



UAE - Customer Service



Customer Service



Retail

Title: UAE - Customer Service
Author: Edwin Ramos
Date: 12/25/2019
Volume: 0.00 Per Second

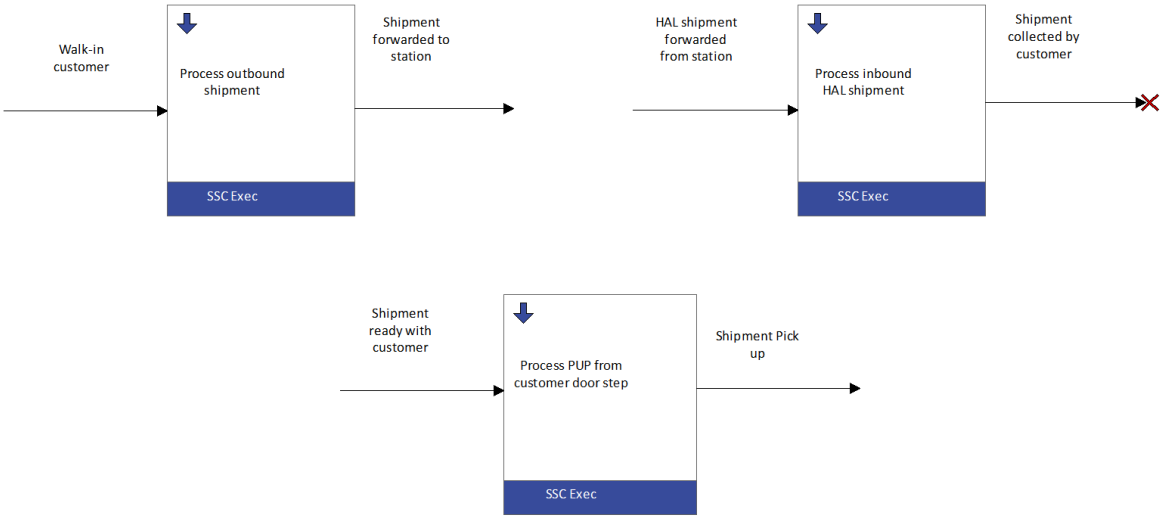
Authorization: Authorized
Date: 7/4/2021
Cost Per Second: \$,3.5,E-0317

Owner: Mir Taqi Ali
Diagram Version: 2
Review Date: None
F.T.E.: 0.00

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



UAE - Retail Center



Title: UAE - Retail Center
Author: Edwin Ramos
Date: 12/25/2019
Volume: 0.00 Per Second

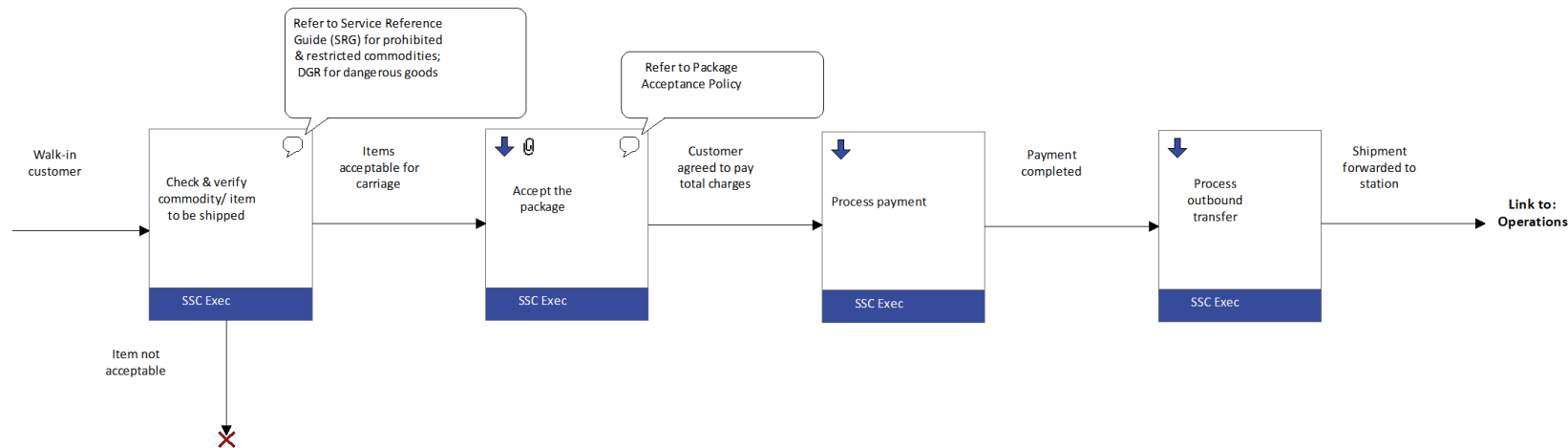
Authorization: Authorized
Date: 6/28/2022
Cost Per Second: \$,3,5,E-0317

Owner: Yasser Zahreddine
Diagram Version: 3
Review Date: None
F.T.E.: 0.00

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



Process Outbound Shipment



Title: Process Outbound Shipment
 Author: Edwin Ramos
 Date: 10/26/2017
 Volume: 0.00 Per Second

