

SMSA Product

GUIDE



Express Service

International Outbound – Parcels & Documents (SIDX)

Delivery Time	Time-definite delivery typically between 1 to 7 business days
Service Days	6 days a week, Saturday to Thursday
Service Features and Benefits	<p>Door-to-Door Express Service</p> <p>Documents and Parcels</p> <p>Cut-off Time for Acceptance 5:00 PM</p> <p>Value for Money</p> <p>Efficient customs clearance services</p> <p>Hold at Location Facility Available (KSA,UAE,EGY)</p> <p>Save Time</p> <p>Meet the Business Needs</p>
Delivery Area	More than 230 countries and territories
Package Size and Weight	Up to 32 kilograms individual piece, Dimensional weight is applicable
Weight Information	Chargeable weight will be actual or volumetric weight whichever is higher. Volumetric weight will be calculated as: Length x Width x Height (centimeters) / 5000 = Volumetric Weight in kilograms
Fuel Surcharge	Fuel surcharges will be applied as per fuel index informed to you on a monthly basis
Insurance	Insurance premium of 2 % on declared value will be applicable if insurance is requested optionally.
Other Charges	Gov't levy of 10% will be applied on (Transport +Fuel Surcharge)
Terms	SMSA Standard Terms and condition applies

Volumetric Weight Calculation by Product (Chargeable Weight)

Express Courier	<u>Length x Width x height (cms)</u>	= Chargeable Weight in Kg
	5,000	
Road Freight	<u>Length x Width x height (cms)</u>	= Chargeable Weight in Kg
	4,000	

Air Freight (Cargo)	<u>Length x Width x height (cms)</u>	= Chargeable Weight in Kg
	6,000	



Note: As per the industry and SMSA standards all shipment will be billed for the actual weight or the volumetric weight of the shipment whichever is greater. Before rendering any shipment to SMSA customers need to verify both the actual and volumetric weight and input the higher weight on the SMSA airway bill or any other declared documents.

International Express Export Tariff

Documents

Currency : BHD

Weight (Kg)	A	B	C	D	E	F	G	H	I
0.5	8.00	14.00	16.00	17.00	17.00	18.00	19.00	21.00	23.00
1.0	9.00	20.00	23.00	25.00	25.00	27.00	28.00	30.00	34.00
1.5	11.00	26.00	31.00	31.00	32.00	35.00	36.00	39.00	43.00
2.0	12.00	32.00	37.00	38.00	39.00	42.00	44.00	47.00	52.00

Parcel

Weight (Kg)	A	B	C	D	E	F	G	H	I
0.5	8.00	16.00	17.00	17.00	19.00	20.00	21.00	24.00	25.00
1.0	9.00	23.00	26.00	26.00	27.00	29.00	30.00	31.00	36.00
1.5	11.00	30.00	32.00	33.00	34.00	37.00	38.00	38.00	48.00
2.0	12.00	37.00	39.00	40.00	41.00	46.00	46.00	44.00	59.00
2.5	13.00	44.00	46.00	47.00	48.00	54.00	55.00	51.00	70.00
3.0	14.00	50.00	52.00	53.00	55.00	62.00	63.00	59.00	82.00
3.5	16.00	56.00	59.00	60.00	62.00	70.00	71.00	68.00	93.00
4.0	17.00	62.00	65.00	67.00	69.00	79.00	79.00	77.00	104.00
4.5	18.00	68.00	72.00	74.00	76.00	87.00	88.00	86.00	116.00
5.0	19.00	74.00	79.00	81.00	82.00	95.00	96.00	94.00	127.00
5.5	21.00	78.00	84.00	86.00	88.00	101.00	103.00	101.00	138.00
6.0	22.00	83.00	89.00	92.00	93.00	107.00	109.00	109.00	150.00
6.5	23.00	87.00	94.00	97.00	99.00	113.00	116.00	116.00	161.00
7.0	24.00	92.00	100.00	102.00	104.00	119.00	123.00	123.00	172.00
7.5	25.00	96.00	105.00	108.00	110.00	124.00	130.00	130.00	184.00
8.0	27.00	101.00	110.00	113.00	115.00	130.00	136.00	137.00	195.00
8.5	28.00	105.00	116.00	118.00	121.00	136.00	143.00	144.00	206.00
9.0	29.00	110.00	121.00	124.00	126.00	142.00	150.00	151.00	218.00
9.5	30.00	114.00	126.00	129.00	132.00	148.00	157.00	158.00	229.00
10.0	32.00	119.00	131.00	134.00	137.00	153.00	163.00	165.00	240.00
Add 0.5 Kg	2.00	4.00	5.00	5.00	5.00	6.00	7.00	8.00	14.00

V.1.2

Additional Information and Charges Applicable

Weight Information : Chargeable weight will be actual or volumetric weight whichever is higher. Volumetric Weight will be calculated as:

$$\text{Length} \times \text{Width} \times \text{Height} (\text{Centimeters}) / 5000 = \text{Volumetric Weight in Kilograms.}$$

Fuel Surcharge : Fuel Surcharges will be applied as per fuel index informed to you on a monthly basis

Duties & Taxes : Any duties, taxes or VAT incurred at destination will be billed to the customer, if you request for DDP services
Additional 2% of the duty value or 10 BHD per transaction will be billed as duty advancement fee.

