Brief	Work process and procedure for SMSA International Inbound Shipments.
Purpose	1. To standardize the process of SMSA International Inbound Shipments. 2. To provide a guide for employees working on SMSA International Inbound Shipments. 3. To ensure employees are able to perform as per company expectation and department's key performance indexes. 4. To maintain integrity of work, commitment time and quality of work to customer.
Responsibilities	1. Customer is responsible to initiate the email/fax request for the remote pick up. 2. Inbound Helpdesk is responsible in ensuring SMSA International inbound shipments are picked up, received and delivered based from customer requests. 3. S2D Operations Team receives SMSA International inbound shipment from Linehaul courier coming from gateway. 4. Linehaul Courier is responsible to receive SMSA International inbound Shipment from gateway and transfer it to Hub Warehouse and handover to S2D Operations Team. 5. Clearance Coordinator is responsible for processing and ensuring SMSA International inbound Shipments are received, scanned, cleared and connected from gateway. 6. Handler – Hub responsible for receiving SMSA International inbound Shipments from S2D Operations team, make necessary scans, arrange and sort to destination staging area for loading to destination.
Definition of terms	1. SIIS refers to SMSA International Inbound Service system 2. SAM refers to SMSA Automation Manager 3. IHD refers to Inbound Help Desk 4. SP refers to Service Partner 5. SP1 refers to Service Partner 1 (DHL) 6. SP2 refers to Service Partner 2 (FFC) 7. S2D refers to Store 2 Door 8. AWB refers to Airway bill 9. refers to International priority

Detailed Procedure/Steps	1. Customer with SMSA Account sends remote pick up request with needed information via email or fax to IHD team such as:
	   1.1 Shipper's contact Name with complete physical Address + Phone
	   1.2 Recipient's Name with complete physical Address
	   1.3 Email Address
	   1.4 Commodity

1.5 Weight / Dimension of Box Size (L x W x H) cm
1.6 Declare Value of Commodity
1.7 SMSA account number

2. Customer without SMSA account or Cash customers need to provide remote request form (see related document for the form) with corresponding information and signature.

3. IHD Team checks and validates the information provided by the customer and initiate pickup thru SP.
   3.1 For Shipments that cannot be processed, IHD Team advises customer the reason why the request cannot be processed.
   3.2 For Shipments that can be processed, IHD Team Determines SP to use,
   3.3 For pick up to be done by SP1,
      3.3.1 IHD Team opens the SIIS and fills up the remote pick up request, gets the control number and SMSA AWB number in SIIS for the said pick up request.
      3.3.2 IHD Team creates SP1 AWB in SP1 system with the SMSA AWB# as reference.
      3.3.3 IHD Team sends email to shipper containing the contact details of the SP1 and the SP1 AWB to be used for the Shipment.
      3.3.4 SP1 picks up the Shipment and sends notification reports.
      3.3.5 SP1 sends notification report to SMSA upon pick up.
      3.3.6 SMSA Care then sends daily report via email to IHD team and RUH International Inbound for Shipments picked up.
      3.3.7 SMSA Care daily report contains the following information:
         3.3.7.1 SMSA AWB number
         3.3.7.2 Partner AWB number
         3.3.7.3 Pick up date
         3.3.7.4 Origin City
         3.3.7.5 Origin Country
      3.3.8 SMSA Care sends daily report regarding the list of Shipments expected to arrive from BAH to IHD Team and RUH International Inbound.
      3.3.9 SMSA Care daily report contains the following info:
         3.3.9.1 SMSA AWB
         3.3.9.2 Partner AWB
         3.3.9.3 Origin City
         3.3.9.4 Origin Country

3.4   For Pick up to be done by SP2,

    3.4.1   IHD Team creates SMSA AWB based on the information in the request.

    3.4.2   IHD Team sends SMSA AWB to SP2 with pick up tracking number.

    3.4.3   SP2 contact shipper and arrange for Shipment pick up.

    3.4.4   SP2 sends confirmation via email together with the pickup tracking number once Shipment is picked up.

4.   Clearance Coordinator receives notification of arriving Shipments, likewise the actual Shipments from SP in gateway.

5.   Clearance Coordinator process Shipments for clearance.

6.   Clearance Coordinator upon release of Shipments prepare manifest for handover to linehaul.

7.   Linehaul Courier receives Shipments and transfers the Shipments from Gateway to Hub Warehouse.

8.   S2D Operations Team in Hub receives Shipments from Linehaul Courier, scans checks and confirms gateway manifest.

9.   S2D Operations Team sort and arrange the Shipments.

10.   S2D Operations Team replaces SP AWB with SMSA AWB using the SIIS in printing SMSA AWB.

11.   S2D Operations Team then handover Shipment with manifest to Handler – Hub for connection to other regions.

12.   Handler - Hub makes necessary scans on the Shipments and properly sorts the Shipments to destination staging area.

Related Documents	REMOTE_PICKUP_RE QUEST-FORM.xlsx