SMSA Express - Jordan

SLS

OPS

FIN

SSC

CSD

JOR Customer Service

Contact
Center

Customer
Care

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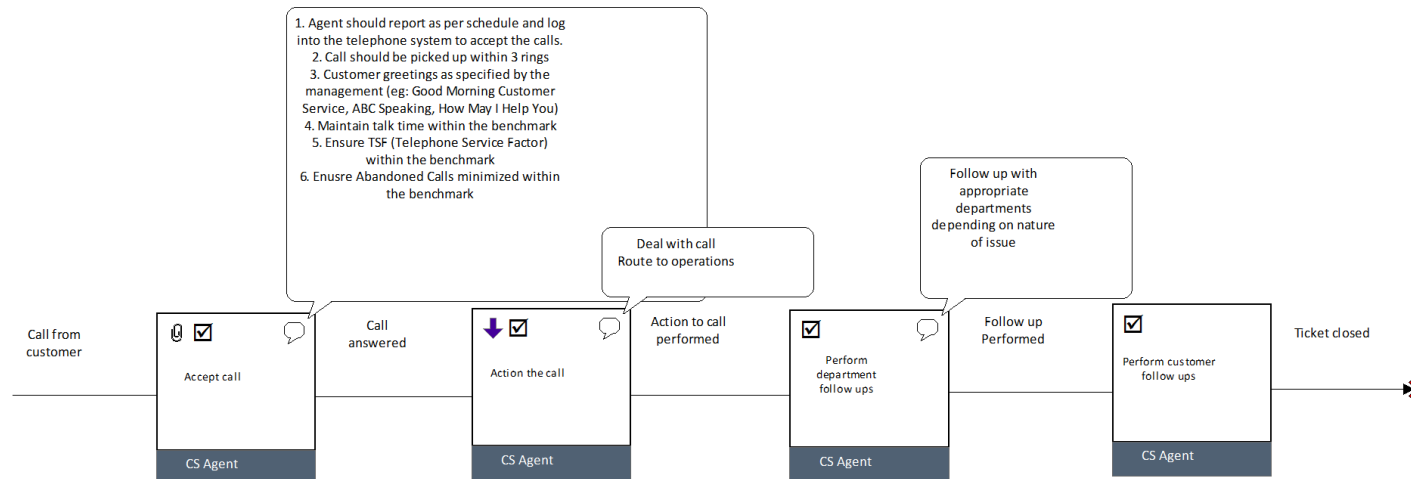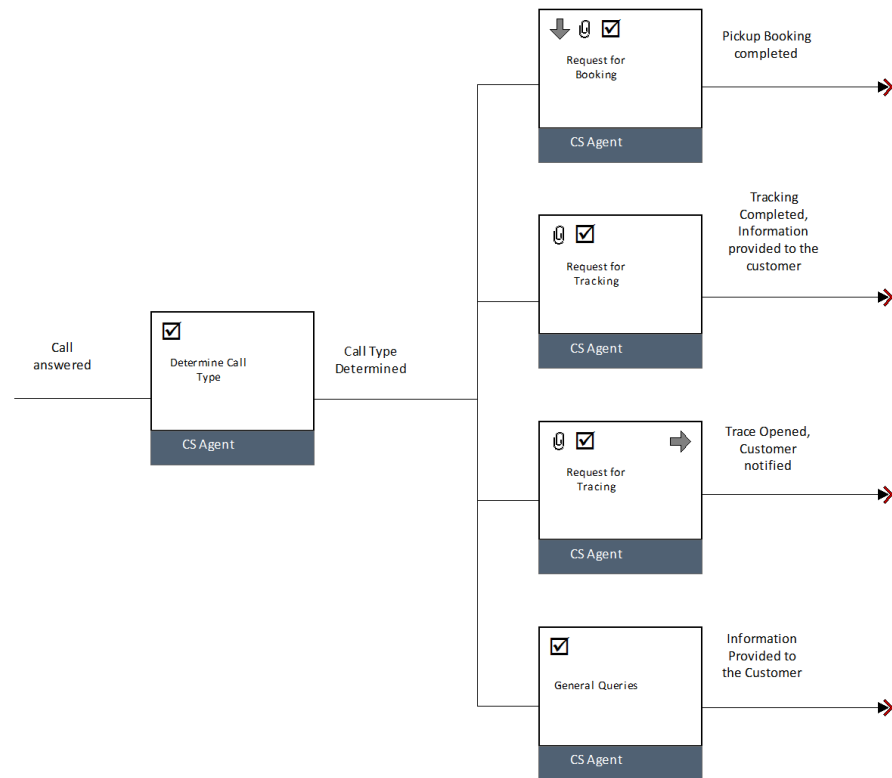Volume: 0.00 Per Second

