

# SMSA Product

# GUIDE

A solid purple banner with a wavy, undulating shape, spanning horizontally across the middle of the page. The text "Express Service" is centered within this banner in a bright orange color.

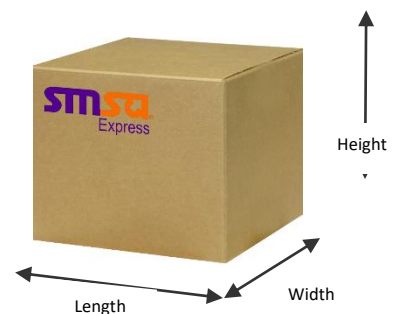
**Express Service**

# International Outbound – Parcels & Documents (SIDX)

<b>Delivery Time</b>	<b>Time-definite delivery typically between 1 to 7 business days</b>
<b>Service Days</b>	6 days a week, Saturday to Thursday
<b>Service Features and Benefits</b>	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 ( KSA,UAE,EGY)
	Save Time
	Meet the Business Needs
<b>Delivery Area</b>	More than 230 countries and territories
<b>Package Size and Weight</b>	Up to 32 kilograms individual piece, Dimensional weight is applicable
<b>Weight Information</b>	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
<b>Fuel Surcharge</b>	Fuel surcharges will be applied as per fuel index informed to you on a monthly basis
<b>Insurance</b>	Insurance premium of 2 % on declared value will be applicable if insurance is requested optionally.
<b>Other Charges</b>	Gov't levy of 10% will be applied on ( Transport +Fuel Surcharge )
<b>Terms</b>	SMSA Standard Terms and condition applies

## Volumetric Weight Calculation by Product (Chargeable Weight)

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

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## Additional Information and Charges Applicable

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

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

**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

<b>Delivery Time:</b>	<b>Time-definite delivery typically between 1 to 7 business days</b>
<b>Service Days</b>	6 days a week, Saturday to Thursday
<b>Service Features and Benefits</b>	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
<b>Delivery Area</b>	More than 230 countries and territories
<b>Package Size and Weight</b>	Up to 32 kilograms individual piece, Dimensional weight is applicable
<b>Weight Information</b>	Chargeable weight will be actual or volumetric weight whichever is higher. Volumetric Weight will be calculated as: $\text{Length} \times \text{Width} \times \text{Height (centimeters)} / 5000 = \text{Volumetric Weight in kilograms}$
<b>Fuel Surcharge</b>	Fuel surcharges will be applied as per fuel index informed to you on a monthly basis
<b>Duties &amp; Taxes</b>	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.
<b>Insurance</b>	Insurance premium of 2 % on declared value will be applicable if insurance is requested optionally.
<b>Terms</b>	SMSA Standard Terms and condition applies, refer to the full version on the contract

## Volumetric Weight Calculation by Product (Chargeable Weight)

<b>Express Courier</b>	<u><math>\text{Length} \times \text{Width} \times \text{height (cms)}</math></u> 5,000	= Chargeable Weight in Kg
<b>Road Freight</b>	<u><math>\text{Length} \times \text{Width} \times \text{height (cms)}</math></u> 4,000	= Chargeable Weight in Kg
<b>Air Freight (Cargo)</b>	<u><math>\text{Length} \times \text{Width} \times \text{height (cms)}</math></u> 6,000	= Chargeable Weight in Kg



**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

Currency : BHD

Weight (Kg)	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:  

