JOB AID
SMSA TRANSPORTATION MANAGEMENT SYSTEM (TMS)
(Domestic)

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Transportation Management System (TMS) - Domestic

Description	This Job aid highlights the process to use Transportation management System (TMS) for managing the linehauls from HUB to HUB, HUB to Station and from Station to HUB.
Responsibility	All SMSA HUBs and Stations
Individuals responsible	HUB & Linehaul Managers, HUB & Linehaul Supervisors, Station Manager, Station Supervisors

Below is the step-by-step process:

1. Introduction

SMSA Planning and Engineering has introduced Transportation Management System in short TMS to monitor, optimize and enhance the domestic and International linehaul connectivity. This system guarantees adherence to our HUB and Spoke domestic and international plan, ensuring timely connectivity while offering transparency and data accessibility at both origin and destination.

By improving overall performance, the TMS is dedicated to enhancing customer satisfaction.

2. System Features

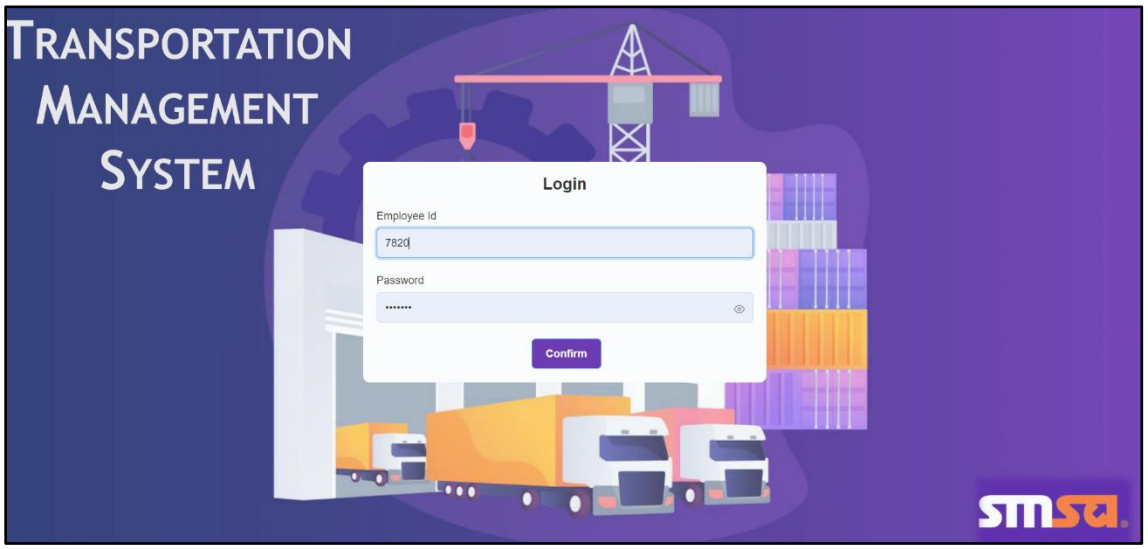
This user-friendly system is designed to enhance monitoring and optimization of SMSA linehaul connectivity as per the HUB and Spoke plan. Here are some standout features of this system:

- ✓ Automatic emails when a Pre-Alert is created and confirmation tally is updated in the system, keeping users in the loop every step of the way.
- ✓ Escalation to Supervisor, Manager and National Managers if the departure and arrival failed to meet scheduled plan.
- ✓ Summary of all inbound and outbound loads under one screen with clear visibility about the load status
- ✓ Highlighting delayed loads with RED in order to take immediate action
- ✓ Weekly and monthly reports to managers to review the performance of linehaul routes, to help make better decisions.

