Special Delivery Channel (SDC)
Operations

Introduction on Special Delivery Channel (SDC)

Special Delivery Channel (SDC) service is specialized in delivery of sensitive and high value shipments like credit/debit cards, VIP gifts, valuables & e-commerce shipments. Its designed with fully dedicated call centre and delivery team for complete peace of mind.

SDC focusses mainly on hand to hand deliveries with security features like personal ID verification and address validation.

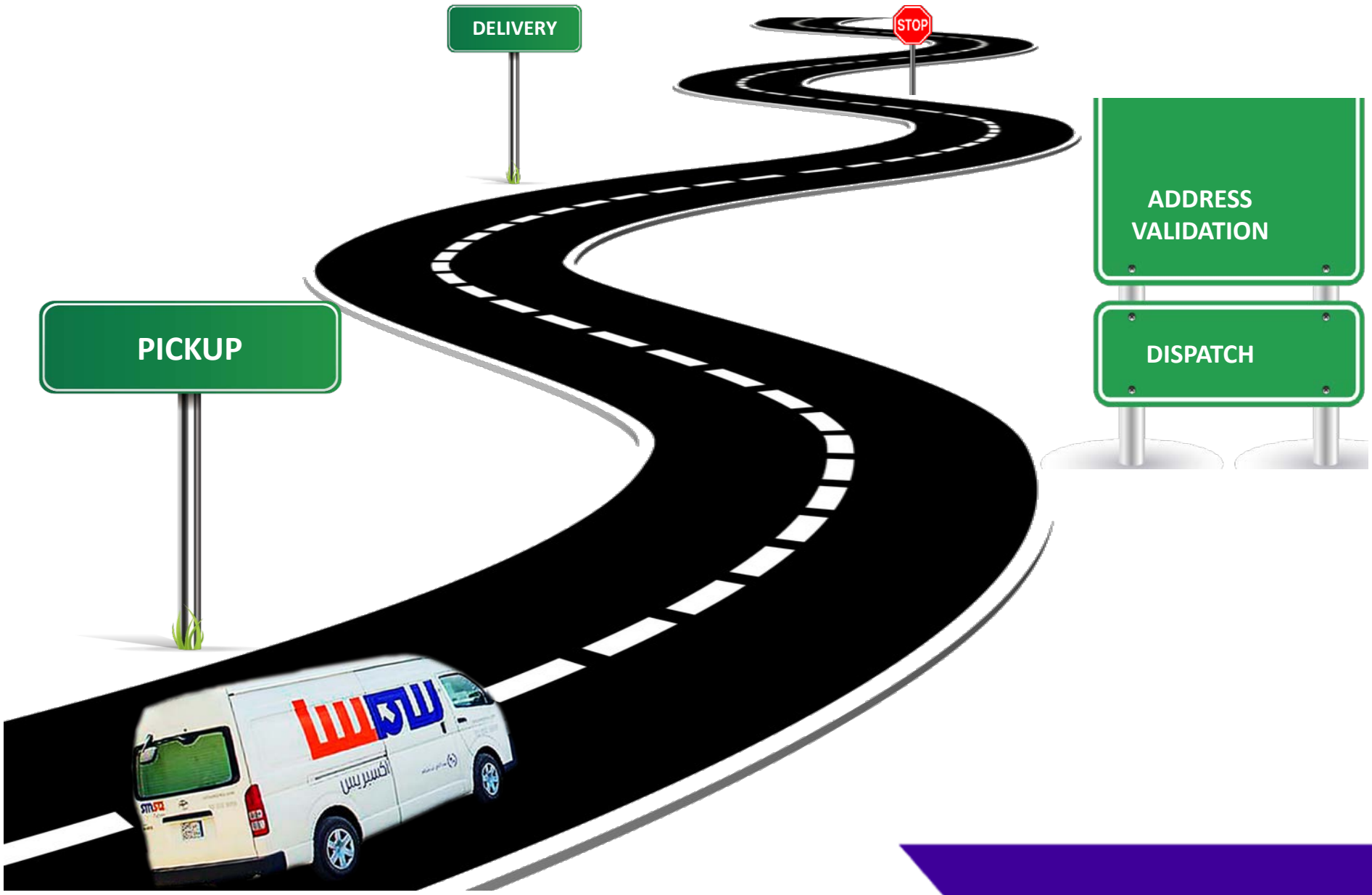
SOFTWARE PROGRAM:

Special Delivery Management (SDM) Application.

MOBILE APPLICATION:

SDM Mobile Courier's Android Application.

Overview of SDC process



Course Objectives

- To know about the tools & technology used by SDC.
- To get familiar with the different projects SDC is involved.
- To learn about the various processes.

