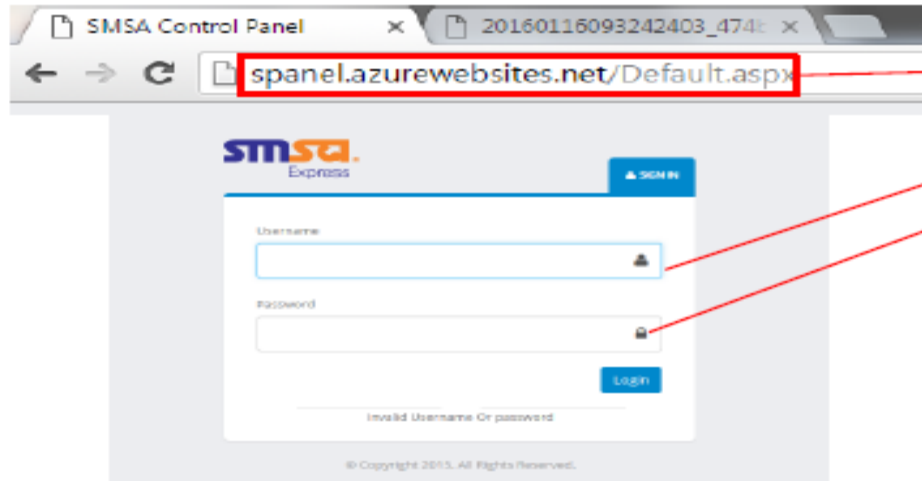




Unable-To-Locate COD Shipments System Process

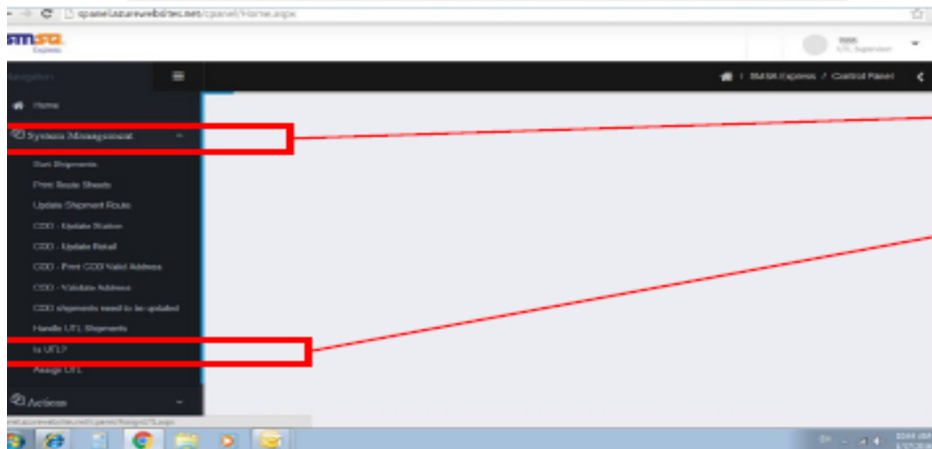
Owner: Director, Operations

Department: Operations



Step 1:

Station Agent / Supervisor /
Dispatcher Login to UTL COD
Application using the link on
Google Chrome.



Step 2:

On the screen,
Click **"System Management"**
and then
Click **"Is UTL?"** option as shown

Unable-To-Locate COD Shipments System Process

Owner: Director, Operations
Department: Operations

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System Management

Actions

Reports

Pending Shipments (367)

Status:

Name	Customer Address	Preferred Retail	Charges	AMR	City	Vehicle#	Source
ابو زيد العبدى	Street name: شارع الملك عبدالعزيز - الرياض - 11561	Al-Ramzi Dist - King Abdulaziz St.	156	2310080888002	Al-Qadisiyah	000	000
Isahim Khater	Region: Al-Sanabiyah Street name: 201 Street Building No: 960544328801		0	2310080888435	Riyadh	000	000
محمد العبدى	Region: Al-Murad Street name: شارع - Building No: 9605443551635		650	2310080888564	Riyadh	000	000
Almond Alshaykh	Region: Al-Andalus Street name: شارع الملك عبدالعزيز - الرياض - 11561		156	2310080888568	Riyadh	000	000
عبدالله العبدى	Region: Al-Sanabiyah Street name: 201 Street Building No: 9605443551635		436	2310080888762	Riyadh	000	000
Alshaykh	Region: Al-Sanabiyah Street name: 201 Street Building No: 9605443551635		376	2310080888823	Riyadh	000	000
Alshaykh	Region: Al-Sanabiyah Street name: 201 Street Building No: 9605443551635		0	2310080888917	Riyadh	000	000
Alshaykh	Street name: 1 - 9605443551635	Al-Ramzi Dist - King Abdulaziz St.	156	2310080888958	Riyadh	000	000
Alshaykh	Region: Al-Sanabiyah Street name: 201 Street Building No: 9605443551635		156	2310080889372	Riyadh	000	000
Alshaykh	Region: Al-Sanabiyah Street name: 201 Street Building No: 9605443551635		0	2310080889411	Riyadh	000	000

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System Management

Actions

Reports

Pending Shipments (367)

Status:

Name	Customer Address	Preferred Retail	Charges	AMR	City	Vehicle#	Source
ابو زيد العبدى	Street name: شارع الملك عبدالعزيز - الرياض - 11561	Al-Ramzi Dist - King Abdulaziz St.	156	2310080888002	Al-Qadisiyah	000	000
Isahim Khater	Region: Al-Sanabiyah Street name: 201 Street Building No: 960544328801		0	2310080888435	Riyadh	000	000
محمد العبدى	Region: Al-Murad Street name: شارع - Building No: 9605443551635		650	2310080888564	Riyadh	000	000
Almond Alshaykh	Region: Al-Andalus Street name: شارع الملك عبدالعزيز - الرياض - 11561		156	2310080888568	Riyadh	000	000
عبدالله العبدى	Region: Al-Sanabiyah Street name: 201 Street Building No: 9605443551635		436	2310080888762	Riyadh	000	000
Alshaykh	Region: Al-Sanabiyah Street name: 201 Street Building No: 9605443551635		376	2310080888823	Riyadh	000	000
Alshaykh	Region: Al-Sanabiyah Street name: 201 Street Building No: 9605443551635		0	2310080888917	Riyadh	000	000
Alshaykh	Street name: 1 - 9605443551635	Al-Ramzi Dist - King Abdulaziz St.	156	2310080888958	Riyadh	000	000
Alshaykh	Region: Al-Sanabiyah Street name: 201 Street Building No: 9605443551635		156	2310080889372	Riyadh	000	000
Alshaykh	Region: Al-Sanabiyah Street name: 201 Street Building No: 9605443551635		0	2310080889411	Riyadh	000	000

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Step 3:

Station Agent / Supervisor / Dispatcher selects the correct Station.

Step 4:

Station Agent / Supervisor /
Dispatcher determines if each AWB
on the list has a valid address.

Step 5:

If the AWB has no valid address,
He will check the box to denote it has
No valid address and then CLICK
"Update UTL" to clear the screen of no
valid address.

Unable-To-Locate COD Shipments System Process

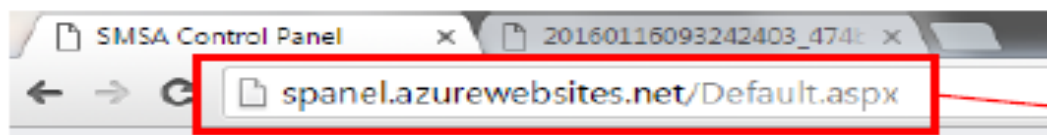
Owner: Director, Operations
Department: Operations

Address	AWB Number	Status	Action
Region A/ Hadda Street name 201 street Building MOHAMED MOHAMED	21000000000000000000	Not Utl	NOT UTL
Region A/ Hadda Street name 201 street Building MOHAMED MOHAMED	21000000000000000000	Not Utl	NOT UTL
Region A/ Hadda Street name 201 street Building MOHAMED MOHAMED	21000000000000000000	Not Utl	NOT UTL
Region A/ Hadda Street name 201 street Building MOHAMED MOHAMED	21000000000000000000	Not Utl	NOT UTL
Region A/ Hadda Street name 201 street Building MOHAMED MOHAMED	21000000000000000000	Not Utl	NOT UTL
Region A/ Hadda Street name 201 street Building MOHAMED MOHAMED	21000000000000000000	Not Utl	NOT UTL
Region A/ Hadda Street name 201 street Building MOHAMED MOHAMED	21000000000000000000	Not Utl	NOT UTL
Region A/ Hadda Street name 201 street Building MOHAMED MOHAMED	21000000000000000000	Not Utl	NOT UTL
Region A/ Hadda Street name 201 street Building MOHAMED MOHAMED	21000000000000000000	Not Utl	NOT UTL
Region A/ Hadda Street name 201 street Building MOHAMED MOHAMED	21000000000000000000	Not Utl	NOT UTL

Step 6:

After checking and removing all AWB without valid address, the remaining AWB Should also be marked checked and click "NOT UTL".

