

<b>Purpose</b>	1. The Purpose of this document is to define the Standard Operating Procedure for MYUS Shipments from USA.
<b>Scope</b>	2. This includes Pick up of MYUS shipments, preparation of PPWKS, Customs clearance and connection to RUH.
<b>Detailed Procedure/Steps</b>	<p><b>3. MYUS (Shipper)</b></p> <p>3.1 MYUS Customer ships items bought from online to MYUS facility.</p> <p>3.1 MYUS Prepare shipments and SMSA service provider AWB, paste AWB labels on all individual customer packages.</p> <p>3.2 MYUS prepare consolidated manifest and customs related documents if any.</p> <p><b>4. Pick up Process (SMSA USA &amp; Service Provider):</b></p> <p>4.1 SMSA Service provider to do daily pick up on MYUS facility.</p> <p>4.2 SMSA Service provider apply "PUP" Pick up scans on the shipments.</p> <p>4.3 SMSA Service provider load MYUS shipments on the vehicle and bring the shipments to warehouse for further processing and consolidation.</p> <p>4.4 Upon arrival of shipment in the service provider warehouse, SMSA service provider to apply scans on shipments, received shipments in the warehouse.</p> <p>4.4 SMSA Service provider to arrange necessary PPWKS of the shipments and forward to gateway and apply necessary scans.</p> <p>4.5 SMSA Service provider submits shipments and PPWKS to customs clearance for further export formalities (export customs clearance, inspection, package screening..etc.)</p> <p>4.6 Post clearance load the shipment to SMSA Service provider airplane for connection to RUH via BAH.</p> <p><b>6. SMSA Clearance - RUH</b></p> <p>6.1 After flight arrival in RUH, SMSA clearance team to coordinate with SMSA Service provider and GHA to retrieve the shipments.</p> <p>6.2 SMSA Service provider to set aside shipments for SMSA in their customs clearance area.</p> <p>6.3 SMSA clearance team to process customs clearance on the shipments.</p>

6.4 SMSA clearance team to apply scans "STAT68" on all shipments and coordinate with customs for clearance.

6.5 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 MYUS for further clarification.

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

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

#### **7. SMSA Hub - RUH**

7.1 Hub to receive and apply "HIP" Hub inbound scan on all shipments.

7.2 Hub to replace Service Provider AWB with auto printing SMSA AWB by scanning the Service Provider AWB.

7.3 Hub to remove all service provider labels found on the shipment.

7.2 Hub to sort the shipments destination wise, apply "HOP" 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.**

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**10. Process Flow Chart:**





