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| Purpose | 1. The Purpose of this document is to define the Standard Operating Procedure for WS1 Shipments from USA. |
| Scope | 2. This includes Pick up of WS1 shipments, preparation of PPWKs, Customs clearance and connection to RUH. |
| Detailed Procedure/Steps | <p>3. WS1 (Shipper)</p> <p>3.1 WS1 Customer ships items bought from WS1 online website and choose carrier.</p> <p>3.1 WS1 Prepare shipments and SMSA AWB using SMSA automation tool (SAM Lite), paste SMSA AWB labels on all individual customer packages.</p> <p>3.2 WS1 prepare consolidated manifest and customs related documents if any.</p> <p>4. Pick up Process (SMSA USA & Service Provider):</p> <p>4.1 SMSA Service provider to do daily pick up on WS1 Location.</p> <p>4.2 SMSA Service provider create CONS on the shipments and apply "PUP" Pick up scans on the CONS.</p> <p>4.3 SMSA Service provider load WS1 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 "HIP" Hub in scan on CONS .</p> <p>4.4 SMSA Service provider to arrange necessary PPWKs of the shipments and forward to JFK gateway and apply "HOP" Hub out scan.</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 handover the shipment to schedule airline for connection to RUH.</p> <p>4.7 After shipments are cleared and connected SMSA service provider to send pre-alert and flight details to SMSA team in Riyadh and USA (Service Provider to apply STAT 77 Scan on CONS).</p> |

Pre-Alert Format:

| | | | |
|---------------------------|--|----------------------------------|--|
| Date | | | |
| Origin | | Destination | |
| Total No. of Shipments | | Total No. of PCs (including MPS) | |
| No. of PCs (Bags + Loose) | | Total Weight | |
| Airline Name | | Flight No. | |
| Airline AWB No (CBV/MAWB) | | | |
| Local Departure Date | | Local Arrival Date | |
| Local Departure Time | | Local Arrival Time | |
| Comments (If any) | | | |

5. Pre-Alert List

| SMSA US | SMSA RUH |
|--|--|
| dmichael@smsaexpress.com | ruhintl@smsaexpress.com |

6. SMSA Clearance - RUH

6.1 After flight arrival in RUH, SMSA clearance team to coordinate with airline and GHA to retrieve the shipments to courier terminal.

6.2 Once the shipments arrived, SMSA clearance team will apply scans on all shipments and coordinate with customs for clearance.

6.3 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 IHERB for further clarification.

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

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

7. SMSA Hub - RUH

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

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:





