SMSA Express

Operations Coaching Evaluation Form

Owner: Director, Operations
Department: Operations

Employee Name : _____		**Evaluator's Name** : _____		
Employee Number : _____		**Evaluator's Emp No** : _____		
Employee Signature : _____		**Evaluator's Signature** : _____		

Particulars	Status	Remarks
Product Orientation		
Products and Services		
Orient the personnel by browsing thru the following documents:		
Domestic Service Reference Guide - DSRG - Doc. No. 2025 - explain PUP cut offs/cities served/routing codes/service availabilty/hub connections/insurance	( )	
SMSA First Priority - SFO - next business day delivery before 0900H to Metro Riyadh/Damman/Jeddah locations only	( )	
Documents - SFOD - should fit in the SMSA Pak Small or Large		
Parcels - SFOP - should not be more than 32kg per piece		
SMSA Priority - SPO - next business day delivery before 1030H to Metro RUH/JED/DHA/KMT/TUU and before EOBD to the rest of cities served	( )	
Documents - SPOD - should fit in the SMSA Pak Small or Large		
Parcels - SPOP - should not be more than 32kg per piece		
SMSA Freight Service - SFS - second business day delivery by mid day to Riyadh/Damman/Jeddah only, before EOBD to all other cities served	( )	
Parcels - should not be more than 68kg per piece to a maximum weight of 2,000kg for all packages		
SMSA Freight Service Palletized - SFSP - same delivery commitment with SFS	( )	
Parcels - should not be more than 1,000kg per pallet/skid to a maximum weight of 2,000kg for all packages		
SMSA Boxes - next business day delivery before 1000H to major cities of RUH/DHA/JED, before 1800H to cities in between, 2 days for the rest	( )	
Medium Box - SMB - should not be more than 25Kg		
Large Box - SLB - should not be more than 32Kg		
SMSA Same Day - SSD - same day, before end of business, delivery to Metro Riyadh/Dammam/Jeddah locations only	( )	
Documents - should not be more than 2.5kg		
SMSA Retail to Retail - RTR - 2 to 3 business days Hold At Location (HAL) by mid day to Riyadh/Damman/Jeddah only, before EOBD to all other cities served	( )	
Shipments - should not exceed 32kg, Hold at nearest SMSA RSC location (HAL)		
SMSA Reference Guide - SRG - Doc. No. 2902 - explain referencing usage/country service notes/routing codes/service availabilty/insurance	( )	
SMSA International - 1 to 3 business day delivery of time sensitive deliveries to countries served	( )	
Documents - SIDX - should fit in the SMSA Envelope or Pak		
Non Documents - SIND - should not be more than 32kg per piece		
SMSA International Economy - SIES - 3 to 6 business day transit, thru road, to GCC (full or loose truck load) and freight to the rest	( )	
SMSA International Inbound - SIIS - import of docs or parcels, before 1030H, within 2 to 3 days, in Metro Riyadh/Dammam/Jeddah locations	( )	
SMSA 10kg Box - SI10 - shipments that can fit in the 10kg box to be delivered in the fastet time possible at countries served	( )	
SMSA 25kg Box - SI25 - shipments that can fit in the 25kg box to be delivered in the fastet time possible at countries served	( )	
Package Acceptance		
Orient the personnel by browsing thru the following documents:		
Package Acceptance Policy - Doc. No. 440 - explain fully the enumerated criterias	( )	
Acceptance Criteria - thorough inspection need to be done for packaging/contents/information on shipping documents/actual and dim weights		
- service to be availed/mode of trasport/values/payment options		
Restricted Acceptance - the following types of shipments needs to have special handling and consideration during receipt		
Dangerous Goods - enumerate conditions set forth in DSRG (Doc.No. 2025)/SRG (Doc.No. 2902)		
High Value Extra Ordinary Value Items - enumerate conditions set forth in DSRG (Doc.No. 2025)/SRG (Doc.No. 2902)/list of items (Doc.No. 282)		
Repair and Return Items - enumerate conditions set forth in work instruction (Doc.No. 182)		
Non Acceptance - the following types of shipments / conditions are not acceptable		
Prohibited Items - enumerate list of items in DSRG (Doc.No. 2025)/SRG (Doc.No. 2902)		
Non Allowable Conditions - injure individuals/damage property and other shipments/street pick up from unknown customers		
Packing Criteria - orient the customer on their responsibility for proper packing/correct commodity description/complete addresses/shipping labels		
- multiple piece stickers/related supporting documents for International send out, to avoid and delays at transit points		
- information and conditions set forth in Airwaybill Completion Policy (Doc.No.70)		
Payment Criteria - remind the client for complete cash amounts or valid account numbers for credit transactions		

Particulars	Status	Remarks
Insurance Fees - Doc. No. 180 - explain fully the enumerated conditions	( )	
Standard Computation - 2% of the Declared Value for Carriage as indicated on the Airwaybill		
Maximum Declared Value for Carriage - for items enclosed in a SMSA Envelope or Pak, amount should only be up to SAR 375		
- for items enclosed in a box, amount should only be up to SAR 187,500		
- for items of extra ordinary value, amount should only be up to SAR 3,750 or USD 1,000 per shipment		

Procedures Orientation		
Delivery Cycle		
Orient the personnel by browsing thru the following documents:		
Package Delivery Policy - Doc. No. 73 - thoroughly explain by focusing on below points	( )	
1. Attempt all sorted shipments - to be done on or before commitment time, valid HAL packages (Doc.No. 439) to be forwarded with the said timings		
2. Locate recipient or contact person - to validate authenticity of transaction		
3. Perform the appropriate delivery scans / entry - POD Scans are to be done on all shipments (including MPS)		
4. Accomplish Delivery Record - fully explain DR/POD Policy (Doc. No. 438)		
5. Perform the appropriate delivery exception scans / entry - in case of non delivery, proper DEX scans (Doc.No. 2853) are to be done		
6. Further orientation can be done thru Courier Daily Activity Checklist - Checkride Form		
Pick Up Cycle		
Orient the personnel by browsing thru the following documents:		
Package Pick Up Policy - Doc. No. 74 - thoroughly explain by focusing on below points	( )	
1. Aknowledge the receipt of booking by noting the details from the dispatcher (Doc.No.149) and properly accomplishing the PUP Manifest (Doc.No. 146)		
2. Locate shipper or contact person - to validate authenticity of transaction		
3. Perform the appropriate pick up scans / entry - PUP Scans are to be done on all shipments (including MPS)		
4. Perform the appropriate pick up exception scans / entry - in case of non pick up, proper PUX scans (Doc.No. 2853) are to be accomplished		
5. Do a final run dispatch in the route to notify the Station, on all successful and exception pick ups		
6. Further orientation can be done thru Courier Daily Activity Checklist - Checkride Form		
CORE System Awareness		
Get hold of a tracker and perform the following procedure:		
1. Log In - encode the personnel's employee number and password	( )	
2. On line status - take note of the antenna sign and ensure online status, otherwise report to the power user for updates	( )	
3. Main Menu - select the procedure to be done and continue scanning by placing the red light scanner at the AWB Barcodes	( )	
4. Beep Sound - ensure to hear the sound to indicate recording of information in the tracker, otherwise report to the power user for repair	( )	
5. Dowload in Quadrack - dock the tracker into the quadrack for downloads, do not take it out unless a green light is flashed	( )	
6. Log Out - select end shift to complete the task for the day	( )	
7. End of Day Reports - discuss CORE Versus Reports (Doc.No. 2852) to have full circle understanding of the system	( )	
Scanning Awareness and Compliance		
Orient the personnel by browsing thru the following documents:		
Scan List in CORE - Doc. No. 2853 - go thru the list one by one to fully explain the reason and importance of each scan	( )	
Scanning Shipments Policy - Doc. No. 442 - go thru the work instruction to understand the reason behind doing the scans properly	( )	
Cash on Delivery (COD) Awareness		
Orient the personnel by browsing thru the following documents:		
Guidelines for Handling COD Shipments - Doc. No. 3014 - go thru the work instruction and fully explain each item	( )	
1. Shipment should have a thermal AWB and COD sticker to distinguish it from regular ones		
2. Delivery attempts should be made for each and every package on the same day it was received		
3. Shipments with HAL addresses are the ones to be forwarded to RSCs, otherwise full information of the HAL requestor will have be done in the system		
4. Do not deliver shipments unless the consignee pay the charges, in case of concerns, get in touch with the Station Supervisor or designated personnel		
5. If the consignee demanded to open the shipment before payment, refuse and apply a Dex 07 scan - 06 Consignee Request to Open before POD		
6. If the consignee decided to return the shipment after delivery, advise them to get in touch with the shipper and request for their return/claim policy		
7. If the consignee insisted and forced the return after delivery, get in touch with the Sta Spvr/Agnt for guidance and apply Dex 07 - 08 refused by rcpnt		
8. Undelivered shipments should be surrendered at the end of the day to the Station Supervisor or assigned personnel to handle the same		
9. Amount collected should be remitted the same day to the cashier and update the receipt of payment in the system		
Documents/Forms Familiarization		

