Purpose	1. The Purpose of this document is to define the Standard Operating Procedure for S2D Shipments from USA.
Scope	2. This includes Pick up of S2D shipments, preparation of PPWKs, Customs clearance and connection to RUH.
Detailed Procedure/Steps	**3. S2D (Shipper)** 3.1 S2D Customer ships items bought from online to S2D facility. 3.1 S2D Prepare shipments and SMSA service provider AWB, paste AWB labels on all individual customer packages. 3.2 S2D prepare consolidated manifest and customs related documents if any. **4. Pick up Process (SMSA Service Provider):** 4.1 SMSA Service provider to do daily pick up on S2D facility. 4.2 SMSA Service provider apply "PUP" Pick up scans on the shipments. 4.3 SMSA Service provider load S2D shipments on the vehicle and bring the shipments to warehouse for further processing and consolidation. 4.4 Upon arrival of shipment in the service provider warehouse, SMSA service provider to apply scans on shipments, received shipments in the warehouse. 4.4 SMSA Service provider to arrange necessary PPWKs of the shipments and forward to gateway and apply necessary scans. 4.5 SMSA Service provider submits shipments and PPWKs to customs clearance for further export formalities (export customs clearance, inspection, package screening..etc.) 4.6 Post clearance load the shipment to SMSA Service provider airplane for connection to RUH via BAH. **6. SMSA Clearance - RUH** 6.1 After flight arrival in RUH, SMSA clearance team to coordinate with SMSA Service provider and GHA to retrieve the shipments. 6.2 SMSA Service provider to set aside shipments for SMSA in their customs clearance area. 6.3 SMSA clearance team to process customs clearance on the shipments.

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 S2D 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.

10. Process Flow Chart:

```
        ┌────────────────────────┐
        │ S2D customer ships items│
        │ bought from online to S2D│
        │        facility.        │
        └───────────┬────────────┘
                    ▼
        ┌────────────────────────┐
        │ S2D Team to create SMSA │
        │ Service Provider AWB and│
        │ attached to each shipments│
        └───────────┬────────────┘
                    ▼
        ┌────────────────────────┐
        │ SMSA Service Provider to│
        │ do daily pick up on S2D │
        │        location         │
        └───────────┬────────────┘
                    ▼
        ┌────────────────────────┐
        │ SMSA Service Provider   │
        │ apply "PUP" Pick up     │────  Note: SMSA Service Provider system must be integrated with
        │ scans on the shipments  │      SMSA system. Any scans made on the AWB of service
        └───────────┬────────────┘      provider will reflect in SMSA system under SMSA
                    ▼                    corresponding AWB No.
        ┌────────────────────────┐
        │ SMSA Service Provider   │
        │ loads shipment to truck │
        │ and bring to their      │
        │ warehouse for further   │
        │ processing and          │
        │ consolidation.          │
        └───────────┬────────────┘
                    ▼
        ┌────────────────────────┐
        │ SMSA Service Provider   │
        │ upon shipment arrival in│────  Note: Any Scans made by Service Provider will automatically
        │ their warehouse facility│      reflect in SMSA System
        │ will apply necessary    │
        │ scans such as received  │
        │ at warehouse.           │
        └───────────┬────────────┘
                    ▼
        ┌────────────────────────┐      Address to be mentioned on the airline waybill:
        │ SMSA Service Provider to│      Service Provider
        │ arrange necessary PPWKS │────  Clearance Facility
        │ and forward shipment to │      King Khalid International Airport
        │      Saudi Arabia       │      Riyadh, Saudi Arabia
        └───────────┬────────────┘      Tel: 00966112201277 - 88
                    ▼
        ┌────────────────────────┐
        │ SMSA Service Provider   │
        │ submit shipments and    │
        │ PPWKS to customs        │
        │ clearance for further   │
        │ export formalities      │
        │ (export customs         │
        │ clearance, inspection,  │
        │ package screening..etc.)│
        └───────────┬────────────┘
                    ▼
        ┌────────────────────────┐
        │ After clearing service  │
        │ provider load shipments │
        │ to airplane for         │
        │ connection to RUH via   │
        │         BAH.            │
        └───────────┬────────────┘
                    ▼
        ┌────────────────────────┐
        │ Shipment arrives in     │
        │ Bahrain Gateway and     │
        │ forward to RUH Gateway  │
        └───────────┬────────────┘
                    ▼
        ┌────────────────────────┐
        │ Upon shipment arrival in│
        │ RUH Gateway, SMSA       │
        │ Service provider will   │
        │ set aside shipments     │
        │ addressed for SMSA      │
        └───────────┬────────────┘
                    ▼
        ┌────────────────────────┐
        │ SMSA to do customs      │
        │ clearing of shipments   │
        │ set aside by service    │
        │ provider.               │
        └───────────┬────────────┘
                    ▼
                 ┌──────┐
                 │  1   │
                 └──┐ ┌─┘
                    ▼
```

```
                        ┌─────────┐
                        │    1    │
                        └────┬────┘
                             │
                             ▼
              ┌──────────────────────┐      ┌─────────────────────────┐
              │  Shipments will be   │      │ SMSA RUH to apply Stat68 │
              │  moved to courier    │──────│      scan on cons        │
              │      terminal        │      └─────────────────────────┘
              └──────────┬───────────┘
                         │
                         ▼
              ┌──────────────────────┐
              │ Shipments will be    │
              │ tallied as per       │
              │ manifest, any        │
              │ overages and         │
              │ shortages will be    │
              │ notified to origin   │
              └──────────┬───────────┘
                         │
                         ▼
                  ◇ Shipments ◇          ┌──────────────────────────┐
                  ◇ cleared?  ◇───NO────▶│ Hold the shipments and   │
                  ◇           ◇          │ contact consignee or     │
                         │               │ origin to fulfill        │
                        YES              │ customs requirements     │
                         │               └──────────────────────────┘
                         ▼
                  ◇ Shipments ◇          ┌──────────────────────┐   ┌──────────────────────┐
                  ◇ dutiable? ◇───YES───▶│ SMSA pays the        │   │ Note: Consignee to   │
                  ◇           ◇          │ customs duty         │───│ pay the customs duty │
                         │               └──────────────────────┘   │ at the time of       │
                         NO                                          │ delivery             │
                         │                                           └──────────────────────┘
                         ▼
              ┌──────────────────────┐
              │ Forward the          │
              │ shipments to RUH Hub │◀────────────
              │ for further          │
              │ connection           │
              │ kingdomwide          │
              └──────────┬───────────┘
                         │
                         ▼
              ┌──────────────────────┐
              │ Shipments arrive in  │
              │ RUH Hub, Apply "HIP",│
              │ Hub In scans on      │
              │ shipments. Replace   │
              │ AWB by printing SMSA │
              │ AWB automatically by │
              │ scanning Service     │
              │ Provider AWB.        │
              └──────────┬───────────┘
                         │
                         ▼
              ┌──────────────────────┐
              │ SMSA RUH to remove   │
              │ any labels of SMSA   │
              │ Service provider     │
              │ found on the         │
              │ shipments.           │
              └──────────┬───────────┘
                         │
                         ▼
              ┌──────────────────────┐
              │ 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    │
                   └─────────┘
```

Flowchart:

2

Shipment arrive at Station, sort as per delivery address

HAL Shipments →

Route Shipments →

UTL Shipments ↓

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

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

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

Shipment delivered? — NO

YES ↓ Apply Proof of delivery scan

YES ↓

Consignee will come and collect the shipment at RSC

Consignee requested door delivery or HAL? — Door Delivery →

HAL

Apply Proof of delivery scan