



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: Authorized  
Date: 7/24/2025  
Cost Per Second: \$ ,3.5,E-0317

Owner: Yasser Zahreddine  
Diagram Version: 4  
Review Date: None  
F.T.E.: 0.00

Actions  Feedback  
 Change Log  Keywords  
 Change Requests  Read Only



UAE - Finance



Billing



Collections



Purchasing

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

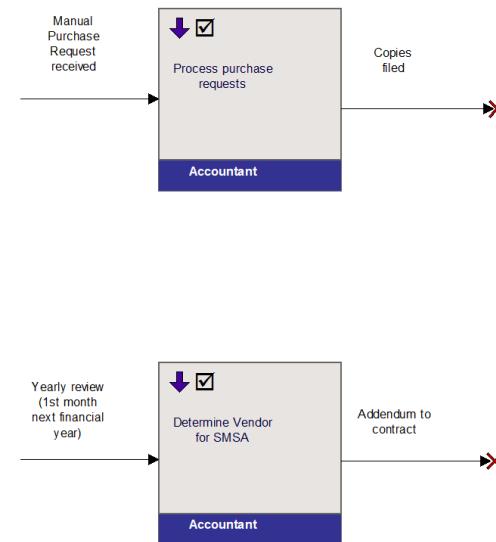
Authorization: Authorized  
Date: 7/8/2017  
Cost Per Second: \$ ,3.5,E-0317

Owner: Lalit Singhi  
Diagram Version: 1  
Review Date: None  
F.T.E.: 0.00

Actions  Feedback  
 Change Log  Keywords  
 Change Requests  Read Only



## FIN - Purchasing



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

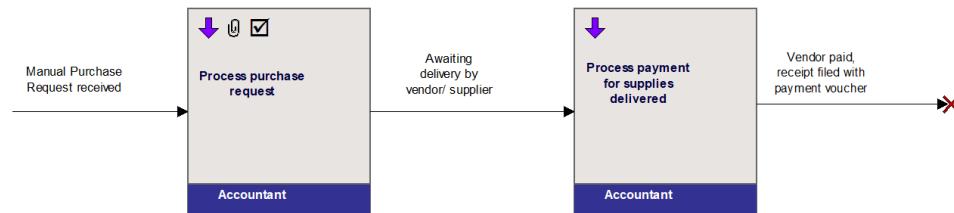
Authorization: Authorized  
 Date: 7/8/2017  
 Cost Per Second: \$ ,3.5,E-0317

Owner: Lalit Singhi  
 Diagram Version: 1  
 Review Date: None  
 F.T.E.: 0.00

Actions       Feedback  
 Change Log       Keywords  
 Change Requests       Read Only



### Process Purchase Requests



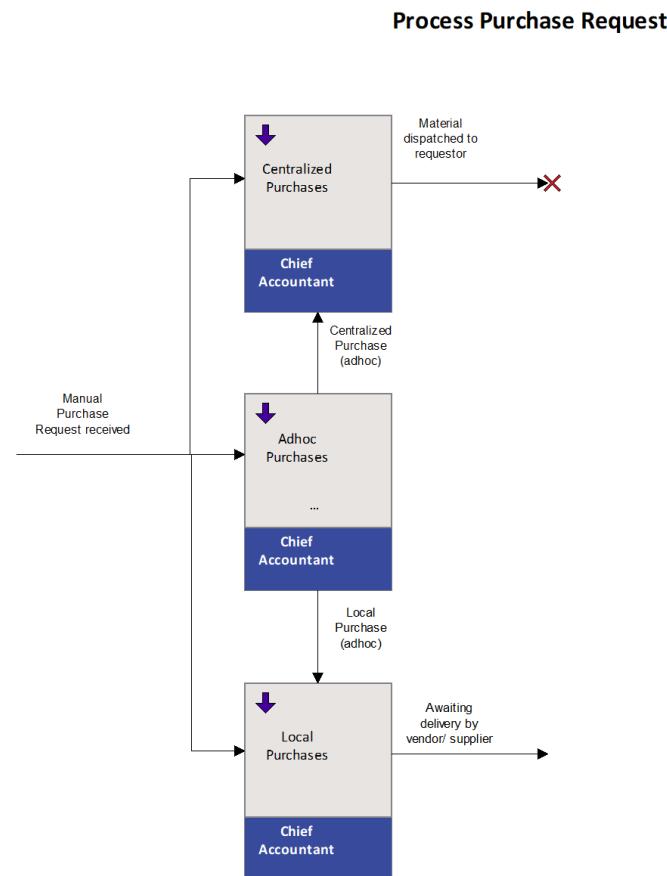
Title: Process Purchase Requests  
 Author: Edwin Ramos  
 Date: 6/1/2017  
 Volume: 0.00 Per Second

Authorization: Authorized  
 Date: 7/8/2017  
 Cost Per Second: \$ ,3.5,E-0317

Owner: Lalit Singhi  
 Diagram Version: 1  
 Review Date: None  
 F.T.E.: 0.00

Actions  
 Change Log  
 Change Requests

Feedback  
 Keywords  
 Read Only



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

Authorization: Authorized  
 Date: 7/8/2017  
 Cost Per Second: \$ ,3.5,E-0317

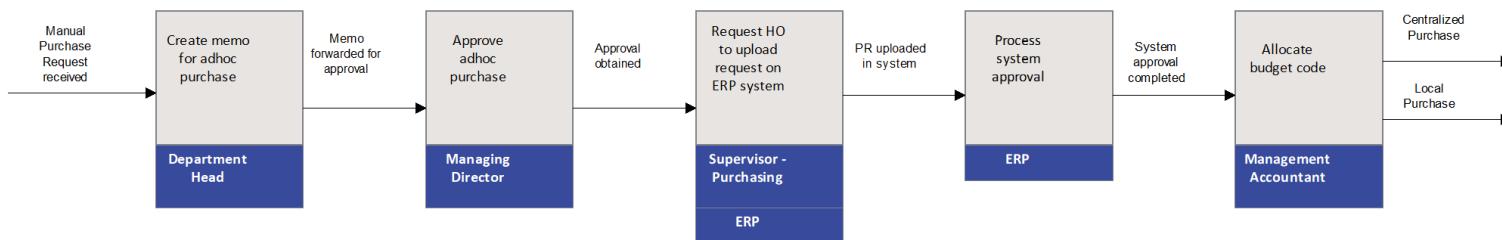
Owner: Lalit Singhi  
 Diagram Version: 1  
 Review Date: None  
 F.T.E.: 0.00

Actions  
 Change Log  
 Change Requests

Feedback  
 Keywords  
 Read Only



## Adhoc Purchases (Not Budgeted)



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

Authorization: Authorized  
 Date: 7/8/2017  
 Cost Per Second: \$ ,3.5,E-0317

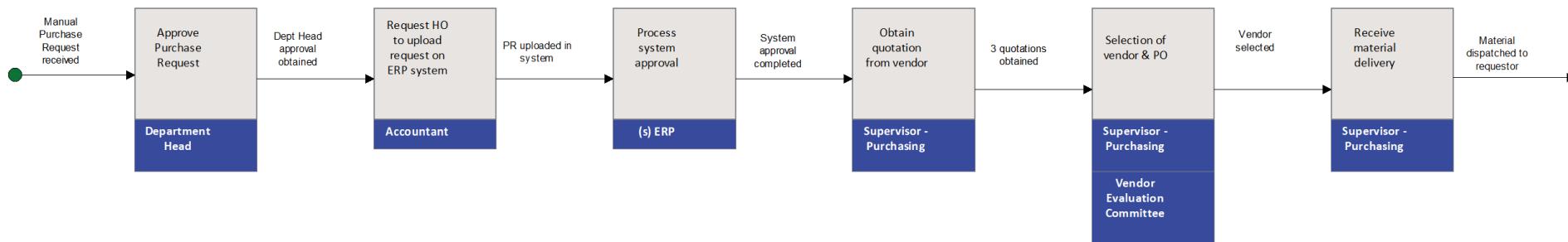
Owner: Lalit Singhi  
 Diagram Version: 1  
 Review Date: None  
 F.T.E.: 0.00

○ Actions  
 ● Change Log  
 ● Change Requests

○ Feedback  
 ○ Keywords  
 ● Read Only



### Centralized Purchases



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

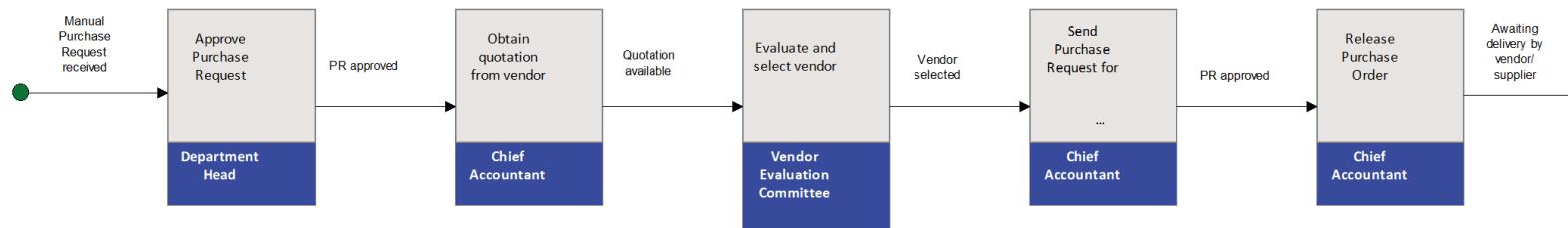
Authorization: Authorized  
 Date: 7/8/2017  
 Cost Per Second: \$ ,3.5,E-0317

Owner: Lalit Singhi  
 Diagram Version: 1  
 Review Date: None  
 F.T.E.: 0.00

Actions  
 Change Log  
 Change Requests
  Feedback  
 Keywords  
 Read Only



## Local Purchases



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

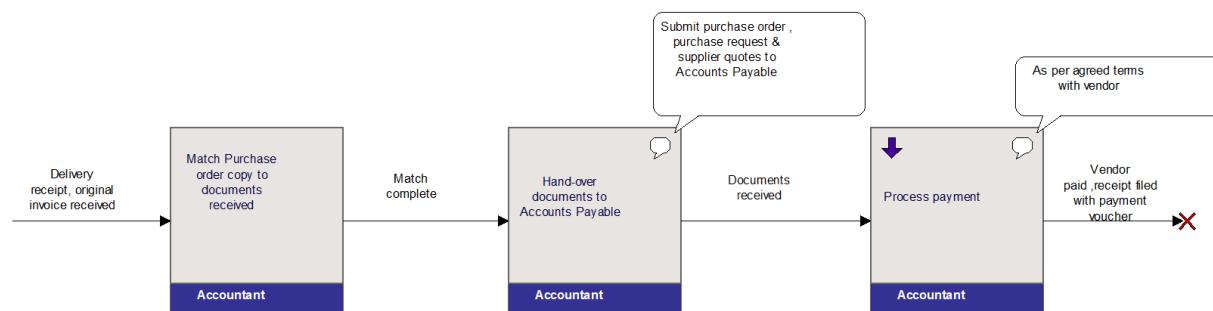
Authorization: Authorized  
 Date: 7/8/2017  
 Cost Per Second: \$ ,3.5,E-0317

Owner: Lalit Singhi  
 Diagram Version: 1  
 Review Date: None  
 F.T.E.: 0.00

Actions  Feedback  
 Change Log  Keywords  
 Change Requests  Read Only



### Process Payment For Supplies Delivered



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

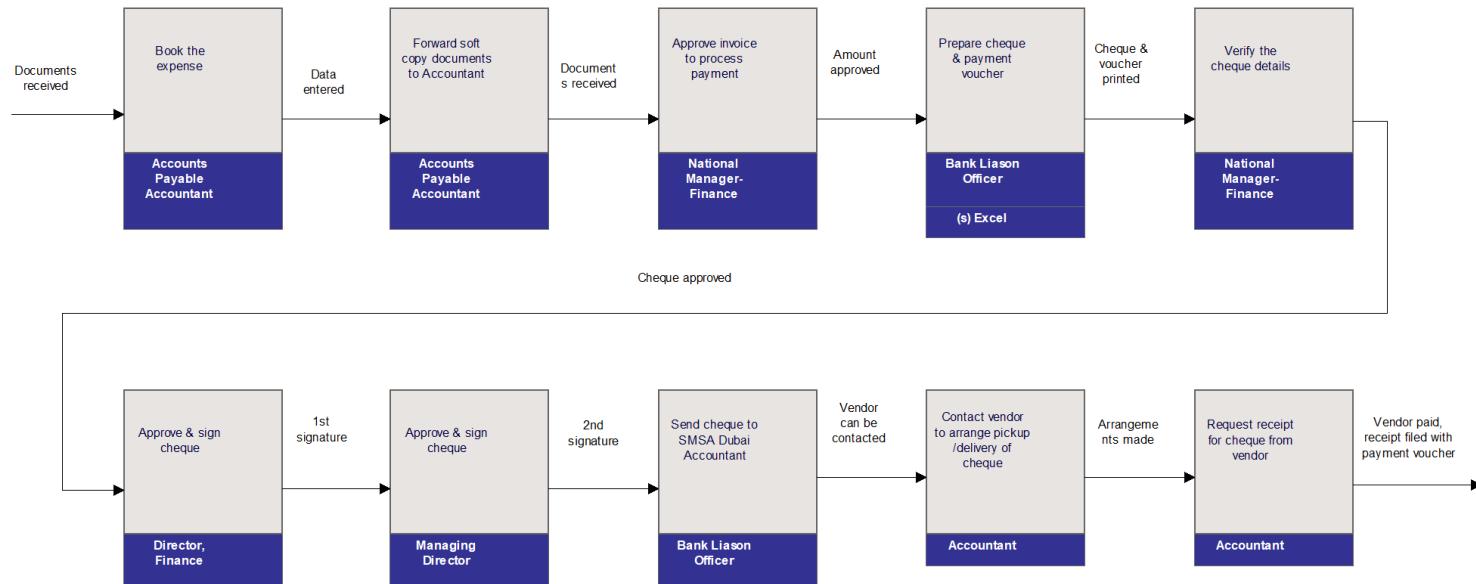
Authorization: Authorized  
 Date: 7/8/2017  
 Cost Per Second: \$ ,3.5,E-0317

Owner: Lalit Singhi  
 Diagram Version: 1  
 Review Date: None  
 F.T.E.: 0.00

Actions
  Feedback
   
 Change Log
  Keywords
   
 Change Requests
  Read Only



### Payment Process



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

Authorization: Authorized  
 Date: 7/8/2017  
 Cost Per Second: \$ ,3.5,E-0317

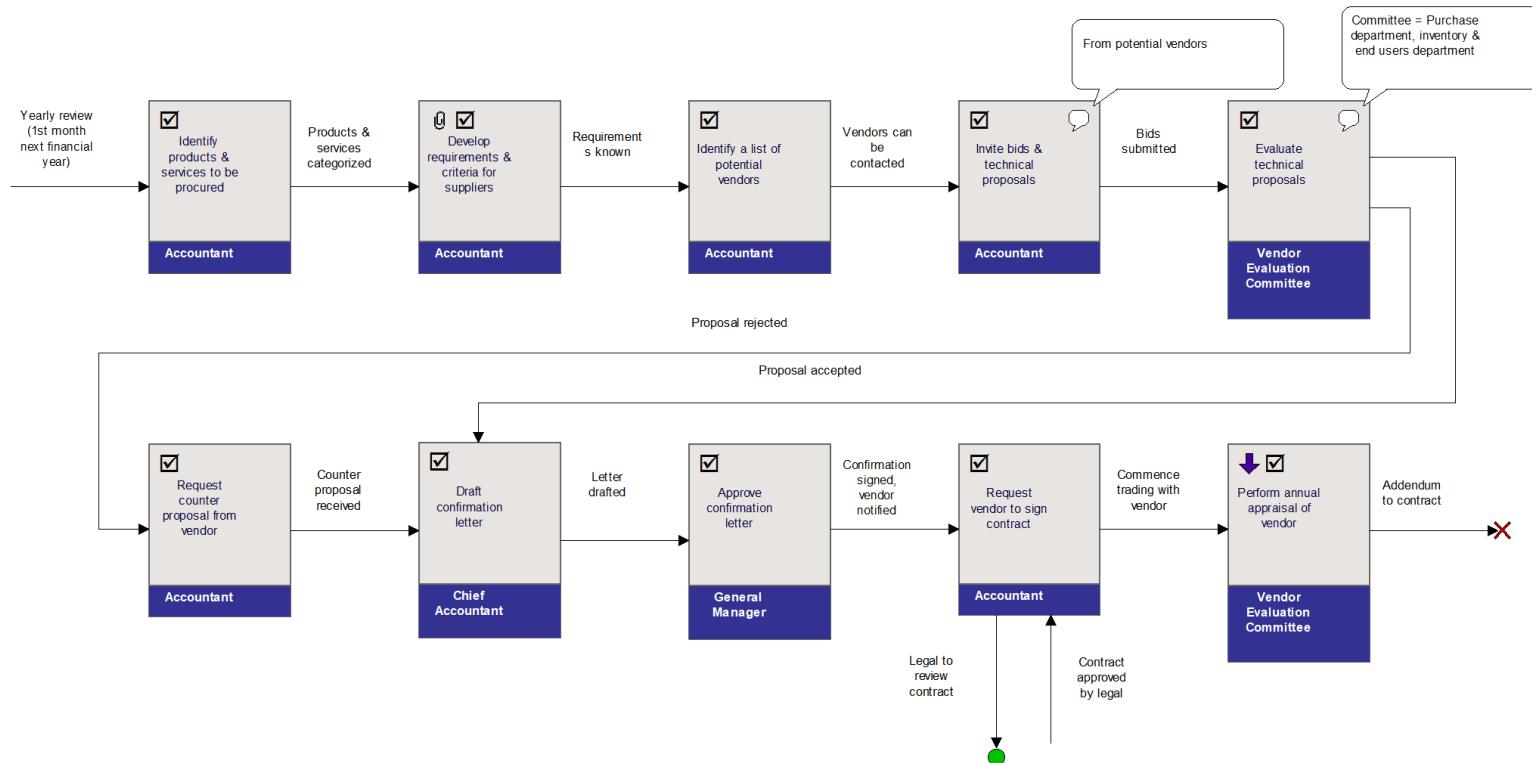
Owner: Lalit Singhi  
 Diagram Version: 1  
 Review Date: None  
 F.T.E.: 0.00

Actions  
 Change Log  
 Change Requests

Feedback  
 Keywords  
 Read Only



## Determine Vendors for SMSA



Title: Determine Vendors for SMSA

Author: Edwin Ramos

Date: 6/2/2010

Volume: 0.00 Per Second

Authorization: Authorized

Date: 7/8/2017

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

Owner: Lalit Singh

Diagram Version: 1

Review Date: None

F.T.E.: 0.00

○ Actions

● Change Log

● Change Requests

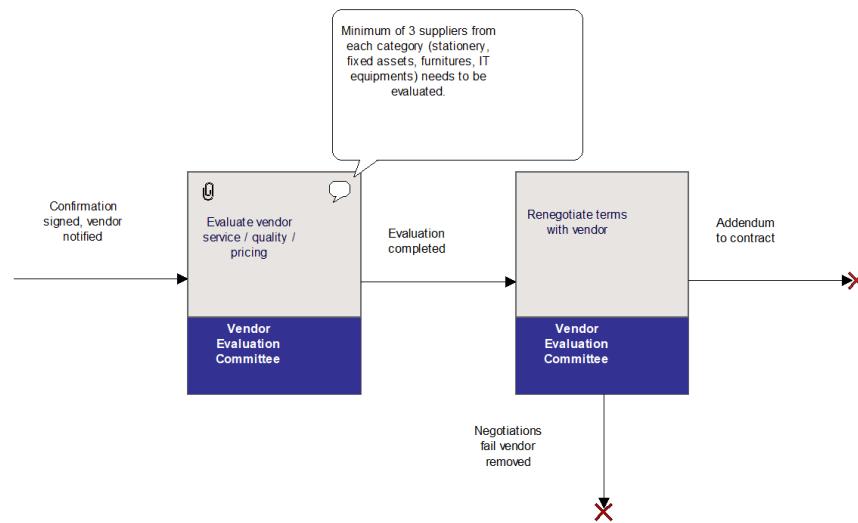
○ Feedback

● Keywords

● Read Only



### Perform Annual Appraisal of Vendor



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

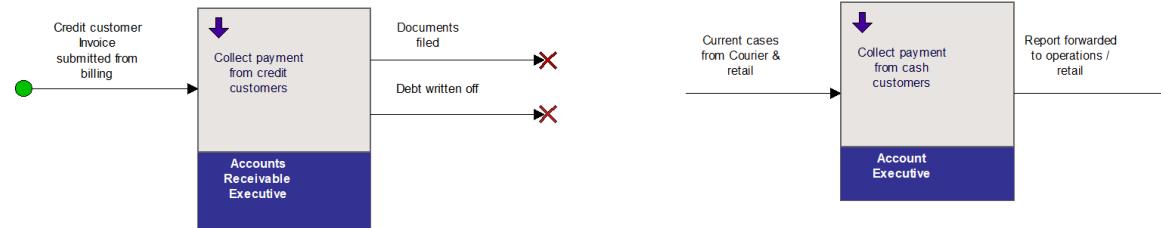
Authorization: Authorized  
 Date: 7/8/2017  
 Cost Per Second: \$ ,3.5,E-0317

Owner: Lalit Singhi  
 Diagram Version: 1  
 Review Date: None  
 F.T.E.: 0.00

Actions  Feedback  
 Change Log  Keywords  
 Change Requests  Read Only



## FIN - Collections



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

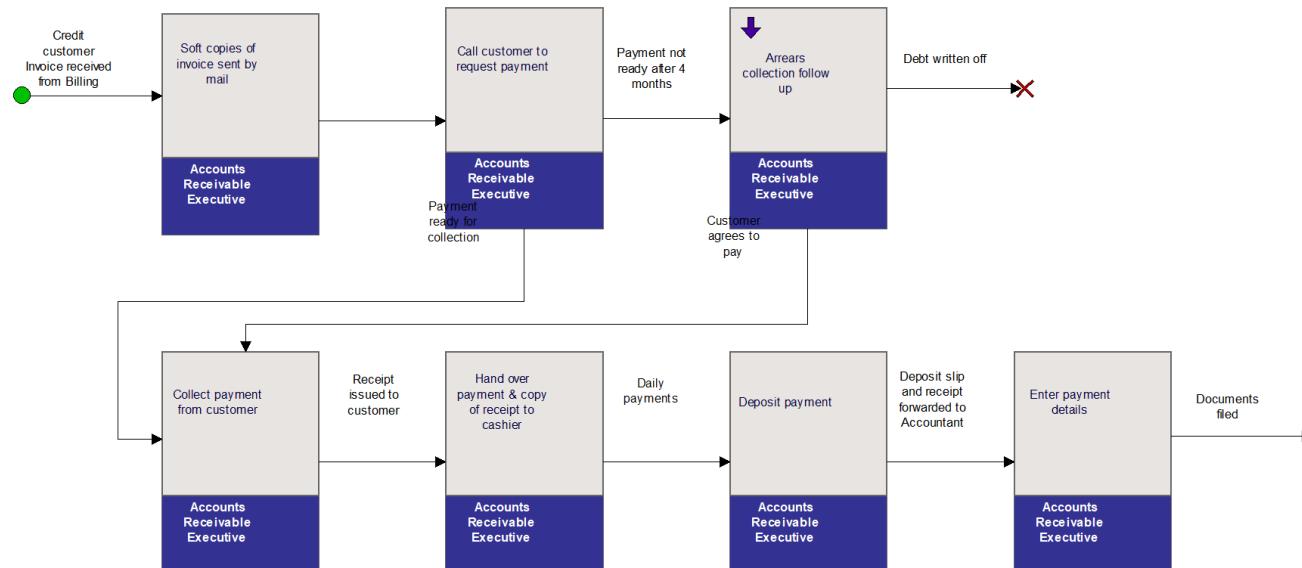
Authorization: Authorized  
 Date: 7/8/2017  
 Cost Per Second: \$ ,3.5,E-0317

Owner: Lalit Singhi  
 Diagram Version: 1  
 Review Date: None  
 F.T.E.: 0.00

Actions  Feedback  
 Change Log  Keywords  
 Change Requests  Read Only



### Collect Payment From Credit Customers



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

Authorization: Authorized  
 Date: 7/8/2017  
 Cost Per Second: \$ ,3.5,E-0317

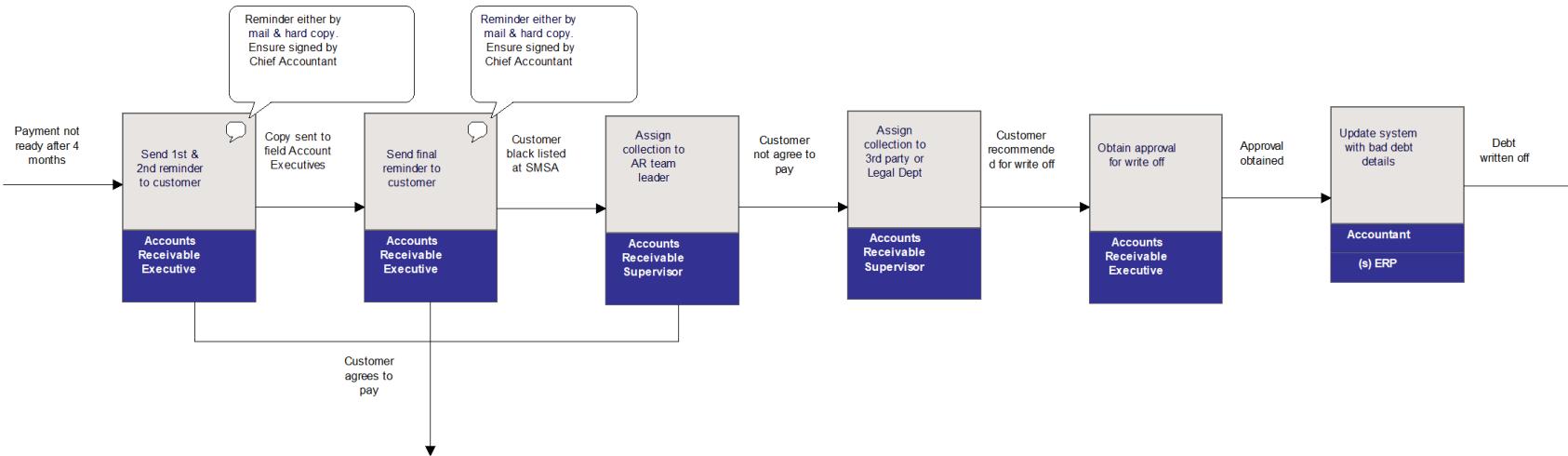
Owner: Lalit Singhi  
 Diagram Version: 1  
 Review Date: None  
 F.T.E.: 0.00

Actions  
 Change Log  
 Change Requests

Feedback  
 Keywords  
 Read Only



## Arrears Collection Follow up



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

Authorization: Authorized  
 Date: 7/8/2017  
 Cost Per Second: \$ ,3.5,E-0317

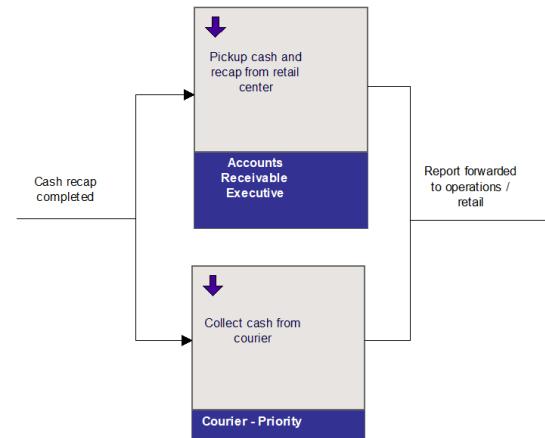
Owner: Lalit Singhi  
 Diagram Version: 1  
 Review Date: None  
 F.T.E.: 0.00

Actions  
 Change Log  
 Change Requests

Feedback  
 Keywords  
 Read Only



## Collect Payment from Cash Customers



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

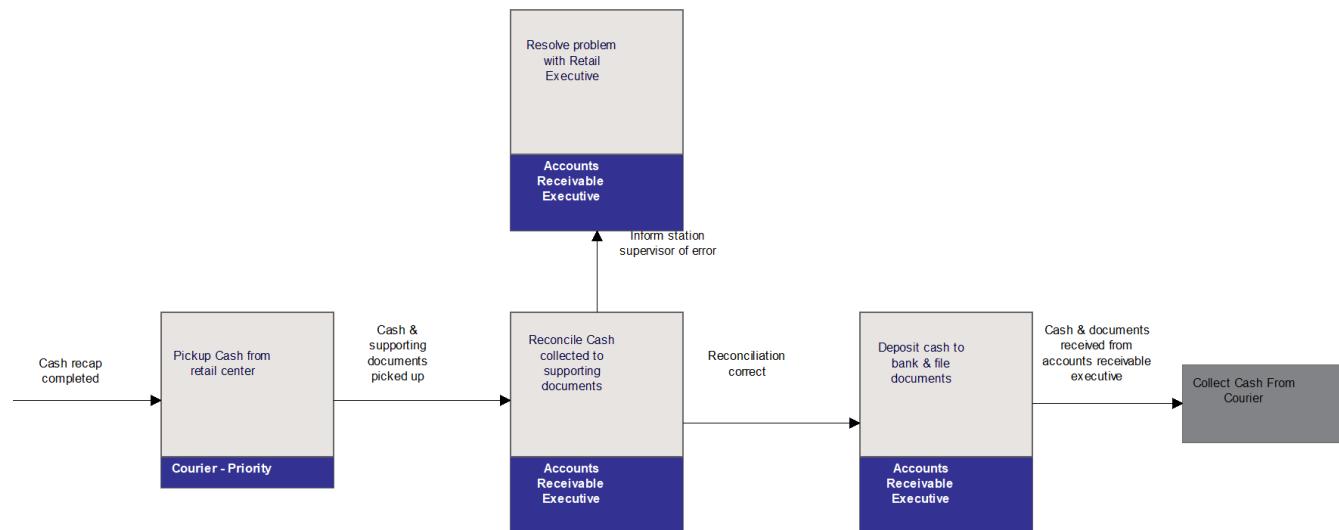
Authorization: Authorized  
Date: 7/8/2017  
Cost Per Second: \$ ,3.5,E-0317

Owner: Lalit Singhi  
Diagram Version: 1  
Review Date: None  
F.T.E.: 0.00

Actions  Feedback  
 Change Log  Keywords  
 Change Requests  Read Only



### Pickup Cash and Recap from Retail Center

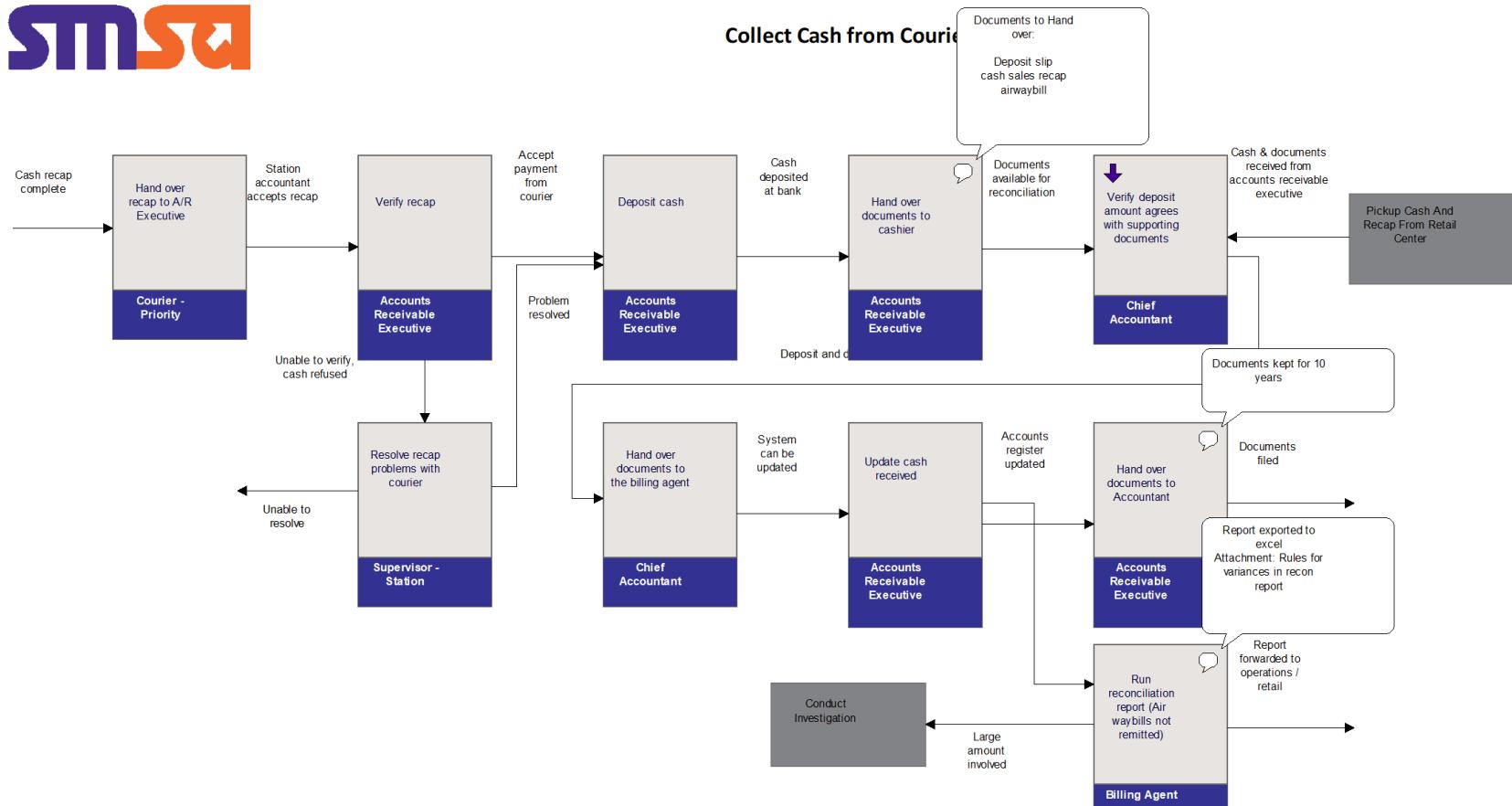


Title: Pickup Cash and Recap from Retail Center  
 Author: Edwin Ramos  
 Date: 6/2/2010  
 Volume: 0.00 Per Second

Authorization: Authorized  
 Date: 7/8/2017  
 Cost Per Second: \$ ,3.5,E-0317

Owner: Lalit Singhi  
 Diagram Version: 1  
 Review Date: None  
 F.T.E.: 0.00

Actions       Feedback  
 Change Log       Keywords  
 Change Requests       Read Only



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

**Authorization:** Authorized  
**Date:** 7/8/2017  
**Cost Per Second:** \$ ,3.5,E-0317

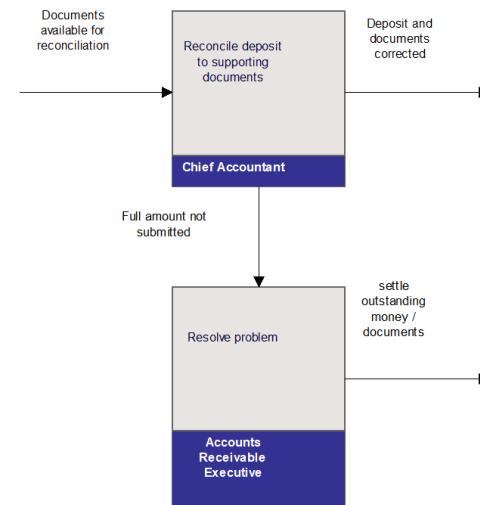
**Owner:** Lalit Singh  
**Diagram Version:** 1  
**Review Date:** None  
**F.T.E.:** 0.00

Actions  
 Change Log  
 Change Requests

Feedback  
 Keywords  
 Read Only



### Verify Deposit Amount Agrees with Supporting Documents



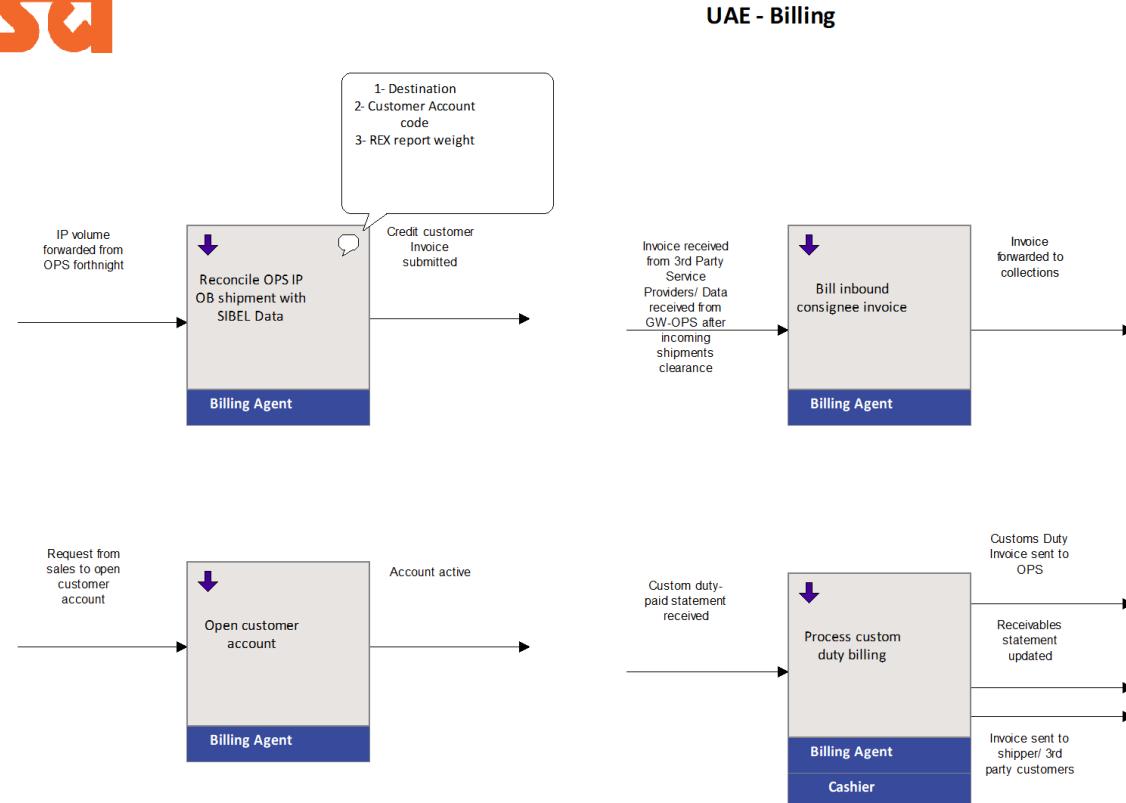
Title: Verify Deposit Amount Agrees with Supporting Documents  
 Author: Edwin Ramos  
 Date: 6/2/2010  
 Volume: 0.00 Per Second

Authorization: Authorized  
 Date: 7/8/2017  
 Cost Per Second: \$ ,3.5,E-0317

Owner: Lalit Singhi  
 Diagram Version: 1  
 Review Date: None  
 F.T.E.: 0.00

Actions  
 Change Log  
 Change Requests

Feedback  
 Keywords  
 Read Only



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

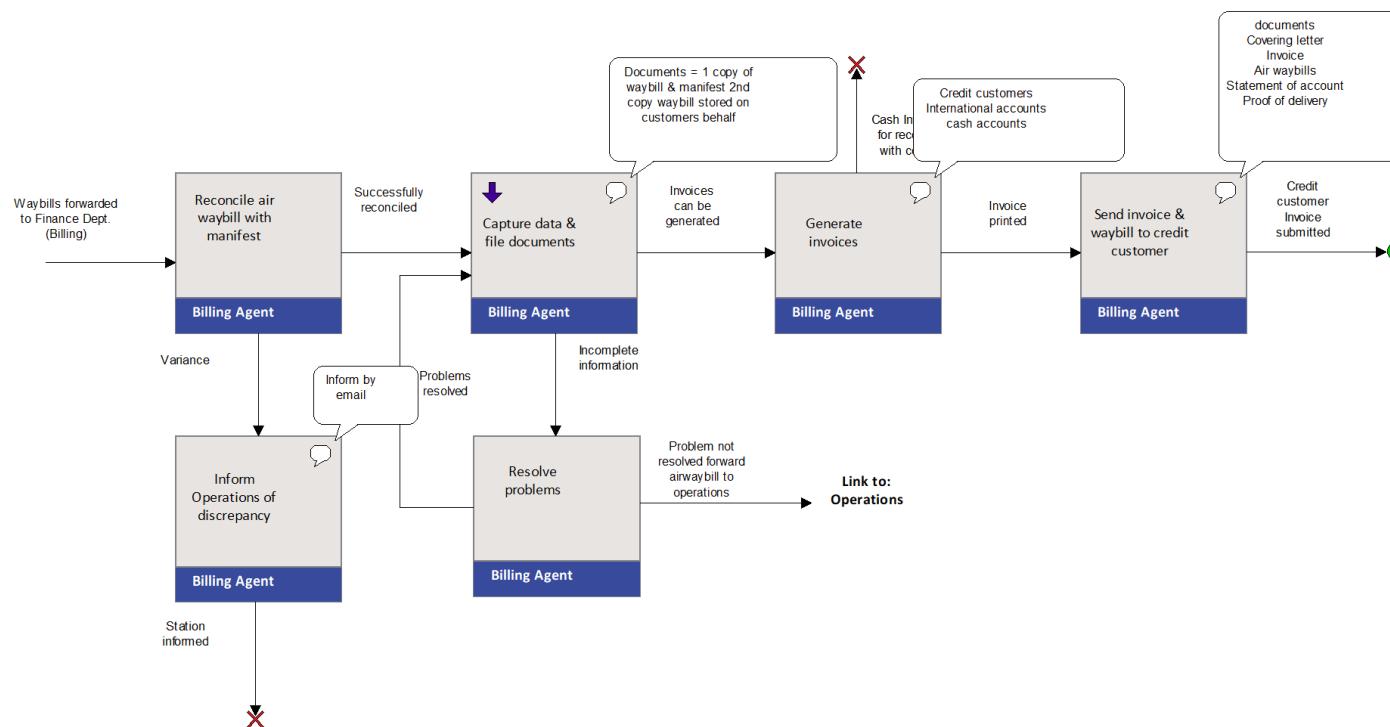
Authorization: Authorized  
Date: 6/28/2022  
Cost Per Second: \$ ,3.5,E-0317

Owner: Lalit Singh  
Diagram Version: 3  
Review Date: None  
F.T.E.: 0.00

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



## Process Waybill & Manifest



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

**Authorization:** Authorized  
**Date:** 7/8/2017  
**Cost Per Second:** \$ ,3.5,E-0317

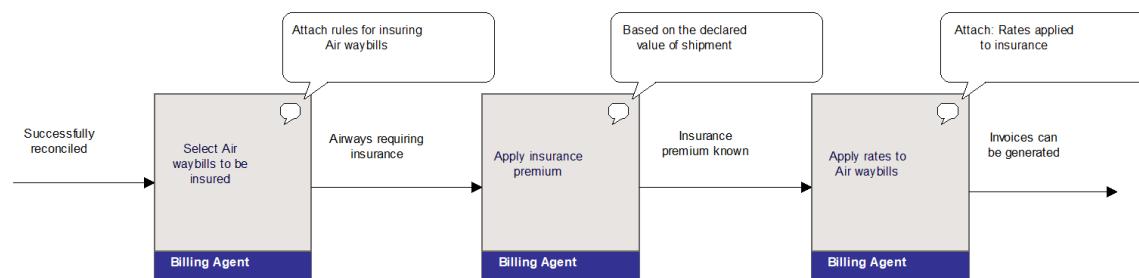
**Owner:** Lalit Singh  
**Diagram Version:** 1  
**Review Date:** None  
**F.T.E.:** 0.00

Actions  
 Change Log  
 Change Requests

Feedback  
 Keywords  
 Read Only



## Capture Data &amp; File Documents



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

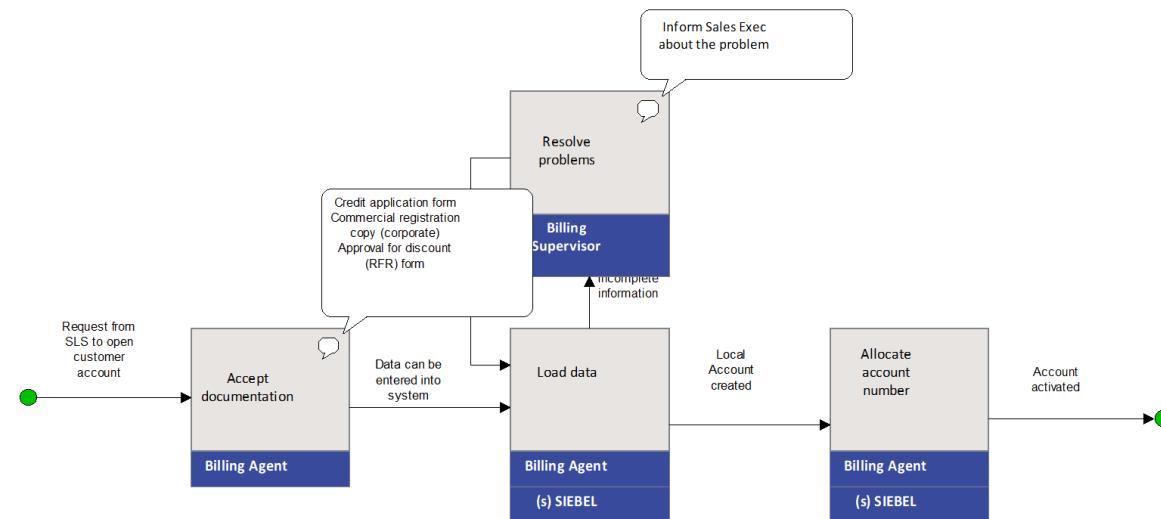
Authorization: Authorized  
 Date: 7/8/2017  
 Cost Per Second: \$ ,3.5,E-0317

Owner: Lalit Singhi  
 Diagram Version: 1  
 Review Date: None  
 F.T.E.: 0.00

Actions  Feedback  
 Change Log  Keywords  
 Change Requests  Read Only



### Open Customer Account



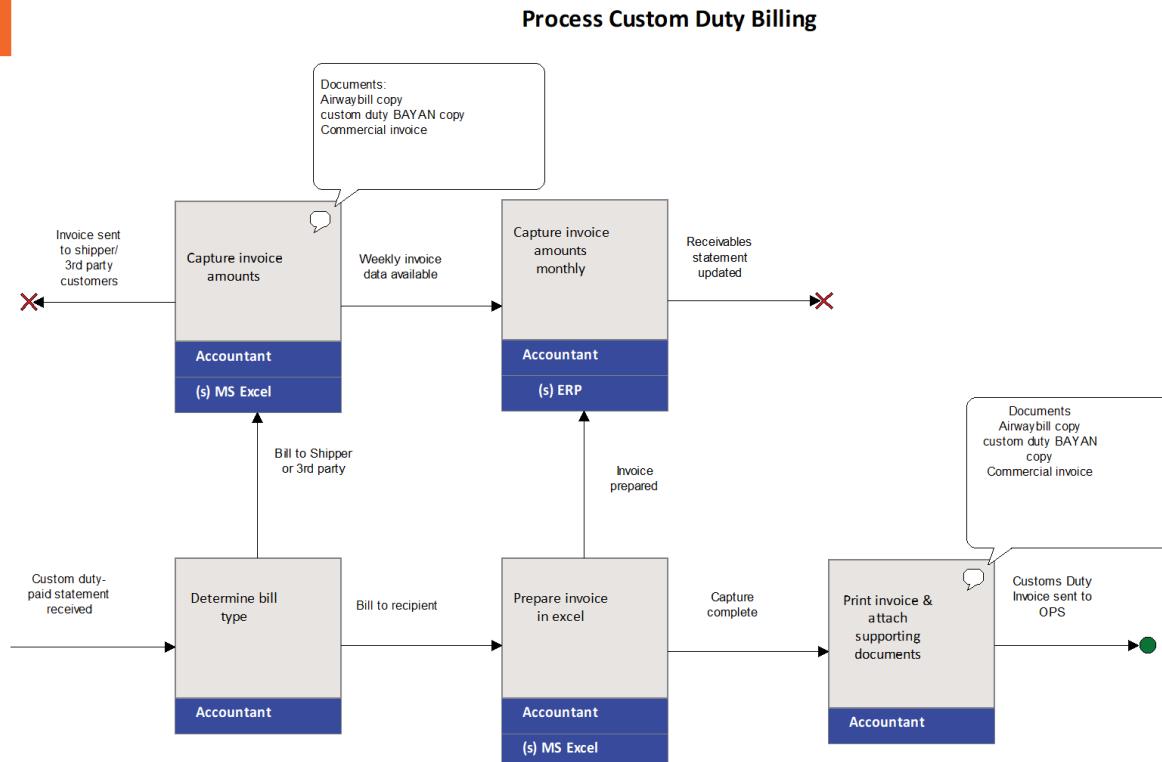
**Title:** Open Customer Account  
**Author:** Edwin Ramos  
**Date:** 5/26/2010  
**Volume:** 0.00 Per Second

