SMSA Express - United Arab Emirates

SLS

CS & RTL

FRT OPS

OPS

COR

HRA

FIN

ITD

Title: SMSA Express - United Arab Emirates
Author: Edwin Ramos
Date: 3/23/2017
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Yasser Zahreddine
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions
● Change Log
○ Change Requests

○ Feedback
○ Keywords
○ Read Only

SMSA

UAE - Finance

Billing

Collections

Purchasing

Title: UAE - Finance
Author: Edwin Ramos
Date: 3/22/2017
Volume: 0.00 Per Second

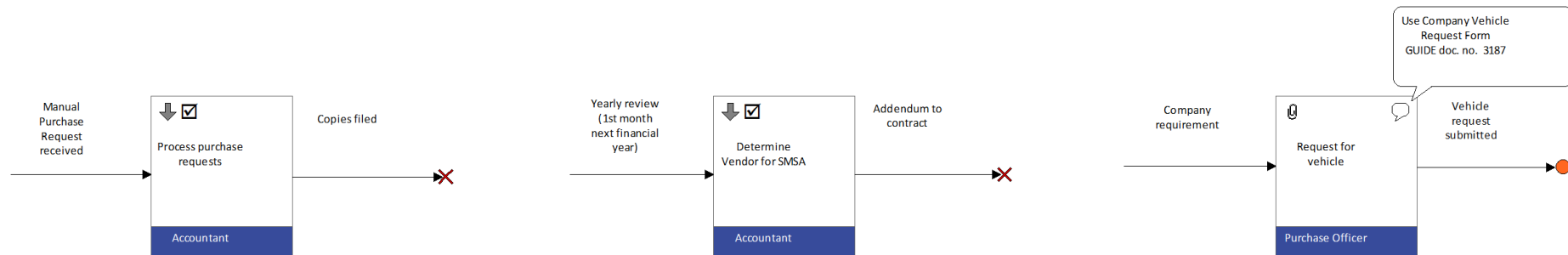Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Lalit Singhi
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

UAE - Purchasing

Manual Purchase Request received → **Process purchase requests** [Accountant] → Copies filed → ✗

Yearly review (1st month next financial year) → **Determine Vendor for SMSA** [Accountant] → Addendum to contract → ✗

Use Company Vehicle Request Form GUIDE doc. no. 3187

Company requirement → **Request for vehicle** [Purchase Officer] → Vehicle request submitted → ●

Title: UAE - Purchasing
Author: Edwin Ramos
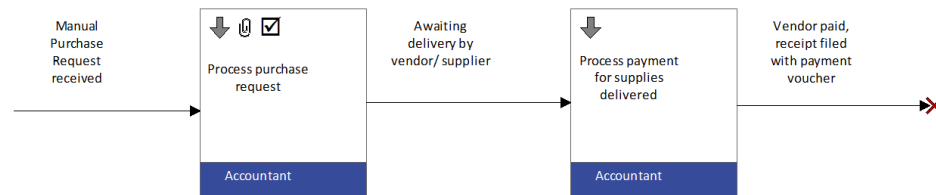Date: 6/1/2017
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Lalit Singhi
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

SMSa

Process Purchase Requests

Manual Purchase Request received

☑ Process purchase request

Accountant

Awaiting delivery by vendor/ supplier

Process payment for supplies delivered

Accountant

Vendor paid, receipt filed with payment voucher

✕

Title: Process Purchase Requests
Author: Edwin Ramos
Date: 6/1/2017
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Lalit Singhi
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

Process Purchase Request

Centralized Purchases

Chief Accountant

Material dispatched to requestor

Manual Purchase Request received

Centralized Purchase (adhoc)

Adhoc Purchases (Not Budgeted)

Chief Accountant

Local Purchase (adhoc)

Local Purchases

Chief Accountant

Awaiting delivery by vendor/ supplier

Title: Process Purchase Request
Author: Edwin Ramos
Date: 6/2/2010
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Lalit Singhi
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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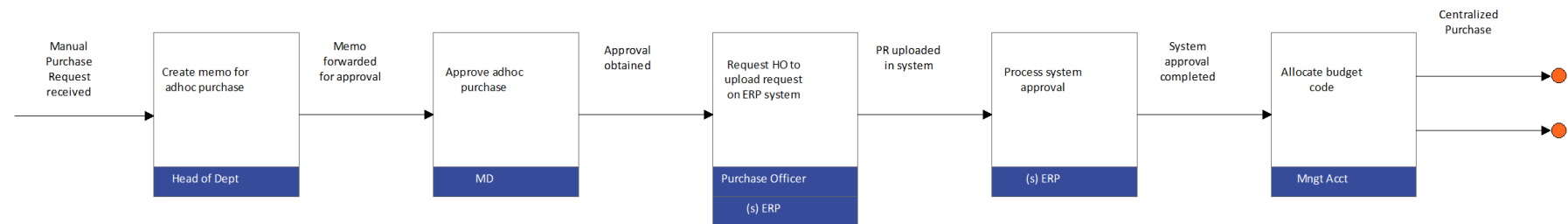● Change Log   ● Keywords
● Change Requests ○ Read Only

Adhoc Purchases (Not Budgeted)

Manual Purchase Request received

Create memo for adhoc purchase
Head of Dept

Memo forwarded for approval

Approve adhoc purchase
MD

Approval obtained

Request HO to upload request on ERP system
Purchase Officer
(s) ERP

PR uploaded in system

Process system approval
(s) ERP

System approval completed

Allocate budget code
Mngt Acct

Centralized Purchase

Title: Adhoc Purchases (Not Budgeted)
Author: Edwin Ramos
Date: 4/11/2017
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Lalit Singhi
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

Centralized Purchases

Manual Purchase Request received	Approve Purchase Request	Request HO to upload request on ERP system	Process system approval	Obtain quotation from vendor	Selection of vendor & PO	Receive material delivery	
	Head of Dept	Accountant	(s) ERP	Purchase Officer	Purchase Officer / Vendor Eval Comm	Purchase Officer	

Dept Head approval obtained → PR uploaded in system → System approval completed → 3 quotations obtained → Vendor selected → Material dispatched to requestor

Title: Centralized Purchases
Author: Edwin Ramos
Date: 4/11/2017
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Lalit Singhi
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

smsa

Local Purchases

Manual Purchase Request received	Approve Purchase Request	PR approved	Obtain quotation from vendor	Quotation available	Evaluate and select vendor	Vendor selected	Send Purchase Request for approval & payment	PR approved	Release Purchase Order	Awaiting delivery by vendor/ supplier
	Head of Dept		Chief Accountant		Vendor Eval Comm		Chief Accountant		Chief Accountant	

Title: Local Purchases
Author: Edwin Ramos
Date: 4/11/2017
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Lalit Singhi
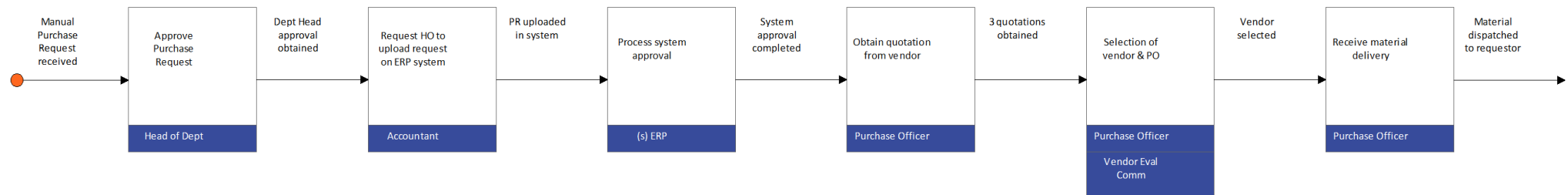Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

Process Payment For Supplies Delivered

Delivery receipt, original invoice received

Match Purchase order copy to documents received

Accountant

Match complete

Submit purchase order , purchase request & supplier quotes to Accounts Payable

Hand-over documents to Accounts Payable

Accountant

Documents received

Process payment

Accountant

As per agreed terms with vendor

Vendor paid ,receipt filed with payment voucher

Title: Process Payment For Supplies Delivered
Author: Edwin Ramos
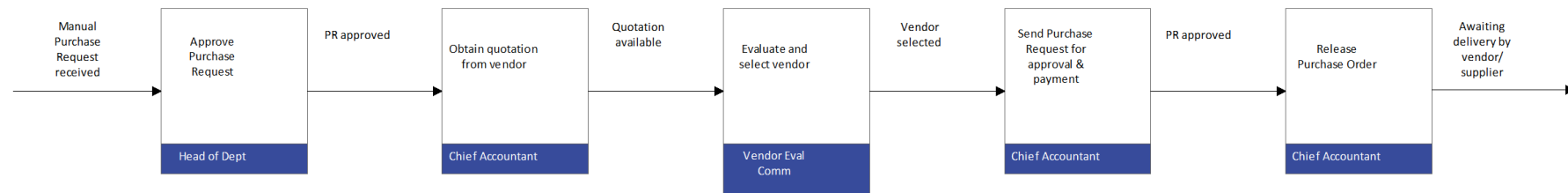Date: 6/2/2010
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Lalit Singhi
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions
● Change Log
● Change Requests

○ Feedback
○ Keywords
○ Read Only

Version: 1

SMSA

Payment Process

Documents received

Book the expense		Forward soft copy documents to Accountant		Approve invoice to process payment		Prepare cheque & payment voucher		Verify the cheque details
A/P Acct		A/P Acct		Nat'l Mngr-FIN		Bank Liason Offcr (s) Excel		Nat'l Mngr-FIN

Data entered — Documents received — Amount approved — Cheque & voucher printed — Cheque approved

Approve & sign cheque		Approve & sign cheque		Send cheque to SMSA Dubai Accountant		Contact vendor to arrange pickup /delivery of cheque		Request receipt for cheque from vendor
Director FIN		MD		Bank Liason Offcr		Accountant		Accountant

1st signature — 2nd signature — Vendor can be contacted — Arrangements made — Vendor paid, receipt filed with payment voucher

Title: Payment Process
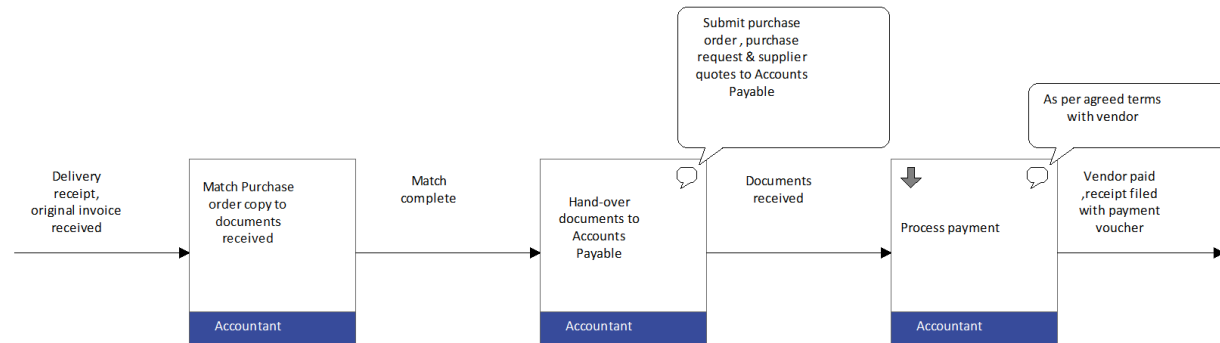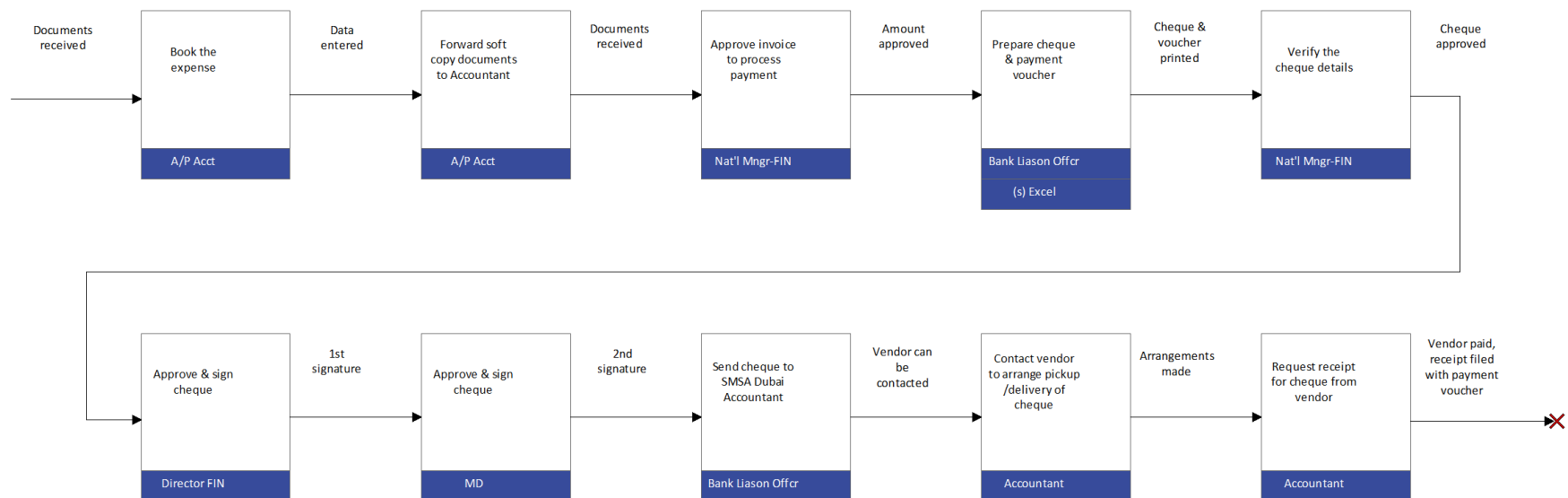Author: Edwin Ramos
Date: 6/2/2010
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Lalit Singhi
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
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● Change Requests   ○ Read Only

Determine Vendors for SMSA

SMSA

From potential vendors

Committee = Purchase department, inventory & end users department

Yearly review (1st month next fin. year)	Identify products & services to be procured	Products & services categorized	Develop requirements & criteria for suppliers	Requirements known	Identify a list of potential vendors	Vendors can be contacted	Invite bids & technical proposals	Bids submitted	Evaluate technical proposals	Proposal accepted
	Accountant		Accountant		Accountant		Accountant		Vendor Eval Comm	

Proposal rejected	Request counter proposal from vendor	Counter proposal received	Draft confirmation letter	Letter drafted	Approve confirmation letter	Confirmation signed, vendor notified	Request vendor to sign contract	Commence trading with vendor	Perform annual appraisal of vendor	Addendum to contract
	Accountant		Chief Accountant		CGM		Accountant		Vendor Eval Comm	

Legal to review contract

Contract approved by legal

Title: Determine Vendors for SMSA
Author: Edwin Ramos
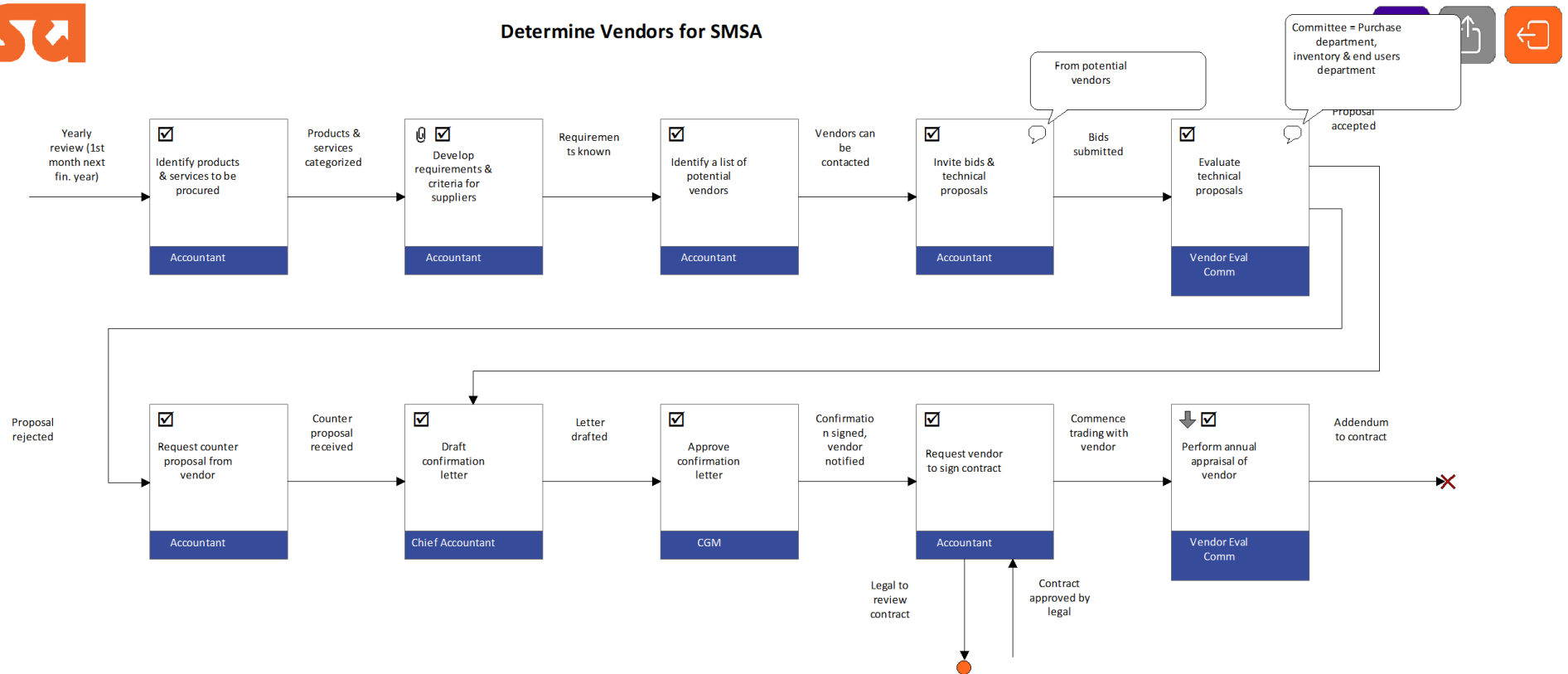Date: 6/2/2010
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Lalit Singhi
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

Perform Annual Appraisal of Vendor

Minimum of 3 suppliers from each category (stationery, fixed assets, furnitures, IT equipments) needs to be evaluated.

Confirmation signed, vendor notified

Evaluate vendor service / quality / pricing

Vendor Eval Comm

Evaluation completed

Renegotiate terms with vendor

Vendor Eval Comm

Addendum to contract

Negotiations fail vendor removed

Title: Perform Annual Appraisal of Vendor
Author: Edwin Ramos
Date: 6/2/2010
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Lalit Singhi
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

UAE - Collections

Credit customer
Invoice
submitted from
billing

Collect payment
from credit
customers

AR Exec

Documents
filed

Debt written
off

Current cases
from Courier &
retail

Collect payment
from cash
customers

Acct Exec

Report
forwarded to
OPS/ RTL

Title: UAE - Collections
Author: Edwin Ramos
Date: 6/1/2017
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Lalit Singhi
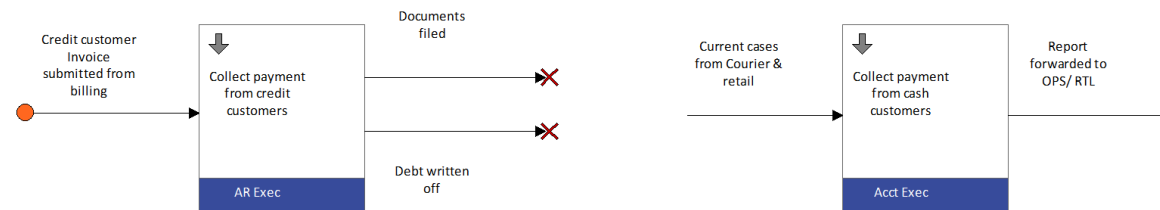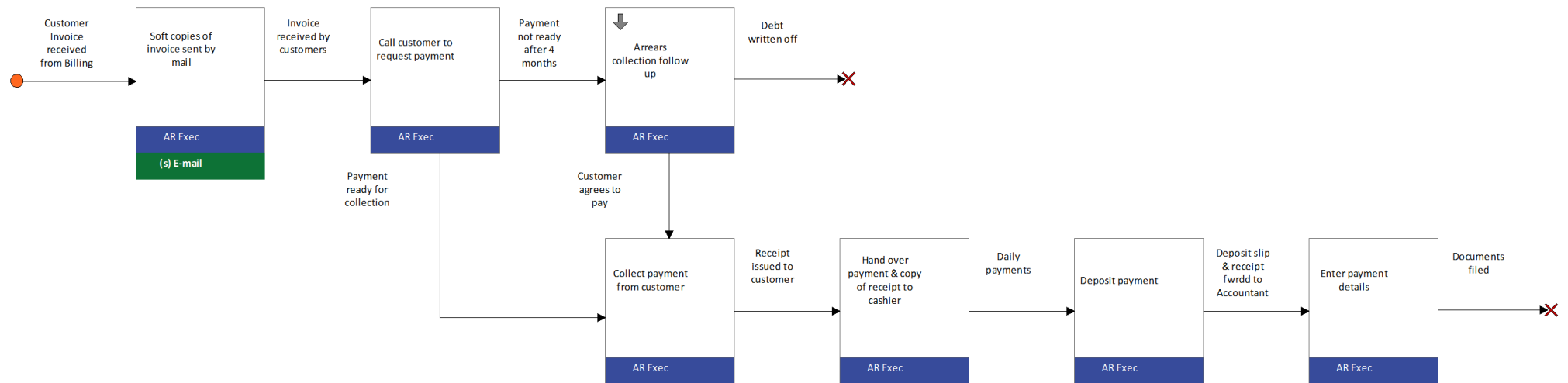Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

SMSA

Collect Payment From Credit Customers

Customer Invoice received from Billing

Soft copies of invoice sent by mail
AR Exec
(s) E-mail

Invoice received by customers

Call customer to request payment
AR Exec

Payment not ready after 4 months

Arrears collection follow up
AR Exec

Debt written off ✕

Payment ready for collection

Customer agrees to pay

Collect payment from customer
AR Exec

Receipt issued to customer

Hand over payment & copy of receipt to cashier
AR Exec

Daily payments

Deposit payment
AR Exec

Deposit slip & receipt fwrdd to Accountant

Enter payment details
AR Exec

Documents filed ✕

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

Owner: Lalit Singhi
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

Arrears Collection Follow up

Customer
agrees to pay

Reminder either by
mail & hard copy.
Ensure signed by
Chief Accountant

Reminder either
by mail & hard
copy.
Ensure signed by
Chief Accountant

Payment not
ready after 4
months

Send 1st & 2nd reminder to customer	Copy sent to field Account Executives	Send final reminder to customer	Customer black listed at SMSA	Assign collection to AR team leader
AR Exec		AR Exec		AR Supvr

Customer not
agree to pay

Assign collection to 3rd party or Legal Dept	Customer recommended for write off	Obtain approval for write off	Approval obtained	Update system with bad debt details	Debt written off
AR Supvr		AR Exec		Accountant	
				(s) ERP	

Title: Arrears Collection Follow up
Author: Edwin Ramos
Date: 5/26/2010
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Lalit Singhi
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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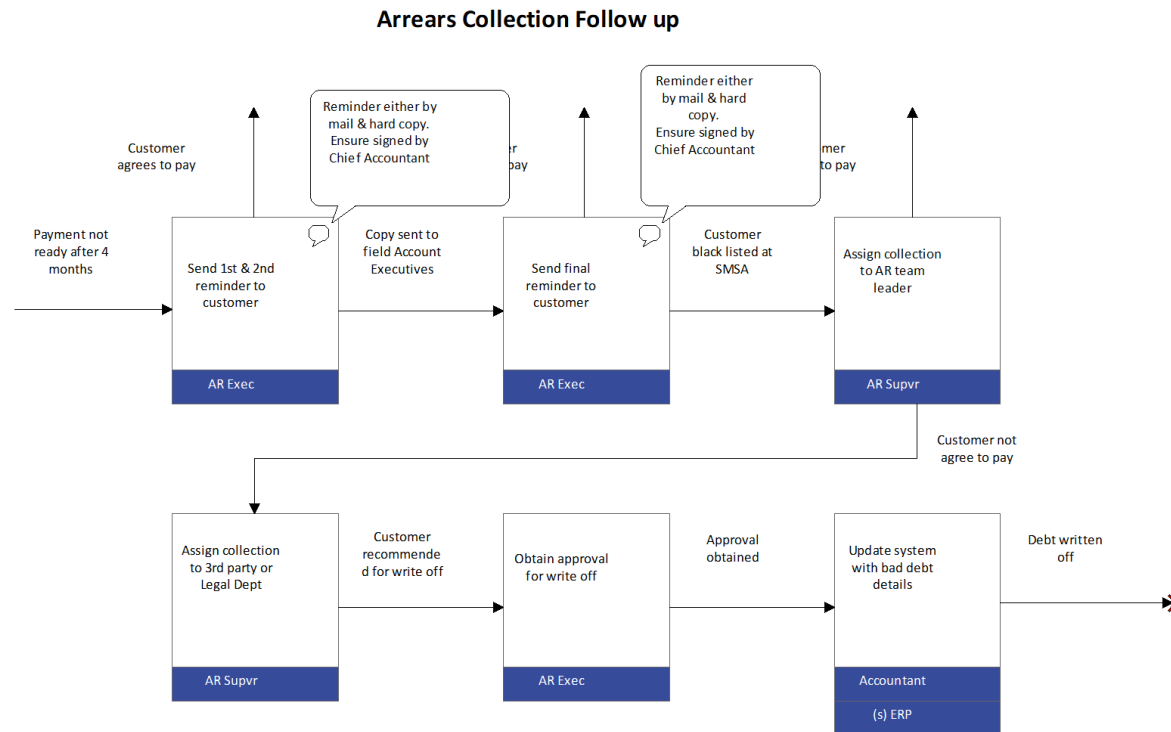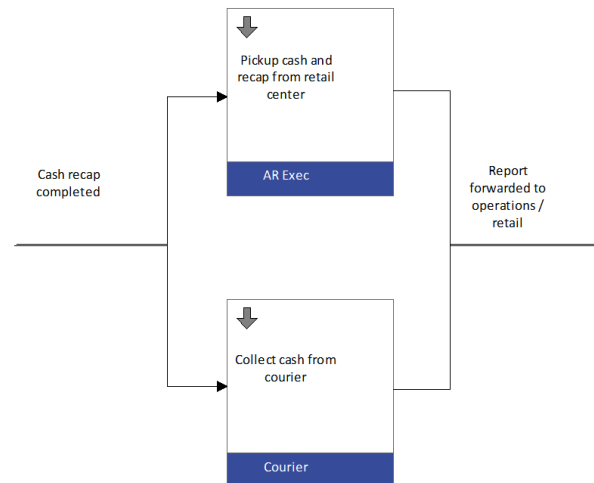● Change Log   ● Keywords
○ Change Requests ○ Read Only

Collect Payment from Cash Customers

Cash recap completed

Pickup cash and recap from retail center

AR Exec

Collect cash from courier

Courier

Report forwarded to operations / retail

Title: Collect Payment from Cash Customers
Author: Edwin Ramos   Authorization: Update Pending
Date: 5/26/2010
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Lalit Singhi
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

smsa

Pickup Cash and Recap from Retail Center

Cash recap completed

Pickup Cash from retail center

Courier

Cash & supporting documents picked up

Reconcile Cash collected to supporting documents

AR Exec

Reconciliation correct

Deposit cash to bank & file documents

AR Exec

Cash & documents received from AR Executive

Collect Cash From Courier

Inform station supervisor of error

Resolve problem with Retail Executive

AR Exec
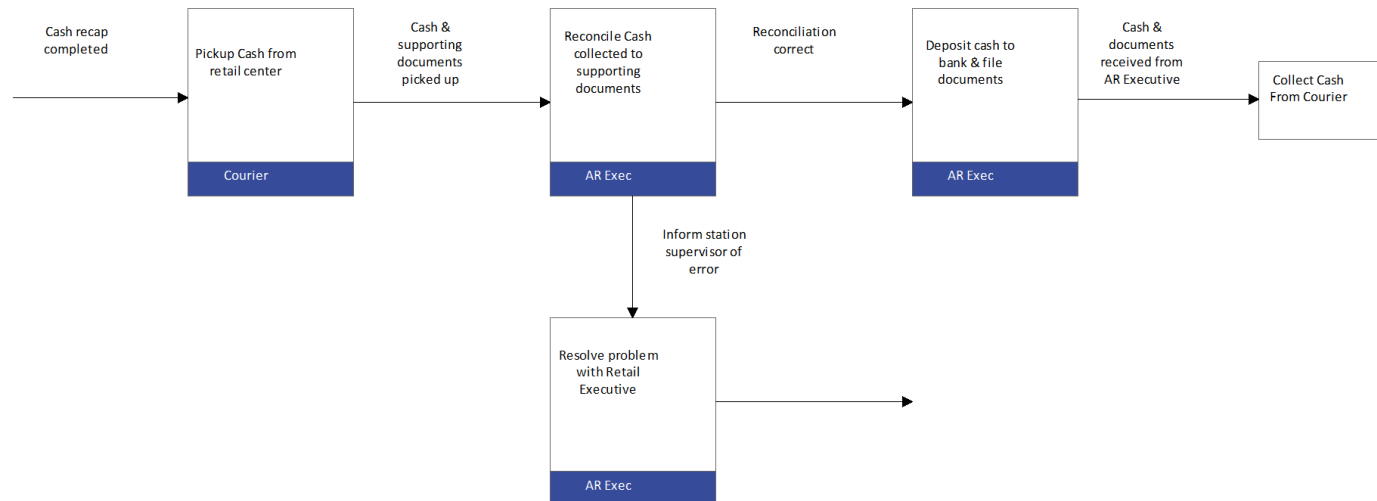
Title: Pickup Cash and Recap from Retail Center
Author: Edwin Ramos   Authorization: Update Pending
Date: 6/2/2010
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Lalit Singhi
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

SMSa

Collect Cash from Courier

Pickup Cash And ... From Retail Center

Documents to Hand over:

Deposit slip
cash sales recap
airwaybill

Cash &
documents
received from
AR Executive

Cash recap
complete

Hand over recap to A/R Executive	Station accountant accepts recap	Verify recap	Accept payment from courier	Deposit cash	Cash deposited at bank	Hand over documents to cashier	Documents available for recon	Verify deposit amount agrees with supporting documents	Deposit and documents correct	Hand over documents to the billing agent
Courier		AR Exec		AR Exec		AR Exec		Chief Accountant		Chief Accountant

Unable to
verify, cash
refused

Problem
resolved

System can
be updated

Documents kept for 10 years

Resolve recap problems with courier		Update cash received	Accounts register updated	Hand over documents to Accountant	Documents filed
STN Supvr		AR Exec		AR Exec	

Unable to
resolve

Report exported to excel
Attachment: Rules for variances in recon report

Run reconciliation report (Air ...
Bill Agent

Report
forwarded to
operations /
retail

Large
amount
involved

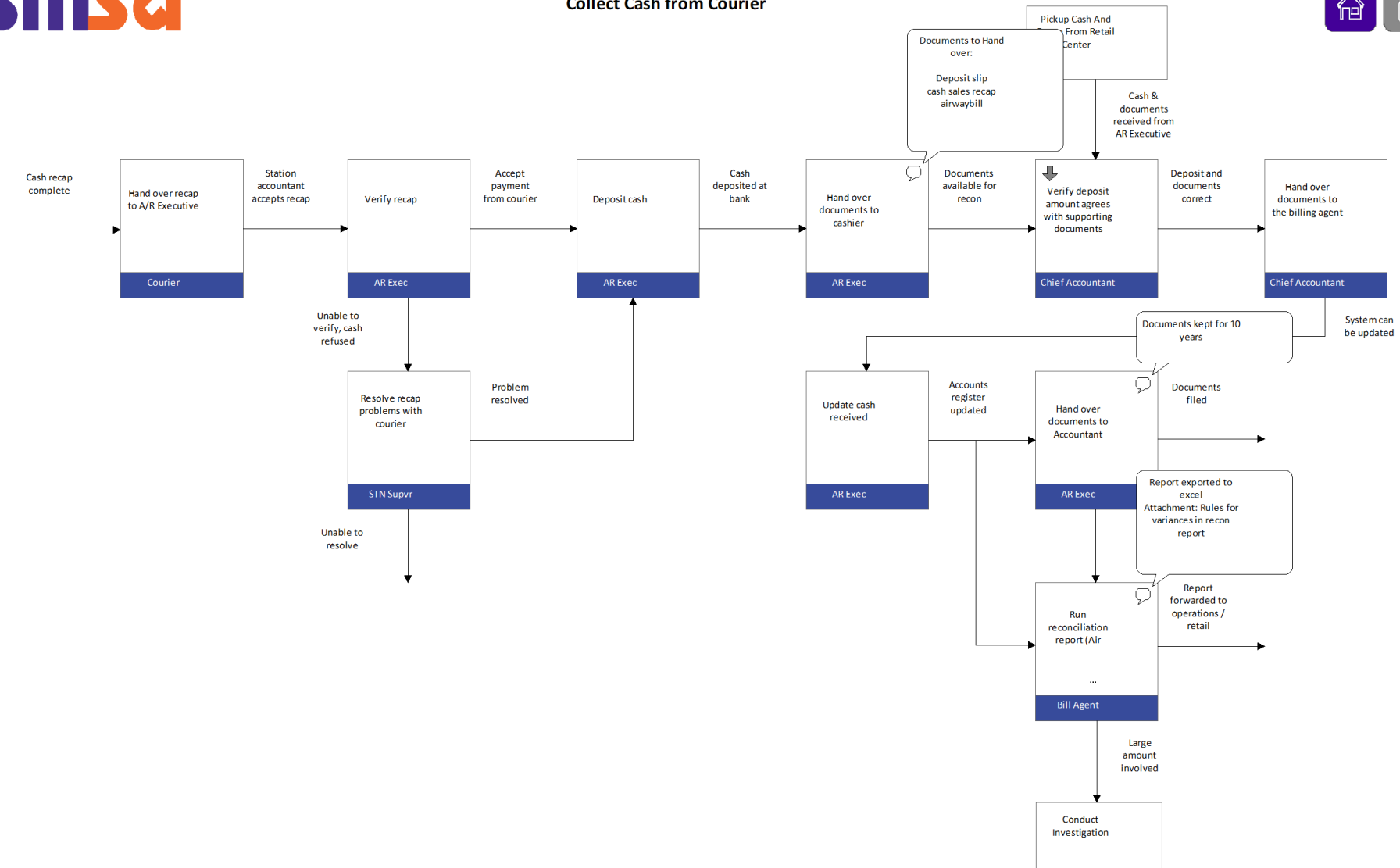| Conduct Investigation |
|---|

Title: Collect Cash from Courier
Author: Edwin Ramos
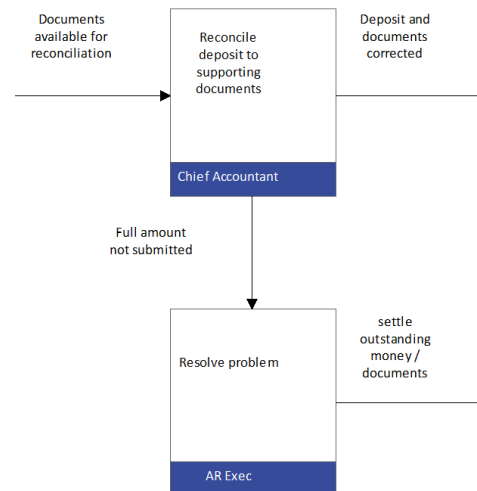Date: 6/2/2010
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Lalit Singhi
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
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smsa

Verify Deposit Amount Agrees with Supporting Documents

Documents available for reconciliation

Reconcile deposit to supporting documents

Deposit and documents corrected

Chief Accountant

Full amount not submitted

Resolve problem

settle outstanding money / documents

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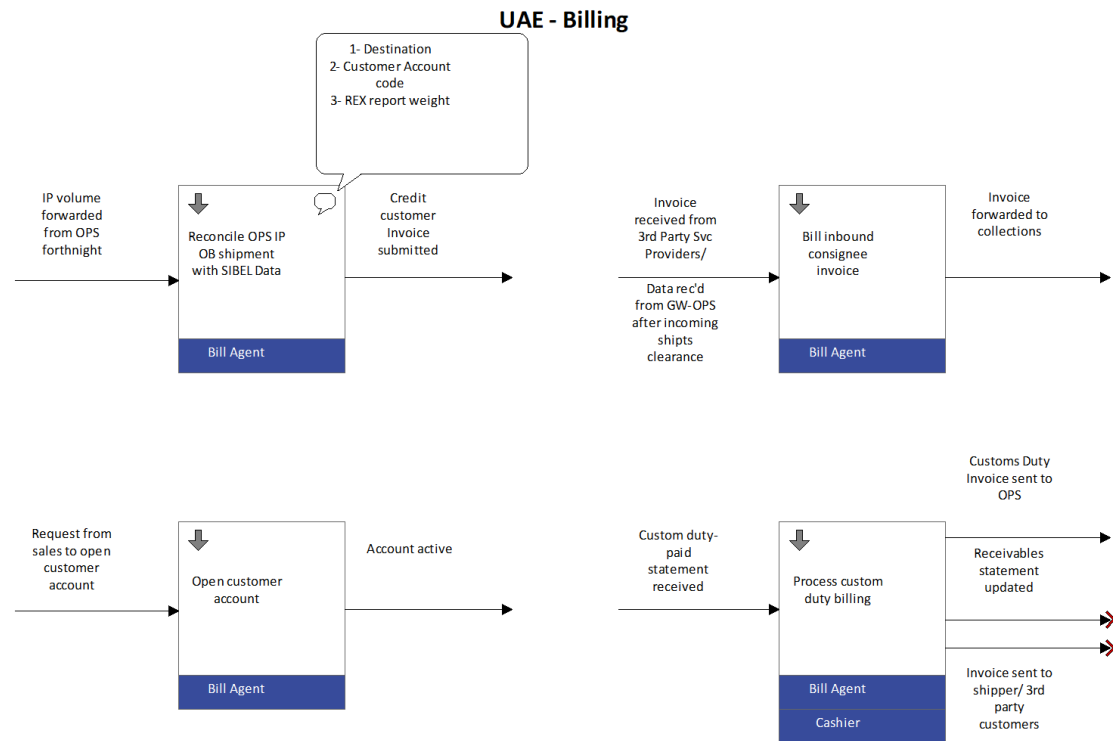
Title: Verify Deposit Amount Agrees with Supporting Documents
Author: Edwin Ramos   Authorization: Update Pending
Date: 6/2/2010
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Lalit Singhi
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

UAE - Billing

1- Destination
2- Customer Account code
3- REX report weight

IP volume forwarded from OPS forthnight

Reconcile OPS IP OB shipment with SIBEL Data

Bill Agent

Credit customer Invoice submitted

Invoice received from 3rd Party Svc Providers/

Data rec'd from GW-OPS after incoming shipts clearance

Bill inbound consignee invoice

Bill Agent

Invoice forwarded to collections

Request from sales to open customer account

Open customer account

Bill Agent

Account active

Custom duty-paid statement received

Process custom duty billing

Bill Agent

Cashier

Customs Duty Invoice sent to OPS

Receivables statement updated
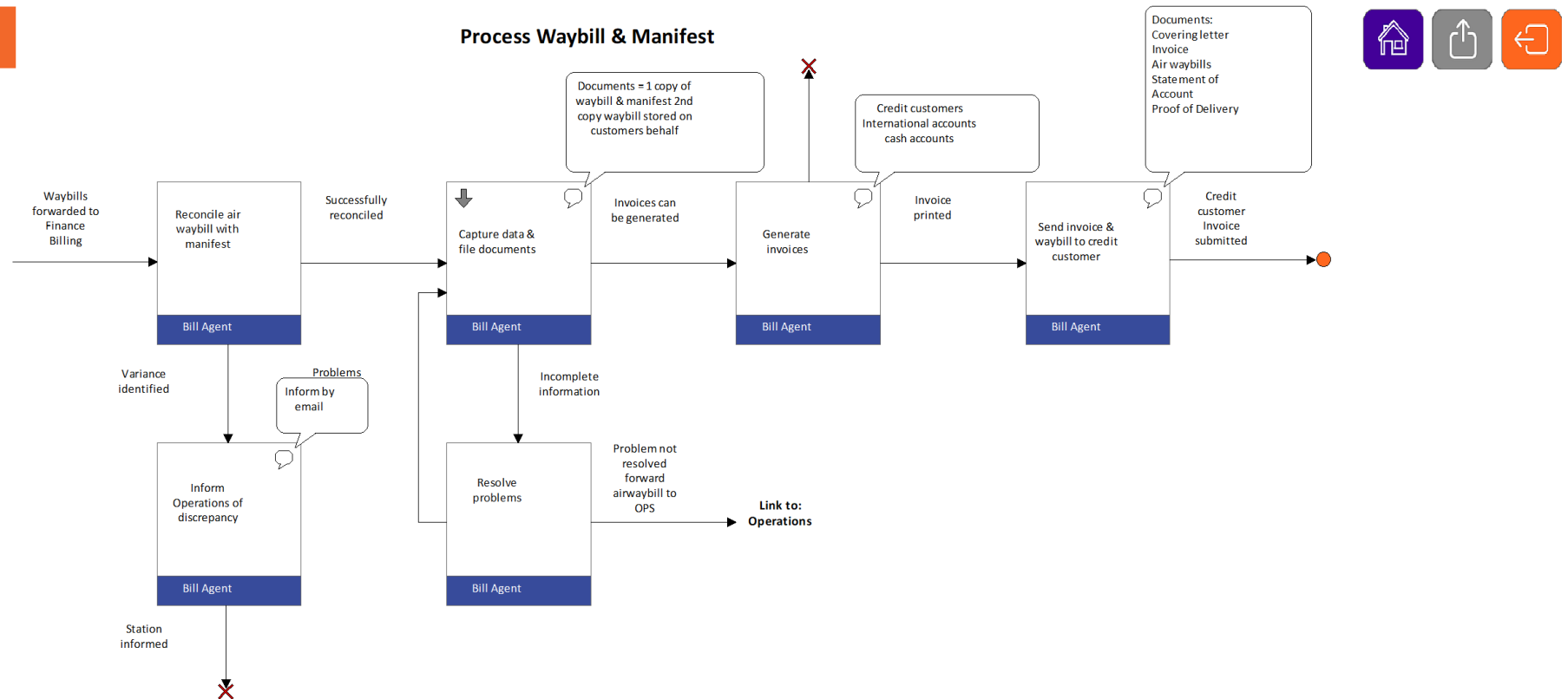
Invoice sent to shipper/ 3rd party customers

Title: UAE - Billing
Author: Edwin Ramos
Date: 6/1/2017
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Lalit Singhi
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

Process Waybill & Manifest

Waybills forwarded to Finance Billing

Reconcile air waybill with manifest
Bill Agent

Successfully reconciled

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

Capture data & file documents
Bill Agent

Invoices can be generated

Credit customers International accounts cash accounts

Generate invoices
Bill Agent

Invoice printed

Documents:
Covering letter
Invoice
Air waybills
Statement of Account
Proof of Delivery

Send invoice & waybill to credit customer
Bill Agent

Credit customer Invoice submitted

Variance identified

Problems
Inform by email

Inform Operations of discrepancy
Bill Agent

Station informed

Incomplete information

Resolve problems
Bill Agent

Problem not resolved forward airwaybill to OPS

Link to: Operations

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

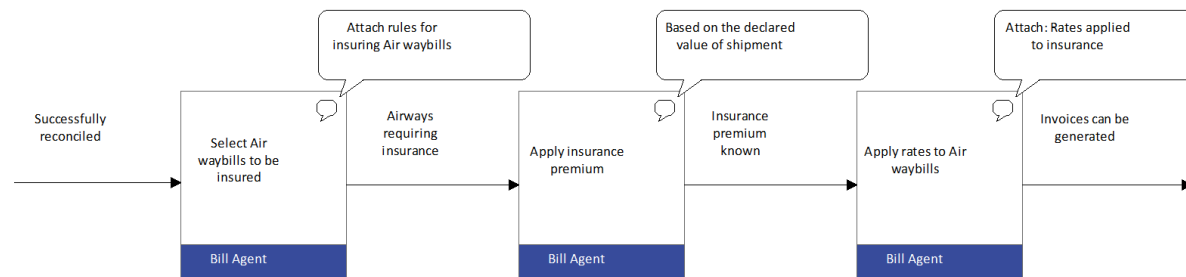Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Lalit Singhi
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

SMSA

Capture Data & File Documents

Successfully
reconciled

Attach rules for
insuring Air waybills

Select Air waybills to be insured
Bill Agent

Airways
requiring
insurance

Based on the declared
value of shipment

Apply insurance premium
Bill Agent

Insurance
premium
known

Attach: Rates applied
to insurance

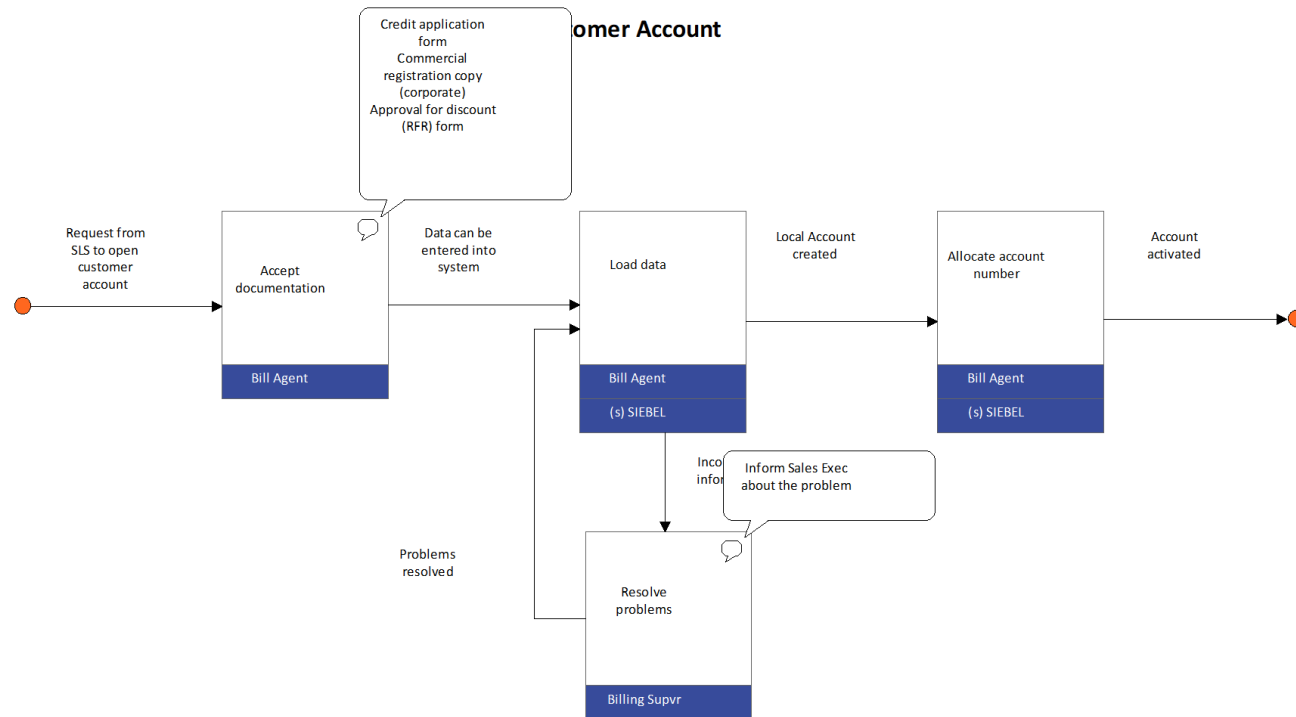| Apply rates to Air waybills |
|---|
| Bill Agent |

Invoices can be
generated

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

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Lalit Singhi
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

SMSA

...omer Account

Credit application form
Commercial registration copy (corporate)
Approval for discount (RFR) form

Request from SLS to open customer account

Data can be entered into system

Local Account created

Account activated

Accept documentation	Load data	Allocate account number
Bill Agent	Bill Agent	Bill Agent
	(s) SIEBEL	(s) SIEBEL

Inform Sales Exec about the problem

Inco... infor...

