SMSA Express

e-commerce

Taking the

last mile delivery

experience to the next level

What's LMX & How We Deliver Millions of Smiles?

- LMX stands for Last Mile Xclusive, which is a product of SMSA Express & its designed for complete Door 2 Door delivery solutions for all E-Commerce farms.

- We (Team LMX) are committed to serve completely Door 2 Door deliveries to our all end customers, those expecting shipment's from any E-Commerce portal like "**Amazon, Souq, Wadi, I-Herb, FRG , Namshi, LandMark, 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 centers within Metro cities (Riyadh, Jeddah & Dammam) & 14 Remote Stations which are committed to deliver shipments across the 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 SORTERS) **SIP Scan & how it works?**

STEP 1. LMX sorter has to ensure whatever shipment's received from line-haul we have to perform SIP Scan on CONS.

STEP 2. SIP SCAN: SIP scan is an inbound scanning process by which Station or EPC (E-Com Processing Center) receive inventory/shipments from Line Haul.

STEP 3. Hence; SIP scan is mandatory against all E-Com shipments, which are coming to E-Com Processing Centers of stations.
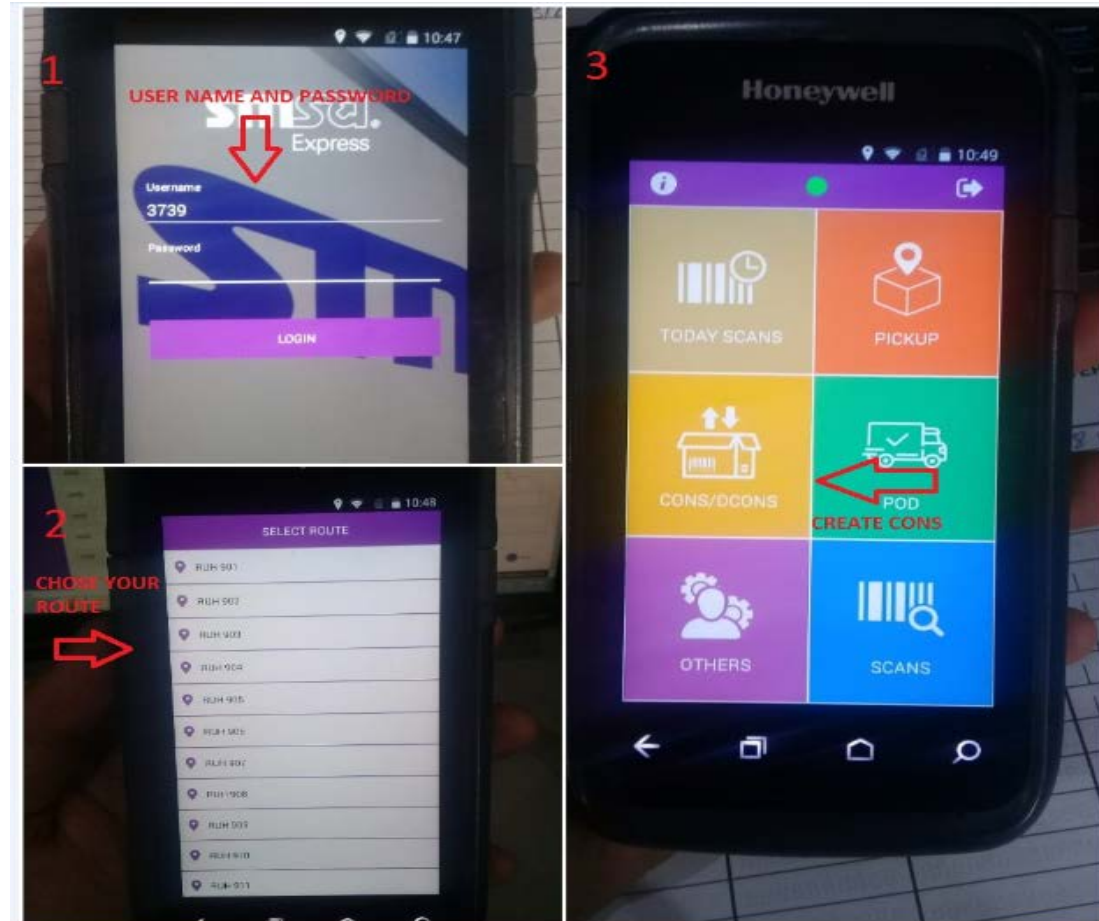
Note: Only after SIP scan we can process E-Com shipments where only station agents can compare, tally or close verses report from HUB to Station.

