



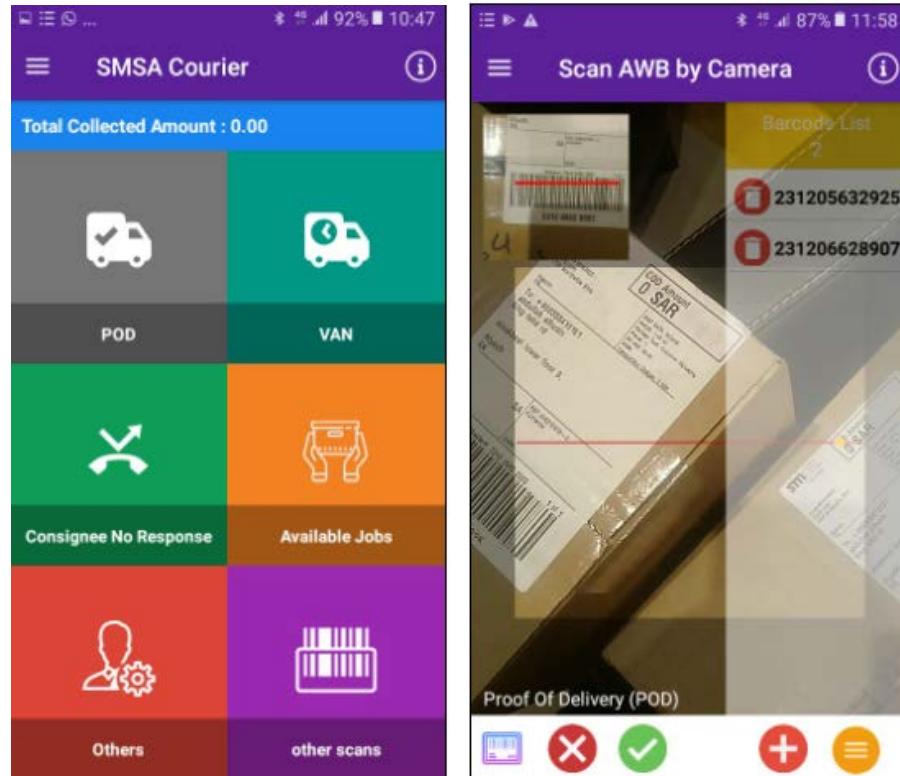
SMSA Express



What's LMX & how we delivering millions of smiles ?

- LMX stand for Last mile exclusive , which is a product of SMSA express & its designed for complete door to door delivery solutions for all ecommerce farms.
- We (team LMX) are committed to serve completely door to door deliveries to our all end customers, those expecting shipment's from any ecommerce portal like **“Amazon, Souq, Wadi, I-herb, Namshi, Land Mark, Arabian Oud”**.
- We have an energetic team with capacity of (more than 150+ highly passionate & experienced couriers with having 100% coverage within Kingdom of Saudi Arabia .
- We have 3 highly organized processing center with in Metro cities (Riyadh , Jeddah & Dammam) & 14 remote stations which are committed to deliver shipments across Kingdom **fast & safe mode** in a professional way.
- Daily we have a capacity to attempt 5000 door to door shipment's at our customer's doorstep.
- We respect our customers smiles & committed to maintain the same.
- We always believe on **CAN DO & WILL DO** .

JOB AID (LMX COURIERS) How it works ?



STEP 1. Daily our LMX couriers have to check all ecom shipment's which are sorted for them for deliveries route wise/area wise properly .

STEP 2. After inspection they have to perform Van Scan against all shipment's through SMSA LMX applications As below.

STEP 3. After van scan we have to keep all shipment's carefully in our ULD & write the same numbers in Gate pass format to perform security scan.

Note: Supervisor has to ensure number of shipments scan & number of shipments in gate pass should match), then he can put his signatures to allow couriers to proceed security scan .

JOB AID (LMX COURIERS) How should we maintain compliance ?

