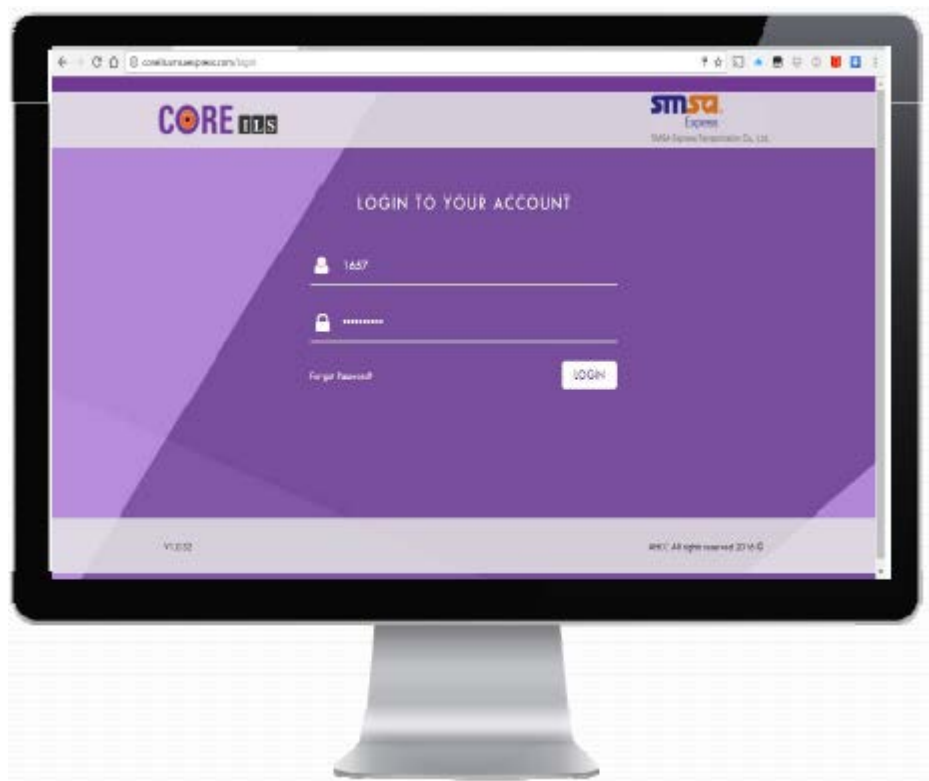


CORE SYSTEM



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SMSA Express Transportation Co. Ltd.
Training & Organizational Development

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 CRM Reports Error! Bookmark not defined.

About the User Guide:

- This User Guide is designed to help SMSA employees to process the required and important tasks for best performance in utilizing CORE system.
- It is subject to continuous update and adjustment, based on the company and system requirements.
- Some of the functions will be displayed and concealed in the lists depending on the job of the access holder
- The Internet Explorer is the browser that is used to ensure the best access to CORE.
- It can be accessed through Internet, at (www.core.smsaexpress.com)

CORE Version V1.7.2.46

** For any concern, please contact SMSA Training & Organizational Development team*

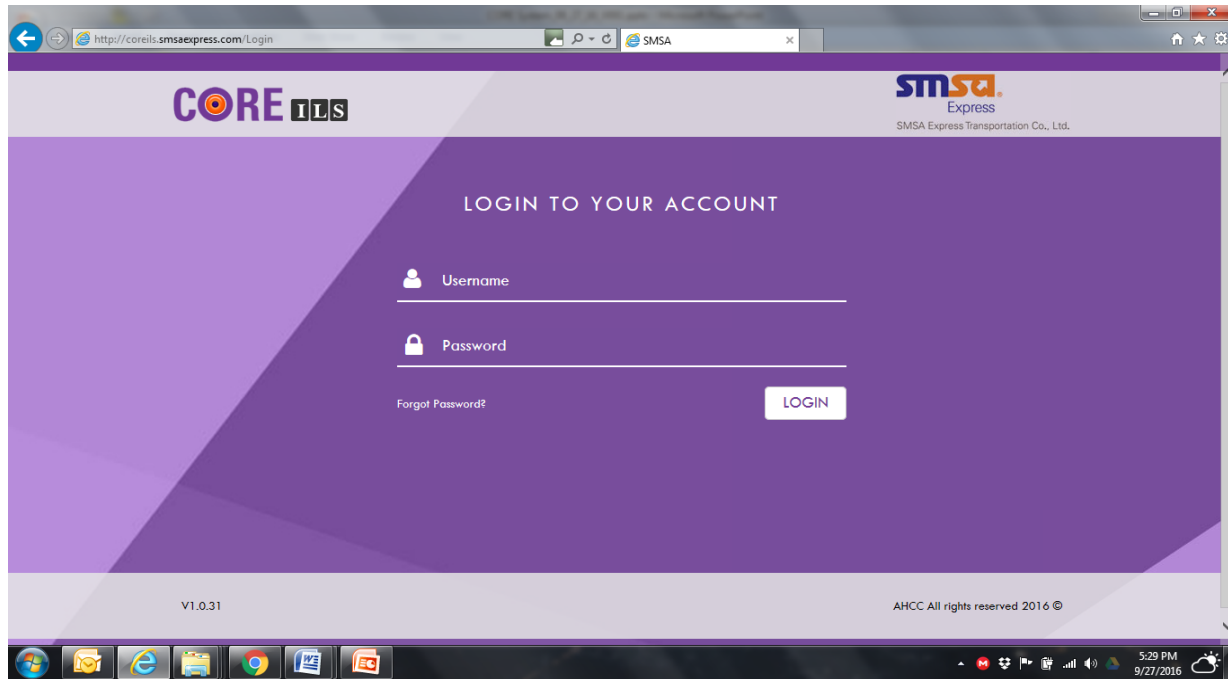
Introduction and overview


CORE System is a multifaceted system that different departments use to carry out their functions whether in dealing with Operations (Tracking, Scans, & Reports), Order Management (Booking, CRM Tickets & Reports), and Reference Materials (Delivery Matrix). Users include staff of the Core Frontline Departments of Customer Service, Operations, SDC & Retail.

Accessing CORE

CORE Icon
Launch CORE





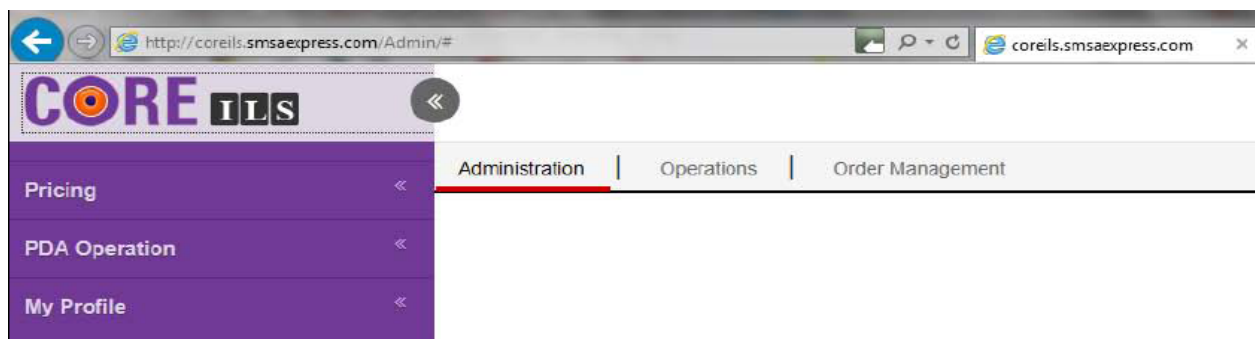
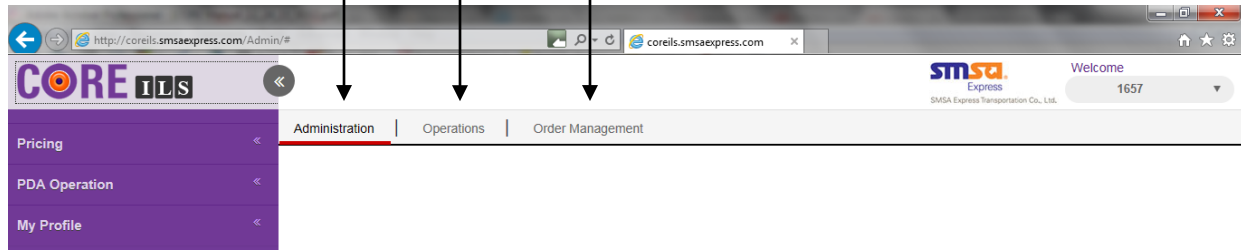
- 1- From **SMSA World** Interface click on **CORE** icon. 
- 2- CORE system Interface will be displayed.
- 3- Fill in the required (**User Name & Password**)
- 4- Your Username on the top right side of the first screen (Track & Trace) will signal that you have accessed CORE.
- 5- **Note:** If you could not access or you got access denied message, inform your supervisor or Information Technology Team.
- 6- On the access screen, some functions of CORE system will be activated, based on the employee level of access.
- 7- Select the Function (Administration, Operations, or Order Management) that you want to work on.

MAIN FUNCTIONS

Administration

Operations

Order Management



(1) Administration

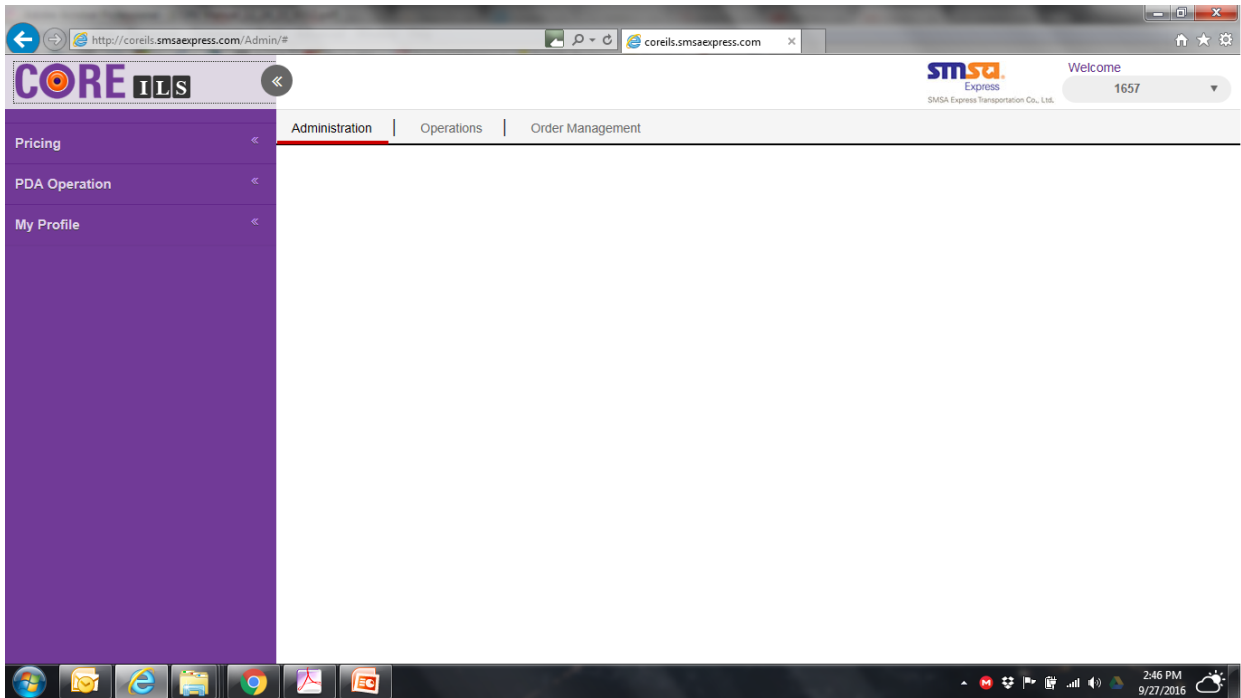
- a. Pricing
- b. PDA Operation
- c. My Profile

This Function contains the administrative part of CORE that includes Domestic and International delivery Matrices, PDA Updates Log & a link to enable the user change his/her password (My Profile)

- a. Pricing

Given the Origin Customer Point and the Destination Customer Point, the Domestic and International delivery matrices provides the different services available between these two points, the cut off time and Delivery Time. Further options are available to export to Word, Excel, PDF as well as Print the results of a query.

Options under 'search' includes



Pricing

Domestic Delivery Matrix

International Delivery Matrix

b. Pricing

Given the Origin Customer Point and the Destination Customer Point, the Domestic and International delivery matrices provides the different services available between these two points, as well as the cut-off time and Delivery Time. Further options are available to export to Word, Excel, and PDF as well as Print the results of a query.

Domestic Delivery Matrix

CORE ILS

Administration | Operations | Order Management

Pricing

Domestic Delivery Matrix

International Delivery Matrix

PDA Operation

My Profile

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Domestic Delivery Matrix

Search






















Origin Customer Point :
Services :
Destination Station :

Dest Customer Point :
Origin Station :

Search

New Delete Selected

Excel Word PDF Print

No		Origin Customer Point	Destination Customer Point	Services	Cut Off Time	Delivery Time	
1	<input type="checkbox"/>	Zufi	Mahd Ad Dhahab	RTR	21:00	10:30	  
2	<input type="checkbox"/>	Yanbu	Mahd Ad Dhahab	RTR	21:00	10:30	  
3	<input type="checkbox"/>	Wajh	Mahd Ad Dhahab	RTR	21:00	10:30	  
4	<input type="checkbox"/>	Wadi Al Dawasir	Mahd Ad Dhahab	RTR	21:00	10:30	  
5	<input type="checkbox"/>	Uyun Al Jiwa	Mahd Ad Dhahab	RTR	21:00	10:30	  
6	<input type="checkbox"/>	Uyun	Mahd Ad Dhahab	RTR	21:00	10:30	  
7	<input type="checkbox"/>	Uthmaniyah	Mahd Ad Dhahab	RTR	21:00	10:30	  

Options under 'search' includes, Origin Customer Point & Destination Customer Point as being the mandatory fields , while 'Service', 'Origin Station' and 'Destination Station' are optional and used to further filter the results of the Query.

