SMSA Express - Saudi Arabia

ADM	HRD	FIN	ITD	MKT

SLS	CSD	OPS	LOG	RTL	SFD	MRM

COR	QRM	IAD	LGL	SPU

Title: SMSA Express - Saudi Arabia
Author: Edwin Ramos
Date: 3/23/2017
Volume: 0.00 Per Second

Authorization: Authorized
Date: 8/6/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohammad Bhaiyat
Diagram Version: 4
Review Date: None
F.T.E.: 0.00

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

KSA - Administration Department

Facilities

ADM - Facilities

Request for
Support → Process Admin
Helpdesk
Requests → Ticket closed ✕

Facilities Mngr

(s) Helpdesk

Request
from
relevant
department →

Daily
cleaning
requirement → Process Facilities
requirements → Request
completed ✕

Facilities Mngr

Translation
request from
department → Process
Translation → Translated
document accepted
by requestor ✕

Facilities Mngr

Telephone Line
request may contain:
Internet, Connect, DSL
etc

Dept. Head
request → Process
Telephone Line
Request → Confirmation
delivery of
service ✕

Util Svc Supvr

Title: ADM - Facilities
Author: Edwin Ramos
Date: 5/22/2017
Volume: 0.00 Per Second

Authorization: Authorized
Date: 1/30/2023
Cost Per Second: $,3.5,E-0317

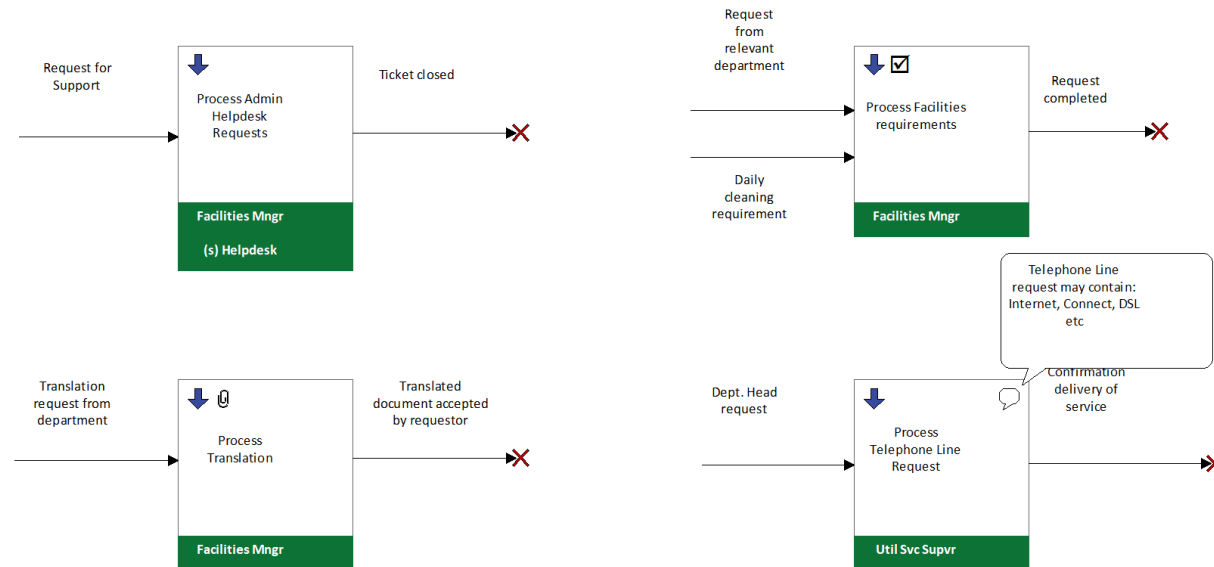Owner: Sami Saeed
Diagram Version: 6
Review Date: None
F.T.E.: 0.00

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

Process Translation

Translation request from department

Allocate request for translation

Admin

Request allocated internally

If on internal translator is available the job will be done externally

No translator available

Refer requestor to external translation center

Translation Executive

Referral completed

Review text & content of document

Translation Executive

Document ready for translation

Translate & type the document

Translation Executive

(s) MS Office

Time Frame: 200 words per hour

Translation ready for review

Review translation

Translation Executive

Trasnslator to fix erros, if any

Translation completed

Forward translated document to the requesting department

Translation Executive

Translation received by requestor

Title: Process Translation
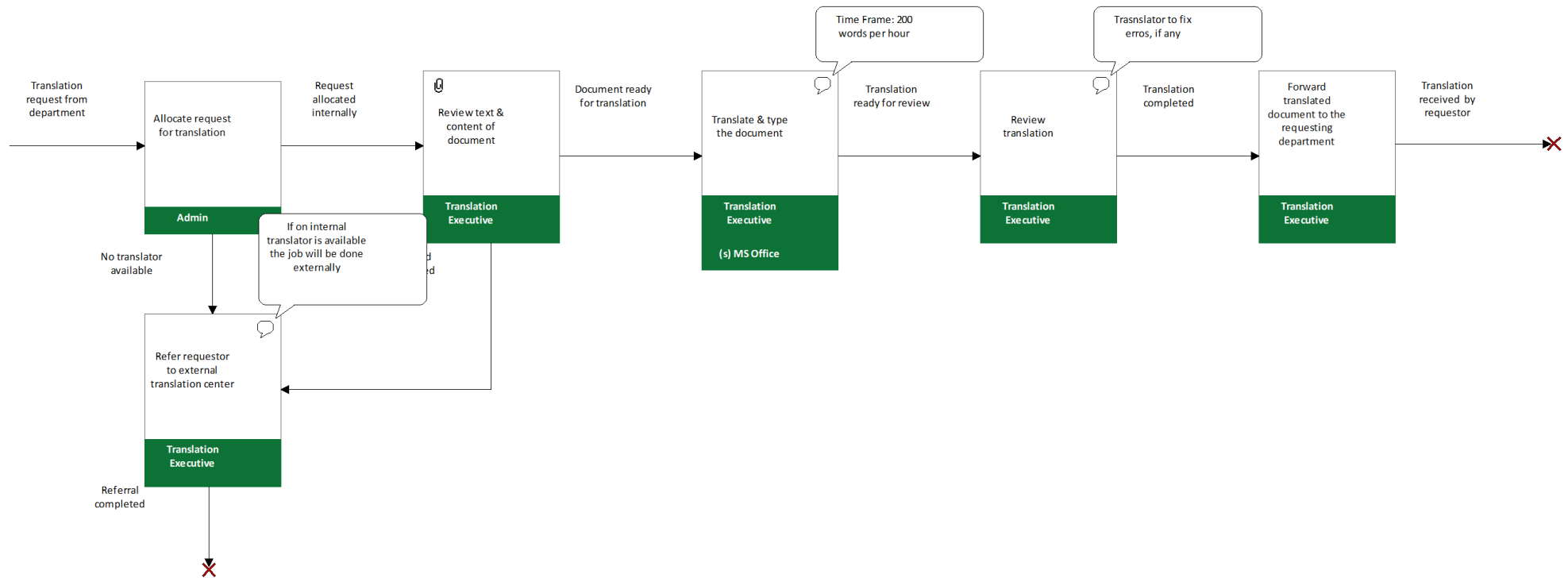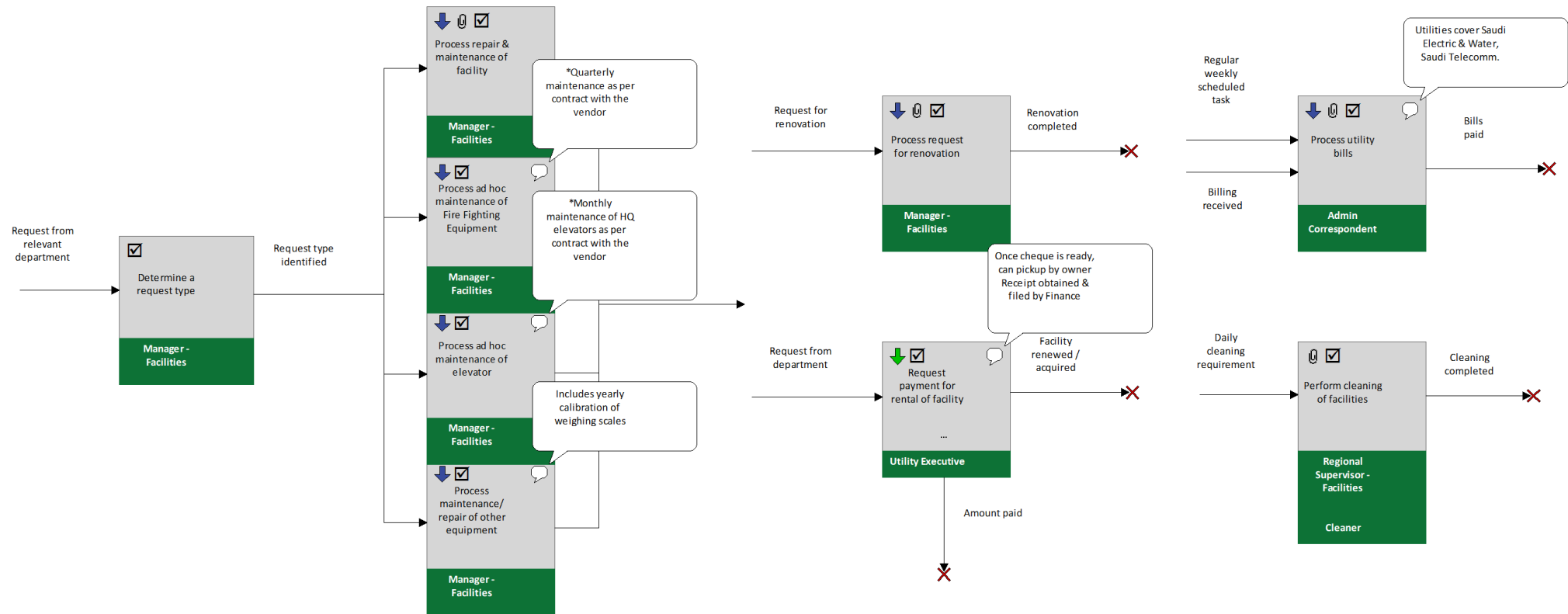Author: Edwin Ramos
Date: 6/16/2010
Volume: 0.00 Per Second

Authorization: Authorized
Date: 8/24/2022
Cost Per Second: $,3.5,E-0317

Owner: Sami Saeed
Diagram Version: 6
Review Date: None
F.T.E.: 0.00

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

Process Facilities Requirements

Process repair & maintenance of facility

Manager - Facilities

*Quarterly maintenance as per contract with the vendor

Process ad hoc maintenance of Fire Fighting Equipment

Manager - Facilities

*Monthly maintenance of HQ elevators as per contract with the vendor

Process ad hoc maintenance of elevator

Manager - Facilities

Includes yearly calibration of weighing scales

Process maintenance/ repair of other equipment

Manager - Facilities

Request from relevant department

Determine a request type

Manager - Facilities

Request type identified

Request for renovation

Process request for renovation

Manager - Facilities

Renovation completed

Request from department

Once cheque is ready, can pickup by owner Receipt obtained & filed by Finance

Request payment for rental of facility
...

Utility Executive

Facility renewed / acquired

Amount paid

Regular weekly scheduled task

Utilities cover Saudi Electric & Water, Saudi Telecomm.

Process utility bills

Admin Correspondent

Billing received

Bills paid

Daily cleaning requirement

Perform cleaning of facilities

Regional Supervisor - Facilities

Cleaner

Cleaning completed

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

Authorization: Authorized
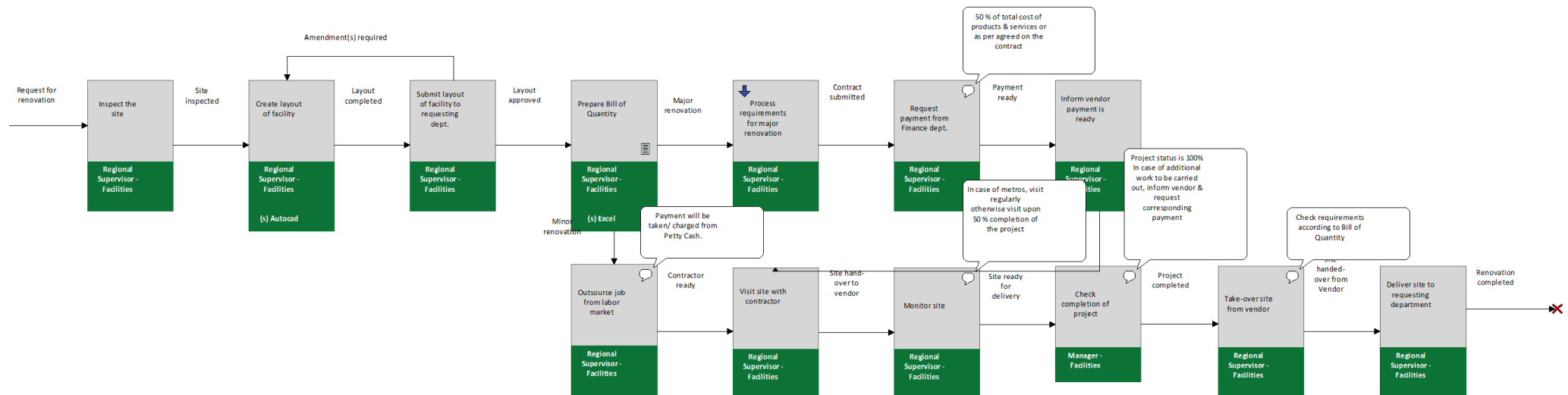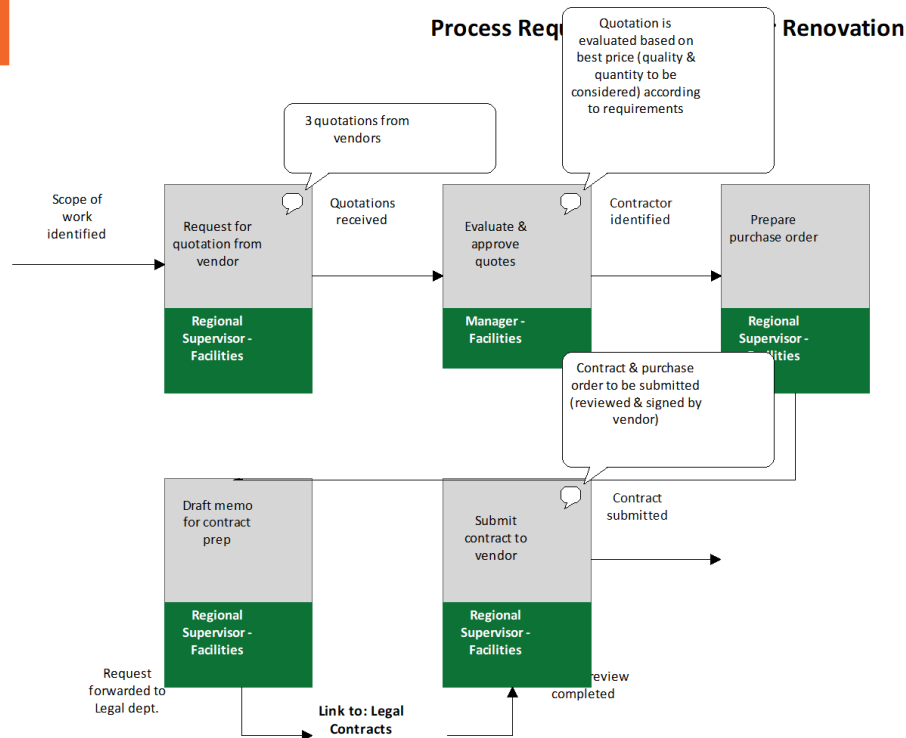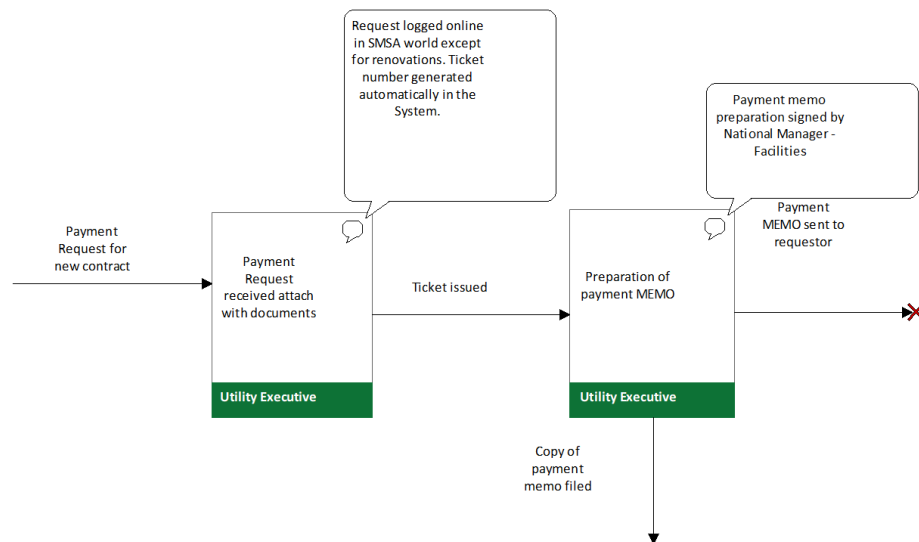Date: 6/29/2021
Cost Per Second: $,3.5,E-0317

Owner: Sami Saeed
Diagram Version: 6
Review Date: None
F.T.E.: 0.00

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

smsa

Request for Renovation

Amendment(s) required

| Request for renovation | → | Inspect the site | → | Site inspected | → | Create layout of facility | → | Layout completed | → | Submit layout of facility to requesting dept. | → | Layout approved | → | Prepare Bill of Quantity | → | Major renovation | → | Process requirements for major renovation | → | Contract submitted | → | Request payment from Finance dept. | → | Payment ready | → | Inform vendor payment is ready |

Regional Supervisor - Facilities

Regional Supervisor - Facilities
(s) Autocad

Regional Supervisor - Facilities

Regional Supervisor - Facilities
(s) Excel

Regional Supervisor - Facilities

Regional Supervisor - Facilities

Regional Supervisor - Facilities

50 % of total cost of products & services or as per agreed on the contract

Minor renovation

Payment will be taken/ charged from Petty Cash.

In case of metros, visit regularly otherwise visit upon 50 % completion of the project

Project status is 100% In case of additional work to be carried out, inform vendor & request corresponding payment

Check requirements according to Bill of Quantity

| Outsource job from labor market | → | Contractor ready | → | Visit site with contractor | → | Site hand-over to vendor | → | Monitor site | → | Site ready for delivery | → | Check completion of project | → | Project completed | → | Take-over site from vendor | → | Site handed-over from Vendor | → | Deliver site to requesting department | → | Renovation completed |

Regional Supervisor - Facilities

Regional Supervisor - Facilities

Regional Supervisor - Facilities

Manager - Facilities

Regional Supervisor - Facilities

Regional Supervisor - Facilities

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

Process Req... Renovation

3 quotations from vendors

Quotation is evaluated based on best price (quality & quantity to be considered) according to requirements

Scope of work identified

Request for quotation from vendor	Quotations received	Evaluate & approve quotes	Contractor identified	Prepare purchase order
Regional Supervisor - Facilities		**Manager - Facilities**		**Regional Supervisor - Facilities**

Contract & purchase order to be submitted (reviewed & signed by vendor)

Draft memo for contract prep	Submit contract to vendor	Contract submitted
Regional Supervisor - Facilities	**Regional Supervisor - Facilities**	

Request forwarded to Legal dept.

Link to: Legal Contracts

review completed

Title: Process Requirements for Major Renovation
Author: Edwin Ramos
Date: 1/2/2019
Volume: 0.00 Per Second

Authorization: Authorized
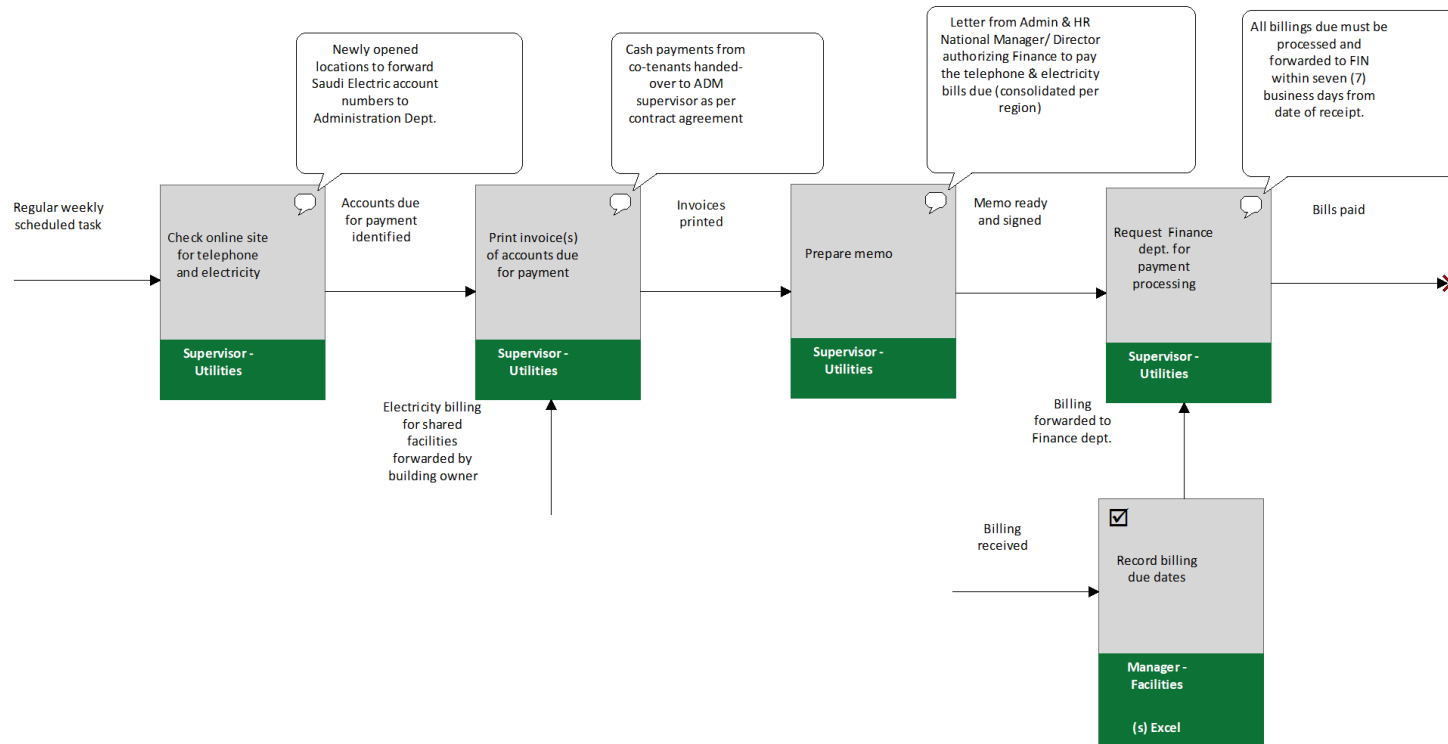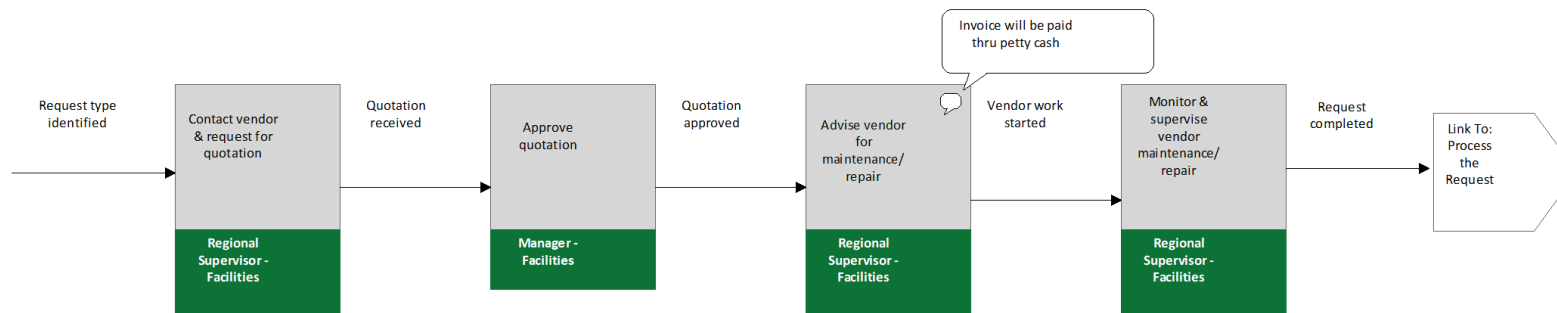Date: 6/29/2021
Cost Per Second: $,3.5,E-0317

Owner: Sami Saeed
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

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

Request payment for rental of facility from Finance Dept.

Request logged online in SMSA world except for renovations. Ticket number generated automatically in the System.

Payment memo preparation signed by National Manager - Facilities

Payment Request for new contract

Payment Request received attach with documents

Utility Executive

Ticket issued

Preparation of payment MEMO

Utility Executive

Payment MEMO sent to requestor

Copy of payment memo filed

Title: Request payment for rental of facility from Finance Dept.
Author: Mohammed Ahmed Khan   Authorization: Authorized
Date: 6/14/2021   Date: 6/29/2021
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Sami Saeed
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

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

Process Utility Bills

Regular weekly scheduled task

Check online site for telephone and electricity
Supervisor - Utilities

Newly opened locations to forward Saudi Electric account numbers to Administration Dept.

Accounts due for payment identified

Electricity billing for shared facilities forwarded by building owner

Print invoice(s) of accounts due for payment
Supervisor - Utilities

Cash payments from co-tenants handed-over to ADM supervisor as per contract agreement

Invoices printed

Prepare memo
Supervisor - Utilities

Letter from Admin & HR National Manager/ Director authorizing Finance to pay the telephone & electricity bills due (consolidated per region)

Memo ready and signed

Request Finance dept. for payment processing
Supervisor - Utilities

All billings due must be processed and forwarded to FIN within seven (7) business days from date of receipt.

Bills paid

Billing forwarded to Finance dept.

Billing received

Record billing due dates
Manager - Facilities
(s) Excel

Title: Process Utility Bills
Author: Edwin Ramos
Date: 11/21/2013
Volume: 0.00 Per Second

Authorization: Authorized
Date: 6/29/2021
Cost Per Second: $,3.5,E-0317

Owner: Sami Saeed
Diagram Version: 5
Review Date: None
F.T.E.: 0.00

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

Process Maintenance & Repair of Other Equipment

Title: Process Maintenance & Repair of Other Equipment
Author: Edwin Ramos
Date: 1/1/2019
Volume: 0.00 Per Second

Authorization: Authorized
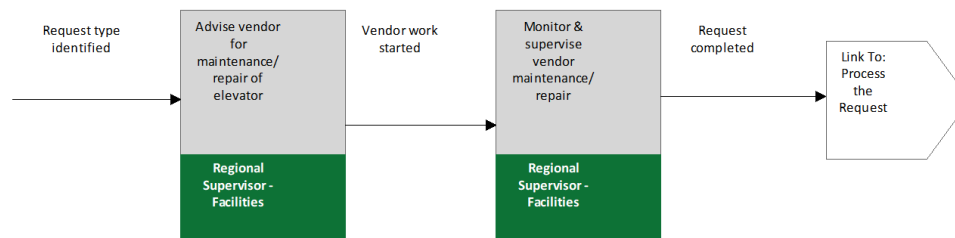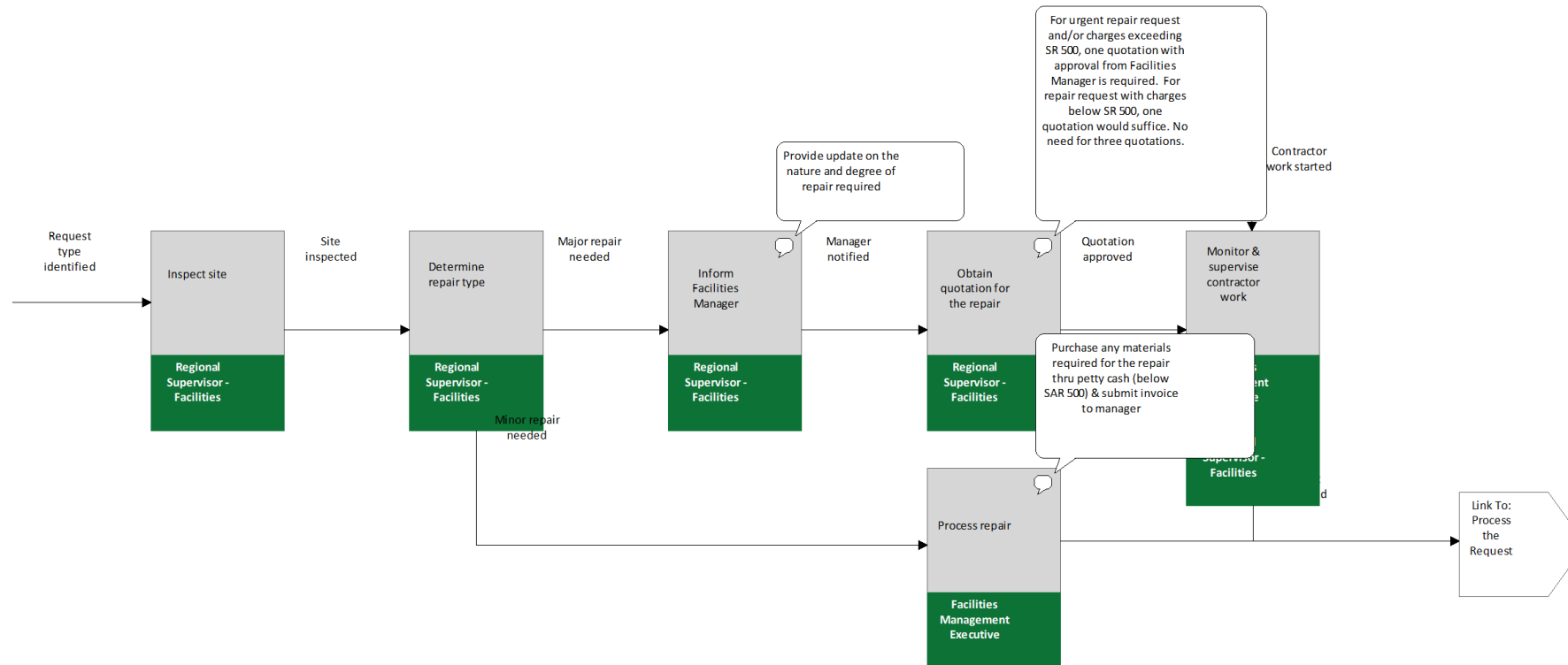Date: 6/29/2021
Cost Per Second: $,3.5,E-0317

Owner: Sami Saeed
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

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

smsa

Process Ad hoc Maintenance of Elevator

Request type identified

Advise vendor for maintenance/ repair of elevator

Regional Supervisor - Facilities

Vendor work started

Monitor & supervise vendor maintenance/ repair

Regional Supervisor - Facilities

Request completed

Link To: Process the Request

Title: Process Ad hoc Maintenance of Elevator
Author: Edwin Ramos
Date: 1/1/2019
Volume: 0.00 Per Second

Authorization: Authorized
Date: 6/29/2021
Cost Per Second: $,3.5,E-0317

Owner: Sami Saeed
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

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

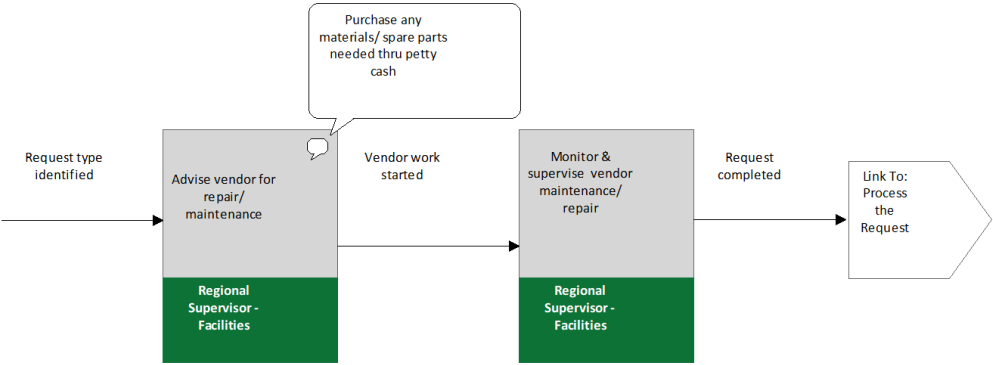**Process Repairs & Maintenance of Facility**

Title: Process Repairs & Maintenance of Facility
Author: Edwin Ramos
Date: 6/16/2010
Volume: 0.00 Per Second

Authorization: Authorized
Date: 6/29/2021
Cost Per Second: $,3.5,E-0317

Owner: Sami Saeed
Diagram Version: 7
Review Date: None
F.T.E.: 0.00

○ Actions
● Change Log
○ Change Requests

○ Feedback
● Keywords
● Read Only

Process Ad hoc Maintenance of Fire Fighting Equipment

Title: Process Ad hoc Maintenance of Fire Fighting Equipment
Author: Edwin Ramos
Date: 1/1/2019
Volume: 0.00 Per Second

Authorization: Authorized
Date: 6/29/2021
Cost Per Second: $,3.5,E-0317

Owner: Sami Saeed
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

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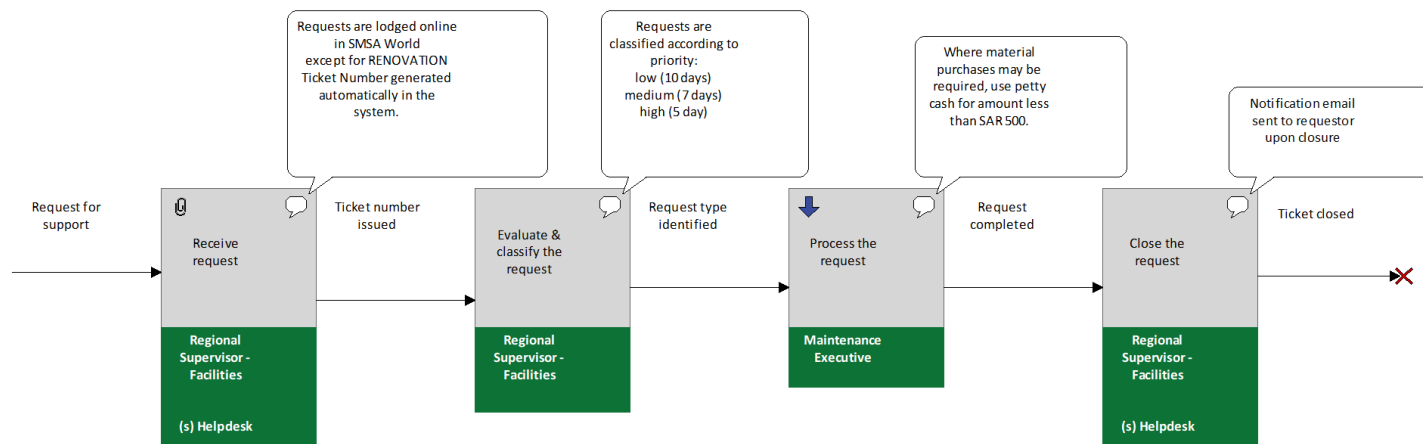
○ Feedback
○ Keywords
● Read Only

SMSA

Process Admin Helpdesk Requests

Request for support

Requests are lodged online in SMSA World except for RENOVATION Ticket Number generated automatically in the system.

Requests are classified according to priority:
low (10 days)
medium (7 days)
high (5 day)

Where material purchases may be required, use petty cash for amount less than SAR 500.

Notification email sent to requestor upon closure

Ticket number issued

Request type identified

Request completed

Ticket closed

Receive request	Evaluate & classify the request	Process the request	Close the request
Regional Supervisor - Facilities (s) Helpdesk	Regional Supervisor - Facilities	Maintenance Executive	Regional Supervisor - Facilities (s) Helpdesk

Title: Process Admin Helpdesk Requests   Owner: Sami Saeed   ○ Actions   ○ Feedback
Author: Edwin Ramos   Authorization: Authorized   Diagram Version: 4   ● Change Log   ○ Keywords
Date: 5/23/2017   Date: 2/3/2019   Review Date: None   ○ Change Requests ● Read Only
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317   F.T.E.: 0.00

Process the Request

Request type identified

☑ Process repair & maintenance of facility

Manager - Facilities

*Quarterly maintenance as per contract with the vendor

☑ Process ad hoc maintenance of Fire Fighting Equipment

Manager - Facilities

*Monthly maintenance of HQ elevators as per contract with the vendor

☑ Process ad hoc maintenance of elevator

Manager - Facilities

Includes yearly calibration of weighing scales

☑ Process maintenance/ repair of other equipment

Manager - Facilities

Title: Process the Request
Author: Edwin Ramos
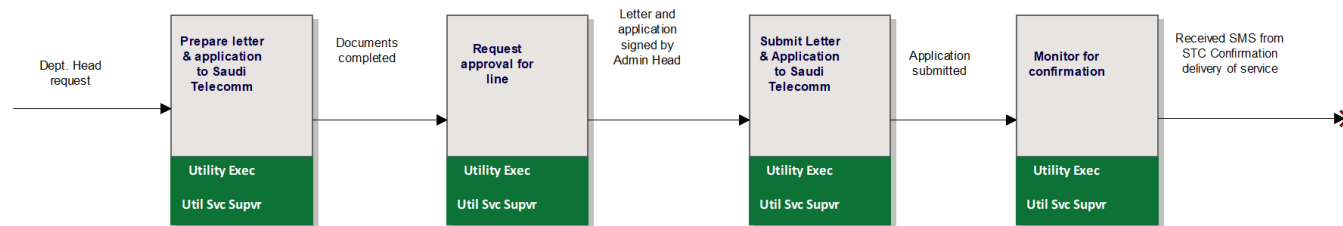Date: 8/26/2012
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/3/2019
Cost Per Second: $,3.5,E-0317

Owner: Sami Saeed
Diagram Version: 6
Review Date: None
F.T.E.: 0.00

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

Process Telephone Line Request

Dept. Head request →

Prepare letter & application to Saudi Telecomm

Utility Exec
Util Svc Supvr

Documents completed →

Request approval for line

Utility Exec
Util Svc Supvr

Letter and application signed by Admin Head →

Submit Letter & Application to Saudi Telecomm

Utility Exec
Util Svc Supvr

Application submitted →

Monitor for confirmation

Utility Exec
Util Svc Supvr

Received SMS from STC Confirmation delivery of service →

✖

Title: Process Telephone Line Request
Author: Edwin Ramos
Date: 6/9/2010
Volume: 0.00 Per Second

Authorization: Authorized
Date: 1/30/2023
Cost Per Second: $,3.5,E-0317

Owner: Sami Saeed
Diagram Version: 4
Review Date: None
F.T.E.: 0.00

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

KSA - Operations Department

Gateway	Hubs & Line Haul	Stations	Special Delivery Channel	E-Commerce	Cold Chain
Dangerous Goods	Healthcare	Fleet	UTL	Overgoods	SMSA Partner

OPS - Fleet

Departme nt request → **Process Vehicle Requests** — Fleet Coor → Inform HR to stop transportation allowance ✕

Renewal requireme nt →

Request for clearance → **Process Vehicle Transfer** — Fleet Coor → Forms signed, vehicle transferred ✕

Receive information from staff of accident → **Process Vehicle Accidents** — Fleet Coor → Vehicle Returned ✕

Acknowledged Accident → **Process Vehicle Breakdown** — Frt Coor → Vehicle returned ✕ / Vehicle Provided ✕

Receive report from the workshop → **Process Vehicle Mechanical Issues** — Fleet Coor → Proceed according to investigation results → Conduct investigation / Vehicle repaired ✕
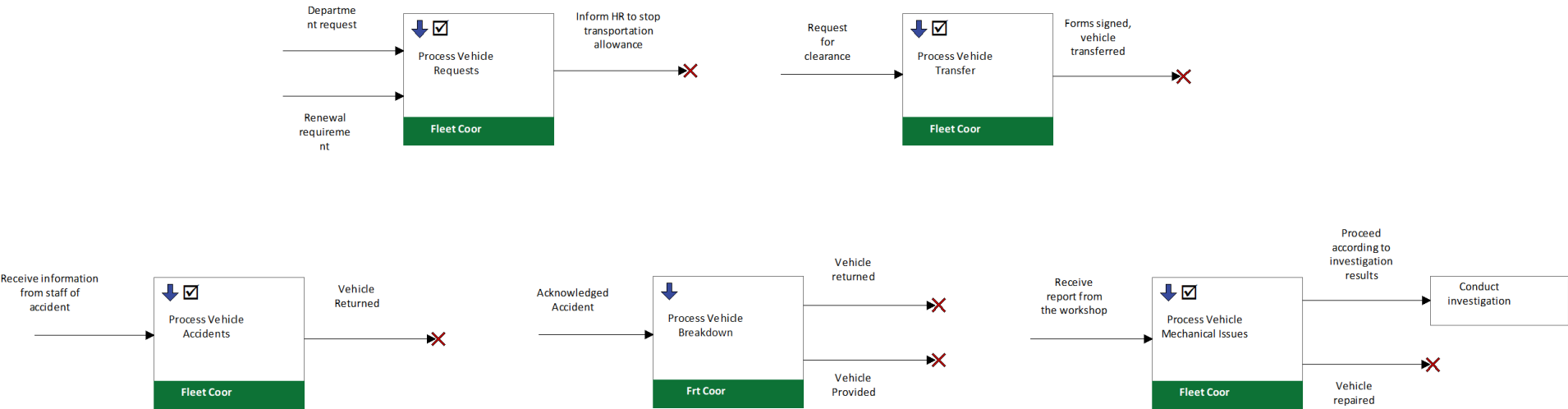
Title: OPS - Fleet
Author: Edwin Ramos
Date: 5/29/2017
Volume: 0.00 Per Second

Authorization: Authorized
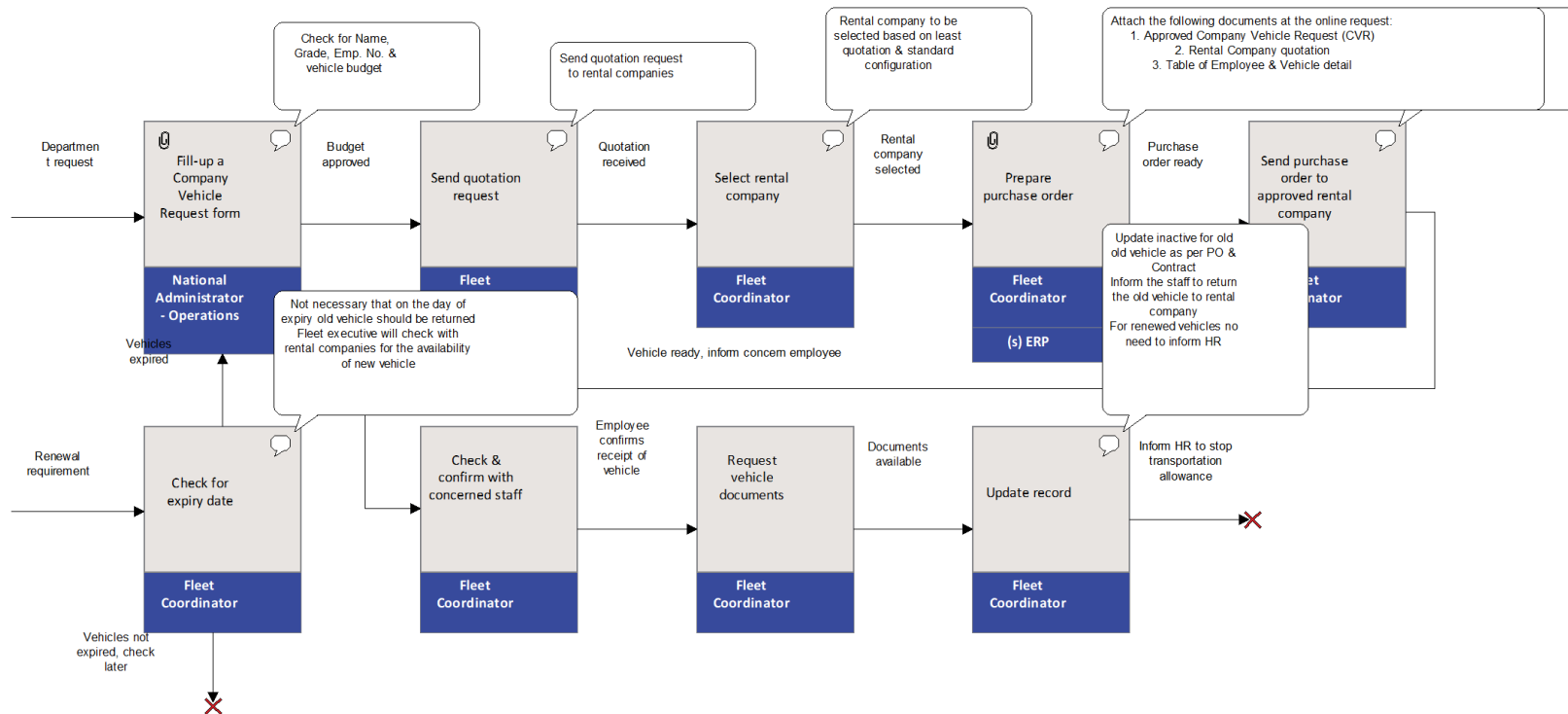Date: 4/28/2024
Cost Per Second: $,3.5,E-0317

Owner: Walid Abdalla Abdulhamid
Diagram Version: 4
Review Date: None
F.T.E.: 0.00

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

Process Vehicle Requests

Check for Name, Grade, Emp. No. & vehicle budget

Send quotation request to rental companies

Rental company to be selected based on least quotation & standard configuration

Attach the following documents at the online request:
1. Approved Company Vehicle Request (CVR)
2. Rental Company quotation
3. Table of Employee & Vehicle detail

Depart ment request

Fill-up a Company Vehicle Request form

National Administrator - Operations

Budget approved

Send quotation request

Fleet

Quotation received

Select rental company

Fleet Coordinator

Rental company selected

Prepare purchase order

Fleet Coordinator

(s) ERP

Purchase order ready

Send purchase order to approved rental company

Fleet Coordinator

Update inactive for old old vehicle as per PO & Contract
Inform the staff to return the old vehicle to rental company
For renewed vehicles no need to inform HR

Vehicle ready, inform concern employee

Not necessary that on the day of expiry old vehicle should be returned Fleet executive will check with rental companies for the availability of new vehicle

Vehicles expired

Renewal requirement

Check for expiry date

Fleet Coordinator

Check & confirm with concerned staff

Fleet Coordinator

Employee confirms receipt of vehicle

Request vehicle documents

Fleet Coordinator

Documents available

Update record

Fleet Coordinator

Inform HR to stop transportation allowance

Vehicles not expired, check later

Title: Process Vehicle Requests
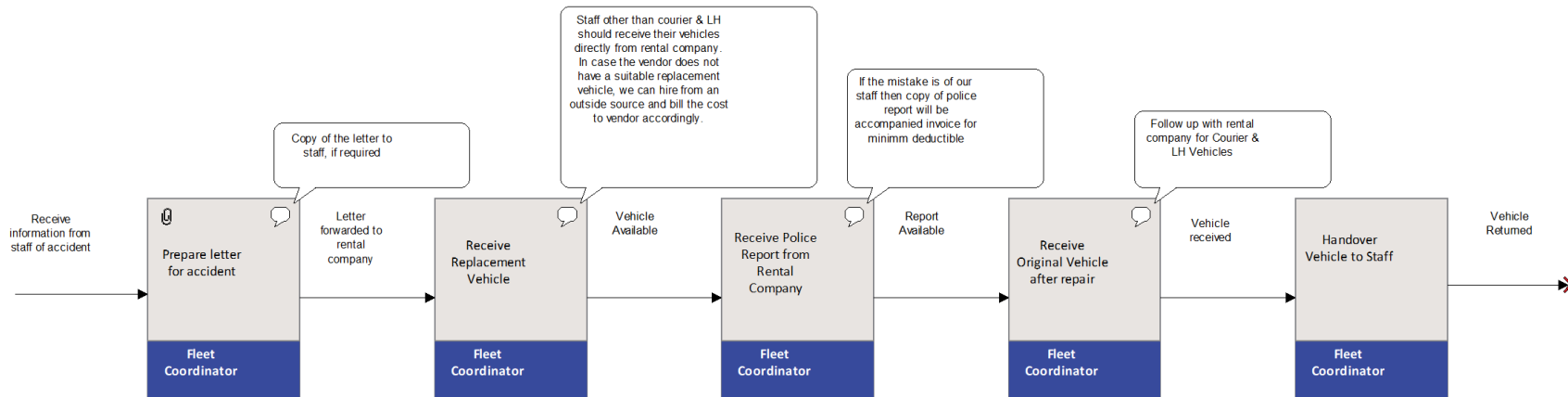Author: Edwin Ramos
Date: 6/9/2010
Volume: 0.00 Per Second

Authorization: Authorized
Date: 4/3/2018
Cost Per Second: $,3.5,E-0317

Owner: Walid Abdalla Abdulhamid
Diagram Version: 4
Review Date: None
F.T.E.: 0.00

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

Process Vehicle Accidents

Title: Process Vehicle Accidents
Author: Edwin Ramos
Date: 6/9/2010
Volume: 0.00 Per Second

Authorization: Authorized
Date: 5/28/2018
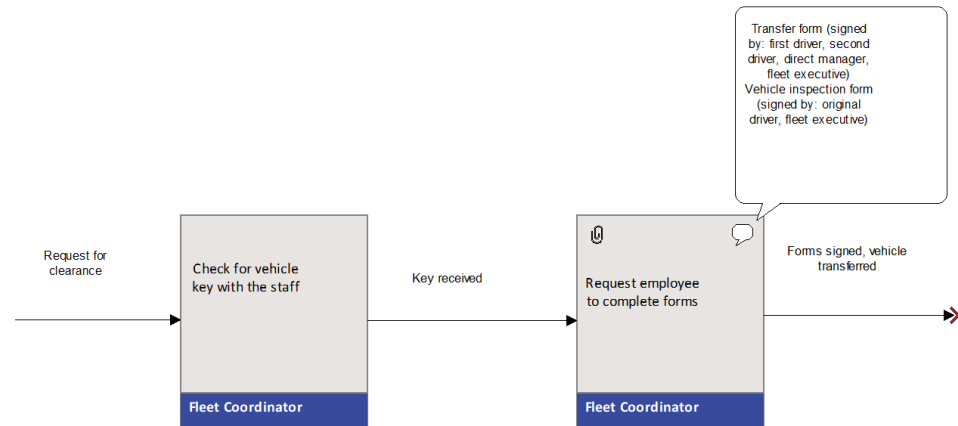Cost Per Second: $,3.5,E-0317

Owner: Walid Abdalla Abdulhamid
Diagram Version: 5
Review Date: None
F.T.E.: 0.00

○ Actions
● Change Log
○ Change Requests

○ Feedback
● Keywords
● Read Only

Process Vehicle Transfer

Transfer form (signed by: first driver, second driver, direct manager, fleet executive)
Vehicle inspection form (signed by: original driver, fleet executive)

Request for clearance

Check for vehicle key with the staff

Fleet Coordinator

Key received

Request employee to complete forms

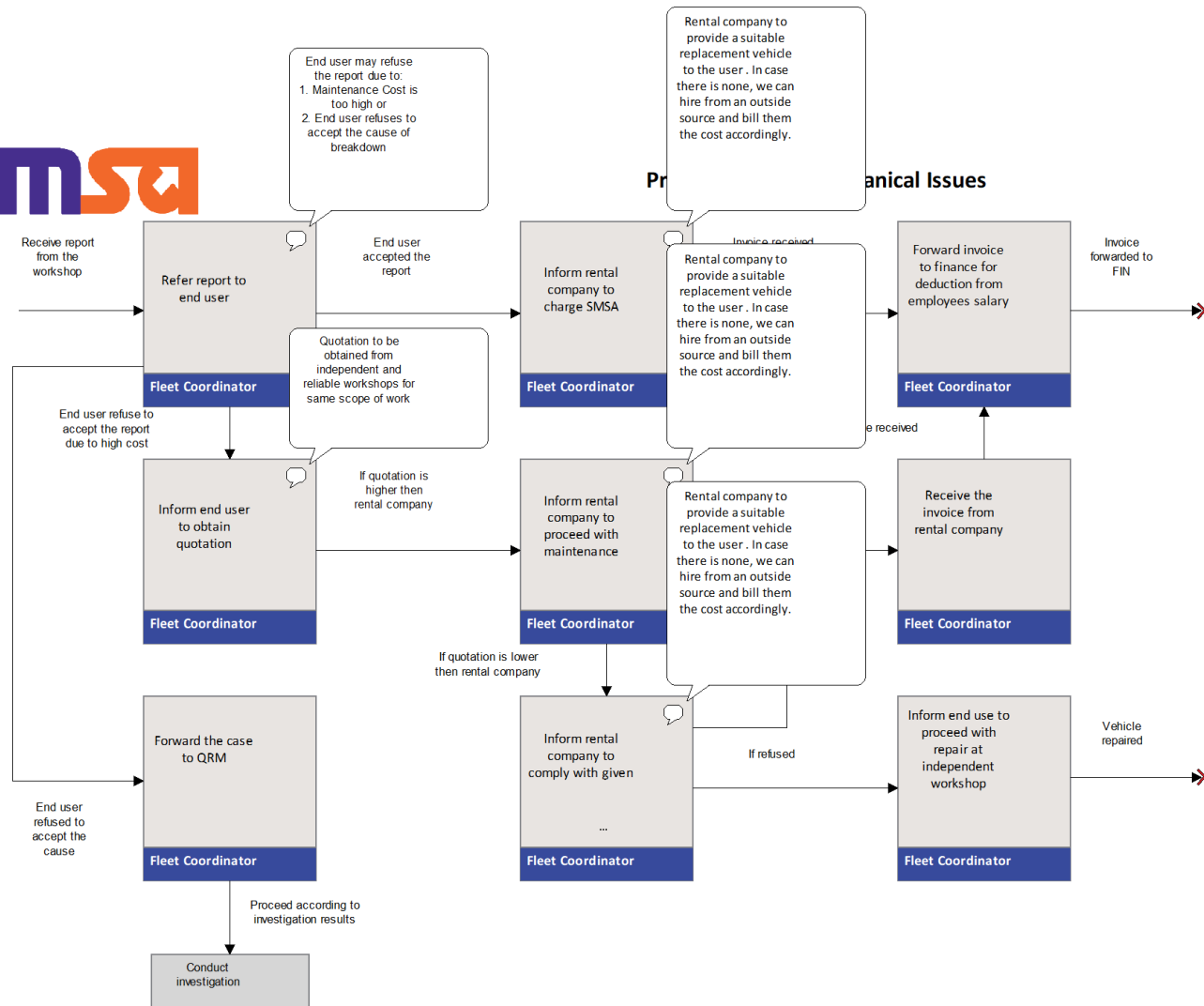**Fleet Coordinator**

Forms signed, vehicle transferred

Title: Process Vehicle Transfer
Author: Edwin Ramos
Date: 6/9/2010
Volume: 0.00 Per Second

Authorization: Authorized
Date: 5/28/2018
Cost Per Second: $,3.5,E-0317

Owner: Walid Abdalla Abdulhamid
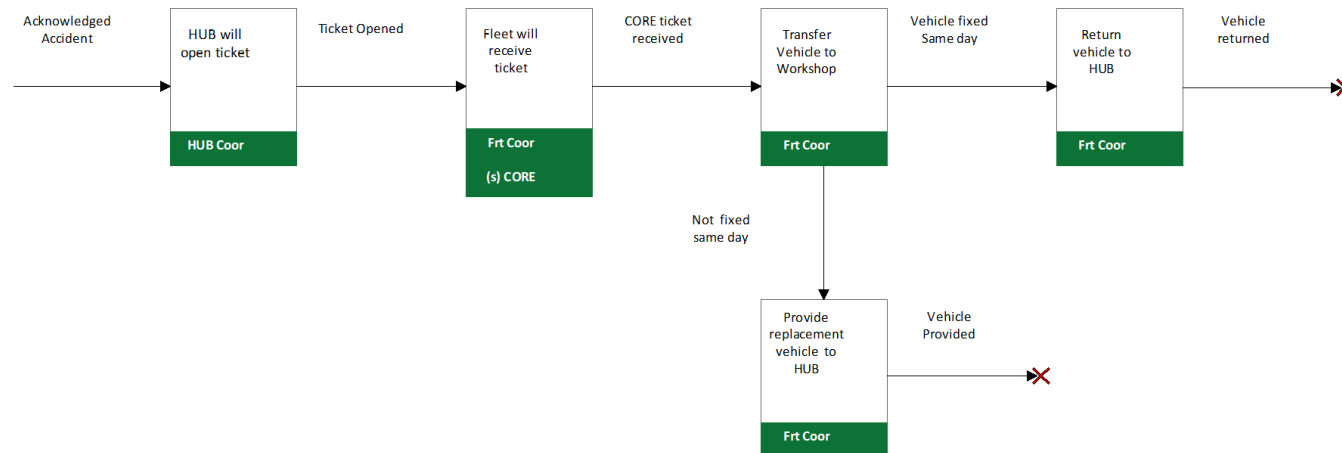Diagram Version: 4
Review Date: None
F.T.E.: 0.00

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

Pr**anical Issues**

End user may refuse
the report due to:
1. Maintenance Cost is
   too high or
2. End user refuses to
   accept the cause of
   breakdown

Rental company to
provide a suitable
replacement vehicle
to the user . In case
there is none, we can
hire from an outside
source and bill them
the cost accordingly.

Receive report
from the
workshop

**Refer report to
end user**

Fleet Coordinator

End user
accepted the
report

**Inform rental
company to
charge SMSA**

Fleet Coordinator

Invoice received

Rental company to
provide a suitable
replacement vehicle
to the user . In case
there is none, we can
hire from an outside
source and bill them
the cost accordingly.

**Forward invoice
to finance for
deduction from
employees salary**

Fleet Coordinator

Invoice
forwarded to
FIN

End user refuse to
accept the report
due to high cost

Quotation to be
obtained from
independent and
reliable workshops for
same scope of work

**Inform end user
to obtain
quotation**

Fleet Coordinator

If quotation is
higher then
rental company

**Inform rental
company to
proceed with
maintenance**

Fleet Coordinator

Rental company to
provide a suitable
replacement vehicle
to the user . In case
there is none, we can
hire from an outside
source and bill them
the cost accordingly.

e received

**Receive the
invoice from
rental company**

Fleet Coordinator

End user
refused to
accept the
cause

**Forward the case
to QRM**

Fleet Coordinator

If quotation is lower
then rental company

**Inform rental
company to
comply with given

...**

Fleet Coordinator

If refused

Rental company to
provide a suitable
replacement vehicle
to the user . In case
there is none, we can
hire from an outside
source and bill them
the cost accordingly.

**Inform end use to
proceed with
repair at
independent
workshop**

Fleet Coordinator

Vehicle
repaired

Proceed according to
investigation results

**Conduct
investigation**

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

Process Vehicle Breakdown

Acknowledged Accident

HUB will open ticket
HUB Coor

Ticket Opened

Fleet will receive ticket
Frt Coor
(s) CORE

CORE ticket received

Transfer Vehicle to Workshop
Frt Coor

Vehicle fixed Same day

Return vehicle to HUB
Frt Coor

Vehicle returned

Not fixed same day

Provide replacement vehicle to HUB
Frt Coor

Vehicle Provided

Title: Process Vehicle Breakdown
Author: Nouf Al Rammah
Date: 4/21/2024
Volume: 0.00 Per Second

Authorization: Authorized
Date: 4/28/2024
Cost Per Second: $,3.5,E-0317

Owner: Walid Abdalla Abdulhamid
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

○ Actions
● Change Log
○ Change Requests
○ Feedback
○ Keywords
● Read Only
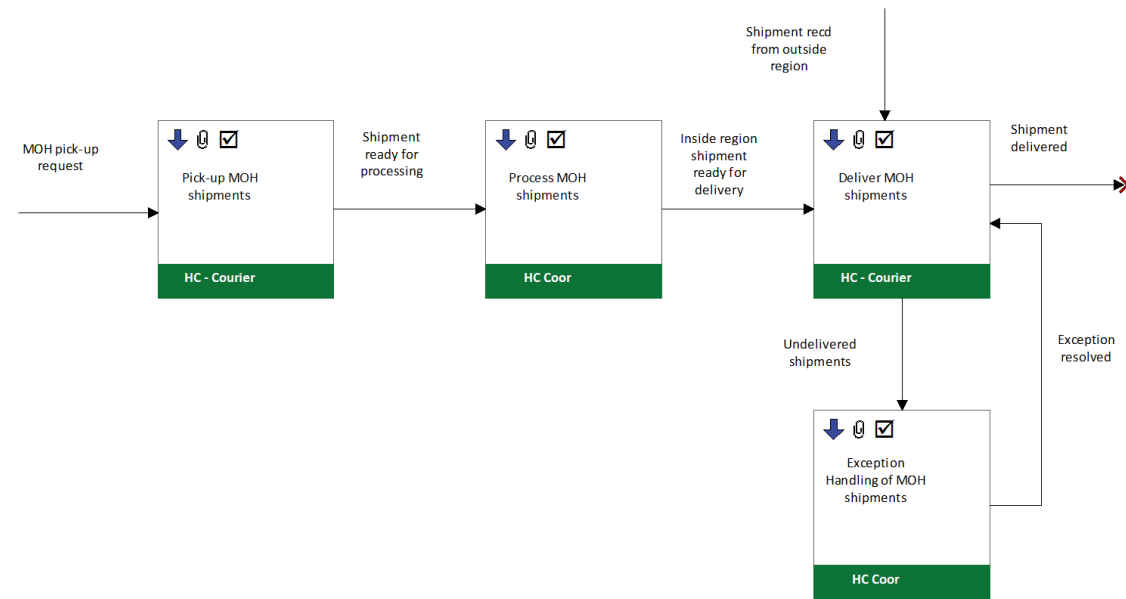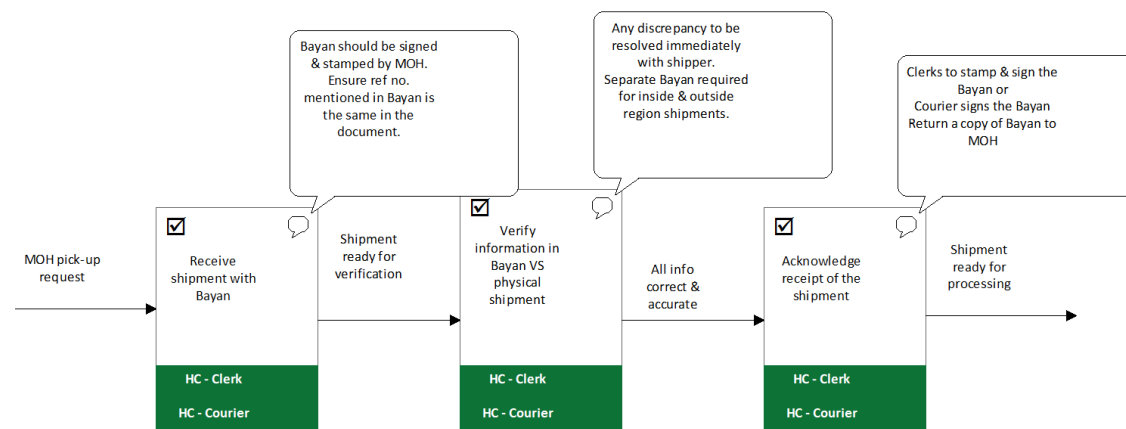
OPS - Healthcare

MOH Project

New Born Screening

Blood Sample

Pharma

Title: OPS - Healthcare
Author: Edwin Ramos
Date: 5/29/2017
Volume: 0.00 Per Second

Authorization: Authorized
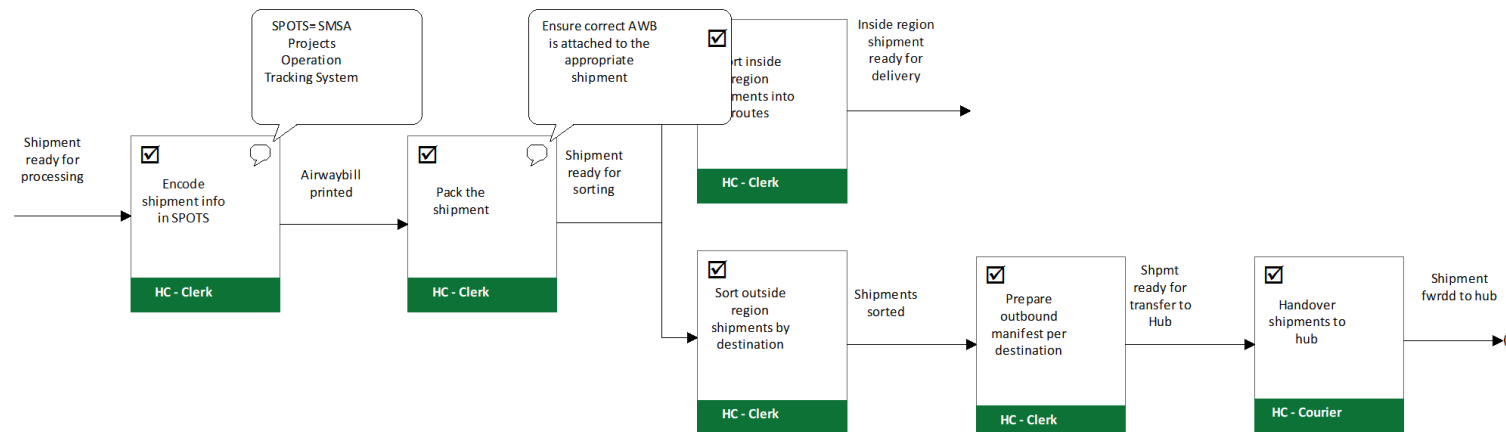Date: 9/30/2024
Cost Per Second: $,3.5,E-0317

Owner: Walid Abdalla Abdulhamid
Diagram Version: 6
Review Date: 9/5/2024
F.T.E.: 0.00

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

Healthcare - MOH Project

Shipment recd
from outside
region

MOH pick-up
request

| Pick-up MOH shipments | Shipment ready for processing | Process MOH shipments | Inside region shipment ready for delivery | Deliver MOH shipments | Shipment delivered |

HC - Courier

HC Coor

HC - Courier

Undelivered
shipments

Exception
resolved

Exception
Handling of MOH
shipments

HC Coor

Title: Healthcare - MOH Project
Author: Edwin Ramos   Authorization: Authorized
Date: 5/30/2017   Date: 9/30/2024
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Walid Abdalla Abdulhamid
Diagram Version: 4
Review Date: 9/5/2024
F.T.E.: 0.00

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

Pick-up MOH Shipments

MOH pick-up request

Bayan should be signed & stamped by MOH. Ensure ref no. mentioned in Bayan is the same in the document.

☑ Receive shipment with Bayan

HC - Clerk
HC - Courier

Shipment ready for verification

Any discrepancy to be resolved immediately with shipper. Separate Bayan required for inside & outside region shipments.

☑ Verify information in Bayan VS physical shipment

HC - Clerk
HC - Courier

All info correct & accurate

Clerks to stamp & sign the Bayan or Courier signs the Bayan Return a copy of Bayan to MOH

☑ Acknowledge receipt of the shipment

HC - Clerk
HC - Courier

Shipment ready for processing

Title: Pick-up MOH Shipments
Author: Edwin Ramos
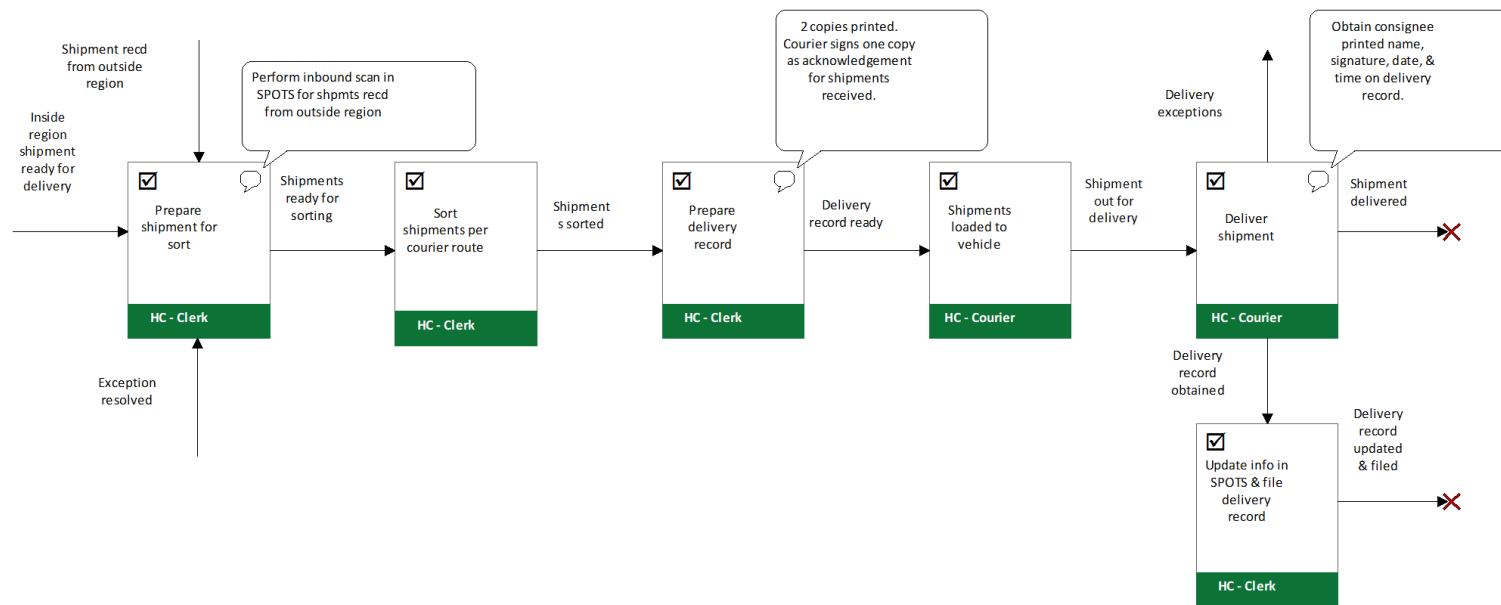Date: 3/9/2014
Volume: 0.00 Per Second

Authorization: Authorized
Date: 9/30/2024
Cost Per Second: $,3.5,E-0317

Owner: Walid Abdalla Abdulhamid
Diagram Version: 5
Review Date: None
F.T.E.: 0.00

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

Process MOH Shipments

Process flow diagram:

- Shipment ready for processing →
- **Encode shipment info in SPOTS** — HC - Clerk
  - Note: SPOTS= SMSA Projects Operation Tracking System
- Airwaybill printed →
- **Pack the shipment** — HC - Clerk
  - Note: Ensure correct AWB is attached to the appropriate shipment
- Shipment ready for sorting →
- **Sort inside region shipments into routes** — HC - Clerk → Inside region shipment ready for delivery
- **Sort outside region shipments by destination** — HC - Clerk
- Shipments sorted →
- **Prepare outbound manifest per destination** — HC - Clerk
- Shpmt ready for transfer to Hub →
- **Handover shipments to hub** — HC - Courier
- Shipment fwrdd to hub →

Title: Process MOH Shipments
Author: Edwin Ramos
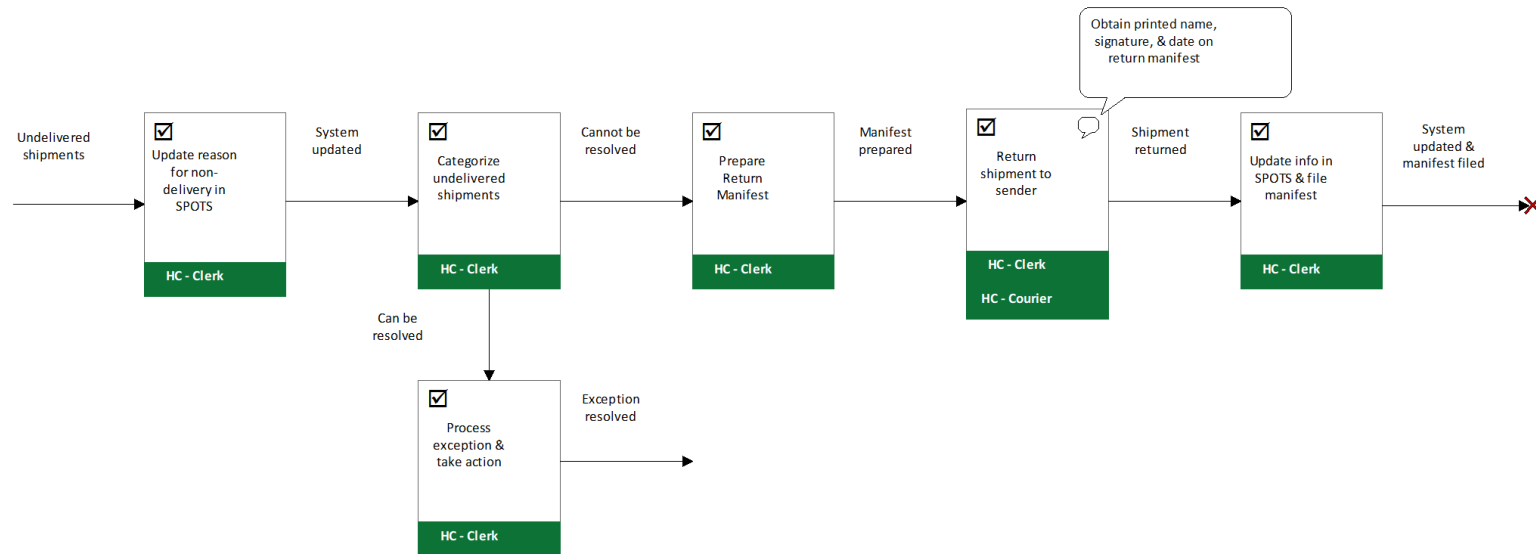Date: 3/9/2014
Volume: 0.00 Per Second

Authorization: Authorized
Date: 9/30/2024
Cost Per Second: $,3.5,E-0317

Owner: Walid Abdalla Abdulhamid
Diagram Version: 5
Review Date: None
F.T.E.: 0.00

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

Deliver MOH Shipments

Shipment recd from outside region

Inside region shipment ready for delivery

Perform inbound scan in SPOTS for shpmts recd from outside region

Prepare shipment for sort

HC - Clerk

Shipments ready for sorting

Sort shipments per courier route

HC - Clerk

Shipment s sorted

Prepare delivery record

HC - Clerk

Delivery record ready

Shipments loaded to vehicle

HC - Courier

Shipment out for delivery

2 copies printed. Courier signs one copy as acknowledgement for shipments received.

Deliver shipment

HC - Courier

Delivery exceptions

Obtain consignee printed name, signature, date, & time on delivery record.

Shipment delivered

Exception resolved

Delivery record obtained

Update info in SPOTS & file delivery record

HC - Clerk

Delivery record updated & filed

Title: Deliver MOH Shipments
Author: Edwin Ramos
Date: 3/9/2014
Volume: 0.00 Per Second

Authorization: Authorized
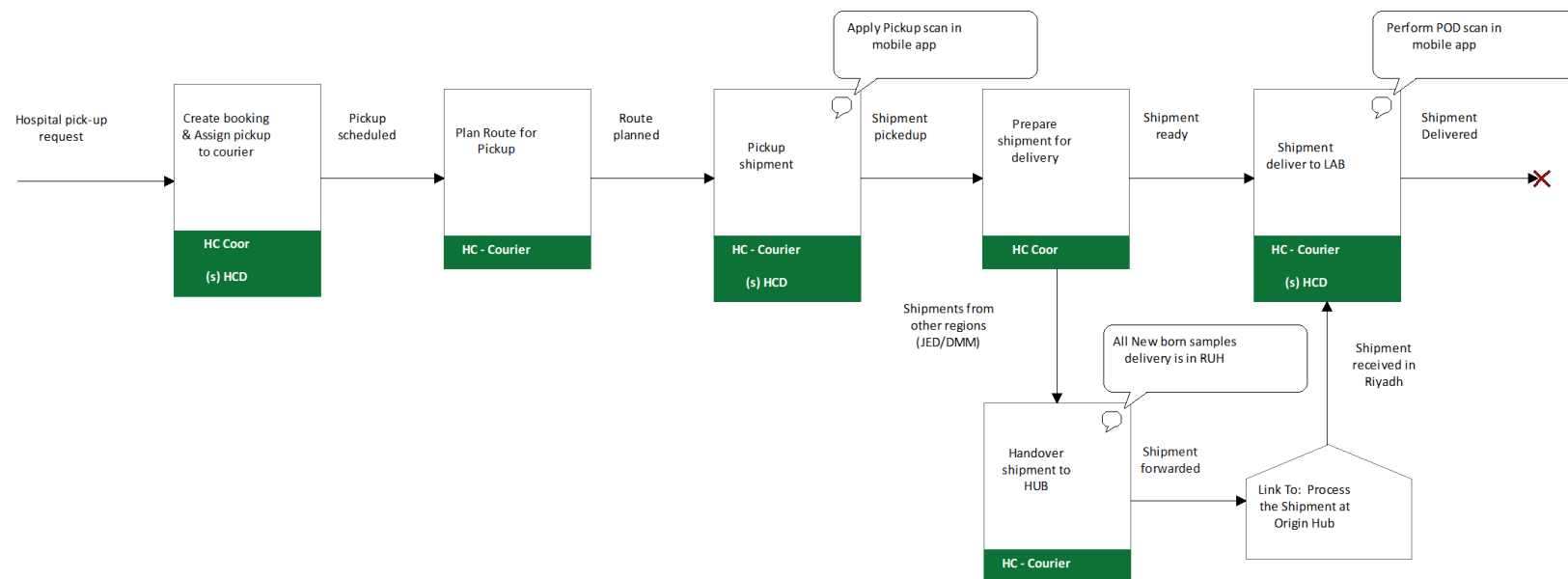Date: 9/30/2024
Cost Per Second: $,3.5,E-0317

Owner: Walid Abdalla Abdulhamid
Diagram Version: 5
Review Date: None
F.T.E.: 0.00

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

Exception Handling of MOH Shipments

Title: Exception Handling of MOH Shipments
Author: Edwin Ramos   Authorization: Authorized
Date: 3/10/2014   Date: 9/30/2024
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Walid Abdalla Abdulhamid
Diagram Version: 5
Review Date: None
F.T.E.: 0.00

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

New Born Screening Project

Hospital pick-up request → Create booking & Assign pickup to courier [HC Coor (s) HCD] → Pickup scheduled → Plan Route for Pickup [HC - Courier] → Route planned → Pickup shipment [HC - Courier (s) HCD] (Apply Pickup scan in mobile app) → Shipment pickedup → Prepare shipment for delivery [HC Coor] → Shipment ready → Shipment deliver to LAB [HC - Courier (s) HCD] (Perform POD scan in mobile app) → Shipment Delivered ✕

Shipments from other regions (JED/DMM) → Handover shipment to HUB [HC - Courier] (All New born samples delivery is in RUH) → Shipment forwarded → Link To: Process the Shipment at Origin Hub → Shipment received in Riyadh

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Title: New Born Screening Project
Author: Edwin Ramos
Date: 8/6/2018
Volume: 0.00 Per Second

Authorization: Authorized
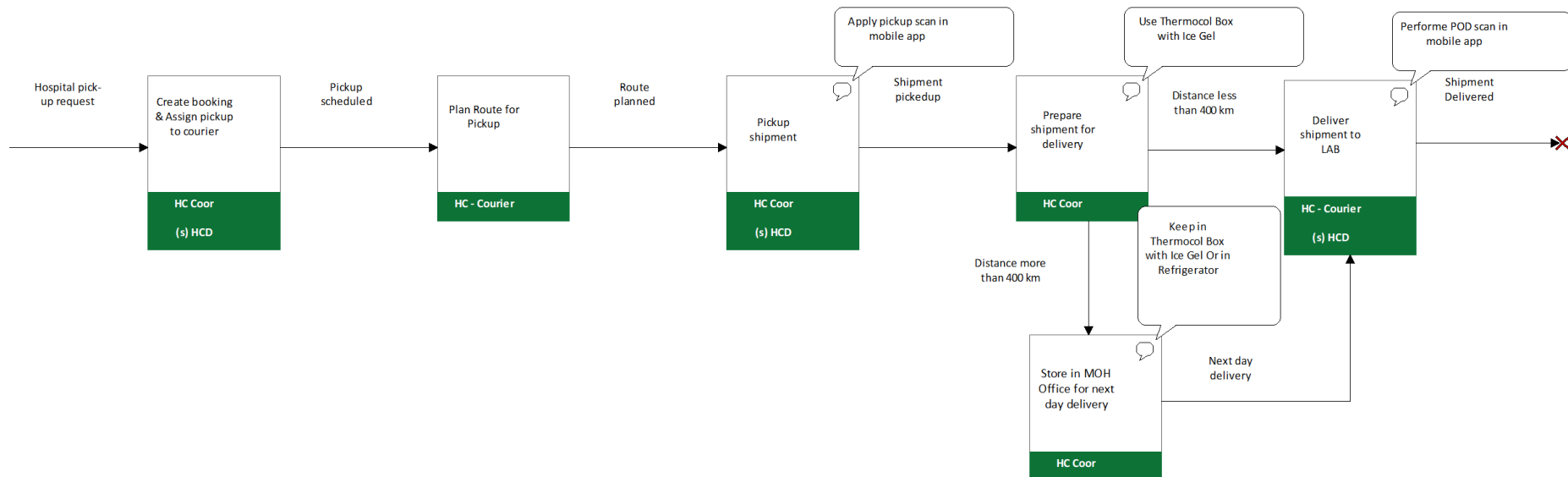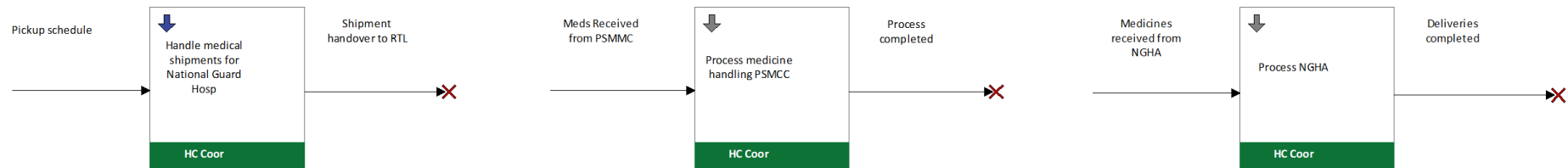Date: 10/1/2024
Cost Per Second: $,3.5,E-0317

Owner: Walid Abdalla Abdulhamid
Diagram Version: 3
Review Date: 9/5/2024
F.T.E.: 0.00

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

Blood Samples Project

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

Pharma Project

Pickup schedule	

Handle medical shipments for National Guard Hosp

HC Coor

Shipment handover to RTL

Meds Received from PSMMC

Process medicine handling PSMCC

HC Coor

Process completed

Medicines received from NGHA
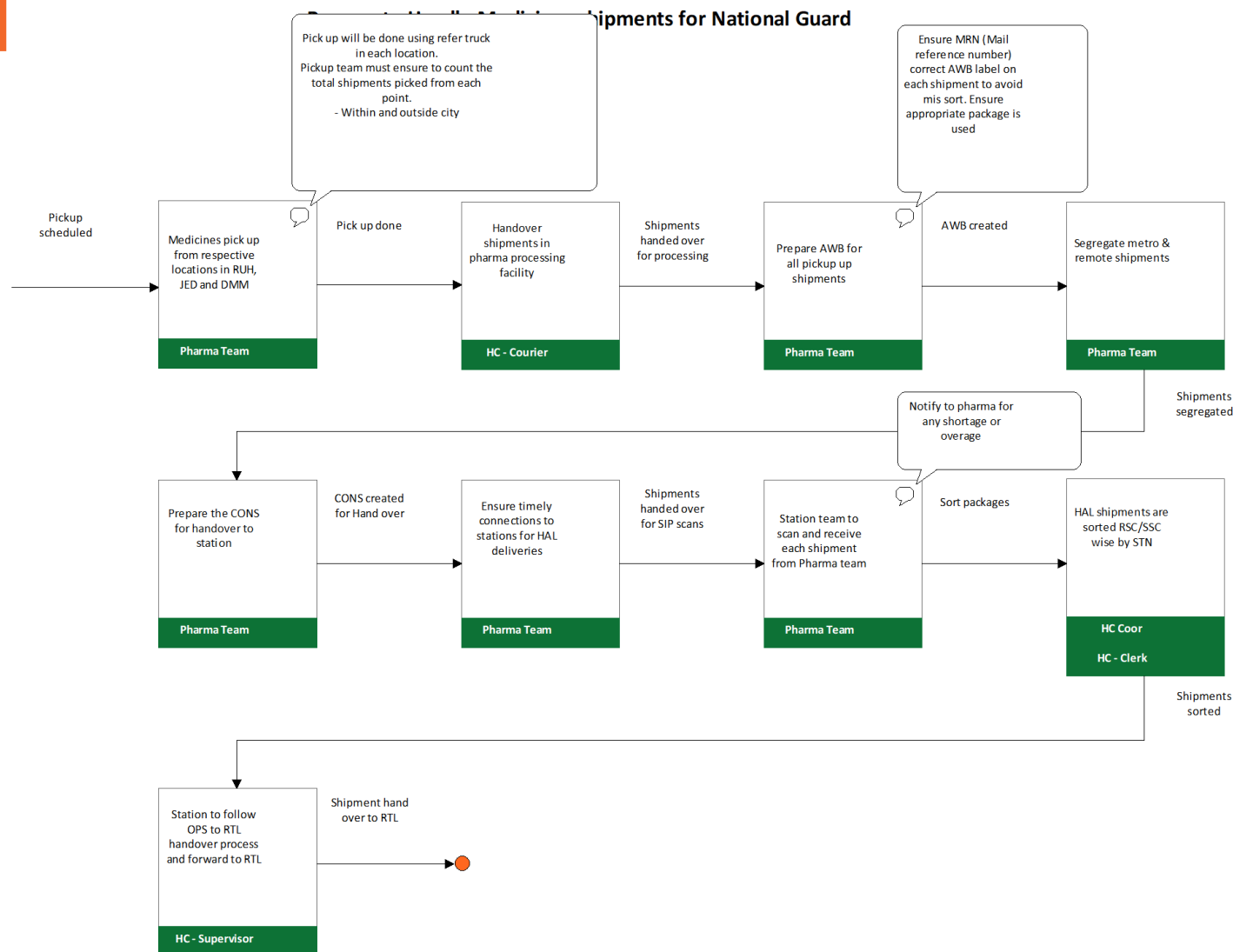
Process NGHA

HC Coor

Deliveries completed

Title: Pharma Project
Author: Edwin Ramos
Date: 1/31/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 10/1/2024
Cost Per Second: $,3.5,E-0317

Owner: Walid Abdalla Abdulhamid
Diagram Version: 5
Review Date: 9/5/2024
F.T.E.: 0.00

○ Actions
● Change Log
○ Change Requests

○ Feedback
○ Keywords
● Read Only

Process to Handle Medicines shipments for National Guard

Pick up will be done using refer truck in each location.
Pickup team must ensure to count the total shipments picked from each point.
- Within and outside city

Ensure MRN (Mail reference number) correct AWB label on each shipment to avoid mis sort. Ensure appropriate package is used

Pickup scheduled

Medicines pick up from respective locations in RUH, JED and DMM	Pick up done	Handover shipments in pharma processing facility	Shipments handed over for processing	Prepare AWB for all pickup up shipments	AWB created	Segregate metro & remote shipments
Pharma Team		**HC - Courier**		**Pharma Team**		**Pharma Team**

Shipments segregated

Notify to pharma for any shortage or overage

Prepare the CONS for handover to station	CONS created for Hand over	Ensure timely connections to stations for HAL deliveries	Shipments handed over for SIP scans	Station team to scan and receive each shipment from Pharma team	Sort packages	HAL shipments are sorted RSC/SSC wise by STN
Pharma Team		**Pharma Team**		**Pharma Team**		**HC Coor** **HC - Clerk**

Shipments sorted

Station to follow OPS to RTL handover process and forward to RTL	Shipment hand over to RTL
HC - Supervisor	

Title: Process to Handle Medicines shipments for National Guard
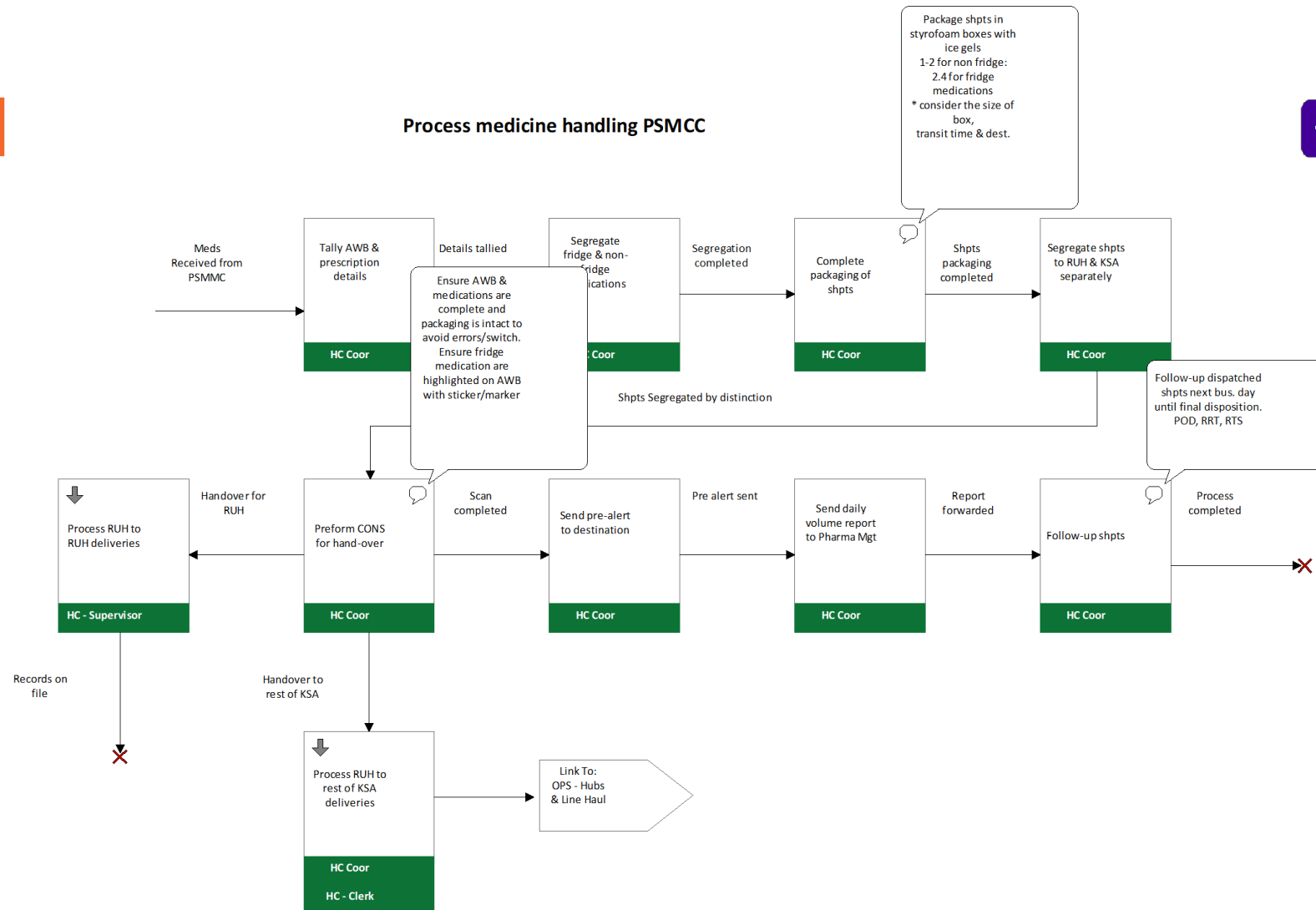Author: Mohammed Ahmed Khan
Date: 6/8/2021
Volume: 0.00 Per Second

Authorization: Authorized
Date: 10/1/2024
Cost Per Second: $,3.5,E-0317

Owner: Walid Abdalla Abdulhamid
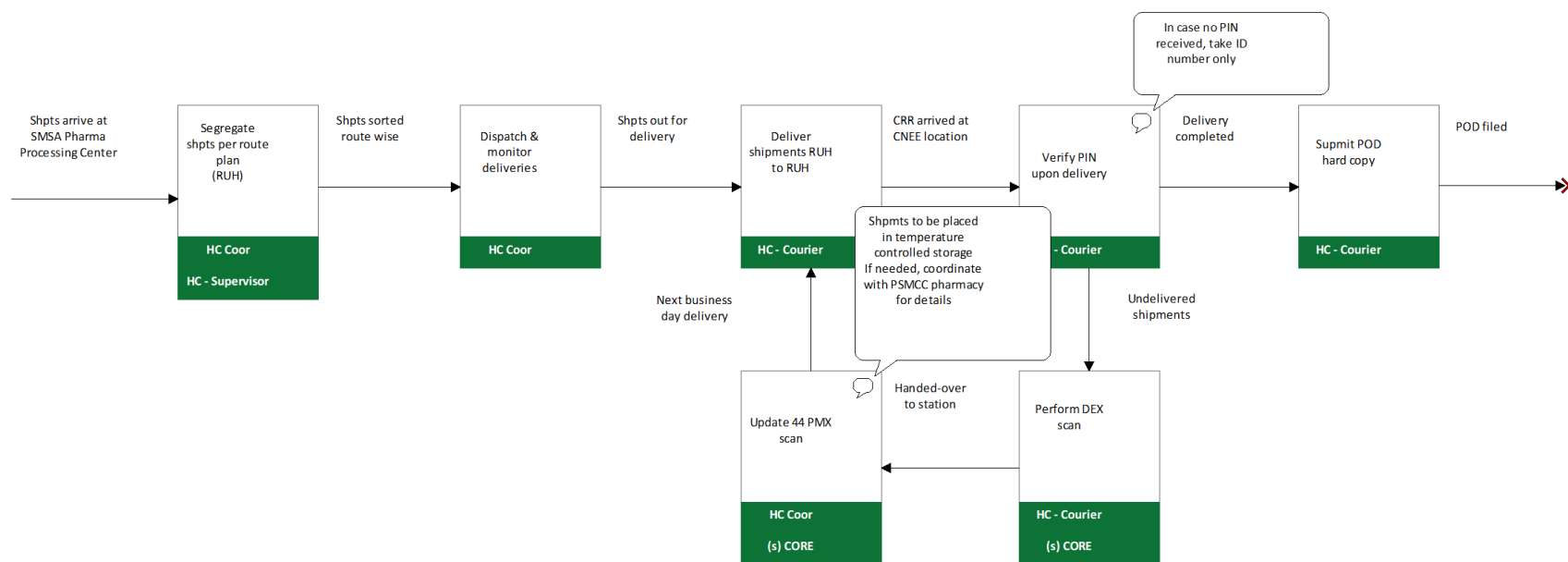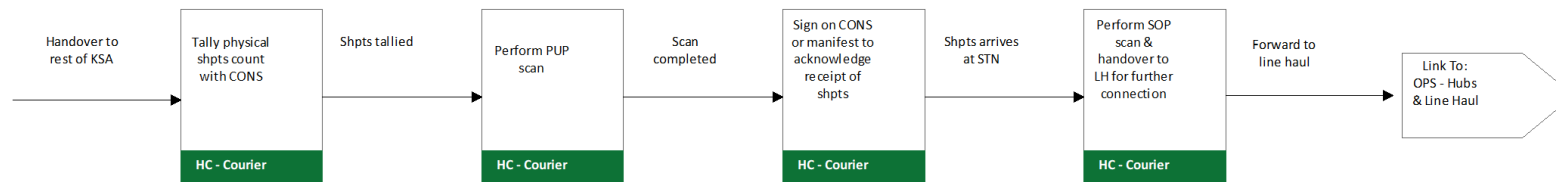Diagram Version: 4
Review Date: 9/5/2024
F.T.E.: 0.00

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

Process medicine handling PSMCC

Package shpts in styrofoam boxes with ice gels
1-2 for non fridge:
2.4 for fridge medications
* consider the size of box,
transit time & dest.

Meds Received from PSMMC

Tally AWB & prescription details — **HC Coor**

Details tallied

Ensure AWB & medications are complete and packaging is intact to avoid errors/switch.
Ensure fridge medication are highlighted on AWB with sticker/marker

Segregate fridge & non-fridge medications — **HC Coor**

Segregation completed

Complete packaging of shpts — **HC Coor**

Shpts packaging completed

Segregate shpts to RUH & KSA separately — **HC Coor**

Shpts Segregated by distinction

Follow-up dispatched shpts next bus. day until final disposition. POD, RRT, RTS

Process RUH to RUH deliveries — **HC - Supervisor**

Handover for RUH

Preform CONS for hand-over — **HC Coor**

Scan completed

Send pre-alert to destination — **HC Coor**

Pre alert sent

Send daily volume report to Pharma Mgt — **HC Coor**

Report forwarded

Follow-up shpts — **HC Coor**

Process completed

Records on file

Handover to rest of KSA

Process RUH to rest of KSA deliveries — **HC Coor** / **HC - Clerk**

Link To:
OPS - Hubs & Line Haul

Title: Process medicine handling PSMCC
Author: Edwin Ramos   Authorization: Authorized
Date: 1/29/2023   Date: 10/1/2024
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317
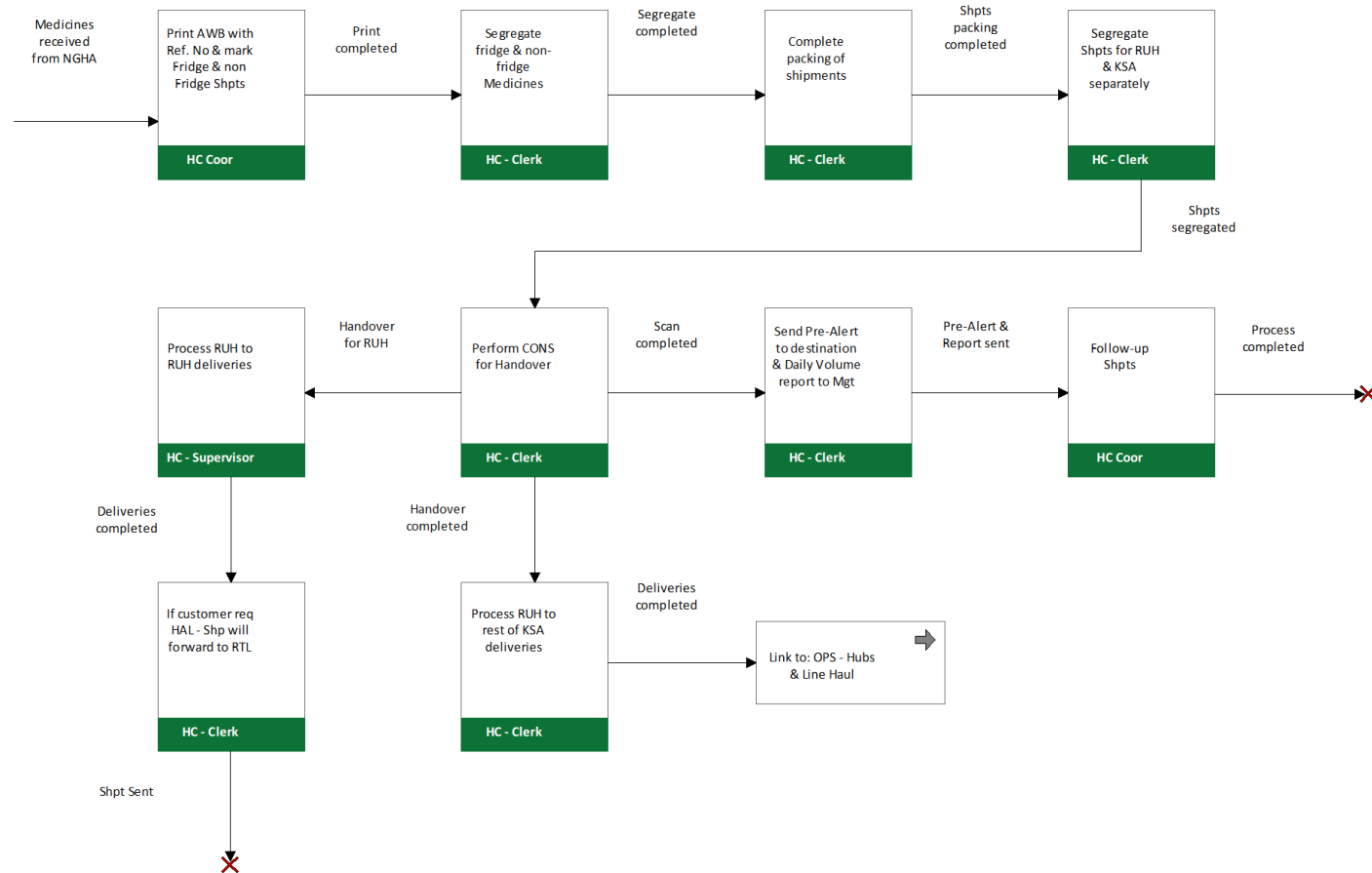
Owner: Walid Abdalla Abdulhamid
Diagram Version: 3
Review Date: 9/5/2024
F.T.E.: 0.00

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

Process RUH to RUH deliveries

Shpts arrive at SMSA Pharma Processing Center

Segregate shpts per route plan (RUH)
HC Coor
HC - Supervisor

Shpts sorted route wise

Dispatch & monitor deliveries
HC Coor

Shpts out for delivery

Deliver shipments RUH to RUH
HC - Courier

Shpmts to be placed in temperature controlled storage If needed, coordinate with PSMCC pharmacy for details

CRR arrived at CNEE location

Verify PIN upon delivery
- Courier

In case no PIN received, take ID number only

Delivery completed

Supmit POD hard copy
HC - Courier

POD filed

Next business day delivery

Update 44 PMX scan
HC Coor
(s) CORE

Handed-over to station

Perform DEX scan
HC - Courier
(s) CORE

Undelivered shipments

Process RUH to rest of KSA deliveries

Handover to rest of KSA →

Tally physical shpts count with CONS	→ Shpts tallied →	Perform PUP scan	→ Scan completed →	Sign on CONS or manifest to acknowledge receipt of shpts	→ Shpts arrives at STN →	Perform SOP scan & handover to LH for further connection	→ Forward to line haul →	Link To: OPS - Hubs & Line Haul
HC - Courier		**HC - Courier**		**HC - Courier**		**HC - Courier**		

Title: Process RUH to rest of KSA deliveries
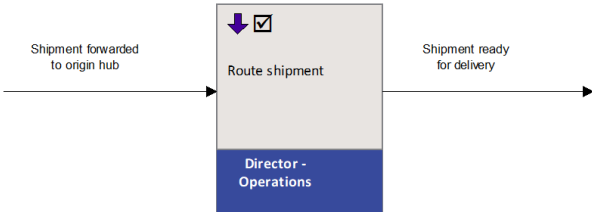Author: Bashayr Al sharidi
Date: 3/1/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 10/1/2024
Cost Per Second: $,3.5,E-0317

Owner: Walid Abdalla Abdulhamid
Diagram Version: 3
Review Date: 9/5/2024
F.T.E.: 0.00

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

Process NGHA

Medicines received from NGHA

Print AWB with Ref. No & mark Fridge & non Fridge Shpts
HC Coor

Print completed →

Segregate fridge & non-fridge Medicines
HC - Clerk

Segregate completed →

Complete packing of shipments
HC - Clerk

Shpts packing completed →

Segregate Shpts for RUH & KSA separately
HC - Clerk

Shpts segregated

Process RUH to RUH deliveries
HC - Supervisor

Handover for RUH →

Perform CONS for Handover
HC - Clerk

Scan completed →

Send Pre-Alert to destination & Daily Volume report to Mgt
HC - Clerk

Pre-Alert & Report sent →

Follow-up Shpts
HC Coor

Process completed →

Deliveries completed

If customer req HAL - Shp will forward to RTL
HC - Clerk

Shpt Sent

Handover completed

Process RUH to rest of KSA deliveries
HC - Clerk

Deliveries completed →

Link to: OPS - Hubs & Line Haul

Title: Process NGHA
Author: Bashayr Al sharidi
Date: 10/1/2023
Volume: 0.00 Per Second

Authorization: Authorized
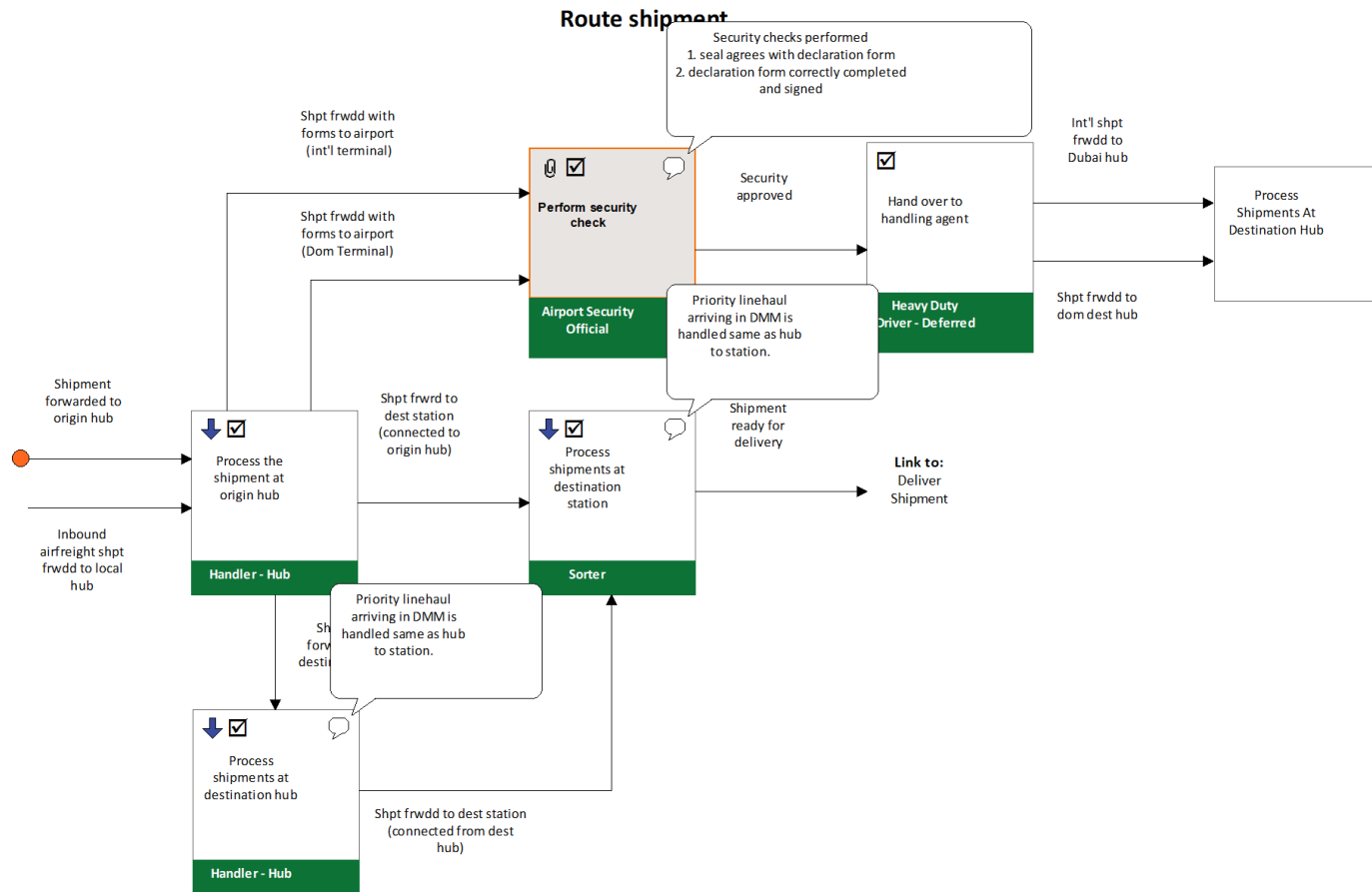Date: 10/1/2024
Cost Per Second: $,3.5,E-0317

Owner: Walid Abdalla Abdulhamid
Diagram Version: 3
Review Date: 9/5/2024
F.T.E.: 0.00

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

OPS - Hubs & Line Haul

Shipment forwarded
to origin hub

↓ ☑

Route shipment

Shipment ready
for delivery

Director -
Operations

Title: OPS - Hubs & Line Haul
Author: Edwin Ramos
Date: 5/29/2017
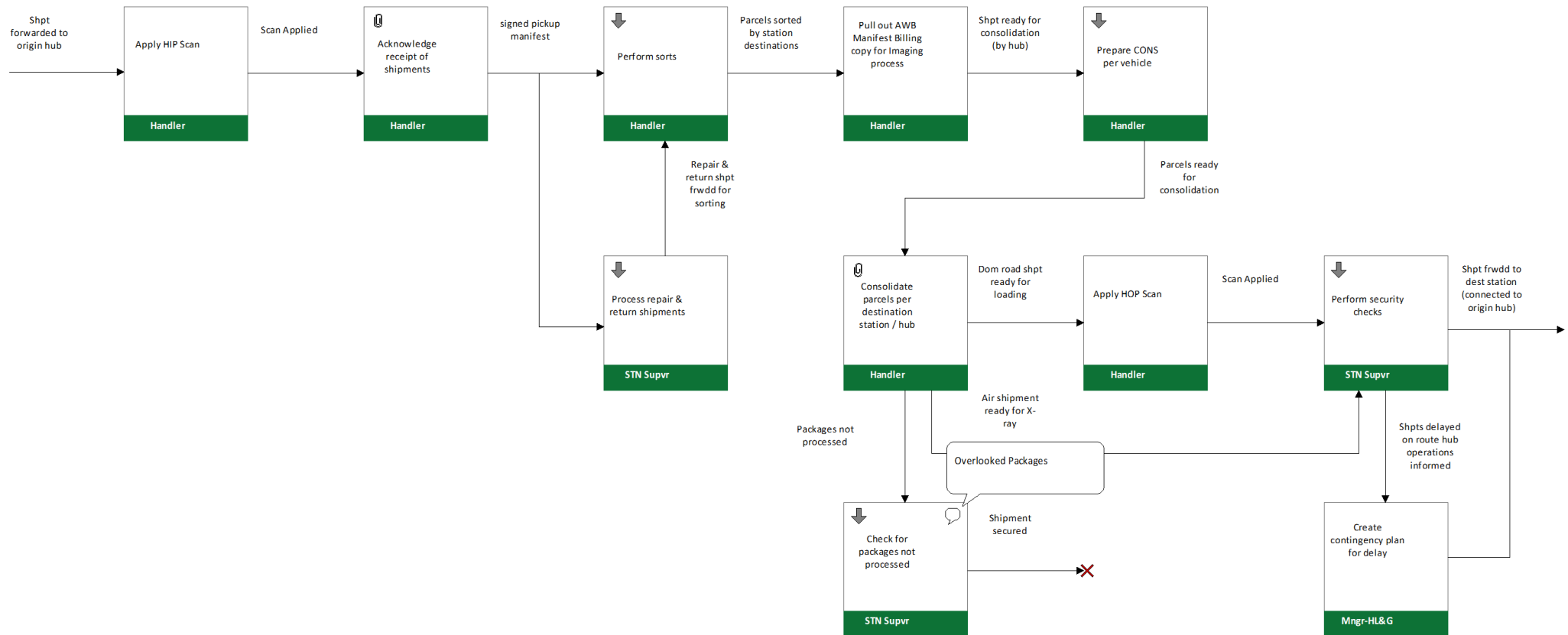Volume: 0.00 Per Second

Authorization: Authorized
Date: 5/28/2018
Cost Per Second: $,3.5,E-0317

Owner: Walid Abdalla Abdulhamid
Diagram Version: 3
Review Date: None
F.T.E.: 0.00

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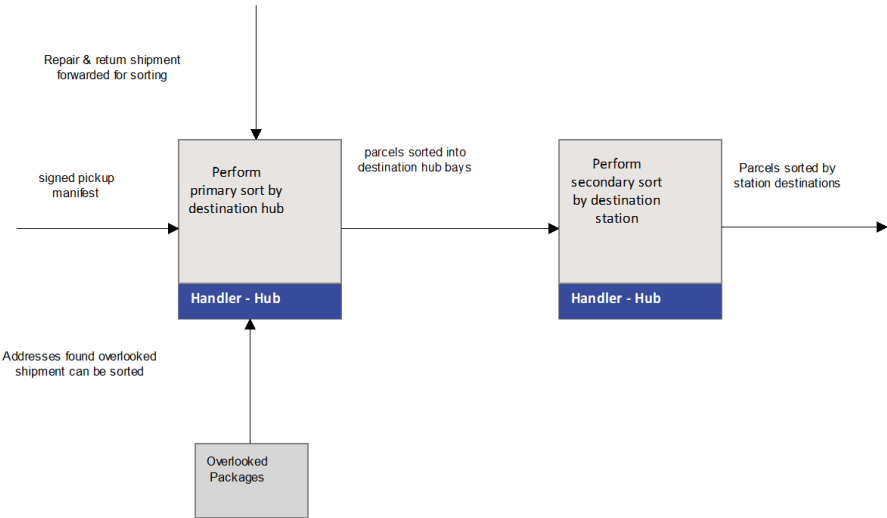
○ Feedback
○ Keywords
● Read Only

Route shipment

Security checks performed
1. seal agrees with declaration form
2. declaration form correctly completed and signed

Shpt frwdd with forms to airport (int'l terminal)

Shpt frwdd with forms to airport (Dom Terminal)

Perform security check

Security approved

Hand over to handling agent

Int'l shpt frwdd to Dubai hub

Airport Security Official

Heavy Duty Driver - Deferred

Process Shipments At Destination Hub

Priority linehaul arriving in DMM is handled same as hub to station.

Shpt frwdd to dom dest hub

Shipment forwarded to origin hub

Process the shipment at origin hub

Shpt frwrd to dest station (connected to origin hub)

Process shipments at destination station

Shipment ready for delivery

Link to: Deliver Shipment

Inbound airfreight shpt frwdd to local hub

Handler - Hub

Sorter

Priority linehaul arriving in DMM is handled same as hub to station.

Process shipments at destination hub

Shpt frwdd to dest station (connected from dest hub)

Handler - Hub

Title: Route shipment
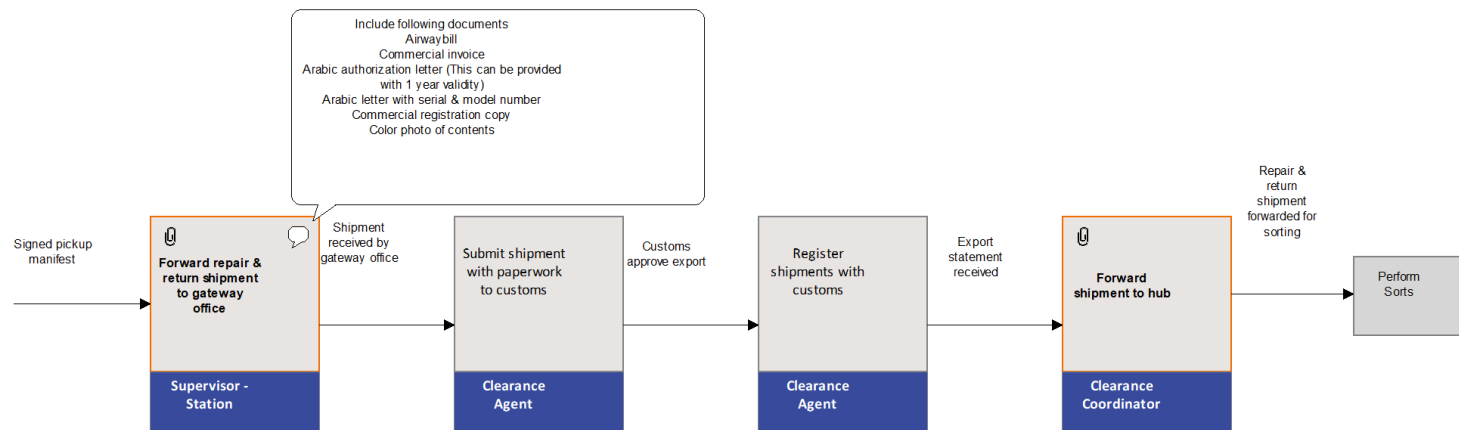Author: Edwin Ramos
Date: 5/30/2017
Volume: 0.00 Per Second

Authorization: Authorized
Date: 5/8/2022
Cost Per Second: $,3.5,E-0317

Owner: Walid Abdalla Abdulhamid
Diagram Version: 4
Review Date: None
F.T.E.: 0.00

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

Process Shipments at Origin Hub

Title: Process Shipments at Origin Hub
Author: Edwin Ramos   Authorization: Authorized
Date: 5/23/2010   Date: 12/17/2024
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Walid Abdalla Abdulhamid
Diagram Version: 4
Review Date: None
F.T.E.: 0.00

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

Perform Sorts

Repair & return shipment
forwarded for sorting

signed pickup
manifest

Perform primary sort by destination hub
Handler - Hub

parcels sorted into
destination hub bays

Perform secondary sort by destination station
Handler - Hub

Parcels sorted by
station destinations

Addresses found overlooked
shipment can be sorted

Overlooked Packages

Title: Perform Sorts
Author: Edwin Ramos
Date: 5/30/2010
Volume: 0.00 Per Second

Authorization: Authorized
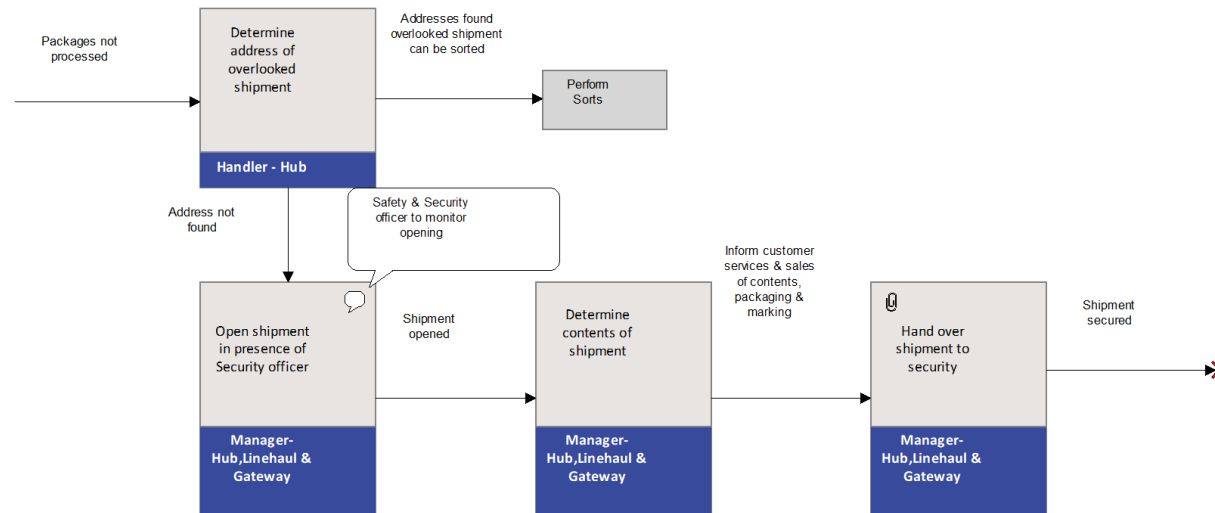Date: 5/28/2018
Cost Per Second: $,3.5,E-0317

Owner: Walid Abdalla Abdulhamid
Diagram Version: 3
Review Date: None
F.T.E.: 0.00

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

Process Repair & Return Shipments

Signed pickup manifest

Include following documents
Airway bill
Commercial invoice
Arabic authorization letter (This can be provided with 1 year validity)
Arabic letter with serial & model number
Commercial registration copy
Color photo of contents

Forward repair & return shipment to gateway office	Shipment received by gateway office	Submit shipment with paperwork to customs	Customs approve export	Register shipments with customs	Export statement received	Forward shipment to hub	Repair & return shipment forwarded for sorting	Perform Sorts

Supervisor - Station

Clearance Agent

Clearance Agent

Clearance Coordinator

Title: Process Repair & Return Shipments
Author: Edwin Ramos
Date: 5/30/2010
Volume: 0.00 Per Second

Authorization: Authorized
Date: 5/28/2018
Cost Per Second: $,3.5,E-0317

Owner: Walid Abdalla Abdulhamid
Diagram Version: 3
Review Date: None
F.T.E.: 0.00

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

Check For Packages Not Processed (Overlooked Packages)

Packages not processed

Determine address of overlooked shipment

Handler - Hub

Addresses found overlooked shipment can be sorted

Perform Sorts

Address not found

Safety & Security officer to monitor opening

Open shipment in presence of Security officer

Manager- Hub,Linehaul & Gateway

Shipment opened

Determine contents of shipment

Manager- Hub,Linehaul & Gateway

Inform customer services & sales of contents, packaging & marking

Hand over shipment to security

Manager- Hub,Linehaul & Gateway

Shipment secured

Title: Check For Packages Not Processed (Overlooked Packages)
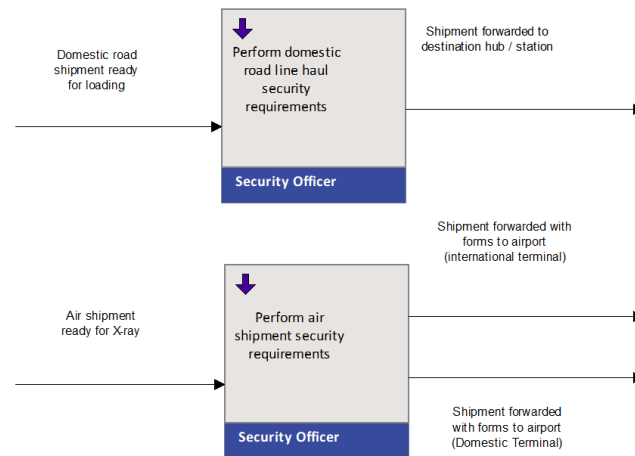Author: Edwin Ramos
Date: 5/30/2010
Volume: 0.00 Per Second

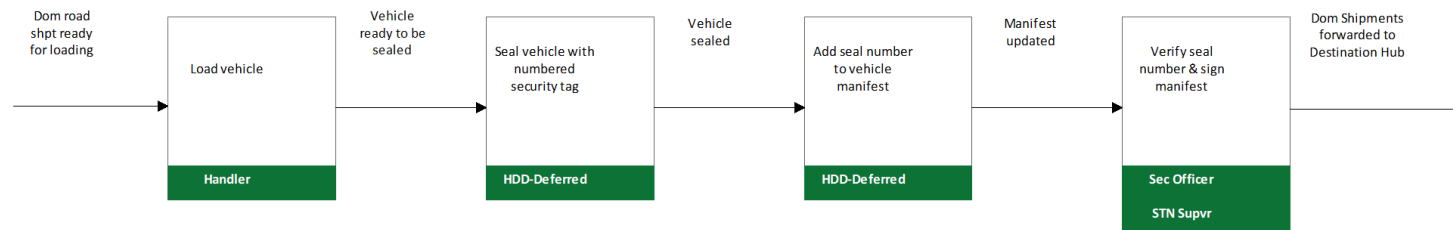Authorization: Authorized
Date: 5/28/2018
Cost Per Second: $,3.5,E-0317

Owner: Walid Abdalla Abdulhamid
Diagram Version: 3
Review Date: None
F.T.E.: 0.00

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

Prepare Manifests

Billing

Dom waybills
frwdd to
Billing

Prepare dom
manifest by prod
per dest station

Parcels ready
for
consolidation

Handler

Shpt ready for
manifest
according to
prod

Enter Airwaybills
according to batch
rules (25 per batch)

Enter waybill
information

CORE updated
non-doc shpt

Enter paperwork
imaged status

Status
updated

Airwaybill /batch to
Dubai Finance
Airwaybill to local
SMSA Finance

Forward copy of
airwaybills

Int'l waybills
frwdd to
Billing

Billing

**Data Encoder
(s) CORE**

**Data Encoder
(s) CORE**

Data Encoder

CORE updated
document
shipment

Title: Prepare Manifests
Author: Edwin Ramos
Date: 5/30/2010
Volume: 0.00 Per Second

Authorization: Authorized
Date: 12/17/2024
Cost Per Second: $,3.5,E-0317

Owner: Walid Abdalla Abdulhamid
Diagram Version: 5
Review Date: None
F.T.E.: 0.00

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

SMSA

Perform Security Checks

Domestic road
shipment ready
for loading

Perform domestic
road line haul
security
requirements

Security Officer

Shipment forwarded to
destination hub / station

Air shipment
ready for X-ray

Perform air
shipment security
requirements

Security Officer

Shipment forwarded with
forms to airport
(international terminal)

Shipment forwarded
with forms to airport
(Domestic Terminal)

Title: Perform Security Checks		Owner: Walid Abdalla Abdulhamid	○ Actions ○ Feedback
Author: Edwin Ramos	Authorization: Authorized	Diagram Version: 3	● Change Log ● Keywords
Date: 5/30/2010	Date: 5/28/2018	Review Date: None	○ Change Requests ● Read Only
Volume: 0.00 Per Second	Cost Per Second: $,3.5,E-0317	F.T.E.: 0.00	

Perform Domestic Road Line Haul Security Requirements

Dom road shpt ready for loading	Load vehicle	Vehicle ready to be sealed	Seal vehicle with numbered security tag	Vehicle sealed	Add seal number to vehicle manifest	Manifest updated	Verify seal number & sign manifest	Dom Shipments forwarded to Destination Hub
	Handler		HDD-Deferred		HDD-Deferred		Sec Officer / STN Supvr	

Title: Perform Domestic Road Line Haul Security Requirements
Author: Edwin Ramos   Authorization: Authorized
Date: 5/23/2010   Date: 12/17/2024
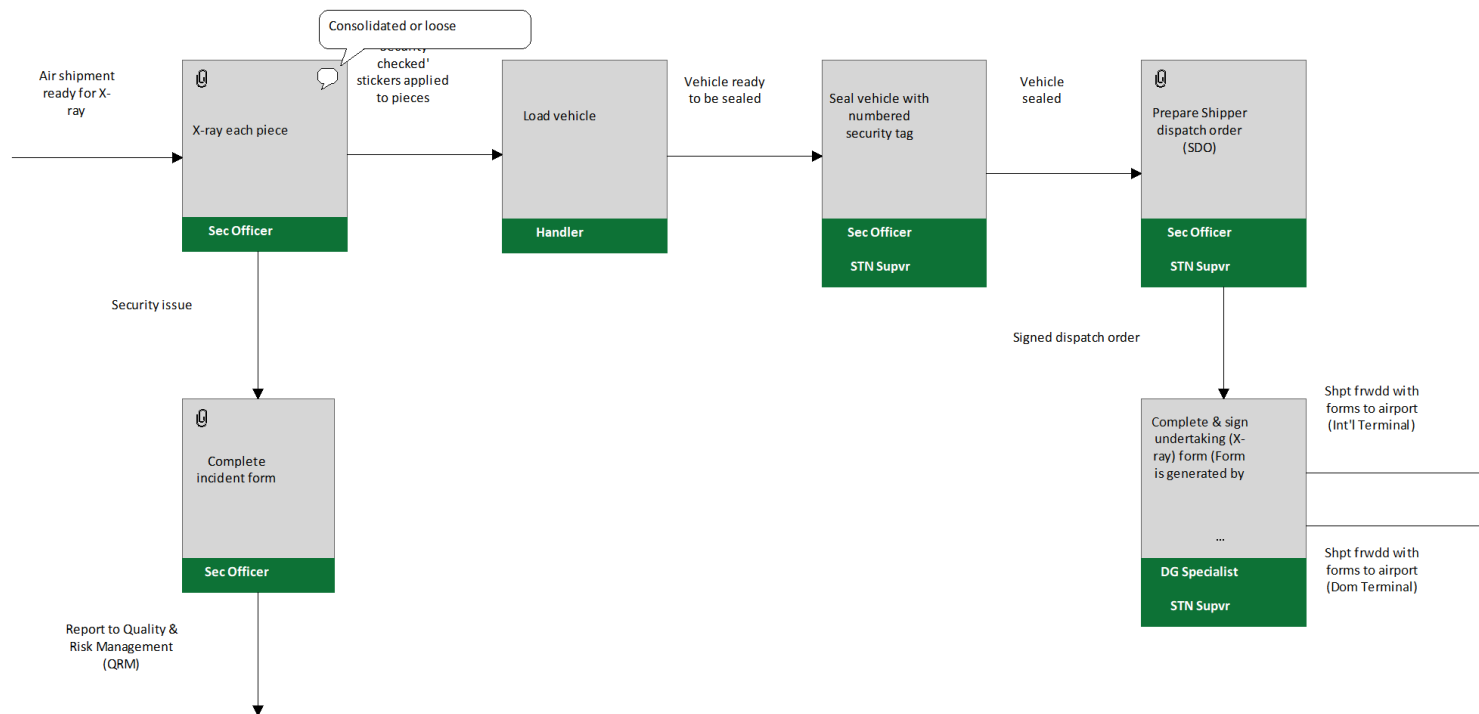Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Walid Abdalla Abdulhamid
Diagram Version: 4
Review Date: None
F.T.E.: 0.00

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

Perform Air Shipment Security Requirements

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

Process Shipments at Destination Hub

Validate against vehicle manifest

Shpt frwdd to dest hub

Check seal on vehicle — **Sec Officer**

Seal verified

Acknowledge receipt of shipments — **Handler**

Origin vehicle Manifest checked & signed

Unload vehicle — **Handler**

Shipments unloaded

Apply HIP Scan — **Handler**

Scan Applied

Sort by destination station — **Handler**

shipments Sorted

Sort shipments as Store2Door and regular shipments — **Handler**

Shipment Sorted and ready for loading

Apply HOP Scan — **Handler**

Scan Applied

Forward shipment to destination station — **HDD-Deferred**

Shpt frwdd to dest station

Shipments delayed on route hub operations informed

Create contingency plan for delay — **Mngr-HL&G**

Title: Process Shipments at Destination Hub
Author: Edwin Ramos
Date: 5/30/2017
Volume: 0.00 Per Second

Authorization: Authorized
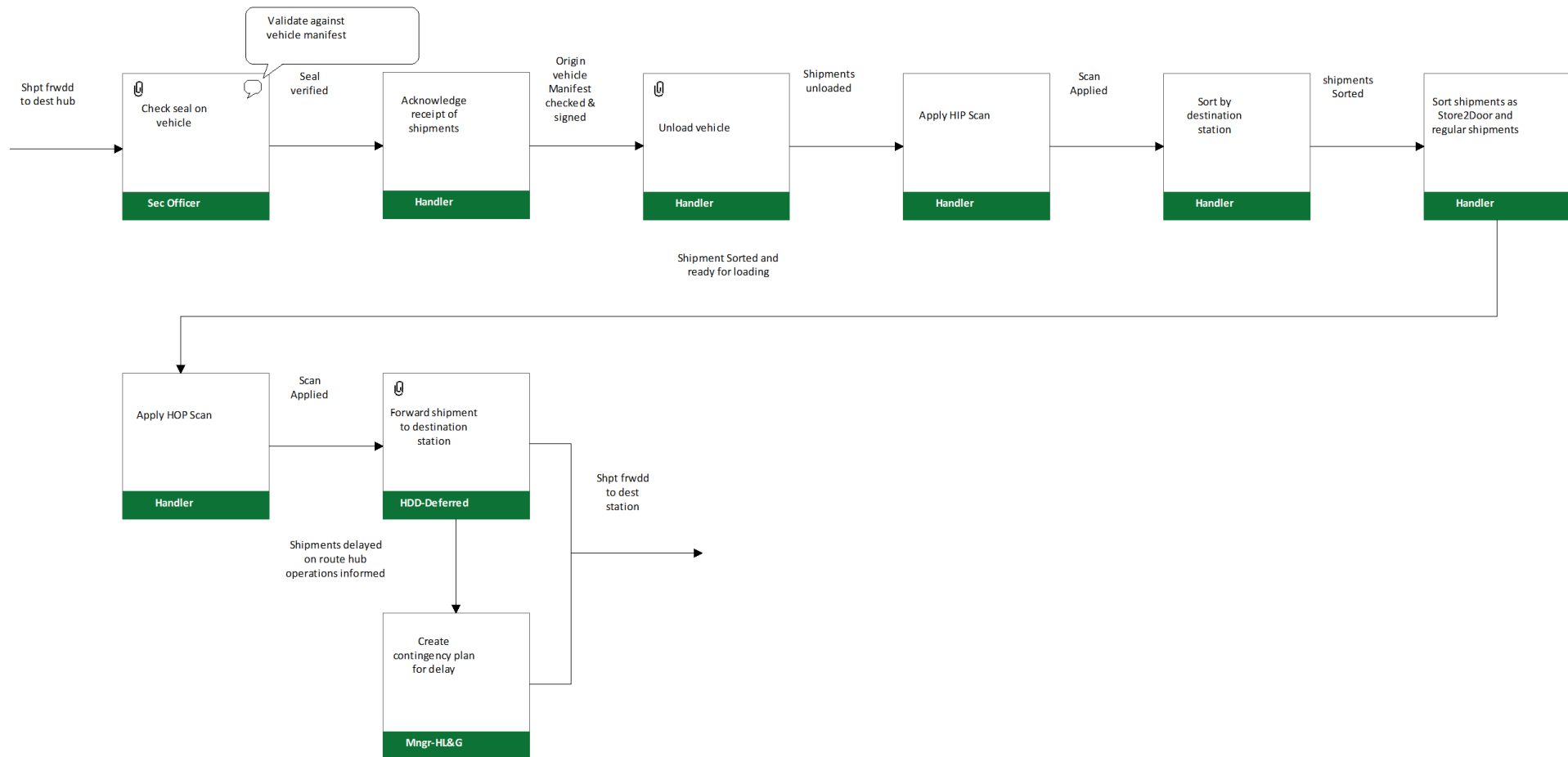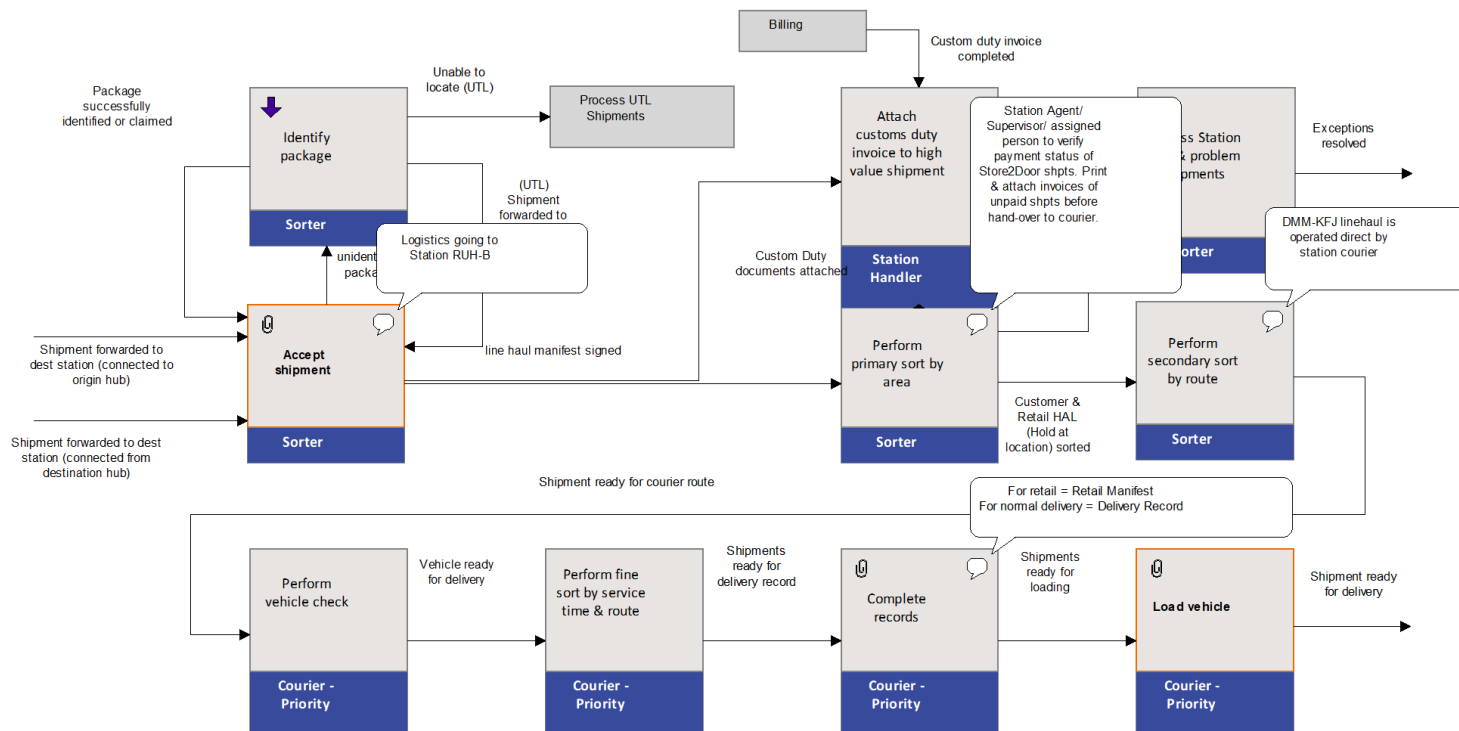Date: 12/17/2024
Cost Per Second: $,3.5,E-0317

Owner: Walid Abdalla Abdulhamid
Diagram Version: 4
Review Date: None
F.T.E.: 0.00

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

Process shipments at destination station

Package successfully identified or claimed

Identify package — Sorter

Unable to locate (UTL)

Process UTL Shipments

(UTL) Shipment forwarded to

Logistics going to Station RUH-B

unident... packa...

Billing

Custom duty invoice completed

Attach customs duty invoice to high value shipment — Station Handler

Station Agent/ Supervisor/ assigned person to verify payment status of Store2Door shpts. Print & attach invoices of unpaid shpts before hand-over to courier.

...ss Station & problem ...pments — ...orter

Exceptions resolved

DMM-KFJ linehaul is operated direct by station courier

Shipment forwarded to dest station (connected to origin hub)

Accept shipment — Sorter

line haul manifest signed

Custom Duty documents attached

Perform primary sort by area — Sorter

Perform secondary sort by route — Sorter

Customer & Retail HAL (Hold at location) sorted

Shipment forwarded to dest station (connected from destination hub)

Shipment ready for courier route

For retail = Retail Manifest
For normal delivery = Delivery Record

Perform vehicle check — Courier - Priority

Vehicle ready for delivery

Perform fine sort by service time & route — Courier - Priority

Shipments ready for delivery record

Complete records — Courier - Priority

Shipments ready for loading

Load vehicle — Courier - Priority

Shipment ready for delivery

Title: Process shipments at destination station
Author: Edwin Ramos
Date: 5/30/2017
Volume: 0.00 Per Second

Authorization: Authorized
Date: 5/28/2018
Cost Per Second: $,3.5,E-0317

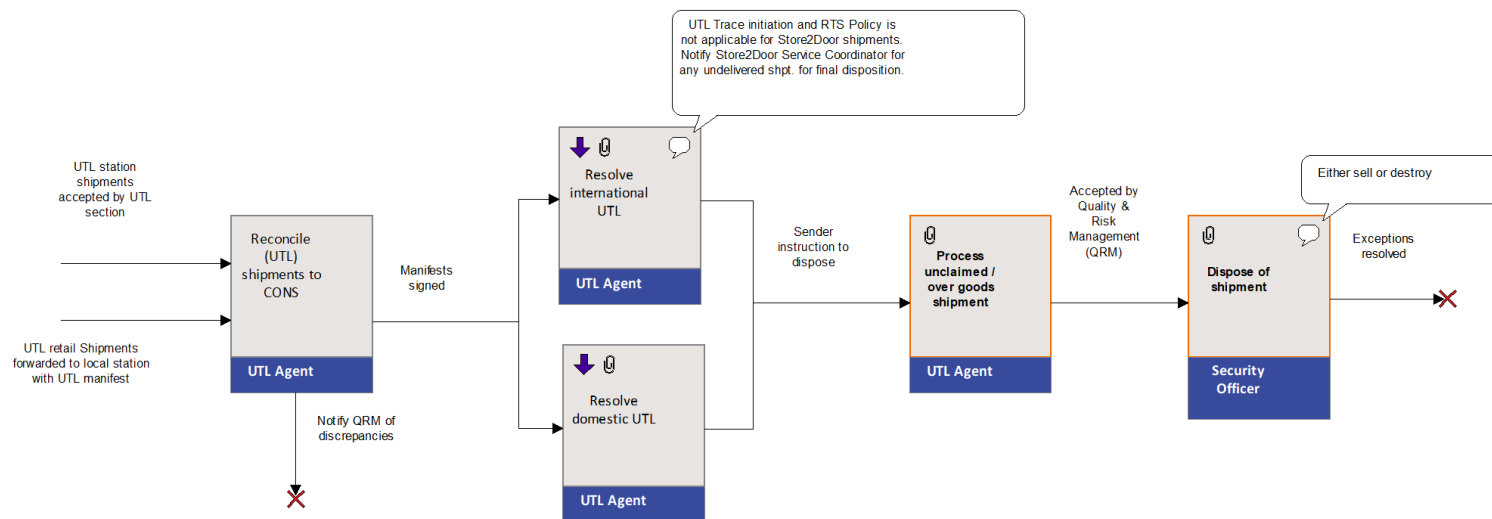Owner: Walid Abdalla Abdulhamid
Diagram Version: 3
Review Date: None
F.T.E.: 0.00

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

Process Station HAL & Problem Shipments

Process HAL shipments

Operations Agent - Station

Proof of delivery from customer

Parcel not collected

HAL package identified

Other

Identify exception type and HAL

Sorter

UTL (Unable to locate) shipments identified

Missorts identified

Return package to local hub

Operations Agent - Station

Shipment routed to correct destination

Check database for delivery address

Perform UTL review

Supervisor - Station

Unresolved shipments

Case resolved, package ready for delivery

Process Shipments at Destination Station

Hand over UTL shipments to UTL section

Operations Agent - Station

UTL shipments accepted by UTL section

Process UTL shipments

UTL Agent

Exceptions resolved

Title: Process Station HAL & Problem Shipments
Author: Edwin Ramos   Authorization: Authorized
Date: 5/24/2010   Date: 5/28/2018
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Walid Abdalla Abdulhamid
Diagram Version: 3.00
Review Date: None
F.T.E.: 0.00

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

Process UTL Shipments

UTL Trace initiation and RTS Policy is not applicable for Store2Door shipments. Notify Store2Door Service Coordinator for any undelivered shpt. for final disposition.

Either sell or destroy

UTL station shipments accepted by UTL section

UTL retail Shipments forwarded to local station with UTL manifest

Reconcile (UTL) shipments to CONS — UTL Agent

Manifests signed

Notify QRM of discrepancies

Resolve international UTL — UTL Agent

Resolve domestic UTL — UTL Agent

Sender instruction to dispose

Process unclaimed / over goods shipment — UTL Agent

Accepted by Quality & Risk Management (QRM)

Dispose of shipment — Security Officer

Exceptions resolved

Title: Process UTL Shipments
Author: Edwin Ramos
Date: 5/24/2010
Volume: 0.00 Per Second

Authorization: Authorized
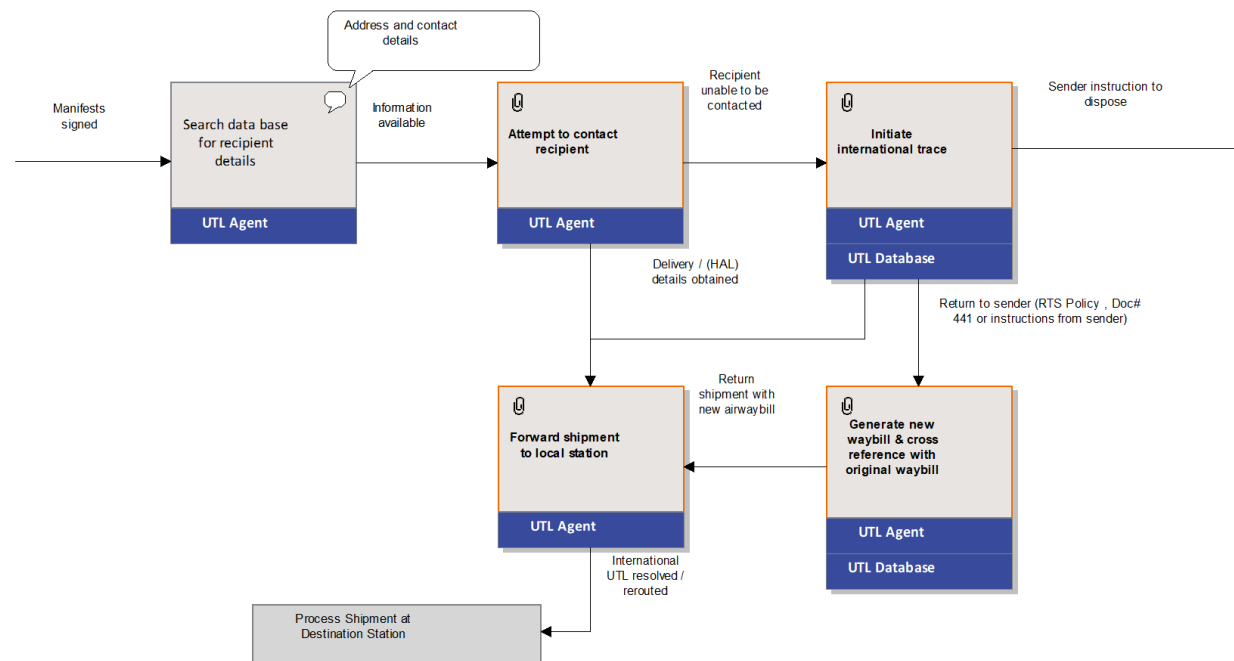Date: 5/28/2018
Cost Per Second: $,3.5,E-0317

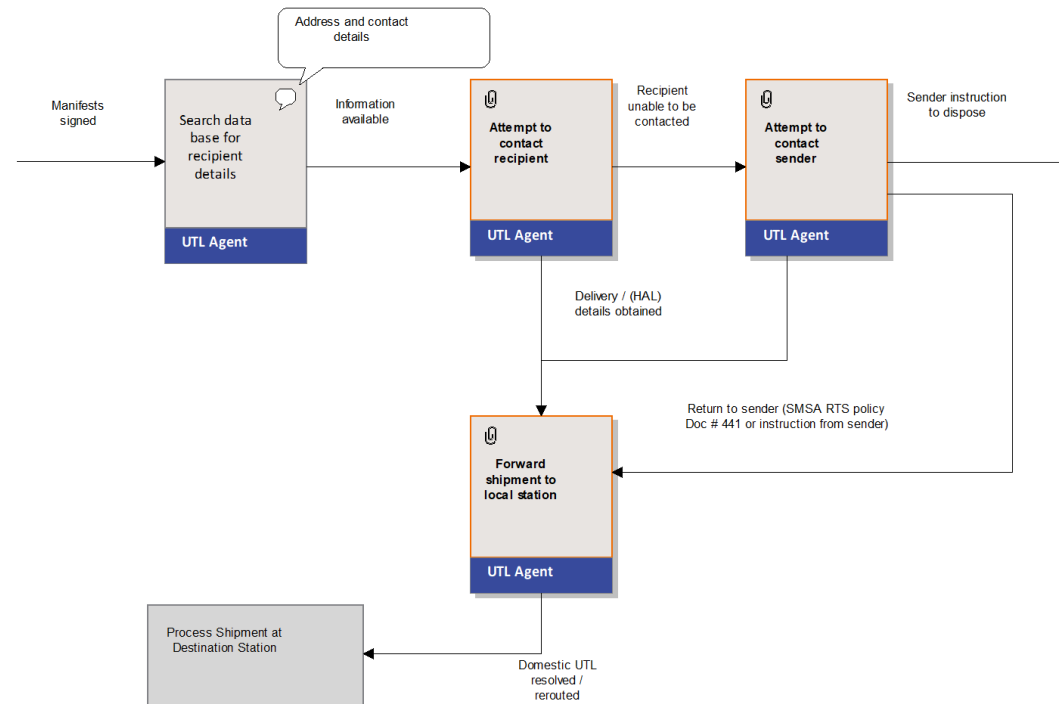Owner: Walid Abdalla Abdulhamid
Diagram Version: 3.00
Review Date: None
F.T.E.: 0.00

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

Resolve International UTL

Manifests signed

Search data base for recipient details

UTL Agent

Address and contact details

Information available

Attempt to contact recipient

UTL Agent

Recipient unable to be contacted

Initiate international trace

UTL Agent

UTL Database

Sender instruction to dispose

Delivery / (HAL) details obtained

Return to sender (RTS Policy , Doc# 441 or instructions from sender)

Forward shipment to local station

UTL Agent

Return shipment with new airwaybill

Generate new waybill & cross reference with original waybill

UTL Agent

UTL Database

International UTL resolved / rerouted

Process Shipment at Destination Station

Title: Resolve International UTL
Author: Edwin Ramos
Date: 5/26/2010
Volume: 0.00 Per Second

Authorization: Authorized
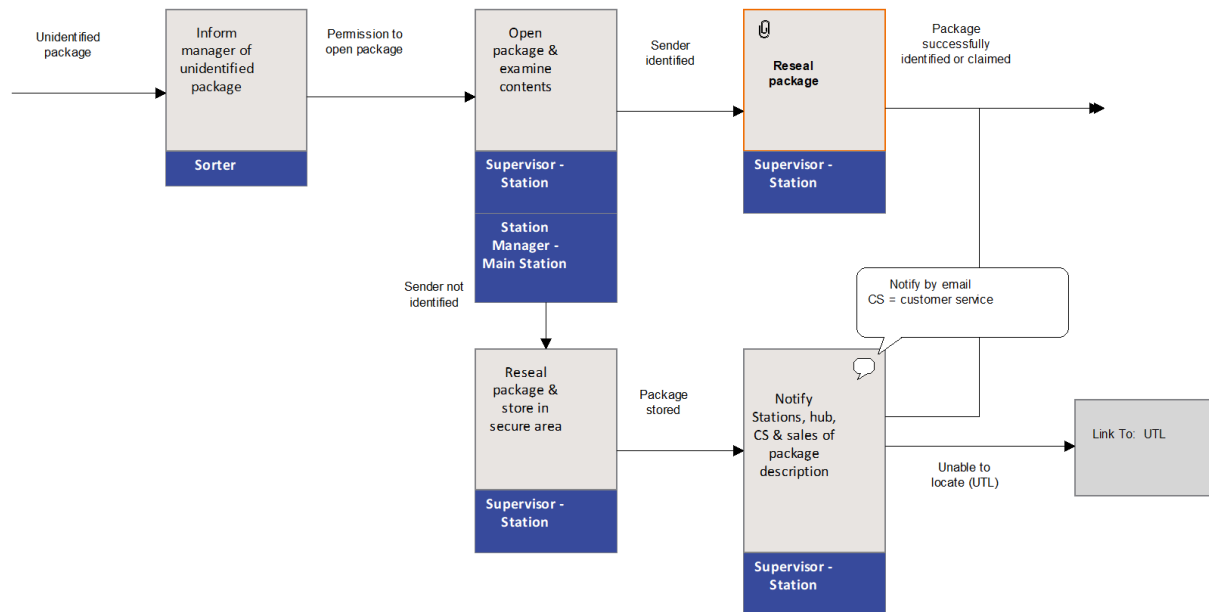Date: 5/28/2018
Cost Per Second: $,3.5,E-0317

Owner: Walid Abdalla Abdulhamid
Diagram Version: 4.00
Review Date: None
F.T.E.: 0.00

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

SMSA

Resolve Domestic UTL

Address and contact details

Manifests signed

Search data base for recipient details

UTL Agent

Information available

Attempt to contact recipient

UTL Agent

Recipient unable to be contacted

Attempt to contact sender

UTL Agent

Sender instruction to dispose

Delivery / (HAL) details obtained

Return to sender (SMSA RTS policy Doc # 441 or instruction from sender)

Forward shipment to local station

UTL Agent

Process Shipment at Destination Station

Domestic UTL resolved / rerouted

Identify Package

OPS - Special Delivery Channel

COD & Signature on Ret-Doc for selected projects

New customer

Pickup shipment

OPS Mngr - STN SDC

Shipment forwarded to Special delivery channel (SDC)

Route shipment

OPS Mngr - STN SDC

Shipment ready delivery

Deliver shipment

OPS Mngr - STN SDC

Proof of delivery obtained

Request receive by SMSA team

Absher Project

Proj Coor

POD status updated

Vehicle plates returned back

Title: OPS - Special Delivery Channel
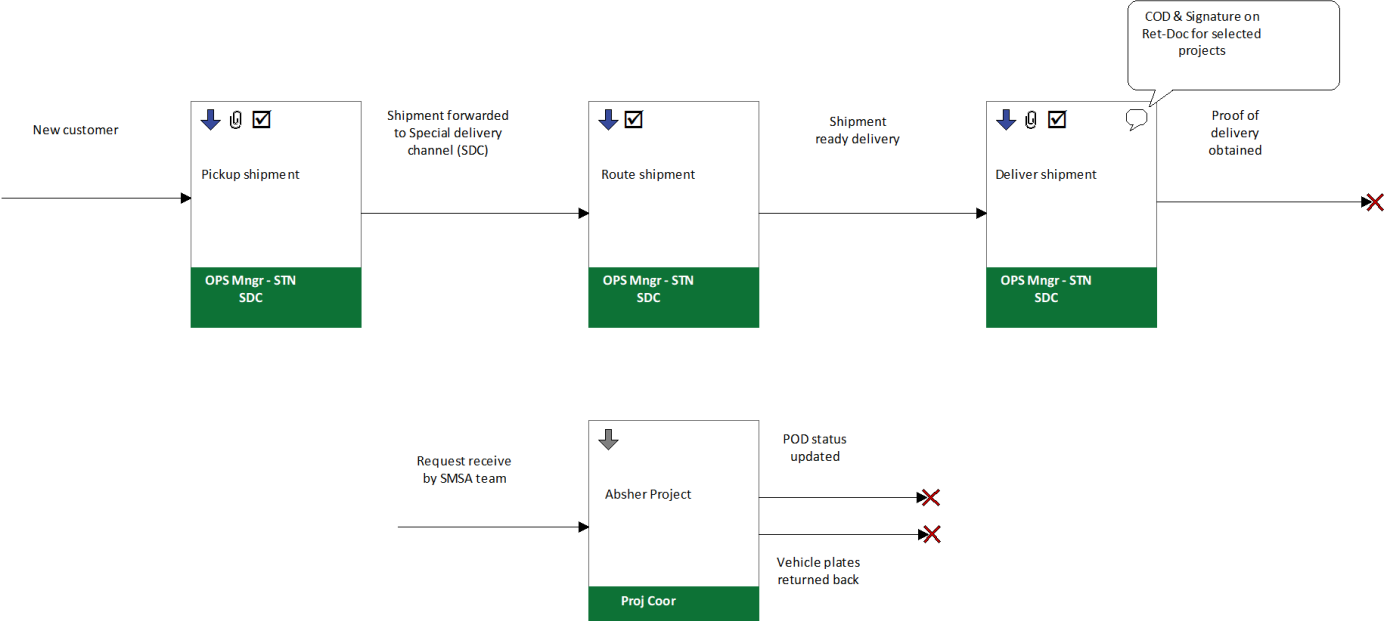Author: Edwin Ramos
Date: 5/29/2017
Volume: 0.00 Per Second

Authorization: Authorized
Date: 11/21/2023
Cost Per Second: $,3.5,E-0317

Owner: Vinod Panicker
Diagram Version: 5
Review Date: None
F.T.E.: 0.00

○ Actions
● Change Log
● Change Requests

○ Feedback
○ Keywords
● Read Only

Pickup Shipment
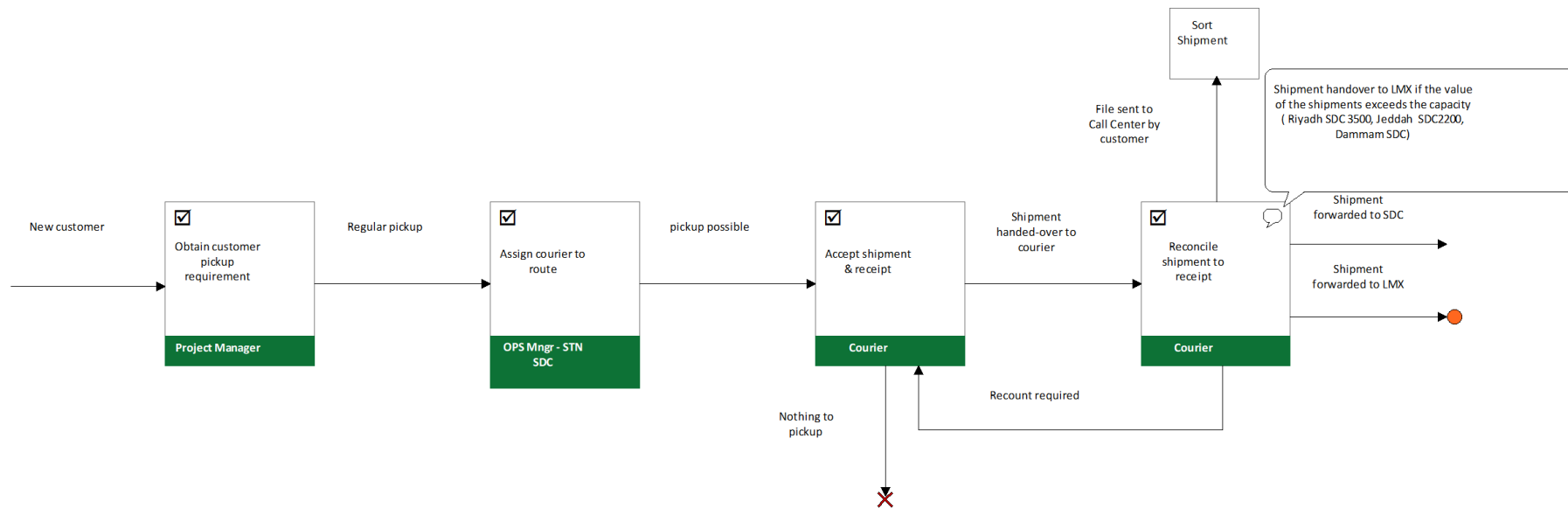

Sort Shipment

Shipment handover to LMX if the value of the shipments exceeds the capacity (Riyadh SDC 3500, Jeddah SDC2200, Dammam SDC)

File sent to Call Center by customer

Shipment forwarded to SDC

Shipment forwarded to LMX

New customer

Obtain customer pickup requirement

Project Manager

Regular pickup

Assign courier to route

OPS Mngr - STN SDC

pickup possible

Accept shipment & receipt

Courier

Shipment handed-over to courier

Reconcile shipment to receipt

Courier

Recount required

Nothing to pickup

Title: Pickup Shipment
Author: Edwin Ramos
Date: 6/12/2010
Volume: 0.00 Per Second

Authorization: Authorized
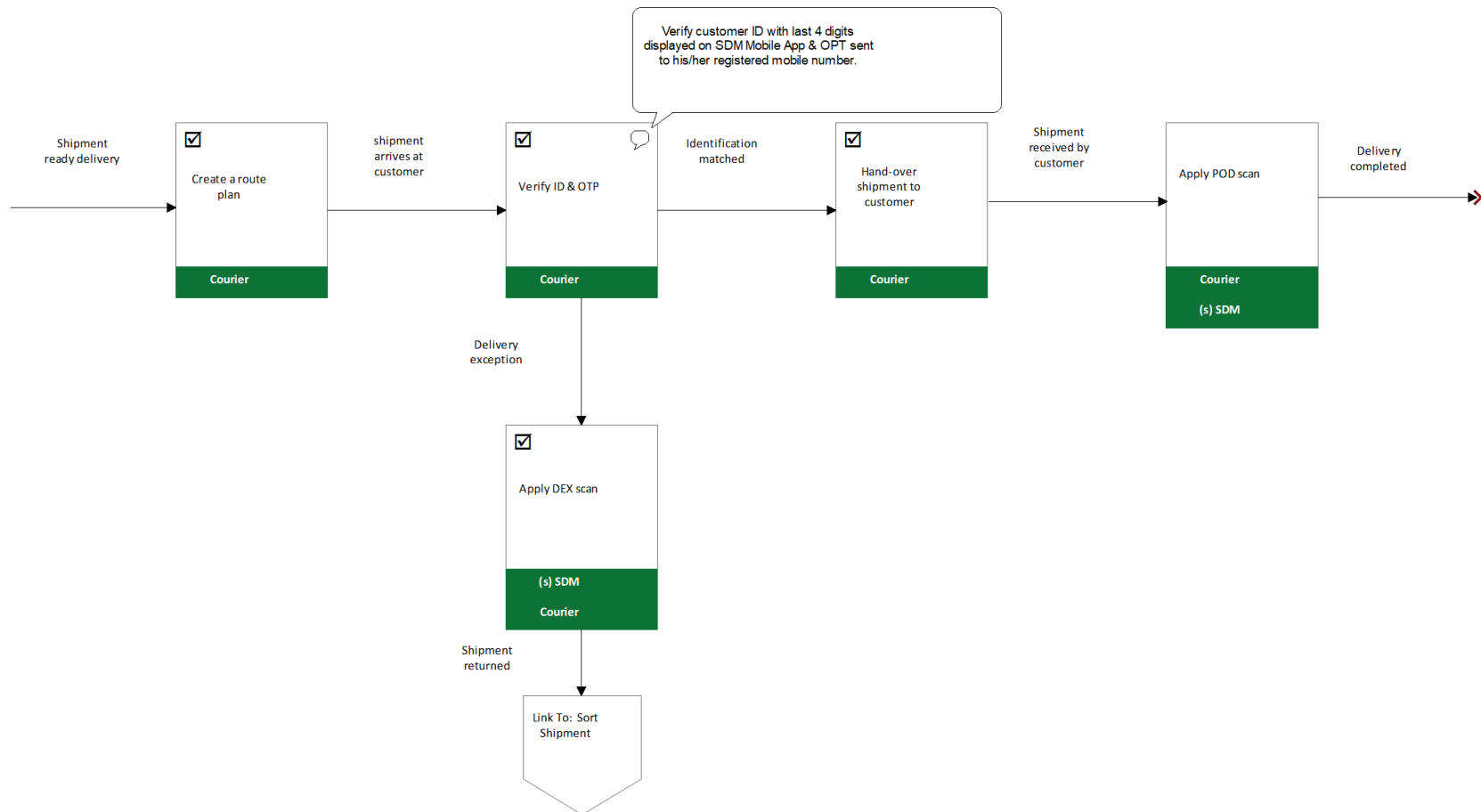Date: 8/25/2024
Cost Per Second: $,3.5,E-0317

Owner: Vinod Panicker
Diagram Version: 7
Review Date: None
F.T.E.: 0.00

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

Deliver Shipment

Verify customer ID with last 4 digits displayed on SDM Mobile App & OPT sent to his/her registered mobile number.

