



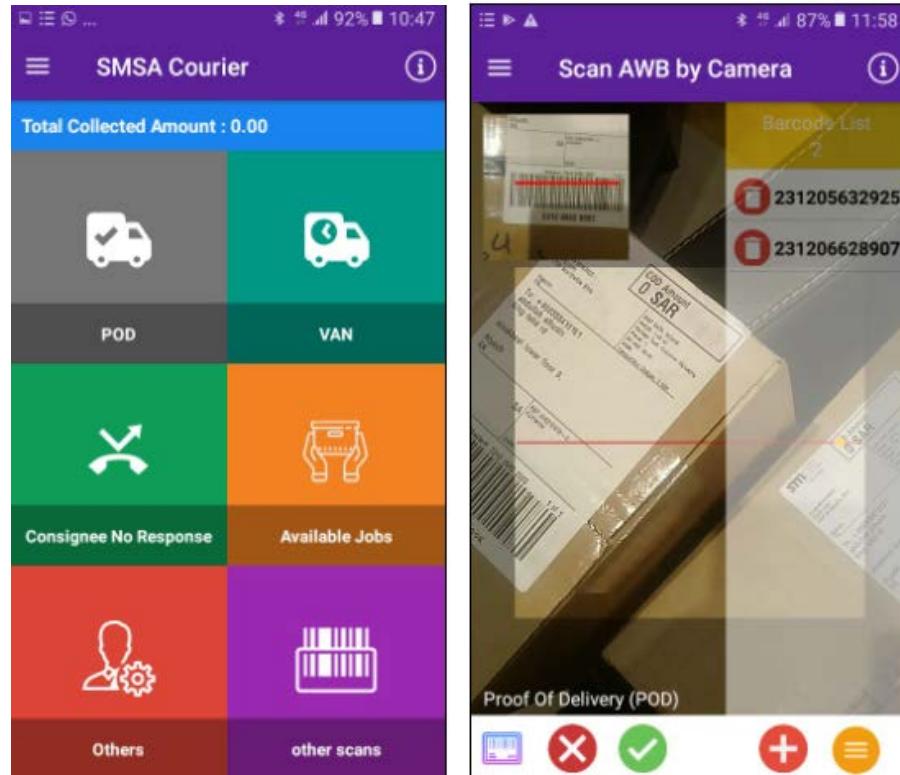
SMSA Express



# 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		SUPERVISORS SIGNATURE - AM	SUPERVISORS 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**)



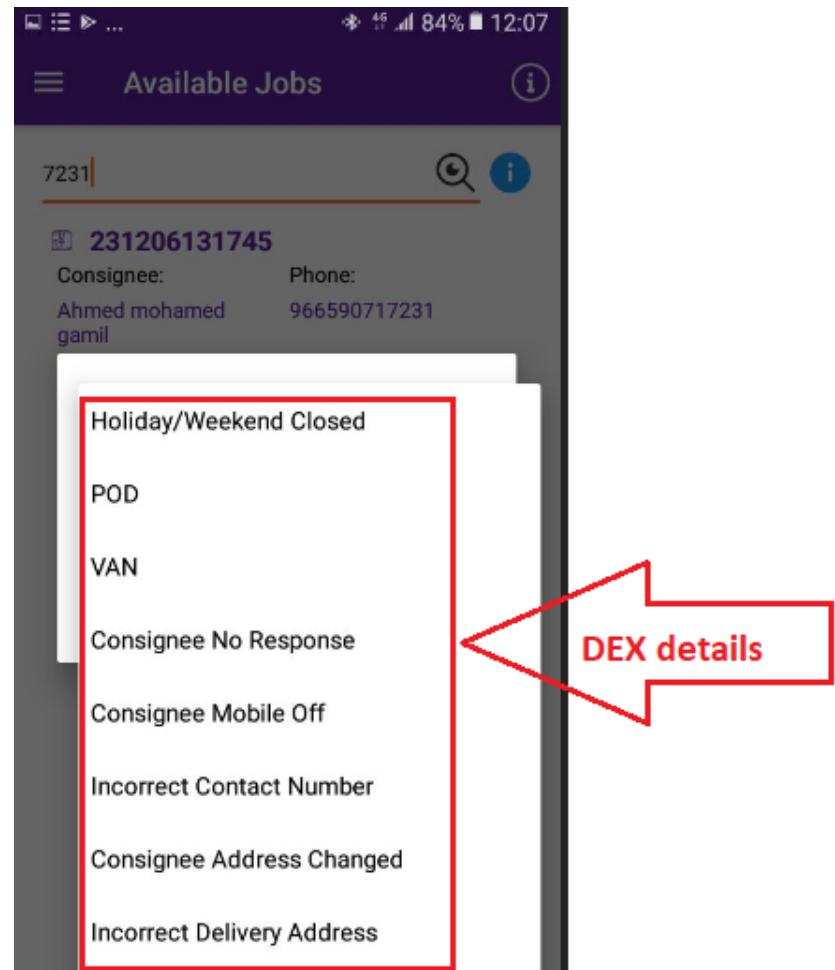
# JOB AID (LMX COURIERS) Steps for attempting & applying DEX .

**! 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 1<sup>st</sup> original copy to consignee & wish thank you to customer.

PROOF OF DELIVERY						
Signature	Print Name	ID Number	Package Tracking Number	Post. No.	Time	Status
	Hanif	0591755893	2900 2940 0713	10:03:00		OK
	Hanif	0591755893	2900 2940 8664	10:04:00		OK
	Vineesh	0500973072	2912 0598 3880	10:12:00		OK
	SMY	0546004870	2900 2939 9266	10:13:33		OK
	Abdallah	0538482000	2900 2909 3778	10:13:58		OK
	Amraad	0564321410	2912 0696 4461	10:14:13		OK
	monal	0502929177	2900 2937 5877	10:14:19		OK
	mohammed	0584297315	2912 0566 7449	10:17:43		OK
	Abdulaziz	0540018055	2912 0758 8814	10:17:49		OK
	Hadeh	05347718683	2912 0549 3237	10:17:58		OK
	Akaa	0591265829	2900 2939 9191	10:18:07		OK
	Reem	0540291009	2912 0749 0788	10:18:30		OK
	Hanan	0508411401	2912 0671 5746	10:18:46		OK
EXCEPT FOR SIGNATURES, DESCRIBING DELIVERY OR RECEIPT, THIS FORM REQUIRES SIGNATURE. WE PREFER TO INDICATE FILE NUMBER.						
Post. / Postal Code Delivered To _____						
RECEIVED BY CONSIGNEE DRAFT COPY EXCEPT AS NOTED						
RECEIVED BY CONSIGNEE DRAFT COPY EXCEPT AS NOTED						
Delivered Receipt	Not Required	Unacknowledged Payment Signature Required	Signature Required	18 8 181	501	JULY 11 2
*Refer to other side for definitions.						

# 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 2<sup>nd</sup> attempt shipment's should sort as per their nearest SMSA Service Centre (SSC) center & connect on same day .
- B. Re-sort all 1<sup>st</sup> attempt shipment's for next day to perform 2<sup>nd</sup> 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 !*