International Deliver Matrix

CORE ILS

Administration | Operations | Order Management

Pricing

Domestic Delivery Matrix

International Delivery Matrix

PDA Operation

My Profile

International Delivery Matrix

Search

























Origin Customer Point :
Services :

Destination Country :
Origin Station :

Search

New Delete Selected

Excel Word PDF Print

No		Origin Customer Point	Destination Country	Services	Cut Off Time	Delivery Time	
1	<input type="checkbox"/>	Zufi	ZIMBABWE	10k/25K Box	18:30	19:00	  
2	<input type="checkbox"/>	Yanbu	ZIMBABWE	10k/25K Box	18:30	19:00	  
3	<input type="checkbox"/>	Wajh	ZIMBABWE	10k/25K Box	18:30	19:00	  
4	<input type="checkbox"/>	Wadi Al Dawasir	ZIMBABWE	10k/25K Box	18:30	19:00	  
5	<input type="checkbox"/>	Uyun Al Jiwa	ZIMBABWE	10k/25K Box	18:30	19:00	  
6	<input type="checkbox"/>	Uyun	ZIMBABWE	10k/25K Box	18:30	19:00	  
7	<input type="checkbox"/>	Uthmaniyah	ZIMBABWE	10k/25K Box	18:30	19:00	  
8	<input type="checkbox"/>	Unayzah	ZIMBABWE	10k/25K Box	18:30	19:00	  

http://coreils.smsaexpress.com/Admin/InternationalDeliveryMatrix

The International Delivery Matrix sub function provides the same information (Service availability, Cut-Off Time & Delivery Time) from any Domestic Customer Point to any International Destination (Country). Further Optional fields to Filter (Narrow) the Search are 'Services' and 'Origin Station'.

PDA Operations

PDA Updates Log

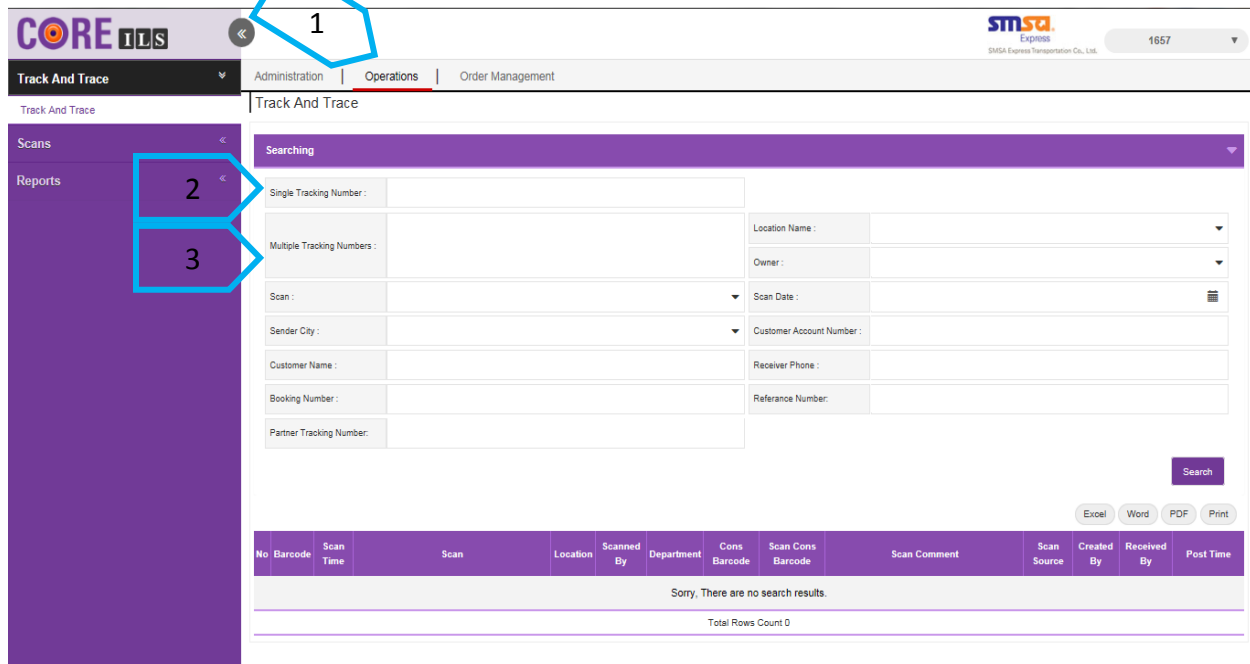
PDA Updates Log is used to update the trackers software versions.

My Profile

Employee Change Password

(2) Operations

- Track & Trace



1

2

3

Search

No	Barcode	Scan Time	Scan	Location	Scanned By	Department	Cons Barcode	Scan Cons Barcode	Scan Comment	Scan Source	Created By	Received By	Post Time
Sorry, There are no search results.													
Total Rows Count 0													

Track & Trace is the default screen that appears upon login. From any other screen;

- 1- Select 'Operations'
- 2- To track a Single Shipment ; Click on '**Single Tracking Number**'.
- Fill in the (**AWB**) field the airway bill number (xxxxxxxx), and then click on search.-
The AWB scans details will be displayed, with the latest scan on top.
- 3- To track a more than one Shipment simultaneously; Click on '**Multiple Tracking Numbers**'.
- Fill in tracking Numbers separated by 'Enter'
- The latest Scans for each of the Tracking Number will be displayed.

Tracking AWB # 2220 3938 7579; Details

Track And Trace

Scans

Reports

1

Track And Trace

Barcode : 222039387579

Total number of pieces : 1

23/07/2016 09:02

Package Service :

Reference Number:

Packing :

Partner Tracking Number:

High Value Tag Number:

Total Weight :

Location Code :

Booking Number :

Owner :

Package Status :

Proof Of Delivery (POD)

Ticket Number :

528858

Sender Name :

Receiver Name :

Sender Address :

Receiver Address :

Sender City :

Receiver City :

Sender Country :

Saudi Arabia

Receiver Country :

Saudi Arabia

Sender Contact :

Receiver Contact :

Sender Company :

Receiver Company :

Delivered To :

prakas

Scan :

POD - Proof of Delivery

Recipient :

Track And Trace

Package Status :

Proof Of Delivery (POD)

Ticket Number :

528858

Sender Name :

Receiver Name :

Sender Address :

Receiver Address :

Sender City :

Receiver City :

Sender Country :

Saudi Arabia

Receiver Country :

Saudi Arabia

Sender Contact :

Receiver Contact :

Sender Company :

Receiver Company :

Delivered To :

prakas

Scan :

POD - Proof of Delivery

Recipient :

Details

Barcode	Scan Time	Scan	Location Code	Scanned By	Department	Cons Barcode	Scan Cons Barcode	Scan Comment	Scan Source	Created By	Received By	Post Time
222039387579	23/07/2016 09:02	POD - Proof of Delivery	Dammam St	6479	Operations				PDA	6479	prakas	23/07/2016 18:23
222039387579	23/07/2016 07:18	LBT - Leave Building Time Scan	Dammam St	3305				pkg out 6479	PDA	3305		23/07/2016 08:45
222039387579	23/07/2016 07:14	Van Scan (VANS)	Dammam St	6479	Operations			muHAMMAD waqas	PDA	6479		23/07/2016 07:28
222039387579	21/07/2016 22:43	Consolidated Scan(CONS)	Dammam St	2237	Operations	311015163467			PDA	2237		21/07/2016 22:45
222039387579	21/07/2016 22:24	Consolidated Scan(CONS)	Dammam Hb	5245	Operations	311012858543			PDA	5245		21/07/2016 22:40

Track And Trace

Details

Barcode	Scan Time	Scan	Location Code	Scanned By	Department	Cons Barcode	Scan Cons Barcode	Scan Comment	Scan Source	Created By	Received By	Post Time
222039387579	23/07/2016 09:02	POD - Proof of Delivery	Dammam St	6479	Operations				PDA	6479	prakas	23/07/2016 18:23
222039387579	23/07/2016 07:18	LBT - Leave Building Time Scan	Dammam St	3305				pkg out 6479	PDA	3305		23/07/2016 08:45
222039387579	23/07/2016 07:14	Van Scan (VANS)	Dammam St	6479	Operations			muHAMMAD waqas	PDA	6479		23/07/2016 07:28
222039387579	21/07/2016 22:43	Consolidated Scan(CONS)	Dammam St	2237	Operations	311015163467			PDA	2237		21/07/2016 22:45
222039387579	21/07/2016 22:24	Consolidated Scan(CONS)	Dammam Hb	5245	Operations	311012858543			PDA	5245		21/07/2016 22:40
222039387579	21/07/2016 22:08	HUB Outbound Pkg Scan (HOPS)	Dammam Hb	5245	Operations		311012855671	RRT RTS RTN RTO SHPT FWD TO FINAL DESTINATION	PDA	5245		21/07/2016 22:41
222039387579	21/07/2016 22:07	HUB Inbound Pkg Scan(HIPS)	Dammam Hb	5245	Operations		311012855671		PDA	5245		21/07/2016 22:41
222039387579	21/07/2016 19:15	Outbound Package Scan(SOPS)	Dammam St	2237	Operations		311015162272	H-OVER TO HUB	Advanced PDA Scan	2237		21/07/2016 19:51
222039387579	21/07/2016 18:42	Consolidated Scan(CONS)	Dammam Hb	5245	Operations	311012855671			PDA	5245		21/07/2016 22:31
222039387579	21/07/2016 18:15	'Comment (COMM)	Dammam St	3305				PKG IN 6479	PDA	3305		21/07/2016 19:52
222039387579	21/07/2016 18:14	Consolidated Scan(CONS)	Dammam St	2237	Operations	311015162272			PDA	2237		21/07/2016 19:38
222039387579	21/07/2016	Retail To	Dammam	6479	Operations			MUHAMMED	PDA	6479		21/07/2016

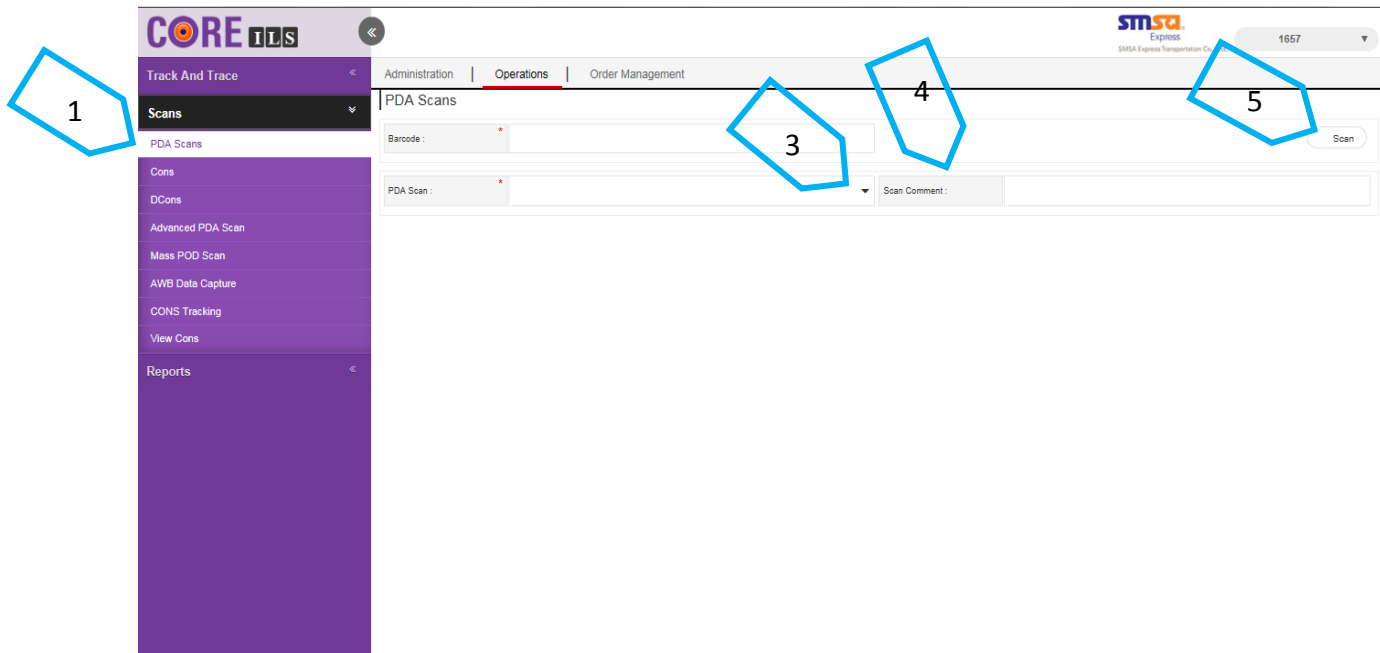
The Track & Trace Screen will display among other details these key details upon entering a valid AWB tracking No.

1. Barcode No. followed by the entered Tracking No.
2. Location Code: DHAA
3. Owner ID No. (Custody of Package)
4. Package Status:
5. Ticket No. (if there is a ticket opened on the Shipment)
6. Sender Details
7. Receiver Details
8. Package Shipment Details

Barcode, Scan Time, Scan, Location Code (Station), Scanned by (ID No.), Department, Cons Barcode, Scan Comment, Scan Source (Device used), Created By (ID No.) Received By (Recipient) & Post Time (date & Time).

