	SMSA Express Transportation Co., Ltd. P.O. Box 63259 Riyadh 11526, K.S.A.	Document ID	SMSA-LGS02
	STANDARD OPERATING PROCEDURE Processing and Dispatching Orders (STC Solutions)	Revision no.	01
		Effective Date	28-11-2021
		Next Revision Date	27-11-2023
		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,

2.0 SCOPE




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


3.0 ABBREVIATIONS/ DEFINITION

No.	Term	Description
3.1	WMS	Warehouse Management System
3.2	SLA	Service Level Agreement
3.3	SAM	SMSA Air-waybill Manager
3.4	SOP	Standard Operating Procedure
3.5	OTL	Outbound Team Leader
3.6	LC	Logistic Clerk
3.7	RFD	Ready For Delivery
3.8	MPT	Master Pick Ticket
3.9	PS	Packing Slip
3.10	AWB	Air-waybill
3.11	OFD	Out For Delivery
3.12	POD	Proof of Delivery
3.13	ASN	Advanced Shipment Notice
3.14	IPT	Individual Pick Ticket
3.15	DR	Delivery Record

RESPONSIBILITY

- 3.1 The Warehouse project Manager/Administrator shall be responsible for the implementation and update of this procedure to fulfill operational and customer requirements.
- 3.2 OTL shall be responsible for the execution and adherence to the procedure.

	Name & Designation	Signature
Author/ Originator of Doc Change	NITHIN PAUL TEAM LEADER	 24/11/2021
Reviewer (Process Owner)	ANIEESH SRSEEDHARAN TEAM LEADER	 24/11/2021
Approving Authority	ASHWISH SEN MANAGER LOGISTECC	 25-11-2021

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- 3.3 The Dispatcher shall be responsible for the quality inspection of the items to be dispatched to customers.


4.0 PRECAUTION/INSTRUCTION

- 4.1 The LC shall check the STAX\ system for Orders before cut off time 12:00 am as per agreed SLA.
- 4.2 All the items shall be checked and inspect by LC.

5.0 PROCEDURE

- 5.1 OTL checks the availability of orders raised by client/customer before cut-off time in WMS (STAX).
- 5.2 OTL will create batch for the orders raised by client/customer and print Master Pick Ticket/individual pick ticket
- 5.3 OTL gives a copy of the MPT/IPT to the picker for picking the materials from locations for the orders allocated.
- 5.4 Outbound picker will pick the items from the locations as per MPT.
- 5.5 Picked items are then forwarded to the order processing area.
- 5.6 Processor shall checks all picked items: Item Code, Quantity, physical condition, against pick ticket generated from STAX\ system, pack them and confirm number of pcs, weight of the shipment to OTL to print AWB.
- 5.7 OTL will print the AWB's and hand over to the processors to proceed the orders along with Packing Slip/RFD copy that to be pasted to the shipment after process of each order.
- 5.8 The processed orders are handed over to the dispatcher for scanning and loading to the truck.
- 5.9 Once the scanning is done, the dispatcher will create Manifest and hand over the shipments to our dedicated couriers for the connection to concerned departments along with Manifest and Security Tags to seal the truck.
- 5.10 Once the Shipment is delivered to customer, driver has to collect the signature on the Packing Slip/RFD copy as proof of delivery and give to Dispatcher/Coordinator to share with OTL to send to client/customer.
- 5.11 OTL shall confirm all the orders in STAX\ and send ASN via background process of automatic integration to the client/customer.
- 5.12 After the confirmation of orders and sending ASN, OTL will file copy of pick ticket, RFD copy & AWB for record.

	Name & Designation	Signature
Author/ Originator of Doc Change	NITHIN PAUL TEAM LEADER	 24/11/2021
Reviewer (Process Owner)	ANEESH SRIDHARAN TEAM LEADER	 24/11/2021
Approving Authority	ASHISH SGAJ MANAGER LOGISTICS	 25-11-2021

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- 5.13 OTL will scan the signed packing slip/RFD copy and share with client/customer for the confirmation of delivery.
- 5.14 Environment, Health and Safety considerations.
- 5.14.1 Trucks for loading the outbound shipment shall be turned off their engine during loading the trucks.
- 5.14.2 Safe manual lifting practices should be followed as per Method statements for EHS.
- 5.15 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.
- 5.16 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.

6.0 RECORD

Title of Record	Custodian	Retention Period
AWB & POD	Outbound Team Leader	01 Year
RFD	Outbound Team Leader	01 Year
Pick Ticket & Packing Slip	Outbound Team Leader	01 Year
Manifest	Dispatcher	01 Year

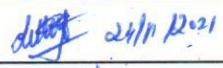

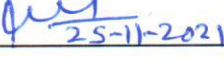
7.0 ATTACHMENT

7.1 NA

8.0 DOCUMENT CHANGE RECORD

Rev No.	Effective Date	Nature of Change	Document Change Request No:
00	03-11-2019	New Document	NA
01	28-11-2021	<ul style="list-style-type: none"> Periodic Review Term 3PL changed to STAX 	

END OF DOCUMENT

	Name & Designation	Signature
Author/ Originator of Doc Change	NITHIN PAUL TEAM LEADER	
Reviewer (Process Owner)	ANEESH SREEDHARAN TEAM LEADER	
Approving Authority	ASHISH SEN MANAGER LOGISTICS	

Annexure-A

(TO BE USED IN CONJUNCTION WITH SOP No. SMSA-HC18)

Training Document

SOP No.: SMSA - LG502 Revision No. 01

SOP Title: PROCESSING & DISPATCHING ORDERS (STCS)

Trainer: ANECSH SREEDHARAN Emp. No.: 4040 Sig.: [Signature] Date: 27-11-2021

Place: LOGISTICS SECTION Duration (in hours): 01:00 Hrs

The above subject information was preserved to me as part of SMSA training program. I have read and / or understand the material and have had the opportunity to discuss this material with trainer .

Trainee(s)			Date
Emp. No.	Name	Signature	
6676	NITHAN PAUL	[Signature]	27/11/2021
8914	RAHIL ARAYILAKATHI	[Signature]	27/11/2021
9019	m.a. Farni - y	[Signature]	27/11/2021
9005	Khalid Bassam	[Signature]	27/11/2021
8286	Emran Hossain	[Signature]	27/11/2021
8467	SHAHID ABBAS	[Signature]	27/11/2021
9107	Umar Parooq	[Signature]	27/11/2021
6628	Mohamed Ikhwanim	[Signature]	27/11/2021
7608	Khan Aslam	[Signature]	27/11/2021
7816	MD. MAHTAB	[Signature]	27/11/2021
9284	Muhammad. Bilal	[Signature]	27/11/2021
7911	Hasser Fatim Rubeya	[Signature]	27/11/2021
10585	Adnan saeed Al somail	[Signature]	27/11/2021
4936	Abdul Kuddaus	[Signature]	27/11/2021
9224	Firdaus Gani	[Signature]	27/11/2021
7917	Gulam Rasool	[Signature]	27/11/2021
8342	Rameez Raja	[Signature]	27/11-2021
40707	SUKIL	[Signature]	27-11-21

Annexure-B

(To be used in conjunction with SOP No. SMSA-HC18)

"Read and Understood"

I have read and understood the following procedure:

SOP No. : SMSA-LG502

Revision No.: 01

SOP Title : PROCESSING & DISPATCHING ORDERS (STCS)

Name : ANEESH SREEDHARAN Emp. No.: 4040

Sign: 

Date: 27-11-2021