Course Outcome

Learn about the following

Overview of:

- SDM (Special Delivery Management) Application & their scans
- SDM Courier's Android Application

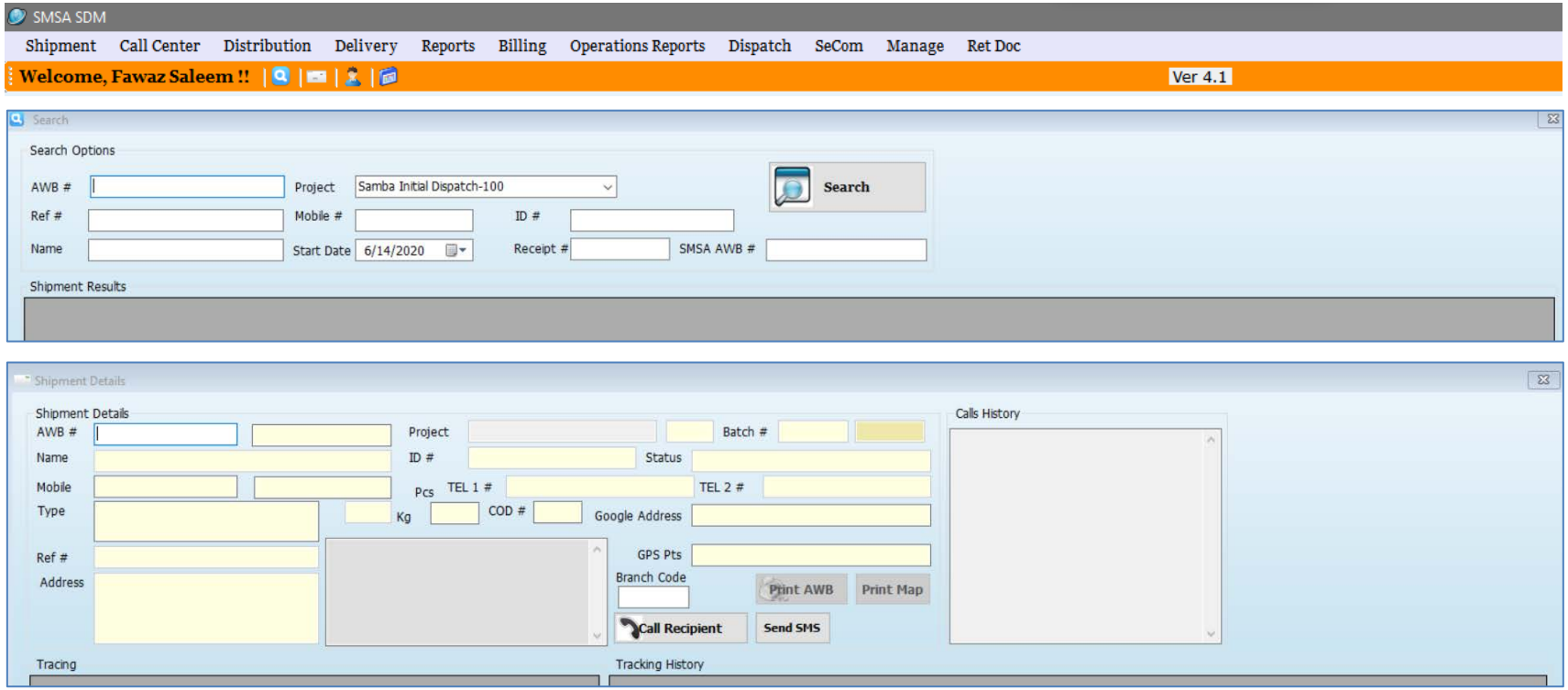
Delivery Instructions in Brief:

- Al Rajhi Bank
- BSF (Bank Saudi Fransi)
- BAJ (Bank Al Jazeera)
- MEEM (by Gulf International Bank)
- Al Inma Bank
- SNB (Saudi National Bank)
- ELM – Muqeem
- Bank Al Bilad
- Liv. (by Emirates NBD)

SDM (Special Delivery Management) Application

SDC department uses SDM application to perform their daily jobs. This application is solely designed for SDC which only runs on the company's intranet.
This application accepts the scans in defined sequence which is more convenient for the end users.

Here are few screenshots of the SDM computer Application.



Types of SDC services

Standard delivery

Delivers the shipment directly to customer.

Return Document (Ret-Doc) shipments delivery

Delivers the shipment and takes signature on the Acknowledgement form provided by the shipper and return the form to the shipper.

Cash On Delivery

Delivers shipment and collects the COD amount from the customer.

Workflow

PICK UP

- SDC Line Haul courier collect the shipments on daily basis.
- Data sheet containing customer information will be forwarded to SDC Call Center.
- Once the data is verified by Call Center, Dispatch team will match the data with physical shipment. If everything is ready to process, a confirmation email will be sent to SDC call center.
- SDC Call Center will upload the data to SDM system.

