

	SMSA Express Transportation Co., Ltd. P.O. Box 63259 Riyadh 11526, K.S.A.	Document ID	SMSA-HC02
	STANDARD OPERATING PROCEDURE INBOUND RECEIVING PROCESS	Revision no.	11
		Effective Date	04-05-2026
		Next Revision Date	03-05-2028
		Function	Warehouse
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1.0 PURPOSE

1.1 This document lays down the procedure of all Inbound receiving from suppliers

2.0 SCOPE

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

3.0 ABBREVIATIONS/DEFINITION





No.	Term	Description
3.1	SOP	Standard Operating Procedure
3.2	ASN	Advance Shipment Note/Notice
3.3	DN	Delivery Note
3.4	PO	Purchase Order
3.5	EHS	Environment Health & Safety
3.6	&	And
3.7	MOI	Ministry of Interior
3.8	WMS	Warehouse Management System
3.9	%	Percent
3.8	SKU	Stock Keeping Unit


4.0 RESPONSIBILITY

- 4.1 The Inbound Team Leader shall be responsible for ensure the procedure implementation and update for this procedure to fulfill operational and customer requirements. Any special written notice / specific requirements from customer will overwrite the procedure as stated below.
- 4.2 It is also the responsibility of SMSA Project Manager and Pharmacist to Implement the SOP.
- 4.3 It is the responsibility of Pharmacist for the quality checking of shipment and approval for receiving to Inbound Team Leader.

5.0 PROCEDURE

- 5.1 The NUPCO representative will check if the supplier has an approved appointment. If confirmed, the SMSA Inbound Team Leader will place the supplier in the queue and assign a number for processing.
- 5.2 If the supplier does not have a scheduled appointment, they should be rejected at the same time and advised to book an ASN. Once the appointment is confirmed in the system, proceed to the next step
- 5.2.1 If any supplier with a scheduled appointment does not arrive, the SMSA Inbound Team Leader will close the ASN in the WMS with the remark "No Show."
- 5.3 the supplier available with shipment inbound team leader shall check the ASN and Verify against PO the following details:

	Name & Designation	Signature
Author/ Originator of Doc Change	MOAYAD MOHAMED DAN PHARMACIST	 30-04-2026
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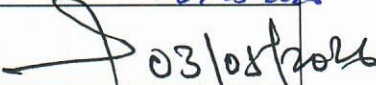
1. Supplier Name
2. NUPCO Code
3. PO Number
4. Shipping date and estimated arrival
5. Quantity
6. Self-life of Product - 66%


5.4 Once the supplier available with shipment inbound team leader shall check the ASN and Verify against Invoice the following details:

7. Invoice number and date
8. Item descriptions
9. Billing and company details
10. Expiry and manufacture date.
11. Country of Origin .

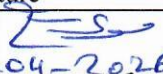
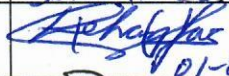

5.5 **Initial Shipment Check (Data Logger Verification):**

- 5.5.1 Check the shipment documents and confirm whether a Data Logger is included , then press the **STOP** button to ensure the data logger is stopped. If the shipment does not include a Data Logger or if there is any temperature variance, immediately inform the NUPCO representative. At the same time, reject the receipt and close the ASN in the WMS with the appropriate remark
- 5.5.2 Record the vehicle temperature using a laser temperature gun and update the inbound checklist. **In case of temperature deviation**, Inform the NUPCO Inbound Team.
- 5.5.3 During Offloading of the Shipment Performing the checklist.
- 5.6 Inbound team leader and Pharmacist shall fill out the inbound shipment checklist during the whole receiving process at different stages of the receiving as per Annexure A and shall sign the checklist once completed for record purpose.
- 5.7 After checking all above details and found satisfactory the inbound team leader shall proceed to unload the truck or vehicle with the help of handlers.
- 5.8 If the above details found unsatisfactory then the inbound team leader shall be communicating to NUPCO and shall wait for the instruction from NUPCO for further actions.
- 5.9 After unloading the inbound team leader and Pharmacist shall check the following details.
 - 5.9.1 Item's description as per PO vs Invoice vs Physical.
 - 5.9.2 Item's quantity as per PO vs Invoice vs Physical.
 - 5.9.3 Batch/Lot No. as per PO vs Invoice vs Physical.
 - 5.9.4 Shelf life 66% remaining from the date for receiving.(If less than 66% then the item shall be rejected, but if Guarantee letter is available then item shall be received with approval from NUPCO inbound team).
 - 5.9.5 Expiry date as per PO vs Invoice vs Physical.
 - 5.9.6 Any damage.

