



**STATIONS STANDARD OPERATIONS PROCEDURE  
ABU DHABI, UAE  
SMSA EXPRESS TRANSPORTATION L.L.C  
OPERATIONS DEPARTMENT**

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**TABLE OF CONTENTS**

ABBREVIATIONS.....	3
INBOUND OPERATIONS.....	4
OUTBOUND OPERATIONS.....	5
ABU DHABI- DUBAI LINE HAUL.....	6
SAFETY & SECURITY.....	6
ENVIRONMENT HEALTH & SAFETY (EHS).....	7
PREALERTS FORMAT.....	7
DUBAI TO ABU DHABI HANDLING PROCEDURE.....	7
ABU DHABI TO DUBAI HANDLING PROCEDURE.....	8

**ABBREVIATIONS**

<b>ADAFZA</b>	<b>Abu Dhabi Airport Free zone Area</b>
<b>SIP</b>	<b>Station Inbound Package</b>
<b>LBT</b>	<b>Leave Building Time</b>
<b>SOP</b>	<b>Station Outbound Package</b>
<b>POD</b>	<b>Proof Of Delivery</b>
<b>DEX</b>	<b>Delivery Exception</b>
<b>SOPX</b>	<b>Station Outbound Package Exception</b>
<b>LH</b>	<b>Line haul</b>
<b>TP</b>	<b>Third Party Courier Companies</b>
<b>LMD</b>	<b>Last Mile Delivery</b>
<b>CC</b>	<b>City Center</b>
<b>ODA</b>	<b>Out Of Delivery Area</b>
<b>NSS</b>	<b>Non Serviced Sectors</b>

## **1. INBOUND OPERATIONS**

### **1.1 ADAFZA INBOUND FROM DUBAI HUB & SCANNING PROCEDURE**

International Inbound shipments, EES Inbound shipments and Abu Dhabi domestic shipments will be processed from ADAFZA Station. Following that, the shipments will be segregated based on the consignees' addresses. Shipments for delivery in the city center will be sent in a line haul to the City Center station (Hamdan Street). Other shipments for TP handover and delivery in areas near the airport (Check UAE Routes Plan) will remain in ADAFZA station and distributed from there.

### **PROCESS OF INBOUND SHIPMENTS TO ADAFZA STATION**

1. ADAFZA station agent receives all the shipments from the LH & Gateway team.
2. ADAFZA station agent sends a revert alert to the HUB to confirm receiving all the shipments sent from it.
3. ADAFZA station agent sorts the shipments into three categories: City Center station shipments, ADAFZA station shipments and TP handover shipments.
4. ADAFZA station agent prepares all the shipments that will be sent to Abu Dhabi city center station with a pre-alert to its station agent by email.
5. ADAFZA station agent prepares all the shipments that will be distributed from ADAFZA station.
6. ADAFZA station agent prepares all the shipments that will be handed over to TP (ODA & NSS Shipments).
7. Couriers proceed for last mile delivery.
8. TP shipments will remain in the station until being collected by them and delivered.

### **INBOUND SCANNING PROCEDURE- ADAFZA STATION**

1. ADAFZA Station agent confirms receiving the shipments from LH team by applying a receiving Comment scan on all the shipments received (Ex: Received in ADAFZA from LH team).
2. After sorting the shipments, ADAFZA Station agent confirms handing over the shipments to CC station by applying a handover Comment scan on all shipments that will be sent to it. (Ex: Handed over to CC LH Courier).
3. ADAFZA Station agent confirms having all the left shipments by applying SIP scan on them.
4. Couriers proceed for last mile delivery by applying VAN, confirming the shipments count with the security through LBT scan, then POD or DEX scans based on the consignee availability.
5. ADAFZA station agent applies Van in-station, DEX 29, ODA and TP handover scans before handing over the ODA & NSS shipments to TP.