Insurance : Insurance premium of 2% on declared value will be applicable if insurance is requested optionally

Other Charges : Gov't levy of 10% will be applied on (Transport Fuel Surcharge) for shipments less than 30 Kgs

Validity : Rates are valid for a year once contract is signed and renewed in alignment with the contract, SMSA reserves the right to change or alter these rates at any time by giving one month notice

Terms : SMSA standard terms and conditions applies , refer to the full version on the contract

BAH/OB/CST

International Zone & Transit Guide (Export)

Country	Zone	Export	Country	Zone	Export	Country	Zone	Export
Afghanistan	I	4	Germany	D	3	Oman	B	2
Albania	H	3	Ghana	I	4			
Algeria	H	4	Gibraltar	G	3	Pakistan	C	3
American Samoa	I	5	Greece	G	3	Panama	I	4
Andorra	G	4	Greenland	I	4	Papua New Guinea	I	5
Angola	I	4	Guatemala	I	5	Paraguay	I	4
Argentina	H	4	Guyana	I	5	Peru	I	5
Armenia	H	4				Philippines	G	3
Aruba	I	5	Haiti	I	5	Poland	G	3
Australia	G	3	Honduras Republic	I	5	Portugal	G	3
Austria	G	3	Hong Kong	E	3	Puerto Rico	I	3
Azerbaijan	H	4	Hungary	G	3			
						Reunion, Island Of	I	4
Bahamas	I	5	Iceland	I	4	Romania	G	4
Bangladesh	D	3	India	C	3	Russian Federation	G	4
Barbados	I	4	Indonesia	G	3	Rwanda	I	4
Belarus	H	4	Iraq	F	3			
Belgium	E	5	Ireland, Republic of	D	3	Saipan	I	4
Belize	I	2	Italy	D	3	Samoa	I	4
Bermuda	H	5	Ivory Coast	I	4	San Marino	E	5
Bhutan	I	4				Sao Tome & Principe	I	4
Bolivia	H	5	Jamaica	I	4	Saudi Arabia	A	1
Bonaire	H	5	Japan	G	3	Senegal	I	4
Bosnia and Herzegovina	H	5	Jersey	E	4	Serbia	G	4
Botswana	I	3	Jordan	C	2	Seychelles	H	4
Brazil	H	4				Sierra Leone	I	3
Brunei	G	3	Kazakhstan	H	4	Singapore	E	3
Bulgaria	G	3	Kenya	F	3	Slovakia	H	4
			Korea, North	G	3	Slovenia	H	5
Cambodia	H	3	Korea, South	G	3	Solomon Islands	I	5
Cameroon	H	5	Kuwait	B	2	South Africa	E	3
Canada	F	4				Spain	G	2
Canary Islands, The	I	4	Laos	I	4	Sri Lanka	D	5
Cape Verde	I	5	Lebanon	C	5	St. Kitts	I	5
Cayman Islands	I	4	Liberia	I	4	St. Lucia	I	5
Central African Republic	I	5	Libya	H	5	St. Maarten	I	5
Chad	I	5	Lithuania	H	3	St. Vincent	I	5
Chile	H	4	Luxembourg	E	3	Sudan	F	3
China	G	3				Suriname	I	4
Colombia	H	4	Macau	H	3	Swaziland	I	4
Comoros	I	4	Macedonia, Republic Of	H	3	Sweden	G	3
Congo	I	4	Madagascar	H	4	Switzerland	D	3
Congo, Republic of	I	4	Malawi	I	4	Tahiti	I	6
Cook Islands	I	5	Malaysia	G	3	Taiwan	G	3
Costa Rica	I	4	Maldives	H	3	Tajistan	H	5
Croatia	G	3	Mali	I	4	Tanzania	H	3
Cuba	I	5	Malta	G	4	Thailand	G	3
Cyprus	D	3	Marshall Islands	I	6	Togo	I	4
Czech Republic, The	G	3	Martinique	I	5	Tonga	I	6
			Mauritania	I	4	Trinidad and Tobago	I	4
Denmark	G	3	Mauritius	H	5	Tunisia	H	4
Djibouti	I	3	Mexico	H	3	Turkey	G	3
Dominica	I	4	Moldova, Republic of	H	4	Uganda	H	4
Dominican Republic	I	4	Monaco	E	4	United Arab Emirates	A	1
			Mongolia	H	4	United Kingdom	C	2
Ecuador	I	4	Montenegro	I	5	United States Of America	C	3
Egypt	D	3	Morocco	H	5	Uruguay	I	4
El Salvador	I	3	Mozambique	H	3	Uzbekistan	H	5
Eritrea	I	4	Myanmar	G	3			
Estonia	G	2				Vanuatu	I	6
Ethiopia	H	2	Namibia	H	3	Venezuela	I	5
			Nepal	G	4	Vietnam	G	3
Falkland Islands	I	4	Netherlands, The	D	4	Virgin Islands (British)	I	4
Faroe Islands	I	3	New Zealand	G	5	Virgin Islands (US)	I	4
Fiji Islands	H	4	Nicaragua	I	4			
Finland	G	2	Niger	I	4	Yemen	C	3
France	D	2	Nigeria	F	5			
Gambia	I	5	Niue	I	6	Zambia	H	3
Georgia	H	4	Norway	G	3	Zimbabwe	H	4