Shipment ready delivery

☑ Create a route plan

Courier

shipment arrives at customer

☑ Verify ID & OTP 💬

Courier

Identification matched

☑ Hand-over shipment to customer

Courier

Shipment received by customer

Apply POD scan

Courier

(s) SDM

Delivery completed

✖

Delivery exception

☑ Apply DEX scan

(s) SDM

Courier

Shipment returned

Link To: Sort Shipment

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

Route Shipment

Shipment
forwarded to SDC

Sort shipment

Operations Agent - SDC

Shipment
forwarded to
origin hub

Link To:
Process the
Shipment at
Origin Hub

Receive shipment
at destination hub

Operations Agent - SDC

Shipment ready
delivery

Shipment
forwarded from
origin hub

Title: Route Shipment
Author: Edwin Ramos
Date: 6/12/2010
Volume: 0.00 Per Second
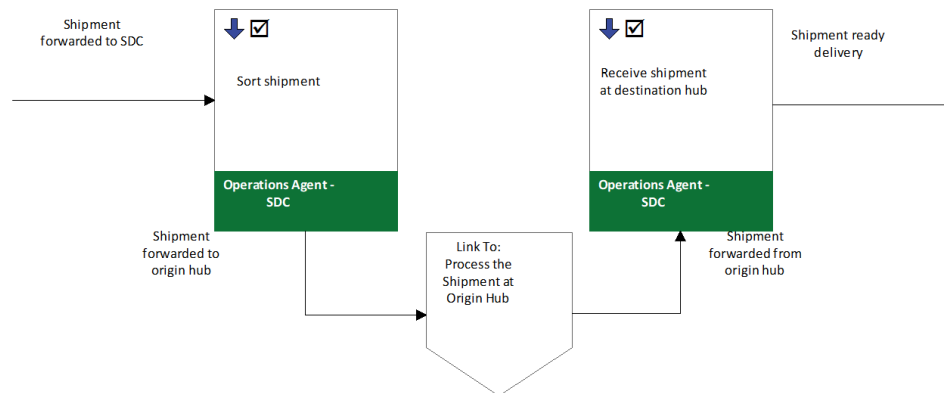
Authorization: Authorized
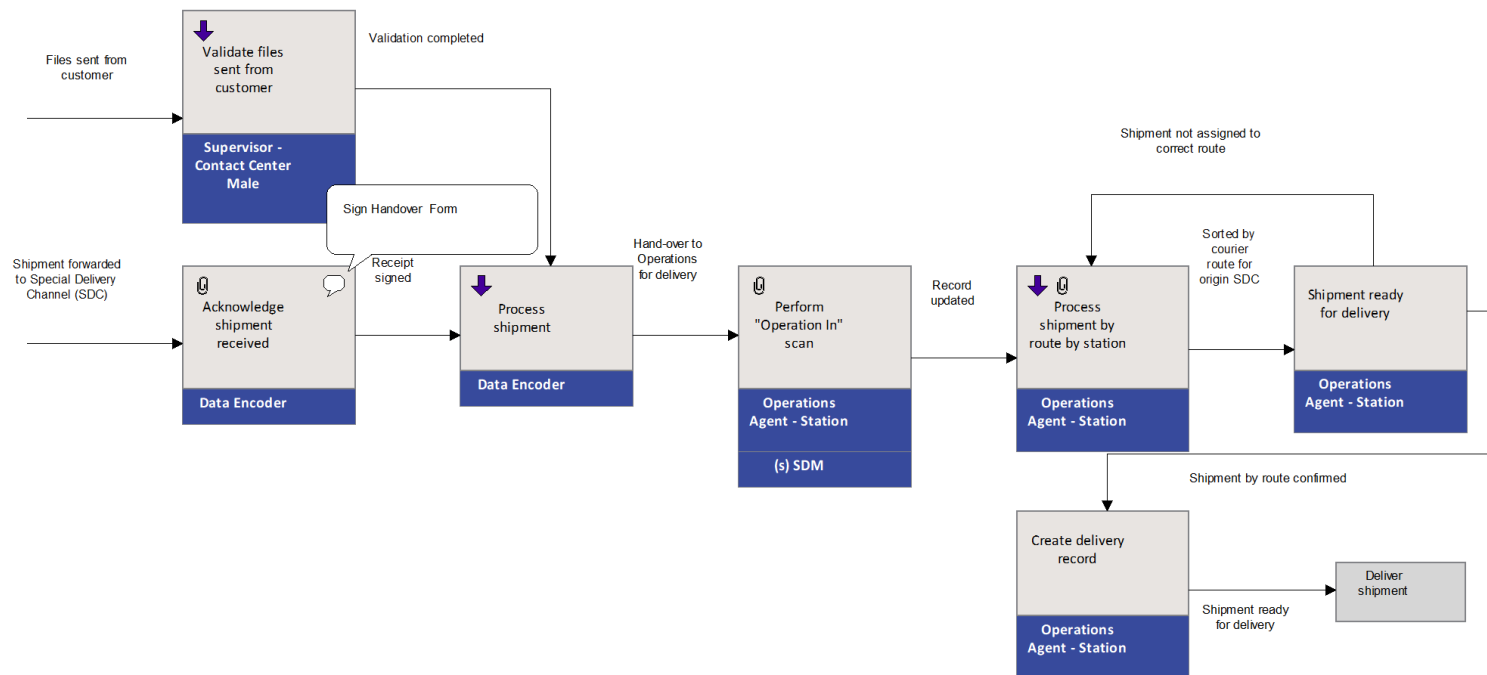Date: 9/18/2022
Cost Per Second: $,3.5,E-0317

Owner: Vinod Panicker
Diagram Version: 6
Review Date: None
F.T.E.: 0.00

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

Sort Shipment

Files sent from customer

Validate files sent from customer

Validation completed

Supervisor - Contact Center Male

Sign Handover Form

Receipt signed

Shipment forwarded to Special Delivery Channel (SDC)

Acknowledge shipment received

Data Encoder

Process shipment

Data Encoder

Hand-over to Operations for delivery

Perform "Operation In" scan

Operations Agent - Station

(s) SDM

Record updated

Shipment not assigned to correct route

Process shipment by route by station

Operations Agent - Station

Sorted by courier route for origin SDC

Shipment ready for delivery

Operations Agent - Station

Shipment by route confirmed

Create delivery record

Operations Agent - Station

Shipment ready for delivery

Deliver shipment

Title: Sort Shipment
Author: Edwin Ramos
Date: 6/12/2010
Volume: 0.00 Per Second

Authorization: Authorized
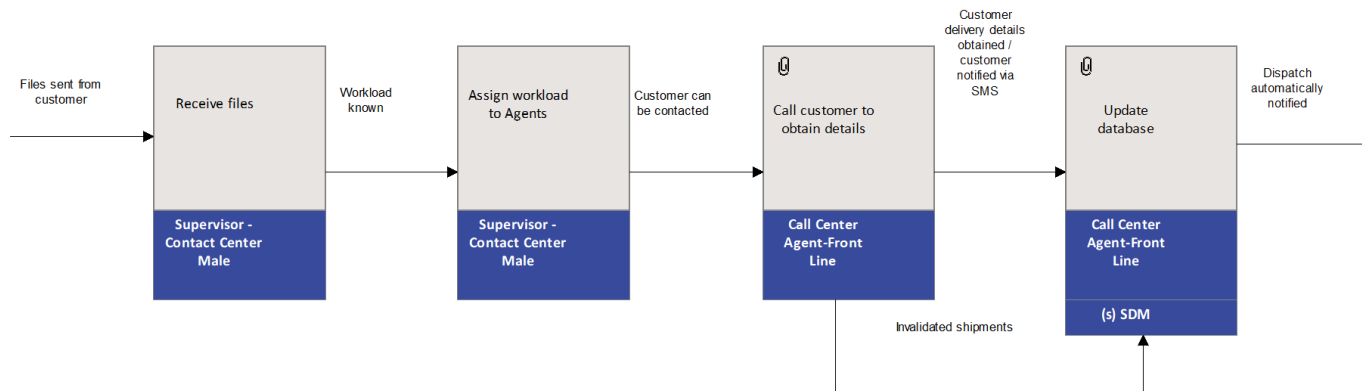Date: 5/28/2018
Cost Per Second: $,3.5,E-0317

Owner: Vinod Panicker
Diagram Version: 6
Review Date: None
F.T.E.: 0.00

○ Actions
● Change Log
● Change Requests

○ Feedback
● Keywords
● Read Only

SMSA

Validate Files Sent From Customer

Files sent from customer →

| Receive files | Workload known → | Assign workload to Agents | Customer can be contacted → | Call customer to obtain details | Customer delivery details obtained / customer notified via SMS → | Update database | Dispatch automatically notified → |

Supervisor - Contact Center Male

Supervisor - Contact Center Male

Call Center Agent-Front Line

Call Center Agent-Front Line

(s) SDM

Invalidated shipments

Title: Validate Files Sent From Customer
Author: Edwin Ramos
Date: 6/12/2010
Volume: 0.00 Per Second

Authorization: Authorized
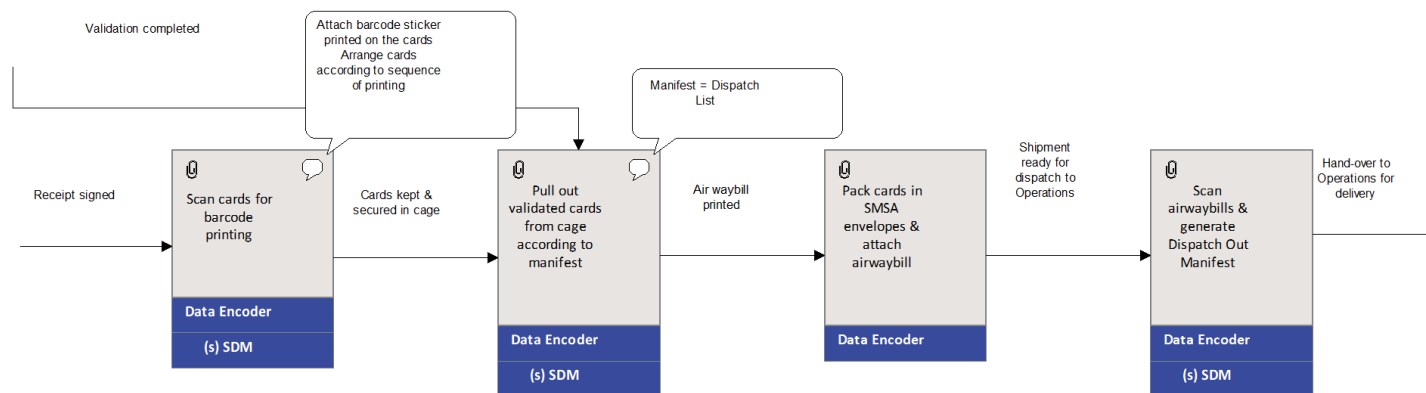Date: 5/28/2018
Cost Per Second: $,3.5,E-0317

Owner: Vinod Panicker
Diagram Version: 5
Review Date: None
F.T.E.: 0.00

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

Process Shipment

Validation completed

Attach barcode sticker printed on the cards
Arrange cards according to sequence of printing

Manifest = Dispatch List

Receipt signed

| Scan cards for barcode printing | Cards kept & secured in cage | Pull out validated cards from cage according to manifest | Air waybill printed | Pack cards in SMSA envelopes & attach airwaybill | Shipment ready for dispatch to Operations | Scan airwaybills & generate Dispatch Out Manifest | Hand-over to Operations for delivery |

Data Encoder

(s) SDM

Title: Process Shipment
Author: Edwin Ramos
Date: 6/12/2010
Volume: 0.00 Per Second

Authorization: Authorized
Date: 5/28/2018
Cost Per Second: $,3.5,E-0317

Owner: Vinod Panicker
Diagram Version: 6
Review Date: None
F.T.E.: 0.00

○ Actions
● Change Log
○ Change Requests

○ Feedback
● Keywords
● Read Only

Process Shipment By Route By Station

Shipment returned

Deliver shipment

Record updated

Sort shipment by route by station

Operations Agent - Station

Sorted by courier route for origin SDC

Shipment not assigned to correct route

Consolidation required

Create outbound manifest

Operations Agent - Station

Copy of manifest inserted into the bag

Seal the bag

Operations Agent - Station

Bag sealed

Consolidate by station

Operations Agent - Station

Shipments categorized

Return to shipper

To be sent back to Riyadh

Process return shipment

Operations Agent - Station

Prepare non-revenue air waybill

Operations Agent - Station

Shipments ready for hand over

Hand-over shipment to route courier

Operations Agent - Station

Shipment ready to be forwarded

Forward shipment to origin hub

Courier - Priority

Shipment forwarded to origin hub

Perform Sorts

Title: Process Shipment By Route By Station
Author: Edwin Ramos
Date: 6/12/2010
Volume: 0.00 Per Second

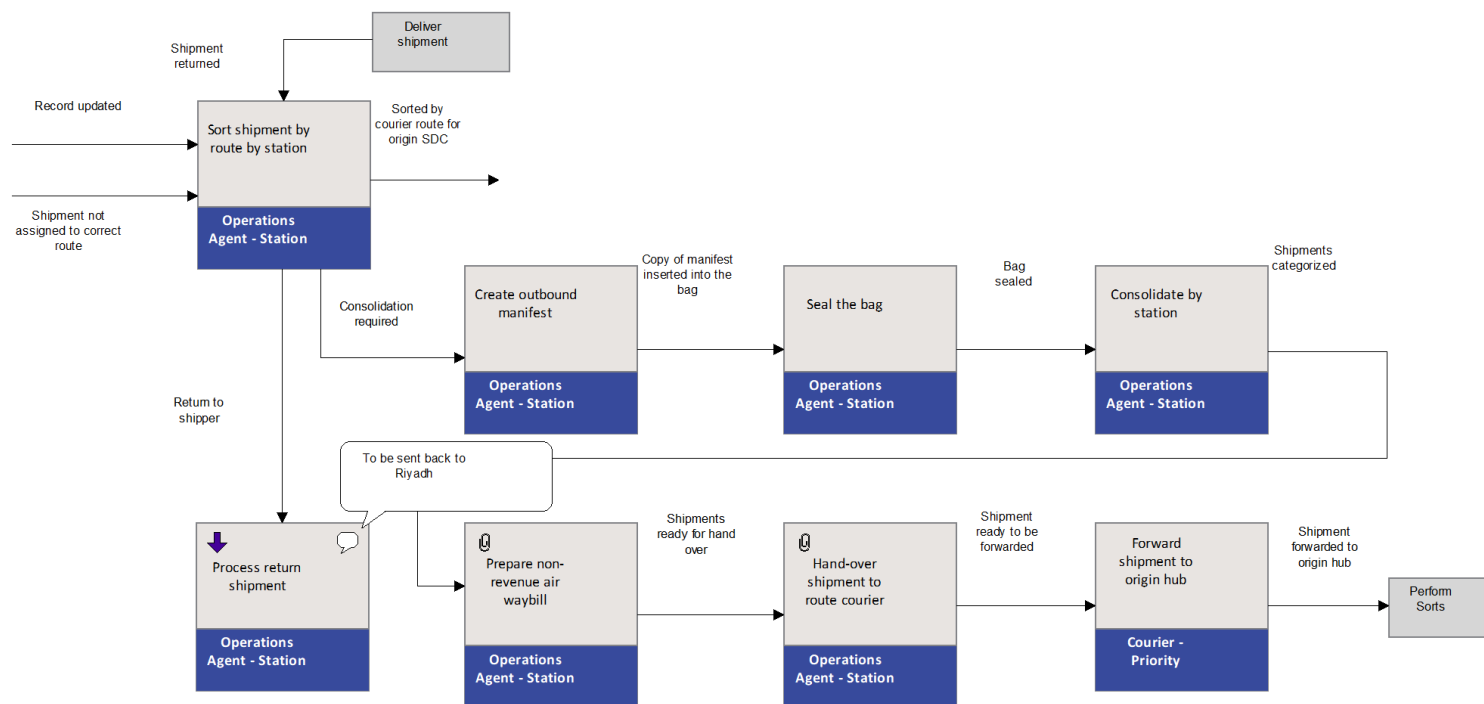Authorization: Authorized
Date: 5/28/2018
Cost Per Second: $,3.5,E-0317
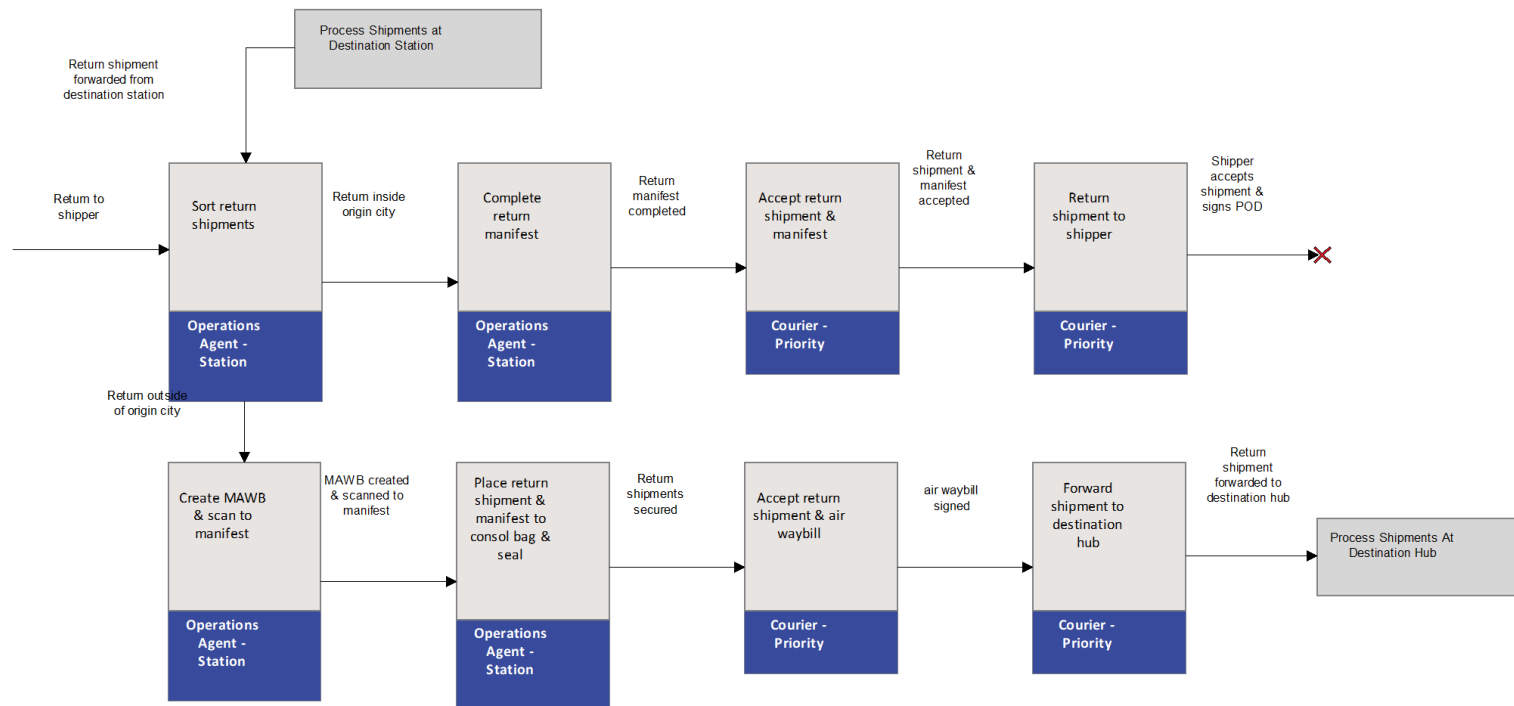
Owner: Vinod Panicker
Diagram Version: 5
Review Date: None
F.T.E.: 0.00

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

SMSA

Process Return Shipment

Process Shipments at Destination Station

Return shipment forwarded from destination station

Return to shipper

Sort return shipments	Complete return manifest	Accept return shipment & manifest	Return shipment to shipper
Operations Agent - Station	**Operations Agent - Station**	**Courier - Priority**	**Courier - Priority**

Return inside origin city

Return manifest completed

Return shipment & manifest accepted

Shipper accepts shipment & signs POD

Return outside of origin city

Create MAWB & scan to manifest	Place return shipment & manifest to consol bag & seal	Accept return shipment & air waybill	Forward shipment to destination hub
Operations Agent - Station	**Operations Agent - Station**	**Courier - Priority**	**Courier - Priority**

MAWB created & scanned to manifest

Return shipments secured

air waybill signed

Return shipment forwarded to destination hub
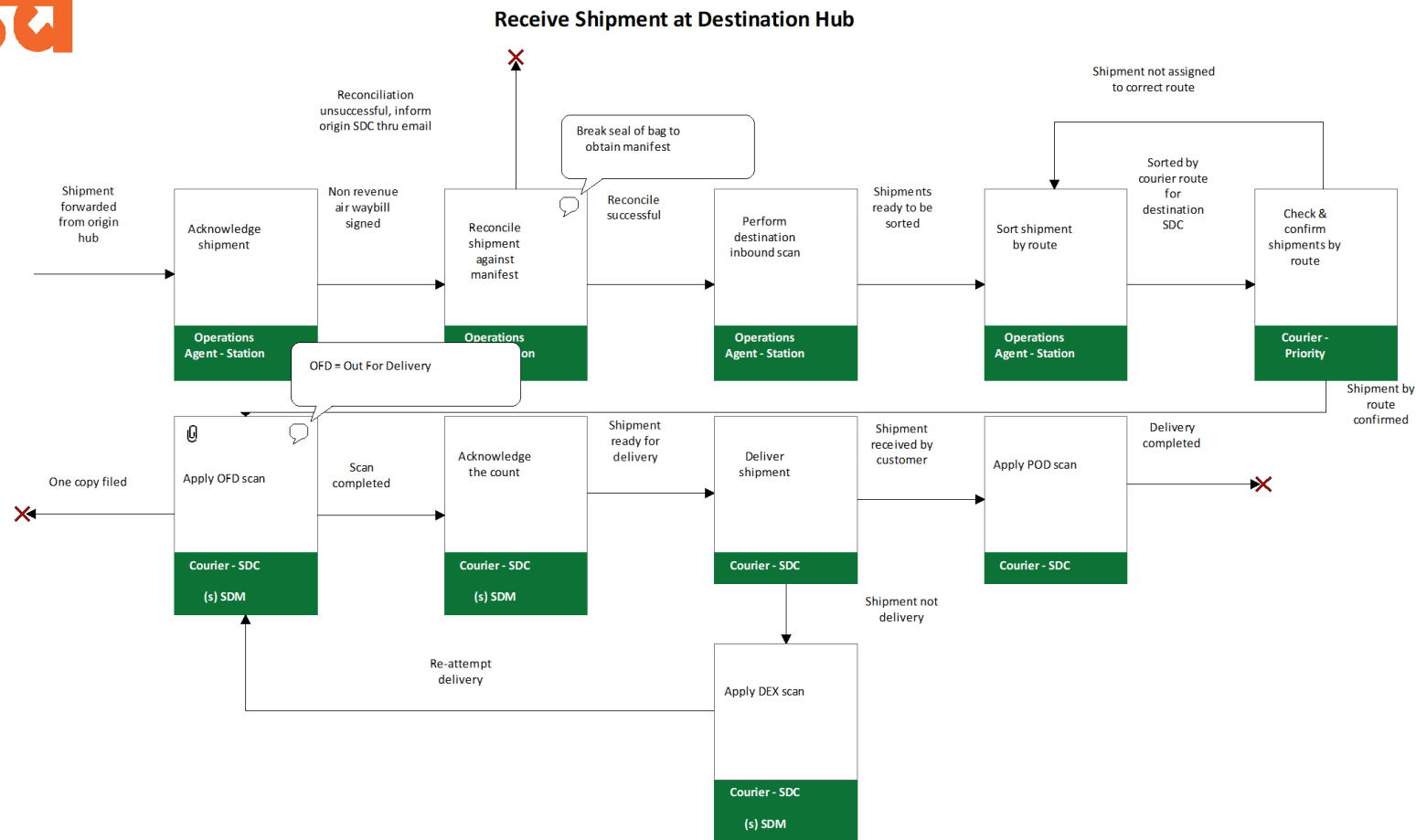
Process Shipments At Destination Hub

Title: Process Return Shipment
Author: Edwin Ramos
Date: 6/12/2010
Volume: 0.00 Per Second

Authorization: Authorized
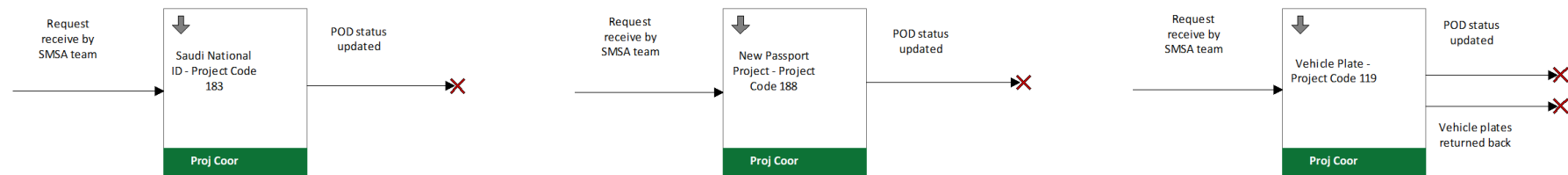Date: 5/28/2018
Cost Per Second: $,3.5,E-0317

Owner: Vinod Panicker
Diagram Version: 5
Review Date: None
F.T.E.: 0.00

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

Receive Shipment at Destination Hub

Reconciliation
unsuccessful, inform
origin SDC thru email

Break seal of bag to
obtain manifest

Shipment not assigned
to correct route

Shipment
forwarded
from origin
hub

Acknowledge shipment	Non revenue air waybill signed	Reconcile shipment against manifest	Reconcile successful	Perform destination inbound scan	Shipments ready to be sorted	Sort shipment by route	Sorted by courier route for destination SDC	Check & confirm shipments by route
Operations Agent - Station		**Operations ...**		**Operations Agent - Station**		**Operations Agent - Station**		**Courier - Priority**

Shipment by
route
confirmed

OFD = Out For Delivery

One copy filed

Apply OFD scan	Scan completed	Acknowledge the count	Shipment ready for delivery	Deliver shipment	Shipment received by customer	Apply POD scan	Delivery completed
Courier - SDC **(s) SDM**		**Courier - SDC** **(s) SDM**		**Courier - SDC**		**Courier - SDC**	

Shipment not
delivery

Re-attempt
delivery

Apply DEX scan
Courier - SDC **(s) SDM**

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

Absher Project

Request receive by SMSA team → [↓] Saudi National ID - Project Code 183 | **Proj Coor** → POD status updated ✖

Request receive by SMSA team → [↓] New Passport Project - Project Code 188 | **Proj Coor** → POD status updated ✖

Request receive by SMSA team → [↓] Vehicle Plate - Project Code 119 | **Proj Coor** → POD status updated ✖ / Vehicle plates returned back ✖
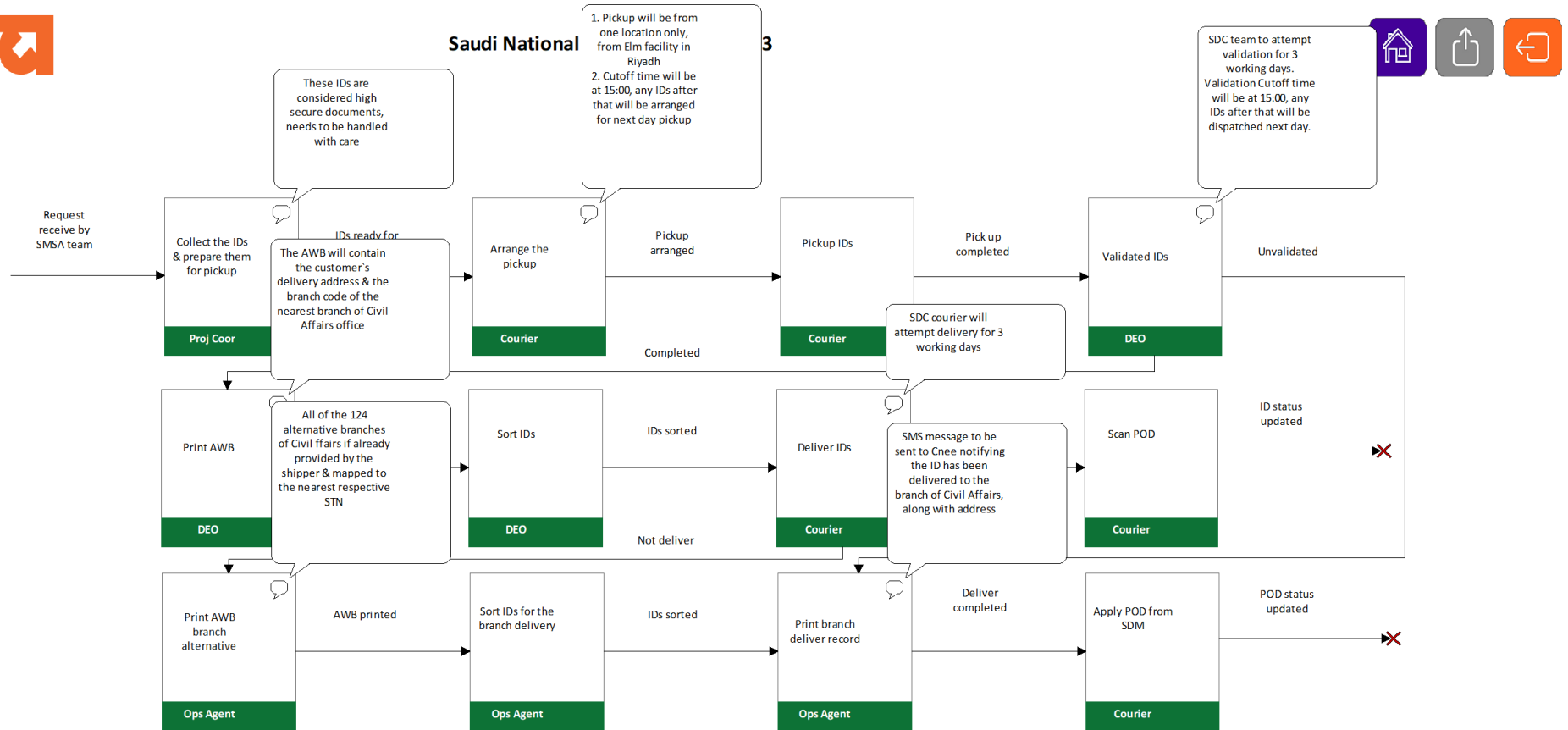
Title: Absher Project
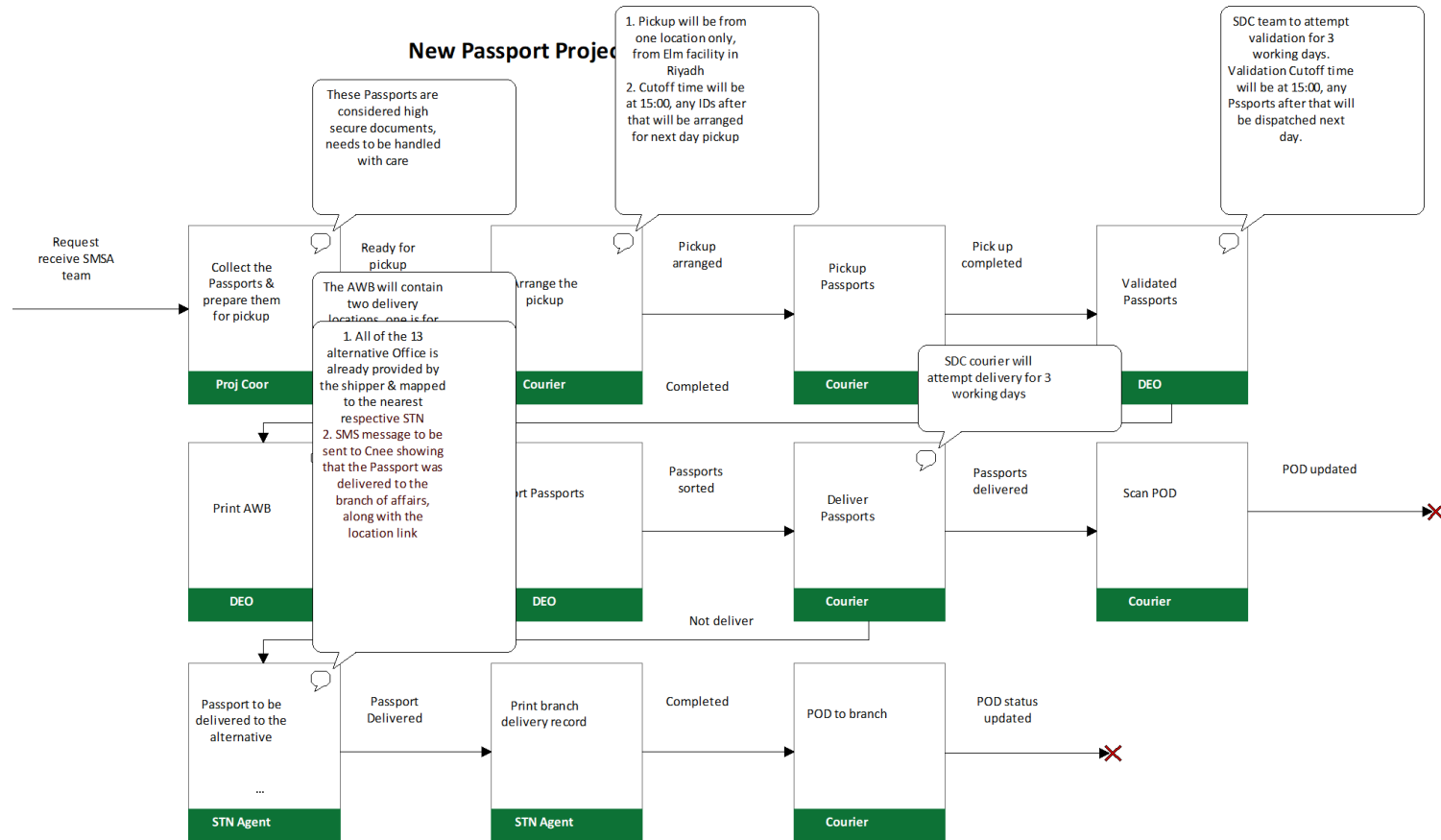Author: Bashayr Al sharidi
Date: 11/5/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 11/21/2023
Cost Per Second: $,3.5,E-0317

Owner: Vinod Panicker
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

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

Saudi National 3

These IDs are considered high secure documents, needs to be handled with care

1. Pickup will be from one location only, from Elm facility in Riyadh
2. Cutoff time will be at 15:00, any IDs after that will be arranged for next day pickup

SDC team to attempt validation for 3 working days. Validation Cutoff time will be at 15:00, any IDs after that will be dispatched next day.

Request receive by SMSA team

Collect the IDs & prepare them for pickup	IDs ready for	Arrange the pickup	Pickup arranged	Pickup IDs	Pick up completed	Validated IDs	Unvalidated
Proj Coor		Courier		Courier		DEO	

The AWB will contain the customer`s delivery address & the branch code of the nearest branch of Civil Affairs office

SDC courier will attempt delivery for 3 working days

Completed

Print AWB		Sort IDs	IDs sorted	Deliver IDs		Scan POD	ID status updated
DEO		DEO		Courier		Courier	

All of the 124 alternative branches of Civil ffairs if already provided by the shipper & mapped to the nearest respective STN

SMS message to be sent to Cnee notifying the ID has been delivered to the branch of Civil Affairs, along with address

Not deliver

Print AWB branch alternative	AWB printed	Sort IDs for the branch delivery	IDs sorted	Print branch deliver record	Deliver completed	Apply POD from SDM	POD status updated
Ops Agent		Ops Agent		Ops Agent		Courier	

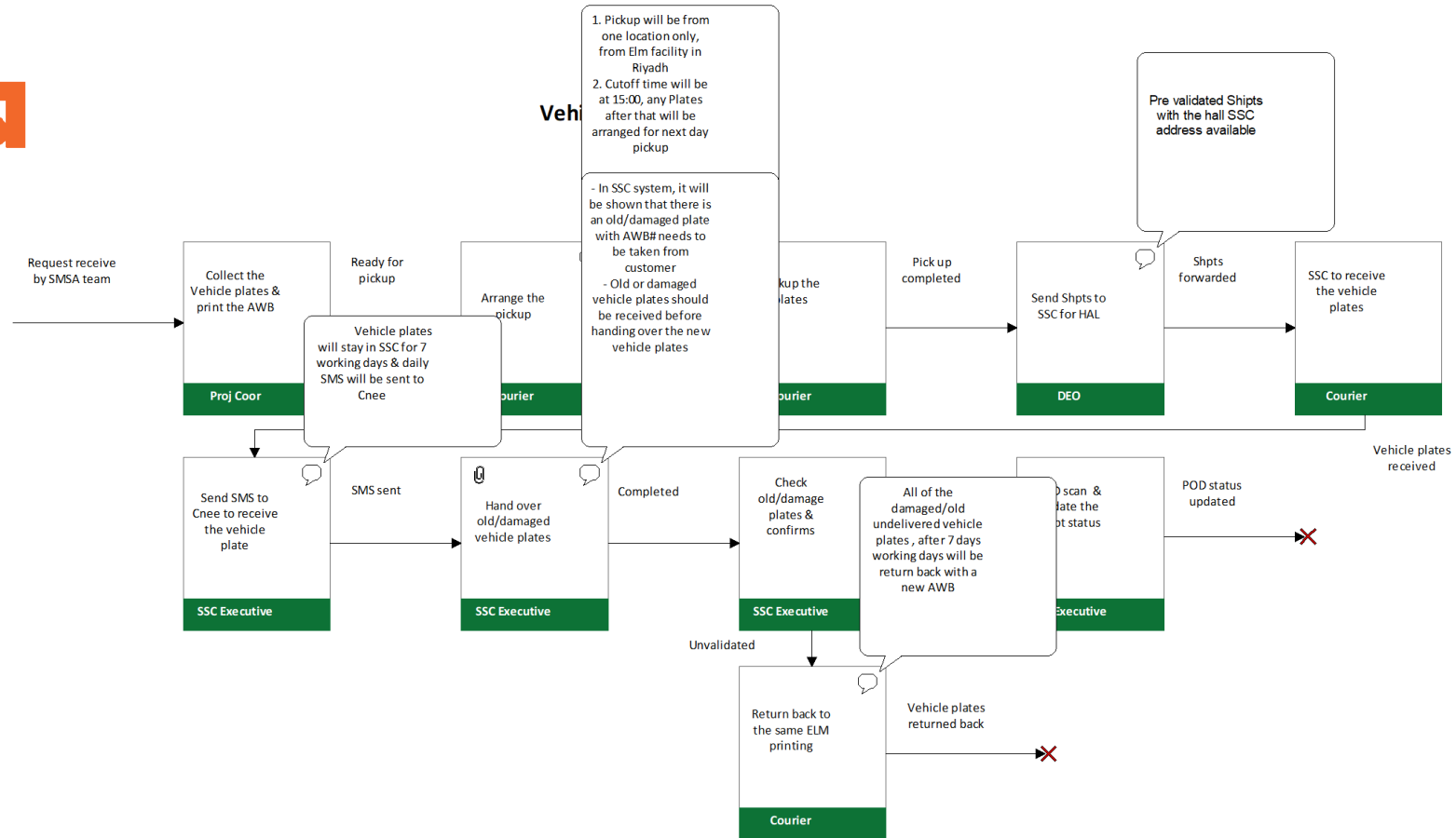Title: Saudi National ID - Project Code 183
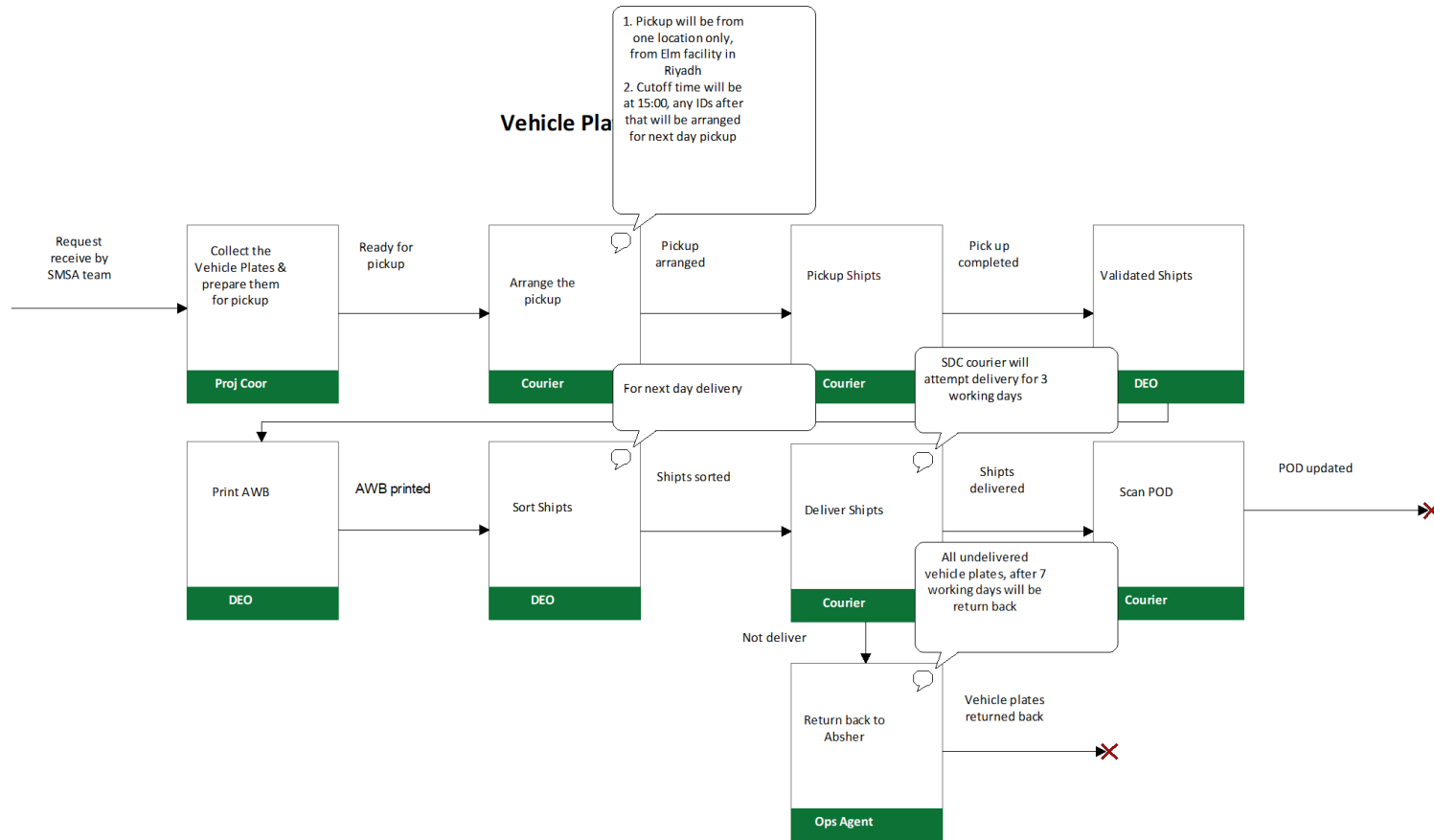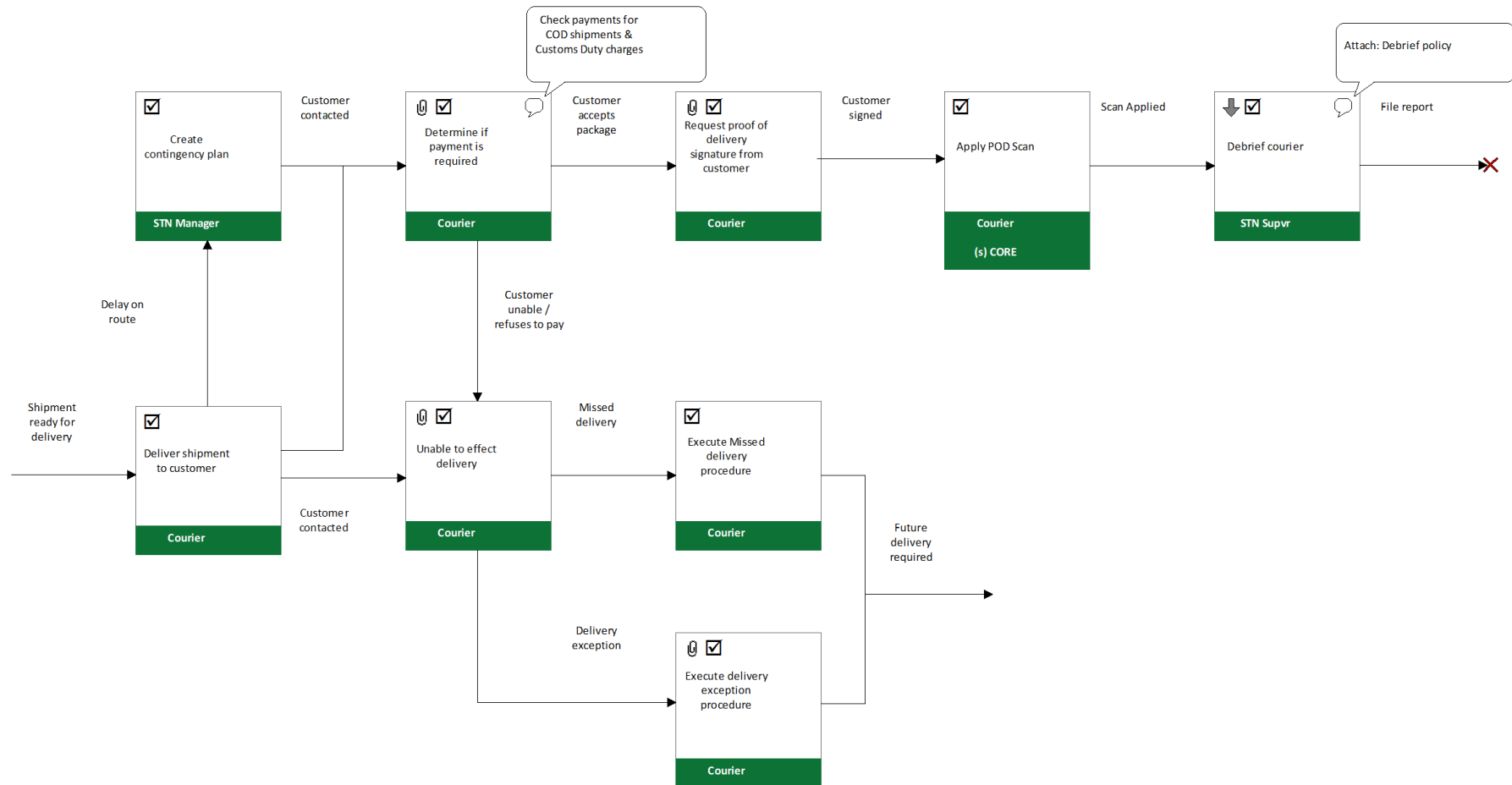Author: Bashayr Al sharidi
Date: 11/16/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 11/21/2023
Cost Per Second: $,3.5,E-0317

Owner: Vinod Panicker
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

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

New Passport Project

These Passports are considered high secure documents, needs to be handled with care

1. Pickup will be from one location only, from Elm facility in Riyadh
2. Cutoff time will be at 15:00, any IDs after that will be arranged for next day pickup

SDC team to attempt validation for 3 working days. Validation Cutoff time will be at 15:00, any Pssports after that will be dispatched next day.

The AWB will contain two delivery locations, one is for

1. All of the 13 alternative Office is already provided by the shipper & mapped to the nearest respective STN
2. SMS message to be sent to Cnee showing that the Passport was delivered to the branch of affairs, along with the location link

Request receive SMSA team	→	Collect the Passports & prepare them for pickup	Ready for pickup	Arrange the pickup	Pickup arranged	Pickup Passports	Pick up completed	Validated Passports
		Proj Coor		**Courier**	Completed	**Courier**		**DEO**

SDC courier will attempt delivery for 3 working days

Print AWB		Sort Passports	Passports sorted	Deliver Passports	Passports delivered	Scan POD	POD updated
DEO		**DEO**		**Courier**		**Courier**	

Not deliver

Passport to be delivered to the alternative ...	Passport Delivered	Print branch delivery record	Completed	POD to branch	POD status updated
STN Agent		**STN Agent**		**Courier**	

Title: New Passport Project - Project Code 188
Author: Bashayr Al sharidi
Date: 11/16/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 11/21/2023
Cost Per Second: $,3.5,E-0317

Owner: Vinod Panicker
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

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

Vehicle Plate - Project Code 119

Request receive by SMSA team

Vehicle Plate 2-Way

POD status updated

Vehicle plates returned back

Proj Coor

Request receive by SMSA team

Vehicle Plate 1-Way

POD updated

Vehicle plates returned back

Proj Coor

Title: Vehicle Plate - Project Code 119
Author: Bashayr Al sharidi
Date: 11/5/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 11/21/2023
Cost Per Second: $,3.5,E-0317

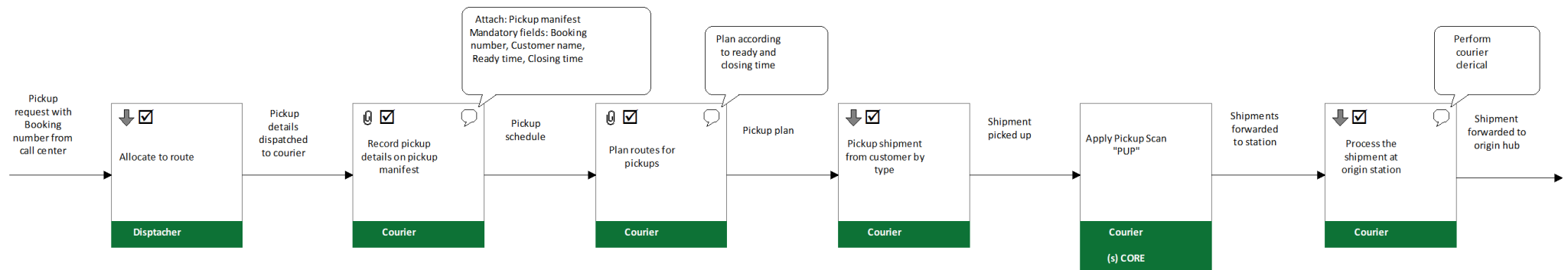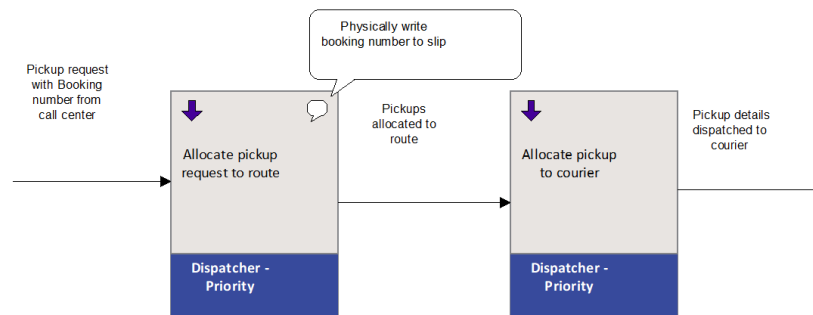Owner: Vinod Panicker
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

○ Actions
● Change Log
○ Change Requests

○ Feedback
○ Keywords
● Read Only

SMSA

Vehi...

1. Pickup will be from one location only, from Elm facility in Riyadh
2. Cutoff time will be at 15:00, any Plates after that will be arranged for next day pickup

- In SSC system, it will be shown that there is an old/damaged plate with AWB# needs to be taken from customer
- Old or damaged vehicle plates should be received before handing over the new vehicle plates

Pre validated Shpts with the hall SSC address available

Request receive by SMSA team

Collect the Vehicle plates & print the AWB

Proj Coor

Ready for pickup

Vehicle plates will stay in SSC for 7 working days & daily SMS will be sent to Cnee

Arrange the pickup

...ourier

...kup the ...lates

...ourier

Pick up completed

Send Shpts to SSC for HAL

DEO

Shpts forwarded

SSC to receive the vehicle plates

Courier

Vehicle plates received

Send SMS to Cnee to receive the vehicle plate

SSC Executive

SMS sent

Hand over old/damaged vehicle plates

SSC Executive

Completed

Check old/damage plates & confirms

SSC Executive

All of the damaged/old undelivered vehicle plates , after 7 days working days will be return back with a new AWB

...D scan & ...date the ...ot status

...Executive

POD status updated

Unvalidated

Return back to the same ELM printing

Courier

Vehicle plates returned back

Title: Vehicle Plate 2-Way
Author: Bashayr Al sharidi
Date: 11/16/2023
Volume: 0.00 Per Second
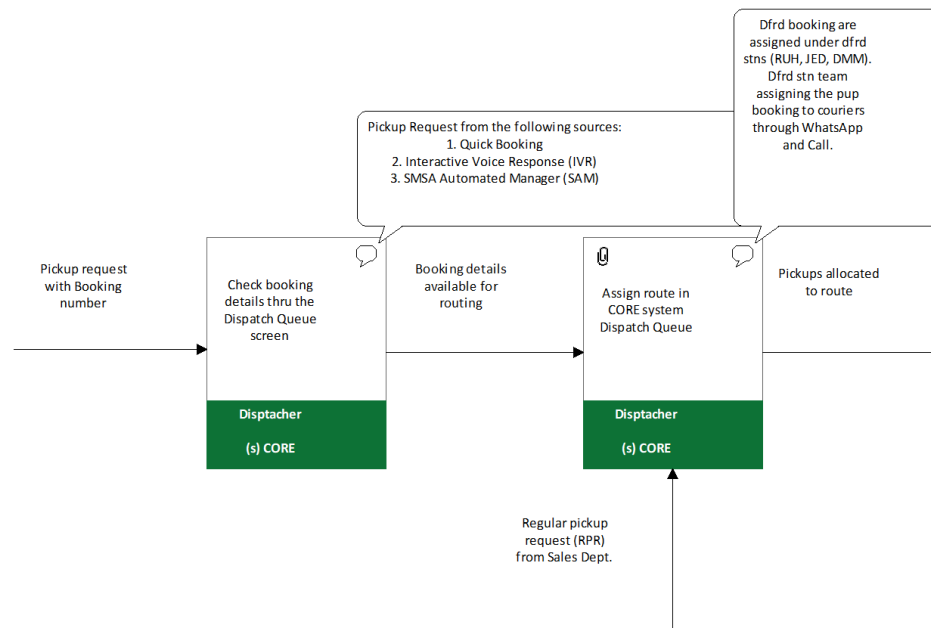
Authorization: Authorized
Date: 1/14/2024
Cost Per Second: $,3.5,E-0317

Owner: Vinod Panicker
Diagram Version: 3
Review Date: None
F.T.E.: 0.00

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

Vehicle Pla...

1. Pickup will be from one location only, from Elm facility in Riyadh
2. Cutoff time will be at 15:00, any IDs after that will be arranged for next day pickup

Request receive by SMSA team

Collect the Vehicle Plates & prepare them for pickup	Ready for pickup	Arrange the pickup	Pickup arranged	Pickup Shipts	Pick up completed	Validated Shipts
Proj Coor		Courier		Courier		DEO

For next day delivery

SDC courier will attempt delivery for 3 working days

Print AWB	AWB printed	Sort Shipts	Shipts sorted	Deliver Shipts	Shipts delivered	Scan POD	POD updated
DEO		DEO		Courier		Courier	

All undelivered vehicle plates, after 7 working days will be return back

Not deliver

Return back to Absher	Vehicle plates returned back
Ops Agent	

Title: Vehicle Plate 1-Way
Author: Bashayr Al sharidi
Date: 11/16/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 4/28/2024
Cost Per Second: $,3.5,E-0317

Owner: Vinod Panicker
Diagram Version: 3
Review Date: None
F.T.E.: 0.00

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

OPS - Stations

Pickup request with
Booking number from
call center

↓ ☑

Pickup
shipment

Director - Operations

Shipment forwarded
to origin hub

Shipment ready
for delivery

↓ ☑

Deliver
shipment

Director - Operations

Return to
station

Deliver Shipment

Check payments for COD shipments & Customs Duty charges

Attach: Debrief policy

Create contingency plan		Determine if payment is required		Request proof of delivery signature from customer		Apply POD Scan		Debrief courier
STN Manager		Courier		Courier		Courier (s) CORE		STN Supvr

Customer contacted

Customer accepts package

Customer signed

Scan Applied

File report

Delay on route

Customer unable / refuses to pay

Shipment ready for delivery

Deliver shipment to customer		Unable to effect delivery		Execute Missed delivery procedure
Courier		Courier		Courier

Customer contacted

Missed delivery

Delivery exception

Future delivery required

Execute delivery exception procedure
Courier

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

Authorization: Authorized
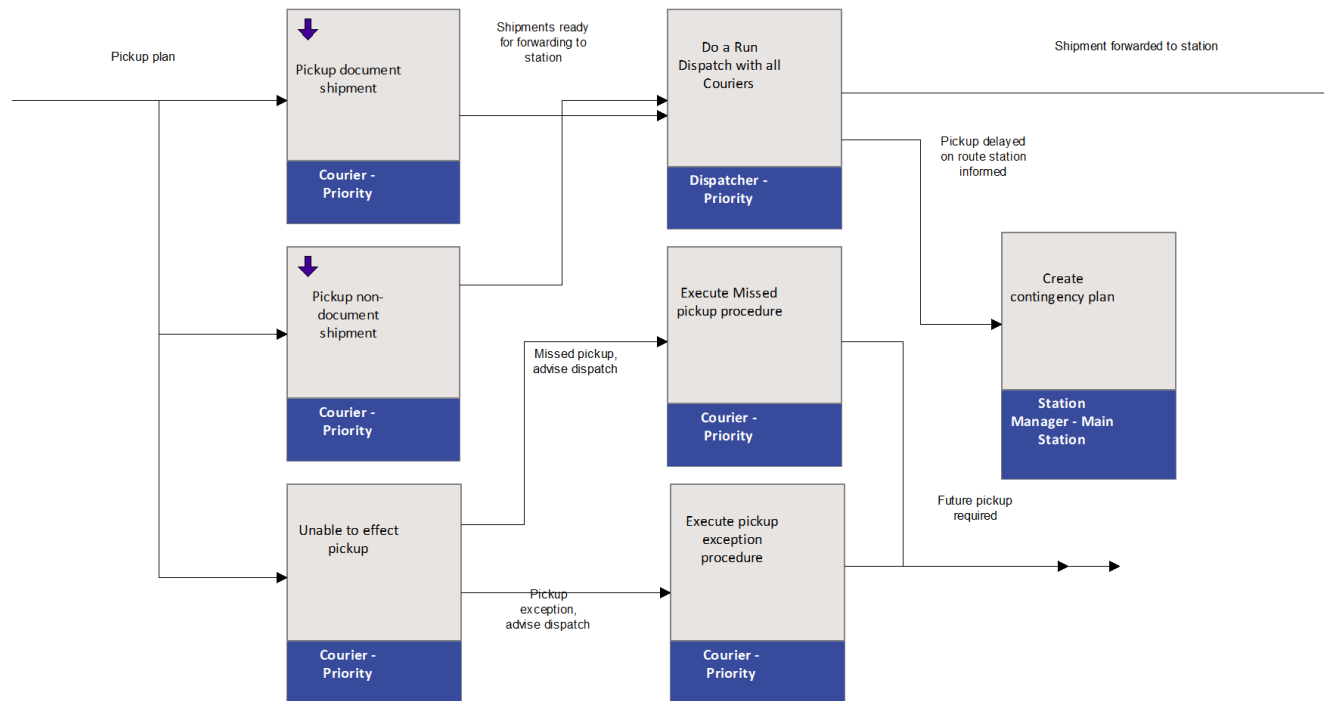Date: 12/17/2024
Cost Per Second: $,3.5,E-0317

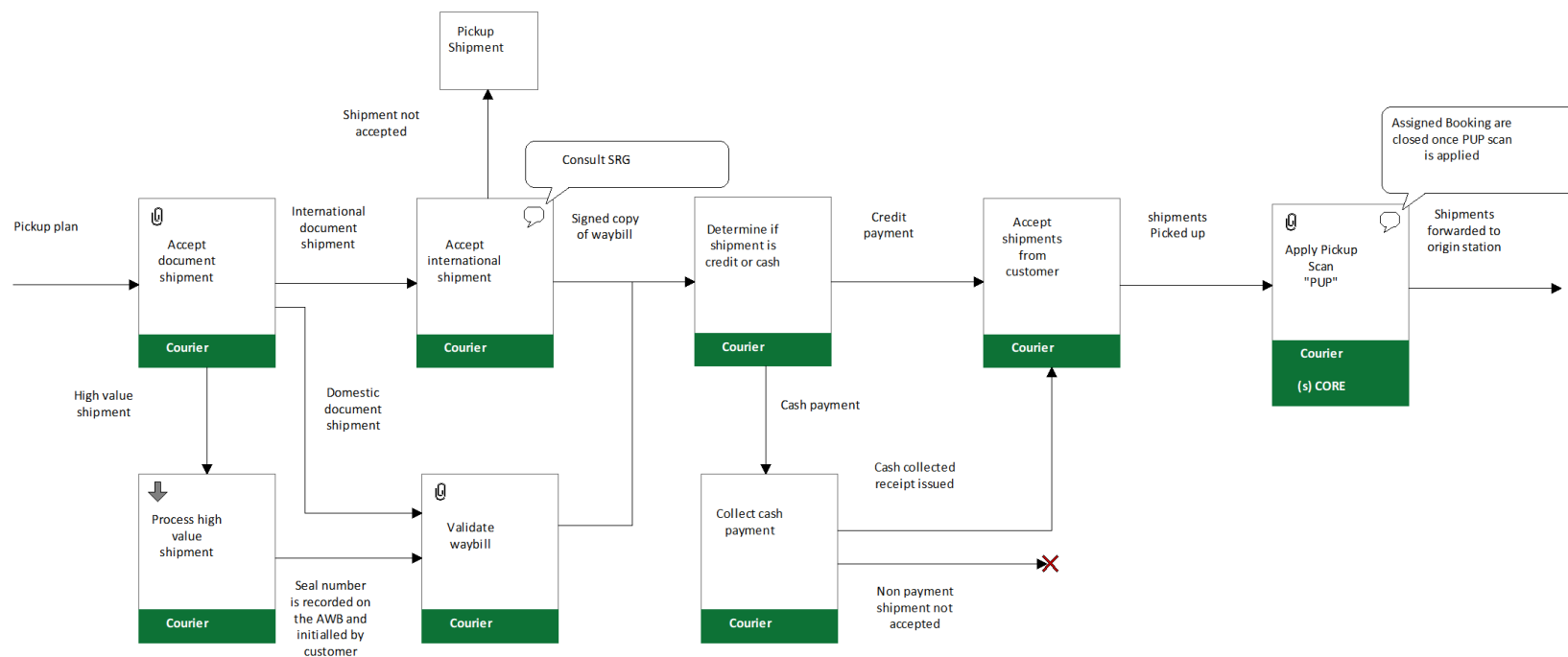Owner: Walid Abdalla Abdulhamid
Diagram Version: 7
Review Date: None
F.T.E.: 0.00

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

Debrief Courier

Link To:
Process UTL
Shipments

Exceptions
forwarded to
UTL

VAN vs POD
VAN = Out for delivery
POD = Proof of delivery

Proof of
delivery

| Down load tracker data | Down load completed | Update CORE system | Data available | Run SIP/VAN vs. POD/DEX Report | Information available for reconciliation | Reconcile deliveries against delivery report | File report |

Courier - Priority
(s) CORE

(s) CORE

Supervisor - Station
(s) CORE

Supervisor - Station

Ready for re-delivery

Reconciliation unsuccessful

Link To:
Deliver Shipment

Shipment found, ready for re-delivery

Delivery record

Physical search of courier vehicle & check other documentation

Inform QRM, Sales & Customer service of missing shipments

Supervisor - Station

Title: Debrief Courier
Author: Edwin Ramos
Date: 5/30/2010
Volume: 0.00 Per Second

Authorization: Authorized
Date: 4/3/2018
Cost Per Second: $,3.5,E-0317

Owner: Walid Abdalla Abdulhamid
Diagram Version: 3
Review Date: None
F.T.E.: 0.00
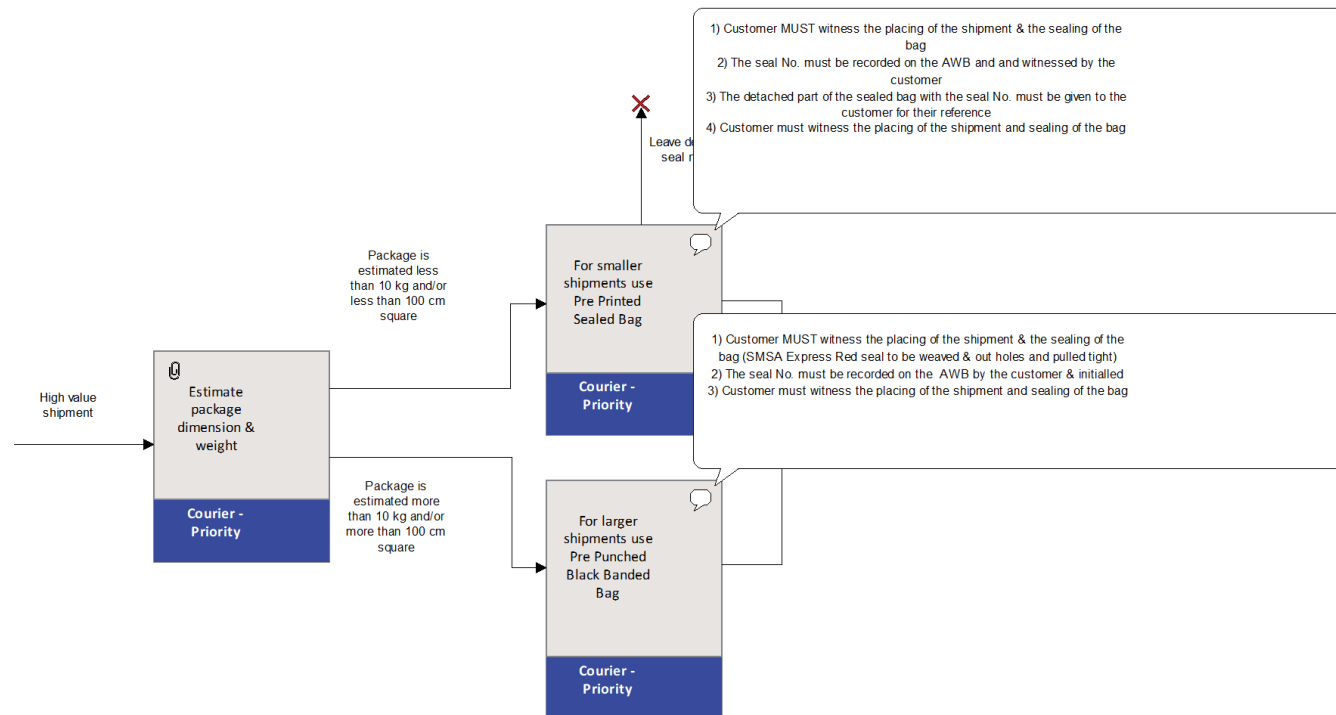
○ Actions   ○ Feedback
● Change Log   ● Keywords
○ Change Requests ● Read Only

Pickup Shipment

Pickup request with Booking number from call center

Allocate to route
Disptacher

Pickup details dispatched to courier

Record pickup details on pickup manifest
Courier

Attach: Pickup manifest
Mandatory fields: Booking number, Customer name, Ready time, Closing time

Pickup schedule

Plan routes for pickups
Courier

Plan according to ready and closing time

Pickup plan

Pickup shipment from customer by type
Courier

Shipment picked up

Apply Pickup Scan "PUP"
Courier
(s) CORE

Shipments forwarded to station

Process the shipment at origin station
Courier

Perform courier clerical

Shipment forwarded to origin hub

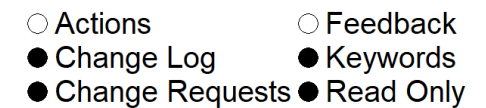
Title: Pickup Shipment
Author: Edwin Ramos
Date: 5/30/2017
Volume: 0.00 Per Second

Authorization: Authorized
Date: 12/17/2024

Cost Per Second: $,3.5,E-0317

Owner: Walid Abdalla Abdulhamid
Diagram Version: 4
Review Date: None
F.T.E.: 0.00

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

Allocate To Route

Physically write
booking number to slip

Pickup request
with Booking
number from
call center

Allocate pickup
request to route

Dispatcher -
Priority

Pickups
allocated to
route

Allocate pickup
to courier

Dispatcher -
Priority

Pickup details
dispatched to
courier

Title: Allocate To Route
Author: Edwin Ramos
Date: 5/23/2010
Volume: 0.00 Per Second

Authorization: Authorized
Date: 5/28/2018
Cost Per Second: $,3.5,E-0317

Owner: Walid Abdalla Abdulhamid
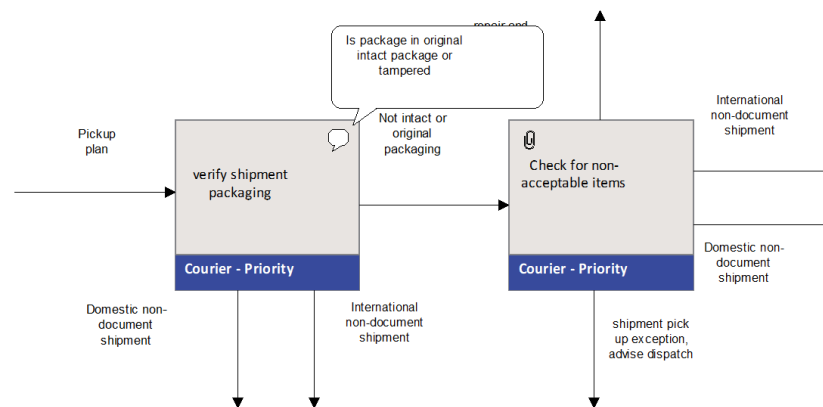Diagram Version: 3.00
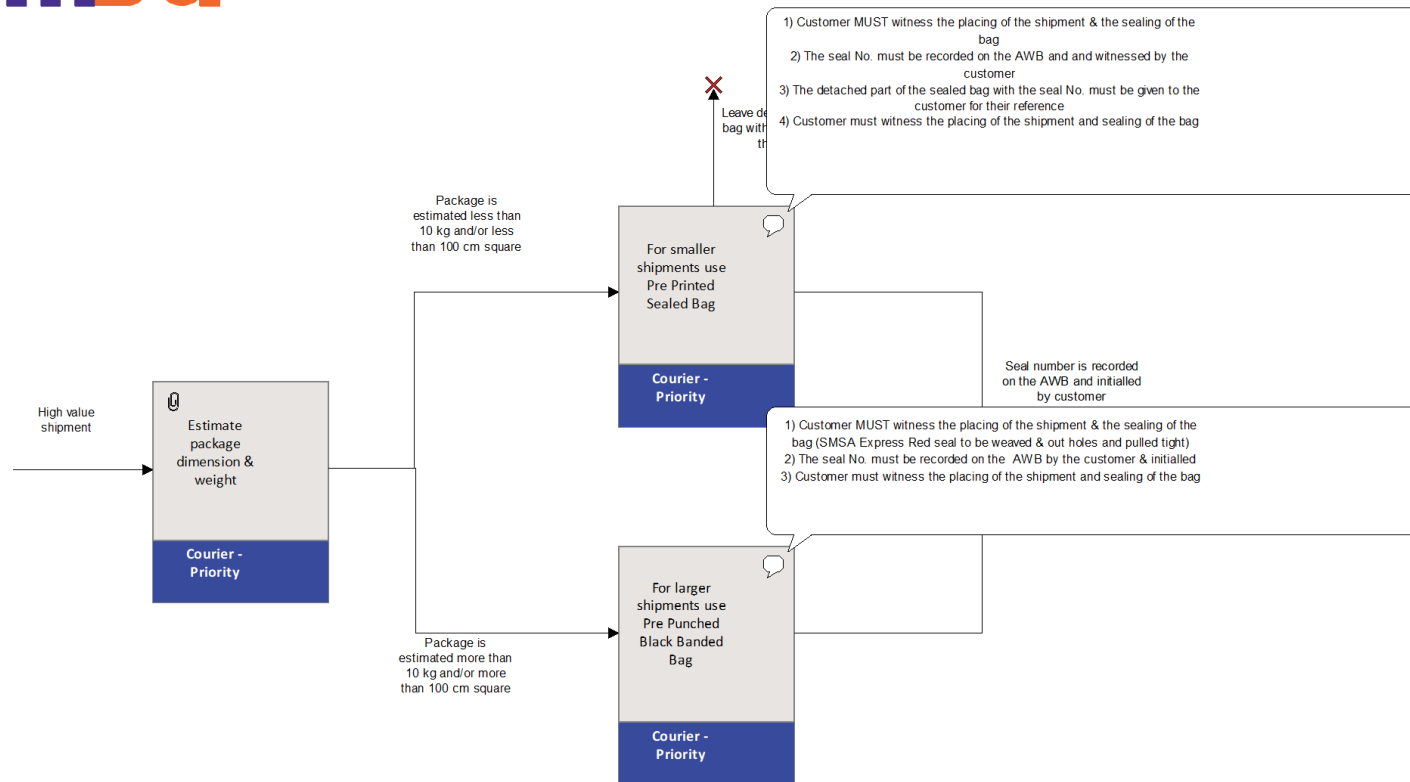Review Date: None
F.T.E.: 0.00

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

Allocate Pickup Request to Route

Pickup Request from the following sources:
1. Quick Booking
2. Interactive Voice Response (IVR)
3. SMSA Automated Manager (SAM)

Dfrd booking are assigned under dfrd stns (RUH, JED, DMM). Dfrd stn team assigning the pup booking to couriers through WhatsApp and Call.

Pickup request with Booking number

Check booking details thru the Dispatch Queue screen

Disptacher

(s) CORE

Booking details available for routing

Assign route in CORE system Dispatch Queue

Disptacher

(s) CORE

Pickups allocated to route

Regular pickup request (RPR) from Sales Dept.

Title: Allocate Pickup Request to Route
Author: Edwin Ramos   Authorization: Authorized
Date: 5/23/2010   Date: 2/16/2023
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Walid Abdalla Abdulhamid
Diagram Version: 4
Review Date: None
F.T.E.: 0.00

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

Allocate Pickup to Courier

Inform courier of special
requirements /
documentation
E.g. Repair & return
documentation
Customs paperwork

Pickups
allocated to
route

Request courier
to make pickup

Pickup details
accepted by
Courier

**Dispatcher -
Priority**
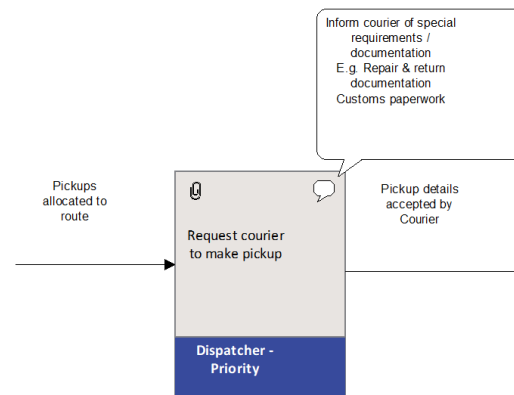
Title: Allocate Pickup to Courier
Author: Edwin Ramos
Date: 5/23/2010
Volume: 0.00 Per Second

Authorization: Authorized
Date: 4/3/2018
Cost Per Second: $,3.5,E-0317

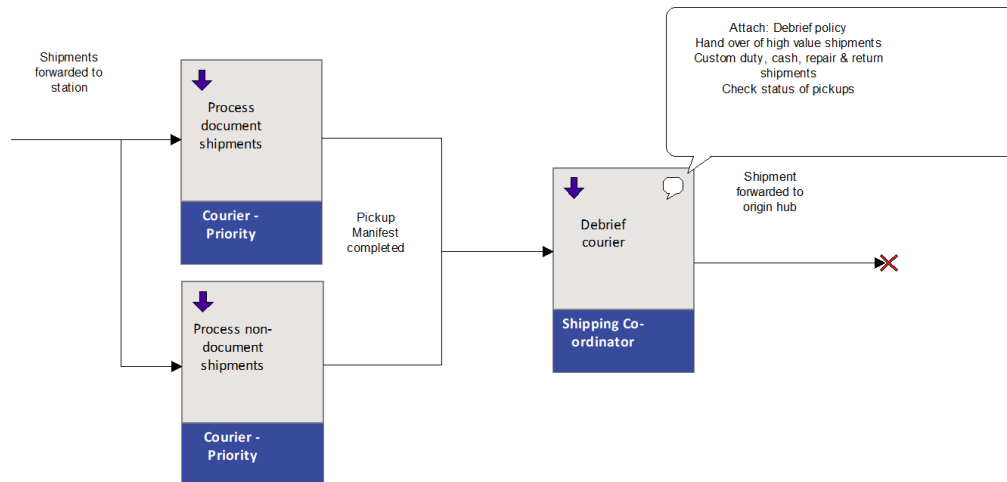Owner: Walid Abdalla Abdulhamid
Diagram Version: 3
Review Date: None
F.T.E.: 0.00

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

Pickup shipment from customer by type

Pickup plan

Pickup document shipment

Courier - Priority

Shipments ready for forwarding to station

Do a Run Dispatch with all Couriers

Dispatcher - Priority

Shipment forwarded to station

Pickup delayed on route station informed

Pickup non-document shipment

Courier - Priority

Execute Missed pickup procedure

Courier - Priority

Create contingency plan

Station Manager - Main Station

Missed pickup, advise dispatch

Unable to effect pickup

Courier - Priority

Execute pickup exception procedure

Courier - Priority

Pickup exception, advise dispatch

Future pickup required

Title: Pickup shipment from customer by type
Author: Edwin Ramos
Date: 5/30/2017
Volume: 0.00 Per Second

Authorization: Authorized
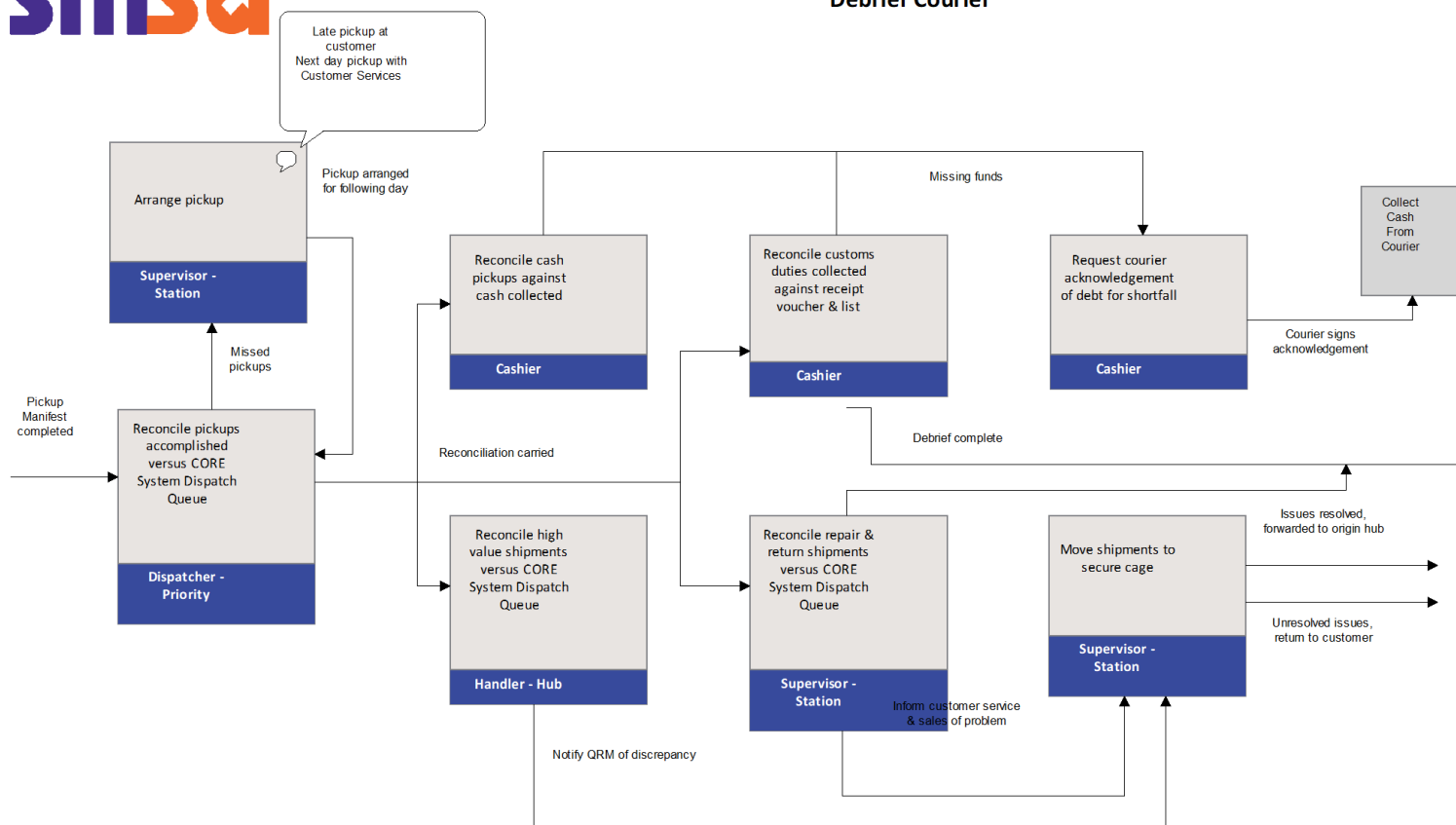Date: 5/28/2018
Cost Per Second: $,3.5,E-0317

Owner: Walid Abdalla Abdulhamid
Diagram Version: 3
Review Date: None
F.T.E.: 0.00

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

Pickup Document Shipment

Pickup
Shipment

Shipment not
accepted

Consult SRG

Assigned Booking are
closed once PUP scan
is applied

Pickup plan

International
document
shipment

Signed copy
of waybill

Credit
payment

shipments
Picked up

Shipments
forwarded to
origin station

Accept document shipment	Accept international shipment	Determine if shipment is credit or cash	Accept shipments from customer	Apply Pickup Scan "PUP"
Courier	Courier	Courier	Courier	Courier (s) CORE

High value
shipment

Domestic
document
shipment

Cash payment

Cash collected
receipt issued

Process high value shipment	Validate waybill	Collect cash payment
Courier	Courier	Courier

Seal number
is recorded on
the AWB and
initialled by
customer

Non payment
shipment not
accepted

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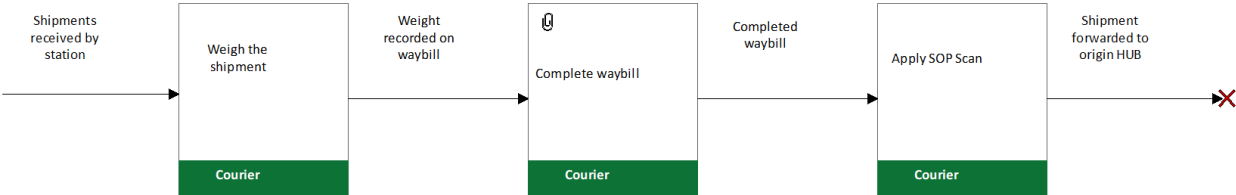Date: 5/23/2010
Volume: 0.00 Per Second

Authorization: Authorized
Date: 12/17/2024
Cost Per Second: $,3.5,E-0317

Owner: Walid Abdalla Abdulhamid
Diagram Version: 4
Review Date: None
F.T.E.: 0.00

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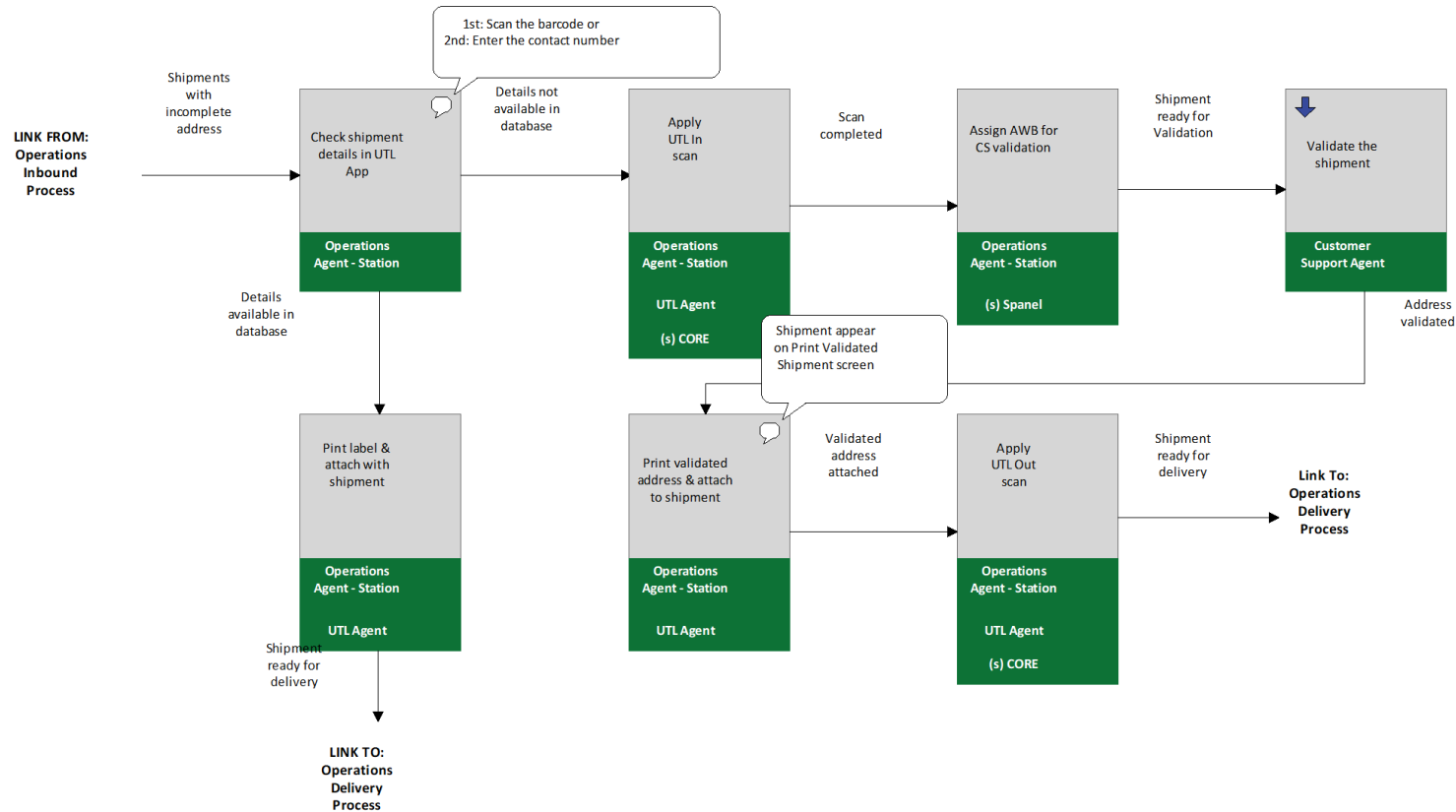○ Change Requests ● Read Only

Process High Value Shipment

1) Customer MUST witness the placing of the shipment & the sealing of the bag
2) The seal No. must be recorded on the AWB and and witnessed by the customer
3) The detached part of the sealed bag with the seal No. must be given to the customer for their reference
4) Customer must witness the placing of the shipment and sealing of the bag

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

Leave d...
seal r...

High value shipment

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

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

Estimate package dimension & weight

Courier - Priority

For smaller shipments use Pre Printed Sealed Bag

Courier - Priority

For larger shipments use Pre Punched Black Banded Bag

Courier - Priority

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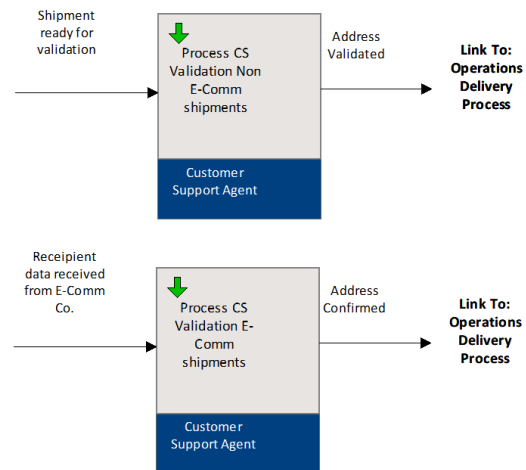Date: 5/25/2010
Volume: 0.00 Per Second

Authorization: Authorized
Date: 5/28/2018
Cost Per Second: $,3.5,E-0317

Owner: Walid Abdalla Abdulhamid
Diagram Version: 3
Review Date: None
F.T.E.: 0.00

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

Pickup Non-Document Shipment

Process repair & return shipment

Courier

Repair and return shipment

Pickup plan

Accept non-document shipment

Courier

High value shipment

Process high value shipment

Courier

International non-document shipment

Domestic non-document shipment

Seal number is recorded on the AWB and initialled by customer

Ensure required paperwork per destination (Service reference guide (SRG))

Ship... a...

Accept international shipment

Courier

Signed copy of waybill

Validate waybill

Courier

Determine insurance requirements

Courier

Shipment ready

Determine if shipment is credit or cash

Courier

Cash payment

Collect cash payment

Courier

Non payment shipment not accepted

Credit payment

Dfrd crr inform pup done to stn. Stn team close the booking with dummy AWB

Accept shipment from customer

Courier

shipments Picked up

Cash collected receipt issued

Assigned Booking are closed once PUP scan is applied

Apply Pickup Scan "PUP"

Courier

(s) CORE

Shipments forwarded to origin station

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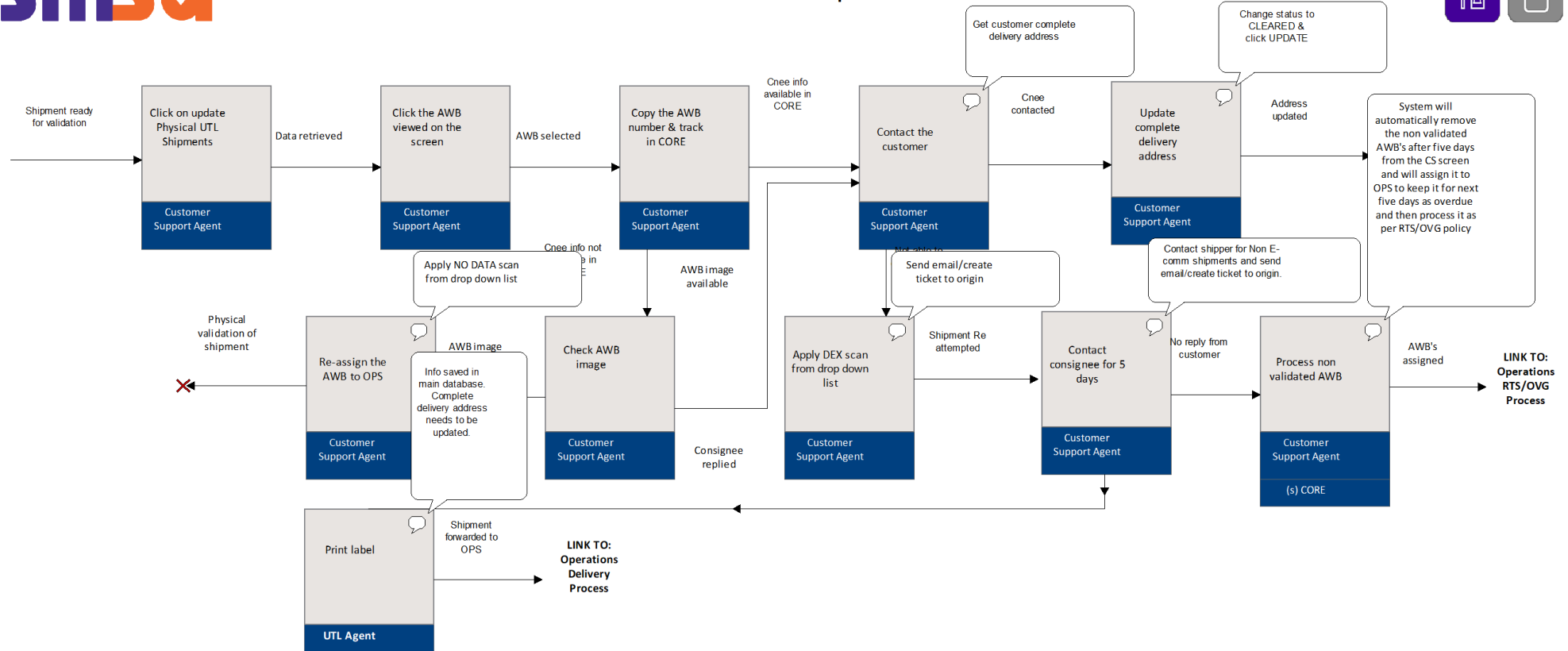Date: 5/23/2010
Volume: 0.00 Per Second

Authorization: Authorized
Date: 12/17/2024
Cost Per Second: $,3.5,E-0317

Owner: Walid Abdalla Abdulhamid
Diagram Version: 5
Review Date: None
F.T.E.: 0.00

○ Actions
● Change Log
● Change Requests

○ Feedback
● Keywords
● Read Only

Accept Non-Document Shipment

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

Authorization: Authorized
Date: 5/28/2018
Cost Per Second: $,3.5,E-0317

Owner: Walid Abdalla Abdulhamid
Diagram Version: 3
Review Date: None
F.T.E.: 0.00

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

Process High Value Shipment

High value shipment

Estimate package dimension & weight
Courier - Priority

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

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

For smaller shipments use Pre Printed Sealed Bag
Courier - Priority

For larger shipments use Pre Punched Black Banded Bag
Courier - Priority

Leave de[tached]
bag wit[h]
th[...]

1) Customer MUST witness the placing of the shipment & the sealing of the bag
2) The seal No. must be recorded on the AWB and and witnessed by the customer
3) The detached part of the sealed bag with the seal No. must be given to the customer for their reference
4) Customer must witness the placing of the shipment and sealing of the bag

Seal number is recorded on the AWB and initialled by customer

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

Title: Process High Value Shipment
Author: Edwin Ramos
Date: 5/23/2010
Volume: 0.00 Per Second

Authorization: Authorized
Date: 5/28/2018
Cost Per Second: $,3.5,E-0317

Owner: Walid Abdalla Abdulhamid
Diagram Version: 3
Review Date: None
F.T.E.: 0.00

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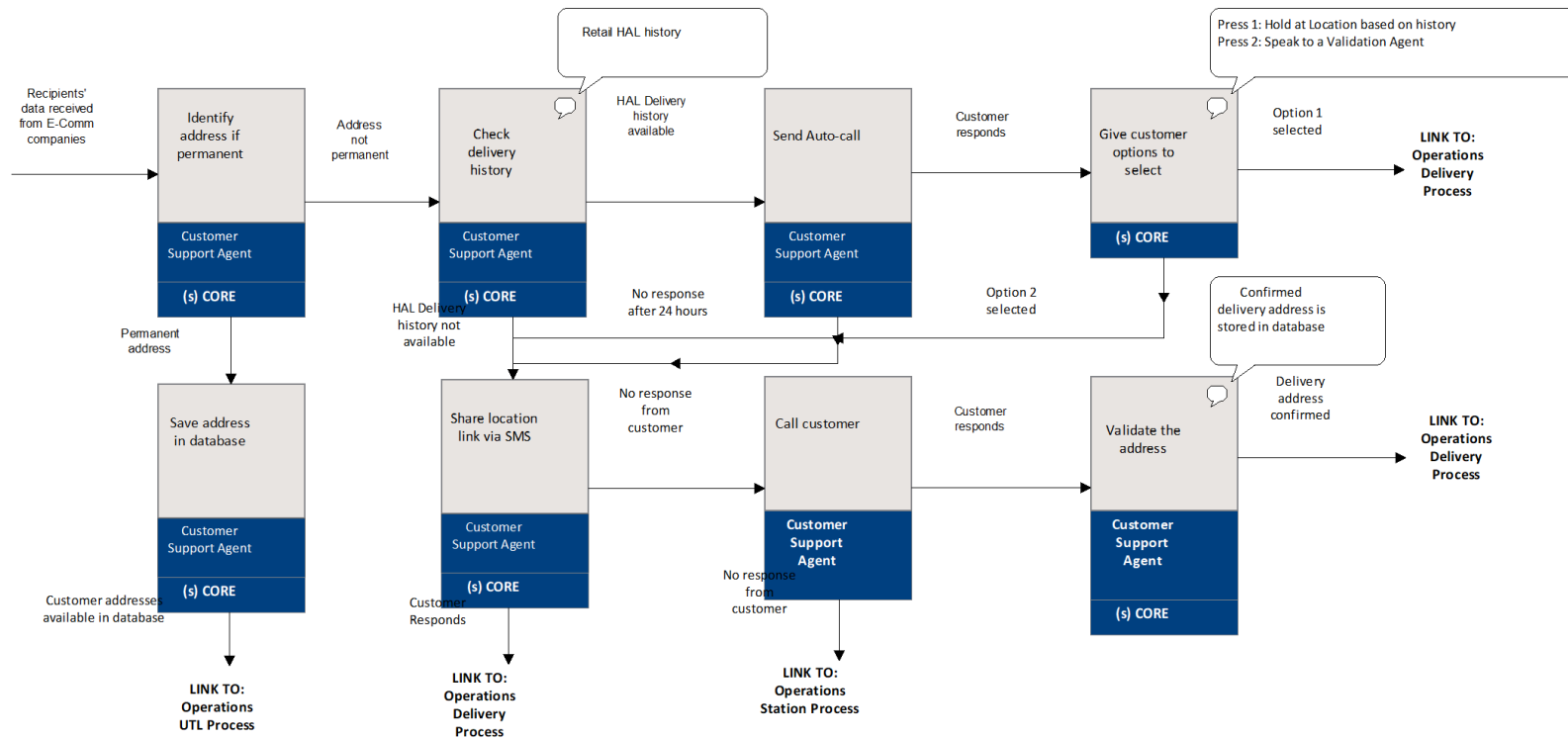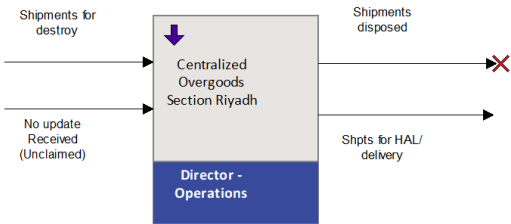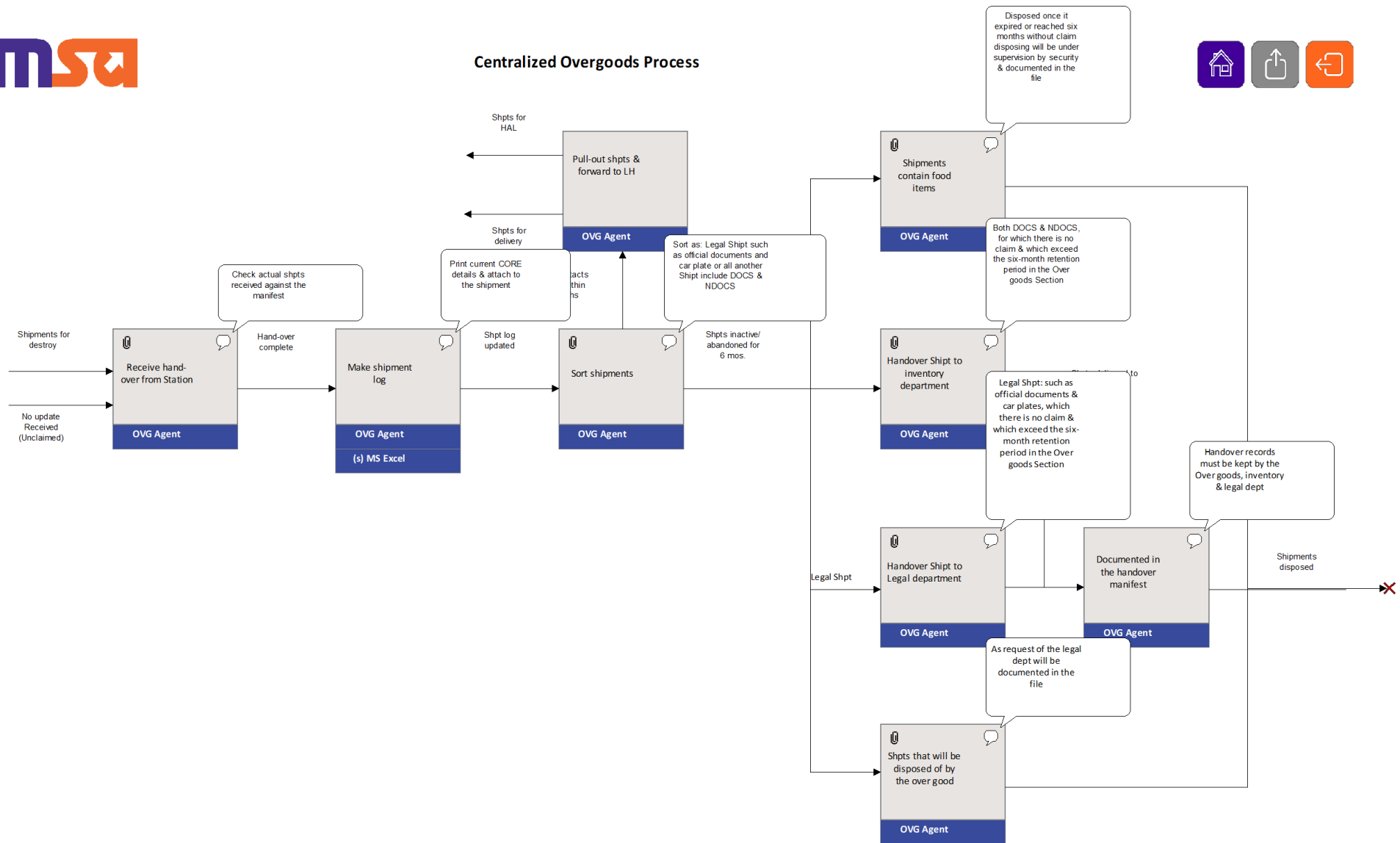
○ Feedback
● Keywords
● Read Only

Process the shipment at origin station

Shipments forwarded to station

Process document shipments

Courier - Priority

Process non-document shipments

Courier - Priority

Pickup Manifest completed

Attach: Debrief policy
Hand over of high value shipments
Custom duty , cash, repair & return shipments
Check status of pickups

Debrief courier

Shipping Co-ordinator

Shipment forwarded to origin hub

Title: Process the shipment at origin station
Author: Edwin Ramos   Authorization: Authorized
Date: 5/30/2017   Date: 5/28/2018
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Walid Abdalla Abdulhamid
Diagram Version: 3
Review Date: None
F.T.E.: 0.00

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

Debrief Courier

Late pickup at customer
Next day pickup with Customer Services

Arrange pickup

Supervisor - Station

Pickup arranged for following day

Missing funds

Reconcile cash pickups against cash collected

Cashier

Reconcile customs duties collected against receipt voucher & list

Cashier

Request courier acknowledgement of debt for shortfall

Cashier

Collect Cash From Courier

Courier signs acknowledgement

Missed pickups

Pickup Manifest completed

Reconcile pickups accomplished versus CORE System Dispatch Queue

Dispatcher - Priority

Reconciliation carried

Debrief complete

Reconcile high value shipments versus CORE System Dispatch Queue

Handler - Hub

Reconcile repair & return shipments versus CORE System Dispatch Queue

Supervisor - Station

Move shipments to secure cage

Supervisor - Station

Issues resolved, forwarded to origin hub

Unresolved issues, return to customer

Inform customer service & sales of problem

Notify QRM of discrepancy

Title: Debrief Courier
Author: Edwin Ramos
Date: 5/30/2010
Volume: 0.00 Per Second

Authorization: Authorized
Date: 5/28/2018
Cost Per Second: $,3.5,E-0317

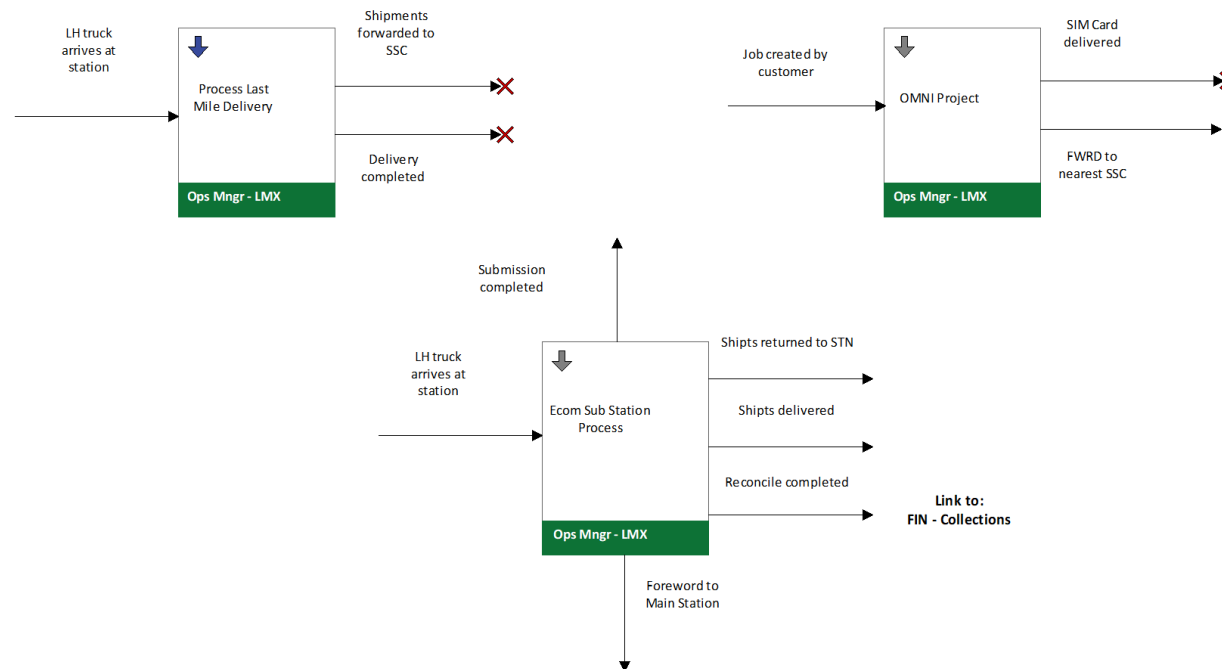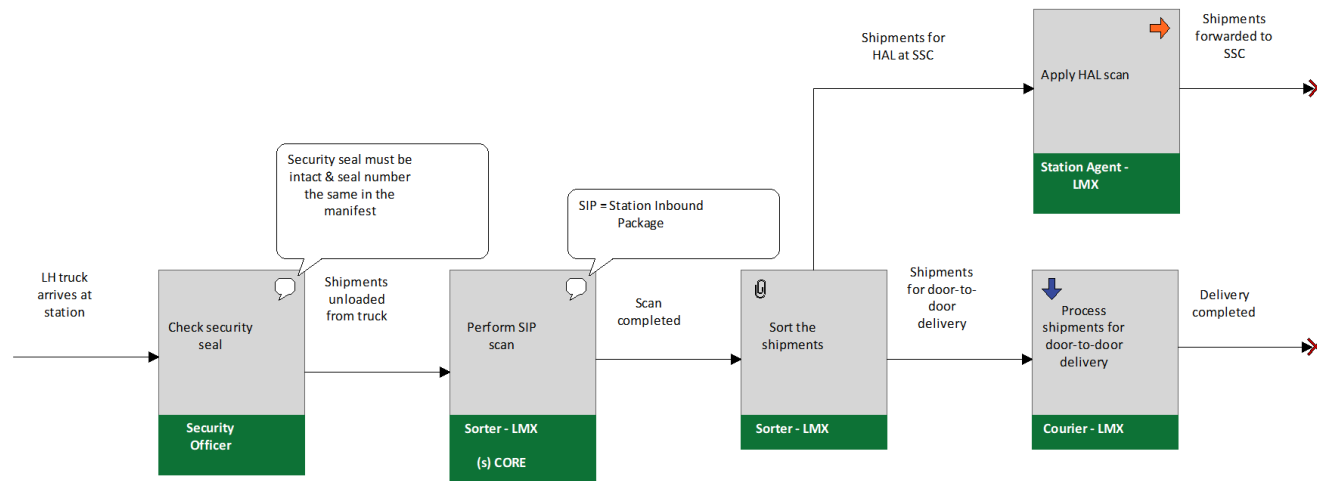Owner: Walid Abdalla Abdulhamid
Diagram Version: 3
Review Date: None
F.T.E.: 0.00

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

Process Document Shipments

Shipments received by station	Weigh the shipment	Weight recorded on waybill	Complete waybill	Completed waybill	Apply SOP Scan	Shipment forwarded to origin HUB
	Courier		**Courier**		**Courier**	

Process Non-Document Shipments

Shipments received by Station

Weigh the shipment & take dimensions

Courier

Weight & dimensions recorded on waybill, single package

Complete waybill

Courier

Completed waybill

Apply SOP Scan

Courier

Shipment forwarded to Origin HUB

Multiple piece shipment

Place multiple piece shipment (MPS) sticker on packages

Courier

Weight & dimensions recorded on waybill, multiple package

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

Authorization: Authorized
Date: 12/17/2024
Cost Per Second: $,3.5,E-0317

Owner: Walid Abdalla Abdulhamid
Diagram Version: 4
Review Date: None
F.T.E.: 0.00

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

Validate the Shipment

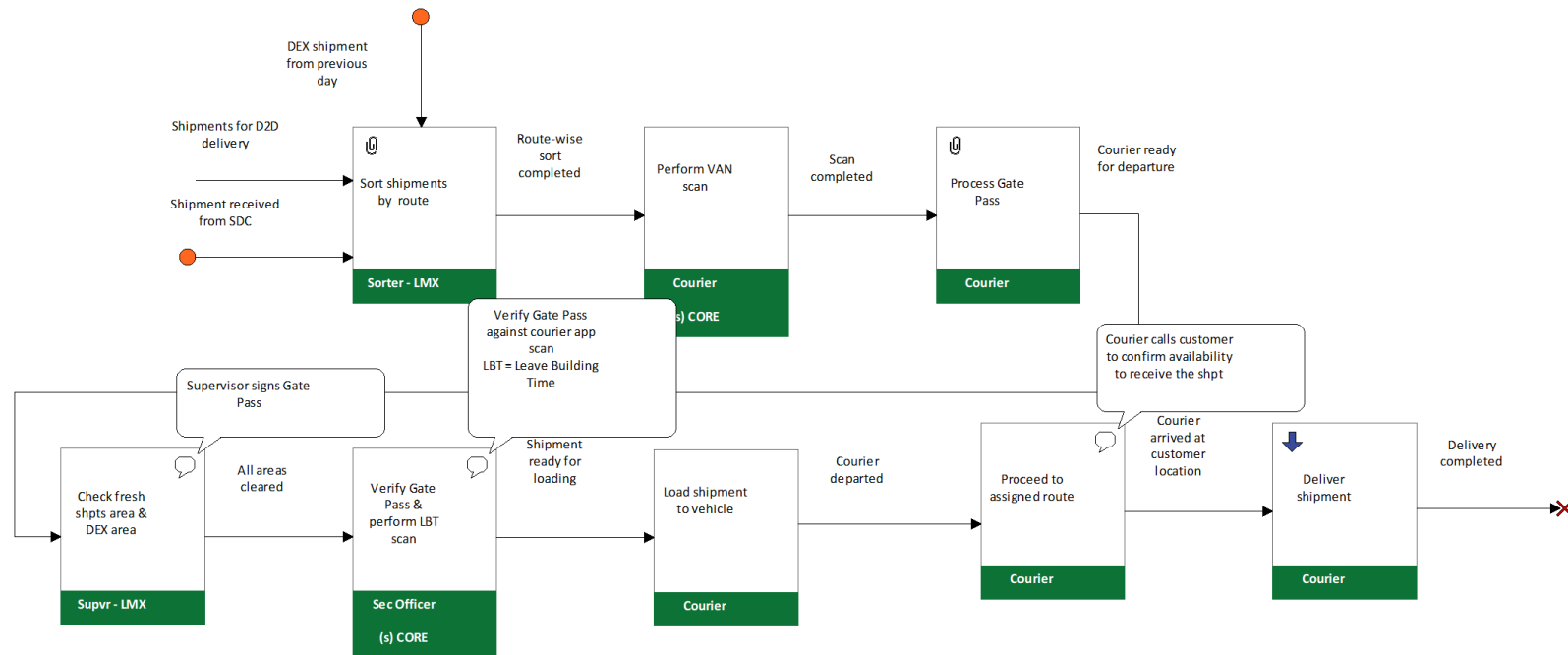Shipment
ready for
validation

↓
Process CS
Validation Non
E-Comm
shipments

Address
Validated

**Link To:
Operations
Delivery
Process**

Customer
Support Agent

Receipient
data received
from E-Comm
Co.

↓
Process CS
Validation E-
Comm
shipments

Address
Confirmed

**Link To:
Operations
Delivery
Process**

Customer
Support Agent

Title: Validate the Shipment
Author: Edwin Ramos
Date: 4/10/2018
Volume: 0.00 Per Second

Authorization: Authorized
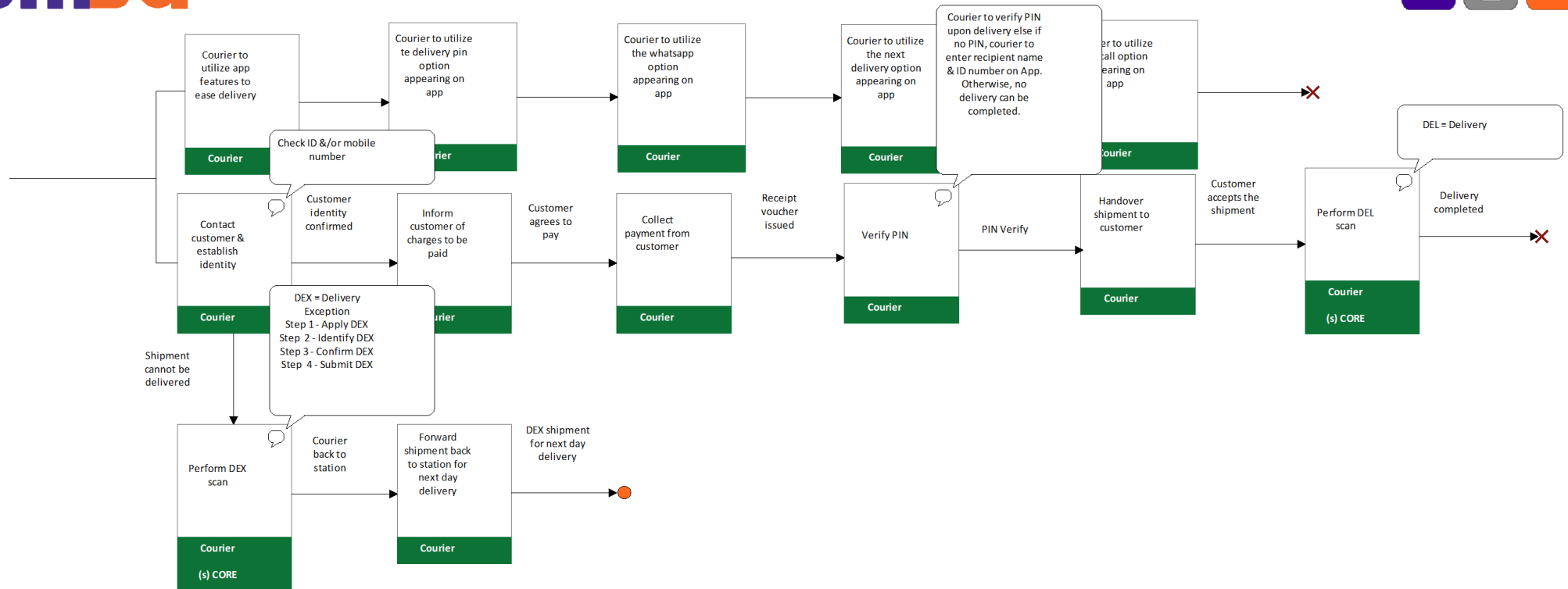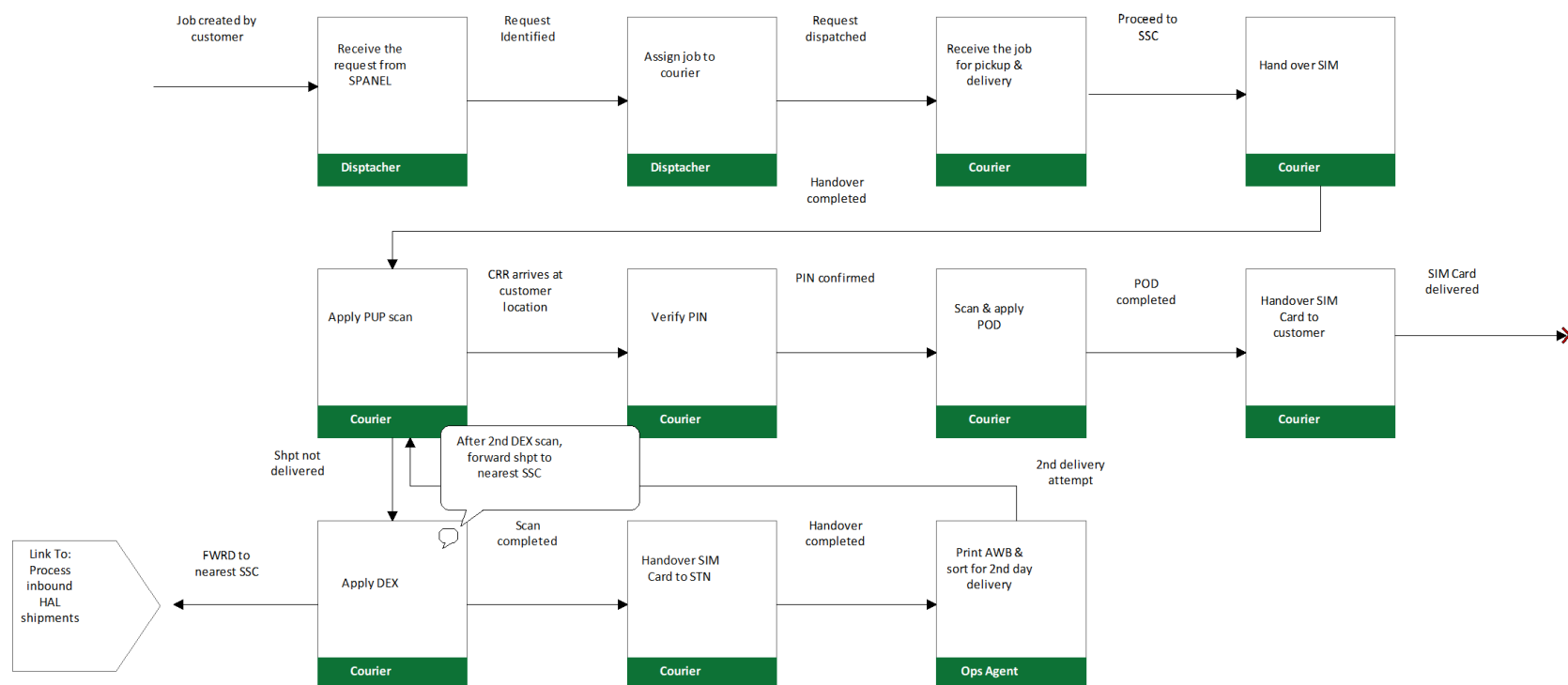Date: 10/3/2018
Cost Per Second: $,3.5,E-0317

Owner: Walid Abdalla Abdulhamid
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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

CS Validation - Non E-Comm Shipments

Shipment ready for validation

Click on update Physical UTL Shipments — Customer Support Agent

Data retrieved →

Click the AWB viewed on the screen — Customer Support Agent

AWB selected →

Copy the AWB number & track in CORE — Customer Support Agent

Cnee info available in CORE →

Contact the customer — Customer Support Agent

Get customer complete delivery address

Cnee contacted →

Update complete delivery address — Customer Support Agent

Change status to CLEARED & click UPDATE

Address updated →

System will automatically remove the non validated AWB's after five days from the CS screen and will assign it to OPS to keep it for next five days as overdue and then process it as per RTS/OVG policy

Cnee info not available in CORE

Apply NO DATA scan from drop down list

Physical validation of shipment

AWB image →

Info saved in main database. Complete delivery address needs to be updated.

Re-assign the AWB to OPS — Customer Support Agent

Check AWB image — Customer Support Agent

AWB image available

Consignee replied

Send email/create ticket to origin

not able to...

Apply DEX scan from drop down list — Customer Support Agent

Shipment Re attempted →

Contact consignee for 5 days — Customer Support Agent

No reply from customer →

Contact shipper for Non E-comm shipments and send email/create ticket to origin.

Process non validated AWB — Customer Support Agent — (s) CORE

AWB's assigned →

LINK TO: Operations RTS/OVG Process

Print label — UTL Agent

Shipment forwarded to OPS →

LINK TO: Operations Delivery Process

Title: CS Validation - Non E-Comm Shipments
Author: Edwin Ramos   Authorization: Authorized
Date: 7/14/2018   Date: 10/3/2018
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Walid Abdalla Abdulhamid
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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

CS Validation - E-Comm Shipments

Recipients' data received from E-Comm companies

Retail HAL history

Press 1: Hold at Location based on history
Press 2: Speak to a Validation Agent

| Identify address if permanent | Address not permanent | Check delivery history | HAL Delivery history available | Send Auto-call | Customer responds | Give customer options to select | Option 1 selected | LINK TO: Operations Delivery Process |

Customer Support Agent
(s) CORE

Customer Support Agent
(s) CORE

Customer Support Agent
(s) CORE

(s) CORE

Permanent address

HAL Delivery history not available

No response after 24 hours

Option 2 selected

Confirmed delivery address is stored in database

Save address in database

Customer Support Agent
(s) CORE

Customer addresses available in database

LINK TO: Operations UTL Process

Share location link via SMS

Customer Support Agent
(s) CORE

No response from customer

Customer Responds

LINK TO: Operations Delivery Process

Call customer

Customer Support Agent

No response from customer

Customer responds

LINK TO: Operations Station Process

Validate the address

Customer Support Agent
(s) CORE

Delivery address confirmed

LINK TO: Operations Delivery Process

Title: CS Validation - E-Comm Shipments
Author: Edwin Ramos
Date: 7/14/2018
Volume: 0.00 Per Second

Authorization: Authorized
Date: 10/3/2018
Cost Per Second: $,3.5,E-0317

Owner: Walid Abdalla Abdulhamid
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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

OPS - Overgoods

Shipments for
destroy

Shipments
disposed

Centralized
Overgoods
Section Riyadh

No update
Received
(Unclaimed)

Shpts for HAL/
delivery

Director -
Operations

Title: OPS - Overgoods
Author: Edwin Ramos
Date: 5/30/2017
Volume: 0.00 Per Second

Authorization: Authorized
Date: 5/28/2018
Cost Per Second: $,3.5,E-0317

Owner: Walid Abdalla Abdulhamid
Diagram Version: 3
Review Date: None
F.T.E.: 0.00

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

Centralized Overgoods Process

Disposed once it expired or reached six months without claim disposing will be under supervision by security & documented in the file

Shpts for HAL

Pull-out shpts & forward to LH
OVG Agent

Shpts for delivery

Shipments contain food items
OVG Agent

Both DOCS & NDOCS, for which there is no claim & which exceed the six-month retention period in the Over goods Section

Check actual shpts received against the manifest

Print current CORE details & attach to the shipment

Sort as: Legal Shipt such as official documents and car plate or all another Shipt include DOCS & NDOCS

Shipments for destroy

Hand-over complete

Shpt log updated

Shpts inactive/ abandoned for 6 mos.

Receive hand-over from Station
OVG Agent

No update Received (Unclaimed)

Make shipment log
OVG Agent
(s) MS Excel

Sort shipments
OVG Agent

Handover Shipt to inventory department
OVG Agent

Legal Shpt: such as official documents & car plates, which there is no claim & which exceed the six-month retention period in the Over goods Section

Handover records must be kept by the Over goods, inventory & legal dept

Legal Shpt

Handover Shipt to Legal department
OVG Agent

Documented in the handover manifest
OVG Agent

Shipments disposed

As request of the legal dept will be documented in the file

Shpts that will be disposed of by the over good
OVG Agent

Title: Centralized Overgoods Process
Author: Edwin Ramos
Date: 6/23/2012
Volume: 0.00 Per Second

Authorization: Authorized
Date: 7/25/2023
Cost Per Second: $,3.5,E-0317

Owner: Walid Abdalla Abdulhamid
Diagram Version: 4
Review Date: None
F.T.E.: 0.00

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

OPS - E-Commerce

LH truck arrives at station

Process Last Mile Delivery

Shipments forwarded to SSC

Delivery completed

Ops Mngr - LMX

Job created by customer

OMNI Project

SIM Card delivered

FWRD to nearest SSC

Ops Mngr - LMX

Submission completed

LH truck arrives at station

Ecom Sub Station Process

Shipts returned to STN

Shipts delivered

Reconcile completed

Link to:
FIN - Collections

Ops Mngr - LMX

Foreword to Main Station

Title: OPS - E-Commerce
Author: Edwin Ramos
Date: 9/17/2018
Volume: 0.00 Per Second

Authorization: Authorized
Date: 6/12/2025
Cost Per Second: $,3.5,E-0317

Owner: Walid Abdalla Abdulhamid
Diagram Version: 5
Review Date: None
F.T.E.: 0.00

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

Process Last Mile Delivery

Shipments for
HAL at SSC

Apply HAL scan

→

Shipments
forwarded to
SSC

✖

**Station Agent -
LMX**

Security seal must be
intact & seal number
the same in the
manifest

SIP = Station Inbound
Package

LH truck
arrives at
station

Check security
seal

Shipments
unloaded
from truck

Perform SIP
scan

Scan
completed

📎

Sort the
shipments

Shipments
for door-to-
door
delivery

⬇

Process
shipments for
door-to-door
delivery

Delivery
completed

✖

**Security
Officer**

Sorter - LMX

(s) CORE

Sorter - LMX

Courier - LMX

Title: Process Last Mile Delivery
Author: Edwin Ramos
Date: 9/17/2018
Volume: 0.00 Per Second

Authorization: Authorized
Date: 7/5/2021
Cost Per Second: $,3.5,E-0317

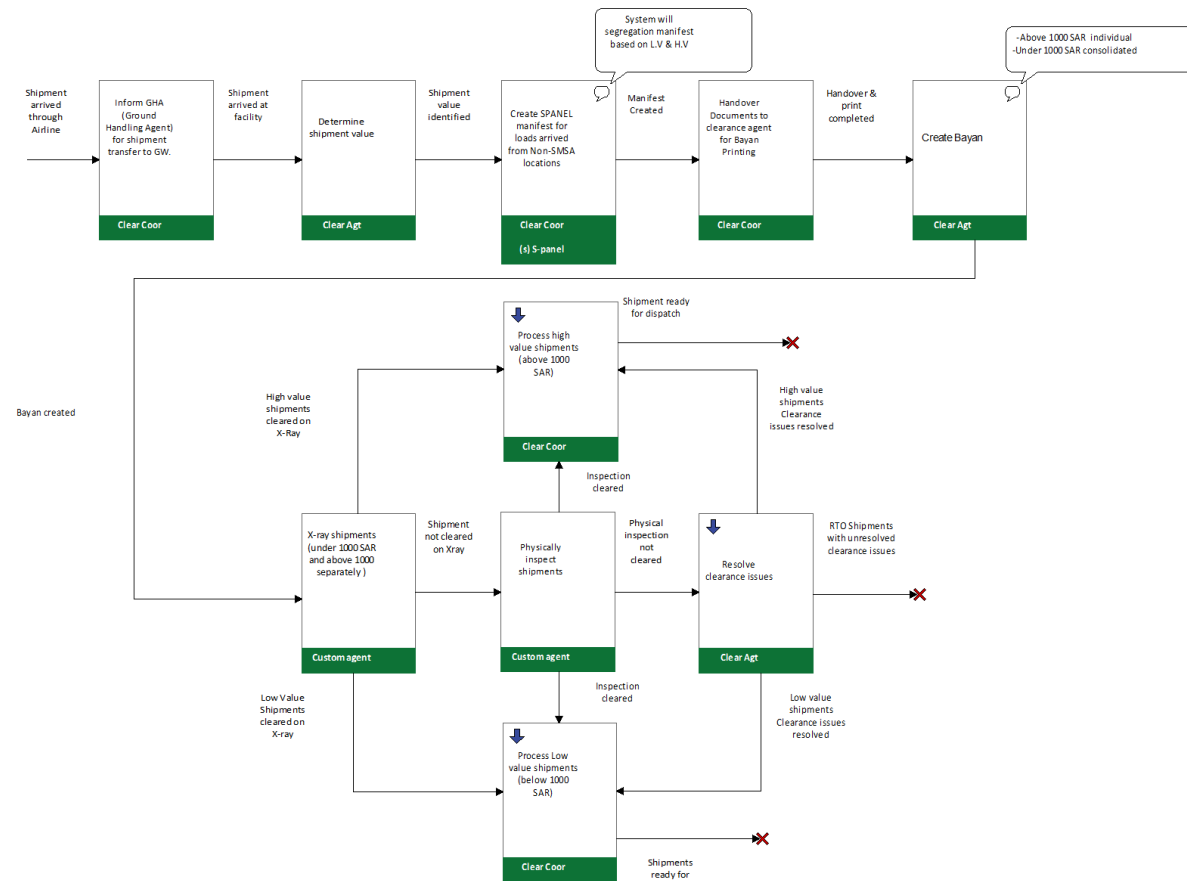Owner: Walid Abdalla Abdulhamid
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

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

Process Shipments for D2D Delivery

DEX shipment from previous day

Shipments for D2D delivery

Shipment received from SDC

Sort shipments by route

Sorter - LMX

Route-wise sort completed

Perform VAN scan

(s) CORE

Scan completed

Process Gate Pass

Courier

Courier ready for departure

Verify Gate Pass against courier app scan
LBT = Leave Building Time

Courier calls customer to confirm availability to receive the shpt

Supervisor signs Gate Pass

Check fresh shpts area & DEX area

Supvr - LMX

All areas cleared

Verify Gate Pass & perform LBT scan

Sec Officer (s) CORE

Shipment ready for loading

Load shipment to vehicle

Courier

Courier departed

Proceed to assigned route

Courier

Courier arrived at customer location

Deliver shipment

Courier

Delivery completed

Deliver Shipment

Courier to utilize app features to ease delivery — **Courier**

Courier to utilize te delivery pin option appearing on app — **Courier**

Courier to utilize the whatsapp option appearing on app — **Courier**

Courier to utilize the next delivery option appearing on app — **Courier**

Courier to utilize call option appearing on app — **Courier**

Check ID &/or mobile number

Customer identity confirmed

Contact customer & establish identity — **Courier**

Inform customer of charges to be paid — **Courier**

Customer agrees to pay

Collect payment from customer — **Courier**

Receipt voucher issued

Verify PIN — **Courier**

PIN Verify

Courier to verify PIN upon delivery else if no PIN, courier to enter recipient name & ID number on App. Otherwise, no delivery can be completed.

Handover shipment to customer — **Courier**

Customer accepts the shipment

Perform DEL scan — **Courier (s) CORE**

DEL = Delivery

Delivery completed

Shipment cannot be delivered

DEX = Delivery Exception
Step 1 - Apply DEX
Step 2 - Identify DEX
Step 3 - Confirm DEX
Step 4 - Submit DEX

Perform DEX scan — **Courier (s) CORE**

Courier back to station

Forward shipment back to station for next day delivery — **Courier**

DEX shipment for next day delivery

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

OMNI Project

Job created by customer → **Receive the request from SPANEL** (Disptacher)

Request Identified → **Assign job to courier** (Disptacher)

Request dispatched → **Receive the job for pickup & delivery** (Courier)

Proceed to SSC → **Hand over SIM** (Courier)

Handover completed → **Apply PUP scan** (Courier)

CRR arrives at customer location → **Verify PIN** (Courier)

PIN confirmed → **Scan & apply POD** (Courier)

POD completed → **Handover SIM Card to customer** (Courier)

SIM Card delivered ✕

Shpt not delivered → **Apply DEX** (Courier)

After 2nd DEX scan, forward shpt to nearest SSC

Scan completed → **Handover SIM Card to STN** (Courier)

Handover completed → **Print AWB & sort for 2nd day delivery** (Ops Agent)

2nd delivery attempt

FWRD to nearest SSC → **Link To: Process inbound HAL shipments**

Title:	OMNI Project	
Author:	Bashayr Al sharidi	
Date:	2/8/2023	
Volume:	0.00 Per Second	

Authorization:	Authorized
Date:	2/22/2023
Cost Per Second:	$,3.5,E-0317

Owner:	Walid Abdalla Abdulhamid
Diagram Version:	3
Review Date:	None
F.T.E.:	0.00

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

Ecom Sub Station Process

Submission
completed

LH track
arrives at STN

Connection

Ops Mngr - LMX

Shipments
OFD

Delivery

Ops Mngr - LMX

Shipts returned to STN

Shipts delivered

Reconcile completed

Link to:
FIN - Collections

Requst pick
up received

Reverse Pickup

Ops Mngr - LMX
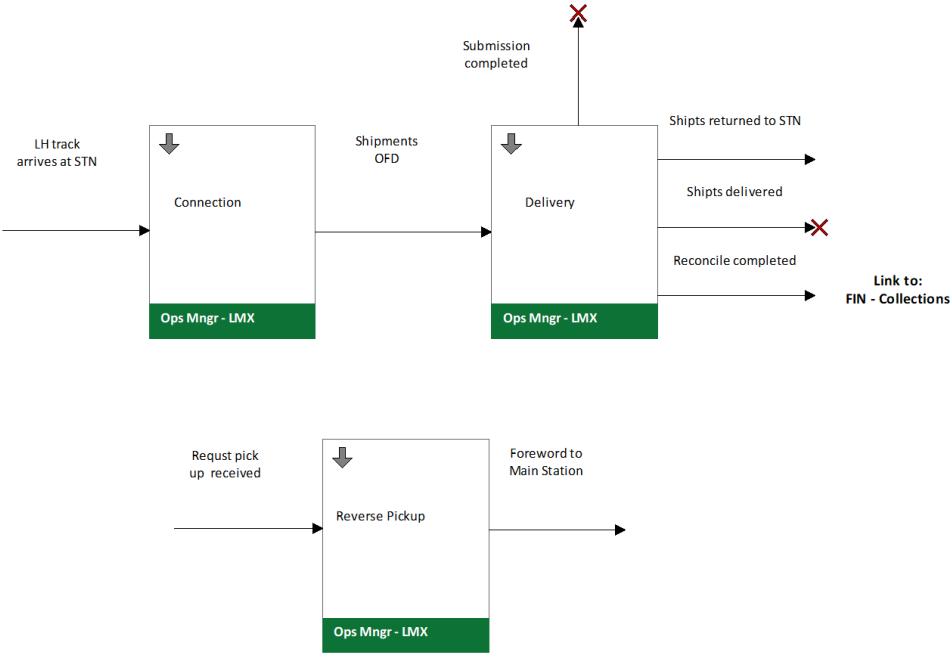
Foreword to
Main Station

Title: Ecom Sub Station Process
Author: Nouf Al Rammah
Date: 4/20/2025
Volume: 0.00 Per Second

Authorization: Authorized
Date: 6/12/2025
Cost Per Second: $,3.5,E-0317

Owner: Walid Abdalla Abdulhamid
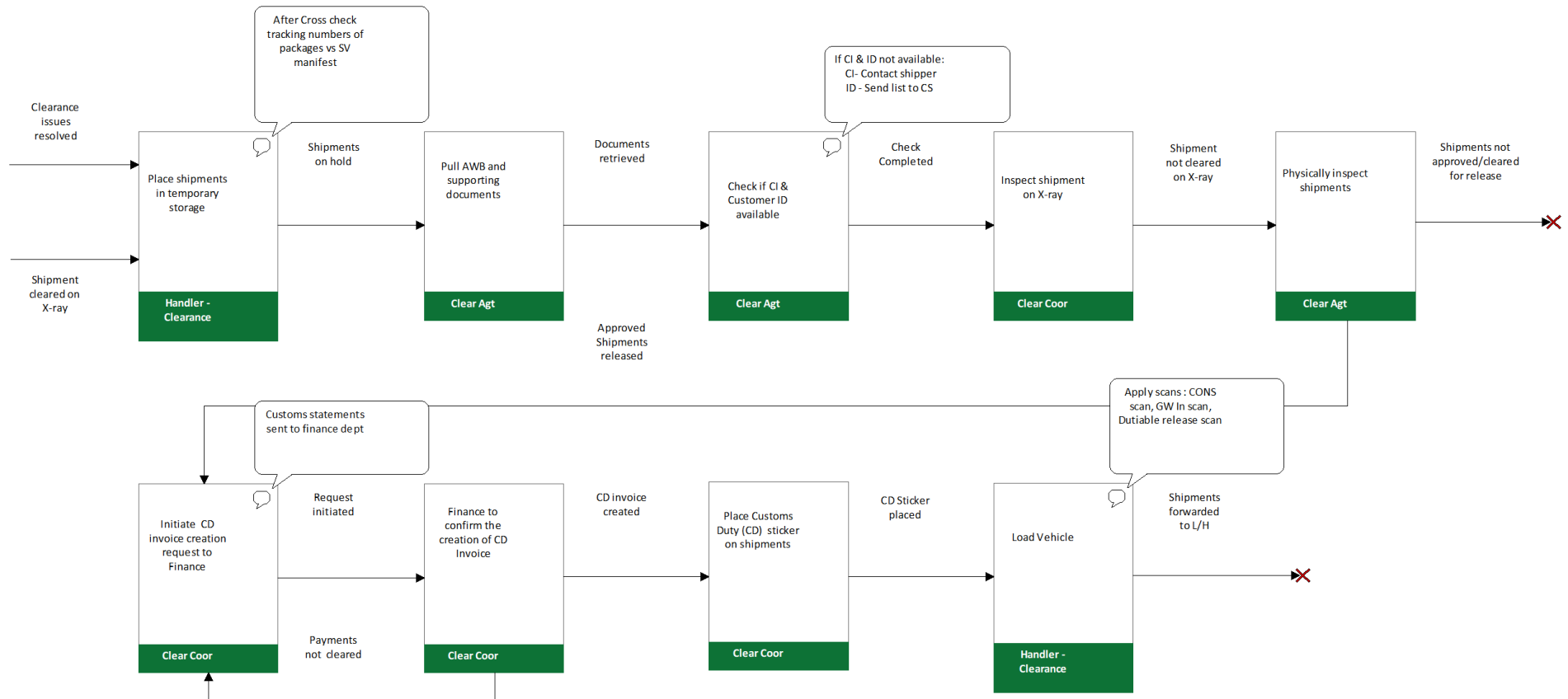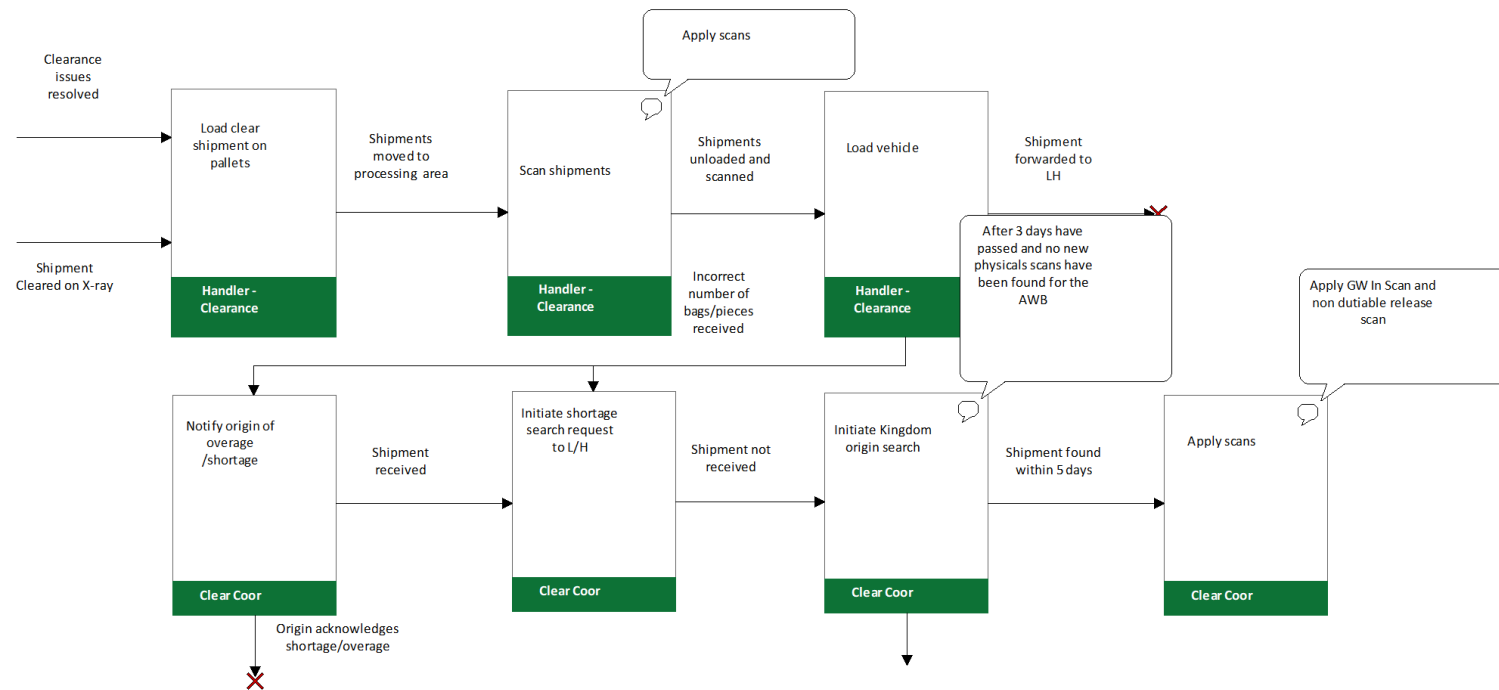Diagram Version: 2
Review Date: None
F.T.E.: 0.00

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

Ecom Sub Station Process - Connection

LH track arrives at STN

sorting shipments based on destination

Shipts sorted

Sort shipments

Sorter - LMX

TSS Scan to be applied on Cons & Rt# to be updated in manifest

Manifest & Cons Prepared

Prepare the manifest & Cons

STN Agent

Shipts rec'd in Sub station

Forward shipts to concern Sub station

STN Supvr

OFD: Out for delivery

Shipts sorted & handed over

Shipts to be sort & handed over to courier

Team Leader

Courier apply Van scan & prepare gate pass

Courier

Shipments OFD

Title: Ecom Sub Station Process - Connection
Author: Nouf Al Rammah   Authorization: Authorized
Date: 4/20/2025   Date: 6/12/2025
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Walid Abdalla Abdulhamid
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

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

Ecom Sub Station Process - Delivery

Title:	Ecom Sub Station Process - Delivery	Owner:	Walid Abdalla Abdulhamid
Author:	Nouf Al Rammah	Authorization: Authorized	Diagram Version: 2
Date:	4/20/2025	Date: 6/12/2025	Review Date: None
Volume:	0.00 Per Second	Cost Per Second: $,3.5,E-0317	F.T.E.: 0.00

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

Ecom Sub Station Process - Reverse Pickup

Request pick up received → Assign Courier for Pick up (STN Agent) → CRR arrives at cnee location → Issue with pick up (Courier)

No → Inspect shipment acceptability (Courier) [Refer to the attachment] — Shipment not accepted ✕ / Shipment accepted → Apply "PUP" Scan (s) CORE [PUP- Pickup] → Request pick up received → Print AWB & repack (STN Agent) [Reverse Pickup AWB] → Printed & repacked → Connect to Main Station (STN Agent) → Foreword to Main Station

Yes → Reverse Pickup (Courier) → Re-deliver → Assign Courier for Pick up

Title: Ecom Sub Station Process - Reverse Pickup
Author: Nouf Al Rammah   Authorization: Authorized
Date: 4/20/2025   Date: 6/12/2025
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317
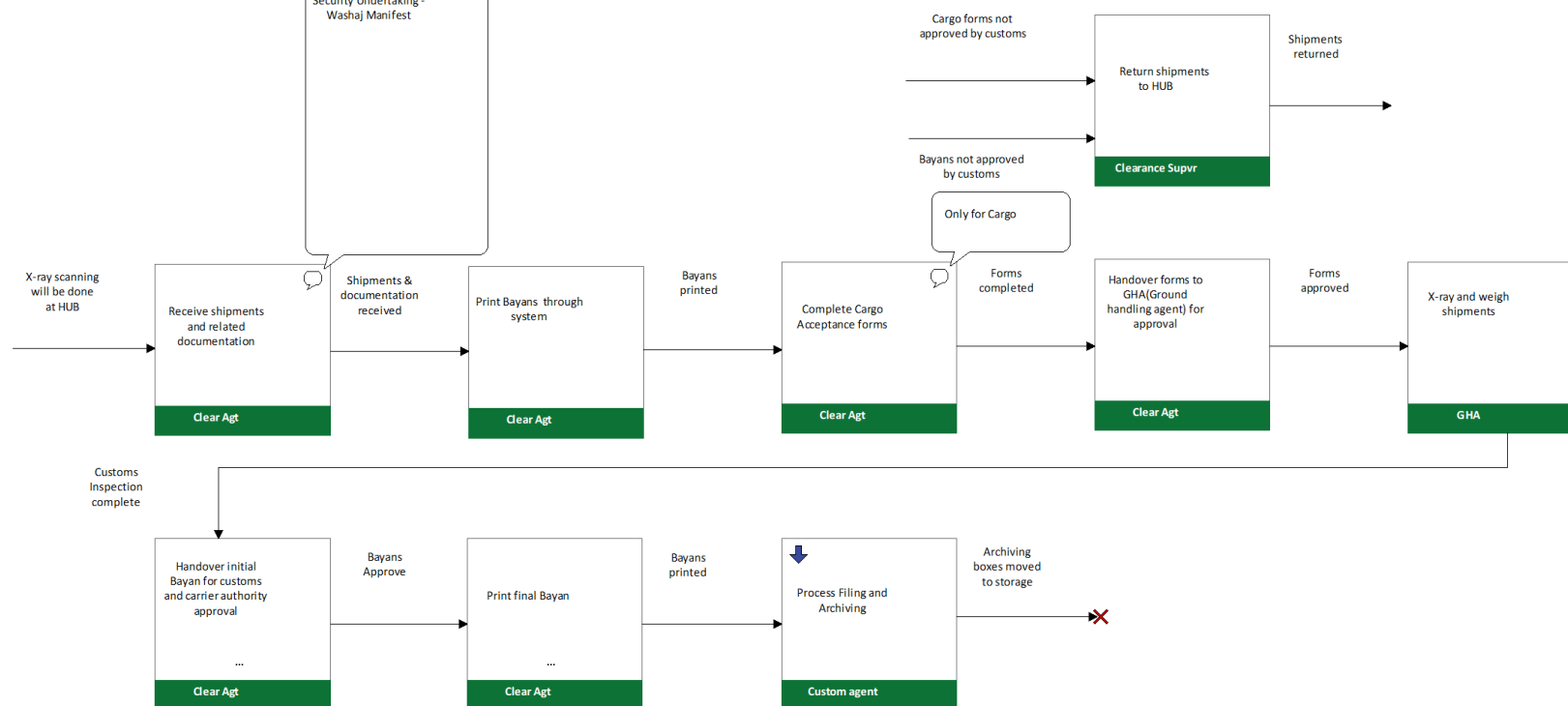
Owner: Walid Abdalla Abdulhamid
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

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

SMSA Express

Page is under construction

Title:
Author: Edwin Ramos   Authorization: Authorized   Owner: Walid Abdalla Abdulhamid   ○ Actions   ○ Feedback
Date: 10/18/2010   Date: 6/8/2017   Diagram Version: 3   ● Change Log   ○ Keywords
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317   Review Date: None   ○ Change Requests ● Read Only
                                                                        F.T.E.: 0.00

SMSA Express

Page is under construction

Title:	
Author: Edwin Ramos	Authorization: Authorized
Date: 10/18/2010	Date: 6/8/2017
Volume: 0.00 Per Second	Cost Per Second: $,3.5,E-0317

Owner: Walid Abdalla Abdulhamid
Diagram Version: 3
Review Date: None
F.T.E.: 0.00

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

SMSa Express

Page is under construction

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

Authorization: Authorized
Date: 6/8/2017
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

Gateway Process

Shipments arrived through Airline

Process Import

Clearance Coordinator

Shipment ready for dispatch

Courier/Cargo shipments and documentation arrive at GW facility from HUB

Process Export

Clearance Agent

Archiving boxes moved to storage

Shipments returned

Shipments with unresolved clearance issues

Process RTO

Clearance Coordinator

Shipment ready for dispatch

Title: Gateway Process
Author: Mohammed Ahmed Khan
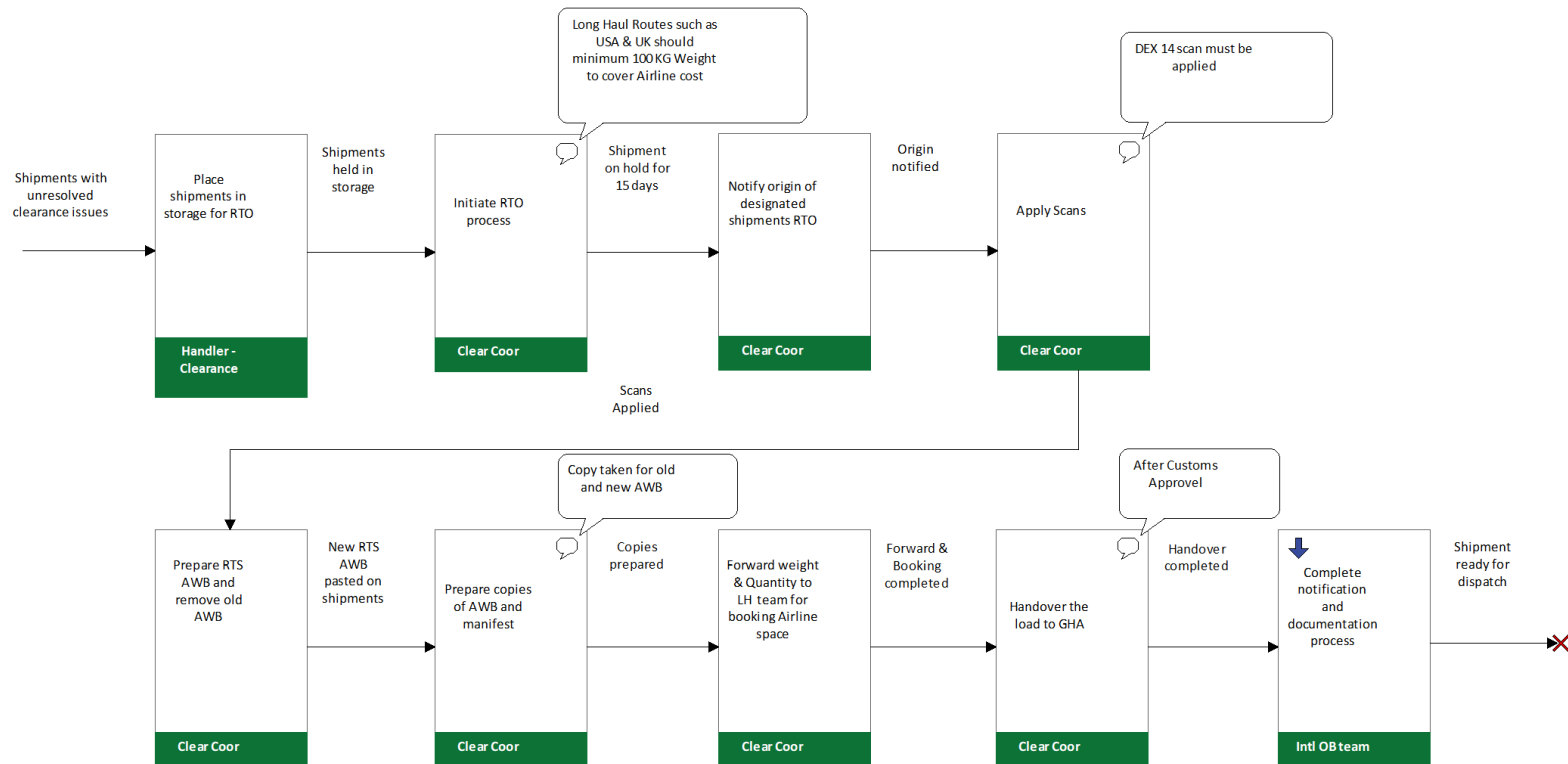Date: 12/15/2021
Volume: 0.00 Per Second

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

Owner: Walid Abdalla Abdulhamid
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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

SMSA

Inspection process

System will segregation manifest based on L.V & H.V

-Above 1000 SAR individual
-Under 1000 SAR consolidated

Shipment arrived through Airline

Inform GHA (Ground Handling Agent) for shipment transfer to GW.

Clear Coor

Shipment arrived at facility

Determine shipment value

Clear Agt

Shipment value identified

Create SPANEL manifest for loads arrived from Non-SMSA locations

Clear Coor

(s) S-panel

Manifest Created

Handover Documents to clearance agent for Bayan Printing

Clear Coor

Handover & print completed

Create Bayan

Clear Agt

Bayan created

High value shipments cleared on X-Ray

Process high value shipments (above 1000 SAR)

Clear Coor

Shipment ready for dispatch

High value shipments Clearance issues resolved

Inspection cleared

X-ray shipments (under 1000 SAR and above 1000 separately)

Custom agent

Shipment not cleared on Xray

Physically inspect shipments

Custom agent

Physical inspection not cleared

Resolve clearance issues

Clear Agt

RTO Shipments with unresolved clearance issues

Low Value Shipments cleared on X-ray

Inspection cleared

Process Low value shipments (below 1000 SAR)

Clear Coor

Low value shipments Clearance issues resolved

Shipments ready for dispatch

Title: Inspection process
Author: Mohammed Ahmed Khan
Date: 4/5/2020
Volume: 0.00 Per Second

Authorization: Authorized
Date: 7/15/2024
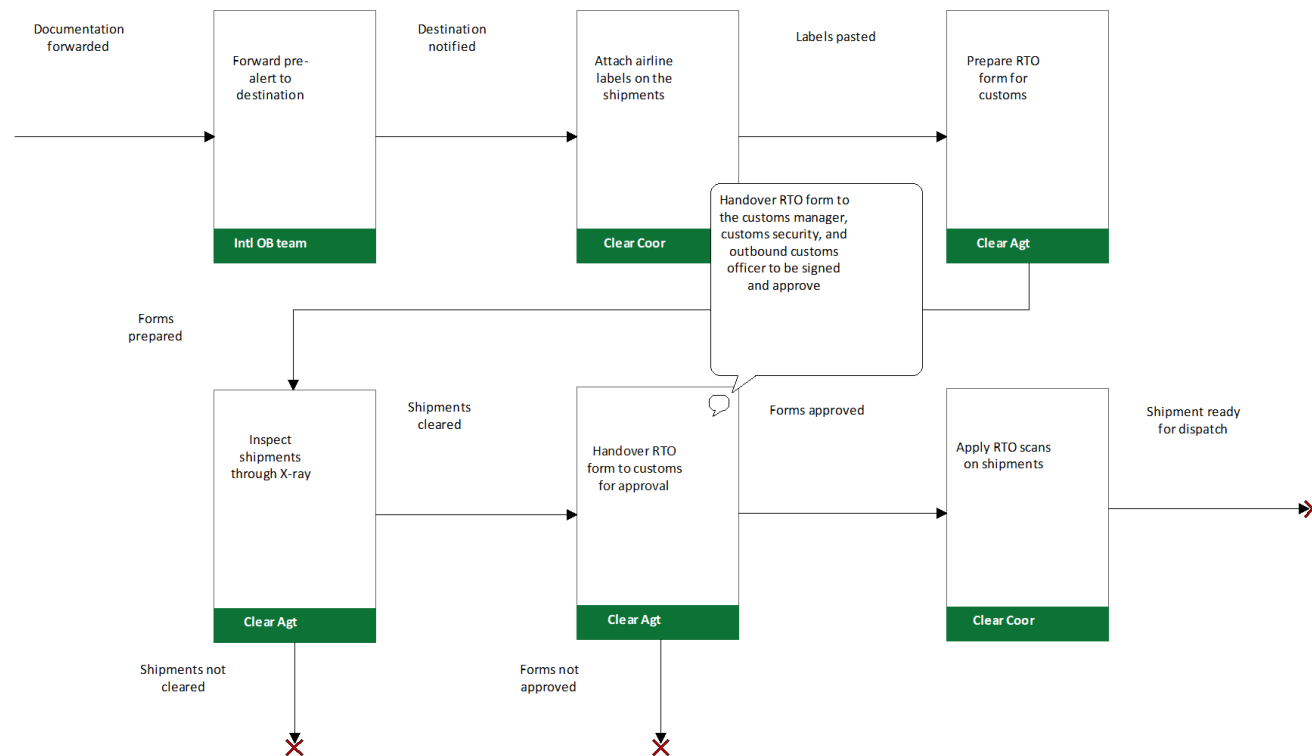Cost Per Second: $,3.5,E-0317

Owner: Walid Abdalla Abdulhamid
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

○ Actions
● Change Log
○ Change Requests

○ Feedback
○ Keywords
● Read Only

Resolved clearance issues

Initiate request for customs penalty letter
Clearance Agent

Customs letter received

Request consignee for penalty payment
...
Clearance Coordinator

Shipment inbounded/confiscated by customs

Shipments containing prohibited items

Determine reason for uncleared shipments
Clearance Agent
Clearance Coordinator

Shipments not cleared

Shipments with documentation issues

Request consignee for supporting documents
Clearance Coordinator

Consignee agreed on providing supporting documents

Consignee not agreed

Request consignee for supporting documents
Handler - Clearance

Documents not received

Shipments RTO

Link To: RTO Process

Documents must arrive within 7 days

Place shipments in temporary storage for hold
Handler - Clearance

Documents received

Determine value of shipments
Handler - Clearance

High value shipments identified (shipments above SAR 1000)

Link To: Packages that value less than 1000 SAR

Link To: (Import)High value shipments above 1000 SAR Process Level 2

Shipments cleared

Place shipments in temporary storage for hold
Handler - Clearance

Shipments not cleared

Link To: Resolved clearance issues

Title: Resolved clearance issues
Author: Mohammed Ahmed Khan
Date: 4/5/2020
Volume: 0.00 Per Second

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

Owner: Walid Abdalla Abdulhamid
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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

smsa

Place shipments in temporary storage for hold

High value
shipments identified
(shipments above
SAR 1000)

Prepare documentation and Bayan paperwork
Clearance Coordinator

Documentation prepared

Physically inspect shipments
Custom agent

Shipments cleared

Shipments not cleared
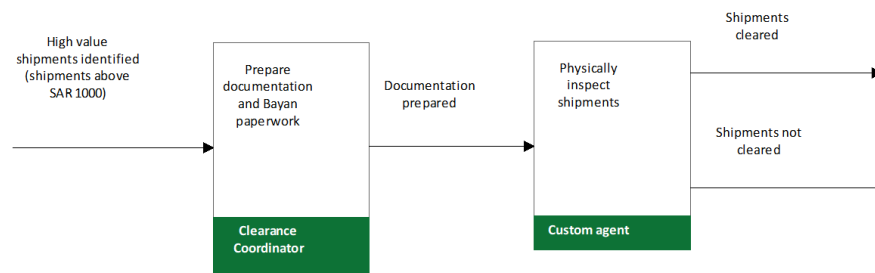
Title: Place shipments in temporary storage for hold
Author: Mohammed Ahmed Khan
Date: 4/5/2020
Volume: 0.00 Per Second

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

Owner: Walid Abdalla Abdulhamid
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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

(Import)High value shipments above 1000 SAR Process Level 2

Packages that value less than 1000 SAR

Title: Packages that value less than 1000 SAR
Author: Mohammed Ahmed Khan
Date: 3/4/2020
Volume: 0.00 Per Second

Authorization: Authorized
Date: 7/15/2024
Cost Per Second: $,3.5,E-0317

Owner: Walid Abdalla Abdulhamid
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

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

For Cargo shipments: The following documents are sent to the export clearance agent: - Master Airway Bill - Commercial Invoice - Cargo Manifest - Washaj Invoice - Security Undertaking - Washaj Manifest - Authorization -Two copies of the Declaration of Contents - Declaration of Dangerous Goods (if applicable) For Courier shipments: The following documents are sent to the export clearance agent: - Master Airway Bill - Commercial Invoice - Cargo Manifest - Washaj Invoice - Security Undertaking - Washaj Manifest

Export Declarations Filing & Archiving Level 5

Cargo forms not approved by customs

Return shipments to HUB

Shipments returned

Clearance Supvr

Bayans not approved by customs

Only for Cargo

X-ray scanning will be done at HUB

Receive shipments and related documentation

Clear Agt

Shipments & documentation received

Print Bayans through system

Clear Agt

Bayans printed

Complete Cargo Acceptance forms

Clear Agt

Forms completed

Handover forms to GHA(Ground handling agent) for approval

Clear Agt

Forms approved

X-ray and weigh shipments

GHA

Customs Inspection complete

Handover initial Bayan for customs and carrier authority approval

...