### **INBOUND SCANNING PROCEDURE- ABU DHABI CC STATION**

1. CC Station agent should will receive all shipments from ADAFZA station and send a reverse alert to its station agent by email to confirm receiving the pre-alerted shipments.
2. CC station couriers will apply VAN scans on all shipments before LMD.
3. Station Agent should tally the VAN scans count for each courier by applying LBT scans.
4. CC couriers will proceed for last mile delivery.

## 2. OUTBOUND OPERATIONS

International, EES outbound shipments and other Emirates domestic shipments picked by Abu Dhabi couriers will be consolidated in ADAFZA station and handed over to the LH & Gateway team for further actions based on the shipments types.

### **PROCESS OF OUTBOUND SHIPMENTS**

1. Couriers pick up the shipments from SMSA customers.
2. CC Station Agent should sort all the shipments received from the couriers into five categories: CC station Domestic, ADAFZA Station Domestic, UAE domestic (Dubai & northern Emirates) International priority outbound and EES shipments.
3. Domestic shipments that can be delivered from the CC station on the next day should remain in the station and all other shipments should be sent to ADAFZA station.
4. CC Station agent should send the shipments in the LH to ADAFZA station with a pre-alert to its station agent and Dubai Hub team by email.
5. ADAFZA station agent receives the shipments and sends a revert alert to CC station agent.
6. ADAFZA station agent receives the picked up shipments from ADAFZA couriers then sort them based on destinations.
7. All shipments should be scanned and bagged except domestic shipments that will be delivered from ADAFZA station on the next day.
8. ADAFZA station agent hand over the shipments from CC and ADAFZA to the LH & Gateway team in proper bags with labels (Domestic, EES & International) for further actions.
9. LH & Gateway team will sort all the shipments and connect them to the required destinations.

### **SHIPMENTS PICKED UP BY TP**

Shipments picked up by TP couriers in Abu Dhabi will be received in ADAFZA station then;

1. PUP scan will be applied for all shipments
2. SOP scan will be applied for all shipments that will not be delivered next day from ADAFZA and will be handed over to the LH and Gateway team.
3. SOPX scan will be applied for all shipments that will be delivered next day from ADAFZA.

### **OUTBOUND SCANNING PROCEDURE**

1. CC station agent should prepare four Cons for the load picked up by CC couriers: UAE domestic, EES, International priority & ADAFZA station domestic.
2. CC station agent applies SOP to all the Cons that will be sent to ADAFZA/Dubai HUB and SOPX for domestic shipments which will be delivered next day from the CC station. A pre-alert should be sent by the CC station agent to ADAFZA station agent & Dubai Hub team with all information about the load.
3. ADAFZA Station agent confirms receiving the shipments from CC station by applying a receiving Comment scan. (Ex: Received in ADAFZA from CC station). Comment scan will be applied on the Cons of UAE Domestic, EES and International priority (no need to open the bags) because these shipments are in transit only. ADAFZA Domestic shipments received from CC station has to be removed from the mother bags and have a receiving comment scan applied on them to tally the count in the pre-alert sent by the CC station Agent. On the next day, SIP scan should be applied on ADAFZA Domestic shipments before they are out for delivery.
4. ADAFZA Station Agent will receive shipments from ADAFZA couriers and sort it into five ADAFZA Cons: ADAFZA station Domestic, CC Station Domestic, UAE Domestic, International priority outbound and EES shipments. Each category will be having a separate Con.

5. Station agent applies SOP scans to CC Station Domestic, UAE Domestic, International priority outbound & EES.
6. SOPX scan should be applied to ADAFZA station domestic shipments.
7. Station Agent should handover all shipments in labeled bags to the Gateway & Line haul team to be sent to Dubai HUB. A Handover Comment scan should be applied to the below Cons in the same time:

CC station Cons:

- a) UAE Domestic Shipments
- b) International priority Shipments

ADAFZA station Cons:

- c) UAE Domestic Shipments
- d) International priority Shipments

8. ADAFZA station agent will send a pre-alert to Dubai HUB having all the Cons above.
9. ADAFZA station agent will send the domestic shipments collected by ADAFZA couriers in the line haul to CC station with a pre-alert to the CC station agent.
10. ADAFZA station agent will apply a handover comment scan on all EES bags and hand it over to the LH & Gateway team to do the EES connection.