International Inbound – Parcels & Documents

Delivery Time:	Time-definite delivery typically between 1 to 7 business days
Service Days	6 days a week, Saturday to Thursday
Service Features and Benefits	Door-to-Door Express Service Documents and Parcels Cut-off Time for Acceptance 5:00 PM Value for Money Efficient customs clearance services Hold at Location Facility Available Save Time Meet the Business Needs
Delivery Area	More than 230 countries and territories
Package Size and Weight	Up to 32 kilograms individual piece, Dimensional weight is applicable
Weight Information	Chargeable weight will be actual or volumetric weight whichever is higher. Volumetric Weight will be calculated as: Length x Width x Height (centimeters) / 5000 = Volumetric Weight in kilograms
Fuel Surcharge	Fuel surcharges will be applied as per fuel index informed to you on a monthly basis
Duties & Taxes	Any duties, taxes or VAT incurred at destination will be billed to the customer, if you request for DDP services: additional 2% of the duty value or 10 BHD per transaction will be billed as duty advancement fee.
Insurance	Insurance premium of 2 % on declared value will be applicable if insurance is requested optionally.
Terms	SMSA Standard Terms and condition applies, refer to the full version on the contract

Volumetric Weight Calculation by Product (Chargeable Weight)

Express Courier	<u>Length x Width x height (cms)</u>	= Chargeable Weight in Kg
	5,000	
Road Freight	<u>Length x Width x height (cms)</u>	= Chargeable Weight in Kg
	4,000	

Air Freight (Cargo)	<u>Length x Width x height (cms)</u>	= Chargeable Weight in Kg
	6,000	



Note: As per the industry and SMSA standards all shipment will be billed for the actual weight or the volumetric weight of the shipment whichever is greater. Before rendering any shipment to SMSA customers need to verify both the actual and volumetric weight and input the higher weight on the SMSA airway bill or any other declared documents.

International Express Import Tariff

Documents

Weight (Kg)	Currency : BHD							
	1	2	3	4	5	6	7	8
0.5	22.30	23.20	27.10	28.40	30.60	31.70	32.00	37.40
1.0	35.70	38.00	43.80	46.50	51.00	53.80	59.00	66.60
1.5	40.20	43.30	49.70	53.30	59.20	63.40	73.30	80.80
2.0	44.80	48.80	55.60	60.00	67.40	72.80	87.60	95.10

Parcel

Weight (Kg)	1	2	3	4	5	6	7	8
0.5	24.90	28.40	30.90	34.90	37.20	38.10	42.20	45.00
1.0	38.40	43.30	47.80	53.30	57.90	60.60	69.70	74.60
1.5	42.00	46.90	52.40	57.70	63.80	67.90	80.40	86.20
2.0	45.60	50.50	56.90	62.30	69.70	75.10	91.10	97.90
2.5	49.20	54.10	61.30	66.80	75.70	82.40	101.80	109.40
3.0	52.80	57.70	65.90	71.30	81.60	89.70	112.60	121.00
3.5	64.40	70.10	80.40	86.60	99.90	110.80	140.80	151.50
4.0	68.50	74.20	85.50	91.70	106.60	119.10	153.00	164.80
4.5	72.70	78.30	90.70	96.90	113.40	127.40	165.30	178.00
5.0	76.80	82.40	95.80	102.00	120.20	135.80	177.50	191.30
5.5	80.40	86.60	101.00	107.20	126.90	143.60	189.30	203.50
6.0	84.00	90.70	106.10	112.30	133.70	151.40	201.00	215.80
6.5	87.60	94.80	111.30	117.50	140.40	159.20	212.70	228.00
7.0	91.20	98.90	116.40	122.60	147.20	167.00	224.40	240.30
7.5	94.80	103.00	121.60	127.80	154.00	174.80	236.20	252.50
8.0	98.40	107.20	126.70	132.90	160.70	182.60	247.90	264.70
8.5	102.00	111.30	131.90	138.10	167.50	190.40	259.60	277.00
9.0	105.60	115.40	137.00	143.20	174.20	198.20	271.40	289.20
9.5	109.20	119.50	142.20	148.40	181.00	206.00	283.10	301.50
10.0	112.80	123.60	147.30	153.50	187.80	213.80	294.80	313.70
Add 0.5 Kg	3.60	4.10	5.10	5.10	6.80	7.80	11.70	12.20

