

<b>Purpose</b>	1. The Purpose of this document is to define the Standard Operating Procedure for FRG Shipments from USA.
<b>Scope</b>	2. This includes Pick up of FRG shipments, preparation of PPWKs, Customs clearance in JFK and connection to RUH.
<b>Detailed Procedure/Steps</b>	<p><b>3. FRG (Shipper)</b></p> <p>3.1 FRG to prepare DG declaration from signed and sealed.</p> <p>3.2 Prepare shipments to ship by placing SMSA labels and DG stickers on all the boxes.</p> <p>3.3 Place all the boxes inside the skids (cartons), seal the same and put labels on all sides of the skid.</p> <p>3.4 Prepare consolidated manifest and letter of consent in accordance with TSA regulation.</p> <p>3.5 Once shipment is ready, FRG to schedule a pick up request a day in advance with the SMSA USA team (FRG to send consolidated manifest and PPWKs).</p> <p><b>4. Pick up Process (SMSA USA &amp; Service Provider):</b></p> <p>4.1 SMSA USA team to pass the pickup information to SMSA Service Provider and arrange for pickup next day morning at 09:00am.</p> <p>4.2 Based on shipment details, SMSA Service Provider to book space with Airline and prepare Airline MAWB.</p> <p>4.3 SMSA Service Provider to obtain OK2KSA request from Airline JFK and send to RUH clearance to obtain DG approval letter signed and sealed by Riyadh customs and Airline.</p> <p>4.4 RUH clearance team will send the DG approval letter to SMSA USA and Airline JFK OK to forward the shipment.</p> <p>4.5 SMSA Service Provider to prepare TSA letter (in compliance with TSA approved security program ) and 10-day letter (SMSA Service provider guarantee letter for the return of shipment to US in the event the consignee failed to clear the shipment within 10-days in Riyadh).</p> <p>4.6 SMSA Service Provider to pick up the shipments from FRG warehouse at 09:00am.</p>

4.7 SMSA Service Provider to create CONS based from the manifest and apply "PUP" pickup scan on the CONS.

4.8 Bring the shipment to SMSA Service Provider, calculate the actual and dim weight and send the pickup details to SMSA USA & RUH team. SMSA Service Provider to apply "HIP" Hub In scan on the CONS.

4.9 Forward the shipments to JFK for further export formalities (export customs clearance, TSA inspection, packages screening etc.) and apply "HOP" Hub Out scan on the CONS.

4.10 Post clearance handover the shipment to Airline before 12:00 noon for connection.

4.11 SMSA Service Provider to send pre-alert and flight details to SMSA Riyadh and USA team, and apply STAT 77 Scan on the CONS

### 5. SMSA Clearance - RUH

5.1 Based on pre-alert received, SMSA clearance team will prepare the clearance related documents such as AWB, invoice and other PPWKs.

5.2 After flight arrival, they will coordinate with the Airline to retrieve the shipments to courier terminal.

5.3 Once the shipments arrived, SMSA clearance team will apply scans on all the shipments and coordinate with customs for clearance. Check versus report to validate CONS versus actual shipments received.

5.4 Customs officer will x-ray and clear the shipments based on the PPWKs provided. If any shipments is held by customs during x-ray, hold that shipments and contact consignee or shipper for further clarification.

5.5 For Dutiable shipments SMSA pays the duty and clears the shipment.

5.6 Once the shipment is cleared, forward the shipments to hub for further connection and delivery.

### 6. SMSA Hub at Destination

6.1 SMSA Hub to receive and apply hub inbound scan on all the shipments.

6.2 Hub to sort the shipments destination wise, apply hub outbound scan and forward the shipments to final destination.

6.3 Manifest will be prepared and pre-alert email will be send to all the respective hubs & stations.

**7. Final Delivery**

7.1 Stations to receive and apply station inbound scan on all the shipments.

7.2 Sort the shipments route wise and handover to couriers.

7.3 Couriers to apply VAN scan and take the shipments for final delivery.

7.4 Once the shipments are delivered to end consignee, couriers will apply POD scan

**8. Pre-alert List:**

SMSA US	SMSA RUH
<a href="mailto:dmichael@smsaexpress.com">dmichael@smsaexpress.com</a>	<a href="mailto:ruhintl@smsaexpress.com">ruhintl@smsaexpress.com</a>

## 9. COD Process

Consider origin hub as RUH for below COD process flow

