



SMSA Express - Jordan



SLS



OPS



FIN



SSC



CSD

Title: SMSA Express - Jordan  
 Author: Edwin Ramos  
 Date: 1/23/2022  
 Volume: 0.00 Per Second

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

Owner: Assem Salim Jarbou  
 Diagram Version: Draft Copy  
 Review Date: None  
 F.T.E.: 0.00

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



## JOR Customer Service



Contact  
Center



Customer  
Care

Title: JOR Customer Service  
Author: Nouf Al Rammah  
Date: 9/11/2020  
Volume: 0.00 Per Second

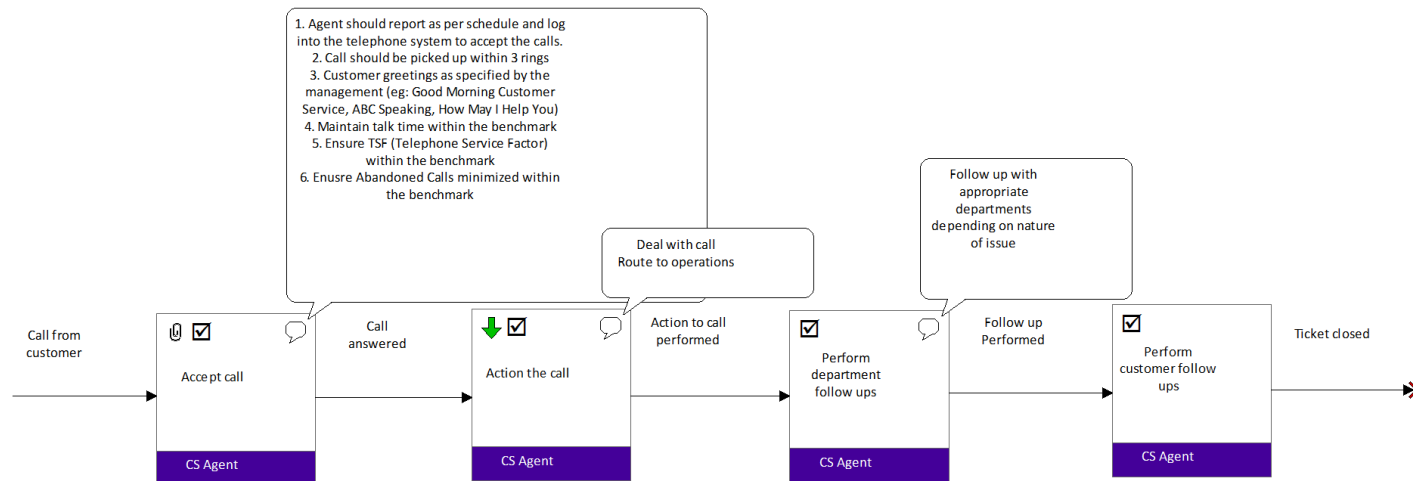
Authorization: Update Pending  
Cost Per Second: \$ ,3.5,E-0317

Owner: Assem Salim Jarbou  
Diagram Version: Draft Copy  
Review Date: None  
F.T.E.: 0.00

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



## CSD - Contact Center



Title: CSD - Contact Center  
 Author: Nouf Al Rammah  
 Date: 9/11/2020  
 Volume: 0.00 Per Second

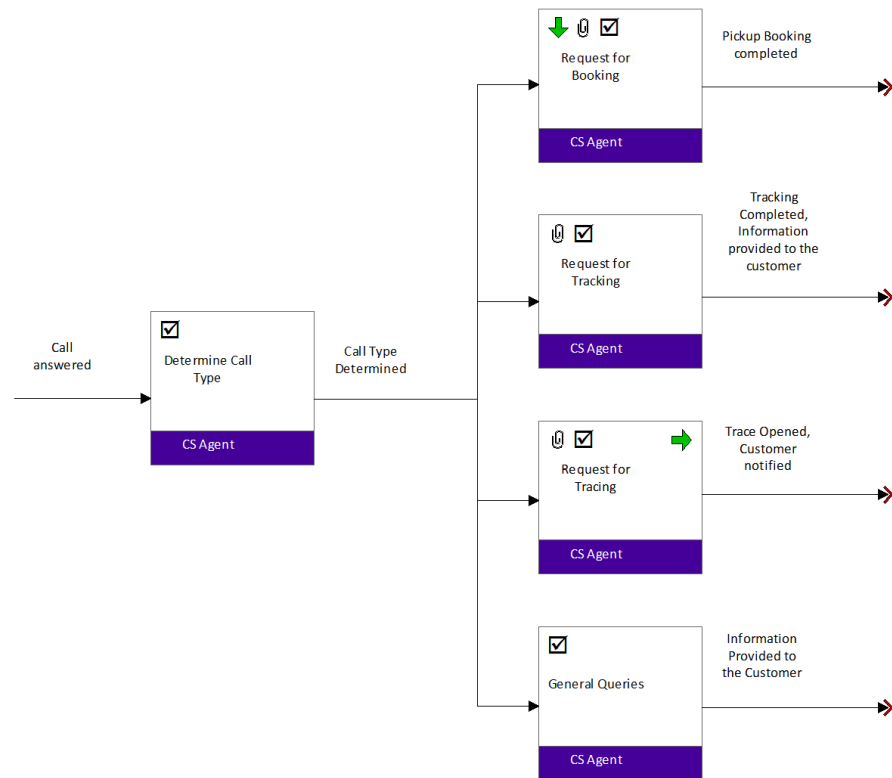
Authorization: Update Pending  
 Cost Per Second: \$ ,3.5,E-0317