Additional Information and Charges Applicable

Weight Information : Chargeable weight will be actual or volumetric weight whichever is higher. Volumetric Weight will be calculated as: $Length \times Width \times Height \text{ (Centimeters)} / 5000 = \text{Volumetric Weight in Kilograms}$.

Fuel Surcharge : Fuel Surcharges will be applied as per fuel index informed to you on a monthly basis

Duties & Taxes : Any duties, taxes or VAT incurred while importing the goods in to the kingdom will be charged back to the customer, administrative charges and duty advancement fee may apply

Insurance : Insurance premium of 2% on declared value will be applicable if insurance is requested optionally

Validity : Rates are valid for a year once contract is signed and renewed in alignment with the contract, SMSA reserves the right to change or alter these rates at any time by giving one month notice

Terms : SMSA standard terms and conditions applies , refer to the full version on the contract

International Zone & Transit Guide (Import)

Country	Zone	Import	Country	Zone	Import	Country	Zone	Import
Afghanistan	2	4	Germany	3	3	Oman	1	2
Albania	6	3	Ghana	7	4	Pakistan	2	3
Algeria	7	4	Gibraltar	6	3	Panama	8	4
American Samoa	8	5	Greece	3	4	Papua New Guinea	8	5
Andorra	6	4	Greenland	8	4	Paraguay	8	4
Angola	7	4	Guatemala	8	5	Peru	7	5
Argentina	7	4	Guyana	8	5	Philippines	5	3
Armenia	6	4				Poland	6	3
Aruba	7	5	Haiti	8	5	Portugal	6	3
Australia	5	3	Honduras Republic	7	5	Puerto Rico	7	3
Austria	3	3	Hong Kong	5	3			
Azerbaijan	6	4	Hungary	6	3	Reunion, Island Of	8	4
						Romania	6	5
Bahamas	8	5	Iceland	6	4	Russian Federation	6	4
Bangladesh	5	3	India	2	3	Rwanda	8	4
Barbados	8	4	Indonesia	5	3			
Belarus	6	4	Iraq	8	3	Saipan	8	4
Belgium	3	2	Ireland, Republic of	3	3	Samoa	8	4
Belize	8	5	Italy	3	3	San Marino	7	4
Bermuda	7	5	Ivory Coast	8	4	Saudi Arabia	1	1
Bhutan	5	4				Senegal	7	4
Bolivia	8	5	Jamaica	7	4	Serbia	6	4
Bonaire	7	5	Japan	5	3	Seychelles	7	4
Bosnia and Herzegovina	6	5	Jersey	7	4	Sierra Leone	7	5
Botswana	8	3	Jordan	2	2	Singapore	5	3
Brazil	7	4				Slovakia	6	3
Brunei	7	3	Kazakhstan	6	4	Slovenia	6	4
Bulgaria	6	3	Kenya	7	3	Solomon Islands	8	5
			Korea, North	5	3	South Africa	7	3
Cambodia	8	3	Korea, South	5	3	Spain	6	2
Cameroon	7	5	Kuwait	1	2	Sri Lanka	5	3
Canada	4	4				St. Kitts	7	5
Canary Islands, The	6	4	Laos	8	4	St. Lucia	7	5
Cape Verde	8	5	Lebanon	2	3	St. Maarten	8	5
Cayman Islands	7	4	Liberia	7	4	St. Vincent	7	5
Central African Republic	7	5	Libya	8	5	Sudan	2	3
Chad	7	5	Lithuania	6	3	Suriname	8	4
Chile	7	4	Luxembourg	6	3	Swaziland	7	4
China	5	3				Sweden	6	3
Colombia	7	4	Macau	8	3	Switzerland	3	4
Comoros	7	4	Macedonia, Republic Of	6	3			
Congo	7	4	Madagascar	7	4	Tahiti	7	6
Congo, Republic of	7	4	Malawi	7	4	Taiwan	5	3
Cook Islands	7	5	Malaysia	5	3	Tajikistan	6	5
Costa Rica	8	4	Maldives	7	3	Tanzania	7	3
Croatia	6	3	Mali	7	4	Thailand	5	3
Cuba	8	5	Malta	6	4	Togo	7	4
Cyprus	3	3	Marshall Islands	8	6	Tonga	8	6
Czech Republic, The	6	3	Martinique	8	5	Trinidad and Tobago	7	4
			Mauritania	7	4	Tunisia	7	4
Denmark	6	3	Mauritius	7	3	Turkey	3	3
Djibouti	7	3	Mexico	4	4			
Dominica	8	4	Moldova, Republic of	6	4	Uganda	7	4
Dominican Republic	8	4	Monaco	6	4	United Arab Emirates	1	1
			Mongolia	7	5	United Kingdom	3	2
Ecuador	7	6	Montenegro	6	5	United States Of America	3	3
Egypt	2	3	Morocco	7	3	Uruguay	7	4
El Salvador	8	5	Mozambique	7	3	Uzbekistan	6	5
Eritrea	7	5	Myanmar	7	3			
Estonia	6	5				Vanuatu	8	6
Ethiopia	7	6	Namibia	8	3	Venezuela	7	5
			Nepal	5	4	Vietnam	7	3
Faroe Islands	7	4	Netherlands, The	3	4	Virgin Islands (British)	7	4
Fiji Islands	8	5	New Zealand	5	3	Virgin Islands (US)	8	4
Finland	6	3	Nicaragua	7	4			
France	3	3	Niger	7	4	Yemen	2	3
			Nigeria	7	5	Zambia	7	4
Gambia	7	5	Niue	7	6	Zimbabwe	7	4
Georgia	6	4	Norway	6	3			