Scans

PDA Scans



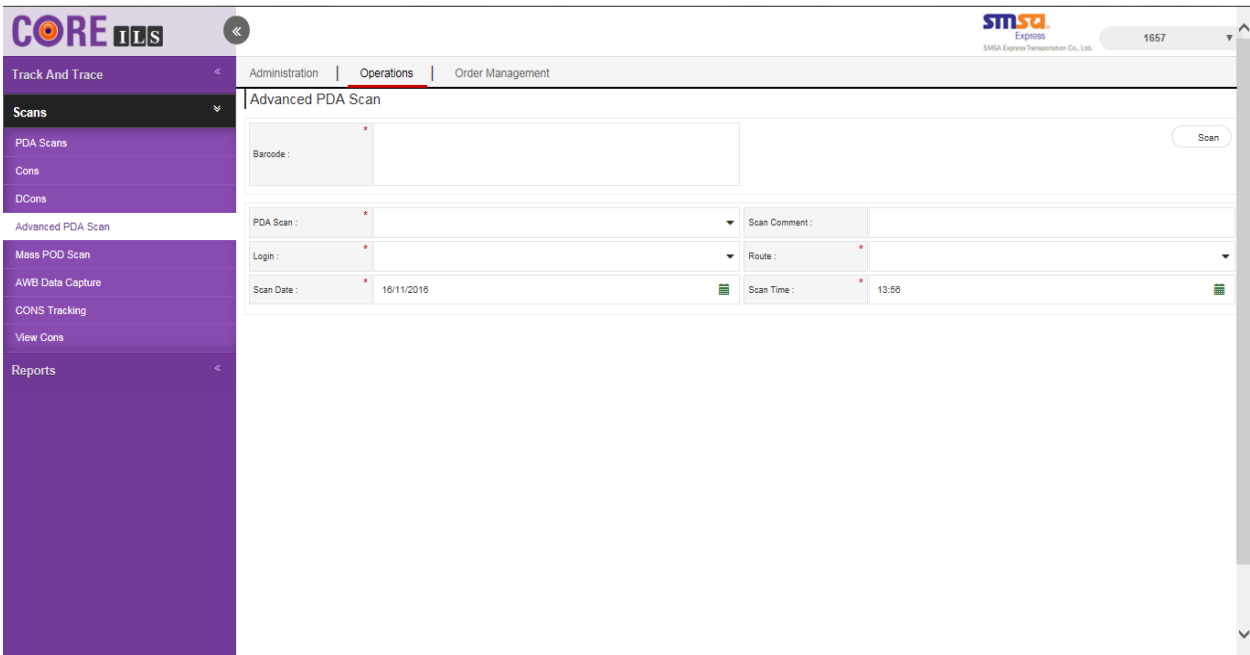
The screenshot shows the CORE TILS interface for PDA Scans. The left sidebar (1) contains a menu with 'Scans' highlighted. The top navigation bar (2) includes 'Administration', 'Operations', and 'Order Management'. The main content area (3) has a 'PDA Scans' header and a form with a 'Barcode' field (4), a 'PDA Scan' dropdown (5), and a 'Scan Comment' field. A 'Scan' button is located on the right side of the form.

- PDA Scans
 - Purpose: To enter scans updates on the shipment tracking No. (Barcode)
 - Users
 - Steps
 - To update a SCAN on any AWB.
 - 1- Click on **PDA Scans**
 - 2- Scan the **AWB** (or Enter the AWB No. manually)
 - 3- From drop list select the scan that is to be added.
 - 4- In **Scan Comments** fill in any required details e.g. (name of recipient, courier name or any additional comments ...etc)
 - 5- Click on **Scan**
 - 6- A row will be displayed showing the scanned AWB and an **X** mark on the right side for clearing any wrong scanning.
 - 7 - Click on **Confirm** in order to save the scan successfully.
- Note:** you can add as many AWB as required for those AWBs that require the same scanning.

Note: Neither date nor ID in adjustment, will be applied on **PDA Scan**. Whereas this feature will be applied on **Advanced PDA Scan**.

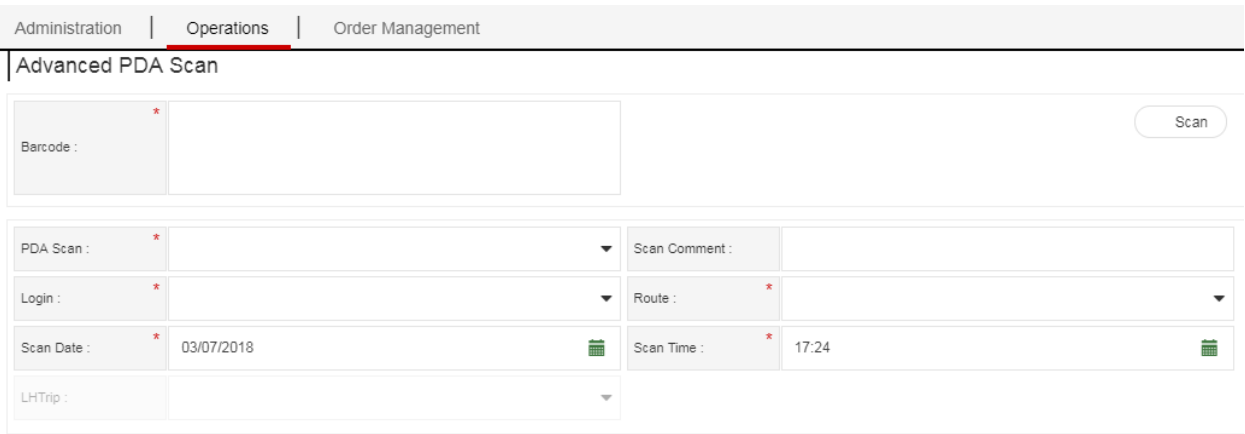
- Mandatory Fields: Marked with red Asterisks
- Optional Fields: Scan Comments.
- Main & additional Features

Advanced PDA Scan

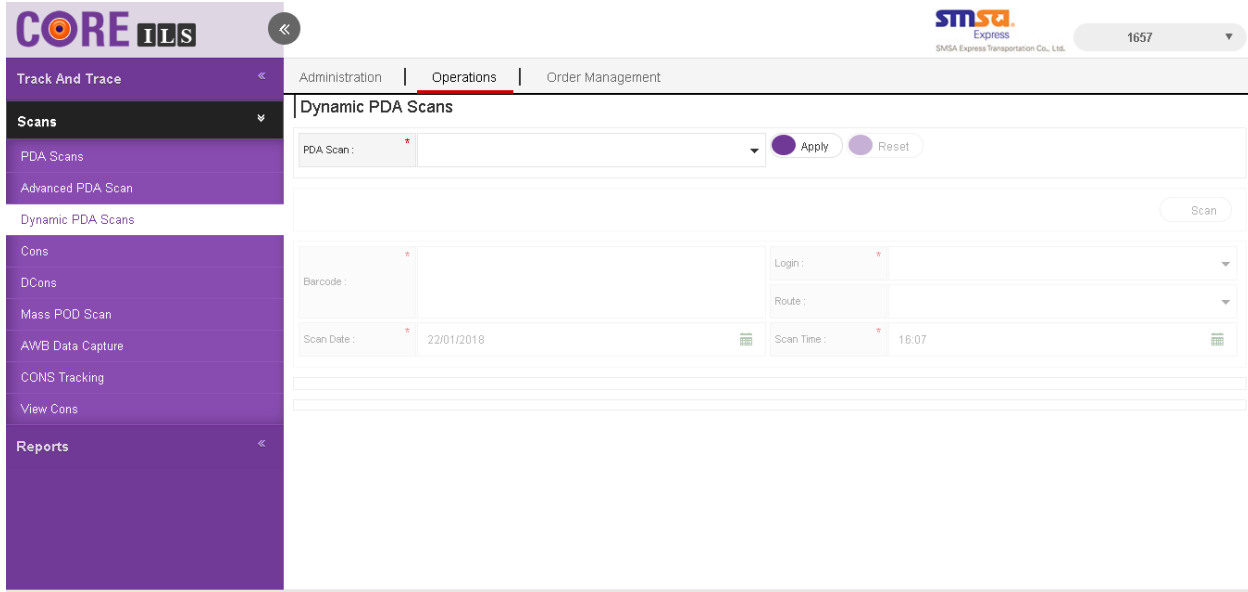


Advanced PDA Scan

Advanced PDA Scans include more fields, in addition to the Barcode, PDA Scan, and Scan Comment, the ID No. of the one applying the Scan (Login), Route, and Scan Date & Time.



Dynamic PDA Scans



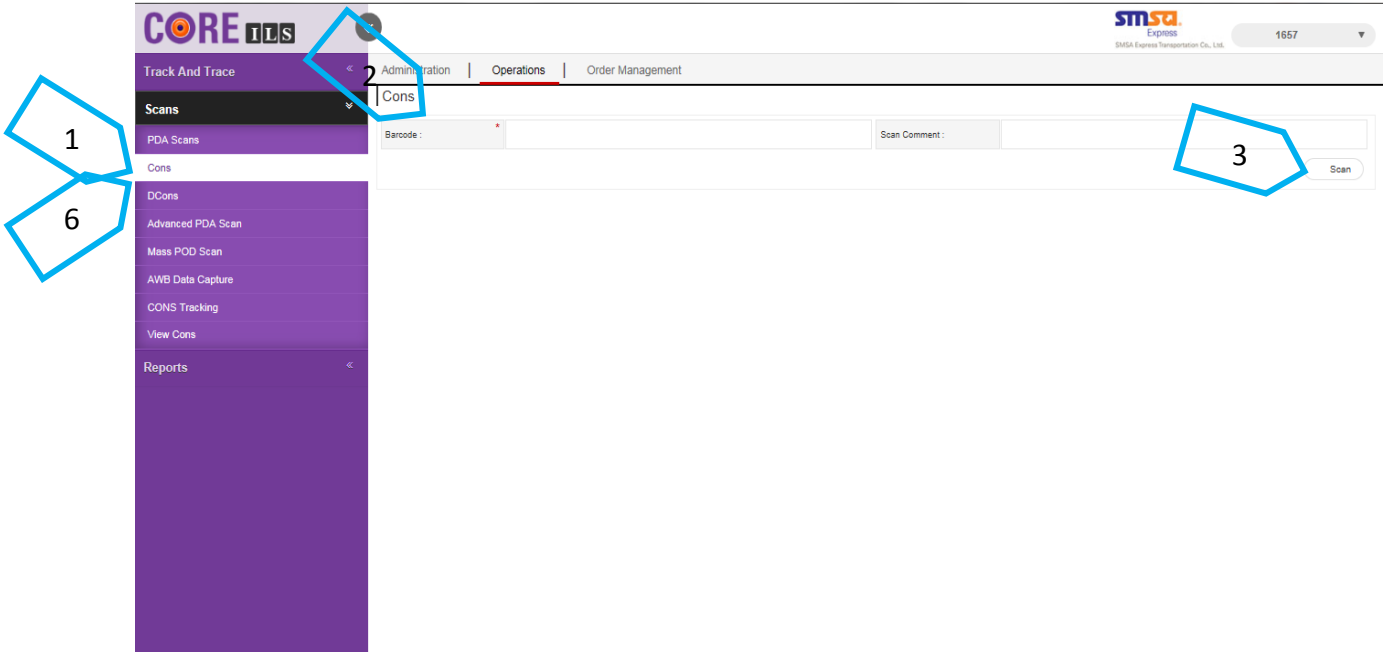
Cons

The Cons Scan Screen is used to create Cons (Consolidated shipments) a Cons barcode No. (Tracking No.) is entered from the Cons Tag and the Packages are then scanned to be included in the Cons.

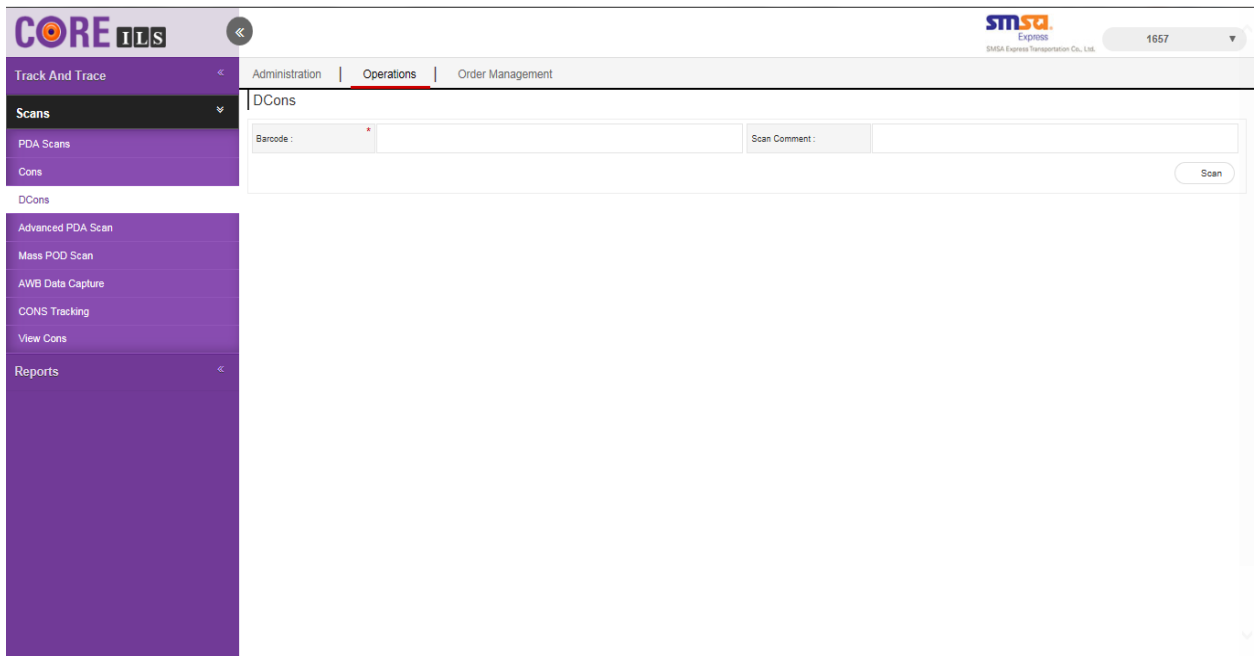
CONS

For multiple packages to be processed with the same scans to be shipped to the same destination, delivery to one address...etc

- 1- Select CONS from the list
- 2- Scan in the **barcode** ,the Cons Number.
- 3- Click on *Scan*.
- 4- The *Child Barcode* will be displayed; you can start scanning the AWB you will add it under that CONS.
- 5- The Scanned AWBs will be displayed one by one (To remove AWBs, click on **remove from list**)
- 6- click on **Cons** to complete the Cons.