3. Login

Access to Transportation management System using below details:

- Link: tms.smsaexpress.com
- Employee ID: Your SMSA ID
- Password: will be provided separately



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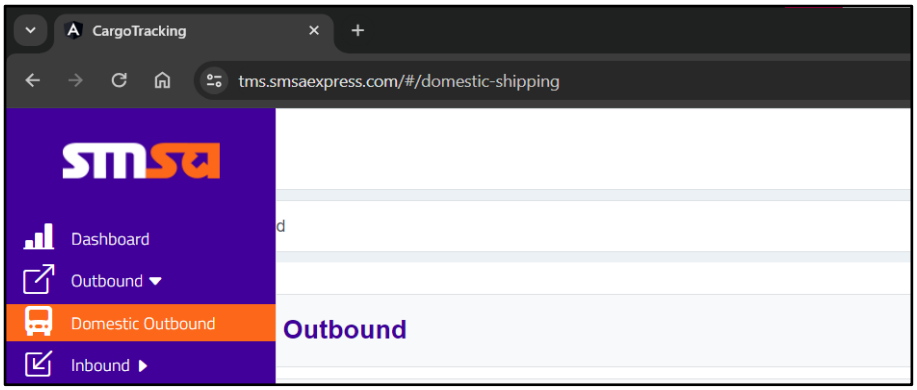
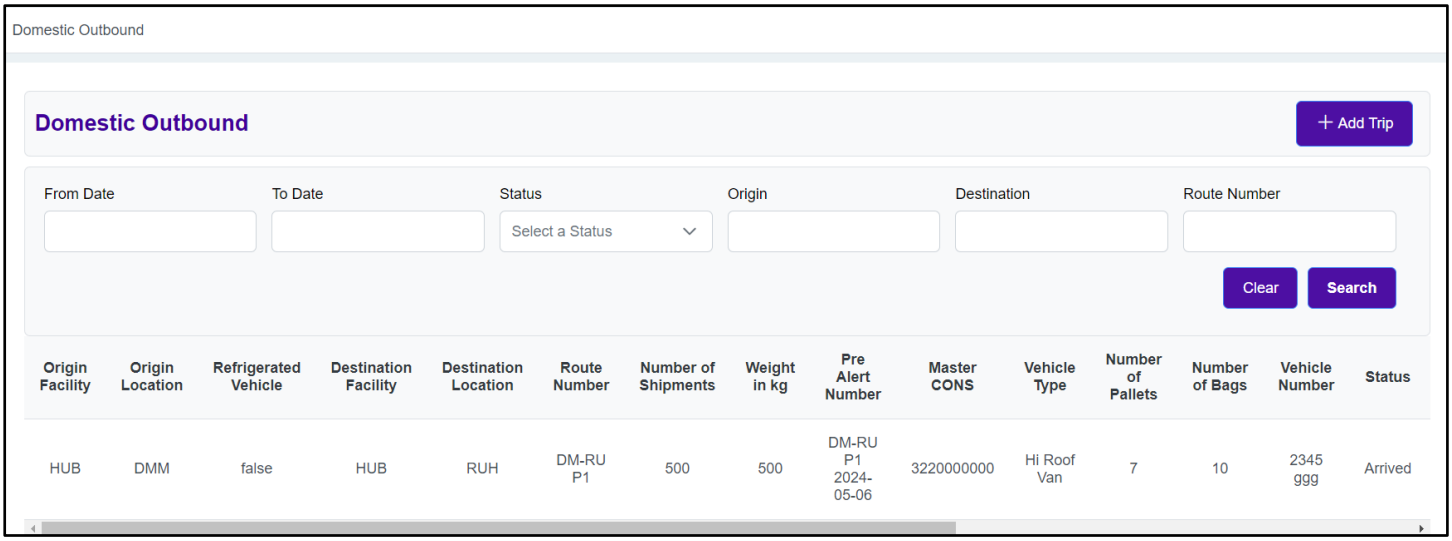
4. Domestic Outbound (Origin HUB/Station)

Once successfully logged in, hover the cursor to the left and select Outbound → Domestic Outbound.