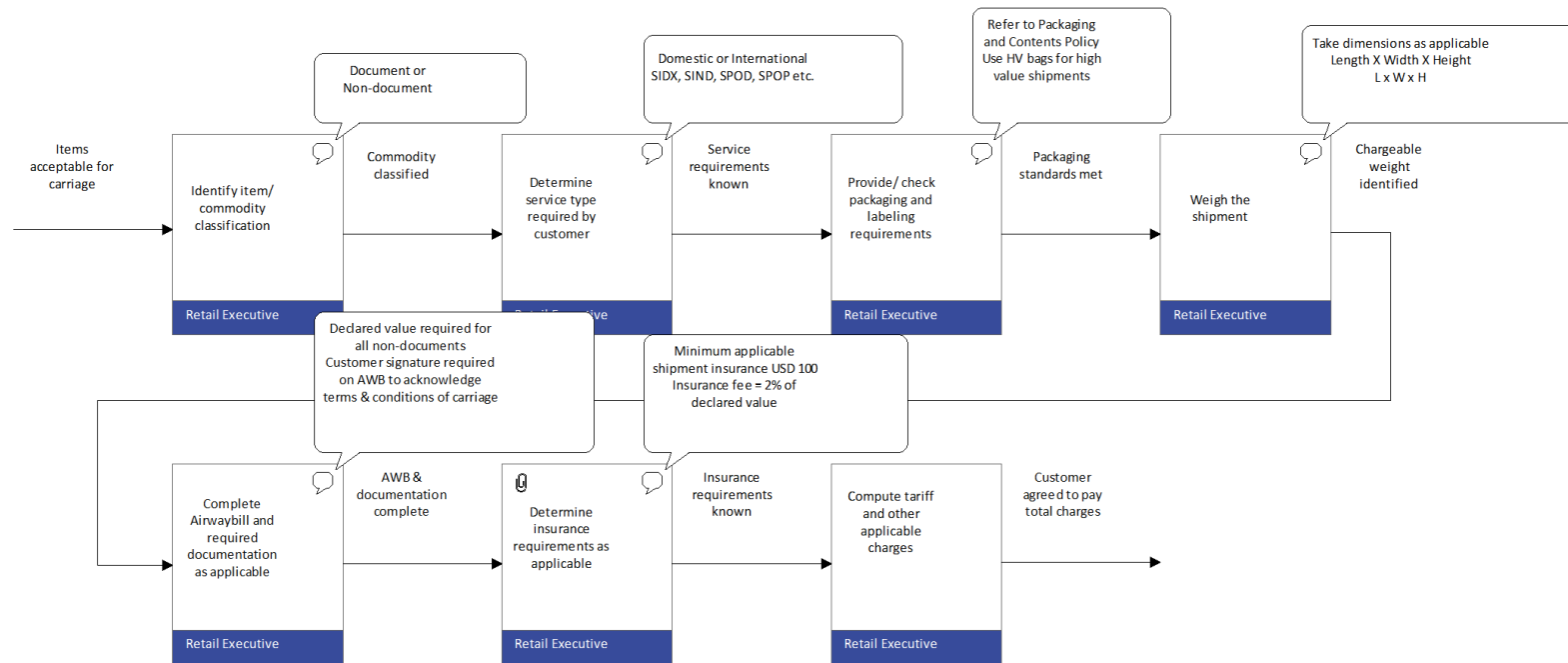
Authorization: Authorized
 Date: 6/28/2022
 Cost Per Second: \$,3.5,E-0317

Owner: Yasser Zahreddine
 Diagram Version: 3
 Review Date: None
 F.T.E.: 0.00

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



Package Acceptance



Title: Package Acceptance
 Author: Edwin Ramos
 Date: 10/30/2017
 Volume: 0.00 Per Second

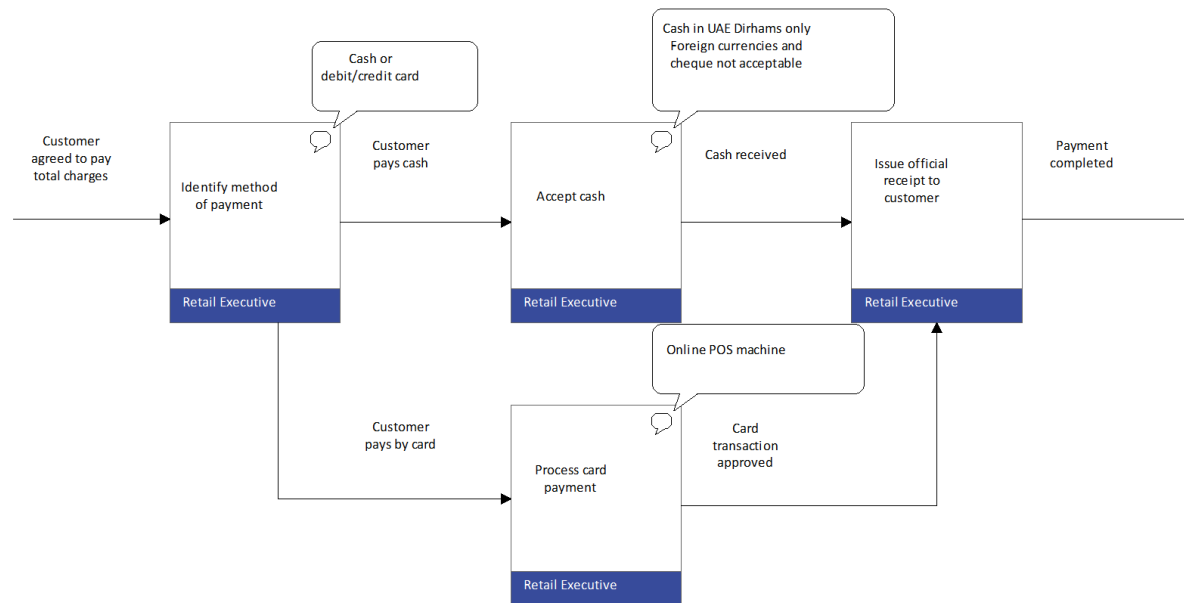
Authorization: Authorized
 Date: 6/28/2022
 Cost Per Second: \$,3.5,E-0317

