

Meeting Title/ Name:							
Date:	5-Aug-2019	Start Time:	10:30 AM	End Time:	3:00 PM	Location:	SMSA Dubai Head Office
Attendees		Agenda					
Name	Department	Item	Topic/ Agenda Item		Presenter	Time	
Yasser Zahreddine	COR	1	General Updates -May 2019		Yasser Zahreddine		
Lalit Singhi	FIN	2	Project update/Airline and recruitment		Dilhan Dakateer M.		
Amir Ebadda	SLS	3	FTL/LTL/Airfreight volume updates		Nigil Davis/Bilal Noor		
Dilhan Dakateer M.	OPS	4	Mothly Dashboard/Licenses/Recruitment updates		Yathiraj Kotian		
Nigil Davis	SFD	5	Trace calls/ Figures/Report/Account Volumes		Mir Taqui Ali		
Yathiraj Kotian	HRD	6	AR/AP Aging & collection updates		Lalit Singhi		
Mir Taqui Ali	CSD	7	Customer Account update/Revenue Report/Lost & Gained customer updates		Amir Ebadda		
Mohammed Suhail	ITD	8	IT updates (cisco jafza connection/usb blocking/data security/recording system/conveyor system etc..)		Mohammed Suhail		
Maridel Loretizo	COR	9					
Bilal Noor Elahi	SFD	10					
		11					
SN.	Action Item	Responsible Person	Action Taken/ Remarks			Status	Deadline

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1	<p>*SMSA Team should be ready by Sep 2019 in terms of Technology, Services and Deliveries. UPS deal already done, we have to revise our rates to be competitive not only in KSA but all over Countries.</p> <p>*CSD team should be completed by now.</p> <p>Validation are in place handling by 2 Validation Agent.</p> <p>*Fulfillment - 1 existing customer continually we are on service. Awaiting for 2 potential customers to start the service.</p> <p>* Land Freight to sell and to market more handled by Freight Manager to ensure the revenue.</p> <p>* Collections - Finance Team are hardly working for it to ensure target collections every month.</p> <p>* Sep 2019 - to start spreading all our services , start the Marketing plan thru social media campaign.</p> <p>*Expansion - Um Ramool we about to finalized the fire fighting to continue the expansion. Al Quoz about o signed the agreement. We are oblige to have a bigger warehouse in Jebel Ali. We have project on board, they require thousand sq mtr.</p> <p>Meeting takes place by them on going plan.</p> <p>Service will depend on cost.</p> <p>* IT should ensure that technology will be affordable, Fessible and Core System are aligned with what we are offering to customers. IT should take actions for all the possibilities to be in place.</p>	Yasser Zahreddine	Closed		

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2	<p>*Cost of airline and handling charges got reduced comparatively to recent months. HUB&Spoke plan enhanced with a revised LH process and uploaded in Guide. AWOK and key account picks been managed to pick up high volumes of packages. Fulfilment shelving had started in URO warehouse and expected complete within July. Abu Dhabi station facility set up will cover AUH with 10 courier routes for delivery and pickups to meet customer expectations and to improve efficiency by end of 2019. Sharjah station operations continues with Ajman pick up and special deliveries. AlQouz new facility been proposed for finalization.</p> <p>*Operation Dashboard/ Airline Updates Reported</p>	Dilhan Daskateer	Closed	On-going	

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3	Updates for the following: Jebel Ali Connect CISCO -Connectivity of Barracuda. CISCO Devices CISCO - Call Manager Pick up self service Recording system Tracking -Road shipment (SMSA website) 3rd party scanning (EPI/API) SMS-Automation to customers Honeywell -Mobile App Converyor System Data security-blocking of usb Inventory - PC notebook Warehouse Management Syste (WMS) *Barracuda received, cisco 25 units received connected for sales & CSD, security blocking for USB done, 130 tickets were closed for July,	Mohammed Suhail		On-going	

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4	<p>A. Total revenue reported for the month is US\$ 848K and collection in Bank is US\$ 646K. Major collection are from Sport For All (US\$ 150K), Alifca (AWOK) (US\$ 137K), Al Ghazal (US\$ 30K), Desert Online (US\$ 28K), Cash collection (US\$ 87K) and others (US\$ 214K).</p> <p>B. AWOK has started paying in March 2019 through checks provided and total of US\$ 272K will be recovered each month until October 2019. All the checks are being depoited as per timeline agreed. However, with recent developments Alifca has asked to delay their cheque deposits for the month of Jun (80% of the amount), July (80% of the amount) and Aug (50% of the amount).</p> <p>C. Communication is on-going with Mashreq Bank relating to Murhaba deposits and POS machines. Mashreq cash deposit machine has been installed at URO WH and went live from Aug 1, 2019.</p> <p>D. System integration for SECOM and SIEBEL yet to be completed by KSA team. Automation required for manual invoicings and update required in SIEBEL to capture the slab rates. Also, waiting for integration of fulfillment system and advance collector in UAE.</p> <p>E. Financial Audit completed FY2018. Draft Received. Sign off expected by mid Aug 2019.</p> <p>F. Empost Audit report for Q2-2018 to be signed by 4th Aug 2019.</p> <p>G. Majority of Vendor Payments cleared till May 2019 and for few key vendors June 2019 is also approved but pending release.</p>	Lalit Singhi	Closed	On-going	

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5	<p>*Sales Secured 71 of new accounts in the month of June with total revenue of AED 80,229</p> <p>*New Experienced Territory Manager is been hired and Visa under process</p> <p>*Revenue is improved than last month but not yet match the budget due to E-com big clients impact since last year</p> <p>*A Number of 20 contract for E-com is been signed during the month with total Expected revenue of AED 198,280.</p> <p>*New Business Marathon still going on all products to Increase revenue and Volumes</p> <p>*EES product is improving month to month as Sales are focusing to promote it aggressively in the market</p> <p>*Express Products are in good growth for OB and IB</p> <p>*Customer Update, Revenue Figure and Gain & Lost Customer Reported</p>	Amir Ebadda	Closed	On-going	
6	<p>*Signed Ashtel contract and moved as SLTL</p> <p>Signed GWC contract and moved as SLTL the shipment</p> <p>Signed contract for FTL customer and moved the shipment</p> <p>Touched 100 SLTL console</p> <p>*Dashboard and updates Presented</p>	Nigil Davis/Bilal Noor Elahi	Closed	On-going	

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7	<p>*2 Agents for validation is on board with CS and we have started validating High Revenue customers like Mumzworld, Awok, Sivvi & dirham shipment from UAE. Customer Complaint section will be launched in UAE before 30 Aug 2019 to handle all UAE customer complaints.</p> <p>*Dashboard and updates presented.</p>	Mir Taqui Ali	Closed	On-going	
8	<p>Focusing on recruitments for new budgeted and replacement positions and renewals. New Visa rules as implemented by GDRFA New Fees in Ministry of Labour transaction effective from 21st July 2019.</p> <p>No Labour Case Pending</p> <p>Postal License has been Renewed for the year 2019 - 20 on 21st July 2019</p> <p>1 License Expired - SHJ Retail (Renewal process in Place)</p> <p>JAFZA License willb expired on 07th Aug 2019 (Negotion on Lease Amount in Place)</p> <p>HR Survey part of IBU-UAE Wheel Plan Scheduled for Aug 06th 07th and 08th.</p> <p>Training Plan for the Year 2019 to be finalized and shall be tenatively in Sept or first week of OCT</p>	Yathiraj Kotian	Closed	On-going	
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