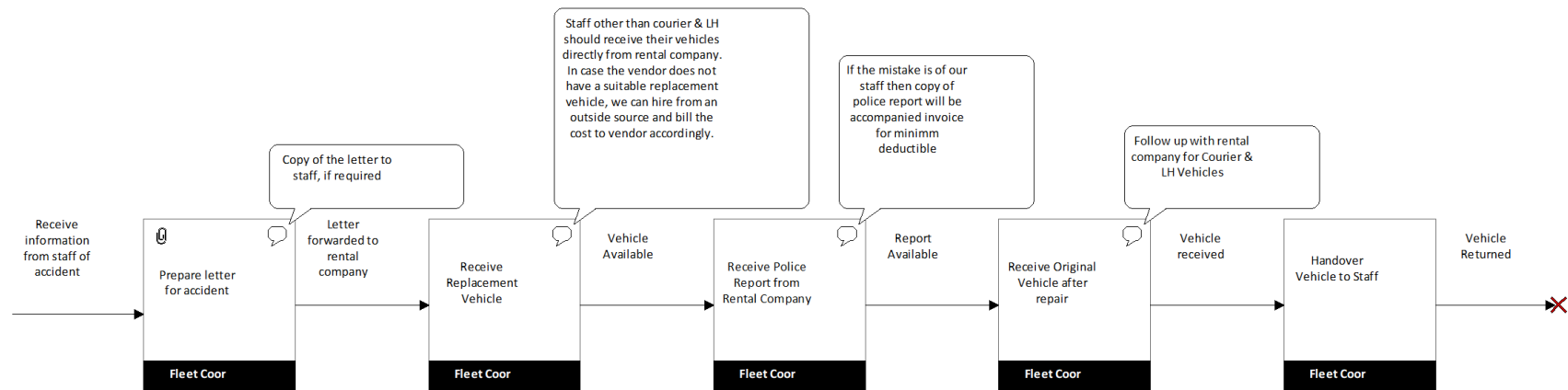○ Change Requests ○ Read Only

SDC Process

Customer is informed his/her national ID card will be requested at time of delivery

Waybill is automatically printed at SDC_OPS_Dispatch Center

Consignee informed on delivery time & date

Address Available

Obtain detailed delivery address

Save call	Provide Delivery Commitment to Cosnginee
Supvr - SDC Val Ctr	Supvr - SDC Val Ctr
(s) SDM	

Assign Workloads to Agents thru Special Delivery Management System

All agents should open the calls

Automated SMS message is sent to the consignee thru SDM
If Mobile is switched off or no response, SMS is sent to conginee as well
If the customer cannot be reached on landline or mobile the call is logged with date and time, reason updated and next call scheduled

Verification of details to be done as provided by shipper

Receive Encrypted File from Shipper

Prefix updated & file uploaded in SDM

Workload distributed

Add Prefix Serial	Assign Workload thru SDM	Call Consignee to Validate Addresses	Verify Consignee Details
Supvr - SDC Val Ctr	Supvr - SDC Val Ctr	Supvr - SDC Val Ctr	Supvr - SDC Val Ctr
(s) SDM	(s) SDM	(s) SDM	

Schedule call attempts and Logged the call ...	Apply RTS
Supvr - SDC Val Ctr	Supvr - SDC Val Ctr
(s) SDM	(s) SDM

Address not validated

RTS Applied

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

Title:
Author: Edwin Ramos
Date: 10/3/2023
Volume: 0.00 Per Second

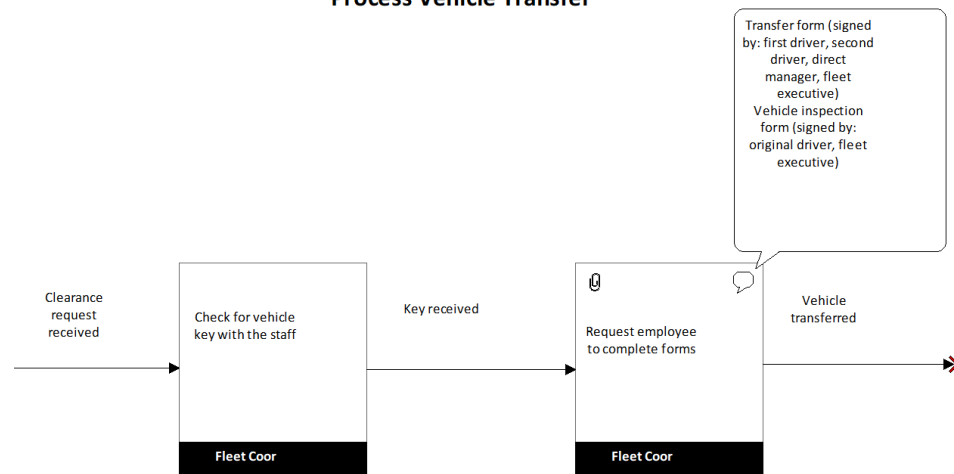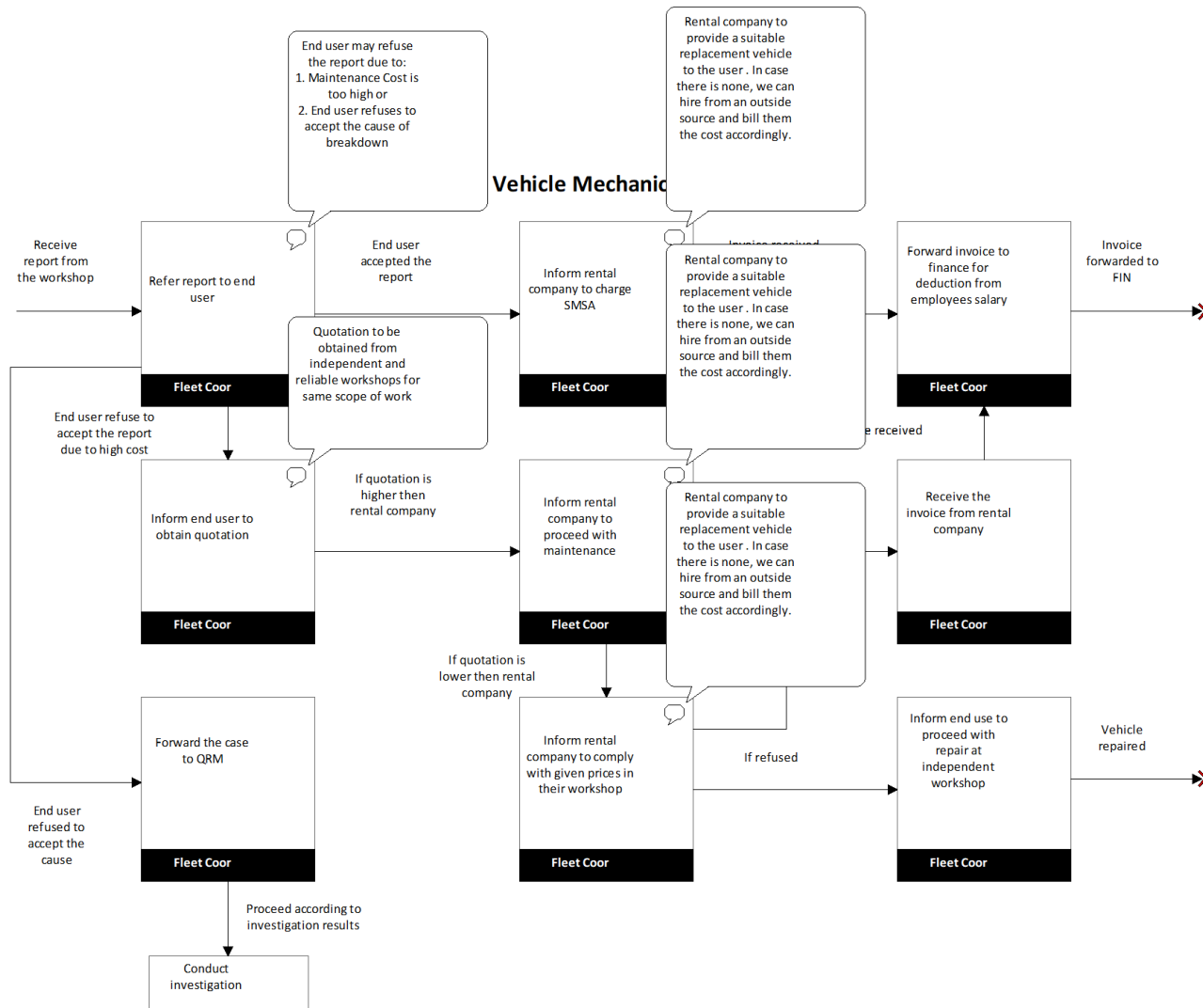Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

EGY - Human Resources

Personnel

Training &
Org. Devt.

Title: EGY - Human Resources
Author: Edwin Ramos
Date: 7/1/2018
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
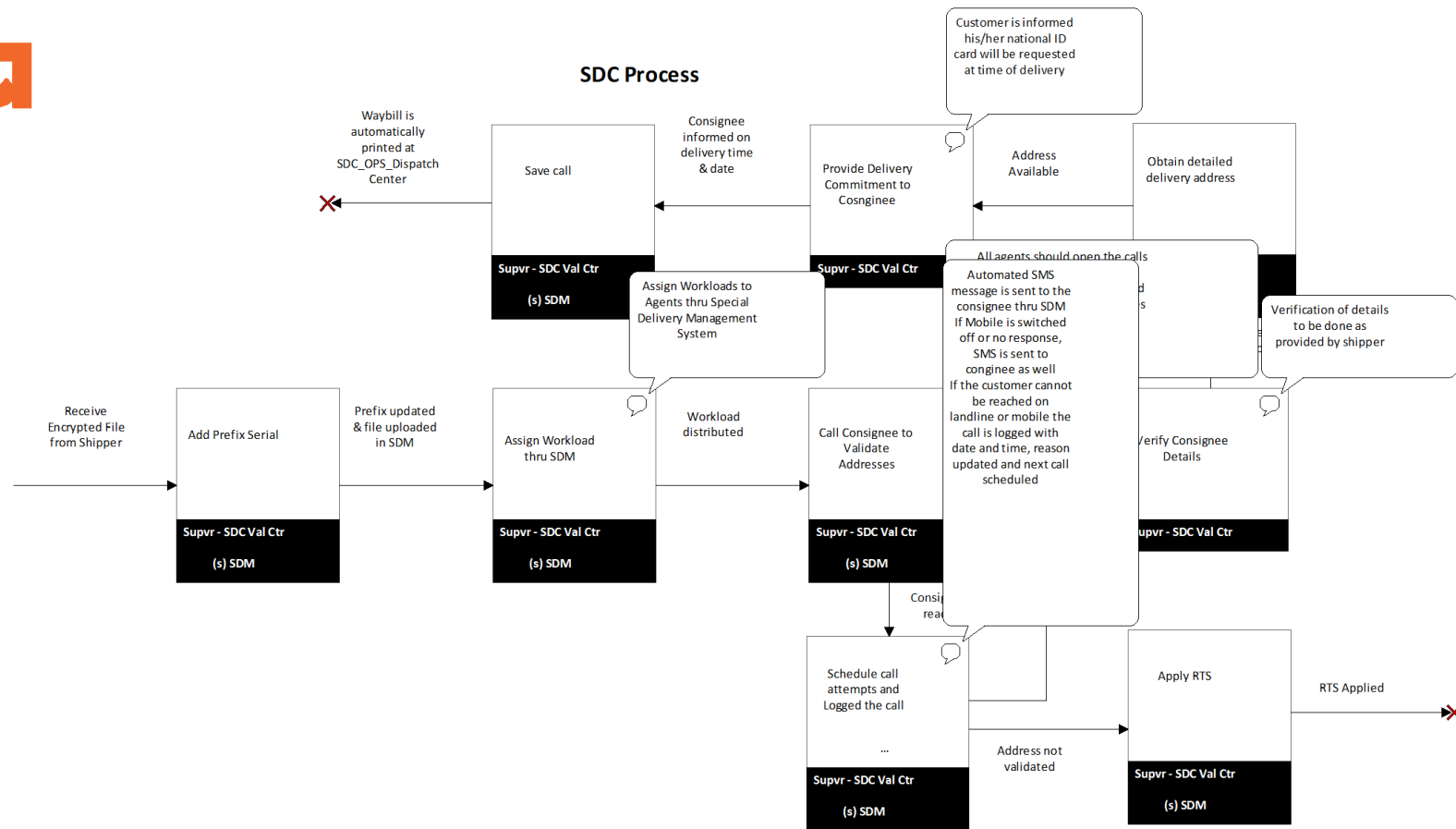Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

HRD - Personnel

Recruitment

Government Relations

Employee Relations

Payroll

Title: HRD - Personnel
Author: Edwin Ramos
Date: 7/1/2018
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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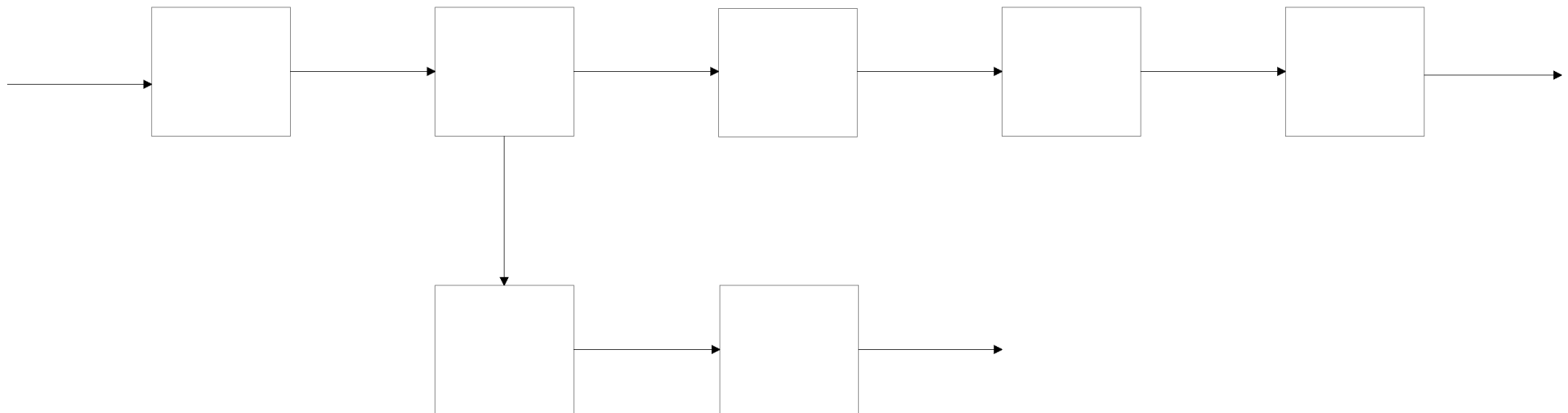● Change Log   ○ Keywords
○ Change Requests   ○ Read Only

HRD - Recruitment

Yearly requirement

Develop manpower plan

Dir HR & Adm

Vacancies to be filled

Walk in recruitment
Overseas recruitment

Recruit employee

Dir HR & Adm

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: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ○ Read Only
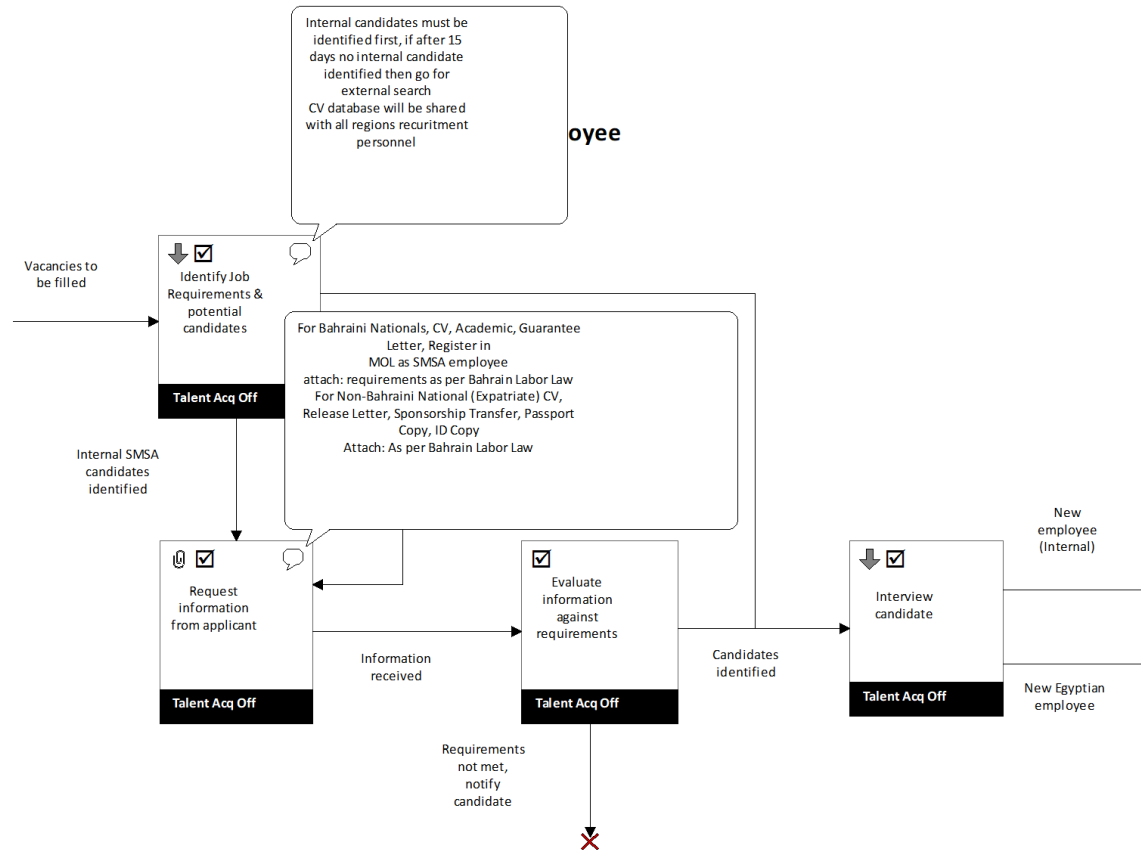
Title: Recruit Employee
Author: Edwin Ramos
Date: 6/12/2010
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
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

Internal SMSA
candidates
identified

HR & Adm Offr

No SMSA internal
candidate
identified

Process potential
external candidates
(local or overseas)

Local applicant
contacts SMSA

Local candidate CV
found in HR data
bank

HR & Adm Offr

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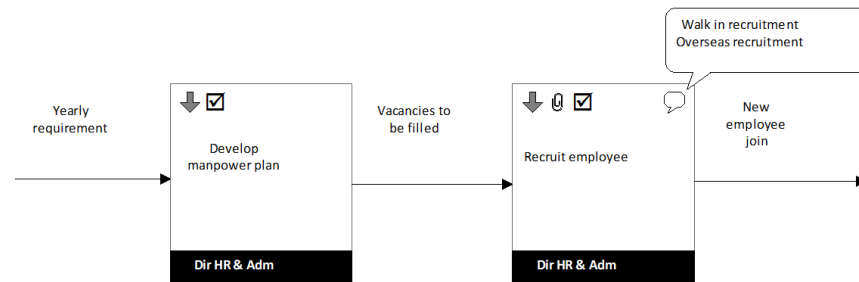Author: Edwin Ramos
Date: 6/12/2010
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
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

Recruitment requirement

Search data bank for suitable employee

HR & Adm Offr

Found potential candidates

Internal Advert

HR & Adm Offr

Awaiting for applications

Receive Internal Application from Candidates

HR & Adm Offr

Applicants selected

Request a Personnel Action Form relevant dept.

HR & Adm Offr

Internal employee available

Forward Personnel Action Form to Payroll

HR & Adm Offr

No candidates found

Not selected

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

Payroll r...

Request staff to join new dept.

HR & Adm Offr

Internal employee joins dept.

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: Mohamed Barakat
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

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

Owner: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

Interview Candidate

Process Requirements for Govt. Relations

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)

Offer accepted (local & overseas)

Determine candidate is local or overseas hire
Talent Acq Off

Local

Determine if Egyptian National or Expatriate
Talent Acq Off

Egyptian National

Complete employees requirements
Talent Acq Off

Contract signed Egyptian National

Process overseas candidates

Expatriate Local

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

Approved Expatriate / Egyptian candidate

Request documentation from Expatriate
Talent Acq Off

met for local Expatriate & documents submitted

Process government relations at LMRA for candidate
Talent Acq Off

Title: Process Requirements for Govt. Relations
Author: Edwin Ramos   Authorization: Update Pending
Date: 6/13/2010
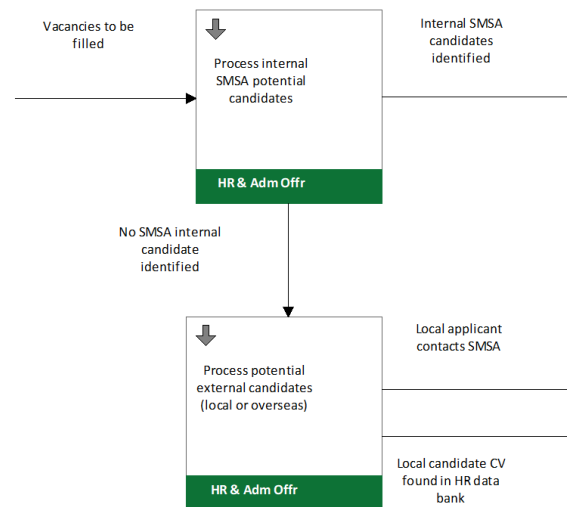Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

Process Government Relations at LMRA for Candidate

Process overseas candidates

Request agency to submit employment visa to candidate

GR Officer

Authorization sent to agency for visa issuing

Candidate has valid visa

Confirm travel date

For overseas, process payment & issue work permit online

Confirm with recruitment

Travel date known

Inform travel coordinator of date

Talent Acq Off

For Overseas & Iqama renewal: Inform Personnel Affairs to coordinate with medical insurance company to update insurance in Passport Office

Inform HR

If reference number not available, follow-up with Labor Office to provide correct reference number or forward file to Passport Offices Transfer of sponsorship should be completed in 7 working days

...y & issue the ...airline ticket

...vel Coordinator

Ticket available with recruitment agency

Airport pickup accommodation medical test residence permit training medical card

Arrange requirements for candidate

Talent Acq Off

Overseas employee...

Requirements met for Expatriate local

Apply at LMRA online

GR Officer

accepted the file & issue reference number

Request payment from Finance

GR Officer

Receive printout from Passport Office

GR Officer

printout available

Require profession change by Passport Office

GR Officer

Profession changed

Attach: List of rules

Process other HR services

Talent Acq Off

New Expatriate employee

File rejected from LMRA & returned to applicant thru recruitment with reason for rejection

Inform Finance of payment

Confirmation received for payment

Sponsorship transferred / issued

Process Payment

Title: Process Government Relations at LMRA for Candidate
Author: Edwin Ramos   Authorization: Update Pending
Date: 6/13/2010
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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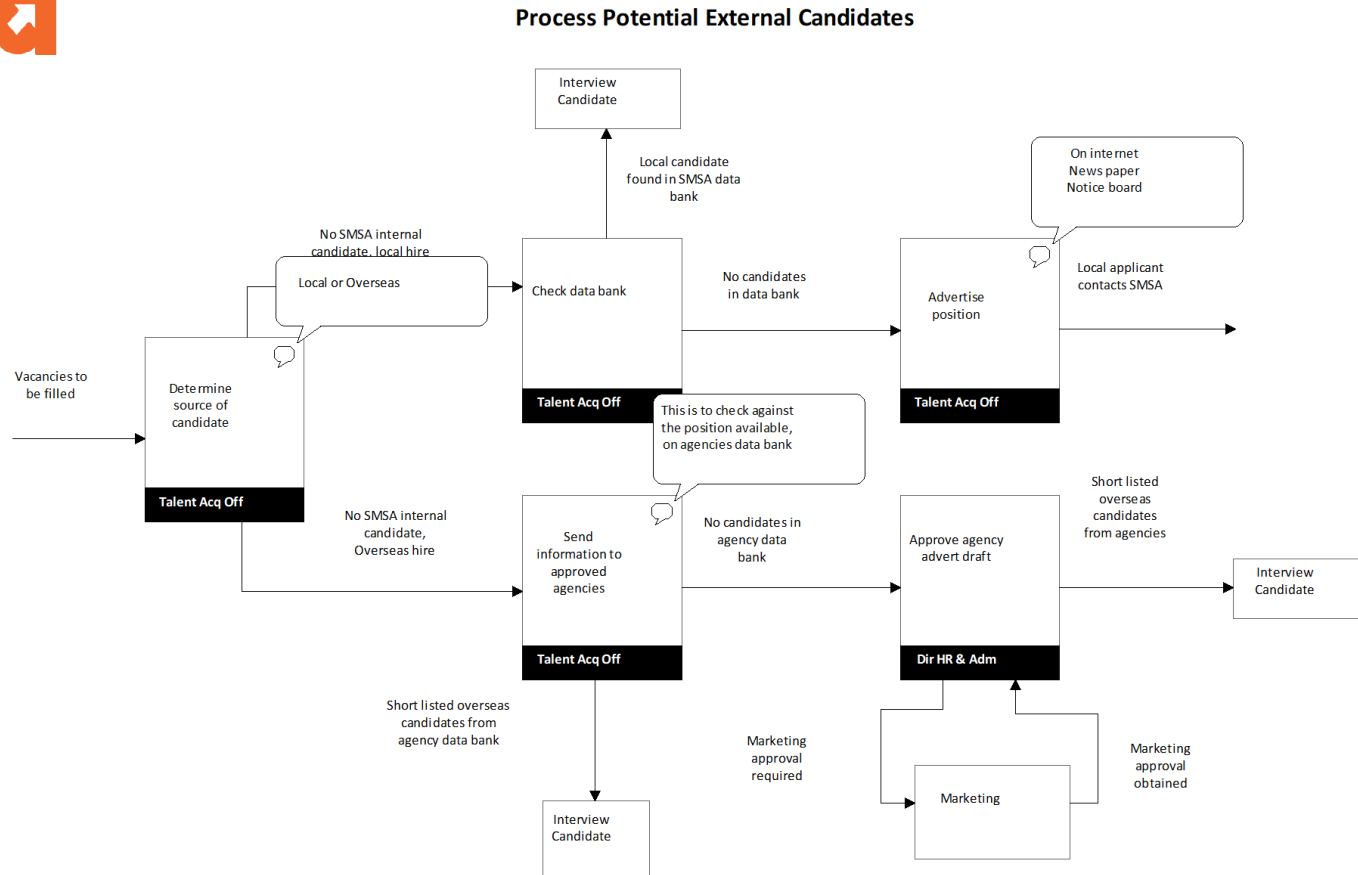○ Change Requests ○ Read Only

SMSA

Develop Manpower Plan

Budgeted or Adhoc

Request from Ministry of Labor
Pay the fees thru Finance Dept.

| Yearly requirement | | Determine manpower requirements | Requirements identified | Approve manpower plan | Overseas recruitment | Request for employment visas | Vacancies to be filled |

Budget & New Projects

Dir HR & Adm | **Dir HR & Adm** | **GR Officer**

Internal recruitment

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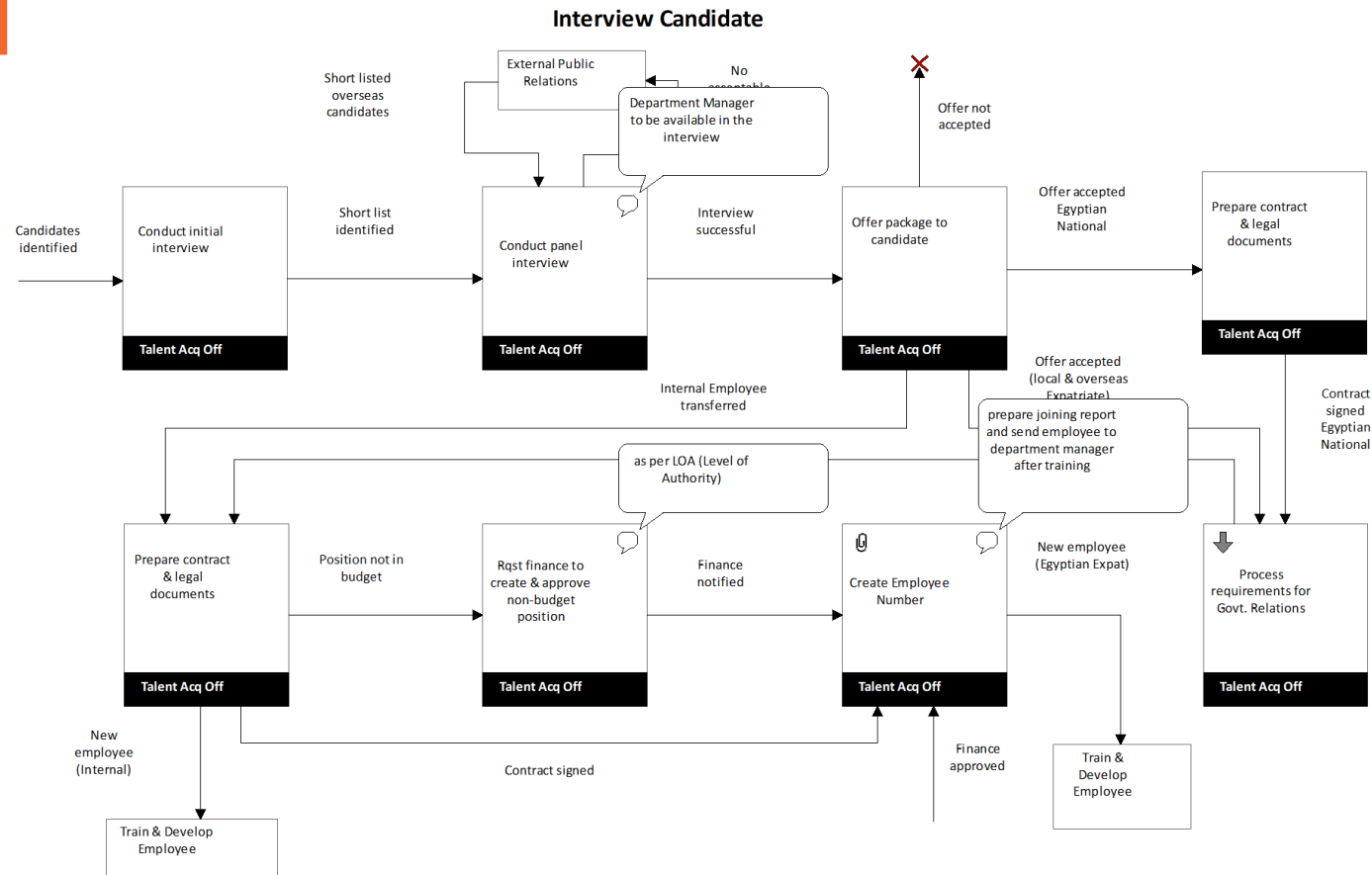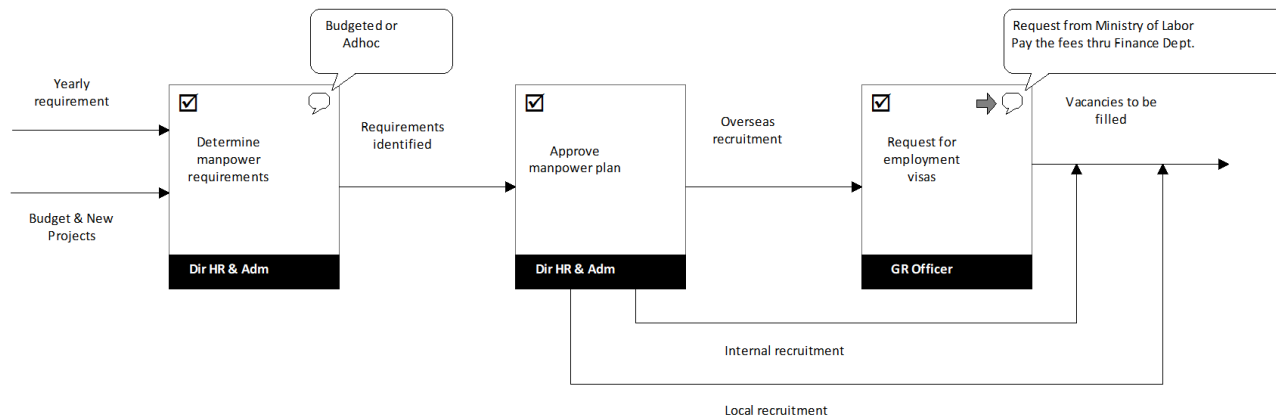
Title: Develop Manpower Plan
Author: Edwin Ramos
Date: 6/13/2010
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

smsa

HRD - Employee Relations

Information received from department

Disciplinary Action served to employee

Disciplinary Action

HR Mngr

Receive request from employee

Employee left the company

Process Release

HR Mngr

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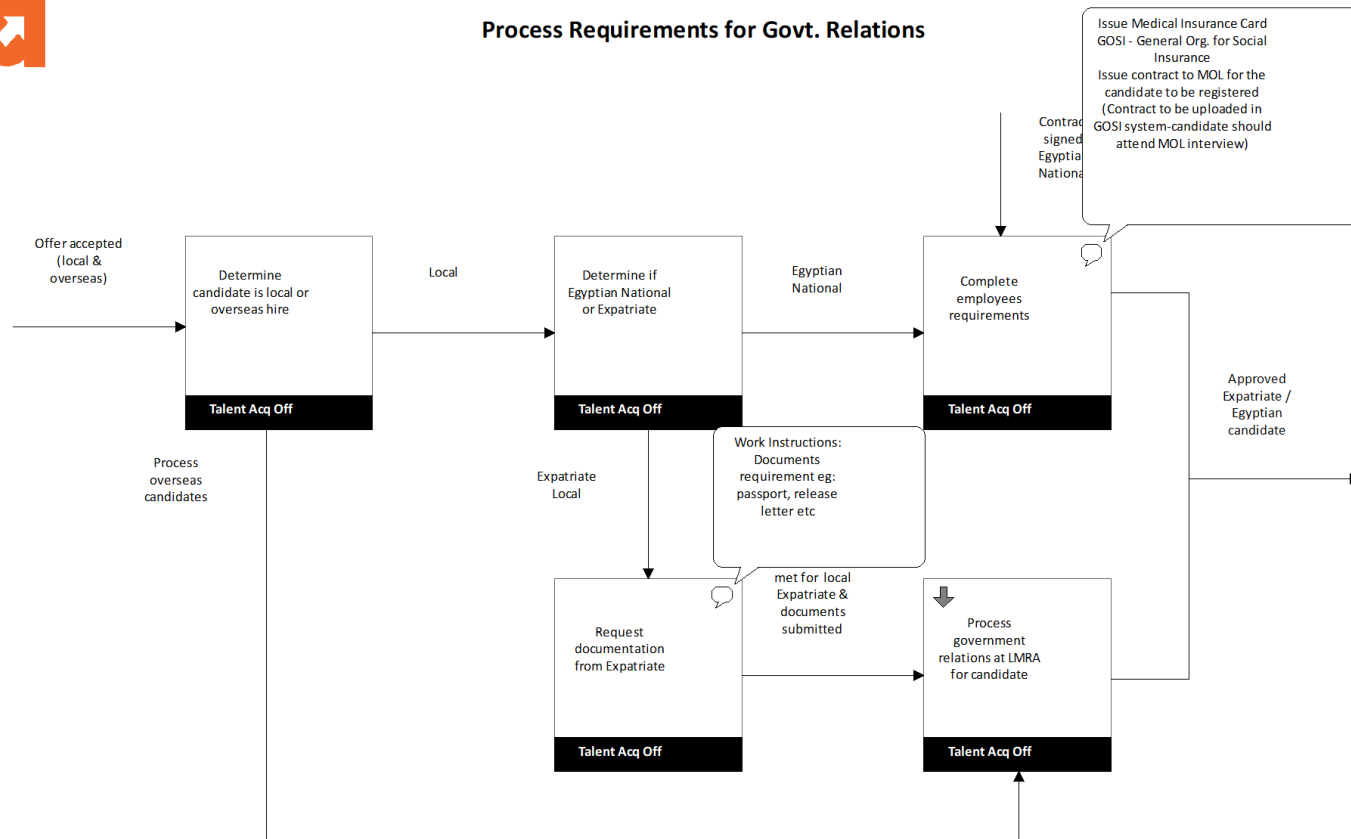Author: Edwin Ramos
Date: 5/25/2017
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

Process Release

Prepare demand letters for:
1. Labor Office
2. Passport Office
3. New Sponsor (attested by Chamber of Commerce)
Release letter validity = One month
No release given for competitors

If the employee have authorization letter (attested by Chamber of Commerce) from new sponsor to collect his passport, will Hand-over to employee directly.