JOB AID (LMX SORTERS) **SIP Scan & how it works?**

STEP 1. We have to login into our CT50 tracker to perform SIP scan.

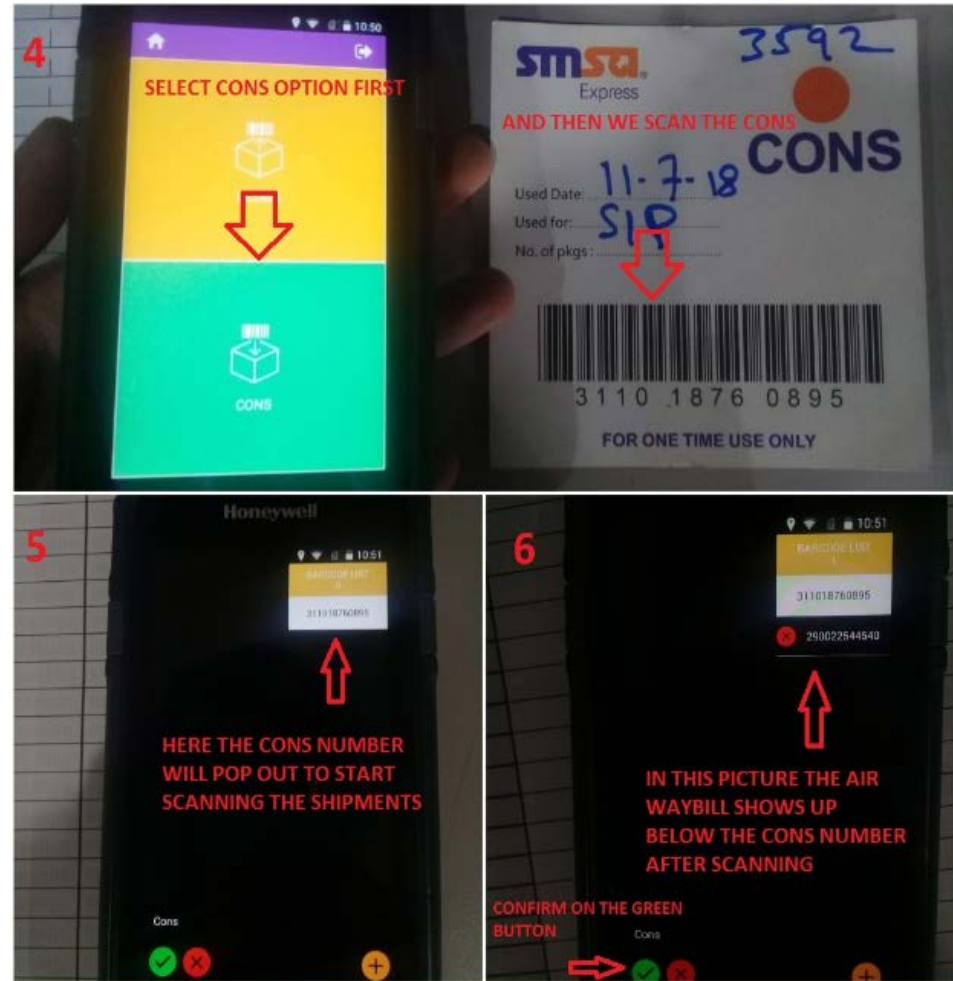**STEP 2**. Choose the route number

.
STEP 3. Select CONS/DCONS.

STEP 4. Select CONS option which is showing in green color.

STEP 5. Scan CONS number. (CONS: Is a soft document designed by IT team, which already mapped with our internal server to record transactions and consolidate all shipments under one barcode).

