SDC shipments handling process for Remote cities

SMSA

```
        Start
          │
          ▼
┌────────────────────┐        ┌────────────────────┐
│ Ops Consolidates   │        │ RUH Operation      │
│ shipments into     │        │ Process the        │
│ bags for           │        │ Special            │
│ individual remote  │        │ Distribution bags  │
│ cities             │        │ on SMSA AWB        │
└────────────────────┘        └────────────────────┘
          │                             │
          ▼                             ▼
┌────────────────────┐        ┌────────────────────┐
│ Ops performs       │        │ Remote Station     │
│ Station Outbound   │        │ agent receives     │
│ Scan to respected  │        │ shipment, perform  │
│ cities and prepare │        │ inbound scan       │
│ SMSA AWB           │        └────────────────────┘
└────────────────────┘                 │
          │                             ▼
          ▼                   ┌────────────────────┐
┌────────────────────┐        │ Station Agent      │
│ Print Manifest     │        │ perform the route  │
│ with Seal No. ,    │        │ sorting function   │
│ SMSA AWB and       │        └────────────────────┘
│ number of bags     │
└────────────────────┘
```

Sort by Courier Route

Retry 3 times → If necessary, Phone Customer for confirmation of delivery

More than 3 times — Exception Scan performed

Apply OFD scan, Status updated as Out for Delivery

Un Delivered

Perform Return Scan, Return Shipment with SMSA AWB to RUH Special Ops

Handover to respective Location Operation Team

Return Process

Delivery of Package

Delivered → Courier deliver the package, Verify Customer Identification, capture name and signature

POD Information updated into system

End