Authorization: Authorized
Date: 5/29/2024
Cost Per Second: $,3.5,E-0317

Owner: Assem Salim Jarbou
Diagram Version: 3
Review Date: None
F.T.E.: 0.00

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

CSD - Contact Center

1. Agent should report as per schedule and log into the telephone system to accept the calls.
2. Call should be picked up within 3 rings
3. Customer greetings as specified by the management (eg: Good Morning Customer Service, ABC Speaking, How May I Help You)
4. Maintain talk time within the benchmark
5. Ensure TSF (Telephone Service Factor) within the benchmark
6. Enusre Abandoned Calls minimized within the benchmark

Follow up with appropriate departments depending on nature of issue

Deal with call
Route to operations

Call from customer

Call answered

Accept call

CS Agent

Action the call

CS Agent

Action to call performed

Perform department follow ups

CS Agent

Follow up Performed

Perform customer follow ups

CS Agent

Ticket closed

Title: CSD - Contact Center	Owner: Assem Salim Jarbou
Author: Nouf Al Rammah	Diagram Version: 3
Date: 9/11/2020	Review Date: None
Volume: 0.00 Per Second	F.T.E.: 0.00

Authorization: Authorized
Date: 5/29/2024
Cost Per Second: $,3.5,E-0317

○ Actions   ○ Feedback
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Action the Call

Call answered

Determine Call Type

CS Agent

Call Type Determined

☑ Request for Booking

CS Agent

Pickup Booking completed

☑ Request for Tracking

CS Agent

Tracking Completed, Information provided to the customer

☑ Request for Tracing

CS Agent

Trace Opened, Customer notified

☑ General Queries

CS Agent

Information Provided to the Customer

Request for Booking

Request
received from
customer

Process
International
Reverse Pickup

Update
customer with
PUP status

CS Agent

Title: Request for Booking
Author: Nouf Al Rammah
Date: 5/28/2024
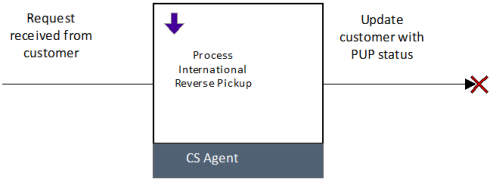Volume: 0.00 Per Second

Authorization: Authorized
Date: 5/29/2024
Cost Per Second: $,3.5,E-0317

Owner: Assem Salim Jarbou
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

○ Actions
● Change Log
○ Change Requests

○ Feedback
○ Keywords
● Read Only

Process International Reverse Pickup

Process flow diagram:

- Request received from customer → **Determine customer type** (CS Agent)
- Cash customer → **Check inbound rate and inform customer** (CS Agent)
- Customer rejected the rates → **Cancel Request** (CS Agent) → Request Cancelled ✕
- Customer informed & agreed → **Notify customer to visit SMSA SSC and complete payment** (CS Agent)
- Customer notified → **Confirm payment and documents received (AWB,Inv etc)** (CS Agent)
- Receipt confirmed
- Account customer → **Check account status (Active/Inactive)** (CS Agent)
- Account active → **Request for documents (AWB/Inv etc)** (CS Agent)
- Documents received → **Open trace for RPI** (CS Agent)
- Trace initiated → **Follow-up on trace** (CS Agent) → Update customer with PUP status ✕

Title: Process International Reverse Pickup
Author: Nouf Al Rammah
Date: 9/11/2020
Volume: 0.00 Per Second

