

Minutes of Meeting

Date: 26 June 2018

Time: 10:10 AM - 11:27 AM

Location: Meeting Room, Head Office, Al Fattan Plaza

Attendees

Name	Department
Shaji George	Management
Sohail Babar	Sales
Muhammad Imran	Customer Service
Paramananda Kamath	Finance
Mohammed Suhail	IT
Vidyarani Kunder	Sales
Muriel Jullado	Human Resource
Anushka Kannangara	Operations
Amir Mostafa Ebadda	Sales

Matters & Agenda Discussed for Compliance Review

Responsible Person	Matters & Agenda	Status	Deadline
All	Domestic COD & Non-COD Launch	Open	12-Jun-18

SN.	Summary of Discussion	Responsible Person	Action Taken	Status	Deadline
1	COD/Non-COD Service Launch	All	SMSA UAE is preparing to launch the service by 15th of July 2018. Operations, IT, and Finance will be the crucial Departments to initiate the process.	Closed	Discussion only, no deadline needed
2	Operations Essentials	Anushka	<p>A. PUP - to proceed with blind delivery for full address, and to follow UTL process for incomplete address</p> <p>B. Processing for Delivery</p> <p>C. UTL - to start communication with the concerned people for control panel configuration and access</p> <p>D. RTS - same normal process (Call for 3 days, SMS for 3 days, & keep for another 2 days = 7 days)</p> <p>E. Staff Training for COD Process</p>	Open	All processes discussed to be finalized on 12th July 2018

			F. Finalize TP PUP process for COD		
		Kamath/Anushka	G. Cash Collection - to follow normal process for cash receipts, card payments on the POS, & survey & research TP process for processing cash collection		
			H. Cash remittance process to Finance		
		Kamath/Anushka/Suhail	I. Systems - Scanning, SMS for pick up (check w/ KSA what is the process for sending SMS to customers for COD), & to include SECOM/SAM H/L for Domestic integration		
		Imran/Anushka	J. Retail process for HAL from UTL		
			K. Ticketing for UTL (CSD-OPS)		
3	Finance Essentials	Kamath	To find out if there is a need to create/generate separate receipts for COD	Open	All processes discussed to be finalized on 12th July 2018
4	HR Essentials	Yathiraj/Muriel	To start looking into process of needing to hold passports of Couriers who are to handle cash floats, payments, and remittances	Open	All processes discussed to be finalized on 12th July 2018
5	Sales Essentials	Amir	A. To start with the Sales commercials and rates B. Approval matrix for domestic rates C. Approval for TS Tariff for Retail	Open	All processes discussed to be finalized on 12th July 2018
		Shaji/Sohail/Anushka	To finalize TP process: A. Zones, cost, & transit time B. Send proposal of the above to 3 vendors and evaluate C. Contract to be made and finalized for commercials		