**Authorization:** Authorized  
**Date:** 7/8/2017  
**Cost Per Second:** \$ ,3.5,E-0317

**Owner:** Lalit Singhi  
**Diagram Version:** 1  
**Review Date:** None  
**F.T.E.:** 0.00

Actions  
 Change Log  
 Change Requests

Feedback  
 Keywords  
 Read Only



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

Authorization: Authorized  
 Date: 7/8/2017  
 Cost Per Second: \$ ,3.5,E-0317

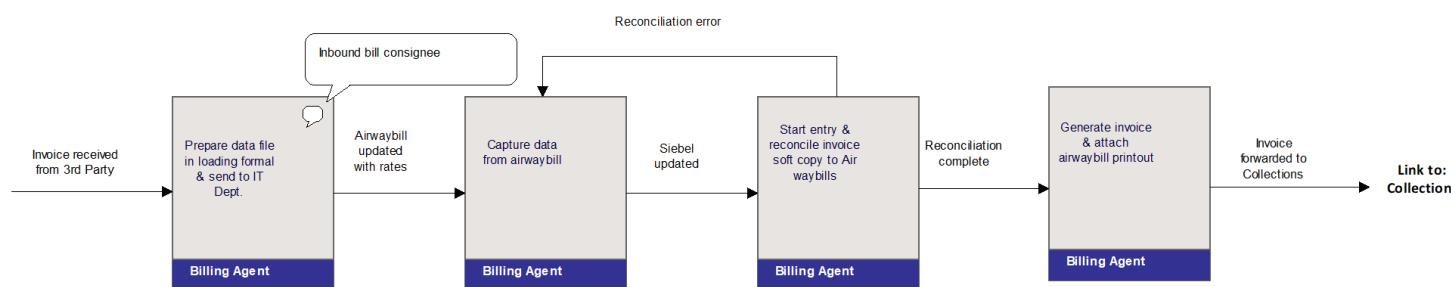
Owner: Lalit Singh  
 Diagram Version: 1  
 Review Date: None  
 F.T.E.: 0.00

Actions  
 Change Log  
 Change Requests

Feedback  
 Keywords  
 Read Only



### Bill Inbound Consignee Invoice



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

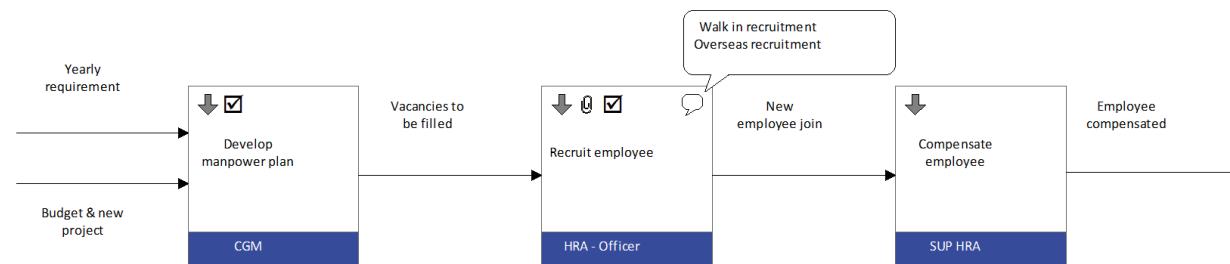
Authorization: Authorized  
 Date: 7/8/2017  
 Cost Per Second: \$ ,3.5,E-0317

Owner: Lalit Singhi  
 Diagram Version: 1  
 Review Date: None  
 F.T.E.: 0.00

Actions       Feedback  
 Change Log       Keywords  
 Change Requests       Read Only



## UAE - Human Resources &amp; Admin



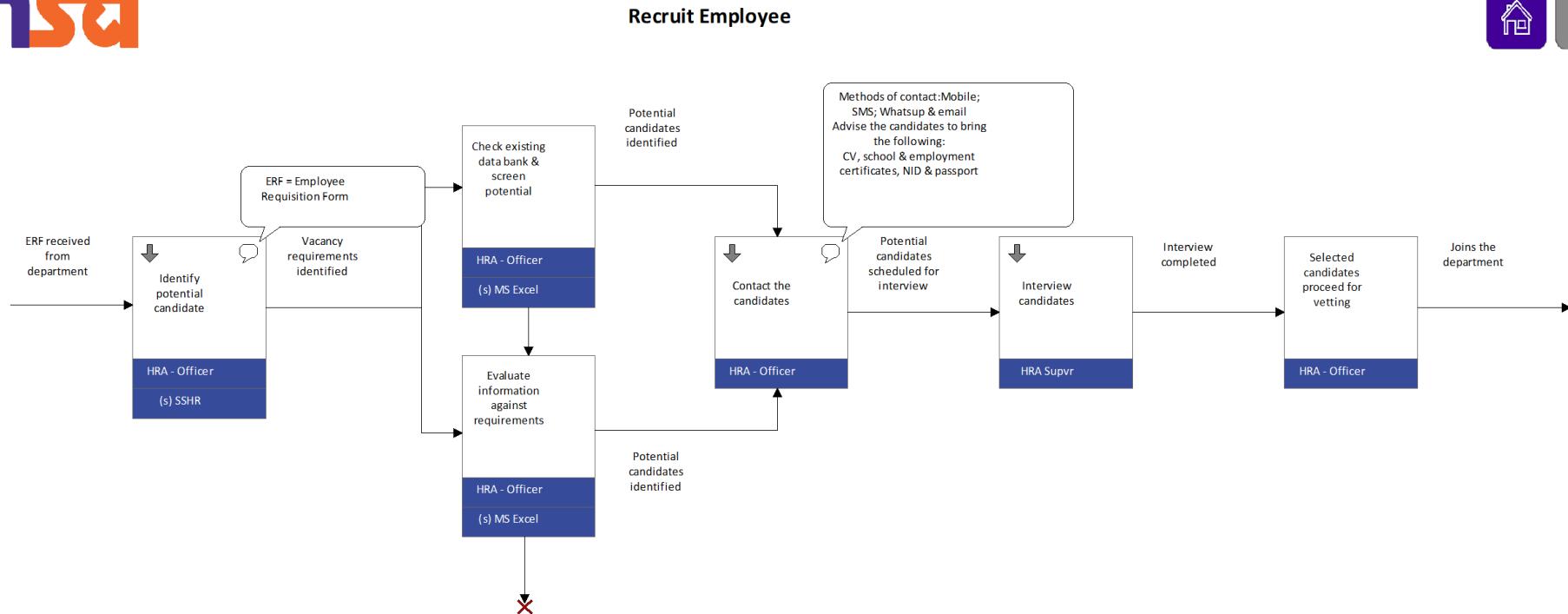
Title: UAE - Human Resources & Admin  
 Author: Edwin Ramos  
 Date: 3/22/2017  
 Volume: 0.00 Per Second

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

Owner: Hassan Al Aswad  
 Diagram Version: 3  
 Review Date: None  
 F.T.E.: 0.00

Actions  
 Change Log  
 Change Requests

Feedback  
 Keywords  
 Read Only



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

Authorization: Authorized  
 Date: 2/4/2025  
 Cost Per Second: \$ ,3.5,E-0317

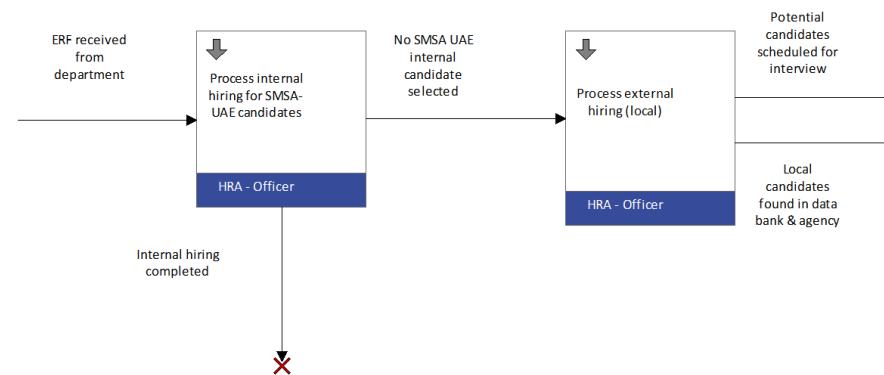
Owner: Hassan Al Aswad  
 Diagram Version: 3  
 Review Date: None  
 F.T.E.: 0.00

Actions  
 Change Log  
 Change Requests

Feedback  
 Keywords  
 Read Only



### Identify Potential Candidates



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

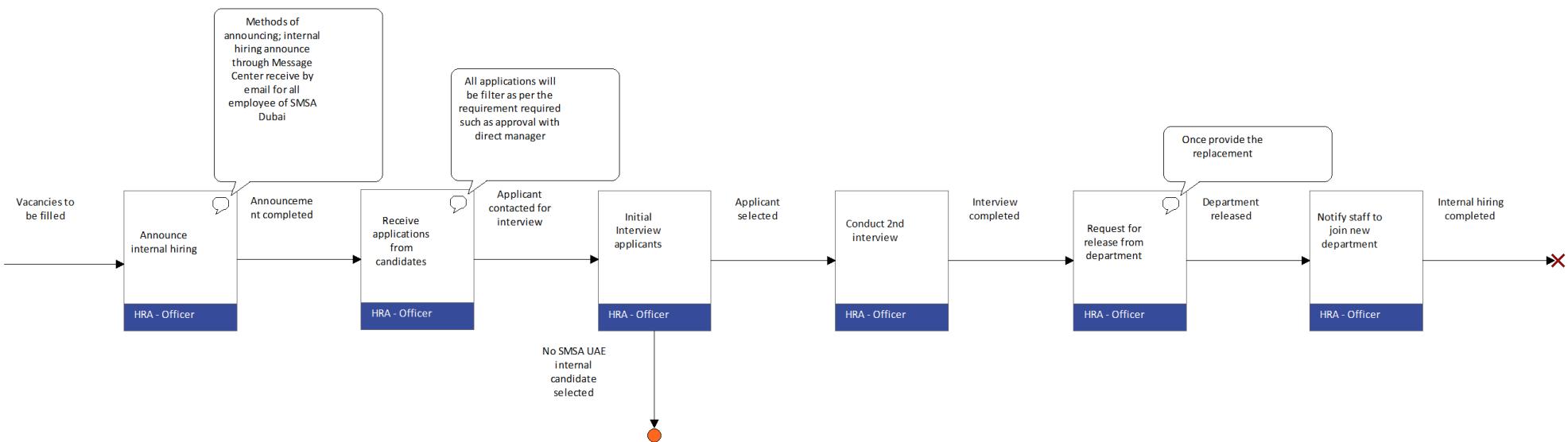
Authorization: Authorized  
 Date: 1/26/2025  
 Cost Per Second: \$ ,3.5,E-0317

Owner: Hassan Al Aswad  
 Diagram Version: 3  
 Review Date: None  
 F.T.E.: 0.00

Actions       Feedback  
 Change Log       Keywords  
 Change Requests       Read Only



### Internal Hiring Process



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

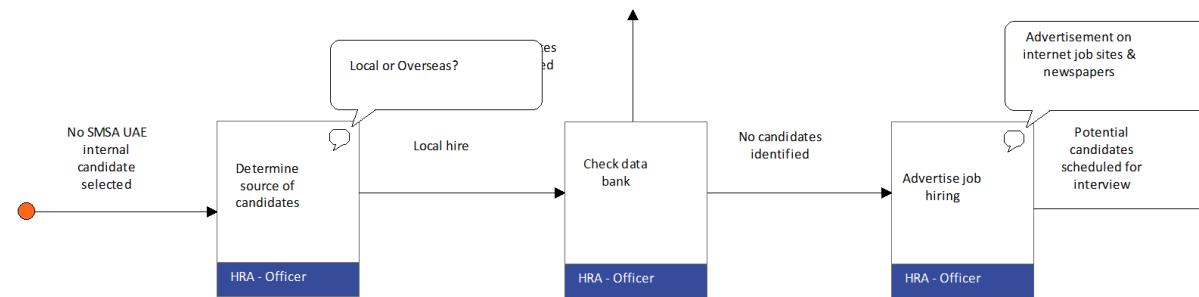
Authorization: Authorized  
 Date: 2/4/2025  
 Cost Per Second: \$ ,3.5,E-0317

Owner: Hassan Al Aswad  
 Diagram Version: 3  
 Review Date: None  
 F.T.E.: 0.00

Actions  
 Change Log  
 Change Requests
  Feedback  
 Keywords  
 Read Only



### External Hiring Process (Local)



Title: External Hiring Process (Local)

Author: Edwin Ramos

Date: 7/8/2017

Volume: 0.00 Per Second

Authorization: Authorized

Date: 2/4/2025

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

Owner: Hassan Al Aswad

Diagram Version: 3

Review Date: None

F.T.E.: 0.00

Actions

Change Log

Change Requests

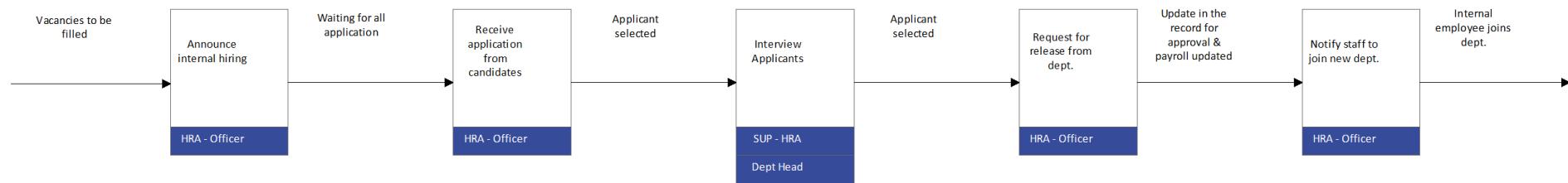
Feedback

Keywords

Read Only



## Contact the Candidates



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

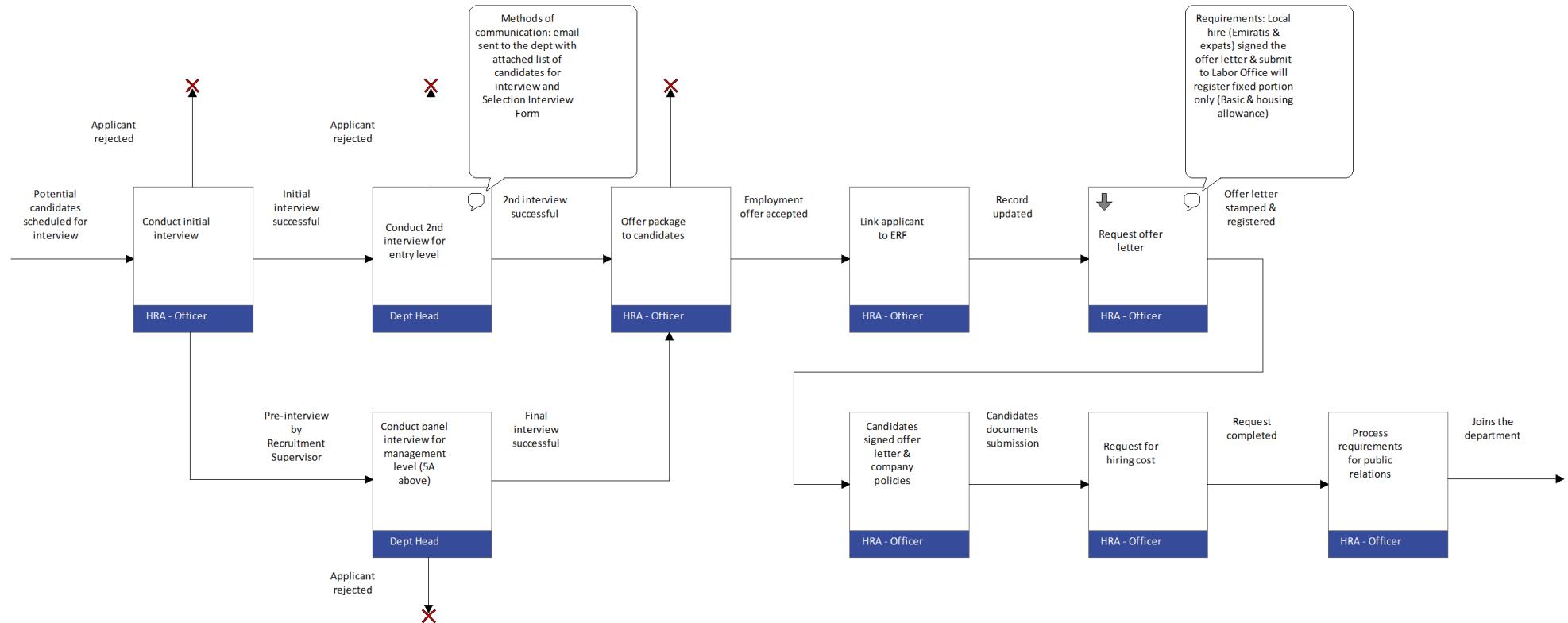
Authorization: Authorized  
 Date: 2/4/2025  
 Cost Per Second: \$ ,3.5,E-0317

Owner: Hassan Al Aswad  
 Diagram Version: 3  
 Review Date: None  
 F.T.E.: 0.00

Actions  
 Change Log  
 Change Requests
  Feedback  
 Keywords  
 Read Only



## Interview Candidates



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

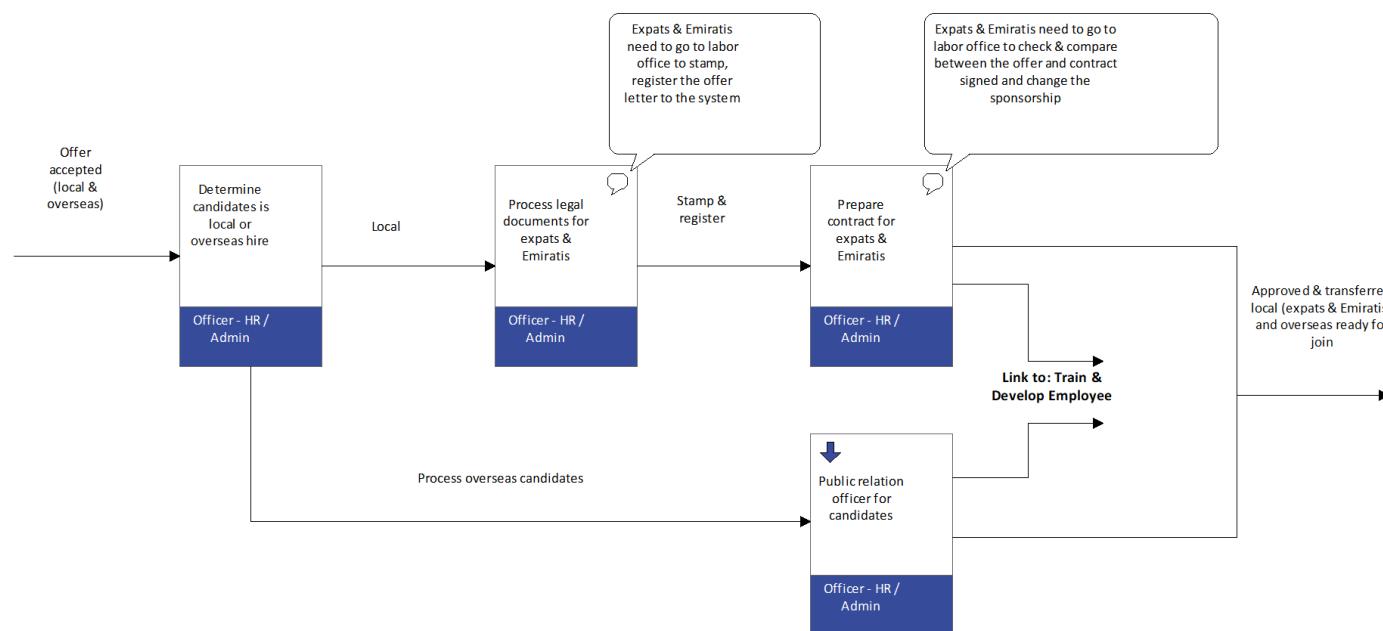
Authorization: Authorized  
 Date: 2/4/2025  
 Cost Per Second: \$ ,3.5,E-0317

Owner: Hassan Al Aswad  
 Diagram Version: 3  
 Review Date: None  
 F.T.E.: 0.00

Actions  
 Change Log  
 Change Requests  
 Feedback  
 Keywords  
 Read Only



### Process Requirements for Public Relations

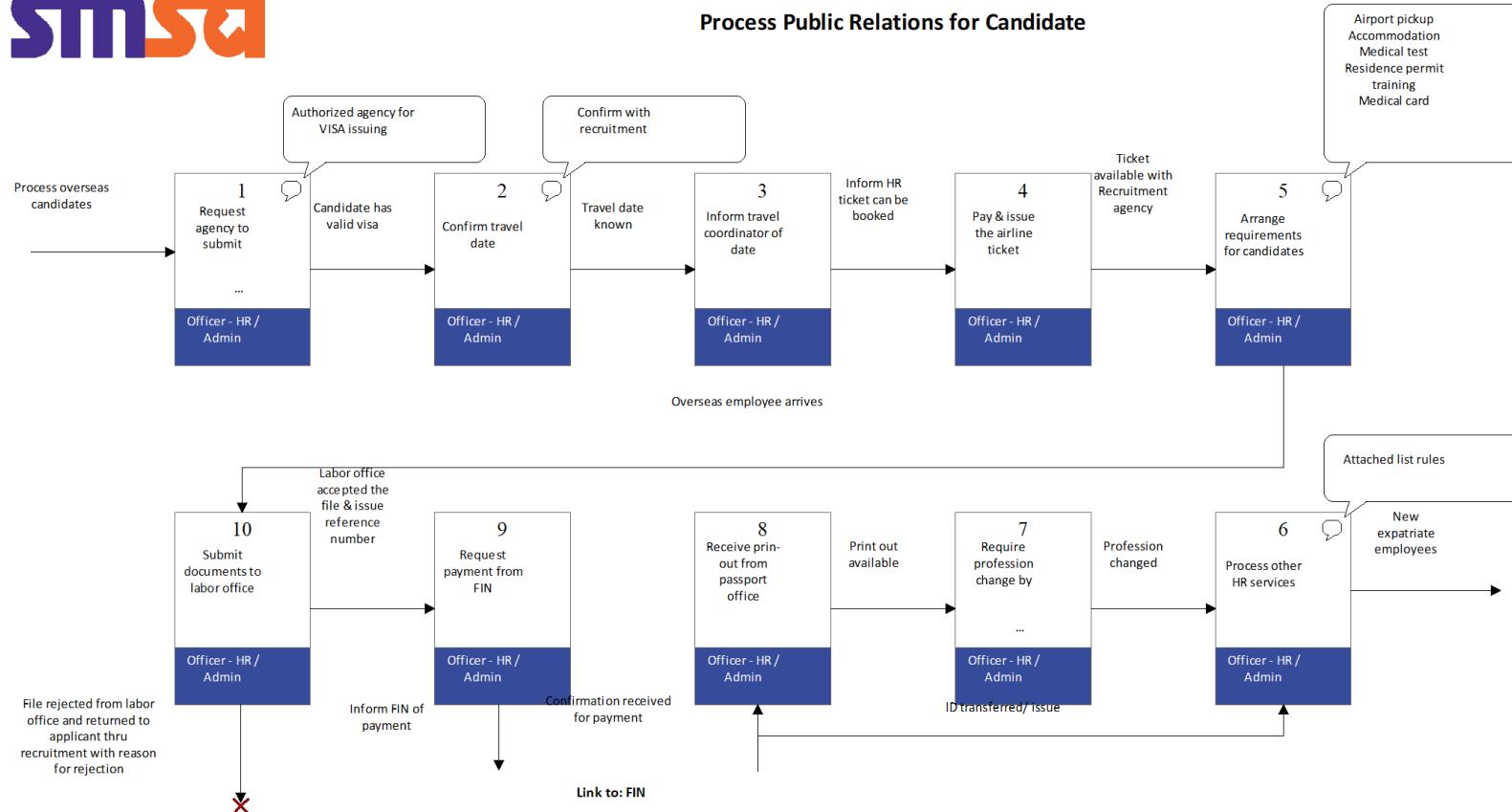


Title: Process Requirements for Public Relations  
 Author: Edwin Ramos  
 Date: 7/10/2017  
 Volume: 0.00 Per Second

Authorization: Authorized  
 Date: 3/21/2021  
 Cost Per Second: \$ ,3.5,E-0317

Owner: Hassan Al Aswad  
 Diagram Version: 2  
 Review Date: None  
 F.T.E.: 0.00

Actions
  Feedback
   
 Change Log
  Keywords
   
 Change Requests
  Read Only



Title: Process Public Relations for  
Author: Edwin Ramos  
Date: 7/12/2017  
Volume: 0.00 Per Second

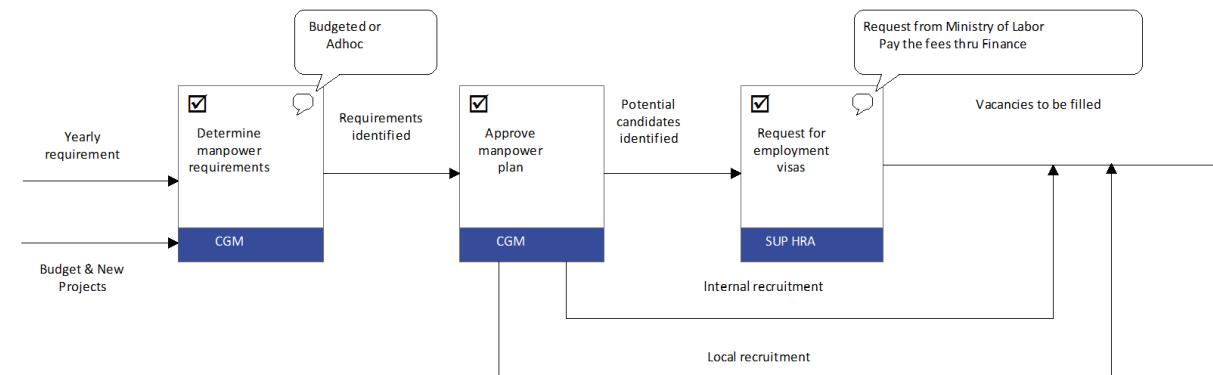
for Candidate  
Authorization: Authorized  
Date: 3/21/2021  
Cost Per Second: \$.3.5.E-0317

Owner: Hassan Al Aswad  
Diagram Version: 2  
Review Date: None  
E.T.E.: 0,00

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



## Develop Manpower Plan



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

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

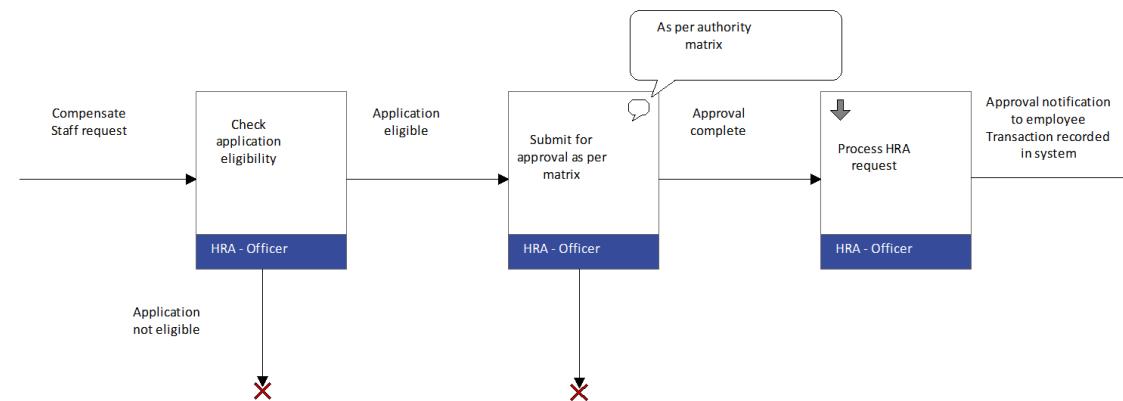
Owner: Hassan Al Aswad  
 Diagram Version: 3  
 Review Date: None  
 F.T.E.: 0.00

○ Actions  
 ● Change Log  
 ● Change Requests

○ Feedback  
 ● Keywords  
 ● Read Only



### Compensate employee

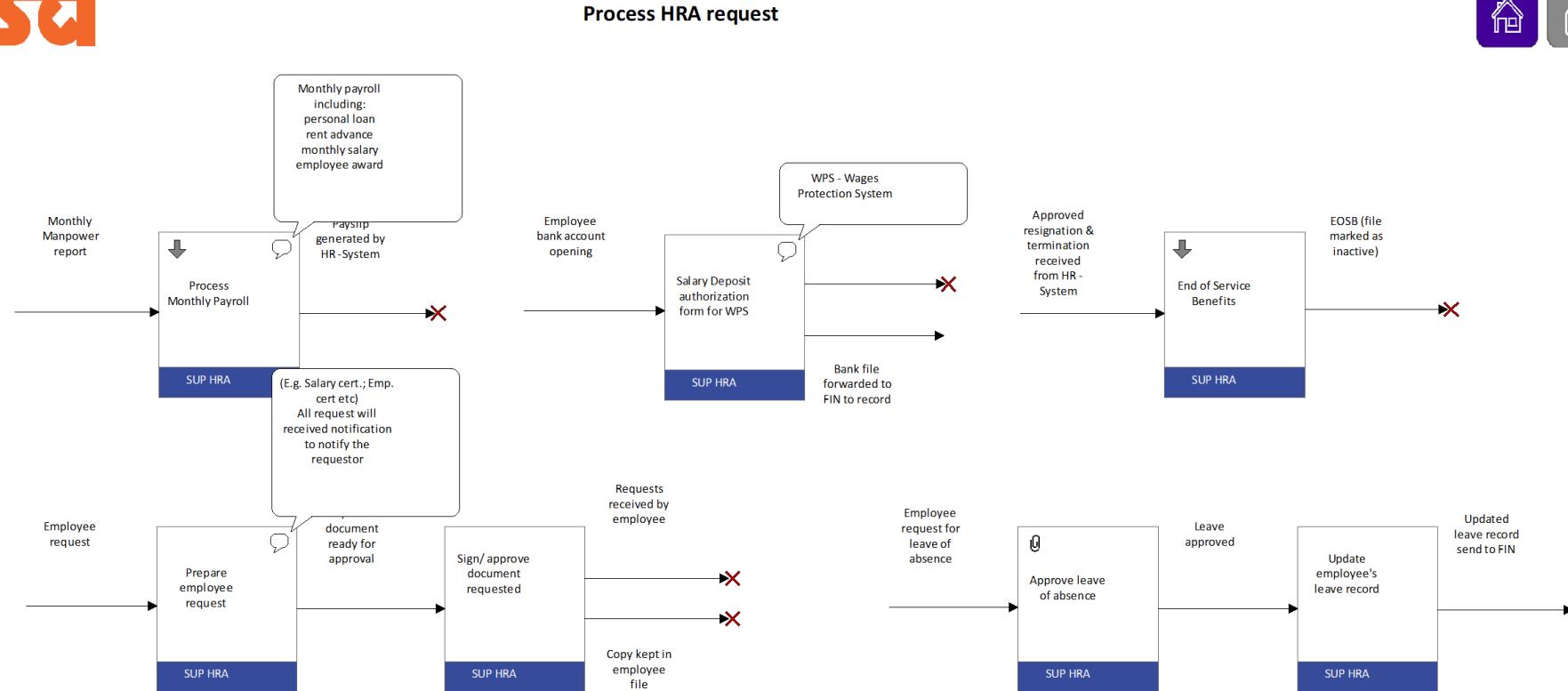


Title: Compensate employee  
 Author: Edwin Ramos  
 Date: 7/12/2017  
 Volume: 0.00 Per Second

Authorization: Authorized  
 Date: 2/4/2025  
 Cost Per Second: \$ ,3.5,E-0317

Owner: Hassan Al Aswad  
 Diagram Version: 3  
 Review Date: None  
 F.T.E.: 0.00

Actions       Feedback  
 Change Log       Keywords  
 Change Requests       Read Only



Title: Process HRA request  
 Author: Edwin Ramos  
 Date: 7/12/2017  
 Volume: 0.00 Per Second

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

Owner: Hassan Al Aswad  
 Diagram Version: 3  
 Review Date: None  
 F.T.E.: 0.00

Actions  
 Change Log  
 Change Requests

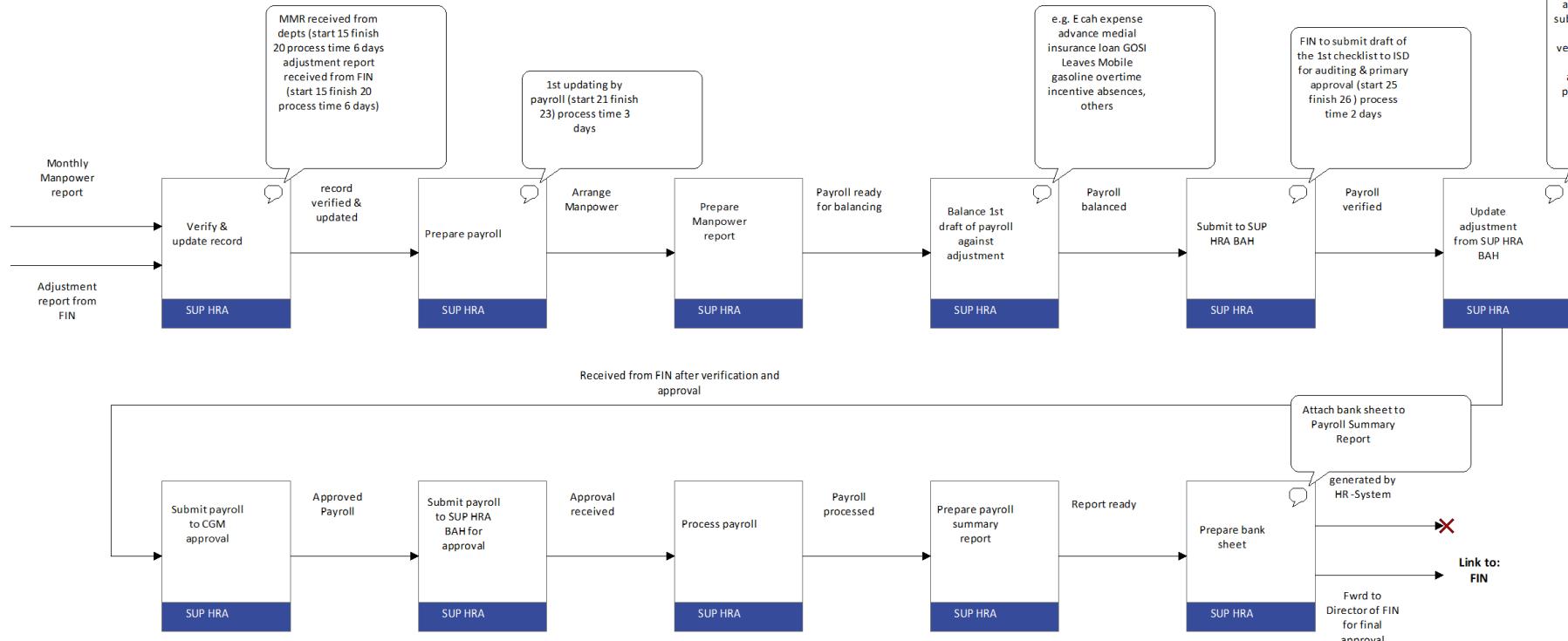
Feedback  
 Keywords  
 Read Only



## Process Monthly Payroll



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)



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

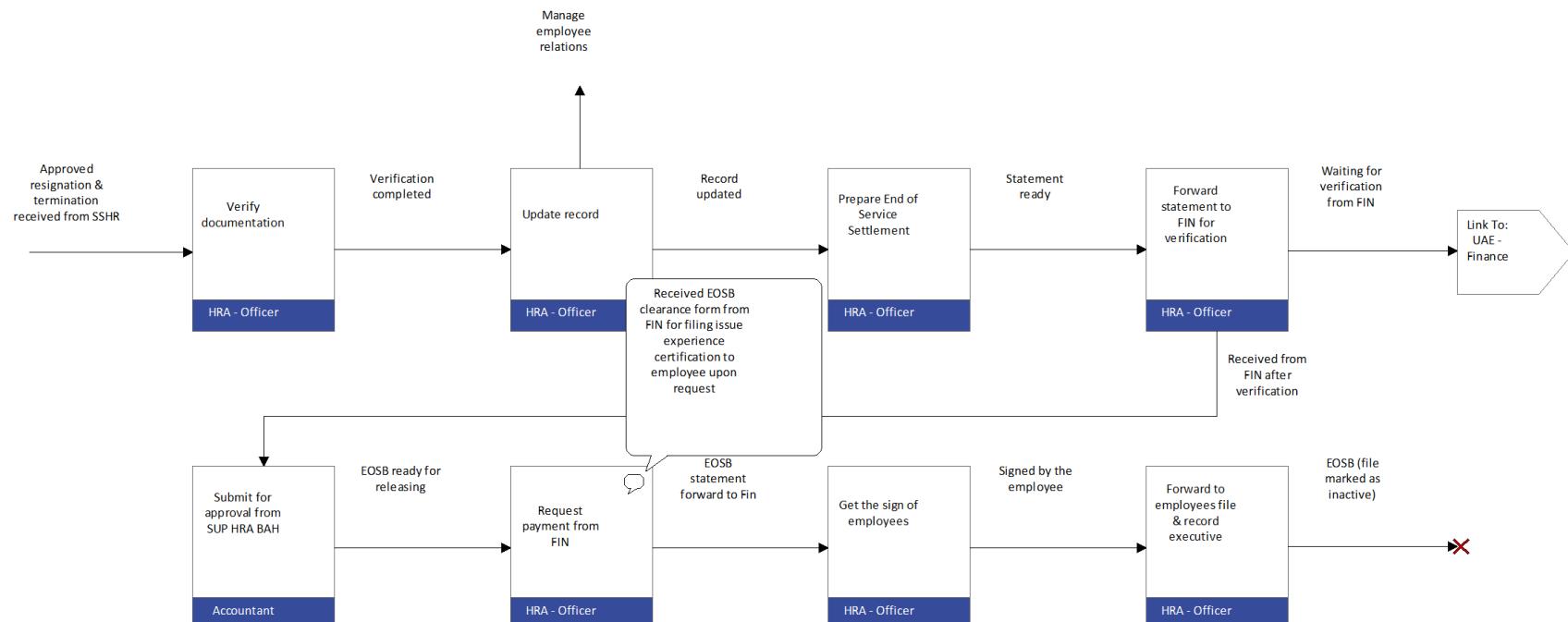
Authorization: Authorized  
 Date: 2/18/2025  
 Cost Per Second: \$ ,3.5,E-0317

Owner: Hassan Al Aswad  
 Diagram Version: 3  
 Review Date: None  
 F.T.E.: 0.00

Actions  
 Change Log  
 Change Requests  
 Feedback  
 Keywords  
 Read Only



## End of Service Benefits



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

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

Owner: Hassan Al Aswad  
 Diagram Version: 3  
 Review Date: None  
 F.T.E.: 0.00

○ Actions  
 ● Change Log  
 ● Change Requests

○ Feedback  
 ○ Keywords  
 ● Read Only



UAE - Sales



Sales - Express



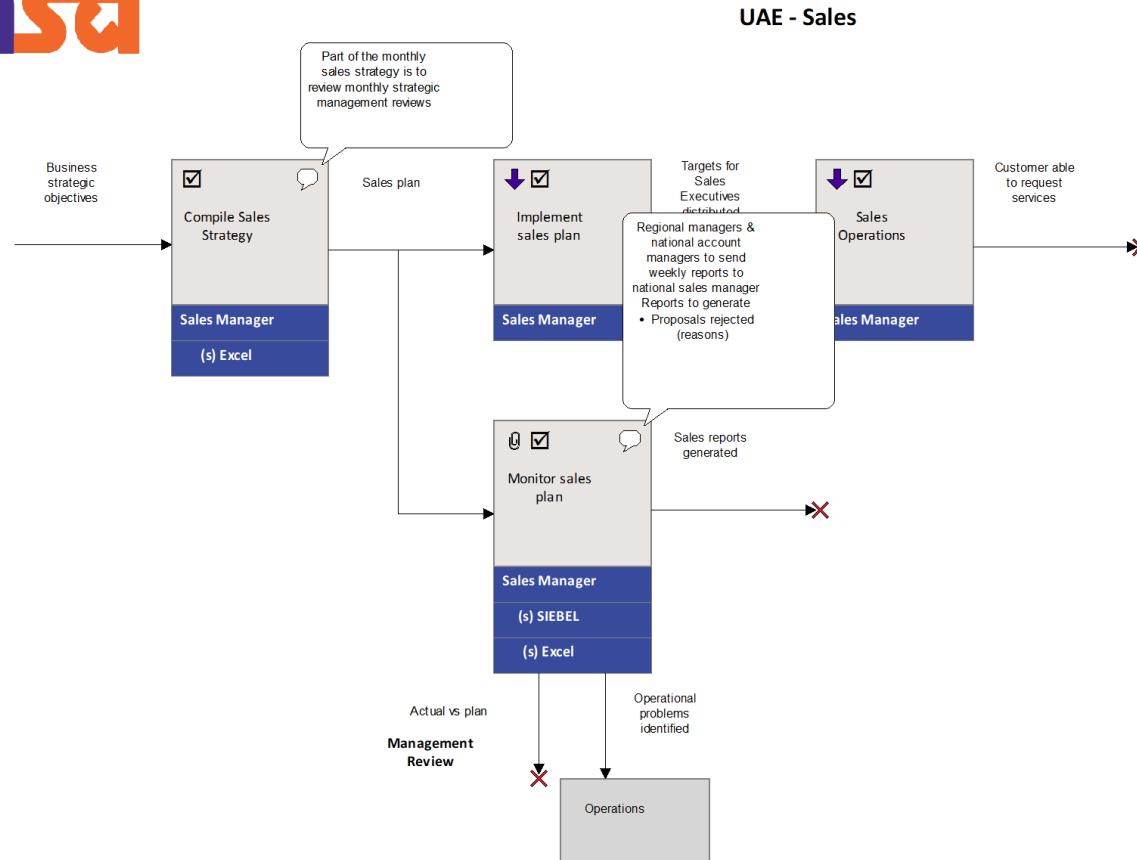
Sales - Freight

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

Authorization: Authorized  
Date: 1/2/2023  
Cost Per Second: \$ ,3.5,E-0317

Owner: Yasser Zahreddine  
Diagram Version: 3  
Review Date: None  
F.T.E.: 0.00

Actions  Feedback  
 Change Log  Keywords  
 Change Requests  Read Only



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

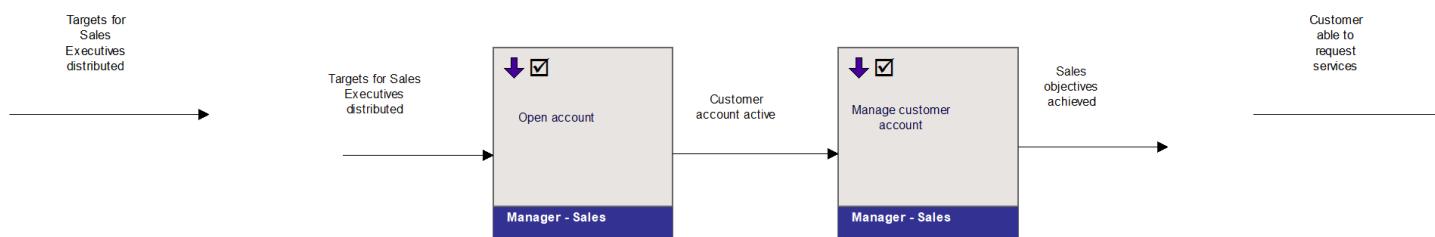
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Date: 2/8/2020  
Cost Per Second: \$.35,E-0317

Owner: Yasser Zahreddine  
Diagram Version: 2  
Review Date: None  
F.T.E.: 0.00

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



## Sales Operations



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

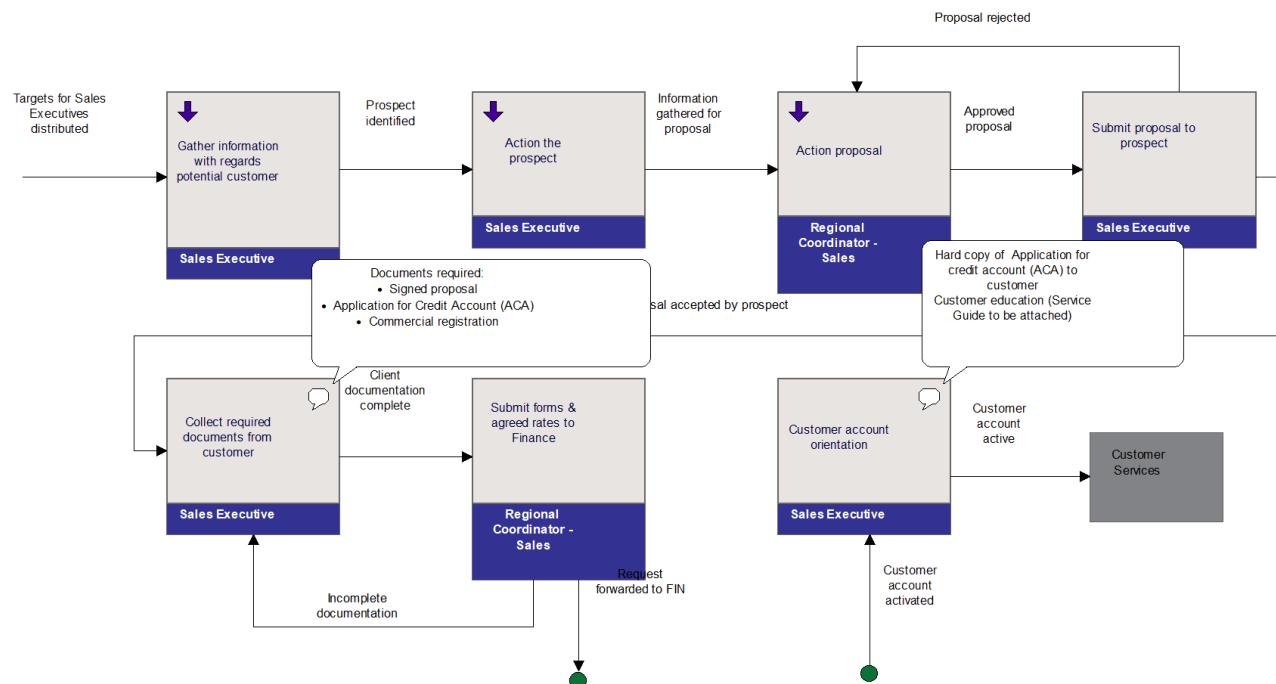
Authorization: Authorized  
 Date: 7/8/2017  
 Cost Per Second: \$ ,3.5,E-0317

Owner: Yasser Zahreddine  
 Diagram Version: 1  
 Review Date: None  
 F.T.E.: 0.00

Actions       Feedback  
 Change Log       Keywords  
 Change Requests       Read Only



### Open Account



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

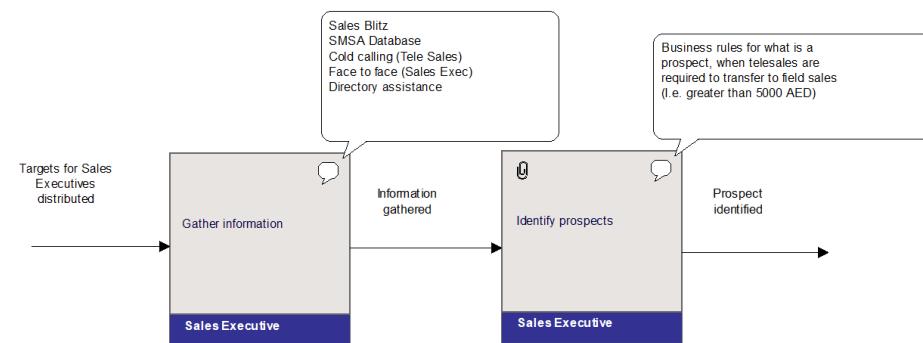
Authorization: Authorized  
 Date: 7/8/2017  
 Cost Per Second: \$ ,3.5,E-0317

Owner: Yasser Zahreddine  
 Diagram Version: 1  
 Review Date: None  
 F.T.E.: 0.00