Clear Agt

Bayans Approve

Print final Bayan

...

Clear Agt

Bayans printed

Process Filing and Archiving

Custom agent

Archiving boxes moved to storage

Title: Export Declarations Filing & Archiving ♂ Level 5
Author: Mohammed Ahmed Khan
Date: 6/10/2020
Volume: 0.00 Per Second

Authorization: Authorized
Date: 7/15/2024
Cost Per Second: $,3.5,E-0317

Owner: Walid Abdalla Abdulhamid
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

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

Process Filing and Archiving

Each shipments documents must be scanned in a specifc order: Airway Bill, Invoice, Bayan, other permits as applicable

Uploads must be indexed using the scanning date and the Airway Bill number

Once a folder for a specific date is full it is placed in a SMSA archiving box

Every ten days (or whenever a box is filled)

Final Bayans printed

Documentation ready

| Scan documents in specific order | Documents scanned | Upload scans on Share point | Upload complete | Place documents in folders | Folders moved | Move archive boxes to SMSA warehouse storage ... | Archiving boxes moved to storage |

Clear Coor — Clear Coor — Clear Coor — Clear Coor

Title: Process Filing and Archiving
Author: Mohammed Ahmed Khan
Date: 6/11/2020
Volume: 0.00 Per Second

Authorization: Authorized
Date: 7/15/2024
Cost Per Second: $,3.5,E-0317

Owner: Walid Abdalla Abdulhamid
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

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

RTO Process

Long Haul Routes such as USA & UK should minimum 100 KG Weight to cover Airline cost

DEX 14 scan must be applied

Shipments with unresolved clearance issues

Place shipments in storage for RTO — **Handler - Clearance**

Shipments held in storage

Initiate RTO process — **Clear Coor**

Shipment on hold for 15 days

Notify origin of designated shipments RTO — **Clear Coor**

Origin notified

Apply Scans — **Clear Coor**

Scans Applied

Prepare RTS AWB and remove old AWB — **Clear Coor**

New RTS AWB pasted on shipments

Copy taken for old and new AWB

Prepare copies of AWB and manifest — **Clear Coor**

Copies prepared

Forward weight & Quantity to LH team for booking Airline space — **Clear Coor**

Forward & Booking completed

After Customs Approvel

Handover the load to GHA — **Clear Coor**

Handover completed

Complete notification and documentation process — **Intl OB team**

Shipment ready for dispatch

Title: RTO Process
Author: Mohammed Ahmed Khan
Date: 3/3/2020
Volume: 0.00 Per Second

Authorization: Authorized
Date: 7/15/2024
Cost Per Second: $,3.5,E-0317

Owner: Walid Abdalla Abdulhamid
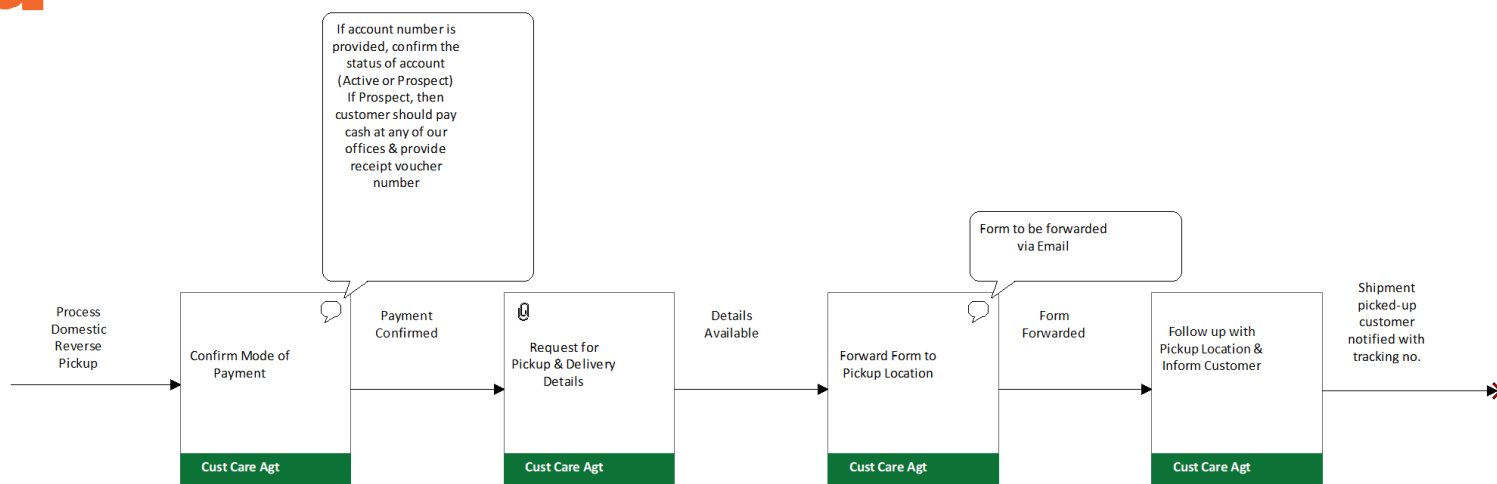Diagram Version: 2
Review Date: None
F.T.E.: 0.00

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

Complete notification and documentation process

KSA - Customer Services Department

Contact Center

Customer Care

Title: KSA - Customer Services Department   Owner: Gandi S. Ibrahim   ○ Actions   ○ Feedback
Author: Edwin Ramos   Authorization: Authorized   Diagram Version: 3   ● Change Log   ○ Keywords
Date: 5/17/2017   Date: 5/28/2018   Review Date: None   ○ Change Requests ● Read Only
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317   F.T.E.: 0.00

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

smsa

Action the Call

Attach: Booking Policy

Request for Booking

Pickup Booking completed

Ctc Ctr Agt

Attach: Tracking Policy

Request for Tracking

Tracking Completed, Information provided to the customer

Ctc Ctr Agt

Call answered

Determine Call Type

Ctc Ctr Agt

Call Type Determined

Request for Tracing

Ctc Ctr Agt

Nature of issue informed to

Attach: Tracing Policy

Call Forwarded to Back Line Agent

Trace Opened, Customer notified

Ctc Ctr Agt

Example for General Queries: Rates, Supply Request, Commitmments, International Paperwork etc

General Queries

Information Provided to the Customer

Ctc Ctr Agt

Title: Action the Call
Author: Edwin Ramos
Date: 8/21/2010
Volume: 0.00 Per Second

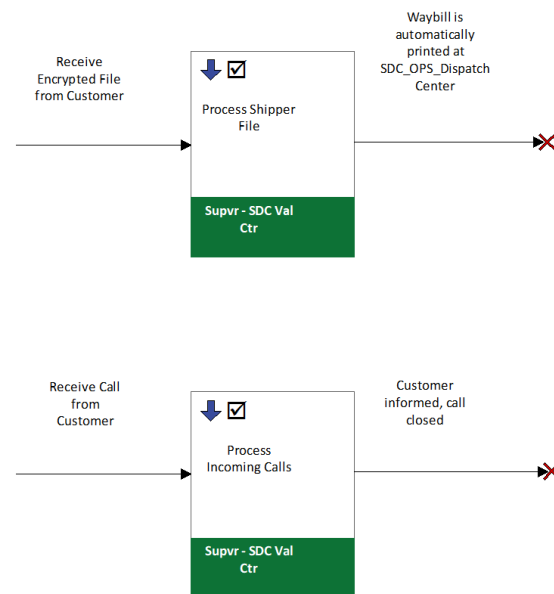Authorization: Authorized
Date: 6/3/2024
Cost Per Second: $,3.5,E-0317

Owner: Gandi S. Ibrahim
Diagram Version: 8
Review Date: None
F.T.E.: 0.00

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

Perform Customer Follow ups

Complaint Received from Customer

→ **Process Customer Complaint & Claims**

Complaint Closed as per Company Policy ✕

Cust Exp Mngr

Email Received from Destination

→ **Process DEX 03 Outbound**

File Closed ✕

Cust Exp Mngr

Request Received from Customer

→ **Process Reverse Pickup**

Shipt picked-up customer notified with Tracking No. ✕

Cust Exp Mngr
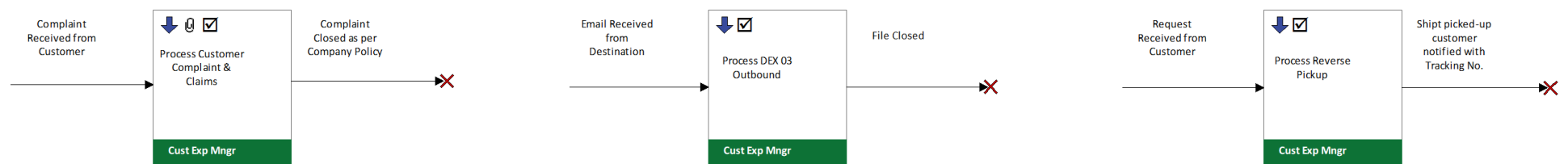
Title: Perform Customer Follow ups
Author: Edwin Ramos
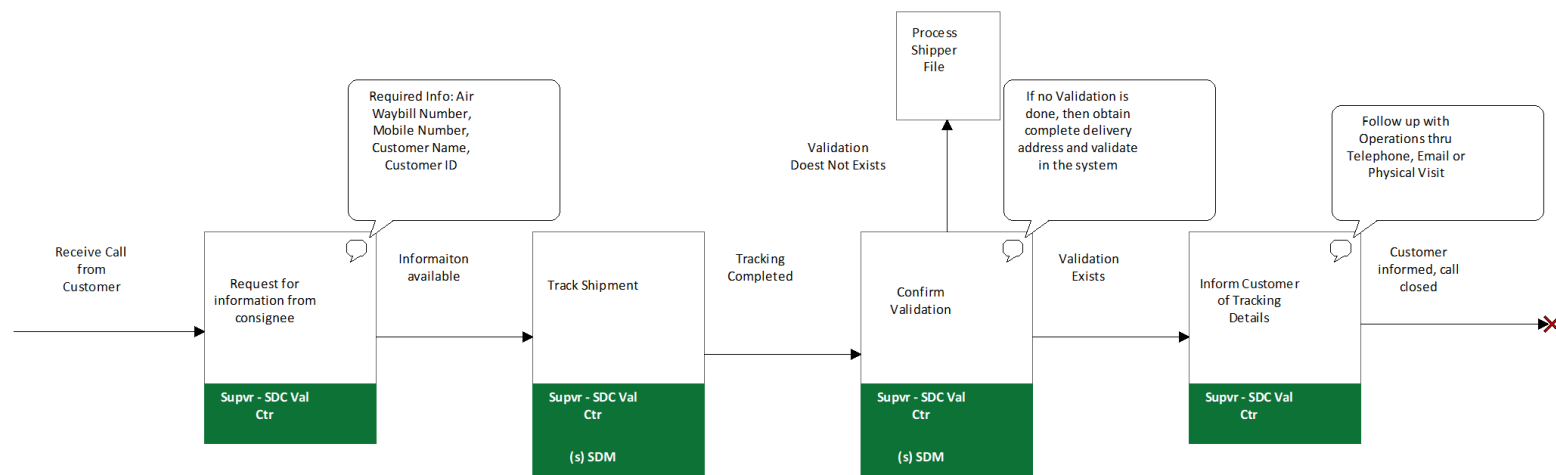Date: 8/21/2010
Volume: 0.00 Per Second

Authorization: Authorized
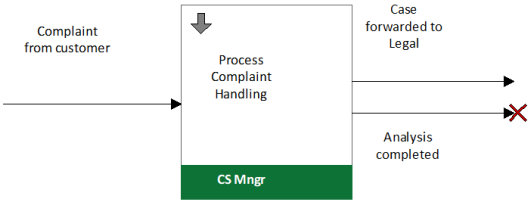Date: 2/26/2023
Cost Per Second: $,3.5,E-0317

Owner: Gandi S. Ibrahim
Diagram Version: 8
Review Date: None
F.T.E.: 0.00

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

Process Customer Complaint & Claims

Complaint Received from Customer

All major complaints should be logged and reference number issued

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

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

Log Complaint — **Cust Care Agt**

Complained Resgistered

Acknowledge Complaint to Customer — **Cust Care Agt**

International Complaint

Open Trace — **Trace Officer**

Trace Created

Attach: Customer Complaint & Claim Policy

Follow up on Trace — **Cust Care Agt**

Complaint Closed as per Company Policy

Domestic Complaint

Send Email to Appropriate Dept. for Investigation — **Cust Care Supvr**

Title:	Process Customer Complaint & Claims	
Author:	Edwin Ramos	Authorization: Authorized
Date:	8/21/2010	Date: 2/26/2023
Volume:	0.00 Per Second	Cost Per Second: $,3.5,E-0317

Owner: Gandi S. Ibrahim
Diagram Version: 7
Review Date: None
F.T.E.: 0.00

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

Process Reverse Pickup

International
RPI

↓

Process
International
Reverse Pickup

Cust Sup Supvr

Request
Received from
Customer

Determine
Reverse Pickup
Type

Cust Sup Agt

Shipment picked-up
customer notified
with tracking No.

✖

↓

Process Domestic
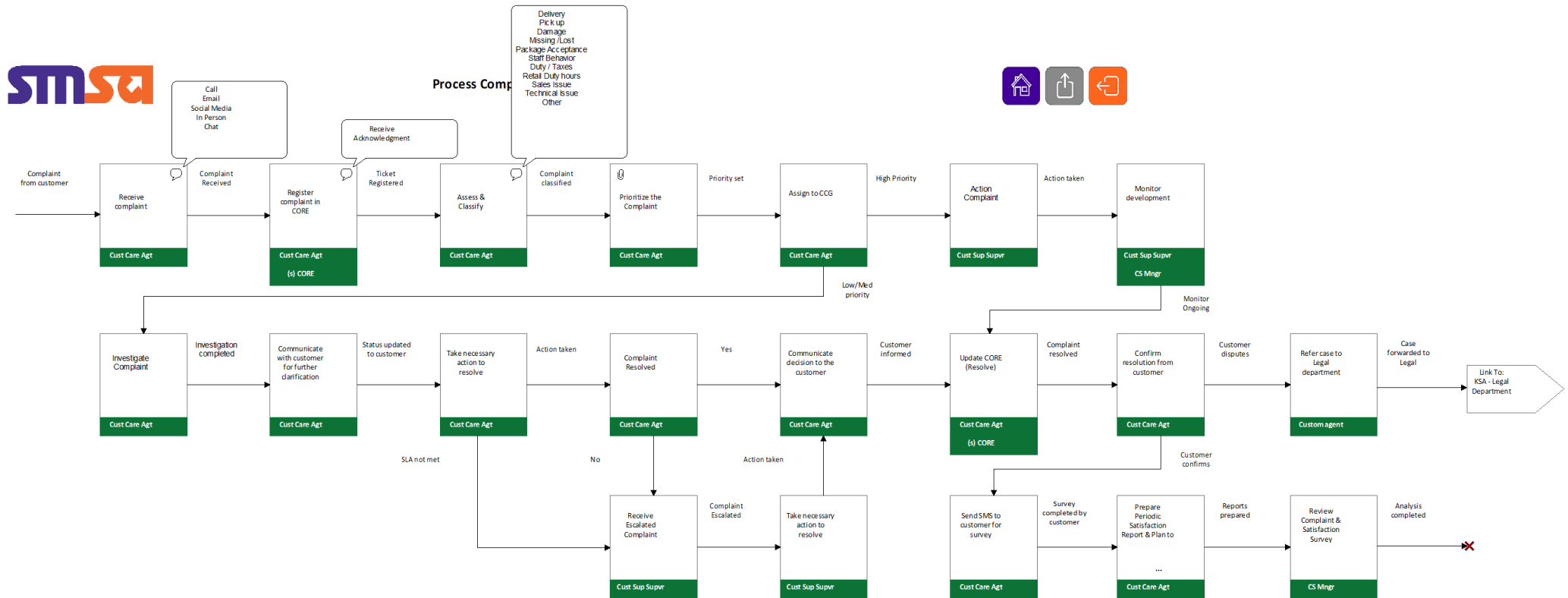Reverse Pickup

Cust Sup Supvr

Domestic RPD
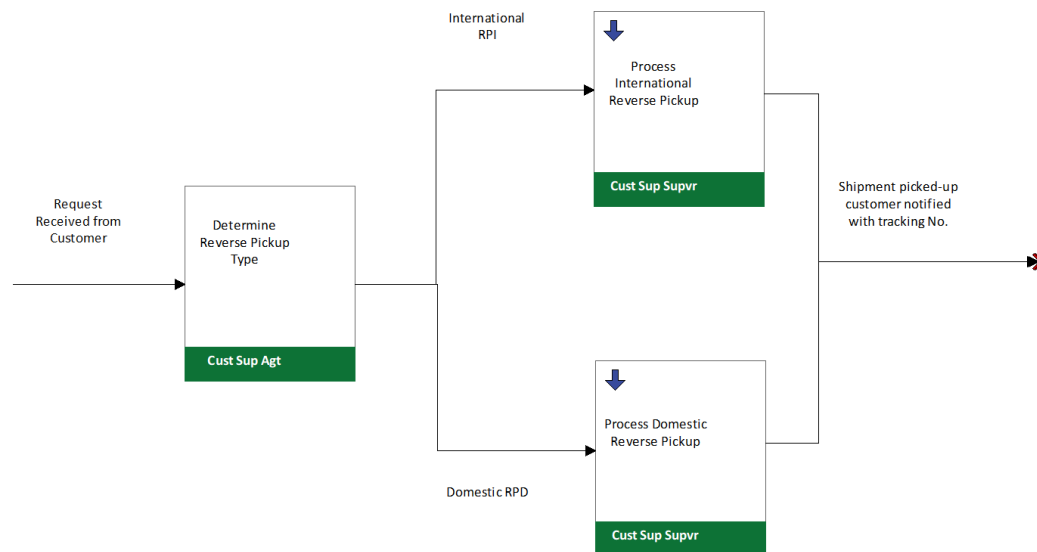
Title: Process Reverse Pickup
Author: Edwin Ramos
Date: 8/21/2010
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/26/2023
Cost Per Second: $,3.5,E-0317

Owner: Gandi S. Ibrahim
Diagram Version: 6
Review Date: None
F.T.E.: 0.00

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

Process International Reverse Pickup
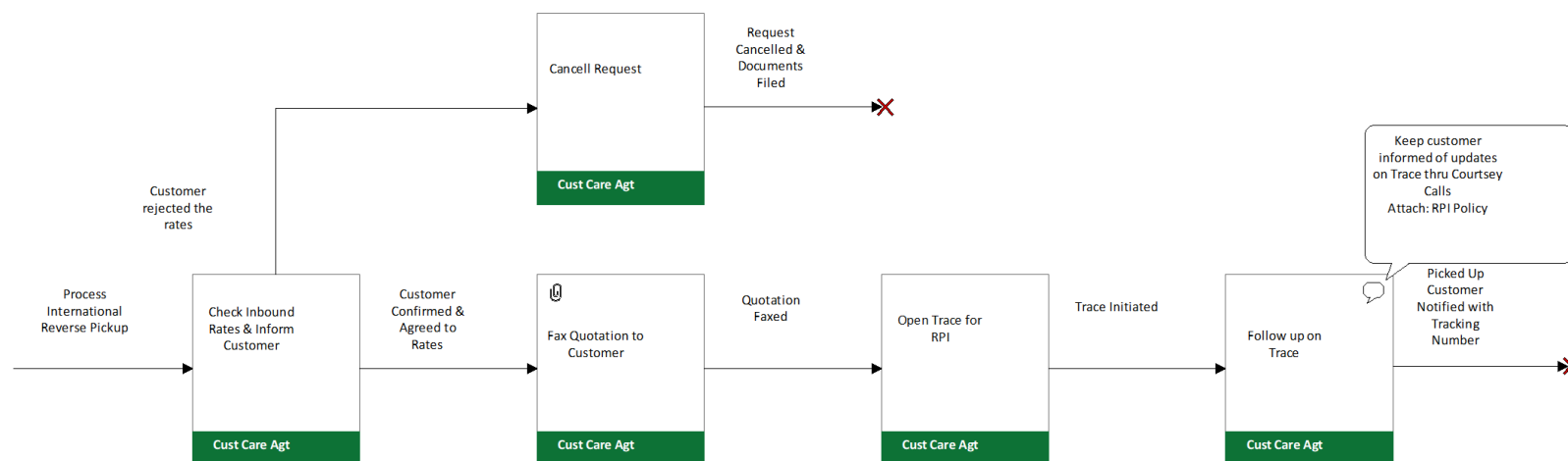
Title: Process International Reverse Pickup
Author: Edwin Ramos
Date: 8/21/2010
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/26/2023
Cost Per Second: $,3.5,E-0317

Owner: Gandi S. Ibrahim
Diagram Version: 6
Review Date: None
F.T.E.: 0.00

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

Process Domestic Reverse Pickup

Process Domestic Reverse Pickup diagram:

If account number is provided, confirm the status of account (Active or Prospect) If Prospect, then customer should pay cash at any of our offices & provide receipt voucher number

Form to be forwarded via Email

Process Domestic Reverse Pickup → Confirm Mode of Payment (Cust Care Agt) → Payment Confirmed → Request for Pickup & Delivery Details (Cust Care Agt) → Details Available → Forward Form to Pickup Location (Cust Care Agt) → Form Forwarded → Follow up with Pickup Location & Inform Customer (Cust Care Agt) → Shipment picked-up customer notified with tracking no.

Title: Process Domestic Reverse Pickup
Author: Edwin Ramos
Date: 8/21/2010
Volume: 0.00 Per Second

Authorization: Authorized
Date: 4/7/2024
Cost Per Second: $,3.5,E-0317

Owner: Gandi S. Ibrahim
Diagram Version: 7
Review Date: None
F.T.E.: 0.00

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

Process DEX 03 Outbound

1. If customer unable to be contacted, then look for alternate contact process eg: EMIS, RSC, Courier etc
2. Inform Customer of the Deadline (5 business days Return Policy) for Return to Him if address not provided
3. Daily Follow up with Customer until delivery address obtained

Regular and timely updates to be provided to destiantion

Email received from destination

Call customer to obtain delivery address

Cust Care Agt

Delivery address obtained

Inform destination

Cust Care Agt

File closed

Title: Process DEX 03 Outbound
Author: Edwin Ramos
Date: 8/21/2010
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/26/2023
Cost Per Second: $,3.5,E-0317

Owner: Gandi S. Ibrahim
Diagram Version: 6
Review Date: None
F.T.E.: 0.00

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

Special Delivery Channel Management

Receive
Encrypted File
from Customer

Process Shipper
File

Waybill is
automatically
printed at
SDC_OPS_Dispatch
Center

Supvr - SDC Val
Ctr

Receive Call
from
Customer

Process
Incoming Calls

Customer
informed, call
closed

Supvr - SDC Val
Ctr

Title: Special Delivery Channel Management
Author: Edwin Ramos
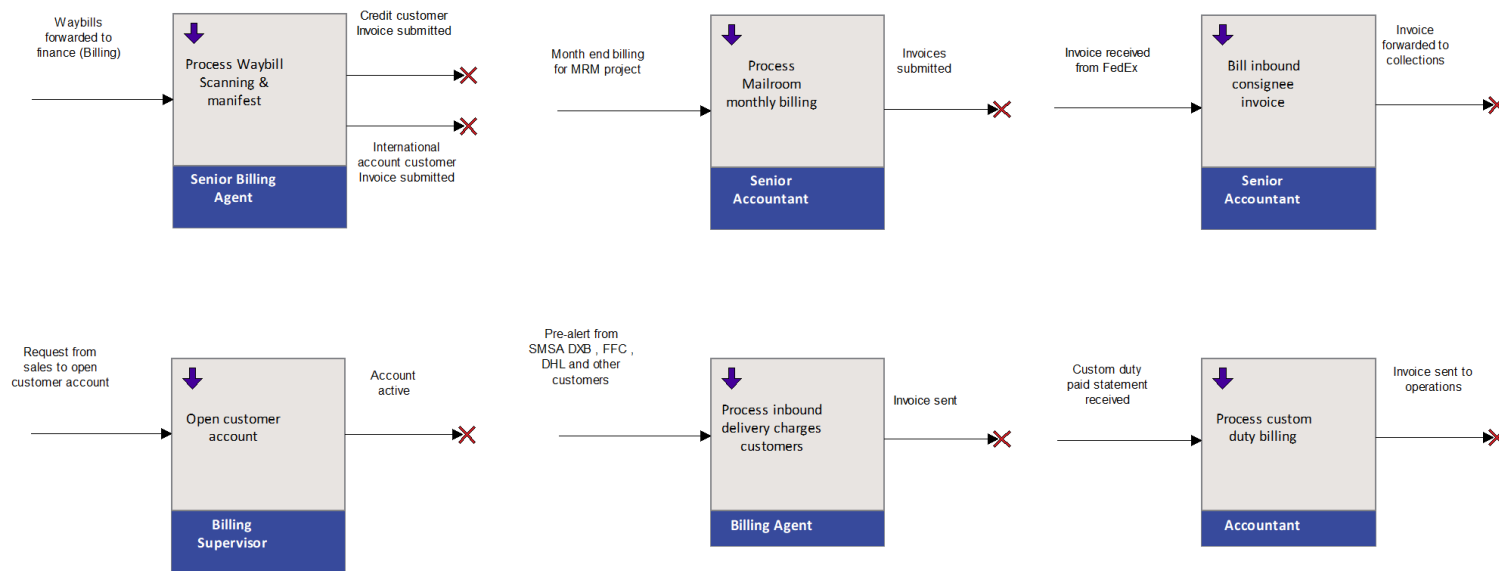Date: 8/21/2010
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/26/2023
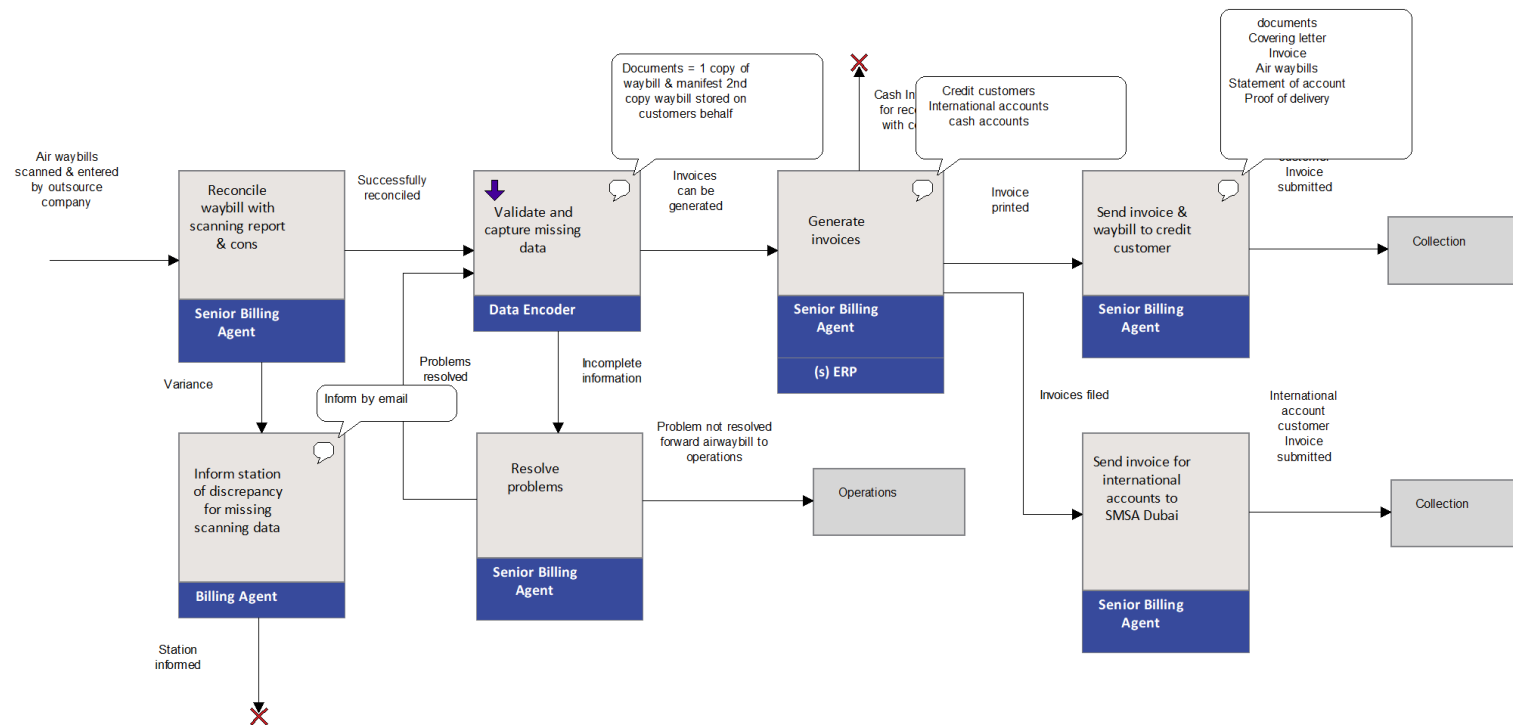Cost Per Second: $,3.5,E-0317

Owner: Gandi S. Ibrahim
Diagram Version: 6
Review Date: None
F.T.E.: 0.00

○ Actions
● Change Log
○ Change Requests

○ Feedback
● Keywords
● Read Only

Process Shipper File

Assign Workloads to
Agents thru Special
Delivery Management
System

All agents should open the calls
with a formal greeting as
specified by management and
ensure their respective names
are pronounced correctly

Verification of details
to be done as
provided by shipper

Receive
Encrypted File
from Shipper

Add Prefix Serial

Automated SMS message is sent
to the consignee thru SDM
If Mobile is switched off or no
response, SMS is sent to
conginee as well
If the customer cannot be
reached on landline or mobile
the call is logged with date and
time, reason updated and next
call scheduled

Workload
distributed

Call Consignee to
Validate
Addresses

Address
Validated

Verify Consignee
Details

Supvr - SDC Val Ctr

(s) SDM

Supvr - SDC Val Ctr

(s) SDM

Supvr - SDC Val Ctr

Customer is informed
his/her national ID
card will be requested
at time of delivery

Verification completed

Obtain detailed
delivery address

Address
Available

Provide Delivery
Commitment to
Cosnginee

Consignee
infomred on
delivery time
& date

Save call

Waybill is automatically
printed at
SDC_OPS_Dispatch
Center

Supvr - SDC Val Ctr

(s) SDM

Supvr - SDC Val Ctr

Supvr - SDC Val Ctr

(s) SDM

Title: Process Shipper File
Author: Edwin Ramos
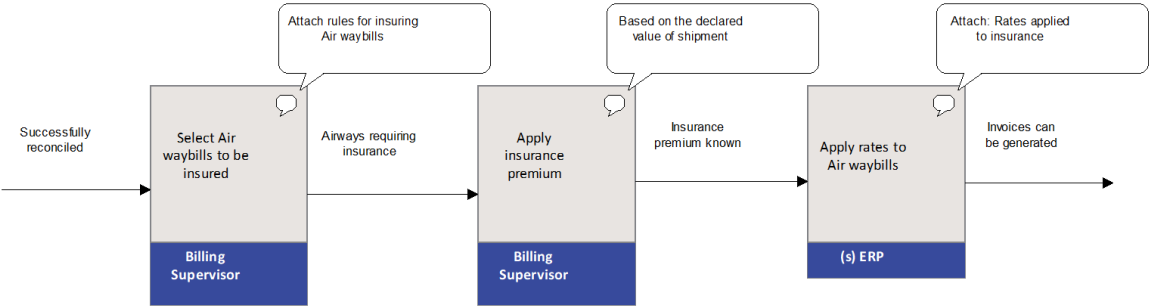Date: 8/21/2010
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/26/2023
Cost Per Second: $,3.5,E-0317

Owner: Gandi S. Ibrahim
Diagram Version: 6
Review Date: None
F.T.E.: 0.00

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

Process Incoming Calls

CSD - Customer Care

Complaint
from customer

Process
Complaint
Handling

CS Mngr

Case
forwarded to
Legal

Analysis
completed

Title: CSD - Customer Care
Author: Edwin Ramos
Date: 5/23/2017
Volume: 0.00 Per Second

Authorization: Authorized
Date: 1/10/2024
Cost Per Second: $,3.5,E-0317

Owner: Gandi S. Ibrahim
Diagram Version: 5
Review Date: None
F.T.E.: 0.00

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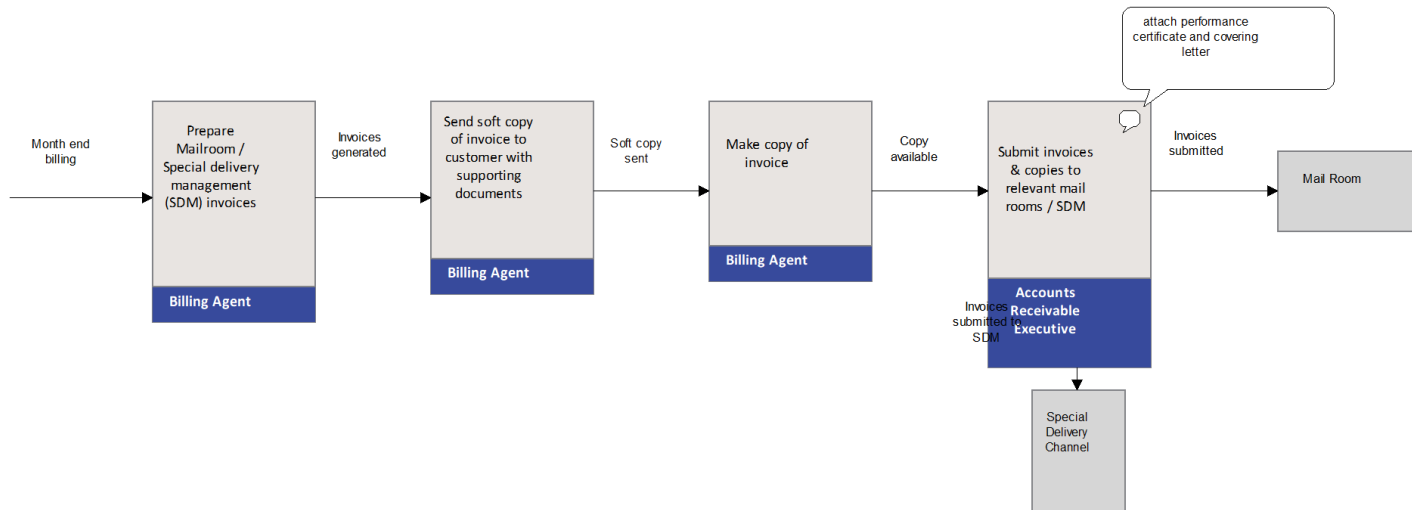○ Change Requests ● Read Only

SMSA

Call
Email
Social Media
In Person
Chat

Receive
Acknowledgment

Delivery
Pick up
Damage
Missing /Lost
Package Acceptance
Staff Behavior
Duty / Taxes
Retail Duty hours
Sales Issue
Technical Issue
Other

Process Comp...

Flow step	Label	Role
Complaint from customer → Receive complaint	Complaint Received	Cust Care Agt
Register complaint in CORE	Ticket Registered	Cust Care Agt (s) CORE
Assess & Classify	Complaint classified	Cust Care Agt
Prioritize the Complaint	Priority set	Cust Care Agt
Assign to CCG	High Priority	Cust Care Agt
Action Complaint	Action taken	Cust Sup Supvr
Monitor development		Cust Sup Supvr / CS Mngr

Low/Med priority

Monitor Ongoing

Investigate Complaint	Investigation completed	Cust Care Agt
Communicate with customer for further clarification	Status updated to customer	Cust Care Agt
Take necessary action to resolve	Action taken	Cust Care Agt
Complaint Resolved	Yes	Cust Care Agt
Communicate decision to the customer	Customer informed	Cust Care Agt
Update CORE (Resolve)	Complaint resolved	Cust Care Agt (s) CORE
Confirm resolution from customer	Customer disputes	Cust Care Agt
Refer case to Legal department	Case forwarded to Legal	Custom agent

Link To: KSA - Legal Department

SLA not met — No — Action taken

Customer confirms

Receive Escalated Complaint	Complaint Escalated	Cust Sup Supvr
Take necessary action to resolve		Cust Sup Supvr
Send SMS to customer for survey	Survey completed by customer	Cust Care Agt
Prepare Periodic Satisfaction Report & Plan to ...	Reports prepared	Cust Care Agt
Review Complaint & Satisfaction Survey	Analysis completed	CS Mngr

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

KSA - Finance Department

Billing	Credit & Collections	Purchasing	Inventory

Title: KSA - Finance Department
Author: Edwin Ramos
Date: 5/17/2017
Volume: 0.00 Per Second

Authorization: Authorized
Date: 3/14/2022
Cost Per Second: $,3.5,E-0317

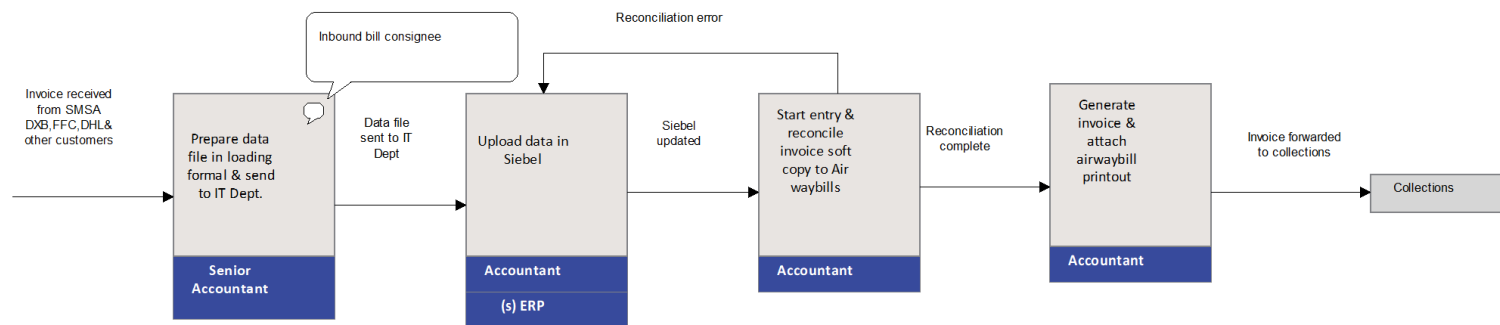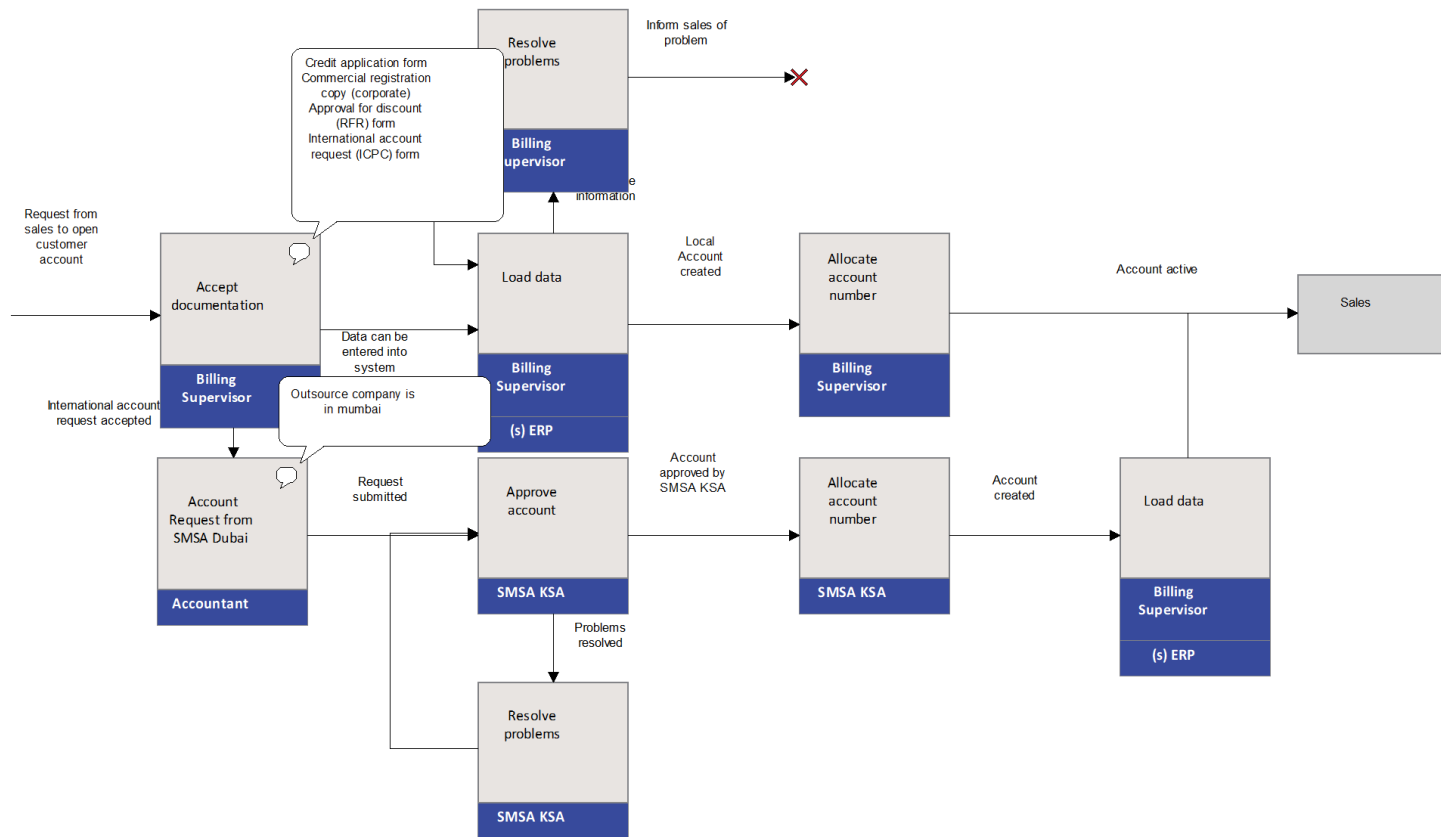Owner: Mohammed Burhan
Diagram Version: 5
Review Date: None
F.T.E.: 0.00

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

FIN - Billing

Receive billing
invoice

Billing

Invoice ready
for collection

Billing Supervisor
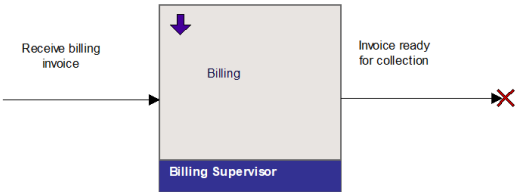
Title: FIN - Billing
Author: Edwin Ramos
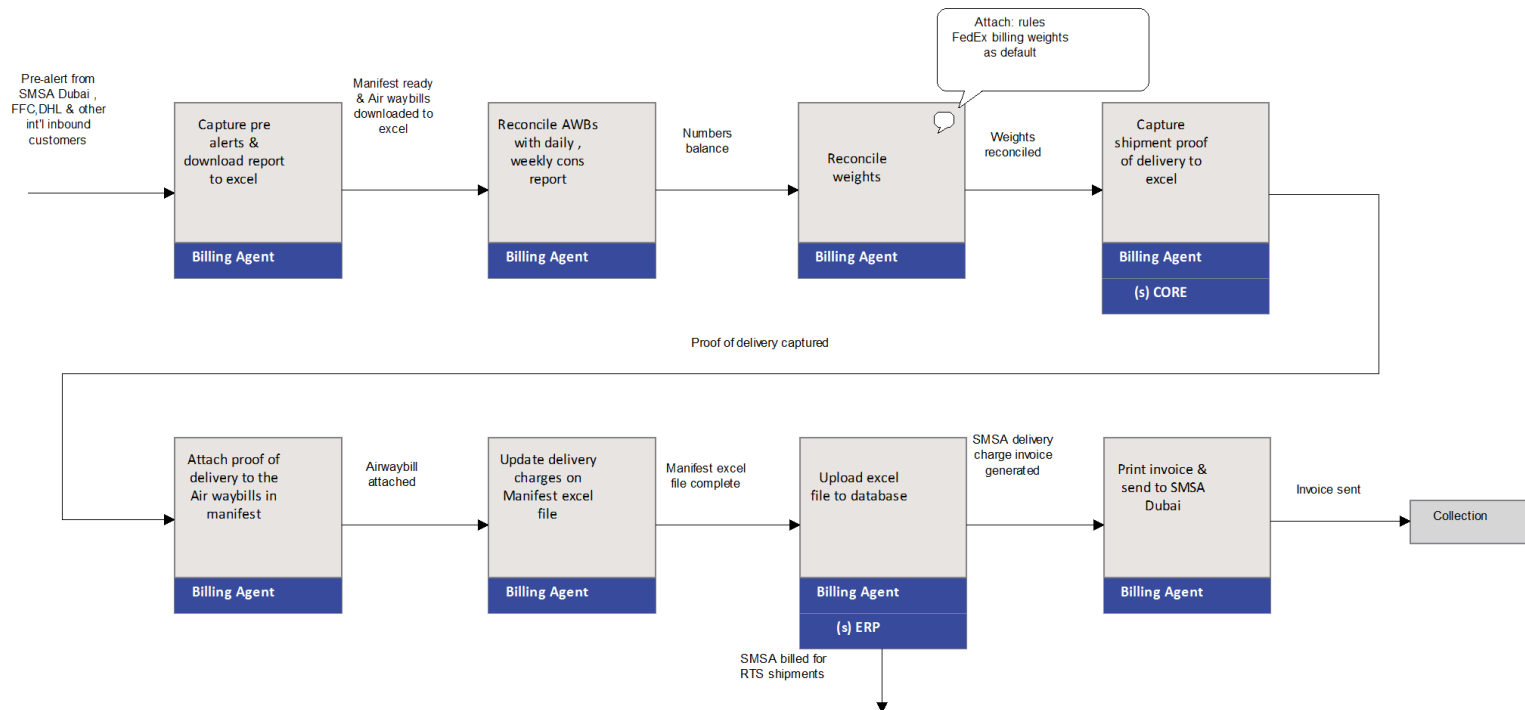Date: 5/23/2017
Volume: 0.00 Per Second

Authorization: Authorized
Date: 5/28/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohammed Burhan
Diagram Version: 5
Review Date: None
F.T.E.: 0.00

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

Billing

Waybills forwarded to finance (Billing)

Process Waybill Scanning & manifest

Senior Billing Agent

Credit customer Invoice submitted

International account customer Invoice submitted

Month end billing for MRM project

Process Mailroom monthly billing

Senior Accountant

Invoices submitted

Invoice received from FedEx

Bill inbound consignee invoice

Senior Accountant

Invoice forwarded to collections

Request from sales to open customer account

Open customer account

Billing Supervisor

Account active

Pre-alert from SMSA DXB , FFC , DHL and other customers

Process inbound delivery charges customers

Billing Agent

Invoice sent

Custom duty paid statement received

Process custom duty billing

Accountant

Invoice sent to operations

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

Authorization: Authorized
Date: 5/28/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohammed Burhan
Diagram Version: 5
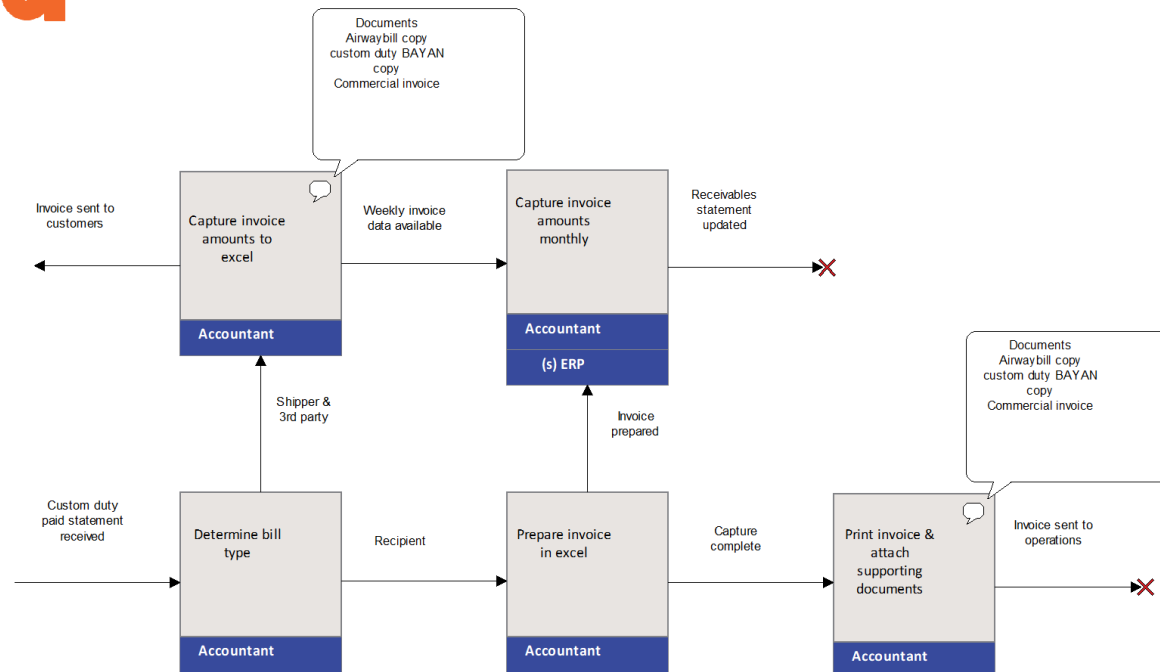Review Date: None
F.T.E.: 0.00

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

Process Waybill & Manifest

Air waybills scanned & entered by outsource company

Reconcile waybill with scanning report & cons
Senior Billing Agent

Successfully reconciled

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

Validate and capture missing data
Data Encoder

Invoices can be generated

Credit customers International accounts cash accounts

Cash In for rec with c

Generate invoices
Senior Billing Agent
(s) ERP

Invoice printed

documents
Covering letter
Invoice
Air waybills
Statement of account
Proof of delivery

Customer Invoice submitted

Send invoice & waybill to credit customer
Senior Billing Agent

Collection

Variance

Problems resolved

Inform by email

Inform station of discrepancy for missing scanning data
Billing Agent

Incomplete information

Resolve problems
Senior Billing Agent

Problem not resolved forward airwaybill to operations

Operations

Station informed

Invoices filed

International account customer Invoice submitted

Send invoice for international accounts to SMSA Dubai
Senior Billing Agent

Collection

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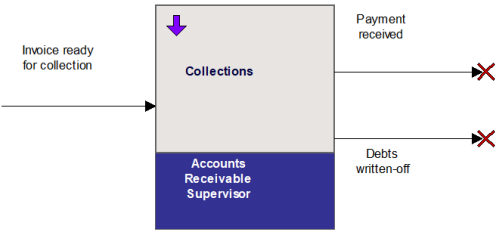Author: Edwin Ramos
Date: 5/26/2010
Volume: 0.00 Per Second

Authorization: Authorized
Date: 5/28/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohammed Burhan
Diagram Version: 5
Review Date: None
F.T.E.: 0.00

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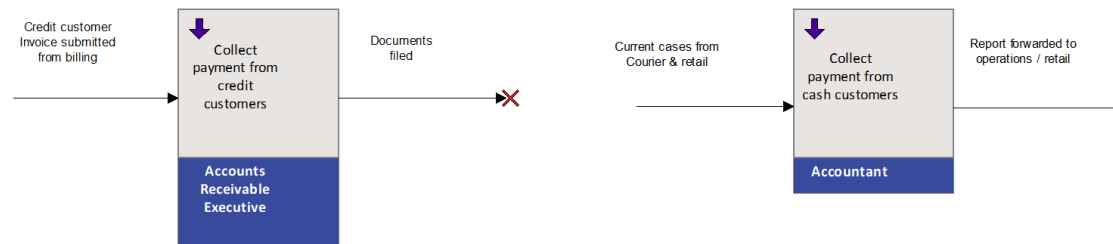○ Change Requests ● Read Only

Capture Data & File Documents

Attach rules for insuring
Air waybills

Based on the declared
value of shipment

Attach: Rates applied
to insurance

Successfully
reconciled

Select Air
waybills to be
insured

Billing
Supervisor

Airways requiring
insurance

Apply
insurance
premium

Billing
Supervisor

Insurance
premium known

Apply rates to
Air waybills

(s) ERP

Invoices can
be generated

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

Authorization: Authorized
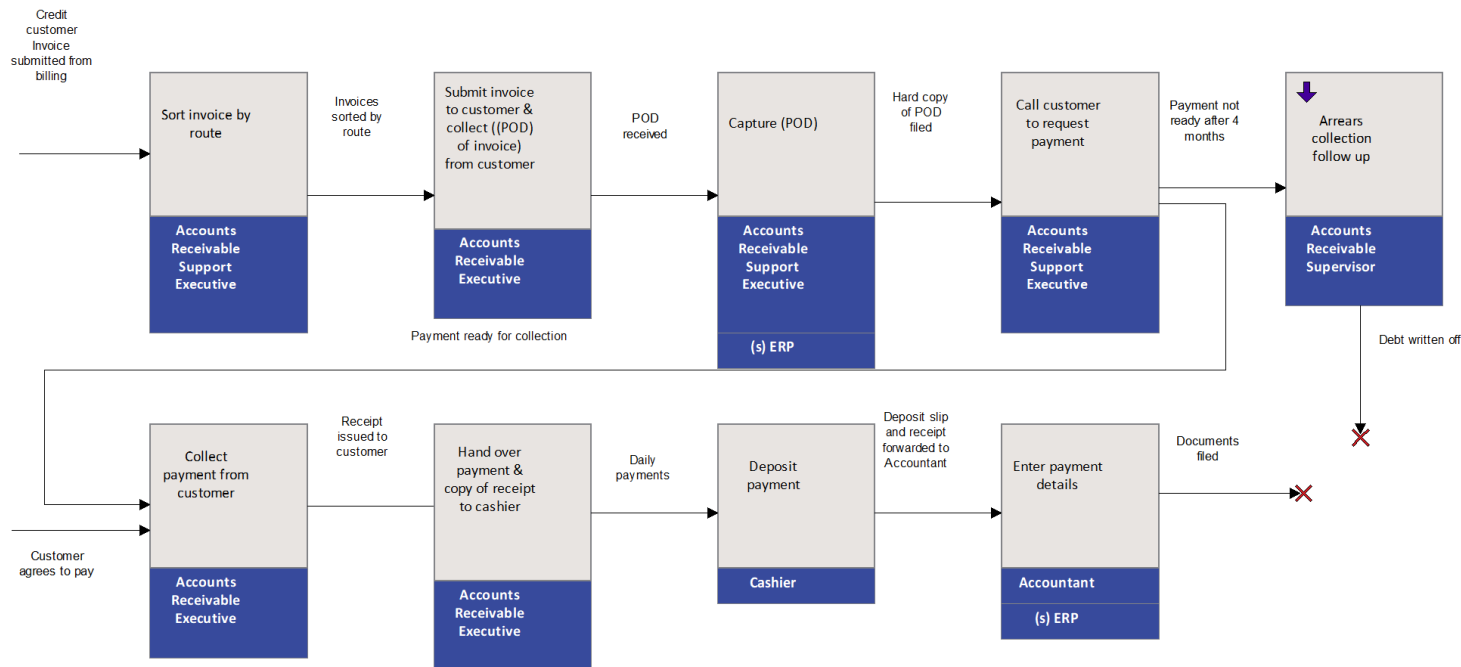Date: 5/28/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohammed Burhan
Diagram Version: 5
Review Date: None
F.T.E.: 0.00

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

smsa

Process Mailroom Monthly Billing

Month end billing →

Prepare Mailroom / Special delivery management (SDM) invoices
Billing Agent

Invoices generated →

Send soft copy of invoice to customer with supporting documents
Billing Agent

Soft copy sent →

Make copy of invoice
Billing Agent

Copy available →

attach performance certificate and covering letter

Submit invoices & copies to relevant mail rooms / SDM
Accounts Receivable Executive

Invoices submitted →

Mail Room

Invoices submitted to SDM ↓

Special Delivery Channel

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

Authorization: Authorized
Date: 5/28/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohammed Burhan
Diagram Version: 5
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ● Keywords
○ Change Requests ● 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
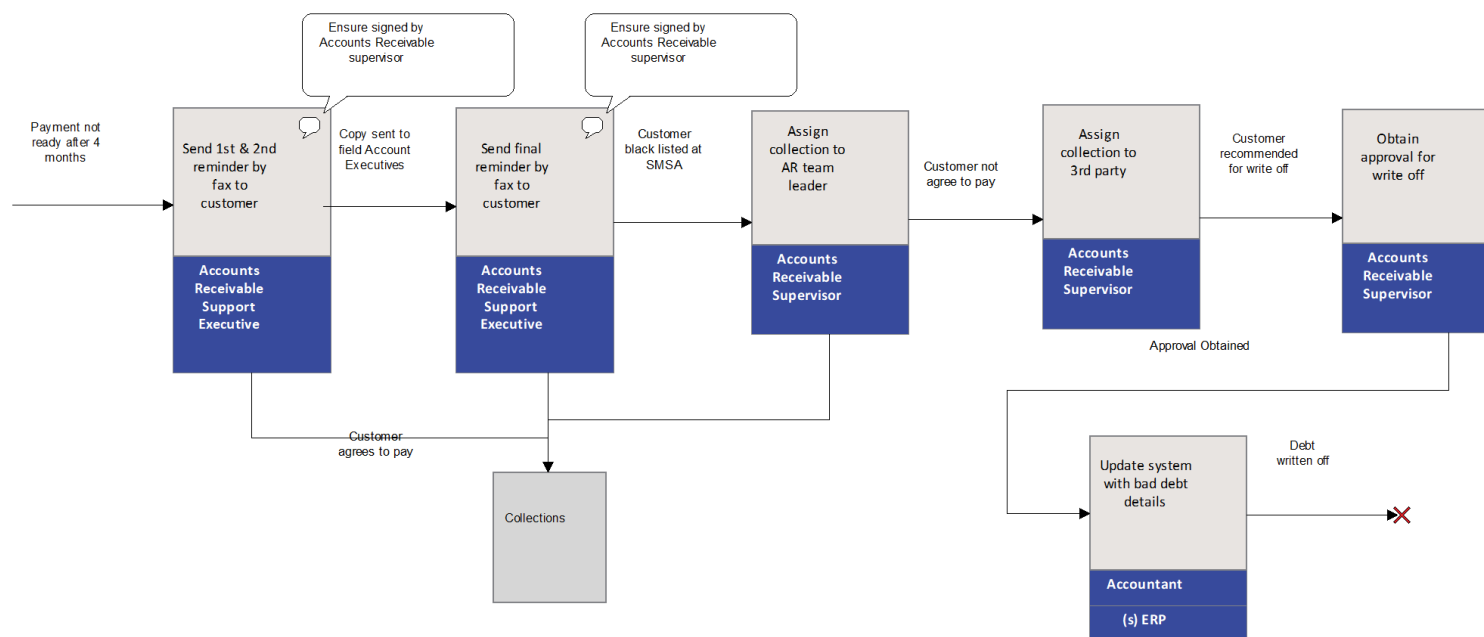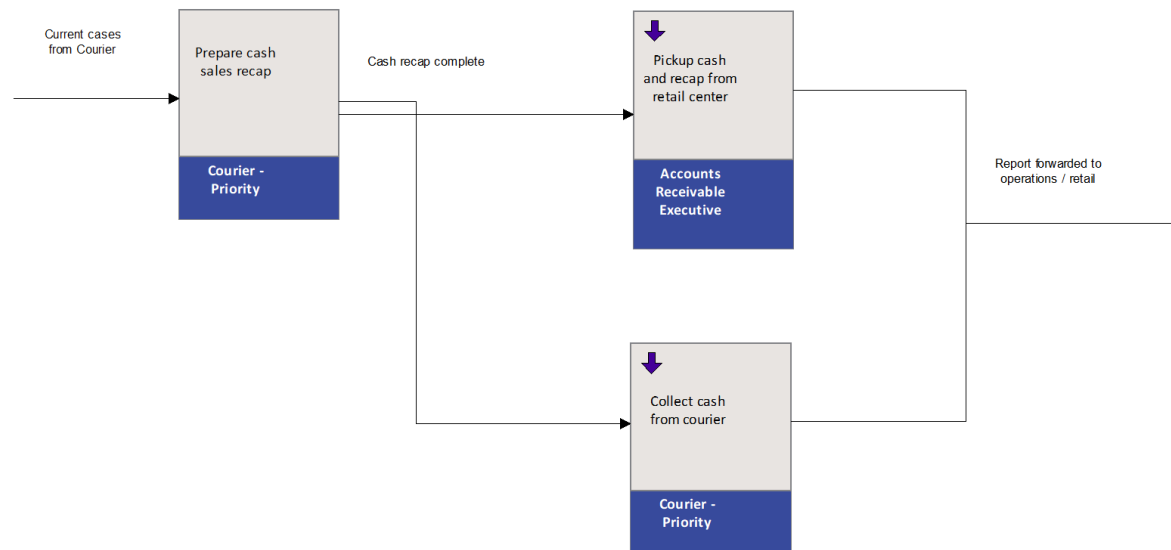Date: 5/28/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohammed Burhan
Diagram Version: 5
Review Date: None
F.T.E.: 0.00

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

Open Customer Account

SMSA

Process Inbound Delivery Charges to TPA

Attach: rules
FedEx billing weights
as default

Pre-alert from
SMSA Dubai ,
FFC,DHL & other
int'l inbound
customers

Manifest ready
& Air waybills
downloaded to
excel

Capture pre alerts & download report to excel	Reconcile AWBs with daily , weekly cons report	Reconcile weights	Capture shipment proof of delivery to excel
Billing Agent	Billing Agent	Billing Agent	Billing Agent
			(s) CORE

Numbers
balance

Weights
reconciled

Proof of delivery captured

Attach proof of delivery to the Air waybills in manifest	Update delivery charges on Manifest excel file	Upload excel file to database	Print invoice & send to SMSA Dubai
Billing Agent	Billing Agent	Billing Agent	Billing Agent
		(s) ERP	

Airwaybill
attached

Manifest excel
file complete

SMSA delivery
charge invoice
generated

Invoice sent

Collection

SMSA billed for
RTS shipments

Title: Process Inbound Delivery Charges to TPA
Author: Edwin Ramos
Date: 5/26/2010
Volume: 0.00 Per Second

Authorization: Authorized
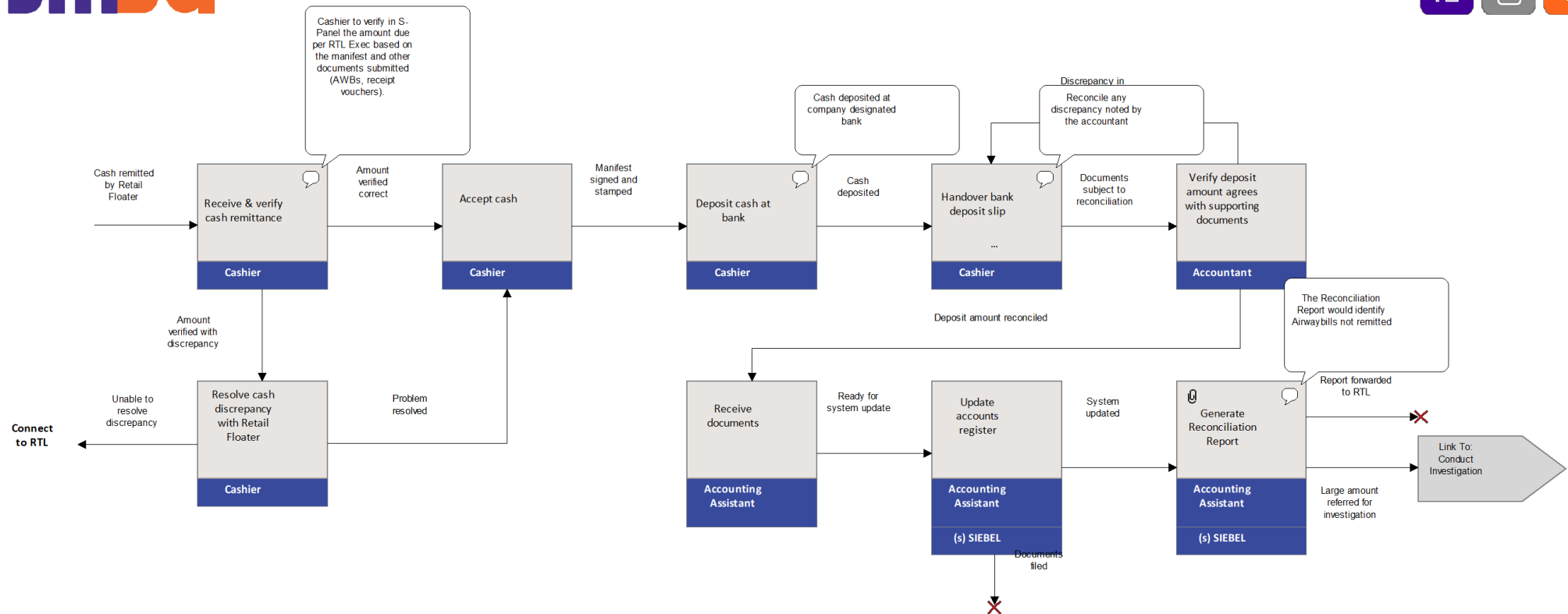Date: 8/7/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohammed Burhan
Diagram Version: 6
Review Date: None
F.T.E.: 0.00

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

Process Custom Duty Billing

Invoice sent to customers

Documents
Airway bill copy
custom duty BAYAN copy
Commercial invoice

Capture invoice amounts to excel
Accountant

Weekly invoice data available

Capture invoice amounts monthly
Accountant
(s) ERP

Receivables statement updated

Shipper & 3rd party

Custom duty paid statement received

Determine bill type
Accountant

Recipient

Prepare invoice in excel
Accountant

Capture complete

Invoice prepared

Documents
Airway bill copy
custom duty BAYAN copy
Commercial invoice

Print invoice & attach supporting documents
Accountant

Invoice sent to operations

FIN - Credit & Collections

Invoice ready
for collection

Collections

Payment
received

Accounts
Receivable
Supervisor

Debts
written-off

Title: FIN - Credit & Collections
Author: Edwin Ramos
Date: 5/23/2017
Volume: 0.00 Per Second

Authorization: Authorized
Date: 5/28/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohammed Burhan
Diagram Version: 3
Review Date: None
F.T.E.: 0.00

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

Collections

Credit customer
Invoice submitted
from billing

Collect
payment from
credit
customers

Documents
filed

**Accounts
Receivable
Executive**

Current cases from
Courier & retail

Collect
payment from
cash customers

Report forwarded to
operations / retail

Accountant

Title: Collections
Author: Edwin Ramos
Date: 5/26/2010
Volume: 0.00 Per Second

Authorization: Authorized
Date: 5/28/2018
Cost Per Second: $,3.5,E-0317

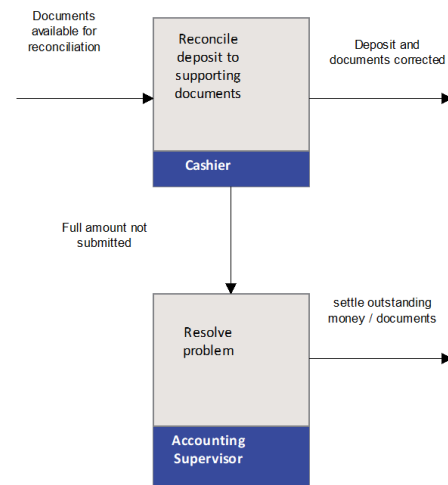Owner: Mohammed Burhan
Diagram Version: 5
Review Date: None
F.T.E.: 0.00

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

Collect Payment From Credit Customers

Credit customer Invoice submitted from billing

Sort invoice by route
Accounts Receivable Support Executive

Invoices sorted by route

Submit invoice to customer & collect ((POD) of invoice) from customer
Accounts Receivable Executive

Payment ready for collection

POD received

Capture (POD)
Accounts Receivable Support Executive
(s) ERP

Hard copy of POD filed

Call customer to request payment
Accounts Receivable Support Executive

Payment not ready after 4 months

Arrears collection follow up
Accounts Receivable Supervisor

Debt written off

Collect payment from customer
Accounts Receivable Executive

Customer agrees to pay

Receipt issued to customer

Hand over payment & copy of receipt to cashier
Accounts Receivable Executive

Daily payments

Deposit payment
Cashier

Deposit slip and receipt forwarded to Accountant

Enter payment details
Accountant
(s) ERP

Documents filed

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

Authorization: Authorized
Date: 5/28/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohammed Burhan
Diagram Version: 5
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ● Keywords
○ Change Requests ● 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
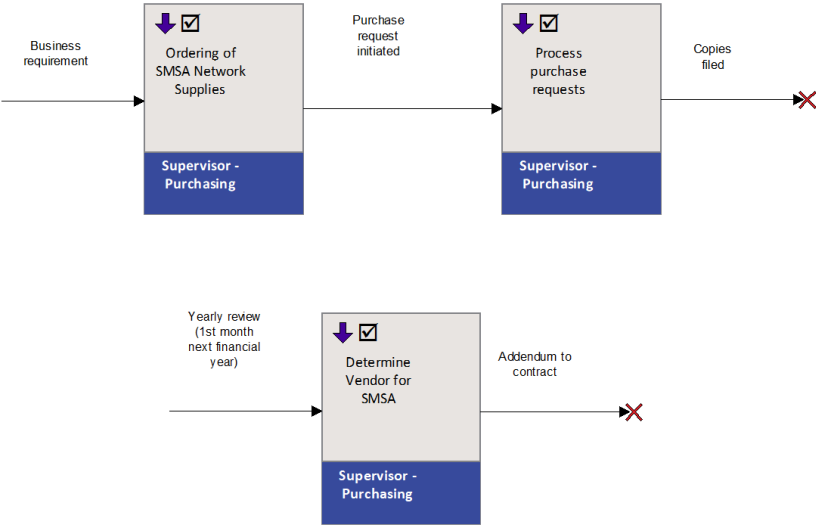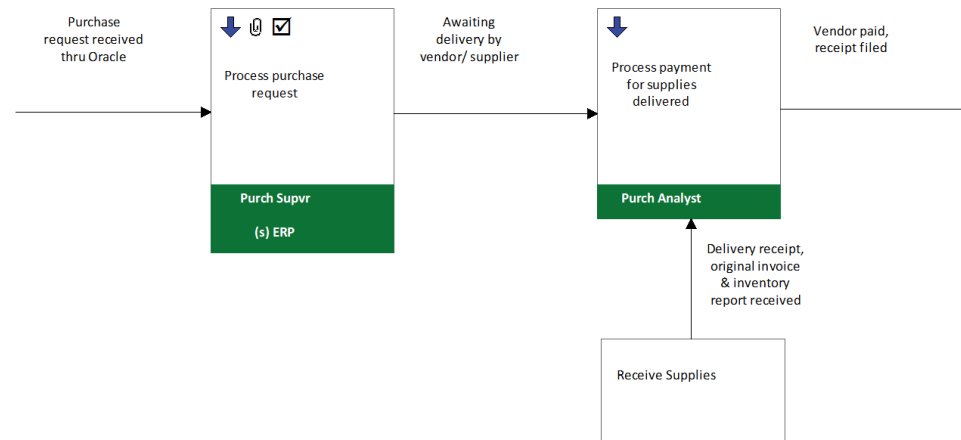Date: 5/28/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohammed Burhan
Diagram Version: 5
Review Date: None
F.T.E.: 0.00

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

Collect Payment From Cash Customers

Current cases
from Courier

Prepare cash
sales recap

**Courier -
Priority**

Cash recap complete

Pickup cash
and recap from
retail center

**Accounts
Receivable
Executive**

Report forwarded to
operations / retail

Collect cash
from courier

**Courier -
Priority**

Title: Collect Payment From Cash Customers

Author: Edwin Ramos   Authorization: Authorized

Date: 5/26/2010   Date: 5/28/2018

Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Mohammed Burhan

Diagram Version: 5

Review Date: None

F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ● Keywords
○ Change Requests ● Read Only
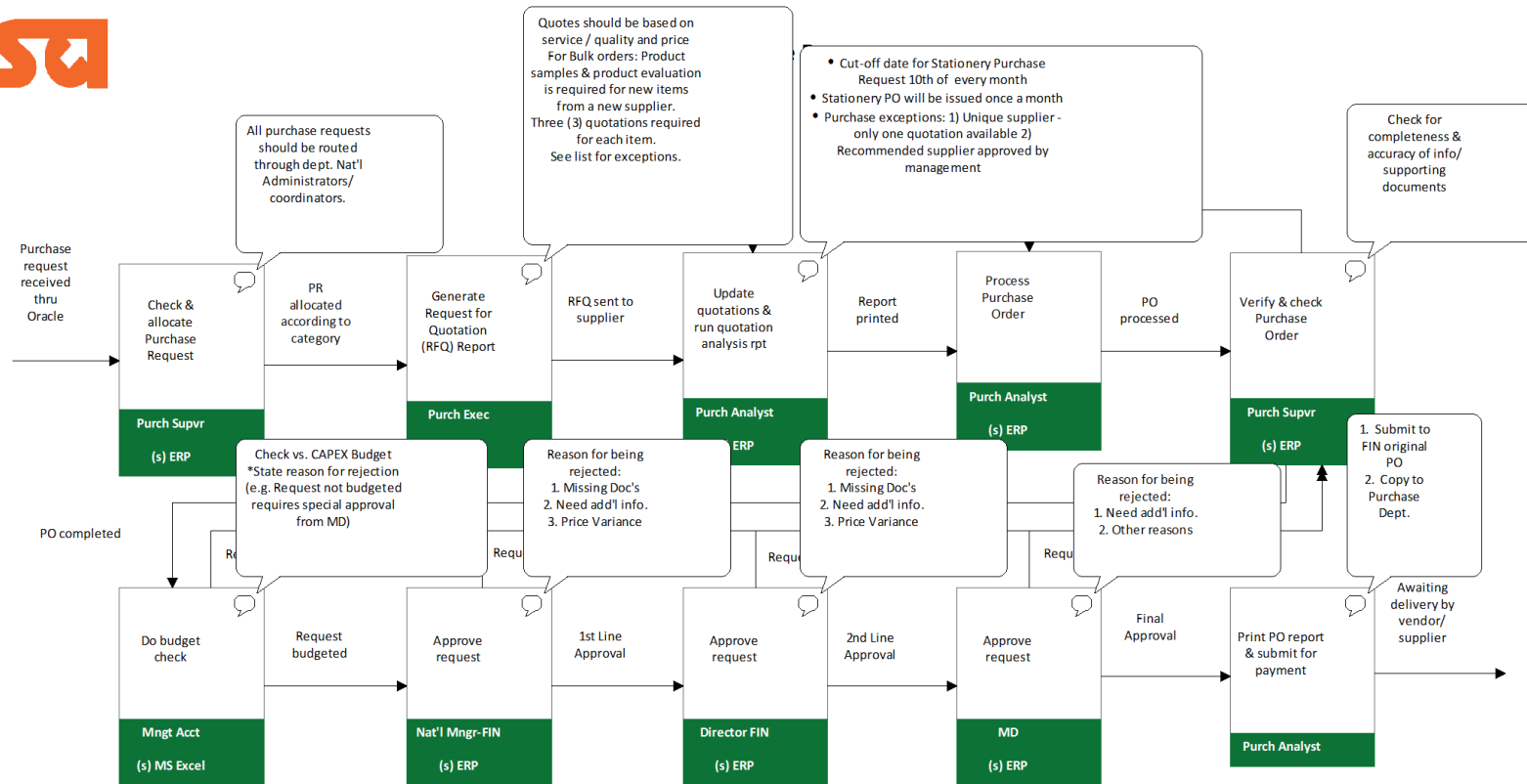
Cash Remittance from Retail Centers

Cashier to verify in S-Panel the amount due per RTL Exec based on the manifest and other documents submitted (AWBs, receipt vouchers).

Cash deposited at company designated bank

Discrepancy in
Reconcile any discrepancy noted by the accountant

Cash remitted by Retail Floater

Receive & verify cash remittance	Accept cash	Deposit cash at bank	Handover bank deposit slip ...	Verify deposit amount agrees with supporting documents
Cashier	Cashier	Cashier	Cashier	Accountant

Amount verified correct

Manifest signed and stamped

Cash deposited

Documents subject to reconciliation

Amount verified with discrepancy

Deposit amount reconciled

Problem resolved

The Reconciliation Report would identify Airwaybills not remitted

Unable to resolve discrepancy

Resolve cash discrepancy with Retail Floater	Receive documents	Update accounts register	Generate Reconciliation Report
Cashier	Accounting Assistant	Accounting Assistant	Accounting Assistant
		(s) SIEBEL	(s) SIEBEL

Connect to RTL

Ready for system update

System updated

Report forwarded to RTL

Link To: Conduct Investigation

Large amount referred for investigation

Documents filed

Collect Cash From Courier

Documents to Hand over:

Deposit slip
cash sales recap
airwaybill

Deposit amount must tally with supporting documents

received from accounts receivable executive

Cash recap complete

| Hand over recap to station accountant | Station accountant accepts recap | Verify recap | Accept payment from courier | Deposit cash | Cash deposited at bank | Hand over documents to cashier | Documents available for reconciliation | Verify deposit amount | Pickup Cash And Recap From Retail Center |

Courier - Priority

Accountant

Accountant

Cashier

Unable to verify, cash refused

Problem resolved

Deposit and documents correct

Unable to resolve

| Resolve recap problems with courier | Hand over documents to the billing agent | System can be updated | Update cash received | Accounts register updated | Hand over documents to Accountant | Documents filed |

Documents kept for 10 years

Supervisor - Station

Cashier

Billing Agent

(s) ERP

Billing Agent

Air waybills not remitted
Report exported to excel
Attachment: Rules for variances in recon report

| Conduct Investigation | Large amount involved | Run reconciliation report | Report forwarded to operations / retail |

Billing Agent

(s) ERP

Title: Collect Cash From Courier
Author: Edwin Ramos
Date: 6/2/2010
Volume: 0.00 Per Second
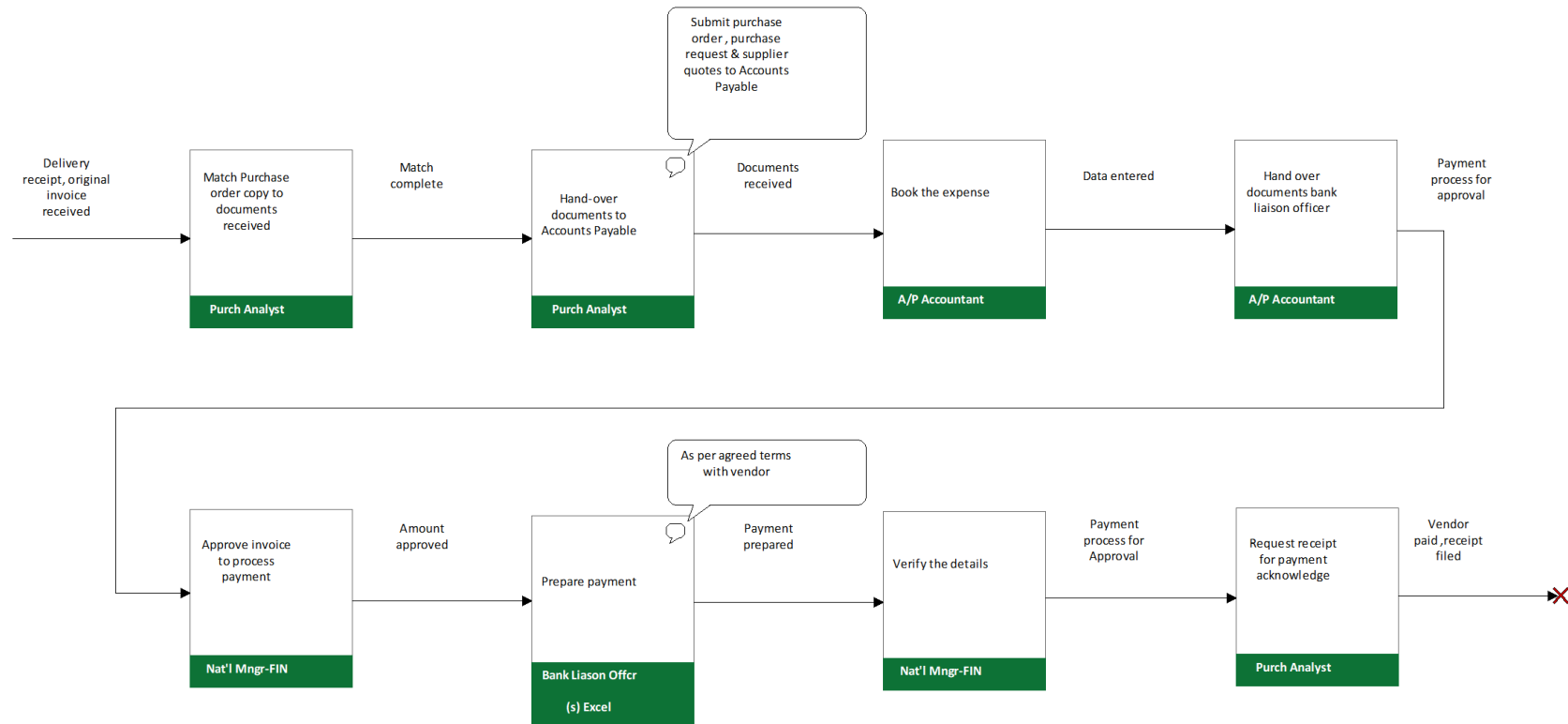
Authorization: Authorized
Date: 5/28/2018
Cost Per Second: $,3.5,E-0317

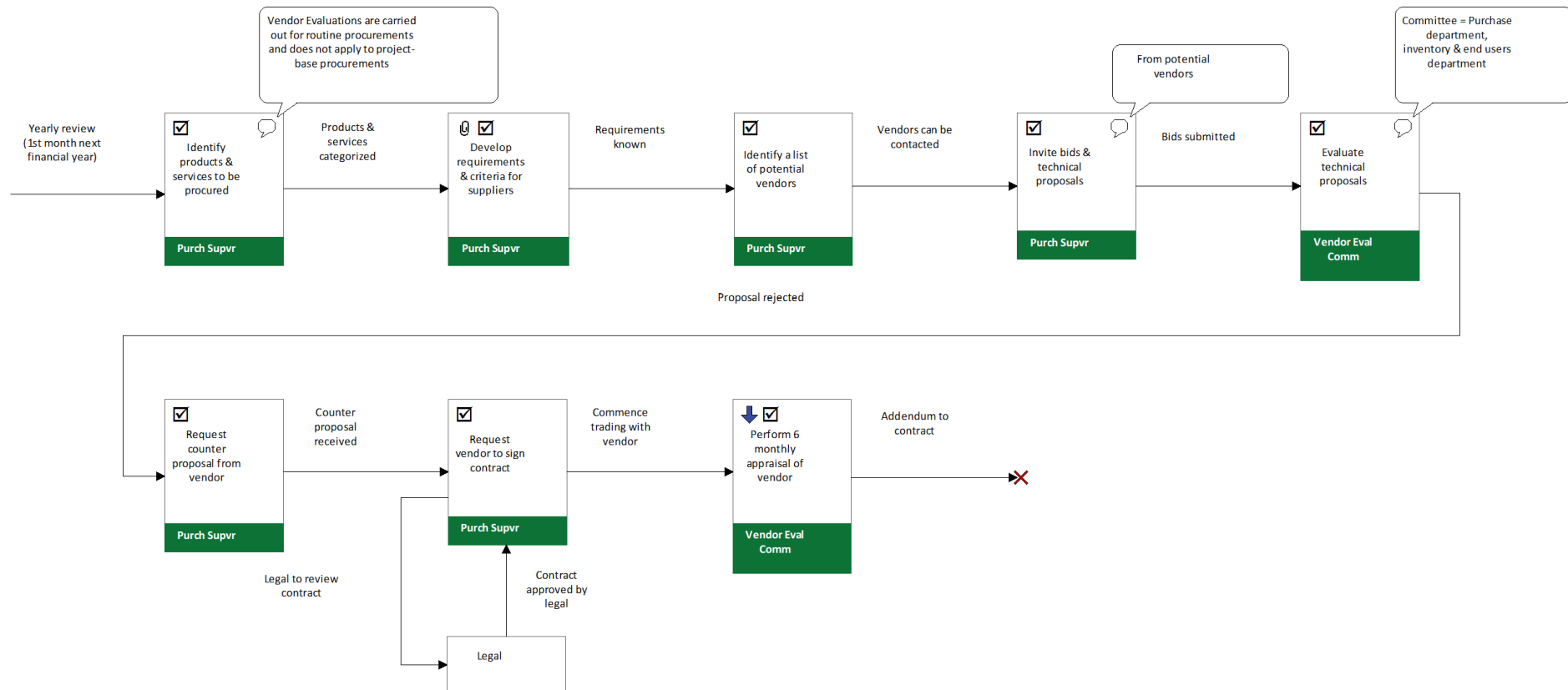Owner: Mohammed Burhan
Diagram Version: 5
Review Date: None
F.T.E.: 0.00

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

Verify Deposit Amount Agrees With Supporting Documents

Documents available for reconciliation

Reconcile deposit to supporting documents

Cashier

Deposit and documents corrected

Full amount not submitted

Resolve problem

Accounting Supervisor

settle outstanding money / documents

Title: Verify Deposit Amount Agrees With Supporting Documents
Author: Edwin Ramos   Authorization: Authorized
Date: 6/2/2010   Date: 5/28/2018
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Mohammed Burhan
Diagram Version: 5
Review Date: None
F.T.E.: 0.00

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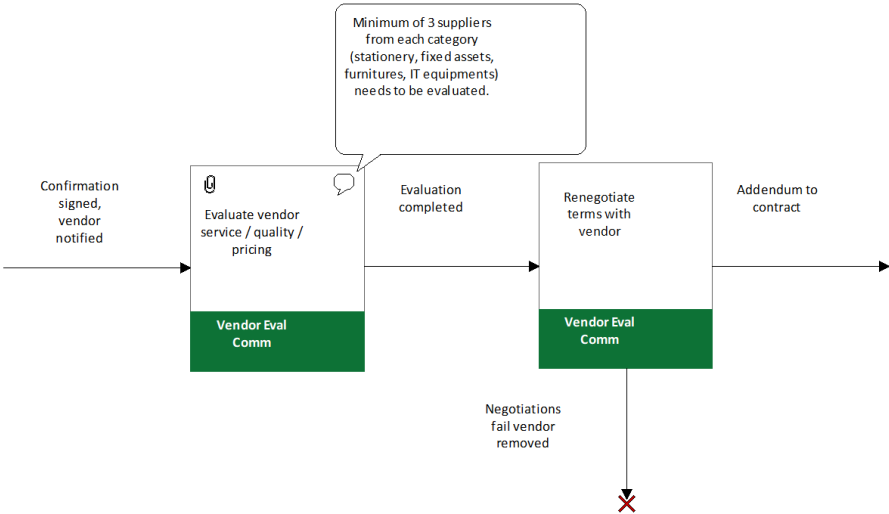○ Change Requests ● Read Only

SMSA

FIN - Purchasing

Business
requirement

↓ ☑
Ordering of
SMSA Network
Supplies

**Supervisor -
Purchasing**

Purchase
request
initiated

↓ ☑
Process
purchase
requests

**Supervisor -
Purchasing**

Copies
filed

Yearly review
(1st month
next financial
year)

↓ ☑
Determine
Vendor for
SMSA

**Supervisor -
Purchasing**

Addendum to
contract

Purchasing

Purchase request received thru Oracle

↓ 📎 ☑

Process purchase request

Purch Supvr (s) ERP

Awaiting delivery by vendor/ supplier

↓

Process payment for supplies delivered

Purch Analyst

Vendor paid, receipt filed

Delivery receipt, original invoice & inventory report received

Receive Supplies

Title: Purchasing
Author: Edwin Ramos
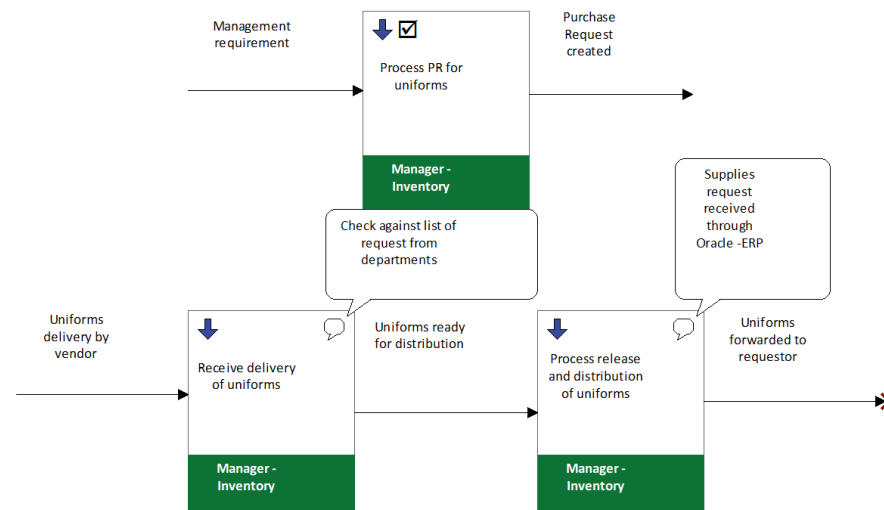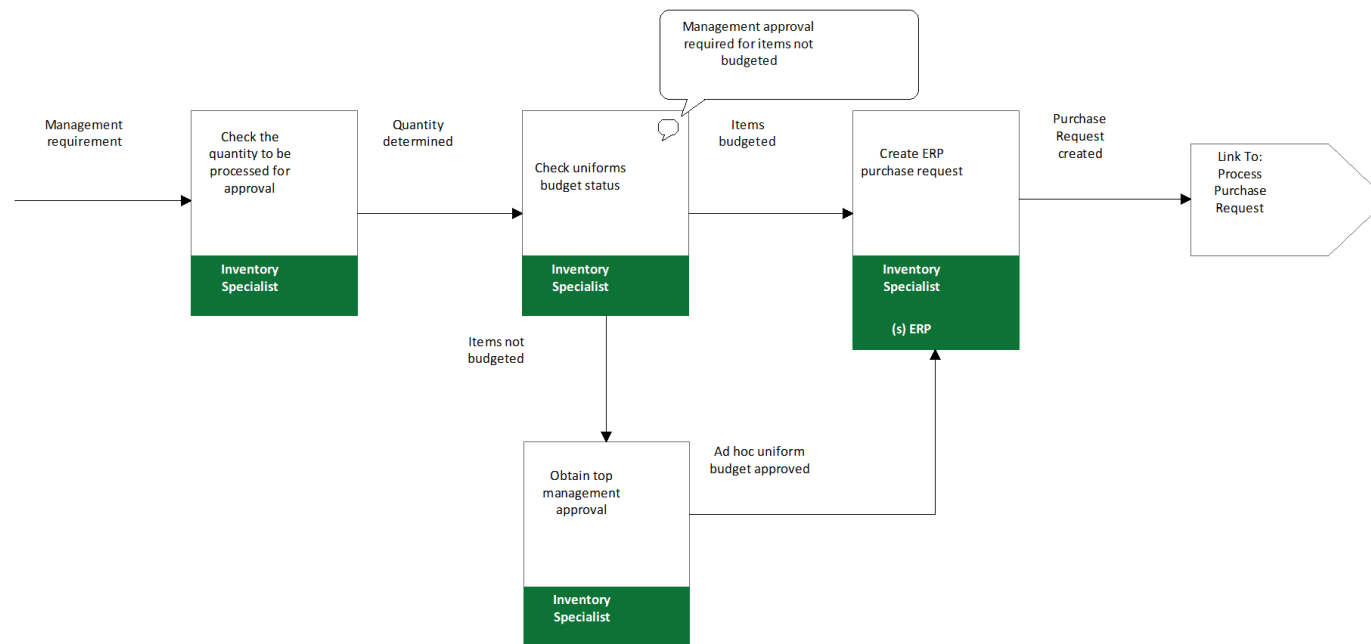Date: 10/6/2010
Volume: 0.00 Per Second

Authorization: Authorized
Date: 4/25/2024
Cost Per Second: $,3.5,E-0317

Owner: Mohammed Burhan
Diagram Version: 8
Review Date: None
F.T.E.: 0.00

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

All purchase requests should be routed through dept. Nat'l Administrators/ coordinators.

Quotes should be based on service / quality and price
For Bulk orders: Product samples & product evaluation is required for new items from a new supplier.
Three (3) quotations required for each item.
See list for exceptions.

- Cut-off date for Stationery Purchase Request 10th of every month
- Stationery PO will be issued once a month
- Purchase exceptions: 1) Unique supplier - only one quotation available 2) Recommended supplier approved by management

Check for completeness & accuracy of info/ supporting documents

Purchase request received thru Oracle

Check & allocate Purchase Request — Purch Supvr (s) ERP

PR allocated according to category

Generate Request for Quotation (RFQ) Report — Purch Exec

RFQ sent to supplier

Update quotations & run quotation analysis rpt — Purch Analyst (s) ERP

Report printed

Process Purchase Order — Purch Analyst (s) ERP

PO processed

Verify & check Purchase Order — Purch Supvr (s) ERP

1. Submit to FIN original PO 2. Copy to Purchase Dept.

Check vs. CAPEX Budget *State reason for rejection (e.g. Request not budgeted requires special approval from MD)

Reason for being rejected:
1. Missing Doc's
2. Need add'l info.
3. Price Variance

Reason for being rejected:
1. Missing Doc's
2. Need add'l info.
3. Price Variance

Reason for being rejected:
1. Need add'l info.
2. Other reasons

PO completed

Do budget check — Mngt Acct (s) MS Excel

Request budgeted

Approve request — Nat'l Mngr-FIN (s) ERP

1st Line Approval

Approve request — Director FIN (s) ERP

2nd Line Approval

Approve request — MD (s) ERP

Final Approval

Print PO report & submit for payment — Purch Analyst

Awaiting delivery by vendor/ supplier

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

Authorization: Authorized
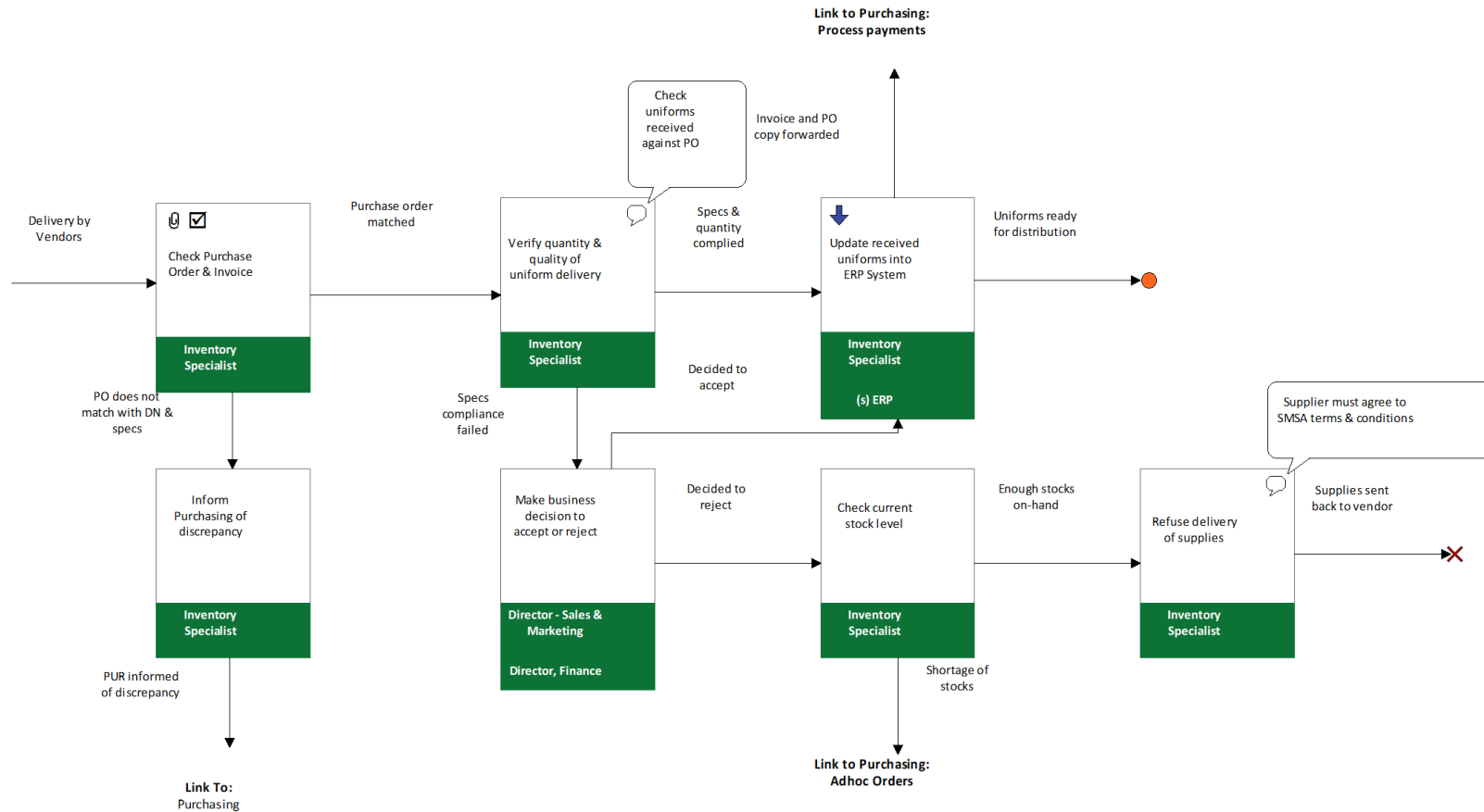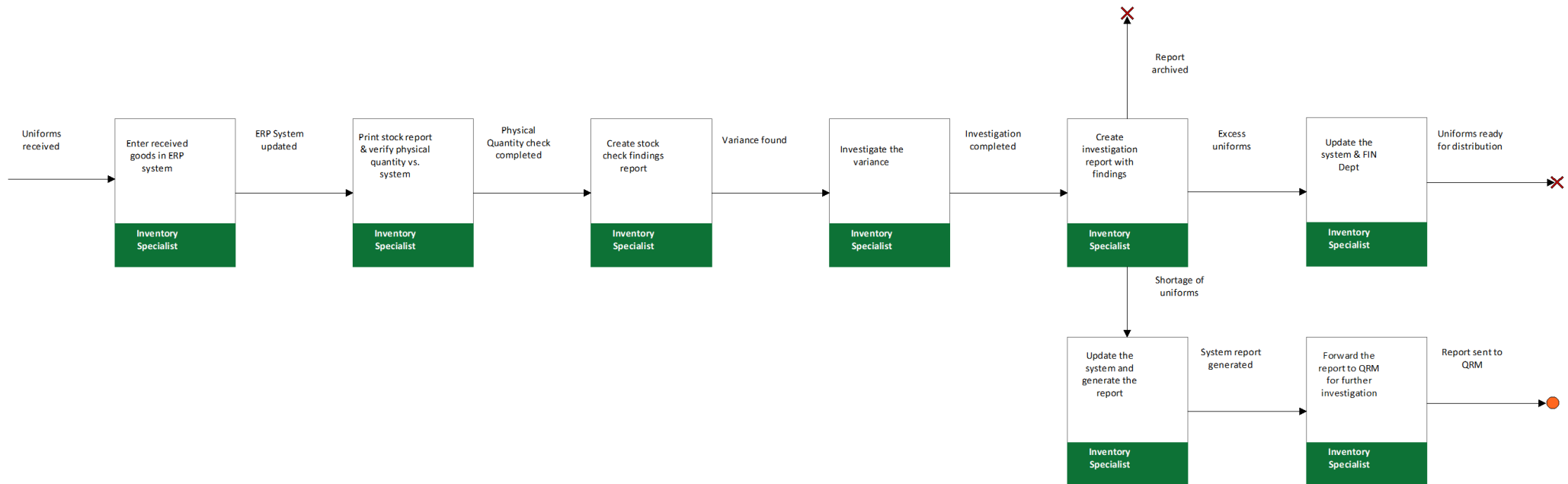Date: 4/25/2024
Cost Per Second: $,3.5,E-0317

Owner: Mohammed Burhan
Diagram Version: 8
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   Authorization: Authorized
Date: 6/2/2010   Date: 5/12/2024
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Mohammed Burhan
Diagram Version: 5
Review Date: None
F.T.E.: 0.00

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

Determine Vendors for SMSA

Yearly review (1st month next financial year)

Vendor Evaluations are carried out for routine procurements and does not apply to project-base procurements

Identify products & services to be procured — Purch Supvr

Products & services categorized

Develop requirements & criteria for suppliers — Purch Supvr

Requirements known

Identify a list of potential vendors — Purch Supvr

Vendors can be contacted

From potential vendors

Invite bids & technical proposals — Purch Supvr

Bids submitted

Committee = Purchase department, inventory & end users department

Evaluate technical proposals — Vendor Eval Comm

Proposal rejected

Request counter proposal from vendor — Purch Supvr

Counter proposal received

Request vendor to sign contract — Purch Supvr

Commence trading with vendor

Perform 6 monthly appraisal of vendor — Vendor Eval Comm

Addendum to contract

Legal to review contract

Contract approved by legal

Legal

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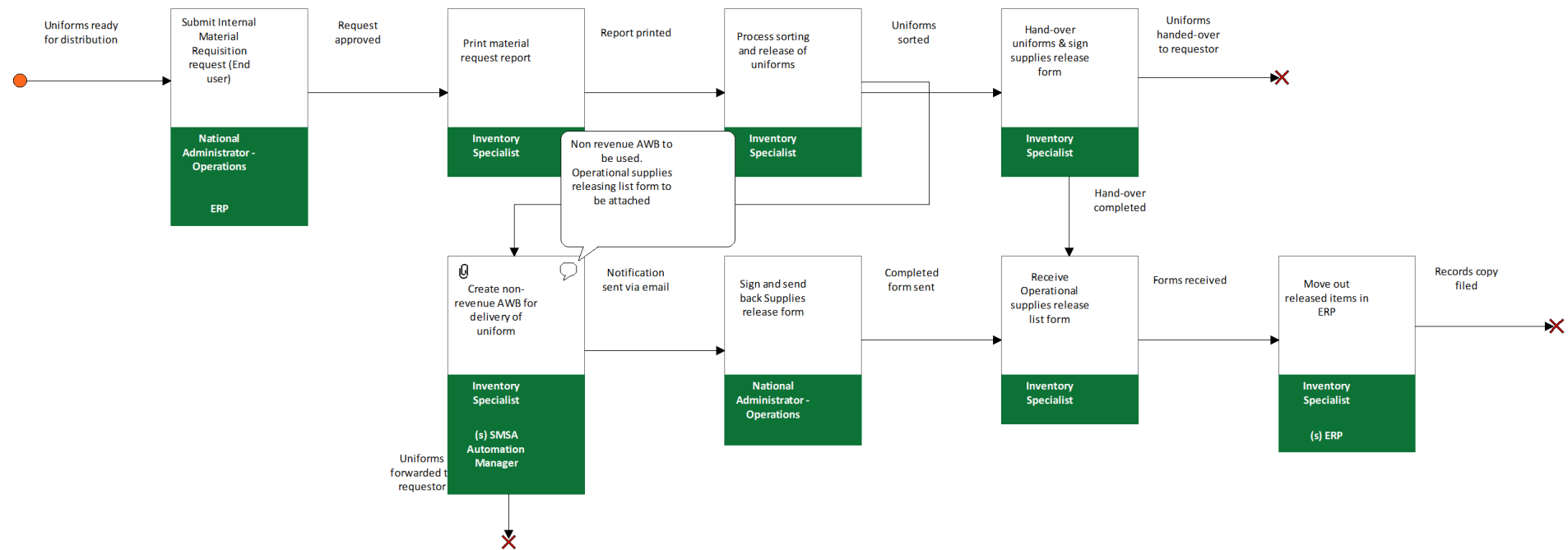Author: Edwin Ramos
Date: 6/2/2010
Volume: 0.00 Per Second

Authorization: Authorized
Date: 5/11/2025
Cost Per Second: $,3.5,E-0317

Owner: Mohammed Burhan
Diagram Version: 6
Review Date: None
F.T.E.: 0.00

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

Perform 6 Monthly Appraisal of Vendor

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

Confirmation signed, vendor notified

Evaluate vendor service / quality / pricing

Vendor Eval Comm

Evaluation completed

Renegotiate terms with vendor

Vendor Eval Comm

Addendum to contract

Negotiations fail vendor removed

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

Authorization: Authorized
Date: 5/12/2024
Cost Per Second: $,3.5,E-0317

Owner: Mohammed Burhan
Diagram Version: 5
Review Date: None
F.T.E.: 0.00

○ Actions
● Change Log
○ Change Requests

○ Feedback
○ Keywords
● Read Only

Ordering of SMSA Operational Supplies

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

Inventory

Admin Supplies

Ops Supplies

Uniforms

Assets

Gift Items

Title: Inventory
Author: Edwin Ramos
Date: 5/22/2017
Volume: 0.00 Per Second

Authorization: Authorized
Date: 3/14/2022
Cost Per Second: $,3.5,E-0317

Owner: Mohammed Burhan
Diagram Version: 3
Review Date: None
F.T.E.: 0.00

○ Actions
● Change Log
○ Change Requests

○ Feedback
○ Keywords
● Read Only

SMSA

Process Uniform Requests

Management requirement

☑ Process PR for uniforms

Manager - Inventory

Purchase Request created

Check against list of request from departments

Supplies request received through Oracle -ERP

Uniforms delivery by vendor

Receive delivery of uniforms

Manager - Inventory

Uniforms ready for distribution

Process release and distribution of uniforms

Manager - Inventory

Uniforms forwarded to requestor

Title: Process Uniform Requests
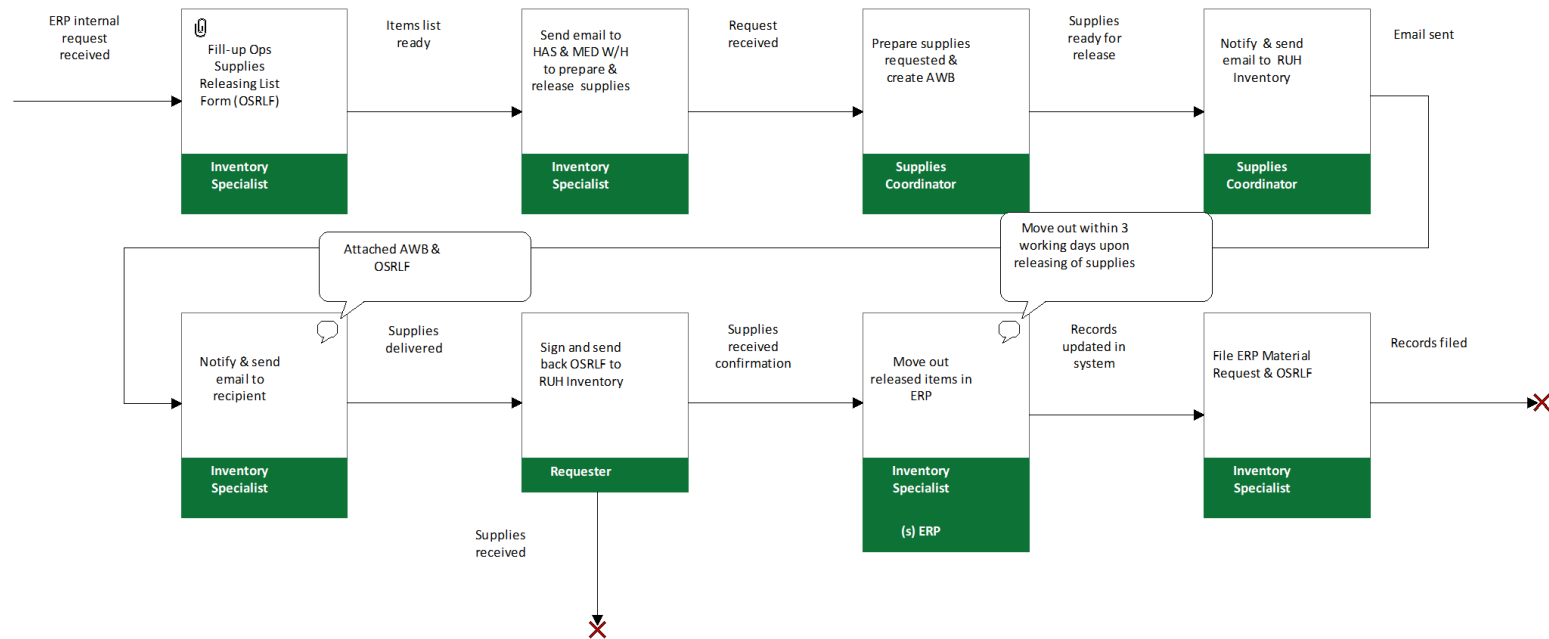Author: Edwin Ramos
Date: 2/23/2022
Volume: 0.00 Per Second

Authorization: Authorized
Date: 3/14/2022
Cost Per Second: $,3.5,E-0317

Owner: Mohammed Burhan
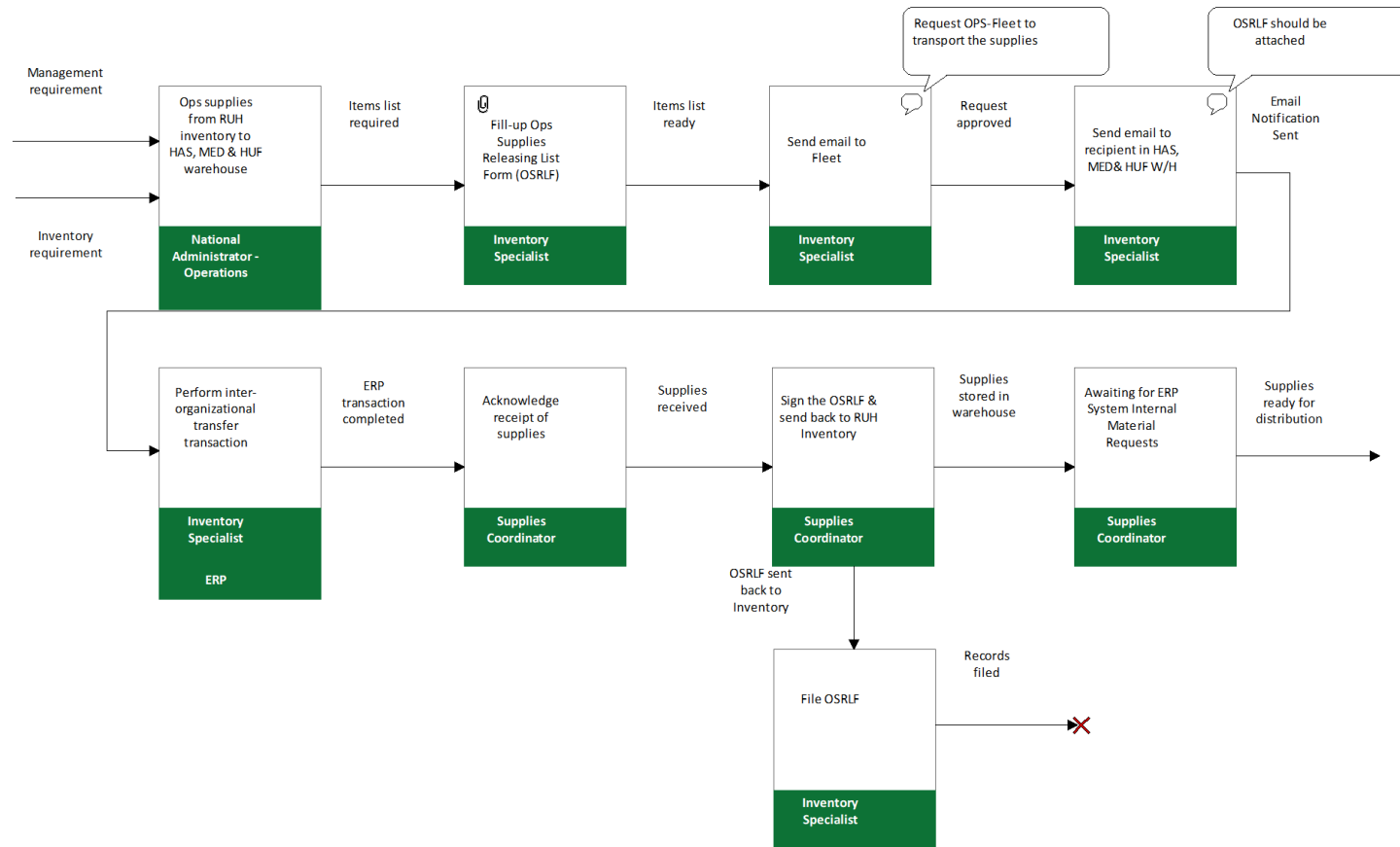Diagram Version: 2
Review Date: None
F.T.E.: 0.00

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

SMSA

Process Purchase Requisition of Uniforms

Management requirement

Check the quantity to be processed for approval
Inventory Specialist

Quantity determined

Check uniforms budget status
Inventory Specialist

Management approval required for items not budgeted

Items budgeted

Create ERP purchase request
Inventory Specialist
(s) ERP

Purchase Request created

Link To: Process Purchase Request

Items not budgeted

Obtain top management approval
Inventory Specialist

Ad hoc uniform budget approved

Title: Process Purchase Requisition of Uniforms
Author: Edwin Ramos   Authorization: Authorized
Date: 2/16/2022   Date: 3/14/2022
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Mohammed Burhan
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

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

Receive Delivery of Uniforms

Link to Purchasing: Process payments

Check uniforms received against PO

Invoice and PO copy forwarded

Delivery by Vendors

Check Purchase Order & Invoice — Inventory Specialist

Purchase order matched

Verify quantity & quality of uniform delivery — Inventory Specialist

Specs & quantity complied

Update received uniforms into ERP System — Inventory Specialist (s) ERP

Uniforms ready for distribution

PO does not match with DN & specs

Inform Purchasing of discrepancy — Inventory Specialist

PUR informed of discrepancy

Link To: Purchasing

Specs compliance failed

Decided to accept

Make business decision to accept or reject — Director - Sales & Marketing / Director, Finance

Decided to reject

Check current stock level — Inventory Specialist

Enough stocks on-hand

Shortage of stocks

Link to Purchasing: Adhoc Orders

Supplier must agree to SMSA terms & conditions

Refuse delivery of supplies — Inventory Specialist

Supplies sent back to vendor

Title: Receive Delivery of Uniforms
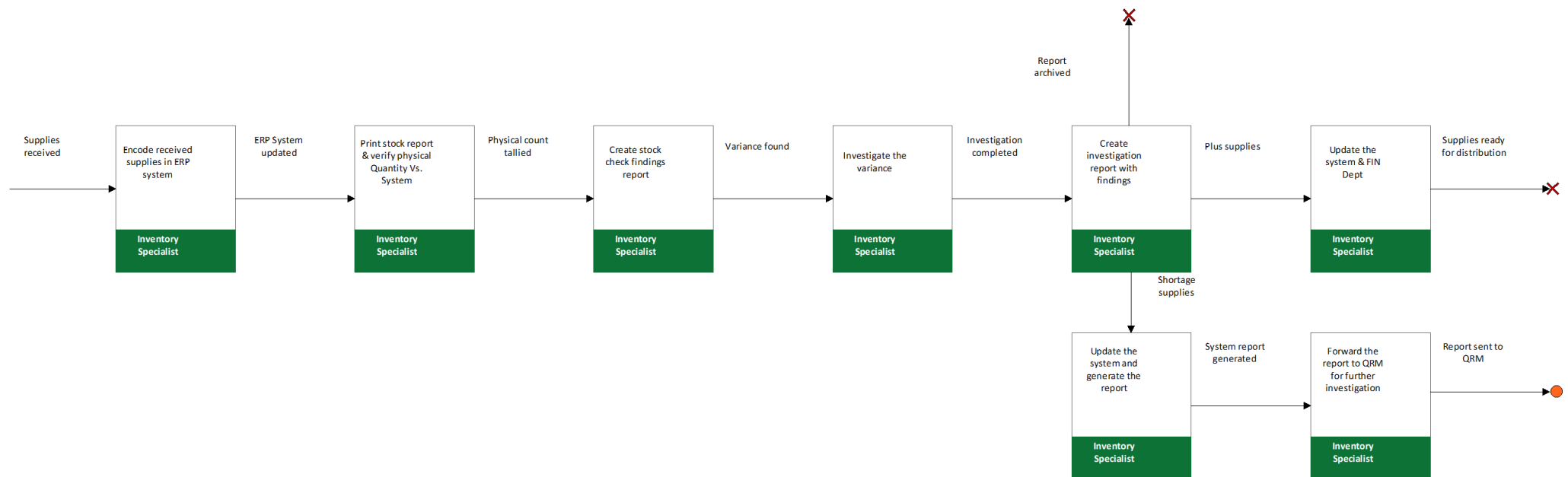Author: Edwin Ramos
Date: 2/16/2022
Volume: 0.00 Per Second

Authorization: Authorized
Date: 3/14/2022
Cost Per Second: $,3.5,E-0317

Owner: Mohammed Burhan
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

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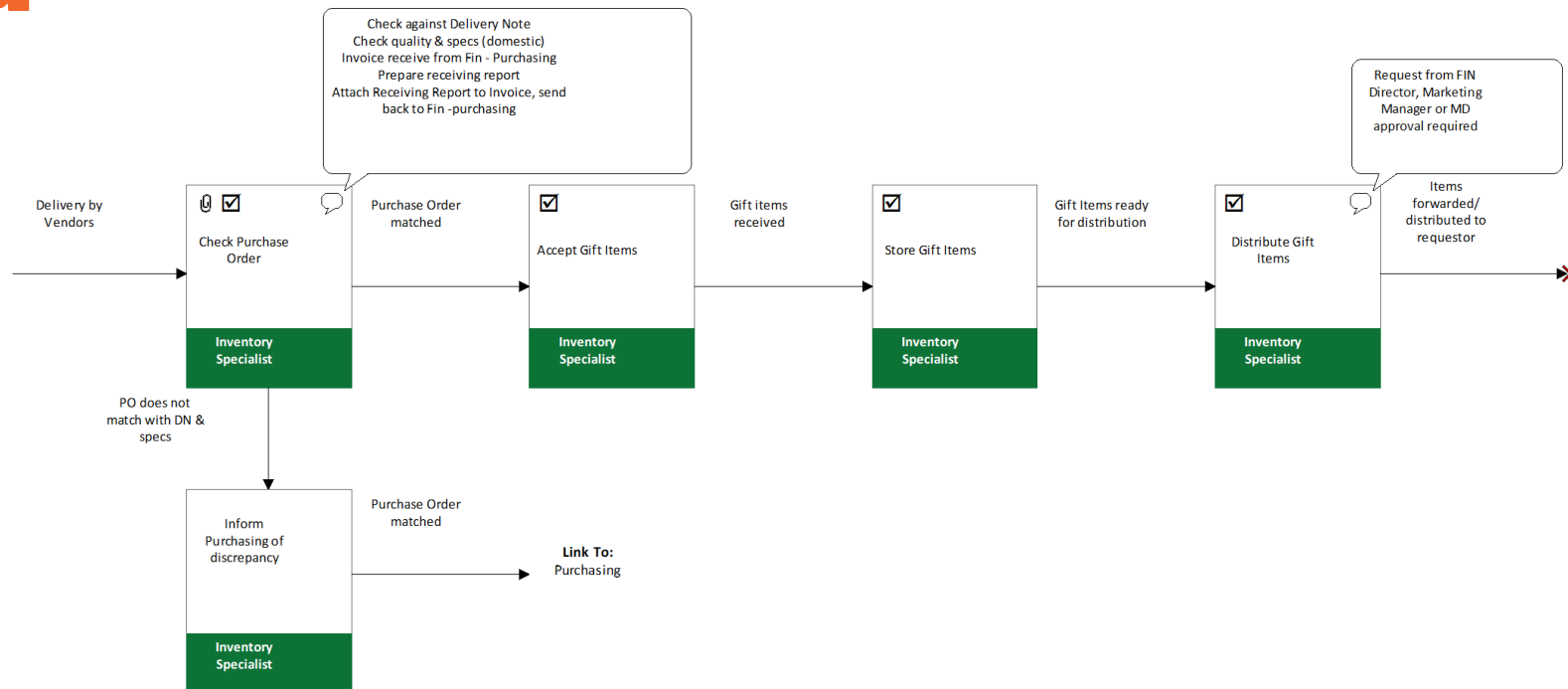○ Change Requests ● Read Only

Update ERP System

Report archived

| Uniforms received | Enter received goods in ERP system | ERP System updated | Print stock report & verify physical quantity vs. system | Physical Quantity check completed | Create stock check findings report | Variance found | Investigate the variance | Investigation completed | Create investigation report with findings | Excess uniforms | Update the system & FIN Dept | Uniforms ready for distribution |

Inventory Specialist (Enter received goods in ERP system)
Inventory Specialist (Print stock report & verify physical quantity vs. system)
Inventory Specialist (Create stock check findings report)
Inventory Specialist (Investigate the variance)
Inventory Specialist (Create investigation report with findings)
Inventory Specialist (Update the system & FIN Dept)

Shortage of uniforms

| Update the system and generate the report | System report generated | Forward the report to QRM for further investigation | Report sent to QRM |

Inventory Specialist (Update the system and generate the report)
Inventory Specialist (Forward the report to QRM for further investigation)

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

Process Release & Distribution of Uniforms

Process flow diagram:

Uniforms ready for distribution → Submit Internal Material Requisition request (End user) — National Administrator - Operations — ERP

Request approved → Print material request report — Inventory Specialist

Report printed → Process sorting and release of uniforms — Inventory Specialist

Uniforms sorted → Hand-over uniforms & sign supplies release form — Inventory Specialist

Uniforms handed-over to requestor → ✖

Non revenue AWB to be used. Operational supplies releasing list form to be attached

Create non-revenue AWB for delivery of uniform — Inventory Specialist — (s) SMSA Automation Manager

Uniforms forwarded to requestor → ✖

Notification sent via email → Sign and send back Supplies release form — National Administrator - Operations

Completed form sent → Receive Operational supplies release list form — Inventory Specialist

Forms received → Move out released items in ERP — Inventory Specialist — (s) ERP

Records copy filed → ✖

Hand-over completed

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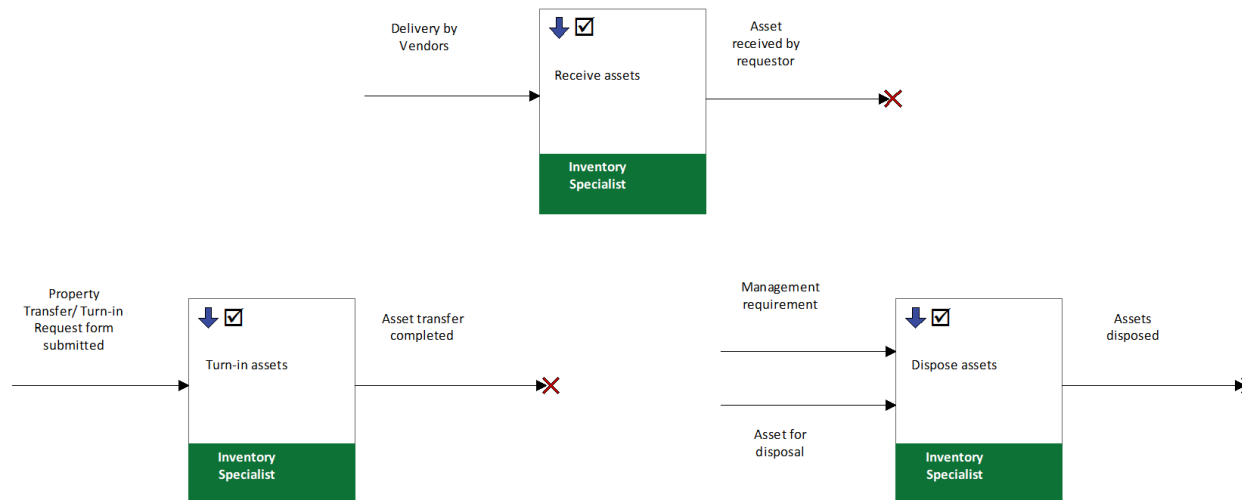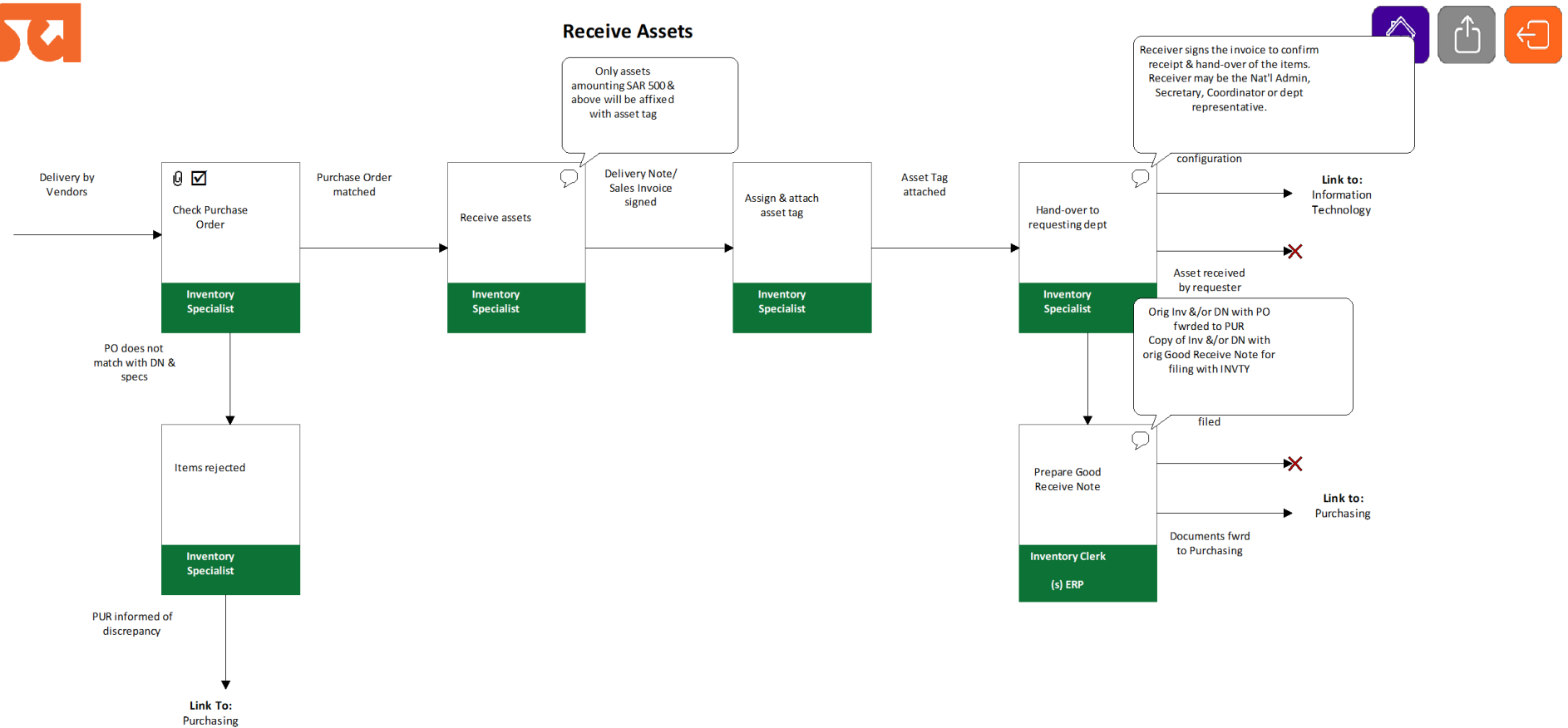● Change Log   ○ Keywords
○ Change Requests ● Read Only

Title:
Author: Edwin Ramos
Date: 2/23/2022
Volume: 0.00 Per Second

Authorization: Authorized
Date: 3/14/2022
Cost Per Second: $,3.5,E-0317

Owner: Mohammed Burhan
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

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

Process Issuance & Release of Operational Supplies

Title: Process Issuance & Release of Operational Supplies
Author: Edwin Ramos   Authorization: Authorized
Date: 7/25/2018   Date: 3/14/2022
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Mohammed Burhan
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

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

Process Transfer of Operational Supplies

Process flow diagram:

Management requirement / Inventory requirement →

Ops supplies from RUH inventory to HAS, MED & HUF warehouse — National Administrator - Operations

→ Items list required →

Fill-up Ops Supplies Releasing List Form (OSRLF) — Inventory Specialist

→ Items list ready →

Send email to Fleet — Inventory Specialist
(Note: Request OPS-Fleet to transport the supplies)

→ Request approved →

Send email to recipient in HAS, MED& HUF W/H — Inventory Specialist
(Note: OSRLF should be attached)

→ Email Notification Sent →

Perform inter-organizational transfer transaction — Inventory Specialist / ERP

→ ERP transaction completed →

Acknowledge receipt of supplies — Supplies Coordinator

→ Supplies received →

Sign the OSRLF & send back to RUH Inventory — Supplies Coordinator

→ Supplies stored in warehouse →

Awaiting for ERP System Internal Material Requests — Supplies Coordinator

→ Supplies ready for distribution →

OSRLF sent back to Inventory →

File OSRLF — Inventory Specialist

→ Records filed →

Title: Process Transfer of Operational Supplies
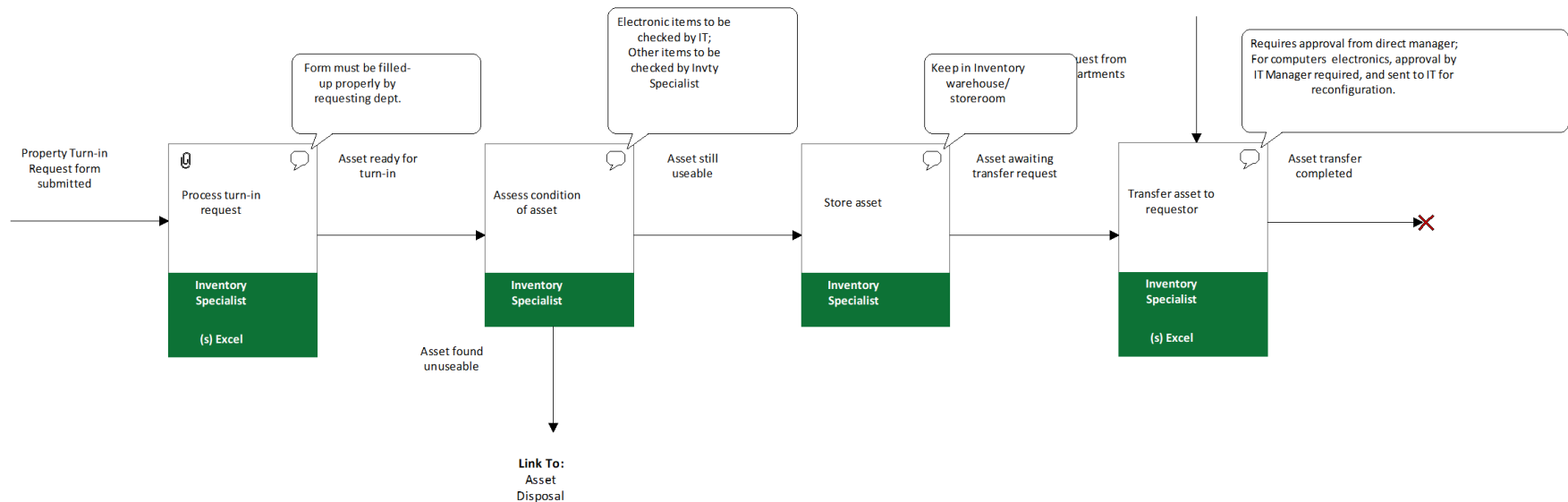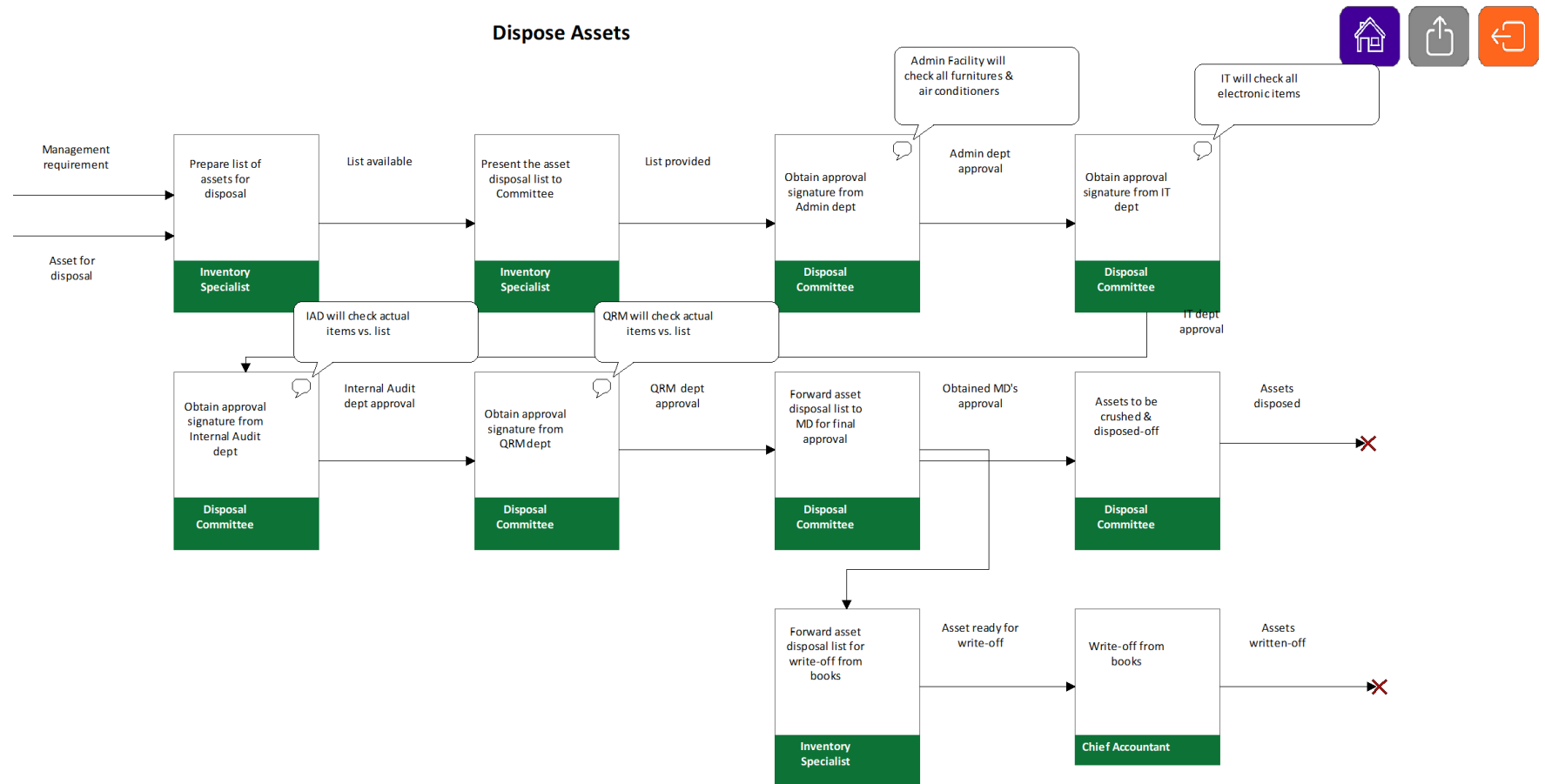Author: Edwin Ramos
Date: 7/25/2018
Volume: 0.00 Per Second

Authorization: Authorized
Date: 3/14/2022
Cost Per Second: $,3.5,E-0317

Owner: Mohammed Burhan
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

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

Receive Operational Supplies

Check against delivery note
Check quality & specs (domestic)
Invoice receive from Finance - Purchasing
Prepare receiving report
Attach Receiving Report to Invoice, send back to Finance -purchasing

Attach document: How are test conducted?

Check supplies received against PO

Supplies request received through Oracle

Delivery by Vendors

Purchase order matched

Check Purchase Order

Inventory Specialist

Specs complied

Conduct test against approved specs

Inventory Specialist

Supplies received

Verify quantity & quality of supplies delivery

Inventory Specialist

Enter into ERP System

Inventory Specialist

(s) ERP

Supplies ready for distribution

Allocate & distribute supplies

Inventory Specialist

Items forwarded to requestor

PO does not match with DN & specs

Specs compliance failed

Decided to accept

Inform Purchasing of discrepancy

Inventory Specialist

Make business decision to accept or reject

Director - Sales & Marketing

Director, Finance

Decided to reject

Check current stock level

Inventory Specialist

Enough stocks on-hand

Refuse delivery of supplies

Inventory Specialist

Supplier must agree to SMSA terms & conditions

Supplies sent back to vendor

PUR informed of discrepancy

Shortage of stocks

Link To: Purchasing

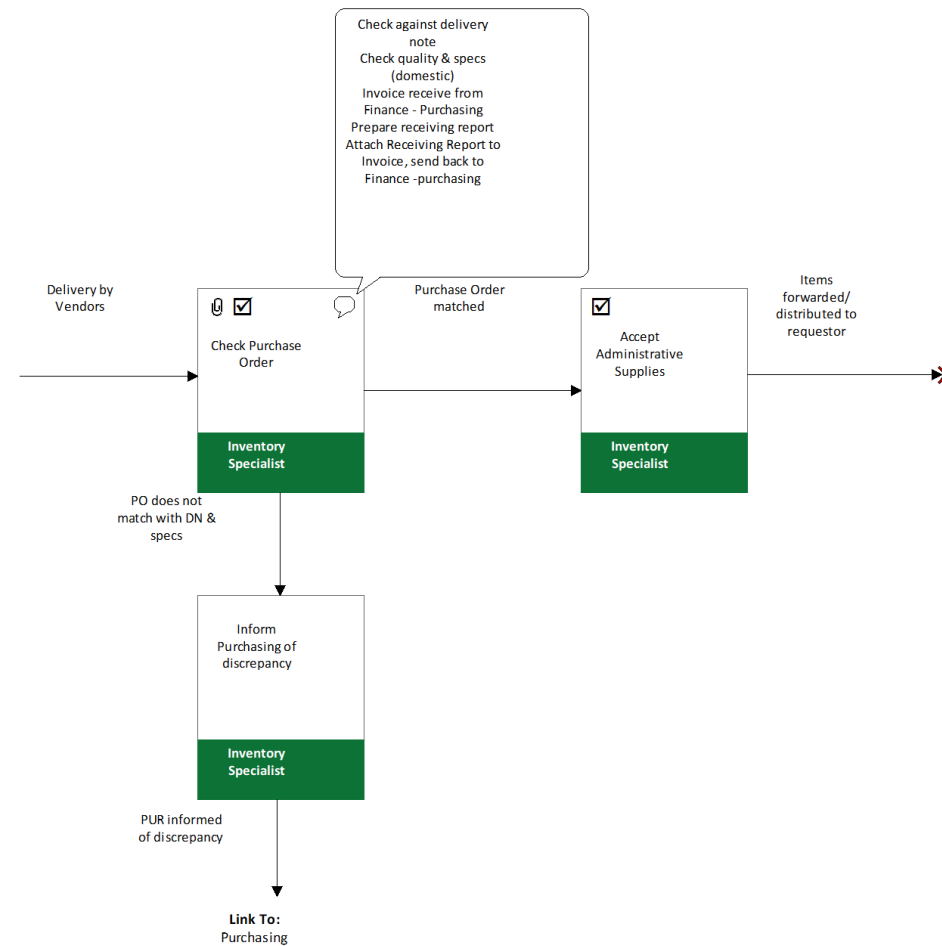**Link to Purchasing: Adhoc Orders**

Title: Receive Operational Supplies
Author: Edwin Ramos
Date: 2/20/2022
Volume: 0.00 Per Second

Authorization: Authorized
Date: 3/14/2022
Cost Per Second: $,3.5,E-0317

Owner: Mohammed Burhan
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

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

Enter into ERP System

Report archived

Supplies received	Encode received supplies in ERP system	ERP System updated	Print stock report & verify physical Quantity Vs. System	Physical count tallied	Create stock check findings report	Variance found	Investigate the variance	Investigation completed	Create investigation report with findings	Plus supplies	Update the system & FIN Dept	Supplies ready for distribution

Inventory Specialist (for each process box)

Shortage supplies

Update the system and generate the report	System report generated	Forward the report to QRM for further investigation	Report sent to QRM

Inventory Specialist

Title: Enter into ERP System
Author: Edwin Ramos
Date: 11/22/2016
Volume: 0.00 Per Second

Authorization: Authorized
Date: 3/14/2022
Cost Per Second: $,3.5,E-0317

Owner: Mohammed Burhan
Diagram Version: 4
Review Date: None
F.T.E.: 0.00

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

Check against Delivery Note
Check quality & specs (domestic)
Invoice receive from Fin - Purchasing
Prepare receiving report
Attach Receiving Report to Invoice, send back to Fin -purchasing

Request from FIN Director, Marketing Manager or MD approval required

Delivery by Vendors

Check Purchase Order

Inventory Specialist

Purchase Order matched

Accept Gift Items

Inventory Specialist

Gift items received

Store Gift Items

Inventory Specialist

Gift Items ready for distribution

Distribute Gift Items

Inventory Specialist

Items forwarded/ distributed to requestor

PO does not match with DN & specs

Inform Purchasing of discrepancy

Inventory Specialist

Purchase Order matched

Link To:
Purchasing

Title:
Author: Edwin Ramos
Date: 2/23/2022
Volume: 0.00 Per Second

Authorization: Authorized
Date: 3/14/2022
Cost Per Second: $,3.5,E-0317

Owner: Mohammed Burhan
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

○ Actions
● Change Log
○ Change Requests

○ Feedback
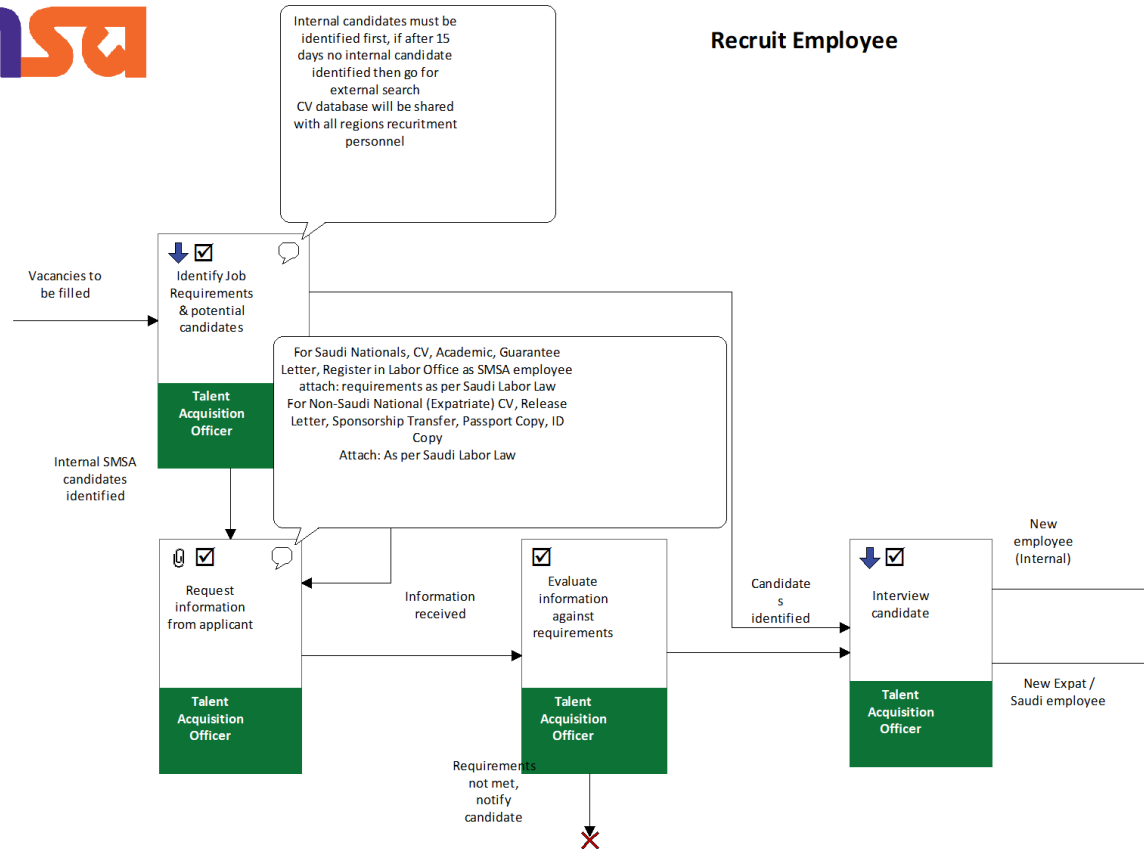○ Keywords
● Read Only

Delivery by Vendors

Receive assets

Asset received by requestor

Inventory Specialist

Property Transfer/ Turn-in Request form submitted

Turn-in assets

Asset transfer completed

Inventory Specialist

Management requirement

Dispose assets

Assets disposed

Asset for disposal

Inventory Specialist

Title:
Author: Edwin Ramos
Date: 2/23/2022
Volume: 0.00 Per Second

Authorization: Authorized
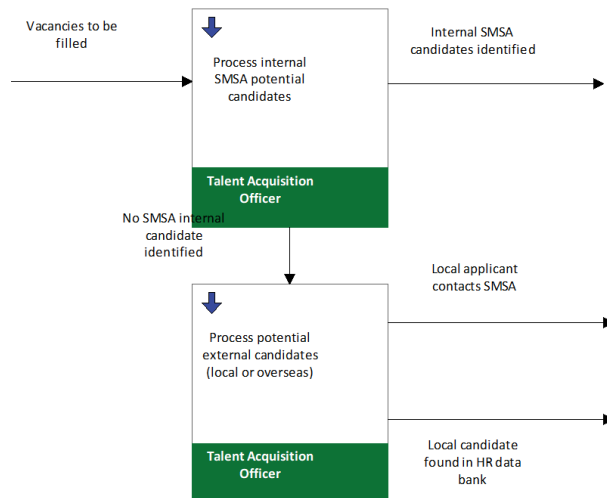Date: 3/14/2022
Cost Per Second: $,3.5,E-0317

Owner: Mohammed Burhan
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

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

Receive Assets

Delivery by Vendors

Check Purchase Order

Inventory Specialist

Purchase Order matched

Only assets amounting SAR 500 & above will be affixed with asset tag

Receive assets

Inventory Specialist

Delivery Note/ Sales Invoice signed

Assign & attach asset tag

Inventory Specialist

Asset Tag attached

Receiver signs the invoice to confirm receipt & hand-over of the items. Receiver may be the Nat'l Admin, Secretary, Coordinator or dept representative.

configuration

Hand-over to requesting dept

Inventory Specialist

Link to: Information Technology

Asset received by requester

Orig Inv &/or DN with PO fwrded to PUR
Copy of Inv &/or DN with orig Good Receive Note for filing with INVTY

filed

PO does not match with DN & specs

Items rejected

Inventory Specialist

PUR informed of discrepancy

Link To: Purchasing

Prepare Good Receive Note

Inventory Clerk (s) ERP

Link to: Purchasing

Documents fwrd to Purchasing

Title: Receive Assets
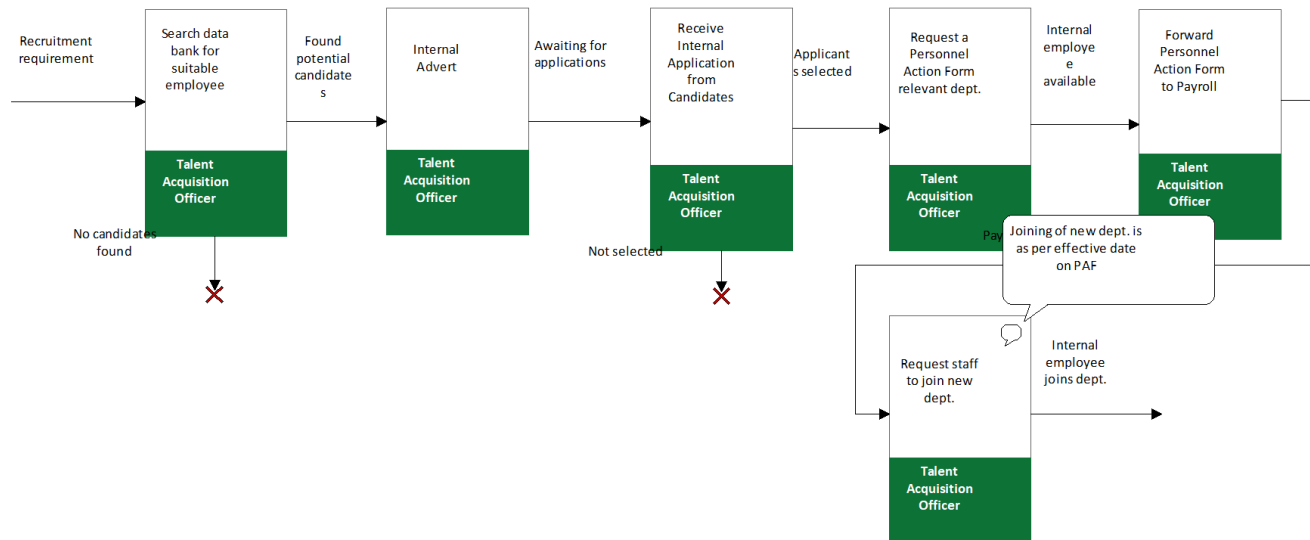Author: Edwin Ramos
Date: 2/24/2022
Volume: 0.00 Per Second

Authorization: Authorized
Date: 3/14/2022
Cost Per Second: $,3.5,E-0317

Owner: Mohammed Burhan
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

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

Turn-in Assets

Property Turn-in Request form submitted

Process turn-in request

Inventory Specialist

(s) Excel

Form must be filled-up properly by requesting dept.

Asset ready for turn-in

Assess condition of asset

Inventory Specialist

Electronic items to be checked by IT; Other items to be checked by Invty Specialist

Asset still useable

Store asset

Inventory Specialist

Keep in Inventory warehouse/ storeroom

Asset awaiting transfer request

...uest from ...artments

Transfer asset to requestor

Inventory Specialist

(s) Excel

Requires approval from direct manager; For computers electronics, approval by IT Manager required, and sent to IT for reconfiguration.

Asset transfer completed

Asset found unuseable

Link To:
Asset
Disposal

Title: Turn-in Assets
Author: Edwin Ramos
Date: 2/24/2022
Volume: 0.00 Per Second

Authorization: Authorized
Date: 3/14/2022
Cost Per Second: $,3.5,E-0317

Owner: Mohammed Burhan
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

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

Dispose Assets

Management requirement

Asset for disposal

Prepare list of assets for disposal
Inventory Specialist

List available

Present the asset disposal list to Committee
Inventory Specialist

List provided

Admin Facility will check all furnitures & air conditioners

Obtain approval signature from Admin dept
Disposal Committee

Admin dept approval

IT will check all electronic items

Obtain approval signature from IT dept
Disposal Committee

IT dept approval

IAD will check actual items vs. list

Obtain approval signature from Internal Audit dept
Disposal Committee

Internal Audit dept approval

QRM will check actual items vs. list

Obtain approval signature from QRM dept
Disposal Committee

QRM dept approval

Forward asset disposal list to MD for final approval
Disposal Committee

Obtained MD's approval

Assets to be crushed & disposed-off
Disposal Committee

Assets disposed

Forward asset disposal list for write-off from books
Inventory Specialist

Asset ready for write-off

Write-off from books
Chief Accountant

Assets written-off

Title: Dispose Assets
Author: Edwin Ramos
Date: 2/24/2022
Volume: 0.00 Per Second

Authorization: Authorized
Date: 3/14/2022
Cost Per Second: $,3.5,E-0317

Owner: Mohammed Burhan
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

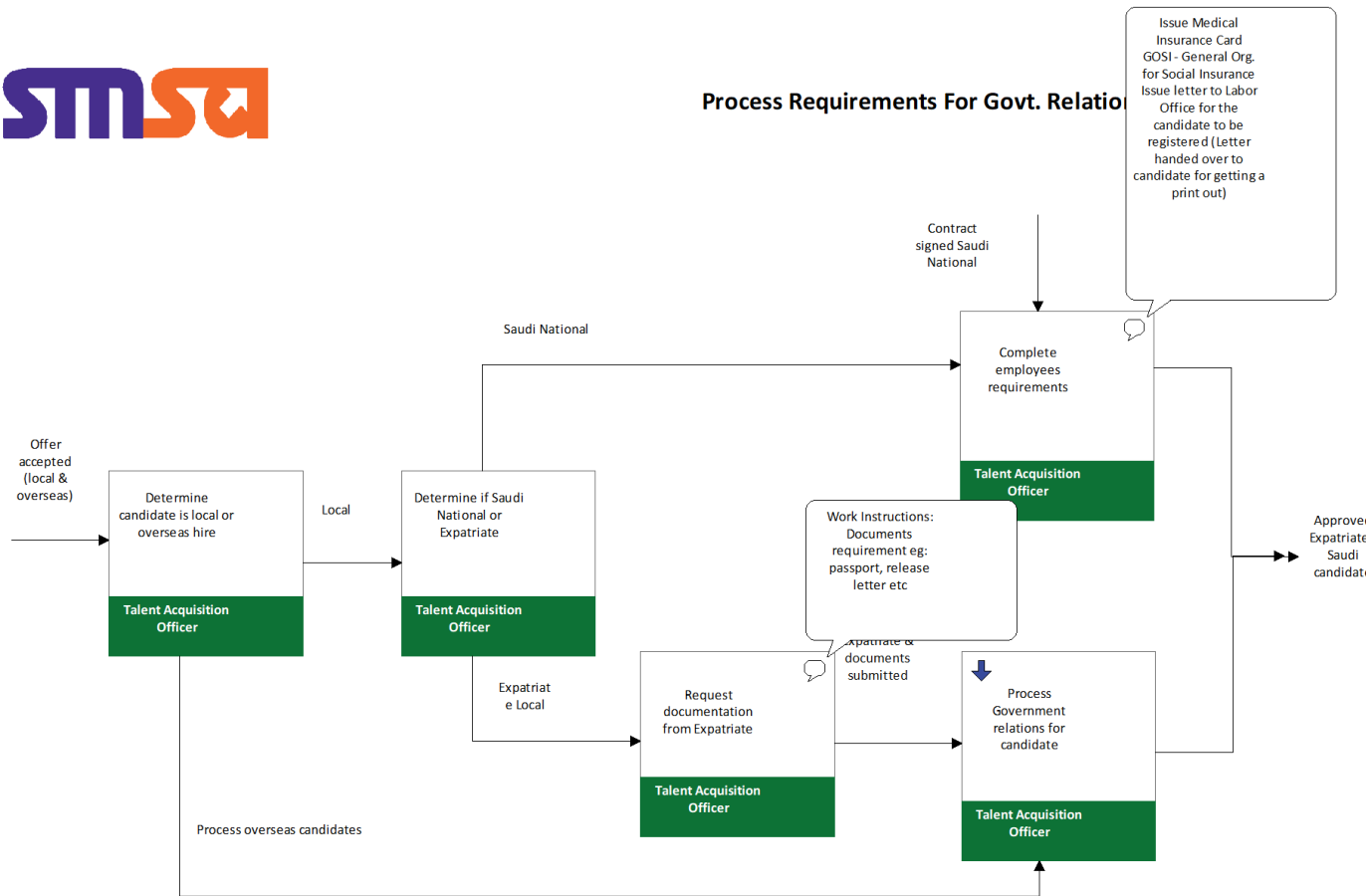○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Check against delivery note
Check quality & specs (domestic)
Invoice receive from Finance - Purchasing
Prepare receiving report
Attach Receiving Report to Invoice, send back to Finance -purchasing

Delivery by Vendors

Purchase Order matched

Items forwarded/ distributed to requestor

Check Purchase Order

Inventory Specialist

Accept Administrative Supplies

Inventory Specialist

PO does not match with DN & specs

Inform Purchasing of discrepancy

Inventory Specialist

PUR informed of discrepancy

Link To:
Purchasing

smsa

KSA - Human Resources Department

Personnel

**Training &
Org. Devt.**

Title: KSA - Human Resources Department
Author: Edwin Ramos   Authorization: Authorized
Date: 5/17/2017   Date: 5/28/2018
Volume: 0.00 Per Second   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

HRD - Personnel

Recruitment

Government
Relations

Employee
Relations

Payroll

Support
Services

Title: HRD - Personnel
Author: Edwin Ramos
Date: 5/17/2017
Volume: 0.00 Per Second

Authorization: Authorized
Date: 12/21/2022
Cost Per Second: $,3.5,E-0317

Owner: Hassan Al Aswad
Diagram Version: 5
Review Date: None
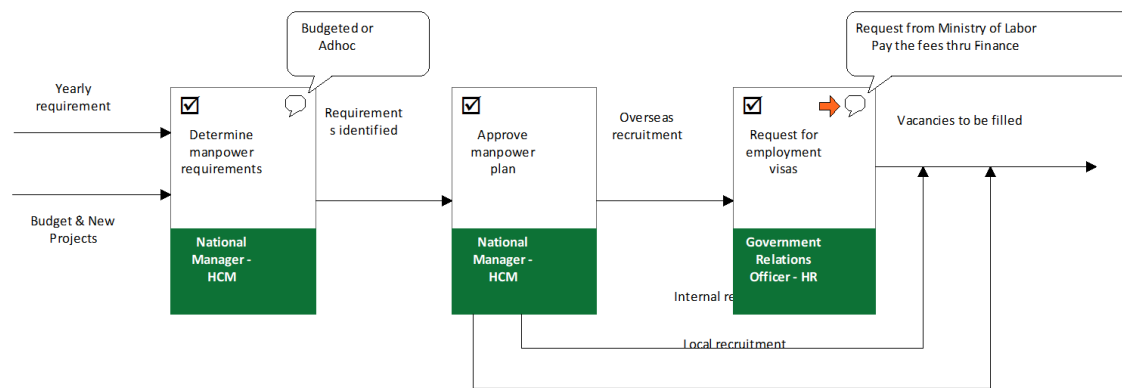F.T.E.: 0.00

○ Actions
● Change Log
○ Change Requests

○ Feedback
○ Keywords
● Read Only

HRD - Recruitment

Walk in recruitment
Overseas recruitment

Yearly requirement

Develop manpower plan

National Manager - HCM

Vacancies to be filled

Recruit employee

National Manager - HCM

New employee join

Freelance applicant

Process Freelance Hiring

National Manager - HCM

Freelance compensated

Title: HRD - Recruitment
Author: Edwin Ramos
Date: 5/25/2017
Volume: 0.00 Per Second

Authorization: Authorized
Date: 9/19/2022
Cost Per Second: $,3.5,E-0317

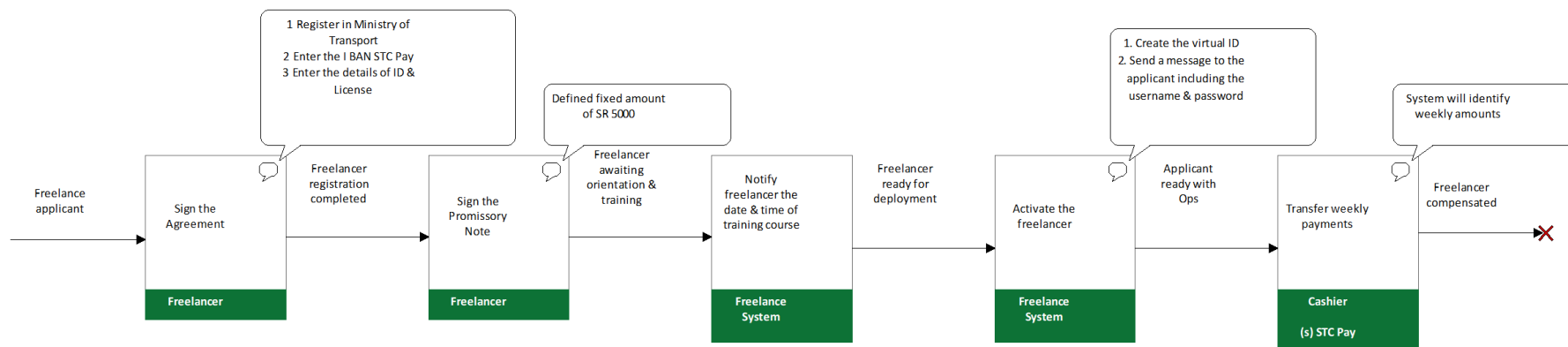Owner: Hassan Al Aswad
Diagram Version: 5
Review Date: None
F.T.E.: 0.00

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

Recruit Employee

Internal candidates must be identified first, if after 15 days no internal candidate identified then go for external search
CV database will be shared with all regions recuritment personnel

Vacancies to be filled

Identify Job Requirements & potential candidates

Talent Acquisition Officer

Internal SMSA candidates identified

For Saudi Nationals, CV, Academic, Guarantee Letter, Register in Labor Office as SMSA employee attach: requirements as per Saudi Labor Law
For Non-Saudi National (Expatriate) CV, Release Letter, Sponsorship Transfer, Passport Copy, ID Copy
Attach: As per Saudi Labor Law

Request information from applicant

Talent Acquisition Officer

Information received

Evaluate information against requirements

Talent Acquisition Officer

Candidates identified

Interview candidate

Talent Acquisition Officer

New employee (Internal)

New Expat / Saudi employee

Requirements not met, notify candidate

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

SMSA

Identify Potential Candidates

Vacancies to be filled

Process internal SMSA potential candidates

Internal SMSA candidates identified

Talent Acquisition Officer

No SMSA internal candidate identified

Process potential external candidates (local or overseas)

Local applicant contacts SMSA

Talent Acquisition Officer

Local candidate found in HR data bank

Title: Identify Potential Candidates	
Author: Edwin Ramos	Authorization: Authorized
Date: 6/12/2010	Date: 9/19/2022
Volume: 0.00 Per Second	Cost Per Second: $,3.5,E-0317

Owner: Hassan Al Aswad
Diagram Version: 4.00
Review Date: None
F.T.E.: 0.00

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

Process Internal SMSA Potential Candidates

Title: Process Internal SMSA Potential Candidates
Author: Edwin Ramos
Date: 6/12/2010
Volume: 0.00 Per Second

Authorization: Authorized
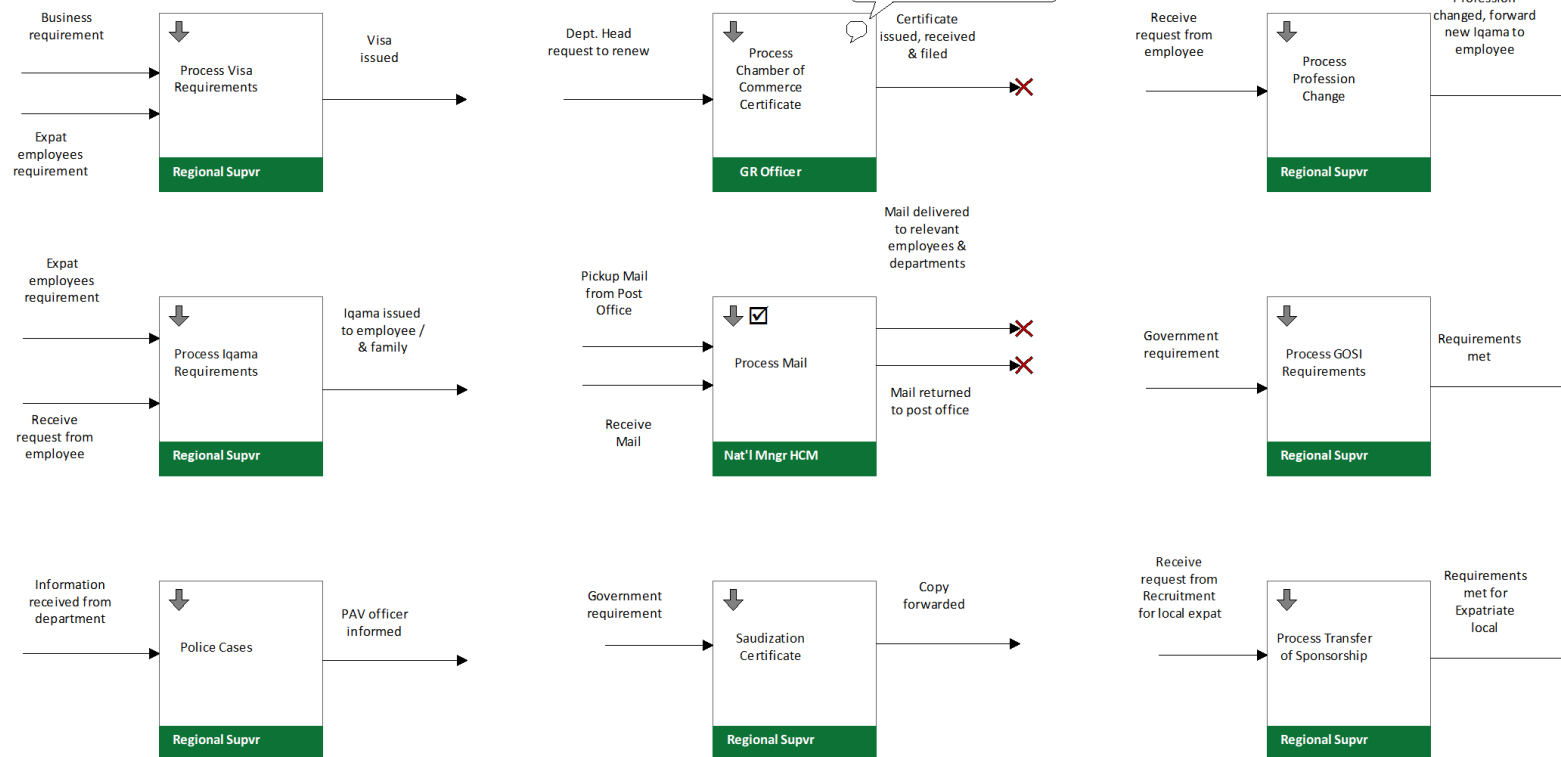Date: 9/19/2022
Cost Per Second: $,3.5,E-0317

Owner: Hassan Al Aswad
Diagram Version: 4.00
Review Date: None
F.T.E.: 0.00

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

Process Potential External Candidates (local or overseas)
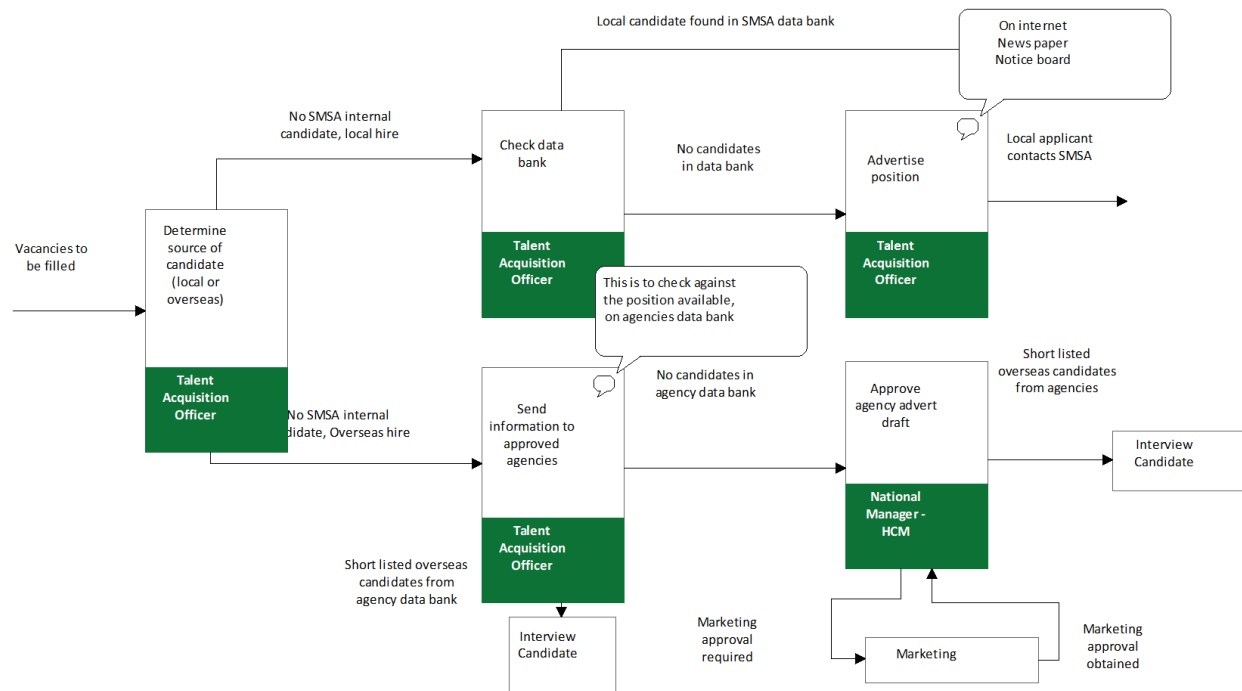
Interview Candidate
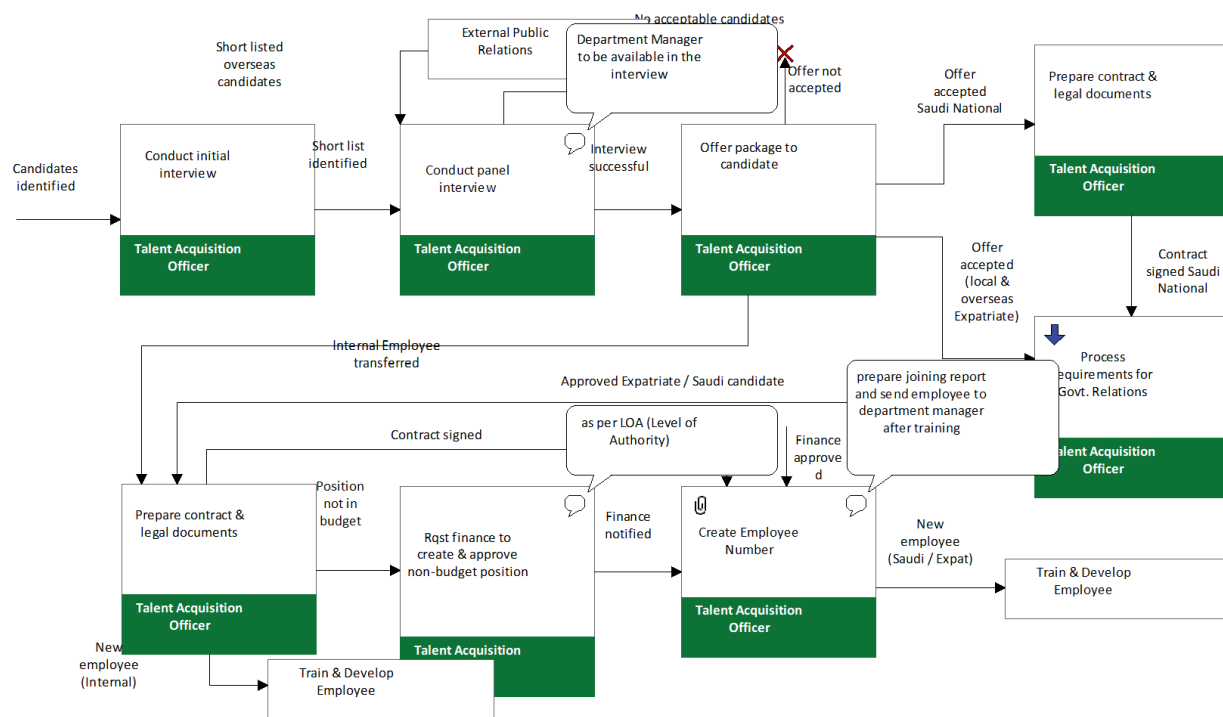
Title: Interview Candidate
Author: Edwin Ramos
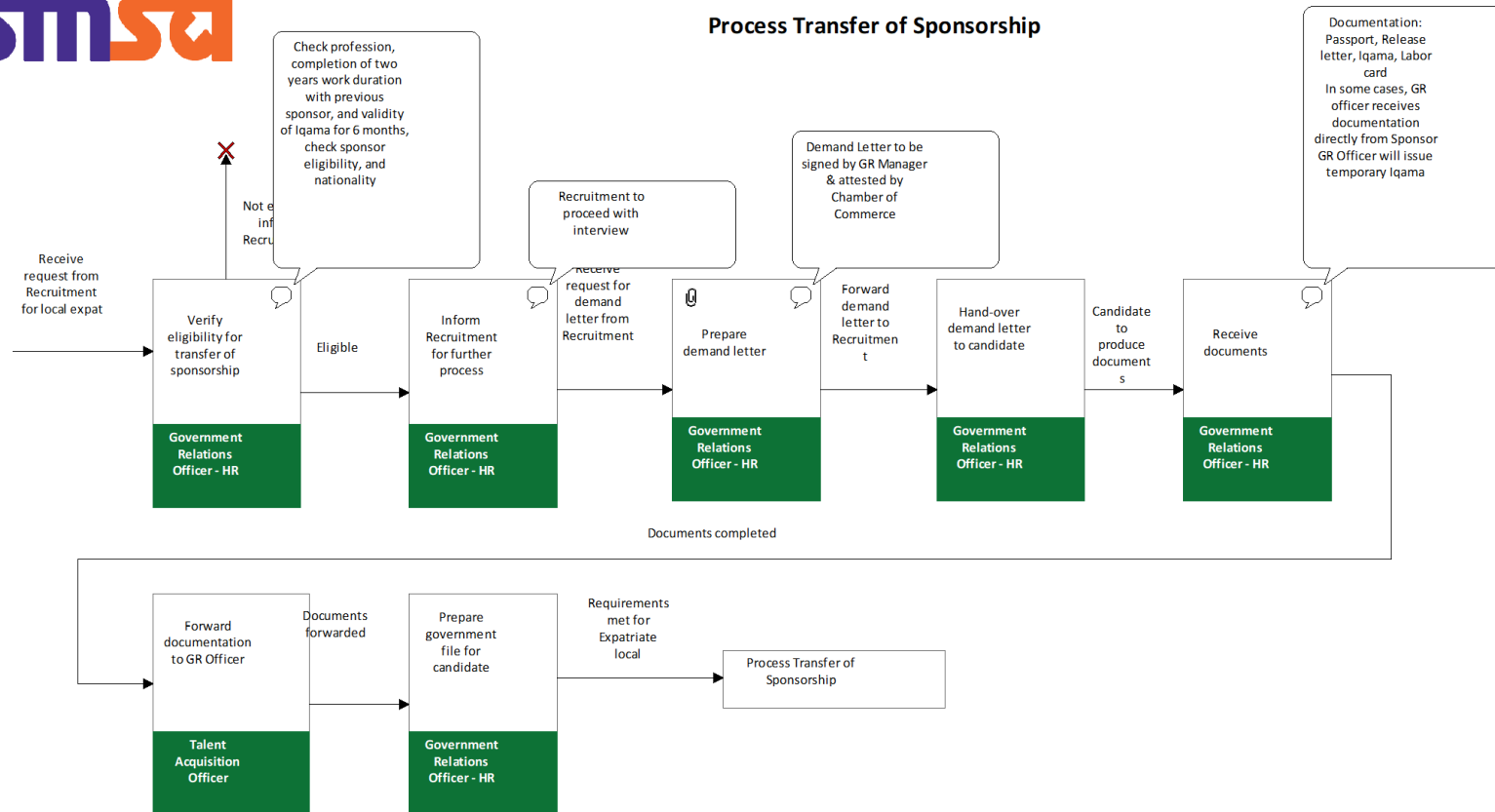Date: 6/12/2010
Volume: 0.00 Per Second

Authorization: Authorized
Date: 9/19/2022
Cost Per Second: $,3.5,E-0317

Owner: Hassan Al Aswad
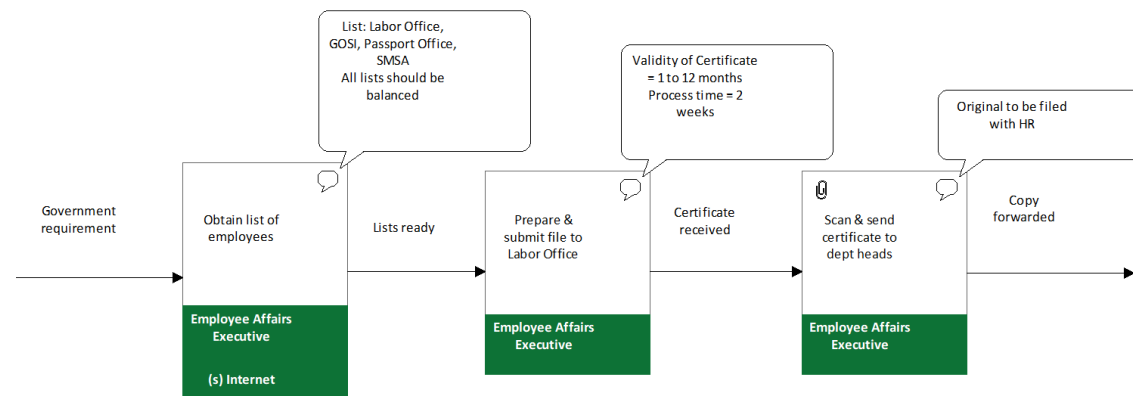Diagram Version: 4.00
Review Date: None
F.T.E.: 0.00

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

Process Requirements For Govt. Relatio

Issue Medical Insurance Card GOSI - General Org. for Social Insurance Issue letter to Labor Office for the candidate to be registered (Letter handed over to candidate for getting a print out)

Contract signed Saudi National

Saudi National

Offer accepted (local & overseas)

Determine candidate is local or overseas hire

Talent Acquisition Officer

Local

Determine if Saudi National or Expatriate

Talent Acquisition Officer

Complete employees requirements

Talent Acquisition Officer

Work Instructions: Documents requirement eg: passport, release letter etc

Approved Expatriate / Saudi candidate

Expatriat e Local

Request documentation from Expatriate

Talent Acquisition Officer

Expatriate & documents submitted

Process Government relations for candidate

Talent Acquisition Officer

Process overseas candidates

Title: Process Requirements For Govt. Relations
Author: Edwin Ramos   Authorization: Authorized
Date: 6/13/2010   Date: 9/19/2022
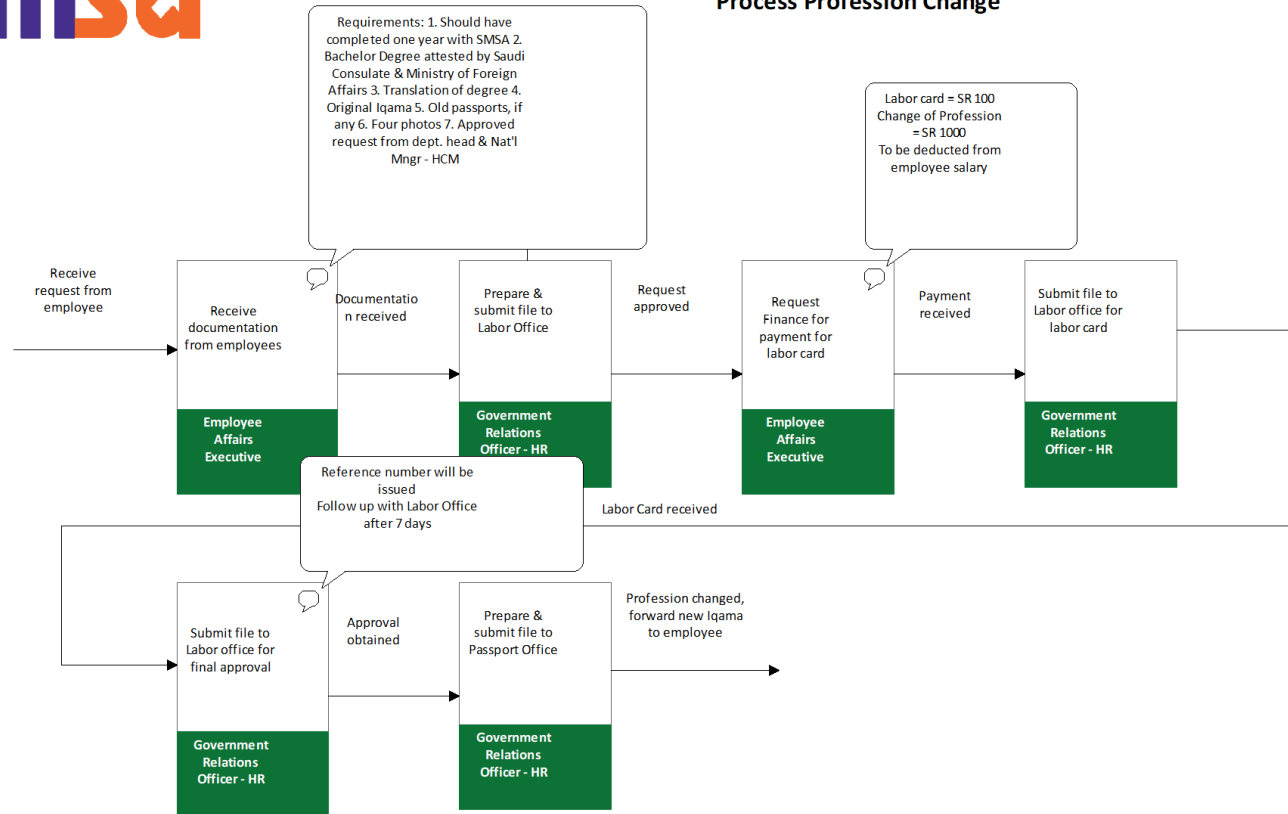Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Hassan Al Aswad
Diagram Version: 4.00
Review Date: None
F.T.E.: 0.00

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

Process Government Relations For Candidate

Develop Manpower Plan

Yearly requirement

Budget & New Projects

Budgeted or Adhoc

☑ 💬
Determine manpower requirements

National Manager - HCM

Requirements identified

☑
Approve manpower plan

National Manager - HCM

Overseas recruitment

Request from Ministry of Labor
Pay the fees thru Finance

☑ ➡️ 💬
Request for employment visas

Government Relations Officer - HR

Vacancies to be filled

Internal re

Local recruitment

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

Authorization: Authorized
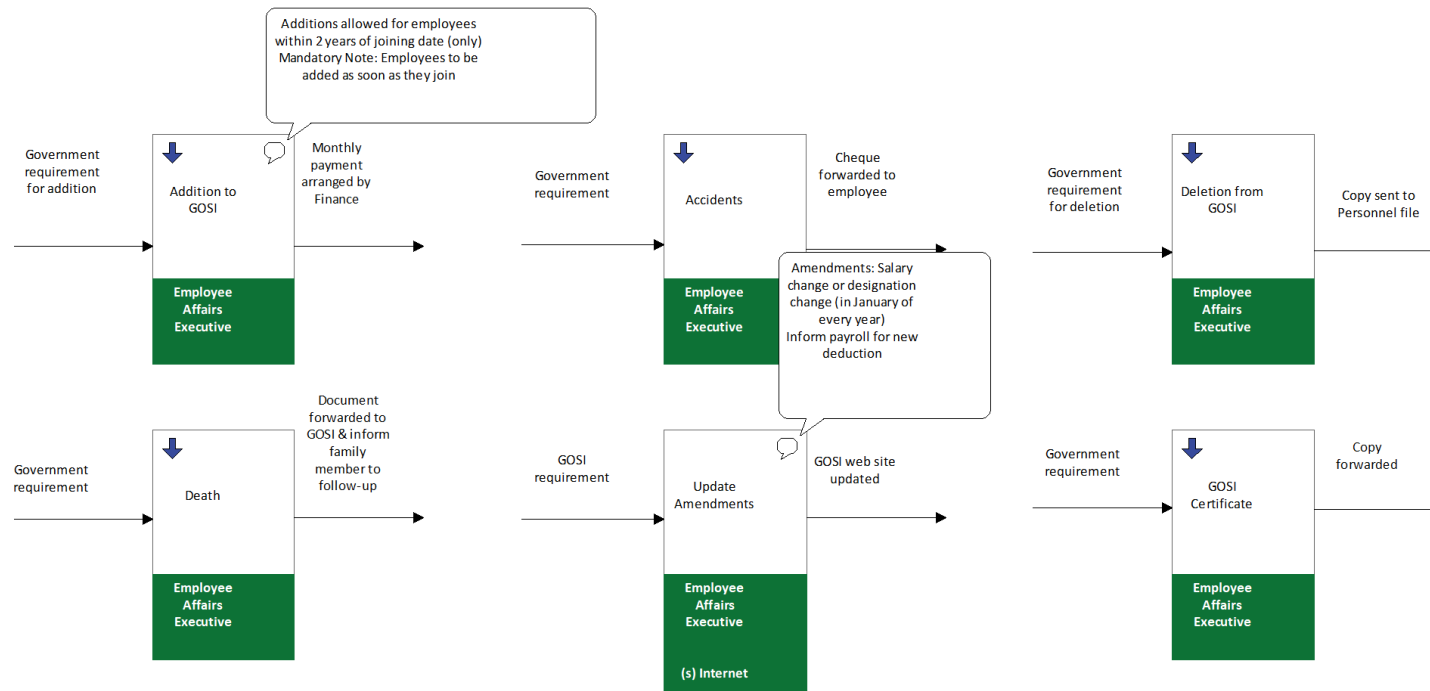Date: 9/19/2022
Cost Per Second: $,3.5,E-0317

Owner: Hassan Al Aswad
Diagram Version: 5
Review Date: None
F.T.E.: 0.00

○ Actions
● Change Log
○ Change Requests

○ Feedback
● Keywords
● Read Only

Process Freelance Hiring

1 Register in Ministry of Transport
2 Enter the I BAN STC Pay
3 Enter the details of ID & License

1. Create the virtual ID
2. Send a message to the applicant including the username & password

Defined fixed amount of SR 5000

System will identify weekly amounts

Freelance applicant

Sign the Agreement

Freelancer

Freelancer registration completed

Sign the Promissory Note

Freelancer

Freelancer awaiting orientation & training

Notify freelancer the date & time of training course

Freelance System

Freelancer ready for deployment

Activate the freelancer

Freelance System

Applicant ready with Ops

Transfer weekly payments

Cashier

(s) STC Pay

Freelancer compensated

Title: Process Freelance Hiring
Author: Mohammed Ahmed Khan
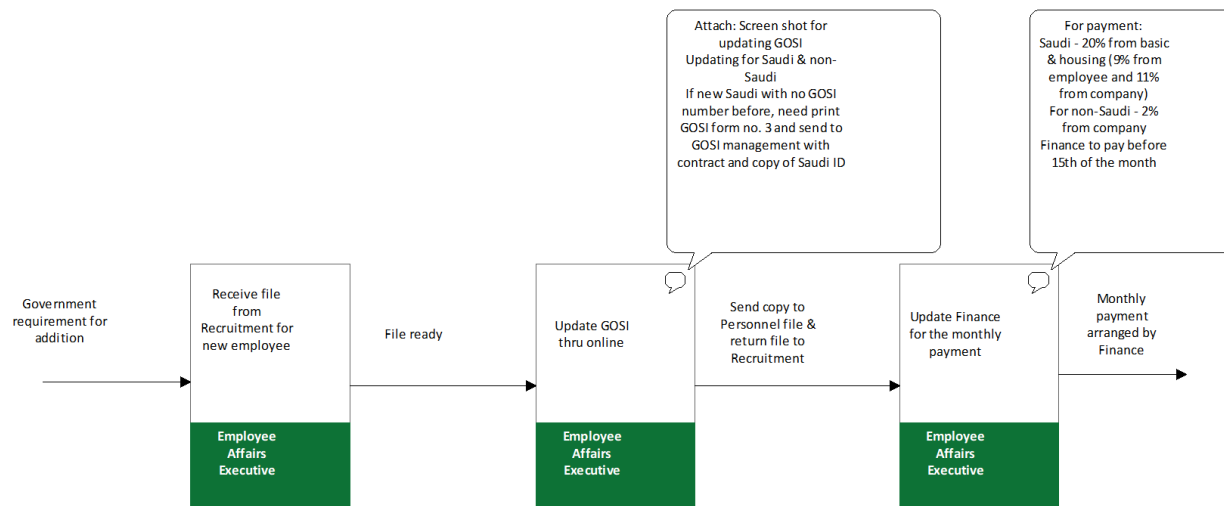Date: 10/13/2021
Volume: 0.00 Per Second

Authorization: Authorized
Date: 9/19/2022
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

HRD - Government Relations

Business requirement

Expat employees requirement

→ Process Visa Requirements

Visa issued

Regional Supvr

Dept. Head request to renew

→ Process Chamber of Commerce Certificate

Certificate issued, received & filed

GR Officer

Letter from Administration Head to Finance Manager requesting for cash to pay renewal fee

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Receive request from employee

→ Process Profession Change

Profession changed, forward new Iqama to employee

Regional Supvr

Expat employees requirement

Receive request from employee

→ Process Iqama Requirements

Iqama issued to employee / & family

Regional Supvr

Pickup Mail from Post Office

Receive Mail

→ Process Mail ☑

Mail delivered to relevant employees & departments

Mail returned to post office

Nat'l Mngr HCM

Government requirement

→ Process GOSI Requirements

Requirements met

Regional Supvr

Information received from department

→ Police Cases

PAV officer informed

Regional Supvr

Government requirement

→ Saudization Certificate

Copy forwarded

Regional Supvr

Receive request from Recruitment for local expat

→ Process Transfer of Sponsorship

Requirements met for Expatriate local

Regional Supvr

Title: HRD - Government Relations
Author: Edwin Ramos
Date: 5/25/2017
Volume: 0.00 Per Second

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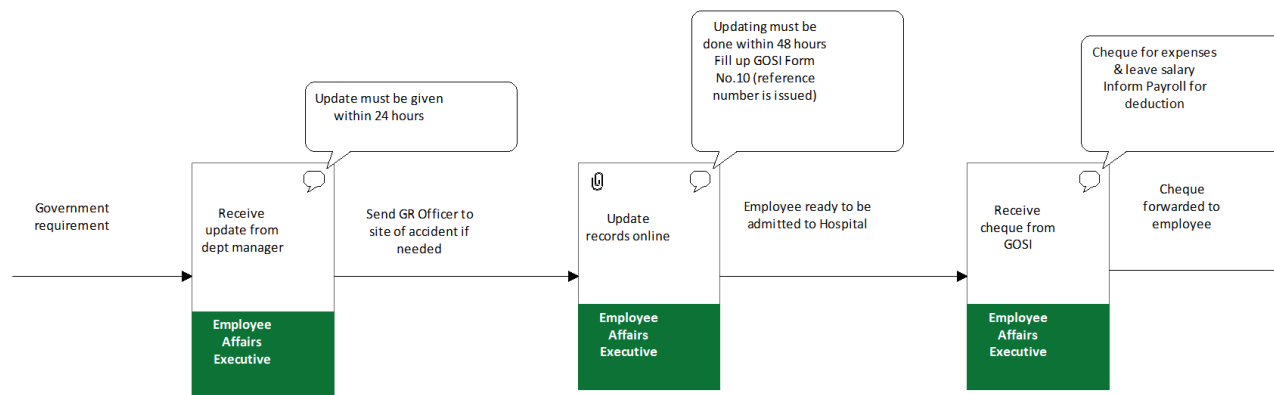Date: 2/1/2023
Cost Per Second: $,3.5,E-0317

Owner: Hassan Al Aswad
Diagram Version: 5
Review Date: None
F.T.E.: 0.00

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

Process Transfer of Sponsorship

Receive request from Recruitment for local expat

Check profession, completion of two years work duration with previous sponsor, and validity of Iqama for 6 months, check sponsor eligibility, and nationality

Not eligible inform Recruitment

Verify eligibility for transfer of sponsorship
Government Relations Officer - HR

Eligible

Inform Recruitment for further process
Government Relations Officer - HR

Recruitment to proceed with interview

Receive request for demand letter from Recruitment

Prepare demand letter
Government Relations Officer - HR

Demand Letter to be signed by GR Manager & attested by Chamber of Commerce

Forward demand letter to Recruitment
Government Relations Officer - HR

Hand-over demand letter to candidate
Government Relations Officer - HR

Candidate to produce documents

Documentation:
Passport, Release letter, Iqama, Labor card
In some cases, GR officer receives documentation directly from Sponsor
GR Officer will issue temporary Iqama

Receive documents
Government Relations Officer - HR

Documents completed

Forward documentation to GR Officer
Talent Acquisition Officer

Documents forwarded

Prepare government file for candidate
Government Relations Officer - HR

Requirements met for Expatriate local

Process Transfer of Sponsorship

Title: Process Transfer of Sponsorship
Author: Edwin Ramos
Date: 6/22/2010
Volume: 0.00 Per Second

Authorization: Authorized
Date: 9/19/2022
Cost Per Second: $,3.5,E-0317

Owner: Hassan Al Aswad
Diagram Version: 4
Review Date: None
F.T.E.: 0.00

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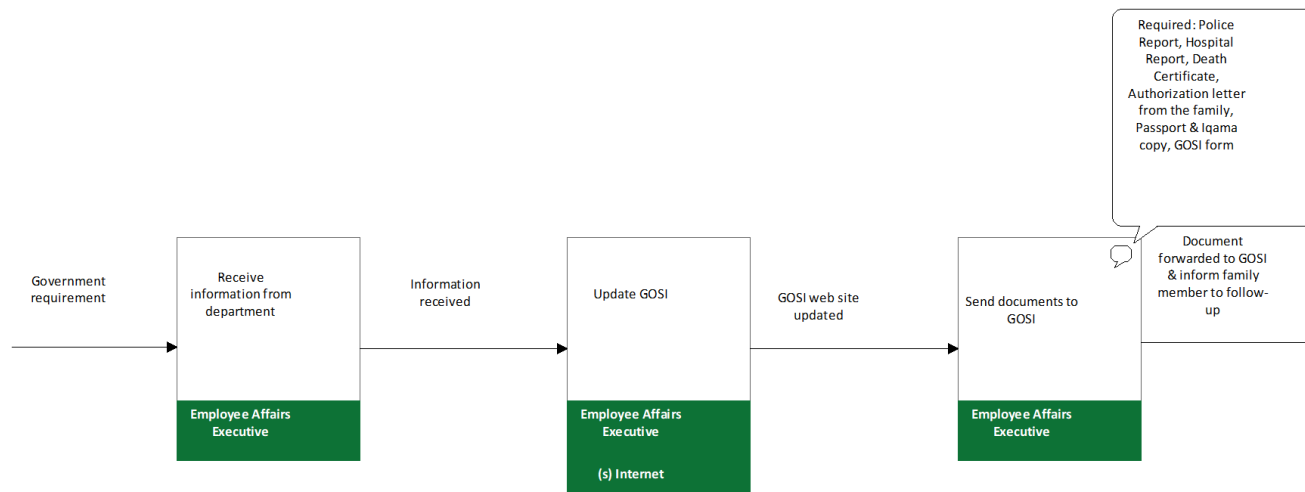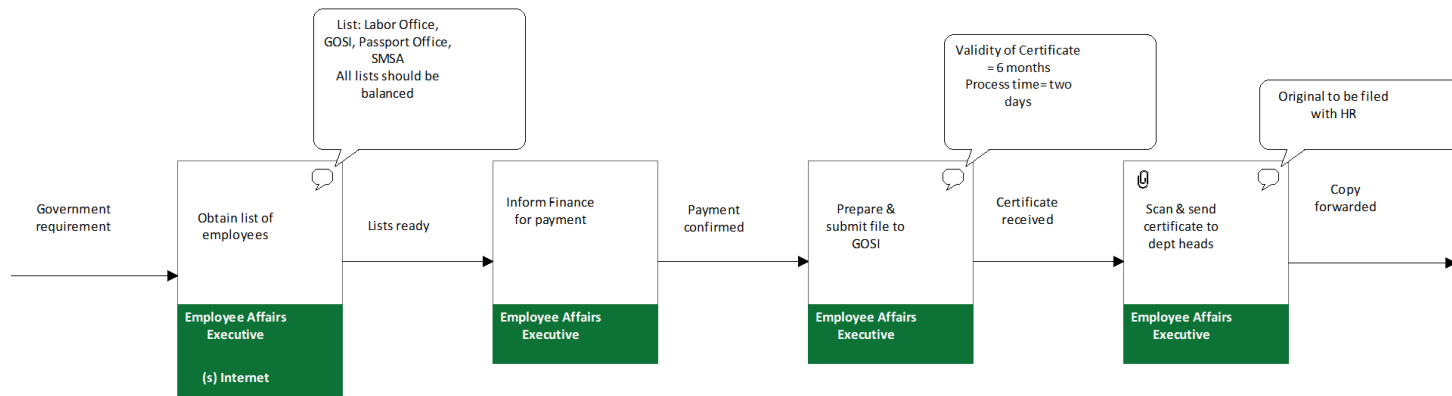
Saudization Certificate

List: Labor Office, GOSI, Passport Office, SMSA
All lists should be balanced

Validity of Certificate = 1 to 12 months
Process time = 2 weeks

Original to be filed with HR

Government requirement

Obtain list of employees

Employee Affairs Executive

(s) Internet

Lists ready

Prepare & submit file to Labor Office

Employee Affairs Executive

Certificate received

Scan & send certificate to dept heads

Employee Affairs Executive

Copy forwarded

Title: Saudization Certificate
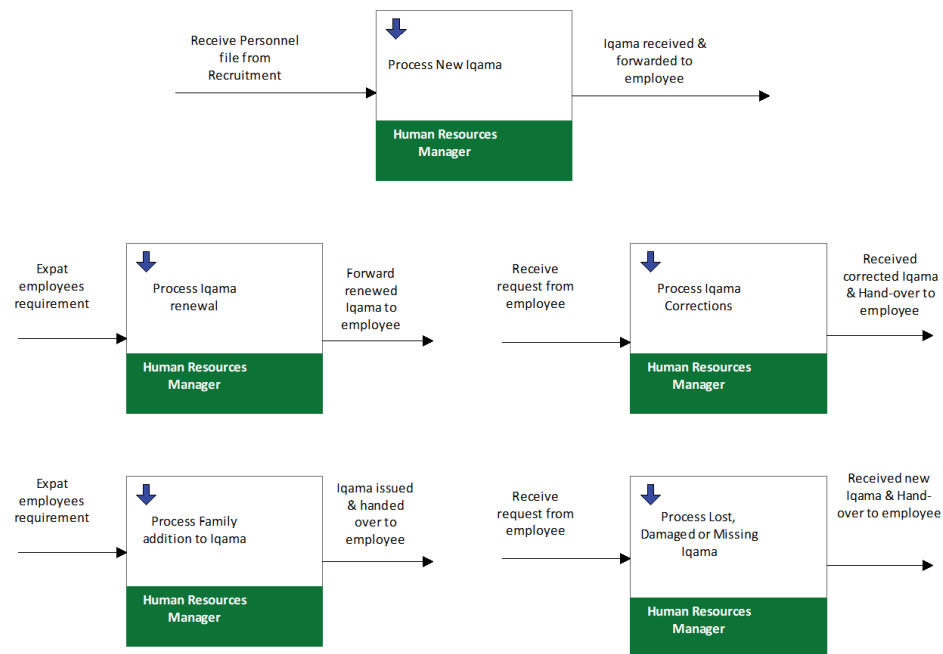Author: Edwin Ramos
Date: 6/23/2010
Volume: 0.00 Per Second

Authorization: Authorized
Date: 9/19/2022
Cost Per Second: $,3.5,E-0317

Owner: Hassan Al Aswad
Diagram Version: 4
Review Date: None
F.T.E.: 0.00

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

Process Profession Change

Title: Process Profession Change
Author: Edwin Ramos
Date: 6/26/2010
Volume: 0.00 Per Second

Authorization: Authorized
Date: 9/19/2022
Cost Per Second: $,3.5,E-0317

Owner: Hassan Al Aswad
Diagram Version: 4
Review Date: None
F.T.E.: 0.00

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

Process GOSI Requirements

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

Addition to GOSI

Attach: Screen shot for
updating GOSI
Updating for Saudi & non-Saudi
If new Saudi with no GOSI
number before, need print
GOSI form no. 3 and send to
GOSI management with
contract and copy of Saudi ID

For payment:
Saudi - 20% from basic
& housing (9% from
employee and 11%
from company)
For non-Saudi - 2%
from company
Finance to pay before
15th of the month

Government
requirement for
addition

Receive file
from
Recruitment for
new employee

File ready

Update GOSI
thru online

Send copy to
Personnel file &
return file to
Recruitment

Update Finance
for the monthly
payment

Monthly
payment
arranged by
Finance

Employee
Affairs
Executive

Employee
Affairs
Executive

Employee
Affairs
Executive

Title: Addition to GOSI
Author: Edwin Ramos
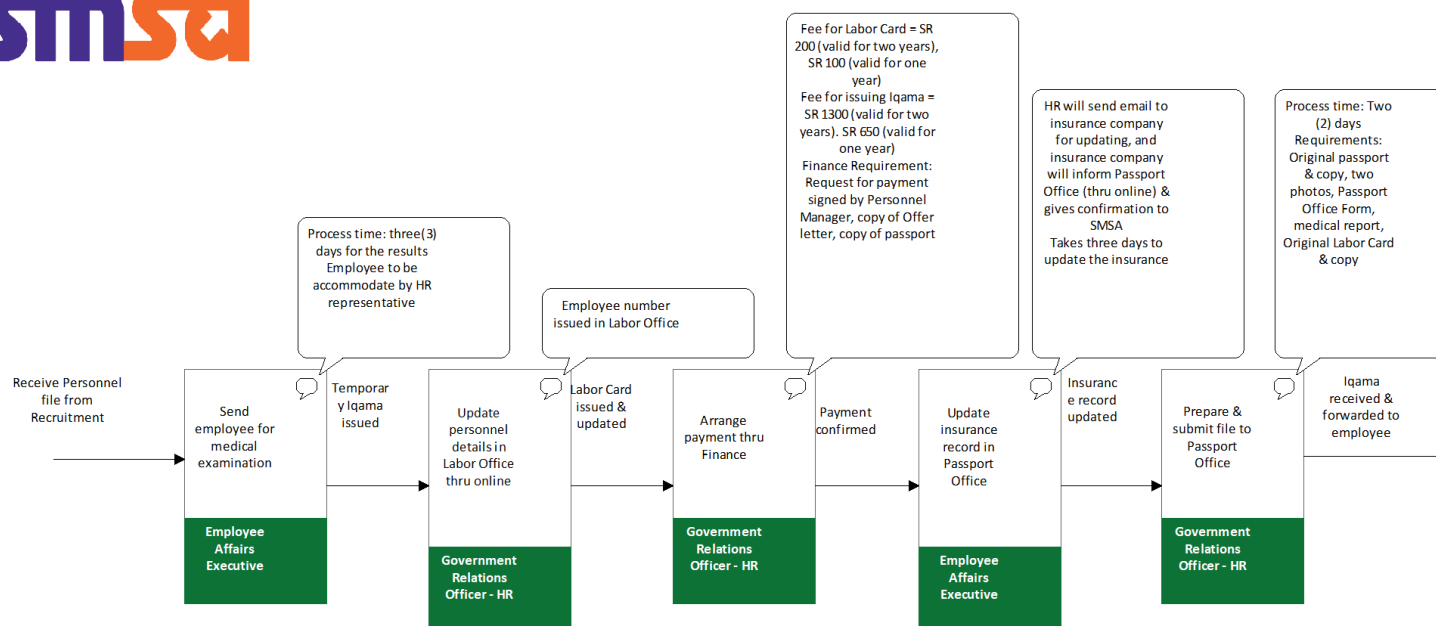Date: 6/27/2010
Volume: 0.00 Per Second

Authorization: Authorized
Date: 9/19/2022
Cost Per Second: $,3.5,E-0317

Owner: Hassan Al Aswad
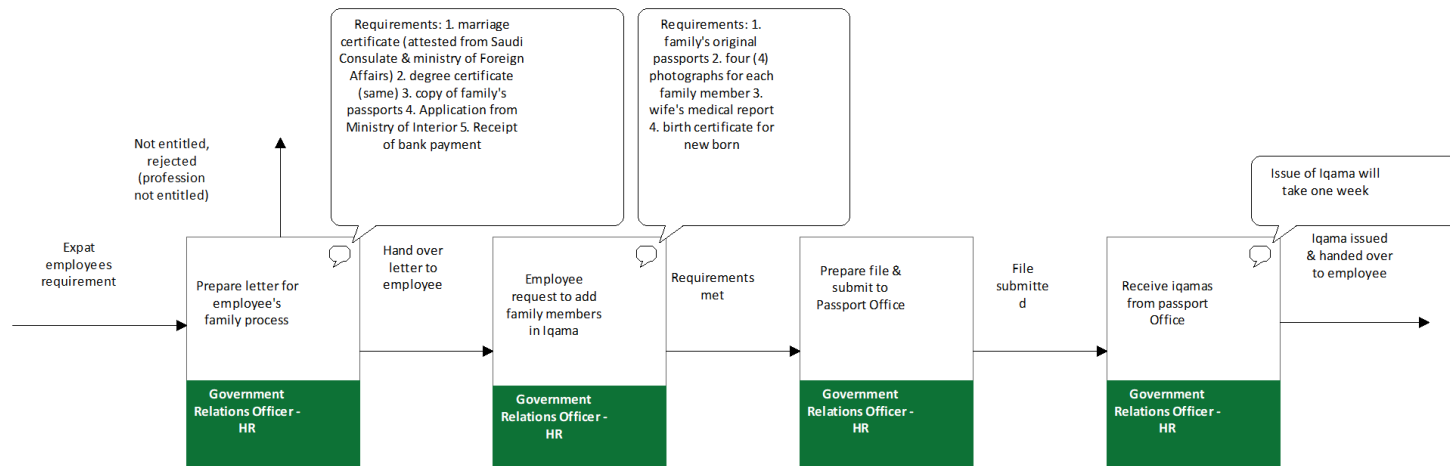Diagram Version: 4
Review Date: None
F.T.E.: 0.00

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

Accidents

Update must be given within 24 hours

Updating must be done within 48 hours
Fill up GOSI Form No.10 (reference number is issued)

Cheque for expenses & leave salary
Inform Payroll for deduction

Government requirement

Receive update from dept manager

Employee Affairs Executive

Send GR Officer to site of accident if needed

Update records online

Employee Affairs Executive

Employee ready to be admitted to Hospital

Receive cheque from GOSI

Employee Affairs Executive

Cheque forwarded to employee

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

Deletion from GOSI

Government requirement for deletion

Receive list from Payroll for termination
Employee Affairs Executive

List received

Remove names from GOSI thru online
Employee Affairs Executive

Copy sent to Personnel file

Title: Deletion from GOSI
Author: Edwin Ramos
Date: 6/27/2010
Volume: 0.00 Per Second

Authorization: Authorized
Date: 9/19/2022
Cost Per Second: $,3.5,E-0317

Owner: Hassan Al Aswad
Diagram Version: 4
Review Date: None
F.T.E.: 0.00

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

Death

Government requirement →

Receive information from department

Employee Affairs Executive

→ Information received →

Update GOSI

Employee Affairs Executive

(s) Internet

→ GOSI web site updated →

Send documents to GOSI

Employee Affairs Executive

Required: Police Report, Hospital Report, Death Certificate, Authorization letter from the family, Passport & Iqama copy, GOSI form

Document forwarded to GOSI & inform family member to follow-up →

Title: Death
Author: Edwin Ramos
Date: 6/26/2010
Volume: 0.00 Per Second

Authorization: Authorized
Date: 9/19/2022
Cost Per Second: $,3.5,E-0317

Owner: Hassan Al Aswad
Diagram Version: 4
Review Date: None
F.T.E.: 0.00
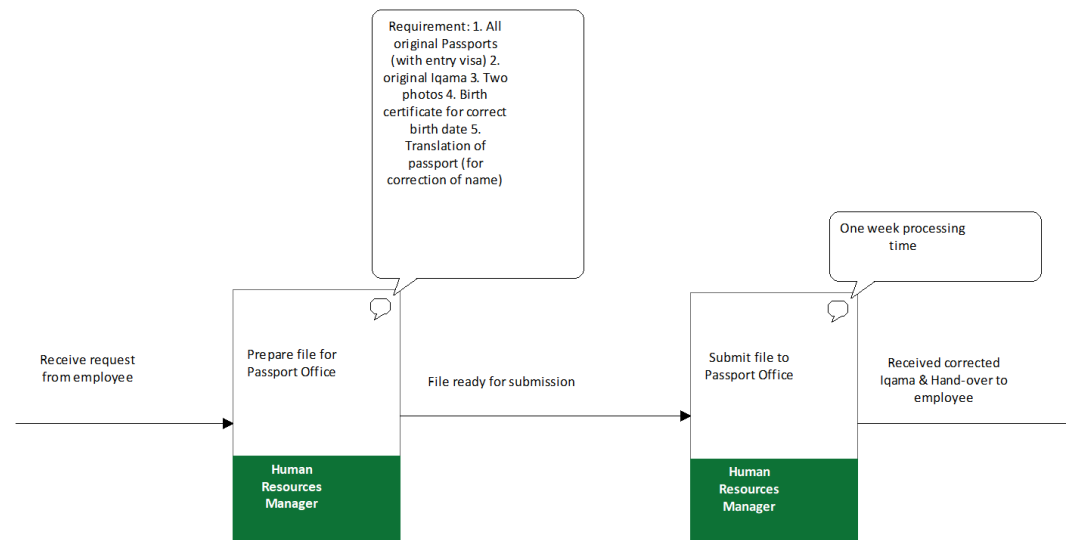
○ Actions   ○ Feedback
● Change Log   ● Keywords
○ Change Requests ● Read Only

GOSI Certificate

List: Labor Office, GOSI, Passport Office, SMSA
All lists should be balanced

Validity of Certificate = 6 months
Process time = two days

Original to be filed with HR

Government requirement

Obtain list of employees

Employee Affairs Executive

(s) Internet

Lists ready

Inform Finance for payment

Employee Affairs Executive

Payment confirmed

Prepare & submit file to GOSI

Employee Affairs Executive

Certificate received

Scan & send certificate to dept heads

Employee Affairs Executive

Copy forwarded

Title: GOSI Certificate
Author: Edwin Ramos
Date: 6/28/2010
Volume: 0.00 Per Second

Authorization: Authorized
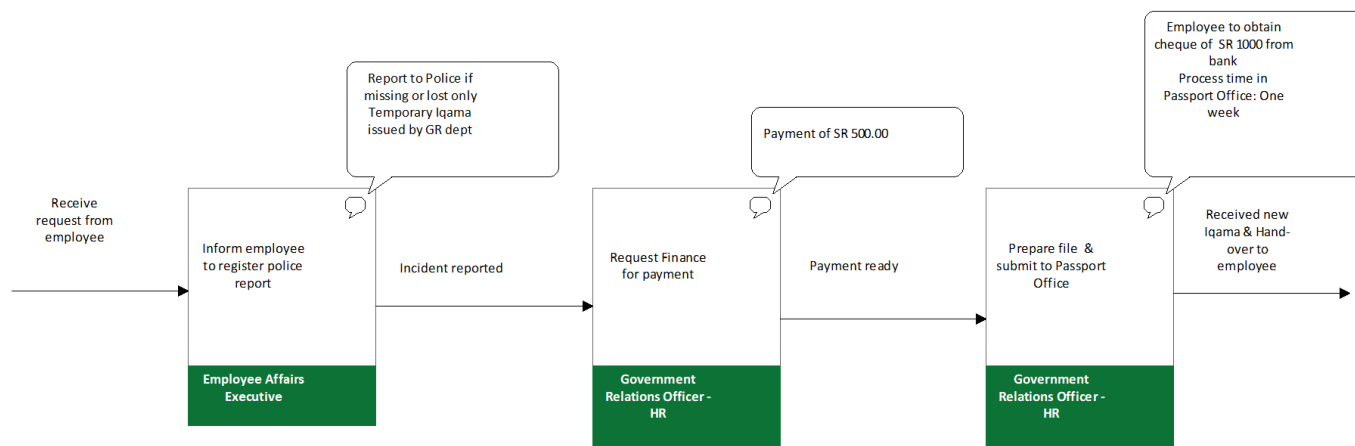Date: 9/19/2022
Cost Per Second: $,3.5,E-0317

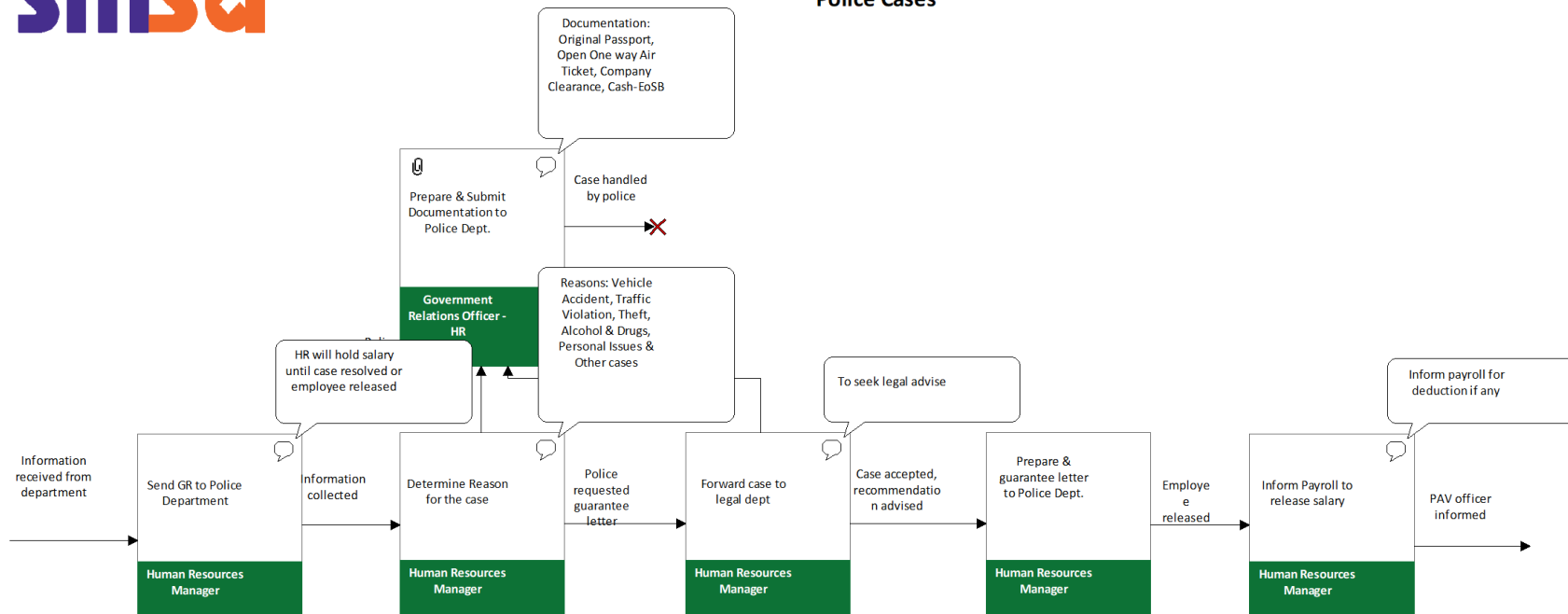Owner: Hassan Al Aswad
Diagram Version: 4
Review Date: None
F.T.E.: 0.00

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

SMSA

Process Iqama Requirements

Receive Personnel file from Recruitment → **Process New Iqama** → Iqama received & forwarded to employee

Human Resources Manager

Expat employees requirement → **Process Iqama renewal** → Forward renewed Iqama to employee

Human Resources Manager

Receive request from employee → **Process Iqama Corrections** → Received corrected Iqama & Hand-over to employee

Human Resources Manager

Expat employees requirement → **Process Family addition to Iqama** → Iqama issued & handed over to employee

Human Resources Manager

Receive request from employee → **Process Lost, Damaged or Missing Iqama** → Received new Iqama & Hand-over to employee

Human Resources Manager

Title:	Process Iqama Requirements	Owner: Hassan Al Aswad	○ Actions ○ Feedback
Author:	Edwin Ramos	Authorization: Authorized	● Change Log ● Keywords
Date:	6/26/2010	Date: 9/19/2022	○ Change Requests ● Read Only
Volume:	0.00 Per Second	Cost Per Second: $,3.5,E-0317	

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

SMSA

Receive Personnel file from Recruitment

Send employee for medical examination
Employee Affairs Executive

Process time: three(3) days for the results
Employee to be accommodate by HR representative

Temporary Iqama issued

Update personnel details in Labor Office thru online
Government Relations Officer - HR

Employee number issued in Labor Office

Labor Card issued & updated

Arrange payment thru Finance
Government Relations Officer - HR

Fee for Labor Card = SR 200 (valid for two years), SR 100 (valid for one year)
Fee for issuing Iqama = SR 1300 (valid for two years). SR 650 (valid for one year)
Finance Requirement: Request for payment signed by Personnel Manager, copy of Offer letter, copy of passport

Payment confirmed

Update insurance record in Passport Office
Employee Affairs Executive

HR will send email to insurance company for updating, and insurance company will inform Passport Office (thru online) & gives confirmation to SMSA
Takes three days to update the insurance

Insurance record updated

Prepare & submit file to Passport Office
Government Relations Officer - HR

Process time: Two (2) days
Requirements: Original passport & copy, two photos, Passport Office Form, medical report, Original Labor Card & copy

Iqama received & forwarded to employee

Title: Process New Iqama
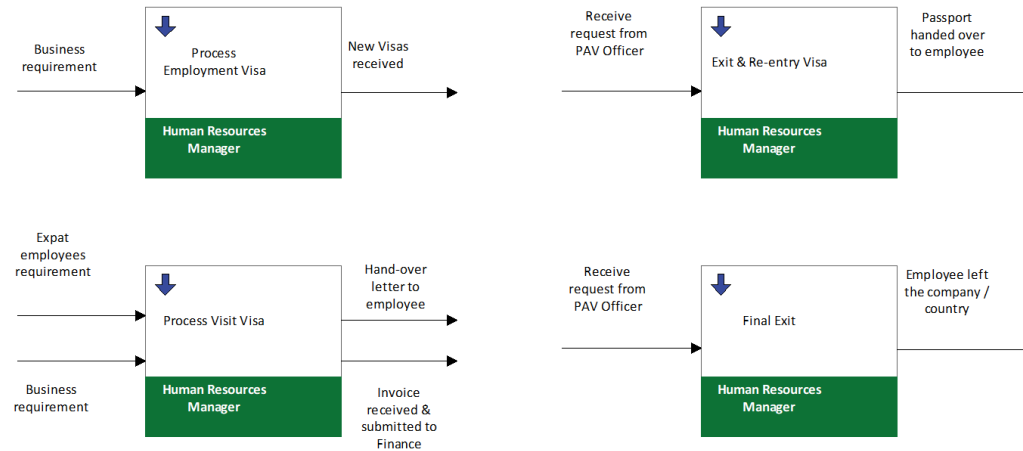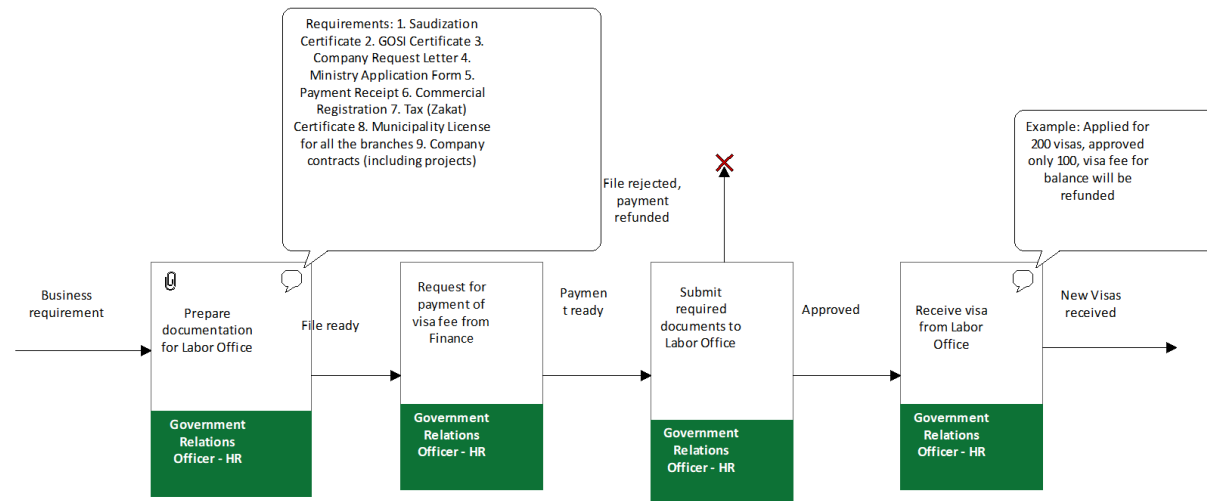Author: Edwin Ramos
Date: 6/28/2010
Volume: 0.00 Per Second

Authorization: Authorized
Date: 9/19/2022
Cost Per Second: $,3.5,E-0317

Owner: Hassan Al Aswad
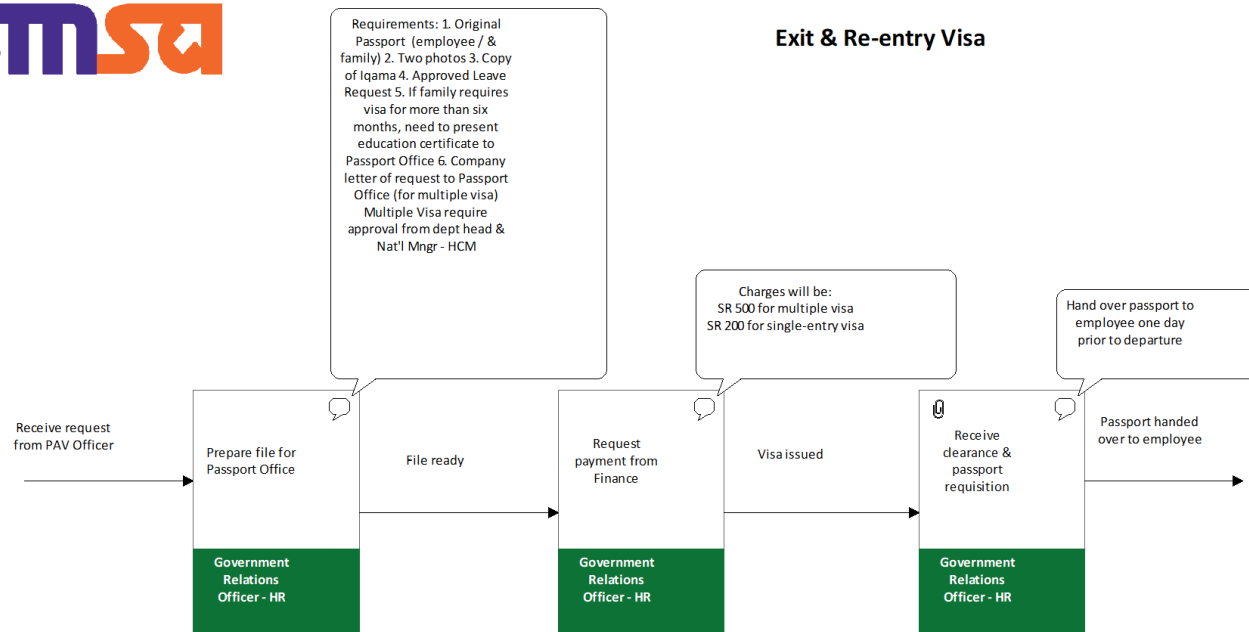Diagram Version: 4
Review Date: None
F.T.E.: 0.00

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

Process Iqama renewal

Prepare list of employees whose Iqama will be expired within the next 6 months
Forward list to Insurance company for updating in Passport office

Payment for Iqama renewal & labor card

Expat employees requirement

Prepare list of employees	List ready	Request Finance for payment	Payment confirmed	Send email to SMSA user Kingdom wide mail address	Employees informed	Forward list to department heads	List forwarded	Receive Iqama from employees
Government Relations Officer - HR		Government Relations Officer - HR				Government Relations Officer - HR		Government Relations Officer - HR

Receive original Iqama, & medical (if required) with photos
If family under employee's sponsorship, request family passport & original Iqama of family members & photos

File = documentation (Passport, passport form, Iqama, medical, labor card)

Check status	Single / family status eligible	Receive original Iqama of family members	Iqama received	Issue temporary Iqama	File ready to submit	Submit reqst to Labor Office for renewal of labor card	Receive labor card	Submit file to Passport Office
Government Relations Officer - HR		Government Relations Officer - HR		Employee Affairs Executive		Government Relations Officer - HR		Government Relations Officer - HR

Attach: Sample form
Form signed by employees & GR manager

Not entitled for family status

Iqama renewed

Complete form	Form available	Attest from Chamber of Commerce		Update record	Forward Iqama to employee
Government Relations Officer - HR		Government Relations Officer - HR		Employee Affairs Executive	

Title: Process Iqama renewal
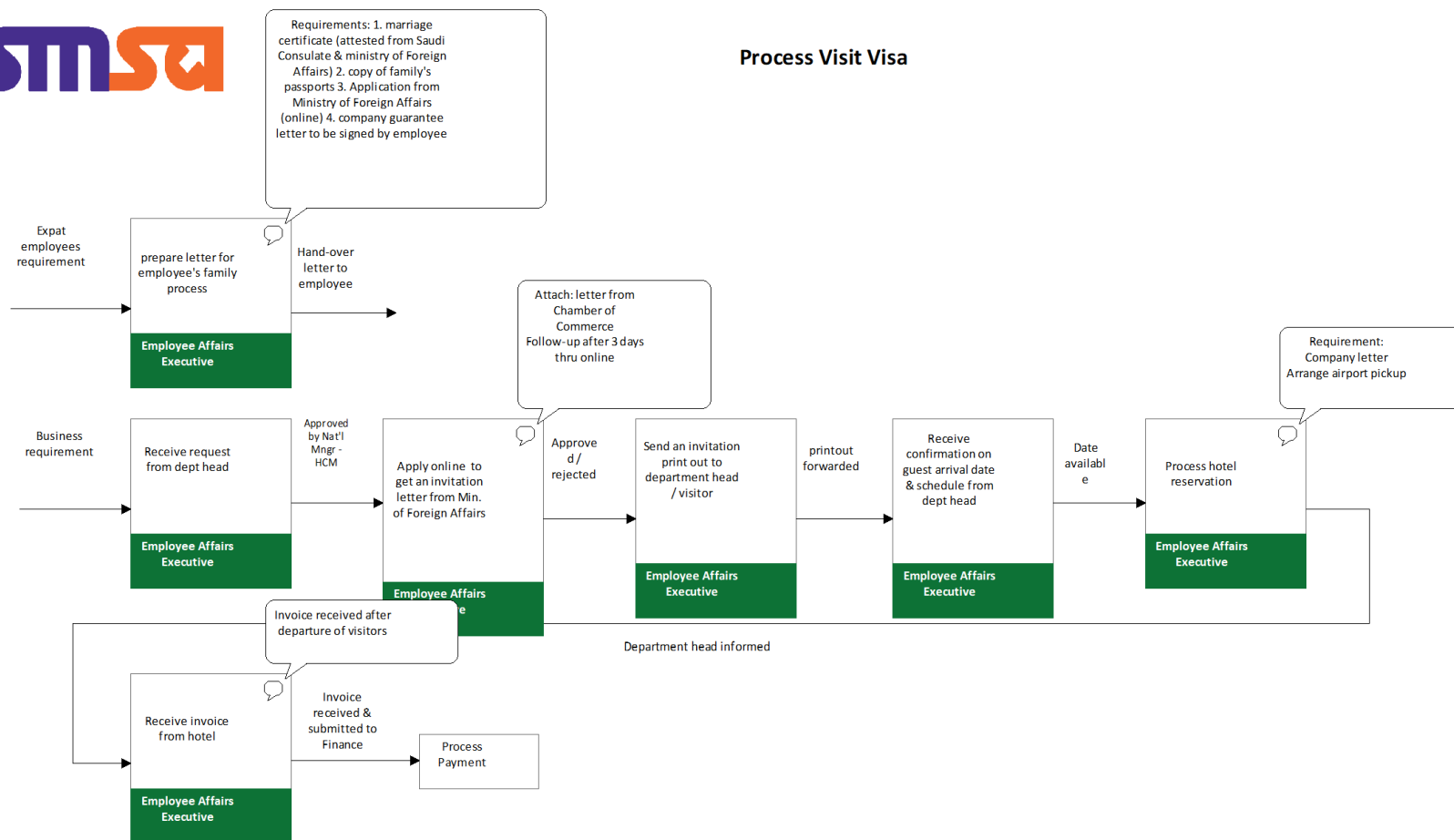Author: Edwin Ramos
Date: 6/22/2010
Volume: 0.00 Per Second

Authorization: Authorized
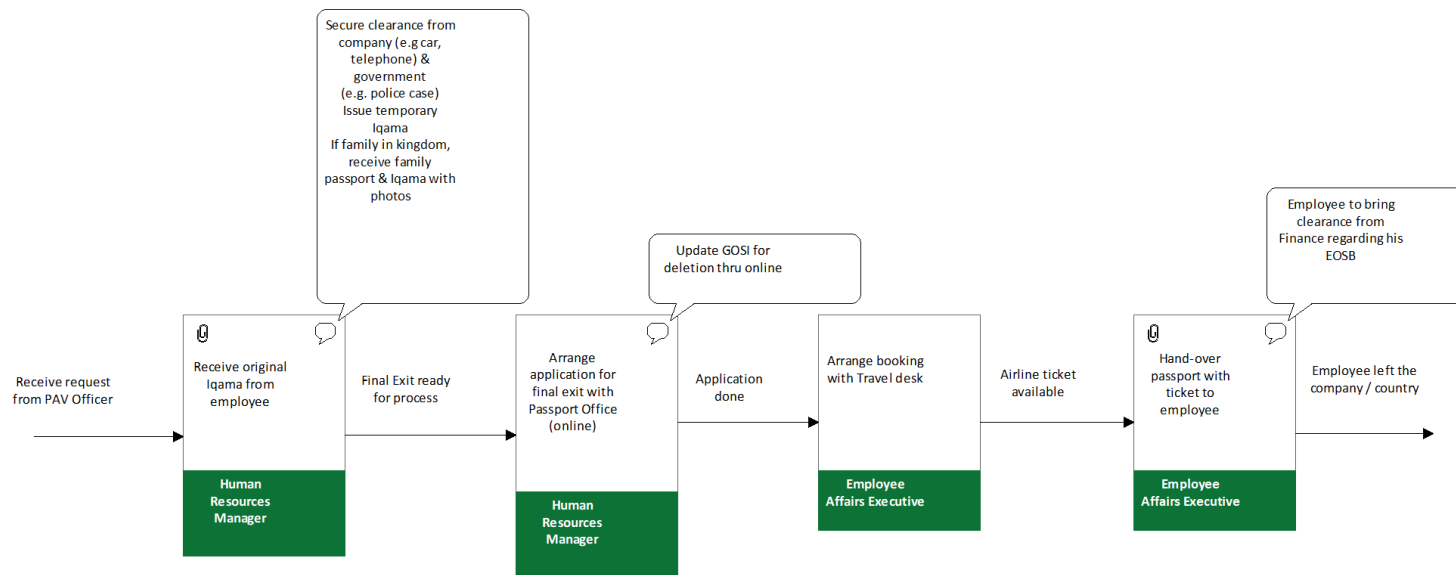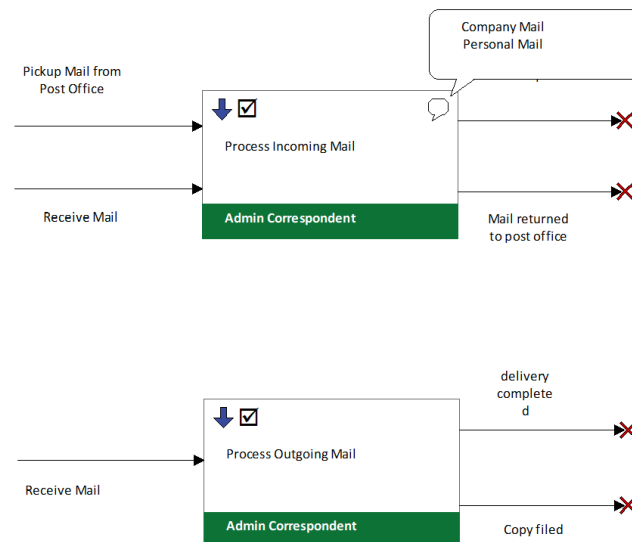Date: 9/19/2022
Cost Per Second: $,3.5,E-0317

Owner: Hassan Al Aswad
Diagram Version: 4
Review Date: None
F.T.E.: 0.00

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

Process Family addition to Iqama

Requirements: 1. marriage certificate (attested from Saudi Consulate & ministry of Foreign Affairs) 2. degree certificate (same) 3. copy of family's passports 4. Application from Ministry of Interior 5. Receipt of bank payment

Requirements: 1. family's original passports 2. four (4) photographs for each family member 3. wife's medical report 4. birth certificate for new born

Issue of Iqama will take one week

Not entitled, rejected (profession not entitled)

Expat employees requirement

Hand over letter to employee

Requirements met

File submitted

Iqama issued & handed over to employee

Prepare letter for employee's family process	Employee request to add family members in Iqama	Prepare file & submit to Passport Office	Receive iqamas from passport Office
Government Relations Officer - HR	Government Relations Officer - HR	Government Relations Officer - HR	Government Relations Officer - HR

Title: Process Family addition to Iqama
Author: Edwin Ramos
Date: 6/26/2010
Volume: 0.00 Per Second

Authorization: Authorized
Date: 9/19/2022
Cost Per Second: $,3.5,E-0317

Owner: Hassan Al Aswad
Diagram Version: 4
Review Date: None
F.T.E.: 0.00

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

Process Iqama Corrections

Requirement: 1. All original Passports (with entry visa) 2. original Iqama 3. Two photos 4. Birth certificate for correct birth date 5. Translation of passport (for correction of name)

One week processing time

Receive request from employee

Prepare file for Passport Office

Human Resources Manager

File ready for submission

Submit file to Passport Office

Human Resources Manager

Received corrected Iqama & Hand-over to employee

Title: Process Iqama Corrections
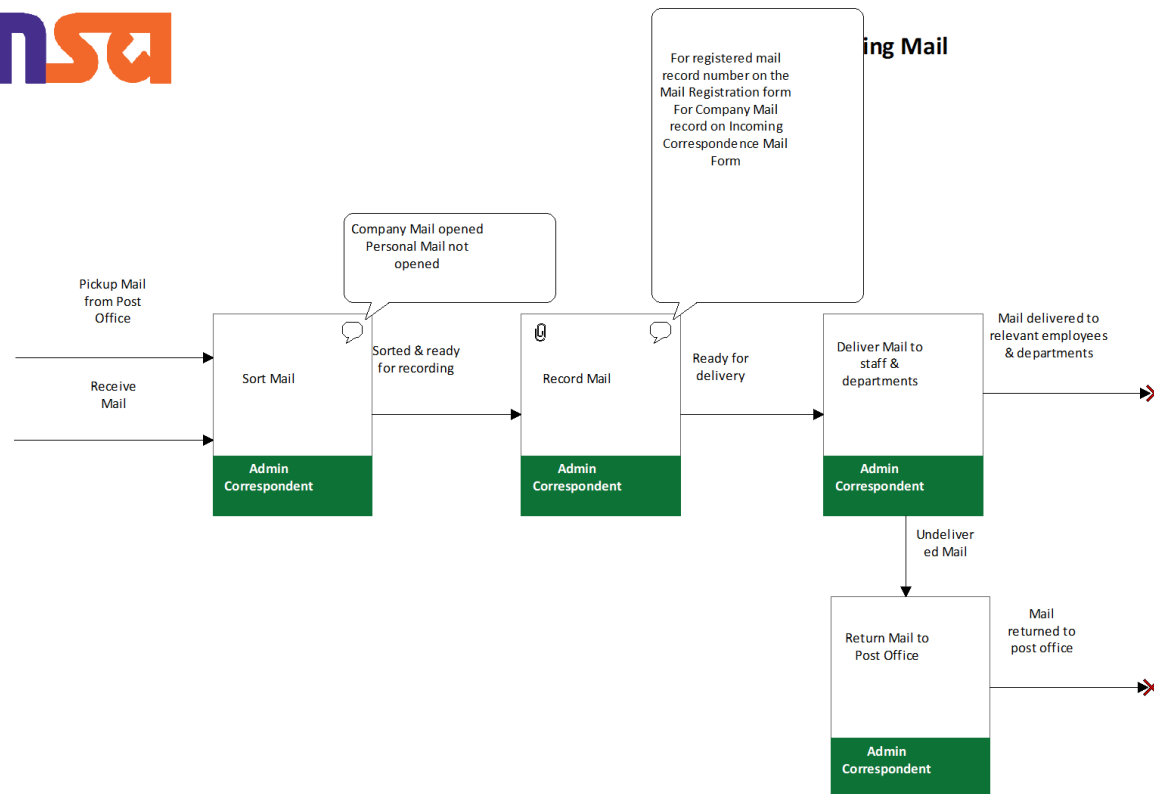Author: Edwin Ramos
Date: 6/26/2010
Volume: 0.00 Per Second

Authorization: Authorized
Date: 9/19/2022
Cost Per Second: $,3.5,E-0317

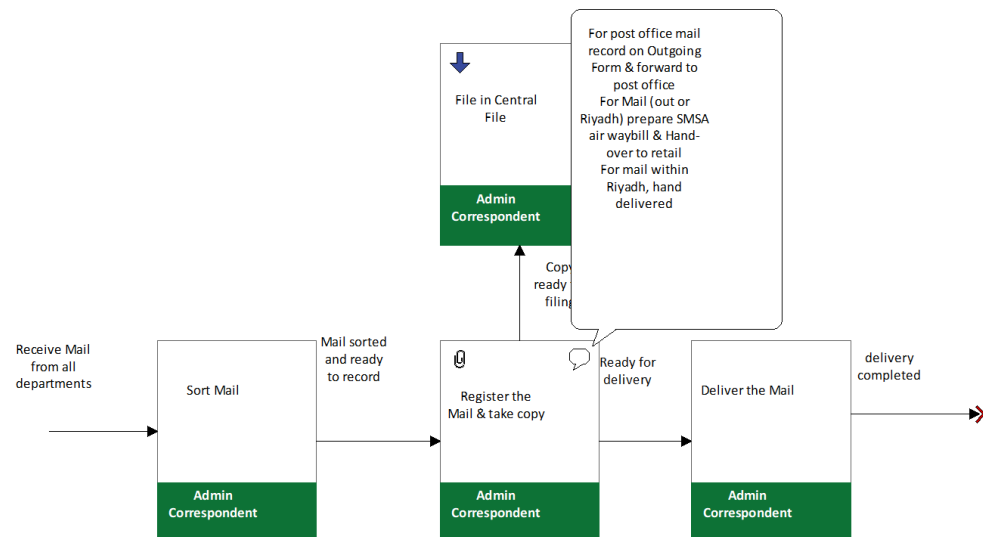Owner: Hassan Al Aswad
Diagram Version: 4
Review Date: None
F.T.E.: 0.00

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

SMSA

Process Lost, Damaged or Missing Iqama

Receive request from employee

Report to Police if missing or lost only
Temporary Iqama issued by GR dept

Inform employee to register police report

Incident reported

Employee Affairs Executive

Payment of SR 500.00

Request Finance for payment

Payment ready

Government Relations Officer - HR

Employee to obtain cheque of SR 1000 from bank
Process time in Passport Office: One week

Prepare file & submit to Passport Office

Received new Iqama & Hand-over to employee

Government Relations Officer - HR

Title:	Process Lost, Damaged or Missing Iqama	Owner: Hassan Al Aswad
Author:	Edwin Ramos	Authorization: Authorized	Diagram Version: 4
Date:	6/26/2010	Date: 9/19/2022	Review Date: None
Volume:	0.00 Per Second	Cost Per Second: $,3.5,E-0317	F.T.E.: 0.00

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

Police Cases

Documentation: Original Passport, Open One way Air Ticket, Company Clearance, Cash-EoSB

Prepare & Submit Documentation to Police Dept.

Case handled by police ✕

Government Relations Officer - HR

Reasons: Vehicle Accident, Traffic Violation, Theft, Alcohol & Drugs, Personal Issues & Other cases

HR will hold salary until case resolved or employee released

To seek legal advise

Inform payroll for deduction if any

Information received from department

Send GR to Police Department

Human Resources Manager

Information collected

Determine Reason for the case

Human Resources Manager

Police requested guarantee letter

Forward case to legal dept

Human Resources Manager

Case accepted, recommendation advised

Prepare & guarantee letter to Police Dept.

Human Resources Manager

Employee released

Inform Payroll to release salary

Human Resources Manager

PAV officer informed

Title: Police Cases
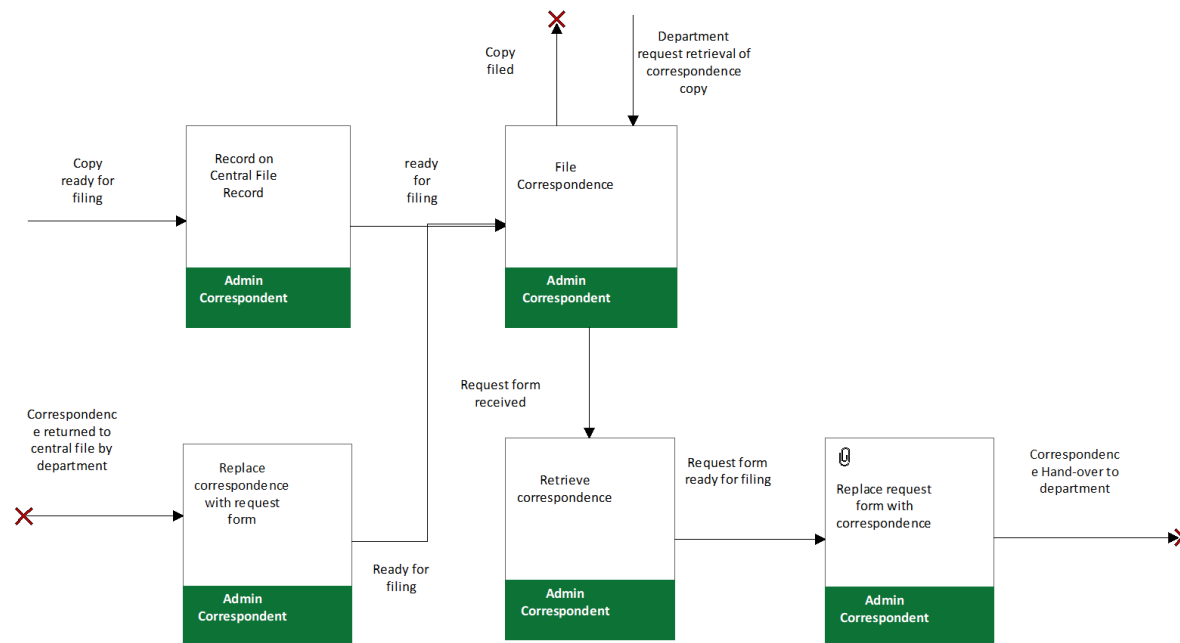Author: Edwin Ramos
Date: 6/23/2010
Volume: 0.00 Per Second

Authorization: Authorized
Date: 9/19/2022
Cost Per Second: $,3.5,E-0317

Owner: Hassan Al Aswad
Diagram Version: 4
Review Date: None
F.T.E.: 0.00

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

Process Visa Requirements

Business requirement → **Process Employment Visa** — Human Resources Manager → New Visas received

Receive request from PAV Officer → **Exit & Re-entry Visa** — Human Resources Manager → Passport handed over to employee

Expat employees requirement / Business requirement → **Process Visit Visa** — Human Resources Manager → Hand-over letter to employee / Invoice received & submitted to Finance

Receive request from PAV Officer → **Final Exit** — Human Resources Manager → Employee left the company / country

Title: Process Visa Requirements
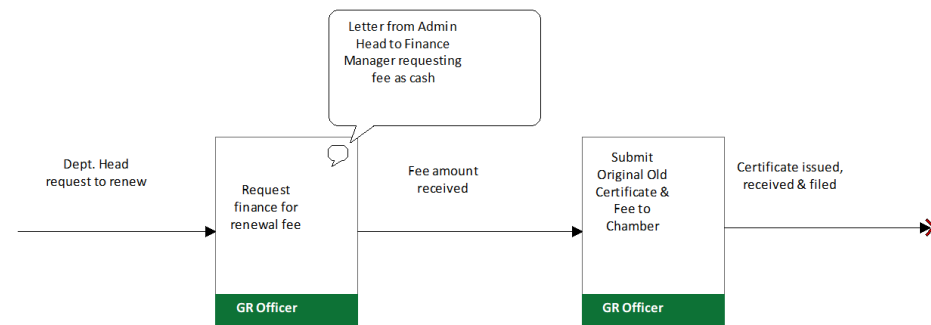Author: Edwin Ramos
Date: 6/26/2010
Volume: 0.00 Per Second

Authorization: Authorized
Date: 9/19/2022
Cost Per Second: $,3.5,E-0317

Owner: Hassan Al Aswad
Diagram Version: 4
Review Date: None
F.T.E.: 0.00

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

Process Employment Visa

Requirements: 1. Saudization Certificate 2. GOSI Certificate 3. Company Request Letter 4. Ministry Application Form 5. Payment Receipt 6. Commercial Registration 7. Tax (Zakat) Certificate 8. Municipality License for all the branches 9. Company contracts (including projects)

File rejected, payment refunded

Example: Applied for 200 visas, approved only 100, visa fee for balance will be refunded

Business requirement

| Prepare documentation for Labor Office | File ready | Request for payment of visa fee from Finance | Payment ready | Submit required documents to Labor Office | Approved | Receive visa from Labor Office | New Visas received |

Government Relations Officer - HR

Government Relations Officer - HR

Government Relations Officer - HR

Government Relations Officer - HR

Title: Process Employment Visa
Author: Edwin Ramos
Date: 6/26/2010
Volume: 0.00 Per Second

Authorization: Authorized
Date: 9/19/2022
Cost Per Second: $,3.5,E-0317

Owner: Hassan Al Aswad
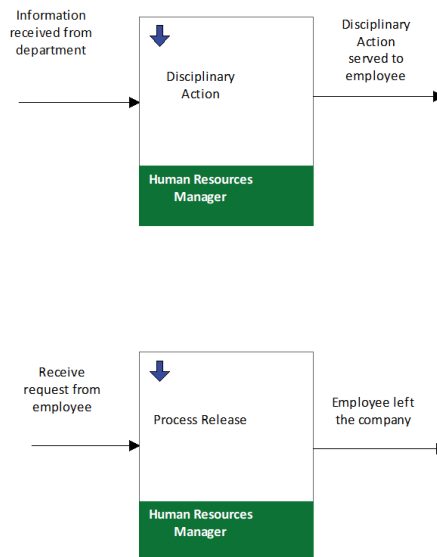Diagram Version: 4
Review Date: None
F.T.E.: 0.00

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

Exit & Re-entry Visa

Requirements: 1. Original Passport (employee / & family) 2. Two photos 3. Copy of Iqama 4. Approved Leave Request 5. If family requires visa for more than six months, need to present education certificate to Passport Office 6. Company letter of request to Passport Office (for multiple visa) Multiple Visa require approval from dept head & Nat'l Mngr - HCM

Charges will be:
SR 500 for multiple visa
SR 200 for single-entry visa

Hand over passport to employee one day prior to departure

Receive request from PAV Officer

Prepare file for Passport Office	File ready	Request payment from Finance	Visa issued	Receive clearance & passport requisition	Passport handed over to employee
Government Relations Officer - HR		Government Relations Officer - HR		Government Relations Officer - HR	

Title: Exit & Re-entry Visa
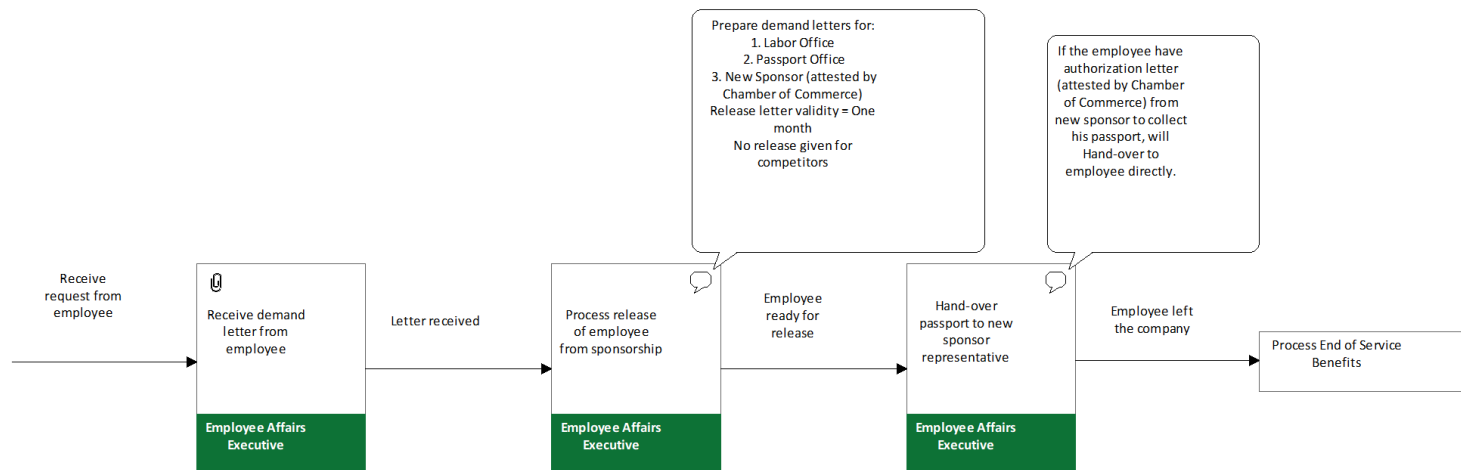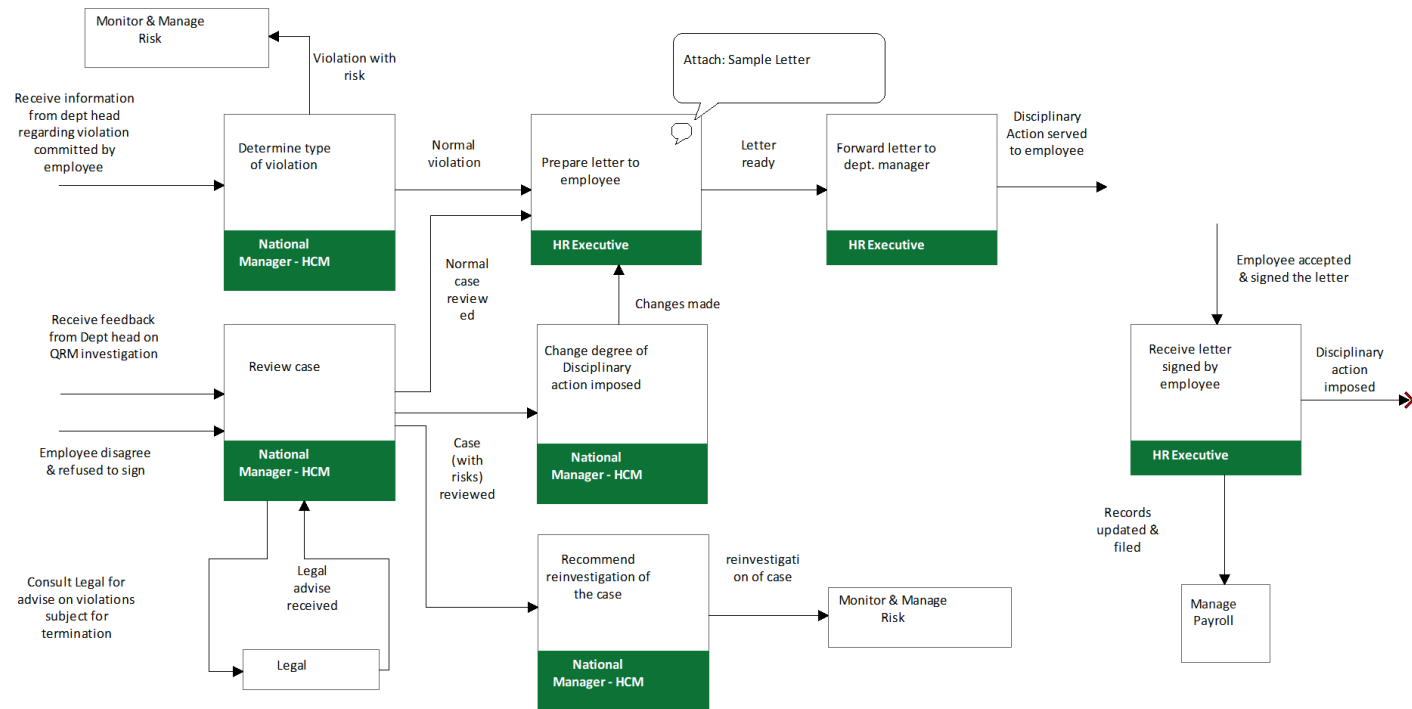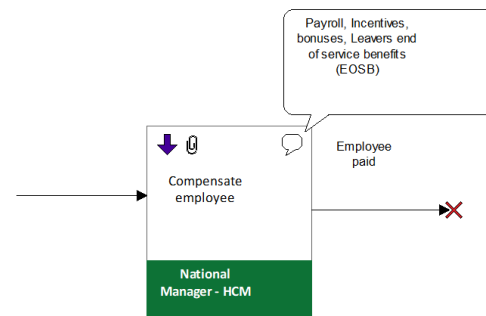Author: Edwin Ramos
Date: 6/26/2010
Volume: 0.00 Per Second

Authorization: Authorized
Date: 9/19/2022
Cost Per Second: $,3.5,E-0317

Owner: Hassan Al Aswad
Diagram Version: 4
Review Date: None
F.T.E.: 0.00

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

Process Visit Visa

Requirements: 1. marriage certificate (attested from Saudi Consulate & ministry of Foreign Affairs) 2. copy of family's passports 3. Application from Ministry of Foreign Affairs (online) 4. company guarantee letter to be signed by employee

Expat employees requirement

prepare letter for employee's family process

Employee Affairs Executive

Hand-over letter to employee

Attach: letter from Chamber of Commerce Follow-up after 3 days thru online

Requirement: Company letter Arrange airport pickup

Business requirement

Receive request from dept head

Employee Affairs Executive

Approved by Nat'l Mngr - HCM

Apply online to get an invitation letter from Min. of Foreign Affairs

Employee Affairs Executive

Approved / rejected

Send an invitation print out to department head / visitor

Employee Affairs Executive

printout forwarded

Receive confirmation on guest arrival date & schedule from dept head

Employee Affairs Executive

Date available

Process hotel reservation

Employee Affairs Executive

Invoice received after departure of visitors

Department head informed

Receive invoice from hotel

Employee Affairs Executive

Invoice received & submitted to Finance

Process Payment

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

Final Exit

Secure clearance from company (e.g car, telephone) & government (e.g. police case) Issue temporary Iqama If family in kingdom, receive family passport & Iqama with photos

Update GOSI for deletion thru online

Employee to bring clearance from Finance regarding his EOSB

Receive request from PAV Officer

Receive original Iqama from employee

Human Resources Manager

Final Exit ready for process

Arrange application for final exit with Passport Office (online)

Human Resources Manager

Application done

Arrange booking with Travel desk

Employee Affairs Executive

Airline ticket available

Hand-over passport with ticket to employee

Employee Affairs Executive

Employee left the company / country

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

Process Mail

Company Mail
Personal Mail

Pickup Mail from
Post Office

Process Incoming Mail

Admin Correspondent

Receive Mail

Mail returned
to post office

delivery
complete
d

Process Outgoing Mail

Admin Correspondent

Receive Mail

Copy filed

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

Pickup Mail from Post Office

Receive Mail

Sort Mail

Company Mail opened
Personal Mail not opened

Sorted & ready for recording

For registered mail record number on the Mail Registration form For Company Mail record on Incoming Correspondence Mail Form

Record Mail

Ready for delivery

Deliver Mail to staff & departments

Mail delivered to relevant employees & departments

Undelivered Mail

Return Mail to Post Office

Mail returned to post office

Admin Correspondent

Admin Correspondent

Admin Correspondent

Admin Correspondent

Title: Process Incoming Mail	Owner: Hassan Al Aswad
Author: Edwin Ramos	Diagram Version: 4
Date: 6/10/2010	Review Date: None
Volume: 0.00 Per Second	F.T.E.: 0.00
Authorization: Authorized	
Date: 9/19/2022	
Cost Per Second: $,3.5,E-0317	

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

Process Outgoing Mail

File in Central File

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

Process Chamber of Commerce Certificate

Letter from Admin Head to Finance Manager requesting fee as cash

Dept. Head request to renew

Request finance for renewal fee

GR Officer

Fee amount received

Submit Original Old Certificate & Fee to Chamber

GR Officer

Certificate issued, received & filed

Title: Process Chamber of Commerce Certificate
Author: Edwin Ramos
Date: 6/9/2010
Volume: 0.00 Per Second

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

Owner: Hassan Al Aswad
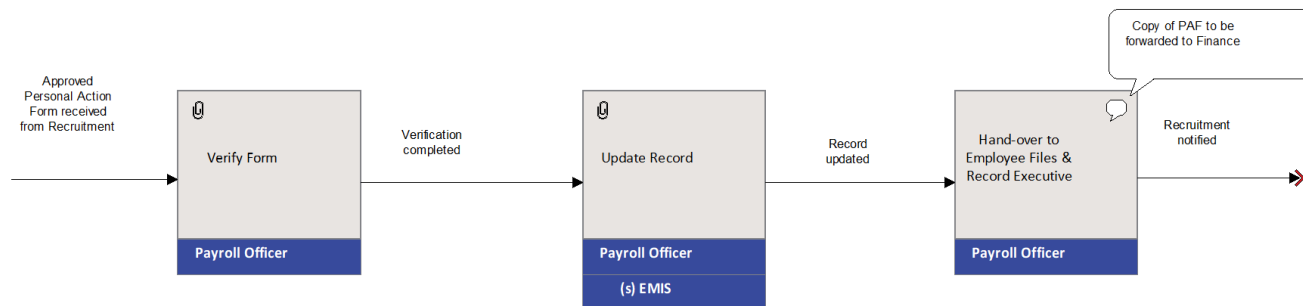Diagram Version: 4
Review Date: None
F.T.E.: 0.00

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

SMSA

HRD - Employee Relations

Information
received from
department

→

↓

Disciplinary
Action

Disciplinary
Action
served to
employee

→

**Human Resources
Manager**

Receive
request from
employee

→

↓

Process Release

Employee left
the company

→

**Human Resources
Manager**

Title: HRD - Employee Relations
Author: Edwin Ramos
Date: 5/25/2017
Volume: 0.00 Per Second

Authorization: Authorized
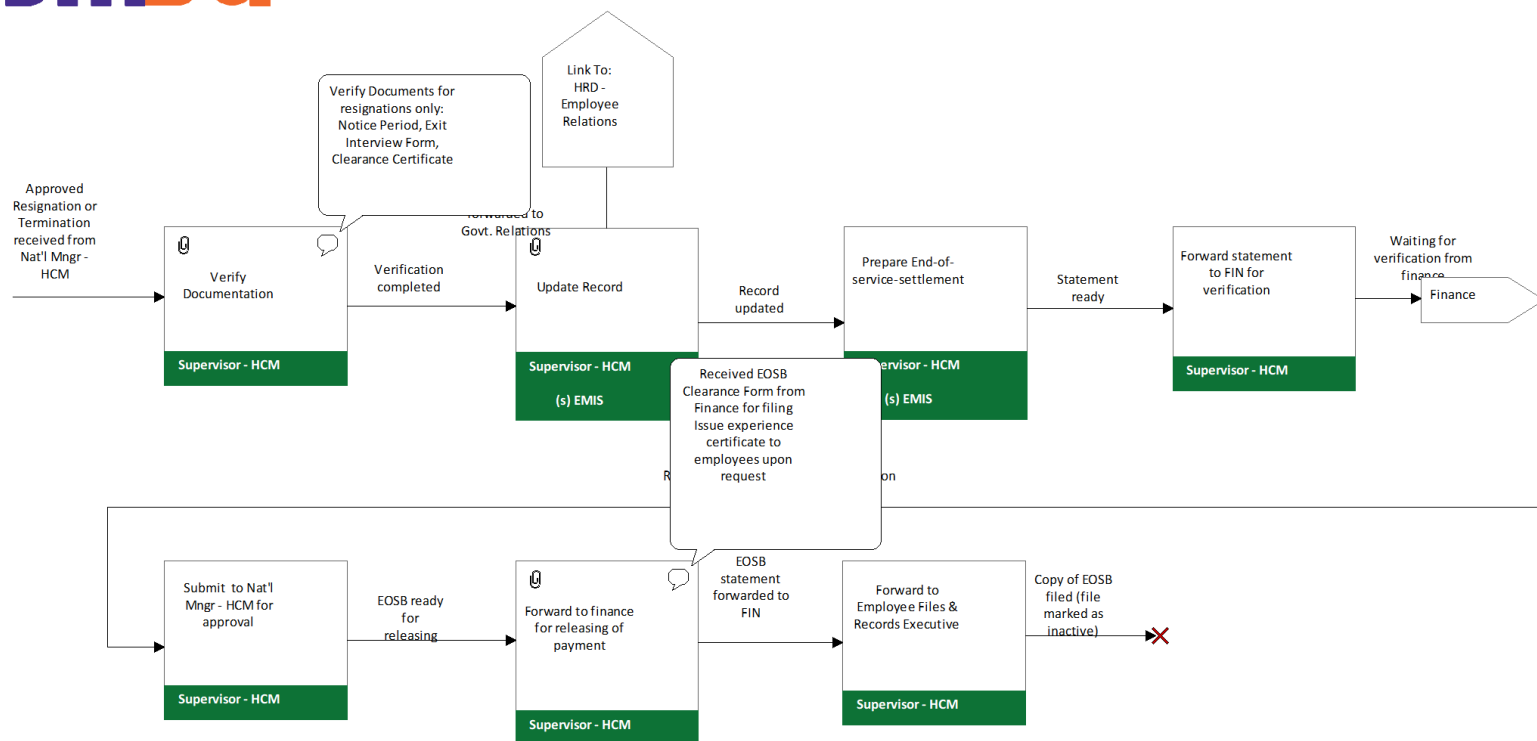Date: 9/19/2022
Cost Per Second: $,3.5,E-0317

Owner: Hassan Al Aswad
Diagram Version: 4
Review Date: None
F.T.E.: 0.00

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

smsa

Process Release

Prepare demand letters for:
1. Labor Office
2. Passport Office
3. New Sponsor (attested by Chamber of Commerce)
Release letter validity = One month
No release given for competitors

If the employee have authorization letter (attested by Chamber of Commerce) from new sponsor to collect his passport, will Hand-over to employee directly.

Receive request from employee

Receive demand letter from employee
Employee Affairs Executive

Letter received

Process release of employee from sponsorship
Employee Affairs Executive

Employee ready for release

Hand-over passport to new sponsor representative
Employee Affairs Executive

Employee left the company

Process End of Service Benefits

Title: Process Release
Author: Edwin Ramos
Date: 6/26/2010
Volume: 0.00 Per Second

Authorization: Authorized
Date: 9/19/2022
Cost Per Second: $,3.5,E-0317

Owner: Hassan Al Aswad
Diagram Version: 4
Review Date: None
F.T.E.: 0.00

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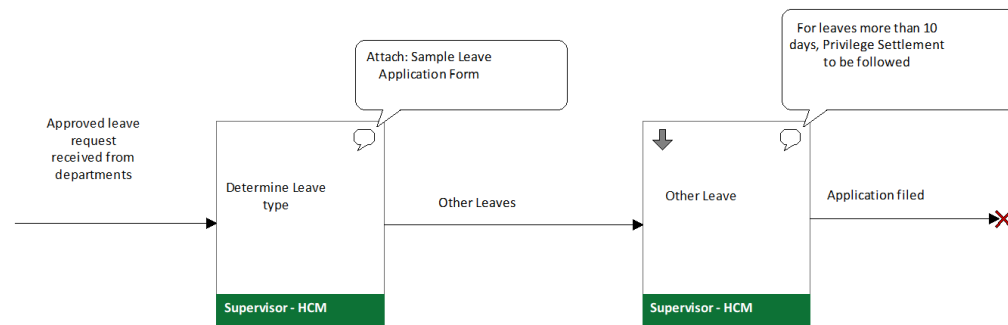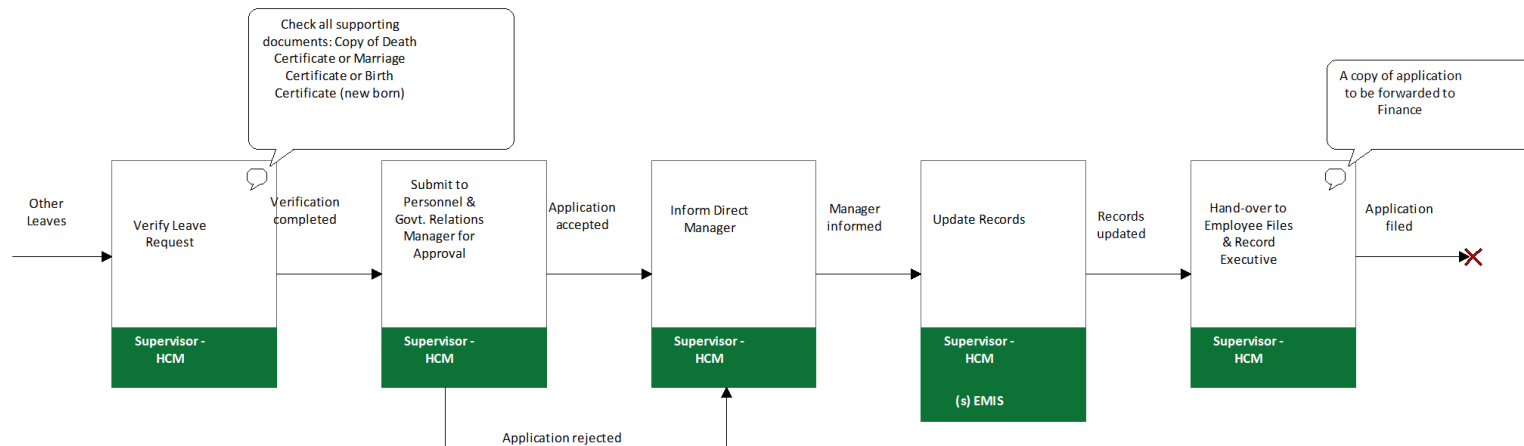○ Change Requests ● Read Only

Disciplinary Action

Monitor & Manage Risk

Violation with risk

Receive information from dept head regarding violation committed by employee

Determine type of violation

Normal violation

National Manager - HCM

Attach: Sample Letter

Prepare letter to employee

Letter ready

HR Executive

Forward letter to dept. manager

HR Executive

Disciplinary Action served to employee

Receive feedback from Dept head on QRM investigation

Review case

Normal case reviewed

Changes made

Change degree of Disciplinary action imposed

National Manager - HCM

Employee accepted & signed the letter

Receive letter signed by employee

Disciplinary action imposed

HR Executive

Employee disagree & refused to sign

National Manager - HCM

Case (with risks) reviewed

Consult Legal for advise on violations subject for termination

Legal advise received

Legal

Recommend reinvestigation of the case

reinvestigation of case

Monitor & Manage Risk

National Manager - HCM

Records updated & filed

Manage Payroll

Title:	Disciplinary Action	Authorization:	Authorized	Owner:	Hassan Al Aswad	○ Actions	○ Feedback
Author:	Edwin Ramos	Date:	9/19/2022	Diagram Version:	4	● Change Log	● Keywords
Date:	6/28/2010			Review Date:	None	○ Change Requests	● Read Only
Volume:	0.00 Per Second	Cost Per Second:	$,3.5,E-0317	F.T.E.:	0.00		

HRD - Payroll

Payroll, Incentives,
bonuses, Leavers end
of service benefits
(EOSB)

Employee
paid

Compensate
employee

**National
Manager - HCM**

Title: HRD - Payroll
Author: Edwin Ramos
Date: 5/25/2017
Volume: 0.00 Per Second

Authorization: Authorized
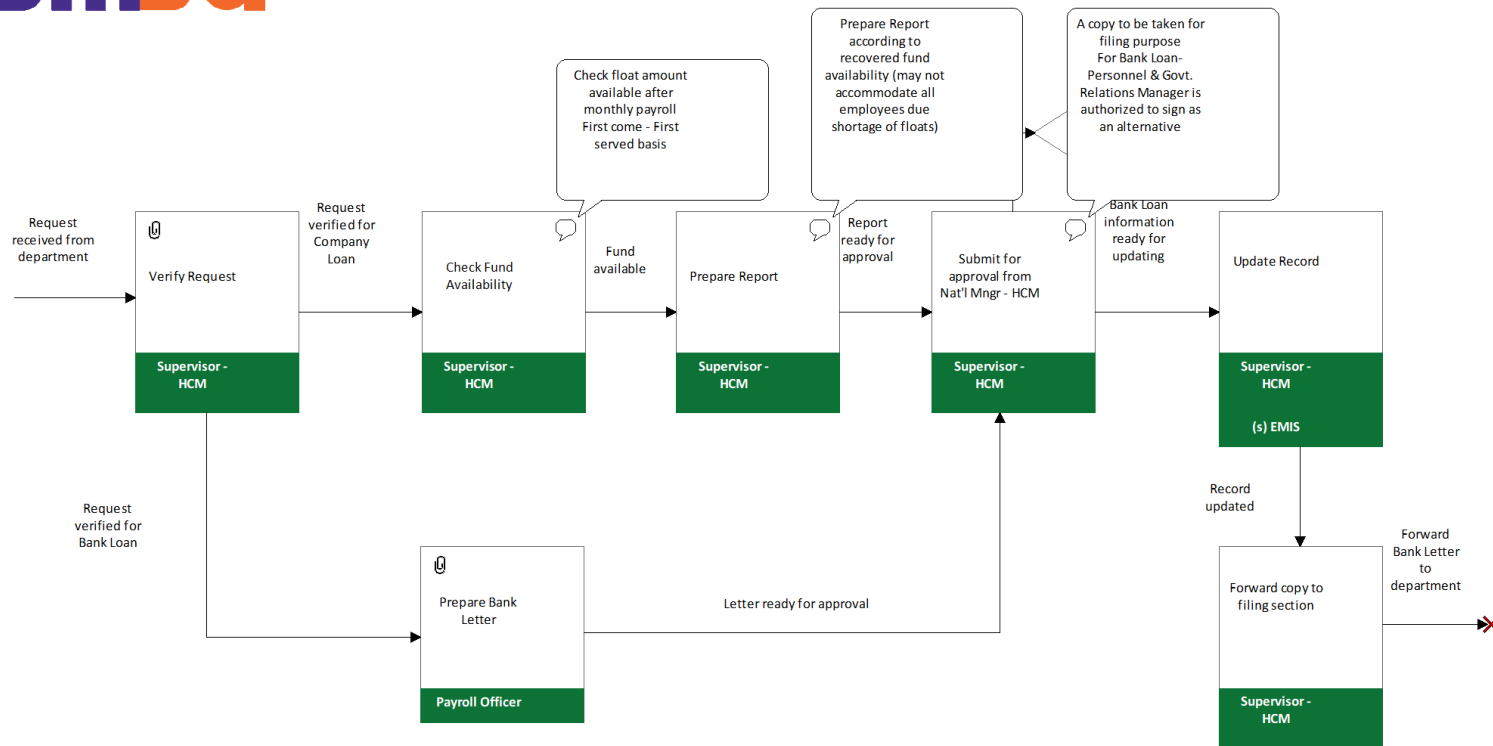Date: 9/19/2022
Cost Per Second: $,3.5,E-0317

Owner: Hassan Al Aswad
Diagram Version: 5
Review Date: None
F.T.E.: 0.00

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

Compensate employee

Approved file received from Recruitment Section → **Process New Hires** (Supervisor - HCM) → File forwarded to employee archives officer ✗

Approved Leave request received from departments → **Process Leaves** (Supervisor - HCM) → Payment approved, forwarded to finance to release leave salary →
Application filed ✗

Approved Personal Action Form received from Recruitment → **Process Active Employee Movement** (Supervisor - HCM) → Recruitment notified ✗

Request received from department → **Process Loans** (Supervisor - HCM) → Submit to finance for releasing loan amount →
Forward Bank Letter to department ✗

Dept fwrds monthly invoice recvd from Outsource Company → **Process Payroll for Casual Labor** (Supervisor - HCM) → Approved invoice fwrd to FIN →

Approved Resignation or Termination received from Nat'l Mngr - HCM → **Process End of Service Benefits** (Supervisor - HCM) → Copy of EOSB filed (file marked as inactive) ✗

Monthly Manpower Report from departments → **Process Monthly Payroll** (Supervisor - HCM) → Forward to Director Finance for final approval →
Pay slips forwarded to employees ✗

Adjustments Report from Finance →

Title: Compensate employee
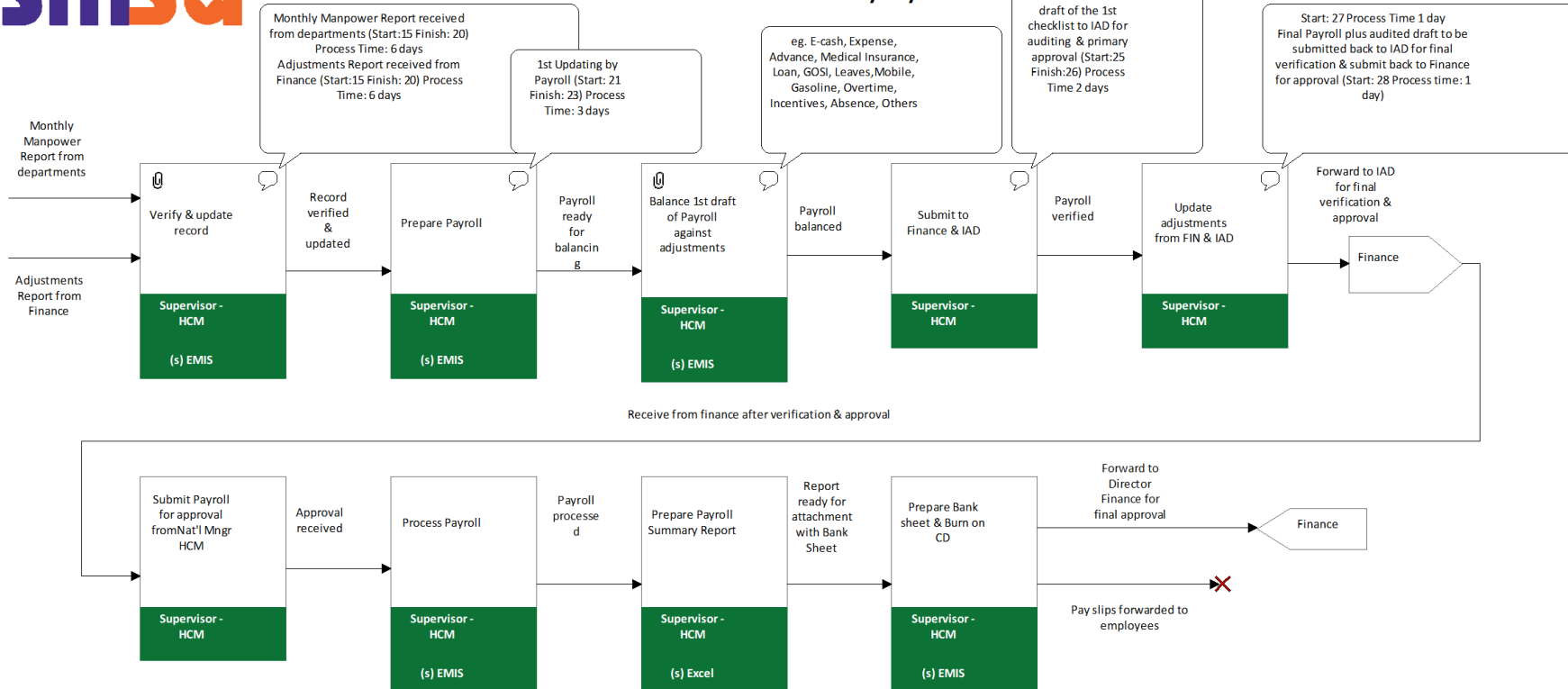Author: Edwin Ramos
Date: 7/30/2017
Volume: 0.00 Per Second

Authorization: Authorized
Date: 9/19/2022
Cost Per Second: $,3.5,E-0317

Owner: Hassan Al Aswad
Diagram Version: 4
Review Date: None
F.T.E.: 0.00

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

SMSA

Process New Hires

Approved file received from Recruitment Section

Verify completeness of file

Payroll Officer

File complete

Update Record

Payroll Officer

(s) EMIS

Records updates

Forward file to filing section

Payroll Officer

File forwarded to file employee archive officer

Incomplete supporting documents, file rejected

Recruit Employee
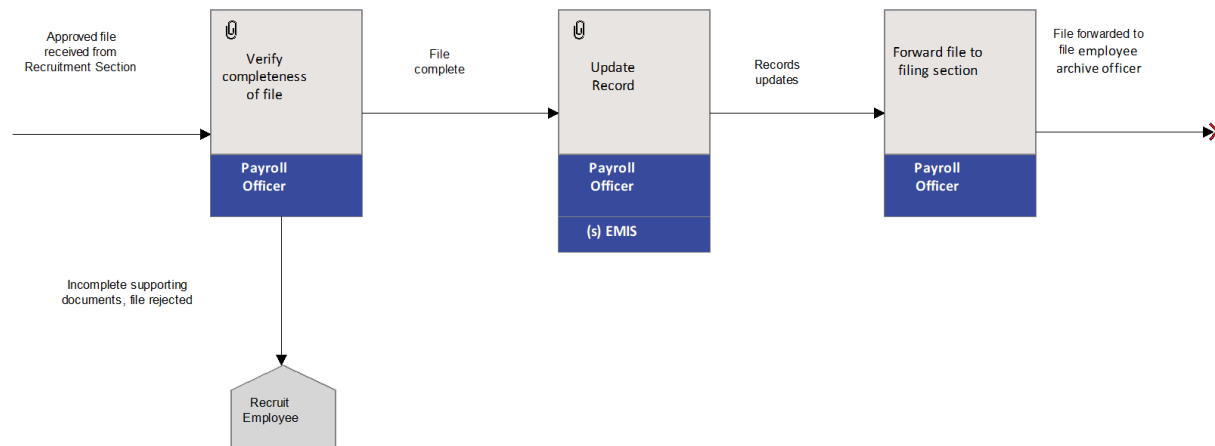
Title: Process New Hires
Author: Edwin Ramos
Date: 6/19/2010
Volume: 0.00 Per Second

Authorization: Authorized
Date: 9/19/2022
Cost Per Second: $,3.5,E-0317

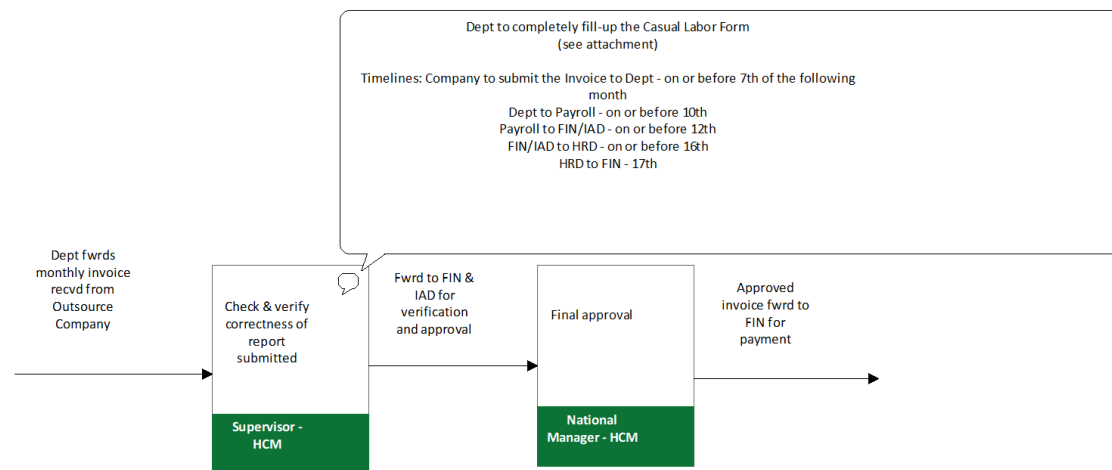Owner: Hassan Al Aswad
Diagram Version: 4
Review Date: None
F.T.E.: 0.00

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

Process Active Employee Movement

Approved
Personal Action
Form received
from Recruitment

Verify Form

Payroll Officer

Verification
completed

Update Record

Payroll Officer

(s) EMIS

Record
updated

Copy of PAF to be
forwarded to Finance

Hand-over to
Employee Files &
Record Executive

Payroll Officer

Recruitment
notified

Title: Process Active Employee Movement
Author: Edwin Ramos
Date: 6/14/2010
Volume: 0.00 Per Second

Authorization: Authorized
Date: 9/19/2022
Cost Per Second: $,3.5,E-0317

Owner: Hassan Al Aswad
Diagram Version: 4
Review Date: None
F.T.E.: 0.00

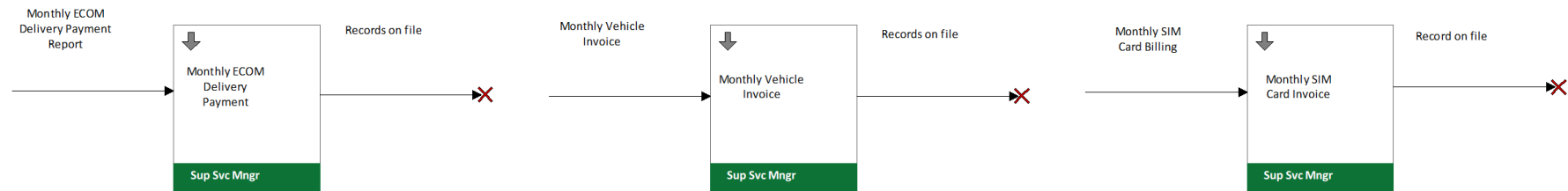○ Actions   ○ Feedback
● Change Log   ● Keywords
○ Change Requests   ● Read Only

Process End of Service Benefits

Process Leaves

Approved leave
request
received from
departments

Attach: Sample Leave
Application Form

Determine Leave
type

Other Leaves

Supervisor - HCM

For leaves more than 10
days, Privilege Settlement
to be followed

Other Leave

Application filed

Supervisor - HCM

Title: Process Leaves
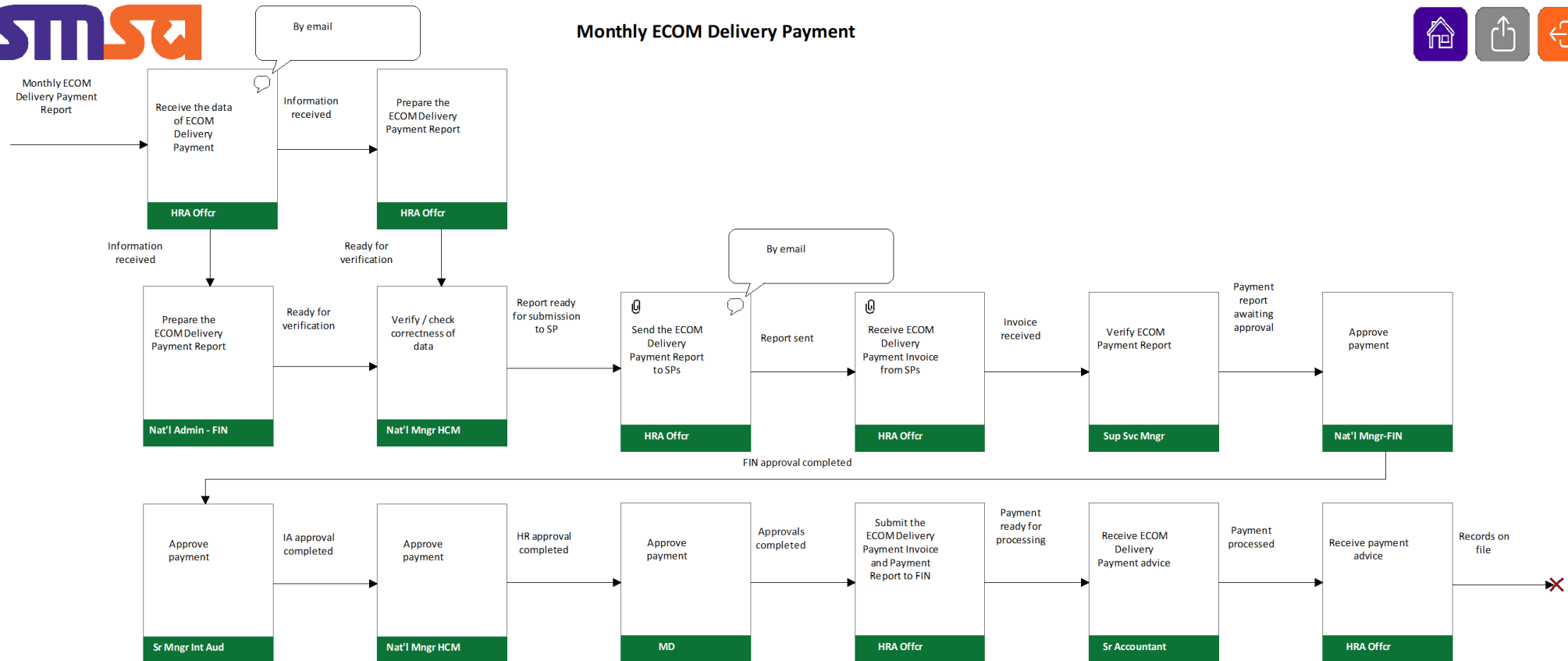Author: Edwin Ramos
Date: 6/14/2010
Volume: 0.00 Per Second

Authorization: Authorized
Date: 9/19/2022
Cost Per Second: $,3.5,E-0317

Owner: Hassan Al Aswad
Diagram Version: 4
Review Date: None
F.T.E.: 0.00

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

Other Leave

Check all supporting documents: Copy of Death Certificate or Marriage Certificate or Birth Certificate (new born)

A copy of application to be forwarded to Finance

Other Leaves

| Verify Leave Request | Verification completed | Submit to Personnel & Govt. Relations Manager for Approval | Application accepted | Inform Direct Manager | Manager informed | Update Records | Records updated | Hand-over to Employee Files & Record Executive | Application filed |

Supervisor - HCM

Supervisor - HCM

Supervisor - HCM

Supervisor - HCM

(s) EMIS

Supervisor - HCM

Application rejected

Title: Other Leave	Owner: Hassan Al Aswad
Author: Edwin Ramos	Diagram Version: 4
Date: 6/15/2010	Review Date: None
Volume: 0.00 Per Second	F.T.E.: 0.00
Authorization: Authorized	
Date: 9/19/2022	
Cost Per Second: $,3.5,E-0317	

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

Process Loans

Title: Process Loans
Author: Edwin Ramos
Date: 6/15/2010
Volume: 0.00 Per Second

Authorization: Authorized
Date: 9/19/2022
Cost Per Second: $,3.5,E-0317

Owner: Hassan Al Aswad
Diagram Version: 4
Review Date: None
F.T.E.: 0.00

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

Process Monthly Payroll

Monthly Manpower Report received from departments (Start:15 Finish: 20) Process Time: 6 days
Adjustments Report received from Finance (Start:15 Finish: 20) Process Time: 6 days

1st Updating by Payroll (Start: 21 Finish: 23) Process Time: 3 days

eg. E-cash, Expense, Advance, Medical Insurance, Loan, GOSI, Leaves,Mobile, Gasoline, Overtime, Incentives, Absence, Others

Finance to submit draft of the 1st checklist to IAD for auditing & primary approval (Start:25 Finish:26) Process Time 2 days

Start: 27 Process Time 1 day
Final Payroll plus audited draft to be submitted back to IAD for final verification & submit back to Finance for approval (Start: 28 Process time: 1 day)

Monthly Manpower Report from departments

Adjustments Report from Finance

| Verify & update record | Record verified & updated | Prepare Payroll | Payroll ready for balancing | Balance 1st draft of Payroll against adjustments | Payroll balanced | Submit to Finance & IAD | Payroll verified | Update adjustments from FIN & IAD | Forward to IAD for final verification & approval |

Supervisor - HCM (s) EMIS
Supervisor - HCM (s) EMIS
Supervisor - HCM (s) EMIS
Supervisor - HCM
Supervisor - HCM

Finance

Receive from finance after verification & approval

| Submit Payroll for approval fromNat'l Mngr HCM | Approval received | Process Payroll | Payroll processed | Prepare Payroll Summary Report | Report ready for attachment with Bank Sheet | Prepare Bank sheet & Burn on CD | Forward to Director Finance for final approval |

Supervisor - HCM
Supervisor - HCM (s) EMIS
Supervisor - HCM (s) Excel
Supervisor - HCM (s) EMIS

Finance

Pay slips forwarded to employees

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

Process Payroll for Casual Labor

Dept to completely fill-up the Casual Labor Form
(see attachment)

Timelines: Company to submit the Invoice to Dept - on or before 7th of the following
month
Dept to Payroll - on or before 10th
Payroll to FIN/IAD - on or before 12th
FIN/IAD to HRD - on or before 16th
HRD to FIN - 17th

Dept fwrds
monthly invoice
recvd from
Outsource
Company

Check & verify
correctness of
report
submitted

**Supervisor -
HCM**

Fwrd to FIN &
IAD for
verification
and approval

Final approval

**National
Manager - HCM**

Approved
invoice fwrd to
FIN for
payment

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

Support Services

Monthly ECOM
Delivery Payment
Report

Monthly ECOM
Delivery
Payment

Sup Svc Mngr

Records on file

Monthly Vehicle
Invoice

Monthly Vehicle
Invoice

Sup Svc Mngr

Records on file

Monthly SIM
Card Billing

Monthly SIM
Card Invoice

Sup Svc Mngr

Record on file

Title: Support Services
Author: Edwin Ramos
Date: 12/21/2022
Volume: 0.00 Per Second

Authorization: Authorized
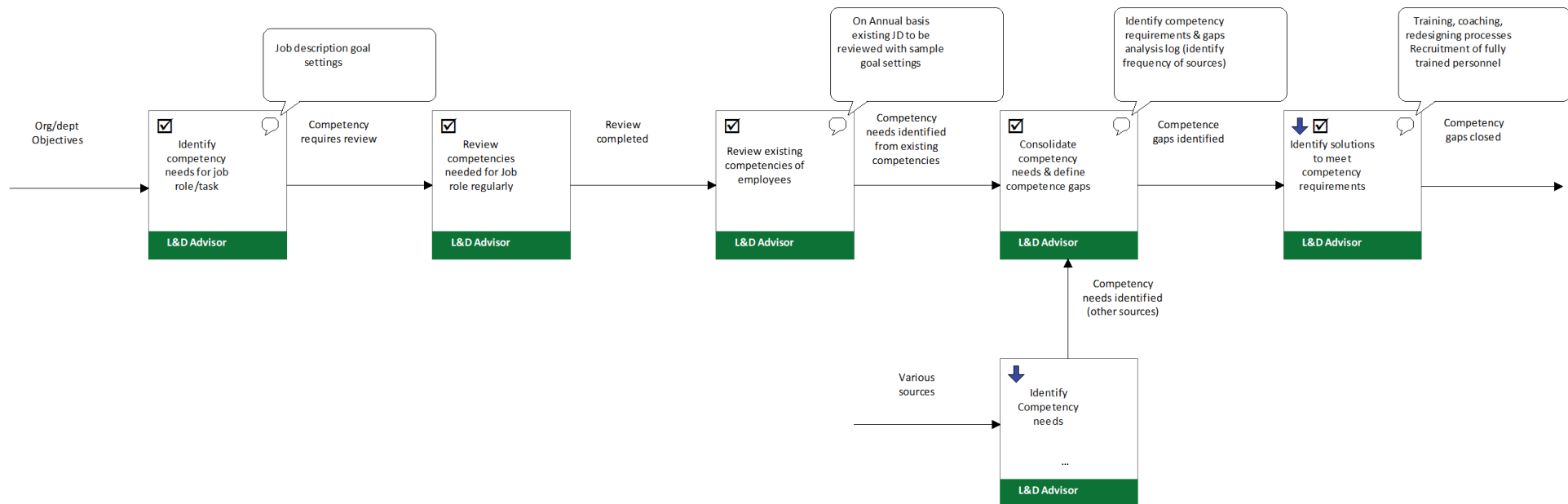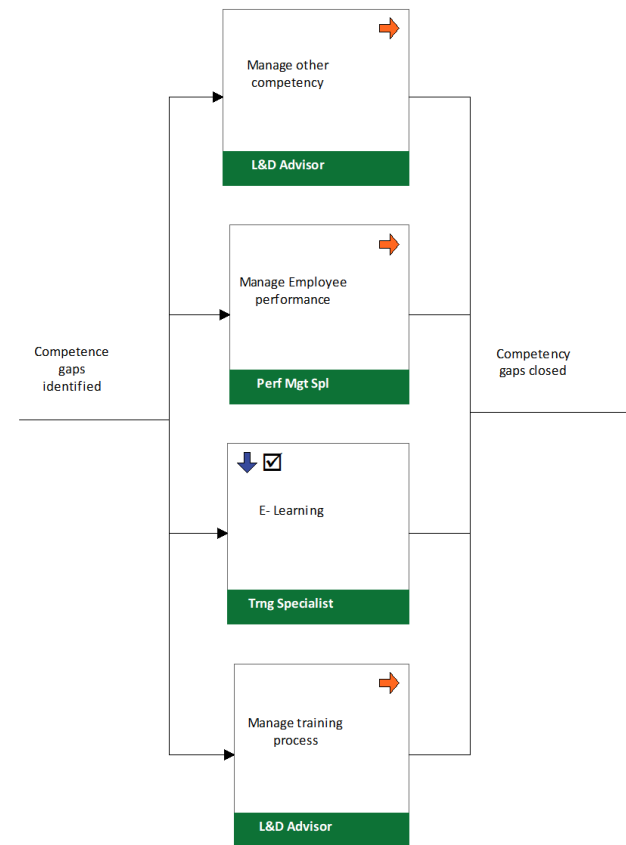Date: 12/26/2022
Cost Per Second: $,3.5,E-0317

Owner: Hassan Al Aswad
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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

Monthly ECOM Delivery Payment

Monthly Vehicle Invoice

Monthly Vehicle Invoice

Receive the data		Prepare the Vehicle Invoice Report		Verify Vehicle Invoice Report		Approve payment		Approve payment		Approve payment
Fleet Admin		**Sup Svc Mngr**		**Sup Svc Mngr**		**Mngr-HL&G**		**Nat'l Admin - FIN**		**Nat'l Mngr HCM**

Information received → Report completed → Report awaiting approval → FLT approval completed → FIN approval completed

Approvals completed

Send and request the Vehicle Invoice Report to Finance		Issue a Vehicle Invoice		Receive Vehicle Invoice		Send the Vehicle Invoice to SPs		File the payment advice
HRA Offcr		**FIN Agent**		**HRA Offcr**		**HRA Offcr**		**HRA Offcr**

Report sent → Invoice prepared → Invoice ready → Vehicle payment from SPs received → Records on file

Payment advice recieved

Title: Monthly Vehicle Invoice
Author: Bashayr Al sharidi
Date: 12/21/2022
Volume: 0.00 Per Second

Authorization: Authorized
Date: 12/26/2022
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

Monthly SIM Card Invoice

Monthly SIM Card Billing

Receive the SIM Card Tax Invoice
Adm Supvr

Ready for Invoicing

Send request for SIM Card Invoice from FIN
Sup Svc Mngr

Invoice requested

Issue a SIM Card Invoice
Bill Agent

Invoice forwarded

Receive a SIM Card Invoice from FIN
Sup Svc Mngr

Invoice ready

Send a SIM Card Invoice to SPs
HRA Offcr

Invoice sent to SPs

File payment advice
HRA Offcr

Record on file

Payment advice received

Title: Monthly SIM Card Invoice
Author: Bashayr Al sharidi
Date: 12/22/2022
Volume: 0.00 Per Second

Authorization: Authorized
Date: 12/26/2022
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

HRD - Training & Org Development

Competence
needs

Manage
competence
processes

Competence
needs satisfied

L&D Advisor

Title: HRD - Training & Org Development
Author: Edwin Ramos
Date: 4/2/2021
Volume: 0.00 Per Second

Authorization: Authorized
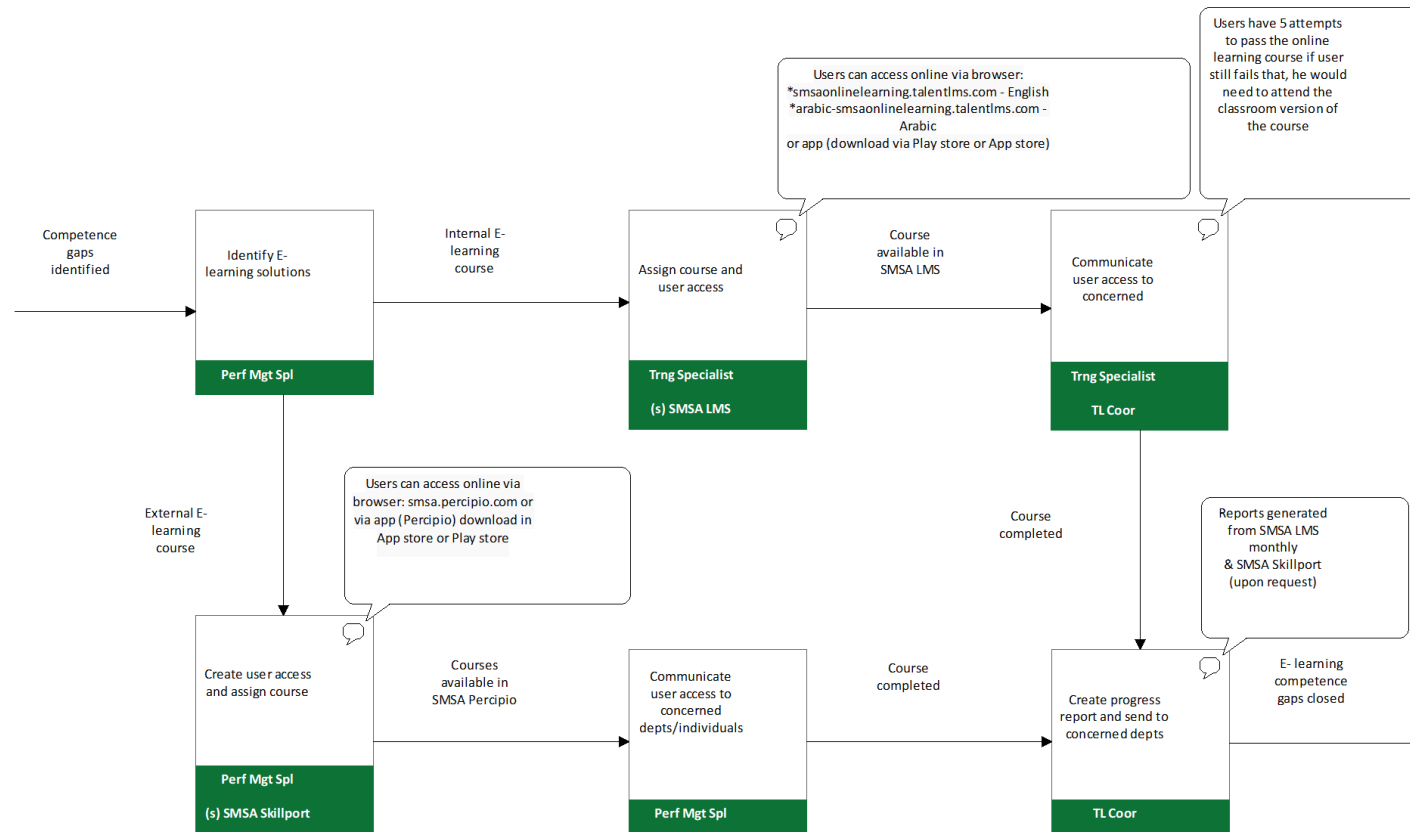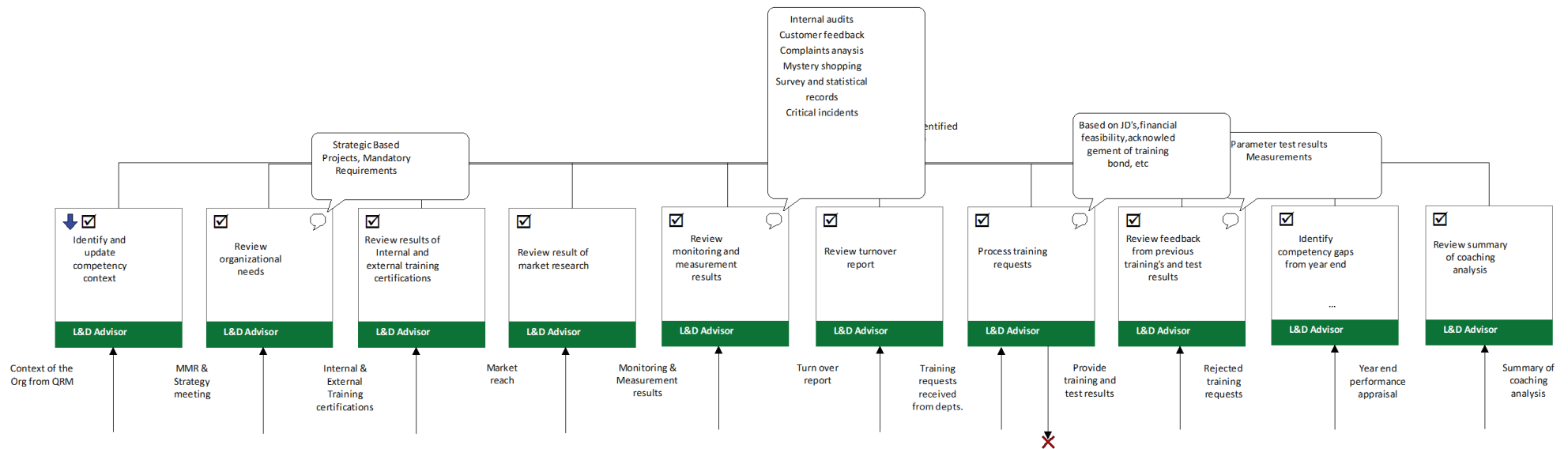Date: 11/6/2024
Cost Per Second: $,3.5,E-0317

Owner: Masoom Siddiqui
Diagram Version: 4
Review Date: None
F.T.E.: 0.00

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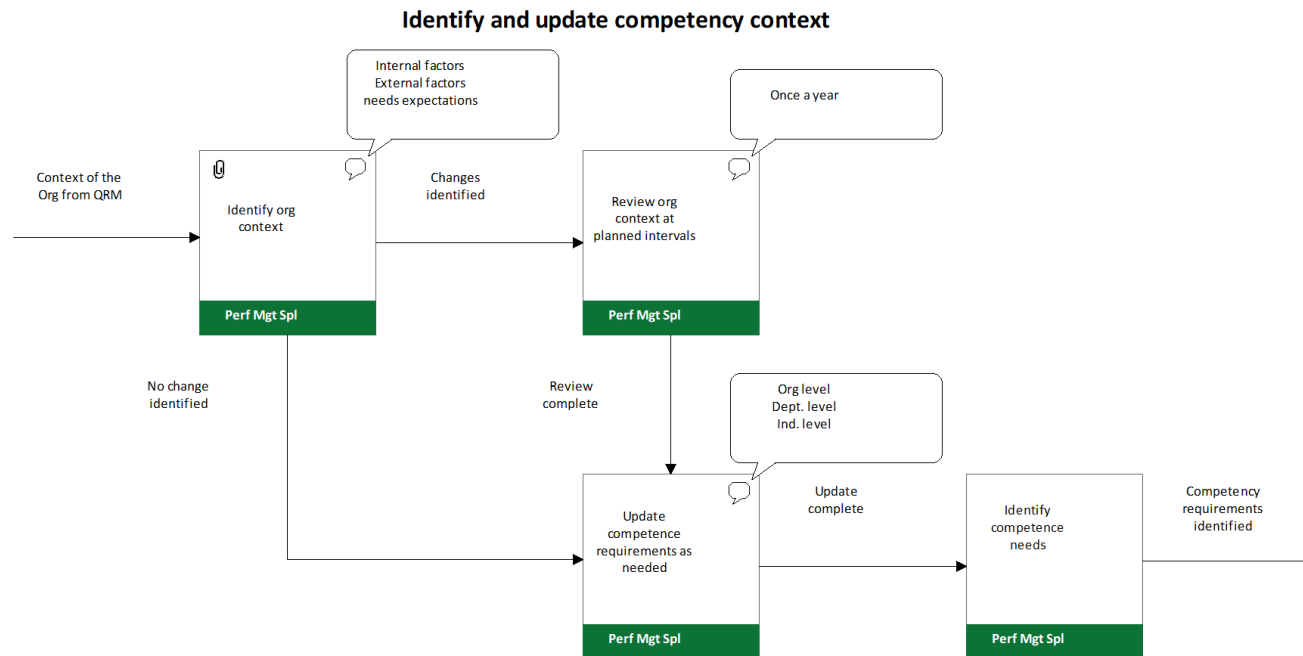● Change Requests ● Read Only

Manage Competence Processes

Competence needs →	Define competence needs — **L&D Advisor** → Competence needs satisfied
Competency gaps identified →	Manage Employee Performance — **L&D Advisor** → Records filed
Identification of risks →	Conduct Risk Assessment — **L&D Advisor** → Risk action plan created / Training needs specification
Receive request from Departments →	Certificates Appreciation Process — **L & D Advisor** → Request completed ✕

Training needs →	Manage Training Process — **L&D Advisor** → Training cycle completed ✕
New trainer assigned under probation →	Process New Trainer On-boarding & certification — **L&D Advisor** → Course delivery certificate issued ✕
ISO 10015 requirement →	Monitor, validate & improve competence management process — **L&D Advisor** (training and other performance) → ISO compliance ✕

Awardees list received from HR Personnel →	Service Awards Process — **L&D Advisor** → Awarding ceremony completed ✕
Competence needs →	Manage other competence processes — **L&D Advisor** → Competence requirements satisfied
Credential request received from HR department →	Psychometric Test Process — **Perf Mgt Spl** → HR received the result ✕

Title: Manage Competence Processes
Author: Edwin Ramos
Date: 4/3/2021
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/29/2024
Cost Per Second: $,3.5,E-0317

Owner: Masoom Siddiqui
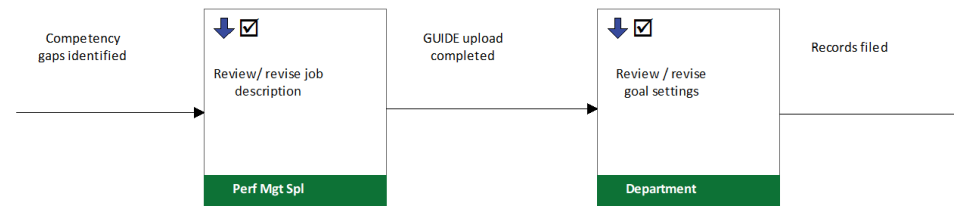Diagram Version: 6
Review Date: None
F.T.E.: 0.00

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

Define competence needs

Org/dept Objectives

Job description goal settings

☑ Identify competency needs for job role/task

L&D Advisor

Competency requires review

☑ Review competencies needed for Job role regularly

L&D Advisor

Review completed

On Annual basis existing JD to be reviewed with sample goal settings

☑ Review existing competencies of employees

L&D Advisor

Competency needs identified from existing competencies

Identify competency requirements & gaps analysis log (identify frequency of sources)

☑ Consolidate competency needs & define competence gaps

L&D Advisor

Competence gaps identified

Training, coaching, redesigning processes Recruitment of fully trained personnel

⬇☑ Identify solutions to meet competency requirements

L&D Advisor

Competency gaps closed

Competency needs identified (other sources)

Various sources

⬇ Identify Competency needs
...

L&D Advisor

Title: Define competence needs
Author: Edwin Ramos
Date: 4/3/2021
Volume: 0.00 Per Second

Authorization: Authorized
Date: 11/18/2024
Cost Per Second: $,3.5,E-0317
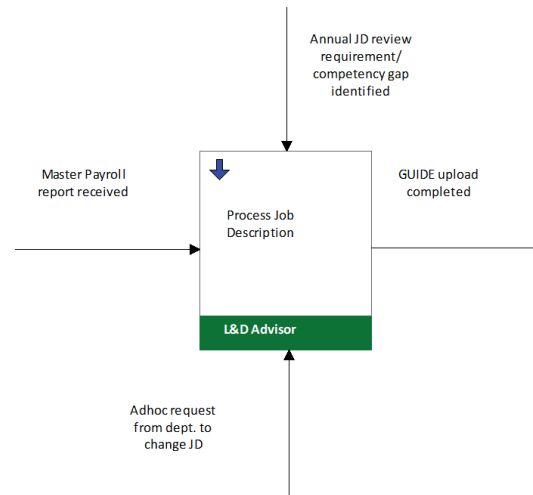
Owner: Masoom Siddiqui
Diagram Version: 4
Review Date: None
F.T.E.:   0.00

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

Identify solutions to meet competency requirements

Manage other competency
L&D Advisor

Manage Employee performance
Perf Mgt Spl

E- Learning
Trng Specialist

Manage training process
L&D Advisor

Competence gaps identified

Competency gaps closed

E- Learning

Users can access online via browser:
*smsaonlinelearning.talentlms.com - English
*arabic-smsaonlinelearning.talentlms.com - Arabic
or app (download via Play store or App store)

Users have 5 attempts to pass the online learning course if user still fails that, he would need to attend the classroom version of the course

Competence gaps identified

Identify E-learning solutions

Perf Mgt Spl

Internal E-learning course

Assign course and user access

Trng Specialist

(s) SMSA LMS

Course available in SMSA LMS

Communicate user access to concerned

Trng Specialist

TL Coor

External E-learning course

Users can access online via browser: smsa.percipio.com or via app (Percipio) download in App store or Play store

Create user access and assign course

Perf Mgt Spl

(s) SMSA Skillport

Courses available in SMSA Percipio

Communicate user access to concerned depts/individuals

Perf Mgt Spl

Course completed

Course completed

Reports generated from SMSA LMS monthly & SMSA Skillport (upon request)

Create progress report and send to concerned depts

TL Coor

E- learning competence gaps closed

Title: E- Learning
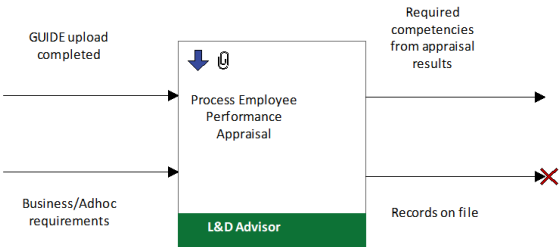Author: Edwin Ramos
Date: 6/3/2021
Volume: 0.00 Per Second

Authorization: Authorized
Date: 11/20/2024
Cost Per Second: $,3.5,E-0317

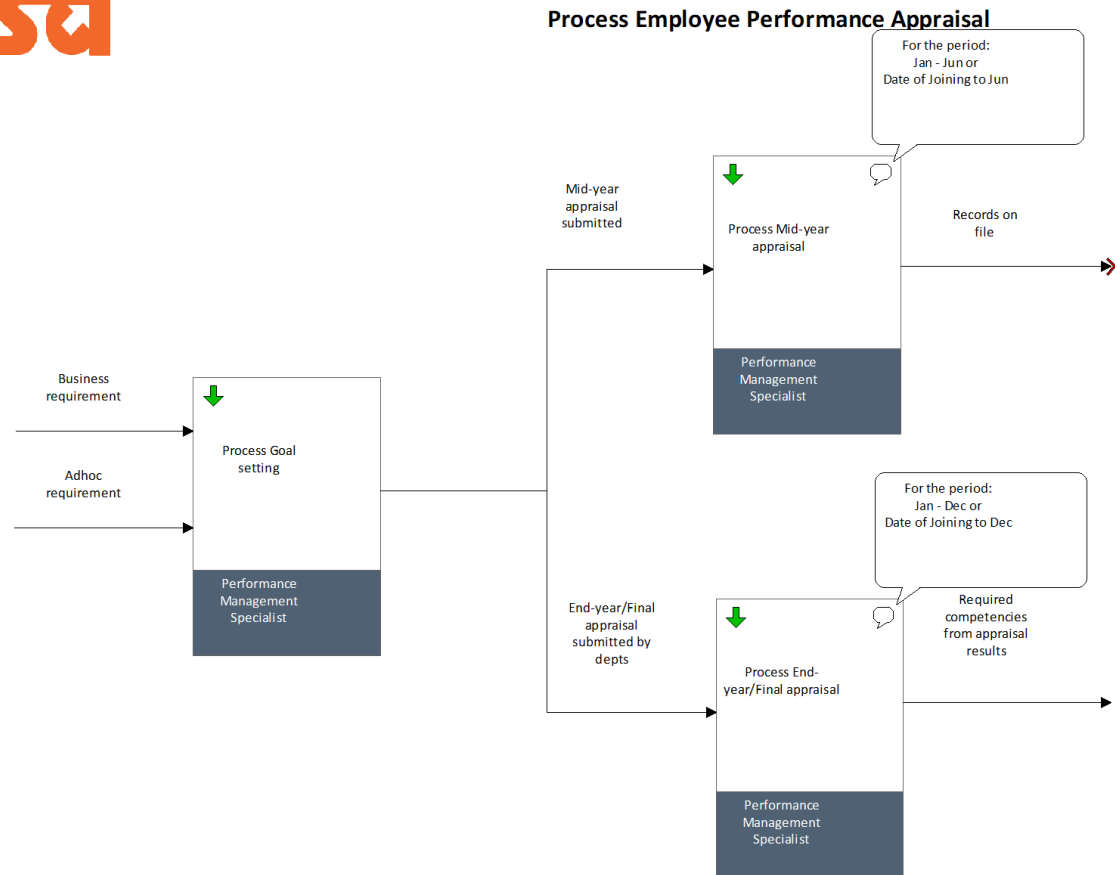Owner: Masoom Siddiqui
Diagram Version: 4
Review Date: None
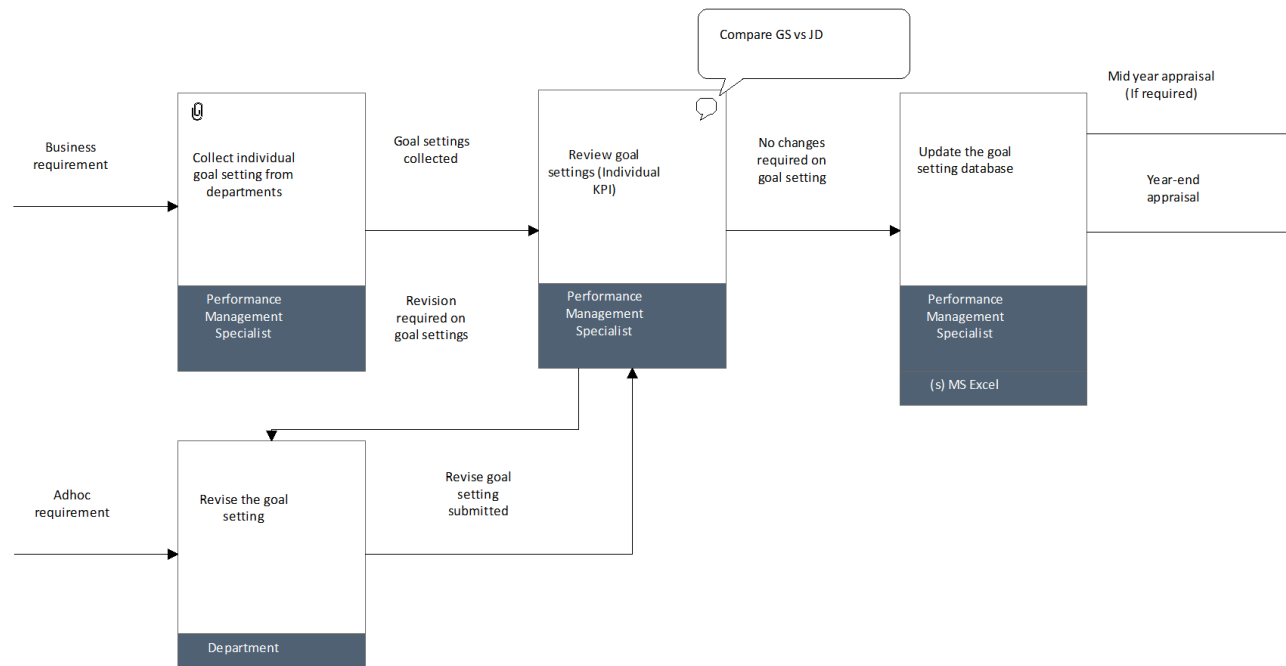F.T.E.: 0.00

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

Identify Competency needs

Internal audits
Customer feedback
Complaints anaysis
Mystery shopping
Survey and statistical records
Critical incidents

Strategic Based Projects, Mandatory Requirements

...entified

Based on JD's,financial feasibility,acknowledgement of training bond, etc

Parameter test results
Measurements

Identify and update competency context	Review organizational needs	Review results of Internal and external training certifications	Review result of market research	Review monitoring and measurement results	Review turnover report	Process training requests	Review feedback from previous training's and test results	Identify competency gaps from year end ...	Review summary of coaching analysis
L&D Advisor	L&D Advisor	L&D Advisor	L&D Advisor	L&D Advisor	L&D Advisor	L&D Advisor	L&D Advisor	L&D Advisor	L&D Advisor

Context of the Org from QRM

MMR & Strategy meeting

Internal & External Training certifications

Market reach

Monitoring & Measurement results

Turn over report

Training requests received from depts.