Domestic Service

Domestic

Delivery Time	Time-definite delivery typically same day
Service Days	6 days a week, Saturday to Thursday
Service Features and Benefits	Door-to-Door Express Service Documents and Parcels Cut-off Time for Acceptance 09:00 AM for Same Day Value for Money Hold at Location Facility Available (Muharraq & Tubli) Save Time Meet the Business Needs
Delivery Area	Available throughout Bahrain

Domestic Rates Same Day Service

Service Type	Base Weight (Kg)	Rate in (BHD)
Same Day	5	4.00
Additional Kg	1	1.00

Delivery Time:	Time-definite delivery typically next day
Service Days	6 days a week, Saturday to Thursday
Service Features and Benefits	Door-to-Door Express Service Documents and Parcels Cut-off Time for Acceptance 05:00 PM Value for Money Hold at Location Facility Available Save Time Meet the Business Needs
Delivery Area	Available throughout Bahrain

Domestic Rates Next Day Service

Service Type	Base Weight (Kg)	Rate (BHD)
Same Day	5	3.00
Additional Kg	1	1.00

Weight Information	Chargeable weight will be actual or volumetric weight whichever is higher. Volumetric Weight will be calculated as: Length x Width x Height (centimeters) / 5000 = Volumetric Weight in kilograms
Duties & Taxes	Gov't levy of 5% will applied on transport up to 30 KG shipments.
Insurance	Insurance premium of 2 % on declared value will be applicable if insurance is requested optionally.
Terms	SMSA Standard Terms and condition applies, refer to the full version on the contract

Freight Services

Road Freight LTL Service – Outbound & Inbound

Delivery Time:	Time-definite delivery typically 10 business days
Service Days	6 days a week, Saturday to Thursday
Service Features and Benefits	Door-to-Door Express Service Parcels Cut-off Time for Acceptance 5:00 PM Value for Money Efficient customs clearance services Hold at Location Facility Available (KSA,UAE) Save Time Meet the Business Needs
Delivery Area	GCC Countries
Package Size and Weight	Minimum 100 Kg, Dimensional weight is applicable, Shipment over 30Kgs has to be palletized

LTL Rates from Bahrain (Export)

Weight (Kg)		KSA	UAE
From	To	Rate per Kgs (BHD)	Rate per Kgs (BHD)
Min	100 Kg	60.00	60.00
101 Kg	500 Kg	0.500	0.500
501 Kg	1000 Kg	0.400	0.400
1000 Kg	Above	0.350	0.350

LTL Rates from Bahrain (Import)

Weight (Kg)		KSA	UAE
From	To	Rate per Kgs (BHD)	Rate per Kgs (BHD)
Min	100 Kg	60.00	70.00
101 Kg	500 Kg	0.500	0.600
501 Kg	1000 Kg	0.400	0.500
1000 Kg	Above	0.350	0.400

Weight Information Chargeable weight will be actual or volumetric weight whichever is higher. Volumetric Weight will be calculated as: Length x Width x Height (centimeters) / 4000 = Volumetric Weight in kilograms

Fuel Surcharge	Fuel Surcharges will be applied as per fuel index informed to you on a monthly basis
Other Charges	Gov't levy of 10% will be applied on (Transport +Fuel Surcharge) less than 30 Kgs
Insurance	Insurance premium of 2 % on declared value will be applicable if insurance is requested optionally.
Terms	SMSA Standard Terms and condition applies, refer to the full version on the contract