Actions  
 Change Log  
 Change Requests
  Feedback  
 Keywords  
 Read Only



### Gather Information with Regards Potential Customer

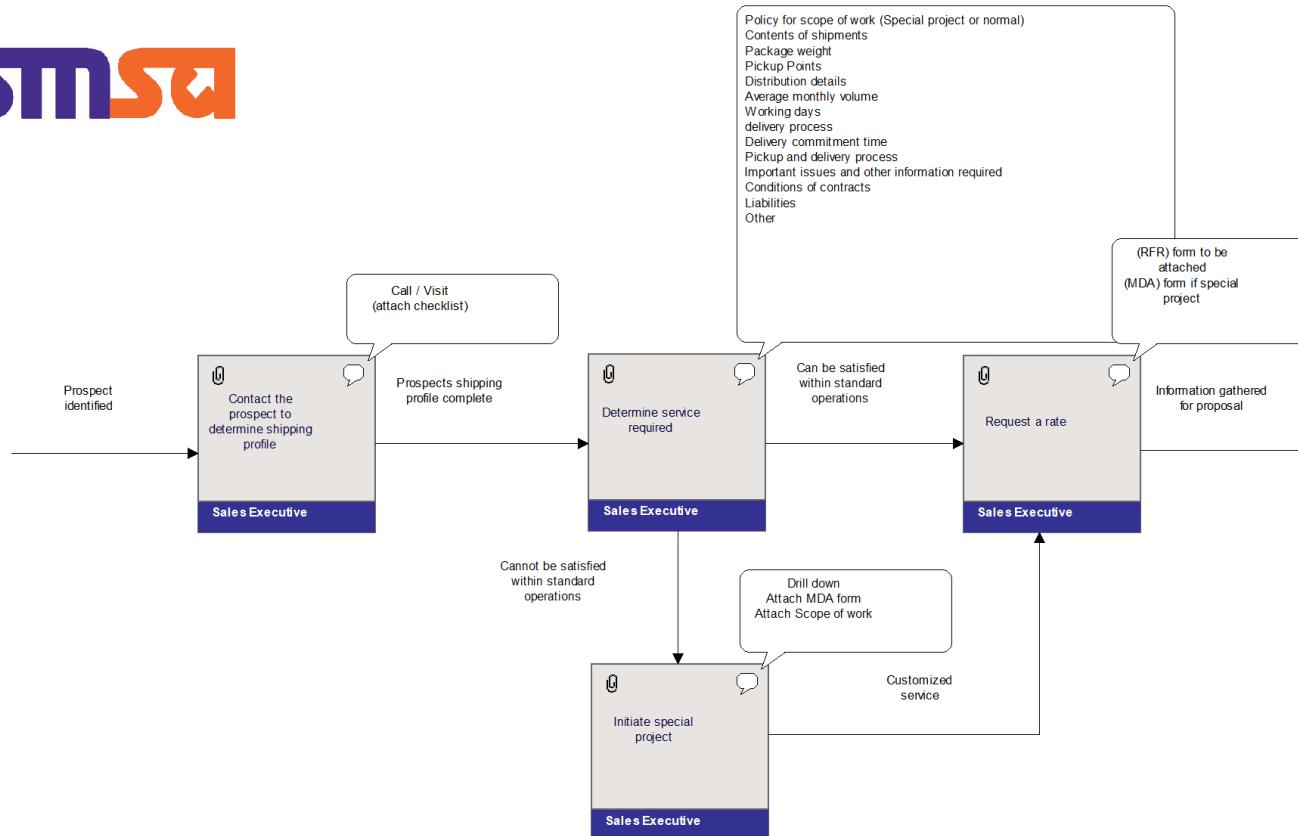


Title: Gather Information with Regards Potential Customer  
 Author: Edwin Ramos  
 Date: 5/22/2010  
 Volume: 0.00 Per Second

Authorization: Authorized  
 Date: 7/8/2017  
 Cost Per Second: \$ ,3.5,E-0317

Owner: Yasser Zahreddine  
 Diagram Version: 1  
 Review Date: None  
 F.T.E.: 0.00

Actions  
 Change Log  
 Change Requests
  Feedback  
 Keywords  
 Read Only



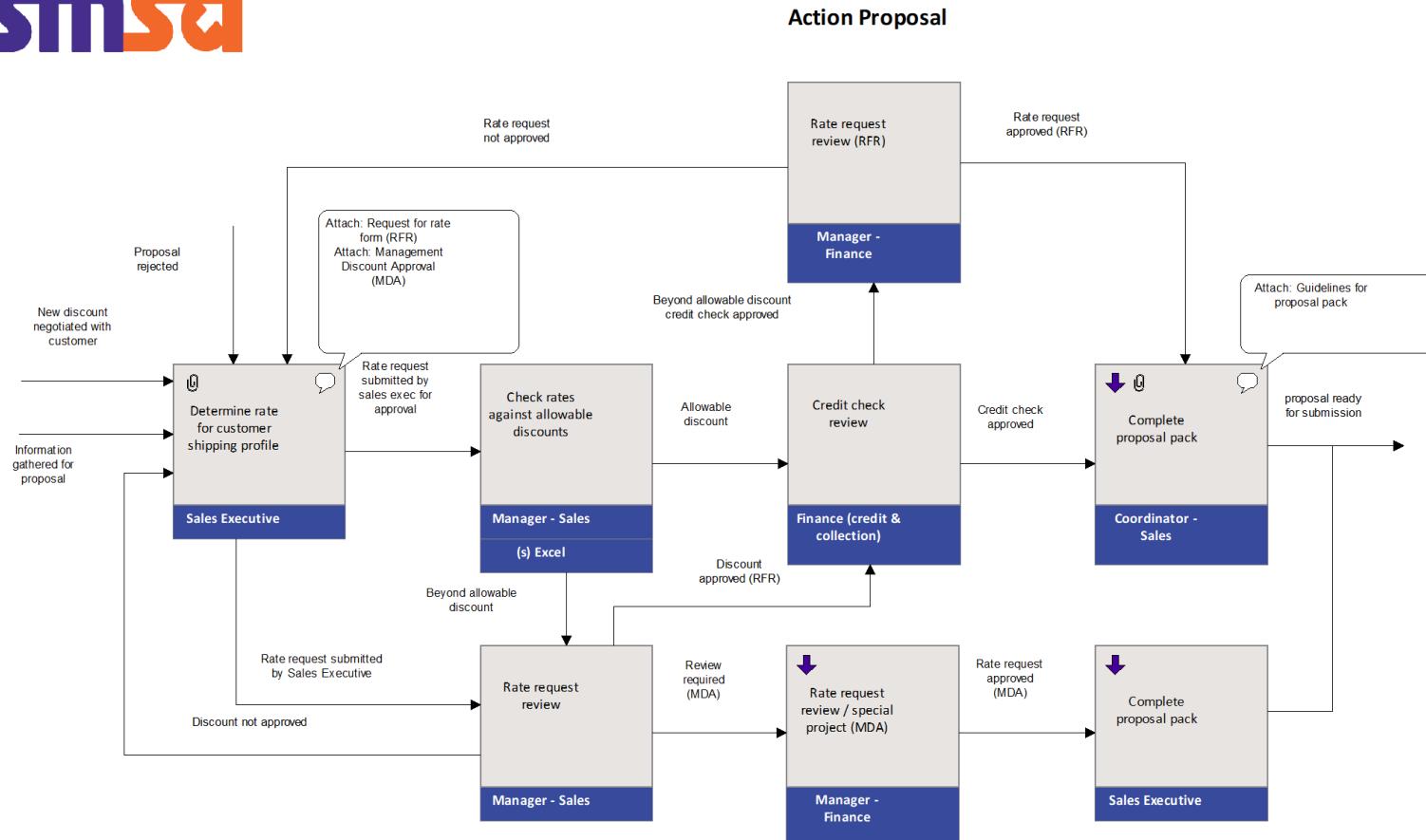
Title: Action the Prospect  
 Author: Edwin Ramos  
 Date: 5/22/2010  
 Volume: 0.00 Per Second

Authorization: Authorized  
 Date: 7/8/2017  
 Cost Per Second: \$ ,3.5,E-0317

Owner: Yasser Zahreddine  
 Diagram Version: 1  
 Review Date: None  
 F.T.E.: 0.00

Actions  
 Change Log  
 Change Requests

Feedback  
 Keywords  
 Read Only



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

Authorization: Authorized  
Date: 7/8/2017  
Cost Per Second: \$.35.E-0317

Owner: Yasser Zahreddine  
Diagram Version: 1  
Review Date: None  
F.T.E.: 0.00

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



## Complete Proposal Pack



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

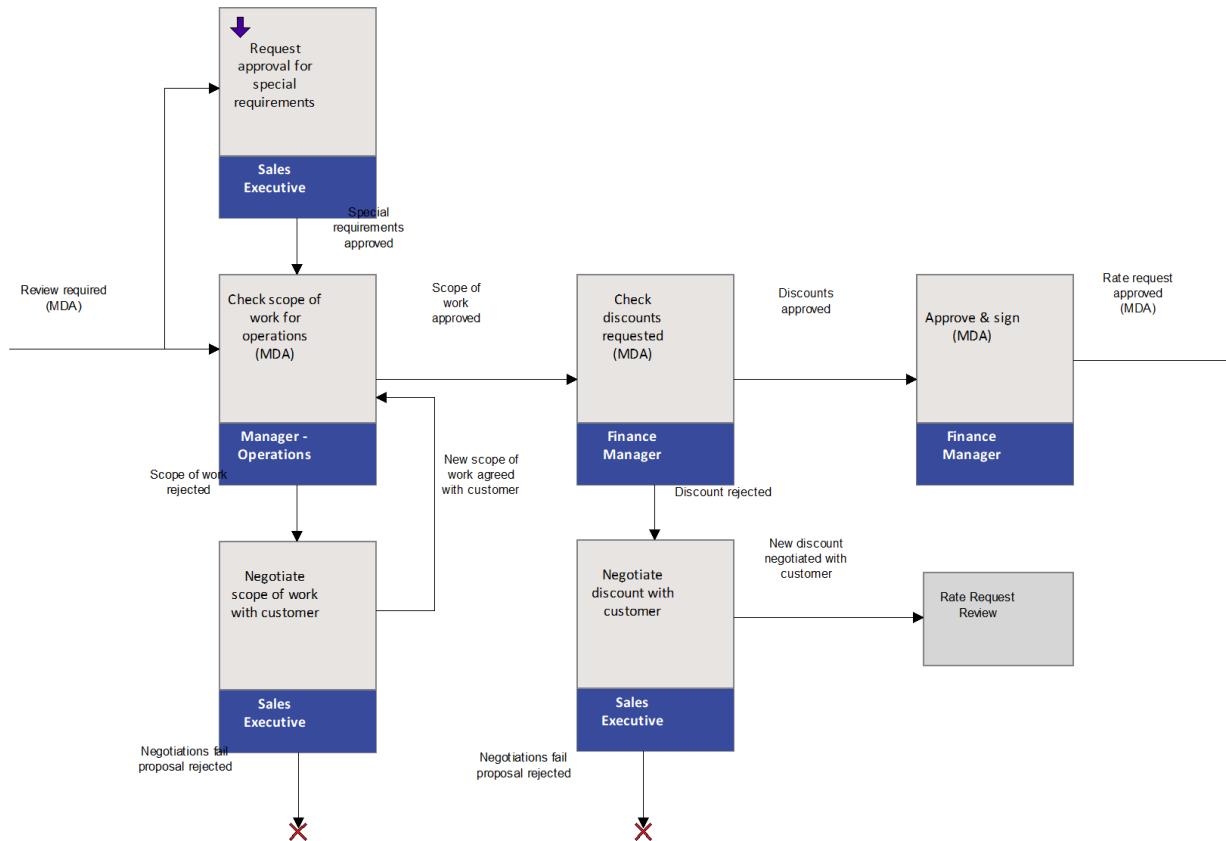
Authorization: Authorized  
 Date: 7/8/2017  
 Cost Per Second: \$ ,3.5,E-0317

Owner: Yasser Zahreddine  
 Diagram Version: 1  
 Review Date: None  
 F.T.E.: 0.00

Actions  Feedback  
 Change Log  Keywords  
 Change Requests  Read Only



## Rate Request Review / Special Project (MDA)



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

Authorization: Authorized  
 Date: 2/8/2020  
 Cost Per Second: \$ ,3.5,E-0317

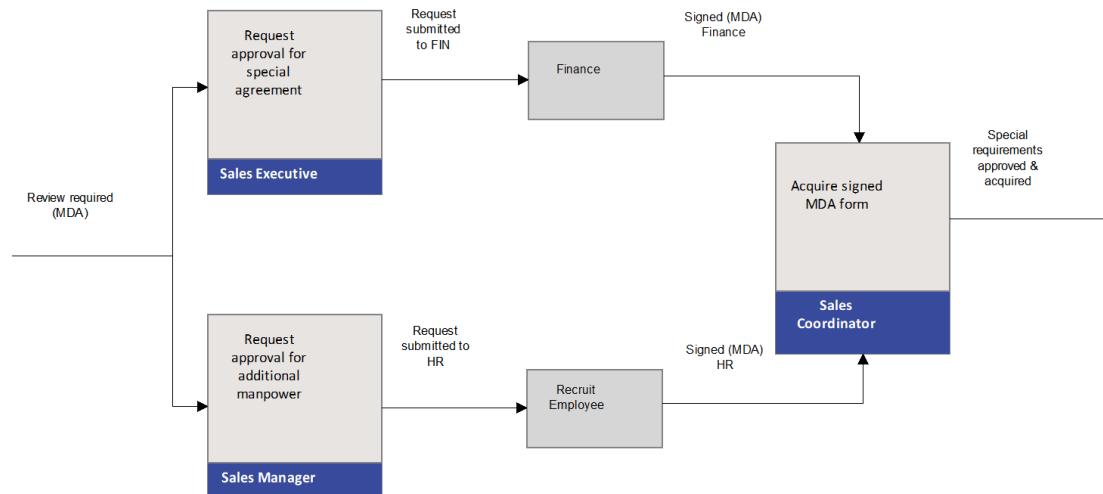
Owner: Yasser Zahreddine  
 Diagram Version: 2  
 Review Date: None  
 F.T.E.: 0.00

Actions  
 Change Log  
 Change Requests

Feedback  
 Keywords  
 Read Only



## Request Approval for Special Requirements



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

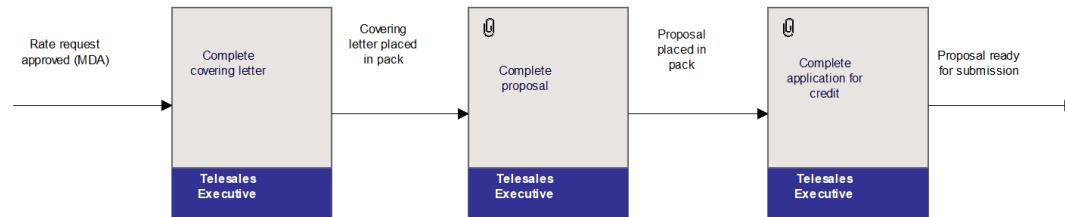
Authorization: Authorized  
 Date: 2/8/2020  
 Cost Per Second: \$ ,3.5,E-0317

Owner: Yasser Zahreddine  
 Diagram Version: 2  
 Review Date: None  
 F.T.E.: 0.00

Actions  Feedback  
 Change Log  Keywords  
 Change Requests  Read Only



## Complete Proposal Pack



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

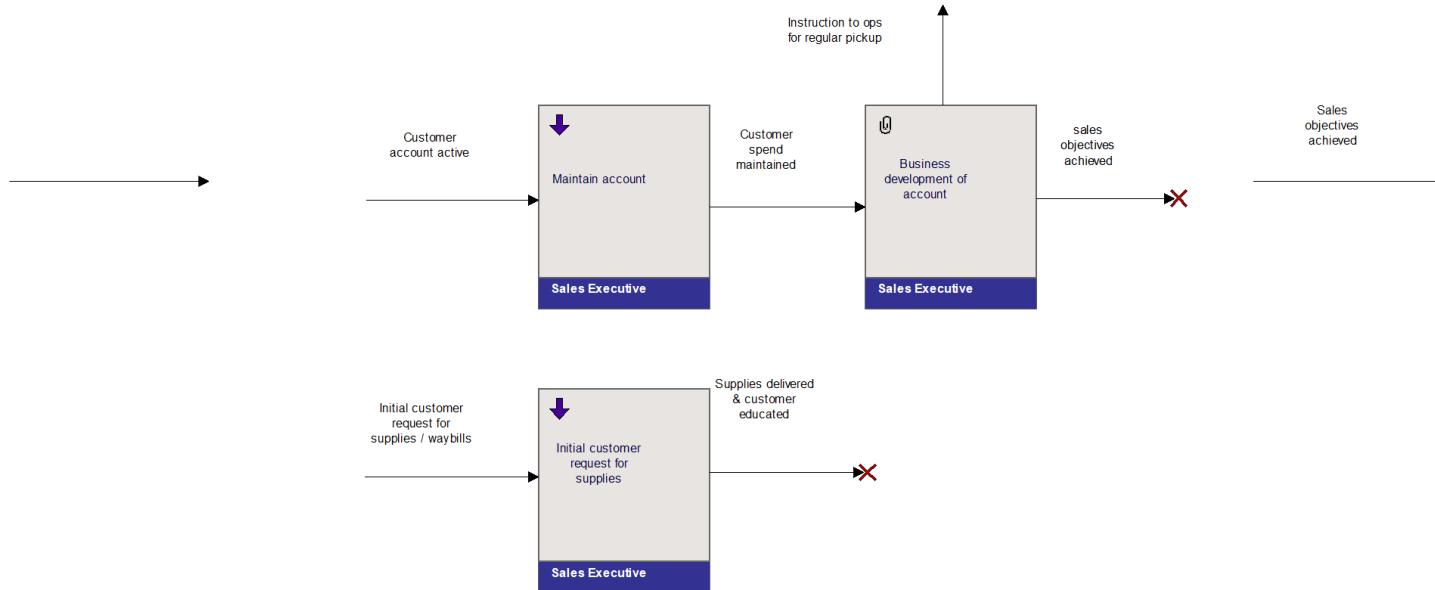
Authorization: Authorized  
 Date: 7/8/2017  
 Cost Per Second: \$ ,3.5,E-0317

Owner: Yasser Zahreddine  
 Diagram Version: 1  
 Review Date: None  
 F.T.E.: 0.00

Actions       Feedback  
 Change Log       Keywords  
 Change Requests       Read Only



## Manage customer account



Title: Manage customer account  
 Author: Edwin Ramos  
 Date: 7/8/2017  
 Volume: 0.00 Per Second

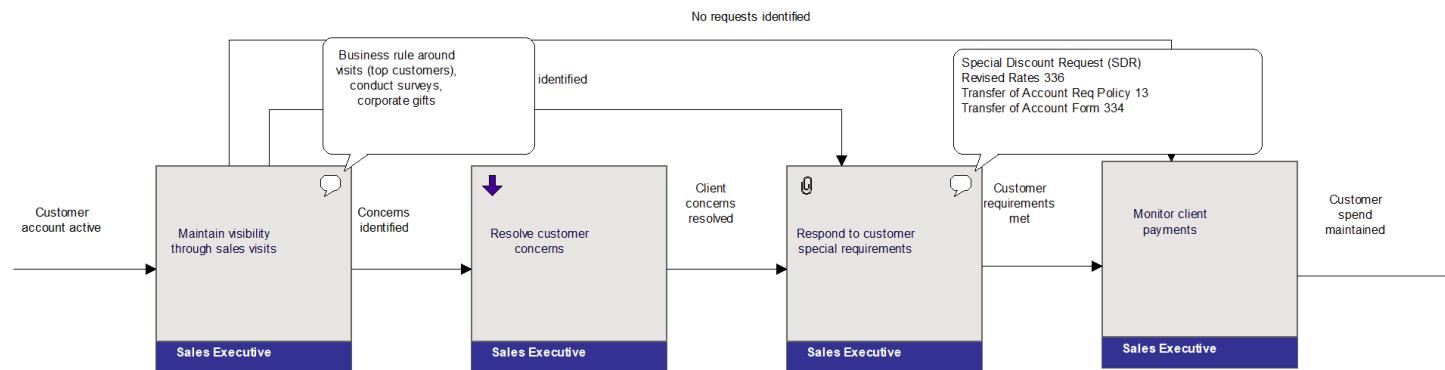
Authorization: Authorized  
 Date: 7/8/2017  
 Cost Per Second: \$ ,3.5,E-0317

Owner: Yasser Zahreddine  
 Diagram Version: 1  
 Review Date: None  
 F.T.E.: 0.00

Actions  Feedback  
 Change Log  Keywords  
 Change Requests  Read Only



## Maintain Account



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

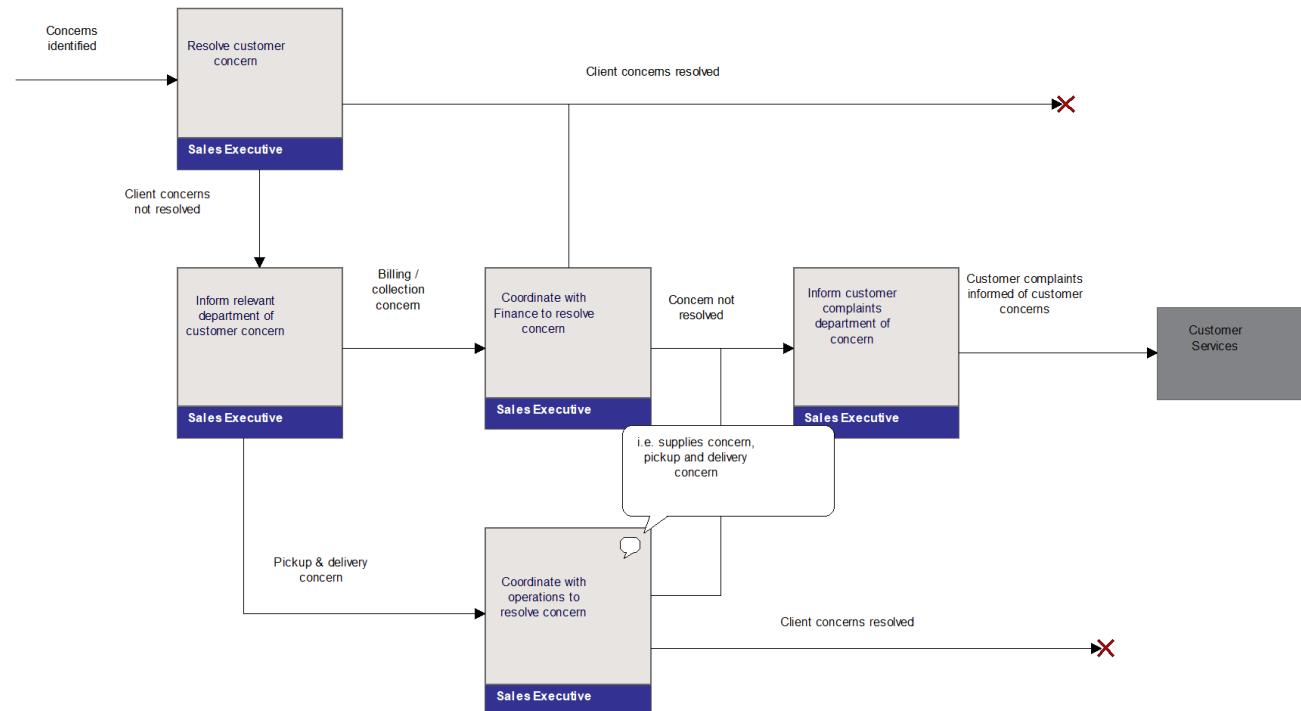
Authorization: Authorized  
 Date: 7/8/2017  
 Cost Per Second: \$ ,3.5,E-0317

Owner: Yasser Zahreddine  
 Diagram Version: 1  
 Review Date: None  
 F.T.E.: 0.00

Actions  
 Change Log  
 Change Requests
  Feedback  
 Keywords  
 Read Only



### Resolve Customer Concerns



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

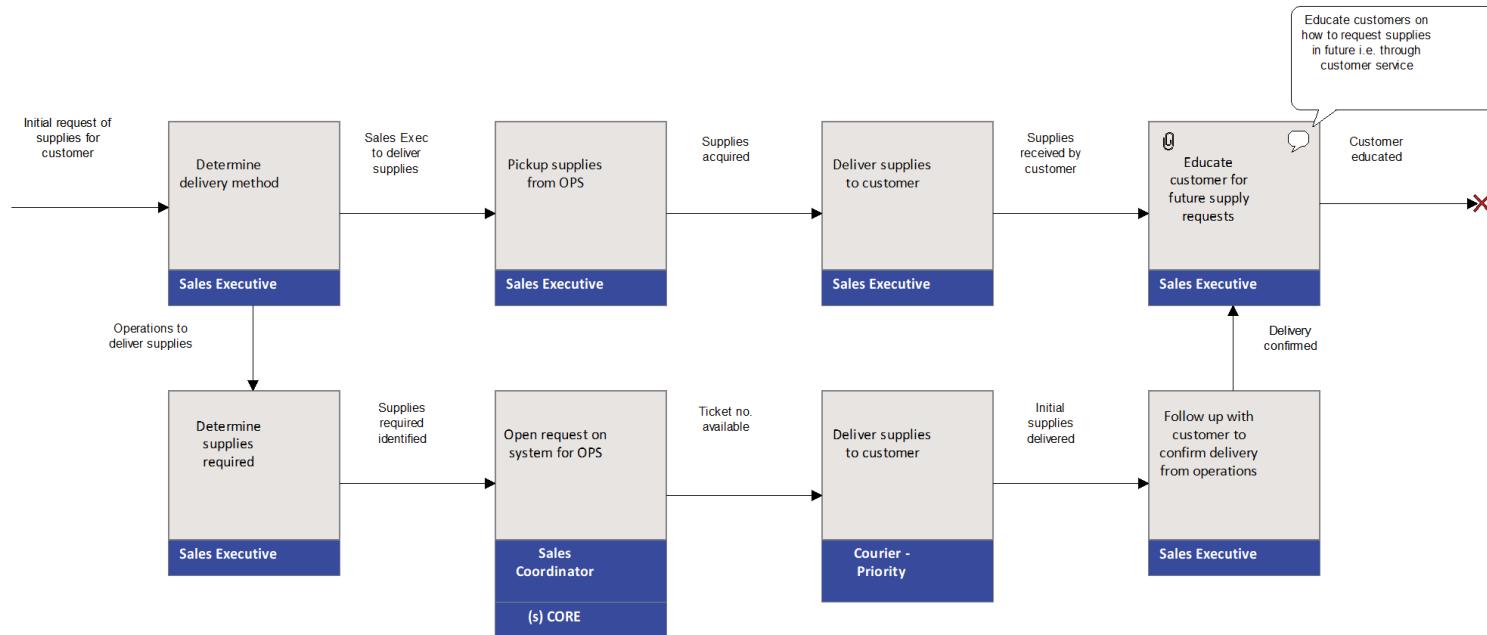
Authorization: Authorized  
 Date: 7/8/2017  
 Cost Per Second: \$ ,3.5,E-0317

Owner: Yasser Zahreddine  
 Diagram Version: 1  
 Review Date: None  
 F.T.E.: 0.00

Actions  
 Change Log  
 Change Requests
  Feedback  
 Keywords  
 Read Only



## Initial Supplies Request for Customer



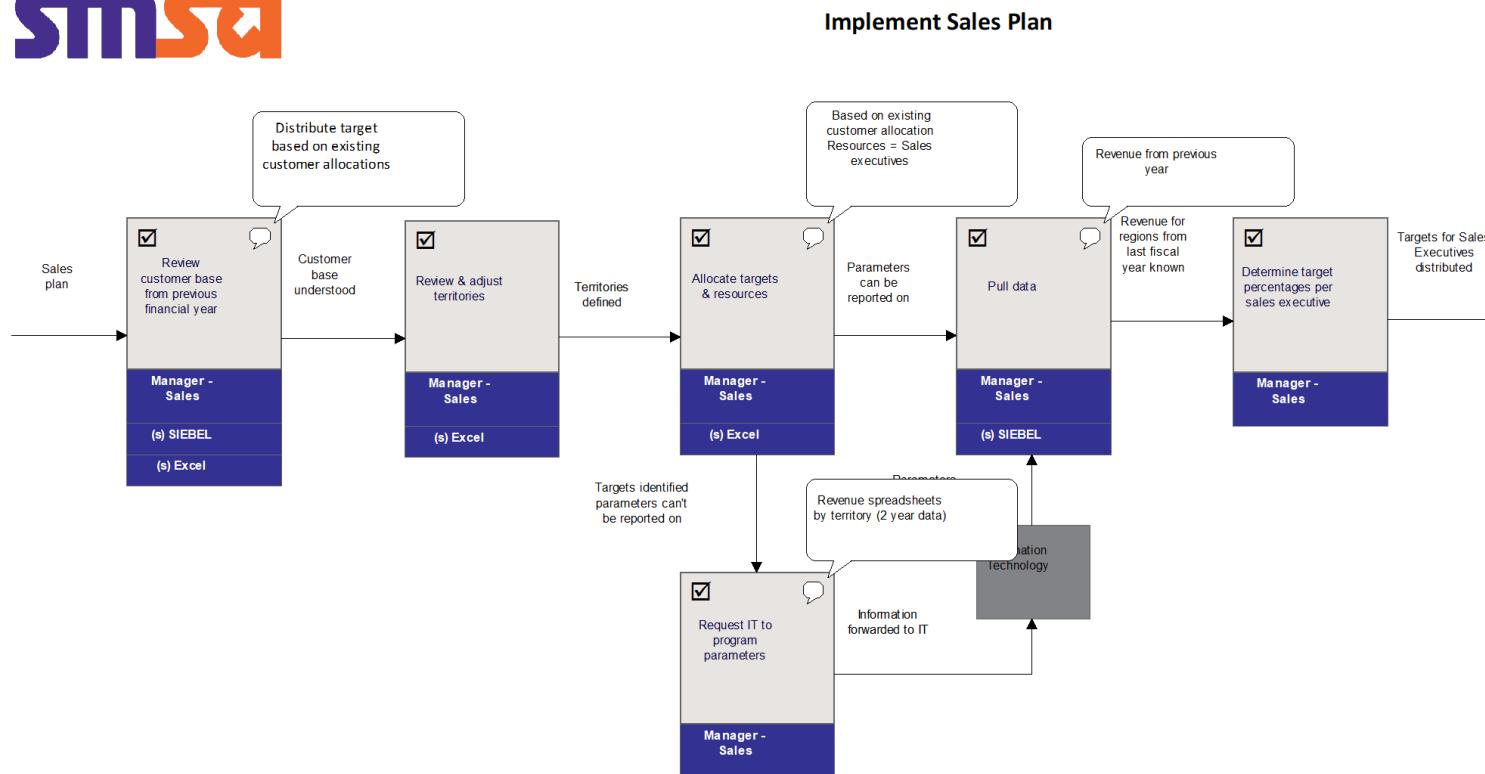
Title: Initial Supplies Request for Customer  
 Author: Edwin Ramos  
 Date: 5/29/2010  
 Volume: 0.00 Per Second

Authorization: Authorized  
 Date: 2/8/2020  
 Cost Per Second: \$ ,3.5,E-0317

Owner: Yasser Zahreddine  
 Diagram Version: 2  
 Review Date: None  
 F.T.E.: 0.00

○ Actions  
 ● Change Log  
 ● Change Requests

○ Feedback  
 ● Keywords  
 ● Read Only

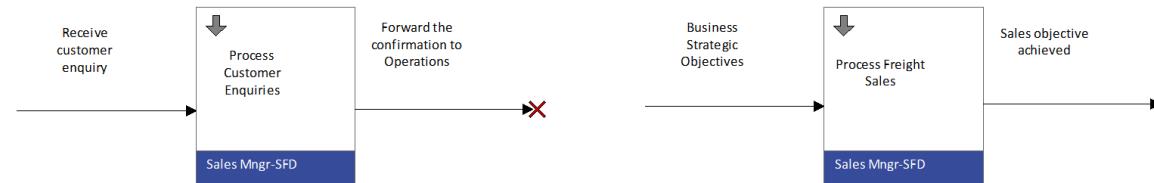


**Title:** Implement Sales Plan  
**Author:** Edwin Ramos  
**Date:** 4/29/2017  
**Volume:** 0.00 Per Second

**Authorization:** Authorized  
**Date:** 7/8/2017  
**Cost Per Second:** \$ ,3.5,E-0317

**Owner:** Yasser Zahreddine  
**Diagram Version:** 1  
**Review Date:** None  
**F.T.E.:** 0.00

Actions  
 Change Log  
 Change Requests
  Feedback  
 Keywords  
 Read Only



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

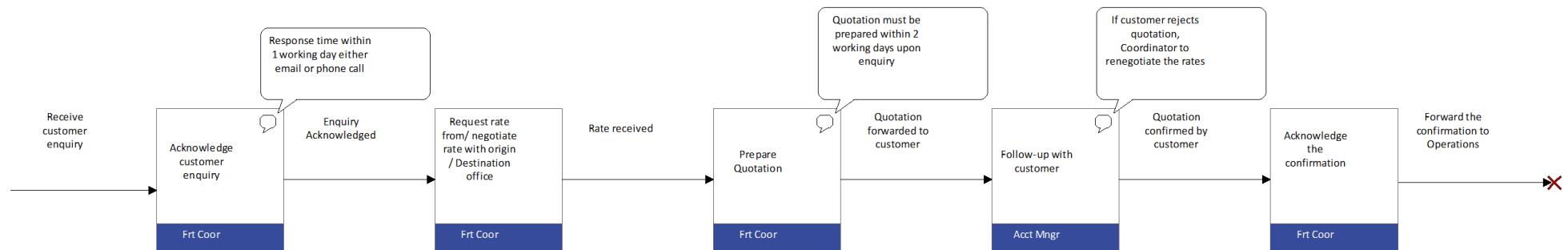
Authorization: Authorized  
Date: 1/17/2023  
Cost Per Second: \$ ,3.5,E-0317

Owner: Yasser Zahreddine  
Diagram Version: 2  
Review Date: None  
F.T.E.: 0.00

Actions  Feedback  
 Change Log  Keywords  
 Change Requests  Read Only



## Customer Enquiries for SMSA Freight



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

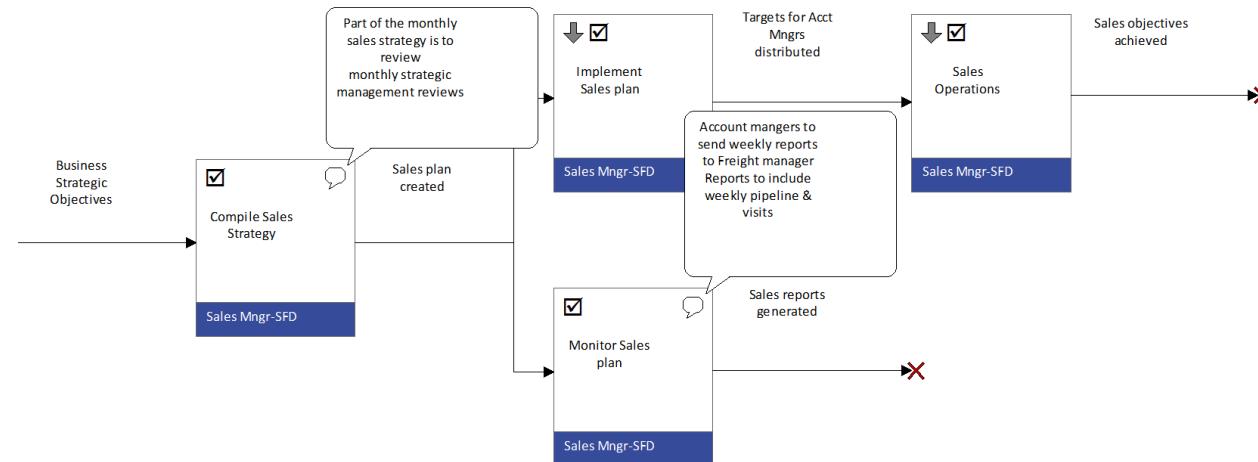
Authorization: Authorized  
 Date: 1/17/2023  
 Cost Per Second: \$ ,3.5,E-0317

Owner: Yasser Zahreddine  
 Diagram Version: 3  
 Review Date: None  
 F.T.E.: 0.00

Actions  Feedback  
 Change Log  Keywords  
 Change Requests  Read Only



### Process Freight Sales

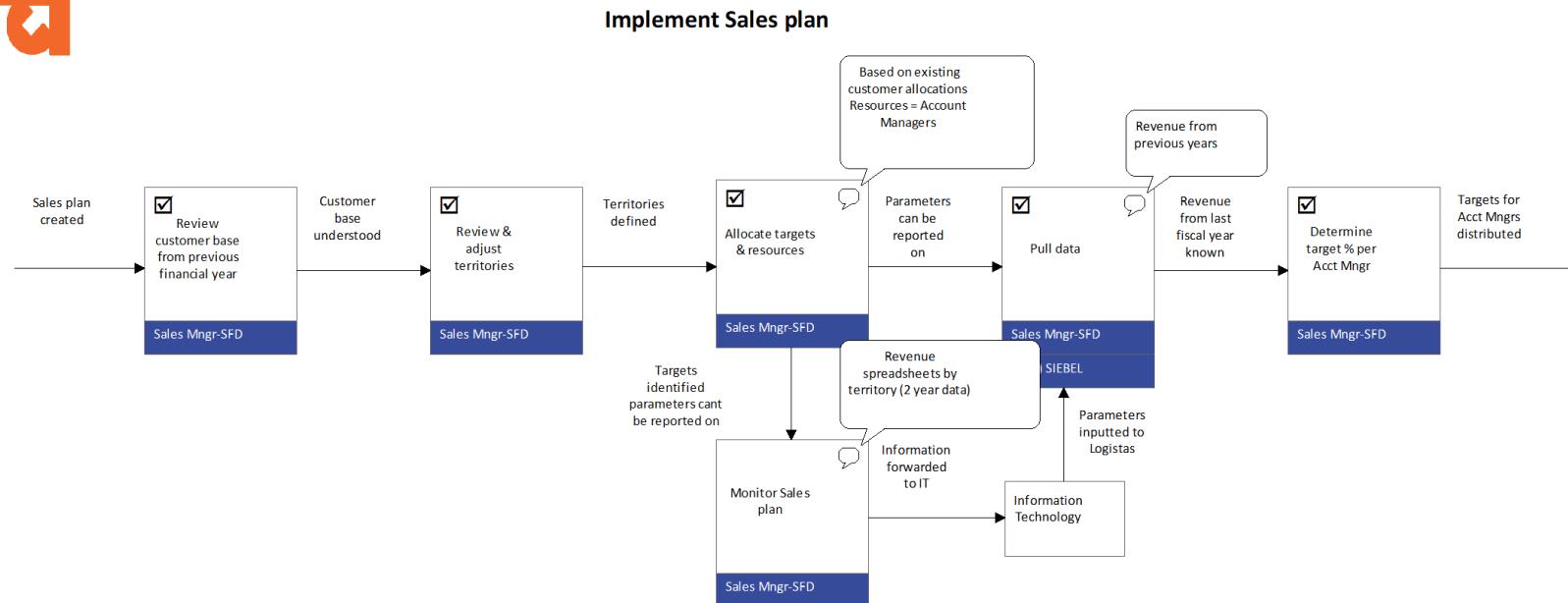


Title: Process Freight Sales  
 Author: Edwin Ramos  
 Date: 1/1/2023  
 Volume: 0.00 Per Second

Authorization: Authorized  
 Date: 1/17/2023  
 Cost Per Second: \$ ,3.5,E-0317

Owner: Yasser Zahreddine  
 Diagram Version: 2  
 Review Date: None  
 F.T.E.: 0.00

Actions       Feedback  
 Change Log       Keywords  
 Change Requests       Read Only



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

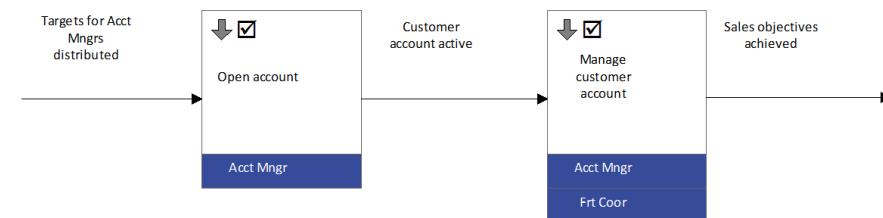
Authorization: Authorized  
 Date: 1/17/2023  
 Cost Per Second: \$ ,3.5,E-0317

Owner: Yasser Zahreddine  
 Diagram Version: 2  
 Review Date: None  
 F.T.E.: 0.00

Actions  
 Change Log  
 Change Requests
 
 Feedback  
 Keywords  
 Read Only



## Sales Operations

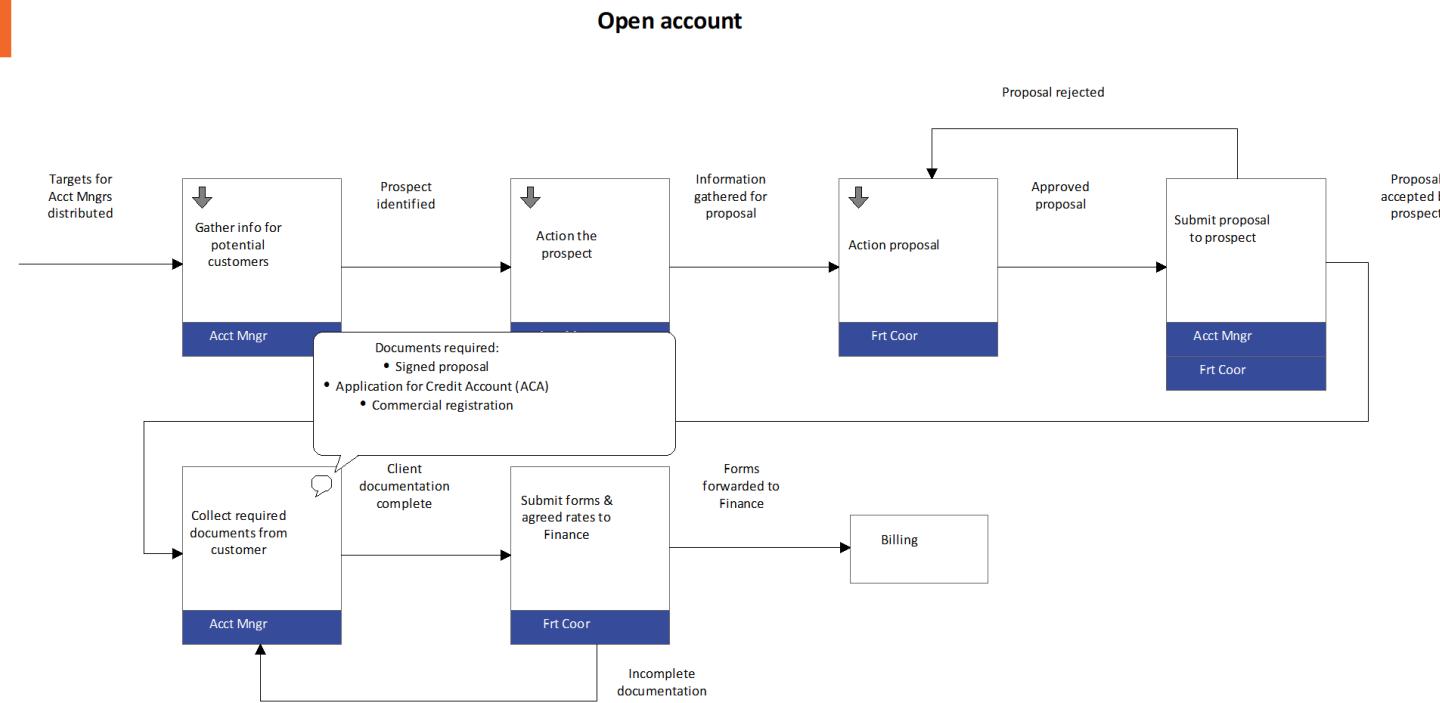


Title: Sales Operations  
 Author: Edwin Ramos  
 Date: 1/1/2023  
 Volume: 0.00 Per Second

Authorization: Authorized  
 Date: 1/17/2023  
 Cost Per Second: \$ ,3.5,E-0317

Owner: Yasser Zahreddine  
 Diagram Version: 2  
 Review Date: None  
 F.T.E.: 0.00

Actions       Feedback  
 Change Log       Keywords  
 Change Requests       Read Only

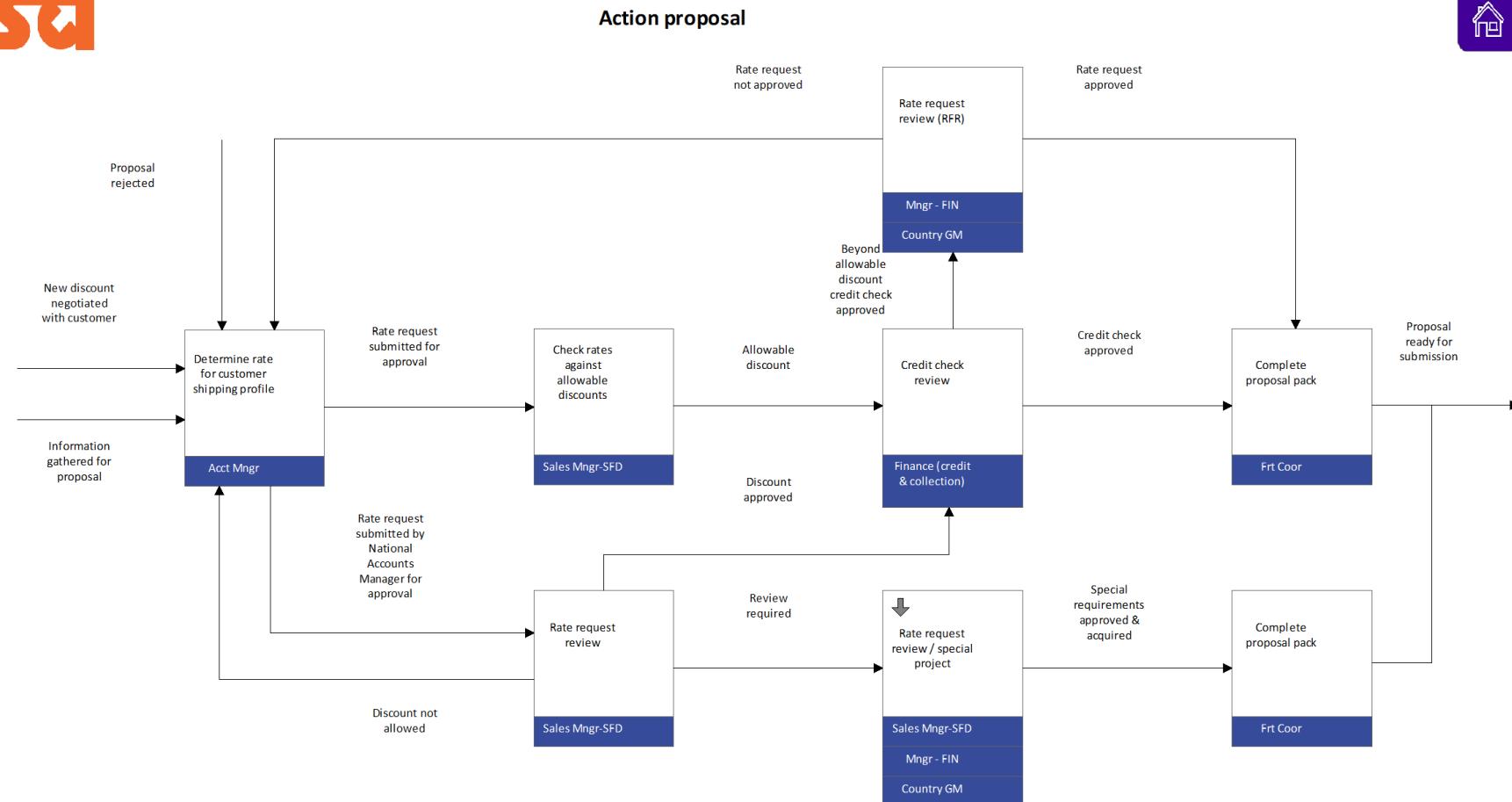


Title: Open account  
 Author: Edwin Ramos  
 Date: 6/14/2022  
 Volume: 0.00 Per Second

Authorization: Authorized  
 Date: 1/17/2023  
 Cost Per Second: \$ ,3.5,E-0317

Owner: Yasser Zahreddine  
 Diagram Version: 2  
 Review Date: None  
 F.T.E.: 0.00

Actions  
 Change Log  
 Change Requests
  Feedback  
 Keywords  
 Read Only



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

Authorization: Authorized  
 Date: 1/17/2023  
 Cost Per Second: \$ ,3.5,E-0317

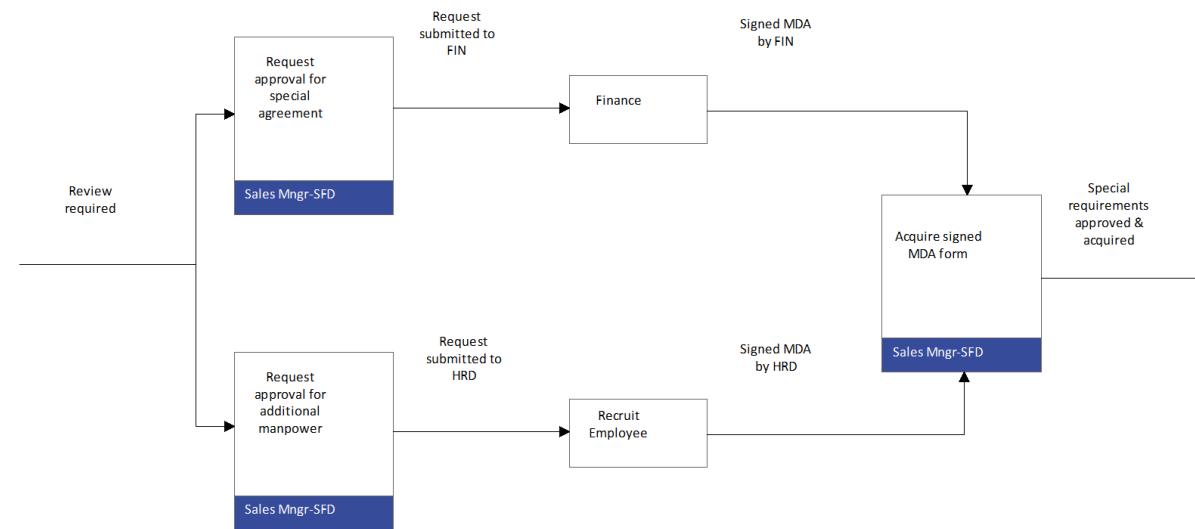
Owner: Yasser Zahreddine  
 Diagram Version: 2  
 Review Date: None  
 F.T.E.: 0.00