E.Commerce Dept

| COURIER NAME: | Dharm Patel Tamang | | DATE 01-07-18 |
|-------------------|--------------------|-----------------------------|---------------|
| ROUTE # | 708 | | EMP# 20078 |
| VEHICLE PLATE # | 7074 | | |
| MOB # | 0594935373 | | |
| DEX Shipments | 016 | | |
| Fresh Shipment | | | |
| OTHERS | | | |
| | TOTAL | | 53 |
| <u>Check List</u> | | | |
| Scope | OUT | IN | Result |
| Officials | 53 | 36 | 36 |
| Courier | ✓ 53 | ✓ 36 | 0 NO |
| Supervisor | ✓ 9 | ✓ 0 | ✓ 0 NO |
| COURIER SIGNATURE | | SUPERVISOR'S SIGNATURE - AM | |
| | | SUPERVISOR'S SIGNATURE - PM | |

STEP 4. Gate pass is a document , where our couriers have to enter their scaning number's to verify at security desk .

Step 5. Security has to scan all shipment's to ensure Scan numbers & physical outward number of shipments are match .

Step 6. Supervisor of station should verify that , all couriers are moving from station with targeted Van scan numbers .If there is any gap they have to ensure the route has to clean (**No DEX shipment's or fresh shipment**)



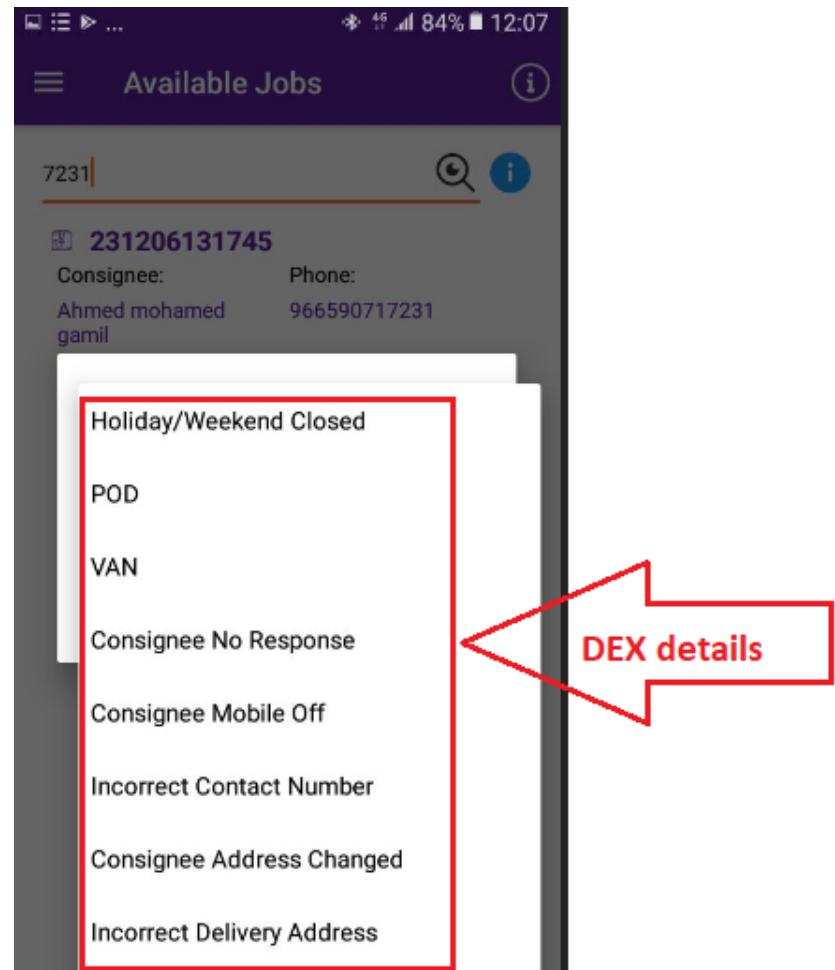
JOB AID (LMX COURIERS) Steps for attempting & applying DEX .

! STEP 5. After formalities couriers have to sort shipments Area & street wise as per their route (**Fine sorting**).

Example: Rout no 201- Dabbab-Sulaimania-Murabba-Hail Wajarat as per their own rout plan.

STEP 6. Then they can leave SMSA premises for attempt. During attempt they have to ensure below points.

