SMSA Express - Egypt

SLS

CSD

FRT

OPS

SSC
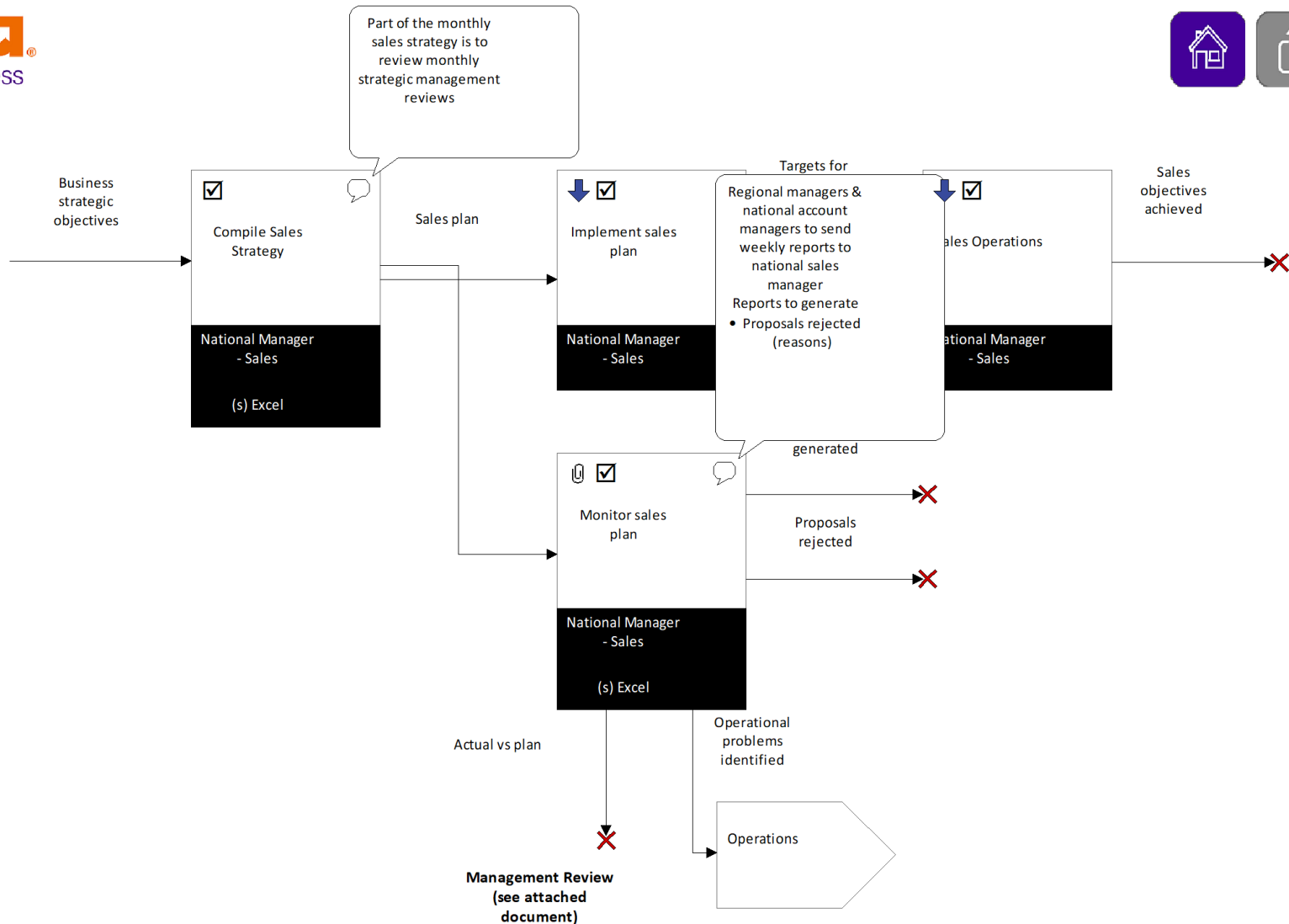
COR

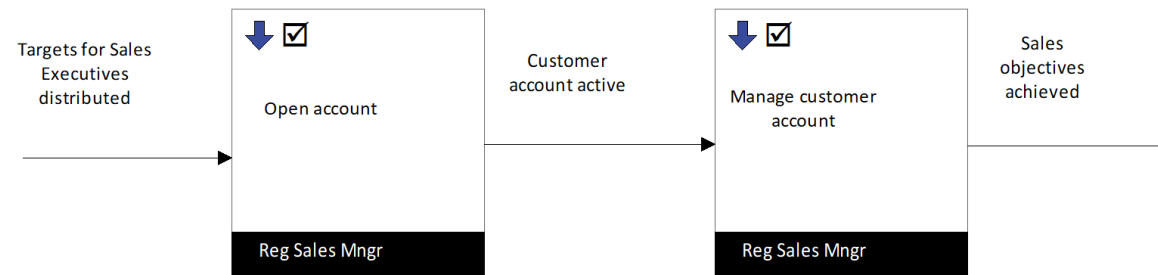FIN

HRA

ITD

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

SMSA
Express

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

Business strategic objectives

☑ 💬
Compile Sales Strategy

National Manager - Sales

(s) Excel

Sales plan

⬇ ☑
Implement sales plan

National Manager - Sales

Targets for

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

generated

⬇ ☑
Sales Operations

National Manager - Sales

Sales objectives achieved

✕

📎 ☑ 💬
Monitor sales plan

National Manager - Sales

(s) Excel

Proposals rejected

✕

✕

Actual vs plan

Operational problems identified

✕

Management Review (see attached document)

Operations

SMSA Express

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
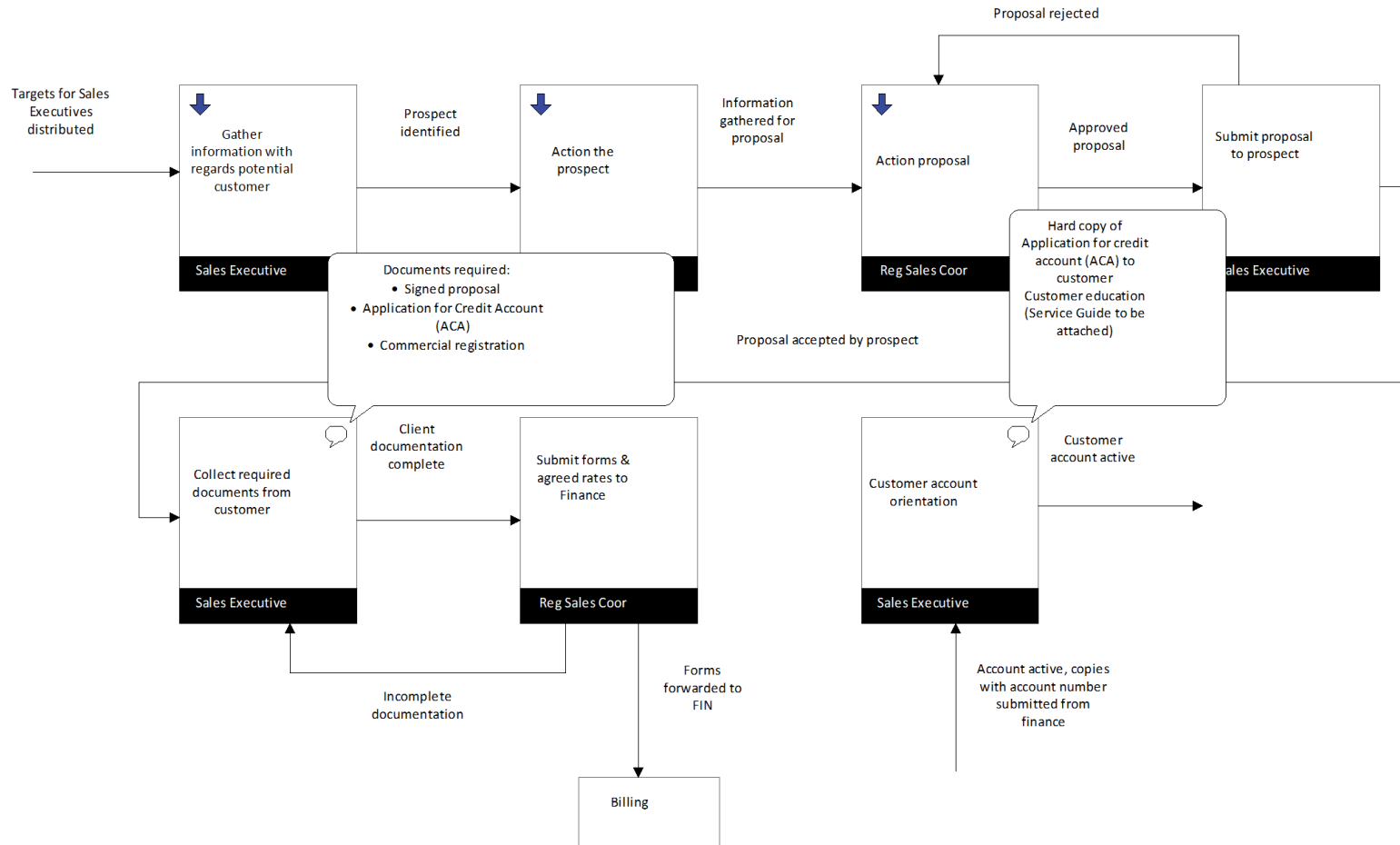Date: 6/7/2018
Volume: 0.00 Per Second

Authorization: Authorized
Date: 9/6/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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

Open Account

Proposal rejected

Targets for Sales Executives distributed

Gather information with regards potential customer

Sales Executive

Prospect identified

Action the prospect

Information gathered for proposal

Action proposal

Reg Sales Coor

Approved proposal

Submit proposal to prospect

Sales Executive

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

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

Proposal accepted by prospect

Collect required documents from customer

Sales Executive

Client documentation complete

Submit forms & agreed rates to Finance

Reg Sales Coor

Customer account orientation

Sales Executive

Customer account active

Incomplete documentation

Forms forwarded to FIN

Account active, copies with account number submitted from finance

Billing

Mohamed Barakat	Edwin Ramos	Authorized	1
Owner	**Author**	**Status**	**Version**

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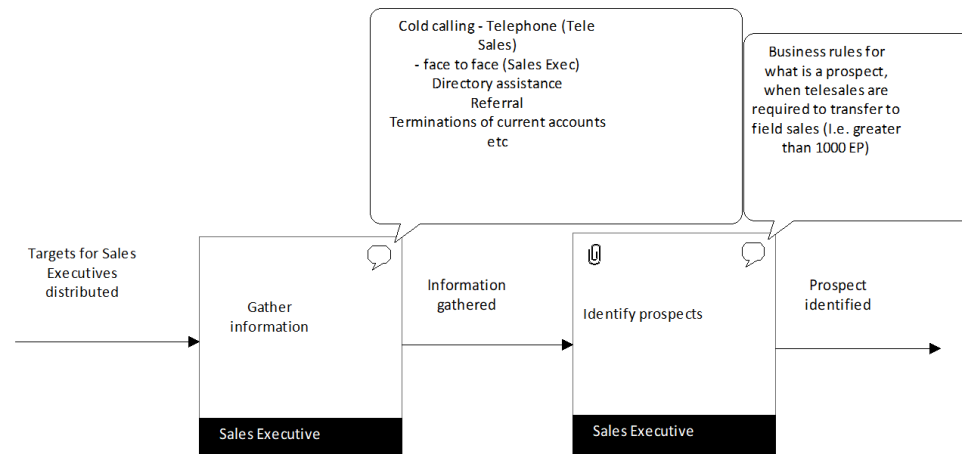Date: 5/22/2010
Volume: 0.00 Per Second

Authorization: Authorized
Date: 9/6/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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

Gather Information with Regards Potential Customer

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

Business rules for what is a prospect, when telesales are required to transfer to field sales (I.e. greater than 1000 EP)

Targets for Sales Executives distributed

Gather information

Sales Executive

Information gathered

Identify prospects

Sales Executive

Prospect identified

Mohamed Barakat   Edwin Ramos   Authorized   1

Owner   **Author**   **Status**   **Version**

Title: Gather Information with Regards Potential Customer
Author: Edwin Ramos   Authorization: Authorized
Date: 5/22/2010   Date: 9/6/2018
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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

smsa Express

Action the Prospect

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)

Call / Visit
(attach checklist)

Prospect
identified

Contact the
prospect to
determine
shipping profile

Sales Executive

Prospects shipping
profile complete

Determine service
required

Sales Executive

Can be satisfied
within standard
operations

Request a rate

Sales Executive

Information
gathered for
proposal

Cannot be
satisfied within
standard
operations

Drill down
Attach MDA form
Attach Scope of work

Initiate special
project

Sales Executive

Customized
service

Mohamed Barakat

Owner

Edwin Ramos

Author

Authorized

Status

1

Version

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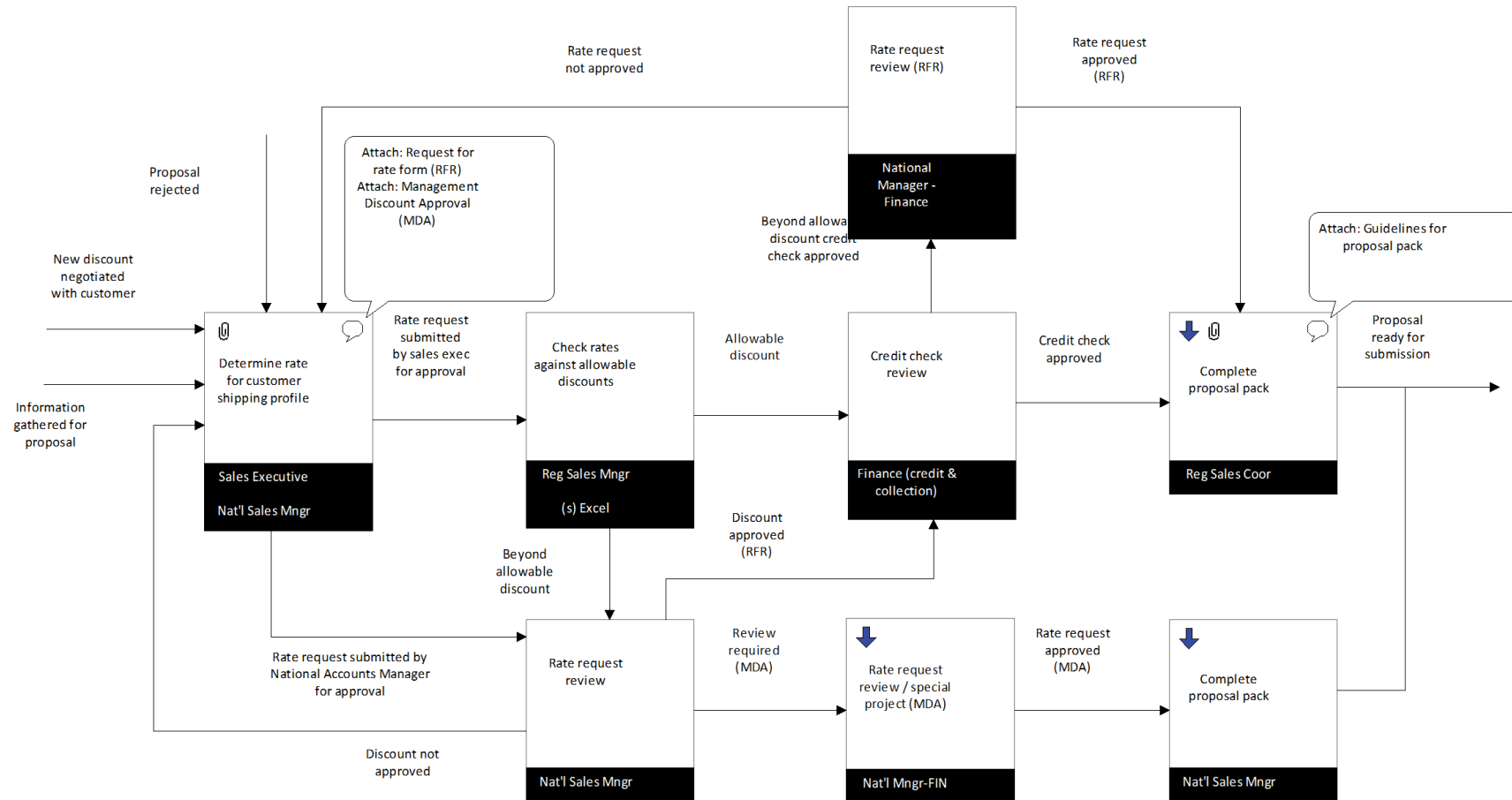Date: 5/22/2010
Volume: 0.00 Per Second

Authorization: Authorized
Date: 9/6/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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

smsa Express

Action Proposal

Rate request not approved

Rate request review (RFR)

Rate request approved (RFR)

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

National Manager - Finance

New discount negotiated with customer

Beyond allowable discount credit check approved

Attach: Guidelines for proposal pack

Rate request submitted by sales exec for approval

Check rates against allowable discounts

Allowable discount

Credit check review

Credit check approved

Complete proposal pack

Proposal ready for submission

Determine rate for customer shipping profile

Information gathered for proposal

Sales Executive

Nat'l Sales Mngr

Reg Sales Mngr

(s) Excel

Finance (credit & collection)

Reg Sales Coor

Beyond allowable discount

Discount approved (RFR)

Proposal rejected

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

Mohamed Barakat	Edwin Ramos	Authorized	1
Owner	**Author**	**Status**	**Version**

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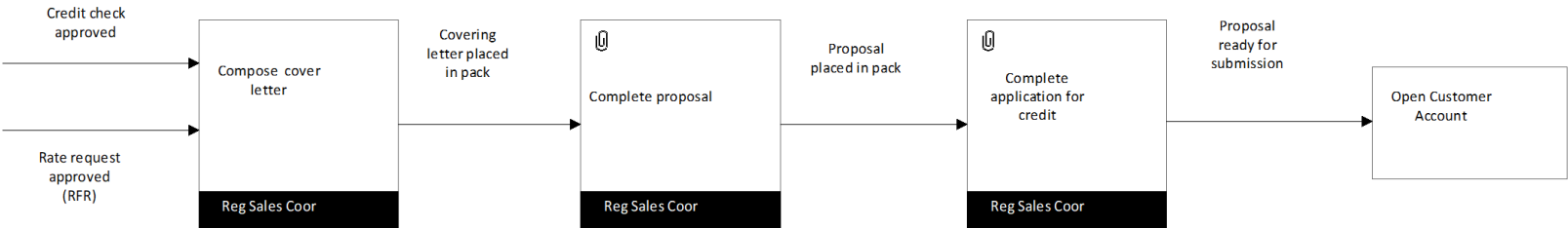Date: 5/22/2010
Volume: 0.00 Per Second

Authorization: Authorized
Date: 9/6/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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

sm sa Express

Complete Proposal Pack

Credit check approved → **Compose cover letter** — Reg Sales Coor

Rate request approved (RFR) →

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 →

Open Customer Account

Mohamed Barakat	Edwin Ramos	Authorized	1
Owner	**Author**	**Status**	**Version**

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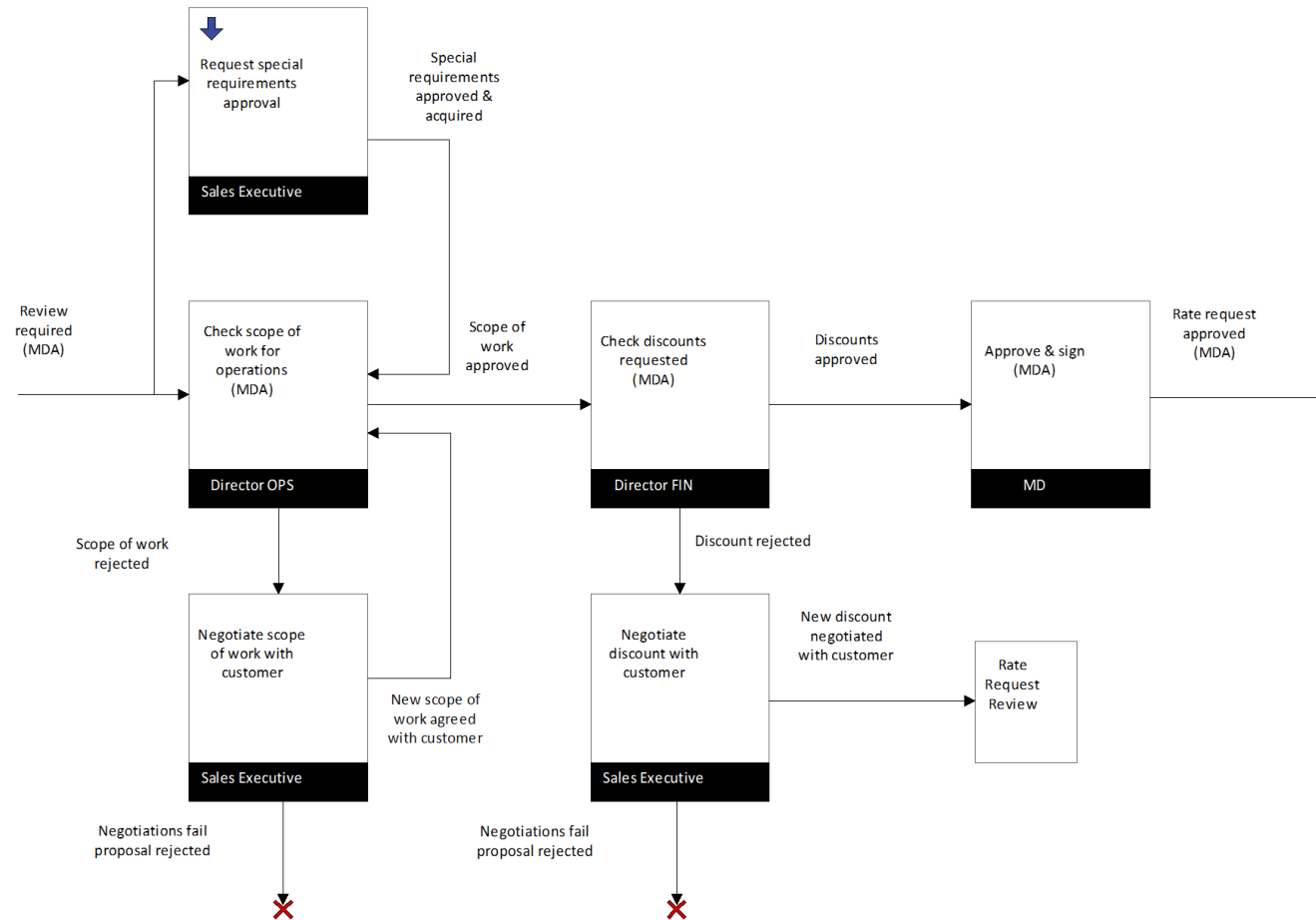Date: 5/22/2010
Volume: 0.00 Per Second

Authorization: Authorized
Date: 9/6/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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

Rate Request Review / Special Project (MDA)

Request special requirements approval
Sales Executive

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 Executive

New scope of work agreed with customer

Discount rejected

Negotiate discount with customer
Sales Executive

New discount negotiated with customer

Rate Request Review

Negotiations fail proposal rejected

Negotiations fail proposal rejected

Mohamed Barakat	Edwin Ramos	Authorized	1
Owner	**Author**	**Status**	**Version**

Title: Rate Request Review / Special Project (MDA)
Author: Edwin Ramos
Date: 5/29/2010
Volume: 0.00 Per Second

Authorization: Authorized
Date: 9/6/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
Review Date: None
F.T.E.: 0.00
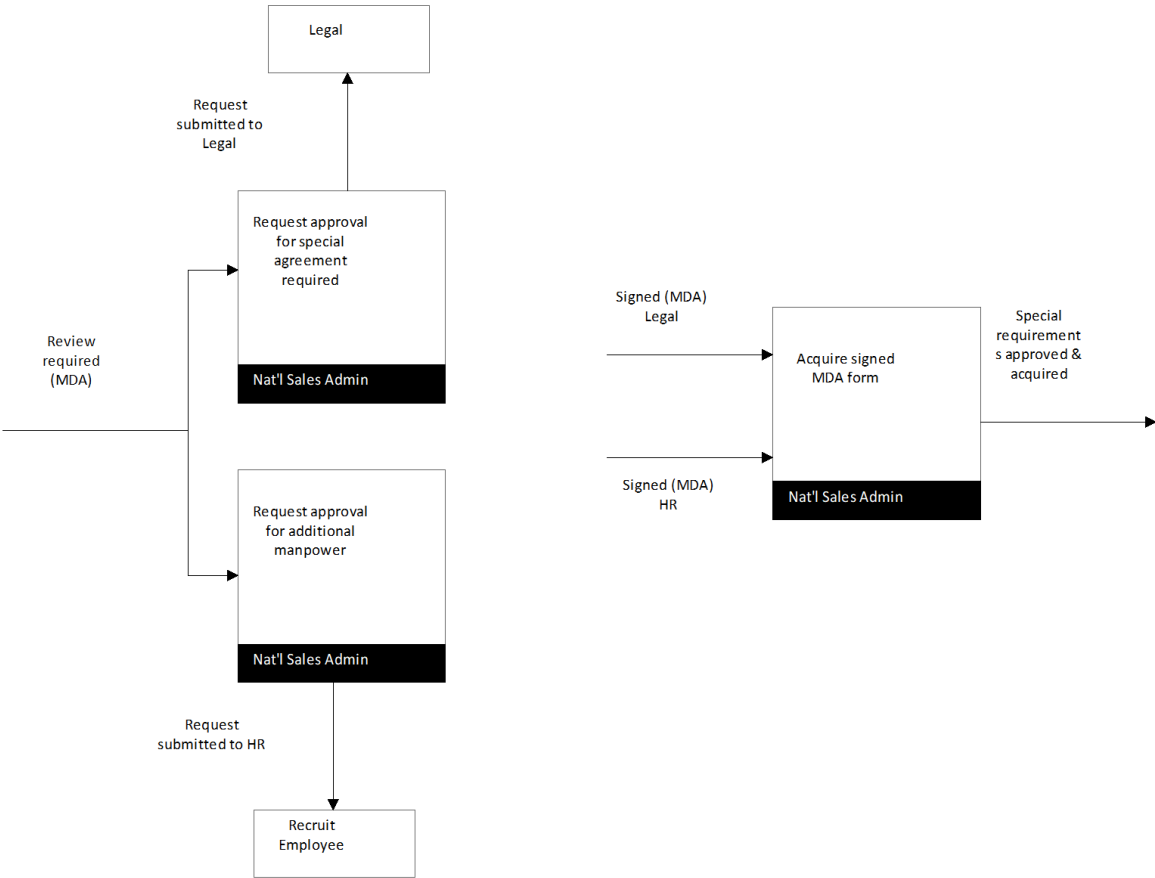
○ Actions   ○ Feedback
● Change Log   ● Keywords
○ Change Requests ● Read Only

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

Acquire signed MDA form

Nat'l Sales Admin

Signed (MDA) HR

Special requirements approved & acquired

Mohamed Barakat	Edwin Ramos	Authorized	1
Owner	**Author**	**Status**	**Version**

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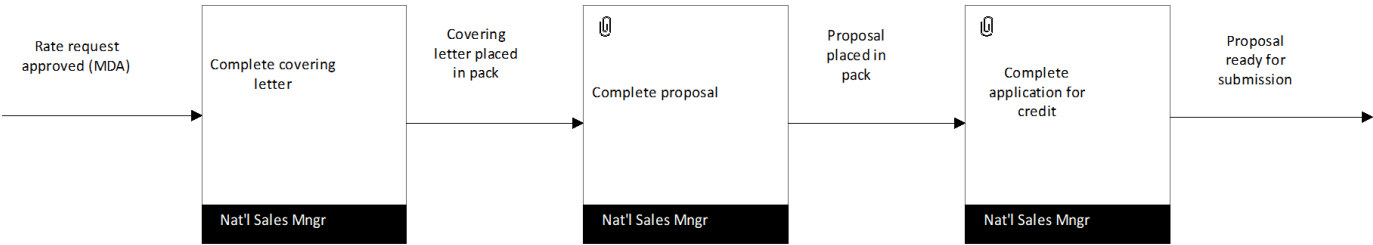Date: 5/29/2010
Volume: 0.00 Per Second

Authorization: Authorized
Date: 9/6/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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

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 →

Mohamed Barakat	Edwin Ramos	Authorized	1
Owner	**Author**	**Status**	**Version**

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

Authorization: Authorized
Date: 9/6/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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

SMSA Express

Manage Customer Account

Instruction to ops
for regular pickup

Customer
account active

Maintain account

Sales Executive

Customer
spend
maintained

Business
development of
account

Sales Executive

sales
objectives
achieved

✖

Initial customer
request for
supplies /
waybills

Initial customer
request for
supplies

Sales Executive

Supplies
delivered &
customer
educated

✖

Title: Manage Customer Account
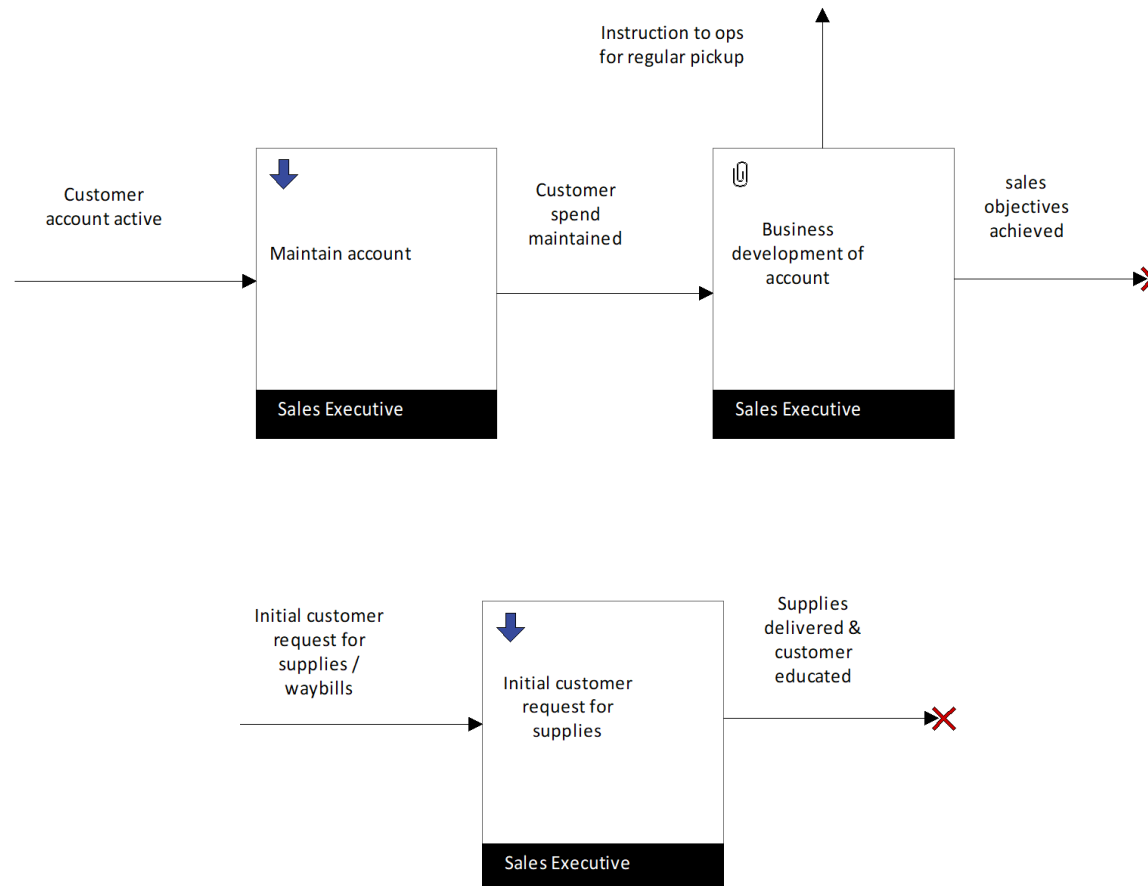Author: Edwin Ramos
Date: 6/7/2018
Volume: 0.00 Per Second

Authorization: Authorized
Date: 9/6/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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

smsa Express

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

Sales Executive

Concerns identified

Resolve customer concerns

Sales Executive

Client concerns resolved

Respond to customer special requirements

Sales Executive

Customer requirements met

Monitor client payments

Sales Executive

Customer spend maintained

Mohamed Barakat

Owner

Edwin Ramos

Author

Authorized

Status

1

Version

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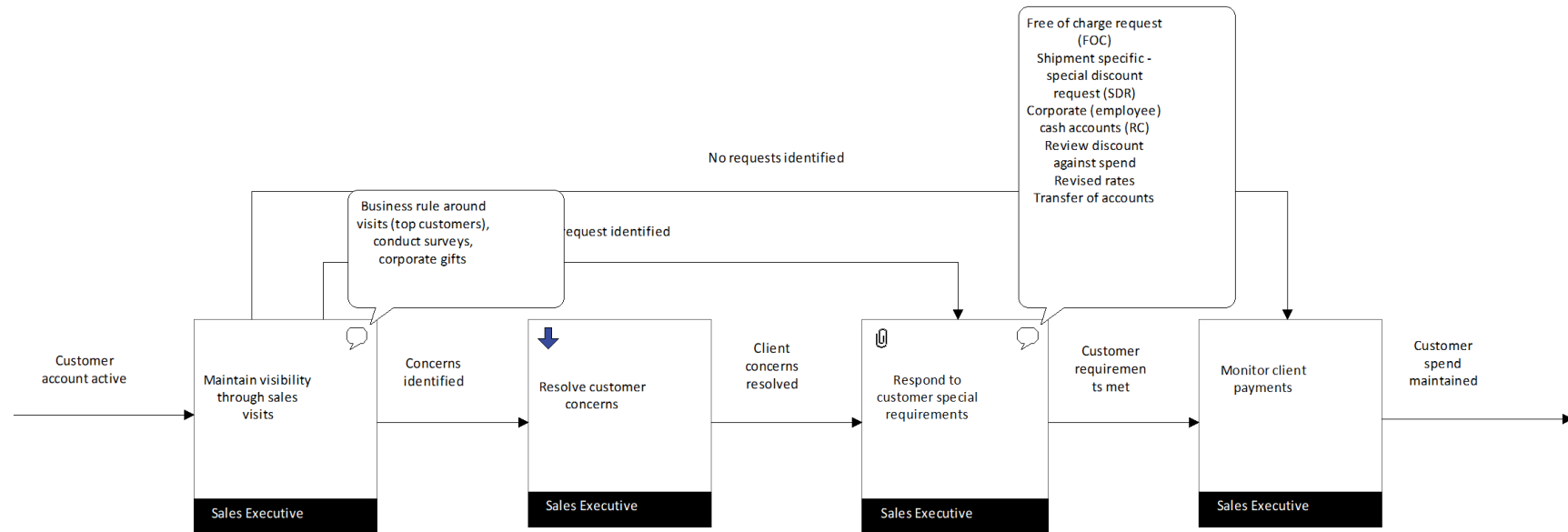Volume: 0.00 Per Second

Authorization: Authorized
Date: 9/6/2018
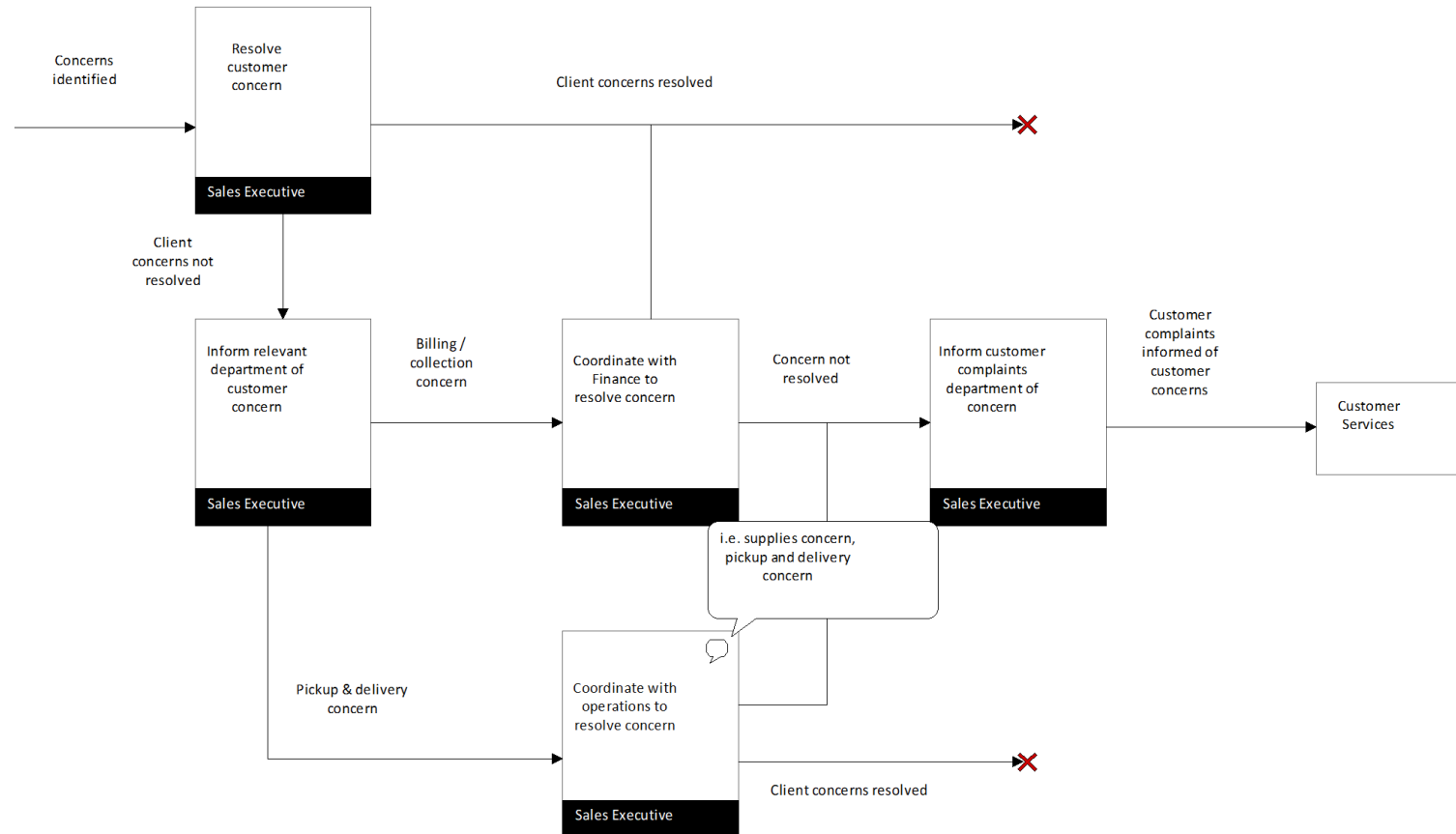Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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

smsa Express

Resolve Customer Concerns

Concerns identified →

Resolve customer concern
Sales Executive

Client concerns resolved →✗

Client concerns not resolved ↓

Inform relevant department of customer concern
Sales Executive

Billing / collection concern →

Coordinate with Finance to resolve concern
Sales Executive

Concern not resolved

Inform customer complaints department of concern
Sales Executive

Customer complaints informed of customer concerns →

Customer Services

Pickup & delivery concern →

Coordinate with operations to resolve concern
Sales Executive

i.e. supplies concern, pickup and delivery concern

Client concerns resolved →✗

Mohamed Barakat
Owner

Edwin Ramos
Author

Authorized
Status

1
Version

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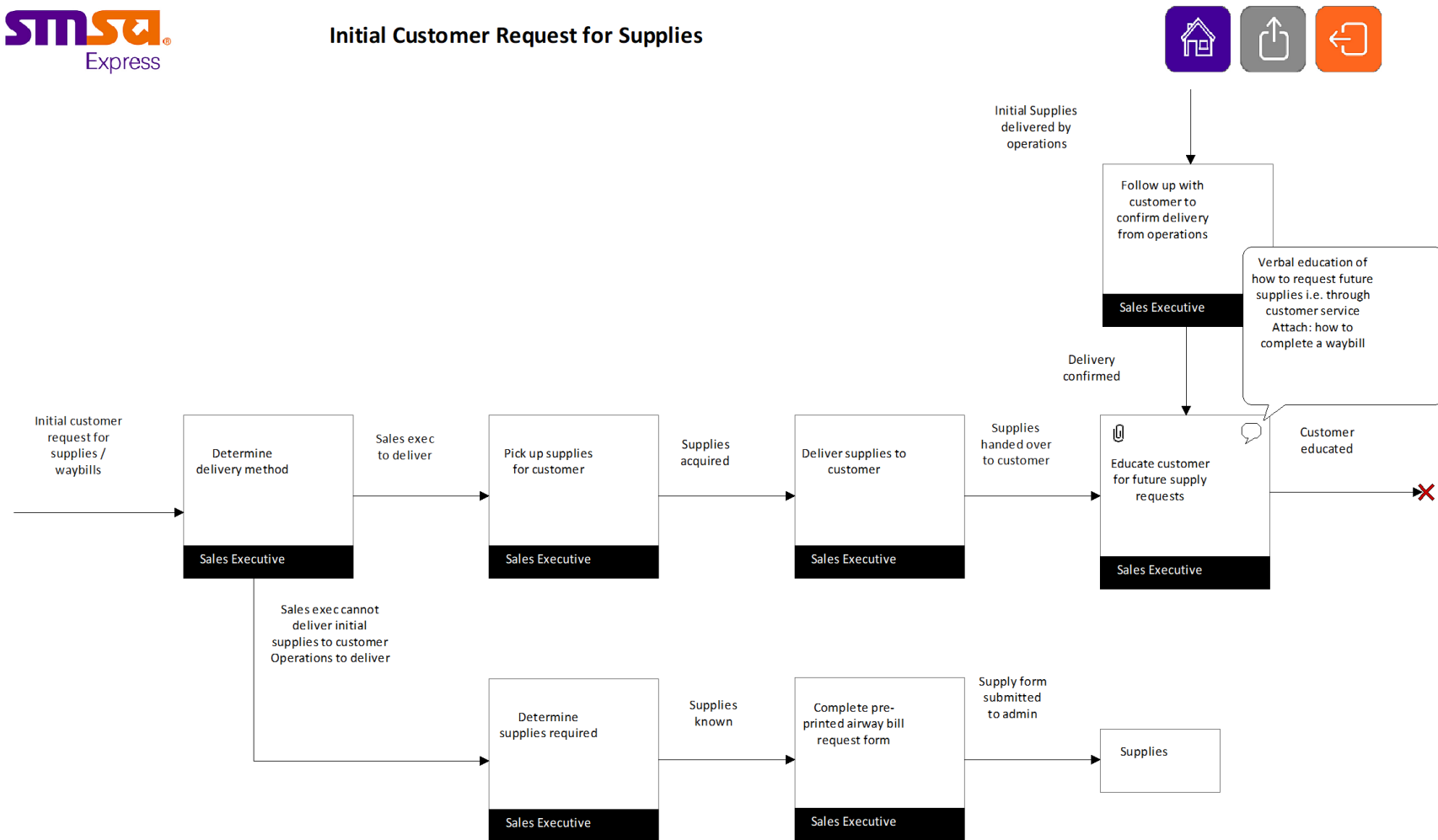Date: 5/29/2010
Volume: 0.00 Per Second

Authorization: Authorized
Date: 9/6/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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

smsa Express

Initial Customer Request for Supplies

Initial Supplies delivered by operations

Follow up with customer to confirm delivery from operations

Sales Executive

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 to deliver | Pick up supplies for customer | Supplies acquired | Deliver supplies to customer | Supplies handed over to customer | Educate customer for future supply requests | Customer educated |

Sales Executive — Sales Executive — Sales Executive — Sales Executive

Sales exec cannot deliver initial supplies to customer
Operations to deliver

Determine supplies required

Sales Executive

Supplies known

Complete pre-printed airway bill request form

Sales Executive

Supply form submitted to admin

Supplies

| Mohamed Barakat | Edwin Ramos | Authorized | 1 |
| **Owner** | **Author** | **Status** | **Version** |

smsa
Express

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

Targets
identified
parameters can't
be reported on

Revenue
spreadsheets by
territory (2 year data)

Parameters
inputted to
Siebel

☑

Request IT to
program
parameters

Nat'l Sales Mngr

Information
forwarded to
IT

Information
Technology

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

Authorization: Authorized
Date: 9/6/2018
Cost Per Second: $,3.5,E-0317

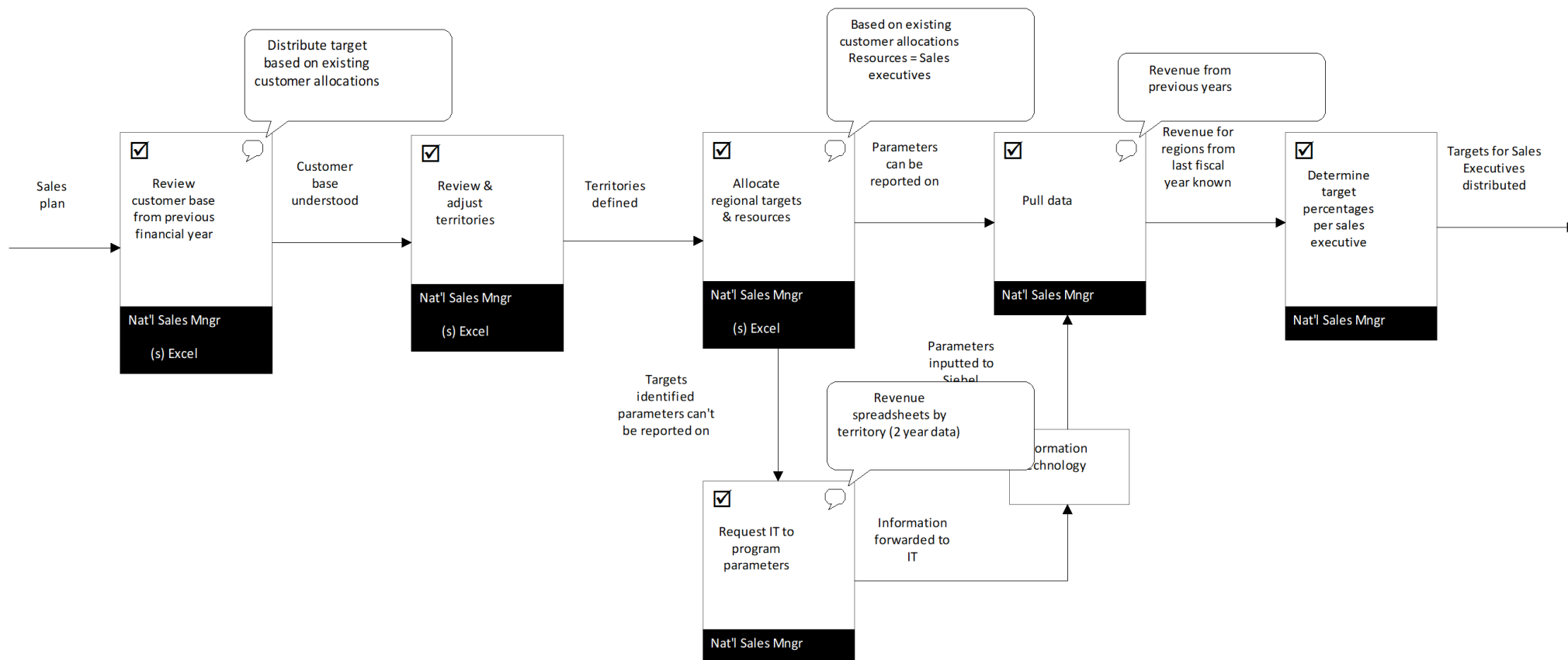Owner: Mohamed Barakat
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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

smsa

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: Authorized
Date: 10/4/2023
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions
● Change Log
○ Change Requests

○ Feedback
○ Keywords
● Read Only

EGY - Station Operations

Pickup request

Pickup
shipment

Manager -
Operations

Shipment
forwarded to
Gateway

Inbound
shipments
forwarded from
Gateway

Deliver
shipment

Manager -
Operations

Shipment
delivered

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

Authorization: Authorized
Date: 9/6/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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

SMSA Express

Pickup Shipment

Regular Pickup request S

Booking No. from CORE

Pickup request

Allocate pickup request to courier route

Dispatcher - Priority

Pickup details dispatched

Record details on pickup manifest

Dispatcher - Priority

Pickup scheduled

Plan route for pickup

Dispatcher - Priority

Proceed to customer location

Pickup shipment

Dispatcher - Priority

Shipment forwarded to Station

Process shipment at origin station

Dispatcher - Priority

Shipment forwarded to Gateway

Rebooked pickup

Mohamed Barakat	Edwin Ramos	Authorized	1
Owner	**Author**	**Status**	**Version**

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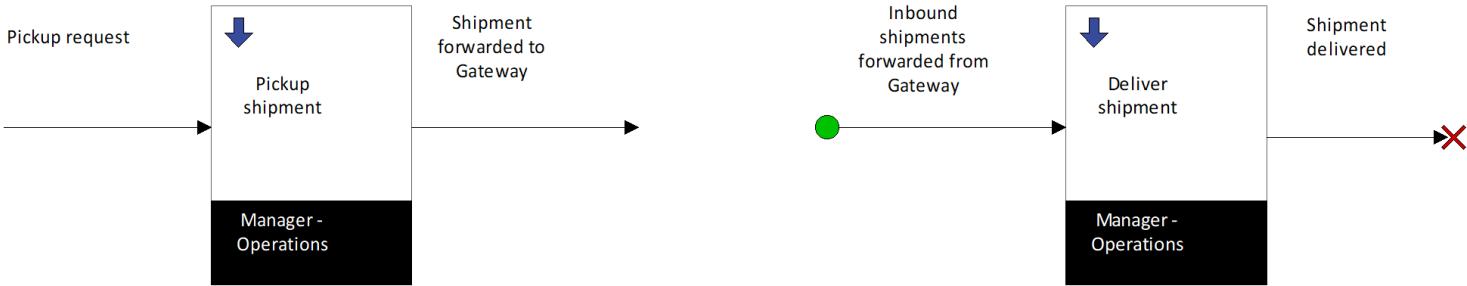Author: Edwin Ramos
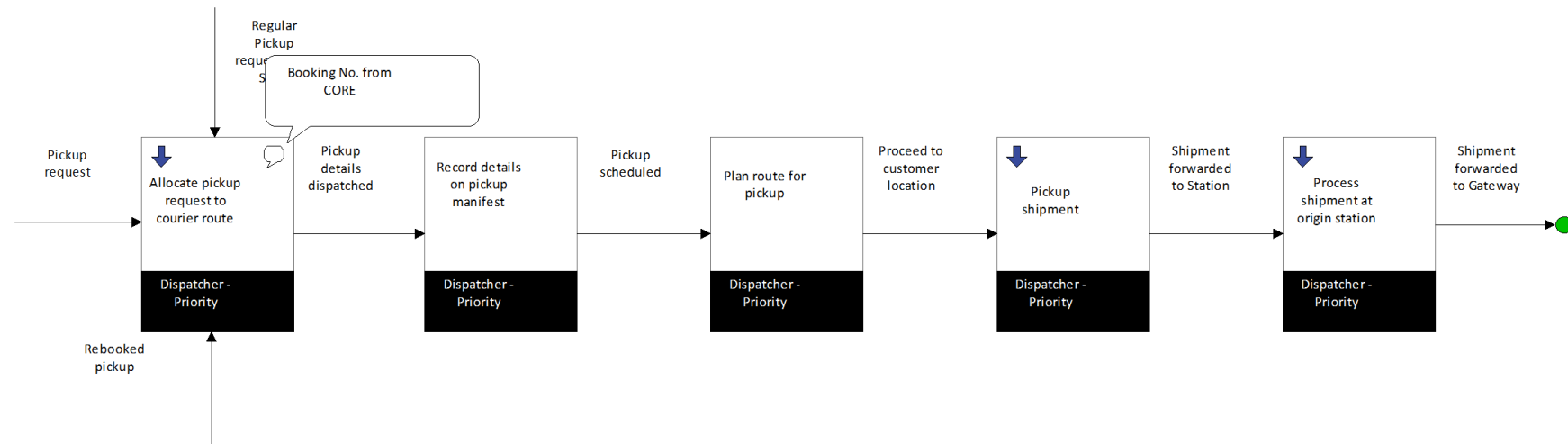Date: 4/4/2017
Volume: 0.00 Per Second

Authorization: Authorized
Date: 9/6/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
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

Process
document
shipments

Courier -
Priority

International
UTL resolved/
rerouted

Process non-
document
shipments

Courier -
Priority

Pickup
Manifest
complete
d

File Pickup
Manifest

Dispatcher -
Priority

Shipment
forwarded to
Gateway

Mohamed Barakat

Owner

Edwin Ramos

Author

Authorized

Status

1

Version

Title: Process Shipment at Origin Station
Author: Edwin Ramos   Authorization: Authorized
Date: 4/6/2017   Date: 9/6/2018
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
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 - Priority

Weight recorded on waybill

Complete waybill
Courier - Priority

Completed waybill

Attach copy of waybill to pickup manifest
Courier - Priority

Pickup Manifest completed

Mohamed Barakat	Edwin Ramos	Authorized	1
Owner	**Author**	**Status**	**Version**

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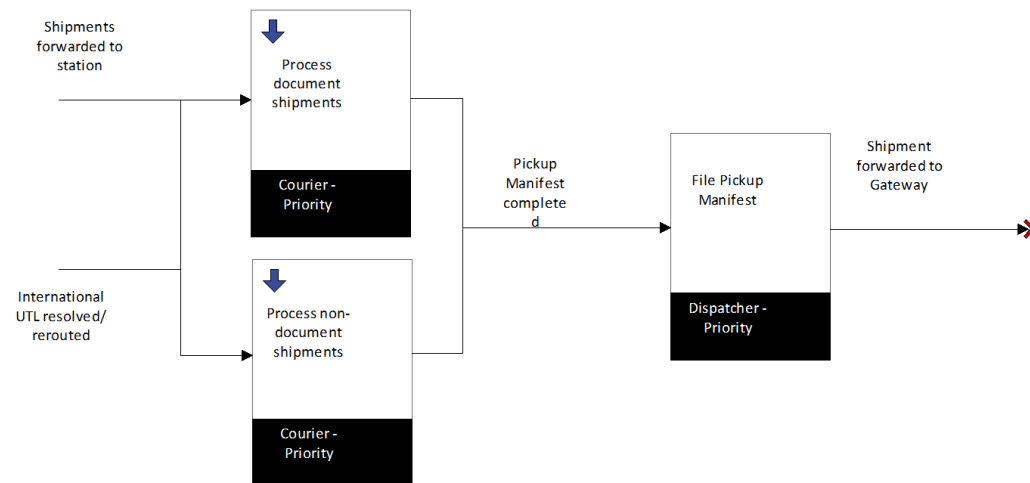Volume: 0.00 Per Second

Authorization: Authorized
Date: 9/6/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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

smsa Express

Process Non-Document Shipments

Shipments forwarded to station

Weight & dimensions recorded on waybill, single package

Weigh the shipment & take dimensions
Courier - Priority

Multiple piece shipment

Place multiple piece shipment ...
Courier - Priority

Weight & dimensions recorded on waybill, multiple package

Complete waybill
Courier - Priority

Completed waybill

Attach copy of waybill to pickup manifest
Courier - Priority

Pickup Manifest completed

Mohamed Barakat

Owner

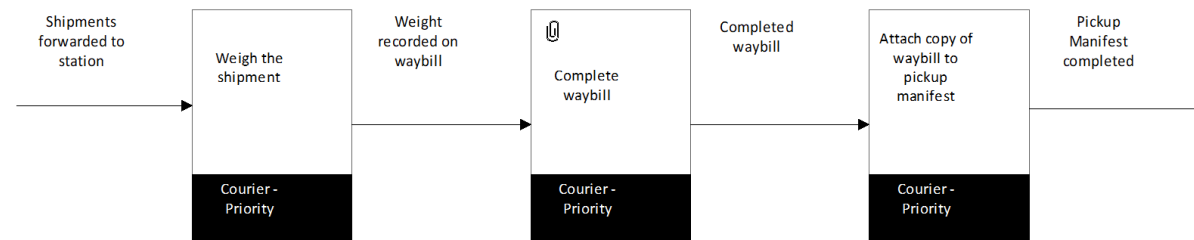Edwin Ramos

Author

Authorized

Status

1

Version

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

Authorization: Authorized
Date: 9/6/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions
● Change Log
○ Change Requests

