



KSA - Customer Services Department



Contact Center



Customer Care

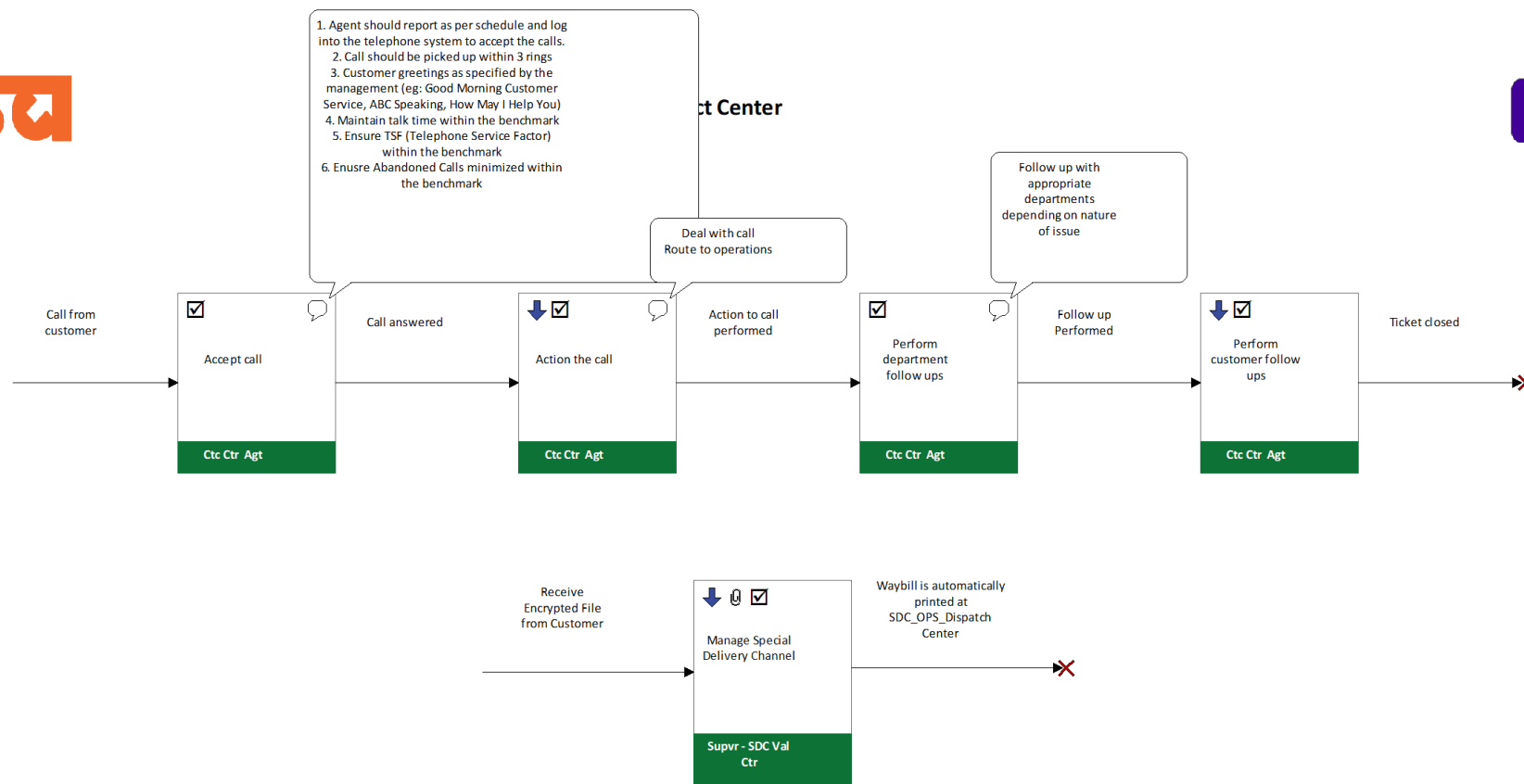
Title: KSA - Customer Services Department
Author: Edwin Ramos
Date: 5/17/2017
Volume: 0.00 Per Second

Authorization: Authorized
Date: 5/28/2018
Cost Per Second: \$,3.5,E-0317

Owner: Gandi S. Ibrahim
Diagram Version: 3
Review Date: None
F.T.E.: 0.00

○ Actions
● Change Log
○ Change Requests

○ Feedback
○ Keywords
● Read Only

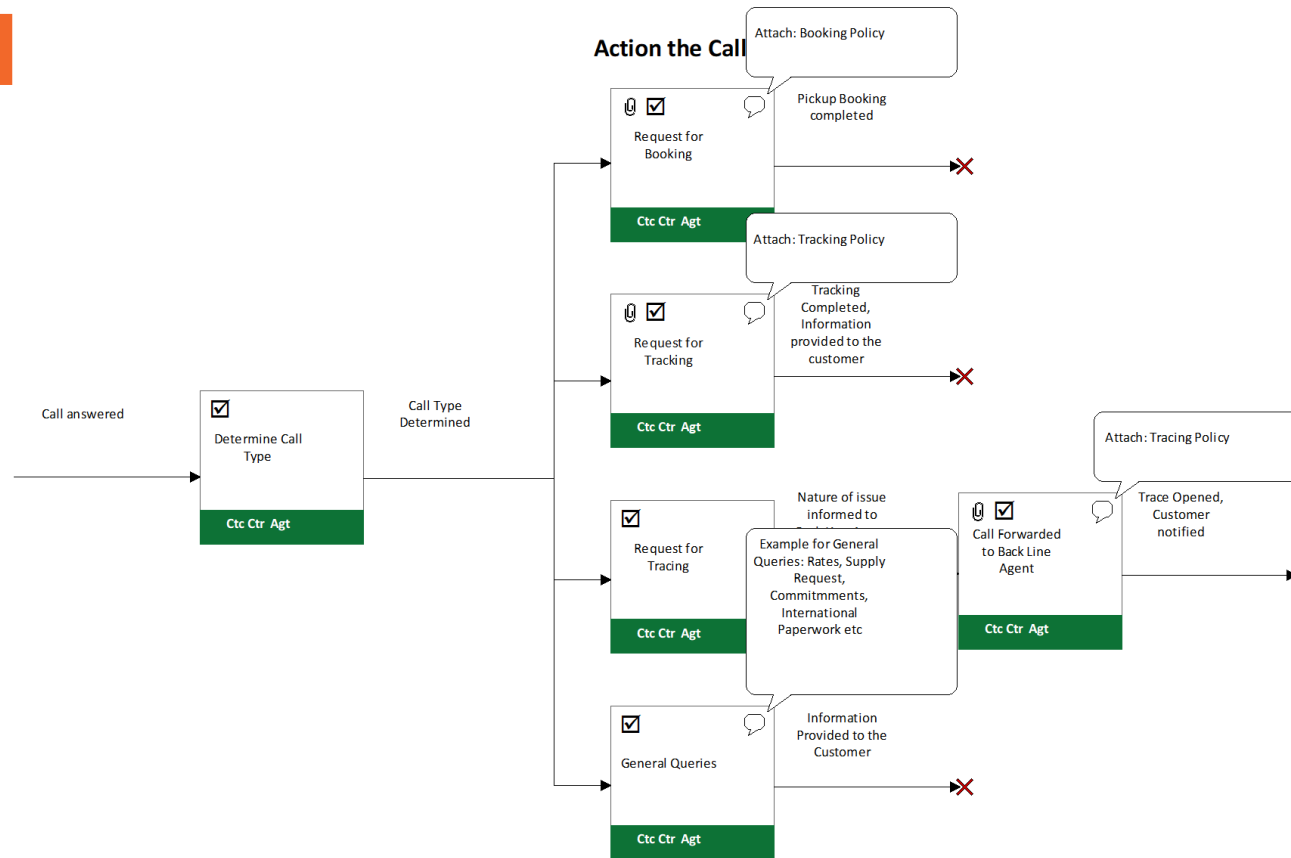


Title: CSD - Contact Center
 Author: Edwin Ramos
 Date: 5/23/2017
 Volume: 0.00 Per Second

Authorization: Authorized
 Date: 2/26/2023
 Cost Per Second: \$,3.5,E-0317

Owner: Gandi S. Ibrahim
 Diagram Version: 4
 Review Date: None
 F.T.E.: 0.00

○ Actions ○ Feedback
 ● Change Log ○ Keywords
 ○ Change Requests ● Read Only



Title: Action the Call
 Author: Edwin Ramos
 Date: 8/21/2010
 Volume: 0.00 Per Second

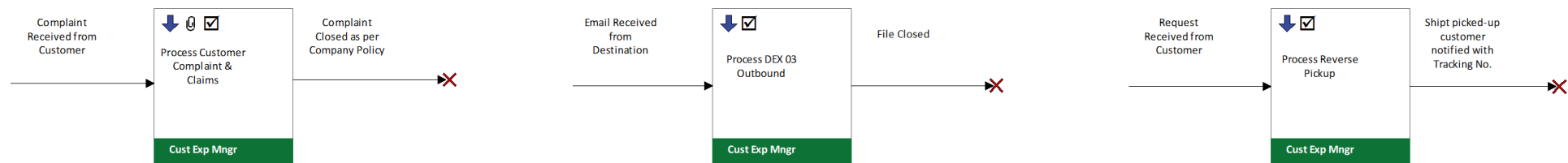
Authorization: Authorized
 Date: 6/3/2024
 Cost Per Second: \$,3.5,E-0317