	Name & Designation	Signature
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- 5.9.7 Loose quantity shall be checked 100 %, full quantity pallets shall be random checked from outside.
- 5.10 If any of the details as per point 5.6 and following found unsatisfactory or any discrepancy then inbound team leader shall seek the SMSA pharmacist, NUPCO or NUPCO client representative for decision for reject. Once the shipment is reject, reschedule the delivery with the help of NUPCO with correct details.
- 5.10.1 In all circumstances, any shipment acceptance or rejection will be decided by the NUPCO in-charge person at the location.
- 5.10.2 The procedure for offloading and finalizing the receipt at our warehouse shall be completed and stored within 2 working days (16 working hours) from the arrival of the shipment at the warehouse dock.”
- 5.11 Inbound clerk then start the receiving process in WMS of NUPCO by check-in the ASN. Also Bar code label shall be printed out as per the quantity of boxes containing Item Code, Batch number, Expiry date, quantity in the box. Once the label is printed then inbound team leader shall arrange the labeling process with the help of handlers on each box according to SKU type. In laboratories, Dental or some medical supplies item’s having three or more different items together in one SKU then the bar code label shall be pasted in a box making the kit, pack, test into one SKU.
- 5.12 Once the shipment is received in the NUPCO WMS, inbound team leader then take the print out of GRN from WMS system for received items and recheck with Invoice, PO for accurate receiving.
Once the ASN is closed in WMS the inbound team leader shall arrange the Put away of the wrapped pallets to the warehouse locations as per section wise in the warehouse racks.
Inbound team leader then take all document including GRN, Invoice copy, PO copy, in transit temperature record copy, inbound checklist and file them for record purposes.
- 5.13 Flow Chart Notes:
- 5.13.1 Upon arrangements of the re-supply / replacement for the rejected items, work process follows accordingly to Start point of flow chart A.
- 5.14 Environment, Health and Safety considerations.
- 5.14.1 If Trucks offloading from big shutter their engine must be turned off .
- 5.14.2 Safe manual lifting practices should be followed as per Method statements for EHS.
- 5.14.3 Upon noticing any Damaged items, that need to dispose of such material must be placed in quarantine area into the hazardous waste bags or identified it by wrapping and labelling by hazardous waste or tape.
- 5.14.4 Always wear a safety jacket when:
- offloading chiller and frozen products from the truck.
- Putting away the products into the cold room and Frozen room.
- 5.15 RSD checking process during the inbound Process:
- 5.15.1 Pharmacist check and approve items in RSD system.
- 5.15.2 Pharmacist register the notification ID of RSD in documents of receiving (ASN)

	Name & Designation	Signature
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If there is no RSD transaction for the received items from supplier, Pharmacist shall raise a complaint to SFDA by E-mail.

5.16 As per NUPCO request we are using in our facility NUPCO WMS.

6.0 RECORD

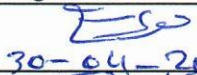

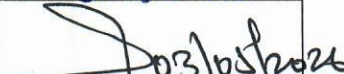
Title of Record	Custodian	Retention Period
Inbound Shipment Checklist	Inbound team leader	03 Years
Invoice and PO copy	Inbound team leader	03 Years


7.0 Attachment

- 7.1 Flow Chart A
- 7.2 Annexure-A Inbound Shipment Checklist.

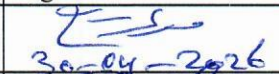

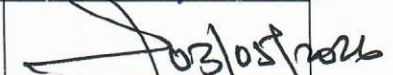
8.0 DOCUMENT CHANGE RECORD

Rev No.	Effective Date	Nature of Change	Document Change Request No:
01	23-10-2016	New Document	NA
02	01-02-2018	The changes made in the SOP as below: <ul style="list-style-type: none"> • SOP Document ID amended as SMSA-HC unique ID format for all SOP. • Amended the point 1.1 under Purpose, by adding the SOP for all inbound receiving and deleting the Ad-hoc receipt and new project receipt as that procedure not applicable. • Incorporated new abbreviation under section 3 as available in SOP. • Incorporated point 4.3 for the responsibilities of Pharmacist. • Amended point 5.1 by replacing Supplier with NUPCO. • Deleted the existing point 5.2 and 5.3 for Ad Hoc and New project receiving as not applicable in current process. 	CR0199

	Name & Designation	Signature
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Reviewer (Process Owner)	Thehany Youssef Superintendent	 01-05-2026
Approving Authority	M. S. M. Jameel Manager - Logistics	 03/05/2026