- A. Required call to all customer .
- B. Request their whatsapp location's to enable GPS to reach them.
- C. If customer not answering , then call him at least 3 times , if not answering , refuse, or request for future delivery then apply DEX at same time .
- D. If any other exceptions related to delivery , then check dex options & apply it.



JOB AID (LMX COURIERS) Steps of applying POD .

STEP 7. After successfully attempt before delivery please ensure to verify ID proof of customer.

Step 8. Before handover enter all details on POD sheet .(Example: Name, national ID no, signature .

Step 9. If shipment is pre paid (0 COD amt) verification of ID proof is mandatory . Hence ensure the same as, it's a part of compliance of LMX deliveries.

Step 10. If shipment with COD amt , then please ensure collection of COD amount before handover to consignee .

Step 11. Don't open shipment's before delivery as we are not doing open deliveries .

Step 12. After collecting COD amount , please make cod receipt voucher & handover 1st original copy to consignee & wish thank you to customer.

| Signature | Print Name | ID Number | Package Tracking Number | Post. No. | Time | Status |
|-----------|------------|-------------|-------------------------|-----------|--------------|--------|
| | Hanif | 0597558983 | 2900 2240 0713 | 1 | 01/12/03 102 | |
| | Hanif | 0597558973 | 2900 2240 8664 | 1 | 01/12/04 100 | |
| | Vineesh | 0500973072 | 2312 0598 3880 | 1 | 01/12/08 100 | |
| | SMY | 0546004870 | 2900 2239 9266 | 1 | 01/13/33 100 | |
| | Abdallah | 0538482000 | 2900 2209 3778 | 1 | 01/13/58 100 | |
| | Amraad | 0564321410 | 2312 0696 4461 | 1 | 01/14/13 100 | |
| | monal | 0502929177 | 2900 2287 5877 | 1 | 01/14/19 153 | |
| | mohammed | 0584297315 | 2312 0566 7449 | 1 | 01/17/43 100 | |
| | Abdulaziz | 0540018055 | 2312 0758 8814 | 1 | 01/17/49 100 | |
| | Hadeh | 05347718683 | 2312 0549 3237 | 1 | 01/17/58 102 | |
| | Akaa | 0591265829 | 2900 2239 9191 | 1 | 01/18/07 100 | |
| | Reem | 0540291009 | 2312 0749 0788 | 1 | 01/18/30 100 | |
| | Hanan | 0508411401 | 2312 0671 5746 | 1 | 01/18/46 100 | |

JOB AID (LMX COURIERS)

Steps of DEX management & deposition of COD Money

STEP 13. After completion of attempt s,couriers have to report at Station to handed over all failure shipments . Ensure apply DEX stickers as per **dex scan after security inward scan.**

Task for Station Agent : Ensure 100% apply of DEX stickers on shipments.

- A. All 2nd attempt shipment's should sort as per their nearest SMSA Service Centre (SSC) center & connect on same day .
- B. Re-sort all 1st attempt shipment's for next day to perform 2nd attempt.
- C. Check all consignee no response cases for re-validation . (randomly call all no response DEX shipments)

STEP 14. After completion of above inhouse task couriers have to report at **Cashier** to handover all SMSA COD money along with COD receipt.

STEP 15. After deposition of COD , handover original POD copy to Station agent for filing .

STEP 16. After clearance from cashier , they have to collect fuel voucher & then can leave from office.

JOB AID (LMX COURIERS) Important Points



- Wear uniform & maintain etiquettes .
- Reach customer as committed .
- Respect our customers & our shipments .
- Speak to our customer as a real people.
- Deliver our shipment's with a smiling face.
- Drive our vehicles safely .
- Obey traffic rules & regulations of kingdom.
- Always park vehicle at parking area only.
- Don't through shipments in side in side your van .
- Real time POD or DEX scan of shipments.



JOB AID (LMX COURIERS) general knowledge.



- DEX: Delivery Exception.
- POD: Proof of delivery.
- MPS: Multi Pieces Shipments .
- DD / DDL: Door delivery.
- HAL: Hold at Locations.
- POS: Point of Sales .
- A.S.A.P: As soon as possible.
- COD: Cash on delivery.
- ID: Identity Document.

JOB AID (SMSA – LMX Courier)

Best of luck !