Authorization: Authorized
Date: 5/29/2024
Cost Per Second: $,3.5,E-0317

Owner: Assem Salim Jarbou
Diagram Version: 3
Review Date: None
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○ Actions   ○ Feedback
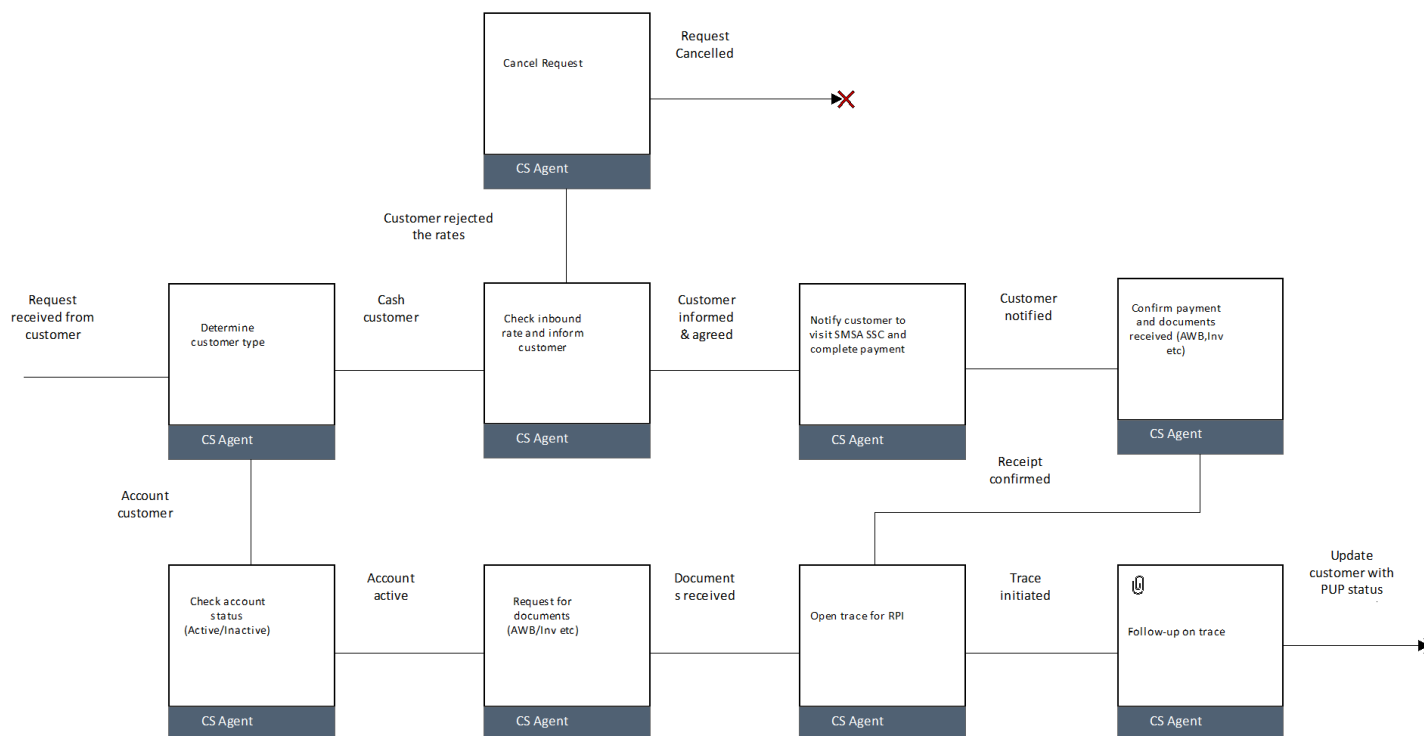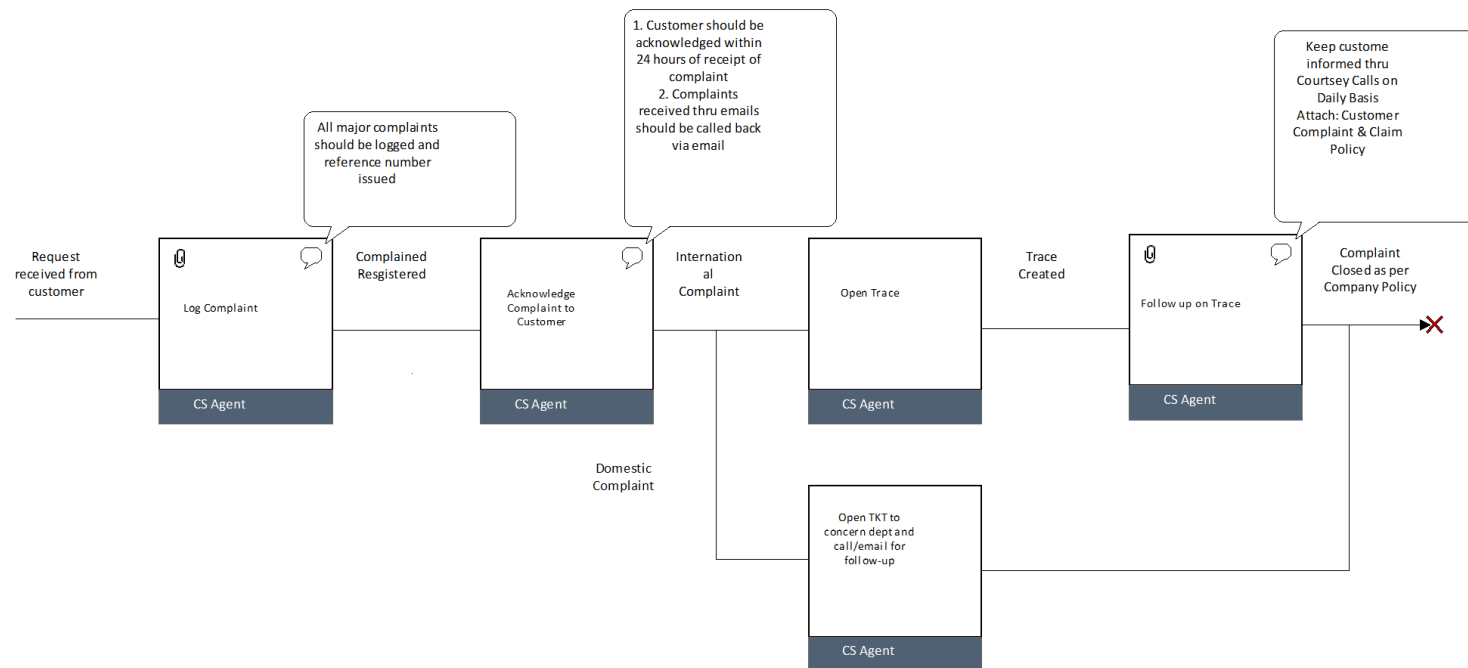● Change Log   ● Keywords
○ Change Requests ● Read Only

