

Purpose	This document aims to provide the process in handling the inbound U.S. Embassy Riyadh diplomatic shipments; from alert notification up to subsequent delivery.
Scope	This SOP applies only to the diplomatic shipments shipped to the U.S. Embassy in Riyadh, Kingdom of Saudi Arabia, from Washington, U.S.A. or from any other country.
Responsibilities	<p>1. SMSA Clearance Coordinator - Swaleh Said Tel 011-220 1288; Fax 011-220 1266; Mobile 0555 221 273</p> <p>It shall be the responsibility of the Clearance Coordinator to communicate to the U.S. Embassy Riyadh contacts, the following:</p> <ul style="list-style-type: none"> • Incoming shipment alerts and clearance updates • Shipment delivery alerts • Customs/Shipment issues • Shipment damages; Loss of shipments; Shortage/Over-age of shipments • Paperwork requirements • Over-weight shipments • Other discrepancies/issues requiring customer involvement/cooperation <p>It shall also be the responsibility of the Clearance coordinator to provide at least 24 hours advance notice for all deliveries to the embassy by sending an email to RiyadhMailandAPOServices@state.gov. Deliveries shall only occur on workdays during core working hours (Sunday to Thursday between 0930H to 1500H).</p> <p>If a delivery must occur outside of the above days/times, or if a delivery needs to be re-scheduled or cancelled due to an emergency, both SMSA and the U.S. Embassy mailroom inform the other party at least 24 hours in advance to ensure that there is sufficient time to plan accordingly.</p> <p>2. SMSA Gateway Clearance Agents -</p> <p>Adel Mansour Amad Al Harkan Abdulaziz A. Rahman Al-Dabbas</p> <p>It shall be the responsibility of the Gateway Clearance agents to clear the U.S. diplomatic pouches from Customs in Saudia Cargo (SV).</p> <p>3. SMSA Hub & Line-haul Manager - Mohammad Nistar Mobile 0500 134 318 Email: ruhintl@smsaexpress.com</p>



SMSA Express Transportation Co., Ltd.

