



**SMSA SAME DAY DELIVERY SERVICE
STANDARD OPERATING PROCEDURE
UNITED ARAB EMIRATES**

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ABBREVIATIONS

SIP	Station Inbound Package
AWB	Airway Bill
LBT	Leave Building Time
SOP	Station Outbound Package
POD	Proof Of Delivery
DEX	Delivery Exception
SOPX	Station Outbound Package Exception
PMX	Pre – Midnight Exception
B2B	Business to Business

SUMMARY

These standard operating procedures were created for the understanding of all SMSA employees on the same day delivery service. The same day delivery service offered to SMSA customers will allow them to get their shipments delivered in the same day it is picked up on, if and only if it was picked up before the same day pickup cutoff time (12:30).

These standard operating procedures have to be adhered and staff shall comply with all guidelines set to satisfy customers through successful compliance to service levels.

1. SAME DAY DOMESTIC OPERATIONS

Customers requesting for Same day delivery shall send the booking request by selecting the same day delivery service (SSD) from SAM portal. Once the dispatcher receives it, he will assign them to the couriers for performing the PUP. The customer shall be aware of the cutoff timings and no PUPS shall be attempted after the pickup cutoff time. The courier shall leave the route (route cutoff) and proceeds directly to the station for shipments sortation at 13:00. All Shipments picked shall be delivered to the consignees in the same day before 17:00. Operations shall strictly follow the below schedule in order to successfully deliver the shipments before 17:00;

ORIGIN	DESTINATION	CALL CUTOFF	PUP CUTOFF	RBT-HUB	LBT-HUB
Dubai City	Dubai City	11:30	12:30	13:00	13:30-14:00
Dubai City	Sharjah City	11:30	12:30	13:00	13:30-14:00
Abu Dhabi City	Abu Dhabi City	11:30	12:30	13:00	13:30-14:00
Sharjah City	Sharjah City	11:30	12:30	13:00	13:30-14:00
Sharjah City	Dubai City	11:30	12:30	13:00	13:30-14:00

1.1 PUP & DELIVERY INSTRUCTIONS TO BE FOLLOWED

- Any shipment picked up before **12:30** is eligible for the Same Day Delivery Service.
- The customer shall select the Same Day Delivery service while creating the AWB on SAM.
- The couriers shall avail at the station for shipment sortation latest by **13:00**.
- Shipments sortation for Dubai 1, Dubai 2 and Sharjah station network shall be done in Dubai 1 station. No Sortation shall be done later.
- All Dubai & Sharjah PUPs shall be taken to Um Ramool Facility.
- Dubai 1 Station Floater shall handover all the shipments on road to Dubai 1 couriers.
- Dubai 2 Station Floater shall leave with all shipments falling under Dubai 2 station delivery network. The floater shall handover the shipments to Dubai 2 couriers on-road.
- If the couriers are very far to reach, the floaters may perform the delivery on their behalf.
- The couriers shall leave the station at any time between **13:30-14:00**.
- Pickup and delivery shall be within city Limits Excluding Remote Areas.
- This service is applicable to Abu Dhabi, Dubai and Sharjah Emirates only.
- Same Day Delivery Domestic Express shipments will be delivered before **17:00** (B2B) in the same day.
- Only Same Day Delivery AWBs shall be accepted to deliver the shipments within the same day.

1.2 EMAIL COMMUNICATION

OPS shall provide AWBs numbers to finance in case below scenarios happened as extra charges will be applicable;