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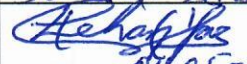
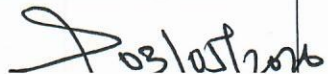
		<ul style="list-style-type: none"> Incorporated new points from 5.2 to 5.15 as per current ad actual process of inbound receiving. Incorporated Annexure- A for inbound Shipment Receiving checklist. Obsoleted Flow Chart-B and Flow Chart- C as such process and procedure not applicable in current process. Incorporated the actual documents for record under section 6.0. 	
03	05-04-2023	<ul style="list-style-type: none"> Amended (Annexure-A) Inbound Shipment Checklist. Point 5.8 removed. 6.0 Record amended . 	
04	30/06/2024	<ul style="list-style-type: none"> Added point 5.14.4 As per NUPCO request we are using in our facility (BY) Blue Yonder Warehouse Management System. 	
05	10/03/2025	<ul style="list-style-type: none"> Amended point 5.3.4 by adding NUPCO WMS . Amended point 5.7.4 by adding NUP inbound team. Adding point 5.7.7 Loose quantity shall be checked 100 %, full quantity pallets shall be random checked from outside. Amended point 5.10. by adding NUPCO WMS . Amended point 5.11 by adding NUPCO WMS . Amended point 5.14.4 by adding NUPCO WMS . Adding the points : <ul style="list-style-type: none"> 5.15 RSD checking process during the inbound Process: <ul style="list-style-type: none"> 5.15.1 Pharmacist check and approve items in RSD system. 5.15.2 Pharmacist register the notification ID of 	

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Reviewer (Process Owner)	Shehan Yajai Supervisor	 01-05-2026
Approving Authority	M. S. M. James Manager - Logistics	 03/05/2026

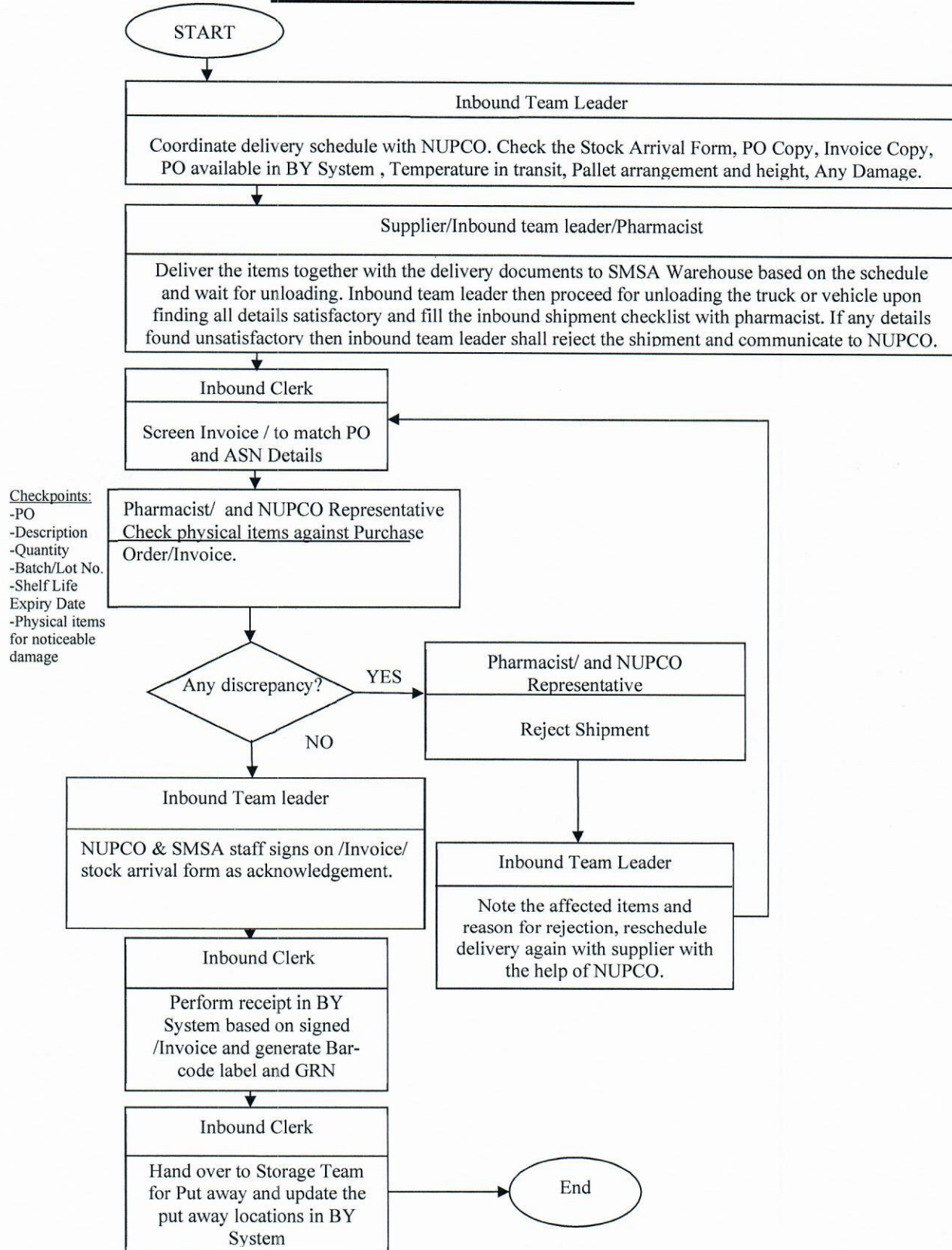
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		RSD in documents of receiving (ASN) 5.15.3 If there is no transaction in RSD system for the items , Pharmacist raise a complaint to SFDA by E-mail.	
06	23/09/2025	<ul style="list-style-type: none"> Adding and rephasing the points numbers: 5.1, 5.2, 5.2.1, 5.3, 5.4, 5.4.1, 5.4.2, 5.4.3. 	
07	26/11/2025	<ul style="list-style-type: none"> Adding points 5.13.4 , 5.9.1, 5.9.2 	
08	12-02-2026	<ul style="list-style-type: none"> Amended Annexure A Adding SMSA-HC02 INBOUND RECEIVING PROCESS.	
09	22-03-2026	<ul style="list-style-type: none"> Adding the point 5.3.11 Country of origin. Amended point 5.4.1 by adding then press the STOP button to ensure the data logger is stopped. 	
10	18-04-2026	<ul style="list-style-type: none"> Amended point 5.9 by adding NUPCO client. 	
11	04-05-2026	<ul style="list-style-type: none"> Adding the point 5.4 	