Problems resolved

Resolve problems
Billing Supvr

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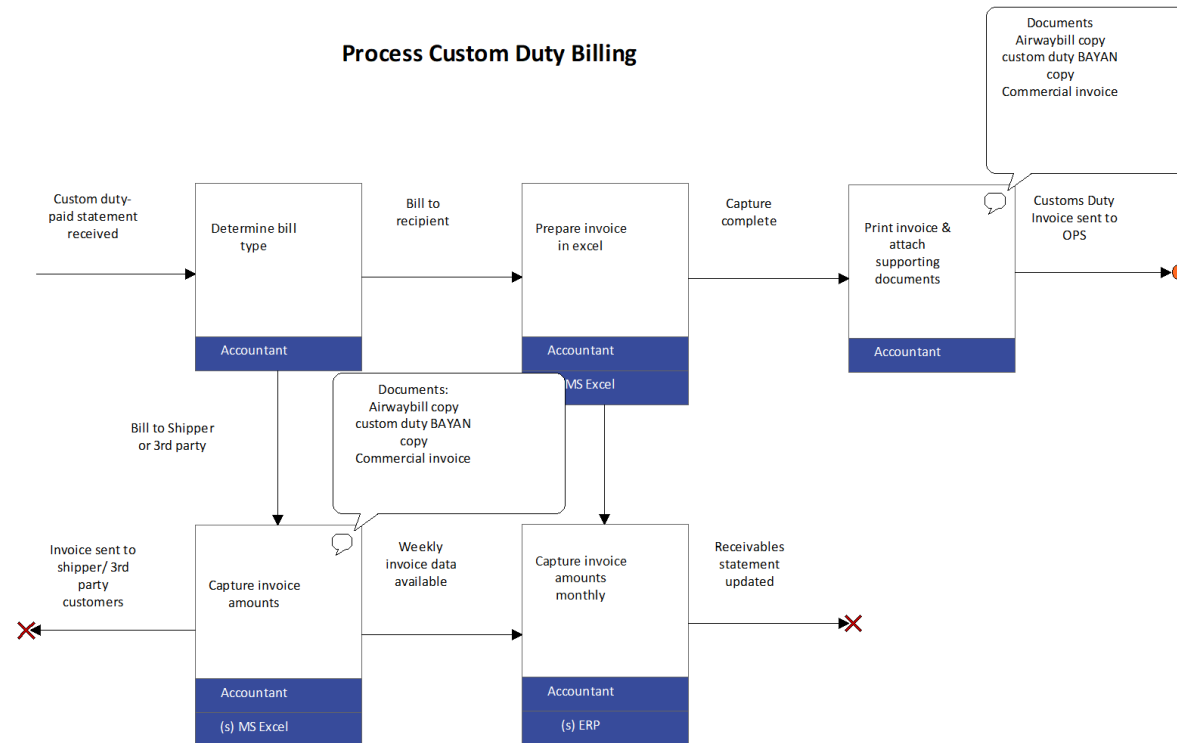Date: 5/26/2010
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Lalit Singhi
Diagram Version: Draft Copy
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

Custom duty-paid statement received	Determine bill type	Bill to recipient	Prepare invoice in excel	Capture complete	Print invoice & attach supporting documents	Customs Duty Invoice sent to OPS
	Accountant		Accountant		Accountant	

Documents:
Airwaybill copy
custom duty BAYAN copy
Commercial invoice

Bill to Shipper or 3rd party

Invoice sent to shipper/ 3rd party customers

Capture invoice amounts	Weekly invoice data available	Capture invoice amounts monthly	Receivables statement updated
Accountant		Accountant	
(s) MS Excel		(s) ERP	

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

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Lalit Singhi
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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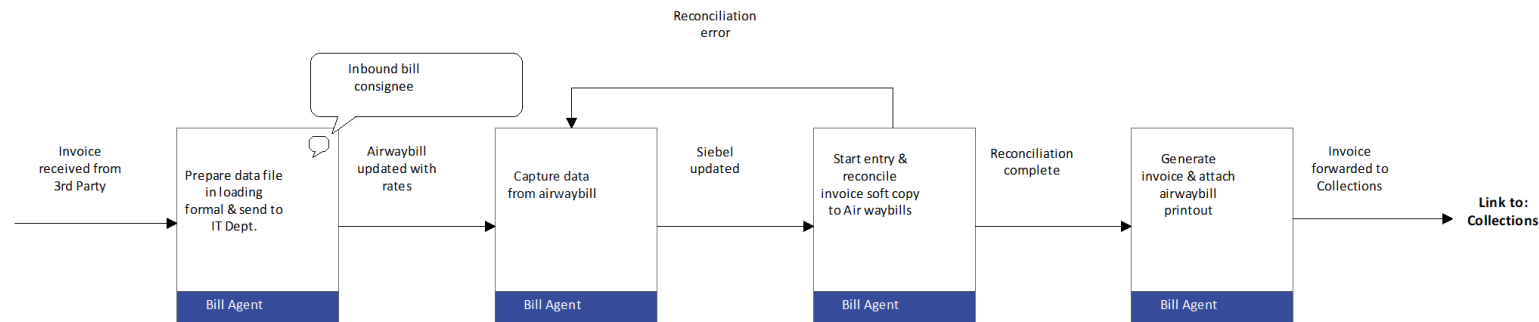● Change Requests ○ Read Only

Bill Inbound Consignee Invoice

Reconciliation error

Inbound bill consignee

| Invoice received from 3rd Party | Prepare data file in loading formal & send to IT Dept. | Airwaybill updated with rates | Capture data from airwaybill | Siebel updated | Start entry & reconcile invoice soft copy to Air waybills | Reconciliation complete | Generate invoice & attach airwaybill printout | Invoice forwarded to Collections | Link to: Collections |

Bill Agent — Bill Agent — Bill Agent — Bill Agent

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

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Lalit Singhi
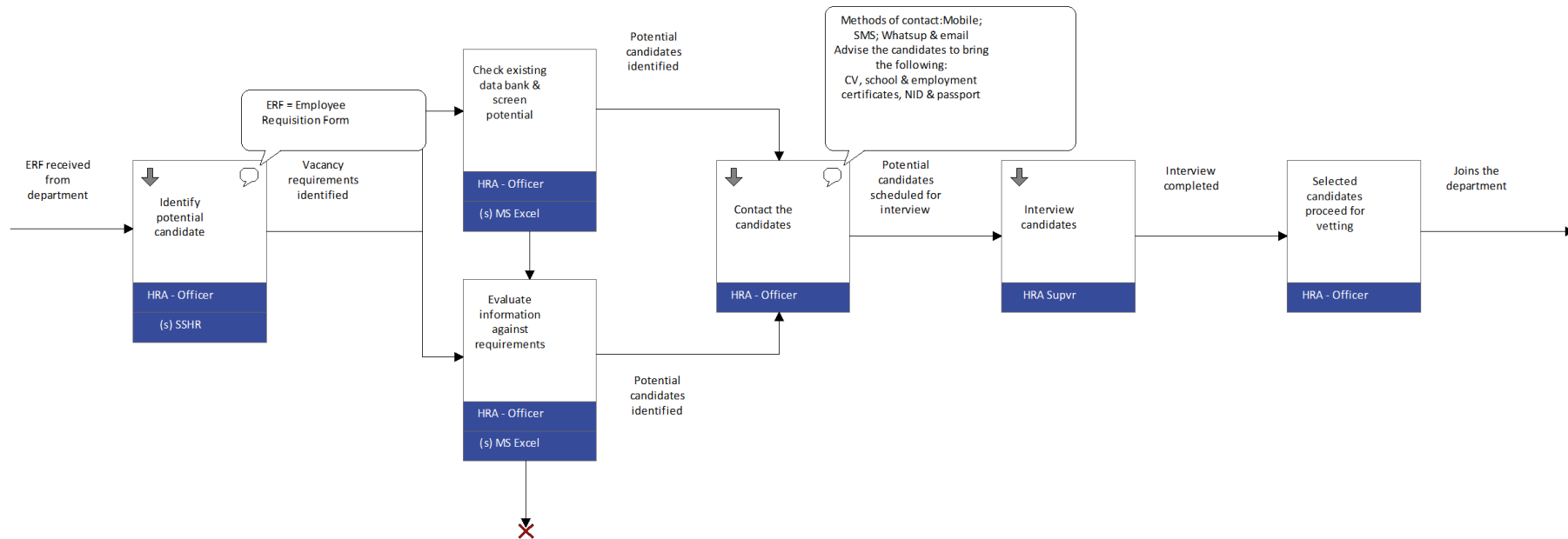Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

UAE - Human Resources & Admin
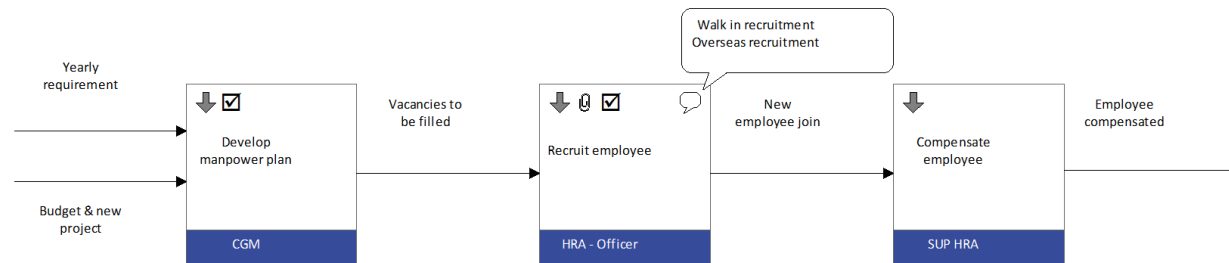
Title: UAE - Human Resources & Admin
Author: Edwin Ramos   Authorization: Update Pending
Date: 3/22/2017
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Hassan Al Aswad
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

SMSA

Recruit Employee

Identify
potential
candidate

ERF received
from
department

ERF = Employee
Requisition Form

Vacancy
requirements
identified

HRA - Officer

(s) SSHR

Check existing
data bank &
screen
potential

HRA - Officer

(s) MS Excel

Potential
candidates
identified

Evaluate
information
against
requirements

HRA - Officer

(s) MS Excel

Potential
candidates
identified

Methods of contact:Mobile;
SMS; Whatsup & email
Advise the candidates to bring
the following:
CV, school & employment
certificates, NID & passport

Contact the
candidates

HRA - Officer

Potential
candidates
scheduled for
interview

Interview
candidates

HRA Supvr

Interview
completed

Selected
candidates
proceed for
vetting

HRA - Officer

Joins the
department

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

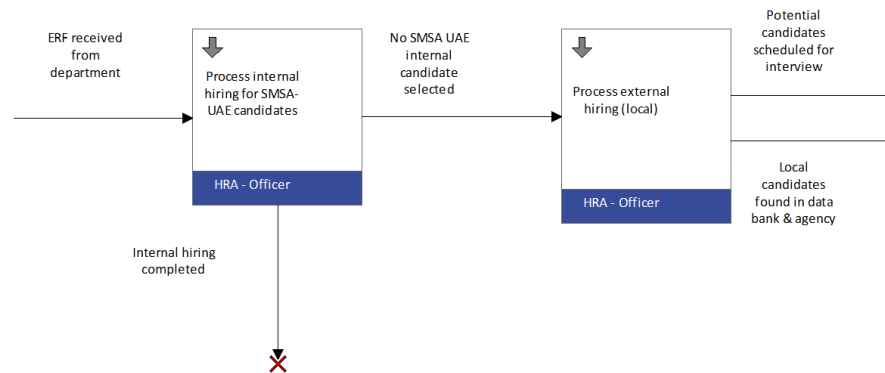Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Hassan Al Aswad
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

Identify Potential Candidates

ERF received from department

No SMSA UAE internal candidate selected

Potential candidates scheduled for interview

| ↓ Process internal hiring for SMSA-UAE candidates |
| HRA - Officer |

| ↓ Process external hiring (local) |
| HRA - Officer |

Local candidates found in data bank & agency

Internal hiring completed

✕

Title: Identify Potential Candidates
Author: Edwin Ramos
Date: 6/1/2017
Volume: 0.00 Per Second

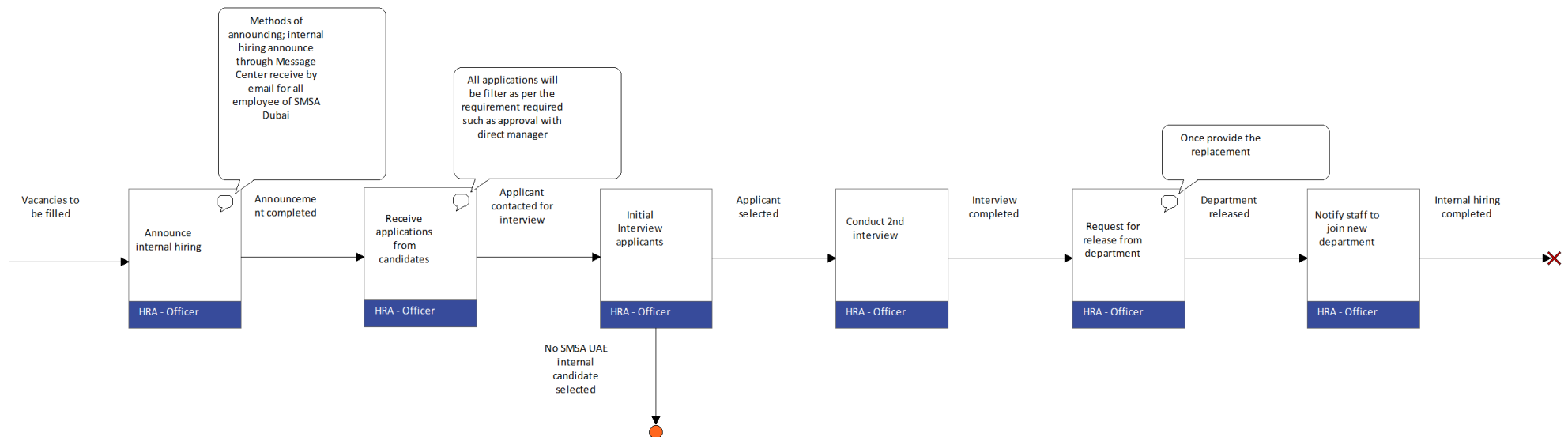Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Hassan Al Aswad
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

SMSA

Internal Hiring Process

Methods of announcing; internal hiring announce through Message Center receive by email for all employee of SMSA Dubai

All applications will be filter as per the requirement required such as approval with direct manager

Once provide the replacement

Vacancies to be filled

Announce internal hiring
HRA - Officer

Announcement completed

Receive applications from candidates
HRA - Officer

Applicant contacted for interview

Initial Interview applicants
HRA - Officer

Applicant selected

Conduct 2nd interview
HRA - Officer

Interview completed

Request for release from department
HRA - Officer

Department released

Notify staff to join new department
HRA - Officer

Internal hiring completed

No SMSA UAE internal candidate selected

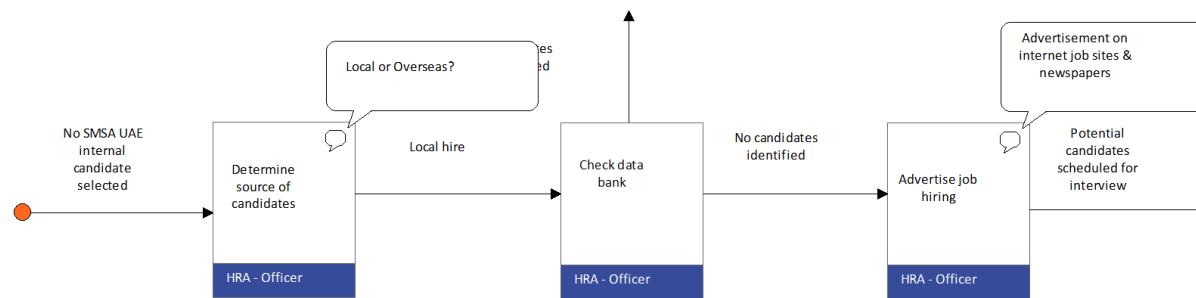|		
Title:	Internal Hiring Process	
Author:	Edwin Ramos	
Date:	6/1/2017	
Volume:	0.00 Per Second	

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Hassan Al Aswad
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

External Hiring Process (Local)

Local or Overseas?

Advertisement on internet job sites & newspapers

No SMSA UAE internal candidate selected

Determine source of candidates

Local hire

Check data bank

No candidates identified

Advertise job hiring

Potential candidates scheduled for interview
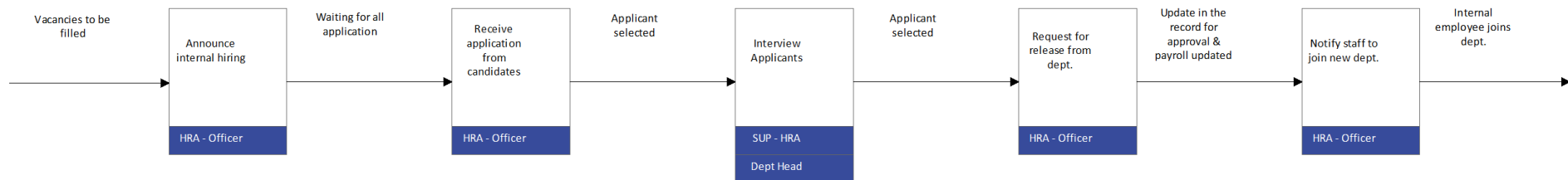
HRA - Officer

HRA - Officer

HRA - Officer

Title: External Hiring Process (Local)
Author: Edwin Ramos
Date: 7/8/2017
Volume: 0.00 Per Second

Authorization: Update Pending

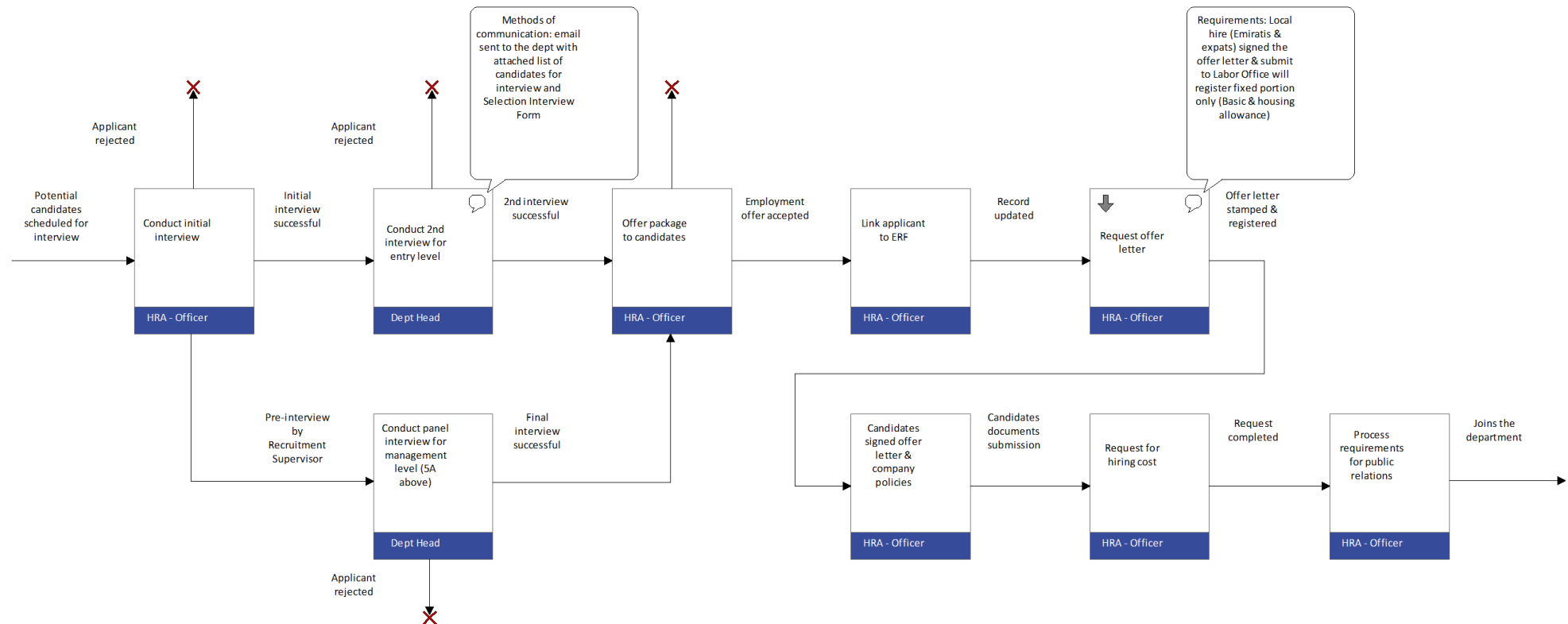Cost Per Second: $,3.5,E-0317

Owner: Hassan Al Aswad
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions
● Change Log
● Change Requests

○ Feedback
○ Keywords
○ Read Only

Contact the Candidates

SMSA

| Vacancies to be filled | Announce internal hiring | Waiting for all application | Receive application from candidates | Applicant selected | Interview Applicants | Applicant selected | Request for release from dept. | Update in the record for approval & payroll updated | Notify staff to join new dept. | Internal employee joins dept. |

Announce internal hiring
HRA - Officer

Receive application from candidates
HRA - Officer

Interview Applicants
SUP - HRA
Dept Head

Request for release from dept.
HRA - Officer

Notify staff to join new dept.
HRA - Officer

Title: Contact the Candidates
Author: Edwin Ramos
Date: 7/8/2017
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Hassan Al Aswad
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

Interview Candidates

Title: Interview Candidates
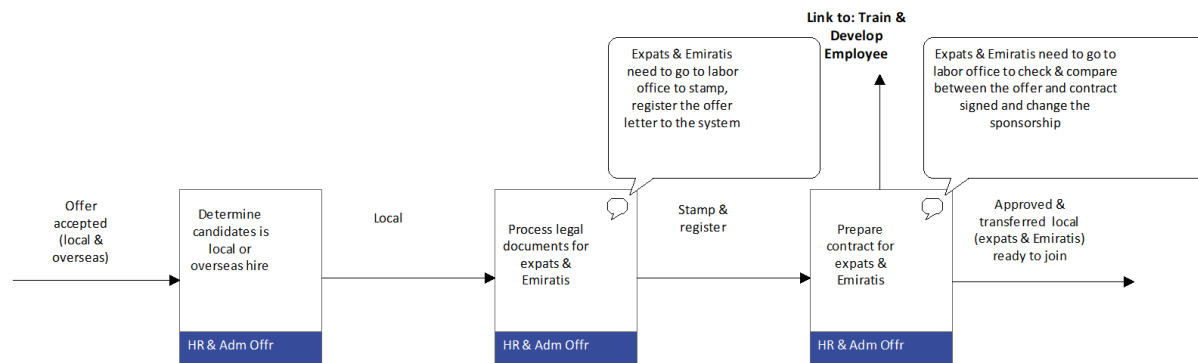Author: Edwin Ramos
Date: 7/10/2017
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Hassan Al Aswad
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

SMSA

Process Requirements for Public Relations

Offer accepted (local & overseas)

Determine candidates is local or overseas hire

HR & Adm Offr

Local

Process legal documents for expats & Emiratis

HR & Adm Offr

Expats & Emiratis need to go to labor office to stamp, register the offer letter to the system

Stamp & register

Link to: Train & Develop Employee

Prepare contract for expats & Emiratis

HR & Adm Offr

Expats & Emiratis need to go to labor office to check & compare between the offer and contract signed and change the sponsorship

Approved & transferred local (expats & Emiratis) ready to join

Title: Process Requirements for Public Relations
Author: Edwin Ramos
Date: 7/10/2017
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Authorization: Update Pending

Owner: Hassan Al Aswad
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

SMSA

Develop Manpower Plan

Budgeted or Adhoc

Request from Ministry of Labor
Pay the fees thru Finance

Yearly requirement

Budget & New Projects

☑ Determine manpower requirements 💬

CGM

Requirements identified

☑ Approve manpower plan

CGM

Potential candidates identified

☑ Request for employment visas 💬

SUP HRA

Vacancies to be filled

Internal recruitment

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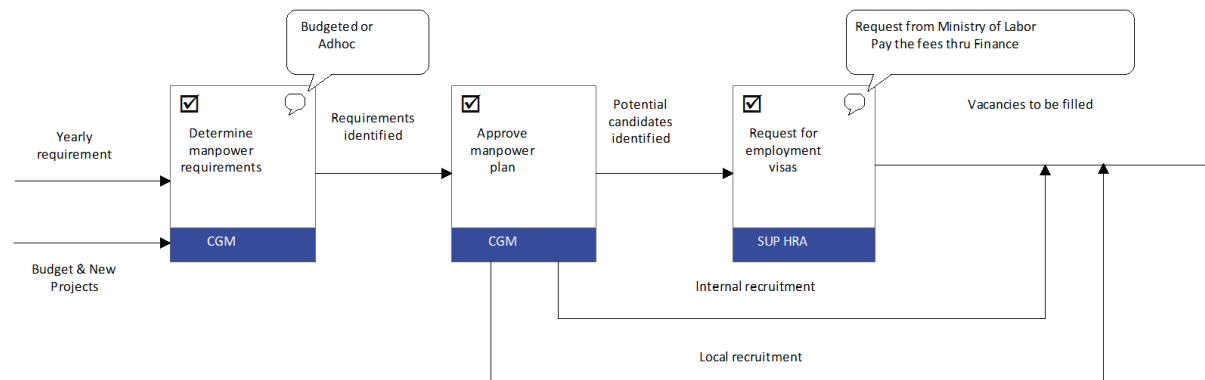
Title: Develop Manpower Plan
Author: Edwin Ramos
Date: 6/13/2010
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Hassan Al Aswad
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

Compensate employee

As per authority matrix

| Compensate Staff request | Check application eligibility | Application eligible | Submit for approval as per matrix | Approval complete | Process HRA request | Approval notification to employee Transaction recorded in system |

HRA - Officer

HRA - Officer

HRA - Officer

Application not eligible

Title: Compensate employee
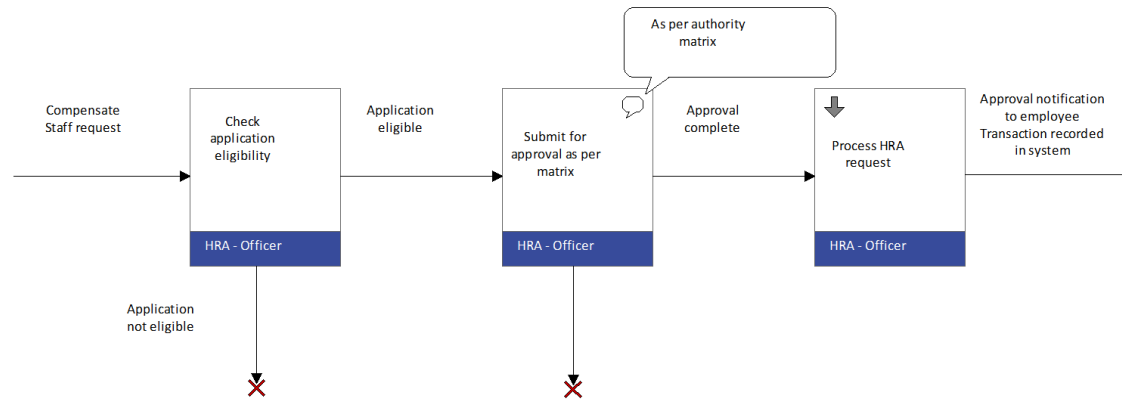Author: Edwin Ramos
Date: 7/12/2017
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Hassan Al Aswad
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

Process HRA request

smsa

Process Monthly Payroll

Monthly Manpower report

Adjustment report from FIN

MMR received from depts (start 15 finish 20 process time 6 days adjustment report received from FIN (start 15 finish 20 process time 6 days)

record verified & updated

Verify & update record

SUP HRA

Prepare payroll

SUP HRA

1st updating by payroll (start 21 finish 23) process time 3 days

Arrange Manpower

Prepare Manpower report

SUP HRA

Payroll ready for balancing

e.g. E cah expense advance medial insurance loan GOSI Leaves Mobile gasoline overtime incentive absences, others

Balance 1st draft of payroll against adjustment

SUP HRA

Payroll balanced

FIN to submit draft of the 1st checklist to ISD for auditing & primary approval (start 25 finish 26) process time 2 days

Submit to SUP HRA BAH

SUP HRA

Payroll verified

Start:27 process time 1 day final payroll plus audited draft to be submitted back to IAD for the final verification & submit back to FIN for approval (start 28 process time 1 day)

Update adjustment from SUP HRA BAH

SUP HRA

Received from FIN after verification and approval

Submit payroll to CGM approval

SUP HRA

Approved Payroll

Submit payroll to SUP HRA BAH for approval

SUP HRA

Approval received

Process payroll

SUP HRA

Payroll processed

Prepare payroll summary report

SUP HRA

Report ready

Attach bank sheet to Payroll Summary Report

generated by HR -System

Prepare bank sheet

SUP HRA

Link to: FIN

Fwrd to Director of FIN for final approval

Title: Process Monthly Payroll
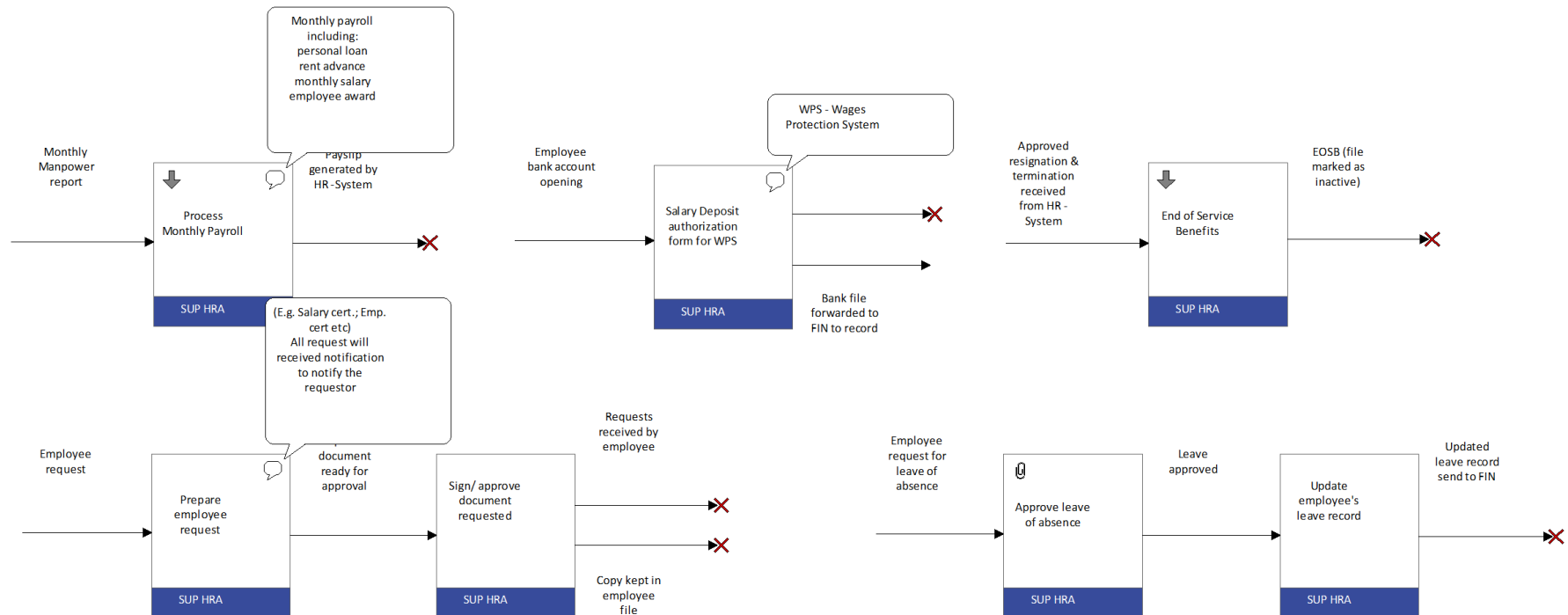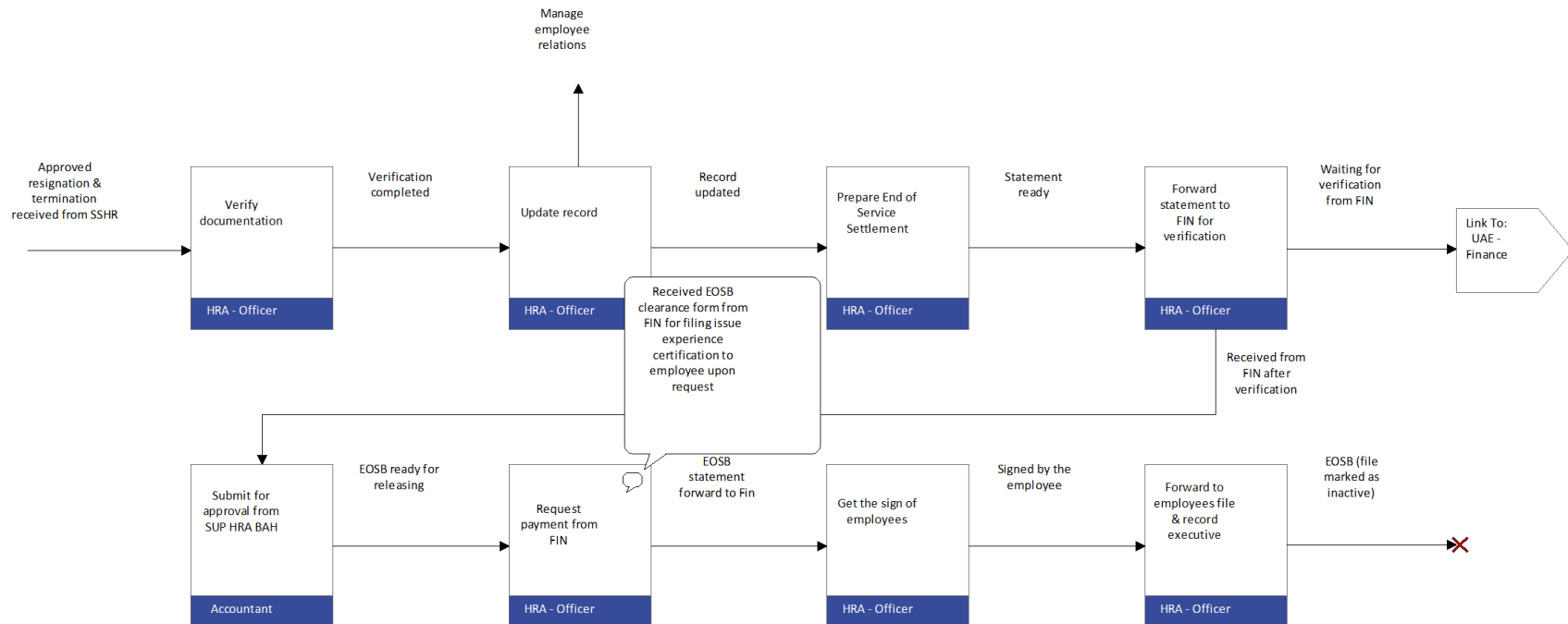Author: Edwin Ramos
Date: 7/12/2017
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Hassan Al Aswad
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

End of Service Benefits

Manage employee relations

Approved resignation & termination received from SSHR

Verify documentation
HRA - Officer

Verification completed

Update record
HRA - Officer

Record updated

Prepare End of Service Settlement
HRA - Officer

Statement ready

Forward statement to FIN for verification
HRA - Officer

Waiting for verification from FIN

Link To: UAE - Finance

Received EOSB clearance form from FIN for filing issue experience certification to employee upon request

Received from FIN after verification

Submit for approval from SUP HRA BAH
Accountant

EOSB ready for releasing

Request payment from FIN
HRA - Officer

EOSB statement forward to Fin

Get the sign of employees
HRA - Officer

Signed by the employee

Forward to employees file & record executive
HRA - Officer

EOSB (file marked as inactive)

Title: End of Service Benefits
Author: Edwin Ramos
Date: 7/12/2017
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Hassan Al Aswad
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
● Change Requests ○ Read Only
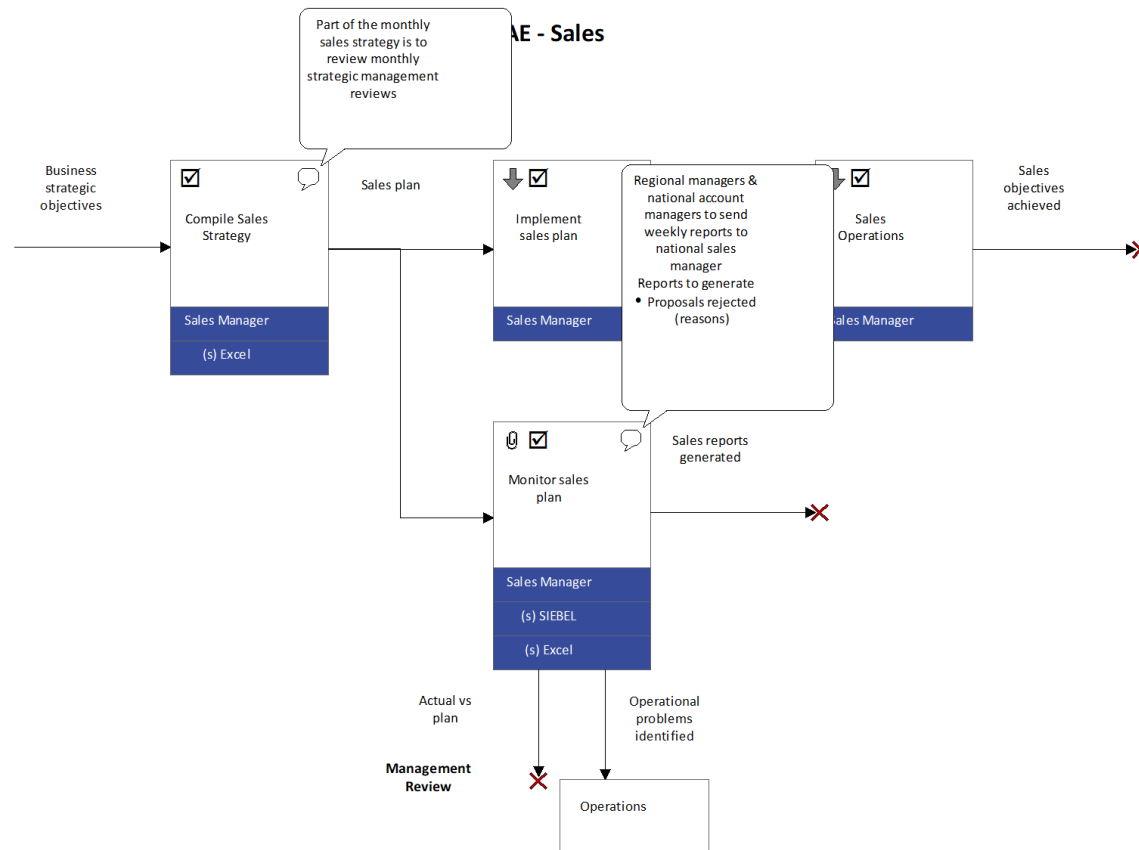
UAE - Sales

Sales - Express

Sales - Freight

Title: UAE - Sales
Author: Edwin Ramos
Date: 3/22/2017
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Yasser Zahreddine
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

UAE - Sales

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

Business strategic objectives

☑ 💬

Compile Sales Strategy

Sales Manager

(s) Excel

Sales plan

↓ ☑

Implement sales plan

Sales Manager

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

☑

Sales Operations

Sales Manager

Sales objectives achieved

✗

📎 ☑ 💬

Monitor sales plan

Sales Manager

(s) SIEBEL

(s) Excel

Sales reports generated

✗

Actual vs plan

Operational problems identified

Management Review

✗

Operations

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

Sales Operations

Targets for
Sales
Executives
distributed

Open customer
account

Manager - Sales

Customer
account active

Manage customer
account
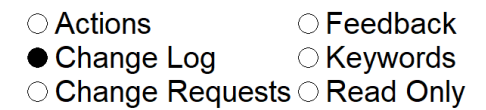
Manager - Sales

Sales
objectives
achieved

Title: Sales Operations
Author: Edwin Ramos
Date: 7/8/2017
Volume: 0.00 Per Second

Authorization: Update Pending

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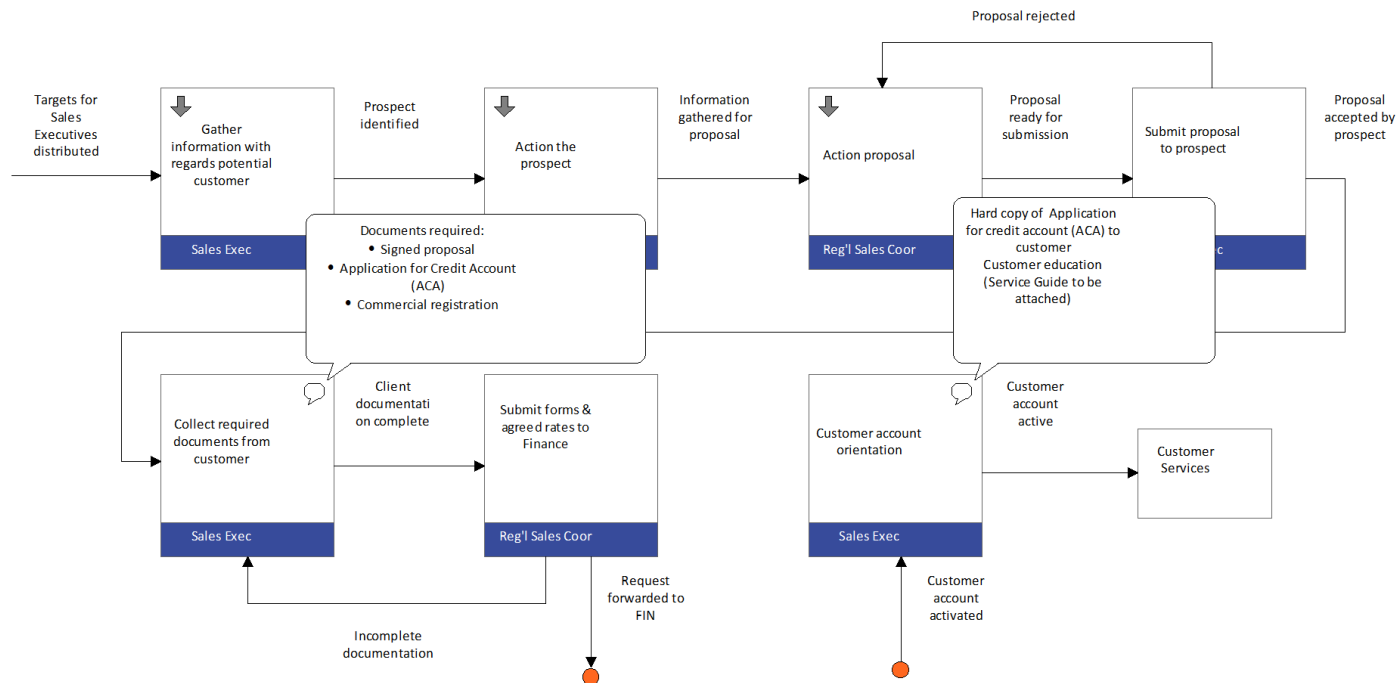
Owner: Yasser Zahreddine
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

smsa

Open Account

Proposal rejected

| Targets for Sales Executives distributed | Gather information with regards potential customer | Prospect identified | Action the prospect | Information gathered for proposal | Action proposal | Proposal ready for submission | Submit proposal to prospect | Proposal accepted by prospect |

Sales Exec · Reg'l Sales Coor

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)

| Collect required documents from customer | Client documentation complete | Submit forms & agreed rates to Finance | Customer account orientation | Customer account active | Customer Services |

Sales Exec · Reg'l Sales Coor · Sales Exec

Request forwarded to FIN

Incomplete documentation

Customer account activated

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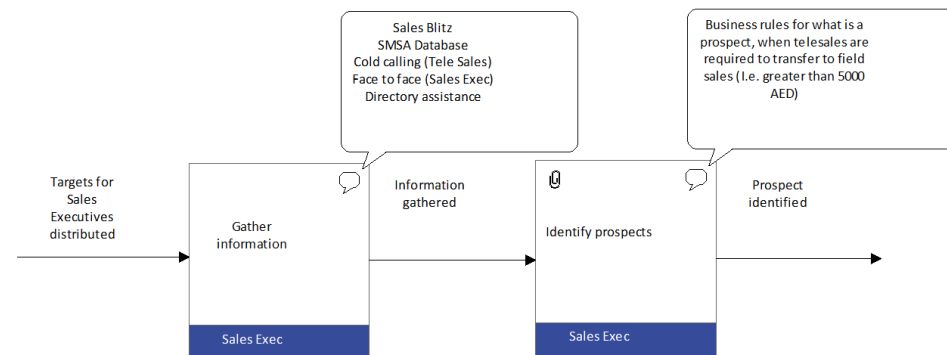Date: 5/22/2010
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Yasser Zahreddine
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

Gather Information with Regards Potential Customer

Sales Blitz
SMSA Database
Cold calling (Tele Sales)
Face to face (Sales Exec)
Directory assistance

Business rules for what is a prospect, when telesales are required to transfer to field sales (I.e. greater than 5000 AED)

Targets for Sales Executives distributed

Information gathered

Prospect identified

Gather information

Sales Exec

Identify prospects

Sales Exec

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

Owner: Yasser Zahreddine
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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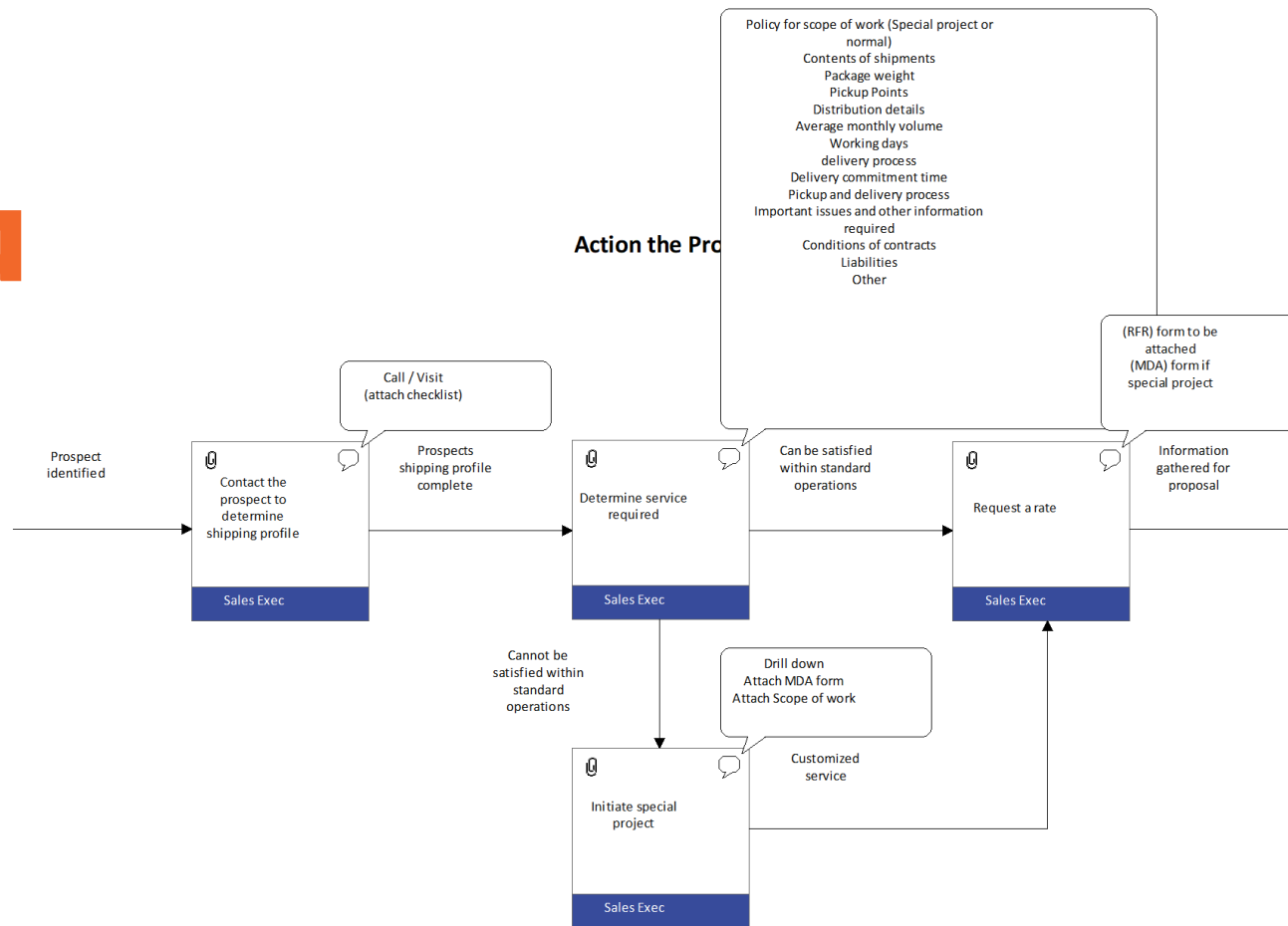○ Change Requests ○ Read Only

SMSA

Action the Pro...