○ Feedback
● Keywords
● Read Only

smsa Express

Pickup Shipment by Type

Proceed to customer location

Pickup document shipment

Courier - Priority

Shipments ready for forwarding to station

Do a Run Dispatch with all Couriers

Dispatcher - Priority

Shipment forwarded to station

Pickup delayed on route station informed

Create contingency plan

Operations Manager

Pickup non-document shipment

Courier - Priority

Execute Missed pickup procedure

Courier - Priority

Missed pickup, advise dispatch

Unable to effect pickup

Courier - Priority

Pickup exception, advise dispatch

Execute pickup exception procedure

Courier - Priority

Future pickup required

Mohamed Barakat	Edwin Ramos	Authorized	1
Owner	**Author**	**Status**	**Version**

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

Authorization: Authorized
Date: 9/6/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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

Pickup Document Shipment

Shipment not accepted

Consult SRG

Shipment not ready for pick up, advise dispatch

Proceed to customer location

International document shipment

Signed copy of waybill

Credit payment

Shipments ready for forwarding to station

Accept document shipment	Accept international shipment	Determine if shipment is credit or cash	Accept shipment from customer
Courier - Priority	Courier - Priority	Courier - Priority	Courier - Priority

High value shipment

Domestic document shipment

Cash payment

Cash collected receipt issued

Process high value shipment	Validate waybill	Collect cash payment
Courier - Priority	Courier - Priority	Courier - Priority

Seal number is recorded on the AWB and initialled by customer

Non payment shipment not accepted

Mohamed Barakat	Edwin Ramos	Authorized	1
Owner	**Author**	**Status**	**Version**

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

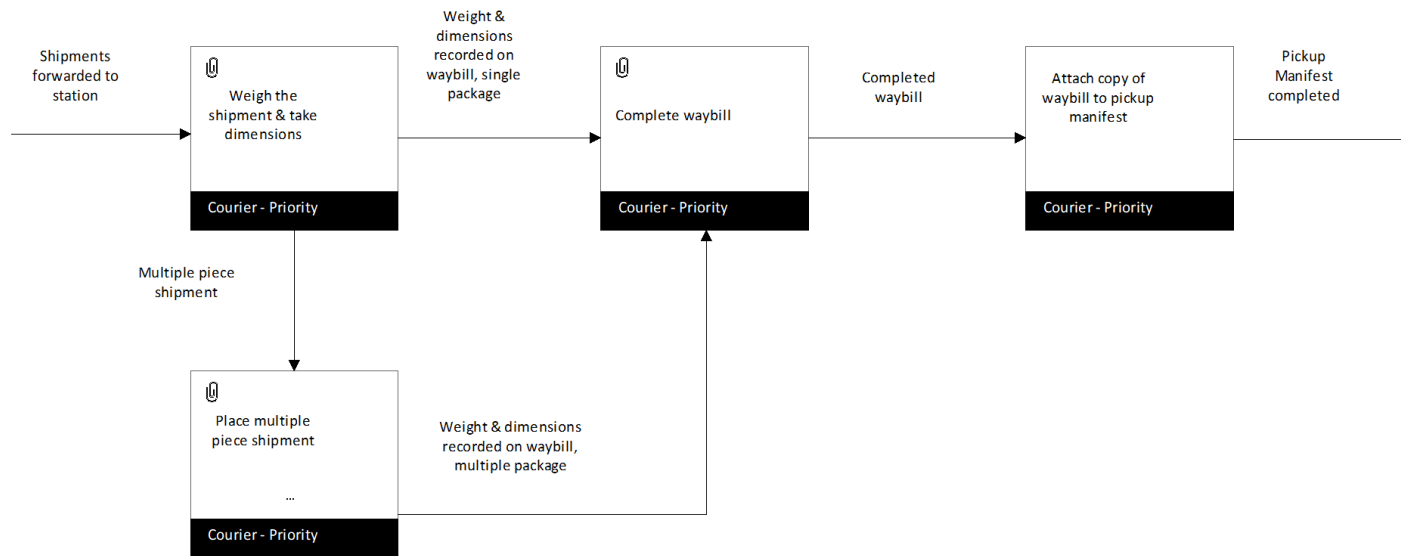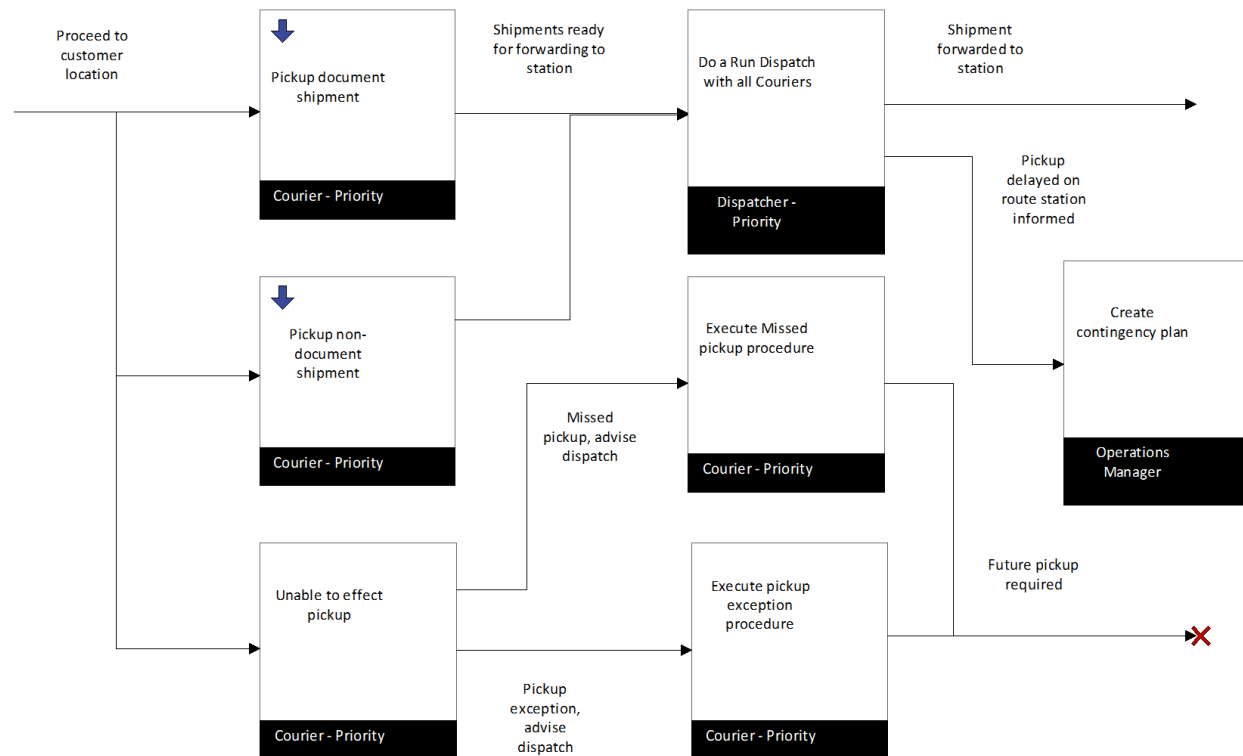Authorization: Authorized
Date: 9/6/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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

smsa Express

Process High Value Shipment

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

Leave with

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 less than 10 kg and/or less than 100 cm square

For smaller shipments use Pre Printed Sealed Bag

Courier - Priority

High value shipment

Estimate package dimension & weight

Courier - Priority

For larger shipments use Pre Punched Black Banded Bag

Courier - Priority

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

Mohamed Barakat	Edwin Ramos	Authorized	1
Owner	**Author**	**Status**	**Version**

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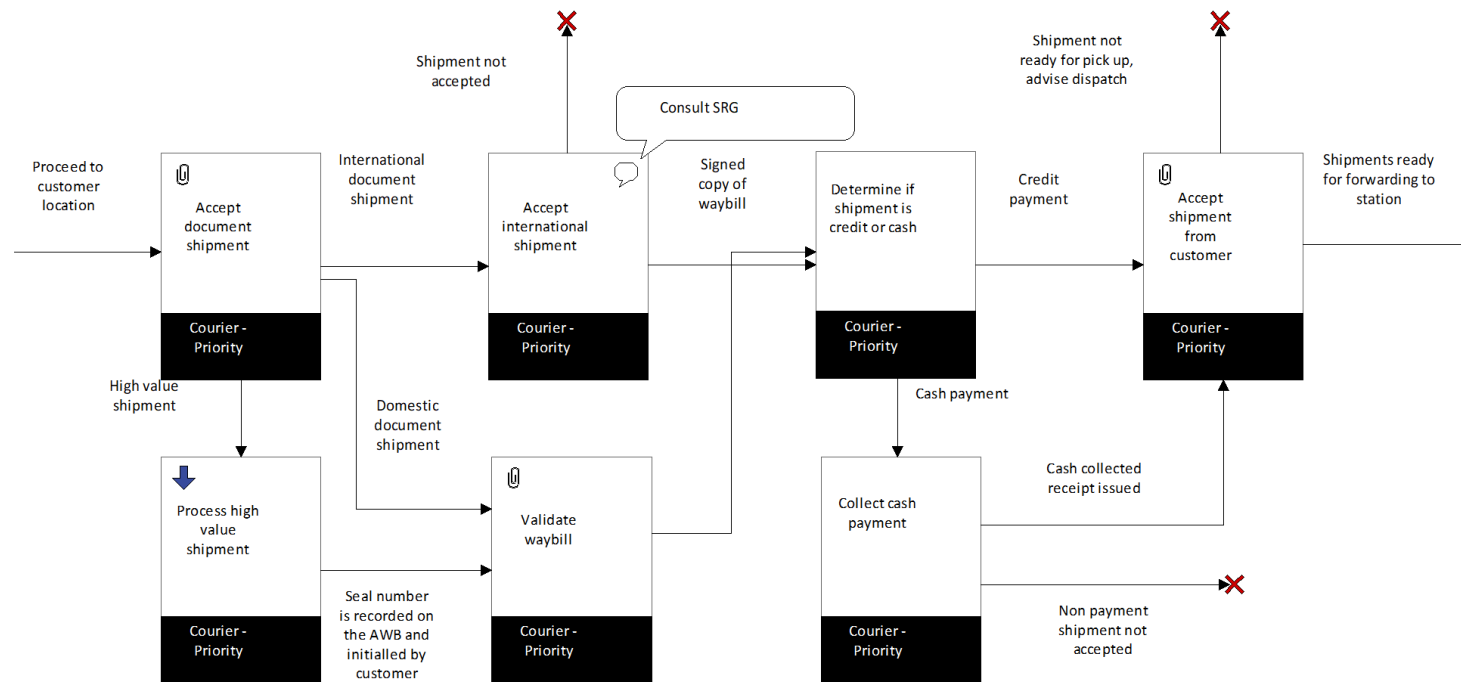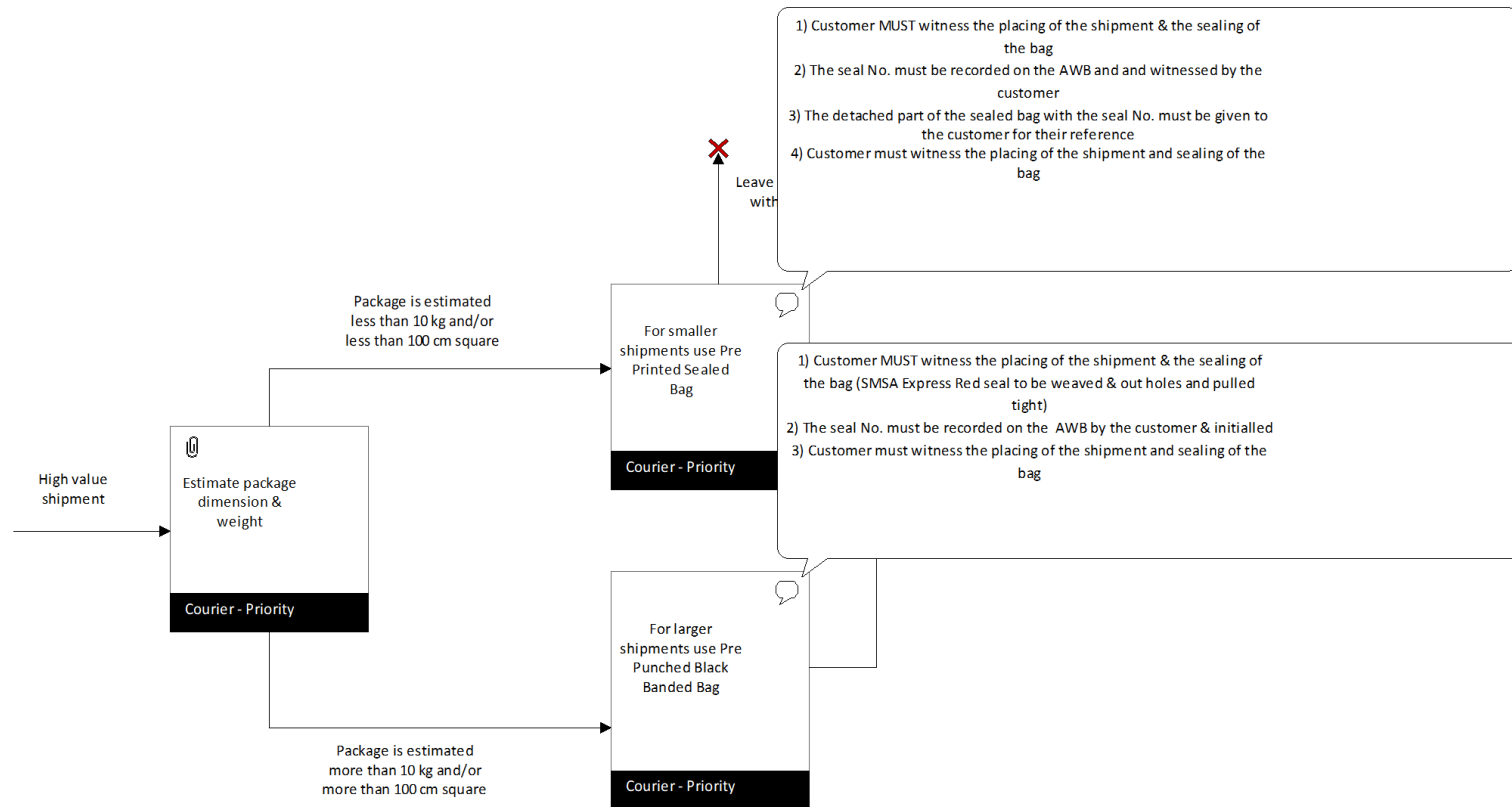Volume: 0.00 Per Second

Authorization: Authorized
Date: 9/6/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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

smsa® Express

Pickup Non-Document Shipment

Pickup plan

Accept non-document shipment
Courier - Priority

International non-document shipment

High value shipment

Domestic non-document shipment

Process high value shipment
Courier - Priority

Seal number is recorded on the AWB and initialled by customer

Ensure required paperwork per destination (Service reference guide (SRG))

Accept international shipment
Courier - Priority

Validate waybill
Courier - Priority

Signed copy of waybill

Determine insurance requirements
Courier - Priority

Shipment ready

Determine if shipment is credit or cash
Courier - Priority

Credit payment

Cash payment

Collect cash payment
Courier - Priority

Cash collected receipt issued

Non payment shipment not accepted

shipment pick up exception, advise dispatch

Accept shipment from customer
Courier - Priority

Shipments ready for forwarding to station

Mohamed Barakat	Edwin Ramos	Authorized	1
Owner	**Author**	**Status**	**Version**

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

Authorization: Authorized
Date: 9/6/2018
Review Date: None
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
F.T.E.: 0.00

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

Process High Value Shipment

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

Leave de
bag with
th

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

For smaller shipments use Pre Printed Sealed Bag

Courier - Priority

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

High value shipment

Estimate package dimension & weight

Courier - Priority

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

For larger shipments use Pre Punched Black Banded Bag

Courier - Priority

Mohamed Barakat	Edwin Ramos	Authorized	1
Owner	**Author**	**Status**	**Version**

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

Authorization: Authorized
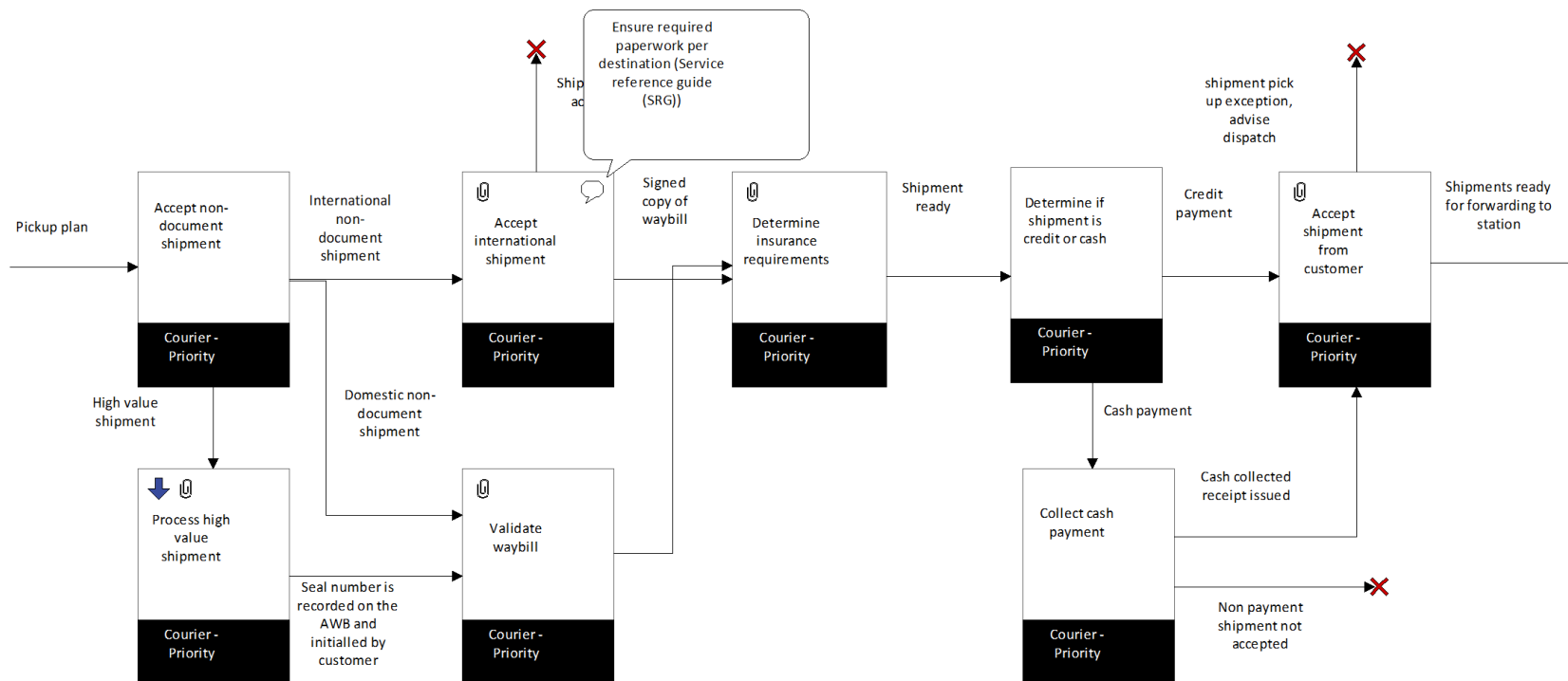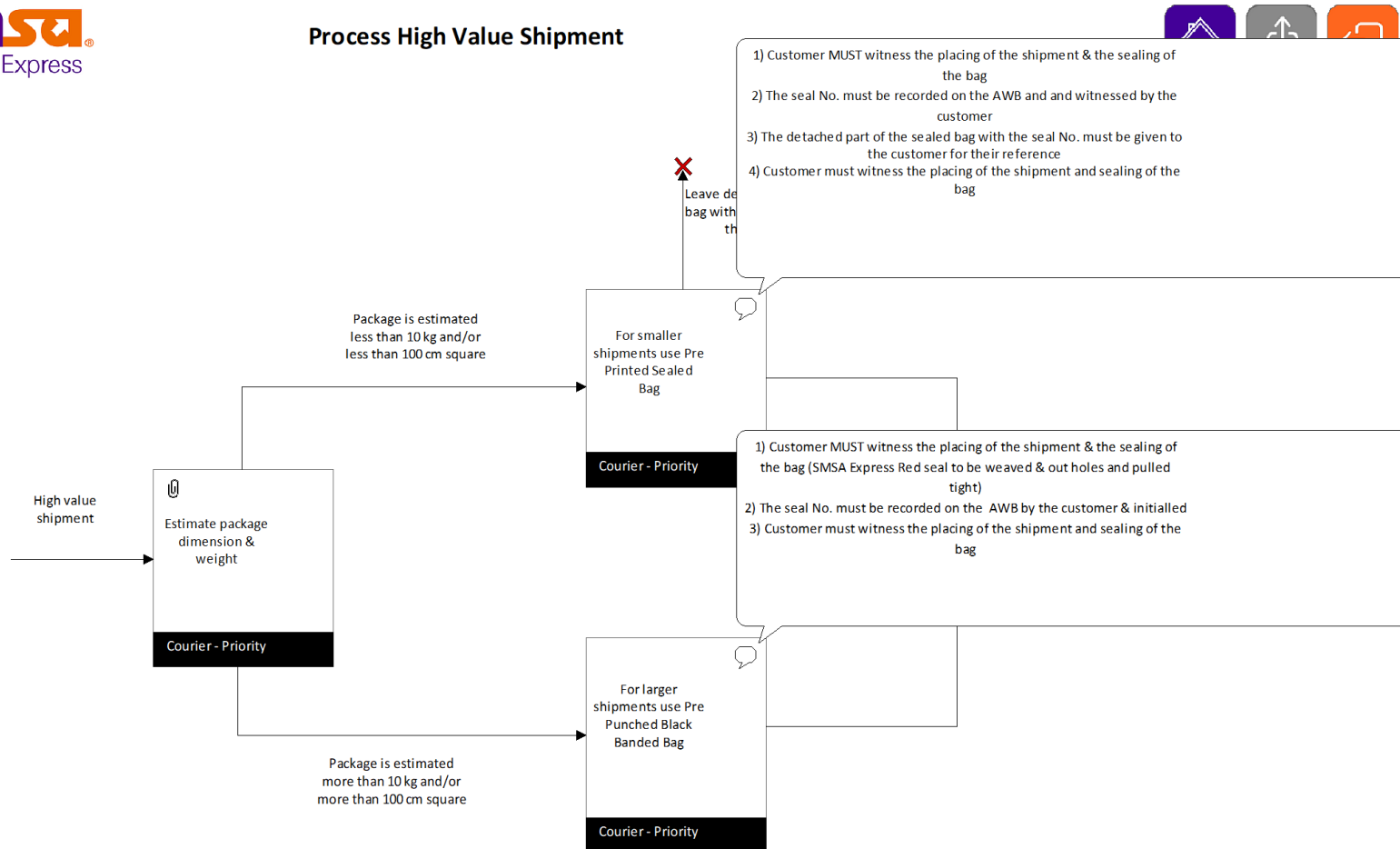Date: 9/6/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
Review Date: None
F.T.E.:   0.00

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

smsa Express

Allocate to Courier Route

Regular Pickup request from Sales

Pickup request

Check dispatch queue

Dispatcher - Priority

(s) CORE

Booking identified

Select courier route

Dispatcher - Priority

(s) CORE

Booking assigned to route

Acknowledge Pickup details

Courier - Priority

Pickup details dispatched

Rebooked pickup

Mohamed Barakat	Edwin Ramos	Authorized	1
Owner	**Author**	**Status**	**Version**

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

Authorization: Authorized
Date: 9/6/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
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 - Priority

Customer contacted

Determine if payment is required

Courier - Priority

Customer accepts package

Request proof of delivery signature from customer

Courier - Priority

Proof of delivery

Download tracker data

Courier - Priority

File report

Delay on route

Create contingency plan

Operations Manager

Customer unable / refuses to pay

Unable to effect delivery

Courier - Priority

Missed delivery

Execute Missed delivery procedure

Courier - Priority

Future delivery required

Delivery exception

Execute delivery exception procedure

Courier - Priority

Mohamed Barakat

Owner

Edwin Ramos

Author

Authorized

Status

1

Version

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

Authorization: Authorized
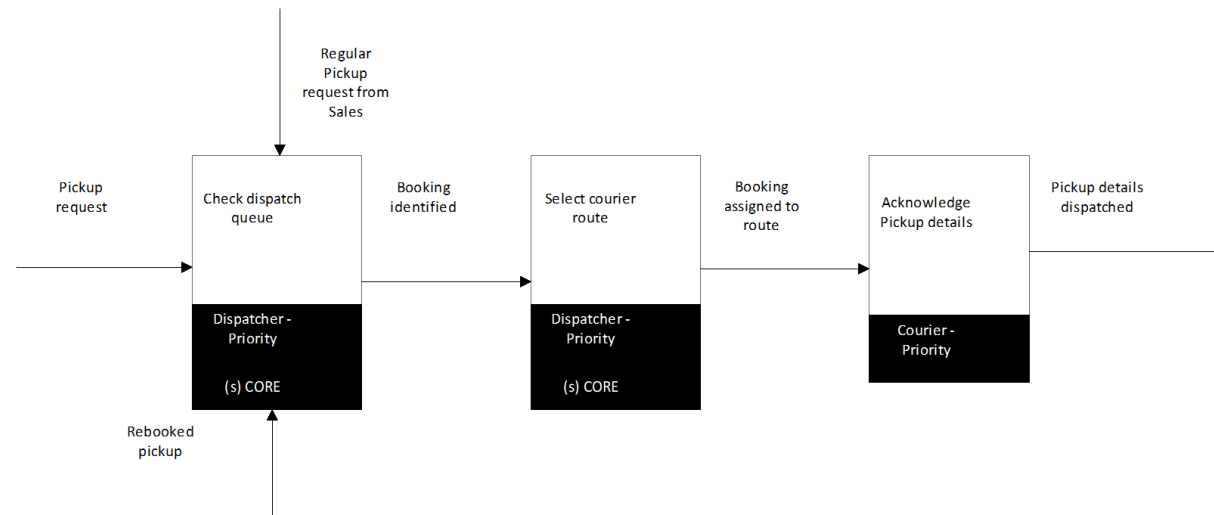Date: 9/6/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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

smsa Express

Debrief Courier

Proof of delivery

Down load tracker data

Courier - Priority

Down load completed

Update CORE

Courier - Priority

CORE

Information available for reconciliation

Exceptions forwarded to UTL

Process UTL Shipments

Reconcile deliveries against delivery report

Supervisor - Station

Reconciliation unsuccessful

Physical search of courier vehicle & check other documentation

Courier - Priority

Inform QRM, Sales & Customer service of missing shipments

Shipment found, ready for re-delivery

Ready for re-delivery

File report

Deliver Shipment

Mohamed Barakat	Edwin Ramos	Authorized	1
Owner	**Author**	**Status**	**Version**

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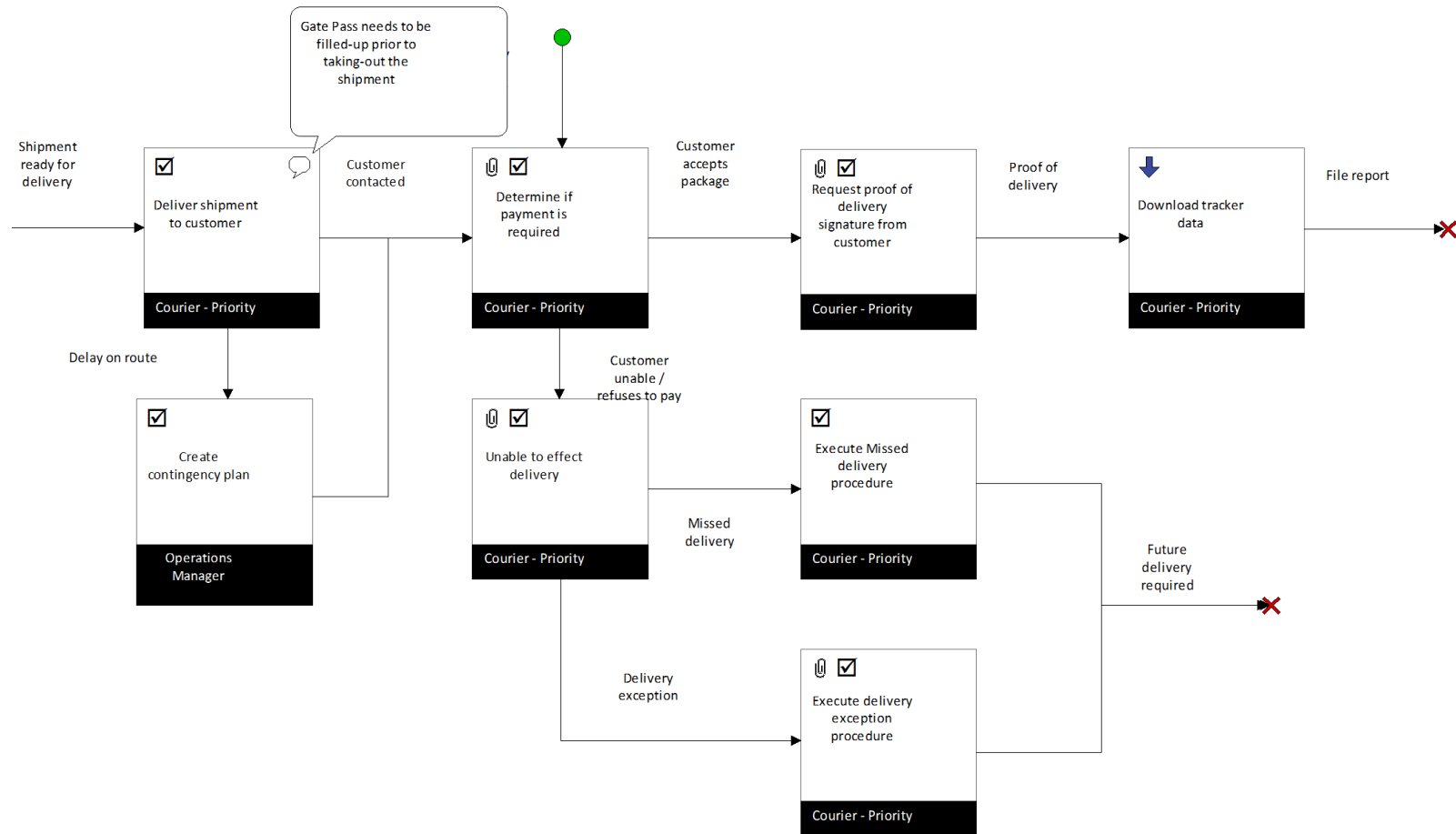Volume: 0.00 Per Second

Authorization: Authorized
Date: 9/6/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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

EGY - Gateway Operations

Shipment
forwarded
from Station

Gateway
Outbound
EGY

Operations
Manager

Hand-over to
3rd party
vendor

Pre-alert sent
to destination

Pre-alert from
origin

Gateway
Inbound

Operations
Manager

Inbound
shipments
forward to
station

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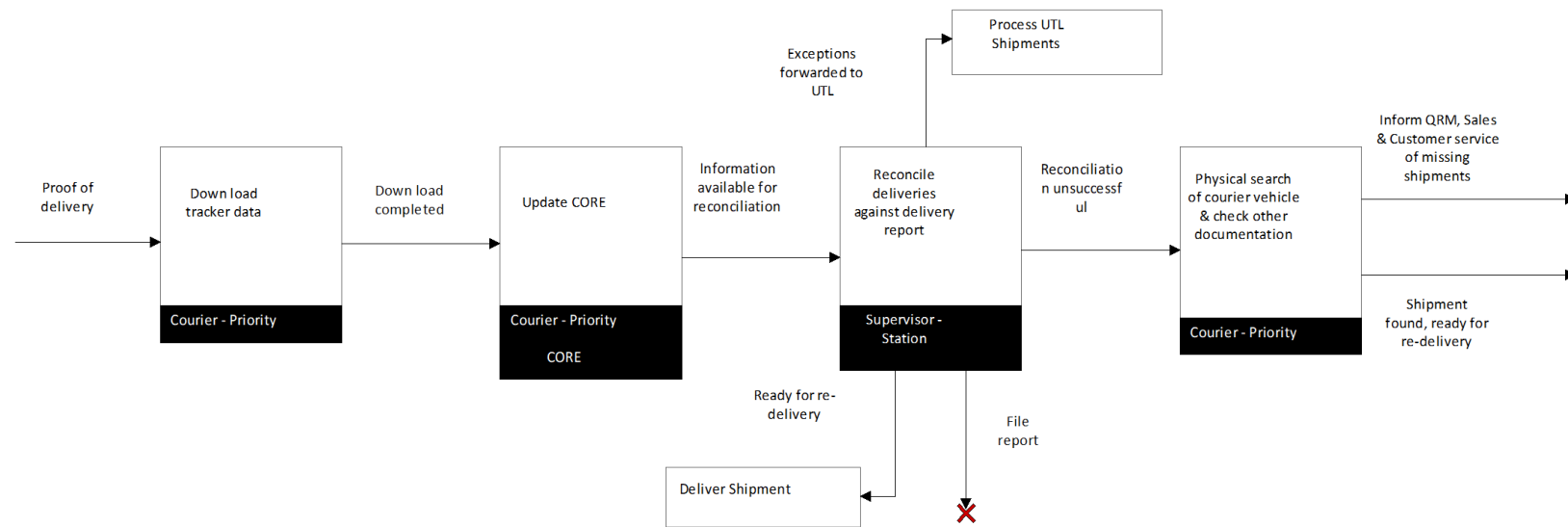Date: 7/1/2018
Volume: 0.00 Per Second

Authorization: Authorized
Date: 9/6/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
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
Hub Specialist

→ Dutiable/ non-dutiable & transit manifest printed →

Determine no of bags Check as per pre-alert
Hub Specialist

→ Expected shipment in CMC inbound area →

Physically reconcile bags/ pieces to pre-alert
Hub Specialist

→ Incorrect no of bags/ pieces or problem bags received

Correct no of bags/ pieces received

Initiate Customs clearance process
Hub Specialist

→ Manifest submitted →

shipments released from customs
Hub Specialist

→ Gate pass received →

Shipments received SMSA CMC facility
Hub Specialist

→ Shipments unloaded →

Perform scan
Handler - Hub
CORE

→ Scans completed →

Run shortage/ overage report
Hub Specialist
CORE

→ Overage/ shortage identified →

Notify Dnta & origin of shortage/ overage
Hub Specialist

→ Origin acknowledges variance → ✕

Trans-shipment released

Scan trans-shipment
Hub Specialist

→ Hand-over to 3rd party vendor → ✕

Inbound shipments forward to station → ●

Dnata conducts search → ✕

Mohamed Barakat
Owner

Edwin Ramos
Author

Authorized
Status

1
Version

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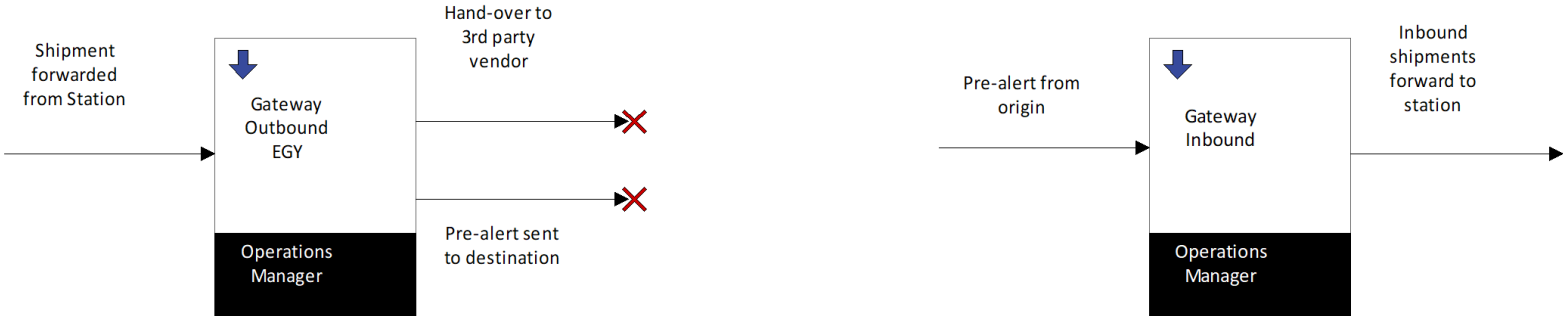Date: 4/11/2017
Volume: 0.00 Per Second

Authorization: Authorized
Date: 9/6/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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

smsa Express

Initiate Customs Clearance Process

Customs cleared

Customs clearance process can be initiated	Determine shipment type / **Hub Specialist**	Document s, low & high value shipments	X-ray documents, low & high value shipments / **Airport Customs Official**	Not cleared by Customs	Apply Customs regulations / **Airport Customs Official**	Customs queries

Resolve clearance issues / **Hub Specialist**

Approved shipments released

Load shipments to vehicle / **Airport Handler**

Inbound courier shipment forward to local station

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

Place in temporary storage / **Hub Specialist**

Shipments will be forwarded to the Station on the next available cycle

Mohamed Barakat
Owner

Edwin Ramos
Author

Authorized
Status

1
Version

Title: Initiate Customs Clearance Process
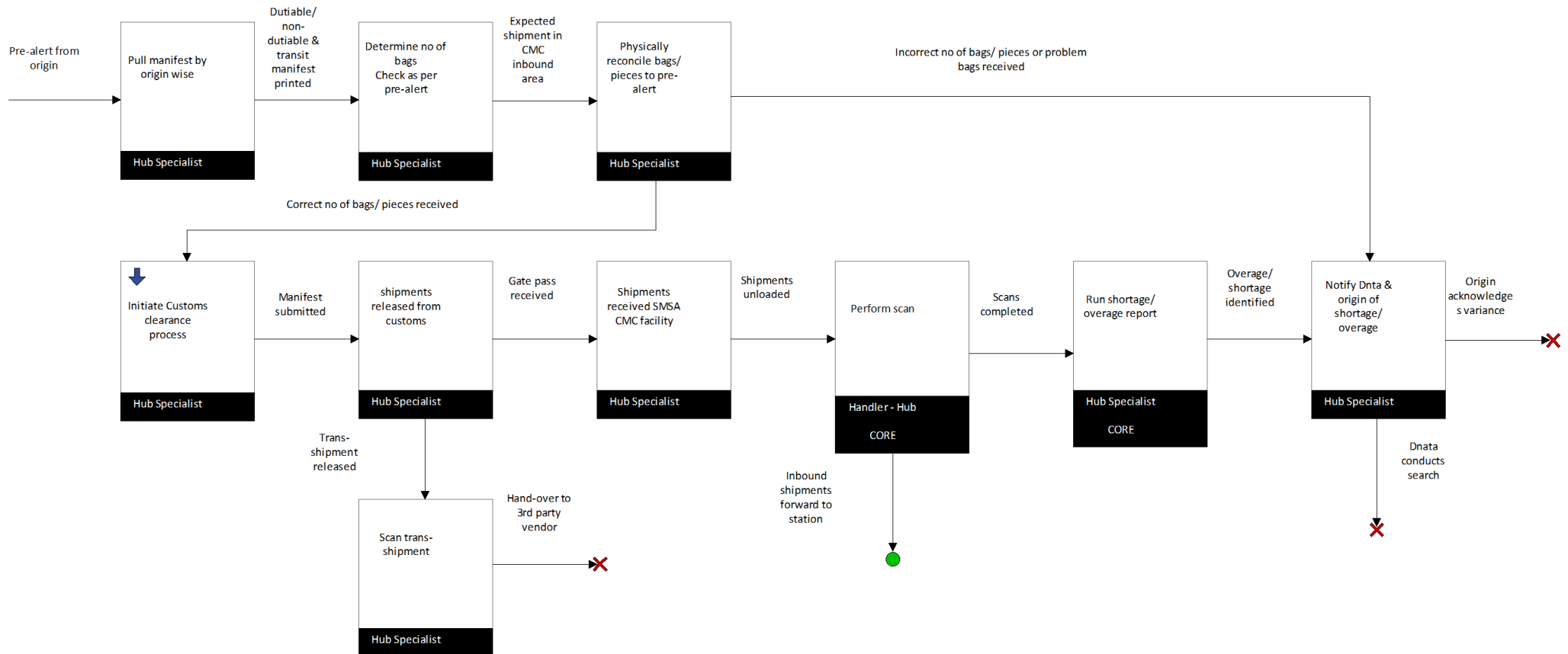Author: Edwin Ramos
Date: 6/7/2017
Volume: 0.00 Per Second

Authorization: Authorized
Date: 9/6/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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

smsa Express

Complete Documentation

```
                                                    Clearance through
                                                    _____

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

Handler - Hub                 Hub Specialist                  Hub Specialist               Handler - Hub


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

Hub Specialist                Hub Specialist
```

Mohamed Barakat	Edwin Ramos	Authorized	1
Owner	**Author**	**Status**	**Version**

Title: Complete Documentation
Author: Edwin Ramos
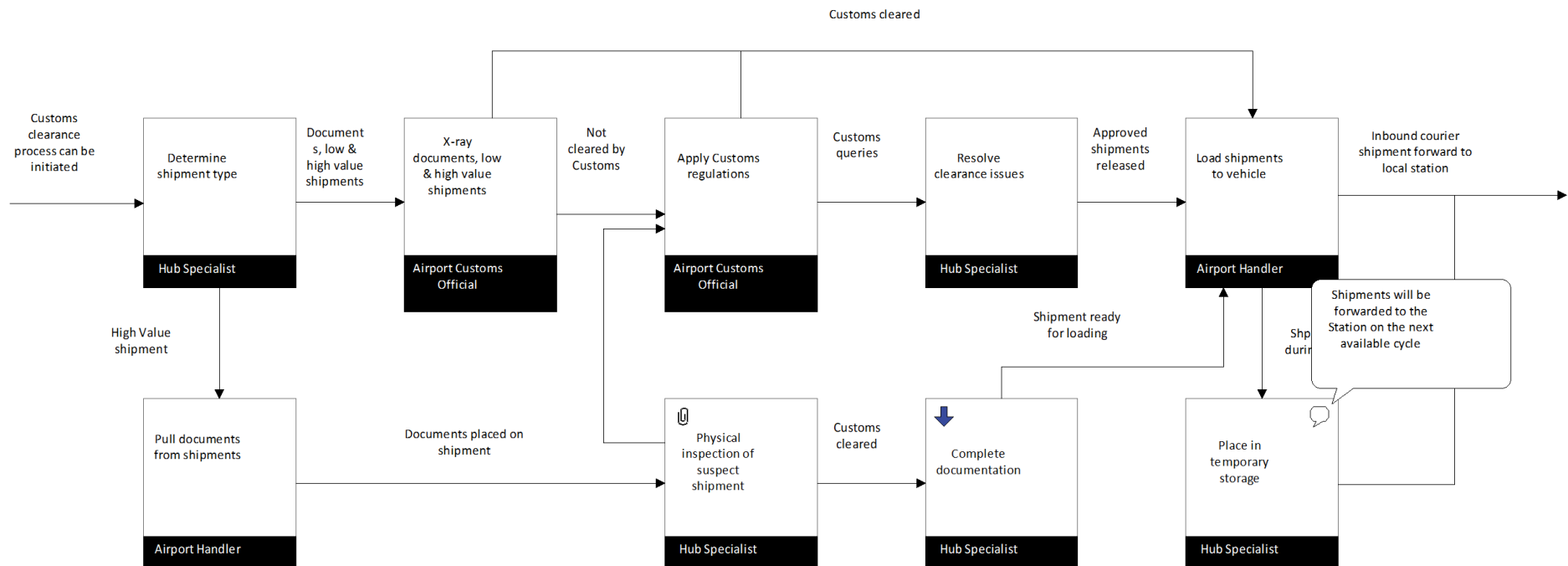Date: 7/9/2017
Volume: 0.00 Per Second

Authorization: Authorized
Date: 9/6/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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

smsa Express

Gateway Outbound EGY

Shipment forwarded from Station

Receive bag from station

Handler - Hub

Shpt offloaded & kept in pallets

Reconcile bags & pieces

Handler - Hub

Physical count VS. pre-alert

Outbound shpt data prepared

Prepare IDG & execute AWB

Hub Specialist

Instructions for Dispatch of Goods (IDG) through Calogi portal

Printed IDG stamped & signed

Print the airline AWB sticker & stick on individual package

Hub Specialist

Media ready for launch

Hand-over to handler

Conduct X-ray screening by Police

Handler - Hub

X-ray completed

Note down physical weight standalone machine screening data form

Finalize the weight & IDG handover handler counter

Hub Specialist

Hand-over completed

Pre-alert sent to destination

Mohamed Barakat

Owner

Edwin Ramos

Author

Authorized

Status

1

Version

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

Authorization: Authorized
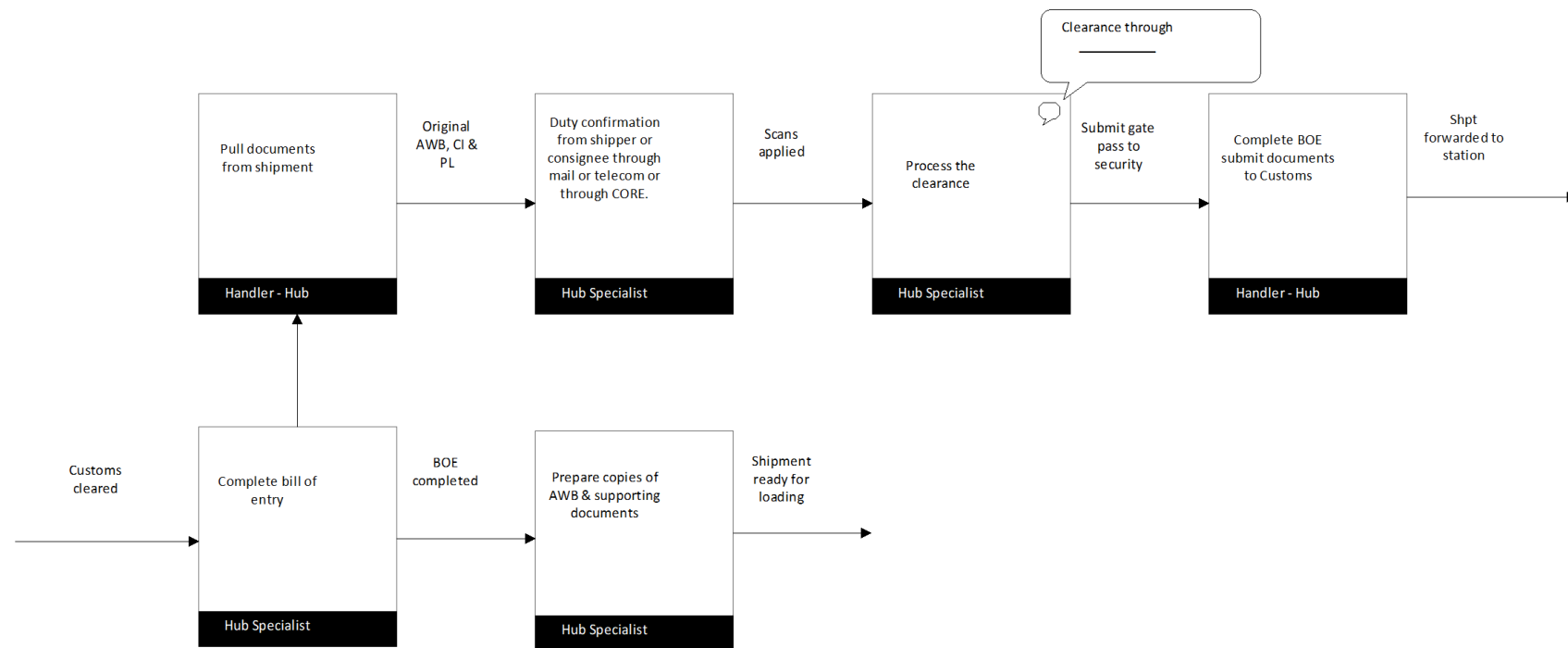Date: 9/6/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
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

Manager -
Operations

Title: EGY - OPS Third Party Vendor
Author: Edwin Ramos
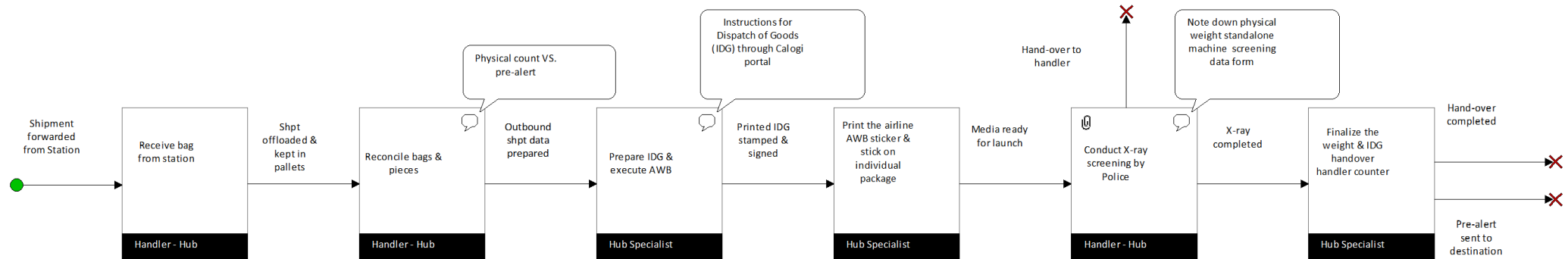Date: 7/1/2018
Volume: 0.00 Per Second

Authorization: Authorized
Date: 9/6/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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

SMSA Express

Third Party Vendor Process

Ad hoc pickup request received

Process Third Party Vendor Pickup

3rd Party Vendor

Shipments ready for processing

Shipments allocated to TPA for transfer

Process Third Party Vendor Transfer

3rd Party Vendor

Transfer Manifest filed

Shipments allocated to Third Party Agent delivery route

Process Third Party Vendor Delivery

3rd Party Vendor

Proof of Delivery filed

Mohamed Barakat

Owner

Edwin Ramos

Author

Authorized

Status

1

Version

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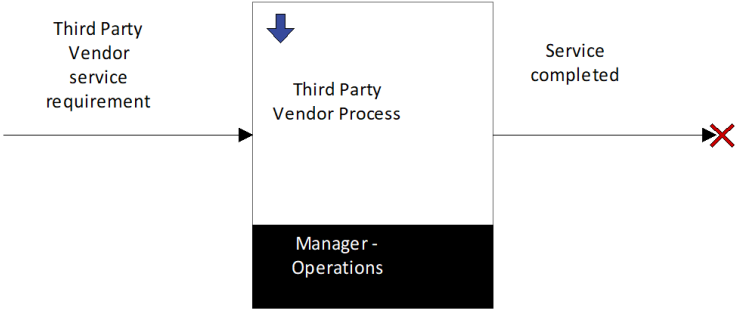Volume: 0.00 Per Second

Authorization: Authorized
Date: 9/6/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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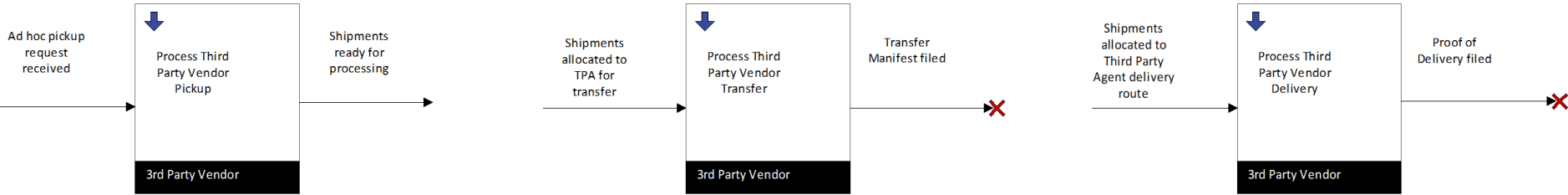○ Change Requests ● Read Only

smsa Express

Process Third Party Vendor Pickup

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

Ad hoc pickup request received

Advise pickup to 3rd Party Vendor

Dispatcher - Priority

Pickup request acknowledged by TPA

Regular pickup schedule

Update pickup manifest with booking info

3rd Party Vendor

TPA arrived at customer location

Process pickup exception

3rd Party Vendor

New pickup scheduled with customer

Link To: Pickup Shipment

Contact disptacher or supervisor in case of any clarifications required

Process package

3rd Party Vendor

Package accepted

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

Perform pickup scan

3rd Party Vendor

(s) CORE

Scans completed

Complete pickup manifest form

3rd Party Vendor

Manifest completed

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

Reconcile end of day total stops, AWBs & pieces

3rd Party Vendor

Shipments picked-up ready for handover

Acknowledge manifest against shipments received

Operations Agent - Station

Shipments ready for processing

Link To: Process Shipment at Origin Station

Damaged or missing shipments identified

LINK to: Damaged/ Missing Shipment Process

Mohamed Barakat
Owner

Edwin Ramos
Author

Authorized
Status

1
Version

Title: Process Third Party Vendor Pickup   Owner: Mohamed Barakat   ○ Actions   ○ Feedback
Author: Edwin Ramos   Authorization: Authorized   Diagram Version: 1   ● Change Log   ○ Keywords
Date: 8/15/2017   Date: 9/6/2018   Review Date: None   ○ Change Requests ● Read Only
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317   F.T.E.: 0.00

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	Check contents	Check proper packaging	Verify Airwaybill completion & documentation requirements	Confirm size and weight
3rd Party Vendor	3rd Party Vendor	3rd Party Vendor	3rd Party Vendor	3rd Party Vendor

Product type identified

Contents acceptable

Proper packaging

Complete paperworks

Package accepted

Contents unacceptable

Improper packaging

Incomplete paperworks

Size/ weight issues

Advise customer of issues identified

3rd Party Vendor

Package not accepted

Mohamed Barakat	Edwin Ramos	Authorized	1
Owner	**Author**	**Status**	**Version**

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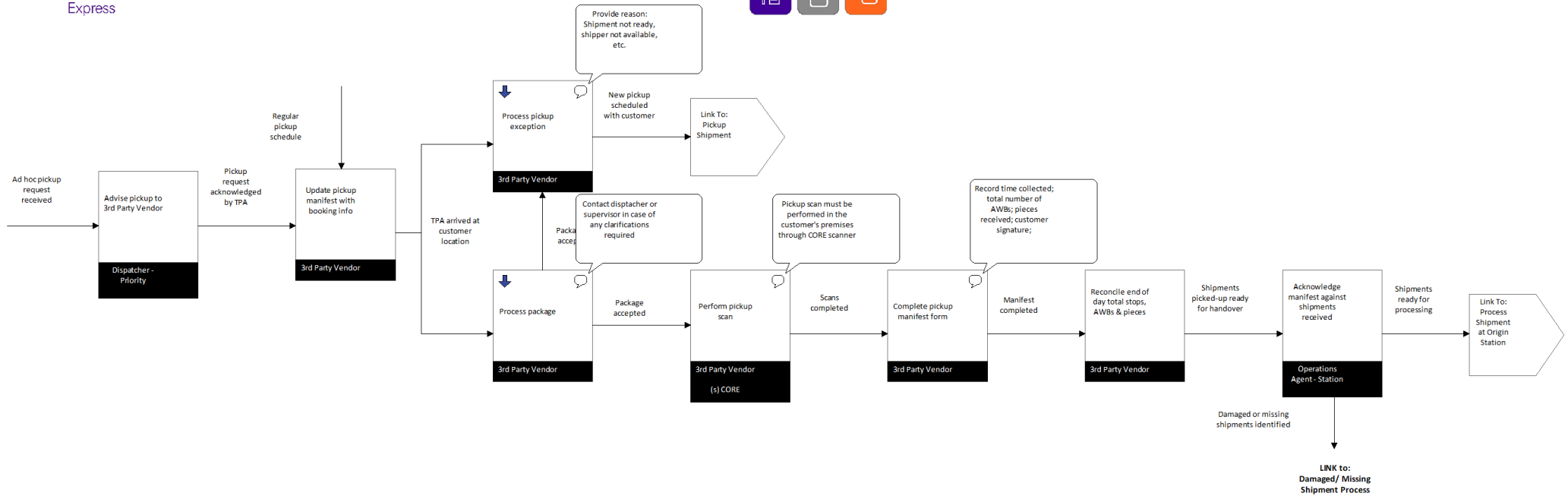Date: 8/15/2017
Volume: 0.00 Per Second

Authorization: Authorized
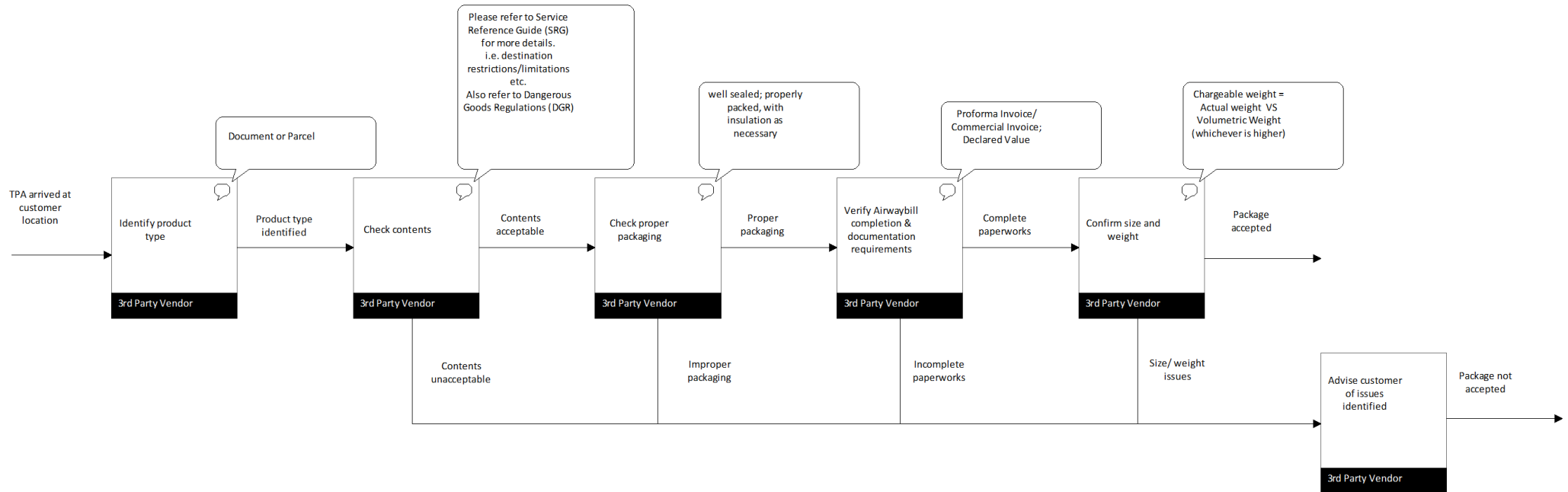Date: 9/6/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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

Process Pickup Exception

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

Advise reason for non-pickup

Explain reason why courier was not able to pickup the package

TPA arrived at customer location

Perform pickup exception

3rd Party Vendor

(s) CORE

Scan completed

Contact dispatcher

3rd Party Vendor

Dispatcher advised

Inform Customer Service Dept.