Particulars	Status	Remarks
Get hold of a copy of the following documents/forms and explain briefly on how to go about it		
1. Delivery Record / Point of Delivery (POD) Sheet - Doc. No. 438	( )	
2. Pick Up Manifest - Doc. No. 275	( )	
3. Domestic Service Reference Guide - DSRG - Doc. No. 2025	( )	
4. Service Reference Guide - SRG - Doc. No. 2902	( )	
5. Proper fill up of Airwaybill - Doc. No. 3003	( )	

Human Resource Orientation

Attitude

Attendance and Punctuality

1. Orient the personnel in the usage of Biometrics Scan for attendance purposes (Time Attedance System-TAS)	( )	
2. Properly explain the work schedules (time in/breaks/extra hours)	( )	
3. Emphasize the importance of being ready to work after log in at the system	( )	
4. Explain how to go about leaves (sickness/vacation), from reporting to proper documentation	( )	

Responsibilty and Accountability

Orient the personnel by browsing thru the following documents:		
Disciplinary Violation Document - DVD - Doc. No. 230- go thru the list one by one to fully explain the following items	( )	
1. Discplinary Violation - infractions made against policies and procedures by the company		
2. Penalties - sanctions made in relation to the infraction committed		
a. Verbal Warning - one on one discussion with immediate superior, documented with a Counselling Form (Doc.No. 1804)		
b. Written Warning - formal documented letter coming from HRD, has 3 levels (1st/2nd/final) depending on the gravity of the offence		
c. Termination - formal documented letter coming from HRD instructing seizure of employment from the company		

Hygiene and Grooming

Personal Hygiene

1. Ensure to take a bath and accomplish body cleaning	( )	
2. Wear fresh clothes on a daily basis	( )	
3. Proper haircut is strongly recommended, as well as management of facial hair	( )	

Complete and Proper Uniform

1. Ensure to wear the required set of issued uniform by the company (short sleeved shirt/cargo pants/black safety shoes)	( )	
2. A valid and current company ID should be visible when inside the work place as well as the customer sorroundings	( )	

Self Service Human Resource (SSHR) System Awareness

Orient the personnel by doing a hands on training of the system		
1. Log In - encode the personnel's employee number and password	( )	
2. Main Menu - select SMSA Employee Self Service and drop down to browse thru the options	( )	
a. Personal Information - fill in the required details for future transaction with HRD (family related)	( )	
b. Extra Information - fill in the required details for future transaction with HRD (government related)	( )	
c. Pay Slips - check the currect payslip and browse thru the fields in case of queries	( )	
d. Absence Management - create an absence to show how to apply the leaves in the system	( )	
e. Employee Clearance - apply a sample request to show start date and end date of the leave, which will then be the basis of approval routing by dept.	( )	
f. Exit Re Entry Request - apply a sample request to the reference number paid to MOI, which will then be the basis of approval routing by dept.	( )	
3. Log Out - select the log out option once your done with the needed requirements	( )	

Quality Management System Orientation

GUIDE Awareness

Orient the personnel by doing a hands on training of the system		
1. Log In - encode the assigned location user name and password	( )	
2. Main Menu - browse thru the options, focussing on documents retrieval and processes orientation	( )	
3. Log Out - select in the drop down menu of the assigned location ID, once your done with the needed requirements	( )	

ISO Awareness

Orient the personnel by browsing thru the following documents:		
Structure of ISO 9001 - 2015 - Doc. No. 3035 - briefly go thru the structure and explain how this works	( )	

Particulars	Status	Remarks
Environment Health and Safety (EHS) Awareness		
Orient the personnel by browsing thru the following documents:		
1. EHS Objectives and Targets Procedures - briefly discuss the purpose/scope/definitions/responsibilities/procedures (Doc. No. 2794)	( )	
2. EHS Responsibililty Procedure - briefly explain structure responsibilities and committee formation (Doc. No. 2785)	( )	
3. Fire Evacuation Procedure - familiarize the individual with the responsible fire marshalls and the needed things to be done when there is fire (Doc No 315)	( )	
4. Fire Evacuation Map - familiarize the individual with fire exits/equipment location/assembly area in case of fire	( )	

Employee Comments :

I hereby declare that I have understood all mentioned points and comply with them on a daily basis

Employee Name   : _____   **Employee Number   :** _____   **Employee Signature   :** _____

Evaluators Comments and Recommendations