Policy for scope of work (Special project or normal)
Contents of shipments
Package weight
Pickup Points
Distribution details
Average monthly volume
Working days
delivery process
Delivery commitment time
Pickup and delivery process
Important issues and other information required
Conditions of contracts
Liabilities
Other

Call / Visit
(attach checklist)

(RFR) form to be attached
(MDA) form if special project

Prospect identified

Contact the prospect to determine shipping profile
Sales Exec

Prospects shipping profile complete

Determine service required
Sales Exec

Can be satisfied within standard operations

Request a rate
Sales Exec

Information gathered for proposal

Cannot be satisfied within standard operations

Drill down
Attach MDA form
Attach Scope of work

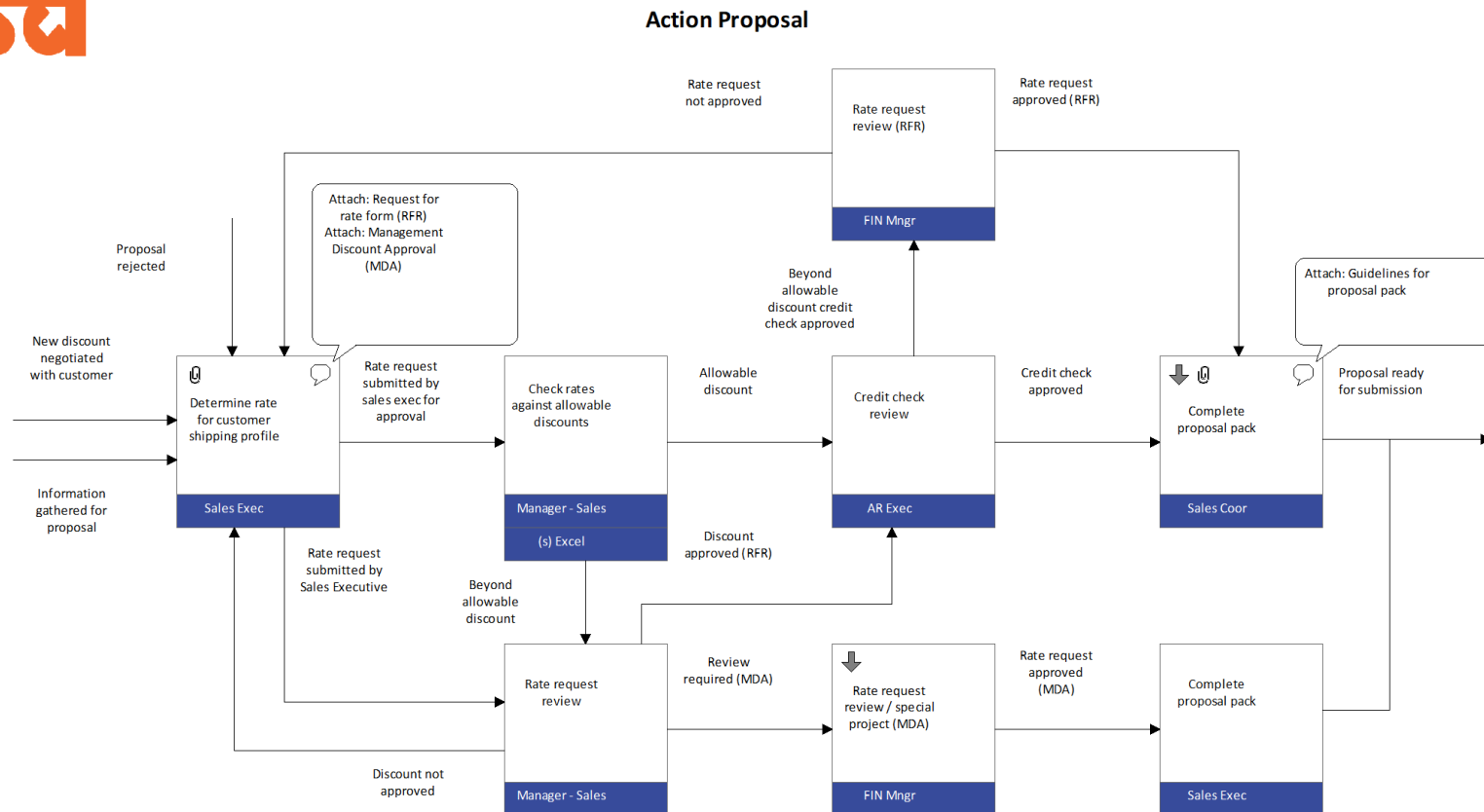Initiate special project
Sales Exec

Customized service

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

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Yasser Zahreddine
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

Action Proposal

Rate request not approved

Rate request review (RFR)

Rate request approved (RFR)

FIN Mngr

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

Proposal rejected

Beyond allowable discount credit check approved

Attach: Guidelines for proposal pack

New discount negotiated with customer

Determine rate for customer shipping profile

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

Sales Exec

Manager - Sales

AR Exec

Sales Coor

(s) Excel

Information gathered for proposal

Rate request submitted by Sales Executive

Discount approved (RFR)

Beyond allowable discount

Rate request review

Review required (MDA)

Rate request review / special project (MDA)

Rate request approved (MDA)

Complete proposal pack

Manager - Sales

FIN Mngr

Sales Exec

Discount not approved

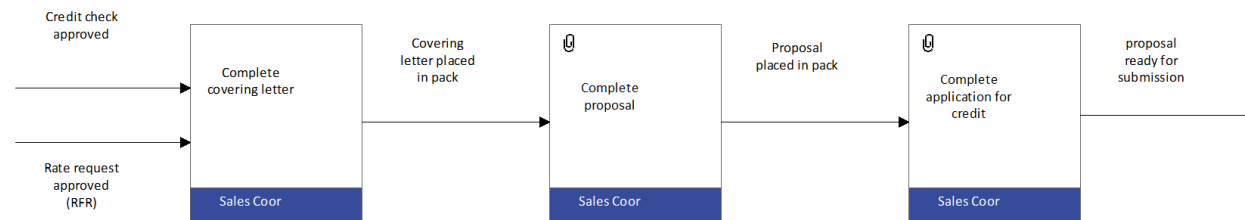|	
Title: Action Proposal	
Author: Edwin Ramos	
Date: 5/22/2010	
Volume: 0.00 Per Second	

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Yasser Zahreddine
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

Complete Proposal Pack

Credit check approved

Rate request approved (RFR)

Complete covering letter

Sales Coor

Covering letter placed in pack

Complete proposal

Sales Coor

Proposal placed in pack

Complete application for credit

Sales Coor

proposal ready for submission

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

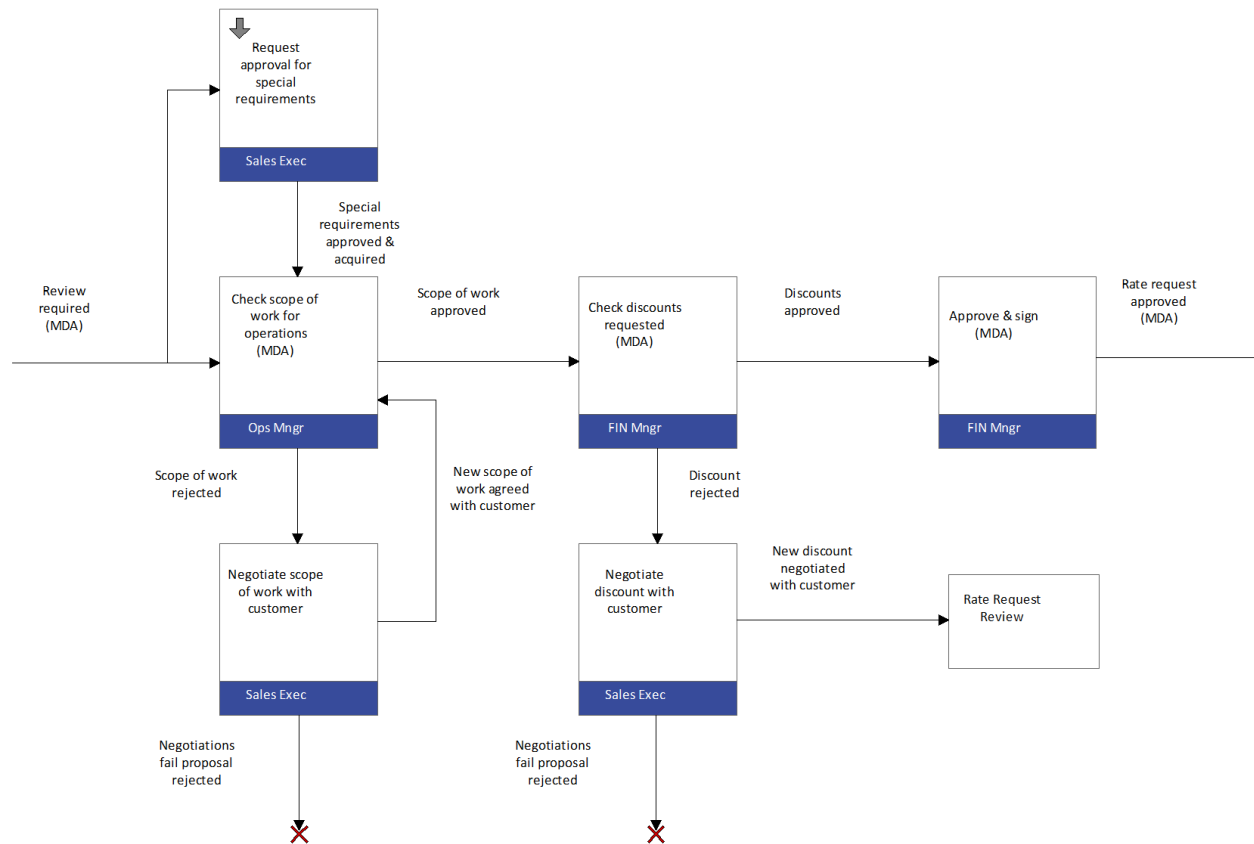Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Yasser Zahreddine
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

Rate Request Review / Special Project (MDA)

Request approval for special requirements
Sales Exec

Special requirements approved & acquired

Review required (MDA)

Check scope of work for operations (MDA)
Ops Mngr

Scope of work approved

Check discounts requested (MDA)
FIN Mngr

Discounts approved

Approve & sign (MDA)
FIN Mngr

Rate request approved (MDA)

Scope of work rejected

New scope of work agreed with customer

Discount rejected

Negotiate scope of work with customer
Sales Exec

Negotiate discount with customer
Sales Exec

New discount negotiated with customer

Rate Request Review

Negotiations fail proposal rejected

Negotiations fail proposal rejected

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

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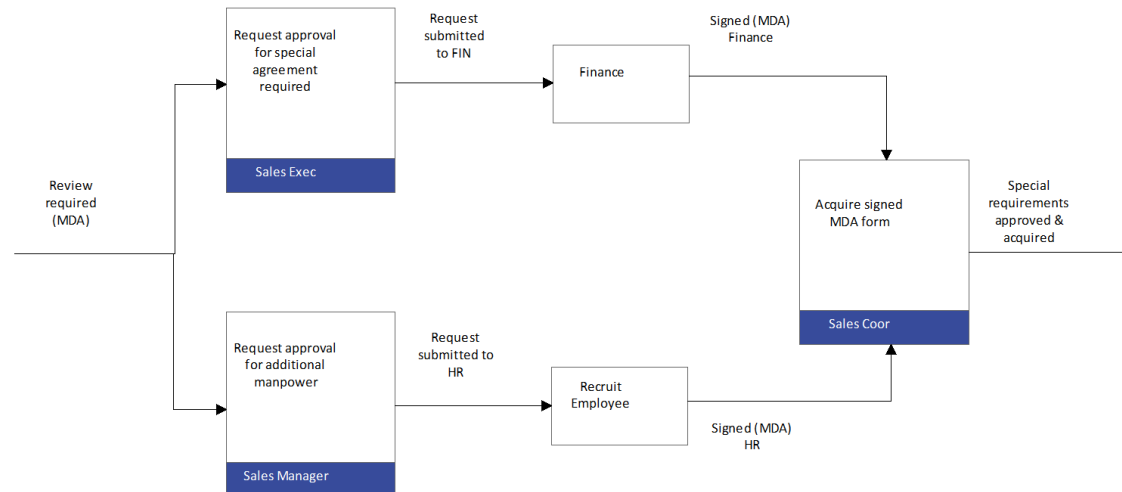
○ Actions   ○ Feedback
● Change Log   ● Keywords
● Change Requests   ○ Read Only

Request Approval for Special Requirements

Review required (MDA)

Request approval for special agreement required

Sales Exec

Request submitted to FIN

Finance

Signed (MDA) Finance

Acquire signed MDA form

Sales Coor

Special requirements approved & acquired

Request approval for additional manpower

Sales Manager

Request submitted to HR

Recruit Employee

Signed (MDA) HR

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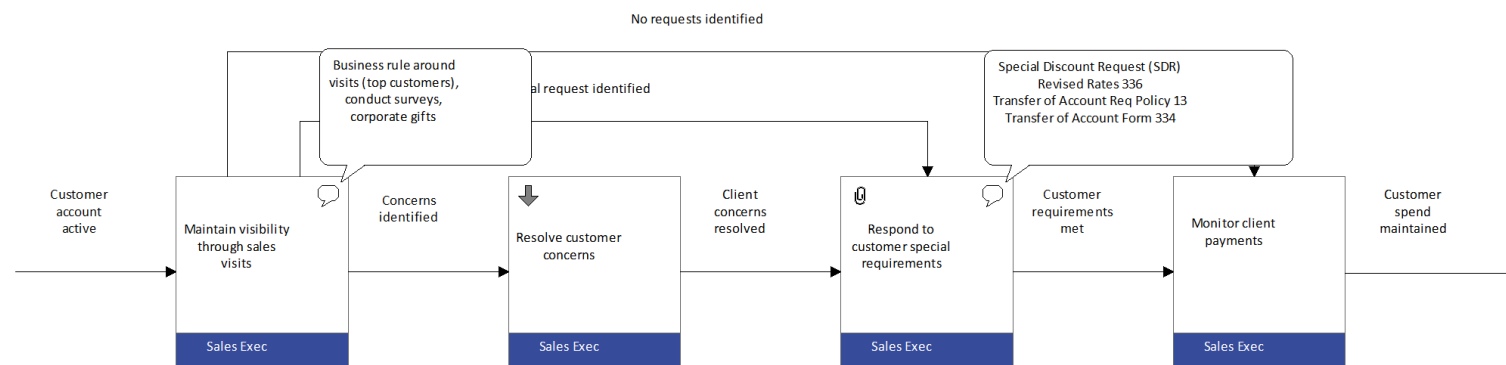Author: Edwin Ramos   Authorization: Update Pending
Date: 5/29/2010
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Yasser Zahreddine
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

Manage customer account

Instruction to OPS for regular pickup

Customer account active

Maintain account

Sales Exec

Customer spend maintained

Business development of account

Sales Exec

sales objectives achieved

Initial customer request for supplies / waybills

Initial customer request for supplies

Sales Exec

Supplies delivered & customer educated
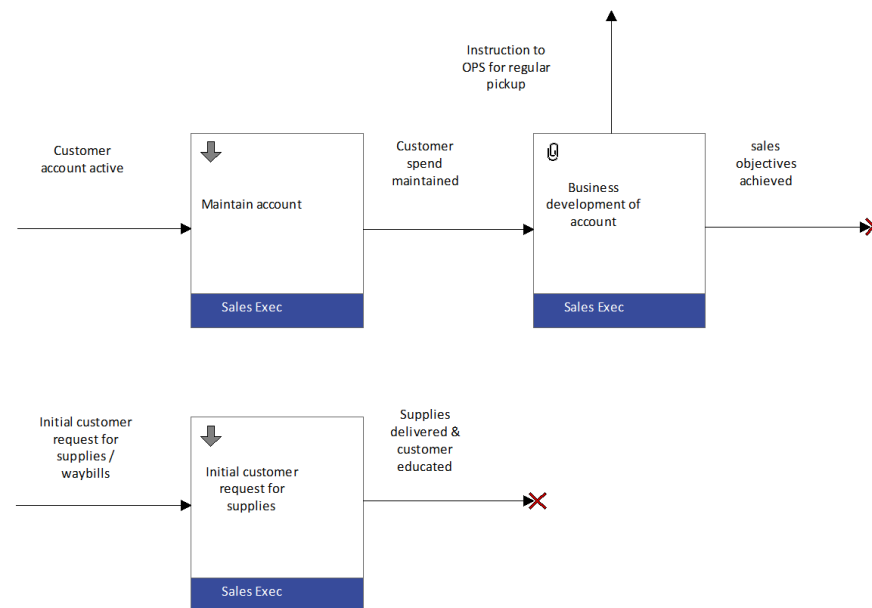
Title:	Manage customer account	Owner: Yasser Zahreddine
Author:	Edwin Ramos	Authorization: Update Pending	Diagram Version: Draft Copy
Date:	7/8/2017	Review Date: None
Volume:	0.00 Per Second	Cost Per Second: $,3.5,E-0317	F.T.E.: 0.00

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

Maintain Account

No requests identified

Business rule around
visits (top customers),
conduct surveys,
corporate gifts

al request identified

Special Discount Request (SDR)
Revised Rates 336
Transfer of Account Req Policy 13
Transfer of Account Form 334

Customer
account
active

Concerns
identified

Maintain visibility
through sales
visits

Sales Exec

Resolve customer
concerns

Sales Exec

Client
concerns
resolved

Respond to
customer special
requirements

Sales Exec

Customer
requirements
met

Monitor client
payments

Sales Exec

Customer
spend
maintained

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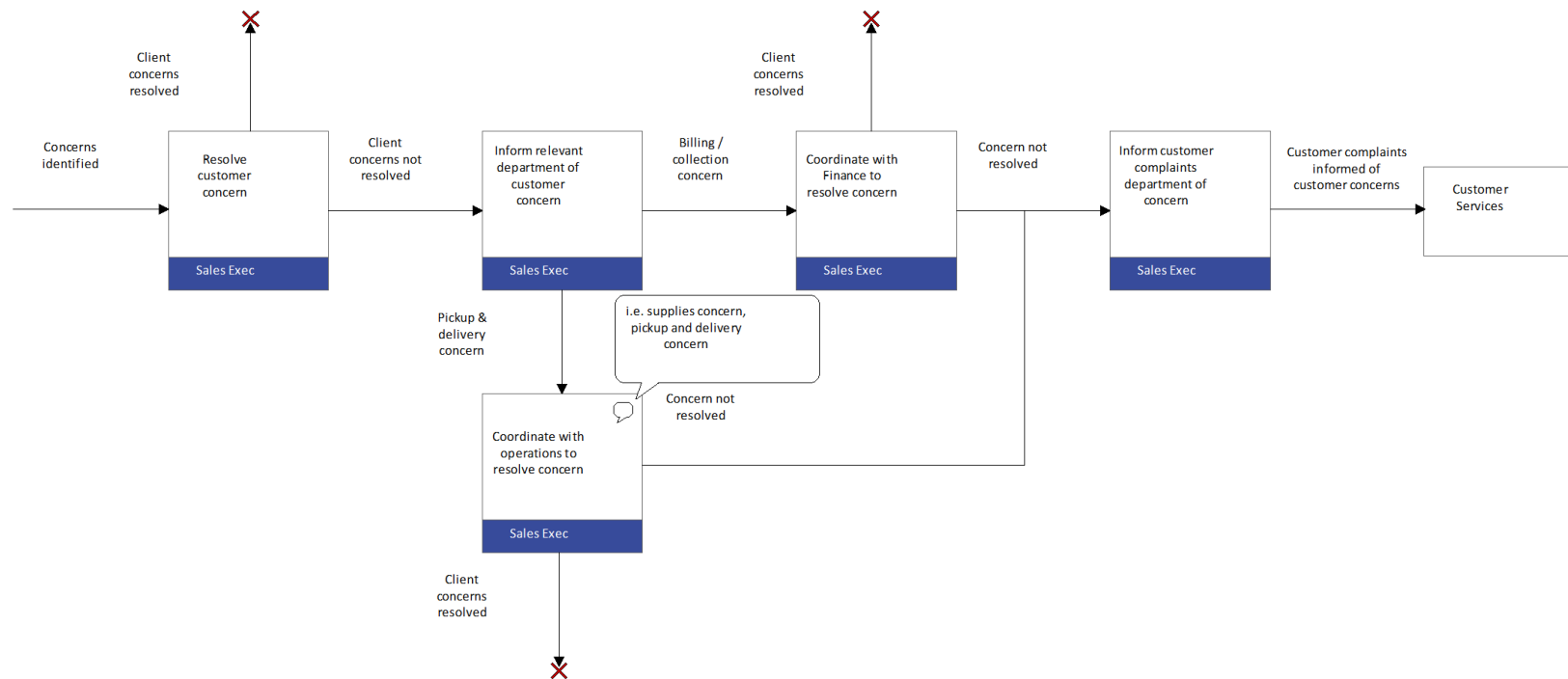Date: 5/22/2010
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Yasser Zahreddine
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

Resolve Customer Concerns

SMSA

Concerns identified

Client concerns resolved

Client concerns not resolved

Resolve customer concern

Sales Exec

Inform relevant department of customer concern

Sales Exec

Billing / collection concern

Client concerns resolved

Coordinate with Finance to resolve concern

Sales Exec

Concern not resolved

Inform customer complaints department of concern

Sales Exec

Customer complaints informed of customer concerns

Customer Services

Pickup & delivery concern

i.e. supplies concern, pickup and delivery concern

Concern not resolved

Coordinate with operations to resolve concern

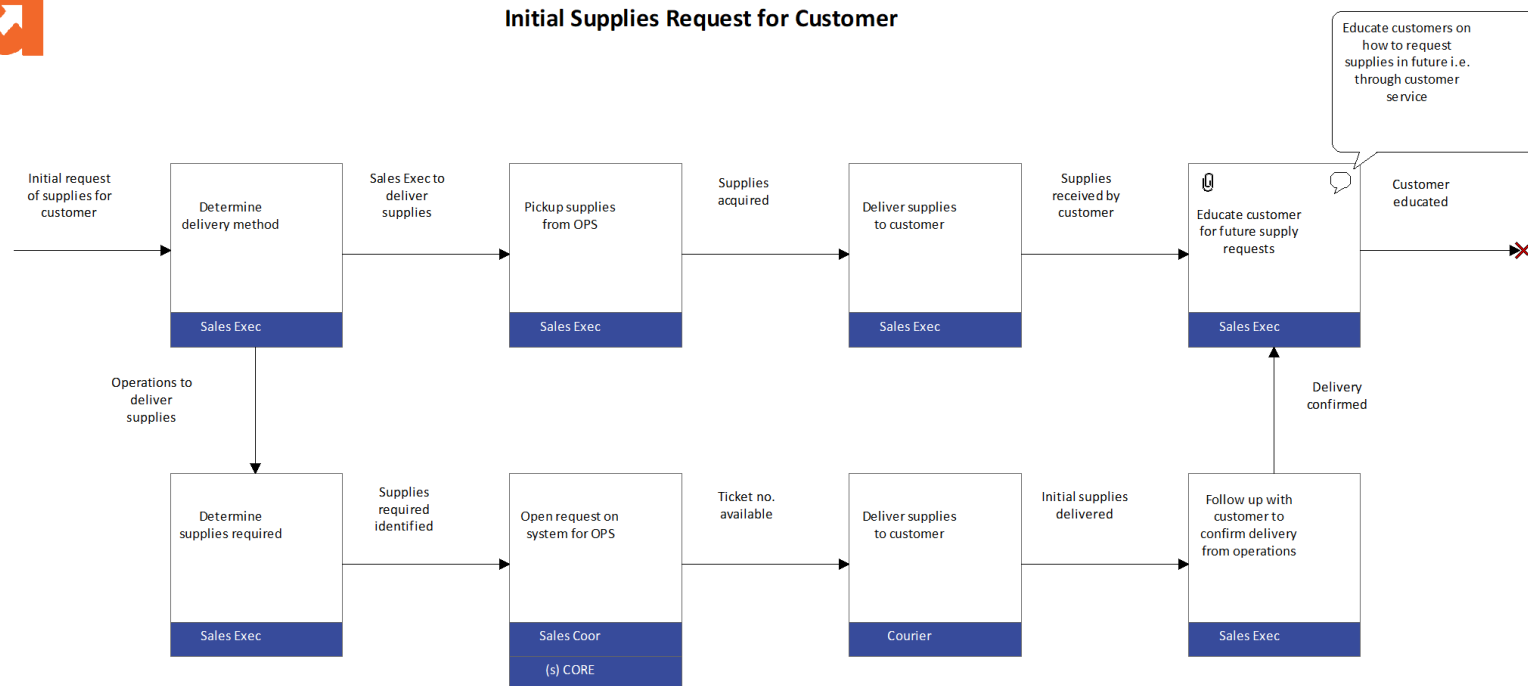Sales Exec

Client concerns resolved

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

Authorization: **Update Pending**

Cost Per Second: **$,3.5,E-0317**

Owner: **Yasser Zahreddine**
Diagram Version: **Draft Copy**
Review Date: **None**
F.T.E.: **0.00**

○ Actions
● Change Log
○ Change Requests

○ Feedback
● Keywords
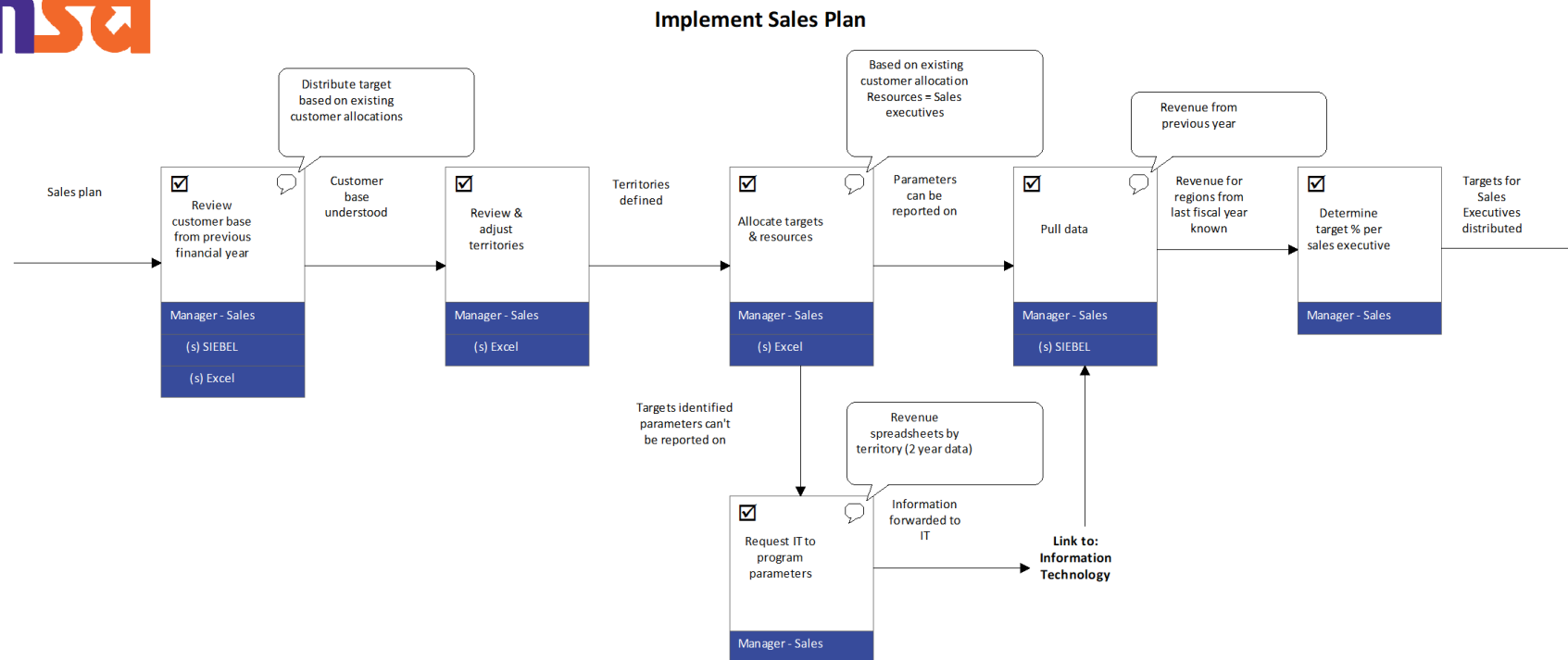○ Read Only

Initial Supplies Request for Customer

Educate customers on how to request supplies in future i.e. through customer service

Initial request of supplies for customer	Determine delivery method	Sales Exec to deliver supplies	Pickup supplies from OPS	Supplies acquired	Deliver supplies to customer	Supplies received by customer	Educate customer for future supply requests	Customer educated
	Sales Exec		Sales Exec		Sales Exec		Sales Exec	

Operations to deliver supplies

Delivery confirmed

Determine supplies required	Supplies required identified	Open request on system for OPS	Ticket no. available	Deliver supplies to customer	Initial supplies delivered	Follow up with customer to confirm delivery from operations
Sales Exec		Sales Coor		Courier		Sales Exec
		(s) CORE				

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

Implement Sales Plan

Sales plan

Distribute target based on existing customer allocations

Review customer base from previous financial year
Manager - Sales
(s) SIEBEL
(s) Excel

Customer base understood

Review & adjust territories
Manager - Sales
(s) Excel

Territories defined

Based on existing customer allocation Resources = Sales executives

Allocate targets & resources
Manager - Sales
(s) Excel

Parameters can be reported on

Pull data
Manager - Sales
(s) SIEBEL

Revenue from previous year

Revenue for regions from last fiscal year known

Determine target % per sales executive
Manager - Sales

Targets for Sales Executives distributed

Targets identified parameters can't be reported on

Revenue spreadsheets by territory (2 year data)

Request IT to program parameters
Manager - Sales

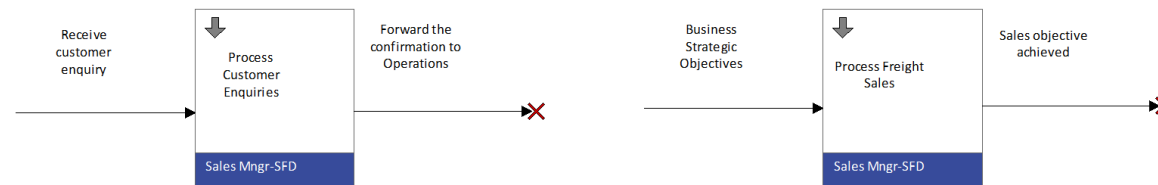Information forwarded to IT

Link to: Information Technology

Title: Implement Sales Plan
Author: Edwin Ramos
Date: 4/29/2017
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Yasser Zahreddine
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

Receive customer enquiry

Process Customer Enquiries

Sales Mngr-SFD

Forward the confirmation to Operations

Business Strategic Objectives

Process Freight Sales

Sales Mngr-SFD

Sales objective achieved

Title:
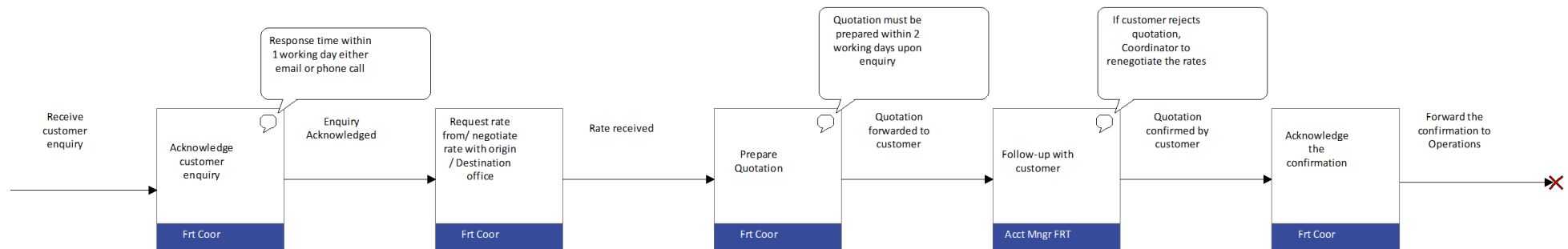Author: Edwin Ramos
Date: 1/1/2023
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Nigil Davis
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

Customer Enquiries for SMSA Freight

Receive customer enquiry

Response time within 1 working day either email or phone call	

Acknowledge customer enquiry — Frt Coor

Enquiry Acknowledged

Request rate from/ negotiate rate with origin / Destination office — Frt Coor

Rate received

Quotation must be prepared within 2 working days upon enquiry

Prepare Quotation — Frt Coor

Quotation forwarded to customer

If customer rejects quotation, Coordinator to renegotiate the rates

Follow-up with customer — Acct Mngr FRT

Quotation confirmed by customer

Acknowledge the confirmation — Frt Coor

Forward the confirmation to Operations

Title: Customer Enquiries for SMSA Freight
Author: Edwin Ramos
Date: 3/8/2022
Volume: 0.00 Per Second

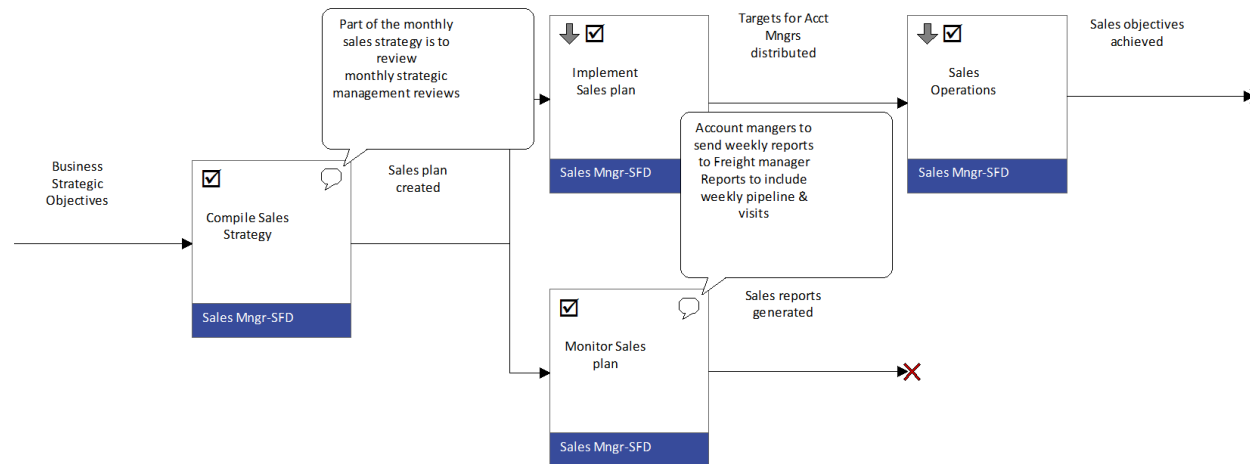Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Nigil Davis
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

Process Freight Sales

Business Strategic Objectives

Compile Sales Strategy
Sales Mngr-SFD

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

Sales plan created

Implement Sales plan
Sales Mngr-SFD

Targets for Acct Mngrs distributed

Account mangers to send weekly reports to Freight manager Reports to include weekly pipeline & visits

Sales Operations
Sales Mngr-SFD

Sales objectives achieved

Monitor Sales plan
Sales Mngr-SFD

Sales reports generated

Title: Process Freight Sales
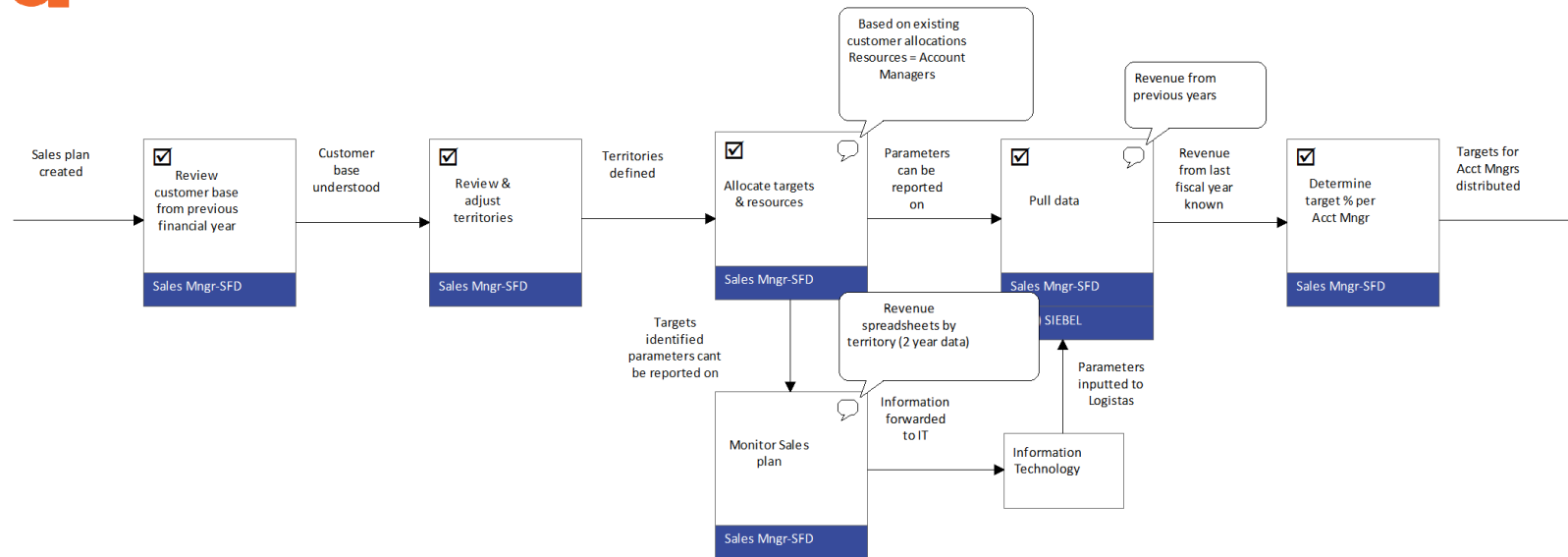Author: Edwin Ramos
Date: 1/1/2023
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Nigil Davis
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

Implement Sales plan

Sales plan created

Review customer base from previous financial year

Sales Mngr-SFD

Customer base understood

Review & adjust territories

Sales Mngr-SFD

Territories defined

Based on existing customer allocations Resources = Account Managers

Allocate targets & resources

Sales Mngr-SFD

Parameters can be reported on

Revenue from previous years

Pull data

Sales Mngr-SFD

SIEBEL

Revenue from last fiscal year known

Determine target % per Acct Mngr

Sales Mngr-SFD

Targets for Acct Mngrs distributed

Targets identified parameters cant be reported on

Revenue spreadsheets by territory (2 year data)

Monitor Sales plan

Sales Mngr-SFD

Information forwarded to IT

Information Technology

Parameters inputted to Logistas

Title: Implement Sales plan
Author: Edwin Ramos
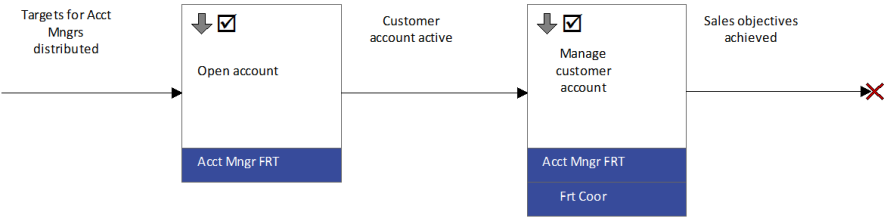Date: 6/14/2022
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Nigil Davis
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

Sales Operations

Targets for Acct Mngrs distributed

☑ Open account

Acct Mngr FRT

Customer account active

☑ Manage customer account

Acct Mngr FRT

Frt Coor

Sales objectives achieved

Title: Sales Operations
Author: Edwin Ramos
Date: 1/1/2023
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Nigil Davis
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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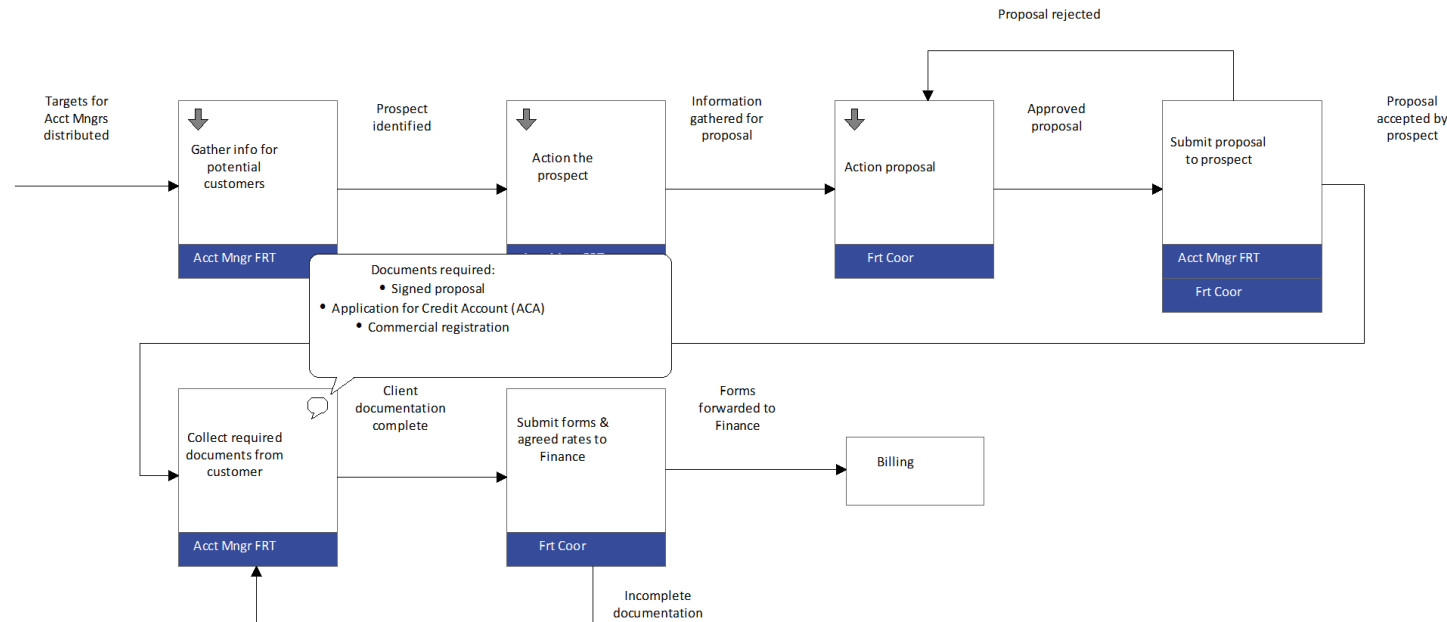● Change Log   ○ Keywords
○ Change Requests ○ Read Only

Open account

Proposal rejected

Targets for
Acct Mngrs
distributed

Prospect
identified

Gather info for
potential
customers

Acct Mngr FRT

Action the
prospect

Information
gathered for
proposal

Action proposal

Frt Coor

Approved
proposal

Submit proposal
to prospect

Acct Mngr FRT
Frt Coor

Proposal
accepted by
prospect

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

Client
documentation
complete

Collect required
documents from
customer

Acct Mngr FRT

Submit forms &
agreed rates to
Finance

Frt Coor

Forms
forwarded to
Finance

Billing

Incomplete
documentation

Title: Open account
Author: Edwin Ramos
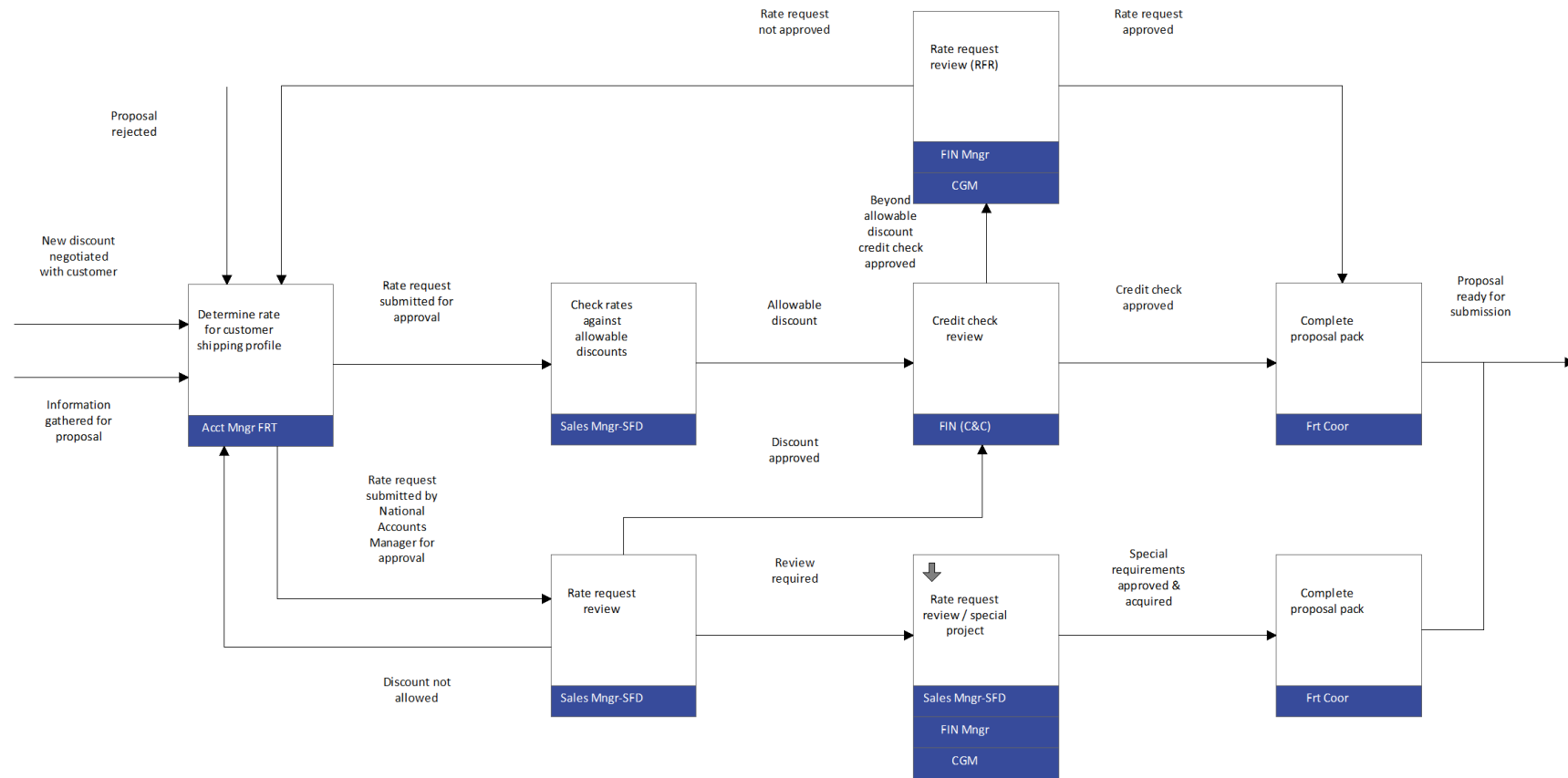Date: 6/14/2022
Volume: 0.00 Per Second

Authorization: Update Pending

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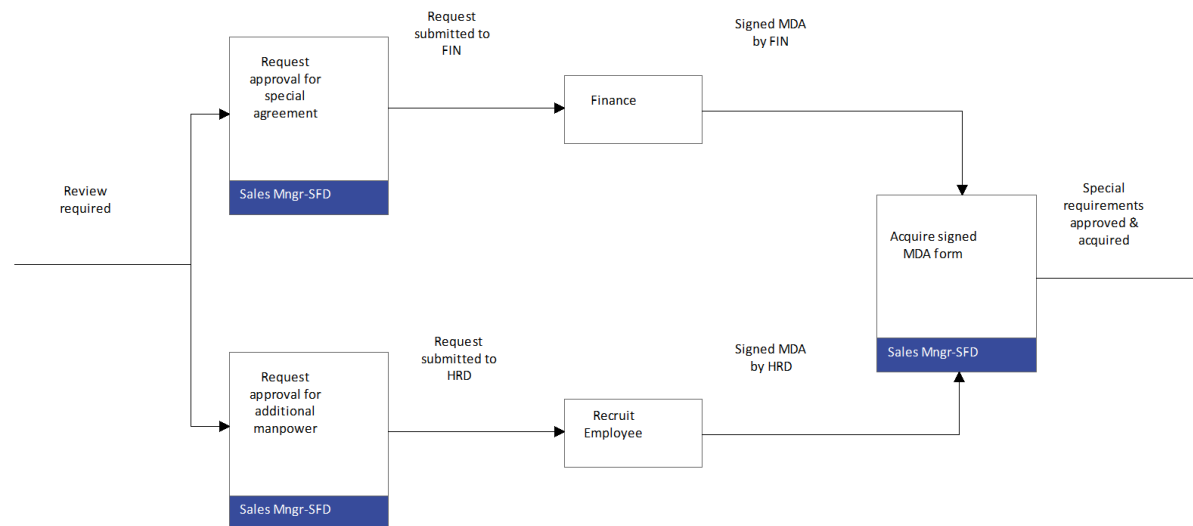
Owner: Nigil Davis
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

