	SMSA Express Transportation Co., Ltd. P.O. Box 63259 Riyadh 11526, K.S.A.	Document ID	SMSA-LGS08
	STANDARD OPERATING PROCEDURE Processing and Dispatching Orders (LEBARA 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	&	And
3.4	MPT	Master Pick Ticket
3.5	PS	Packing Slip
3.6	AWB	Air-waybill
3.7	SDC	Special Delivery Channel
3.8	POD	Proof of Delivery
3.9	SECOM	SMSA Ecommerce Management
3.10	IPT	Individual Pick Ticket


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 raised by customers through SECOM system or sent by email to Project Clerk.




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


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- 5.2 Upon receiving the orders, Project Clerk will print the AWB from SECOM which will show the ordered item, quantity and complete address of the consignee. And if the orders are sent through email, Project Clerk will upload the orders to SECOM.
- 5.3 After printing the AWB, Project Clerk will pick the items from the locations, scan the serial numbers in the excel to maintain the record and pack them for shipping.
- 5.4 Once the packing is done, AWB will be pasted on the shipment, Project Clerk then will create Line haul manifest and perform necessary scans of the processed shipments in CORE system.
- 5.5 The processed orders are handed over to the dispatcher with manifest for scanning and loading to the truck.
- 5.6 Once the scanning is done, the dispatcher will hand over the shipments to our dedicated couriers for the connection to ecommerce department along with Manifest and Security Tags to seal the truck.
- 5.7 Ecommerce team will arrange the delivery and obtain POD for the processed shipments.
- 5.8 Once all the process is done in SECOM, Project Clerk will allocate the orders and confirm in STAX.
- 5.9 Project Clerk shall file the copy of MPT/IPT, AWB & Line haul manifest for record.
- 5.10 Environment, Health and Safety considerations.
 - 5.10.1 Trucks for loading the outbound shipment shall be turned off their engine during loading the trucks.
 - 5.10.2 Safe manual lifting practices should be followed as per Method statements for EHS.
- 5.11 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.
- 5.12 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 & Outbound Manifest	Project Clerk	01 Year
Master Pick Ticket	Project Clerk	01 Year
Line haul Manifest	Dispatcher	01 Year

	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	ASWIN SENO MANAGER LOGISTICS	 25-11-2021

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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	ADITHYAN PAUL TEAM LEADER	 24/11/2021
Reviewer (Process Owner)	ANEEESH SREEDHARAN TEAM LEADER	 24/11/2021
Approving Authority	ASHWESH SEN MANAGER LOGISTICS	 25-11-2021

Annexure-A

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

Training Document

SOP No.: SMSA - LGS 08 Revision No. 01

SOP Title: PROCESSING & DISPATCHING ORDERS (LEBARA)

Trainer: ANEESH 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	NITHIN PAUL	[Signature]	27/11/2021
8914	RAHIL ARAYILAKATH	[Signature]	27/11/2021
9019	M.G. Sathiy	[Signature]	27/11/2021
9005	Khalid Bassam	[Signature]	27/11/2021
8282	Emran Hossain	[Signature]	27/11/2021
8467	SHAHID ABBAS	[Signature]	27/11/2021
9107	Umar Farooq	[Signature]	27/11/2021
6628	Mohamed Ibrahim	[Signature]	27/11/2021
7608	Khan Aslam	[Signature]	27/11/2021
7916	Md. Mahabub	[Signature]	27/11/2021
9284	Muhammad Bilal	[Signature]	27/11/2021
7911	Hasser Fakim Rubega	[Signature]	27/11/2021
10585	Adnan Saeed Alsomali	[Signature]	27/11/2021
4936	Abdul Kuddus	[Signature]	27/11/2021
9224	Firdaus Gami	[Signature]	27/11/2021
7917	Gulam Rasool	[Signature]	27/11/2021
8342	Rameez Raja	[Signature]	27/11/2021
40707	SAKIL	[Signature]	27/11/2021

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-LGS 08

Revision No.: 01

SOP Title : PROCESSING & DISPATCHING ORDERS (LEBARA)

Name : ANEESH SREEDHARAN Emp. No.: 4040

Sign: 

Date: 27-11-2021