

This document is a Service Level Agreement (SLA) between Safe Arrival and Ajeeb Ghareeb that has been co-developed between both parties to align on all operational elements that are key for a successful partnership between them

*Ajeeb
Ghareeb -
SLA
document*
Feb 2021



Drafter	Approver	Remark
Joanna Semaan		

Section 1 – First and Middle Mile

SLA Element	Description	Agreement term
Pick up location	Where is the SA pick up team going to collect the shipments from?	Pickup to be arranged from Madinah
Pick up GPS location	Lat and Long of the pickup location	goo.gl/maps/4e8DD2WXFqmw5cP g6
First pick up time	At what time can the SA pick up team start collecting the shipments?	5:30 PM
Last pick up time	At what time does the SA pick up team stop collecting the shipments?	8:00 PM
Same day cut-off time	At what time is the last pick up done that is considered as same day delivery?	8:00 PM
Pick-up interval	How often does the SA pick up collect the shipment? (daily, weekly,...)	Daily
Pallets	Will Safe Arrival be picking up the shipment on pallets? If	Not Palletized



	yes, how often does Safe Arrival team need to return the pallets (daily, weekly, ...) and what % of damaged pallets is acceptable	
Cancelling shipments	In how many days can SA automatically cancel orders created but not picked up? (Auto-cancellation)	Orders are being pushed upon readiness for pick-up. In Case the orders were created but not ready for pickup we wait for 48 hours before automatically cancelling them
Pre-alert	How will the merchant inform Safe Arrival of the total quantity that will be picked up? And when?	By phone
Pre alert confirmation	How will SA confirm to merchant the quantity picked up is received without discrepancies? If there is discrepancy, how long does SA have to inform merchant?	Pre-alert email

Section 2 – Last Mile



SLA Element	Description	Agreement term
Promised Delivery Date (PDD)	How long will take SA to delivery shipments depending on pickup location and delivery location?	Up to 5 days. SA is going to share a new one by the end of March
Peak Days	On holidays and peak days (white Friday, Eid,...), how many additional days will SA have on top of the PDD?	a possible delay of +1 day from PDD.
Physical Attempts	How many physical attempts will SA do?	3 delivery attempts
On Hold	After how many physical attempts should SA put the shipment on hold if it failed to be delivered? How many days will the shipment remain on hold until SA returns the shipment automatically?	Shipments are put on hold after the 2 nd attempt
Proof of Delivery	How often do we share the proof of deliveries for prepaid shipments? (integration, daily, weekly,...)	Soft signature
Future Deliveries	If the recipient requests a future delivery date, what is the maximum days that SA can keep the shipment for?	10 days maximum
Open Loop	For how many days can the shipment remain with SA until it is completed or returned	20 days



Extra Attempts	Should SA do more than 3 attempts? If yes, what is the additional charge for each additional attempt?	3 attempts
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Section 3 – Return to Origin (RTO)

SLA Element	Description	Agreement term
Rejected shipments	<p>If a shipment is rejected by the recipient, should SA team</p> <ol style="list-style-type: none"> Return it immediately to merchant; or Keep it until merchant CS advise on action to take? <p>If '2', how long does merchant have until SA returns it automatically?</p>	Put on hold immediately. And get confirmation for rejected shipments prior to sending them back. Reply from AG within 48 hours or auto returned.
RTO Communication for failed reasons	<p>Should Safe Arrival:</p> <ol style="list-style-type: none"> Return the shipment automatically after the max # of attempts or Get confirmation from merchant prior to returning? <p>If '2', how long does the merchant have to confirm or else SA will send automatically?</p>	Send email and upon confirmation send back.
RTO pre alert Confirmation upon physical receipt	How many days will the merchant have to confirm the receipt of the RTO shipments, after which SA is not liable for anymore?	Within 24 H



Section 4 – Finance

SLA Element	Description	Agreement term
Payment Term	After how many days will the merchant pay SA invoices?	COD deduction, SA will deduct its invoice from the CODs
COD	How often will SA transfer the COD amounts? (weekly, monthly,...)?	Weekly
Service Fees	How often will merchant transfer the service fees? (weekly, monthly,...)?	Weekly
Payment method	Should Safe Arrival: 1. Transfer the COD amounts or 2. deduct the COD value from the service fees?	Deduct the COD value from the service fees
Issuing Invoice Date	On which day of the month will SA issue the service invoices? (5th , 7th ...)?	Sunday of every week
Damage & Loss	What % of the total order picked-up is accepted by the merchant to be damaged or loss?	0%

Section 5 – Business Review

SLA Element	Description	Agreement term
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Business Review	How often will SA account manager and merchant review the progress and performance? (bi-weekly, weekly, monthly,...)	Biweekly
Forecast	How often will the merchant share with SA the forecasts of the total estimated orders to be picked up? (weekly, monthly,...)	Weekly
Revoke Shipments	How often will SA inform merchant of any revoked shipments? (this will be an automated email very soon) Who should be informed about the revoked actions? (Finance? IT?)	Direct email to Mr. Abdulrazak
Reports and Dashboard	How often will SA share reports with merchant? Interested in an automated dashboard?	Will be automated by March latest.
Failed Shipments	How often will SA inform merchant of failed shipments and the reason? (daily, weekly, ...)	Daily

Safe Arrival Communication Matrix

Position	Name	E-mail	Contact Nbr.
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Leading Modern Company For Logistic Services | CR No. 4030379626