Receive request from employee

Receive demand letter from employee

Emp Aff Exec

Letter received

Process online application for moving employee from CR

Emp Aff Exec

(s) Internet

Employee ready for release

Hand-over passport to new sponsor representative

Emp Aff Exec

Employee left the company

Process End of Service Benefits

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

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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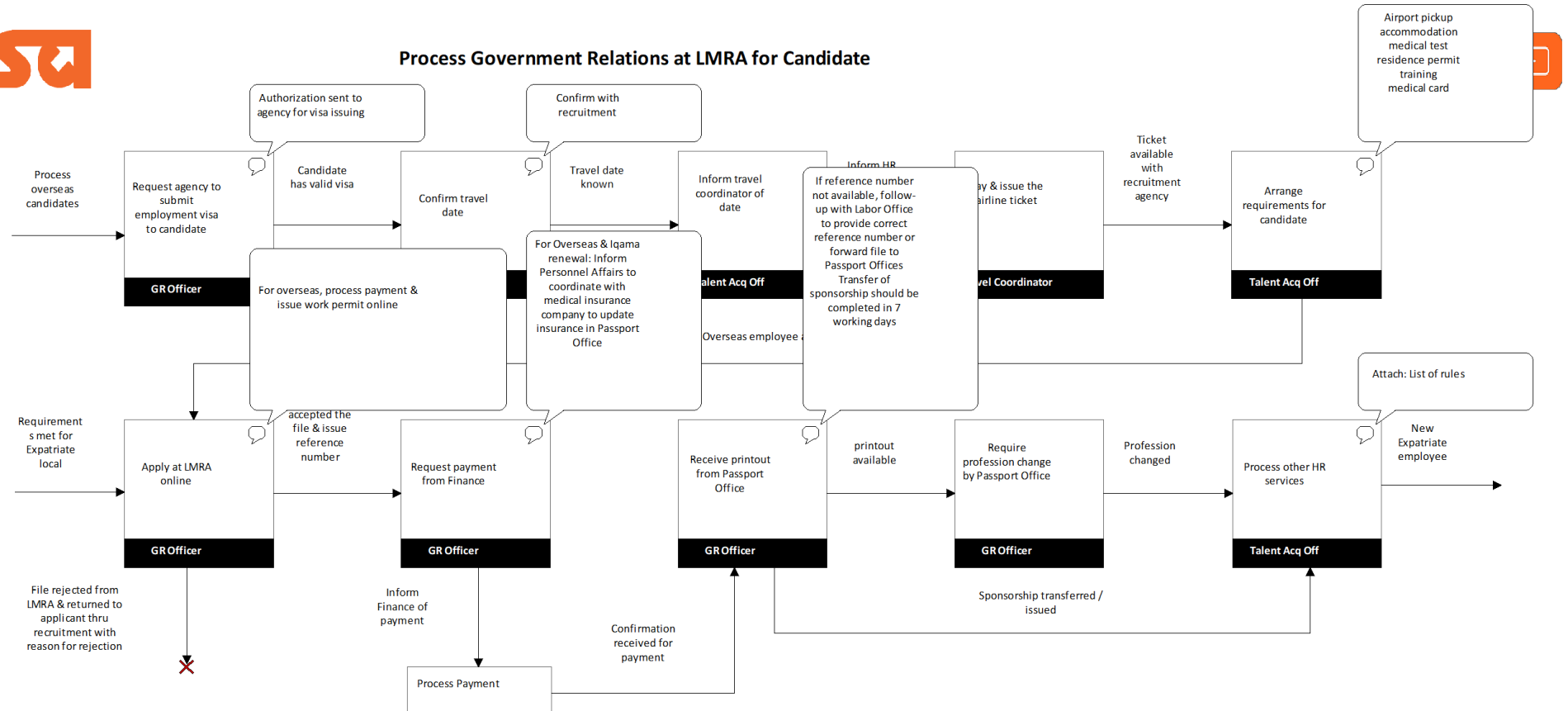● Change Log   ● Keywords
○ Change Requests ○ Read Only

Disciplinary Action

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: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

HRD - Government Relations

Process Visa Requirements

smsa

Process Employment Visa

Business requirement	Check the visa availability at LMRA online — GR Officer	Process visa application online — GR Officer	Request for payment of visa fee from Finance — GR Officer	Print the document from LMRA online — GR Officer	Arrange for stamp at the passport office — GR Officer

Visa not available

Visa available

Followups required

Application initiated

Payment confirmed

File rejected, payment refunded

Confirmation printed

Visa fees: BD 172/- for 1 year

New Visas received

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: Mohamed Barakat
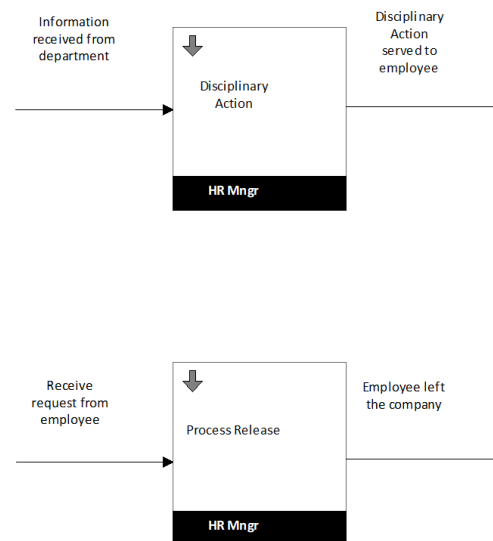Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions
● Change Log
○ Change Requests

○ Feedback
● Keywords
○ Read Only

Required: Application form for visa and residence permit signed and stamped, passport copy of visiting person valid for more than 6 months,Copy of gurantors ID copy and passport copy, Copy of valid CR, Letter from employer explaining the reason for visit (All documents should be signed by gurantor and stamped.

Process Visi

Business requirement	Receive request from dept head	Approved by HR Director	Prepare required documenation & submit to passport office	Approved / rejected	Send an invitation print out to department head / visitor	Printout forwarded
	Emp Aff Exec		**Emp Aff Exec**		**Emp Aff Exec**	

Requirement: Company letter Arrange airport pickup

Invoice received after departure of visitors

Receive confirmation on guest arrival date & schedule from dept head	Date available	Process hotel reservation	Department head informed	Receive invoice	Invoice received & submitted to Finance	Process Payment
Emp Aff Exec		**Emp Aff Exec**				

Requirements: 1. marriage certificate (attested from Saudi Consulate & ministry of Foreign Affairs) 2. copy of family's passports 3. Application from Ministry of Foreign Affairs (online) 4. company guarantee letter to be signed by employee

Expat employees requirement	prepare letter for employee's family process	Hand-over letter to employee
	Emp Aff Exec	

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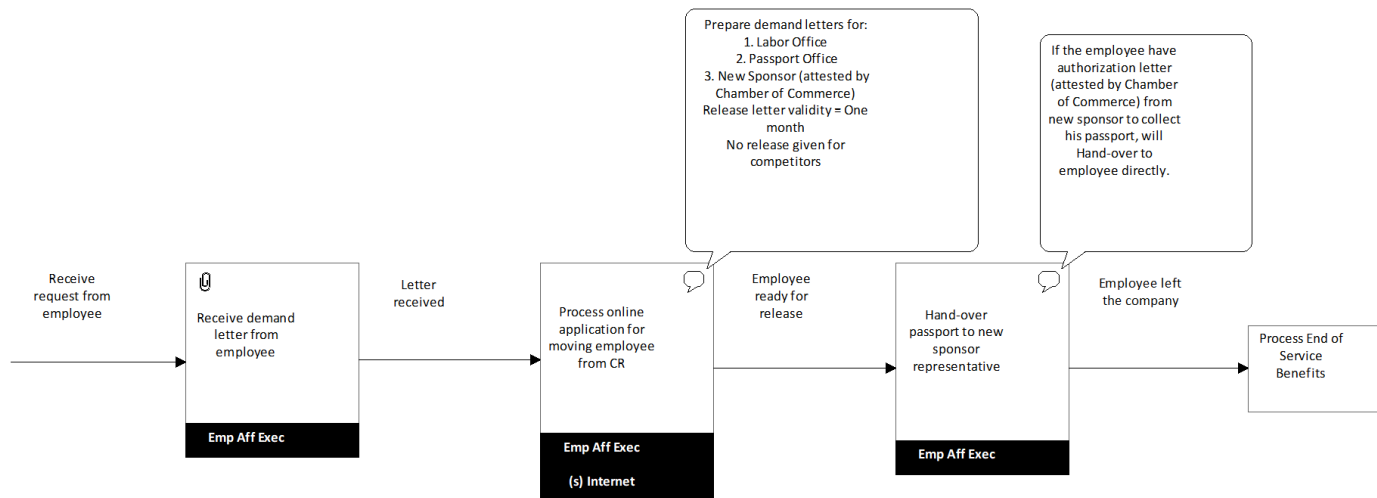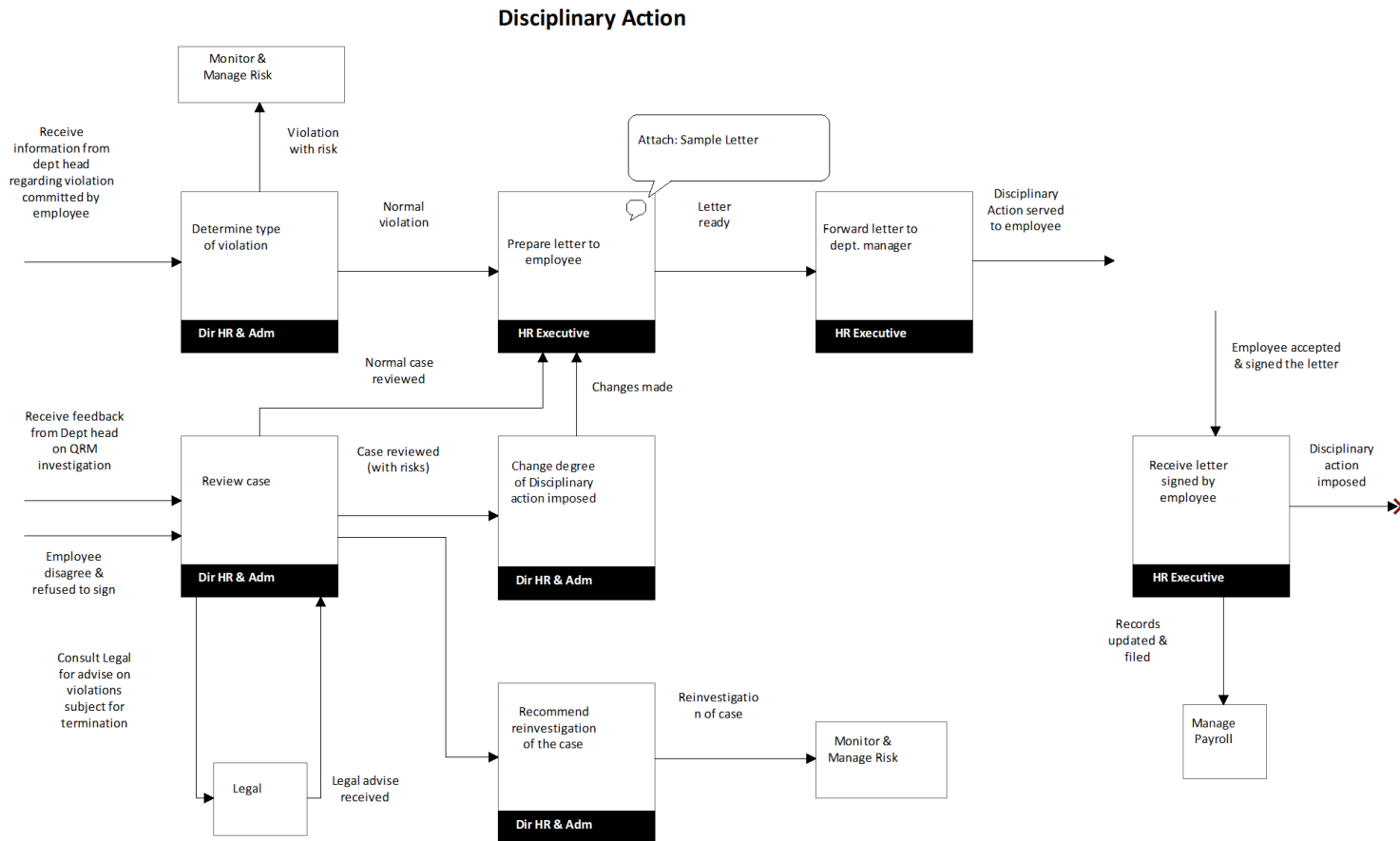Author: Edwin Ramos
Date: 6/26/2010
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

Final Exit

Secure clearance from company (e.g car, telephone) & government (e.g. police case) If family in kingdom, receive family passport & WP with photos

Update GOSI for deletion thru online

Employee to bring clearance from Finance regarding his EOSB

Receive request from PAV Officer

Request termination of employee online through LMRA
HR Mngr

Final Exit ready for process

Arrange application for final exit with Passport Office (online)
HR Mngr

Application done

Arrange booking with Travel desk
Emp Aff Exec

Airline ticket available

Hand-over ticket to employee
Emp Aff Exec

Employee left the company / country

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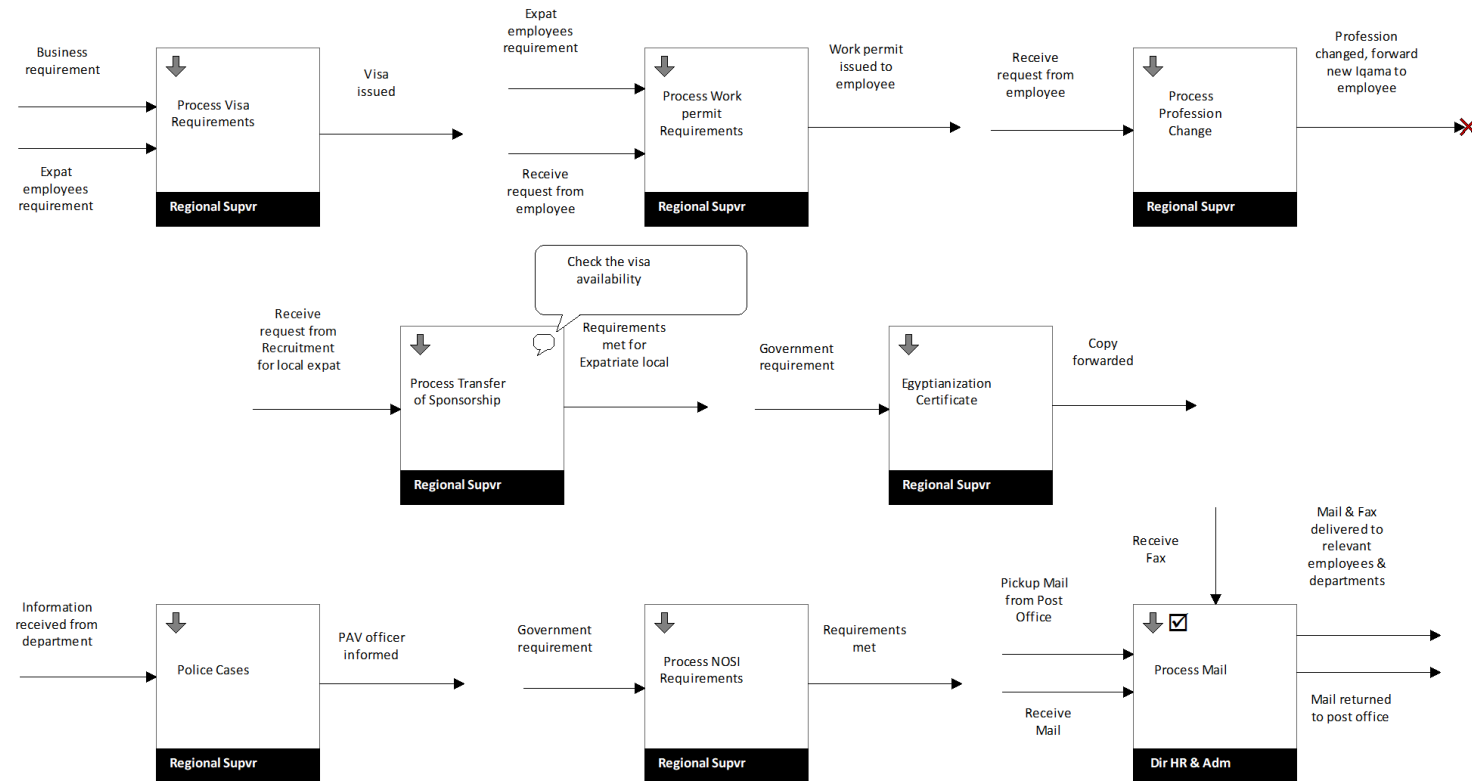Author: Edwin Ramos
Date: 6/26/2010
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

Process Work Permit Requirements

Receive Personnel file from Recruitment → Process New Work permit through LMRA — HR Mngr (s) Internet → WP received & forwarded to employee

Expat employees requirement → Process Family addition to visa — HR Mngr → Visa updated & issued

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

Request for employee Damaged WP → Process Damaged WP — HR Mngr → Received reprinted WP by 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: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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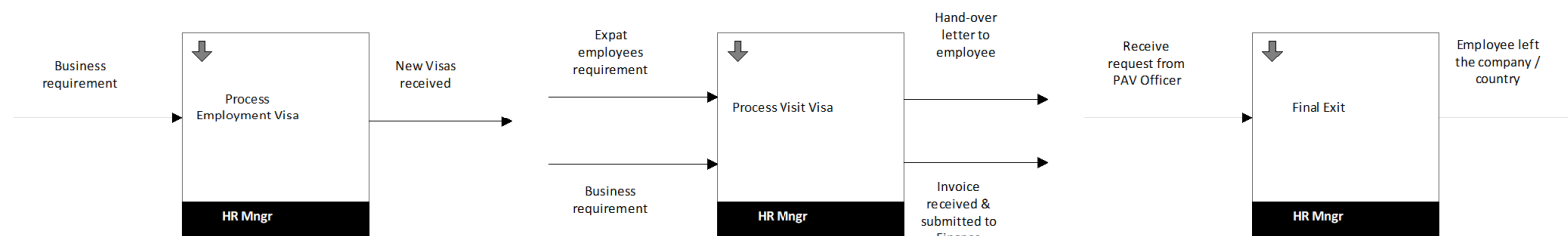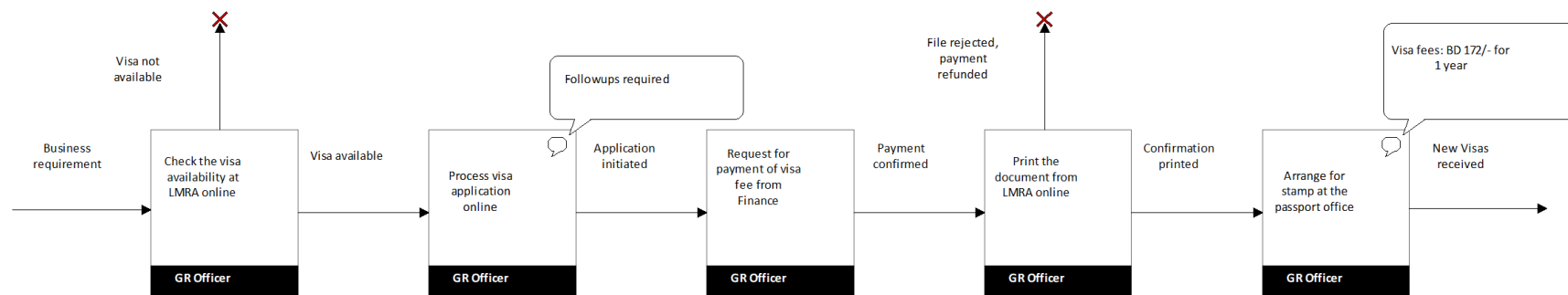● Change Log   ● Keywords
○ Change Requests ○ Read Only

Process New Work Permit

Receive Personnel file from Recruitment

Employee number issued in LMRA Office

Update personnel details in LMRA thru online

GR Officer

Labor Card issued & updated

Visa cost BD 172/- for 1 year

Arrange payment thru Finance

GR Officer

Payment confirmed

Process time: three(3) days for the results Employee to be accommodate by HR representative

Send employee for medical examination

Emp Aff Exec

Medical completed

Process time: Two (2) days Requirements:passport copy,electric bill Co, Contract

Arrange for stamp on the passport

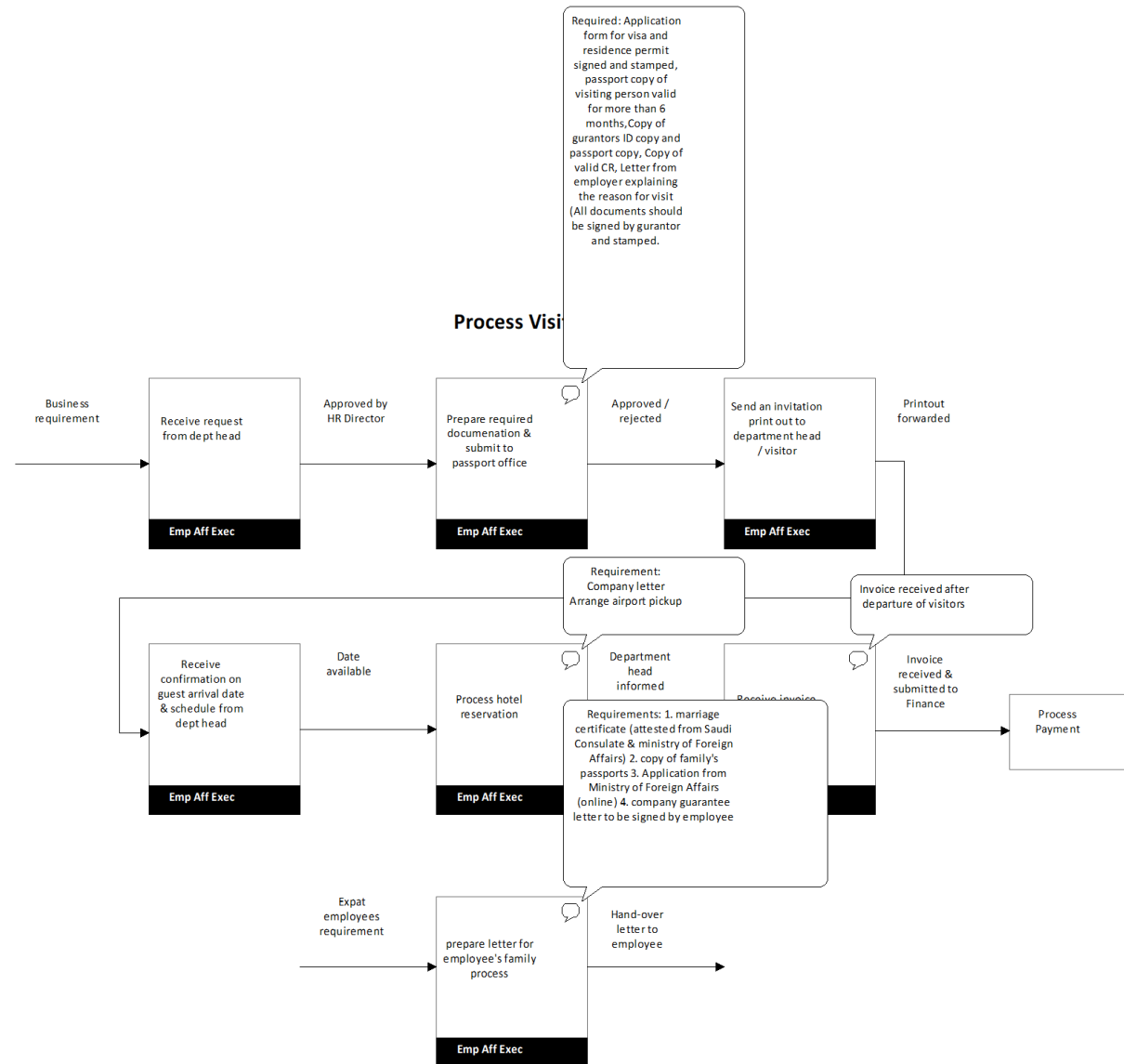**GR Officer**

Work permit received & forwarded to employee

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

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
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

Prepare list of employees whose WP will be expired within the next 6 months

Payment for Workpermit renewal & LMRA card

File = documentation (Passport, passport form, Iqama, medical, labor card)

Attach: Sample form Form signed by employees & GR manager

| Expat employees requirement | Prepare list of employees
GR Officer | List ready | Process renewal at LMRA online
GR Officer
(s) Internet | Renewal request initiated | Request Finance for payment
GR Officer | Payment confirmed | Forward list to department heads
GR Officer | List forwarded | Arrange stamp at immigration office
GR Officer |

Submission completed

| Check status for renewal at LMRA
GR Officer | Single / family status eligible | Request payment of family members
GR Officer | Payment confirmed | Arrange stamp at Passport Office
GR Officer | Work permit renewed | Update record
Emp Aff Exec | Forward work permit to employee |

Not entitled for family status

Complete form
GR Officer

Form available

Title: Process Work Permit Renewal
Author: Edwin Ramos   Authorization: Update Pending
Date: 6/22/2010
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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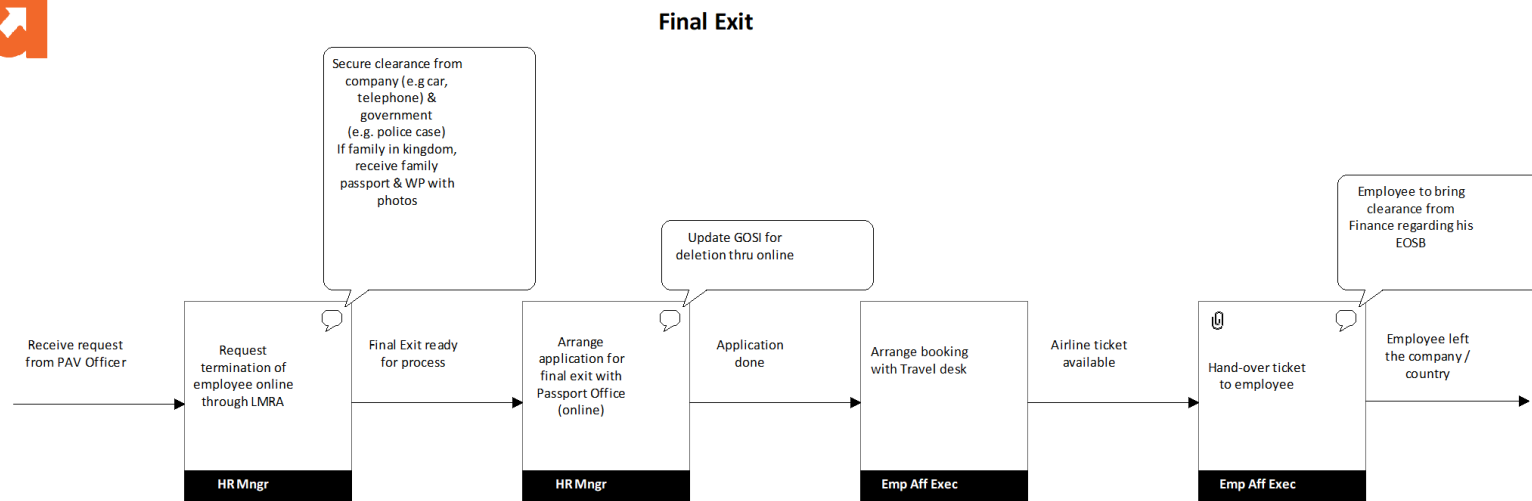○ Change Requests   ○ Read Only

Process Family Addition to Visa

Expat employees requirement

Not entitled, rejected (profession not entitled)

Requirements: 1. marriage certificate 2. copy of family's passports

Prepare letter for employee's family process

GR Officer

Hand over letter to employee

Employee request to add family members

GR Officer

Requirements: 1. family's original passports

Requirements met

Apply online at LMRA

GR Officer

(s) Internet

Application submitted

Request for payment from Finance

GR Officer

Payment Confirmed

Arrange for stamp at passport Office

GR Officer

Issue of visa will take one week

Visa updated and issued

Title: Process Family Addition to Visa
Author: Edwin Ramos   Authorization: Update Pending
Date: 6/26/2010
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317
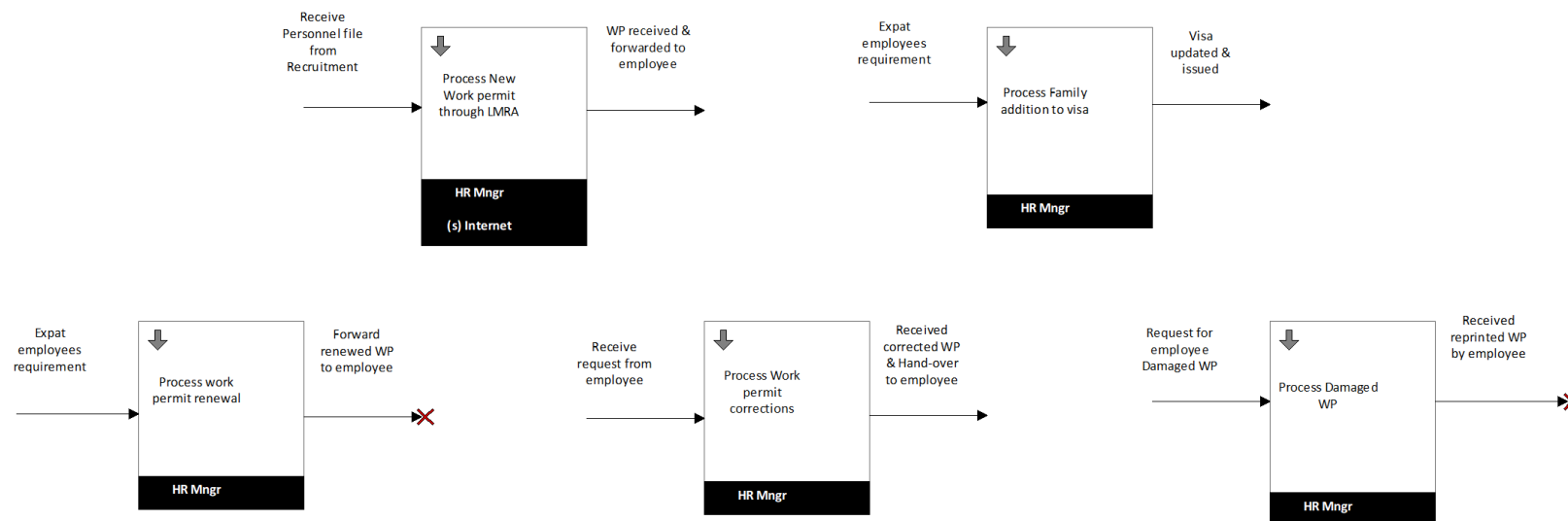
Owner: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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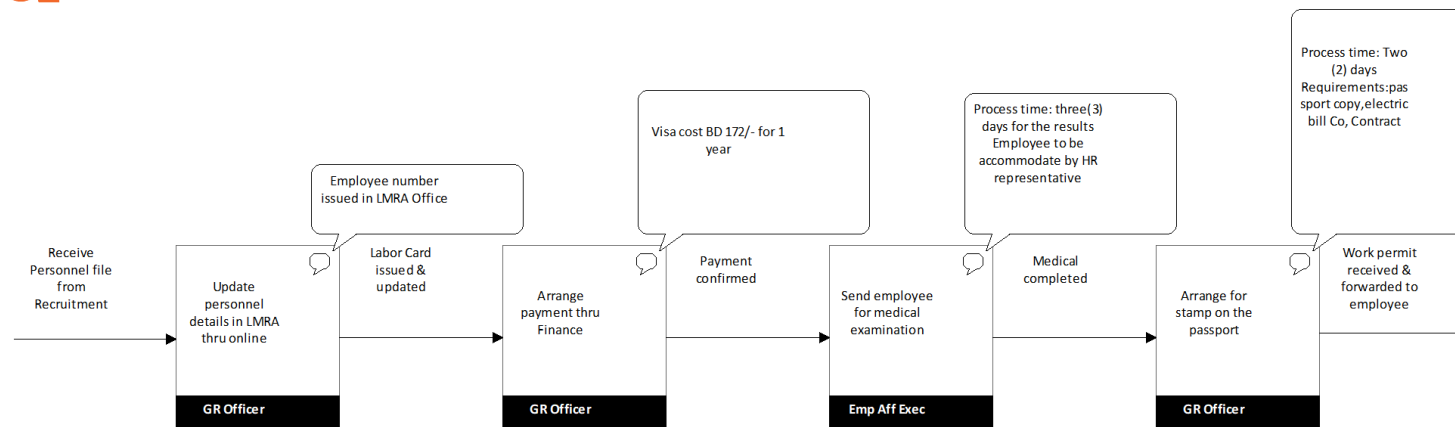○ Change Requests ○ Read Only

Process Work Permit Corrections

smsa

Process Damaged Work Permit

Authorized system access

Receive request from employee

Re-print from LMRA online

WP printed and handed over to employee

Emp Aff Exec

(s) Internet

Title: Process Damaged Work Permit
Author: Edwin Ramos   Authorization: Update Pending
Date: 6/26/2010
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
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

Prepare & submit
documentation to
Police Dept.