DCONS



DCONS

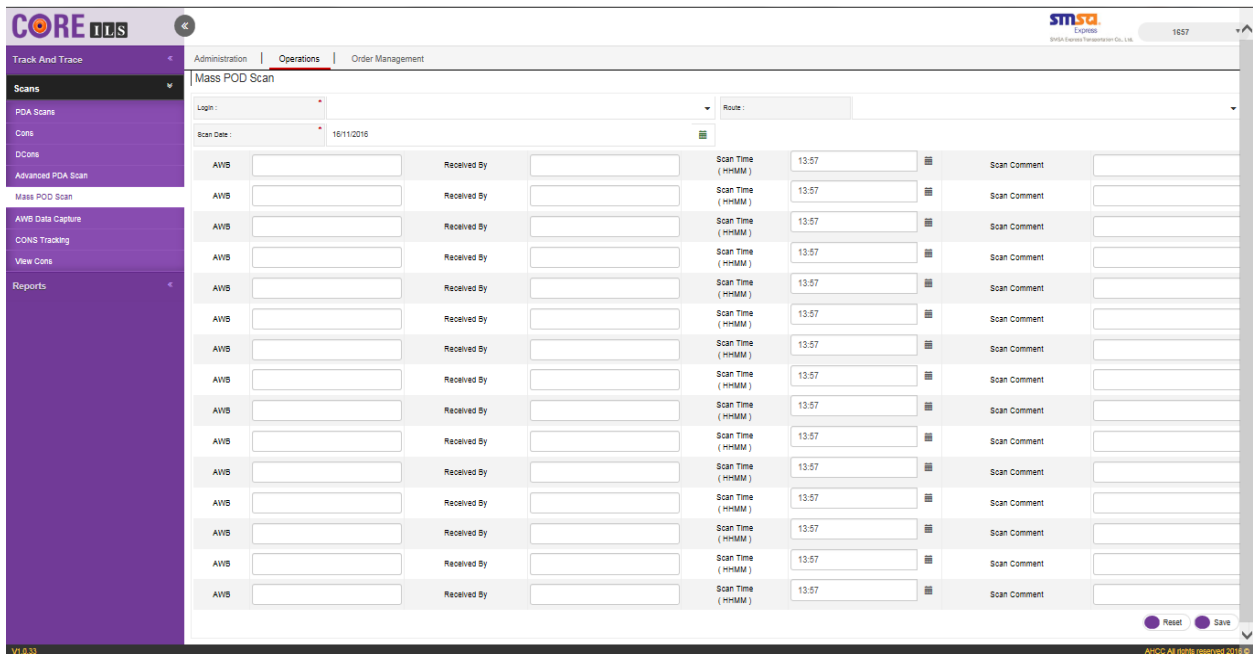
- To remove one or more AWBs from a CONS

1- Select DCONS from the list

2- Scan in the **Barcode** the CONS Tag number that you want to remove the AWB from

- 3- Click on **Scan**.
- 4- The **Child Barcode** will be displayed; you can start scanning the AWB you want to remove under that CONS.
- 5- The Scanned AWBs will be displayed one by one (To remove AWBs, click on **remove from list**)
- 6- Click on **DCONS** to close the Cons.

Mass POD Scan



AWB	Received By	Scan Time (HH:MM)	Scan Comment
		13:57	
		13:57	
		13:57	
		13:57	
		13:57	
		13:57	
		13:57	
		13:57	
		13:57	
		13:57	
		13:57	
		13:57	
		13:57	
		13:57	
		13:57	
		13:57	

Mass POD Scans

- To apply POD scan to multiple AWBs:

- 1- Click on **Mass POD Scans**
- 2- Fill in the **LOGIN Scan Date; & Route**
- 3- Fill in AWB No., 'Received by', Scan Time, & Scan Comment (e.g Courier Name etc)
- 4- Click **Save**

AWB Data Capture

CORE IDS

Track And Trace

Scans

POA Scan

Cons

DCons

Advanced POA Scan

Mass POD Scan

AWB Data Capture

CONS Tracking

View Cons

Reports

Administration

Operations

Order Management

AWB Data Capture

Barcode

Print

Search

Extras

Friday Delivery

Hold At Location

Dry Ice

Origin

Account

Contact Phone 1

Contact Phone 2

Sender Name

Address 1

Address 2

City

Country

State

Zip

URSA Code

Destination

Account

Contact Phone 1

Contact Phone 2

Receiver Name

Address 1

Address 2

City

Country

State

Zip

URSA Code

Package

http://coreils.smsaexpress.com/Courier/AWBDataCapture#collapseFrom_c045b370-40fd-4398-9c99-2826aafa6b30

AWB Data Capture Screen displays AWB Details upon entering of a Barcode/AWB No. in the first mandatory field.

Two options are provided; Search (to display) & Print (To print an automated version of the AWB).

Details of the AWB generated include the Extras (HAL , Friday Delivery & Dry Ice Options), Origin /Sender Details, Destination/Consignee Details, Package (No. of Units & Weight), Shipment (Service & Package Type & Package Status), Customs & Other Values (Customs, Carriage, Values)

Payers (Sender/ Recipient, Customs & Transport charges), Payment (Amount /Discounts) and last if the Notes (for any remarks)

State :
URSA Code :

Zip :

Package

Number Of Packages : 0
Total Weight : 0

Shipment

Service Type :
Package Type :
Package Status :

Customer & other

Carriage Value : 0
Insurance Fees : 0
Custom Duty : 0
Internal Shipping Reference :
Declared Value : 0

Payers

Transportation Payer :
Transportation Payer Customer :
Custom Duty Payer :

Payment

Amount : 0
Promotional Discount Value : 0
Open Discount Value : 0

Note

Note :

CORE ILS

Navigation icons

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Track And Trace
Scans
PDA Scans
Cons
DCons
Advanced PDA Scan
Mass POD Scan
AWB Data Capture
CONS Tracking
View Cons
Reports

Administration | Operations | Order Management

Cons Tracking

Search

Single CONS Tracking Number :
Multiple CONS Tracking Number :
Scan :
Date Range (To) :

Station :
Owner :
Date Range (From) :

Search

Excel Word PDF Print

No	Barcode	Station	Owner	PDA Scan	Comment	Cons Barcode	Scan Cons Barcode	QueueSource	Scan Time	Post Time
Sorry, There are no search results.										
Total Rows Count 0										

CONS Tracking

CONS Tracking, Tracks CONS Barcode and displays the updated scans from the time it is created up to when the DCons is applied for all the packages or the CONS is wholly delivered.

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SMSA Express Transportation Co. Ltd.

- To track a CONS bag
 - 1- Select **Cons Tracking**
 - 2- Scan the Cons Tag in the **CONS barcode (Options available for Single and Multiple CONS Tracking)**
 - 3- click on **Search**
 - 4- The scan details will be displayed
- Note:** The Option of Viewing the CONS is available within the CONS Tracking Screen.

Advanced PDA Scan

Dynamic PDA Scans

Cons

DCons

Mass POD Scan

AWB Data Capture

CONS Tracking

View Cons

Export Cons

Reports

Single CONS Tracking Number : 311017275982

Multiple CONS Tracking Number :

Scan :

Date Range (To) :

Station :

Owner :

Date Range (From) :

Search

Excel

Word

PDF

Print

No	Barcode	Station	Owner	PDA Scan	Comment	Cons Barcode	Scan Cons Barcode	QueueSource	Scan Time	Post Time	
1	311017275982	Jeddah St	0148	UTL IN Scan (UTI)	SPO BOX CS/UTL CALLING			PDA Scan	16/07/2018 08:09		<div>View</div>
2	311017275982	Jeddah St	6390	Consolidated Scan(CONS)	Newly Created	311017275982		Android	16/07/2018 07:49	16/07/2018 07:49	<div></div>

Total Rows Count 2

View CONS

CORE ILS

Administration | Operations | Order Management

Scans

PDA Scans

Cons

DCons

Advanced PDA Scan

Mass POD Scan

AWB Data Capture

CONS Tracking

View Cons

Reports

SMSA Express

1657

View Cons

Search

Barcode :

Station :

Search

Excel

Word

PDF

Print

No	Cons	Parent Cons	Station	Comment	Created By	Created On	
Sorry, There are no search results.							

Total Rows Count 0

20

SMSA Express Transportation Co. Ltd.

View CONS

- To view a consolidated bag with the Packages included follow the following steps:
- 1 - Select **View Cons**
- 2- Scan/Enter in the **barcode** ,the Cons Number.
- 3 - Click on **Search** to see the details of the CONS.
- 4- Click on **View** to see extended details of the consolidated packages; (CONS date, Package Tracking numbers)

5- Options are available to export to Excel, Word, PDF, and Print.

Reports

1. AWB Duty Capture Report
2. Booking Vs Scans Report
3. Daily Transaction Report
4. Delivery Record Report
5. Inbound Duty Invoice Report
6. Indemnity Agreement Report
7. HAL Per Retail Location Report
8. Line Haul Manifest Report
9. Ops to Retail Manifest Report
10. UTL Manifest Report
11. Retail to Ops Pick up Manifest
12. OSPR Report (Overage Shortage Performance Report)
13. Versus Report
14. RSC Cash Collection Report
15. Shipments Details

AWB Duty Capture Report

CORE TIS

Track And Trace

Scans

Reports

AWB Duty Capture Report

Booking Vs Scans Report

Daily Transaction Report

Delivery Record Report

Inbound Duty Invoice Report

Indemnity Agreement Report

HAL Per Retail Location Report

Line Haul Manifest Report

Ops To Retail Manifest Report

UTL Manifest Report

Retail To Ops Pickup Manifest

OSPR Report

Versus Report

RSC Cash Collection Report

Administration | Operations | Order Management

AWB Duty Capture Report

Search

Custom Reference :

Submit

- 1- Enter the Custom Reference and Click Submit; this report returns the details of shipment under the specific reference, which have Customs Duty to be collected upon delivery of the shipments.

Booking Vs Scans Report

CORE ILS

Track And Trace

Scans

Reports

AWB Duty Capture Report

Booking Vs Scans Report

Daily Transaction Report

Delivery Record Report

Inbound Duty Invoice Report

Indemnity Agreement Report

HAL Per Retail Location Report

Line Haul Manifest Report

Ops To Retail Manifest Report

UTL Manifest Report

Retail To Ops Pickup Manifest

OSPR Report

Versus Report

RSC Cash Collection Report

Administration

Operations

Order Management

Booking Vs Scans Report

Search

Date Range (From) :

Time From :

Date Range (To) :

Time To :

Booking Station :

Submit

Booking Vs Scans Report:

This report is generated upon entering the Date & times Range and the specific Station and clicking 'Submit' the generated report details Report Booking Count, producing a report that tabulates the Booking #, Booking Date, Close time & Package Status.

Daily Transaction Report

CORE ILS

Track And Trace

Scans

Reports

AWB Duty Capture Report

Booking Vs Scans Report

Daily Transaction Report

Delivery Record Report

Inbound Duty Invoice Report

Indemnity Agreement Report

HAL Per Retail Location Report

Line Haul Manifest Report

Ops To Retail Manifest Report

UTL Manifest Report

Retail To Ops Pickup Manifest

OSPR Report

Versus Report

RSC Cash Collection Report

Administration

Operations

Order Management

Daily Transaction Report

Search

Date Range (From) :

Date Range (To) :

Employee ID :

Location :

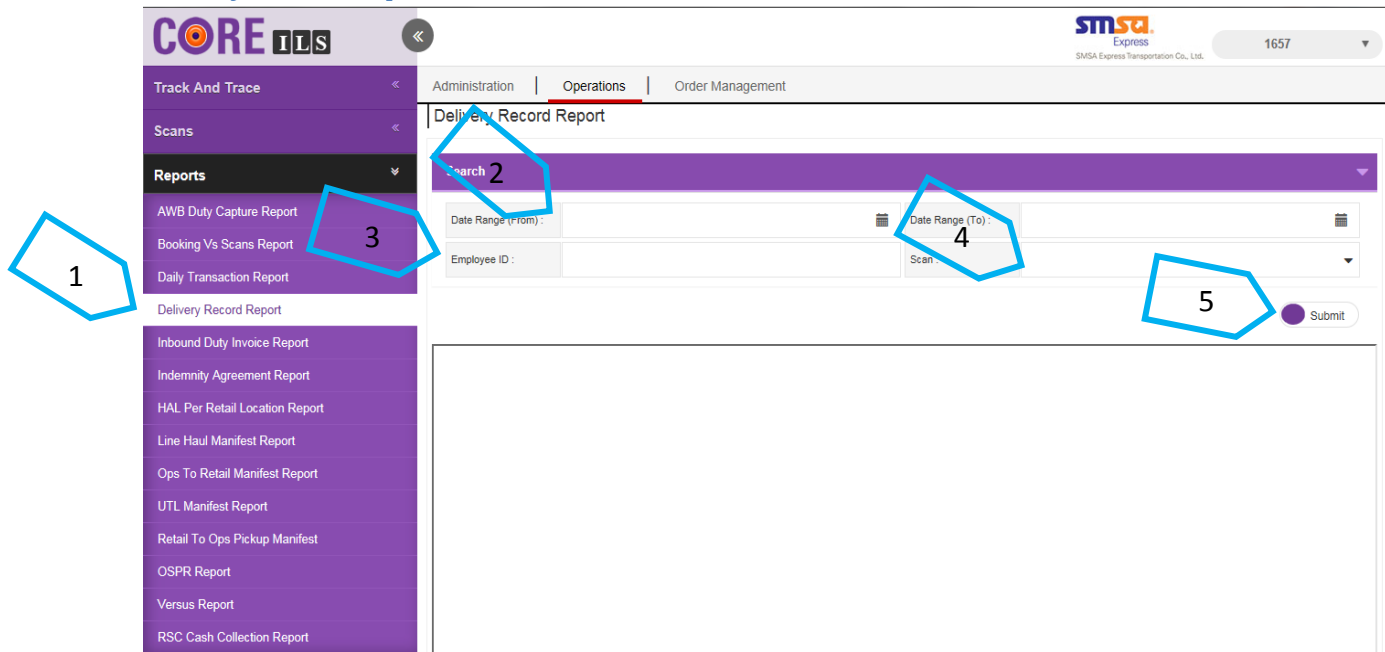
Scan :

Submit

Daily Transaction Report

This report is generated after entering the date range Employee ID, Location and the particular Scan as filters, Clicking 'Submit' would produce a search of the scans/transactions for that given Scan, under the given Employee ID of the given Location.

