

## MINUTES OF MEETING

DATE: 13th May 2017

TIMINGS: 9:30am - 13.00 pm

LOCATION : Conference Room, Dubai, UAE

ATTENDEES	
Name:	Sales Department
Shaji George	Sales Manager
Naved Shahzad	Business Development Manager
Salma Shafiq	Account Executive
Mohammed Matheen	Account Executive
Karan Marwah	Account Executive
Shurleen Parroco	Telesales Executive
Sana Qamar Abbas	Sales Executive
Hassan Olawale	Sales Executive
Mariam Shaikh	Telesales Executive
Sarita Chaudhari	Customer Service – Key Account
Fariz Kungle	Sales Executive
Mohamed Abdel Hamid	Retail Executive

Matters & Agenda Discussed For Compliance Review			
Matters & Agenda	Responsible Person	Status	Deadline Date
Express Rates From Finance	Finance DEPT	Ongoing	30-Sep-17
Security Cheque from E Commerce and Freight Forwarders Cust	All Sales Executive	Ongoing	30-Sep-17
ID Cards	All Sales Executive	Ongoing	30-Sep-17
Terms & Condition / Account Opening Form	All Sales Executive	Ongoing	30-Sep-17
Prohibited Items and Terms & Condition	All Sales Executive	Ongoing	30-Sep-17
Road Rate Card	All Sales Executive	Ongoing	30-Sep-17
Tardiness	All Sales Executive	Ongoing	30-Sep-17
Vendor Accounts UAE	All Sales Executive	Ongoing	30-Sep-17

No.:	Summary of Discussion / Action Plan	Responsible Person	Action Taken	Status	Deadline
1	Express Rates From Finance	Finance DEPT	Delays and Inconsistent Pricing for Ad hocks to be coordinated accordingly	Ongoing	30-Sep-17
2	Security Cheque from E Commerce and Freight Forwarders Cust	All Sales Executive	All E Commerce and Freight Forwarders customer needs to provide Security Cheque equivalent to the monthly billing	Closed	09-Sep-17
3	ID Cards	All Sales Executive	All Sales Executive needs to wear their respective ID's inside the Office premises all the time	Closed	09-Sep-17
4	Terms & Condition / Account Opening Form ( Coached all the staff on how to complete the Account Opening form)	All Sales Executive	All Sales Executive has to make sure that the Account Opening form has all the mandate fields filled properly by only Electronic typed & not handwritten	Closed	09-Sep-17
5	Prohibited Items and Terms & Condition	All Sales Executive	All Sales Executive have to submit Account Opening form along with SMSA Terms & conditions signed & stamped by customer	Closed	09-Sep-17
6	Road Rate Card	All Sales Executive	For exception to KSA, we can use divisor of 5000 but will require management approval	Closed	09-Sep-17
7	Office Timings and Attendance	All Sales Executive	Arriving to the office on time is Mandatory . Every one has to start using the biometric and Salaries will be linked to the Biometric attendance system and Warning Letters will be issued for consecutive lates	Ongoing	30-Sep-17
8	Delays in FFC response and follow ups	Sarita / Anushka	To review the process with FFC and ensure that timelines to be decided and followed on response levels. The process of booking shipment with FFC has to be reviewed and a pro active follow-up system to be incorporated.	Ongoing	30-Sep-17
9	SMSA Vendor Accounts ( SKYNET, SYKCOM, Elite , Team Express, etc.)	All Sales Executive	Not to undercut rates of our vendors and wherever these companies are present before opening account discuss with Shaji George.	Closed	09-Sep-17