	SMSA P.O. Box 63259 Riyadh 11526, K.S.A.	Document ID	SMSA-HC03A
		Revision no.	08
	STANDARD OPERATING PROCEDURE **Processing and Dispatch Orders**	Effective Date	01-06-2025
		Next Revision Date	31-05-2027
		Function	Warehouse
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1.0 PURPOSE

1.1 This document lays down the complete steps involved in preparing the customer's daily orders as received from the Warehouse Management System (WMS) and how these shipments are processed and dispatched, ensuring the desired temperature range of +15°C to+ 25 °C, +2°C to +8 °C and -1°C to -17°C throughout the delivery, in order to fulfill customer requirements.
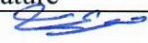
2.0 SCOPE

2.1 This procedure is applicable to all SMSA warehouse personnel involved in the processing and dispatch of Orders.

3.0 ABBREVIATIONS/ DEFINITION

No.	Term	Description
3.1	SOP	Standard Operating Procedure
3.2	Issuance Document	Delivery Note
3.3	FORM-7	MOI Arabic document
3.4	OTL	Outbound Team Leader
3.5	MPT	Master Pick Ticket
3.6	AWB	Air-waybill
3.7	SAM	SMSA Air-waybill Manager
3.8	No.	Number
3.9	SLA	Service Level Agreement
3.10	MOI	Ministry of Interior
3.11	NUPCO	National unified Procurement company for Medical Supplies
3.12	OBD	Outbound Delivery
3.13	POD	Proof of Delivery
3.14	&	and
3.15	i.e.	That is
3.16	ASN	Advance Shipment notice
3.17	°C	Degree Celsius

4.0 RESPONSIBILITY

	Name & Designation	Signature
Author/ Originator of Doc Change	MOAYAD MOHAMEDAN PHARMACIST	29-05-2025
Reviewer (Process Owner)	M.J.M. Jareed warehouse Supervisor	31/05/2025
Approving Authority		

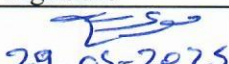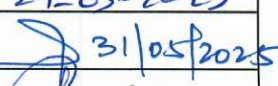| SMSA P.O. Box 63259 Riyadh 11526, K.S.A.		Document ID	SMSA-HC03A
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4.1   The Warehouse project Manager/Pharmacist shall be responsible for the implementation and update of this procedure to fulfill operational and customer requirements.

4.2   The Outbound Team Leader shall be responsible for the execution and adherence to the procedure.

4.3   The Pharmacist or designee shall be responsible for the quality inspection of the items to be dispatched to customers.

5.0   PRECAUTION/INSTRUCTION

5.1   The OTL shall check the WMS system for Orders before cut off time 09:00 am as per agreed SLA.

5.2   All the items shall be checked and inspect by pharmacist or designee prior dispatching to the customers.

6.0   PROCEDURE

6.1   Outbound Team Leader checks the WMS for open issues, un-confirmed orders and un-sent ASN.

6.2   NUPCO/MOI sends orders to WMS before cut-off time.

6.3   OTL finds sufficiently allocated orders and batches them to print the Master Pick Ticket.

6.4   OTL gives a copy of the MPT to the Picking Clerk for picking.

6.5   Picking Clerk picks the items found in the MPT from the shelves/bins/racks.

6.6   Picked items are then forwarded to the order processing staging area.

6.7   Pharmacist or designee shall checks all picked items: Description, Quantity, Batch/Lot No., expiry date, physical damage against the packing slip printed from WMS system by OTL.

6.8   The OTL and Pharmacist or designee shall check the Cold chain items required to send in dedicated temperature control truck i.e. +2 °C to +8 °C & -1 °C to -17 °C required Cold Chain boxes along with Ice Packs. If Cold Chain items required sending in truck then OTL and Pharmacist or designee shall check the temperature inside the truck is matching the requirement and Data logger shall be available in working condition to record the temperature. If cold chain items required to send in Cold chain boxes along with ice pack, the OTL and Pharmacist or designee shall ensure that the items must well packed with ice packs, the temperature inside the box is between limit of +2 °C to +8 °C & -1°C to -17 °C and a working condition data Logger shall be available in each box for recording the temperature.

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Author/ Originator of Doc Change	MOAYAD MOHAMEDAIN PHARMACIST	29-05-2025
Reviewer (Process Owner)	Warehouse Supervisor M.S.M. Javed	31/05/2025
Approving Authority	Project GM	

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6.9   If the Truck is not SMSA dedicated Truck and from Approved outsource vendor then all the requirements for the transportation of Cold chain Items must be followed by OTL and Pharmacist as mentioned in above point no. 6.8.

6.10   Once the all above parameters are well within the limit and checking is complete, Pharmacist or designee shall sign documents, and stamp near his signature. A stamp **"CHECKED"**, to be used on documents for all outbound deliveries This will ensure that a Data Logger is available in each cold chain product box or container of a shipment, and that all shipments has passed quality procedures.

6.11   The OTL then prepare the FORM -7 according to packing Slip provided by Pharmacist or Designee after Quality inspection of shipment. Once the FORM-7 is prepared then OTL shall submit the prepared FORM-7 to NUPCO/MOI for their approval. After approval from NUPCO/MOI, OTL shall print the FORM-7. Then OTL and Pharmacist shall fill out the outbound checklist as per Annexure A and approved and agreed together with NUPCO. OTL and the pharmacist shall include their signatures to ensure task completed.

6.12   The OTL then attaches the pouch with the air-waybill and FORM-7 with the shipment. The OTL shall scan all the AWB by entering the status of shipment that shipment is loaded into truck for delivery.

6.13   The OTL now handover all the document containing AWB, FORM-7, POD to the Driver for the deliveries.

6.14   The ready Pallets shall be loaded into trucks , stoppers must be placed on the last pallets to prevent them from moving, and truck shall be sealed after loading with the Seal provided by the OTL.

6.15   A copy of the AWB and packing slip are filed in a labeled binder for archiving purposes.

6.16   OTL confirms the orders one by one in WMS system and sends OBD to NUPCO via automatic integration.

6.17   Once the Shipment is delivered to the customer Driver/OTL shall confirm the POD by scanning and entering the name of recipient through POD scanner.

6.18   Once the driver is back in the Warehouse, the OTL shall receive the hard copies of all signed and stamped FORM-7, Signed POD copy and in transit temperature record report and shall filed with same orders AWB & packing slip.

6.19   The OTL shall Handover the FORM-7 copy to NUPCO representative and take the acknowledgement.

6.20   During processing if there is any empty or leftover Cartons, Shrink wraps then it shall be send and stored in the cardboard or plastic recycling areas respectively.

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Reviewer (Process Owner)	M.J.m. Jareed Warehouse Supervisor	31/05/2025
Approving Authority		

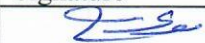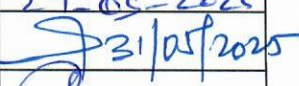|	**SMSA** P.O. Box 63259 Riyadh 11526, K.S.A.	Document ID	SMSA-HC03A
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6.21 During the movement of cartons it shall be noted that stacking of cartons shall be done properly to prevent the potential of fall down over handlers. Similarly manual lifting has to consider safe practices as outlined in the Lifting and carrying Method statement.

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

6.23 RSD process during the outbound Process:

6.23.1 Pharmacist submit dispatched items in RSD system.

7.0 RECORD

Title of Record	Custodian	Retention Period
AWB & POD	OTL	05 Years
FORM-7	OTL	05 Years
Pick Ticket & Packing Slip	OTL	05 Years
ANNEXURE A	OTL	05 Years

8.0 Attachment
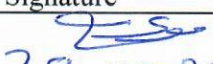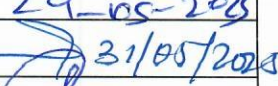
8.1 ANNEXURE A- Outbound Shipment Checklist.