Delivery Record Report



The screenshot shows the CORE TTS web application interface. On the left is a purple sidebar menu with categories: Track And Trace, Scans, and Reports. Under Reports, 'Delivery Record Report' is highlighted. The main content area has a top navigation bar with 'Administration', 'Operations' (selected), and 'Order Management'. Below this is a 'Delivery Record Report' header. A search bar contains a 'Search' button. Below the search bar are input fields for 'Date Range (From):', 'Date Range (To):', 'Employee ID:', and a 'Scan' dropdown menu. A 'Submit' button is at the bottom right. Numbered callouts indicate: 1. Reports menu, 2. Search button, 3. Delivery Record Report menu item, 4. Scan dropdown menu, and 5. Submit button.

Delivery report record

- To display/print a delivery record

- 1- Select **Delivery Record Report**
- 2- Select the **Date Range (From)/ Date Range (To)**
- 3- Fill in the **Employee ID**
- 4- Select the **Scan**
- 5- Click on **Submit**

Inbound Duty Invoice Report

CORE ILS

Track And Trace

Scans

Reports

AWB Duty Capture Report

Booking Vs Scans Report

Daily Transaction Report

Delivery Record Report

Inbound Duty Invoice Report

Indemnity Agreement Report

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UTL Manifest Report

Retail To Ops Pickup Manifest

OSPR Report

Versus Report

RSC Cash Collection Report

Administration

Operations

Order Management

Inbound Duty Invoice Report

Search

Package Barcode :

Enter package barcodes seperated by Enter.

Submit

Based on the Barcode/AWB No. given an Inbound Duty Invoice is generated to facilitate the collection of Custom Duty Fees.

Inbound Duty Invoice Report

Indemnity Agreement Report

HAL Per Retail Location Report

Line Haul Manifest Report

Ops To Retail Manifest Report

UTL Manifest Report

Retail To Ops Pickup Manifest

OSPR Report

Versus Report

RSC Cash Collection Report

Shipment Details

Main Report

SMSA Express Trans CO.,Ltd.
P.O. Box 65529
Riyadh 11428
Kingdom of Saudi Arabia
Riyadh (01) 463 3999
C>R> NO. 1010199523
www.smsaexpress.com

SMSA Express Trans CO.,Ltd.
P.O. Box 51200
Jeddah 21534
Kingdom of Saudi Arabia
Riyadh (01) 863 9999
C>R> NO. 4030153333
www.smsaexpress.com

SMSA Express
Trans CO.,Ltd.
P.O. Box 35254
Dammam 31488
Kingdom of Saudi Arabia
Riyadh (01) 857 9999
C>R> NO. 2051000574
www.smsaexpress.com

SMSA Express

Express

SMSA Express Transportation Co., Ltd.

Date7/17/2018

INV. NO

TO CHARGE YOU FOR DUTY & TAXES OF YOUR INBOUND PACKAGE
DESTINATION DETAILS AS THE FOLLOWS:

NO.	Ship Date	AWB Number	Dest	PCS	Weight In KGS	AMT in SR
				DUTY ADVANCEMENT FEE		100
Total Invoice Amount in SR:						

For SMSA

25

SMSA Express Transportation Co. Ltd.

1657

Track And Trace
Scans
Reports
AWB Duty Capture Report
Booking Vs Scans Report
Daily Transaction Report
Delivery Record Report
Inbound Duty Invoice Report
Indemnity Agreement Report
HAL Per Retail Location Report
Line Haul Manifest Report
Ops To Retail Manifest Report
UTL Manifest Report
Retail To Ops Pickup Manifest
OSPR Report
Versus Report
RSC Cash Collection Report

Administration | **Operations** | Order Management

Indemnity Agreement Report

Search

Package Barcode :

Enter package barcodes seperated by Enter.

Submit

<http://coreils.smsaexpress.com/Courier/Reports/RSCCashCollectionGet>

An Indemnity Agreement Report/Form is generated to be used for Shipments that would not be insured and have a declared value of more that SAR 375.00.

Indemnity Agreement Report
QUALTRICS

HAL Per Retail Location Report

Line Haul Manifest Report

Ops To Retail Manifest Report

UTL Manifest Report

Retail To Ops Pickup Manifest

OSPR Report

Versus Report

RSC Cash Collection Report

Shipment Details

Find...

1 of 1

100%

Main Report
SAP CRYSTAL REPORTS*

		اتفاقية حدود المسؤولية INDEMNITY AGREEMENT FORM (LGL -001)	
Version	Date Issued 7/17/2018	Owner: Legal Department	No.
CUSTOMER/SHIPMENT INFORMATION		بيانات العميل / الشحنة	
AWB#		بوليصه شحن رقم	
SHIPPER'S NAME		اسم المرسل	
ACCOUNT NUMBER		رقم الحساب	
SHIPPING DATE	تاريخ الشحن	ORIGIN OF SHIPMENT	مصدر الشحنة
SHIPPER'S ADDRESS		عنوان المرسل	
TELEPHONE	رقم الهاتف	Fax	الفاكس
CONTENTS		المحتويات	
This is to confirm that I as the shipper and owner, I am		ههنا اقر ان انا مرسل ومالك الشحنة المتكونه من بوليصة الشحن والمستويات المتكونه	

HAL Per Retail Location Report

CORE TIS

Track And Trace

Scans

Reports

AWB Duty Capture Report

Booking Vs Scans Report

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Retail To Ops Pickup Manifest

OSPR Report

Versus Report

RSC Cash Collection Report

Administration | Operations | Order Management

HAL Per Retail Location Report

Search

RSCNo. :

Submit

HAL Per Retail Location Report

This report displays the shipments available for HAL at a specific RSC.

Line Haul Manifest Report

CORE ITS

Track And Trace

Scans

Reports

AWB Duty Capture Report

Booking Vs Scans Report

Daily Transaction Report

Delivery Record Report

Inbound Duty Invoice Report

Indemnity Agreement Report

HAL Per Retail Location Report

Line Haul Manifest Report

Ops To Retail Manifest Report

UTL Manifest Report

Retail To Ops Pickup Manifest

OSPR Report

Versus Report

RSC Cash Collection Report

Administration

Operations

Order Management

Line Haul Manifest Report

Q Search

CONSNo. :

Submit

Line Haul Manifest Report

This Manifest Report is generated after a CONS No. is entered, detailing the contents of the CONS as per the below report.

Scans

Reports

AWB Duty Capture Report

Booking Vs Scans Report

Daily Transaction Report

Delivery Record Report

Inbound Duty Invoice Report

Indemnity Agreement Report

HAL Per Retail Location Report

Line Haul Manifest Report

Ops To Retail Manifest Report

UTL Manifest Report

Retail To Ops Pickup Manifest

OSPR Report

Versus Report

RSC Cash Collection Report

Shipment Details

Line Haul Manifest Report

Q Search

CONSNo. : 311020658741

Submit

Created Time 7/17/2018 10:42:40AM

Created By 1657

Cons No 311020658741

Date	7/17/2018 6:44:11 AM	Product	
Origin		Destination	
Mode (SV, Express Van or Truck)*		ETD	
Page	Page 1 of 2	ETA	

*If SV, please specify Flight Number & Date

S/N	AIR WAY BILL NUMBER	PCS	WT/TAG#
1	210137240226	1	
3	210180871421	1	
5	210153538613	1	
7	217018390484	1	0.50
9	210151103839	1	
11	210180698777	1	
13	111020173927	1	

S/N	AIR WAY BILL NUMBER	PCS	WT/TAG#
2	222110251513	1	0.50
4	210005523509	1	0.50
6	210150917448	1	
8	210133161003	1	
10	210125329045	1	
12	222031569031	1	0.50
14	210154859583	1	

28

SMSA Express Transportation Co. Ltd.

Ops to Retail Manifest Report

CORE ILS

Track And Trace

Scans

Reports

AWB Duty Capture Report

Booking Vs Scans Report

Daily Transaction Report

Delivery Record Report

Inbound Duty Invoice Report

Indemnity Agreement Report

HAL Per Retail Location Report

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Retail To Ops Pickup Manifest

OSPR Report

Versus Report

RSC Cash Collection Report

Administration

Operations

Order Management

Ops To Retail Manifest Report

Search

CONSNo. :
Region Code :
Retail Short Name :
Submit

Ops to Retail Manifest Report

This report details the shipments, which have been added to CONS that is consigned to a Specific Retail Center.

Fill in the CONS No. & the Retail Short Name to display the list of the shipments.

UTL Manifest Report

CORE ILS

Track And Trace

Scans

Reports

AWB Duty Capture Report

Booking Vs Scans Report

Daily Transaction Report

Delivery Record Report

Inbound Duty Invoice Report

Indemnity Agreement Report

HAL Per Retail Location Report

Line Haul Manifest Report

Ops To Retail Manifest Report

UTL Manifest Report

Retail To Ops Pickup Manifest

OSPR Report

Versus Report

RSC Cash Collection Report

Administration

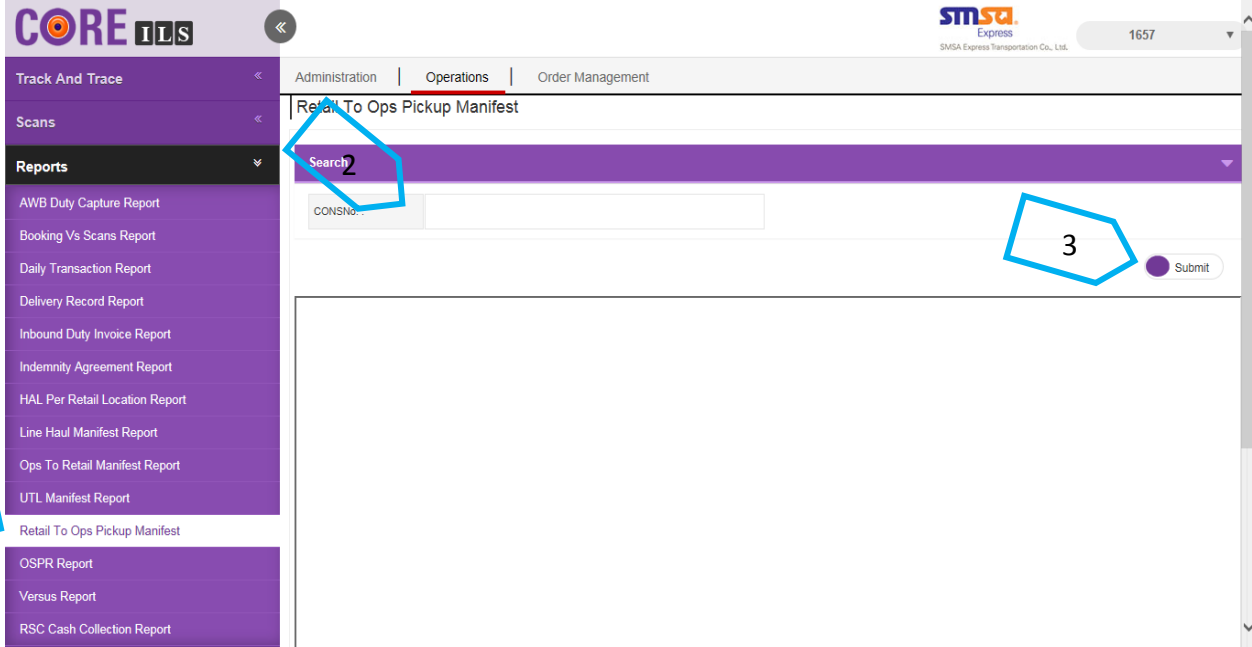
Operations

Order Management

UTL Manifest Report

Search

CONSNo. :
Submit

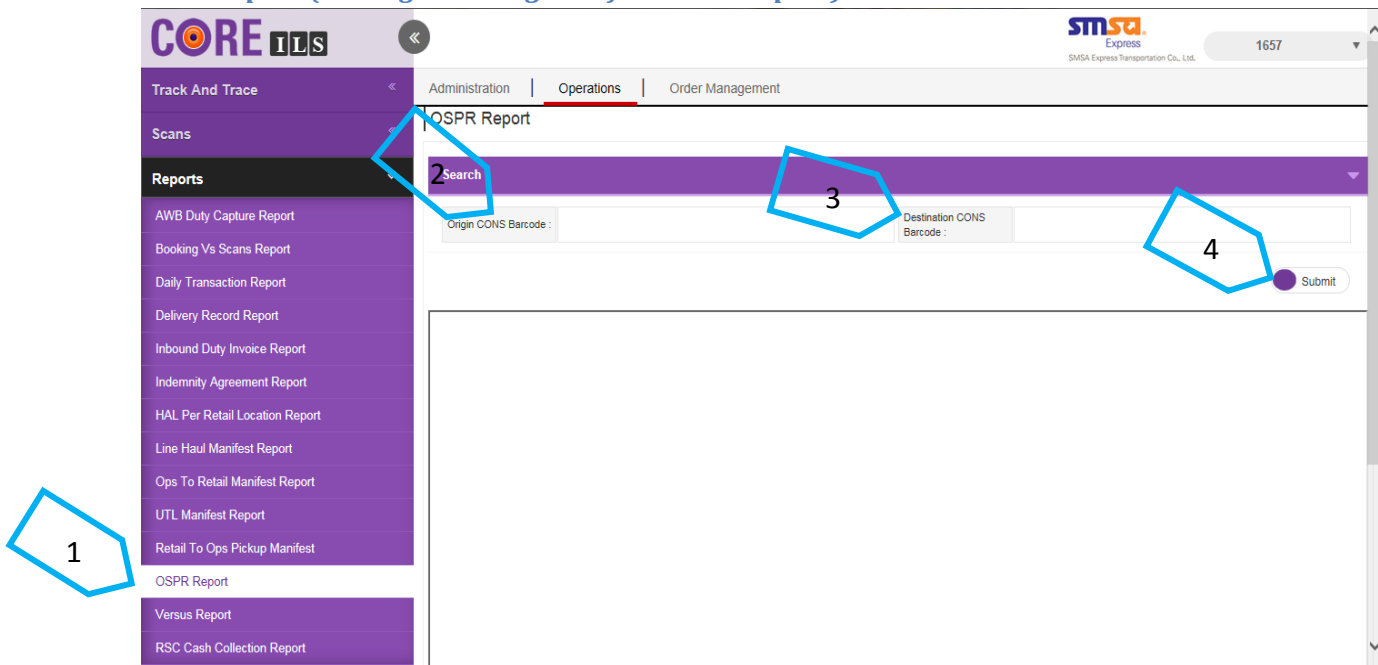
Retail to Ops Pick up Manifest

The screenshot displays the CORE TILS system interface. The sidebar menu on the left is expanded, showing the 'Reports' section. The 'Retail to Ops Pickup Manifest' option is highlighted with a blue callout labeled '1'. The main header area shows the 'Operations' tab selected. The form area contains a 'Search' field with a blue callout labeled '2', a 'CONSNO.' input field, and a 'Submit' button with a blue callout labeled '3'.