Action proposal

Rate request not approved

Rate request review (RFR)

Rate request approved

FIN Mngr
CGM

Proposal rejected

Beyond allowable discount credit check approved

New discount negotiated with customer

Information gathered for proposal

Determine rate for customer shipping profile

Acct Mngr FRT

Rate request submitted for approval

Check rates against allowable discounts

Sales Mngr-SFD

Allowable discount

Credit check review

FIN (C&C)

Credit check approved

Complete proposal pack

Frt Coor

Proposal ready for submission

Discount approved

Rate request submitted by National Accounts Manager for approval

Rate request review

Sales Mngr-SFD

Discount not allowed

Review required

Rate request review / special project

Sales Mngr-SFD
FIN Mngr
CGM

Special requirements approved & acquired

Complete proposal pack

Frt Coor

Rate request review / special project

Review required

Request approval for special agreement
Sales Mngr-SFD

Request submitted to FIN

Finance

Signed MDA by FIN

Request approval for additional manpower
Sales Mngr-SFD

Request submitted to HRD

Recruit Employee

Signed MDA by HRD

Acquire signed MDA form
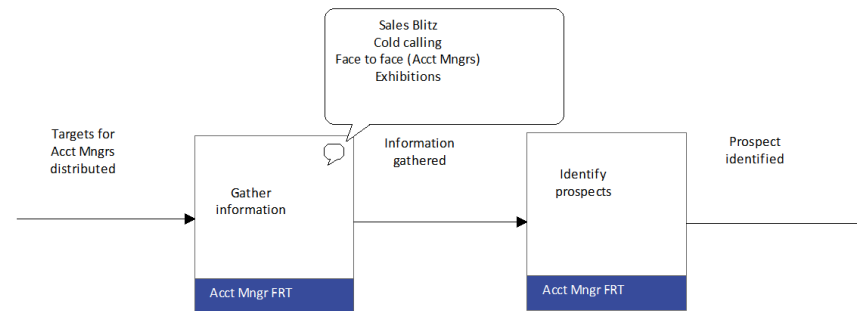Sales Mngr-SFD

Special requirements approved & acquired

Title: Rate request review / special project
Author: Edwin Ramos
Date: 6/14/2022
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Nigil Davis
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

smsa

Gather information with regards potential customer

Sales Blitz
Cold calling
Face to face (Acct Mngrs)
Exhibitions

Targets for
Acct Mngrs
distributed

Gather
information

Acct Mngr FRT

Information
gathered

Identify
prospects

Acct Mngr FRT

Prospect
identified

Title: Gather information with regards potential customer
Author: Edwin Ramos   Authorization: Update Pending
Date: 6/14/2022
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Nigil Davis
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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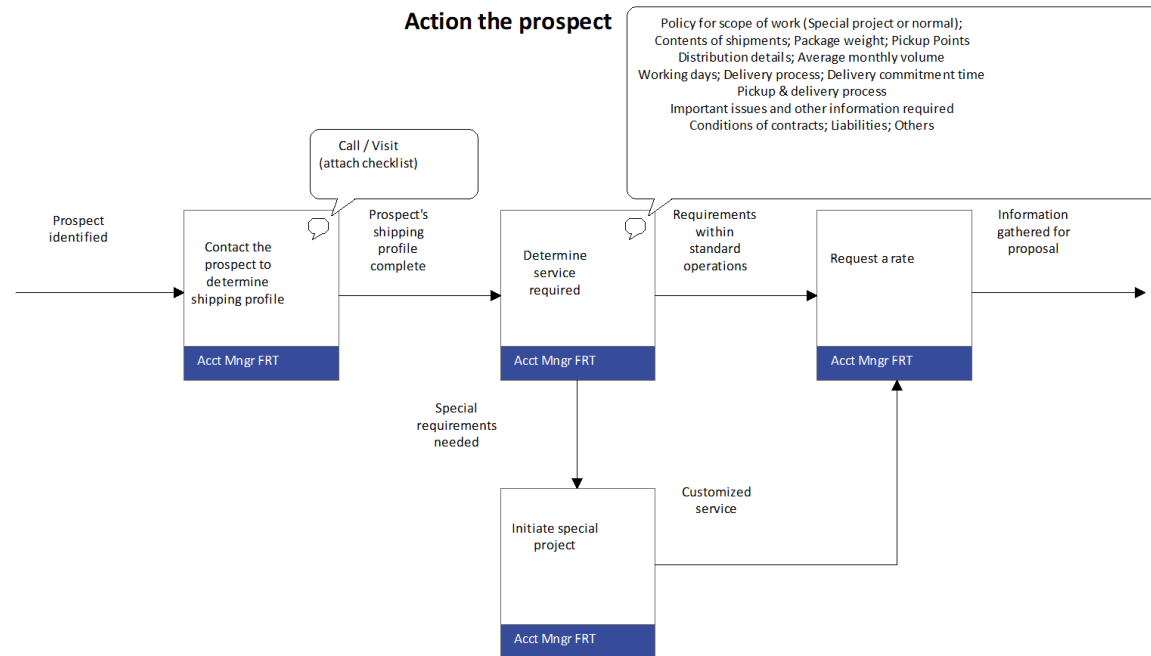○ Change Requests ○ Read Only

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 & delivery process
Important issues and other information required
Conditions of contracts; Liabilities; Others

Call / Visit
(attach checklist)

Prospect
identified

Prospect's
shipping
profile
complete

Requirements
within
standard
operations

Information
gathered for
proposal

Contact the
prospect to
determine
shipping profile

Acct Mngr FRT

Determine
service
required

Acct Mngr FRT

Request a rate

Acct Mngr FRT

Special
requirements
needed

Customized
service

Initiate special
project

Acct Mngr FRT

Title: Action the prospect
Author: Edwin Ramos
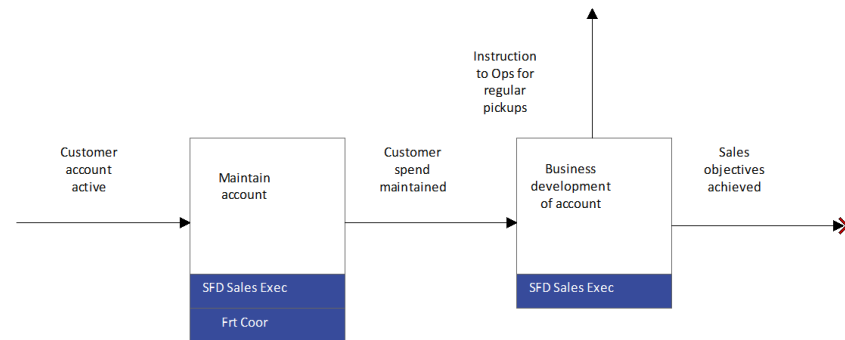Date: 6/14/2022
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Nigil Davis
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

Manage customer account

Instruction
to Ops for
regular
pickups

Customer
account
active

Maintain account
SFD Sales Exec
Frt Coor

Customer
spend
maintained

Business development of account
SFD Sales Exec

Sales
objectives
achieved

Title: Manage customer account
Author: Edwin Ramos
Date: 6/14/2022
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Nigil Davis
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions
● Change Log
○ Change Requests

○ Feedback
○ Keywords
○ Read Only

UAE - Operations

Stations

UTL

Overgoods

HUB

Fleet

Fulfillment

Third Party Vendor

Title: UAE - Operations
Author: Edwin Ramos
Date: 3/22/2017
Volume: 0.00 Per Second

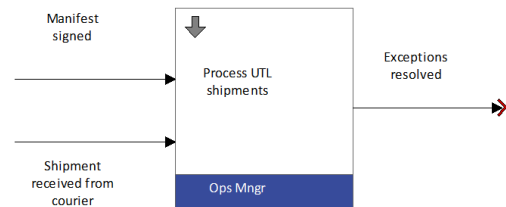Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Mohd Dilhan Dastakeer
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

UAE - OPS UTL Section

Manifest
signed

Process UTL
shipments

Exceptions
resolved

Shipment
received from
courier

Ops Mngr

Title: UAE - OPS UTL Section
Author: Edwin Ramos
Date: 11/6/2017
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Mohd Dilhan Dastakeer
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

Authorization: Update Pending

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

Manifest signed

Resolve international UTL

UTL Agent

Shipment received from courier

Resolve domestic UTL

UTL Agent

Sender instruction to dispose

Process unclaimed/ over good shipments

UTL Agent

Accepted by unclaimed/ overgoods

Dispose shipment

Sec Officer

Exceptions resolved

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

Authorization: Update Pending

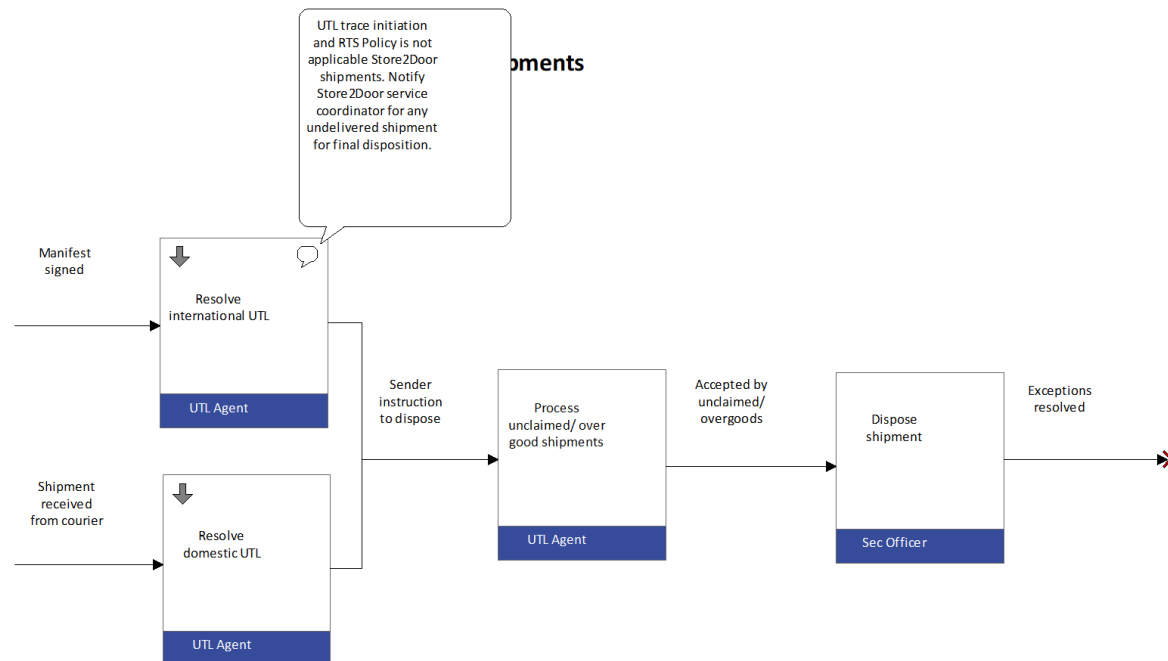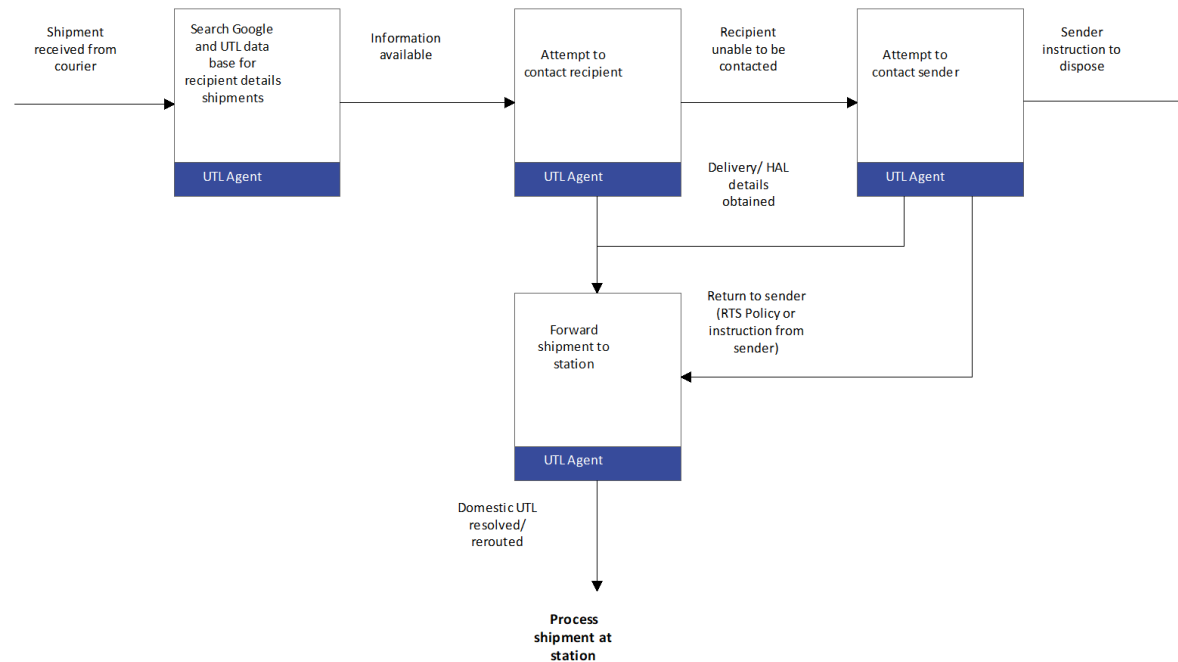Cost Per Second: $,3.5,E-0317

Owner: Mohd Dilhan Dastakeer
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

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

Attempt to contact sender
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

Domestic UTL resolved/ rerouted

Process shipment at station

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

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

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

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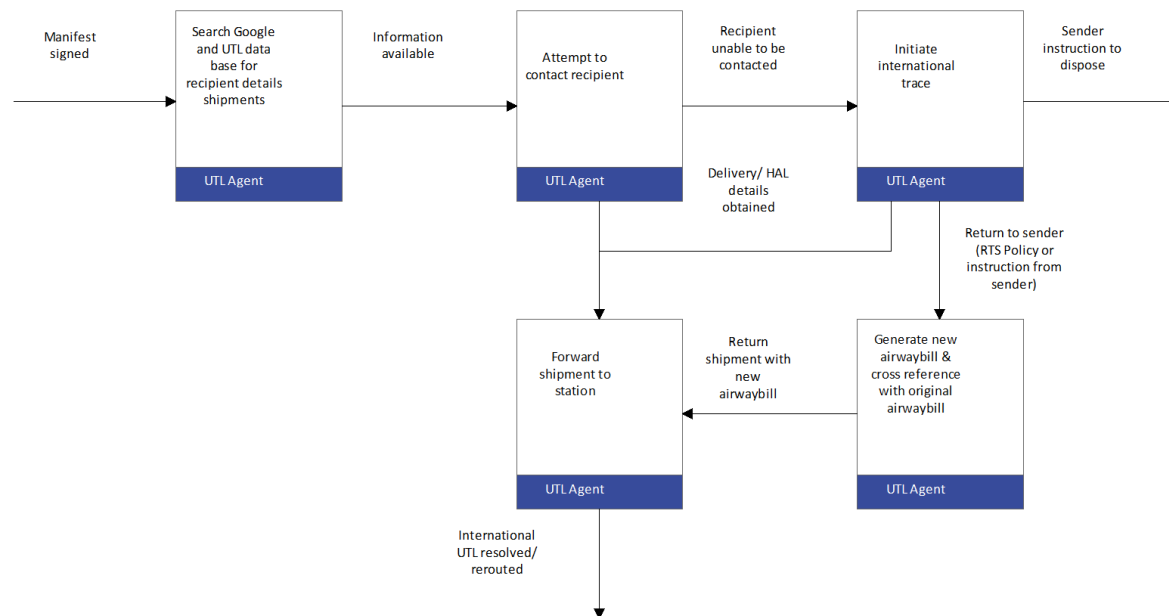
Cost Per Second: $,3.5,E-0317

Owner: Mohd Dilhan Dastakeer
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

SMSA

UAE - OPS Overgoods Section

Shipments for
destroy

Shipments
disposed

Centralized
Overgoods Section
Dubai

Unclaimed
shipments

Shipments for
HAL/ delivery

Ops Mngr

Title: UAE - OPS Overgoods Section
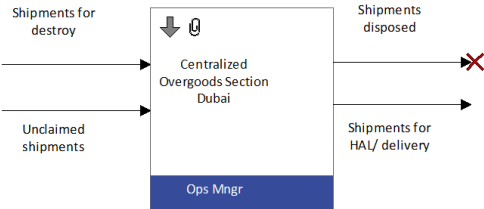Author: Edwin Ramos   Authorization: Update Pending
Date: 11/6/2017
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Mohd Dilhan Dastakeer
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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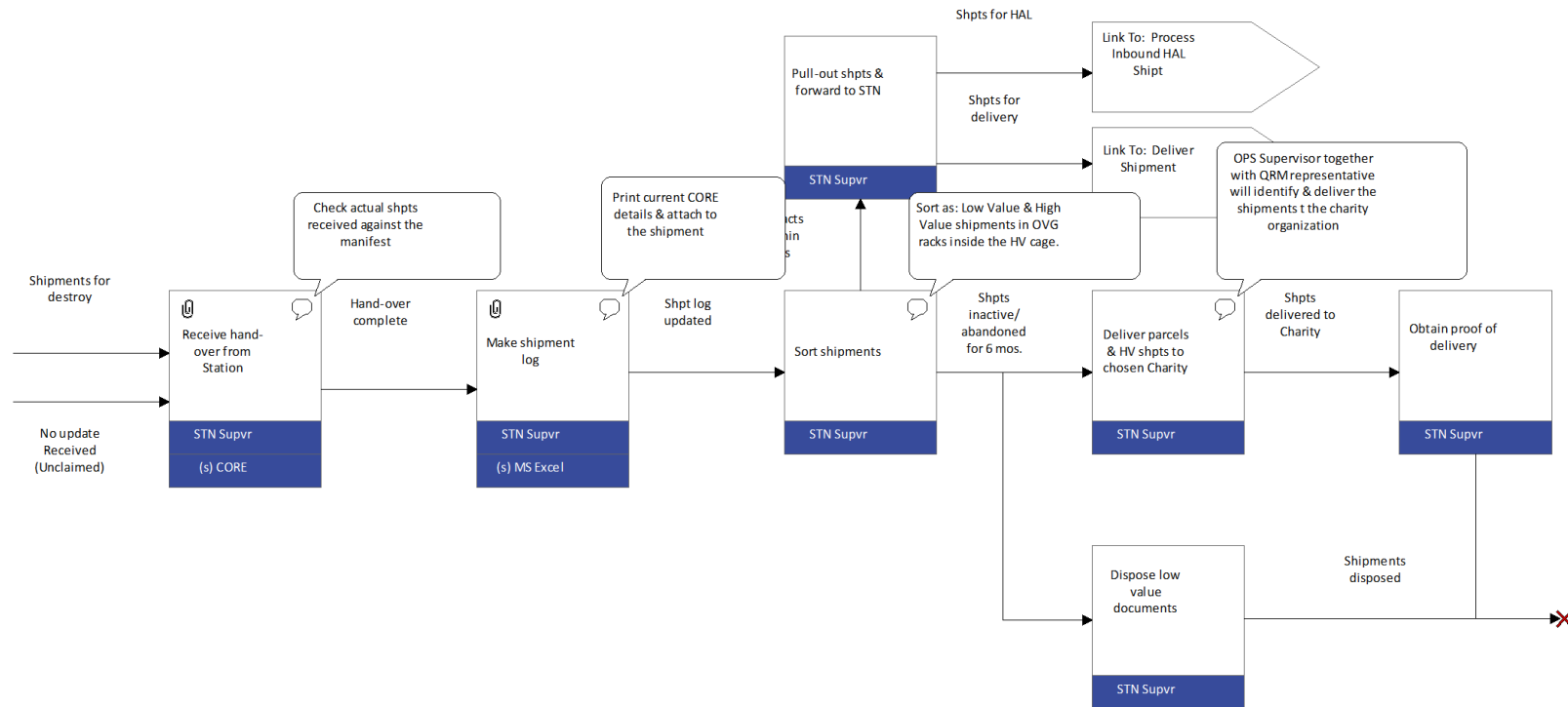○ Change Requests ○ Read Only

Centralized Overgoods Process

Shipments for destroy

No update Received (Unclaimed)

Check actual shpts received against the manifest

Print current CORE details & attach to the shipment

Pull-out shpts & forward to STN

Shpts for HAL

Link To: Process Inbound HAL Shipt

Shpts for delivery

Link To: Deliver Shipment

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

Sort as: Low Value & High Value shipments in OVG racks inside the HV cage.

Receive hand-over from Station
STN Supvr
(s) CORE

Hand-over complete

Make shipment log
STN Supvr
(s) MS Excel

Shpt log updated

STN Supvr

Sort shipments
STN Supvr

Shpts inactive/ abandoned for 6 mos.

Deliver parcels & HV shpts to chosen Charity
STN Supvr

Shpts delivered to Charity

Obtain proof of delivery
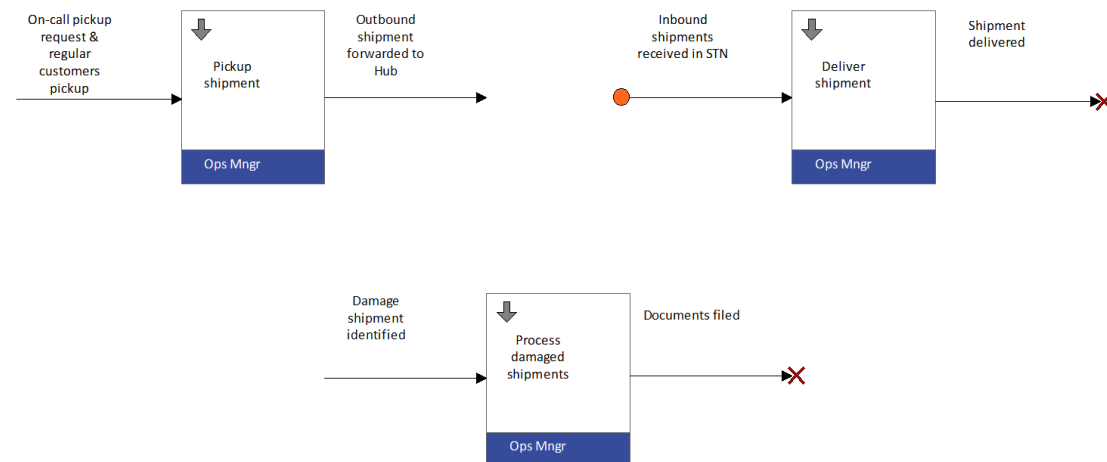STN Supvr

Dispose low value documents
STN Supvr

Shipments disposed

Title: Centralized Overgoods Process
Author: Edwin Ramos
Date: 11/6/2017
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Mohd Dilhan Dastakeer
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

Authorization: Update Pending

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

UAE - Station Operations

On-call pickup
request &
regular
customers
pickup

Pickup
shipment

Ops Mngr

Outbound
shipment
forwarded to
Hub

Inbound
shipments
received in STN

Deliver
shipment

Ops Mngr

Shipment
delivered

Damage
shipment
identified

Process
damaged
shipments

Ops Mngr

Documents filed

Title:	UAE - Station Operations
Author:	Edwin Ramos
Date:	11/6/2017
Volume:	0.00 Per Second

Cost Per Second: $,3.5,E-0317

Owner: Mohd Dilhan Dastakeer
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions
● Change Log
● Change Requests

○ Feedback
○ Keywords
○ Read Only

Authorization: Update Pending

Pickup Shipment

On-call pickup request & regular customers pickup

Booking No. from CORE

Allocate pickup request to courier route

Disptacher

Pickup details dispatched

Record details on pickup manifest

Courier

Pickup scheduled

Plan route for pickup

Courier

Proceed to customer location

Pickup shipment

Courier

Shipment handed over to Station

Process shipment at origin station

Courier

Shipment forwarded to Hub

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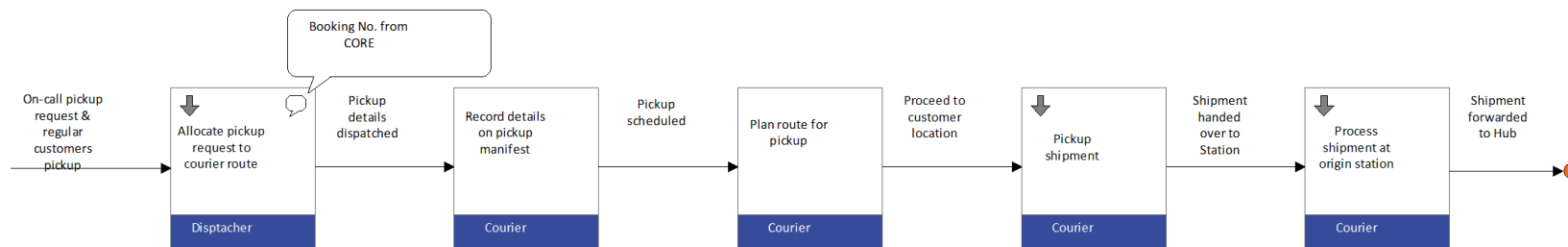Author: Edwin Ramos
Date: 4/4/2017
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Mohd Dilhan Dastakeer
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions
● Change Log
● Change Requests

○ Feedback
○ Keywords
○ Read Only

Process Shipment at Origin Station

Process Document Shipments

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

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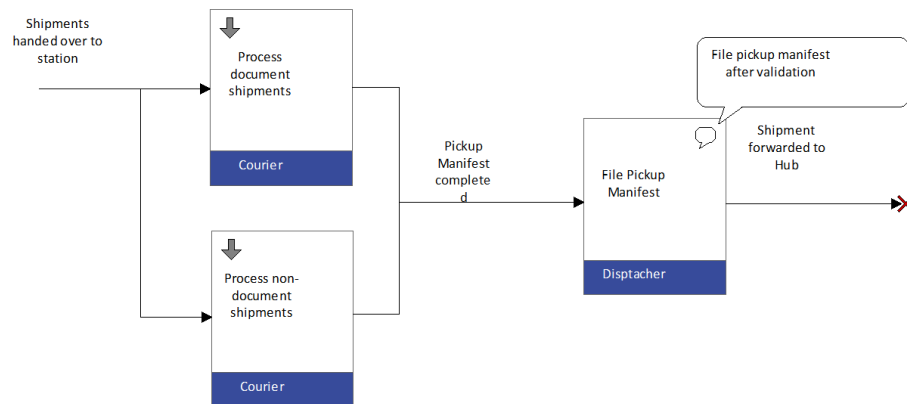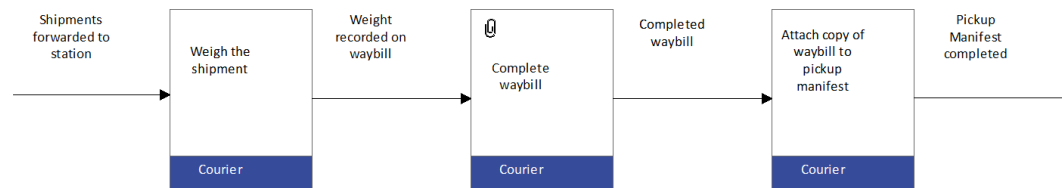Author: Edwin Ramos
Date: 5/23/2010
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Mohd Dilhan Dastakeer
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

Process Non-Document Shipments

Shipments handed over to station

Weigh the shipment & take dimensions
Courier

Weight & dimensions recorded on waybill, single package

Complete waybill and copy to station
Courier

Airway bill completed and copied to station for manifesting

Complete pickup manifest and submit to dispatch
Courier

Pickup Manifest completed and submitted to dispatch

Multiple piece shipment

Weigh and place multiple piece ...
Courier

Weight & dimensions recorded on waybill, multiple package

Title: Process Non-Document Shipments
Author: Edwin Ramos
Date: 5/23/2010
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Authorization: Update Pending

Owner: Mohd Dilhan Dastakeer
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

Pickup Shipment by Type

Proceed to customer location/ Pickup plan

Pickup document shipment
Courier

Shipments ready for handover to station

Ship... hande... to st...

All bookings to be completed and closed by couriers

Complete all bookings
Disptacher

Pickup delayed on route station informed

Create contingency plan
Ops Mngr

Unable to effect pickup
Courier

Missed pickup, advise dispatch

Execute Missed pickup procedure
Courier

Pickup non-document shipment
Courier

Pickup exception, advise dispatch

Execute pickup exception procedure
Courier

Future Pickup Required

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

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Mohd Dilhan Dastakeer
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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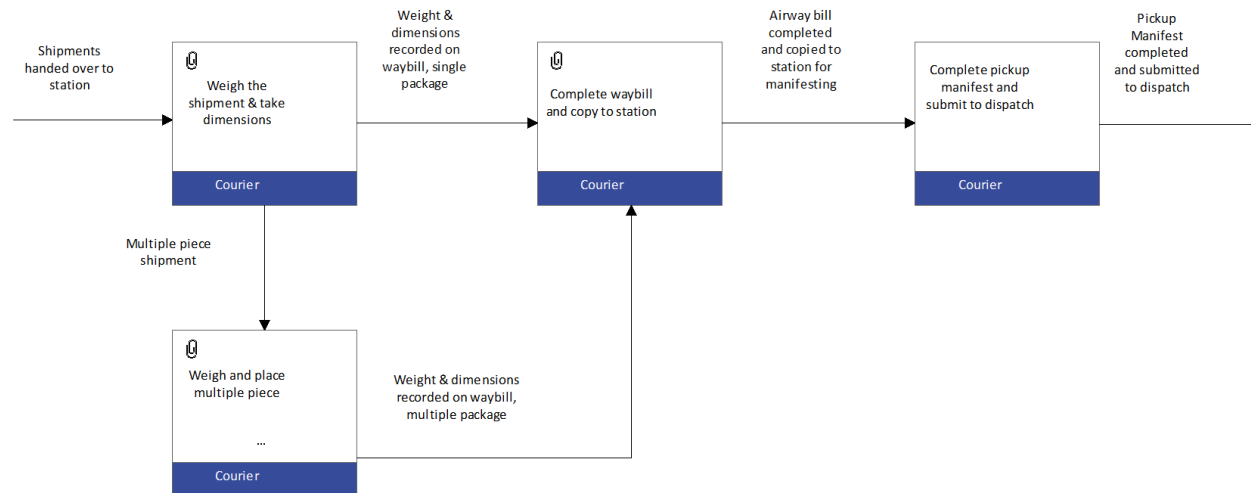● Change Requests   ○ Read Only

Pickup Document Shipment

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

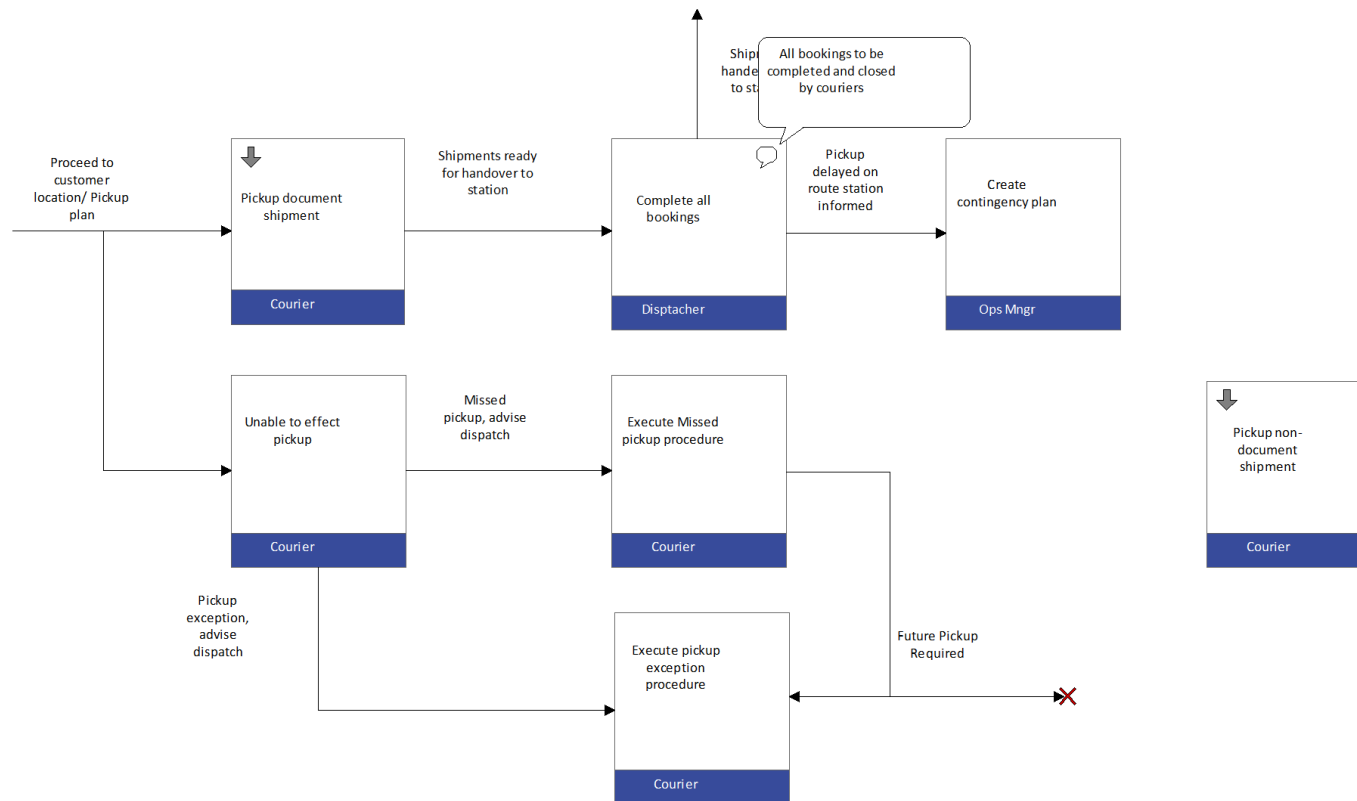Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Mohd Dilhan Dastakeer
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

SMSA

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

High value shipment

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

Estimate package dimension & weight

Courier

For smaller shipments use Pre Printed Sealed Bag

Courier

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

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

For larger shipments use Pre Punched Black Banded Bag

Courier

Title: Process High Value Shipment
Author: Edwin Ramos
Date: 5/25/2010
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Mohd Dilhan Dastakeer
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

Authorization: Update Pending

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

Pickup Non-Document Shipment

smsa

Allocate to Courier Route

Regular
Pickup

| On call Pickup request | Check dispatch queue | Booking identified | Select courier route | Booking allocated to route | Acknowledge Pickup details | Pickup details dispatched |

Disptacher (s) CORE

Disptacher (s) CORE

Courier

Title: Allocate to Courier Route
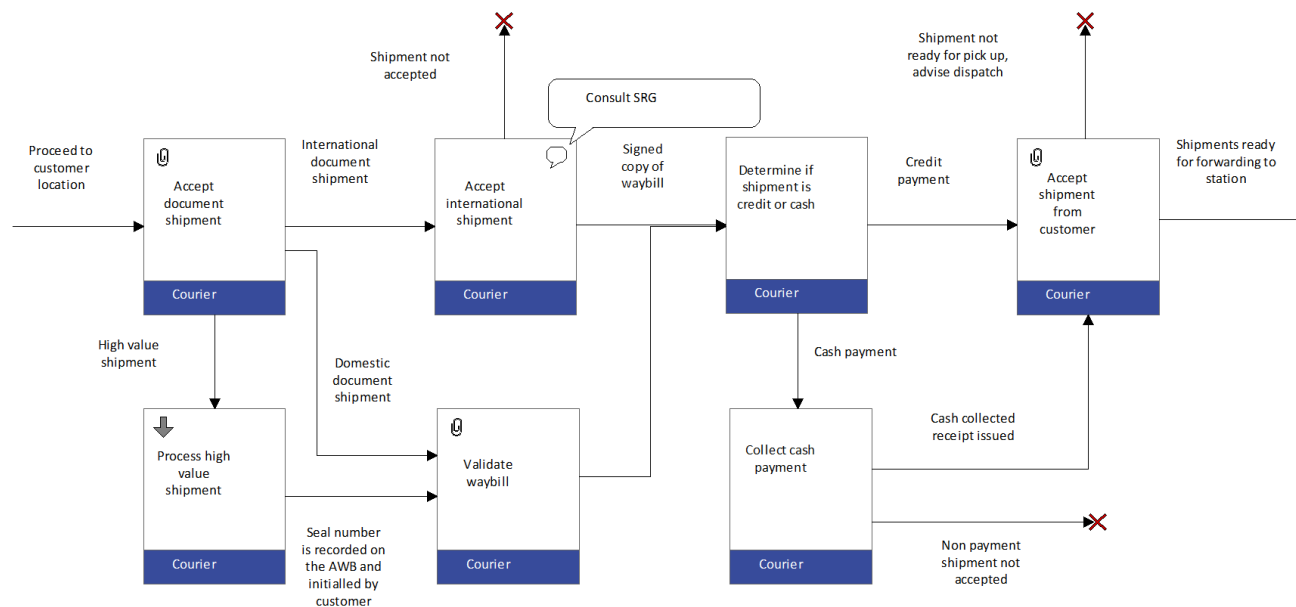Author: Edwin Ramos   Authorization: Update Pending
Date: 7/8/2017
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Mohd Dilhan Dastakeer
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

Deliver Shipment

Gate Pass needs to be filled-up prior to taking-out the shipment

Custom Duty/COD

Shipment out for delivery

Deliver shipment to customer — Courier

Customer contacted

Determine if payment is required — Courier

Customer accepts package

Request proof of delivery signature from customer — Courier

Proof of delivery

Download tracker data — Courier

File report

Delay on route

Create contingency plan — Ops Mngr

Customer unable / refuses to pay

Unable to effect delivery — Courier

Missed delivery

Execute Missed delivery procedure — Courier

Future delivery required

Delivery exception

Execute delivery exception procedure — Courier

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

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Mohd Dilhan Dastakeer
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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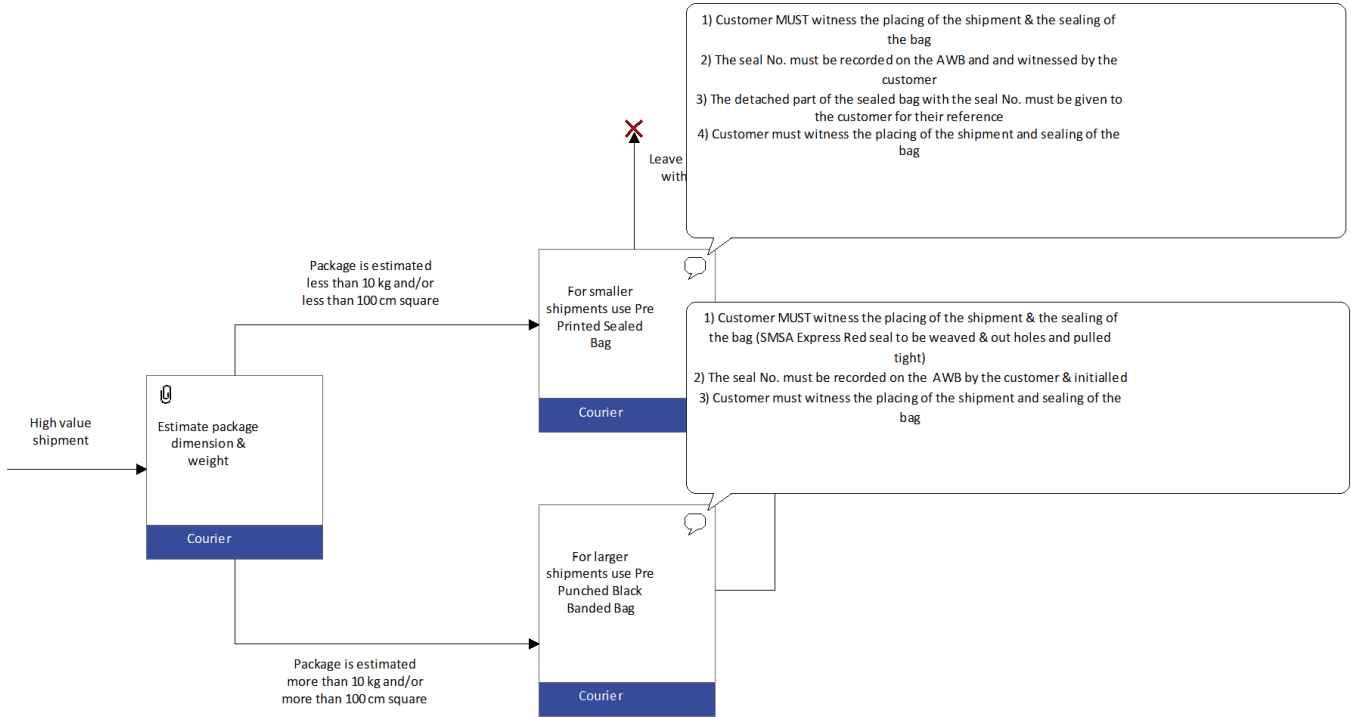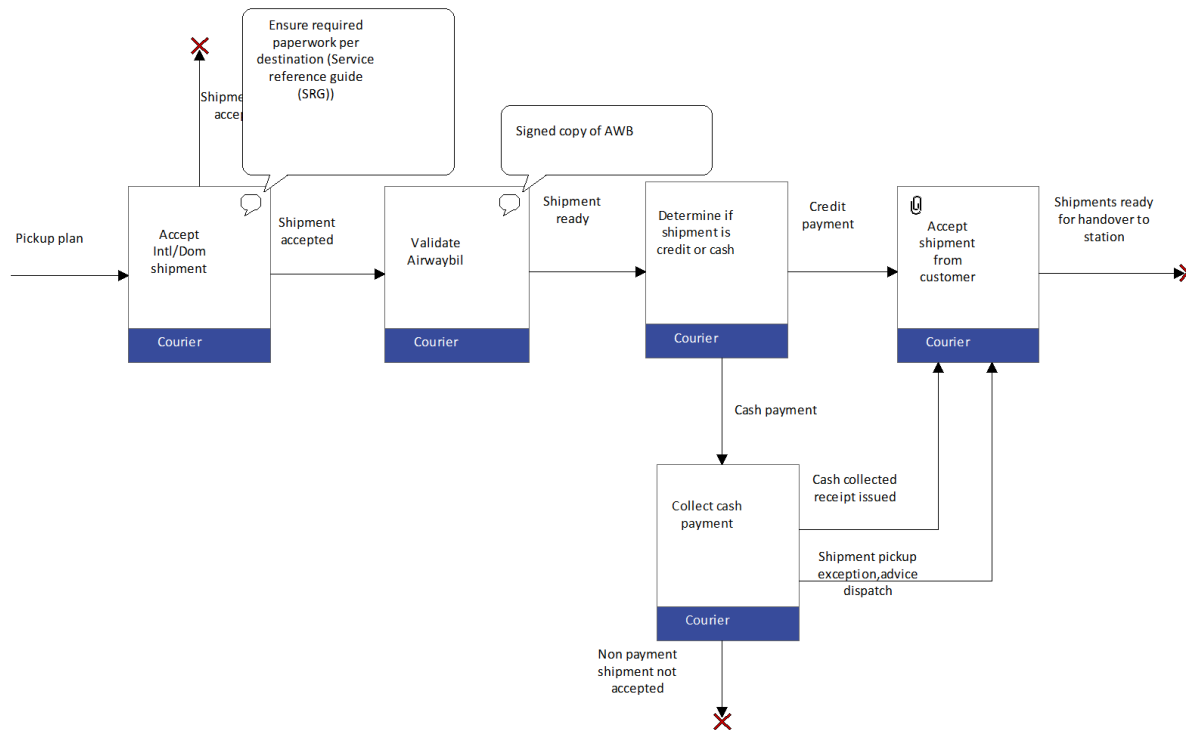● Change Log   ○ Keywords
● Change Requests   ○ Read Only

smsa

Debrief Courier

Process UTL Shipments

Exceptions forwarded to UTL

| Proof of delivery | Down load tracker data | Down load completed | Update CORE | Information available for reconciliation | Reconcile deliveries against delivery report | Reconciliation unsuccessful | Physical search of courier vehicle & check other documentation | Inform QRM, Sales & Customer service of missing shipments |

Courier

Courier / (s) CORE

STN Supvr

Courier

Shipment found, ready for re-delivery

Ready for re-delivery

File report

Deliver Shipment

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

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Mohd Dilhan Dastakeer
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

Damaged Shipments - Incident Reporting

Title:	Damaged Shipments - Incident Reporting		Owner:	Mohd Dilhan Dastakeer
Author:	Edwin Ramos	Authorization: Update Pending	Diagram Version:	Draft Copy
Date:	6/14/2022		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

UAE - OPS Third Party Vendor

Third Party Vendor service requirement

Third Party Vendor Process

Service completed

Ops Mngr

○ Actions
● Change Log
○ Change Requests

○ Feedback
○ Keywords
○ Read Only

Third Party Vendor Process

Title: Third Party Vendor Process
Author: Edwin Ramos   Authorization: Update Pending
Date: 8/27/2017
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Mohd Dilhan Dastakeer
Diagram Version: Draft Copy
Review Date: None
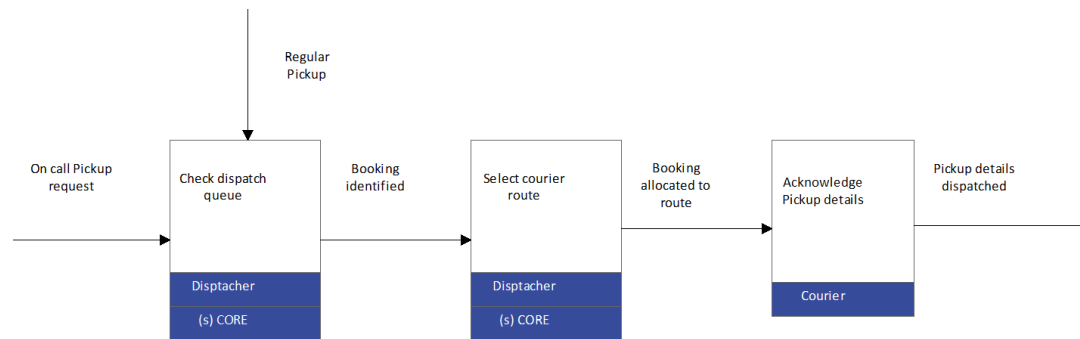F.T.E.: 0.00

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

Process Third Party Vendor Pickup

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

Authorization: Update Pending

Owner: Mohd Dilhan Dastakeer
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