Road Freight FTL Service – Outbound & Inbound

Delivery Time	Differed Road Freight for Bulk Shipments
Service Days	6 days a week, Saturday to Thursday

Service Features and Benefits	Door to Door Economical and Cost effective Rates compared to Express Secured SMSA network within GCC Countries Service availability to or from Bahrain, Saudi Arabia, UAE, Kuwait & Oman Meets Business Needs
For Service Inquiries Contact	<p>Freight Co-coordinator: Mr. Denny Mobile : 00973-36111673 Telephone : 17003333 Email : djohn@smsaexpress.com</p> <p>Freight Manager : Ms. Priya Mobile : 00973-36111453 Telephone : 17003333 Email : pmurthy@smsaexpress.com</p>

Air Freight Inbound & Outbound

Delivery Time	Differed Airfreight Cargo transit time between 5 to 7 business days
Service Days	6 days a week, Saturday to Thursday
Service Features and Benefits	<p>Door-to-Door, Door to Airport and Airport to Airport Services Available.</p> <p>Economical and Cost effective Rates compared to Express</p> <p>On Spot pricing depending on weight & Volume</p> <p>Service availability to or from more than 200 countries</p> <p>Meets Business Needs</p>
For Service Inquiries Contact	<p>Freight Co-coordinator : Mr. Denny Mobile : 00973-36111673 Telephone : 17003333 Email : djohn@smsaexpress.com</p> <p>Freight Manager : Ms. Priya Mobile : 00973-36111453 Telephone : 17003333 Email : pmurthy@smsaexpress.com</p>

Sea Freight Inbound & Outbound

Delivery Time	Sea Freight Services
Service Days	6 days a week, Saturday to Thursday
Service Features and Benefits	<p>Door-to-Door, Port to Port and Door to Port Services Available.</p> <p>Economical and Cost effective Rates compared to Air Freight</p> <p>On Spot pricing depending on weight & Volume</p> <p>Full Container Load (FCL) & Loose Container Load (LCL) Options available</p> <p>Meets Business Needs</p>
For Service Inquiries Contact	<p>Freight Co-coordinator : Mr. Denny Mobile : 00973-36111673 Telephone : 17003333 Email : djohn@smsaexpress.com</p> <p>Freight Manager : Ms. Priya Mobile : 00973-36111453 Telephone : 17003333 Email : pmurthy@smsaexpress.com</p>

Promo Service & General

Promotion Boxes Outbound

Delivery Time	Time-definite delivery typically between 1 to 7 business days
Service Days	6 days a week, Saturday to Thursday
Service Features and Benefits	Door-to-Door Express Service. Available in 5 Kgs, 10 Kgs and 25 Kgs standard SMSA boxes Competitive & Discounted Rates One Price to any destinations Tough, waterproof, free high quality boxes Cut-off Time for Acceptance 5:00 PM Hold at Location Facility Available (KSA,BAH,UAE) Save Time Meet the Business Needs
Delivery Area	Available throughout Bahrain, Saudi Arabia and United Arab of Emirates

5Kgs Promo Box (Export)

BOX	RATE (BHD)	FSI%	GVL%
5KG	12.50	As per Fuel Index (Monthly)	10%
ADDITIONAL IF MORE THAN 5 KGS	2.50 / Kgs to be charged if weight exceeds the standard 5 Kgs		
PACKAGE SIZE AND WEIGHT	Standard SMSA 5 Kgs Box Dimension :- L(33 cms) x W (25 cms) x H (20 cms) internal dimension		

10Kgs Promo Box (Export)

BOX	RATE (BHD)	FSI%	GVL%
10KG	20.00	As per Fuel Index (Monthly)	10%
ADDITIONAL IF MORE THAN 10 KGS	2.50 / Kgs to be charged if weight exceeds the standard 10 Kgs		
PACKAGE SIZE AND WEIGHT	Standard SMSA 5 Kgs Box Dimension :- L(41 cms) x W (33.5 cms) x H (26 cms) internal dimension		

25Kgs Promo Box (Export)

BOX	RATE (BHD)	FSI%	GVL%
25KG	30.00	As per Fuel Index (Monthly)	10%
ADDITIONAL IF MORE THAN 25 KGS	2.50 / Kgs to be charged if weight exceeds the standard 25 Kgs		
PACKAGE SIZE AND WEIGHT	Standard SMSA 5 Kgs Box Dimension :- L(33 cms) x W (25 cms) x H (20 cms) internal dimension		

About the Promo Box Shipping made easy with the SMSA 5Kg, 10Kg and 25Kg Box. They are smart, easy to assemble, not too big, not to small. There is no need for scissor, string and tape. This is packaging made simple. Put whatever you want in the boxes, up to 5kg, 10Kg or 25Kg. The SMSA 5Kg, 10kg Box and 25kg Box are an express delivery service with a competitive flat rate price over 220 countries. Its shipping made simple – and great value for money.