UTL Supervisor TASK



Step 1:

Use the link by entering them on Google chrome

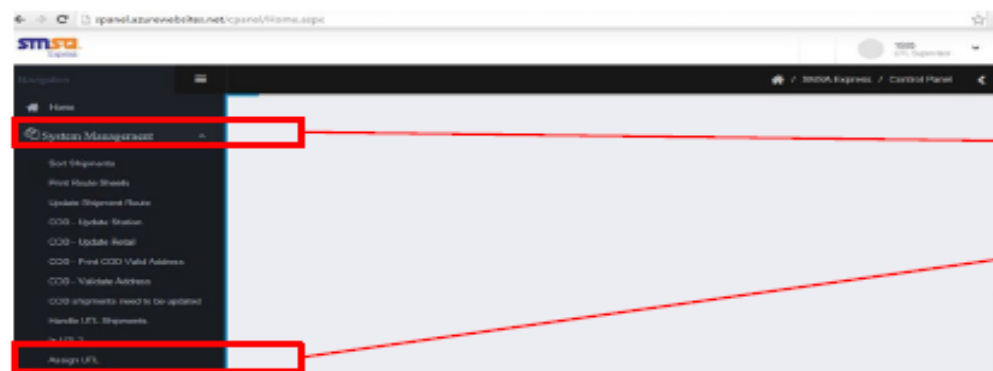
A screenshot of the SMSA Express login page. The page features the SMSA Express logo at the top left and a 'SIGN IN' button at the top right. Below the logo, there are two input fields: 'Username' and 'Password'. Both input fields are highlighted with red rectangular boxes. Below the password field is a blue 'Login' button, which is also highlighted with a red rectangular box. At the bottom of the login form, there is a text label 'Invalid Username Or password'.

Step 2:

On the screen enter your Username & Password and then click "Login".

Unable-To-Locate COD Shipments System Process

Owner: Director, Operations
Department: Operations



Step 3:

Click

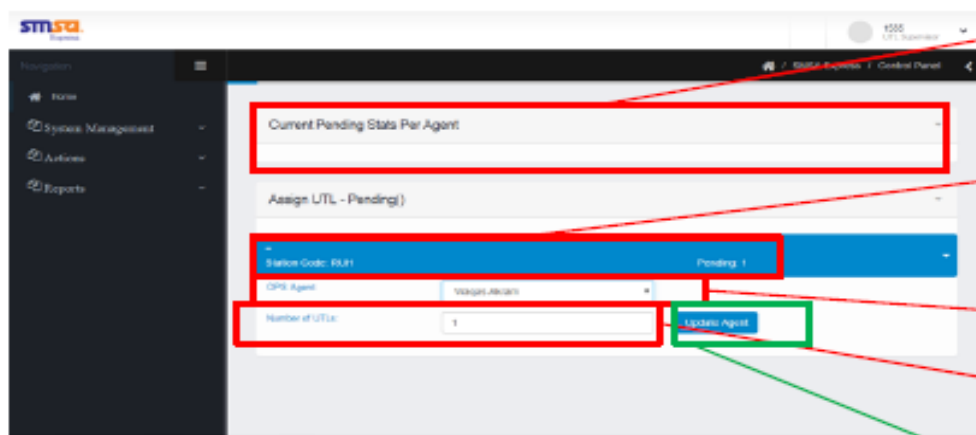
“System management”

And then

“Assign UTL”

Step 2:

On the screen:



a. Current Pending Stats per Agent shows the number of pending AWB Per Agents.

b. Number of pending UTL COD are Shown to be distributed to UTL agents.

c. Assign to agents by selecting from the drop down menu.

d. Place the number of AWB to assign to UTL Agent

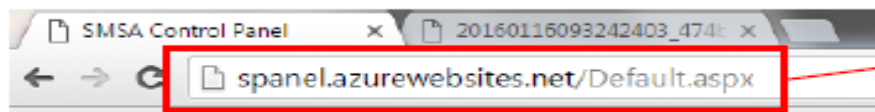
e. click “Update Agent”.

Unable-To-Locate COD Shipments System Process

Owner: Director, Operations

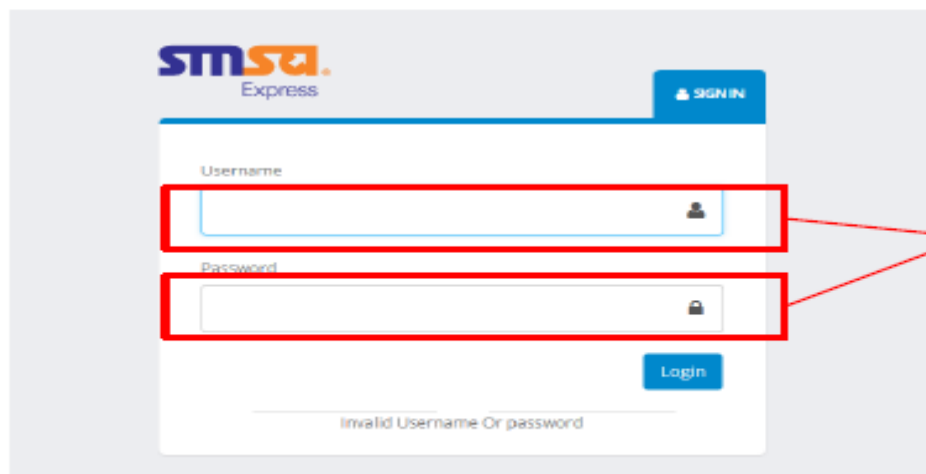
Department: Operations

UTL Agent - Main TASK



Step 1:

Use the link by entering them on Google chrome



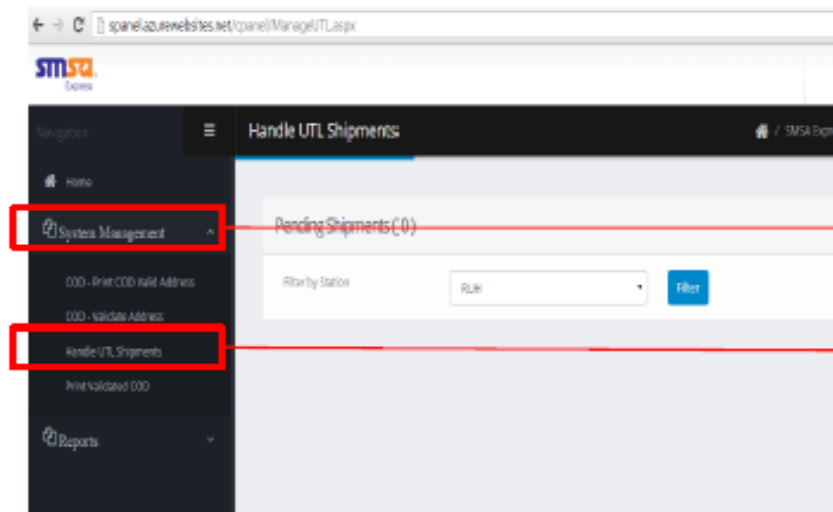
Step 2:

On the screen enter your Username & Password and then click "Login".

Unable-To-Locate COD Shipments System Process

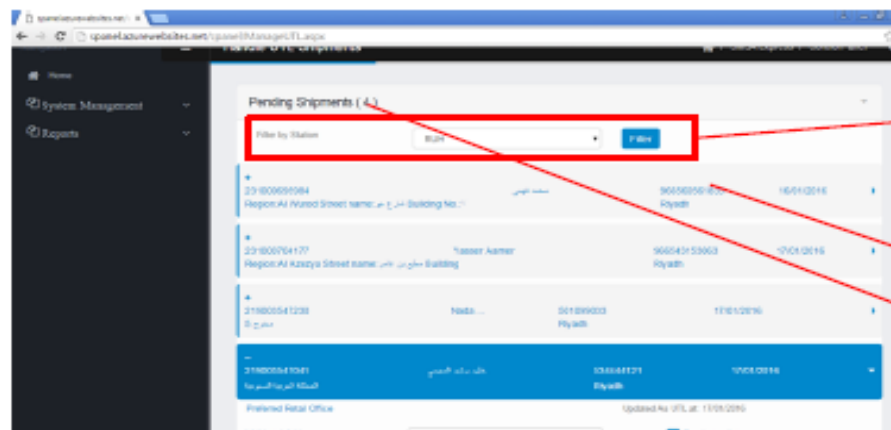
Owner: Director, Operations

Department: Operations



Step 3:

On the Screen:
UTL Agent Clicks
“System Management”
Then
“Handle UTL Shipments”



Step 4:

While on the Screen:
UTL Agent chooses his station and
then click “filter”:
It will show all pending shipments
assigned.
And the total number of
pending shipments

Unable-To-Locate COD Shipments System Process

Owner: Director, Operations
Department: Operations

The screenshot shows the STMSA Express system interface. At the top, there is a table with columns for AWB number, name, and date. Below the table, there is a form for selecting a status. A red box highlights the status dropdown menu, which currently shows 'No mobile number'. A red arrow points from this dropdown to the 'ticket' button below it.

Step 5:

If the AWB doesn't have the Mobile number, he will choose status as **"No mobile number"** then click **"ticket"** as there are no other way to Get the valid address.

The screenshot shows the STMSA Express system interface. At the top, there is a table with columns for AWB number, name, and date. Below the table, there is a form for selecting a status. A red box highlights the status dropdown menu, which currently shows 'mobile off'. A red arrow points from this dropdown to the 'ticket' button below it.

Step 6:

If the AWB has other reasons, Select from the drop down menu as per reason. Such as **"mobile off"** then click **"update"** And then if after few days of no valid Address, you could view the history by selecting **"view history"** update as per policy it needs to have a ticket, Therefore select **"mobile off"** and then **"ticket"**.

Unable-To-Locate COD Shipments System Process

Owner: Director, Operations
Department: Operations

The screenshot shows the STMSA Express system interface. The main table lists shipments with columns for Tracking Number, Status, and Location. Below the table, there is a 'Preferred Retail Office' dropdown menu, a 'Status' dropdown menu, and a 'Ready to print' button. A red box highlights the 'Preferred Retail Office' dropdown, and a red arrow points to the 'Ready to print' button.

Step 7:

Upon Calling the customer, and the customer provides the valid address, the valid address should be encoded on the box provided, then **“ready to print”** then select **“update”**.

The screenshot shows the STMSA Express system interface. The main table lists shipments with columns for Tracking Number, Status, and Location. Below the table, there is a 'Preferred Retail Office' dropdown menu, a 'Status' dropdown menu, and a 'Ready to print' button. A red box highlights the 'Preferred Retail Office' dropdown, and a red arrow points to the 'Ready to print' button.

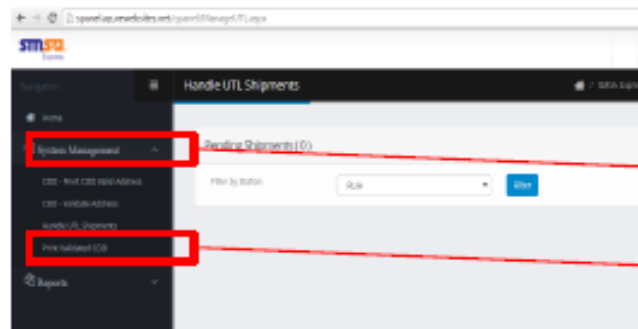
Step 8:

Upon calling the customer, and the customer request to PUP to the same **Retail outlet** or **Preferred address** copy the preferred address to the box provided and then Choose **“ready to print”** and then click on **“update”**.

