| | SMSA Express Transportation Co., Ltd.<br>P.O. Box 63259 Riyadh 11526, K.S.A. | Document ID | SMSA-RS02 |
|---|---|---|---|
| **SMSA Express** | **STANDARD OPERATING PROCEDURE RTS RETURN PROCESS** | Revision no. | 00 |
| | | Effective Date | 15-05-2019 |
| | | Next Revision Date | 14-05-2020 2021 |
| | | Function | Warehouse |
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## 1.0 PURPOSE

1.1 This document lays down the return procedures. This procedures covers all activates process of return to Origin.
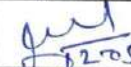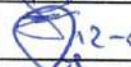
## 2.0 SCOPE

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/RS | 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 | CONS | Consolidated Scan |
| 3.9 | DCON | Deleting Consolidated Scan |
| 3.10 | E-Com | Ecommerce |
| 3.11 | COD | Cash On Delivery |

## 4.0 RESPONSIBILITY

4.1 The Supervisor shall be responsible for receiving customer emails and ensure the return process is completed as per the customer's requirement.

4.2 The RTS Handlers should be responsible for sorting, paletizing/bagging all shipments as per customer requirements, handing over the shipments to the concerned departments, and applying the proper scans as per the operating procedure.

4.3 The Operations Agent should be responsible for ensuring the Handlers are operating as per the standard procedure, and dispatching pre-alerts to concerned departments.

4.4 The Data Encoder should be responsible for scanning the original AWBs, generating return AWBs and creating labels.

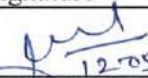| | Name & Designation | Signature |
|---|---|---|
| Author/ Originator of Doc Change | ASHISH SEN<br>ASSISTANT MANAGER | 12-05-2019 |
| Reviewer (Process Owner) | Michael Dela Cruz<br>SUPERVISOR RTS | 12-05-2019 |
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## 5.0    SAFETY PRECAUSTIONS

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

## 6.0    PROCEDURE

6.1    The return process for RTS section is to return the shipment to the shipper.

6.2    If the customer requires to return the shipment on the same day, then return the shipment using the same AWB. Put CONS scan for the packages of each individual customer and palletize. Handover the shipments to SFS section to return to Shipper.

6.3    If customer requires the packages to complete a certain number of days before being returned, then customer can ask any of below requirement.

    6.3.1    Customer shall request to redeliver the shipments.

        6.3.1.1  RTS team searches for the shipment.

        6.3.1.2  Apply DCON Scan on the shipments.

        6.3.1.3  A Label is created detailing the new delivery location and attached to the package.

        6.3.1.4  CONS Scan is applied on all the packages.

        6.3.1.5  Palletize/Bag the shipments.

        6.3.1.6  If the Delivery location is in Riyadh, then apply scan "Handover to ECOM/SFS RUH". Physically handover the shipment to ECOM/SFS RUH and send the pre alert to ECOM/SFS RUH.

        6.3.1.7  If the Delivery location outside Riyadh, then apply scan "Handover to line Haul". Physically handover the shipment to Line Haul and get the signature of line haul supervisor on Handover Manifest. Send the pre alert to Line Haul.

    6.3.2    Shipper sends the email to come and collect the shipments.

        6.3.2.1  If shipment is returned using same AWB, then apply CONS scan the packages of each individual customer and palletize. Handover to SFS for delivery to shipper.

        6.3.2.2  If shipment is not returned using same AWB, then the packages of each customers are taken to the work station for the scanning of original AWB with gun scanner and the AWBs number are uploaded on S Panel to generate return AWBs. The Old/Original AWBs are removed and new Return AWBs are attached to its respective packages.

        6.3.2.3  If the shipper located inside Riyadh and packages returned in small packages then packages are segregated into SMSA bags and the

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CONS scan is applied on the Packages. If packages not returned in small packages then the packages are segregated onto the pallets and the CONS scan is applied on the packages. Then apply the comment scan "Handover to SFS RUH" and send the pre alert to SFS RUH. At last apply COD RTS scan on the original AWBs with comment "NEW AWB"

6.3.2.4 If the shipper is located outside of the Riyadh, Print the new AWB with the new Destination on it. CONs scan applied on all the packages and apply the comment scan "Handover to Line haul". Physically handover the shipment to Line Haul and get the signature of line haul supervisor on Handover Manifest. Send the pre alert to Line Haul. At last apply COD RTS scan on the original AWBs with comment "NEW AWB".

6.3.3 If customer send email to return the shipments.

6.3.3.1 Follow the procedure mentioned in point 6.3.2.

## 7.0 RECORD

| Title of Record | Custodian | Retention Period |
|---|---|---|
| NA | NA | NA |
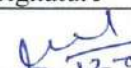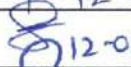
## 8.0 Attachment

8.1 Flow Chart A

## 9.0 DOCUMENT CHANGE RECORD

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| Author/ Originator of Doc Change | ASHISH SEN<br>ASSISTANT MANAGER | 12-05-2019 |
| Reviewer ( Process Owner) | michael Dela cruz<br>Supervisor RTS | 12-05-2019 |
| Approving Authority | Hussein Badawy<br>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

Returning Process

Do the customer require the packages to be returned on the same day?

— No →

Does the customer requires the packages to complete a certain number of days before being returned?

— Yes →

Packages completed the required number of days

— Yes →

No — No — No

Customer sends request to redeliver the shipments

Shipper send email to come and collect the shipments

Customer sends an email to return the shipments

RTS team searches for the shipments

Apply DCONS scan on the shipments

A label is created detailing the new delivery location, and attached to the package

CONS Scan is applied on all the packages

Palletize/bag the shipments

Returned using the same AWB?

— Yes →

No

The packages of each individual customer are taken to the work station

The original AWBs are scanned using the gun scanner

The AWBs numbers are uploaded on SPANEL to generate return AWBs

The old AWBs are removed, and the new return AWBs are attached to its respective package

CONS Scan the packages of each individual customer, and palletize

Handed over to SFS for delivery to Shipper

Is the Delivery location in Riyadh?

No — Yes

Print new AWB with the new destination detailed

— No —

Is the shipper located in Riyadh?

— Yes →

Are the packages returned small parcels?

No

Yes

The packages are segregated into pallets, and then CONS Scan is applied on the packages

The packages are segregated into SMSA bags, and then CONS Scan is applied on the packages

Apply comment scan "hand over to Line Haul"

Apply comment scan "Hand over to ECOM/ SFS RUH"

CONS Scan is applied on all the packages

Apply comment scan "hand over to Line Haul"

Apply comment scan "Hand over to SFS RUH", and handover the shipments to SFS RUH

Handover the shipments to the Line Haul, and get signature from Line Haul Supervisor on the Hand Over Manifest

Handover the shipments ECOM/ SFS RUH

Handover the shipments to the Line Haul, and get signature from Line Haul Supervisor on the Hand Over Manifest

Send the Pre Alert to SFS RUH

Send the Pre Alert to Line Haul

Send the Pre Alert to ECOM/SFS RUH

Send the Pre Alert to Line Haul

Apply COD RTS Scan on the original AWBs with comment "New AWB"