GR Officer

Case
rejected

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

Police

HR will hold salary
until case resolved or
employee released

To seek legal advise

Inform payroll for
deduction if any

Information
received
from
department

Information
collected

Police
requested
guarantee
letter

Case
accepted,
recommenda
tion advised

Employee
released

PAV officer
informed

Send GR to Police
Department

Determine
reason for the
case

Forward case to
Legal Dept.

Prepare &
guarantee letter
to Police Dept.

Inform Payroll to
release salary

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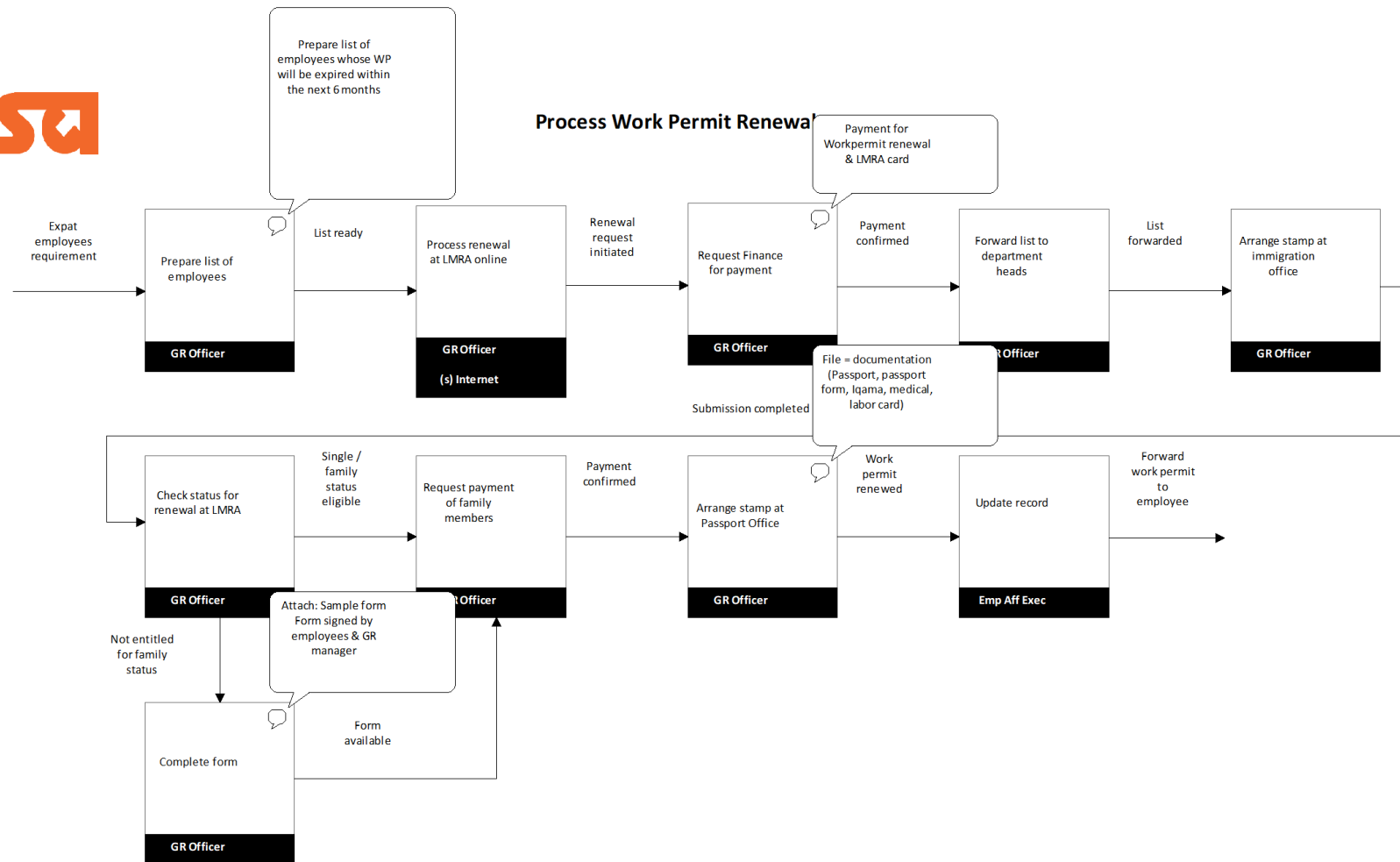
Title: Police Cases
Author: Edwin Ramos
Date: 6/23/2010
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

Egyptianization Certificate

Authorized system access

Print to file/hard copy

Government requirement

Open LMRA system

System accessed

Print LMRA Egyptianization certificate

Certificate printed

Send certificate to HR head

Copy forwarded

Emp Aff Exec

(s) Internet

Emp Aff Exec

Emp Aff Exec

Title: Egyptianization Certificate
Author: Edwin Ramos
Date: 6/23/2010
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
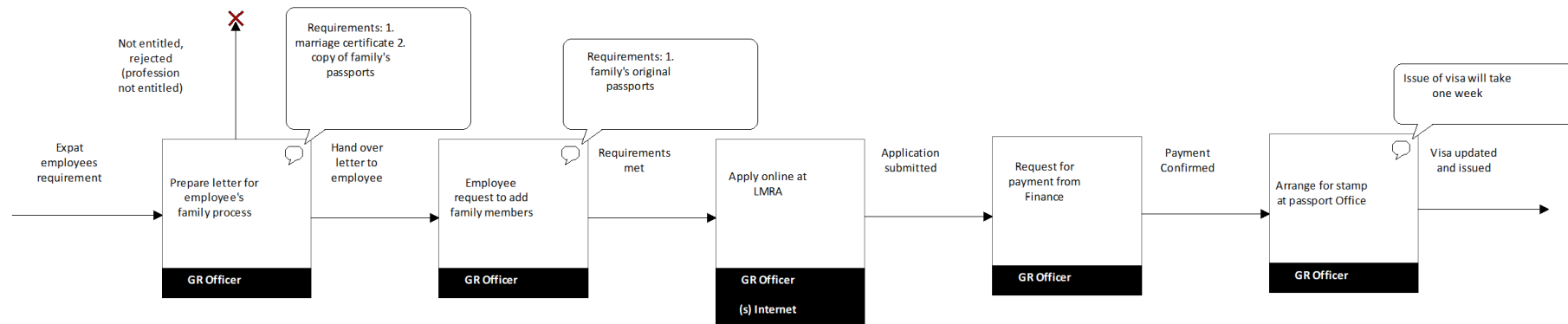Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ 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

Mail returned
to post office

Receive Mail

Admin Corres

Delivery
completed
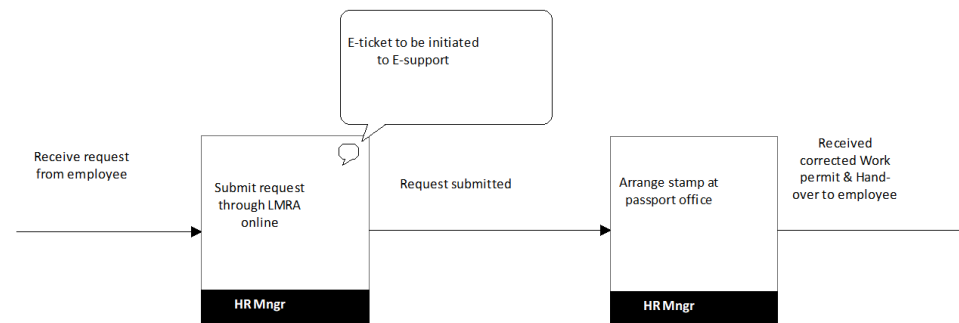
Receive Mail

Process Outgoing
Mail

Copy filed

Admin Corres

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: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

Rece
Fax

Pickup Mail from Post Office

Receive Mail

Sort Mail

Sorted & ready for recording

Admin Corres

Record Mail

Admin Corres

Ready for delivery

Deliver Mail to staff & departments

Admin Corres

Mail & Fax delivered to relevant employees & departments

Undelivered Mail

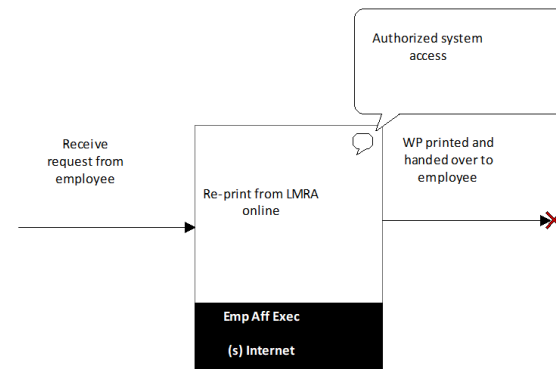Return Mail to Post Office

Admin Corres

Mail returned to post office

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: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

SMSA

Process Outgoing Mail

File in Central File

Admin Corres

For post office mail record on Outgoing Form & forward to post office
For Mail (out or Riyadh) prepare SMSA/FedEx air waybill & Hand-over to retail
For mail within Riyadh, hand delivered

Copy ready for filing

Receive Mail from all departments

Sort Mail

Admin Corres

Mail sorted and ready to record

Register the Mail & take copy

Admin Corres

Ready for delivery

Deliver the Mail

Admin Corres

Delivery completed

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

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

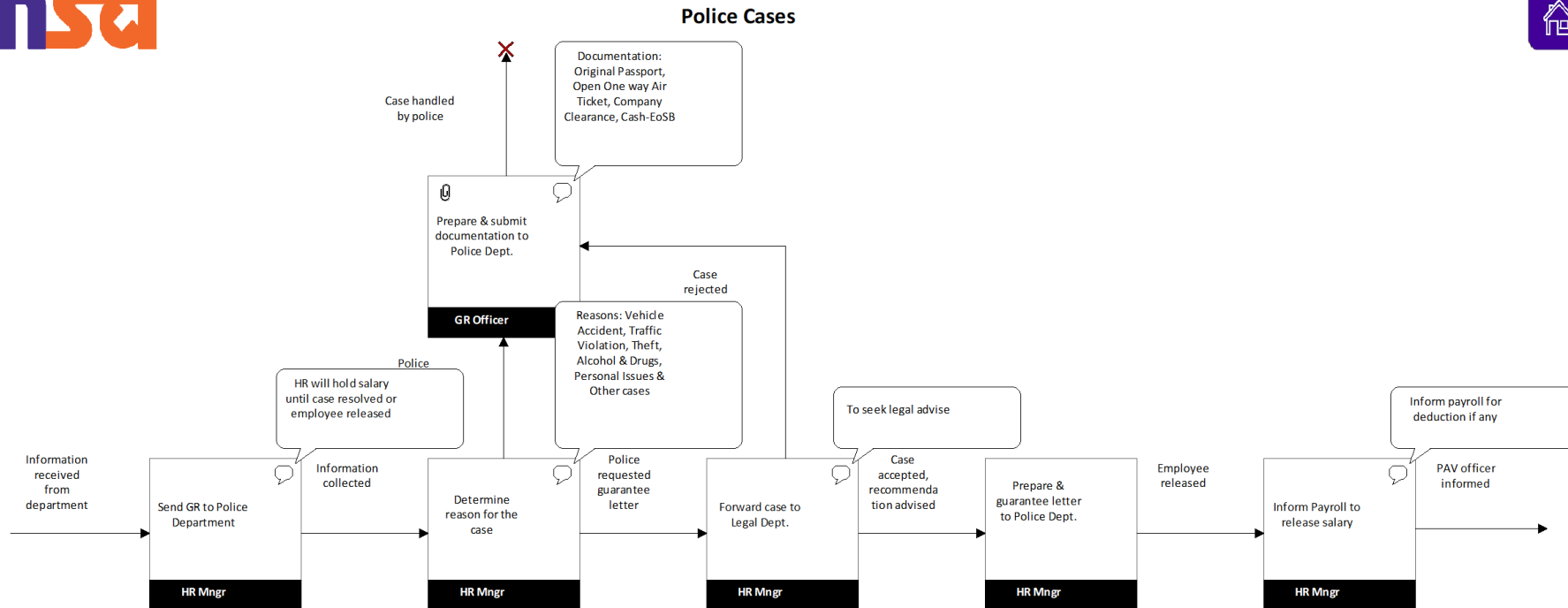Owner: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

File in Central File

Copy
ready for
filing

Record on Central File Record

Admin Corres

Ready for
filing

Copy
filed

Department
request retrieval of
correspondence
copy

File Correspondence

Admin Corres

Request form
received

Correspondenc
e returned to
central file by
department

Replace correspondence with request form

Admin Corres

Ready for
filing

Retrieve correspondence

Admin Corres

Request form
ready for
filing

Replace request form with correspondence

Admin Corres

Correspondence
Hand-over to
department

Title: File in Central File
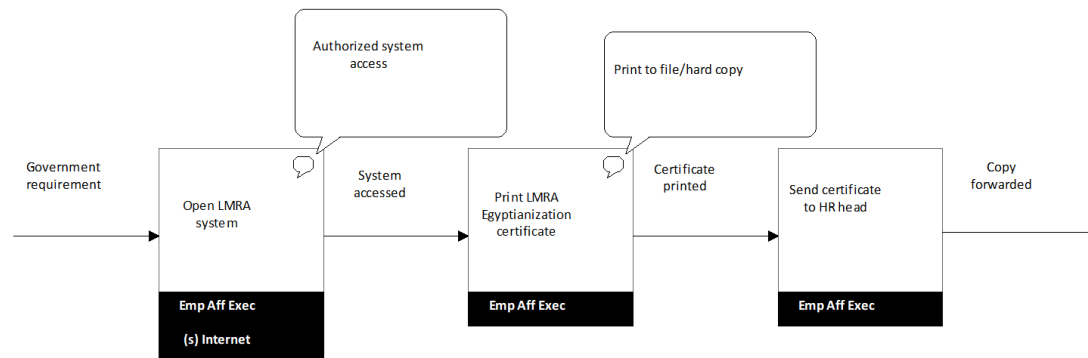Author: Edwin Ramos
Date: 6/10/2010
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

Process Transfer of Sponsorship

Check sponsor eligibility.

Not eligi[ble]
infor[m]
Recruitm[ent]

Recruitment to proceed with interview

NOC from previous employer of candidate

Documentation: Passport, Release letter, Iqama,In some cases, GR officer receives documentation directly from Sponsor

Receive request from Recruitment for local expat

Verify availability of visa at LMRA

GR Officer

Eligible

Inform Recruitment for further process

GR Officer

Receive request for demand letter from Recruitment

Request additional documents

GR Officer

Candidate to produce documents

Receive documents

GR Officer

Documents completed

Forward documentation to GR Officer

Talent Acq Off

Documents forwarded

Prepare government file for candidate

GR Officer

Requirements met for Expatriate local

Process Transfer of Sponsorship

Title: Process Transfer of Sponsorship
Author: Edwin Ramos
Date: 6/22/2010
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00
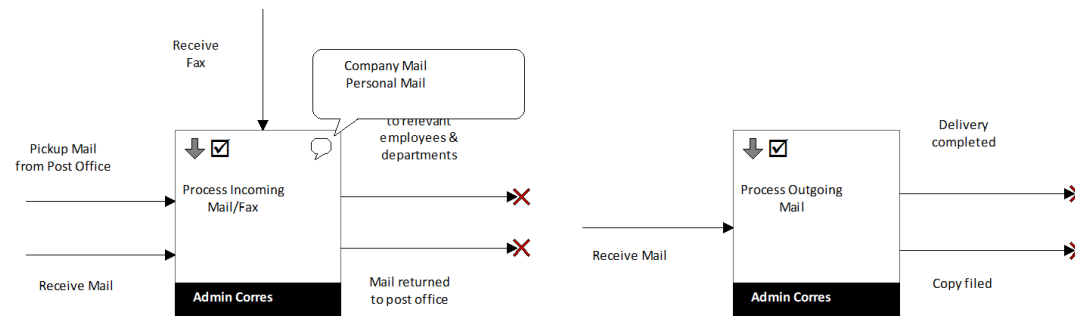
○ Actions
● Change Log
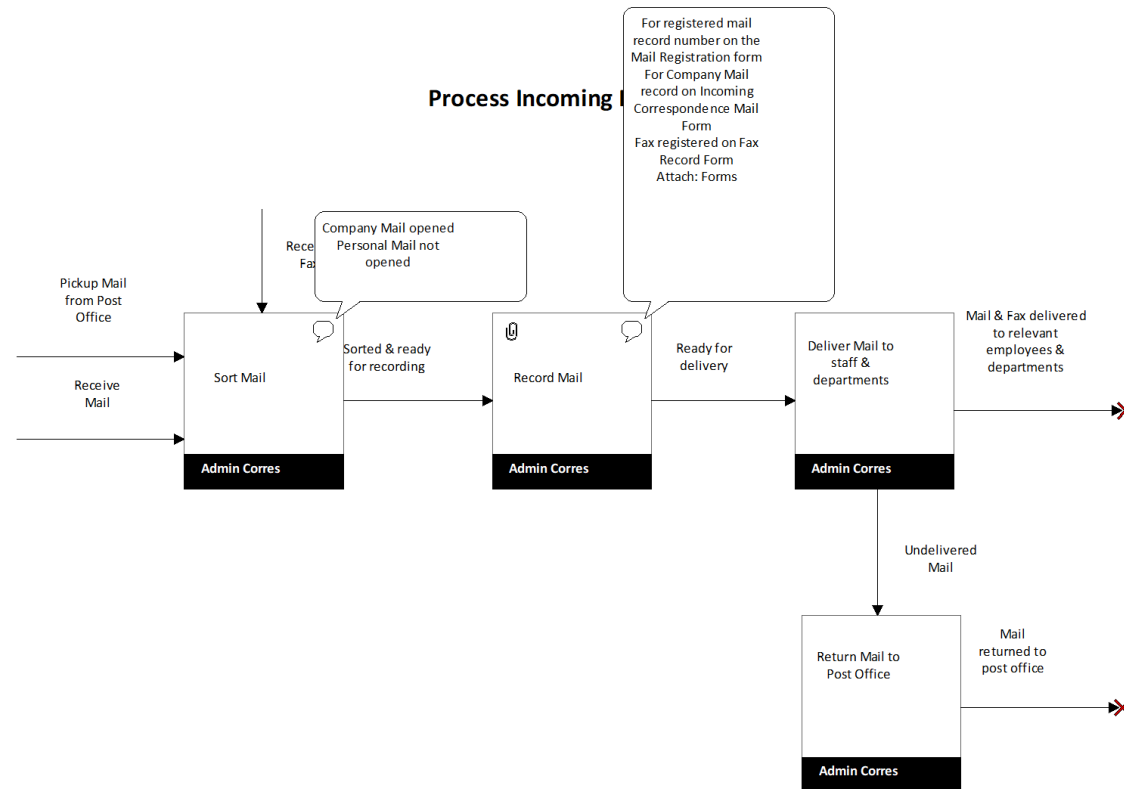○ Change Requests

○ Feedback
● Keywords
○ Read Only

SMSA

Requirements: 1. Should have completed one year with SMSA 2. Bachelor Degree attested by Saudi Consulate & Ministry of Foreign Affairs 3. Translation of degree 4. Original Iqama 5. Old passports, if any 6. Four photos 7. Approved request from dept. head & HR Director

For Expatriates = BD 10
For Bahrain national = Free of charge

Receive request from employee

Receive documentation from employees
Emp Aff Exec

Documentation received

Prepare & submit file to Labor Office or LMRA
GR Officer

Request approved

Request Finance for payment
Emp Aff Exec

Payment received

Reference number will be issued
Follow up with Labor Office after 7 days

Submit file to Labor office or LMRA for final approval
GR Officer

Approval obtained

Print the WP from system
GR Officer

Profession changed, forward new Iqama to employee

✕

Title:	Process Profession Change	Owner:	Mohamed Barakat
Author:	Edwin Ramos	Authorization: Update Pending	Diagram Version: Draft Copy
Date:	6/26/2010		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

Process NOSI Requirements

Addition to NOSI

Government requirement for addition

Receive file from Recruitment for new employee

Emp Aff Exec

File ready

Automatic enrollment in GOSI upon approval

Update in LMRA or MOL

Emp Aff Exec

Send copy to Personnel file & return file to Recruitment

For payment:
Bahraini - 20% from basic & housing (4% from employee and 8% from company)
For non-Bahraini - 4% from company
Finance to pay before 15th of the month

Update Finance for the monthly payment

Emp Aff Exec

Monthly payment arranged by Finance

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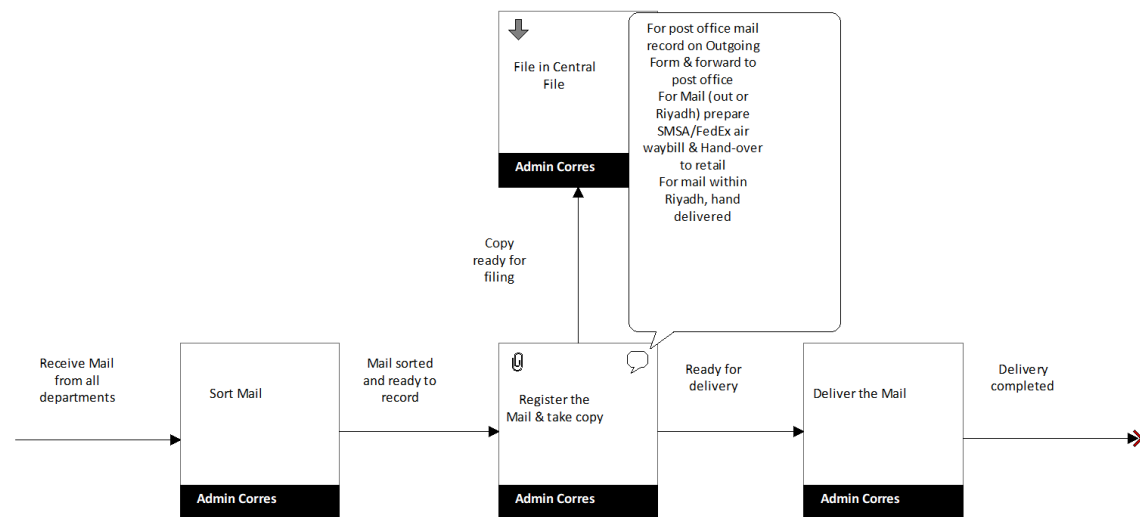Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

Deletion from GOSI

Government
requirement for
deletion

For bahrain nationals
only

Receive list of
names from
Payroll for
termination

List received

Emp Aff Exec

For Bahrain nationals
only

Remove names
from NOSI thru
online

Copy sent to
Personnel file

Emp Aff Exec

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: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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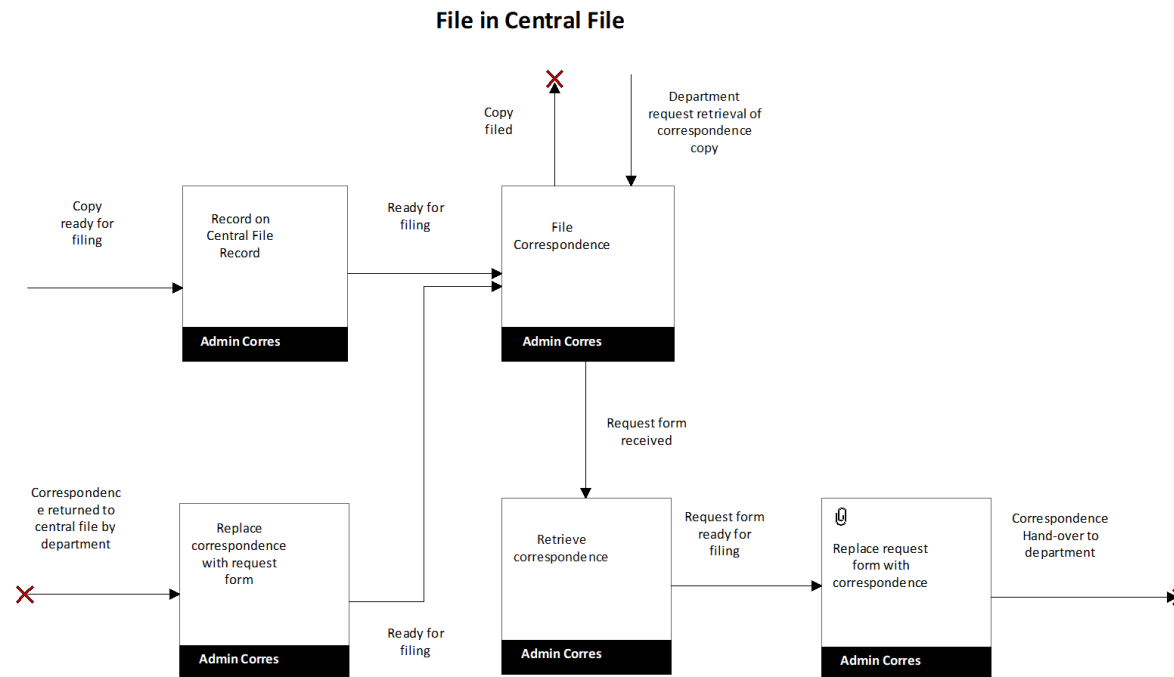● Change Log   ● Keywords
○ Change Requests ○ Read Only

Death

Government requirement

Receive information from department
Emp Aff Exec

Information received

Update NOSI
Emp Aff Exec
(s) Internet

GOSI web site updated

Send documents to NOSI
Emp Aff Exec

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

Document forwarded to NOSI & inform family member to follow-up
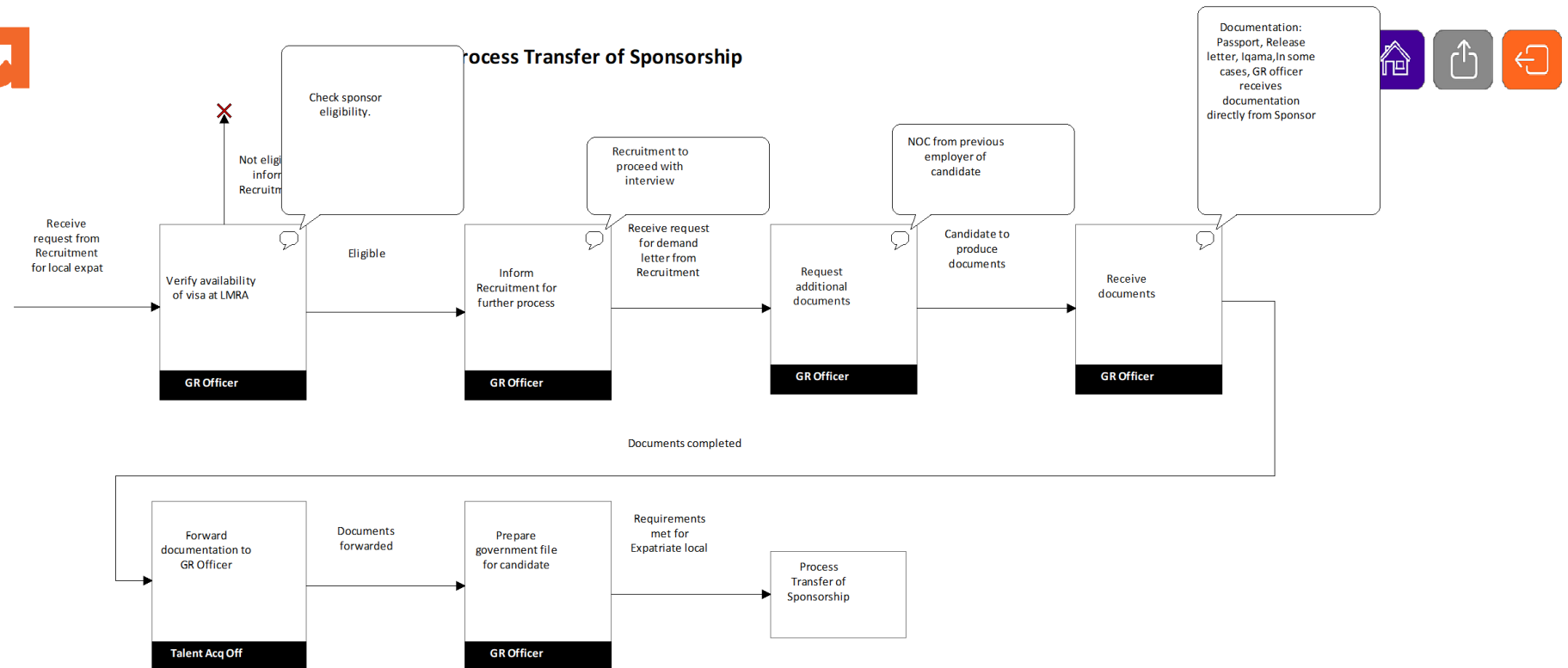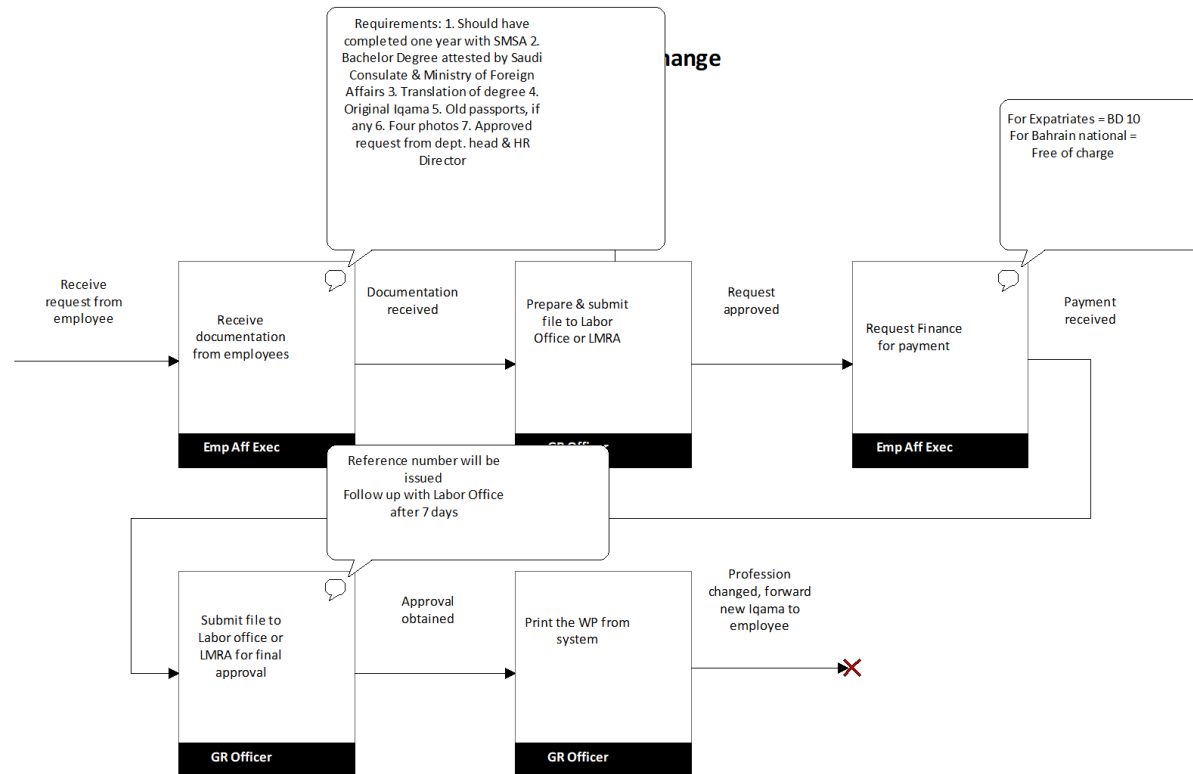
Title: Death
Author: Edwin Ramos
Date: 6/26/2010
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
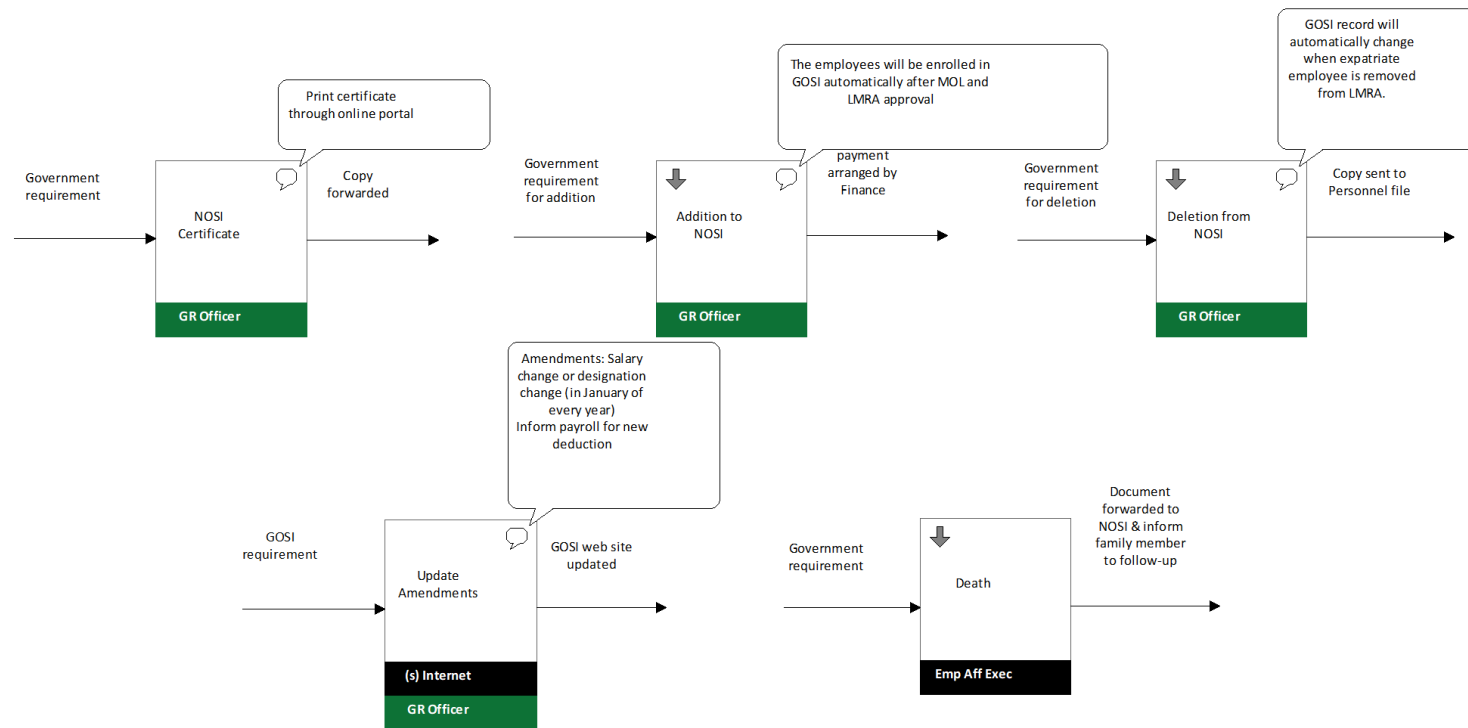Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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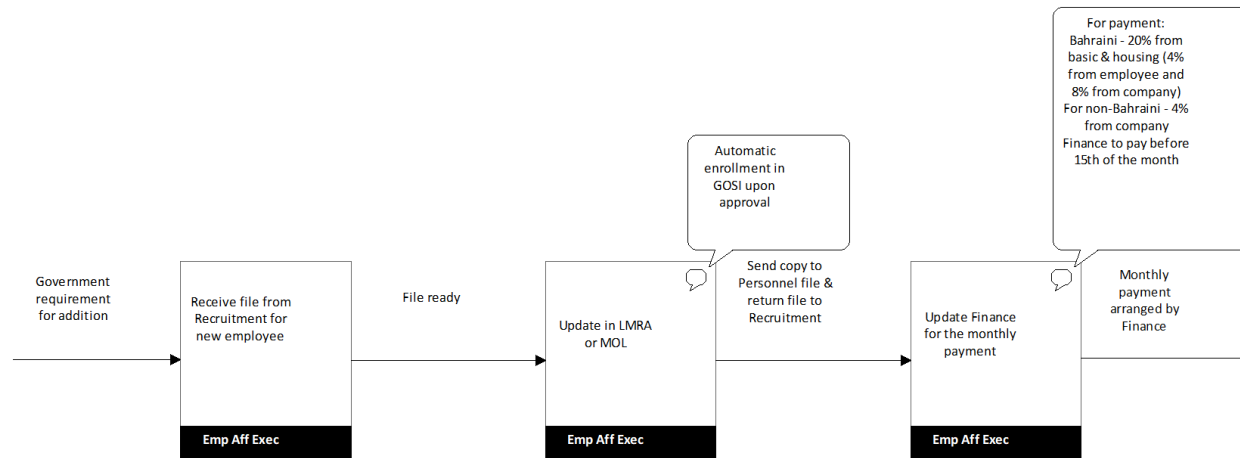○ Change Requests   ○ Read Only

