	SMSA Express Transportation Co., Ltd. P.O. Box 63259 Riyadh 11526, K.S.A.	Document ID	SMSA-FL02
SMSA Express		Revision no.	00
		Effective Date	15-05-2019
	STANDARD OPERATING PROCEDURE FULFILLMENT DISPATCH PROCESS	Next Revision Date	14-05-2021
		Function	Warehouse
		Page	Page 1 of 2

1.0 PURPOSE

1.1 The purpose of this procedure is to lay fulfillment dispatching process as the customer required.

2.0 SCOPE

2.1 This procedure is applicable to all SMSA Employee working with Fulfilment Section Warehouse.

3.0 ABBREVIATIONS/ DEFINITION

No.	Term	Description
3.1	SOP	Standard Operating Procedure
3.2	SKU	Stock Keeping Unit
3.3	RTS	Returned Shipment
3.4	AWB	Air Way Bill
3.5	3PL	Third Party Logistics
3.6	SFS	SMSA Fright Service
3.7	Etc.	Etcetera
3.8	SE COM	AWB printing Software

4.0 RESPONSIBILITY

4.1 The Inventory Clerk should be responsible for receiving the orders from the customers, adjusting and uploading data onto the system.

4.2 The inventory Clerk should be responsible for printing the Master Pick Ticket, Packing Slip, generating AWBs.

4.3 The Picker should be responsible for picking the SKUs from racks and counting and checking the SKUs quantity.

4.4 The Handlers should be responsible for attaching the proper AWBs to the packages, applying the proper scans as per the operating procedure, and handing over the shipments to the concerned departments.

4.5 The Supervisor should be responsible for ensuring the proper scans and operating procedures are followed by the fulfillment staff.

5.0 SAFETY PRECAUSTIONS

5.1 Wear PPEs such as Safety Shoes, Safety Helmet, Safety Harness, Gloves and etc.

	Name & Designation	Signature
Author/ Originator of Doc Change	ASHICH SEN & ASSISTANT MANAGER	12-05-2019
Reviewer (Process Owner)	AURELIO B. UY LOGISTICS CLERK	12-05-2019
Approving Authority	Hussein Badawy RTS/ Fulfillment Manager	12-05-2019

	SMSA Express Transportation Co., Ltd. P.O. Box 63259 Riyadh 11526, K.S.A.	Document ID	SMSA-FL02
SMSA Express	**STANDARD OPERATING PROCEDURE** **FULFILLMENT DISPATCH PROCESS**	Revision no.	00
		Effective Date	15-05-2019
		Next Revision Date	14-05-2021
		Function	Warehouse
		Page	Page 2 of 2

6.0   PROCEDURE

6.1   The Orders for dispatch shall be received in 3PL system directly from customer.

6.2   Print Packing slip and Master pick ticket from the 3Pl system.

6.3   Picker will now pick up the items from the rack/shelves according to the locations detailed in the master pick ticket.

6.4   If the Orders not coming directly in the 3PL system, then the customer will send the order in excel sheet through email.

6.5   Excel file then will uploaded into the 3Pl system to locate the SKU, Location and quantity. Further the step mentioned in point 5.1 to 5.3 shall be followed.

6.6   The Original excel sheet received from the customer is adjusted to upload in SE COM system for AWB printing. AWB shall be attached along with packing slip by checking the same reference for the Order number in packing slip and AWB.

6.7   The packing slip is attached to the packing material (SMSA Pack, Box and etc.)

6.8   Then the packing of the material shall be done by scanning the bar code available in the packing slip for Order number and SKU barcode.

6.9   After scanning the correct SKU number 3PL system shall show the confirmation for the packing.

6.10   Once order is packed, Apply a comment scan on core system "Handover to SFS RUH"

6.11   Physically handover the shipment to SFS RUH.

7.0   RECORD

Title of Record	Custodian	Retention Period
NA	NA	NA
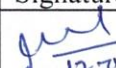
8.0   Attachment

8.1   Flow Chart A

9.0   DOCUMENT CHANGE RECORD

Rev No.	Effective Date	Nature of Change	Document Change Request No:
00	15-05-2019	New Document	NA

END OF THE DOCUMENT

	Name & Designation	Signature
Author/ Originator of Doc Change	ASHISH SEN ASSISTANT MANAGER	12-05-2019
Reviewer (Process Owner)	AURELIO BALUT LOGISTIC CLERK	12-05-2019
Approving Authority	Hussein Badawy RTS/ Fulfillment Manager	12-05-2019

SMSA Express Transportation Co., Ltd.
P.O. Box 63259 Riyadh 11526, K.S.A.

FLOW CHART- A

smsa. Express

```
                        ┌─────────────────┐
                        │ Receive new order │
                        └─────────────────┘
                                 │
            ┌────────────────────┴────────────────────┐
            │                                          │
   ┌─────────────────┐                      ┌─────────────────┐
   │ Order received  │                      │ Order received  │
   │  through the    │                      │ through email in│
   │ system directly │                      │  an Excel sheet │
   │ from the customer│                     └─────────────────┘
   └─────────────────┘                               │
            │                              ┌─────────────────┐
            │                              │ Excel file uploaded to │
            │                              │ the system to locate   │
            │                              │ the SKU location and   │
            │                              │     quantity           │
            │                              └─────────────────┘
            │                                        │
            │                              ┌─────────────────┐
            └─────────────────────────────▶│ Print Packing Slip,│
                                           │ and Master Pick    │
                                           │    Ticket          │
                                           └─────────────────┘
                                                    │
                                           ┌─────────────────┐
                                           │ Using the Master │
                                           │ Pick Ticket, the │
                                           │ picker picks the items│
                                           │ from the detailed│
                                           │   locations      │
                                           └─────────────────┘
                                                    │
                                           ┌─────────────────┐
                                           │ The original Excel sheet│
                                           │ received from the customer│
                                           │ is adjusted to be uploaded│
                                           │ to the SECOM System│
                                           └─────────────────┘
                                                    │
                                           ┌─────────────────┐
                                           │ The Packing Slip is│
                                           │ attached to the packing│
                                           │ material, the Packing Slip is│
                                           │ scanned first, then the SKU│
                                           │  label is scanned│
                                           └─────────────────┘
                                                    │
                                           ┌─────────────────┐
                                           │ If the SKUs and the│
                                           │ quantity scanned matches│
                                           │ the information for the│
                                           │ Order number, a│
                                           │ confirmation is shown on│
                                           │   the system    │
                                           └─────────────────┘
                                                    │
              ┌─────────────────┐         ┌─────────────────┐
              │ The AWB is attached│◀──────│ Generate new    │
              │ to the package with the│    │   AWB(s)       │
              │ matching order number│      └─────────────────┘
              └─────────────────┘
                      │
              ┌─────────────────┐
              │ Apply a comment │
              │ Scan on the     │
              │ shipments "Hand │
              │ over to SFS RUH"│
              └─────────────────┘
                      │
              ┌─────────────────┐
              │ Handover the    │
              │ shipments to SFS│
              │     RUH         │
              └─────────────────┘
```