Dispatcher - Priority

CSD informed

Contact customer

Contact Center Agent - Female

Customer contacted

Arrange with customer a convenient time to pickup the package

Contact Center Agent - Female

Pickup rebooked

Link To: Allocate to Courier Route

Mohamed Barakat

Owner

Edwin Ramos

Author

Authorized

Status

1

Version

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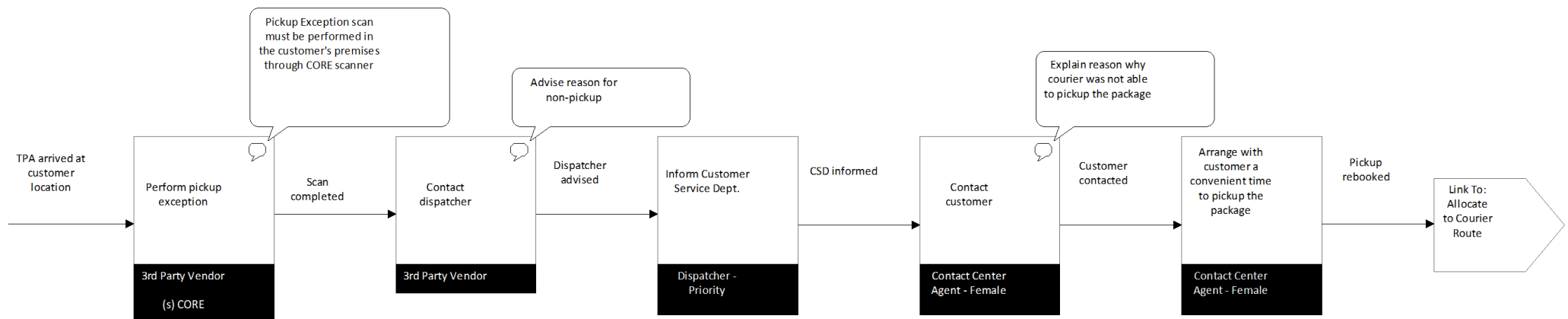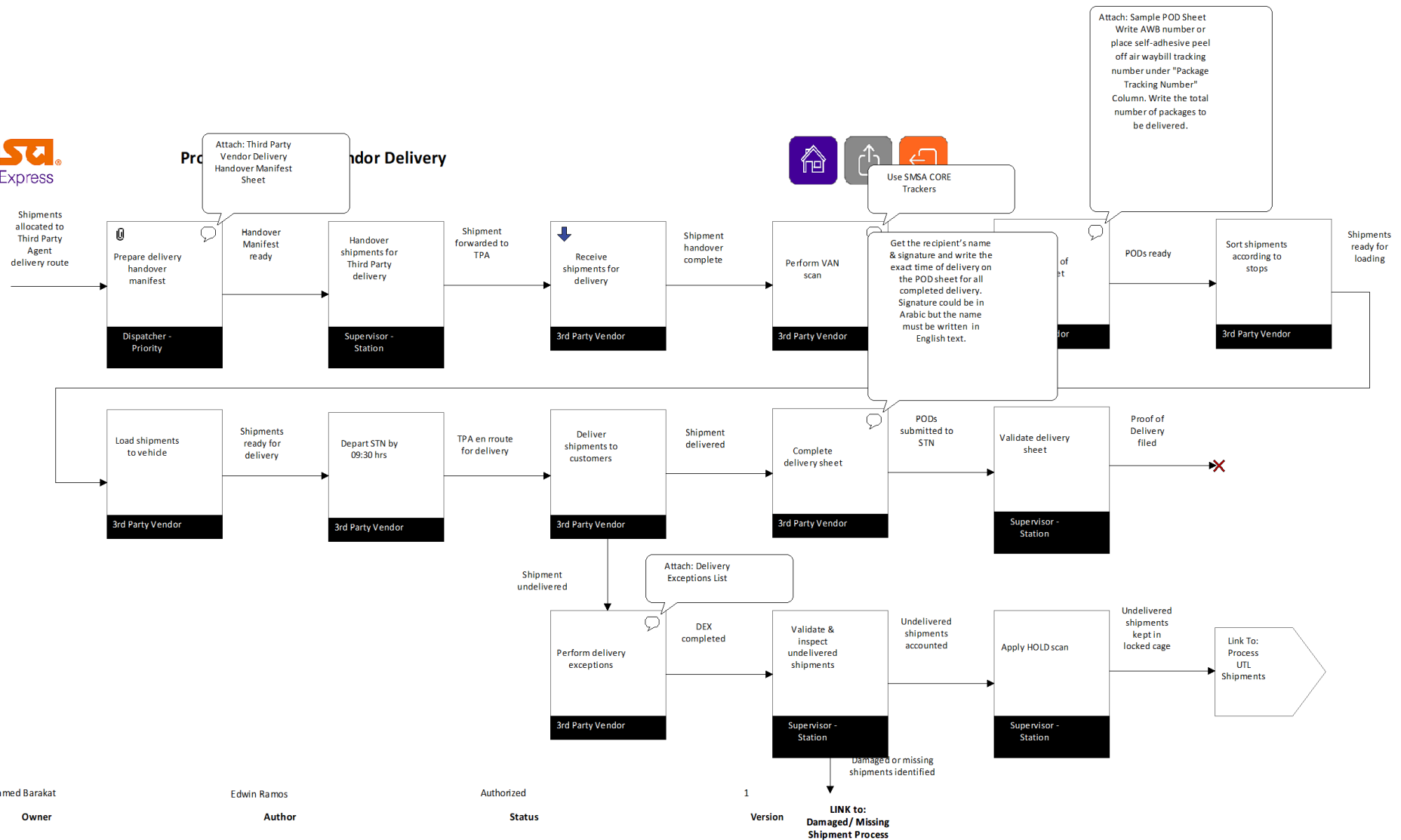Date: 8/16/2017
Volume: 0.00 Per Second

Authorization: Authorized
Date: 9/6/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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

SMSA Express

Process Third Party Vendor Delivery

Attach: Third Party Vendor Delivery Handover Manifest Sheet

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

Use SMSA CORE Trackers

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

Row 1 (process flow):

Shipments allocated to Third Party Agent delivery route →

| Prepare delivery handover manifest | Dispatcher - Priority |

Handover Manifest ready →

| Handover shipments for Third Party delivery | Supervisor - Station |

Shipment forwarded to TPA →

| Receive shipments for delivery | 3rd Party Vendor |

Shipment handover complete →

| Perform VAN scan | 3rd Party Vendor |

... of ... | 3rd Party Vendor

PODs ready →

| Sort shipments according to stops | 3rd Party Vendor |

Shipments ready for loading →

Row 2 (process flow):

| 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 | Supervisor - Station |

Proof of Delivery filed → ✕

Row 3 (process flow):

Shipment undelivered →

Attach: Delivery Exceptions List

| Perform delivery exceptions | 3rd Party Vendor |

DEX completed →

| Validate & inspect undelivered shipments | Supervisor - Station |

Undelivered shipments accounted →

| Apply HOLD scan | Supervisor - Station |

Undelivered shipments kept in locked cage →

| Link To: Process UTL Shipments |

Damaged or missing shipments identified →

LINK to: Damaged/ Missing Shipment Process

| Mohamed Barakat | Edwin Ramos | Authorized | 1 |
| **Owner** | **Author** | **Status** | **Version** |

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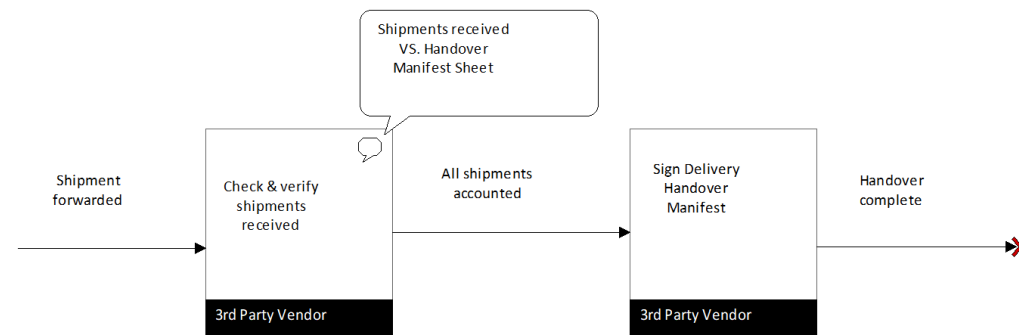Volume: 0.00 Per Second

Authorization: Authorized
Date: 9/6/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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

Shipment Handover for Third Party Delivery

Shipments received
VS. Handover
Manifest Sheet

Shipment
forwarded

Check & verify
shipments
received

3rd Party Vendor

All shipments
accounted

Sign Delivery
Handover
Manifest

3rd Party Vendor

Handover
complete

Mohamed Barakat

Owner

Edwin Ramos

Author

Authorized

Status

1

Version

Title: Shipment Handover for Third Party Delivery
Author: Edwin Ramos
Date: 8/16/2017
Volume: 0.00 Per Second

Authorization: Authorized
Date: 9/6/2018
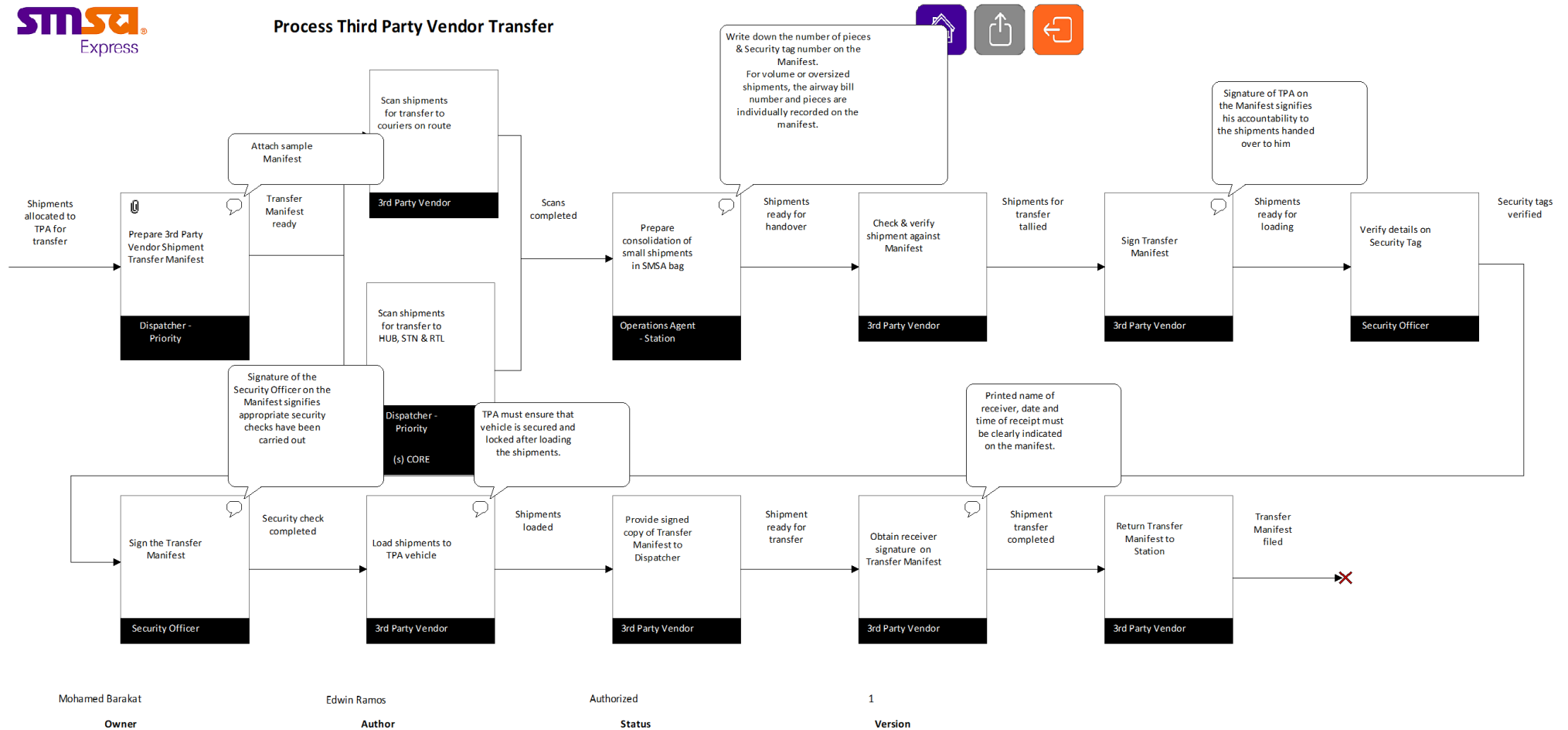Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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

SMSA Express

Process Third Party Vendor Transfer

Shipments allocated to TPA for transfer

Prepare 3rd Party Vendor Shipment Transfer Manifest
Dispatcher - Priority

Attach sample Manifest

Transfer Manifest ready

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

Scan shipments for transfer to HUB, STN & RTL
Dispatcher - Priority (s) CORE

Scans completed

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
Operations Agent - Station

Shipments ready for handover

Check & verify shipment against Manifest
3rd Party Vendor

Shipments for transfer tallied

Sign Transfer Manifest
3rd Party Vendor

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

Shipments ready for loading

Verify details on Security Tag
Security Officer

Security tags verified

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

Sign the Transfer Manifest
Security 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

Mohamed Barakat	Edwin Ramos	Authorized	1
Owner	**Author**	**Status**	**Version**

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

Authorization: Authorized
Date: 9/6/2018
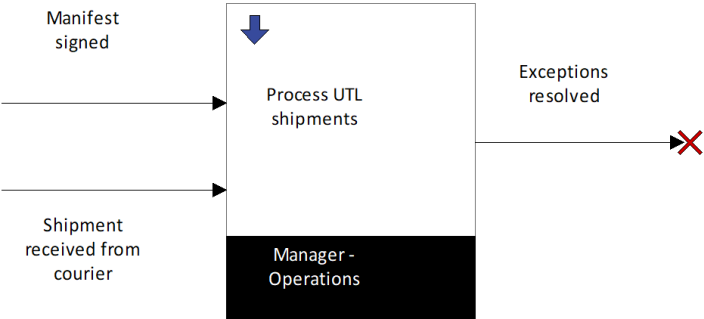Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
Review Date: None
F.T.E.:   0.00

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

EGY - OPS UTL Section

Manifest
signed

Exceptions
resolved

Process UTL
shipments

Manager -
Operations

Shipment
received from
courier

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

Authorization: Authorized
Date: 9/6/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
● Change Requests ● Read Only
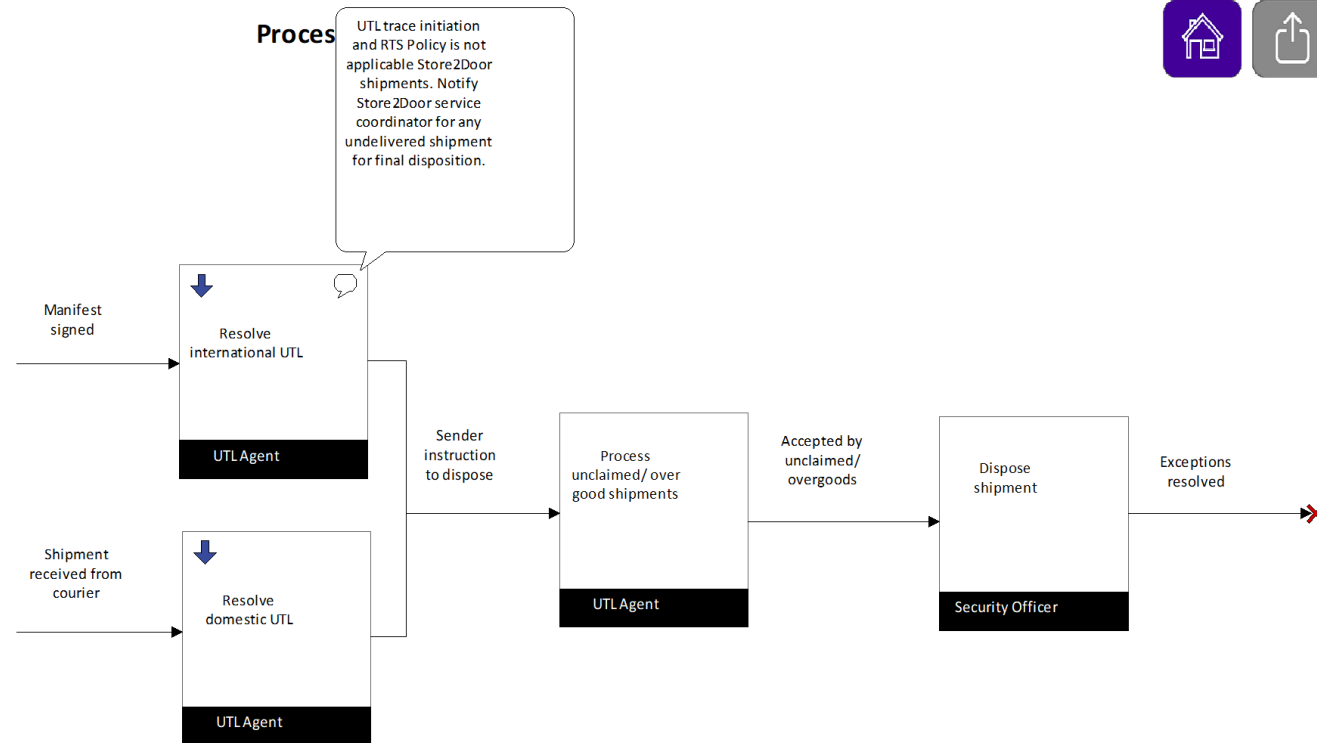
Title: Process UTL Shipments
Author: Edwin Ramos
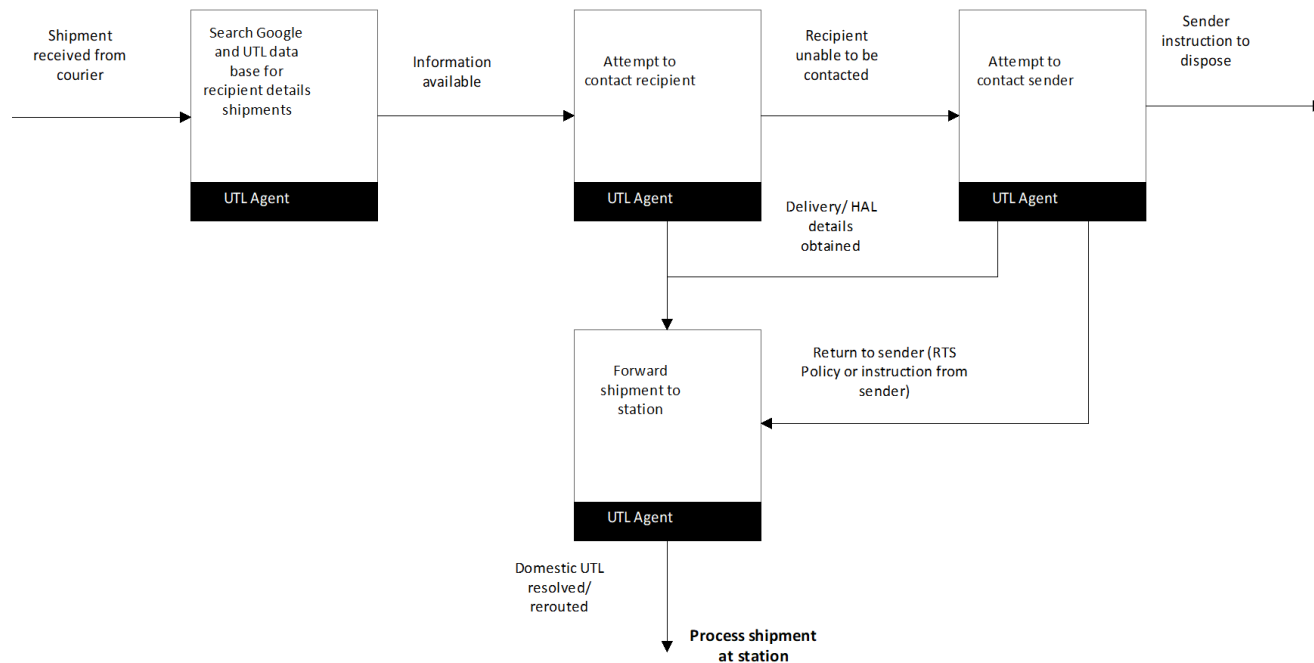Date: 4/11/2017
Volume: 0.00 Per Second

Authorization: Authorized
Date: 9/6/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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

smsa
Express

Resolve Domestic UTL

Shipment
received from
courier

Search Google
and UTL data
base for
recipient details
shipments

UTL Agent

Information
available

Attempt to
contact recipient

UTL Agent

Recipient
unable to be
contacted

Delivery/ HAL
details
obtained

Attempt to
contact sender

UTL Agent

Sender
instruction to
dispose

Forward
shipment to
station

UTL Agent

Return to sender (RTS
Policy or instruction from
sender)

Domestic UTL
resolved/
rerouted

**Process shipment
at station**

Mohamed Barakat	Edwin Ramos	Authorized	1
Owner	**Author**	**Status**	**Version**

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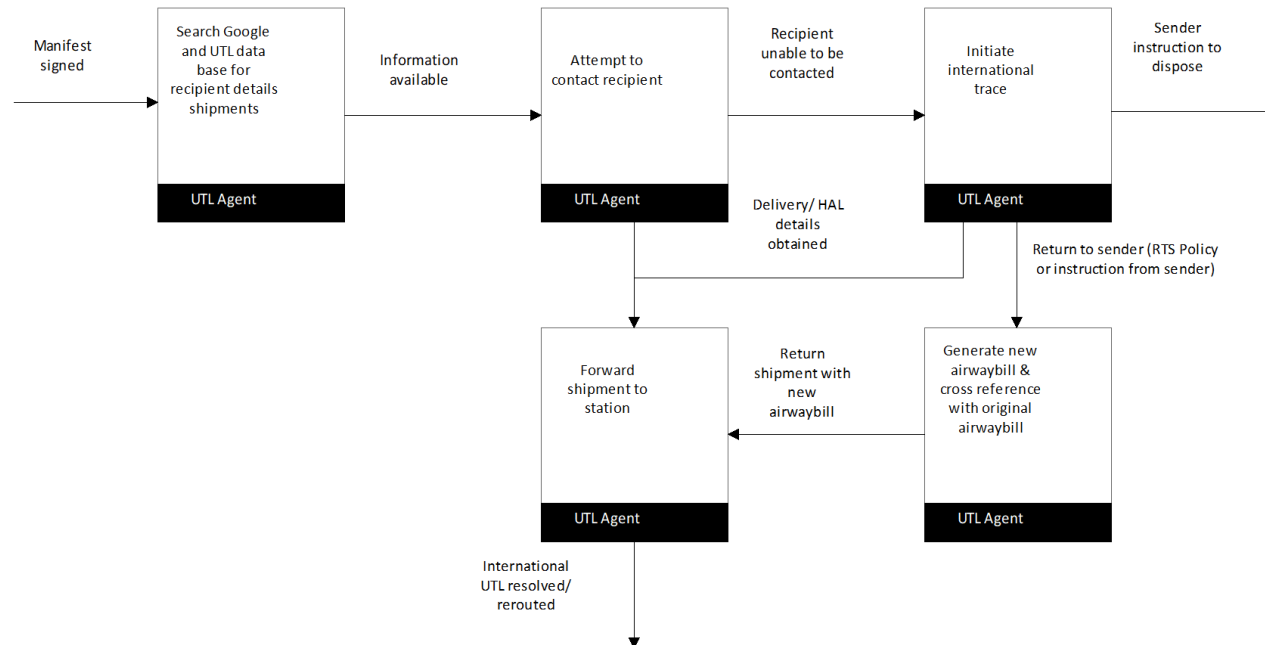Author: Edwin Ramos
Date: 4/11/2017
Volume: 0.00 Per Second

Authorization: Authorized
Date: 9/6/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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

smsa Express

Resolve International UTL

Manifest signed

| Search Google and UTL data base for recipient details shipments |
| UTL Agent |

Information available

| Attempt to contact recipient |
| UTL Agent |

Recipient unable to be contacted

| Initiate international trace |
| UTL Agent |

Sender instruction to dispose

Delivery/ HAL details obtained

Return to sender (RTS Policy or instruction from sender)

| Forward shipment to station |
| UTL Agent |

Return shipment with new airwaybill

| Generate new airwaybill & cross reference with original airwaybill |
| UTL Agent |

International UTL resolved/ rerouted

Mohamed Barakat	Edwin Ramos	Authorized	1
Owner	**Author**	**Status**	**Version**

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

Authorization: Authorized
Date: 9/6/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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

EGY - OPS Overgoods Section

Shipments for destroy

Shipments disposed

Centralized Overgoods Section EGY

Unclaimed shipments

Shipments for HAL/ delivery

Manager - Operations

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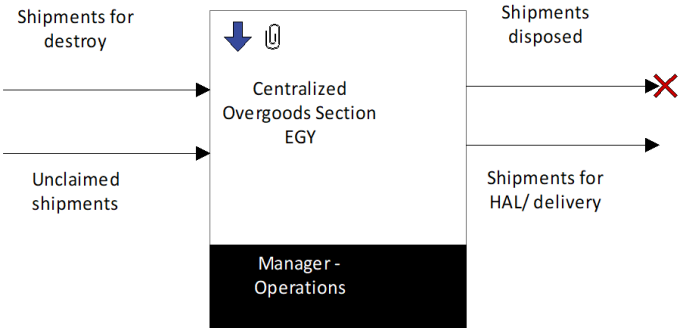Date: 7/1/2018
Volume: 0.00 Per Second

Authorization: Authorized
Date: 9/6/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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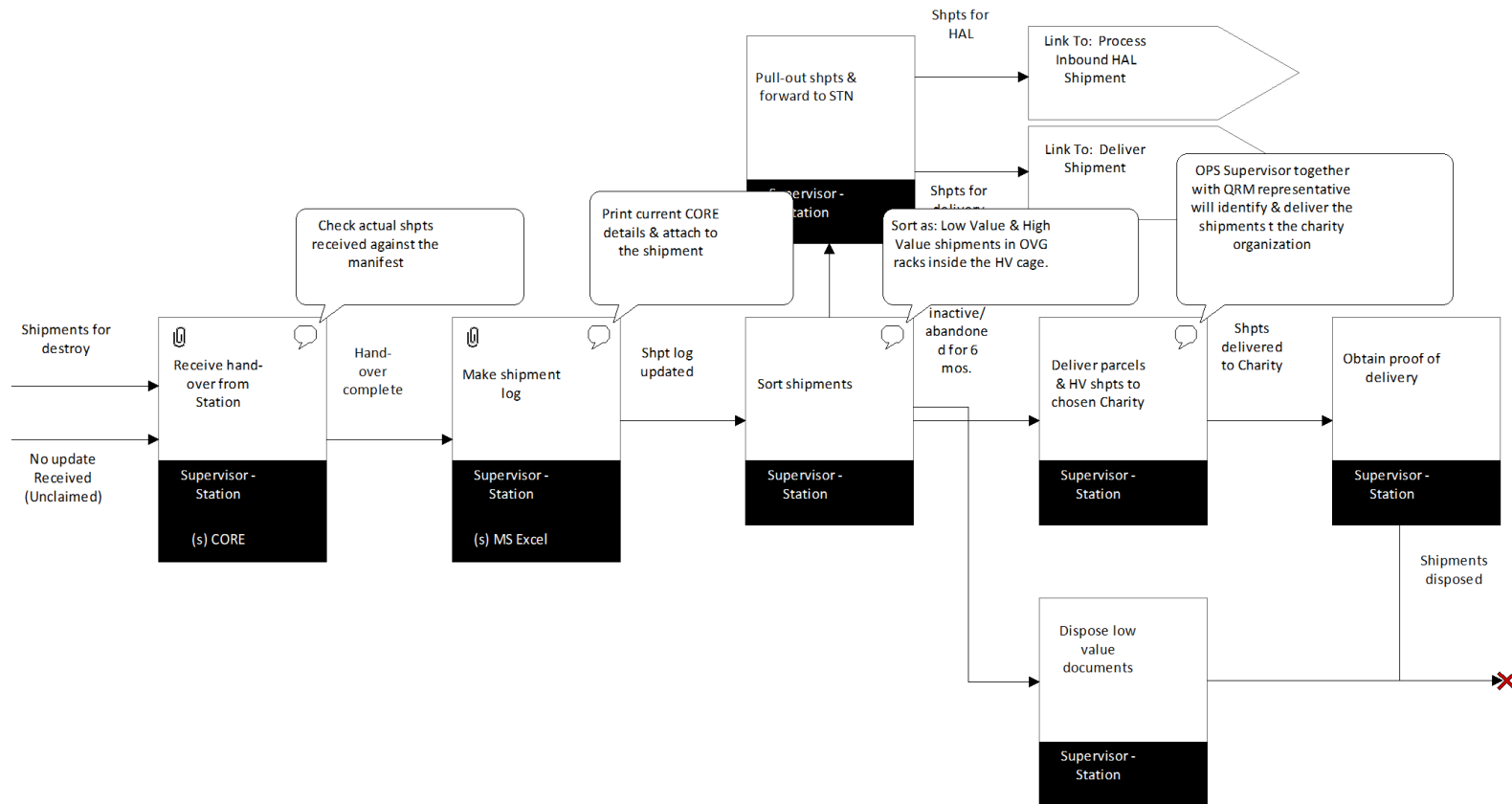● Change Requests   ● Read Only

SMSA Express

Centralized Overgoods Process

Shpts for HAL

Link To: Process Inbound HAL Shipment

Pull-out shpts & forward to STN

Supervisor - Station

Link To: Deliver Shipment

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

Receive hand-over from Station

Hand-over complete

Make shipment log

Shpt log updated

Sort shipments

inactive/ abandoned for 6 mos.

Deliver parcels & HV shpts to chosen Charity

Shpts delivered to Charity

Obtain proof of delivery

No update Received (Unclaimed)

Supervisor - Station

(s) CORE

Supervisor - Station

(s) MS Excel

Supervisor - Station

Supervisor - Station

Supervisor - Station

Shipments disposed

Dispose low value documents

Supervisor - Station

Mohamed Barakat	Edwin Ramos	Authorized	1
Owner	**Author**	**Status**	**Version**

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

Authorization: Authorized
Date: 9/6/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only
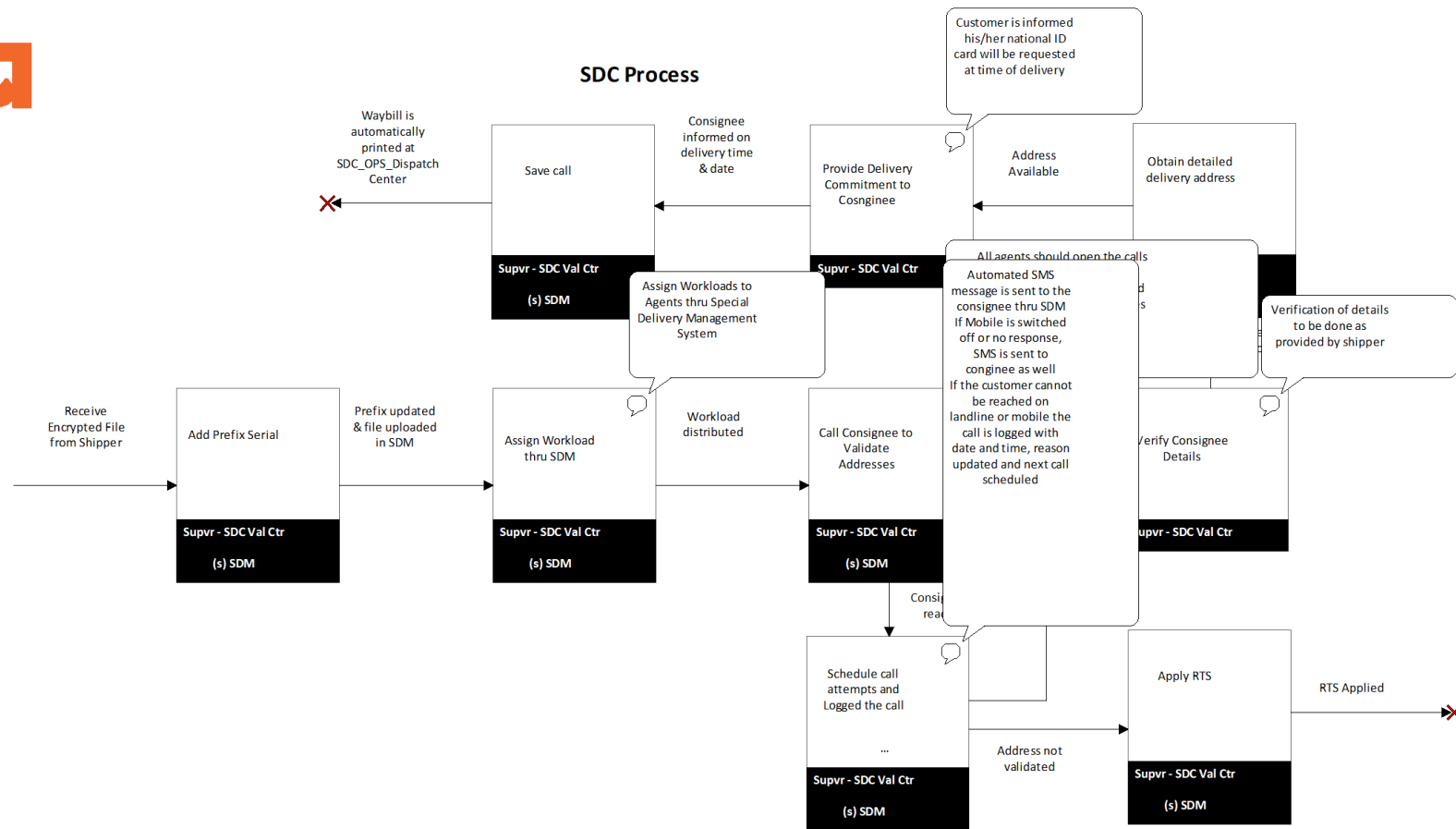
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Title:
Author: Edwin Ramos
Date: 10/18/2010
Volume: 0.00 Per Second

Authorization: Authorized
Date: 10/11/2023
Cost Per Second: $,3.5,E-0317

Owner: Edwin Ramos
Diagram Version: 3
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

Supvr - SDC Val Ctr

(s) SDM

Provide Delivery Commitment to Cosnginee

Supvr - SDC Val Ctr

All agents should open the calls

Assign Workloads to Agents thru Special Delivery Management System

Verification of details to be done as provided by shipper

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

Receive Encrypted File from Shipper

Add Prefix Serial

Supvr - SDC Val Ctr

(s) SDM

Prefix updated & file uploaded in SDM

Assign Workload thru SDM

Supvr - SDC Val Ctr

(s) SDM

Workload distributed

Call Consignee to Validate Addresses

Supvr - SDC Val Ctr

(s) SDM

Verify Consignee Details

Supvr - SDC Val Ctr

Consig... rea...

Schedule call attempts and Logged the call

...

Supvr - SDC Val Ctr

(s) SDM

Address not validated

Apply RTS

Supvr - SDC Val Ctr

(s) SDM

RTS Applied

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

Authorization: Authorized
Date: 10/11/2023
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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

SMSA Express

Page is under construction

Title:
Author: Edwin Ramos
Date: 10/18/2010
Volume: 0.00 Per Second

Authorization: Authorized
Date: 10/11/2023
Cost Per Second: $,3.5,E-0317

Owner: Edwin Ramos
Diagram Version: 3
Review Date: None
F.T.E.: 0.00

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

SMSA Express

EGY - Human Resources

Personnel

Training & Org. Devt.

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

Authorization: Authorized
Date: 7/1/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

○ Actions
● Change Log
○ Change Requests

○ Feedback
○ Keywords
● 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: Authorized
Date: 8/12/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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

smsa Express

HRD - Recruitment

Yearly requirement

Develop manpower plan

Director - HR & Admin

Vacancies to be filled

Walk in recruitment
Overseas recruitment

Recruit employee

Director - HR & Admin

New employee join

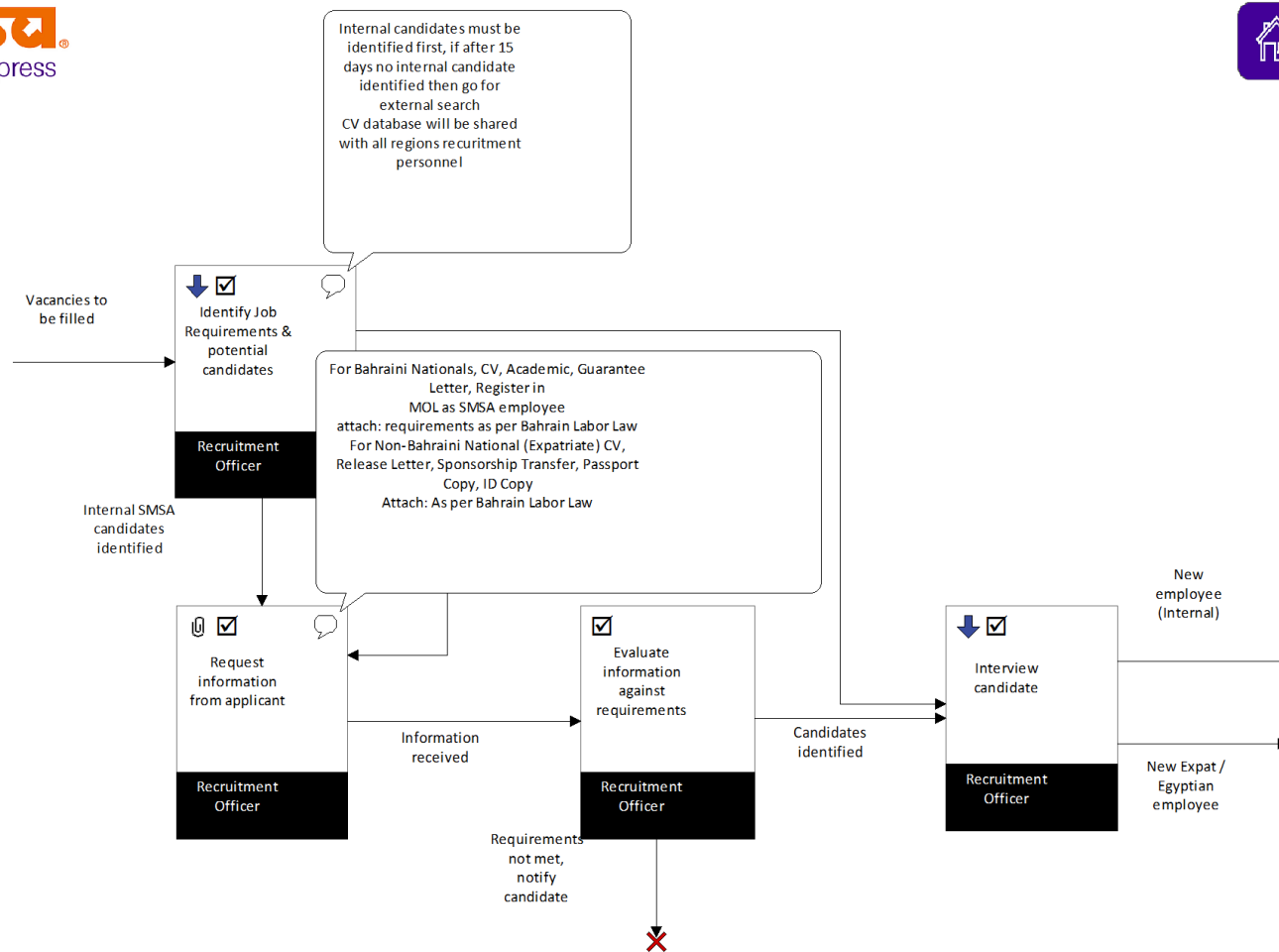| Mohamed Barakat	Edwin Ramos	Authorized	1
Owner	**Author**	**Status**	**Version**

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

Authorization: Authorized
Date: 9/6/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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

SMSA Express

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

Vacancies to
be filled

☑ Identify Job
Requirements &
potential
candidates

Recruitment
Officer

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

Internal SMSA
candidates
identified

☑ Request
information
from applicant

Recruitment
Officer

Information
received

☑ Evaluate
information
against
requirements

Recruitment
Officer

Candidates
identified

☑ Interview
candidate

Recruitment
Officer

New
employee
(Internal)

New Expat /
Egyptian
employee

Requirements
not met,
notify
candidate

✗

Mohamed Barakat

Owner

Edwin Ramos

Author

Authorized

Status

1

Version

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

Authorization: Authorized
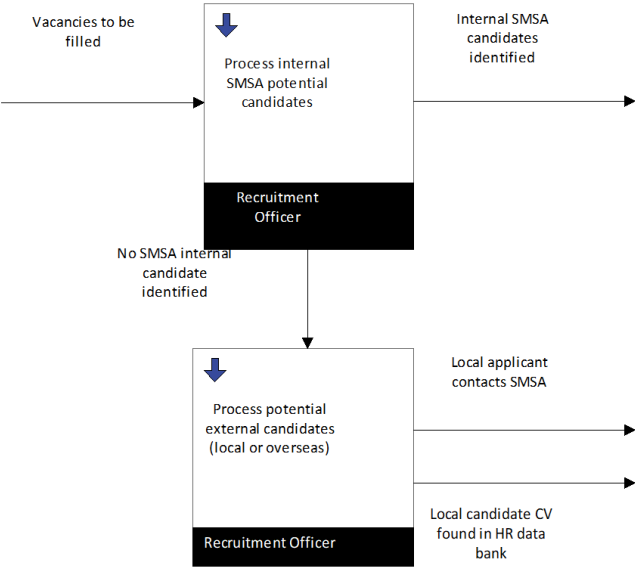Date: 9/6/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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

SMSA Express

Identify Potential Candidates

Vacancies to be filled

Process internal SMSA potential candidates

Recruitment Officer

Internal SMSA candidates identified

No SMSA internal candidate identified

Process potential external candidates (local or overseas)

Recruitment Officer

Local applicant contacts SMSA

Local candidate CV found in HR data bank

Mohamed Barakat	Edwin Ramos	Authorized	1
Owner	**Author**	**Status**	**Version**

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

Authorization: Authorized
Date: 9/6/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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

smsa Express

Process Internal SMSA Potential Candidates

Recruitment requirement

Search data bank for suitable employee

Recruitment Officer

Found potential candidates

Internal Advert

Recruitment Officer

Awaiting for applications

Receive Internal Application from Candidates

Recruitment Officer

Applicants selected

Request a Personnel Action Form relevant dept.

Recruitment Officer

Internal employee available

Forward Personnel Action Form to Payroll

Recruitment Officer

No candidates found

Not selected

Payroll re...

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

Request staff to join new dept.

Recruitment Officer

Internal employee joins dept.

Mohamed Barakat	Edwin Ramos	Authorized	1
Owner	**Author**	**Status**	**Version**

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

Authorization: Authorized
Date: 9/6/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
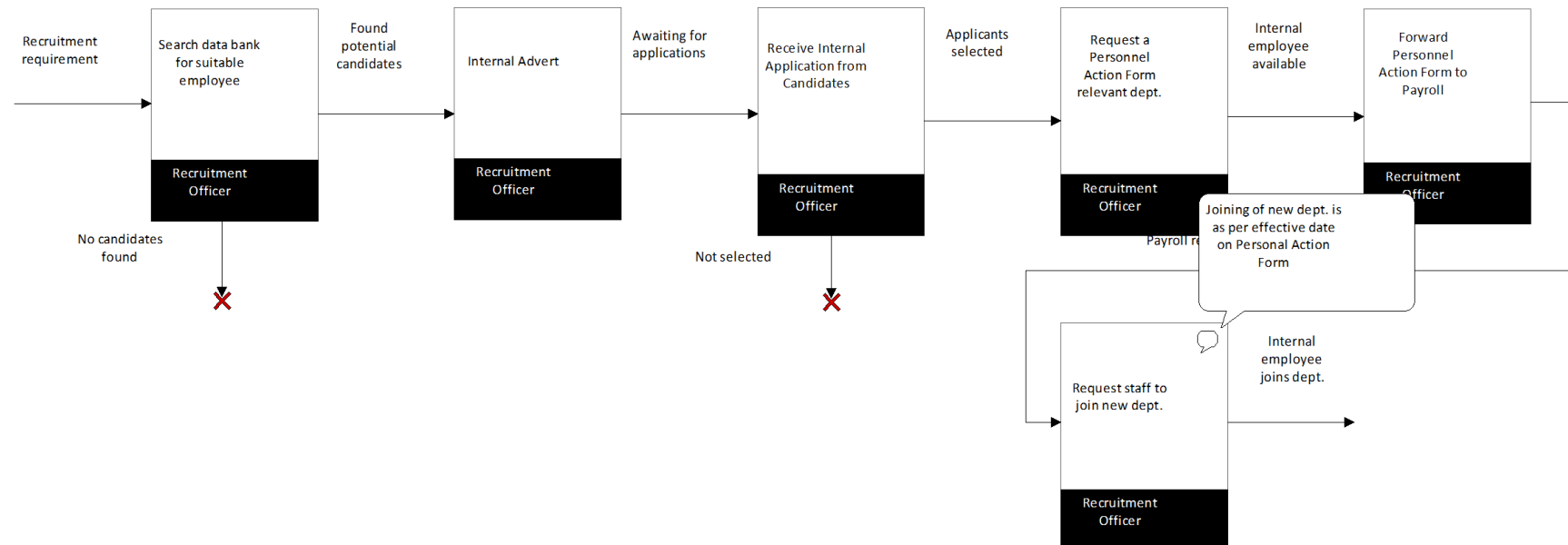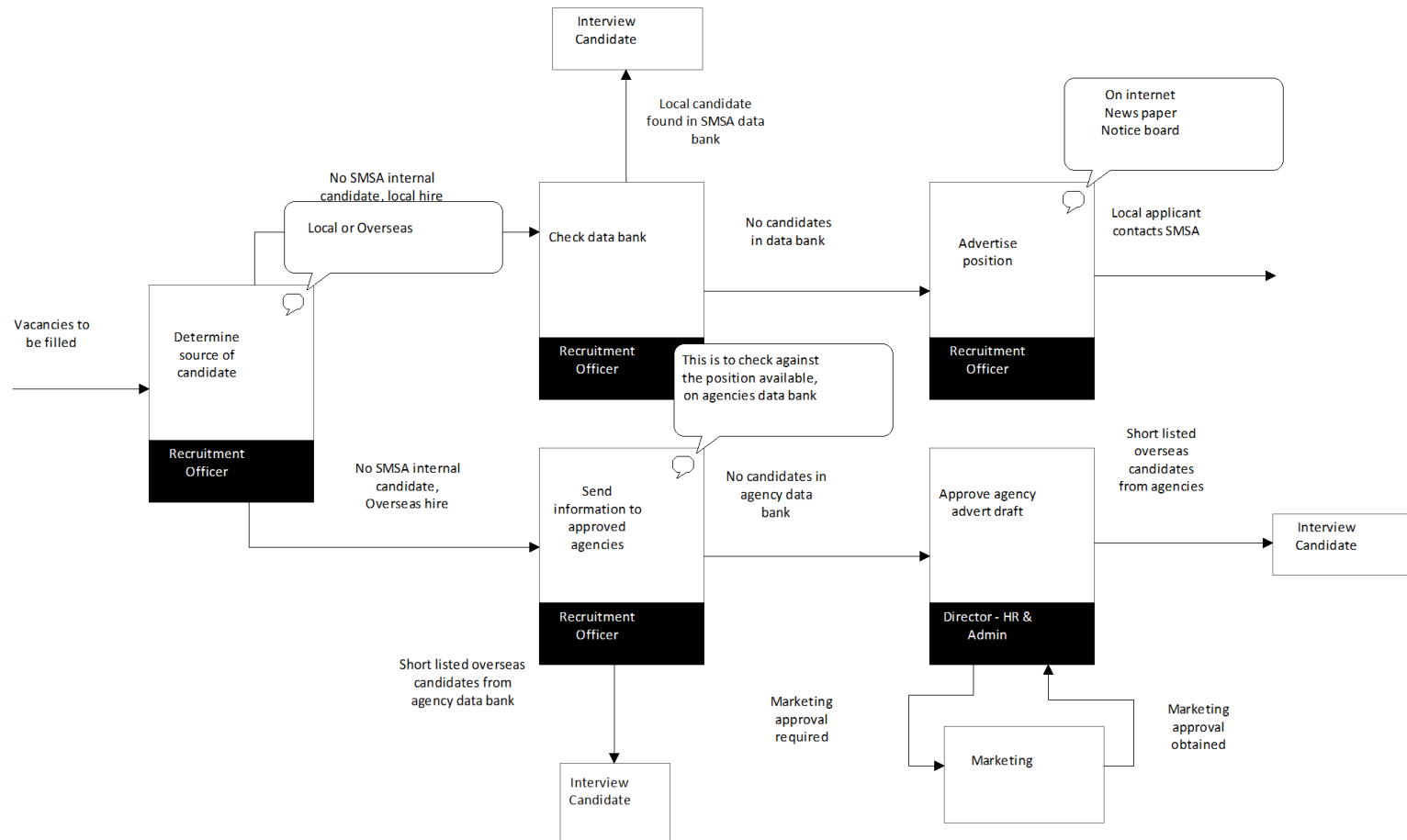Review Date: None
F.T.E.: 0.00

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

Process Potential External Candidates

Mohamed Barakat — **Owner**

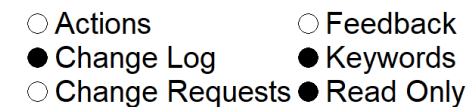Edwin Ramos — **Author**

Authorized — **Status**

1 — **Version**

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

Authorization: Authorized
Date: 9/6/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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

Interview Candidate

Short listed overseas candidates

External Public Relations

No acceptable

Department Manager to be available in the interview

Offer not accepted

Candidates identified

Conduct initial interview

Recruitment Officer

Short list identified

Conduct panel interview

Recruitment Officer

Interview successful

Offer package to candidate

Recruitment Officer

Offer accepted Egyptian National

Prepare contract & legal documents

Recruitment Officer

Contract signed Egyptian National

Internal Employee transferred

Offer accepted (local & overseas Expatriate)

prepare joining report and send employee to department manager after training

as per LOA (Level of Authority)

Prepare contract & legal documents

Recruitment Officer

Position not in budget

Rqst finance to create & approve non-budget position

Recruitment Officer

Finance notified

Create Employee Number

Recruitment Officer

New employee (Egyptian Expat)

Process requirements for Govt. Relations

Recruitment Officer

New employee (Internal)

Contract signed

Finance approved

Train & Develop Employee

Train & Develop Employee

Train & Develop Employee

Mohamed Barakat

Owner

Edwin Ramos

Author

Authorized

Status

1

Version

Title: Interview Candidate
Author: Edwin Ramos
Date: 6/12/2010
Volume: 0.00 Per Second

Authorization: Authorized
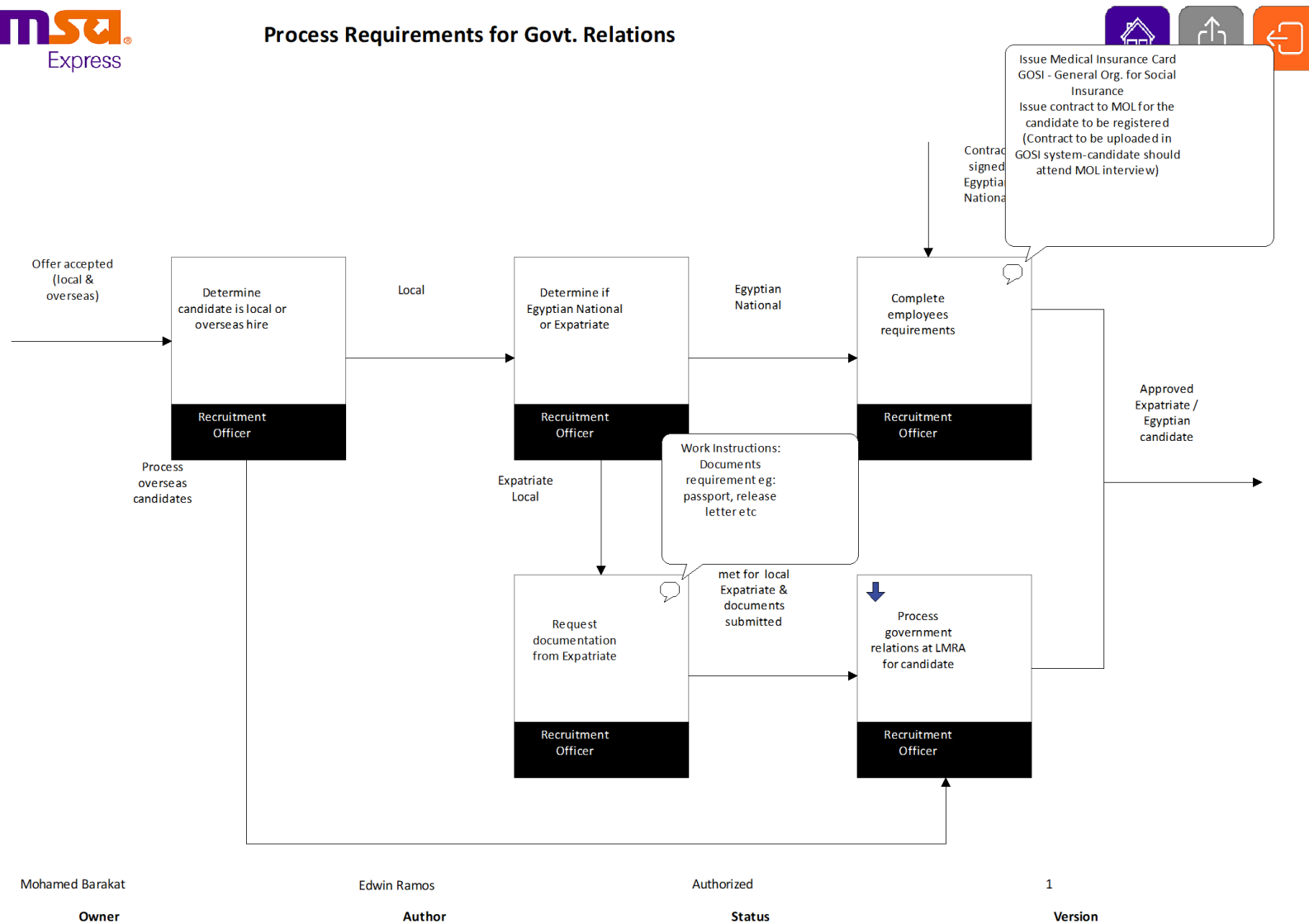Date: 9/6/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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

smsa Express

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 — Recruitment Officer

Local

Determine if Egyptian National or Expatriate — Recruitment Officer

Egyptian National

Complete employees requirements — Recruitment Officer

Contract signed Egyptian National

Approved Expatriate / Egyptian candidate

Process overseas candidates

Expatriate Local

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

Request documentation from Expatriate — Recruitment Officer

met for local Expatriate & documents submitted

Process government relations at LMRA for candidate — Recruitment Officer

Mohamed Barakat	Edwin Ramos	Authorized	1
Owner	**Author**	**Status**	**Version**

Title: Process Requirements for Govt. Relations
Author: Edwin Ramos
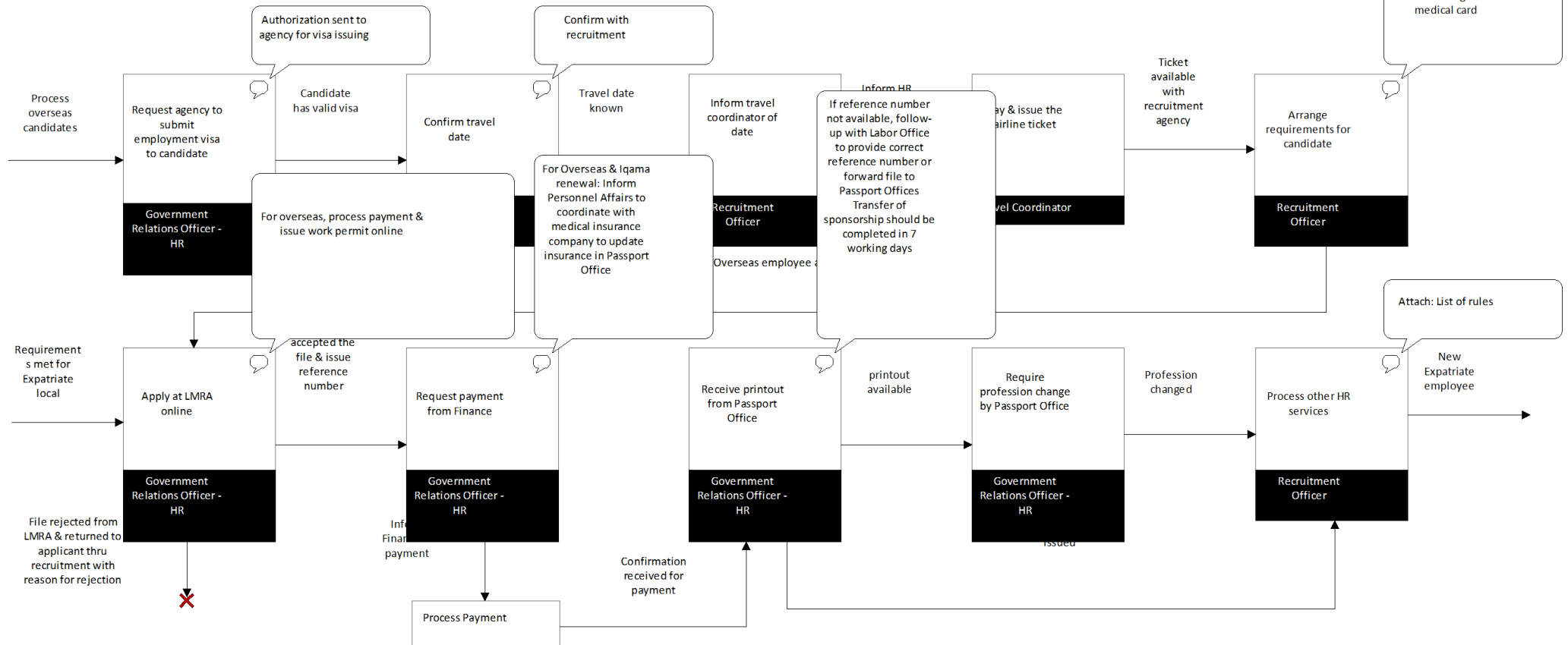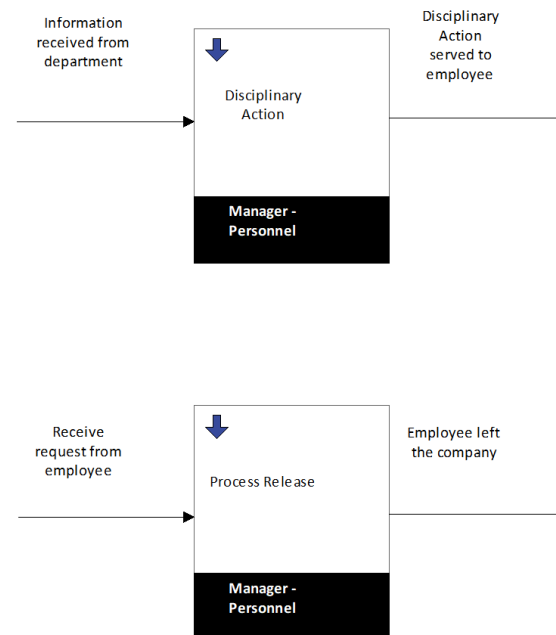Date: 6/13/2010
Volume: 0.00 Per Second

Authorization: Authorized
Date: 9/6/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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

SMSA Express

Process Government Relations at LMRA for Candidate

Airport pickup
accommodation
medical test
residence permit
training
medical card

Process overseas candidates

Request agency to submit employment visa to candidate
Government Relations Officer - HR

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

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

Inform travel coordinator of date
Recruitment Officer

Overseas employee

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

Pay & issue the airline ticket
Travel Coordinator

Ticket available with recruitment agency

Arrange requirements for candidate
Recruitment Officer

Requirements met for Expatriate local

Apply at LMRA online
Government Relations Officer - HR

accepted the file & issue reference number

Request payment from Finance
Government Relations Officer - HR

Inform Finance payment

Receive printout from Passport Office
Government Relations Officer - HR

printout available

Attach: List of rules

Require profession change by Passport Office
Government Relations Officer - HR

Profession changed

issued

New Expatriate employee

Process other HR services
Recruitment Officer

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

✖

Process Payment

Confirmation received for payment

Mohamed Barakat	Edwin Ramos	Authorized	1
Owner	**Author**	**Status**	**Version**

Title: Process Government Relations at LMRA for Candidate
Author: Edwin Ramos   Authorization: Authorized
Date: 6/13/2010   Date: 9/6/2018
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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

Develop Manpower Plan

Budgeted or Adhoc

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

Yearly requirement

Budget & New Projects

Determine manpower requirements

Director - HR & Admin

Requirements identified

Approve manpower plan

Director - HR & Admin

Overseas recruitment

Request for employment visas

Government Relations Officer - HR

Vacancies to be filled

Internal recruitment

Local recruitment
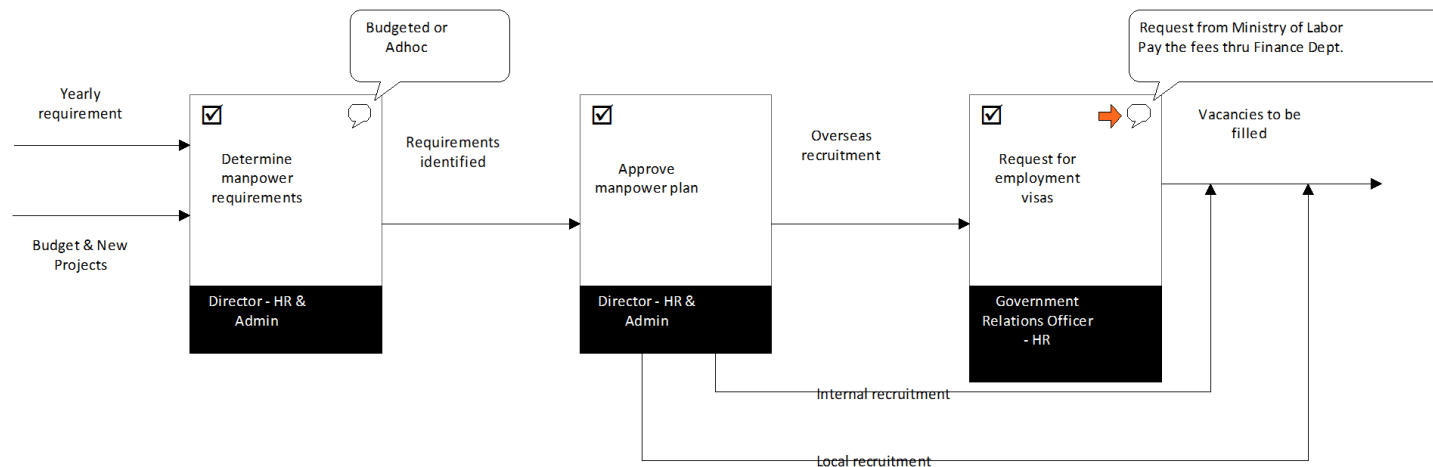
Mohamed Barakat	Edwin Ramos	Authorized	1
Owner	**Author**	**Status**	**Version**

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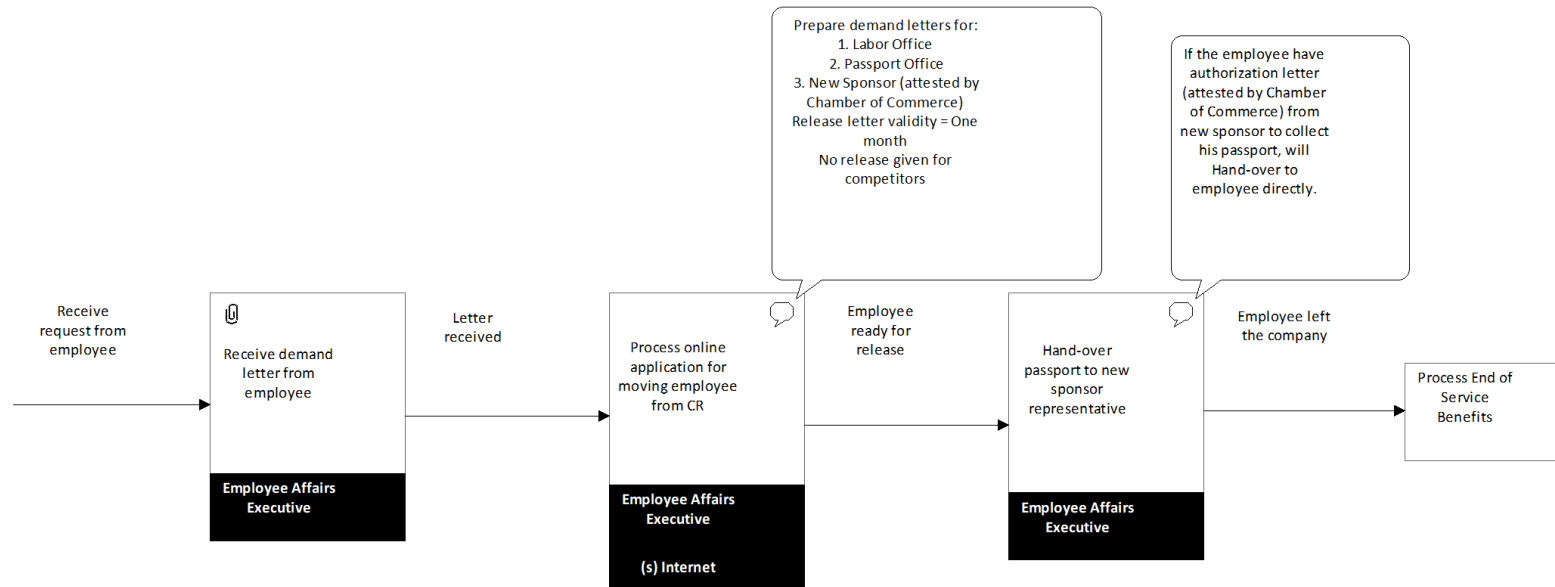Date: 6/13/2010
Volume: 0.00 Per Second

Authorization: Authorized
Date: 9/6/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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

smsa Express

HRD - Employee Relations

Information
received from
department

↓

Disciplinary
Action

**Manager -
Personnel**

Disciplinary
Action
served to
employee

Receive
request from
employee

↓

Process Release

**Manager -
Personnel**

Employee left
the company

Mohamed Barakat

Owner

Edwin Ramos

Author

Authorized

Status

1

Version

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

Authorization: Authorized
Date: 9/6/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
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

Employee Affairs Executive

Letter received

Process online application for moving employee from CR

Employee Affairs Executive

(s) Internet

Employee ready for release

Hand-over passport to new sponsor representative

Employee Affairs Executive

Employee left the company

Process End of Service Benefits

Mohamed Barakat	Edwin Ramos	Authorized	1
Owner	**Author**	**Status**	**Version**

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

Authorization: Authorized
Date: 9/6/2018
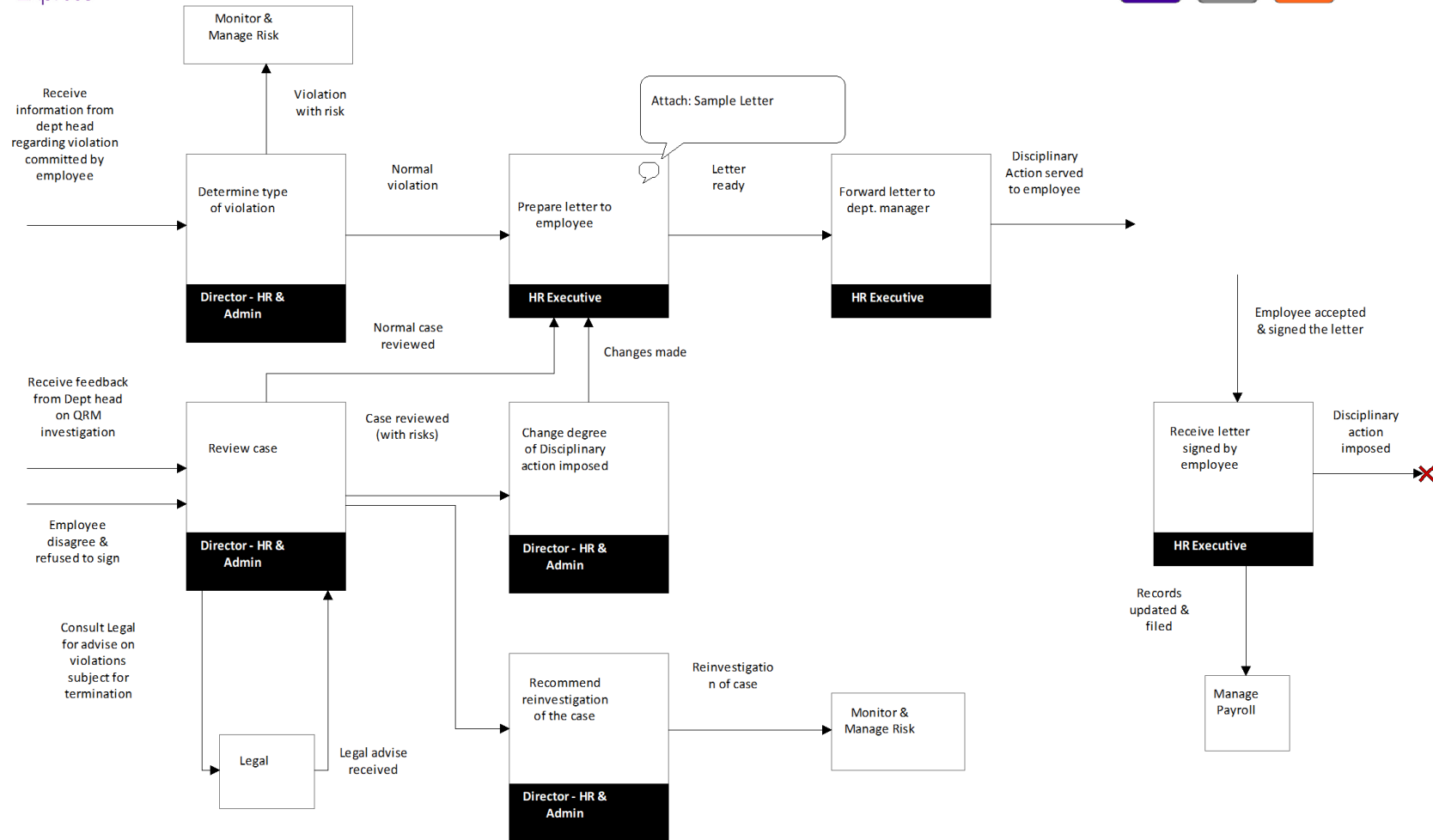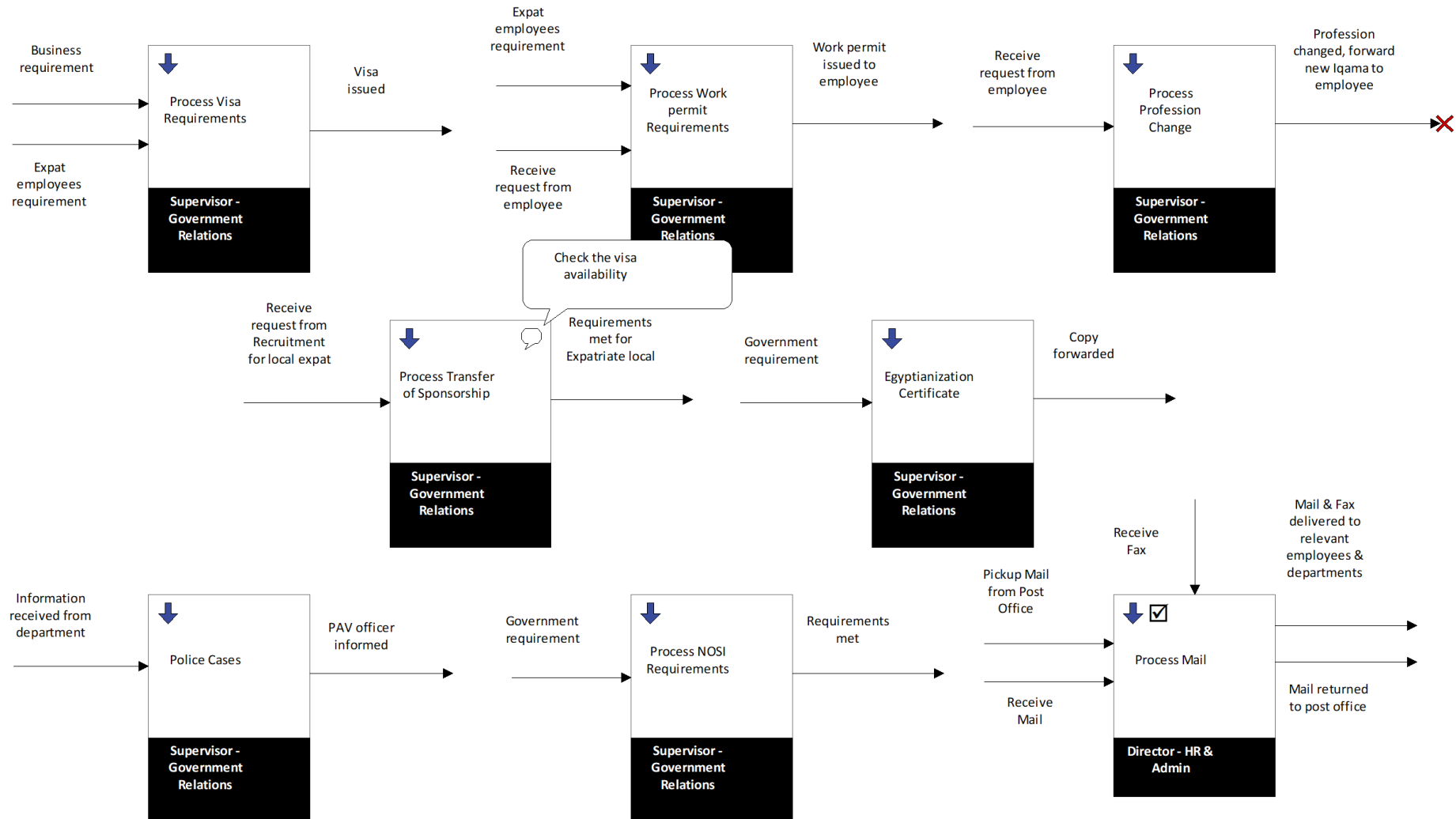Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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

smsa Express

Disciplinary Action

Monitor & Manage Risk

Receive information from dept head regarding violation committed by employee

Violation with risk

Determine type of violation
Director - HR & Admin

Normal violation

Attach: Sample Letter

Prepare letter to employee
HR Executive

Letter ready

Forward letter to dept. manager
HR Executive

Disciplinary Action served to employee

Normal case reviewed

Receive feedback from Dept head on QRM investigation

Review case
Director - HR & Admin

Case reviewed (with risks)

Changes made

Change degree of Disciplinary action imposed
Director - HR & Admin

Employee accepted & signed the letter

Receive letter signed by employee
HR Executive

Disciplinary action imposed

Employee disagree & refused to sign

Records updated & filed

Consult Legal for advise on violations subject for termination

Legal

Legal advise received

Recommend reinvestigation of the case
Director - HR & Admin

Reinvestigation of case

Monitor & Manage Risk

Manage Payroll

Mohamed Barakat	Edwin Ramos	Authorized	1
Owner	**Author**	**Status**	**Version**

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

Authorization: Authorized
Date: 9/6/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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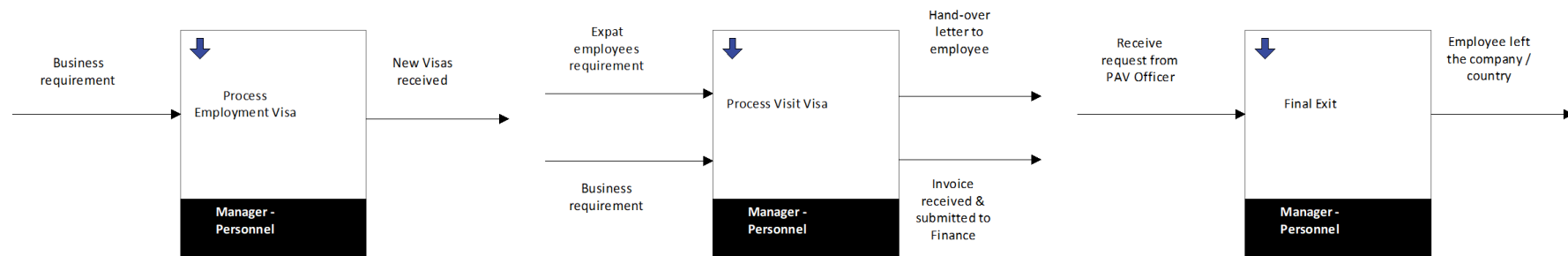○ Change Requests   ● Read Only

HRD - Government Relations

Business requirement

Expat employees requirement

Process Visa Requirements

Supervisor - Government Relations

Visa issued

Expat employees requirement

Receive request from employee

Process Work permit Requirements

Supervisor - Government Relations

Work permit issued to employee

Receive request from employee

Process Profession Change

Supervisor - Government Relations

Profession changed, forward new Iqama to employee

✖

Receive request from Recruitment for local expat

Check the visa availability

Process Transfer of Sponsorship

Supervisor - Government Relations

Requirements met for Expatriate local

Government requirement

Egyptianization Certificate

Supervisor - Government Relations

Copy forwarded

Information received from department

Police Cases

Supervisor - Government Relations

PAV officer informed

Government requirement

Process NOSI Requirements

Supervisor - Government Relations

Requirements met

Pickup Mail from Post Office

Receive Mail

Receive Fax

Process Mail

Director - HR & Admin

Mail & Fax delivered to relevant employees & departments

Mail returned to post office

Title: HRD - Government Relations
Author: Edwin Ramos
Date: 7/15/2018
Volume: 0.00 Per Second

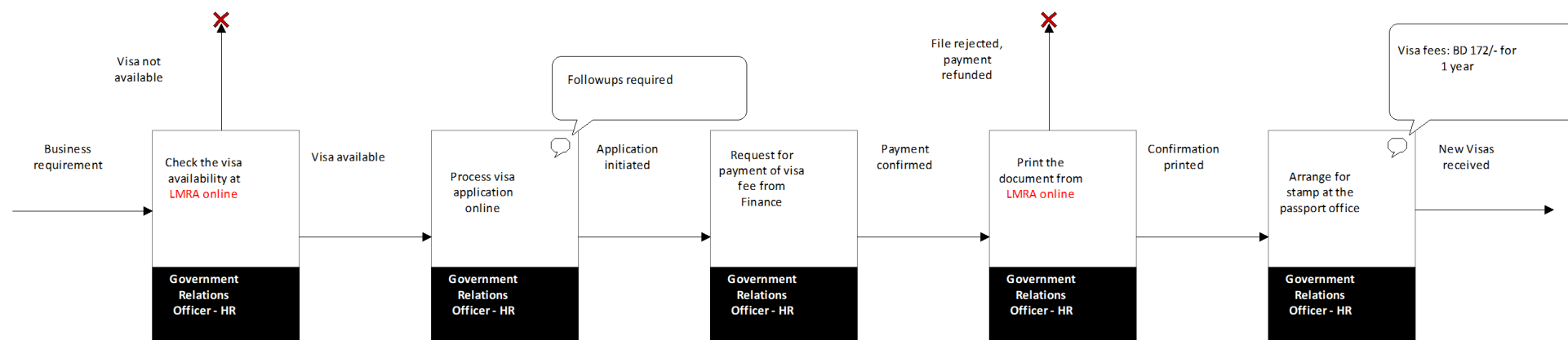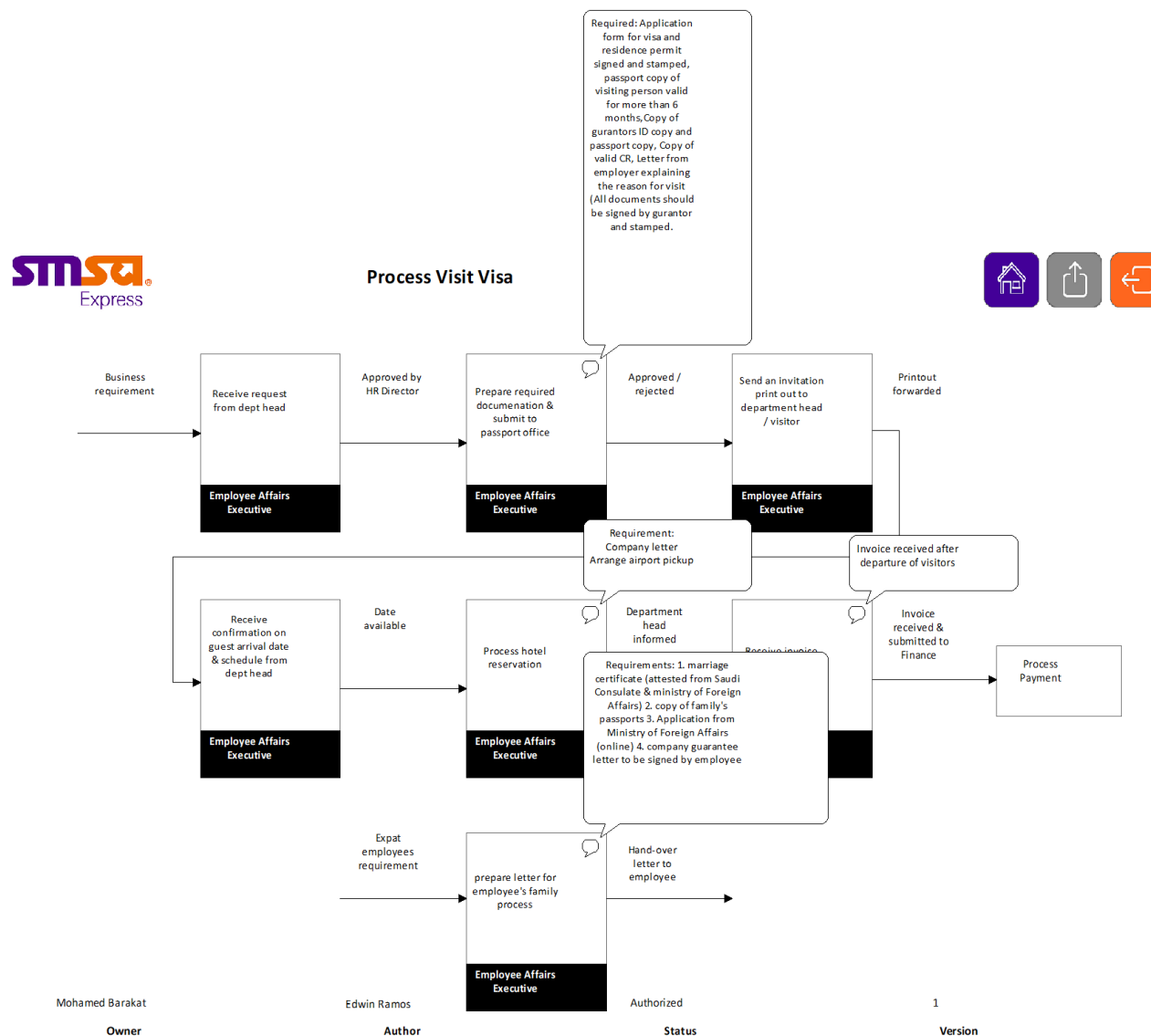Authorization: Authorized
Date: 9/6/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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

smsa Express

Process Visa Requirements

Business requirement

↓ Process Employment Visa

Manager - Personnel

New Visas received

Expat employees requirement

Business requirement

↓ Process Visit Visa

Manager - Personnel

Hand-over letter to employee

Invoice received & submitted to Finance

Receive request from PAV Officer

↓ Final Exit

Manager - Personnel

Employee left the company / country

Mohamed Barakat	Edwin Ramos	Authorized	1
Owner	**Author**	**Status**	**Version**

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

Authorization: Authorized
Date: 9/6/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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

Process Employment Visa

Visa not available

Followups required

File rejected, payment refunded

Visa fees: BD 172/- for 1 year

Business requirement

Check the visa availability at LMRA online	Visa available	Process visa application online	Application initiated	Request for payment of visa fee from Finance	Payment confirmed	Print the document from LMRA online	Confirmation printed	Arrange for stamp at the passport office	New Visas received
Government Relations Officer - HR		Government Relations Officer - HR		Government Relations Officer - HR		Government Relations Officer - HR		Government Relations Officer - HR	

Mohamed Barakat

Owner

Edwin Ramos

Author

Authorized

Status

1

Version

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

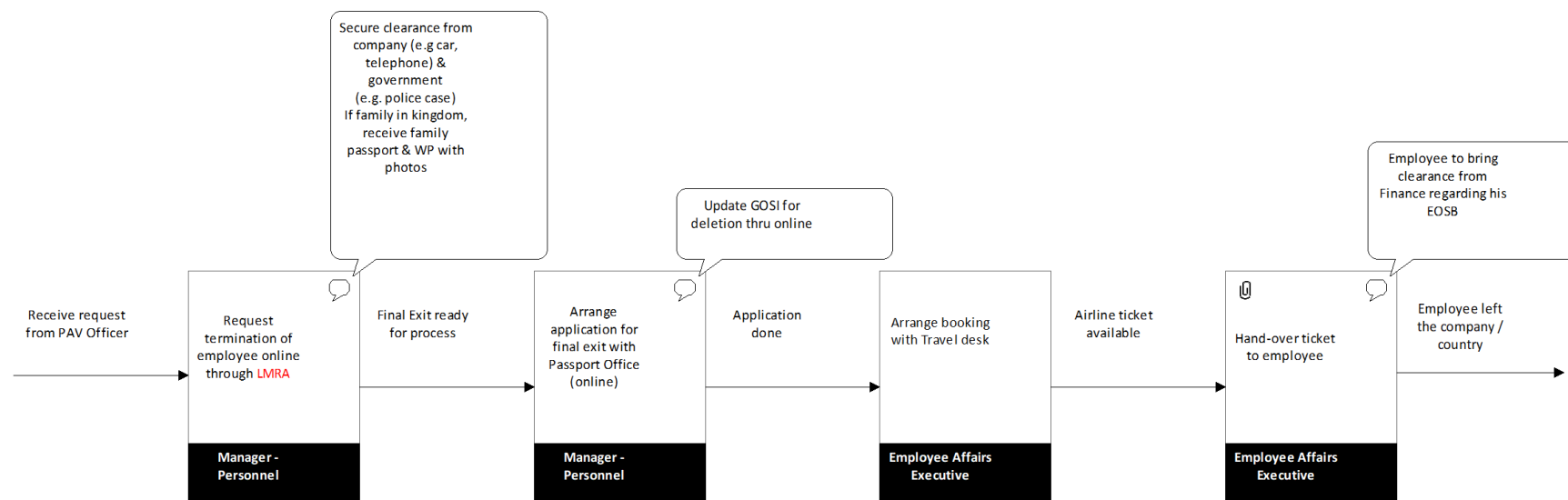Authorization: Authorized
Date: 9/6/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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

Process Visit Visa

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.)

Business requirement

Receive request from dept head
Employee Affairs Executive

Approved by HR Director

Prepare required documenation & submit to passport office
Employee Affairs Executive

Approved / rejected

Send an invitation print out to department head / visitor
Employee Affairs Executive

Printout forwarded

Requirement: Company letter Arrange airport pickup

Invoice received after departure of visitors

Receive confirmation on guest arrival date & schedule from dept head
Employee Affairs Executive

Date available

Process hotel reservation
Employee Affairs Executive

Department head informed

Receive invoice

Invoice received & submitted to Finance

Process Payment

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
Employee Affairs Executive

Hand-over letter to employee

Mohamed Barakat	Edwin Ramos	Authorized	1
Owner	**Author**	**Status**	**Version**

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

Authorization: Authorized
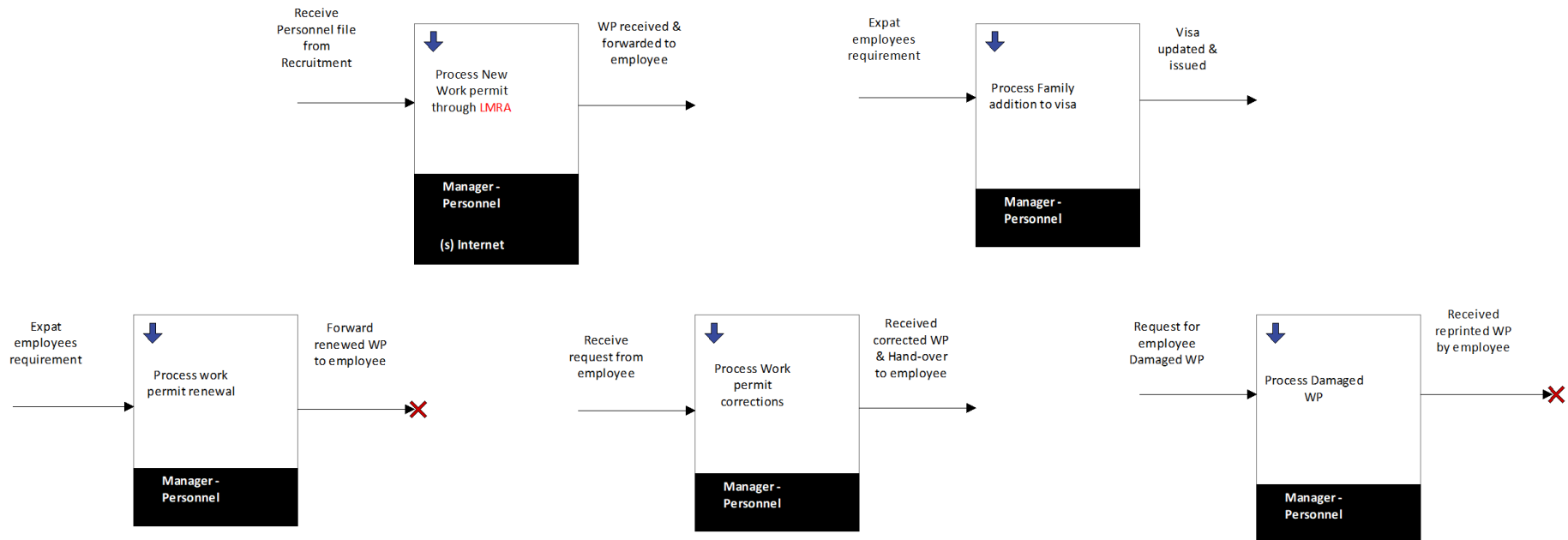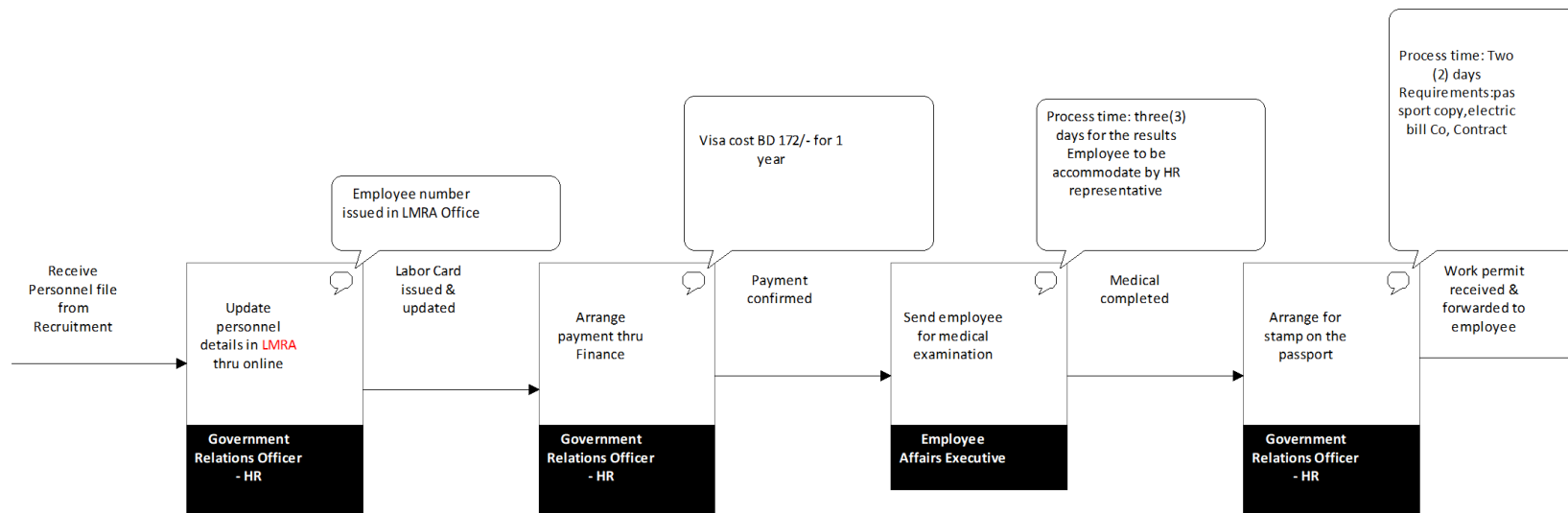Date: 9/6/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions
● Change Log
○ Change Requests

○ Feedback
● Keywords
● Read Only

smsa Express

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

Manager - Personnel

Final Exit ready for process

Arrange application for final exit with Passport Office (online)

Manager - Personnel

Application done

Arrange booking with Travel desk

Employee Affairs Executive

Airline ticket available

Hand-over ticket to employee

Employee Affairs Executive

Employee left the company / country

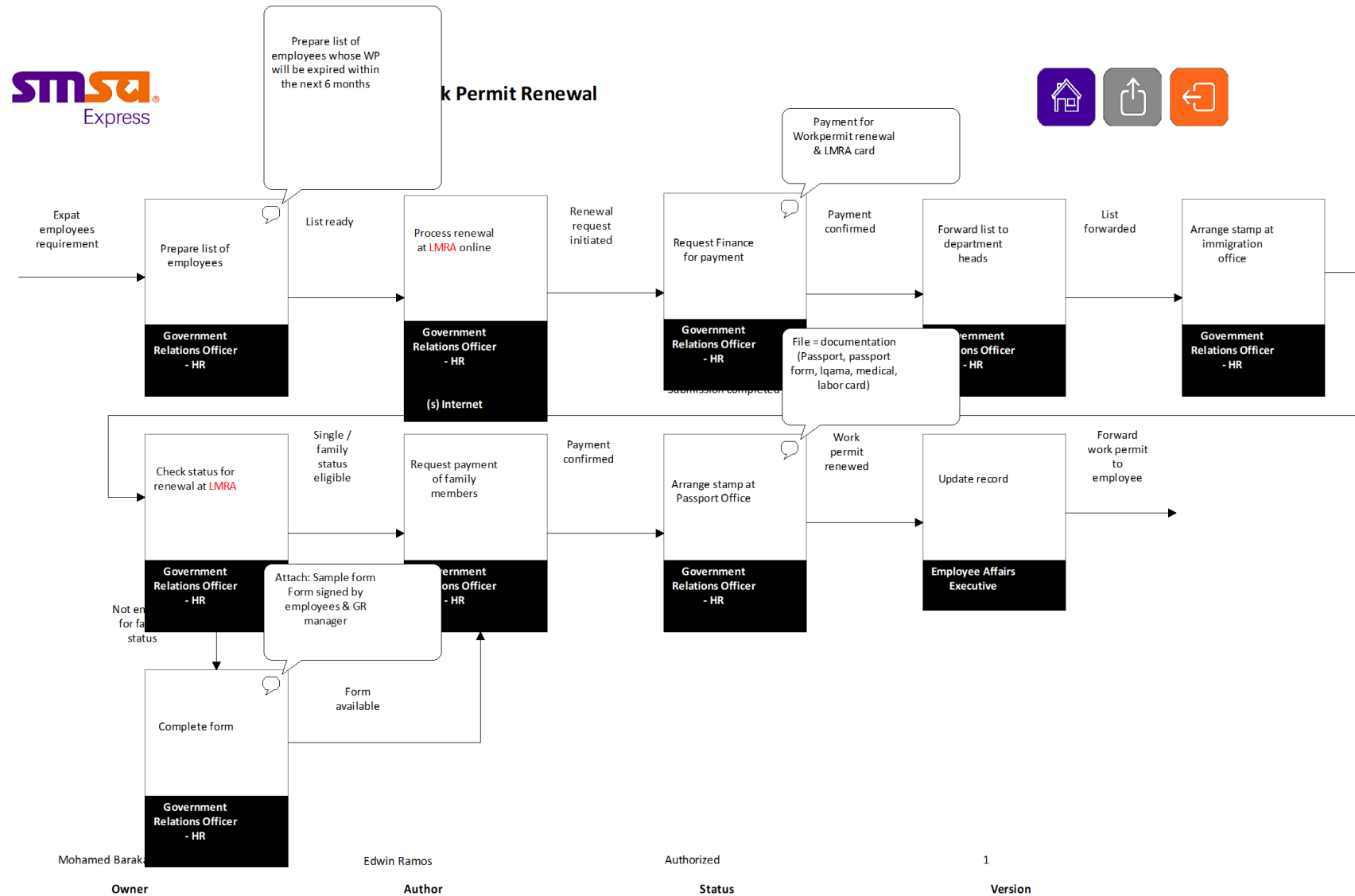| Mohamed Barakat	Edwin Ramos	Authorized	1
Owner	**Author**	**Status**	**Version**

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

Authorization: Authorized
Date: 9/6/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
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 — **Manager - Personnel** (s) Internet → WP received & forwarded to employee

Expat employees requirement → Process Family addition to visa — **Manager - Personnel** → Visa updated & issued

Expat employees requirement → Process work permit renewal — **Manager - Personnel** → Forward renewed WP to employee ✖

Receive request from employee → Process Work permit corrections — **Manager - Personnel** → Received corrected WP & Hand-over to employee

Request for employee Damaged WP → Process Damaged WP — **Manager - Personnel** → Received reprinted WP by employee ✖

Mohamed Barakat	Edwin Ramos	Authorized	1
Owner	**Author**	**Status**	**Version**

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

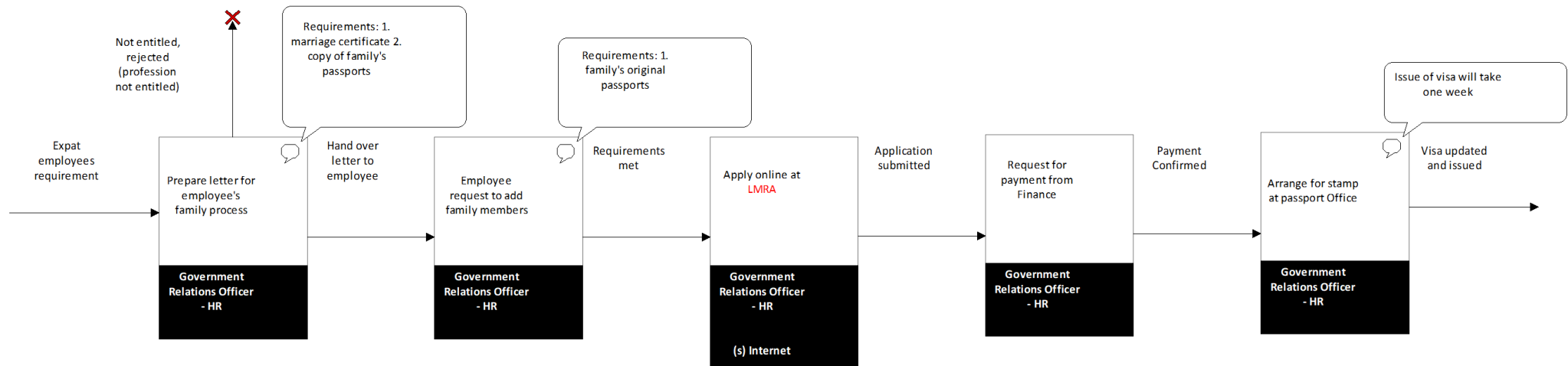Authorization: Authorized
Date: 9/6/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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

SMSA Express

Process New Work Permit

Receive Personnel file from Recruitment	Update personnel details in LMRA thru online	Arrange payment thru Finance	Send employee for medical examination	Arrange for stamp on the passport

Employee number issued in LMRA Office

Visa cost BD 172/- for 1 year

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

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

Labor Card issued & updated

Payment confirmed

Medical completed

Work permit received & forwarded to employee

Government Relations Officer - HR

Government Relations Officer - HR

Employee Affairs Executive

Government Relations Officer - HR

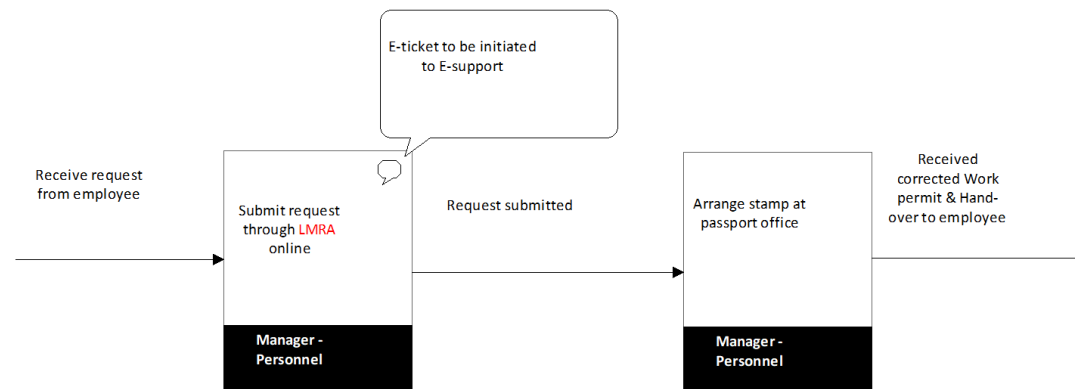| Mohamed Barakat	Edwin Ramos	Authorized	1
Owner	**Author**	**Status**	**Version**

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

Authorization: Authorized
Date: 9/6/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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

Title: Process Work Permit Renewal
Author: Edwin Ramos   Authorization: Authorized   Owner: Mohamed Barakat
Date: 6/22/2010   Date: 9/6/2018   Diagram Version: 1
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317   Review Date: None
                                                               F.T.E.: 0.00

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

smsa Express

Process Family Addition to Visa

Not entitled, rejected (profession not entitled)

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

Requirements: 1. family's original passports

Issue of visa will take one week

Expat employees requirement

Prepare letter for employee's family process

Government Relations Officer - HR

Hand over letter to employee

Employee request to add family members

Government Relations Officer - HR

Requirements met

Apply online at LMRA

Government Relations Officer - HR

(s) Internet

Application submitted

Request for payment from Finance

Government Relations Officer - HR

Payment Confirmed

Arrange for stamp at passport Office

Government Relations Officer - HR

Visa updated and issued

Mohamed Barakat	Edwin Ramos	Authorized	1
Owner	**Author**	**Status**	**Version**

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

Authorization: Authorized
Date: 9/6/2018
Cost Per Second: $,3.5,E-0317

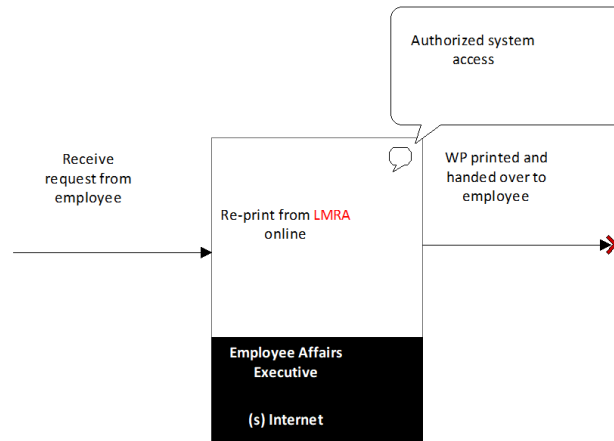Owner: Mohamed Barakat
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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

smsa Express

Process Work Permit Corrections

E-ticket to be initiated
to E-support

Receive request
from employee

Submit request
through LMRA
online

**Manager -
Personnel**

Request submitted

Arrange stamp at
passport office

**Manager -
Personnel**

Received
corrected Work
permit & Hand-
over to employee

Mohamed Barakat

Owner

Edwin Ramos

Author

Authorized

Status

1

Version

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

Authorization: Authorized
Date: 9/6/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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

Process Damaged Work Permit

Authorized system access

Receive request from employee

WP printed and handed over to employee

Re-print from LMRA online

Employee Affairs Executive

(s) Internet

Mohamed Barakat

Owner

Edwin Ramos

Author

Authorized

Status

1

Version

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

Authorization: Authorized
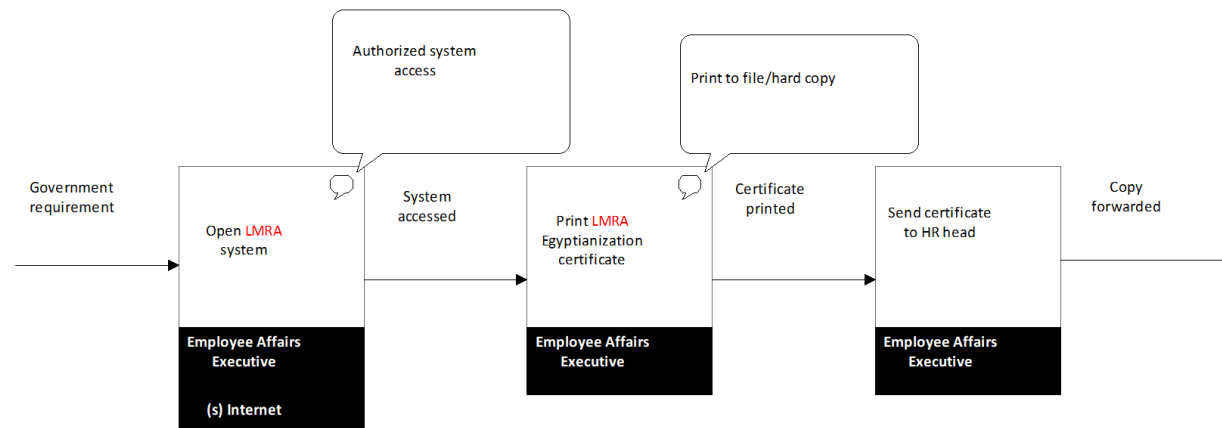Date: 9/6/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
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.

Government Relations Officer - HR

Police

Case rejected

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

HR will hold salary until case resolved or employee released

To seek legal advise

Inform payroll for deduction if any

Information received from department

Send GR to Police Department

Manager - Personnel

Information collected

Determine reason for the case

Manager - Personnel

Police requested guarantee letter

Forward case to Legal Dept.

Manager - Personnel

Case accepted, recommendation advised

Prepare & guarantee letter to Police Dept.