### 3. ABU DHABI- DUBAI LINE HAUL

Abu Dhabi- Dubai line haul will operate daily from ADAFZA facility to Dubai HUB. The line haul truck will start from Abu Dhabi loaded with International shipments, EES Shipments received from KSA and Domestic shipments for delivery in Dubai and Northern Emirates.

Dubai- Abu Dhabi Line haul will be having the load from Dubai & Northern Emirates. The load will include International Inbound shipments, EES outbound shipments and domestic shipments for delivery in Abu Dhabi. The line haul timings should be strictly followed as below;



#### **4. SAFETY & SECURITY**

Security and safety are the collective responsibility of all SMSA team members. In the current security climate it is critical that we all remain vigilant and that any suspicious activity is reported to SMSA Express management.

The security personnel needs to ensure all security policies, procedures and security measures that are in effect with special focus and attention on the following:

- Report any suspicious activities or persons near SMSA facilities. This may include any person(s) showing an uncommon interest (e.g. photographing or videotaping assets) in company security measures, personnel, entry points, access controls, perimeter barriers (e.g. fences or walls) and critical networks or systems.
- Ensure all access control protocols are strictly enforced, including but not limited to, escort policies for visitors.
- Ensure CCTV is covering all the facilities activities including loading and offloading processes.
- Review and update emergency/security contact lists.
- Any suspicious activity or security concerns must be immediately reported to the facility in charge or supervisor.

#### **5. ENVIRONMENT HEALTH & SAFETY (EHS)**

All safety related equipment and systems, particularly firefighting, alarm, emergency lights and similar equipment should be identified, listed and scheduled as part of the preventive maintenance program.

The same should remain in safe & good operational condition at all times.

- Operations department should coordinate on all issues concerning maintenance with the concerned departments.
- EHS internal audits should be implemented on regular basis.
- Safety briefings should be implemented on regular basis.
- Emergency drill should be conducted on regular basis.
- Trained First-Aider should be assigned at least as one per shift.
- Trained Fire-Fighter should be assigned at least as one per shift.
- Fire evacuation guidelines and procedures should be followed by all staff.