HRD - Payroll

Approved file received from Recruitment Section → **Process New Hires** (Supvr - HCM) → File forwarded to File & Records Executive ✕

Approved Personal Action Form received from Recruitment → **Process Active Employee Movement** (Supvr - HCM) → Recruitment notified ✕

Monthly Manpower Report from departments / Adjustments Report from Finance → **Process Monthly Payroll** (Supvr - HCM) → Forward to Director Finance for final approval / Pay slips forwarded to employees

Approved Leave request received from departments → **Process Leaves** (Supvr - HCM) → Payment approved, forwarded to finance to release leave salary / Application filed

Request received from department → **Process Loans** (Supvr - HCM) → Submit to finance for releasing loan amount / Forward Bank Letter to department

Dept fwrds monthly invoice recvd from Outsource Company → **Process Payroll for Casual Labor** (Supvr - HCM) → Approved invoice fwrd to FIN

Approved Resignation or Termination received from HR Director → **Process End of Service Benefits** (Supvr - HCM) → Copy of EOSB filed (file marked as inactive) ✕

Title:	HRD - Payroll	Owner:	Mohamed Barakat
Author:	Edwin Ramos	Diagram Version:	Draft Copy
Date:	7/15/2018	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

SMSA

Process New Hires

Approved file received from Recruitment Section

Verify completeness of file

Payroll Offcr

File complete

Update Record

Payroll Offcr

(s) EMIS

Records updates

Forward file to filing section

Payroll Offcr

File forwarded to File & Records Executive

Incomplete supporting documents, file rejected

Recruit Employee

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

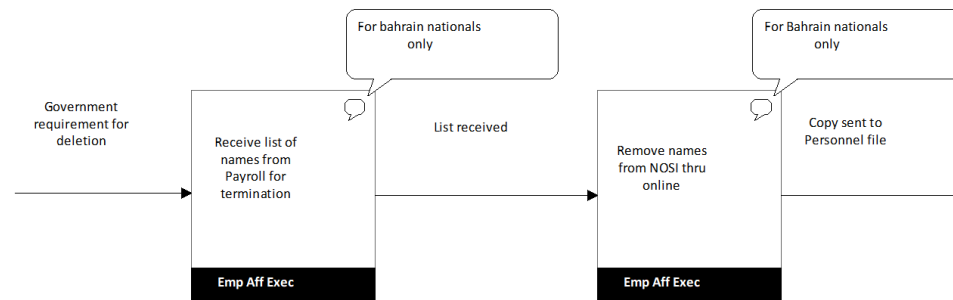Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
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

Approved Personal Action Form received from Recruitment

Verify Form

Payroll Offcr

Verification completed

Update Record

Payroll Offcr

(s) EMIS

Record updated

Hand-over to Employee Files & Record Executive

Payroll Offcr

Copy of PAF to be forwarded to Finance

Recruitment notified

Title: Process Active Employee Movement
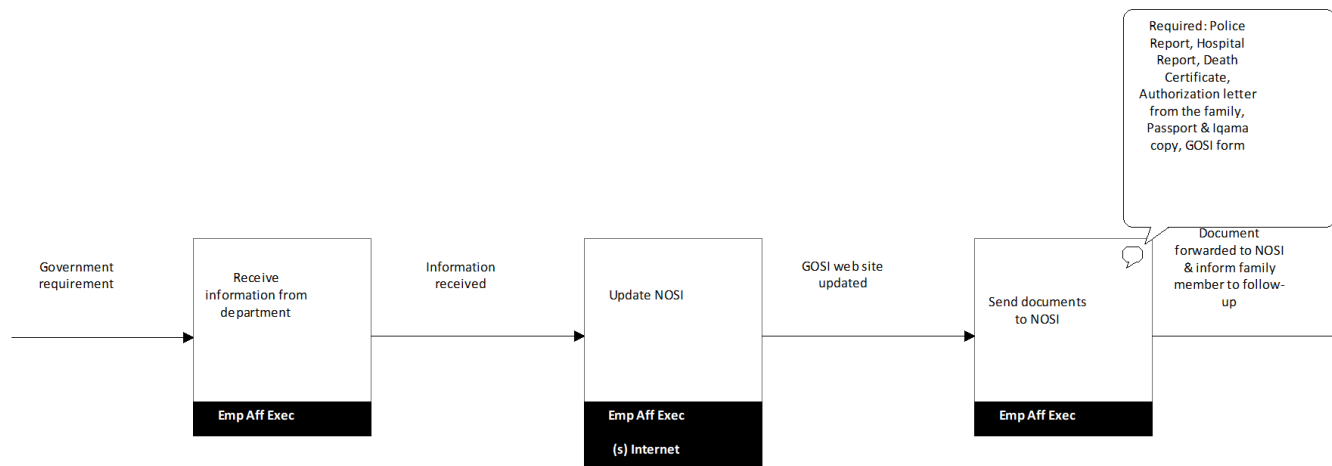Author: Edwin Ramos
Date: 6/14/2010
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

Process End of Service Benefits

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
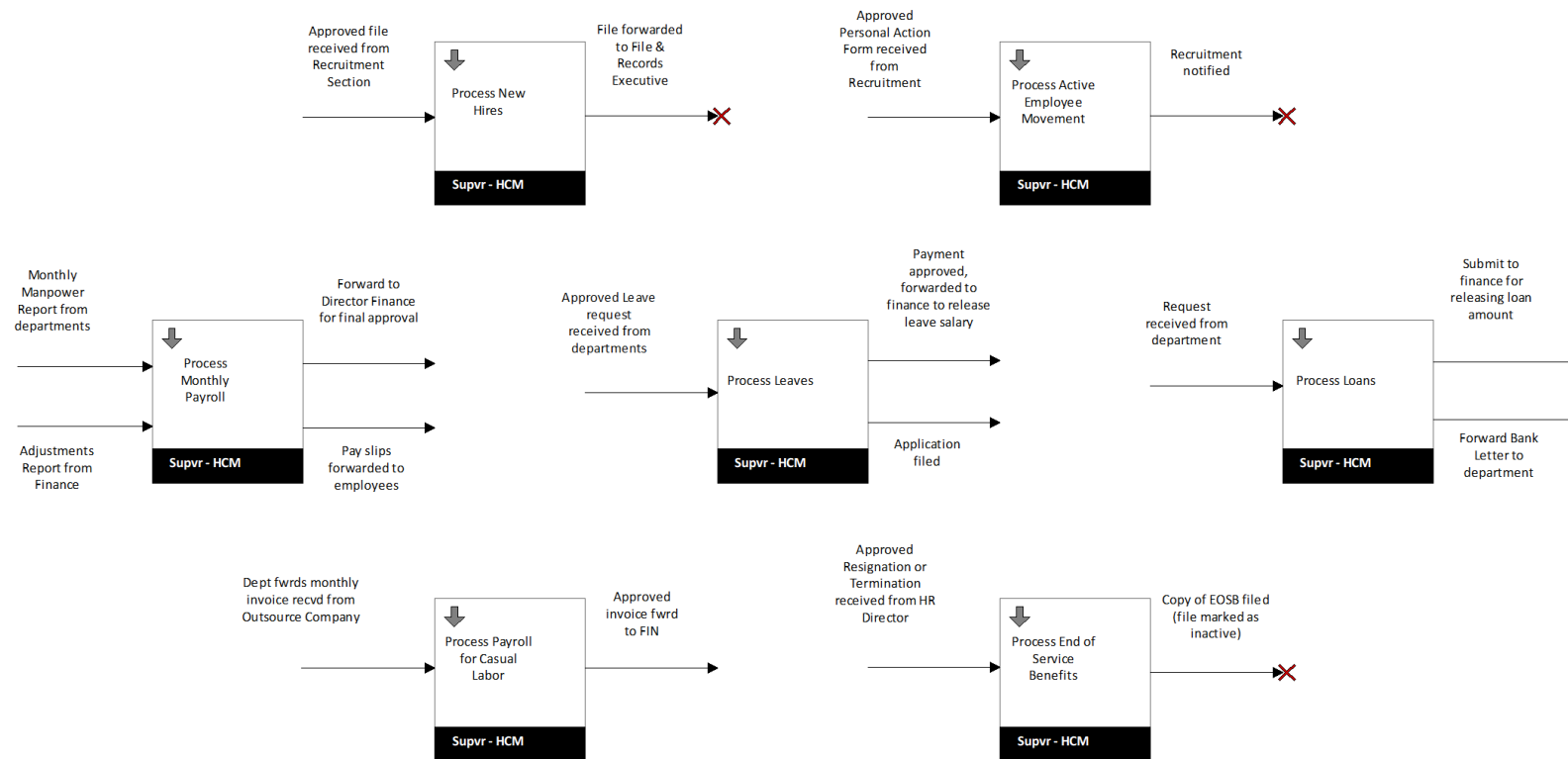Date: 6/14/2010
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
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

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	Application filed

Verification completed

Application accepted

Manager informed

Records updated

Application rejected

Payroll Offcr

Payroll Offcr

Payroll Offcr

Payroll Offcr (s) EMIS

Payroll Offcr

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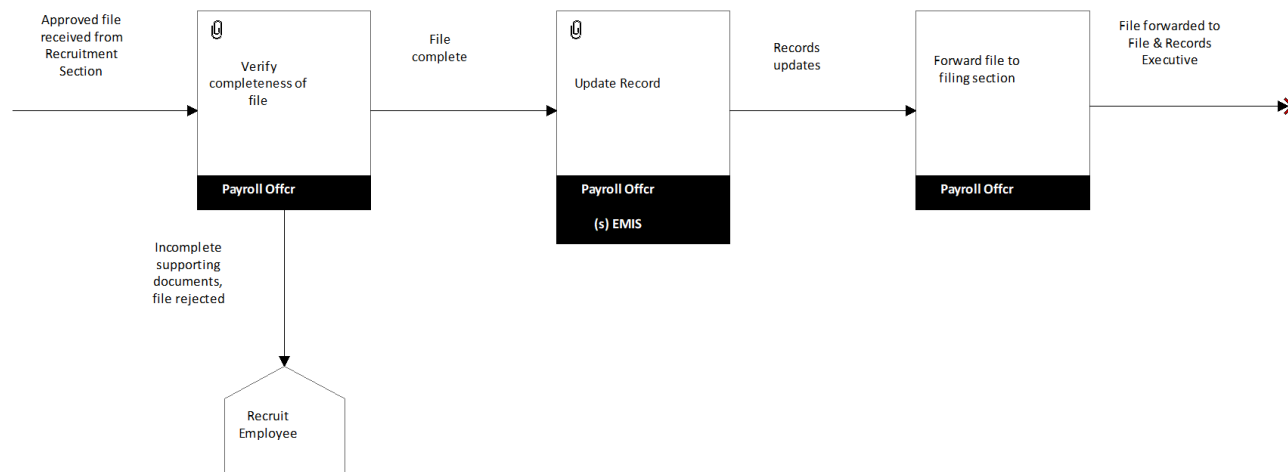Author: Edwin Ramos
Date: 6/15/2010
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

smsa

Process Loans

Request received from department

Request verified for Company Loan

Request verified for Bank Loan

Fund available

Report ready for approval

Bank Loan information ready for updating

Record updated

Letter ready for approval

Forward Bank Letter to department

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

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

Finance

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

Verify Request	Check Fund Availability	Prepare Report	Submit for approval from HR Director	Update Record
Payroll Offcr	Payroll Offcr	Payroll Offcr	Payroll Offcr	Payroll Offcr (s) EMIS

Prepare Bank Letter
Payroll Offcr

Forward copy to filing section
Payroll Offcr

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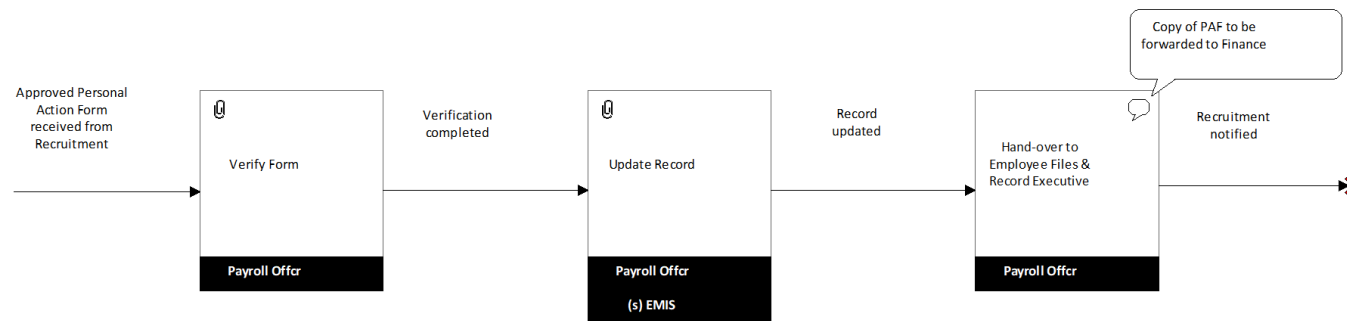Date: 6/15/2010
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
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

Monthly Manpower Report received from departments (Start:15 Finish: 20) Process Time: 6 days
Adjustments Report received from Finance (Start:15 Finish: 20) Process Time: 6 days

1st Updating by Payroll (Start: 21 Finish: 23) Process Time: 3 days

eg. E-cash, Expense, Advance, Medical Insurance, Loan, GOSI, Leaves,Mobile, Gasoline, Overtime, Incentives, Absence, Others

Finance to submit draft of the 1st checklist to IAD for auditing & primary approval (Start:25 Finish:26) Process Time 2 days

Start: 27 Process Time 1 day
Final Payroll plus audited draft to be submitted back to IAD for final verification & submit back to Finance for approval (Start: 28 Process time: 1 day)

Verify & update record		Prepare Payroll		Balance 1st draft of Payroll against adjustments		Submit to Finance & IAD		Update adjustments from FIN & IAD
Payroll Offcr (s) EMIS		Payroll Offcr (s) EMIS		Payroll Offcr (s) EMIS		Payroll Offcr		Payroll Offcr

Record verified & updated

Payroll ready for balancing

Payroll balanced

Payroll verified

Forward to IAD for final verification & approval

Finance

Receive from finance after verification & approval

Submit Payroll for approval from HR Director		Process Payroll		Prepare Payroll Summary Report		Prepare bank sheet & burn on CD
Payroll Offcr		Payroll Offcr (s) EMIS		Payroll Offcr (s) Excel		Payroll Offcr (s) EMIS

Approval received

Payroll processed

Report ready for attachment with Bank Sheet

Forward to Director Finance for final approval

Finance

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: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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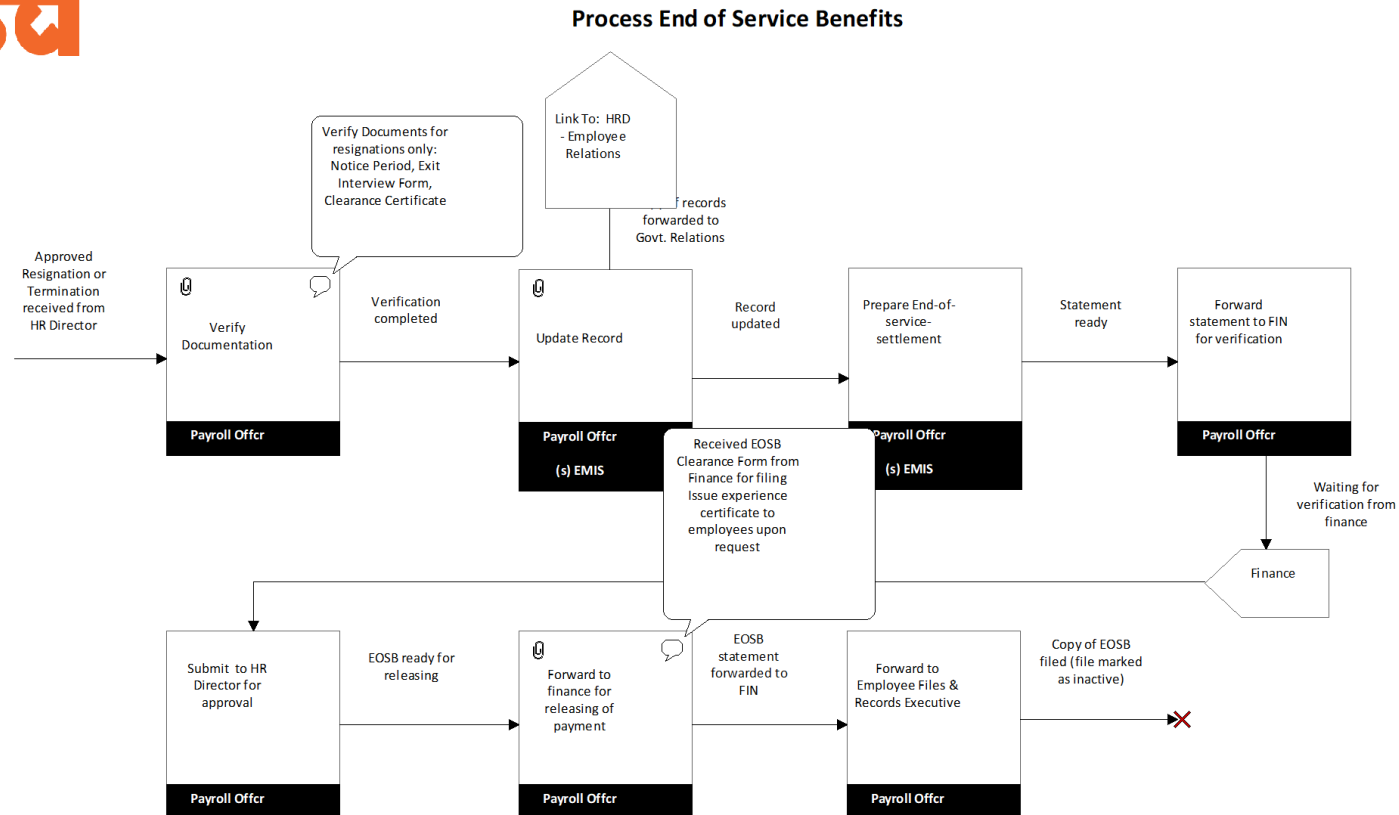○ Change Requests   ○ Read Only

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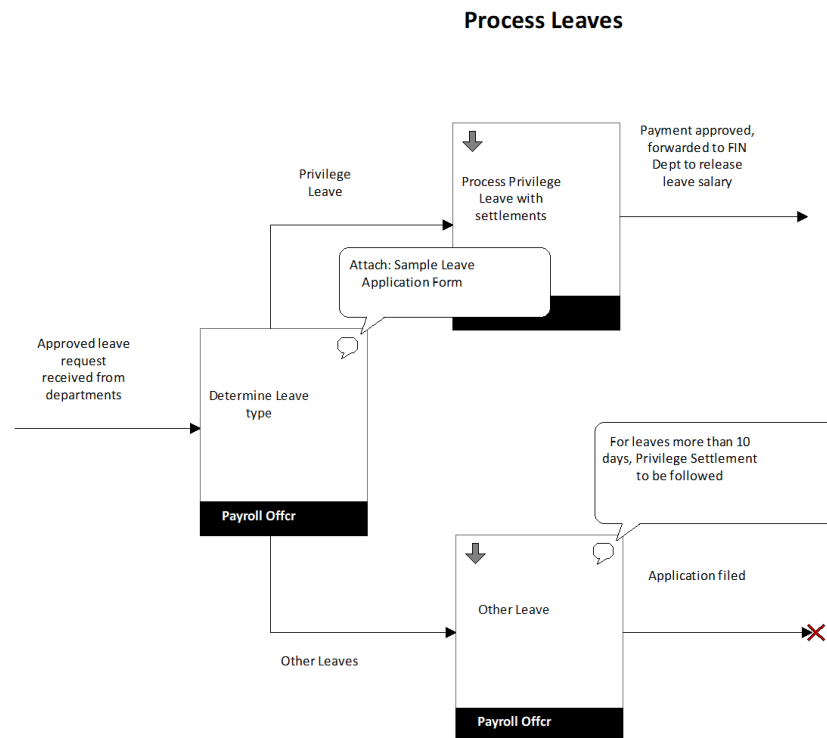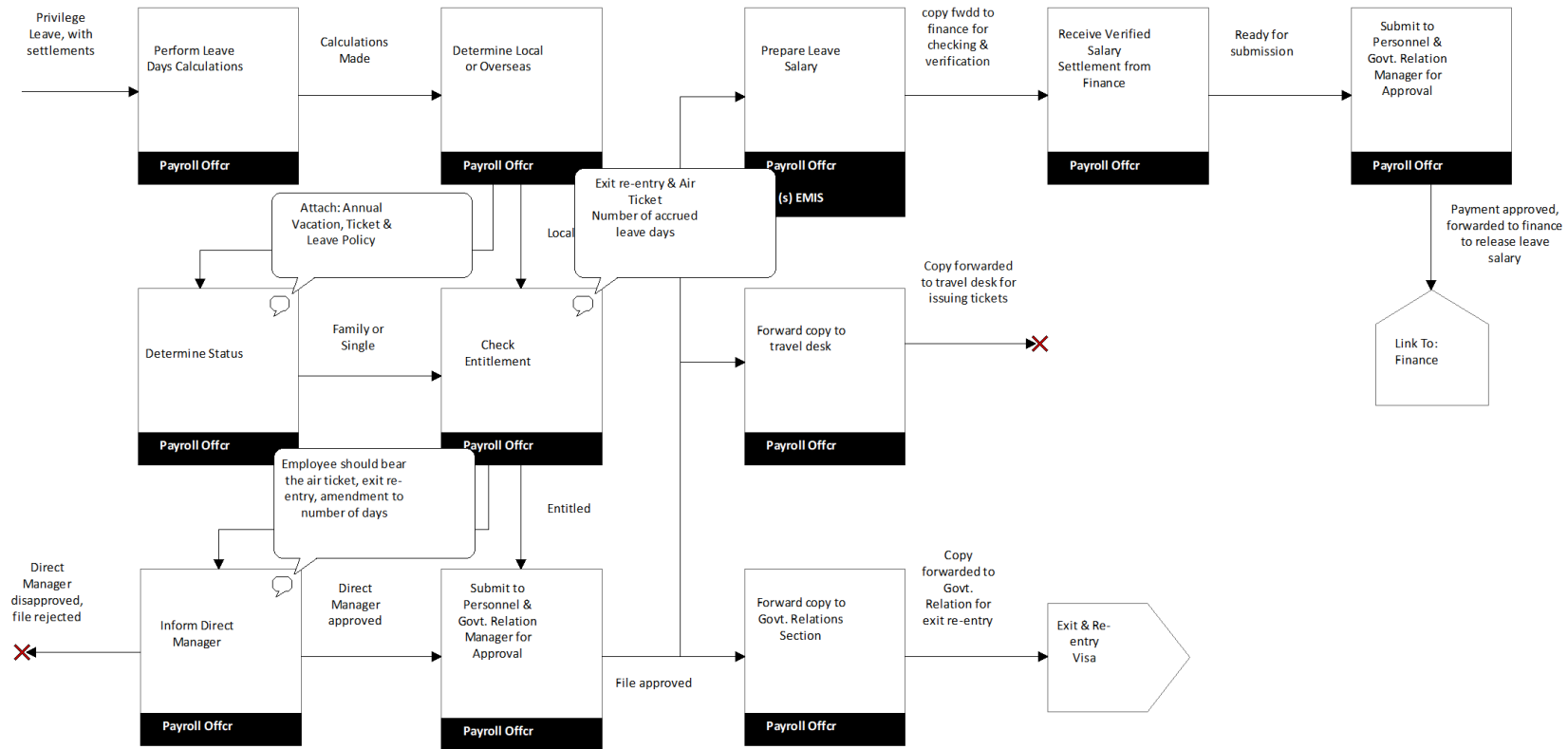
Dept to completely fill-up the Casual Labor Form
(see attachment)

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

Payroll Offcr

Fwrd to FIN & IAD for verification and approval

Final approval

Dir HR & Adm

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: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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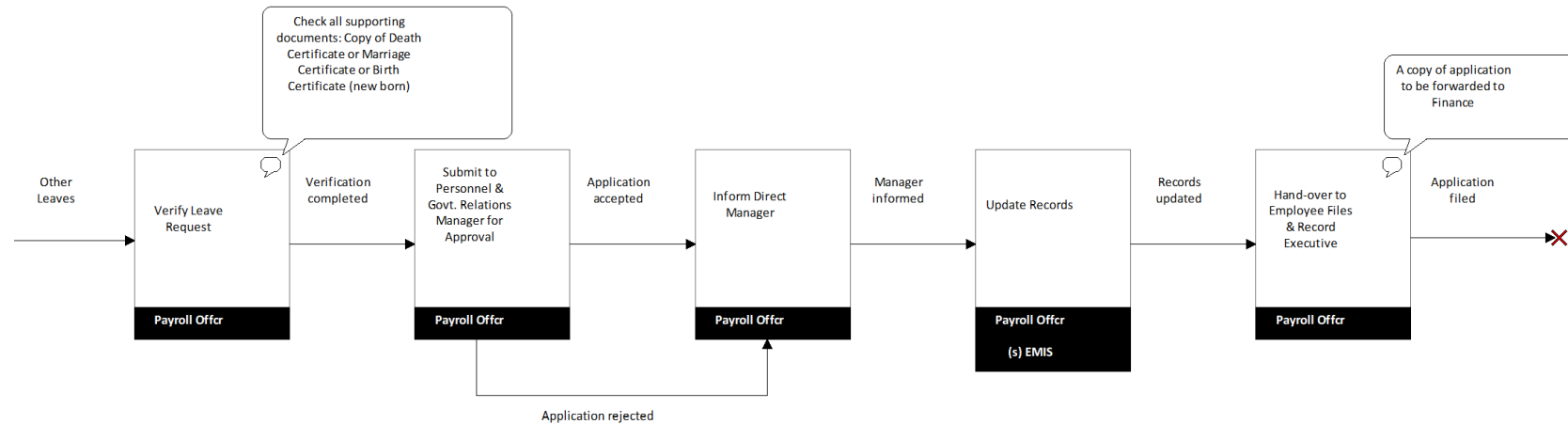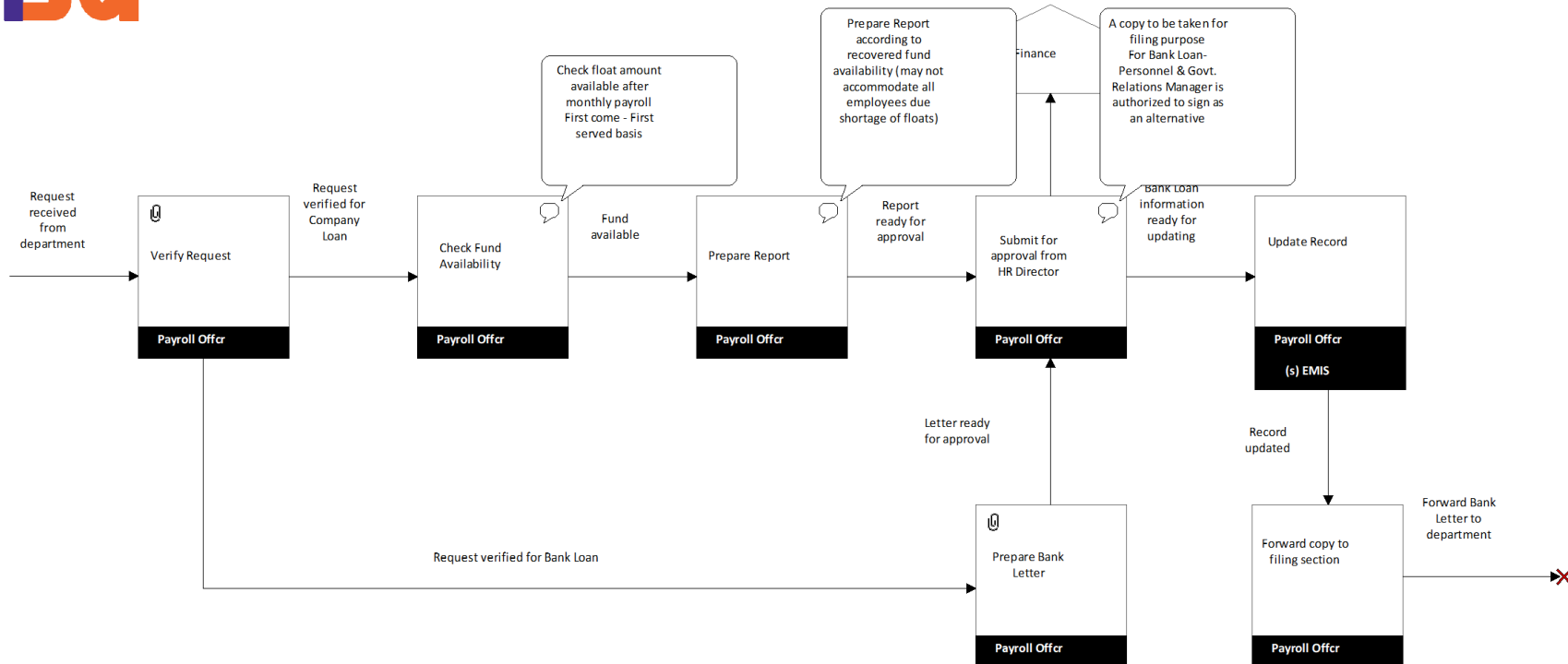○ Change Requests ○ Read Only

HRD - Training & Organizational 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 → ✖

Certificate and attendance record

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 → ✖

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

Owner: Mohamed Barakat
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

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

Attach: Training Needs Analysis (TNA) Sample Form

Arrange meeting with departments

Existing Employee

Forms forwarded to departments

Forms received from departments

Prepare Training Needs Analysis
L&D Advisor

Discuss Training Needs
L&D Advisor

Prepare modules

Manage External Training

External training required

Implement training module

Internal Specialist training

Modules Realign as per business needs
L&D Advisor

Module ready

Post Training Calendar
L&D Advisor

Forward training requisition / nomination form to departments

Receive requests for training
L&D Advisor

Form received

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

Failure to meet min participants, train

To meet required number of participants & be cost effective

Training conducted as per calendar

Check Number of Participants
L&D Advisor

Training Evaluation
L&D Advisor

Employee passed

Issue Certificate-of-Achievement
L&D Advisor

Employee received certificate

Employee failed

Title: Manage Existing Employee Training
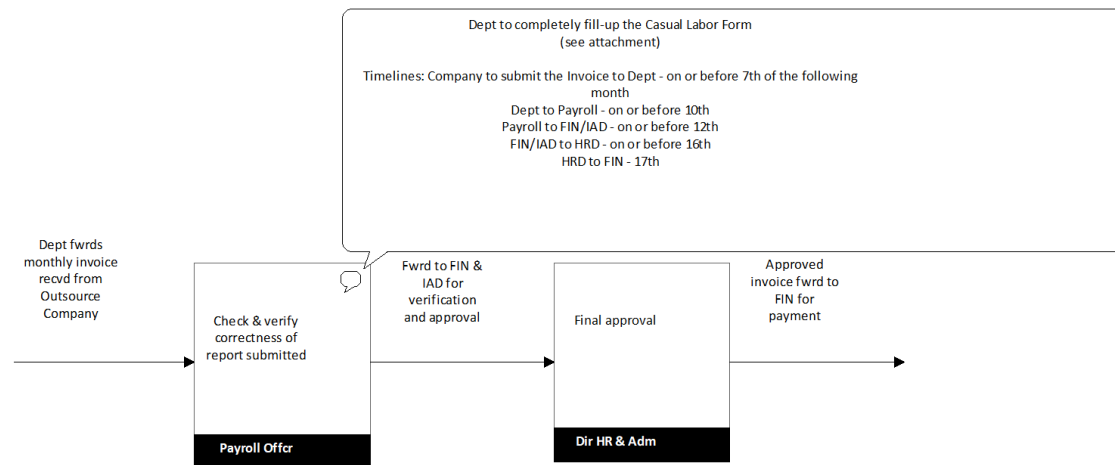Author: Edwin Ramos
Date: 6/16/2010
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Authorization: Update Pending
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

New employee

Induction Program
Trng Specialist

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

Induction completed

Inform department head for On-Job Training
Trng Specialist

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

On Job training completed

Classroom Technical Training
Trng Specialist

Technical Training is mandatory for core business employees only.