- To display/print Retail to Ops pick up Manifest

- 1- Select **Retail to Ops pick up Manifest**
- 2- Fill in the **Cons No.**
- 3- Click on **Submit**

OSPR Report (Overage Shortage Performance Report)

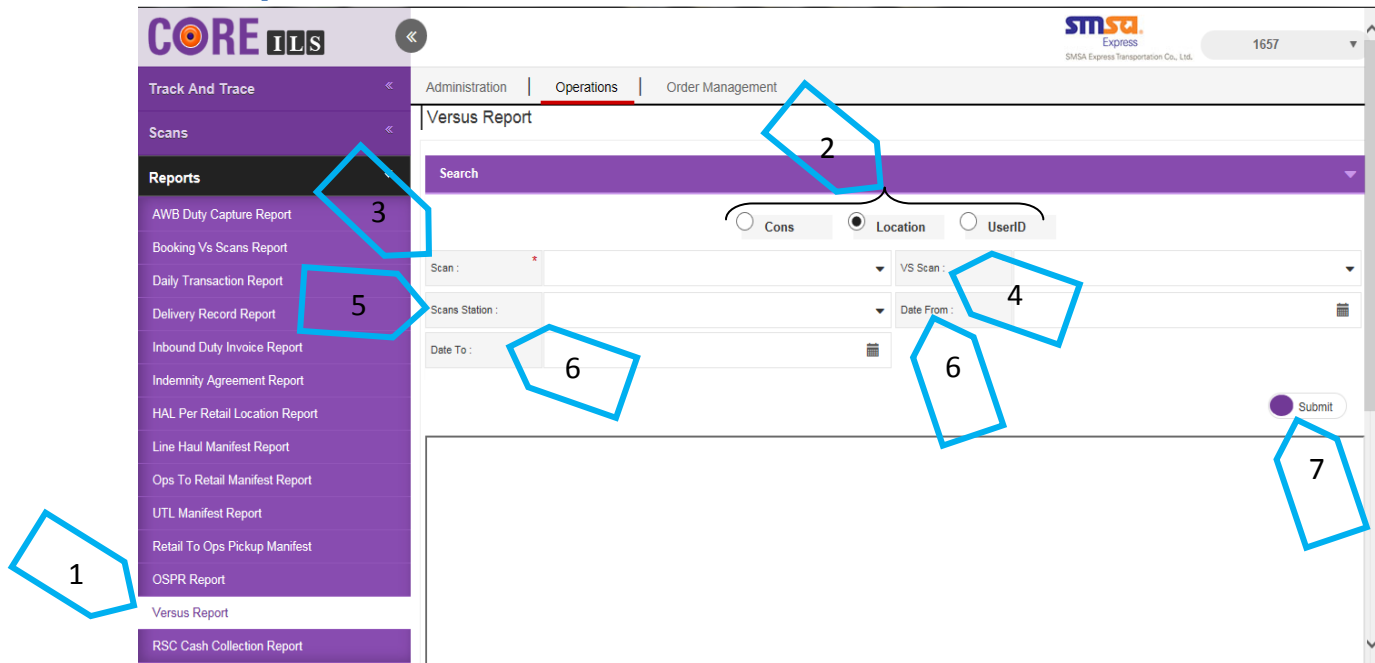


The screenshot shows the CORE ILS system interface. The sidebar menu on the left has 'Reports' selected, and 'OSPR Report' is highlighted. The top navigation bar shows 'Administration', 'Operations', and 'Order Management'. The main content area has a search bar with 'OSPR Report' entered. Below the search bar are two input fields: 'Origin CONS Barcode' and 'Destination CONS Barcode'. A 'Submit' button is located to the right of the 'Destination CONS Barcode' field. Numbered callouts 1 through 4 indicate the steps to generate the report: 1. Select OSPR Report in the sidebar; 2. Fill in the Origin CONS Barcode; 3. Fill in the Destination CONS Barcode; 4. Click on Submit.

- To display/print OSPR Report

- 1- Select **OSPR Report**
- 2- Fill in the **Origin CONS Barcode #**.
- 3- Fill in the **Destination CONS Barcode #**.
- 4- Click on **Submit**

Versus Report



Versus Report

This report compares consequent Scans to determine any missing scans and ensure that a package has gone through all logical scans. For examples SIP, followed VAN and POD/DEX, the report in this case will produce the packages that were received in the station Vs those that went out for Delivery and the ultimate outcome of either a POD or DEX.

- To display/print Versus Report

- 1- Select **Versus Report**
- 2- Select **Cons, or Location, or User ID**
- 3- Select the **Scan (Required*)**.
- 4- Select the Vs **Scan (Required*)**.
- 5- Select the **Scans Station**.
- 6- Select **Date Range (From: To)**
- 7- Click on **Submit**

RSC Cash Collection Report

CORE ILS

Track And Trace

Scans

Reports

AWB Duty Capture Report

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Administration

Operations

Order Management

RSC Cash Collection Report

Search

Date Range (From) :

Retail Location Center :

Customer :

Clerk Session :

Submit

Shipments Details

Track And Trace

Scans

Reports

AWB Duty Capture Report

Booking Vs Scans Report

Daily Transaction Report

Delivery Record Report

Inbound Duty Invoice Report

Indemnity Agreement Report

HAL Per Retail Location Report

Line Haul Manifest Report

Ops To Retail Manifest Report

UTL Manifest Report

Retail To Ops Pickup Manifest

OSPR Report

Versus Report

RSC Cash Collection Report

Administration

Operations

Order Management

Shipment Details

2a

2b

2c

Export To Excel

Print AWBs only

Print CI only

1

Barcode :

Barcode :

217016445544

✓

Shipment details displays the details of a shipment as below.

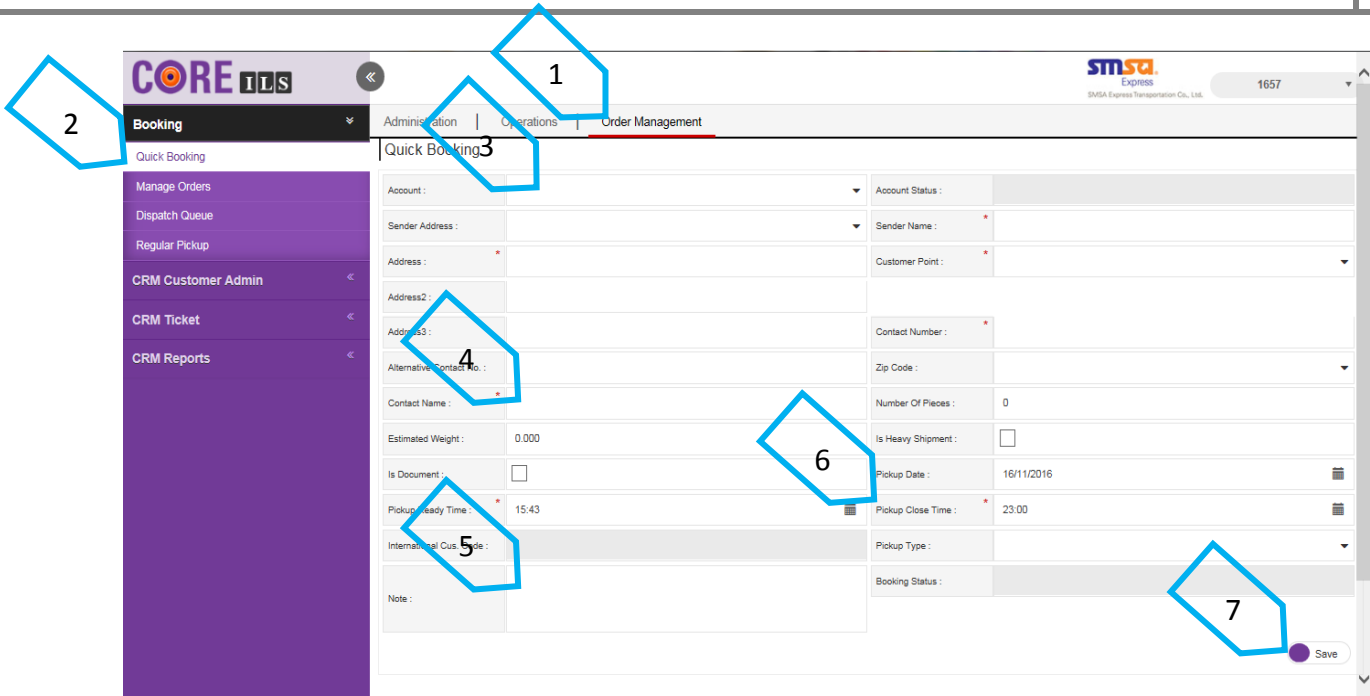
(3) Order Management



Booking

- Quick Booking
- Manage Orders
- Dispatch Queue
- Regular Pick up

Quick Booking



The screenshot shows the 'CORE TLS' interface for 'Quick Booking'. The left sidebar contains navigation links: 'Quick Booking', 'Manage Orders', 'Dispatch Queue', 'Regular Pickup', 'CRM Customer Admin', 'CRM Ticket', and 'CRM Reports'. The main form is titled 'Quick Booking' and includes the following fields:

- Account :** (Callout 1)
- Sender Address :** (Callout 2)
- Address :** (Callout 3)
- Address2 :** (Callout 4)
- Address3 :** (Callout 5)
- Alternative Contact No. :** (Callout 6)
- Contact Name :** (Callout 7)
- Estimated Weight :** 0.000
- Is Document :** ☐
- Pickup Ready Time :** 15:43
- International Cus :**
- Note :**
- Account Status :**
- Sender Name :**
- Customer Point :**
- Contact Number :**
- Zip Code :**
- Number Of Pieces :** 0
- Is Heavy Shipment :** ☐
- Pickup Date :** 16/11/2016
- Pickup Close Time :** 23:00
- Pickup Type :**
- Booking Status :**
- Save** button (Callout 7)

Quick Booking:

Quick Booking:

- To arrange a quick booking for a customer follow the following steps.

1- Select **Order Management**

2- click on **Quick Booking**

3- In the **Account** field fill the customer account number in. The customer default information will be automatically displayed on the booking screen.

Note: Booking can be created even though there is no customer account number saved earlier.

Note: If customer full details are not complete it is recommended to fill and save.

Note: If customer account is not displaying because he has many addresses, click on (**Sender Address** field to find out exact address required).

4- Fill in the **CONTACT NAME** (The person to communicate with)

5- Fill in any additional **NOTES** for courier and dispatcher. E.g. (Number of piece in the shipment, total weight and actual weight of each piece).

6- Fill in **Pickup Close Time** the last time to pick up the package from customer.

Note: The Fields marked by **RED** Asterisks * are mandatory fields. The system will not accept the booking if pick up ready time and closing time is less than hour.

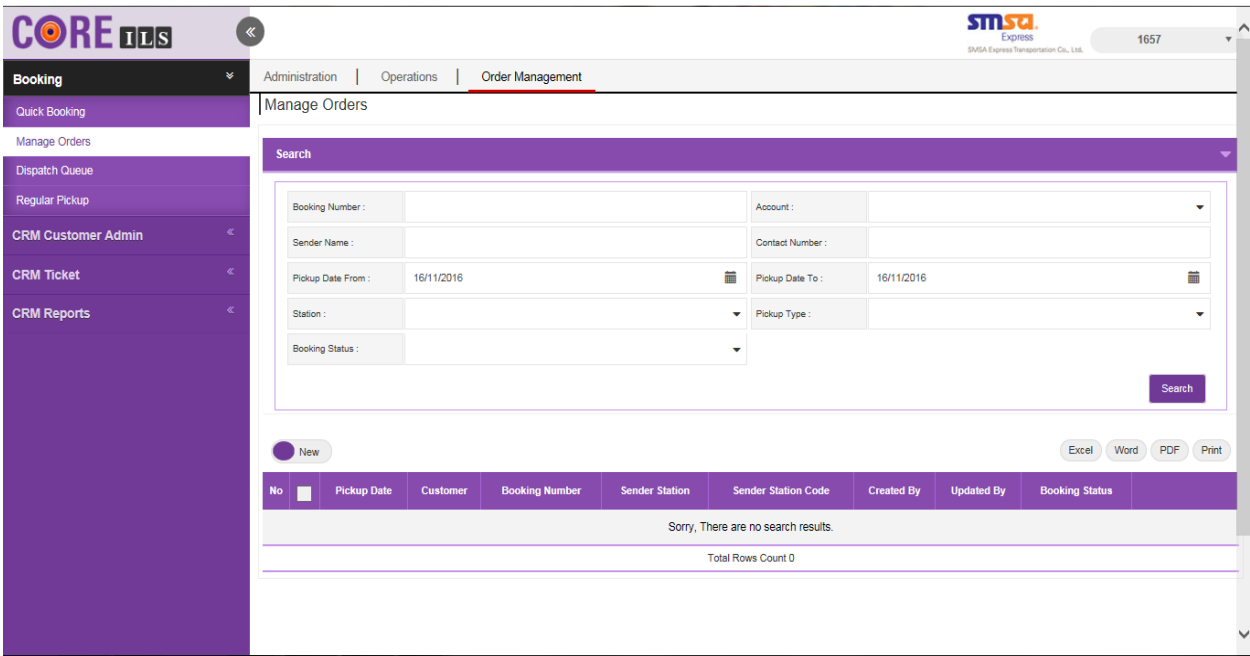
7- Click on **Save** button to get the new booking number.