VALIDATION

SDC uses three types of address validation methods:

WhatsApp Validation

- An automated message will be sent to customer requesting for his/her location via WhatsApp.

Workflow (Cont.)

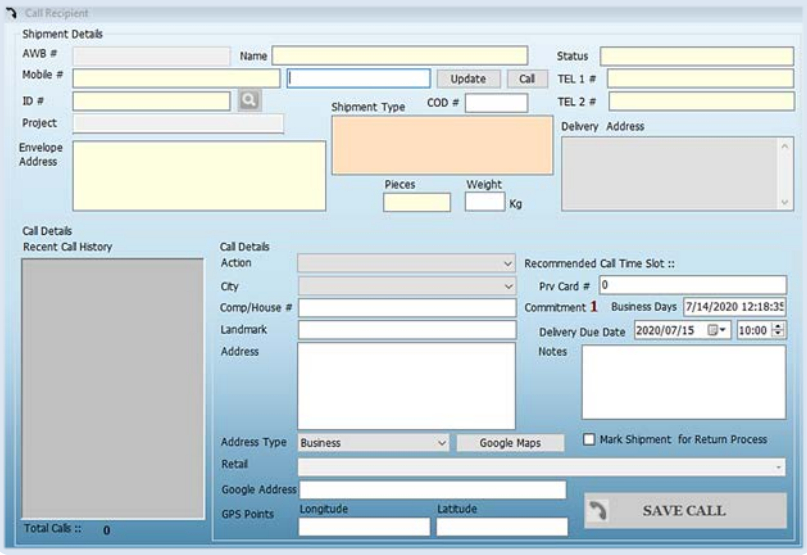
e-Validation

- An automatic text message is sent to customer with address validation link.

Calling (On the following day)

- An e-Registration SMS will be sent.
- SDC CC Supervisor will assign the AWBs to his agents for validation.
- At the time of validation, the agent informs the delivery commitment time depending on customer's location/ city.
- In case of exception, the customer gets an automated SMS containing the AWB with optional call back toll free number.
- The 2nd and 3rd calls are made in the following days.

Validation Screen in SDM

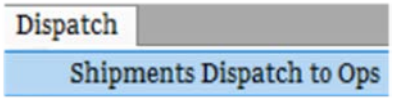


Workflow (Cont.)

DISPATCH

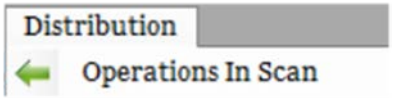
- Dispatch team will keep the shipments ready pre-validation, A location label is printed & pasted on all shipments for easy locating of the shipment. The shipments are then stored in fireproof cabinet.
- Validated shipments will appear in system and dispatch will print the manifest.

- Dispatch will pull out the shipments from the storage cabin, print the airway bills, pack the shipment in SMSA Envelope & stick the AWB on the shipment.
- Once finished packing, dispatch apply a scan from "**SHIPMENT DISPATCH TO OPS**".

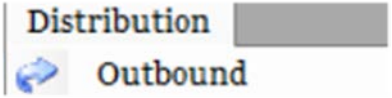


OPERATIONS

- OPS will apply "**OPERATIONS IN"** scan.



- Shipments validated for other cities will be forwarded as "**Outbound**".
- Same city's shipments are then sorted according to the areas /routes and kept ready for delivery.



- Shipments validated as HAL are sorted according to the retail location.

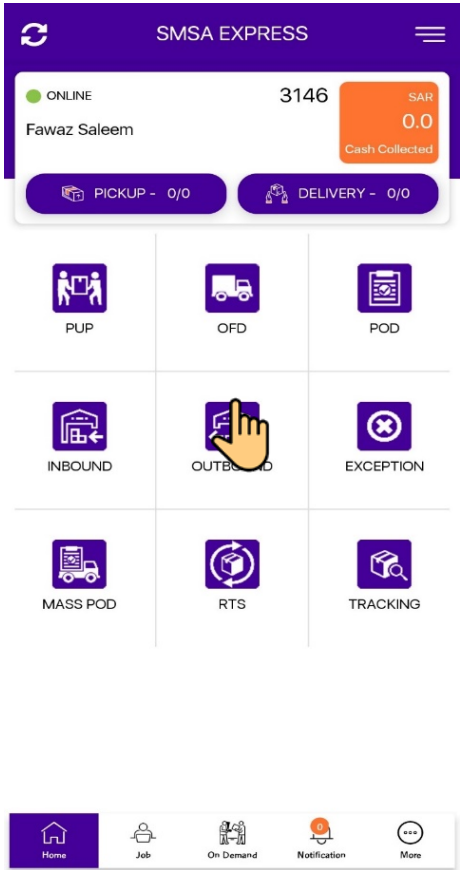
Workflow (Cont.)