Technical Training completed

Training Evaluation
Trng Specialist

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

eligible for other job related training

Issue Certificate
L&D Advisor

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

Employee received certificate

Fail Result of Evaluation

Fail Result after three attempts, employee dismissed

Manage Employee Relations

Title: Manage New 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: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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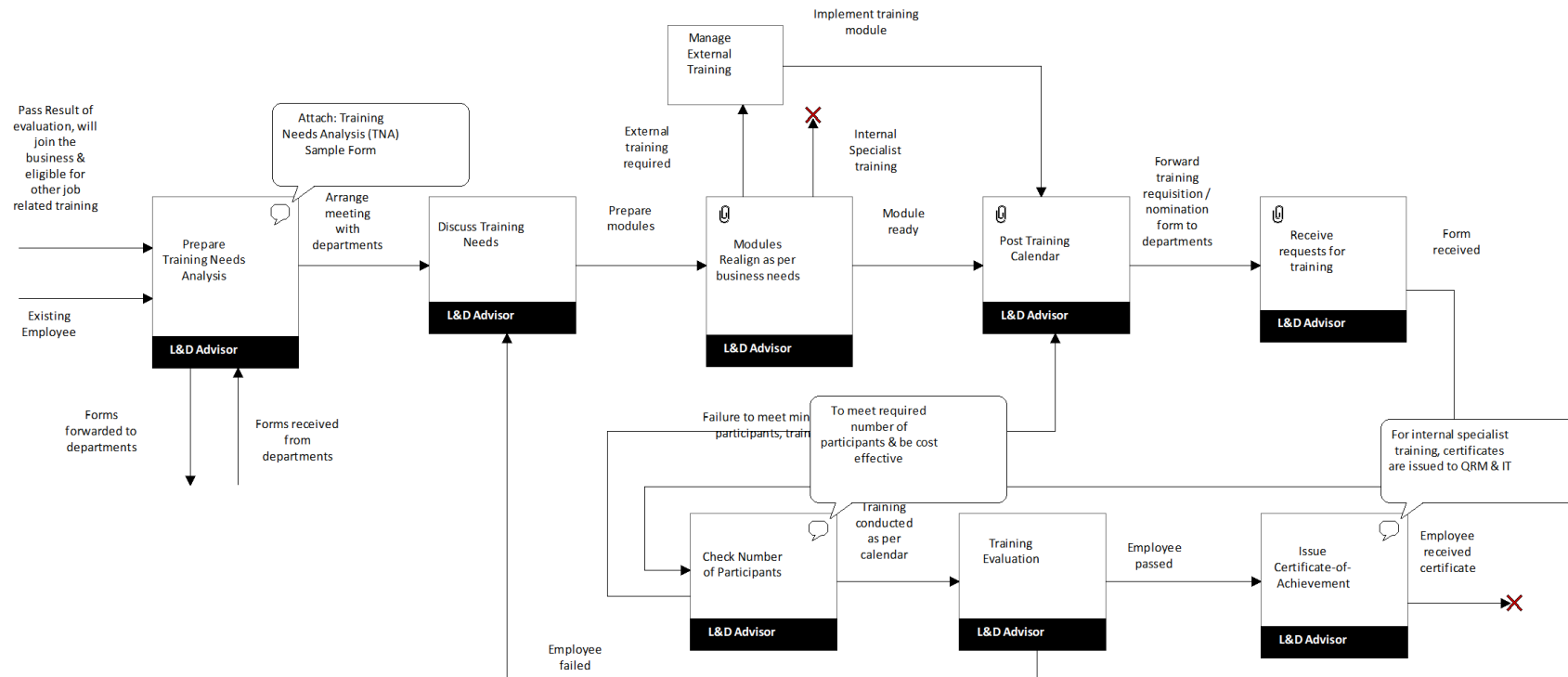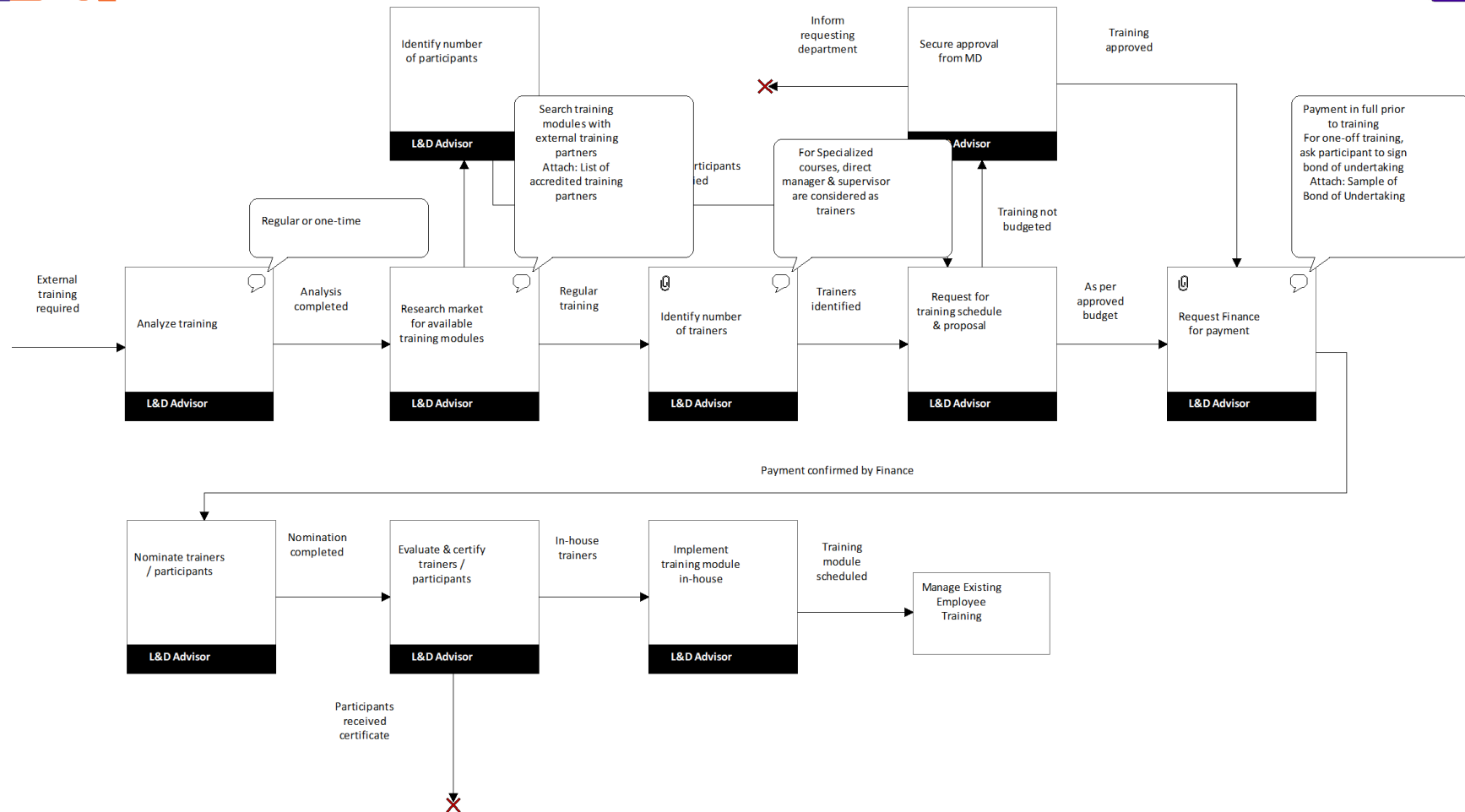● Change Log ● Keywords
○ Change Requests ○ Read Only

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

Regular or one-time

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

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

Training not budgeted

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: Mohamed Barakat
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

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: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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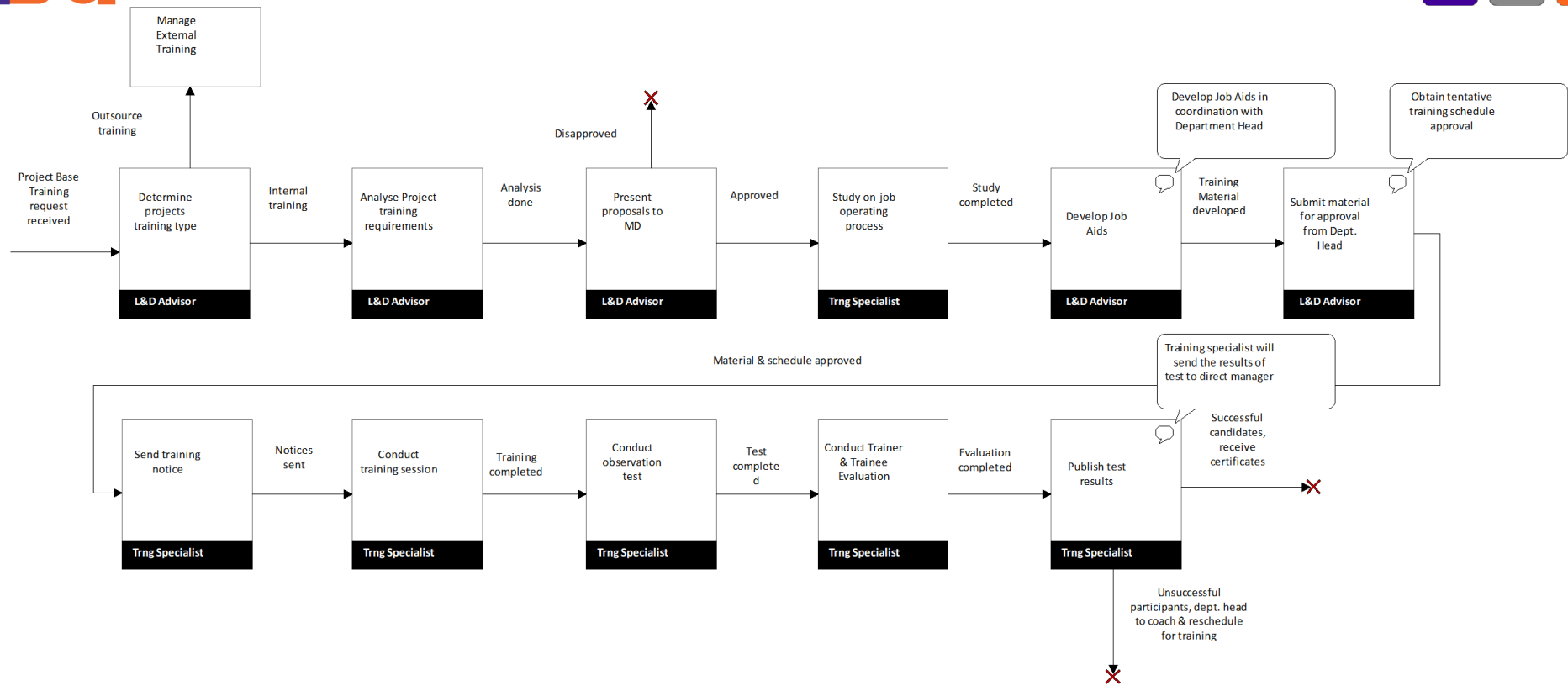○ Change Requests   ○ Read Only

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	Changes/ update required	**TL Coor**	Changes/ updates identified	**Trng Specialist**	Training modules updated	**TL Coor**	Changes recorded	**L&D Advisor**

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: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

EGY- Finance

Billing

Credit & Collections

Purchasing

EGY - Billing

Receive
billing invoice

Billing

Billing Supvr

Invoice ready
for collection

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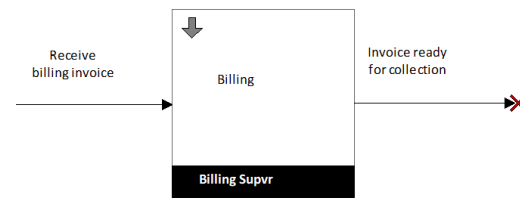Author: Edwin Ramos
Date: 7/1/2018
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

Billing

Waybills forwarded to finance (Billing) → **Process Waybill Scanning & manifest** — *Sr Billing Agent*
- Credit customer Invoice submitted ✗
- International account customer Invoice submitted ✗

Month end billing for MRM project → **Process Mailroom monthly billing** — *Sr Accountant* → Invoices submitted ✗

Invoice received from TPA → **Bill inbound consignee invoice** — *Sr Accountant* → Invoice forwarded to collections ✗

Receiving Pre alert from origin → **Inbound Clearance Billing** — *Bill Agent*
- Invoices booked ✗
- Delivery & Collection process starts ✗

Request from sales to open customer account → **Open customer account** — *Billing Supvr* → Account active ✗

Pre-alert from SMSA DXB , FFC , DHL and other customers → **Process inbound delivery charges customers** — *Bill Agent* → Invoice sent ✗

Custom duty paid statement received → **Process custom duty billing** — *Accountant* → Invoice sent to operations ✗

Receive the control sheet from OPS team and prepare the uploading → **Credit Customers Billing** — *Bill Agent*
- Invoices archived in Share folder ✗
- Invoices uploaded ✗

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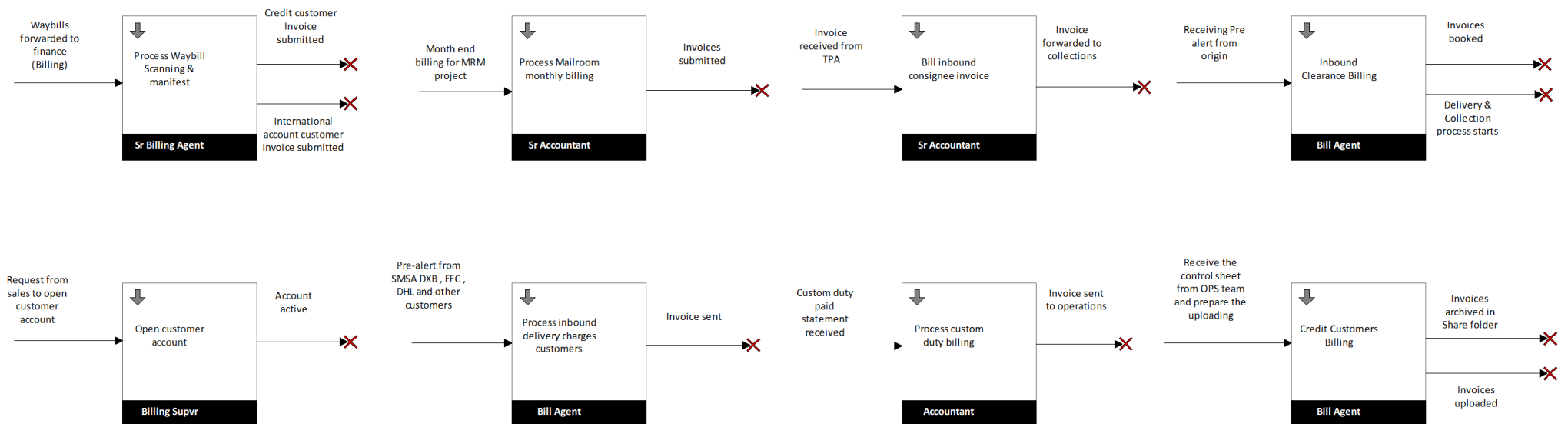Author: Edwin Ramos
Date: 5/26/2010
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

Process Waybill & Manifest

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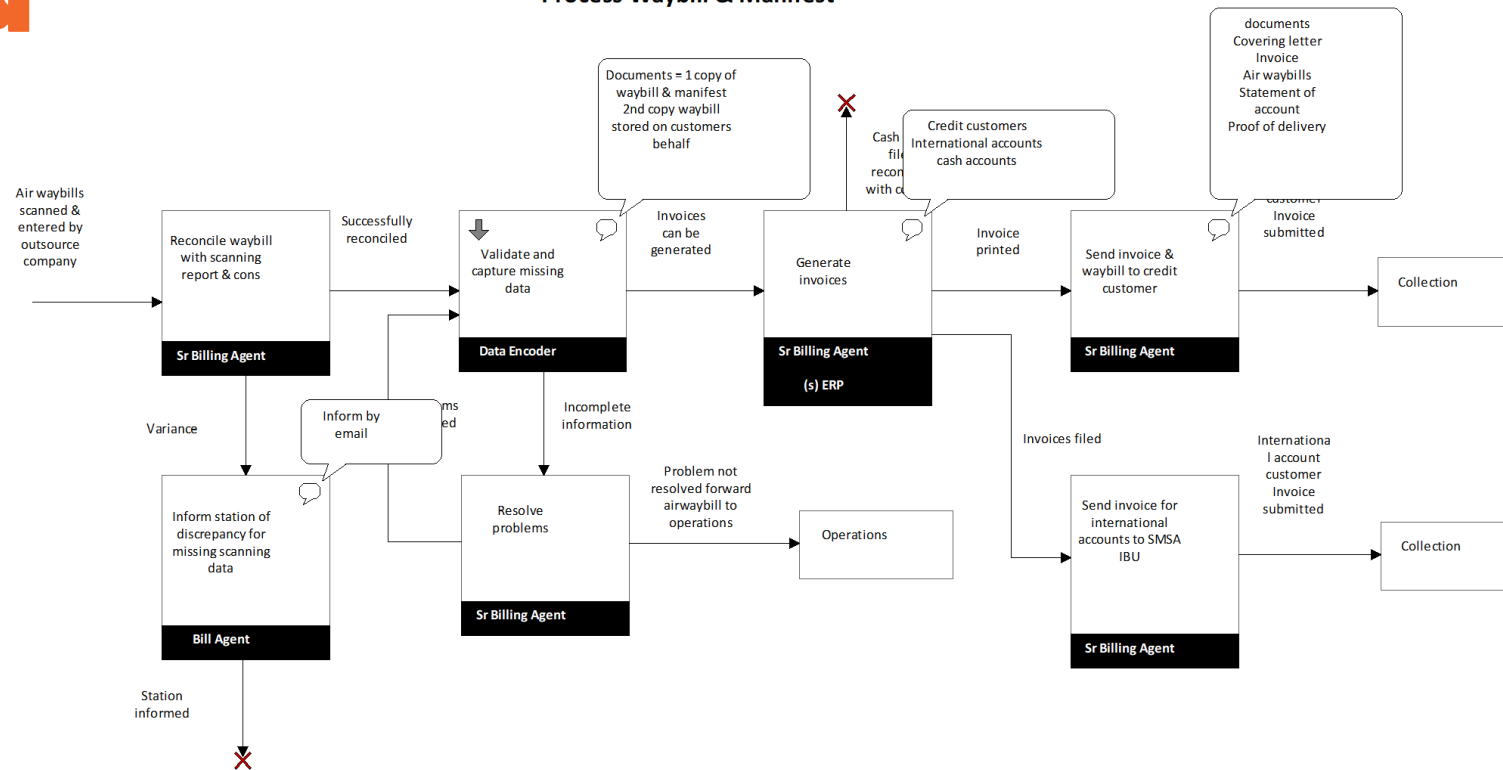Date: 5/26/2010
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

Capture Data & File Documents

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 |

Attach rules for insuring Air waybills

Based on the declared value of shipment

Attach: Rates applied to insurance

Billing Supvr

Billing Supvr

(s) ERP

Title: Capture Data & File Documents
Author: Edwin Ramos   Authorization: Update Pending
Date: 5/26/2010
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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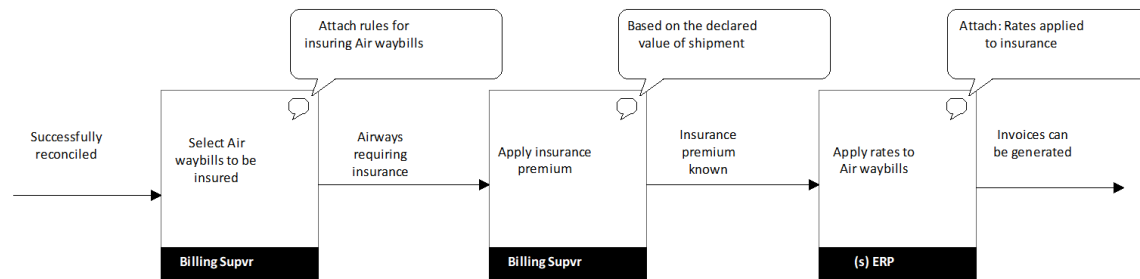○ Change Requests ○ Read Only

smsa

Process Mailroom Monthly Billing

Month end billing →

| Prepare Mailroom / Special delivery management (SDM) invoices **Bill Agent** | → Invoices generated → | Send soft copy of invoice to customer with supporting documents **Bill Agent** | → Soft copy sent → | Make copy of invoice **Bill Agent** | → Copy available → | Submit invoices & copies to relevant mail rooms / SDM **AR Exec** | → Invoices submitted → | Mail Room |

attach performance certificate and covering letter

Invoices submitted to SDM ↓

Special Delivery Channel

Title: Process Mailroom Monthly Billing
Author: Edwin Ramos   Authorization: Update Pending
Date: 5/26/2010
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

Bill Inbound Consignee Invoice

Reconciliation error

Inbound bill consignee

Invoice received from SMSA DXB,FFC,DHL& other customers

Prepare data file in loading formal & send to IT Dept.
Sr Accountant

Data file sent to IT Dept

Upload data in Siebel
Accountant
(s) ERP

Siebel updated

Start entry & reconcile invoice soft copy to Air waybills
Accountant

Reconciliation complete

Generate invoice & attach airwaybill printout
Accountant

Invoice forwarded to collections

Collections

Title: Bill Inbound Consignee Invoice
Author: Edwin Ramos   Authorization: Update Pending
Date: 5/26/2010
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317
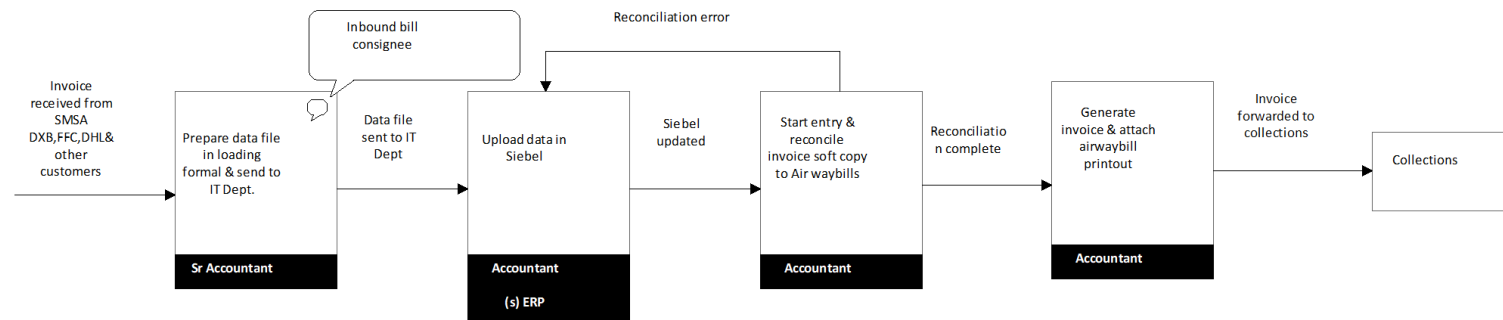
Owner: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

Open Customer Account

Request from sales to open customer account

Accept documentation

Billing Supvr

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

Data can be entered into system

Load data

Billing Supvr

(s) ERP

Resolve problems

Iling Supvr

Inform sales of problem

Incomplete information

Local Account created

Allocate account number

Billing Supvr

Account active

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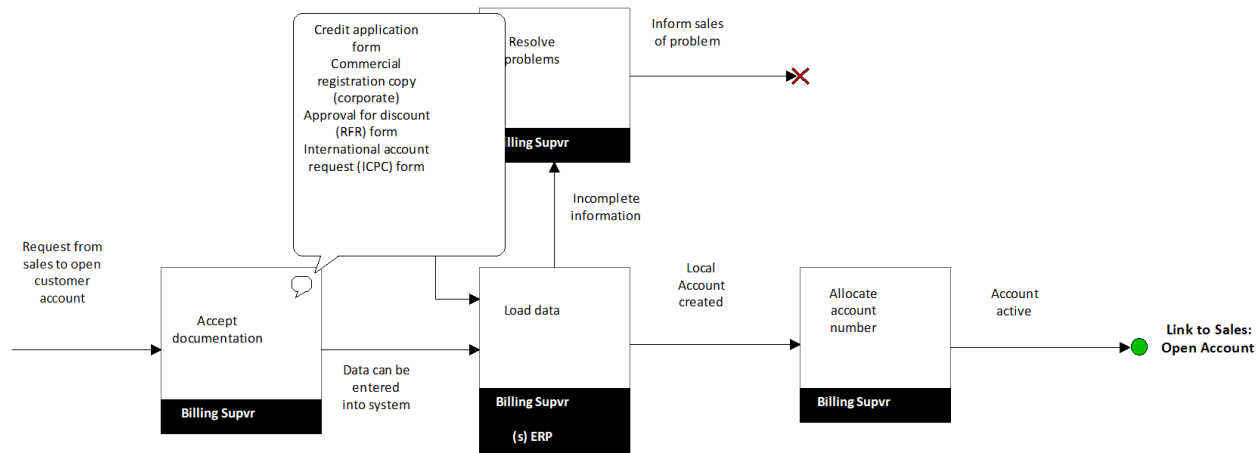
Title: Open Customer Account
Author: Edwin Ramos
Date: 5/26/2010
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

Process Inbound Delivery Charges to TPA

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 TPA — Bill Agent

Invoice sent

Collection

SMSA billed for RTS shipments

Title: Process Inbound Delivery Charges to TPA
Author: Edwin Ramos   Authorization: Update Pending
Date: 5/26/2010   Review Date: None
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: Draft Copy
F.T.E.: 0.00

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

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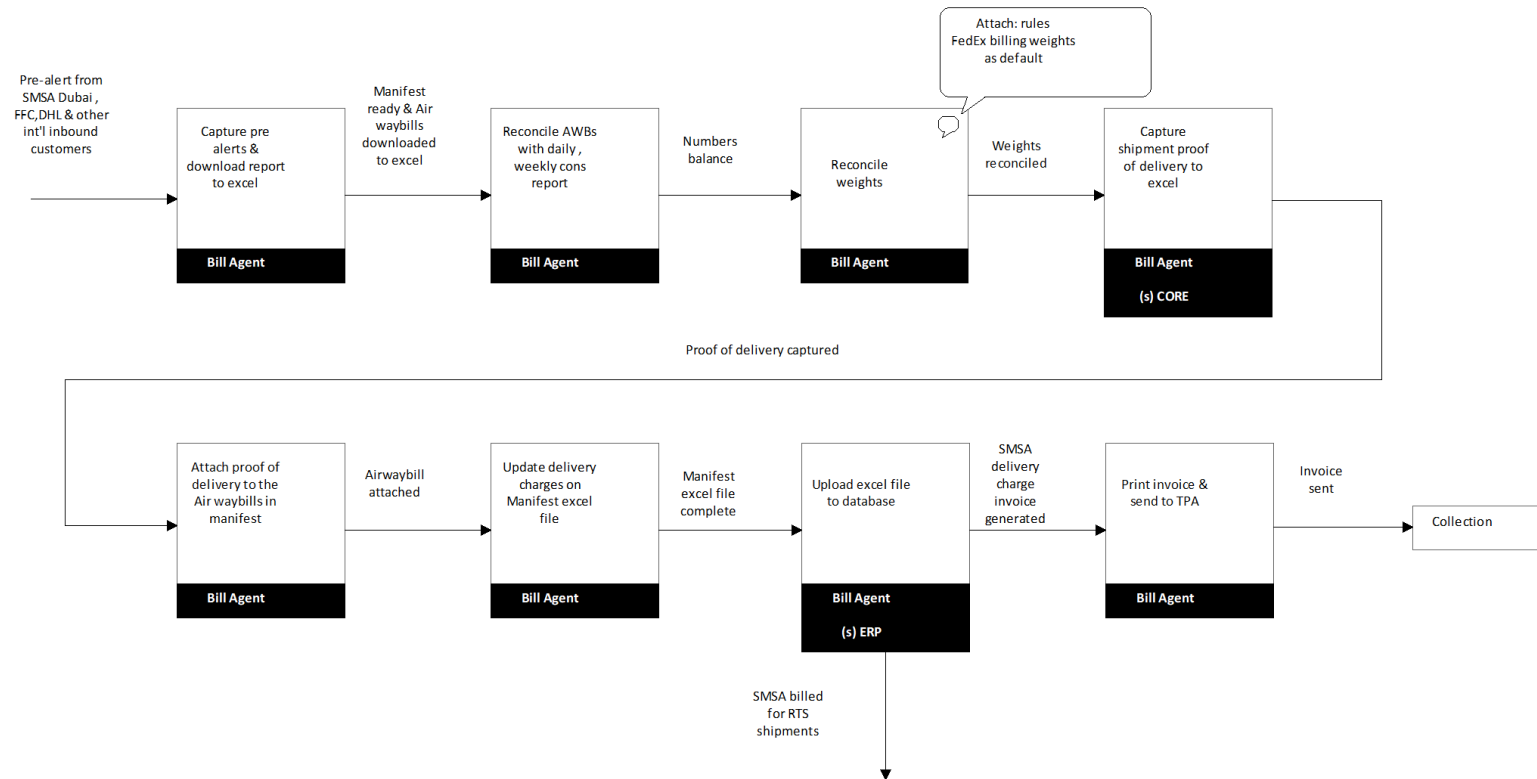Date: 5/26/2010
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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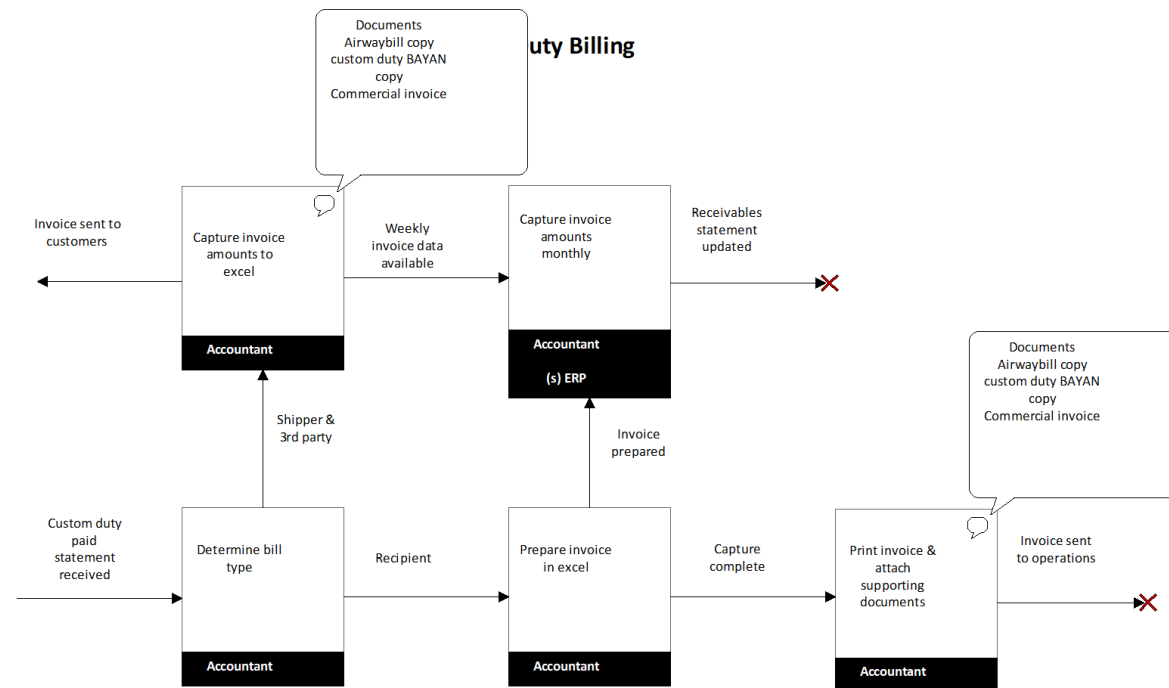○ Change Requests ○ Read Only

Inbound Clearance Billing

CN copies from OPS

Receiving Pre alert from origin		Prepare to uploading file in billing system		Generate the Invoices		Generate invoices Summary		Invoices booking in the accounting system
Bill Agent		**Bill Agent**		**Bill Agent**		**Bill Agent**		**Accountant**

Pre alert received → File uploaded → Invoices generated → Summary sent to the accountant → Invoices booked

Invoices Summary generated

Sending invoices for the concerned station in PDF format
Bill Agent

Delivery & Collection process starts

Title: Inbound Clearance Billing
Author: Edwin Ramos
Date: 10/10/2023
Volume: 0.00 Per Second

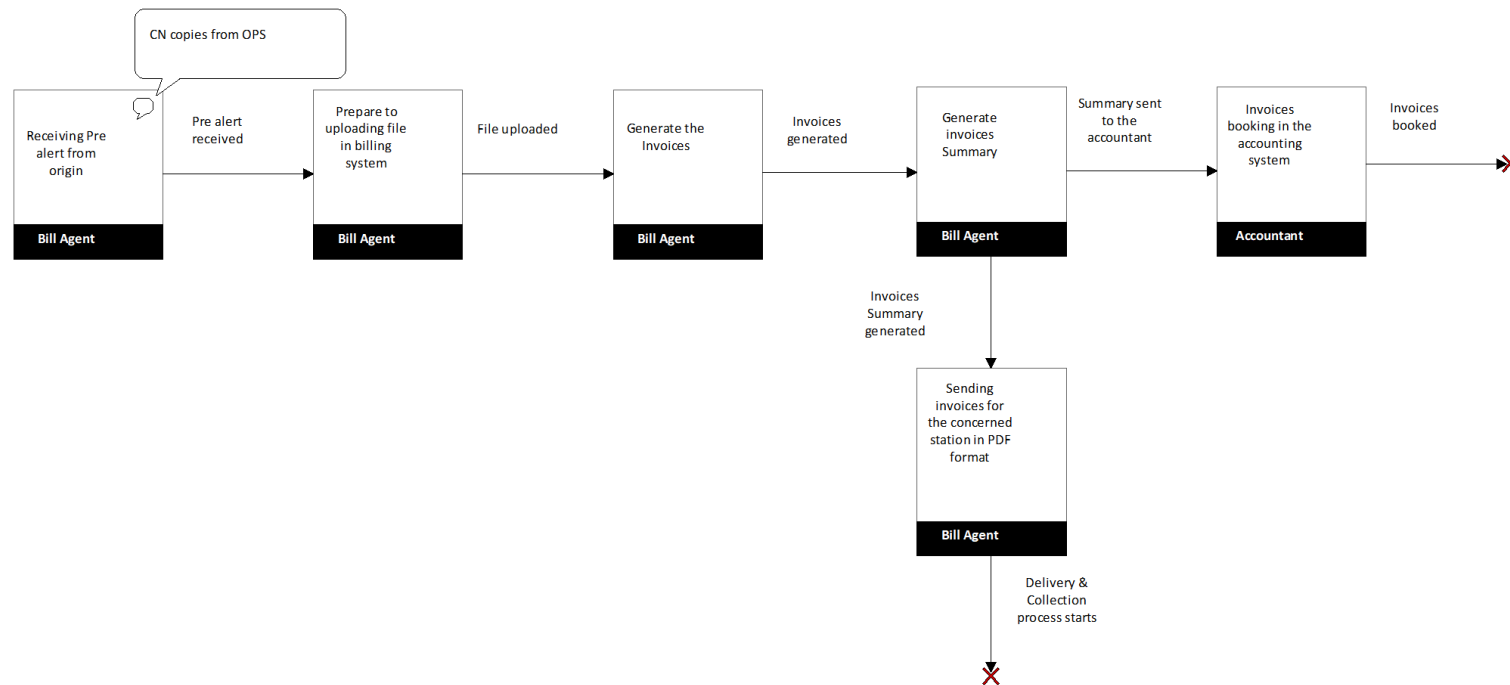Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