Actions  
 Change Log  
 Change Requests

Feedback  
 Keywords  
 Read Only



### Rate request review / special project



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

Authorization: Authorized  
 Date: 1/17/2023  
 Cost Per Second: \$ ,3.5,E-0317

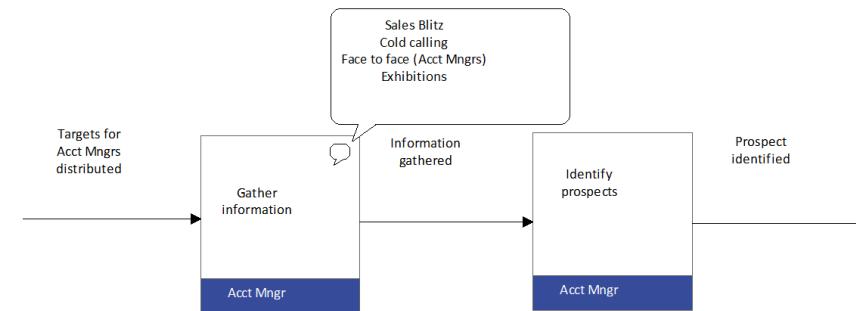
Owner: Yasser Zahreddine  
 Diagram Version: 2  
 Review Date: None  
 F.T.E.: 0.00

Actions  
 Change Log  
 Change Requests

Feedback  
 Keywords  
 Read Only



### Gather information with regards potential customer



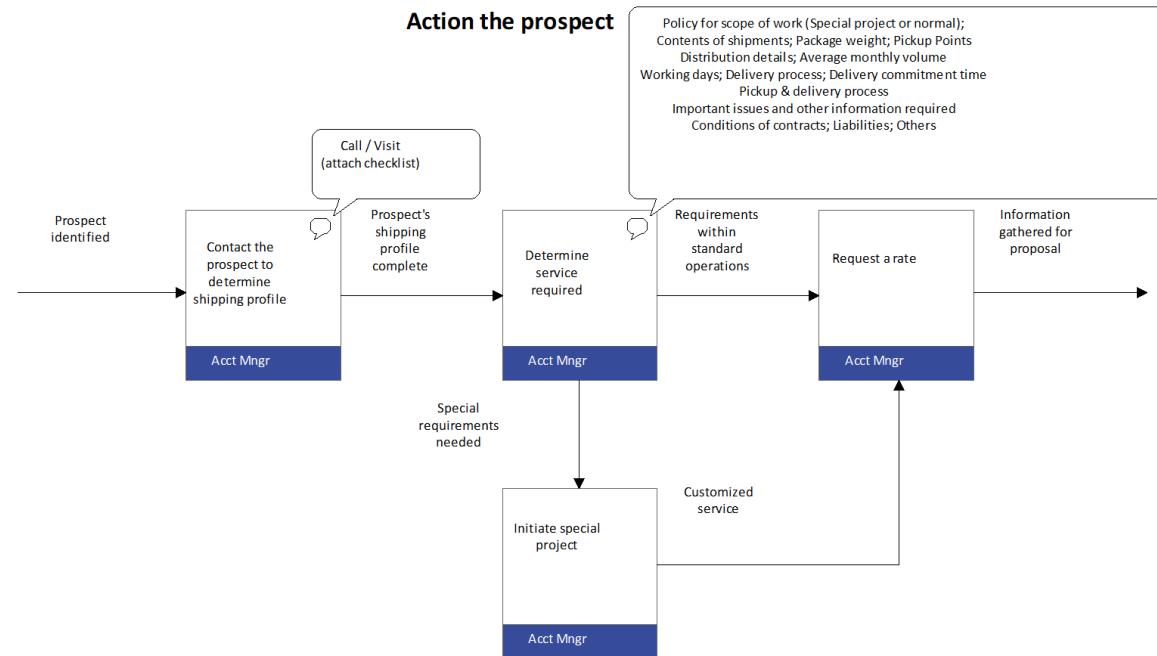
Title: Gather information with regards potential customer  
 Author: Edwin Ramos  
 Date: 6/14/2022  
 Volume: 0.00 Per Second

Authorization: Authorized  
 Date: 1/17/2023  
 Cost Per Second: \$ ,3.5,E-0317

Owner: Yasser Zahreddine  
 Diagram Version: 2  
 Review Date: None  
 F.T.E.: 0.00

Actions  
 Change Log  
 Change Requests

Feedback  
 Keywords  
 Read Only



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

Authorization: Authorized  
 Date: 1/17/2023  
 Cost Per Second: \$ ,3.5,E-0317

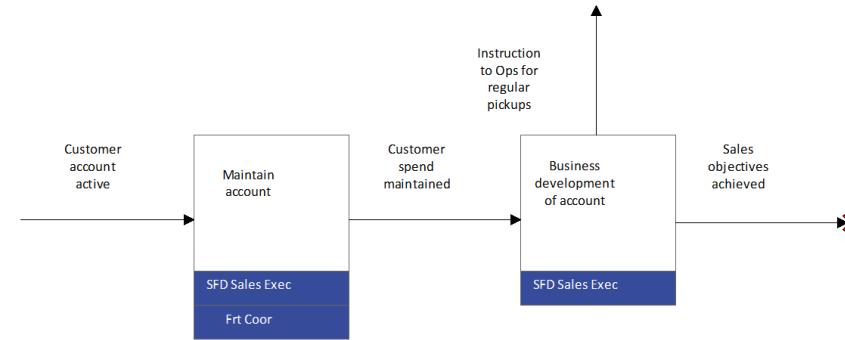
Owner: Yasser Zahreddine  
 Diagram Version: 2  
 Review Date: None  
 F.T.E.: 0.00

Actions  
 Change Log  
 Change Requests

Feedback  
 Keywords  
 Read Only



### Manage customer account



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

Authorization: Authorized  
 Date: 1/17/2023  
 Cost Per Second: \$ ,3.5,E-0317

Owner: Yasser Zahreddine  
 Diagram Version: 2  
 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

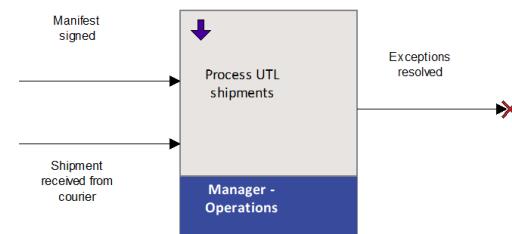
Authorization: Authorized  
Date: 7/3/2025  
Cost Per Second: \$ ,3.5,E-0317

Owner: Mohd Dilhan Dastakeer  
Diagram Version: 5  
Review Date: None  
F.T.E.: 0.00

Actions  Feedback  
 Change Log  Keywords  
 Change Requests  Read Only



## UAE - OPS UTL Section

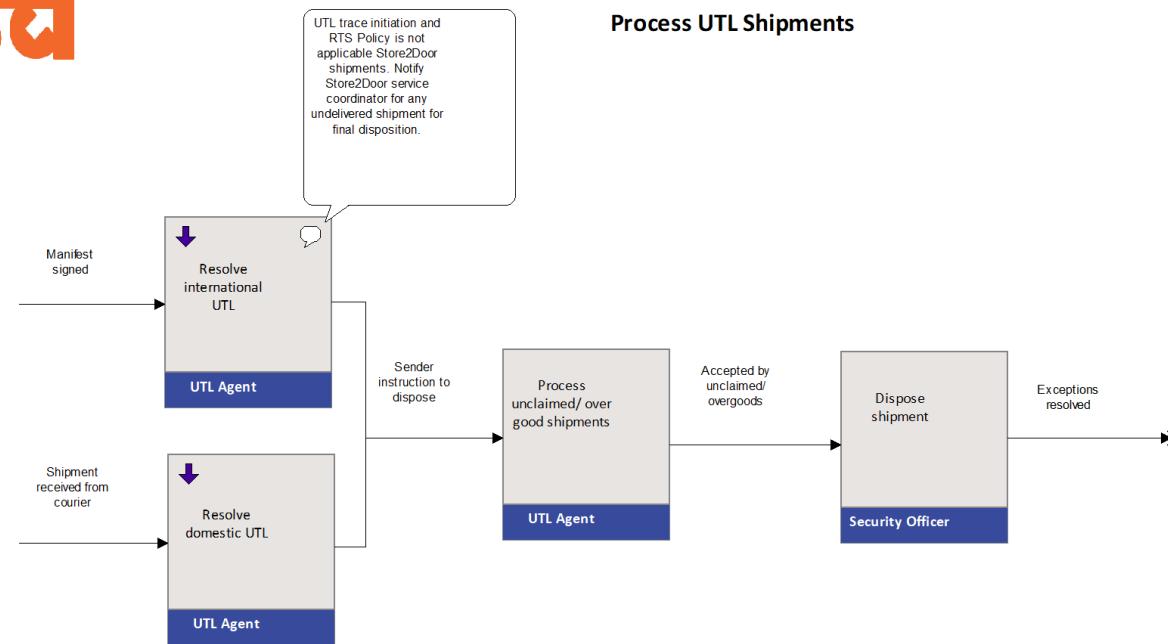


Title: UAE - OPS UTL Section  
Author: Edwin Ramos  
Date: 11/6/2017  
Volume: 0.00 Per Second

Authorization: Authorized  
Date: 11/26/2017  
Cost Per Second: \$ ,3.5,E-0317

Owner: Mohd Dilhan Dastakeer  
Diagram Version: 2  
Review Date: None  
F.T.E.: 0.00

Actions  Feedback  
 Change Log  Keywords  
 Change Requests  Read Only



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

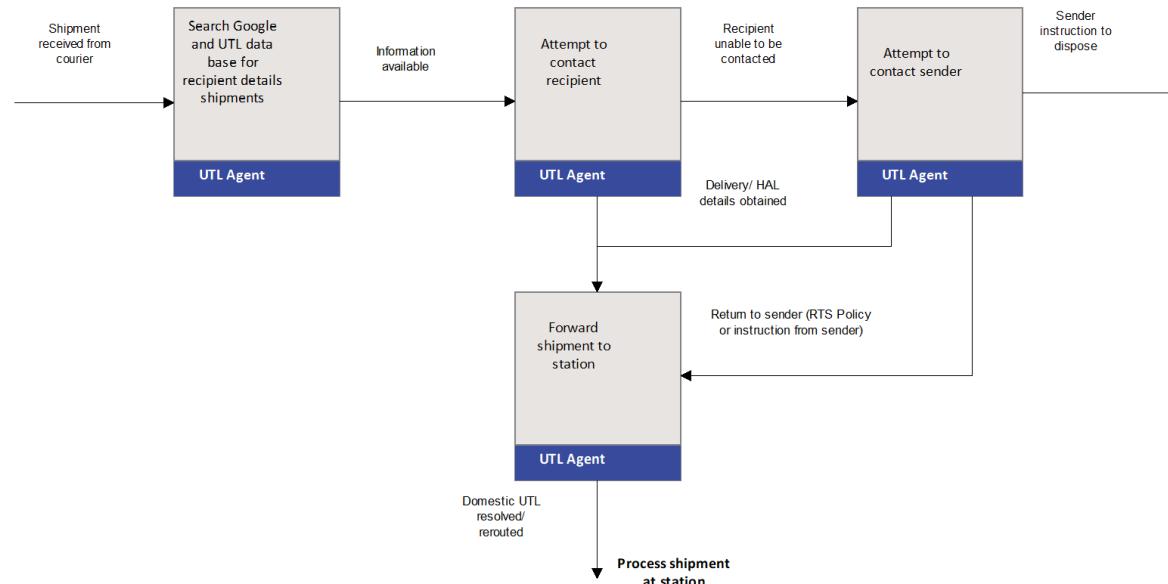
Authorization: Authorized  
 Date: 11/26/2017  
 Cost Per Second: \$ ,3.5,E-0317

Owner: Mohd Dilhan Dastakeer  
 Diagram Version: 2  
 Review Date: None  
 F.T.E.: 0.00

Actions  Feedback  
 Change Log  Keywords  
 Change Requests  Read Only



### Resolve Domestic UTL



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

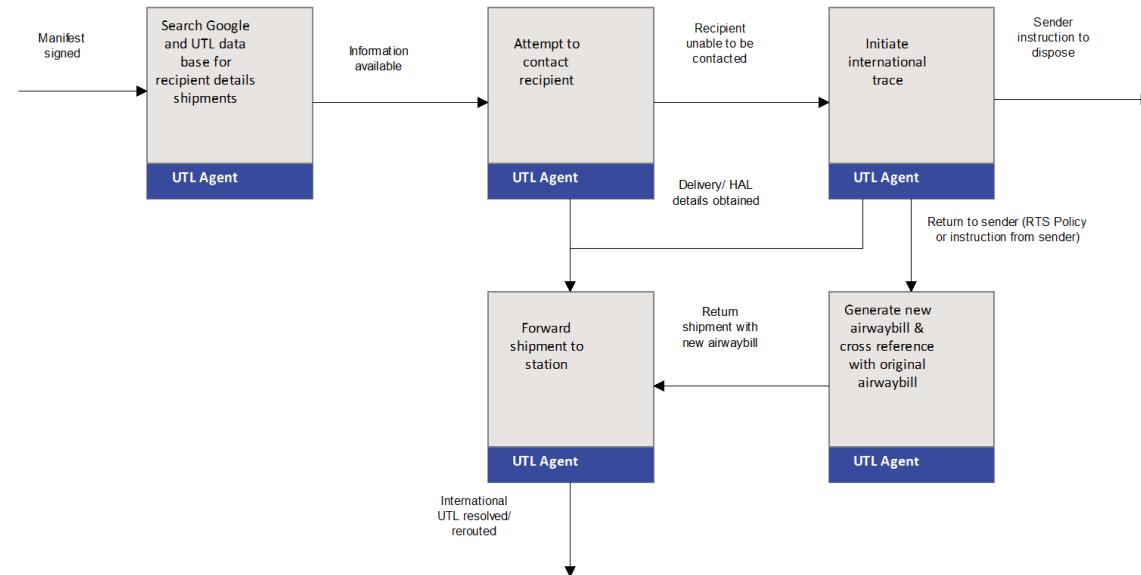
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 Date: 11/26/2017  
 Cost Per Second: \$ ,3.5,E-0317

Owner: Mohd Dilhan Dastakeer  
 Diagram Version: 2  
 Review Date: None  
 F.T.E.: 0.00

Actions  Feedback  
 Change Log  Keywords  
 Change Requests  Read Only



### Resolve International UTL



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

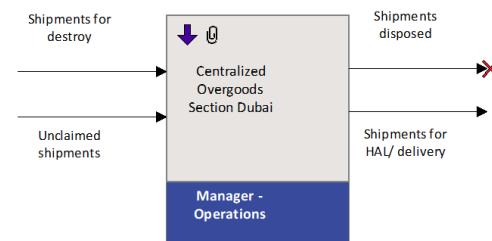
Authorization: Authorized  
 Date: 11/26/2017  
 Cost Per Second: \$ ,3.5,E-0317

Owner: Mohd Dilhan Dastakeer  
 Diagram Version: 2  
 Review Date: None  
 F.T.E.: 0.00

Actions  Feedback  
 Change Log  Keywords  
 Change Requests  Read Only



## UAE - OPS Overgoods Section



Title: UAE - OPS Overgoods Section  
Author: Edwin Ramos  
Date: 11/6/2017  
Volume: 0.00 Per Second

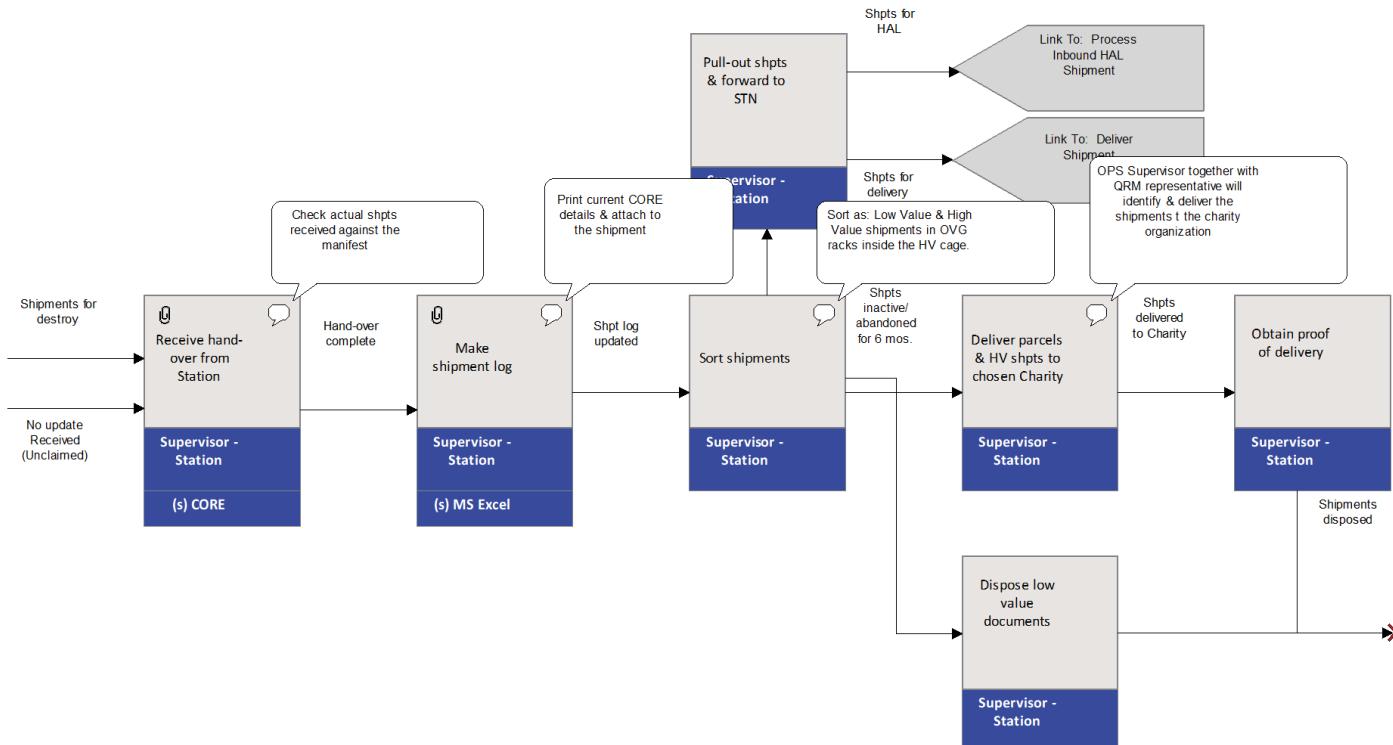
Authorization: Authorized  
Date: 11/9/2017  
Cost Per Second: \$ ,3.5,E-0317

Owner: Mohd Dilhan Dastakeer  
Diagram Version: 1  
Review Date: None  
F.T.E.: 0.00

Actions  Feedback  
 Change Log  Keywords  
 Change Requests  Read Only



## Centralized Overgoods Process



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

Authorization: Authorized  
 Date: 11/9/2017  
 Cost Per Second: \$ ,3.5,E-0317

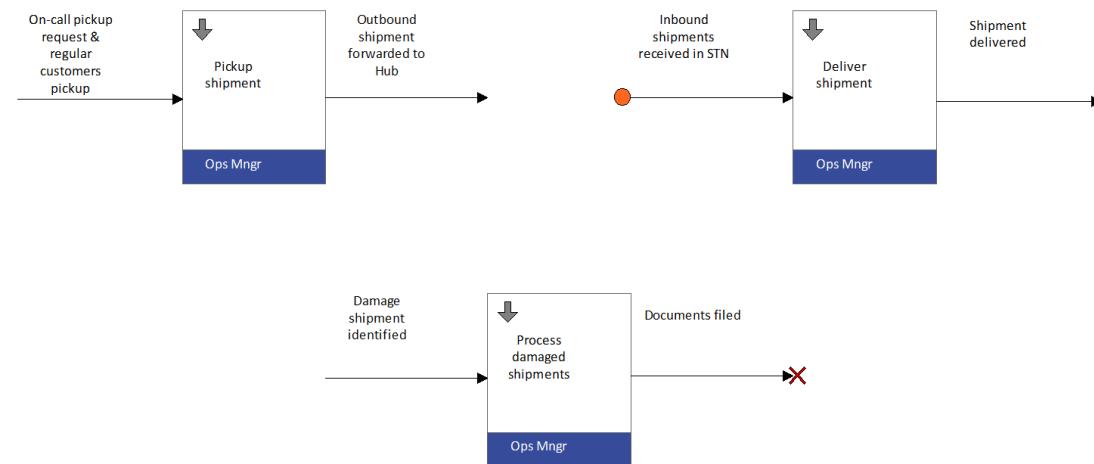
Owner: Mohd Dilhan Dastakeer  
 Diagram Version: 1  
 Review Date: None  
 F.T.E.: 0.00

Actions  
 Change Log  
 Change Requests

Feedback  
 Keywords  
 Read Only



### UAE - Station Operations



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

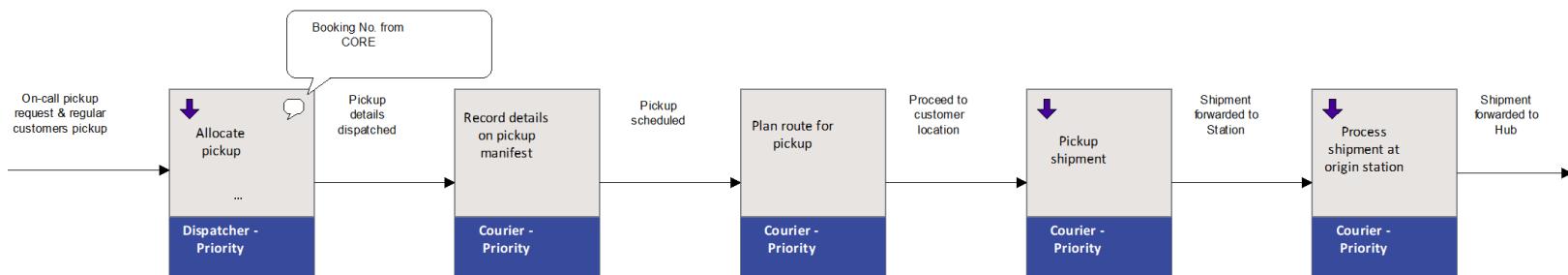
Authorization: Authorized  
 Date: 1/17/2023  
 Cost Per Second: \$ ,3.5,E-0317

Owner: Mohd Dilhan Dastakeer  
 Diagram Version: 4  
 Review Date: None  
 F.T.E.: 0.00

Actions       Feedback  
 Change Log       Keywords  
 Change Requests       Read Only



### Pickup Shipment



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

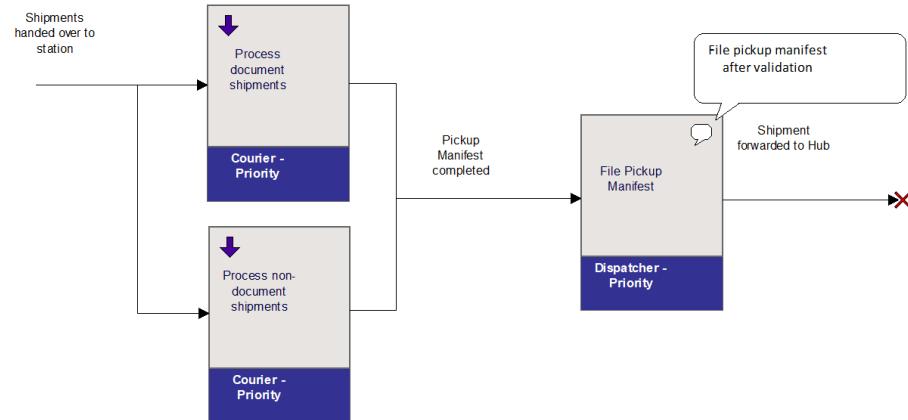
Authorization: Authorized  
 Date: 4/22/2020  
 Cost Per Second: \$ ,3.5,E-0317

Owner: Mohd Dilhan Dastakeer  
 Diagram Version: 3  
 Review Date: None  
 F.T.E.: 0.00

Actions  
 Change Log  
 Change Requests
  Feedback  
 Keywords  
 Read Only



## Process Shipment at Origin Station



Title: Process Shipment at Origin Station

Author: Edwin Ramos

Date: 4/6/2017

Volume: 0.00 Per Second

Authorization: Authorized

Date: 1/3/2021

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

Owner: Mohd Dilhan Dastakeer

Diagram Version: 3

Review Date: None

F.T.E.: 0.00

 Actions

 Change Log

 Change Requests

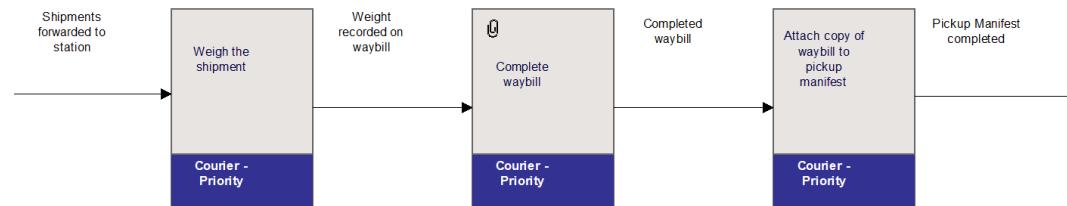
 Feedback

 Keywords

 Read Only



## Process Document Shipments



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

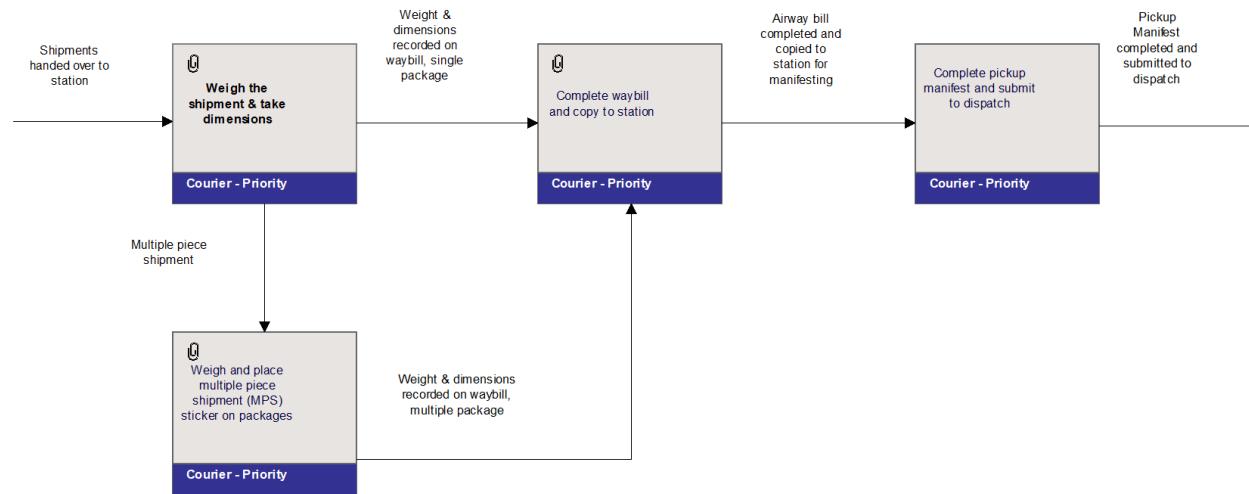
Authorization: Authorized  
 Date: 11/26/2017  
 Cost Per Second: \$ ,3.5,E-0317

Owner: Mohd Dilhan Dastakeer  
 Diagram Version: 2  
 Review Date: None  
 F.T.E.: 0.00

Actions  Feedback  
 Change Log  Keywords  
 Change Requests  Read Only



### Process Non-Document Shipments

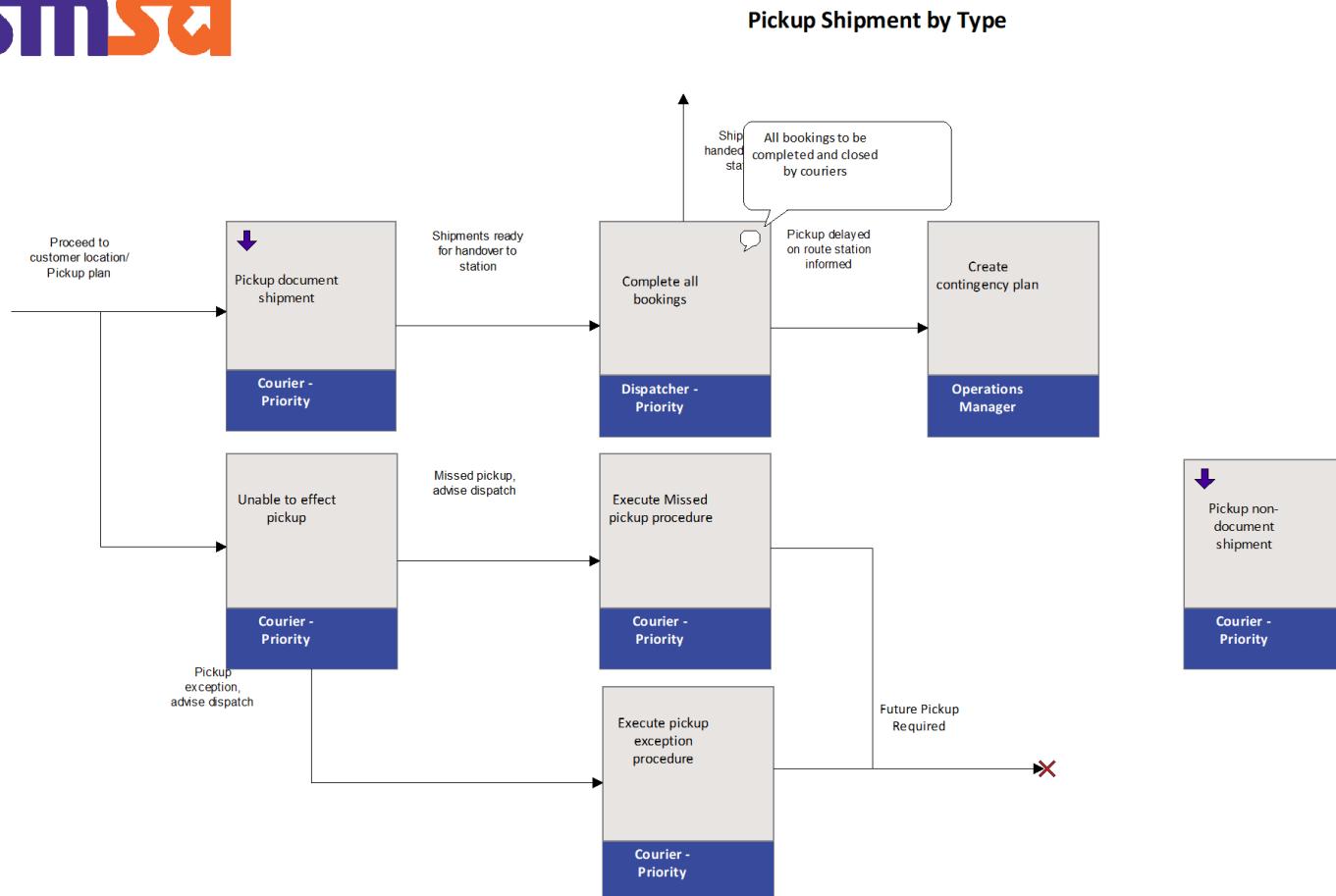


Title: Process Non-Document Shipments  
 Author: Edwin Ramos  
 Date: 5/23/2010  
 Volume: 0.00 Per Second

Authorization: Authorized  
 Date: 1/3/2021  
 Cost Per Second: \$ ,3.5,E-0317

Owner: Mohd Dilhan Dastakeer  
 Diagram Version: 3  
 Review Date: None  
 F.T.E.: 0.00

Actions
  Feedback
   
 Change Log
  Keywords
   
 Change Requests
  Read Only



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

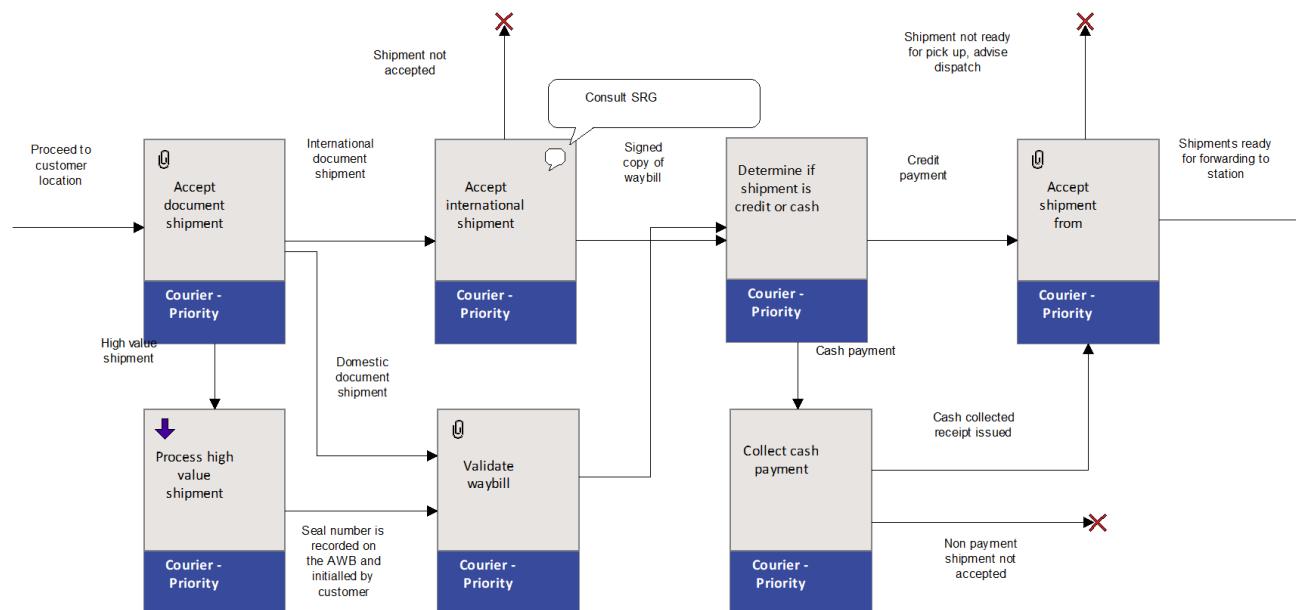
Authorization: Authorized  
 Date: 1/3/2021  
 Cost Per Second: \$ ,3.5,E-0317

Owner: Mohd Dilhan Dastakeer  
 Diagram Version: 3  
 Review Date: None  
 F.T.E.: 0.00

Actions  
 Change Log  
 Change Requests
  Feedback  
 Keywords  
 Read Only



### Pickup Document Shipment



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

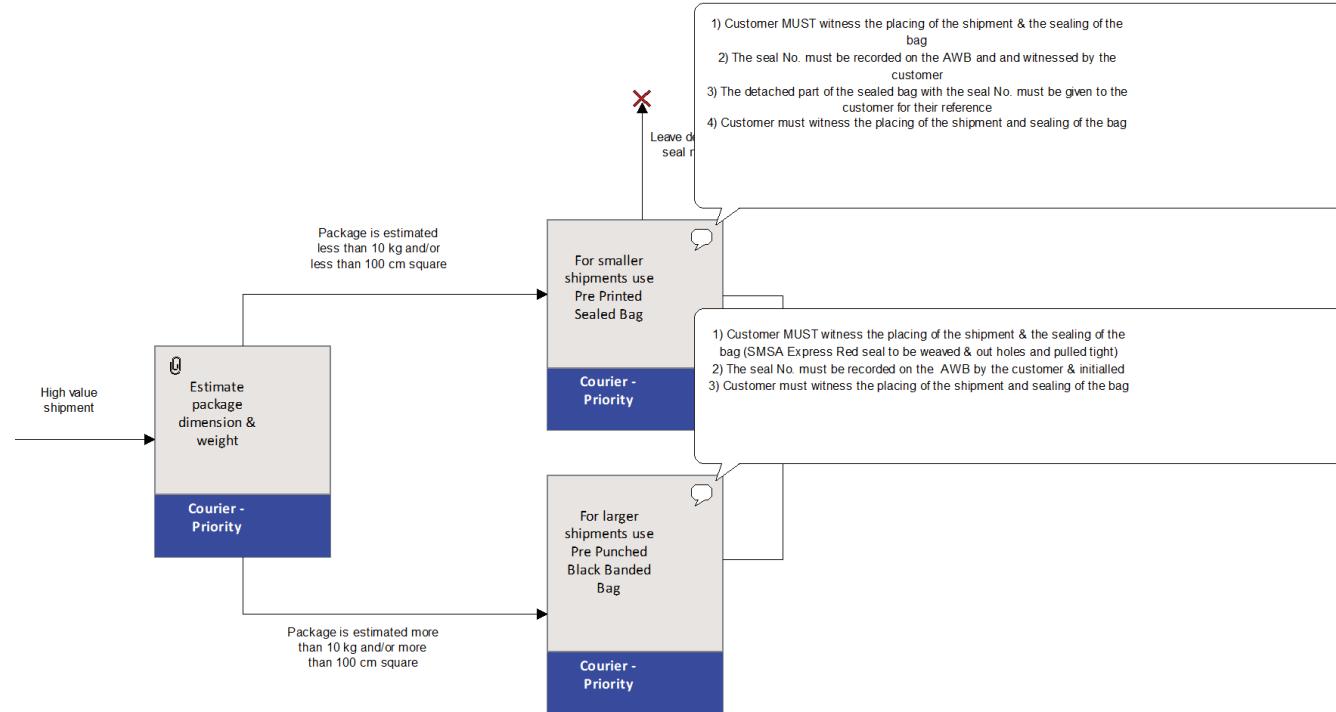
Authorization: Authorized  
 Date: 11/26/2017  
 Cost Per Second: \$ ,3.5,E-0317

Owner: Mohd Dilhan Dastakeer  
 Diagram Version: 2  
 Review Date: None  
 F.T.E.: 0.00

Actions  
 Change Log  
 Change Requests
  Feedback  
 Keywords  
 Read Only



### Process High Value Shipment



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

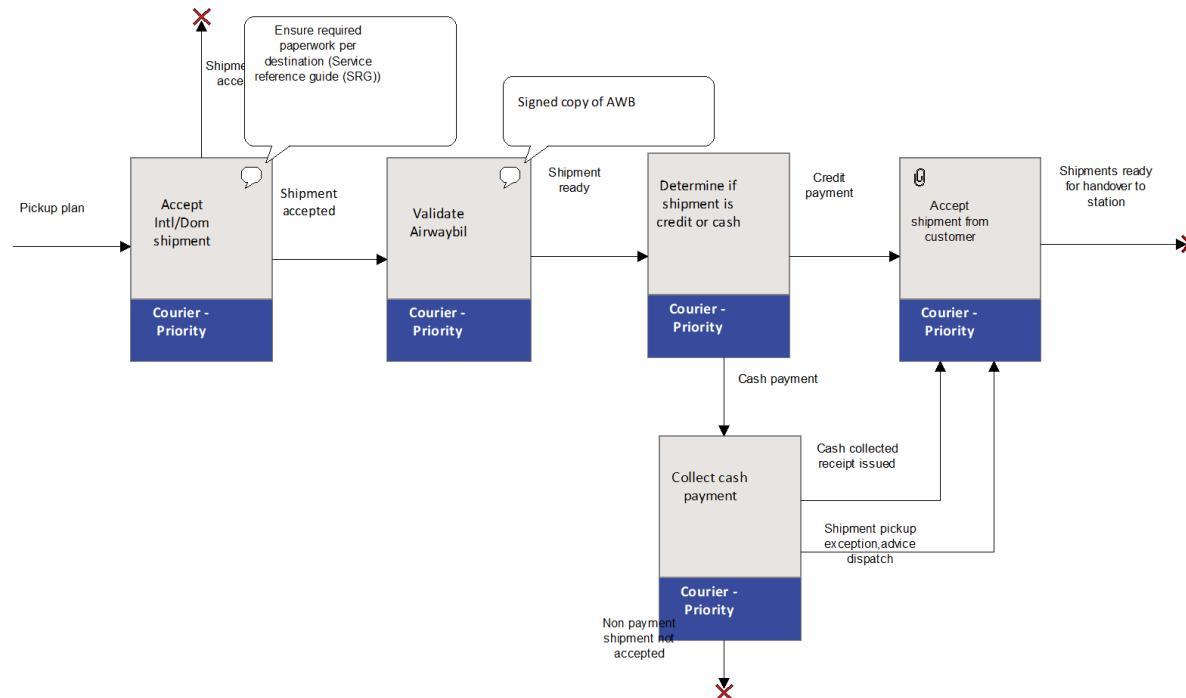
Authorization: Authorized  
 Date: 11/26/2017  
 Cost Per Second: \$ ,3.5,E-0317

Owner: Mohd Dilhan Dastakeer  
 Diagram Version: 2  
 Review Date: None  
 F.T.E.: 0.00

Actions       Feedback  
 Change Log       Keywords  
 Change Requests       Read Only



### Pickup Non-Document Shipment



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

Authorization: Authorized  
 Date: 1/3/2021  
 Cost Per Second: \$ ,3.5,E-0317

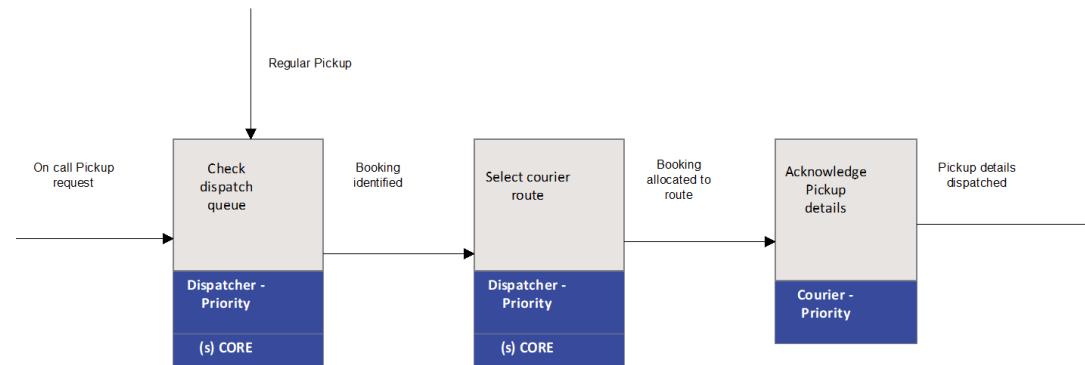
Owner: Mohd Dilhan Dastakeer  
 Diagram Version: 3  
 Review Date: None  
 F.T.E.: 0.00

Actions  
 Change Log  
 Change Requests

Feedback  
 Keywords  
 Read Only



## Allocate to Courier Route



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

Authorization: Authorized  
 Date: 1/3/2021  
 Cost Per Second: \$ ,3.5,E-0317

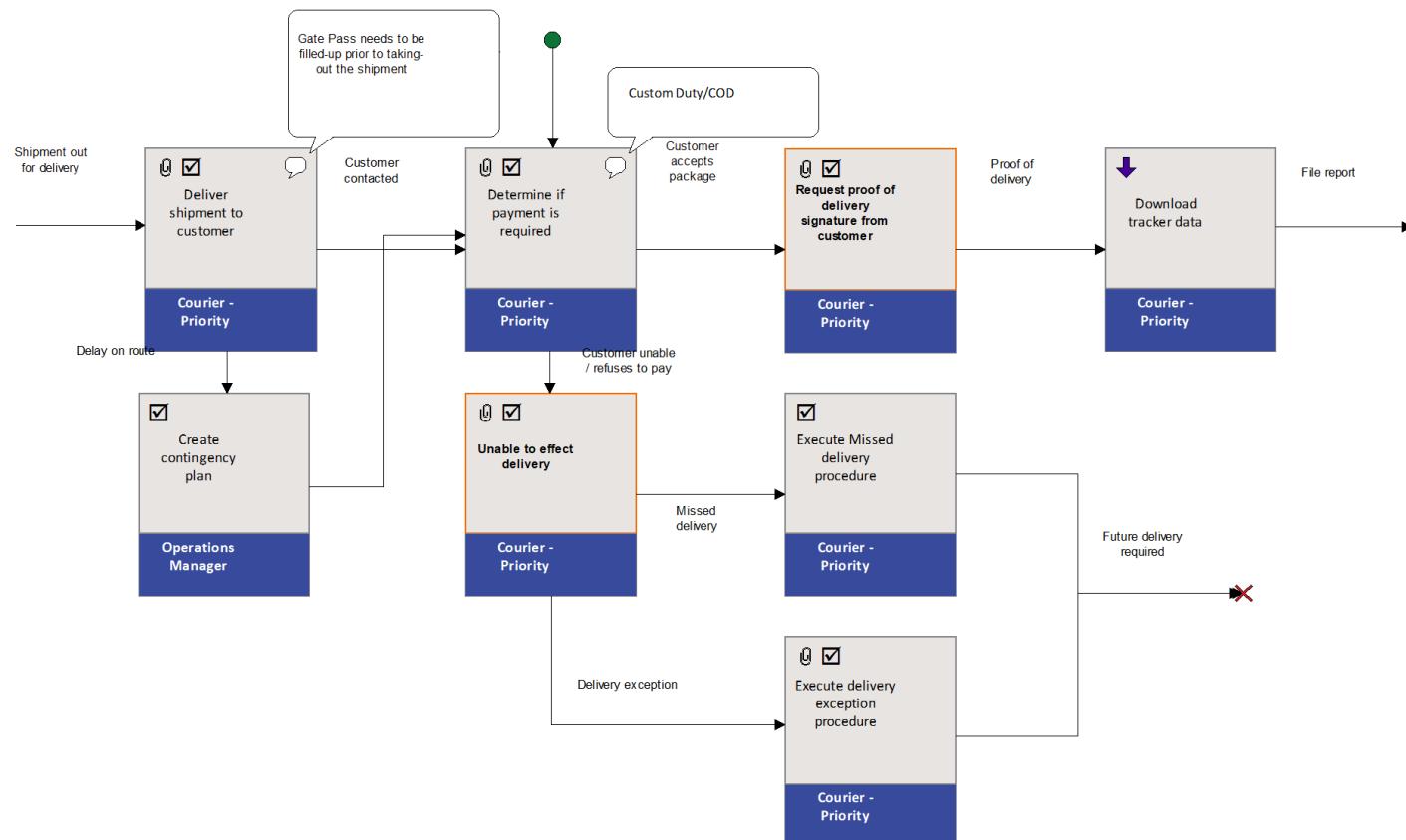
Owner: Mohd Dilhan Dastakeer  
 Diagram Version: 3  
 Review Date: None  
 F.T.E.: 0.00

Actions  
 Change Log  
 Change Requests

Feedback  
 Keywords  
 Read Only



### Deliver Shipment



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

Authorization: Authorized  
 Date: 1/3/2021  
 Cost Per Second: \$ ,3.5,E-0317

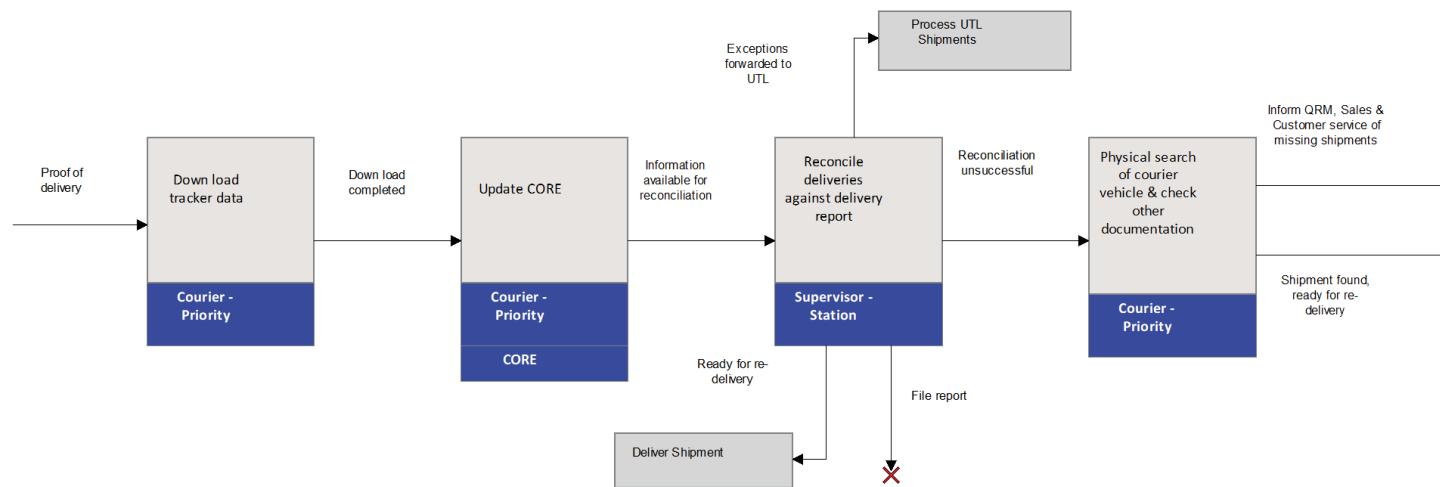
Owner: Mohd Dilhan Dastakeer  
 Diagram Version: 4  
 Review Date: None  
 F.T.E.: 0.00

