

OMAN SATS

Newsletter

Contact us :
7154 3038
Marketing.Cargo@transom.om

Edition11th

Trending News

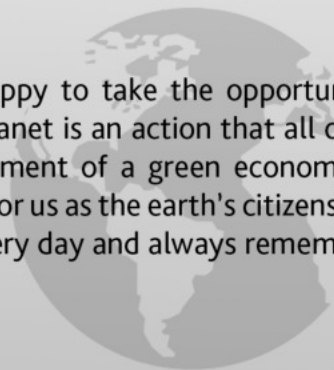
Oman SATS L.L.C recognized by Salam Air & Emirates Sky Cargo

We are proud of our team when our services are recognized by the customers specially the likes of Salam Air and Emirates Sky Cargo. Customers endorsements and compliments motivates us tremendously and it the best form of feedback for the work done by the team. Our priority is to serve our customers in the best possible way and be available whenever there is a pressing need to facilitate them.



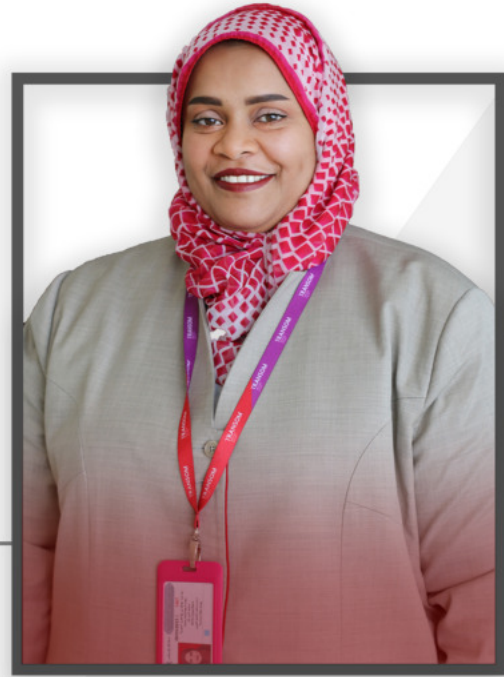
Earth Day - Sustainability Initiatives

As part of the sustainability projects at TRANSOM SATS Cargo we were happy to take the opportunity and participate in Earth Day on the 22nd of April, 2022 to show Investing in our planet is an action that all of us can commit to, either as an individual, community, or business, for the development of a green economy and a sustainable future. We should all know that the earth has its limits and more so for us as the earth's citizens, to take good care of it. Let's all respect and acknowledge this Earth Day, as well as every day and always remember that the earth is what we all have in common. It's our home.



Staff Engagement

Zaina Al hajri
Senior Agent
Import Operations



Zaina Al-Hajria is a senior cargo agent in Import Cargo Operations. She moved within cargo Operation departments with nearly Thirteen years of experience of challenges, achievements and struggles. She moved among several departments, beginning with the Delivery section, followed by the Accounting, and then Documentation, until she settled in the Customer Service in Reception section.

Zaina expressed her enjoyment of this unique experience in customer service, and how she deals with them, which led to the development of her capabilities and communication skills. As always, Zaina considers this period was one of the most difficult challenges she experienced during her work, as she must stand for a long time and respond to customer inquiries directly. She also has to answer the phone calls that are constantly received by the section in which she works. This was happening in record time, and she has to deal with these pressures professionally as this affects the company reputation, and offer appropriate solutions that customers face as a front line representative.

Speaking of the air cargo sector, Zaina agrees that it is a promising sector, and carries with it many opportunities, which may not be exploited so far, and we must take advantage of them more by strengthening the labor sector in it to increase work and profit.

Zaina aspires to reach the highest possible performance, in order to serve the air cargo sector with the rest of her colleagues. The aim is to create an enjoyable work environment and a unique customer experience, which qualifies it to be one of the best air cargo buildings in the region in terms of quality of services.

In conclusion, Zaina thanked the Management for their confidence in her capability and commitments, insisting on making more efforts and achieve higher level of success .



Lt. Colonel Juma bin Thani Al-Shayadi shared the scout movement that he joined as a student in School, and participated in many camps and scout camps at that time, based on his passion for this hobby, he developed a desire to join the military corps, as the military life represents seriousness in work, discipline and comprehensive commitments.

On October 2nd - 1990, it was an honor for him to join the Royal Oman Police, where he graduated in 1991 with the rank of a Policeman, and began his Police career in Public Security, to graduate in 1998 from the Police College as an officer with the rank of lieutenant, and was appointed to the General Administration of Customs after passing the training courses in customs procedures for a period of three months. After which he was transferred to various customs ports as a shift officer, then head of department, after that as an assistant director, then department director, until he was recently appointed as a Manager of Customs at Muscat International Airport.

Lt. Colonel Juma said that working in the Royal Oman Police is a source of pride for him. Joining the military, especially the police force, gives the individual a lot of values, principles and life skills, in addition to discipline and commitment to learning regulations and laws. This benefits a person in various aspects of life, based on his experience in dealing with the public directly according to the nature of work in various border locations and crossings, and the different culture and nature of people from one place to another.