CSD - Customer Care

Complaint
Received from
Customer

↓ 📎 ☑

Process Customer
Complaint &
Claims

Complaint
Closed as per
Company Policy

CS Agent

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

Authorization: Authorized
Date: 5/29/2024
Cost Per Second: $,3.5,E-0317

Owner: Assem Salim Jarbou
Diagram Version: 4
Review Date: None
F.T.E.: 0.00

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

Process Customer Complaint & Claims

All major complaints should be logged and reference number issued

1. Customer should be acknowledged within 24 hours of receipt of complaint
2. Complaints received thru emails should be called back via email

Keep custome informed thru Courtsey Calls on Daily Basis Attach: Customer Complaint & Claim Policy

Request received from customer

Complained Resgistered

Internation al Complaint

Trace Created

Complaint Closed as per Company Policy

Log Complaint

CS Agent

Acknowledge Complaint to Customer

CS Agent

Open Trace

CS Agent

Follow up on Trace

CS Agent

Domestic Complaint

Open TKT to concern dept and call/email for follow-up

CS Agent

Title: Process Customer Complaint & Claims
Author: Nouf Al Rammah
Date: 9/11/2020
Volume: 0.00 Per Second
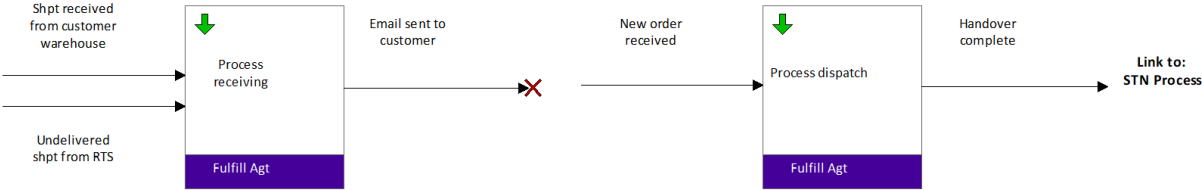
Authorization: Authorized
Date: 5/29/2024
Cost Per Second: $,3.5,E-0317

Owner: Assem Salim Jarbou
Diagram Version: 4
Review Date: None
F.T.E.: 0.00

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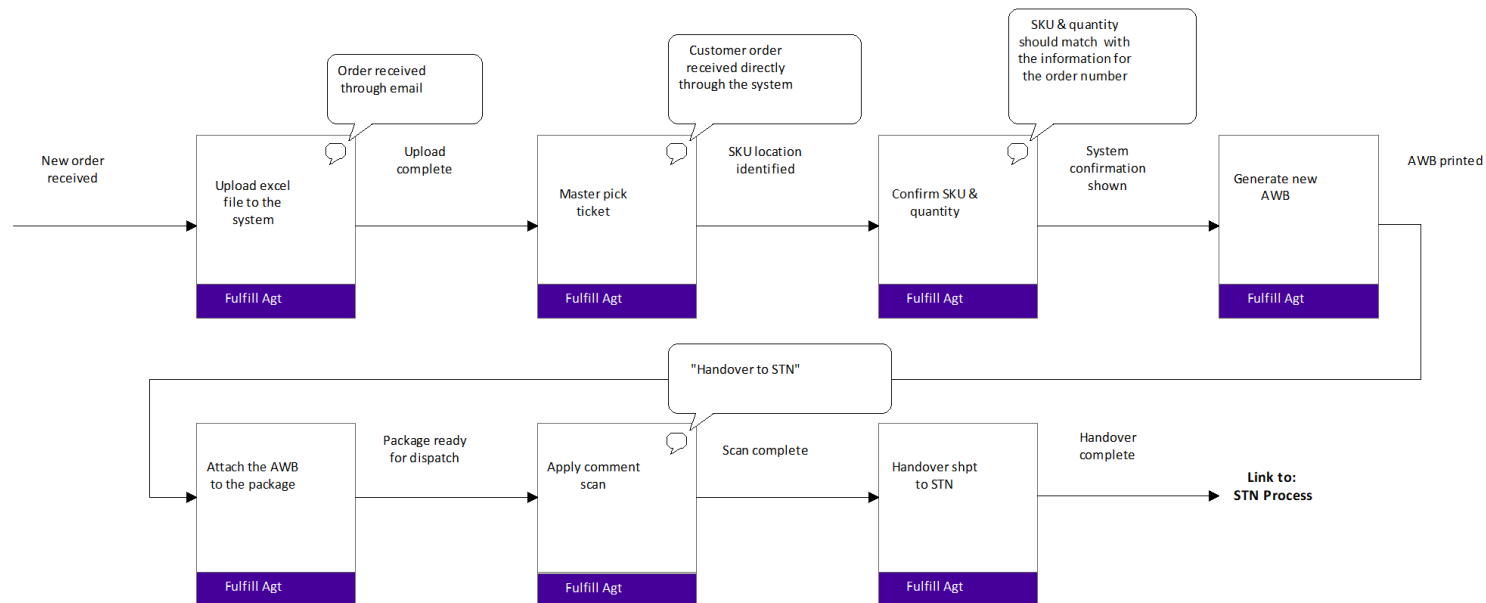
JOR Operations