Advantage and Benefits	<ul style="list-style-type: none"> ✓ Convenience: They are provided stored flat and can be assembled in a few seconds. ✓ Safe: They are tough, secure and waterproof to ensure that your shipment arrives in good condition. ✓ Great value for money: A single flat rate price.
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	<ul style="list-style-type: none"> ✓ Coverage: Express delivery service to Bahrain, Saudi Arabia, United Arab Emirates ✓ Insurance: SMSA can insure the goods to the invoice value with just addition of 2% premium on the value of the goods declared.
Service Features	<ul style="list-style-type: none"> ✓ Full track, trace and proof of delivery to track :- www.smsaexpress.com ✓ Boxes are available at all SMSA retails in Bahrain
Service Restriction	<ul style="list-style-type: none"> ✓ An international Air Waybill is needed for each SMSA Box ✓ Dangerous Goods are not accepted ✓ SMSA 5Kg Box, 10Kg Box and 25kg Boxes cannot be used for any other SMSA services ✓ No multiple pieces shipment allowed ✓ No consolidation ✓ Liquid not advisable

General Information

Shipment Insurance	<ul style="list-style-type: none"> ✓ SMSA does not provide an automatic cargo liability insurance but the sender may pay an additional charge of 2% (Insurance premium) for declared value to insure his shipment with SMSA for all Liabilities covered. The declared value for carriage of any package represents SMSA maximum liability in connection with a shipment of that package, including but not limited to any loss, damage, delay, mis-delivery, any failure to provide information, or mis-delivery of information relating to the shipment ✓ If the customer does not need the insurance coverage he/she will sign the SMSA Non Liability certificate (Indemnity Form) where SMSA liability will be limited to US\$100 per Shipment regardless of the value declared by the shipper on the air waybill or Invoice. ✓ Even if the shipment is insured with SMSA regardless of the declared value for carriage of a package, SMSA liability for loss or damaged will not exceed the shipments repair cost its depreciated value or its replacement cost whichever is less 																						
Chargeable Weight	SMSA will consider the Actual or Volumetric weight whichever is higher for billing or calculating the charges for shipping. The Volumetric calculation for each mode of shipping is different as below.																						
Volumetric Calculation by Product	$\frac{\text{Length} \times \text{Width} \times \text{height (cms)}}{5,000} = \text{Chargeable Weight in Kg}$ <table border="0"> <tr> <td>Road Freight</td> <td>$\frac{\text{Length} \times \text{Width} \times \text{height (cms)}}{4,000} = \text{Chargeable Weight in Kg}$</td> </tr> <tr> <td>Air Freight (Cargo)</td> <td>$\frac{\text{Length} \times \text{Width} \times \text{height (cms)}}{6,000} = \text{Chargeable Weight in Kg}$</td> </tr> </table>	Road Freight	$\frac{\text{Length} \times \text{Width} \times \text{height (cms)}}{4,000} = \text{Chargeable Weight in Kg}$	Air Freight (Cargo)	$\frac{\text{Length} \times \text{Width} \times \text{height (cms)}}{6,000} = \text{Chargeable Weight in Kg}$																		
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Guide Documents	User Name : bahrain Password : BAH123																						
Important Guide Documents & Forms	<table border="0"> <tr><td>4140</td><td>BAH Indemnity Form</td></tr> <tr><td>5001</td><td>BAH Commercial Invoice Format</td></tr> <tr><td>4980</td><td>BAH SSC to SDC Handover Manifest</td></tr> <tr><td>4099</td><td>BAH OPS-SSC Handover Manifest</td></tr> <tr><td>5000</td><td>BAH Shipments Acceptance Policy</td></tr> <tr><td>5002</td><td>BAH Hold-at-Location (HAL) Policy</td></tr> <tr><td>5003</td><td>BAH Retail Scans Policy</td></tr> <tr><td>4999</td><td>BAH Packaging and Contents Policy</td></tr> <tr><td>4996</td><td>BAH Airwaybill Completion Policy</td></tr> <tr><td>4994</td><td>BAH Dimensional Weight Policy</td></tr> <tr><td>5091</td><td>BAH Required Shipping Documents Policy</td></tr> </table>	4140	BAH Indemnity Form	5001	BAH Commercial Invoice Format	4980	BAH SSC to SDC Handover Manifest	4099	BAH OPS-SSC Handover Manifest	5000	BAH Shipments Acceptance Policy	5002	BAH Hold-at-Location (HAL) Policy	5003	BAH Retail Scans Policy	4999	BAH Packaging and Contents Policy	4996	BAH Airwaybill Completion Policy	4994	BAH Dimensional Weight Policy	5091	BAH Required Shipping Documents Policy
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Special Delivery Channel (SDC)