Manager - Personnel

Employee released

Inform Payroll to release salary

Manager - Personnel

PAV officer informed

Mohamed Barakat
Owner

Edwin Ramos
Author

Authorized
Status

1
Version

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

Authorization: Authorized
Date: 9/6/2018
Cost Per Second: $,3.5,E-0317

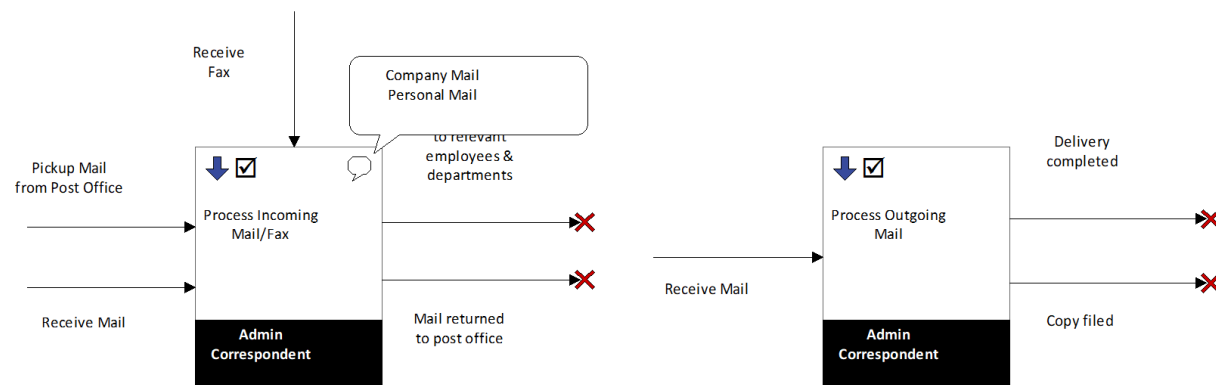Owner: Mohamed Barakat
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ 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

Employee Affairs Executive

(s) Internet

Employee Affairs Executive

Employee Affairs Executive

Mohamed Barakat	Edwin Ramos	Authorized	1
Owner	**Author**	**Status**	**Version**

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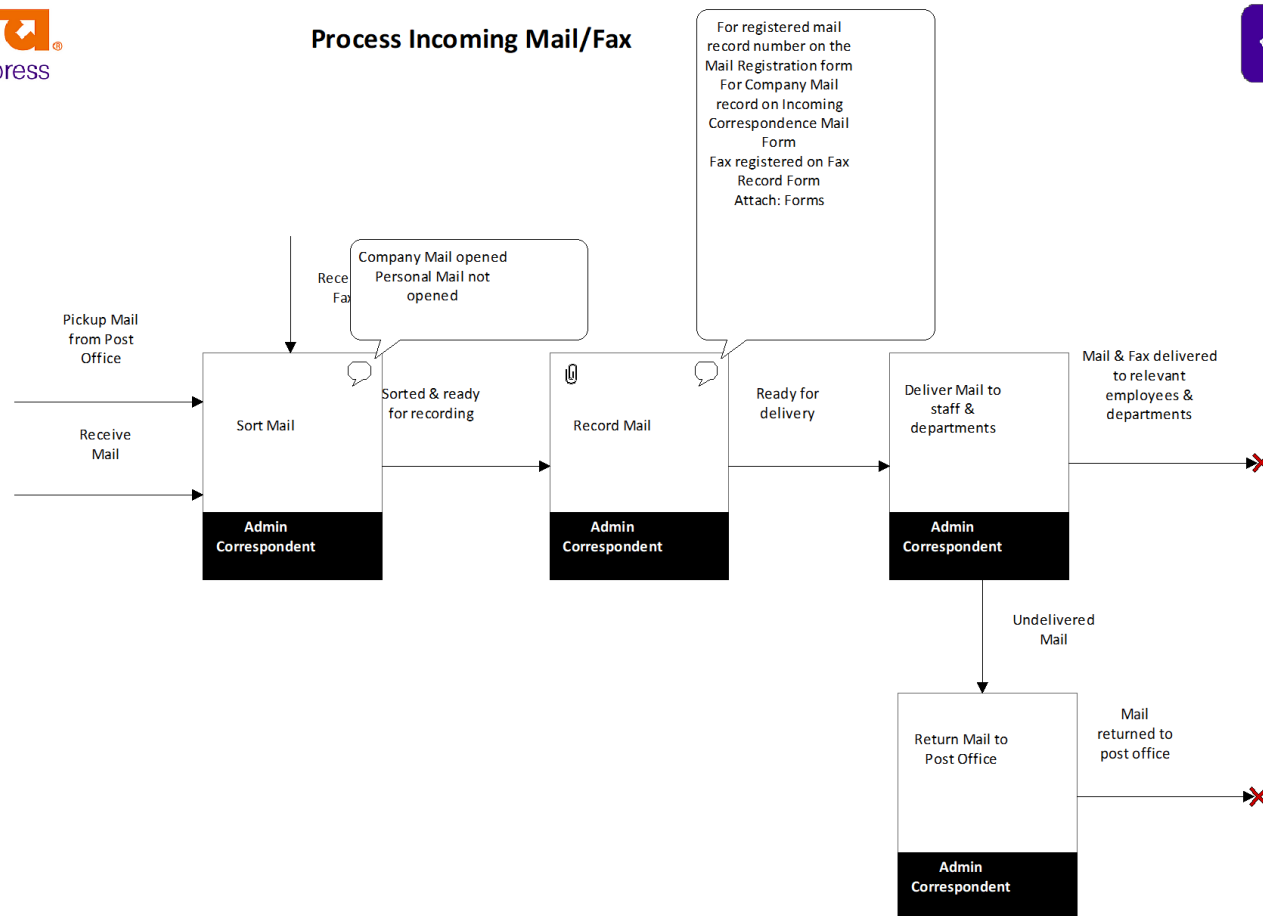Author: Edwin Ramos
Date: 6/23/2010
Volume: 0.00 Per Second

Authorization: Authorized
Date: 9/6/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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

SMSA Express

Process Mail

Receive
Fax

Company Mail
Personal Mail

Pickup Mail
from Post Office

to relevant
employees &
departments

Process Incoming
Mail/Fax

Receive Mail

Mail returned
to post office

**Admin
Correspondent**

Delivery
completed

Process Outgoing
Mail

Receive Mail

Copy filed

**Admin
Correspondent**

Mohamed Barakat	Edwin Ramos	Authorized	1
Owner	**Author**	**Status**	**Version**

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

Authorization:　Authorized
Date:　9/6/2018
Cost Per Second:　$,3.5,E-0317

Owner:　Mohamed Barakat
Diagram Version:　1
Review Date:　None
F.T.E.:　0.00

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

smsa Express

Process Incoming Mail/Fax

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

Company Mail opened
Personal Mail not opened

Pickup Mail from Post Office

Receive Mail

Sorted & ready for recording

Ready for delivery

Mail & Fax delivered to relevant employees & departments

Sort Mail	Record Mail	Deliver Mail to staff & departments
Admin Correspondent	**Admin Correspondent**	**Admin Correspondent**

Undelivered Mail

Mail returned to post office

Return Mail to Post Office
Admin Correspondent

Mohamed Barakat
Owner

Edwin Ramos
Author

Authorized
Status

1
Version

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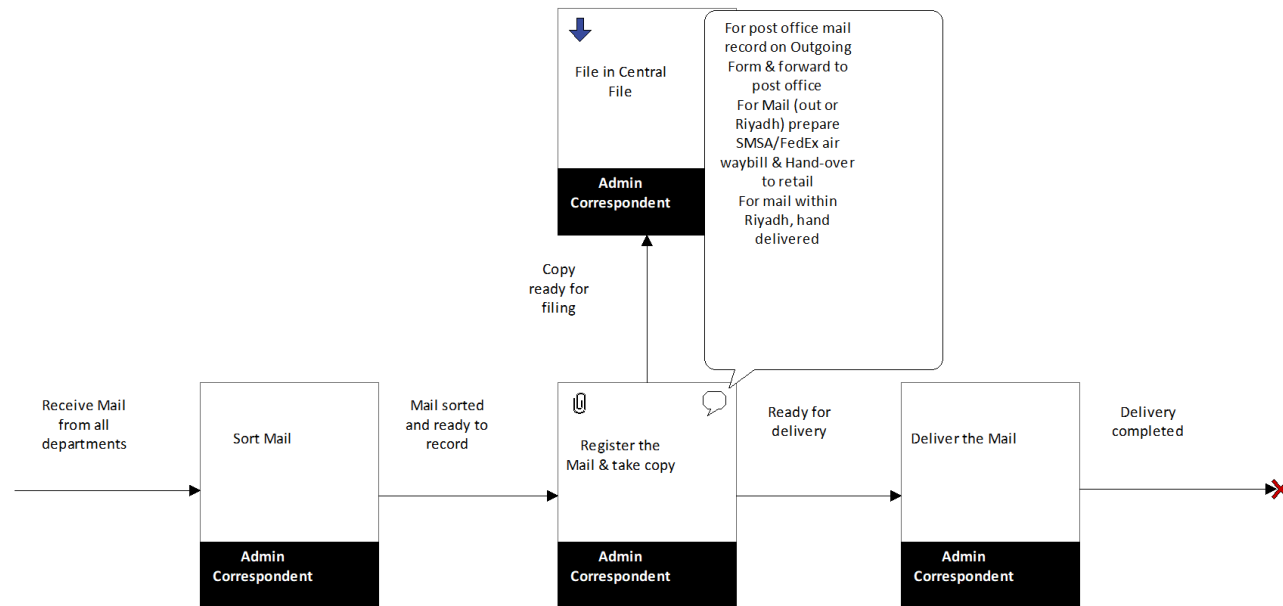Date: 6/10/2010
Volume: 0.00 Per Second

Authorization: Authorized
Date: 9/6/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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

Process Outgoing Mail

File in Central File

Admin Correspondent

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 Correspondent

Mail sorted and ready to record

Register the Mail & take copy

Admin Correspondent

Ready for delivery

Deliver the Mail

Admin Correspondent

Delivery completed

Mohamed Barakat	Edwin Ramos	Authorized	1
Owner	**Author**	**Status**	**Version**

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

Authorization: Authorized
Date: 9/6/2018
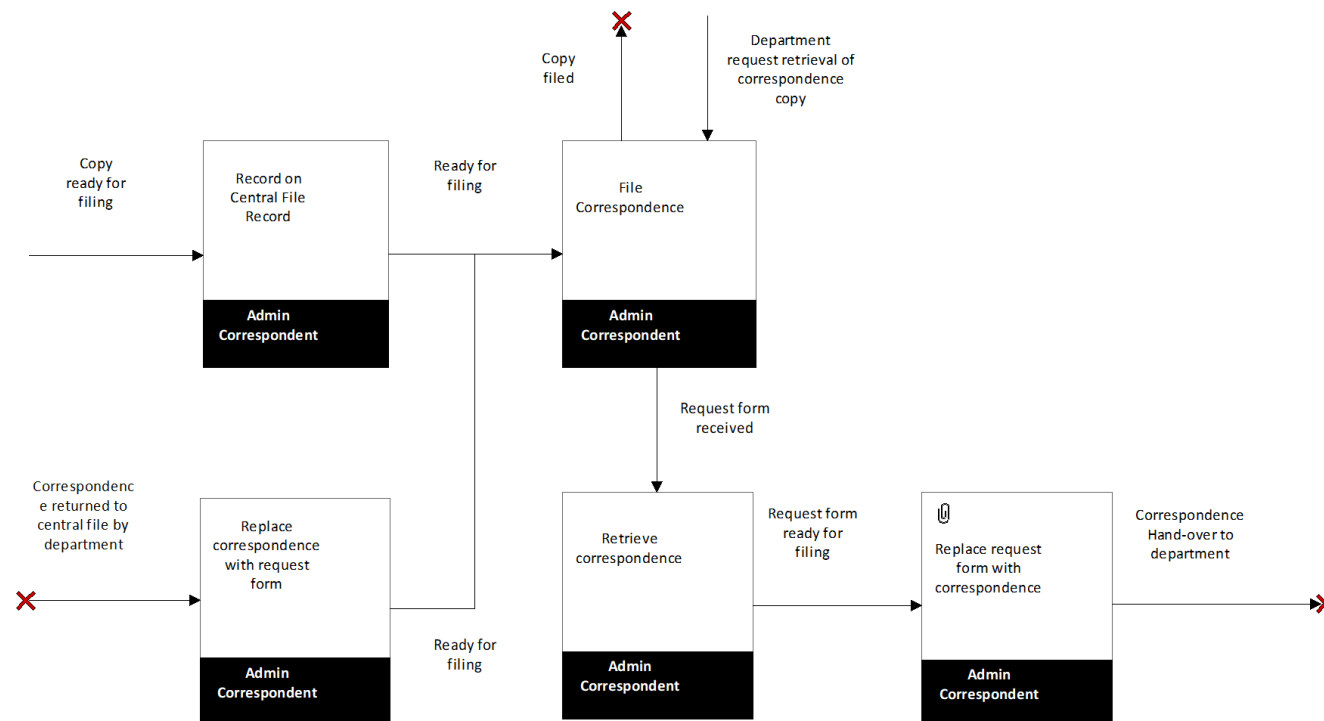Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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

File in Central File

Mohamed Barakat	Edwin Ramos	Authorized	1
Owner	**Author**	**Status**	**Version**

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

Authorization: Authorized
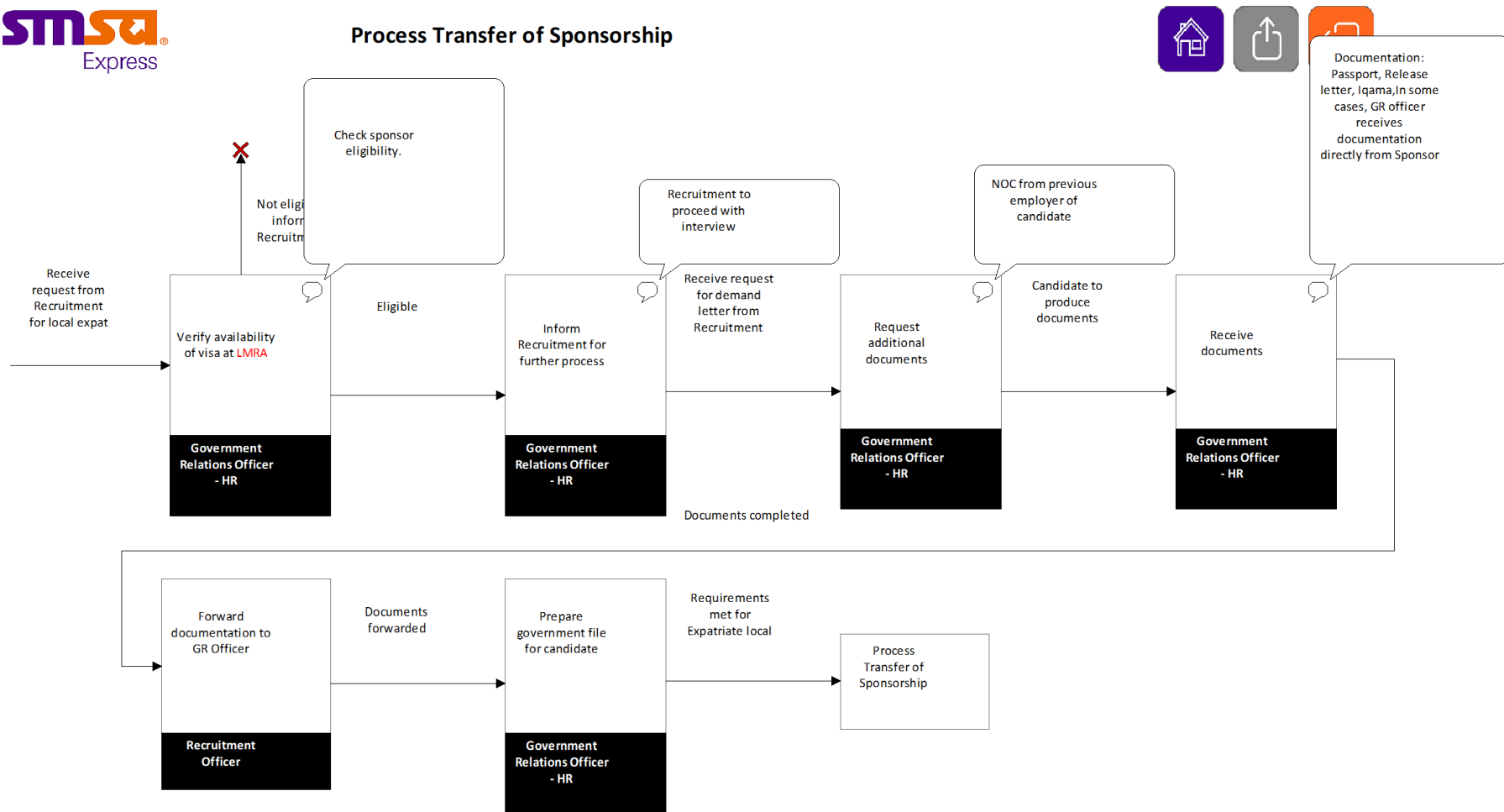Date: 9/6/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
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
inforn
Recruitm

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

Eligible

Receive request for demand letter from Recruitment

Candidate to produce documents

Verify availability of visa at LMRA

Government Relations Officer - HR

Inform Recruitment for further process

Government Relations Officer - HR

Request additional documents

Government Relations Officer - HR

Receive documents

Government Relations Officer - HR

Documents completed

Forward documentation to GR Officer

Recruitment Officer

Documents forwarded

Prepare government file for candidate

Government Relations Officer - HR

Requirements met for Expatriate local

Process Transfer of Sponsorship

Mohamed Barakat	Edwin Ramos	Authorized	1
Owner	**Author**	**Status**	**Version**

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

Authorization: Authorized
Date: 9/6/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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

SMSA Express

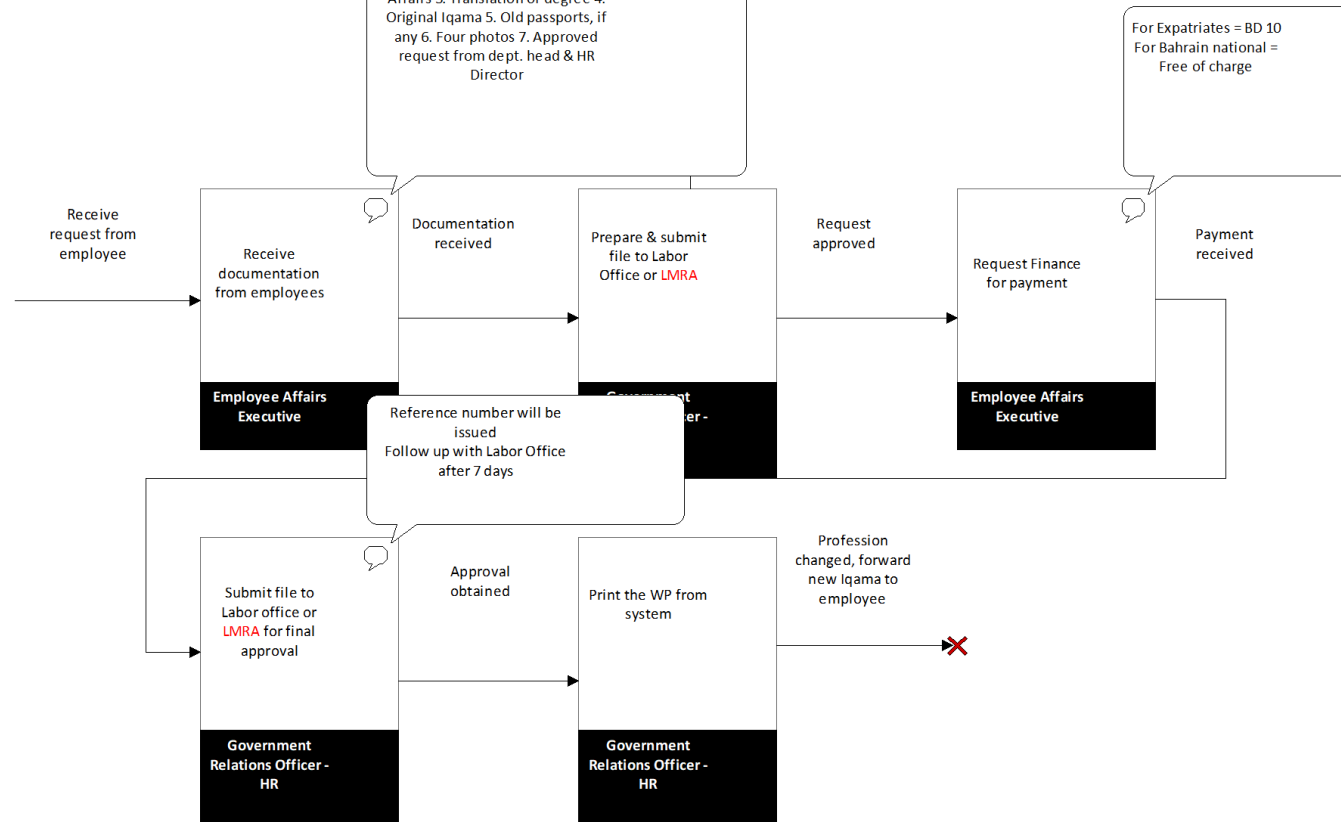**Proc...**

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

Employee Affairs Executive

Documentation received

Prepare & submit file to Labor Office or LMRA

Request approved

Request Finance for payment

Employee Affairs Executive

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

Government Relations Officer - HR

Approval obtained

Print the WP from system

Government Relations Officer - HR

Profession changed, forward new Iqama to employee

Mohamed Barakat	Edwin Ramos	Authorized	1
Owner	**Author**	**Status**	**Version**

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

Authorization: Authorized
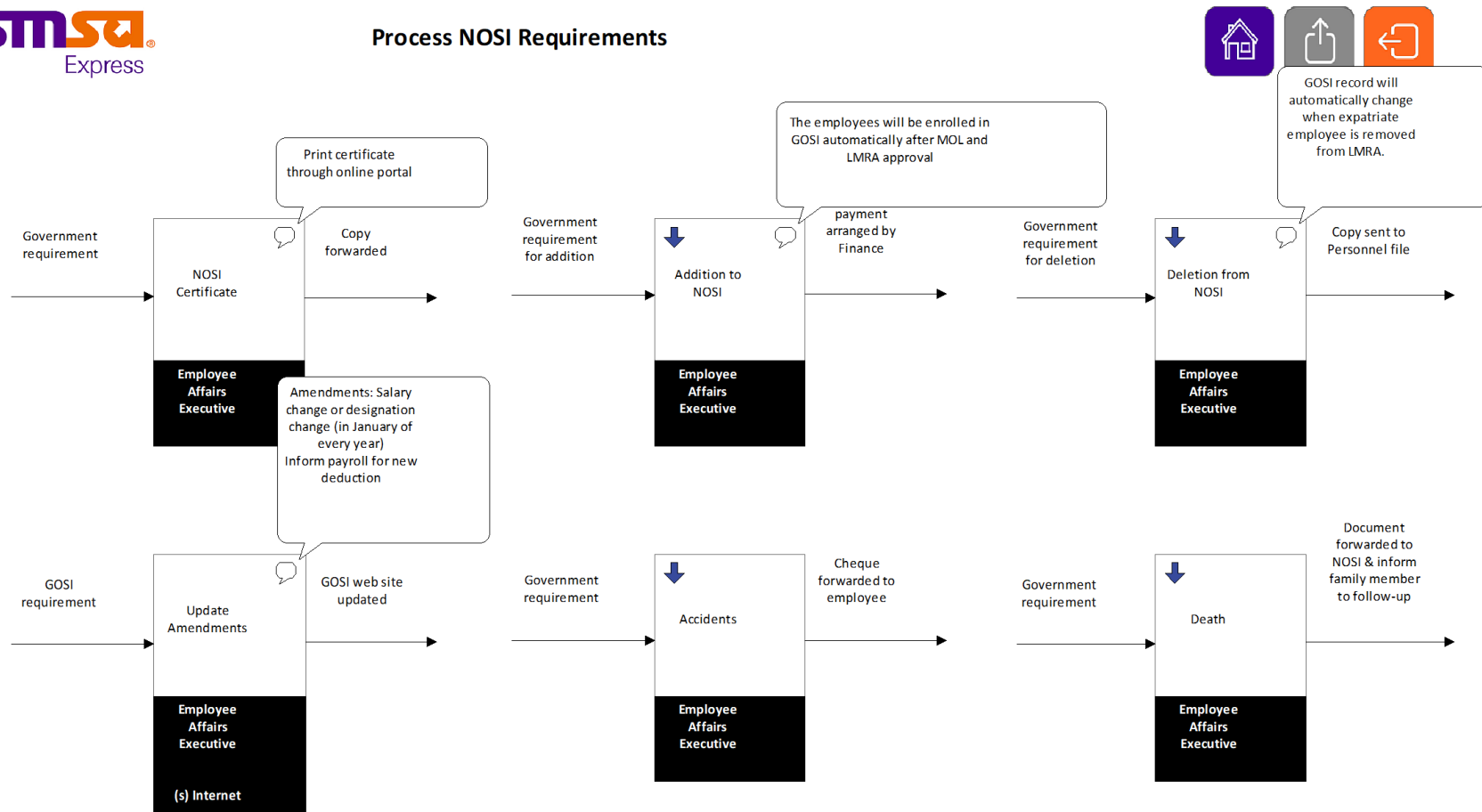Date: 9/6/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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

Process NOSI Requirements

GOSI record will automatically change when expatriate employee is removed from LMRA.

Print certificate through online portal

The employees will be enrolled in GOSI automatically after MOL and LMRA approval

Government requirement → NOSI Certificate / Employee Affairs Executive → Copy forwarded

Government requirement for addition → Addition to NOSI / Employee Affairs Executive → payment arranged by Finance

Government requirement for deletion → Deletion from NOSI / Employee Affairs Executive → Copy sent to Personnel file

Amendments: Salary change or designation change (in January of every year) Inform payroll for new deduction

GOSI requirement → Update Amendments / Employee Affairs Executive / (s) Internet → GOSI web site updated

Government requirement → Accidents / Employee Affairs Executive → Cheque forwarded to employee

Government requirement → Death / Employee Affairs Executive → Document forwarded to NOSI & inform family member to follow-up

Mohamed Barakat	Edwin Ramos	Authorized	1
Owner	**Author**	**Status**	**Version**

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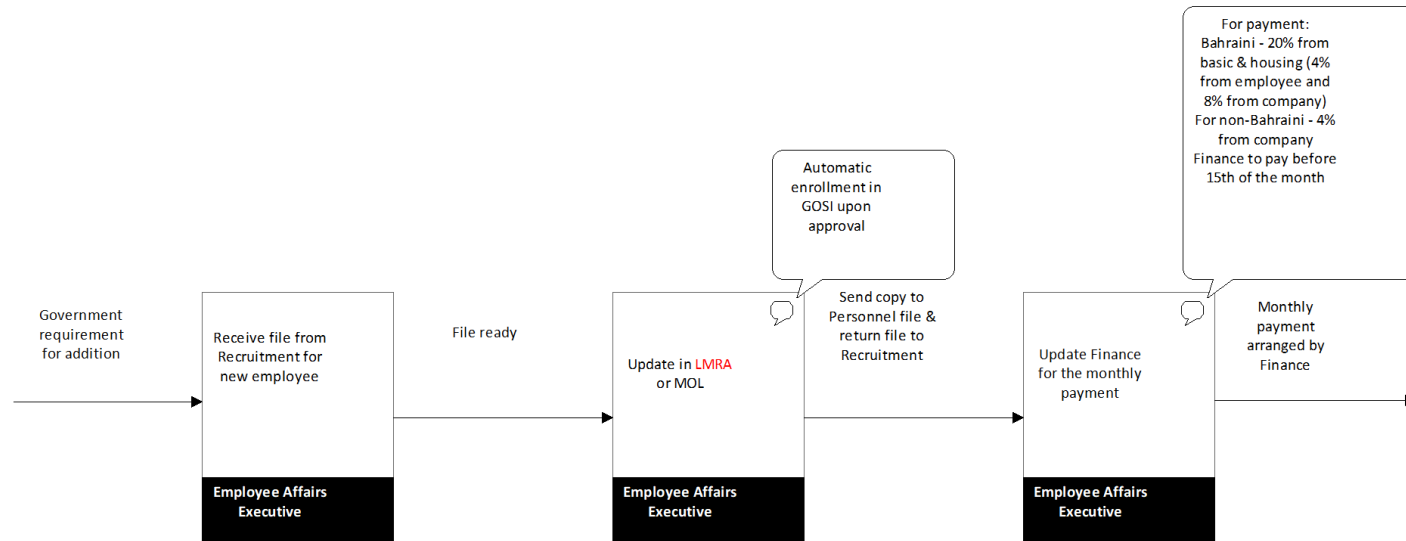Author: Edwin Ramos
Date: 6/26/2010
Volume: 0.00 Per Second

Authorization: Authorized
Date: 9/6/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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

Addition to NOSI

Government
requirement
for addition

**Receive file from
Recruitment for
new employee**

**Employee Affairs
Executive**

File ready

Automatic
enrollment in
GOSI upon
approval

**Update in LMRA
or MOL**

**Employee Affairs
Executive**

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**

**Employee Affairs
Executive**

Monthly
payment
arranged by
Finance

Mohamed Barakat

Owner

Edwin Ramos

Author

Authorized

Status

1

Version

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

Authorization: Authorized
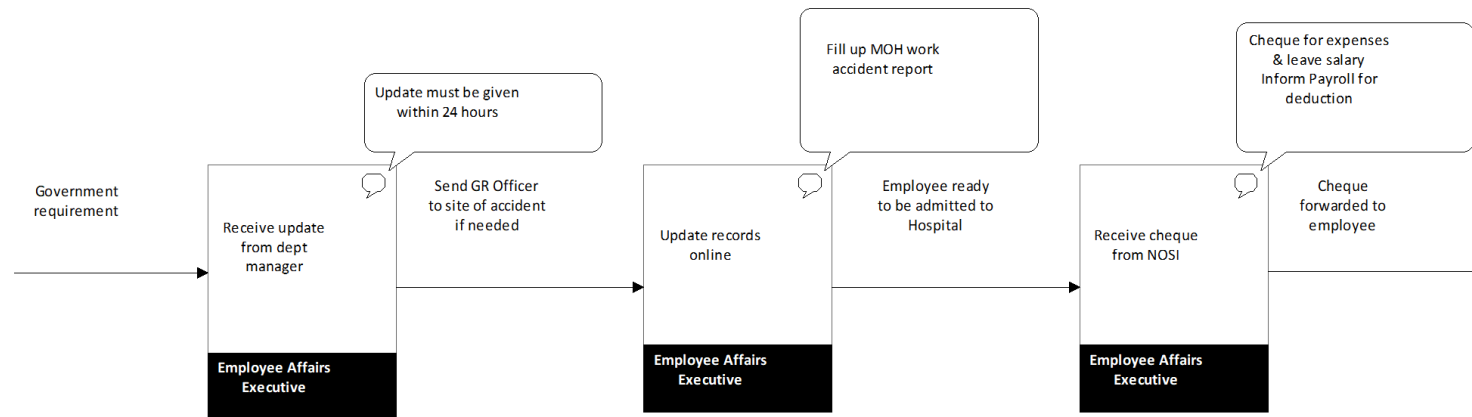Date: 9/6/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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

Accidents

Government requirement

Receive update from dept manager

Employee Affairs Executive

Update must be given within 24 hours

Send GR Officer to site of accident if needed

Update records online

Employee Affairs Executive

Fill up MOH work accident report

Employee ready to be admitted to Hospital

Receive cheque from NOSI

Employee Affairs Executive

Cheque for expenses & leave salary Inform Payroll for deduction

Cheque forwarded to employee

Mohamed Barakat	Edwin Ramos	Authorized	1
Owner	**Author**	**Status**	**Version**

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

Authorization: Authorized
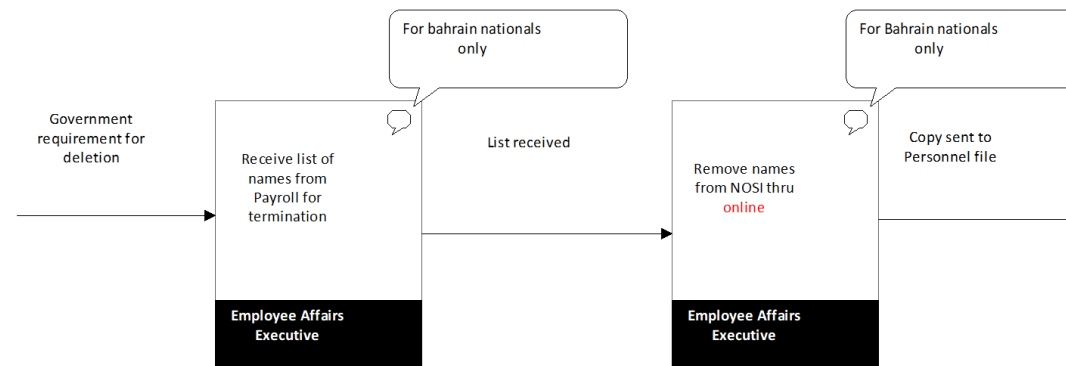Date: 9/6/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
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

Employee Affairs Executive

List received

For Bahrain nationals only

Remove names from NOSI thru online

Employee Affairs Executive

Copy sent to Personnel file

Mohamed Barakat	Edwin Ramos	Authorized	1
Owner	**Author**	**Status**	**Version**

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

Authorization: Authorized
Date: 9/6/2018
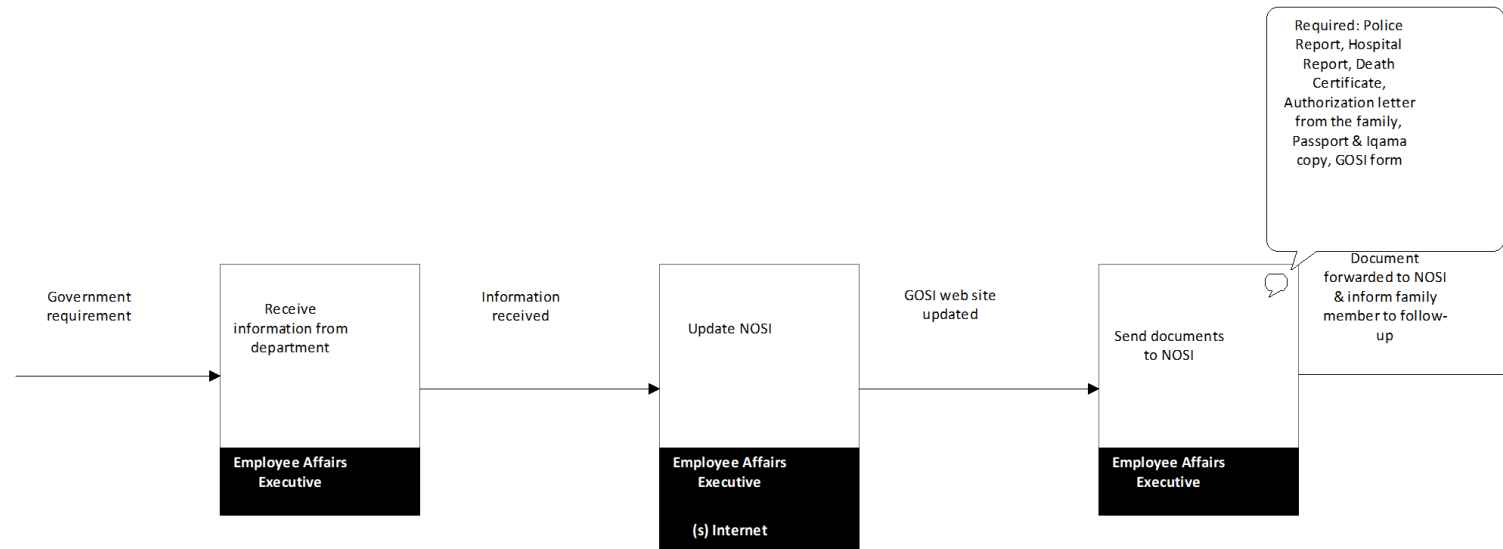Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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

Death

Government requirement

Receive information from department

Employee Affairs Executive

Information received

Update NOSI

Employee Affairs Executive

(s) Internet

GOSI web site updated

Send documents to NOSI

Employee Affairs Executive

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

Mohamed Barakat

Owner

Edwin Ramos

Author

Authorized

Status

1

Version

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

Authorization: Authorized
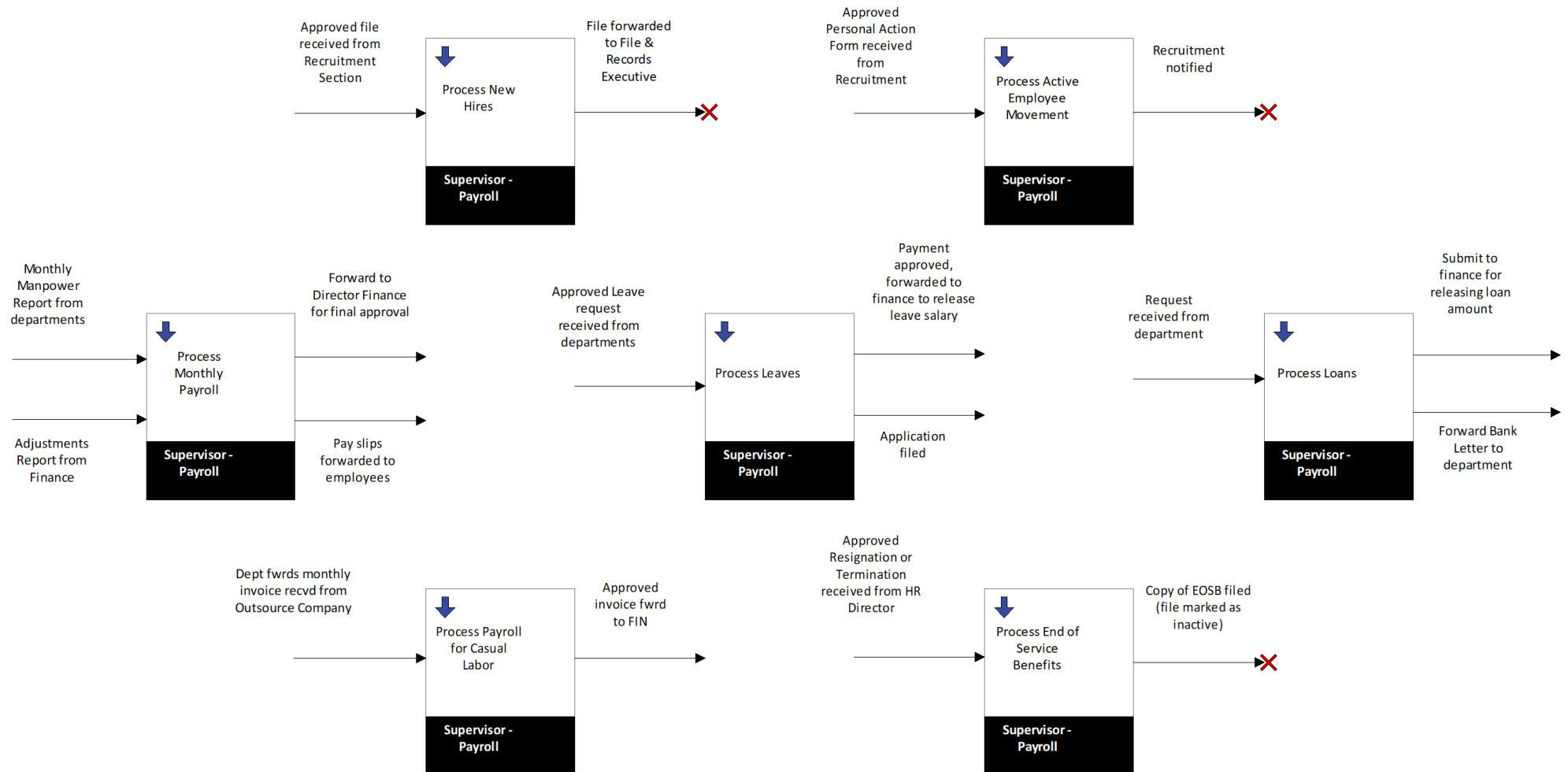Date: 9/6/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
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

Supervisor - Payroll

File forwarded to File & Records Executive

✖

Approved Personal Action Form received from Recruitment

↓
Process Active Employee Movement

Supervisor - Payroll

Recruitment notified

✖

Monthly Manpower Report from departments

Adjustments Report from Finance

↓
Process Monthly Payroll

Supervisor - Payroll

Forward to Director Finance for final approval

Pay slips forwarded to employees

Approved Leave request received from departments

↓
Process Leaves

Supervisor - Payroll

Payment approved, forwarded to finance to release leave salary

Application filed

Request received from department

↓
Process Loans

Supervisor - Payroll

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

Supervisor - Payroll

Approved invoice fwrd to FIN

Approved Resignation or Termination received from HR Director

↓
Process End of Service Benefits

Supervisor - Payroll

Copy of EOSB filed (file marked as inactive)

✖

Title: HRD - Payroll
Author: Edwin Ramos
Date: 7/15/2018
Volume: 0.00 Per Second

Authorization: Authorized
Date: 9/6/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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

Process New Hires

Approved file received from Recruitment Section

Verify completeness of file

Payroll Officer

File complete

Update Record

Payroll Officer

(s) EMIS

Records updates

Forward file to filing section

Payroll Officer

File forwarded to File & Records Executive

Incomplete supporting documents, file rejected

Recruit Employee

Mohamed Barakat	Edwin Ramos	Authorized	1
Owner	**Author**	**Status**	**Version**

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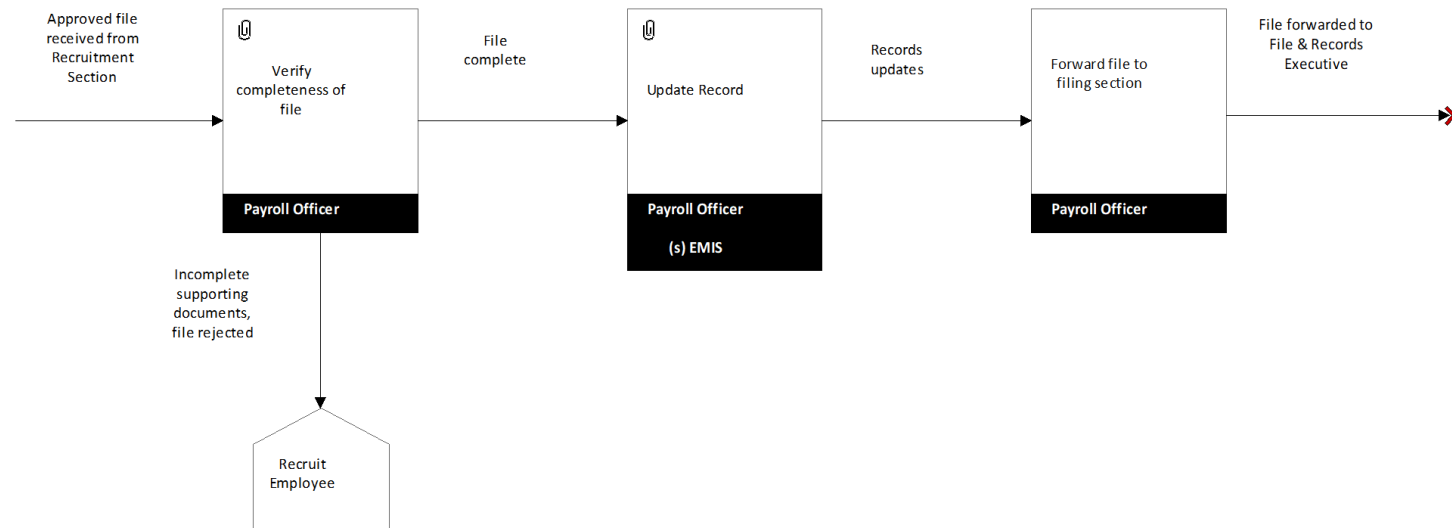Date: 6/19/2010
Volume: 0.00 Per Second

Authorization: Authorized
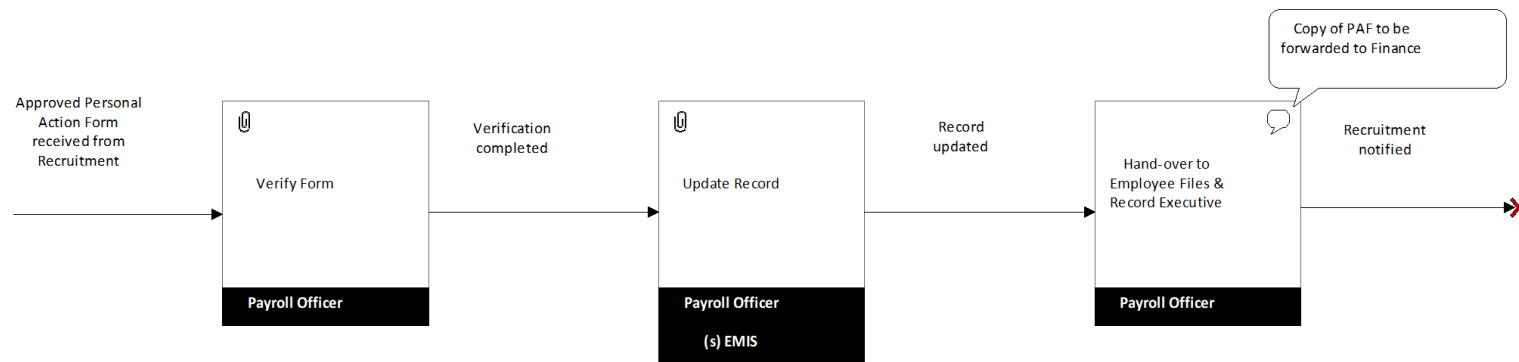Date: 9/6/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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

Process Active Employee Movement

Copy of PAF to be forwarded to Finance

Approved Personal Action Form received from Recruitment

Verify Form

Payroll Officer

Verification completed

Update Record

Payroll Officer

(s) EMIS

Record updated

Hand-over to Employee Files & Record Executive

Payroll Officer

Recruitment notified

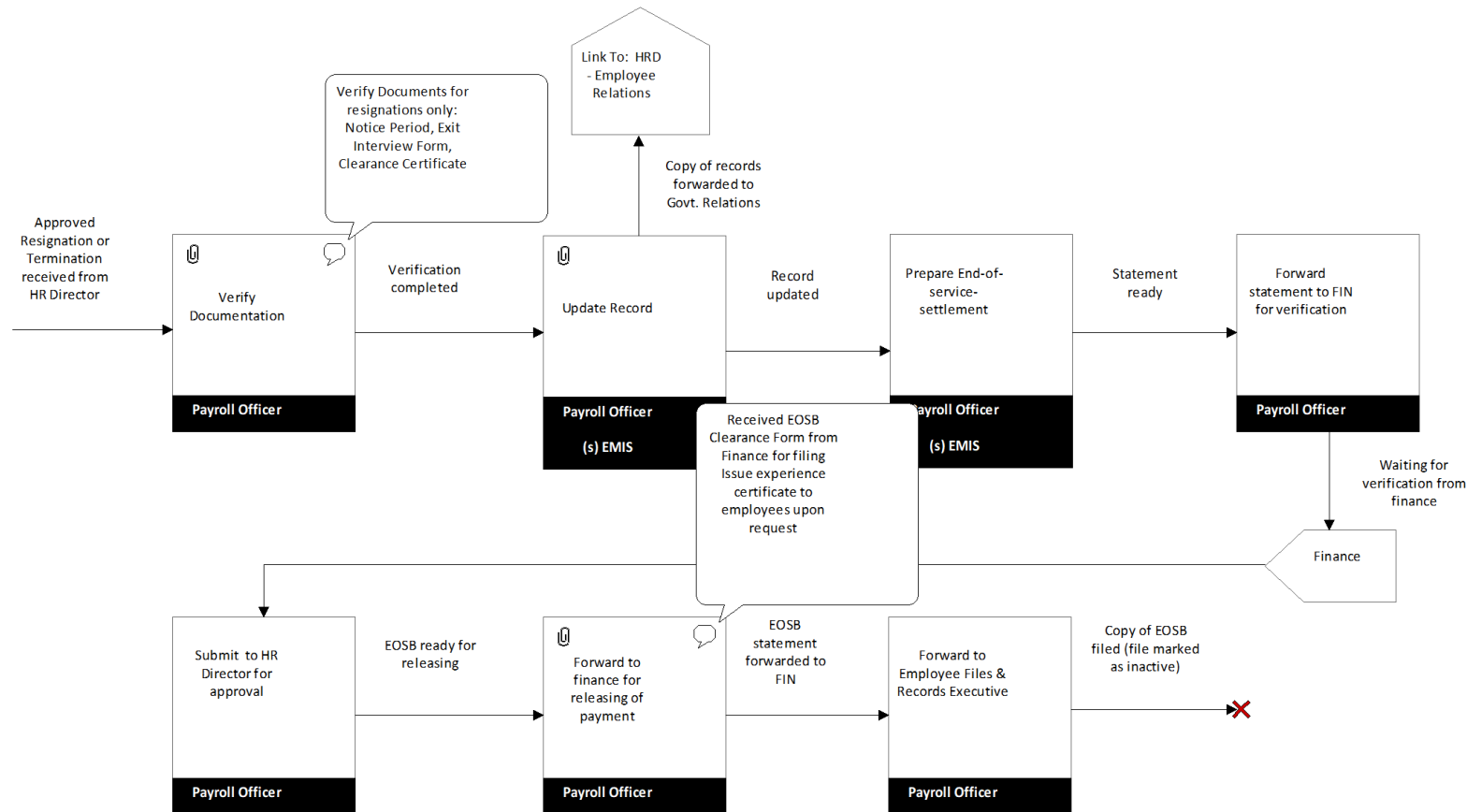| Mohamed Barakat	Edwin Ramos	Authorized	1
Owner	**Author**	**Status**	**Version**

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

Authorization: Authorized
Date: 9/6/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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

smsa Express

Process End of Service Benefits

Link To: HRD - Employee Relations

Verify Documents for resignations only: Notice Period, Exit Interview Form, Clearance Certificate

Copy of records forwarded to Govt. Relations

Approved Resignation or Termination received from HR Director

Verify Documentation	
Payroll Officer	

Verification completed

Update Record	
Payroll Officer (s) EMIS	

Record updated

Prepare End-of-service-settlement	
Payroll Officer (s) EMIS	

Statement ready

Forward statement to FIN for verification	
Payroll Officer	

Waiting for verification from finance

Received EOSB Clearance Form from Finance for filing Issue experience certificate to employees upon request

Finance

Submit to HR Director for approval	
Payroll Officer	

EOSB ready for releasing

Forward to finance for releasing of payment	
Payroll Officer	

EOSB statement forwarded to FIN

Forward to Employee Files & Records Executive	
Payroll Officer	

Copy of EOSB filed (file marked as inactive)

Mohamed Barakat	Edwin Ramos	Authorized	1
Owner	**Author**	**Status**	**Version**

Title: Process End of Service Benefits
Author: Edwin Ramos
Date: 6/15/2010
Volume: 0.00 Per Second

Authorization: Authorized
Date: 9/6/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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

Process Leaves

Privilege Leave

Process Privilege Leave with settlements

Payment approved, forwarded to FIN Dept to release leave salary

Attach: Sample Leave Application Form

Approved leave request received from departments

Determine Leave type

Payroll Officer

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

Other Leave

Application filed

Other Leaves

Payroll Officer

Mohamed Barakat	Edwin Ramos	Authorized	1
Owner	**Author**	**Status**	**Version**

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

Authorization: Authorized
Date: 9/6/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
Review Date: None
F.T.E.: 0.00
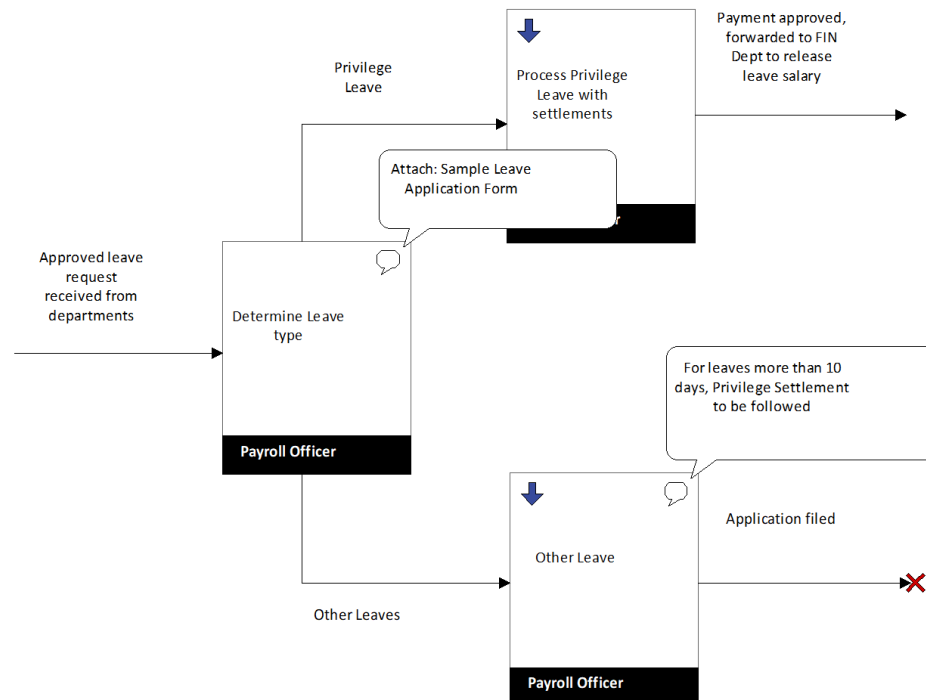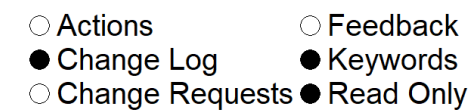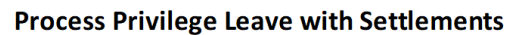
○ Actions   ○ Feedback
● Change Log   ● Keywords
○ Change Requests ● Read Only

sm s a Express

Process Privilege Leave with Settlements

Privilege Leave, with settlements

| Perform Leave Days Calculations | Calculations Made | Determine Local or Overseas | copy fwdd to finance for checking & verification | Prepare Leave Salary | | Receive Verified Salary Settlement from Finance | Ready for submission | Submit to Personnel & Govt. Relation Manager for Approval |
| **Payroll Officer** | | **Payroll Officer** | | **Payroll Officer** | **Payroll Officer** | | **Payroll Officer** |

(s) EMIS

Payment approved, forwarded to finance to release leave salary

Attach: Annual Vacation, Ticket & Leave Policy

Exit re-entry & Air Ticket Number of accrued leave days

Local

Copy forwarded to travel desk for issuing tickets

| Determine Status | Family or Single | Check Entitlement | | Forward copy to travel desk | ✖ |
| **Payroll Officer** | | **Payroll Officer** | | **Payroll Officer** | |

Link To: Finance

Employee should bear the air ticket, exit re-entry, amendment to number of days

Direct Manager disapproved, file rejected

Entitled

Direct Manager approved

File approved

Copy forwarded to Govt. Relation for exit re-entry

✖

| Inform Direct Manager | | Submit to Personnel & Govt. Relation Manager for Approval | | Forward copy to Govt. Relations Section | | Exit & Re-entry Visa |
| **Payroll Officer** | | **Payroll Officer** | | **Payroll Officer** | | |

| Mohamed Barakat | Edwin Ramos | Authorized | 1 |
| **Owner** | **Author** | **Status** | **Version** |

Title: Process Privilege Leave with Settlements
Author: Edwin Ramos
Date: 6/14/2010
Volume: 0.00 Per Second