FFL

JOR Fulfillment

Shpt received
from customer
warehouse

Undelivered
shpt from RTS

Process
receiving

Fulfill Agt

Email sent to
customer

New order
received

Process dispatch

Fulfill Agt

Handover
complete

Link to:
STN Process

Process Receiving

SKU: Stock Keeping Unit

Shpt received from customer warehouse

Open the shipment
Handler

Shpt ready for sorting

Sort the items as per SKU
Fulfill Agt

Items sorted

Print SKU label with barcode
Fulfill Agt

SKU label printed

Attach SKU label to the item
Fulfill Agt

SKU labels attached

Scan complete

"Add to stock"

Apply COD RTS scan to close old AWB
(s) CORE
Fulfill Agt

Add the quantity to stock per SKU
(s) 3PL
Fulfill Agt

Quantity added to stocks

Assign the location for each SKU
(s) 3PL
Fulfill Agt

Location assigned

Email received from customer

Request approval from customer to open the undelivered shpt

Storage type: Pallets or Fulfillment racks

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

Undelivered shpt from RTS

Send email to customer
(s) E-mail
Fulfill Agt

Store the items per SKU number at the assigned location
Fulfill Agt

Items stored

Send email to customer
(s) E-mail
Fulfill Agt

Email sent to customer

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

Authorization: Authorized
Date: 3/10/2025
Cost Per Second: $,3.5,E-0317

Owner: Assem Salim Jarbou
Diagram Version: 3
Review Date: None
F.T.E.: 0.00

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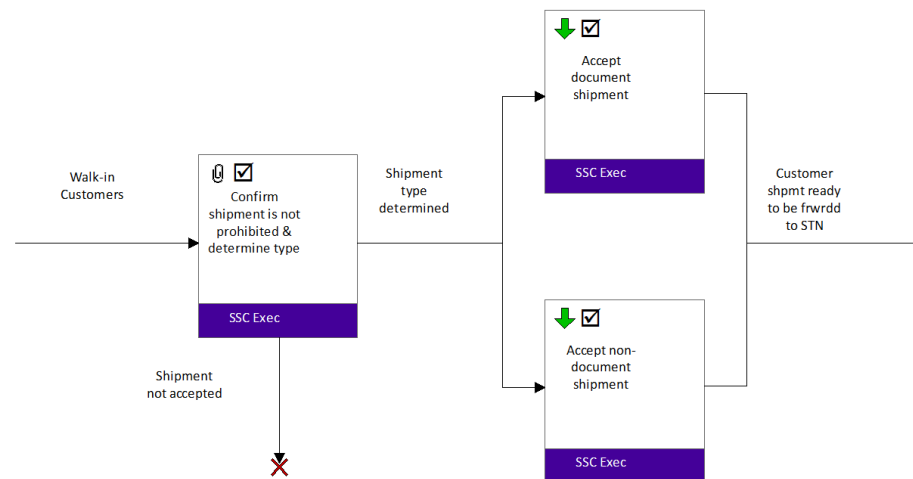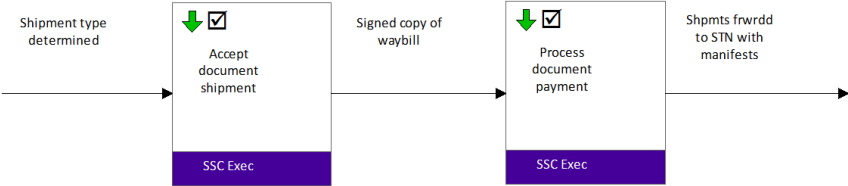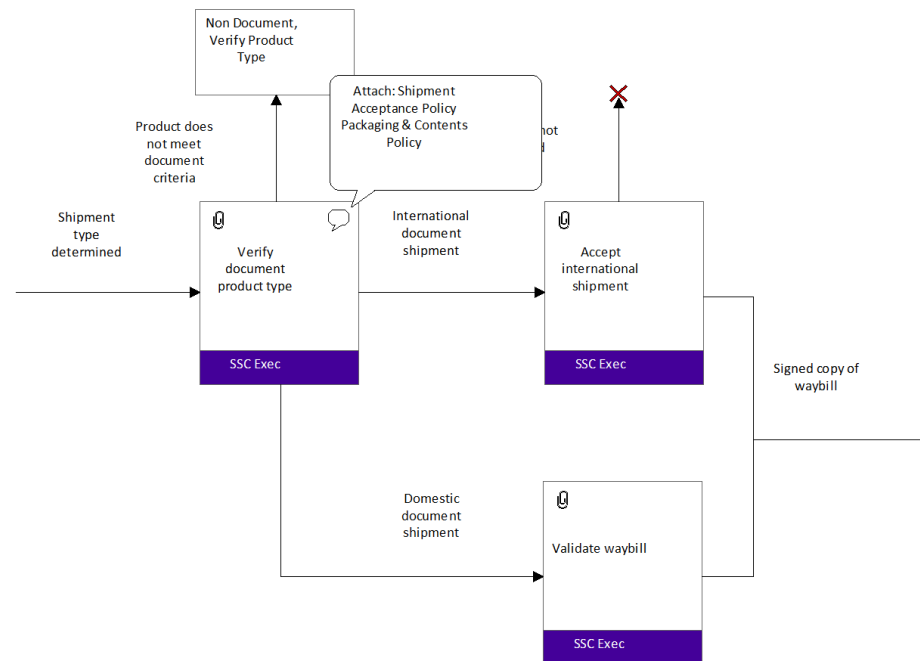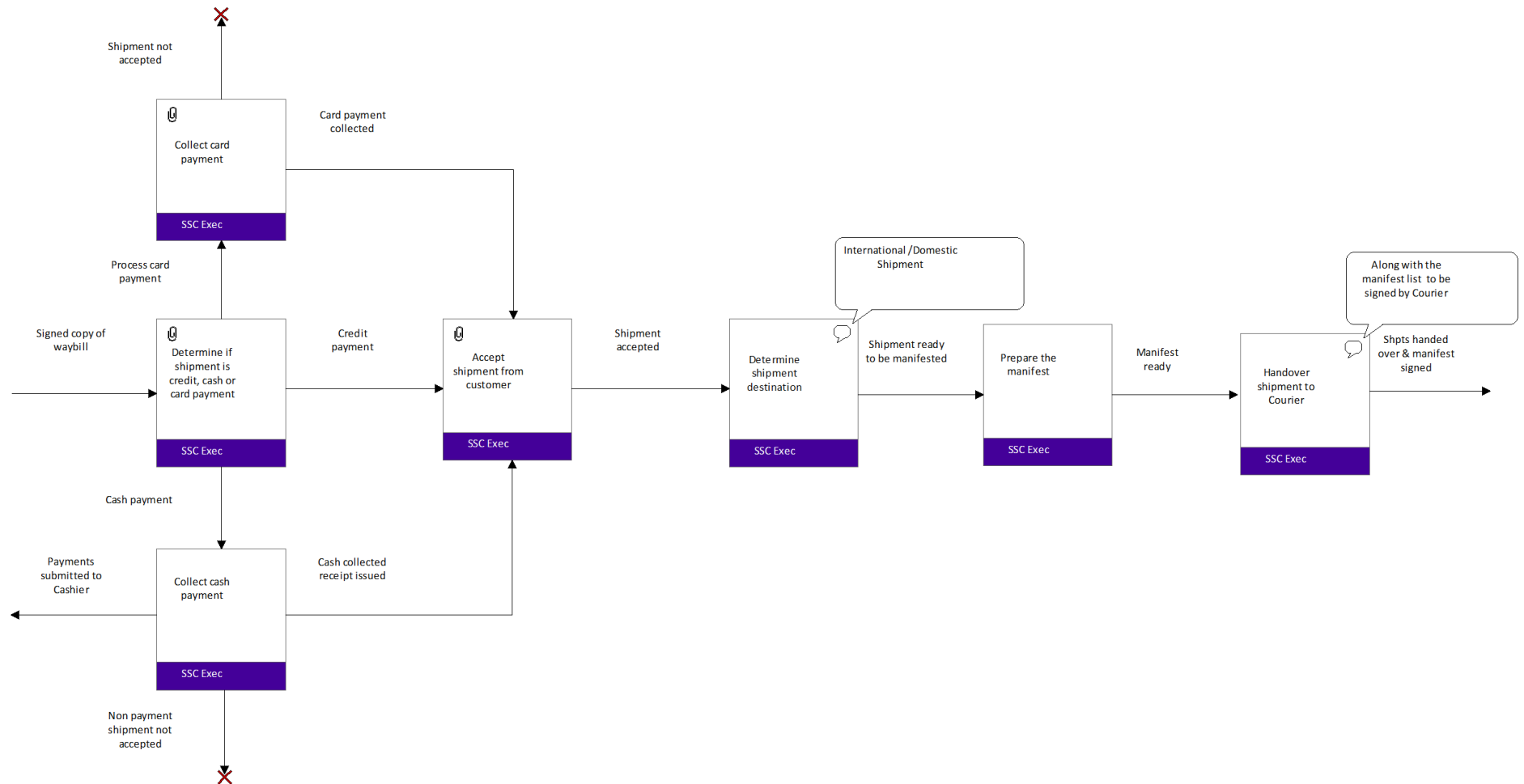○ Change Requests ● Read Only