Unable-To-Locate COD Shipments System Process

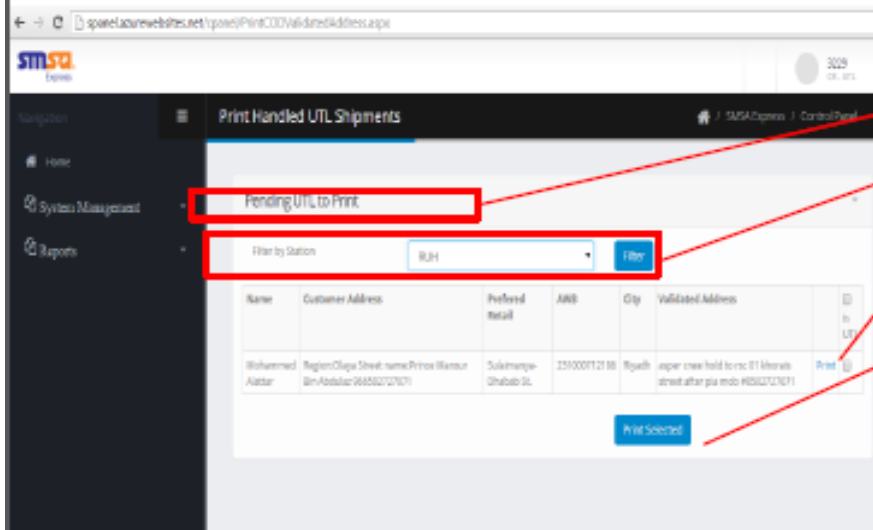
Owner: Director, Operations

Department: Operations



Step 9:

Printing validated address:
Click on
"System management"
Then
"Print Validated COD"



Step 10:

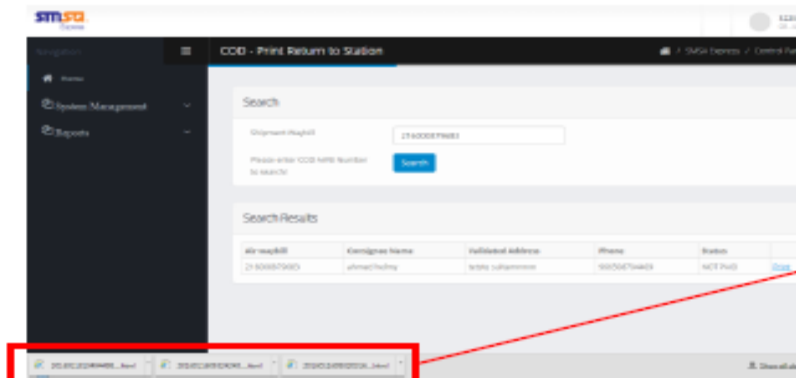
Pending Handled UTL to Print:
Select Station and then "filter"
Select the AWB to be printed and then
Click "Print Selected"



Unable-To-Locate COD Shipments System Process

Owner: Director, Operations

Department: Operations

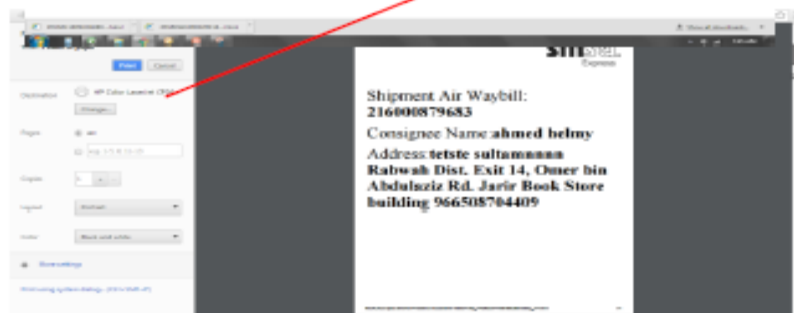


Step 11:

Printing validated address:
From Ready to print it will download
the label

Setup downloaded Address to the
Appropriate Label printer.

Shipment Air Waybill: 216000879683
Consignee Name: ahmed helmy
Address: teteste sultamman
Abdulaziz Rd. Jarir Book Store building 966508704409

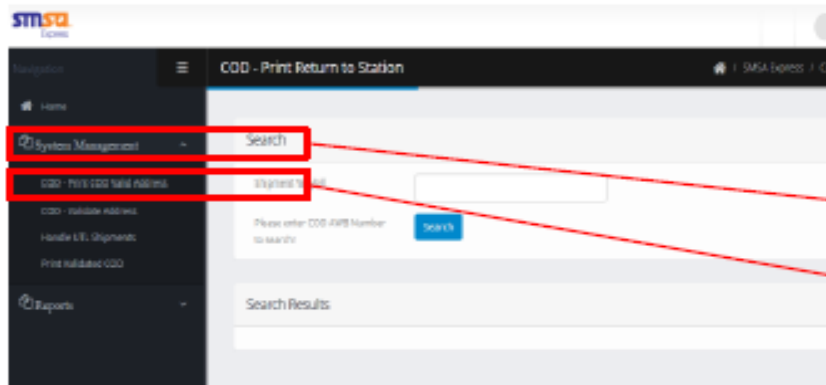


Unable-To-Locate COD Shipments System Process

Owner: Director, Operations

Department: Operations

UTL Agent - Other TASK



Step 1:

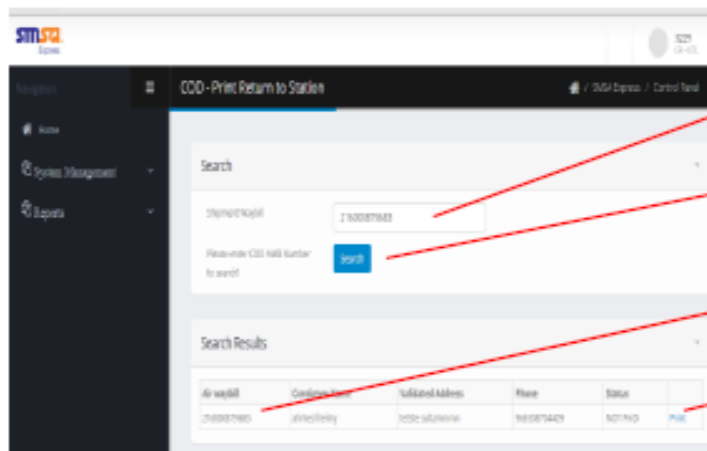
Printing validated address:

Click on

“System management”

Then

“COD - Print COD Valid Address”



Step 2:

Provide the AWB number and then click Search:

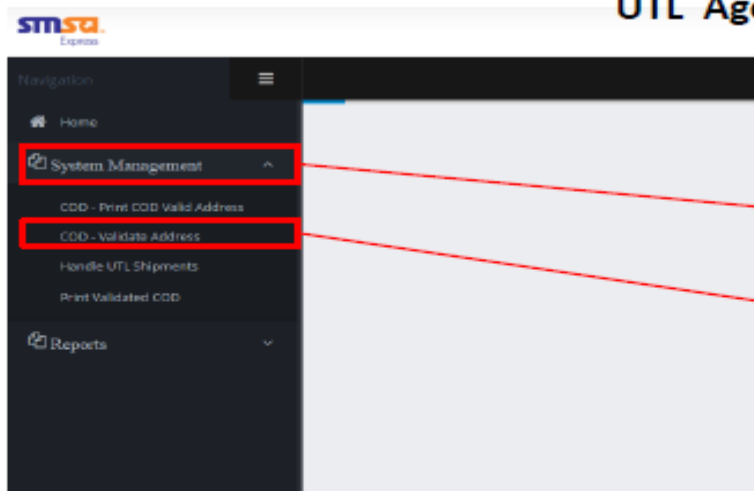
Search results will show the AWB number To be printed and then click “print”.

Unable-To-Locate COD Shipments System Process

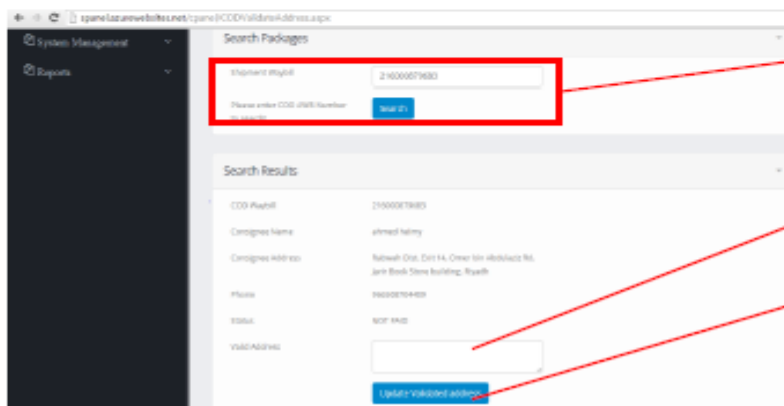
Owner: Director, Operations

Department: Operations

UTL Agent - Other TASK



Step 1:
Printing validated address:
Click on
"System management"
Then
"COD – Validate Address"



Step 2:
COD validate address:
Enter AWB# and then click search

On the box provided enter the valid address
And then click update valid address

Unable-To-Locate COD Shipments System Process

Owner: Director, Operations

Department: Operations

Step 1:

On The Reports:

Click on

“Reports”

Then

“Search Shipment by AWB” this will show the details of the shipment

“View Customer Info”

this will show the info for the customer