Owner: Assem Salim Jarbou  
 Diagram Version: Draft Copy  
 Review Date: None  
 F.T.E.: 0.00

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



## Action the Call



Title: Action the Call  
 Author: Nouf Al Rammah  
 Date: 9/11/2020  
 Volume: 0.00 Per Second

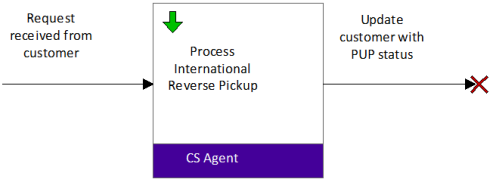
Authorization: Update Pending  
 Cost Per Second: \$ ,3.5,E-0317

Owner: Assem Salim Jarbou  
 Diagram Version: Draft Copy  
 Review Date: None  
 F.T.E.: 0.00

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

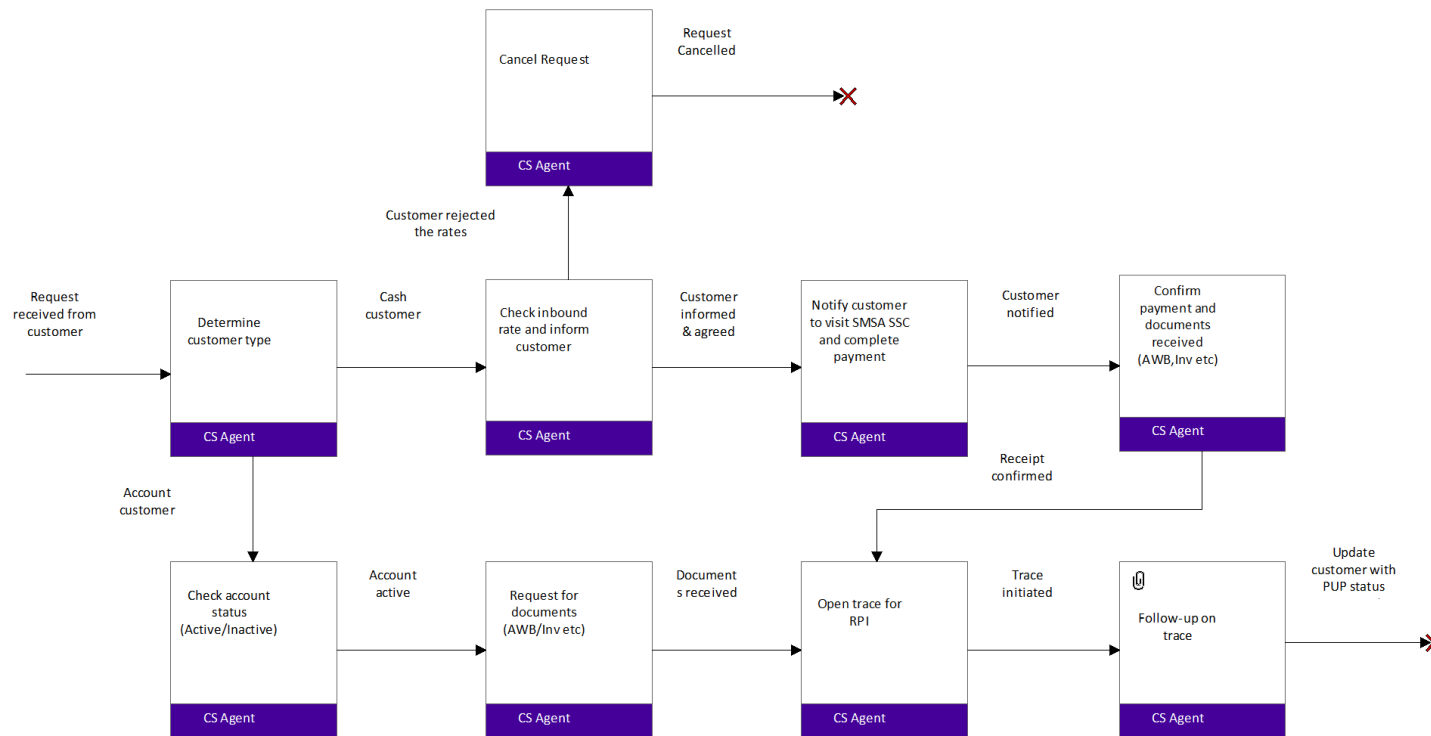


Request for Booking





## Process International Reverse Pickup



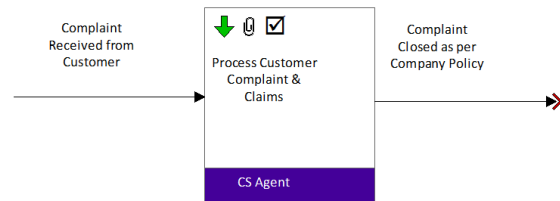
Title: Process International Reverse Pickup  
 Author: Nouf Al Rammah  
 Date: 9/11/2020  
 Volume: 0.00 Per Second  
 Authorization: Update Pending  
 Cost Per Second: \$ ,3.5,E-0317