Owner: Gandi S. Ibrahim
 Diagram Version: 8
 Review Date: None
 F.T.E.: 0.00

○ Actions ○ Feedback
 ● Change Log ● Keywords
 ○ Change Requests ● Read Only



Perform Customer Follow ups



Title: Perform Customer Follow ups
Author: Edwin Ramos
Date: 8/21/2010
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/26/2023
Cost Per Second: \$,3.5,E-0317

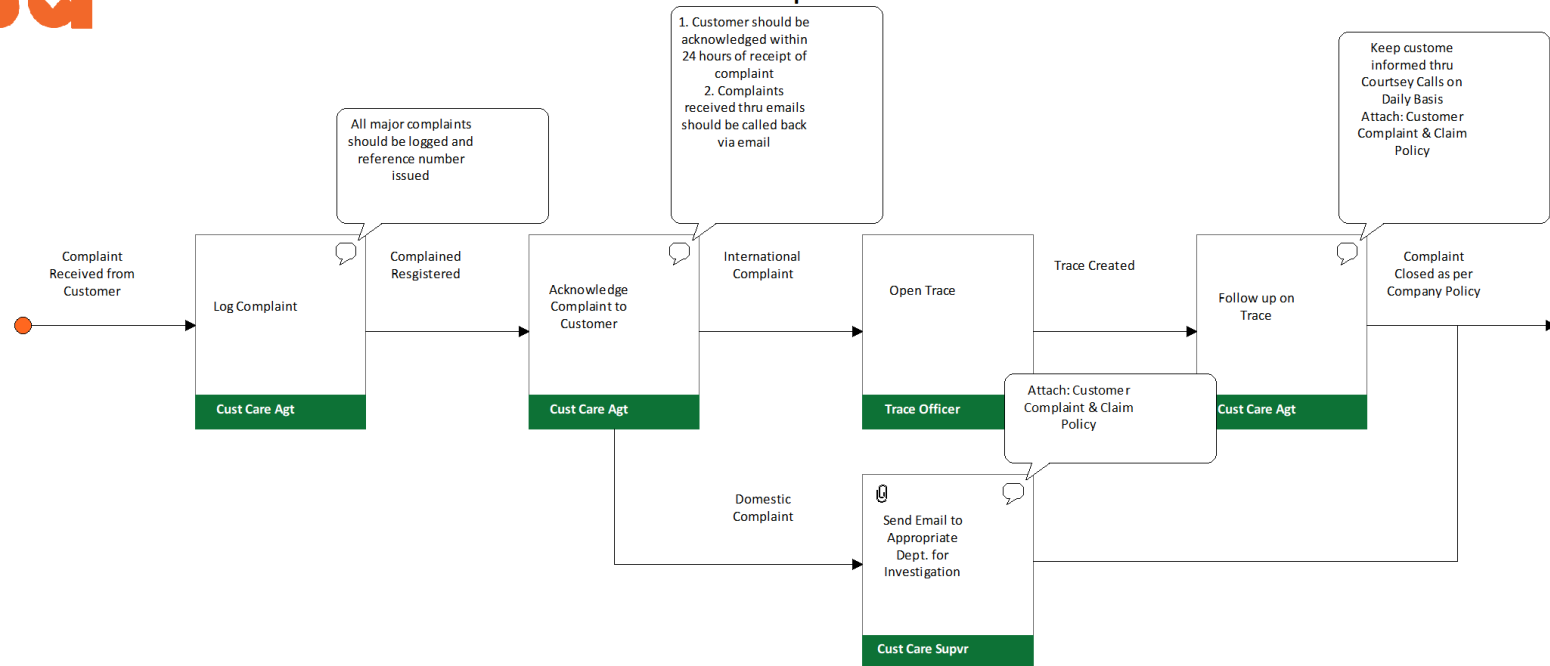
Owner: Gandi S. Ibrahim
Diagram Version: 8
Review Date: None
F.T.E.: 0.00

○ Actions
● Change Log
○ Change Requests

○ Feedback
● Keywords
● Read Only



Process Customer Complaint & Claims



Title: Process Customer Complaint & Claims
 Author: Edwin Ramos
 Date: 8/21/2010
 Volume: 0.00 Per Second

