



SMSA Express Transportation Company Limited W.L.L

Communication Matrix



Purpose	Relevant Department	Contact Number		Contact Number	Level of Contact
		For BAH Outbound	For BAH Inbound		
Customer related Issue (CD payment, Address query, refusals etc.)	Customer Service	BH Trace <bhtrace@smsaexpress.com>	bhkeyaccount@smsaexpress.com	+973 17 007 672	1
		Mohamed Madani m.mohamedali@smsaexpress.com	Mohamed Madani m.mohamedali@smsaexpress.com	+973 36 111 705	2
Shipment related query (Missing paperwork, overages/shortages)	Operations	Shamil Mohammed s.mohammed@smsaexpress.com	Munther Al Nasheet Munther.ALNasheet@smsaexpress.com	Shamil +973 38 003 039 Munther +973 36 782 226	1
		Odai Abbas odai.abbas@smsaexpress.com	Odai Abbas odai.abbas@smsaexpress.com	+973 36 888 329	2
		Saleh S. Al Guhum ssaid@smsaexpress.com	Saleh S. Al Guhum ssaid@smsaexpress.com	+973 38 003 037	3
IT Issue	IT	Fathi Said fsaid@smsaexpress.com	Fathi Said fsaid@smsaexpress.com	+966 501038376	1
		Mohammed Zakaria Mustaffa mmustaffa@smsaexpress.com	Mohammed Zakaria Mustaffa mmustaffa@smsaexpress.com	+966 595127876	2
		Kashan Khalid kashan@smsaexpress.com	Kashan Khalid kashan@smsaexpress.com	+966 500243542	3
Financing Issues	Finance	Tom Thomas tthomas@smsaexpress.com	Tom Thomas tthomas@smsaexpress.com	+973 36 111 674	1
		Aman Ullah Mohammed aman.ullah@smsaexpress.com	Aman Ullah Mohammed aman.ullah@smsaexpress.com	+973 36 111 674	1
		Zakir Hussain zhussain@smsaexpress.com	Zakir Hussain zhussain@smsaexpress.com	+973 33 546 720	1
		Sunil George D 'Souza sdsouza@smsaexpress.com	Sunil George D 'Souza sdsouza@smsaexpress.com	+973 39 889 358	1
Other Support (Operations and Linehaul related issue, like offloading's, handovers, ETA/ETD)	Engineering	Fares Saeed Al Nahdi falnahdi@smsaexpress.com	Fares Saeed Al Nahdi falnahdi@smsaexpress.com	966566187057	1