Ala Group

QUALITY AND SHORTAGE HANDLING PROCEDURE

(2023)

ALA GROUP (SUPPLIER/BUYER)

Ala International FZE
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PREPARED BY : MADELON N. UMBAL

TRADER

- MR. SAHIM- GROUP CEO
- MR. BAIZEED
- MS. JAYA
- ADANI GLOBAL c/o MR. YASIN

TRADER-PURCHASER

- MR. YASIN

- BASED ON BIBI SHIPMENT LIST (from Maaz file) YOU CAN CHECK THE TRADER NAME-HENCE YOU REPORT TO THE TRADER ACCORDINGLY IF THE SHIPMENT BELONGS TO THEM.
- BASED ON BIBI SHIPMENT LIST: CHECKED SUPPLIER BELONGS TO MENA REGION OR ALA GROUP - WILL BE HANDLED BY MR YASIN
- ALA INTERNATIONAL (MENA) CLAIM WILL BE HANDLED BY MR. YASIN

ADANI GLOBAL	Need approval from Mr. Yasin to send the inquiry		
Name	EMAIL	FUNCTIONS	DEPT
Dev Patel	Dev.Patel@adani.in	For remittance request to buyer- ask assistance to Imran	ADANI GLOBAL- Accounts

MENA	REPORT TO: MR. YASIN		
Name	EMAIL	FUNCTIONS	DEPT
Cherry	ala.shpg@alatrading.com	for SALES |PURCHASE CONTRACT COPY / BL COPY / INVOICE COPY REQUEST	Head MENA SHIPPING
Hisham	ala.opt@alatrading.com	for SALES |PURCHASE CONTRACT COPY / BL COPY / INVOICE COPY REQUEST	Logistics Coordinator (MENA)

		MENA ACCOUNTS TEAM	
Name	EMAIL	FUNCTIONS	DEPT
Imran	mena.ac@alatrading.com	HE WILL CHECK THE DEBIT CREDIT NOTES BEFORE MR. YASIN SIGNATURE	Head of Accounts (MENA)
Husnain	mena.ac1@alatrading.com	HE WILL SIGN AND ENTRY THE DEBIT NOTE TO SUPPLIER BEFORE MR. YASIN SIGNATURE	Accounting Manager (MENA)

FORMAT OF SUBJECT: NATURE OF CLAIM| SUPPLIER NAME| BUYER NAME| SALES REF| MATERIAL NAME| INV NO| POL-POD | CONTAINER NO. | CONTAINER WT | BIBI REF

- Register any claim weight or quality shortage claim in MENA CLAIM LIST
- Gather all data and report to Mr. YASIN (such as WEIGHT TICKETS from Buyer + Supplier| PHOTOS +VIDEOS)
- Follow the advice accordingly on how to report MENA supplier| 3RD PARTY SUPPLIER- do not mentioned BUYER name
- For ADANI / supplier email / contact info , approach Cherry
- Follow up or report the latest response of supplier to Mr. Yasin to get the approval to reply
- During shortage| quality settlement - supplier negotiating and buyer not accepting, seek advise to Mr. Sahim or to Mr. Yasin on how to proceed.
- Once settlement confirm- Buyer will issue debit note and OR supplier will issue Credit note- SEPARATELY – do not share the information
- Remittance either invoice adjustment or direct wire to buyer
- To Issue Debit note supplier , need approval from Mr. Sahim | Mr. Yasin and seek assistance to Imran for data confirmation and claim calculation
- To Issue Credit note to Buyer, approval required from Mr. Sahim | Mr. Yasin – internal only- not allowed to share to buyer.

Initial email response for quality claim-
as per Approval of Trader | Mr. Yasin

Please manage below offloading procedure and let us know the exact quantity of material claimable and the claim calculation.

- Half door open container picture with material and container # should be visible / Full door open container picture with material.
- Also arrange photos and videos of half material offloaded container & full material offloaded.
- Once the material is offloaded, we require the photo of the complete material on ground.
- Make sure to take proper photos and videos of seal cutting and material offloading step by step.
- Making proper analysis of the problem, showing difference of material with photos, videos and weight ticket.

As soon as we have all the above requirements, we will be able to justify the claim to shipper and get back to you.

FOR WEIGHT SHORTAGE CLAIM: REFER TO BIBI CLAIM PROCEDURE

FOR WEIGHT INSURANCE CLAIM: REFER TO FAM CLAIM PROCEDURE