Authorization: Authorized
 Date: 2/26/2023
 Cost Per Second: \$,3.5,E-0317

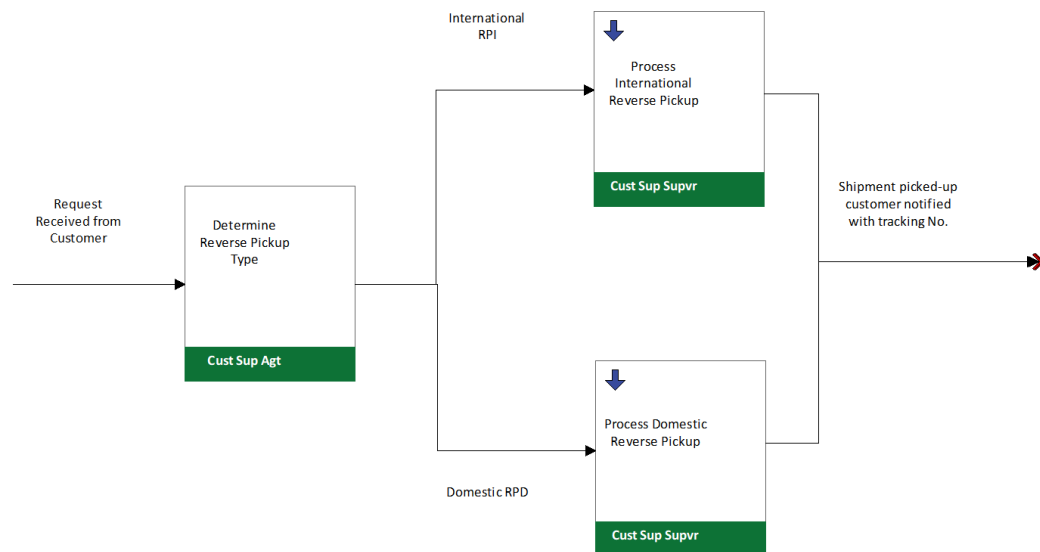
Owner: Gandi S. Ibrahim
 Diagram Version: 7
 Review Date: None
 F.T.E.: 0.00

○ Actions
 ● Change Log
 ○ Change Requests

○ Feedback
 ● Keywords
 ● Read Only



Process Reverse Pickup



Title: Process Reverse Pickup
Author: Edwin Ramos
Date: 8/21/2010
Volume: 0.00 Per Second

Authorization: Authorized
Date: 2/26/2023
Cost Per Second: \$,3.5,E-0317

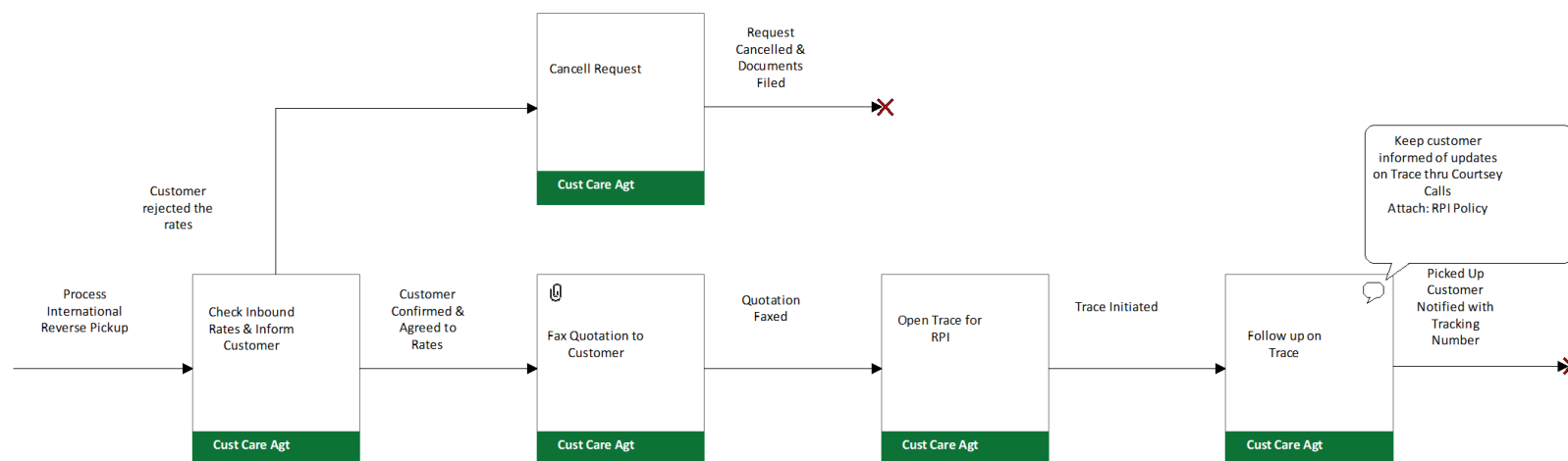
Owner: Gandi S. Ibrahim
Diagram Version: 6
Review Date: None
F.T.E.: 0.00