Owner: Assem Salim Jarbou  
 Diagram Version: Draft Copy  
 Review Date: None  
 F.T.E.: 0.00

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



## CSD - Customer Care



Title: CSD - Customer Care  
 Author: Nouf Al Rammah  
 Date: 9/11/2020  
 Volume: 0.00 Per Second

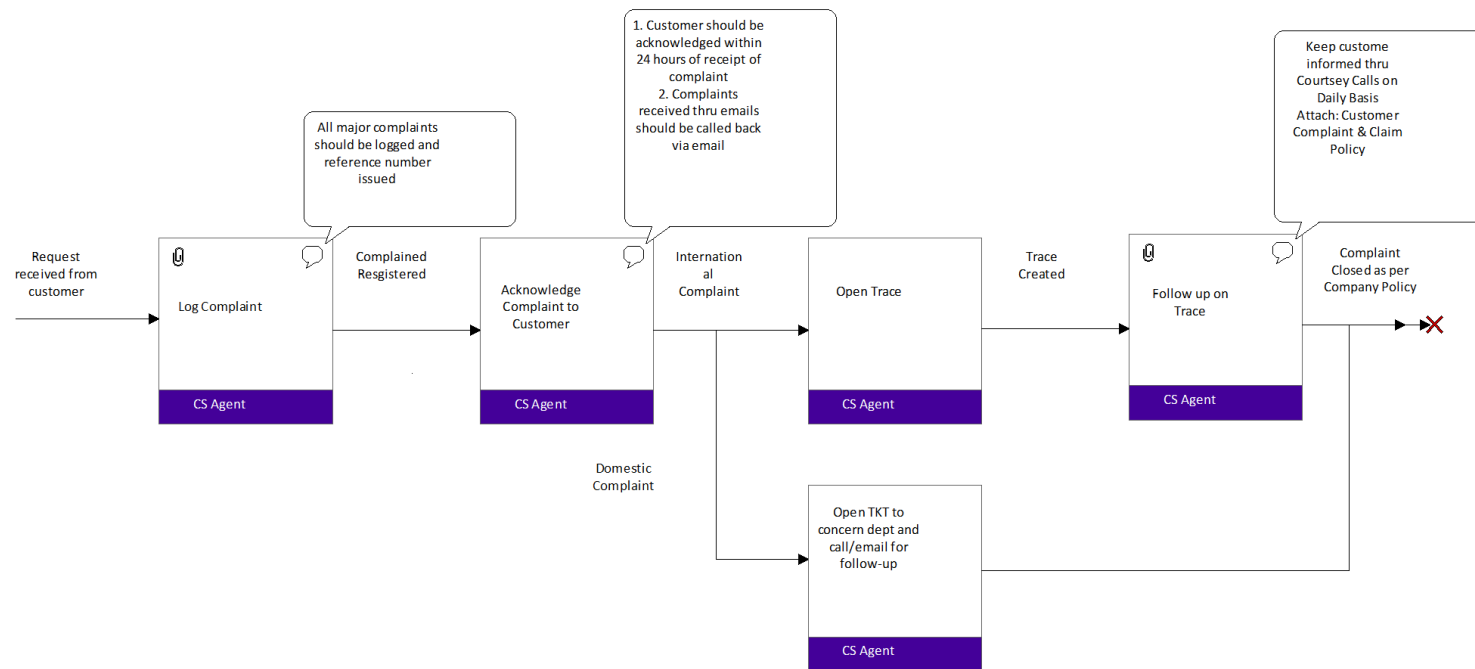
Authorization: Update Pending  
 Cost Per Second: \$ ,3.5,E-0317

Owner: Assem Salim Jarbou  
 Diagram Version: Draft Copy  
 Review Date: None  
 F.T.E.: 0.00

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



## Process Customer Complaint &amp; Claims



Title: Process Customer Complaint & Claims  
 Author: Nouf Al Rammah  
 Date: 9/11/2020  
 Volume: 0.00 Per Second  
 Authorization: Update Pending  
 Cost Per Second: \$ ,3.5,E-0317

Owner: Assem Salim Jarbou  
 Diagram Version: Draft Copy  
 Review Date: None  
 F.T.E.: 0.00

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





JOR Operations



FFL

Title: JOR Operations  
Author: Nouf Al Rammah  
Date: 1/7/2025  
Volume: 0.00 Per Second

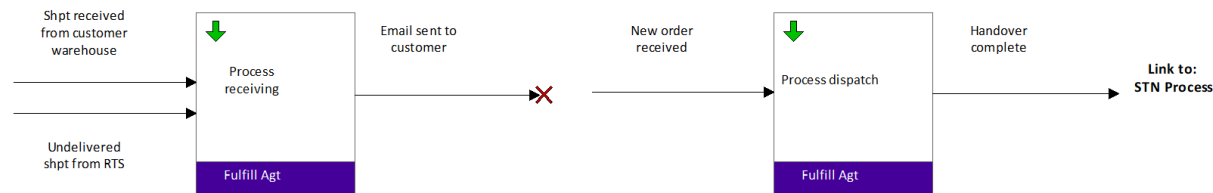
Authorization: Update Pending  
Cost Per Second: \$ ,3.5,E-0317