## 6. PREALERT FORMAT

### ABU DHABI CC TO ABU DHABI ADAFZA

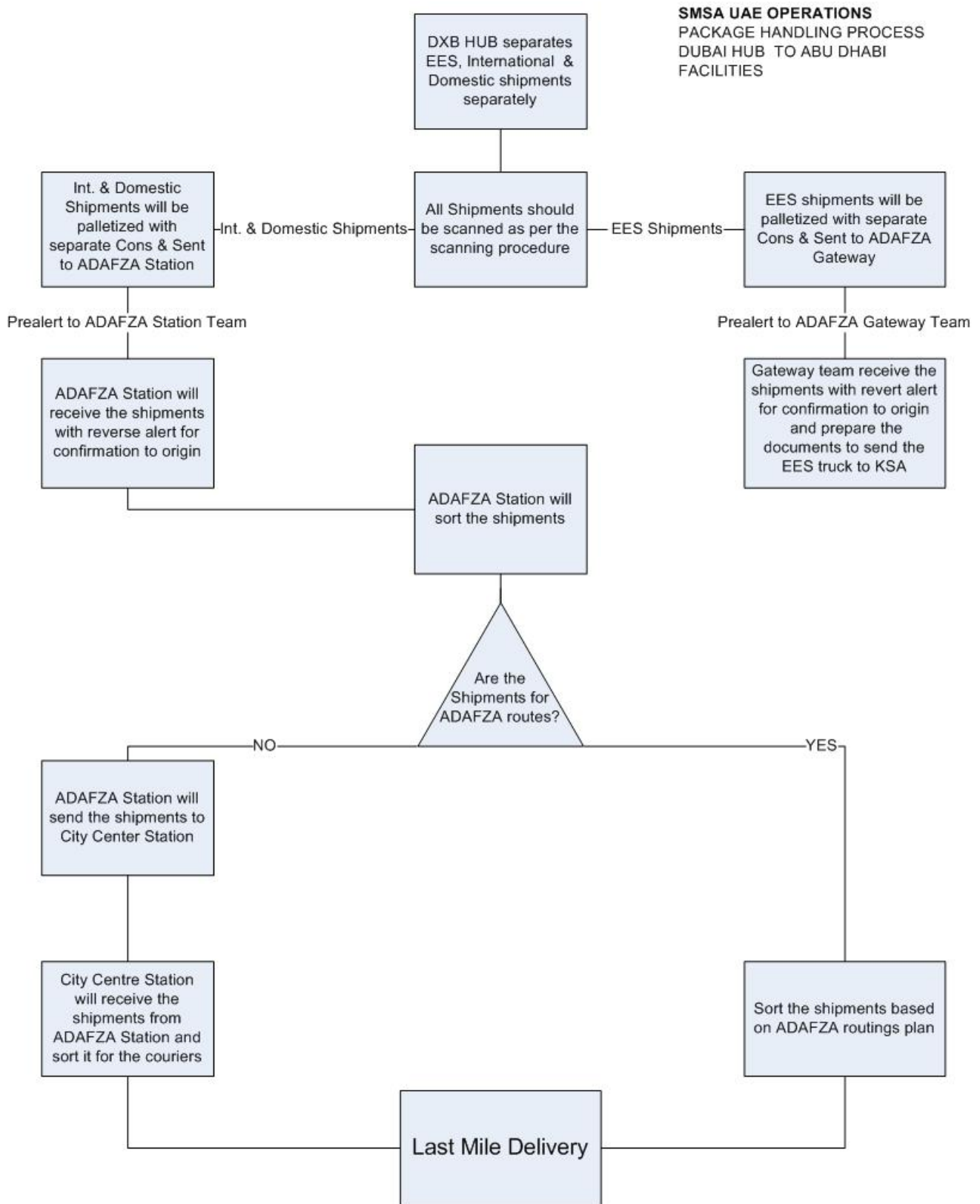
ABU DHABI CC TO ADAFZA FACILITY							
DATE:							
# OF DOMESTIC BAGS TO ADAFZA STATION:		# OF SHIPMENTS:		# OF PIECES:		CONS:	
# OF UAE DOMESTIC BAGS TO DUBAI HUB:		# OF SHIPMENTS:		# OF PIECES:		CONS:	
# OF INTERNATIONAL BAGS TO DUBAI HUB:		# OF SHIPMENTS:		# OF PIECES:		CONS:	
# OF EES OUTBOUND BAGS:		# OF SHIPMENTS:		# OF PIECES:		CONS:	
COMATS:							
LINE HAUL DETAILS							
DEPARTURE TIME:							
DRIVER NAME:							
VEHICLE NUMBER:							
VEHICLE TAG:							

### ABU DHABI ADAFZA TO DUBAI HUB

ADAFZA FACILITY TO DUBAI HUB							
DATE:							
# OF DOMESTIC BAGS:		# OF SHIPMENTS:		# OF PIECES:		CONS:	
# OF INTERNATIONAL BAGS:		# OF SHIPMENTS:		# OF PIECES:		CONS:	
COMATS:							
LINE HAUL DETAILS							
DEPARTURE TIME:							
DRIVER NAME:							
VEHICLE NUMBER:							
VEHICLE TAG:							