Package Pickup Process

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

Document or Parcel

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 — 3rd Party Vendor

Product type identified

Check contents — 3rd Party Vendor

Contents acceptable

Check proper packaging — 3rd Party Vendor

Proper packaging

Verify Airwaybill completion & documentation requirements — 3rd Party Vendor

Complete paperworks

Confirm size and weight — 3rd Party Vendor

Package accepted

Contents unacceptable

Improper packaging

Incomplete paperworks

Size/ weight issues

Advise customer of issues identified — 3rd Party Vendor

Package not accepted

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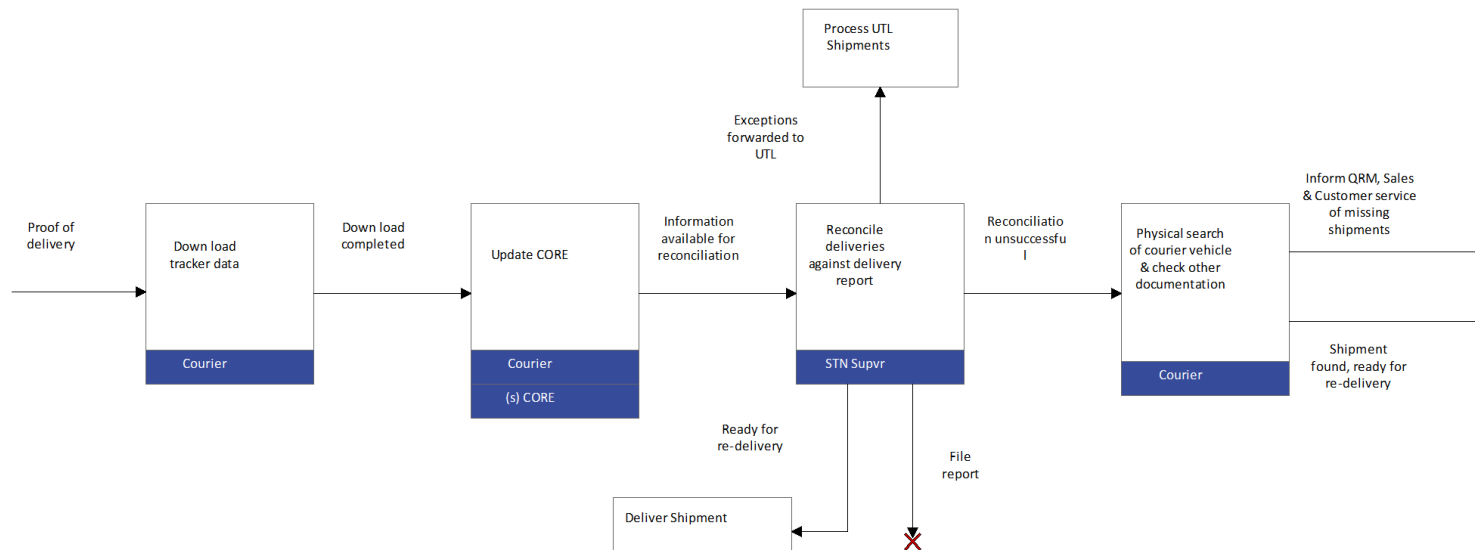Author: Edwin Ramos
Date: 8/15/2017
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Mohd Dilhan Dastakeer
Diagram Version: Draft Copy
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. — Disptacher — CSD informed → Contact customer — Ctc Ctr Agt — Customer contacted → Arrange with customer a convenient time to pickup the package — Ctc Ctr Agt — Pickup rebooked → Link To: Allocate to Courier Route

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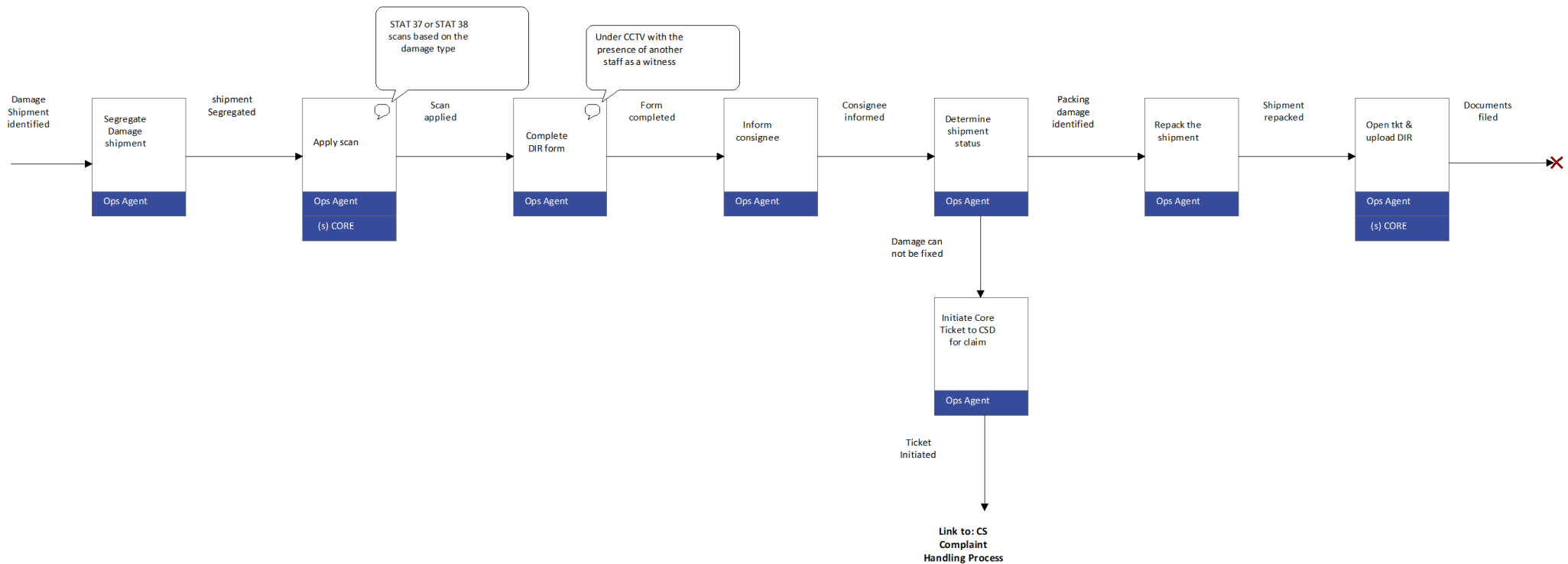Author: Edwin Ramos
Date: 8/16/2017
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Mohd Dilhan Dastakeer
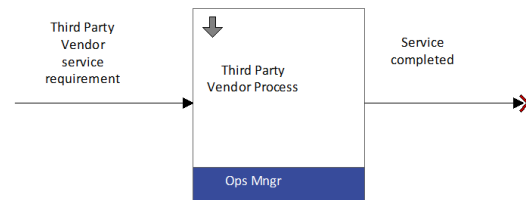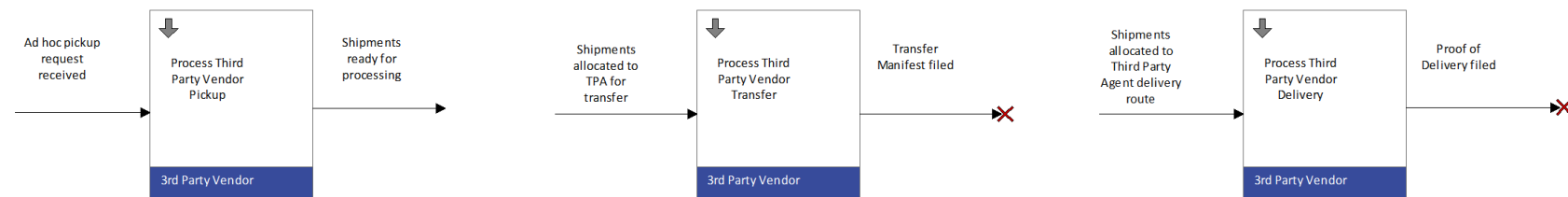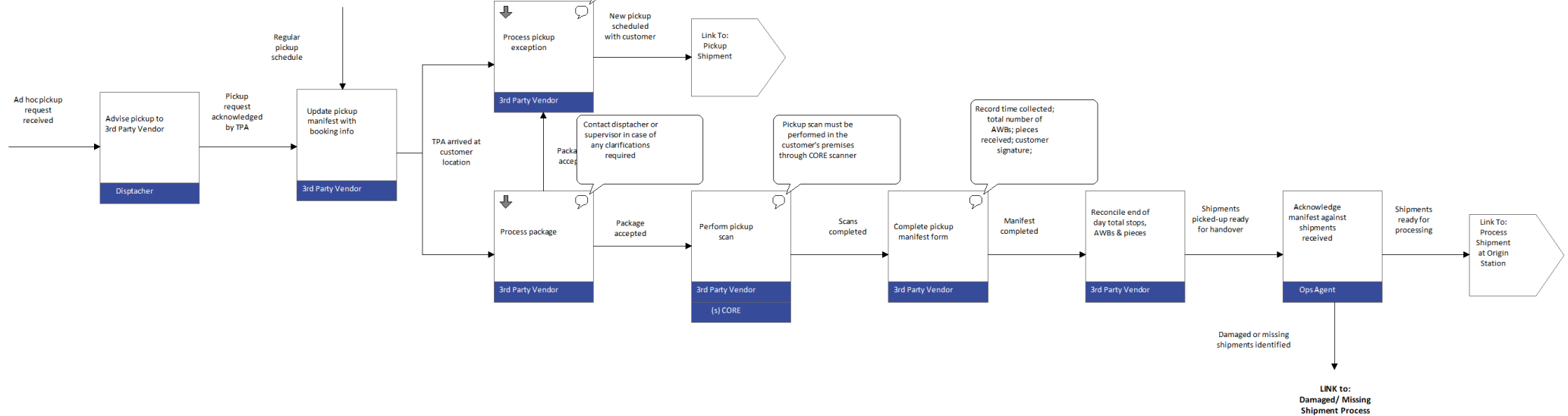Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

SMSA

Process Third Party Vendor Delivery

Attach: Third Party Vendor Delivery Handover Manifest Sheet

Use SMSA CORE Trackers

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.

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.

Attach: Delivery Exceptions List

Row 1:

Shipments allocated to Third Party Agent delivery route →

Prepare delivery handover manifest — **Disptacher**

Handover Manifest ready →

Handover shipments for Third Party delivery — **STN Supvr**

Shipment forwarded to TPA →

Receive shipments for delivery — **3rd Party Vendor**

Shipment handover complete →

Perform VAN scan — **3rd Party Vendor**

PODs ready →

Sort shipments according to stops — **3rd Party Vendor**

Shipments ready for loading

Row 2:

Load shipments to vehicle — **3rd Party Vendor**

Shipments ready for delivery →

Depart STN by 09:30 hrs — **3rd Party Vendor**

TPA en rroute for delivery →

Deliver shipments to customers — **3rd Party Vendor**

Shipment delivered →

Complete delivery sheet — **3rd Party Vendor**

PODs submitted to STN →

Validate delivery sheet — **STN Supvr**

Proof of Delivery filed → ✖

Shipment undelivered ↓

Row 3:

Perform delivery exceptions — **3rd Party Vendor**

DEX completed →

Validate & inspect undelivered shipments — **STN Supvr**

Undelivered shipments accounted →

Apply HOLD scan — **STN Supvr**

Undelivered shipments kept in locked cage →

Link To: Process UTL Shipments

Damaged or missing shipments identified ↓

LINK to: Damaged/ Missing Shipment Process

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

Owner: Mohd Dilhan Dastakeer
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

Shipment Handover for Third Party Delivery

SMSA

Process Third Party Ve...

Title: Process Third Party Vendor Transfer
Author: Edwin Ramos   Authorization: Update Pending
Date: 8/21/2017
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Mohd Dilhan Dastakeer
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

UAE - Fulfillment

Process Inbound Fulfillment	Inbound of Returned items (RTS or Customer)	Process Outbound Fulfillment
Ops Mngr	Ops Mngr	Ops Mngr
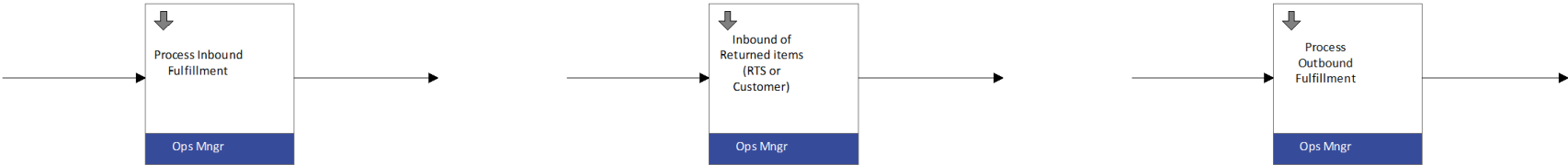
Title: UAE - Fulfillment
Author: Edwin Ramos
Date: 11/21/2024
Volume: 0.00 Per Second

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

Inbound Fulfillment Process

Title: Inbound Fulfillment Process
Author: Bashayr Al sharidi
Date: 6/25/2023
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Bashayr Al sharidi
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

Fulfillment Return Process

Title: Fulfillment Return Process
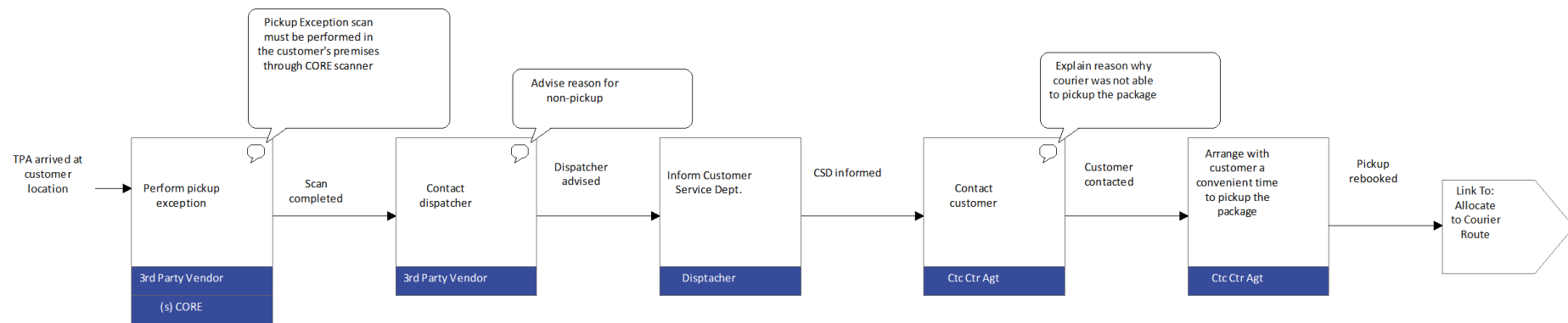Author: Bashayr Al sharidi
Date: 6/25/2023
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Bashayr Al sharidi
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

SMSA

Outbound Fulfillment Process

Order request allocated by customer

Email notification received

Access system

System logged in

Search & allocate HUB orders

Order allocated

Print pick ticket & packing slip

Print complete

Perform scans on packing slips

Scan complete

Perform weight check & print (AWB) shipping label

Print complete

Sign stock transfer form

Attach Driver ID docs

Handover to handler for packing

Packing complete

Arrange shipment on pallet

Shipment arranged

Notify customer for pick up

Customer notified

Handover shipment to customer driver

Handover complete

Notify customer of handover

Customer notified

(s) E-mail

Handover

Generated AWB & Pastes on Package

AWB generated

Prepare manifest & Transfer shpt to STN

Order allocated by customer

System logged in

Access System

Search for orders on system

Generate pick ticket

Pick ticket generated

Print pick ticket & packing slip

Print complete

Dis Clerk

Cdslkvnkjfndksfndslkfmnadsmf

Dis Clerk

Cdslkvnkjfndksfndslkfmnadsmf

Dis Clerk

Cdslkvnkjfndksfndslkfmnadsmf

Dis Clerk

Cdslkvnkjfndksfndslkfmnadsmf

Handover to picker

Handover complete

Pick the items from location

Order picked

Arrange orders for dispatch

shipment dispatched

Dis Clerk

Cdslkvnkjfndksfndslkfmnadsmf

Picker

Picker

Title: Outbound Fulfillment Process
Author: Bashayr Al sharidi
Date: 6/25/2023
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Bashayr Al sharidi
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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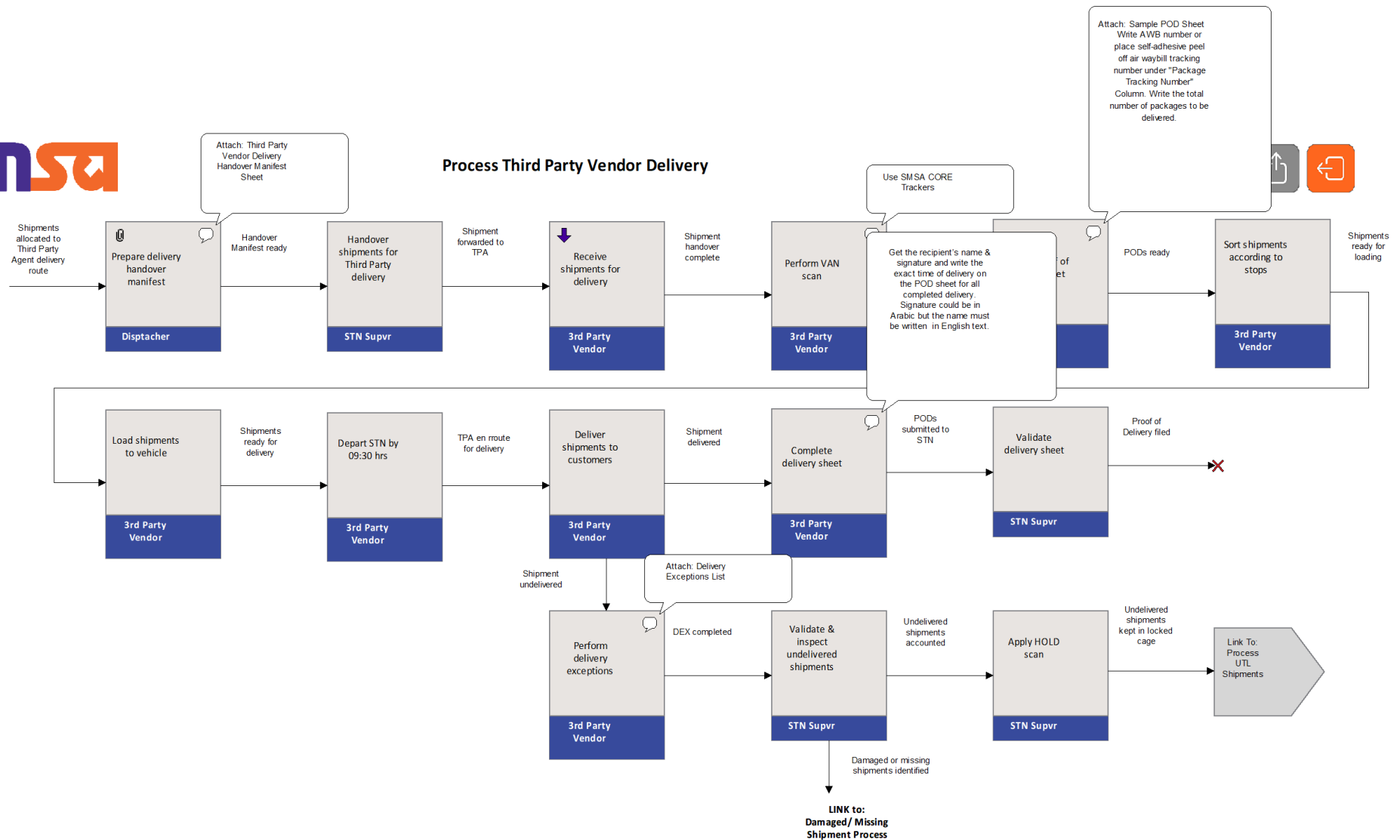○ Change Log   ○ Keywords
○ Change Requests ○ Read Only

Arrange orders for dispatch

Order picked

Perform scans	Shipment scanned	Perform weight checks & print AWB	AWB Printed	Handover shipments to handles for packing	Packing complete	Arrange shipments on pallet	Shipments on pallet	Perform scan & handover to L/H driver	Shipment dispatched

Perform final conformation on system

Driver & dispatch clerk sign on handover manifest

Dis Clerk
CWMS (s)

Dis Clerk

Dis Clerk

Handler

Handler
(s) CORE

Title: Arrange orders for dispatch
Author: Mohammed Altamush Khan
Date: 6/15/2022
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Omar Bin Waber
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

Company
requirements

Manage Fleet

Service
request
completed

HRA Supvr

Title:
Author: Edwin Ramos
Date: 6/22/2025
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
○ Change Log
○ Change Requests

○ Feedback
○ Keywords
○ Read Only

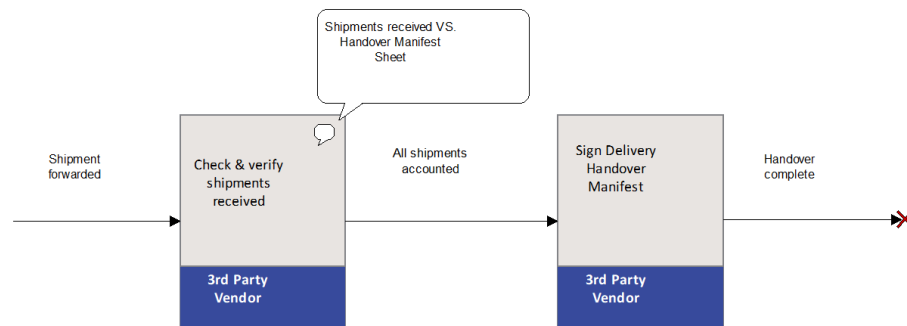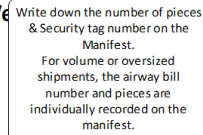**Manage Fleet**

Company Vehicle
Eligibility List
GUIDE doc. no. 3304

Vehicle
request
submitted

Eligibility
confirmed

Request with
approved
budget

Vehicle
delivery by
Rental Co.

Check eligibility
of request

Check approved
budget/
manpower
planning

Contact Rental
company & order
vehicle

Pub Rel Officer

Pub Rel Officer

Pub Rel Officer

Vehicle in
employee's
responsibility

Vehicle service
required

Service request
completed

Hand-over
vehicle

Monitor vehicle
status

Request service
of vehicle

Pub Rel Officer

Pub Rel Officer

Pub Rel Officer

Monthly Vehicle
Accident Report
forwarded to
QRM

Title: Manage Fleet
Author: Edwin Ramos
Date: 7/10/2017
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Hassan Al Aswad
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

smsa

Vehicle Hand-over

Physical inspection of the vehicle
Obtain Delivery Report from Rental Company

Vehicle delivery by rental company

Receive the vehicle
Pub Rel Officer

Form signed & completed

Inspect the vehicle
Pub Rel Officer

Vehicle ready for hand-over

Hand-over vehicle to employee
Pub Rel Officer

Hand-over document signed by employee

Record & maintain hand-over documents
Pub Rel Officer

Copy of contract & hand-over form forwarded to FIN

Vehicle in employee's responsibility

Link To:
Vehicle Service Requests

Title: Vehicle Hand-over
Author: Edwin Ramos
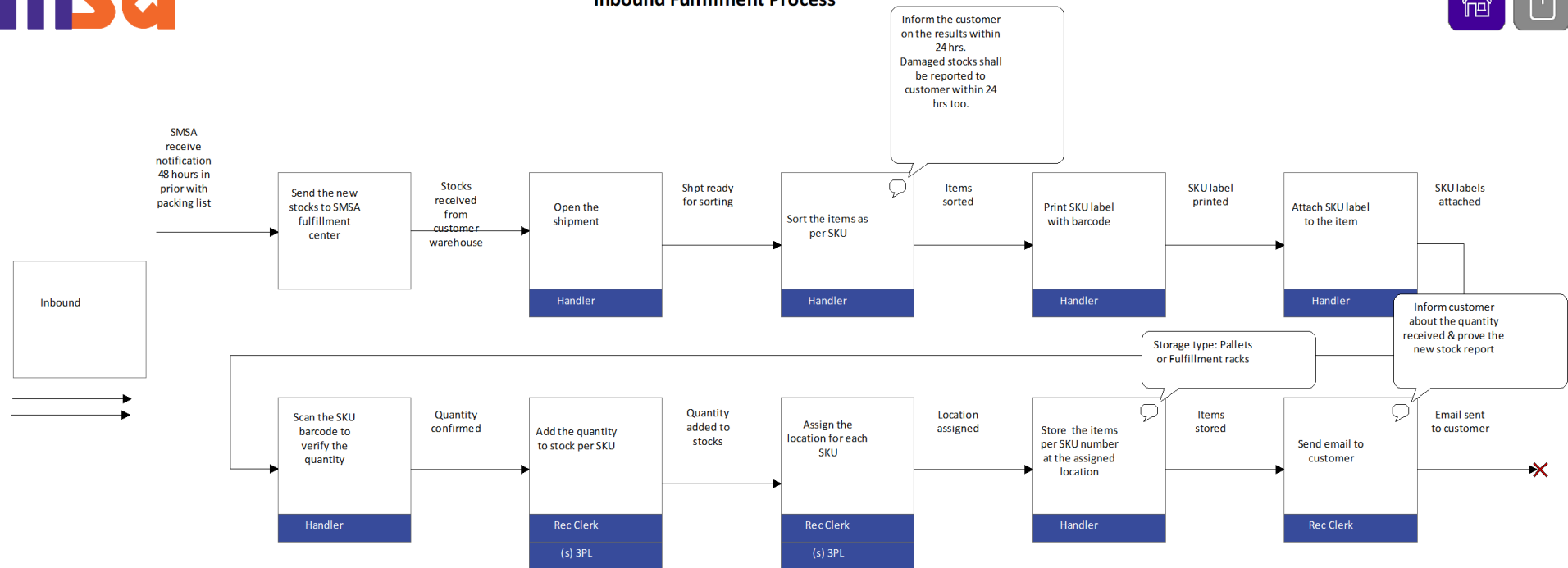Date: 7/11/2017
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Hassan Al Aswad
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

Vehicle Service Requests

Vehicle accident

Process vehicle accident

Pub Rel Officer

Service request completed

Rental company calls employee to schedule the service and for delivery of replacement unit

Vehicle service required

Identify type of vehicle service required

Pub Rel Officer

Vehicle maintenance

Contact car rental company

Pub Rel Officer

Vehicle maintenance scheduled

Forward service report to HR

Employee

Service request completed

Reason for replacement: change of vehicle model, contract expired, damaged upon delivery

Vehicle breakdown

Contact Rental Co. & submit request for replacement

Vehicle User

Request forwarded to rental company

Confirm approval of request

Vehicle User

Report submitted by rental company

Inform HR & FIN of charges incurred (if any)

Pub Rel Officer

Service request completed

Title: Vehicle Service Requests
Author: Edwin Ramos
Date: 7/10/2017
Volume: 0.00 Per Second
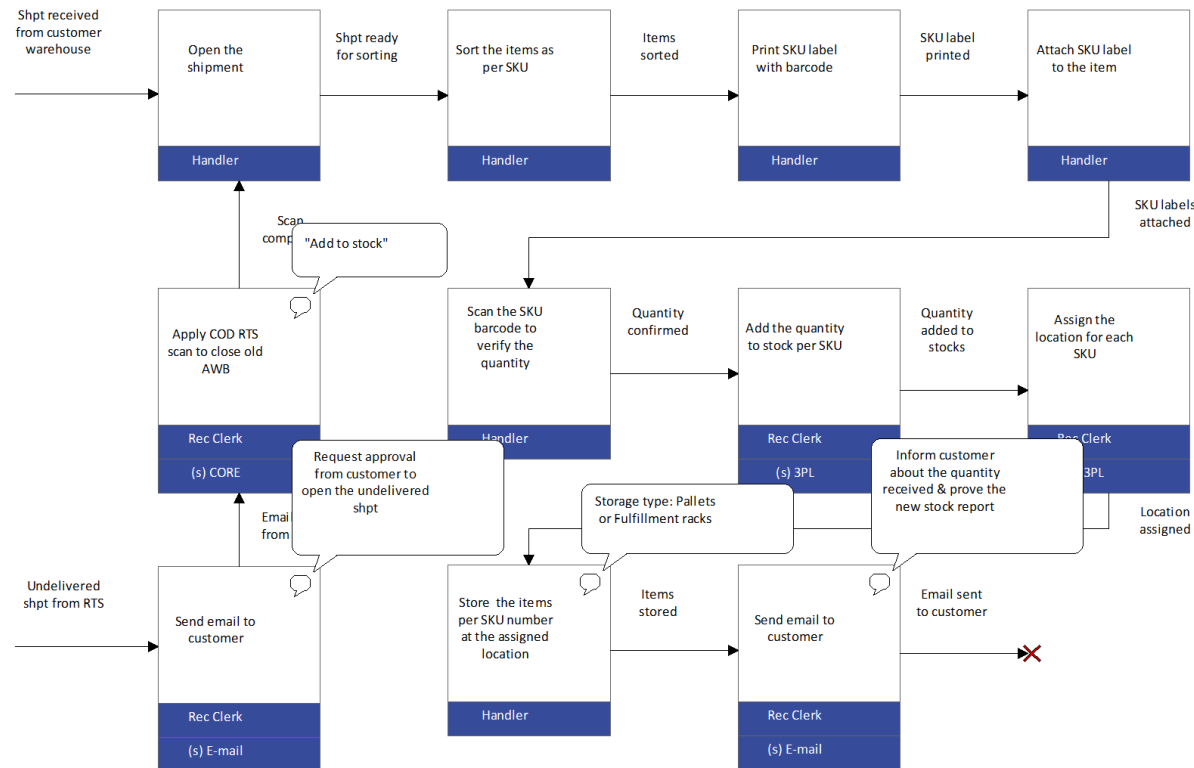
Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Hassan Al Aswad
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

SMSA

Process vehicle accident

Vehicle accident →

Submit Vehicle Accident Report & Police Report to HR
Employee

→ HR informed about accident →

Identify the party-at-fault
Pub Rel Officer

SMSA user or 3rd Party

→ The party-at-fault identified →

Check reports submitted & inform car rental
Pub Rel Officer

→ Replacement vehicle allocated →

Receive vehicle replacement
Employee

Rental company to get approval from Insurance for the repair.
Vehicle check-in/ check-out form is filled-up

→ Vehicle replacement in use →

Return vehicle replacement
Employee

Vehicle check-in/ check-out form is filled-up

→ Repaired vehicle in use →

Forward invoice to HR & FIN
Pub Rel Officer

→ Service request completed → ✕

Title: Process vehicle accident
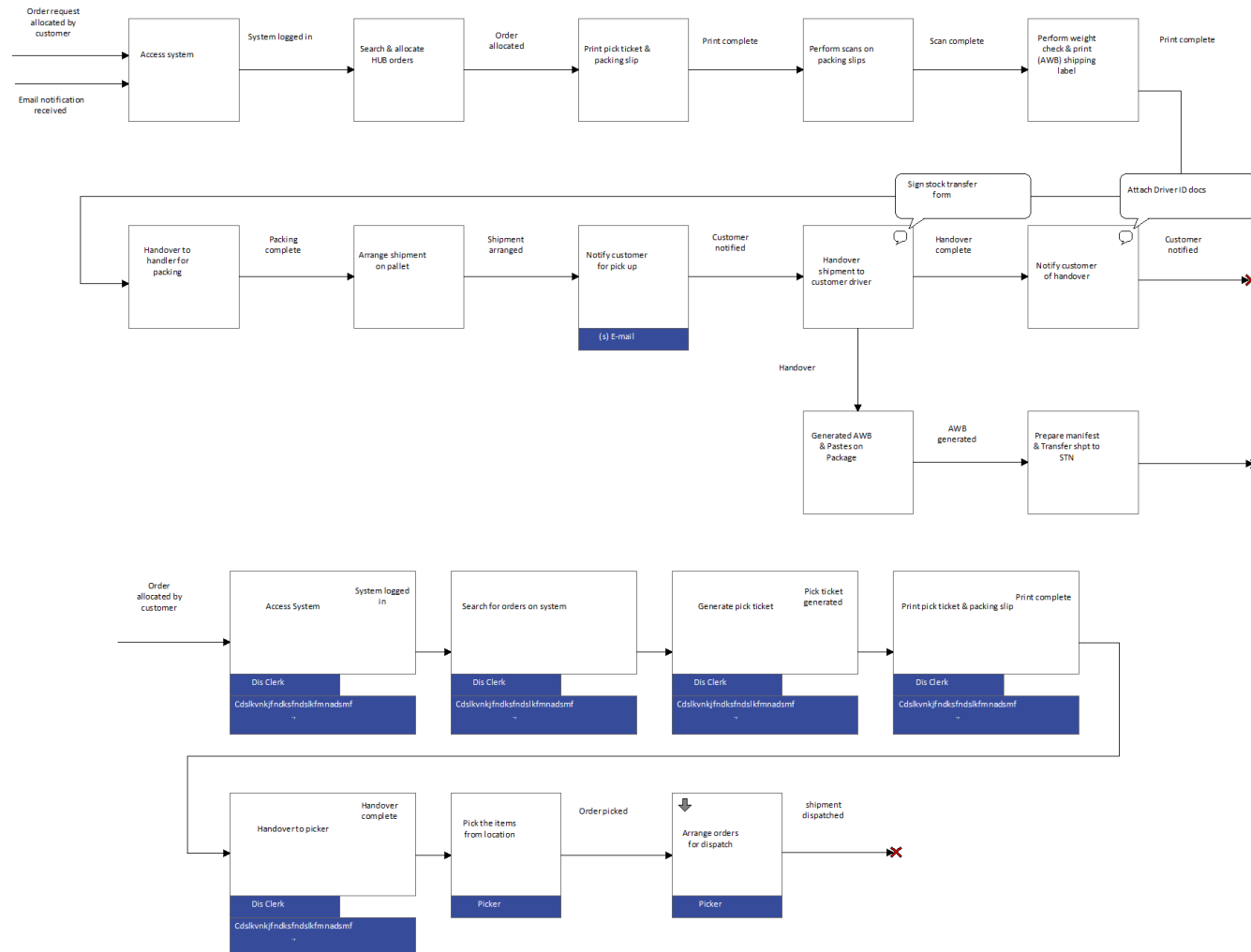Author: Edwin Ramos
Date: 1/17/2023
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Hassan Al Aswad
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

HUB

Vehicle Arrive at URO Hub

HUB Inbound package

Scan Applied

Apply HIP scan

Hub Agent

DWS-Dimensional Weight Shipment

Re-weight completed

Re-Weight (DWS or Manual)

DWS Operator

Process outbound shpts by destination

Shipments Processed

Sorter

HUB outbound package

Scan Applied

Apply HOP scan

Hub Agent

Shipts frwdd to destination

Shipments dispatched

Hub Agent
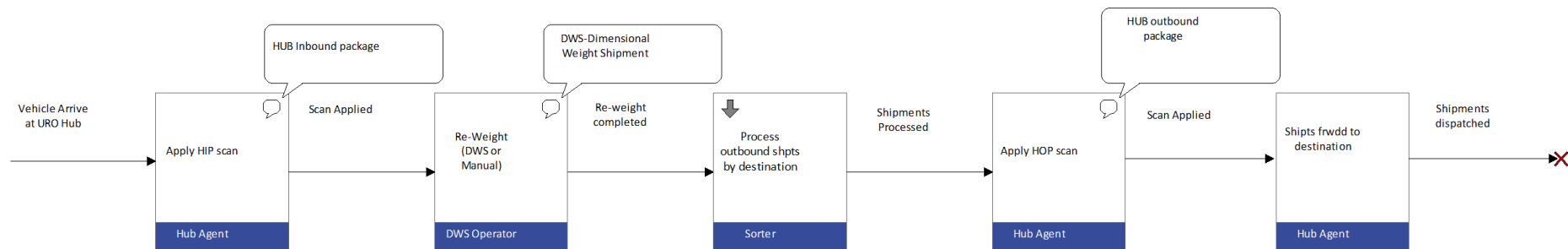
Title: HUB
Author: Nouf Al Rammah
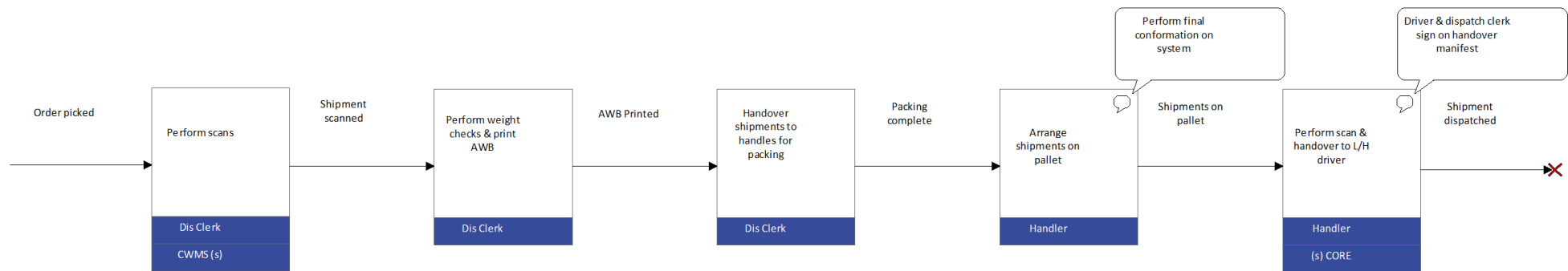Date: 5/20/2025
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Mohd Dilhan Dastakeer
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions
● Change Log
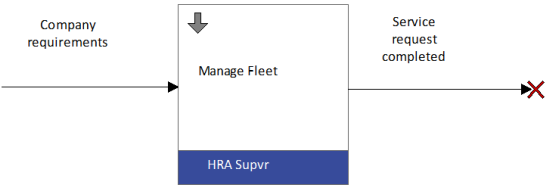○ Change Requests

○ Feedback
○ Keywords
○ Read Only

Process outbound shpts by destination

Flow Diagram

Prepare CONS — Hub Agent
→ CONS ready →
Prepare Manifest — DEO / Sorter
→ Manifest Prepared →
Send Pre Alert to RTS Section — DEO
→ Shipments ready to forward →

RTS

Dom shpts →
Domestic Stations & RTS — Sorter
→ Sorted by STN →
Process Domestic Stations (UAE) — Sorter
→ Shpt frwdd to destination →

Countries:
- Saudi Arabia(RUH/JED)
  - Bahrain
  - Kuwait
  - Egypt
  - Pakistan
- Bangladesh
  - Oman
  - Jordan
  - Qatar

Re-weight completed →
Sort shpts by destination — Sorter

- Paperwork
- Destination
- Requirement
- DG - Dangerous Good
- Declarations
- Physical Content

Int'l shpts →
Check documentation & other export requirements — Hub Agent

Documentation & other export requirements Completed →
Sort by Country / Services — Sorter
→ Shipts frwdd to GW →

Issue with documentation & other export requirements →
Disqualify Shipments — Exp Coor
- Forwarded to GW
- Forwarded to destination as per service
- Shipts sent RTS

Rest of the world via Third party — Exp Coor
→ Pre -aler sent & Shipments dispatched →

Title: Process outbound shpts by destination
Author: Nouf Al Rammah   Authorization: Update Pending
Date: 5/21/2025
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Mohd Dilhan Dastakeer
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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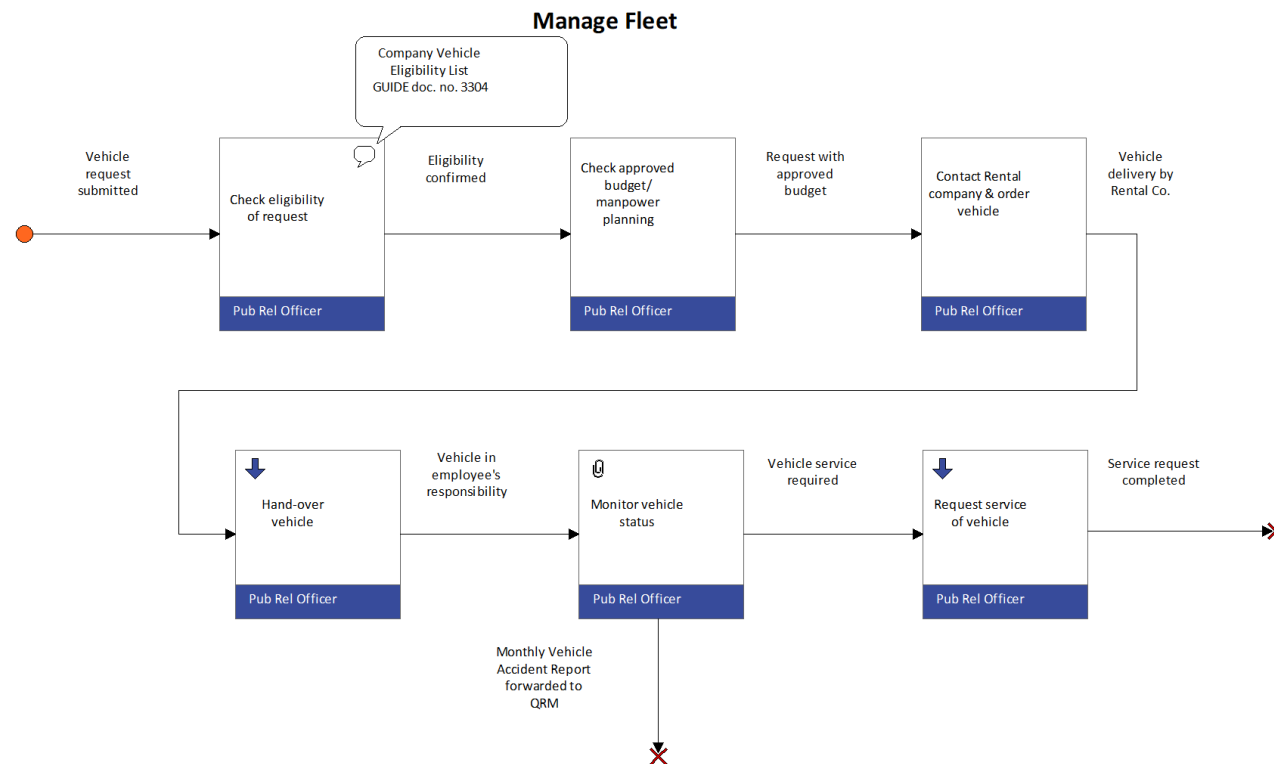● Change Log   ○ Keywords
○ Change Requests   ○ Read Only

Process Domestic Stations (UAE)

Station :-
- Abu Dhabi (ADAFZA)
- Al Ain
- Dubai North (URO)
- Sharjah &N. Emirates

Station :-
- Abu Dhabi (ADAFZA)
- Al Ain
- Dubai North (URO)
- Sharjah &N. Emirates

Sorted by Station

Top flow:
Preper CONS — Hub Agent
CONS Prepared
Prepare Line Haul Manifest — DEO
Manifest ready
Perform security checkes — Sec Officer
Seal &PPWK
completed
Send Pre Alert to station — DEO / Hub Agent
Shpt frwdd to station

Bottom flow:
To Dubai South (DWC) Station
Preper CONS — Hub Agent
CONS Prepared
Prepare Line Haul Manifest — DEO
Manifest ready
Perform security checkes — Sec Officer
Seal &PPWK
completed
Prepare Security Gate pass — DEO
Done & Singed
Shpt frwdd to station — DEO / Hub Agent
To Dubai South (DWC) Station
Shpt frwdd to station

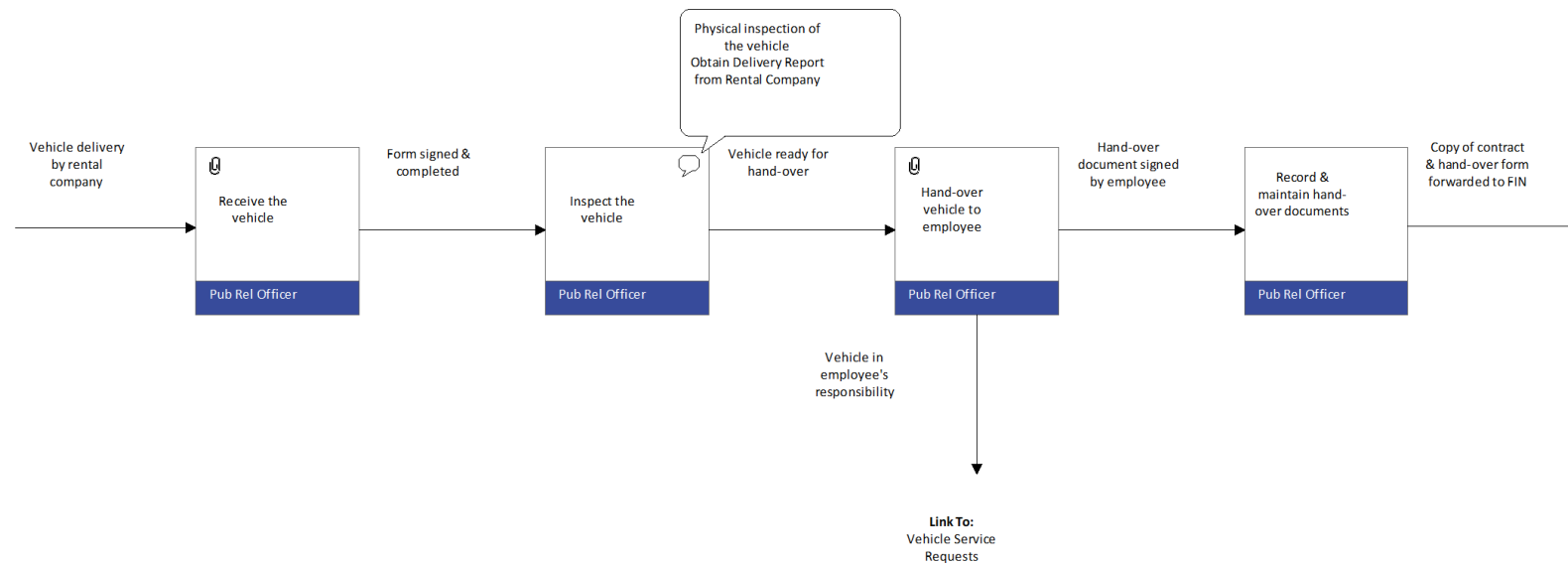|	
Title:	Process Domestic Stations (UAE)
Author:	Nouf Al Rammah
Date:	5/21/2025
Volume:	0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Mohd Dilhan Dastakeer
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

Sort by Counties/ Servies

Sort by service	↓ Air Shipments via DXB GW	Truck dispatched to DXB GW
	Hub,GW & LH Manger	

Sort by service	↓ Dangerous Good (DG) Shipments	Truck dispatched to DWC or DXB GW
	Hub,GW & LH Manger	

Sort by service	↓ Shipments by Road Via DWC GW (SA, BH & KW)	Truck dispatched to DWC GW
	Hub,GW & LH Manger	

Sort by service	↓ Shipments by Road Via AUH GW (SA)	Truck dispatched to AUH GW
	Hub,GW & LH Manger	

Title: Sort by Counties/ Servies
Author: Nouf Al Rammah
Date: 5/20/2025
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Mohd Dilhan Dastakeer
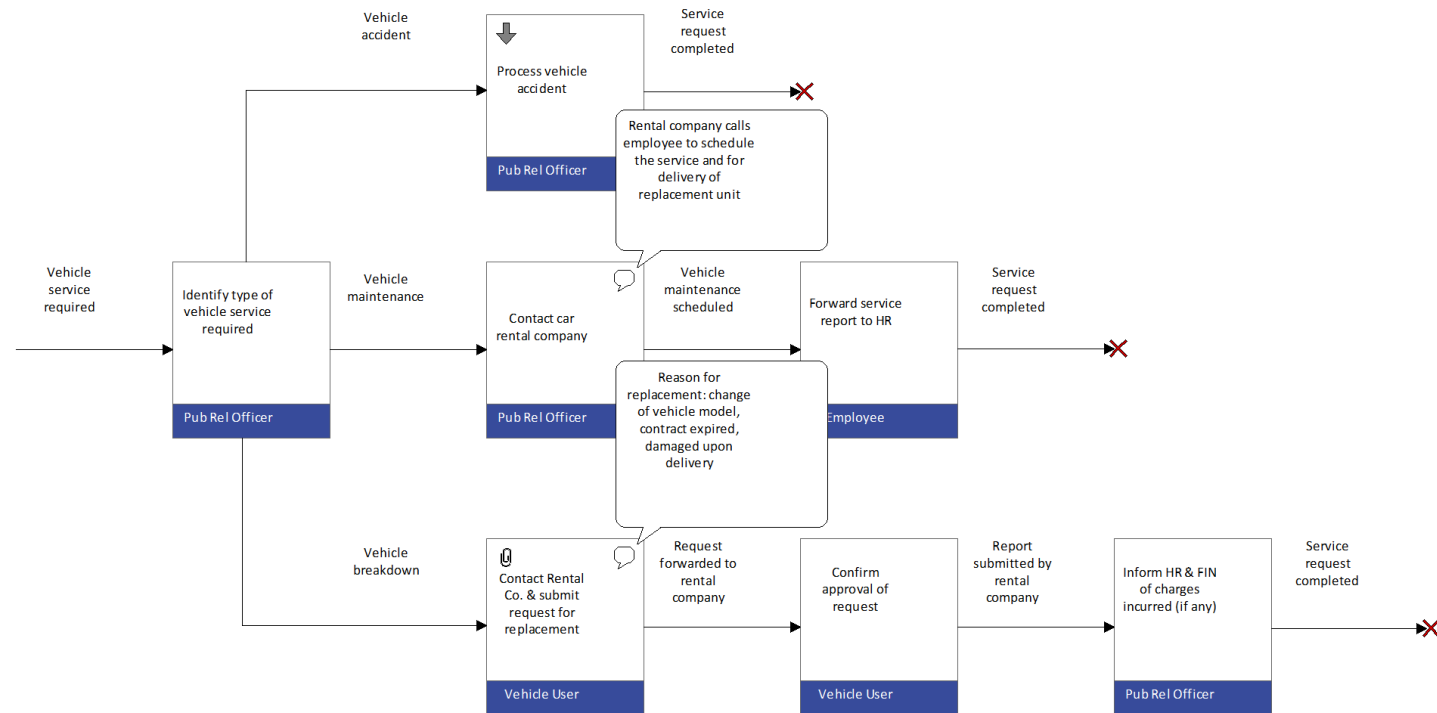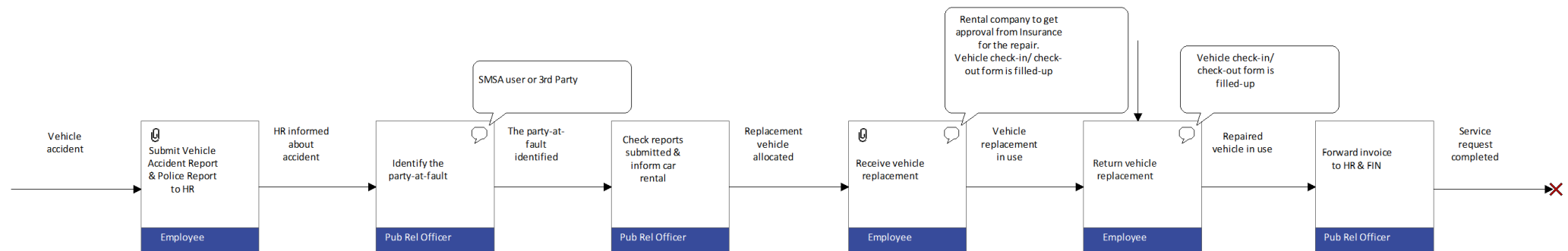Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

