	SMSA Express Transportation Co., Ltd. P.O. Box 63259 Riyadh 11526, K.S.A.	Document ID	SMSA-LGS04
SMSA Express	STANDARD OPERATING PROCEDURE **Processing and Dispatching Orders** **(FVC Project)**	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 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	SOP	Standard Operating Procedure
3.3	DN	Delivery Note
3.4	MPT	Master Pick Ticket
3.5	PS	Packing Slip
3.6	AWB	Air-waybill
3.7	OFD	Out For Delivery
3.8	POD	Proof of Delivery
3.9	ASN	Advanced Shipment Notice
3.10	IPT	Individual Pick Ticket
3.11	DR	Delivery Record

4.0 RESPONSIBILITY
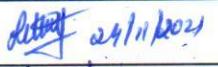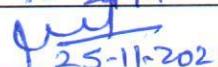
4.1 The Warehouse project Manager/Administrator shall be responsible for the implementation and update of this procedure to fulfill operational and customer requirements.

4.2 Project Clerk shall be responsible for the execution and adherence to the procedure.

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

5.0 PROCEDURE
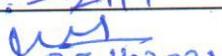
5.1 Orders are sent to SMSA through email by customer with DN.

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

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5.2 Project Clerk will check email for the availability of orders raised by client/customer before cut-off time.

5.3 Upon receiving the orders with DN, Project Clerk will upload the order in STAX.

5.4 Project clerk will print MPT/IPT and Project Clerk/Picker picks the materials from locations for the orders uploaded.

5.5 Project Clerk/Picker will pick the items from the locations as per MPT.

5.6 Picked items are then forwarded to the order processing area.

5.7 Project Clerk 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 prepare AWB.

5.8 Project Clerk will prepare the AWB's and proceed the orders along with Packing Slip/DN copy that to be pasted to the shipment after process of each order.

5.9 The processed orders are handed over to the dispatcher for scanning and loading to the truck.

5.10 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.

5.11 Once the Shipment is delivered to customer, driver has to collect the signature on the Packing Slip/DN copy as proof of delivery and give to Dispatcher/Coordinator to share with Project Clerk to send to client/customer.

5.12 Project Clerk shall confirm the orders in STAX and file the copy of pick ticket, DN copy & AWB for record.

5.13 Project Clerk will scan the signed packing slip/DN 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

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

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Title of Record	Custodian	Retention Period
AWB & POD	Project Clerk	01 Year
DN Copy	Project Clerk	01 Year
Pick Ticket & Packing Slip	Project Clerk	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	• Periodic Review • Term 3PL changed to STAX	

END OF DOCUMENT

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

Training Document
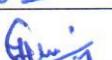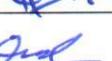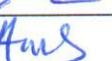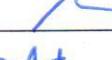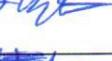
SOP No.: _____ SMSA – LGS 04 _____ Revision No. _____ 01 _____

SOP Title: PROCESSING & DISPATCHING ORDERS (FVC)

Trainer: ANEESH SREEDHARAN Emp. No.: 4040 Sig.: ___ 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)			
Emp. No.	Name	Signature	Date
6676	NITHIN PAUL		27/11/2021
8914	RAHIL ARAYILAKATH		27/11/2021
9019	m.G fasni.y		27/11/2021
9005	Khalid Bassam		27/11/2021
8286	Emran Hossain		27/11/2021
8467	SHAHID ABBAS		27/11/2021
9107	Umar Farooq		27/11/2021
6628	mohamed Ibrahim		27/11/2021
7608	Khan Aslam		27/11/2021
7916	Md. Mehtab		27/11/2021
9284	Muhammad Bilal		27/11/2021
7911	Yasser Fahim Rubeya		27/11/2021
10585	Adnan saeed Alsomali		27/11/2021
4936	Abdul Kuddus		27/11/2021
9224	Firdaus Gani		27/11/2021
7917	Gulam Rasool	Gulam Rasool	27/11/2021
8342	Rameez Raja		27/11/2021
40707	SAKIL		27/11-2021

"Read and Understood"

I have read and understood the following procedure:

SOP No. : _____ *SMSA-LGS04* _____

Revision No.: _____ *01* _____

SOP Title : _*PROCESSING & DISPATCHING ORDERS (f VC)*_

Name : _*ANEESH SREEDHARAN*_ Emp. No.: _*4040*_

Sign: _____ Date: _*27-11-2021*_