 SMSA Express

Minutes of Meeting

Meeting Title/ Name:		UAE Sales Meeting			
Date: 18-Feb-2021	**Start Time:** 9:00 AM	**End Time:** 10:00 AM		**Location:**	**SMSA - Al Fattan**

Attendees			Agenda			
Name	**Department**	**Item**	**Topic/ Agenda Item**	**Presenter**	**Time**
Vidyarani Kunder	SLS	1	SECOM Training	Mariya Christy	9:00 AM
Muhammed Imran	SLS	2	CORE Training	Mariya Christy	9:40 AM
Zainuddin Kayal	SLS				
Fahad Ali	SLS				
Sujit Chandy	SLS				
Amr Elsakary	SLS				
Shidha Shouketh	SLS				
Fariz Kungle	SLS				
Colin Coelho	SLS				
Raghda Osama	SLS				
Imad Azzam	SLS				
Mariam Shaikh	SLS				
Jihanne Roxas	SLS				
Mariya Christy	CSD				

SN.	Action Item	Responsible Person	Action Taken/ Remarks	Status	Deadline
1	**SECOM Training**	N/A	* **Generating AWB -** The currency code must be under the preferred Shipping destination while generationg the AWB. * **SECOM Dashboard -** Details may be retrieved from SECOM Dashboard for those Shipments which are handed over to SMSA & Vice versa * **SECOM Airway Bill from Portal -** Incase of Miss fed paper, Customer will be unable to print the AWB's and will have to take up a process after 24 hours. * **SMSA Detailed Documents -** Customer should be updated with the delivery matrix in order to avoid any mishaps in terms of shipping. * **SECOM integration Web Service Method -** The shipping detailed reports might be pulled from the system and same can be converted to customer's prefferred formats * **Arabic SECOM PPT -** The PPT in Arabic to be provided to those customers who has requested to have it * **Google Cordinate -** GC to be updated on excel as GPS point under the delivery address to ease the delivery and also tracking.	Not started	N/A

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2	**CORE Training**	N/A	* <u>Return Address -</u> To have the return address updated on contracts and same to be captured on systems in order to ease the process for those shipments under return. *All the return shipments will be held for 14 days in SMSA Warehouse, where in those shipments will be process for return on the following day - KSA - 14 days - KWI / OMN/ BAH / EGY - 21 Days * <u>Damaged / Swapped Shipments -</u> Details to be updated on SMSA SLA, Also the details / Complaints must be updated to Team CS within max of 48 hours of POD. * CS to update Concerned A/E with the ticket Details. * <u>FOC -</u> Any shipments under FOC should have a valid approval from IM & CSM * <u>DDP -</u> FM approval is a must for certain accounts before shipping the volumes under DDP. *** Track & Trace with AWB # & Contact #** *** Export / Downloading of Reports** *** Tickets Creation >> Assign**	Not started	N/A