Credit Customers Billing

Receive the control sheet from OPS team

Review all the shipments information

Prepare for uploading control sheet
Bill Agent

File uploaded

Generate the invoices through billing system
Bill Agent

Invoices generated

Bookkeeping the invoices in the accounting system
Accountant

Bookkeeping completed

Archive all invoices in PDF on the shared folder
Bill Agent

Invoices Archived in shared folder

Upload all invoices in electronic invoice portal
Chief Accountant

Invoices uploaded

Title: Credit Customers Billing
Author: Edwin Ramos
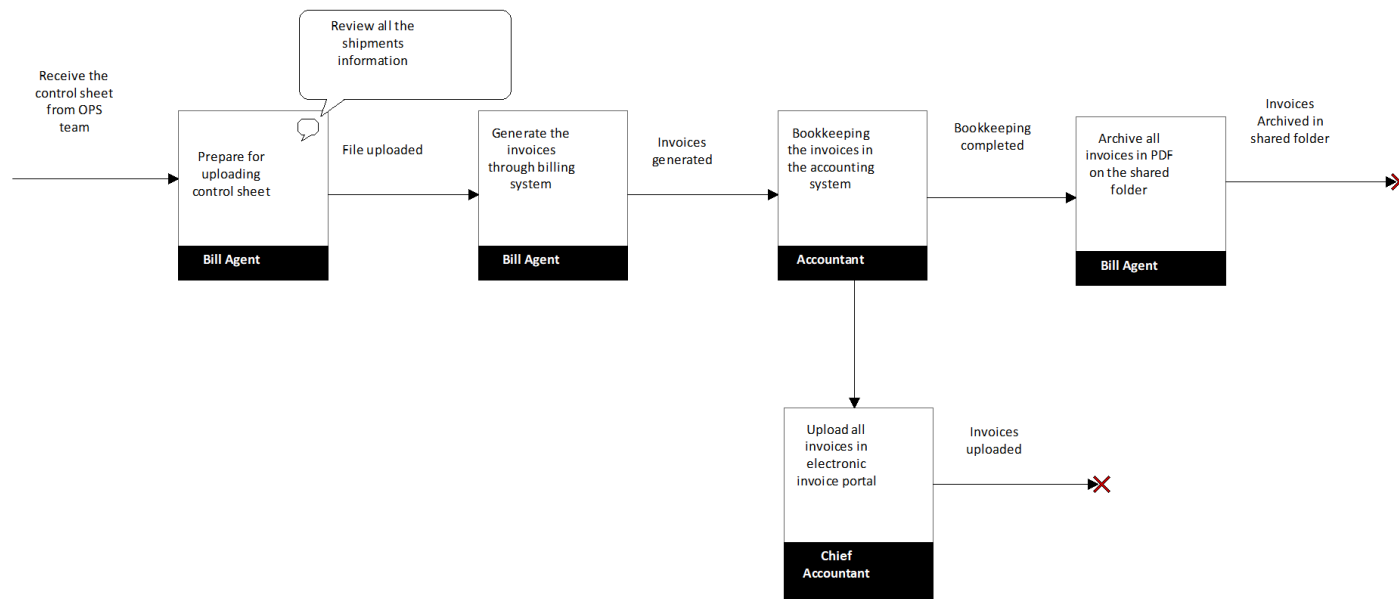Date: 10/10/2023
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

EGY- Credit & Collections

Invoice ready for collection

Collections

AR Supvr

Payment received

Debts written-off

Title: EGY- 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: Mohamed Barakat
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

Invoices
issued and
sent to OPS
team by email

Inbound
Clearance
invoices
collection

AR Exec

Payment
deposited

Shipper
rejected to
pay

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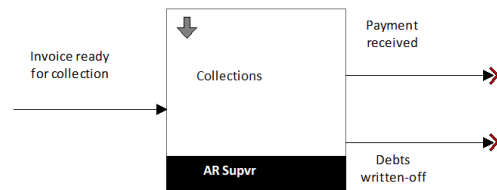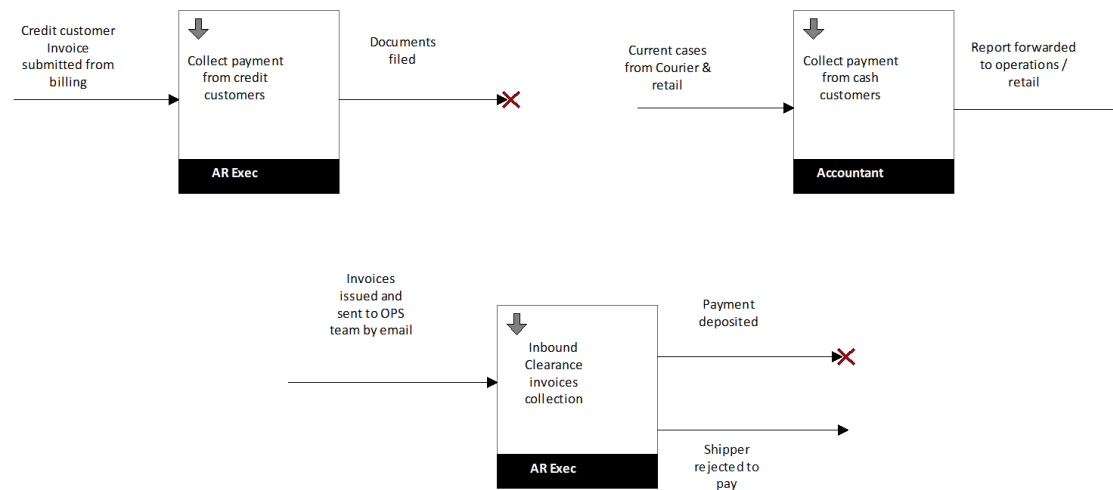Date: 5/26/2010
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
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

→ Call customer for payment request **AR Sup Exec**

Customer agree to pay

→ Payment collection from customer **Coll Clerk**

Payment completed

→ Issued with receipt voucher to the customer **Coll Clerk**

Receipt issued

→ Handover payment and receipt to cashier **Coll Clerk**

Handover completed

→ Deposit payment **Cashier**

Payment deposited

→ Payment booking in the accounting **Cashier**

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:	Mohamed Barakat
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 recap
Courier

Cash recap complete

Pickup cash and recap from retail center
AR Exec

Collect cash from courier
Courier

Report forwarded to operations / retail

Title: Collect Payment from Cash Customers
Author: Edwin Ramos   Authorization: Update Pending
Date: 5/26/2010
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317
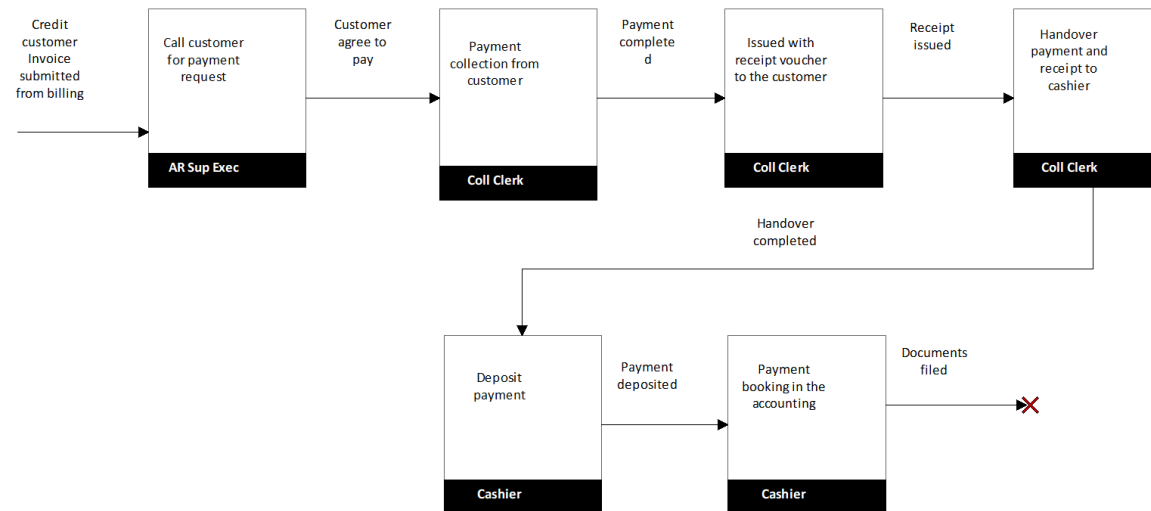
Owner: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

SMSA

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

Receive & verify cash remittance		Accept cash		Deposit cash at bank		Handover bank deposit slip ...		Verify deposit amount agrees with supporting documents
Cashier		**Cashier**		**Cashier**		**Cashier**		**Accountant**

Amount verified correct

Manifest signed and stamped

Cash deposited

Documents subject to reconciliation

Deposit amount reconciled

The Reconciliation Report would identify Airwaybills not remitted

Amount verified with discrepancy

Resolve cash discrepancy with Retail Floater	Receive documents	Update accounts register	Generate Reconciliation Report
Cashier	**Acctg Asst**	**Acctg Asst** (s) SIEBEL	**Acctg Asst** (s) SIEBEL

Unable to resolve discrepancy

Problem resolved

Ready for system update

System updated

Report forwarded to RTL

Connect to RTL

Documents filed

Large amount referred for investigation

Link To: Conduct Investigation

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

Owner: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

Collect Cash from Courier

Field	Value		Field	Value
Title:	Collect Cash from Courier		Owner:	Mohamed Barakat
Author:	Edwin Ramos		Diagram Version:	Draft Copy
Date:	6/2/2010		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

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: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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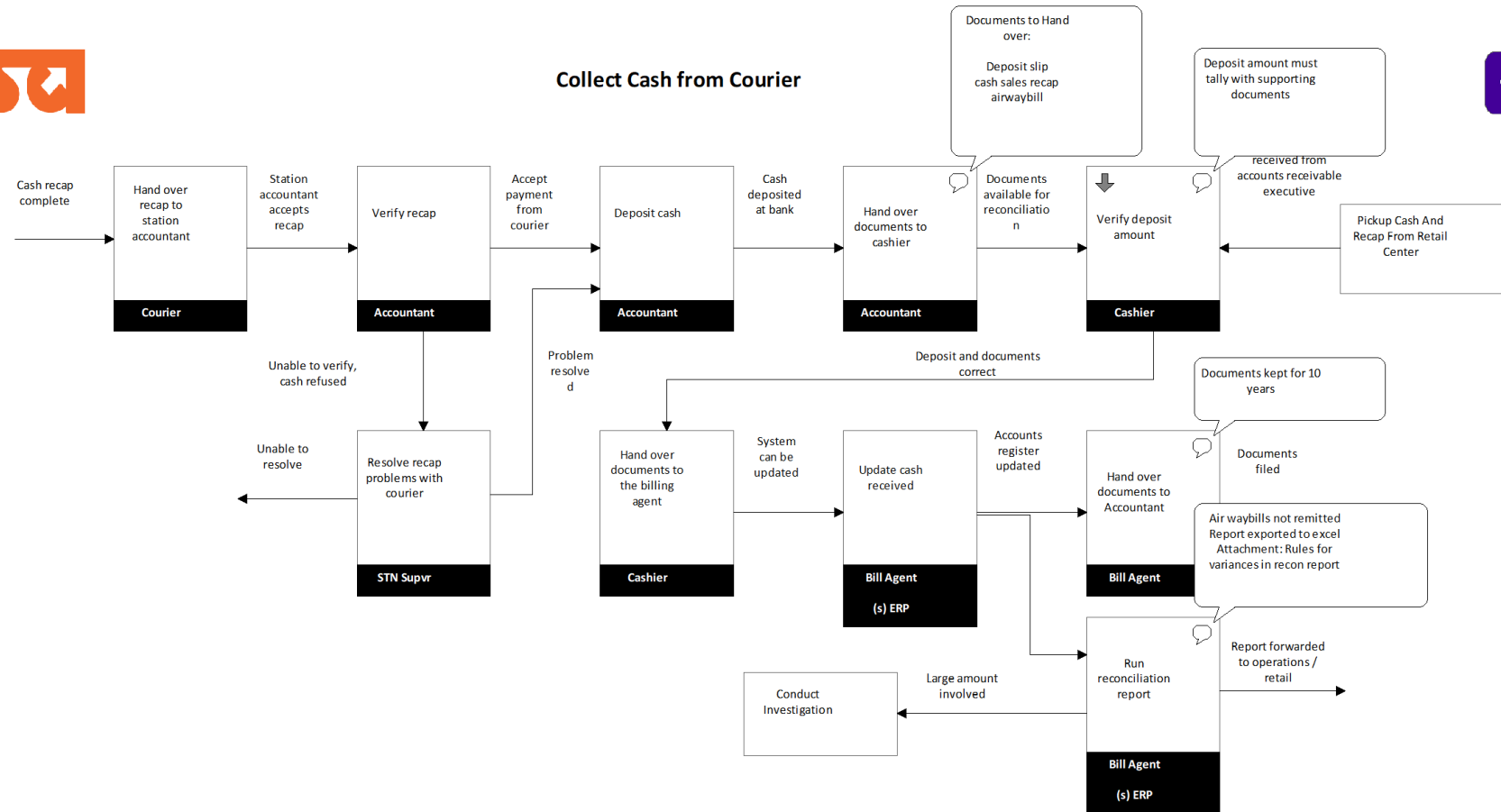○ Change Requests ○ Read Only

Inbound Clearance invoices collection

EGY- Purchasing Process

Check for completeness & accuracy of info; supporting docs with FM

All PR should be signed by requestor, the direct Manager & CM

FM will check if the required items are budgeted or not

Update PR with prices

Manual Purchase Request submitted

Receive purchase request — **FIN Mngr**

Request received

Check requested item if budgeted — **FIN Mngr**

PR approved

Request quotation from vendors/ suppliers — **Dept Head / Dept Supvr / (s) E-mail**

RFQ sent to supplier

Update quotations & analyse — **Dept Head / Dept Supvr**

Quotation amount confirmed by FM

Process the Purchase Order — **Dept Head / Dept Supvr**

PO processed

Verify & check Purchase Order (PO) — **Dept Head / Dept Supvr**

PO verified & Ready for Approval

Approve request — **FIN Mngr**

1st line approval

Approve request — **CGM**

Final approval

PO ready for processing — **Dept Head / Dept Supvr**

Awaiting delivery by vendor/ supplier

Receive items — **Dept Head / Dept Supvr**

Delivery documents handover

Match PR with documents received — **A/P Acct**

Documents reviewed

Process payment — **A/P Acct**

Payment completed

Delivery of items

Title: EGY- Purchasing Process
Author: Edwin Ramos
Date: 7/1/2018
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

EGY - Corporate & Management

Mission & Vision

Core Values

KPIs

Management Review

Org. Chart

Title: EGY - 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: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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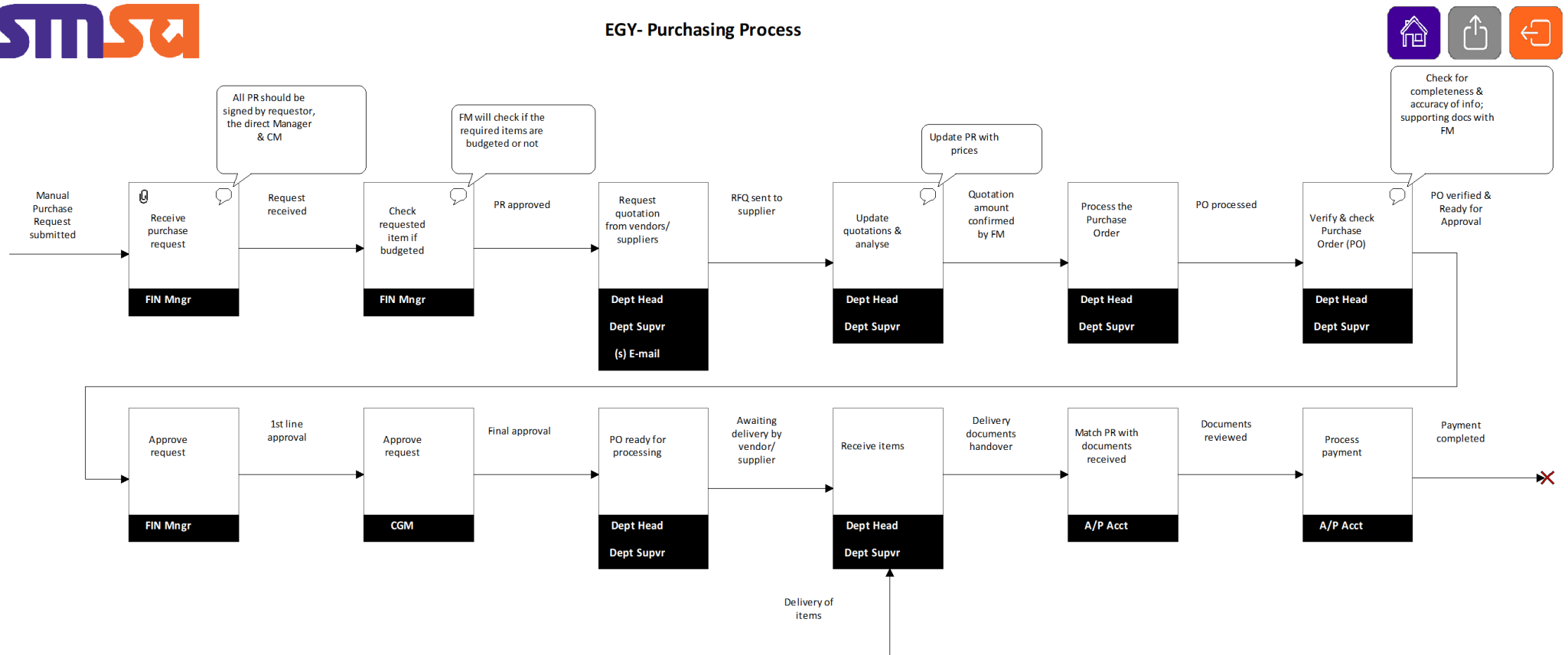● Change Log   ○ Keywords
○ Change Requests ○ Read Only

EGY - Department KPIs

FIN

OPS

SLS

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

Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

Authorization: Update Pending

○ Actions
● Change Log
○ Change Requests

○ Feedback
○ Keywords
○ Read Only

EGY- Organization Chart

Country Manager EGYPT

CM Admin & QRM Coordinator

Branches Manager

HR & Admin Manager

Finance Manager

Operations Manager

IT Supervisor

Sales Manager

CS & Telesales Supervisor

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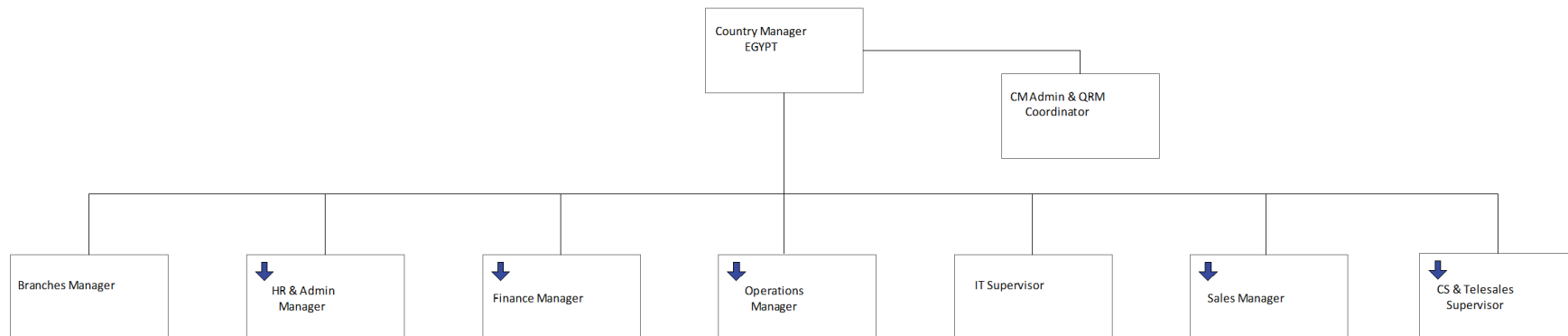Author: Edwin Ramos
Date: 5/21/2017
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

IBU - EGY Human Resources

Title: IBU - EGY Human Resources
Author: Edwin Ramos   Authorization: Update Pending
Date: 1/29/2019
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

IBU - EGY Operations

Operations Manager

OPS Coordinator

Team leader - Fulfillment
- Fulfillment Agent
- Handler

Supervisor- OPS Cairo
- Team leader - Station
- Station Agent
- Dispatcher
- Courier

Supervisor - OPS Delta & Canal
- Team leader Station
- Station Agent
- Courier

Station Manager Upper Egypt
- Dispatcher
- Dispatcher
- Courier

Supervisor - HUB & Clearance
- Clearance Agent (Inbound)
  - Gateway Agent (Outbound)
  - Store Keeper
  - Clearance CS support
  - Handler
- Team leader - HUB
  - Operation Agent
  - Sorter
  - UTL Agent
  - Line haul Driver
  - Handler

Fleet Admin

Special Projects Coordinator

Team leader -SDC
- Station Agent
- Sorter

Title: IBU - EGY Operations
Author: Edwin Ramos
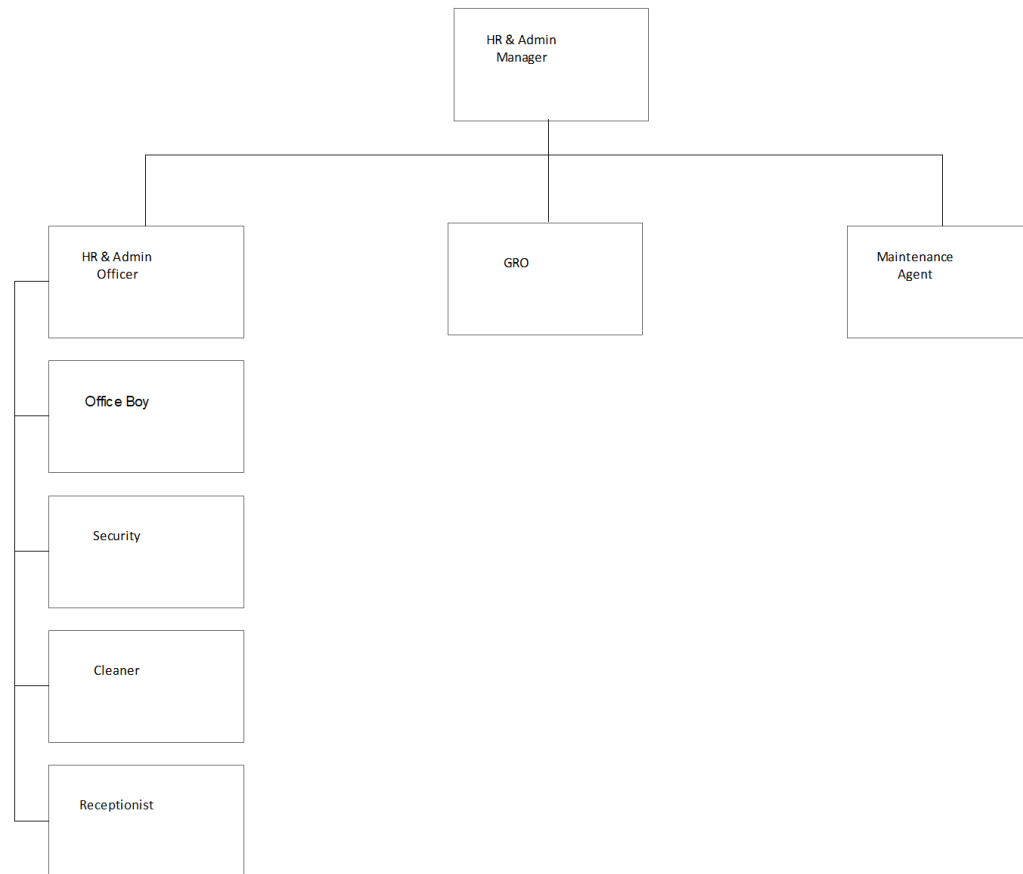Date: 2/26/2017
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

IBU - EGY Finance

```
              Finance
              Manager
                 |
            Chief Accountant
                 |
  ┌──────────┬──────┴──────┬──────────────┐
Supervisor -     Cashier      AR Executive      Accountant
 Billing
   |
Billing Agent
```

Title: IBU - EGY Finance
Author: Edwin Ramos
Date: 1/29/2019
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

IBU - EGY Sales

Sales Manager

Sales Analyst

Supervisor - Freight

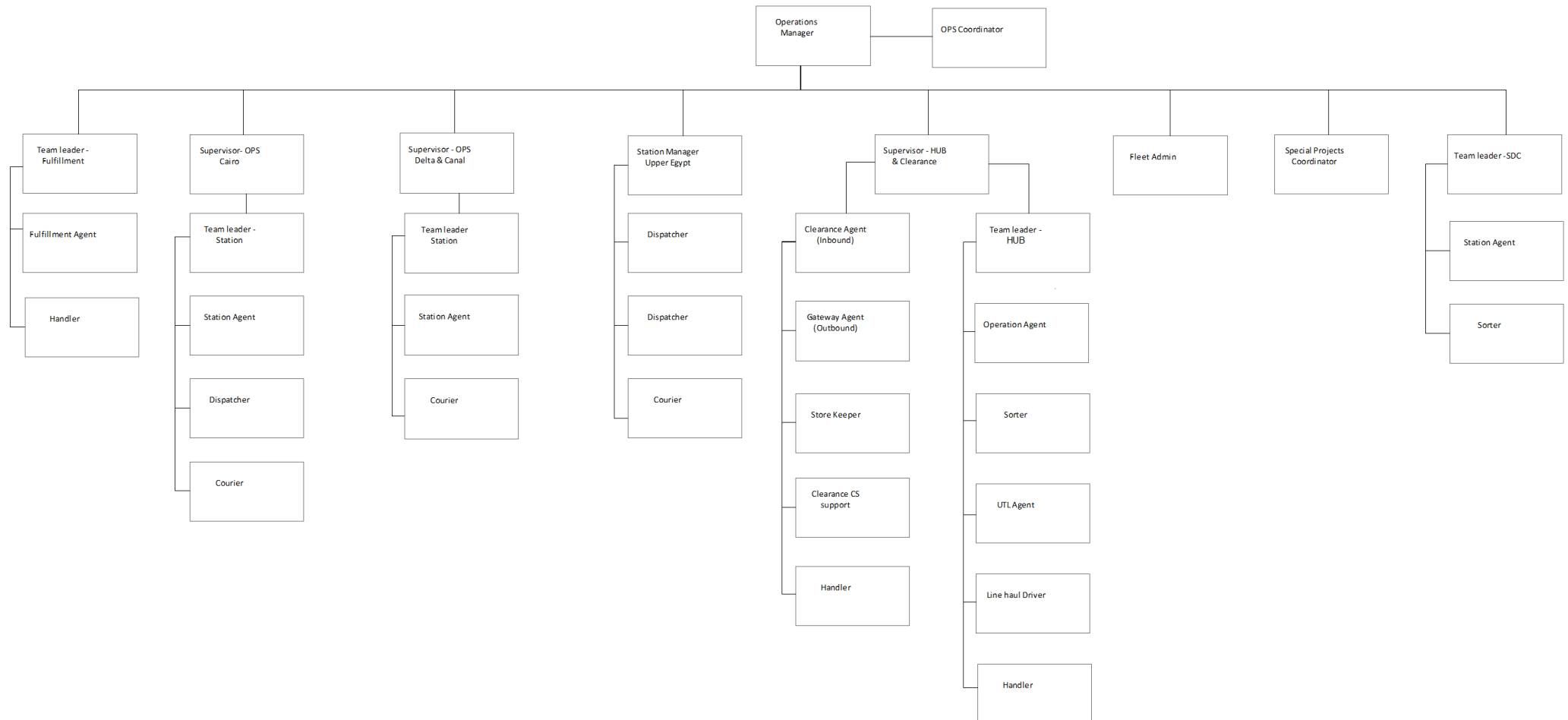Account Manager

Freight Coordinator

Account Executive

Retail Executive

Title: IBU - EGY Sales
Author: Edwin Ramos
Date: 2/26/2017
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

EGY Customer Service

```
          ┌──────────────┐
          │   Customer   │
          │   Service    │
          │  Supervisor  │
          └──────┬───────┘
      ┌──────────┼──────────────┐
┌─────┴─────┐ ┌──┴──────┐ ┌─────┴──────┐
│Key Accounts│ │Validation│ │  Customer  │
│   Agent    │ │  Agent   │ │Service Agent│
└───────────┘ └─────────┘ └────────────┘
```

Title: EGY Customer Service
Author: Edwin Ramos
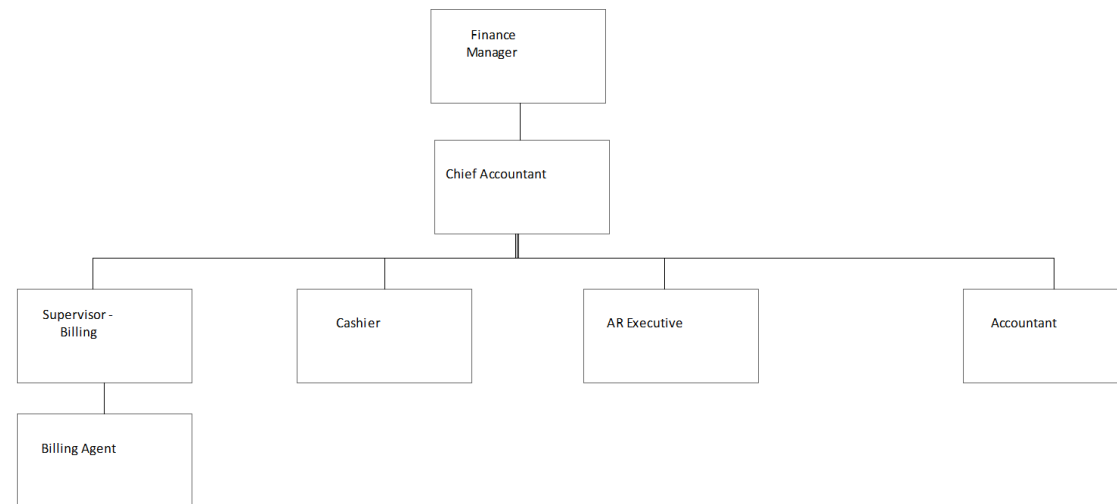Date: 10/10/2023
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

EGY - Information Technology

Title: EGY - Information Technology
Author: Edwin Ramos
Date: 7/1/2018
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

SMSA

Request can be solved internally

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

Network support

Gather technical information

Infras Supvr

Request to be referred to 3rd paty service provider

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

SAM installation
Change request
Network support
Hardware & software support

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

Appointment setup

Gather required information

DT/CT Support

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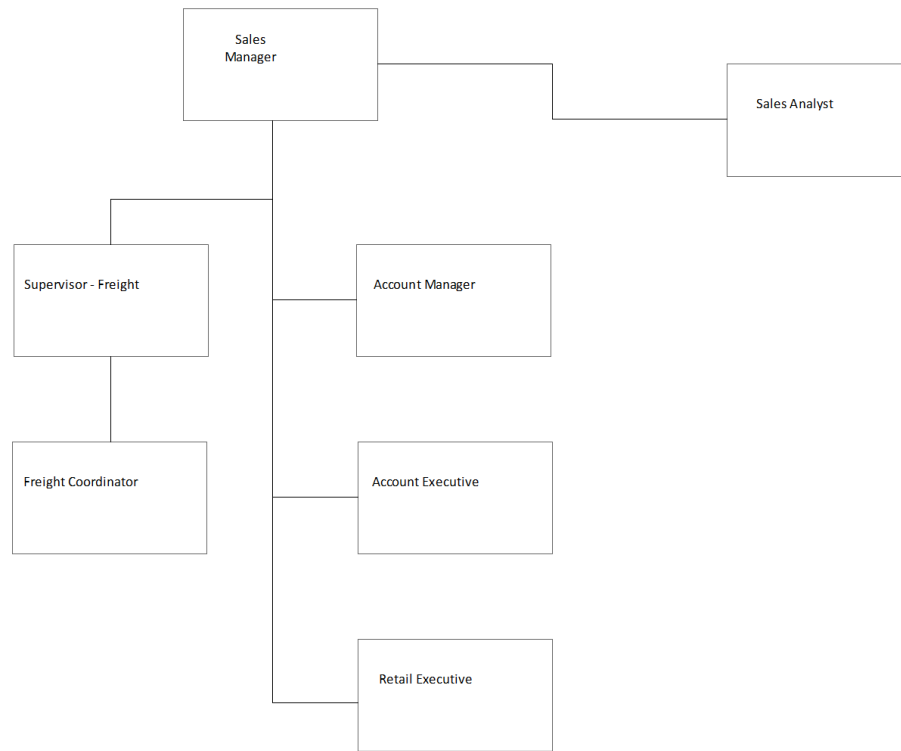Author: Edwin Ramos
Date: 6/15/2010
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