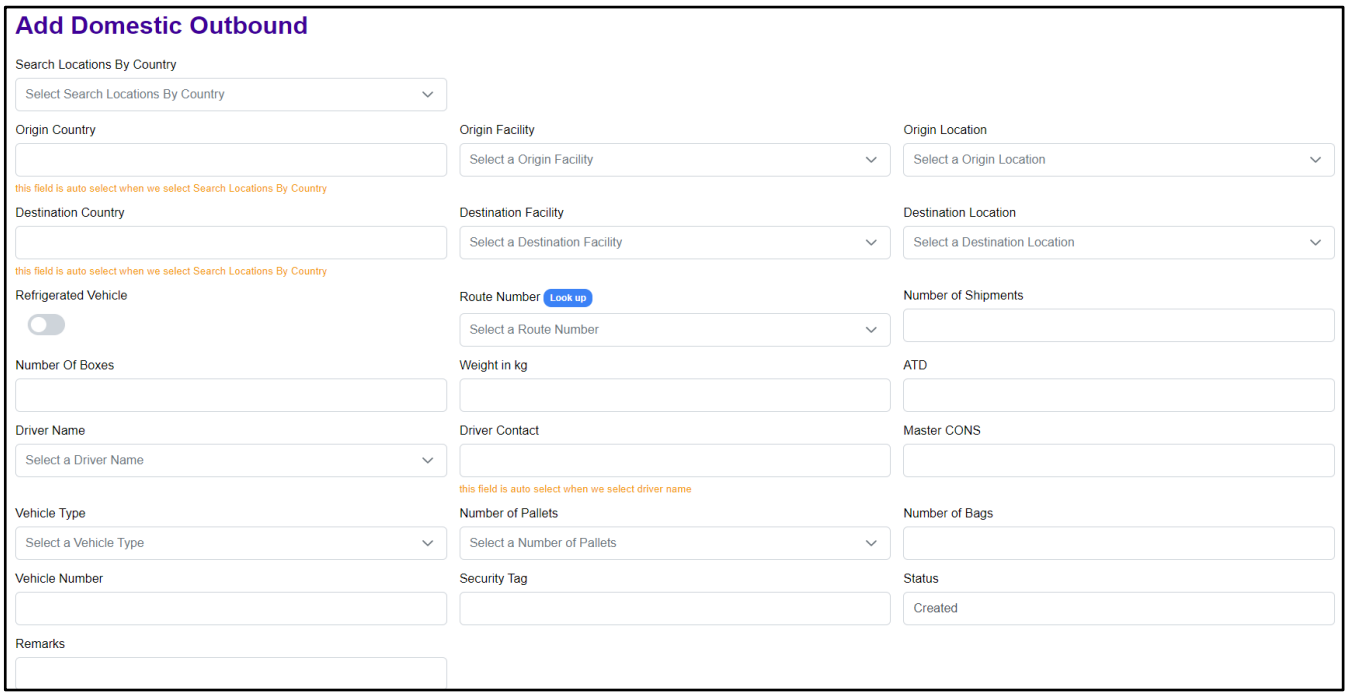


4.1 Creating Domestic Outbound

For creating a domestic outbound shipment, click on “Add Trip” at the top right of the page.



In the next page, add all the Pre-Alert details such as origin Country, Facility, Destination, Vehicle Type, Route number, Number of shipments, boxes, Departure time, Driver details, CONS number, Number of pallets, bags, security tag number and remarks.



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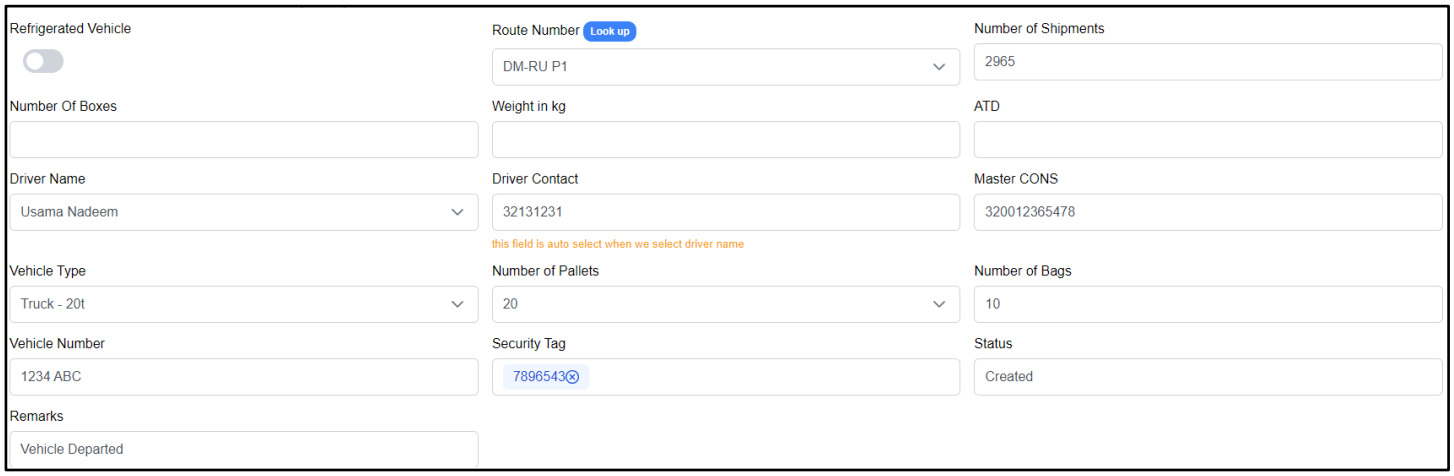
Please consider following points:

- To choose a route number, click on the "**Look UP**" button and select the respective linehaul trip after specifying the origin and destination facility.
- Each route number can only be selected once within a 24-hour period.
- The CONS number entry must be accurate and limited to 12 digits.
- Security tag numbers can consist of 7 digits. Press Enter after adding each security tag number. To enter additional tag numbers, repeat the process of entering the tag number and pressing Enter.
- The remarks section cannot be left empty.
- Once all details are entered, click the "Save" button to proceed.



4.2 Domestic Outbound Summary

Once the details are saved, the Pre-Alert will appear in the Domestic Inbound Main page.

Origin Facility	Origin Location	Refrigerated Vehicle	Destination Facility	Destination Location	Route Number	Number of Shipments	Weight in kg	Pre Alert Number	Master CONS	Vehicle Type	Number of Pallets	Number of Bags	Vehicle Number	Status	ATA	Total Shipments
HUB	DMM	false	HUB	RUH	DM-RU P1	500	500	DM-RU P1 2024-05-06	3220000000	Hi Roof Van	7	10	2345 ggg	Arrived	2024-05-06T05:00:00	500

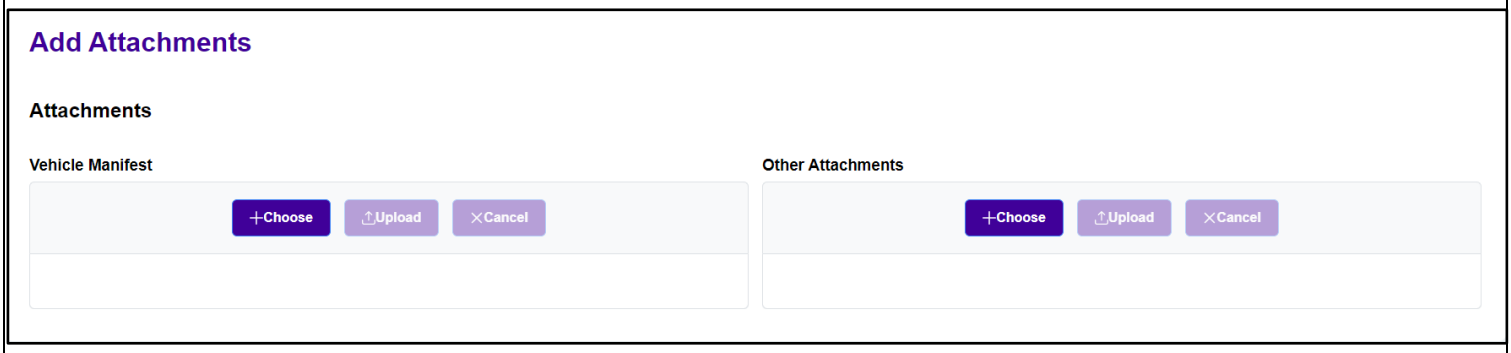
Route Number	Number of Shipments	Weight in kg	Pre Alert Number	Master CONS	Vehicle Type	Number of Pallets	Number of Bags	Vehicle Number	Status	ATA	Total Shipments	Overages	Shortages	Actions
DM-RU P1	500	500	DM-RU P1 2024-05-06	3220000000	Hi Roof Van	7	10	2345 ggg	Arrived	2024-05-06T05:00:00	500	0	0	