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

☐ Actions ☐ Feedback  
☒ Change Log ☐ Keywords  
☐ Change Requests ☐ Read Only



## JOR Fulfillment



Title: JOR Fulfillment  
Author: Nouf Al Rammah  
Date: 1/9/2025  
Volume: 0.00 Per Second

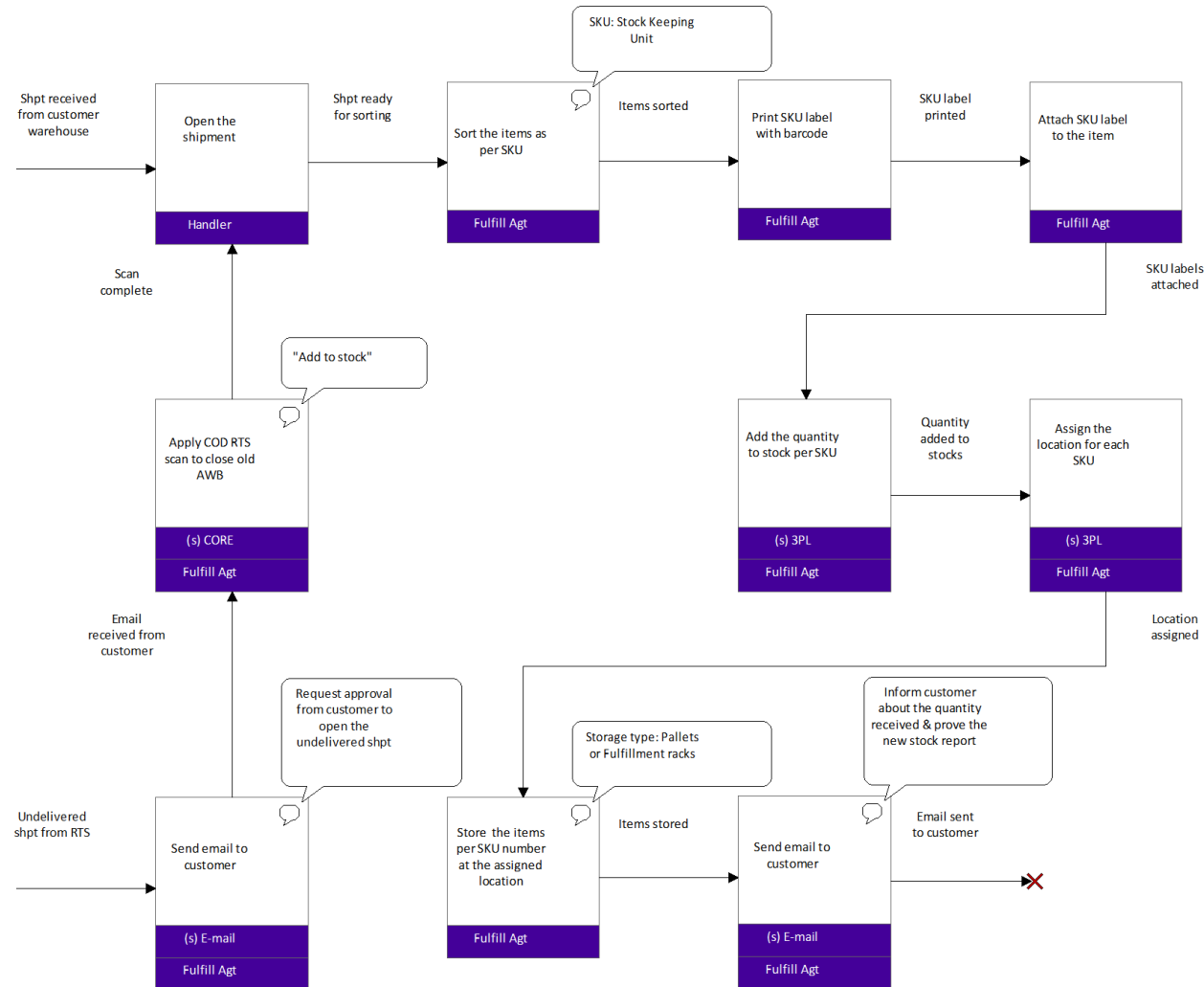
Authorization: Update Pending  
Cost Per Second: \$ ,3.5,E-0317

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

☐ Actions ☐ Feedback  
☒ Change Log ☐ Keywords  
☐ Change Requests ☐ Read Only



## Process Receiving



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

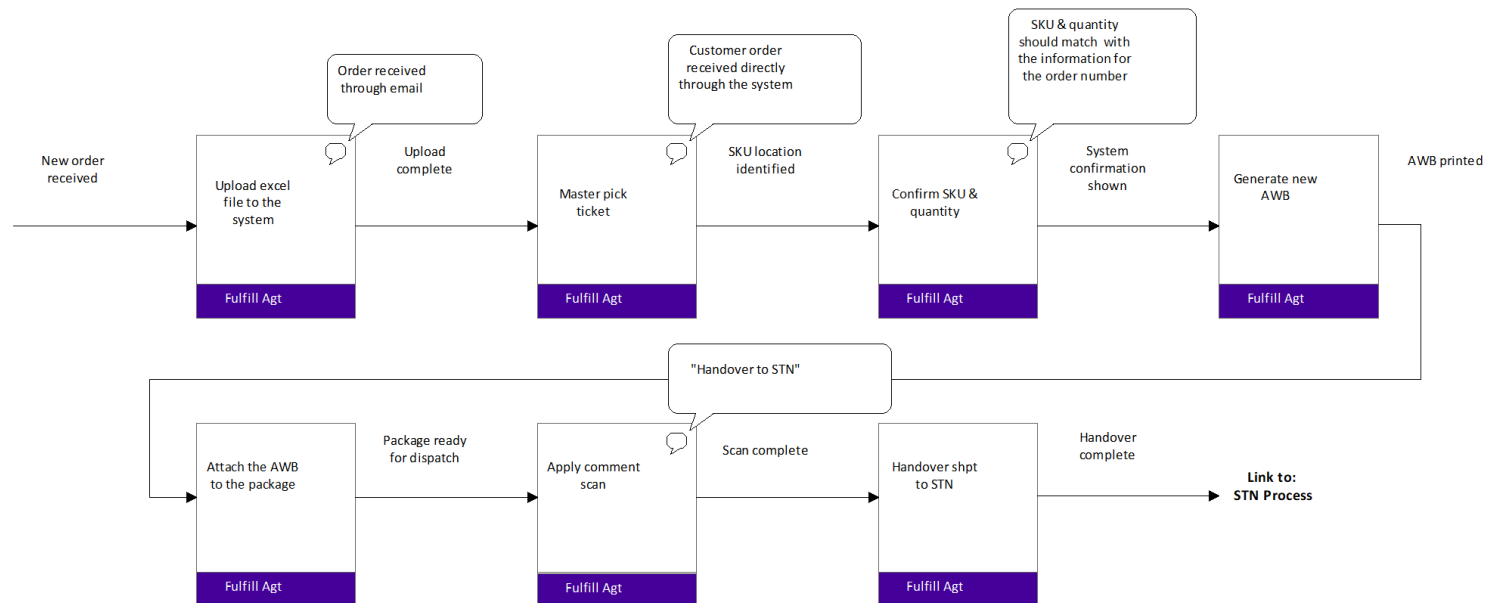
Authorization: Update Pending  
 Cost Per Second: \$ ,3.5,E-0317

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

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



## Process Dispatch



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

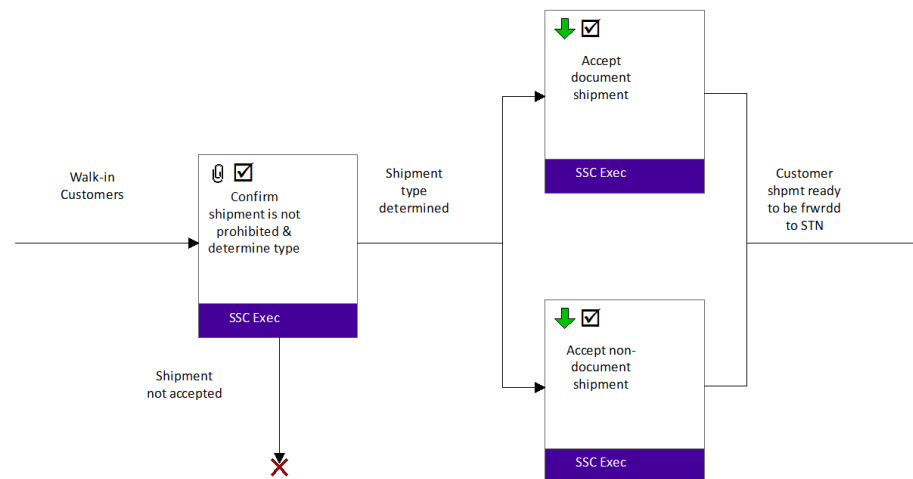
Authorization: Update Pending  
 Cost Per Second: \$ ,3.5,E-0317

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

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



JOR SSC Department



Title: JOR SSC Department  
 Author: Nouf Al Rammah  
 Date: 1/7/2025  
 Volume: 0.00 Per Second

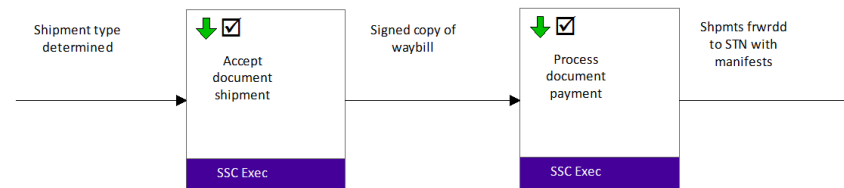
Authorization: Update Pending  
 Cost Per Second: \$ ,3.5,E-0317

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

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



## Accept document shipment



Title: Accept document shipment  
Author: Nouf Al Rammah  
Date: 1/7/2025  
Volume: 0.00 Per Second

