	SMSA Express Transportation Co., Ltd. P.O. Box 63259 Riyadh 11526, K.S.A.		Document ID	SMSA-HW03
SMSA Express	STANDARD OPERATING PROCEDURE Inbound, Outbound and Inventory Process		Revision no.	00
			Effective Date	25-04-2021
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1.0 PURPOSE

1.1 This document lays down the procedure of Inbound, Outbound and Inventory.

2.0 SCOPE

2.1 This procedure is applicable toall SMSA Employee working in Huawei NBB and Spare part Project in KSA.

3.0 ABBREVIATIONS/DEFINITION

No.	Term	Description
1	WMS	Warehouse Management System
2	DN	Delivery Note
3	ASN	Advance Shipment Notice
4	TSA	Transfer Saudi Arabia
5	PL	Packing List
6	SUBCON	Sub-Contractor
7	POD	Proof of Delivery
8	NBD	Next Business Day
9	AWB	Air Way Bill
10	SP	Spare Part
11	SN	Serial Number
12	PR	Part Request
13	SR	Service Request
14	RSPC	Remote Spare Part Center
15	SSD	SMSA Same Day
16	PUP	Pick up
17	SLA	Service Level Agreement
18	KSA	Kingdom of Saudi Arabia
19	SOP	Standard Operating Procedure

4.0 RESPONSIBILITY

4.1 The 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 all SMSA employee working in Huawei NBB and Spare part Project in KSA tofollow the SOP.

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Reviewer (Process Owner)	Niyas. Muhammad Sali Team Leader	18-04-2021
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5.0   PROCEDURE

5.1   Huawei NBB Procedure.

5.1.1   Inbound

5.1.1.1 SMSA Logistics team will be receive a pre alert email from the Huawei team prior to receive any shipment from the customer/supplier, once the shipment reached in SMSA Logistics WH, the below points need to be checked,

5.1.1.1.1   Physical condition of the shipment (check any visible damages, over stacking etc.)

5.1.1.1.2   Offload the shipment

5.1.1.1.3   Match the physical box name of the item with the DN

5.1.1.1.4   Physical Item and its quantity should be matching with DN

5.1.1.1.5   If the details found satisfactory then signing the DN as an acknowledgement and hand over the original to the customer

5.1.1.1.6   Put away the items to the dedicated location.

5.1.1.2 Proceed to start receiving process in Huawei WMS (ISC) system; the following are the steps of ISC system receiving.

5.1.1.2.1   Select Warehouse physical goods management Inbound Management   ASN management

5.1.1.2.2   Put TSA number in ASN field and search

5.1.1.2.3   Create inbound bill

5.1.1.2.4   Select inbound bill query and Search and select the bill number

5.1.1.2.5   Verify all the information(DN vs. System)

5.1.1.2.6   After verification, put locator and save, submit and inbound.

5.1.1.2.7   Print inbound bill attached with DN for record purpose.

5.1.1.2.8   Last process to acknowledge the system receiving to Huawei team.

5.1.2   Outbound

5.1.2.1 Orders will be available in bill management, the below are the outbound process,

5.1.2.1.1   Check Bill management in regular interval

5.1.2.1.2   Once order available in system, select the order and export to excel with barcode

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5.1.2.1.3   Pick the item from the locator as mentioned on the Pick List

5.1.2.1.4   Scan the item via PMCS mobile application

5.1.2.1.5   Pack it and Keep the item in outbound area and inform to Huawei as well

5.1.2.2   If the order is self-pick up, the SUBCON will come and scan the material in PMCS and collect it from the WH

5.1.2.2.1   After scan, the SUBCON should sign on the outbound bill and keep his ID copy for POD purpose and handed over the material to SUBCON.

5.1.2.2.2   Ship out the order from ISC system and send POD to Huawei team via email.

5.1.2.3   If the order is NBD or transfer, SMSA coordinator – Riyadh ,will be provided AWB through email.

5.1.2.3.1   Print AWB and attach with shipment along with PL and contact the regional coordinator and arrange the PUP.

5.1.2.3.2   Once dispatch or HO the order, need to ship out the order from system

5.1.2.3.3   Share the information to Huawei attached with AWB and PL.

5.1.2.4   Please note that the SUBCON must be scan the material in PMCS without scan cannot HO the material, this is as per Huawei instruction.

5.1.3   Inventory

5.1.3.1   Huawei team will conduct the inventory on quarterly; Huawei team will confirm the date of pre counting and quarter counting through email. The below process has to do for the quarter inventory.