Process Dispatch

New order received

Upload excel file to the system — **Fulfill Agt**

Order received through email

Upload complete

Master pick ticket — **Fulfill Agt**

Customer order received directly through the system

SKU location identified

Confirm SKU & quantity — **Fulfill Agt**

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

System confirmation shown

Generate new AWB — **Fulfill Agt**

AWB printed

Attach the AWB to the package — **Fulfill Agt**

Package ready for dispatch

Apply comment scan — **Fulfill Agt**

"Handover to STN"

Scan complete

Handover shpt to STN — **Fulfill Agt**

Handover complete

Link to: STN Process

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

Authorization: Authorized
Date: 3/10/2025
Cost Per Second: $,3.5,E-0317

Owner: Assem Salim Jarbou
Diagram Version: 3
Review Date: 9/9/2024
F.T.E.: 0.00

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

JOR SSC Department

Walk-in
Customers

Confirm
shipment is not
prohibited &
determine type

SSC Exec

Shipment
not accepted

Shipment
type
determined

Accept
document
shipment

SSC Exec

Accept non-
document
shipment

SSC Exec

Customer
shpmt ready
to be frwrdd
to STN

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

Authorization: Authorized
Date: 3/10/2025
Cost Per Second: $,3.5,E-0317

Owner: Assem Salim Jarbou
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

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

Accept document shipment

Shipment type
determined

Accept
document
shipment

SSC Exec

Signed copy of
waybill

Process
document
payment

SSC Exec

Shpmts frwrdd
to STN with
manifests

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

Authorization: Authorized
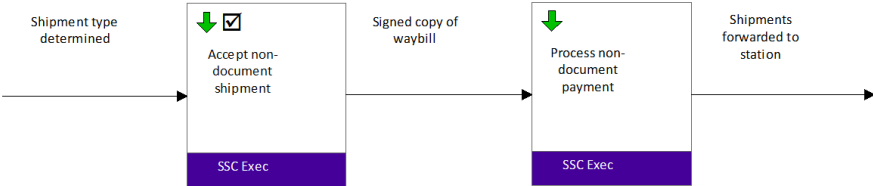Date: 3/10/2025
Cost Per Second: $,3.5,E-0317

Owner: Nouf Al Rammah
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

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

SMSA

Accept Document Shipment

Non Document, Verify Product Type

Attach: Shipment Acceptance Policy Packaging & Contents Policy

Product does not meet document criteria

Shipment type determined

Verify document product type

International document shipment

Accept international shipment

SSC Exec

SSC Exec

Domestic document shipment

Validate waybill

SSC Exec

Signed copy of waybill

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

Authorization: Authorized
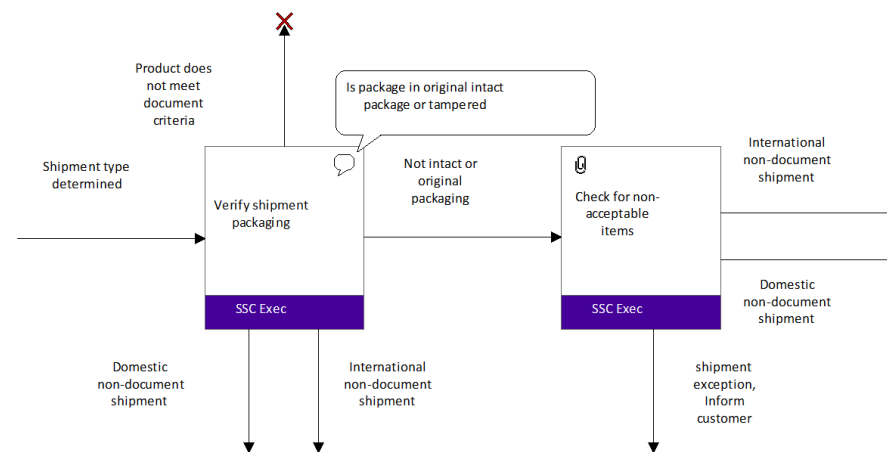Date: 3/10/2025
Cost Per Second: $,3.5,E-0317