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Kingdom of Saudi Arabia, Jeddah, Medina Road, Al Rawda, 7404 Al Kheriji Center, Office 2007



First & Middle Mile Head of Operations	Rabih Abou Abse	r.abouabse@safe-arrival.com	+966 54 999 5190
First & Middle Mile Senior Supervisor - Riyadh	Musa Jabarty	m.aljbraty@safe-arrival.com	+966 55 002 5875
First Mile – Al Medina	Muhammad Qassem	m.qasem@safe-arrival.com	+966 55 094 7236
First & Middle Mile Senior Supervisor - Jeddah	Adel Abdul Bari	a.abdelbari@safe-arrival.com	+966 54 301 3339
Inventory supervisor	Akram Baktyan	a.baqtyan@safe-arrival.com	+966 55 244 5857
LM Head of Operations	Mohamad Daher	m.daher@safe-arrival.com	+966 55 779 7703
Customer Service	Rawan Tareq	r.tareq@safe-arrival.com	+966 55 002 6751
Account Manager	Joanna Semaan	j.semaan@safe-arrival.com	
COO	Fadel Daher	fdaher@safe-arrival.com	+966 55 777 6991
Tech Support	Mohamad Khalil	makhilil@safe-arrival.com	+966 55 002 7876
Senior Accountant	Abdul Rafay	a.rafay@safe-arrival.com	+966 56 113 6155
Finance	Richard Camilos	r.camillos@safe-arrival.com	+966 50 001 3637

Support area per position

Position	Support area
First & Middle Mile Head of Operations	Escalation point for any issue not resolved by First and Middle Mile senior supervisors
First & Middle Mile Senior Supervisor - Riyadh	Main operational contact person for pick up from RUH, confirmation on receiving of Picked up orders

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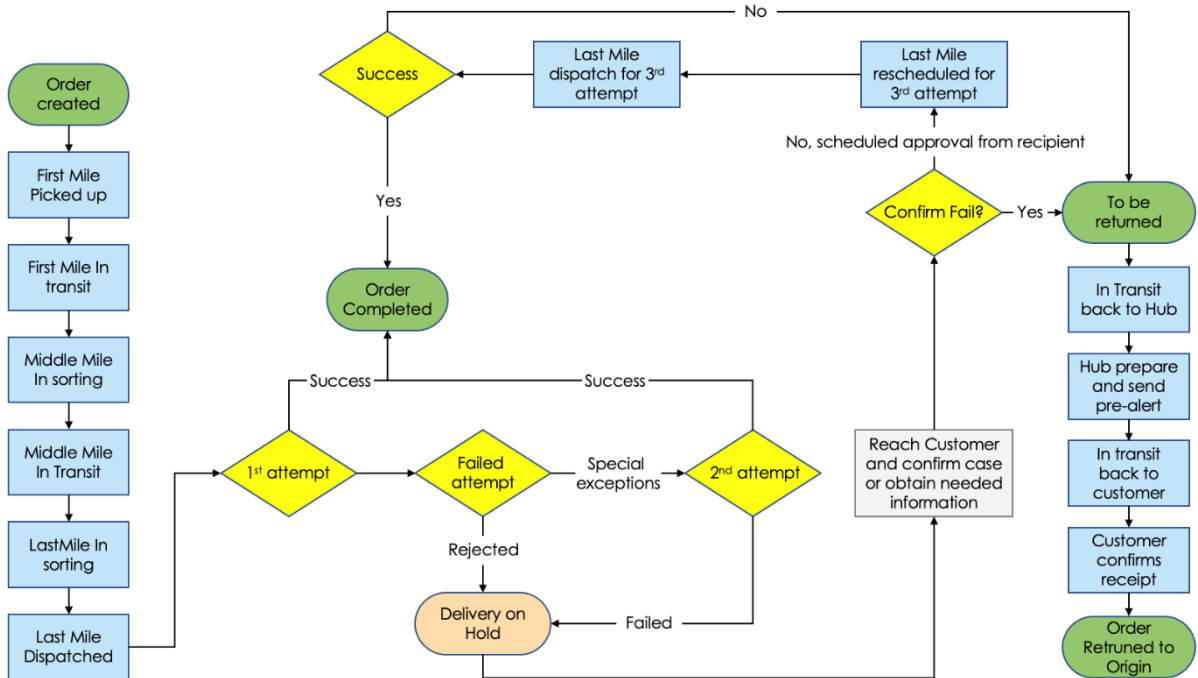


First & Middle Mile Senior Supervisor - Jeddah	Main operational contact person for pick up from JED, confirmation on receiving of Picked up orders
Inventory supervisor	Main contact for Inventory control and RTO process
LM Head of Operations	Main contact point for Last Mile operations related issues and escalations on Last Mile operations
Customer Service	Contact person for customer service support. First contact point for Last Mile related issues
Account Manager	The account manager will be your voice in the company, he will be the one reporting to you, he will be receiving escalations if not resolved operationally
COO	Main contact point for any business/strategic related topics and/or last escalation point for any unresolved issues
Tech Support	Main contact point for any tech related topics/issues
Senior Accountant	Main contact point for any accounting related matters
Finance	Main contact point for all invoicing/COD reconciliation related matters

Ajeeb Ghareeb - Communication Matrix

Position	Name	E-mail	Contact Nbr.
Operations
Finance
Customer Service
IT/Tech

Appendix – Order Cycle SOP Diagram



Signed by:

Signed by:

On behalf of: Leading Modern Company for Logistic services

On behalf of:

Signature:

Signature:

Stamp:

Stamp: