	SMSA Express Transportation Co., Ltd. P.O. Box 63259 Riyadh 11526, K.S.A.	Document ID	SMSA-RS01
	STANDARD OPERATING PROCEDURE RTS RECEIVING PROCESS	Revision no.	00
		Effective Date	15-05-2019
		Next Revision Date	14-05-2021
		Function	Warehouse
		Page	Page 1 of 2

1.0 PURPOSE

- 1.1 This document lays down the receiving process for return to origin shipments in RTS warehouse.

2.0 SCOPE

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

3.0 ABBREVIATIONS/ DEFINITION

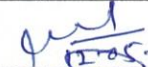


No.	Term	Description
3.1	SOP	Standard Operating Procedure
3.2	RTS/RS	Return to Shipper
3.3	AWB	Air Way Bill
3.4	RUH	Riyadh
3.5	E-Com	Ecommerce
3.6	ULDs	Unit load Devices
3.7	CONS	Consolidated Scan

4.0 RESPONSIBILITY

- 4.1 The RTS Handlers will receive the shipments in the RTS warehouse and apply the proper scans as per the operating procedure; the agent will ensure the proper scans are applied.
- 4.2 The Handlers should be responsible for segregating, sorting, and preparing the shipments as per customer requirements, the Agent should be responsible to ensure the standard process is followed.
- 4.3 The Data Encoder should be responsible for checking the dates of the shipments, and compare it with the agreed duration with the customer.
- 4.4 The Operations Agent should be responsible for receiving instructions from the customers regarding their respective shipments.
- 4.5 The Supervisor should be responsible for ensuring the tickets received from the customers are all resolved as per the standard procedure.

5.0 SAFETY PRECAUTIONS

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

	Name & Designation	Signature
Author/ Originator of Doc Change	ASHISH SENA ASSISTANT MANAGER	 12-05-2019
Reviewer (-Process Owner)	MICHAEL DELA CRUZ SUPERVISOR RTS	 12-05-2019
Approving Authority	Hussein Badawi RTS/Fulfillment Manager	 12-05-2019

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		Page	Page 2 of 2

6.0 PROCEDURE

- 6.1 The returned shipments shall receive at RTS Warehouse from the RUH Lain Haul, Station and E-com.
- 6.2 Apply Master Cons, scan on all returned shipments. Then "RTS IN" scans on Mater Cons.
- 6.3 Sort the returned shipment as per customer requirements and apply the "Under RTS Process" scan.
- 6.4 If the customer required returning the shipment on the same day then return to the customer on same day.
- 6.5 If customer requires return after a certain amount of time has passes then sort the shipment on pallets based on how many days since shipping date on AWB. Apply Cons scan and "Under RTS Process" Scan on all packages and palletize. Put the pallet in the designated rack location.
- 6.6 If the shipment shall not be palletize then apply Cons scan on all the returned shipments, segregate and sort the all packages under individual customer in ULDs. Put the ULDs in the designated location.

7.0 RECORD

Title of Record	Custodian	Retention Period
NA	NA	NA

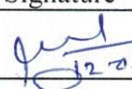
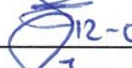

8.0 Attachment

- 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	ACHIN SEN ASSISTANT MANAGER	 12-05-2019
Reviewer (Process Owner)	Michael Dela Cruz SUPERVISOR RTS	 12-05-2019
Approving Authority	Hussein Badawy RTS / Fulfillment Manager	 12-05-2019