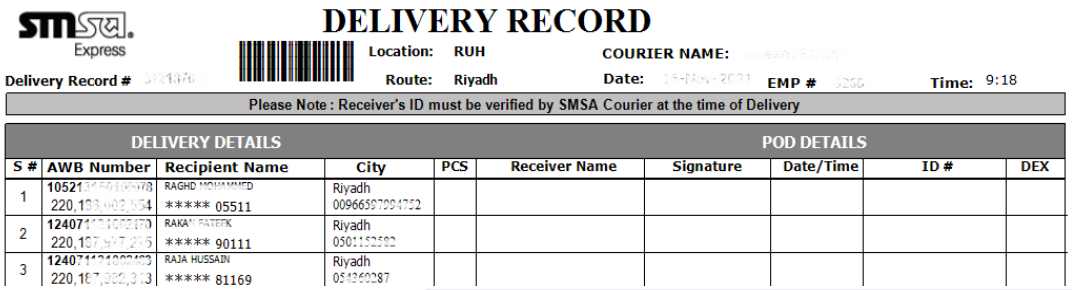
DELIVERY

- Courier resort the shipments as per their route.
- Courier will apply “OFD” (VAN) scan from SDM Mobile courier’s application.
- Get the delivery record copy printed from the station.
- The delivery record will display the customer’s information and the last five digits of ID. Which helps the courier to verify the actual customer at the time of delivery.
- The courier should apply POD/DEX at the same time.
- For RET-Doc projects, The courier should take signature on the acknowledgement form provided by the bank and return to SDC.
- All undelivered shipments will be returned to station for the 2nd & 3rd attempt and hand over the shipments to STN Agent at respective region.
- After three attempts,

  the shipment will be returned

  to its origin.





SMSA Express

DELIVERY RECORD

Delivery Record # [illegible]

Location: RUH

Route: Riyadh

COURIER NAME: [illegible]

Date: [illegible]

EMP # [illegible]

Time: 9:18

Please Note : Receiver's ID must be verified by SMSA Courier at the time of Delivery

DELIVERY DETAILS					POD DETAILS				
S #	AWB Number	Recipient Name	City	PCS	Receiver Name	Signature	Date/Time	ID #	DEX
1	10521[illegible] 220,1[illegible]	RAGHD MOHAMMED ***** 05511	Riyadh 00966507094752						
2	12407[illegible] 220,1[illegible]	RAKAN FATEEK ***** 90111	Riyadh 0501152502						
3	12407[illegible] 220,1[illegible]	RAJA HUSSAIN ***** 81169	Riyadh 0514260287						

Ret- Doc Projects

- Some banks provide pre-printed acknowledgment form along with the card.
- These forms are usually shipped with the card. Inside SMSA envelope's pouch.
- These shipments are treated as priority.
- At the time of delivery, it is mandatory to get signature & the required fields filled before handing over the card to customer.
- Third-party delivery not allowed since these require same signature registered at the bank.
- Currently Bank Al Jazeera are providing such forms under their sub project name BAJ telesales.
- These acknowledgment forms must be returned to bank as soon as the customer signature is obtained.

بنك الجزيرة
BANK ALJAZIRA

Acknowledgment of Receipt of Bank AlJazira Credit Card

Attention: Bank AlJazira Cards Center

I hereby acknowledge that:

- I confirm that all the information I have provided to Bank AlJazira is true and accurate.
- I have requested to issue Bank AlJazira Credit Card based on a telephone conversation and I have provided consent to get a credit card report from SIMAH.

Card Special Prices Directory:

Card	MasterCard Titanium	Classic	Platinum	Infinite	Ajwaa			Low Limit Tamouh
					Platinum	Signature	Infinite	
Annual Fee	SAR 200	SAR 150	SAR 300	SAR 1000	SAR 500	SAR 900	SAR 1500	SAR 100
Monthly Tawarooq Profit Margin	2.20 %							
Annual Tawarooq Profit Margin	[illegible]							
Supplementary Card Annual Fee	Free							N/A
Cash Withdrawal Fee	SAR 25 per transaction							SAR 25 per transaction
Card Replacement Fee	SAR 100	Free			SAR 100		Free	SAR 100
Card Re-activation Fee	SAR 100	Free			SAR 100		Free	SAR 100
International Transaction Fee (Foreign Exchange)	2.75 % per transaction							
Dispute Fee	SAR 50 per case							
Cash Advance Limit	30 % of the available credit limit with a cap of SAR 5000 per transaction							
Minimum Monthly Payment	5 % of the outstanding balance or SAR 200 (whichever is higher)							N/A
Purchasing Waiver Period	20 days after the account statement date							N/A
Tawarooq Calculation	Tawaroq fees on the outstanding balance							N/A
Credit Card Statement	Monthly							

I have accepted the terms and conditions of Bank Aljazira Credit Cards issuance agreement and I have received a copy from the terms and conditions.