S.O.P. for Clearing Inbound U.S. Embassy Riyadh Diplomatic Pouches

Owner: Director
Department: Operations

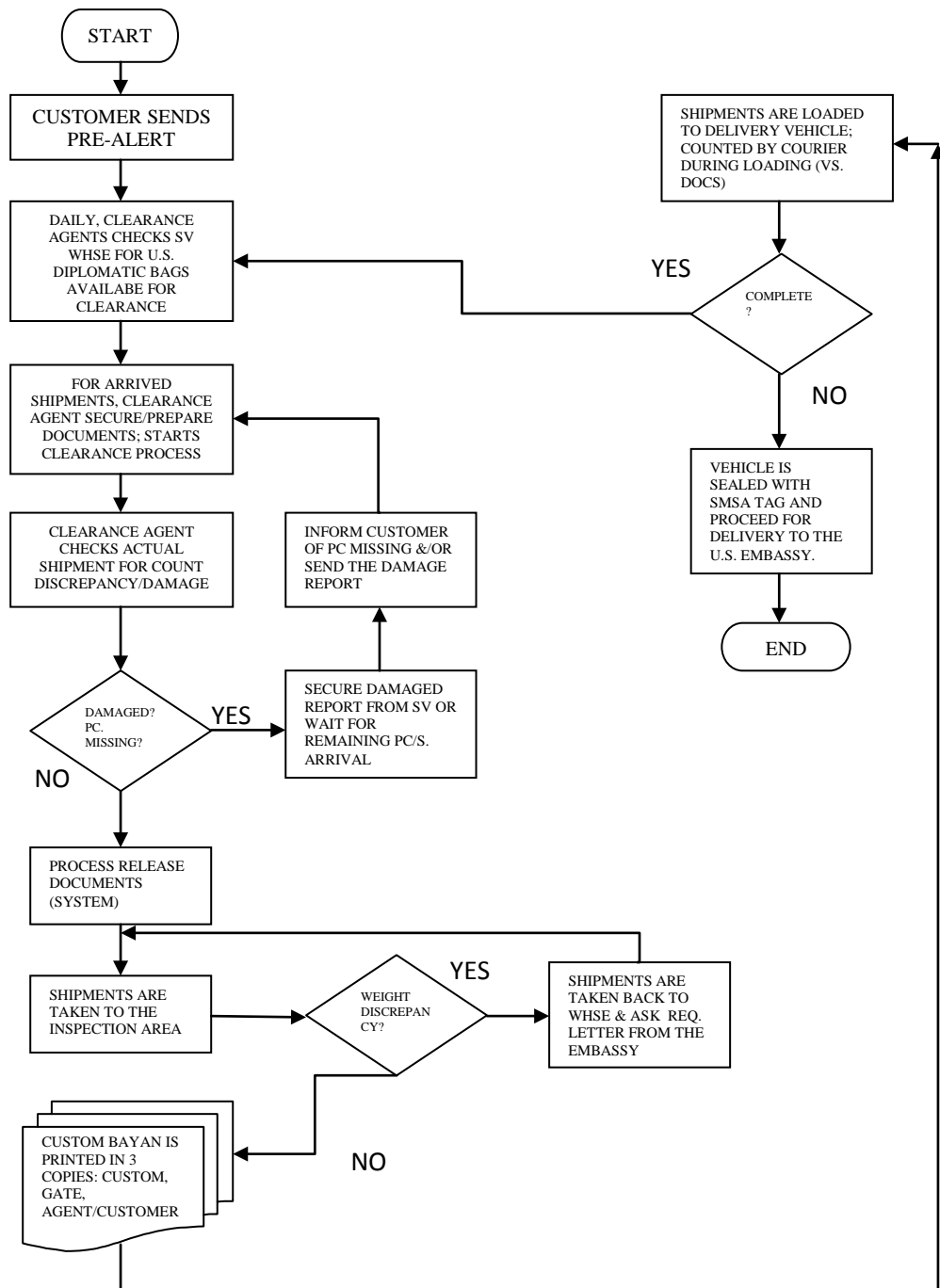
	<p>It shall be the responsibility of the Hub & Line-haul manager to ensure smooth and timely delivery of cleared diplomatic shipments from the SV Cargo inside KKIA direct to the U.S. Embassy in Riyadh diplomatic quarters.</p> <p>It shall also be the responsibility of the Hub & Line-haul manager to send an email to RiyadIRMMailandAPOservices@state.gov in advance with all SMSA driver and vehicle information so that U.S. Embassy mailroom officials can request employee/vehicle access for all delivery staff for up to 2 months at a time (bi-monthly basis or on the 1st Sunday of every other month). Format of email as follows:</p> <p>For each employee - SMSA Employee Full Name - SMSA Employee Nationality - Clear photocopy of Iqama</p> <p>For each vehicle - Vehicle License Plate Number - Vehicle Model</p> <p>Note: Any additions to the given list shall be sent at least one week in advance before the intended delivery date.</p> <p>4. U.S. Embassy Riyadh Senior Mail Clerk - Jamal Hammoudeh (Customer) Embassy Switchboard +966 11-488 3800 Ext. 0 Mobile 0508 869 978 Email: HammoudehJ@state.gov</p> <p>It shall be the responsibility of the Senior Mail Clerk to send pre-alert to SMSA (Email: dpa@smsaexpress.com) of all incoming diplomatic shipments intended for the U.S. Embassy in Riyadh.</p> <p>5. U.S. Embassy Riyadh Information Mngt. Specialist - Emanne Desjardins (Customer) Mobile 0500 420 0738 Email: desjardinsef@state.gov</p> <p>It shall be the responsibility of the IM Specialist to coordinate with Embassy security and secure security access for SMSA drivers/vehicles.</p> <p>It shall be the responsibility of the IM Specialist to provide the required paperwork necessary to clear the diplomatic shipments from Customs.</p>
Detailed Procedure/Steps	<p>1. When available, customer sends pre-alert of incoming diplomatic shipments to SMSA by sending email to dpa@smsaexpress.com. The pre-alert, ideally should contain an attachment of the MAWB copy, corresponding flight details, # of pieces/pouches, weight, dimension, invoice #s and the individual pouch IDs.</p>