Owner: Yasser Zahreddine
 Diagram Version: 3
 Review Date: None
 F.T.E.: 0.00

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



Process Payment



Title: Process Payment
 Author: Edwin Ramos
 Date: 10/30/2017
 Volume: 0.00 Per Second

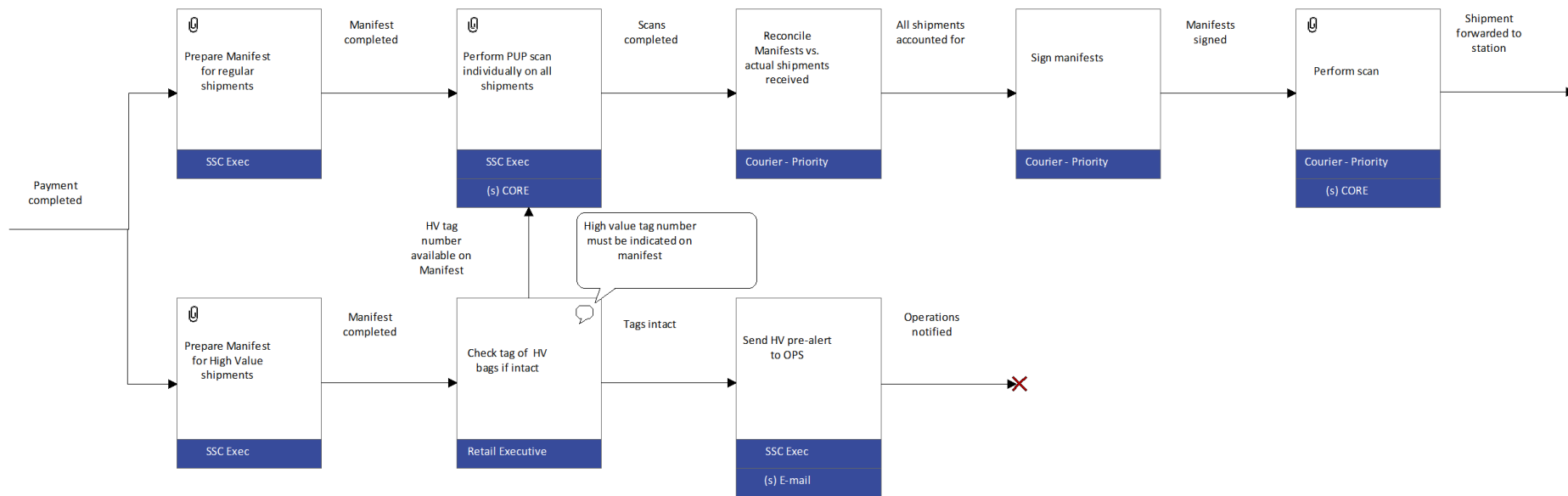
Authorization: Authorized
 Date: 6/28/2022
 Cost Per Second: \$,3.5,E-0317

Owner: Yasser Zahreddine
 Diagram Version: 3
 Review Date: None
 F.T.E.: 0.00

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



Process Outbound Transfer



Title: Process Outbound Transfer
 Author: Edwin Ramos
 Date: 10/30/2017
 Volume: 0.00 Per Second

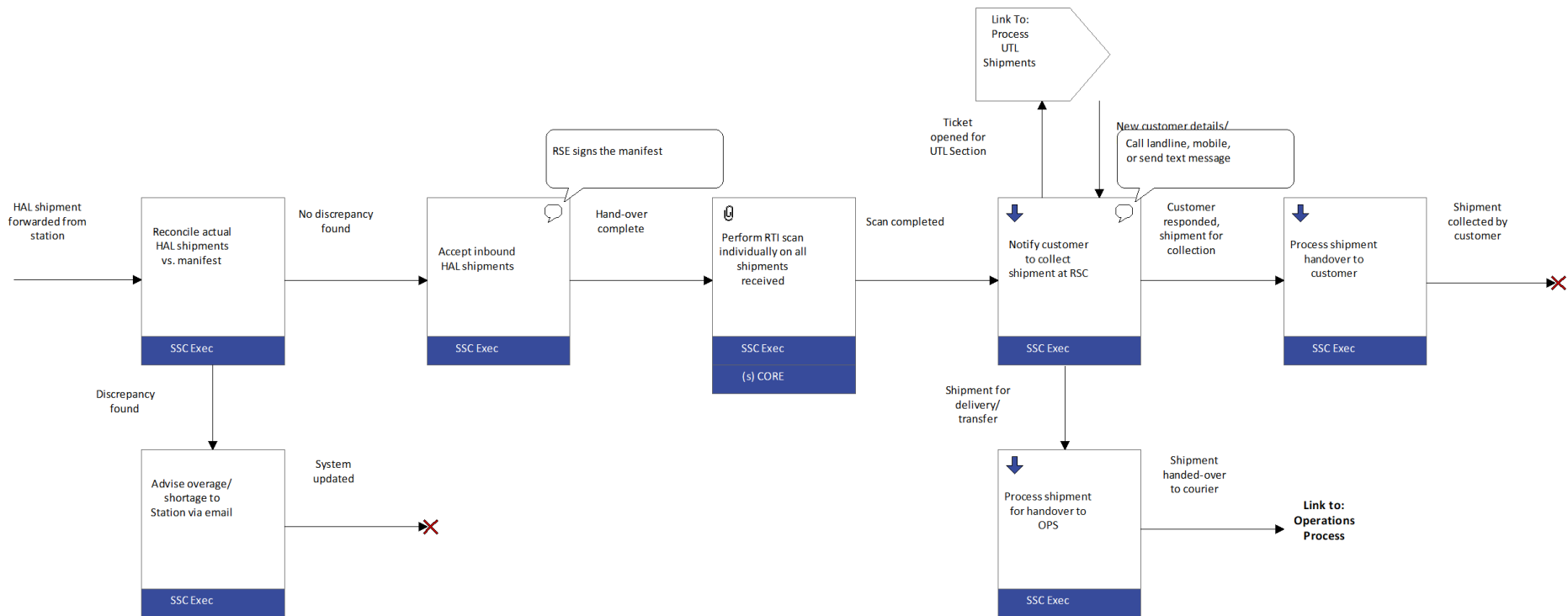
Authorization: Authorized
 Date: 6/28/2022
 Cost Per Second: \$,3.5,E-0317

Owner: Yasser Zahreddine
 Diagram Version: 3
 Review Date: None
 F.T.E.: 0.00

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



Process Inbound HAL Shipment



Title: Process Inbound HAL Shipment
 Author: Edwin Ramos
 Date: 10/26/2017
 Volume: 0.00 Per Second

Authorization: Authorized
 Date: 6/28/2022
 Cost Per Second: \$,3.5,E-0317

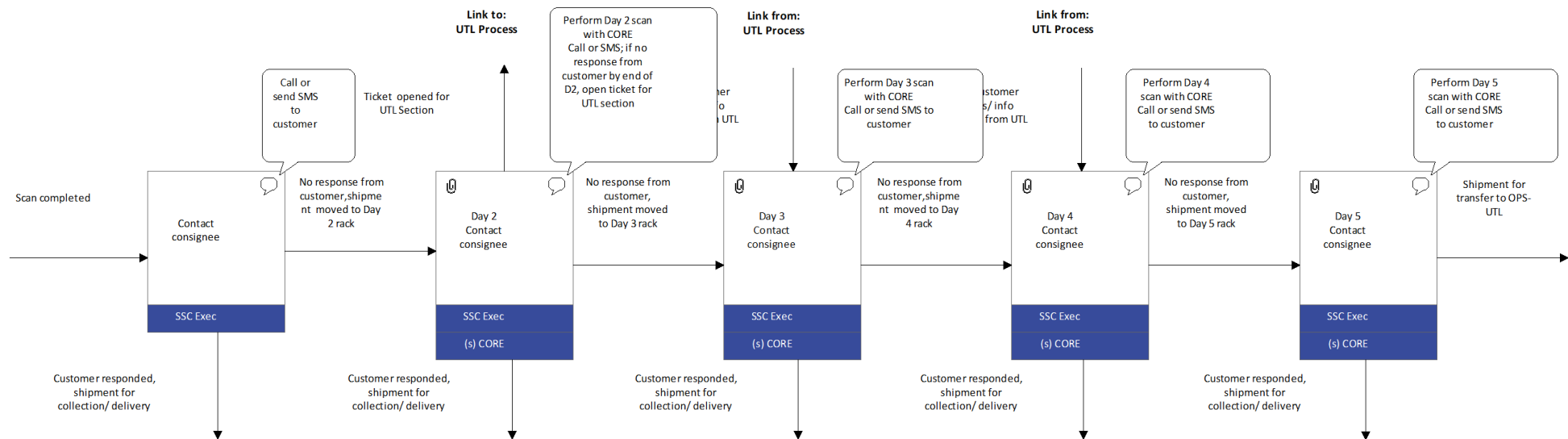
Owner: Yasser Zahreddine
 Diagram Version: 3
 Review Date: None
 F.T.E.: 0.00

○ Actions
 ● Change Log
 ○ Change Requests

○ Feedback
 ○ Keywords
 ● Read Only



Notify Customer



Title: Notify Customer
 Author: Edwin Ramos
 Date: 10/26/2017
 Volume: 0.00 Per Second

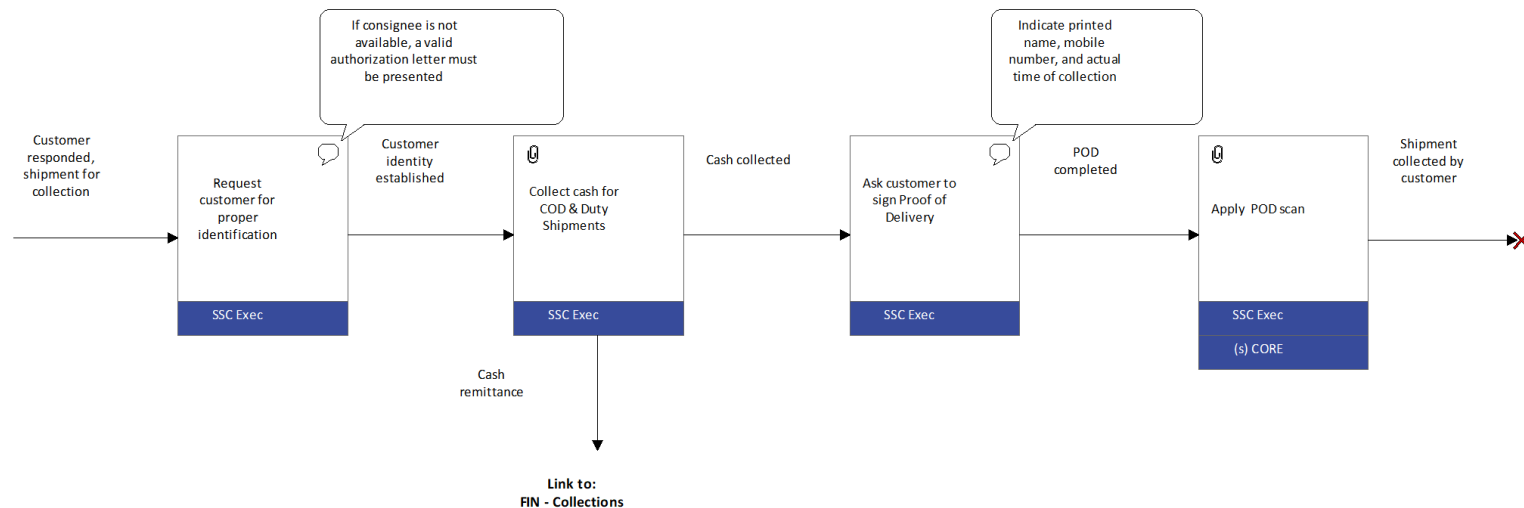
Authorization: Authorized
 Date: 6/28/2022
 Cost Per Second: \$,3.5,E-0317