4.3 Domestic Outbound Options

In the main page, there are 4 action buttons, namely:

- **View**: To view and track the Pre-Alert status. This page will also show overages, shortages and damages once updated by the destination.
- **Download**: Under this, any attached documents can be downloaded.
- **Add attachment**: In this attachments can be added such as vehicle manifest and other attachments.
- **Edit**: Pre-Alert details can be edited and updated

Once Pre-Alert reflects in the Pre-Alert screen, click on “**Add Attachment**” and attach the vehicle manifest.



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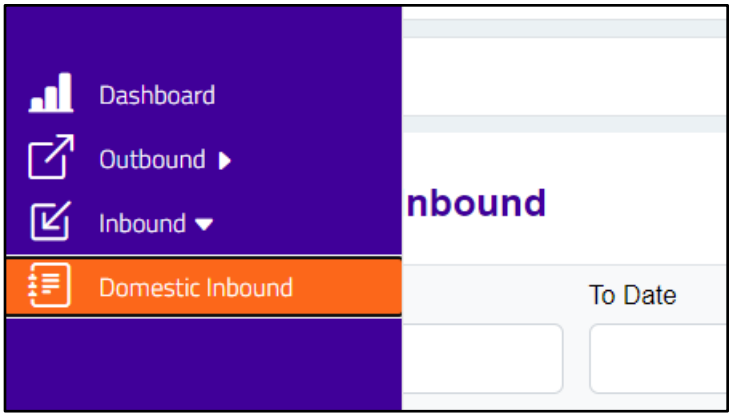
5. Domestic Inbound (Destination HUB/Station)

Hover the cursor to the left and select Inbound → Domestic Inbound.