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

Request
assigned

☑
Determine
resolution type

IT Natl Mngr

Network
Support request

⬇ ☑
Resolve request
for Network
Support

**Infrastructure
Supervisor**

Request
resolved

☑   💬
Update ticket

(s) Helpdesk

Respective
Technicians update
the ticket

Request can
be closed

Hardware &
software request

⬇ ☑
Resolve request
for Hardware &
Software
Support

DT/CT Support

Request
resolved

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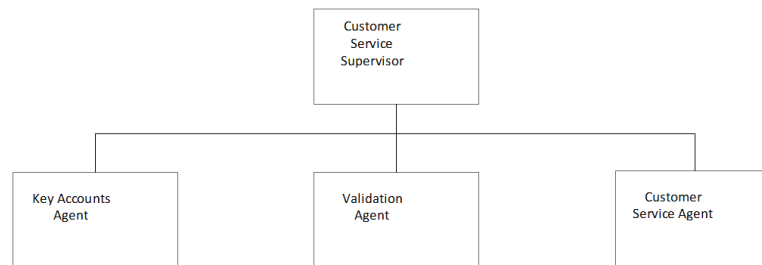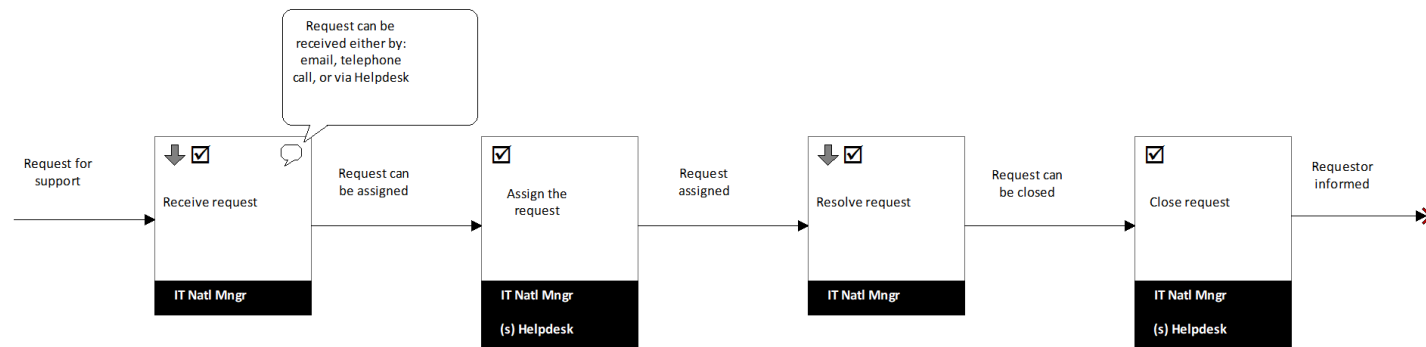Date: 6/15/2010
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
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

SMSA
Automation
request

Install SAM at customer location
DT/CT Support

Installation
complete

Provide user training
DT/CT Support

Hand-over
complete

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

Owner: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

Resolve Request for Network Support

Awaiting resolution from 3rd party

Follow-up with provider

Infrastructure Supervisor

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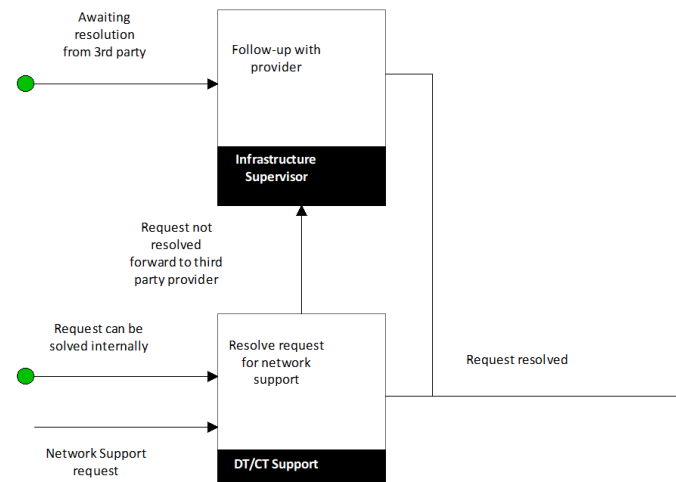
Title: Resolve Request for Network Support
Author: Edwin Ramos
Date: 6/15/2010
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
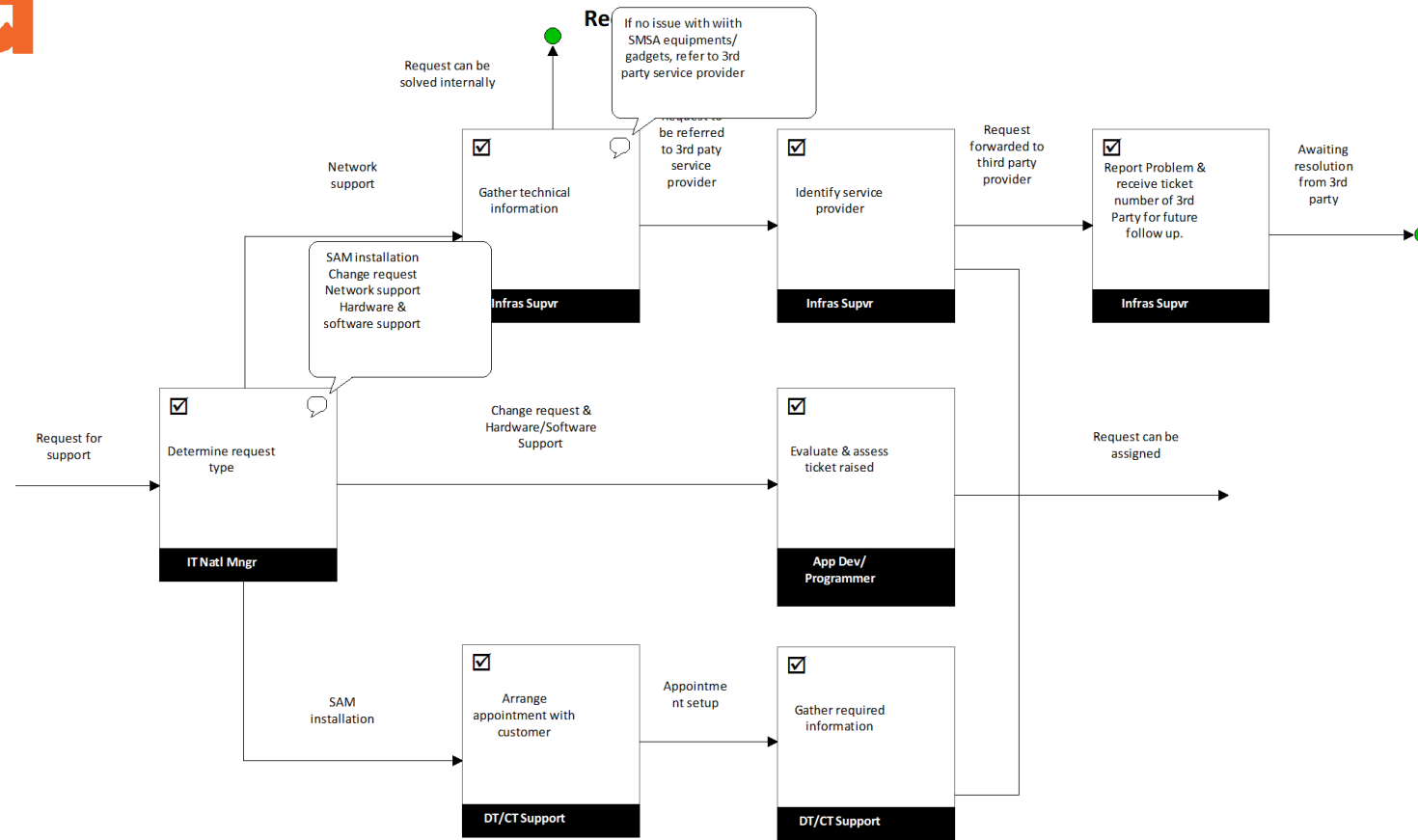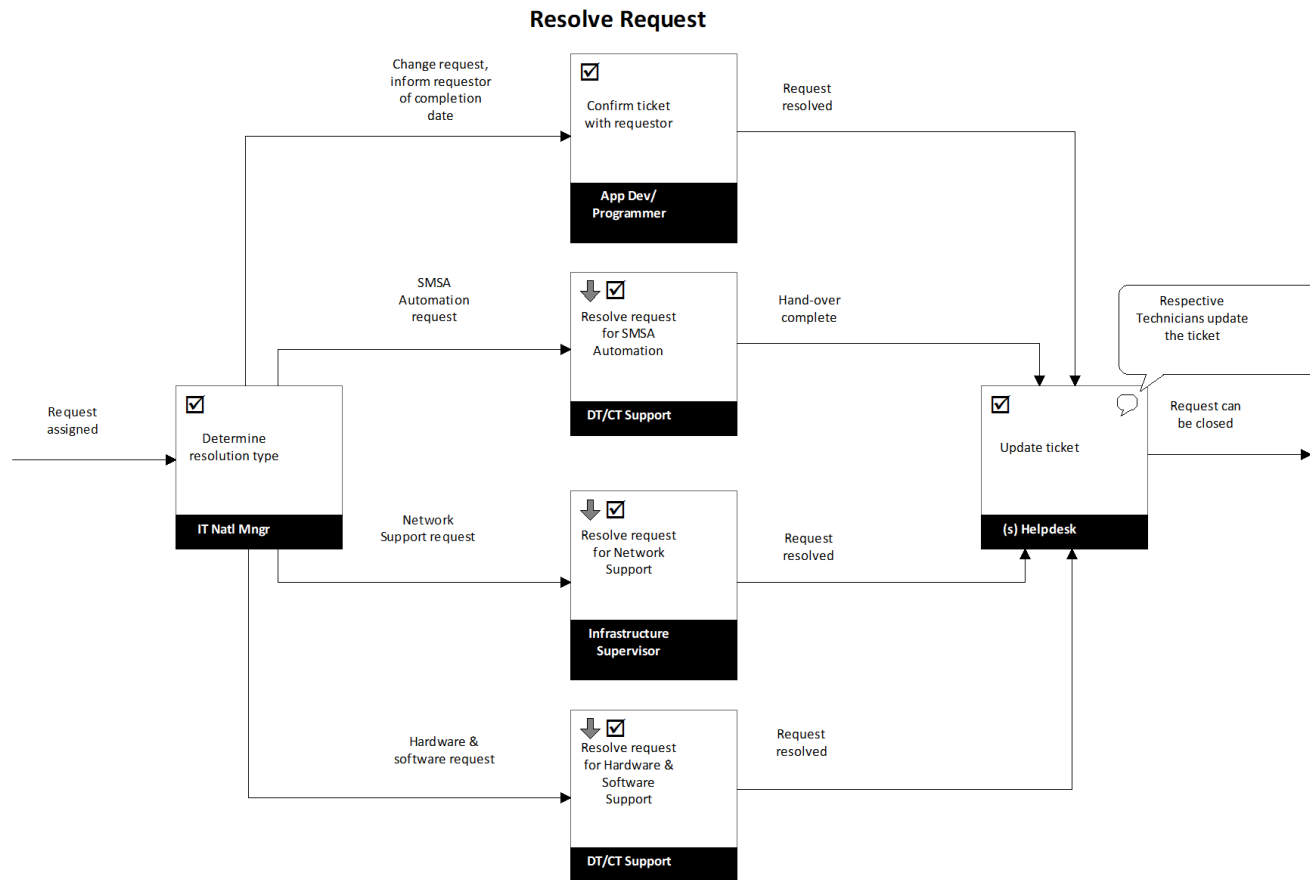Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ 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 cannot be resolved remotely | Request hardware to be sent to Dubai RO | Hardware arrives at DXB RO | Perform corrective actions | Hardware / software working | Send hardware back to requestor | Request resolved |
| DT/CT Support | | DT/CT Support | | DT/CT Support | | DT/CT Support | |
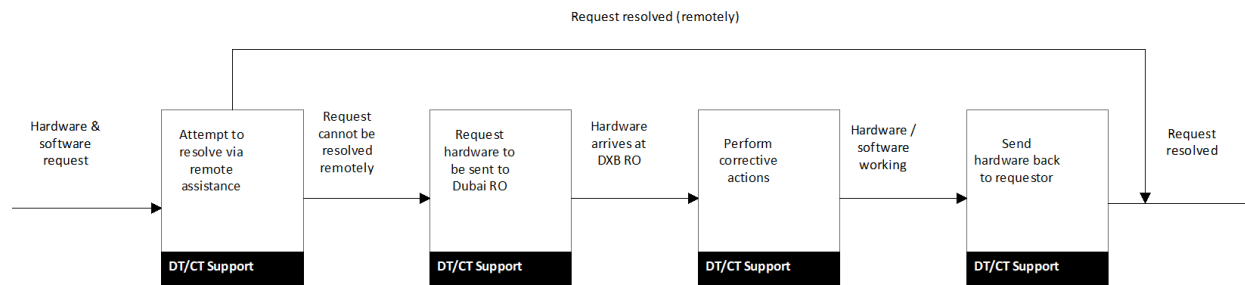
Title: Resolve Request for Hardware & Software Support
Author: Edwin Ramos   Authorization: Update Pending
Date: 6/15/2010
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

EGY - Service Center

	Process outbound shipment			Process inbound HAL shipment	
Walk-in customer		Shipment forwarded to station	HAL shipment forwarded from station		Shipment collected by customer
	SSC Exec			SSC Exec	
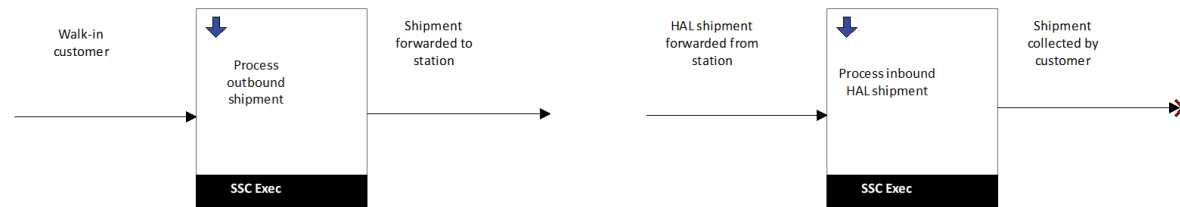
Title: EGY - Service Center
Author: Edwin Ramos
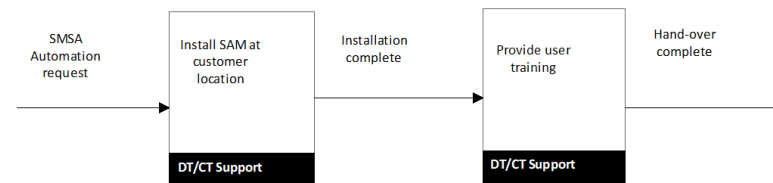Date: 7/15/2018
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

smsa

Process Outbound Shipment

Walk-in customer

Refer to Service Reference Guide (SRG) for prohibited & restricted commodities; DGR for dangerous goods

Check & verify commodity/ item to be shipped

SSC Exec

Items acceptable for carriage

Refer to Package Acceptance Policy

Accept the package

SSC Exec

Customer agreed to pay total charges

Process payment

SSC Exec

Payment completed

Process outbound transfer

SSC Exec

Shipment forwarded to station

Link to: Operations

Item not acceptable

Title: Process Outbound Shipment
Author: Edwin Ramos
Date: 10/26/2017
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

Package Acceptance

Items acceptable for carriage

Document or Non-document

Identify item/ commodity classification

SSC Exec

Commodity classified

Domestic or International
SIDX, SIND, SPOD, SPOP etc.

Determine service type required by customer

SSC Exec

Service requirements known

Refer to Packaging and Contents Policy
Use HV bags for high value shipments

Provide/ check packaging and labeling requirements

SSC Exec

Packaging standards met

Take dimensions as applicable
Length X Width X Height
L x W x H

Weigh the shipment

SSC Exec

Chargeable weight identified

Declared value required for all non-documents
Customer signature required on AWB to acknowledge terms & conditions of carriage

Minimum applicable shipment insurance USD 100
Insurance fee = 2% of declared value

Complete Airwaybill and required documentation as applicable

SSC Exec

AWB & documentation complete

Determine insurance requirements as applicable

SSC Exec

Insurance requirements known

Compute tariff and other applicable charges

SSC Exec

Customer agreed to pay total charges

Title: Package Acceptance
Author: Edwin Ramos
Date: 10/30/2017
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

Process Payment

Customer agreed to pay total charges

Cash or debit/credit card

Identify method of payment

SSC Exec

Customer pays cash

Accept cash

SSC Exec

Cash in EGY Pounds only Foreign currencies and cheque not acceptable

Cash received

Issue official receipt to customer

SSC Exec

Payment completed

Title: Process Payment
Author: Edwin Ramos
Date: 10/30/2017
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

Process Outbound Transfer

Title:	Process Outbound Transfer			Owner:	Mohamed Barakat	○ Actions	○ Feedback
Author:	Edwin Ramos	Authorization:	Update Pending	Diagram Version:	Draft Copy	● Change Log	○ Keywords
Date:	10/30/2017			Review Date:	None	○ Change Requests	○ Read Only
Volume:	0.00 Per Second	Cost Per Second:	$,3.5,E-0317	F.T.E.:	0.00		

Process Inbound HAL Shipment

Link To:
Process UTL Shipments

Ticket opened
for UTL Section

RSE signs the manifest

New customer

Call landline, mobile,
or send text message

HAL shipment
forwarded from
station

| Reconcile actual HAL shipments vs. manifest | No discrepancy found | Accept inbound HAL shipments | Hand-over complete | Perform RTI scan individually on all shipments received | Scan completed | Notify customer to collect shipment at RSC | Customer responded, shipment for collection | Process shipment handover to customer | Shipment collected by customer |

SSC Exec

SSC Exec

SSC Exec
(s) CORE

SSC Exec

SSC Exec

Discrepancy found

Shipment for delivery/ transfer

Advise overage/ shortage to Station via email

System updated

SSC Exec

Process shipment for handover to OPS

Shipment handed-over to courier

Link to:
Operations Process

SSC Exec

Title: Process Inbound HAL Shipment
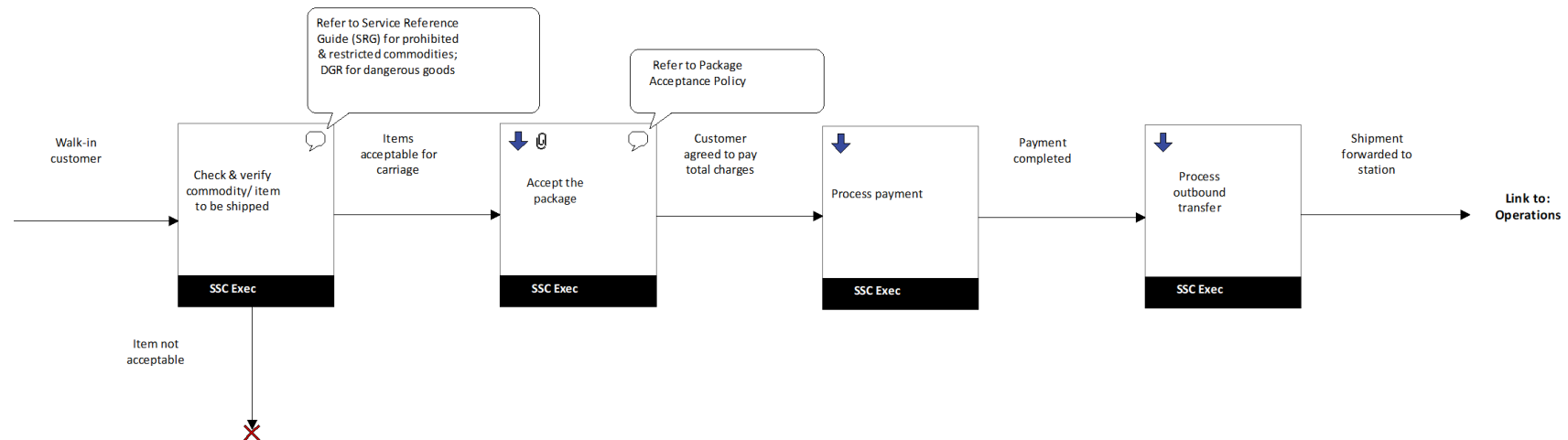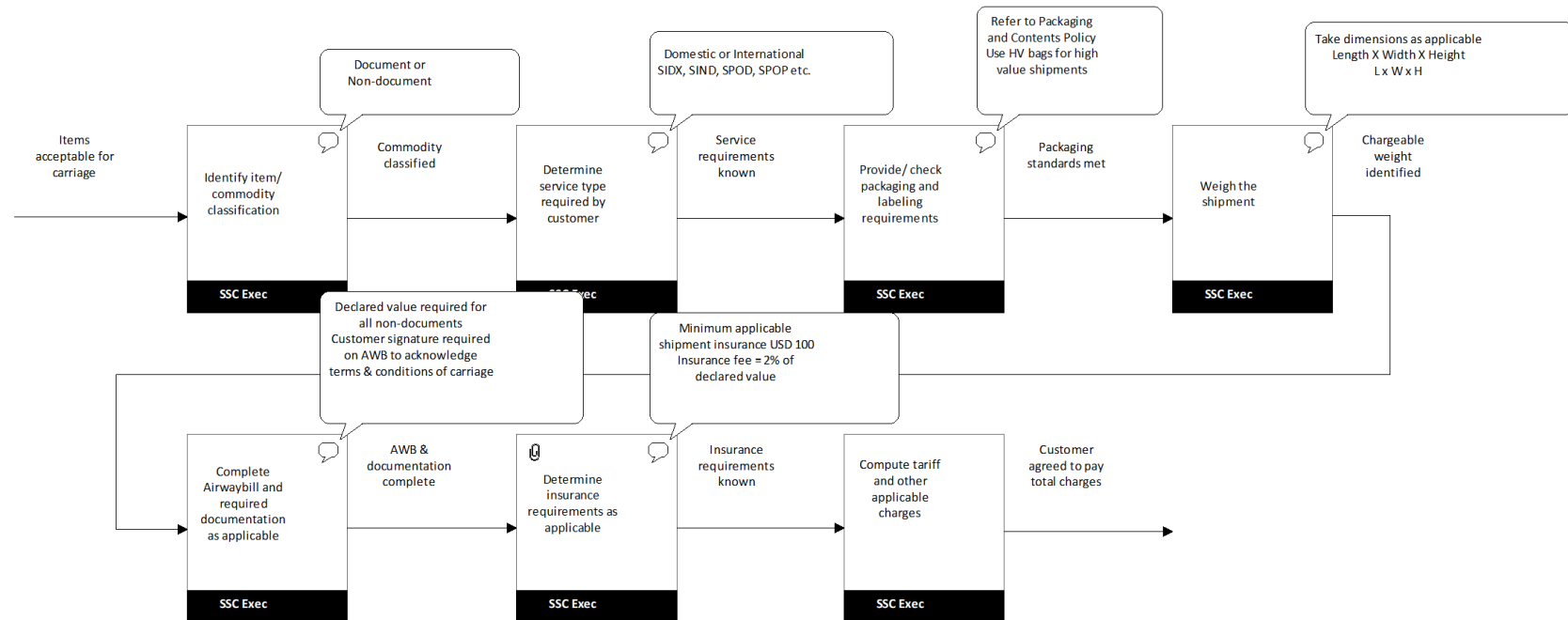Author: Edwin Ramos
Date: 10/26/2017
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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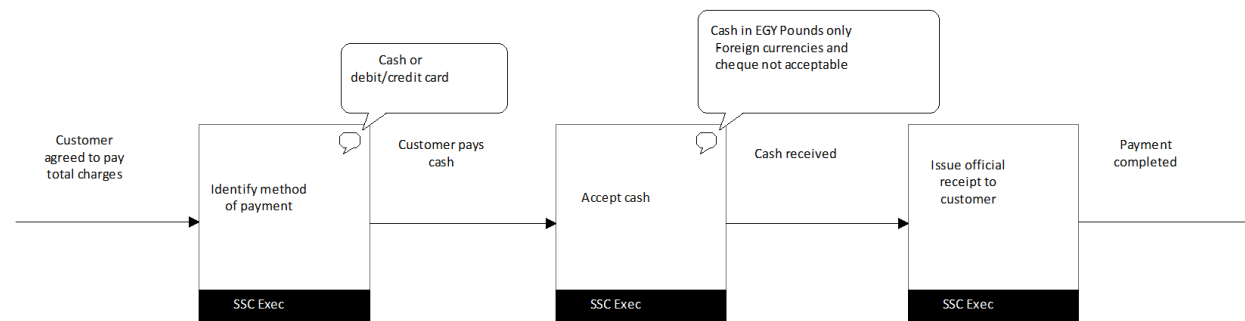
○ Feedback
○ Keywords
○ Read Only

Notify Customer

Link to:
UTL Process

Link from:
UTL Process

Link from:
UTL Process

Call or
send SMS
to
customer

Perform Day 2 scan
with CORE
Call or SMS; if no
response from
customer by end of
D2, open ticket for
UTL section

Perform Day 3 scan
with CORE
Call or send SMS to
customer

Perform Day 4
scan with CORE
Call or send SMS
to customer

Perform Day 5
scan with CORE
Call or send SMS
to customer

Ticket opened
for UTL Section

No response
from
customer,shipme
nt moved to Day
2 rack

No response
from customer,
shipment moved
to Day 3 rack

No response
from
customer,shipme
nt moved to Day
4 rack

No response
from customer,
shipment moved
to Day 5 rack

Shipment for
transfer to OPS-
UTL

Scan completed

Contact consignee	Day 2 Contact consignee	Day 3 Contact consignee	Day 4 Contact consignee	Day 5 Contact consignee
SSC Exec	**SSC Exec** (s) CORE	**SSC Exec** (s) CORE	**SSC Exec** (s) CORE	**SSC Exec** (s) CORE

Customer
responded,
shipment for
collection/
delivery

Customer
responded,
shipment for
collection/
delivery

Customer
responded,
shipment for
collection/
delivery

Customer
responded,
shipment for
collection/
delivery

Customer
responded,
shipment for
collection/
delivery

Title: Notify Customer
Author: Edwin Ramos
Date: 10/26/2017
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

Shipment Handover to Customer

If consignee is not available, a valid authorization letter must be presented

Indicate printed name, mobile number, and actual time of collection

Customer responded, shipment for collection

Request customer for proper identification

SSC Exec

Customer identity established

Collect cash for COD & Duty Shipments

SSC Exec

Cash collected

Ask customer to sign Proof of Delivery

SSC Exec

POD completed

Apply POD scan

SSC Exec

(s) CORE

Shipment collected by customer

Cash remittance

Link to:
FIN - Collections

Title: Shipment Handover to Customer
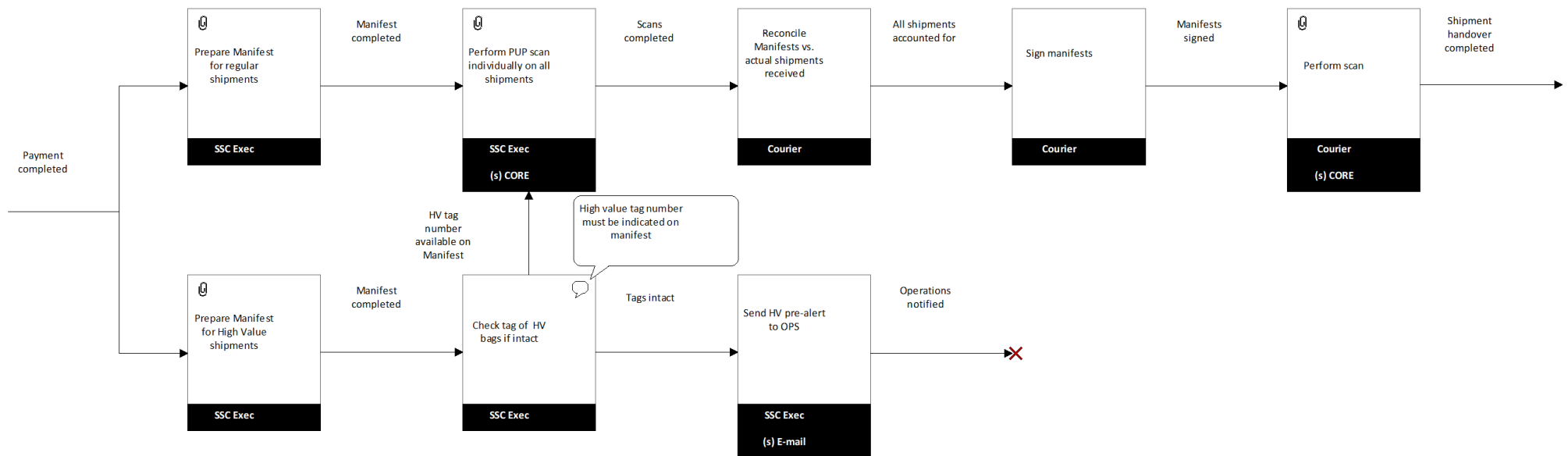Author: Edwin Ramos
Date: 10/29/2017
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

Shipment Handover to OPS

Shipment for delivery/ transfer	Perform scan in CORE	Send pre-alert email to Operations	Prepare Handover Manifest	Handover actual shipments to courier
	SSC Exec / (s) CORE	SSC Exec	SSC Exec	SSC Exec

Scan completed → Email sent → Handover Manifest signed by courier → Shipment handed-over to courier

Link to: Operations Process

Title: Shipment Handover to OPS
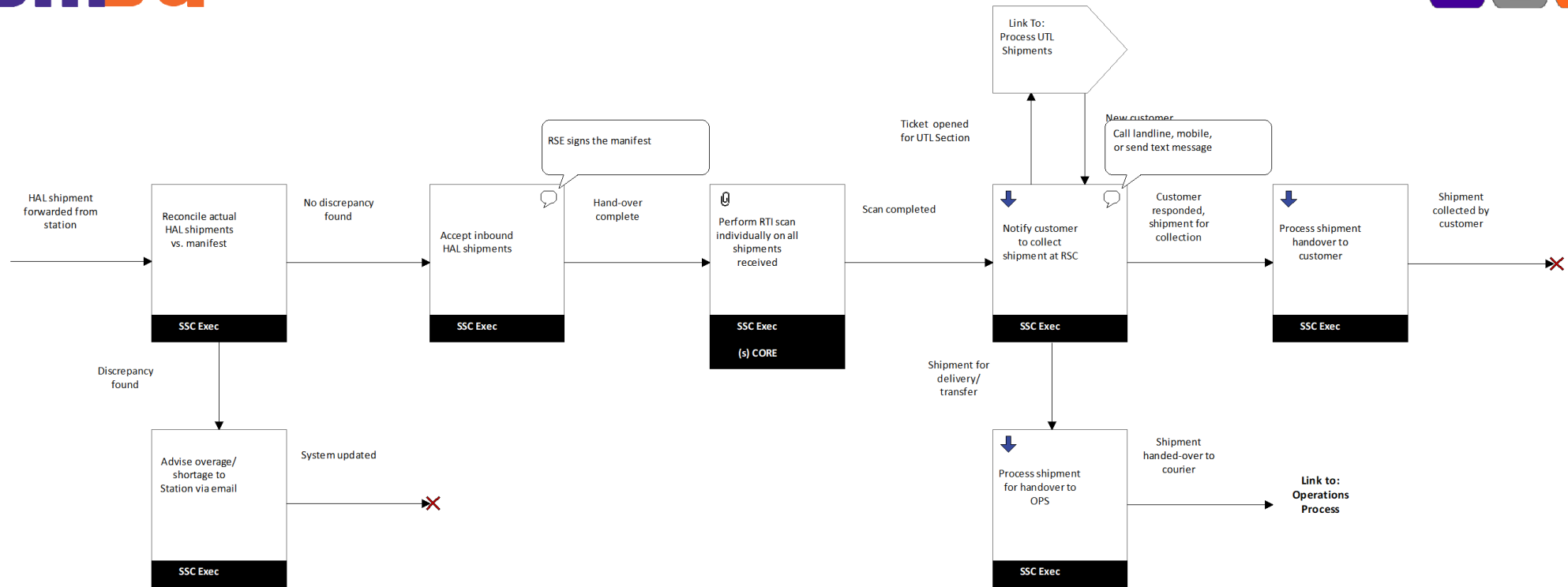Author: Edwin Ramos
Date: 10/30/2017
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

EGY - Freight

Receive customer enquiry

Response time within 1 working day either email or phone call

Acknowledge customer enquiry

Acct Exec

Enquiry acknowledged

Request rate from/negotiate with origin/local offices

Frt Coor

Rate received

Prepare quotation

Frt Coor

Quotation must be prepared within 2 working days upon inquiry

Quotation forwarded to customer

Follow up with customer

Frt Coor

If customer rejects quotation. Account Executive to renegotiate the rates.