Owner: Yasser Zahreddine
 Diagram Version: 3
 Review Date: None
 F.T.E.: 0.00

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



Shipment Handover to Customer



Title: Shipment Handover to Customer
 Author: Edwin Ramos
 Date: 10/29/2017
 Volume: 0.00 Per Second

Authorization: Authorized
 Date: 6/28/2022
 Cost Per Second: \$,3.5,E-0317

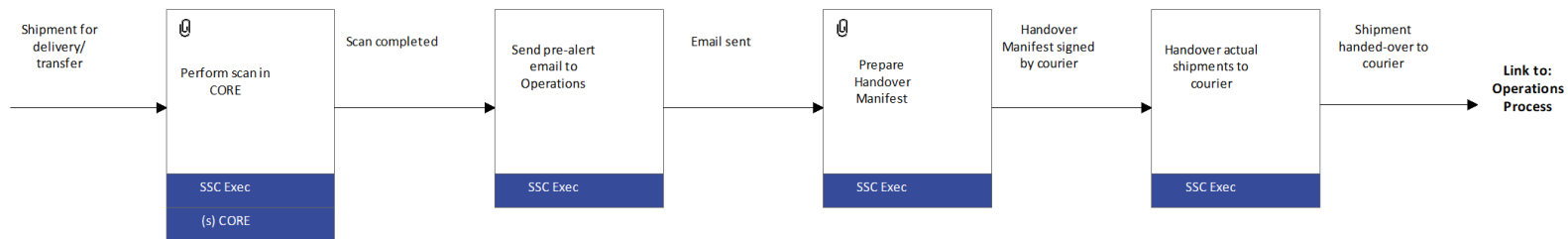
Owner: Yasser Zahreddine
 Diagram Version: 3
 Review Date: None
 F.T.E.: 0.00

○ Actions
 ● Change Log
 ○ Change Requests

○ Feedback
 ○ Keywords
 ● Read Only



Shipment Handover to OPS



Title: Shipment Handover to OPS
Author: Edwin Ramos
Date: 10/30/2017
Volume: 0.00 Per Second

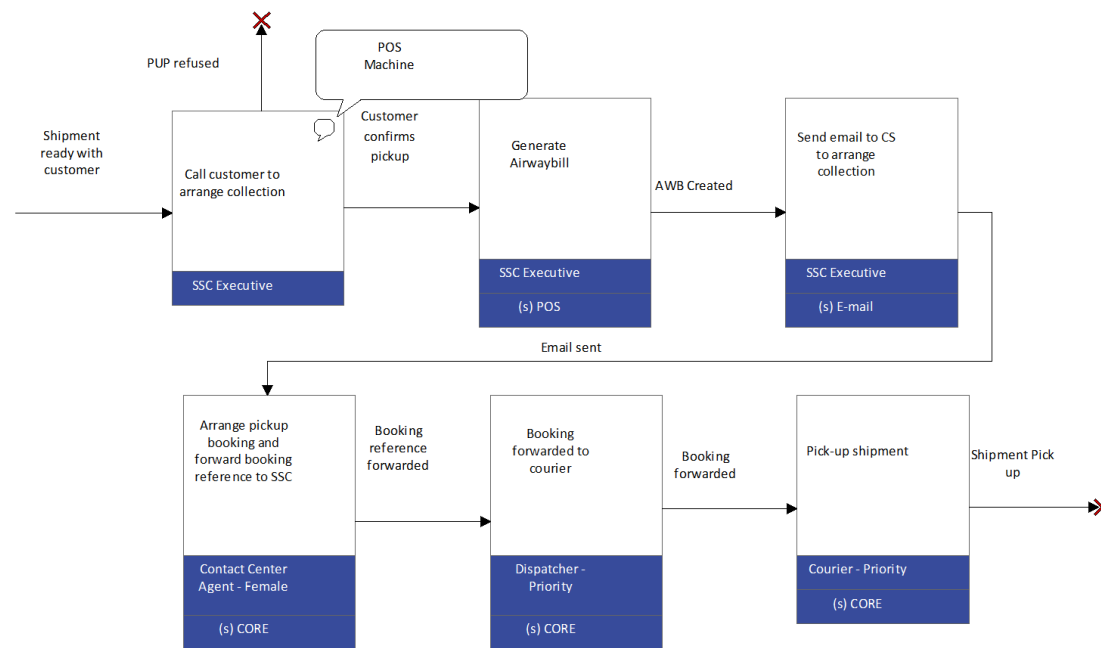
Authorization: Authorized
Date: 6/28/2022
Cost Per Second: \$,3.5,E-0317

Owner: Yasser Zahreddine
Diagram Version: 3
Review Date: None
F.T.E.: 0.00

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



SSC Pick-Up Process From Customer Door Step



Title: SSC Pick-Up Process From Customer Door Step
 Author: Bashayr Al sharidi
 Date: 4/28/2022
 Volume: 0.00 Per Second