	<p>2. Clearance coordinator relays the alert to the clearance agent in a timely manner (preferably, once received).</p> <p>3. On a daily basis, Clearance agent goes through the alerts and then physically checks SV Cargo office for available MAWBs for clearance.</p> <p><u>REGISTRATION OF CUSTOMS DECLARATION</u></p> <p>4. If there are shipments available for clearance, clearance agent secures a copy of the delivery notification form and attach a copy of the MAWB (3 copies for each separate MAWB).</p> <p>5. Clearance agent secures a stamp on the Delivery notification copies from the Customs office.</p> <p>6. Clearance agent goes inside the warehouse to check and count the bags for discrepancies/damages. If count discrepancies/damages are present, clearance agent asks for a "REPORT" from SV Cargo.</p> <p>If shipment/s are complete and intact, clearance agent signs the delivery notification copies and gives to the warehouse in-charge; shipments are then taken out to the inspection area.</p> <p>7. Clearance agent also checks the diplomatic bags area and bins for available pouches/bags without MAWB/documents. If any, this will be coordinated with the US Embassy through the Clearance coordinator.</p> <p>8. Clearance agent proceeds to the Customs office to process the documents and to release the shipment/s in the system (Customs); and to secure the permit to take out the shipment.</p> <p><u>INSPECTION OF CARGO</u> - not applicable</p> <p><u>ANALYSIS AND CALCULATION OF CUSTOMS VALUE</u> - not applicable</p> <p><u>CLASSIFICATION OF GOODS</u> - not applicable</p> <p><u>ASSESSMENT, CALCULATION AND PAYMENT OF APPLICABLE DUTIES</u></p> <p>9. Clearance agent then proceeds to the Inspection area where the Customs Bayan is printed (1 copy to Customs; 1 copy for SMSA; 1 copy for the gate).</p> <p>Note: No inspection shall be done on the diplomatic bags/pouches. Letter should be available to show to police in case they insist for inspection.</p>
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	<p>In cases there are weight discrepancies, this will be coordinated with the customer.</p> <p>10. Again, clearance agent counts the no. of bags inside the inspection area and compares the following:</p> <ul style="list-style-type: none">• the pouch no. written in the tag vs. the pouch no. written on the bag• the seal no. written on the tag vs. the seal no. written on the seal itself <p><u>RELEASE OF GOODS</u></p> <p>11. Clearance agent proceeds to the gate and gives the Bayan copy to the guard; ask the SMSA courier/driver to bring his vehicle inside for loading the cleared shipments.</p> <p>12. The bags are taken out to the loading area and loaded onto the SMSA vehicle for delivery. During loading, driver counts the no. of bags and check vs. the release documents.</p> <p>13. After loading, driver seals the vehicle with the SMSA tag for security purposes.</p> <p>14. After leaving SV Cargo, courier informs the clearance coordinator that he has departed from KKIA for delivery. Clearance coordinator sends email to customer: RiyadhIRMMail and APOservices@state.gov to inform them of the impending delivery.</p> <p>15. Courier proceeds to deliver the diplomatic bags to the U.S. Embassy inside the diplomatic quarters in Riyadh, using the back gate of the embassy.</p> <p>16. Upon completion of the delivery, courier asks U.S. Embassy mailroom contact to sign on the Proof of Delivery (POD). Please see Attachment A.</p>
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Flowchart





SMSA Express Transportation Co., Ltd.

S.O.P. for Clearing Inbound U.S. Embassy Riyadh

Diplomatic Pouches

Owner: Director

Department: Operations

Attachment A	Proof of Delivery (POD)
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No: _____

Date: _____

CUSTOMER DETAILS

Company Name : _____

Delivery/Company Address : _____

Contact Person : _____

Mobile/Telephone No. : _____

Shipper Name	Mode of Shipment	Flight Number	
_____	_____	_____	
MAWB/MOBL	HAWB/HOBL	Clearance Date	Delivery Date
_____	_____	_____	_____
Gross Weight (KG)		Chargeable Weight (KG)	
_____		_____	
Quantity	Item No.	Commodity description	
_____	_____	_____	
_____	_____	_____	
_____	_____	_____	
Remarks (Any Special Marking on packing)			

FOR SMSA Transportation Co. Ltd

Name & Signature

IF ANY DISCREPANCY / DAMAGES TO THE CARGO, THE DETAILS SHOULD BE COMMUNICATED TO SMSA EXPRESS IN WRITING WITHIN 24 HOURS OF DELIVERY OF THE CARGO TO YOUR FACTORY / WAREHOUSE

CUSTOMER ACKNOWLEDGEMENT

WE CONFIRM RECEIPT OF THE ABOVE MENTIONED GOODS WHICH WERE RECEIVED IN GOOD ORDER / CONDITION, WITH NO VISIBLE DAMAGES / DISCREPANCIES TO THE PACKAGES

Cargo Received by (Name)

Customer Signature & Stamp



SMSA Express Transportation Co., Ltd.

S.O.P. for Clearing Inbound U.S. Embassy Riyadh

Diplomatic Pouches

Owner: Director

Department: Operations

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IQAMA / ID number	
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Cargo Received Date	Time
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