National ID or Iqama Number

Cardholder Signature

Power of Attorney Form

Peace and blessings be upon Muhammad, the seal of the prophets and messengers

I hereby assign Dr. Adnan I. AlZahrani Law office to act as my agent, to execute the following Sharia compliant Tawarooq steps:

1. Purchase goods/equity shares from Bank Aljazira equal to the amount of outstanding balance in my Bank Aljazira Credit Card Account calculated as per my selected payment instruction on the monthly cutoff date determined by the bank after adding the mutually agreed profit disclosed in this application.
2. Sell the goods/equity shares purchased on my behalf at the prevailing market rate to a third party and use the proceeds to settle the outstanding balance in my Bank Aljazira Credit Card Account.

The above assignment is final and irrevocable as long as my Credit Card is active and has not expired.

Name of principal (card holder)

Date

Signature

SAMPLE

General Instructions

- Avoid mass deliveries to one customer, Same to be reported to their superiors to get client's approval.
- Standard three (3) delivery attempts to be followed.
- Avoid delivery of Mismatch or Incorrect IDs. Physical ID verification required.
- Avoid Third-party delivery.
- In case of any incidents such as Taken by force, Refusal to sign the Delivery Record/ Acknowledgement forms & Refusal to provide the ID must be reported to the superiors at the same time.
- Ensure to obtain signature only of the actual customer on the acknowledgment forms provided by the bank such as BAJ Telesales.
- Must handover the signed acknowledgement forms on the same day.
- COD amounts collected to be settled on the same day.
- All undelivered shipments picked up from SMSA Service Center (SSC) must have "Retail to Ops PUP" Scan.
- Penalty amount up to 2000 Saudi Riyals applies to each Wrong delivery / Lost shipment as per the agreement with the client.
- Couriers must use SDM Mobile Application on their device to perform daily scans.
- End of the day, All the required fields on the Delivery records must be properly filled along with the Employee number & Signature.
- All undelivered shipments should be returned on the same day.
- Scan compliance mandatory on all shipments. Failure are continuous monitored.

** Failure for compliance may lead to disciplinary action.*

How e-Validation Works?

SDC introduced e-Validation as an alternate method of validating customer's delivery addresses. Upon receiving the shipments, SDM system sends an automatic SMS to customer's mobile containing 4-digit pin code and a login URL in which the customer can login to SMSA's secure portal and provide his delivery address.

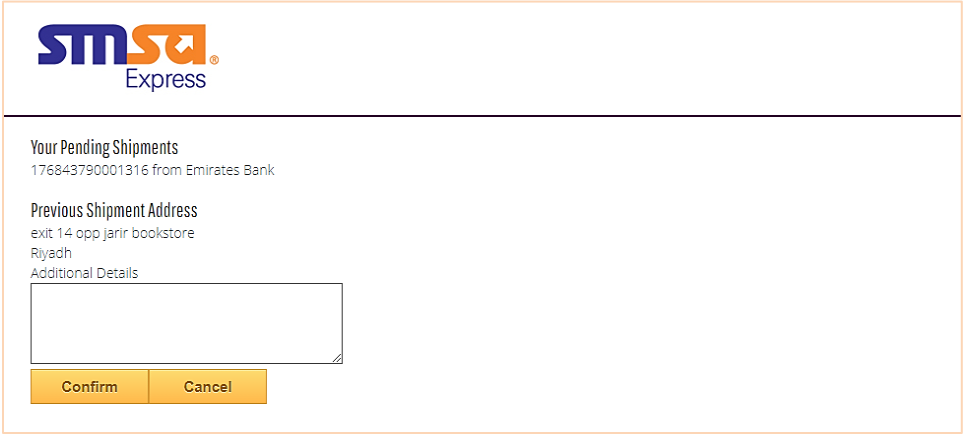
Here is how it works:

- Customer receives "SMS" on his phone.

> Dear Customer
> SMSA will be receiving a shipment for you from <CLIENT>. Our team will call you from 011-2187777 to verify your address within 48 Hrs. or please visit http://smsa.co, your password is <MCODE>.

- Upon clicking the link, it opens below page.