$$\text{Length} \times \text{Width} \times \text{Height (Centimeters)} / 5000 = \text{Volumetric Weight in Kilograms.}$$
- 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			
Algeria	7	4	Gibraltar	6	3	Pakistan	2	3
American Samoa	8	5	Greece	3	4	Panama	8	4
Andorra	6	4	Greenland	8	4	Papua New Guinea	8	5
Angola	7	4	Guatemala	8	5	Paraguay	8	4
Argentina	7	4	Guyana	8	5	Peru	7	5
Armenia	6	4				Philippines	5	3
Aruba	7	5	Haiti	8	5	Poland	6	3
Australia	5	3	Honduras Republic	7	5	Portugal	6	3
Austria	3	3	Hong Kong	5	3	Puerto Rico	7	3
Azerbaijan	6	4	Hungary	6	3			
						Reunion, Island Of	8	4
Bahamas	8	5	Iceland	6	4	Romania	6	5
Bangladesh	5	3	India	2	3	Russian Federation	6	4
Barbados	8	4	Indonesia	5	3	Rwanda	8	4
Belarus	6	4	Iraq	8	3			
Belgium	3	2	Ireland, Republic of	3	3	Saipan	8	4
Belize	8	5	Italy	3	3	Samoa	8	4
Bermuda	7	5	Ivory Coast	8	4	San Marino	7	4
Bhutan	5	4				Saudi Arabia	1	1
Bolivia	8	5	Jamaica	7	4	Senegal	7	4
Bonaire	7	5	Japan	5	3	Serbia	6	4
Bosnia and Herzegovina	6	5	Jersey	7	4	Seychelles	7	4
Botswana	8	3	Jordan	2	2	Sierra Leone	7	5
Brazil	7	4				Singapore	5	3
Brunei	7	3	Kazakhstan	6	4	Slovakia	6	3
Bulgaria	6	3	Kenya	7	3	Slovenia	6	4
			Korea, North	5	3	Solomon Islands	8	5
Cambodia	8	3	Korea, South	5	3	South Africa	7	3
Cameroon	7	5	Kuwait	1	2	Spain	6	2
Canada	4	4				Sri Lanka	5	3
Canary Islands, The	6	4	Laos	8	4	St. Kitts	7	5
Cape Verde	8	5	Lebanon	2	3	St. Lucia	7	5
Cayman Islands	7	4	Liberia	7	4	St. Maarten	8	5
Central African Republic	7	5	Libya	8	5	St. Vincent	7	5
Chad	7	5	Lithuania	6	3	Sudan	2	3
Chile	7	4	Luxembourg	6	3	Suriname	8	4
China	5	3				Swaziland	7	4
Colombia	7	4	Macau	8	3	Sweden	6	3
Comoros	7	4	Macedonia, Republic Of	6	3	Switzerland	3	4
Congo	7	4	Madagascar	7	4			
Congo, Republic of	7	4	Malawi	7	4	Tahiti	7	6
Cook Islands	7	5	Malaysia	5	3	Taiwan	5	3
Costa Rica	8	4	Maldives	7	3	Tajikistan	6	5
Croatia	6	3	Mali	7	4	Tanzania	7	3
Cuba	8	5	Malta	6	4	Thailand	5	3
Cyprus	3	3	Marshall Islands	8	6	Togo	7	4
Czech Republic, The	6	3	Martinique	8	5	Tonga	8	6
			Mauritania	7	4	Trinidad and Tobago	7	4
Denmark	6	3	Mauritius	7	3	Tunisia	7	4
Djibouti	7	3	Mexico	4	4	Turkey	3	3
Dominica	8	4	Moldova, Republic of	6	4			
Dominican Republic	8	4	Monaco	6	4	Uganda	7	4
			Mongolia	7	5	United Arab Emirates	1	1
Ecuador	7	6	Montenegro	6	5	United Kingdom	3	2
Egypt	2	3	Morocco	7	3	United States Of America	3	3
El Salvador	8	5	Mozambique	7	3	Uruguay	7	4
Eritrea	7	5	Myanmar	7	3	Uzbekistan	6	5
Estonia	6	5						
Ethiopia	7	6	Namibia	8	3	Vanuatu	8	6
			Nepal	5	4	Venezuela	7	5
Faroe Islands	7	4	Netherlands, The	3	4	Vietnam	7	3
Fiji Islands	8	5	New Zealand	5	3	Virgin Islands (British)	7	4
Finland	6	3	Nicaragua	7	4	Virgin Islands (US)	8	4
France	3	3	Niger	7	4			
			Nigeria	7	5	Yemen	2	3
Gambia	7	5	Niue	7	6	Zambia	7	4
Georgia	6	4	Norway	6	3	Zimbabwe	7	4





# **Domestic Service**

# Domestic

<b>Delivery Time</b>	<b>Time-definite delivery typically same day</b>
<b>Service Days</b>	6 days a week, Saturday to Thursday
<b>Service Features and Benefits</b>	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
<b>Delivery Area</b>	Available throughout Bahrain

## Domestic Rates Same Day Service

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

<b>Delivery Time:</b>	<b>Time-definite delivery typically next day</b>
<b>Service Days</b>	6 days a week, Saturday to Thursday
<b>Service Features and Benefits</b>	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
<b>Delivery Area</b>	Available throughout Bahrain

## Domestic Rates Next Day Service

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

<b>Weight Information</b>	Chargeable weight will be actual or volumetric weight whichever is higher. Volumetric Wight will be calculated as: $\text{Length} \times \text{Width} \times \text{Height (centimeters)} / 5000 = \text{Volumetric Wight in kilograms}$
<b>Duties &amp; Taxes</b>	Gov't levy of 5% will applied on transport up to 30 KG shipments.
<b>Insurance</b>	Insurance premium of 2 % on declared value will be applicable if insurance is requested optionally.
<b>Terms</b>	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 Wight will be calculated as:  $\text{Length} \times \text{Width} \times \text{Height (centimeters)} / 4000 = \text{Volumetric Wight in kilograms}$

**Fuel Surcharge** Fuel Surcharges will be applied as per fuel index informed to you om 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

<b>Service Features and Benefits</b>	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
<b>For Service Inquiries Contact</b>	<b><u>Freight Co-coordinator: Mr. Denny</u></b> Mobile : 00973-36111673 Telephone : 17003333 Email : <a href="mailto:djohn@smsaexpress.com">djohn@smsaexpress.com</a>  <b><u>Freight Manager : Ms. Priya</u></b> Mobile : 00973-36111453 Telephone : 17003333 Email : <a href="mailto:pmurthy@smsaexpress.com">pmurthy@smsaexpress.com</a>