○ Actions
● Change Log
○ Change Requests

○ Feedback
● Keywords
● Read Only



Process International Reverse Pickup



Title: Process International Reverse Pickup
 Author: Edwin Ramos
 Date: 8/21/2010
 Volume: 0.00 Per Second

Authorization: Authorized
 Date: 2/26/2023
 Cost Per Second: \$,3.5,E-0317

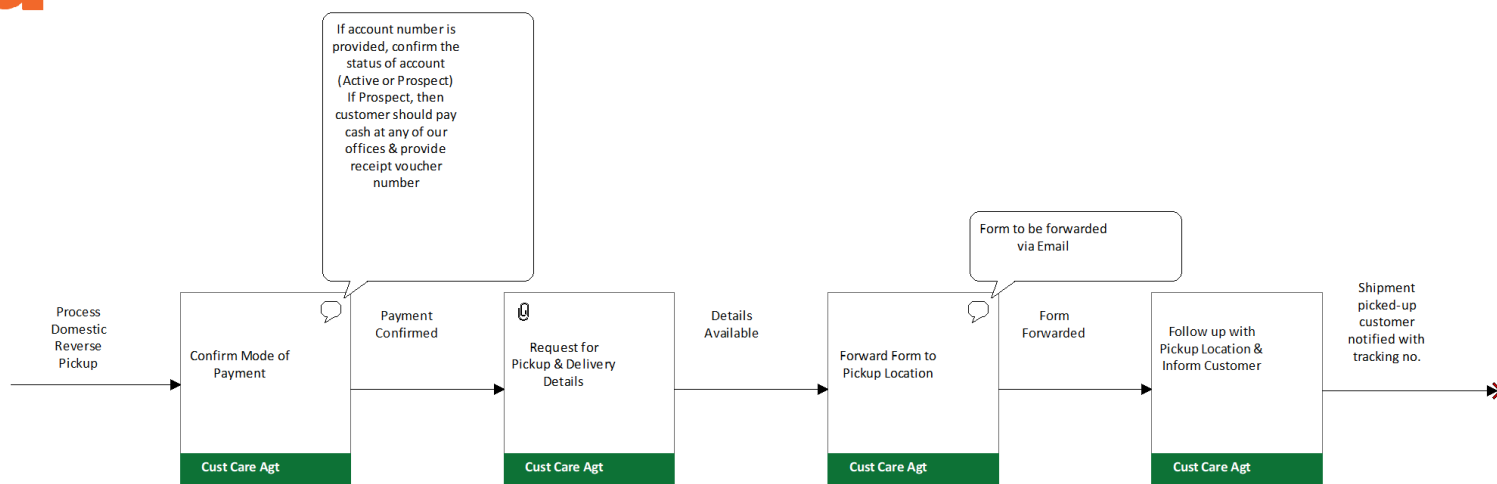
Owner: Gandi S. Ibrahim
 Diagram Version: 6
 Review Date: None
 F.T.E.: 0.00

○ Actions
 ● Change Log
 ○ Change Requests

○ Feedback
 ● Keywords
 ● Read Only



Process Domestic Reverse Pickup



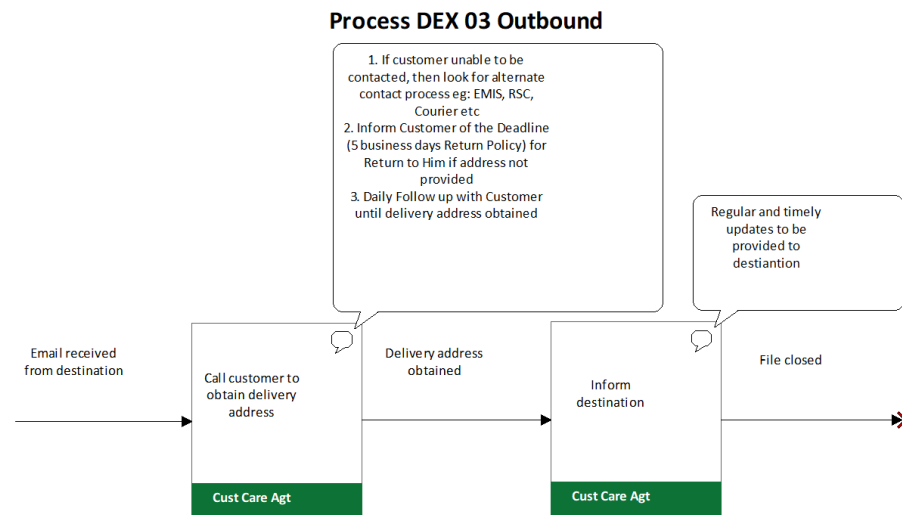
Title: Process Domestic Reverse Pickup
 Author: Edwin Ramos
 Date: 8/21/2010
 Volume: 0.00 Per Second