Provide training and test results

Rejected training requests

Year end performance appraisal

Summary of coaching analysis

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

Identify and update competency context

Context of the Org from QRM

Internal factors
External factors
needs expectations

Identify org context

Perf Mgt Spl

Changes identified

Once a year

Review org context at planned intervals

Perf Mgt Spl

No change identified

Review complete

Org level
Dept. level
Ind. level

Update competence requirements as needed

Perf Mgt Spl

Update complete

Identify competence needs

Perf Mgt Spl

Competency requirements identified

Title: Identify and update competency context
Author: Edwin Ramos
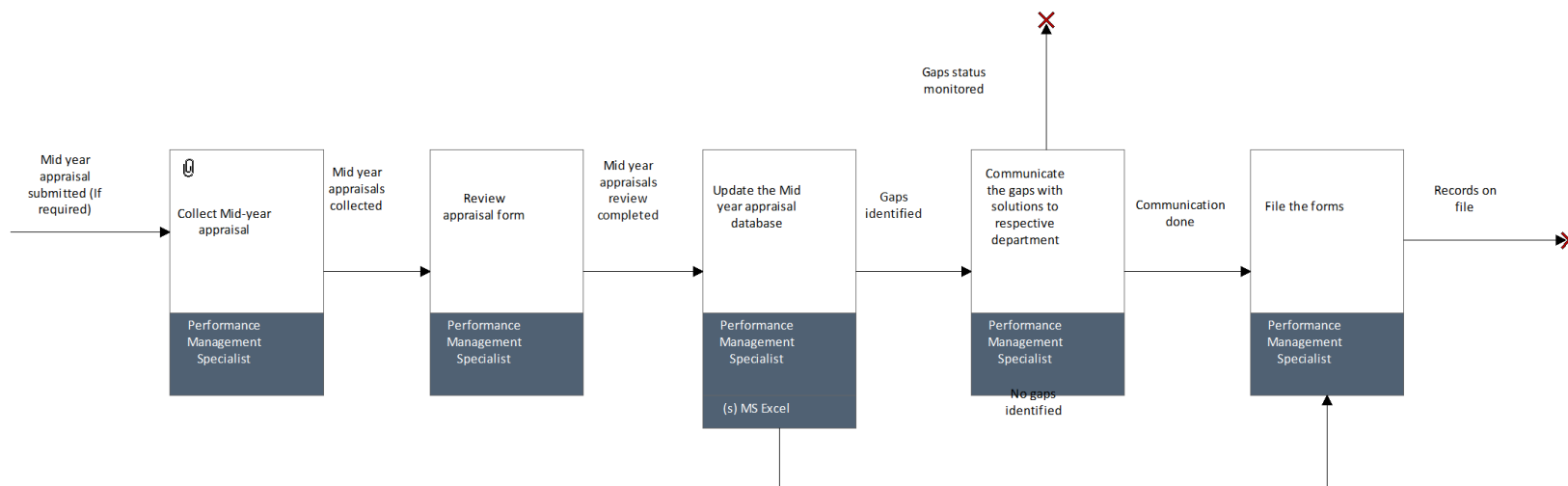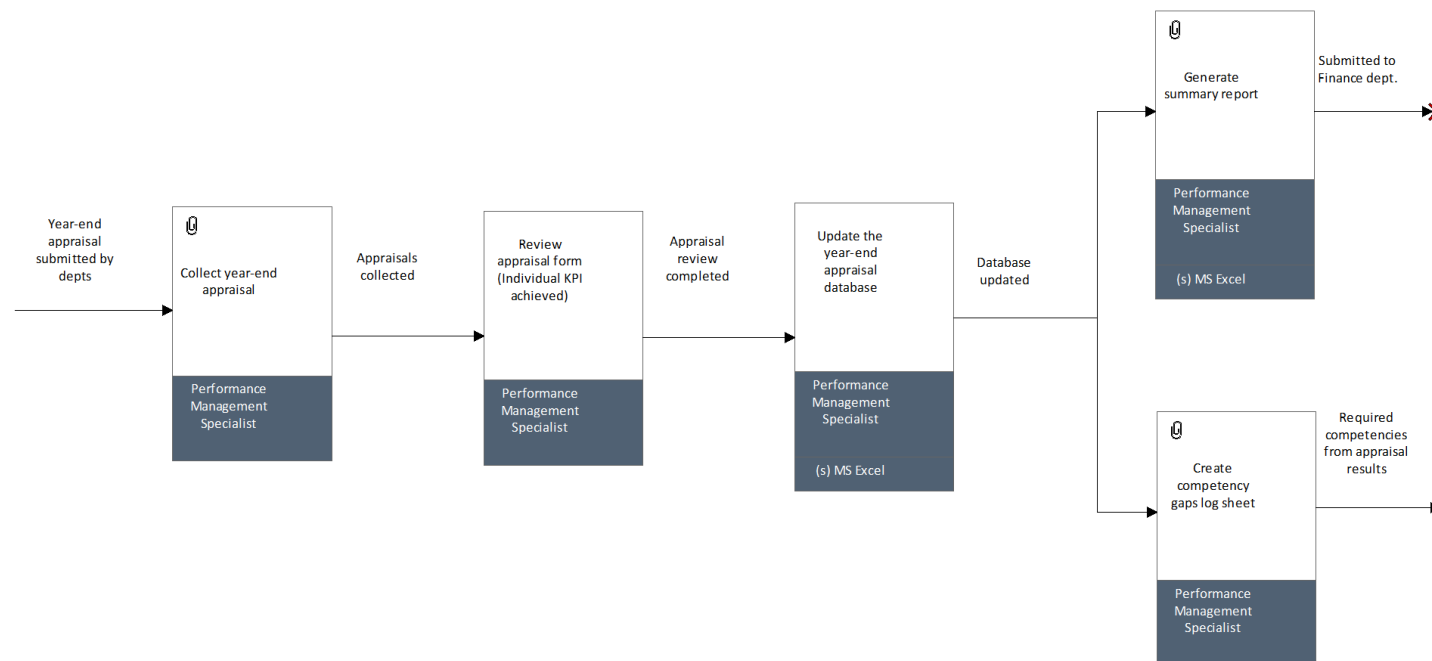Date: 6/3/2021
Volume: 0.00 Per Second

Authorization: Authorized
Date: 12/5/2022
Cost Per Second: $,3.5,E-0317

Owner: Masoom Siddiqui
Diagram Version: 3
Review Date: None
F.T.E.: 0.00

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

SMSA

Manage Employee Performance

Competency gaps identified

☑ Review/ revise job description
Perf Mgt Spl

GUIDE upload completed

☑ Review / revise goal settings
Department

Records filed

Title: Manage Employee Performance
Author: Edwin Ramos   Authorization: Authorized
Date: 4/3/2021   Date: 12/5/2022
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Masoom Siddiqui
Diagram Version: 3
Review Date: None
F.T.E.: 0.00

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

Review/revise job description/competency matrix

Annual JD review
requirement/
competency gap
identified

Master Payroll
report received

Process Job
Description

GUIDE upload
completed

L&D Advisor

Adhoc request
from dept. to
change JD

Title: Review/revise job description/competency matrix
Author: Edwin Ramos　　　　Authorization: Authorized
Date: 4/3/2021　　　　　　Date: 11/18/2024
Volume: 0.00 Per Second　　Cost Per Second: $,3.5,E-0317

Owner: Masoom Siddiqui
Diagram Version: 3
Review Date: None
F.T.E.: 0.00

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

Process Job Description

Frequency = Monthly

HR notify Training before creating the new position in HR system. Training request the PSQ from the related depts

Training confirms to HR to proceed on position creation

Verify availability of updated JDs in GUIDE within 3 weeks. Otherwise, follow-up with QRM.

Master Payroll report received

Job description not available

Compare current JDs vs Manpower positions to identify
Perf Mgt Spl

Depts to review JDs annually as per policy Request sent by QMS last quarter of the year CC: PMS

Dept completes the PSQ

Request concerned dept to accomplish PSQ/JD format
Perf Mgt Spl

If changes required JD Review & Amendment Form submitted as attachment

PSQ/JD Format received by PMS

Submit the completed PSQ/JD Format to PMS
Department

JD ready for upload

Prepare new job description as per PSQ/JD format
Perf Mgt Spl

GUIDE uploaded completed

Request QRM to upload JD in GUIDE
Perf Mgt Spl
(s) GUIDE

Annual JD review requirement

JD request sent thru GUIDE

Send JD review request to depts.
QMS Specialist
(s) GUIDE

Review JDs
Dept. Heads
(s) GUIDE

Completed form to be received

JD review action cleared

JDs requiring update / amendments

Forward completed reviews to PMS
QMS Specialist

JD updated

Update / amend JD as required
Perf Mgt Spl

No update required on JD

Receive JD amendment form from depts

Perf Mgt Spl

Adhoc request from dept. to change JD

Title: Process Job Description
Author: Bashayr Al sharidi
Date: 4/3/2021
Volume: 0.00 Per Second

Authorization: Authorized
Date: 11/13/2023
Cost Per Second: $,3.5,E-0317

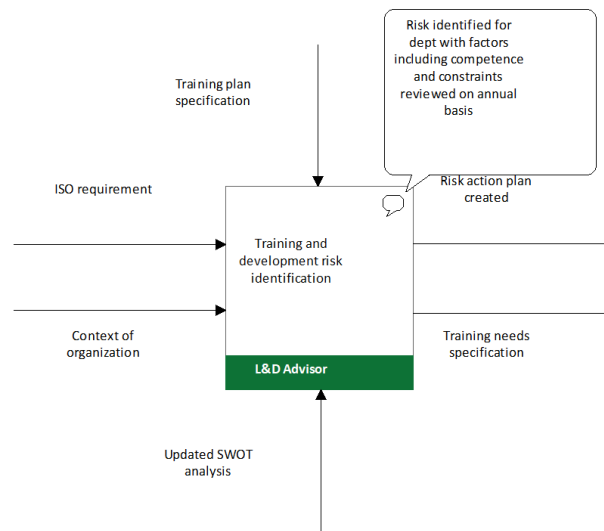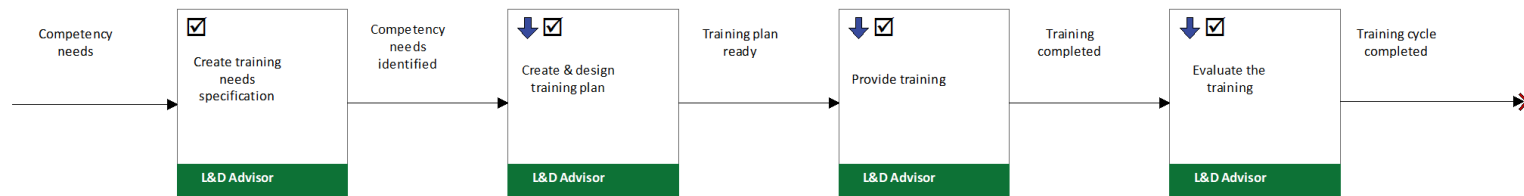Owner: Masoom Siddiqui
Diagram Version: 3
Review Date: None
F.T.E.: 0.00

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

Review / revise goal settings

GUIDE upload
completed

Required
competencies
from appraisal
results

Process Employee
Performance
Appraisal

Business/Adhoc
requirements

Records on file

L&D Advisor

Title: Review / revise goal settings
Author: Edwin Ramos
Date: 4/3/2021
Volume: 0.00 Per Second

Authorization: Authorized
Date: 11/18/2024
Cost Per Second: $,3.5,E-0317

Owner: Masoom Siddiqui
Diagram Version: 3
Review Date: None
F.T.E.: 0.00

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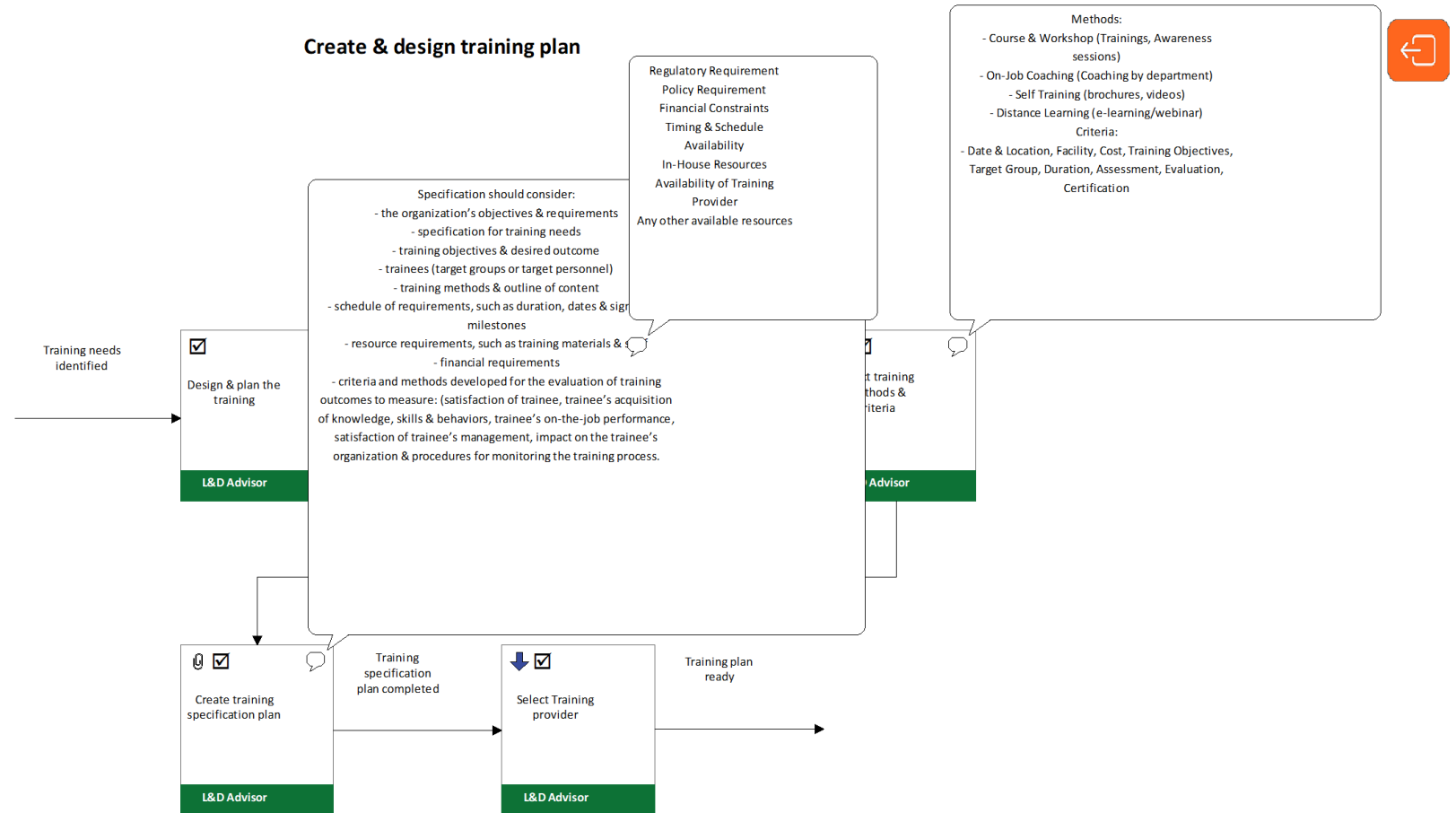● Change Requests
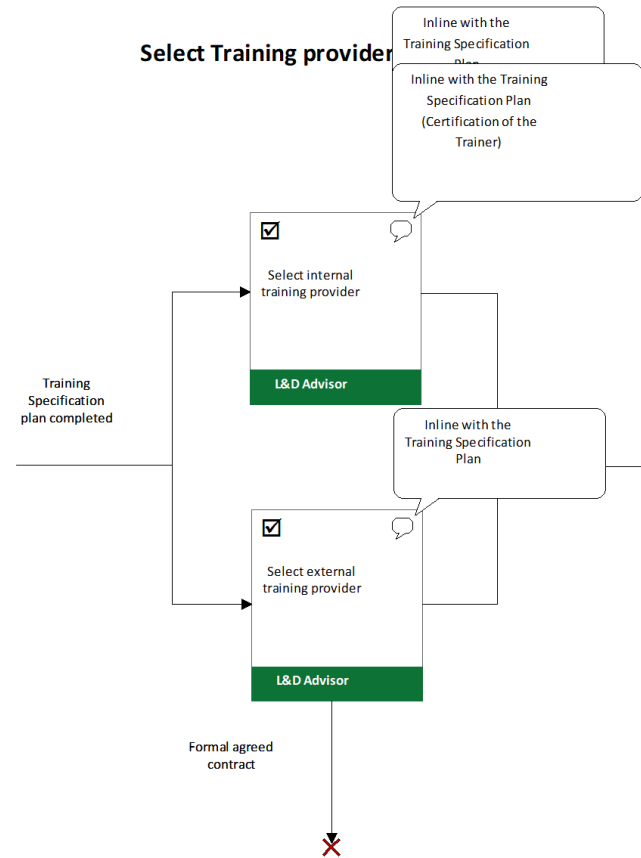
○ Feedback
○ Keywords
● Read Only

Process Employee Performance Appraisal

For the period:
Jan - Jun or
Date of Joining to Jun

Mid-year
appraisal
submitted

Process Mid-year
appraisal

Records on
file

Performance
Management
Specialist

Business
requirement

Adhoc
requirement

Process Goal
setting

Performance
Management
Specialist

For the period:
Jan - Dec or
Date of Joining to Dec

End-year/Final
appraisal
submitted by
depts

Process End-
year/Final appraisal

Required
competencies
from appraisal
results

Performance
Management
Specialist

Title: Process Employee Performance Appraisal
Author: Mohammed Ahmed Khan
Date: 4/3/2021
Volume: 0.00 Per Second

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

Owner: Masoom Siddiqui
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

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

Process Goal setting

Compare GS vs JD

Business requirement

Collect individual goal setting from departments

Performance Management Specialist

Goal settings collected

Review goal settings (Individual KPI)

Performance Management Specialist

No changes required on goal setting

Update the goal setting database

Performance Management Specialist

(s) MS Excel

Mid year appraisal (If required)

Year-end appraisal

Revision required on goal settings

Adhoc requirement

Revise the goal setting

Department

Revise goal setting submitted

Title: Process Goal setting
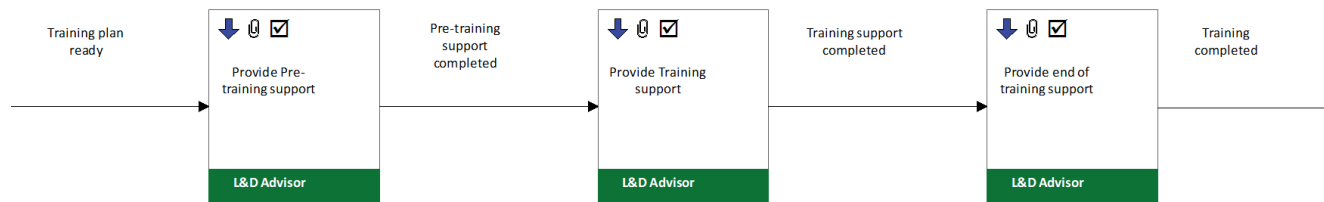Author: Mohammed Ahmed Khan
Date: 4/3/2021
Volume: 0.00 Per Second

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

Owner: Masoom Siddiqui
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

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

Process Mid-year appraisal

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

Process End-year/Final appraisal

Year-end appraisal submitted by depts

Collect year-end appraisal

Performance Management Specialist

Appraisals collected

Review appraisal form (Individual KPI achieved)

Performance Management Specialist

Appraisal review completed

Update the year-end appraisal database

Performance Management Specialist

(s) MS Excel

Database updated

Generate summary report

Performance Management Specialist

(s) MS Excel

Submitted to Finance dept.

Create competency gaps log sheet

Performance Management Specialist

Required competencies from appraisal results

Title: Process End-year/Final appraisal
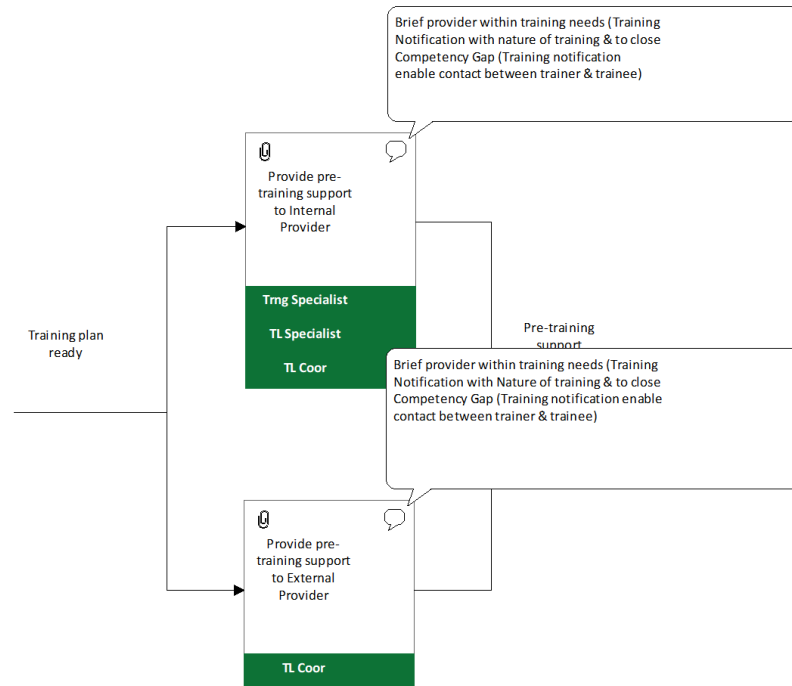Author: Mohammed Ahmed Khan
Date: 4/3/2021
Volume: 0.00 Per Second

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

Owner: Masoom Siddiqui
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

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

Conduct Risk Assessment

Training plan
specification

Risk identified for
dept with factors
including competence
and constraints
reviewed on annual
basis

ISO requirement

Risk action plan
created

Training and
development risk
identification

L&D Advisor

Context of
organization

Training needs
specification

Updated SWOT
analysis

Manage Training Process

Competency needs	☑ Create training needs specification	Competency needs identified	⬇☑ Create & design training plan	Training plan ready	⬇☑ Provide training	Training completed	⬇☑ Evaluate the training	Training cycle completed
	L&D Advisor		**L&D Advisor**		**L&D Advisor**		**L&D Advisor**	

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

Create & design training plan

Methods:
- Course & Workshop (Trainings, Awareness sessions)
- On-Job Coaching (Coaching by department)
- Self Training (brochures, videos)
- Distance Learning (e-learning/webinar)
Criteria:
- Date & Location, Facility, Cost, Training Objectives, Target Group, Duration, Assessment, Evaluation, Certification

Regulatory Requirement
Policy Requirement
Financial Constraints
Timing & Schedule
Availability
In-House Resources
Availability of Training
Provider
Any other available resources

Specification should consider:
- the organization's objectives & requirements
- specification for training needs
- training objectives & desired outcome
- trainees (target groups or target personnel)
- training methods & outline of content
- schedule of requirements, such as duration, dates & sign milestones
- resource requirements, such as training materials & s
- financial requirements
- criteria and methods developed for the evaluation of training outcomes to measure: (satisfaction of trainee, trainee's acquisition of knowledge, skills & behaviors, trainee's on-the-job performance, satisfaction of trainee's management, impact on the trainee's organization & procedures for monitoring the training process.

Training needs identified

Design & plan the training

L&D Advisor

t training thods & iteria

Advisor

Create training specification plan

L&D Advisor

Training specification plan completed

Select Training provider

L&D Advisor

Training plan ready

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

Select Training provider

Inline with the Training Specification Plan

Inline with the Training Specification Plan (Certification of the Trainer)

☑

💬

Select internal training provider

L&D Advisor

Training Specification plan completed

Inline with the Training Specification Plan

☑

💬

Select external training provider

L&D Advisor

Formal agreed contract

✕

Title: Select Training provider
Author: Edwin Ramos
Date: 4/3/2021
Volume: 0.00 Per Second

Authorization: Authorized
Date: 11/18/2024
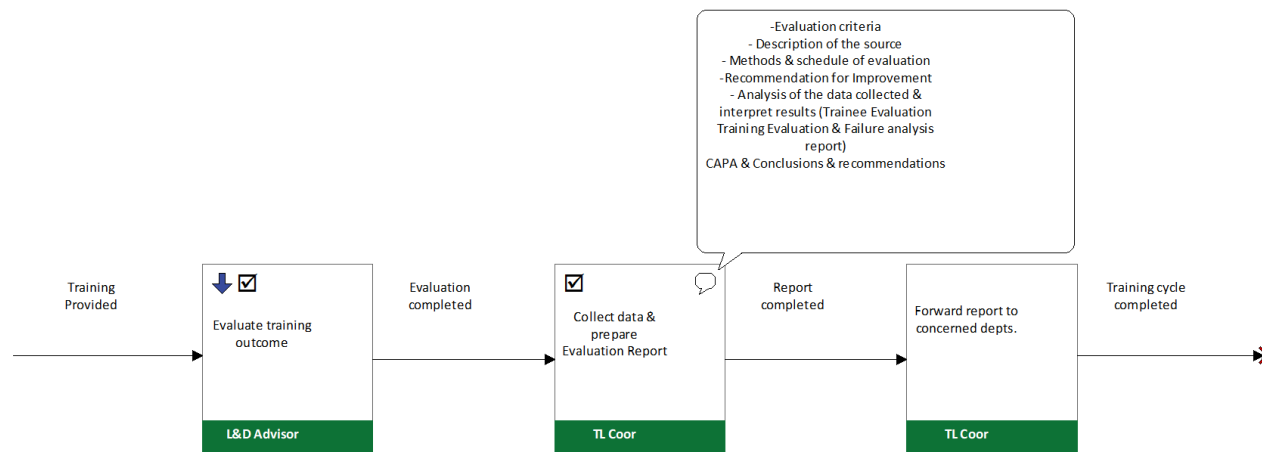Cost Per Second: $,3.5,E-0317

Owner: Masoom Siddiqui
Diagram Version: 3
Review Date: None
F.T.E.: 0.00

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

smsa

Provide training

Training plan ready

| Provide Pre-training support |
| L&D Advisor |

Pre-training support completed

| Provide Training support |
| L&D Advisor |

Training support completed

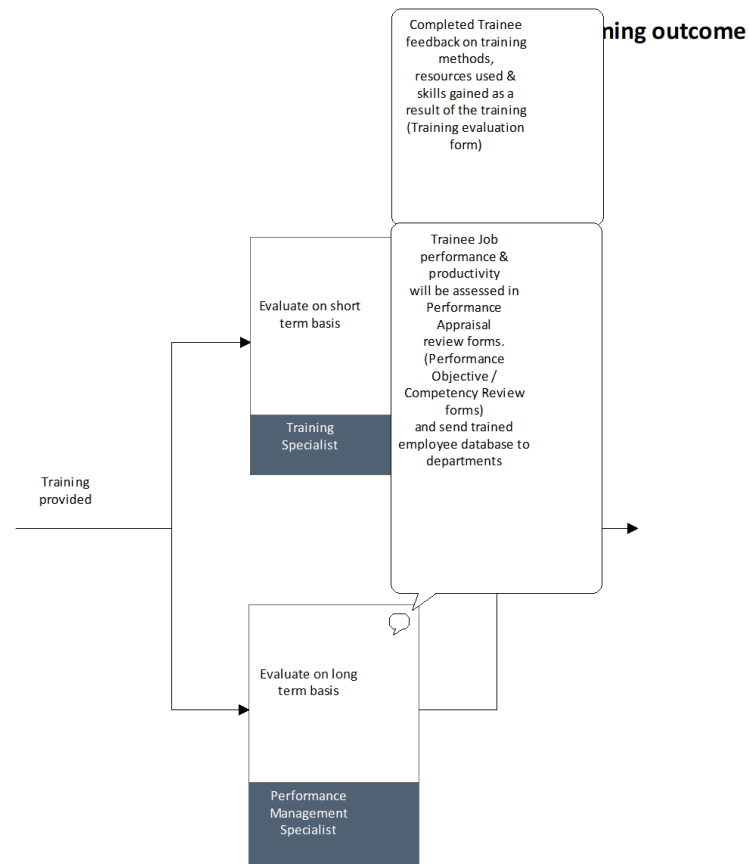| Provide end of training support |
| L&D Advisor |

Training completed

Title: Provide training
Author: Edwin Ramos
Date: 4/3/2021
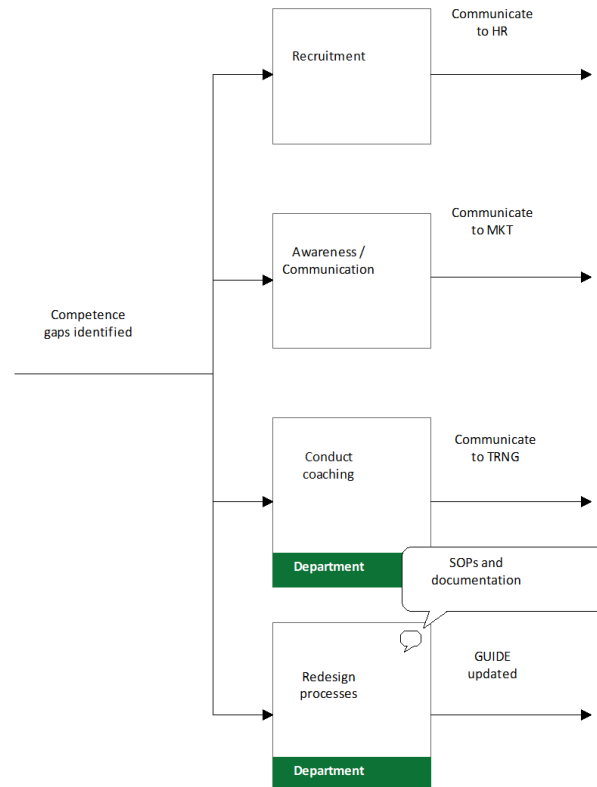Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/29/2024
Cost Per Second: $,3.5,E-0317

Owner: Masoom Siddiqui
Diagram Version: 3
Review Date: None
F.T.E.: 0.00

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

Provide Pre-training support

Brief provider within training needs (Training Notification with nature of training & to close Competency Gap (Training notification enable contact between trainer & trainee)

Provide pre-training support to Internal Provider

Trng Specialist

TL Specialist

TL Coor

Training plan ready

Pre-training support

Brief provider within training needs (Training Notification with Nature of training & to close Competency Gap (Training notification enable contact between trainer & trainee)

Provide pre-training support to External Provider

TL Coor

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

Provide Training supp

Provide: relevant tools, equipment,
documentation, software, or
accommodation to
trainee and /or trainer whenever
applicable.
-relevant & adequate opportunities for
trainee to apply competence being
developed
-feedback on task performance as
requested by the trainer and/or trainee.

Provide training
support to
Internal Provider

| Trng Specialist |
| TL Specialist |
| TL Coor |

Provide: relevant tools, equipment,
documentation, software, or
accommodation to
trainee and /or trainer whenever
applicable.
-relevant & adequate opportunities for
trainee to apply competence being
developed
-feedback on task performance as
requested by the trainer and/or trainee.

Pre-training
support
completed

Provide training
support to
External Provider

| TL Coor |

Provide end of training support

-Trainee feedback
-Trainer feedback
- Feedback to Managers and personnel involved in training,
including participants

Provide training
support to
Internal Provider

Trng Specialist

TL Specialist

TL Coor

-Trainee feedback
-Trainer feedback
- Feedback to Managers and personnel involved in training,
including participants

Training
support
completed

Provide training
support to
External Provider

TL Coor

Title: Provide end of training support
Author: Edwin Ramos
Date: 4/3/2021
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/29/2024
Cost Per Second: $,3.5,E-0317

Owner: Masoom Siddiqui
Diagram Version: 3
Review Date: None
F.T.E.: 0.00

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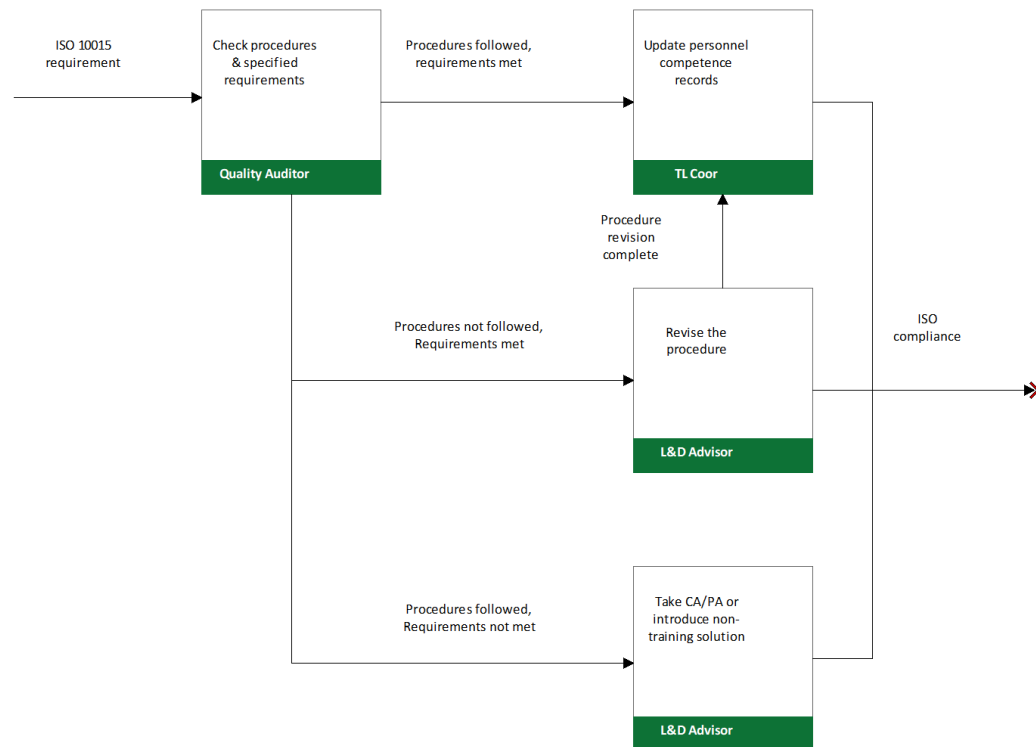○ Change Requests ● Read Only

Evaluate the training

-Evaluation criteria
- Description of the source
- Methods & schedule of evaluation
-Recommendation for Improvement
- Analysis of the data collected &
interpret results (Trainee Evaluation
Training Evaluation & Failure analysis
report)
CAPA & Conclusions & recommendations

Training Provided	Evaluate training outcome	Evaluation completed	Collect data & prepare Evaluation Report	Report completed	Forward report to concerned depts.	Training cycle completed
	L&D Advisor		TL Coor		TL Coor	

Title: Evaluate the training
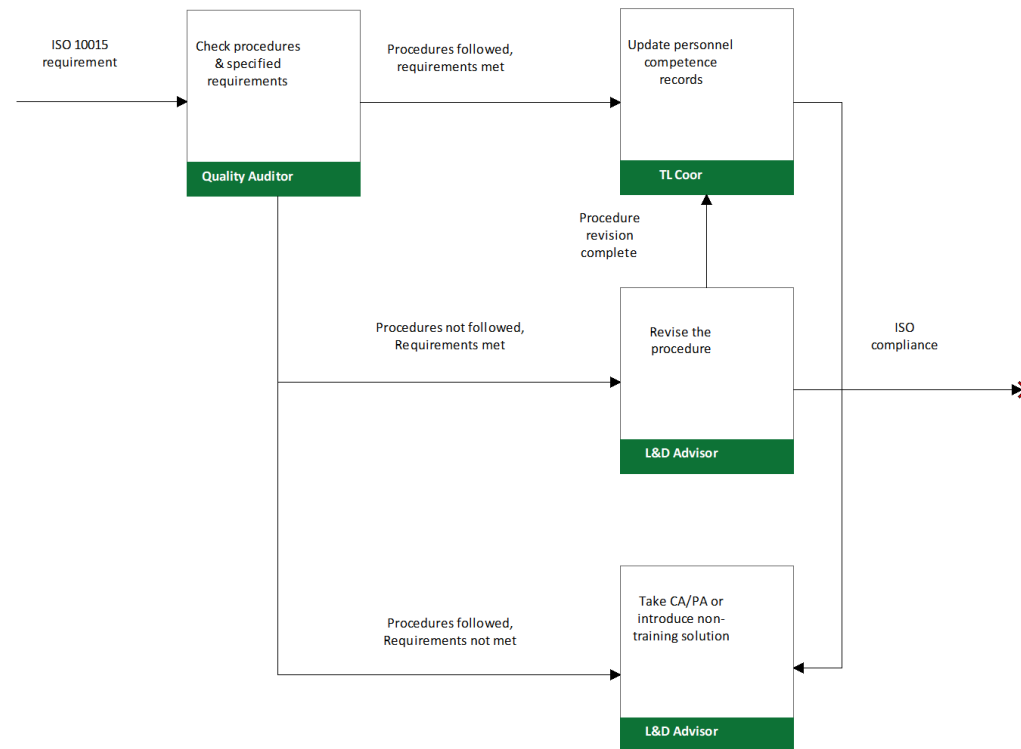Author: Edwin Ramos
Date: 4/3/2021
Volume: 0.00 Per Second

Authorization: Authorized
Date: 11/18/2024
Cost Per Second: $,3.5,E-0317

Owner: Masoom Siddiqui
Diagram Version: 3
Review Date: None
F.T.E.: 0.00

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

Completed Trainee feedback on training methods, resources used & skills gained as a result of the training (Training evaluation form)

ning outcome

Trainee Job performance & productivity will be assessed in Performance Appraisal review forms. (Performance Objective / Competency Review forms) and send trained employee database to departments

Evaluate on short term basis

Training Specialist

Training provided

Evaluate on long term basis

Performance Management Specialist

Title: Evaluate training outcome
Author: Mohammed Ahmed Khan
Date: 4/3/2021
Volume: 0.00 Per Second

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

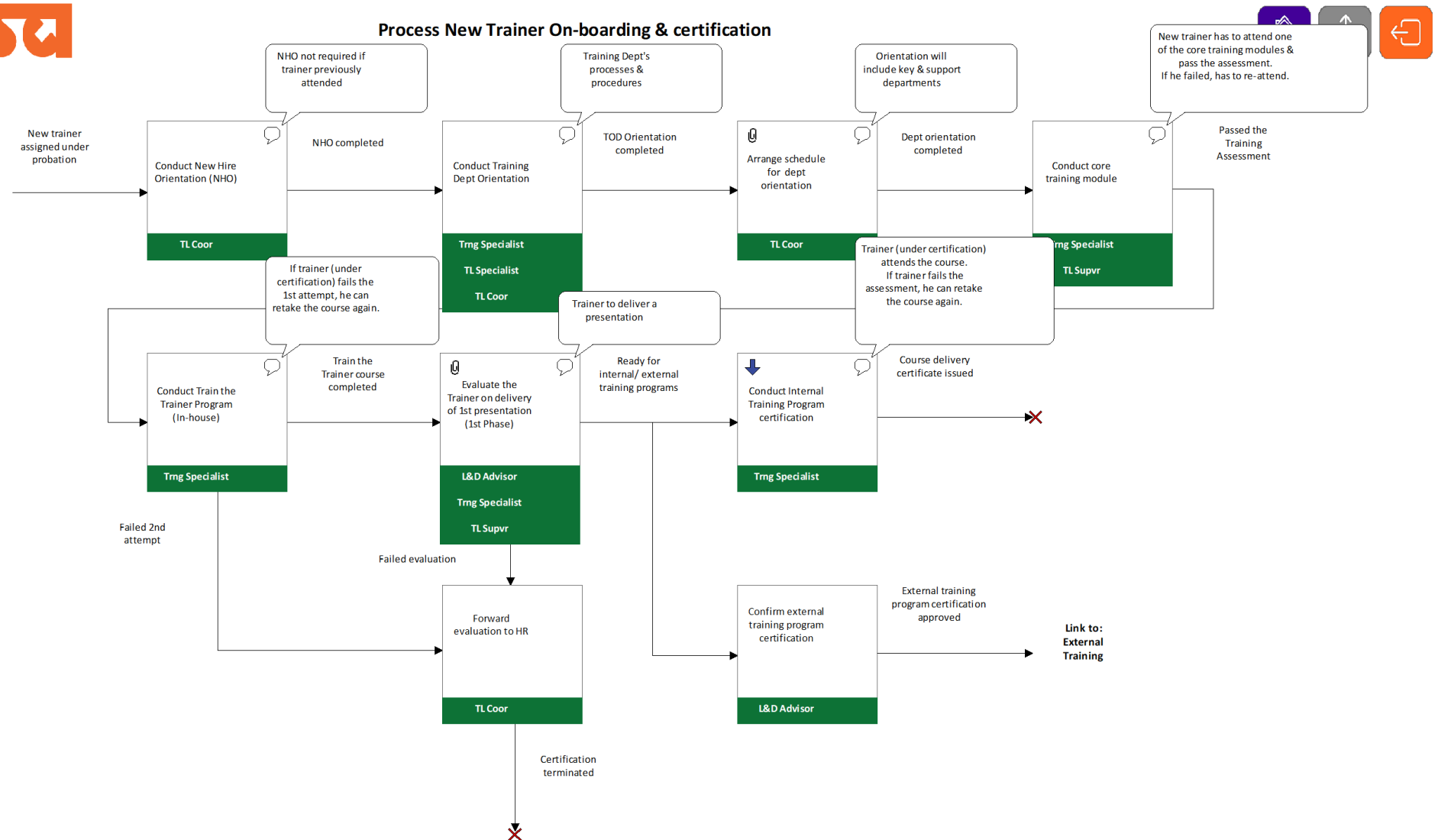Owner: Masoom Siddiqui
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

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

Manage other competence processes

Monitor, validate & improve competence management process

Pre training QC
Sampling of training records
by QRM, Training manager.
Attendees of training session by training manager
Attendance of dept manager of sampled training sessions
Frequency of sampling-Quarterly from every month

Conduct Quality Control of Training

Quality Auditor

ISO 10015 requirement

Audit Training department

Quality Auditor

ISO compliance

Evaluate Training outcomes

Quality Auditor

Title: Monitor, validate & improve competence management process
Author: Mohammed Ahmed Khan   Authorization: Authorized
Date: 4/3/2021   Date: 6/6/2021
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Masoom Siddiqui
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

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

Audit Training department

ISO 10015 requirement

Check procedures & specified requirements

Quality Auditor

Procedures followed, requirements met

Update personnel competence records

TL Coor

Procedure revision complete

Procedures not followed, Requirements met

Revise the procedure

L&D Advisor

ISO compliance

Procedures followed, Requirements not met

Take CA/PA or introduce non-training solution

L&D Advisor

Title: Audit Training department
Author: Edwin Ramos
Date: 4/3/2021
Volume: 0.00 Per Second

Authorization: Authorized
Date: 11/18/2024
Cost Per Second: $,3.5,E-0317

Owner: Masoom Siddiqui
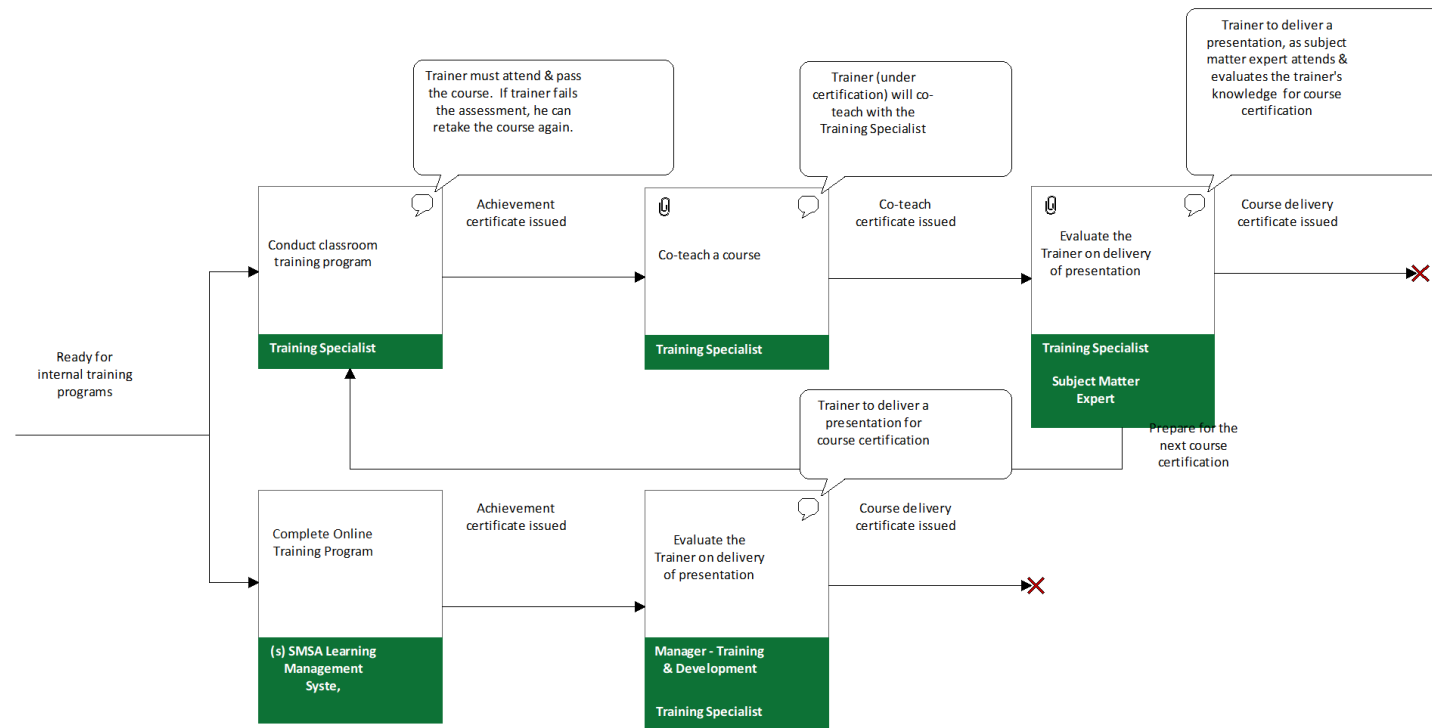Diagram Version: 3
Review Date: None
F.T.E.:   0.00

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

Conduct Quality Control of Training

Title: Conduct Quality Control of Training
Author: Edwin Ramos
Date: 4/3/2021
Volume: 0.00 Per Second

Authorization: Authorized
Date: 11/18/2024
Cost Per Second: $,3.5,E-0317

Owner: Masoom Siddiqui
Diagram Version: 3
Review Date: None
F.T.E.: 0.00

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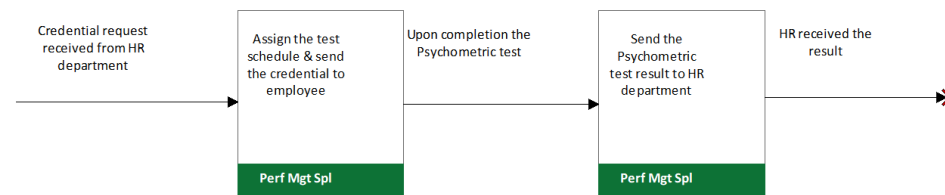● Change Requests ● Read Only

Evaluate Training outcomes

ISO 10015
requirement

Check procedures
& specified
requirements

Quality Auditor

Procedures followed,
requirements met

☑

Update personnel
competence
records

TL Coor

Procedure
revision
complete

Procedures not followed,
Requirements met

Revise the
procedure

L&D Advisor

ISO
compliance

Procedures followed,
Requirements not met

Take CA/PA or
introduce non-
training solution

L&D Advisor

Title: Evaluate Training outcomes
Author: Edwin Ramos
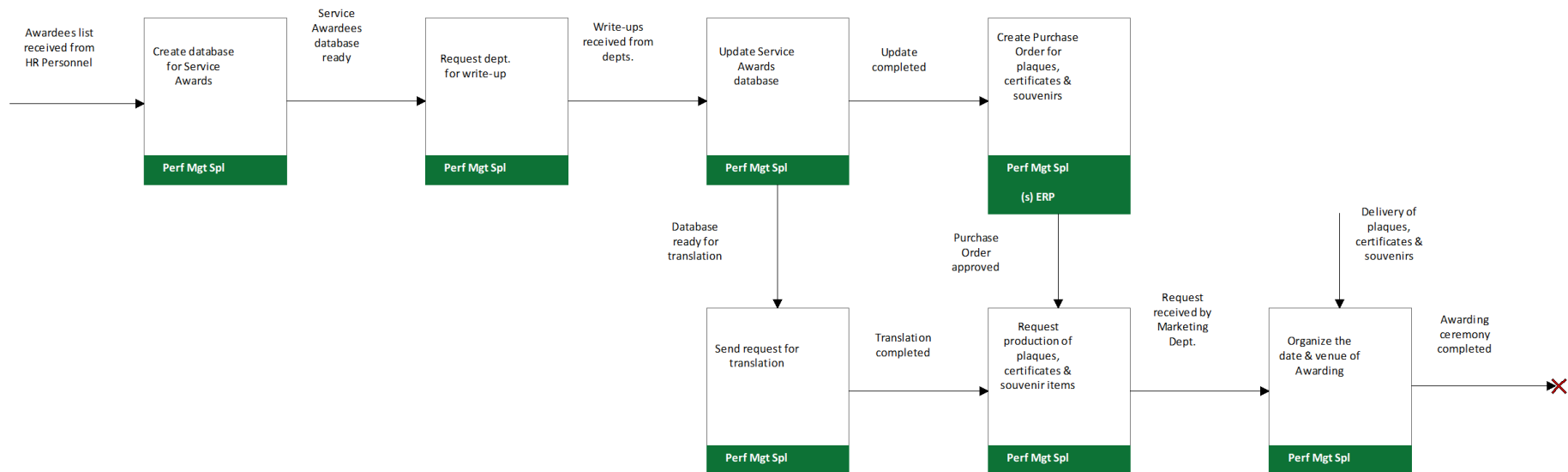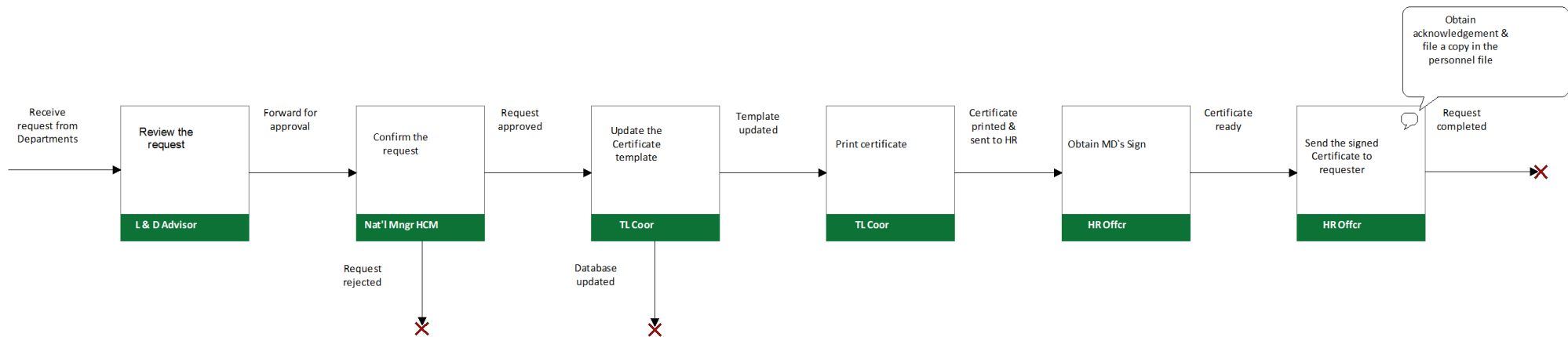Date: 4/3/2021
Volume: 0.00 Per Second

Authorization: Authorized
Date: 11/18/2024
Cost Per Second: $,3.5,E-0317

Owner: Masoom Siddiqui
Diagram Version: 3
Review Date: None
F.T.E.: 0.00

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

Process New Trainer On-boarding & certification

New trainer assigned under probation

Conduct New Hire Orientation (NHO)
TL Coor

NHO not required if trainer previously attended

NHO completed

Conduct Training Dept Orientation
Trng Specialist
TL Specialist
TL Coor

Training Dept's processes & procedures

TOD Orientation completed

Arrange schedule for dept orientation
TL Coor

Orientation will include key & support departments

Dept orientation completed

Conduct core training module
Trng Specialist
TL Supvr

New trainer has to attend one of the core training modules & pass the assessment. If he failed, has to re-attend.

Passed the Training Assessment

If trainer (under certification) fails the 1st attempt, he can retake the course again.

Conduct Train the Trainer Program (In-house)
Trng Specialist

Train the Trainer course completed

Evaluate the Trainer on delivery of 1st presentation (1st Phase)
L&D Advisor
Trng Specialist
TL Supvr

Trainer to deliver a presentation

Ready for internal/ external training programs

Trainer (under certification) attends the course. If trainer fails the assessment, he can retake the course again.

Conduct Internal Training Program certification
Trng Specialist

Course delivery certificate issued

Failed 2nd attempt

Failed evaluation

Forward evaluation to HR
TL Coor

Certification terminated

Confirm external training program certification
L&D Advisor

External training program certification approved

Link to: External Training

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

Internal Training Program certification

Ready for internal training programs

Trainer must attend & pass the course. If trainer fails the assessment, he can retake the course again.

Conduct classroom training program

Training Specialist

Achievement certificate issued

Trainer (under certification) will co-teach with the Training Specialist

Co-teach a course

Training Specialist

Co-teach certificate issued

Trainer to deliver a presentation, as subject matter expert attends & evaluates the trainer's knowledge for course certification

Evaluate the Trainer on delivery of presentation

Training Specialist

Subject Matter Expert

Course delivery certificate issued

Prepare for the next course certification

Complete Online Training Program

(s) SMSA Learning Management Syste,

Achievement certificate issued

Trainer to deliver a presentation for course certification

Evaluate the Trainer on delivery of presentation

Manager - Training & Development

Training Specialist

Course delivery certificate issued

Title: Internal Training Program certification
Author: Edwin Ramos
Date: 3/15/2022
Volume: 0.00 Per Second

Authorization: Authorized
Date: 3/21/2022
Cost Per Second: $,3.5,E-0317

Owner: Masoom Siddiqui
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

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

Psychometric Test Process

Credential request received from HR department

Assign the test schedule & send the credential to employee

Perf Mgt Spl

Upon completion the Psychometric test

Send the Psychometric test result to HR department

Perf Mgt Spl

HR received the result

Title: Psychometric Test Process
Author: Bashayr Al sharidi
Date: 5/30/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 6/1/2023
Cost Per Second: $,3.5,E-0317

Owner: Edwin Ramos
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

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

Process Service Awards

Awardees list received from HR Personnel

Create database for Service Awards
Perf Mgt Spl

Service Awardees database ready

Request dept. for write-up
Perf Mgt Spl

Write-ups received from depts.

Update Service Awards database
Perf Mgt Spl

Update completed

Create Purchase Order for plaques, certificates & souvenirs
Perf Mgt Spl
(s) ERP

Database ready for translation

Purchase Order approved

Delivery of plaques, certificates & souvenirs

Send request for translation
Perf Mgt Spl

Translation completed

Request production of plaques, certificates & souvenir items
Perf Mgt Spl

Request received by Marketing Dept.

Organize the date & venue of Awarding
Perf Mgt Spl

Awarding ceremony completed

Title: Process Service Awards
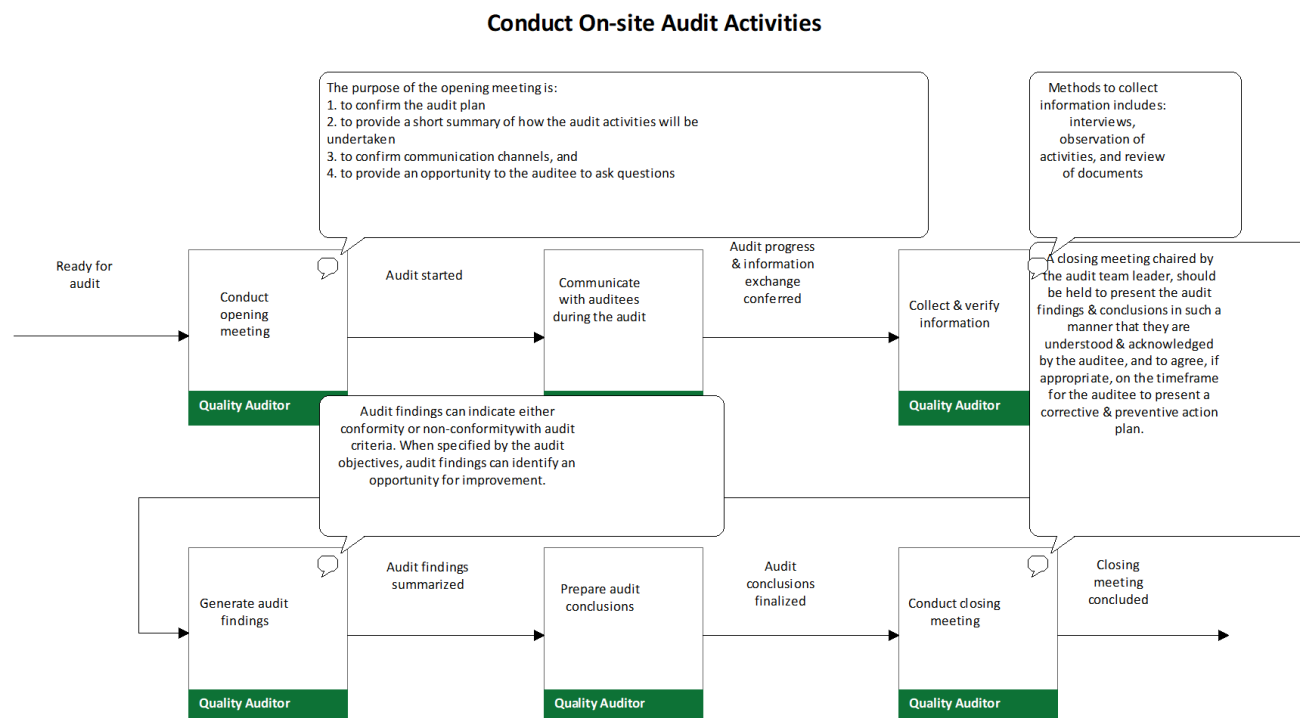Author: Edwin Ramos
Date: 8/31/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 9/11/2023
Cost Per Second: $,3.5,E-0317

Owner: Edwin Ramos
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

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

Certificates Appreciation

Obtain acknowledgement & file a copy in the personnel file

Receive request from Departments

Review the request			
L & D Advisor			

Forward for approval

Confirm the request
Nat'l Mngr HCM

Request approved

Update the Certificate template
TL Coor

Template updated

Print certificate
TL Coor

Certificate printed & sent to HR

Obtain MD's Sign
HR Offcr

Certificate ready

Send the signed Certificate to requester
HR Offcr

Request completed

Request rejected

Database updated

Title: Certificates Appreciation
Author: Bashayr Al sharidi
Date: 9/11/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 12/12/2023
Cost Per Second: $,3.5,E-0317

Owner: Masoom Siddiqui
Diagram Version: 3
Review Date: None
F.T.E.: 0.00

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

SMSA

KSA - Quality & Risk Management Department

Quality & Risk

Safety & Security

Specialized Training

Professional Services

Regulatory Requirements Review

Title: KSA - Quality & Risk Management Department
Author: Edwin Ramos   Authorization: Authorized
Date: 5/17/2017   Date: 4/9/2025
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Mohammad Bhaiyat
Diagram Version: 8
Review Date: None
F.T.E.: 0.00

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

Quality & Risk

Manage CAPA Ticketing System

Director - Quality & Risk Management

Ticket closed

Non-Conform identified

SMSA strategy defined

Develop Quality Plan & strategy

Director - Quality & Risk Management

Quality plan developed

Monitor & manage quality

Director - Quality & Risk Management

Input to management

Opportunities for continual improvement

Management Review

Director - Quality & Risk Management

Changes needed in QMS

ISO Standard requirement

Identify risk

Director - Quality & Risk Management

Risk addressed

ISO standard requirements

Identify opportunity
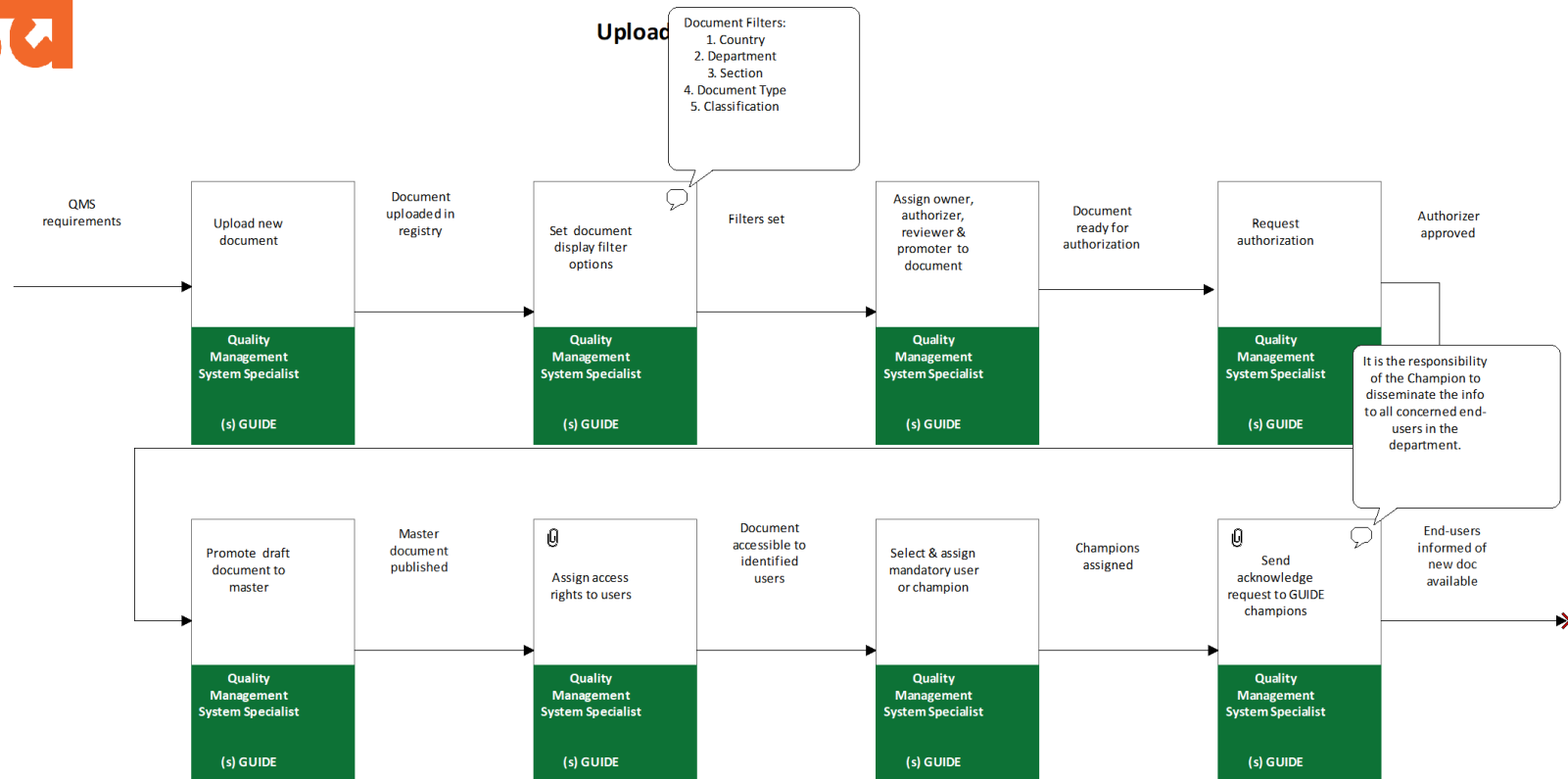
Director - Quality & Risk Management

Opportunity addressed

Title: Quality & Risk
Author: Edwin Ramos
Date: 5/23/2017
Volume: 0.00 Per Second

Authorization: Authorized
Date: 1/6/2022
Cost Per Second: $,3.5,E-0317

Owner: Edwin Ramos
Diagram Version: 5
Review Date: None
F.T.E.: 0.00

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

Monitor & Manage Quality

Conduct Internal
Quality Audits

Lead Auditor

Quality Auditor

Input to
Management

Quality plan
developed

Perform Quality
Control

Quality Auditor

Opportunities
for continual
improvement

Manage GUIDE
(QMS)

**Quality
Management
System Specialist**

End-users
informed
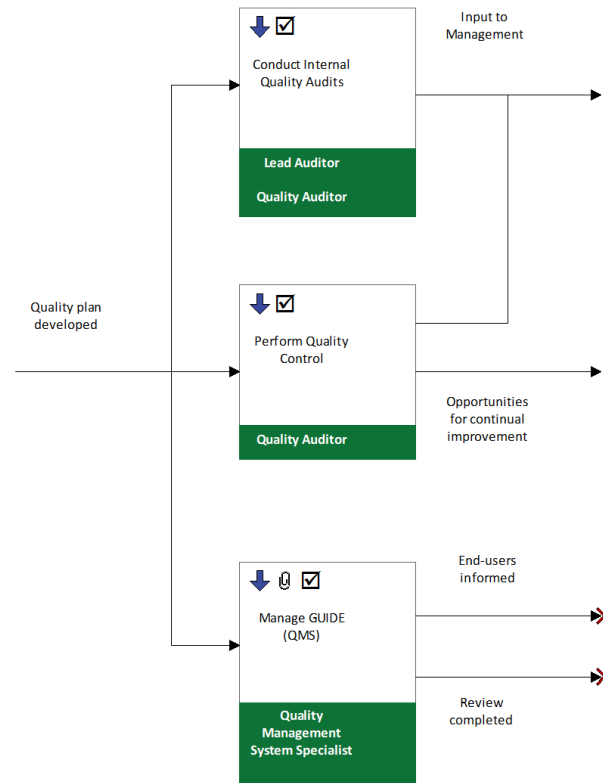
Review
completed

Title: Monitor & Manage Quality
Author: Edwin Ramos
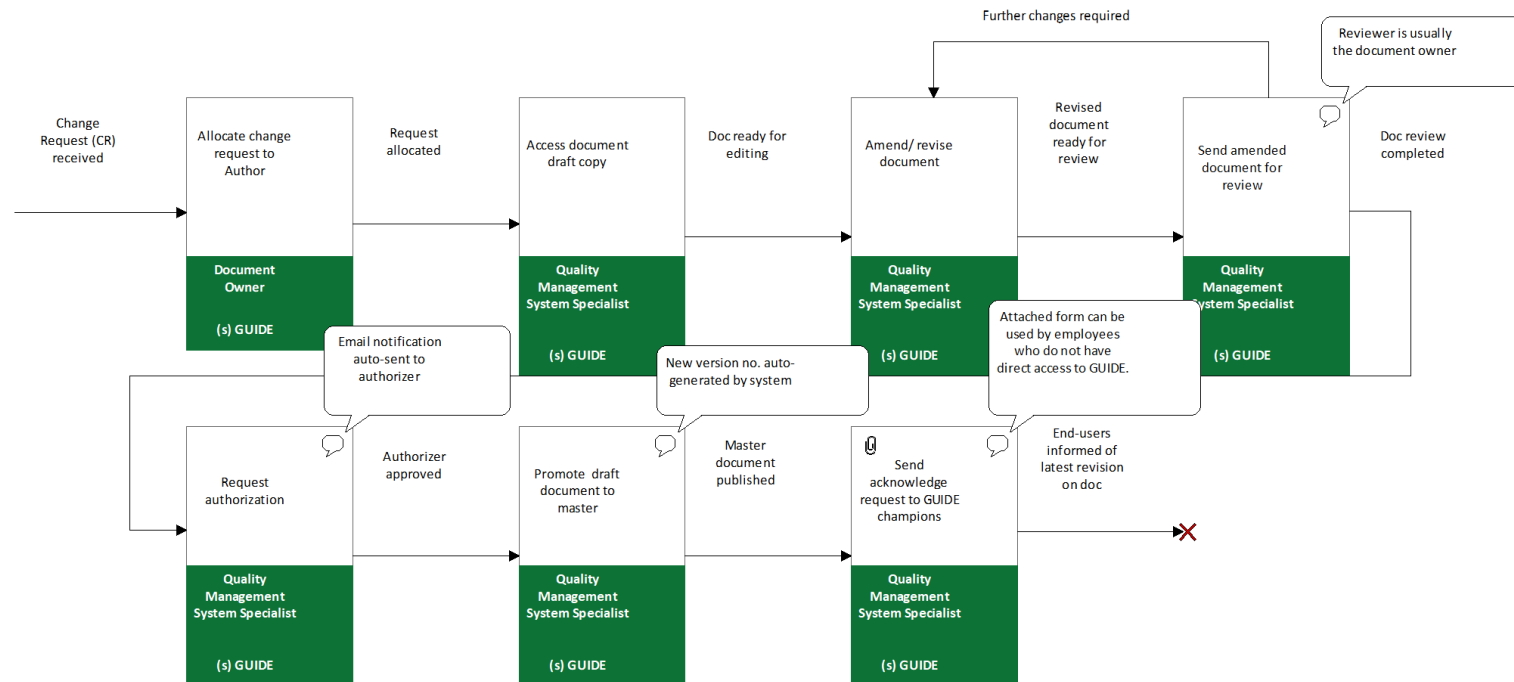Date: 5/29/2017
Volume: 0.00 Per Second

Authorization: Authorized
Date: 1/6/2022
Cost Per Second: $,3.5,E-0317

Owner: Mohammad Bhaiyat
Diagram Version: 5
Review Date: None
F.T.E.: 0.00

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

Quality plan developed

Initiate the audit
Quality Auditor

> 1. Identify the audit team members & appoint the team leader
> 2. Define audit objectives, scope and criteria
> 3. Establish initial contact with auditee

Auditee notified

Conduct document review
Quality Auditor

> ...y relevant ...ent system ...entation

Document review completed

Prepare for the on-site audit activities
Quality Auditor

> 1. Prepare the audit plan
> 2. Assign work to the audit team
> 3. Prepare work documents

Ready for audit

> Audit is completed when all activities described in the audit plan have been carried out & the approved audit report has been distributed.

Conduct on-site audit activities
Quality Auditor

Closing meeting concluded

Report the audit
Quality Auditor

> 1. Prepare the audit report
> 2. Approve the audit report
> 3. Distribute the audit report

No follow-up required

Complete & update the audit plan
Quality Auditor

Input to Management

Non-conformity identified

Follow-up required

Conduct audit follow-up
Quality Auditor

CAP... N...

> The completion & effectiveness of corrective action must be verified, and may be part of a subsequent audit.

Title: Internal Quality Audits
Author: Edwin Ramos
Date: 7/24/2010
Volume: 0.00 Per Second

Authorization: Authorized
Date: 1/6/2022
Cost Per Second: $,3.5,E-0317

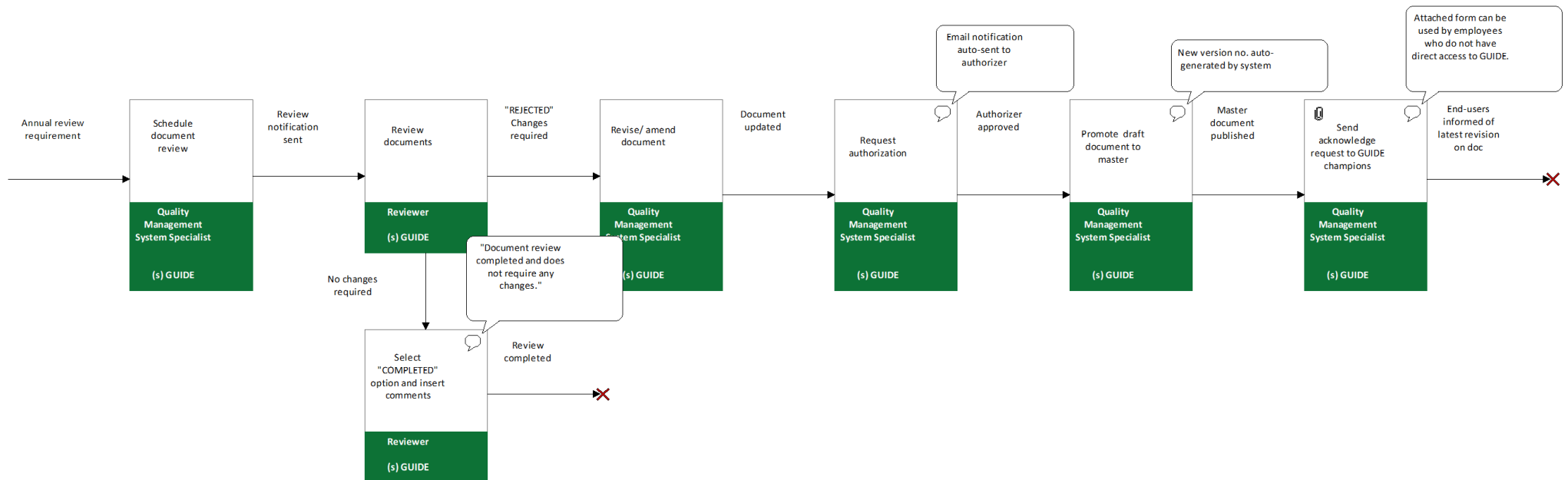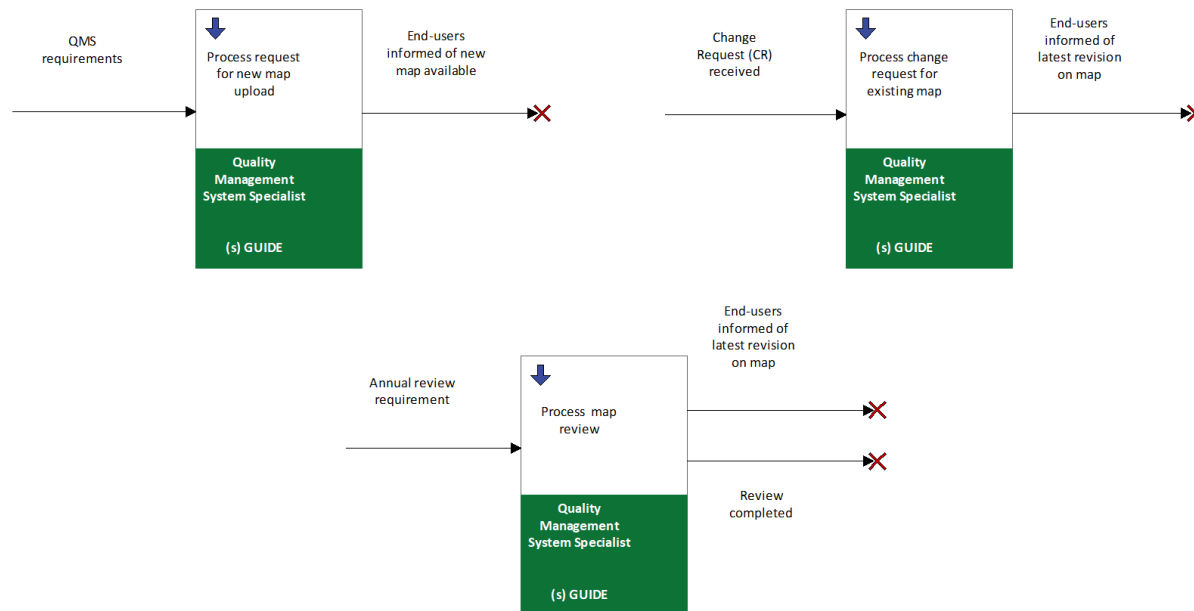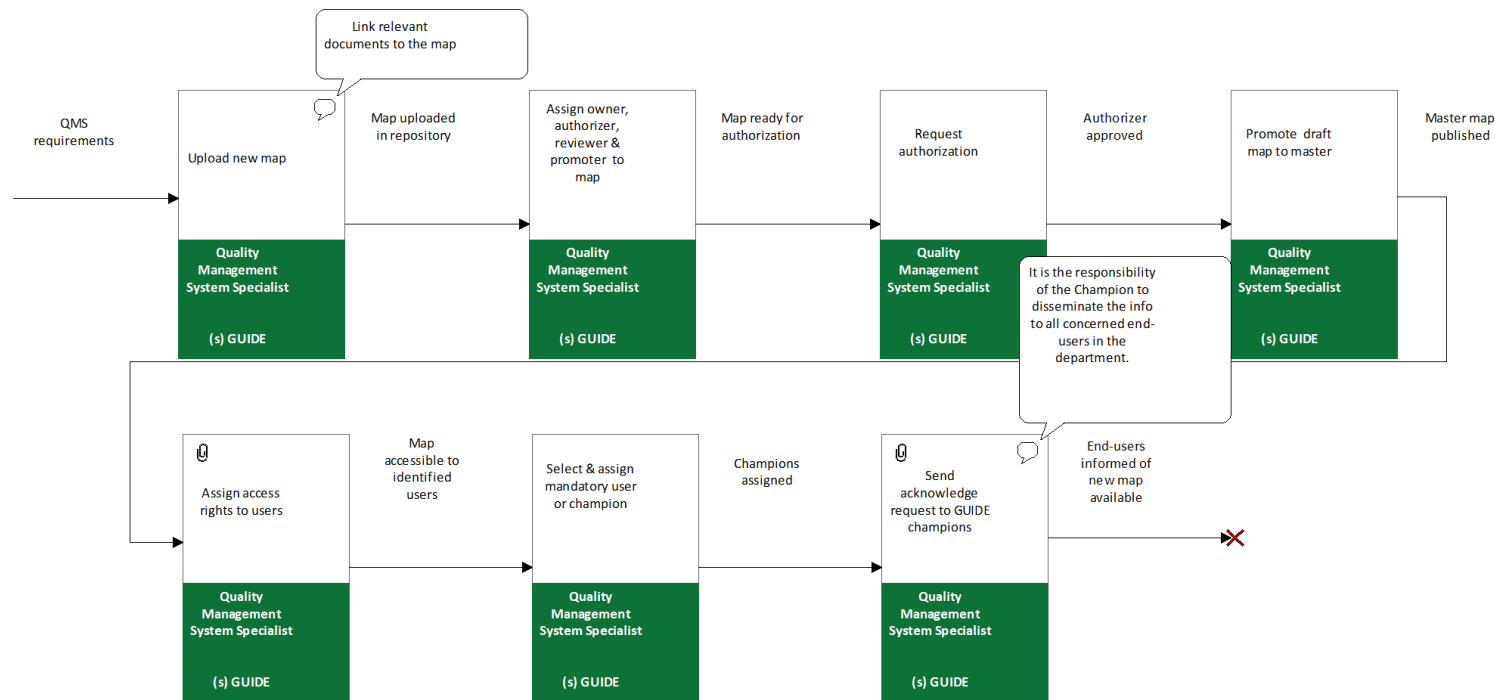Owner: Mohammad Bhaiyat
Diagram Version: 5
Review Date: None
F.T.E.: 0.00

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

Conduct On-site Audit Activities

The purpose of the opening meeting is:
1. to confirm the audit plan
2. to provide a short summary of how the audit activities will be undertaken
3. to confirm communication channels, and
4. to provide an opportunity to the auditee to ask questions

Methods to collect information includes: interviews, observation of activities, and review of documents

A closing meeting chaired by the audit team leader, should be held to present the audit findings & conclusions in such a manner that they are understood & acknowledged by the auditee, and to agree, if appropriate, on the timeframe for the auditee to present a corrective & preventive action plan.

Audit findings can indicate either conformity or non-conformity with audit criteria. When specified by the audit objectives, audit findings can identify an opportunity for improvement.

Ready for audit

| Conduct opening meeting | Audit started | Communicate with auditees during the audit | Audit progress & information exchange conferred | Collect & verify information |
| Quality Auditor | | | | Quality Auditor |

| Generate audit findings | Audit findings summarized | Prepare audit conclusions | Audit conclusions finalized | Conduct closing meeting | Closing meeting concluded |
| Quality Auditor | | Quality Auditor | | Quality Auditor | |

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

Manage GUIDE (QMS)

QMS
requirements/
changes needed

☑ Manage
document
registry

**Quality
Management
System Specialist**

End-users
informed

Review
completed

☑ Manage process
repository

**Quality
Management
System Specialist**

End-users
informed
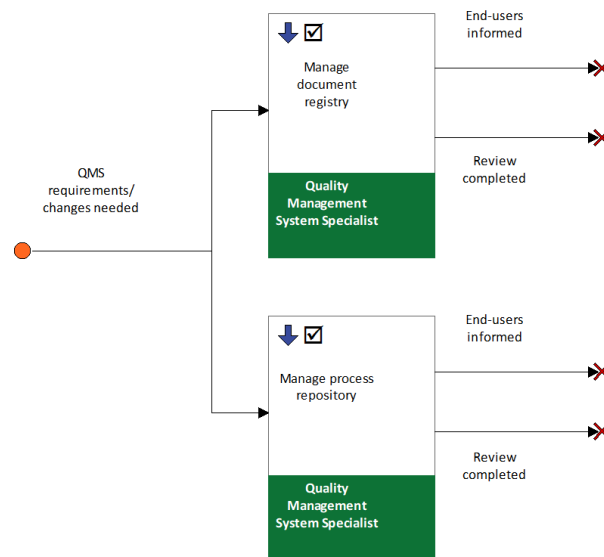
Review
completed

Title: Manage GUIDE (QMS)
Author: Edwin Ramos
Date: 5/29/2017
Volume: 0.00 Per Second

Authorization: Authorized
Date: 1/6/2022
Review Date: None
Cost Per Second: $,3.5,E-0317

Owner: Mohammad Bhaiyat
Diagram Version: 5
F.T.E.: 0.00

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

Manage Document Registry
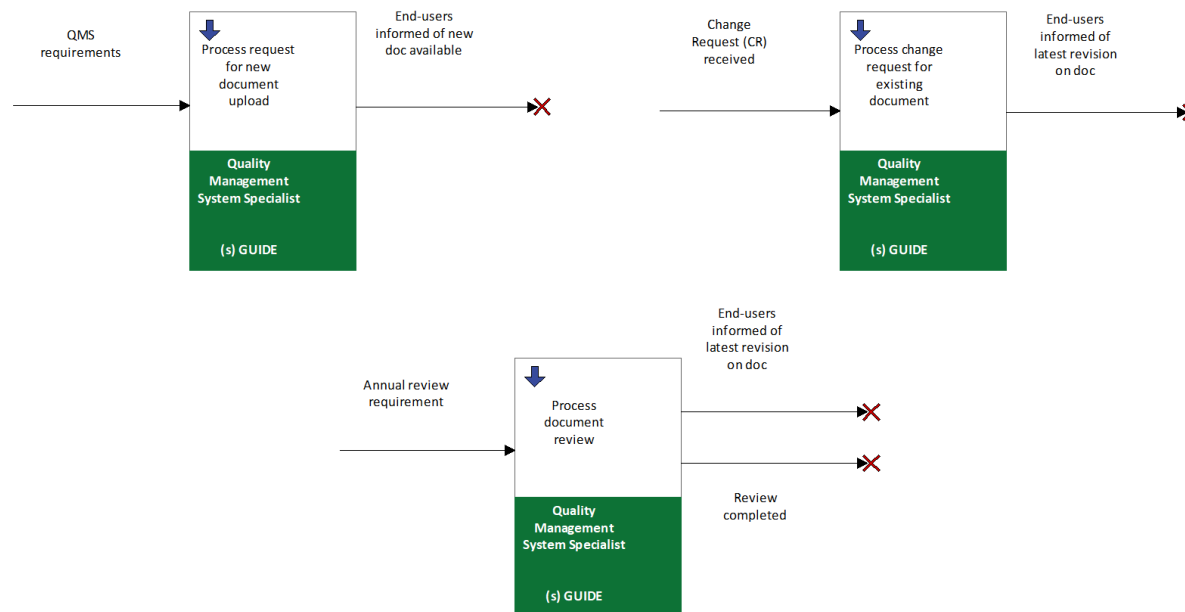
Title: Manage Document Registry
Author: Edwin Ramos
Date: 12/6/2021
Volume: 0.00 Per Second

Authorization: Authorized
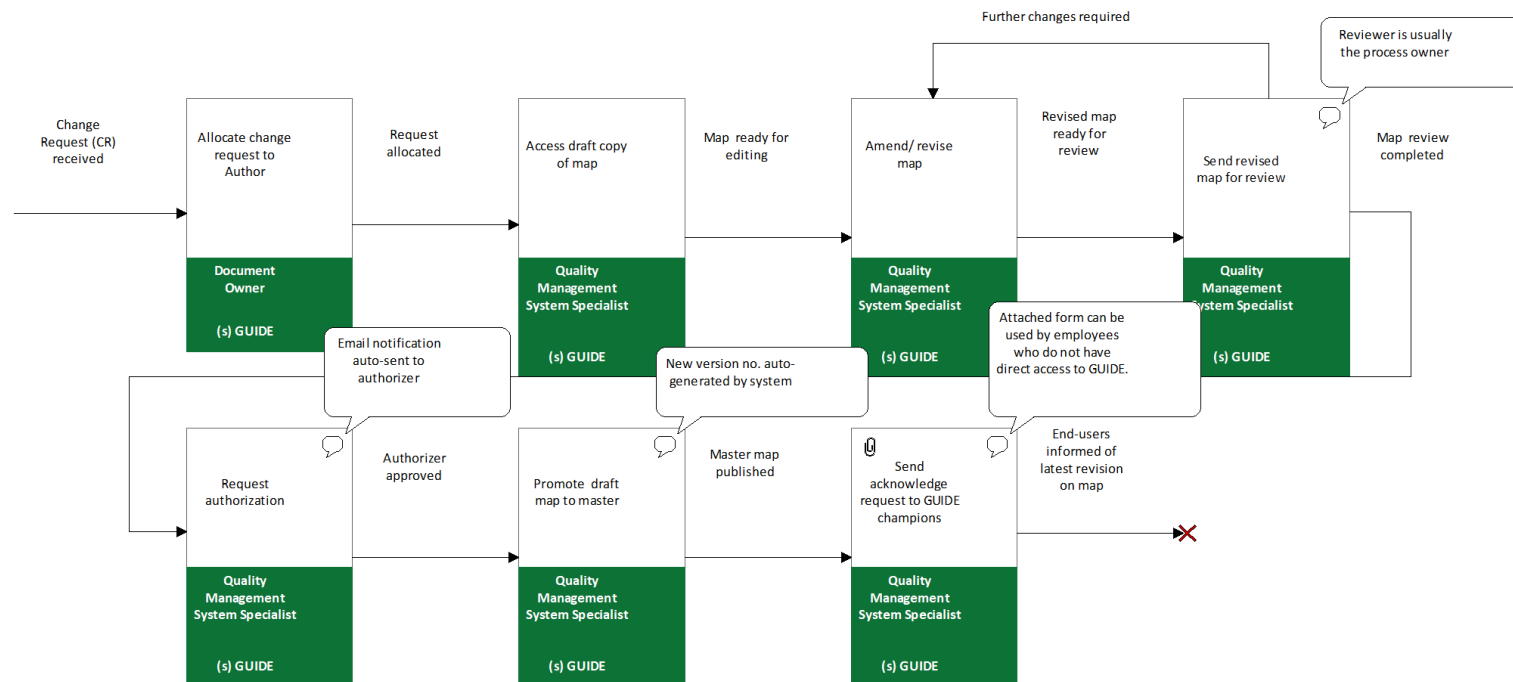Date: 1/6/2022
Cost Per Second: $,3.5,E-0317

Owner: Mohammad Bhaiyat
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

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

Upload

Document Filters:
1. Country
2. Department
3. Section
4. Document Type
5. Classification

QMS requirements

Document uploaded in registry

Upload new document	Set document display filter options	Assign owner, authorizer, reviewer & promoter to document	Request authorization
Quality Management System Specialist (s) GUIDE	Quality Management System Specialist (s) GUIDE	Quality Management System Specialist (s) GUIDE	Quality Management System Specialist (s) GUIDE

Filters set

Document ready for authorization

Authorizer approved

It is the responsibility of the Champion to disseminate the info to all concerned end-users in the department.

Promote draft document to master	Assign access rights to users	Select & assign mandatory user or champion	Send acknowledge request to GUIDE champions
Quality Management System Specialist (s) GUIDE	Quality Management System Specialist (s) GUIDE	Quality Management System Specialist (s) GUIDE	Quality Management System Specialist (s) GUIDE

Master document published

Document accessible to identified users

Champions assigned

End-users informed of new doc available

Title: Upload New Document
Author: Edwin Ramos
Date: 12/6/2021
Volume: 0.00 Per Second

Authorization: Authorized
Date: 1/6/2022
Cost Per Second: $,3.5,E-0317

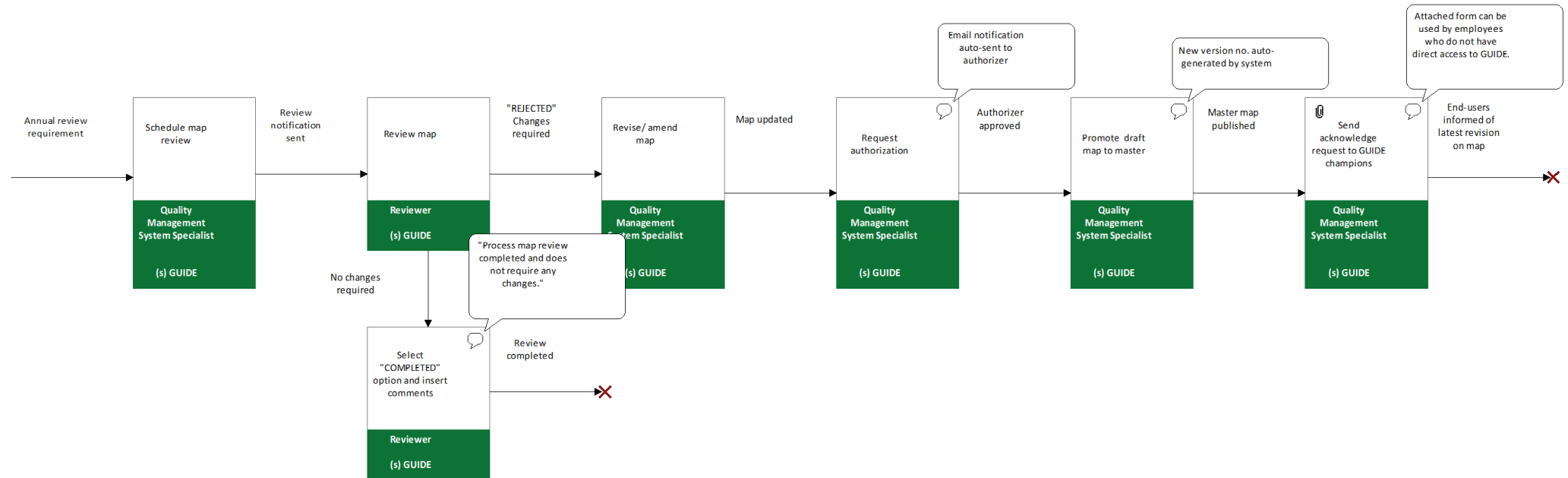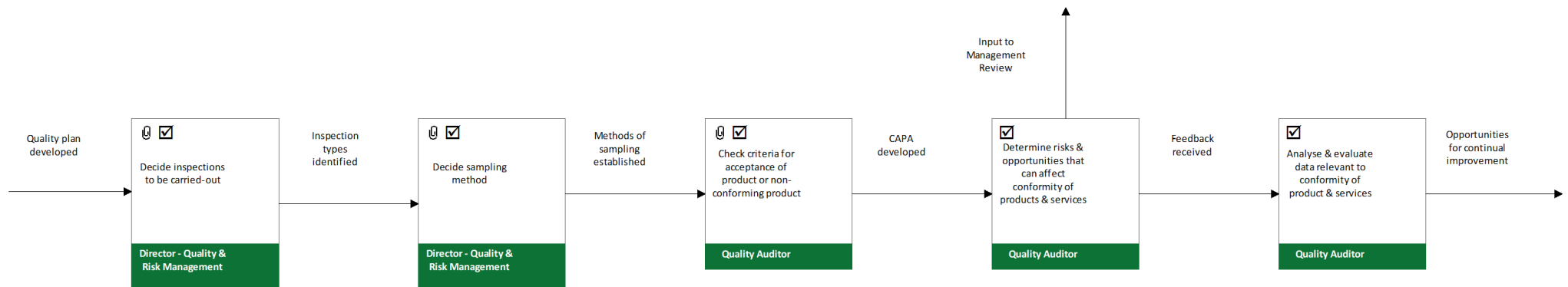Owner: Mohammad Bhaiyat
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

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

Process Change Request for Document

Change Request (CR) received

Allocate change request to Author

Document Owner

(s) GUIDE

Request allocated

Access document draft copy

Quality Management System Specialist

(s) GUIDE

Doc ready for editing

Amend/ revise document

Quality Management System Specialist

(s) GUIDE

Revised document ready for review

Further changes required

Send amended document for review

Quality Management System Specialist

(s) GUIDE

Reviewer is usually the document owner

Doc review completed

Email notification auto-sent to authorizer

New version no. auto-generated by system

Attached form can be used by employees who do not have direct access to GUIDE.

Request authorization

Quality Management System Specialist

(s) GUIDE

Authorizer approved

Promote draft document to master

Quality Management System Specialist

(s) GUIDE

Master document published

Send acknowledge request to GUIDE champions

Quality Management System Specialist

(s) GUIDE

End-users informed of latest revision on doc

Title: Process Change Request for Document
Author: Edwin Ramos
Date: 12/6/2021
Volume: 0.00 Per Second

Authorization: Authorized
Date: 1/6/2022
Cost Per Second: $,3.5,E-0317

Owner: Mohammad Bhaiyat
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

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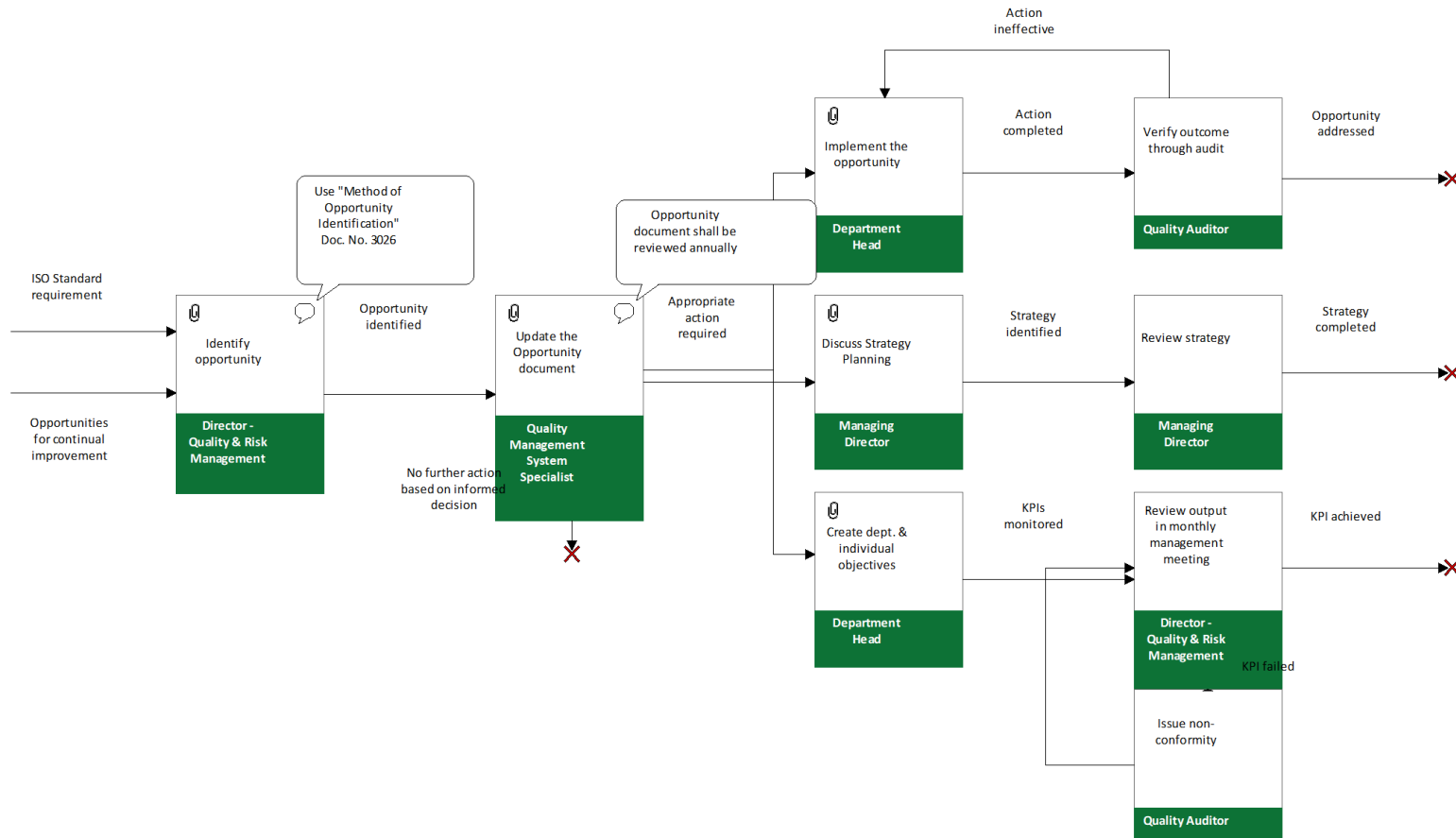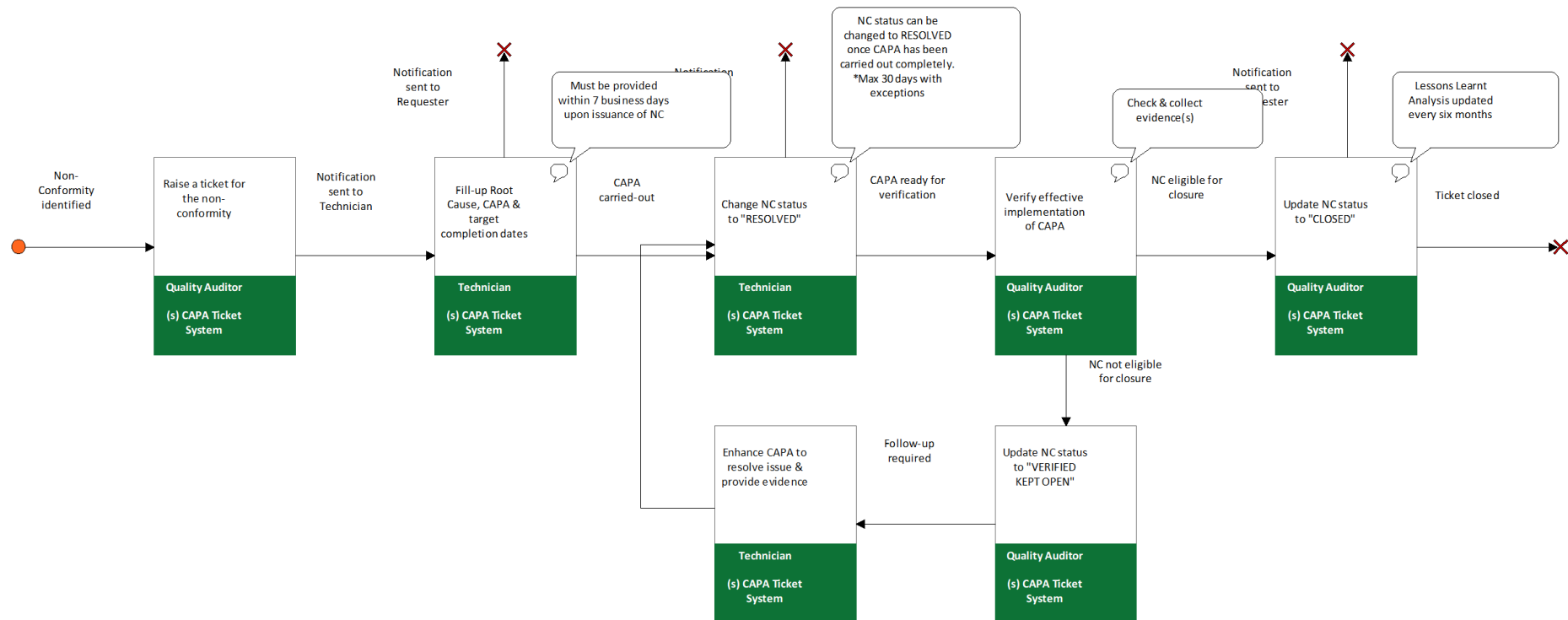○ Change Requests
○ Feedback
○ Keywords
● Read Only

Process Document Review

Annual review requirement

Schedule document review

Quality Management System Specialist

(s) GUIDE

Review notification sent

Review documents

Reviewer

(s) GUIDE

No changes required

"REJECTED" Changes required

"Document review completed and does not require any changes."

Select "COMPLETED" option and insert comments

Reviewer

(s) GUIDE

Review completed

Revise/ amend document

Quality Management System Specialist

(s) GUIDE

Document updated

Email notification auto-sent to authorizer

Request authorization

Quality Management System Specialist

(s) GUIDE

Authorizer approved

New version no. auto-generated by system

Promote draft document to master

Quality Management System Specialist

(s) GUIDE

Master document published

Attached form can be used by employees who do not have direct access to GUIDE.

Send acknowledge request to GUIDE champions

Quality Management System Specialist

(s) GUIDE

End-users informed of latest revision on doc

Title: Process Document Review
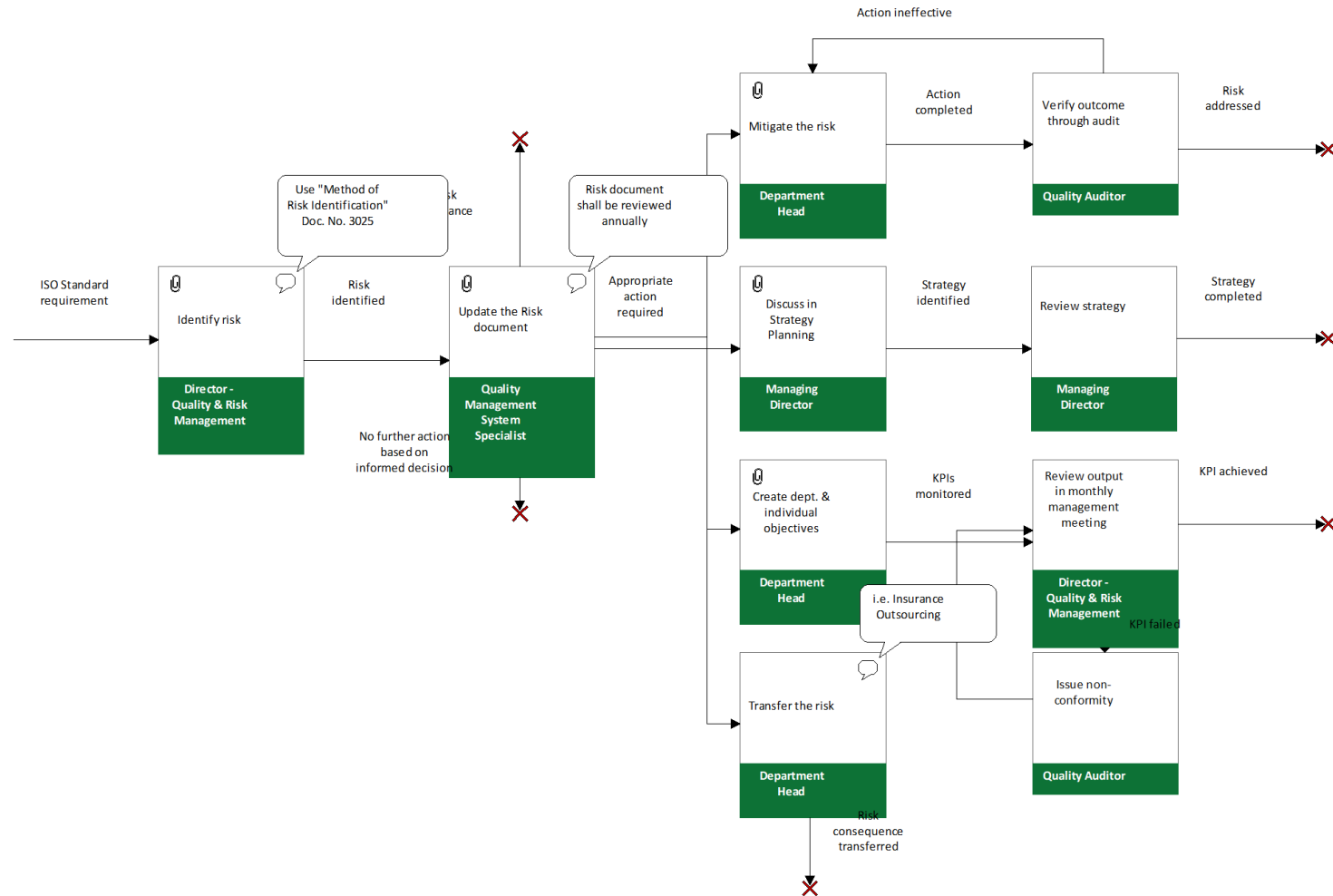Author: Edwin Ramos
Date: 12/15/2021
Volume: 0.00 Per Second

Authorization: Authorized
Date: 1/6/2022
Cost Per Second: $,3.5,E-0317

Owner: Mohammad Bhaiyat
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

○ Actions
● Change Log
○ Change Requests

○ Feedback
○ Keywords
● Read Only

Manage Process Repository

QMS
requirements

Process request
for new map
upload

Quality
Management
System Specialist

(s) GUIDE

End-users
informed of new
map available

Change
Request (CR)
received

Process change
request for
existing map

Quality
Management
System Specialist

(s) GUIDE

End-users
informed of
latest revision
on map

Annual review
requirement

Process map
review

Quality
Management
System Specialist

(s) GUIDE

End-users
informed of
latest revision
on map

Review
completed

Title: Manage Process Repository
Author: Edwin Ramos
Date: 12/6/2021
Volume: 0.00 Per Second

Authorization: Authorized
Date: 1/6/2022
Cost Per Second: $,3.5,E-0317

Owner: Mohammad Bhaiyat
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

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

Upload New Process Map

Title: Upload New Process Map
Author: Edwin Ramos
Date: 12/6/2021
Volume: 0.00 Per Second

Authorization: Authorized
Date: 1/6/2022
Cost Per Second: $,3.5,E-0317

Owner: Mohammad Bhaiyat
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only
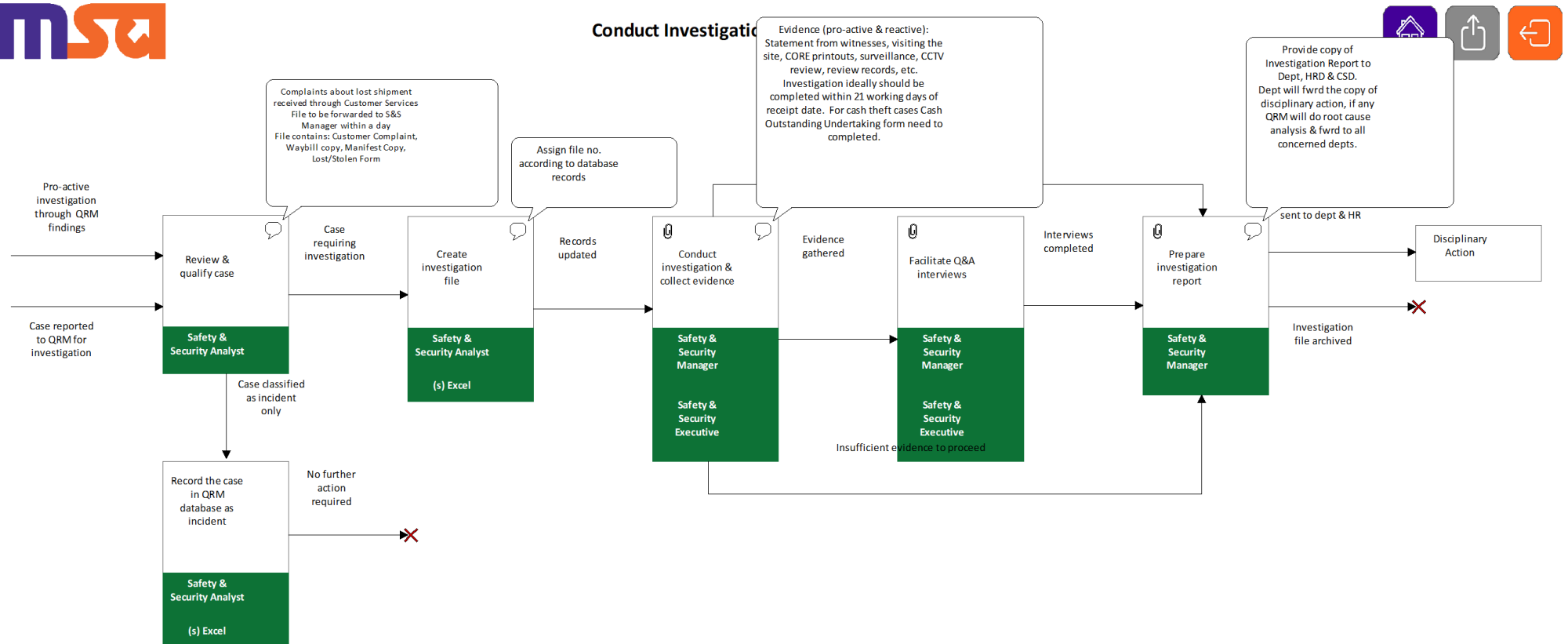
Process Change Request for Map

Title:　Process Change Request for Map
Author:　Edwin Ramos
Date:　12/6/2021
Volume:　0.00 Per Second

Authorization:　Authorized
Date:　1/6/2022
Cost Per Second:　$,3.5,E-0317

Owner:　Mohammad Bhaiyat
Diagram Version:　2
Review Date:　None
F.T.E.:　0.00

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

Process Map Review

Title: Process Map Review
Author: Edwin Ramos
Date: 12/15/2021
Volume: 0.00 Per Second

Authorization: Authorized
Date: 1/6/2022
Cost Per Second: $,3.5,E-0317

Owner: Mohammad Bhaiyat
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

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

Quality Control

Input to
Management
Review

Quality plan developed	Decide inspections to be carried-out	Inspection types identified	Decide sampling method	Methods of sampling established	Check criteria for acceptance of product or non-conforming product	CAPA developed	Determine risks & opportunities that can affect conformity of products & services	Feedback received	Analyse & evaluate data relevant to conformity of product & services	Opportunities for continual improvement

Director - Quality & Risk Management

Director - Quality & Risk Management

Quality Auditor

Quality Auditor

Quality Auditor

Title: Quality Control
Author: Edwin Ramos
Date: 1/11/2011
Volume: 0.00 Per Second

Authorization: Authorized
Date: 1/6/2022
Cost Per Second: $,3.5,E-0317

Owner: Mohammad Bhaiyat
Diagram Version: 6
Review Date: None
F.T.E.: 0.00

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

Opportunity Identification

Action ineffective

ISO Standard requirement

Opportunities for continual improvement

Use "Method of Opportunity Identification" Doc. No. 3026

Opportunity identified

Identify opportunity

Director - Quality & Risk Management

No further action based on informed decision

Update the Opportunity document

Quality Management System Specialist

Opportunity document shall be reviewed annually

Appropriate action required

Implement the opportunity

Department Head

Action completed

Verify outcome through audit

Quality Auditor

Opportunity addressed

Discuss Strategy Planning

Managing Director

Strategy identified

Review strategy

Managing Director

Strategy completed

Create dept. & individual objectives

Department Head

KPIs monitored

Review output in monthly management meeting

Director - Quality & Risk Management

KPI achieved

KPI failed

Issue non-conformity

Quality Auditor

Title: Opportunity Identification
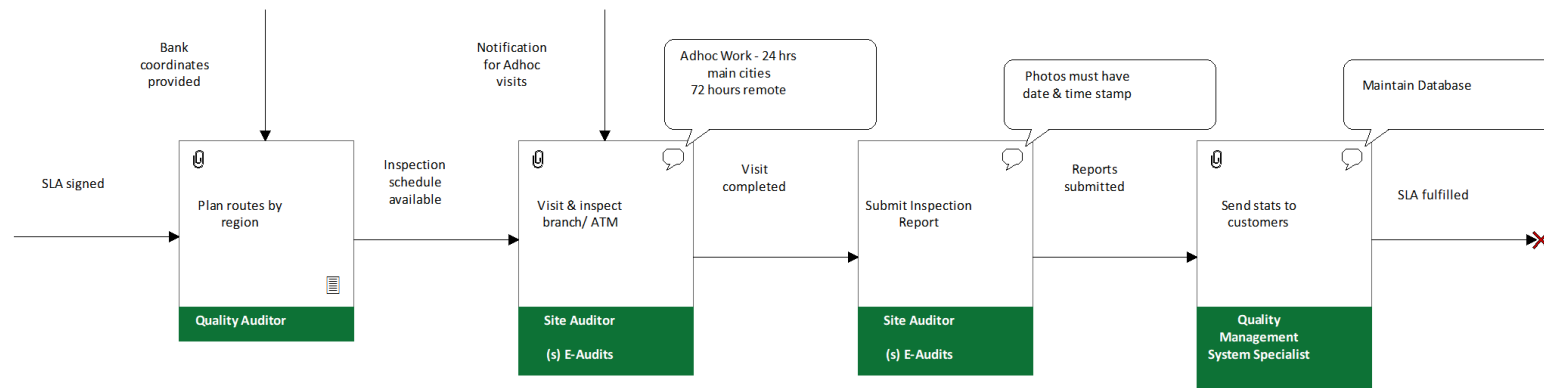Author: Edwin Ramos
Date: 6/12/2016
Volume: 0.00 Per Second

Authorization: Authorized
Date: 1/6/2022
Cost Per Second: $,3.5,E-0317

Owner: Mohammad Bhaiyat
Diagram Version: 4
Review Date: None
F.T.E.: 0.00

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

Ticketing System for CAPA

Non-Conformity identified

Raise a ticket for the non-conformity
Quality Auditor
(s) CAPA Ticket System

Notification sent to Technician

Notification sent to Requester

Must be provided within 7 business days upon issuance of NC

Fill-up Root Cause, CAPA & target completion dates
Technician
(s) CAPA Ticket System

CAPA carried-out

Notification

NC status can be changed to RESOLVED once CAPA has been carried out completely. *Max 30 days with exceptions

Change NC status to "RESOLVED"
Technician
(s) CAPA Ticket System

CAPA ready for verification

Check & collect evidence(s)

Verify effective implementation of CAPA
Quality Auditor
(s) CAPA Ticket System

NC eligible for closure

Notification sent to Requester

Lessons Learnt Analysis updated every six months

Update NC status to "CLOSED"
Quality Auditor
(s) CAPA Ticket System

Ticket closed

NC not eligible for closure

Update NC status to "VERIFIED KEPT OPEN"
Quality Auditor
(s) CAPA Ticket System

Follow-up required

Enhance CAPA to resolve issue & provide evidence
Technician
(s) CAPA Ticket System

Title: Ticketing System for CAPA
Author: Edwin Ramos
Date: 5/29/2017
Volume: 0.00 Per Second

Authorization: Authorized
Date: 1/6/2022
Cost Per Second: $,3.5,E-0317

Owner: Mohammad Bhaiyat
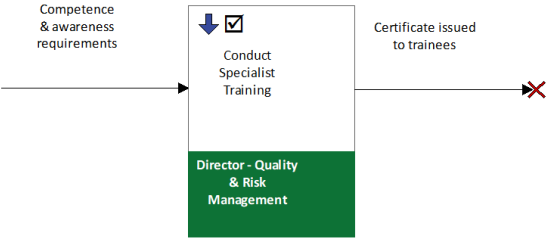Diagram Version: 5
Review Date: None
F.T.E.: 0.00

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

Risk Identification

Action ineffective

Use "Method of Risk Identification" Doc. No. 3025

Risk document shall be reviewed annually

ISO Standard requirement

Identify risk

Director - Quality & Risk Management

Risk identified

Update the Risk document

Quality Management System Specialist

Appropriate action required

No further action based on informed decision

Mitigate the risk

Department Head

Action completed

Verify outcome through audit

Quality Auditor

Risk addressed

Discuss in Strategy Planning

Managing Director

Strategy identified

Review strategy

Managing Director

Strategy completed

Create dept. & individual objectives

Department Head

KPIs monitored

i.e. Insurance Outsourcing

Review output in monthly management meeting

Director - Quality & Risk Management

KPI achieved

KPI failed

Transfer the risk

Department Head

Issue non-conformity

Quality Auditor

Risk consequence transferred

Title: Risk Identification
Author: Edwin Ramos
Date: 6/9/2016
Volume: 0.00 Per Second

Authorization: Authorized
Date: 1/6/2022
Cost Per Second: $,3.5,E-0317

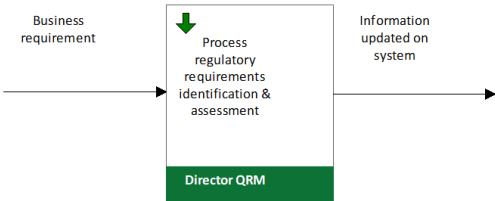Owner: Mohammad Bhaiyat
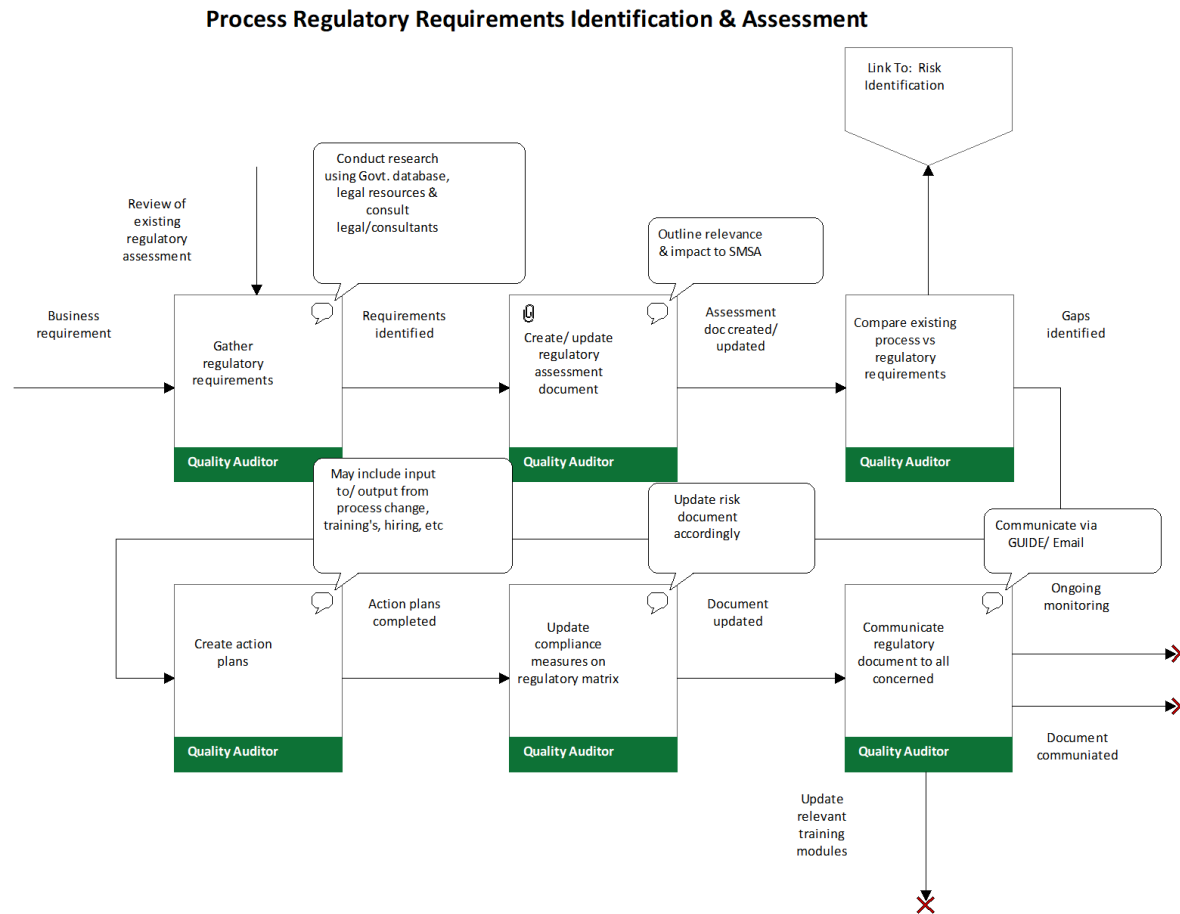Diagram Version: 4
Review Date: None
F.T.E.: 0.00

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

Safety & Security

Pro-active investigation through QRM findings

Report & recommendation sent to dept & HR

Conduct investigation

Disciplinary Action

Director - Quality & Risk Management

Case reported to QRM for investigation

Investigation file archived

QRM are responsible for - CCTV, Security Guards, Visitor log book, Fire control system, alarm system, access control, night watchman, external security guards, high value cage, x-ray machine, shutter...etc

Safety & security requirements

Provide security for personnel, premises & shipments

Secure premises & personnel

Director - Quality & Risk Management

Title: Safety & Security
Author: Edwin Ramos
Date: 5/23/2017
Volume: 0.00 Per Second

Authorization: Authorized
Date: 1/6/2022
Cost Per Second: $,3.5,E-0317

Owner: Mohammad Bhaiyat
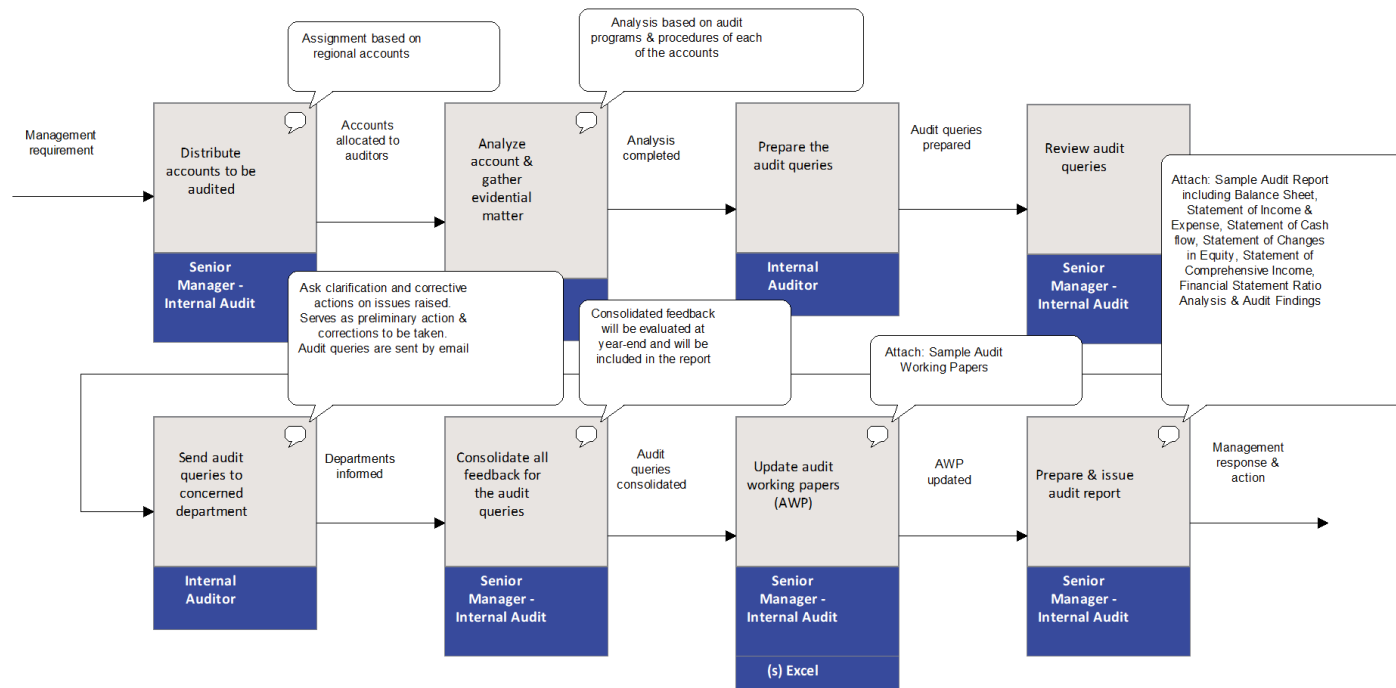Diagram Version: 5
Review Date: None
F.T.E.: 0.00

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

Conduct Investigation

Complaints about lost shipment received through Customer Services
File to be forwarded to S&S Manager within a day
File contains: Customer Complaint, Waybill copy, Manifest Copy, Lost/Stolen Form

Assign file no. according to database records

Evidence (pro-active & reactive): Statement from witnesses, visiting the site, CORE printouts, surveillance, CCTV review, review records, etc.
Investigation ideally should be completed within 21 working days of receipt date. For cash theft cases Cash Outstanding Undertaking form need to completed.

Provide copy of Investigation Report to Dept, HRD & CSD.
Dept will fwrd the copy of disciplinary action, if any QRM will do root cause analysis & fwrd to all concerned depts.

Pro-active investigation through QRM findings

Case reported to QRM for investigation

Review & qualify case

Safety & Security Analyst

Case requiring investigation

Create investigation file

Safety & Security Analyst

(s) Excel

Records updated

Conduct investigation & collect evidence

Safety & Security Manager

Safety & Security Executive

Evidence gathered

Facilitate Q&A interviews

Safety & Security Manager

Safety & Security Executive

Insufficient evidence to proceed

Interviews completed

Prepare investigation report

Safety & Security Manager

sent to dept & HR

Disciplinary Action

Investigation file archived

Case classified as incident only

Record the case in QRM database as incident

Safety & Security Analyst

(s) Excel

No further action required

Title: Conduct Investigation
Author: Edwin Ramos
Date: 6/28/2010
Volume: 0.00 Per Second
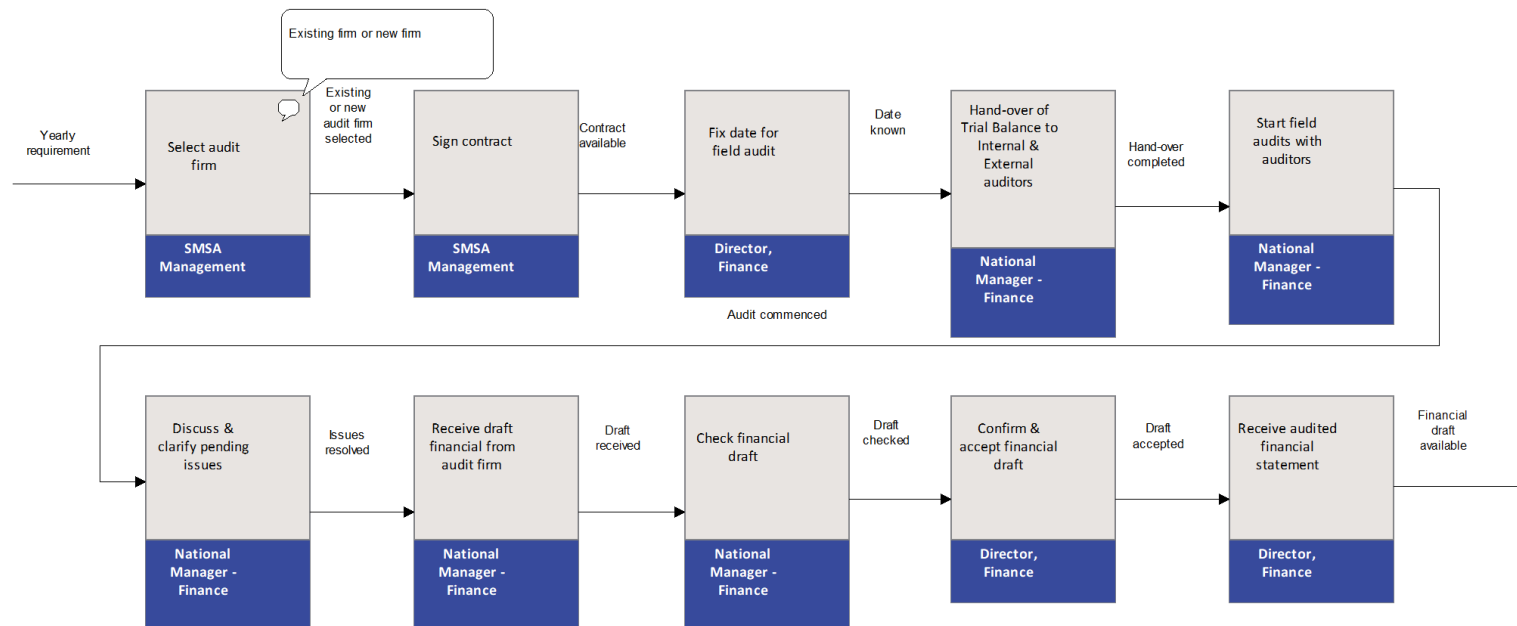
Authorization: Authorized
Date: 1/6/2022
Cost Per Second: $,3.5,E-0317

Owner: Mohammad Bhaiyat
Diagram Version: 7
Review Date: None
F.T.E.:   0.00

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

SMSA

Professional Services

Asset Management	Auditing	Business Continuity	CCTV Management
Consultancy	E H S	Food Safety	Information Security Management
Inspections	Investigations	Loss Prevention & Security	Stock Audit

Title: Professional Services
Author: Edwin Ramos
Date: 12/20/2021
Volume: 0.00 Per Second

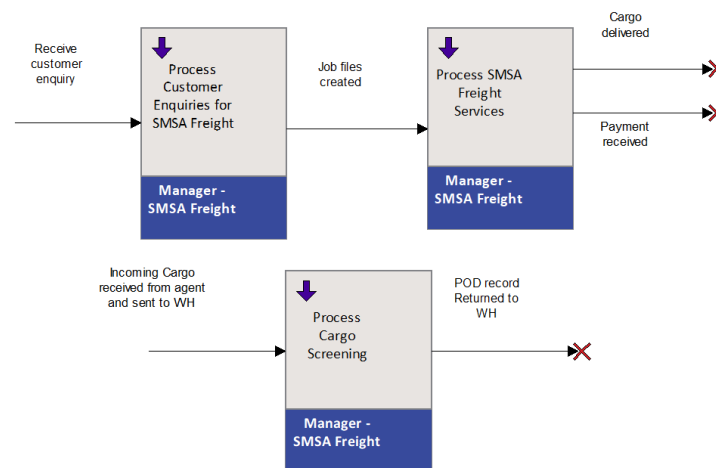Authorization: Authorized
Date: 1/6/2022
Cost Per Second: $,3.5,E-0317

Owner: Mohammad Bhaiyat
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

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

Inspections

Saudi National Bank

Title: Inspections
Author: Edwin Ramos
Date: 1/2/2022
Volume: 0.00 Per Second

Authorization: Authorized
Date: 1/6/2022
Cost Per Second: $,3.5,E-0317

Owner: Mohammad Bhaiyat
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

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

Quality Inspection: SNB Branches & ATM

Bank coordinates provided

Notification for Adhoc visits

Adhoc Work - 24 hrs main cities 72 hours remote

Photos must have date & time stamp

Maintain Database

SLA signed

Plan routes by region

Quality Auditor

Inspection schedule available

Visit & inspect branch/ ATM

Site Auditor

(s) E-Audits

Visit completed

Submit Inspection Report

Site Auditor

(s) E-Audits

Reports submitted

Send stats to customers

Quality Management System Specialist

SLA fulfilled

Title: Quality Inspection: SNB Branches & ATM
Author: Edwin Ramos
Date: 3/4/2021
Volume: 0.00 Per Second

Authorization: Authorized
Date: 7/21/2022
Cost Per Second: $,3.5,E-0317

Owner: Mohammad Bhaiyat
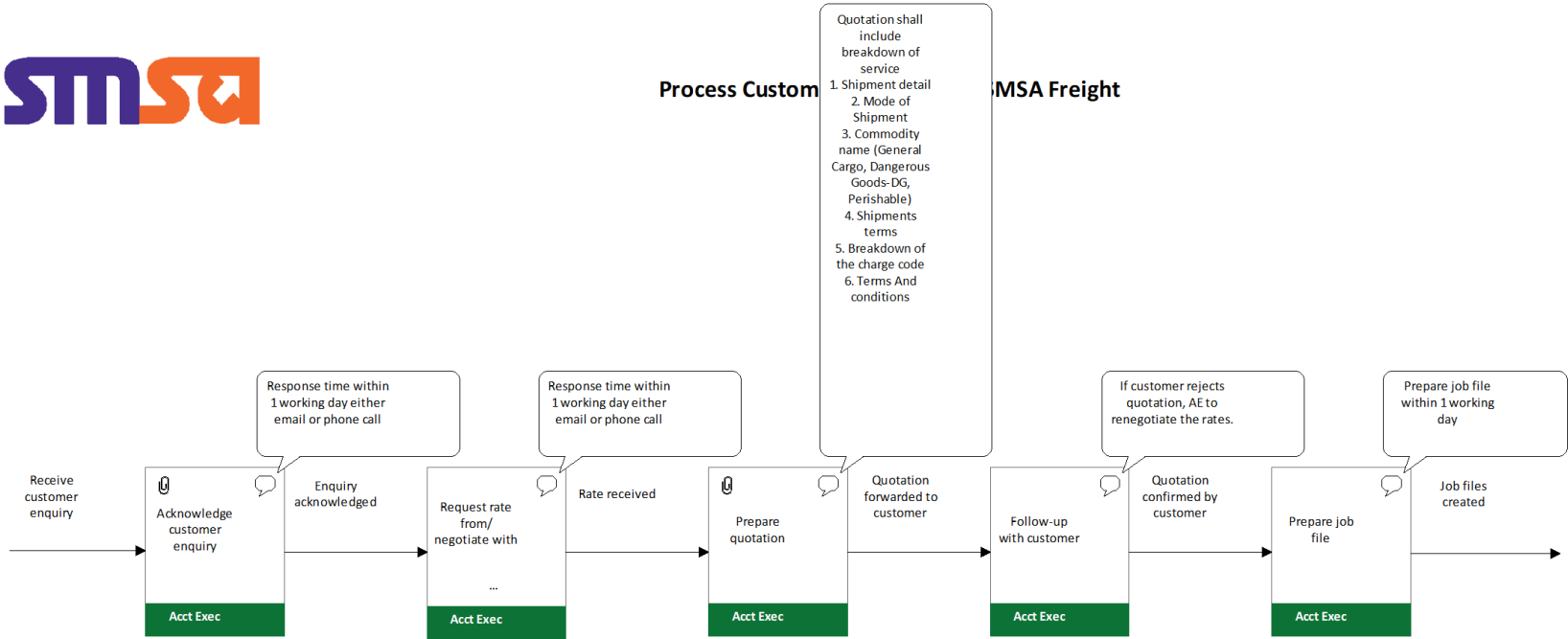Diagram Version: 2
Review Date: None
F.T.E.: 0.00

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

Specialized Training

Competence
& awareness
requirements

☑

Conduct
Specialist
Training

Certificate issued
to trainees

**Director - Quality
& Risk
Management**

Title: Specialized Training
Author: Edwin Ramos
Date: 12/20/2021
Volume: 0.00 Per Second

Authorization: Authorized
Date: 1/6/2022
Cost Per Second: $,3.5,E-0317

Owner: Mohammad Bhaiyat
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

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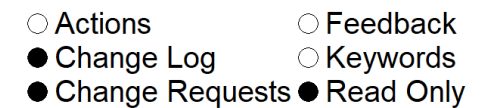○ Change Requests ● Read Only

Conduct Specialist Training

Training Plan: X-ray Training, Security Officers Training, Fire Safety Awareness, ISO Awareness, GUIDE Users Training, CAPA Ticketing System, EHS Awareness

Competence & awareness requirements

Create Training Plan & Schedule	Yearly training plan available	Develop & review training modules	Training modules ready	Send training announcement	Training nominations open	Collate training nominations received	Training participants identified	Send training confirmation email	Training confirmed
Safety & Security Manager / Lead Auditor		Safety & Security Manager / Lead Auditor		Safety & Security Manager / Lead Auditor		Safety & Security Manager / Lead Auditor		Safety & Security Manager / Lead Auditor	

Evaluation done only in case of X-Ray Training

Conduct training	Training concluded	Conduct knowledge assessment for trainees	Knowledge assessment completed	Evaluate trainees	Evaluation accomplished	Forward list to training dept. to issue certificate	Certificate issued to trainees
Safety & Security Manager / Lead Auditor		Safety & Security Manager / Lead Auditor		Safety & Security Manager / Lead Auditor		Safety & Security Manager / Lead Auditor	

Title: Conduct Specialist Training
Author: Edwin Ramos
Date: 6/28/2010
Volume: 0.00 Per Second

Authorization: Authorized
Date: 1/6/2022
Cost Per Second: $,3.5,E-0317

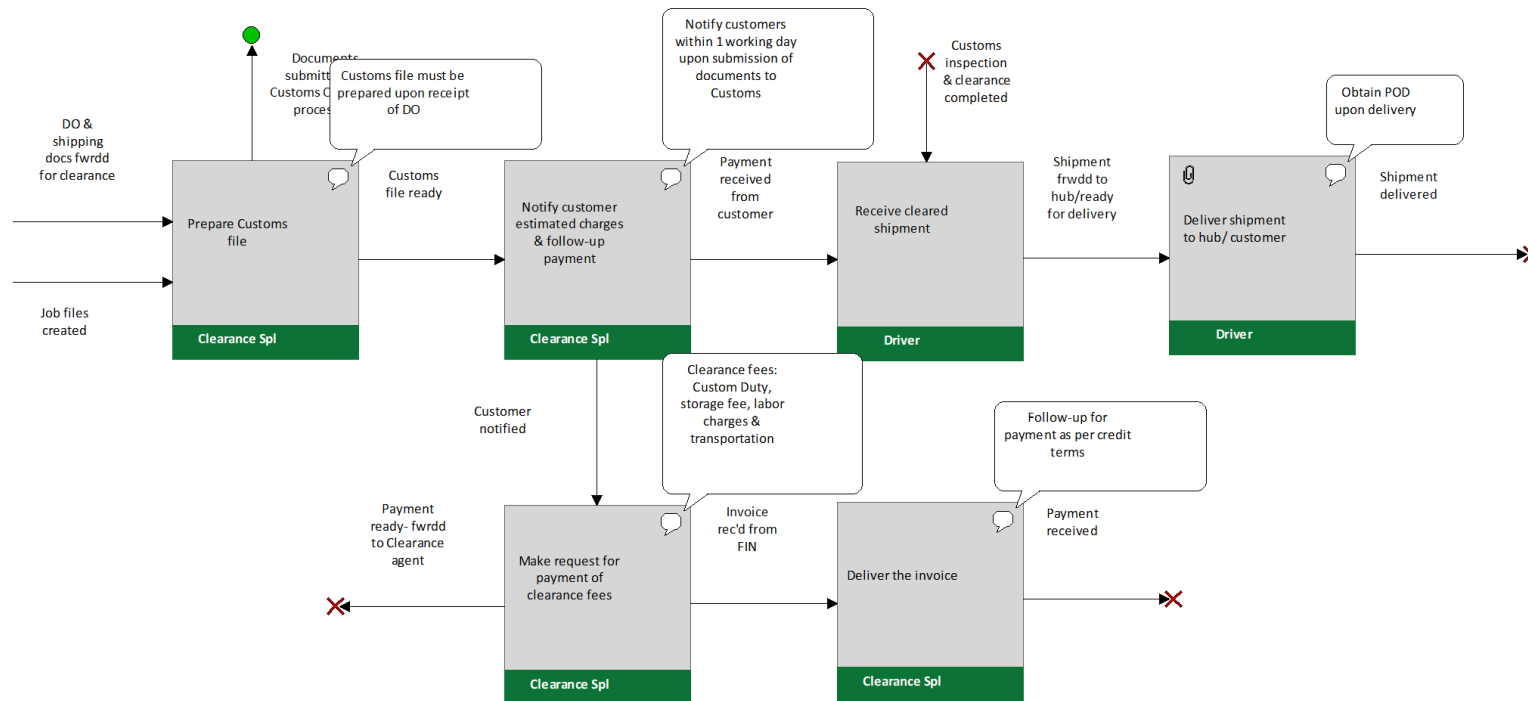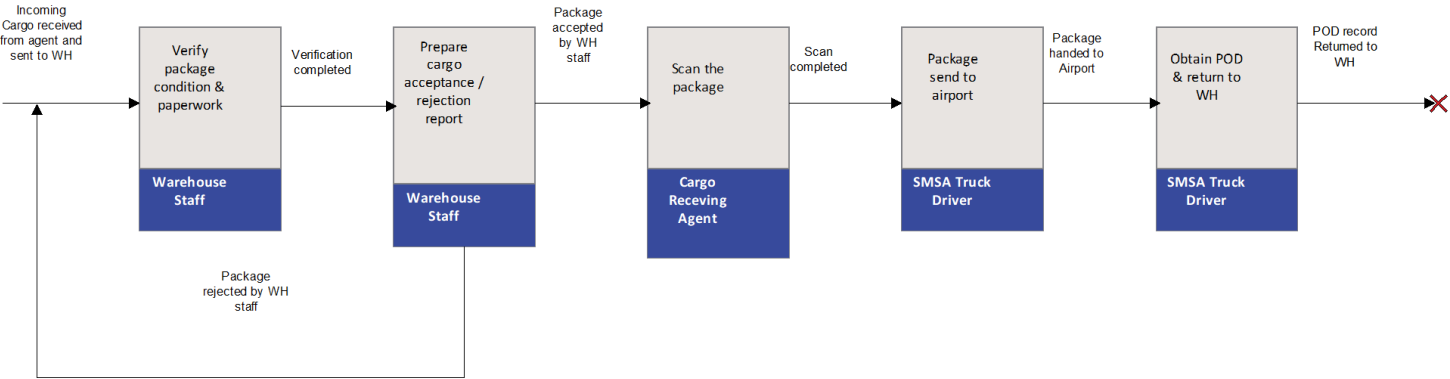Owner: Mohammad Bhaiyat
Diagram Version: 5
Review Date: None
F.T.E.:   0.00

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

Process Regulatory Requirements Identification & Assessment

Business requirement

Process regulatory requirements identification & assessment

Information updated on system

Director QRM

Title: Process Regulatory Requirements Identification & Assessment
Author: Edwin Ramos   Authorization: Authorized
Date: 4/9/2025   Date: 4/9/2025
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Mohammad Bhaiyat
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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

Process Regulatory Requirements Identification & Assessment

Link To: Risk Identification

Review of existing regulatory assessment

Conduct research using Govt. database, legal resources & consult legal/consultants

Outline relevance & impact to SMSA

Business requirement

Requirements identified

Assessment doc created/ updated

Gaps identified

Gather regulatory requirements

Create/ update regulatory assessment document

Compare existing process vs regulatory requirements

Quality Auditor

Quality Auditor

Quality Auditor

May include input to/ output from process change, training's, hiring, etc

Update risk document accordingly

Communicate via GUIDE/ Email

Action plans completed

Document updated

Ongoing monitoring

Create action plans

Update compliance measures on regulatory matrix

Communicate regulatory document to all concerned

Document communiated

Quality Auditor

Quality Auditor

Quality Auditor

Update relevant training modules

Title: Process Regulatory Requirements Identification & Assessment
Author: Mohammed Altamush Khan   Authorization: Authorized
Date: 1/23/2024   Date: 4/9/2025
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Mohammad Bhaiyat
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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

KSA - Internal Audit Department

Audit are categorized as periodic review and year-end review

External audits to be carried yearly in the month of August

Management requirement

Management response & action

Manage Financial Audit

Senior Manager - Internal Audit

Yearly requirement

Financial draft available

Facilitate Financial External Audit

SMSA Management
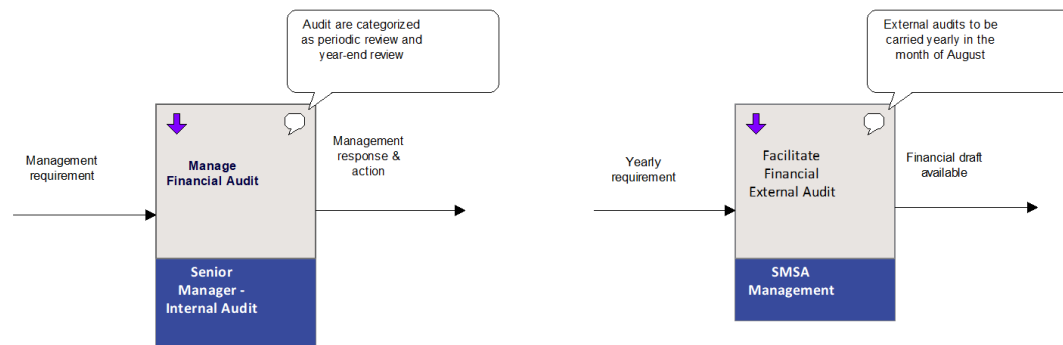
Title: KSA - Internal Audit Department
Author: Edwin Ramos
Date: 5/22/2017
Volume: 0.00 Per Second

Authorization: Authorized
Date: 5/28/2018
Cost Per Second: $,3.5,E-0317
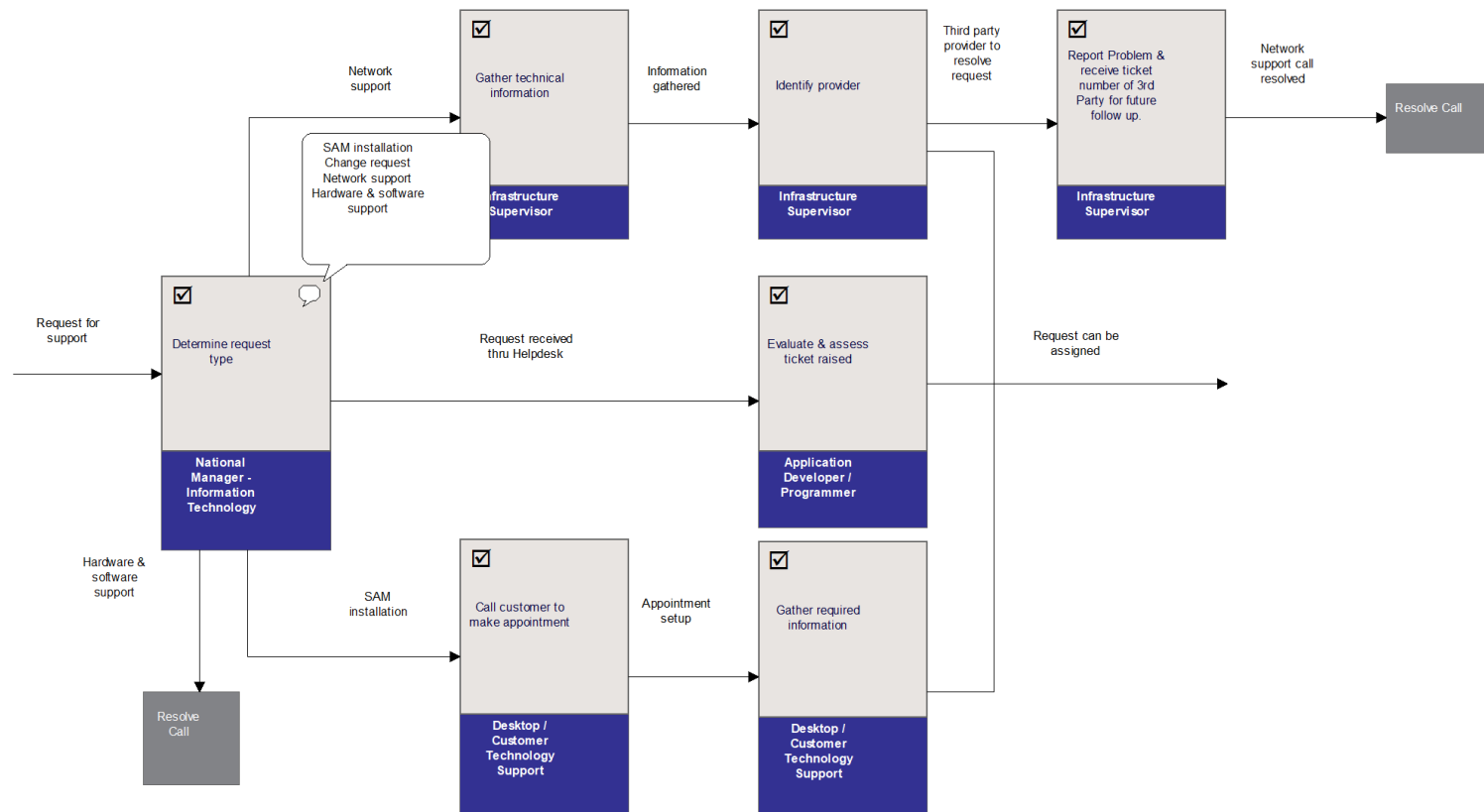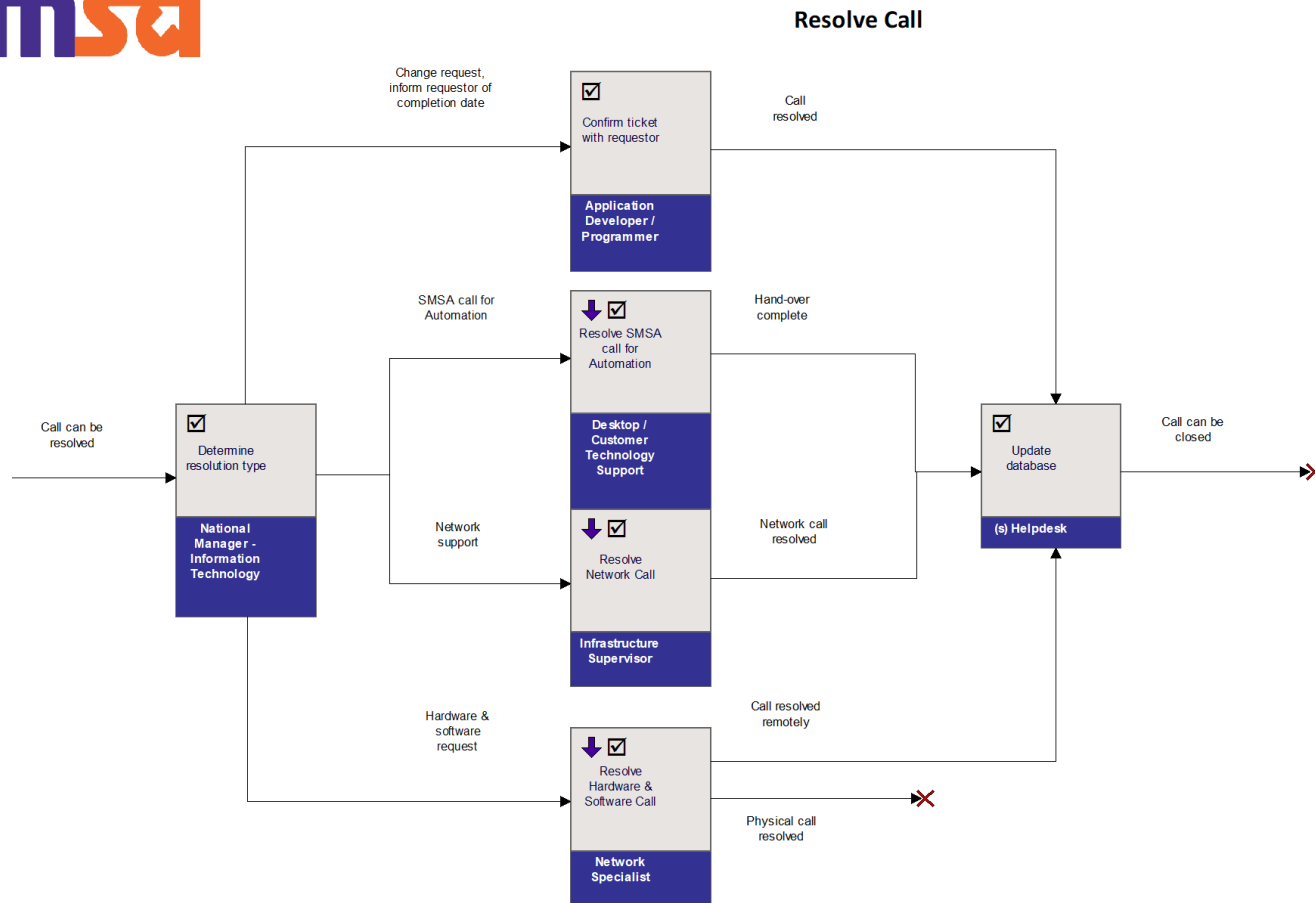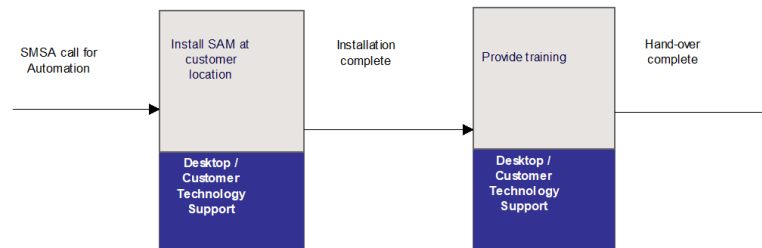
Owner: Shafie Al Basheer Mohammed
Diagram Version: 3
Review Date: None
F.T.E.: 0.00

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

Manage Financial Audit

Assignment based on regional accounts

Analysis based on audit programs & procedures of each of the accounts

Management requirement

Distribute accounts to be audited	Accounts allocated to auditors	Analyze account & gather evidential matter	Analysis completed	Prepare the audit queries	Audit queries prepared	Review audit queries
Senior Manager - Internal Audit		Internal Auditor		Internal Auditor		Senior Manager - Internal Audit

Attach: Sample Audit Report including Balance Sheet, Statement of Income & Expense, Statement of Cash flow, Statement of Changes in Equity, Statement of Comprehensive Income, Financial Statement Ratio Analysis & Audit Findings

Ask clarification and corrective actions on issues raised. Serves as preliminary action & corrections to be taken. Audit queries are sent by email

Consolidated feedback will be evaluated at year-end and will be included in the report

Attach: Sample Audit Working Papers

Send audit queries to concerned department	Departments informed	Consolidate all feedback for the audit queries	Audit queries consolidated	Update audit working papers (AWP)	AWP updated	Prepare & issue audit report	Management response & action
Internal Auditor		Senior Manager - Internal Audit		Senior Manager - Internal Audit (s) Excel		Senior Manager - Internal Audit	

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

Facilitate Financial External Audit

Yearly requirement

Existing firm or new firm

Existing or new audit firm selected

Select audit firm
SMSA Management

Contract available

Sign contract
SMSA Management

Fix date for field audit
Director, Finance

Date known

Audit commenced

Hand-over of Trial Balance to Internal & External auditors
National Manager - Finance

Hand-over completed

Start field audits with auditors
National Manager - Finance

Discuss & clarify pending issues
National Manager - Finance

Issues resolved

Receive draft financial from audit firm
National Manager - Finance

Draft received

Check financial draft
National Manager - Finance

Draft checked

Confirm & accept financial draft
Director, Finance

Draft accepted

Receive audited financial statement
Director, Finance

Financial draft available

Title: Facilitate Financial External Audit
Author: Edwin Ramos
Date: 10/23/2010
Volume: 0.00 Per Second

Authorization: Authorized
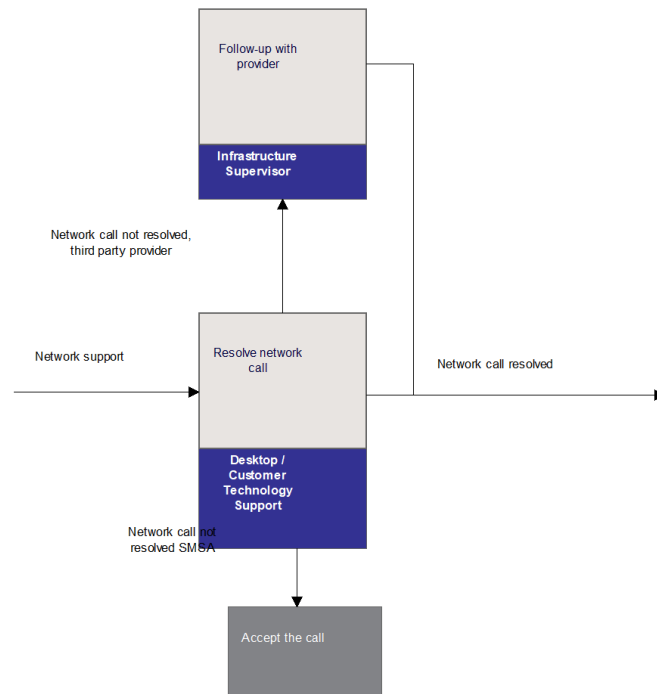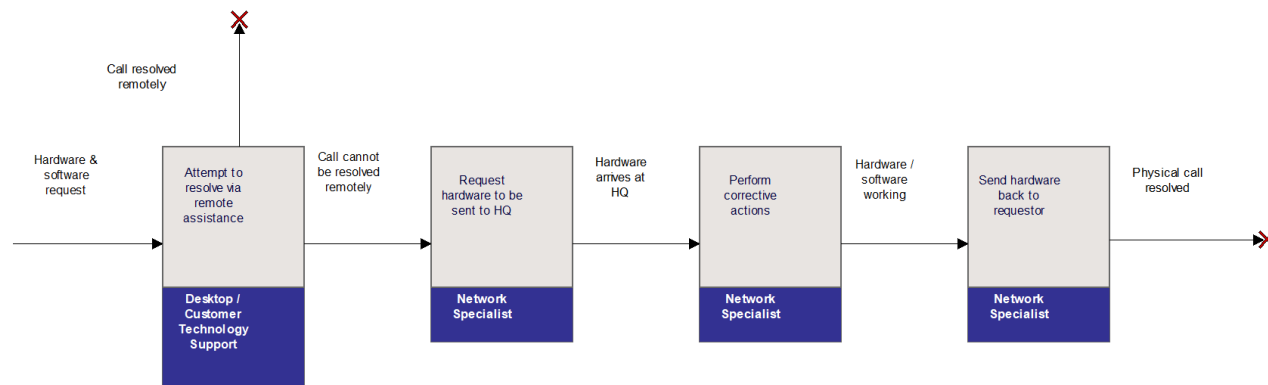Date: 5/28/2018
Cost Per Second: $,3.5,E-0317

Owner: Shafie Al Basheer Mohammed
Diagram Version: 5
Review Date: None
F.T.E.: 0.00

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

KSA - Freight Department

Receive customer enquiry		Process Customer Enquiries for SMSA Freight	Job files created	Process SMSA Freight Services	Cargo delivered

Manager - SMSA Freight

Manager - SMSA Freight

Payment received

Incoming Cargo received from agent and sent to WH

Process Cargo Screening

POD record Returned to WH

Manager - SMSA Freight

Title: KSA - Freight Department
Author: Edwin Ramos
Date: 5/23/2017
Volume: 0.00 Per Second

Authorization: Authorized
Date: 5/28/2018
Cost Per Second: $,3.5,E-0317

Owner: Thanveer K Pudukudi
Diagram Version: 3
Review Date: None
F.T.E.: 0.00

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

Process Custom[er Enquiries for S]MSA Freight

Quotation shall include breakdown of service
1. Shipment detail
2. Mode of Shipment
3. Commodity name (General Cargo, Dangerous Goods-DG, Perishable)
4. Shipments terms
5. Breakdown of the charge code
6. Terms And conditions

Response time within 1 working day either email or phone call

Response time within 1 working day either email or phone call

If customer rejects quotation, AE to renegotiate the rates.

Prepare job file within 1 working day

Receive customer enquiry

Acknowledge customer enquiry	Enquiry acknowledged	Request rate from/ negotiate with ...	Rate received	Prepare quotation	Quotation forwarded to customer	Follow-up with customer	Quotation confirmed by customer	Prepare job file	Job files created
Acct Exec		Acct Exec		Acct Exec		Acct Exec		Acct Exec	

Title: Process Customer Enquiries for SMSA Freight
Author: Edwin Ramos   Authorization: Authorized
Date: 1/15/2014   Date: 4/9/2023
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Thanveer K Pudukudi
Diagram Version: 5
Review Date: None
F.T.E.: 0.00

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

Process SMSA Freight Services

Inbound Air & Sea

Payment received

Ops Exec Imp
Reg Supvr Ops

DO & shipping docs fwrdd for clearance

Job files created

Customs Clearance Air/ Sea

Shipment delivered

Clearance Spl

Payment received

Export Air/ Sea/ Road

Exp Coor

Title: Process SMSA Freight Services
Author: Edwin Ramos
Date: 1/27/2014
Volume: 0.00 Per Second

Authorization: Authorized
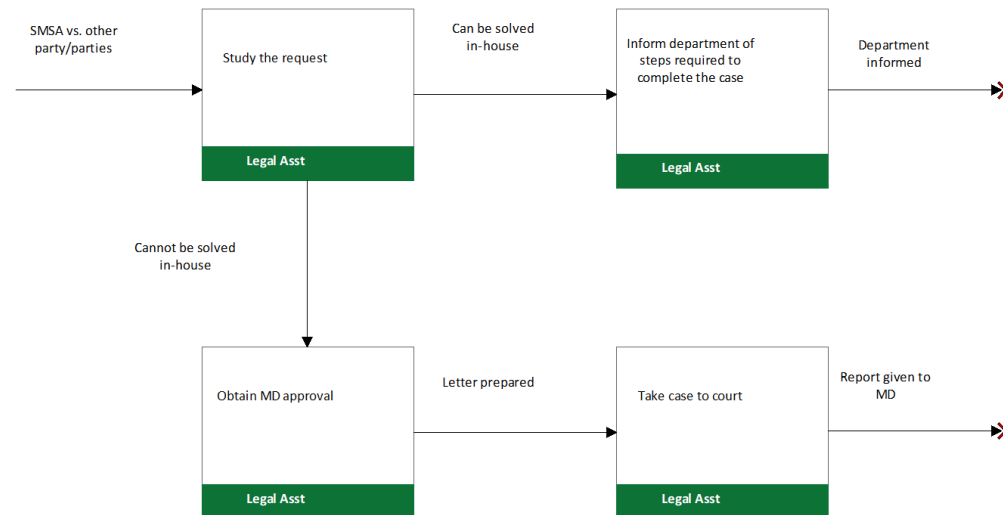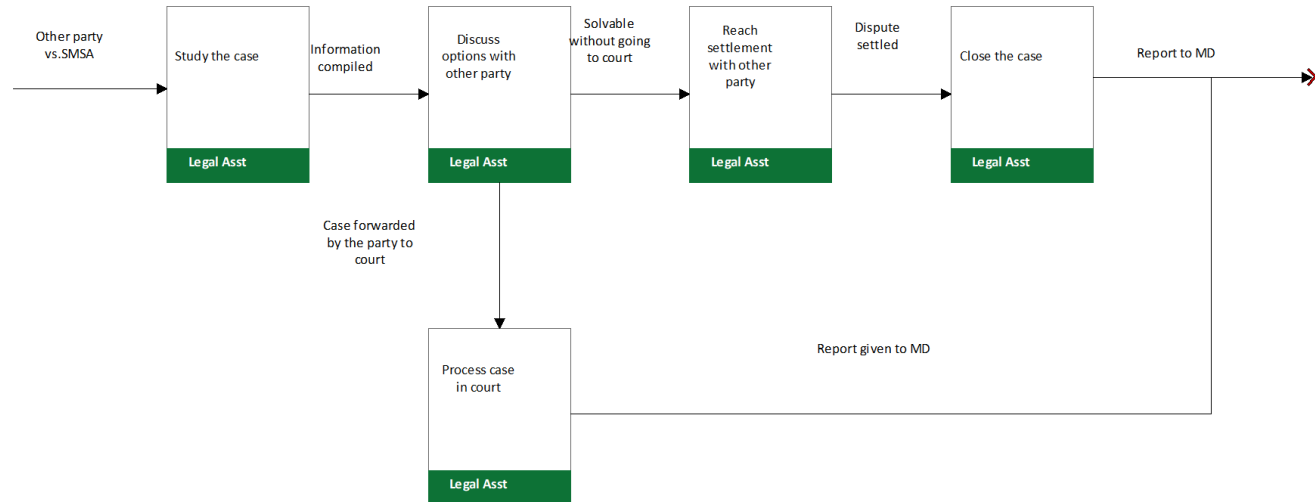Date: 10/4/2023
Cost Per Second: $,3.5,E-0317

Owner: Thanveer K Pudukudi
Diagram Version: 7
Review Date: None
F.T.E.: 0.00

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

Inbound Air & Sea

Job files created

Advise shipping instr. & selling rate to origin office
Regional Supervisor - Operations SMSA Freight

Advise done through email

Booking & pre-alert rec'd from origin

Check & verify pre-alert received from origin stations
Regional Supervisor - Operations SMSA Freight

To be checked & verified within the same working day. Any changes required, inform origin office

Pre-alert verified

Notify customer & fwrd pre-alert
Regional Supervisor - Operations SMSA Freight

Customer notified

Follow-up shipment arrival with local/ origin offices
Clearance Specialist - SMSA Freight

Follow-up through Track & Trace via websites or local airlines/ shipping lines

Shipment arrived

Accept Delivery Order (DO)
Clearance Specialist - SMSA Freight

Clearance Agent collect Delivery Order

DO & shipping docs fwrdd for clearance

Shpmt ready for clearance by customer's broker

Obtain acknowledgement from customer

Send arrival notification to customer
Clearance Specialist - SMSA Freight

Notification sent

Prepare Cost/ Billing Analysis Sheet
Operations Executive - Import

Cost/ Analysis must be generated for cash & credit customers and forward to FIN dept.