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

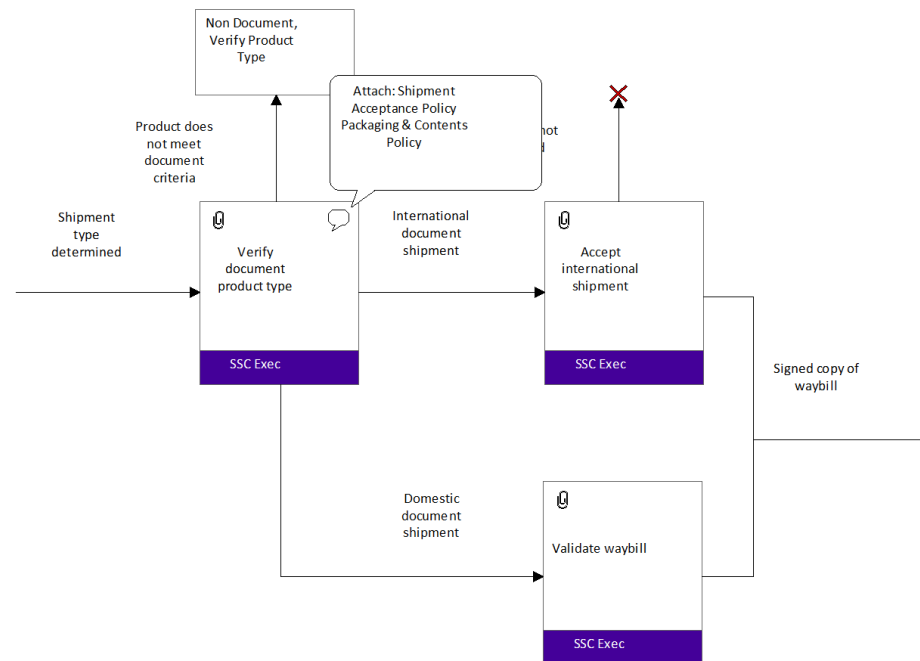
Owner: Nouf Al Rammah  
Diagram Version: Draft Copy  
Review Date: None  
F.T.E.: 0.00

○ Actions  
● Change Log  
○ Change Requests

○ Feedback  
○ Keywords  
○ Read Only



## Accept Document Shipment



Title: Accept Document Shipment  
 Author: Mohammed Ahmed Khan  
 Date: 8/8/2020  
 Volume: 0.00 Per Second

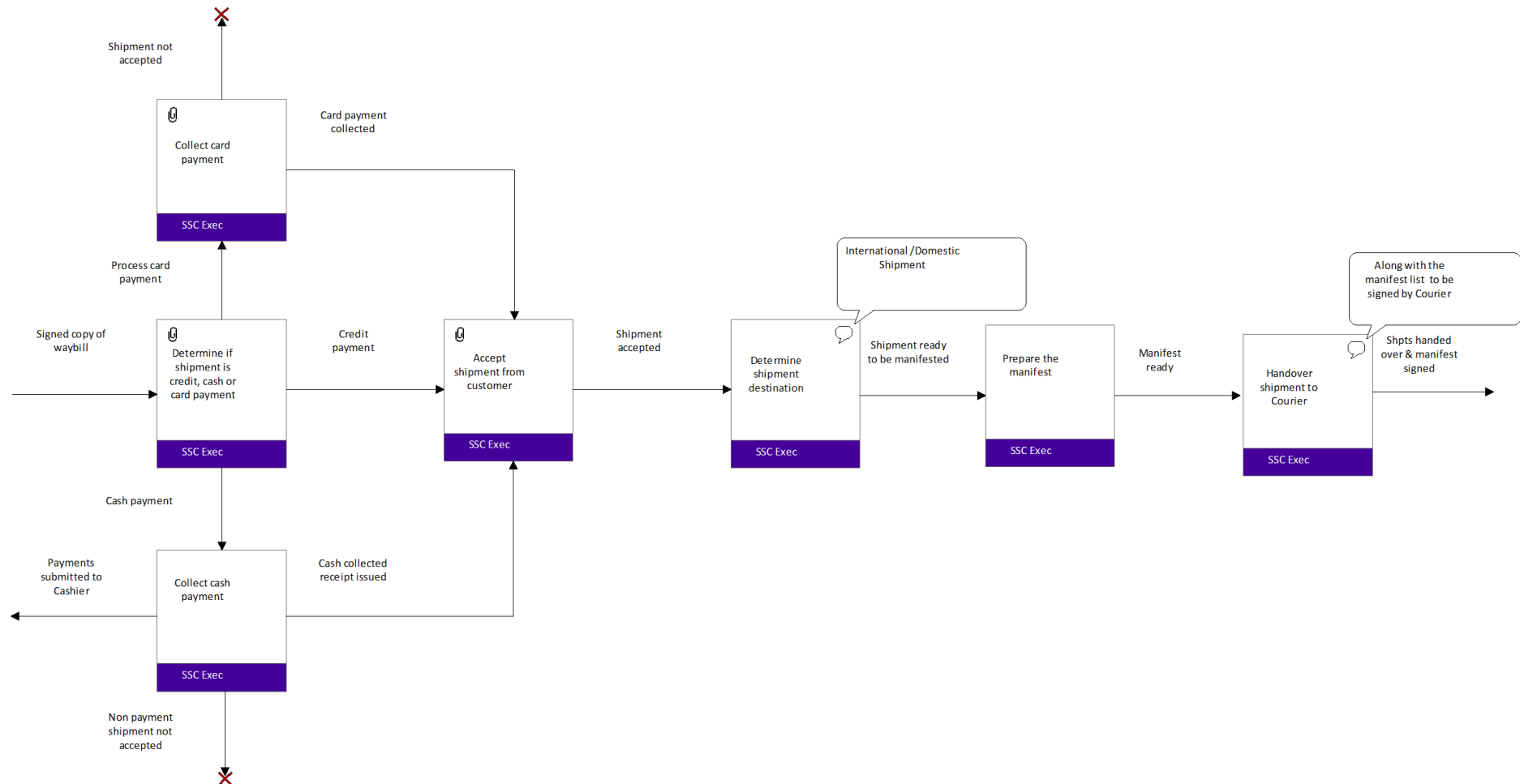
Authorization: Update Pending  
 Cost Per Second: \$ ,3.5,E-0317

