

	SMSA Express Transportation Co., Ltd. P.O. Box 63259 Riyadh 11526, K.S.A.	Document ID	SMSA-HC03A
		Revision no.	12
		Effective Date	26-03-2026
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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, ensuring the desired temperature range of +15°C to +25 °C, +2°C to +8 °C, -1°C to -20°C and -20°C to -80°C throughout the delivery, in order to fulfill customer requirements.

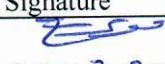
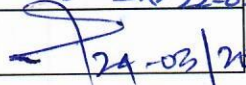
2.0 SCOPE

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

3.0 ABBREVIATIONS/ DEFINITION

No.	Term	Description
3.1	SOP	Standard Operating Procedure
3.2	Issuance Document	Delivery Note
3.3	FORM-7	NUPCO Customer Arabic document
3.4	OTL	Outbound Team Leader
3.5	MPT	Master Pick Ticket
3.6	AWB	Air-waybill
3.7	SAM	SMSA Air-waybill Manager
3.8	No.	Number
3.9	SLA	Service Level Agreement
3.10	NUPCO	National unified Procurement company for Medical Supplies
3.11	OBD	Outbound Delivery
3.12	POD	Proof of Delivery
3.13	GDN	Goods Delivery Note
3.14	&	and
3.15	i.e.	That is
3.16	ASN	Advance Shipment notice
3.17	°C	Degree Celsius

4.0 RESPONSIBILITY

	Name & Designation	Signature
Author/ Originator of Doc Change	MOAYAD MOHAMEDAIN PHARMACEUT	
Reviewer (Process Owner)	Therapy Vaper Supervisor	
Approving Authority	M. J. M. Jace Manager - Logistics	

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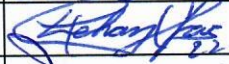
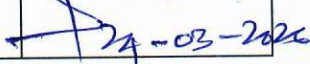
- 4.1 The Warehouse project Manager/Pharmacist shall be responsible for the implementation and update of this procedure to fulfill operational and customer requirements.
- 4.2 The Outbound Team Leader shall be responsible for the execution and adherence to the procedure.
- 4.3 The Pharmacist or designee shall be responsible for the quality inspection of the items to be dispatched to customers.

5.0 PRECAUTION/INSTRUCTION

- 5.1 The OTL shall check the WMS system for Orders before cut off time 09:00 am as per agreed SLA.
- 5.2 All the items shall be checked and inspect by pharmacist or designee prior dispatching to the customers.

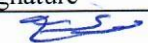
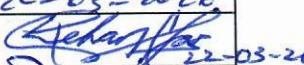
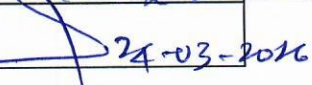
6.0 PROCEDURE

- 6.1 Outbound Team Leader checks the WMS for open issues, un-confirmed orders and un-sent ASN. Once the order is reflected in WMS system, plan waves as per order type via SLA or Approved Schedule with Clients. Allocation 48Hrs prior to the scheduled date.
- 6.2 NUPCO sends orders to WMS before cut-off time.
- 6.3 The OTL assigns orders to the Picking Clerk for picking using RF scanners.
- 6.4 Using an RF scanner to pick the product, Match the product information via barcode scanning
- 6.5 Assign each picked item (lose or bulk) to the drop LPNs till completing the picking cycle.
- 6.6 If the picker reaches a location and finds Empty Locations/ Short, Notify to OTL
- 6.7 Put locations in error and share the issue with LSP inventory team & NUPCO Area Planning Team for further investigation.
- 6.8 If the item is found in another location, physically moved back to the correct location and item status should be reset as available in WMS.
- 6.9 If item is not found, Investigate the previous receiving and dispatched orders to identify the root cause. If the item was found to be excess delivered to customer, then informed with NUPCO Outbound Team . Picker Inform Inventory team to apply HOLD on this subjected item and correct the adjust the incorrect information
- 6.10 If the order line quantity is less than a pack size, Round up the quantity to the nearest pack size. Notify NUPCO Area Planning to Adjust the quantity in HOS.