5.1.3.1.1   Upon receiving email confirmation from Huawei, need to be start pre counting

5.1.3.1.2   Print stock on hand and count physically as per locator mentioned on the sheet.

5.1.3.1.3   Once complete the pre count, signed the count sheet and send to Huawei through email

5.1.3.1.4   Start quarter count as the date confirmed by Huawei.

5.1.3.1.5   Need to create count task in inventory management (ISC system)

5.1.3.1.6   Print the count sheet and start physical counting.

5.1.3.1.7   Fill the quantity in count sheet as per location wise.

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5.1.3.1.8 And the exported excel sheet also need to fill the quantity as per physical count sheet and import to the count task in ISC system.

5.1.3.1.9 ISC system will show the percentage for the inventory task. (Inventory accuracy for the stock must be 100%)

5.1.3.1.10 Signed Physical count sheet and the task accuracy screen shot are send to Huawei and SMSA team.

5.2 Huawei Spare Parts Procedure.

5.2.1 Inbound

5.2.1.1 Huawei team will schedule the pickup and delivery through email and the SMSA courier will deliver the spare parts to the SMSA logistics WH. The below points need to be checked prior to received,

5.2.1.1.1 As per schedule the spare part receive from SMSA courier with delivery note and AWB and the logistic team need to be count number of parts as mentioned on the AWB and delivery note as well.

5.2.1.1.2 Check Physical condition of the shipment (check any visible damages, item identifier etc.)

5.2.1.1.3 Match the item code and serial number of the part with DN

5.2.1.1.4 If it is matching, put away the parts to the locator as per matching pool.

5.2.1.2 Proceed to start receiving process in Huawei WMS (I Care) system; the following are the steps of I Care system receiving.

5.2.1.2.1 Select inbound function and search and select the SR number for the item

5.2.1.2.2 Match the item and SN in Huawei WMS (I Care) system with DN and update the locator

5.2.1.2.3 Confirm inbound and print the inbound bill. File the inbound bill along with DN and AWB for record purpose

5.2.2 Outbound

5.2.2.1 This project is running 24X7; Huawei RSPC team will sent an email for any PR or SR.

5.2.2.2 If the request is reach after SMSA duty hours, SMSA will receive a call from RSPC or the consignee, then SMSA team need to be process the order within 2 hours(as per SLA),the below are the process need to do in Huawei I Care system,

5.2.2.2.1 Select the outbound function and search and select the PR/SR number

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5.2.2.2.2   Release the order in ICare system.

5.2.2.2.3   Print Pick List with locator

5.2.2.2.4   Pick the item from the locator as mentioned on the Pick List

5.2.2.2.5   Physical item code and its SN needs to be matched with Huawei WMS I Care system

5.2.2.2.6   If it is match, submit the pick process in ICare

5.2.2.2.7   Pack the material and print the packing list from the system

5.2.2.3   If the order is self-pick up, the consignee will come and collect the item from the WH.

      5.2.2.3.1   Consignee must provide the order number and verify the item as well

      5.2.2.3.2   Once verified the item, the consignee must be signed the packing list and mentioned the Name, date, time, mobile number and ID number for POD purpose.

      5.2.2.3.3   Ship and POD Confirmation need to be done in ICare system

5.2.2.4   If the order is NBD or SSD (urgent), SMSA coordinator – Riyadh will be provided AWB through email.

      5.2.2.4.1   Print AWB and attach with shipment along with PL and contact the regional coordinator and arrange the PUP.

      5.2.2.4.2   Handed over the shipment to the SMSA courier and confirm ship in ICare system.

      5.2.2.4.3   Track the shipment in SMSA core system and take a screenshot once the customer received the shipment at destination.

      5.2.2.4.4   Upload the screenshot in ICare system as a POD and confirm it as well.

5.2.3   Inventory

5.2.3.1   Huawei team will conduct the inventory on quarterly;

5.2.3.2   Huawei team will confirm the date of counting through email and also provide Huawei Scanning device for the inventory count. The below process has to do for the quarter inventory.

      5.2.3.2.1   Huawei Team will create inventory task as per pool wise

      5.2.3.2.2   SMSA need to scan for each SN as per pool and locator

      5.2.3.2.3   Once scan finish for a locator, the device will show if any variations or not scan SN.

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5.2.3.2.4   If there is no variation, proceed to submit and start to scan the next locator.

5.2.3.2.5   Complete the scanning process for all the items as pool wise.

5.2.3.2.6   Once completed the task, need to send an email to Huawei to acknowledging the completion of the task.

6.0   RECORD

Title of Record	Custodian	Retention Period
Inbound Report	Team Leader	03 Years
Outbound Report	Team Leader	03 Years
Inventory Report	Team Leader	03 years

7.0   Attachment

NA

8.0   DOCUMENT CHANGE RECORD

Rev No.	Effective Date	Nature of Change	Document Change Request No:
00	25-04-2021	New Document	NA

END OF THE DOCUMENT

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