	Name & Designation	Signature
Author/ Originator of Doc Change	MOAYAD MOHAMEDAW PHARMACIST	~~~ 29-05-2025
Reviewer (Process Owner)	M.J.M. Jqreed Warehouse Supervisor	31/05/2025
Approving Authority		

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9.0   DOCUMENT CHANGE RECORD
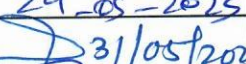
Rev No.	Effective Date	Nature of Change	Document Change Request No:
00	29-11-2016	New Document	NA
01	01-06-2017	Changes made in SOP as follows: • SOP format changed with new format to make all SOP similar. • Point no.2 incorporated for Scope in the SOP. • Incorporated new abbreviations in point no.3. • Amended the responsibilities in point no. 4 for Warehouse Project Manager/Assistant Project Manager and Pharmacist • Incorporated point no.5 for Precautions/Instruction. • Amended point no.4.0 Procedure to point no.6.0 procedure. • Amended point no. 6.7 by replacing Quality inspector to Pharmacist or designee. • Point no. 4.8 to 4.15 deleted due to change in process and Point no.6.8 to 6.10 now incorporated for detailed quality inspection of the shipments. • Incorporated point no. 6.11, 6.13, 6.14, 6.17, 6.18, 6.19. • Amended the point 6.12, 6.16. • Flow chart Superseded. • Annexure A incorporated for Outbound Shipment Checklist.	CR0098

	Name & Designation	Signature
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Reviewer (Process Owner)	M.J.M. Jareed Warehouse Supervisor	31/05/2025
Approving Authority		

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02	01-02-2018	Changes made in SOP as follows: • Amended the Point 1.1 by adding correct temperature range as per SLA - 1°C to -17°C and deleting the 0°C to -20°C. • Amended the point 5.1 by adding the cut off time as 09:00 am as per SLA. • Incorporated points 6.20 & 6.21 for recycling of left over waste and Safety of Man, Material and Machine.	
03	18-09-2019	• Amended the point 6.14 by adding stoppers must be placed on the last pallets to prevent them from moving.	
04	20-09-2021	• Periodic review and no change required.	
05	19-10-2023	• Periodic review and no change required.	
06	30/06/2024	• Added point 6.22 Asper NUPCO request we are using in our facility (BY) Blue Yonder Warehouse Management System.	
07	10/03/2025	• Amended the point 6.22 As per NUPCO request we are using in our facility NUPCO WMS. • Adding the point 6.23 RSD process during the outbound Process: 6.23.1 Pharmacist submit dispatched items in RSD system.	

END OF DOCUMENT

	Name & Designation	Signature
Author/ Originator of Doc Change	MOAYAD MOHAMEDAN PHARMACET	29-05-2025
Reviewer (Process Owner)	M.J.M. Jameel Warehouse Supervisor	31/05/2025
Approving Authority		

Vehicle delivery date & time:-	Customer's Name :-
Truck Plate No :-	Driver Name :-
Order No :-	Total number of Pallets:-
Temperature inside truck at the time of loading :-	

Before Outbound Delivery

Check Points	Observation		Remarks
Data logger available in the truck	Yes ☐	No ☐	
Data logger available in thermal box	Yes ☐	No ☐	
Quantity of items is correct	Yes ☐	No ☐	
Expiration date allowed to dispatch items as per orders request	Yes ☐	No ☐	
Batch No of items is correct as per orders request	Yes ☐	No ☐	
Cold chain items checked	Yes ☐	No ☐	
Control drugs received by driver	Yes ☐	No ☐	
No visible evidence of damage or leaking containers	Yes ☐	No ☐	
Vehicle cleaned.	Yes ☐	No ☐	
Tail gate availability	Yes ☐	No ☐	
Hand jack availability	Yes ☐	No ☐	
Seal and its serial No	Yes ☐	No ☐	
Distribution of pallets inside the Truck as per standard	Yes ☐	No ☐	

After Outbound Delivery

Form (7) received from customer after Signed & Stamped	Yes ☐	No ☐	
In transit Temperature data Printout attached with Form 7.	Yes ☐	No ☐	

NOTES:-

_____

_____

_____

Dispatched By: -_____   Checked By:-_____