Use your previous delivered shipment address with SMSA

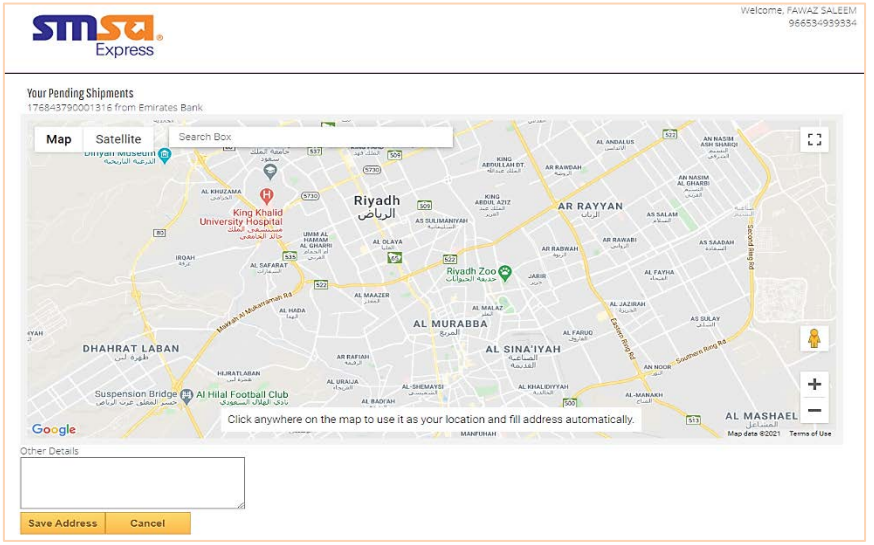


How e-Validation Works? (Cont.)

Pickup from SMSA Express Retail Center -- Next Day Delivery

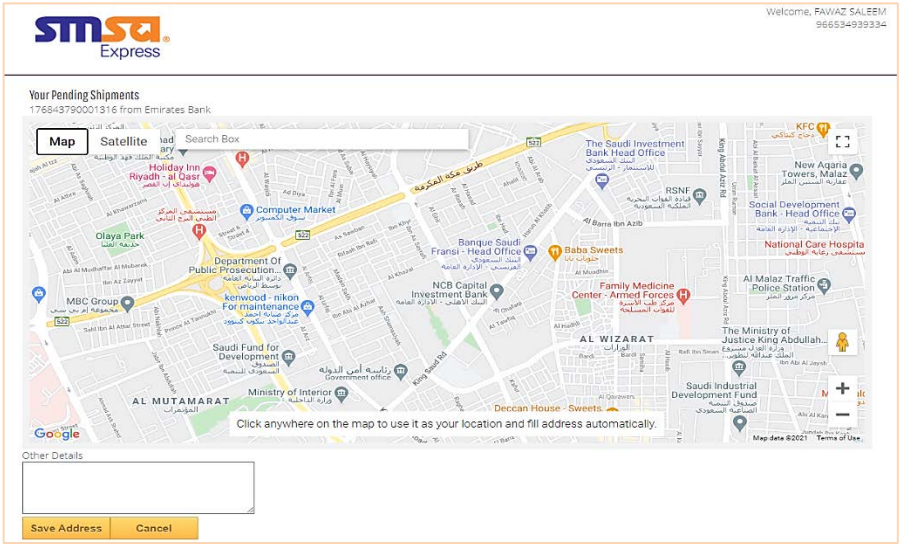
Pick the place manually by using google maps.

Use maps to find your location for address

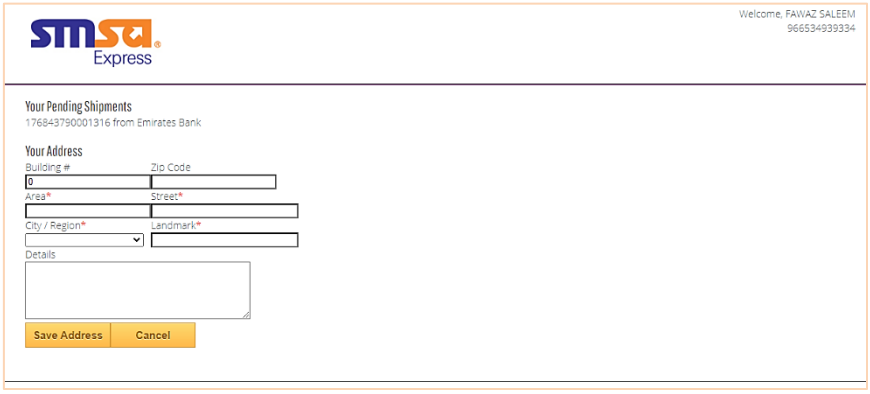


Please enable Location services on your phone and click allow when prompted.

Use your current location by navigation services



Enter Your Address Manually



How e-Validation Works? (Cont.)