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

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



## Process Document Payment



Title: Process Document Payment  
 Author: Mohammed Ahmed Khan  
 Date: 8/8/2020  
 Volume: 0.00 Per Second

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

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

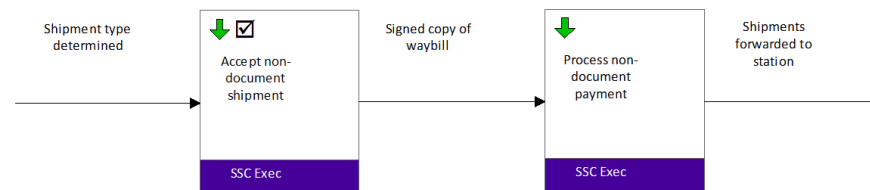
○ Actions  
 ● Change Log  
 ○ Change Requests

○ Feedback  
 ● Keywords  
 ○ Read Only





## Accept non-document shipment



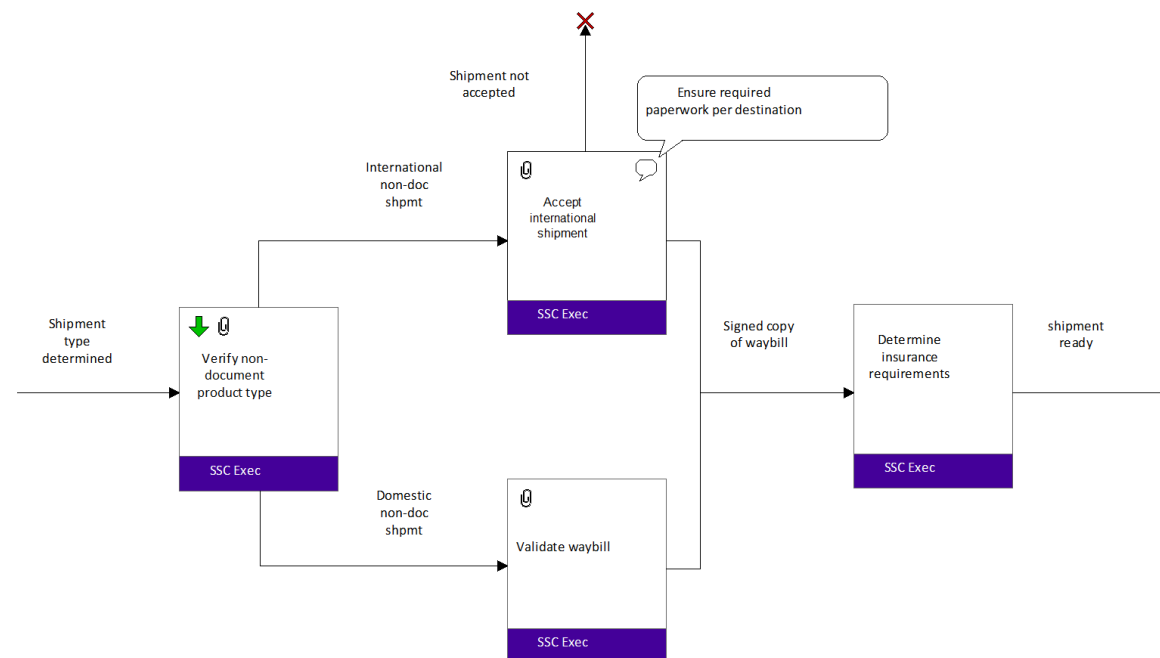
Title: Accept non-document shipment  
Author: Nouf Al Rammah  
Date: 1/9/2025  
Volume: 0.00 Per Second  
Authorization: Update Pending  
Cost Per Second: \$ ,3.5,E-0317

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

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



## Accept Non-Document Shipment



Title: Accept Non-Document Shipment  
 Author: Mohammed Ahmed Khan  
 Date: 8/8/2020  
 Volume: 0.00 Per Second