Authorization: Authorized
Date: 9/6/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
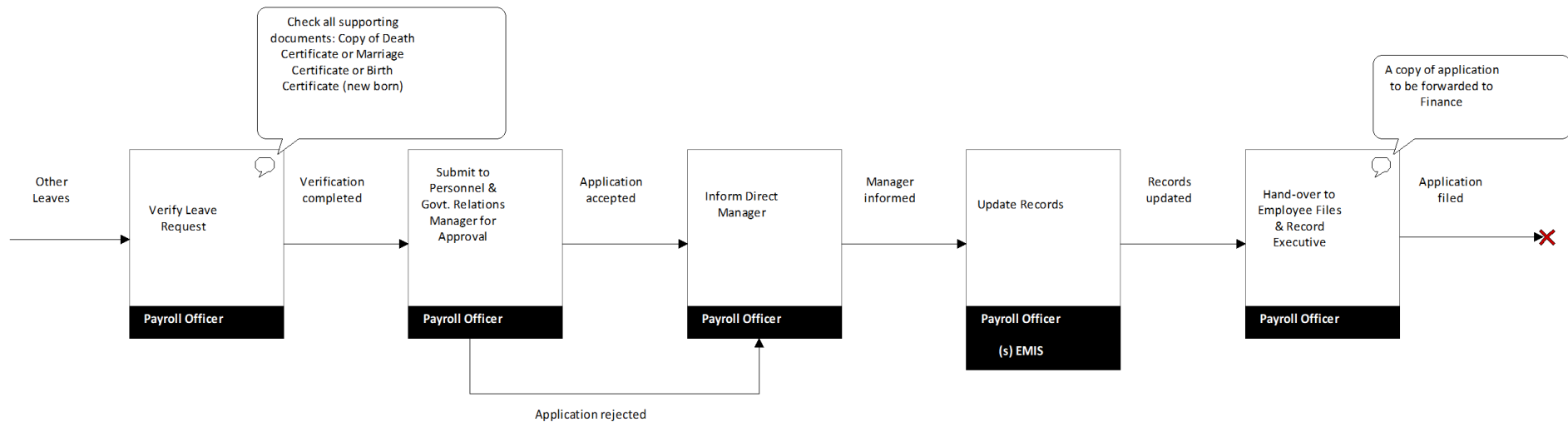Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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

Other Leave

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

A copy of application to be forwarded to Finance

Other Leaves

| Verify Leave Request | Verification completed | Submit to Personnel & Govt. Relations Manager for Approval | Application accepted | Inform Direct Manager | Manager informed | Update Records | Records updated | Hand-over to Employee Files & Record Executive | Application filed |
| Payroll Officer | | Payroll Officer | | Payroll Officer | | Payroll Officer (s) EMIS | | Payroll Officer | |

Application rejected

Mohamed Barakat
Owner

Edwin Ramos
Author

Authorized
Status

1
Version

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

Authorization: Authorized
Date: 9/6/2018
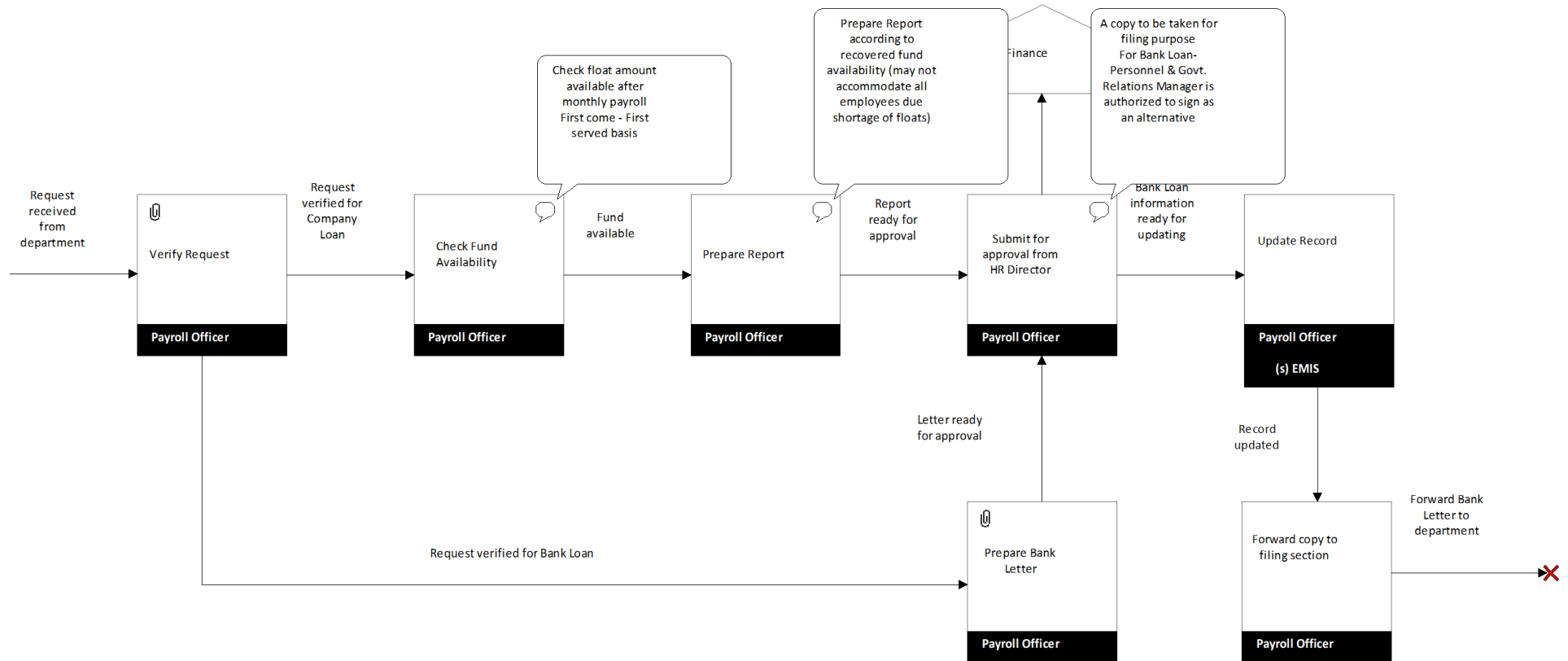Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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

Process Loans

Request received from department

Verify Request
Payroll Officer

Request verified for Company Loan

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

Check Fund Availability
Payroll Officer

Fund available

Prepare Report
Payroll Officer

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

Report ready for approval

Finance

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

Submit for approval from HR Director
Payroll Officer

Bank Loan information ready for updating

Update Record
Payroll Officer
(s) EMIS

Letter ready for approval

Request verified for Bank Loan

Prepare Bank Letter
Payroll Officer

Record updated

Forward copy to filing section
Payroll Officer

Forward Bank Letter to department

Mohamed Barakat
Owner

Edwin Ramos
Author
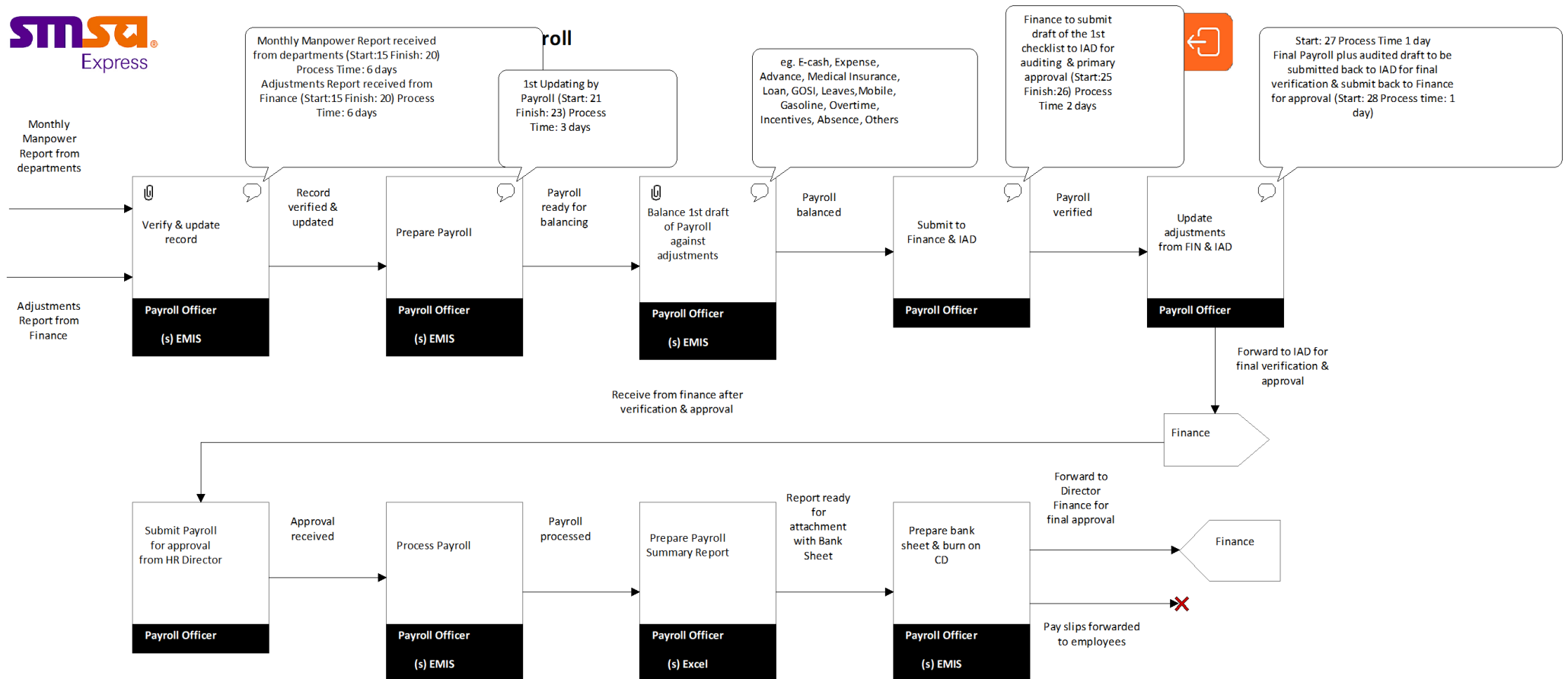
Authorized
Status

1
Version

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

Authorization: Authorized
Date: 9/6/2018
Cost Per Second: $,3.5,E-0317

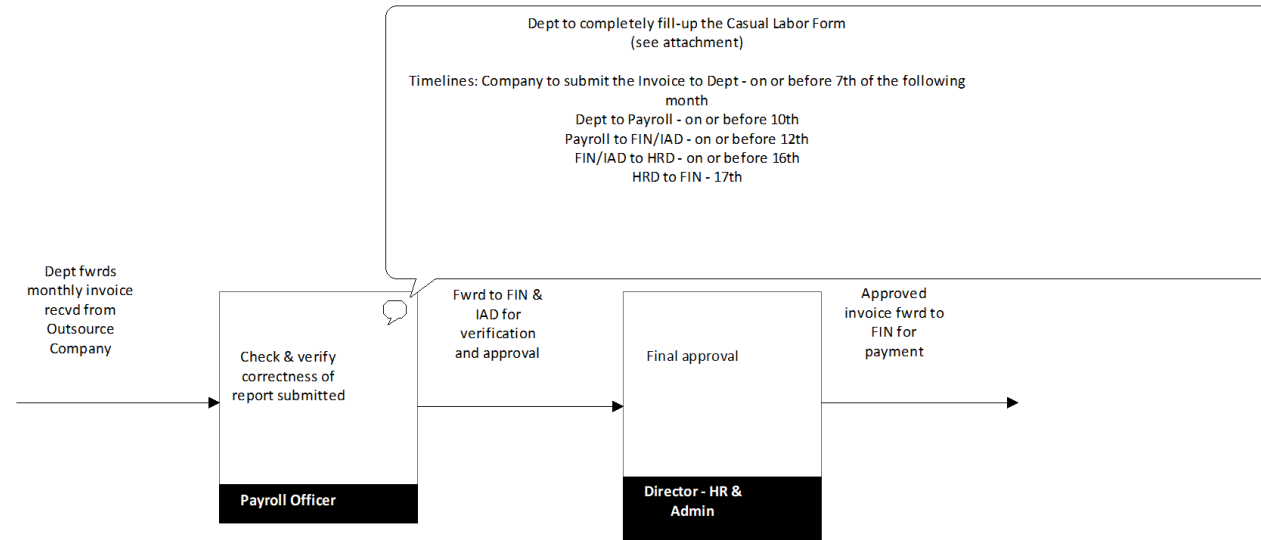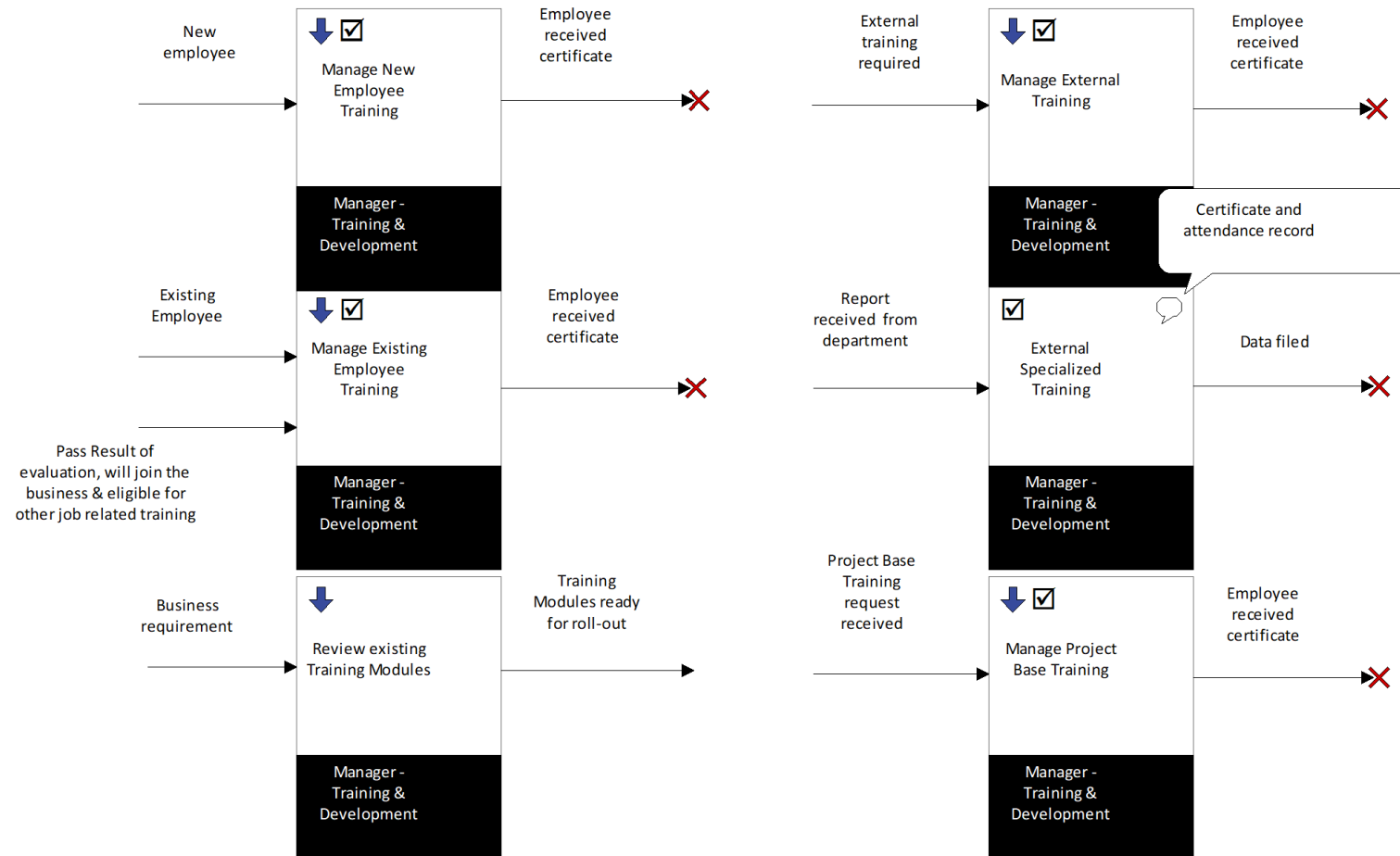Owner: Mohamed Barakat
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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

SMSA Express

...roll

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	Record verified & updated	Prepare Payroll	Payroll ready for balancing	Balance 1st draft of Payroll against adjustments	Payroll balanced	Submit to Finance & IAD	Payroll verified	Update adjustments from FIN & IAD
Payroll Officer (s) EMIS		Payroll Officer (s) EMIS		Payroll Officer (s) EMIS		Payroll Officer		Payroll Officer

Forward to IAD for final verification & approval

Finance

Receive from finance after verification & approval

Submit Payroll for approval from HR Director	Approval received	Process Payroll	Payroll processed	Prepare Payroll Summary Report	Report ready for attachment with Bank Sheet	Prepare bank sheet & burn on CD	Forward to Director Finance for final approval	Finance
Payroll Officer		Payroll Officer (s) EMIS		Payroll Officer (s) Excel		Payroll Officer (s) EMIS		

Pay slips forwarded to employees

Mohamed Barakat
Owner

Edwin Ramos
Author

Authorized
Status

1
Version

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

smsa Express

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 Officer

Fwrd to FIN & IAD for verification and approval

Final approval

Director - HR & Admin

Approved invoice fwrd to FIN for payment

Mohamed Barakat	Edwin Ramos	Authorized	1
Owner	**Author**	**Status**	**Version**

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

Authorization: Authorized
Date: 9/6/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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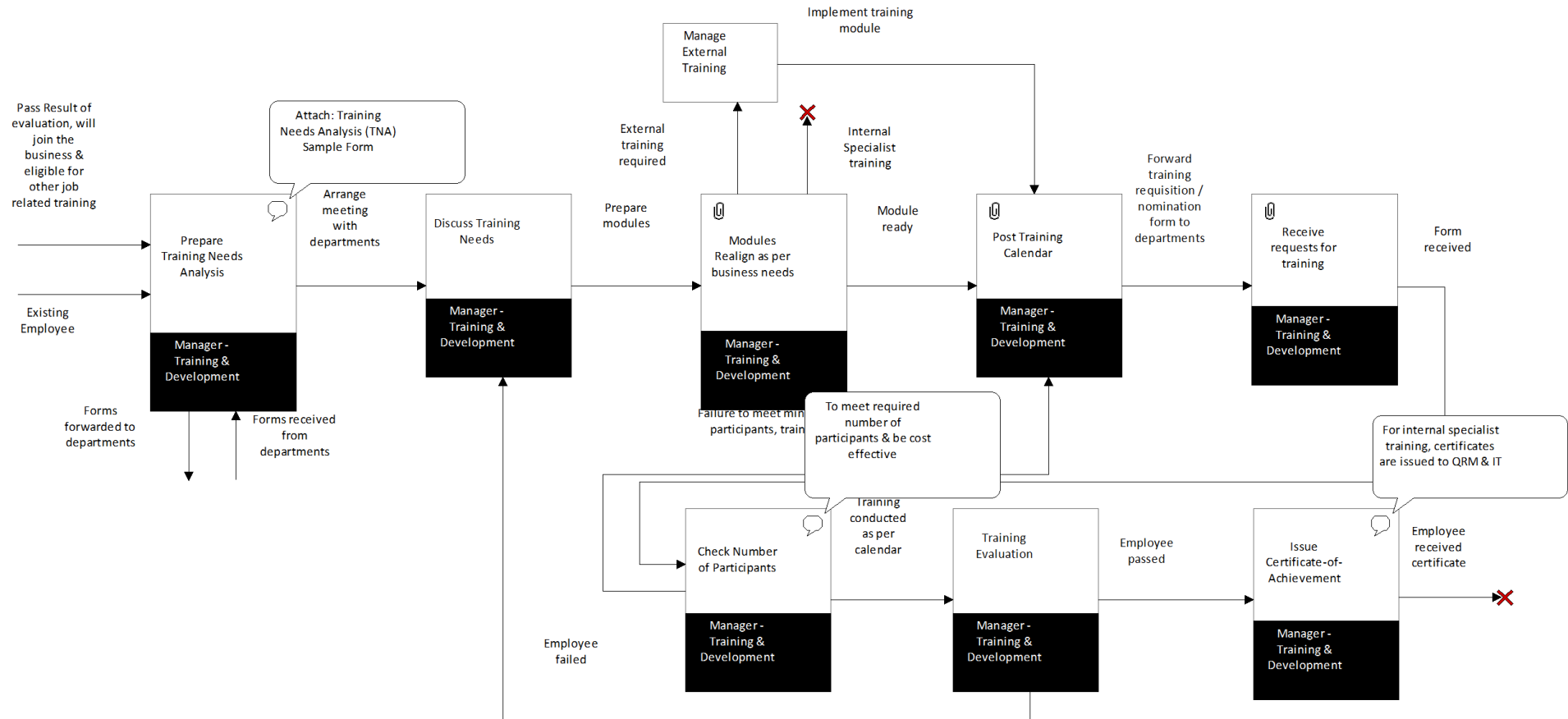○ Change Requests ● Read Only

SMSA Express

HRD - Training & Organizational Development

New employee → **Manage New Employee Training** → Employee received certificate ✕

Manager - Training & Development

Existing Employee → **Manage Existing Employee Training** → Employee received certificate ✕

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

Manager - Training & Development

Business requirement → **Review existing Training Modules** → Training Modules ready for roll-out →

Manager - Training & Development

External training required → **Manage External Training** → Employee received certificate ✕

Manager - Training & Development

Certificate and attendance record

Report received from department → **External Specialized Training** → Data filed ✕

Manager - Training & Development

Project Base Training request received → **Manage Project Base Training** → Employee received certificate ✕

Manager - Training & Development

Title: HRD - Training & Organizational Development
Author: Edwin Ramos
Date: 7/1/2018
Volume: 0.00 Per Second

Authorization: Authorized
Date: 9/6/2018
Cost Per Second: $,3.5,E-0317

Owner: Masoom Siddiqui
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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

smsa Express

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

Implement training module

Manage External Training

External training required

Internal Specialist training

Forward training requisition / nomination form to departments

Form received

Prepare Training Needs Analysis

Manager - Training & Development

Arrange meeting with departments

Discuss Training Needs

Manager - Training & Development

Prepare modules

Modules Realign as per business needs

Manager - Training & Development

Module ready

Post Training Calendar

Manager - Training & Development

Receive requests for training

Manager - Training & Development

Existing Employee

Forms forwarded to departments

Forms received from departments

Failure to meet min participants, train

To meet required number of participants & be cost effective

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

Employee failed

Check Number of Participants

Manager - Training & Development

Training conducted as per calendar

Training Evaluation

Manager - Training & Development

Employee passed

Issue Certificate-of-Achievement

Manager - Training & Development

Employee received certificate

Masoom Siddiqui	Edwin Ramos	Authorized	1
Owner	**Author**	**Status**	**Version**

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

Authorization: Authorized
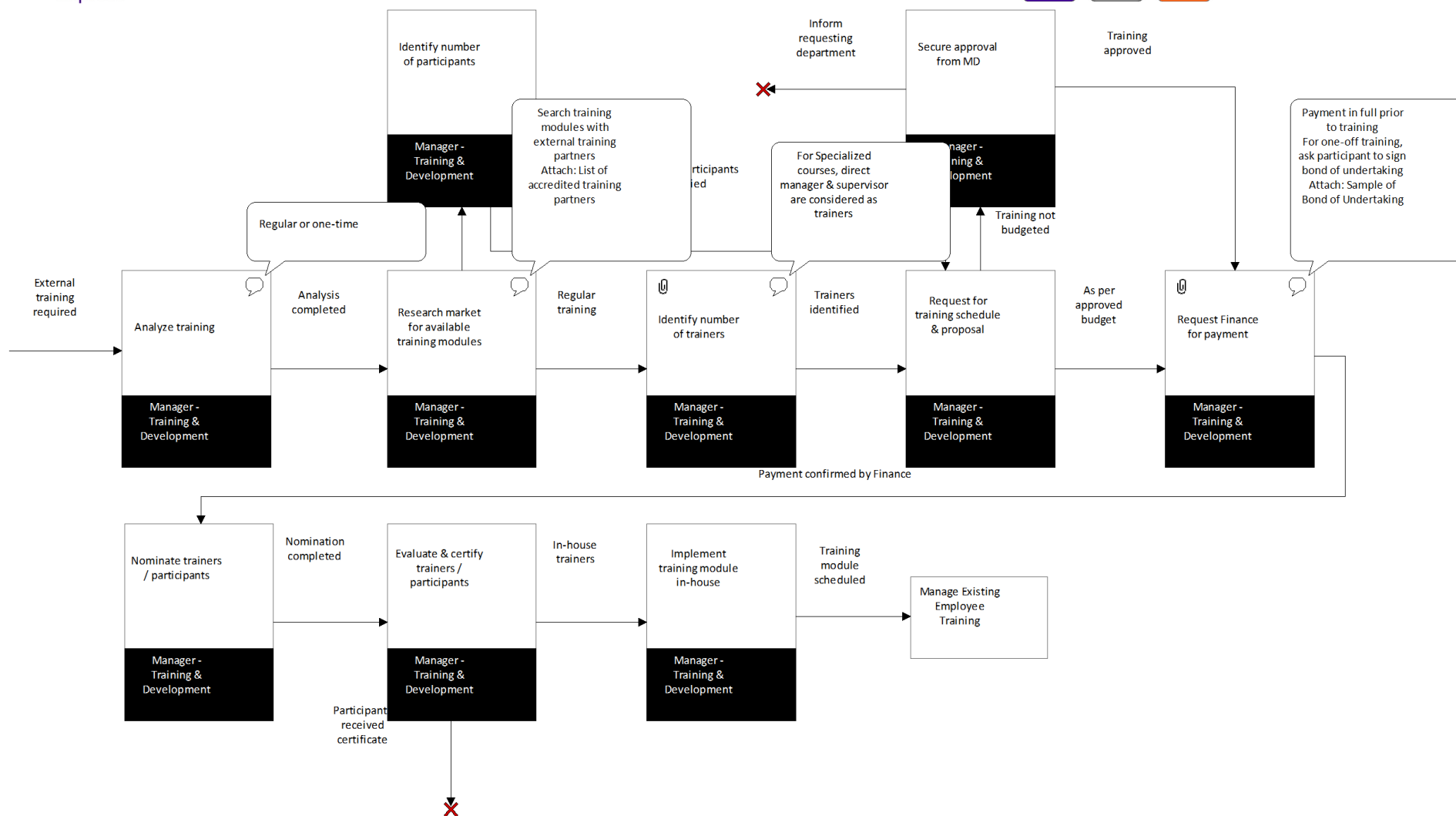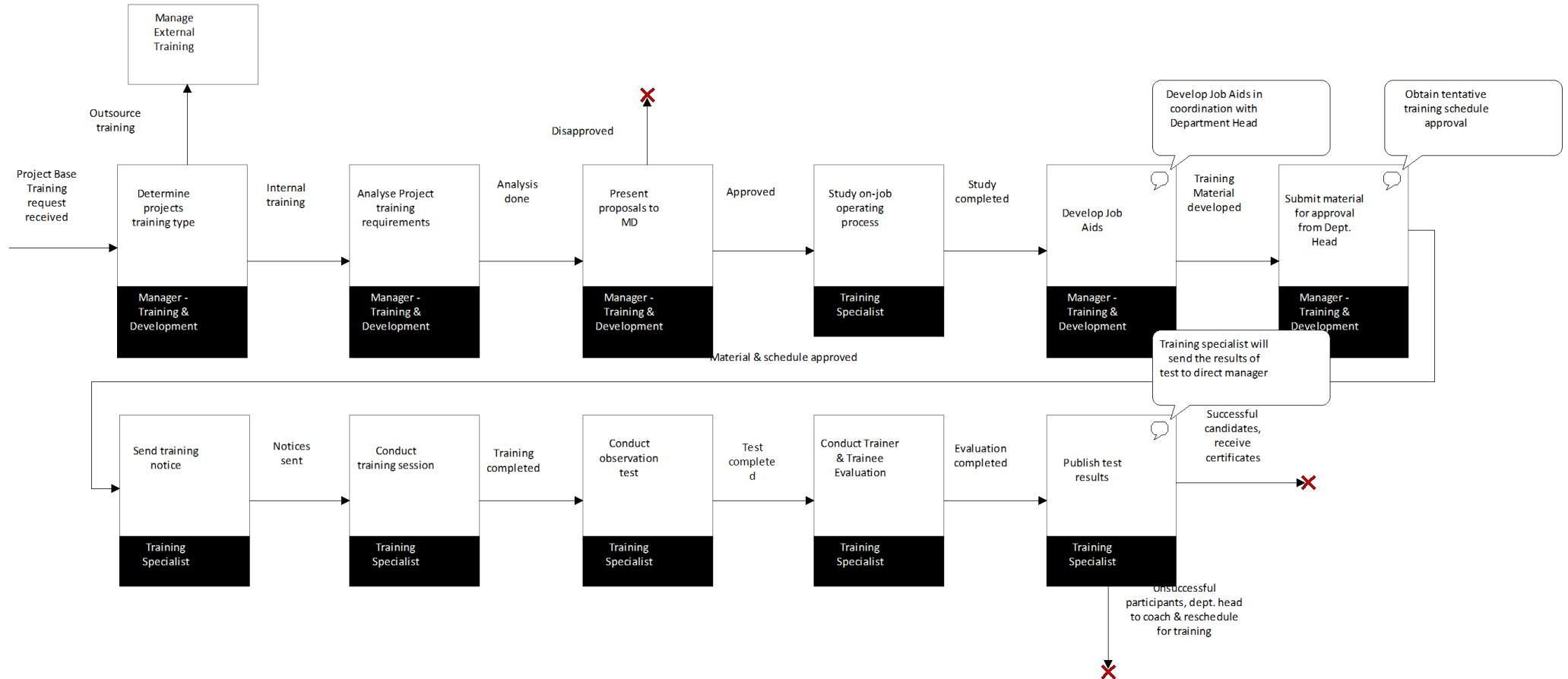Date: 9/6/2018
Cost Per Second: $,3.5,E-0317

Owner: Masoom Siddiqui
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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

Manage New Employee Training

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

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

Technical Training is mandatory for core business employees only.

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

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

New employee

Induction Program — Training Specialist

Induction completed

Inform department head for On-Job Training — Training Specialist

On Job training completed

Classroom Technical Training — Training Specialist

Technical Training completed

Training Evaluation — Training Specialist

eligible for other job related training

Issue Certificate — Manager - Training & Development

Employee received certificate

Fail Result of Evaluation

Fail Result after three attempts, employee dismissed

Manage Employee Relations

Masoom Siddiqui
Owner

Edwin Ramos
Author

Authorized
Status

1
Version

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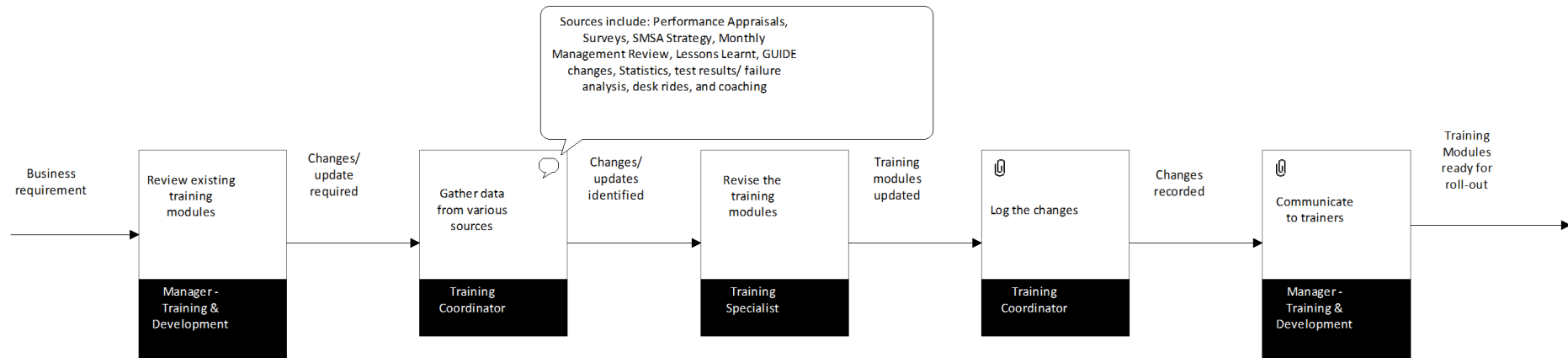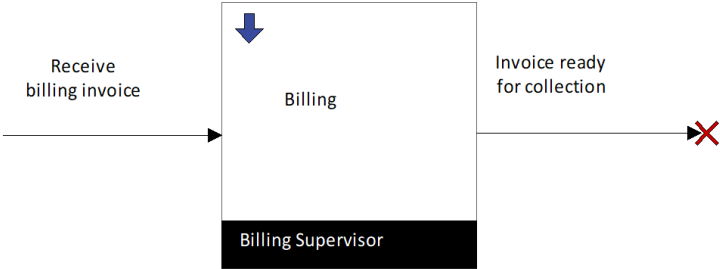Date: 6/16/2010
Volume: 0.00 Per Second

Authorization: Authorized
Date: 9/6/2018
Cost Per Second: $,3.5,E-0317

Owner: Masoom Siddiqui
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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

SMSA Express

Manage External Training

Identify number of participants

Manager - Training & Development

Inform requesting department

Secure approval from MD

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

Participants identified

Manager - Training & Development

Training not budgeted

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

Manager - Training & Development

Manager - Training & Development

Manager - Training & Development

Manager - Training & Development

Manager - Training & Development

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

Manager - Training & Development

Manager - Training & Development

Manager - Training & Development

Participant received certificate

Title:	Manage External Training	Owner:	Masoom Siddiqui
Author:	Edwin Ramos	Authorization: Authorized	Diagram Version: 1
Date:	6/22/2010	Date: 9/6/2018	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

smsa Express

Manage Project Based Training

Manage External Training

Outsource training

Project Base Training request received

Determine projects training type
Manager - Training & Development

Internal training

Analyse Project training requirements
Manager - Training & Development

Analysis done

Disapproved

Present proposals to MD
Manager - Training & Development

Approved

Study on-job operating process
Training Specialist

Study completed

Develop Job Aids in coordination with Department Head

Develop Job Aids
Manager - Training & Development

Training Material developed

Obtain tentative training schedule approval

Submit material for approval from Dept. Head
Manager - Training & Development

Material & schedule approved

Training specialist will send the results of test to direct manager

Send training notice
Training Specialist

Notices sent

Conduct training session
Training Specialist

Training completed

Conduct observation test
Training Specialist

Test completed

Conduct Trainer & Trainee Evaluation
Training Specialist

Evaluation completed

Publish test results
Training Specialist

Successful candidates, receive certificates

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

Masoom Siddiqui	Edwin Ramos	Authorized	1
Owner	**Author**	**Status**	**Version**

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

Authorization: Authorized
Date: 9/6/2018
Cost Per Second: $,3.5,E-0317

Owner: Masoom Siddiqui
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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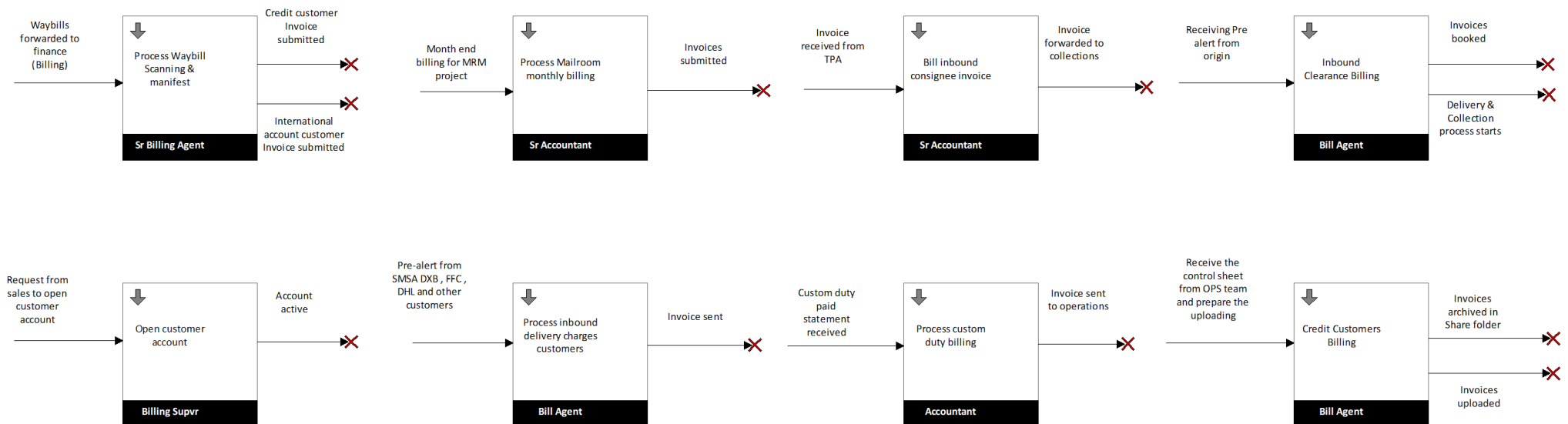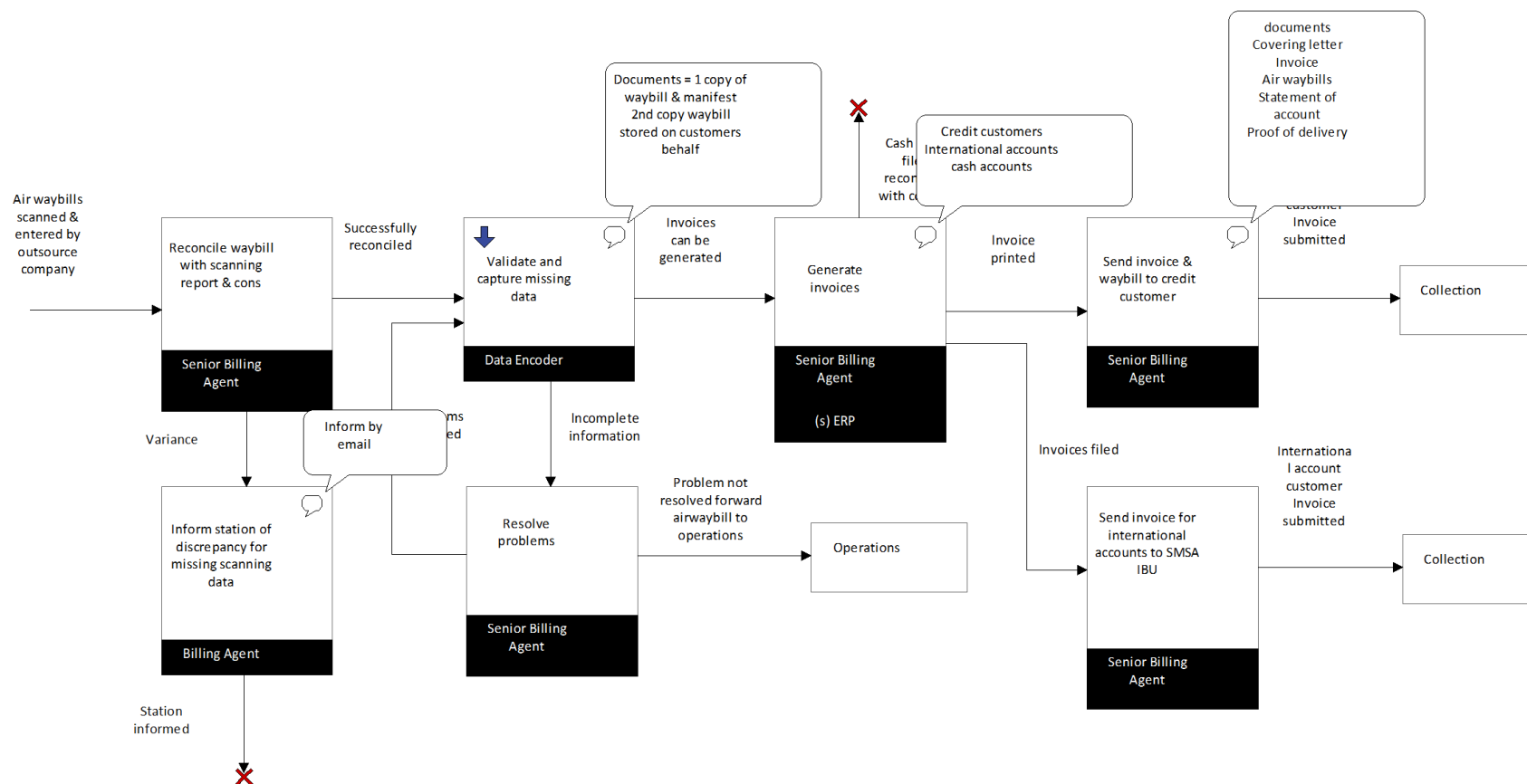○ Change Requests ● Read Only

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

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

Manager - Training & Development

Training Coordinator

Training Specialist

Training Coordinator

Manager - Training & Development

Masoom Siddiqui	Edwin Ramos	Authorized	1
Owner	**Author**	**Status**	**Version**

Title: Organizational Knowledge: Training Modules
Author: Edwin Ramos
Date: 6/19/2016
Volume: 0.00 Per Second

Authorization: Authorized
Date: 9/6/2018
Cost Per Second: $,3.5,E-0317

Owner: Masoom Siddiqui
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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

EGY- Finance

Billing

Credit &
Collections

Purchasing

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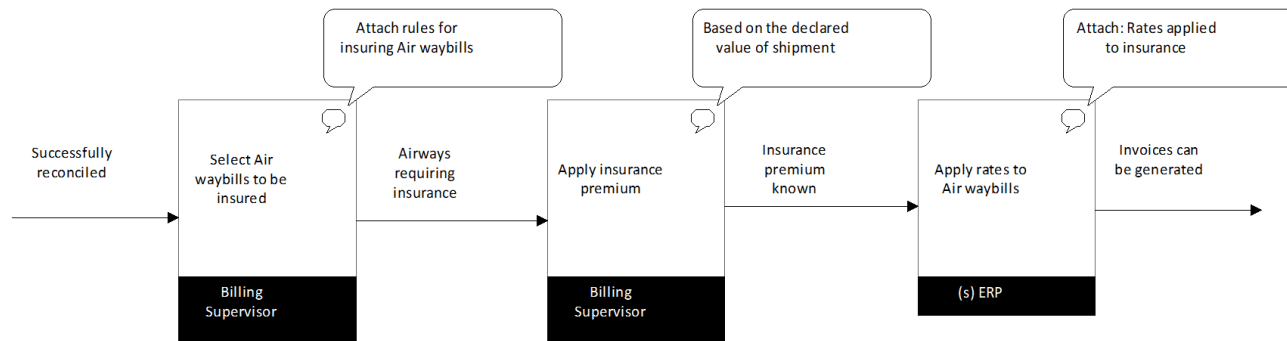Date: 7/1/2018
Volume: 0.00 Per Second

Authorization: Authorized
Date: 6/22/2025
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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

EGY - Billing

Receive
billing invoice

Billing

Invoice ready
for collection

Billing Supervisor

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

Authorization: Authorized
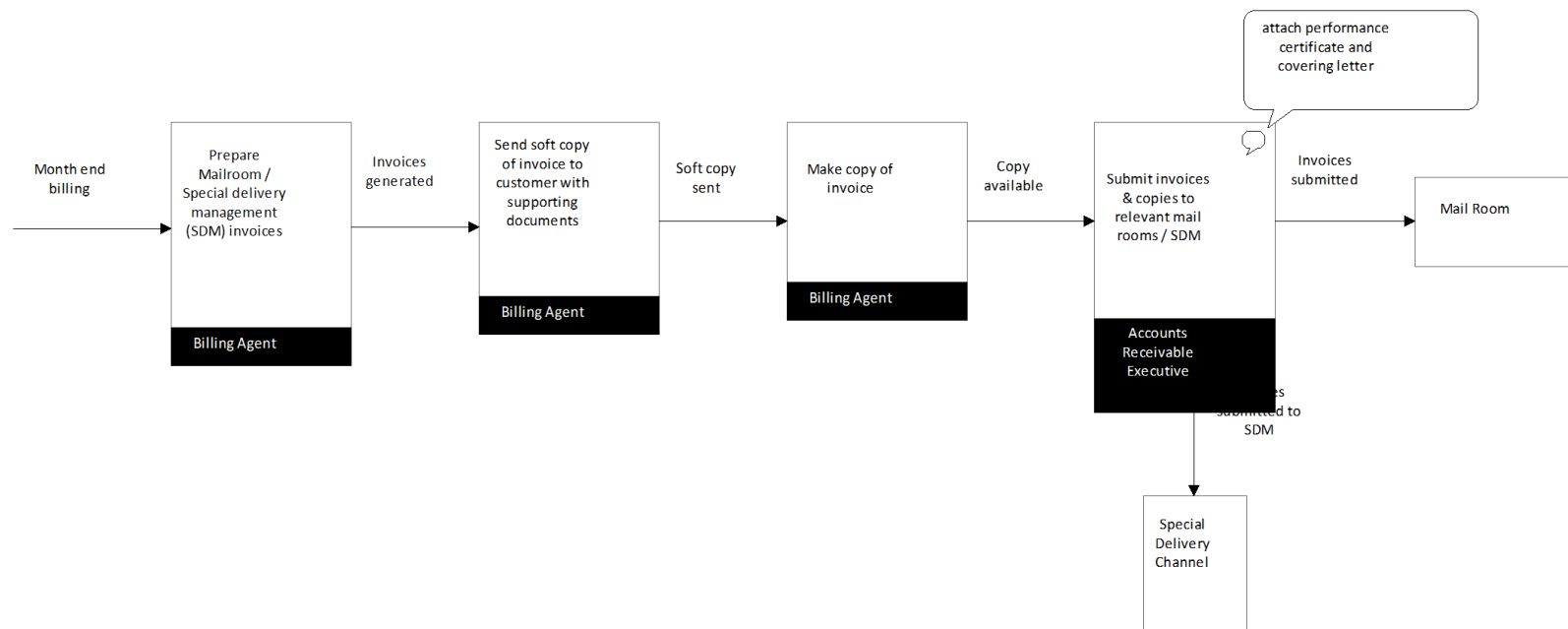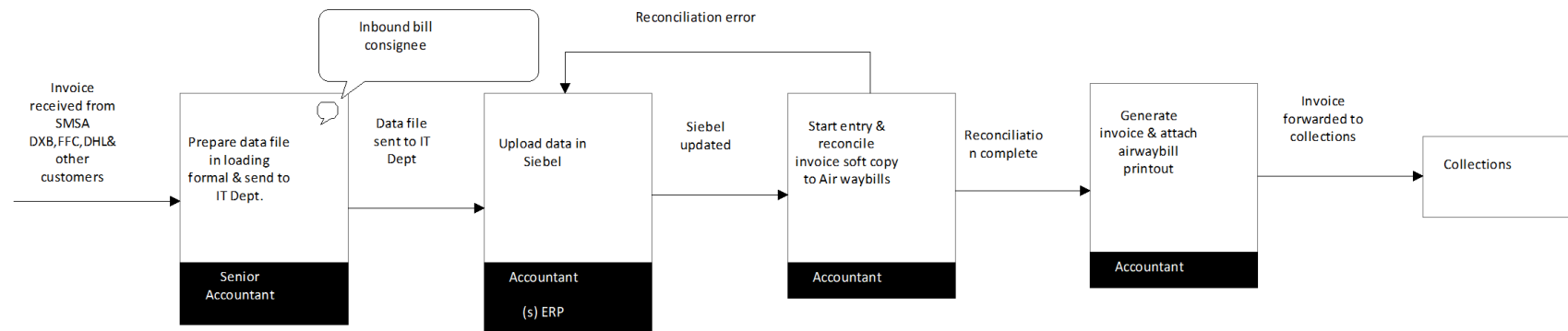Date: 9/6/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions
● Change Log
○ Change Requests

○ Feedback
○ Keywords
● 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
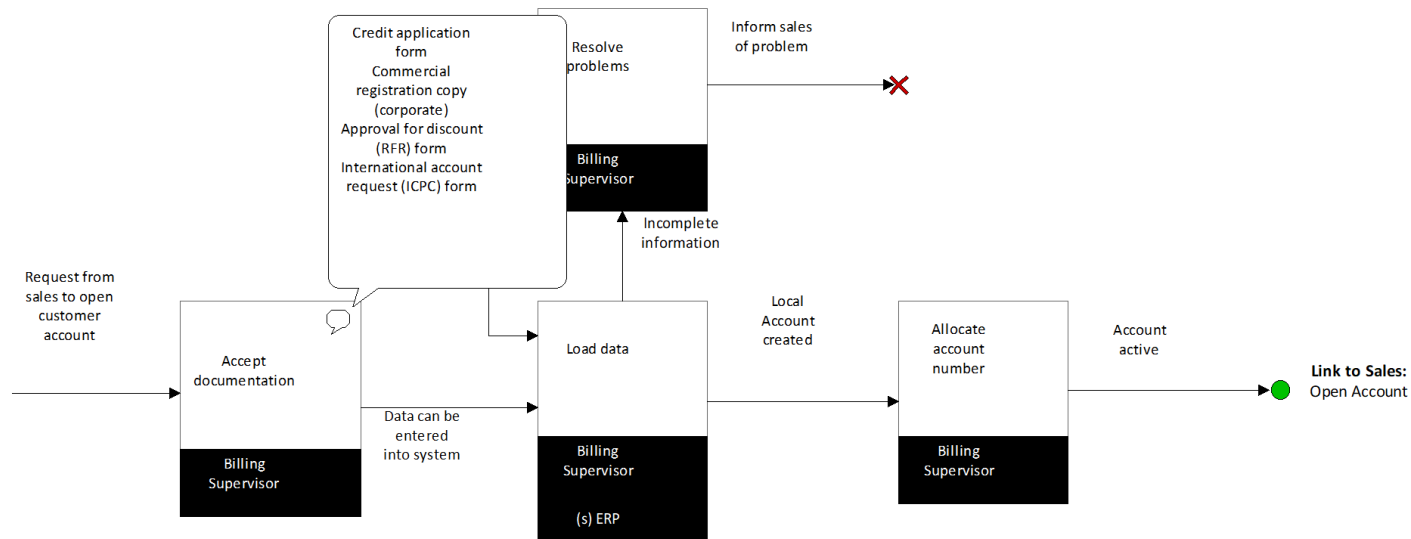
Title: Billing
Author: Edwin Ramos
Date: 5/26/2010
Volume: 0.00 Per Second

Authorization: Authorized
Date: 3/25/2024
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 3
Review Date: None
F.T.E.: 0.00

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

Process Waybill & Manifest

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

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

Credit customers
International accounts
cash accounts

Air waybills
scanned &
entered by
outsource
company

Reconcile waybill
with scanning
report & cons

**Senior Billing
Agent**

Successfully
reconciled

Validate and
capture missing
data

Data Encoder

Invoices
can be
generated

Generate
invoices

**Senior Billing
Agent**

(s) ERP

Invoice
printed

Send invoice &
waybill to credit
customer

**Senior Billing
Agent**

customer
Invoice
submitted

Collection

Variance

Inform by
email

Inform station of
discrepancy for
missing scanning
data

Billing Agent

Incomplete
information

Resolve
problems

**Senior Billing
Agent**

Problem not
resolved forward
airwaybill to
operations

Operations

Invoices filed

Send invoice for
international
accounts to SMSA
IBU

**Senior Billing
Agent**

Internationa
l account
customer
Invoice
submitted

Collection

Station
informed

Mohamed Barakat

Owner

Edwin Ramos

Author

Authorized

Status

1

Version

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

Authorization: Authorized
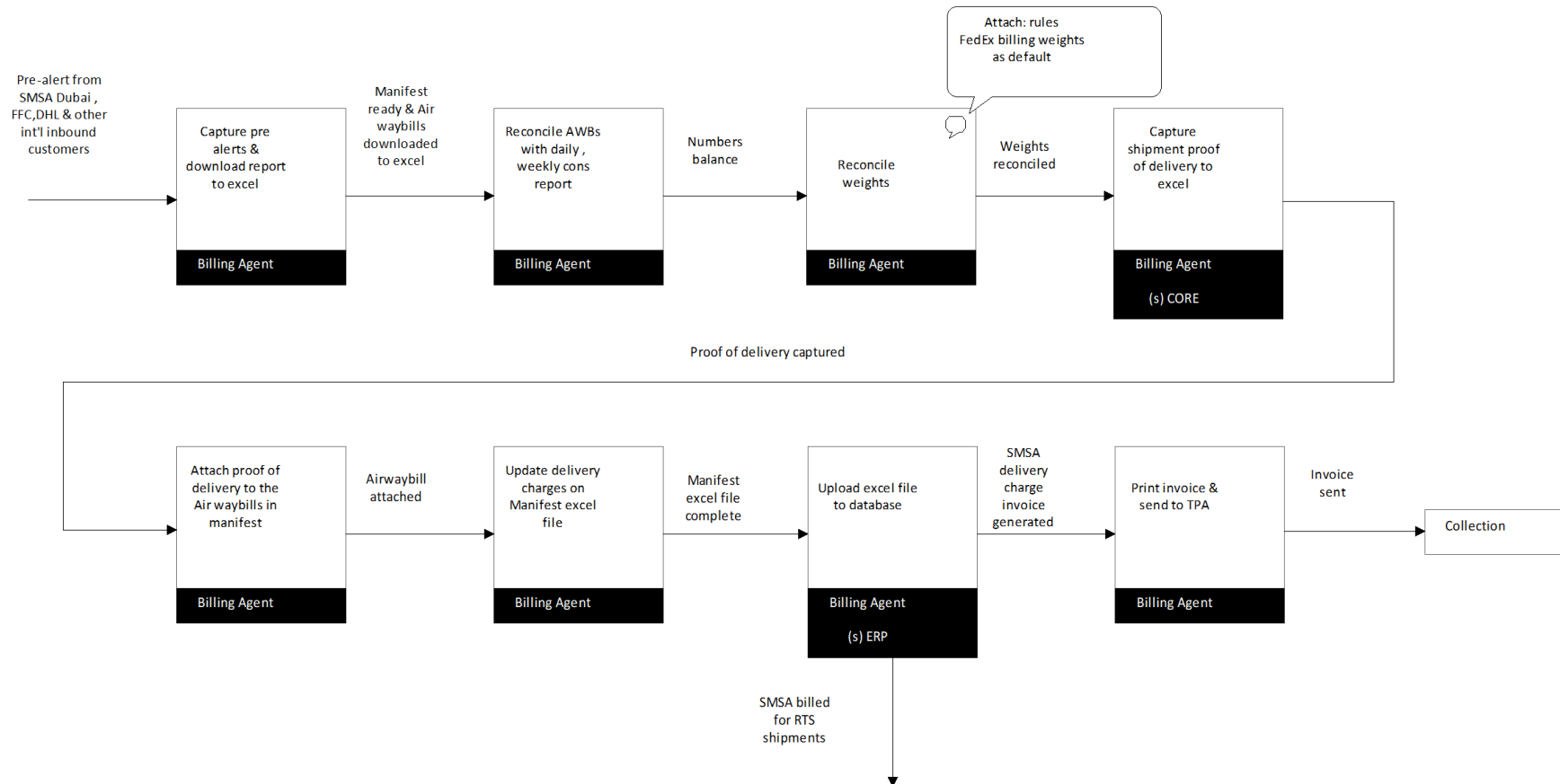Date: 9/6/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions
● Change Log
○ Change Requests

○ Feedback
● Keywords
● Read Only

SMSA Express

Capture Data & File Documents

Successfully reconciled

Attach rules for insuring Air waybills

Select Air waybills to be insured

Billing Supervisor

Airways requiring insurance

Based on the declared value of shipment

Apply insurance premium

Billing Supervisor

Insurance premium known

Attach: Rates applied to insurance

Apply rates to Air waybills

(s) ERP

Invoices can be generated

Mohamed Barakat
Owner

Edwin Ramos
Author

Authorized
Status

1
Version

Title: Capture Data & File Documents
Author: Edwin Ramos
Date: 5/26/2010
Volume: 0.00 Per Second