Note: *IS Heavy Shipment* Box should be ticked when:

- a) One piece more than 32Kg consider as SFS (SMSA Freight Service) with a maximum of 130Kg.
- b) Parcels having 130 kg or more will be considered SFS (SMSA Freight Service).
- c) Some packages weighing less than 32kg but of a large volume must be mention in the pick screen.

Note: Once the booking number is displayed on top of the screen make sure to provide it to the customer so that he can use it as his reference.

Manage Orders



The screenshot shows the 'Manage Orders' screen in the CORE TMS system. The interface includes a sidebar with navigation options like 'Booking', 'Quick Booking', 'Manage Orders', 'Dispatch Queue', 'Regular Pickup', 'CRM Customer Admin', 'CRM Ticket', and 'CRM Reports'. The main area has a search bar and a table for displaying search results. The search criteria include Booking Number, Account, Sender Name, Contact Number, Pickup Date From/To, Station, Pickup Type, and Booking Status. The table headers are No, Pickup Date, Customer, Booking Number, Sender Station, Sender Station Code, Created By, Updated By, and Booking Status. The current state shows 'Sorry, There are no search results.' and 'Total Rows Count 0'.

Under the Manage Order Function, a search can be executed based on the following criteria Booking number, Dates, Station, Pickup type, Sender Name and Contact Number.

Once the criteria are entered, a list of the orders (bookings) is given below with details such as pickup date, Customer, Booking No. Sender Station, Station Code, 'Created by' & Booking status.

From the list, an order can be selected, opened to be viewed or edited.

Dispatch Queue

CORE TLS

Booking

Quick Booking

Manage Orders

Dispatch Queue

Regular Pickup

CRM Customer Admin

CRM Ticket

CRM Reports

Administration | Operations | Order Management

Dispatch Queue

Search

Pickup Date From : 16/11/2016

Pickup Date To : 16/11/2016

Booking Number :

Booking Status :

Sender Station :

Route :

Job Creation Date : <

Courier :

Acknowledge Status :

Pickup Type :

Is Heavy Shipment : ☐

Booking Source : --- Select ---

Search

Reassign

Excel Word PDF Print

No	System	Contact Name	Contact Number	Customer	Booking Number	Route No	Is Heavy Shipment	Pickup Ready Time	Pickup Close Time	Booking Status	Acknowledge Status Name	Courier
Sorry, There are no search results.												
Total Rows Count 0												


































Dispatch Queue also gives Dispatchers the option of searching through the orders and checking on its status; as to whether it has been initiated, assigned, or Completed (picked up).

← → ↺ ⌂ Not secure | coreils.smsaexpress.com/Booking/DispatchQueue

Google ★ Bookmarks Suggested Sites Web Slice Gallery PMI PBA Education & Games LocalAdClick.net SHIPMENT Tracking AdStation Video » Other bookmarks

Reassign

Excel Word PDF Print

No	System	Contact Name	Contact Number	Customer	Booking Number	Route No	Is Heavy Shipment	Pickup Ready Time	Pickup Close Time	Booking Status	Acknowledge Status Name	Courier
1		Mr.Esam husain	0534300398	BAKODAH & ABOULKHAIR	RUHA0429	209	<input type="checkbox"/>	09/10/2018 11:01	09/10/2018 18:00	Assigned	Pending	 
2		SHIAB	0564664756	NCB - MAIL ROOM / KINGDOM WIDE	RUHA0428		<input checked="" type="checkbox"/>	09/10/2018 11:26	09/10/2018 14:00	Initiated		 
3		AHMED ASIRI	966552282664	STATION TO SATION SVS	RUHA0427	ST1	<input type="checkbox"/>	09/10/2018 14:00	09/10/2018 15:00	Assigned	Pending	 
4		Ali	0570957383	DIYAR AL MOOBTEKR... INTL CO	RUHA0426	218	<input type="checkbox"/>	09/10/2018 11:26	09/10/2018 17:30	Assigned	Pending	 
5		Mr. Raees	0547573361	SAUDI NAVAL SUPPORT CO.LTD	RUHA0425	167	<input type="checkbox"/>	09/10/2018 11:25	09/10/2018 14:00	Assigned	Pending	 
6		Abdullah Bakarkar	000000000	RPD /JE-4399	RUHA0424		<input type="checkbox"/>	09/10/2018 11:25	09/10/2018 16:00	Initiated		 
7		MHMD FAHEEM	0591009891	UNITED CO. FOR TECH. WORKS	RUHA0423		<input checked="" type="checkbox"/>	09/10/2018 11:03	09/10/2018 16:30	Initiated		 
8		Radhwan	0504539508	ALSHAMASY FOR BAGS TRADING EST.	RUHA0422	901	<input checked="" type="checkbox"/>	09/10/2018 16:00	09/10/2018 18:00	Assigned	Pending	 
9		ELITE CUP ROASTING	+9665558920...	ELITE CUP ROASTING	RUHA0421		<input checked="" type="checkbox"/>	09/10/2018 08:00	09/10/2018 18:00	Initiated	Pending	 
10		ahmed wajde	0546710000	RPD/ JE-0397	RUHA0420		<input type="checkbox"/>	09/10/2018 13:00	09/10/2018 15:00	Initiated	Pending	 
11		ELITE CUP ROASTING	+9665558920...	ELITE CUP ROASTING	RUHA0419		<input checked="" type="checkbox"/>	09/10/2018 08:00	09/10/2018 18:00	Initiated	Pending	 

This screen also gives the option of viewing or editing the order (booking).

Regular Pick up

CORE ILS

Administration | Operations | Order Management

Regular Pickup

Search

Account : Start Date: End Date: Customer Point: Recurrence: Daily

New Delete Selected

Excel Word PDF Print

No		Account	Customer Point	Create Date	Recurrence
Sorry, There are no search results.					
Total Rows Count : 0					

Regular pickup function provides for searches as well as lists the entered regular pickups showing the Account No. Customer Points, Date created, Recurrence (Daily, weekly)etc.

Booking

Quick Booking

Manage Orders

Dispatch Queue

Regular Pickup

CRM Customer Admin

CRM Ticket Admin

CRM Ticket

CRM Reports

Administration

Operations

Order Management

Regular Pickup

New

Edit

Duplicate

Account :	JED135	Sender Name :	BAUD TELECOMMUNICATION
Sender Address :	0426299	Country :	Saudi Arabia
Address :	RABWA P. MALJID STREET NEAR QARYAT NADA	Customer Point :	Jeddah
Address2 :	276	Zip Code :	23455
Address3 :		Contact Number :	056772067
Contact Name :	OMAR	International Cus. Code :	
Pickup Ready Time :	13:00	Pickup Close Time :	15:00
Start Date :	01/07/2018	End Date :	01/07/2019
Note :			
		Recurrence :	Weekly
		Sunday Monday Tuesday Wednesday Thursday Friday Saturday	

Save

Save And Close

Save And New

On viewing the regular pickup, the pickup days are displayed in Orange, there is also the edit and delete options available.

CRM Customer Admin

- Customer

This screen provide for search, selection, viewing editing and deleting of customer details , such as Customer name, Contact person, customer type and status (active/inactive)

CORE ILS

Booking

CRM Customer Admin

Customer

CRM Ticket

CRM Reports

Administration | Operations | Order Management

Customer

Search

Account Number:

Customer:

Contact Name:















Customer Type:

Search

New

Delete Selected

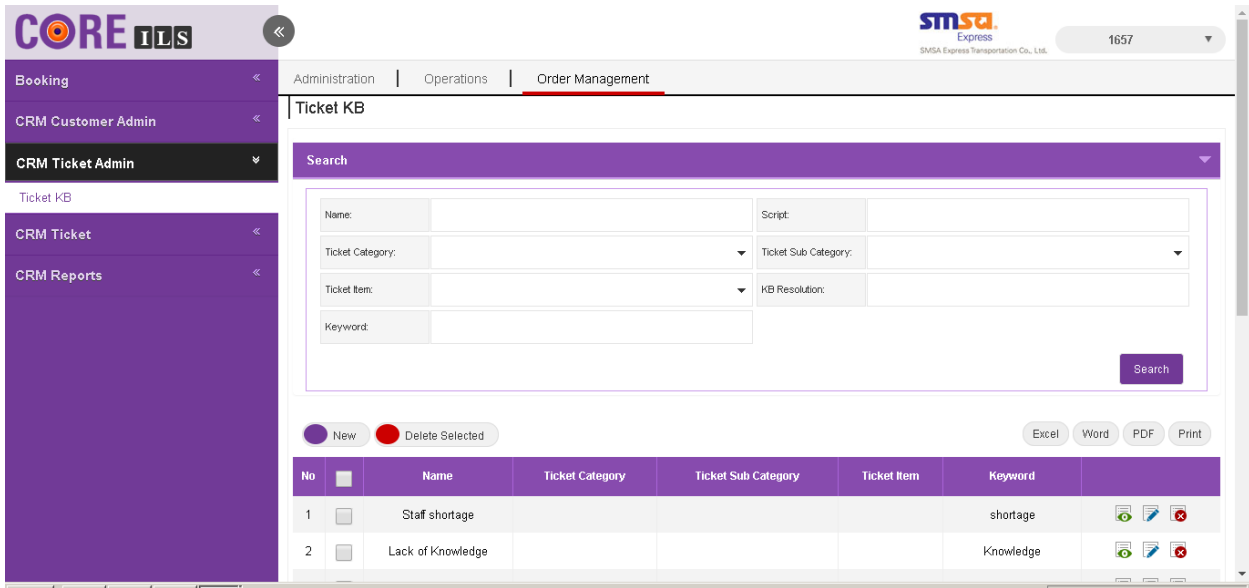
Excel Word PDF Print

No		Account Number	Customer	Contact Name	Customer Type	Customer Status	
1	<input type="checkbox"/>	HFD414	FATIMAH ABDULATIF ALI AL MULHIM (PPC)	MS. FATIMAHABDULATIF	Corporate	Active	 
2	<input type="checkbox"/>	AE0270	SKYNET BEIRUT -LEBANON	MOURADAOUN	Individual	Active	 
3	<input type="checkbox"/>	DH5107	ABYAN LIMITED CO	MR. MOHAMMEDAL- SADI	Individual	Active	 
4	<input type="checkbox"/>	JE6094	SARED SAUDI AIRLINES REAL ESTATE DEVELOPMENT CO	MR. MOWAFKAL MADANI	Individual	Active	 
5	<input type="checkbox"/>	RX0218	AL HANOF MOHAMMED ASDR PERFUMES (QJOBA PERFUMES)	MR. ABDULLAHHAMMAD	Individual	Active	 
6	<input type="checkbox"/>	RX0219	HRH PRINCE MUQRIN BIN ABUL AZIZ AL SAUD - SFD CASH	MR. FABI OFABIO	Corporate	Active	 
7	<input type="checkbox"/>	BX0220	AL ASEMAH MEDICAL	MR. MOHAMMEDMOHAMMED	Corporate	Active	 

CRM Ticket Admin

Ticket KB

- Ticket KB
- Ticket Knowledge Base groups and gives an analysis of the tickets based on their root cause.



CRM Ticket

Under the Function of CRM Ticket, the Tickets concerned with request raised to complete/complement our service to our Customers in order to manage proper relations. Any request raised from one party to another within SMSA across different departments and functions, to complete a service, correct an error, give new directions and or expediting a particular service is done through this Ticketing system housed under the CRM Ticket Function.

- Manage Ticket - View Edit or Delete Ticket (Authorized personnel only)
- Manage My Tickets - Assigned Tickets can be managed from one area without the need to search for them for particular user.
- Add Ticket - Ticket initiation by the authorized individuals.
- Ticket Tracking - An opened Ticket can be searched, opened and its status viewed using this function.

CRM Ticket

- Manage Ticket

CORE ILS

Booking

CRM Customer Admin

CRM Ticket

Manage Ticket

Add Ticket

Ticket Tracking

CRM Reports

Administration | Operations | Order Management

Manage Ticket

Search

Ticket Number:

Customer :

Title:

Ticket Status:

Ticket Severity:

Call Type:

Assign Group:

Initiator Group:

Ticket Category:

Ticket Sub Category:

AWB:

Customer Phone:

Search

Add Ticket

Excel

Word

PDF

Print

No	Ticket Number	Title	Customer	Assigned To	Assign Group	Resolve Date	Ticket Status	Creation Date	AWB	Customer Phone
Sorry, There are no search results.										
Total Rows Count 0										

- Manage My Tickets

CORE ILS

Booking

CRM Customer Admin

CRM Ticket Admin

CRM Ticket

Manage My Tickets

Add Ticket

Ticket Tracking

CRM Reports

Administration | Operations | Order Management

Manage My Tickets

Excel

Word

PDF

No	Ticket Number	Title	Customer	Assigned To	Assign Group	Resolve Date	Ticket Status	Creation Date	AWB	Customer Phone
Sorry, There are no search results.										
Total Rows Count 0										

- Add Ticket

CORE ILS

Booking

CRM Customer Admin

CRM Ticket

Manage Ticket

Add Ticket

Ticket Tracking

CRM Reports

Administration | Operations | Order Management

Add Ticket

You aren't authorized to add new ticket because you aren't assigned to any group

Ticket Number:

Customer:

Account Number:

Contact Name:

AWB:

Title:

Contact Phone:

Additional Contact Number:

Customer Address:

Ticket Severity: Normal

Ticket Status: New

Call Type:

Ticket Source:

Employee Group Category:

Assign Group:

Assigned To:

Resolve Date:

Close Date:

Ticket Category:

Ticket Sub Category:

Resolve Date:

Close Date:

Ticket Category:

Ticket Sub Category:

Ticket Item:

Root Cause:

Root Cause Area:

Creation Date: 10/11/2016

Created By: 1657

Browse...