Dangerous Good (DG) shipments

Process flow diagram:

Sorted by Service → **Preper CONS** (DG Agent) → CONS Prepared → **Check MSDS for packing details section 14 Transportation** (DG Agent) [MSDS – Material Safety Data Sheet] → Checks Completed → **Prepare DGD** (DG Agent) [DGD- Dangerous Goods Declaration] → Declaration completed → **Shipments to be packed with DG Packing** (DG Agent) → Shipments packed → **Share shipts details with DXB GW for Appointment with DNATA** (DG Agent) → Appointment received → **Load& Seal Shipments** (Sec Officer)

Shipts Loaded & Sealed →

Dispatch to DXB GW On appointment date (DG Agent) → Shipments dispatched → **Perform DNATA inspection** (DG Agent) [Get stamp] → Inspection & stamp complete → **Submit original Documentation to DXB GW** (DG Agent) → Documentation Submitted → **Prepare Manifest** (DEO) → Manifest prepared → **Send Pre Alert to DWC or DXB GW** (DEO) [Along with Details, Manifest & Related PPWK] → Truck dispatched to DWC or DXB GW

Title: Dangerous Good (DG) shipments
Author: Nouf Al Rammah
Date: 5/22/2025
Volume: 0.00 Per Second
Cost Per Second: $,3.5,E-0317

Owner: Mohd Dilhan Dastakeer
Diagram Version: Draft Copy
Review Date: None
Authorization: Update Pending
F.T.E.: 0.00

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

Shipments by Road Via DWC GW (SA, BH & KW)

Process flow:

- Sort by service → **Preper CONS** (Hub Agent) → CONS Prepared →
- **Prepare Documentation (Commercial & HV) Shipts** (DEO) [HV (1000 & above AED)] → Documentation completed →
- **Bag shipments** (Handler) [Shipments (Exp, HV & LV)] → Separated & Labels Placed →
- **Prepare Manifest** (DEO) → Manifest Prepared →
- **Share details With DWC GW** (DEO) [Details- Manifest details, Bags/pallet count] → Details shared →
- **Load Shipments to truck** (Handler) → Loading complete →
- **Apply HOP scan** (Hub Agent) [Hub Outbound package] → Scan completed →
- **Place Seal** (Sec Officer) → Truck dispatched to DWC GW →
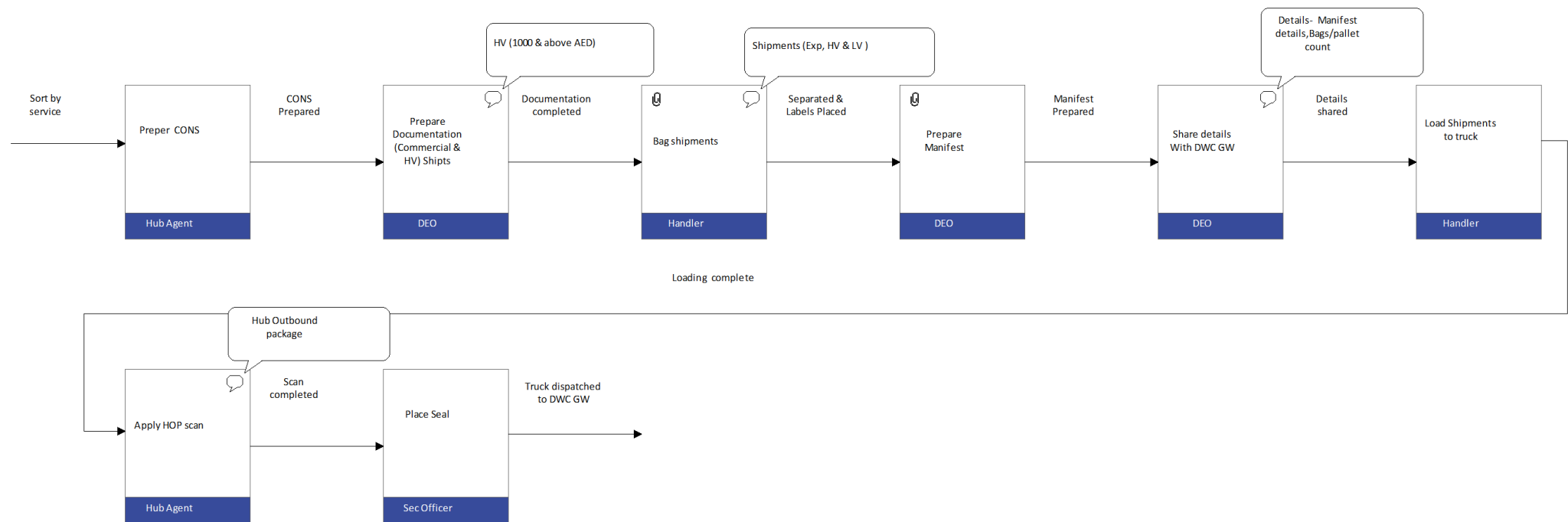
Title: Shipments by Road Via DWC GW (SA, BH & KW)
Author: Nouf Al Rammah
Date: 5/22/2025
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Mohd Dilhan Dastakeer
Diagram Version: Draft Copy   Authorization: Update Pending
Review Date: None
F.T.E.: 0.00

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

Shipments by Road Via AUH GW (SA)

Sorted by Station → **Preper CONS** (Hub Agent)

Shipments ready → **Prepare Docs (Commercial & HV) Shipts** (DEO)

HV (1000 & above AED)

Documentation prepared → **Separate pallets HV& LV Max Hight 160** (Handler)

LV – Low Value / HV – High Value

Shipments Palletized → **Share details to AUH GW for Master AWB** (DEO)

Details : Manifest Details & Weight Value

Master AWB Received → **Print & place Master AWB on Pallets** (DEO)

Printed & Pleased → **Load Pallets truck** (Handler)

Loading completed → **Apply HOP scan** (Hub Agent)

Scan completed → **Place Seal** (Sec Officer)

Truck dispatched to AUH GW →

Title: Shipments by Road Via AUH GW (SA)
Author: Nouf Al Rammah   Authorization: Update Pending
Date: 5/22/2025
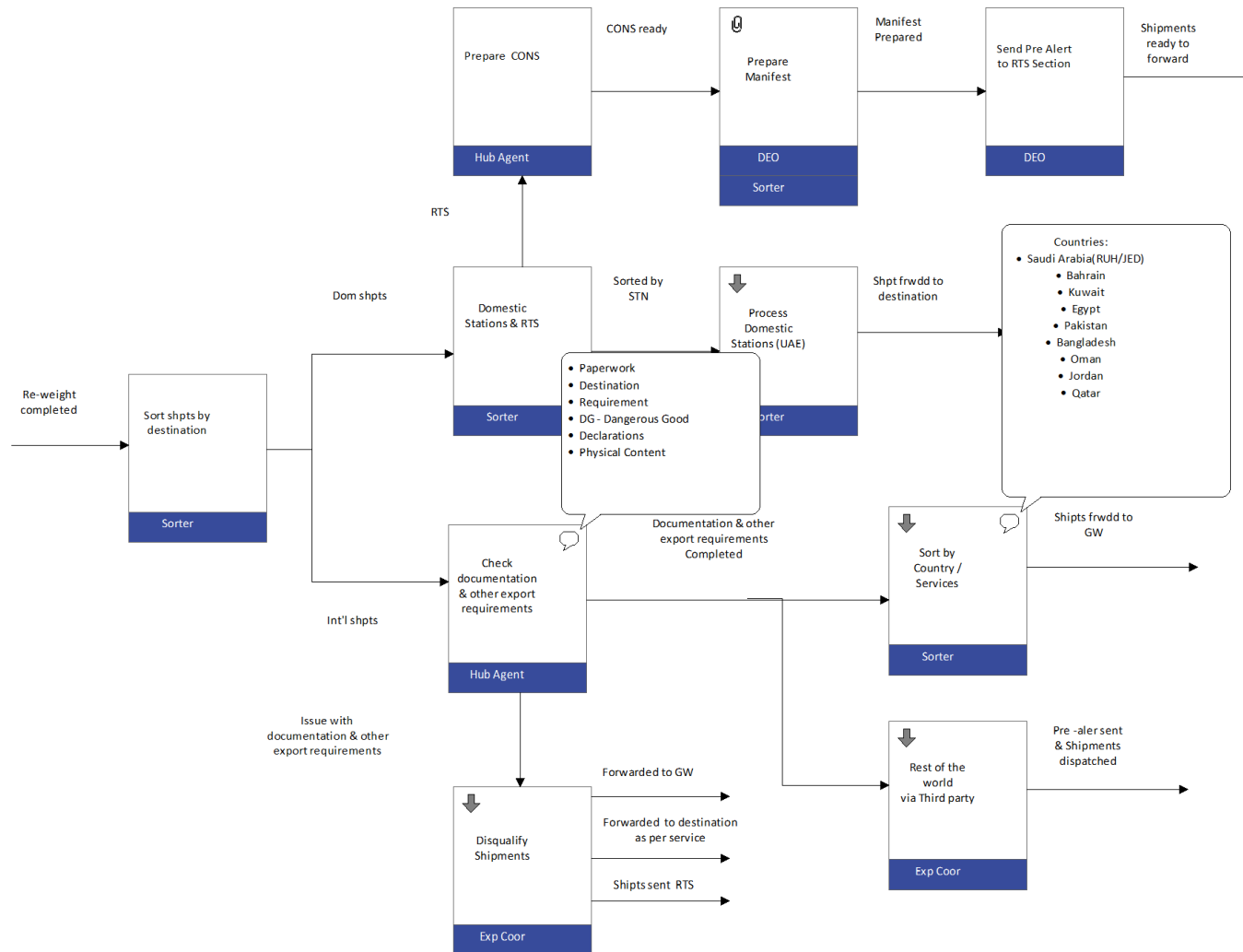Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Mohd Dilhan Dastakeer
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

Air shipments via Dubai Gateway

Flow diagram (top row):

Sort by service → **Prepare CONS** (Hub Agent) → CONS prepared → **Prepare required Documentation** (DEO) → Documentation Prepared → **Process (BOE) Bill of Entry** (DEO) → Shipments ready for Bagging → **Bag shipments** (Handler) → Separated & Labels Placed → **Weight the complete load** (Exp Coor / Handler) → Weight Completed → **Load Shipments to truck** (Handler)

Callout notes (top row):
- HV shipments 1000 & above AED
- Commercial invoices
- TRP- Tobacco related products
- ...ipments for 3000 & above AED
- shipments (Exp, HV, LV & TRP)

Shipments loading complete

Flow diagram (bottom row):

Prepare Line Haul Manifest (DEO) → Manifest prepared → **Perform security checks** (Sec Officer) → checks completed → **Prepare shipments Manifest** (DEO) → Manifest Prepared → **Send Pre Alert to DXB GW** (DEO) → Truck dispatched to DXB GW →

Callout notes (bottom row):
- Manifest including No# of bags - Connection as per HUB & Spoke Plan
- Seal &PPWK
- Destination details
- Along with Details, Manifest & Related PPWK

Title: Air shipments via Dubai Gateway
Author: Nouf Al Rammah
Date: 5/22/2025
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Mohd Dilhan Dastakeer
Authorization: Update Pending
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

Rest of the world via Third party

Shipments sorted for TP

Preper CONS — Exp Coor

Cons Prepared

Take AWB & invoice for each shipment — Exp Coor

for filling /Billing

Copies obtained

Prepare TP AWB based on SMSA AWB — Exp Coor

AWB Prepared

MDE – Scan (Manifest data Entry)

Apply MDE scan with third party AWB number — Exp Coor

MDE Scan Applied

Handover as per HUB & Spoke Plan

Prepare TP Hand-over, AWB & Invoice — Exp Coor

Hand-over Completed

Prepare Manifest — Exp Coor

Manifest Prepared

Along with Manifest & Related PPWK

Send Pre Alert to TP — Exp Coor

Pre -aler sent & Shipments dispatched

Title: Rest of the world via Third party
Author: Nouf Al Rammah
Date: 5/28/2025
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Mohd Dilhan Dastakeer
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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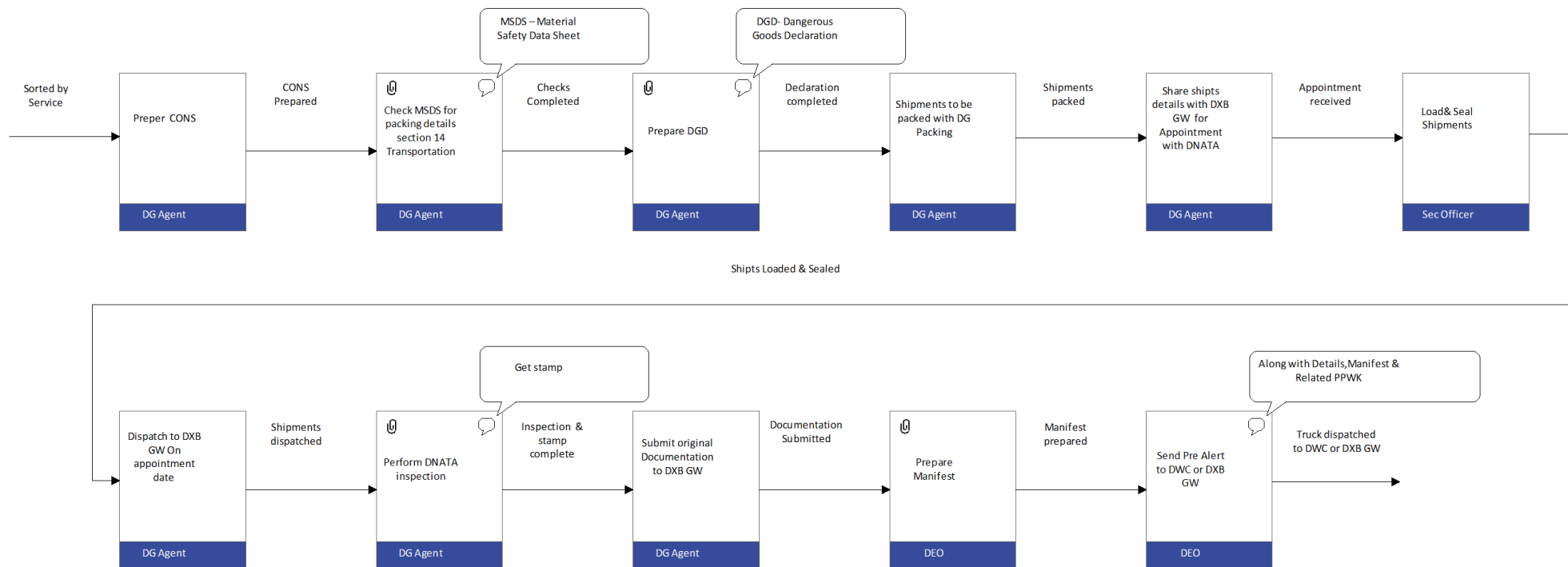● Change Log   ○ Keywords
○ Change Requests   ○ Read Only

Authorization: Update Pending

Disqualify Shipments

Codes : HS , COO & Export

BOE
Bill of Entry

Coordinate with CS, SLS or Customer to get codes

Codes available

Submit PPWK to GW

Foreword for GW

Exp Coor
DEO

Exp Coor
DEO

Issue with requirement

Issue with documentation & other export requirements

RTS
(Not qualified for intl. requirements)

Coordinate with CS, SLS or Customer requirements

Communication Completed

Inform about requirements & RTS shipments detail

Shipments sent RTS

Hub Agent
DEO

Hub Agent
DEO

Follow Up Ships
(On HOLD)

Coordinate with CS, SLS or Customer to get requirement

Requirements available

Prepare & Submit PPWK to destination

Foreword for destination

Exp Coor
DEO

Exp Coor
DEO

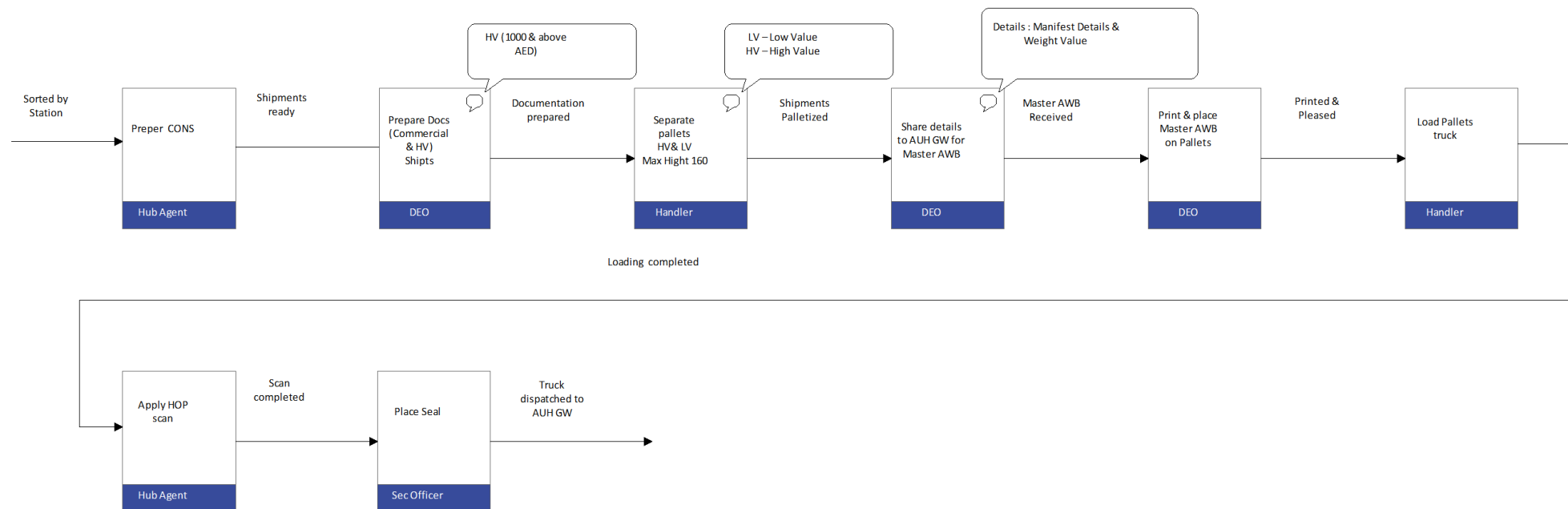|		
Title:	Disqualify Shipments	
Author:	Nouf Al Rammah	
Date:	5/28/2025	
Volume:	0.00 Per Second	Cost Per Second: $,3.5,E-0317

Owner: Mohd Dilhan Dastakeer
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

smsa

UAE - Corporate & Management

Strategy

Mission & Vision

Core Values

KPIs

Management Review

Org. Chart

UAE - Organization Chart

```
                          Country
                       General Manager
                          IBU-UAE

     Executive                          Industrial
   Administrator                        Engineer &
                                           SQA


National    Freight    Bus. Dev't. Mngr   Hub GW & LH   Operations   CS & SSC    Finance    HR & Admin    IT/CT Support
 Sales      Manager    Special Projects    Manager       Manager      Manager     Manager   Supervisor
Manager
```
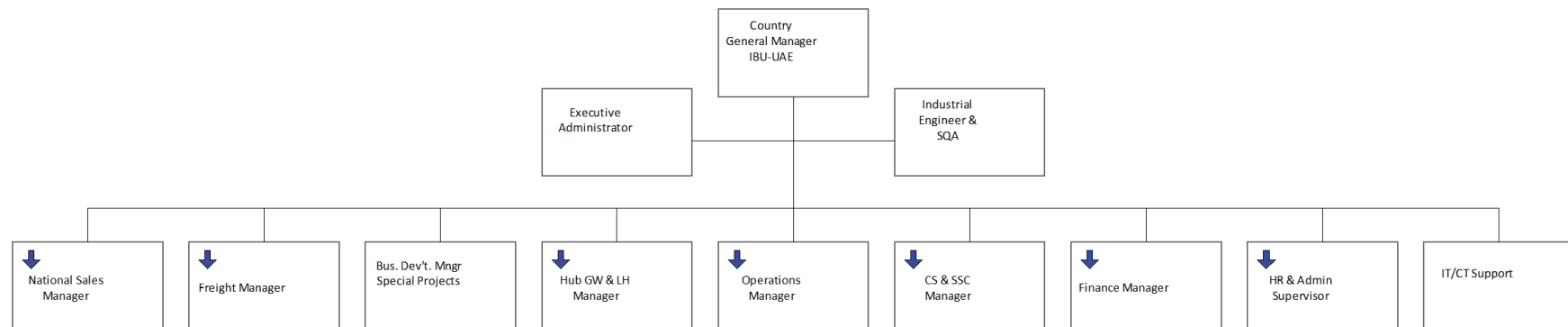
Title: UAE - Organization Chart
Author: Edwin Ramos
Date: 5/21/2017
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Yasser Zahreddine
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

Org. Structure - UAE HR & Admin

```
                    ┌─────────────────┐
                    │   Supervisor    │
                    │   HR & Admin    │
                    └─────────────────┘
                             │
               ┌─────────────┴─────────────┐
               ▼                           ▼
      ┌─────────────────┐        ┌─────────────────┐
      │  HR & Admin     │        │ Public Relations│
      │    Officer      │        │    Officer      │
      └─────────────────┘        └─────────────────┘
```

Title: Org. Structure - UAE HR & Admin
Author: Edwin Ramos   Authorization: Update Pending
Date: 8/7/2018
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Yasser Zahreddine
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

Org. Structure - UAE Operations

Title: Org. Structure - UAE Operations
Author: Edwin Ramos   Authorization: Update Pending
Date: 2/26/2017
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Yasser Zahreddine
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

Org. Structure - UAE Freight

Freight Manager

Freight Coordinator

Account Manager

Title: Org. Structure - UAE Freight
Author: Edwin Ramos
Date: 8/7/2018
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Yasser Zahreddine
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

Org. Structure - UAE Finance

```
                    ┌──────────────────┐
                    │  Finance Manager │
                    └──────────────────┘
                             │
        ┌────────────────────┼────────────────────┐
 ┌───────────────┐  ┌───────────────────┐  ┌───────────────┐
 │   GL team     │  │ Billing & Collection │  │  Purchasing   │
 │               │  │   Supervisor      │  │               │
 └───────────────┘  └───────────────────┘  └───────────────┘
 ┌───────────────┐  ┌───────────────────┐  ┌───────────────┐
 │ Chief         │  │  A/R Executive    │  │ Purchasing    │
 │ Accountant    │  │                   │  │ Officer       │
 └───────────────┘  └───────────────────┘  └───────────────┘
 ┌───────────────┐  ┌───────────────────┐
 │  Accountants  │  │  A/R Support      │
 │               │  │  Executive        │
 └───────────────┘  └───────────────────┘
 ┌───────────────┐  ┌───────────────────┐
 │   Cashier     │  │  Billing Agent    │
 └───────────────┘  └───────────────────┘
```

Title:	Org. Structure - UAE Finance	Owner:	Yasser Zahreddine
Author:	Edwin Ramos	Authorization: Update Pending	Diagram Version: Draft Copy
Date:	8/7/2018		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

Org. Structure - UAE Sales

National Sales Manager (TBA)

Sales Coordinator

Territory Mngr

Account Manager

Account Executive

Telesales Executives

Title: Org. Structure - UAE Sales
Author: Edwin Ramos   Authorization: Update Pending
Date: 2/26/2017
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Yasser Zahreddine
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

Org. Structure - UAE Customer Service & SSC

CS & SSC Manager

CS & SSC Supervisor

Trace Officer

Customer care Agent

Key Accounts Agent

SSC Executive Um Ramool

SSC Executive Dragonmart

SSC Executive Al Quoz

SSC Executive Sharjah

SSC Executive Abu Dhabi

SSC Executive Al Ain

SSC Executive Floater

Title: Org. Structure - UAE Customer Service & SSC
Author: Edwin Ramos   Authorization: Update Pending
Date: 7/21/2019
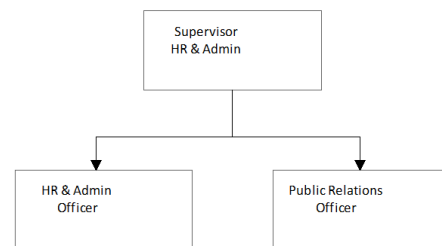Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Yasser Zahreddine
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

Org. Structure - UAE Hub Gateway & Linehaul

```
                          Manager
                          Hub GW & LH

        ┌───────────────────┬───────────────────┐
      JAFZA                CMC                 ADAFZA

     Operations         Supervisor           Supervisor
     Agent              Gateway              ...

     Freight            Specialist           Operations Agent
     Coordinator        Gateway              Adafza
                        ...

     Documentation      Clearance Agent      Documentation
     Assistant          Gateway              Agent
                        ...
```

Title: Org. Structure - UAE Hub Gateway & Linehaul   Owner: Yasser Zahreddine   ○ Actions   ○ Feedback
Author: Edwin Ramos   Authorization: Update Pending   Diagram Version: Draft Copy   ● Change Log   ○ Keywords
Date: 1/28/2020   Review Date: None   ● Change Requests ○ Read Only
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317   F.T.E.: 0.00

UAE - Department KPIs

FIN

OPS

SLS

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

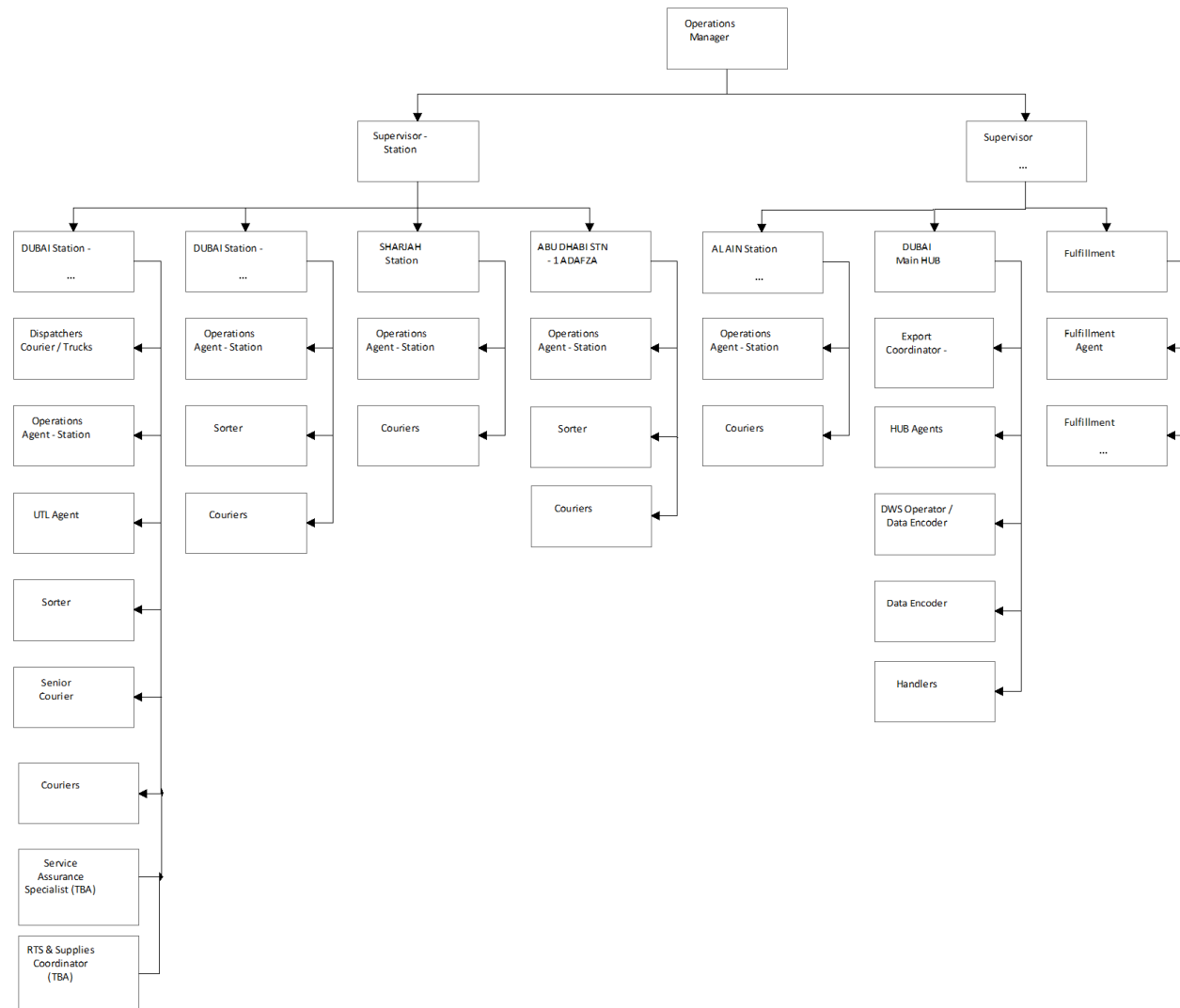Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Mohammad Bhaiyat
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

UAE - Information Technology

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

Request for support	Receive request	Request can be assigned	Assign the request	Request assigned	Resolve request	Request can be closed	Close request	Requestor informed

Receive request — IT Natl Mngr

Assign the request — IT Natl Mngr / (s) Helpdesk

Resolve request — IT Natl Mngr

Close request — IT Natl Mngr / (s) Helpdesk

Title: UAE - Information Technology
Author: Edwin Ramos
Date: 5/31/2017
Volume: 0.00 Per Second

Cost Per Second: $,3.5,E-0317

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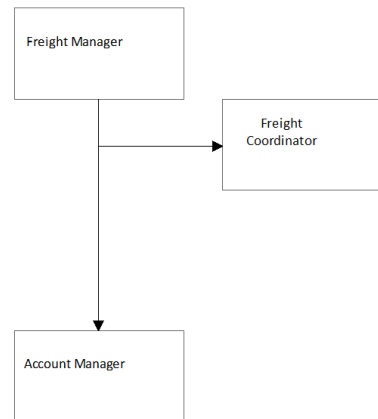
○ Actions
● Change Log
○ Change Requests
○ Feedback
○ Keywords
○ Read Only

Receiv

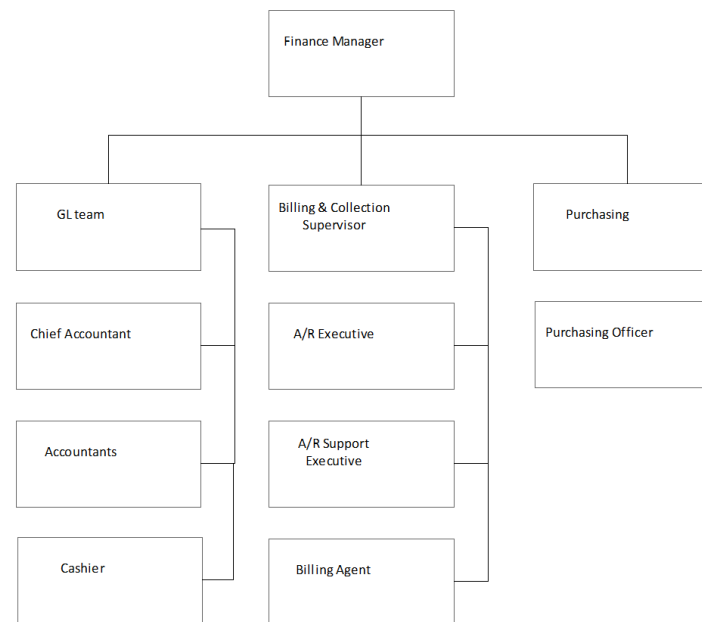Request can be solved internally
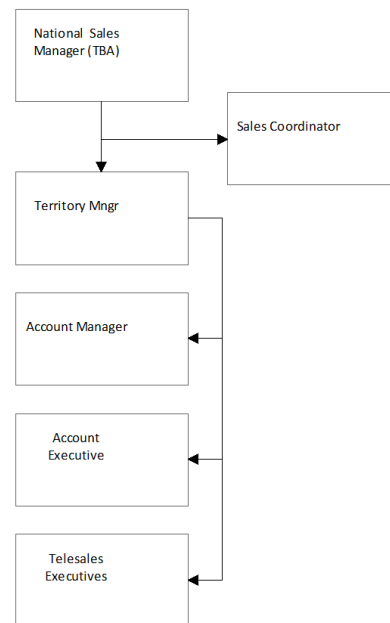
If no issue with wiith SMSA equipments/ gadgets, refer to 3rd party service provider

Request to be referred to 3rd paty service provider

Network support

Gather technical information

Identify service provider

Request forwarded to third party provider

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

Awaiting resolution from 3rd party

Infrastructure Supervisor

Infrastructure Supervisor

Infrastructure Supervisor

SAM installation Change request Network support Hardware & software support

Request for support

Determine request type

Change request & Hardware/Software Support

Evaluate & assess ticket raised

Request can be assigned

IT Natl Mngr

App Dev/ Programmer

SAM installatio n

Arrange appointment with customer

Appointme nt setup

Gather required information

DT/CT Support

DT/CT Support

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

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Kashan Khalid
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

Resolve Request

Change request, inform requestor of completion date

☑ Confirm ticket with requestor

App Dev/ Programmer

Request resolved

SMSA Automation request

⬇ ☑ Resolve request for SMSA Automation

DT/CT Support

Hand-over complete

Request assigned

☑ Determine resolution type

IT Natl Mngr

Network Support request

⬇ ☑ Resolve request for Network Support

Infrastructure Supervisor

Request resolved

Respective Technicians update the ticket

☑ Update ticket 💬

(s) Helpdesk

Request can be closed

Hardware & software request

⬇ ☑ Resolve request for Hardware & Software Support

DT/CT Support

Request resolved

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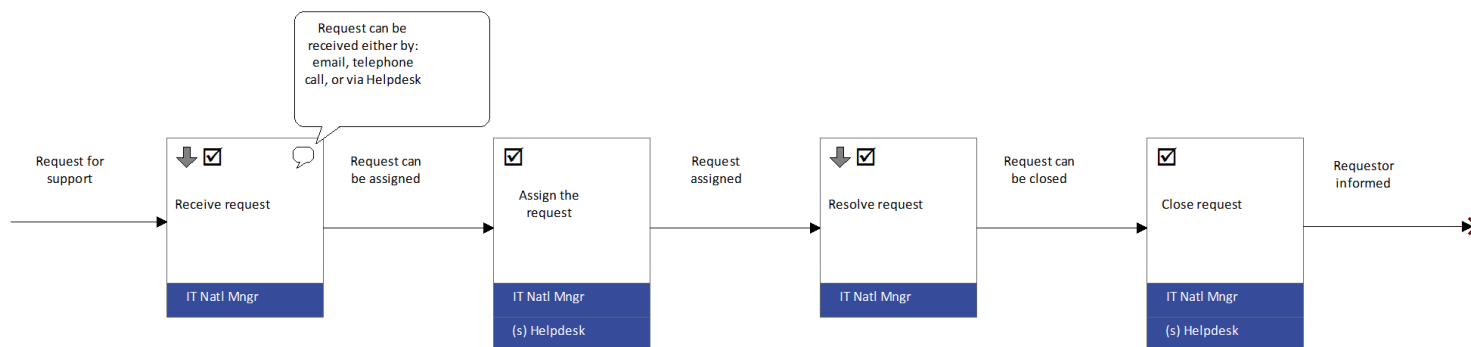Author: Edwin Ramos
Date: 6/15/2010
Volume: 0.00 Per Second

Authorization: Update Pending

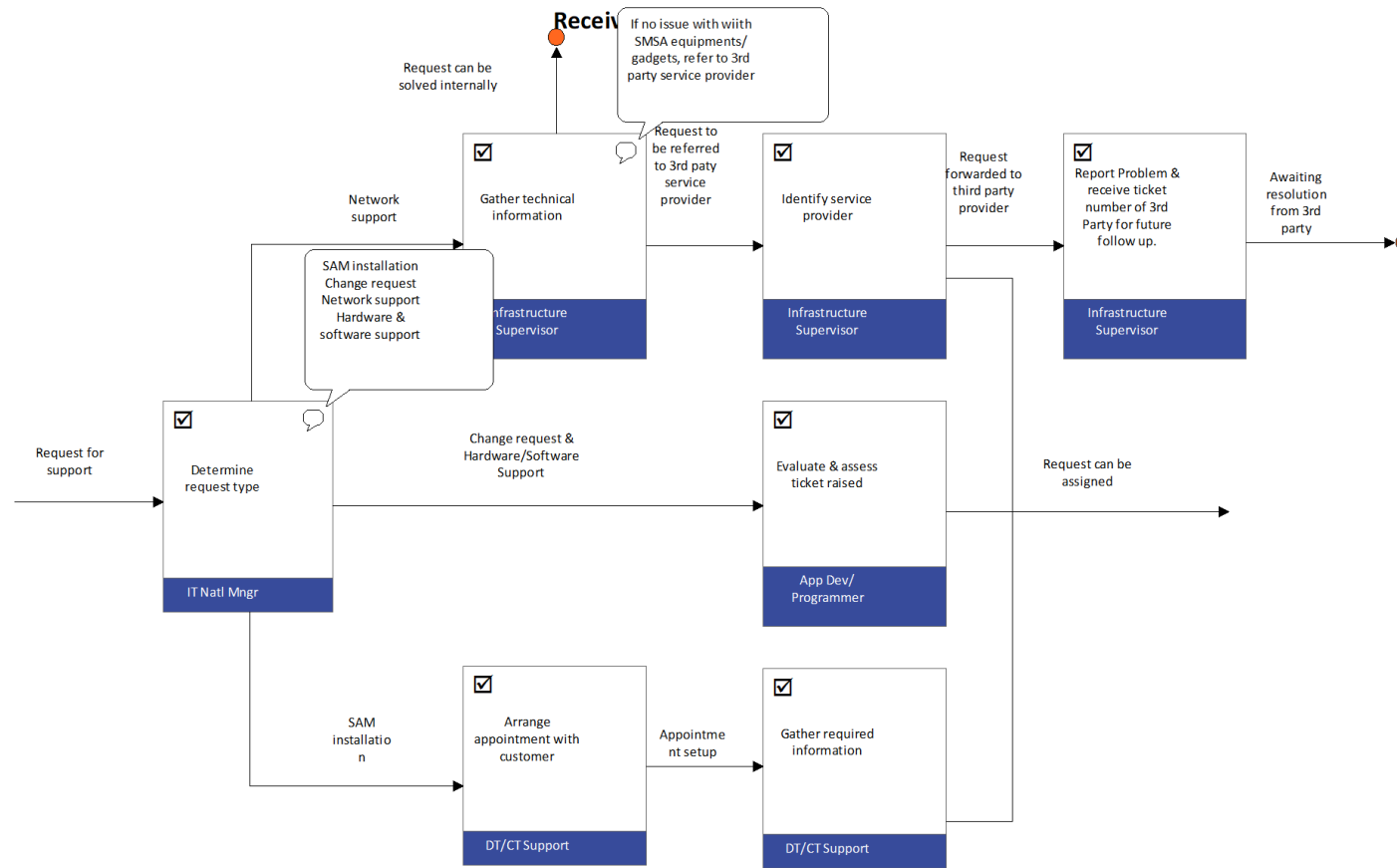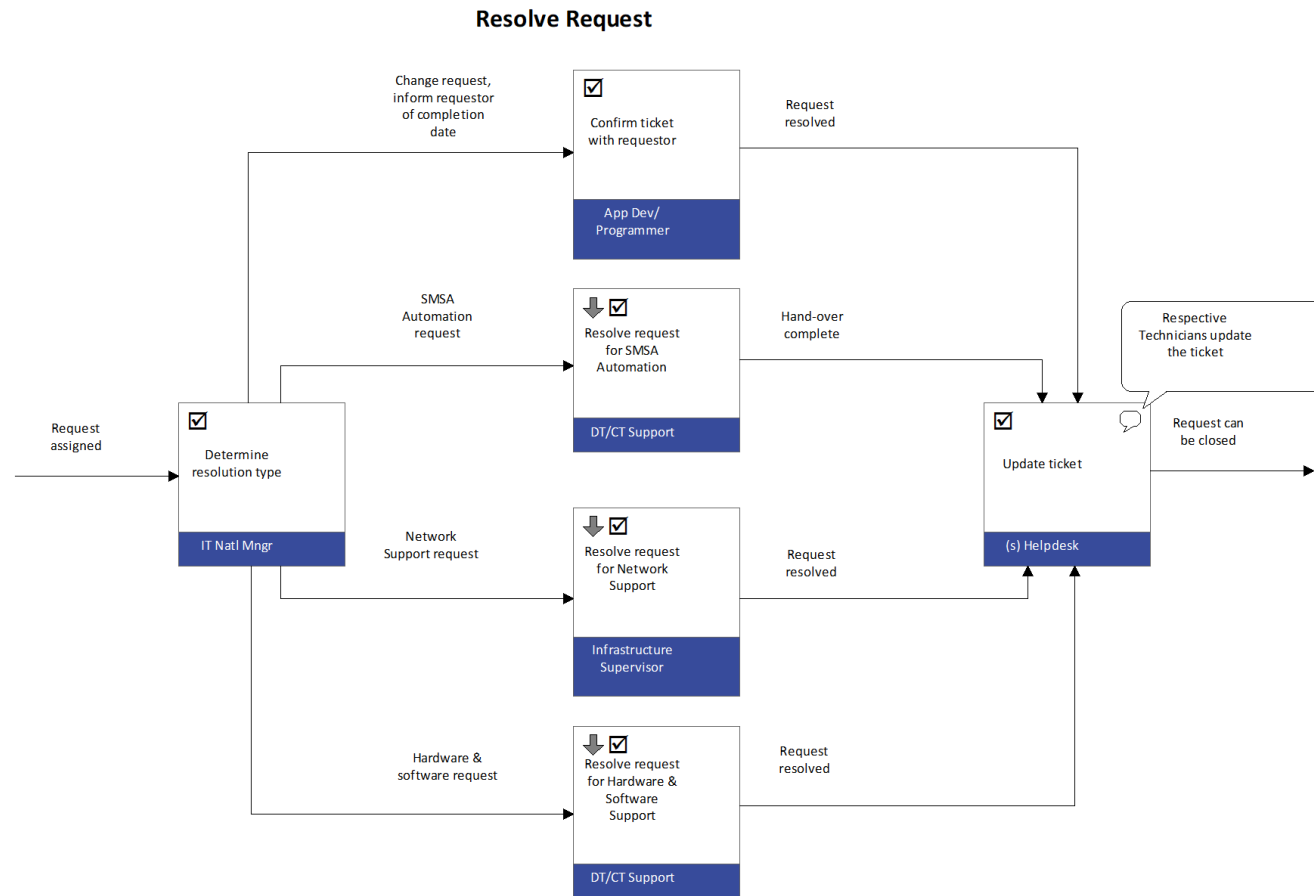Cost Per Second: $,3.5,E-0317

Owner: Kashan Khalid
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

Resolve Request for SMSA Automation

SMSA Automation request → Install SAM at customer location — DT/CT Support → Installation complete → Provide user training — DT/CT Support → Hand-over complete →

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

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Kashan Khalid
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

Resolve Request for Network Support

Awaiting resolution from 3rd party

Follow-up with provider

Infrastructure Supervisor

Request not resolved forward to third party provider

Request can be solved internally

Resolve request for network support

Request resolved

Network Support request

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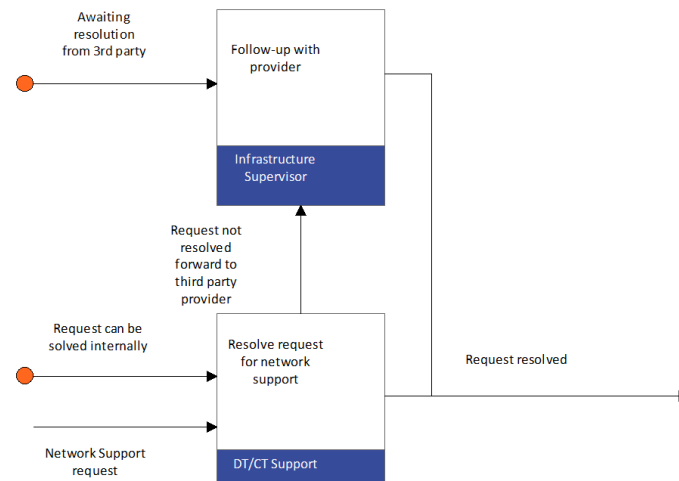
Title: Resolve Request for Network Support
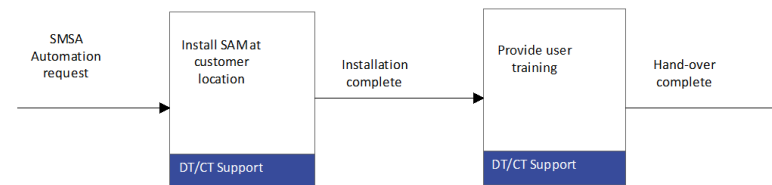Author: Edwin Ramos   Authorization: Update Pending
Date: 6/15/2010
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Kashan Khalid
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

Resolve Request for Hardware & Software Support

Request resolved (remotely)

Hardware & software request

| Attempt to resolve via remote assistance | Request cannot be resolved remotely | Request hardware to be sent to Dubai RO | Hardware arrives at DXB RO | Perform corrective actions | Hardware / software working | Send hardware back to requestor | Request resolved |

DT/CT Support

DT/CT Support

DT/CT Support

DT/CT Support

UAE - Freight Operations

Row 1:
- Pickup LTL request received / Pickup FTL request received → **Process Outbound LTL/FTL** (Mngr-HL&G) → Billing details available → **Link to: Finance - Billing**
- Consol Shipment dispatched from DMM hub → **Process Inbound LTL/FTL** (Mngr-HL&G) → Shipment delivered ✗
- LCL import Shipment arrived / LCL export booking request received → **LCL Sea Import / Export process** (Mngr-HL&G) → Job card forwarded ✗

Row 2:
- Pick up request received → **MCT, DOH - LTL Shipment Process** (Mngr-HL&G) → Job card forwarded ✗
- Received Documents from DWC clearance → **UAE Land Freight - C & D Process** (Mngr-HL&G) → Job card forwarded ✗

Row 3:
- Pickup request received → **Process DWC to DAFZA shipments** (Mngr-HL&G) → Dispatched for Customs clearance
- Pickup request received → **Process JAFZA/DWC to JAFZA shipments** (Mngr-HL&G) → Shipment delivered ✗
- FCL import shipment arrived / FCL booking request received → **FCL Sea Import / Export process** (Mngr-HL&G) → Job card forwarded ✗

Row 4:
- Pre-alert from origin → **Gateway Inbound** (GTW Manager) → Inbound shipments forward to station
- Shipment forwarded from Station → **Gateway Outbound DXB** (GTW Manager) → Hand-over to 3rd party vendor ✗ / Pre-alert sent to destination ✗

Row 5:
- Shipment arriver at (EAS) → **Process Transit-In Abu Dhabi Airport** (Mngr Freight) → Shipment dispacked
- **Process SMSA CMC to Abu Dhabi Airport Free Zone** (Mngr Freight)
- **Process Transit-Out Abu Dhabi Airport Free Zone** (Mngr Freight)

Title: UAE - Freight Operations	Owner: Yasser Zahreddine
Author: Edwin Ramos	Diagram Version: Draft Copy
Date: 12/25/2019	Review Date: None
Volume: 0.00 Per Second	F.T.E.: 0.00
Authorization: Update Pending	
Cost Per Second: $,3.5,E-0317	

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

Process Outbound LTL/ FTL

Pickup LTL
request
received

→

↓

Process Loose
Truck Load (LTL)
Booking

Ops Agent

LTL Shipment
ready for
dispatch

↓

Process Express
LTL/FTL
Outbound
Dispatch

Frt Coor

Billing details
available

→

**Link to:
Finance -
Billing**

Pickup FTL
request
received

→

↓

Process Full Truck
Load (FTL)Booking

Ops Agent

FTL Shipment
ready for
dispatch

Title: Process Outbound LTL/ FTL
Author: Edwin Ramos
Date: 8/13/2017
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Authorization: Update Pending

Owner: Yasser Zahreddine
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

Process Express Full Truck Load (FTL)

Pickup request received

Check & agree if goods are ready; documents ready; airwaybill; Invoice & PI mail; time of collection Confirm with KFIA/ KKIA: docs and contents; other government requirements

Consignee advised to co...

