Minutes of Meeting

Date: 20th February 2019   Time: 10:30am - 1:00pm   Location :   Meeting Room, Head Office, Al Fattan Plaza

Attendees	
Name	**Department**
Yasser Zahreddine	MGT
Shaji George	SLS
Justin Kuriakose	SFD
Lalit Singhi	FIN
Dilhan Dastakeer	OPS
Amir Mostafa	SLS
Mohammed Suhail	ITD
Yathiraj Kotian/Muriel	HRD
Maridel Loretizo	CORP

Matters & Agenda Discussed for Compliance Review			
Responsible Person	**Matters & Agenda**	**Status**	**Deadline**
Yasser Zahreddine	**General Updates 2019**	Closed	
Dilhan Dastakeer	**KPI updates/Dashboard/Airline updates**	Closed	
Justin Kuriakose	**FTL/LTL/Air Freight Vol updates**	Closed	
Amir Mostafa	**Customers Account update/Revenue report/Lost &Gained Customer Updates**	Closed	
Lalit Singhi	**AR/AP aging & updates**	Closed	
Yathiraj Kotian/Muriel	**HR Updates /Dashboard**	Closed	
Mohammed Suhail	**IT General Updates**	Closed	

SN.	Summary of Discussion	Responsible Person	Action Taken	Status	Deadline
1	**Welcome Maridel Loretizo**	Yasser Zahreddine	Welcomed new Executive Administrator to his first Management Meeting.	**Closed**	**N/A**
2	**General Updates 2019**	Yasser Zahreddine	Got the approval budget yesterday for Feb'19 budget was cumulated to everyone. Vendors are in better situation, normalized on time. Outstanding balance of customer account still be clean by the support of Sales team. We got the IATA code mostly approved when we can talked directly to all Airlines to reduce our cost in DNATA. We have to form a group for all Dept wherein communication will be easy. Customer service will manage the relation to customer in between Sales and Finance. First quarter we have to be focus,	**Closed** **Closed**	**N/A** **N/A**

to build the volume and regain our number again.
Work environment has to be changed. We need
to follow our plan on mothly basis , and put our
projects on relying what we have on the budget
Two was still pending, Commission of the Sales,
Variable on the retail in Sharjah which already giving good impact
Three kinds of commission/bonuses: 1) Admin bonuses
already budgeted, 2)no of salary per year, frontliner 3) Sales
The structure for customer service, sales will segregated into
three 1) Freight 2)Special Projects 3)Area Sales
HR splits into two 1) HR 2) Training & Development.
Training slits into two, 1) internal 2)HQ . We need to increase
our market and to use our strength to sell and to believe that
we can . We are ready to resolved the error. We have the
oppurtunity to work with Infinity on freight. Recruitment
agency will bring us the suitable candidate, Mr Lalit
already used them.

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3	**KPI updates/Dashboard/Airline updates**	Dilhan Dastakeer	Cooperation for domestic expansion, added domestic delivery commitment time. Additional courier in Sharjah is requested Budget quote is requested for approval. Suitable profitable location in AUH. Staff training needed, KPI's for delivery should be monitored. Dashboard presented in terms of activities achievements, kpi's, and projects. Airline updates monitoring. Service level planned transit time , we used the linehaul system through Team express. Plan to have additional couriers in AUH.	**Closed**	**N/A**
4	**Freight Dashboard and updates**	Justin Kuriakose	Dashboard presented in terms of activities, achievements, kpi's and projects.	**Closed**	**N/A**
5	**Customer update/Revenue**	Amir Mostafa	Major projects in the pipeline special projects. Top 10 customers enumerated, some at risks resolved. Sales revenue should be reported excluding custom duty, GPA levy and VAT. One column for the credit note as a remarks for disputes from previous	**Closed**	**N/A**

			to be years , clearly stated deducted from total revenue. Top 5 gained /lost customers stated.		
6	AR /AP aging & updates	Lalit Singhi	System integration already prepared for billing. Additional staff already on board for AR. Top 10 vendors and customer accounts stated. Overdues for some of the vendors are soon to be resolved for for payment. Moving onwards what is stated in the contract that we have to pay on time. Collection reported for January 2019 amounted AED5.6million contributed by 3 potential customers. Remaining collectibles should be monitor and follow it up accordingly. Expected collections update for the week from AR team and vendors expected payables for the week update.	**Closed**	**N/A**
	Meeting with AR Team	Lalit Singhi	Collection updates and disputes to resolve	**Open**	**3/20/2019**
	Budget quote	Lalit Singhi	see Guide process, whatever changes should be cumulated to everyone and same should be uploaded in Guide.	**Closed**	**N/A**
7	**HR Manpower Dashboard & updates**	Yathiraj Kotian	Emaratization in place, hiring 1 UAE local on completion of 100 SMSA employees. HR Manpower dashboard presented, legal cases and licenses.	**Closed**	**N/A**
	Training & Development	Muriel	Recruitment plan to be ready next month for training employee. We created centralized communicaiton channel (tellusuae), communicated with marketing KSA to give posters. Bringing people people ideas. We Started CAFO, one nomination from the operation.	**Closed**	**N/A**
8	**Network/ IT requirement**	Mohammed Suhail	CISCO proposal already finalized, Centralized PRI from HO to all headquarters, 600 calls and more can reached to destination can be recorded. Inventory of all facilities as per department should be be clearly monitored and recorded . New staff to procure pcs's.	**Open**	**3/20/2019**