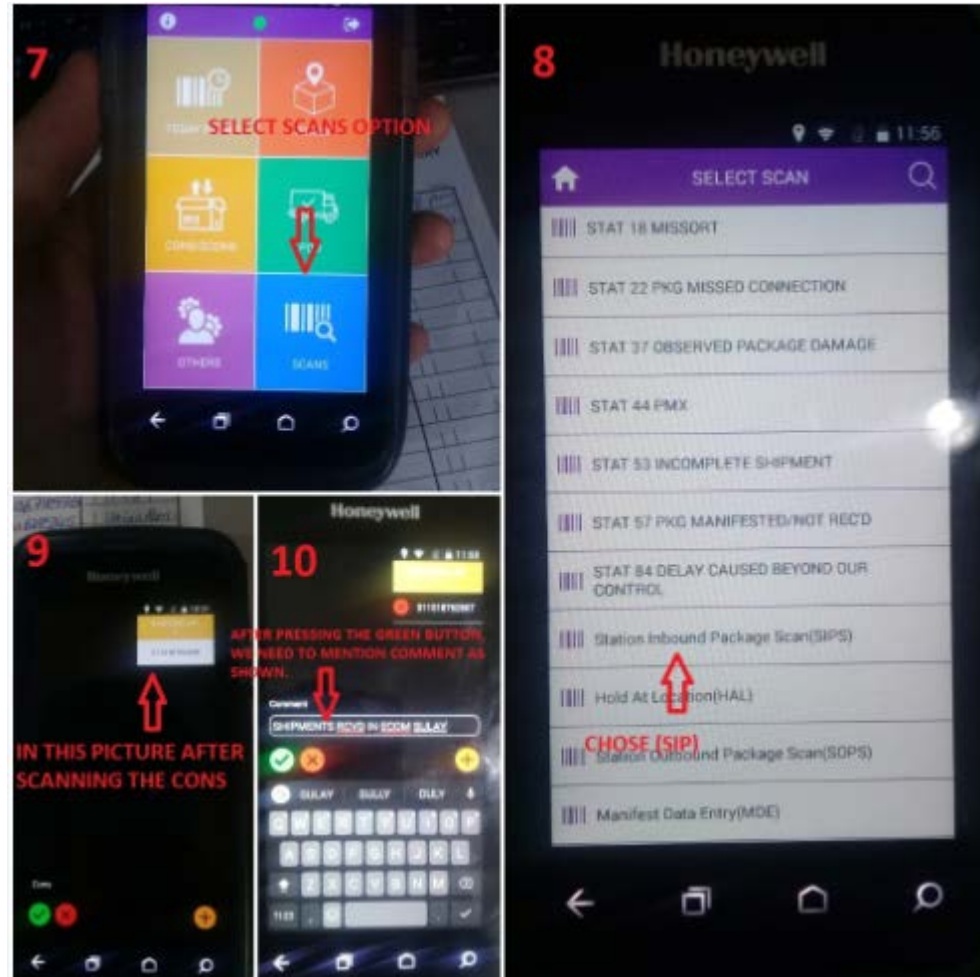**STEP 6**. Start Scan of our shipments carefully.

JOB AID (LMX SORTERS) **SIP Scan & how it works?**

STEP 7. Select Scan Option.

STEP 8.Clik on Station Inbound Package Scan (SIPS).

STEP 9. Scan the CONS which we used during our SIPS and submit the download the tracker to complete the process.

STEP 4. Sorting is a vital part of in-house E-Commerce operation, because through sorting we have to segregate shipments as per our customers physical address or validated address. Also it's the primary step of Last Mile door delivery sorting mechanism a simple gap's in sorting can affect our end customer.

Step 5. Its mandatory as all sorters of E-Commerce have to use CT50 trackers during sorting of E-Com shipments & they should log in CT50 trackers by using their own login ID to gauge performance of sorting.