Invoice rec'd from FIN dept.

Release documents
Operations Executive - Import

Collect pymt from cash customers & release documents. Send invoice to credit customers within 2 working days

Documents / invoice released

Deliver & obtain proof of delivery of documents/ invoice
Driver - SMSA Freight

If documents/ invoice are released directly to customer. Regional Coordinator obtains POD.

POD obtained

Follow-up payment with credit customer
Accounts Executive - SMSA Freight

Follow-up payment as per credit terms

Payment received

Title: Inbound Air & Sea
Author: Edwin Ramos
Date: 2/24/2014
Volume: 0.00 Per Second

Authorization: Authorized
Date: 1/20/2019
Cost Per Second: $,3.5,E-0317
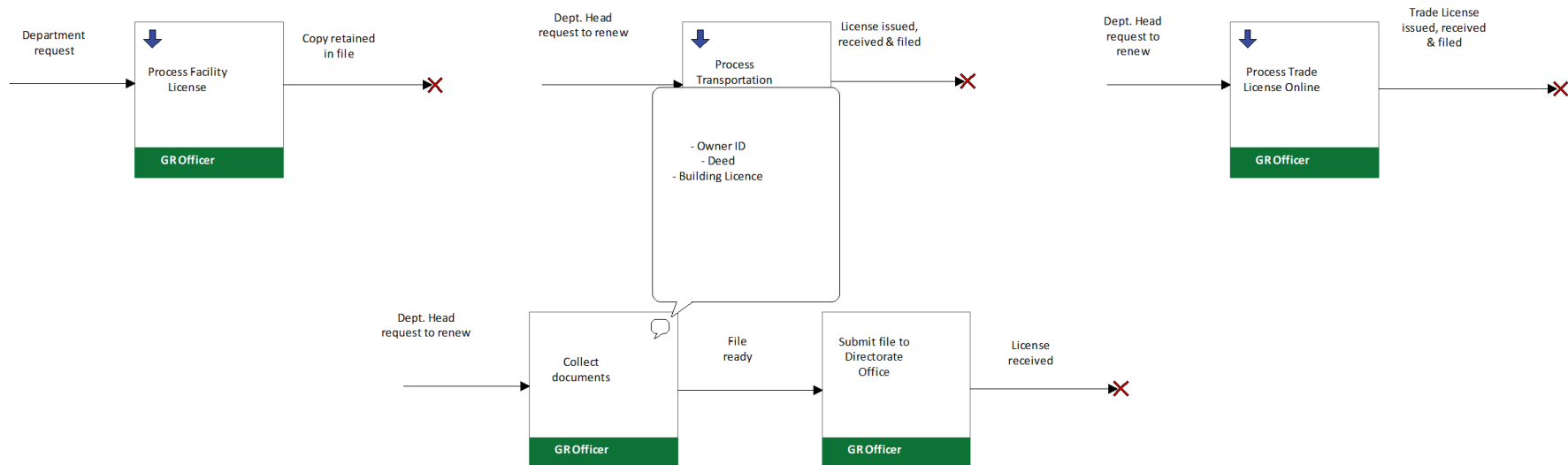
Owner: Thanveer K Pudukudi
Diagram Version: 5
Review Date: None
F.T.E.: 0.00

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

Export Air/ Sea/ Road

Provide feedback to customer

Job files created

Check documentation	Collect cargo & pertinent documents	Forward cargo/ shipment & orig. docs to Agent's warehouse	Request payment from customer	Release documents to customer & collect payment
Export Coordinator	Driver - SMSA Freight	Driver - SMSA Freight	Export Coordinator	Export Coordinator

Cargo ready for pickup

Cargo picked-up

Invoice prepared

Payment ready

Payment received

Check the correctness & completeness of documents collected

Provide packaging to customer if required. Sea Cargo: Release empty container to customer for loading

Documents attached to cargo: Commercial Invoice, Packing List, Cert of Origin (COO), authorization letter Ask Agent to sign POD

Send booking details to customer via email

Bill of Lading or Master Airwaybill

Title: Export Air/ Sea/ Road
Author: Edwin Ramos
Date: 1/16/2014
Volume: 0.00 Per Second

Authorization: Authorized
Date: 1/20/2019
Cost Per Second: $,3.5,E-0317

Owner: Thanveer K Pudukudi
Diagram Version: 5
Review Date: None
F.T.E.: 0.00

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

Customs Clearance Air/ Sea

DO & shipping docs fwrdd for clearance

Job files created

Documents submitt Customs C proces

Customs file must be prepared upon receipt of DO

Customs file ready

Prepare Customs file
Clearance Spl

Notify customers within 1 working day upon submission of documents to Customs

Payment received from customer

Notify customer estimated charges & follow-up payment
Clearance Spl

Customs inspection & clearance completed

Receive cleared shipment
Driver

Shipment frwdd to hub/ready for delivery

Obtain POD upon delivery

Shipment delivered

Deliver shipment to hub/ customer
Driver

Customer notified

Clearance fees: Custom Duty, storage fee, labor charges & transportation

Invoice rec'd from FIN

Follow-up for payment as per credit terms

Payment received

Payment ready- fwrdd to Clearance agent

Make request for payment of clearance fees
Clearance Spl

Deliver the invoice
Clearance Spl

Title: Customs Clearance Air/ Sea
Author: Edwin Ramos
Date: 1/15/2014
Volume: 0.00 Per Second

Authorization: Authorized
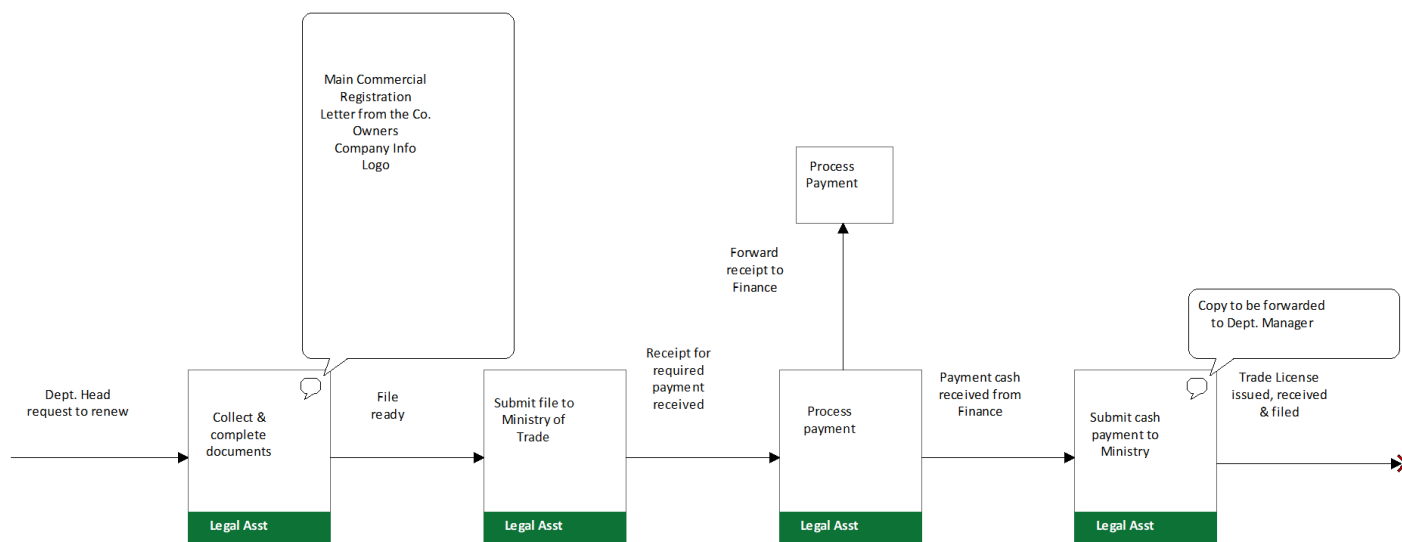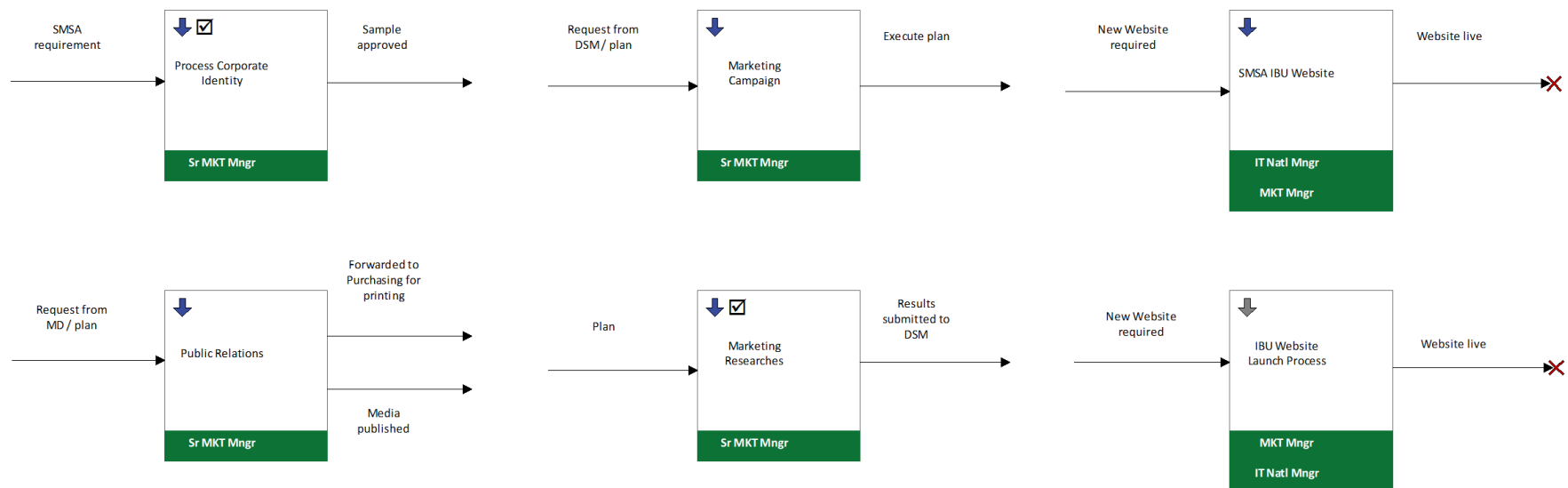Date: 10/4/2023
Cost Per Second: $,3.5,E-0317

Owner: Thanveer K Pudukudi
Diagram Version: 6
Review Date: None
F.T.E.: 0.00

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

SMSA

Process Cargo Screening

Incoming Cargo received from agent and sent to WH

| Verify package condition & paperwork | Verification completed | Prepare cargo acceptance / rejection report | Package accepted by WH staff | Scan the package | Scan completed | Package send to airport | Package handed to Airport | Obtain POD & return to WH | POD record Returned to WH |

Warehouse Staff

Warehouse Staff

Cargo Receving Agent

SMSA Truck Driver

SMSA Truck Driver

Package rejected by WH staff

Title: Process Cargo Screening
Author: Marwan Siddiq (Deleted)
Date: 11/23/2016
Volume: 0.00 Per Second

Authorization: Authorized
Date: 5/28/2018
Cost Per Second: $,3.5,E-0317

Owner: Thanveer K Pudukudi
Diagram Version: 3
Review Date: None
F.T.E.: 0.00

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

KSA - Information Technology Department

Determine support type,
hardware / software
(new / fix)
Call by email,
telephone, or in person

Request for
support

Request can
be assigned

Request can
be resolved

Request can
be closed

Requestor
informed

Receive request

National
Manager -
Information
Technology

Assign the
request

National
Manager -
Information
Technology

Resolve request

National
Manager -
Information
Technology

Close request

National
Manager -
Information
Technology

Title: KSA - Information Technology Department
Author: Edwin Ramos   Authorization: Authorized
Date: 5/23/2017   Date: 5/28/2018
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Kashan Khalid
Diagram Version: 3
Review Date: None
F.T.E.: 0.00

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

Receive Request

Request for support

Network support

SAM installation
Change request
Network support
Hardware & software support

Gather technical information
Infrastructure Supervisor

Information gathered

Identify provider
Infrastructure Supervisor

Third party provider to resolve request

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

Network support call resolved

Resolve Call

Determine request type
National Manager - Information Technology

Request received thru Helpdesk

Evaluate & assess ticket raised
Application Developer / Programmer

Request can be assigned

Hardware & software support

SAM installation

Call customer to make appointment
Desktop / Customer Technology Support

Appointment setup

Gather required information
Desktop / Customer Technology Support

Resolve Call

Title: Receive Request	Owner: Kashan Khalid
Author: Edwin Ramos	Diagram Version: 5
Date: 6/15/2010	Review Date: None
Volume: 0.00 Per Second	F.T.E.: 0.00

Authorization: Authorized
Date: 5/28/2018
Cost Per Second: $,3.5,E-0317

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

Resolve Call

Change request,
inform requestor of
completion date

☑
Confirm ticket
with requestor

**Application
Developer /
Programmer**

Call
resolved

SMSA call for
Automation

⬇ ☑
Resolve SMSA
call for
Automation

**Desktop /
Customer
Technology
Support**

Hand-over
complete

Call can be
resolved

☑
Determine
resolution type

**National
Manager -
Information
Technology**

Network
support

⬇ ☑
Resolve
Network Call

**Infrastructure
Supervisor**

☑
Update
database

(s) Helpdesk

Network call
resolved

Call can be
closed

✖

Hardware &
software
request

⬇ ☑
Resolve
Hardware &
Software Call

**Network
Specialist**

Call resolved
remotely

Physical call
resolved

✖

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

Authorization: Authorized
Date: 5/28/2018
Cost Per Second: $,3.5,E-0317

Owner: Kashan Khalid
Diagram Version: 6
Review Date: None
F.T.E.: 0.00

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

SMSA

Resolve Automation Request

SMSA call for
Automation

Install SAM at customer location
Desktop / Customer Technology Support

Installation complete

Provide training
Desktop / Customer Technology Support

Hand-over complete

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

Authorization: Authorized
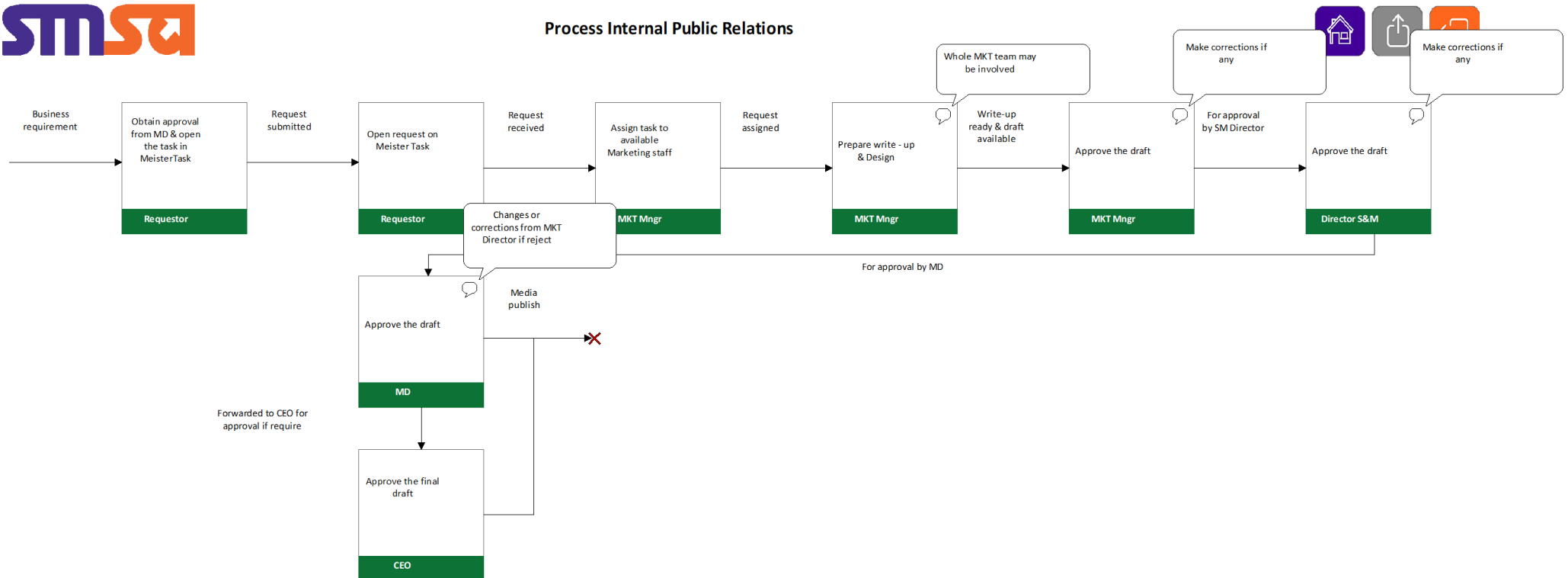Date: 5/28/2018
Cost Per Second: $,3.5,E-0317

Owner: Kashan Khalid
Diagram Version: 6
Review Date: None
F.T.E.: 0.00

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

SMSA

Resolve Network Call

Follow-up with provider

Infrastructure Supervisor

Network call not resolved, third party provider

Network support

Resolve network call

Network call resolved

Desktop / Customer Technology Support

Network call not resolved SMSA

Accept the call

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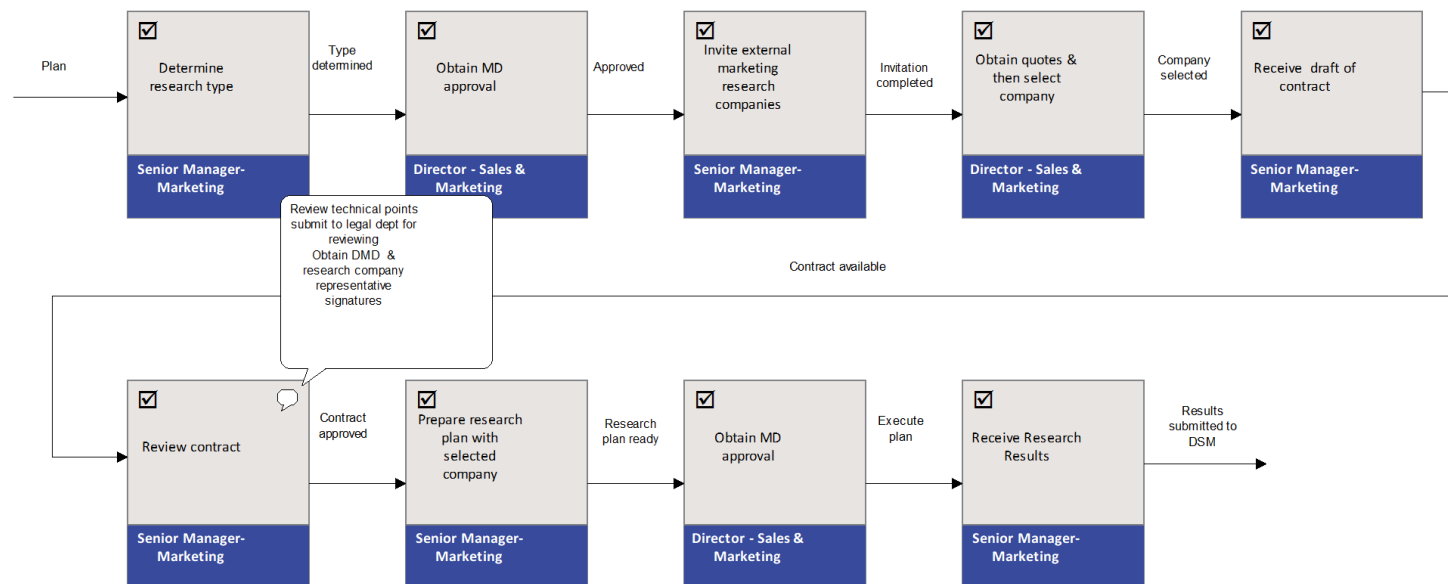Date: 6/15/2010
Volume: 0.00 Per Second

Authorization: Authorized
Date: 5/28/2018
Cost Per Second: $,3.5,E-0317

Owner: Kashan Khalid
Diagram Version: 6
Review Date: None
F.T.E.:   0.00

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

Resolve Hardware & Software Call

Call resolved
remotely

Hardware &
software
request

Call cannot
be resolved
remotely

Attempt to
resolve via
remote
assistance

Desktop /
Customer
Technology
Support

Hardware
arrives at
HQ

Request
hardware to be
sent to HQ

Network
Specialist

Hardware /
software
working

Perform
corrective
actions

Network
Specialist

Physical call
resolved

Send hardware
back to
requestor

Network
Specialist

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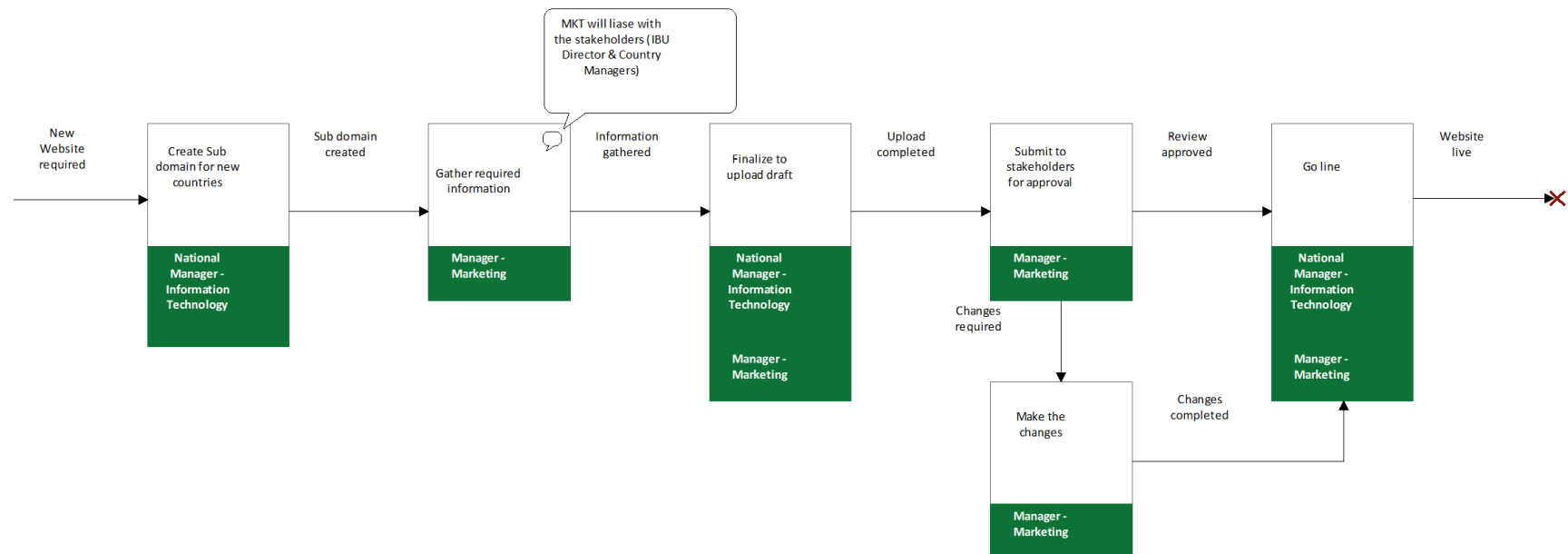Author: Edwin Ramos
Date: 6/15/2010
Volume: 0.00 Per Second

Authorization: Authorized
Date: 5/28/2018
Cost Per Second: $,3.5,E-0317

Owner: Kashan Khalid
Diagram Version: 6
Review Date: None
F.T.E.: 0.00

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

KSA - Legal Department

Other party vs. SMSA

Process other
party vs. SMSA

Report to MD

Legal Asst

I.e. licenses,
renovations, civil
defence, regulatory
requirements

Receive request
from department

Assess legal
requirement

SMSA vs. other
party/parties

Process SMSA vs.
other party
request

Report to MD

Legal & contracts
requirement

Legal Coor

Legal Asst

Department
request

Process
Government
Relations
Requirements

License
received

Renewal
requirement

Legal Mngr

Internal request

Action not
required

Process
requirements

Action required

Legal adviser request

Legal Asst

Action completed
(for legal adviser
request)

Title: KSA - Legal Department
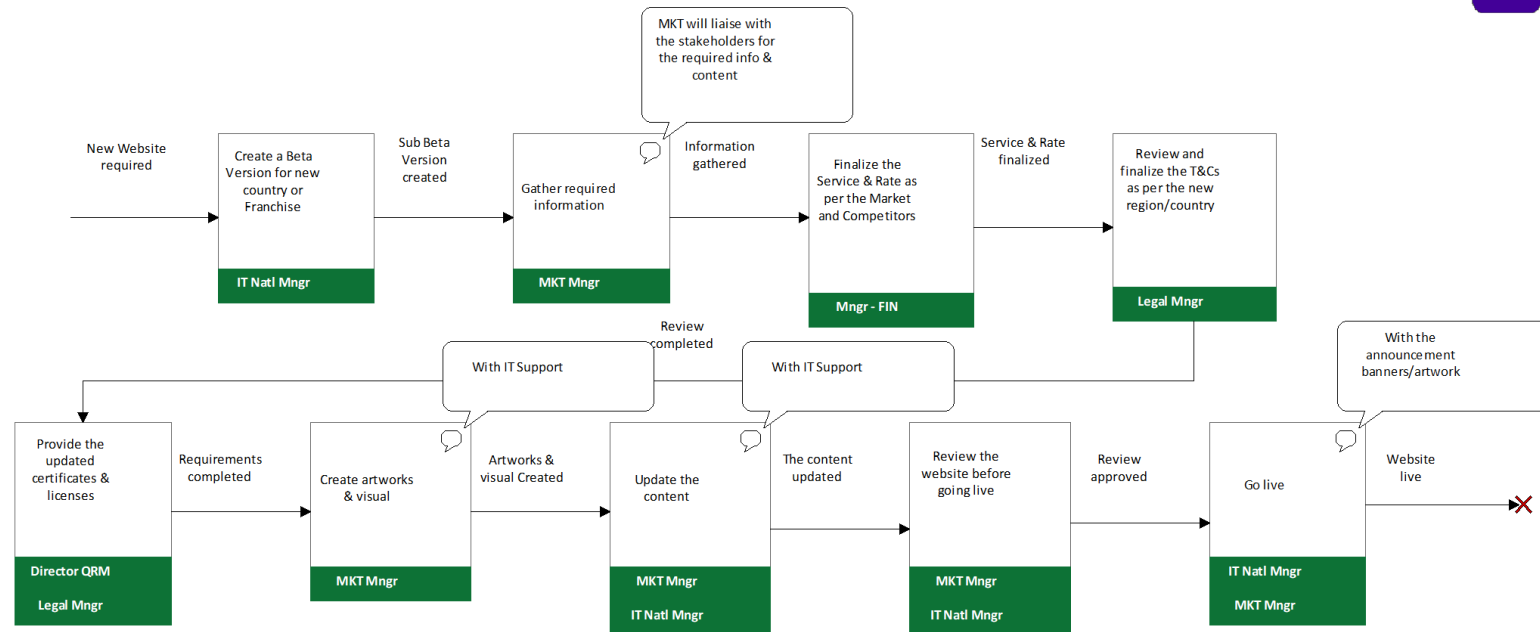Author: Edwin Ramos
Date: 5/23/2017
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/13/2023
Cost Per Second: $,3.5,E-0317

Owner: Fahad Al Marzouki
Diagram Version: 4
Review Date: None
F.T.E.: 0.00

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

Process Requirements

Internal request

Legal adviser request

| Obtain information |
| Legal Coor |

Information available

| Study information |
| Legal Asst |

Information compiled

| Inform party of options |
| Legal Asst |

Action not required

Action required

| Inform party to processing |
| Legal Asst |

Action completed (for legal adviser request)

Title: Process Requirements
Author: Edwin Ramos
Date: 6/9/2010
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/13/2023
Cost Per Second: $,3.5,E-0317

Owner: Fahad Al Marzouki
Diagram Version: 4.00
Review Date: None
F.T.E.: 0.00

○ Actions
● Change Log
○ Change Requests

○ Feedback
● Keywords
● Read Only

SMSA

Process SMSA vs. Other Party Request

SMSA vs. other party/parties

Study the request
Legal Asst

Can be solved in-house

Inform department of steps required to complete the case
Legal Asst

Department informed

Cannot be solved in-house

Obtain MD approval
Legal Asst

Letter prepared

Take case to court
Legal Asst

Report given to MD

Title: Process SMSA vs. Other Party Request
Author: Edwin Ramos
Date: 6/9/2010
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/26/2023
Cost Per Second: $,3.5,E-0317

Owner: Fahad Al Marzouki
Diagram Version: 4.00
Review Date: None
F.T.E.: 0.00

○ Actions
● Change Log
○ Change Requests

○ Feedback
● Keywords
● Read Only

Process Other Party vs. SMSA

Other party vs.SMSA

Study the case

Legal Asst

Information compiled

Discuss options with other party

Legal Asst

Solvable without going to court

Reach settlement with other party

Legal Asst

Dispute settled

Close the case

Legal Asst

Report to MD

Case forwarded by the party to court

Process case in court

Legal Asst

Report given to MD

SMSA

Process Government Relations Requirements

Department request → Process Facility License — Copy retained in file → ✕

GR Officer

Dept. Head request to renew → Process Transportation — License issued, received & filed → ✕

- Owner ID
- Deed
- Building Licence

Dept. Head request to renew → Process Trade License Online — Trade License issued, received & filed → ✕

GR Officer

Dept. Head request to renew → Collect documents — File ready → Submit file to Directorate Office — License received → ✕

GR Officer   **GR Officer**

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

Process Facili

Rent Contract, Commercial Registration, Chamber of Commerce Certificate, Transportation License, Insurance Certificate, Tax Certificate, Saudization Certificate (Labor Office), Building Permit

Municipality inform GR to visit next day by 7.30am to visit the site along with Municipality Representative Municipality Representative to verify: Sign board, Decoration and size

Receive letter from Municipality to submit at Civil Defense Civil Defense Representative to visit the site with GR Officer Civil Defense to check: Fire Extinguishers, Fire Detector, Verify Original Invoice Incase of remote station (Municipality will issue letter for Policy Dept. (to check safety eg Iron door), Camera System CCTV (to check traffic congestion) in addition to Civil Defense)

Payment according to the sign board size Municipality to provide receipt for processing payment

Department request

Department request renewal

Collect documents	**GR Officer**

Documents available

| Complete municipality form online | **GR Officer** |

File ready (form & documents)

| Submit file to municipality online | **GR Officer** |

Site approved

| Approval from Civil Defense | **GR Officer** |

Civil Defense approval available

| Submit Civil Defense approval to Municipality | **GR Officer** |

File ok

| Process payment | **GR Officer** |

Payment requirement forwarded to Finance

| Process Payment |

Correct documents received from department

Inform concerned department/staff to renew expire documents

File r du incom ex docu

| Collect correct documents & inform concerned dept. | **GR Officer** |

File rejected

Correct documents received & awaiting approval

Bank receipt of payment ready

License received from Municipality

| Original license submitted to dept. head | **GR Officer** |

| Submit bank receipt to Municipality | **GR Officer** |

Copy retained in file

✗

Title: Process Facility License
Author: Edwin Ramos
Date: 6/9/2010
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/13/2023
Cost Per Second: $,3.5,E-0317

Owner: Fahad Al Marzouki
Diagram Version: 4
Review Date: None
F.T.E.: 0.00

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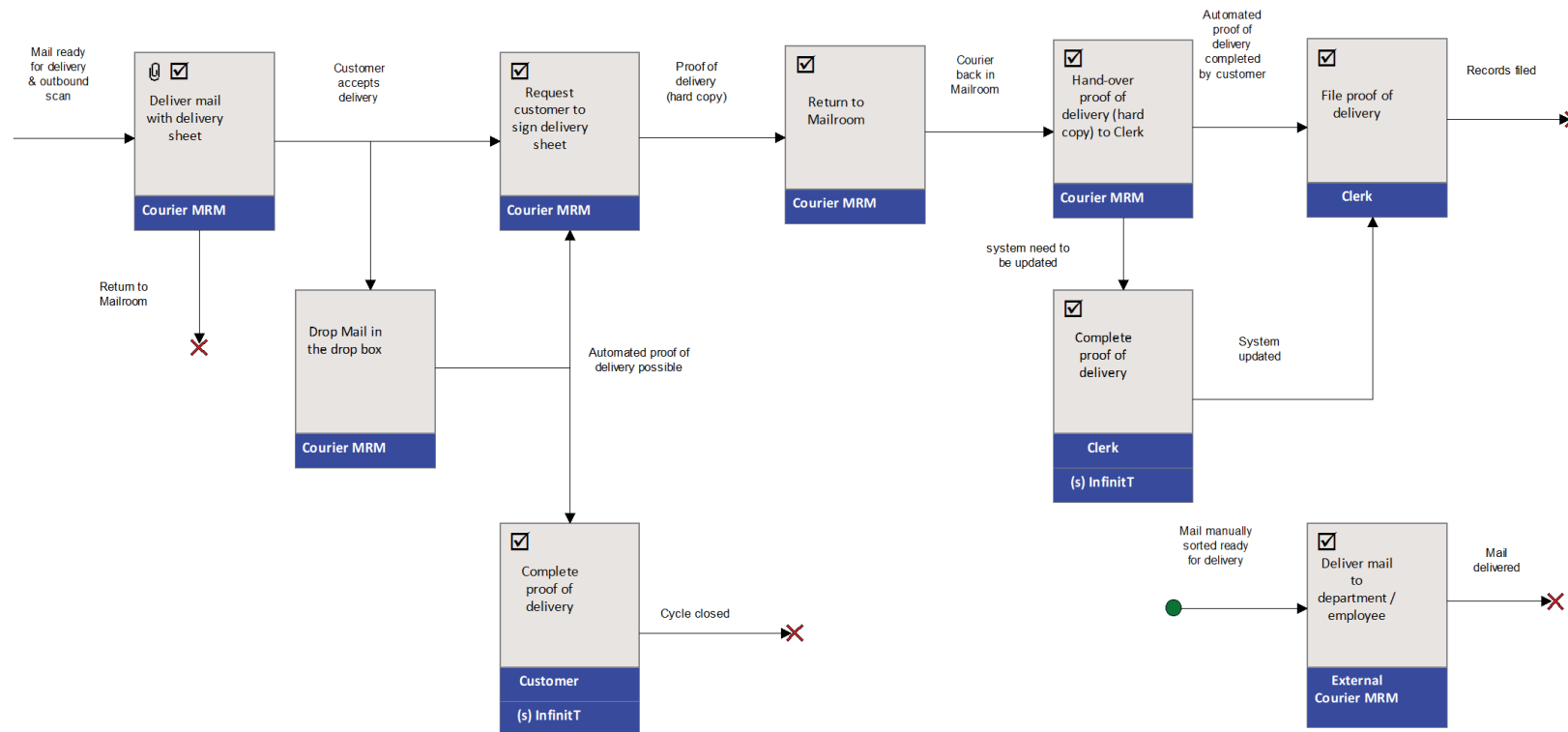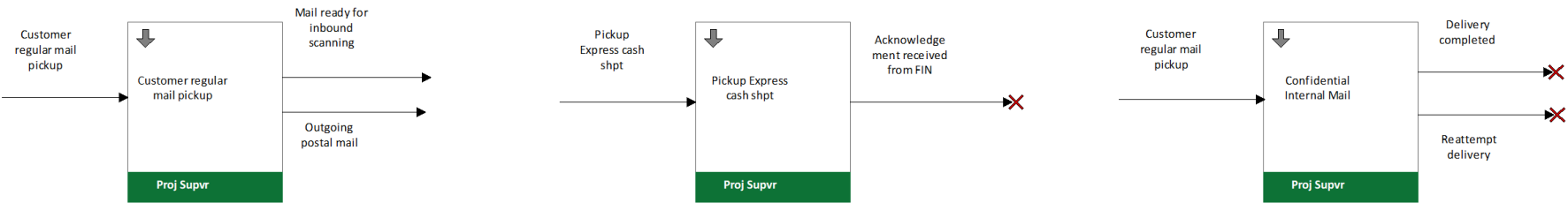● Change Log   ○ Keywords
○ Change Requests ● Read Only

Commercial
Registration Copy
Saudization
Certificate
Tax Certificate
Documents:
Registration Copy
(renewed), Insurance
Copy
- Pay TGA violation
- Operational plan
- Undertaking to pay
the fees
- Branches owned
SMSA in five contrives
- Municipality
Approval

Pon License Online

Dept. Head
request to renew

Collect &
complete
documents

GR Officer

Complete
Transportation
Ministry Form

Submit From to
Ministry of
Transport

GR Officer

File
accepted

Follow up with
ministry

GR Officer

License issued,
received &
filed

Correct
documents
received

File
rejected

Renew documents
Complete missing
documents

Collect correct
documents &
inform concerned
dept.

GR Officer

Title: Process Transportation License Online
Author: Edwin Ramos
Date: 6/9/2010
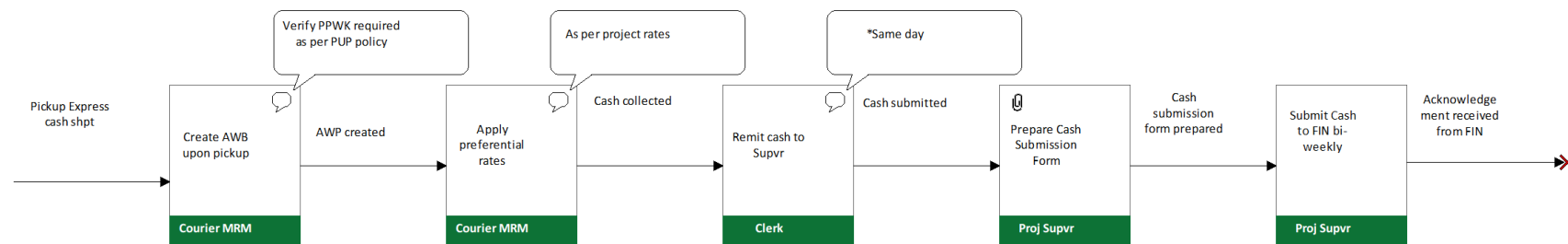Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/13/2023
Cost Per Second: $,3.5,E-0317

Owner: Fahad Al Marzouki
Diagram Version: 4
Review Date: None
F.T.E.: 0.00

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

Process Trade License Online

Main Commercial
Registration
Letter from the Co.
Owners
Company Info
Logo

Process
Payment

Forward
receipt to
Finance

Copy to be forwarded
to Dept. Manager

Dept. Head
request to renew

Collect &
complete
documents

Legal Asst

File
ready

Submit file to
Ministry of
Trade

Legal Asst

Receipt for
required
payment
received

Process
payment

Legal Asst

Payment cash
received from
Finance

Submit cash
payment to
Ministry

Legal Asst

Trade License
issued, received
& filed

Title: Process Trade License Online
Author: Edwin Ramos
Date: 6/9/2010
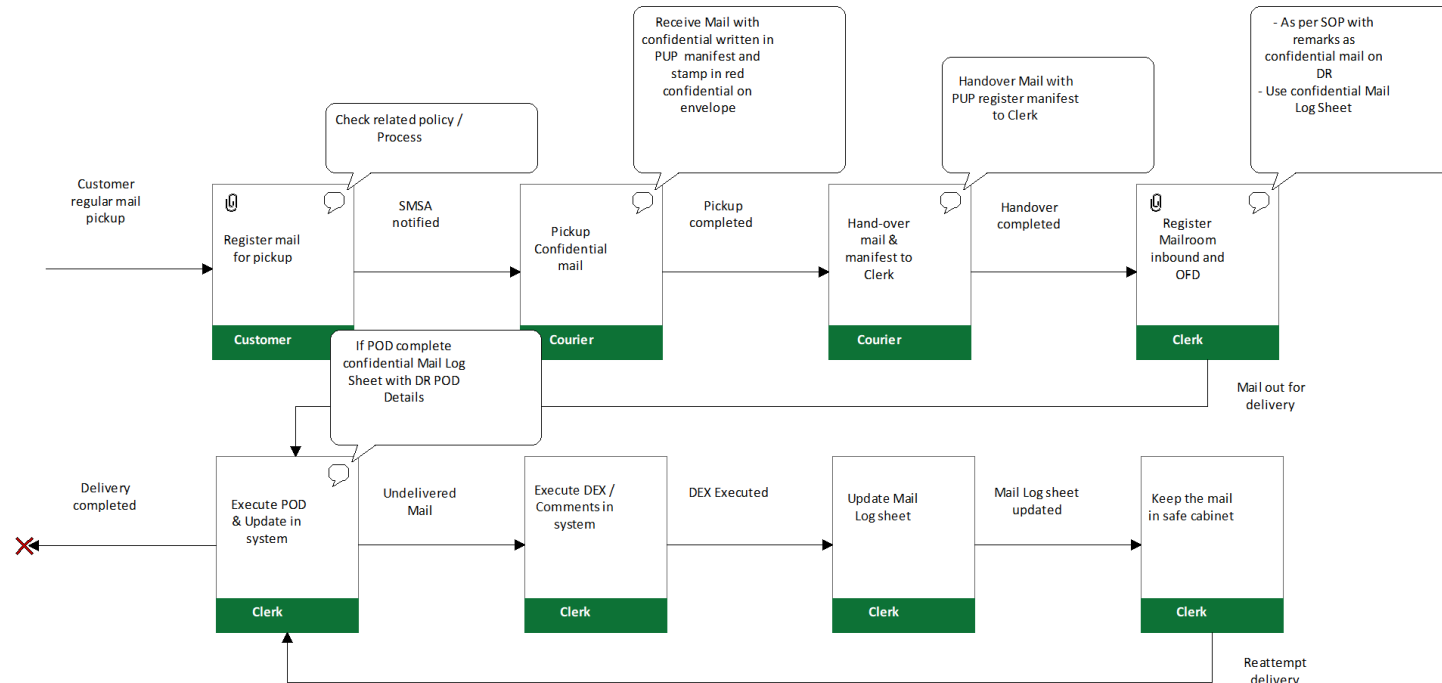Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/13/2023
Cost Per Second: $,3.5,E-0317

Owner: Fahad Al Marzouki
Diagram Version: 4
Review Date: None
F.T.E.: 0.00

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

KSA - Marketing Department

| SMSA requirement | → | Process Corporate Identity | → Sample approved → | | Request from DSM/ plan | → | Marketing Campaign | → Execute plan → | | New Website required | → | SMSA IBU Website | → Website live → ✗ |
| Sr MKT Mngr | | Sr MKT Mngr | | IT Natl Mngr / MKT Mngr |

| Request from MD / plan | → | Public Relations | → Forwarded to Purchasing for printing / Media published | | Plan | → | Marketing Researches | → Results submitted to DSM → | | New Website required | → | IBU Website Launch Process | → Website live → ✗ |
| Sr MKT Mngr | | Sr MKT Mngr | | MKT Mngr / IT Natl Mngr |

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

Marketing Requests
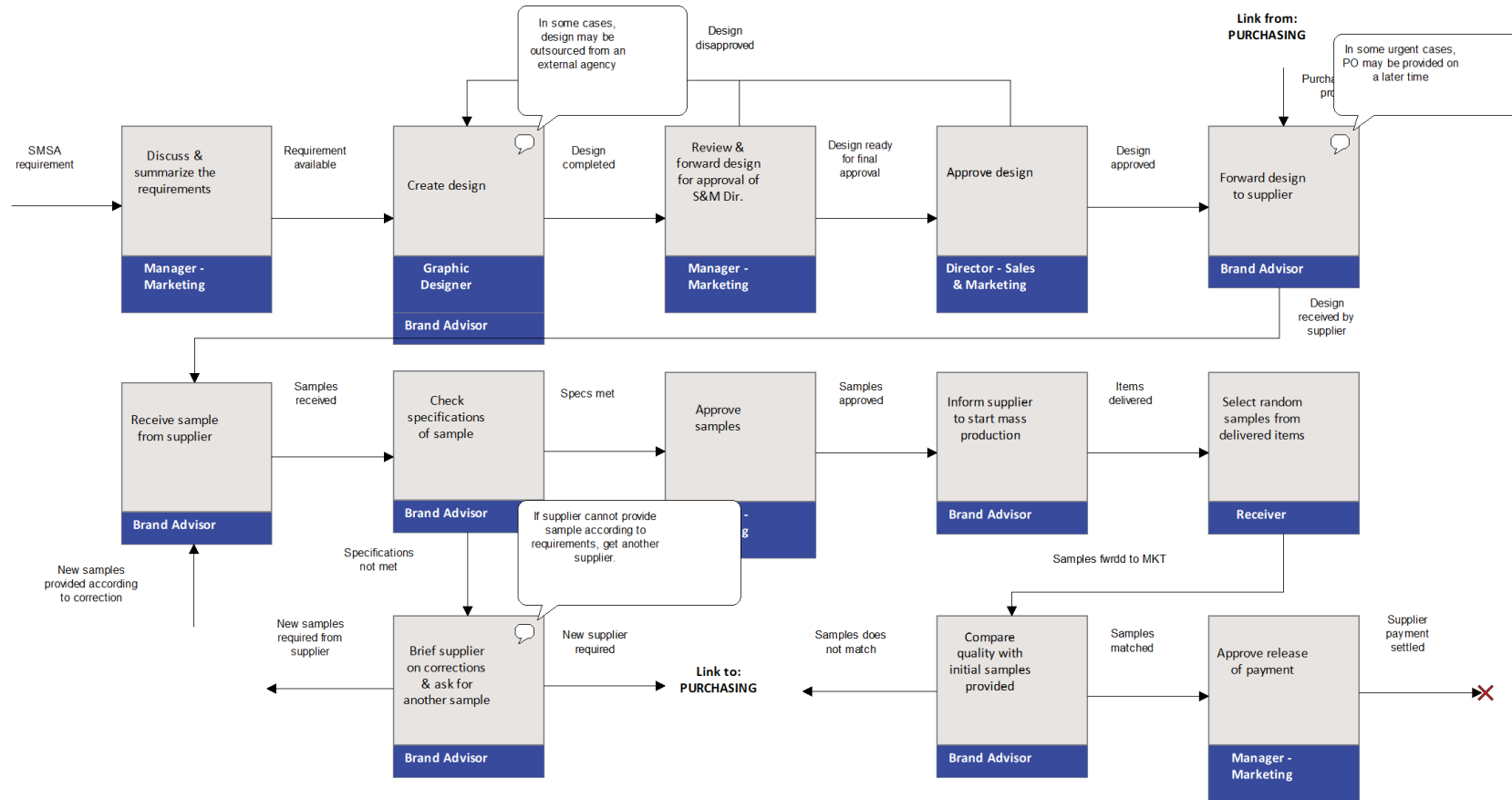
Title: Marketing Requests
Author: Edwin Ramos
Date: 6/16/2010
Volume: 0.00 Per Second

Authorization: Authorized
Date: 5/28/2018
Cost Per Second: $,3.5,E-0317

Owner: Roman El Nadzhar
Diagram Version: 4
Review Date: 9/4/2024
F.T.E.: 0.00

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

Public Relations

Request from MD / plan

Identify relation type
Director - Sales & Marketing

External

↓

Process external public relations
Director - Sales & Marketing

Media published

Internal

↓

Process internal public relations
Director - Sales & Marketing

Forwarded to Purchasing for printing
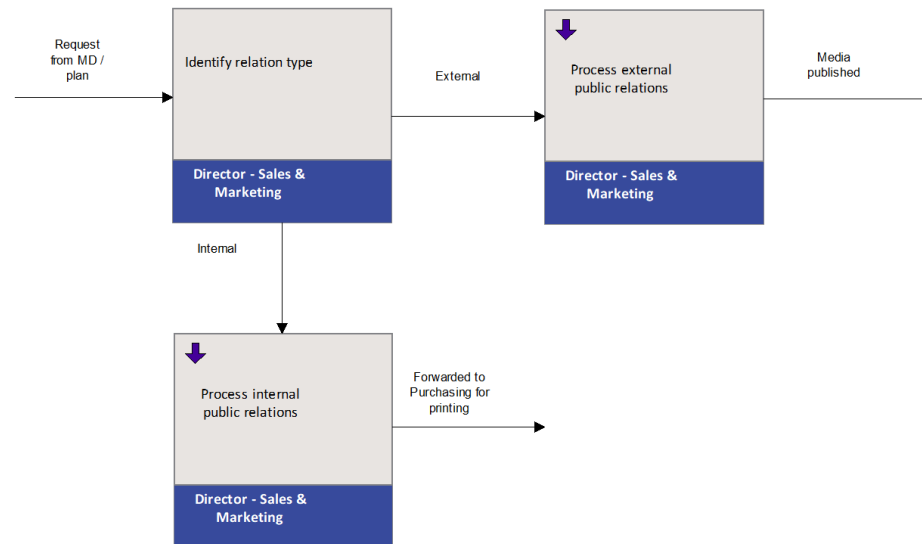
Title: Public Relations
Author: Edwin Ramos
Date: 7/3/2010
Volume: 0.00 Per Second

Authorization: Authorized
Date: 5/28/2018
Cost Per Second: $,3.5,E-0317

Owner: Roman El Nadzhar
Diagram Version: 4
Review Date: 9/4/2024
F.T.E.: 0.00

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

Process External Public Relations

Business requirement

Obtain approval from MD & open the task in MeisterTask
MKT Mngr

Request submitted

Choose Appropriate Media Type
MKT Mngr

Media type selected

Book media & Obtain Quotes
Marketing Admin

Media booked & quotes obtained

Approve Quotation for public relations
MKT Mngr

Make corrections if any

DH approval required

Approve Quotation for public relations
Director S&M

Make corrections if any

MD approval required

Approve Quotation for public relations
MD

Make corrections if any

Media published

CEO approval if required

Approve Quotation for public relations
CEO

Title: Process External Public Relations
Author: Edwin Ramos
Date: 7/3/2010
Volume: 0.00 Per Second

Authorization: Authorized
Date: 8/30/2023
Cost Per Second: $,3.5,E-0317

Owner: Roman El Nadzhar
Diagram Version: 5
Review Date: 9/4/2024
F.T.E.: 0.00

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

Process Internal Public Relations

Business requirement

Obtain approval from MD & open the task in MeisterTask
Requestor

Request submitted

Open request on Meister Task
Requestor

Request received

Assign task to available Marketing staff
MKT Mngr

Request assigned

Prepare write - up & Design
MKT Mngr

Whole MKT team may be involved

Write-up ready & draft available

Approve the draft
MKT Mngr

Make corrections if any

For approval by SM Director

Approve the draft
Director S&M

Make corrections if any

Changes or corrections from MKT Director if reject

Approve the draft
MD

Media publish

For approval by MD

Forwarded to CEO for approval if require

Approve the final draft
CEO

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

Marketing Campaign

Determine campaign type, market segment, & marketing vehicles

Make corrections if any

Make corrections if any

Make corrections if any

Business requirement

Obtain approval from MD & open the task in MeisterTask	Prepare the campaign plan	Obtain approval from SLS & MRT Director	Obtain MD approval	Obtain approval from CEO
MKT Mngr	MKT Mngr	Director S&M	MD	CEO

Campaign request submitted

Plan available

Approved

If required

Whole MKT team may be involved

Implement & execute approved plan	Prepare required designs
MKT Mngr	MKT Mngr

Task assigned

Campaign completed

Approved

Title: Marketing Campaign
Author: Edwin Ramos
Date: 7/3/2010
Volume: 0.00 Per Second

Authorization: Authorized
Date: 8/30/2023
Cost Per Second: $,3.5,E-0317

Owner: Mohannad M.S. Khayyat
Diagram Version: 5
Review Date: None
F.T.E.: 0.00

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

Marketing Researches

Plan → **Determine research type** — Senior Manager-Marketing → Type determined → **Obtain MD approval** — Director - Sales & Marketing → Approved → **Invite external marketing research companies** — Senior Manager-Marketing → Invitation completed → **Obtain quotes & then select company** — Director - Sales & Marketing → Company selected → **Receive draft of contract** — Senior Manager-Marketing

Contract available

Review technical points submit to legal dept for reviewing
Obtain DMD & research company representative signatures

Review contract — Senior Manager-Marketing → Contract approved → **Prepare research plan with selected company** — Senior Manager-Marketing → Research plan ready → **Obtain MD approval** — Director - Sales & Marketing → Execute plan → **Receive Research Results** — Senior Manager-Marketing → Results submitted to DSM

Title: Marketing Researches
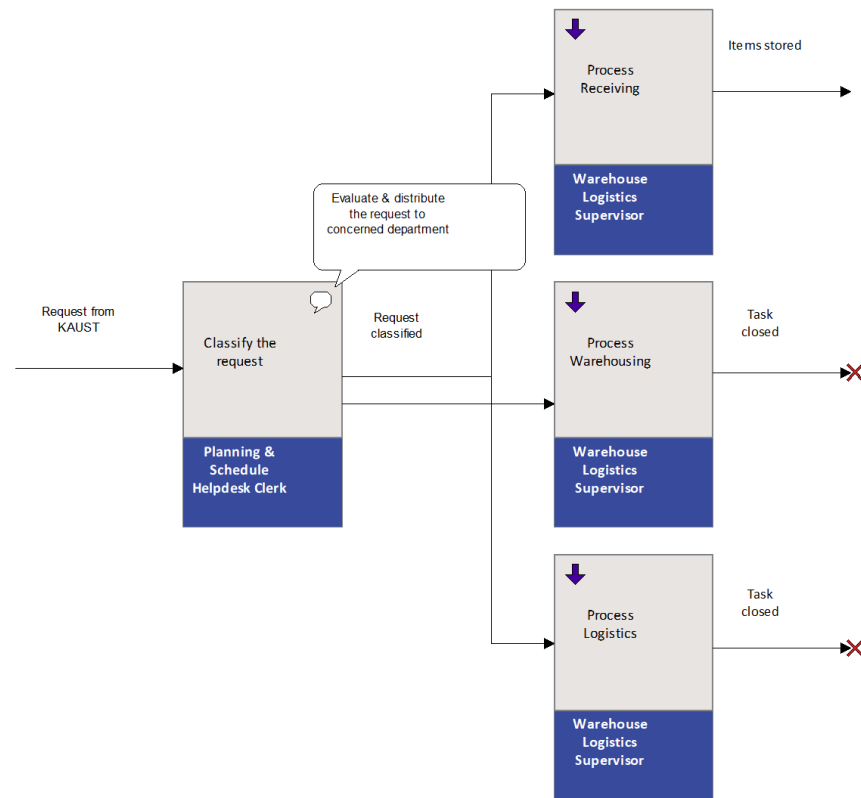Author: Edwin Ramos
Date: 7/3/2010
Volume: 0.00 Per Second

Authorization: Authorized
Date: 5/28/2018
Cost Per Second: $,3.5,E-0317

Owner: Roman El Nadzhar
Diagram Version: 4
Review Date: 9/4/2024
F.T.E.: 0.00

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

SMSA IBU Website

MKT will liase with the stakeholders (IBU Director & Country Managers)

New Website required

Create Sub domain for new countries
National Manager - Information Technology

Sub domain created

Gather required information
Manager - Marketing

Information gathered

Finalize to upload draft
National Manager - Information Technology
Manager - Marketing

Upload completed

Submit to stakeholders for approval
Manager - Marketing

Review approved

Go line
National Manager - Information Technology
Manager - Marketing

Website live

Changes required

Make the changes
Manager - Marketing

Changes completed

Title: SMSA IBU Website
Author: Mohammed Altamush Khan
Date: 6/28/2022
Volume: 0.00 Per Second

Authorization: Authorized
Date: 8/30/2022
Cost Per Second: $,3.5,E-0317

Owner: Roman El Nadzhar
Diagram Version: 2
Review Date: 9/4/2024
F.T.E.: 0.00

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

IBU Website Launch Process

MKT will liaise with the stakeholders for the required info & content

New Website required

Create a Beta Version for new country or Franchise		Sub Beta Version created
IT Natl Mngr		

Gather required information		Information gathered
MKT Mngr		

Finalize the Service & Rate as per the Market and Competitors		Service & Rate finalized
Mngr - FIN		

Review and finalize the T&Cs as per the new region/country
Legal Mngr

Review completed

With IT Support

With IT Support

With the announcement banners/artwork

Provide the updated certificates & licenses		Requirements completed
Director QRM		
Legal Mngr		

Create artworks & visual		Artworks & visual Created
MKT Mngr		

Update the content		The content updated
MKT Mngr		
IT Natl Mngr		

Review the website before going live		Review approved
MKT Mngr		
IT Natl Mngr		

Go live		Website live
IT Natl Mngr		
MKT Mngr		

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

KSA - Mailroom Management Department

Customer regular mail pickup → **Pickup Mail** — Courier

Mail ready for inbound scanning within city & city to city → **Sort mail** — Sorter

Mail ready for delivery & outbound scan → **Deliver mail** — Courier

Records filed ✕

Customer regular mail pickup → **NCB Project** — MRM Ops Mngr

Records filed ✕

Request from KAUST → **KAUST Logistics Project** — MRM Ops Mngr

Task closed ✕

Customer requirements → **INMA Bank Mailroom Process** — MRM Ops Mngr

Requirements fulfilled ✕

Sort Mail

Register third party mail
Clerk
(s) InfinitT

Bar code pasted on mail

Scan the mail
Clerk
(s) InfinitT

Mail ready for sorting

By department &/ branch

Sort mail
Sorter

Mail ready for delivery within city

Generate delivery sheet
Clerk
(s) InfinitT

Mail ready for delivery & outbound scan

Bar code pasted on third party mail

Bar code pasted on regular mail

Mail sorted ready for outgoing city to city

Third party mail received

Generate Mail Tracking Number (MTN)
Clerk

Mail ready for inbound scanning within city & city to city

Outgoing postal mail

Bar code pasted on postal mail

Register postal mail
Clerk
(s) InfinitT

Postal mail registered

Generate manifest
Clerk
(s) InfinitT

Mail identified as outbound & third party delivery

to service provider or express company

Hand-over mail & manifest
Clerk

Third party express mail

SMSA Express Mail

Link To: Pickup shipment

Regular mail received

Process inbound non-automated mail
Sorter

SMSA non-liable

Mail manually sorted ready for delivery

Title: Sort Mail
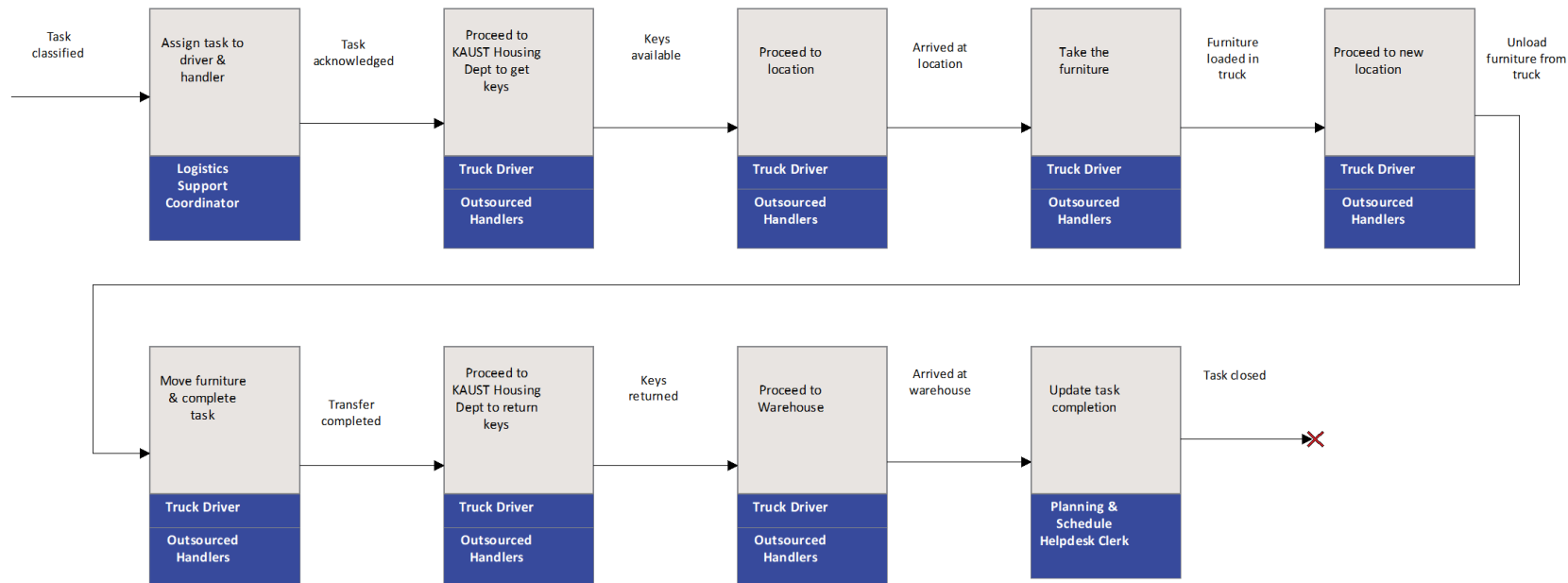Author: Edwin Ramos
Date: 6/9/2010
Volume: 0.00 Per Second

Authorization: Authorized
Date: 5/28/2018
Cost Per Second: $,3.5,E-0317

Owner: Sohel Ahmed
Diagram Version: 5
Review Date: None
F.T.E.: 0.00

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

Process Inbound Non-Automated Mail

eg. by department

Regular mail received

Sort mail manually

Sorter

Mail categorized

place mails in sorting bins

Sorter

Mail manually sorted ready for delivery

Title: Process Inbound Non-Automated Mail
Author: Edwin Ramos
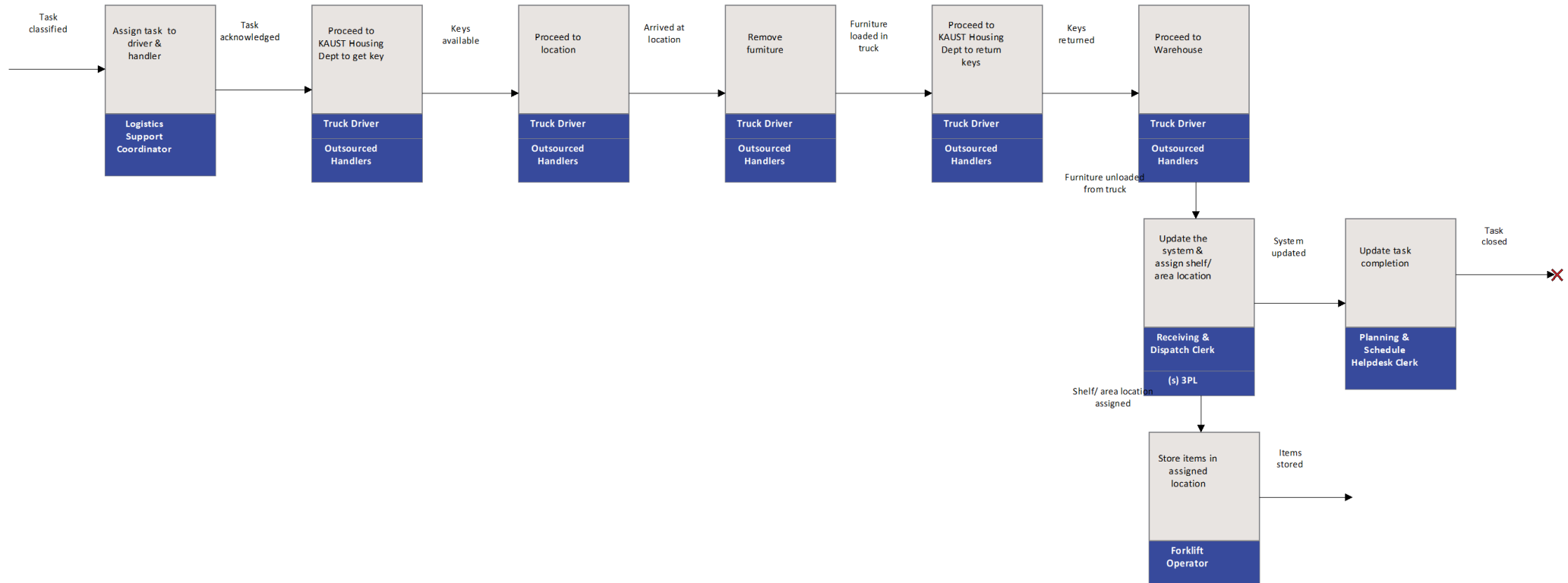Date: 6/9/2010
Volume: 0.00 Per Second

Authorization: Authorized
Date: 5/28/2018
Cost Per Second: $,3.5,E-0317

Owner: Sohel Ahmed
Diagram Version: 4
Review Date: None
F.T.E.: 0.00

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

Deliver Mail

Mail ready for delivery & outbound scan

☑ Deliver mail with delivery sheet
Courier MRM

Customer accepts delivery

Return to Mailroom

Drop Mail in the drop box
Courier MRM

☑ Request customer to sign delivery sheet
Courier MRM

Proof of delivery (hard copy)

☑ Return to Mailroom
Courier MRM

Courier back in Mailroom

☑ Hand-over proof of delivery (hard copy) to Clerk
Courier MRM

Automated proof of delivery completed by customer

☑ File proof of delivery
Clerk

Records filed

system need to be updated

☑ Complete proof of delivery
Clerk
(s) InfinitT

System updated

Automated proof of delivery possible

☑ Complete proof of delivery
Customer
(s) InfinitT

Cycle closed

Mail manually sorted ready for delivery

☑ Deliver mail to department / employee
External Courier MRM

Mail delivered
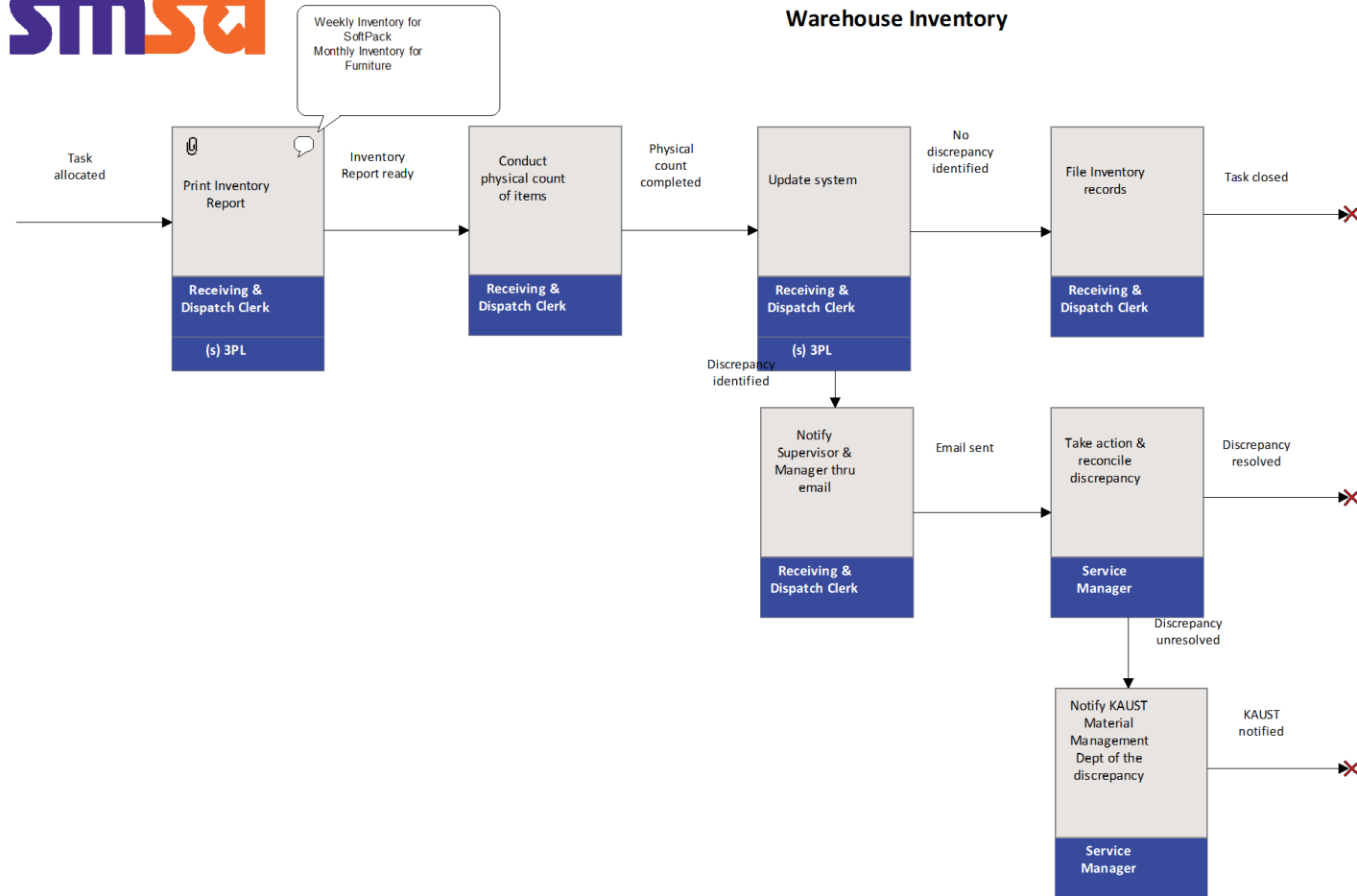
Title: Deliver Mail
Author: Edwin Ramos
Date: 6/9/2010
Volume: 0.00 Per Second

Authorization: Authorized
Date: 5/28/2018
Cost Per Second: $,3.5,E-0317

Owner: Sohel Ahmed
Diagram Version: 5
Review Date: None
F.T.E.: 0.00

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

Pickup Mail

Customer regular mail pickup → **Customer regular mail pickup** (Proj Supvr)
- Mail ready for inbound scanning
- Outgoing postal mail

Pickup Express cash shpt → **Pickup Express cash shpt** (Proj Supvr)
- Acknowledgement received from FIN

Customer regular mail pickup → **Confidential Internal Mail** (Proj Supvr)
- Delivery completed
- Reattempt delivery
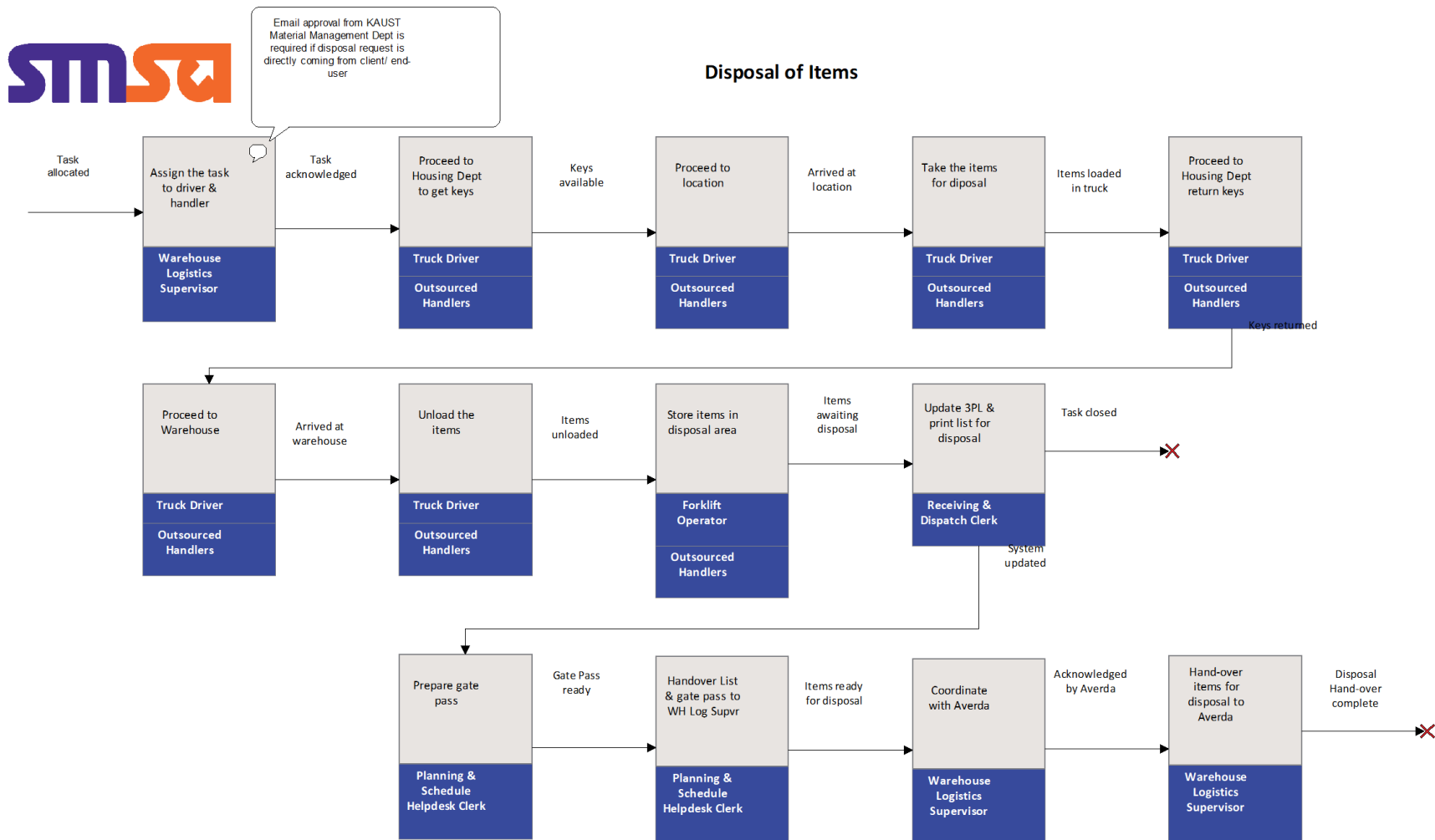
Title: Pickup Mail
Author: Edwin Ramos
Date: 6/9/2010
Volume: 0.00 Per Second

Authorization: Authorized
Date: 4/12/2023
Cost Per Second: $,3.5,E-0317

Owner: Sohel Ahmed
Diagram Version: 8
Review Date: None
F.T.E.: 0.00

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

smsa Express

Page is under construction

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

Authorization: Authorized
Date: 4/16/2023
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

Pickup Express cash shpt

Pickup Express cash shpt

Verify PPWK required as per PUP policy		As per project rates		*Same day	

Create AWB upon pickup — AWP created — Apply preferential rates — Cash collected — Remit cash to Supvr — Cash submitted — Prepare Cash Submission Form — Cash submission form prepared — Submit Cash to FIN bi-weekly — Acknowledgement received from FIN

Courier MRM   **Courier MRM**   **Clerk**   **Proj Supvr**   **Proj Supvr**

Title: Pickup Express cash shpt
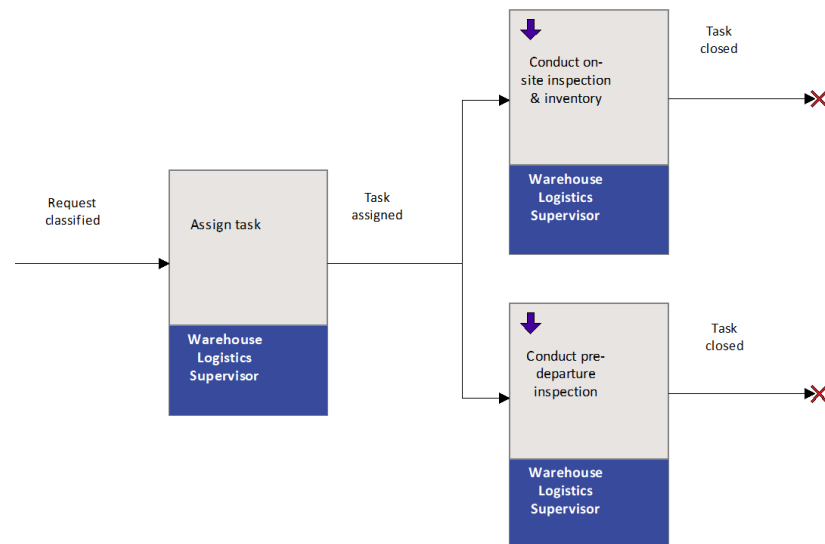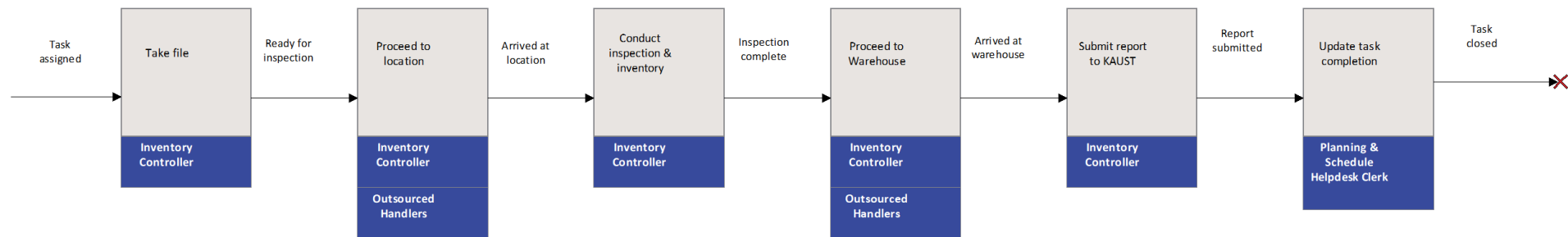Author: Bashayr Al sharidi
Date: 3/2/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 6/15/2023
Cost Per Second: $,3.5,E-0317

Owner: Edwin Ramos
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

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

Confidential Internal Mail

Customer regular mail pickup

Check related policy / Process

Register mail for pickup

Customer

SMSA notified

Receive Mail with confidential written in PUP manifest and stamp in red confidential on envelope

Pickup Confidential mail

Courier

Pickup completed

Handover Mail with PUP register manifest to Clerk

Hand-over mail & manifest to Clerk

Courier

Handover completed

- As per SOP with remarks as confidential mail on DR
- Use confidential Mail Log Sheet

Register Mailroom inbound and OFD

Clerk

Mail out for delivery

If POD complete confidential Mail Log Sheet with DR POD Details

Delivery completed

Execute POD & Update in system

Clerk

Undelivered Mail

Execute DEX / Comments in system

Clerk

DEX Executed

Update Mail Log sheet

Clerk

Mail Log sheet updated

Keep the mail in safe cabinet

Clerk

Reattempt delivery

Title: Confidential Internal Mail
Author: Bashayr Al sharidi
Date: 3/2/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 4/12/2023
Cost Per Second: $,3.5,E-0317

Owner: Edwin Ramos
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

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

NCB Project

	Pickup Mail		Sort mail		Deliver mail	

Customer regular mail pickup

Mail ready for inbound scanning within city & city to city

Pickup Mail

Courier - Priority

Sort mail

Sorter

Mail ready for delivery & outbound scan

Deliver mail

Courier - Priority

Records filed
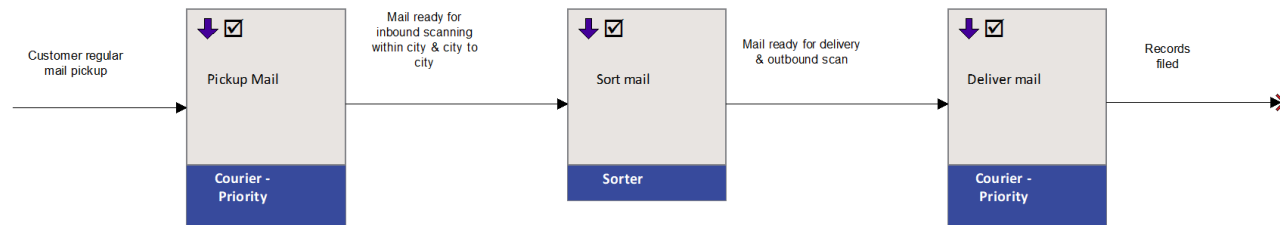
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Author: Edwin Ramos
Date: 10/11/2017
Volume: 0.00 Per Second

Authorization: Authorized
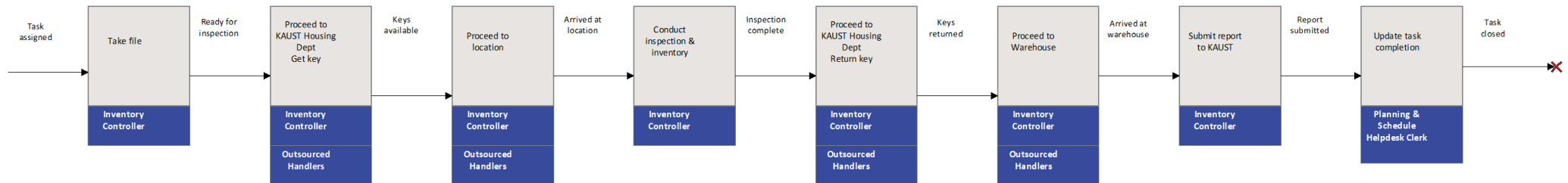Date: 5/28/2018
Cost Per Second: $,3.5,E-0317

Owner: Sohel Ahmed
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

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

Sort Mail

By department &/ branch

Mail ready for sorting

☑ Scan the mail

Clerk
(s) InfinitT

Mail ready for delivery within city

☑ 💬 Sort mail

Sorter

Mail ready for delivery & outbound scan

📎 ☑ Generate delivery sheet

Clerk
(s) InfinitT

Bar code pasted on regular mail

Mail sorted ready for outgoing city to city

to service provider or express company

Third party mail received

Mail ready for inbound scanning within city & city to city

☑ Scan actual AWB of the Express Co./ ...

Clerk

Bar code pasted on postal mail

☑ Register postal mail

Clerk
(s) InfinitT

Postal mail registered

📎 ☑ Generate manifest

Clerk
(s) InfinitT

Mail identified as outbound & third party delivery

☑ 💬 Hand-over mail & manifest

Clerk

Third party express mail

✖

Outgoing postal mail

SMSA Express Mail

Link To: Pickup shipment

Regular mail received

SMSA non-liable

Mail manually sorted ready for delivery

⬇ ☑ Process inbound non-automated mail

Sorter

Title: Sort Mail
Author: Edwin Ramos
Date: 6/9/2010
Volume: 0.00 Per Second

Authorization: Authorized
Date: 5/28/2018
Cost Per Second: $,3.5,E-0317

Owner: Sohel Ahmed
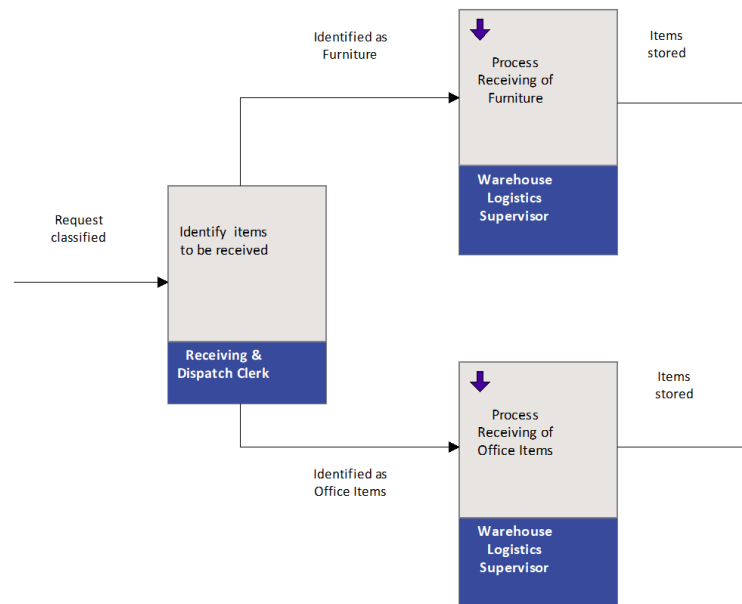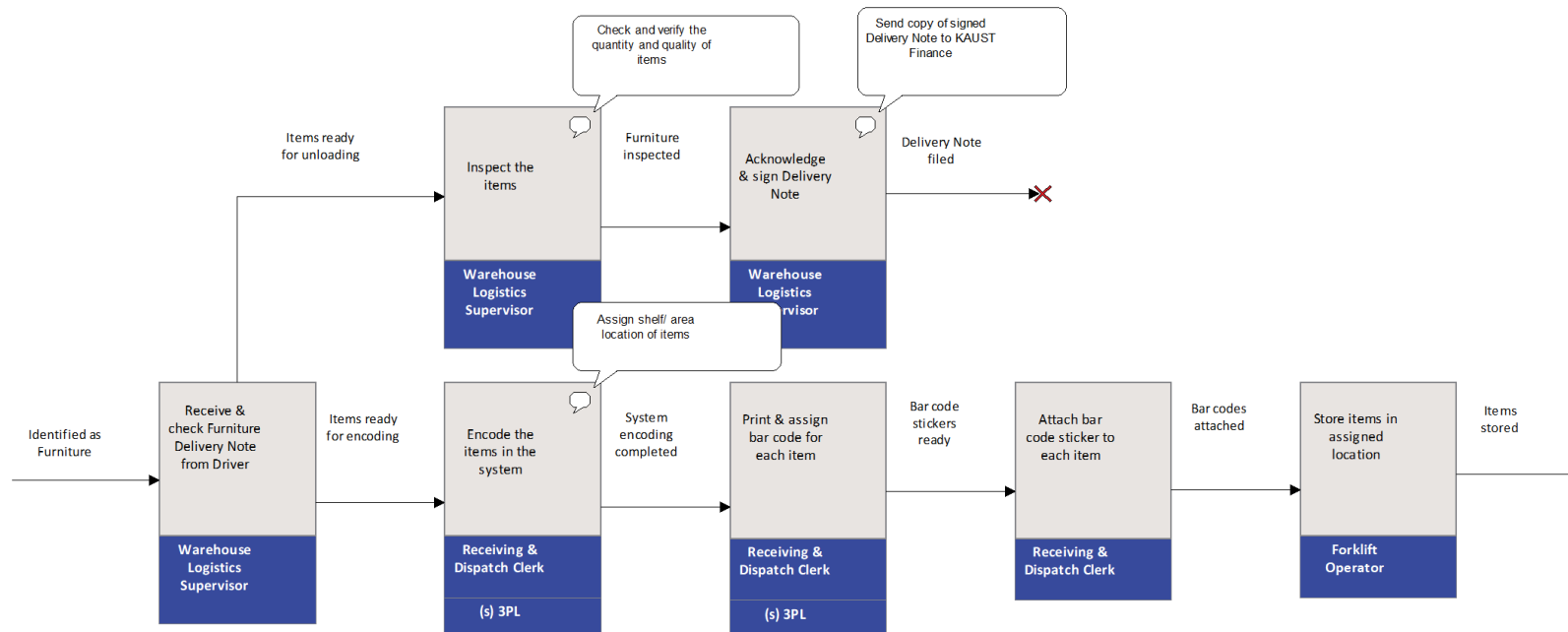Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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

Process Inbound Non-Automated Mail

eg. by department

Regular mail received

Sort mail manually

Sorter

Mail categorized

place mails in sorting bins

Sorter

Mail manually sorted ready for delivery

Title: Process Inbound Non-Automated Mail
Author: Edwin Ramos
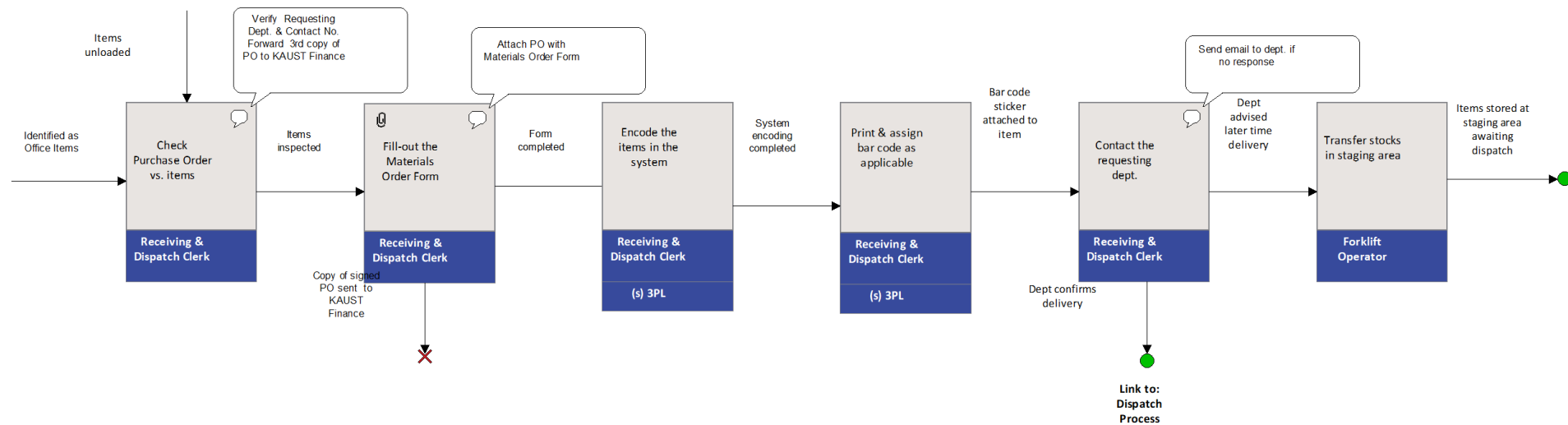Date: 6/9/2010
Volume: 0.00 Per Second

Authorization: Authorized
Date: 5/28/2018
Cost Per Second: $,3.5,E-0317

Owner: Sohel Ahmed
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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

Deliver Mail

Mail ready for delivery & outbound scan

☑ Deliver mail with delivery sheet
Courier MRM

Customer accepts delivery

Return to Mailroom

Drop Mail in the drop box
Courier MRM

☑ Request customer to sign delivery sheet
Courier MRM

Proof of delivery (hard copy)

☑ Return to Mailroom
Courier MRM

Courier back in Mailroom

☑ Hand-over proof of delivery (hard copy) to Clerk
Courier MRM

Automated proof of delivery completed by customer

☑ File proof of delivery
Clerk

Records filed

system need to be updated

☑ Complete proof of delivery
Clerk
(s) InfinitT

System updated

Automated proof of delivery possible

☑ Complete proof of delivery
Customer
(s) InfinitT

Cycle closed

Mail manually sorted ready for delivery

☑ Deliver mail to department / employee
External Courier MRM

Mail delivered

Title: Deliver Mail
Author: Edwin Ramos
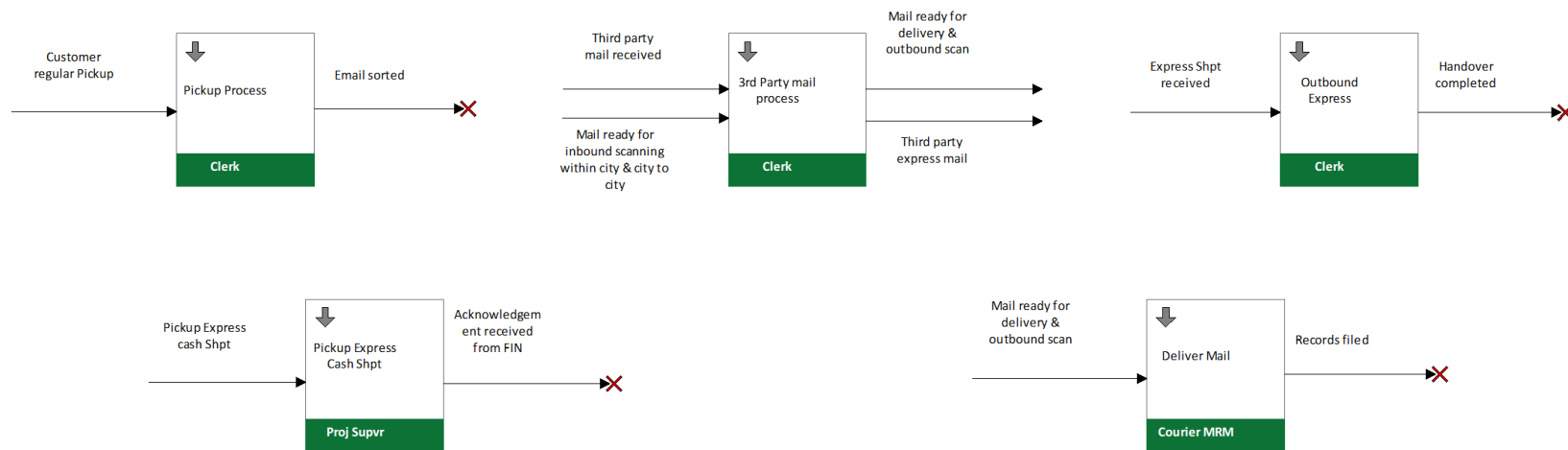Date: 6/9/2010
Volume: 0.00 Per Second

Authorization: Authorized
Date: 5/28/2018
Cost Per Second: $,3.5,E-0317

Owner: Sohel Ahmed
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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

Pickup Mail

Customer regular mail pickup

customer will register/ SMSA

Register mail for pickup

Customer

(s) InfinitT

SMSA notified

Generate manifest

Customer

(s) InfinitT

Mail ready for pickup

Run regular pickup

Courier - Priority

Mail available for pickup, registered

Reconcile mail to manifest

Courier - Priority

Mail delivered to Mailroom

Hand-over mail & manifest to Clerk

Courier - Priority

Mail ready for inbound scanning

Outgoing postal mail

Mail not available

No reconciliation, no pickup

Edit the manifest if required

Title: Pickup Mail
Author: Edwin Ramos
Date: 6/9/2010
Volume: 0.00 Per Second

Authorization: Authorized
Date: 5/28/2018
Cost Per Second: $,3.5,E-0317

Owner: Sohel Ahmed
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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

KAUST Logistics Project

Request from KAUST

Evaluate & distribute the request to concerned department

Classify the request

Planning & Schedule Helpdesk Clerk

Request classified

Process Receiving

Warehouse Logistics Supervisor

Items stored

Process Warehousing

Warehouse Logistics Supervisor

Task closed

Process Logistics

Warehouse Logistics Supervisor

Task closed

Title: KAUST Logistics Project
Author: Edwin Ramos
Date: 12/27/2017
Volume: 0.00 Per Second

Authorization: Authorized
Date: 5/28/2018
Cost Per Second: $,3.5,E-0317

Owner: Sohel Ahmed
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

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

Process Warehousing

Request classified

Allocate the task

Warehouse Logistics Supervisor

Task allocated

Warehouse Inventory

Task closed

Warehouse Logistics Supervisor

Dispatch Movements & Transfers

Task closed

Warehouse Logistics Supervisor

Repairs & Maintenance

Task closed

Warehouse Logistics Supervisor

Disposal of items

Task closed

Warehouse Logistics Supervisor
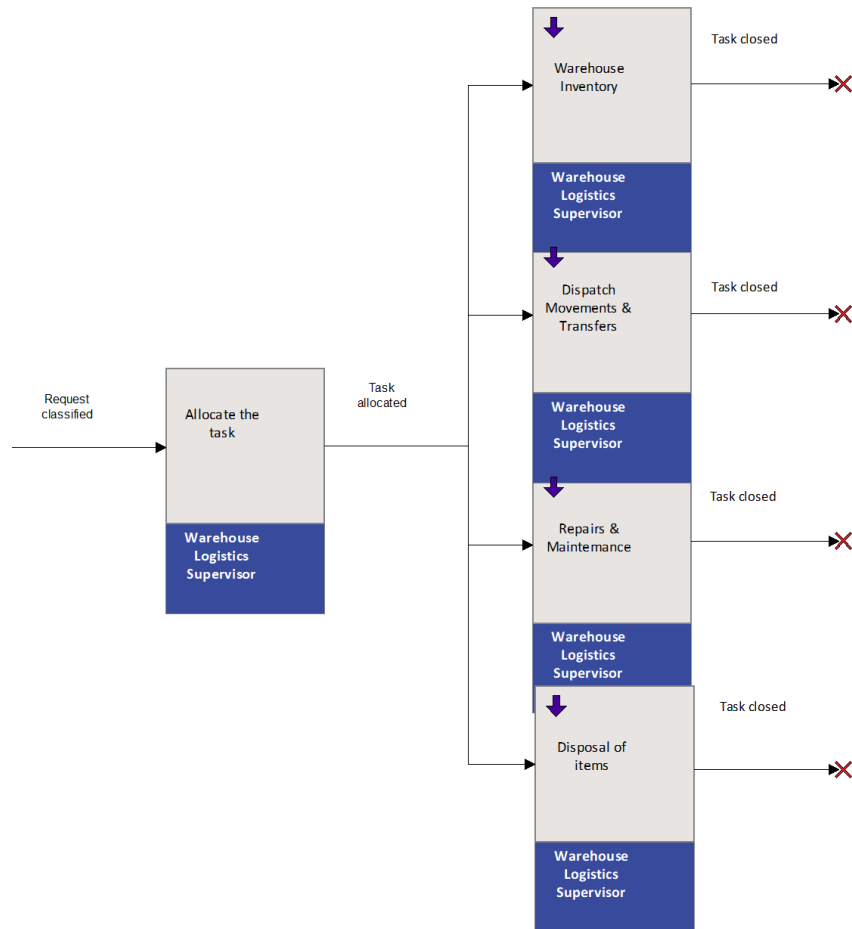
Title: Process Warehousing
Author: Edwin Ramos
Date: 12/27/2017
Volume: 0.00 Per Second

Authorization: Authorized
Date: 5/28/2018
Cost Per Second: $,3.5,E-0317

Owner: Sohel Ahmed
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

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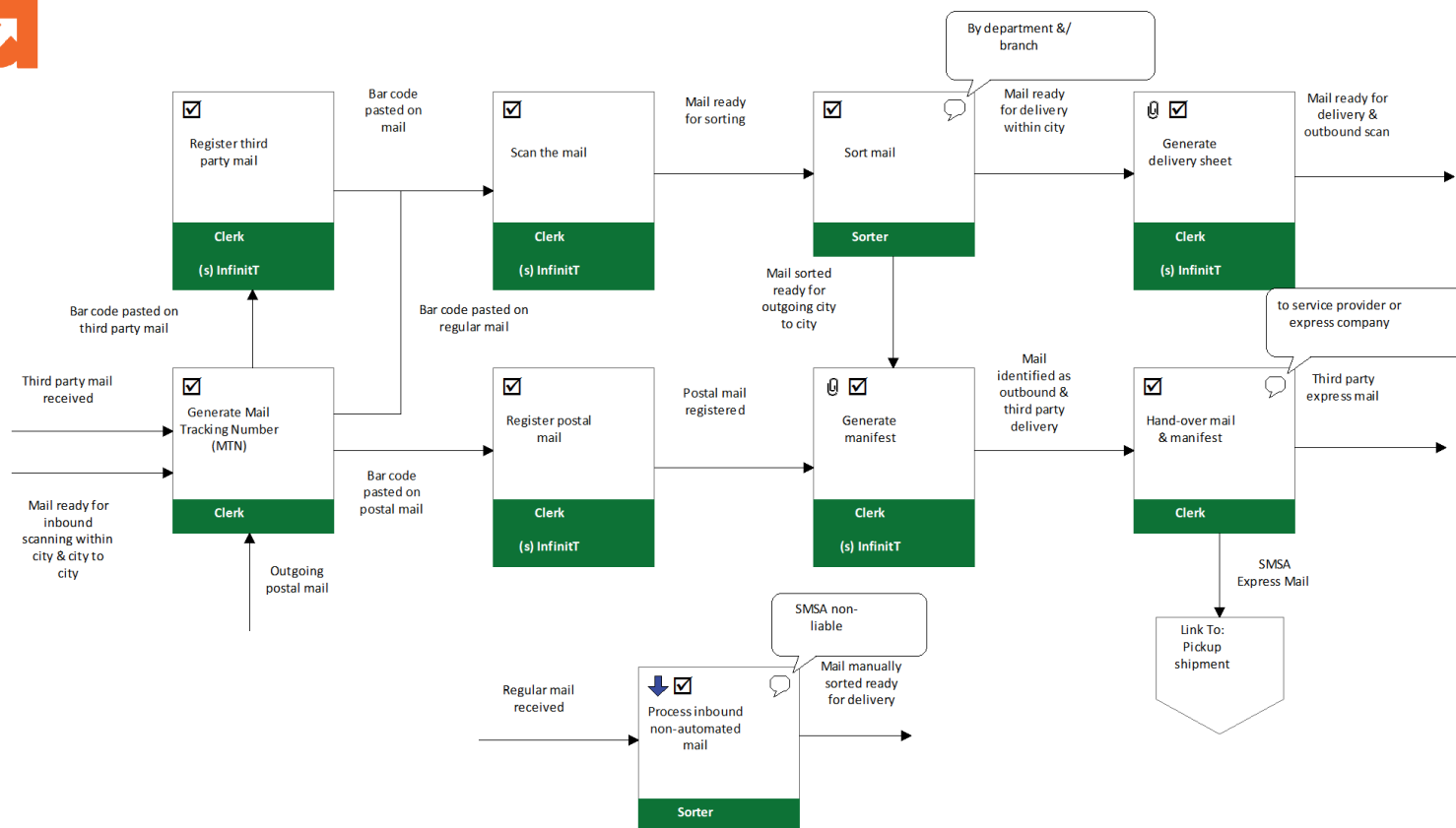○ Change Requests ● Read Only

smsa

Repairs & Maintemance

Task assigned →

Assign task to carpenter
Warehouse Logistics Supervisor

Task acknowledged →

Proceed to KAUST Housing Dept to get key
Carpenter
Truck Driver
Outsourced Handlers

Keys available →

Proceed to location
Carpenter
Truck Driver
Outsourced Handlers

Arrived at location →

Identify and assess the furniture condition
Carpenter

On-site repair only →

Repair furniture on-site
Carpenter

On-site repair completed

Repair in warehouse needed →

Proceed to KAUST Housing Dept to return key
Carpenter
Truck Driver
Outsourced Handlers

Keys returned →

Proceed to Warehouse
Carpenter
Truck Driver
Outsourced Handlers

Arrived at warehouse →

Repair the furniture
Carpenter

Task completed →

Update task completion
Planning & Schedule Helpdesk Clerk

Task closed → ✖

Furniture repaired ↓

Update system
Receiving & Dispatch Clerk
(s) 3PL

System updated →

Assign shelf/ area location
Receiving & Dispatch Clerk

Shelf/ Area location identified →

Store items in assigned location
Forklift Operator

Items stored →
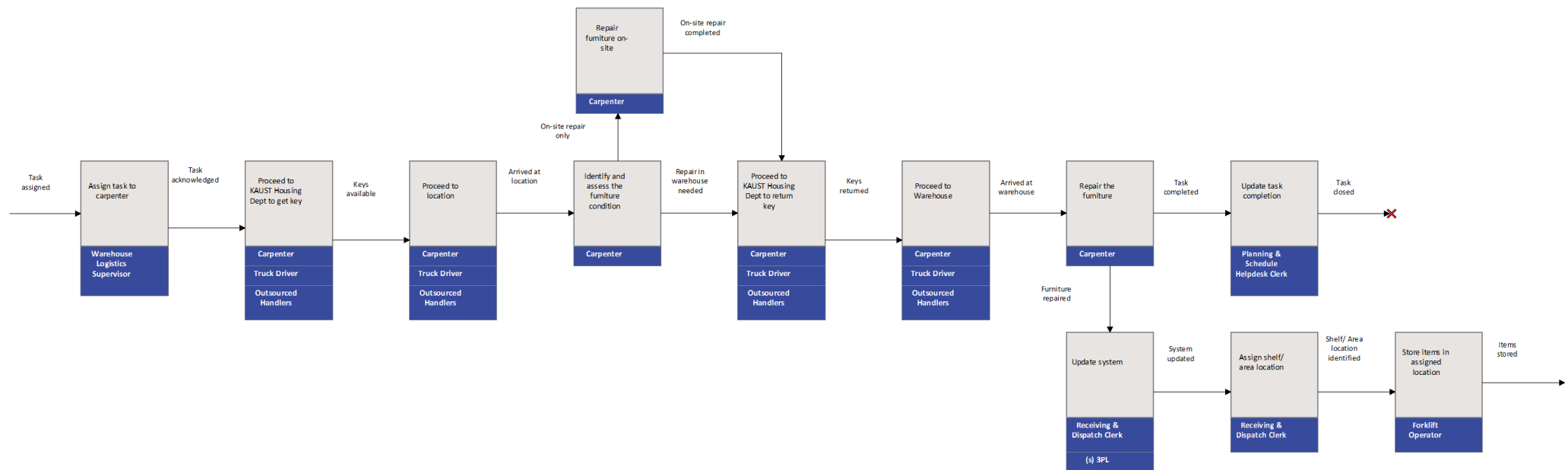
○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Dispatch Movements & Transfers

Items stored at staging area awaiting dispatch

Forward signed SAP Material Document to R & D Clerk for filing.

Dept confirms delivery

Print SAP Materials Document — Warehouse Logistics Supervisor

Document printed

Assign driver & handler for materials delivery — Warehouse Logistics Supervisor / Logistics Support Coordinator

Task assigned

Load materials to truck — Outsourced Handlers

Items ready for delivery

Proceed to client location — Truck Driver

Arrived at location

Request client to sign & receive the items — Truck Driver

Items delivered

Remove Furniture — Logistics Support Coordinator

Task closed

Task allocated

Classify task — Logistics Support Coordinator

Task classified

Transfer Furniture — Logistics Support Coordinator

Task closed

Title: Dispatch Movements & Transfers
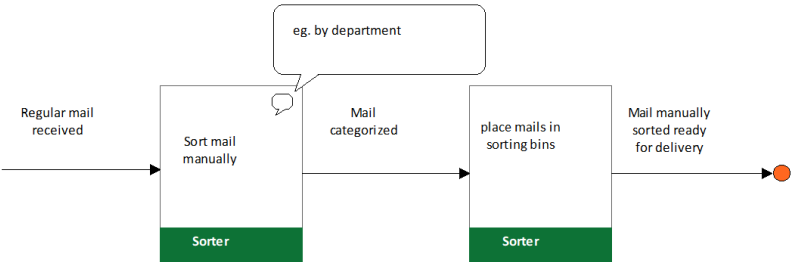Author: Edwin Ramos
Date: 12/28/2017
Volume: 0.00 Per Second

Authorization: Authorized
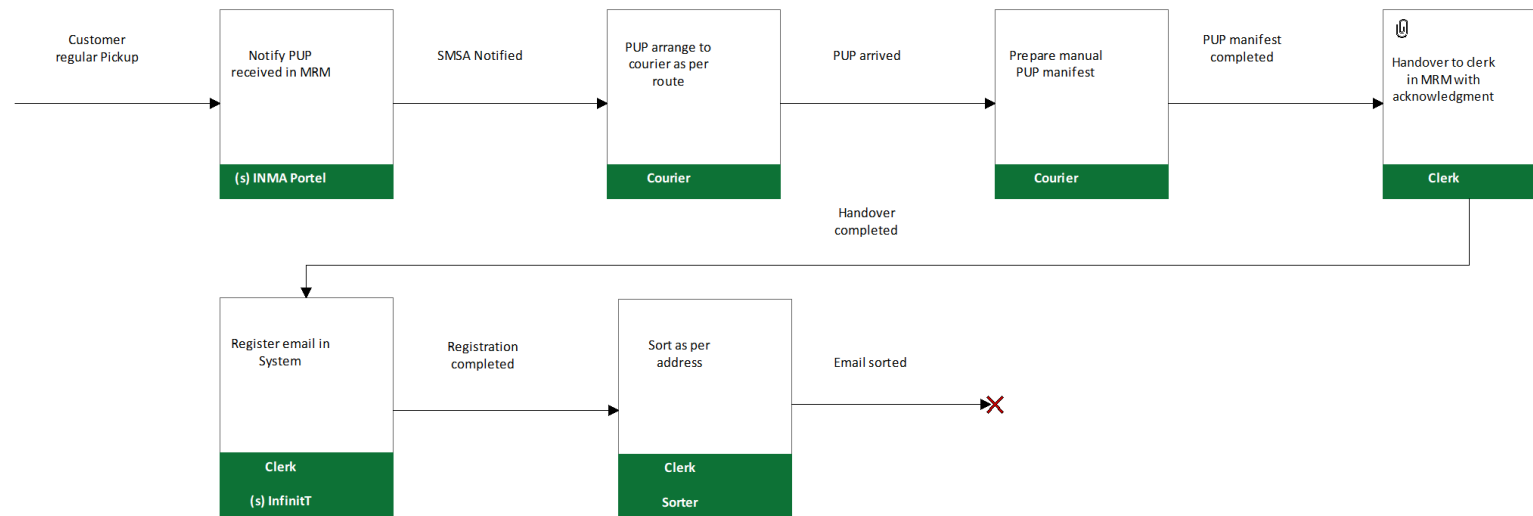Date: 5/28/2018
Cost Per Second: $,3.5,E-0317

Owner: Sohel Ahmed
Diagram Version: 3
Review Date: None
F.T.E.: 0.00

○ Actions
● Change Log
○ Change Requests

○ Feedback
○ Keywords
● Read Only

Transfer Furniture

Task classified →

Assign task to driver & handler — **Logistics Support Coordinator**

Task acknowledged →

Proceed to KAUST Housing Dept to get keys — **Truck Driver / Outsourced Handlers**

Keys available →

Proceed to location — **Truck Driver / Outsourced Handlers**

Arrived at location →

Take the furniture — **Truck Driver / Outsourced Handlers**

Furniture loaded in truck →

Proceed to new location — **Truck Driver / Outsourced Handlers**

Unload furniture from truck →

Move furniture & complete task — **Truck Driver / Outsourced Handlers**

Transfer completed →

Proceed to KAUST Housing Dept to return keys — **Truck Driver / Outsourced Handlers**

Keys returned →

Proceed to Warehouse — **Truck Driver / Outsourced Handlers**

Arrived at warehouse →

Update task completion — **Planning & Schedule Helpdesk Clerk**

Task closed ✖

Title: Transfer Furniture
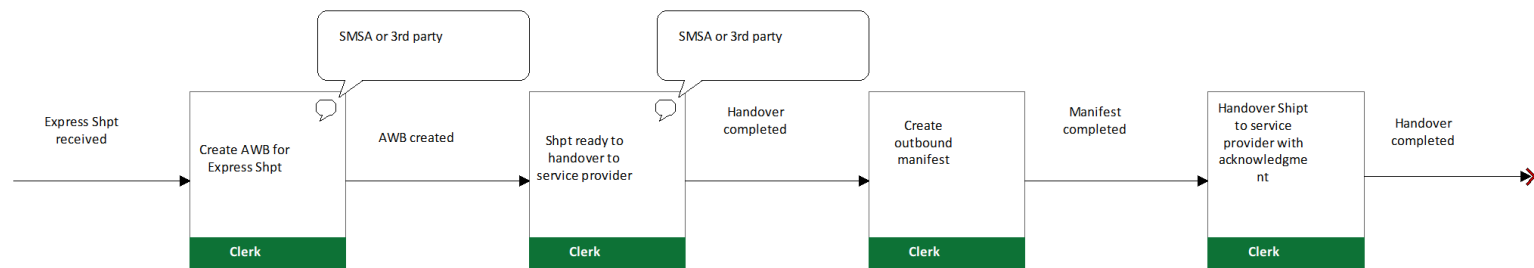Author: Edwin Ramos
Date: 12/31/2017
Volume: 0.00 Per Second

Authorization: Authorized
Date: 5/28/2018
Cost Per Second: $,3.5,E-0317

Owner: Sohel Ahmed
Diagram Version: 3
Review Date: None
F.T.E.: 0.00

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

Remove Furniture

Task classified → **Assign task to driver & handler** (Logistics Support Coordinator) → Task acknowledged → **Proceed to KAUST Housing Dept to get key** (Truck Driver / Outsourced Handlers) → Keys available → **Proceed to location** (Truck Driver / Outsourced Handlers) → Arrived at location → **Remove furniture** (Truck Driver / Outsourced Handlers) → Furniture loaded in truck → **Proceed to KAUST Housing Dept to return keys** (Truck Driver / Outsourced Handlers) → Keys returned → **Proceed to Warehouse** (Truck Driver / Outsourced Handlers)

Furniture unloaded from truck → **Update the system & assign shelf/ area location** (Receiving & Dispatch Clerk / (s) 3PL) → System updated → **Update task completion** (Planning & Schedule Helpdesk Clerk) → Task closed

Shelf/ area location assigned → **Store items in assigned location** (Forklift Operator) → Items stored

Title: Remove Furniture
Author: Edwin Ramos
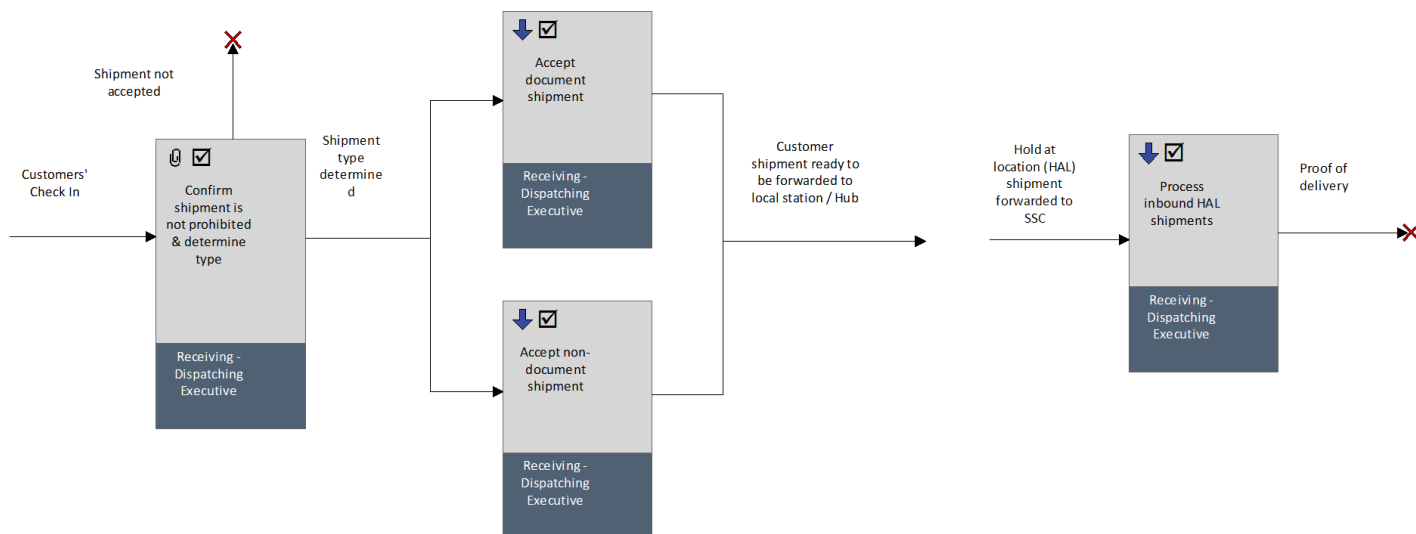Date: 12/31/2017
Volume: 0.00 Per Second

Authorization: Authorized
Date: 5/28/2018
Cost Per Second: $,3.5,E-0317

Owner: Sohel Ahmed
Diagram Version: 3
Review Date: None
F.T.E.:   0.00

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

Warehouse Inventory

Weekly Inventory for SoftPack
Monthly Inventory for Furniture

Task allocated

Print Inventory Report

Receiving & Dispatch Clerk

(s) 3PL

Inventory Report ready

Conduct physical count of items

Receiving & Dispatch Clerk

Physical count completed

Update system

Receiving & Dispatch Clerk

(s) 3PL

No discrepancy identified

File Inventory records

Receiving & Dispatch Clerk

Task closed

Discrepancy identified

Notify Supervisor & Manager thru email

Receiving & Dispatch Clerk

Email sent

Take action & reconcile discrepancy

Service Manager

Discrepancy resolved

Discrepancy unresolved

Notify KAUST Material Management Dept of the discrepancy

Service Manager

KAUST notified

Title: Warehouse Inventory
Author: Edwin Ramos
Date: 12/28/2017
Volume: 0.00 Per Second

Authorization: Authorized
Date: 5/28/2018
Cost Per Second: $,3.5,E-0317

Owner: Sohel Ahmed
Diagram Version: 3
Review Date: None
F.T.E.: 0.00

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

Disposal of Items

Email approval from KAUST Material Management Dept is required if disposal request is directly coming from client/ end-user

Task allocated

Assign the task to driver & handler	Task acknowledged	Proceed to Housing Dept to get keys	Keys available	Proceed to location	Arrived at location	Take the items for diposal	Items loaded in truck	Proceed to Housing Dept return keys
Warehouse Logistics Supervisor		Truck Driver / Outsourced Handlers		Truck Driver / Outsourced Handlers		Truck Driver / Outsourced Handlers		Truck Driver / Outsourced Handlers

Keys returned

Proceed to Warehouse	Arrived at warehouse	Unload the items	Items unloaded	Store items in disposal area	Items awaiting disposal	Update 3PL & print list for disposal	Task closed
Truck Driver / Outsourced Handlers		Truck Driver / Outsourced Handlers		Forklift Operator / Outsourced Handlers		Receiving & Dispatch Clerk	

System updated

Prepare gate pass	Gate Pass ready	Handover List & gate pass to WH Log Supvr	Items ready for disposal	Coordinate with Averda	Acknowledged by Averda	Hand-over items for disposal to Averda	Disposal Hand-over complete
Planning & Schedule Helpdesk Clerk		Planning & Schedule Helpdesk Clerk		Warehouse Logistics Supervisor		Warehouse Logistics Supervisor	

Title: Disposal of Items
Author: Edwin Ramos
Date: 12/28/2017
Volume: 0.00 Per Second

Authorization: Authorized
Date: 5/28/2018
Cost Per Second: $,3.5,E-0317

Owner: Sohel Ahmed
Diagram Version: 3
Review Date: None
F.T.E.: 0.00

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

Process Logistics

Request classified

Assign task

Warehouse Logistics Supervisor

Task assigned

Conduct on-site inspection & inventory

Warehouse Logistics Supervisor

Task closed

Conduct pre-departure inspection

Warehouse Logistics Supervisor

Task closed

Title: Process Logistics
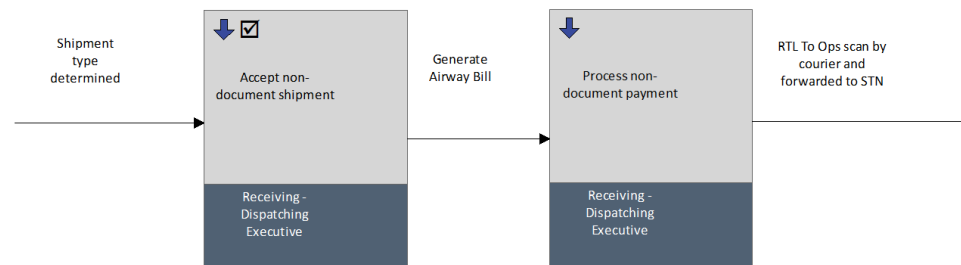Author: Edwin Ramos
Date: 12/27/2017
Volume: 0.00 Per Second

Authorization: Authorized
Date: 5/28/2018
Cost Per Second: $,3.5,E-0317

Owner: Sohel Ahmed
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

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

Conduct Pre-departure Inspection

Task assigned	Take file	Ready for inspection	Proceed to location	Arrived at location	Conduct inspection & inventory	Inspection complete	Proceed to Warehouse	Arrived at warehouse	Submit report to KAUST	Report submitted	Update task completion	Task closed

Take file — Inventory Controller

Proceed to location — Inventory Controller / Outsourced Handlers

Conduct inspection & inventory — Inventory Controller

Proceed to Warehouse — Inventory Controller / Outsourced Handlers

Submit report to KAUST — Inventory Controller

Update task completion — Planning & Schedule Helpdesk Clerk

Title: Conduct Pre-departure Inspection
Author: Edwin Ramos
Date: 12/31/2017
Volume: 0.00 Per Second

Authorization: Authorized
Date: 5/28/2018
Cost Per Second: $,3.5,E-0317

Owner: Sohel Ahmed
Diagram Version: 3
Review Date: None
F.T.E.: 0.00

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

Conduct On-site Inspection & Inventory

Task assigned		
Take file		
Inventory Controller		

Ready for inspection

Proceed to KAUST Housing Dept Get key		
Inventory Controller		
Outsourced Handlers		

Keys available

Proceed to location		
Inventory Controller		
Outsourced Handlers		

Arrived at location

Conduct inspection & inventory		
Inventory Controller		

Inspection complete

Proceed to KAUST Housing Dept Return key		
Inventory Controller		
Outsourced Handlers		

Keys returned

Proceed to Warehouse		
Inventory Controller		
Outsourced Handlers		

Arrived at warehouse

Submit report to KAUST		
Inventory Controller		

Report submitted

Update task completion		
Planning & Schedule Helpdesk Clerk		

Task closed

Title: Conduct On-site Inspection & Inventory
Author: Edwin Ramos
Date: 12/31/2017
Volume: 0.00 Per Second

Authorization: Authorized
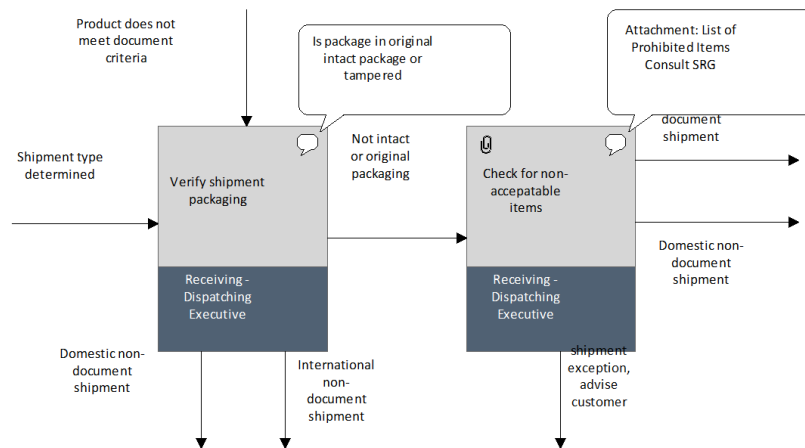Date: 5/28/2018
Cost Per Second: $,3.5,E-0317

Owner: Sohel Ahmed
Diagram Version: 3
Review Date: None
F.T.E.: 0.00

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

SMSG

Process Receiving

Request classified →

Identify items to be received

Receiving & Dispatch Clerk

Identified as Furniture

Process Receiving of Furniture

Warehouse Logistics Supervisor

Items stored →

Identified as Office Items

Process Receiving of Office Items

Warehouse Logistics Supervisor

Items stored →

Title: Process Receiving
Author: Edwin Ramos
Date: 12/27/2017
Volume: 0.00 Per Second

Authorization: Authorized
Date: 5/28/2018
Cost Per Second: $,3.5,E-0317

Owner: Sohel Ahmed
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

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

Receiving of Furniture

Title: Receiving of Furniture
Author: Edwin Ramos
Date: 12/28/2017
Volume: 0.00 Per Second

Authorization: Authorized
Date: 5/28/2018
Cost Per Second: $,3.5,E-0317

Owner: Sohel Ahmed
Diagram Version: 3
Review Date: None
F.T.E.: 0.00

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

Receiving Office Items

INMA Bank Process

Customer regular Pickup → **Pickup Process** (Clerk) → Email sorted ✖

Third party mail received / Mail ready for inbound scanning within city & city to city → **3rd Party mail process** (Clerk) → Mail ready for delivery & outbound scan / Third party express mail

Express Shpt received → **Outbound Express** (Clerk) → Handover completed ✖

Pickup Express cash Shpt → **Pickup Express Cash Shpt** (Proj Supvr) → Acknowledgement received from FIN ✖

Mail ready for delivery & outbound scan → **Deliver Mail** (Courier MRM) → Records filed ✖

Title: INMA Bank Process
Author: Bashayr Al sharidi
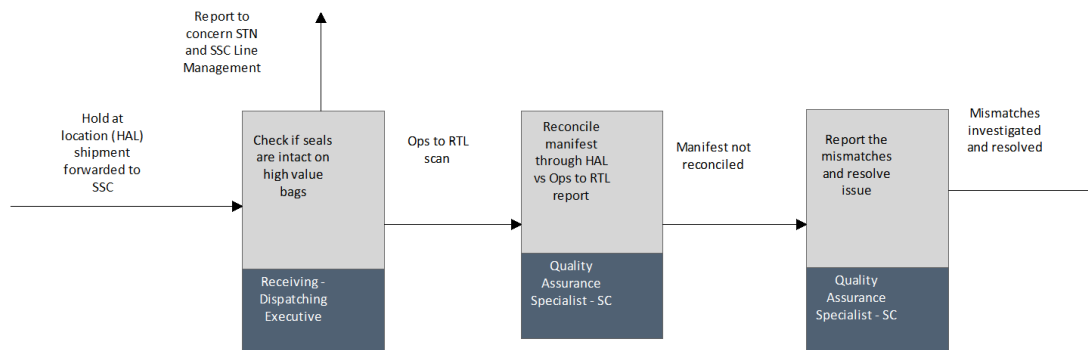Date: 11/20/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 11/20/2023
Cost Per Second: $,3.5,E-0317

Owner: Sohel Ahmed
Diagram Version: 3
Review Date: None
F.T.E.: 0.00

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

Pickup Express cash shpt

Verify PPWK required as per PUP policy

Create AWB upon pickup

Courier MRM

AWP created

As per project rates

Apply preferential rates

Courier MRM

Cash collected / POS transaction

Remit cash to Supvr

Clerk

*Same day

Cash collected / POS transaction

Prepare Cash Submission Form with all

...

Proj Supvr

Cash submission form prepared

Submit Cash to FIN bi-weekly

Proj Supvr

Acknowledge ment received from FIN

Title:
Author: Bashayr Al sharidi
Date: 11/20/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 11/20/2023
Cost Per Second: $,3.5,E-0317

Owner: Sohel Ahmed
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

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

Mail ready for delivery & outbound scan

Internal & External mail / 3rd party mail

Deliver mail with delivery sheet

Courier MRM

Customer accepts delivery

Return to Mailroom

Request customer to sign delivery sheet

Courier MRM

Proof of delivery (hard copy)

Return to Mailroom

Courier MRM

Courier back in Mailroom

Hand-over proof of delivery (hard copy) to Clerk

Courier MRM

System entry by clerk

File proof of delivery

Clerk

Records filed

system need to be updated

Complete proof of delivery

Clerk

(s) InfinitT

System updated

Title:
Author: Bashayr Al sharidi
Date: 11/20/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 11/20/2023
Cost Per Second: $,3.5,E-0317

Owner: Bashayr Al sharidi
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

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

Title:
Author: Bashayr Al sharidi
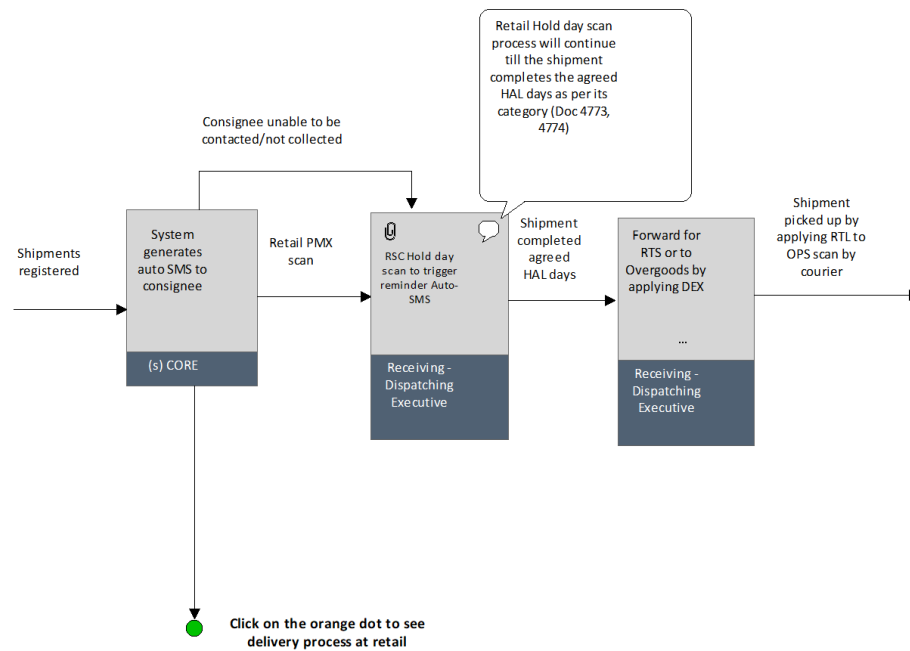Date: 11/20/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 11/20/2023
Cost Per Second: $,3.5,E-0317

Owner: Bashayr Al sharidi
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

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

SMSA

Process Inbound Non-Automated Mail

eg. by department

Regular mail received

Sort mail manually

Sorter

Mail categorized

place mails in sorting bins

Sorter

Mail manually sorted ready for delivery

Title: Process Inbound Non-Automated Mail
Author: Edwin Ramos
Date: 6/9/2010
Volume: 0.00 Per Second

Authorization: Authorized
Date: 11/20/2023
Cost Per Second: $,3.5,E-0317

Owner: Sohel Ahmed
Diagram Version: 5
Review Date: None
F.T.E.: 0.00

○ Actions
● Change Log
○ Change Requests

○ Feedback
● Keywords
● Read Only

Pickup Process

Customer regular Pickup

Notify PUP received in MRM
(s) INMA Portel

SMSA Notified

PUP arrange to courier as per route
Courier

PUP arrived

Prepare manual PUP manifest
Courier

PUP manifest completed

Handover to derk in MRM with acknowledgment
Clerk

Handover completed

Register email in System
Clerk
(s) InfinitT

Registration completed

Sort as per address
Clerk
Sorter

Email sorted

✖

Title: Pickup Process
Author: Bashayr Al sharidi
Date: 11/20/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 11/20/2023
Cost Per Second: $,3.5,E-0317

Owner: Sohel Ahmed
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

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

Outbound Express

Express Shpt received

| SMSA or 3rd party |
| Create AWB for Express Shpt |
| Clerk |

AWB created

| SMSA or 3rd party |
| Shpt ready to handover to service provider |
| Clerk |

Handover completed

| Create outbound manifest |
| Clerk |

Manifest completed

| Handover Shipt to service provider with acknowledgment |
| Clerk |

Handover completed

Title: Outbound Express
Author: Bashayr Al sharidi
Date: 11/20/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 11/20/2023
Cost Per Second: $,3.5,E-0317

Owner: Bashayr Al sharidi
Diagram Version: 2
Review Date: None
F.T.E.:   0.00

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

KSA - SMSA Service Center Department

Shipment not accepted

Customers' Check In

Confirm shipment is not prohibited & determine type

Receiving - Dispatching Executive

Shipment type determined

Accept document shipment

Receiving - Dispatching Executive

Accept non-document shipment

Receiving - Dispatching Executive

Customer shipment ready to be forwarded to local station / Hub

Hold at location (HAL) shipment forwarded to SSC

Process inbound HAL shipments

Receiving - Dispatching Executive

Proof of delivery

Accept Document Shipment

Shipment type determined

Accept document shipment

Receiving - Dispatching Executive

Generate Airway bill

Process document payment

Receiving - Dispatching Executive

Shipments forwarded to station by getting RTL To Ops scan by the courier.

Title: Accept Document Shipment
Author: Marwan Siddiq (Deleted)
Date: 5/23/2010
Volume: 0.00 Per Second

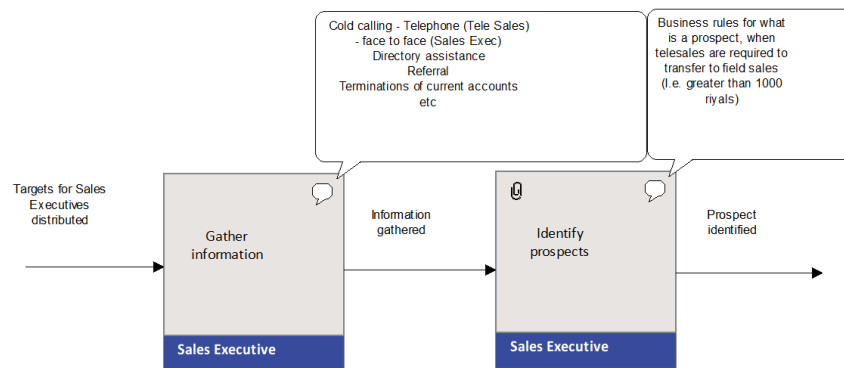Authorization: Authorized
Date: 6/6/2021
Cost Per Second: $,3.5,E-0317

Owner: Bader Farhan
Diagram Version: 6
Review Date: None
F.T.E.: 0.00

○ Actions
● Change Log
○ Change Requests

○ Feedback
● Keywords
● Read Only

Accept Document Shipment

Non Document, Verify Product Type

Commodity does not meet document criteria

Shipment not accepted

Shipment type determined

Verify document commodity type

International document shipment

Accept shipment

Generate AWB and forward the shipment to STN

Receiving - Dispatching Executive

Receiving - Dispatching Executive

High value shipment

Process high value shipment

HV Tag is recorded on the AWB

Receiving - Dispatching Executive

Title: Accept Document Shipment
Author: Marwan Siddiq (Deleted)
Date: 5/25/2010
Volume: 0.00 Per Second

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

Owner: Bader Farhan
Diagram Version: 5
Review Date: None
F.T.E.: 0.00

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

Process Document Payment

Shipment not accepted

Collect card payment

Receiving - Dispatching Executive

Card payment collected receipt issued

Process card payment

Customer confirms the shipping

Determine if shipment is credit account, COD, cash or card payment

Receiving - Dispatching Executive

Credit account payment

Check the account status

Receiving - Dispatching Executive

Inactive account shipment not accepted

Active account

Accept shipment from customer

Receiving - Dispatching Executive

RTL To Ops scan by courier and forwarded to STN

COD payment

Cash payment

Payments submitted to Cashier

Collect cash payment

Receiving - Dispatching Executive

Cash collected receipt issued

Non payment shipment not accepted

Title: Process Document Payment
Author: Marwan Siddiq (Deleted)
Date: 5/25/2010
Volume: 0.00 Per Second

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

Owner: Bader Farhan
Diagram Version: 5
Review Date: None
F.T.E.: 0.00

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

Accept Non-Document Shipment

Shipment type determined

Accept non-document shipment

Receiving - Dispatching Executive

Generate Airway Bill

Process non-document payment

Receiving - Dispatching Executive

RTL To Ops scan by courier and forwarded to STN

Title: Accept Non-Document Shipment
Author: Marwan Siddiq (Deleted)
Date: 5/23/2010
Volume: 0.00 Per Second

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

Owner: Bader Farhan
Diagram Version: 6
Review Date: None
F.T.E.: 0.00

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

Accept Non-Document Shipment

Shipment type determined

Verify non document commodity type
Receiving - Dispatching Executive

Non-document IP or DOM shipment

High value shipment

Process high value shipment
Receiving - Dispatching Executive

Record the HV Tag number on the AWB

Shipment not accepted

Ensure required paperwork per destination (Service reference guide (SRG)) Attach: Airwaybill Completion Policy

Accept shipment
Receiving - Dispatching Executive

Shipment qualified for acceptance

Documentation: Indemnity form, Insurance, Commercial invoices, ID copies etc.

Completing documentation required and generate AWB
Receiving - Dispatching Executive

RTL To Ops scan by courier and forwarded to STN

Title:	Accept Non-Document Shipment
Author:	Marwan Siddiq (Deleted)
Date:	5/25/2010
Volume:	0.00 Per Second

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

Owner:	Bader Farhan
Diagram Version:	5
Review Date:	None
F.T.E.:	0.00

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

SMSA

Verify Non Document Product Type

Product does not meet document criteria

Is package in original intact package or tampered

Attachment: List of Prohibited Items Consult SRG

document shipment

Shipment type determined

Not intact or original packaging

Verify shipment packaging

Check for non-acceptable items

Receiving - Dispatching Executive

Receiving - Dispatching Executive

Domestic non-document shipment

Domestic non-document shipment

International non-document shipment

shipment exception, advise customer

Process Non-Document Payment

Shipment not accepted

Card payment collected receipt issued

Collect card payment

Receiving - Dispatching Executive

Process card payment

Inactive account shipment not accepted

Check the account status

Active account

Accept shipment from customer

Receiving - Dispatching Executive

RTL To Ops scan by courier and forwarded to STN

Customer confirms the shipping

Determine if shipment is credit account, COD, cash or card payment

Receiving - Dispatching Executive

Credit account payment

Receiving - Dispatching Executive

COD payment

Cash payment

Payments submitted to Cashier

Cash collected receipt issued

Collect cash payment

Receiving - Dispatching Executive

Non payment shipment not accepted

Title: Process Non-Document Payment
Author: Marwan Siddiq (Deleted)
Date: 5/25/2010
Volume: 0.00 Per Second

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

Owner: Bader Farhan
Diagram Version: 5
Review Date: None
F.T.E.: 0.00

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

Process inbound HAL shipments

- No courier is allowed to drop any shipment directly to any Services center
- SSC should not accept HAL shipment(s) unless there is a HAL manifest scan
- Any exceptional request, courier needs to inform his Manager/Supervisor to send email to SSC for receiving the shipment

Advise station/ hub of shortage/ overage thru email

Hold at location (HAL) shipment forwarded to SSC

Accept HAL shipments through Ops To RTL scan	Retail IN (RTI Scan) and registering	Daily notifications and handling	Hand over shipment to customer
...	...	...	...
Receiving - Dispatching Executive	Receiving - Dispatching Executive	Receiving - Dispatching Executive	Receiving - Dispatching Executive

Shipments received at SSC

Shipments registered

Customers come to receive shipments

Proof of delivery

Title: Process inbound HAL shipments
Author: Edwin Ramos
Date: 5/25/2017
Volume: 0.00 Per Second

Authorization: Authorized
Date: 6/6/2021
Cost Per Second: $,3.5,E-0317
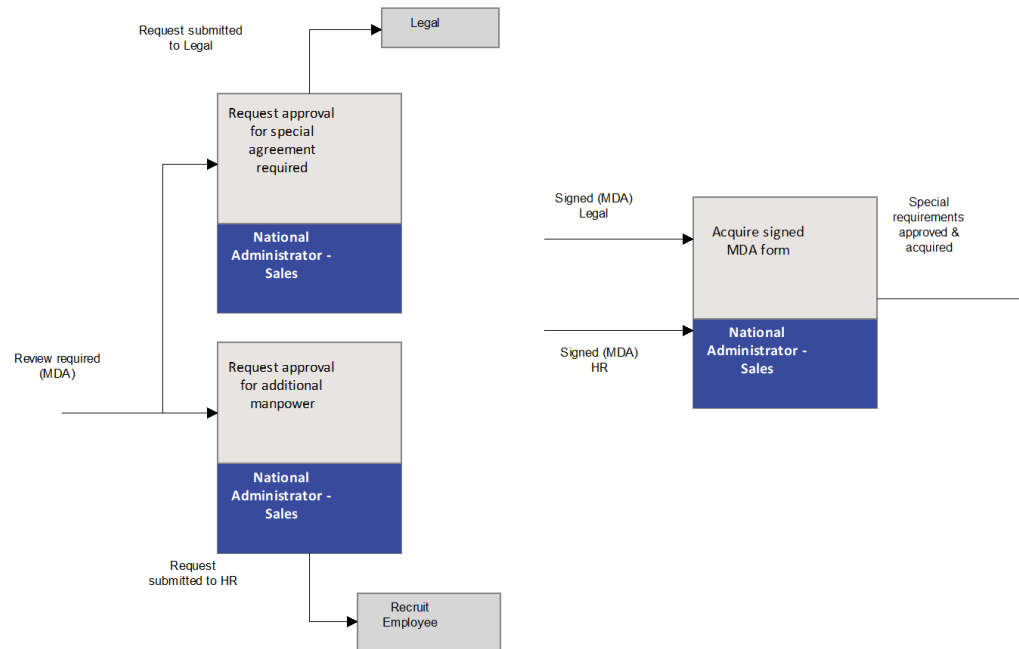
Owner: Bader Farhan
Diagram Version: 4
Review Date: None
F.T.E.: 0.00

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

Accept HAL shipments through OPS to RTL scan

Report to
concern STN
and SSC Line
Management

Hold at
location (HAL)
shipment
forwarded to
SSC

| Check if seals are intact on high value bags | Ops to RTL scan | Reconcile manifest through HAL vs Ops to RTL report | Manifest not reconciled | Report the mismatches and resolve issue | Mismatches investigated and resolved |

Receiving - Dispatching Executive

Quality Assurance Specialist - SC

Quality Assurance Specialist - SC

Title: Accept HAL shipments through OPS to RTL scan
Author: Marwan Siddiq (Deleted)   Authorization: Authorized
Date: 5/25/2010   Date: 6/6/2021
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Bader Farhan
Diagram Version: 7
Review Date: None
F.T.E.: 0.00

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

Hand-over Shipment to Customer
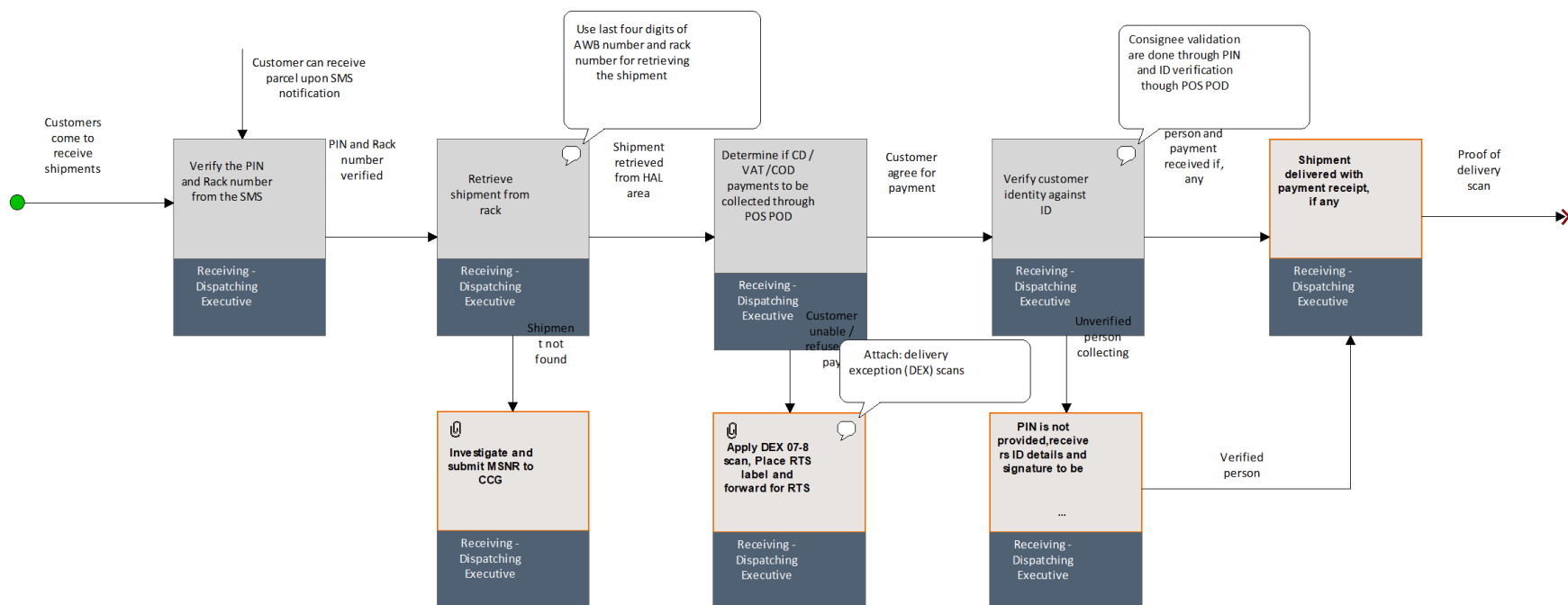
Title: Hand-over Shipment to Customer
Author: Marwan Siddiq (Deleted)
Date: 5/25/2010
Volume: 0.00 Per Second

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

Owner: Bader Farhan
Diagram Version: 7
Review Date: None
F.T.E.: 0.00

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

SMSA

Daily notifications and handling overdue shipments

Retail Hold day scan process will continue till the shipment completes the agreed HAL days as per its category (Doc 4773, 4774)

Consignee unable to be contacted/not collected

Shipments registered

System generates auto SMS to consignee

(s) CORE

Retail PMX scan

RSC Hold day scan to trigger reminder Auto-SMS

Receiving - Dispatching Executive

Shipment completed agreed HAL days

Forward for RTS or to Overgoods by applying DEX
...

Receiving - Dispatching Executive

Shipment picked up by applying RTL to OPS scan by courier

Click on the orange dot to see delivery process at retail

Title: Daily notifications and handling overdue shipments
Author: Marwan Siddiq (Deleted)
Date: 6/28/2011
Volume: 0.00 Per Second

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

Owner: Bader Farhan
Diagram Version: 8
Review Date: None
F.T.E.: 0.00

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

KSA - Sales Department

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

Business strategic objectives

Compile Sales Strategy

National Manager - Sales

(s) Excel

Sales plan

Implement sales plan

Targets for Sales Executives distributed

National Manager - Sales

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

...perations

...tional ...r - Sales

Customer able to request services

generated

Monitor sales plan

National Manager - Sales

(s) Excel

Proposals rejected

Actual vs plan

Operational problems identified

Management Review (see attached document)

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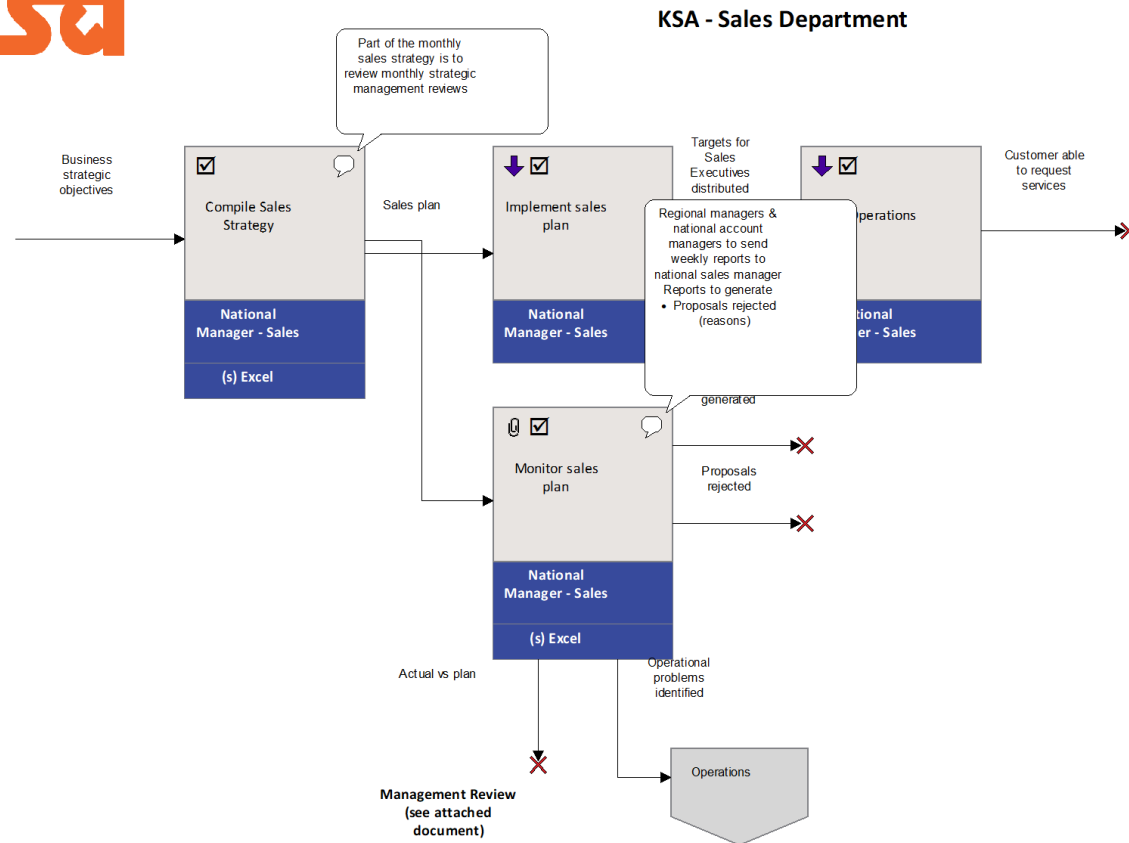
○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

Sales Operations

Targets for Sales
Executives
distributed

⬇ ☑

Open account

**Regional
Manager - Sales**

Customer
account active

⬇ ☑

Manage
customer account

**Regional
Manager - Sales**

Sales
objectives
achieved

Customer able
to request
services
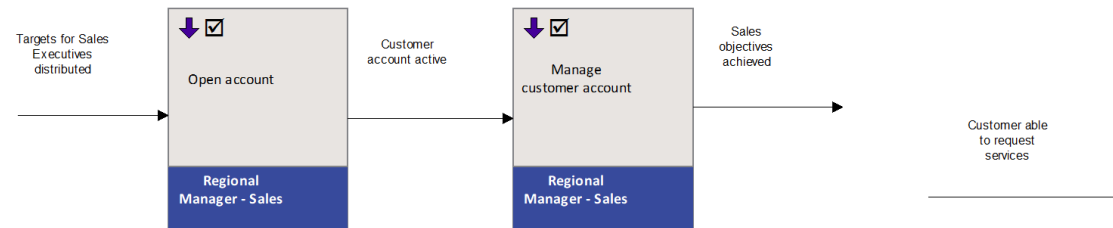
Title: Sales Operations
Author: Edwin Ramos
Date: 5/25/2017
Volume: 0.00 Per Second

Authorization: Authorized
Date: 5/28/2018
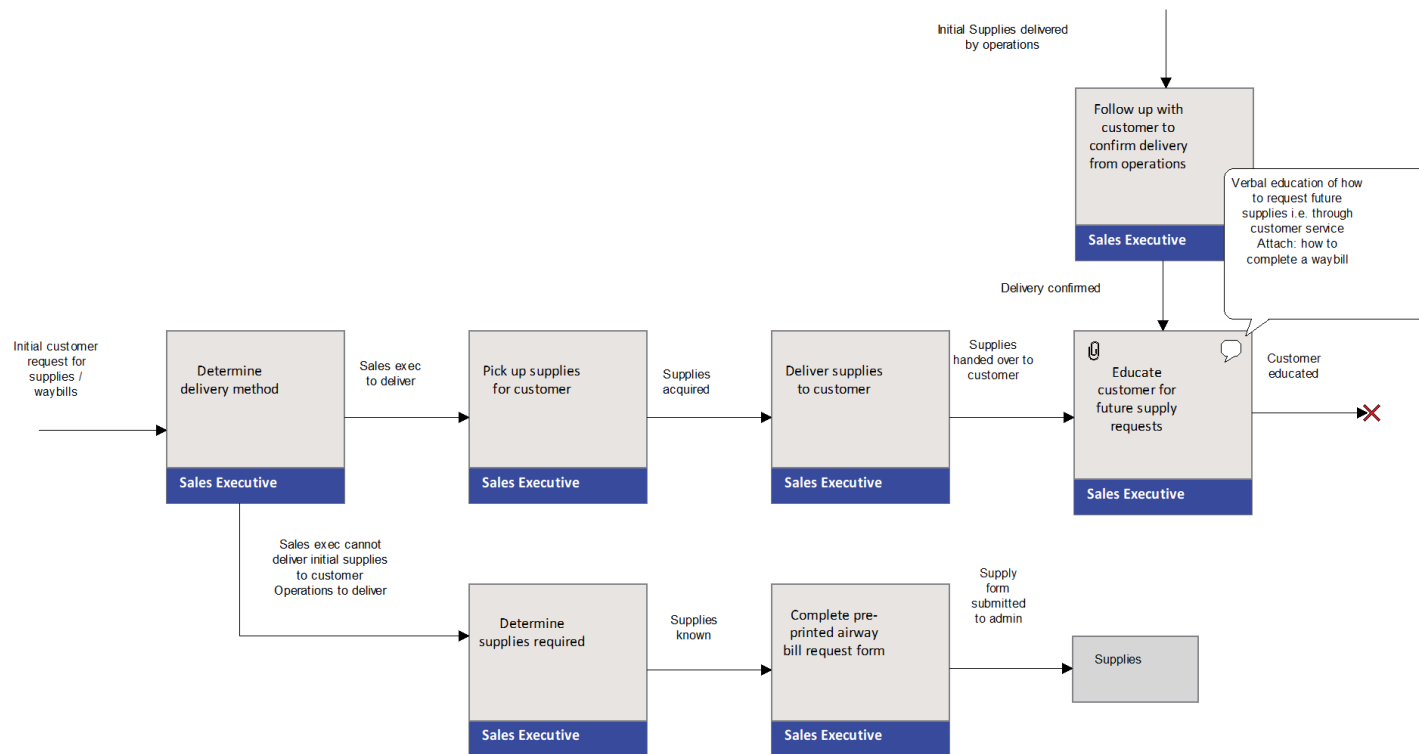Cost Per Second: $,3.5,E-0317

Owner: Mohannad M.S. Khayyat
Diagram Version: 3
Review Date: 9/4/2024
F.T.E.: 0.00

○ Actions
● Change Log
○ Change Requests

○ Feedback
○ Keywords
● Read Only

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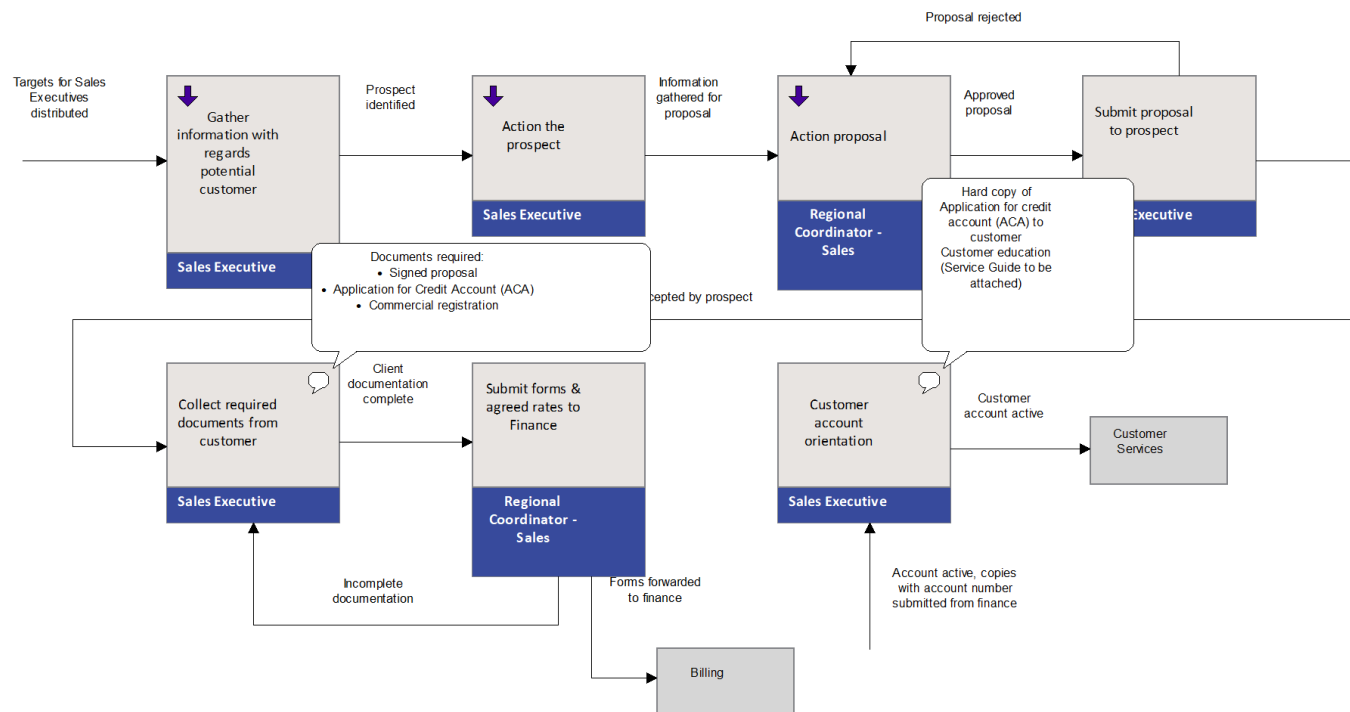
Title: Open Account
Author: Edwin Ramos
Date: 5/22/2010
Volume: 0.00 Per Second

Authorization: Authorized
Date: 5/28/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohannad M.S. Khayyat
Diagram Version: 3
Review Date: 9/4/2024
F.T.E.: 0.00

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

Gather Information with Regards Potential Customer

Cold calling - Telephone (Tele Sales)
- face to face (Sales Exec)
Directory assistance
Referral
Terminations of current accounts
etc

Business rules for what is a prospect, when telesales are required to transfer to field sales (i.e. greater than 1000 riyals)

Targets for Sales Executives distributed

Gather information

Sales Executive

Information gathered

Identify prospects

Sales Executive

Prospect identified

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

Authorization: Authorized
Date: 5/28/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohannad M.S. Khayyat
Diagram Version: 3
Review Date: 9/4/2024
F.T.E.: 0.00
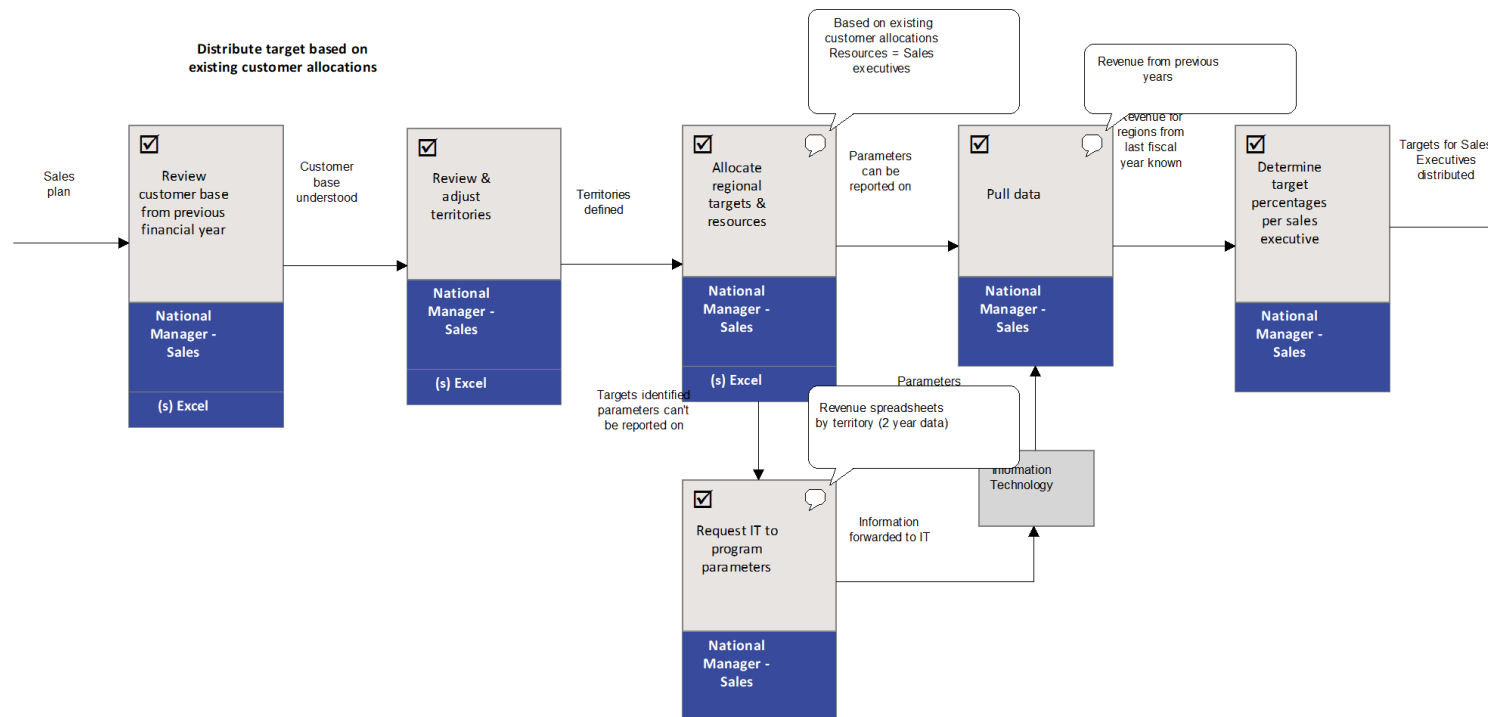
○ Actions   ○ Feedback
● Change Log   ● Keywords
○ Change Requests ● Read Only

Action the Prospe...