Authorization: Authorized
 Date: 4/7/2024
 Cost Per Second: \$,3.5,E-0317

Owner: Gandi S. Ibrahim
 Diagram Version: 7
 Review Date: None
 F.T.E.: 0.00

○ Actions
 ● Change Log
 ○ Change Requests

○ Feedback
 ● Keywords
 ● Read Only



Title: Process DEX 03 Outbound
 Author: Edwin Ramos
 Date: 8/21/2010
 Volume: 0.00 Per Second

Authorization: Authorized
 Date: 2/26/2023
 Cost Per Second: \$,3.5,E-0317

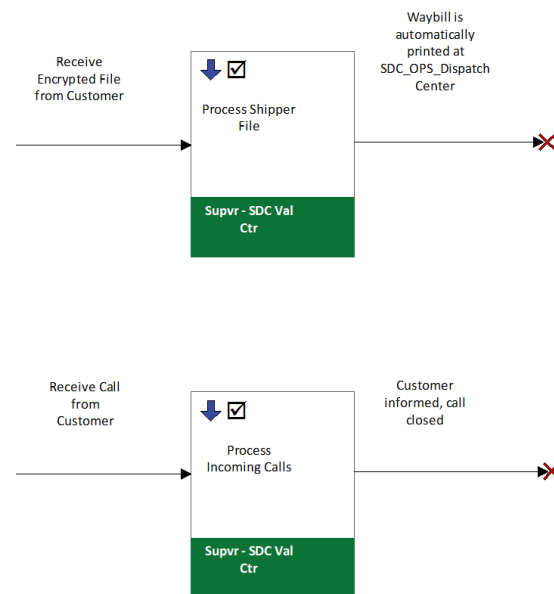
Owner: Gandi S. Ibrahim
 Diagram Version: 6
 Review Date: None
 F.T.E.: 0.00