	Name & Designation	Signature
Author/ Originator of Doc Change	MUAYAD MCHAMEDAN PHARMACIST	 22-03-2026
Reviewer (Process Owner)	Mehar Yafai Supervisor	 22-03-26
Approving Authority	M. T. M. Taseer Manager Logistics	 24-03-2026

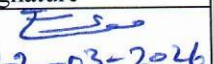
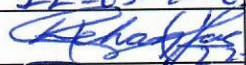
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- 6.10.1 After completion of the picking process, any remaining loose quantities must be returned to stock and properly placed inside the designated outer cartons. Under no circumstances shall loose items be stored on shelves or in storage locations without appropriate outer carton packaging. All partial quantities must be secured in their approved outer cartons to maintain product integrity, traceability, and compliance with warehouse storage standards.
- 6.11 Picked items are then forwarded to the order processing staging area.
- 6.12 Pharmacist or designee shall check all picked items: Description, Quantity, Batch/Lot No., expiry date, physical damage against the packing slip printed from WMS system by OTL.
- 6.13 The OTL and Pharmacist or designee shall check the Cold chain items required to send in dedicated temperature control truck i.e. +15°C to +25 °C , +2 °C to +8 °C , -1 °C to -20 and -20°C to -80°C required Cold Chain boxes along with Ice Packs. If Cold Chain items required sending in truck then OTL and Pharmacist or designee shall check the temperature inside the truck is matching the requirement and Data logger shall be available in working condition to record the temperature. If cold chain items required to send in Cold chain boxes along with ice pack, the OTL and Pharmacist or designee shall ensure that the items must well packed with ice packs, the temperature inside the box is between limit of +2 °C to +8 °C , -1°C to -20 °C and -20°C to -80°C a working condition data Logger shall be available in each box for recording the temperature.
- 6.14 If the Truck is not SMSA dedicated Truck and from Approved outsource vendor then all the requirements for the transportation of Cold chain Items must be followed by OTL and Pharmacist as mentioned in above point no. 6.8.
- 6.15 Once the all above parameters are well within the limit and checking is complete, Pharmacist or designee shall sign documents, and stamp near his signature. A stamp “**CHECKED**”, to be used on documents for all outbound deliveries This will ensure that a Data Logger is available in each cold chain product box or container of a shipment, and that all shipments has passed quality procedures.
- 6.16 The OTL then prepare the FORM -7 according to packing Slip provided by Pharmacist or Designee after Quality inspection of shipment. Once the FORM-7 is prepared then OTL shall submit the prepared FORM-7 to NUPCO for their approval. After approval from NUPCO, OTL shall print the FORM-7. Then OTL and Pharmacist shall fill out the outbound checklist as per Annexure A and approved and agreed together with NUPCO. OTL and the pharmacist shall include their signatures to ensure task completed.

	Name & Designation	Signature
Author/ Originator of Doc Change	MOAYAD MOHAMEDAW PHARMACIST	 22-03-2026
Reviewer (Process Owner)	Rohan Supriatna	 22-03-26
Approving Authority	M. J. M. D. Green Manager - Logistics	 24-03-2026

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- 6.17 The OTL then attaches the pouch with the air-waybill and FORM-7 with the shipment. The OTL shall scan all the AWB by entering the status of shipment that shipment is loaded into truck for delivery.
- 6.18 The OTL now handover all the document containing AWB, FORM-7, POD, GDN to the Driver for the deliveries.
- 6.19 The ready Pallets shall be loaded into trucks , stoppers must be placed on the last pallets to prevent them from moving, and truck shall be sealed after loading with the Seal provided by the OTL.
- 6.20 A copy of the AWB and packing slip are filed in a labeled binder for archiving purposes.
- 6.21 OTL confirms the orders one by one in WMS system and sends OBD to NUPCO via automatic integration.
- 6.22 Once the Shipment is delivered to the customer Driver/OTL shall confirm the POD by scanning and entering the name of recipient through POD scanner.
- 6.22.1 In case of item rejection by the customer , for any reason, Driver must get NUPCO Outbound Teams' approval to return the rejected items with signed Goods Return Form by the customer.
- 6.23 Once the driver is back in the Warehouse, the OTL shall receive the hard copies of all signed and stamped FORM-7, Signed POD copy and in transit temperature record report and shall filed with same orders AWB & packing slip.
- 6.24 The OTL shall Handover the FORM-7 copy to NUPCO representative and take the acknowledgement.
- 6.25 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.
- 6.26 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.
- 6.27 As per NUPCO request we are using in our facility NUPCO WMS.
- 6.28 RSD process during the outbound Process:
- 6.23.1 Pharmacist submit dispatched items in RSD system.
- 6.24 Handling Control Drugs Dispatch:
- 6.24.1 NUPCO arrange the control drugs dispatch request which signed by, NUPCO and SMSA , Pharmacist receive Control Drugs from NUPCO customer Store keeper.