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

Call / Visit
(attach checklist)

Prospect identified

Contact the prospect to determine shipping profile

Prospects shipping profile complete

Sales Executive

Determine service required

Can be satisfied within standard operations

Sales Executive

Request a rate

Information gathered for proposal

Sales Executive

Cannot be satisfied within standard operations

Capability Assessment checklist to be completed for customized services

Initiate special project

Customized service

Sales Executive

...s to be ...ed ...rm if ...oject
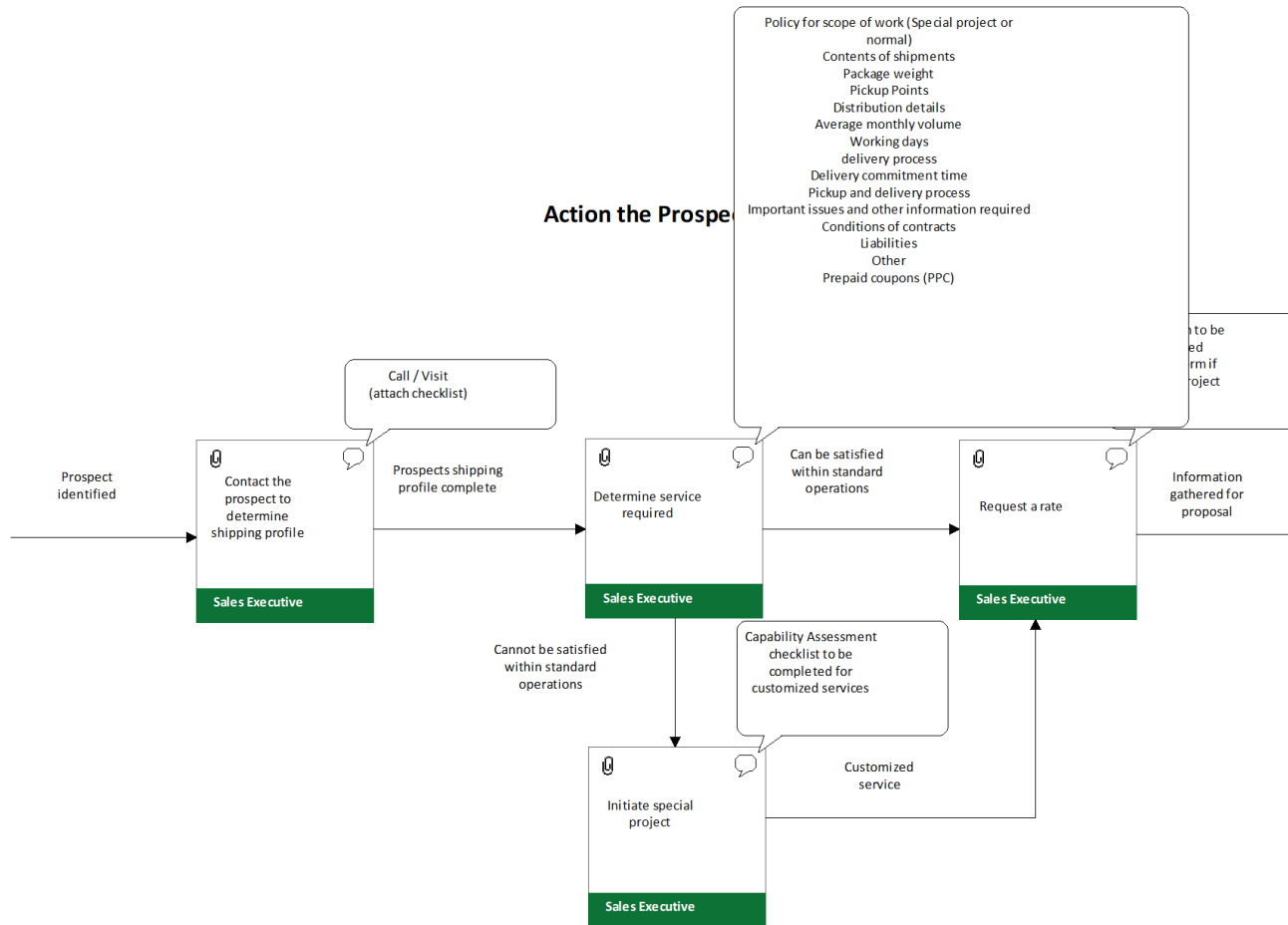
○ Actions   ○ Feedback
● Change Log   ● Keywords
○ Change Requests   ● Read Only

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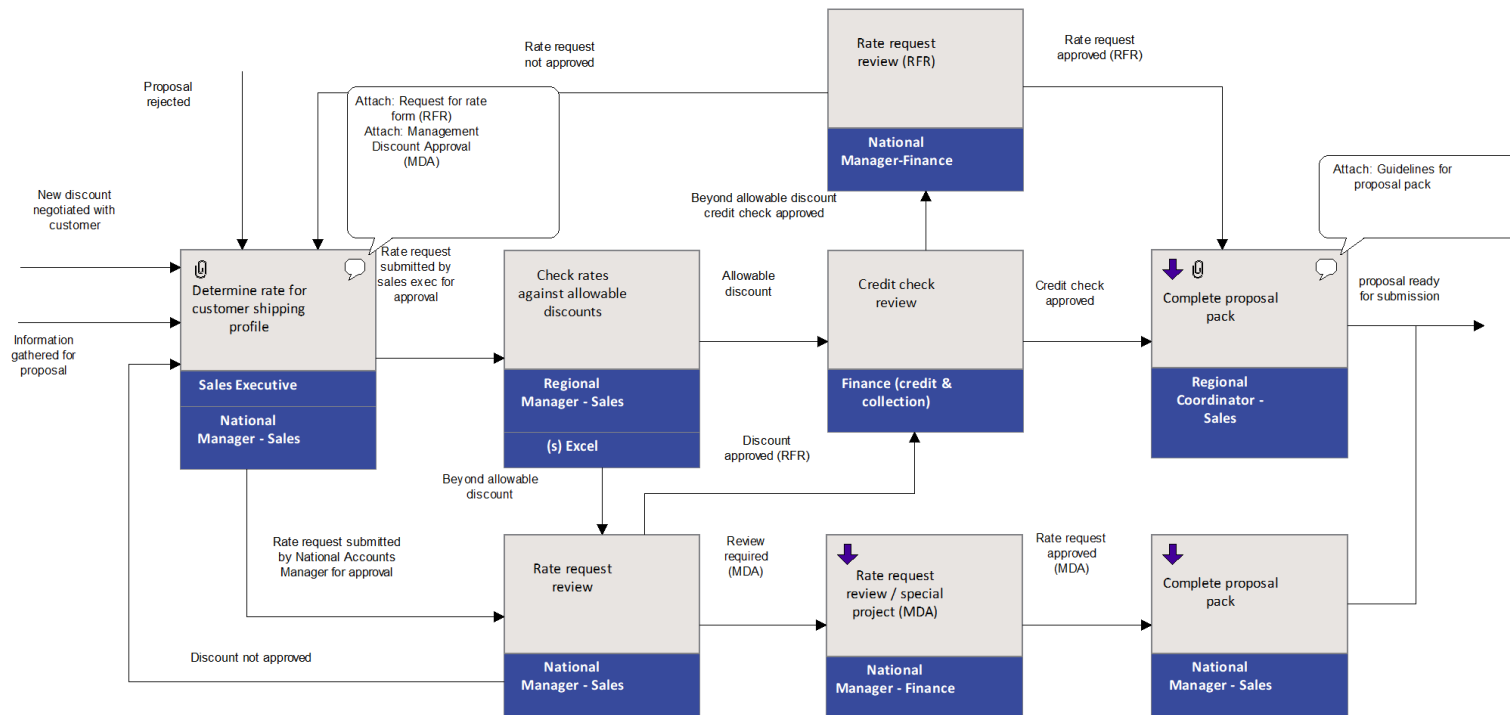
Title: Action Proposal
Author: Edwin Ramos
Date: 5/22/2010
Volume: 0.00 Per Second

Authorization: Authorized
Date: 5/28/2018
Cost Per Second: $,3.5,E-0317

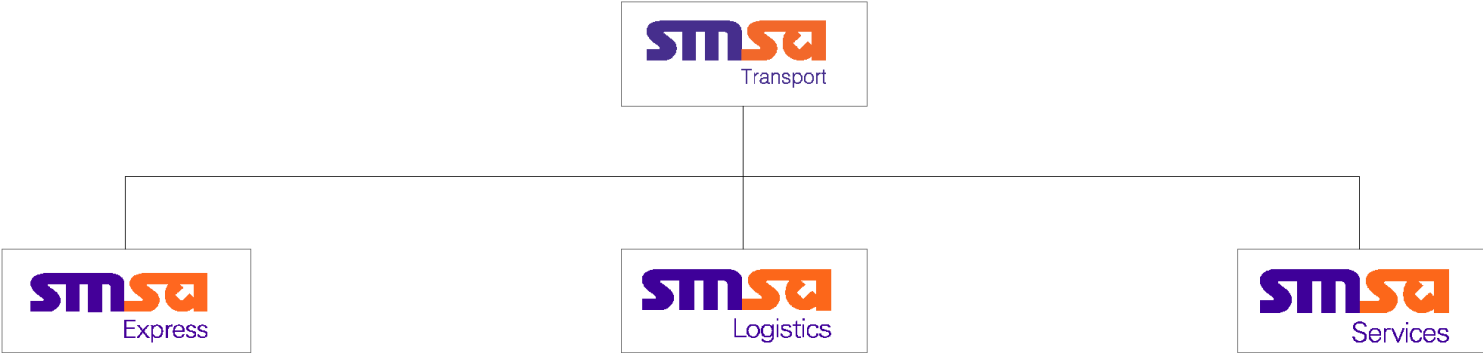Owner: Mohannad M.S. Khayyat
Diagram Version: 4
Review Date: 9/4/2024
F.T.E.: 0.00

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

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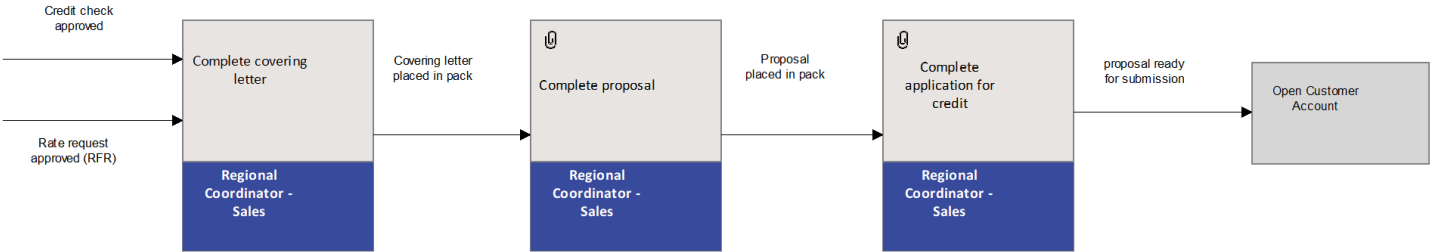
Title: Complete Proposal Pack
Author: Edwin Ramos
Date: 5/22/2010
Volume: 0.00 Per Second

Authorization: Authorized
Date: 5/28/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohannad M.S. Khayyat
Diagram Version: 3
Review Date: 9/4/2024
F.T.E.: 0.00

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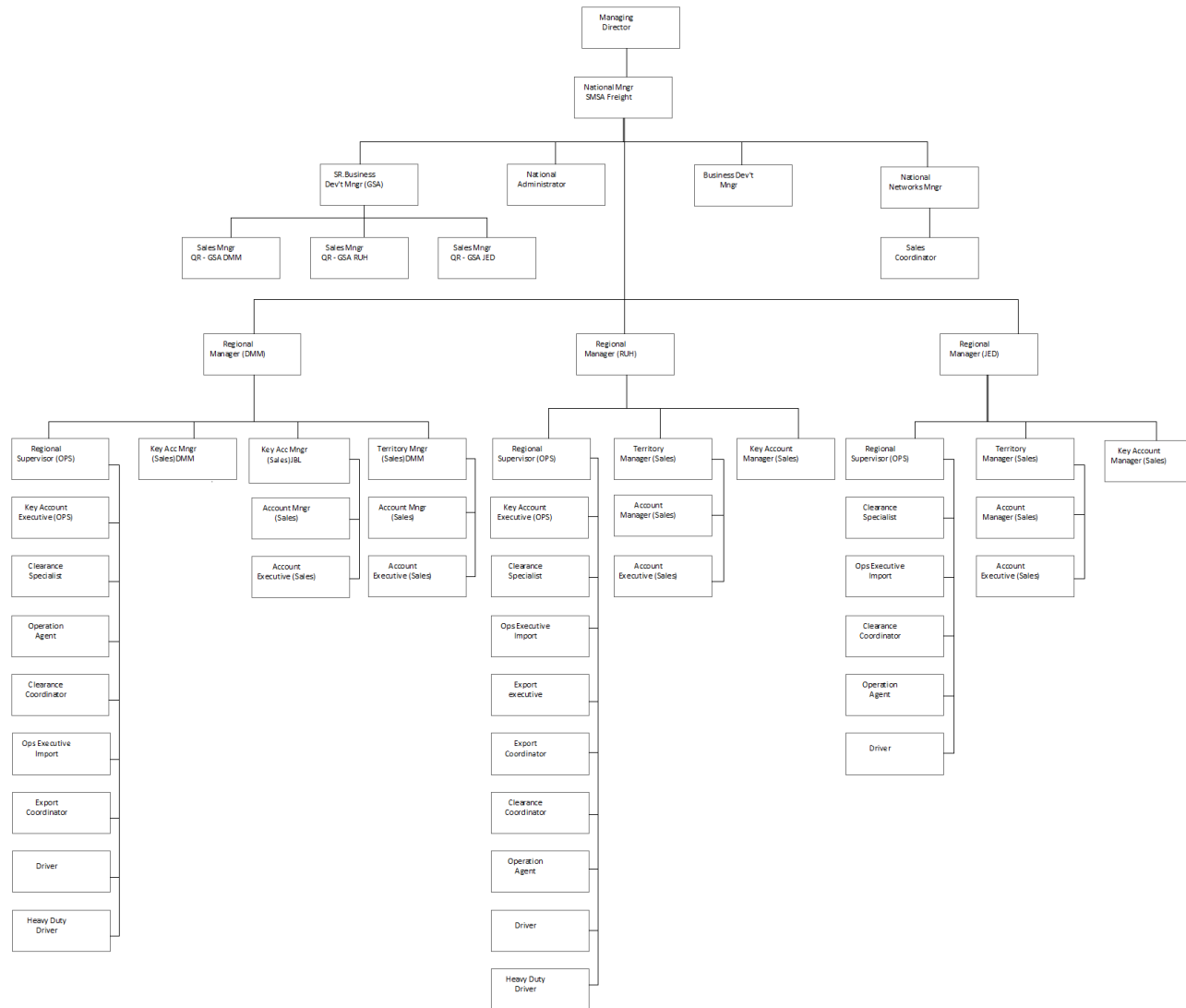● Change Log   ● Keywords
○ Change Requests ● Read Only

Rate Request Review / Special Project (MDA)

Request special requirements approval
Sales Executive

Special requirements approved & acquired

Review required (MDA)

Check scope of work for operations (MDA)
Director - Operations

Scope of work approved

Scope of work rejected

Negotiate scope of work with customer
Sales Executive

New scope of work agreed with customer

Negotiations fail proposal rejected

Check discounts requested (MDA)
Director, Finance

Discounts approved

Discount rejected

Negotiate discount with customer
Sales Executive

New discount negotiated with customer

Negotiations fail proposal rejected

Approve & sign (MDA)
Managing Director

Rate request approved (MDA)

Rate Request Review

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

Request Special Requirements Approval

Request submitted to Legal

Legal

Request approval for special agreement required

National Administrator - Sales

Review required (MDA)

Request approval for additional manpower

National Administrator - Sales

Request submitted to HR

Recruit Employee

Signed (MDA) Legal

Signed (MDA) HR

Acquire signed MDA form

National Administrator - Sales

Special requirements approved & acquired

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

Authorization: Authorized
Date: 5/28/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohannad M.S. Khayyat
Diagram Version: 3
Review Date: 9/4/2024
F.T.E.: 0.00

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

Complete Proposal Pack

Rate request approved (MDA)

| Complete covering letter |
| National Manager - Sales |

Covering letter placed in pack

| Complete proposal |
| National Manager - Sales |

Proposal placed in pack

| Complete application for credit |
| National Manager - Sales |

Proposal ready for submission

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

Authorization: Authorized
Date: 5/28/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohannad M.S. Khayyat
Diagram Version: 3
Review Date: 9/4/2024
F.T.E.: 0.00

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

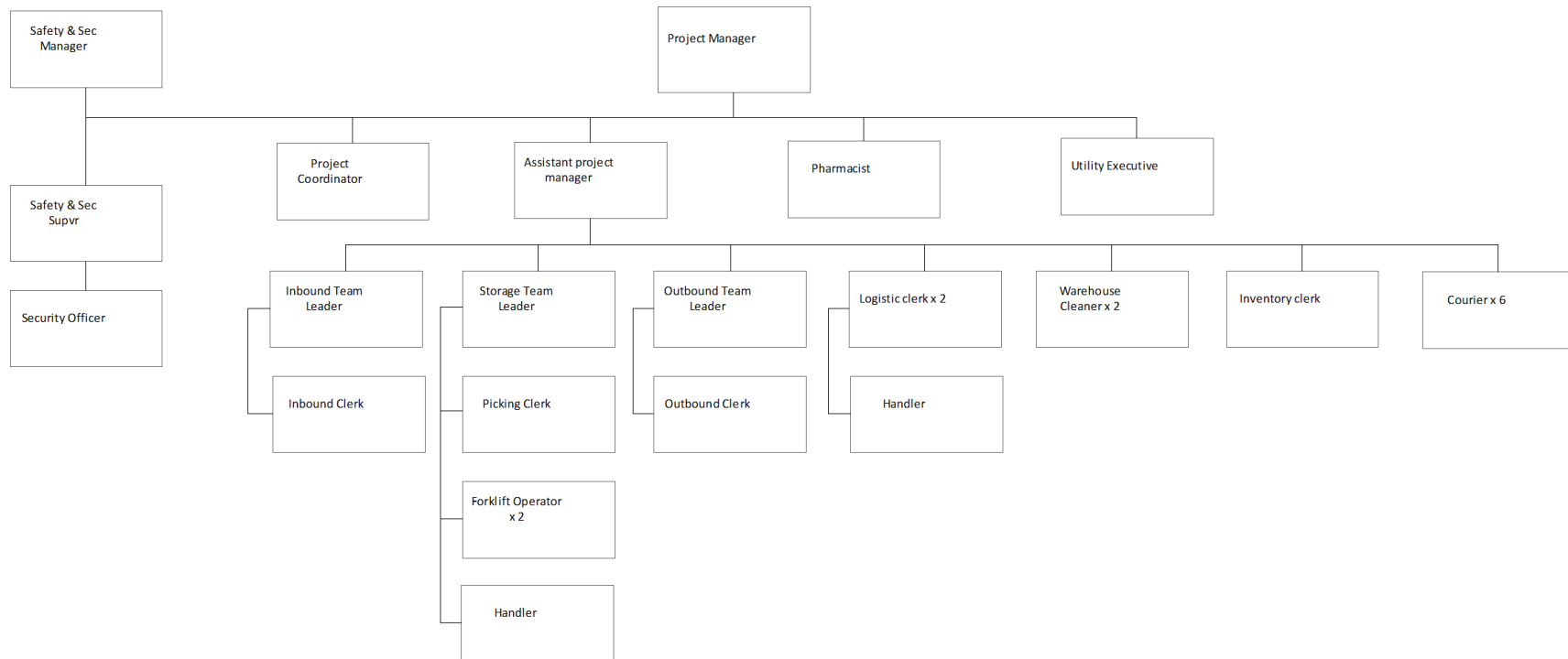**SMSA**

Manage Customer Account

Instruction to ops
for regular pickup

Customer
account active

↓
**Maintain
account**

Sales Executive

Customer
spend
maintained

📎
**Business
development of
account**

Sales Executive

sales
objectives
achieved

✗

Initial customer
request for
supplies / waybills

↓
**Initial customer
request for
supplies**

Sales Executive

Supplies delivered
& customer
educated

✗

Title: Manage Customer Account
Author: Edwin Ramos
Date: 5/25/2017
Volume: 0.00 Per Second

Authorization: Authorized
Date: 5/28/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohannad M.S. Khayyat
Diagram Version: 3
Review Date: 9/4/2024
F.T.E.: 0.00

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

Maintain Account

Free of charge request (FOC)
Shipment specific - special discount request (SDR)
Corporate (employee) cash accounts (RC)
Review discount against spend
Revised rates
Transfer of accounts

No requests identified

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

...identified

Customer account active

Maintain visibility through sales visits	Resolve customer concerns	Respond to customer special requirements	Monitor client payments
Sales Executive	Sales Executive	Sales Executive	Sales Executive

Concerns identified

Client concerns resolved

Customer requirements met

Customer spend maintained

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

Authorization: Authorized
Date: 5/28/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohannad M.S. Khayyat
Diagram Version: 3
Review Date: 9/4/2024
F.T.E.: 0.00

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

Resolve Customer Concerns
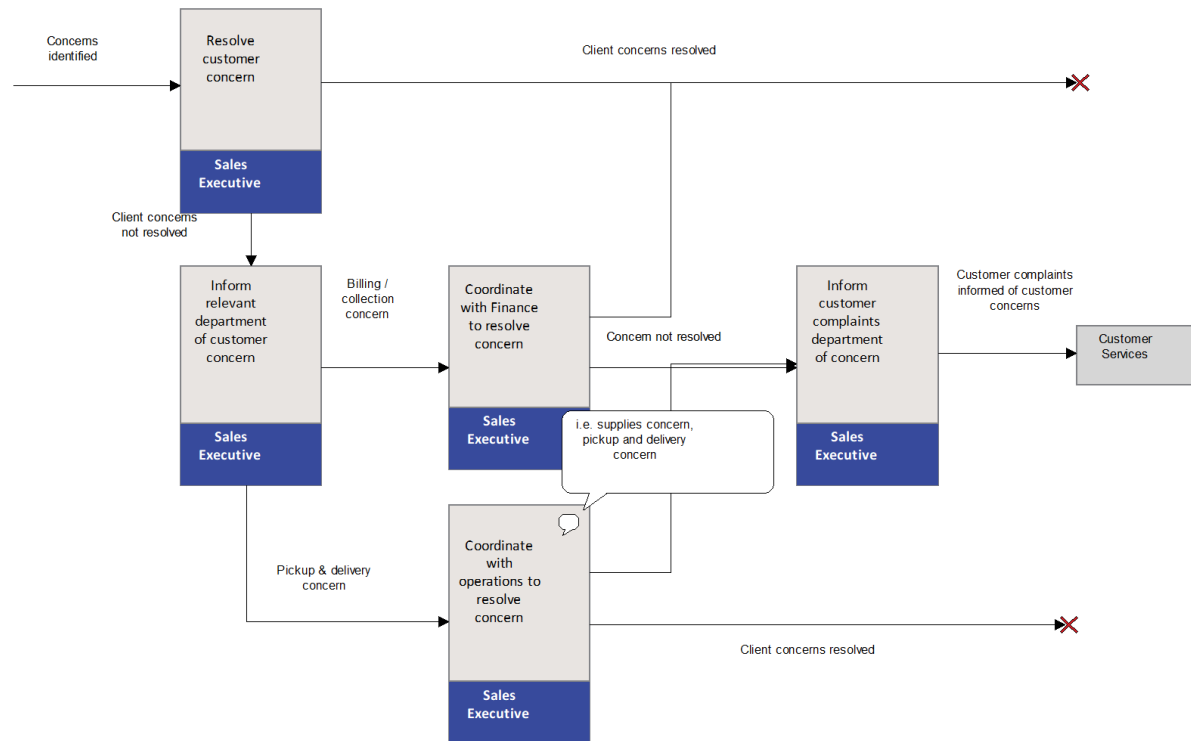
Initial Customer Request for Supplies

Initial Supplies delivered
by operations

Follow up with
customer to
confirm delivery
from operations

Sales Executive

Verbal education of how
to request future
supplies i.e. through
customer service
Attach: how to
complete a waybill

Delivery confirmed

Initial customer
request for
supplies /
waybills

Determine
delivery method

Sales Executive

Sales exec
to deliver

Pick up supplies
for customer

Sales Executive

Supplies
acquired

Deliver supplies
to customer

Sales Executive

Supplies
handed over to
customer

Educate
customer for
future supply
requests

Sales Executive

Customer
educated

Sales exec cannot
deliver initial supplies
to customer
Operations to deliver

Determine
supplies required

Sales Executive

Supplies
known

Complete pre-
printed airway
bill request form

Sales Executive

Supply
form
submitted
to admin

Supplies

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

Authorization: Authorized
Date: 5/28/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohannad M.S. Khayyat
Diagram Version: 3
Review Date: 9/4/2024
F.T.E.: 0.00

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

Implement Sales Plan

Distribute target based on existing customer allocations

Based on existing customer allocations Resources = Sales executives

Revenue from previous years

Sales plan

☑ Review customer base from previous financial year

National Manager - Sales

(s) Excel

Customer base understood

☑ Review & adjust territories

National Manager - Sales

(s) Excel

Territories defined

☑ Allocate regional targets & resources

National Manager - Sales

(s) Excel

Parameters can be reported on

Targets identified parameters can't be reported on

☑ Pull data

National Manager - Sales

Revenue for regions from last fiscal year known

Determine target percentages per sales executive

National Manager - Sales

Targets for Sales Executives distributed

Parameters

Revenue spreadsheets by territory (2 year data)

Information Technology

☑ Request IT to program parameters

National Manager - Sales

Information forwarded to IT

Title: Implement Sales Plan
Author: Edwin Ramos
Date: 5/22/2010
Volume: 0.00 Per Second

Authorization: Authorized
Date: 5/28/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohannad M.S. Khayyat
Diagram Version: 4
Review Date: 9/4/2024
F.T.E.: 0.00

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

KSA - Corporate & Management

Strategy

Mission & Vision

Core Values

Resource Planning

KPIs

Management Review

Org. Chart

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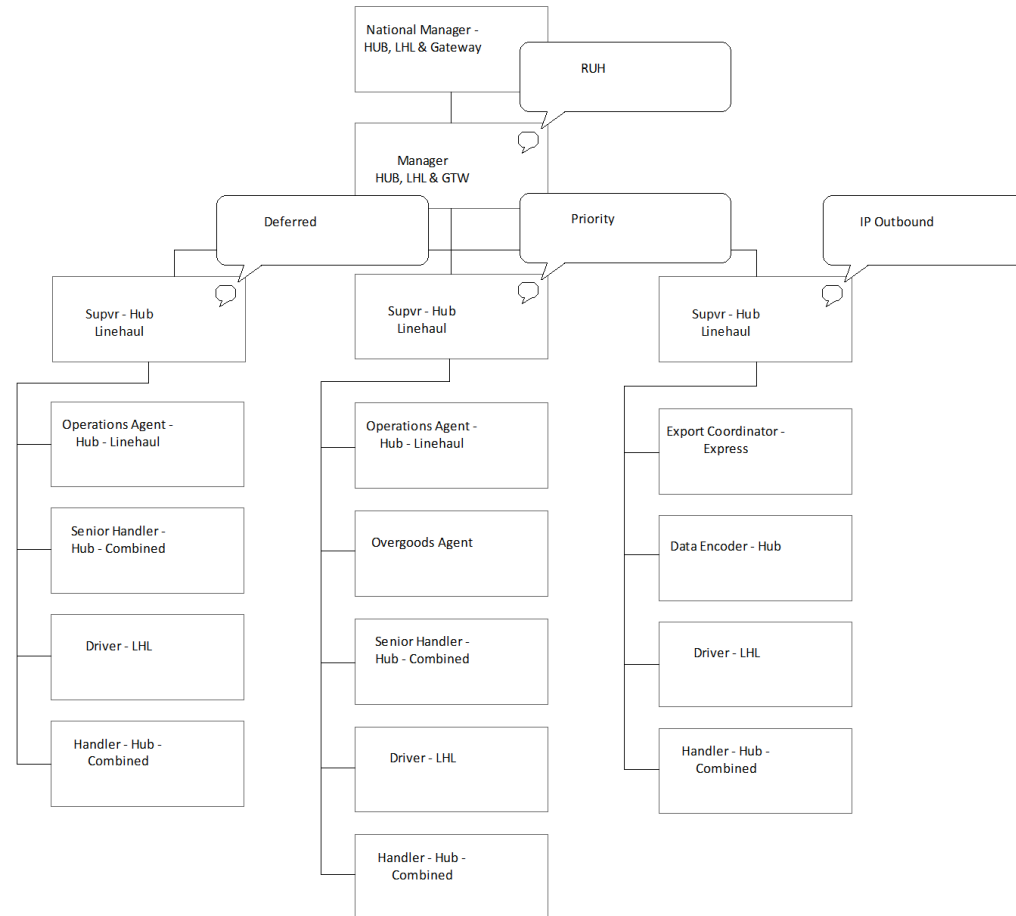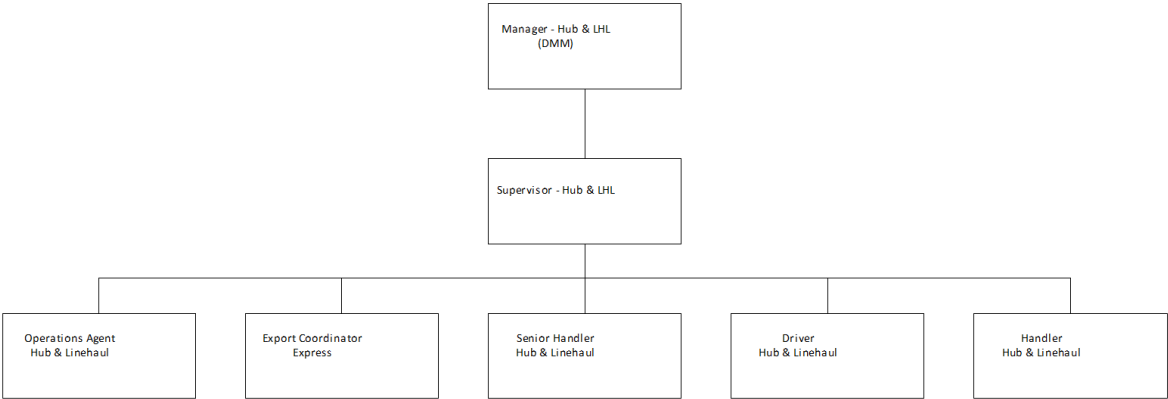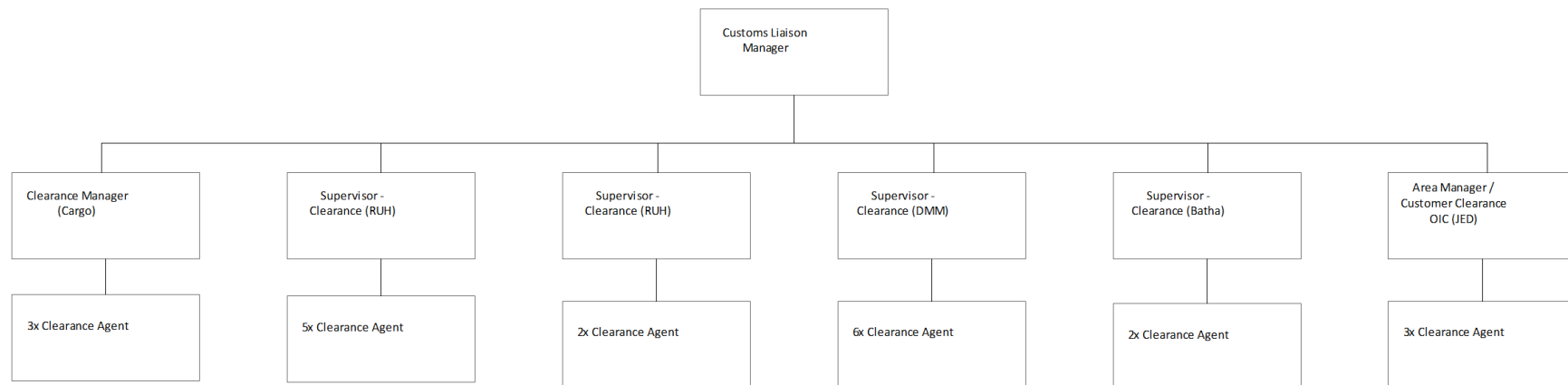Volume: 0.00 Per Second

Authorization: Authorized
Date: 7/17/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohammad Bhaiyat
Diagram Version: 4
Review Date: None
F.T.E.: 0.00

○ Actions
● Change Log
○ Change Requests

○ Feedback
○ Keywords
● Read Only

Executive Management Structure

SMSA

Transport

SMSA Express

SMSA Logistics

SMSA Services

Title: Executive Management Structure   Owner: Mohammad Bhaiyat   ○ Actions   ○ Feedback
Author: Edwin Ramos   Authorization: Authorized   Diagram Version: 6   ● Change Log   ○ Keywords
Date: 5/24/2017   Date: 9/15/2022   Review Date: None   ○ Change Requests ● Read Only
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317   F.T.E.: 0.00

SMSA Logistics

Chief Executive
Officer

Executive Secretary
to the CEO

Managing Director

Director
Logistics

Nat'l Manager
Freight

Nat'l Manager
Gateway, Hub & LHL

Manager - Logistics
Fulfillment &
General Logistics

Manager - Logistics
Cold Chain Projects

Title: SMSA Logistics
Author: Edwin Ramos
Date: 4/17/2022
Volume: 0.00 Per Second

Authorization: Authorized
Date: 1/14/2025
Cost Per Second: $,3.5,E-0317

Owner: Omar Bin Waber
Diagram Version: 4
Review Date: None
F.T.E.: 0.00

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

SMSA Freight

Title: SMSA Freight
Author: Edwin Ramos
Date: 5/24/2017
Volume: 0.00 Per Second

Authorization: Authorized
Date: 11/28/2024
Cost Per Second: $,3.5,E-0317

Owner: Thanveer K Pudukudi
Diagram Version: 6
Review Date: None
F.T.E.: 0.00

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

Logistics Department

Director
Logistics

Manager -
Spl. Warehousing

Manager -
Gen. Warehousing

Proj Manager
- Healthcare

Supervisor - RTS

Title: Logistics Department
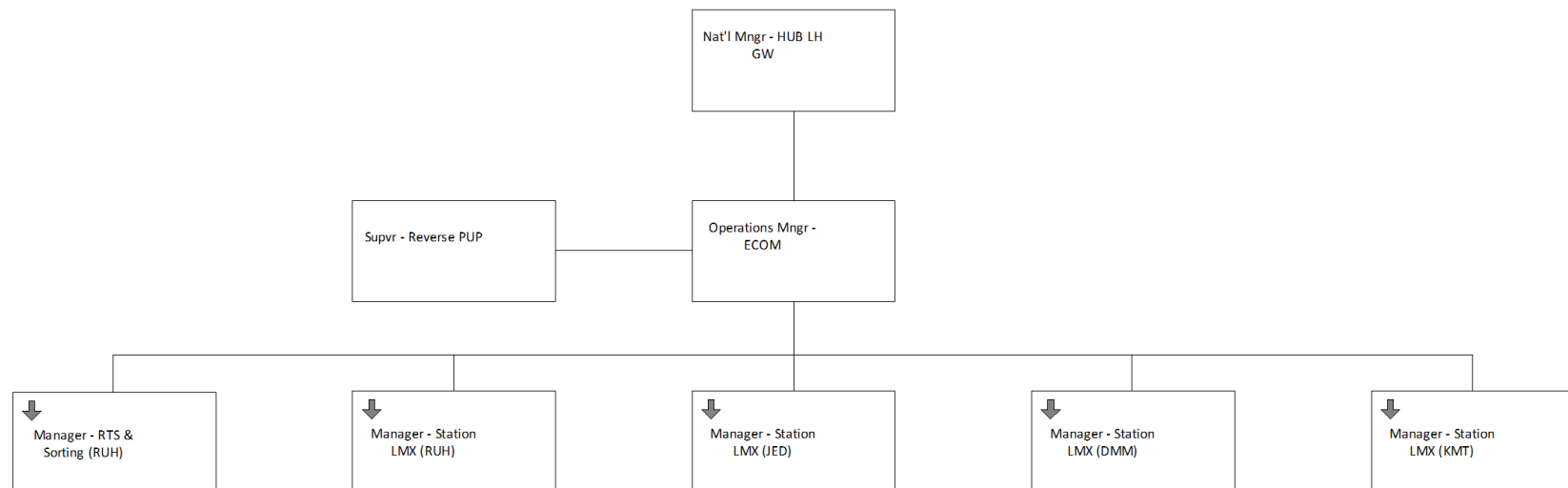Author: Edwin Ramos
Date: 8/2/2018
Volume: 0.00 Per Second

Authorization: Authorized
Date: 1/14/2025
Cost Per Second: $,3.5,E-0317

Owner: Omar Bin Waber
Diagram Version: 3
Review Date: None
F.T.E.: 0.00

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

Healthcare

```
Safety & Sec                              Project Manager
  Manager

Safety & Sec          Project      Assistant project    Pharmacist    Utility Executive
  Supvr             Coordinator       manager

Security Officer    Inbound Team   Storage Team    Outbound Team    Logistic clerk x 2   Warehouse      Inventory clerk    Courier x 6
                      Leader          Leader          Leader                            Cleaner x 2

                    Inbound Clerk   Picking Clerk   Outbound Clerk   Handler

                                    Forklift Operator
                                         x 2

                                      Handler
```

Title: Healthcare
Author: Edwin Ramos
Date: 4/24/2016
Volume: 0.00 Per Second
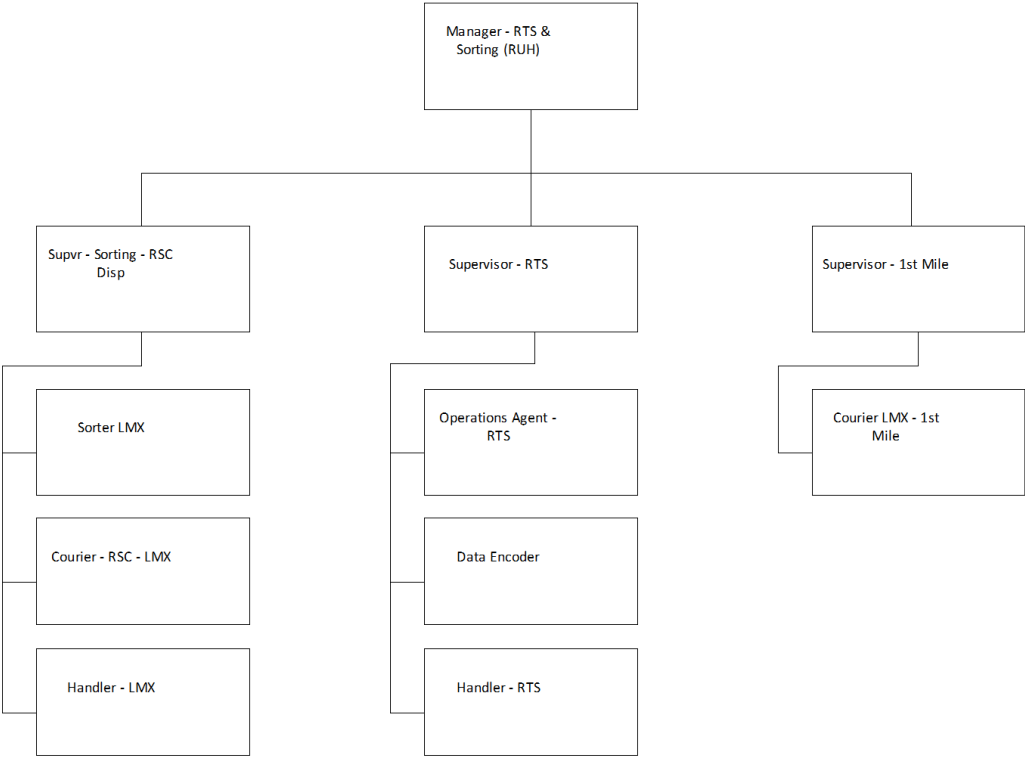
Authorization: Authorized
Date: 1/14/2025
Cost Per Second: $,3.5,E-0317

Owner: Omar Bin Waber
Diagram Version: 4
Review Date: None
F.T.E.: 0.00

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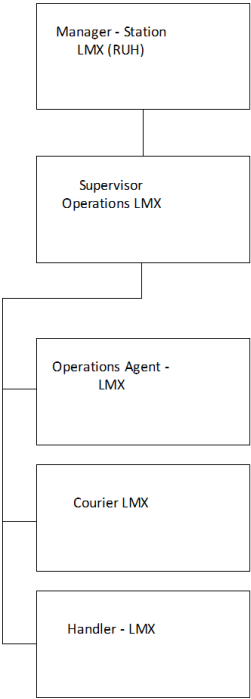○ Change Requests ● Read Only

RTS Section

```
                        ┌─────────────────┐
                        │ Supervisor - RTS│
                        └────────┬────────┘
          ┌──────────────┬───────┴───────┬──────────────┐
┌─────────────────┐ ┌─────────────┐ ┌─────────────┐ ┌─────────────┐
│ Data Encoder -  │ │ Ops Agent - │ │ Clerk - RTS │ │ Handler -   │
│ RTS             │ │ RTS         │ │             │ │ RTS         │
└─────────────────┘ └─────────────┘ └─────────────┘ └─────────────┘
```
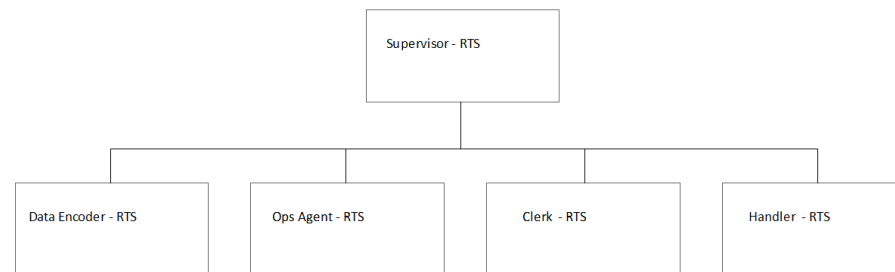
Title: RTS Section
Author: Edwin Ramos
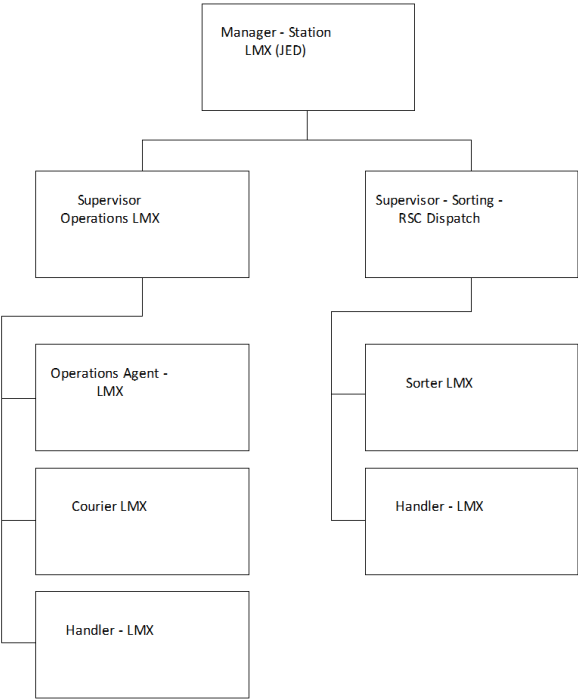Date: 3/19/2019
Volume: 0.00 Per Second
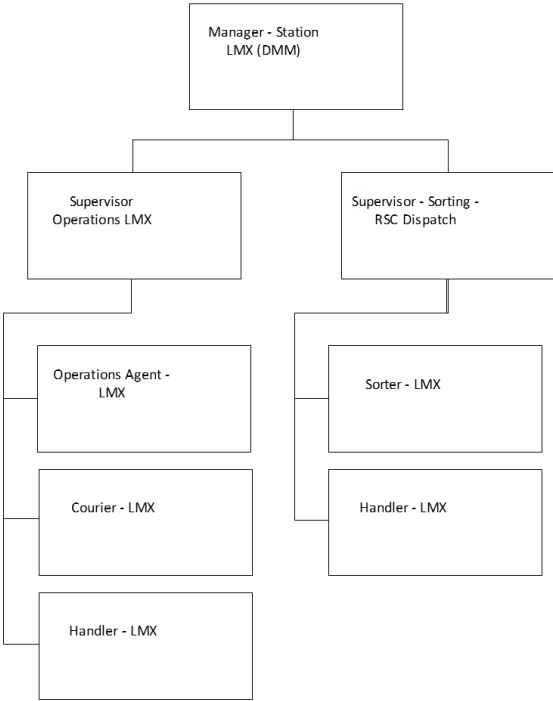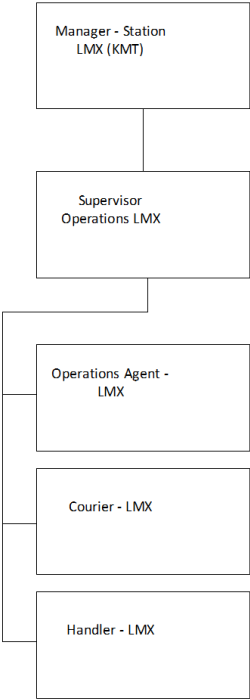
Authorization: Authorized
Date: 1/14/2025
Cost Per Second: $,3.5,E-0317

Owner: Omar Bin Waber
Diagram Version: 3
Review Date: None
F.T.E.: 0.00

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

Operations - Gateway, Hub & Line Haul

```
                        ┌──────────────────┐
                        │ Director Operation│
                        └────────┬─────────┘
                                 │
                        ┌────────┴─────────┐
                        │ National Manager │
                        │ Gateway, Hub & LHL│
                        └────────┬─────────┘
                                 │
        ┌────────────────────────┼────────────────────────┐
  ┌─────────────┐                                   ┌─────────────────┐
  │ Manager - Hub & LHL│                            │ Manager - Hub & LHL,│
  │ (RUH)        │                                   │ Gateway (JED)   │
  └─────────────┘                                   └─────────────────┘

  ┌─────────────┐                                   ┌─────────────────┐
  │ Manager - Hub & LHL│                            │ Manager - Fleet │
  │ (DMM)        │                                   │                 │
  └─────────────┘                                   └─────────────────┘

  ┌─────────────┐                                   ┌─────────────────┐
  │ Customs Liaisons│                               │ Reg'l Manager - GTW│
  │ Manager      │                                   │ (DMM)           │
  └─────────────┘                                   └─────────────────┘

  ┌─────────────┐                                   ┌─────────────────┐
  │ Operation Manager -│                            │ Area Manager    │
  │ ECOM         │                                   │ Operations (RUH)│
  └─────────────┘                                   └─────────────────┘

  ┌─────────────┐                                   ┌─────────────────┐
  │ Area Manager │                                   │ Area Manager    │
  │ Operations (JED)│                                │ Operations (KMT)│
  └─────────────┘                                   └─────────────────┘
```
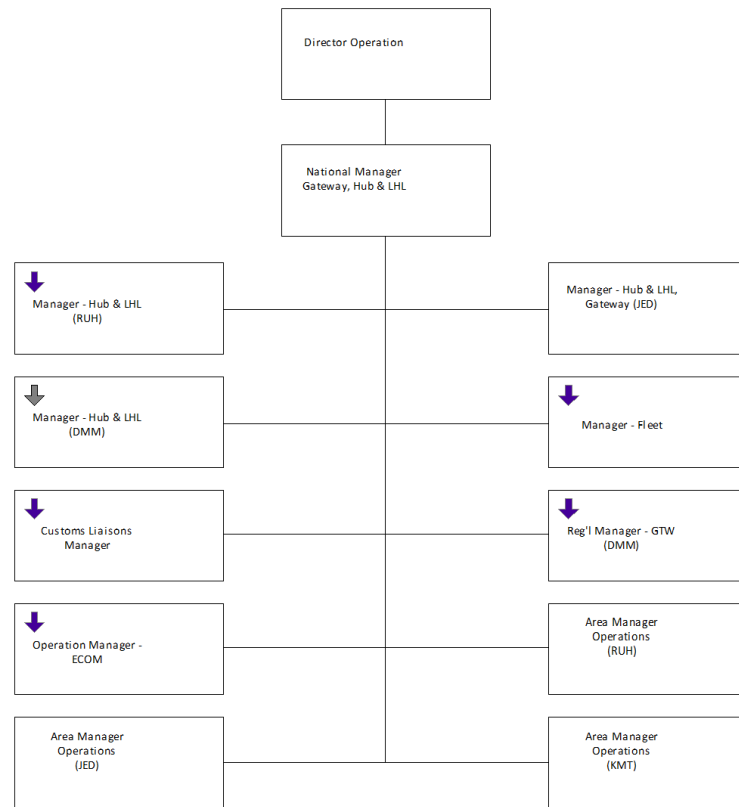
Title: Operations - Gateway, Hub & Line Haul

Author: Bashayr Al sharidi   Authorization: Authorized

Date: 12/25/2022   Date: 8/5/2025

Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Omar Bin Waber

Diagram Version: 4

Review Date: None

F.T.E.: 0.00

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

Fleet

```
                          Manager - Fleet
                               |
                               |------ Fleet Adimistrator
                               |
   ┌───────────┬───────────┬───┴───────┬───────────┬───────────┐
   |           |           |           |           |
Fleet       Fleet       Fleet       Fleet       Fleet
supervisor  supervisor  supervisor  supervisor  supervisor
(CR)        (WR)        (ER)        (SR)        (NR)
   |           |           |           |           |
Fleet       Fleet       Fleet       Fleet       Fleet
Coordinator Coordinator Coordinator Coordinator Coordinator
```

Title: Fleet
Author: Nouf Al Rammah
Date: 5/5/2024
Volume: 0.00 Per Second

Authorization: Authorized
Date: 1/14/2025
Cost Per Second: $,3.5,E-0317

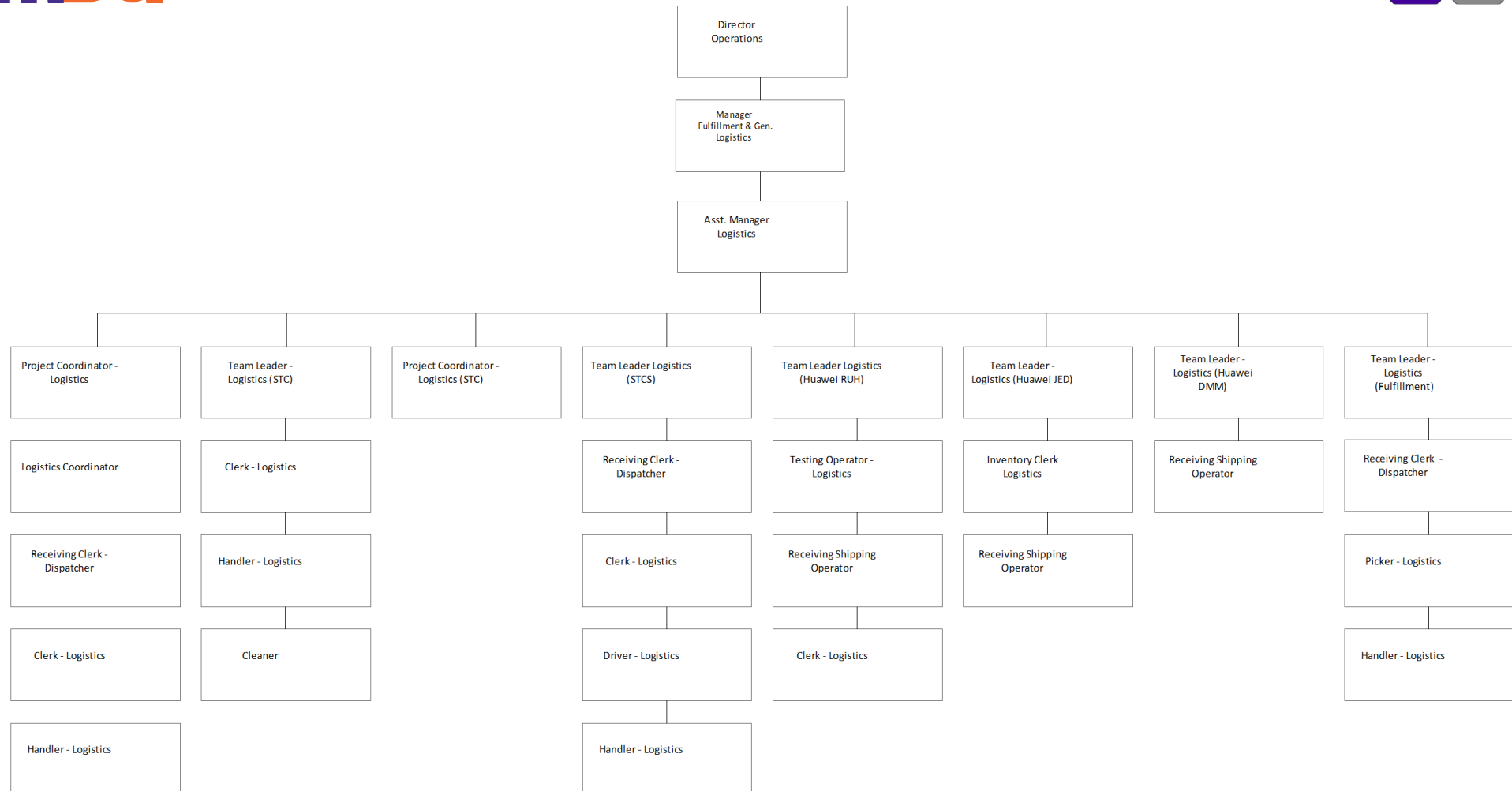Owner: Omar Bin Waber
Diagram Version: 3
Review Date: None
F.T.E.: 0.00

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

Regional Gateway (DMM)

```
                    National Manager -
                    Hub, LHL & Gateway

                    Regional Manger-
                    Gateway(DMM)


    Operation                              Clearance
    Supervisor - GW                        Supervisor - Gateway
                                           (DMM)


    Clearance Coordinator                  Clearance Agent
    (DMM)                                  (DMM Airport)


    Operation  Agent                       Clearance Agent
                                           (C'WAY)


    Handler                                Clearance Agent
                                           (BTH)


    Clearance Coordinator                  Transit Coordinator
    (BTH)
```

Title: Regional Gateway (DMM)
Author: Bashayr Al sharidi
Date: 3/22/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 1/14/2025
Cost Per Second: $,3.5,E-0317

Owner: Omar Bin Waber
Diagram Version: 3
Review Date: None
F.T.E.: 0.00

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

Hub & Line Haul (RUH)

National Manager - HUB, LHL & Gateway

RUH

Manager HUB, LHL & GTW

Deferred

Priority

IP Outbound

Supvr - Hub Linehaul

Supvr - Hub Linehaul

Supvr - Hub Linehaul

Operations Agent - Hub - Linehaul

Operations Agent - Hub - Linehaul

Export Coordinator - Express

Senior Handler - Hub - Combined

Overgoods Agent

Data Encoder - Hub

Driver - LHL

Senior Handler - Hub - Combined

Driver - LHL

Handler - Hub - Combined

Driver - LHL

Handler - Hub - Combined

Handler - Hub - Combined

Title: Hub & Line Haul (RUH)
Author: Bashayr Al sharidi
Date: 3/22/2023
Volume: 0.00 Per Second

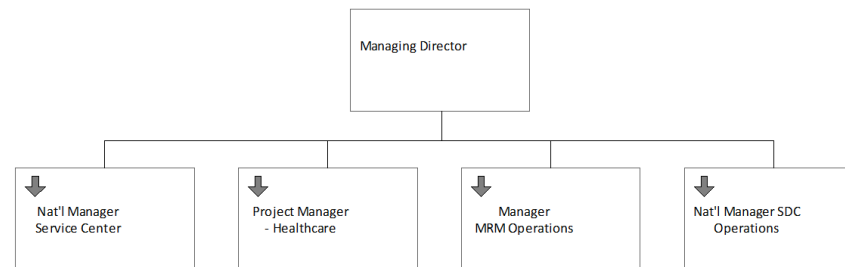Authorization: Authorized
Date: 1/14/2025
Cost Per Second: $,3.5,E-0317

Owner: Omar Bin Waber
Diagram Version: 3
Review Date: None
F.T.E.: 0.00

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

Hub & LHL (DMM)

Manager - Hub & LHL (DMM)

Supervisor - Hub & LHL

| Operations Agent Hub & Linehaul | Export Coordinator Express | Senior Handler Hub & Linehaul | Driver Hub & Linehaul | Handler Hub & Linehaul |

Title: Hub & LHL (DMM)
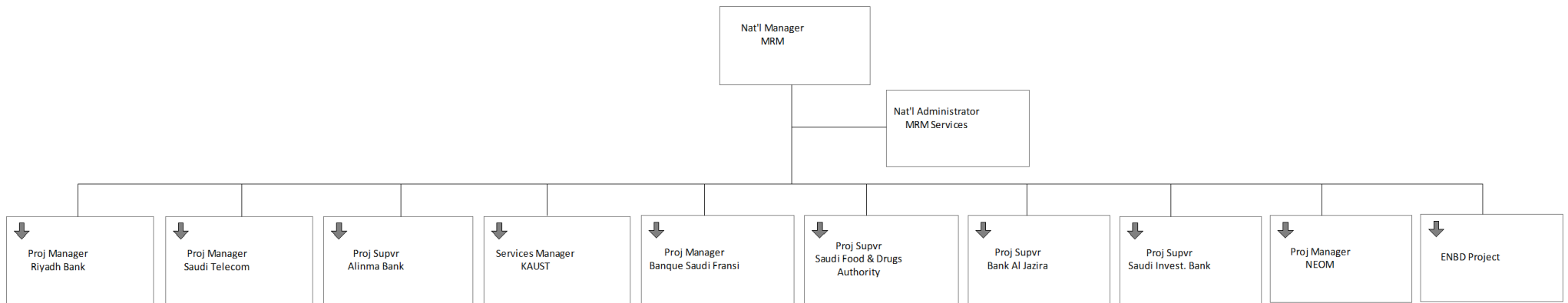Author: Edwin Ramos
Date: 8/5/2025
Volume: 0.00 Per Second

Authorization: Authorized
Date: 8/5/2025
Cost Per Second: $,3.5,E-0317

Owner: Mohammad Bhaiyat
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

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

Customs Clearance

Customs Liaison Manager

- Clearance Manager (Cargo)
  - 3x Clearance Agent
- Supervisor - Clearance (RUH)
  - 5x Clearance Agent
- Supervisor - Clearance (RUH)
  - 2x Clearance Agent
- Supervisor - Clearance (DMM)
  - 6x Clearance Agent
- Supervisor - Clearance (Batha)
  - 2x Clearance Agent
- Area Manager / Customer Clearance OIC (JED)
  - 3x Clearance Agent

Title: Customs Clearance
Author: Bashayr Al sharidi
Date: 3/22/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 1/14/2025
Cost Per Second: $,3.5,E-0317

Owner: Omar Bin Waber
Diagram Version: 3
Review Date: None
F.T.E.: 0.00

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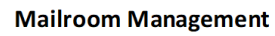○ Change Requests
○ Feedback
○ Keywords
● Read Only

E - Commerce

```
                          ┌──────────────────┐
                          │ Nat'l Mngr - HUB LH│
                          │        GW         │
                          └────────┬─────────┘
                                   │
       ┌──────────────────┐   ┌───┴──────────────┐
       │ Supvr - Reverse PUP│───│ Operations Mngr - │
       │                  │   │      ECOM        │
       └──────────────────┘   └────────┬─────────┘
                                        │
   ┌──────────┬──────────────┬─────────┼──────────────┬──────────────┐
┌──┴──────┐ ┌──┴──────────┐ ┌──┴──────────┐ ┌──┴──────────┐ ┌──┴──────────┐
│Manager - │ │Manager - Station│ │Manager - Station│ │Manager - Station│ │Manager - Station│
│ RTS &    │ │   LMX (RUH)   │ │   LMX (JED)   │ │   LMX (DMM)   │ │   LMX (KMT)   │
│Sorting   │ │              │ │              │ │              │ │              │
│ (RUH)    │ │              │ │              │ │              │ │              │
└─────────┘ └──────────────┘ └──────────────┘ └──────────────┘ └──────────────┘
```

Title: E - Commerce
Author: Bashayr Al sharidi
Date: 1/2/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 1/14/2025
Cost Per Second: $,3.5,E-0317

Owner: Omar Bin Waber
Diagram Version: 3
Review Date: None
F.T.E.: 0.00

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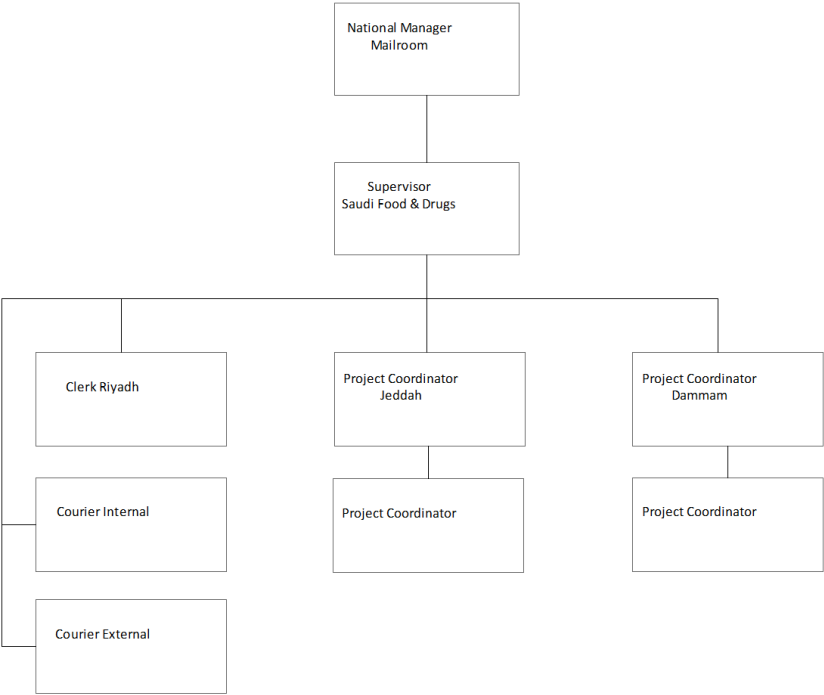● Change Log   ○ Keywords
○ Change Requests ● Read Only

RTS & Sorting (RUH)

```
                     Manager - RTS &
                     Sorting (RUH)
                           |
        _____|_____
       |                   |                   |
  Supvr - Sorting -    Supervisor - RTS    Supervisor - 1st Mile
  RSC Disp                  |                   |
       |                    |                   |
   Sorter LMX          Operations Agent -   Courier LMX - 1st
       |               RTS                  Mile
  Courier - RSC -          |
  LMX                 Data Encoder
       |                   |
  Handler - LMX       Handler - RTS
```

Title: RTS & Sorting (RUH)
Author: Edwin Ramos
Date: 1/14/2025
Volume: 0.00 Per Second

Authorization: Authorized
Date: 1/14/2025
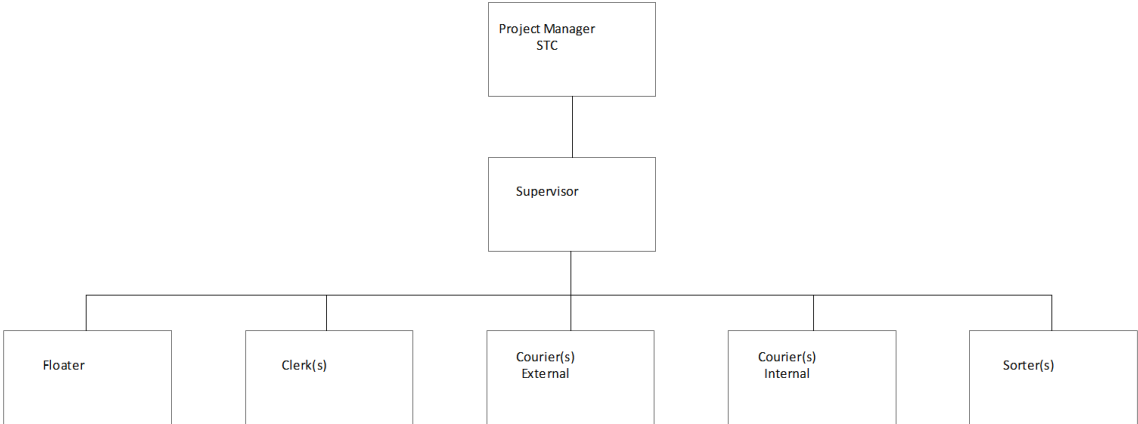Cost Per Second: $,3.5,E-0317

Owner: Bashayr Al sharidi
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

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

Station LMX (RUH)

Manager - Station
LMX (RUH)

Supervisor
Operations LMX

Operations Agent -
LMX

Courier LMX

Handler - LMX

Title: Station LMX (RUH)
Author: Edwin Ramos
Date: 1/14/2025
Volume: 0.00 Per Second

Authorization: Authorized
Date: 1/14/2025
Cost Per Second: $,3.5,E-0317

Owner: Omar Bin Waber
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

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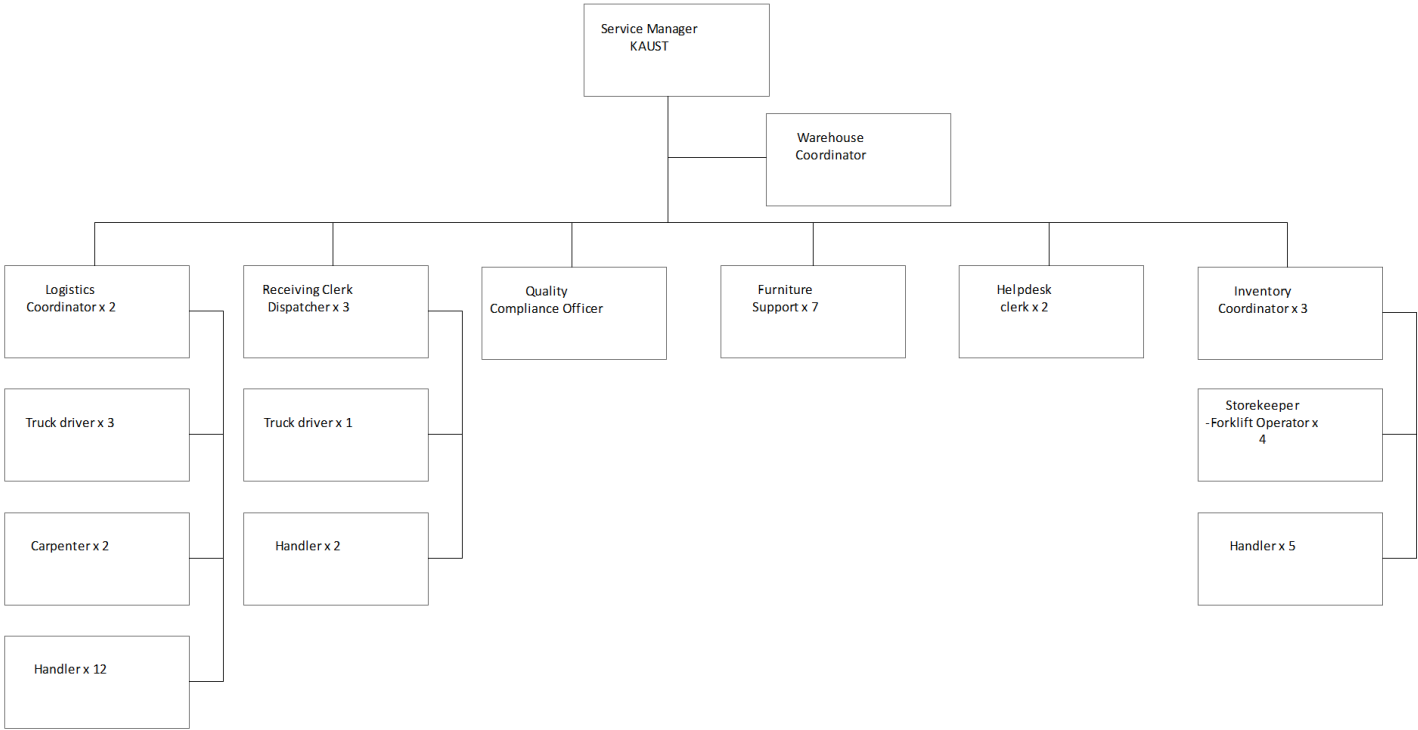● Change Log   ○ Keywords
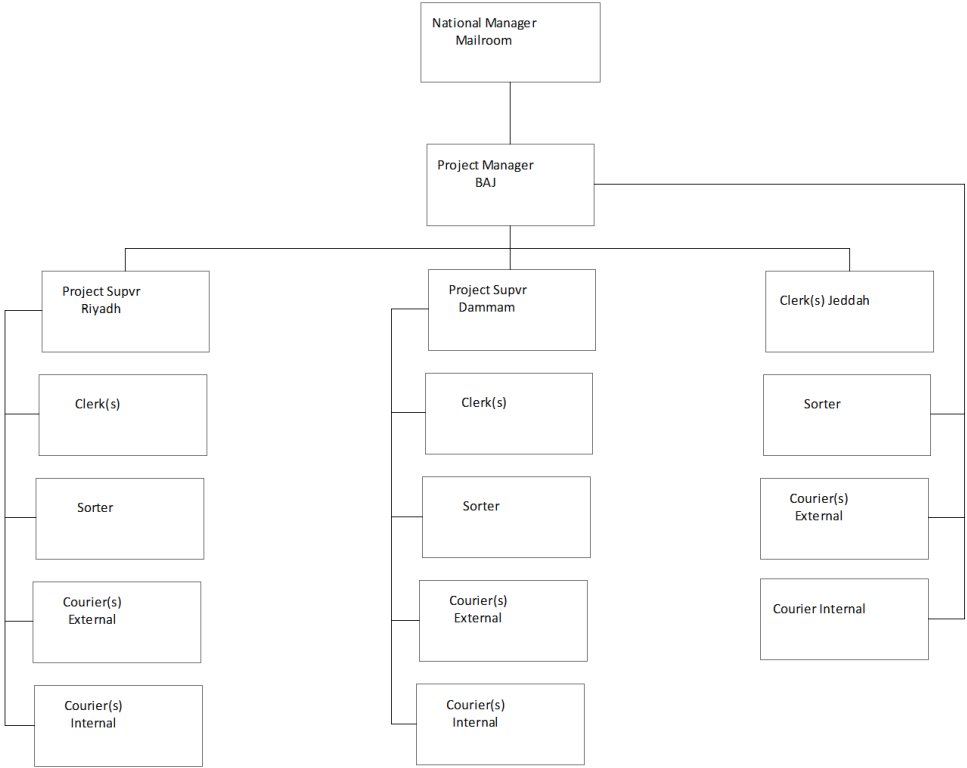○ Change Requests ● Read Only

Station LMX (JED)

Manager - Station
LMX (JED)

Supervisor
Operations LMX

Supervisor - Sorting -
RSC Dispatch

Operations Agent -
LMX

Sorter LMX

Courier LMX

Handler - LMX

Handler - LMX

Title: Station LMX (JED)
Author: Edwin Ramos
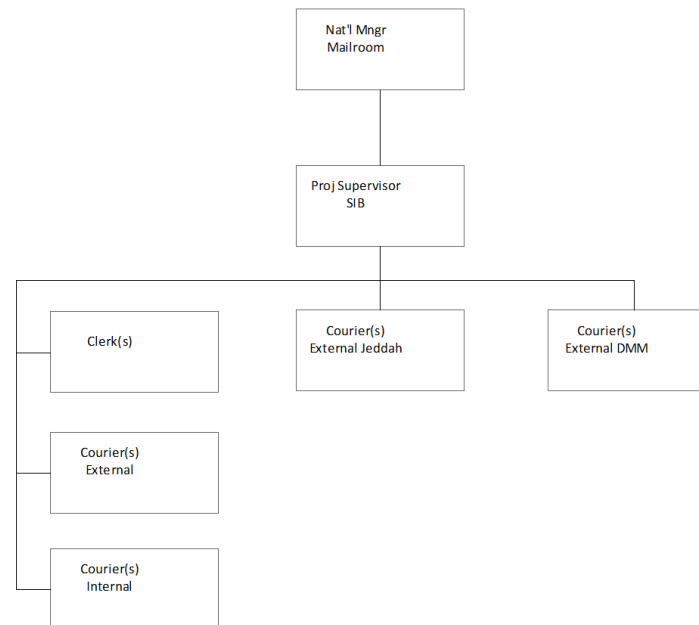Date: 1/14/2025
Volume: 0.00 Per Second

Authorization: Authorized
Date: 1/14/2025
Cost Per Second: $,3.5,E-0317

Owner: Bashayr Al sharidi
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

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

Station LMX (DMM)

```
                    ┌──────────────────┐
                    │ Manager - Station │
                    │   LMX (DMM)       │
                    └──────────────────┘
                             │
              ┌──────────────┴──────────────┐
      ┌───────────────┐            ┌──────────────────┐
      │  Supervisor   │            │ Supervisor - Sorting - │
      │ Operations LMX │            │   RSC Dispatch    │
      └───────────────┘            └──────────────────┘
              │                              │
      ┌───────────────┐            ┌──────────────────┐
      │ Operations Agent - │        │   Sorter - LMX    │
      │      LMX      │            │                   │
      └───────────────┘            └──────────────────┘
              │                              │
      ┌───────────────┐            ┌──────────────────┐
      │  Courier - LMX │            │   Handler - LMX   │
      └───────────────┘            └──────────────────┘
              │
      ┌───────────────┐
      │  Handler - LMX │
      └───────────────┘
```

Title: Station LMX (DMM)
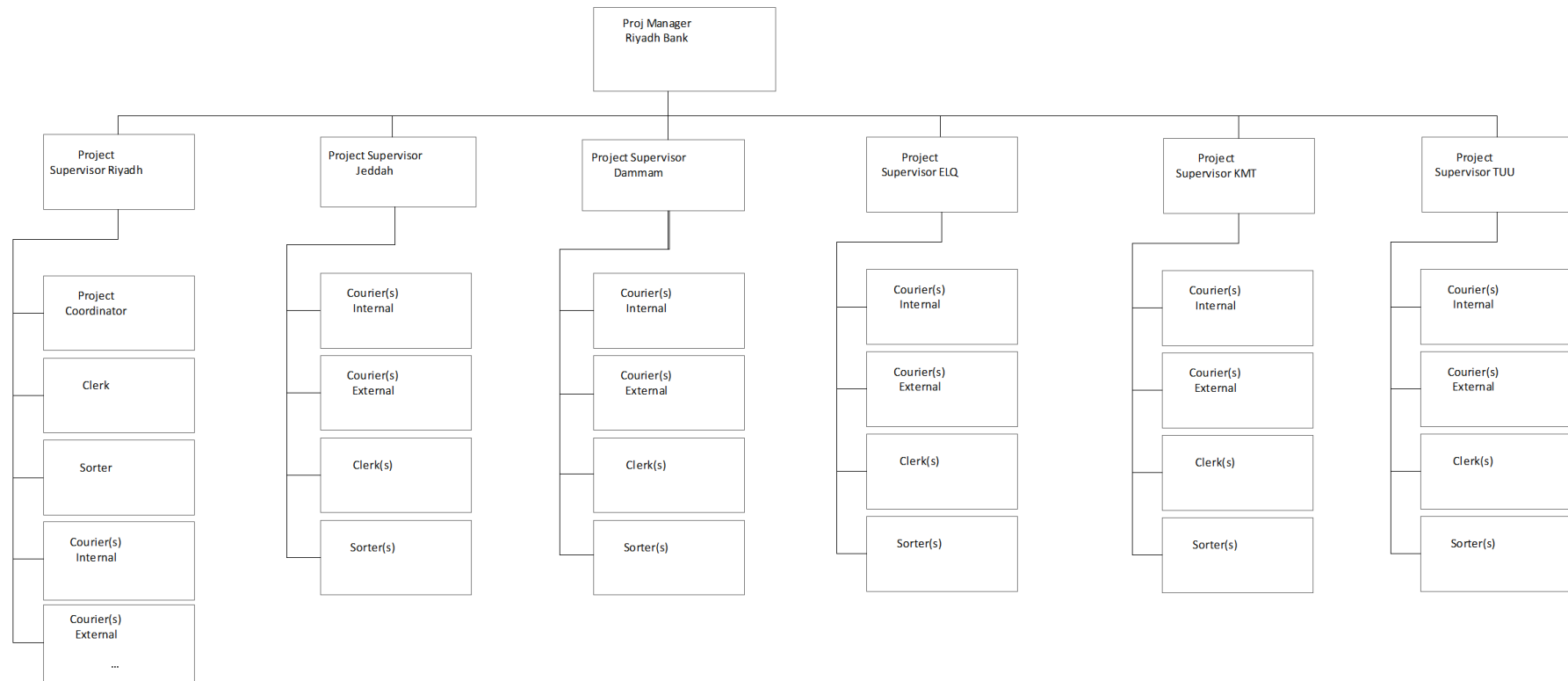Author: Edwin Ramos
Date: 1/14/2025
Volume: 0.00 Per Second

Authorization: Authorized
Date: 1/14/2025
Cost Per Second: $,3.5,E-0317

Owner: Omar Bin Waber
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

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

Station LMX (KMT)

Manager - Station
LMX (KMT)

Supervisor
Operations LMX

Operations Agent -
LMX

Courier - LMX

Handler - LMX

Title: Station LMX (KMT)
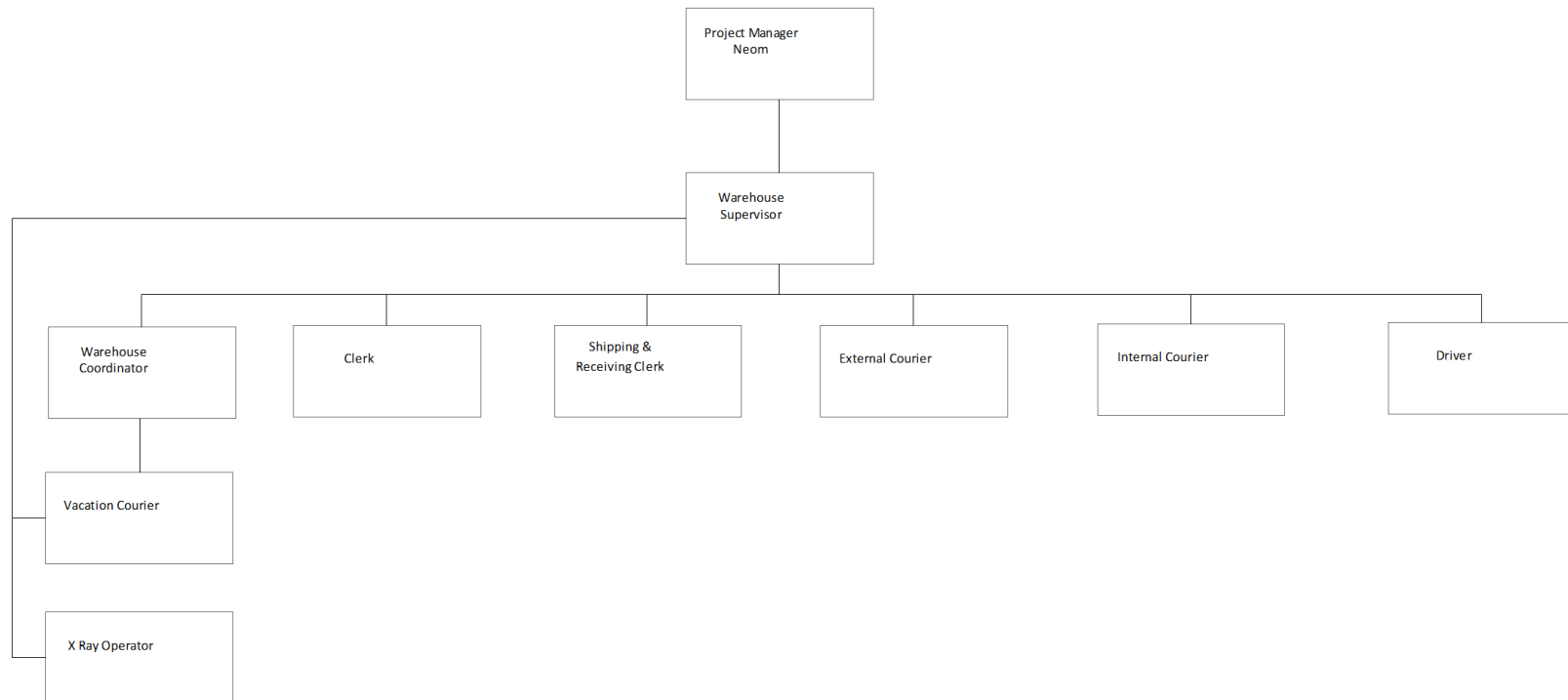Author: Edwin Ramos
Date: 1/14/2025
Volume: 0.00 Per Second

Authorization: Authorized
Date: 1/14/2025
Cost Per Second: $,3.5,E-0317

Owner: Omar Bin Waber
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

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

Logistics Fulfillment & General

Org chart:

- Director Operations
  - Manager Fulfillment & Gen. Logistics
    - Asst. Manager Logistics
      - Project Coordinator - Logistics
        - Logistics Coordinator
          - Receiving Clerk - Dispatcher
            - Clerk - Logistics
              - Handler - Logistics
      - Team Leader - Logistics (STC)
        - Clerk - Logistics
          - Handler - Logistics
            - Cleaner
      - Project Coordinator - Logistics (STC)
      - Team Leader Logistics (STCS)
        - Receiving Clerk - Dispatcher
          - Clerk - Logistics
            - Driver - Logistics
              - Handler - Logistics
      - Team Leader Logistics (Huawei RUH)
        - Testing Operator - Logistics
          - Receiving Shipping Operator
            - Clerk - Logistics
      - Team Leader - Logistics (Huawei JED)
        - Inventory Clerk Logistics
          - Receiving Shipping Operator
      - Team Leader - Logistics (Huawei DMM)
        - Receiving Shipping Operator
      - Team Leader - Logistics (Fulfillment)
        - Receiving Clerk - Dispatcher
          - Picker - Logistics
            - Handler - Logistics

Title: Logistics Fulfillment & General
Author: Bashayr Al sharidi
Date: 12/25/2022
Volume: 0.00 Per Second
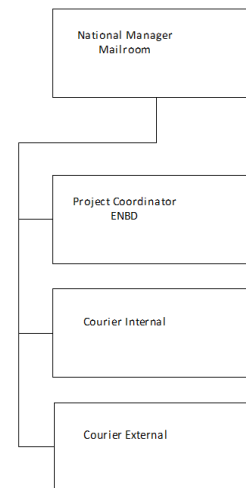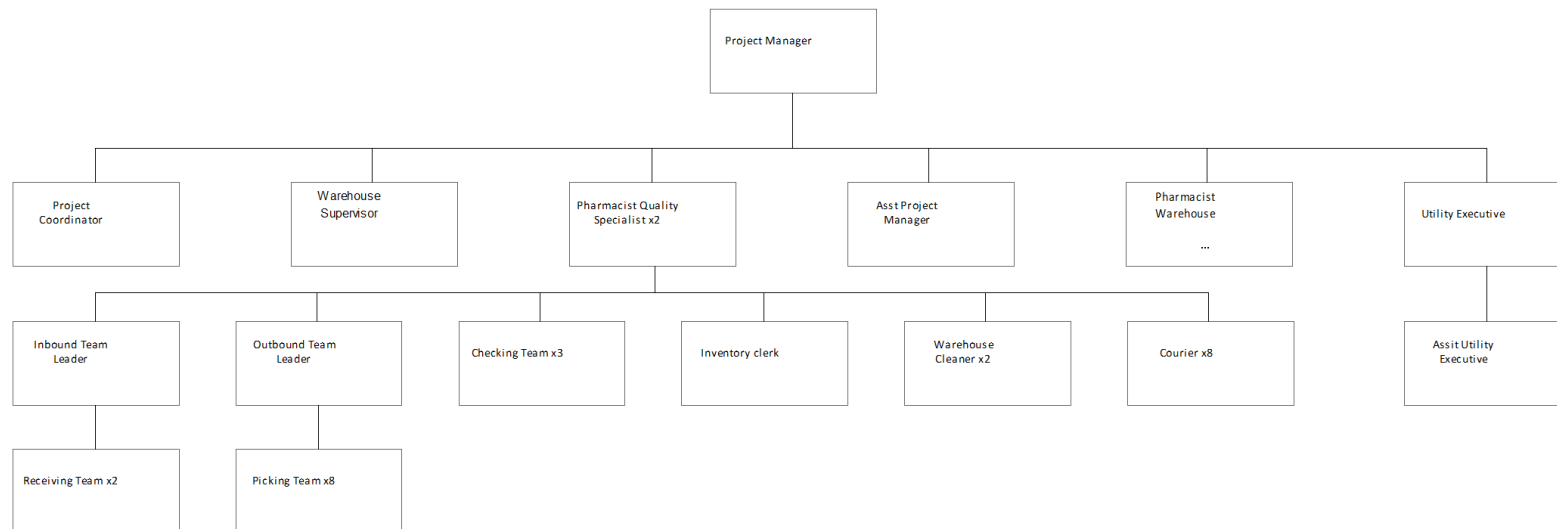
Authorization: Authorized
Date: 1/14/2025
Cost Per Second: $,3.5,E-0317

Owner: Omar Bin Waber
Diagram Version: 3
Review Date: None
F.T.E.: 0.00

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

SMSA

Logistics - Cold Chain Projects

```
┌─────────────────────┐
│  Director Operations│
│                     │
└─────────────────────┘
          │
┌─────────────────────┐
│ Manager - Logistics │
│ Cold Chin Projects  │
└─────────────────────┘
          │
┌─────────────────────┐
│   Asst. Manager     │
│     Logistics       │
└─────────────────────┘
          │
┌─────────────────────┐
│  ⬇                  │
│                     │
│  NUPCO Project (RUH)│
└─────────────────────┘
```

Title: Logistics - Cold Chain Projects   Owner: Omar Bin Waber   ○ Actions   ○ Feedback
Author: Bashayr Al sharidi   Authorization: Authorized   Diagram Version: 3   ● Change Log   ○ Keywords
Date: 12/25/2022   Date: 1/14/2025   Review Date: None   ○ Change Requests ● Read Only
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317   F.T.E.: 0.00

NUPCO Project (RUH)

Director Operations

Manager - Logistics

Assistant Manager - Logistics

Pharmacist (RUH)

Warehouse Supervisor - Logistics (RUH)

Project Coordinator - Logistics

Clerk - Logistics

Inventory Clerk - Logistics

Picker - Logistics

Forklift Operator - Logistics

Driver - Logistics

Handler - Logistics

Title: NUPCO Project (RUH)
Author: Bashayr Al sharidi
Date: 3/26/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 3/27/2023
Cost Per Second: $,3.5,E-0317
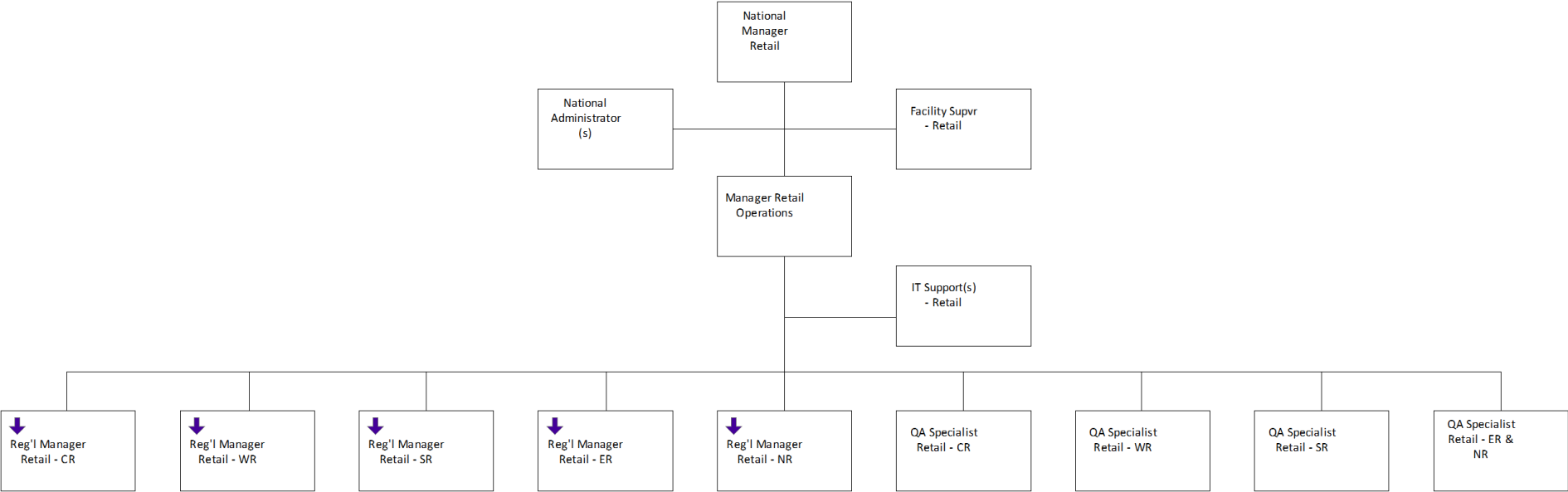
Owner: Omar Bin Waber
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

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

SMSA Services

```
                    ┌─────────────────┐
                    │ Managing Director│
                    └────────┬────────┘
          ┌──────────────┬───┴────┬──────────────┐
   ┌──────▼─────┐ ┌──────▼─────┐ ┌▼───────────┐ ┌▼────────────┐
   │ ⬇          │ │ ⬇          │ │ ⬇          │ │ ⬇           │
   │ Nat'l Manager│ │ Project Manager│ │ Manager    │ │ Nat'l Manager SDC│
   │ Service Center│ │ - Healthcare │ │ MRM Operations│ │ Operations  │
   └────────────┘ └────────────┘ └────────────┘ └─────────────┘
```

Title: SMSA Services
Author: Edwin Ramos
Date: 4/17/2022
Volume: 0.00 Per Second
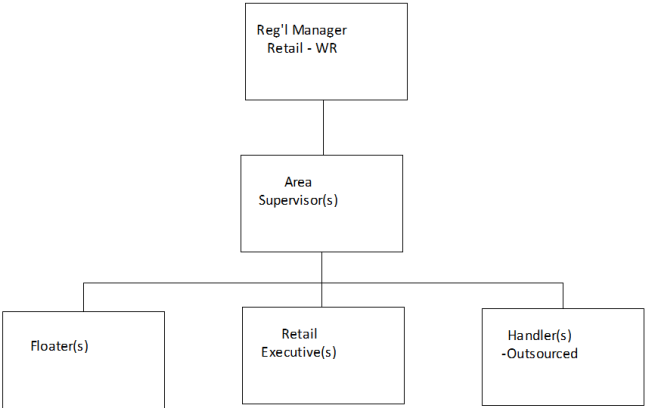
Authorization: Authorized
Date: 8/6/2023
Cost Per Second: $,3.5,E-0317

Owner: Omar Bin Waber
Diagram Version: 3
Review Date: None
F.T.E.: 0.00

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

Mailroom Management

Nat'l Manager
MRM

Nat'l Administrator
MRM Services

| Proj Manager Riyadh Bank | Proj Manager Saudi Telecom | Proj Supvr Alinma Bank | Services Manager KAUST | Proj Manager Banque Saudi Fransi | Proj Supvr Saudi Food & Drugs Authority | Proj Supvr Bank Al Jazira | Proj Supvr Saudi Invest. Bank | Proj Manager NEOM | ENBD Project |

Title: Mailroom Management
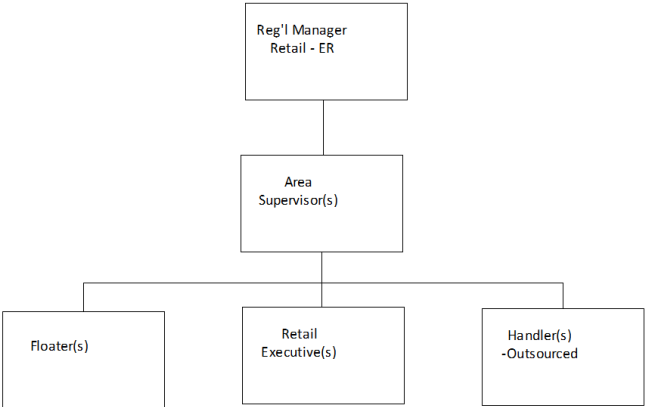Author: Edwin Ramos
Date: 5/24/2017
Volume: 0.00 Per Second

Authorization: Authorized
Date: 1/15/2025
Cost Per Second: $,3.5,E-0317

Owner: Mohammad Bhaiyat
Diagram Version: 7
Review Date: None
F.T.E.: 0.00

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

Saudi Food & Drugs Project

Organization chart:
- National Manager Mailroom
  - Supervisor Saudi Food & Drugs
    - Clerk Riyadh
      - Courier Internal
      - Courier External
    - Project Coordinator Jeddah
      - Project Coordinator
    - Project Coordinator Dammam
      - Project Coordinator

Title: Saudi Food & Drugs Project
Author: Edwin Ramos
Date: 12/11/2010
Volume: 0.00 Per Second

Authorization: Authorized
Date: 1/15/2025
Cost Per Second: $,3.5,E-0317

Owner: Mohammad Bhaiyat
Diagram Version: 5
Review Date: None
F.T.E.: 0.00

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

Banque Saudi Fransi Project

Project Manager
Banque SF

Supervisor
Banque SF RUH

Supervisor
Banque SF JED

Supervisor
Banque SF DMM

Courier(s)
Internal

Courier(s)
External

Clerk(s)

Sorter(s)

Driver

Courier(s)
Internal

Courier(s)
External

Clerk(s)

Courier
Urgent

Courier(s)
Internal

Courier(s)
External

Clerk(s)

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

Bank Alinma Project

```
                    National Manager
                       Mailroom
                          |
                      Supervisor
                     Alinma Bank
                          |
      +-------------------+-------------------+
      |                   |                   |
  Courier(s)          Courier(s)          Courier(s)
   Internal         External Jeddah        External
      |                                     Dammam
  Courier(s)
   External
      |
   Clerk(s)
```

Title: Bank Alinma Project
Author: Edwin Ramos
Date: 12/11/2010
Volume: 0.00 Per Second

Authorization: Authorized
Date: 1/15/2025
Cost Per Second: $,3.5,E-0317

Owner: Mohammad Bhaiyat
Diagram Version: 5
Review Date: None
F.T.E.: 0.00

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

Saudi Telecom Project

```
                    ┌─────────────────┐
                    │ Project Manager │
                    │      STC        │
                    └────────┬────────┘
                             │
                    ┌────────┴────────┐
                    │   Supervisor    │
                    └────────┬────────┘
                             │
   ┌──────────┬──────────────┼──────────────┬──────────────┐
┌──────┐  ┌──────┐     ┌───────────┐   ┌───────────┐   ┌──────────┐
│Floater│  │Clerk(s)│   │ Courier(s)│   │ Courier(s)│   │ Sorter(s)│
│      │  │      │     │ External  │   │ Internal  │   │          │
└──────┘  └──────┘     └───────────┘   └───────────┘   └──────────┘
```

Title: Saudi Telecom Project
Author: Edwin Ramos
Date: 12/11/2010
Volume: 0.00 Per Second

Authorization: Authorized
Date: 1/15/2025
Cost Per Second: $,3.5,E-0317

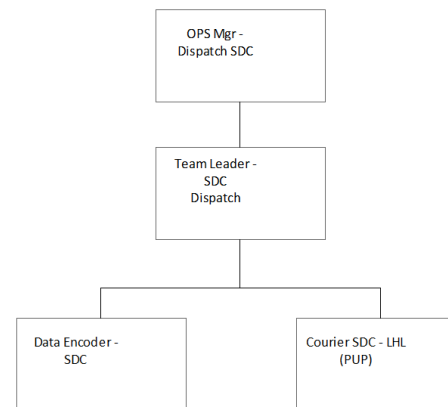Owner: Mohammad Bhaiyat
Diagram Version: 5
Review Date: None
F.T.E.: 0.00

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

KAUST Project

Service Manager
KAUST

Warehouse
Coordinator

Logistics
Coordinator x 2

Receiving Clerk
Dispatcher x 3

Quality
Compliance Officer

Furniture
Support x 7

Helpdesk
clerk x 2

Inventory
Coordinator x 3

Truck driver x 3

Truck driver x 1

Storekeeper
-Forklift Operator x
4

Carpenter x 2

Handler x 2

Handler x 5

Handler x 12

Title: KAUST Project
Author: Edwin Ramos
Date: 3/6/2012
Volume: 0.00 Per Second

Authorization: Authorized
Date: 1/15/2025
Cost Per Second: $,3.5,E-0317
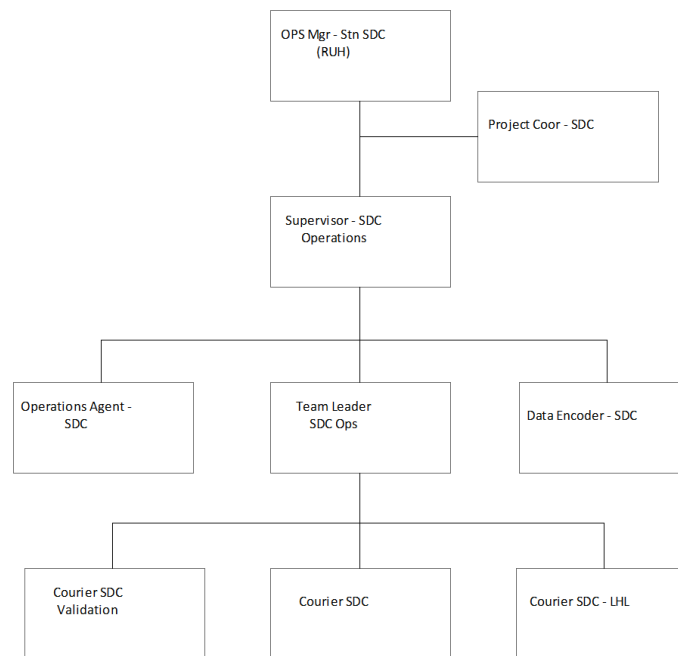
Owner: Mohammad Bhaiyat
Diagram Version: 5
Review Date: None
F.T.E.: 0.00

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

Bank Al Jazira Project

National Manager
Mailroom

Project Manager
BAJ

Project Supvr
Riyadh

Clerk(s)

Sorter

Courier(s)
External

Courier(s)
Internal

Project Supvr
Dammam

Clerk(s)

Sorter

Courier(s)
External

Courier(s)
Internal

Clerk(s) Jeddah

Sorter

Courier(s)
External

Courier Internal

Title: Bank Al Jazira Project
Author: Edwin Ramos
Date: 2/7/2016
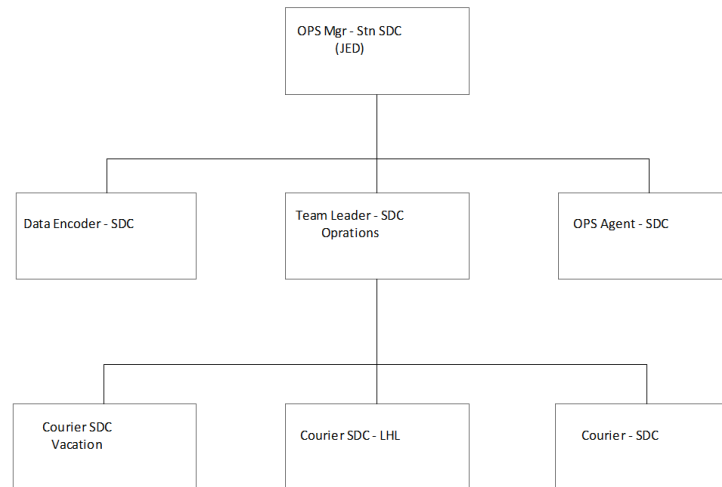Volume: 0.00 Per Second

Authorization: Authorized
Date: 1/15/2025
Cost Per Second: $,3.5,E-0317

Owner: Mohammad Bhaiyat
Diagram Version: 5
Review Date: None
F.T.E.: 0.00

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

Saudi Invest. Bank Project

```
                    ┌──────────────┐
                    │  Nat'l Mngr  │
                    │   Mailroom   │
                    └──────┬───────┘
                           │
                    ┌──────┴───────┐
                    │ Proj Supervisor │
                    │      SIB     │
                    └──────┬───────┘
          ┌────────────────┼────────────────┐
   ┌──────┴──────┐  ┌──────┴──────┐  ┌──────┴──────┐
   │   Clerk(s)  │  │  Courier(s) │  │  Courier(s) │
   │             │  │ External Jeddah │ │ External DMM │
   └─────────────┘  └─────────────┘  └─────────────┘
   ┌─────────────┐
   │  Courier(s) │
   │   External  │
   └─────────────┘
   ┌─────────────┐
   │  Courier(s) │
   │   Internal  │
   └─────────────┘
```

Title:	Saudi Invest. Bank Project		
Author:	Edwin Ramos	Authorization: Authorized	Owner: Mohammad Bhaiyat
Date:	2/7/2016	Date: 1/15/2025	Diagram Version: 5
Volume:	0.00 Per Second	Cost Per Second: $,3.5,E-0317	Review Date: None

Title: Saudi Invest. Bank Project
Author: Edwin Ramos
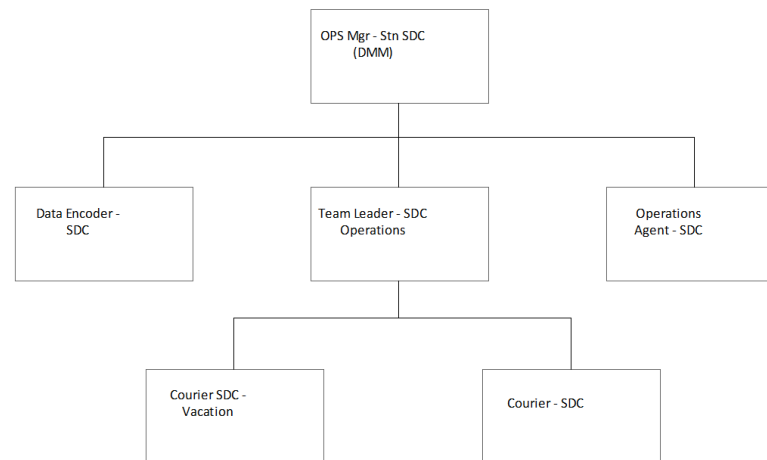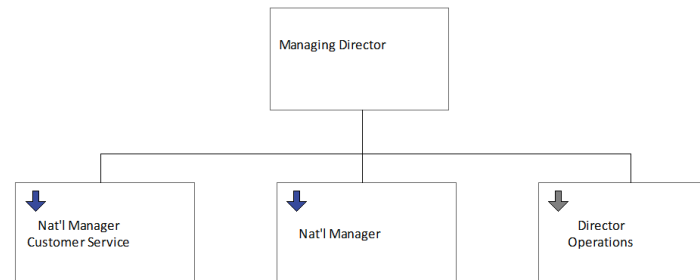Date: 2/7/2016
Volume: 0.00 Per Second

Authorization: Authorized
Date: 1/15/2025
Cost Per Second: $,3.5,E-0317

Owner: Mohammad Bhaiyat
Diagram Version: 5
Review Date: None
F.T.E.: 0.00

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

Riyadh Bank Mailroom Project

Proj Manager
Riyadh Bank

Project Supervisor Riyadh	Project Supervisor Jeddah	Project Supervisor Dammam	Project Supervisor ELQ	Project Supervisor KMT	Project Supervisor TUU
Project Coordinator	Courier(s) Internal	Courier(s) Internal	Courier(s) Internal	Courier(s) Internal	Courier(s) Internal
Clerk	Courier(s) External	Courier(s) External	Courier(s) External	Courier(s) External	Courier(s) External
Sorter	Clerk(s)	Clerk(s)	Clerk(s)	Clerk(s)	Clerk(s)
Courier(s) Internal	Sorter(s)	Sorter(s)	Sorter(s)	Sorter(s)	Sorter(s)
Courier(s) External ...					

Title: Riyadh Bank Mailroom Project
Author: Mohammed Ahmed Khan
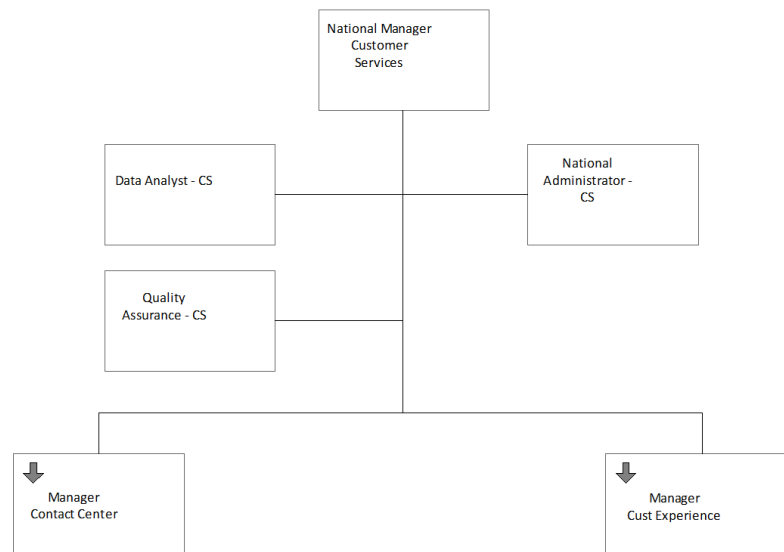Date: 3/28/2024
Volume: 0.00 Per Second

Authorization: Authorized
Date: 1/15/2025
Cost Per Second: $,3.5,E-0317

Owner: Mohammad Bhaiyat
Diagram Version: 3
Review Date: None
F.T.E.: 0.00

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

NEOM Project

```
                        ┌──────────────────┐
                        │ Project Manager  │
                        │ Neom             │
                        └────────┬─────────┘
                                 │
                        ┌────────┴─────────┐
                        │ Warehouse        │
                        │ Supervisor       │
                        └────────┬─────────┘
```

| Warehouse Coordinator | Clerk | Shipping & Receiving Clerk | External Courier | Internal Courier | Driver |

- Vacation Courier
- X Ray Operator

Title: NEOM Project
Author: Mohammed Ahmed Khan
Date: 4/3/2024
Volume: 0.00 Per Second

Authorization: Authorized
Date: 1/15/2025
Cost Per Second: $,3.5,E-0317

Owner: Mohammad Bhaiyat
Diagram Version: 3
Review Date: None
F.T.E.: 0.00

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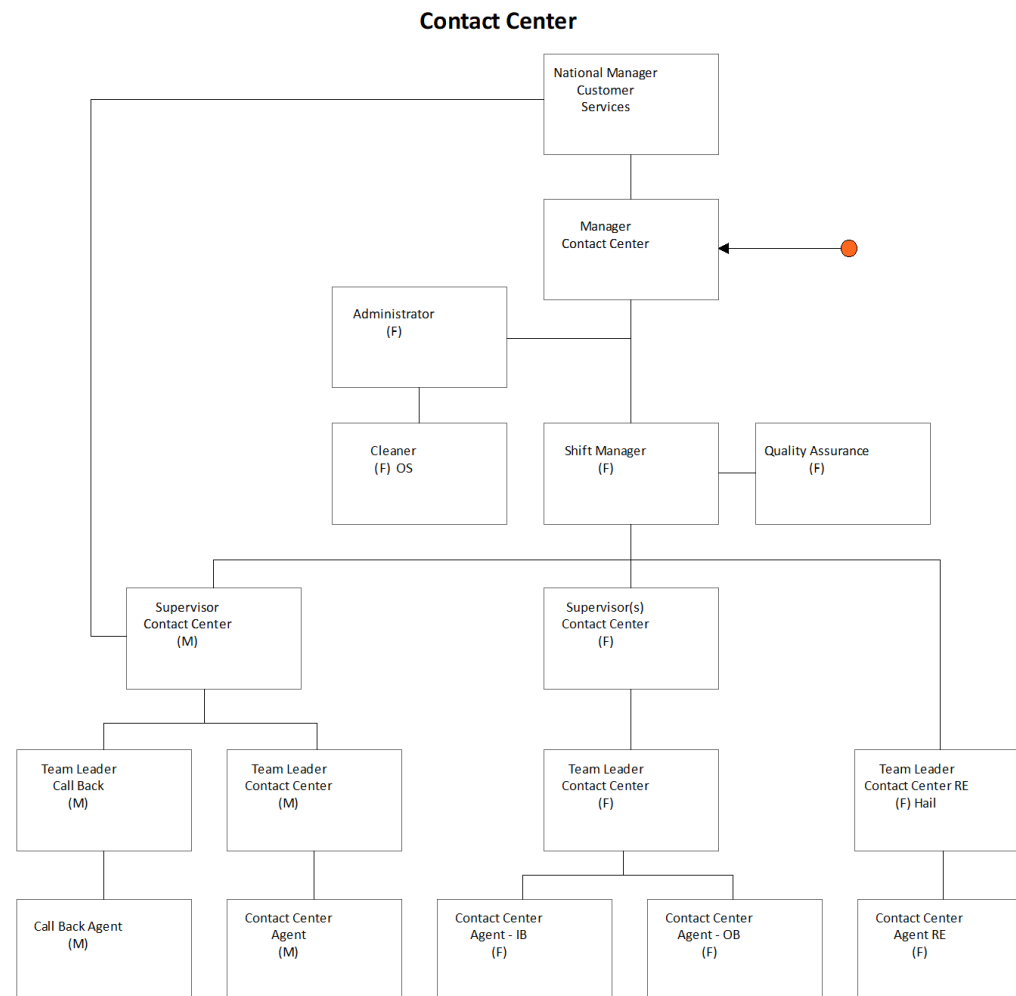● Change Log ○ Keywords
○ Change Requests ● Read Only

ENBD Project

National Manager
Mailroom

Project Coordinator
ENBD

Courier Internal

Courier External

Title: ENBD Project
Author: Mohammed Ahmed Khan
Date: 4/3/2024
Volume: 0.00 Per Second

Authorization: Authorized
Date: 1/15/2025
Cost Per Second: $,3.5,E-0317

Owner: Mohammad Bhaiyat
Diagram Version: 3
Review Date: None
F.T.E.: 0.00

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

Healthcare

```
                          ┌──────────────────┐
                          │ Project Manager  │
                          └──────────────────┘
                                   │
   ┌──────────┬──────────┬─────────┼─────────┬──────────┬──────────┐
┌────────┐┌────────┐┌──────────┐┌────────┐┌──────────┐┌──────────┐
│Project ││Warehouse││Pharmacist││Asst     ││Pharmacist││Utility   │
│Coord.  ││Super.   ││Quality   ││Project  ││Warehouse ││Executive │
│        ││         ││Spec. x2  ││Manager  ││  ...     ││          │
└────────┘└────────┘└──────────┘└────────┘└──────────┘└──────────┘
```

| Project Coordinator | Warehouse Supervisor | Pharmacist Quality Specialist x2 | Asst Project Manager | Pharmacist Warehouse ... | Utility Executive |

| Inbound Team Leader | Outbound Team Leader | Checking Team x3 | Inventory clerk | Warehouse Cleaner x2 | Courier x8 | Assit Utility Executive |

| Receiving Team x2 | Picking Team x8 |

Title: Healthcare
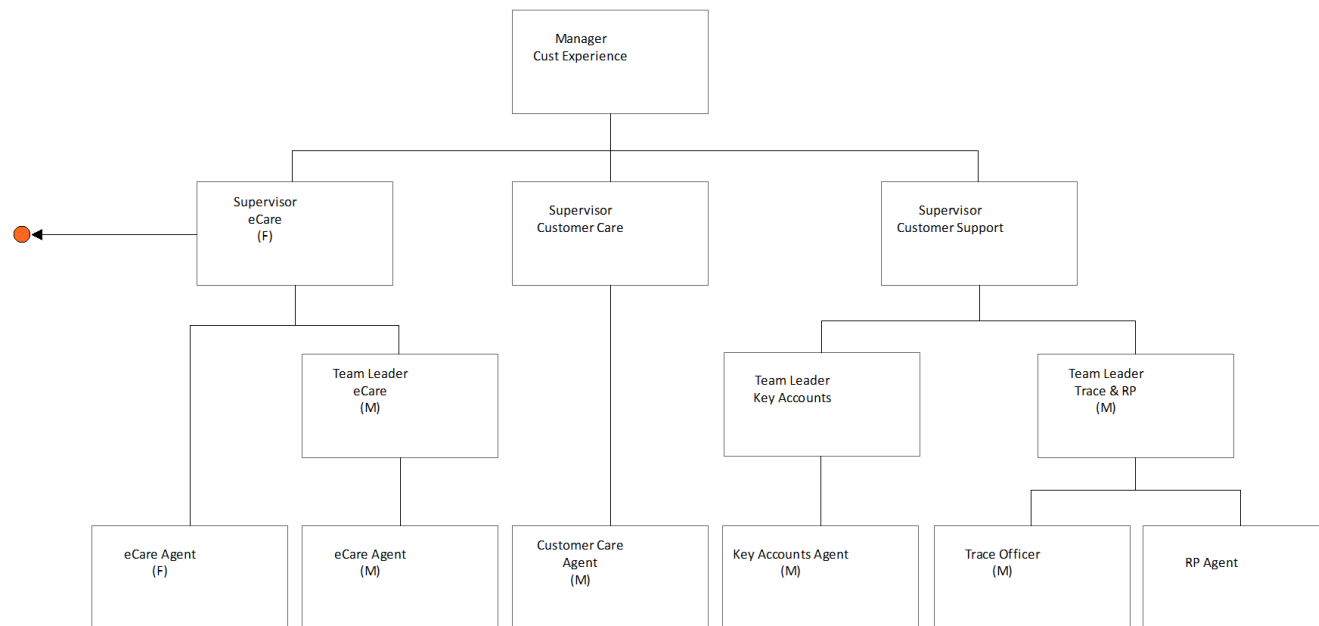Author: Edwin Ramos
Date: 4/24/2016
Volume: 0.00 Per Second

Authorization: Authorized
Date: 8/30/2022
Cost Per Second: $,3.5,E-0317

Owner: Mohammad Bhaiyat
Diagram Version: 4
Review Date: None
F.T.E.: 0.00

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

Retail
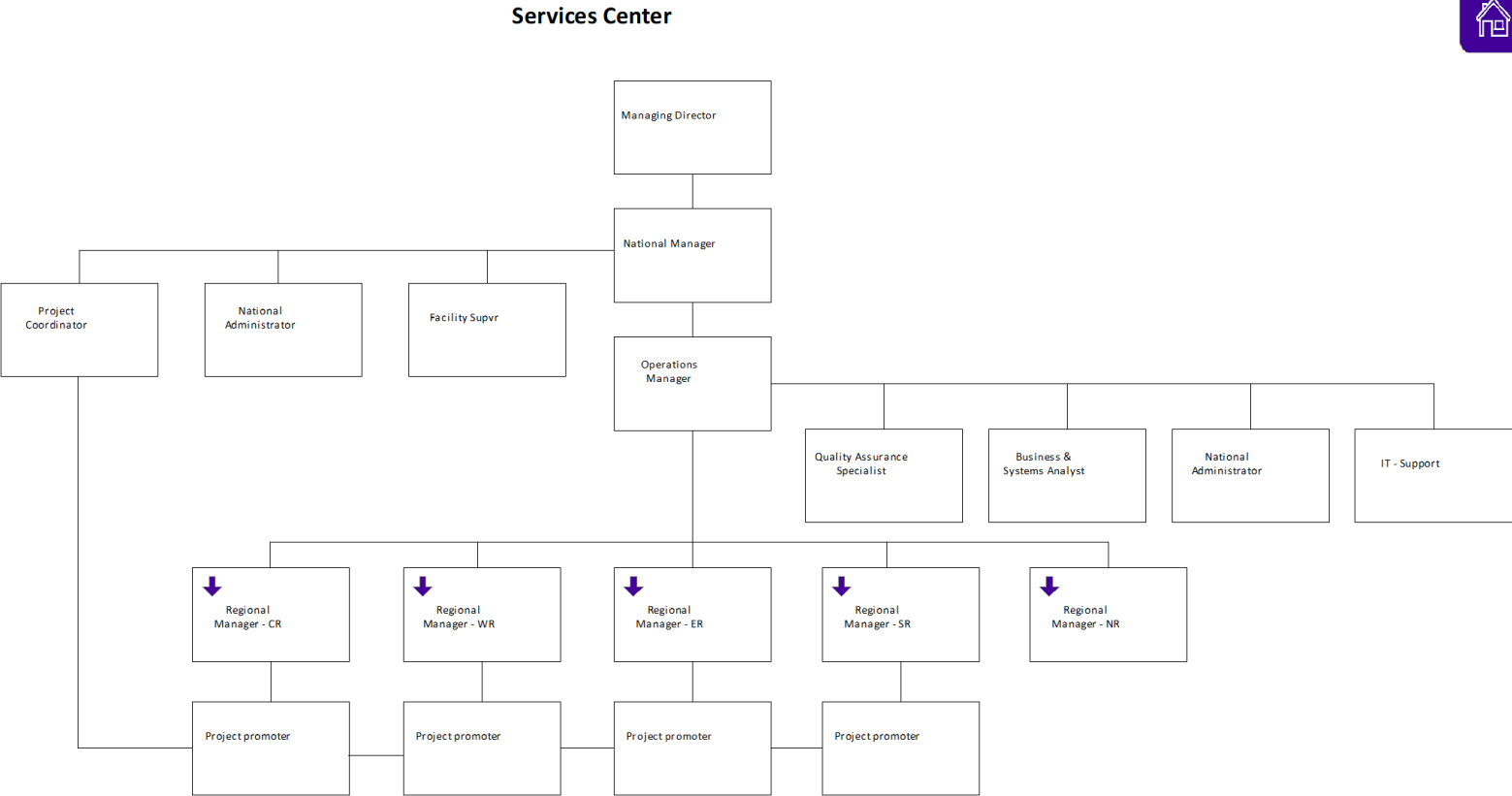
Retail

National
Manager
Retail

National
Administrator
(s)

Facility Supvr
- Retail

Manager Retail
Operations

IT Support(s)
- Retail

Reg'l Manager
Retail - CR

Reg'l Manager
Retail - WR

Reg'l Manager
Retail - SR

Reg'l Manager
Retail - ER

Reg'l Manager
Retail - NR

QA Specialist
Retail - CR

QA Specialist
Retail - WR

QA Specialist
Retail - SR

QA Specialist
Retail - ER &
NR

Retail - Western Region

```
         ┌──────────────────┐
         │   Reg'l Manager  │
         │   Retail - WR    │
         └──────────────────┘
                  │
         ┌──────────────────┐
         │      Area        │
         │  Supervisor(s)   │
         └──────────────────┘
                  │
     ┌────────────┼────────────┐
┌──────────┐ ┌──────────┐ ┌──────────┐
│Floater(s)│ │  Retail  │ │Handler(s)│
│          │ │Executive(s)│ │-Outsourced│
└──────────┘ └──────────┘ └──────────┘
```

Title: Retail - Western Region   Owner: Mohammad Bhaiyat   ○ Actions   ○ Feedback
Author: Edwin Ramos   Authorization: Authorized   Diagram Version: 3   ● Change Log   ○ Keywords
Date: 3/19/2019   Date: 1/14/2025   Review Date: None   ○ Change Requests ● Read Only
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317   F.T.E.: 0.00

Retail - Eastern Region

```
                    ┌──────────────┐
                    │ Reg'l Manager│
                    │ Retail - ER  │
                    └──────┬───────┘
                           │
                    ┌──────┴───────┐
                    │ Area         │
                    │ Supervisor(s)│
                    └──────┬───────┘
          ┌────────────────┼────────────────┐
  ┌───────┴──────┐  ┌──────┴───────┐  ┌──────┴───────┐
  │ Floater(s)   │  │ Retail       │  │ Handler(s)   │
  │              │  │ Executive(s) │  │ -Outsourced  │
  └──────────────┘  └──────────────┘  └──────────────┘
```

Title: Retail - Eastern Region

Author: Edwin Ramos

Date: 3/19/2019

Volume: 0.00 Per Second

Authorization: Authorized
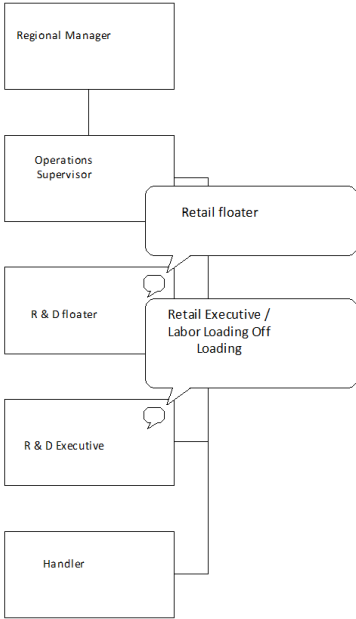
Date: 1/14/2025

Cost Per Second: $,3.5,E-0317

Owner: Mohammad Bhaiyat

Diagram Version: 3

Review Date: None

F.T.E.: 0.00

○ Actions   ○ Feedback

● Change Log   ○ Keywords

○ Change Requests ● Read Only

Retail - Northern Region

Reg'l Manager
Retail - NR

Area
Supervisor(s)

Floater(s)

Retail
Executive(s)

Handler(s)
-Outsourced

Title: Retail - Northern Region
Author: Edwin Ramos
Date: 3/19/2019
Volume: 0.00 Per Second

Authorization: Authorized
Date: 1/14/2025
Cost Per Second: $,3.5,E-0317

Owner: Mohammad Bhaiyat
Diagram Version: 3
Review Date: None
F.T.E.: 0.00

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

Retail - Central Region

Reg'l Manager
Retail - CR

Area
Supervisor(s)

Floater(s)

Retail
Executive(s)

Handler(s)
-Outsourced

Title: Retail - Central Region
Author: Edwin Ramos
Date: 3/19/2019
Volume: 0.00 Per Second

Authorization: Authorized
Date: 1/14/2025
Cost Per Second: $,3.5,E-0317

Owner: Mohammad Bhaiyat
Diagram Version: 3
Review Date: None
F.T.E.: 0.00

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

Retail - Southern Region

```
                    ┌─────────────────┐
                    │  Reg'l Manager  │
                    │   Retail - SR   │
                    └────────┬────────┘
                             │
                    ┌────────┴────────┐
                    │      Area       │
                    │  Supervisor(s)  │
                    └────────┬────────┘
              ┌──────────────┼──────────────┐
    ┌─────────┴──────┐ ┌─────┴──────┐ ┌─────┴──────┐
    │                │ │   Retail   │ │  Handler(s)│
    │   Floater(s)   │ │ Executive(s)│ │ -Outsourced│
    │                │ │            │ │            │
    └────────────────┘ └────────────┘ └────────────┘
```

Title: Retail - Southern Region
Author: Edwin Ramos
Date: 3/19/2019
Volume: 0.00 Per Second

Authorization: Authorized
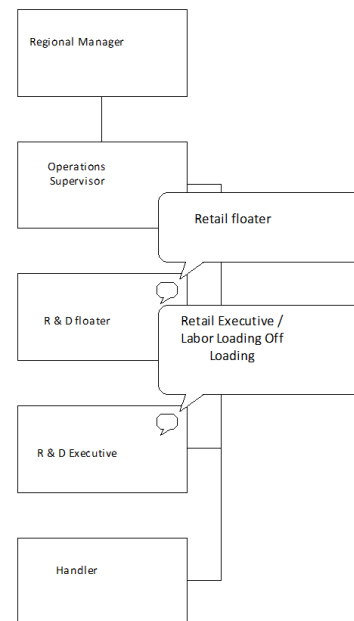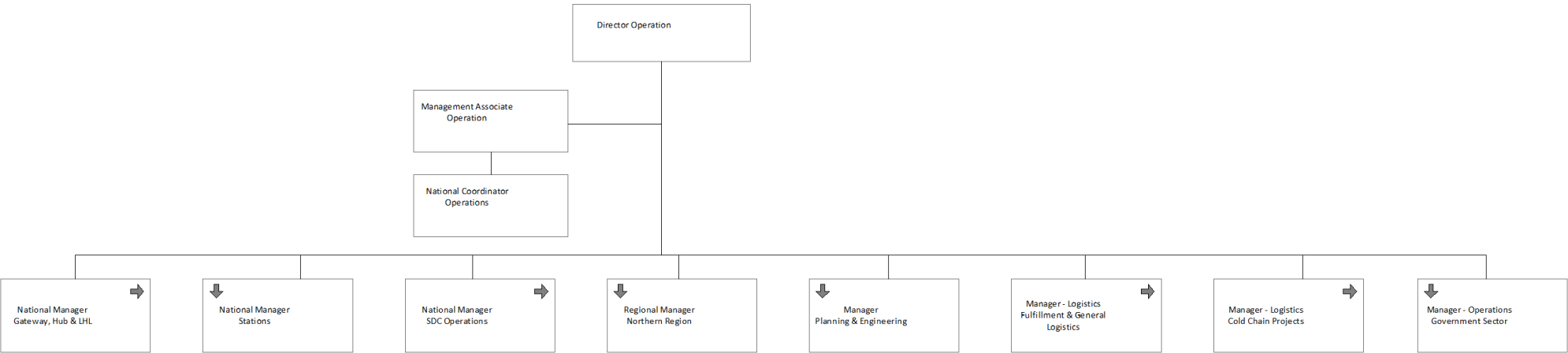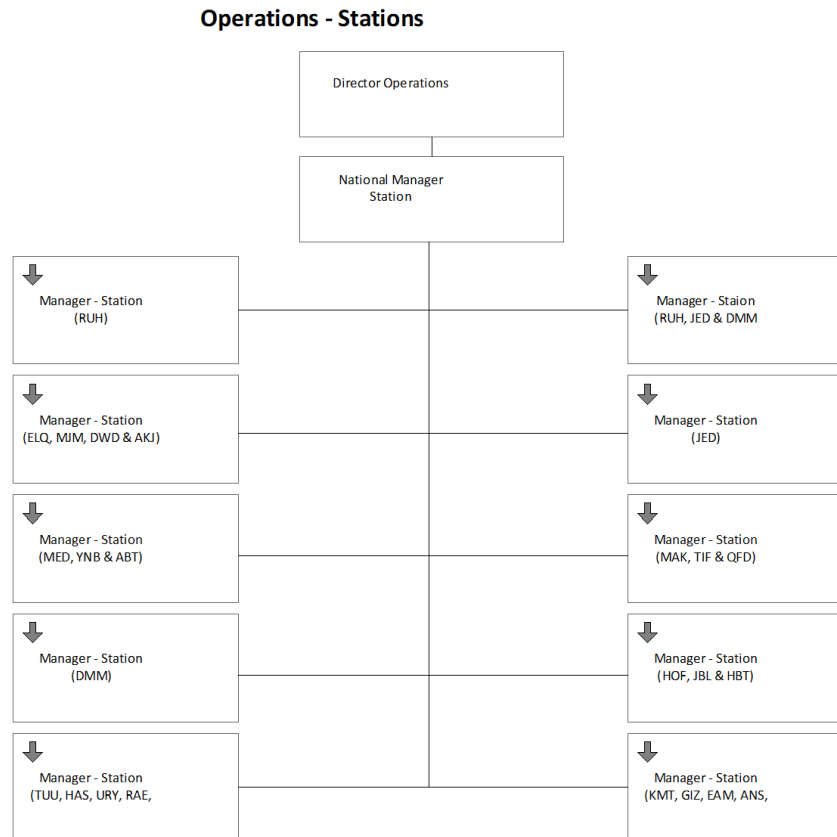Date: 1/14/2025
Cost Per Second: $,3.5,E-0317

Owner: Mohammad Bhaiyat
Diagram Version: 3
Review Date: None
F.T.E.: 0.00

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

Special Delivery Channel (SDC) Operations

```
                    ┌─────────────────┐
                    │ Director Operations │
                    └─────────────────┘
                             │
                    ┌─────────────────┐
                    │ National Manager │
                    │  SDC Operations  │
                    └─────────────────┘
                             │
        ┌───────────┬────────┴────────┬───────────┐
  ┌──────────┐ ┌──────────┐  ┌──────────┐  ┌──────────┐
  │ Ops Mngr -│ │ Ops Mngr -│  │ Ops Mngr -│  │ Ops Mngr -│
  │ Station SDC│ │ Station SDC│  │ Station SDC│  │ Dispatch SDC│
  │   (DMM)   │ │   (JED)   │  │   (RUH)   │  │   (RUH)   │
  └──────────┘ └──────────┘  └──────────┘  └──────────┘
```

Title: Special Delivery Channel (SDC) Operations
Author: Bashayr Al sharidi   Authorization: Authorized
Date: 12/26/2022   Date: 1/15/2025
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Omar Bin Waber
Diagram Version: 3
Review Date: None
F.T.E.: 0.00

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

Dispatch SDC (RUH)

```
            ┌─────────────────┐
            │   OPS Mgr -     │
            │  Dispatch SDC   │
            └────────┬────────┘
                     │
            ┌────────┴────────┐
            │  Team Leader -  │
            │      SDC        │
            │    Dispatch     │
            └────────┬────────┘
                     │
          ┌──────────┴──────────┐
  ┌───────┴───────┐     ┌───────┴───────┐
  │ Data Encoder -│     │ Courier SDC - LHL│
  │      SDC      │     │     (PUP)     │
  └───────────────┘     └───────────────┘
```

Title: Dispatch SDC (RUH)
Author: Bashayr Al sharidi
Date: 12/26/2022
Volume: 0.00 Per Second

Authorization: Authorized
Date: 1/15/2025
Cost Per Second: $,3.5,E-0317

Owner: Omar Bin Waber
Diagram Version: 3
Review Date: None
F.T.E.: 0.00

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

Station SDC (RUH)

OPS Mgr - Stn SDC (RUH)

Project Coor - SDC

Supervisor - SDC Operations

Operations Agent - SDC

Team Leader SDC Ops

Data Encoder - SDC

Courier SDC Validation

Courier SDC

Courier SDC - LHL

Title:　Station SDC (RUH)
Author:　Bashayr Al sharidi
Date:　12/26/2022
Volume:　0.00 Per Second

Authorization:　Authorized
Date:　1/15/2025
Cost Per Second:　$,3.5,E-0317
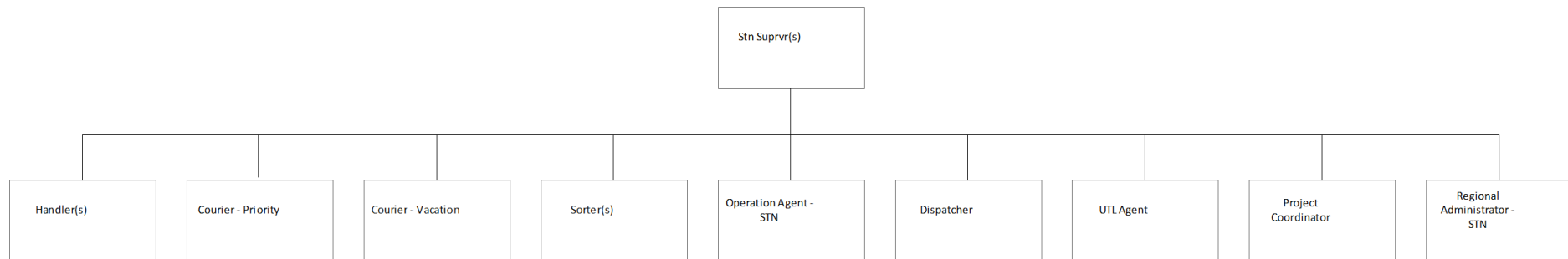
Owner:　Omar Bin Waber
Diagram Version:　3
Review Date:　None
F.T.E.:　0.00

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

Station SDC (JED)

```
                    ┌─────────────────────┐
                    │  OPS Mgr - Stn SDC  │
                    │       (JED)         │
                    └──────────┬──────────┘
        ┌──────────────────────┼──────────────────────┐
┌───────────────┐    ┌───────────────────┐    ┌───────────────┐
│ Data Encoder  │    │  Team Leader - SDC│    │ OPS Agent -   │
│    - SDC      │    │     Oprations     │    │     SDC       │
└───────────────┘    └─────────┬─────────┘    └───────────────┘
              ┌────────────────┼────────────────┐
      ┌───────────────┐ ┌───────────────┐ ┌───────────────┐
      │  Courier SDC  │ │ Courier SDC - │ │ Courier - SDC │
      │    Vacation   │ │      LHL       │ │               │
      └───────────────┘ └───────────────┘ └───────────────┘
```

Title: Station SDC (JED)
Author: Bashayr Al sharidi
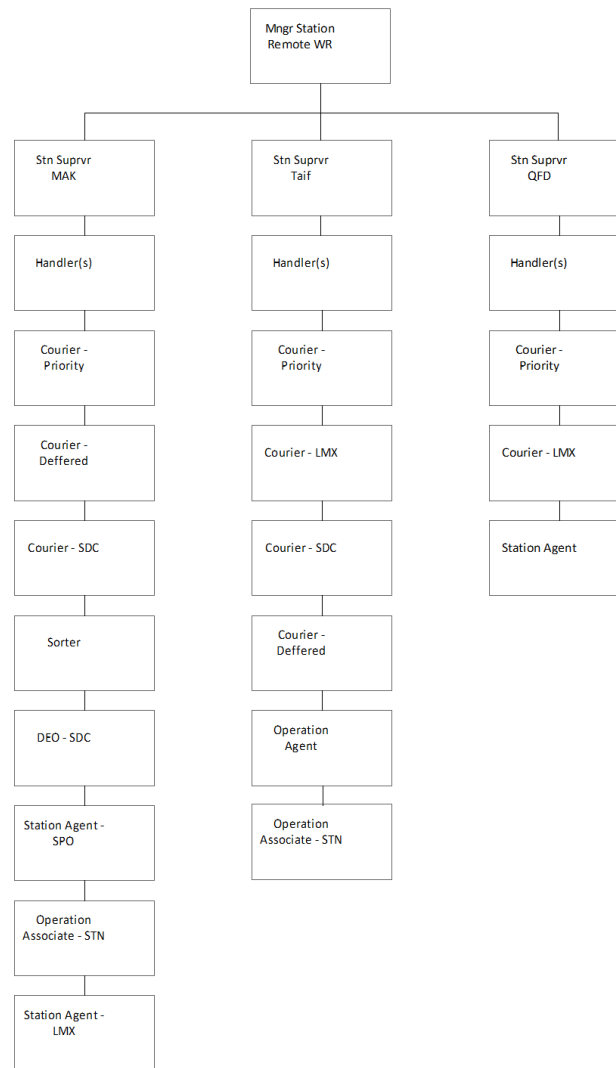Date: 12/26/2022
Volume: 0.00 Per Second

Authorization: Authorized
Date: 1/15/2025
Cost Per Second: $,3.5,E-0317

Owner: Omar Bin Waber
Diagram Version: 3
Review Date: None
F.T.E.: 0.00

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

Station SDC   (DMM)

Org chart:
- OPS Mgr - Stn SDC (DMM)
  - Data Encoder - SDC
  - Team Leader - SDC Operations
    - Courier SDC - Vacation
    - Courier - SDC
  - Operations Agent - SDC

Title: Station SDC   (DMM)
Author: Bashayr Al sharidi
Date: 12/26/2022
Volume: 0.00 Per Second

Authorization: Authorized
Date: 1/15/2025
Cost Per Second: $,3.5,E-0317

Owner: Omar Bin Waber
Diagram Version: 3
Review Date: None
F.T.E.: 0.00
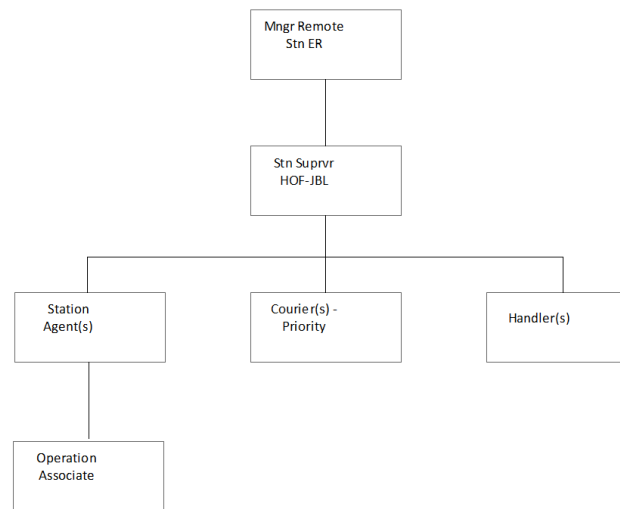
○ Actions   ○ Feedback
● Change Log   ○ Keywords
○ Change Requests ● Read Only

SMSA Express

```
                    ┌──────────────────┐
                    │ Managing Director│
                    │                  │
                    └────────┬─────────┘
            ┌────────────────┼────────────────┐
    ┌───────┴───────┐ ┌──────┴───────┐ ┌───────┴───────┐
    │ ↓             │ │ ↓            │ │ ↓             │
    │ Nat'l Manager │ │ Nat'l Manager│ │ Director      │
    │ Customer Service│ │            │ │ Operations    │
    └───────────────┘ └──────────────┘ └───────────────┘
```

Title: SMSA Express
Author: Edwin Ramos
Date: 4/17/2022
Volume: 0.00 Per Second

Authorization: Authorized
Date: 9/5/2023
Cost Per Second: $,3.5,E-0317

Owner: Mohammad Bhaiyat
Diagram Version: 3
Review Date: None
F.T.E.: 0.00

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

Customer Service

Organization chart:

- National Manager Customer Services
  - Data Analyst - CS
  - National Administrator - CS
  - Quality Assurance - CS
  - Manager Contact Center
  - Manager Cust Experience

Title: Customer Service
Author: Edwin Ramos
Date: 5/24/2017
Volume: 0.00 Per Second

Authorization: Authorized
Date: 1/15/2025
Cost Per Second: $,3.5,E-0317

Owner: Mohammad Bhaiyat
Diagram Version: 4
Review Date: None
F.T.E.: 0.00

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

Contact Center

National Manager
Customer
Services

Manager
Contact Center

Administrator
(F)

Cleaner
(F) OS

Shift Manager
(F)

Quality Assurance
(F)

Supervisor
Contact Center
(M)

Supervisor(s)
Contact Center
(F)

Team Leader
Call Back
(M)

Team Leader
Contact Center
(M)

Team Leader
Contact Center
(F)

Team Leader
Contact Center RE
(F) Hail

Call Back Agent
(M)

Contact Center
Agent
(M)

Contact Center
Agent - IB
(F)

Contact Center
Agent - OB
(F)

Contact Center
Agent RE
(F)

Title: Contact Center
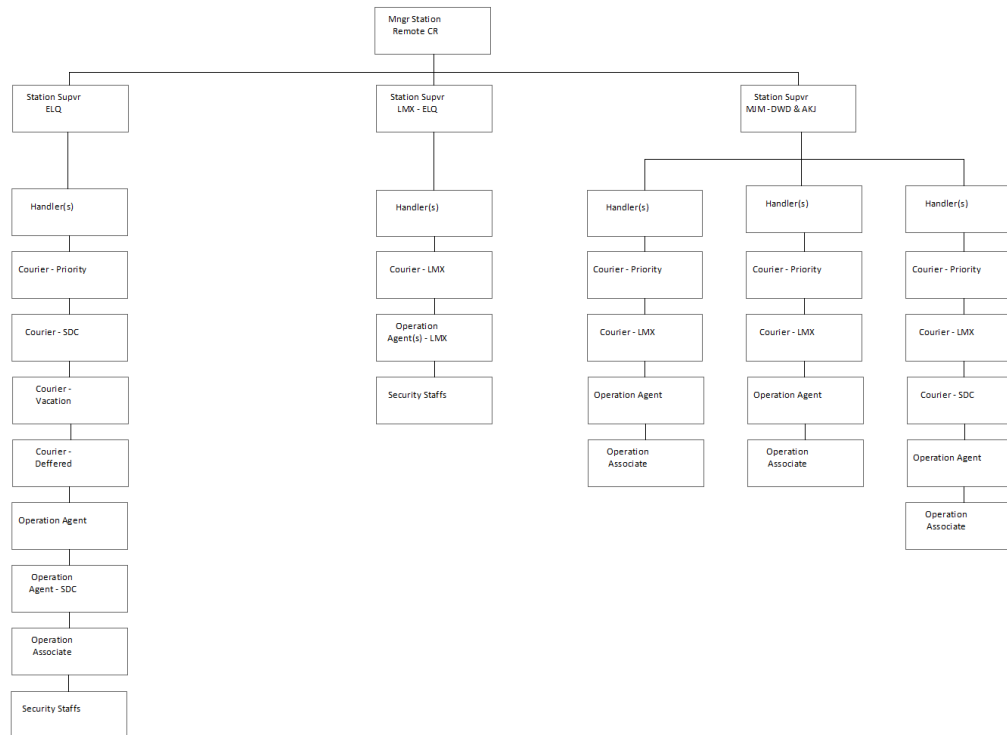Author: Edwin Ramos
Date: 1/15/2025
Volume: 0.00 Per Second

Authorization: Authorized
Date: 1/15/2025
Cost Per Second: $,3.5,E-0317

Owner: Edwin Ramos
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

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

Customer Experience

Manager
Cust Experience

Supervisor
eCare
(F)

Supervisor
Customer Care

Supervisor
Customer Support

Team Leader
eCare
(M)

Team Leader
Key Accounts

Team Leader
Trace & RP
(M)

eCare Agent
(F)

eCare Agent
(M)

Customer Care
Agent
(M)

Key Accounts Agent
(M)

Trace Officer
(M)

RP Agent

Title: Customer Experience
Author: Edwin Ramos
Date: 1/15/2025
Volume: 0.00 Per Second

Authorization: Authorized
Date: 1/15/2025
Cost Per Second: $,3.5,E-0317

Owner: Edwin Ramos
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

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

Services Center

Managing Director

National Manager

Project Coordinator

National Administrator

Facility Supvr

Operations Manager

Quality Assurance Specialist

Business & Systems Analyst

National Administrator

IT - Support

Regional Manager - CR

Regional Manager - WR

Regional Manager - ER

Regional Manager - SR

Regional Manager - NR

Project promoter

Project promoter

Project promoter

Project promoter

Services Center - Western Region

Services Center - Eastern Region
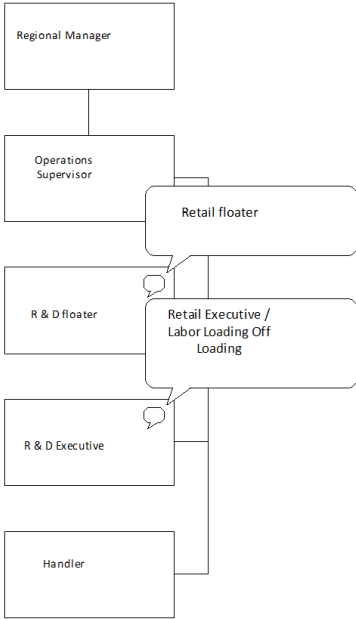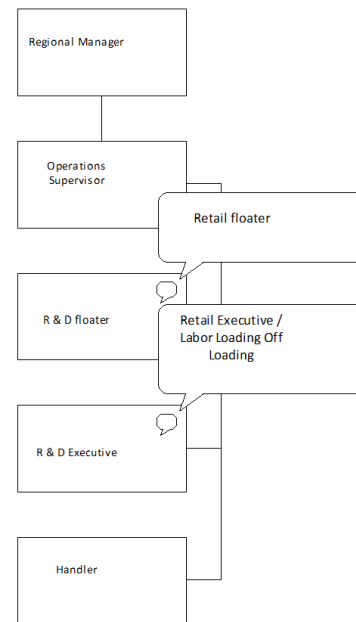
Services Center - Northern Region

Title: Services Center - Northern Region
Author: Edwin Ramos
Date: 3/19/2019
Volume: 0.00 Per Second

Authorization: Authorized
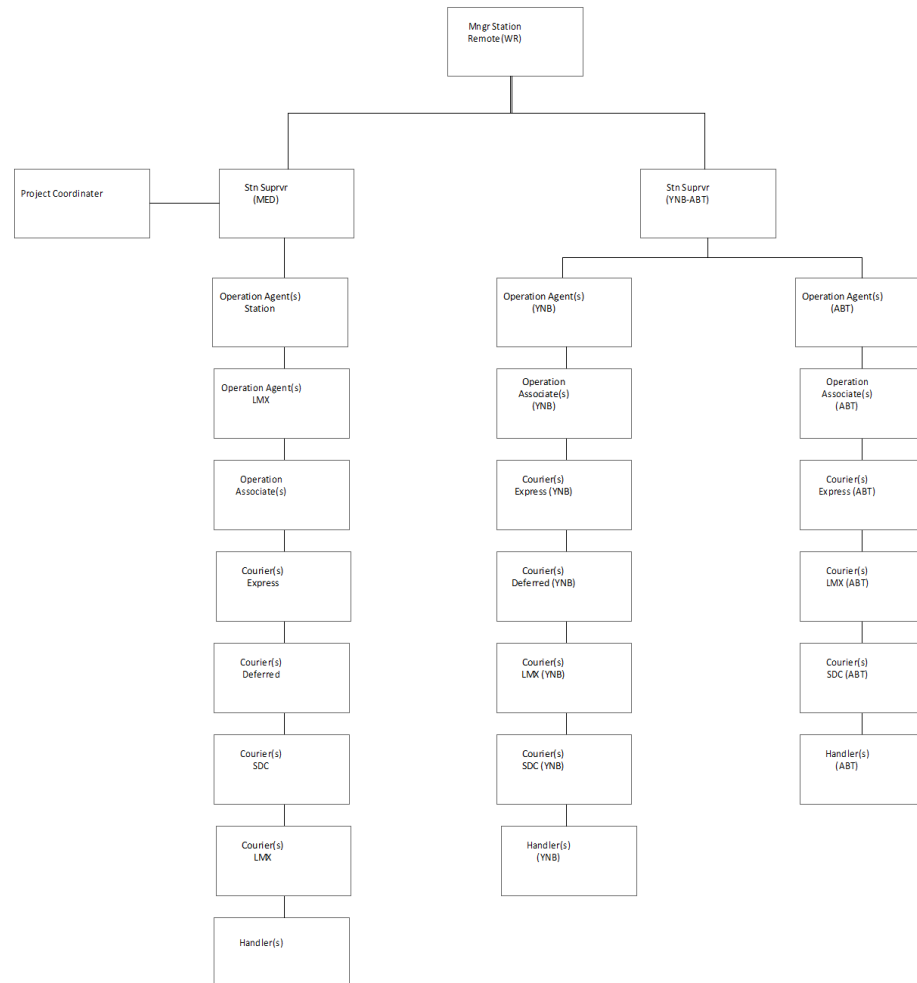Date: 1/14/2025
Cost Per Second: $,3.5,E-0317

Owner: Mohammad Bhaiyat
Diagram Version: 4
Review Date: None
F.T.E.: 0.00

○ Actions
● Change Log
○ Change Requests

○ Feedback
○ Keywords
● Read Only

Services Center - Central Region

Regional Manager

Operations Supervisor

Retail floater

R & D floater

Retail Executive / Labor Loading Off Loading

R & D Executive

Handler

Title: Services Center - Central Region
Author: Edwin Ramos
Date: 3/19/2019
Volume: 0.00 Per Second

Authorization: Authorized
Date: 1/14/2025
Cost Per Second: $,3.5,E-0317

Owner: Mohammad Bhaiyat
Diagram Version: 4
Review Date: None
F.T.E.: 0.00

○ Actions
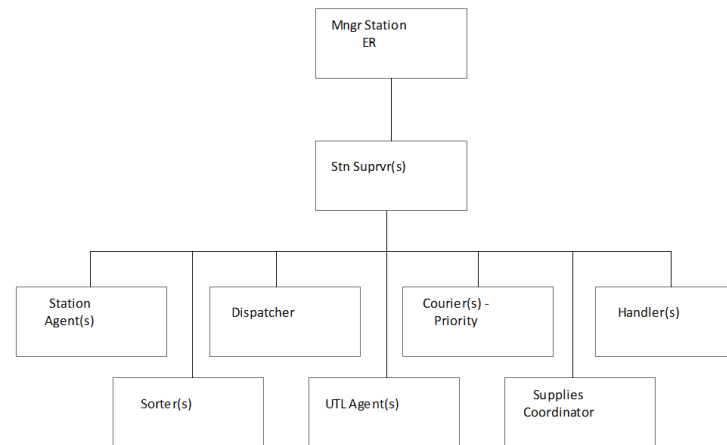● Change Log
○ Change Requests

○ Feedback
○ Keywords
● Read Only

Services Center - Southern Region

Regional Manager

Operations Supervisor

Retail floater

R & D floater

Retail Executive / Labor Loading Off Loading

R & D Executive

Handler

Title: Services Center - Southern Region
Author: Edwin Ramos   Authorization: Authorized   Owner: Mohammad Bhaiyat
Date: 3/19/2019   Date: 1/14/2025   Diagram Version: 4
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317   Review Date: None   F.T.E.: 0.00

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

Operations Department

Director Operation

Management Associate
Operation

National Coordinator
Operations

| National Manager
Gateway, Hub & LHL | National Manager
Stations | National Manager
SDC Operations | Regional Manager
Northern Region | Manager
Planning & Engineering | Manager - Logistics
Fulfillment & General
Logistics | Manager - Logistics
Cold Chain Projects | Manager - Operations
Government Sector |

Title: Operations Department
Author: Edwin Ramos
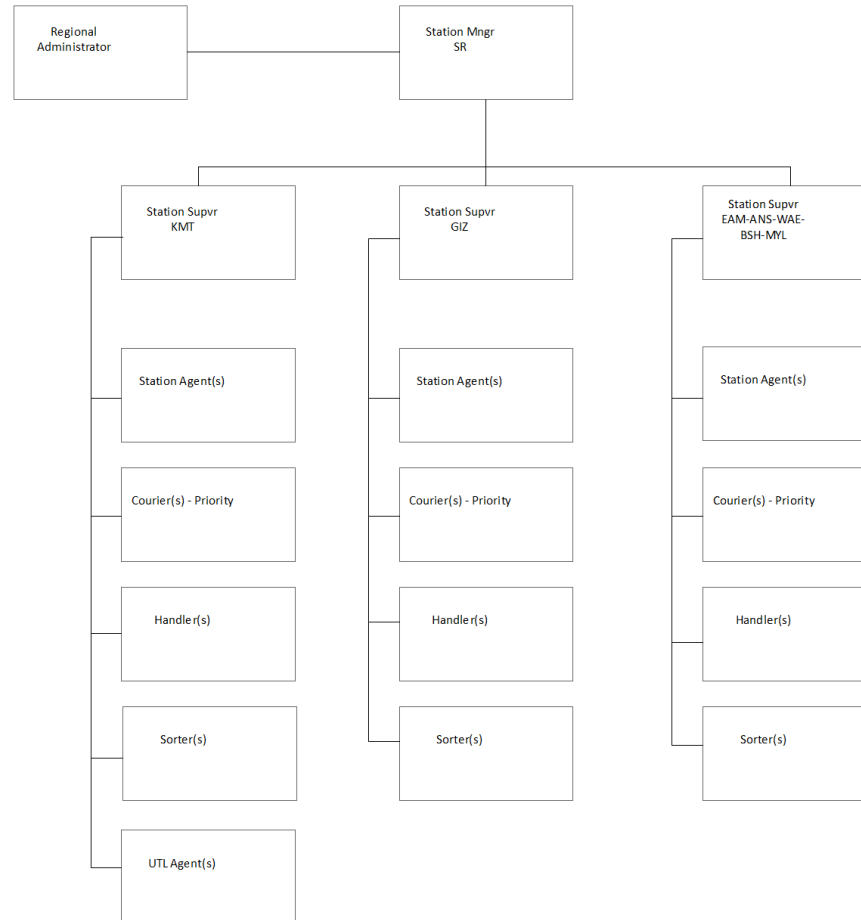Date: 7/26/2022
Volume: 0.00 Per Second

Authorization: Authorized
Date: 10/24/2024
Cost Per Second: $,3.5,E-0317

Owner: Omar Bin Waber
Diagram Version: 3
Review Date: None
F.T.E.: 0.00

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

Operations - Stations

Director Operations

National Manager Station

Manager - Station (RUH)

Manager - Staion (RUH, JED & DMM

Manager - Station (ELQ, MJM, DWD & AKJ)

Manager - Station (JED)

Manager - Station (MED, YNB & ABT)

Manager - Station (MAK, TIF & QFD)

Manager - Station (DMM)

Manager - Station (HOF, JBL & HBT)

Manager - Station (TUU, HAS, URY, RAE,

Manager - Station (KMT, GIZ, EAM, ANS,

Title: Operations - Stations
Author: Edwin Ramos
Date: 12/27/2022
Volume: 0.00 Per Second

Authorization: Authorized
Date: 3/27/2023
Cost Per Second: $,3.5,E-0317

Owner: Omar Bin Waber
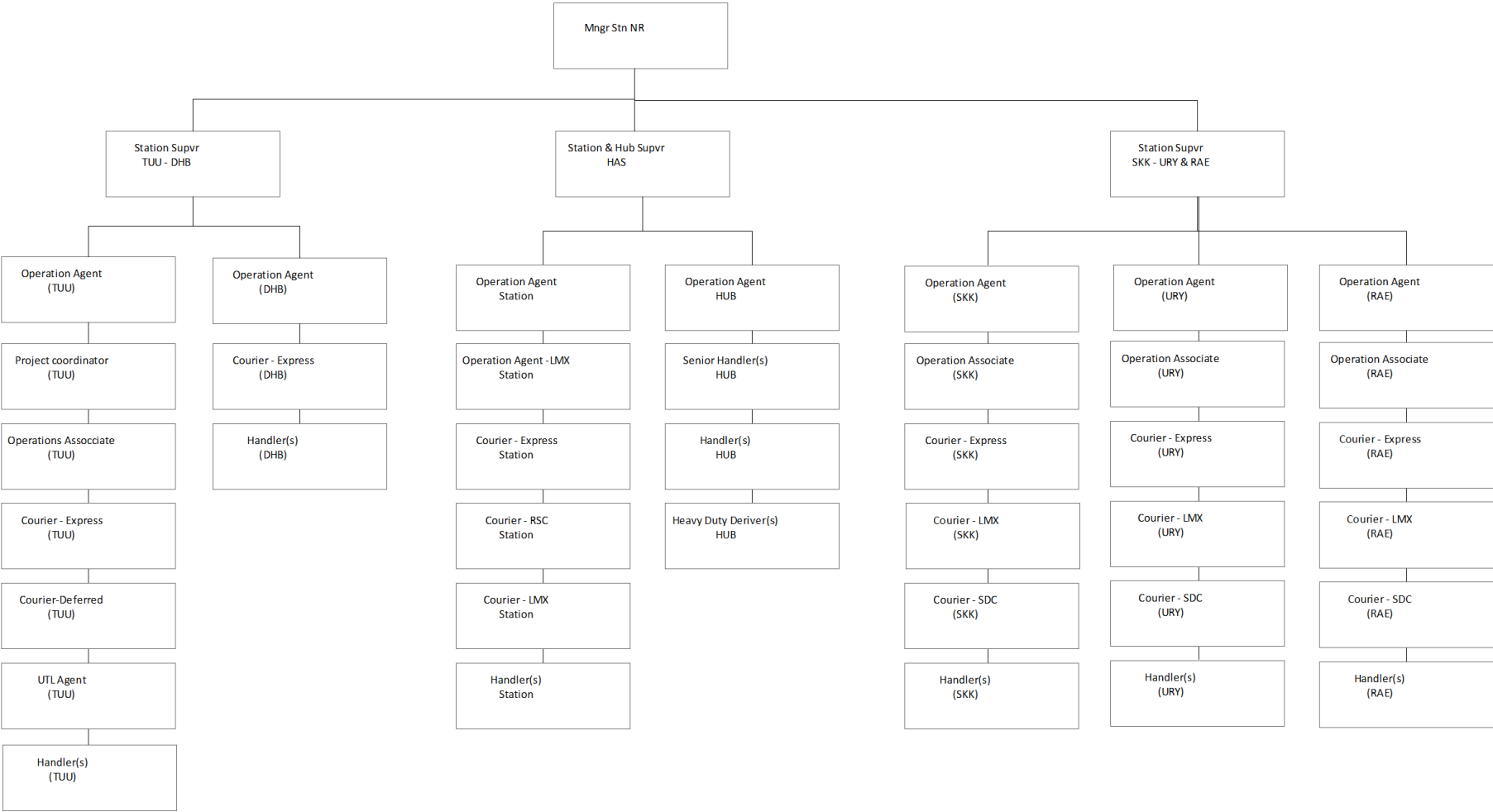Diagram Version: 2
Review Date: None
F.T.E.: 0.00

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

SMSa Express

Page is under construction

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

Authorization: Authorized
Date: 3/28/2023
Cost Per Second: $,3.5,E-0317

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

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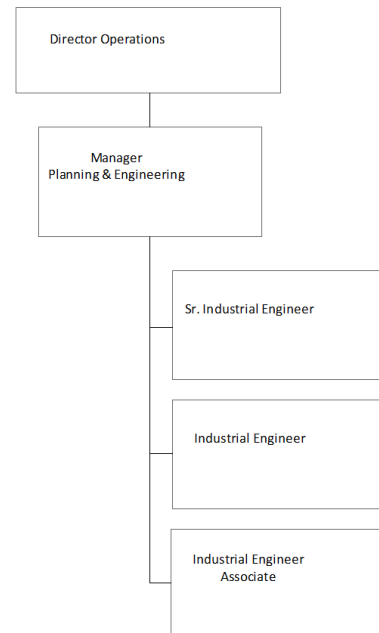○ Change Log   ○ Keywords
○ Change Requests ● Read Only

Operations - Station (JED)

```
                              ┌──────────────────┐
                              │   Stn Suprvr(s)  │
                              └────────┬─────────┘
      ┌──────────┬──────────┬──────────┼──────────┬──────────┬──────────┬──────────┬──────────┐
┌─────┴────┐┌────┴─────┐┌────┴─────┐┌───┴────┐┌────┴─────┐┌────┴─────┐┌────┴─────┐┌────┴─────┐┌────┴─────┐
│Handler(s)││ Courier -││ Courier -││Sorter(s)││Operation ││Dispatcher││ UTL Agent││ Project  ││ Regional │
│          ││ Priority ││ Vacation ││         ││ Agent -  ││          ││          ││Coordinator││Administrator│
│          ││          ││          ││         ││   STN    ││          ││          ││          ││  - STN   │
└──────────┘└──────────┘└──────────┘└─────────┘└──────────┘└──────────┘└──────────┘└──────────┘└──────────┘
```

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

Operations - Stations (MAK, TIF & QFD)

```
                        ┌──────────────────┐
                        │  Mngr Station    │
                        │  Remote WR       │
                        └────────┬─────────┘
          ┌──────────────────────┼──────────────────────┐
   ┌──────────────┐       ┌──────────────┐       ┌──────────────┐
   │ Stn Suprvr   │       │ Stn Suprvr   │       │ Stn Suprvr   │
   │ MAK          │       │ Taif         │       │ QFD          │
   └──────┬───────┘       └──────┬───────┘       └──────┬───────┘
   ┌──────────────┐       ┌──────────────┐       ┌──────────────┐
   │ Handler(s)   │       │ Handler(s)   │       │ Handler(s)   │
   └──────┬───────┘       └──────┬───────┘       └──────┬───────┘
   ┌──────────────┐       ┌──────────────┐       ┌──────────────┐
   │ Courier -    │       │ Courier -    │       │ Courier -    │
   │ Priority     │       │ Priority     │       │ Priority     │
   └──────┬───────┘       └──────┬───────┘       └──────┬───────┘
   ┌──────────────┐       ┌──────────────┐       ┌──────────────┐
   │ Courier -    │       │ Courier - LMX│       │ Courier - LMX│
   │ Deffered     │       └──────┬───────┘       └──────┬───────┘
   └──────┬───────┘       ┌──────────────┐       ┌──────────────┐
   ┌──────────────┐       │ Courier - SDC│       │ Station Agent│
   │ Courier - SDC│       └──────┬───────┘       └──────────────┘
   └──────┬───────┘       ┌──────────────┐
   ┌──────────────┐       │ Courier -    │
   │ Sorter       │       │ Deffered     │
   └──────┬───────┘       └──────┬───────┘
   ┌──────────────┐       ┌──────────────┐
   │ DEO - SDC    │       │ Operation    │
   └──────┬───────┘       │ Agent        │
   ┌──────────────┐       └──────┬───────┘
   │ Station Agent│       ┌──────────────┐
   │ - SPO        │       │ Operation    │
   └──────┬───────┘       │ Associate-STN│
   ┌──────────────┐       └──────────────┘
   │ Operation    │
   │ Associate-STN│
   └──────┬───────┘
   ┌──────────────┐
   │ Station Agent│
   │ - LMX        │
   └──────────────┘
```