Owner: Assem Salim Jarbou
Diagram Version: 3
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: Authorized
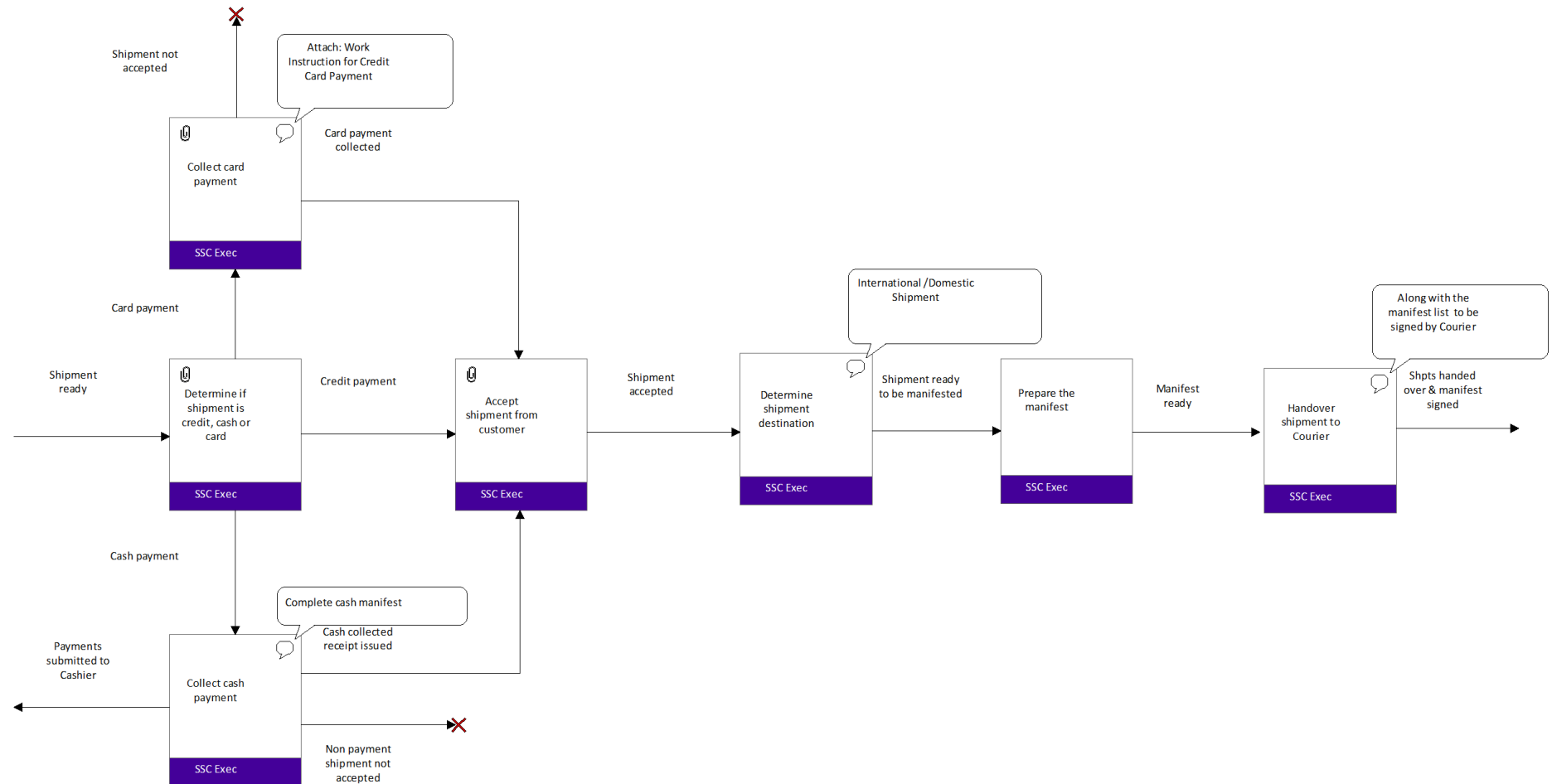Date: 3/10/2025
Cost Per Second: $,3.5,E-0317

Owner: Assem Salim Jarbou
Diagram Version: 3
Review Date: None
F.T.E.: 0.00

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

Accept non-document shipment

Shipment type
determined

Accept non-
document
shipment

SSC Exec

Signed copy of
waybill

Process non-
document
payment

SSC Exec

Shipments
forwarded to
station

Title: Accept non-document shipment
Author: Nouf Al Rammah   Authorization: Authorized
Date: 1/9/2025   Date: 3/10/2025
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Assem Salim Jarbou
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

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

Accept Non-Document Shipment

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

Verify Non Document Product Type

Process Non-Document Payment

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

Authorization: Authorized
Date: 3/10/2025
Cost Per Second: $,3.5,E-0317

Owner: Assem Salim Jarbou
Diagram Version: 3
Review Date: None
F.T.E.: 0.00

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