For new customer

Check consignee registration in KFIA/ KKIA

Ops Agent

Consignee registration confirmed

Prepare waybill & inform customer

Ops Agent

Waybill completed

Call customer

Ops Agent

Customer confirmation received

Dispatch truck for pickup

Ops Agent

Shipment dispatched from Customs

Scan & update receiver & pickup information

Frt Coor

Shipment ready for dispatch

Title:	Process Express Full Truck Load (FTL)			Owner:	Yasser Zahreddine
Author:	Edwin Ramos	Authorization:	Update Pending	Diagram Version:	Draft Copy
Date:	8/10/2017			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

LTL Booking Process

Consignee not registered

For new customer, consignee advised to complete online registration process

Step	Role
Pickup request received by email	
Check consignee registration in KFIA/ KKIA	Ops Agent
Consignee registration confirmed	
Prepare waybill SMSA + Customer	Ops Agent
Waybill completed	
Call customer	Ops Agent
Customer confirmation received	
Dispatch truck for collection	Ops Agent
Shipment off-load in warehouse	

Step	Role
Apply scan	Doc Asst.
Details updated	
Reweigh the shipment & share with customer	Ops Agent
Weight confirmed	
Update requestor	Ops Agent
Shipment ready for dispatch	

Check if weight is the same against booking

Await for requestor confirmation

Title: LTL Booking Process
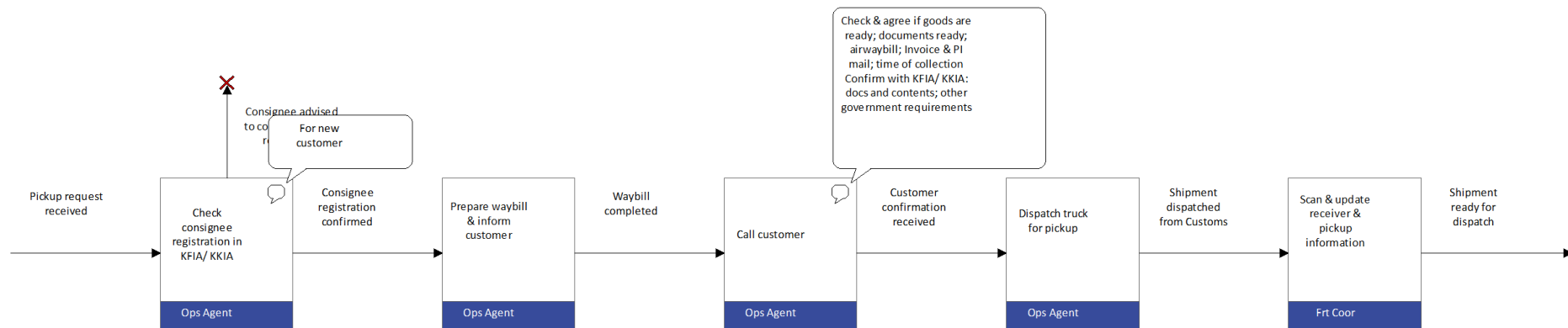Author: Edwin Ramos
Date: 8/10/2017
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Yasser Zahreddine
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions
● Change Log
○ Change Requests

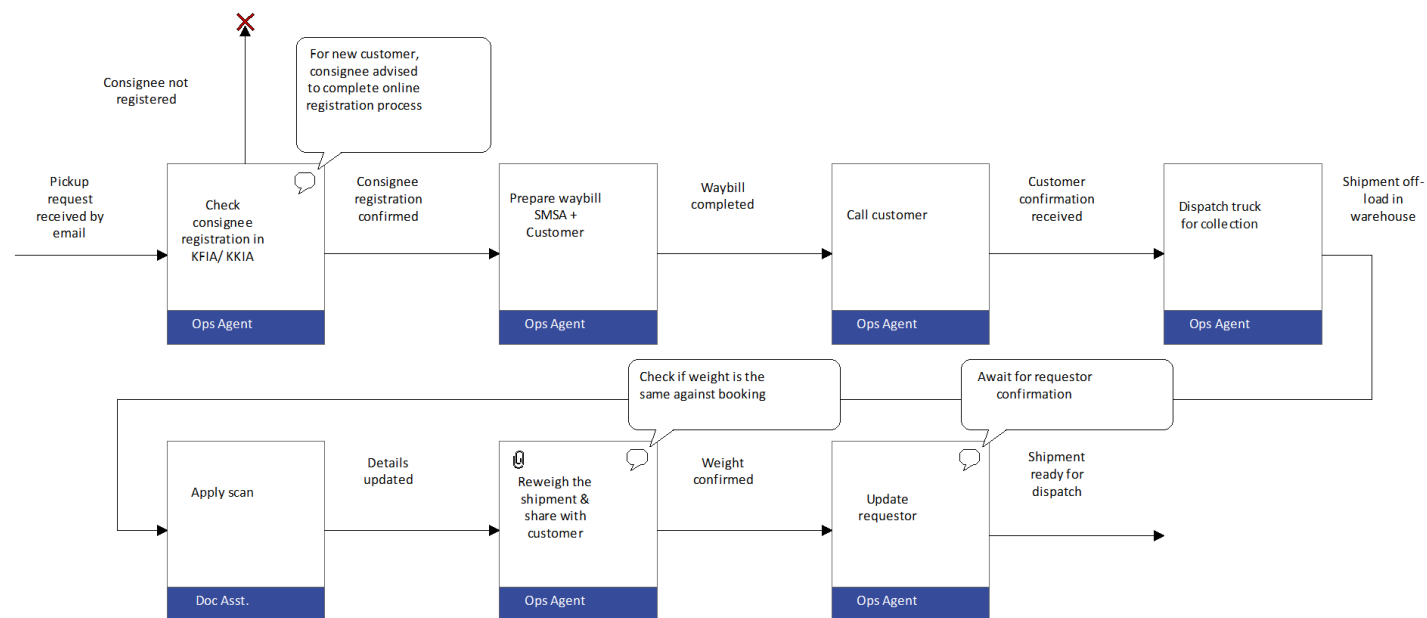○ Feedback
○ Keywords
○ Read Only

Process Express LTL/FTL Outbound Dispatch

Title: Process Express LTL/FTL Outbound Dispatch
Author: Edwin Ramos   **Authorization:** Update Pending
Date: 8/10/2017
Volume: 0.00 Per Second   **Cost Per Second:** $,3.5,E-0317

Owner: Yasser Zahreddine
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

Process DWC to DAFZA Shipments

Check with customer:
Are the goods ready?
Required documentations complete ?
Agree the pickup time with customer
Ensure invoice & PI is addressed to
SMSA DWC

Pickup request received	Verify if shipper is DWC registered	Registration confirmed	Verify documents	Documents completed	Call customer	Goods ready for pickup	Dispatch truck for shpmt pickup	Shipment picked-up	Scan & update pickup info	Dispatched for Customs clearance
	Ops Agent		Ops Agent		Ops Agent		Ops Agent		Ops Agent	

Title: Process DWC to DAFZA Shipments
Author: Edwin Ramos   Authorization: Update Pending
Date: 11/27/2017
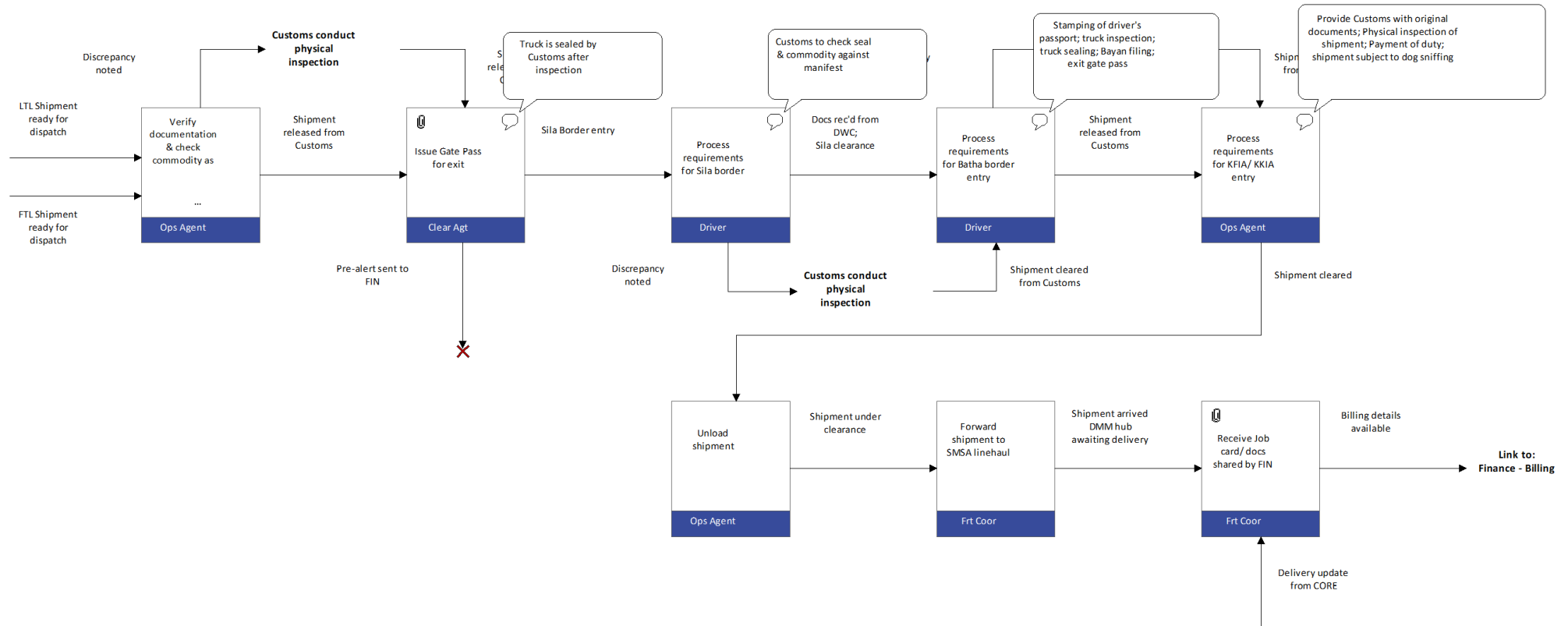Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Yasser Zahreddine
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

Process Inbound LTL/ FTL

SMSA

Process Express LTL/FTL Inbound Dispatch

Physical inspection by Customs

Shipment released from Customs

Discrepancy document

Driver Passport stamping; Truck scanning; Truck sealing; Bayan; Exit gate pass

Consol shipment dispatched from DMM Hub

Process entry at Batha border

Driver

Shipment released from Customs

Process exit at Batha border

Driver

Physical inspection by Customs

Shipment released from Customs

Driver Passport stamping; Truck scanning; Truck sealing; Bayan; Exit gate pass

Shipment released from Customs

Process entry at Sila border

Driver

Physical inspection by Customs

Shipment released from Customs

Truck scanning; Shipment inspection; Truck bonding; Exit gate pass & Bayan finalized

Shipment released from Customs

Proceed to DWC Customs

Driver

Shipment entry at DWC

Documents verification; cross checking of bonded seals; shipment inspection

Process Inbound Customs Clearance at DWC

Ops Agent

Shipment released from Customs

Proceed to SMSA warehouse

Ops Agent

Shipment arrived at warehouse

Sort shipment based on free zones, local market and other Emirates customer coordination

Unload shipments

Ops Agent

ready for delivery

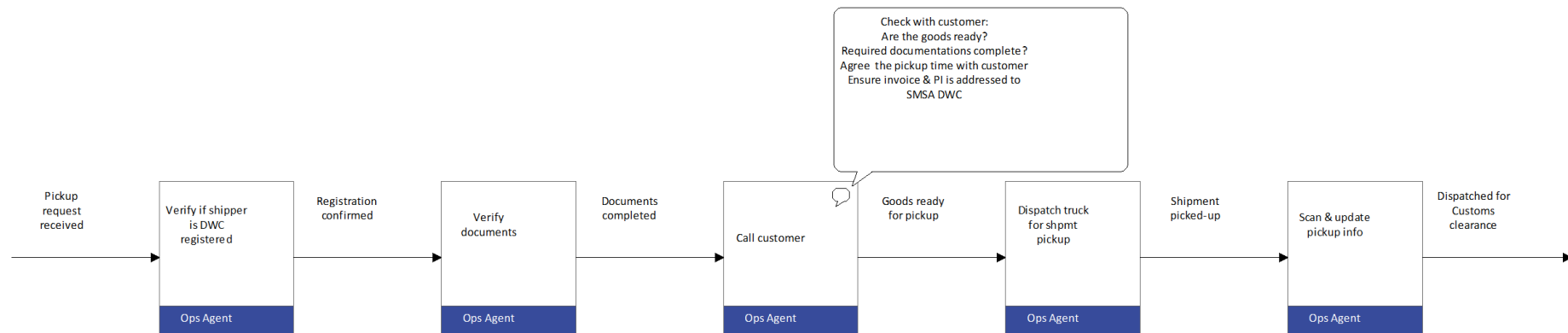Orig docs frwrdd for duty & customer billing

Link to: FIN Billing

Title: Process Express LTL/FTL Inbound Dispatch
Author: Edwin Ramos
Date: 8/13/2017
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Yasser Zahreddine
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

**Process Final Mile Delivery
Duty-free Shipment**

Title: Process Final Mile Delivery♂Duty-free Shipment
Author: Edwin Ramos   Authorization: Update Pending
Date: 8/13/2017
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Yasser Zahreddine
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

**Process Final Mile Delivery
Duty-paid Shipment**

Shipment ready for delivery outside DWC

Received duty invoice from FIN - AE

Determine if DDP or charge to local AE account

Call & reconfirm with customer duty payment & delivery time
Frt Coor

Customer confirmation received

Process clearance at DWC Customs
Ops Agent

Shipment cleared from Customs

If duty value exceeds AED 1000

Forward all documents to AE FIN for duty confirmation
Frt Coor

Duty confirmed

Receive duty confirmation from AE Finance
Frt Coor

Shipment ready for delivery

Deliver the shipment
TP Driver

Shipment delivered
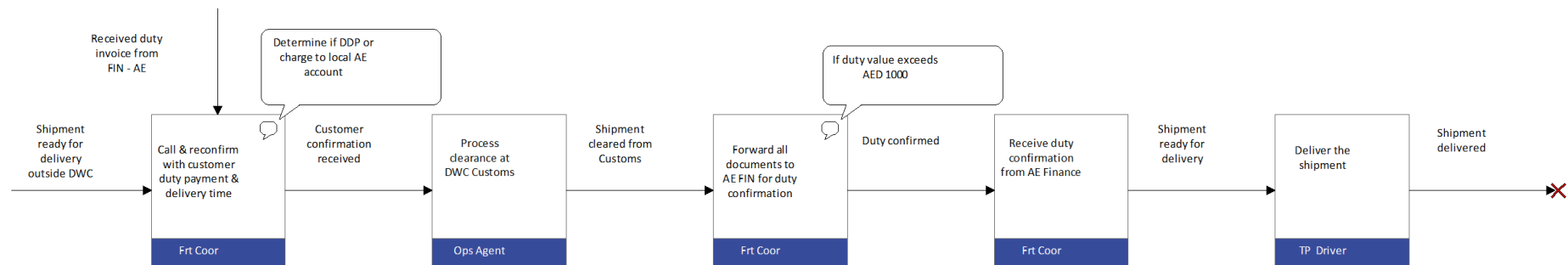
Title: Process Final Mile Delivery♂Duty-paid Shipment
Author: Edwin Ramos   Authorization: Update Pending
Date: 8/13/2017
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Yasser Zahreddine
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

SMSA

Inbound SLTL Shipment Delivery Process – within JAFZA/ DWC to

Check with customer:
Are the goods ready?
Required documentations complete?
Agree the pickup time with customer
Ensure documents for transfer of ownership -
CI & PL is addressed to SMSA DWC

Pickup request received

Verify if shipper is JAFZA/ DWC registered — Ops Agent

Customer registration confirmed

Allocate booking reference & truck waybill — Ops Agent

Allocation complete

Call customer — Frt Coor

Goods ready for pickup

Dispatch truck for shpmt pickup — Ops Agent

Shipment arrived at warehouse

Check actual weight vs. declared weight (from booking)

Scan & update pickup information — Ops Agent

Scan & update completed

Reweigh the shipment — Ops Agent

No weight discrepancy

Notify the shipper — Ops Agent

Customer confirmation received

Dispatch shipment — Ops Agent

Shipment delivered

Weight discrepancy

Update documents on the actual weight — Ops Agent

Documents updated

Title: Inbound SLTL Shipment Delivery Process – within JAFZA/ DWC to...
Author: Edwin Ramos   Authorization: Update Pending
Date: 11/27/2017
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Yasser Zahreddine
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

FCL Sea Import / Export process

Shipment
arrived

FCL Sea Import
process

Frt Coor

Documentation
Forwarded

Booking
request
receive from
customer

FCL Sea Export
process

Frt Coor

Job card
forwarded

Title: FCL Sea Import / Export process
Author: Edwin Ramos
Date: 3/27/2021
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Yasser Zahreddine
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

FCL Sea Import Process

For D/O collection, OBL with consignee stamp / if OBL surrender AI needed.

For clearance original invoice, Packing list and CO to be collected from customer

Shipment arrived at Jebel Ali

Deliver order collection from shipping line
Frt Coor

Order Collection delivered

Collect required documentation
Frt Coor

Document collected

Arrange Clearance
Ops Agent

Shipment cleared

Arrange Clearance
Frt Coor

Delivery arranged

Pay DPC and do hauler authorization.

Ask driver to pick from port & deliver based in DO copy.

Provide Documentation to collection driver
Ops Agent

No inspection required

Hanover cargo for delivery
Ops Agent

Shipment delivered

Forward Job card to Finance AE
Frt Coor

Documentation forwarded

Inspection request

For inspection, driver is scheduled with original BOE, copy of DO, Invoice, PL and CO

Inspection Failed

Arrange appointment with customs
Ops Agent

Inspection passed

Title: FCL Sea Import Process
Author: Edwin Ramos
Date: 3/22/2021
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Yasser Zahreddine
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions
● Change Log
○ Change Requests

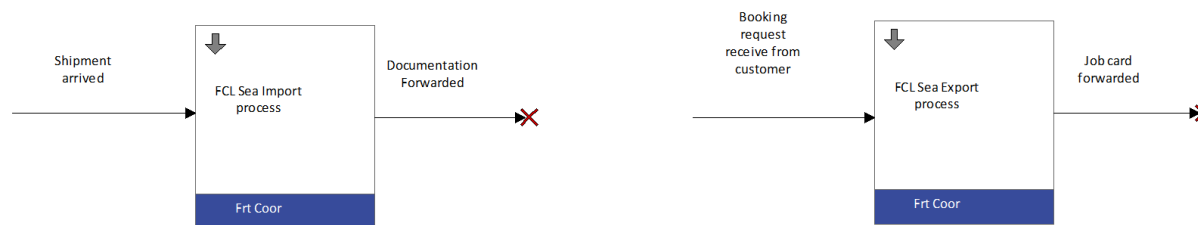○ Feedback
○ Keywords
○ Read Only

SMSA

FCL Sea Export Process

Booking request received from customer

Arrange Quotes from shipping line agents — Frt Coor

Quotes arranged

Ask for CRO from shipping line

Initiate booking and arrange PUP — Frt Coor

PUP arranged

Send BL instructions & Load list to shipping line.

Provide documentation to shipping line — Ops Agent

Delivery arranged

Based on confirmation from customer, same is confirmed to consolidator(FC)

If customer request

Documentation provided

Forward BL documentation to consolidator and customer — Frt Coor

Documentation forwarded

Collect BL and handover to customer or surrender BL — Frt Coor

Documentation collected

Initiate custom clearance & Port process — Frt Coor

Shipment cleared

Initiate Pre-alert to agent — Frt Coor

Product sent

Forward Job card to AE Finance — Frt Coor

Job card forwarded

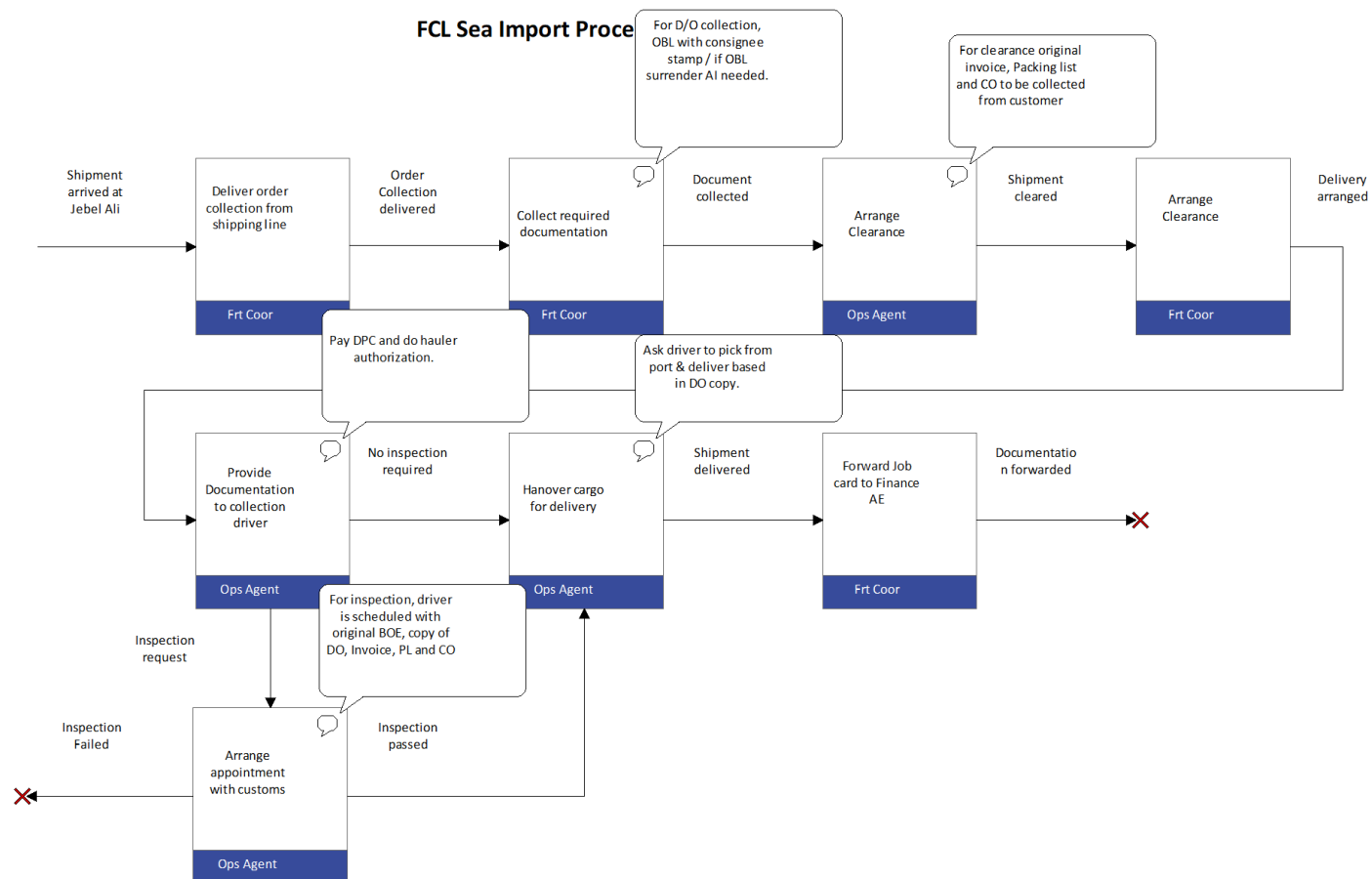
Title: FCL Sea Export Process
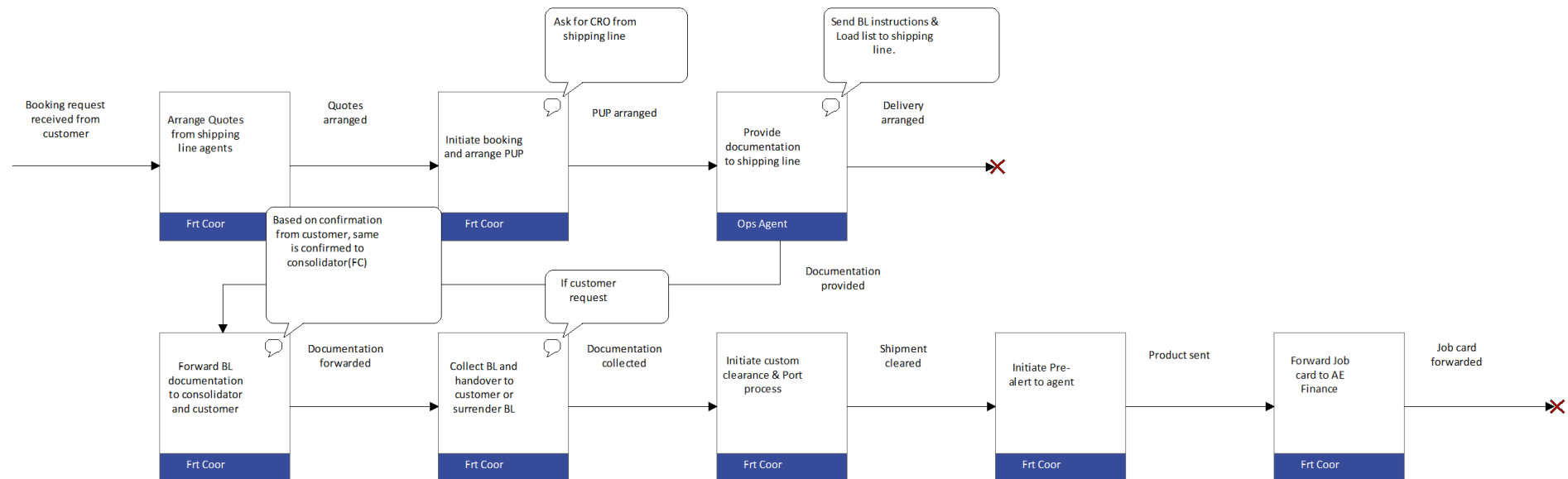Author: Edwin Ramos
Date: 3/23/2021
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Yasser Zahreddine
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions
● Change Log
○ Change Requests

○ Feedback
○ Keywords
○ Read Only

LCL Sea Import / Export process

Shipment
arrived

LCL Sea Import
process

Job card
forwarded

Frt Coor

Booking request
received from
customer

LCL Sea Export
process

Job card
forwarded

Frt Coor

Title: LCL Sea Import / Export process
Author: Edwin Ramos   Authorization: Update Pending
Date: 3/27/2021
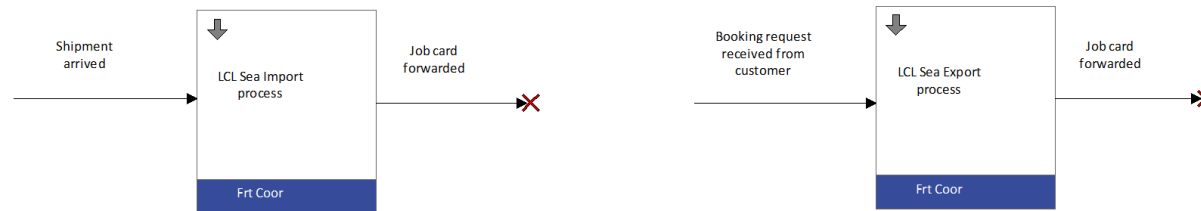Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Yasser Zahreddine
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

LCL Sea Import

For Clearance purpose, Original invoice, Packing list and COO to provided by customer

Shipment arrived

Deliver order collection from shipping line
— Clear Agt

Order Collection delivered

Collect required documentation
— Frt Coor

Document collected

Arrange Clearance
— Frt Coor

Shipment cleared

Arrange for pickup
— Frt Coor

Pickup arranged

Original DO, BOE and gate pass is provided to the collection driver

Provide Documentation to collection driver
— Frt Coor

No inspection required

Hanover cargo for delivery
— Frt Coor

Shipment delivered

Forward Job card to Finance AE
— Frt Coor

Documentation forwarded

For inspection, driver is scheduled with original BOE, copy of DO, Invoice, PL and CO

Inspection request

Arrange appointment with customs
— Ops Agent

Inspection Failed

Inspection passed

Title:	LCL Sea Import Process
Author:	Edwin Ramos
Date:	2/8/2021
Volume:	0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner:	Yasser Zahreddine
Diagram Version:	Draft Copy
Review Date:	None
F.T.E.:	0.00

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

LCL Sea Export Process

Driver will be provided with original ED, Gate Pass & Booking Note for shipment collection and delivery(OA)

Based on confirmation from customer, same is confirmed to consolidator(FC)

Delivery arranged

Booking request received from customer

Arrange Quotes from consolidator line agents — Frt Coor

Quotes arranged

Initiate booking and arrange PUP — Frt Coor

PUP arranged

Provide documentation to driver — Ops Agent

Documentation provided

Forward BL documentation to consolidator & customer — Frt Coor

Documentation forwarded

If customer request

Collect BL and handover to customer — Frt Coor

Documentation collected

Initiate Pre-alert to agent — Frt Coor

Product sent

Arrange appointment with customs — Frt Coor

MCT-DOH-LTL Shipment Process

Pickup request received

Share the documents with vendor

Get confirmation from vendor — Frt Coor

Confirmation received

Request for waybill — Frt Coor

AWB prepared

Request vendor for collection — Doc Asst.

Request completed

Continues followup until vendor deliver to consignee

Update customer on shipment status — Doc Asst.

Shipment not delivered

Shipment delivered

Initiate CD payment — Frt Coor

Payment completed

Forward POD to customer — Doc Asst.

POD sent

Request invoice from vendor — Frt Coor

Invoice received

Forward Job card to Finance — Frt Coor

Job card submitted

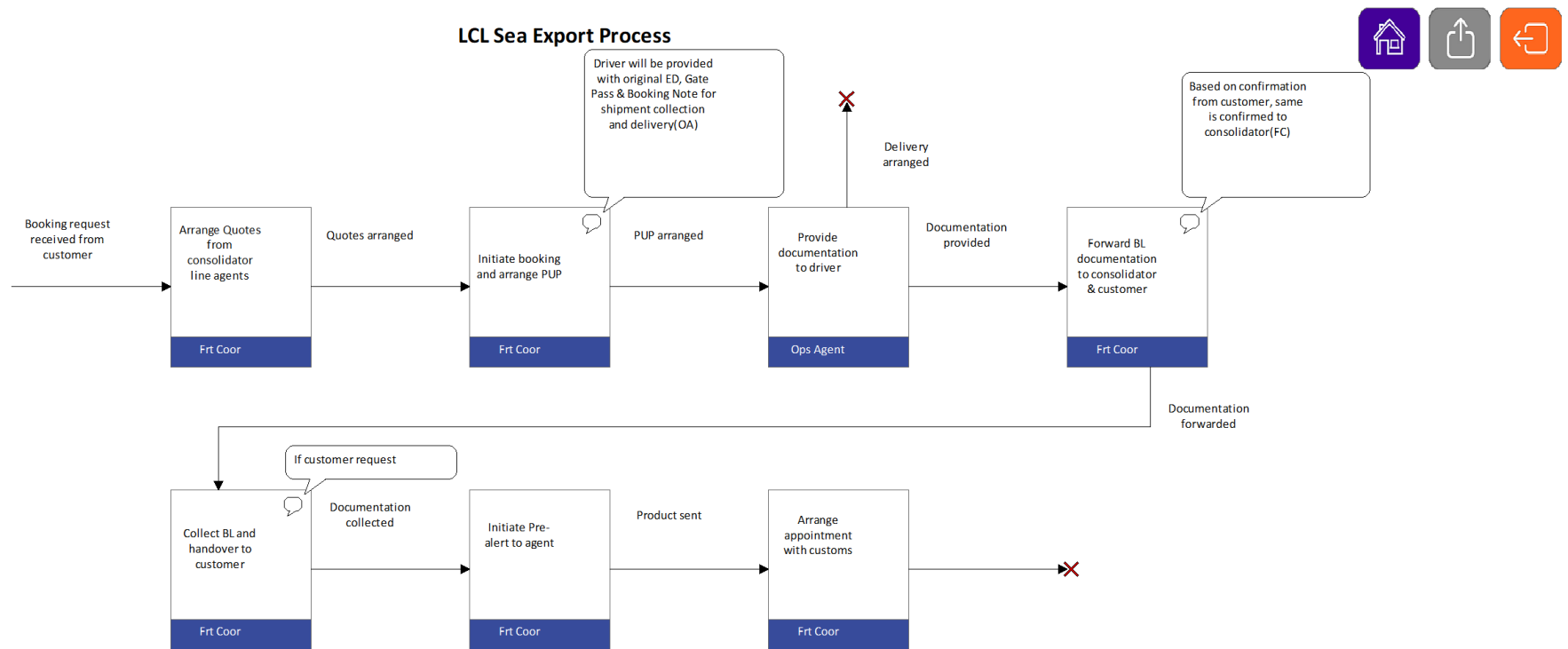Title: MCT-DOH-LTL Shipment Process
Author: Edwin Ramos
Date: 3/25/2021
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Yasser Zahreddine
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

UAE Land Freight - C&D Process

Received Documents for DWC Clearance

Prepare the AWB and share with customer — Doc Asst.

AWB completed

Forward documentation / AL code — Doc Asst.

Only for new consignee share with KSA for checking

Documentation forwarded

Complete dispatch process — Doc Asst.

Complete dispatch process, once loading finished

Ready for dispatch

Prepare gate pass — Doc Asst.

Shipment dipatched

Send pre-alert to Border agents & KFIA/ KKIA — Frt Coor

Pre alert sent

Confirm shipment status from KFIA/ KKIA — Doc Asst.

Onward connection to Bahrain ex KFIA every monday

Shipment delivered

Update POD in Core — Frt Coor

Once received offloading confirmation

POD completed

Forward Job card to AE Finance — Frt Coor

Job card submitted

Shipment not delivered

Title: UAE Land Freight - C&D Process
Author: Edwin Ramos
Date: 3/27/2021
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Yasser Zahreddine
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions
● Change Log
○ Change Requests

○ Feedback
○ Keywords
○ Read Only

Gateway Inbound Process

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

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Yasser Zahreddine
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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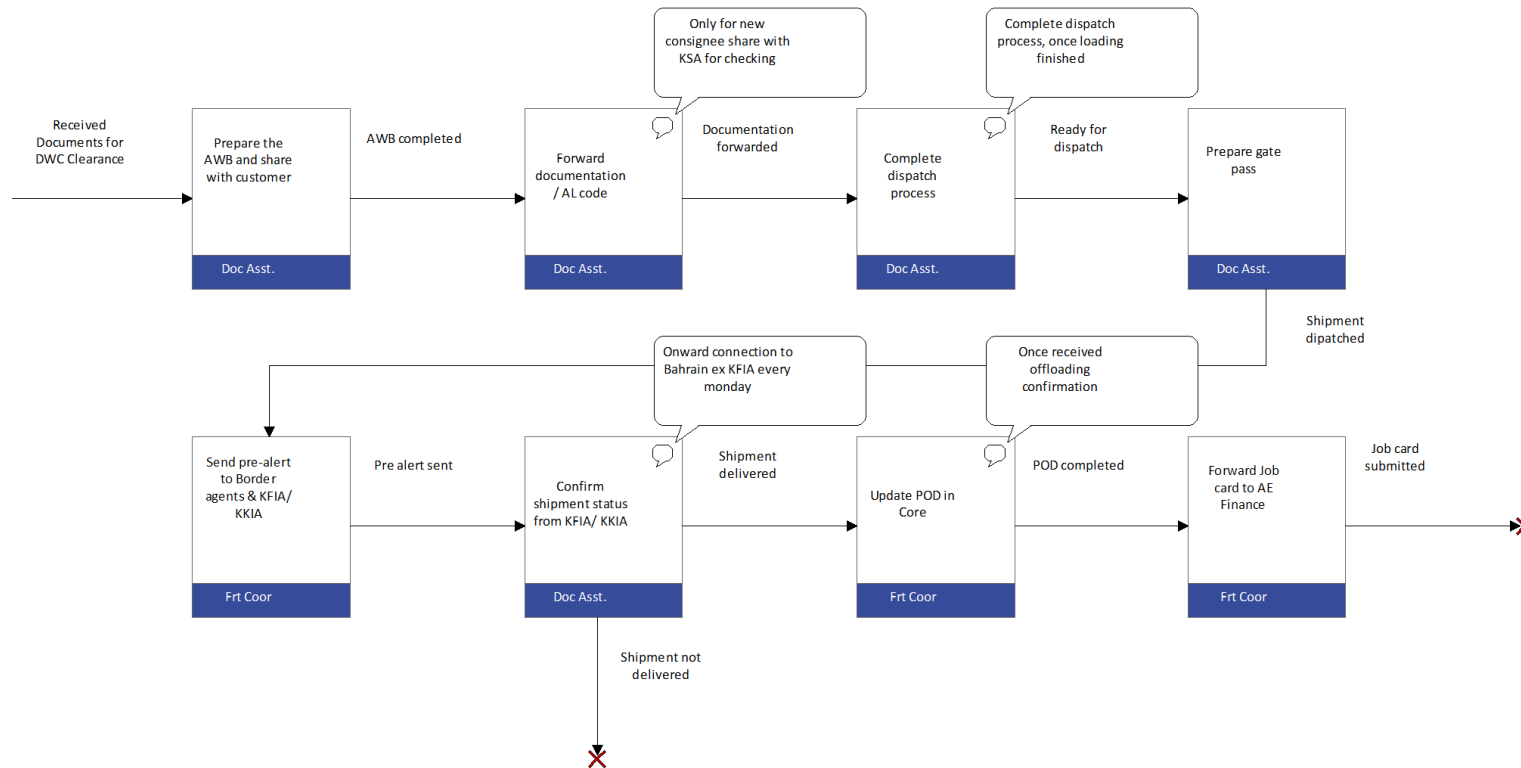● Change Log   ○ Keywords
● Change Requests ○ Read Only

smsa

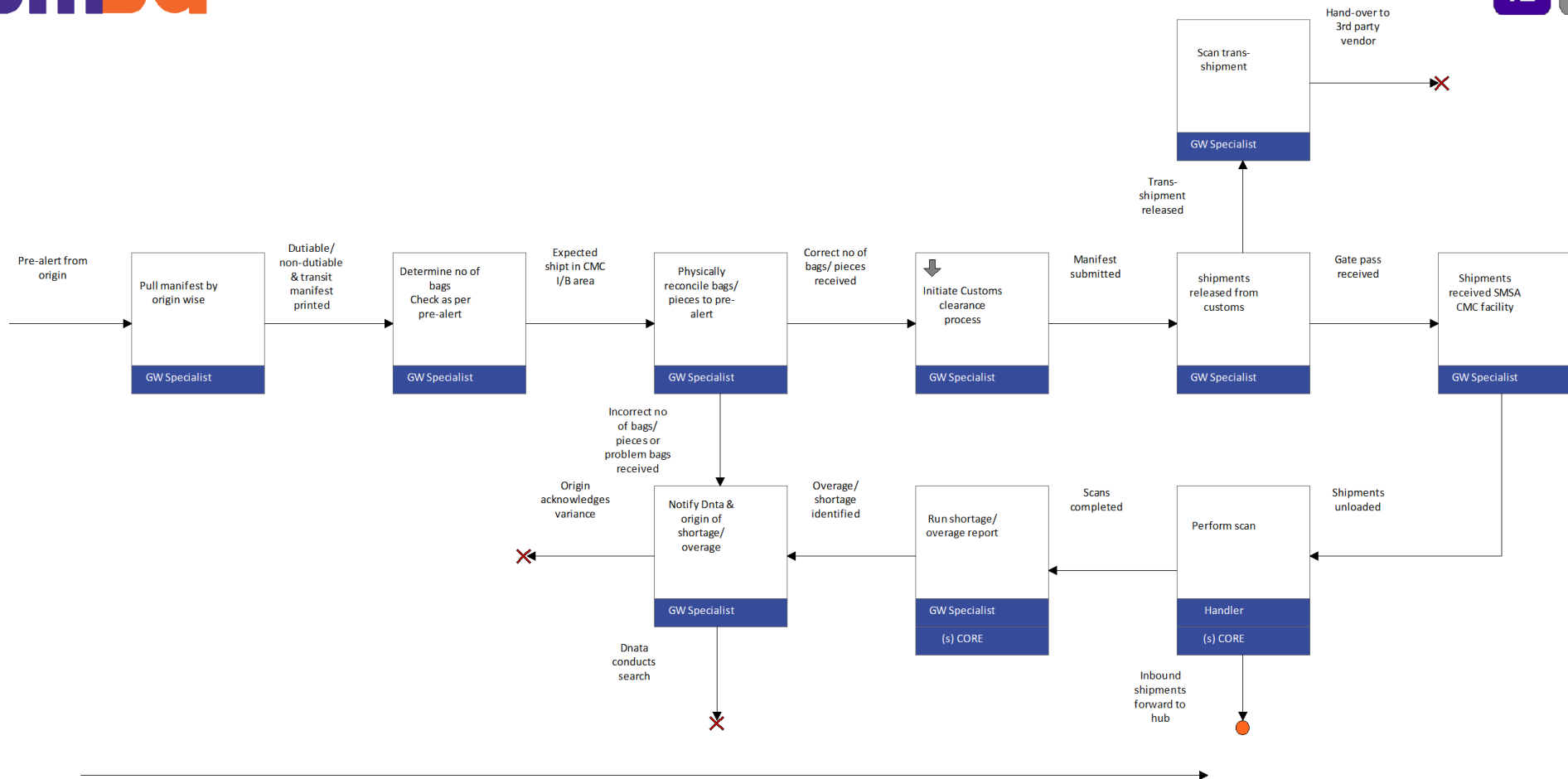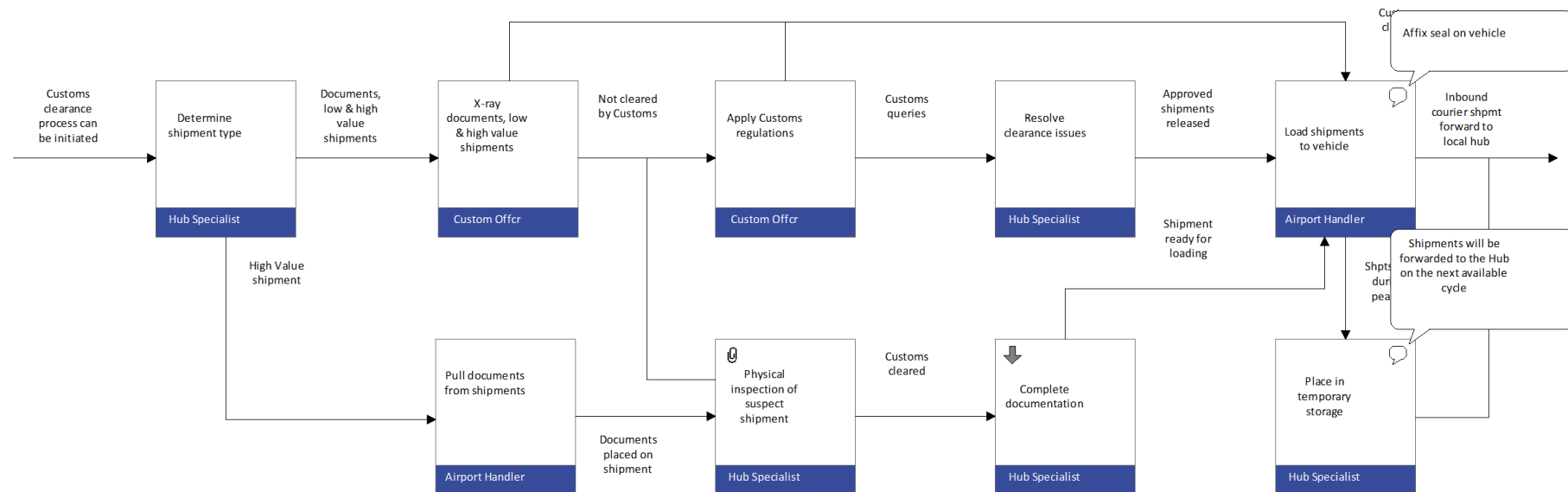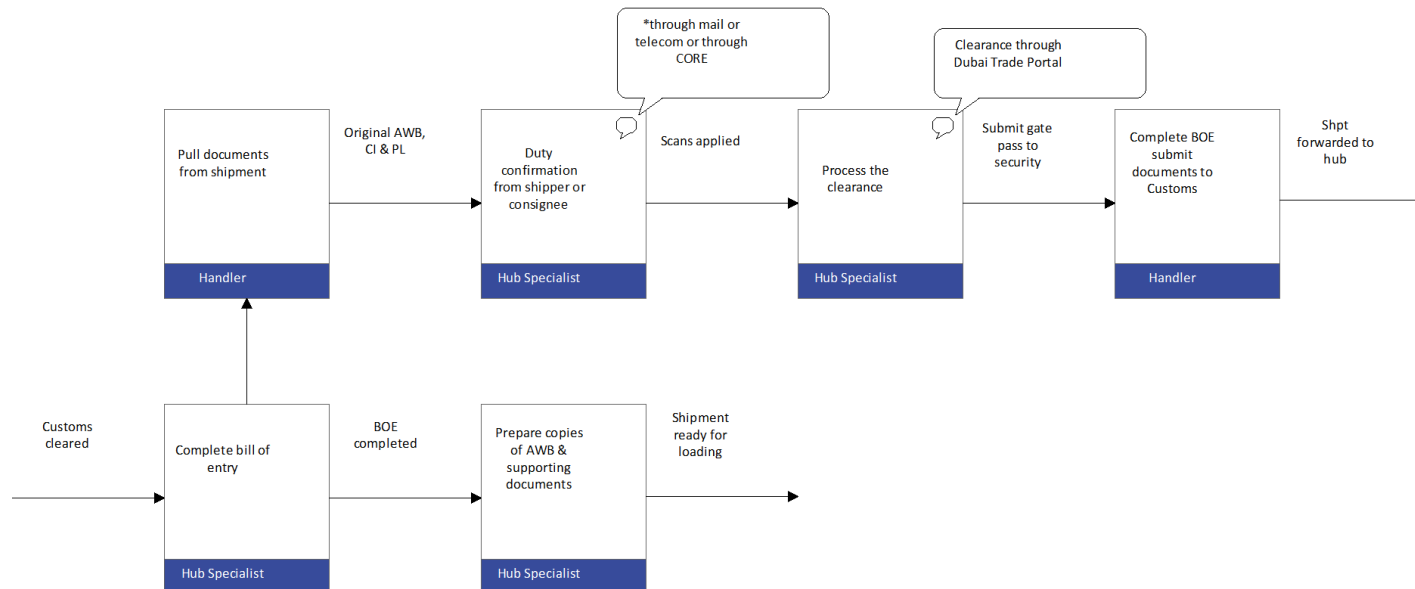**Initiate Customs Clearance Process**

Customs clearance process can be initiated

Determine shipment type
Hub Specialist

Documents, low & high value shipments

X-ray documents, low & high value shipments
Custom Offcr

Not cleared by Customs

Apply Customs regulations
Custom Offcr

Customs queries

Resolve clearance issues
Hub Specialist

Approved shipments released

Load shipments to vehicle
Airport Handler

Inbound courier shpmt forward to local hub

Affix seal on vehicle

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 Hub on the next available cycle

