



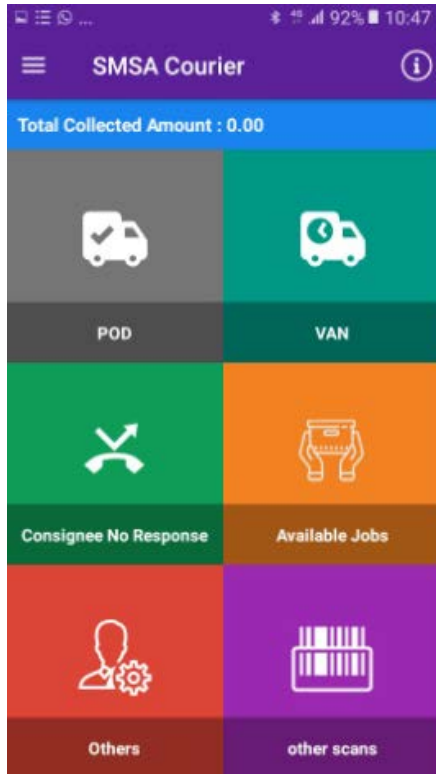
SMSA Express



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 RAT Tanang DATE 01-07-18

ROUTE # 708 EMP# 20078

VEHICLE PLATE # 7074

MOB # 0594935373

	COUNTS
DEX Shipments	28
Fresh Shipment	25
OTHERS	
TOTAL	53

Check List

Scope	OUT	IN	Result
	DD Qty	DEX Qty	Physical RCVD
Officials	53	36	36
Courier	✓	✓	36
Supervisor			

COURIER SIGNATURE _____

SUPERVISORS SIGNATURE - AM _____

SUPERVISORS SIGNATURE - PM _____

STEP 4. Gate pass is a document , where our couriers have to enter their scanning 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**)



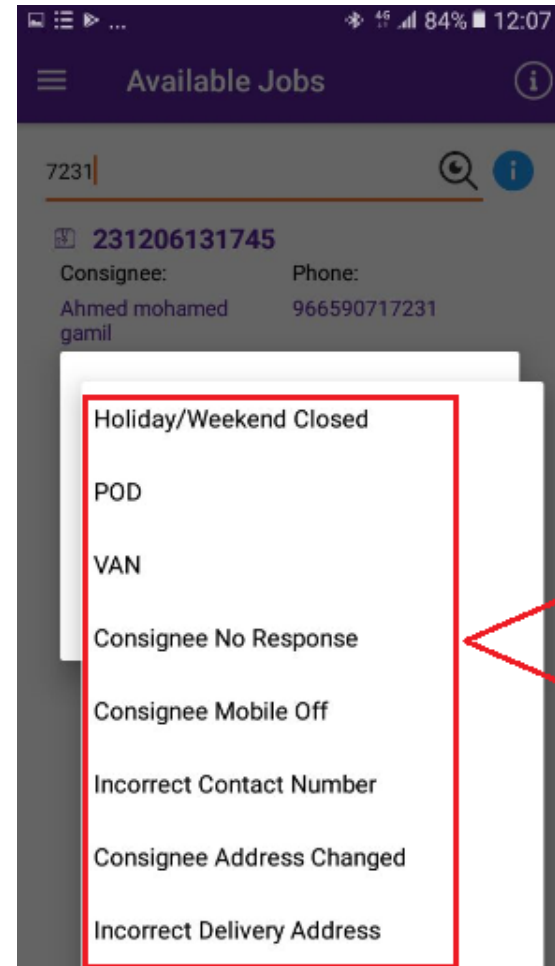
JOB AID (LMX COURIERS) Steps for attempting & applying DEX .

! 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.

SM Express

I hereby certify that all information contained on this Delivery Record is accurate and correct. I also understand the applicable policies and procedures for completion of these company documents. Falsification is a criminal offense and grounds for immediate termination.

Laxman Kulkarni 20105

PROOF OF DELIVERY

Signature	Print Name	ID Number	Package Tracking Number	Pin	Time	Status
	Hany	0597558973	2900 2240 0713	10116	03	00
	Hany	0597558973	2900 2240 8664	10116	04	00
	Vineesh	0500973072	2312 0598 3880	10112	28	00
	Jmy	0546004840	2900 2239 9266	10113	33	00
	Abdullah	0538482000	2900 2207 3778	10113	58	00
	Amjad	0564321410	2312 0696 4461	10114	13	00
	monal	0502929177	2900 2237 5877	10114	29	153
	mohammed	0534297315	2312 0566 7444	10117	43	00
	Abdulaziz	0544182055	2312 0758 8884	10117	49	00
	Hadeh	0534118683	2312 0549 3237	10117	58	00
	Anas	0591265829	2900 2239 9791	10118	07	00
	Reem	0540292009	2312 0749 0788	10118	19	00
	Hanan	0508416401	2312 0671 5706	10118	46	00

EXCEPTIONS: Describe below all exceptions that require verification. Be certain to indicate line number. Zip / Postal Code Delivered to:

RECEIVED BY (SIGN) ORDER EXCEPT AS NOTED

Delivered Parcel? 40 Not except? 40 Unopened Parcel? 29 No. of Parcels that have been received 501

Signature of Receiver Reem Page 1

*Refer to other side for definitions.

JOB AID (LMX COURIERS)

Steps of DEX management & deposition of COD Money

STEP 13. After completion of attempts, couriers have to report at Station to hand 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.

Best of luck !