- All submitted addresses will be sent to SDM system which is later verified and updated by SDC Call center.

eValidated

Accept and Validate | Reject

eValidated Shipment Details

	AWBNo	Mobile	Area	landmark	City	Dat
☐	176211123500051	+966543858713	43327 - Salmanyah District, Riya...		Saudi Arabia	11/2
☐	101231111007760	0097332184408	51,205		Manama	11/2
☐	118213180101823	966509288223	Prince Sultan Bin Abdulaziz Road,...		null	11/2
☐	118213180100113	0556444650	5136, Al Ruqaiqah, Al Hufuf and ...		null	11/2
☐	118213180100257	0504156043	42256 - حي السلامة, شارع عبدال...		Saudi Arabia	11/2
☐	162211121400653	550170982	الامير سلطان,العارضه	الرخه	Jazan	11/2
☐	142241120210011	00966550066170	الصويدره, الصفا,		JED	11/2
☐	159111235322567	966535782385	HAL Shipment,RSC 42245 -...		MAK	11/2
☐	162211121400853	598101995	احمد بن صدقه اليلمي,السلي	كودر	Riyadh	11/2
☐	162221121400409	582239160	شارع التوحيد ظهرة نمار الرياض,		Riyadh	RUH 11/2

E-Validated Shipment

Shipment Details

AWB # 118213180101831 Name HAMOOD ASRAF

Mobile # 0509446606 User City null

Area City

Address 8361 Maan Bin Qais St, Al Rawabi, Al Khobar 34421 3170, Saudi Arabia, Landmark

Project BSF Renewal Project

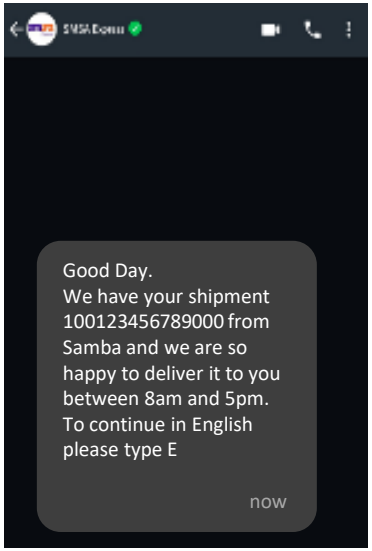
Accept and Validate | Reject

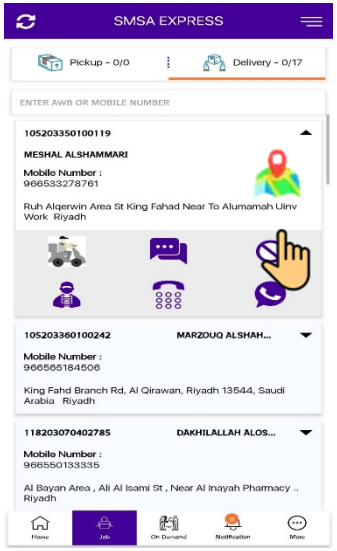
How WhatsApp Validation Works?

SDC introduced a new method of Customer Address Validation which is done via WhatsApp.

How it works?

- Once shipment gets registered in SDM system, SDM automatically sends WhatsApp message to customer requesting for his preferred delivery location.
- Once the customer replies with his location same location details gets updated in SDM system.
- When the shipment is taken out for delivery, this location appears under courier's Job list in SDM Mobile application. This helps courier to reach the customer's location with push of a button.





Our major clients

- Al Rajhi Bank
- BSF (Bank Saudi Fransi)
- BAJ (Bank Al Jazeera)
- MEEM (by Gulf International Bank)
- Al Inma Bank
- SNB (Saudi National Bank)
- ELM - Muqeem
- Bank Al Bilad
- Liv. (by Emirates NBD)

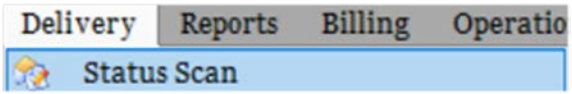
Hold at Location (HAL)

Hold at Location is an optional service given to our valued customers to collect their shipments from the nearest SMSA Express Service Centres. Currently HAL facility is at almost all SSCs kingdom wide.

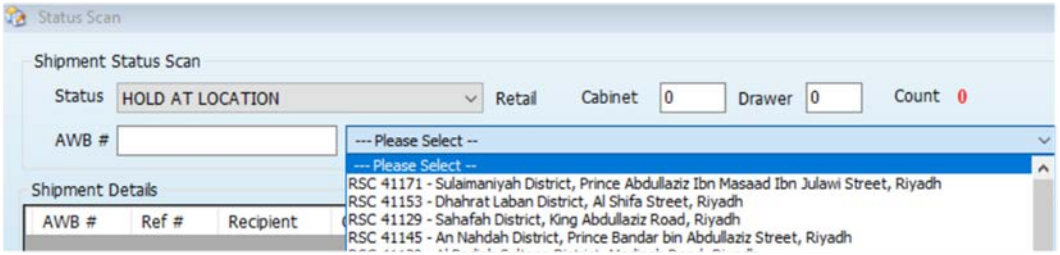
HAL service is offered to the customer at the time of address validation.