Important Point Before Sorting:-

    A. **Always use permanent marker** : To Write route name or RSC name on shipment.
    B. **Don't write anything on AWB:** Don't write anything on top of the AWB ,because it's a matter of respect of our customer.
    C. **Handle with Care:** Ensure handle all shipments with respect , as it's our customers smile.
    D. **Consult Supervisor**: During Sorting if you have any confusion , please consult to your Supervisor.
    E. **Read Instructions Carefully:** During sorting read delivery instructions carefully & then sort shipments as per their concern route .
    F. **Eagle Eye & Be Vigil:** If any discrepancy regarding our safety or chances of loss to SMSA during your duty time on floor inform your supervisor or station manager directly .
    G. **Whistle Blower :** If any shipment received in open condition or damage inform to Station Agent, Security & your Supervisor immediately to take corrective actions immediately.

JOB AID (LMX COURIERS) Steps for Sorting of Origin HAL Shipments.

! **STEP 6**.Origin HAL: We can easily segregate origin HAL shipments as it will appear on SMSA AWB (kindly refer right snap**)**

Example:- **HAL or SMSA Retail Center.**
STEP 6. We can sort at the same time of SIP scan to avoid bulk physical activities .

A. After sorting keep shipments in ULD & handover to supporting handlers to sort those shipments to their respective racks .

B. All racks of SMSA retail centers should signified with signage's of Retail Centers name including RSC –Code .

RSC - 41125 RUH Ar Rawdah Al Hassan Ibn Ali St. <ruhrawdah@smsaexpress.com>
RSC - 42206 JED Al Baghdadiyah Hail St. <jedhailstrsc@smsaexpress.com>
RSC - 41177 RUH Dhahrat Laban Taif St. <rscdharatlabanmega@smsaexpress.com>
RSC - 41178 RUH Prince Mamdoh Bin Abdullaziz St. <ruhsulaimaniya@smsaexpress.com>
RSC - 42270 JED Qiwayzah Jack Rd. Rd. <jedqiwayzah@smsaexpress.com>
RSC - 41153 RUH Dhahrat Laban Al Shifa St. <dharatlaban@smsaexpress.com>
RSC - 41198 AKJ As Salam Prince Naser Bin Abdulaziz Rd. <akjmuntazah@smsaexpress.com>

SMSA RETAIL CODES

CODS R034

COD Amount: 262 SAR   Pickup Date: 10/07/2018   Shipping Service: PKD

AWB: 2310 2116 3603   SA14

| Origin | Destination: | Account No: |
| RUH | RUH | RU-9353 |

Weight: 1 Kg   Pieces: 1 / Items: 7
Chargeable: 1 Kg   Description:

From
نقل كوبك للتجارة العامة
لشلي مستوع ع سوق كوم . المعدنية - الرياض
SA
Tel: 920002302

To
sara ali
(HAL)Naseem Dist - Saad Bin Abl
Waqas St
Riyadh
Tel: 966555403257

ORIGIN HAL shipments

Shpr Ref: 62020574   Cons Ref: 3003045470883
Printed By: rrina

package : 1/1

STEP 7.
Condition 1:
Shipment having physical address but validated for HAL: If we receive any shipment which having physical address but as per CT50 tracker validation is showing HAL, **then we have to sort the same shipment as per validated SMSA Retail Center only**.
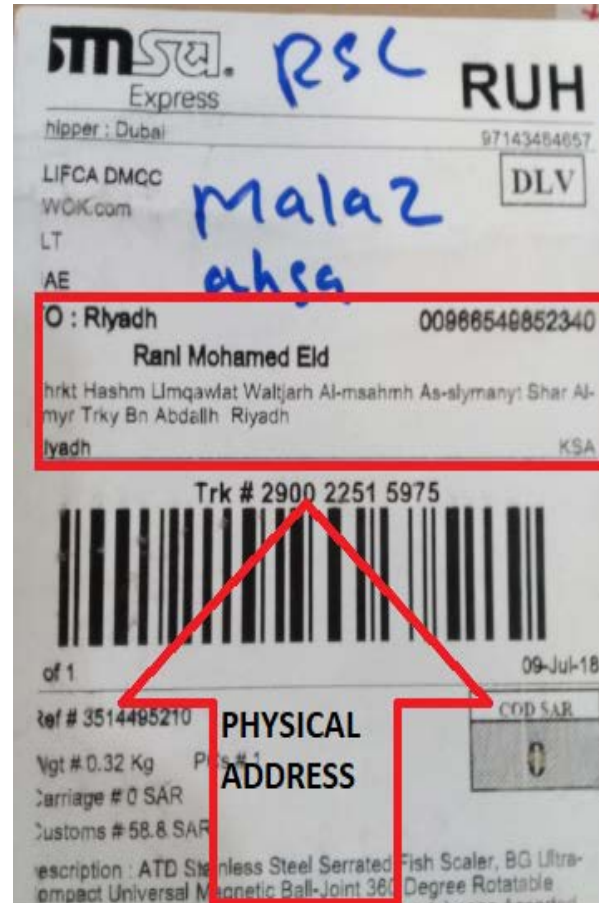
Example:-→