Authorization: Authorized
 Date: 6/28/2022
 Cost Per Second: \$,3.5,E-0317

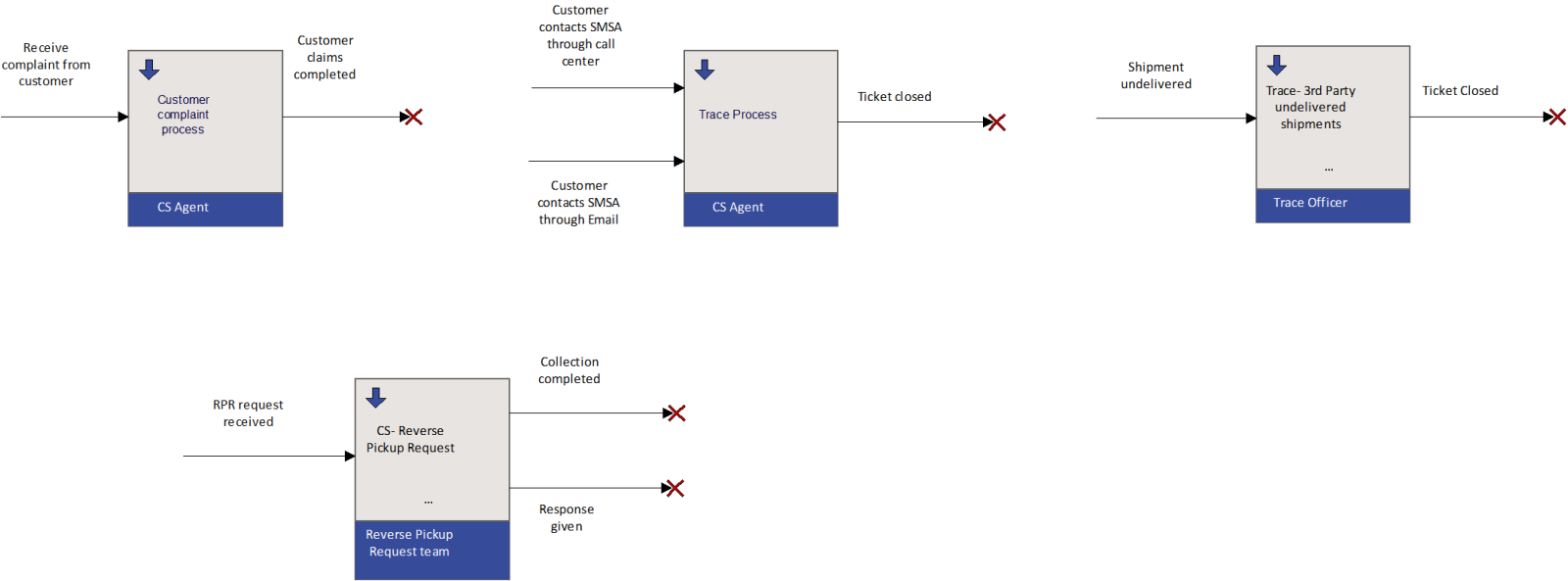
Owner: Yasser Zahreddine
 Diagram Version: 1
 Review Date: None
 F.T.E.: 0.00

○ Actions
 ● Change Log
 ○ Change Requests

○ Feedback
 ○ Keywords
 ● Read Only

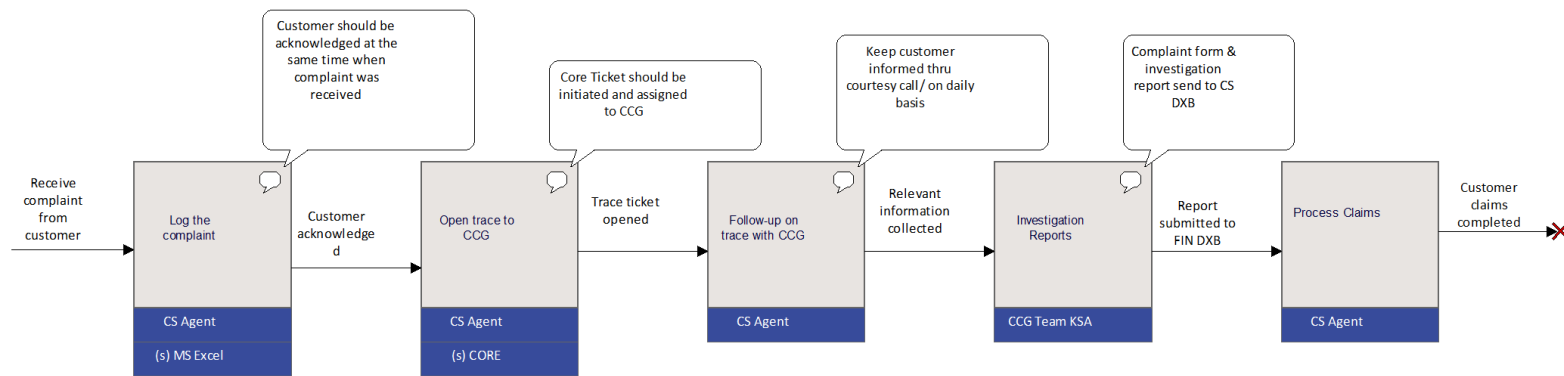


UAE - Customer Service Process





Customer complaint process



Title: Customer complaint process
 Author: Mohammed Ahmed Khan
 Date: 6/19/2021
 Volume: 0.00 Per Second