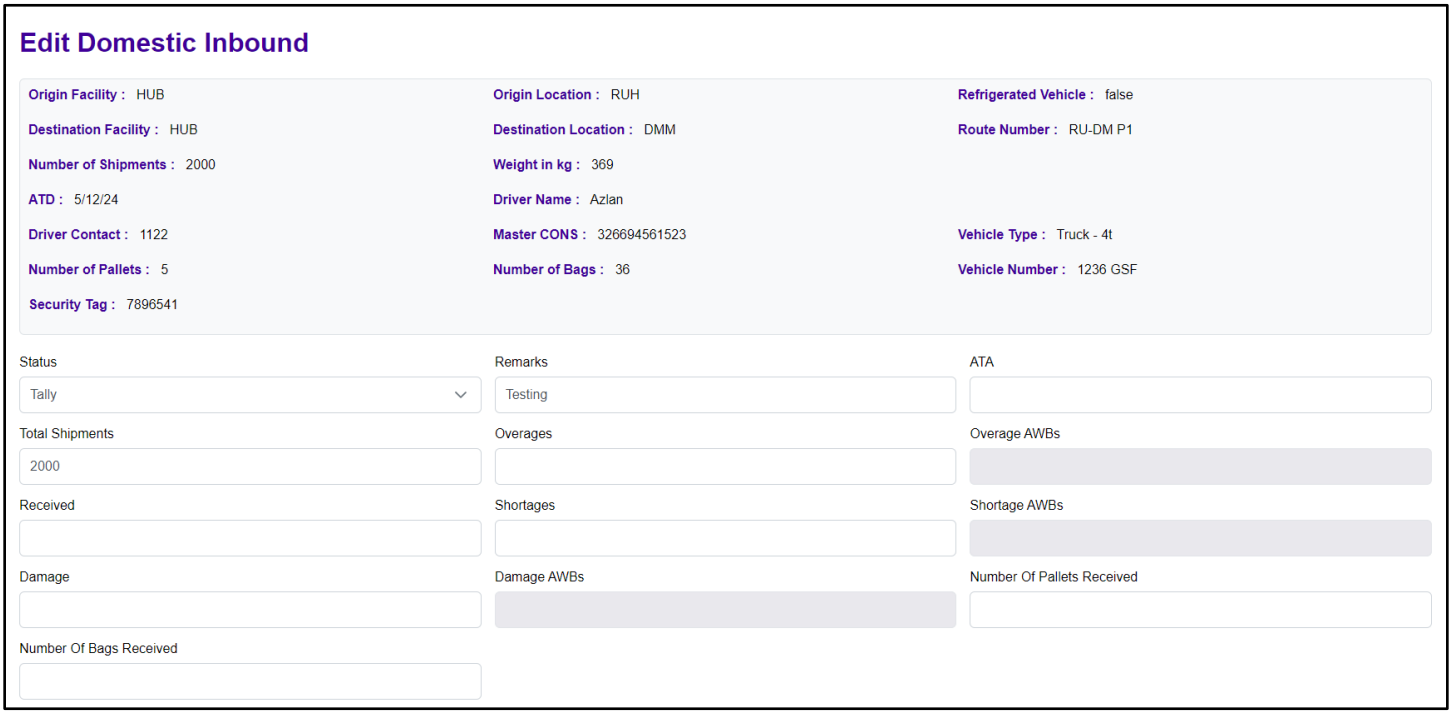
5.1 Processing Domestic Inbound

Under this screen, all inbound Pre-Alerts will be shown.

Pre-Alert Number	Vehicle Number	Vehicle Type	Mode	Origin	Origin Location	Destination Location	Weight in kg	Total Shipment	Pallets	Bags	ATA	Status	Actions
RU-DM P1 2024-05-12	1236 GSF	Truck - 4t			RUH	DMM	369		5	36		Created	

There are four options under each Pre-Alert:

- **View**: To view and track the Pre-Alert status. This page will also show overages, shortages and damages once updated by the destination.
- **Download**: Under this, any attached documents can be downloaded.
- **Add attachment**: Under this, the attachments can be added.
- **Process**: The Pre-Alert will be processed by clicking this button.



During processing, you can update the status of Pre-Alerts and add overage, shortage, and damaged shipments. There are four statuses under Domestic Inbound Processing:

- **Arrived**: This status is updated when the vehicle arrives, irrespective of whether the shipments have been offloaded or not.
- **Delay at Highway**: Use this status if the truck is delayed on the road due to any reason.
- **Accident**: Apply this status if the vehicle experiences a breakdown or is involved in an accident.
- **Tally**: This status is updated when the tally report for the alert is being updated.

Please consider following points:

- The arrival status must be promptly updated upon the truck's arrival. Failure to do so will prompt the system to send an escalation email every 2 hours.
- Additionally, the system will trigger an escalation email if the departure and arrival of the vehicle do not align with the HUB and SPOKE plan.
- Overage and shortages will be automatically filled in upon adding information to the Received field.
- When adding overages/shortages or damages, the system will only accept the number of AWBs mentioned in the corresponding box. For instance, if 3 shortages were indicated in the Shortage box, the number of Shortage AWBs should also be 3.
- Overages, shortages, and damages can be copied and pasted from an Excel file directly into the system.