○ Actions
 ● Change Log
 ○ Change Requests

○ Feedback
 ● Keywords
 ● Read Only

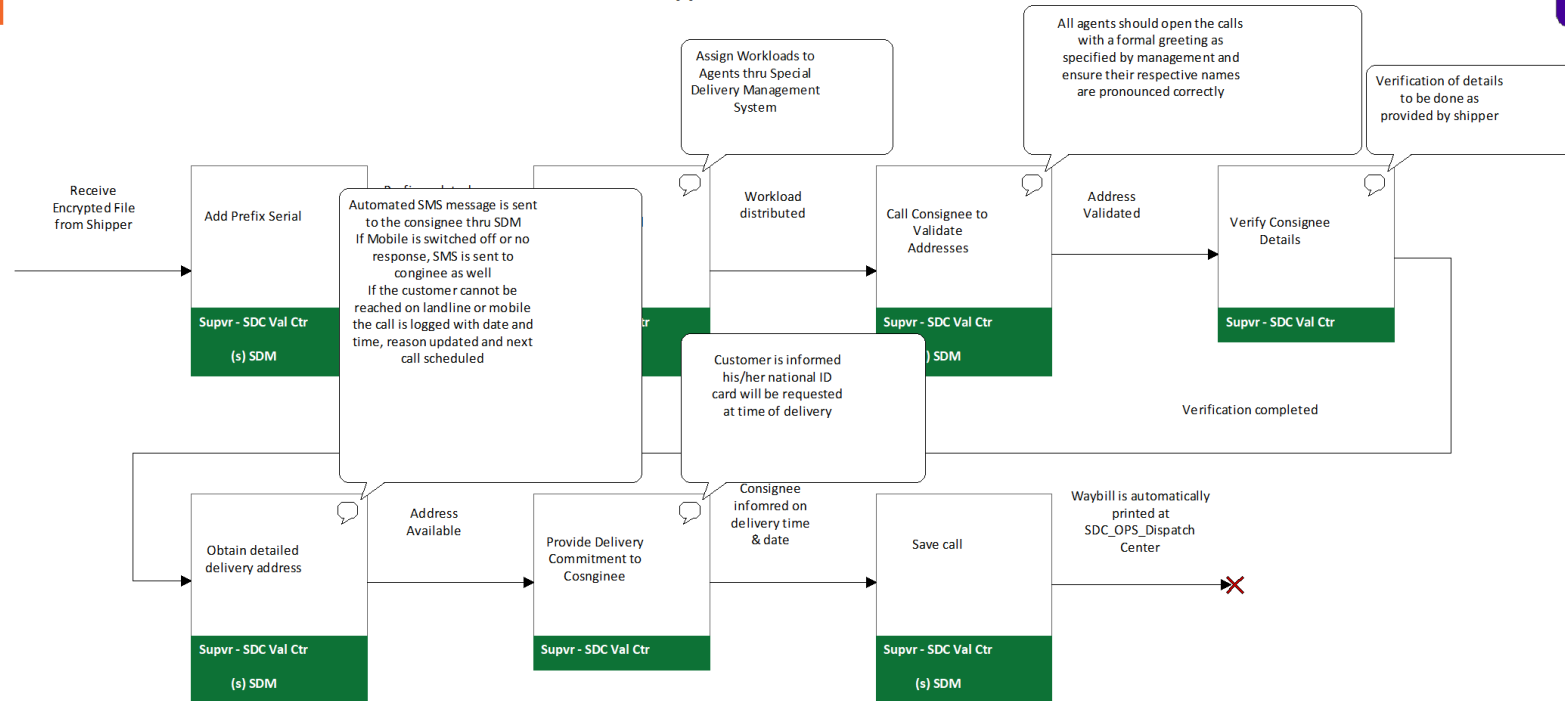


Special Delivery Channel Management





Process Shipper File



Title: Process Shipper File
 Author: Edwin Ramos
 Date: 8/21/2010
 Volume: 0.00 Per Second

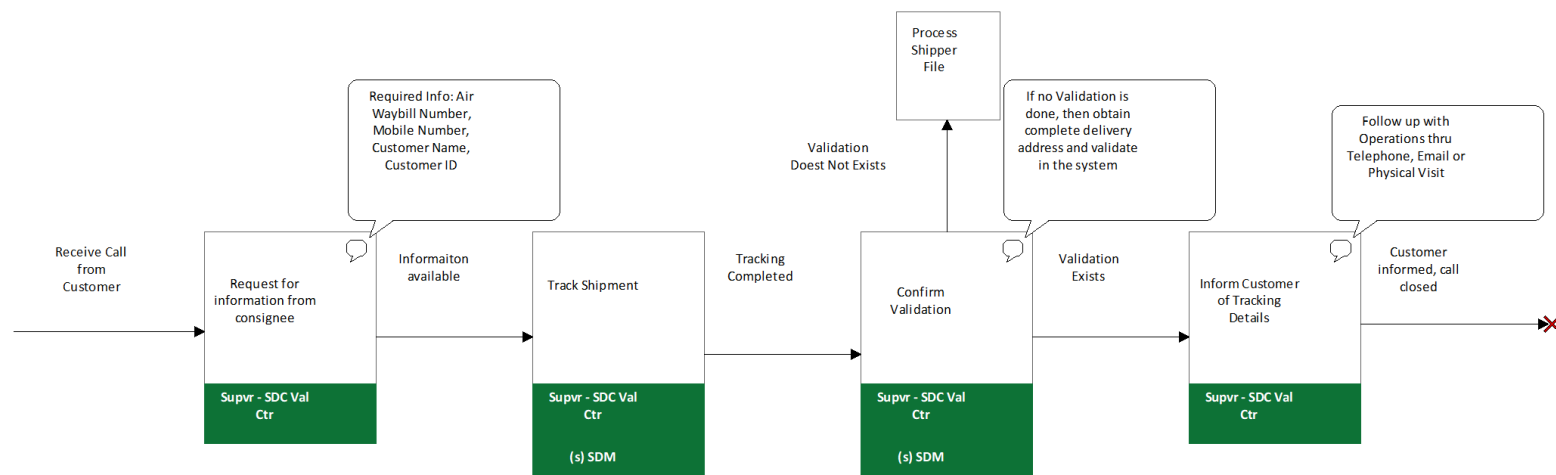
Authorization: Authorized
 Date: 2/26/2023
 Cost Per Second: \$,3.5,E-0317

Owner: Gandi S. Ibrahim
 Diagram Version: 6
 Review Date: None
 F.T.E.: 0.00

○ Actions
 ● Change Log
 ○ Change Requests
 ○ Feedback
 ● Keywords
 ● Read Only



Process Incoming Calls



Title: Process Incoming Calls
 Author: Edwin Ramos
 Date: 8/21/2010
 Volume: 0.00 Per Second