Special Delivery Channel (SDC)

Brief	Special Delivery Channel Special services is customized solutions to suit the customer's requirements, sales needs to be contacted to map the customer's business and processes prior to proposing the service
Service Description	Special Delivery Channel (SDC) service is a specialized and complete end-to-end secure solution for the delivery of sensitive and high value shipments (i.e. Bank Credit & Debit Cards, VIP Gifts, e-commerce shipments...etc). The service is provided with a fully dedicated call center and delivery team and managed by SMSA Express's highly qualified managers and supervisors.
Delivery Time	<i>Time-definite delivery typically Next Day Delivery</i>
Service Days	6 days a week, Saturday to Thursday
Service Features and Benefits	<ul style="list-style-type: none">➤ Secure Distribution Channel➤ System Structured to fit Business Requirements➤ Address validation➤ Personal ID verification➤ Automatic SMS Shipment Notification to Customer➤ Secure and Configurable User Access - individual profiles➤ Customizable Status reports
Delivery Area	Available throughout Bahrain

Logistic and Distribution Solution

Logistic and Distribution Solution

Brief	Logistic and Distribution Special services is customized solutions to suit the customer's requirements, sales needs to be contacted to map the customer's business and processes prior to proposing the service.
Service Description	The logistics industry relies on fast turnaround, innovative solution, efficient operations and on-time delivery.
Delivery Time	<i>Time-definite delivery typically Next Day Delivery</i>
Service Days	6 days a week, Saturday to Thursday
Service Features and Benefits	<ul style="list-style-type: none">➤ State of the art warehousing facility.➤ A modern warehouse management system➤ On-line access for accurate and reliable inventory management system.➤ International sea and air freight services.➤ Customs clearance associated value added services➤ On-site warehouse and inventory management➤ Value for money
Delivery Area	Available throughout Bahrain



E- Commerce

E-Commerce

Brief	SMSA E-commerce a bundle of service made ready to suit E-commerce business needs
Service Description	E-commerce service can be as comprehensive as managing the complete supply chain management from supplier to end user using SMSA comprehensive set of services such as inbound (sea, air, road and express), customs clearance, warehousing, special delivery channel, cash on delivery, kitting and repacking.
Delivery Time	<i>Time-definite delivery typically 1 To 4 working days</i>
Service Days	6 days a week, Saturday to Thursday
Service Features and Benefits	<ul style="list-style-type: none">➤ Secure Distribution Channel➤ System Structured to fit business requirements➤ Address Validation➤ Personal ID Verification➤ Automatic SMS shipment notification to customer➤ Secure and Configurable user access➤ Individual profiles
Delivery Area	Available throughout Bahrain, KSA and UAE

Mailroom Management (MRM)

Mailroom Management Services (MRM)

Brief	Mailroom Special services is customized solutions to suit the customer's requirements, sales needs to be contacted to map the customer's business and processes prior to proposing the service.
Service Description	<p>As business grows in a competitive environment support functions such as mail management tend to increase as well. Human and financial resources are consumed at the expense of core activities that have made your company successful. Outsourcing mailroom management activities will allow you focusing on the business activities that are important without sacrificing quality or service in the support functions.</p> <p>Mailroom and messenger services are essential part of every corporate communication strategy. Despite the rapid growth in e-communications, "hard copy" correspondence and printed material remains a practical reality. We are very proud that we are the first Mailroom Management service provider in the world that got ISO certification for its processes.</p>
Delivery Time	As per customer scope of works
Service Days	6 days a week, Saturday to Thursday
Service Features and Benefits	<ul style="list-style-type: none">➤ Full delivery and dispatch services➤ Sending Mail and distribution➤ Package signing and notification➤ Local Post service acceptance➤ Multi-site, intercompany transfers➤ Unusual item control and management➤ Fully automated solution
Delivery Area	Available throughout Bahrain

SMSA Custom Clearance Service

SMSA Custom Clearance Service

Brief	SMSA offering customs clearance service for all inbound and outbound shipments
Service Description	In-house custom clearance service for inbound and outbound shipment including express shipments, sea freight, air freight, less truck load and full truck load
Delivery Time	<i>Time-definite delivery</i>
Service Days	6 days a week, Saturday to Thursday
Service Features and Benefits	<ul style="list-style-type: none">➤ Indoor customs clearance in GLS & KFIA➤ Pre- clearance➤ Reduce storage- Security➤ Dedicated customs agent➤ Customs clearance associated value added services➤ Value for money➤ Express Clearance➤ Control Process
Delivery Area	Available throughout Bahrain