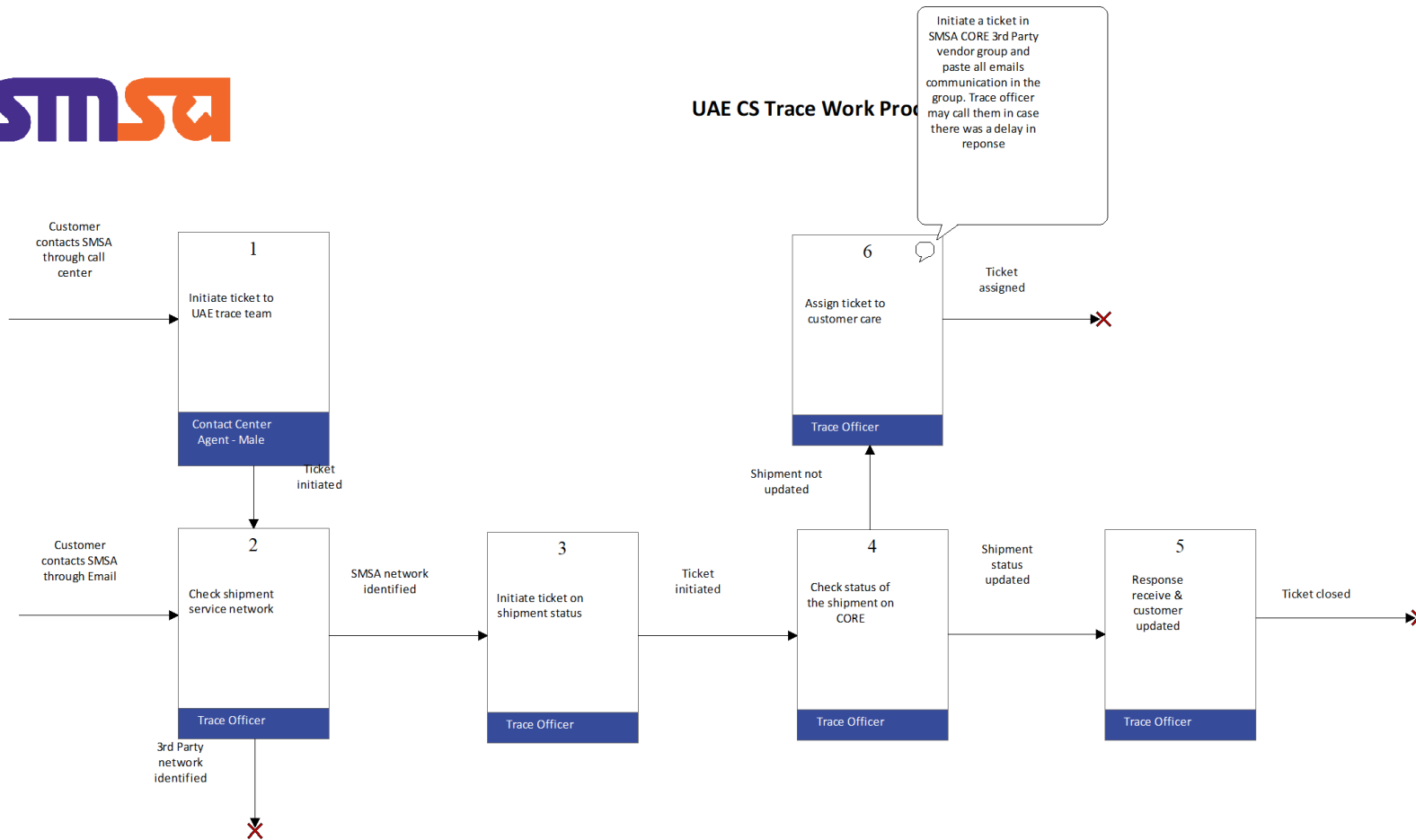
Authorization: Authorized
 Date: 6/20/2021
 Cost Per Second: \$,3.5,E-0317

Owner: Yasser Zahreddine
 Diagram Version: 2
 Review Date: None
 F.T.E.: 0.00

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



UAE CS Trace Work Process



Title: UAE CS Trace Work Process
 Author: Mohammed Ahmed Khan
 Date: 6/13/2021
 Volume: 0.00 Per Second

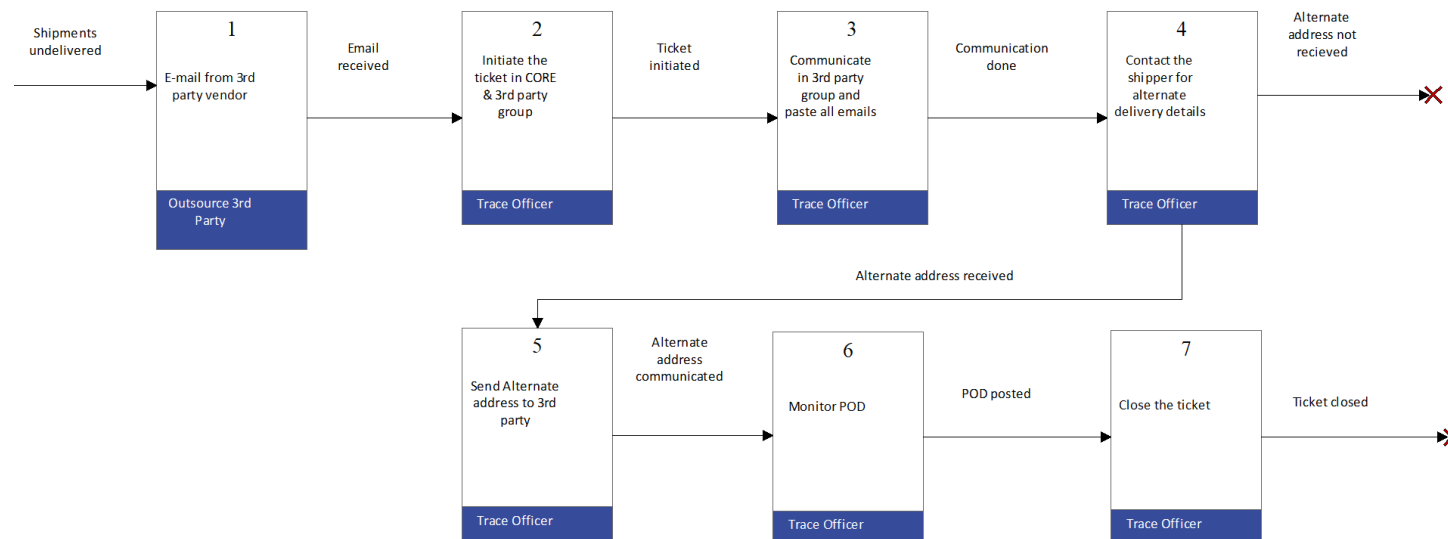
Authorization: Authorized
 Date: 6/20/2021
 Cost Per Second: \$,3.5,E-0317