How to apply Hold At Location (HAL) Scan?

- In SDM, under "**Delivery**" select "**STATUS SCAN**"



- Select "**HOLD AT LOCATION**"
- Select the preferred retail and scan the AWBs.



- Press "**REGISTER**" button once done.

Once the shipments reaches retail, The customer will get an automatic reminder SMS with location for navigation. collection

POS Machines

SDC started using POS machines for the couriers to collect the amount of COD shipments with ease.

❑ What is Point-of-sale (POS)?

A point-of-sale terminal (POS terminal) is an electronic device used to process card payments at retail locations. A POS terminal generally reads the information off a customer's credit or debit card. This supports all types of network.

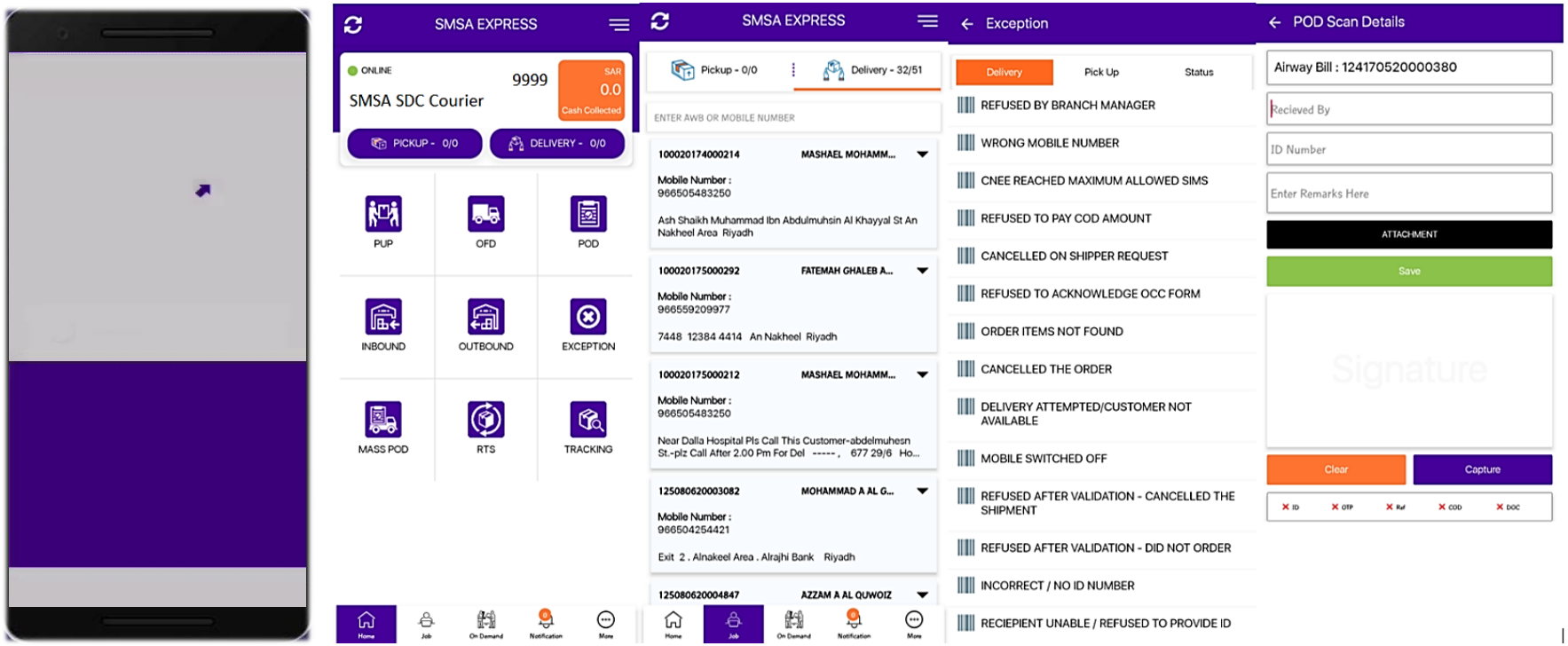
❑ How to use Point-of-sale (POS)?

- Before delivery, Enter the COD amount mentioned on the AWB.
- Request the customer to hold the card near the machine/ Insert the card to its reader.
- When asked, Request the customer to enter his PIN code.
- Wait for approval message.
- Once approved, first printed copy is for us & the second copy is for the customer.
- Networks we accept are; VISA, MASTER CARD & MADA.

SDM Mobile - Courier’s Android Application

Introducing all new SDM Mobile application which is designed exclusively for SDC couriers to perform daily scans using their Android smartphones. Same scans are posted to SDM system in real-time. This app has integrated Job list which helps couriers to preform their duties with ease.

Here are few screenshots of the SDM Courier’s Application.



Thank You!

smsaexpress