	Name & Designation	Signature
Author/ Originator of Doc Change	MOAYAD MOHAMMEDAN PHARMACIST	 22-03-2026
Reviewer (Process Owner)	Mehran Yaqubi Superintendent	 22-03-2026
Approving Authority	M. J. M. Shree Manager - Logistics	 24/03/2026

SMSA	SMSA Express Transportation Co., Ltd. P.O. Box 63259 Riyadh 11526, K.S.A.	Document ID	SMSA-HC03A
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7.0 RECORD

Title of Record	Custodian	Retention Period
AWB & POD	OTL	05 Years
FORM-7	OTL	05 Years
Pick Ticket & Packing Slip	OTL	05 Years
ANNEXURE A	OTL	05 Years

8.0 Attachment

8.1 ANNEXURE A- Outbound Shipment Checklist.

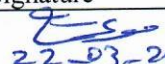
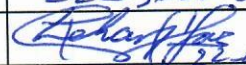
9.0 DOCUMENT CHANGE RECORD

Rev No.	Effective Date	Nature of Change	Document Change Request No:
00	29-11-2016	New Document	NA

	Name & Designation	Signature
Author/ Originator of Doc Change	MOAYAD MOHAMEDAN PHARMACIST	<i>[Signature]</i> 22-03-2026
Reviewer (Process Owner)	Theban Yafar Logistics Manager	<i>[Signature]</i> 22-03-2026
Approving Authority	M. J. M. Tareeq Manager - Logistics	<i>[Signature]</i> 24-03-2026

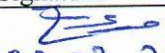
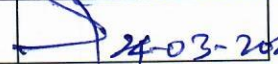
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1	01-06-2017	Changes made in SOP as follows: - SOP format changed with new format to make all SOP similar. - Point no.2 incorporated for Scope in the SOP. - Incorporated new abbreviations in point no.3. - Amended the responsibilities in point no. 4 for Warehouse Project Manager/Assistant Project Manager and Pharmacist - Incorporated point no.5 for Precautions/Instruction. - Amended point no.4.0 Procedure to point no.6.0 procedure. - Amended point no. 6.7 by replacing Quality inspector to Pharmacist or designee. - Point no. 4.8 to 4.15 deleted due to change in process and Point no.6.8 to 6.10 now incorporated for detailed quality inspection of the shipments. - Incorporated point no. 6.11, 6.13, 6.14, 6.17, 6.18, 6.19. - Amended the point 6.12, 6.16. - Flow chart Superseded. - Annexure A incorporated for Outbound Shipment Checklist.	CR0098
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	Name & Designation	Signature
Author/ Originator of Doc Change	MOHAMAD MOHAMMEDAN PHARMACIST	 22-03-2026
Reviewer (Process Owner)	Thahar Kaffar Pharmacist	 22-03-2026
Approving Authority	M. J. M. Jareal Manager - Logistics	 24-03-2026