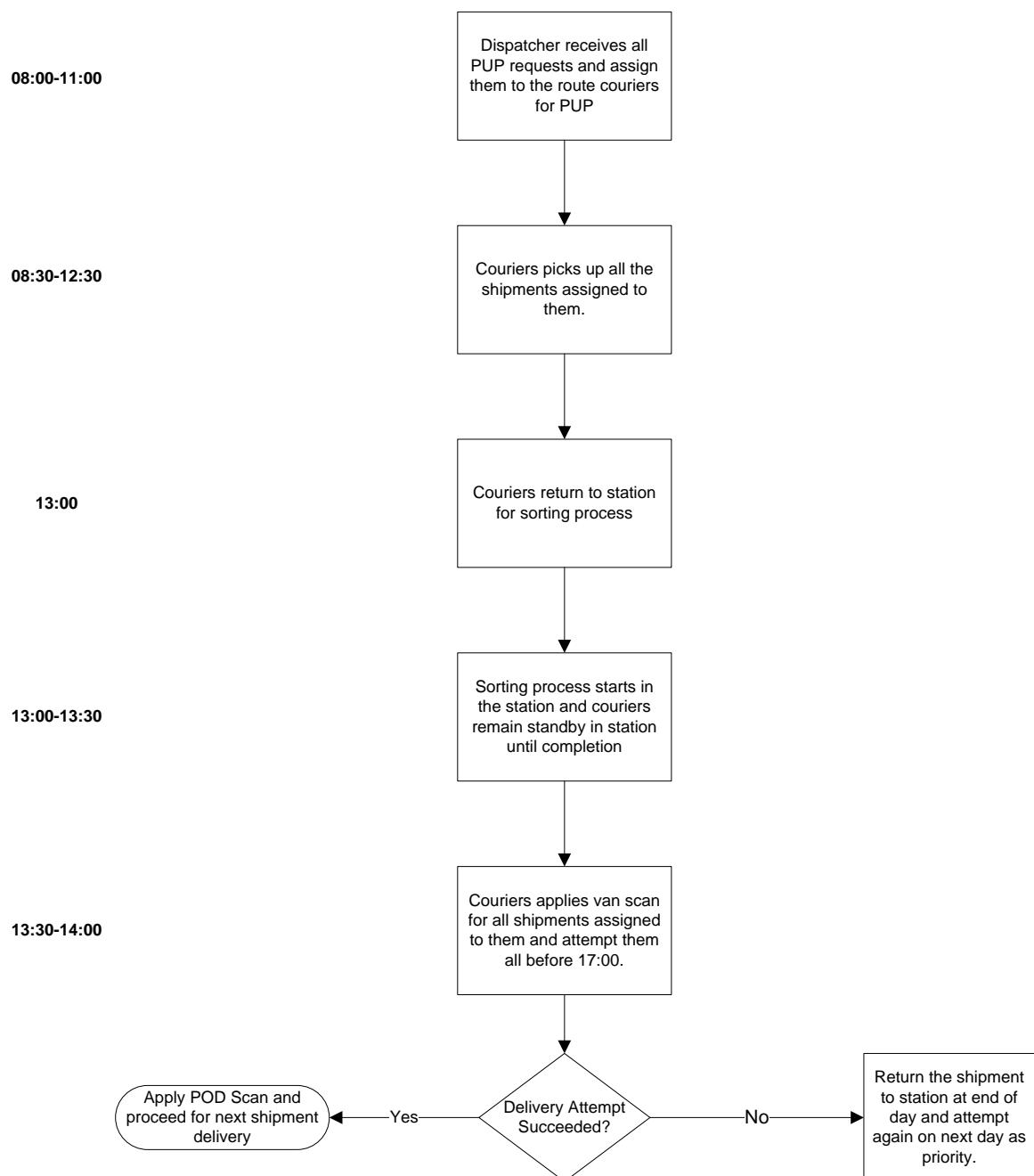
1. If the customer requests for bullet delivery service (2-3 hours). This service is applicable to Abu Dhabi, Dubai and Sharjah city limits only. Shipments shall be delivered within (2-3) hours from the pickup request receiving time on SMSA online portals.
2. If the shipment couldn't be delivered in the same day due to unavailability of consignee.
3. If the shipment was picked up and delivered on Sundays.

1.3 SCANNING PROCEDURE

1. Courier applies PUP Scan at customer location.
2. Courier proceeds to SMSA facility for shipment sortation.
3. SOPX scan shall be applied on the shipments upon courier arrival if the shipment is going out for delivery from the same station the courier belongs to. Otherwise, SOP scan shall be applied if the shipment is going out for delivery from through couriers from a different station.
4. SIP scan shall be applied on the shipments upon completion of sortation process.
5. Couriers will proceed for last mile delivery by collecting the shipments in their routes and applying VAN scans on them.
6. Shipments count security check will be done through LBT scans.
7. In case of delivery failure, station agent confirms receiving all the shipments in station by applying STAT 44 PMX scan on it with a comment informing it is a returned shipment returned to station.
8. Station Sorter will sort the shipments based on consignees addresses on AWBs and routes' structure.
9. On day 2, Couriers will proceed for last mile delivery by collecting the shipments in their routes and applying VAN scans on them.
10. Again, Couriers shall proceed for delivery and apply POD or DEX scans based on the consignee availability/shipment delivery status.

In case of delivery failure until Day 3, Customer service department shall be informed to inform the shipper.

1.4 SAME DAY DELIVERY PROCESS MAP



2. SAFETY & SECURITY

Security and safety are the collective responsibility of all SMSA team members. The security officer needs to ensure all security policies, procedures and security measures that are in effect with special focus and attention on the following;

- Report any suspicious activities or persons near SMSA facilities. This may include any person(s) showing an uncommon interest (e.g., photographing or videotaping assets) in company security measures, personnel, entry points, access controls, and critical networks or systems.
- Ensure all access control protocols are strictly enforced, including but not limited to, escort policies for visitors.
- Ensure all CCTVs are working and covering all the facilities activities including loading and offloading processes.
- Staff aware of emergency contact lists.

3. ENVIRONMENT HEALTH & SAFETY (EHS)

- Operations department should coordinate on all issues concerning maintenance with Industrial Engineer, HR and Procurement officer.
- Safety toolbox (in-house operations) should be implemented regularly.
- Housekeeping should be maintained during and after sorting.
- First-Aider should be assigned at least as one per shift.
- Fire evacuation guidelines and procedures should be informed and followed by all staff available.
- Vehicles cleanliness should be maintained.
- Broken or Damaged operations equipment shall not be used.
- Slippery floors shall be marked or notified to staff on arrival.

END OF SOP