

**Minutes of Meeting**
**Date:** 29th April 2019

**Time:**

10:30am - 2:00pm

**Location :**

Meeting Room, Head Office, Al Fattan Plaza

**Attendees**

Name	Department
Yasser Zahreddine	MGT
Vidya Kunder	SLS
Justin Kuriakose	SFD
Lalit Singhi	FIN
Dilhan Dastakeer	OPS
Anushka Kannangara	SQA
Yathiraj Kotian	HRD/ADMIN
Mir Taqui Ali	CS
Nigil Davis	FREIGHT
Mohammed Suhail	ITD
Maridel Loretizo	CORP

**Matters & Agenda Discussed for Compliance Review**

Responsible Person	Matters & Agenda	Status	Deadline
Yasser Zahreddine	General Updates Mar 2019	Closed	
Dilhan Dastakeer	KPI updates/Dashboard/Airline updates	Closed	
Justin Kuriakose	FTL/LTL/Air Freight Vol updates	Closed	
Vidya Kunder	Customers Account update/Revenue report/Lost & Gained Customer Updates	Closed	
Lalit Singhi	AR/AP aging & collection updates	Closed	
Mohammed Suhail	IT General Updates	Closed	
Yathiraj Kotian	HR/ Training & Performance Updates	Closed	

SN.	Summary of Discussion	Responsible Person	Action Taken	Status	Deadline
1	Welcome Mr. Mir Taqui Ali and Mr. Nigil Davis	Yasser Zahreddine	Welcoming on board new CS Manager and new Freight Manager on board for their first Management meeting.	Closed	N/A
2	General Updates Mar 2019	Yasser Zahreddine	1. Still working for Sharjah to start operating Sharjah area proposed to start next month. 2. We finally got suitable location in AUH to equipped 10-15 couriers. 3. Still waiting the big project for Umm ramool to go. 4. Next phase warehouse location in DIP - continue the infrastructure for dubai area. DIP will be serving JLT and other places and main location for domestic linehaul and here will be treated as HUB for international plus station and equipped 20 couriers. 5. AUH in tract, Sharjah is settled, Um Rammol is settled. RAK to be finalized April we finalized the CMC. 6. we have an outlet budget in DIFC, thinking if we can replace it in big warehouse in northern part area to amend our budget. We have AUH, Al Ain and DIP to select		

			<p>the priority for the next phase.</p> <p>7. In terms of revenue, last month we started Domestic successfully and E com</p> <p>8. Bullet service already started to KSA.</p>		
	<b>KPI updates/Dashboard/Airline updates</b>	Dilhan Dastakeer	<p>New Courier in Sharjah will be delay until May 15, 2019. Newly appointed station agent will continue DXB-SHJ-LH and cover the route until new courier is ready by May 15, 2019.</p> <p>2. CMC operations is continuing with 3 staff despite the shortage of one staff and meeting their commitments. Iherb clearance from DM was well maintained and cleared over 90 pallets in Mar. The construction inside the CMC been approved to external vendor and work to start 1st week of May.</p> <p>3. Dubai URO warehouse started its first 3PL fulfillment for over 6500 items and managed to ship over 500 shipments. Systems been installed and placed for business continuity.</p> <p>4. Dubai URO also has a new service for S2D started in March under UAE origin OPS had shipped 4 shipments with positive results.</p> <p>5. HRD had started interviews for new couriers for 4 new vacant positions and initiating internal changes under the approval of CGM.</p> <p>6. AUH new facility finalized and construction/renovation planning underway.</p> <p>7. Need to revise HUB &amp; Spoke plan with FLT changes at DXB airport for runway closure.</p> <p>8. FFS at URO for sprinkler system work started after DCD drawing approval and projected to complete by end of April. New revised drawing needs to resubmit with changes at the WH.</p>	<b>Closed</b>	<b>N/A</b>
4	<b>Freight Dashboard and updates</b>	Justin Kuriakose	<p>Ecom Bullet run initiated.</p> <p>Dashboard presented in terms of activities, achievements, KPI's and projects.</p>	<b>Closed</b>	<b>N/A</b>
5	<b>Customer update/Revenue</b>	Vidya Kunder	<p>1. Focus to hire new sales staff to cover the shortage and replace who have resigned and to close top 4 opp pipe line. Still marathon is going by sales regular channel and freight channel for the new business of SME's as well as E-com and project</p>	<b>Closed</b>	<b>N/A</b>
			channel to rectify the daily the daily volumes.		
			2. Top 10 customer account updates, Revenue figures, Gained & Lost customer.		
6	<b>AR /AP aging &amp; updates</b>	Lalit Singhi	<p>1. Total revenue reported for the month is US\$ 597K and collection in Bank US\$ 850K. Major collection are from potential customers.</p> <p>2. AWOK has started paying in Mar 2019 through cheques provided and total of</p>	<b>Closed</b>	<b>N/A</b>

			<p>US\$ 272K will be recovered each month until October 2019. Of total March 2019 cheques, US\$ 163K deposited in Mar 2019 and US\$ 82K deposited in April 2019.</p> <p>3. IATA bank guarantee is under process with Mashreq bank and shall be submitted by end April 2019.</p> <p>4. All other types of security deposits will be replaced with BG by end of FY19 Q2.</p> <p>5. Communication is on going with Mashreq bank relating to Murhaba deposits, Cash management solutions, POS machines, updation of SMSA Mashreq Matrix.</p> <p>6. 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>7. Top 10 Accounts payable and Accounts receivables Aging and Collections presented.</p>		
7	<b>HR/ Training &amp; Performance Updates</b>	Yathiraj Kotian	<p>1. Focusing on recruitments for new budgeted and replacement positions and renewals. Finalizing roat for Ramadan month for different departments. Focusing on resolution of pending Labour cases as well as new rules as implemented by Ministry of labour and Immigration office.</p> <p>2. Awaitig training calendar and plan to be discussed with the Management team. No plan has been discussed as of the moment, as new budget has just been implemented.</p>	<b>Closed</b>	<b>N/A</b>
8	<b>Network/ IT requirement</b>	Mohammed Suhail	LPO was raised Jafza connectivity , RAK BQ's in process, 600 no updated no updated on our IVR.	<b>Closed</b>	<b>N/A</b>