

Brief	A new and dedicated service for Temperature Controlled Shipments – a Domestic Express time definite pick up and delivery under MOH operations team.
Purpose	To enable the customer to send their Temperature Controlled Sensitive shipments throughout Saudi Arabia.
Persons Affected	BDM Health Care and MOH operations + All SMSA Staff involved in the shipping
Guidelines	<p>Features:</p> <ul style="list-style-type: none"> ➤ Door to Door Domestic service only. (For International destinations delivery on Cold Chain Shipments to be alerted to Health Care department to negotiate with customer). Health Care department contact person is Siddiq Bangala-Mob:050 370 8421. ➤ Packaging solutions as per WHO-World Health Organization ➤ Assistance on packaging and paper works ➤ Exclusive trained team for pick up and delivery ➤ Refrigeration facility in Riyadh, Jeddah and Dammam (customer to be discussed) ➤ Dim weight applies to Isothermal Box Packaging ➤ Next Business Day morning delivery to main cities and additional business day for remote cities. ➤ Tracking and Tracing of Shipments ➤ Insulated Isothermal Boxes in different payload sizes available on Rental/Purchase. ➤ Data Logger for monitoring temperature reading reports will be provided upon request. <p>Rates & Zone List</p> <ul style="list-style-type: none"> ➤ To be decided by Health Care department based on service required. (May Contact Siddiq Bangala on Mobile 050 370 8421). <p>Packaging:</p> <ul style="list-style-type: none"> ➤ Excludes International Priority Boxes ➤ Isothermal Temperature Controlled Boxes and Customers own packaging with their own temperature configurations <p>Limit of Liability</p> <ul style="list-style-type: none"> ➤ USD 100.00 <p>Billing Options</p> <ul style="list-style-type: none"> ➤ Bill Shipper ➤ Bill Consignee ➤ Bill Third Party (with active account no.) <p>Weight Restrictions</p> <ul style="list-style-type: none"> ➤ Above 32 kg to have the prior approval from MOH operation <p>Size Restrictions</p> <ul style="list-style-type: none"> ➤ Prior approval from Health Care for big size shipments

	<p>Delivery Commitment</p> <ul style="list-style-type: none"> ➤ Next Business Day by 10:30 hrs to main cities ➤ Additional one day for remote areas delivery. (to refer with MOH operations) <p>Service Availability</p> <ul style="list-style-type: none"> ➤ Service available from Saturday to Thursday ➤ Multiple piece service (up to 9999 packages per AWB) ➤ Door-to-Door Delivery <p>Service not available</p> <ul style="list-style-type: none"> ➤ C.O.D ➤ Hold At Location <p>Acceptable Commodities</p> <ul style="list-style-type: none"> ➤ Hospital & Laboratories:- Blood Samples, Blood Slides, Serum, Plasma, Urine, Biopsies and Clinical Trials ➤ Pharmaceutical Industry:- Medicines, Vaccines, Placebo, Injections, Insulin, Investigational Drugs, Laboratory Reagents <p>Non-Acceptable Commodities</p> <ul style="list-style-type: none"> ➤ Prohibited items in Saudi Arabia (refer to Service Reference Guide) <p>Shipping Document</p> <ul style="list-style-type: none"> ➤ SMSA International AWB & Consignee's Complete Address with a valid Mobile Number. <p>Declared Value</p> <ul style="list-style-type: none"> ➤ Declared Value of Carriage Charges at 2% of the Declared Value of Carriage. (refer to Job Aid – AWB Completion Section 3) <p>Money Back Guarantee</p> <ul style="list-style-type: none"> ➤ Does not apply <p>Cities Served</p> <ul style="list-style-type: none"> ➤ All SPO serving cities served in Saudi Arabia. <p>Origin</p> <ul style="list-style-type: none"> ➤ Ensure customers that they know the features and benefits of this service. ➤ Follow the Job-Aid, AWB Completion and Package Acceptance Policy
General	Any exceptions to the policy must be approved by the Managing Director or Deputy Managing Director.