Maximum Size : 15 mb

Files Allowed : .txt, .pdf, .png, .jpg, .docx,

No	File Name	Description
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Ticket Summary :

- Ticket Tracking

CORE ILS

Booking

CRM Customer Admin

CRM Ticket

Manage Ticket

Add Ticket

Ticket Tracking

CRM Reports

Administration | Operations | Order Management

Ticket Tracking

Search

Ticket Number :

Account Number:

Customer Phone :

Customer Name :

Search

Excel Word PDF Print

No	Ticket Number	Call Type	Ticket Severity	Ticket Status	Created By	Created By Name	Created On	Change
Sorry, There are no search results.								
Total Rows Count 0								

Typical Ticket

CRM Ticket

Manage Ticket

Manage My Tickets

Add Ticket

Ticket Tracking

CRM Reports

Ticket Number : 502516

AWB : 219003708922

Support Group:

Call Type : Domestic

Assign Group : RUH-STN

Ticket Source :

Root Cause Area :

Last Updated On : 06/06/2016 21:35

Close Time :

Customer Phone : 050

Contact Name :

Ticket Summary :

Assigned To: 3036

Ticket Status: In Progress

Ticket Severity : High

KB :

Root Cause :

Created On : 05/06/2016 15:05

Reslove Time :

Account Number:

Customer Name : bdah sua d

Contact Address : oliya area, king abduah road,,, sabb bank

HI H2 H3

FORDELIVERY FOLLOW UP.

219003708922 06/06/2016 11:22 STAT 44 PMX Riyadh St 3032 PKG IN COD AREA PDA 3032 06/06/2016 11:33

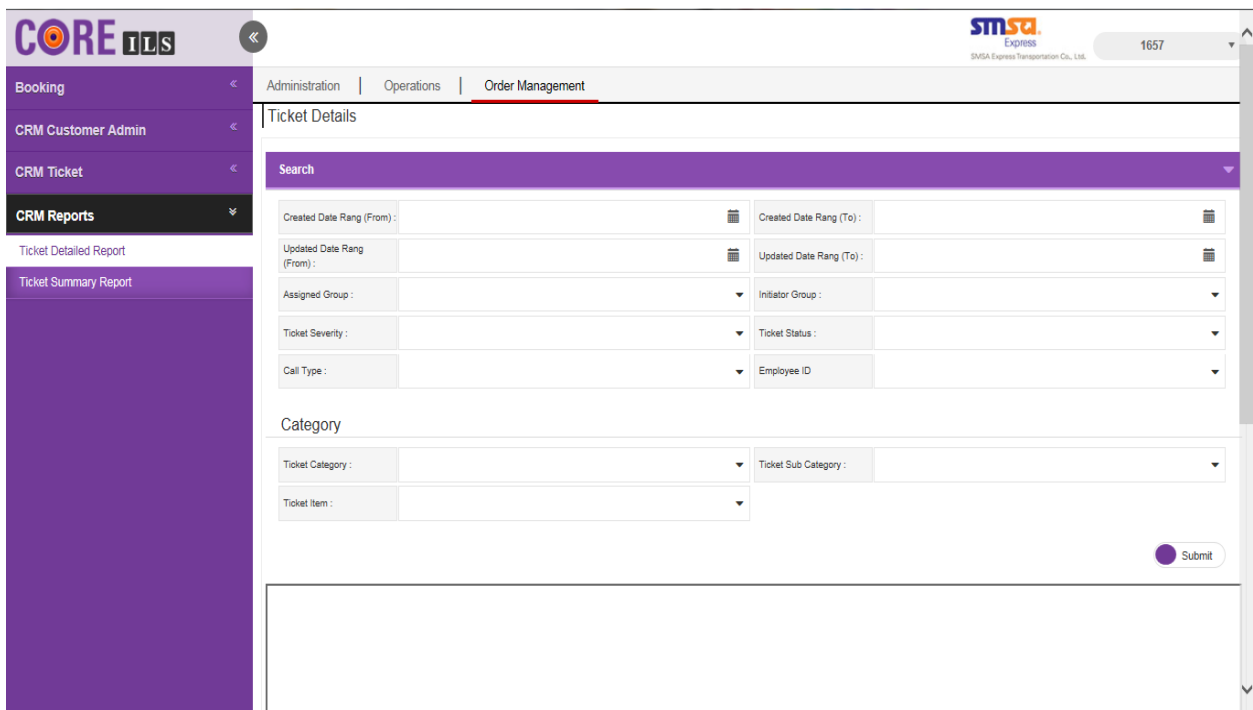
Tickets No. is entered to Track the status of the Ticket. Important components on the Ticket Tracking screen include:

- 1- Ticket No.
- 2- AWB #
- 3- Support Group
- 4- Call Type (Domestic , International)
- 5- Assign Group - responsible for resolving a ticket
- 6- Customer Name & Contact
- 7- Assigned to (Emp. ID No.)
- 8- Ticket Status (New, Assigned, In Progress, Resolved, ReOpen, Pending)
- 9- Ticket Severity (High, Normal, Low)
- 10- Created On & Resolve Date & Time (System assigned)
- 11- Contact Address.

CRM Reports

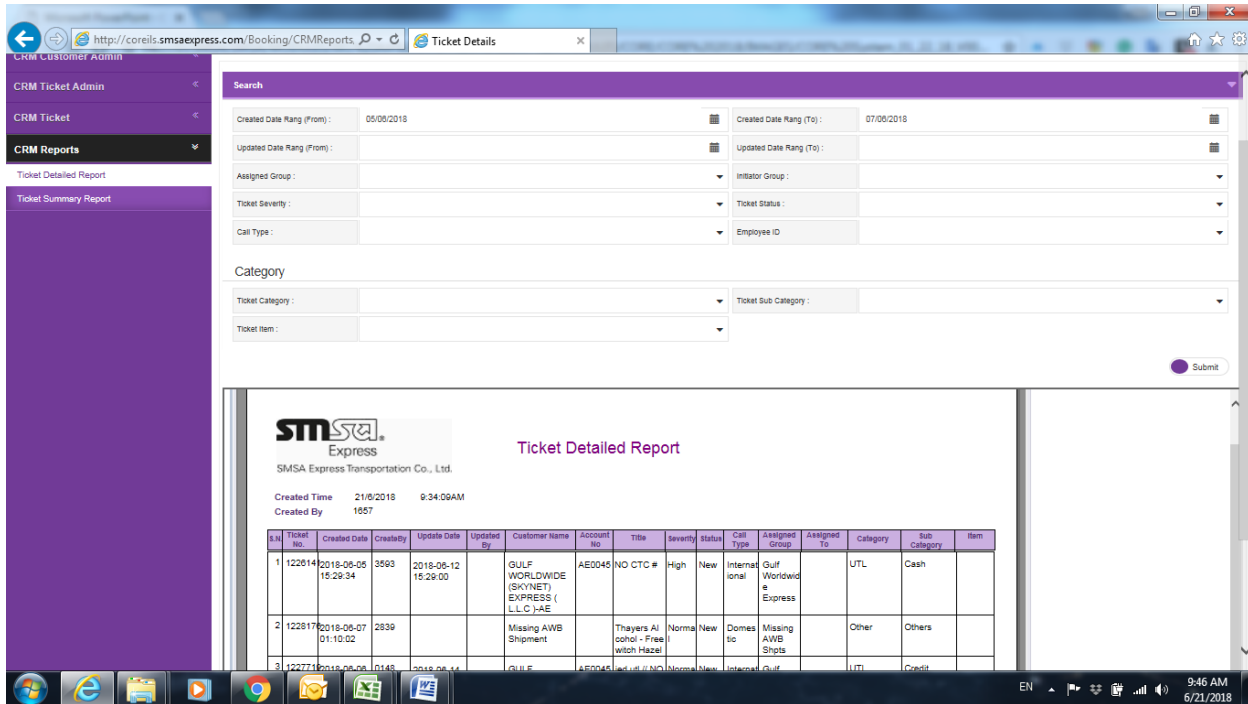
- Ticket Detailed Reports
- CRM Reports provides for generation of Tickets depending on the selected criteria: from Dates (From / To) Assigned group, Initiator Group, Ticket Severity& Status, Call type, & Employee ID, Category, Sub Category and Ticket Item

Ticket Detailed Reports



The screenshot displays the CORE TMS CRM Reports interface. On the left is a purple sidebar with navigation links: Booking, CRM Customer Admin, CRM Ticket, CRM Reports (expanded), Ticket Detailed Report, and Ticket Summary Report. The main area has a top navigation bar with 'Administration', 'Operations', and 'Order Management' (selected). Below this is the 'Ticket Details' section. A search bar is at the top of the form. The form contains several input fields with dropdown menus: 'Created Date Rang (From) :', 'Created Date Rang (To) :', 'Updated Date Rang (From) :', 'Updated Date Rang (To) :', 'Assigned Group :', 'Initiator Group :', 'Ticket Severity :', 'Ticket Status :', 'Call Type :', 'Employee ID', 'Ticket Category :', 'Ticket Sub Category :', and 'Ticket Item :'. A 'Submit' button is located at the bottom right of the form.

Ticket Detailed Reports



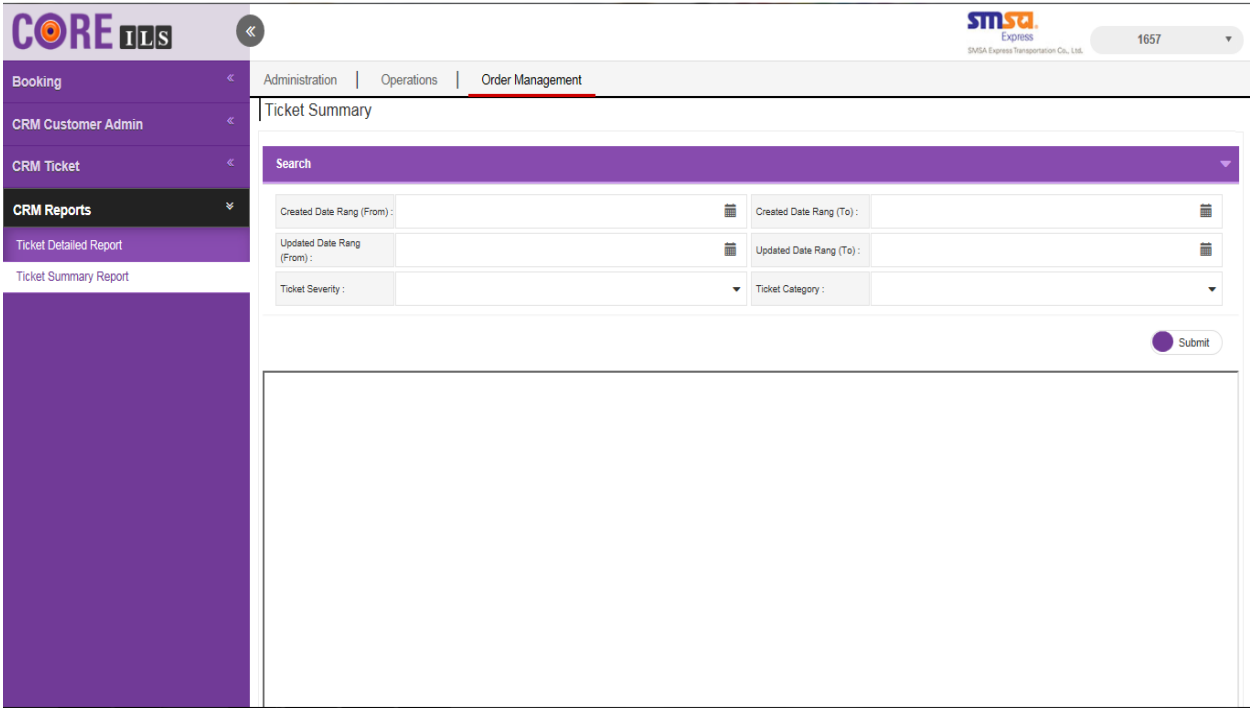
The screenshot shows a web application interface for "Ticket Detailed Reports". The left sidebar contains navigation links: CRM Customer Admin, CRM Ticket Admin, CRM Ticket, CRM Reports, Ticket Detailed Report, and Ticket Summary Report. The main content area has a search filter section with fields for Created Date Range (From: 05/05/2018, To: 07/05/2018), Updated Date Range (From: , To:), Assigned Group, Initiator Group, Ticket Severity, Ticket Status, Call Type, Employee ID, Category, Ticket Category, and Ticket Item. A "Submit" button is at the bottom right of the search section.

Below the search section, the "Ticket Detailed Report" is displayed. It includes the SMSA Express logo and company name "SMSA Express Transportation Co., Ltd.". The report header shows "Created Time: 21/6/2018 9:34:06AM" and "Created By: 1557".

S.N	Ticket No.	Created Date	Created By	Update Date	Update By	Customer Name	Account No.	Title	Severity	Status	Call Type	Assigned Group	Assigned To	Category	Sub Category	Item
1	122014	2018-05-05 15:29:34	3593	2018-05-12 15:29:00		GULF WORLDWIDE (SKYNET) EXPRESS (LLC) JAE	AE0045	NO CTC #	High	New	International	Gulf Worldwide Express		UTL	Cash	
2	122817	2018-05-07 01:10:02	2839			Missing AWB Shipment		Thayers Al school - Free which Haze	Normal	New	Domestic	Missing AWB Shots		Other	Others	
3	122773	2018-05-08 01:48	2018-05-14			GULF	AE0045	not up to NO	Normal	New	International	Gulf		UTL	Credit	

The Windows taskbar at the bottom shows the system clock as 9:46 AM on 6/21/2018.

- Ticket Summary Report
- Ticket Summary Report is generated also depending on a few selected criteria : from Dates (From / To) Created & Updated Dates, Ticket Severity & Category. The summary report only provides the number of tickets for each user group as per the status of the ticket: Assigned, Cancelled, Closed, In Progress, New, Pending, Reopen, Resolved, To Call Back, & the Total for the user group.



- Ticket Summary Report