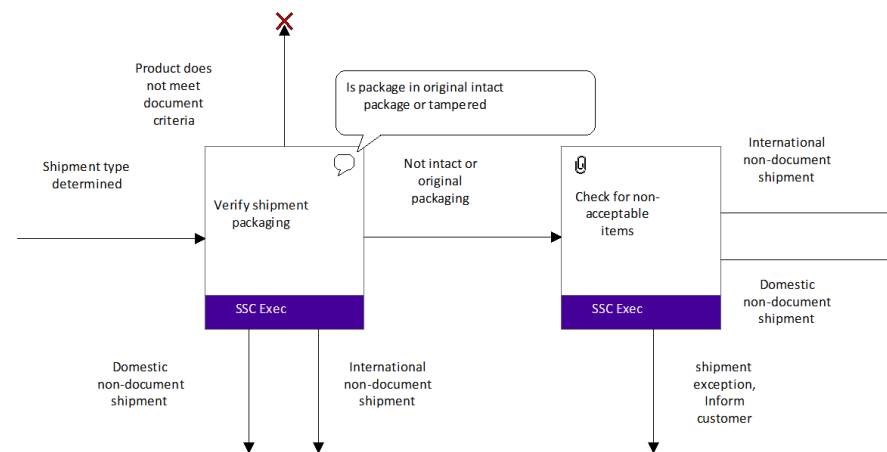
Authorization: Update Pending  
 Cost Per Second: \$ ,3.5,E-0317

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

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



## Verify Non Document Product Type



Title: Verify Non Document Product Type  
 Author: Mohammed Ahmed Khan  
 Date: 8/8/2020  
 Volume: 0.00 Per Second

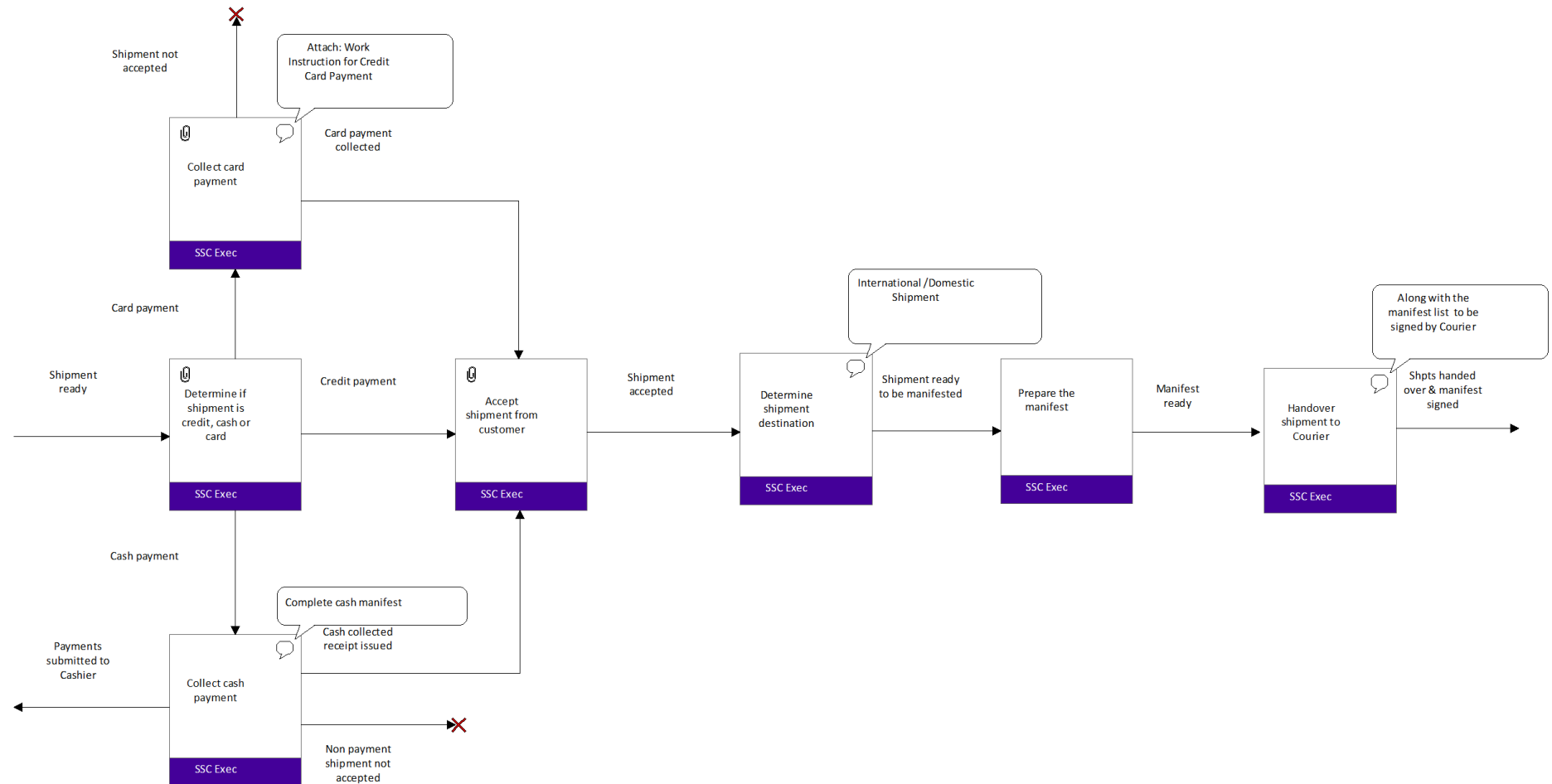
Authorization: Update Pending  
 Cost Per Second: \$ ,3.5,E-0317

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

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



## Process Non-Document Payment



Title: Process Non-Document Payment  
 Author: Mohammed Ahmed Khan  
 Date: 8/8/2020  
 Volume: 0.00 Per Second

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

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

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