

Meeting Title/ Name:		Management Meeting -Monthly				
Date: 28-Nov-2019		Start Time: 12:15 PM	End Time: 2:00 PM	Location: SMSA Dubai Head Office		
Attendees		Agenda				
Name	Department	Item	Topic/ Agenda Item	Presenter	Time	
Yasser Zahreddine	COR	1	General Updates - for the month of Aug 2019	Yasser Zahreddine		
Amir Ebadda	SLS	2	Customer Account update/Revenue Report/Lost & Gained customer updates	Amir Ebadda		
Lalit Singh	FIN	3	AR/AP Aging & collection updates	Lalit Singh		
Dilhan Daskateer	OPS	4	Project update/Airline and recruitment	Dilhan Daskateer		
Justin Kuriakose	SFD	5	FTL/LTL/Airfreight volume updates	Justin Kuriakose/Nigil		
Mir Taqui	CSD	6	Trace calls/ Figures/Report/Account Volumes	Mir Taqui		
Mohammed Suhail	ITD	7	IT General Updates	Mohammed Suhail		
Yathiraj Kotian	HRD	8				
Mhay Angcao	HRD	9				
Maridel Loretizo	COR	10				
		11				
SN.	Action Item	Responsible Person	Action Taken/ Remarks			Status
						Deadline

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1	Last quarter of the year AUH facility almost done and operated. New facility in Al Quoz are still on process to have it done the earliest possible to operate. EES have to rebuild and reinvent with the help of all. Complaints to secure by Customer Service in place to make sure that it handled , monitored and action it immediately for clients satisfaction. Freight have to act fast for the volumes. Batha procedure should be planned well and implemented. Operations should be in full forced and fully coordinated with all department concerned to assure that all collections and deliveries sholud be in place. Cooperation of all departments and assurance for customer satisfaction is the most priority. Quarterly meeting from the HRD to each department are recommended to know whats going on to our people.	Yasser Zahreddine	Closed	On-going	
2	*45 new and retained account was done in Oct with physical revenue of USD 31.8k *16 new client for E-com Signed in Sept with Expected monthly revenue of USD 35K *Identifying Domestic market and selling product aggressively to build volume and revenue as well building strong pipeline, new big account is been signed and revenue will show in NOV *Approaching big opp. for genuien E-Com clients in the market to cover the loss of the prepaid accounts. *Focusing on Area sales to increase revenue of Freight, Import Express and UAE Domestic.	Amir Ebadda	Closed	On-going	

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3	<p>A. Total revenue reported for the month is US\$ 851K and collection in Bank is US\$ 840K. Major collection are from Sporter (US\$ 380K), Distribuciones (US\$ 35K), Purity (US\$ 10K), Shefinity (US\$ 7K), Mirsal (US\$ 7K), Ideal (US\$ 84K), TFM Express (US\$ 69K), Culligan (US\$ 9K), Royal Truck (US\$ 7K), Cash collection (US\$ 96K) and others (US\$ 303K).</p> <p>B. Few customers are forward to legal and cases are on-going in court. Time and again updates are being shared with Management.</p> <p>C. Communication is on-going with Mashreq Bank relating to POS machines which will be replaced by EOM - Awaiting Signed documents from KSA to submit to Mashreq Bank for proceeding with the POS Machines.</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>Logistaas invoicing is being updated, wherein SFD invoices will be sent through system email.</p> <p>E. Budget FY2020 has been submitted to KSA on Nov 17, 2019.</p>	Lalit Singhi	Closed	On-going
4	<p>Shifted from old premises to our new Abu Dhabi facility in Tourist club and start operational activities.</p> <p>6500sq ft facility been found in AlQuoz Ind-4 and negotiations is under gonging with the landlord.</p> <p>The facility is located at a profile location and roadside for retail and branding.</p> <p>The facility could accommodate over 30 route couriers with a space to handle 2000+ packages per day.</p> <p>The retail could focus on walk customers in the area and be an brand ambassador to the area.</p> <p>Firefighting system completely installed and consultants are processing for Dubai Civil Defense submission for inspection.</p> <p>Industrial engineer joined on 5th September.</p> <p>New hire for DXB GW, HUB&amp;LH been finalized for Octobre joining plan.</p>	Dilhan Daskateer	Closed	On-going

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5	All domestic UAE complaints are registered in UAE as DOM/INTL/ECOM which are delivered by UAE Ops/3rd parties. Claims will be processed in UAE as per company policy.	Mir Taqui	Closed	On-going	
6	* LTL Volumes : YOY Volume comparison there is a rise of 24.5Tonnes AVG YTD comparison there is a rise of 7.5Tonnes  *FTL : Record breaking disaptch of trucks -29	Nigel Davis/Justin Kuriakose	Closed	On-going	

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7	<p>Training for Logistics Informative has been successfully done last Oct.24,2019</p> <p>Awareness training for Dangerous Goods &amp; Cargo Watch List Program has been done last Oct.16,2019</p> <p>Monitoring from time to time the new UAE Labor law / Rules and Regulations as it might change anytime.</p> <p>Labor Case which filled by the Employee (Nishan Anuska 81017) is on progress.</p> <p>Labor Case which filled by Naved Shezad 81042 against the company has been closed.</p> <p>Focusing on recruitments for budgeted and replacement positions and renewals.</p> <p>Focusing on resolution of pending Labour cases as well as new rules as implemented by Ministry of Labour and Immigration Office on revised charges.</p>	Yathiraj Kotian	Closed	On-going	
8	<p>152 ticket were closed for Oct 2019,AUH CCTV security cameras were installed and live,POS has some minor issues is expected to be ready by end of this month as per Mr. Hussein,JAFZA connectivity will be done by end of this week.</p>	Mohammed Suhail	Closed	On-going	