Title: Operations - Stations (MAK, TIF & QFD)
Author: Bashayr Al sharidi
Date: 12/28/2022
Volume: 0.00 Per Second

Authorization: Authorized
Date: 12/17/2024
Cost Per Second: $,3.5,E-0317

Owner: Omar Bin Waber
Diagram Version: 3
Review Date: None
F.T.E.: 0.00

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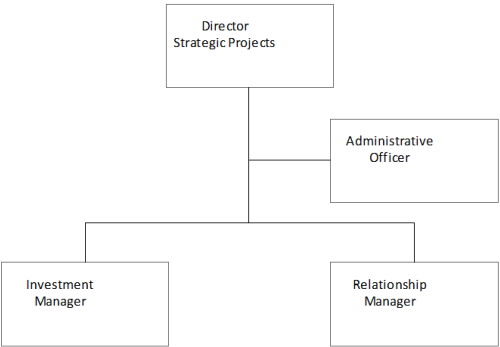○ Change Requests ● Read Only

Operations - Stations (HOF, JBL & HBT)

```
          Mngr Remote
            Stn ER
               |
          Stn Suprvr
            HOF-JBL
               |
      -----------------------
      |          |          |
  Station    Courier(s) -  Handler(s)
  Agent(s)    Priority
      |
  Operation
  Associate
```

Title: Operations - Stations (HOF, JBL & HBT)   Owner: Omar Bin Waber   ○ Actions   ○ Feedback
Author: Bashayr Al sharidi   Authorization: Authorized   Diagram Version: 3   ● Change Log   ○ Keywords
Date: 12/28/2022   Date: 12/17/2024   Review Date: None   ○ Change Requests ● Read Only
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317   F.T.E.: 0.00

Operations - Station (RUH)

```
                    Mngr Station (RUH)

  Regional Administrator    Supervisor - Station    National Coordinator -
                                                         Projects

                        Operations Agent -
                             Station

                            Sorters

                        Project Coordinator -
                            Operations

                            Supplies
                           Coordinator

                          Dispatcher -
                          Priority - EXP

                          Courier - RSC

                         Handler - Station
```

Title: Operations - Station (RUH)
Author: Bashayr Al sharidi
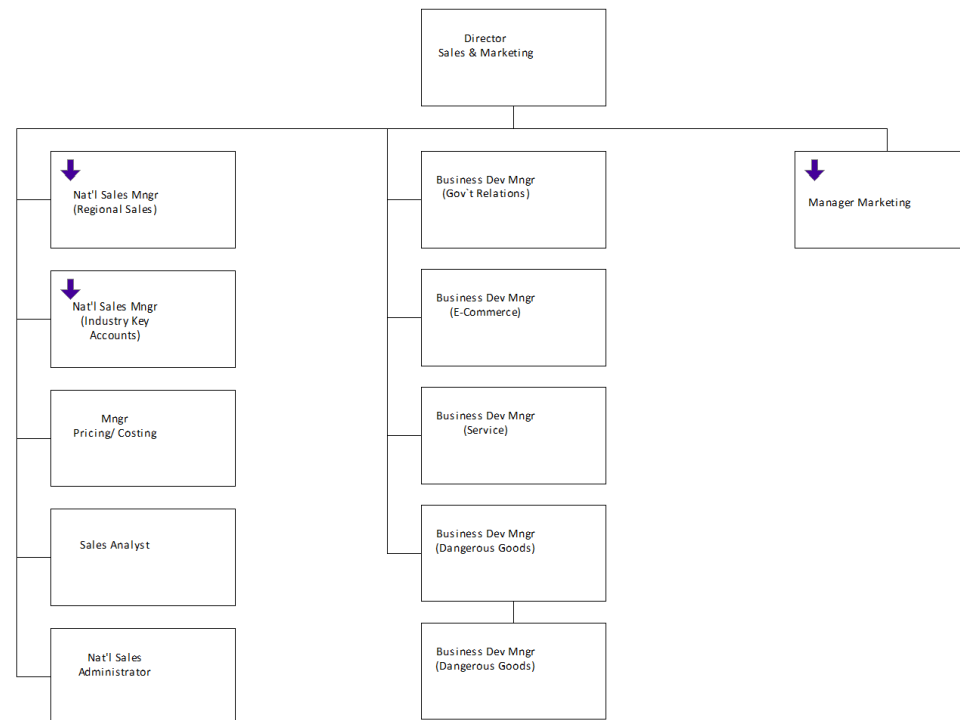Date: 12/28/2022
Volume: 0.00 Per Second

Authorization: Authorized
Date: 5/28/2023
Cost Per Second: $,3.5,E-0317

Owner: Omar Bin Waber
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

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

Operations - Stations (ELQ, MJM, DWD & AKJ)

Mngr Station Remote CR

Station Supvr ELQ
- Handler(s)
  - Courier - Priority
  - Courier - SDC
  - Courier - Vacation
  - Courier - Deffered
  - Operation Agent
  - Operation Agent - SDC
  - Operation Associate
  - Security Staffs

Station Supvr LMX - ELQ
- Handler(s)
  - Courier - LMX
  - Operation Agent(s) - LMX
  - Security Staffs

Station Supvr MJM - DWD & AKJ
- Handler(s)
  - Courier - Priority
  - Courier - LMX
  - Operation Agent
  - Operation Associate
- Handler(s)
  - Courier - Priority
  - Courier - LMX
  - Operation Agent
  - Operation Associate
- Handler(s)
  - Courier - Priority
  - Courier - LMX
  - Courier - SDC
  - Operation Agent
  - Operation Associate

Title: Operations - Stations (ELQ, MJM, DWD & AKJ)
Author: Edwin Ramos   Authorization: Authorized
Date: 12/27/2022   Date: 5/15/2024
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Omar Bin Waber
Diagram Version: 3
Review Date: None
F.T.E.: 0.00

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

Operations - Stations (MED, YNB & ABT)

Title: Operations - Stations (MED, YNB & ABT)
Author: Bashayr Al sharidi
Date: 12/28/2022
Volume: 0.00 Per Second

Authorization: Authorized
Date: 7/15/2024
Cost Per Second: $,3.5,E-0317
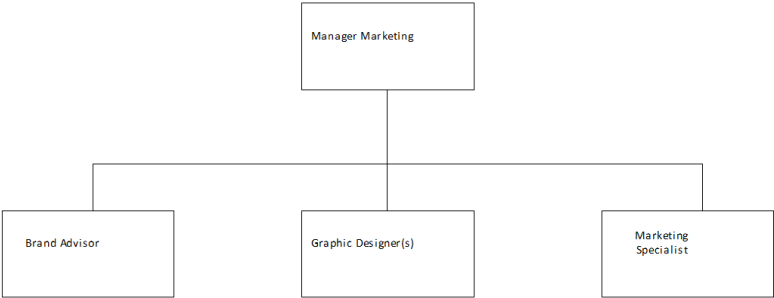
Owner: Omar Bin Waber
Diagram Version: 3
Review Date: None
F.T.E.: 0.00

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

Operations - Station (DMM)

```
                    ┌──────────────┐
                    │ Mngr Station │
                    │      ER      │
                    └──────┬───────┘
                           │
                    ┌──────┴───────┐
                    │ Stn Suprvr(s)│
                    └──────┬───────┘
        ┌────────┬─────────┼─────────┬──────────┐
   ┌────┴────┐ ┌─┴──────┐ ┌┴─────────┐ ┌────────┴┐
   │ Station │ │Dispat- │ │Courier(s)-│ │Handler(s)│
   │Agent(s) │ │cher    │ │ Priority │ │         │
   └─────────┘ └────────┘ └──────────┘ └─────────┘
      ┌────────┐  ┌────────┐  ┌──────────┐
      │Sorter(s)│ │UTL Agent│ │ Supplies │
      │        │  │  (s)   │ │Coordinator│
      └────────┘  └────────┘  └──────────┘
```

Title: Operations - Station (DMM)	Owner: Omar Bin Waber
Author: Bashayr Al sharidi	Diagram Version: 2
Date: 12/28/2022	Review Date: None
Volume: 0.00 Per Second	F.T.E.: 0.00
Authorization: Authorized	
Date: 6/21/2023	
Cost Per Second: $,3.5,E-0317	

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

Operations - Stations (KMT, GIZ, EAM, ANS, WAE, MYL & BSH)

```
Regional              Station Mngr
Administrator             SR

              Station Supvr    Station Supvr    Station Supvr
                  KMT              GIZ          EAM-ANS-WAE-
                                                   BSH-MYL

              Station Agent(s)  Station Agent(s)  Station Agent(s)

              Courier(s) -      Courier(s) -      Courier(s) -
              Priority          Priority          Priority

              Handler(s)        Handler(s)        Handler(s)

              Sorter(s)         Sorter(s)         Sorter(s)

              UTL Agent(s)
```

Title: Operations - Stations (KMT, GIZ, EAM, ANS, WAE, MYL & BSH)

Author: Bashayr Al sharidi

Date: 12/28/2022

Volume: 0.00 Per Second

Authorization: Authorized
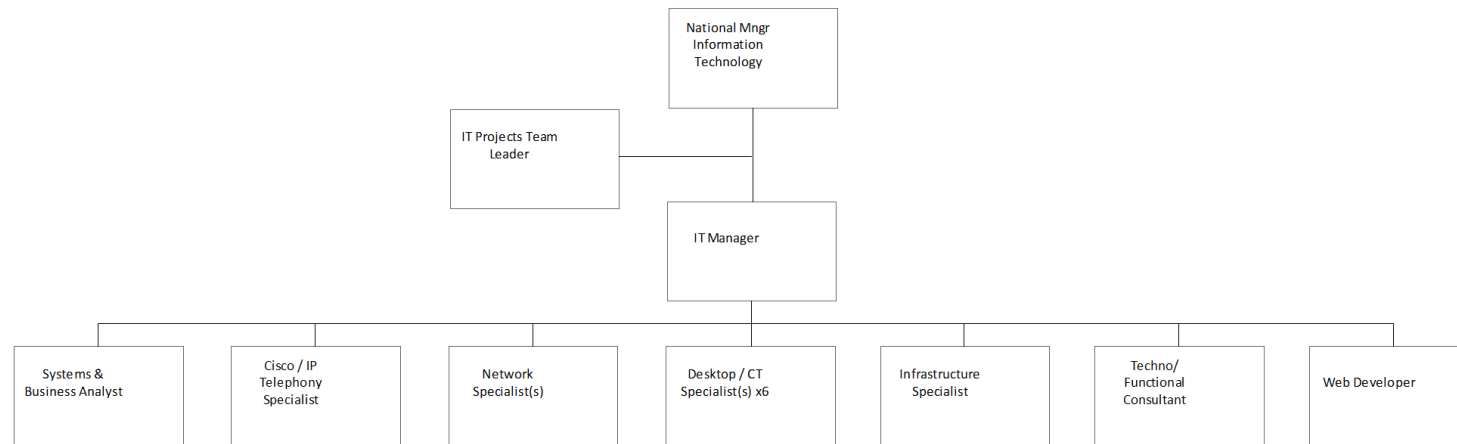
Date: 2/17/2025

Cost Per Second: $,3.5,E-0317

Owner: Omar Bin Waber

Diagram Version: 3

Review Date: None

F.T.E.: 0.00

○ Actions   ○ Feedback

● Change Log   ○ Keywords

● Change Requests ● Read Only

Operations - Stations (TUU, HAS, URY, RAE, SKK & DHB)

Title: Operations - Stations (TUU, HAS, URY, RAE, SKK & DHB)
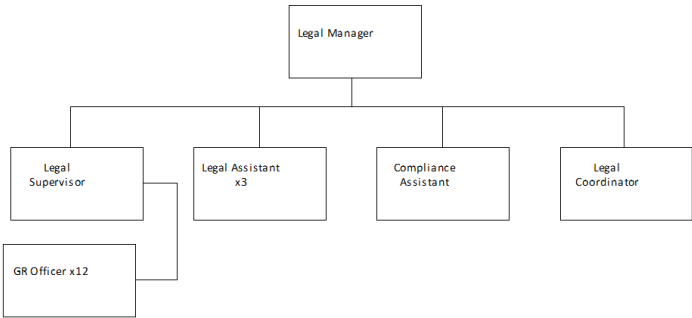Author: Bashayr Al sharidi
Date: 12/28/2022
Volume: 0.00 Per Second

Authorization: Authorized
Date: 8/25/2024
Cost Per Second: $,3.5,E-0317

Owner: Omar Bin Waber
Diagram Version: 3
Review Date: None
F.T.E.: 0.00

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

Regional Manager Northern Region

Director Operations

National Manager Station

Regional Manager Northern Region

Manager - Station (TUU, HAS, URY, RAE, SKK & DHB)

Supervisor - Station (SKK, RAE & URY)

Supervisor - Station (HAS)

Supervisor - Station (TUU & DHB)
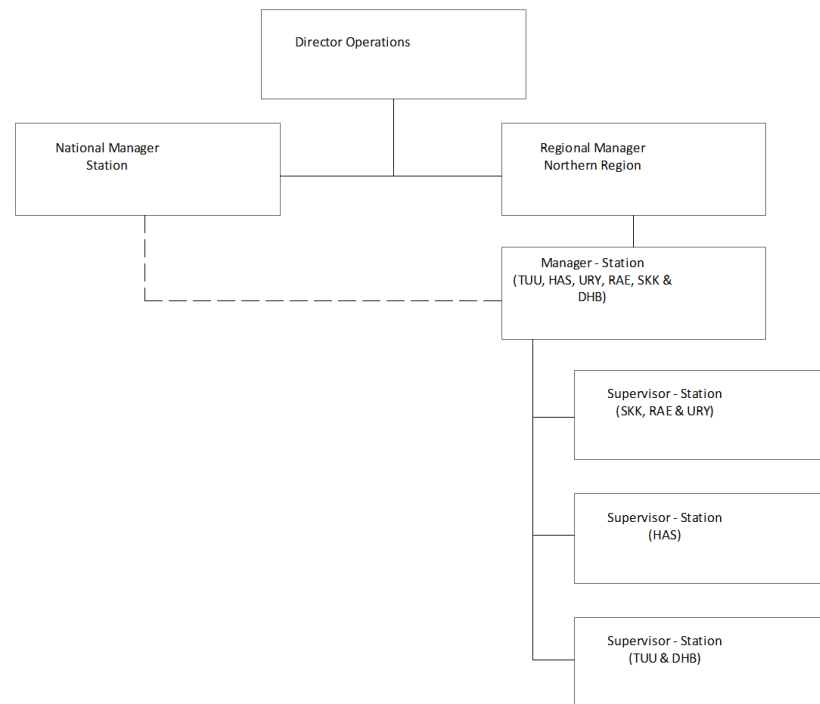
Title: Regional Manager Northern Region
Author: Edwin Ramos
Date: 12/27/2022
Volume: 0.00 Per Second
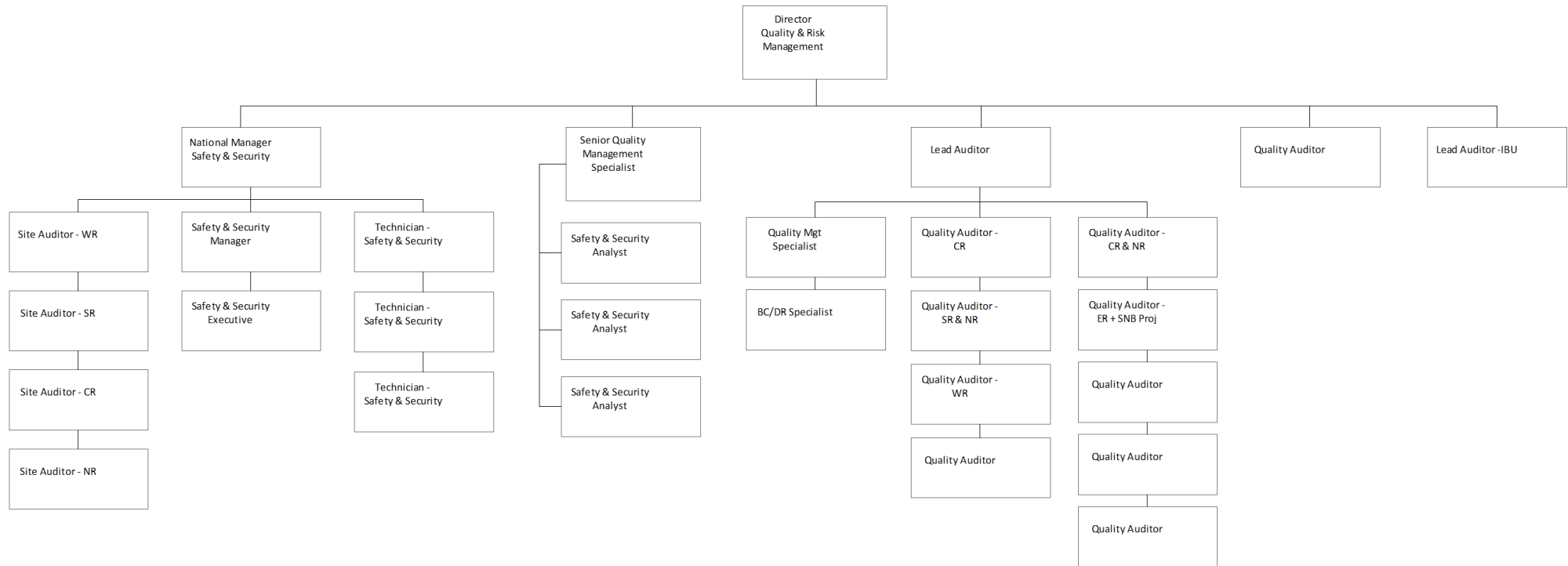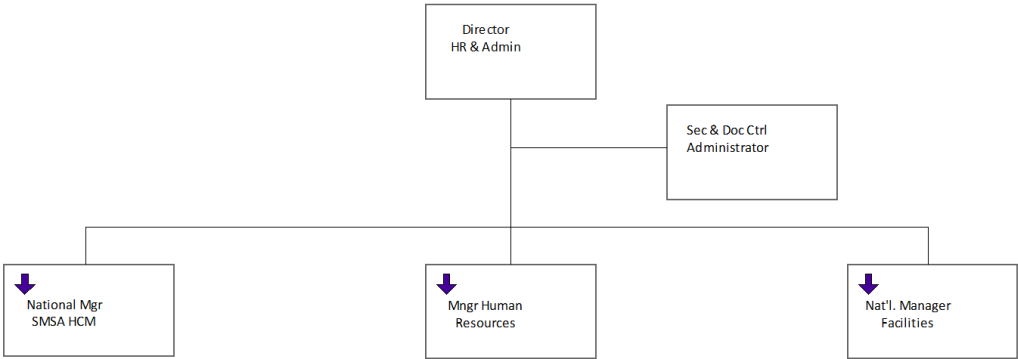
Authorization: Authorized
Date: 5/28/2023
Cost Per Second: $,3.5,E-0317

Owner: Omar Bin Waber
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

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

Manager Planning & Engineering

```
         ┌─────────────────────────┐
         │   Director Operations   │
         └─────────────────────────┘
                      │
         ┌─────────────────────────┐
         │        Manager          │
         │ Planning & Engineering  │
         └─────────────────────────┘
                      │
                      │    ┌─────────────────────────┐
                      ├────│   Sr. Industrial Engineer │
                      │    └─────────────────────────┘
                      │
                      │    ┌─────────────────────────┐
                      ├────│    Industrial Engineer   │
                      │    └─────────────────────────┘
                      │
                      │    ┌─────────────────────────┐
                      └────│   Industrial Engineer    │
                           │        Associate         │
                           └─────────────────────────┘
```

Title: Manager Planning & Engineering		Owner: Omar Bin Waber	○ Actions ○ Feedback
Author: Edwin Ramos	Authorization: Authorized	Diagram Version: 2	● Change Log ○ Keywords
Date: 12/27/2022	Date: 4/9/2023	Review Date: None	○ Change Requests ● Read Only
Volume: 0.00 Per Second	Cost Per Second: $,3.5,E-0317	F.T.E.: 0.00	

Operation - Healthcare

Manager Operations
- Government Sector

Manager Operations
- Healthcare

Project Manager

Business Development
Manager

Service Assurance
Specialist
- Healthcare

Supervisor
– HC Billing

Project Administrator
- Healthcare

Assistant Manager -
Projects

Coordinator
- HC Billing

Supervisor – Healthcare
Riyadh

Project Coordinator -
Healthcare

Clerk - Healthcare

Courier - Healthcare

Supervisor – Healthcare
SR

Project Coordinator -
Healthcare

Clerk - Healthcare

Courier - Healthcare

Supervisor – Healthcare
ER

Project Coordinator -
Healthcare

Clerk - Healthcare

Courier - Healthcare

Supervisor – Healthcare
WR

Project Coordinator -
Healthcare

Clerk - Healthcare

Courier - Healthcare

Supervisor - Healthcare
Qassim

Project Coordinator -
Healthcare

Clerk - Healthcare

Courier - Healthcare

Supervisor – Healthcare
NR

Project Coordinator -
Healthcare

Clerk - Healthcare

Courier - Healthcare

Title: Operation - Healthcare		Owner: Edwin Ramos	○ Actions ○ Feedback
Author: Nouf Al Rammah	Authorization: Authorized	Diagram Version: 2	● Change Log ○ Keywords
Date: 10/10/2024	Date: 11/27/2024	Review Date: None	○ Change Requests ● Read Only
Volume: 0.00 Per Second	Cost Per Second: $,3.5,E-0317	F.T.E.: 0.00	

SMSA

General Assembly

Board of Directors

Audit & Risk
Committee

N R & G
Committee

Secretary
Board of Directors

Senior Manager
Internal Audit

Managing Director

Director
Finance

Director
HR & Admin

Director
Quality & Risk Mgt

Legal Manager

Nat'l Manager
Info Tech

Director
Sales & Marketing

Director
Strategic Projects

Director
International
Business
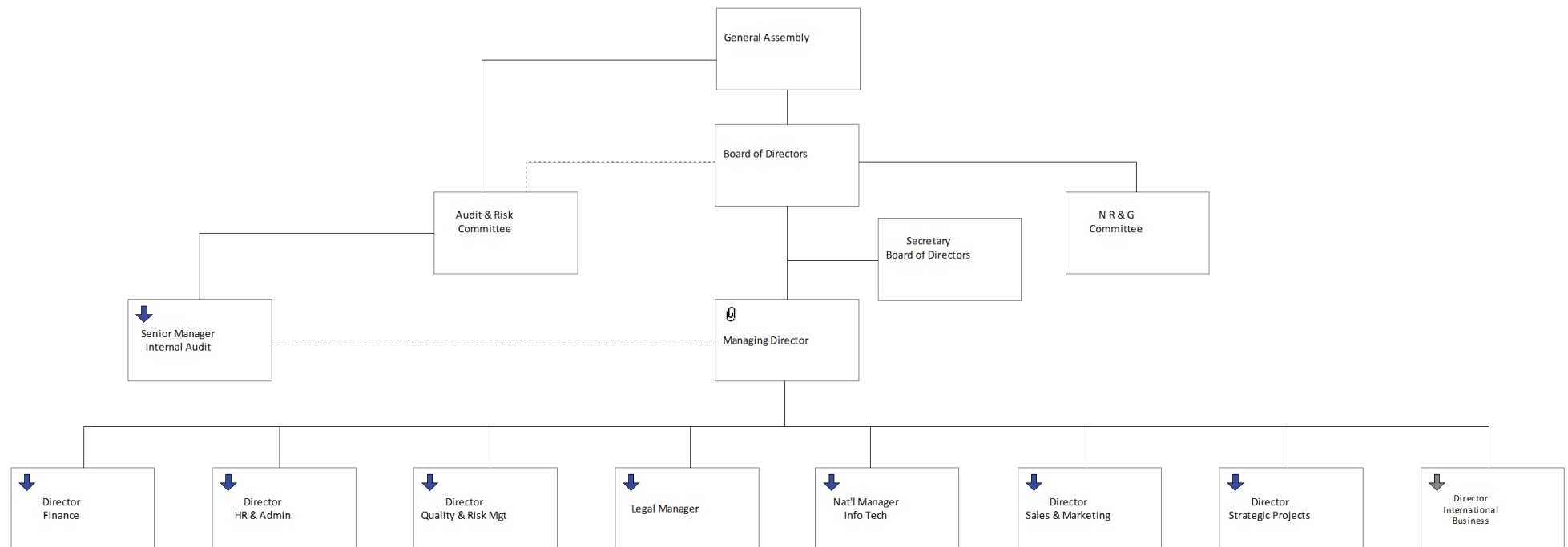
Title:
Author: Edwin Ramos
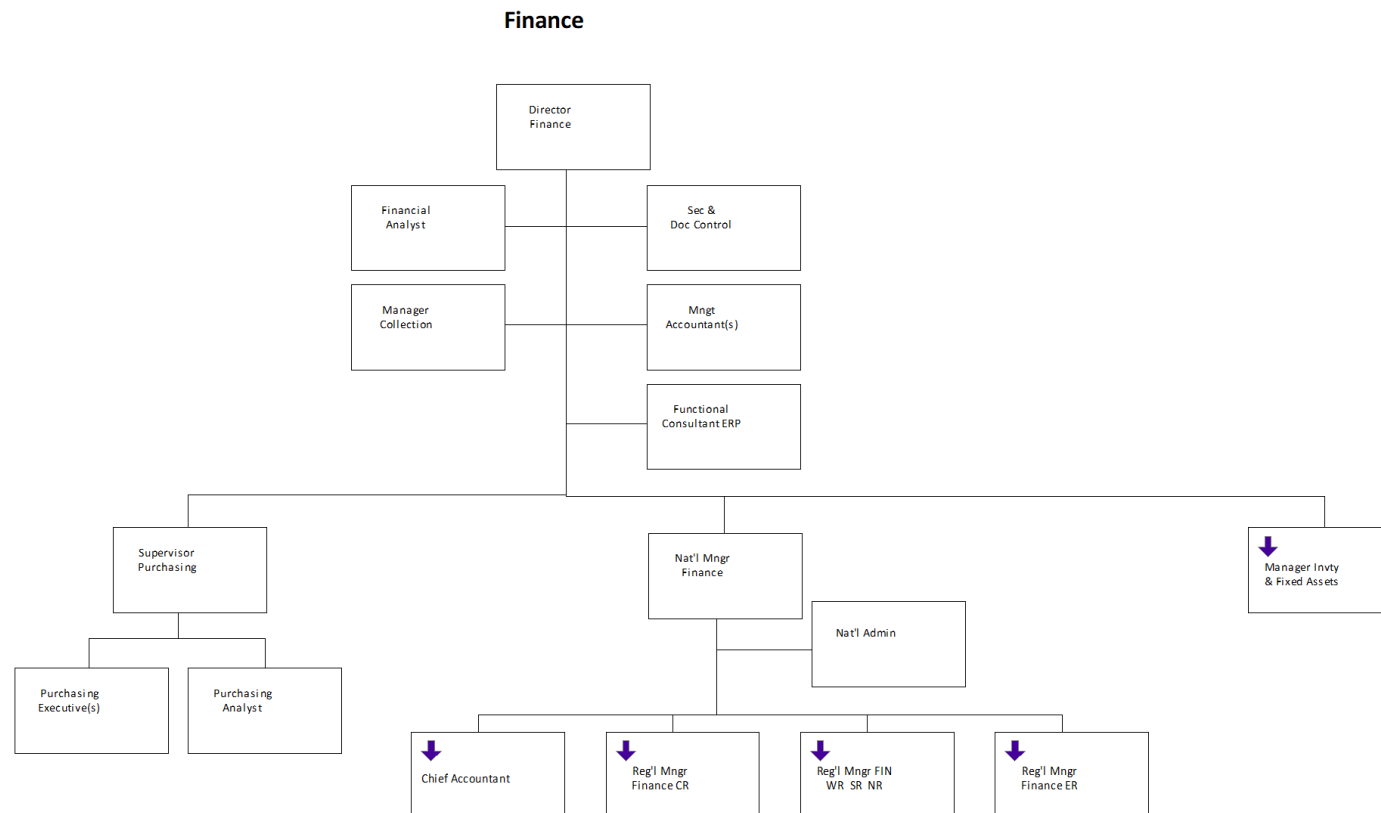Date: 4/17/2022
Volume: 0.00 Per Second

Authorization: Authorized
Date: 11/22/2022
Cost Per Second: $,3.5,E-0317

Owner: Mohammad Bhaiyat
Diagram Version: 3
Review Date: None
F.T.E.: 0.00

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

Strategic Projects

```
                    ┌──────────────────┐
                    │    Director      │
                    │ Strategic Projects│
                    └──────────────────┘
                             │
                             │    ┌──────────────────┐
                             │────│  Administrative  │
                             │    │     Officer      │
                             │    └──────────────────┘
                             │
              ┌──────────────┴──────────────┐
    ┌──────────────────┐          ┌──────────────────┐
    │   Investment     │          │   Relationship   │
    │     Manager      │          │     Manager      │
    └──────────────────┘          └──────────────────┘
```

Title: Strategic Projects
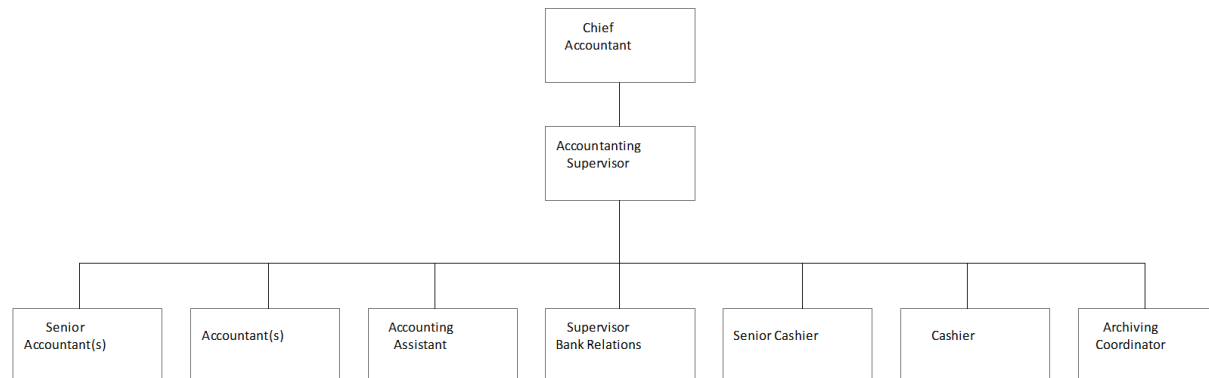Author: Edwin Ramos
Date: 8/2/2018
Volume: 0.00 Per Second

Authorization: Authorized
Date: 1/14/2025
Cost Per Second: $,3.5,E-0317

Owner: Mohammad Bhaiyat
Diagram Version: 3
Review Date: None
F.T.E.: 0.00

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

Sales & Marketing

Director
Sales & Marketing

Nat'l Sales Mngr
(Regional Sales)

Nat'l Sales Mngr
(Industry Key Accounts)

Mngr
Pricing/ Costing

Sales Analyst

Nat'l Sales
Administrator

Business Dev Mngr
(Gov`t Relations)

Business Dev Mngr
(E-Commerce)

Business Dev Mngr
(Service)

Business Dev Mngr
(Dangerous Goods)

Business Dev Mngr
(Dangerous Goods)

Manager Marketing

Title: Sales & Marketing
Author: Edwin Ramos
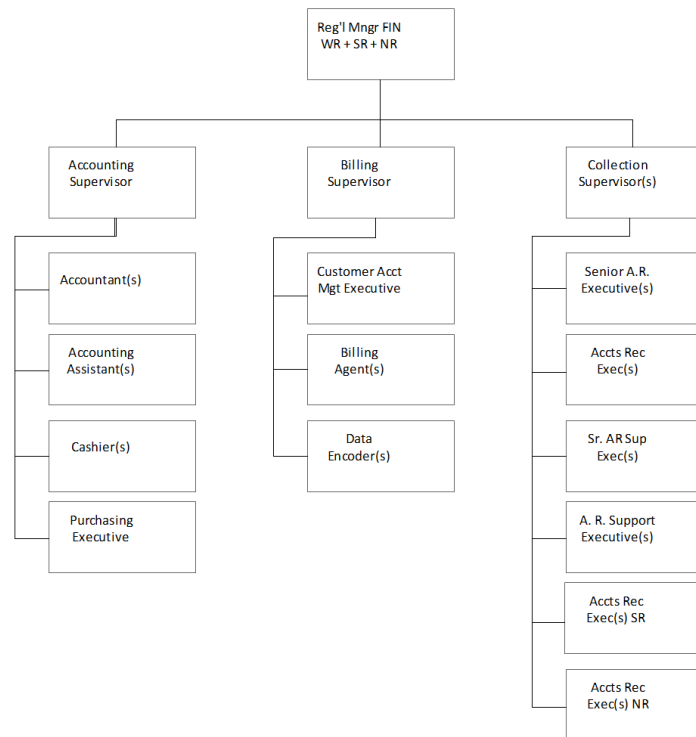Date: 5/24/2017
Volume: 0.00 Per Second

Authorization: Authorized
Date: 1/14/2025
Cost Per Second: $,3.5,E-0317

Owner: Mohammad Bhaiyat
Diagram Version: 4
Review Date: None
F.T.E.: 0.00

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

National Sales

National Sales Manager
(Regional Sales)

Telesales Team
Leadwr

Regional Sales
Manager - Central

Regional Sales
Manager - Western

Regional Sales
Manager - Eastern

Regional Sales
Manager - Remote

Regional Sales
Coordinator

Regional Sales
Coordinator

Regional Sales
Coordinator

Account
Executive(s)

Territory
Manager

Territory
Manager

Territory
Manager

Account
Manager(s)

Account Manager

Account
Manager

Account
Manager

Account
Executive

Account
Executive

Account
Executive

Lead Qualifier

Lead Qualifier

Lead Qualifier

Tele-sales
Executive

Tele-sales
Executive

Tele-sales
Executive

Title: National Sales
Author: Edwin Ramos
Date: 7/6/2010
Volume: 0.00 Per Second

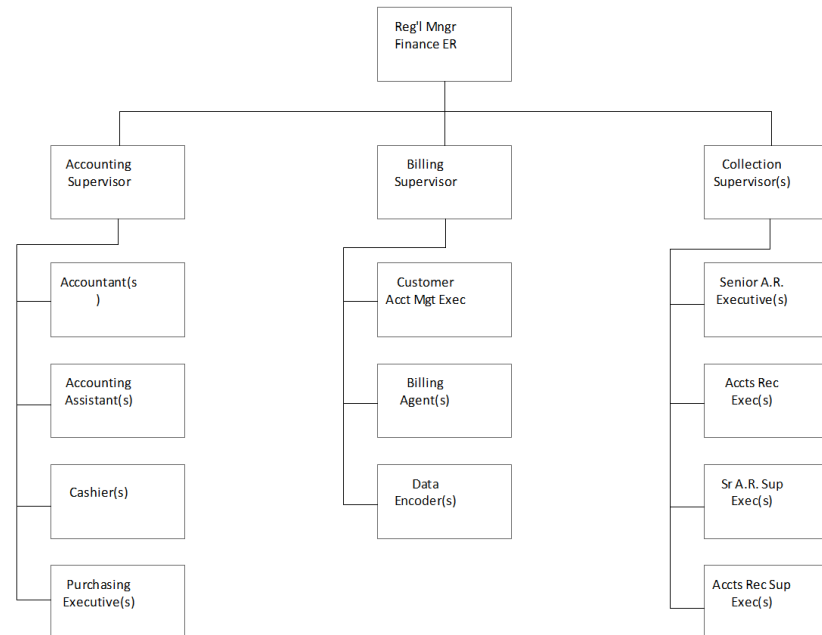Authorization: Authorized
Date: 1/14/2025
Cost Per Second: $,3.5,E-0317

Owner: Mohammad Bhaiyat
Diagram Version: 4
Review Date: None
F.T.E.: 0.00

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

Marketing

```
                    ┌─────────────────┐
                    │ Manager Marketing│
                    └────────┬────────┘
            ┌────────────────┼────────────────┐
  ┌─────────────┐   ┌─────────────┐   ┌─────────────┐
  │Brand Advisor│   │Graphic      │   │Marketing    │
  │             │   │Designer(s)  │   │Specialist   │
  └─────────────┘   └─────────────┘   └─────────────┘
```

Title: Marketing
Author: Edwin Ramos
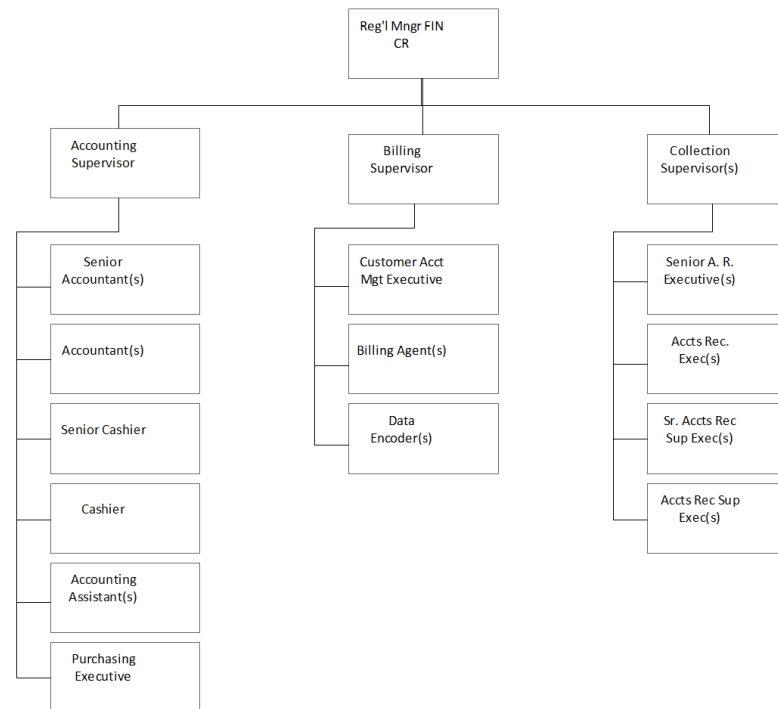Date: 12/11/2010
Volume: 0.00 Per Second

Authorization: Authorized
Date: 1/14/2025
Cost Per Second: $,3.5,E-0317

Owner: Mohammad Bhaiyat
Diagram Version: 4
Review Date: None
F.T.E.: 0.00

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

National Sales & Industry Key Accounts
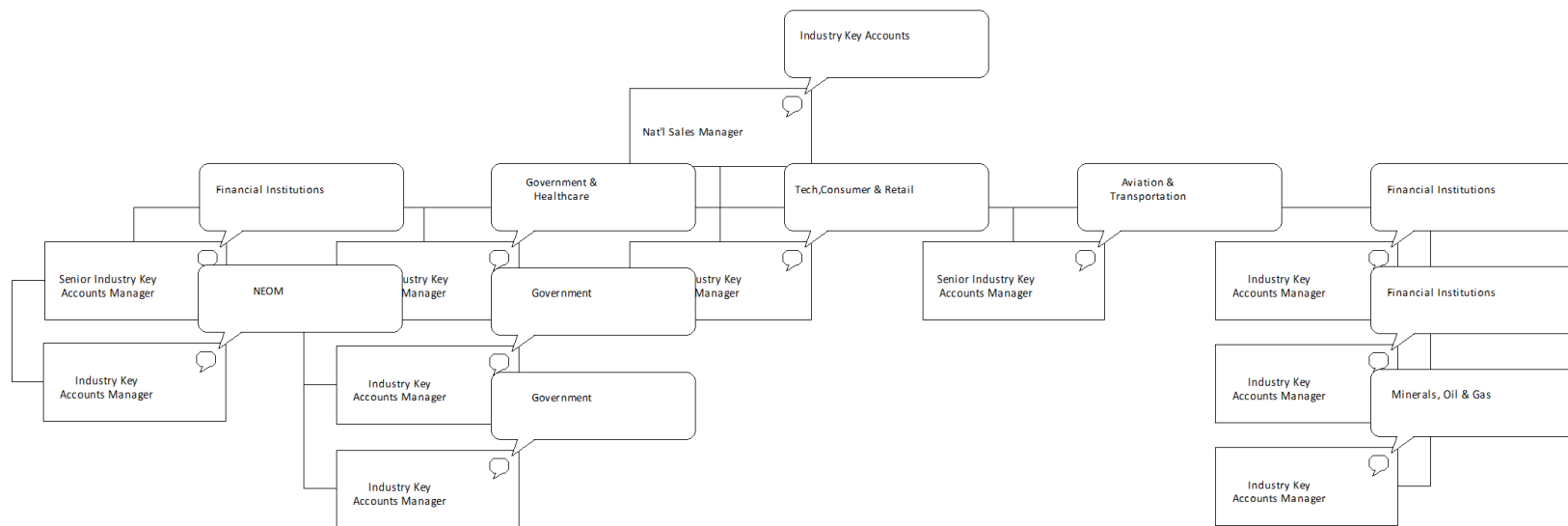
Title: National Sales & Industry Key Accounts
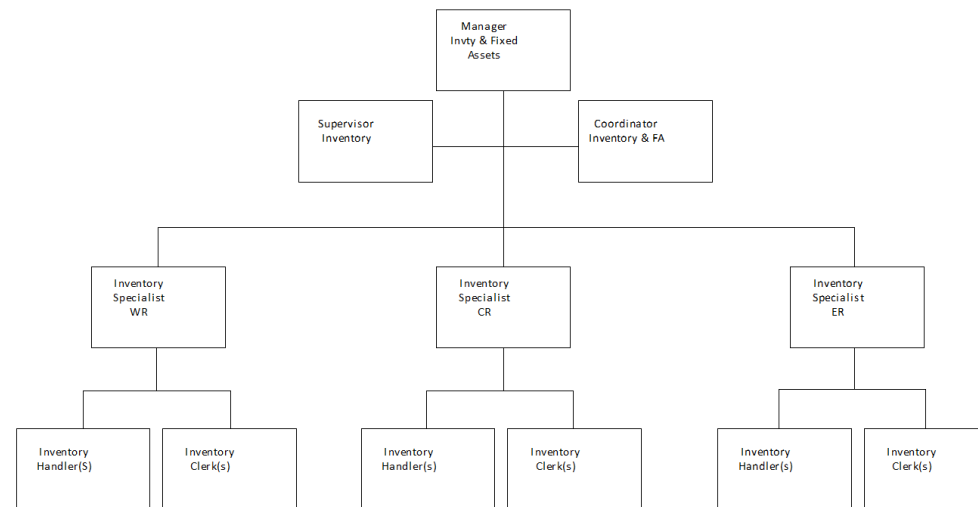Author: Bashayr Al sharidi
Date: 8/21/2022
Volume: 0.00 Per Second

Authorization: Authorized
Date: 1/14/2025
Cost Per Second: $,3.5,E-0317

Owner: Mohammad Bhaiyat
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

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

Information Technology

```
                        ┌─────────────────┐
                        │ National Mngr   │
                        │ Information     │
                        │ Technology      │
                        └────────┬────────┘
        ┌─────────────────┐      │
        │ IT Projects Team│──────┤
        │ Leader          │      │
        └─────────────────┘      │
                        ┌────────┴────────┐
                        │ IT Manager      │
                        └────────┬────────┘
```

Systems & Business Analyst	Cisco / IP Telephony Specialist	Network Specialist(s)	Desktop / CT Specialist(s) x6	Infrastructure Specialist	Techno/ Functional Consultant	Web Developer

Title: Information Technology
Author: Edwin Ramos
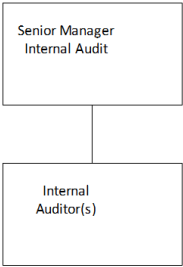Date: 5/24/2017
Volume: 0.00 Per Second

Authorization: Authorized
Date: 8/3/2022
Cost Per Second: $,3.5,E-0317

Owner: Mohammad Bhaiyat
Diagram Version: 4
Review Date: None
F.T.E.: 0.00

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

Legal

Legal Manager

Legal Supervisor

Legal Assistant x3

Compliance Assistant

Legal Coordinator

GR Officer x12

Title: Legal
Author: Edwin Ramos
Date: 9/2/2010
Volume: 0.00 Per Second

Authorization: Authorized
Date: 1/14/2025
Cost Per Second: $,3.5,E-0317

Owner: Fahad Al Marzouki
Diagram Version: 7
Review Date: None
F.T.E.: 0.00

○ Actions
● Change Log
○ Change Requests

○ Feedback
● Keywords
● Read Only

Quality & Risk Management

Director
Quality & Risk
Management

National Manager
Safety & Security

Senior Quality
Management
Specialist

Lead Auditor

Quality Auditor

Lead Auditor -IBU

Site Auditor - WR

Safety & Security
Manager

Technician -
Safety & Security

Safety & Security
Analyst

Quality Mgt
Specialist

Quality Auditor -
CR

Quality Auditor -
CR & NR

Site Auditor - SR

Safety & Security
Executive

Technician -
Safety & Security

Safety & Security
Analyst

BC/DR Specialist

Quality Auditor -
SR & NR

Quality Auditor -
ER + SNB Proj

Site Auditor - CR

Technician -
Safety & Security

Safety & Security
Analyst

Quality Auditor -
WR

Quality Auditor

Site Auditor - NR

Quality Auditor

Quality Auditor

Quality Auditor

Title: Quality & Risk Management
Author: Edwin Ramos
Date: 5/24/2017
Volume: 0.00 Per Second

Authorization: Authorized
Date: 1/5/2023
Cost Per Second: $,3.5,E-0317

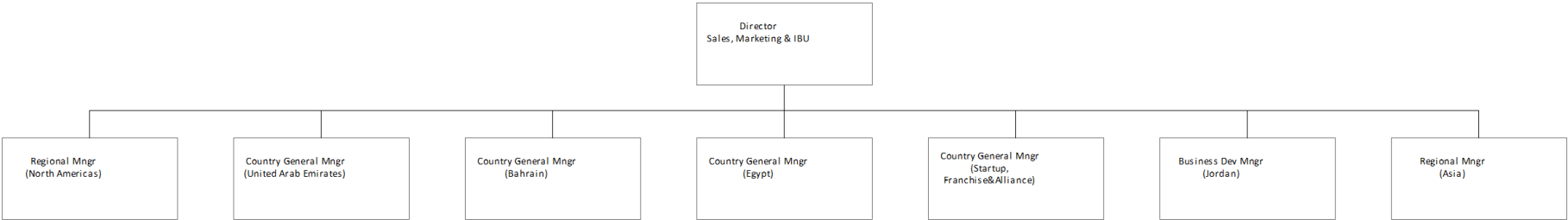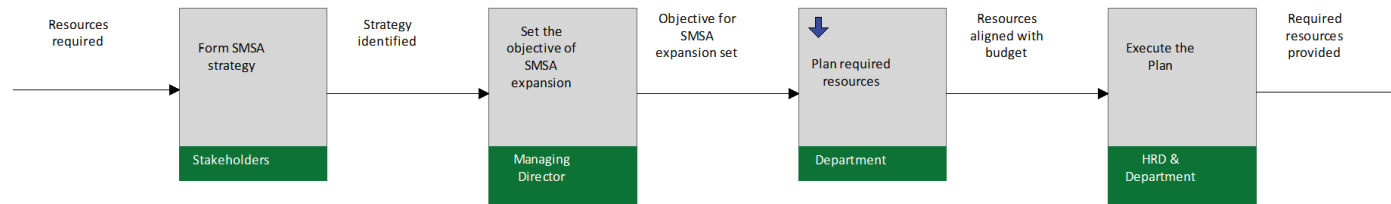Owner: Mohammad Bhaiyat
Diagram Version: 7
Review Date: None
F.T.E.: 0.00

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

SMSA

Human Resources & Administration

```
                    ┌─────────────┐
                    │  Director   │
                    │ HR & Admin  │
                    └──────┬──────┘
                           │       ┌──────────────┐
                           │───────│ Sec & Doc Ctrl│
                           │       │ Administrator │
                           │       └──────────────┘
         ┌─────────────────┼─────────────────┐
   ┌─────────────┐   ┌─────────────┐   ┌─────────────┐
   │ ↓           │   │ ↓           │   │ ↓           │
   │ National Mgr│   │ Mngr Human  │   │ Nat'l. Manager│
   │ SMSA HCM    │   │ Resources   │   │ Facilities  │
   └─────────────┘   └─────────────┘   └─────────────┘
```

Title: Human Resources & Administration
Author: Edwin Ramos   Authorization: Authorized
Date: 5/24/2017   Date: 12/15/2024
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Mohammad Bhaiyat
Diagram Version: 4
Review Date: None
F.T.E.: 0.00

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

Personnel

Mngr - Human Resources

- Talent Acq. & Learn. Mngr
  - Talent Acq. Officer(s)
  - Talent Acq. Coordinator
    - Driver
    - Talent Learning Supervisor
      - Talent Learning Specialist
      - Asst. Talent Learn Specialist
      - Talent Learning Coordinator
- Regional Supervisor HR
  - Employee Affairs Executive(s)
  - Gov't Rel Off(s) -HR
    - Emp Archives Off
    - HR Officer(s)
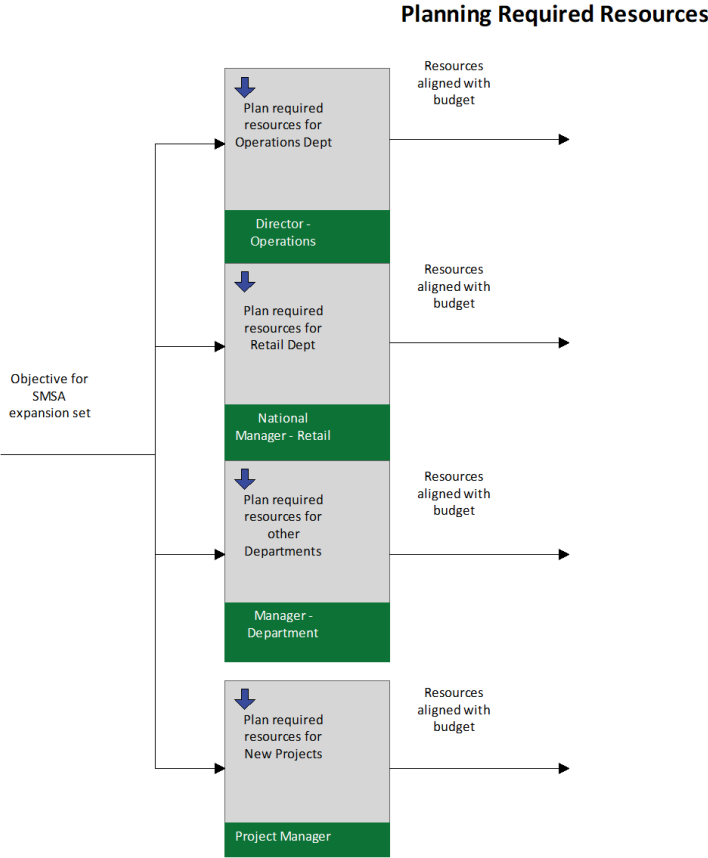
Title: Personnel
Author: Edwin Ramos
Date: 3/11/2012
Volume: 0.00 Per Second

Authorization: Authorized
Date: 12/15/2024
Cost Per Second: $,3.5,E-0317
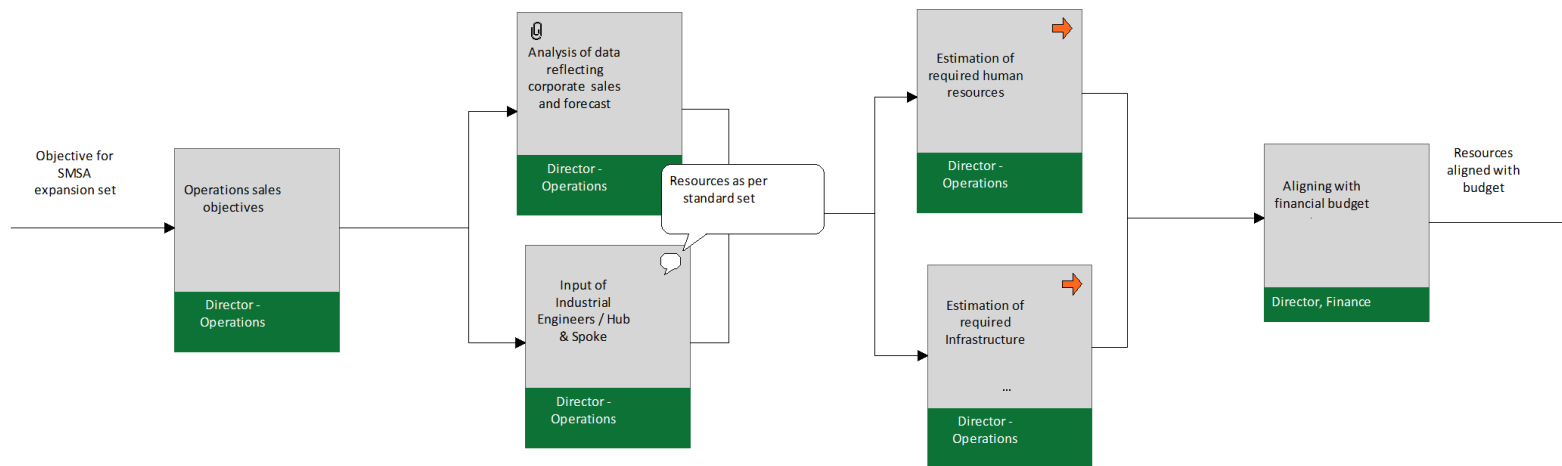
Owner: Mohammad Bhaiyat
Diagram Version: 4
Review Date: None
F.T.E.:   0.00

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

National Mgr SMSA HCM

Title: National Mgr SMSA HCM
Author: Edwin Ramos
Date: 8/7/2022
Volume: 0.00 Per Second

Authorization: Authorized
Date: 12/15/2024
Cost Per Second: $,3.5,E-0317

Owner: Mohammad Bhaiyat
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

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

Facilities

Facilities

Nat'l Manager
Facilities

Supervisor
Utilities

Reg'l Supvr
Facilities

Utilities
Executive

Facilities Mngt
Exec(s)

Teaboy(s)

Cleaner(s)

Title: Facilities
Author: Edwin Ramos
Date: 3/11/2012
Volume: 0.00 Per Second

Authorization: Authorized
Date: 12/15/2024
Cost Per Second: $,3.5,E-0317

Owner: Mohammad Bhaiyat
Diagram Version: 4
Review Date: None
F.T.E.: 0.00

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

Finance

Director
Finance

Financial
Analyst

Sec &
Doc Control

Manager
Collection

Mngt
Accountant(s)

Functional
Consultant ERP

Supervisor
Purchasing

Nat'l Mngr
Finance

Manager Invty
& Fixed Assets

Nat'l Admin

Purchasing
Executive(s)

Purchasing
Analyst

Chief Accountant

Reg'l Mngr
Finance CR

Reg'l Mngr FIN
WR SR NR

Reg'l Mngr
Finance ER

Title: Finance
Author: Edwin Ramos
Date: 5/24/2017
Volume: 0.00 Per Second

Authorization: Authorized
Date: 1/14/2025
Cost Per Second: $,3.5,E-0317

Owner: Mohammad Bhaiyat
Diagram Version: 4
Review Date: None
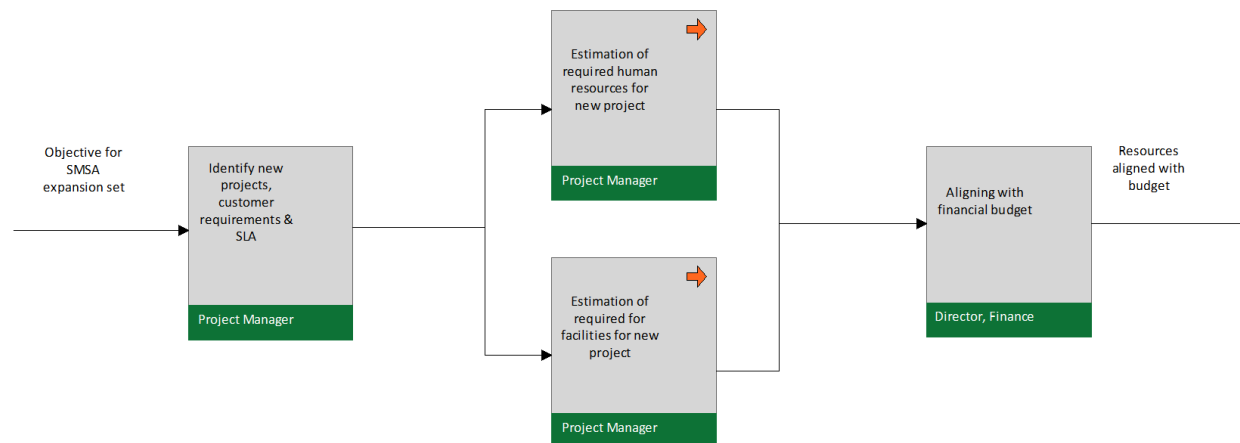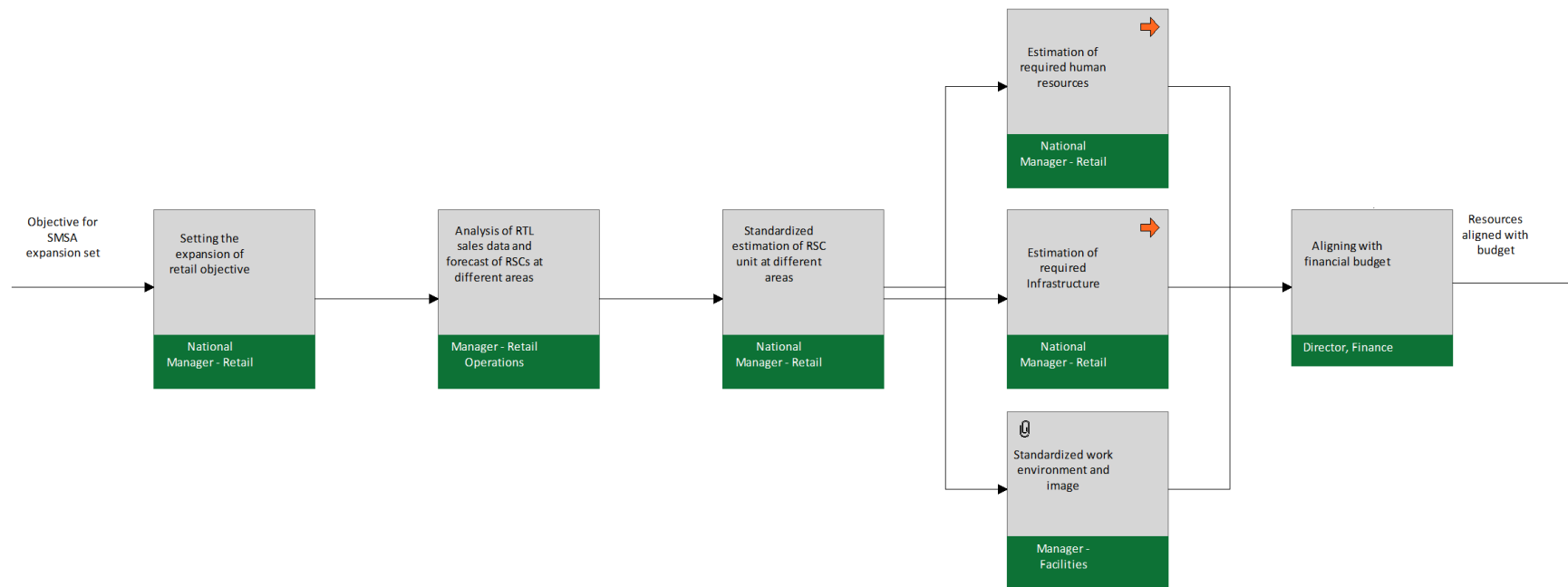F.T.E.: 0.00

○ Actions
● Change Log
○ Change Requests

○ Feedback
○ Keywords
● Read Only

Accounting

```
                        ┌──────────────┐
                        │    Chief     │
                        │  Accountant  │
                        └──────┬───────┘
                               │
                        ┌──────┴───────┐
                        │ Accountanting│
                        │  Supervisor  │
                        └──────┬───────┘
                               │
  ┌────────┬────────┬────────┬─┴──────┬────────┬────────┬────────┐
┌─┴────┐ ┌─┴────┐ ┌─┴────┐ ┌─┴────┐ ┌─┴────┐ ┌─┴────┐ ┌─┴──────┐
│Senior│ │Accou-│ │Accou-│ │Super-│ │Senior│ │Cashi-│ │Archiving│
│Accou-│ │ntant │ │nting │ │visor │ │Cashi-│ │ er   │ │Coordin- │
│ntant │ │(s)   │ │Assis-│ │Bank  │ │er    │ │      │ │ ator    │
│(s)   │ │      │ │tant  │ │Relat-│ │      │ │      │ │         │
└──────┘ └──────┘ └──────┘ │ions  │ └──────┘ └──────┘ └─────────┘
                           └──────┘
```

Title: Accounting
Author: Edwin Ramos
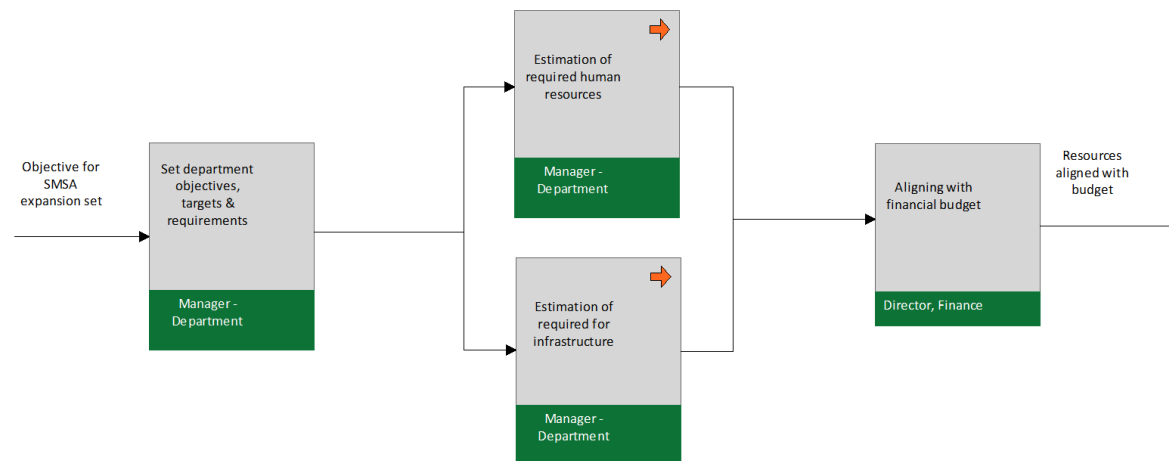Date: 3/7/2012
Volume: 0.00 Per Second

Authorization: Authorized
Date: 1/14/2025
Cost Per Second: $,3.5,E-0317

Owner: Mohammad Bhaiyat
Diagram Version: 4
Review Date: None
F.T.E.: 0.00

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

Finance- WR+SR+NR

```
                              Reg'l Mngr FIN
                              WR + SR + NR

        ┌──────────────────────────┼──────────────────────────┐
   Accounting                  Billing                   Collection
   Supervisor                  Supervisor                Supervisor(s)

   Accountant(s)           Customer Acct              Senior A.R.
                           Mgt Executive             Executive(s)

   Accounting              Billing                   Accts Rec
   Assistant(s)            Agent(s)                  Exec(s)

   Cashier(s)              Data                      Sr. AR Sup
                           Encoder(s)                Exec(s)

   Purchasing                                        A. R. Support
   Executive                                         Executive(s)

                                                     Accts Rec
                                                     Exec(s) SR

                                                     Accts Rec
                                                     Exec(s) NR
```

Title: Finance- WR+SR+NR		Owner: Mohammad Bhaiyat	○ Actions ○ Feedback
Author: Edwin Ramos	Authorization: Authorized	Diagram Version: 4	● Change Log ○ Keywords
Date: 12/19/2010	Date: 1/14/2025	Review Date: None	○ Change Requests ● Read Only
Volume: 0.00 Per Second	Cost Per Second: $,3.5,E-0317	F.T.E.: 0.00	

Finance - Eastern Region

```
                          ┌──────────────┐
                          │ Reg'l Mngr   │
                          │ Finance ER   │
                          └──────┬───────┘
         ┌───────────────────────┼───────────────────────┐
 ┌───────┴────────┐     ┌────────┴───────┐      ┌─────────┴────────┐
 │  Accounting    │     │   Billing      │      │   Collection     │
 │  Supervisor    │     │   Supervisor   │      │   Supervisor(s)  │
 └───────┬────────┘     └────────┬───────┘      └─────────┬────────┘
         │                       │                        │
 ┌───────┴────────┐     ┌────────┴───────┐      ┌─────────┴────────┐
 │  Accountant(s  │     │  Customer      │      │  Senior A.R.     │
 │  )             │     │  Acct Mgt Exec │      │  Executive(s)    │
 └────────────────┘     └────────────────┘      └──────────────────┘
 ┌────────────────┐     ┌────────────────┐      ┌──────────────────┐
 │  Accounting    │     │  Billing       │      │  Accts Rec       │
 │  Assistant(s)  │     │  Agent(s)      │      │  Exec(s)         │
 └────────────────┘     └────────────────┘      └──────────────────┘
 ┌────────────────┐     ┌────────────────┐      ┌──────────────────┐
 │  Cashier(s)    │     │  Data          │      │  Sr A.R. Sup     │
 │                │     │  Encoder(s)    │      │  Exec(s)         │
 └────────────────┘     └────────────────┘      └──────────────────┘
 ┌────────────────┐                             ┌──────────────────┐
 │  Purchasing    │                             │  Accts Rec Sup   │
 │  Executive(s)  │                             │  Exec(s)         │
 └────────────────┘                             └──────────────────┘
```

Title: Finance - Eastern Region
Author: Edwin Ramos
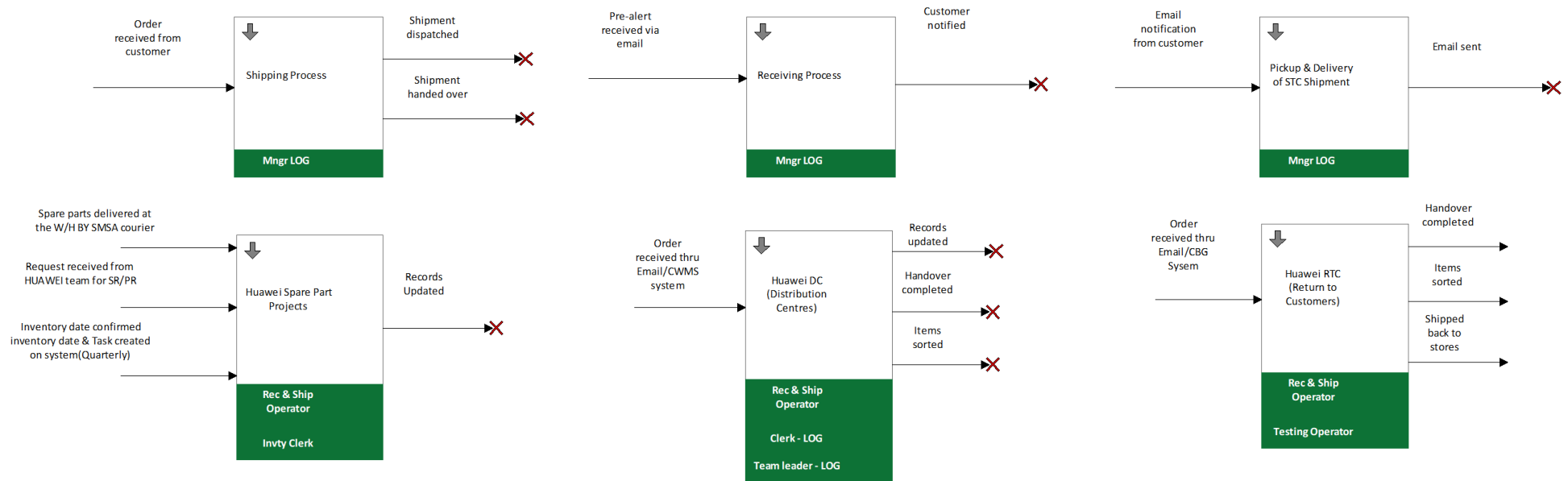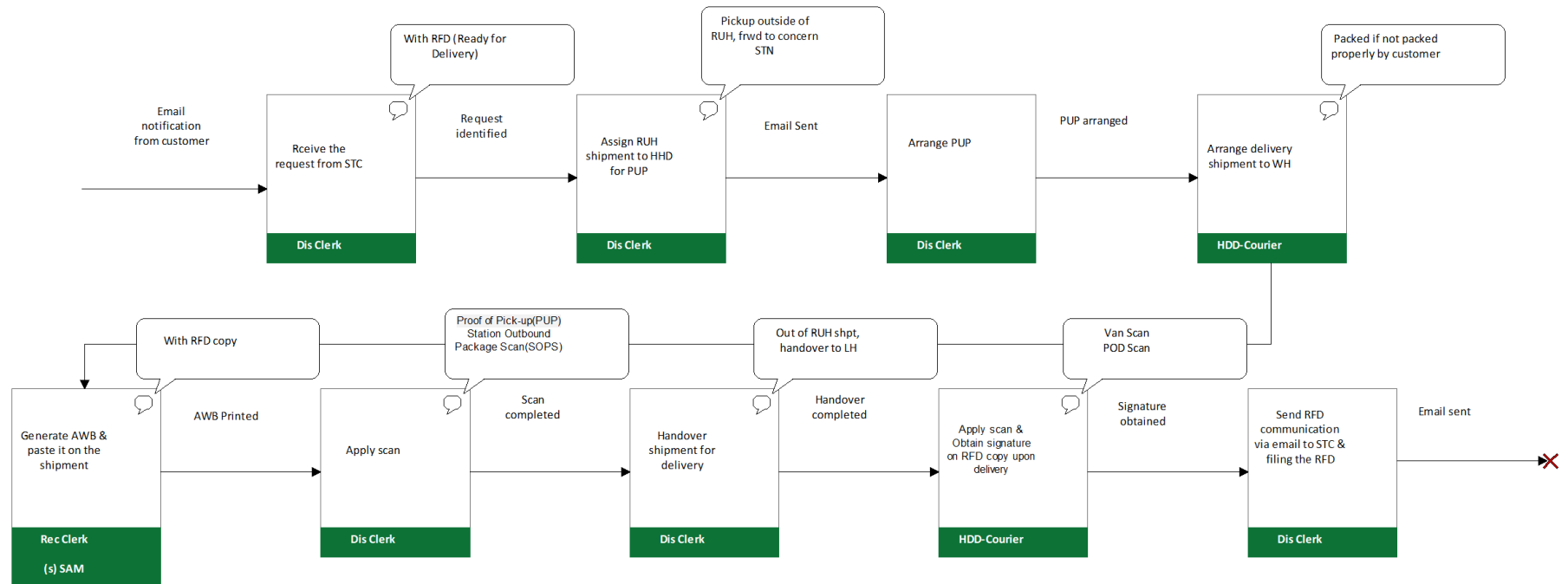Date: 12/19/2010
Volume: 0.00 Per Second

Authorization: Authorized
Date: 1/14/2025
Cost Per Second: $,3.5,E-0317

Owner: Mohammad Bhaiyat
Diagram Version: 4
Review Date: None
F.T.E.: 0.00

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

Finance - Central Region

Org chart:

- Reg'l Mngr FIN CR
  - Accounting Supervisor
    - Senior Accountant(s)
    - Accountant(s)
    - Senior Cashier
    - Cashier
    - Accounting Assistant(s)
    - Purchasing Executive
  - Billing Supervisor
    - Customer Acct Mgt Executive
    - Billing Agent(s)
    - Data Encoder(s)
  - Collection Supervisor(s)
    - Senior A. R. Executive(s)
    - Accts Rec. Exec(s)
    - Sr. Accts Rec Sup Exec(s)
    - Accts Rec Sup Exec(s)

Inventory & Fixed Assets

```
                        Manager
                      Invty & Fixed
                         Assets

          Supervisor                    Coordinator
          Inventory                     Inventory & FA


     Inventory            Inventory           Inventory
     Specialist           Specialist          Specialist
        WR                   CR                   ER

  Inventory   Inventory   Inventory  Inventory   Inventory  Inventory
  Handler(S)  Clerk(s)    Handler(s) Clerk(s)    Handler(s) Clerk(s)
```

Title: Inventory & Fixed Assets
Author: Edwin Ramos
Date: 12/18/2010
Volume: 0.00 Per Second

Authorization: Authorized
Date: 1/14/2025
Cost Per Second: $,3.5,E-0317

Owner: Mohammad Bhaiyat
Diagram Version: 4
Review Date: None
F.T.E.: 0.00

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

Internal Audit

Senior Manager
Internal Audit

Internal
Auditor(s)

Title: Internal Audit
Author: Edwin Ramos
Date: 7/6/2010
Volume: 0.00 Per Second

Authorization: Authorized
Date: 1/15/2025
Cost Per Second: $,3.5,E-0317

Owner: Mohammad Bhaiyat
Diagram Version: 4
Review Date: None
F.T.E.: 0.00

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

International Business

```
                                  ┌──────────────────────┐
                                  │       Director       │
                                  │  Sales, Marketing & IBU │
                                  └──────────────────────┘
```

Regional Mngr (North Americas)	Country General Mngr (United Arab Emirates)	Country General Mngr (Bahrain)	Country General Mngr (Egypt)	Country General Mngr (Startup, Franchise&Alliance)	Business Dev Mngr (Jordan)	Regional Mngr (Asia)

Title: International Business
Author: Bashayr Al sharidi
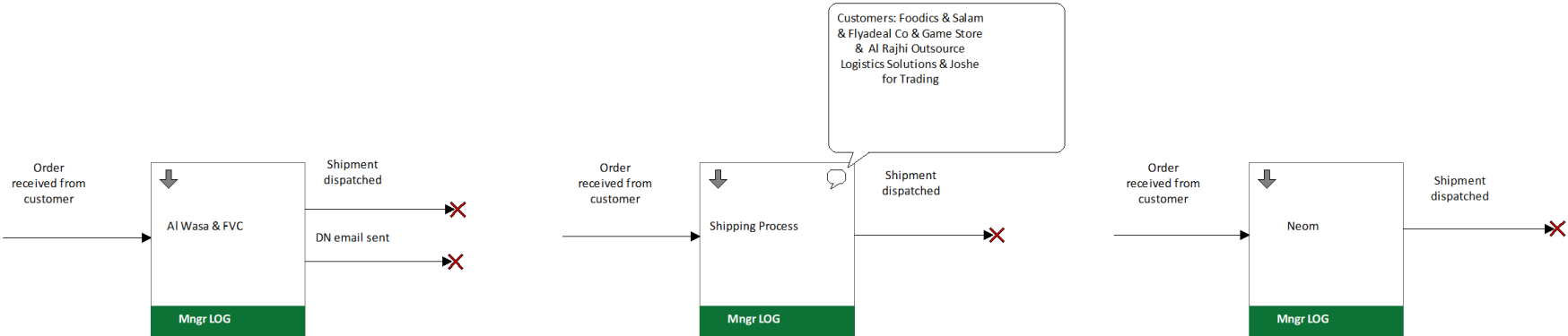Date: 8/21/2022
Volume: 0.00 Per Second

Authorization: Authorized
Date: 1/14/2025
Cost Per Second: $,3.5,E-0317

Owner: Mohammad Bhaiyat
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

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

Resource Planning

| Resources required | Form SMSA strategy | Strategy identified | Set the objective of SMSA expansion | Objective for SMSA expansion set | Plan required resources | Resources aligned with budget | Execute the Plan | Required resources provided |
| | Stakeholders | | Managing Director | | Department | | HRD & Department | |

Title: Resource Planning
Author: Edwin Ramos
Date: 7/17/2018
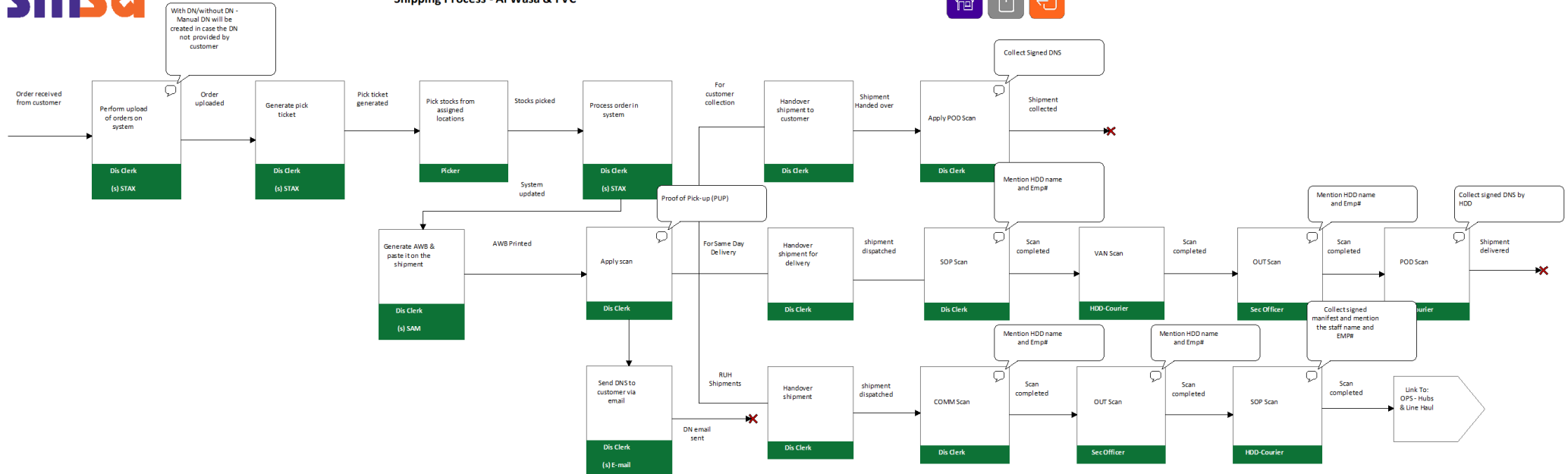Volume: 0.00 Per Second

Authorization: Authorized
Date: 7/17/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohammad Bhaiyat
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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

Planning Required Resources

SMSA

Plan required resources for Operations Dept

Resources aligned with budget

Director - Operations

Plan required resources for Retail Dept

Resources aligned with budget

National Manager - Retail

Objective for SMSA expansion set

Plan required resources for other Departments

Resources aligned with budget

Manager - Department

Plan required resources for New Projects

Resources aligned with budget

Project Manager

Title: Planning Required Resources
Author: Marwan Siddiq (Deleted)
Date: 5/22/2016
Volume: 0.00 Per Second

Authorization: Authorized
Date: 7/17/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohammad Bhaiyat
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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

Resource Planning: Operations Dept

Objective for SMSA expansion set

Operations sales objectives
Director - Operations

Analysis of data reflecting corporate sales and forecast
Director - Operations

Input of Industrial Engineers / Hub & Spoke
Director - Operations

Resources as per standard set

Estimation of required human resources
Director - Operations

Estimation of required Infrastructure
...
Director - Operations

Aligning with financial budget
Director, Finance

Resources aligned with budget

Title: Resource Planning: Operations Dept
Author: Marwan Siddiq (Deleted)
Date: 5/22/2016
Volume: 0.00 Per Second

Authorization: Authorized
Date: 7/17/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohammad Bhaiyat
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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

SMSA

Resource Planning: New Projects

Objective for SMSA expansion set

Identify new projects, customer requirements & SLA
Project Manager

Estimation of required human resources for new project
Project Manager

Estimation of required for facilities for new project
Project Manager

Aligning with financial budget
Director, Finance

Resources aligned with budget

Title: Resource Planning: New Projects
Author: Marwan Siddiq (Deleted)
Date: 5/22/2016
Volume: 0.00 Per Second

Authorization: Authorized
Date: 7/17/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohammad Bhaiyat
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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

Resource Planning: Retail Dept

Title: Resource Planning: Retail Dept
Author: Marwan Siddiq (Deleted)
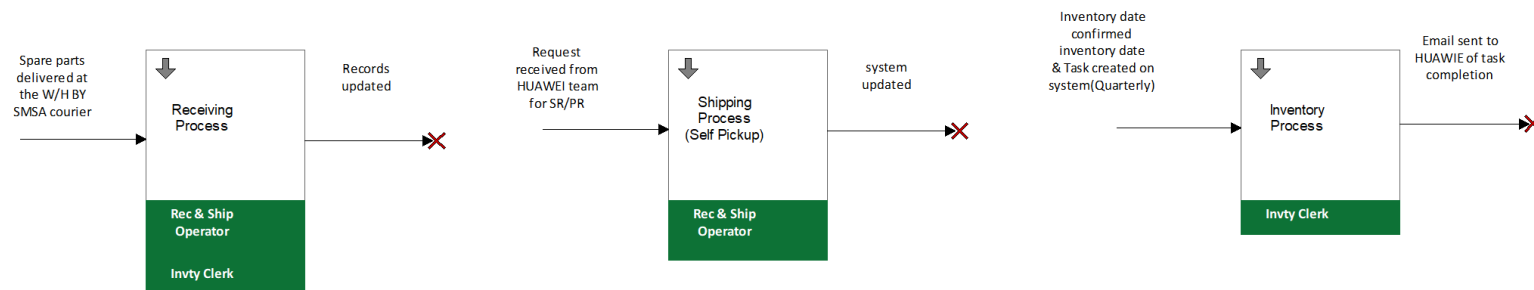Date: 5/22/2016
Volume: 0.00 Per Second

Authorization: Authorized
Date: 7/17/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohammad Bhaiyat
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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

Resource Planning: Other Departments

Objective for SMSA expansion set

Set department objectives, targets & requirements

Manager - Department

Estimation of required human resources

Manager - Department

Estimation of required for infrastructure

Manager - Department

Aligning with financial budget

Director, Finance

Resources aligned with budget

Title: Resource Planning: Other Departments
Author: Marwan Siddiq (Deleted)
Date: 5/22/2016
Volume: 0.00 Per Second

Authorization: Authorized
Date: 7/17/2018
Cost Per Second: $,3.5,E-0317

Owner: Mohammad Bhaiyat
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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

Investment

Title:
Author: Edwin Ramos
Date: 1/8/2018
Volume: 0.00 Per Second

Authorization: Authorized
Date: 5/28/2018
Cost Per Second: $,3.5,E-0317

Owner: Khalid Ali Al Yaseen
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

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

SMSA

Logistics

Healthcare - NUPCO

Standard 3PL

RTS

Fulfillment

Title: Logistics
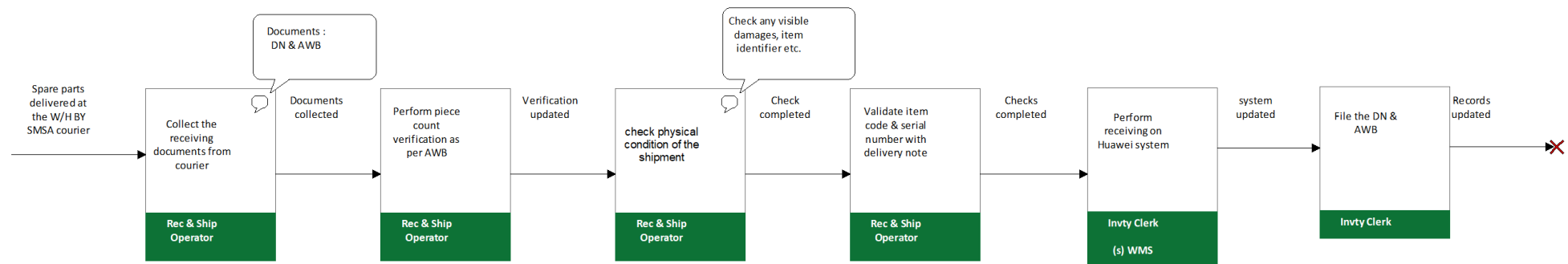Author: Edwin Ramos
Date: 8/6/2018
Volume: 0.00 Per Second

Authorization: Authorized
Date: 4/15/2019
Cost Per Second: $,3.5,E-0317

Owner: Omar Bin Waber
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

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

smsa Express

Page is under construction

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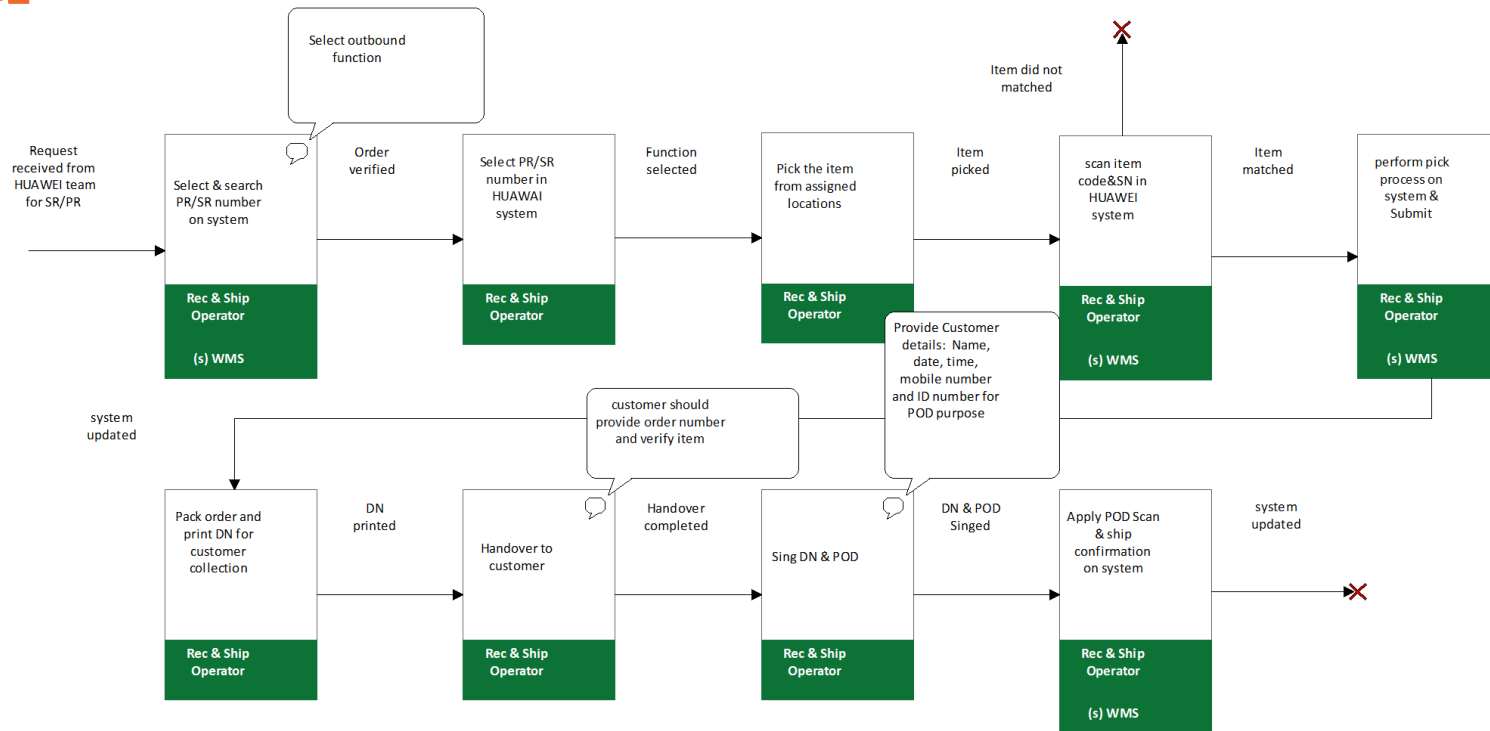Author: Edwin Ramos
Date: 10/18/2010
Volume: 0.00 Per Second

Authorization: Authorized
Date: 6/8/2017
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

SMSA

Standard Third Party Logistics

Order received from customer → **Shipping Process** — Mngr LOG

Shipment dispatched ✖

Shipment handed over ✖

Pre-alert received via email → **Receiving Process** — Mngr LOG

Customer notified ✖

Email notification from customer → **Pickup & Delivery of STC Shipment** — Mngr LOG

Email sent ✖

Spare parts delivered at the W/H BY SMSA courier

Request received from HUAWEI team for SR/PR

Inventory date confirmed inventory date & Task created on system(Quarterly)

→ **Huawei Spare Part Projects** — Rec & Ship Operator / Invty Clerk

Records Updated ✖

Order received thru Email/CWMS system → **Huawei DC (Distribution Centres)** — Rec & Ship Operator / Clerk - LOG / Team leader - LOG

Records updated ✖

Handover completed ✖

Items sorted ✖

Order received thru Email/CBG Sysem → **Huawei RTC (Return to Customers)** — Rec & Ship Operator / Testing Operator

Handover completed →

Items sorted →

Shipped back to stores →

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

Pickup & Delivery of STC Shipment

Receiving Process

Pre-alert received via email

Sign on the document

Stocks received

With RST (RECEIVE SUMMARY TICKET)

Shipment arrived at facility
Dis Clerk

Conduct physical inspection of stocks
Dis Clerk

Inspection complete

Register stocks into system & assign stock location
Dis Clerk
(s) STAX

Location assign

Put away stocks to assigned location
Picker

Put away complete

Send email confirmation to customer
Dis Clerk
(s) E-mail

Customer notified

Damaged / Shortage

Notify customer by email
Dis Clerk
(s) E-mail

Customer notified

Title: Receiving Process
Author: Bashayr Al sharidi
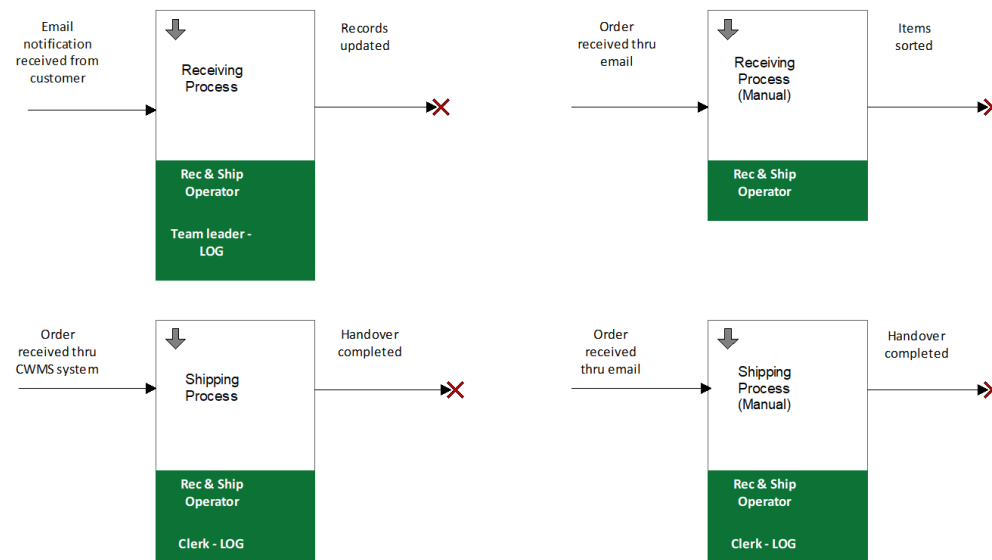Date: 1/19/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 1/22/2023
Cost Per Second: $,3.5,E-0317

Owner: Omar Bin Waber
Diagram Version: 3
Review Date: None
F.T.E.: 0.00

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

Shipping Process

Order received from customer → Al Wasa & FVC → Shipment dispatched ✗ / DN email sent ✗ — Mngr LOG

Order received from customer → Shipping Process → Shipment dispatched ✗ — Mngr LOG

Customers: Foodics & Salam & Flyadeal Co & Game Store & Al Rajhi Outsource Logistics Solutions & Joshe for Trading

Order received from customer → Neom → Shipment dispatched ✗ — Mngr LOG

Title: Shipping Process
Author: Bashayr Al sharidi
Date: 1/19/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 7/15/2024
Cost Per Second: $,3.5,E-0317

Owner: Omar Bin Waber
Diagram Version: 3
Review Date: None
F.T.E.: 0.00

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

Shipping Process - Al Wasa & FVC

Title: Shipping Process - Al Wasa & FVC
Author: Bashayr Al sharidi
Date: 1/19/2023
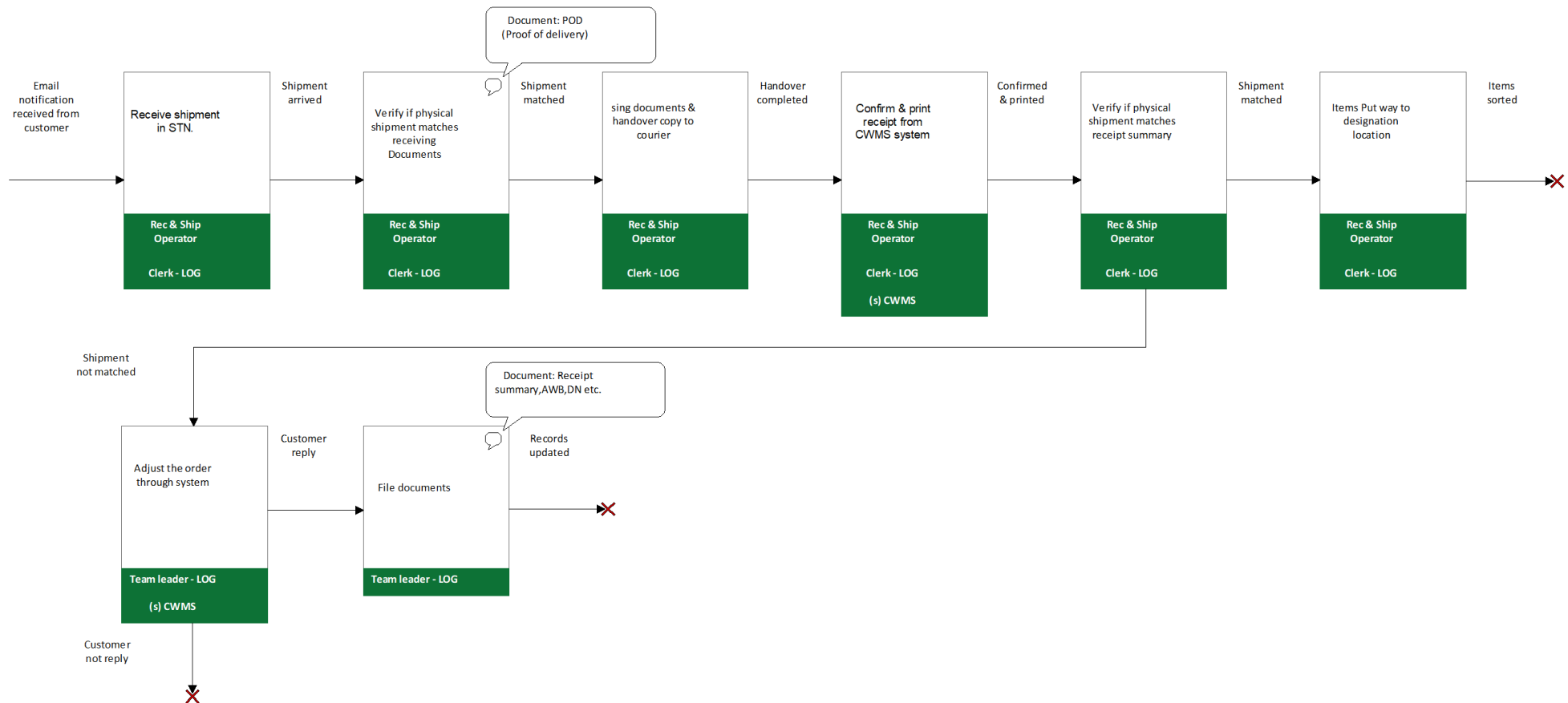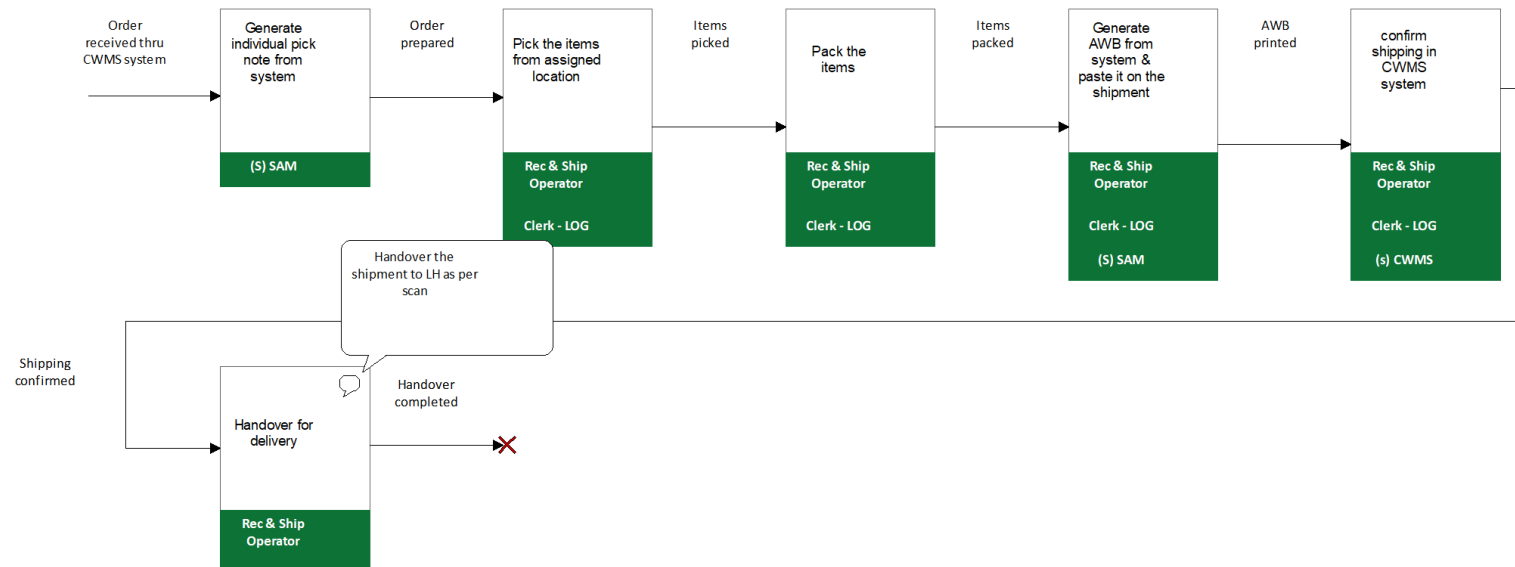Volume: 0.00 Per Second

Authorization: Authorized
Date: 10/16/2023
Cost Per Second: $,3.5,E-0317

Owner: Omar Bin Waber
Diagram Version: 5
Review Date: None
F.T.E.: 0.00

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

Shipping Process - Foodics & Salam & Flyadeal Co & Game Store & Al Rajhi
Outsource Logistics Solutions & Joshe for Trading

Order received from customer	Perform upload of orders on system	Order uploaded	Generate pick ticket	Pick ticket generated	Pick stocks from assigned locations	Stocks picked	Process order in system		Handover shipment to customer	Shipment Handed over	Apply POD Scan	Shipment collected

Dis Clerk (s) STAX | **Dis Clerk (s) STAX** | **Picker** | **Dis Clerk (s) STAX** | **Dis Clerk** | **Dis Clerk**

For customer collection

System updated | Proof of Pick-up (PUP)

Mention HDD name and Emp#

| Generate AWB & paste it on the shipment | AWB Printed | Apply scan | Scan completed | Handover shipment for delivery | shipment dispatched | SOP Scan | Scan completed | VAN Scan | Scan completed | OUT Scan | Scan completed | POD Scan | Shipment delivered |

(s) SAM | **HDD-Courier** | **Dis Clerk** | **Dis Clerk** | **HDD-Courier** | **Sec Officer** | **HDD-Courier**

For same day Delivery

Mention HDD name and Emp#

Mention HDD name and Emp#

Collect signed manifest and mention the staff name and EMP#

Mention HDD name and Emp#

| RUH Shipments | Handover shipment | Shipment dispatched | COMM Scan | Scan completed | OUT Scan | Scan completed | SOP Scan | Scan completed | Link To: OPS - Hubs & Line Haul |

Dis Clerk | **Dis Clerk** | **Sec Officer** | **HDD-Courier**

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

Shipping Process - Neom

Order received from customer

Perform upload of orders on system
Dis Clerk
(s) STAX

Order uploaded

Generate pick ticket
Dis Clerk
(s) STAX

Pick ticket generated

Pick stocks from assigned locations
Picker

Stocks picked

Process order in system
(s) STAX
Dis Clerk

System updated

Generate AWB & paste it on the shipment
Dis Clerk
* (s) SAM *

AWB Printed

Perform scan
Dis Clerk

Scan completed

Handover shipment to customer at W/H
Dis Clerk

shipment dispatched

Title: Shipping Process - Neom
Author: Bashayr Al sharidi
Date: 1/19/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 1/22/2023

Cost Per Second: $,3.5,E-0317

Owner: Omar Bin Waber
Diagram Version: 3
Review Date: None
F.T.E.: 0.00

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

Huawei Spare Part Projects

Spare parts delivered at the W/H BY SMSA courier

Receiving Process

Rec & Ship Operator

Invty Clerk

Records updated

Request received from HUAWEI team for SR/PR

Shipping Process (Self Pickup)

Rec & Ship Operator

system updated

Inventory date confirmed inventory date & Task created on system(Quarterly)

Inventory Process

Invty Clerk

Email sent to HUAWIE of task completion

Title: Huawei Spare Part Projects
Author: Nouf Al Rammah
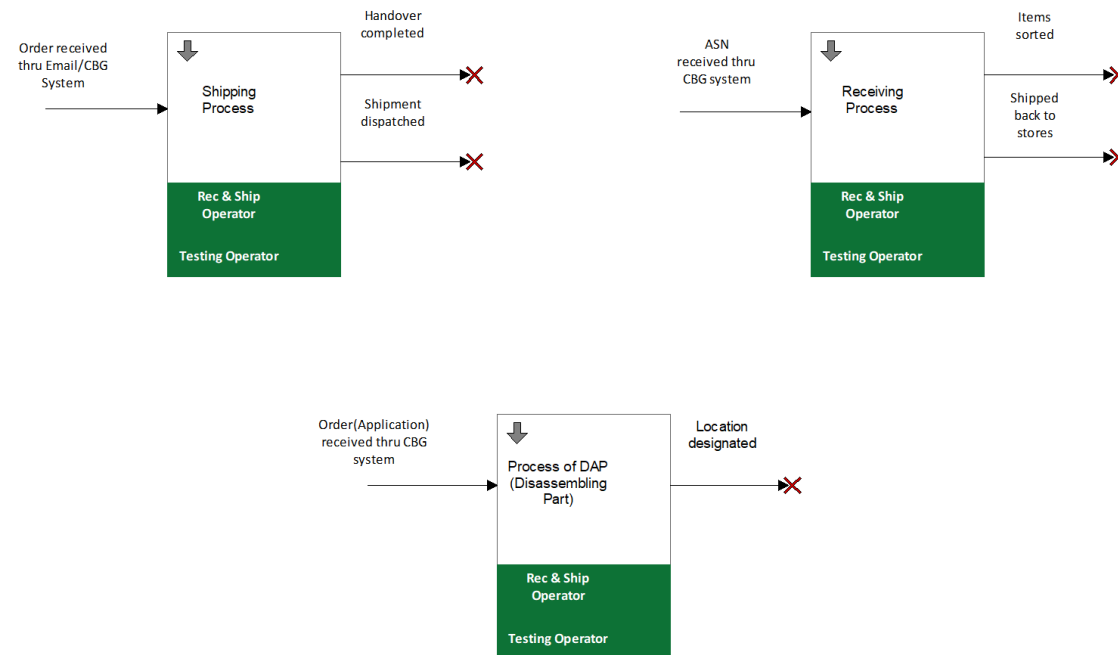Date: 9/7/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 5/26/2024
Cost Per Second: $,3.5,E-0317

Owner: Omar Bin Waber
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

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

Receiving Process

Spare parts delivered at the W/H BY SMSA courier

Documents : DN & AWB

Collect the receiving documents from courier

Rec & Ship Operator

Documents collected

Perform piece count verification as per AWB

Rec & Ship Operator

Verification updated

Check any visible damages, item identifier etc.

check physical condition of the shipment

Rec & Ship Operator

Check completed

Validate item code & serial number with delivery note

Rec & Ship Operator

Checks completed

Perform receiving on Huawei system

Invty Clerk

(s) WMS

system updated

File the DN & AWB

Invty Clerk

Records updated

Title: Receiving Process
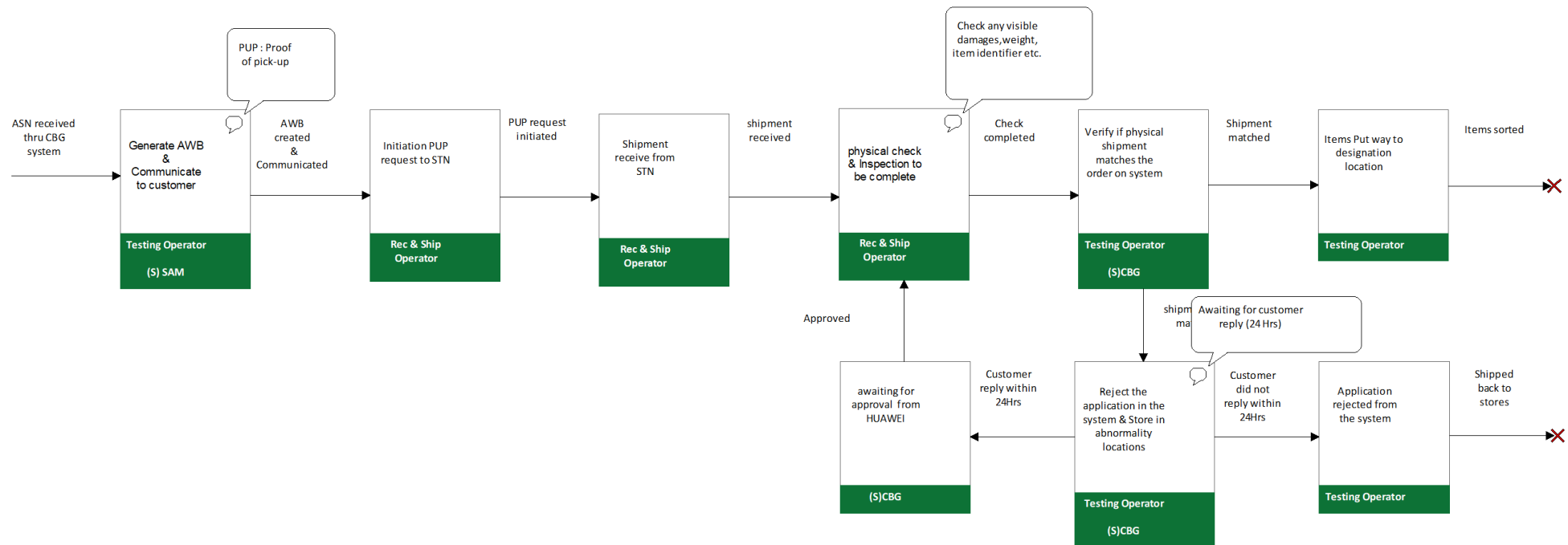Author: Nouf Al Rammah
Date: 9/11/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 5/26/2024
Cost Per Second: $,3.5,E-0317

Owner: Omar Bin Waber
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

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

Shipping Process (Self Pickup)

Inventory Process

SN (Serial Number)

Inventory date
confirmed
inventory date &
Task created on
system(Quarterly)

Inventory date confirmed & Task created on system
Invty Clerk
(s) WMS

Task
submitted

Device shows
variations/
no scan SN

Scan each SN according to task
Invty Clerk

No
variations

Acknowledge HUAWEI team of task completion
Invty Clerk
(s) E-mail

Email sent to
HUAWIE of task
completion

Title: Inventory Process
Author: Nouf Al Rammah
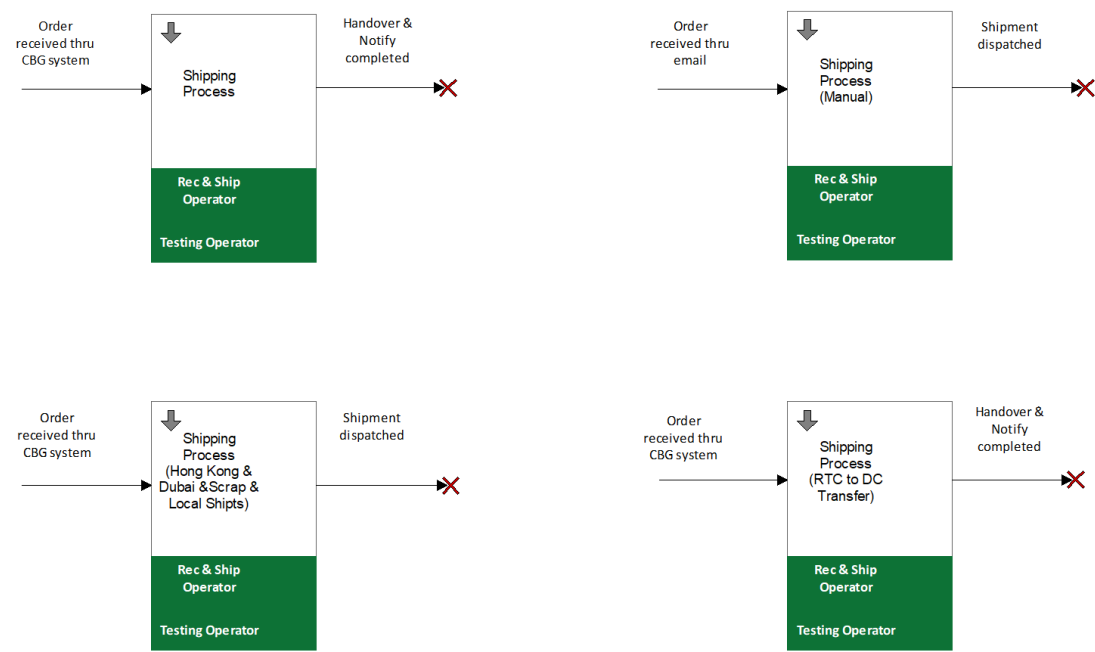Date: 5/21/2024
Volume: 0.00 Per Second

Authorization: Authorized
Date: 5/26/2024
Cost Per Second: $,3.5,E-0317

Owner: Omar Bin Waber
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

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

DC (Distribution Centres)

Email notification received from customer → **Receiving Process** | Records updated → ✕

Rec & Ship Operator

Team leader - LOG

Order received thru email → **Receiving Process (Manual)** | Items sorted → ✕

Rec & Ship Operator

Order received thru CWMS system → **Shipping Process** | Handover completed → ✕

Rec & Ship Operator

Clerk - LOG

Order received thru email → **Shipping Process (Manual)** | Handover completed → ✕

Rec & Ship Operator

Clerk - LOG

Title: DC (Distribution Centres)
Author: Nouf Al Rammah
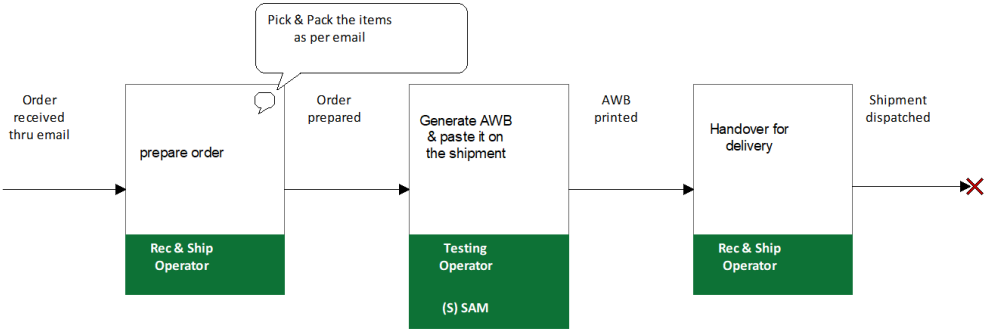Date: 9/7/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 5/26/2024
Cost Per Second: $,3.5,E-0317

Owner: Omar Bin Waber
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

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

Receiving Process

Title: Receiving Process
Author: Nouf Al Rammah
Date: 5/19/2024
Volume: 0.00 Per Second

Authorization: Authorized
Date: 5/26/2024
Cost Per Second: $,3.5,E-0317

Owner: Omar Bin Waber
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

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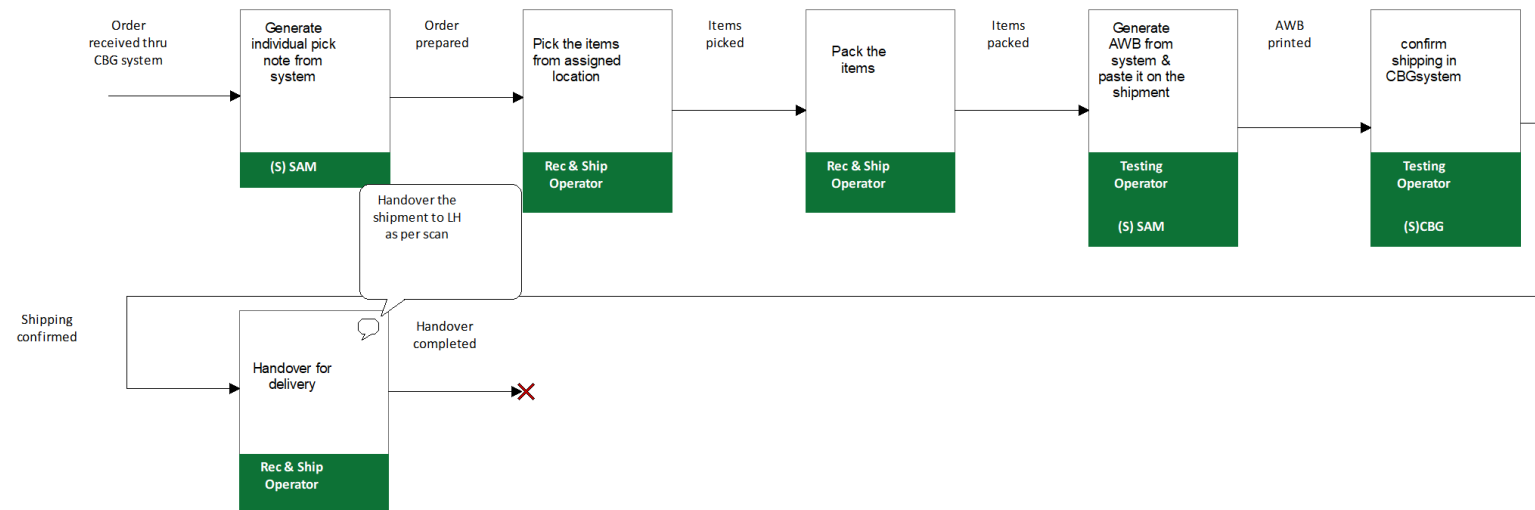○ Change Requests ● Read Only

Shipping Process

Order received thru CWMS system

Generate individual pick note from system
(S) SAM

Order prepared

Pick the items from assigned location
Rec & Ship Operator
Clerk - LOG

Items picked

Pack the items
Rec & Ship Operator
Clerk - LOG

Items packed

Generate AWB from system & paste it on the shipment
Rec & Ship Operator
Clerk - LOG
(S) SAM

AWB printed

confirm shipping in CWMS system
Rec & Ship Operator
Clerk - LOG
(s) CWMS

Handover the shipment to LH as per scan

Shipping confirmed

Handover for delivery
Rec & Ship Operator

Handover completed

Title: Shipping Process
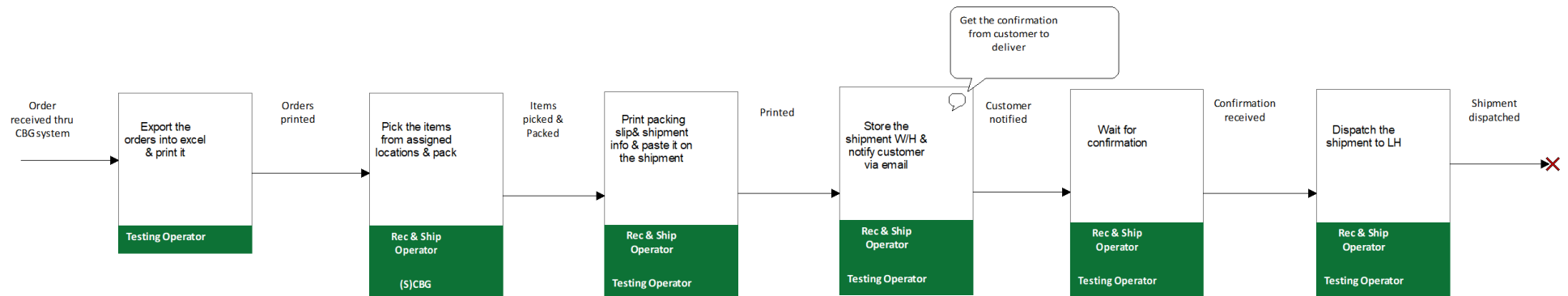Author: Nouf Al Rammah
Date: 5/19/2024
Volume: 0.00 Per Second

Authorization: Authorized
Date: 5/26/2024
Cost Per Second: $,3.5,E-0317

Owner: Omar Bin Waber
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

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

Shipping Process (Manual)

Order received thru email

Pick & Pack the items as per email

prepare order

Rec & Ship Operator

Clerk - LOG

Order prepared

Generate AWB & paste it on the shipment

Testing Operator

Clerk - LOG

(S) SAM

AWB printed

Handover for delivery

Rec & Ship Operator

Clerk - LOG

Handover completed

Title: Shipping Process (Manual)
Author: Nouf Al Rammah
Date: 5/19/2024
Volume: 0.00 Per Second

Authorization: Authorized
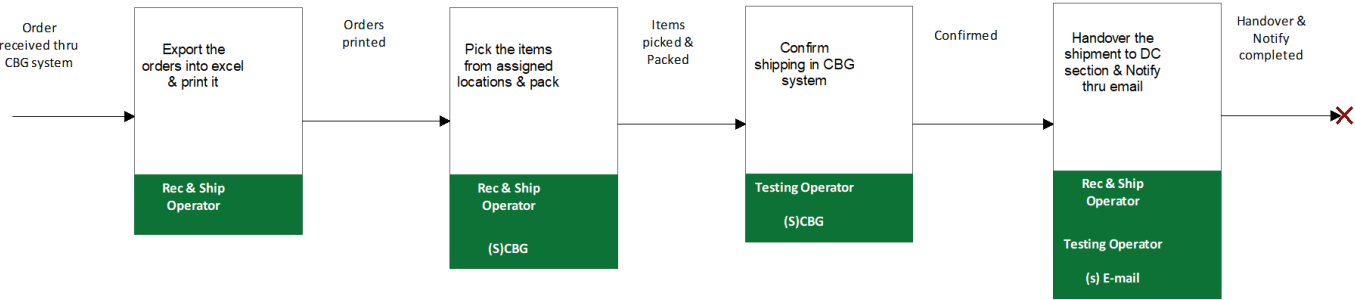Date: 5/26/2024
Cost Per Second: $,3.5,E-0317

Owner: Omar Bin Waber
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

○ Actions
● Change Log
○ Change Requests

○ Feedback
○ Keywords
● Read Only

Receiving Process (Manual)

Order received thru email

| Receive shipment in STN. | Shipment arrived | Verify if physical shipment matches the order on email | Shipment matched | Notify customer about the receipt via email | shipment matched | Items Put way to designation location | Items sorted |

Rec & Ship Operator

Rec & Ship Operator

Rec & Ship Operator

(s) E-mail

Rec & Ship Operator

Awaiting for customer replay

Title: Receiving Process (Manual)
Author: Nouf Al Rammah
Date: 5/19/2024
Volume: 0.00 Per Second

Authorization: Authorized
Date: 5/26/2024
Cost Per Second: $,3.5,E-0317

Owner: Omar Bin Waber
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

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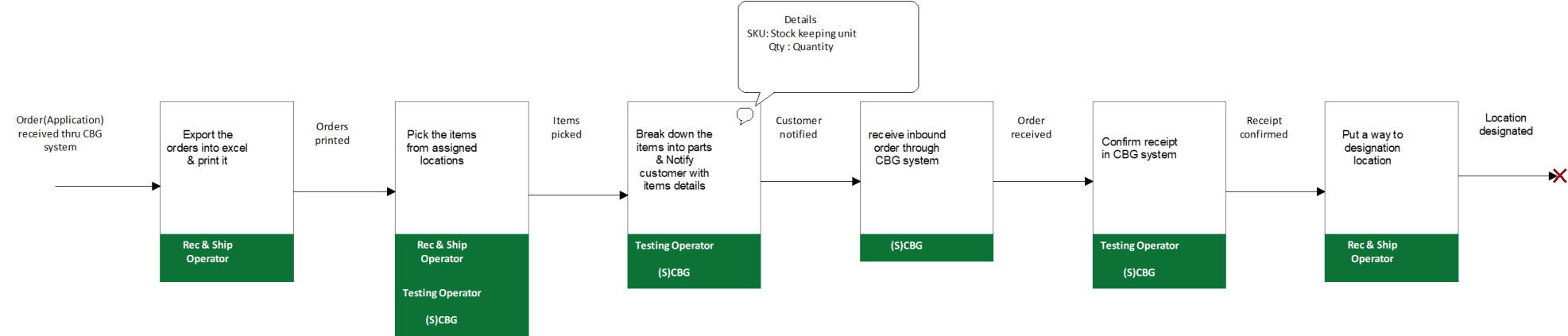○ Change Requests ● Read Only

RTC (Return to Customers)

Order received
thru Email/CBG
System

→ Shipping
Process

Handover
completed
✖

Shipment
dispatched
✖

Rec & Ship Operator

Testing Operator

ASN
received thru
CBG system

→ Receiving
Process

Items
sorted
✖

Shipped
back to
stores
✖

Rec & Ship Operator

Testing Operator

Order(Application)
received thru CBG
system

→ Process of DAP
(Disassembling
Part)

Location
designated
✖

Rec & Ship Operator

Testing Operator

Title: RTC (Return to Customers)
Author: Nouf Al Rammah
Date: 9/7/2023
Volume: 0.00 Per Second

Authorization: Authorized
Date: 5/26/2024
Cost Per Second: $,3.5,E-0317

Owner: Omar Bin Waber
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

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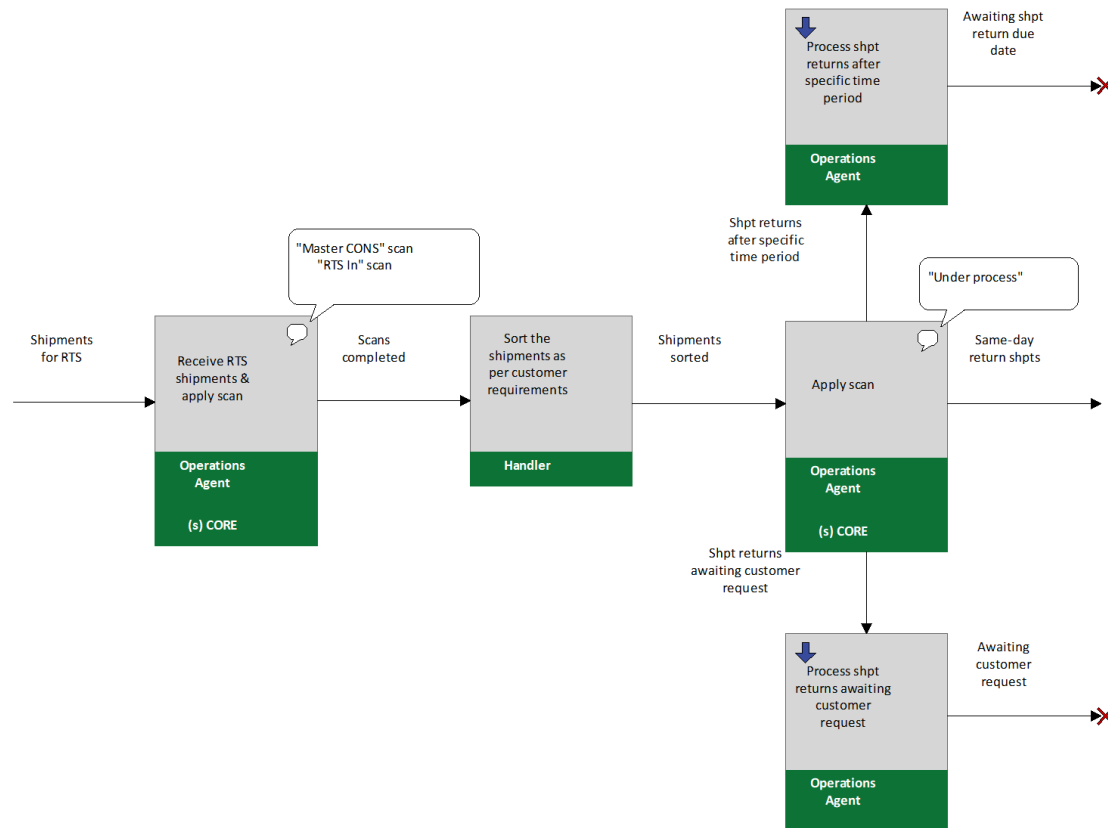
Receiving Process

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

Shipping Process

Order received thru CBG system → **Shipping Process** (Rec & Ship Operator / Testing Operator) → Handover & Notify completed ✗

Order received thru email → **Shipping Process (Manual)** (Rec & Ship Operator / Testing Operator) → Shipment dispatched ✗

Order received thru CBG system → **Shipping Process (Hong Kong & Dubai & Scrap & Local Shipts)** (Rec & Ship Operator / Testing Operator) → Shipment dispatched ✗

Order received thru CBG system → **Shipping Process (RTC to DC Transfer)** (Rec & Ship Operator / Testing Operator) → Handover & Notify completed ✗

Title:	Shipping Process	Owner:	Omar Bin Waber
Author:	Nouf Al Rammah	Diagram Version:	2
Date:	9/7/2023	Review Date:	None
Volume:	0.00 Per Second	F.T.E.:	0.00
Authorization:	Authorized		
Date:	5/26/2024		
Cost Per Second:	$,3.5,E-0317		

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

Shipping Process (Manual)

Title: Shipping Process (Manual)
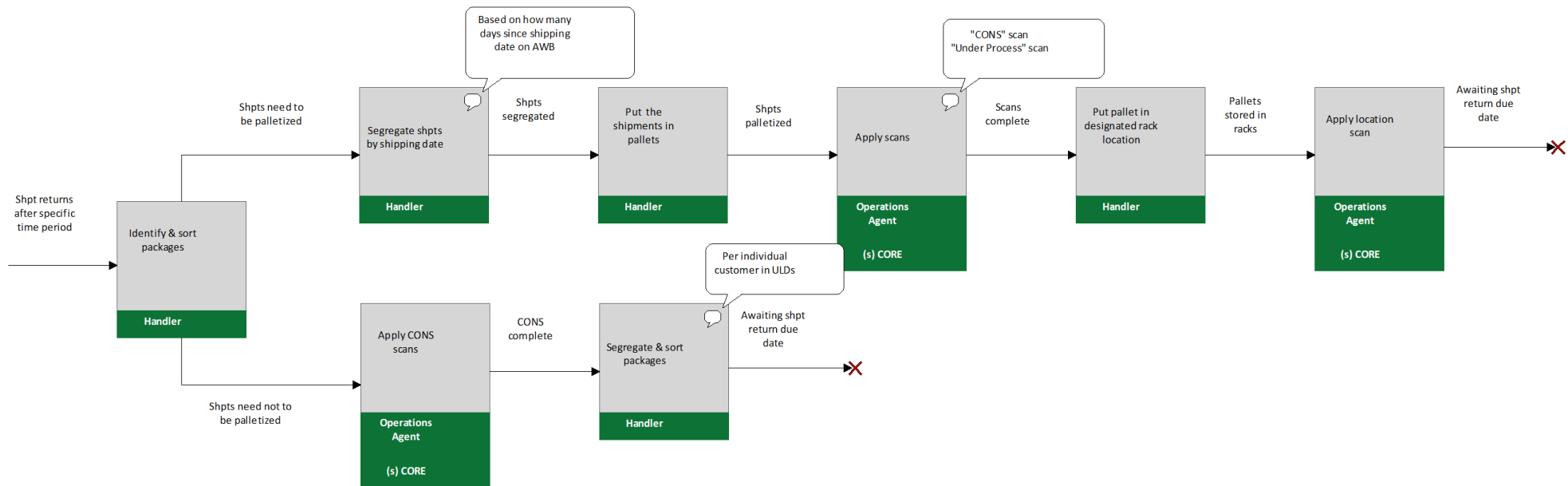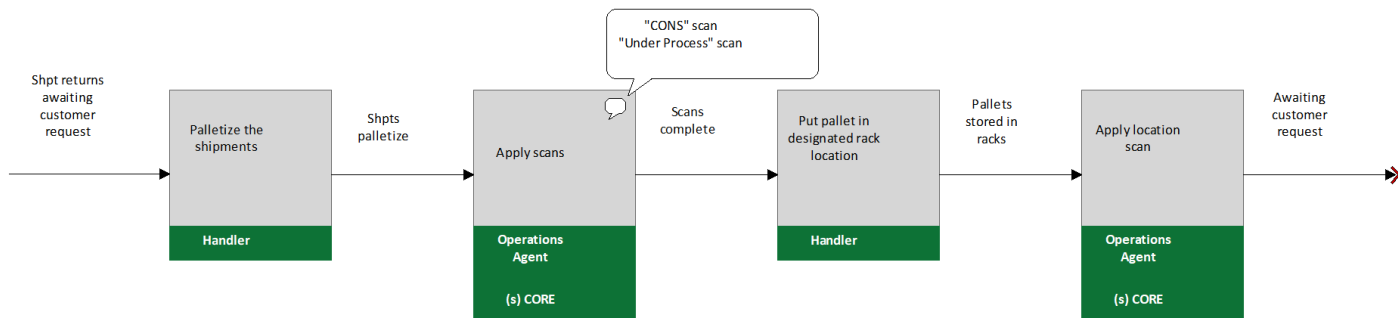Author: Nouf Al Rammah
Date: 5/15/2024
Volume: 0.00 Per Second

Authorization: Authorized
Date: 5/26/2024
Cost Per Second: $,3.5,E-0317

Owner: Omar Bin Waber
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

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

Shipping Process

Order received thru CBG system → **Generate individual pick note from system** (S) SAM → Order prepared → **Pick the items from assigned location** Rec & Ship Operator → Items picked → **Pack the items** Rec & Ship Operator → Items packed → **Generate AWB from system & paste it on the shipment** Testing Operator (S) SAM → AWB printed → **confirm shipping in CBGsystem** Testing Operator (S)CBG

Shipping confirmed → **Handover for delivery** Rec & Ship Operator → Handover completed ✕

Handover the shipment to LH as per scan

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

Shipping Process (Hong Kong & Dubai &Scrap & Local Shipts)

Get the confirmation from customer to deliver

| Order received thru CBG system | Export the orders into excel & print it / Testing Operator | Orders printed | Pick the items from assigned locations & pack / Rec & Ship Operator (S)CBG | Items picked & Packed | Print packing slip& shipment info & paste it on the shipment / Rec & Ship Operator Testing Operator | Printed | Store the shipment W/H & notify customer via email / Rec & Ship Operator Testing Operator | Customer notified | Wait for confirmation / Rec & Ship Operator Testing Operator | Confirmation received | Dispatch the shipment to LH / Rec & Ship Operator Testing Operator | Shipment dispatched |

Title: Shipping Process (Hong Kong & Dubai &Scrap & Local Shipts)
Author: Nouf Al Rammah   Authorization: Authorized
Date: 5/15/2024   Date: 5/26/2024
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Omar Bin Waber
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

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

Shipping Process (RTC to DC Transfer)

Order received thru CBG system	Export the orders into excel & print it	Orders printed	Pick the items from assigned locations & pack	Items picked & Packed	Confirm shipping in CBG system	Confirmed	Handover the shipment to DC section & Notify thru email	Handover & Notify completed

Export the orders into excel & print it — Rec & Ship Operator

Pick the items from assigned locations & pack — Rec & Ship Operator (S)CBG

Confirm shipping in CBG system — Testing Operator (S)CBG

Handover the shipment to DC section & Notify thru email — Rec & Ship Operator / Testing Operator (s) E-mail

Title: Shipping Process (RTC to DC Transfer)
Author: Nouf Al Rammah
Date: 5/16/2024
Volume: 0.00 Per Second

Authorization: Authorized
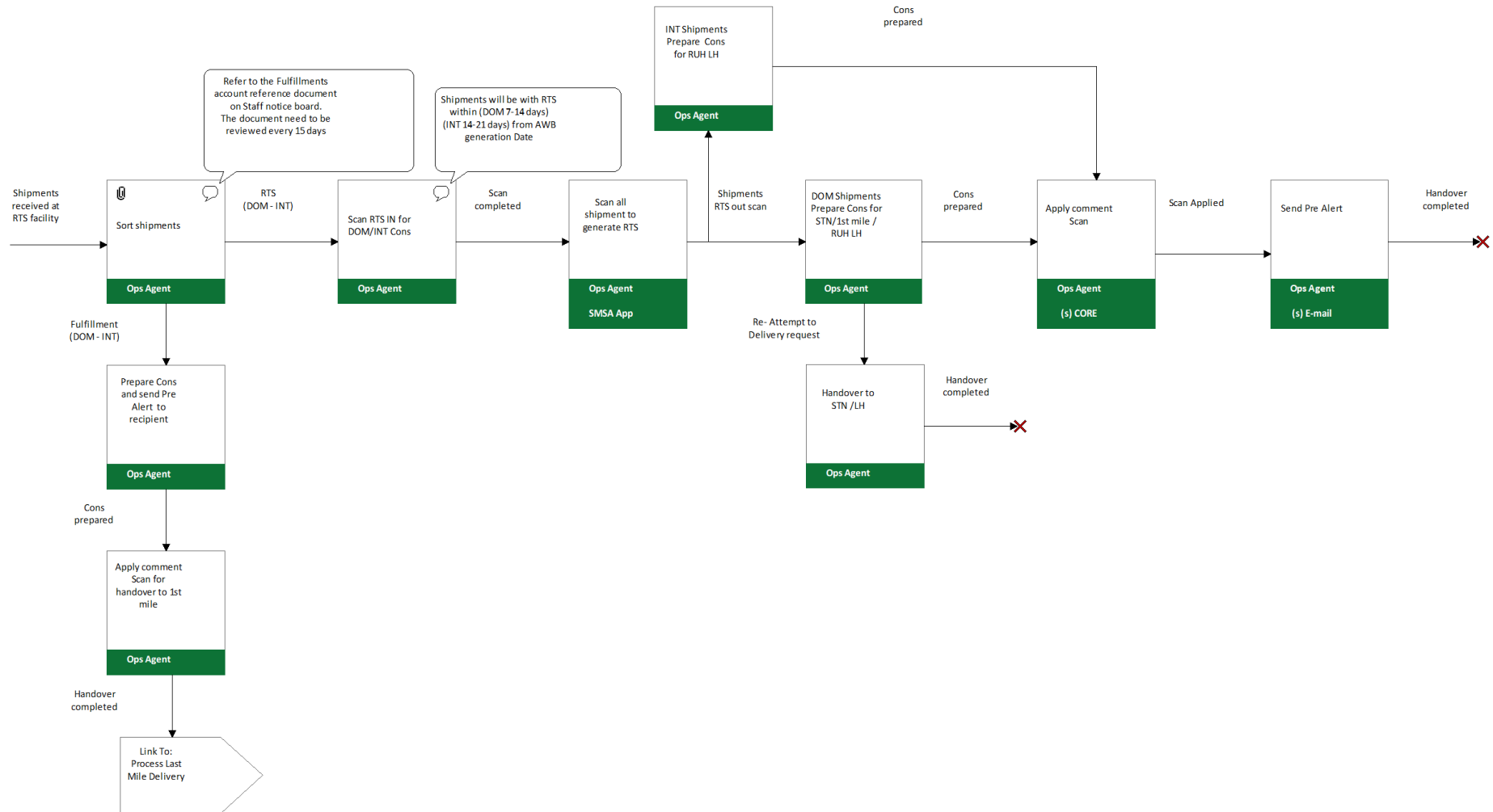Date: 5/26/2024
Cost Per Second: $,3.5,E-0317

Owner: Omar Bin Waber
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

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

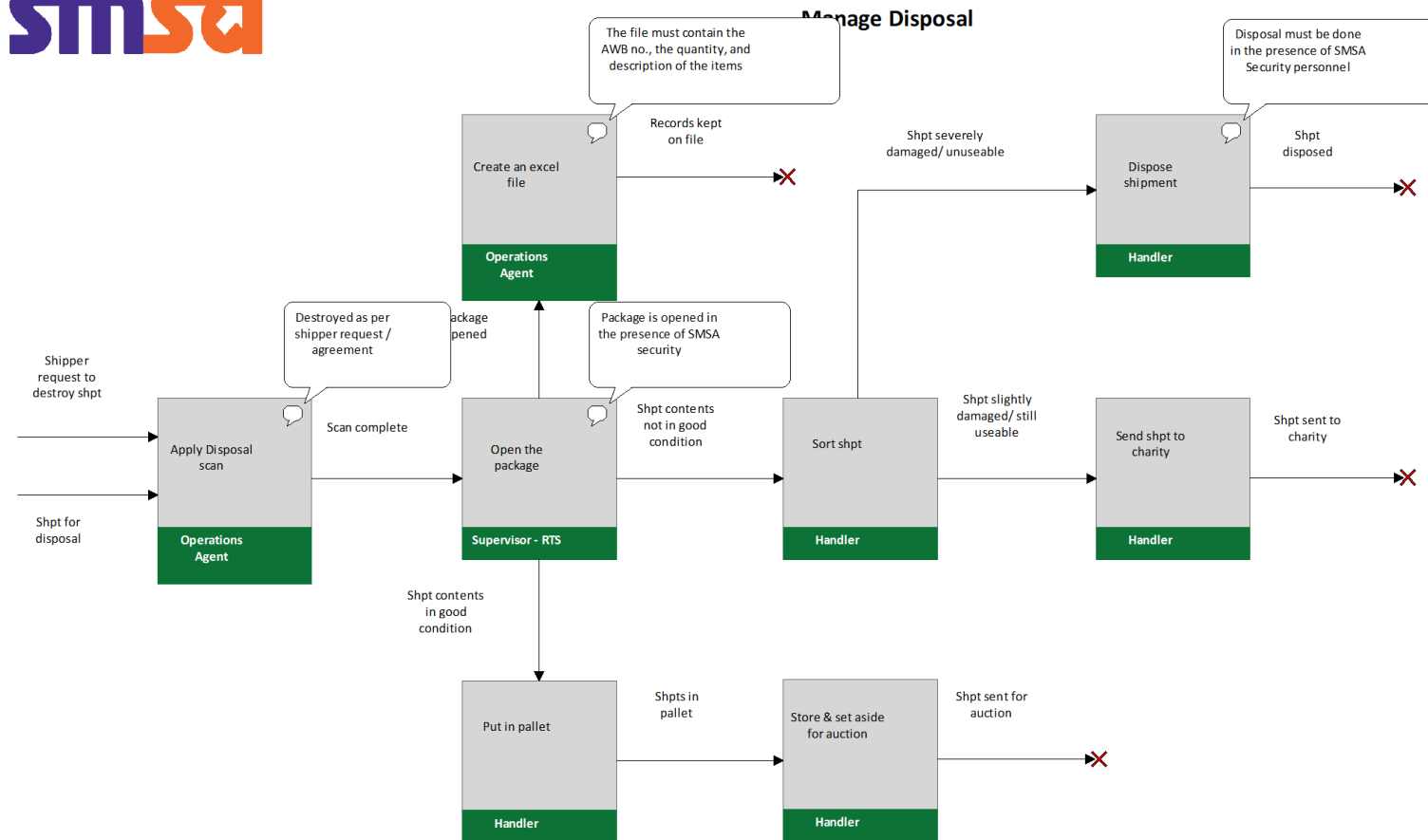**Process of DAP (Disassembling Part)**

Details
SKU: Stock keeping unit
Qty : Quantity

Order(Application) received thru CBG system

Export the orders into excel & print it		Pick the items from assigned locations		Break down the items into parts & Notify customer with items details		receive inbound order through CBG system		Confirm receipt in CBG system		Put a way to designation location

Orders printed

Items picked

Customer notified

Order received

Receipt confirmed

Location designated

Rec & Ship Operator

Rec & Ship Operator

Testing Operator

(S)CBG

Testing Operator

(S)CBG

(S)CBG

Testing Operator

(S)CBG

Rec & Ship Operator

Title: Process of DAP (Disassembling Part)
Author: Nouf Al Rammah   Authorization: Authorized
Date: 5/19/2024   Date: 5/26/2024
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317
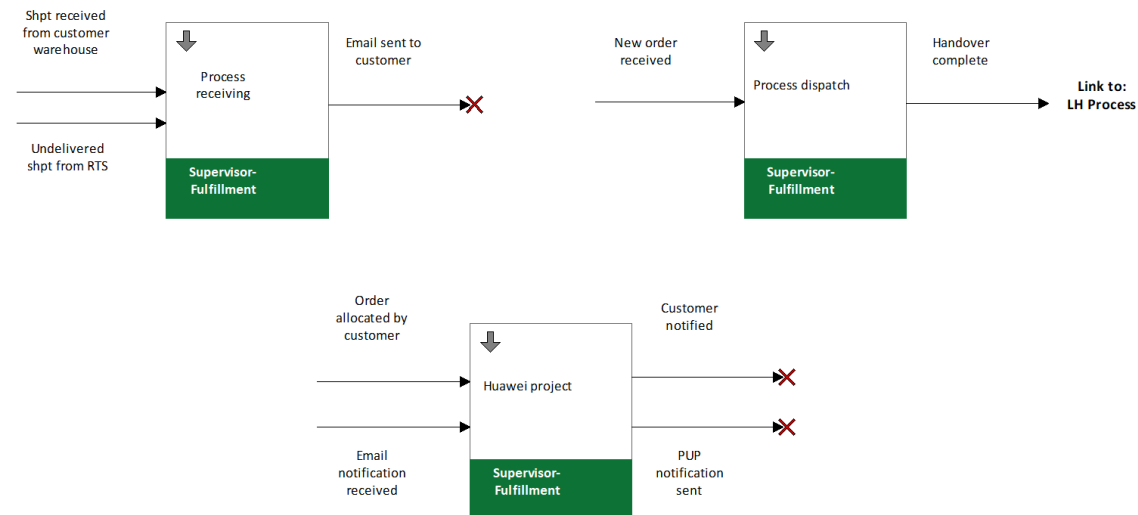
Owner: Omar Bin Waber
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

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

RTS

Title: RTS
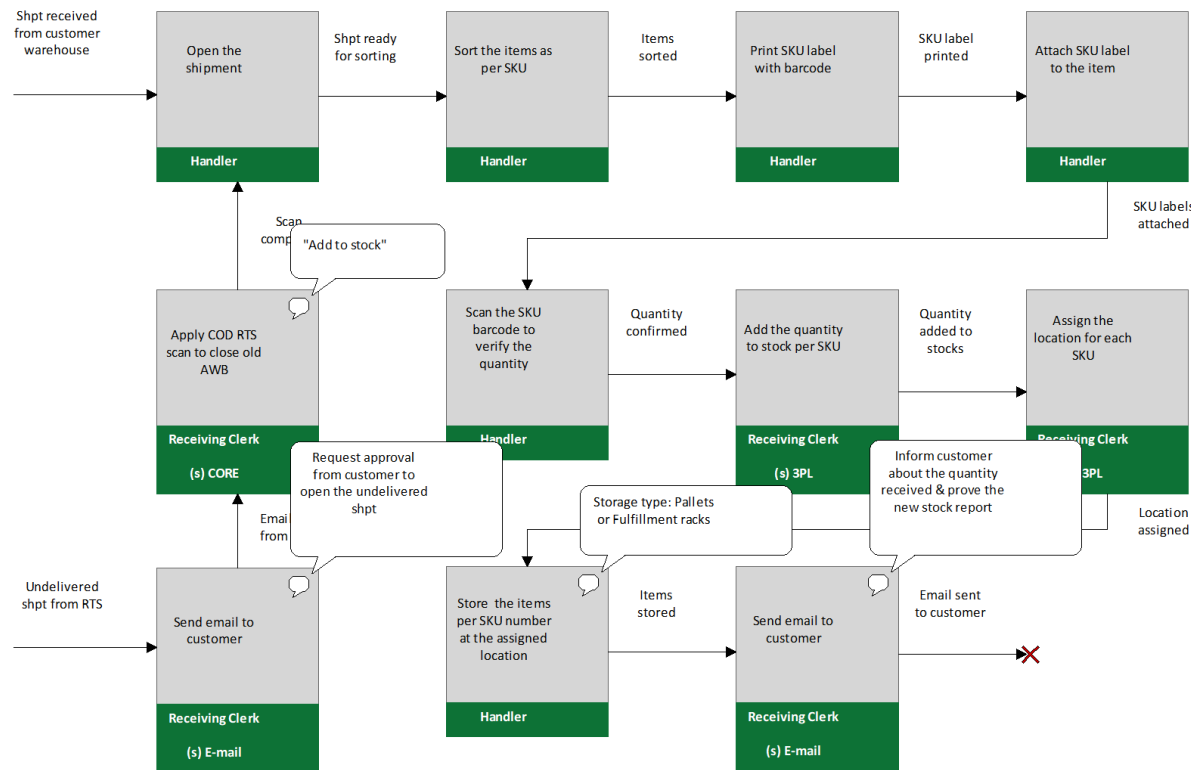Author: Edwin Ramos
Date: 3/31/2019
Volume: 0.00 Per Second

Authorization: Authorized
Date: 4/16/2019
Cost Per Second: $,3.5,E-0317

Owner: Omar Bin Waber
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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

Receiving Process

Shipments for RTS

"Master CONS" scan
"RTS In" scan

Receive RTS shipments & apply scan

Operations Agent

(s) CORE

Scans completed

Sort the shipments as per customer requirements

Handler

Shipments sorted

Apply scan

"Under process"

Operations Agent

(s) CORE

Same-day return shpts

Shpt returns after specific time period

Process shpt returns after specific time period

Awaiting shpt return due date

Operations Agent

Shpt returns awaiting customer request

Process shpt returns awaiting customer request

Awaiting customer request
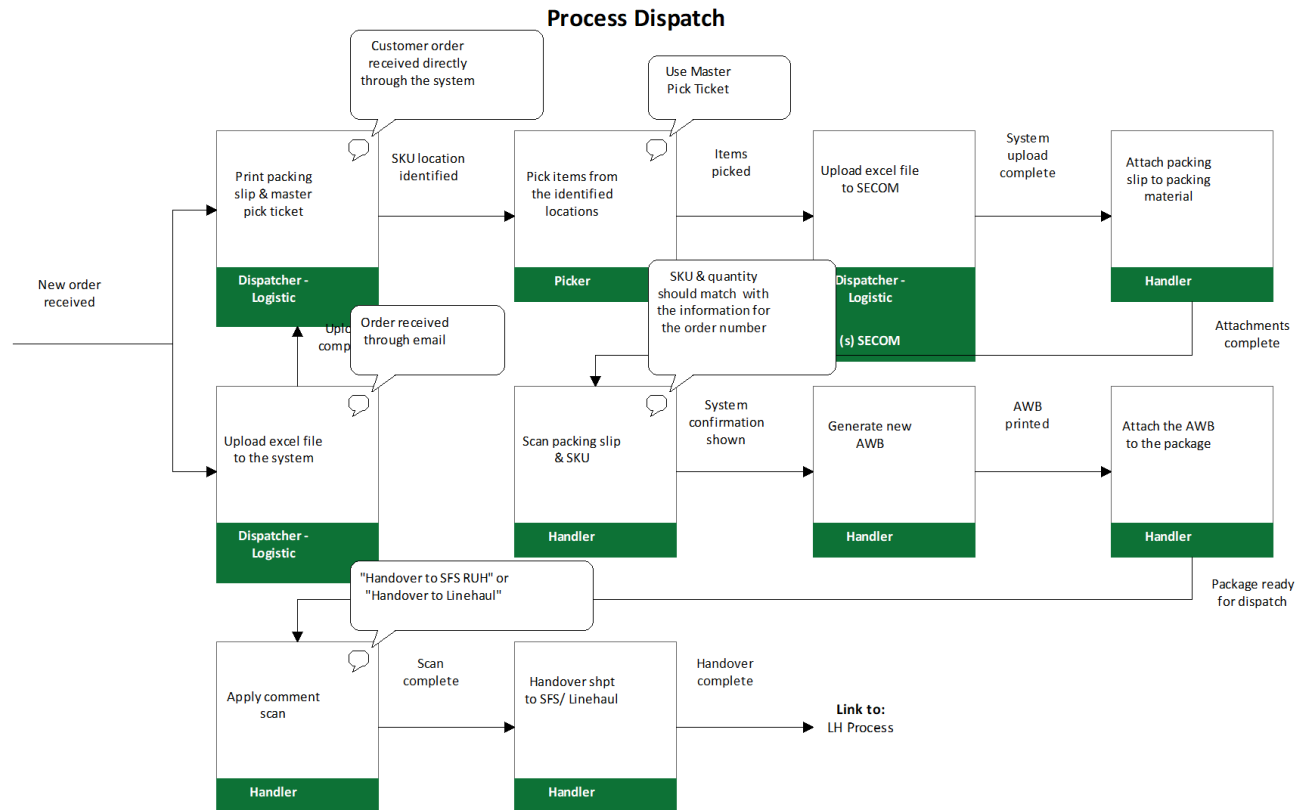
Operations Agent

Title: Receiving Process
Author: Edwin Ramos
Date: 3/31/2019
Volume: 0.00 Per Second

Authorization: Authorized
Date: 4/16/2019
Cost Per Second: $,3.5,E-0317

Owner: Omar Bin Waber
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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

Process Shpt Returns after Specific Time Period

Title: Process Shpt Returns after Specific Time Period
Author: Edwin Ramos   Authorization: Authorized
Date: 4/1/2019   Date: 4/16/2019
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Omar Bin Waber
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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

Process Shpt Returns Awaiting Customer Request

Title: Process Shpt Returns Awaiting Customer Request
Author: Edwin Ramos   Authorization: Authorized
Date: 3/31/2019   Date: 4/16/2019
Volume: 0.00 Per Second   Cost Per Second: $,3.5,E-0317

Owner: Omar Bin Waber
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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

Return Process

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

Manage Disposal

The file must contain the AWB no., the quantity, and description of the items

Records kept on file

Disposal must be done in the presence of SMSA Security personnel

Shpt disposed

Create an excel file

Operations Agent

Shpt severely damaged/ unuseable

Dispose shipment

Handler

Destroyed as per shipper request / agreement

Package opened

Package is opened in the presence of SMSA security

Shipper request to destroy shpt

Scan complete

Open the package

Shpt contents not in good condition

Sort shpt

Shpt slightly damaged/ still useable

Send shpt to charity

Shpt sent to charity

Apply Disposal scan

Shpt for disposal

Operations Agent

Supervisor - RTS

Handler

Handler

Shpt contents in good condition

Put in pallet

Shpts in pallet

Store & set aside for auction

Shpt sent for auction

Handler

Handler

Title: Manage Disposal
Author: Edwin Ramos
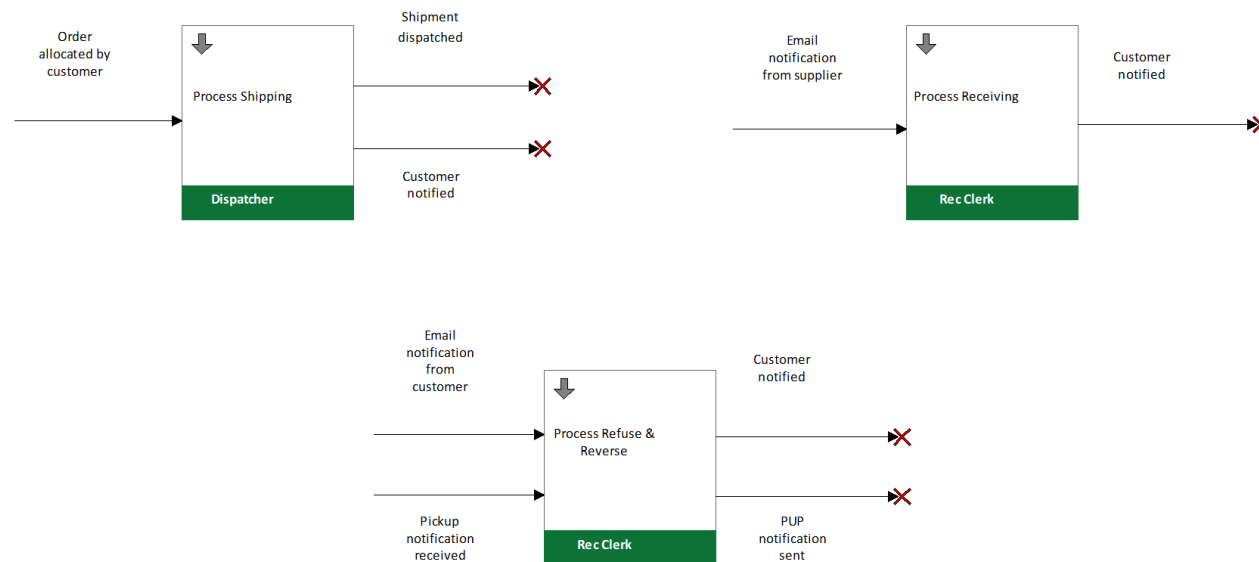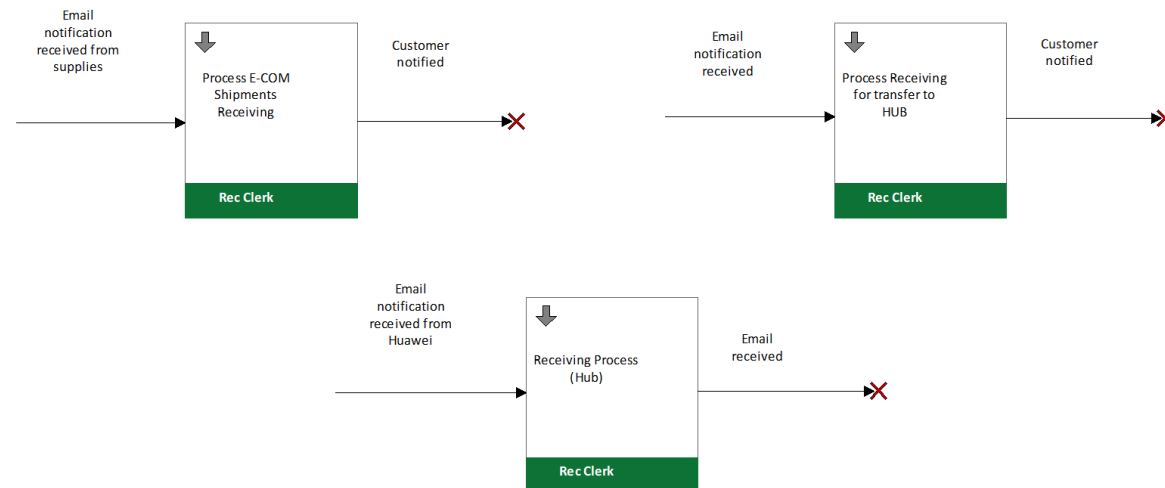Date: 3/31/2019
Volume: 0.00 Per Second

Authorization: Authorized
Date: 4/16/2019
Cost Per Second: $,3.5,E-0317

Owner: Omar Bin Waber
Diagram Version: 1
Review Date: None
F.T.E.: 0.00

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

Fulfillment

Shpt received
from customer
warehouse

Email sent to
customer

Process
receiving

**Supervisor-
Fulfillment**

Undelivered
shpt from RTS

New order
received

Handover
complete

Process dispatch

**Link to:
LH Process**

**Supervisor-
Fulfillment**

Order
allocated by
customer

Customer
notified

Huawei project

Email
notification
received

**Supervisor-
Fulfillment**

PUP
notification
sent

Title: Fulfillment
Author: Edwin Ramos
Date: 4/4/2019
Volume: 0.00 Per Second

Authorization: Authorized
Date: 8/30/2022
Cost Per Second: $,3.5,E-0317

Owner: Omar Bin Waber
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

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

Process Receiving

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

Process Dispatch

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

Huawei Project

Order allocated by customer

Process Shipping

Dispatcher

Shipment dispatched

Customer notified

Email notification from supplier

Process Receiving

Rec Clerk

Customer notified

Email notification from customer

Pickup notification received

Process Refuse & Reverse

Rec Clerk

Customer notified

PUP notification sent

Title: Huawei Project
Author: Mohammed Altamush Khan
Date: 6/22/2022
Volume: 0.00 Per Second

Authorization: Authorized
Date: 4/9/2023
Cost Per Second: $,3.5,E-0317

Owner: Omar Bin Waber
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
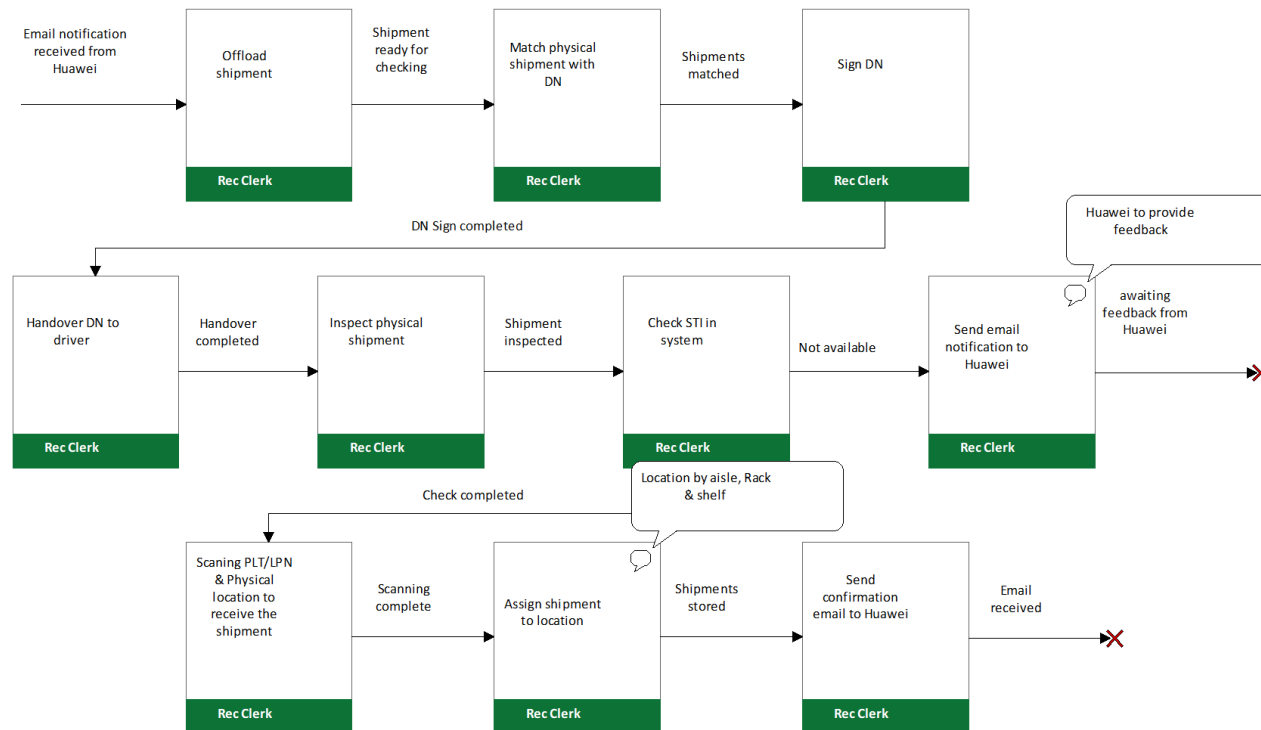Date: 5/25/2023
Cost Per Second: $,3.5,E-0317

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

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

Process Receiving

Email notification received from supplies

Process E-COM Shipments Receiving

Rec Clerk

Customer notified

Email notification received

Process Receiving for transfer to HUB

Rec Clerk

Customer notified

Email notification received from Huawei

Receiving Process (Hub)

Rec Clerk

Email received

Title: Process Receiving
Author: Mohammed Altamush Khan
Date: 6/16/2022
Volume: 0.00 Per Second

Authorization: Authorized
Date: 11/9/2022
Cost Per Second: $,3.5,E-0317

Owner: Omar Bin Waber
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

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

SMSA Express

Page is under construction

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

Authorization: Authorized
Date: 5/25/2023
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

smsa Express

Page is under construction

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

Authorization: Authorized
Date: 5/25/2023
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

Receiving Process (Hub)

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

smsa Express

Page is under construction

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

Authorization: Authorized
Date: 5/25/2023
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