Authorization: Authorized
Date: 9/6/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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

smsa Express

Process Mailroom Monthly Billing

Month end billing

Prepare Mailroom / Special delivery management (SDM) invoices

Billing Agent

Invoices generated

Send soft copy of invoice to customer with supporting documents

Billing Agent

Soft copy sent

Make copy of invoice

Billing Agent

Copy available

attach performance certificate and covering letter

Submit invoices & copies to relevant mail rooms / SDM

Accounts Receivable Executive

Invoices submitted

Mail Room

...es submitted to SDM

Special Delivery Channel

Mohamed Barakat	Edwin Ramos	Authorized	1
Owner	**Author**	**Status**	**Version**

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

Authorization: Authorized
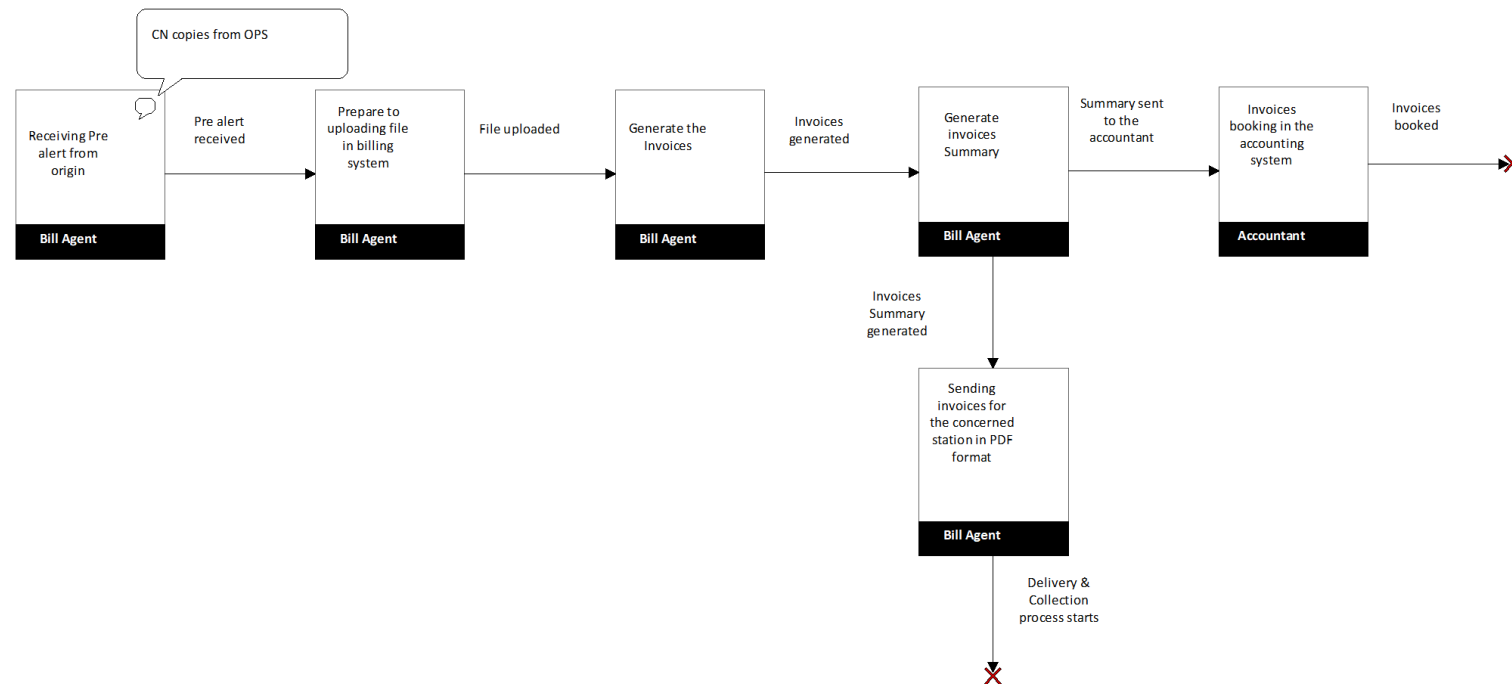Date: 9/6/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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

Bill Inbound Consignee Invoice

Inbound bill consignee

Reconciliation error

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

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

Senior 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

Mohamed Barakat	Edwin Ramos	Authorized	1
Owner	**Author**	**Status**	**Version**

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

Authorization: Authorized
Date: 9/6/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
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 Supervisor

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 Supervisor

(s) ERP

Incomplete information

Resolve problems

Billing Supervisor

Inform sales of problem

Local Account created

Allocate account number

Billing Supervisor

Account active

Link to Sales:
Open Account

Mohamed Barakat	Edwin Ramos	Authorized	2
Owner	**Author**	**Status**	**Version**

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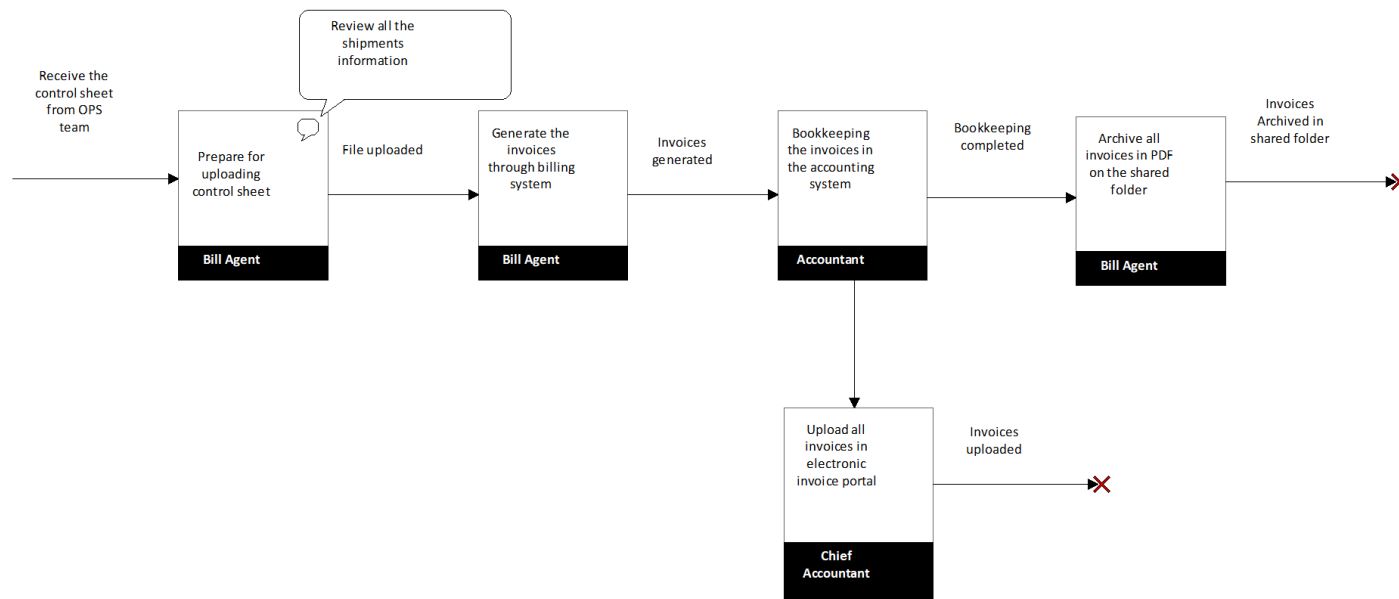Author: Edwin Ramos
Date: 5/26/2010
Volume: 0.00 Per Second

Authorization: Authorized
Date: 6/26/2019
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

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

SMSA Express

Process Inbound Delivery Charges to TPA

Attach: rules
FedEx billing weights
as default

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

| Capture pre alerts & download report to excel — **Billing Agent** | Manifest ready & Air waybills downloaded to excel | Reconcile AWBs with daily , weekly cons report — **Billing Agent** | Numbers balance | Reconcile weights — **Billing Agent** | Weights reconciled | Capture shipment proof of delivery to excel — **Billing Agent (s) CORE** |

Proof of delivery captured

| Attach proof of delivery to the Air waybills in manifest — **Billing Agent** | Airwaybill attached | Update delivery charges on Manifest excel file — **Billing Agent** | Manifest excel file complete | Upload excel file to database — **Billing Agent (s) ERP** | SMSA delivery charge invoice generated | Print invoice & send to TPA — **Billing Agent** | Invoice sent | Collection |

SMSA billed for RTS shipments

Mohamed Barakat	Edwin Ramos	Authorized	1
Owner	**Author**	**Status**	**Version**

Title: Process Inbound Delivery Charges to TPA
Author: Edwin Ramos
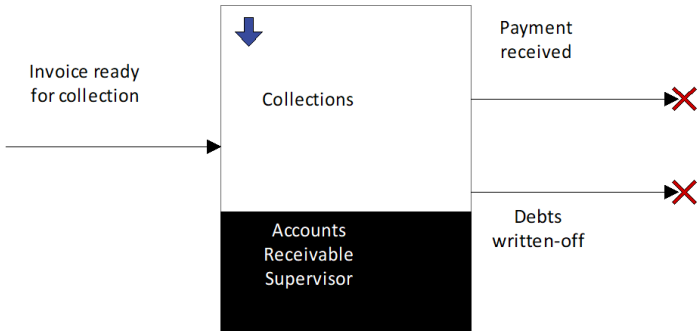Date: 5/26/2010
Volume: 0.00 Per Second

Authorization: Authorized
Date: 9/6/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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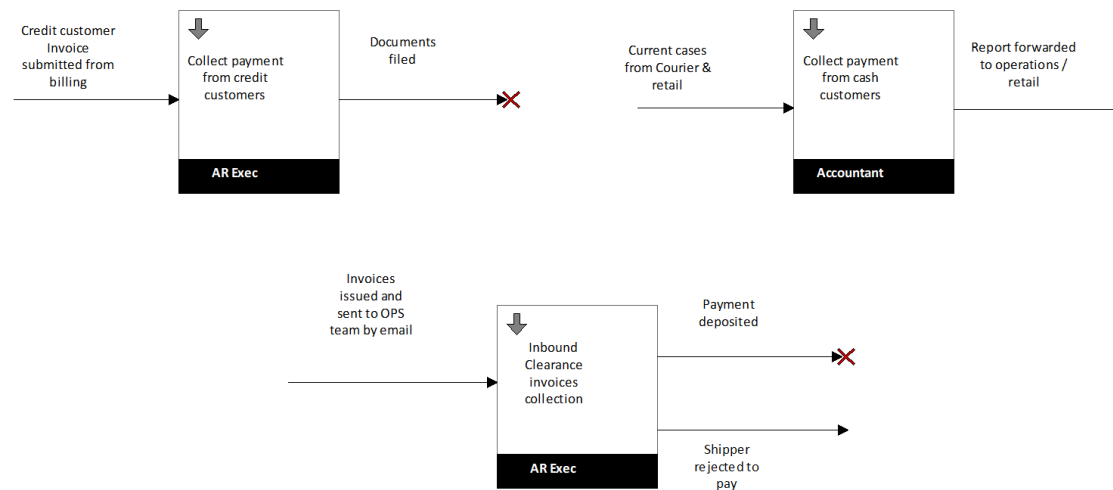● Change Log   ● Keywords
○ Change Requests ● Read Only

Process Custom Duty Billing

Documents
Airwaybill copy
custom duty BAYAN
copy
Commercial invoice

Invoice sent to customers

Capture invoice amounts to excel
Accountant

Weekly invoice data available

Capture invoice amounts monthly
Accountant
(s) ERP

Receivables statement updated

Shipper & 3rd party

Custom duty paid statement received

Determine bill type
Accountant

Recipient

Prepare invoice in excel
Accountant

Invoice prepared

Capture complete

Documents
Airwaybill copy
custom duty BAYAN
copy
Commercial invoice

Print invoice & attach supporting documents
Accountant

Invoice sent to operations

Mohamed Barakat	Edwin Ramos	Authorized	1
Owner	**Author**	**Status**	**Version**

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

Authorization: Authorized
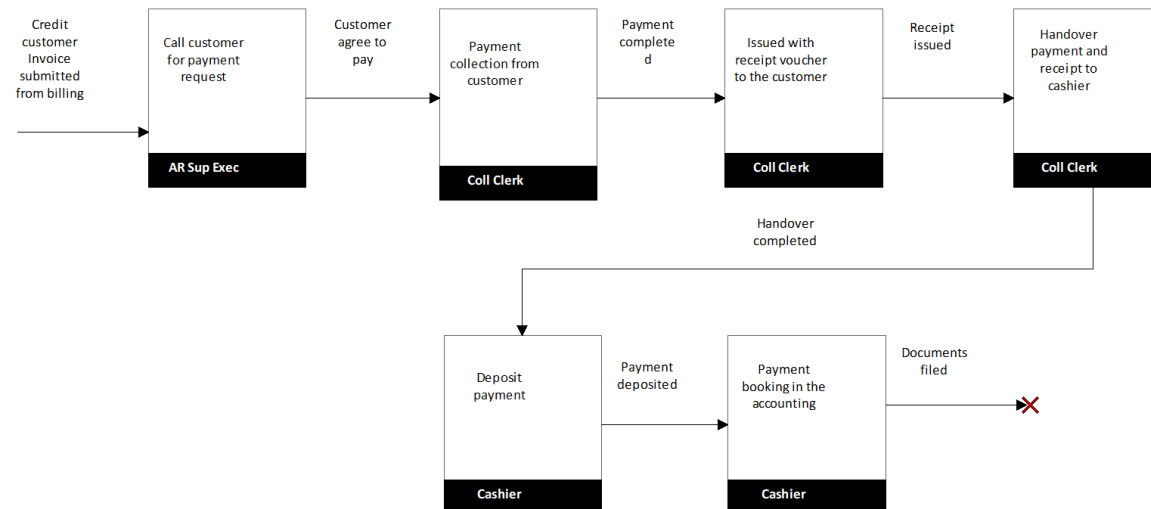Date: 9/6/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
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
Bill Agent

→ Pre alert received →

Prepare to uploading file in billing system
Bill Agent

→ File uploaded →

Generate the Invoices
Bill Agent

→ Invoices generated →

Generate invoices Summary
Bill Agent

→ Summary sent to the accountant →

Invoices booking in the accounting system
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: Authorized
Date: 3/25/2024
Cost Per Second: $,3.5,E-0317

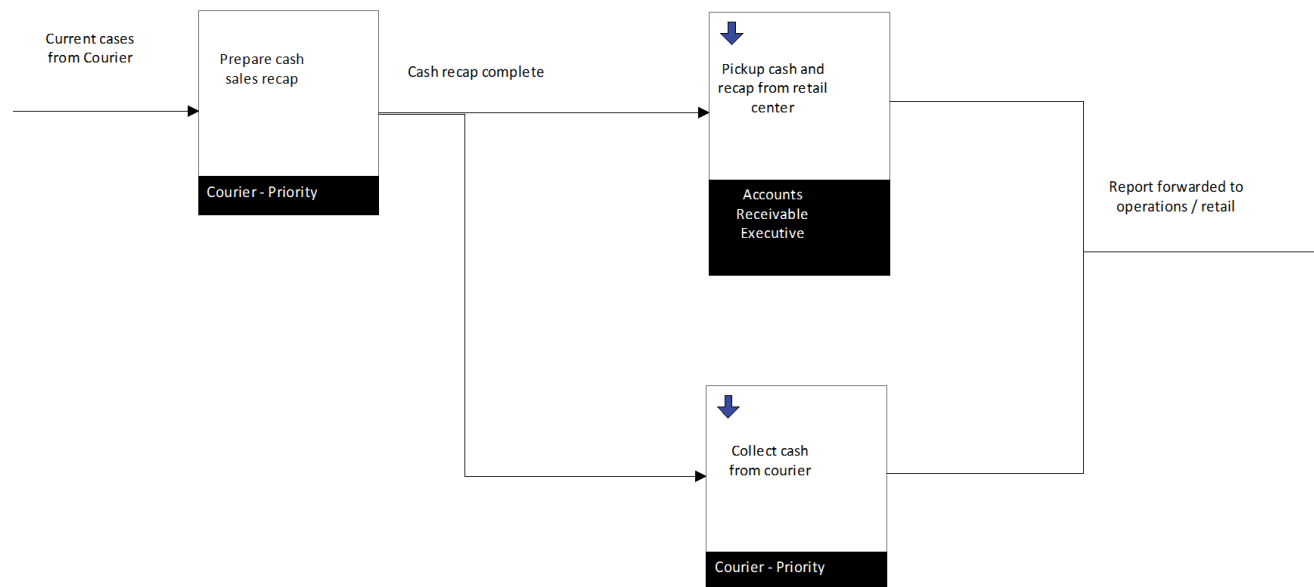Owner: Mohamed Barakat
Diagram Version: 3
Review Date: None
F.T.E.: 0.00

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

Credit Customers Billing

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

EGY- Credit & Collections

Invoice ready
for collection

Collections

Accounts
Receivable
Supervisor

Payment
received

Debts
written-off

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

Authorization: Authorized
Date: 9/6/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
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: Authorized
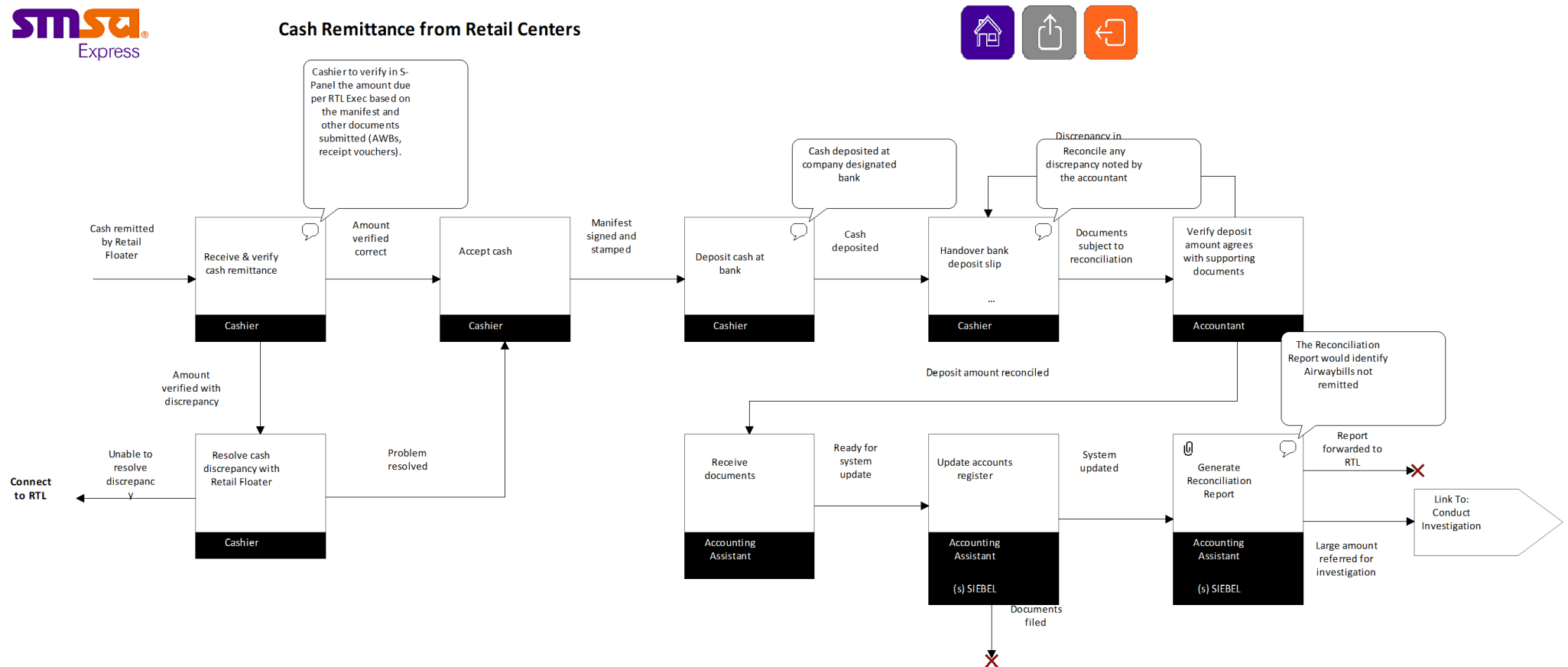Date: 3/25/2024
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 2
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	Customer agree to pay	Payment collection from customer	Payment completed	Issued with receipt voucher to the customer	Receipt issued	Handover payment and receipt to cashier
AR Sup Exec		**Coll Clerk**		**Coll Clerk**		**Coll Clerk**

Handover completed

Deposit payment	Payment deposited	Payment booking in the accounting	Documents filed
Cashier		**Cashier**	

Title: Collect Payment From Credit Customers
Author: Edwin Ramos   Authorization: Authorized
Date: 5/26/2010   Date: 3/25/2024
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

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

smsa Express

Collect Payment from Cash Customers

Current cases from Courier

Prepare cash sales recap

Courier - Priority

Cash recap complete

Pickup cash and recap from retail center

Accounts Receivable Executive

Collect cash from courier

Courier - Priority

Report forwarded to operations / retail

Mohamed Barakat	Edwin Ramos	Authorized	1
Owner	**Author**	**Status**	**Version**

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

Authorization: Authorized
Date: 9/6/2018
Cost Per Second: $,3.5,E-0317

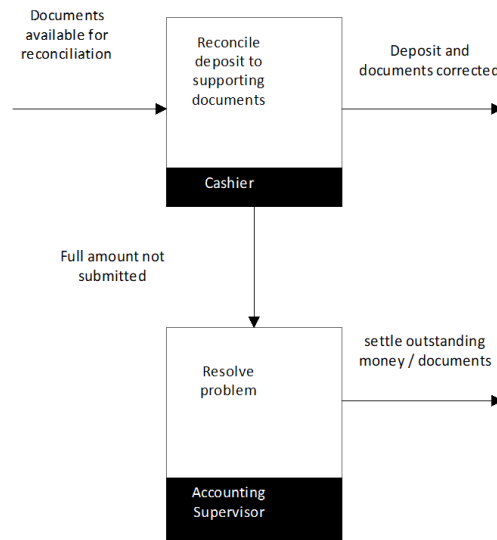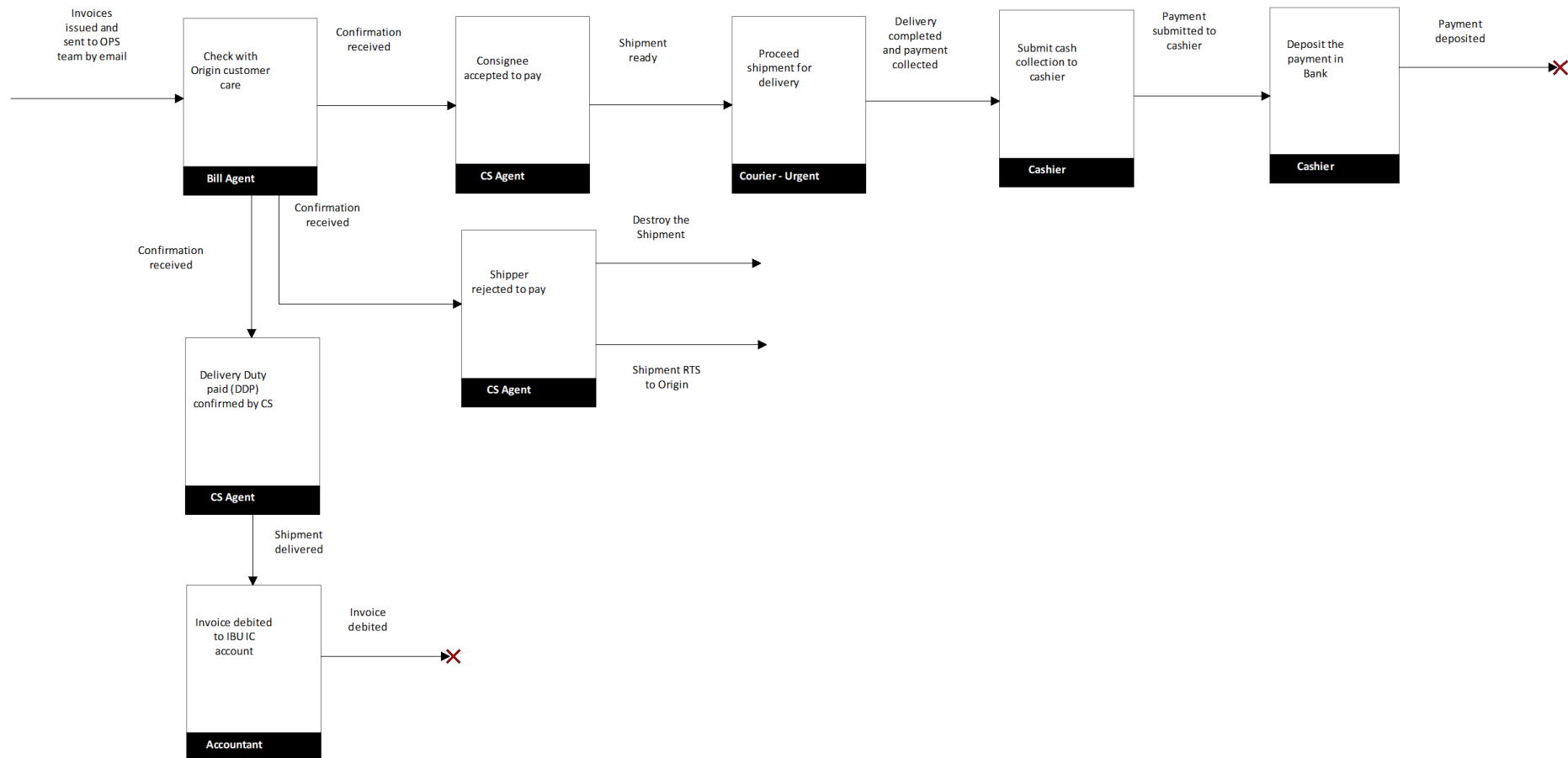Owner: Mohamed Barakat
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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

smsa Express

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

Cashier

Amount verified correct

Accept cash

Cashier

Manifest signed and stamped

Deposit cash at bank

Cashier

Cash deposited

Handover bank deposit slip

...

Cashier

Documents subject to reconciliation

Verify deposit amount agrees with supporting documents

Accountant

The Reconciliation Report would identify Airwaybills not remitted

Amount verified with discrepancy

Connect to RTL

Unable to resolve discrepancy

Resolve cash discrepancy with Retail Floater

Cashier

Problem resolved

Deposit amount reconciled

Receive documents

Accounting Assistant

Ready for system update

Update accounts register

Accounting Assistant

(s) SIEBEL

System updated

Generate Reconciliation Report

Accounting Assistant

(s) SIEBEL

Report forwarded to RTL

Link To: Conduct Investigation

Large amount referred for investigation

Documents filed

Mohamed Barakat	Edwin Ramos	Authorized	1
Owner	**Author**	**Status**	**Version**

Title: Cash Remittance from Retail Centers
Author: Edwin Ramos   Authorization: Authorized
Date: 6/2/2010   Date: 9/6/2018
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
Review Date: None
F.T.E.: 0.00
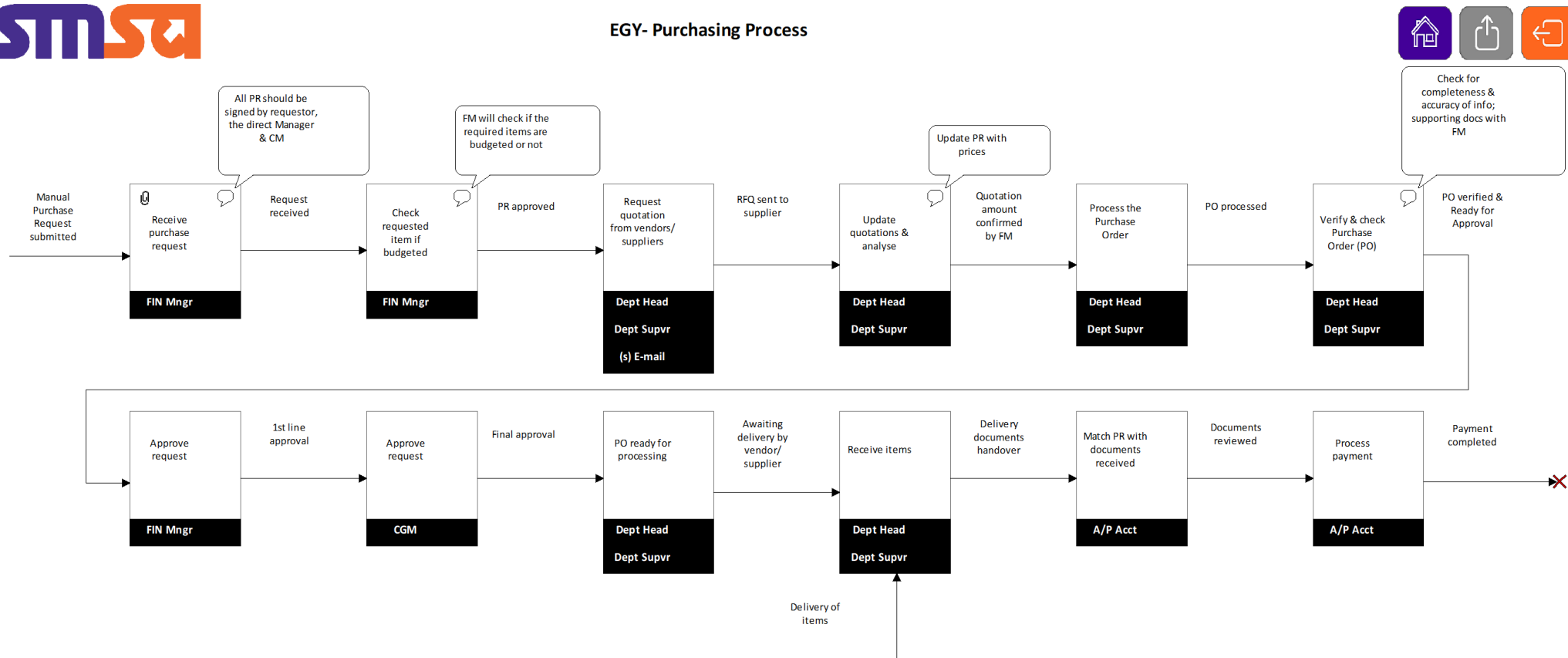
○ Actions   ○ Feedback
● Change Log   ● Keywords
○ Change Requests ● Read Only

Collect Cash from Courier

Cash recap complete

Hand over recap to station accountant
Courier - Priority

Station accountant accepts recap

Verify recap
Accountant

Accept payment from courier

Deposit cash
Accountant

Cash deposited at bank

Hand over documents to cashier
Accountant

Documents available for reconciliation

Documents to Hand over:

Deposit slip
cash sales recap
airwaybill

Verify deposit amount
Cashier

Deposit amount must tally with supporting documents

received from accounts receivable executive

Pickup Cash And Recap From Retail Center

Unable to verify, cash refused

Unable to resolve

Resolve recap problems with courier
Supervisor - Station

Problem resolved

Deposit and documents correct

Hand over documents to the billing agent
Cashier

System can be updated

Update cash received
Billing Agent (s) ERP

Accounts register updated

Hand over documents to Accountant
Billing Agent

Documents kept for 10 years

Documents filed

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

Conduct Investigation

Large amount involved

Run reconciliation report
Billing Agent (s) ERP

Report forwarded to operations / retail

○ 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

Accounting Supervisor

settle outstanding money / documents

Mohamed Barakat	Edwin Ramos	Authorized	1
Owner	**Author**	**Status**	**Version**

Title: Verify Deposit Amount Agrees with Supporting Documents
Author: Edwin Ramos   Authorization: Authorized
Date: 6/2/2010   Date: 9/6/2018
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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

Inbound Clearance invoices collection

Invoices issued and sent to OPS team by email

Check with Origin customer care — Bill Agent

Confirmation received

Consignee accepted to pay — CS Agent

Shipment ready

Proceed shipment for delivery — Courier - Urgent

Delivery completed and payment collected

Submit cash collection to cashier — Cashier

Payment submitted to cashier

Deposit the payment in Bank — Cashier

Payment deposited ✖

Confirmation received

Shipper rejected to pay — CS Agent

Destroy the Shipment

Shipment RTS to Origin

Confirmation received

Delivery Duty paid (DDP) confirmed by CS — CS Agent

Shipment delivered

Invoice debited to IBU IC account — Accountant

Invoice debited ✖

Title: Inbound Clearance invoices collection
Author: Mohammed Ahmed Khan
Date: 3/24/2024
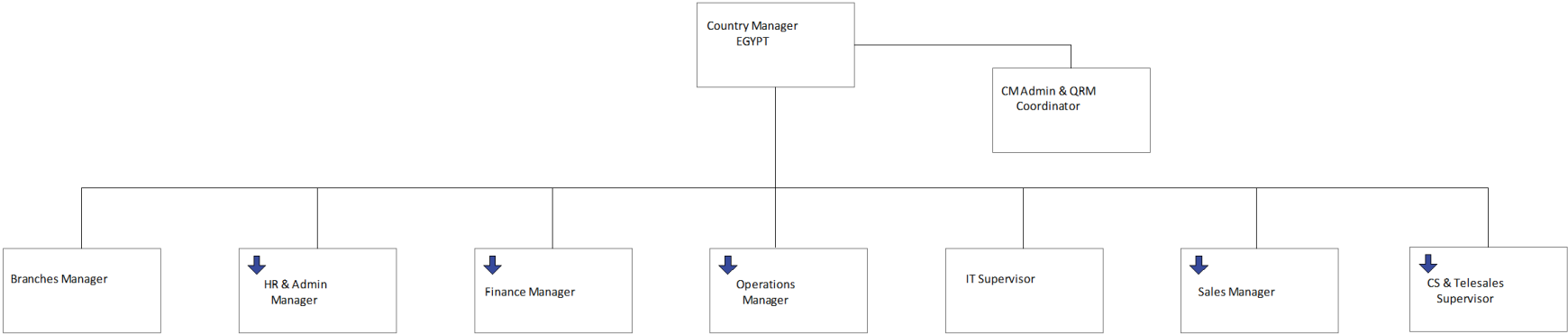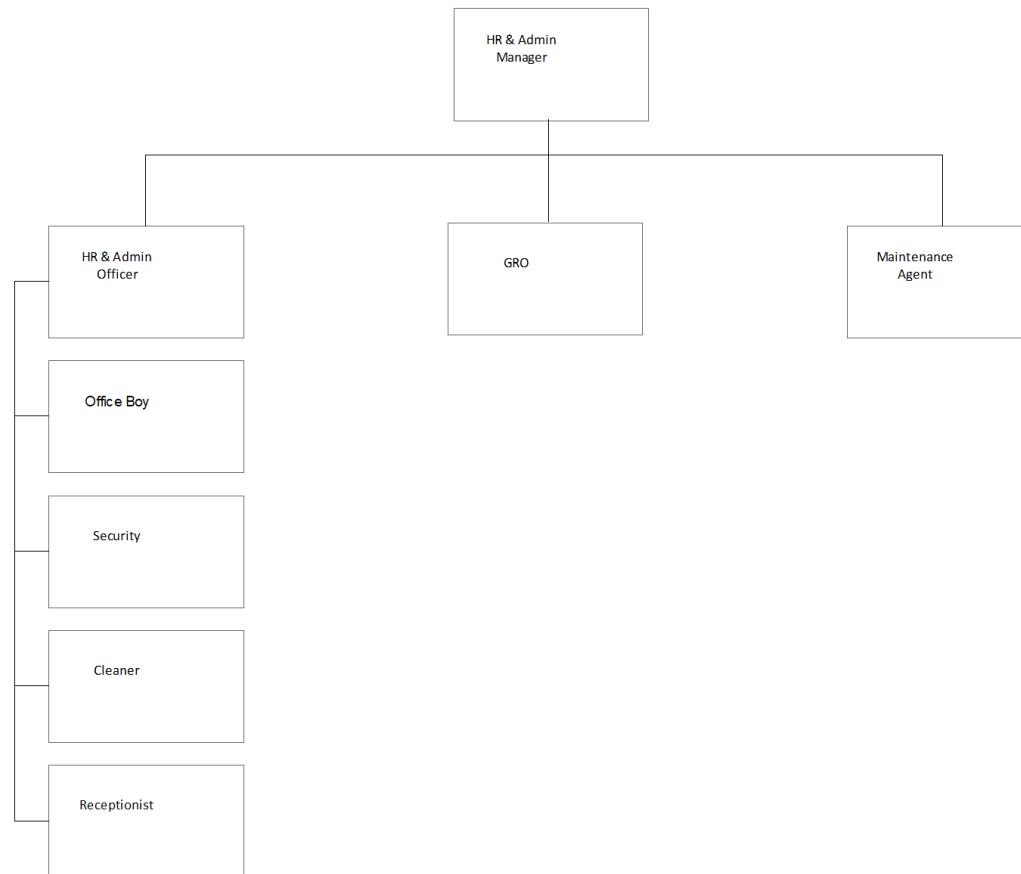Volume: 0.00 Per Second

Authorization: Authorized
Date: 3/25/2024
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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

EGY- Purchasing Process

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

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

| Manual Purchase Request submitted | Receive purchase request | Request received | Check requested item if budgeted | PR approved | Request quotation from vendors/ suppliers | RFQ sent to supplier | Update quotations & analyse | Quotation amount confirmed by FM | Process the Purchase Order | PO processed | Verify & check Purchase Order (PO) | PO verified & Ready for Approval |

| FIN Mngr | | FIN Mngr | | Dept Head / Dept Supvr / (s) E-mail | | Dept Head / Dept Supvr | | Dept Head / Dept Supvr | | Dept Head / Dept Supvr |

| Approve request | 1st line approval | Approve request | Final approval | PO ready for processing | Awaiting delivery by vendor/ supplier | Receive items | Delivery documents handover | Match PR with documents received | Documents reviewed | Process payment | Payment completed |

| FIN Mngr | CGM | Dept Head / Dept Supvr | Dept Head / Dept Supvr | A/P Acct | A/P Acct |

Delivery of items

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

EGY - Corporate & Management

Mission & Vision

Core Values

KPIs

Management Review
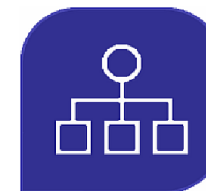
Org. Chart

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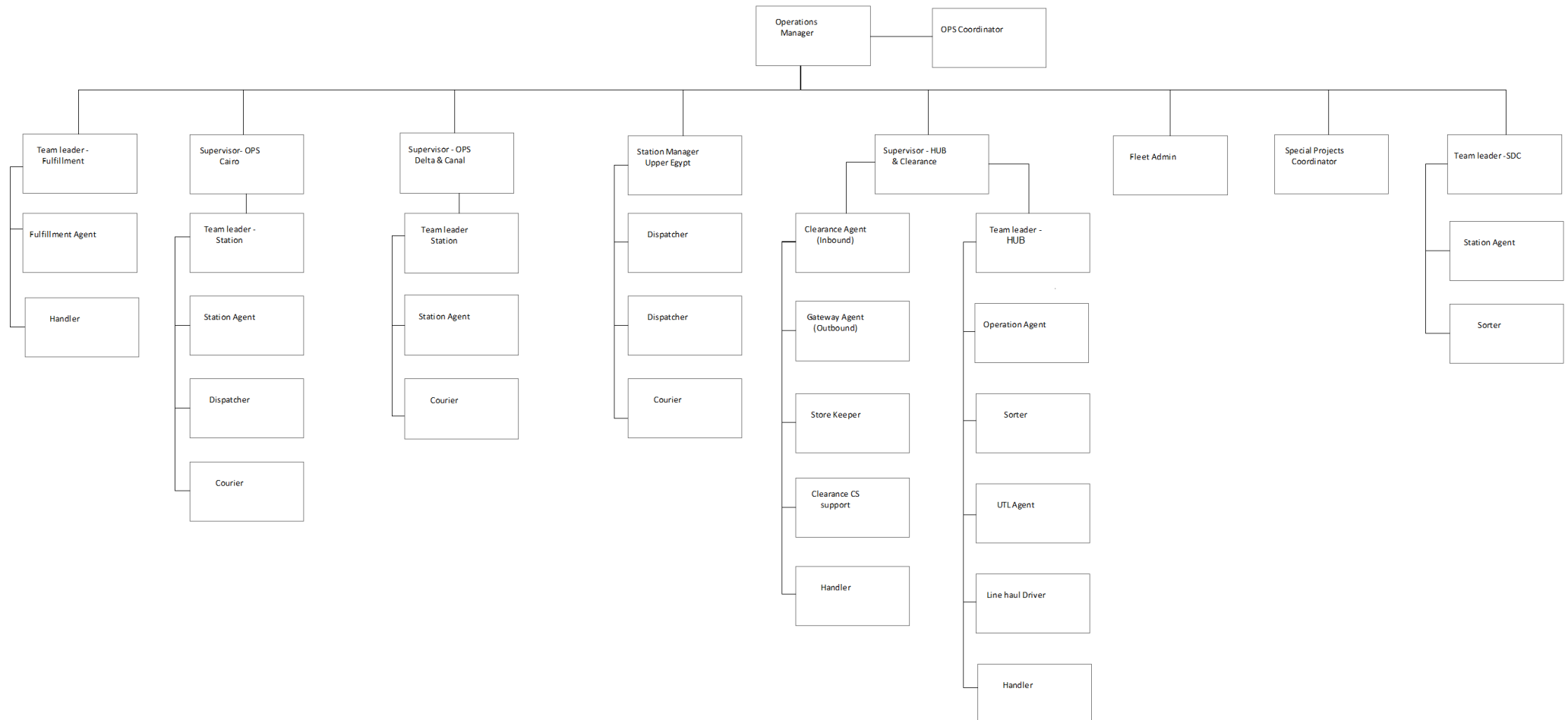
Authorization: Authorized
Date: 7/1/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

○ Actions
● Change Log
○ Change Requests

○ Feedback
○ Keywords
● Read Only

SMSA Express

Page is under construction

○ Actions   ○ Feedback
○ Change Log   ○ Keywords
○ Change Requests ● 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
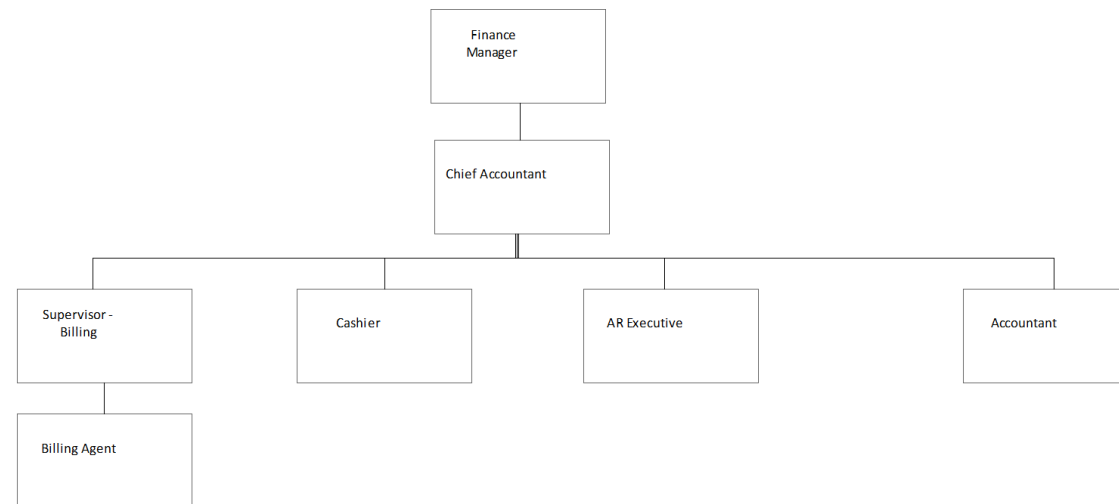Volume: 0.00 Per Second

Authorization: Authorized
Date: 11/5/2024
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 5
Review Date: None
F.T.E.: 0.00

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

IBU - EGY Human Resources

```
                    ┌──────────────────┐
                    │  HR & Admin      │
                    │  Manager         │
                    └──────────────────┘
                             │
        ┌────────────────────┼────────────────────┐
┌──────────────┐      ┌──────────────┐      ┌──────────────┐
│ HR & Admin   │      │    GRO       │      │ Maintenance  │
│ Officer      │      │              │      │ Agent        │
└──────────────┘      └──────────────┘      └──────────────┘
   │
   ├──┌──────────────┐
   │  │  Office Boy  │
   │  └──────────────┘
   │
   ├──┌──────────────┐
   │  │  Security    │
   │  └──────────────┘
   │
   ├──┌──────────────┐
   │  │  Cleaner     │
   │  └──────────────┘
   │
   └──┌──────────────┐
      │ Receptionist │
      └──────────────┘
```

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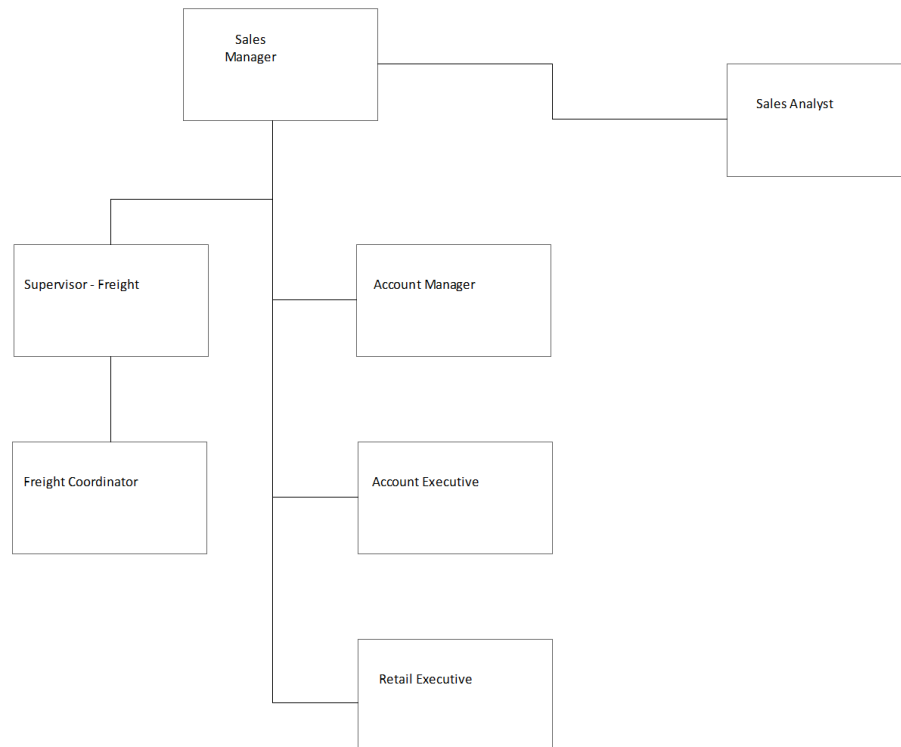Volume: 0.00 Per Second

Authorization: Authorized
Date: 11/5/2024
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 5
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
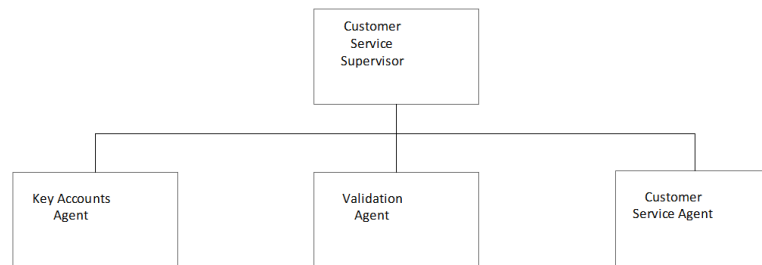Volume: 0.00 Per Second

Authorization: Authorized
Date: 11/5/2024
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 5
Review Date: None
F.T.E.: 0.00

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

IBU - EGY Finance

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

Authorization: Authorized
Date: 11/6/2024
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 4
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

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

EGY Customer Service

Customer Service Supervisor

Key Accounts Agent

Validation Agent

Customer Service Agent

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

Authorization: Authorized
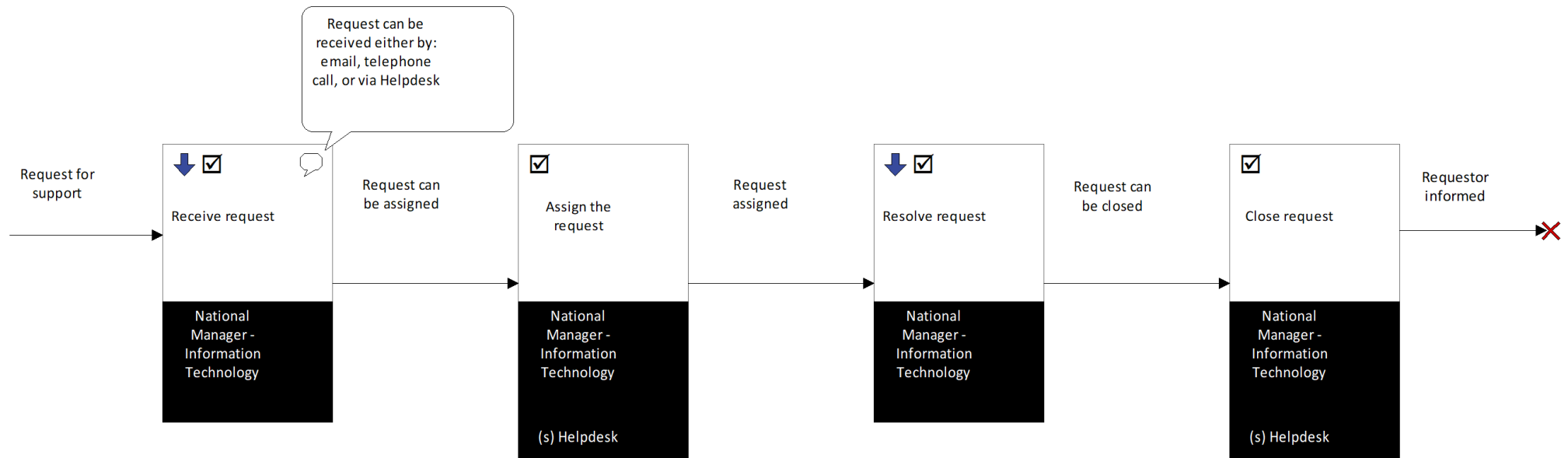Date: 2/18/2025
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 4
Review Date: None
F.T.E.: 0.00

○ Actions
● Change Log
● Change Requests

○ Feedback
○ Keywords
● Read Only

EGY - Information Technology

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

Request for support

Receive request

National Manager - Information Technology

Request can be assigned

Assign the request

National Manager - Information Technology

(s) Helpdesk

Request assigned

Resolve request

National Manager - Information Technology

Request can be closed

Close request

National Manager - Information Technology

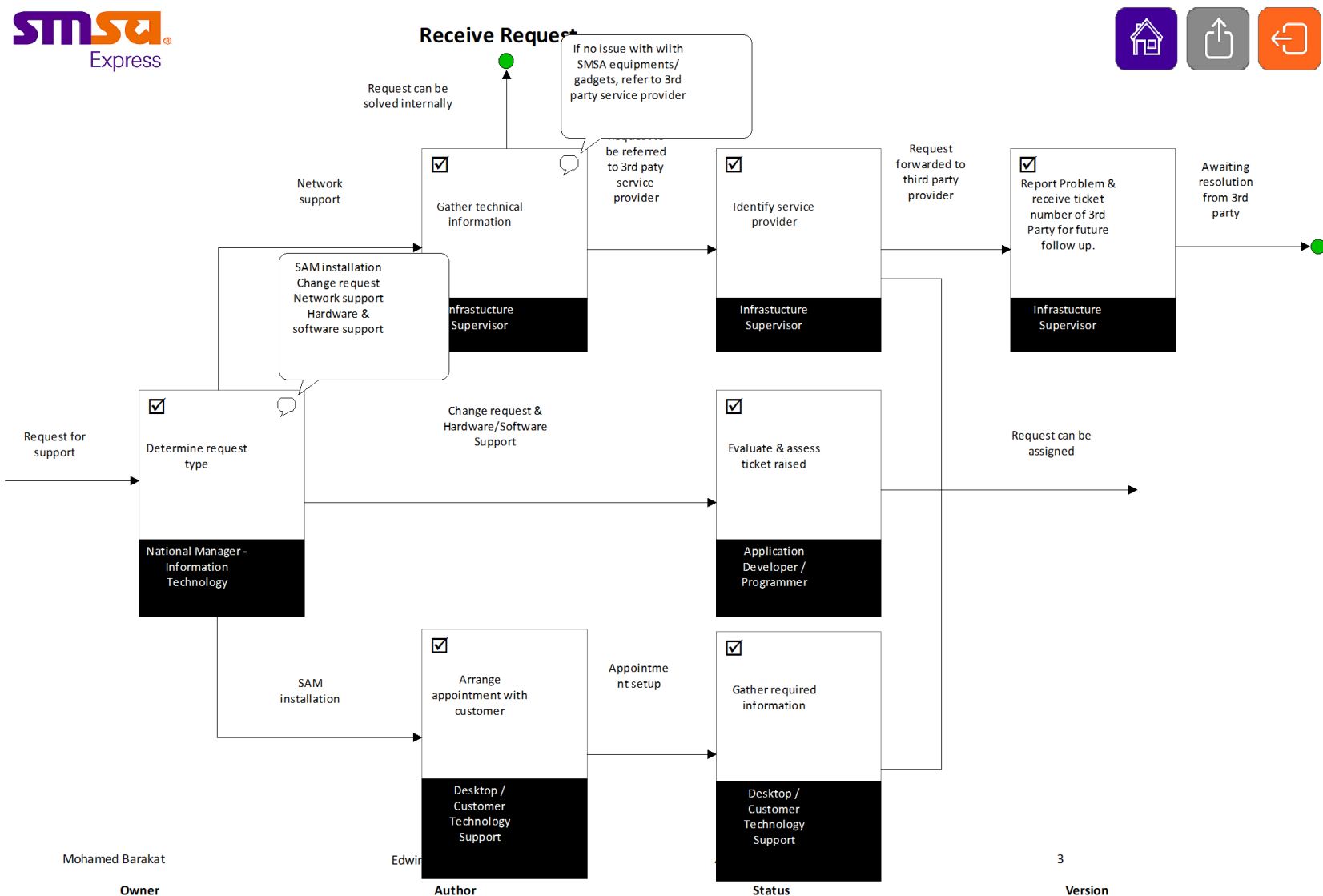(s) Helpdesk

Requestor informed

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

Authorization: Authorized
Date: 9/6/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 3
Review Date: None
F.T.E.: 0.00