Lt. Colonel Juma Al Shayadi believes that the importance of cooperation between the General Administration of Customs at the Royal Oman Police and Oman SATS lies in the integration and partnership in the completion and clearance of goods for importers and exporters. He sees how Oman SATS company carries out purely logistical operations, such as loading, unloading, classification and other logistical operations, and then comes the role of Customs as a control and supervisory authority to address any prohibitions or any threats that may harm the country and society, and to carry out goods clearance operations and coordinate with other government agencies to release goods easily and smoothly.

Lt. Colonel Jumaa Al-Shayadi also pointed out that customs are the fortified shield of the country from dangers and threats in all its forms, and this is embodied in protecting the country from prohibited, dangerous, adulterated and counterfeit materials, which harm human health and safety as well, disturb public morals, and cause concern for the peace and tranquility of the citizen. He shared about his work in combating customs smuggling operations, by targeting a number of shipments in customs departments, as well as tracking some shipments and conducting inspections at download sites at various customs ports, in addition to analyzing documents accompanying customs treatment, and tracing leads and evidence that led us to seizing suspected shipments, and taking legal measures against anyone who commits a customs case.

Lt. Colonel Jumaa Al-Shayadi believes that the customs sector is a wide field, and includes a number of specializations such as customs clearance, evaluation and statistical analysis, tariffs, customs audits and risk management. To enhance the flow and flow of goods, in addition to the development of smugglers' methods, and consequently, the need for global devices to evolve now towards enhancing customs performance with modern technologies and advanced electronic systems. This is what the General Administration of Customs is doing through the electronic Bayan system and the risk management system, in order to attract investment and encourage trade in Oman.

As for the challenges facing the air cargo, Lt. Colonel Jumaa Al Shayadi continues on this topic, saying that the customs work face many challenges such as dealing with auditors of all categories, whether merchants, citizens or smugglers. Therefore the customs man must be vigilant, knowledgeable and balanced in evaluate matters, and deal realistically and cautiously with all groups, and not slacken or neglect principles, and take the right decision because of the financial obligations and legal responsibility that it entails. Working in the airport environment is different from the rest of the customs departments in terms of dealing with different issues and cases and dealing with multiple nationalities, cultures and social levels, as well as with regard to importing some restricted goods, which require quick decision-making to release them or not, In addition to tracking money laundering cases. Its important for the right partnership and coordination with all the authorities operating at the airport and the relevant authorities in the one stop shop to achieve the aims of the customs.

Lt. Colonel Juma continues his speech, saying that the role of customs is based on integration and cooperation with the various agencies related to customs work, and everyone at Muscat International Airport works as a team to facilitate the movement of goods, and manage import and export operations through the electronic Bayan system and the one-stop-shop for inspection.

Lt. Colonel Jumaa praised the extent of cooperation by Oman SATS and government agencies, such as Ministry of Health, Ministry of Agricultural and Fisheries Wealth, the Environment Authority and other agencies in facilitating customs procedures and operations, and calls on everyone for more cooperation, overcoming difficulties and more integration and coordination.

Medical Info

In case you have visited a doctor outside the provider network, you have to make payment for the treatment and submit the following to National Life Company by visiting HR & Admin department within 45 days from the date of treatment:

- Original claim duly filled, signed and stamped.
- Doctor's prescription for the medicine, detailed original bill with room charges, operation charges, hospital charges and other related charges translated in English.
- Original detailed and dated receipt.
- Pre-authorization form (if applicable).
- Detailed medical and diagnostic and lab reports imaging and laboratory reports.
- Detailed discharge summary for inpatient treatment.
- Copy of the membership card.



Educate yourself :

ISO 9001 "Quality Management System" Certificate: Its benefits including the follow:
The ISO 9001 certification is the basis for all management systems;
Motivates the owner to constantly evaluate and improve their services;
Improve customer satisfaction due to reduction in poor service

Airline Article

I am very honored to be featured in this month's newsletter to share Air France KLM's insights on Muscat and our partnership with TRANSOM SATS.

Looking back to Winter 21/22 season, we can be very proud of the Air France KLM cargo handling in Muscat, Oman.

Since 1 November 2021, we started daily operations to/from Muscat: 4 flights on KLM and 3 NEW flights on Air France per week with unique connections via AMS/CDG to the rest of world.

This also clearly shows the increasing demand of business travelers and tourists who wants to visit Oman.

Related to air cargo, we have been very successful filling the belly capacity by attracting local cargo as well as interline business from Bangladesh, Sri Lanka and Pakistan.

With the professional handling of TRANSOM SATS we recognize a true cargo handling partner who shares the same ambition. Also, on the regulation and compliance side, we were very successful in the re-validation for EU ACC3 certification.

Therefore, I would like to express my appreciation and compliments to TRANSOM SATS for the professional handling in Muscat.

Philippe van Meir
Director Middle East & Southern Asia



OMAN SATS

NEWSLETTER

General Advisor :
Abdullah Al Rashdi

Editorial Team :
Khalifa Al Riyami
Jumana Al Hasni
Amal Al Maqbali
Asira Al Balushi
Hanan Al Touqi

Designing :
Muneer Al Balushi

Photography :
Ibrahim Al Zadjali

OS.newsletter@transom.om

7240 6664