JOB AID (LMX SORTERS) <u>Steps for Sorting of Validated Shipments.</u>

STEP 7.
Condition 2:
Shipment having physical address but Validated for Door Delivery: If we receive any shipment which having physical address but as per CT50 tracker validation is showing <u>**Validated**</u> with complete address, **then we have to sort the shipment as per validated address as per LMX couriers designated routes**.

Example:-→

STEP 7.
Condition 3:
Shipment having physical address but showing as Coordinates Available: If we receive any shipment which having physical address but as per CT50 tracker validation is **Coordinates Available, then we have to sort the shipment based on mentioned Area/Route Number as per LMX couriers designated routes for Door Delivery.**

Example:-→

STEP 7.
Condition 4.
Shipment having physical address but without validation: If we receive any shipment which having physical address but as per CT50 tracker validation is showing **NO DATA**, **then we have to sort the same based on AWB address (District/Area) for Door Delivery as per LMX couriers designated routes** .

Example:-→

SHIPMENT HAVING PHYSICAL ADDRESS BUT VALIDATION SHOWING NO DATA , THEN SORT AS PER ROUTE.

STEP 7.
Condition 5.
Shipment neither having physical address nor validation but with UTL RSC history:
If we receive any shipment which is not validated but having UTL RSC, **then we have to sort the same as per mentioned Area name for Door Delivery but during (Peak Season Only) package will be sorted for mentioned RSC**.

Example:-→

JOB AID (LMX SORTERS) <u>Steps for Sorting of DD Shipments</u>.

STEP 7.
Condition 6.
Shipment neither having physical address nor validation: If we receive any shipment which neither having physical address nor validated address as per CT50 tracker, **then we have to sort the same shipment to MEGA RSC**.

Example:-→

STEP 8. It is very important to check shipments which are having RRT stickers or urgent Tickets/ Instructions from Supervisor with printout.

Note: If our sorter receive any shipment which are having RRT stickers or urgent tickets , we have to read comments carefully & sort those type of shipments as per given instructions only.

STEP 9. All sorters have to ensure to write courier route number or area name on all shipments, whatever passing through on their vision to avoid communication GAP's for couriers, because all of our staffs needs to understand how we should support & help our couriers to get more productivity to maintain our customer satisfaction .

JOB AID (LMX SORTERS) **<u>Important Points</u>**

- Wear uniform & maintain etiquettes .
- Maintain punctuality & individual teammate should maintain it.
- Handle shipments carefully.
- Respect our shipments & don't throw shipments on floor or sorting bay.
- Maintain team spirit & motivate our all handlers.
- Respect our all in-house staff's & security personnel.
- Maintain floor clean & tidy .
- Ensure sort shipments within given TAT completely.
- Recheck HAL shipments before leave office to avoid miss connections.
- Always take care about your CT50 device & SMSA properties.
- Take permission from your direct manager before leave the floor.
- If you found any suspicious package, inform to supervisor immediately .

JOB AID (LMX SORTERS) <u>General Knowledge</u>.

- DEX: Delivery Exception.
- LMX: Last Mile Exclusive
- 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.
- RSC: Retail Service Center.
- RRT: Re Route To
- RTO: Return to origin
- RTS: Return to shipper
- SIP: Station Inbound package
- SOP: Station Outbound Package
- HIP/ HOP: Hub Inbound Package / Hub Outbound Package

Can Do Will Do !