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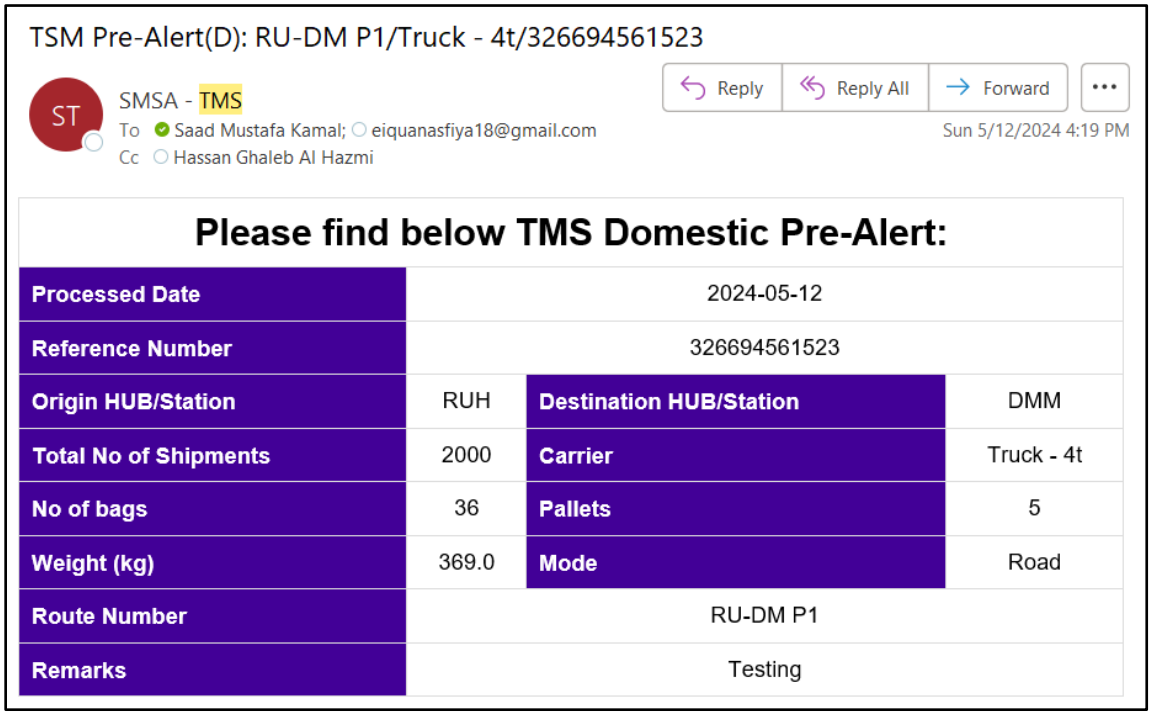
6. Automated Emails

The system automatically sends emails in three instances: when a Pre-Alert is created, when shipment tallies are updated, or in the event of delays in the departure or arrival of the load.

6.1 Pre-Alert Creation Email



TSM Pre-Alert(D): RU-DM P1/Truck - 4t/326694561523

ST SMSA - TMS

To Saad Mustafa Kamal; eiquanasfiya18@gmail.com

Cc Hassan Ghaleb Al Hazmi

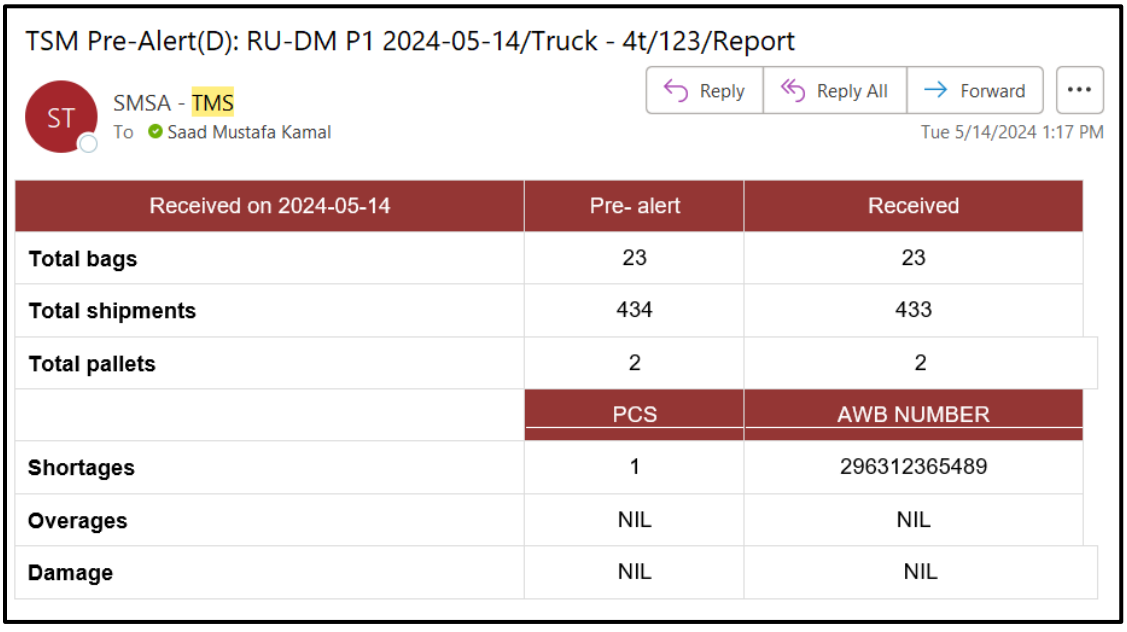
Reply | Reply All | Forward | ...