○ Actions  
 ● Change Log  
 ● Change Requests

○ Feedback  
 ○ Keywords  
 ● Read Only



### Debrief Courier



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

Authorization: Authorized  
 Date: 11/26/2017  
 Cost Per Second: \$ ,3.5,E-0317

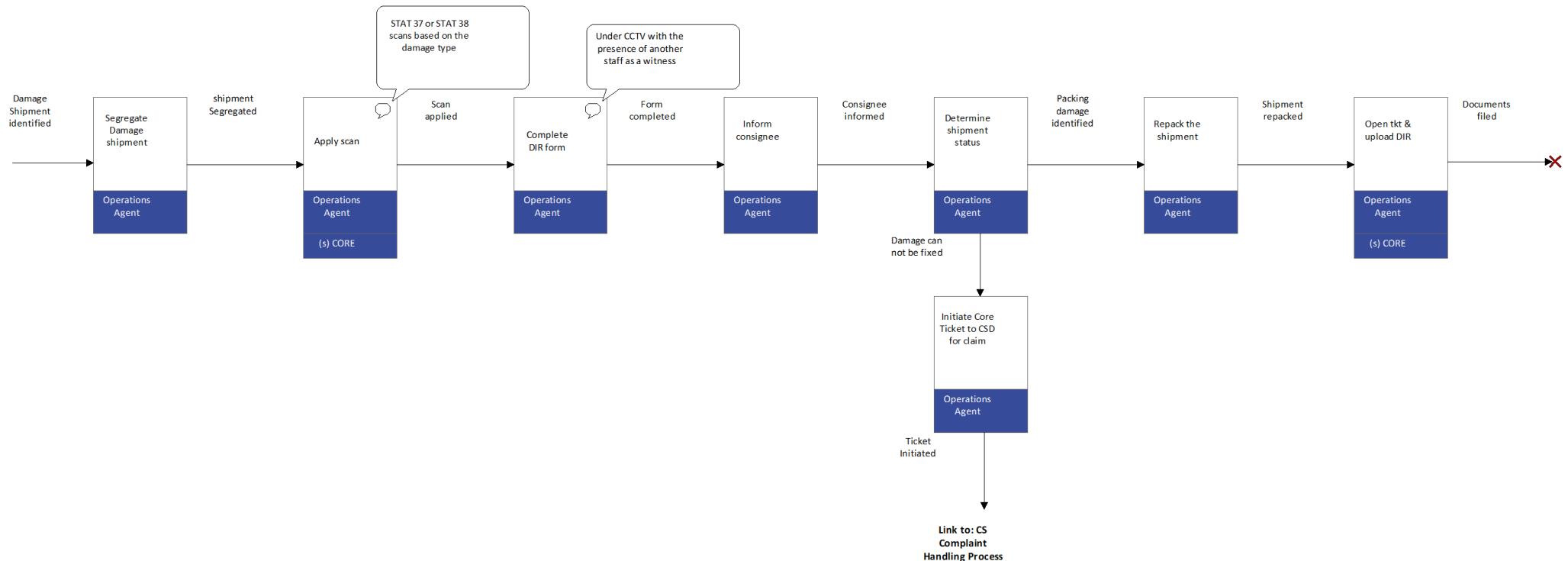
Owner: Mohd Dilhan Dastakeer  
 Diagram Version: 2  
 Review Date: None  
 F.T.E.: 0.00

Actions  
 Change Log  
 Change Requests

Feedback  
 Keywords  
 Read Only



### Damaged Shipments - Incident Reporting



Title: Damaged Shipments - Incident Reporting

Author: Edwin Ramos

Date: 6/14/2022

Volume: 0.00 Per Second

Authorization: Authorized

Date: 7/25/2022

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

Owner: Mohd Dilhan Dastakeer

Diagram Version: 2

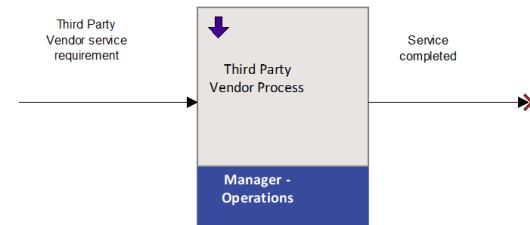
Review Date: None

F.T.E.: 0.00

 Actions
 
 Change Log
 
 Change Requests
 
 Feedback
 
 Keywords
 
 Read Only



## UAE - OPS Third Party Vendor



Title: UAE - OPS Third Party Vendor  
Author: Edwin Ramos  
Date: 11/6/2017  
Volume: 0.00 Per Second

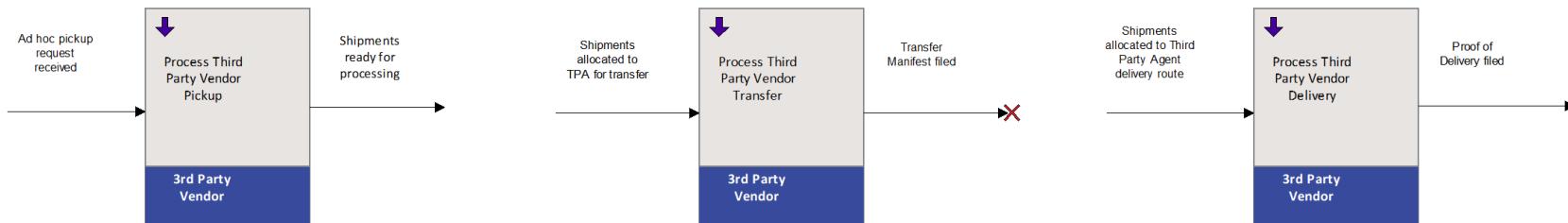
Authorization: Authorized  
Date: 11/26/2017  
Cost Per Second: \$ ,3.5,E-0317

Owner: Mohd Dilhan Dastakeer  
Diagram Version: 2  
Review Date: None  
F.T.E.: 0.00

Actions  Feedback  
 Change Log  Keywords  
 Change Requests  Read Only



## Third Party Vendor Process



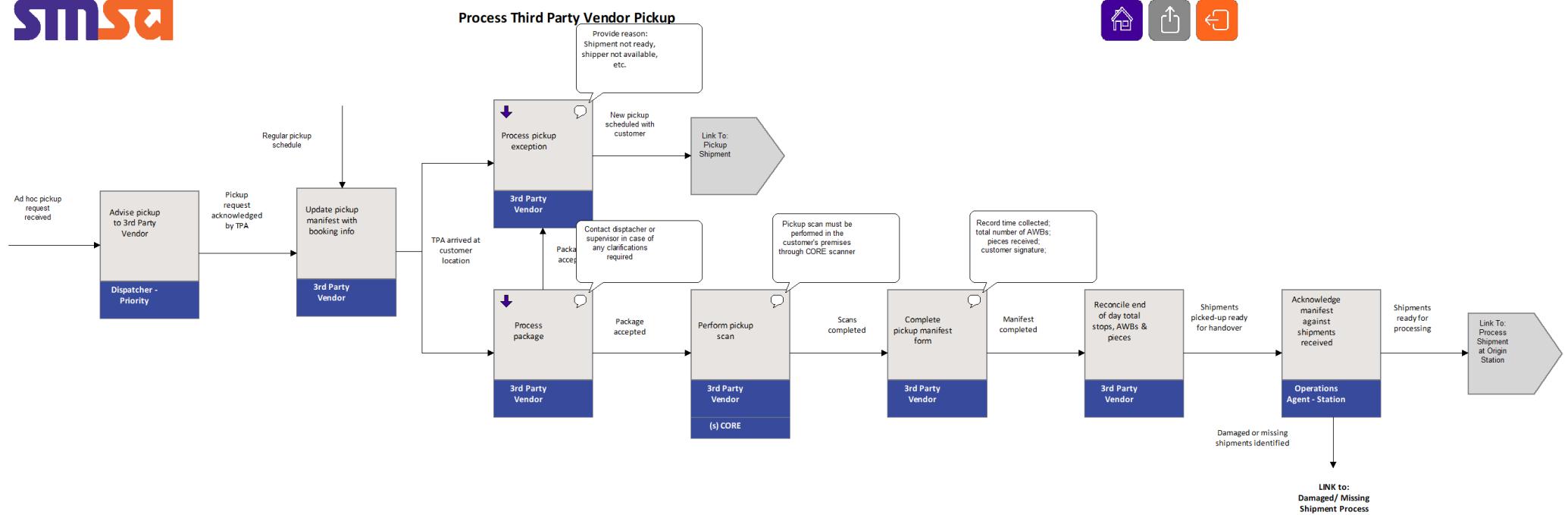
Title: Third Party Vendor Process  
 Author: Edwin Ramos  
 Date: 8/27/2017  
 Volume: 0.00 Per Second

Authorization: Authorized  
 Date: 11/26/2017  
 Cost Per Second: \$ ,3.5,E-0317

Owner: Mohd Dilhan Dastakeer  
 Diagram Version: 2  
 Review Date: None  
 F.T.E.: 0.00

Actions  
 Change Log  
 Change Requests

Feedback  
 Keywords  
 Read Only



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

Authorization: Authorized  
 Date: 11/26/2017  
 Cost Per Second: \$ ,3.5,E-0317

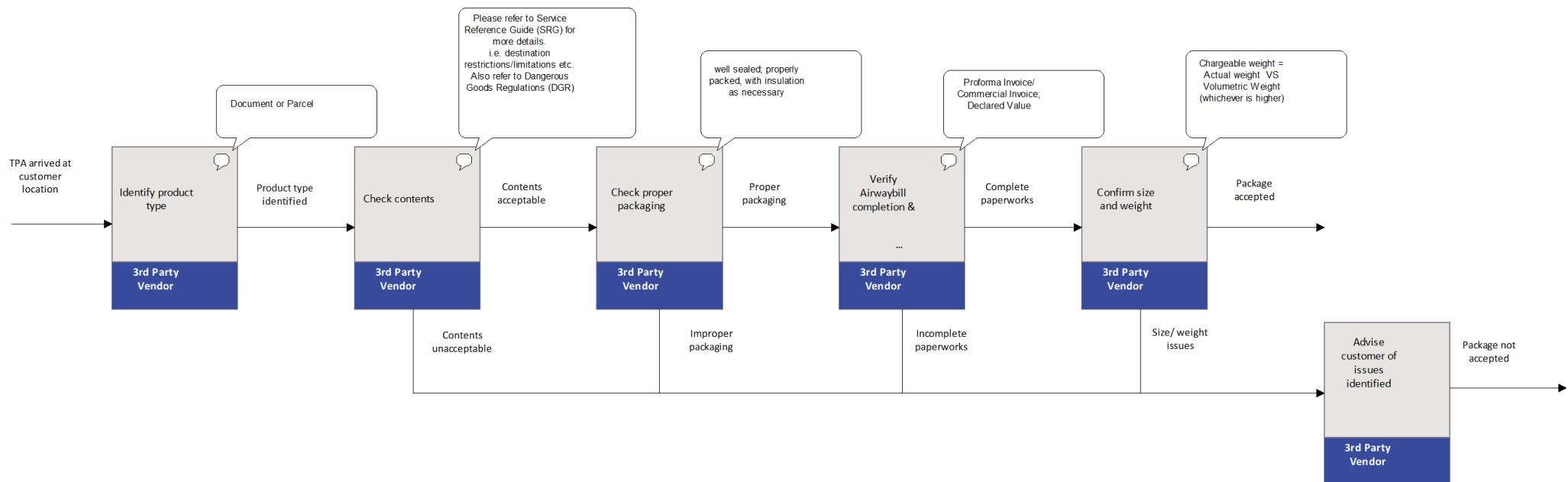
Owner: Mohd Dilhan Dastakeer  
 Diagram Version: 2  
 Review Date: None  
 F.T.E.: 0.00

Actions  
 Change Log  
 Change Requests

Feedback  
 Keywords  
 Read Only



## Package Pickup Process



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

Authorization: Authorized  
 Date: 11/26/2017  
 Cost Per Second: \$ ,3.5,E-0317

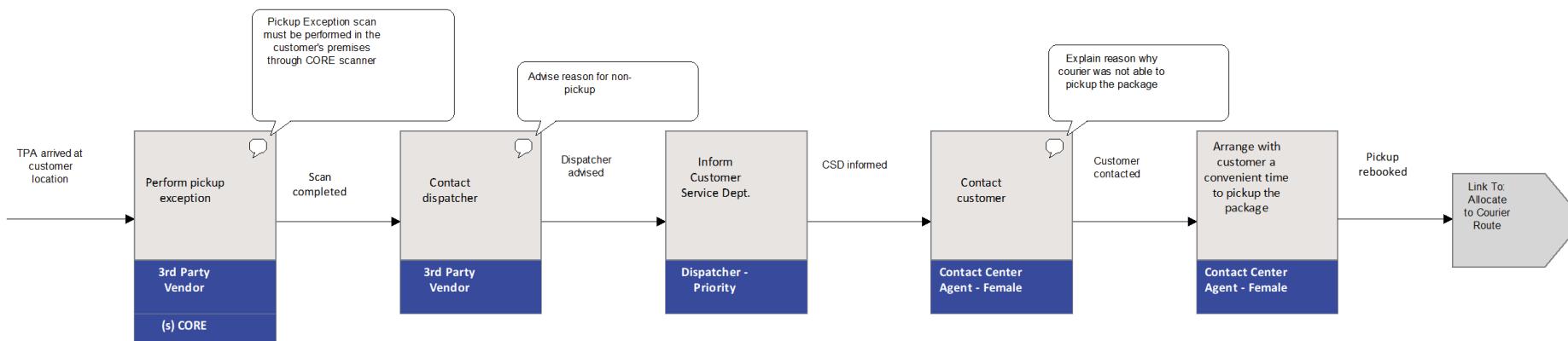
Owner: Mohd Dilhan Dastakeer  
 Diagram Version: 2  
 Review Date: None  
 F.T.E.: 0.00

Actions  
 Change Log  
 Change Requests

Feedback  
 Keywords  
 Read Only



## Process Pickup Exception



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

Authorization: Authorized  
 Date: 11/26/2017  
 Cost Per Second: \$ ,3.5,E-0317

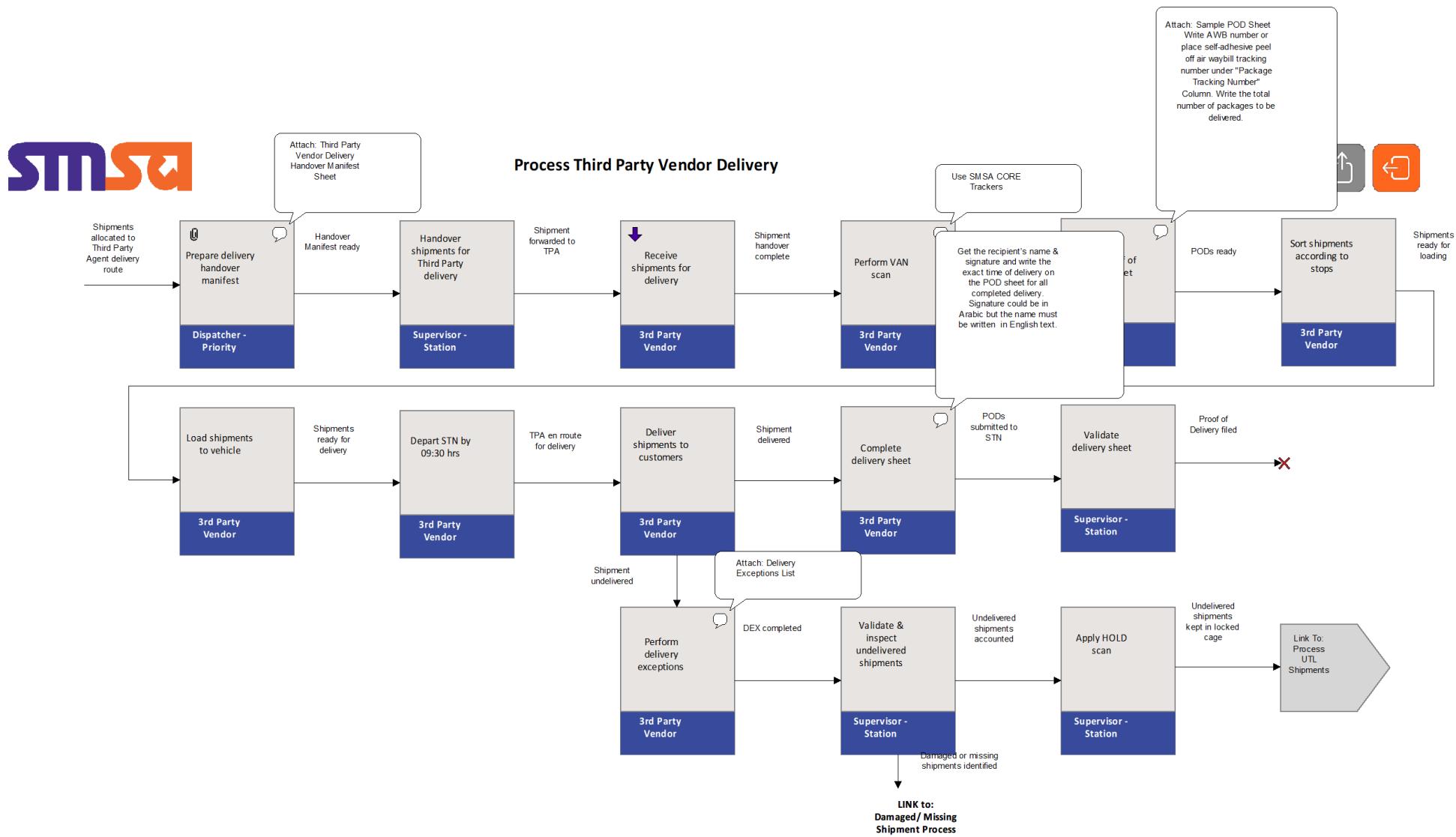
Owner: Mohd Dilhan Dastakeer  
 Diagram Version: 2  
 Review Date: None  
 F.T.E.: 0.00

Actions  
 Change Log  
 Change Requests

Feedback  
 Keywords  
 Read Only

## New Landing Page - Level 1.1.2.4.13.1.2

Version: 2



## Title: Process Third Party Vendor Delivery

Author: Edwin Ramos

Date: 8/15/2017

Volume: 0.00 Per Second

Authorization: Authorized

Date: 11/26/2017

Date: 11/26/2017

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

Owner: Mohd Dilhan Dastakeer

Diagram Version: 2

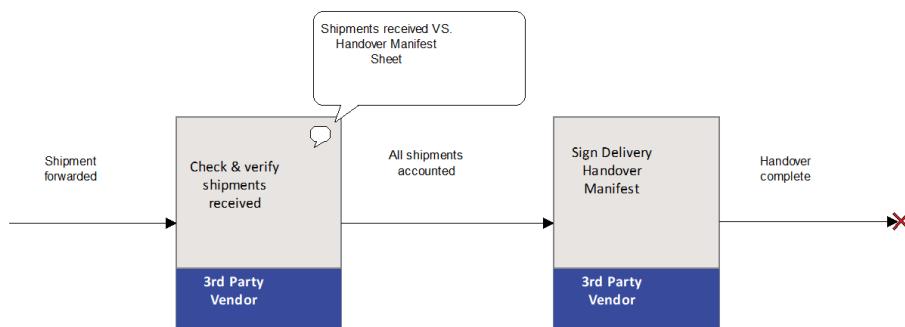
Review Date: None

F.T.E.: 0.00

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



### Shipment Handover for Third Party Delivery

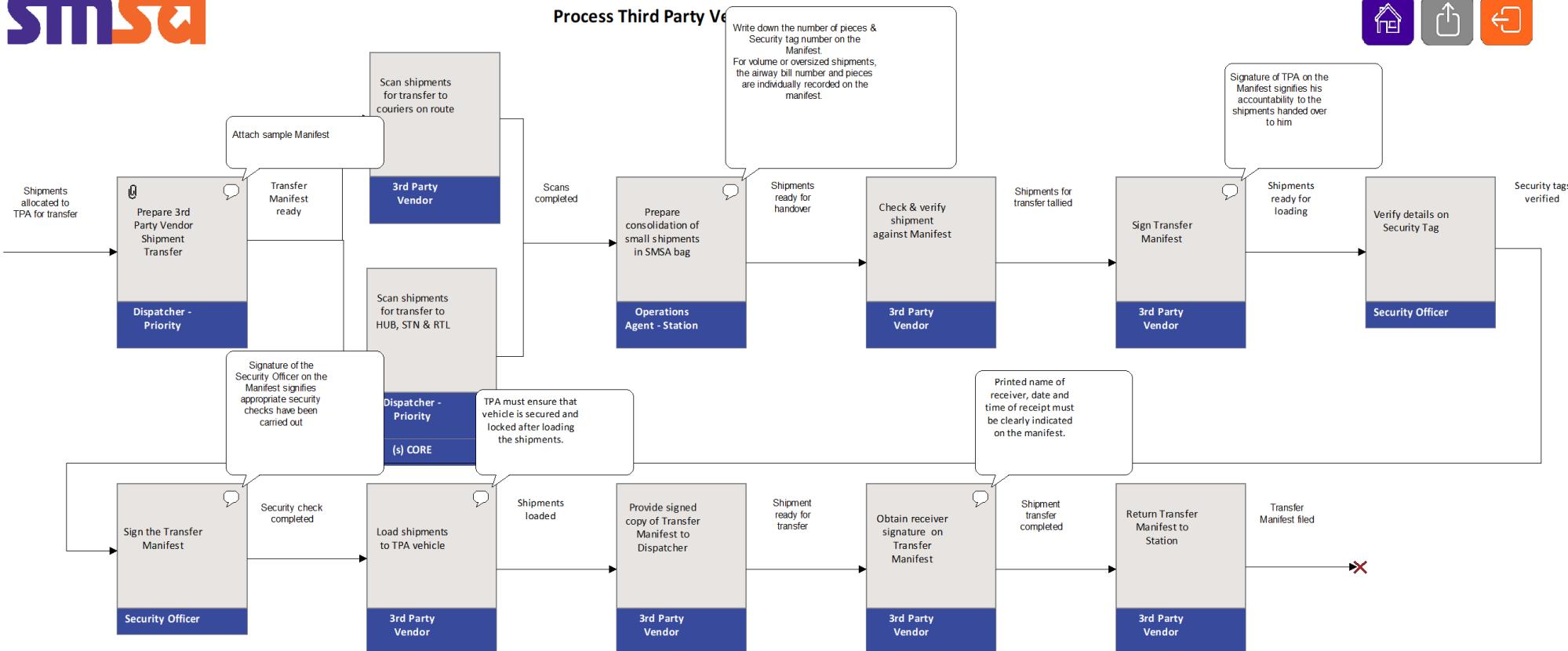


Title: Shipment Handover for Third Party Delivery  
 Author: Edwin Ramos  
 Date: 8/16/2017  
 Volume: 0.00 Per Second

Authorization: Authorized  
 Date: 11/26/2017  
 Cost Per Second: \$ ,3.5,E-0317

Owner: Mohd Dilhan Dastakeer  
 Diagram Version: 2  
 Review Date: None  
 F.T.E.: 0.00

Actions  Feedback  
 Change Log  Keywords  
 Change Requests  Read Only



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

Authorization: Authorized  
 Date: 11/26/2017  
 Cost Per Second: \$ ,3.5,E-0317

Owner: Mohd Dilhan Dastakeer  
 Diagram Version: 2  
 Review Date: None  
 F.T.E.: 0.00

Actions  
 Change Log  
 Change Requests

Feedback  
 Keywords  
 Read Only



Page is under construction



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

Authorization: Authorized  
Date: 3/23/2025  
Cost Per Second: \$ ,3.5,E-0317

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

Actions       Feedback  
 Change Log       Keywords  
 Change Requests       Read Only



Page is under construction



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

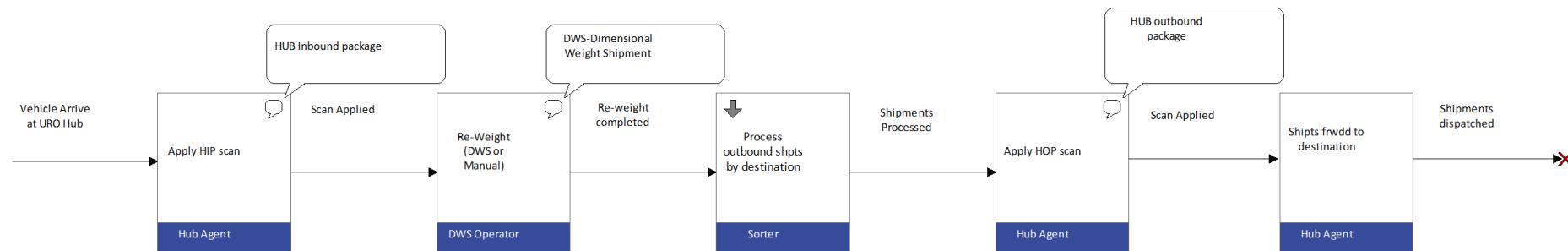
Authorization: Authorized  
Date: 3/23/2025  
Cost Per Second: \$ ,3.5,E-0317

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

Actions       Feedback  
 Change Log       Keywords  
 Change Requests       Read Only



HUB



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

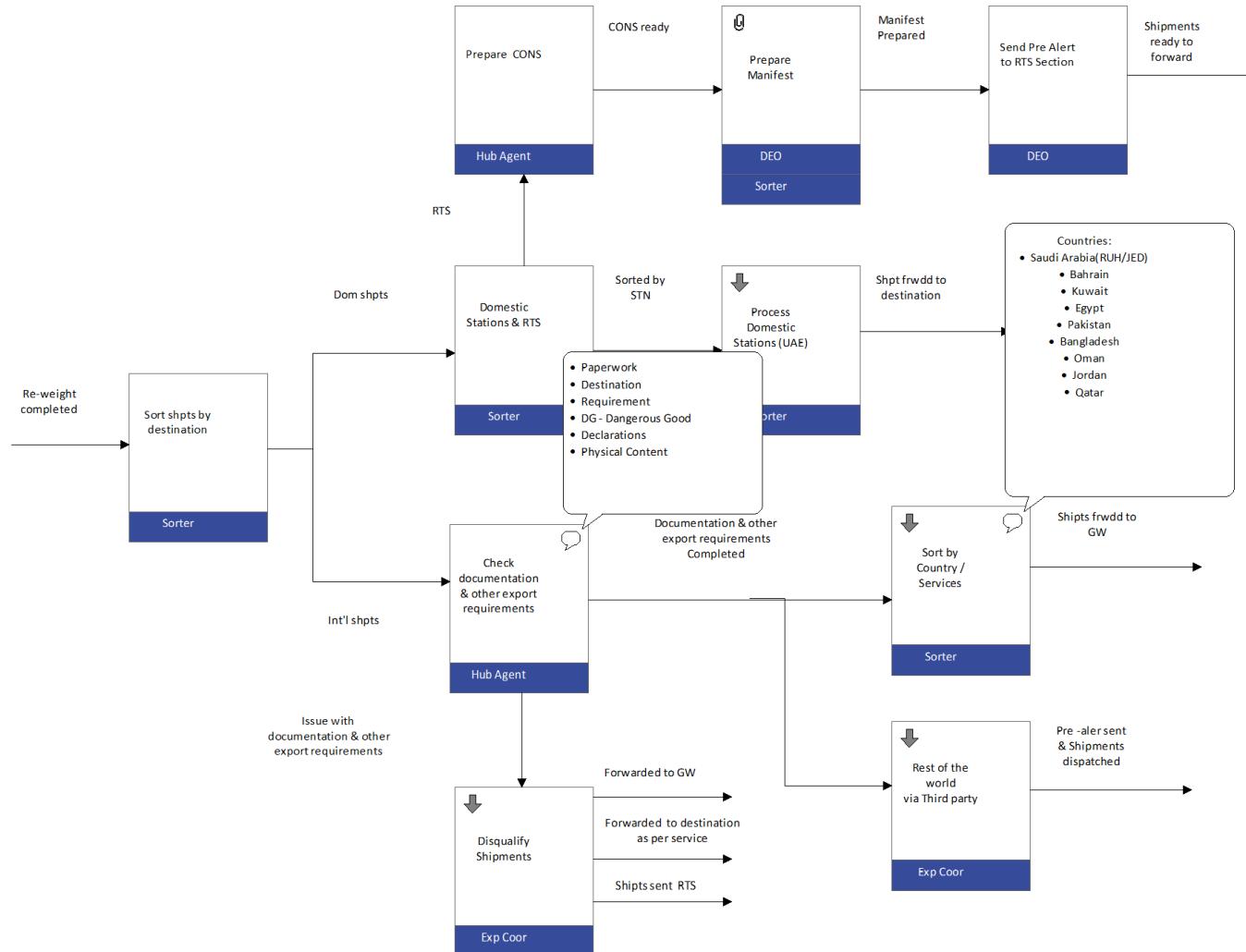
Authorization: Authorized  
 Date: 7/3/2025  
 Cost Per Second: \$ ,3.5,E-0317

Owner: Mohd Dilhan Dastakeer  
 Diagram Version: 2  
 Review Date: None  
 F.T.E.: 0.00

Actions  Feedback  
 Change Log  Keywords  
 Change Requests  Read Only



## Process outbound shpts by destination



Title: Process outbound shpts by destination

Author: Nouf Al Rammah

Date: 5/21/2025

Volume: 0.00 Per Second

Authorization: Authorized

Date: 7/3/2025

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

Owner: Mohd Dilhan Dastakeer

Diagram Version: 2

Review Date: None

F.T.E.: 0.00

Actions

Change Log

Change Requests

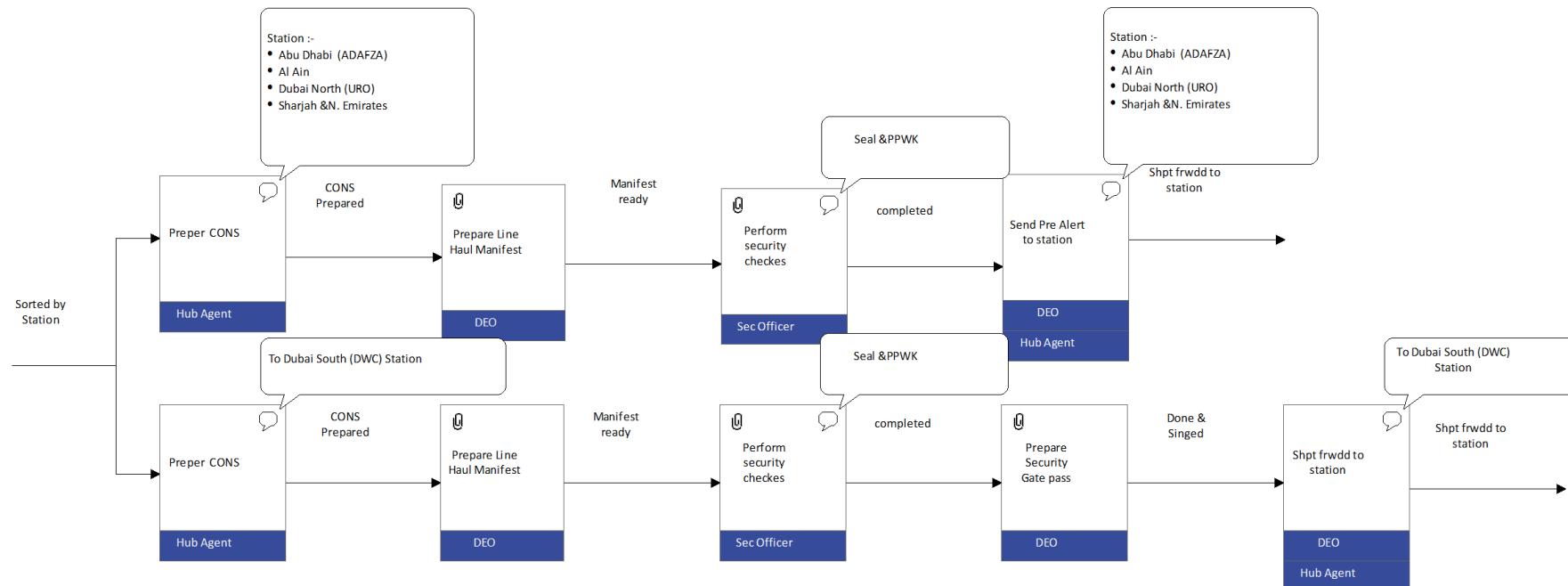
Feedback

Keywords

Read Only



## Process Domestic Stations (UAE)



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

Authorization: Authorized  
 Date: 7/3/2025  
 Cost Per Second: \$ ,3.5,E-0317

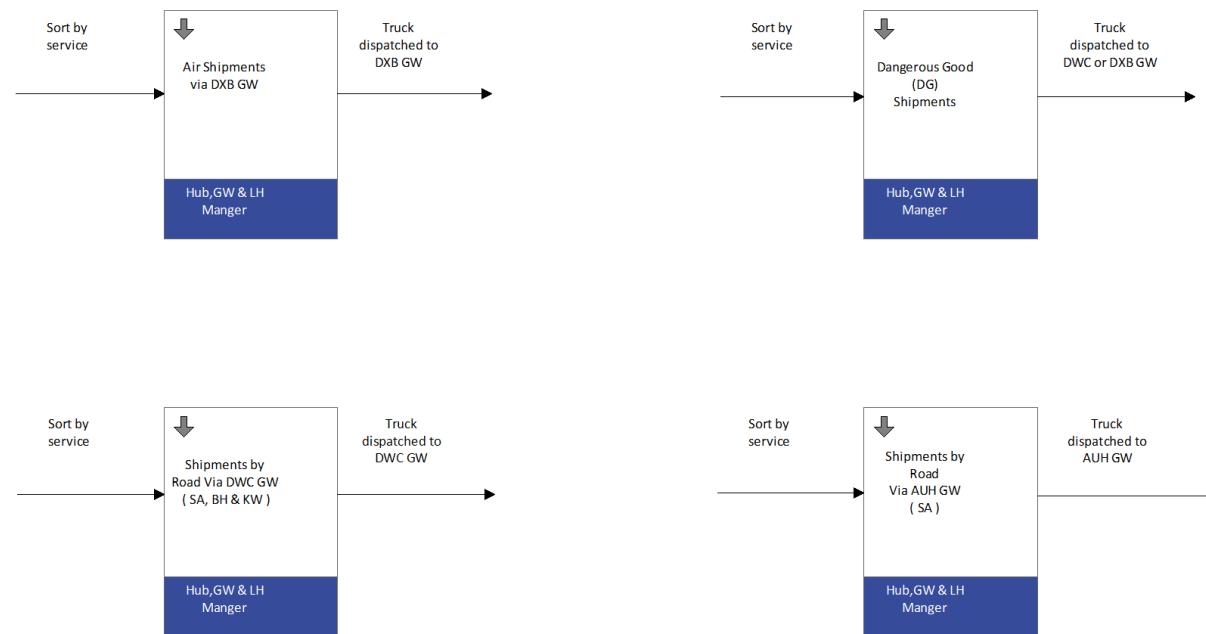
Owner: Mohd Dilhan Dastakeer  
 Diagram Version: 2  
 Review Date: None  
 F.T.E.: 0.00

Actions  
 Change Log  
 Change Requests

Feedback  
 Keywords  
 Read Only



## Sort by Counties/ Services



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

Authorization: Authorized  
 Date: 7/3/2025  
 Cost Per Second: \$ ,3.5,E-0317

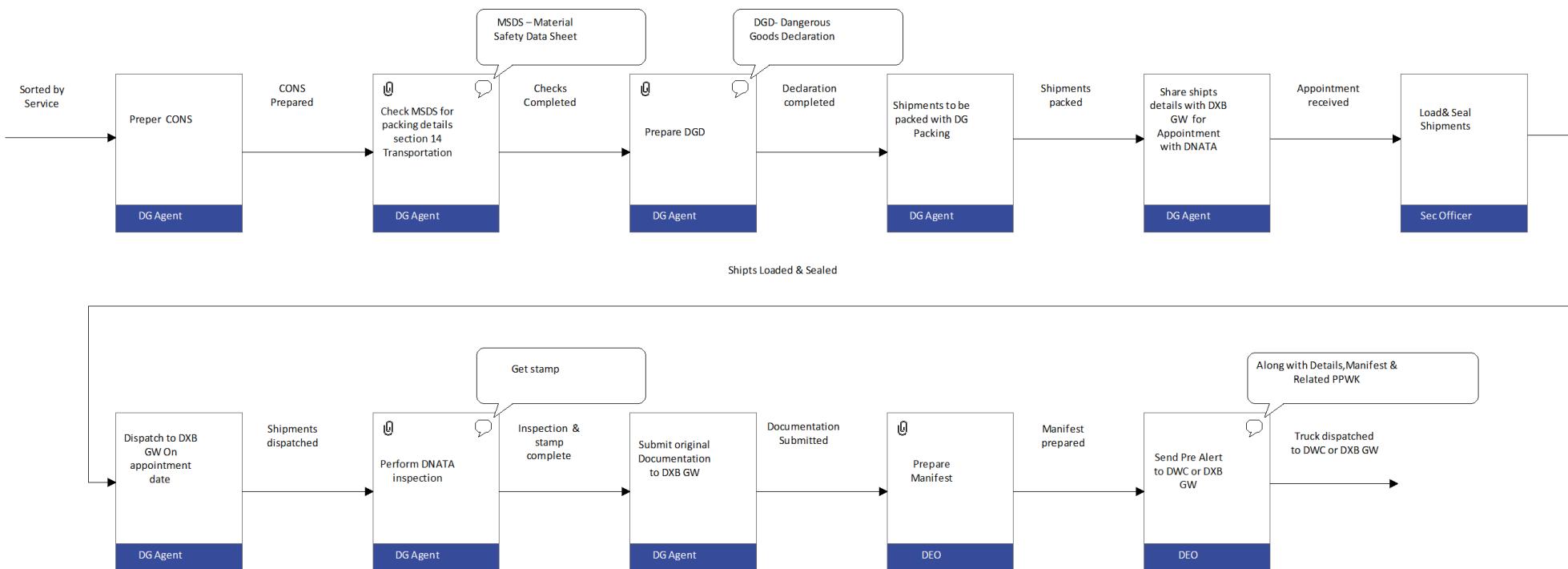
Owner: Mohd Dilhan Dastakeer  
 Diagram Version: 2  
 Review Date: None  
 F.T.E.: 0.00

Actions  
 Change Log  
 Change Requests

Feedback  
 Keywords  
 Read Only



## Dangerous Good (DG) shipments



Title: Dangerous Good (DG) shipments

Author: Nouf Al Rammah

Date: 5/22/2025

Volume: 0.00 Per Second

Authorization: Authorized

Date: 7/3/2025

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

Owner: Mohd Dilhan Dastakeer

Diagram Version: 2

Review Date: None

F.T.E.: 0.00

Actions

Change Log

Change Requests

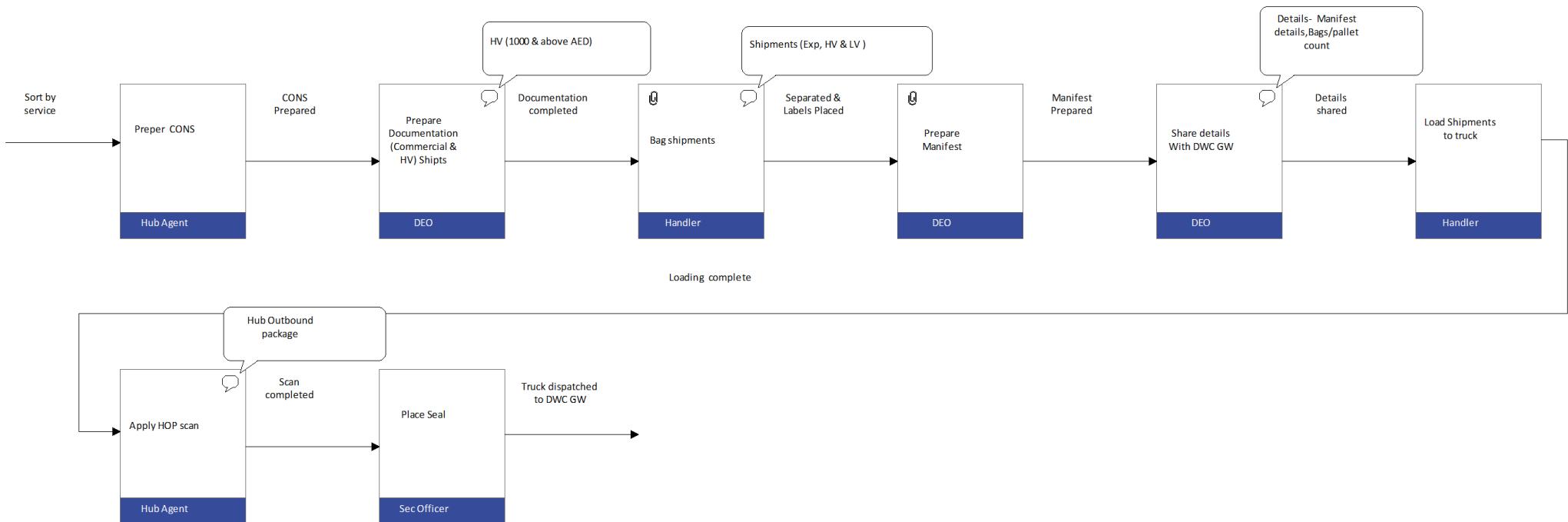
Feedback

Keywords

Read Only



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



Title: Shipments by Road Via DWC GW (SA, BH & KW)  
 Author: Nouf Al Rammah  
 Date: 5/22/2025  
 Volume: 0.00 Per Second

Authorization: Authorized  
 Date: 7/3/2025  
 Cost Per Second: \$ ,3.5,E-0317

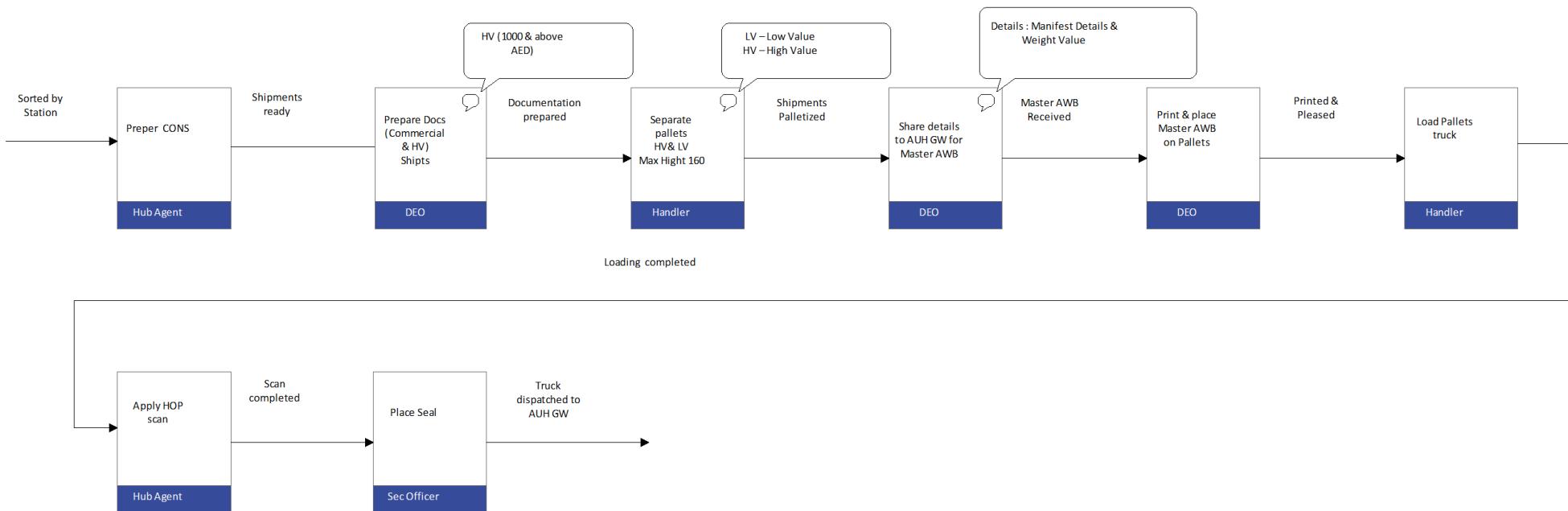
Owner: Mohd Dilhan Dastakeer  
 Diagram Version: 2  
 Review Date: None  
 F.T.E.: 0.00

Actions  
 Change Log  
 Change Requests

Feedback  
 Keywords  
 Read Only



## Shipments by Road Via AUH GW ( SA )



**Title:** Shipments by Road Via AUH GW ( SA )  
**Author:** Nouf Al Rammah  
**Date:** 5/22/2025  
**Volume:** 0.00 Per Second

**Authorization:** Authorized  
**Date:** 7/3/2025  
**Cost Per Second:** \$ ,3.5,E-0317

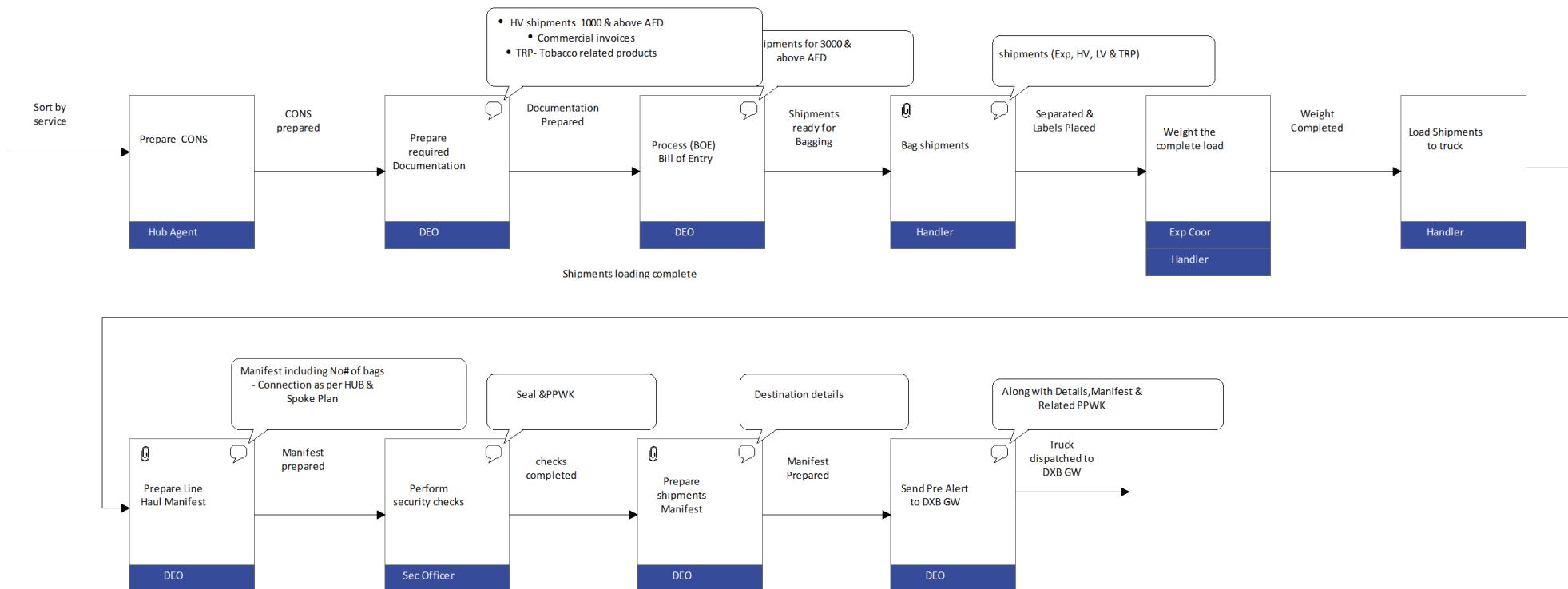
**Owner:** Mohd Dilhan Dastakeer  
**Diagram Version:** 2  
**Review Date:** None  
**F.T.E.:** 0.00

