Purpose	1. The Purpose of this document is to define the Standard Operating Procedure for IHERB Shipments from USA.
Scope	2. This includes Pick up of IHERB shipments, preparation of PPWKs, Customs clearance and connection to RUH.
Detailed Procedure/Steps	**3. IHERB (Shipper)** 3.1 Prepare shipments to ship, paste SMSA AWB labels on all individual customer packages using SMSA automation tool (SECOM). 3.2 Prepare consolidated manifest and customs related documents if any. 3.3 Once shipments are ready, IHERB to schedule a pickup request a day in advance with SMSA USA team. **4. Pick up Process (SMSA USA & Service Provider):** 4.1 SMSA USA team to pass the pickup information to SMSA service provider and arrange for pickup as per below schedule.

Pick up Location	Pick up Days	Pick up Time
Hebron, KY 41048	Mon - Fri	18:00
Riverside, CA 92551	Mon - Fri	18:00

4.2 Based on pickup request, SMSA service provider to tally the total number of shipments against manifest for overages/shortages, create CONS and apply "PUP" Pick up scan on the CONS.

4.3 SMSA Service provider to bring the shipments to warehouse for further processing and consolidation, apply "HIP" Hub In scan on the CONS.

4.4 SMSA service provider prepares airline MAWB and forward the shipments to the nearest Gateway for further export customs formalities (export customs, shipments screening etc.) and connection. SMSA Service Provider to apply "HOP" Hub Out scan on the CONS.

Pick up Location	Export Gateway	Airline
Hebron, KY 41048	JFK/ORD/PHL	QR/TK
Riverside, CA 92551	LAX/SFO	QR/TK

4.5 Post clearance handover the shipment to schedule airline for connection to RUH.

4.6 After shipments are cleared and connected SMSA service provider to send pre-alert and flight details to SMSA team in Riyadh, SMSA Service Provider to apply STAT 77 Scan on CONS.

Pre-Alert Format:

Date			
Origin		Destination	
Total No. of Shipments		Total No. of PCs (including MPS)	
No. of PCs (Bags + Loose)		Total Weight	
Airline Name		Flight No.	
Airline AWB No (CBV/MAWB)			
Local Departure Date		Local Arrival Date	
Local Departure Time		Local Arrival Time	
Comments (If any)			

5. Pre-Alert List

SMSA US	SMSA RUH
dmichael@smsaexpress.com	ruhintlb@smsaexpress.com

6. SMSA Clearance - RUH

6.1 After flight arrival in RUH, SMSA clearance team to coordinate with airline and GHA to retrieve the shipments to courier terminal.

6.2 Once the shipments arrived, SMSA clearance team will apply scans on all shipments and coordinate with customs for clearance.

6.3 Customs officer will x-ray and clear the shipments based on the PPWKs provided. If any shipment is held by customs during x-ray, SMSA will hold that shipment and contact IHERB for further clarification.

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

6.5 Post customs clearance, shipments will be forwarded to RUH Hub and apply scans.

7. SMSA Hub - RUH

7.1 SMSA RUH Hub to receive and apply Hub inbound scan on all shipments.

7.2 Hub to sort the shipments destination wise, apply Hub Outbound scan and forward the shipments to final destination Hub through priority connection on the same day.

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

7.4 Shipments destined to RUH will be handed over to RUH station same day.

8. Final Destination Hub

8.1 Final Destination Hubs to receive the shipments connected from Hub. Apply HIP scan and sort shipments to their respective stations.

8.2 Apply HOP scan and forward the shipments to destination station for delivery

9. Final Delivery

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

9.2 Sort shipments route wise and handover to respective route couriers.

9.3 Shipments for HAL will be sorted separately and forwarded to their respective HAL location.

9.4 Courier to apply VAN Scan and take the shipments for final delivery.

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

9.6 For shipments at SMSA HAL, SMSA RSC team will send SMS to customer to collect the shipment.

9.7 Customer will visit the SMSA RSC to collect the shipment.

9.8 Shipment collected by customer, SMSA RSC will apply POD scan.

 Note: Customs duties, COD amount if any will be collected from the customers at the time of delivery.

10. Process Flow Chart:

```
┌──────────────────────────┐
│ Customer will prepare    │        ╭─────────────╮
│ SMSA AWB from SMSA       │───────▶│  SMSA AWB   │
│ Automation Tool          │        ╰─────────────╯
└──────────────────────────┘
            │
            ▼
┌──────────────────────────┐
│ Paste the AWB on the     │
│ Shipments                │
└──────────────────────────┘
            │
            ▼
┌──────────────────────────┐
│ Schedule Pickup with     │
│ SMSA US Team             │
└──────────────────────────┘
            │
            ▼
┌──────────────────────────┐
│ SMSA US Team to          │
│ arrange the Pickup with  │
│ SMSA service provider    │
└──────────────────────────┘
            │
            ▼
┌──────────────────────────┐    Pickup Location:
│ SMSA service provider    │    1. Hebron, KY 92551   - Pick up Time: 1800H
│ will pickup the shipment │────2. Riverside, CA 92551 - Pick up Time: 1800H
│ at schedule pickup time  │
└──────────────────────────┘
            │
            ▼
┌──────────────────────────┐
│ SMSA service provider    │
│ to create CONS for the   │
│ shipment and apply       │
│ Pickup scans             │
└──────────────────────────┘
            │
            ▼
┌──────────────────────────┐    1. Service Provider to send notification with
│ SMSA service provider    │    manifest for the pick up made to SMSA RUH / US
│ will bring the shipments │────2. Service Provider to apply Hub in scan to CONS
│ to his warehouse for     │
│ further processing       │
└──────────────────────────┘
            │
            ▼
┌──────────────────────────┐    Address to be mentioned on the airline waybill:
│ SMSA service provider    │    SMSA Express Transportation Company Ltd.
│ will consolidate all the │────Express Courier Clearance Facility
│ shipments and generate   │    King Khalid International Airport
│ airline waybill          │    Riyadh, Saudi Arabia
└──────────────────────────┘    Tel: 00966112201277 - 88
            │
            ▼
┌──────────────────────────┐
│ SMSA service provider    │
│ will forward the shipment│
│ to Gateway and apply     │
│ Hub out scan on CONS     │
└──────────────────────────┘
            │
            ▼
┌──────────────────────────┐
│ SMSA service provider    │
│ to coordinate with       │
│ customs for export       │
│ formalities & clearance in│
│ courier mode             │
└──────────────────────────┘
            │
            ▼
┌──────────────────────────┐
│ Post clearance           │
│ shipments will be        │
│ handed over to airline for│
│ connection and service   │
│ provider to apply STAT   │
│ 77 scan on CONS          │
└──────────────────────────┘
            │
            ▼
          ╱  1  ╲
          ╲─────╱
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                        ┌─────────┐
                        │    1    │
                        └────┬────┘
                             │
            ┌────────────────▼────────────────┐
            │ Send the manifest, MAWB         │        ┌──────────────────────┐
            │ and pre-alert to SMSA           ├────────┤ SMSA RUH to apply     │
            │ clearance team                  │        │ Stat68 scan on cons   │
            │ ruhintlb@smsaexpress.com        │        └──────────────────────┘
            └────────────────┬────────────────┘
                             │
            ┌────────────────▼────────────────┐
            │ Shipments will be moved to      │
            │ courier terminal                │
            └────────────────┬────────────────┘
                             │
            ┌────────────────▼────────────────┐
            │ Shipments will be tallied as    │
            │ per manifest, any overages      │
            │ and shortages will be           │
            │ notified to origin              │
            └────────────────┬────────────────┘
                             │
                      ╱──────▼──────╲                ┌──────────────────────────┐
                     ╱  Shipments    ╲      NO        │ Hold the shipments and   │
                     ╲  cleared?      ╱───────────────┤ contact consignee or     │
                      ╲──────┬──────╱                 │ origin to fulfill customs │
                             │ YES                    │ requirements             │
                      ╱──────▼──────╲                 └──────────────────────────┘
                     ╱  Shipments    ╲     YES        ┌──────────────────────┐        ┌──────────────────────────┐
                     ╲  dutiable?     ╱───────────────┤ SMSA pays the customs├────────┤ **Note**: Consignee to   │
                      ╲──────┬──────╱                 │ duty                 │        │ pay the customs duty at  │
                             │ NO                     └──────────┬───────────┘        │ the time of delivery     │
            ┌────────────────▼────────────────┐                 │                    └──────────────────────────┘
            │ Forward the shipments to        ◄─────────────────┘
            │ RUH Hub for further             │
            │ connection kingdomwide          │
            └────────────────┬────────────────┘
                             │
            ┌────────────────▼────────────────┐
            │ RUH Hub will sort and           │
            │ connect the shipments to        │
            │ their respective final          │
            │ destination Hub                 │
            └────────────────┬────────────────┘
                             │
            ┌────────────────▼────────────────┐
            │ Final Destination hubs will     │
            │ receive, sort and forwarded     │
            │ shipments to end stations/      │
            │ HAL for Delivery.               │
            └────────────────┬────────────────┘
                             │
                        ┌────▼────┐
                        │    2    │
                        └────╲───╱┘
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                              ┌─────┐
                              │  2  │
                              └──┬──┘
                                 │
                                 ▼
   HAL Shipments ────────┌─────────────────────┐──────── Route Shipments
                         │ Shipment arrive at    │
                         │ Station, sort as per  │
                         │ delivery address      │
                         └──────────┬────────────┘
                          UTL Shipments
```

Shipment arrive at Station, sort as per delivery address

HAL Shipments — UTL Shipments — Route Shipments

Forward the shipments to the respective retail service centers (RSC)

Hold the shipment in UTL and contact consignee for correct delivery address

Shipment delivered?

NO

Courier take the shipments out for delivery

Consignee will be informed by SMS to collect the shipments from RSC

Delivery Address obtained?

NO

Contact shipper for assistance and Hold shipment in UTL

YES

Apply Proof of delivery scan

Consignee will come and collect the shipment at RSC

HAL

YES

Consignee requested door delivery or HAL?

Door Delivery

Apply Proof of delivery scan