## Air Freight Inbound & Outbound

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

## Sea Freight Inbound & Outbound

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



**Promo Service & General**

## Promotion Boxes Outbound

<b>Delivery Time</b>	<b>Time-definite delivery typically between 1 to 7 business days</b>
<b>Service Days</b>	6 days a week, Saturday to Thursday
<b>Service Features and Benefits</b>	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
<b>Delivery Area</b>	Available throughout Bahrain, Saudi Arabia and United Arab of Emirates

### 5Kgs Promo Box (Export)

BOX	RATE (BHD)	FSI%	GVL%
<b>5KG</b>	12.50	As per Fuel Index (Monthly)	10%
<b>ADDITIONAL IF MORE THAN 5 KGS</b>	2.50 / Kgs to be charged if weight exceeds the standard 5 Kgs		
<b>PACKAGE SIZE AND WEIGHT</b>	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%
<b>10KG</b>	20.00	As per Fuel Index (Monthly)	10%
<b>ADDITIONAL IF MORE THAN 10 KGS</b>	2.50 / Kgs to be charged if weight exceeds the standard 10 Kgs		
<b>PACKAGE SIZE AND WEIGHT</b>	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%
<b>25KG</b>	30.00	As per Fuel Index (Monthly)	10%
<b>ADDITIONAL IF MORE THAN 25 KGS</b>	2.50 / Kgs to be charged if weight exceeds the standard 25 Kgs		
<b>PACKAGE SIZE AND WEIGHT</b>	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.

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

## General Information

Shipment Insurance	<ul style="list-style-type: none"><li>✓ 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</li><li>✓ 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.</li><li>✓ 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</li></ul>																						
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	<table><tr><td></td><td><u>Length x Width x height (cms)</u></td><td>= Chargeable Weight in Kg</td></tr><tr><td></td><td>5,000</td><td></td></tr><tr><td>Road Freight</td><td><u>Length x Width x height (cms)</u></td><td>= Chargeable Weight in Kg</td></tr><tr><td></td><td>4,000</td><td></td></tr><tr><td>Air Freight (Cargo)</td><td><u>Length x Width x height (cms)</u></td><td>= Chargeable Weight in Kg</td></tr><tr><td></td><td>6,000</td><td></td></tr></table>		<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					
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	6,000																						
Guide Documents	User Name : bahrain Password : BAH123																						
Important Guide Documents & Forms	<table><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)

<b>Brief</b>	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
<b>Service Description</b>	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.
<b>Delivery Time</b>	<i>Time-definite delivery typically Next Day Delivery</i>
<b>Service Days</b>	6 days a week, Saturday to Thursday
<b>Service Features and Benefits</b>	➤ 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
<b>Delivery Area</b>	➤ Customizable Status reports
	Available throughout Bahrain

A purple wavy banner with a white background, featuring the text "Logistic and Distribution Solution" in orange.

# **Logistic and Distribution Solution**

# Logistic and Distribution Solution

<b>Brief</b>	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.
<b>Service Description</b>	The logistics industry relies on fast turnaround, innovative solution, efficient operations and on-time delivery.
<b>Delivery Time</b>	<i>Time-definite delivery typically Next Day Delivery</i>
<b>Service Days</b>	6 days a week, Saturday to Thursday
<b>Service Features and Benefits</b>	➤ 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
<b>Delivery Area</b>	Available throughout Bahrain



**E- Commerce**

# E-Commerce

<b>Brief</b>	SMSA E-commerce a bundle of service made ready to suit E-commerce business needs
<b>Service Description</b>	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 re-packing.
<b>Delivery Time</b>	<i>Time-definite delivery typically 1 To 4 working days</i>
<b>Service Days</b>	6 days a week, Saturday to Thursday
<b>Service Features and Benefits</b>	➤ 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
<b>Delivery Area</b>	Available throughout Bahrain, KSA and UAE

# **Mailroom Management (MRM)**

# Mailroom Management Services (MRM)

<b>Brief</b>	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.
<b>Service Description</b>	<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>
<b>Delivery Time</b>	<i>As per customer scope of works</i>
<b>Service Days</b>	6 days a week, Saturday to Thursday
<b>Service Features and Benefits</b>	<ul style="list-style-type: none"><li>➤ Full delivery and dispatch services</li><li>➤ Sending Mail and distribution</li><li>➤ Package signing and notification</li><li>➤ Local Post service acceptance</li><li>➤ Multi-site, intercompany transfers</li><li>➤ Unusual item control and management</li><li>➤ Fully automated solution</li></ul>
<b>Delivery Area</b>	Available throughout Bahrain



A purple banner with a wavy, ribbon-like shape, featuring the text 'SMSA Custom Clearance Service' in orange.

# **SMSA Custom Clearance Service**

# SMSA Custom Clearance Service

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