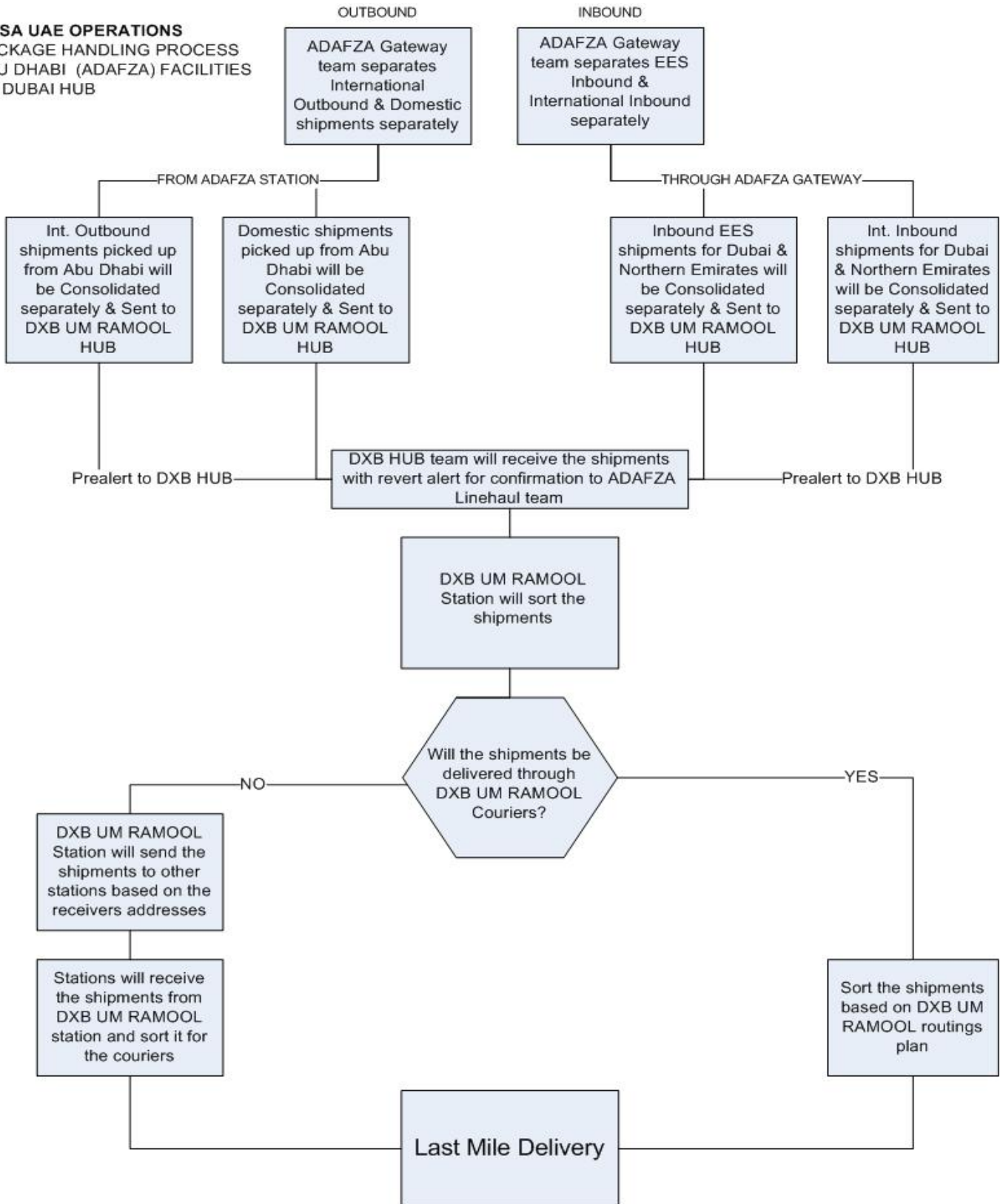
## DUBAI TO ABU DHABI HANDLING PROCEDURE



## ABU DHABI TO DUBAI HANDLING PROCEDURE

### SMSA UAE OPERATIONS

PACKAGE HANDLING PROCESS  
ABU DHABI (ADAFZA) FACILITIES  
TO DUBAI HUB



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