END OF THE DOCUMENT

	Name & Designation	Signature
Author/ Originator of Doc Change	MAYAD MOHAMMEDAN PHARMACIST	 30-04-2026
Reviewer (Process Owner)	Mehar Yafai Superintend	 01-05-2026
Approving Authority	M. J. M. Jameel Manager - Logistics	

INBOUND RECEIVING PROCESS





ANNEXURE A **Inbound Shipment Checklist**
SMSA-HC02 Inbound Receiving Process

Shipment Details:

Date:

Supplier Name		Vehicle Type / Plate #		
Supplier Code				
Warehouse/ Facility & Gate #		Driver Name		
Type / Nature of Goods/ Ice Packs / Dry Ice		Driver ID		
<input type="checkbox"/> Ambient: 15°C to 25°C		ASN #		
<input type="checkbox"/> Chilled: 2° to 8°C		Seal #		
<input type="checkbox"/> Frozen: -15°C to -25°C		Data logger Serial #		
<input type="checkbox"/> Deep Frozen: -60°C to -90°C		Offloading Time		
<input type="checkbox"/> Dry Ice Available	<input type="checkbox"/> Ice Gel/Pack Available	Temp Reading Upon Offloading		

Truck Check:

Temp Monitoring Device Available & activated	<input type="checkbox"/> Pass	<input type="checkbox"/> Fail
Cleanliness	<input type="checkbox"/> Pass	<input type="checkbox"/> Fail

Container Temp (GUN)	<input type="checkbox"/> Pass	<input type="checkbox"/> Fail
Reefer Truck Temp (Thermostat)	<input type="checkbox"/> Pass	<input type="checkbox"/> Fail

Shipment Check:

Outer Packing Condition	<input type="checkbox"/> Pass	<input type="checkbox"/> Fail
Broken Glass / Damaged Boxes (If applicable)	<input type="checkbox"/> Pass	<input type="checkbox"/> Fail
Solid Ice (liquids) (If applicable)	<input type="checkbox"/> Pass	<input type="checkbox"/> Fail
Pallet Condition (If applicable)	<input type="checkbox"/> Pass	<input type="checkbox"/> Fail
Item Smells	<input type="checkbox"/> Pass	<input type="checkbox"/> Fail
Item – Colour/Visual	<input type="checkbox"/> Pass	<input type="checkbox"/> Fail
Dry Goods – Packaging (If applicable)	<input type="checkbox"/> Pass	<input type="checkbox"/> Fail
External Hazardous	<input type="checkbox"/> Pass	<input type="checkbox"/> Fail

Labelling	<input type="checkbox"/> Pass	<input type="checkbox"/> Fail
Proper Storage inside Container	<input type="checkbox"/> Pass	<input type="checkbox"/> Fail
Received/Segregated	<input type="checkbox"/> Pass	<input type="checkbox"/> Fail
Shrink Wrapped (If applicable)	<input type="checkbox"/> Pass	<input type="checkbox"/> Fail
Packaging / Palletization (If applicable)	<input type="checkbox"/> Pass	<input type="checkbox"/> Fail
Production Dates Available	<input type="checkbox"/> Pass	<input type="checkbox"/> Fail
Expiry Dates Available	<input type="checkbox"/> Pass	<input type="checkbox"/> Fail
Lot / Batch # Available	<input type="checkbox"/> Pass	<input type="checkbox"/> Fail

Remarks:

Name & Signature (Off Loaded & Checked By)

Role	Name	Date & Time	Signature
LSP Inbound Team			