Actions  
 Change Log  
 Change Requests

Feedback  
 Keywords  
 Read Only



## Air shipments via Dubai Gateway



Title: Air shipments via Dubai Gateway

Author: Nouf Al Rammah

Date: 5/22/2025

Volume: 0.00 Per Second

Authorization: Authorized

Date: 7/3/2025

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

Owner: Mohd Dilhan Dastakeer

Diagram Version: 2

Review Date: None

F.T.E.: 0.00

Actions

Change Log

Change Requests

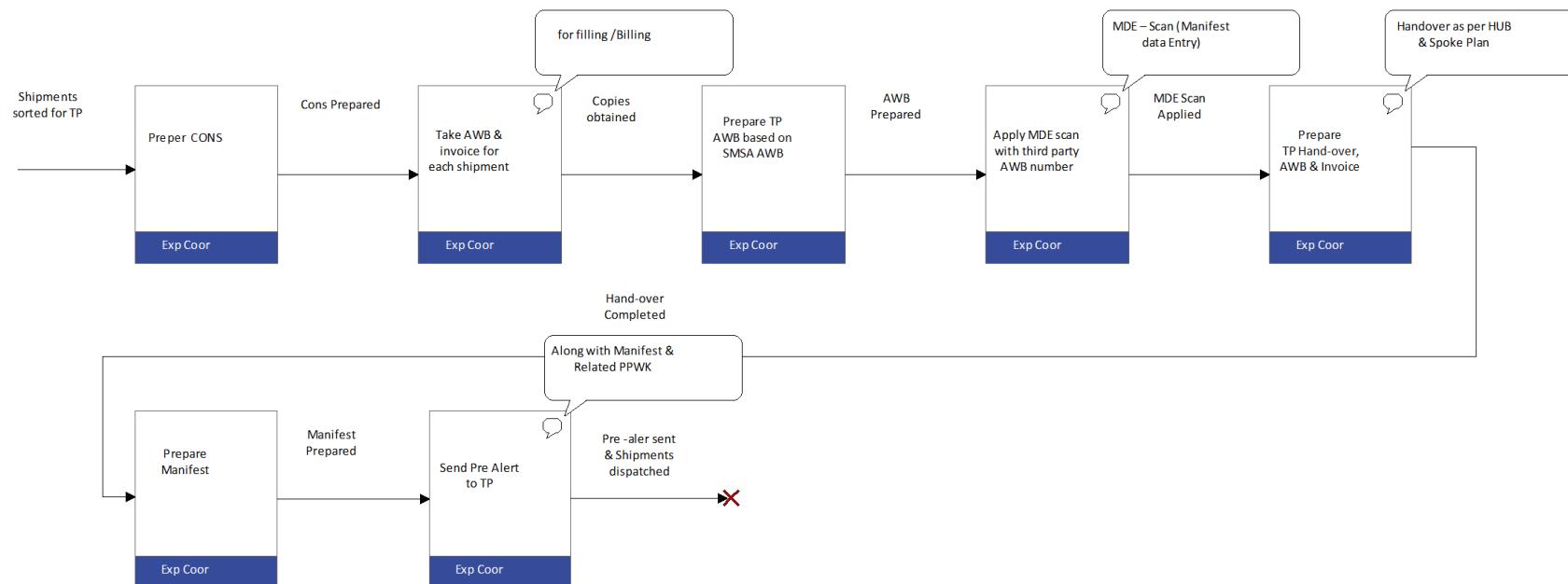
Feedback

Keywords

Read Only



Rest of the world via Third party



Title: Rest of the world via Third party  
 Author: Nouf Al Rammah  
 Date: 5/28/2025  
 Volume: 0.00 Per Second

Authorization: Authorized  
 Date: 7/3/2025  
 Cost Per Second: \$ ,3.5,E-0317

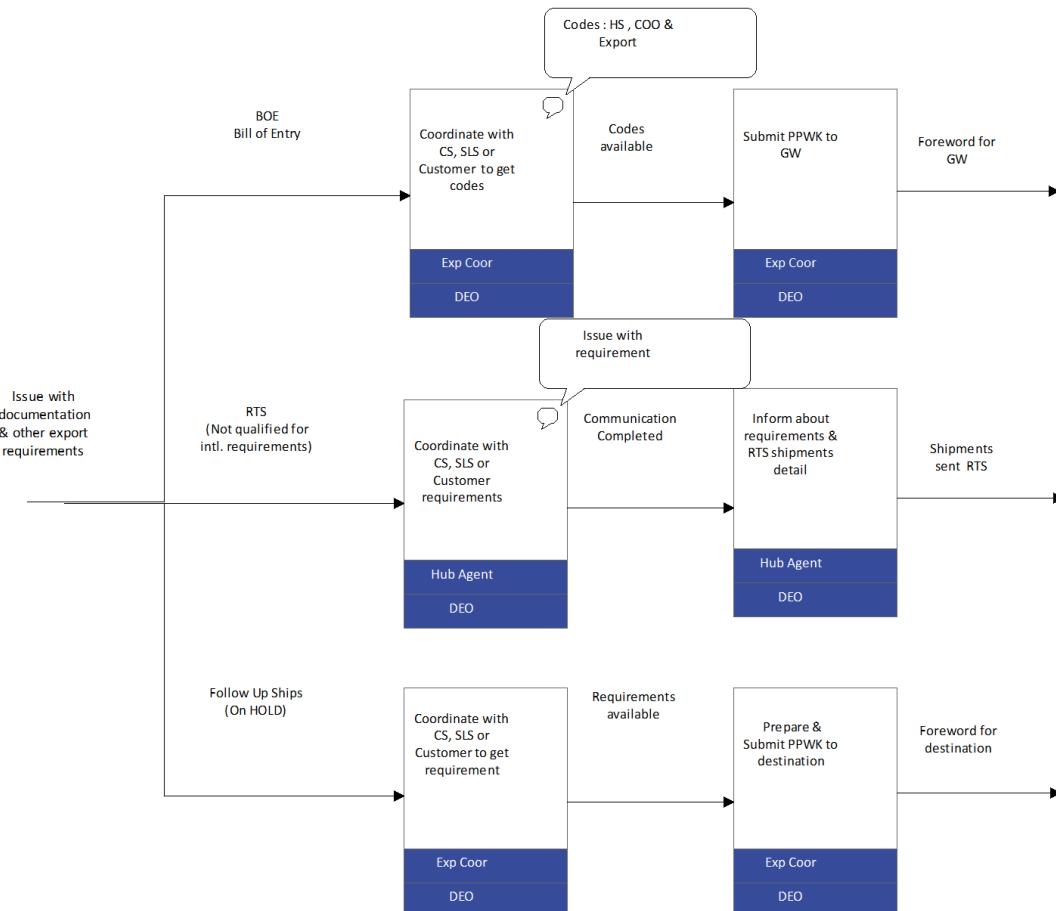
Owner: Mohd Dilhan Dastakeer  
 Diagram Version: 2  
 Review Date: None  
 F.T.E.: 0.00

Actions  
 Change Log  
 Change Requests

Feedback  
 Keywords  
 Read Only



## Disqualify Shipments



Title: Disqualify Shipments  
 Author: Nouf Al Rammah  
 Date: 5/28/2025  
 Volume: 0.00 Per Second

Authorization: Authorized  
 Date: 7/3/2025  
 Cost Per Second: \$ ,3.5,E-0317

Owner: Mohd Dilhan Dastakeer  
 Diagram Version: 2  
 Review Date: None  
 F.T.E.: 0.00

Actions  
 Change Log  
 Change Requests

Feedback  
 Keywords  
 Read Only



UAE - Corporate & Management



Strategy



Mission &  
Vision



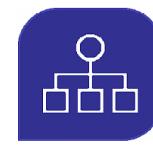
Core Values



KPIs



Management  
Review



Org. Chart

Title: UAE - Corporate & Management  
Author: Edwin Ramos  
Date: 5/17/2017  
Volume: 0.00 Per Second

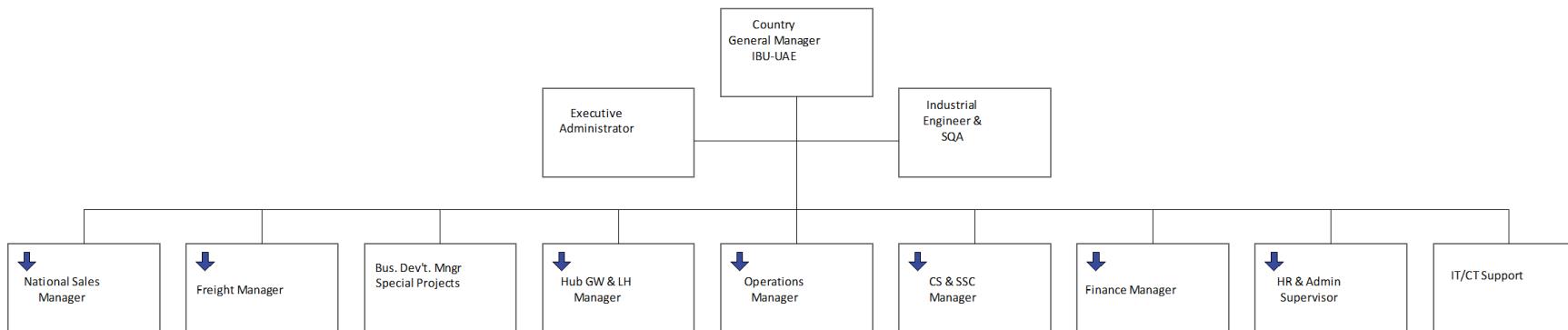
Authorization: Authorized  
Date: 7/9/2017  
Cost Per Second: \$ ,3.5,E-0317

Owner: Yasser Zahreddine  
Diagram Version: 2  
Review Date: None  
F.T.E.: 0.00

Actions  Feedback  
 Change Log  Keywords  
 Change Requests  Read Only



UAE - Organization Chart



Title: UAE - Organization Chart  
 Author: Edwin Ramos  
 Date: 5/21/2017  
 Volume: 0.00 Per Second

Authorization: Authorized  
 Date: 12/16/2021  
 Cost Per Second: \$ ,3.5,E-0317

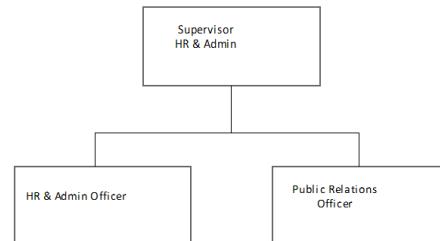
Owner: Yasser Zahreddine  
 Diagram Version: 6  
 Review Date: None  
 F.T.E.: 0.00

Actions  
 Change Log  
 Change Requests

Feedback  
 Keywords  
 Read Only



## Org. Structure - UAE HR &amp; Admin



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

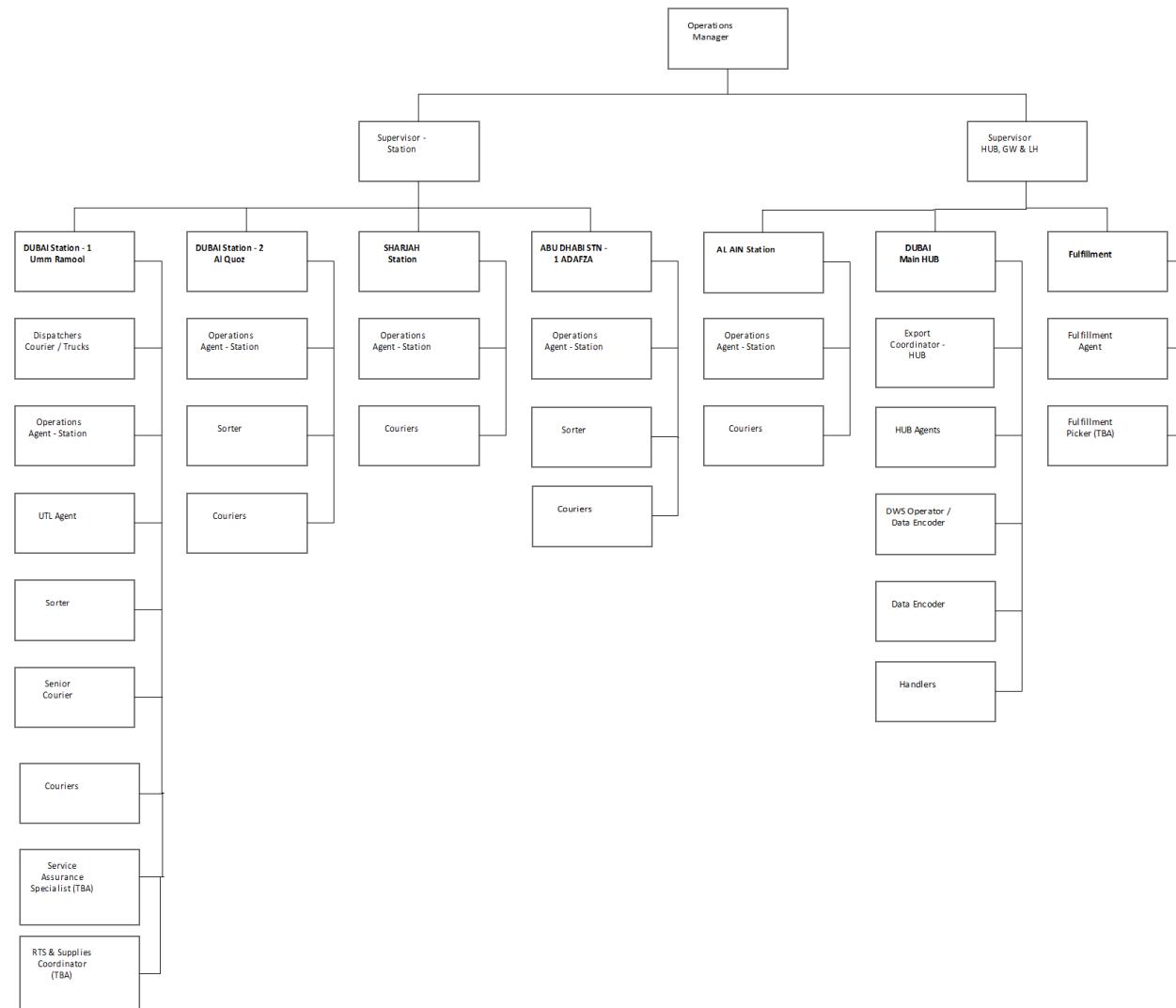
Authorization: Authorized  
Date: 12/23/2021  
Cost Per Second: \$ ,3.5,E-0317

Owner: Yasser Zahreddine  
Diagram Version: 4  
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  
 Date: 2/26/2017  
 Volume: 0.00 Per Second

Authorization: Authorized  
 Date: 6/28/2022  
 Cost Per Second: \$ ,3.5,E-0317

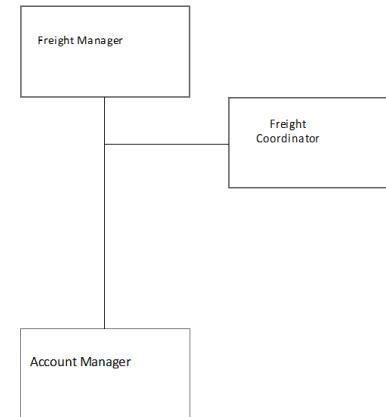
Owner: Yasser Zahreddine  
 Diagram Version: 5  
 Review Date: None  
 F.T.E.: 0.00

Actions  
 Change Log  
 Change Requests

Feedback  
 Keywords  
 Read Only



## Org. Structure - UAE Freight



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

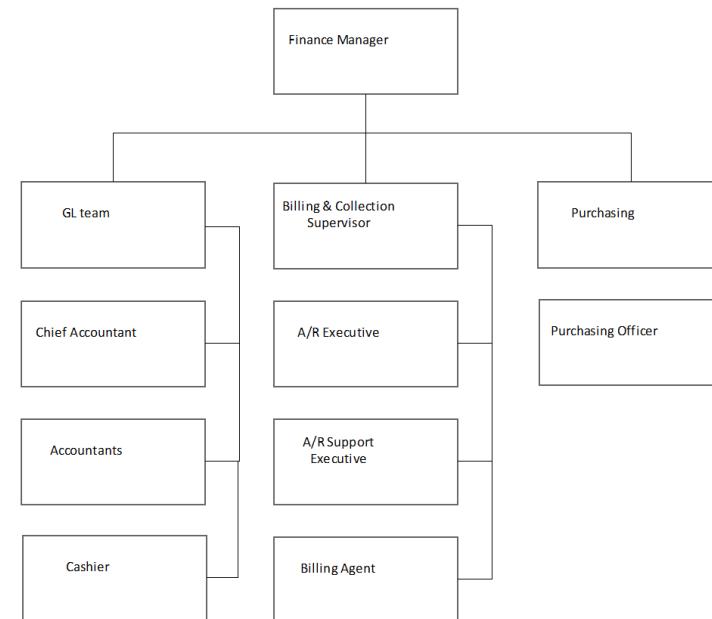
Authorization: Authorized  
Date: 12/23/2021  
Cost Per Second: \$ ,3.5,E-0317

Owner: Yasser Zahreddine  
Diagram Version: 5  
Review Date: None  
F.T.E.: 0.00

Actions  Feedback  
 Change Log  Keywords  
 Change Requests  Read Only



Org. Structure - UAE Finance



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

Authorization: Authorized  
 Date: 12/23/2021  
 Cost Per Second: \$ ,3.5,E-0317

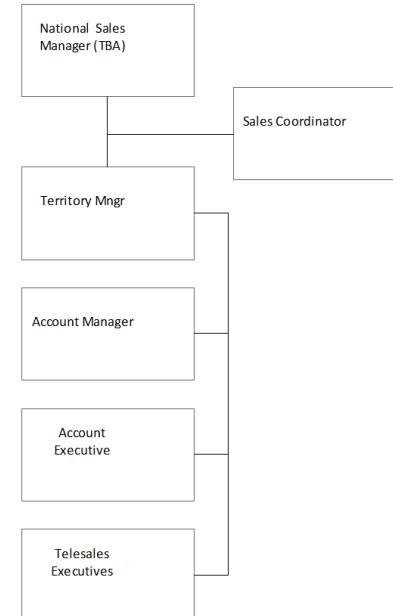
Owner: Yasser Zahreddine  
 Diagram Version: 4  
 Review Date: None  
 F.T.E.: 0.00

Actions  
 Change Log  
 Change Requests

Feedback  
 Keywords  
 Read Only



## Org. Structure - UAE Sales



Title: Org. Structure - UAE Sales  
Author: Edwin Ramos  
Date: 2/26/2017  
Volume: 0.00 Per Second

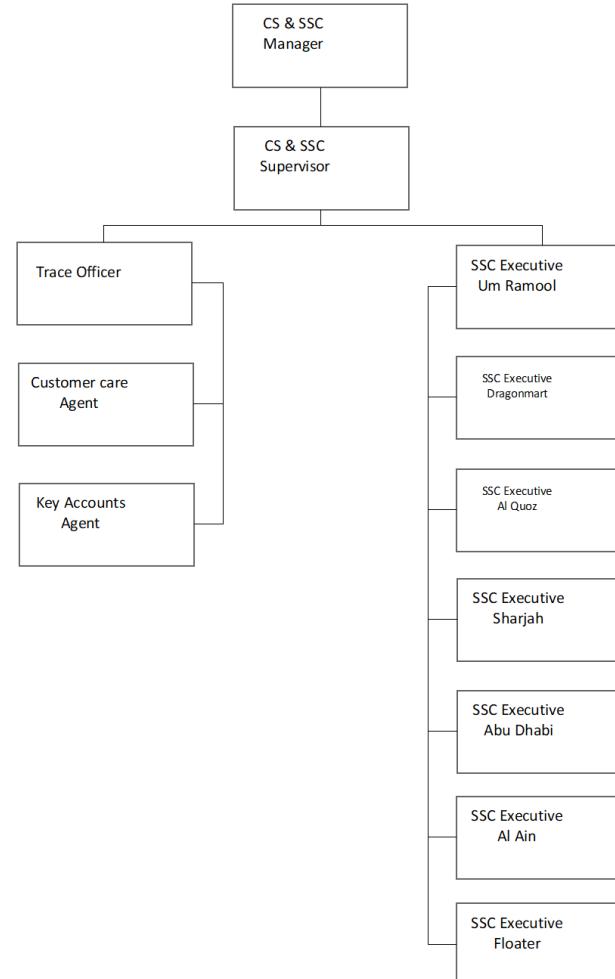
Authorization: Authorized  
Date: 12/23/2021  
Cost Per Second: \$ ,3.5,E-0317

Owner: Yasser Zahreddine  
Diagram Version: 5  
Review Date: None  
F.T.E.: 0.00

Actions  Feedback  
 Change Log  Keywords  
 Change Requests  Read Only



## Org. Structure - UAE Customer Service &amp; SSC



Title: Org. Structure - UAE Customer Service & SSC  
 Author: Edwin Ramos  
 Date: 7/21/2019  
 Volume: 0.00 Per Second

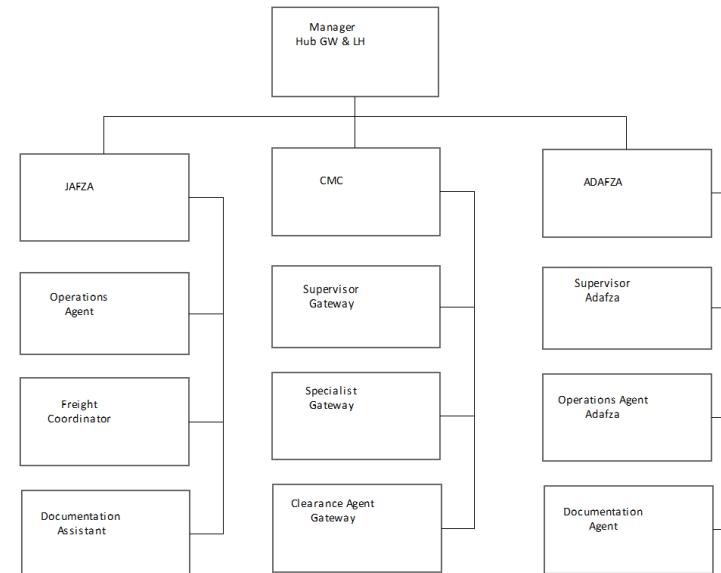
Authorization: Authorized  
 Date: 12/23/2021  
 Cost Per Second: \$ ,3.5,E-0317

Owner: Yasser Zahreddine  
 Diagram Version: 4  
 Review Date: None  
 F.T.E.: 0.00

Actions  Feedback  
 Change Log  Keywords  
 Change Requests  Read Only



## Org. Structure - UAE Hub Gateway &amp; Linehaul



Title: Org. Structure - UAE Hub Gateway & Linehaul  
 Author: Edwin Ramos  
 Date: 1/28/2020  
 Volume: 0.00 Per Second

Authorization: Authorized  
 Date: 6/28/2022  
 Cost Per Second: \$ ,3.5,E-0317

Owner: Yasser Zahreddine  
 Diagram Version: 4  
 Review Date: None  
 F.T.E.: 0.00

Actions  Feedback  
 Change Log  Keywords  
 Change Requests  Read Only



## UAE Department KPIs



FIN



OPS



SLS

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

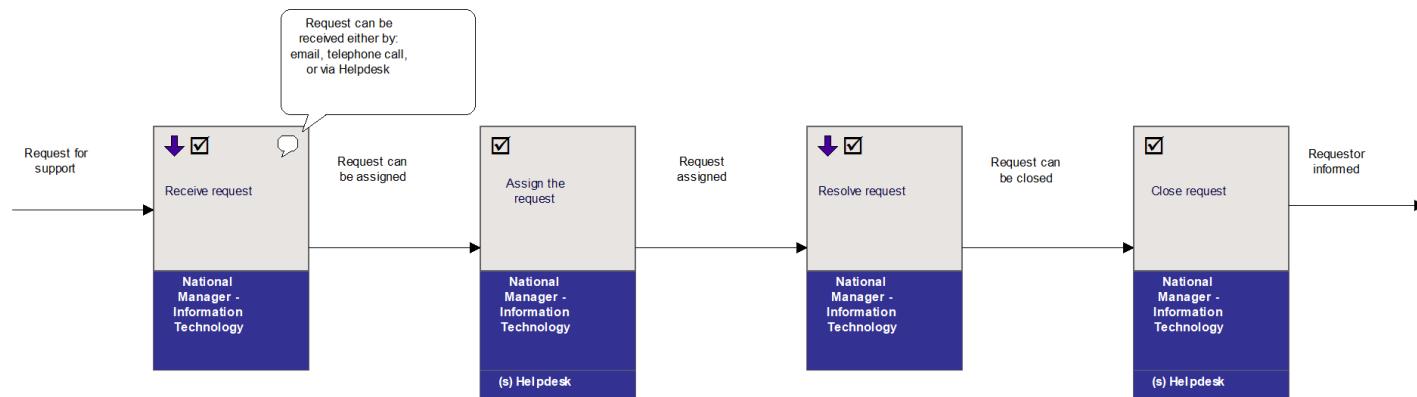
Authorization: Authorized  
Date: 7/9/2017  
Cost Per Second: \$ ,3.5,E-0317

Owner: Yasser Zahreddine  
Diagram Version: 1  
Review Date: None  
F.T.E.: 0.00

Actions  Feedback  
 Change Log  Keywords  
 Change Requests  Read Only



## UAE - Information Technology Department

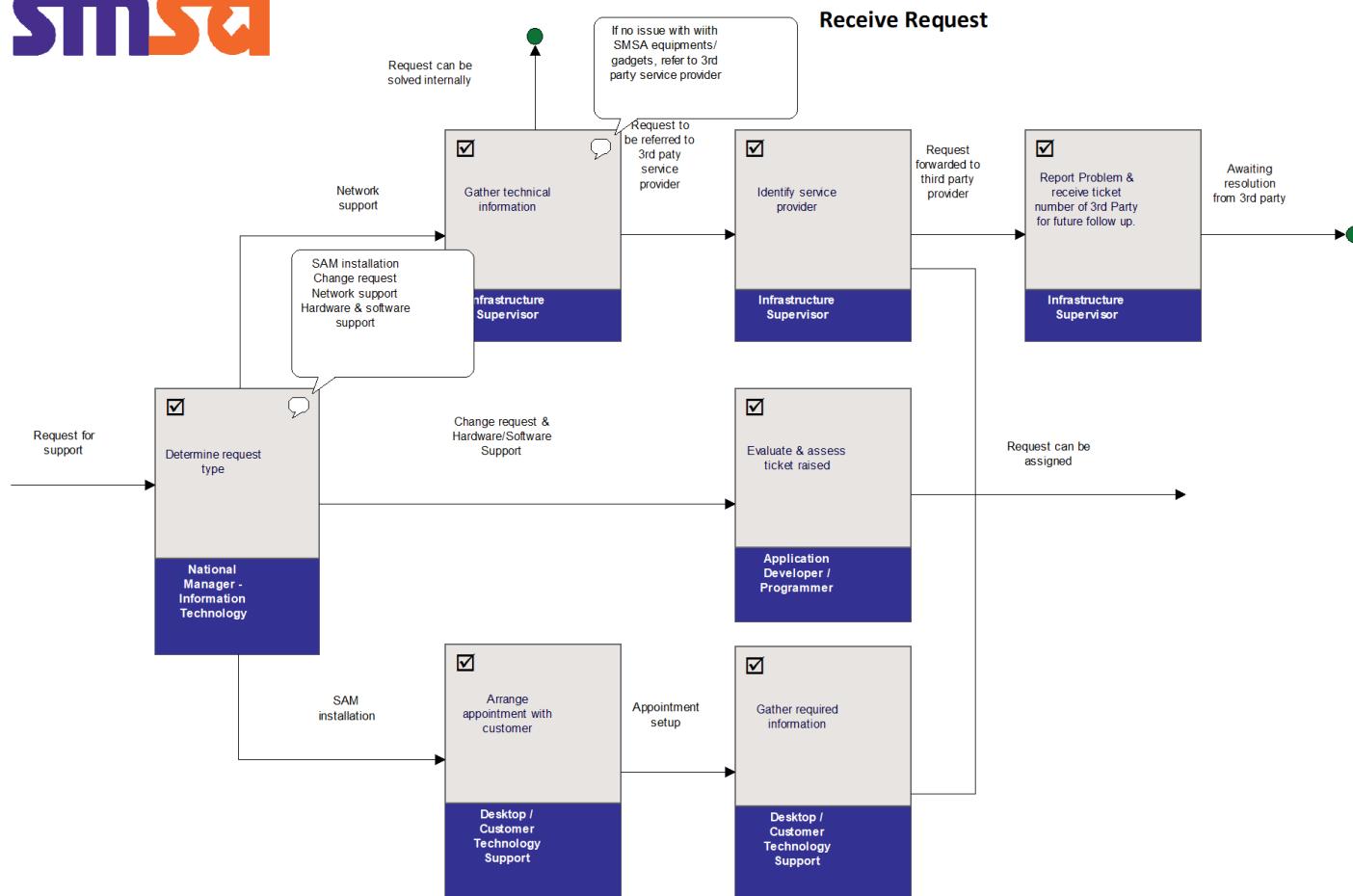


Title: UAE - Information Technology Department  
 Author: Edwin Ramos  
 Date: 5/31/2017  
 Volume: 0.00 Per Second

Authorization: Authorized  
 Date: 7/8/2017  
 Cost Per Second: \$ ,3.5,E-0317

Owner: Yasser Zahreddine  
 Diagram Version: 1  
 Review Date: None  
 F.T.E.: 0.00

Actions  
 Change Log  
 Change Requests
  Feedback  
 Keywords  
 Read Only

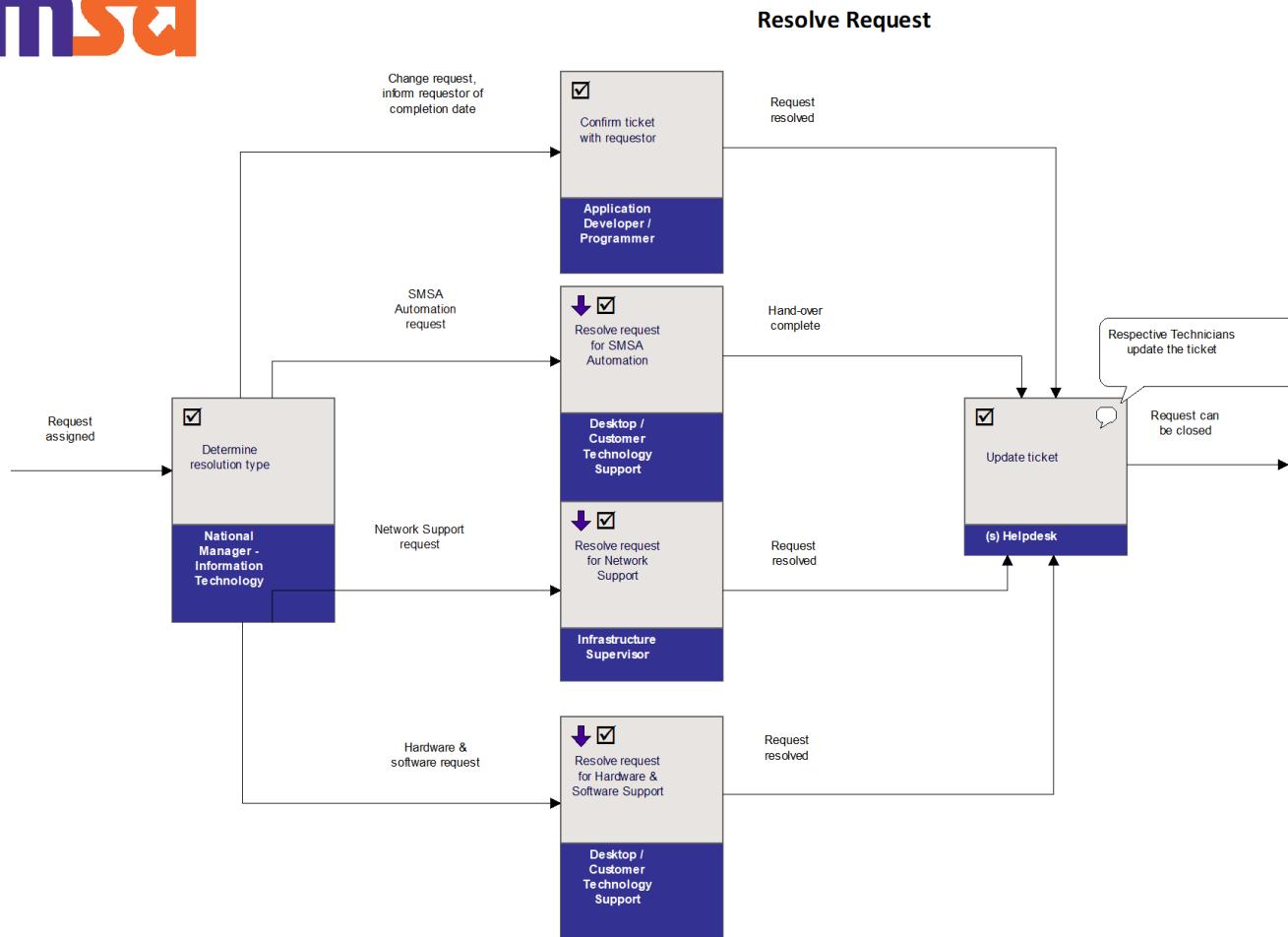


**Title:** Receive Request  
**Author:** Edwin Ramos  
**Date:** 6/15/2010  
**Volume:** 0.00 Per Second

**Authorization:** Authorized  
**Date:** 7/8/2017  
**Cost Per Second:** \$ ,3.5,E-0317

**Owner:** Yasser Zahreddine  
**Diagram Version:** 1  
**Review Date:** None  
**F.T.E.:** 0.00

Actions  
 Change Log  
 Change Requests
  Feedback  
 Keywords  
 Read Only



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

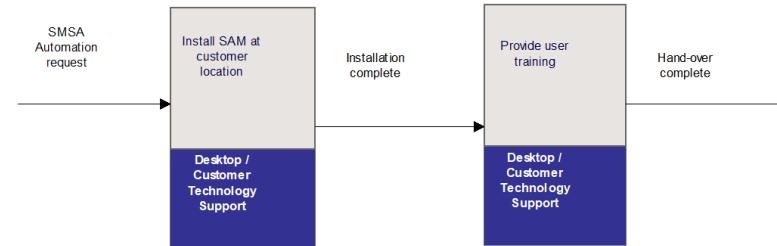
**Authorization:** Authorized  
**Date:** 7/8/2017  
**Cost Per Second:** \$ ,3.5,E-0317

**Owner:** Yasser Zahreddine  
**Diagram Version:** 1  
**Review Date:** None  
**F.T.E.:** 0.00

Actions  
 Change Log  
 Change Requests
  Feedback  
 Keywords  
 Read Only



## Resolve Request for SMSA Automation



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

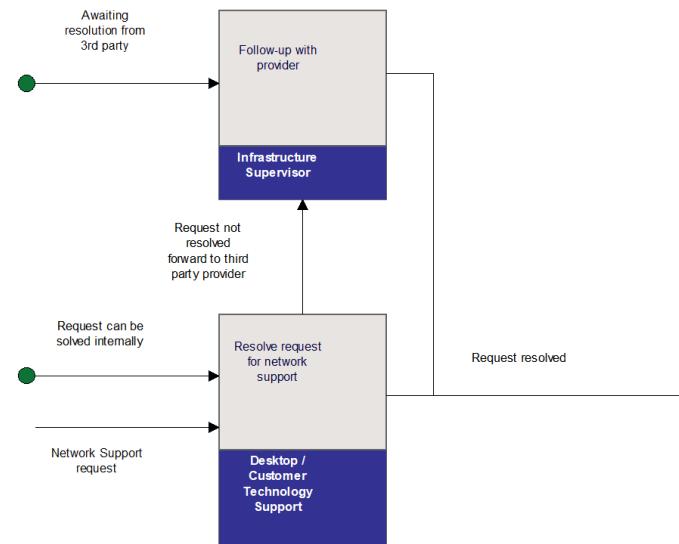
Authorization: Authorized  
Date: 7/8/2017  
Cost Per Second: \$ ,3.5,E-0317

Owner: Yasser Zahreddine  
Diagram Version: 1  
Review Date: None  
F.T.E.: 0.00

Actions  Feedback  
 Change Log  Keywords  
 Change Requests  Read Only



### Resolve Request for Network Support



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

Authorization: Authorized  
 Date: 7/8/2017  
 Cost Per Second: \$ ,3.5,E-0317

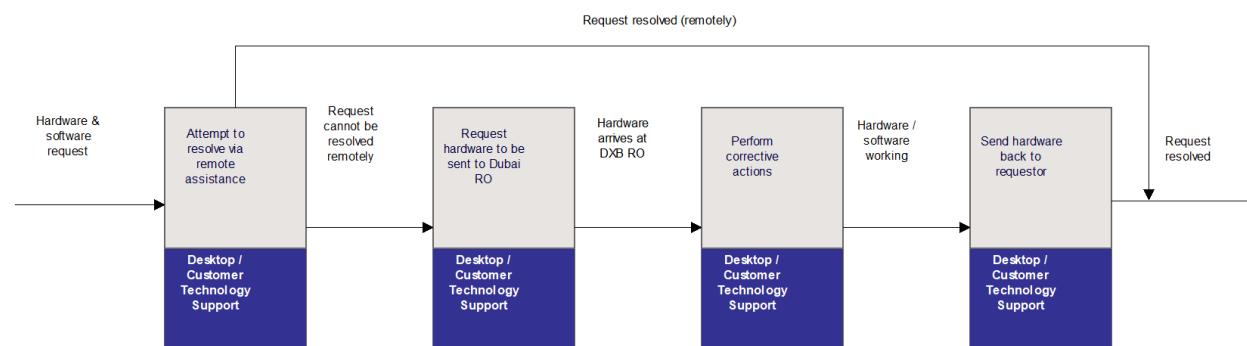
Owner: Yasser Zahreddine  
 Diagram Version: 1  
 Review Date: None  
 F.T.E.: 0.00

Actions  
 Change Log  
 Change Requests

Feedback  
 Keywords  
 Read Only



### Resolve Request for Hardware & Software Support



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

Authorization: Authorized  
 Date: 7/8/2017  
 Cost Per Second: \$ ,3.5,E-0317

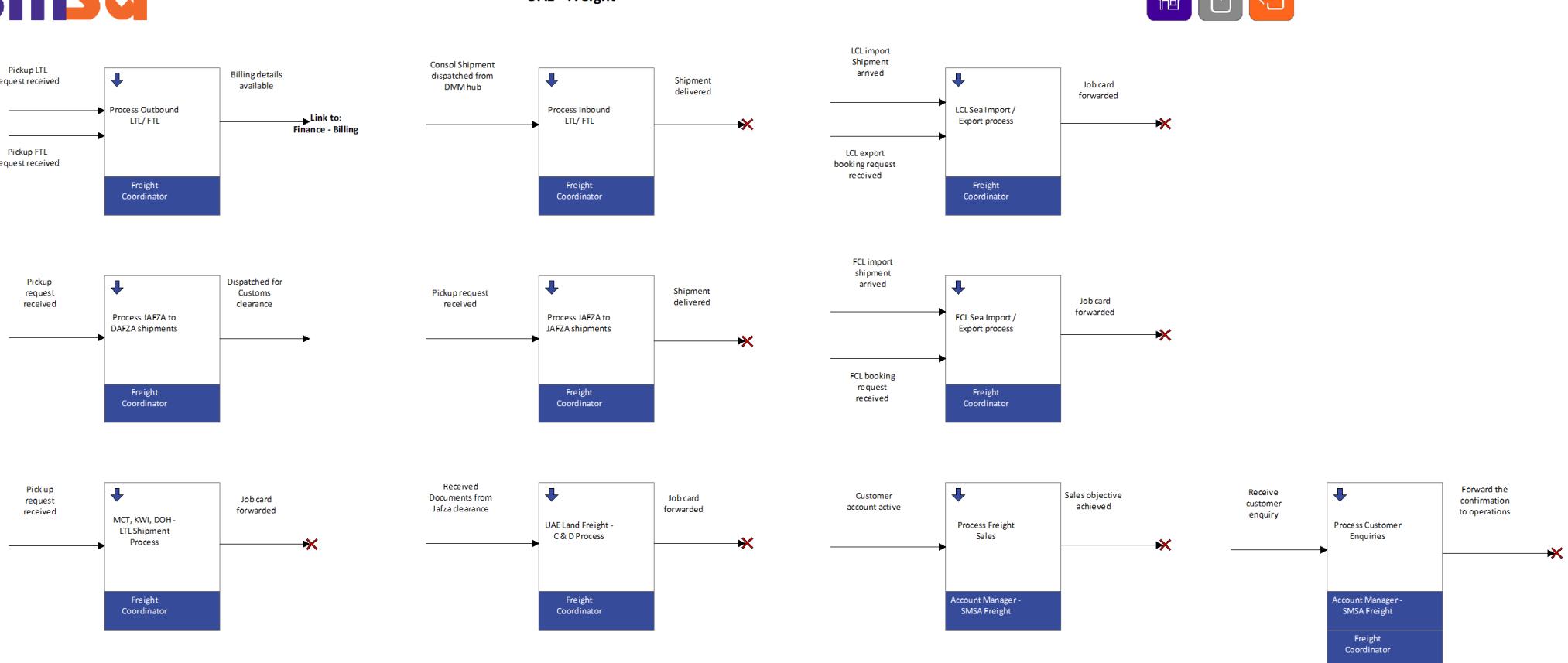
Owner: Yasser Zahreddine  
 Diagram Version: 1  
 Review Date: None  
 F.T.E.: 0.00

Actions  
 Change Log  
 Change Requests

Feedback  
 Keywords  
 Read Only

## New Landing Page - Level 1.1.2.7

Version: 4



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

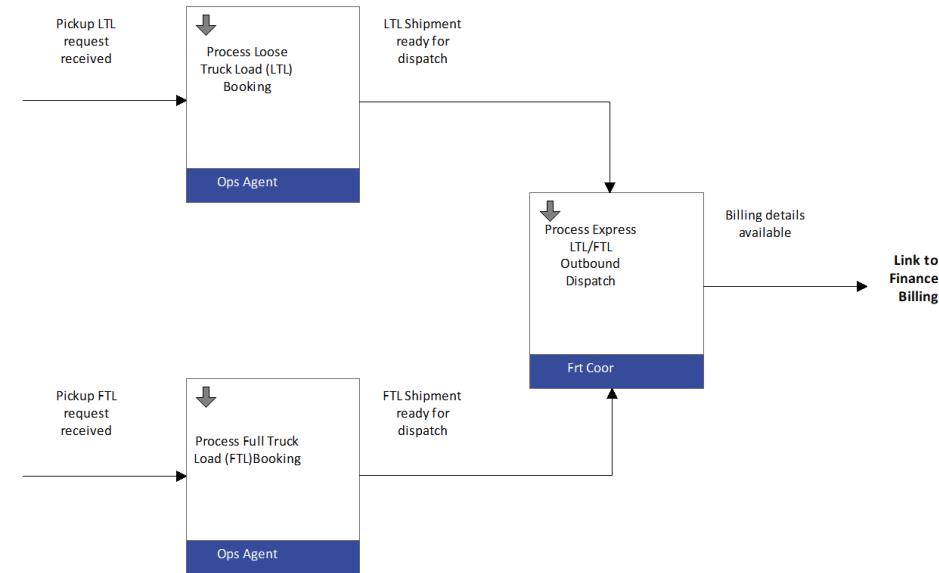
Authorization: Authorized  
Date: 7/25/2022  
Cost Per Second: \$.35.E-0317

Owner: Yasser Zahreddine  
Diagram Version: 4  
Review Date: None  
E.T.E.: 0.00

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



### Process Outbound LTL/ FTL



Title: Process Outbound LTL/ FTL

Author: Edwin Ramos

Date: 8/13/2017

Volume: 0.00 Per Second

Authorization: Authorized

Date: 8/8/2025

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

Owner: Yasser Zahreddine

Diagram Version: 3

Review Date: None

F.T.E.: 0.00

Actions

Change Log

Change Requests

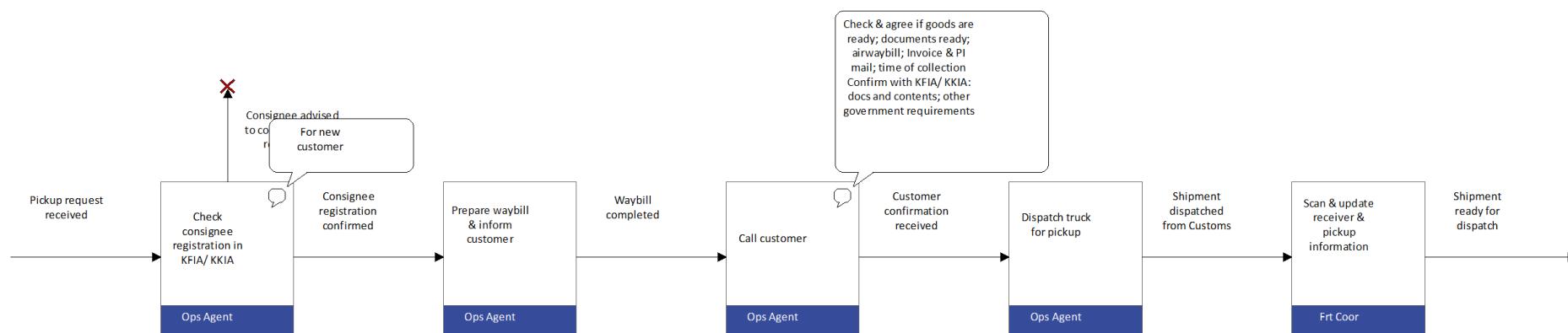
Feedback

Keywords

Read Only



## Process Express Full Truck Load (FTL)



Title: Process Express Full Truck Load (FTL)  
 Author: Edwin Ramos  
 Date: 8/10/2017  
 Volume: 0.00 Per Second

Authorization: Authorized  
 Date: 8/8/2025  
 Cost Per Second: \$ ,3.5,E-0317

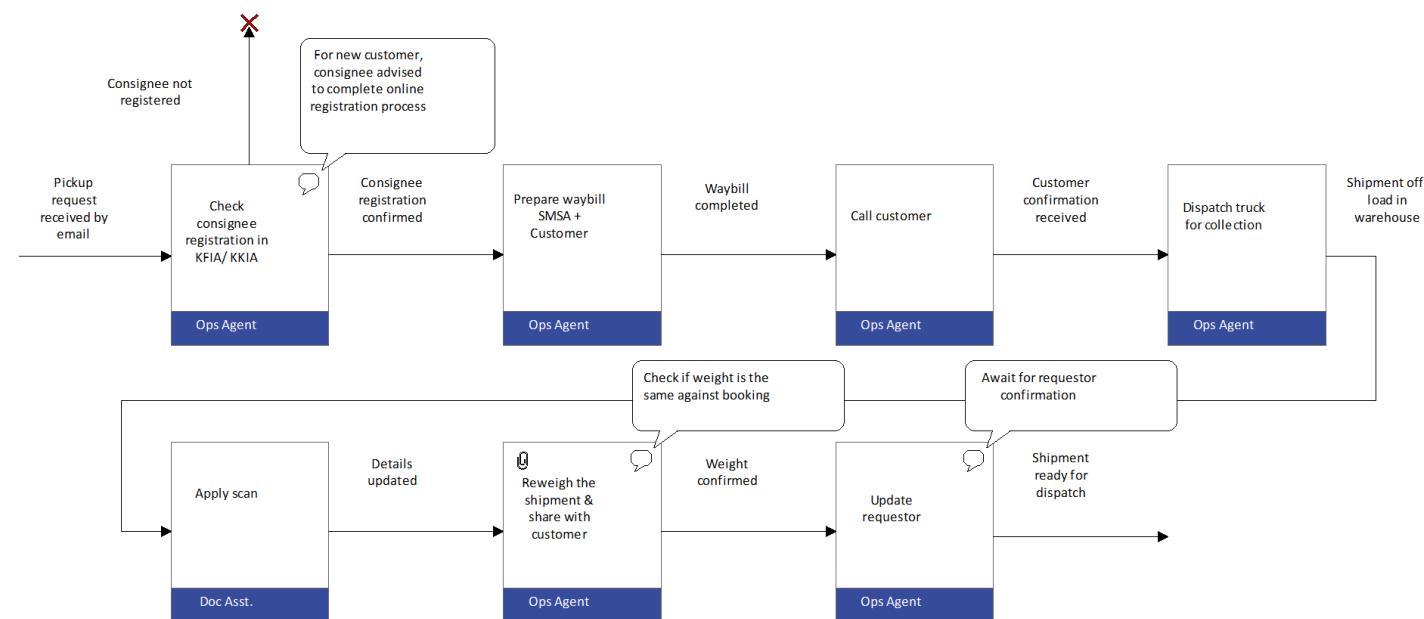
Owner: Yasser Zahreddine  
 Diagram Version: 3  
 Review Date: None  
 F.T.E.: 0.00