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

SMSA Express

Receive Request

Request can be solved internally

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

Network support

Gather technical information

Request to be referred to 3rd paty service provider

Infrastucture Supervisor

SAM installation
Change request
Network support
Hardware & software support

Request forwarded to third party provider

Identify service provider

Infrastucture Supervisor

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

Infrastucture Supervisor

Awaiting resolution from 3rd party

Request for support

Determine request type

National Manager - Information Technology

Change request & Hardware/Software Support

Evaluate & assess ticket raised

Application Developer / Programmer

Request can be assigned

SAM installation

Arrange appointment with customer

Desktop / Customer Technology Support

Appointment setup

Gather required information

Desktop / Customer Technology Support

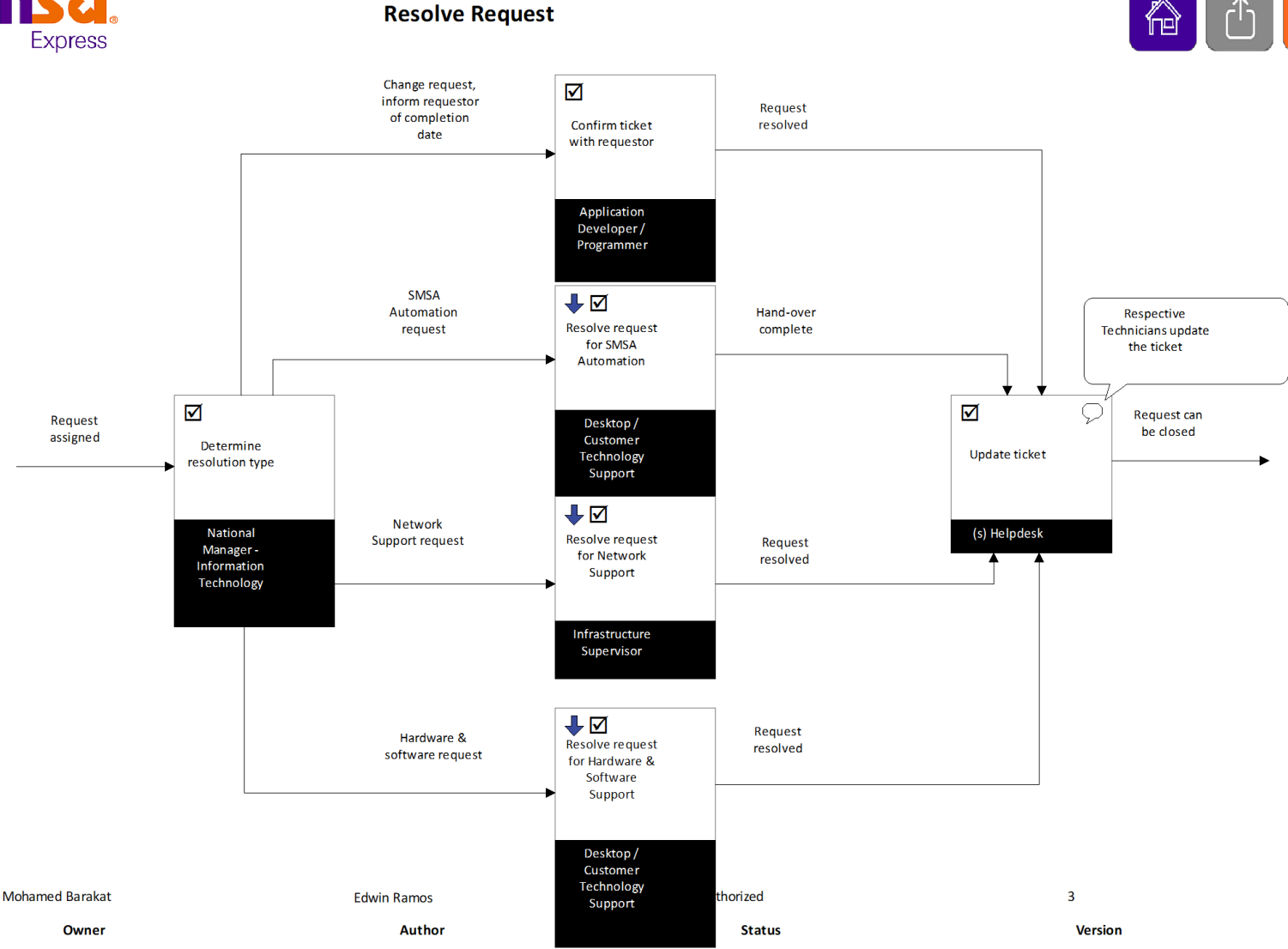| Mohamed Barakat	Edwin	3
Owner	**Author**	**Status**	**Version**

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

Authorization: Authorized
Date: 9/6/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 3
Review Date: None
F.T.E.: 0.00

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

SMSA Express

Resolve Request

Change request, inform requestor of completion date

☑ Confirm ticket with requestor

Application Developer / Programmer

Request resolved

SMSA Automation request

⬇ ☑ Resolve request for SMSA Automation

Desktop / Customer Technology Support

Hand-over complete

Request assigned

☑ Determine resolution type

National Manager - Information Technology

Network Support request

⬇ ☑ Resolve request for Network Support

Infrastructure Supervisor

Request resolved

Respective Technicians update the ticket

☑ Update ticket

(s) Helpdesk

Request can be closed

Hardware & software request

⬇ ☑ Resolve request for Hardware & Software Support

Desktop / Customer Technology Support

Request resolved

Mohamed Barakat

Owner

Edwin Ramos

Author

...thorized

Status

3

Version

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

Authorization: Authorized
Date: 9/6/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 3
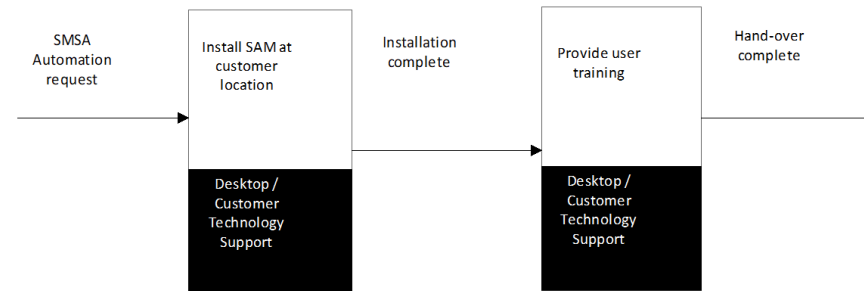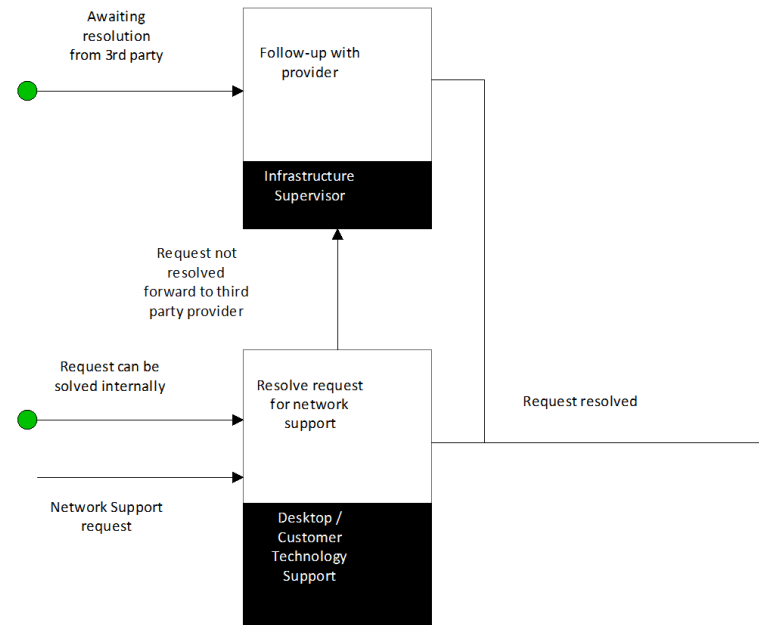Review Date: None
F.T.E.: 0.00

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

SMSA Express

Resolve Request for SMSA Automation

SMSA
Automation
request

Install SAM at
customer
location

Desktop /
Customer
Technology
Support

Installation
complete

Provide user
training

Desktop /
Customer
Technology
Support

Hand-over
complete

Mohamed Barakat	Edwin Ramos	Authorized	3
Owner	**Author**	**Status**	**Version**

Title: Resolve Request for SMSA Automation   Owner: Mohamed Barakat   ○ Actions   ○ Feedback
Author: Edwin Ramos   Authorization: Authorized   Diagram Version: 3   ● Change Log   ● Keywords
Date: 6/15/2010   Date: 9/6/2018   Review Date: None   ○ Change Requests   ● Read Only
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317   F.T.E.: 0.00

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

Desktop /
Customer
Technology
Support

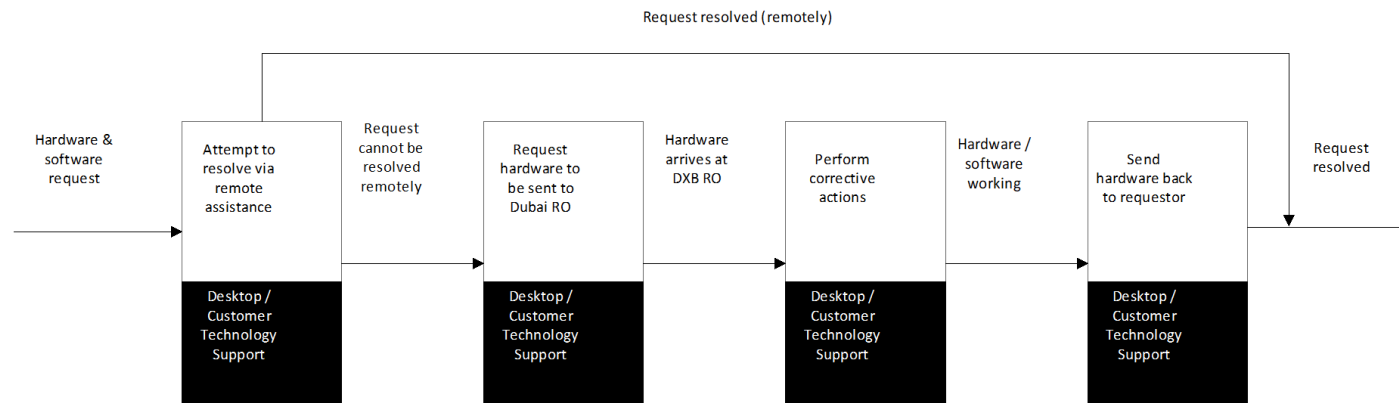|			
Mohamed Barakat	Edwin Ramos	Authorized	3
Owner	**Author**	**Status**	**Version**

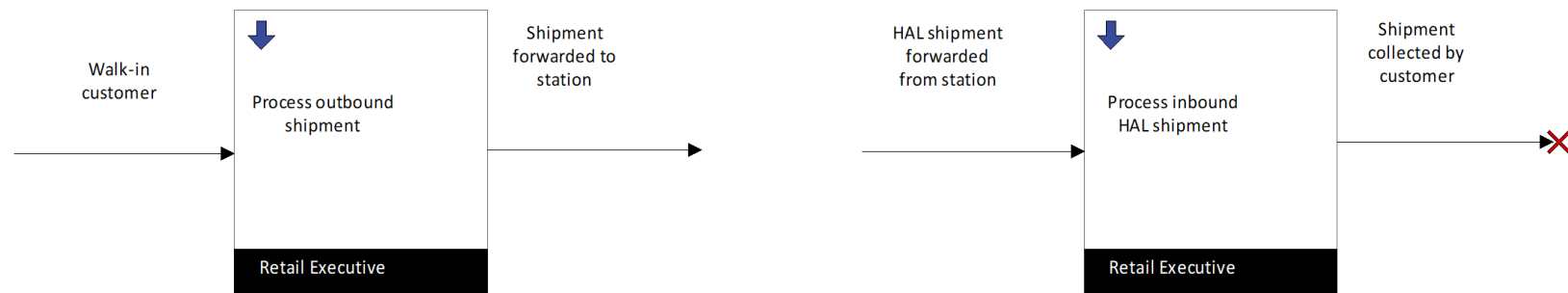Title: Resolve Request for Network Support
Author: Edwin Ramos
Date: 6/15/2010
Volume: 0.00 Per Second

Authorization: Authorized
Date: 9/6/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 3
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
Desktop / Customer Technology Support		Desktop / Customer Technology Support		Desktop / Customer Technology Support		Desktop / Customer Technology Support	

Mohamed Barakat	Edwin Ramos	Authorized	3
Owner	**Author**	**Status**	**Version**

Title: Resolve Request for Hardware & Software Support

Author: Edwin Ramos   Authorization: Authorized

Date: 6/15/2010   Date: 9/6/2018

Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat

Diagram Version: 3

Review Date: None

F.T.E.: 0.00

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

EGY - Retail

Walk-in customer

Process outbound shipment

Retail Executive

Shipment forwarded to station

HAL shipment forwarded from station

Process inbound HAL shipment

Retail Executive

Shipment collected by customer

Title: EGY - Retail
Author: Edwin Ramos
Date: 7/15/2018
Volume: 0.00 Per Second

Authorization: Authorized
Date: 3/20/2019
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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

Process Outbound Shipment

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

Refer to Package Acceptance Policy

Walk-in customer

Check & verify commodity/ item to be shipped

Retail Executive

Items acceptable for carriage

Accept the package

Retail Executive

Customer agreed to pay total charges

Process payment

Retail Executive

Payment completed

Process outbound transfer

Retail Executive

Shipment forwarded to station

Link to: Operations

Item not acceptable

Mohamed Barakat

Owner

Edwin Ramos

Author

Authorized

Status

1

Version

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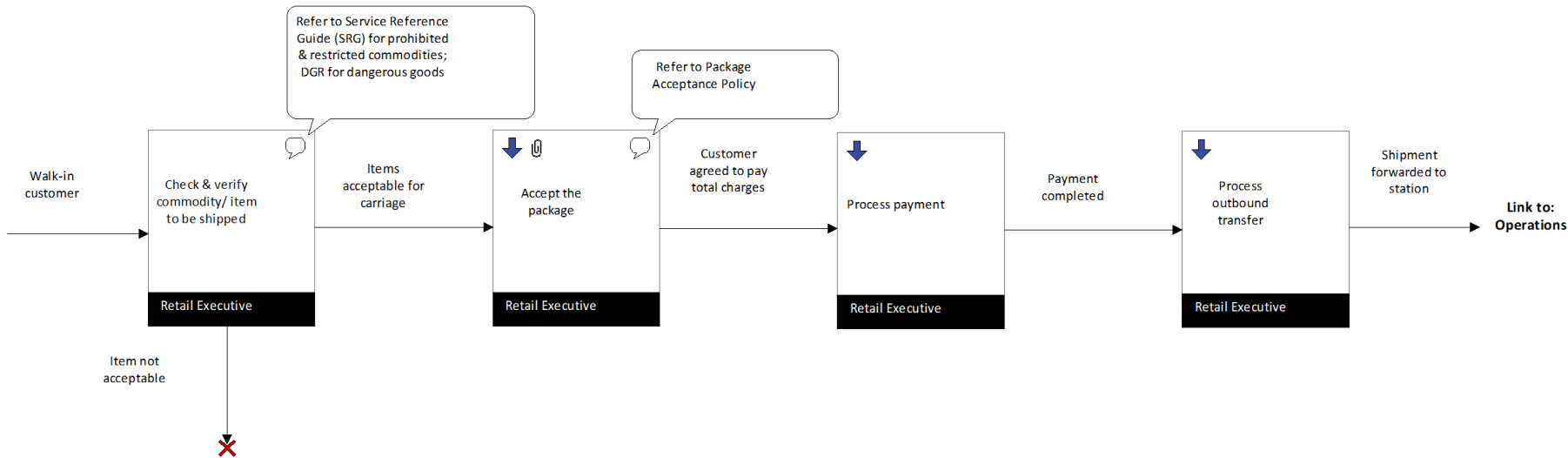Author: Edwin Ramos
Date: 10/26/2017
Volume: 0.00 Per Second

Authorization: Authorized
Date: 3/20/2019
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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

Package Acceptance

Items acceptable for carriage

Identify item/ commodity classification
Retail Executive

Document or Non-document

Commodity classified

Determine service type required by customer
Retail Executive

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

Service requirements known

Provide/ check packaging and labeling requirements
Retail Executive

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

Packaging standards met

Weigh the shipment
Retail Executive

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

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
Retail Executive

AWB & documentation complete

Determine insurance requirements as applicable
Retail Executive

Insurance requirements known

Compute tariff and other applicable charges
Retail Executive

Customer agreed to pay total charges

Mohamed Barakat
Owner

Edwin Ramos
Author

Authorized
Status

1
Version

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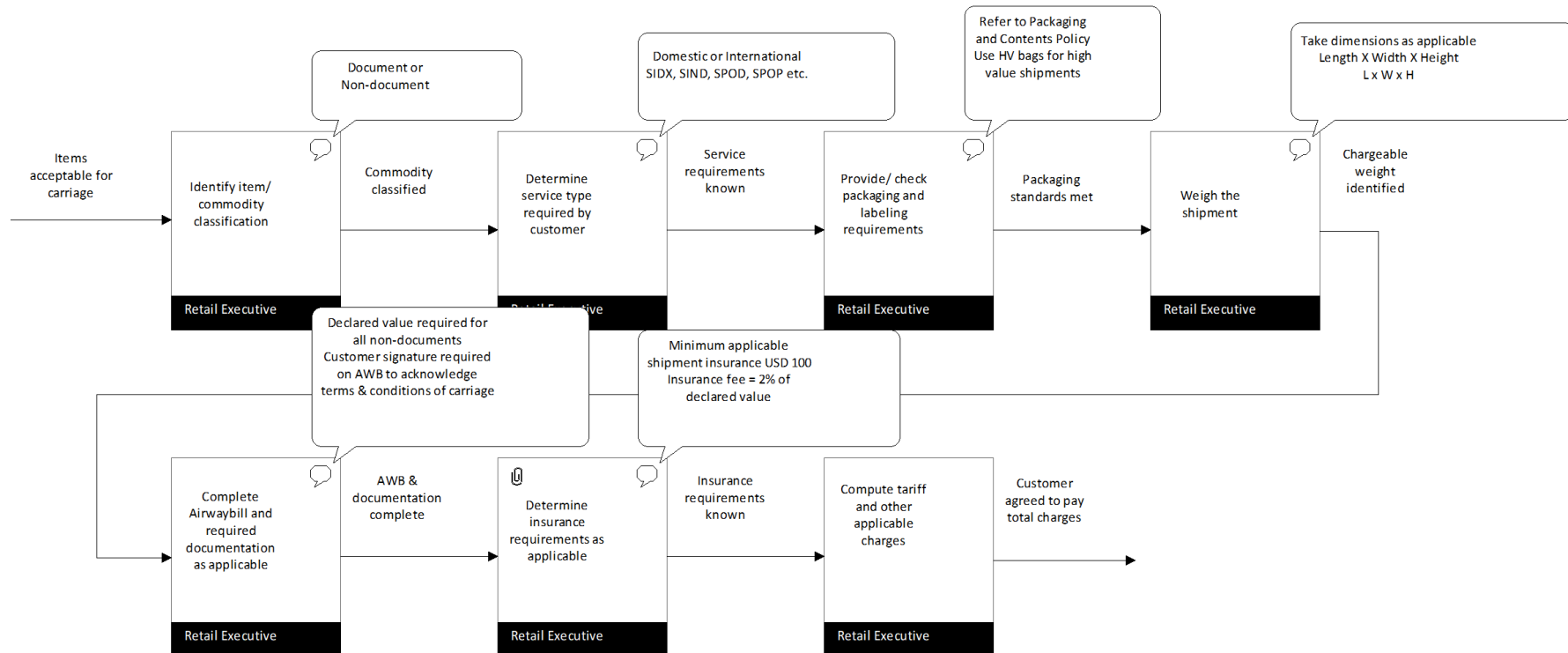Volume: 0.00 Per Second

Authorization: Authorized
Date: 3/20/2019
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
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

Retail Executive

Customer pays cash

Cash in EGY Pounds only Foreign currencies and cheque not acceptable

Accept cash

Retail Executive

Cash received

Issue official receipt to customer

Retail Executive

Payment completed

Mohamed Barakat
Owner

Edwin Ramos
Author

Authorized
Status

2
Version

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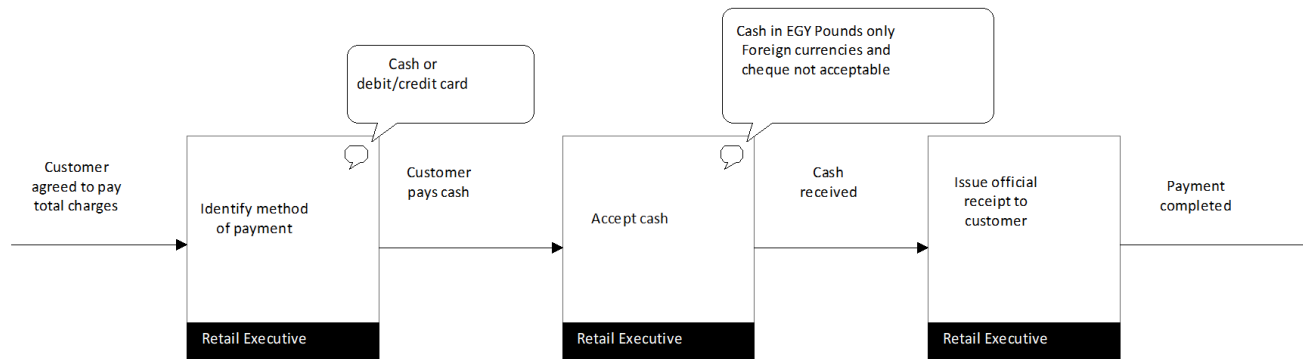Author: Edwin Ramos
Date: 10/30/2017
Volume: 0.00 Per Second

Authorization: Authorized
Date: 4/13/2020
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

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

Process Outbound Transfer

Mohamed Barakat	Edwin Ramos	Authorized	1	
Owner	**Author**	**Status**	**Version**	

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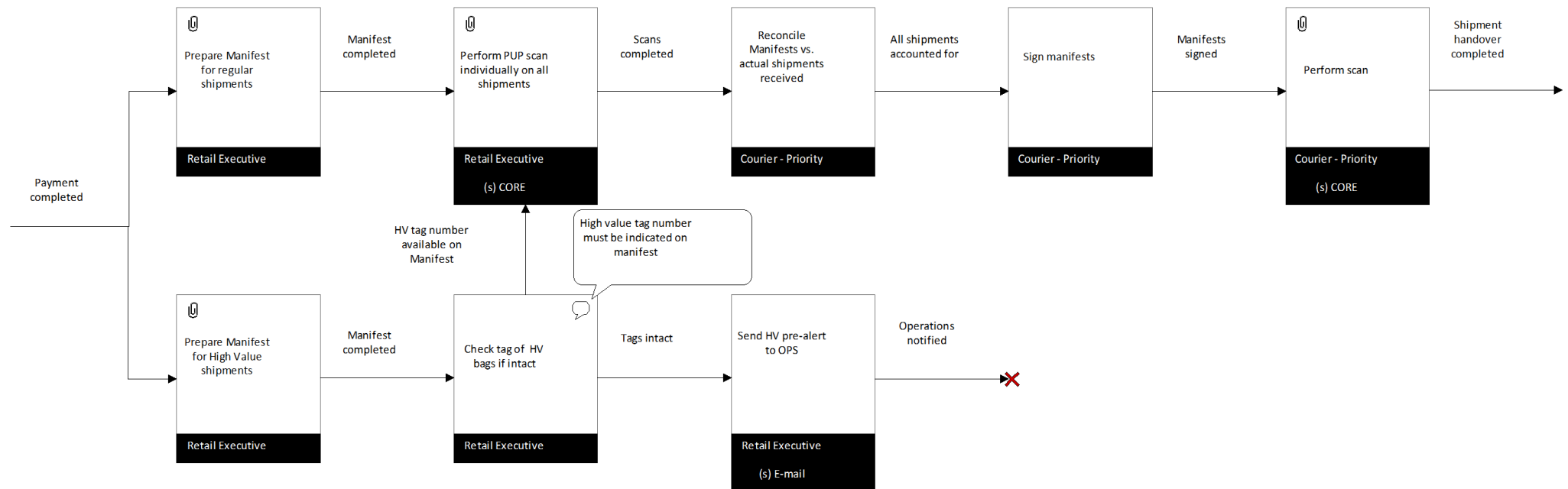Volume: 0.00 Per Second

Authorization: Authorized
Date: 3/20/2019
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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

Process Inbound HAL Shipment

HAL shipment forwarded from station

Reconcile actual HAL shipments vs. manifest
Retail Executive

No discrepancy found

RSE signs the manifest

Accept inbound HAL shipments
Retail Executive

Hand-over complete

Perform RTI scan individually on all shipments received
Retail Executive
(s) CORE

Scan completed

Ticket opened for UTL Section

Link To: Process UTL Shipments

New customer details/
Call landline, mobile, or send text message

Notify customer to collect shipment at RSC
Retail Executive

Customer responded, shipment for collection

Process shipment handover to customer
Retail Executive

Shipment collected by customer

Discrepancy found

Advise overage/ shortage to Station via email
Retail Executive

System updated

Shipment for delivery/ transfer

Process shipment for handover to OPS
Retail Executive

Shipment handed-over to courier

Link to: Operations Process

Mohamed Barakat
Owner

Edwin Ramos
Author

Authorized
Status

1
Version

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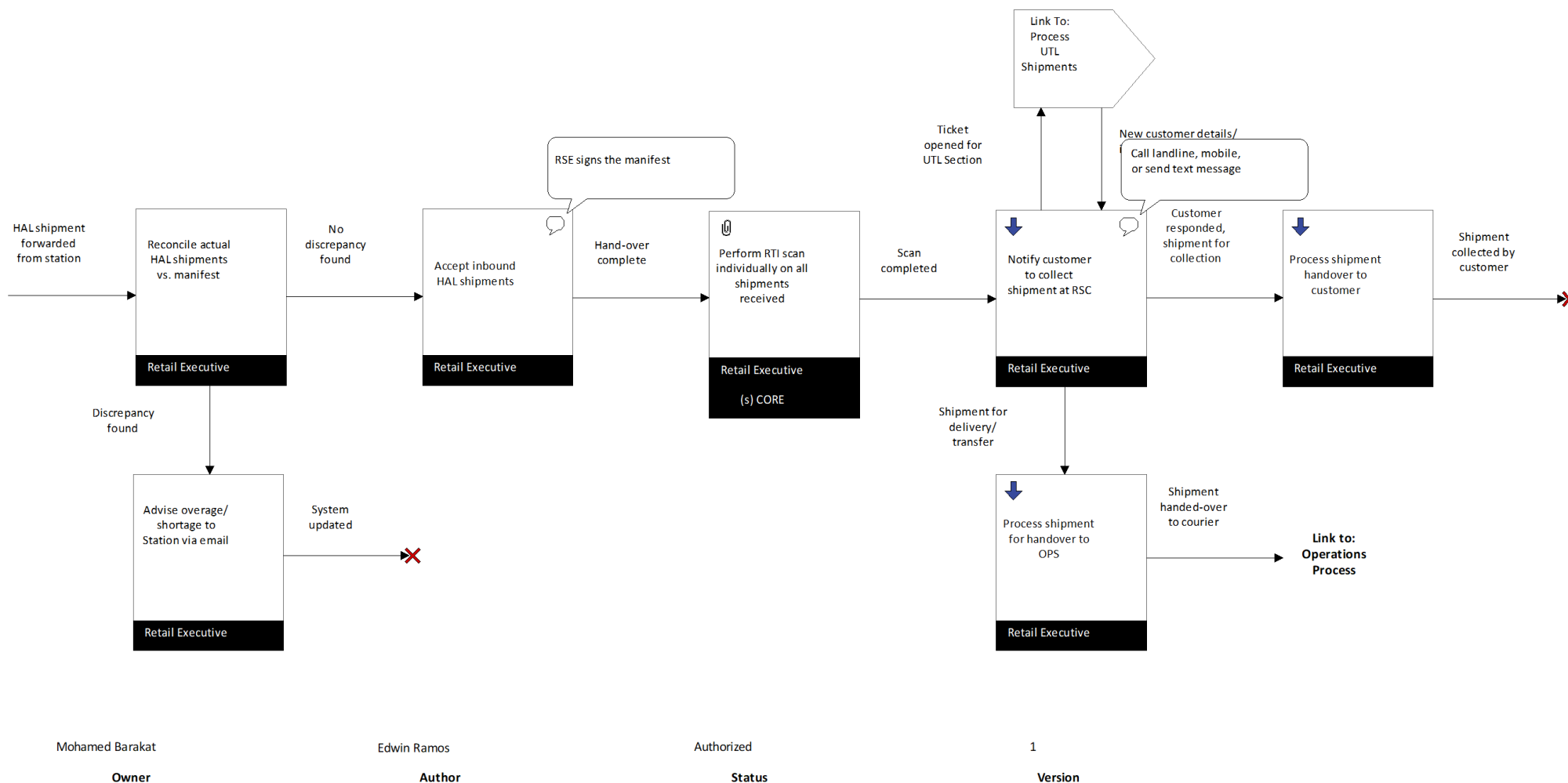Date: 10/26/2017
Volume: 0.00 Per Second

Authorization: Authorized
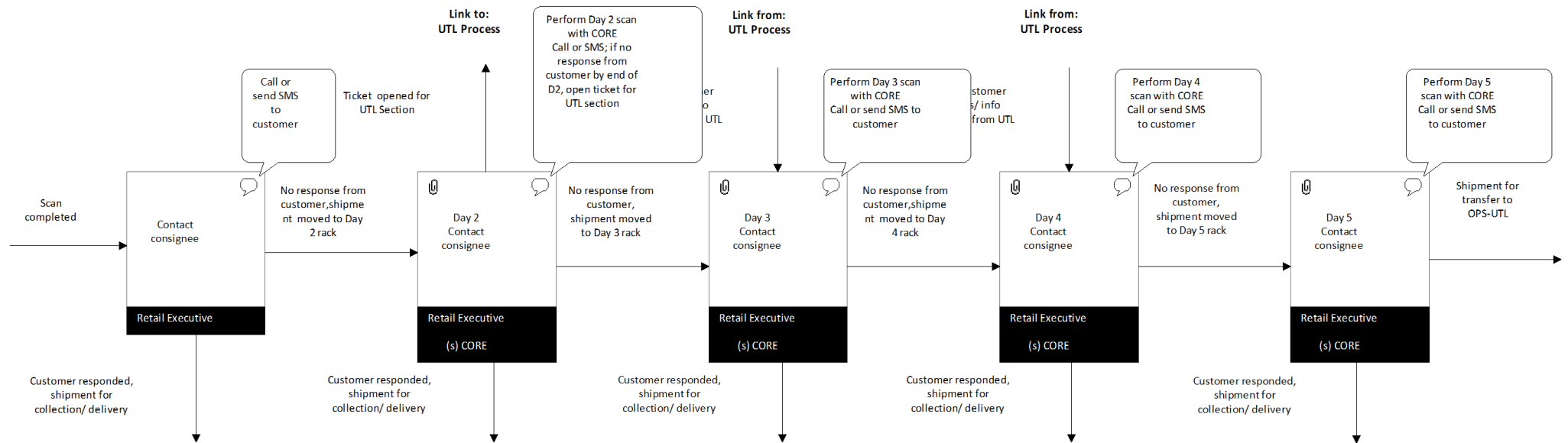Date: 3/20/2019
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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

smsa Express

Notify Customer

Link to:
UTL Process

Link from:
UTL Process

Link from:
UTL Process

Call or
send SMS
to
customer

Ticket opened for
UTL Section

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

Scan
completed

Contact
consignee

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

Day 2
Contact
consignee

No response from
customer,
shipment moved
to Day 3 rack

Day 3
Contact
consignee

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

Day 4
Contact
consignee

No response from
customer,
shipment moved
to Day 5 rack

Day 5
Contact
consignee

Shipment for
transfer to
OPS-UTL

Retail Executive

Retail Executive
(s) CORE

Retail Executive
(s) CORE

Retail Executive
(s) CORE

Retail Executive
(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

Mohamed Barakat	Edwin Ramos	Authorized	1
Owner	**Author**	**Status**	**Version**

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

Authorization: Authorized
Date: 3/20/2019
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
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

Retail Executive

Customer identity established

Collect cash for COD & Duty Shipments

Retail Executive

Cash collected

Ask customer to sign Proof of Delivery

Retail Executive

POD completed

Apply POD scan

Retail Executive

(s) CORE

Shipment collected by customer

Cash remittance

Link to:
FIN - Collections

Mohamed Barakat

Owner

Edwin Ramos

Author

Authorized

Status

1

Version

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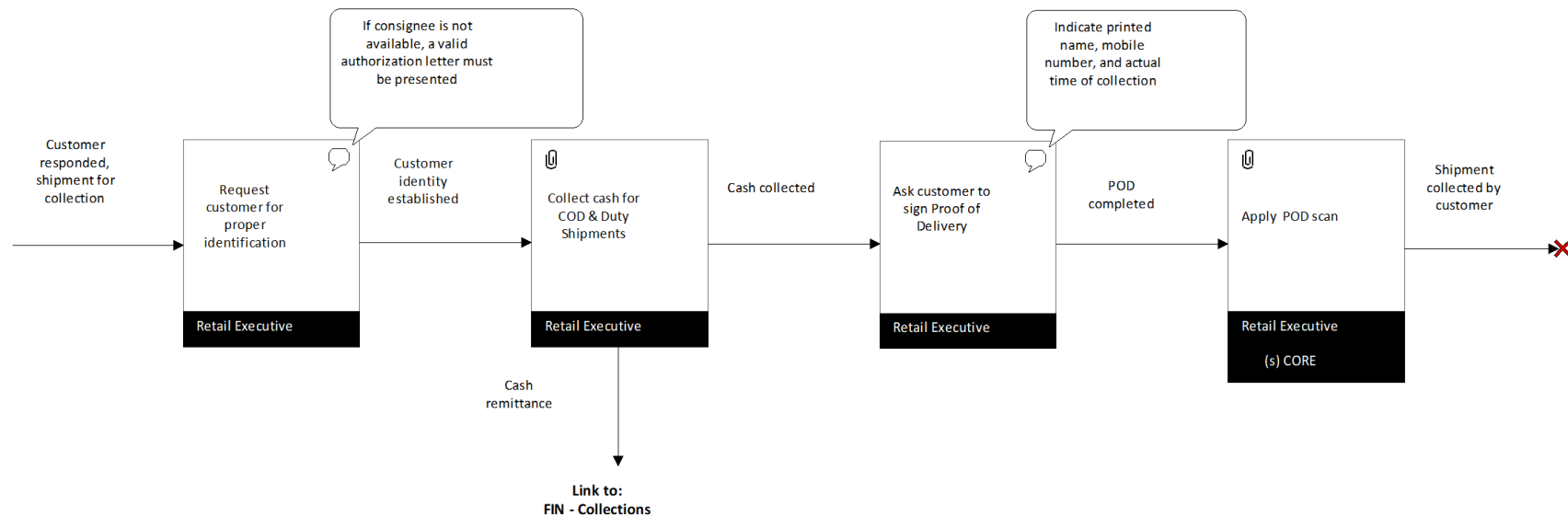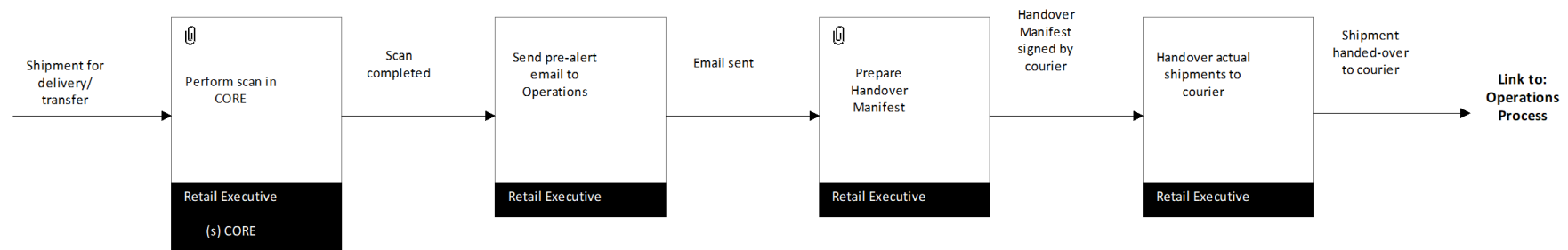Date: 10/29/2017
Volume: 0.00 Per Second

Authorization: Authorized
Date: 3/20/2019
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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

smsa Express

Shipment Handover to OPS

Shipment for delivery/ transfer →

Perform scan in CORE

Retail Executive

(s) CORE

→ Scan completed →

Send pre-alert email to Operations

Retail Executive

→ Email sent →

Prepare Handover Manifest

Retail Executive

→ Handover Manifest signed by courier →

Handover actual shipments to courier

Retail Executive

→ Shipment handed-over to courier →

Link to: Operations Process

Mohamed Barakat	Edwin Ramos	Authorized	1
Owner	**Author**	**Status**	**Version**

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

Authorization: Authorized
Date: 3/20/2019
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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

SMSU Express

Page is under construction

Title:
Author: Edwin Ramos
Date: 10/18/2010
Volume: 0.00 Per Second

Authorization: Authorized
Date: 10/11/2023
Cost Per Second: $,3.5,E-0317

Owner: Edwin Ramos
Diagram Version: 3
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: Authorized
Date: 2/16/2025
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
Review Date: None
F.T.E.:   0.00

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

Process Sales Inquiry

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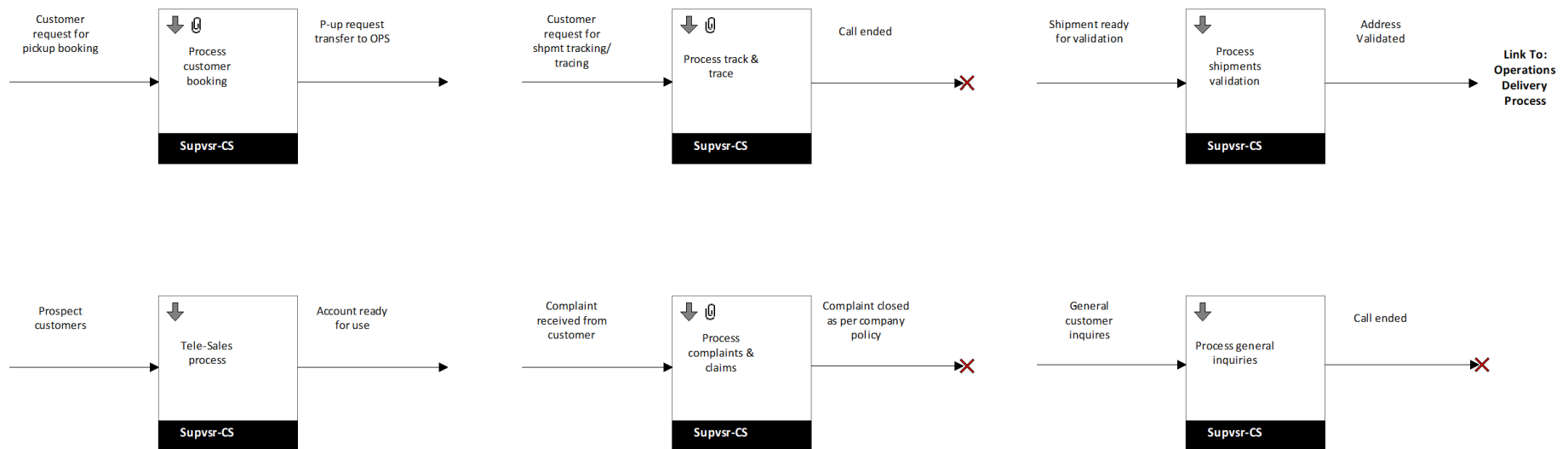Date: 11/10/2019
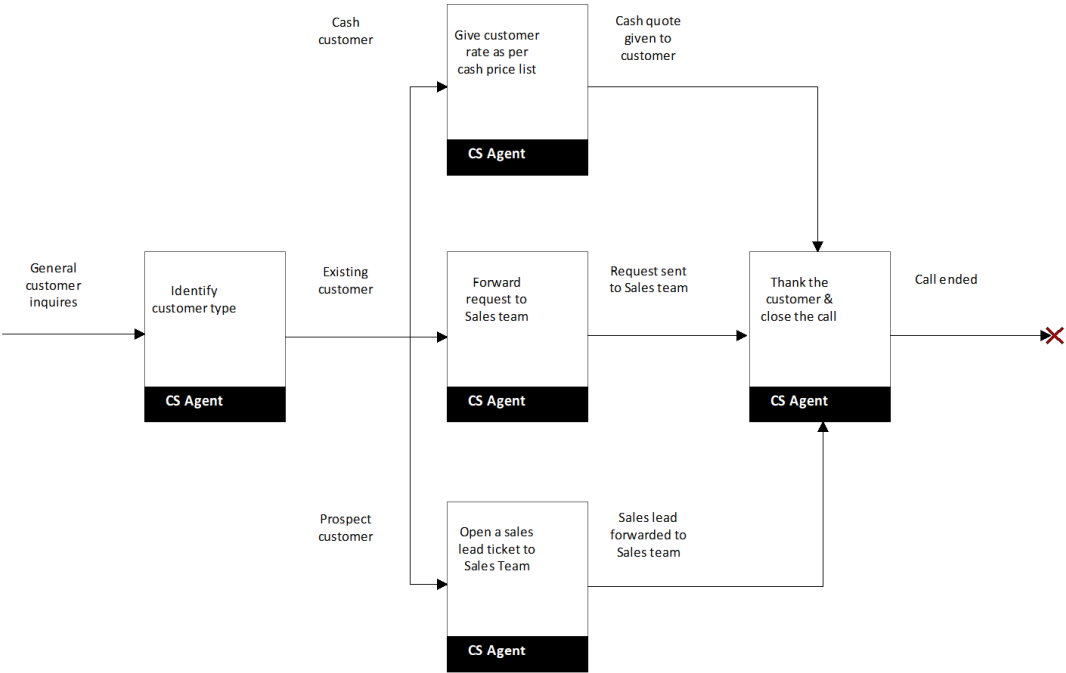Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/16/2025
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
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

Log Complaint

CS Agent

Complain Registered

Acknowledge complaint to customer

CS Agent

International complaint

Open Trace

CS Agent

Trace created

Follow up on Trace

CS Agent

Complaint closed as per company policy

Domestic complaint

Send email to appropriate dept. for investigation

CS Agent

Title: Process Complaints & Claims	Owner: Mohamed Barakat	○ Actions
Author: Edwin Ramos	Diagram Version: 1	● Change Log
Date: 11/10/2019	Review Date: None	○ Change Requests
Volume: 0.00 Per Second	Cost Per Second: $,3.5,E-0317	F.T.E.: 0.00

Authorization: Authorized
Date: 2/16/2025

○ Feedback
○ Keywords
● Read Only

Process Track & Trace

i.e. shipment status, location, etc.

Customer request for shpmt tracking/ tracing	Gather relevant information from customer	Relevant information gathered	Provide shipment details/ update to customer	Customer provided with updates	Confirm if customer have any special instructions	Special instructions confirmed	Thank the customer & close the call	Call ended
	CS Agent		CS Agent		CS Agent		CS Agent	

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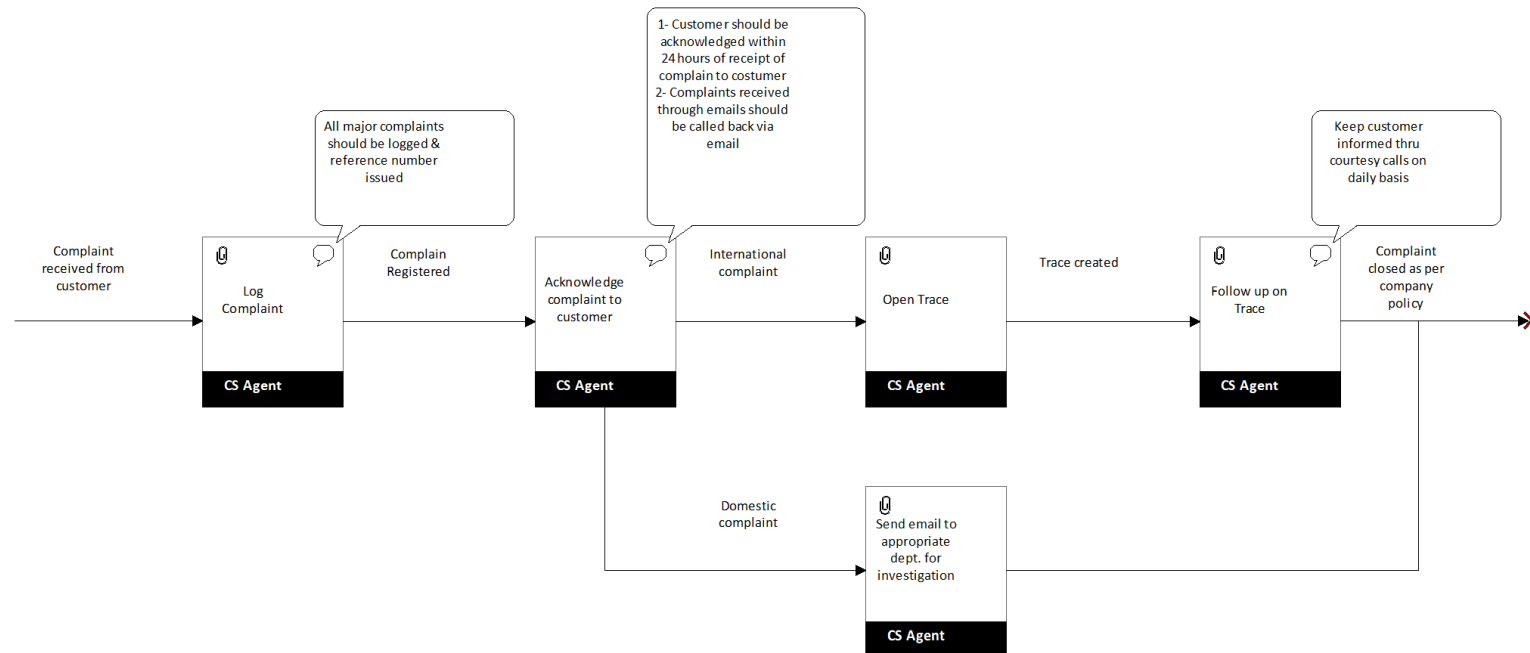Author: Edwin Ramos
Date: 11/10/2019
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/16/2025
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
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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: Authorized
Date: 2/16/2025
Cost Per Second: $,3.5,E-0317

Owner: Mohamed Barakat
Diagram Version: 1
Review Date: None
F.T.E.: 0.00
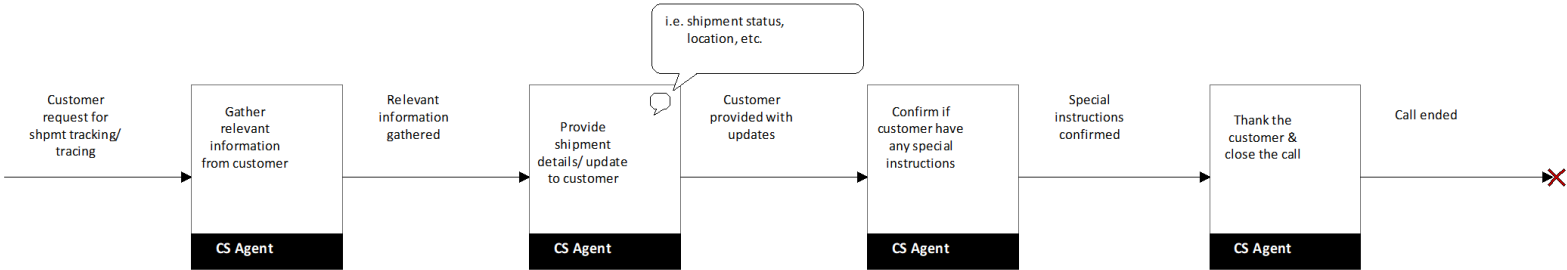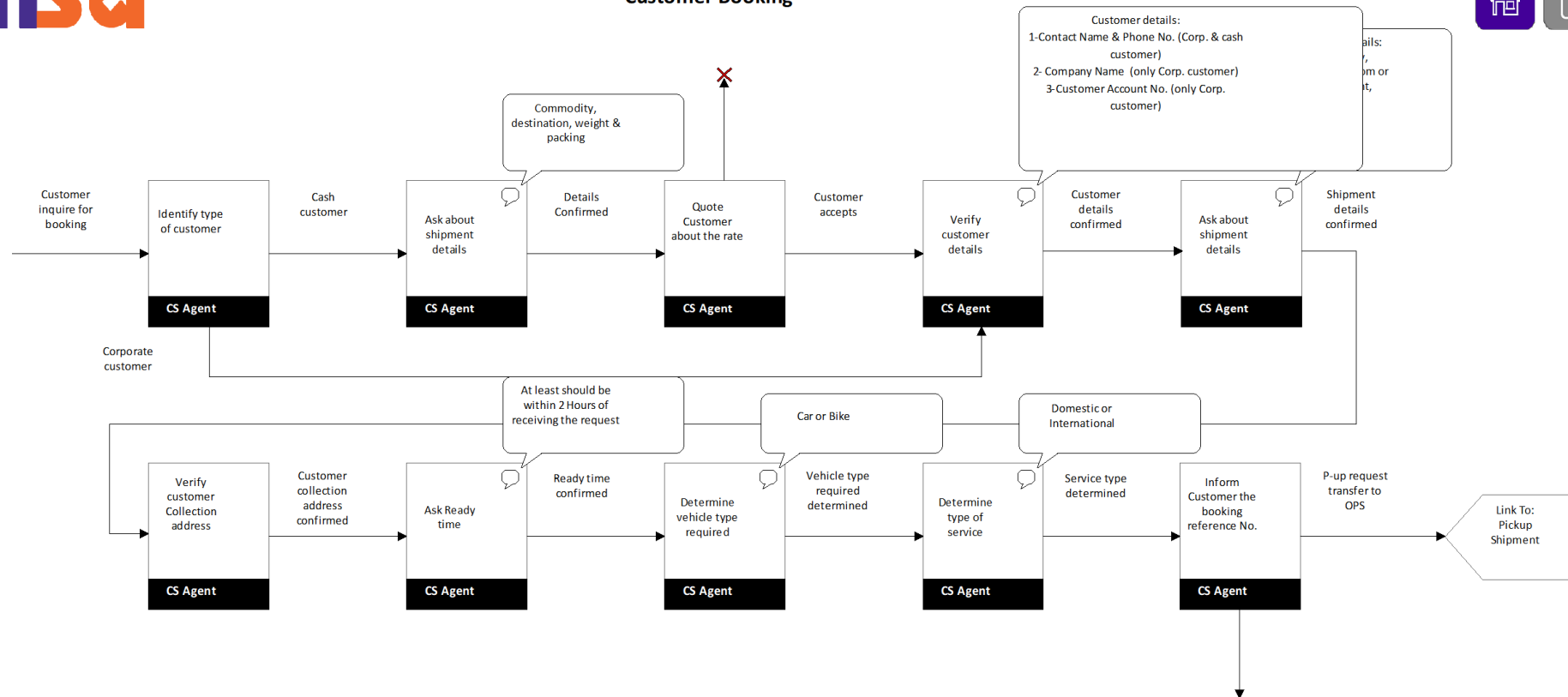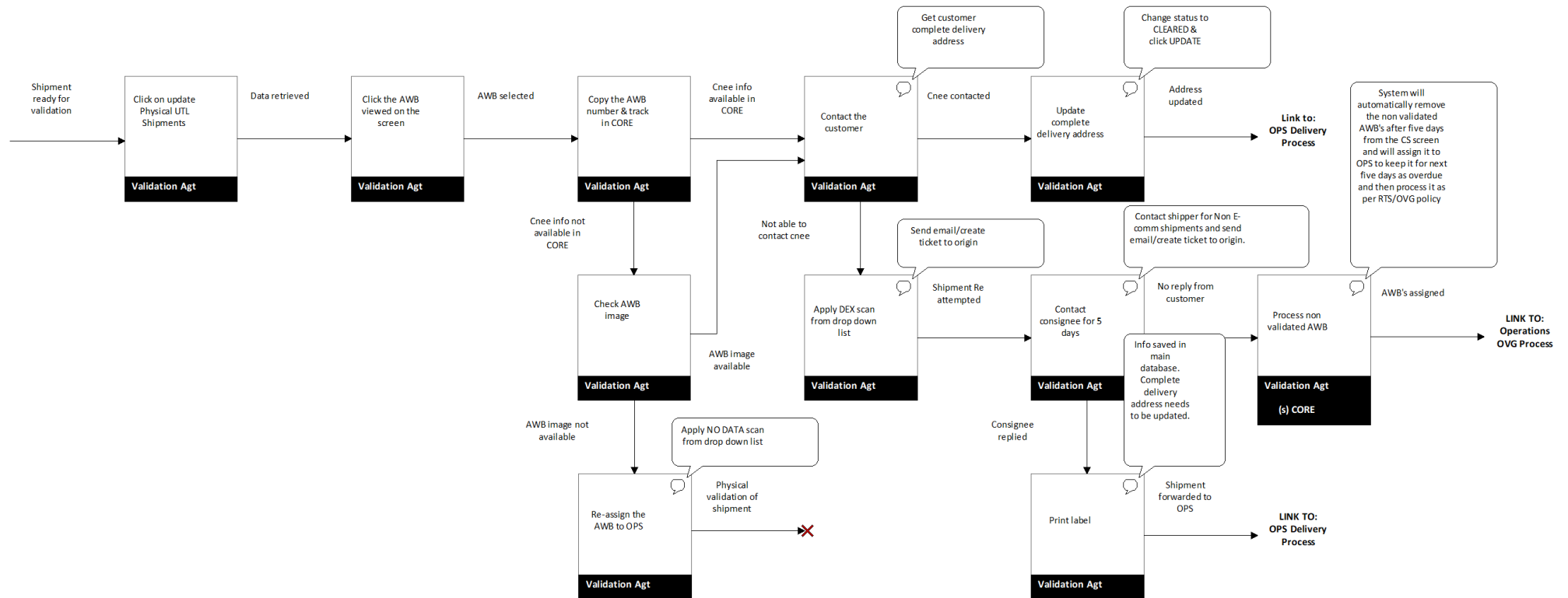
○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Shipments Validation

Shipment ready for validation →

Click on update Physical UTL Shipments
Validation Agt

Data retrieved →

Click the AWB viewed on the screen
Validation Agt

AWB selected →

Copy the AWB number & track in CORE
Validation Agt

Cnee info available in CORE →

Contact the customer
Validation Agt
(Get customer complete delivery address)

Cnee contacted →

Update complete delivery address
Validation Agt
(Change status to CLEARED & click UPDATE)

Address updated →

Link to: OPS Delivery Process

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

Cnee info not available in CORE →

Check AWB image
Validation Agt

AWB image available →

Not able to contact cnee →

Apply DEX scan from drop down list
Validation Agt
(Send email/create ticket to origin)

Shipment Re attempted →

Contact consignee for 5 days
Validation Agt

No reply from customer →

Process non validated AWB
Validation Agt (s) CORE
(Contact shipper for Non E-comm shipments and send email/create ticket to origin.)

AWB's assigned →

LINK TO: Operations OVG Process

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

AWB image not available →

Re-assign the AWB to OPS
Validation Agt

Physical validation of shipment (Apply NO DATA scan from drop down list) ✖

Consignee replied →

Print label
Validation Agt

Shipment forwarded to OPS →

LINK TO: OPS Delivery Process

○ Actions   ○ Feedback
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Tele Sales Process

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)

Proposal completed — **Prepare proposal** — TS Exec

Submit rate card (RFR) & define required discount — TS Exec — Within TS Authority Matrix

Above TS Authority Matrix — **Obtain necessary approval** — TS Exec — Management approval obtained

Customer doesn't have CR & TX (E-Comm Customers) — **Compile & send the documents** — TS Exec — Sent to Sales Admin

Review submitted documents — Sales Admin

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

Prospect customer qualified

Prospect customers — **Contact prospect customers for business profiling** — TS Exec

Prospect customer not qualified

Submit price to customer — TS Exec — Pricing received by customer

Fill contract data — TS Exec

Customer has CR & TX (Corporate Customers) — **Compile & send the documents** — TS Exec

Get required approvals — Sales Admin

Informing customer his username & password for Samlite or E-com system

within two (2) working days

Issue account number & create account — Sales Admin — (s) SDM — (s) SIEBEL — New customer account created

Request account credentials from IT Dept in KSA — Sales Admin — Account credentials provided

Submit soft copy of signed contract — TS Exec — Submitted to FIN Dept.

Inform customer & Customer Service — TS Exec — Account ready for use

Title:	Tele Sales Process		Owner:	Mohamed Barakat	○ Actions	○ Feedback
Author:	Edwin Ramos	Authorization: Authorized	Diagram Version:	1	● Change Log	○ Keywords
Date:	2/13/2025	Date: 2/16/2025	Review Date:	None	○ Change Requests	● Read Only
Volume:	0.00 Per Second	Cost Per Second: $,3.5,E-0317	F.T.E.:	0.00		