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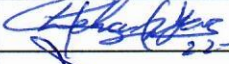
02	01-02-2018	Changes made in SOP as follows:	
03	18-09-2019	- Amended the Point 1.1 by adding correct temperature range as per SLA - 1°C to -17°C and deleting the 0°C to -20°C. - Amended the point 5.1 by adding the cut off time as 09:00 am as per SLA. - Incorporated points 6.20 & 6.21 for recycling of left over waste and Safety of Man, Material and Machine. - Amended the point 6.14 by adding stoppers must be placed on the last pallets to prevent them from moving.	
04	20-09-2021	Periodic review and no change required.	
05	19-10-2023	Periodic review and no change required.	
06	30/06/2024	Added point 6.22 As per NUPCO request we are using in our facility (BY) Blue Yonder Warehouse Management System.	
07	10/03/2025	Amended the point 6.22 As per NUPCO request we are using in our facility NUPCO WMS.	
08	03-05-2025	Adding the point 6.23 RSD process during the outbound Process: 6.23.1 Pharmacist submit dispatched items in RSD system.	
09	01/10/2025	Adding and rephasing the points numbers: 6.1, 6.4, 6.5, 6.6, 6.7, 6.8, 6.9, 6.10, 6.11, 6.24, 6.24.1.	

	Name & Designation	Signature
Author/ Originator of Doc Change	MOHAMMAD MOHAMMEDAN PHARMACIST	 22-03-2026
Reviewer (Process Owner)	Thehan J. Yafat Supervisor	 22-03-2026
Approving Authority	M. J. M. Jareed Manager - Logistics	 24-03-2026

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10	12-02-2026	Amended Annexure A Adding SMSA-HC03A Processing and Dispatch Orders.	
11	14-03-2026	Adding the point 6.10.1 After completion of the picking process, any remaining loose quantities must be returned to stock and properly placed inside the designated outer cartons. Under no circumstances shall loose items be stored on shelves or in storage locations without appropriate outer carton packaging. All partial quantities must be secured in their approved outer cartons to maintain product integrity, traceability, and compliance with warehouse storage standards.	
12	26-03-2026	- Amended the point 1.1 by adding -20°C to -80°C. - Adding the point 6.22.1 In case of item rejection by the customer , for any reason, Driver must get NUPCO Outbound Teams' approval to return the rejected items with signed Goods Return Form by the customer.	

END OF DOCUMENT

	Name & Designation	Signature
Author/ Originator of Doc Change	MUAYAD MOHAMEDAW PHARMACIST	 22-03-2026
Reviewer (Process Owner)	Mehar Vafar Superintendent	 22-03-2026
Approving Authority	M. J. M. Saleh Manager - Logistics	 24-03-2026

ANNEXURE A **Outbound Shipment Checklist**
SMSA-HC03A Processing and dispatch Orders

Shipment Details:

Date:

Destination		Vehicle Type/ Plate #		
Warehouse/ Facility & Gate #		Driver Name		
Type / Nature of Goods/ Ice Packs / Dry Ice		Container (Thermal Box) #		
☐ Ambient: 15°C to 25°C		Truck Temp Before Loading		
☐ Chilled: 2° to 8°C		Seal #		
☐ Frozen: -15°C to -25°C		Ice Box Serial #		
☐ Deep Frozen: -60°C to -90°C		Total Pallets		
☐ Dry Ice Available	☐ Ice Gel/Pack Available	Set Point °C		

Truck Check:

Interior and Exterior Cleanliness	☐ Pass	☐ Fail
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Reefer/Container Dispatch time:

General Condition	☐ Pass	☐ Fail
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Shipment check:

Outer Packing Condition	☐ Pass	☐ Fail
Shrink Wrapped (If applicable)	☐ Pass	☐ Fail
Proper Storage inside Container	☐ Pass	☐ Fail
Goods – Smell / Colour / Visual	☐ Pass	☐ Fail
Broken Glass / Damaged Boxes	☐ Pass	☐ Fail

Expiry / Production Dates Available	☐ Pass	☐ Fail
Lot / Batch # Available	☐ Pass	☐ Fail
Quantities	☐ Pass	☐ Fail
Packaging / Palletization (If applicable)	☐ Pass	☐ Fail

Remarks:

Names & Signatures (Loaded by, checked by & delivering by)

Role	Name	Date & Time	Signature
LSP Outbound Team			
Transportation Supervisor			
Driver			