KEY ACCOUNT MANAGEMENT SYSTEM
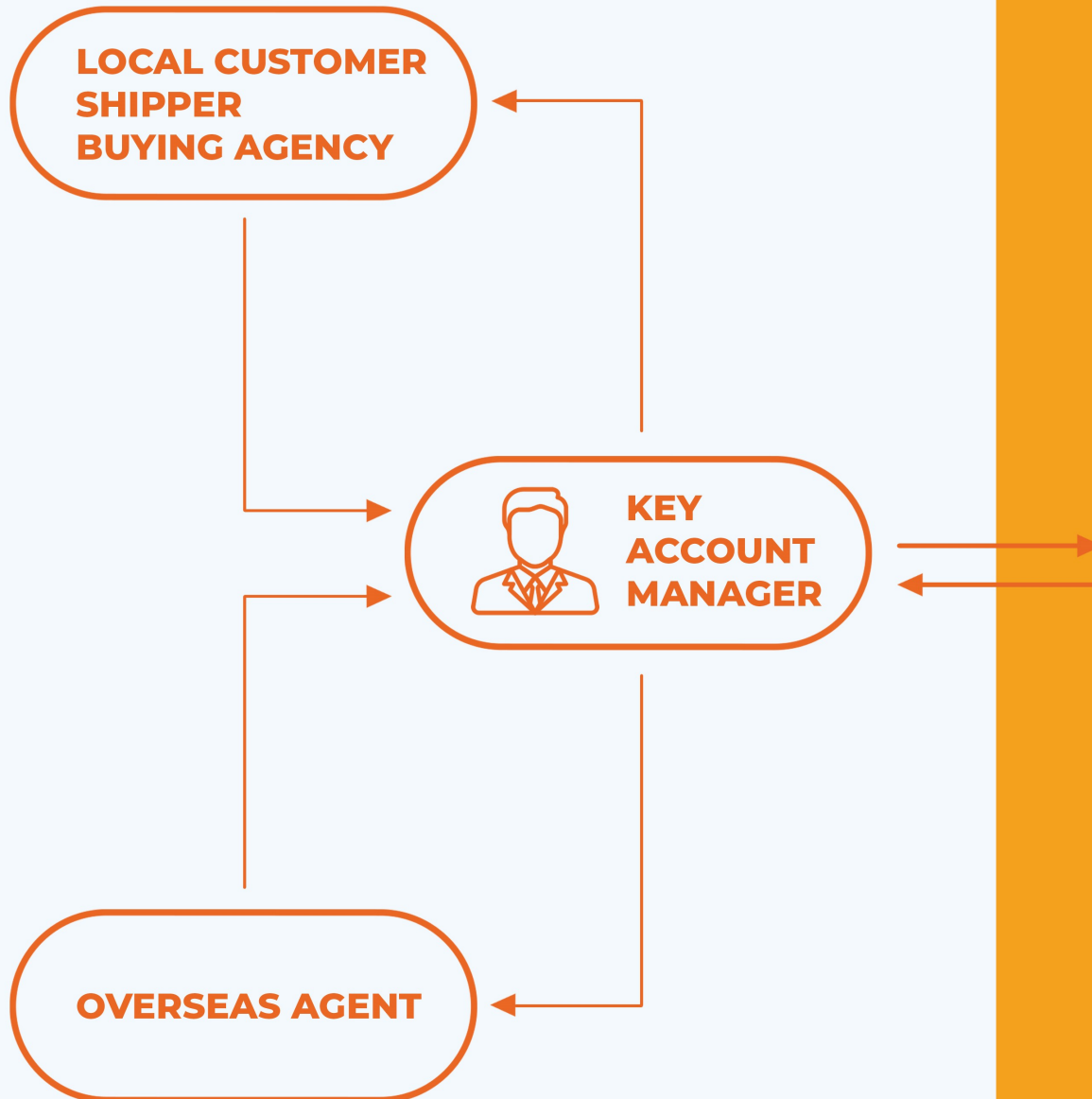
LOCAL CUSTOMER SHIPPER BUYING AGENCY

KEY ACCOUNT MANAGER

OVERSEAS AGENT

- **Rates Quotations**

- **SOP Set-up with Customers and Overseas Agents**

- **Coordination with Local Customer and Overseas Agents**

- **Vsl/ Flight Planning**

- **Back-end coordination with Ops Team as per SOP**

- **DSR**

- **Pre-Alerts**

- **Meeting with Local Customer and Buying Agencies**

- **Customers and Overseas Agents grievances handling and resolutions**