---

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

Owner: Yasser Zahreddine
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

Complete Documentation

*through mail or telecom or through CORE

Clearance through Dubai Trade Portal

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

Customs cleared

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

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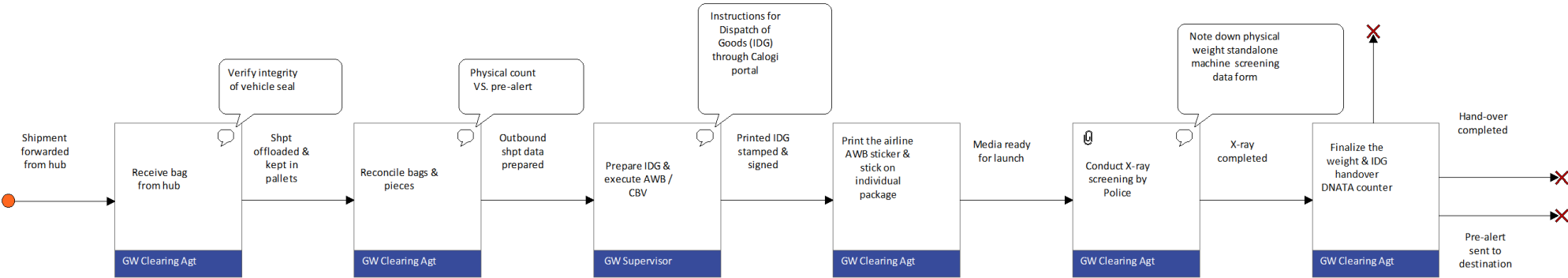Author: Edwin Ramos
Date: 7/9/2017
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Yasser Zahreddine
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

Gateway Outbound DXB

Shipment forwarded from hub

Receive bag from hub — GW Clearing Agt

Verify integrity of vehicle seal

Shpt offloaded & kept in pallets

Reconcile bags & pieces — GW Clearing Agt

Physical count VS. pre-alert

Outbound shpt data prepared

Prepare IDG & execute AWB / CBV — GW Supervisor

Instructions for Dispatch of Goods (IDG) through Calogi portal

Printed IDG stamped & signed

Print the airline AWB sticker & stick on individual package — GW Clearing Agt

Media ready for launch

Conduct X-ray screening by Police — GW Clearing Agt

Note down physical weight standalone machine screening data form

X-ray completed

Finalize the weight & IDG handover DNATA counter — GW Clearing Agt

Hand-over completed

Pre-alert sent to destination

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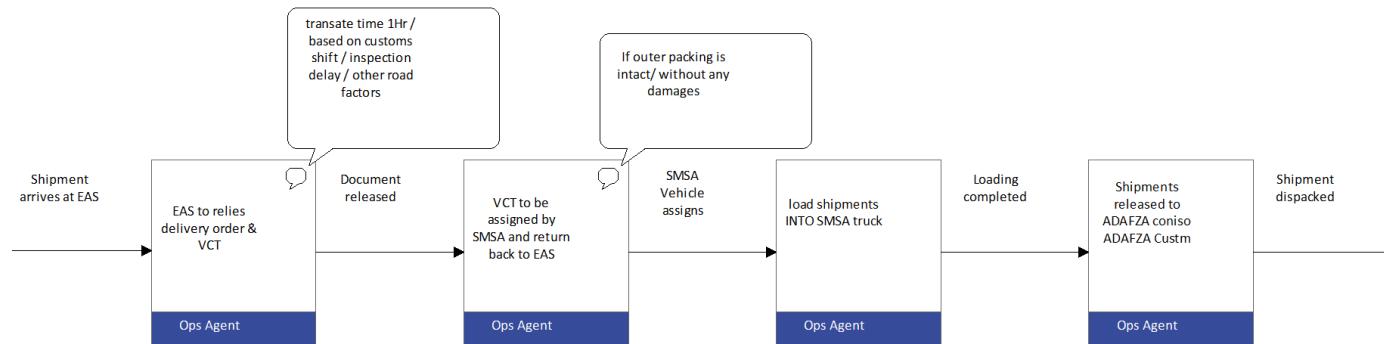Author: Edwin Ramos
Date: 7/9/2017
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Yasser Zahreddine
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

Process Transit-In Abu Dhabi Airport

transate time 1Hr / based on customs shift / inspection delay / other road factors

If outer packing is intact/ without any damages

Shipment arrives at EAS

EAS to relies delivery order & VCT — Ops Agent

Document released

VCT to be assigned by SMSA and return back to EAS — Ops Agent

SMSA Vehicle assigns

load shipments INTO SMSA truck — Ops Agent

Loading completed

Shipments released to ADAFZA coniso ADAFZA Custm — Ops Agent

Shipment dispacked

Title: Process Transit-In Abu Dhabi Airport
Author: Edwin Ramos   Authorization: Update Pending
Date: 7/13/2022
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Mohammed Altamush Khan
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

SMSA

Process Transit-Out Abu Dhabi Airport Free Zone
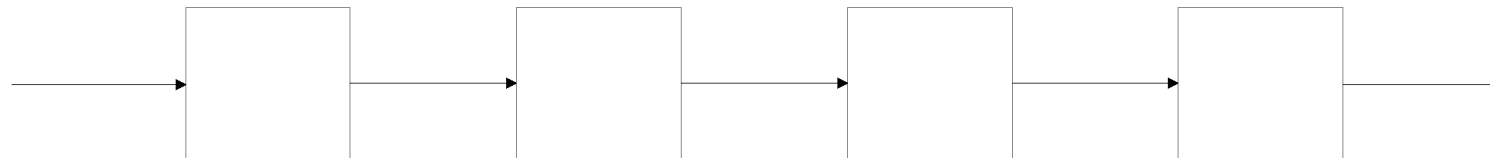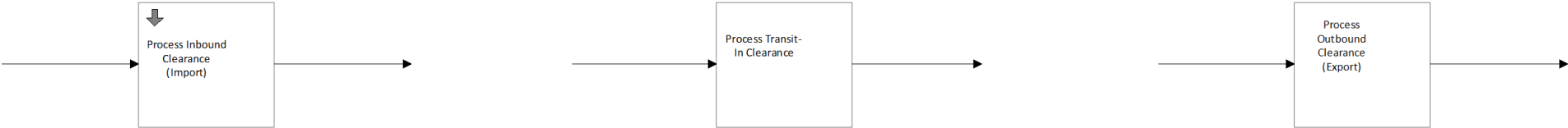
Title: Process Transit-Out Abu Dhabi Airport Free Zone
Author: Edwin Ramos   Authorization: Update Pending
Date: 7/13/2022
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Mohammed Altamush Khan
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

SMSA CMC to Abu Dhabi Airport Free Zone

Process Inbound
Clearance
(Import)

Process Transit-
In Clearance

Process
Outbound
Clearance
(Export)

Title: SMSA CMC to Abu Dhabi Airport Free Zone
Author: Edwin Ramos   Authorization: Update Pending
Date: 7/13/2022
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Mohammed Altamush Khan
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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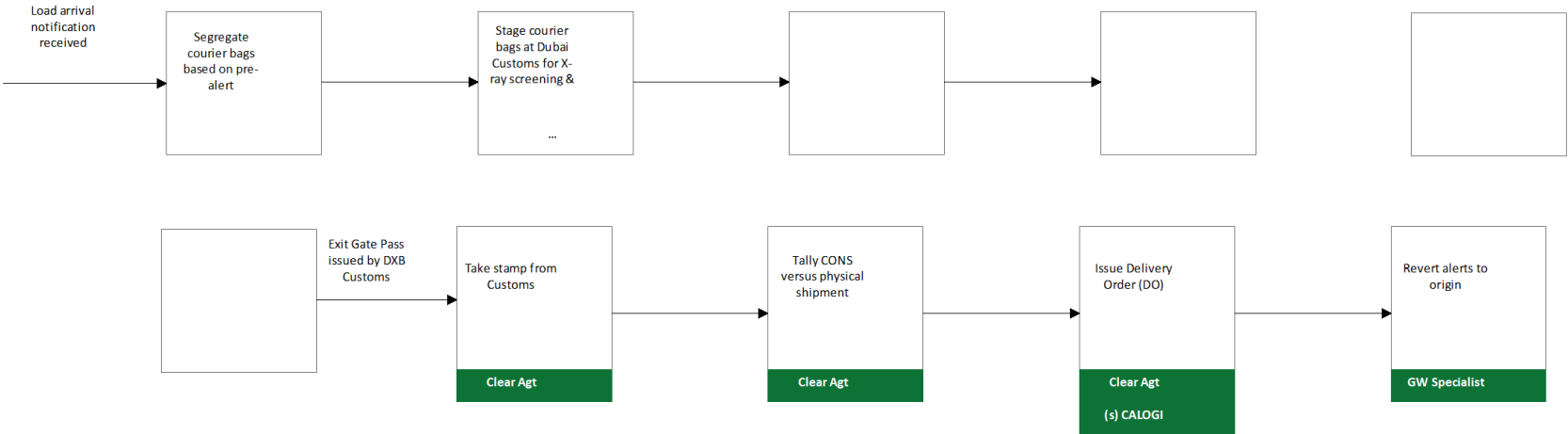○ Change Requests ○ Read Only

Process Inbound Clearance (Import)

Load arrival notification received

Segregate courier bags based on pre-alert

Stage courier bags at Dubai Customs for X-ray screening & ...

Exit Gate Pass issued by DXB Customs

Take stamp from Customs

Clear Agt

Tally CONS versus physical shipment

Clear Agt

Issue Delivery Order (DO)

Clear Agt

(s) CALOGI

Revert alerts to origin

GW Specialist

Title: Process Inbound Clearance (Import)
Author: Edwin Ramos
Date: 7/27/2025
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
○ Change Log
○ Change Requests

○ Feedback
○ Keywords
○ Read Only

UAE - Customer Service & Retail

Customer Service

Retail

Title: UAE - Customer Service & Retail
Author: Edwin Ramos
Date: 12/25/2019
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Mir Taqi Ali
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

UAE - Retail Center

Walk-in customer

Process outbound shipment

SSC Exec

Shipment forwarded to station

HAL shipment forwarded from station

Process inbound HAL shipment

SSC Exec

Shipment collected by customer

Shipment ready with customer

Process PUP from customer door step

SSC Exec

Shipment Pick up

Title: UAE - Retail Center
Author: Edwin Ramos
Date: 12/25/2019
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Mir Taqi Ali
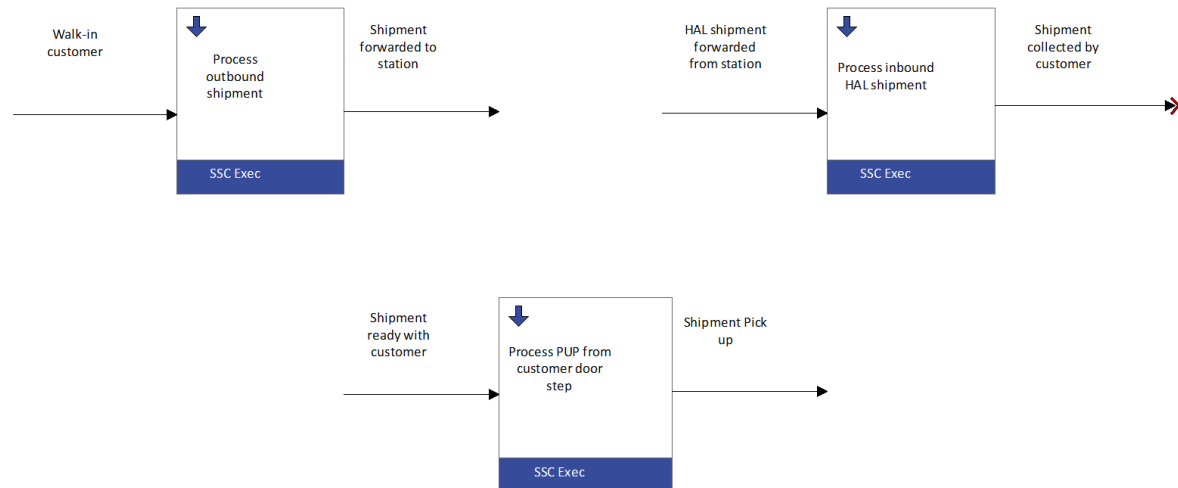Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

○ Actions
● Change Log
○ Change Requests

○ Feedback
○ Keywords
○ Read Only

smsa

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 | Items acceptable for carriage | Accept the package | Customer agreed to pay total charges | Process payment | Payment completed | Process outbound transfer | Shipment forwarded to station | Link to: Operations |

SSC Exec   SSC Exec   SSC Exec   SSC Exec

Item not acceptable

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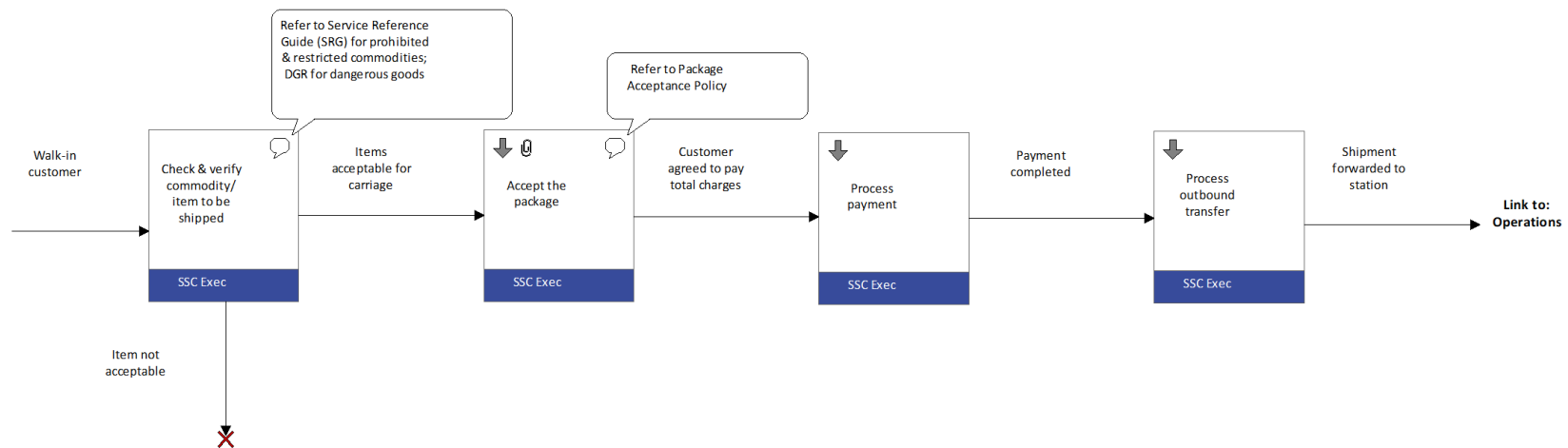Date: 10/26/2017
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Mir Taqi Ali
Diagram Version: Draft Copy
Review Date: None
F.T.E.:   0.00

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

Package Acceptance

Items acceptable for carriage

Document or Non-document

Identify item/ commodity classification
SSC Exec

Commodity classified

Determine service type required by customer
SSC Exec

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

Service requirements known

Provide/ check packaging and labeling requirements
SSC Exec

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

Packaging standards met

Weigh the shipment
SSC Exec

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

Complete Airwaybill and required ...
SSC Exec

AWB & documentation complete

Determine insurance requirements as applicable
SSC Exec

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

Insurance requirements known

Compute tariff and other applicable charges
SSC Exec

Customer agreed to pay total charges

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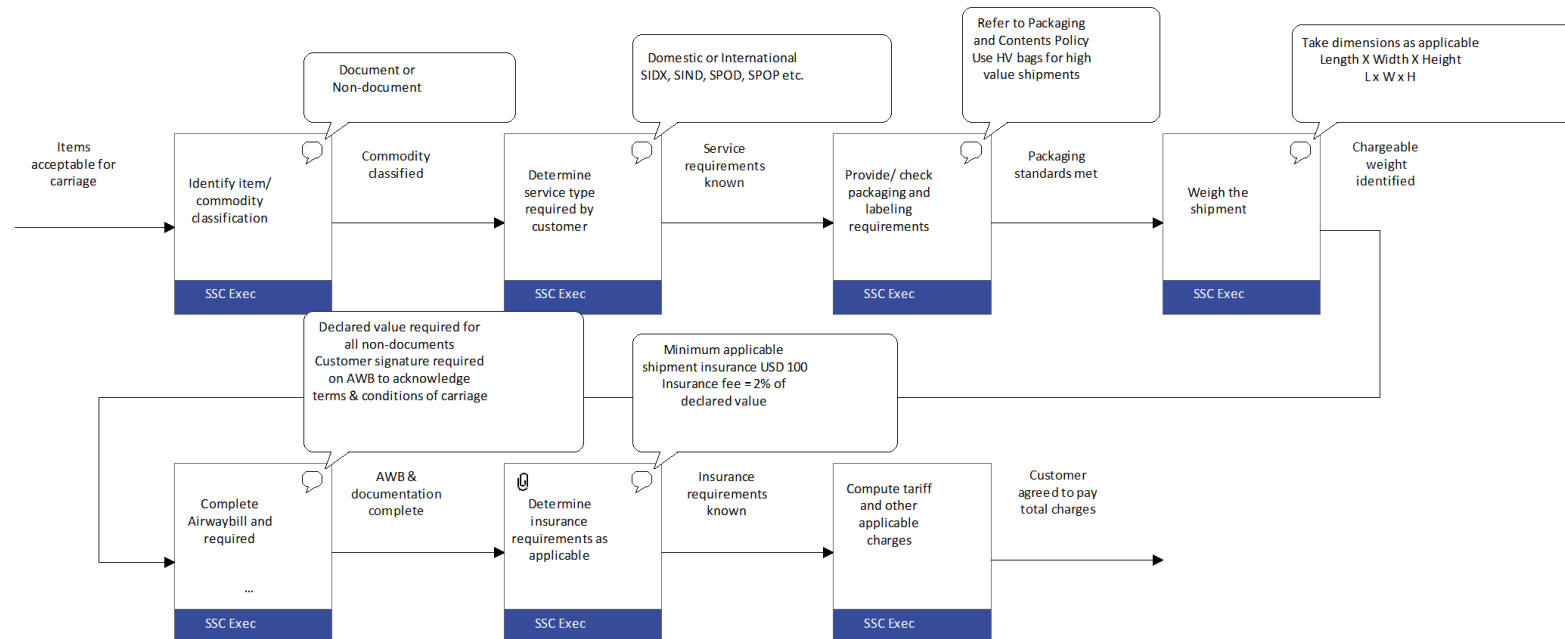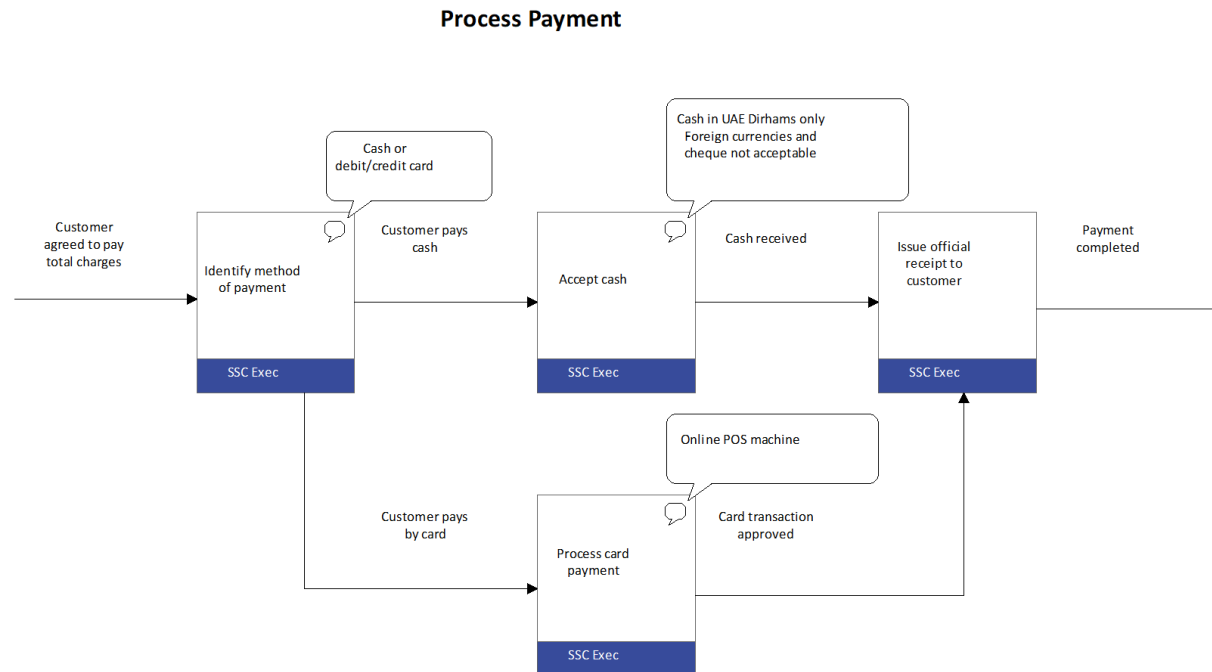Author: Edwin Ramos
Date: 10/30/2017
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Mir Taqi Ali
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

Process Payment

Customer agreed to pay total charges

Cash or debit/credit card

Identify method of payment

SSC Exec

Customer pays cash

Cash in UAE Dirhams only Foreign currencies and cheque not acceptable

Accept cash

SSC Exec

Cash received

Issue official receipt to customer

SSC Exec

Payment completed

Customer pays by card

Online POS machine

Process card payment

SSC Exec

Card transaction approved

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

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Mir Taqi Ali
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

Process Outbound Transfer

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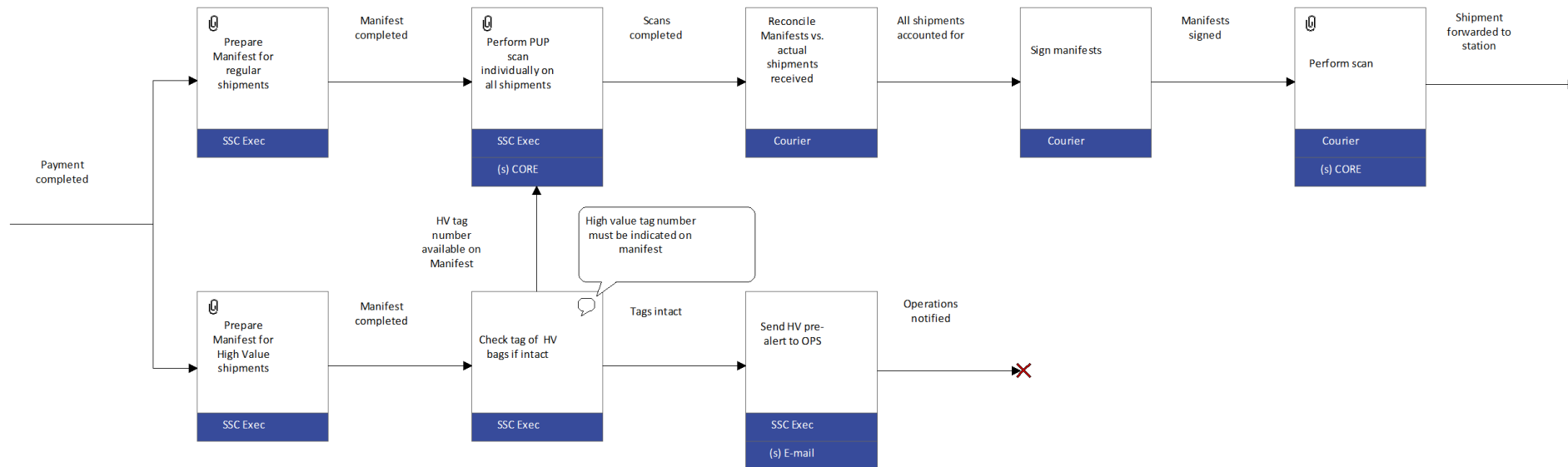Date: 10/30/2017
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Mir Taqi Ali
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

Process Inbound HAL Shipment

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

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Mir Taqi Ali
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

Notify Customer

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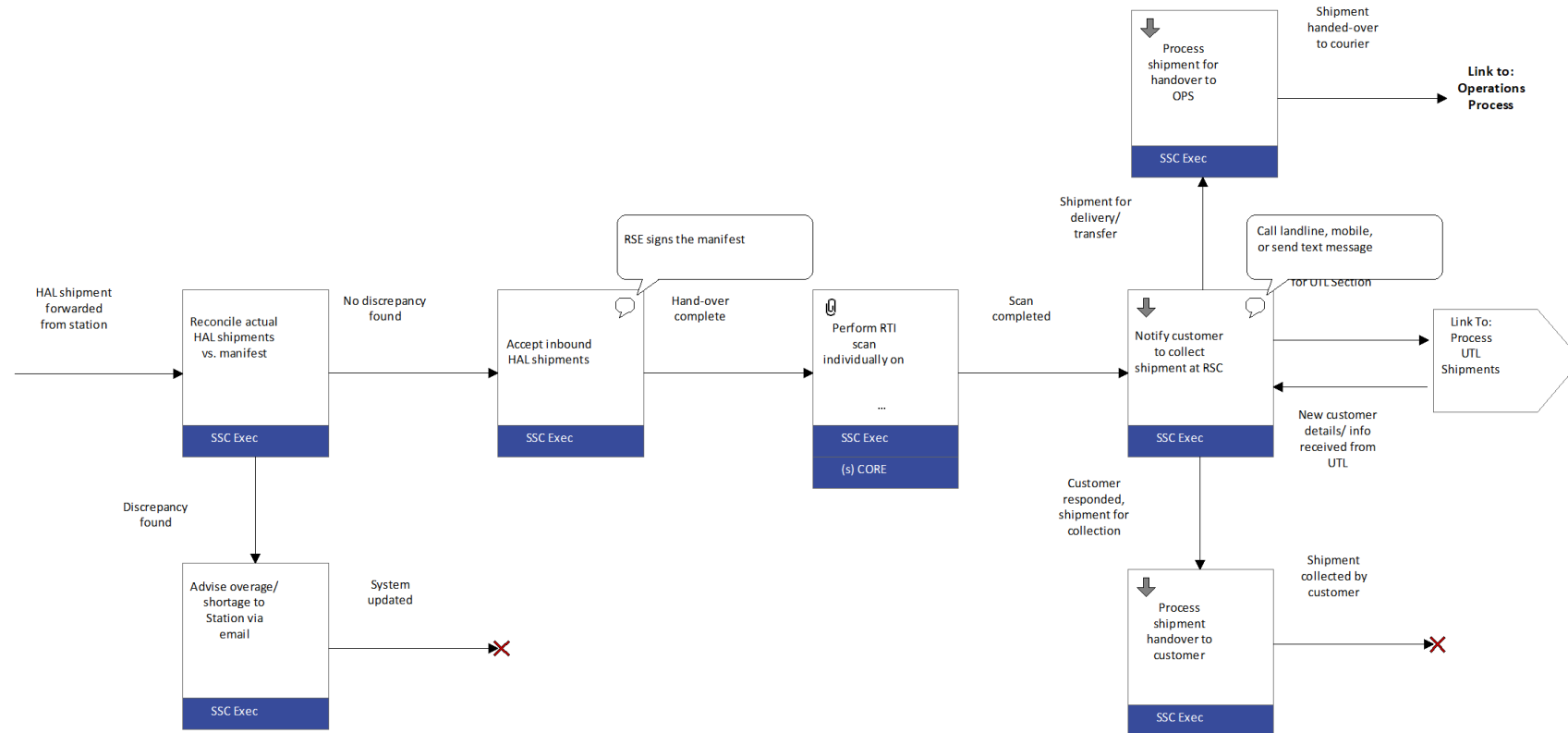Author: Edwin Ramos
Date: 10/26/2017
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Mir Taqi Ali
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

Shipment Handover to Customer

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

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

Customer responded, shipment for collection

Customer identity established

Cash collected

POD completed

Shipment collected by customer

Request customer for proper identification

SSC Exec

Collect cash for COD & Duty Shipments

SSC Exec

Ask customer to sign Proof of Delivery

SSC Exec

Apply POD scan

SSC Exec

(s) CORE

Cash remittance

Link to:
FIN - Collections

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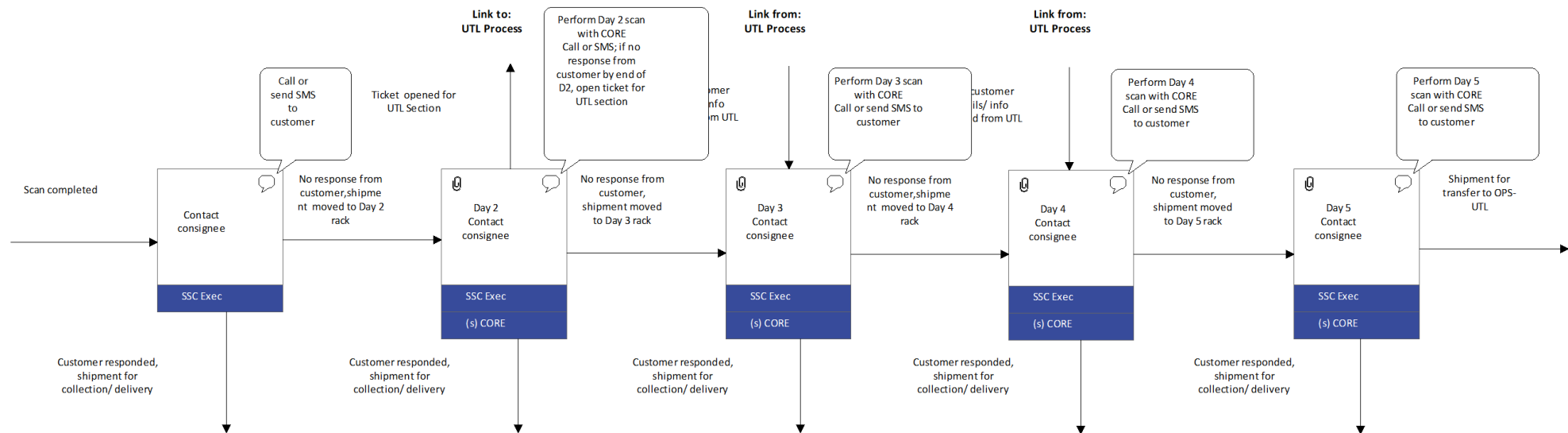Author: Edwin Ramos
Date: 10/29/2017
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Mir Taqi Ali
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

Shipment Handover to OPS

Shipment for delivery/ transfer	Perform scan in CORE	Scan completed	Send pre-alert email to Operations	Email sent	Prepare Handover Manifest	Handover Manifest signed by courier	Handover actual shipments to courier	Shipment handed-over to courier	Link to: Operations Process
	SSC Exec		SSC Exec		SSC Exec		SSC Exec		
	(s) CORE								

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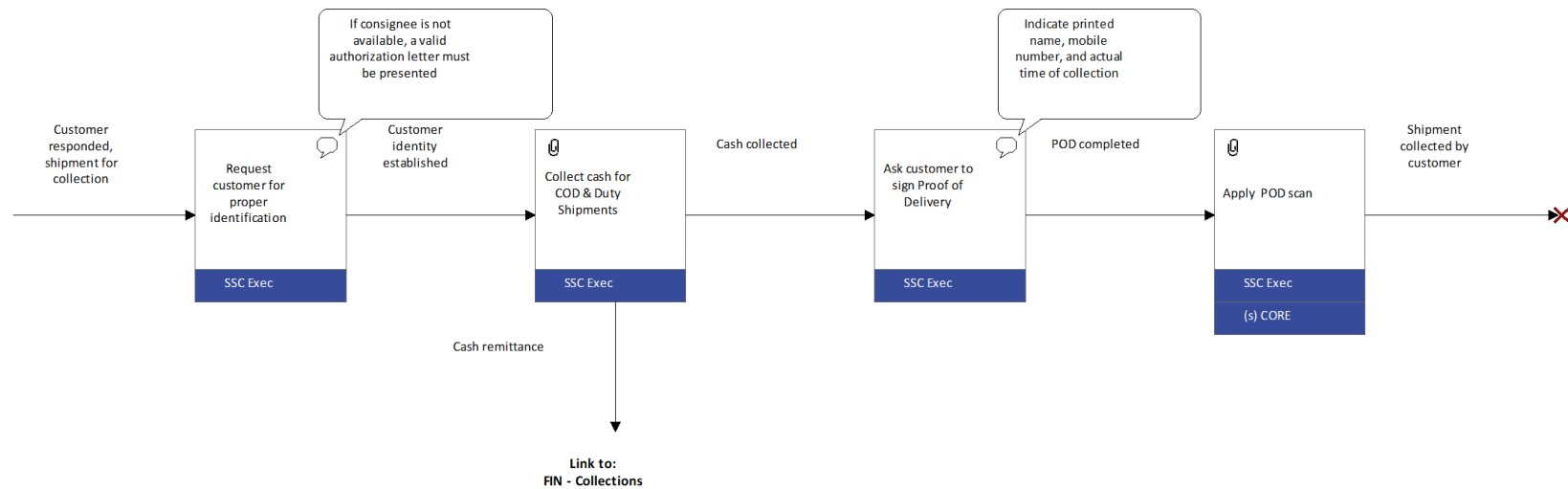Date: 10/30/2017
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Mir Taqi Ali
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

SSC Pick-Up Process From Customer Door Step

Title: SSC Pick-Up Process From Customer Door Step
Author: Edwin Ramos   Authorization: Update Pending
Date: 4/28/2022
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317
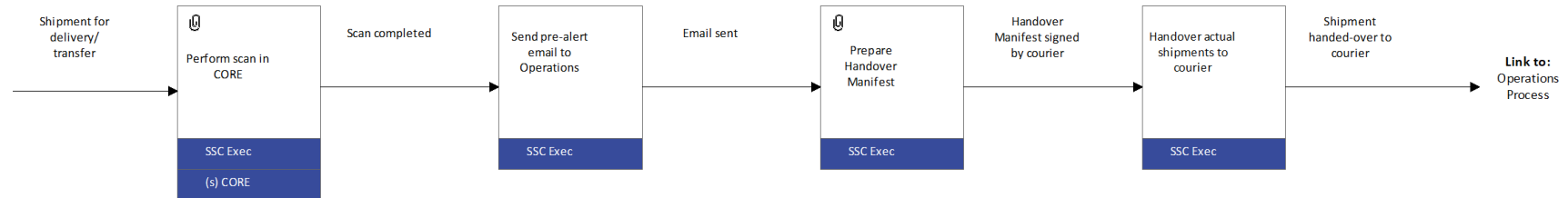
Owner: Mir Taqi Ali
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

UAE - Customer Service

Complaint received
→ Process customer complaint
CS Agent

Customer receives compensation
✗

Ticket closed
✗

Customer contacts SMSA through call center
→ Process Trace
CS Agent

Customer contacts SMSA through Email
→

Ticket closed
✗

RPR request received
→ Process Reverse Pickup Request (RPR)
RPR TEAM

Collection completed
✗

Response given
✗

Shipment undelivered
→ Trace- 3rd Party undelivered shipments
Trace Officer

Ticket Closed
✗

Title: UAE - Customer Service
Author: Edwin Ramos
Date: 12/25/2019
Volume: 0.00 Per Second

Authorization: Authorization Pending
By: 8/17/2025
Cost Per Second: $,3.5,E-0317

Owner: Yasser Zahreddine
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

Process Customer Complaints

Complaint Severity:
1. High - monitored by CS Manager
2. Medium
3. Low

Complaint received → Initiate ticket — Claims Agt

Complaint ticket created → Assign ticket — Claims Agt

Ticket assigned → Validate complaint severity — Claims Agt

Complaint severity identified → Investigate the case — Claims Agt

Need QRM investigation → Create file in BC Portal — Claims Agt

QRM investigation not required

Investigation result → Take action & resolve the ticket — Claims Agt

Action taken; Resolution identified → Communicate with customer — Claims Agt

Customer accepts max limit of liability → Fwrd claims for review & approval — Claims Agt

Claim forwarded for approval → Review & approve claims — CS Mngr

Claim approved

Customer does not accept max limit of liability → Fwrd case to Legal Dept for advice — Claims Agt

Legal dept communicates with customer → Submit Claim Form to FIN for processing compensation — Claims Agt

Customer receives compensation ✕

Ticket closed ✕

Title: Process Customer Complaints
Author: Edwin Ramos
Date: 6/19/2021
Volume: 0.00 Per Second

Authorization: Authorization Pending
By: 8/17/2025
Cost Per Second: $,3.5,E-0317

Owner: Yasser Zahreddine
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

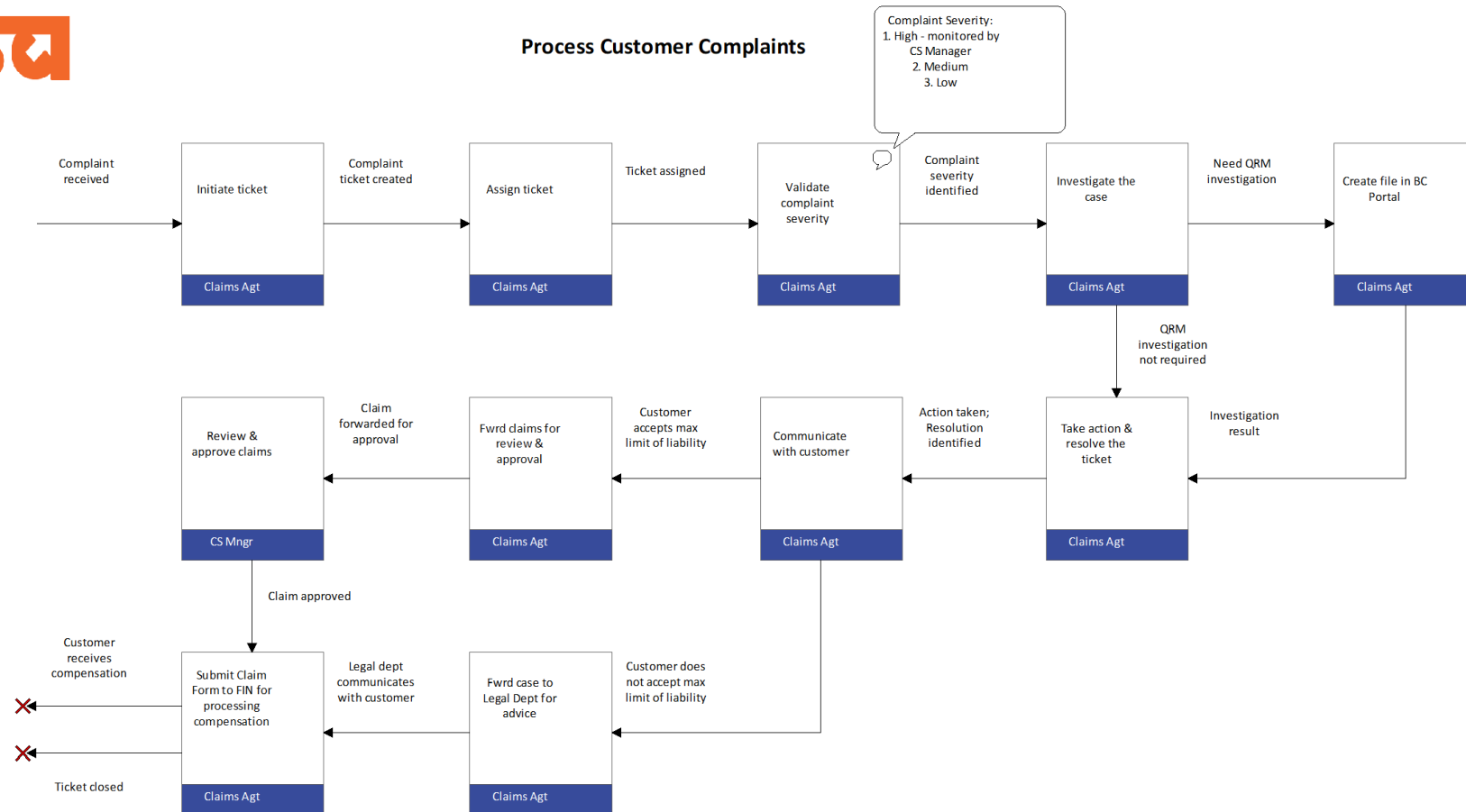**Process Trace**

Initiate a ticket in SMSA CORE 3rd Party vendor group and paste all emails communication in the group. Trace officer may call them in case there was a delay in reponse

Customer contacts SMSA through call center

Initiate ticket to UAE trace team

CS Agent

Ticket initiated

Customer contacts SMSA through Email

Check shipment service network

Trace Officer

SMSA network identified

3rd Party network identified

Initiate ticket on shipment status

Trace Officer

(s) CORE

Ticket initiated

Assign ticket to customer care

Trace Officer

(s) CORE

Ticket assigned

Shipment not updated

Check status of the shipment on CORE

Trace Officer

(s) CORE

Shipment status updated

Response receive & customer updated

Trace Officer

Ticket closed

Title: Process Trace
Author: Edwin Ramos
Date: 6/13/2021
Volume: 0.00 Per Second

Authorization: Update Pending

Cost Per Second: $,3.5,E-0317

Owner: Yasser Zahreddine
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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

Process Trace for 3rd Party Undelivered Shipments

Shipments undelivered → **E-mail from 3rd party vendor** (Outsource 3rd Party)

Email received → **Initiate the ticket in CORE & 3rd party group** (Trace Officer)

Ticket initiated → **Communicate in 3rd party group and paste all emails** (Trace Officer)

Communication done → **Contact the shipper for alternate delivery details** (Trace Officer)

Alternate address not recieved → ✖

Alternate address received ↓

Send Alternate address to 3rd party (Trace Officer)

Alternate address communicated → **Monitor POD** (Trace Officer)

POD posted → **Close the ticket** (Trace Officer)

Ticket closed → ✖

Title: Process Trace for 3rd Party Undelivered Shipments
Author: Edwin Ramos   Authorization: Update Pending
Date: 6/13/2021
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Yasser Zahreddine
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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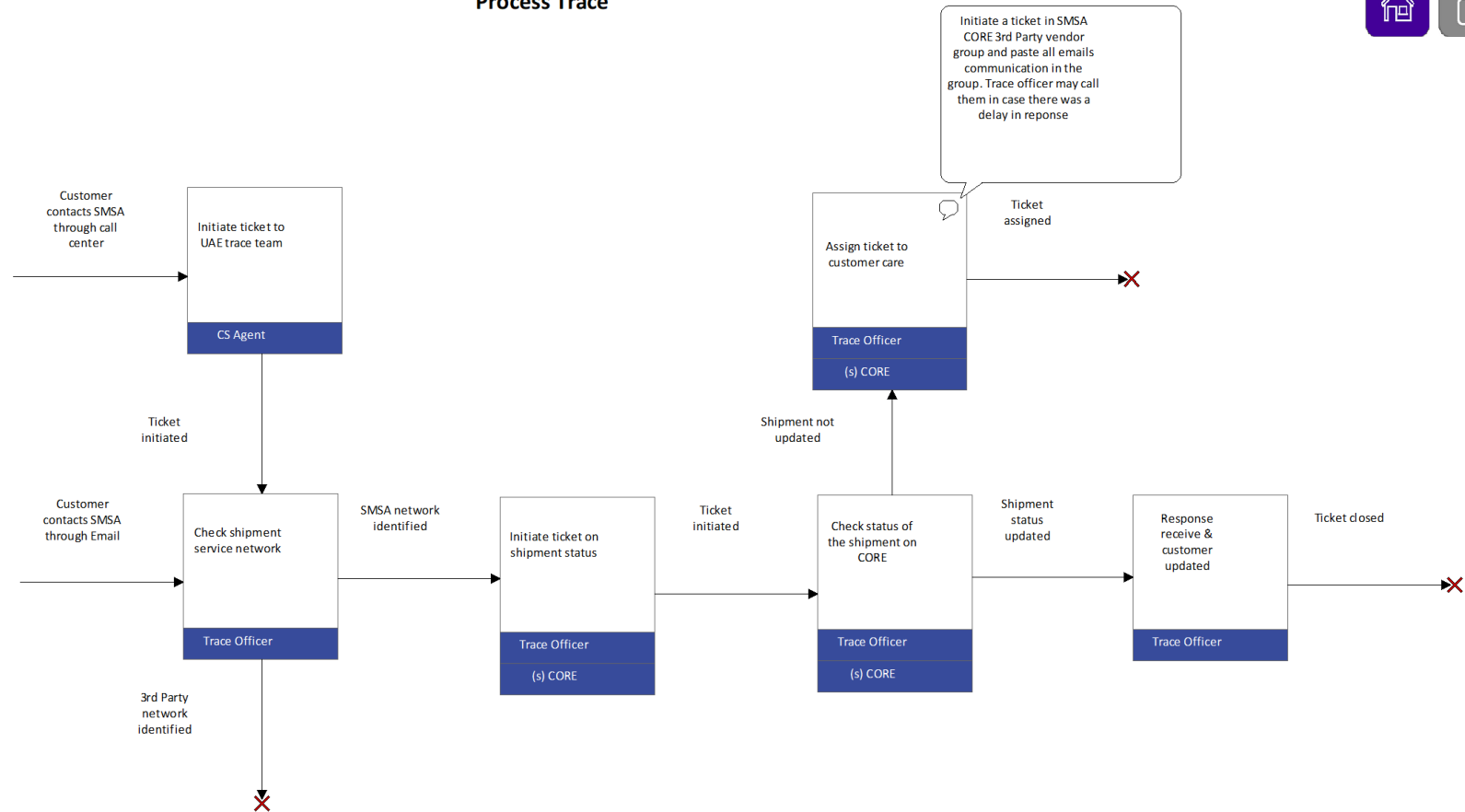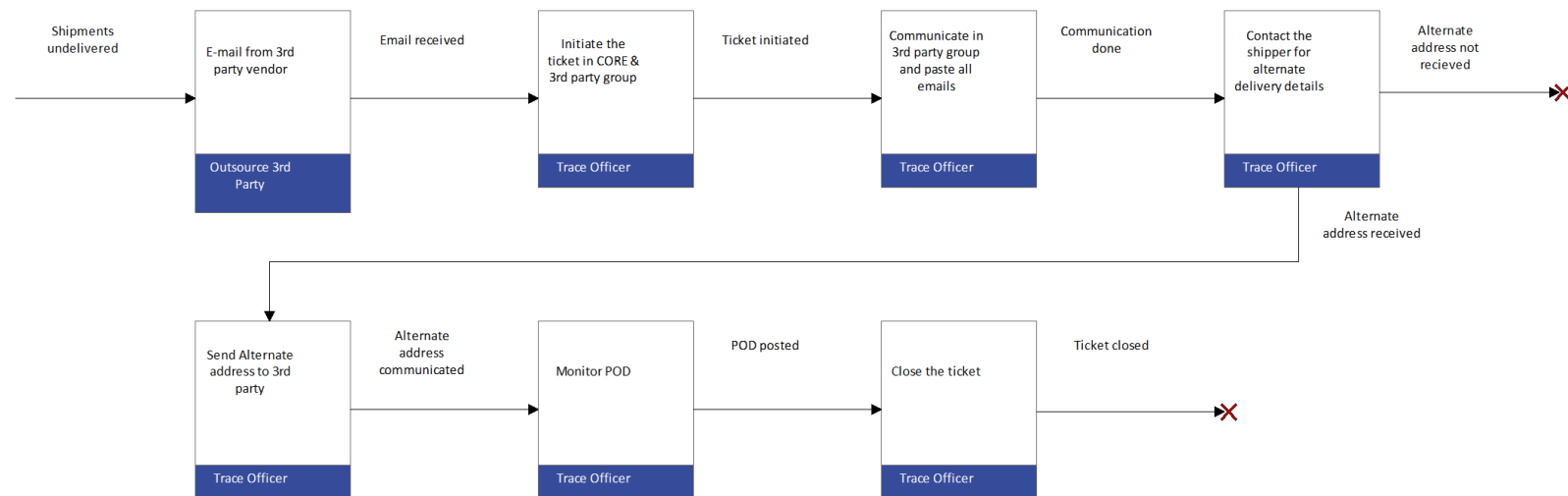● Change Log   ○ Keywords
○ Change Requests ○ Read Only

Process Reverse Pickup Request (RPR)

SMSA RPI Team receive request from SMSA International branches (initiator) thru CORE ticket with SMSA AWB attached to arrange a collection

RPR request received → Access CORE system & retrieve payment — RPR TEAM

Request retrieved → Call the customer & get details — RPR TEAM

Customer details received → Arrange collection and assign booking number — RPR TEAM

Collection arranged → Check status of collection — RPR TEAM

Collection completed → ✖

Shipment not collected →

Retrieve reassigned ticket — RPR TEAM

Ticket retrieved → Check reason for collection with Ops — RPR TEAM

Reason updated → Initiate response to the ticket — RPR TEAM

Response given → ✖

Title: Process Reverse Pickup Request (RPR)
Author: Edwin Ramos   Authorization: Update Pending
Date: 6/13/2021
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Yasser Zahreddine
Diagram Version: Draft Copy
Review Date: None
F.T.E.: 0.00

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