Quotation confirmed by customer

Prepare job file

Frt Coor

Prepare job file within 1 working day

Job files created

Received RFQ from customer

Process Freight Quotation & Execution

Frt Coor
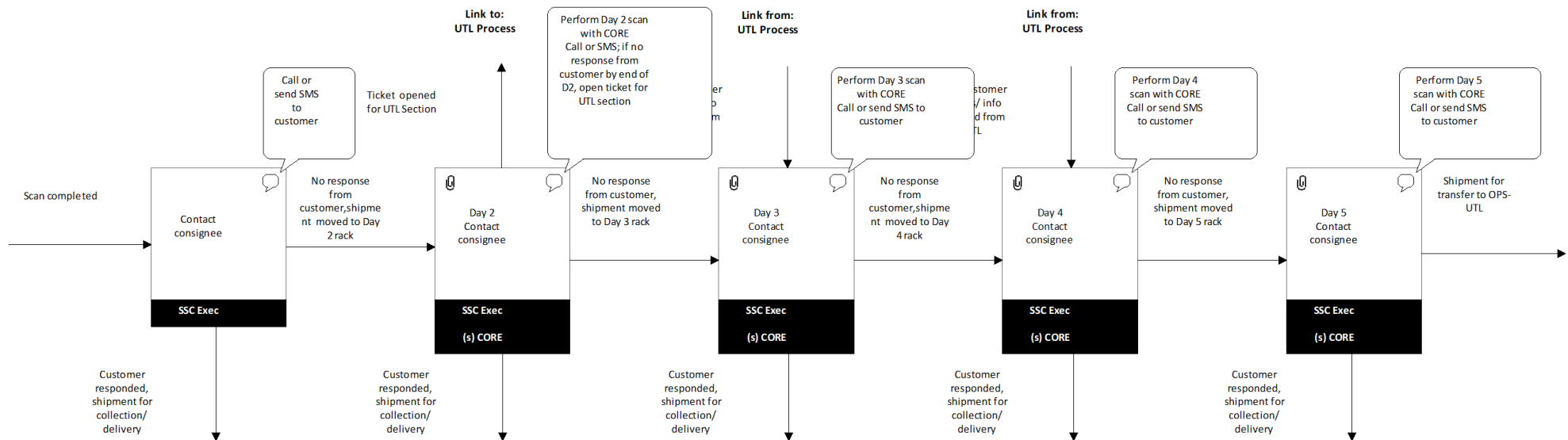
Customer receives docs; Financial record closed

Shipment loss report

Title: EGY - Freight
Author: Edwin Ramos
Date: 11/11/2019
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

Freight Quotation & Execution Process

Title: Freight Quotation & Execution Process
Author: Mohammed Ahmed Khan   Authorization: Update Pending
Date: 4/2/2024
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

EGY - Customer Service

Customer request for pickup booking	Process customer booking **Supvsr-CS**	P-up request transfer to OPS		
Customer request for shpmt tracking/ tracing	Process track & trace **Supvsr-CS**	Call ended ✖		
Shipment ready for validation	Process shipments validation **Supvsr-CS**	Address Validated	**Link To: Operations Delivery Process**	

Prospect customers	Tele-Sales process **Supvsr-CS**	Account ready for use	
Complaint received from customer	Process complaints & claims **Supvsr-CS**	Complaint closed as per company policy ✖	
General customer inquires	Process general inquiries **Supvsr-CS**	Call ended ✖	

Title: EGY - Customer Service
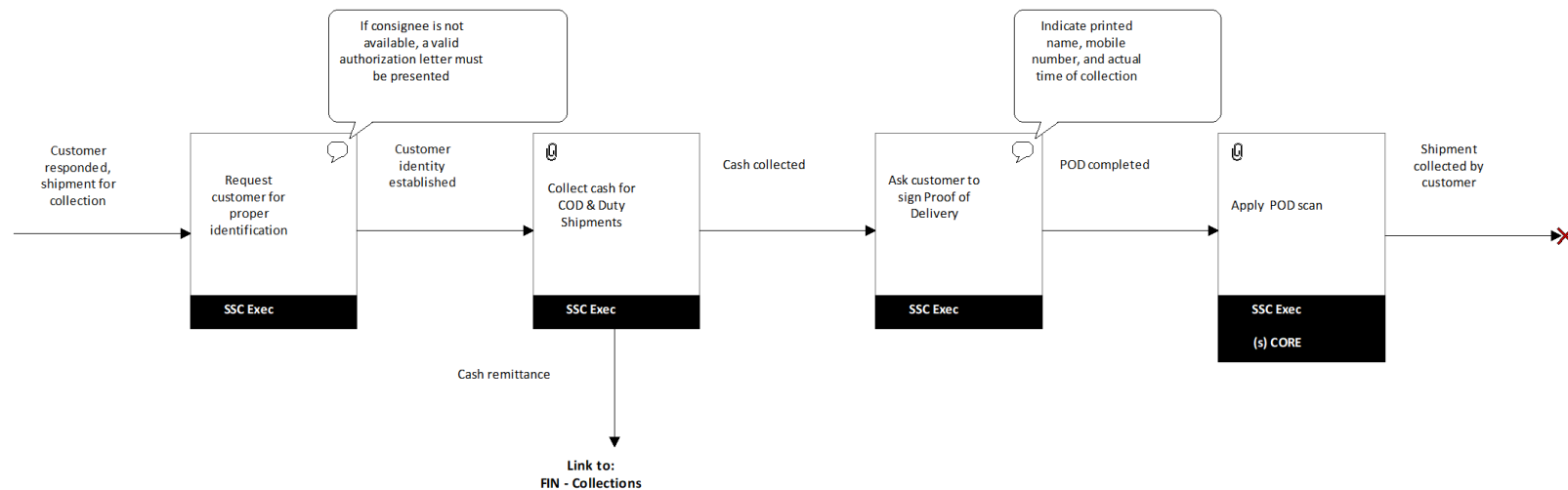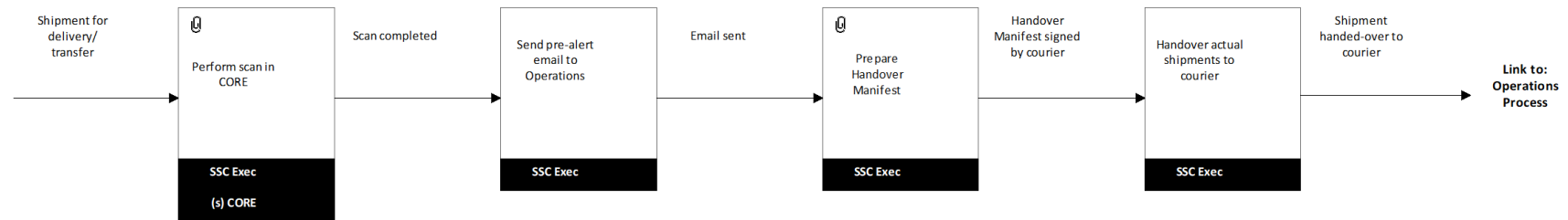Author: Edwin Ramos
Date: 11/11/2019
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

Process Sales Inquiry

| Cash customer | Give customer rate as per cash price list | Cash quote given to customer |
| | **CS Agent** | |

General customer inquires → Identify customer type **CS Agent**

Existing customer → Forward request to Sales team **CS Agent** → Request sent to Sales team → Thank the customer & close the call **CS Agent** → Call ended

Prospect customer → Open a sales lead ticket to Sales Team **CS Agent** → Sales lead forwarded to Sales team

Title: Process Sales Inquiry
Author: Edwin Ramos
Date: 11/10/2019
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

Process Complaints & Claims

All major complaints should be logged & reference number issued

1- Customer should be acknowledged within 24 hours of receipt of complain to costumer
2- Complaints received through emails should be called back via email

Keep customer informed thru courtesy calls on daily basis

Complaint received from customer

Complain Registered

International complaint

Trace created

Complaint closed as per company policy

Log Complaint

CS Agent

Acknowledge complaint to customer

CS Agent

Open Trace

CS Agent

Follow up on Trace

CS Agent

Domestic complaint

Send email to appropriate dept. for investigation

CS Agent

Title: Process Complaints & Claims
Author: Edwin Ramos
Date: 11/10/2019
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions
● Change Log
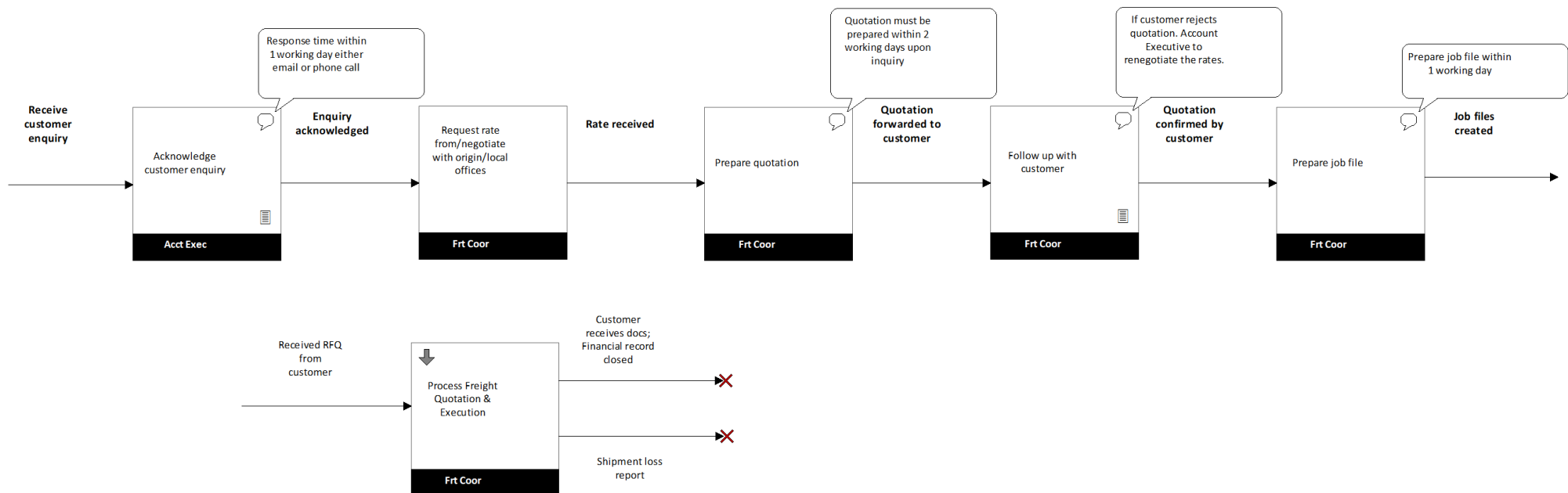○ Change Requests

○ Feedback
○ Keywords
○ Read Only

Process Track & Trace

i.e. shipment status, location, etc.

Customer request for shpmt tracking/ tracing

Gather relevant information from customer
CS Agent

Relevant information gathered

Provide shipment details/ update to customer
CS Agent

Customer provided with updates

Confirm if customer have any special instructions
CS Agent

Special instructions confirmed

Thank the customer & close the call
CS Agent

Call ended

Title: Process Track & Trace
Author: Edwin Ramos
Date: 11/10/2019
Volume: 0.00 Per Second

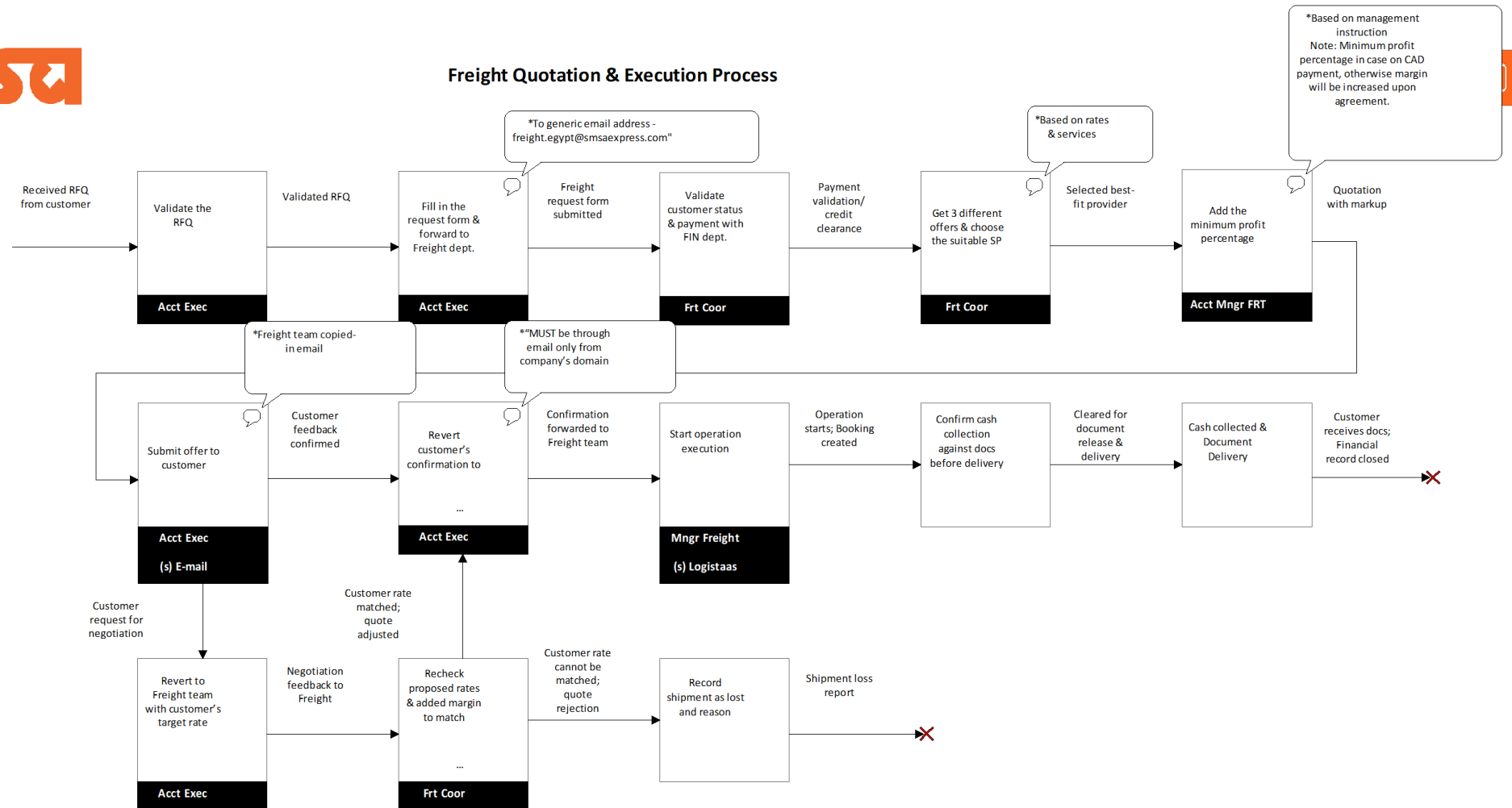Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

Customer Booking

Customer details:
1-Contact Name & Phone No. (Corp. & cash customer)
2- Company Name (only Corp. customer)
3-Customer Account No. (only Corp. customer)

Commodity, destination, weight & packing

| Customer inquire for booking | Identify type of customer — CS Agent | Cash customer | Ask about shipment details — CS Agent | Details Confirmed | Quote Customer about the rate — CS Agent | Customer accepts | Verify customer details — CS Agent | Customer details confirmed | Ask about shipment details — CS Agent | Shipment details confirmed |

Corporate customer

At least should be within 2 Hours of receiving the request

Car or Bike

Domestic or International

| Verify customer Collection address — CS Agent | Customer collection address confirmed | Ask Ready time — CS Agent | Ready time confirmed | Determine vehicle type required — CS Agent | Vehicle type required determined | Determine type of service — CS Agent | Service type determined | Inform Customer the booking reference No. — CS Agent | P-up request transfer to OPS |

Link To: Pickup Shipment

Title: Customer Booking
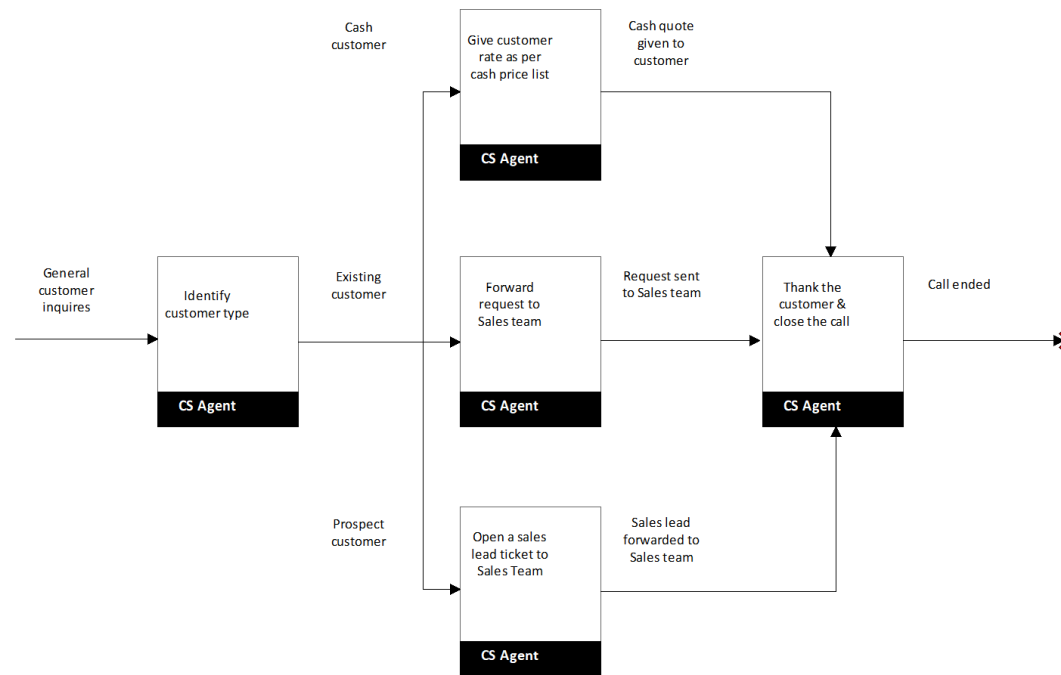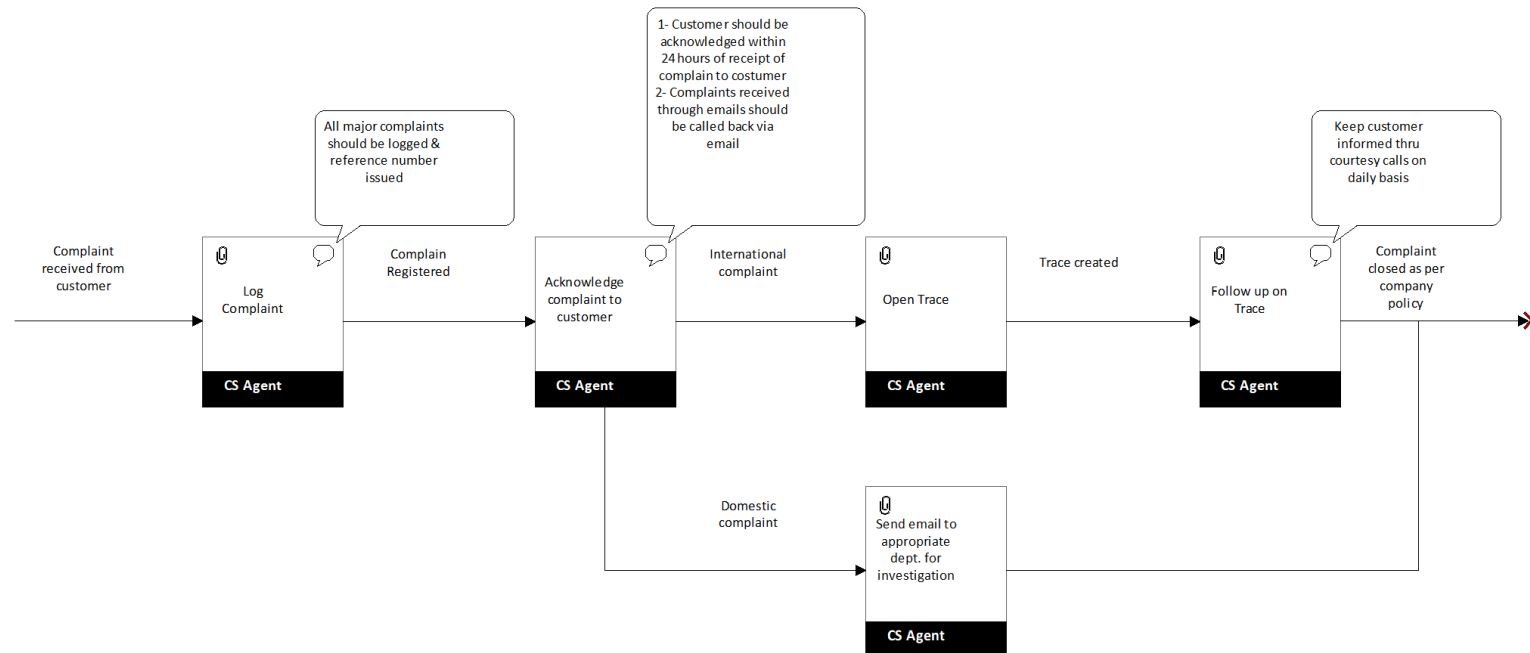Author: Edwin Ramos
Date: 11/10/2019
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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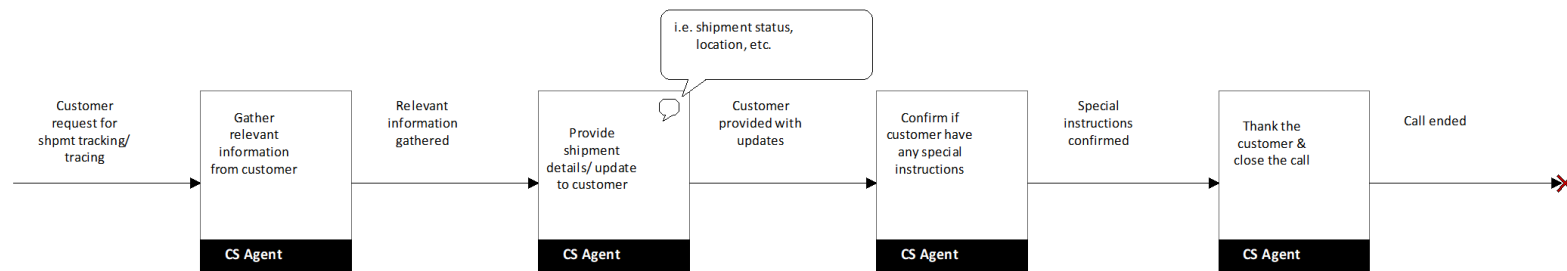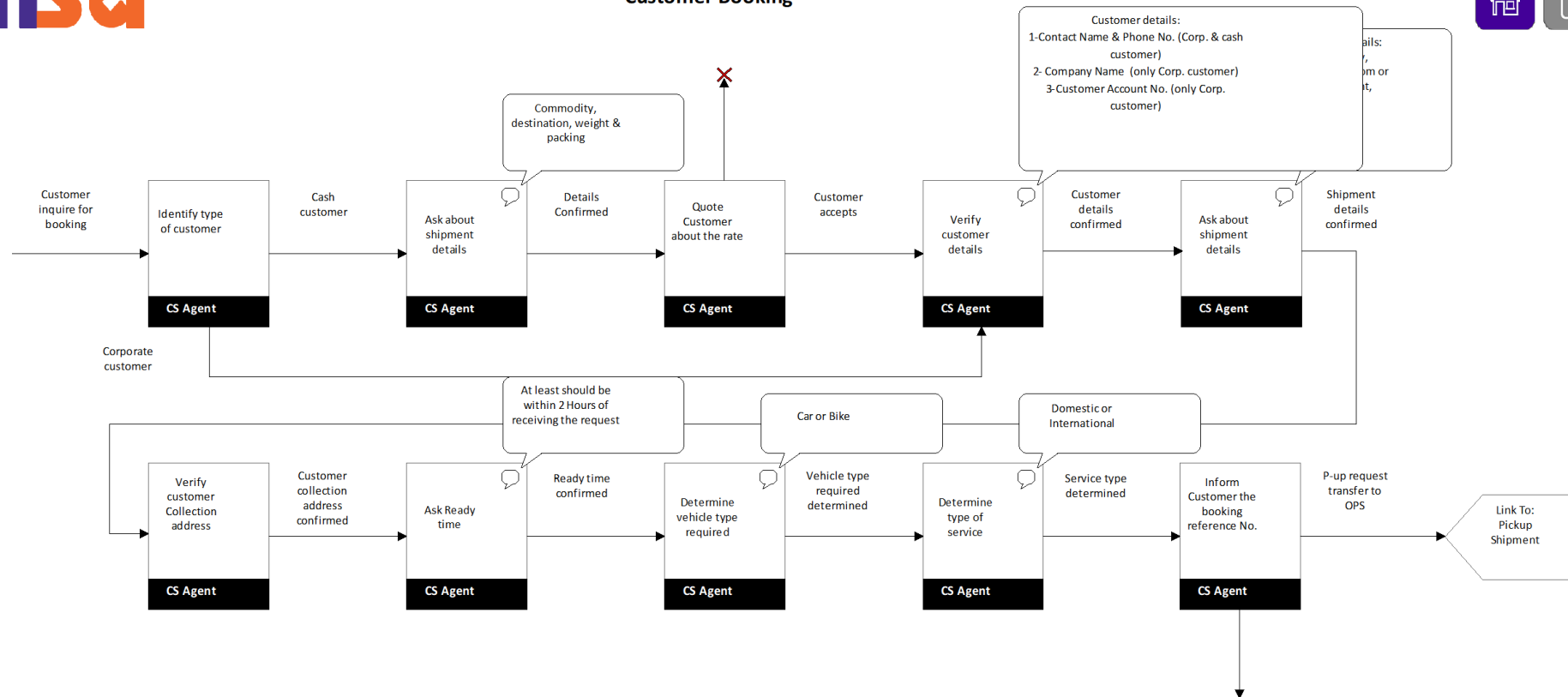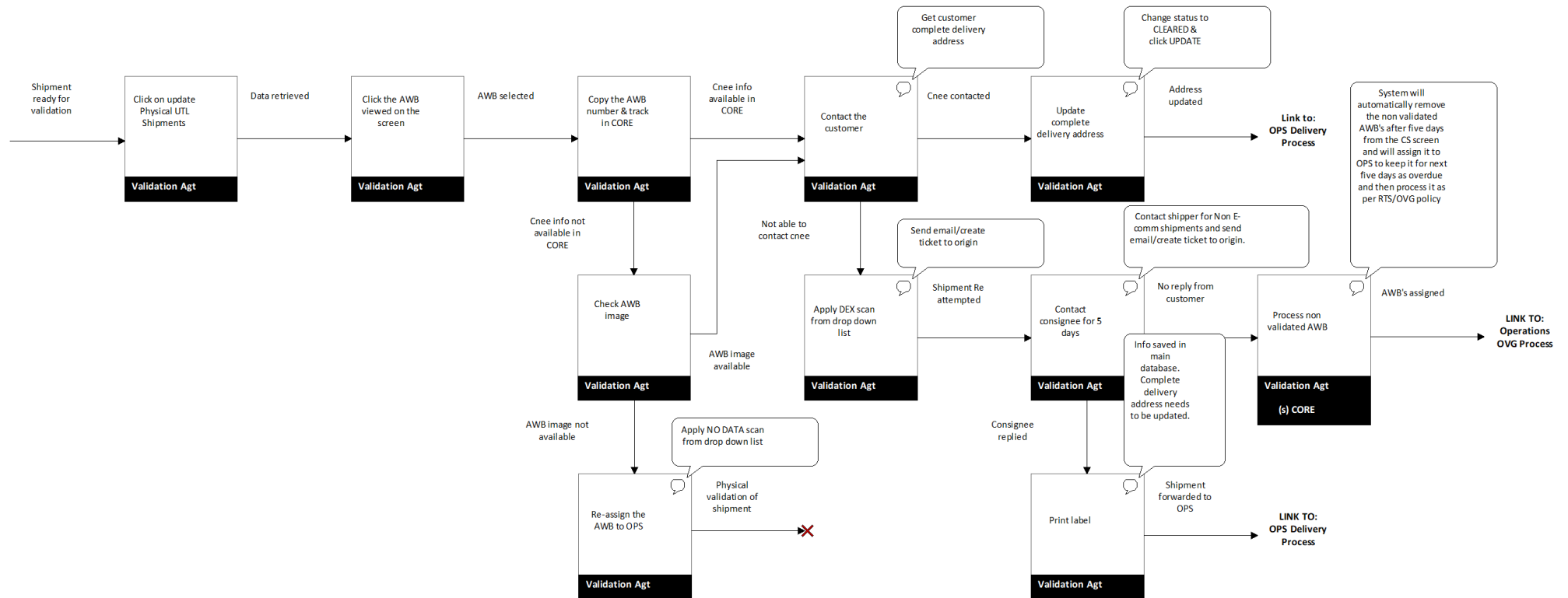○ Change Requests   ○ Read Only

SMSA

Shipments Validation

```
Shipment ready for validation
        │
        ▼
┌─────────────────────┐
│ Click on update     │
│ Physical UTL        │  ── Data retrieved ──►
│ Shipments           │
│                     │
│ Validation Agt      │
└─────────────────────┘
        │
        ▼
┌─────────────────────┐
│ Click the AWB       │
│ viewed on the       │  ── AWB selected ──►
│ screen              │
│                     │
│ Validation Agt      │
└─────────────────────┘
        │
        ▼
┌─────────────────────┐
│ Copy the AWB        │  ── Cnee info available in CORE ──►
│ number & track      │
│ in CORE             │
│                     │
│ Validation Agt      │
└─────────────────────┘
```

Cnee info not available in CORE

```
┌─────────────────────┐
│ Check AWB           │
│ image               │
│                     │
│ Validation Agt      │
└─────────────────────┘
```
AWB image available

AWB image not available

```
┌─────────────────────┐
│ Re-assign the       │  ── Physical validation of shipment ──► ✗
│ AWB to OPS          │      [Apply NO DATA scan from drop down list]
│                     │
│ Validation Agt      │
└─────────────────────┘
```

[Get customer complete delivery address]

```
┌─────────────────────┐
│ Contact the         │  ── Cnee contacted ──►
│ customer            │
│                     │
│ Validation Agt      │
└─────────────────────┘
```

Not able to contact cnee

[Send email/create ticket to origin]

```
┌─────────────────────┐
│ Apply DEX scan      │  ── Shipment Re attempted ──►
│ from drop down      │
│ list                │
│                     │
│ Validation Agt      │
└─────────────────────┘
```

[Change status to CLEARED & click UPDATE]

```
┌─────────────────────┐
│ Update              │  ── Address updated ──►  Link to: OPS Delivery Process
│ complete            │
│ delivery address    │
│                     │
│ Validation Agt      │
└─────────────────────┘
```

[Contact shipper for Non E-comm shipments and send email/create ticket to origin.]

```
┌─────────────────────┐
│ Contact             │  ── No reply from customer ──►
│ consignee for 5     │
│ days                │
│                     │
│ Validation Agt      │
└─────────────────────┘
```

Consignee replied

```
┌─────────────────────┐
│ Print label         │  ── Shipment forwarded to OPS ──►  LINK TO: OPS Delivery Process
│                     │
│ Validation Agt      │
└─────────────────────┘
```

[Info saved in main database. Complete delivery address needs to be updated.]

```
┌─────────────────────┐
│ Process non         │  ── AWB's assigned ──►  LINK TO: Operations OVG Process
│ validated AWB       │
│                     │
│ Validation Agt      │
│ (s) CORE            │
└─────────────────────┘
```

[System will automatically remove the non validated AWB's after five days from the CS screen and will assign it to OPS to keep it for next five days as overdue and then process it as per RTS/OVG policy]

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

New Landing Page - Level 1.2.1.9.11 Draft Copy

Version: 1

Tele Sales Process

Label	Detail
Proposal based on Customer Data Update Form	
RFR = Request for Rate	
Approval from Telesales Supervisor, Sales Manager & Country Manager approval	
Signed contract + signed RFR by rep + Agreed price + Copy of customer's National ID + cash deposit for non-COD customers	
Finance team to check customer's ppwk (CR + Tax card)	

Process steps (top row):

- Prepare proposal — TS Exec
- Submit rate card (RFR) & define required discount — TS Exec
- Obtain necessary approval — TS Exec
- Compile & send the documents — TS Exec
- Review submitted documents — Sales Admin

Flow labels:
- Proposal completed
- Above TS Authority Matrix
- Customer doesn't have CR & TX (E-Comm Customers)
- Sent to Sales Admin
- Prospect customer qualified
- Within TS Authority Matrix
- Management approval obtained
- Authorized manager approval + signed contract + signed RFR + agreed price + CR + TX
- Approval from SLS Manager, FIN Manager or Country Manager RFR approval as per Authority Matrix

Process steps (second row):

- Prospect customers
- Contact prospect customers for business profiling — TS Exec
- Submit price to customer — TS Exec
- Fill contract data — TS Exec
- Compile & send the documents — TS Exec
- Get required approvals — Sales Admin

- Prospect customer not qualified
- Pricing received by customer
- Customer has CR & TX (Corporate Customers)
- within two (2) working days
- Informing customer his username & password for Samlite or E-com system

Process steps (bottom row):

- Issue account number & create account — Sales Admin / (s) SDM / (s) SIEBEL
- Request account credentials from IT Dept in KSA — Sales Admin
- Submit soft copy of signed contract — TS Exec
- Inform customer & Customer Service — TS Exec

- New customer account created
- Account credentials provided
- Submitted to FIN Dept.
- Account ready for use

Title:	Tele Sales Process
Author:	Edwin Ramos
Date:	2/13/2025
Volume:	0.00 Per Second

Cost Per Second: $,3.5,E-0317

Owner:	Mohamed Barakat
Diagram Version:	Draft Copy
Review Date:	None
F.T.E.:	0.00

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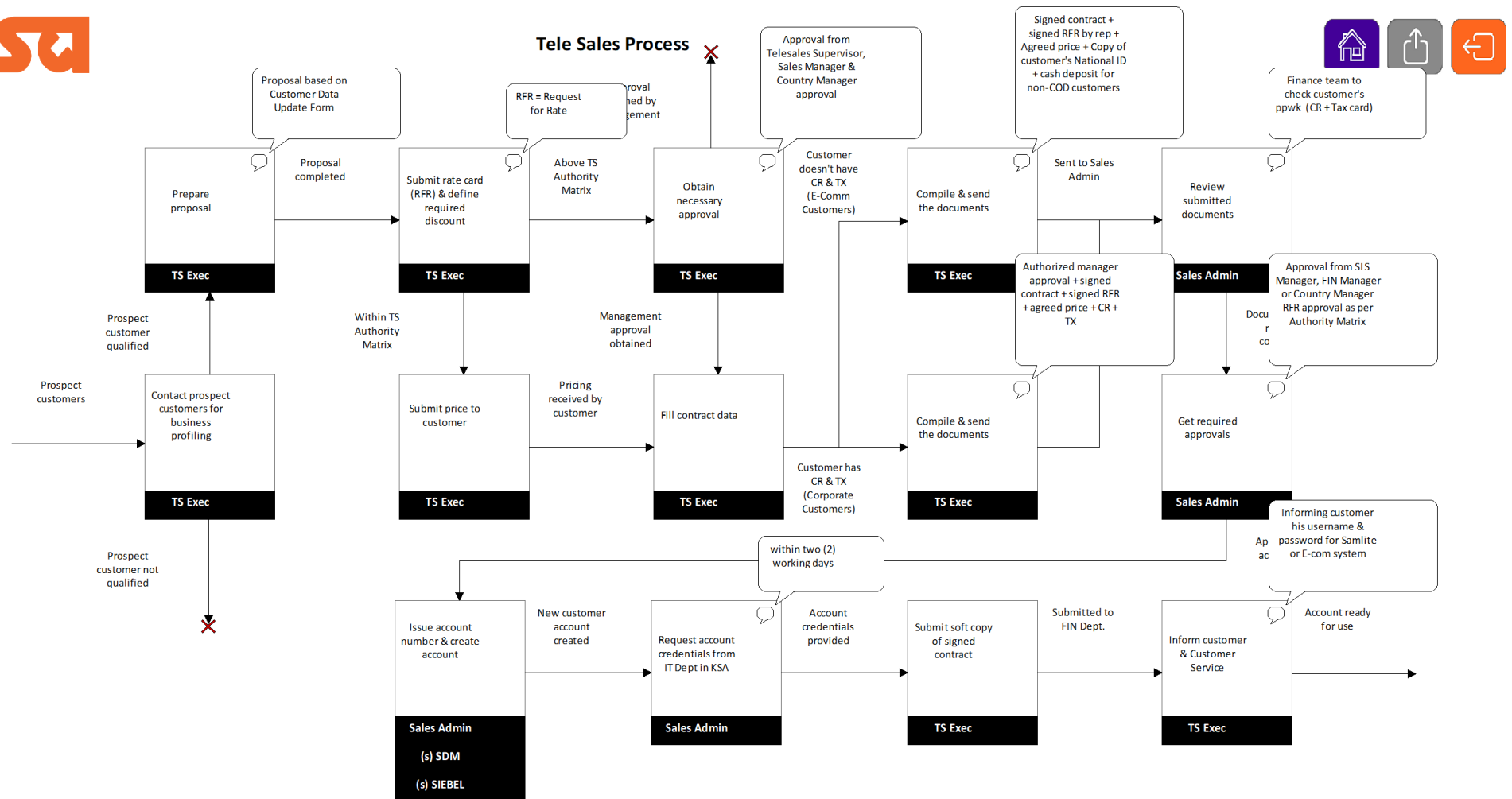● Change Log   ○ Keywords
○ Change Requests   ○ Read Only