Owner: Yasser Zahreddine
 Diagram Version: 2
 Review Date: None
 F.T.E.: 0.00

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



UAE Trace 3rd Party Undelivered Shipments Process



Title: UAE Trace 3rd Party Undelivered Shipments Process
 Author: Mohammed Ahmed Khan
 Date: 6/13/2021
 Volume: 0.00 Per Second

Authorization: Authorized
 Date: 6/20/2021
 Cost Per Second: \$,3.5,E-0317

Owner: Yasser Zahreddine
 Diagram Version: 2
 Review Date: None
 F.T.E.: 0.00

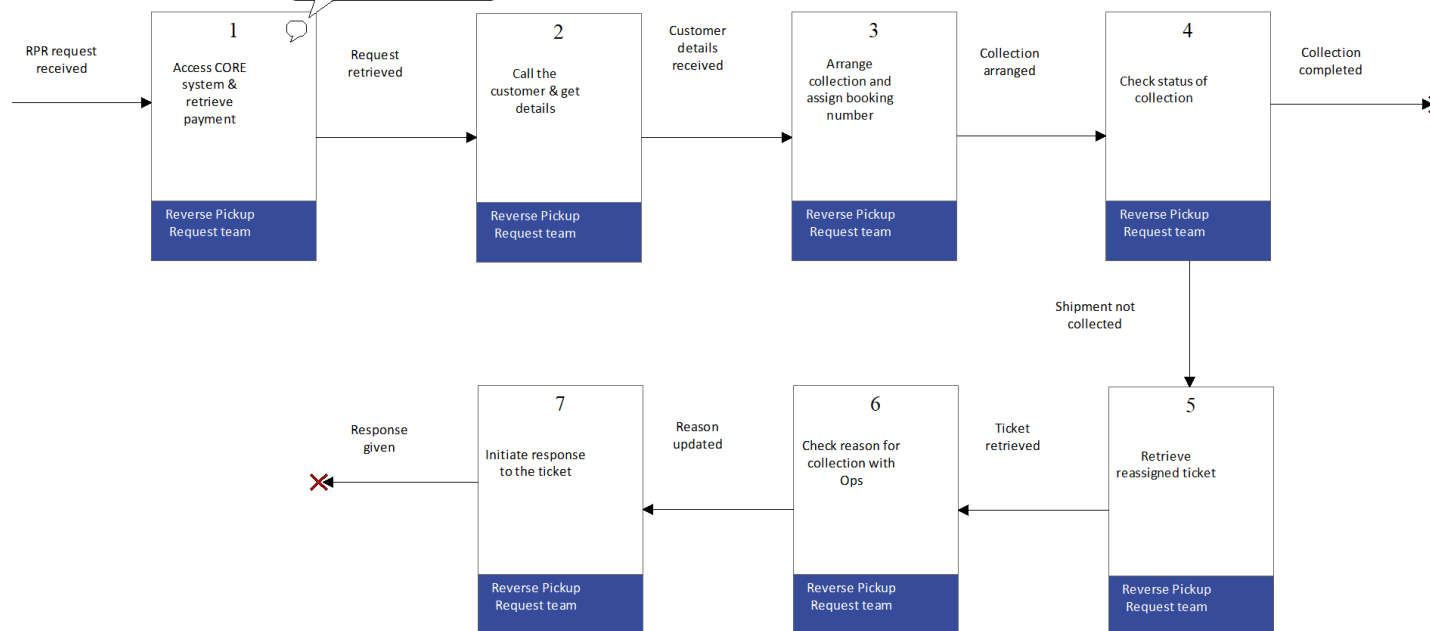
○ Actions
 ● Change Log
 ○ Change Requests

○ Feedback
 ○ Keywords
 ● Read Only



SMSA RPI Team receive request from SMSA International branches (initiator) thru CORE ticket with SMSA AWB attached to arrange a collection

CS - REVERSE PICKUP REQUEST (RPR) PROCESS



Title: CS - REVERSE PICKUP REQUEST (RPR) PROCESS

Author: Mohammed Ahmed Khan

Date: 6/13/2021

Volume: 0.00 Per Second

Authorization: Authorized

Date: 6/20/2021

Cost Per Second: \$,3.5,E-0317

Owner: Yasser Zahreddine

Diagram Version: 2

Review Date: None

F.T.E.: 0.00

○ Actions

● Change Log

○ Change Requests

○ Feedback

○ Keywords

● Read Only