Brief	SMSA Express use air waybills for all international and domestic shipments.
Purpose	The AWB is a legal document for shipping, manifesting, customs clearance, tracking and billing. It is a contract between the sender and the company. The entries on the AWB protect both SMSA Express and sender by providing the following information: Nature of goods being transported. 1. Quantity of goods being transported. 2. Number of pieces (packages) in the shipment. 3. Weight of the shipment. 4. Type of service requested.
Responsibilities	− The Retail Executive is responsible to provide a blank AWB to the sender. − The Sender is responsible for completing the AWB; however, the Retail Executive who accept the shipment or handle customer-shipping requests must be familiar with procedures for completing AWB so he can answer customers' questions. − If the sender needs assistance in the completion of AWB, particularly due to the sender's physical or language limitations, the Retail Executive should assist the sender as requested. However, the sender must sign the AWB. − The Retail Executive is responsible for completing the required employee entries. − Regional Retail Managers should ensure, through the Area Retail Supervisor, is responsible to ensure that every retail executive is following this policy and procedure.

Guidelines	Sender completes the following:

Sender completes the following:

1. Sender section
2. Recipient section
3. Services
4. Packaging
5. Payment
6. Shipment's Information

Retail Executive completes:

1. Service charges in the payment section and information for Manifesting purposes

Procedure

Sender Section of the AWB (section number-1)	
Field/Line Name	Required Entry
Date of Shipment	Month, Day, and Year (Gregorian) when the shipment is tendered to SMSA Express.
Sender's SMSA Express Account Number	Sender's SMSA Express Account Number
Sender's Name	Sender should print his name.
Phone Number (very important)	Sender should print his telephone number or company telephone number if he represented a company.
Company	Sender's company name and he may add department name.
Address	Sender may print street address, including building name, suite, and office number, if applicable.
City	City and Town name of origin.
State/Province	Sender and province name of origin.
Country	Sender's country of origin.
ZIP/Postal Code	Sender's ZIP or Postal Code, if applicable.

Recipient Section of the AWB (Section number-2)	
Field/Line Name	Required Entry
Recipient's Name	Sender should print the recipient's name.
Phone Number (very important)	Sender should print recipient's telephone number or company telephone number if he represented a company.
Company	Recipient's company name and he may add department name.
Delivery Options	Select whether it's a Hold at Location, Business Address or Street/Wasel Address
Address	Sender may print Recipient's street address, including building name, suite, and office number, if applicable.
Cell Phone Number	Wireless Number other that mentioned in Phone Number
City	Major and well know place where the consignee is located
State/Province	Province's name of origin.
Country	Recipient's country of origin.
ZIP/Postal Code	Recipient's ZIP or Postal Code, if applicable.

Services (Section number-3)	
Field/Line Name	Required Entry
Domestic or International	Select on the boxes given
Products and Services	Select what type of products or services is being availed 1. SMSA Priority DOX 2. SMSA Priority Parcel 3. SMSA Retail to Retail 4. SMSA 10Kg Box 5. SMSA 25Kg Box 6. Others (Own Packaging)

Packaging (Section number-4)	
Field/Line Name	Required Entry
Packaging	Sender should chose & mark type of packaging he wants to use.

Payment (Section number-5)	
Field/Line Name	Required Entry
Account Number	SMSA Account Number to be used for payment
Mode of Payment	Sender should select what mode of payment will be availed off 1. Cash 2. Credit Card 3. Sender's Account Number 4. Recipient's/3rd Party Account Number
Payment of Duties and Taxes	Sender should select what mode of payment will be availed off 1. Cash 2. Credit Card 3. Sender's Account Number 4. Recipient's/3rd Party Account Number Sender should also provide the Account Number to be used in case of option 3 or 4

Shipment Information (Section number-6)	
Field/Line Name	Required Entry
Total Packages	Sender counts number of shipments and number of pieces in one shipment. Retail Executive is responsible to recount at the time of acceptance and tally the numbers with what the sender has wrote.
Total Weight	Sender prints the total weight per shipment. Retail Executive is responsible to reweigh the shipment at the time of acceptance and tally the numbers with what the sender has wrote.

	Weight Unit is Kilogram (kg) In some cases DIM is required Refer DIM weight Policy
Country of Manufacture	Sender prints country where contents were manufactured.
Specify currency of declared value	Legal currency of origin country to express declared value express on the AWB. For all outbound shipments, the currency of the DV is Saudi Riyal (SAR).
Total declared value of carriage	Sender prints the total value of carriage; this amount must not be more than the total declared value for customs.
Total declared value of customs	Selling price or replacement cost (even if not sold or for resale) of contents on line corresponding to related commodity (contents), packages and weight. No commercial value is acceptable to most destinations except some countries specified in the SRG.
Commodity description and Harmonized code	Sender prints complete and accurate description of shipment contents, quantities, and intended to use (for example, gift and sample). Retail Executive should ensure the shipper did not use general terms. Harmonized code used for customs classification, if known.

For SMSA Use Only (Section number-7)	
Field/Line Name	Required Entry
Service Type	Sender should chose & mark type of service he wants to use.

Sender's Signature (Section number-8)	
Field/Line Name	Required Entry
Sender's signature	Sender should sign on the black space in this section.