Sun 5/12/2024 4:19 PM

Please find below TMS Domestic Pre-Alert:

Processed Date	2024-05-12		
Reference Number	326694561523		
Origin HUB/Station	RUH	**Destination HUB/Station**	DMM
Total No of Shipments	2000	**Carrier**	Truck - 4t
No of bags	36	**Pallets**	5
Weight (kg)	369.0	**Mode**	Road
Route Number	RU-DM P1		
Remarks	Testing		

6.2 Tally Email:



TSM Pre-Alert(D): RU-DM P1 2024-05-14/Truck - 4t/123/Report

ST SMSA - TMS

To Saad Mustafa Kamal

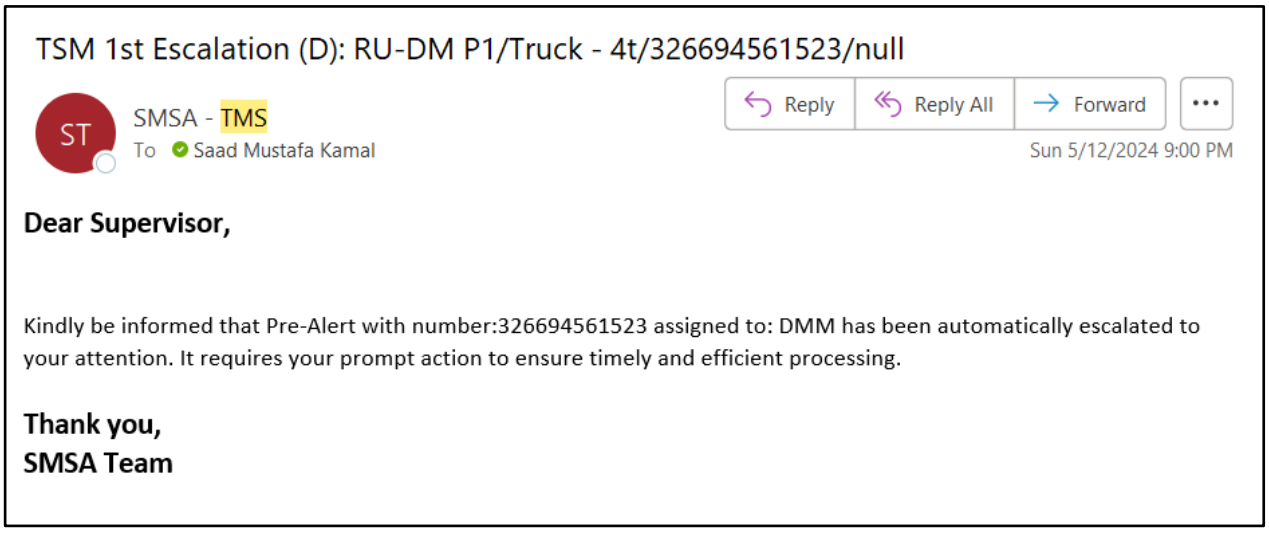
Reply | Reply All | Forward | ...

Tue 5/14/2024 1:17 PM

Received on 2024-05-14	Pre- alert	Received
Total bags	23	23
Total shipments	434	433
Total pallets	2	2
	PCS	AWB NUMBER
Shortages	1	296312365489
Overages	NIL	NIL
Damage	NIL	NIL

6.3 Escalation email

The system sends out email notifications up to three levels, with each level being triggered every two hours if the load has not departed or arrived as scheduled. Below is an example of the escalation email.


TSM 1st Escalation (D): RU-DM P1/Truck - 4t/326694561523/null

ST SMSA - TMS
To Saad Mustafa Kamal

Reply | Reply All | Forward | ...
Sun 5/12/2024 9:00 PM

Dear Supervisor,

Kindly be informed that Pre-Alert with number:326694561523 assigned to: DMM has been automatically escalated to your attention. It requires your prompt action to ensure timely and efficient processing.

Thank you,
SMSA Team