Actions  
 Change Log  
 Change Requests

Feedback  
 Keywords  
 Read Only



## LTL Booking Process



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

Authorization: Authorized  
 Date: 8/8/2025  
 Cost Per Second: \$ ,3.5,E-0317

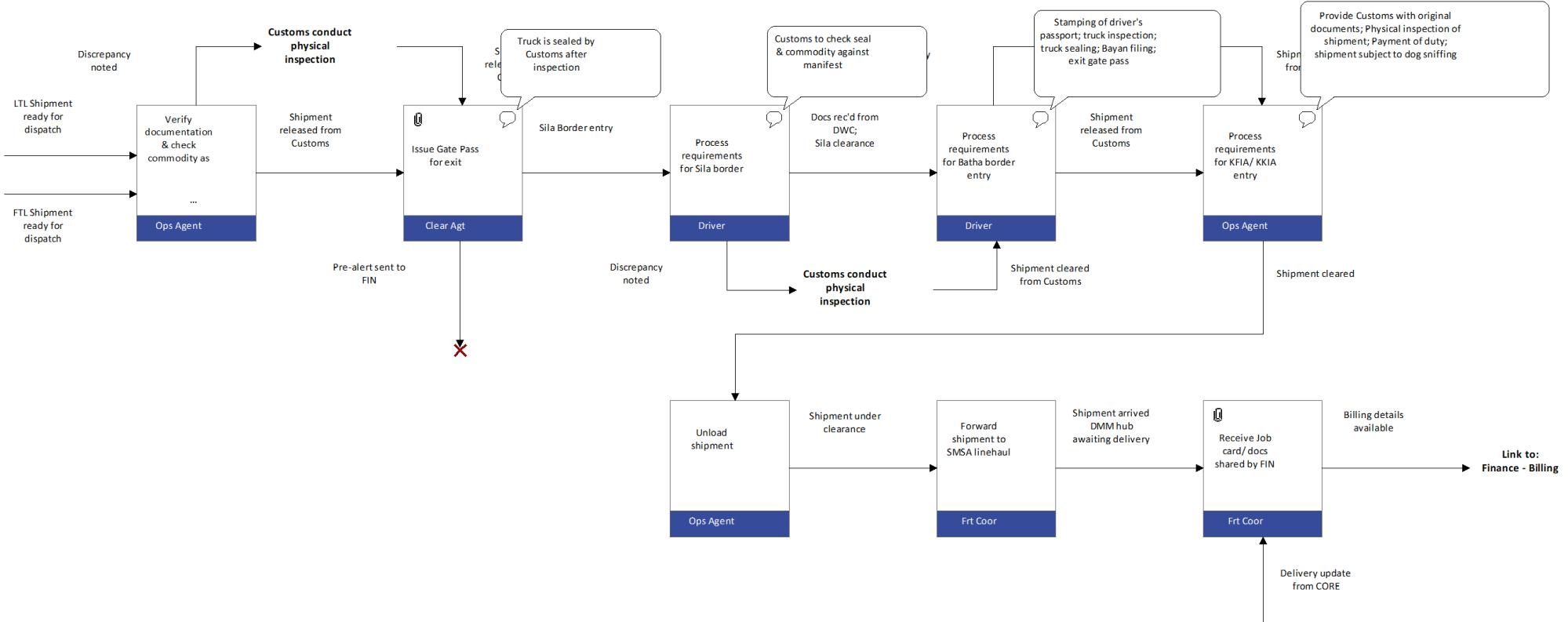
Owner: Yasser Zahreddine  
 Diagram Version: 3  
 Review Date: None  
 F.T.E.: 0.00

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

Date: 8/10/2017

Volume: 0.00 Per Second

Authorization: Authorized

Date: 8/8/2025

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

Owner: Yasser Zahreddine

Diagram Version: 3

Review Date: None

F.T.E.: 0.00

Actions

Change Log

Change Requests

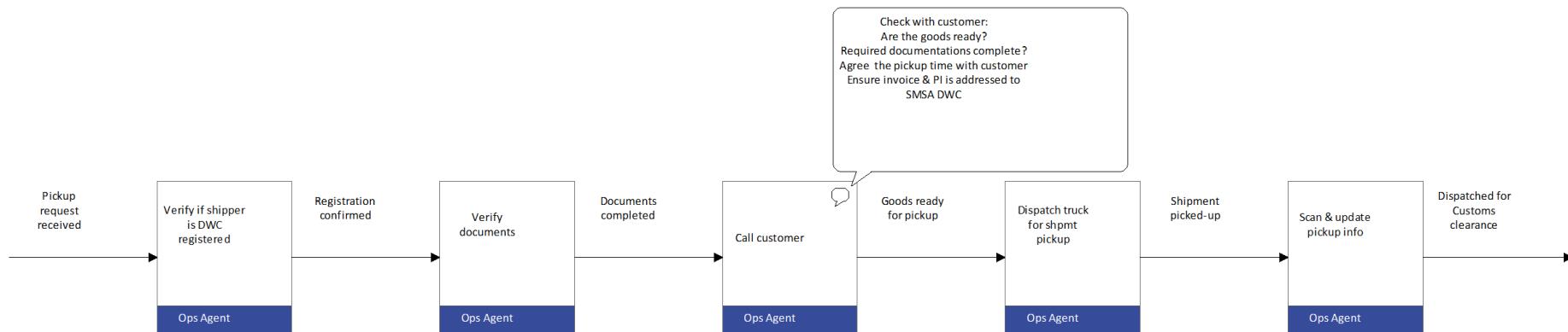
Feedback

Keywords

Read Only



### Process DWC to DAFZA Shipments



Title: Process DWC to DAFZA Shipments  
 Author: Edwin Ramos  
 Date: 11/27/2017  
 Volume: 0.00 Per Second

Authorization: Authorized  
 Date: 8/8/2025  
 Cost Per Second: \$ ,3.5,E-0317

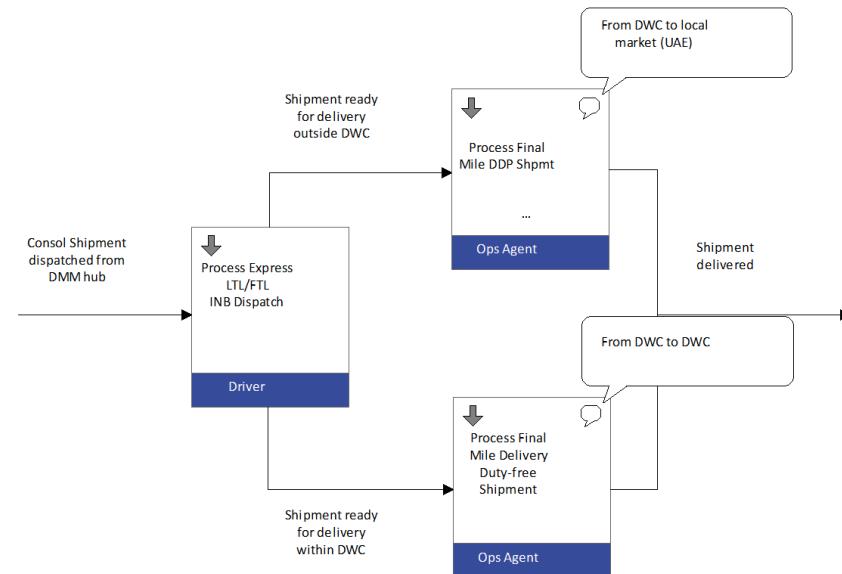
Owner: Yasser Zahreddine  
 Diagram Version: 3  
 Review Date: None  
 F.T.E.: 0.00

Actions  
 Change Log  
 Change Requests

Feedback  
 Keywords  
 Read Only



### Process Inbound LTL/ FTL



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

Authorization: Authorized  
 Date: 8/8/2025  
 Cost Per Second: \$ ,3.5,E-0317

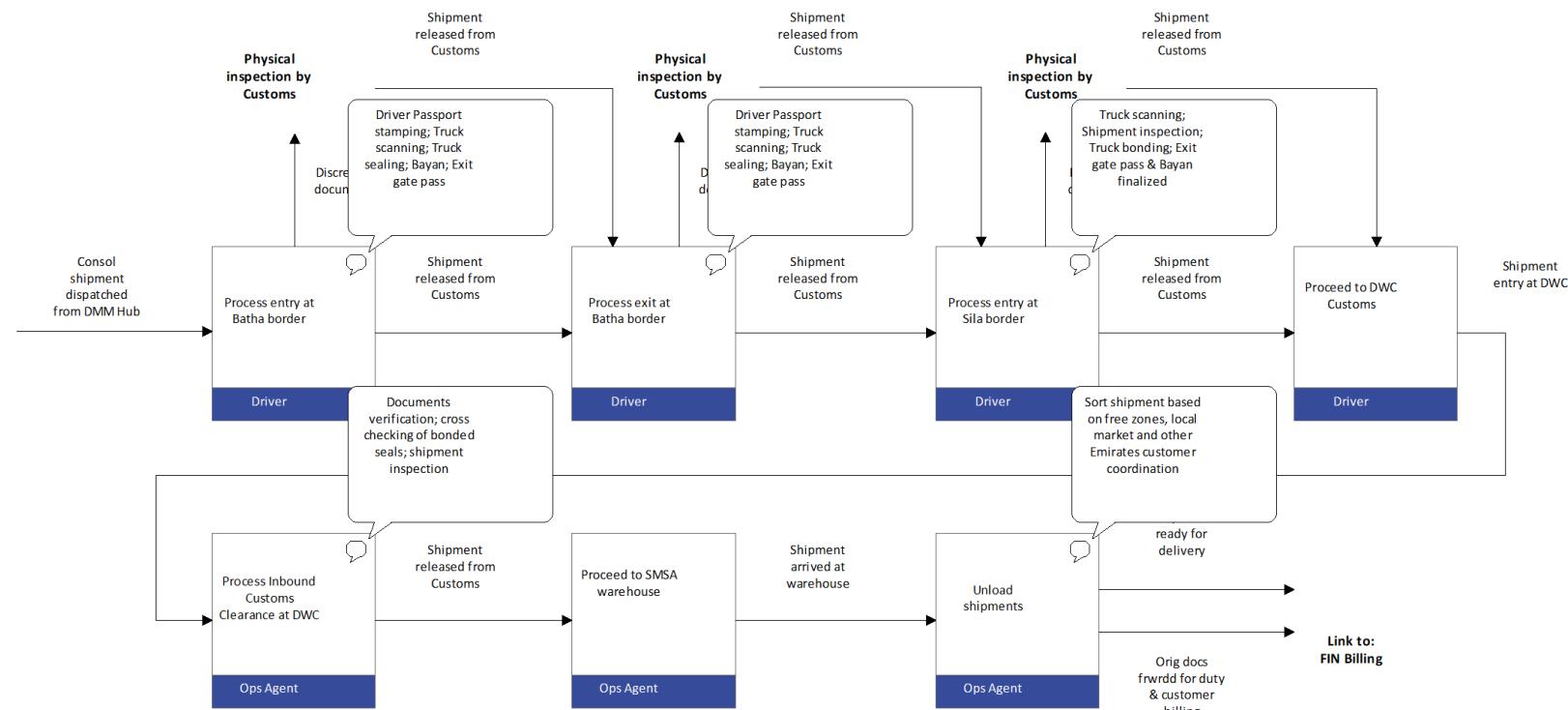
Owner: Yasser Zahreddine  
 Diagram Version: 3  
 Review Date: None  
 F.T.E.: 0.00

Actions  
 Change Log  
 Change Requests

Feedback  
 Keywords  
 Read Only



## Process Express LTL/FTL Inbound Dispatch



Title: Process Express LTL/FTL Inbound Dispatch

Author: Edwin Ramos

Date: 8/13/2017

Volume: 0.00 Per Second

Authorization: Authorized

Date: 8/8/2025

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

Owner: Yasser Zahreddine

Diagram Version: 3

Review Date: None

F.T.E.: 0.00

Actions

Change Log

Change Requests

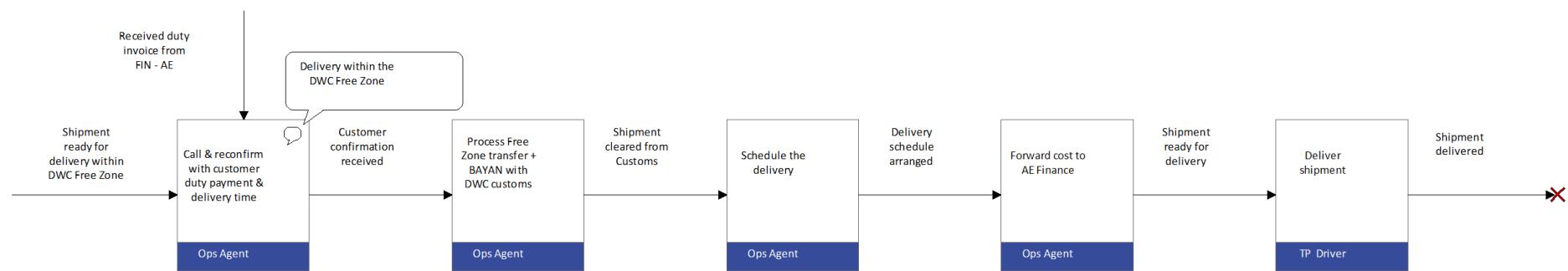
Feedback

Keywords

Read Only



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



Title: Process Final Mile Delivery Duty-free Shipment  
 Author: Edwin Ramos  
 Date: 8/13/2017  
 Volume: 0.00 Per Second

Authorization: Authorized  
 Date: 8/8/2025  
 Cost Per Second: \$ ,3.5,E-0317

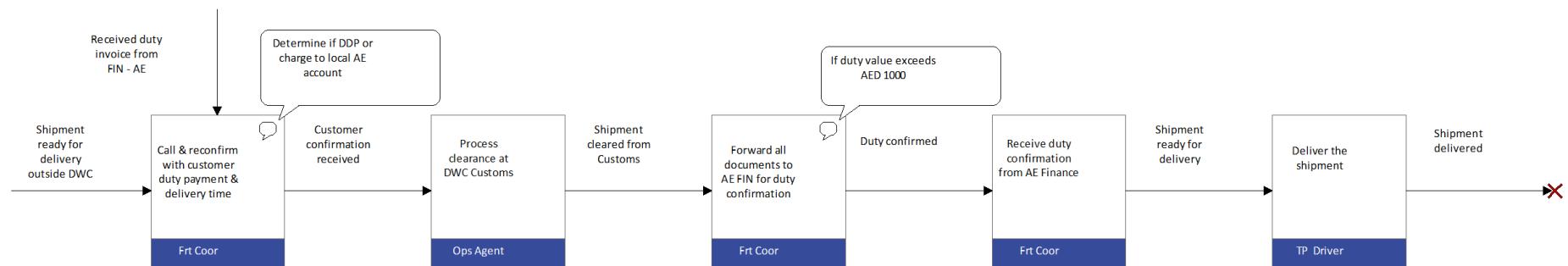
Owner: Yasser Zahreddine  
 Diagram Version: 3  
 Review Date: None  
 F.T.E.: 0.00

Actions  
 Change Log  
 Change Requests

Feedback  
 Keywords  
 Read Only



## Process Final Mile Delivery



Title: Process Final Mile Delivery of Duty-paid Shipment

Author: Edwin Ramos

Date: 8/13/2017

Volume: 0.00 Per Second

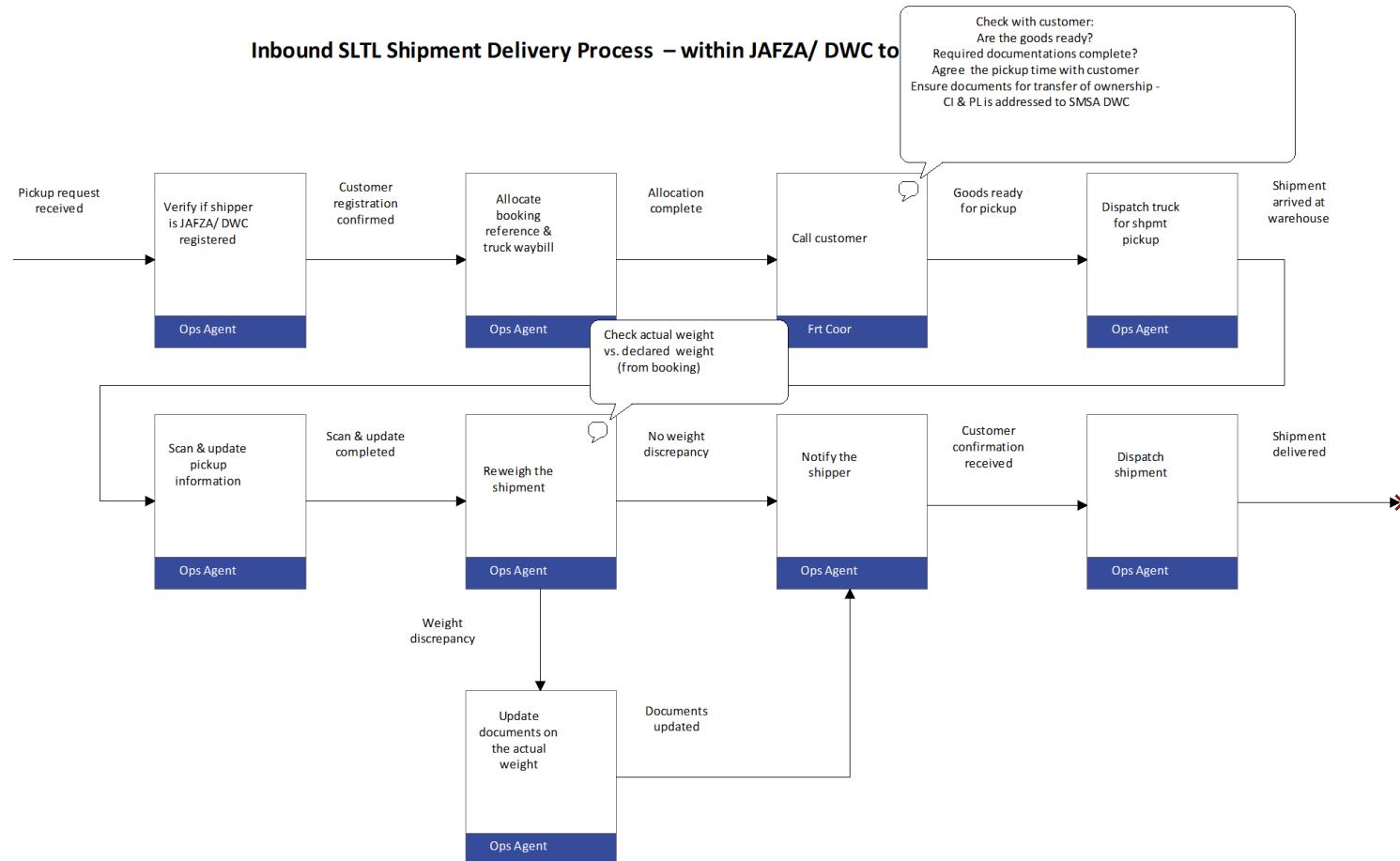
Authorization: Authorized

Date: 8/13/2017 Date: 8/8/2025  
Volume: 0.00 Per Second Cost Per Second: \$ ,3.5,E-0317

Owner: Yasser Zahreddine  
Diagram Version: 3

Review Date: None  
F.T.E.: 0.00

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



**Title:** Inbound SLTL Shipment Delivery Process – within JAFZA/ DWC to...  
**Author:** Edwin Ramos  
**Date:** 11/27/2017  
**Volume:** 0.00 Per Second

**Authorization:** Authorized  
**Date:** 8/8/2025  
**Cost Per Second:** \$ ,3.5,E-0317

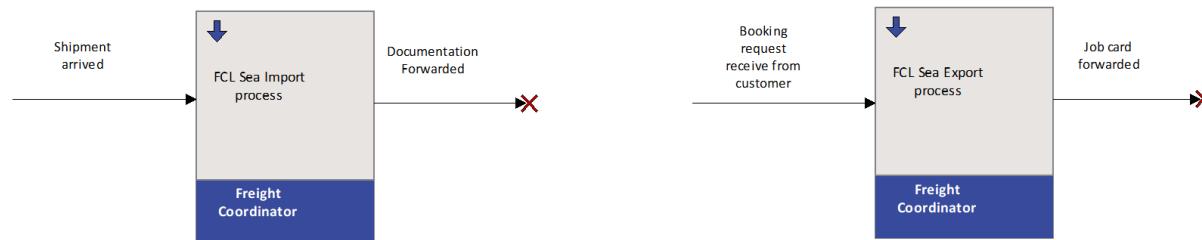
**Owner:** Yasser Zahreddine  
**Diagram Version:** 4  
**Review Date:** None  
**F.T.E.:** 0.00

Actions  
 Change Log  
 Change Requests

Feedback  
 Keywords  
 Read Only



## FCL Sea Import / Export process



Title: FCL Sea Import / Export process  
Author: Mohammed Ahmed Khan  
Date: 3/27/2021  
Volume: 0.00 Per Second

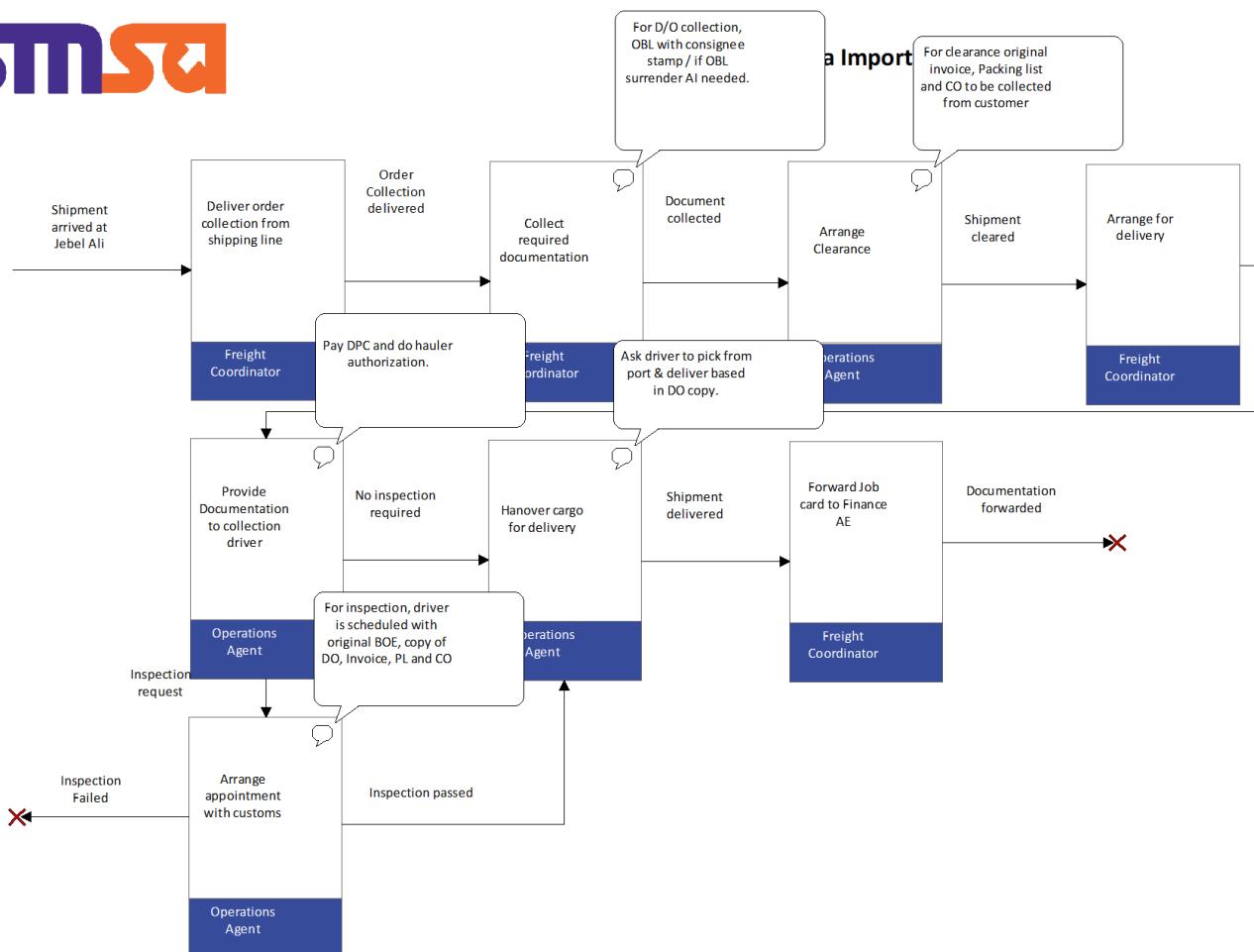
Authorization: Authorized  
Date: 5/11/2021  
Cost Per Second: \$ ,3.5,E-0317

Owner: Yasser Zahreddine  
Diagram Version: 2  
Review Date: None  
F.T.E.: 0.00

Actions  Feedback  
 Change Log  Keywords  
 Change Requests  Read Only

## New Landing Page - Level 1.1.2.7.6.1

Version: 2

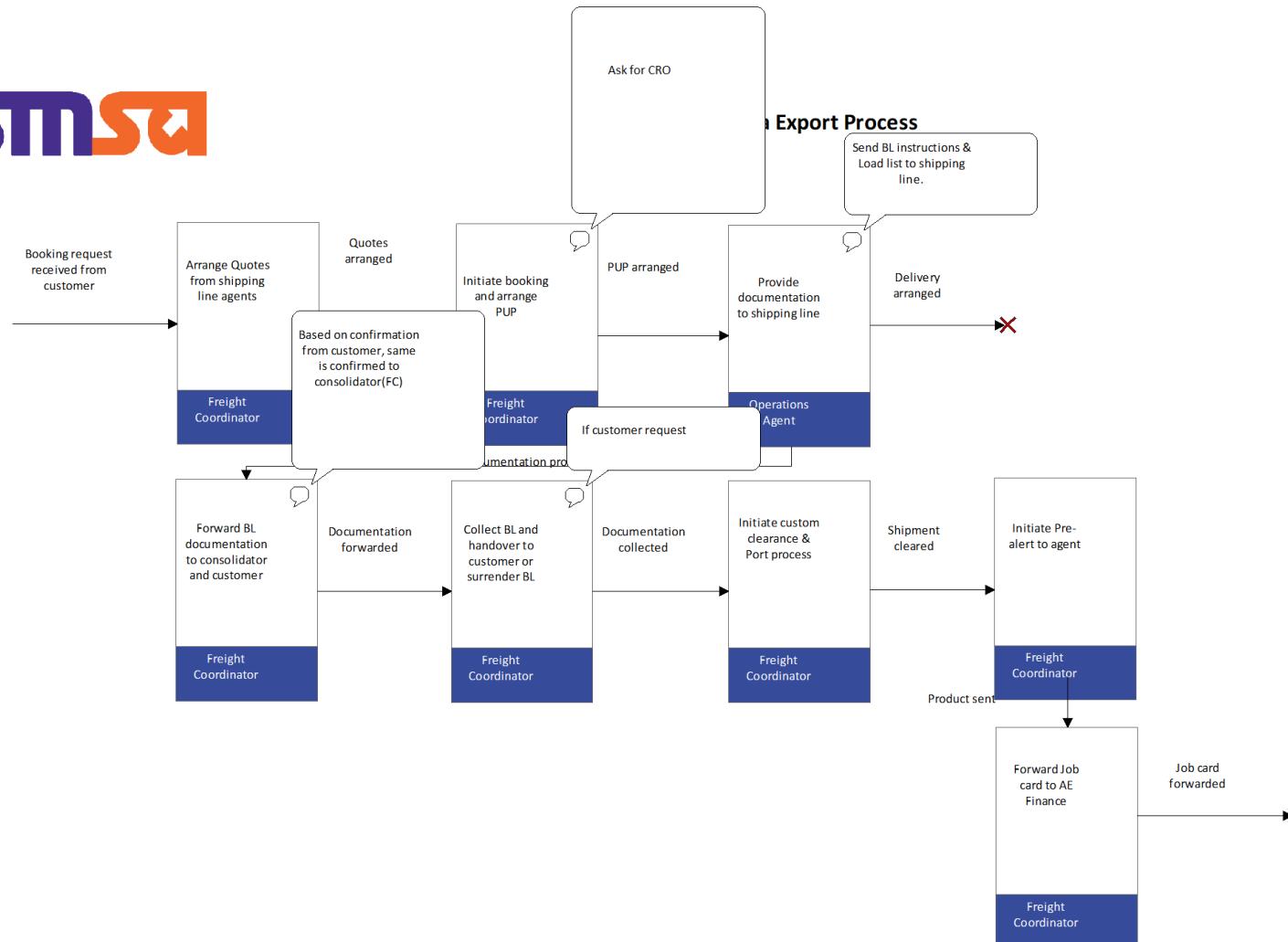


Title: FCL Sea Import Process  
Author: Mohammed Ahmed Khan  
Date: 3/22/2021  
Volume: 0.00 Per Second

Authorization: Authorized  
Date: 5/11/2021  
Cost Per Second: \$.35,E-0317

Owner: Yasser Zahreddine  
Diagram Version: 2  
Review Date: None  
E.T.E.: 0.00

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



**Title:** FCL Sea Export Process  
**Author:** Mohammed Ahmed Khan  
**Date:** 3/23/2021  
**Volume:** 0.00 Per Second

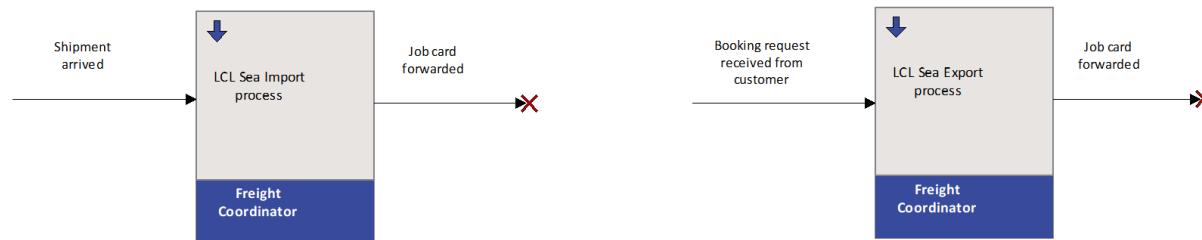
**Authorization:** Authorized  
**Date:** 5/11/2021  
**Cost Per Second:** \$ ,3.5,E-0317

**Owner:** Yasser Zahreddine  
**Diagram Version:** 2  
**Review Date:** None  
**F.T.E.:** 0.00

Actions  
 Change Log  
 Change Requests
  Feedback  
 Keywords  
 Read Only



## LCL Sea Import / Export process

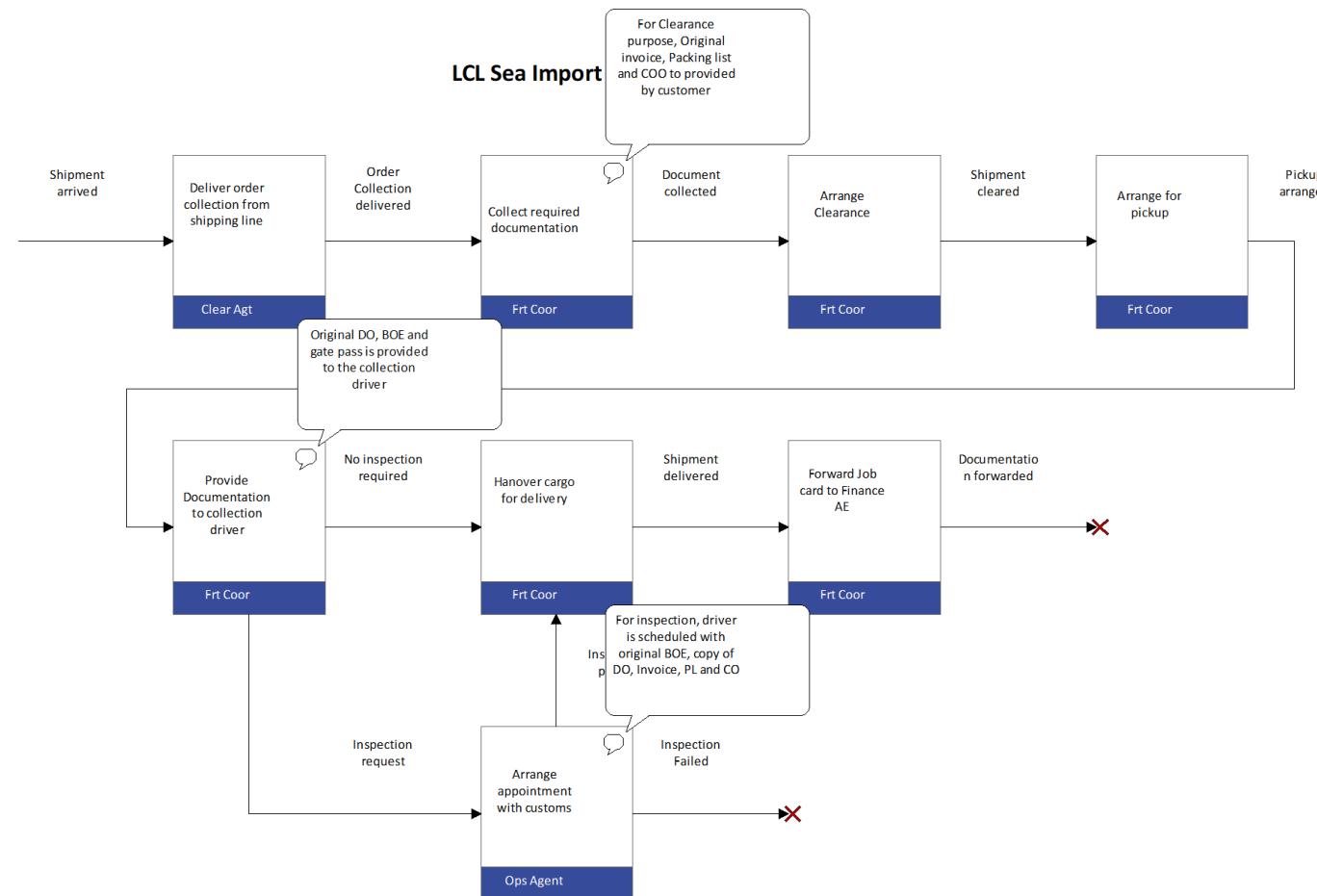


Title: LCL Sea Import / Export process  
Author: Mohammed Ahmed Khan  
Date: 3/27/2021  
Volume: 0.00 Per Second

Authorization: Authorized  
Date: 5/11/2021  
Cost Per Second: \$ ,3.5,E-0317

Owner: Yasser Zahreddine  
Diagram Version: 2  
Review Date: None  
F.T.E.: 0.00

Actions  Feedback  
 Change Log  Keywords  
 Change Requests  Read Only



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

Authorization: Authorized  
 Date: 8/8/2025  
 Cost Per Second: \$ ,3.5,E-0317

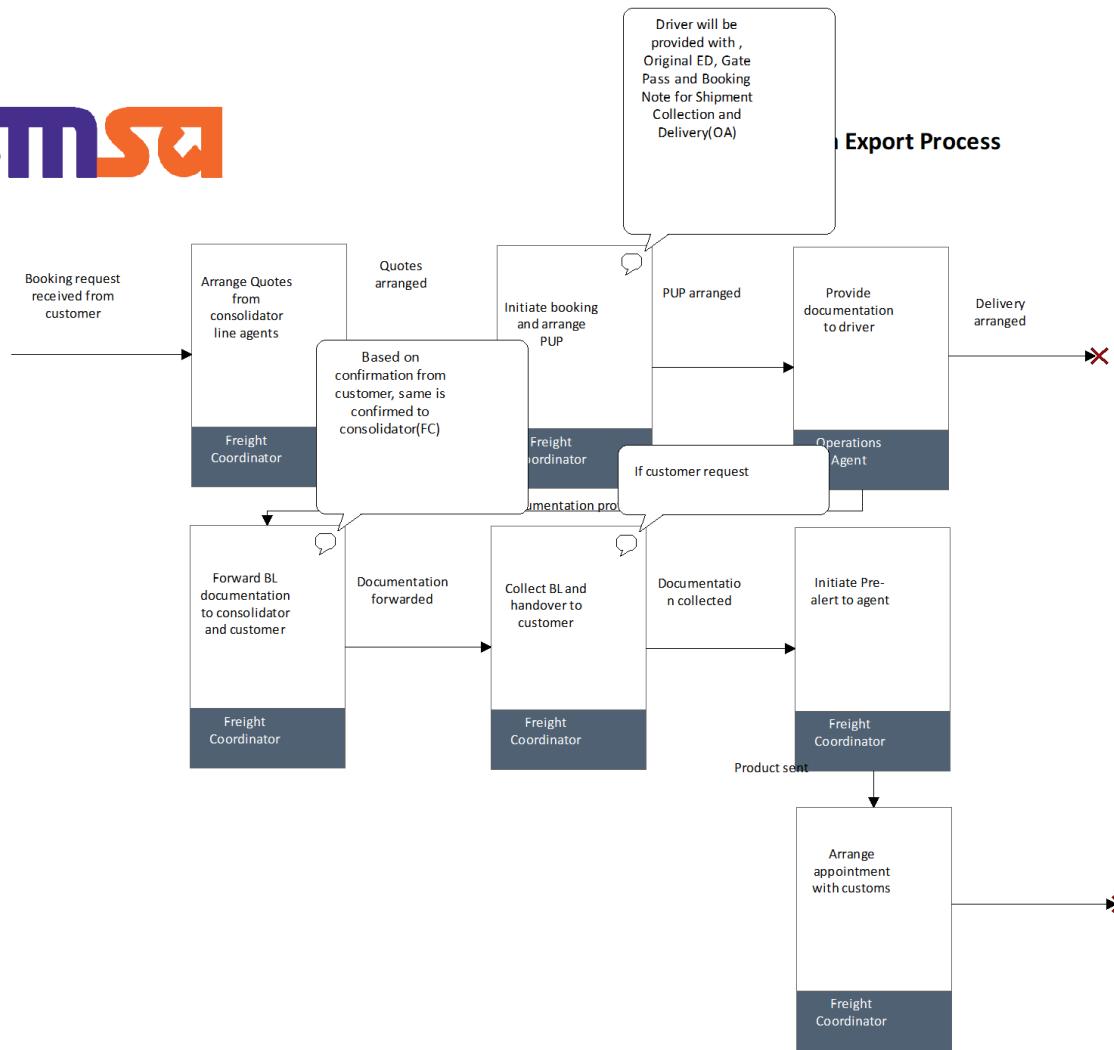
Owner: Yasser Zahreddine  
 Diagram Version: 3  
 Review Date: None  
 F.T.E.: 0.00

Actions  
 Change Log  
 Change Requests

Feedback  
 Keywords  
 Read Only

## New Landing Page - Level 1.1.2.7.7.2

Version: 2



Title: LCL Sea Export Process  
Author: Mohammed Ahmed Khan  
Date: 2/28/2021  
Volume: 0.00 Per Second

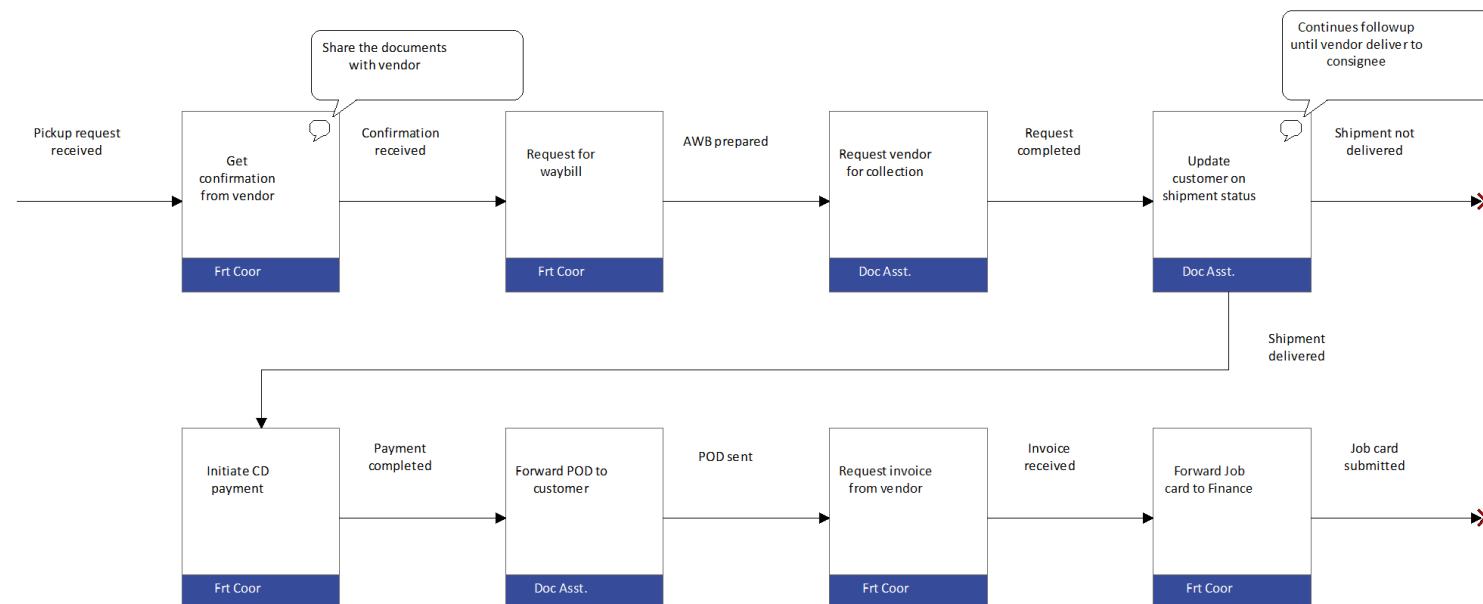
Authorization: Authorized  
Date: 3/28/2021  
Cost Per Second: \$.35.E-0317

Owner: Yasser Zahreddine  
Diagram Version: 2  
Review Date: None  
E.T.E.: 0.00

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



### MCT-DOH-LTL Shipment Process



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

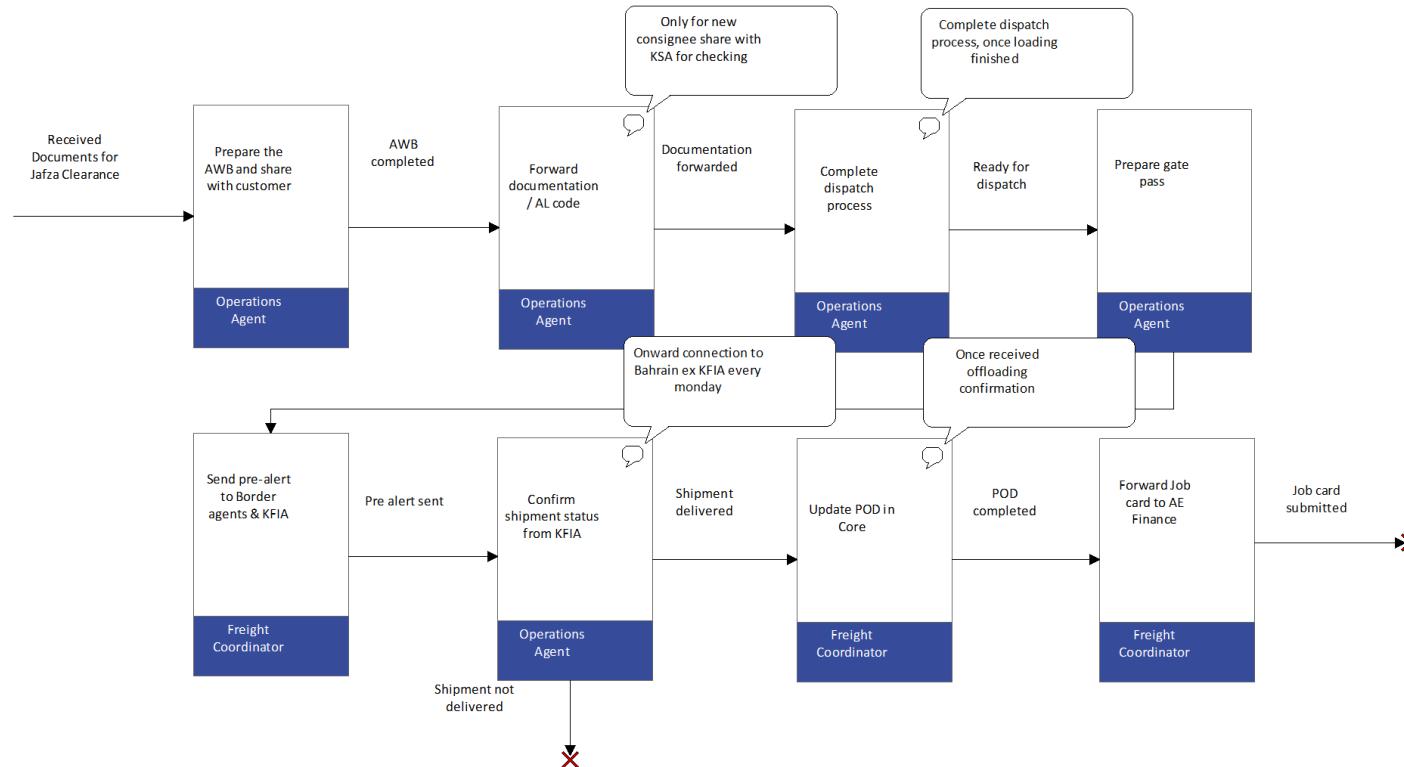
Authorization: Authorized  
 Date: 8/8/2025  
 Cost Per Second: \$ ,3.5,E-0317

Owner: Yasser Zahreddine  
 Diagram Version: 3  
 Review Date: None  
 F.T.E.: 0.00

Actions  
 Change Log  
 Change Requests
  Feedback  
 Keywords  
 Read Only



## UAE Land Freight - C&D Process



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

Authorization: Authorized  
 Date: 5/11/2021  
 Cost Per Second: \$ ,3.5,E-0317

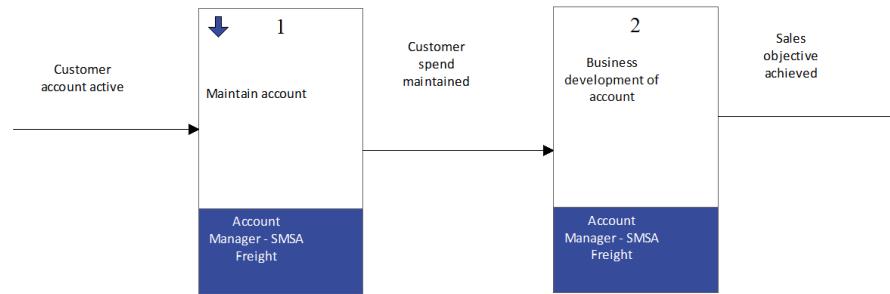
Owner: Yasser Zahreddine  
 Diagram Version: 2  
 Review Date: None  
 F.T.E.: 0.00

Actions  
 Change Log  
 Change Requests

Feedback  
 Keywords  
 Read Only



## UAE-SFD SALES PROCESS



Title: UAE-SFD SALES PROCESS  
Author: Mohammed Ahmed Khan  
Date: 5/9/2021  
Volume: 0.00 Per Second

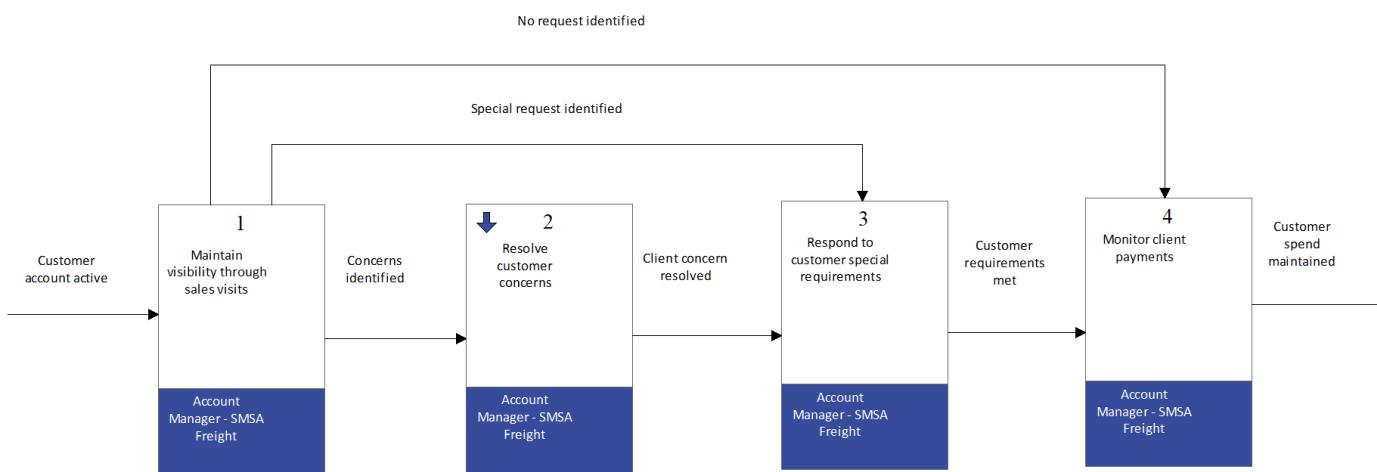
Authorization: Authorized  
Date: 5/23/2021  
Cost Per Second: \$ ,3.5,E-0317

Owner: Yasser Zahreddine  
Diagram Version: 1  
Review Date: None  
F.T.E.: 0.00

Actions  Feedback  
 Change Log  Keywords  
 Change Requests  Read Only



## Maintain account



Title: Maintain account  
 Author: Mohammed Ahmed Khan  
 Date: 5/9/2021  
 Volume: 0.00 Per Second