Authorization: Authorized
 Date: 2/26/2023
 Cost Per Second: \$,3.5,E-0317

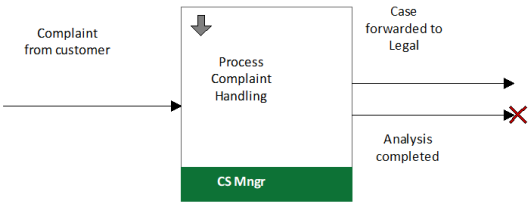
Owner: Gandi S. Ibrahim
 Diagram Version: 6
 Review Date: None
 F.T.E.: 0.00

○ Actions
 ● Change Log
 ○ Change Requests

○ Feedback
 ● Keywords
 ● Read Only



CSD - Customer Care

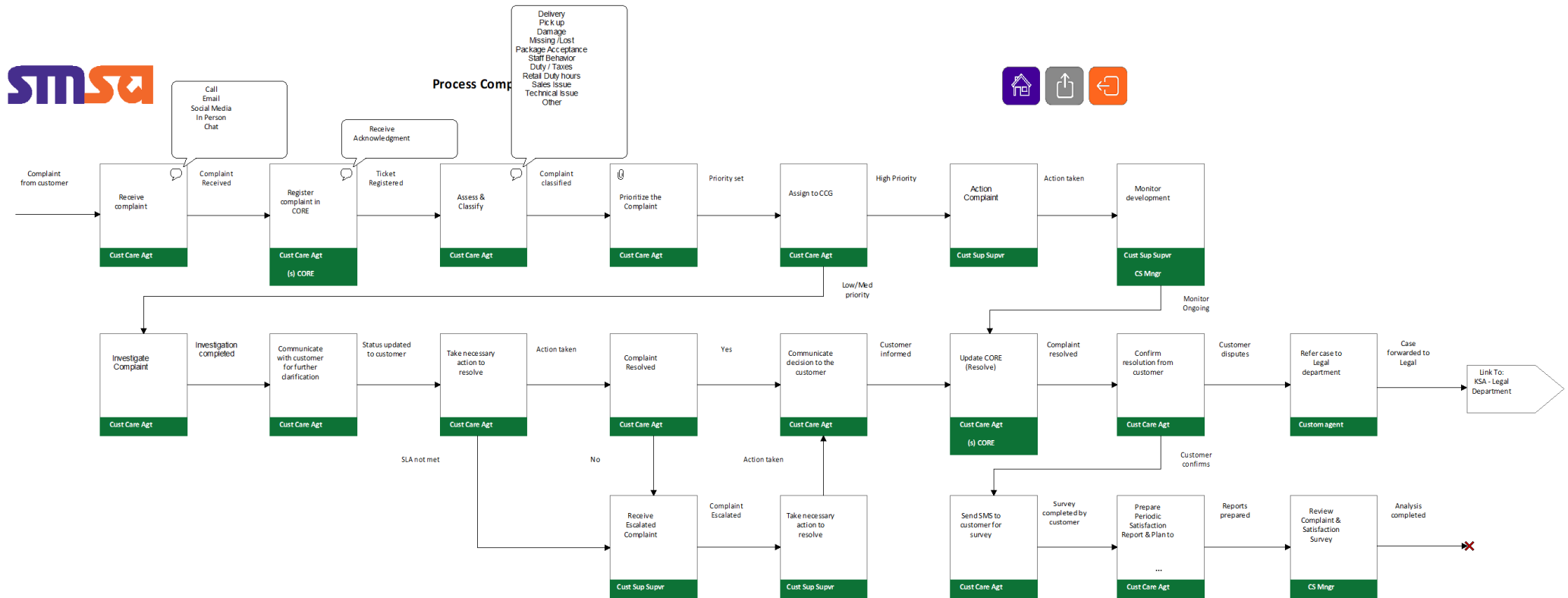


Title: CSD - Customer Care
Author: Edwin Ramos
Date: 5/23/2017
Volume: 0.00 Per Second

Authorization: Authorized
Date: 1/10/2024
Cost Per Second: \$,3.5,E-0317

Owner: Gandi S. Ibrahim
Diagram Version: 5
Review Date: None
F.T.E.: 0.00

○ Actions
● Change Log
○ Change Requests
○ Feedback
○ Keywords
● Read Only



Title: Process Complaint Handling
 Author: Bashayr Al sharidi
 Date: 10/25/2023
 Volume: 0.00 Per Second

Authorization: Authorized
 Date: 10/30/2023
 Cost Per Second: \$,3.5,E-0317

Owner: Mohammed Burhan
 Diagram Version: 2
 Review Date: None
 F.T.E.: 0.00

○ Actions
 ● Change Log
 ○ Change Requests
 ○ Feedback
 ○ Keywords
 ● Read Only