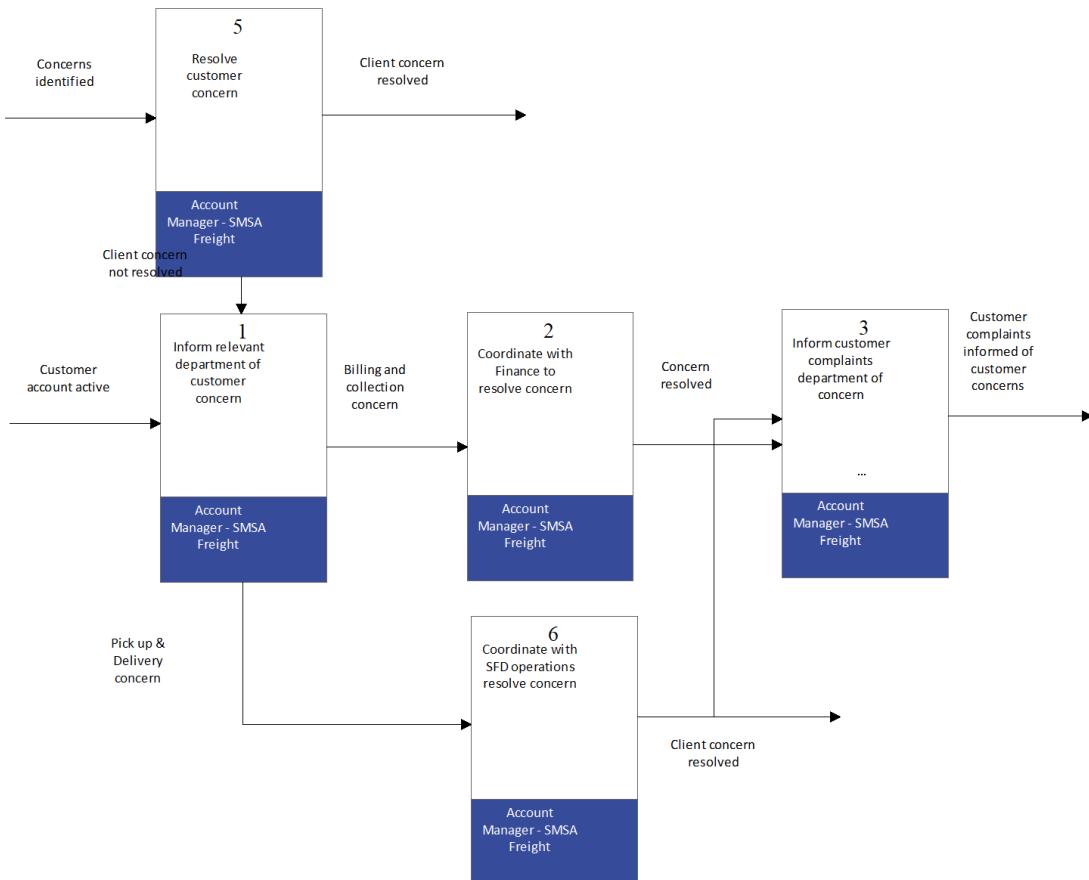
Authorization: Authorized  
 Date: 5/23/2021  
 Cost Per Second: \$ ,3.5,E-0317

Owner: Yasser Zahreddine  
 Diagram Version: 2  
 Review Date: None  
 F.T.E.: 0.00

Actions  Feedback  
 Change Log  Keywords  
 Change Requests  Read Only



### Resolve customer concerns



Title: Resolve customer concerns  
 Author: Mohammed Ahmed Khan  
 Date: 5/10/2021  
 Volume: 0.00 Per Second

Authorization: Authorized  
 Date: 5/23/2021  
 Cost Per Second: \$ ,3.5,E-0317

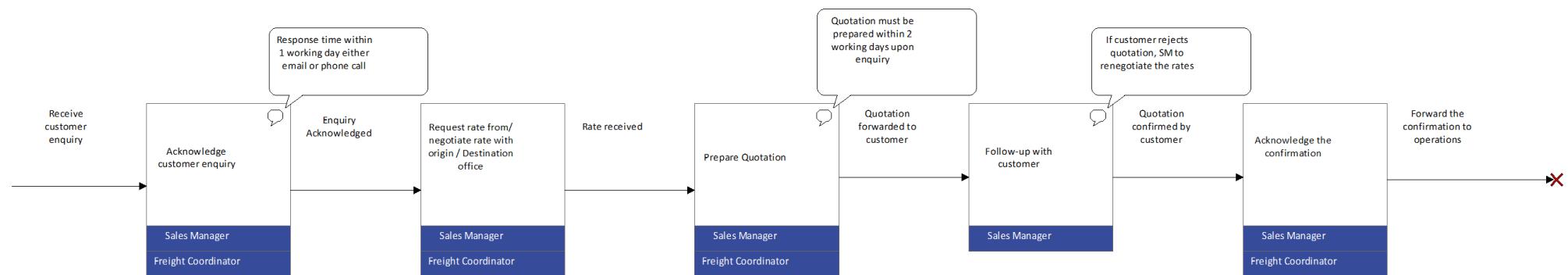
Owner: Yasser Zahreddine  
 Diagram Version: 2  
 Review Date: None  
 F.T.E.: 0.00

Actions  
 Change Log  
 Change Requests

Feedback  
 Keywords  
 Read Only



## Customer Enquiries for SMSA Freight



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

Authorization: Authorized  
 Date: 4/26/2022  
 Cost Per Second: \$ ,3.5,E-0317

Owner: Yasser Zahreddine  
 Diagram Version: 2  
 Review Date: None  
 F.T.E.: 0.00

Actions  
 Change Log  
 Change Requests

Feedback  
 Keywords  
 Read Only



UAE - Customer Service



Customer Service



Retail

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

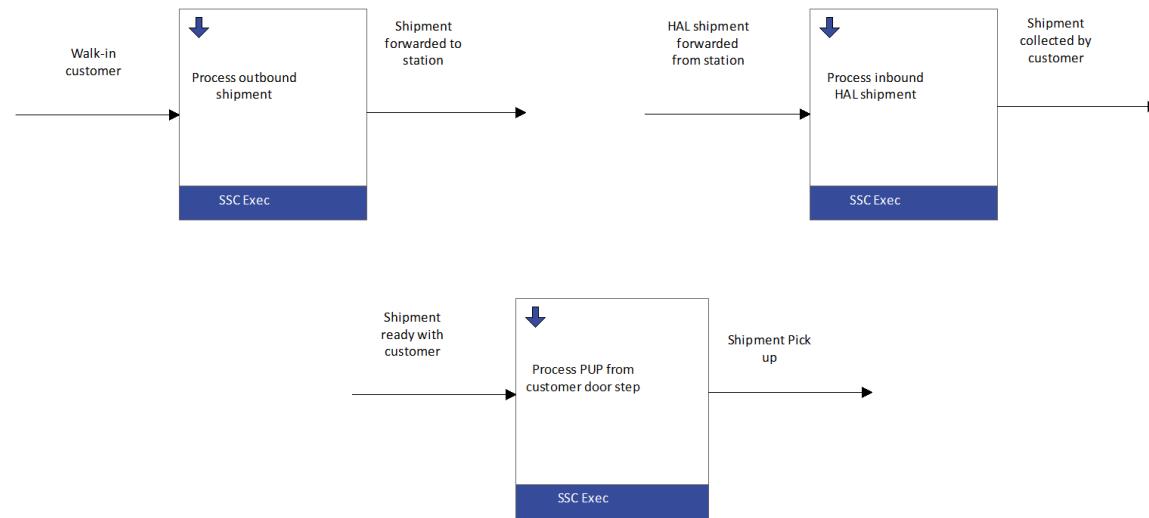
Authorization: Authorized  
Date: 7/4/2021  
Cost Per Second: \$ ,3.5,E-0317

Owner: Mir Taqi Ali  
Diagram Version: 2  
Review Date: None  
F.T.E.: 0.00

Actions  Feedback  
 Change Log  Keywords  
 Change Requests  Read Only



## UAE - Retail Center



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

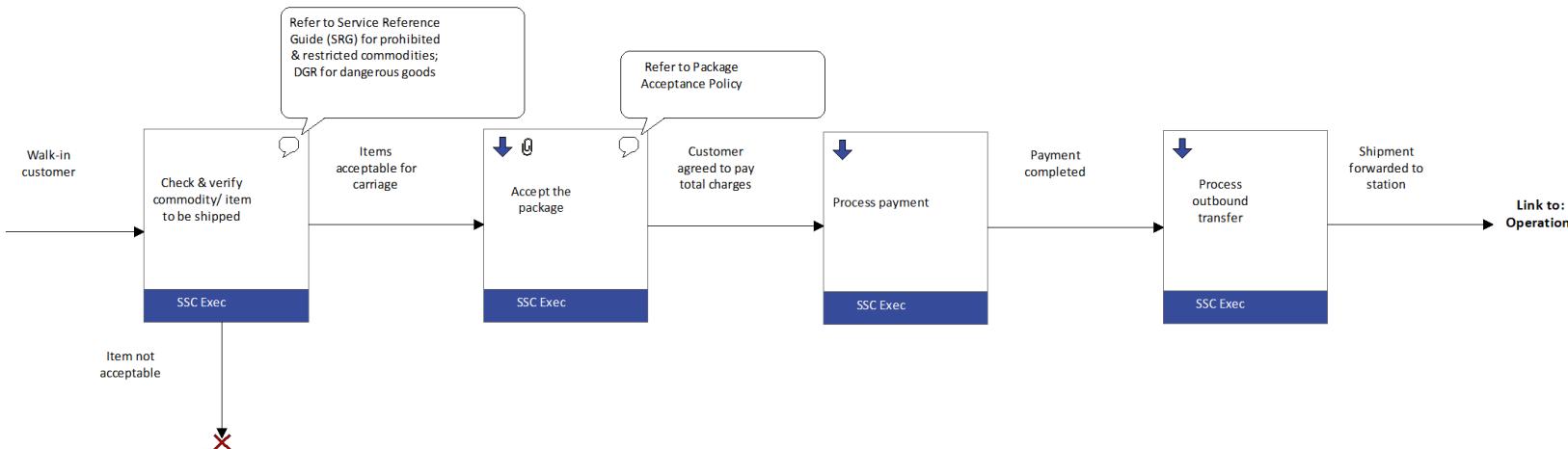
Authorization: Authorized  
 Date: 6/28/2022  
 Cost Per Second: \$ ,3.5,E-0317

Owner: Yasser Zahreddine  
 Diagram Version: 3  
 Review Date: None  
 F.T.E.: 0.00

Actions  Feedback  
 Change Log  Keywords  
 Change Requests  Read Only



## Process Outbound Shipment



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

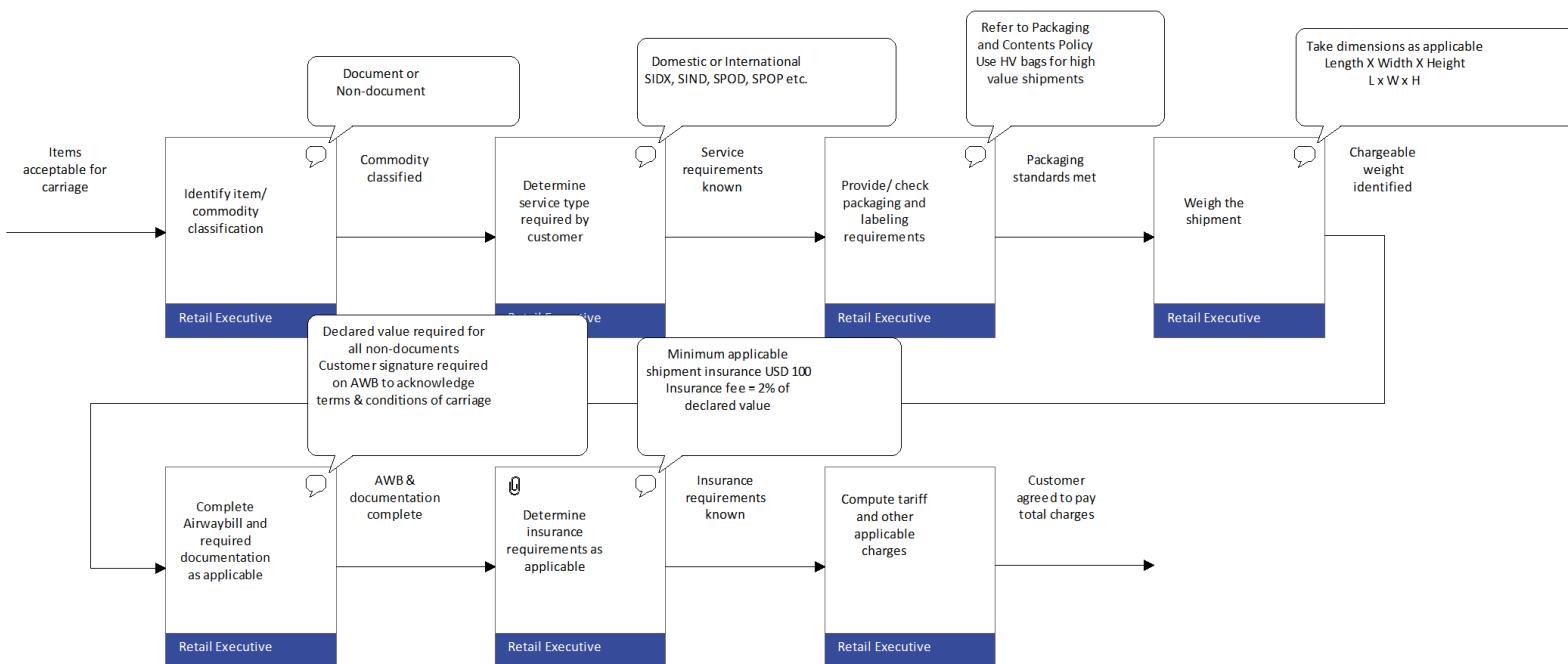
Authorization: Authorized  
 Date: 6/28/2022  
 Cost Per Second: \$ ,3.5,E-0317

Owner: Yasser Zahreddine  
 Diagram Version: 3  
 Review Date: None  
 F.T.E.: 0.00

Actions  Feedback  
 Change Log  Keywords  
 Change Requests  Read Only



### Package Acceptance



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

Authorization: Authorized  
 Date: 6/28/2022  
 Cost Per Second: \$ ,3.5,E-0317

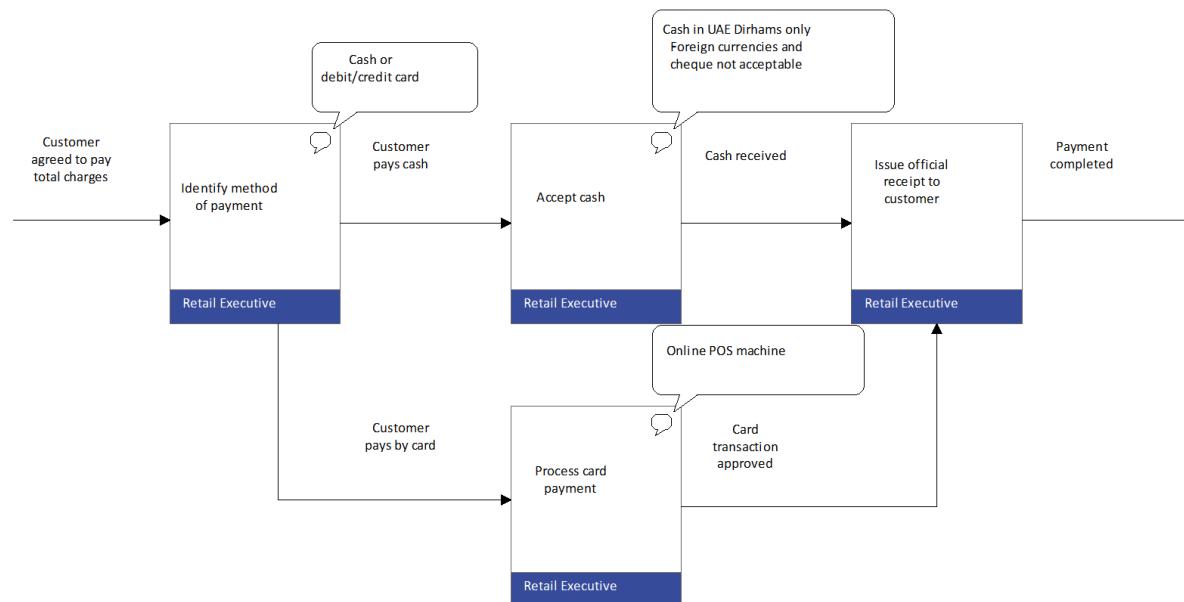
Owner: Yasser Zahreddine  
 Diagram Version: 3  
 Review Date: None  
 F.T.E.: 0.00

Actions  
 Change Log  
 Change Requests

Feedback  
 Keywords  
 Read Only



### Process Payment



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

**Authorization:** Authorized  
**Date:** 6/28/2022  
**Cost Per Second:** \$ ,3.5,E-0317

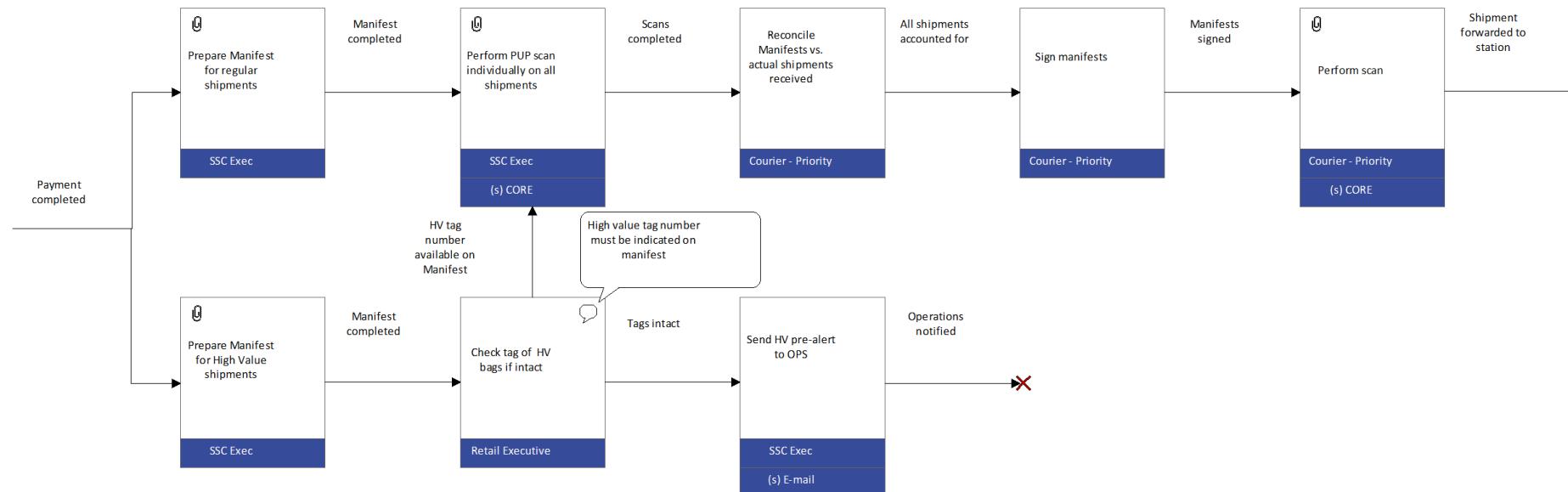
**Owner:** Yasser Zahreddine  
**Diagram Version:** 3  
**Review Date:** None  
**F.T.E.:** 0.00

Actions  
 Change Log  
 Change Requests

Feedback  
 Keywords  
 Read Only



## Process Outbound Transfer

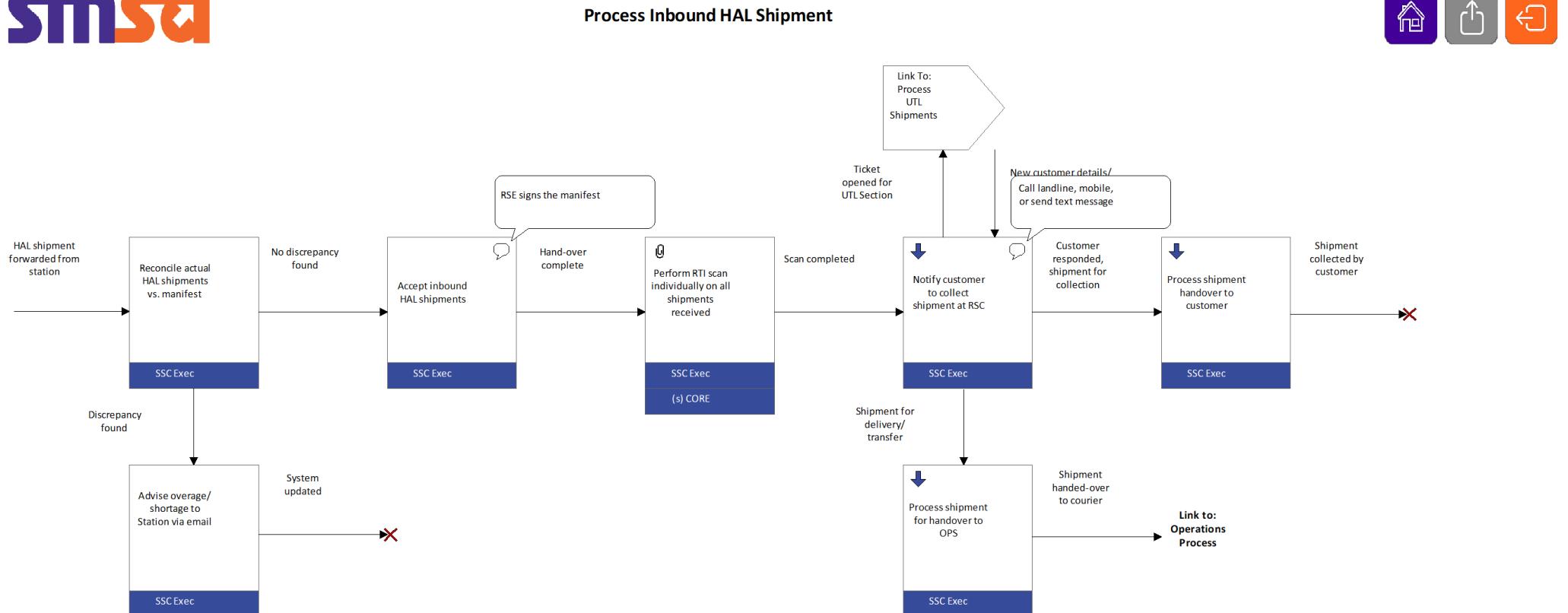


Title: Process Outbound Transfer  
 Author: Edwin Ramos  
 Date: 10/30/2017  
 Volume: 0.00 Per Second

Authorization: Authorized  
 Date: 6/28/2022  
 Cost Per Second: \$ ,3.5,E-0317

Owner: Yasser Zahreddine  
 Diagram Version: 3  
 Review Date: None  
 F.T.E.: 0.00

Actions  
 Change Log  
 Change Requests
  Feedback  
 Keywords  
 Read Only



## Title: Process Inbound HAL Shipment

Author: Edwin Ramos

Date: 10/26/2017

Volume: 0.00 Per Second

Authorization: Authorized

Date: 6/28/2022

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

Owner: Yasser Zahreddine  
Diagram Version: 3

Review Date: None

F.T.E.: 0.00

## Actions

- Change Log

## ○ Change Requests ● Read Only

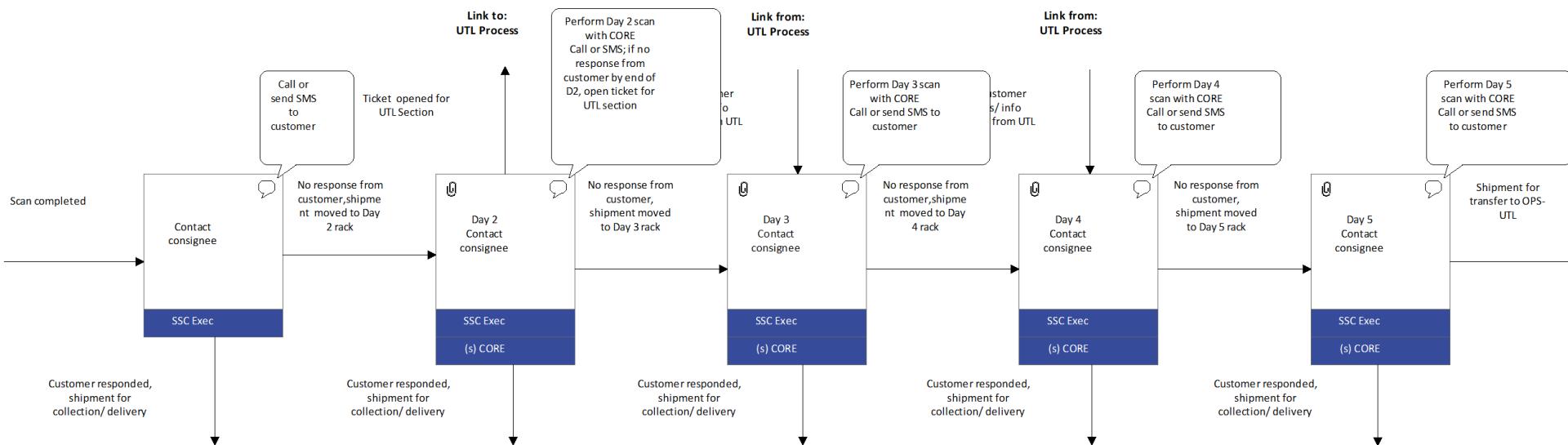
### ○ Feedback

## ○ Keywords

## ● Read Only



## Notify Customer



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

**Authorization:** Authorized  
**Date:** 6/28/2022  
**Cost Per Second:** \$ ,3.5,E-0317

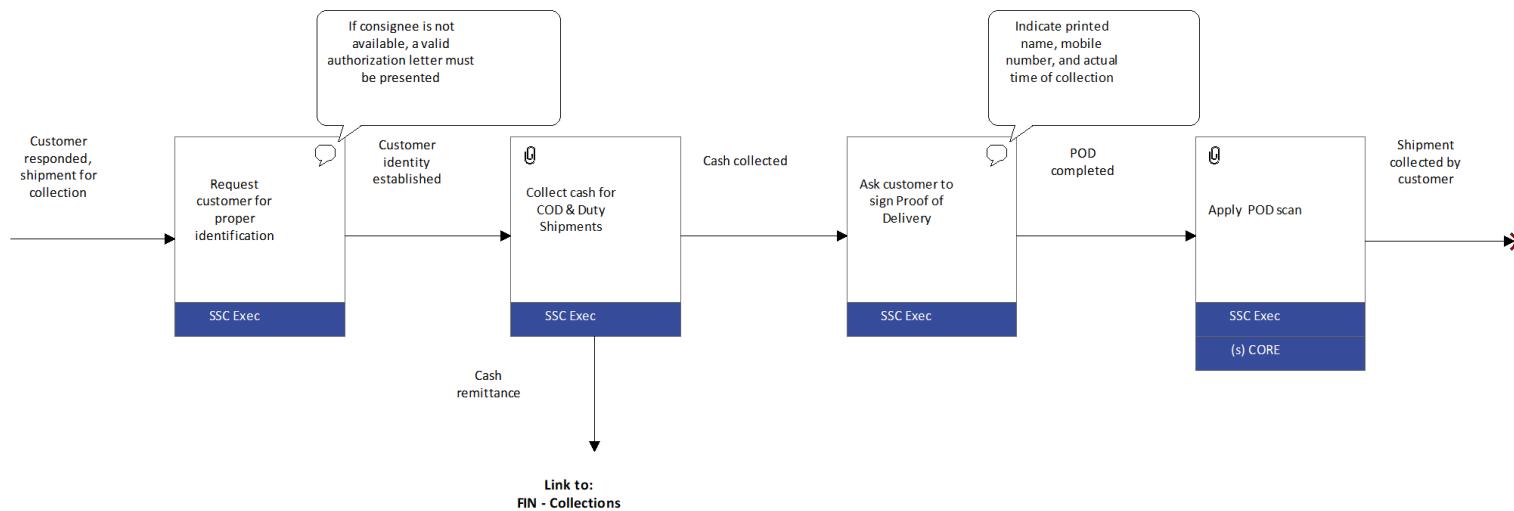
**Owner:** Yasser Zahreddine  
**Diagram Version:** 3  
**Review Date:** None  
**F.T.E.:** 0.00

Actions  
 Change Log  
 Change Requests

Feedback  
 Keywords  
 Read Only



## Shipment Handover to Customer



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

Authorization: Authorized  
 Date: 6/28/2022  
 Cost Per Second: \$ ,3.5,E-0317

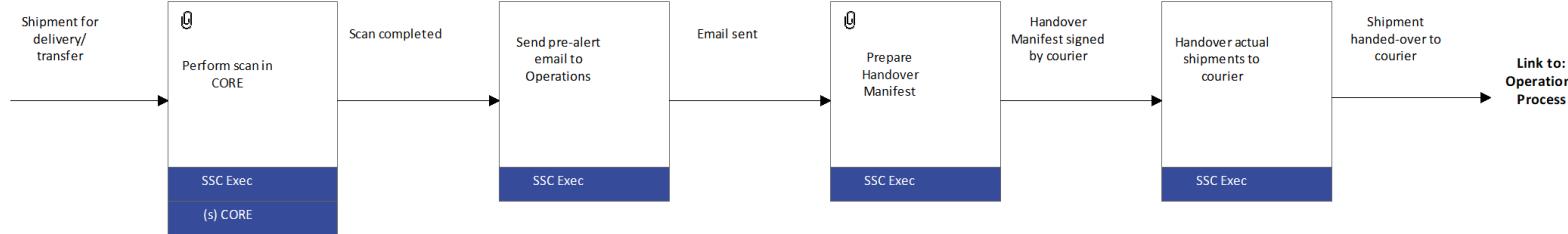
Owner: Yasser Zahreddine  
 Diagram Version: 3  
 Review Date: None  
 F.T.E.: 0.00

Actions  
 Change Log  
 Change Requests

Feedback  
 Keywords  
 Read Only



### Shipment Handover to OPS



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

**Authorization:** Authorized  
**Date:** 6/28/2022  
**Cost Per Second:** \$ ,3.5,E-0317

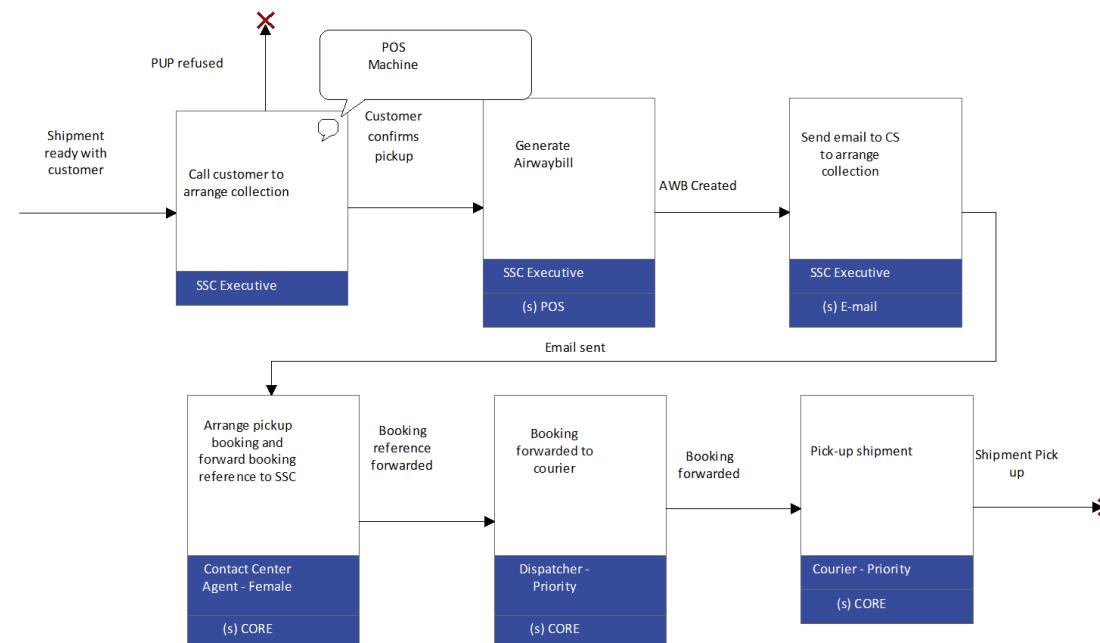
**Owner:** Yasser Zahreddine  
**Diagram Version:** 3  
**Review Date:** None  
**F.T.E.:** 0.00

Actions  
 Change Log  
 Change Requests

Feedback  
 Keywords  
 Read Only



### SSC Pick-Up Process From Customer Door Step



Title: SSC Pick-Up Process From Customer Door Step  
 Author: Bashayr Al sharidi  
 Date: 4/28/2022  
 Volume: 0.00 Per Second

Authorization: Authorized  
 Date: 6/28/2022  
 Cost Per Second: \$ ,3.5,E-0317

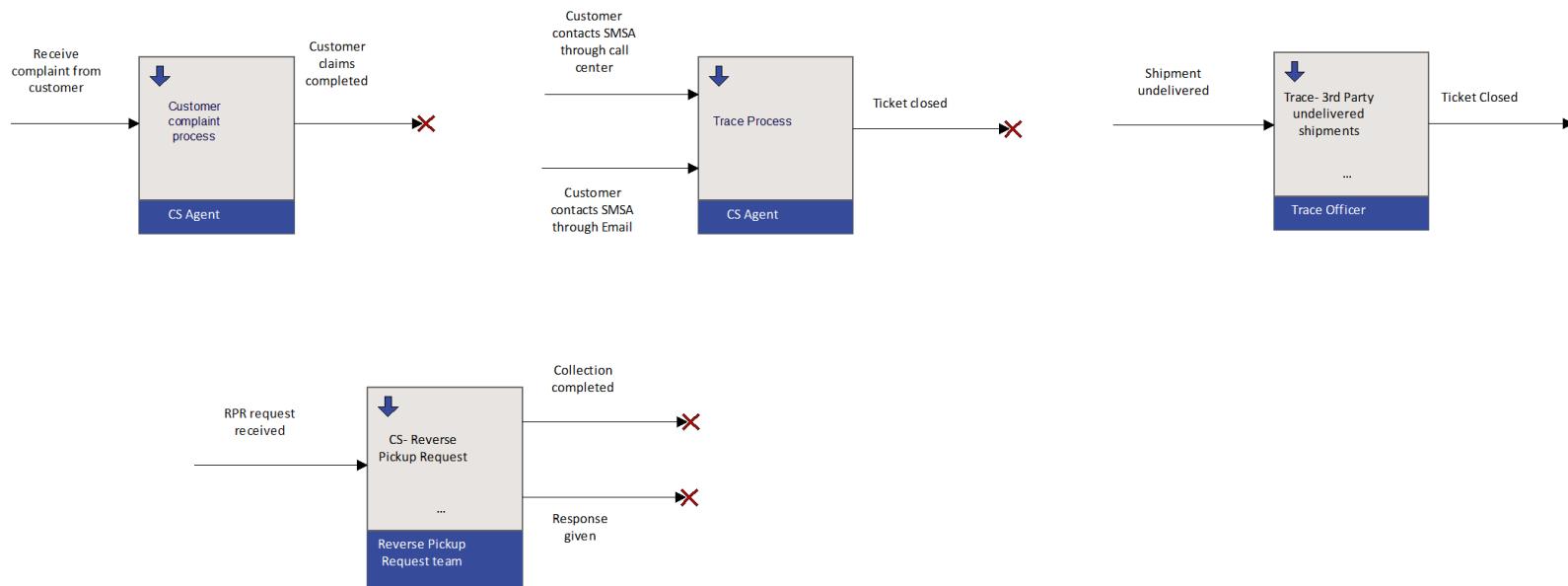
Owner: Yasser Zahreddine  
 Diagram Version: 1  
 Review Date: None  
 F.T.E.: 0.00

Actions  
 Change Log  
 Change Requests

Feedback  
 Keywords  
 Read Only



### UAE - Customer Service Process



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

Authorization: Authorized  
 Date: 6/20/2021  
 Cost Per Second: \$ ,3.5,E-0317

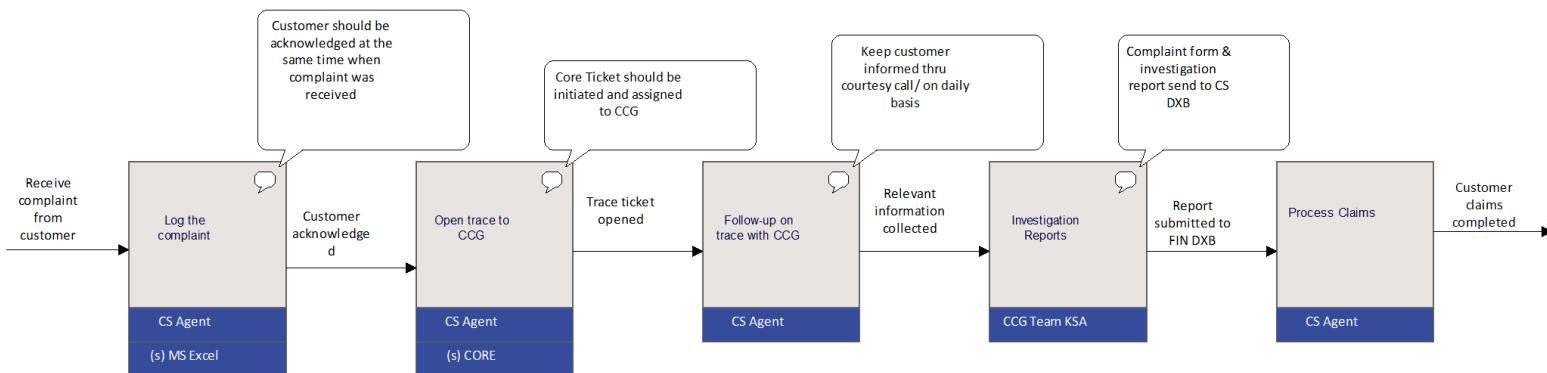
Owner: Yasser Zahreddine  
 Diagram Version: 2  
 Review Date: None  
 F.T.E.: 0.00

Actions  
 Change Log  
 Change Requests

Feedback  
 Keywords  
 Read Only



### Customer complaint process

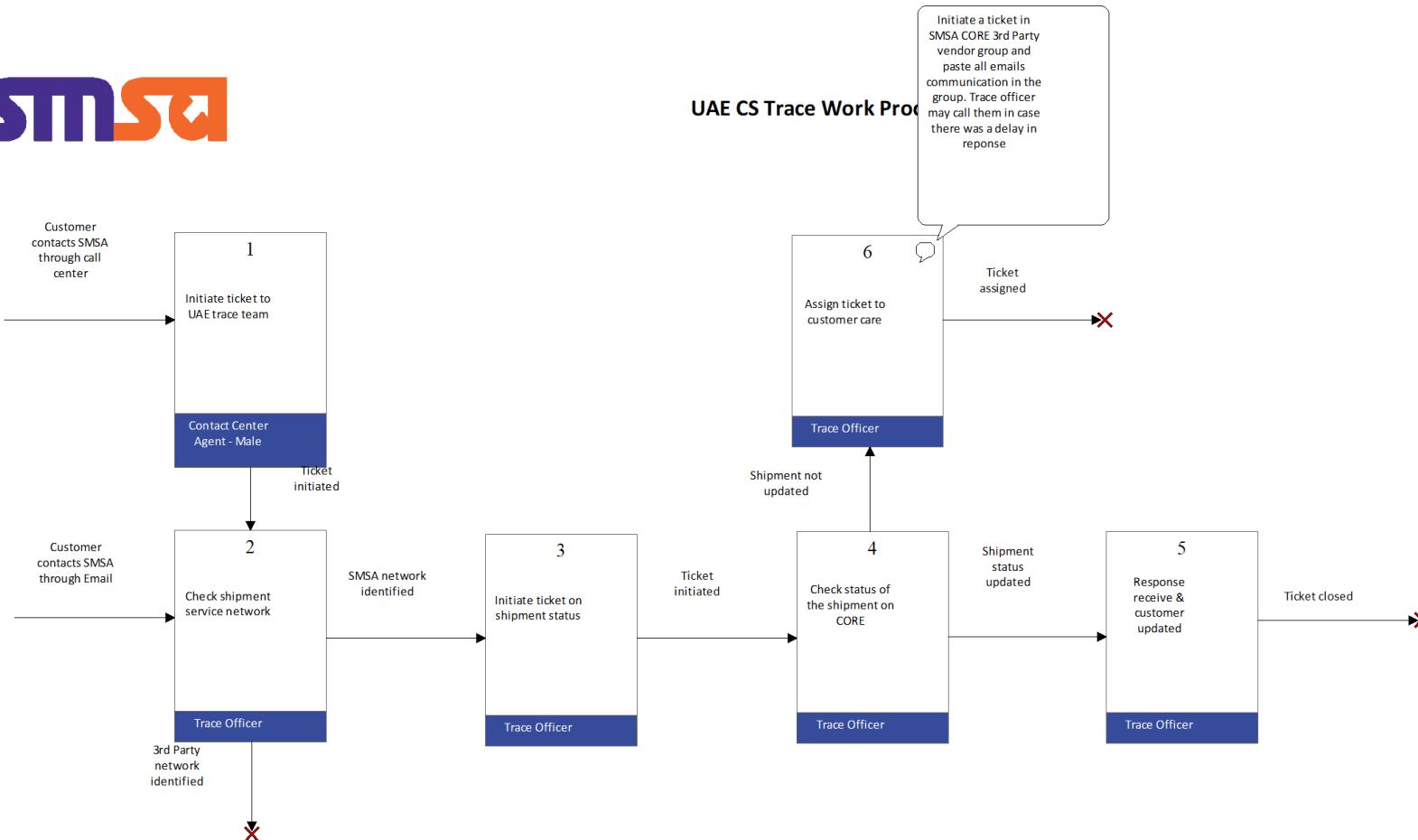


Title: Customer complaint process  
 Author: Mohammed Ahmed Khan  
 Date: 6/19/2021  
 Volume: 0.00 Per Second

Authorization: Authorized  
 Date: 6/20/2021  
 Cost Per Second: \$ ,3.5,E-0317

Owner: Yasser Zahreddine  
 Diagram Version: 2  
 Review Date: None  
 F.T.E.: 0.00

Actions  
 Change Log  
 Change Requests
  Feedback  
 Keywords  
 Read Only



Title: UAE CS Trace Work Process  
 Author: Mohammed Ahmed Khan  
 Date: 6/13/2021  
 Volume: 0.00 Per Second

Authorization: Authorized  
 Date: 6/20/2021  
 Cost Per Second: \$ ,3.5,E-0317

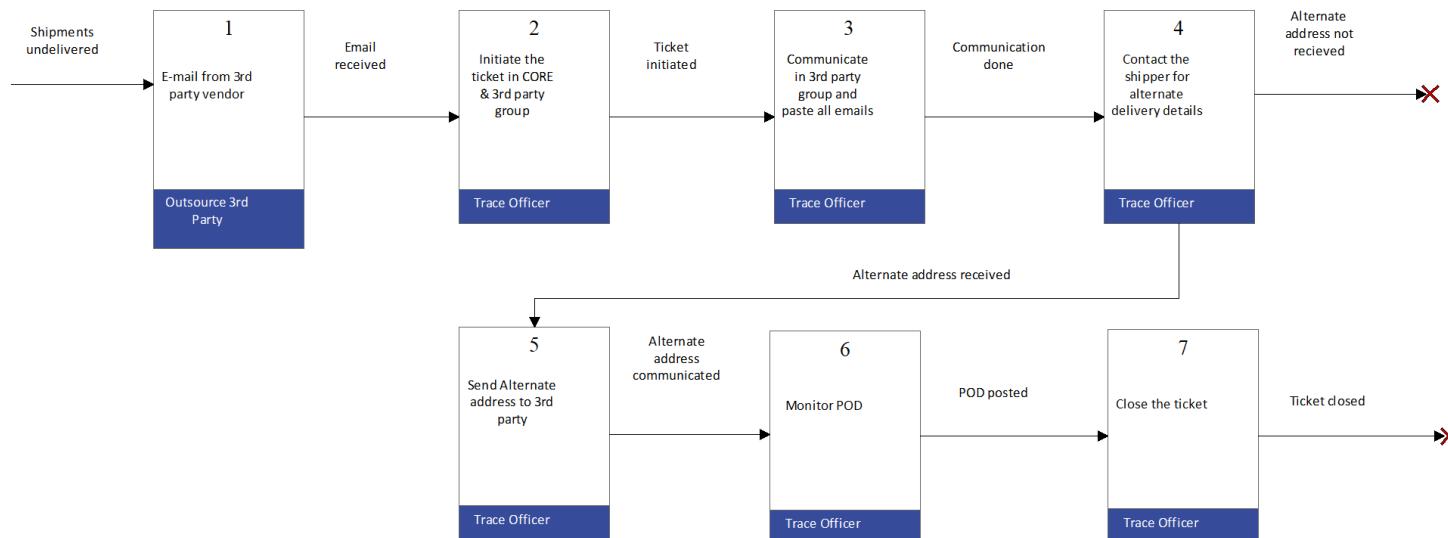
Owner: Yasser Zahreddine  
 Diagram Version: 2  
 Review Date: None  
 F.T.E.: 0.00

Actions  
 Change Log  
 Change Requests

Feedback  
 Keywords  
 Read Only



## UAE Trace 3rd Party Undelivered Shipments Process

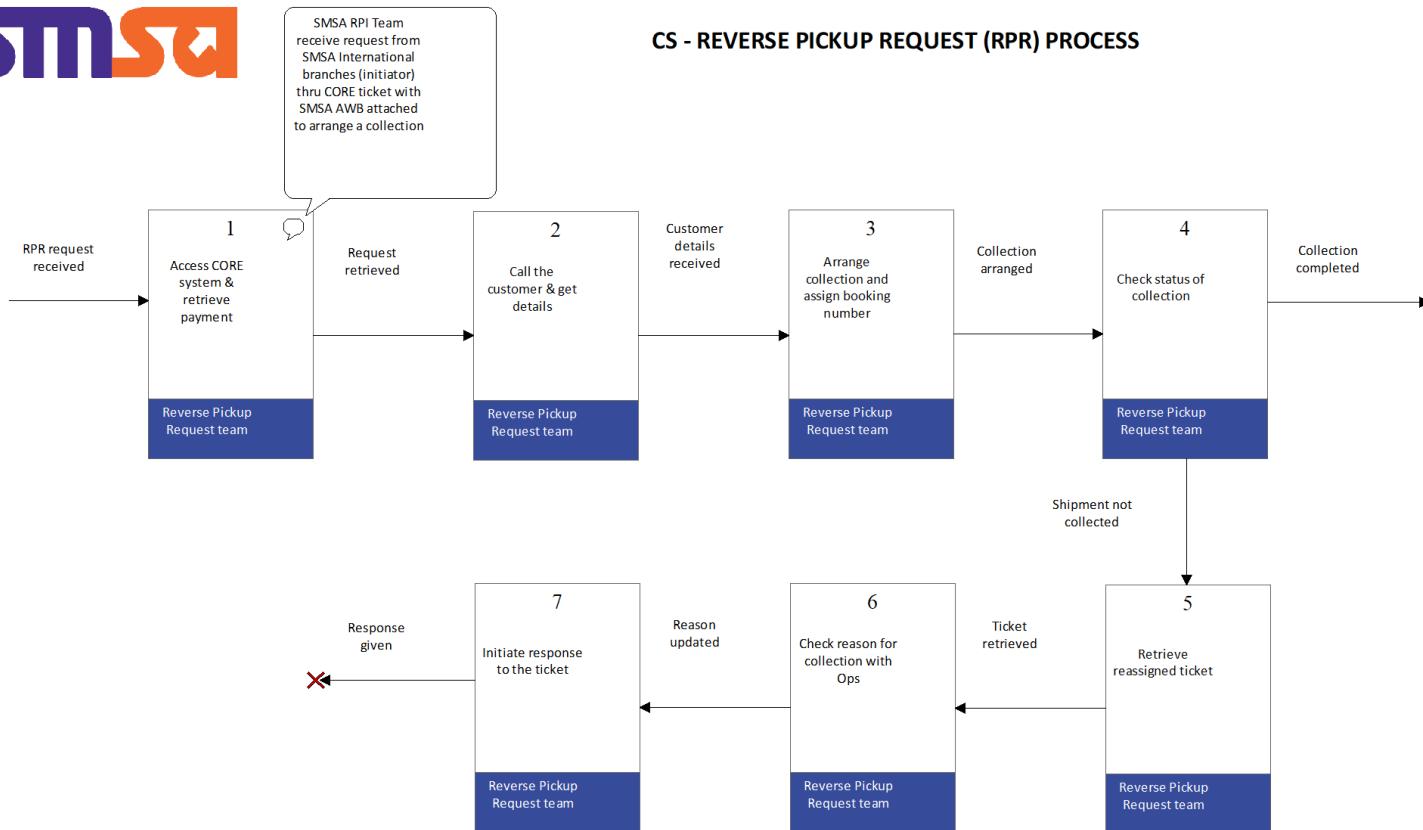


Title: UAE Trace 3rd Party Undelivered Shipments Process  
 Author: Mohammed Ahmed Khan  
 Date: 6/13/2021  
 Volume: 0.00 Per Second

Authorization: Authorized  
 Date: 6/20/2021  
 Cost Per Second: \$ ,3.5,E-0317

Owner: Yasser Zahreddine  
 Diagram Version: 2  
 Review Date: None  
 F.T.E.: 0.00

Actions  Feedback  
 Change Log  Keywords  
 Change Requests  Read Only



**Title:** CS - REVERSE PICKUP REQUEST (RPR) PROCESS  
**Author:** Mohammed Ahmed Khan  
**Date:** 6/13/2021  
**Volume:** 0.00 Per Second

**Authorization:** Authorized  
**Date:** 6/20/2021  
**Cost Per Second:** \$ ,3.5,E-0317

**Owner:** Yasser Zahreddine  
**Diagram Version:** 2  
**Review Date:** None  
**F.T.E.:** 0.00

Actions  
 Change Log  
 Change Requests
  Feedback  
 Keywords  
 Read Only