

# **GlobEx Express**

## **NETWORK POLICIES AND PROCEDURES**

### **The Network Statement**

**All** members of Globex Express will strive to achieve the highest possible level of service and commitment to fellow network members and to the community in which they participate.

The network is for the mutual benefit of all. No one member will unreasonably profit from another as we all understand and believe that profits are derived from our customers ,not from each other.

We will at all times ensure and promote the good name of Globex Express .Globex customer (partner) is our customer ,irrespective of origin or destination .we always respect their needs and expectations .

## **GlobEx Express**

It means for us

**1team, 1 plan, 1name and working form**

And it's mean for customer (partner)

**Whenever .....whatever....wherever**

# Organizational Structure

## Company structure

### 1-Management department:

This division is responsible for Globex Express strategy in local and international market, as well as Globex Express network short and long term planning.

### 2-Operation department:

This division is responsible for all pickup, delivery operations and tracking shipments. This department is responsible to find the short routes for distribute in the shortest time possible.

### 3-Sales department:

This division is responsible for marketing Globex Express services in the local market. And to search customers

### 4- Customer service department:

It is responsible to give 24 hours services for the customers and to submit the operation department by pickup orders.

### 5-Accounts department:

This division is responsible to control all Globex Express network payments settlements (member to member, Head office to member, etc...) and its duty to inform the financial records status.

### 6-IT department:

This division is responsible for tracking system. And online services.

### 7-Support department:

It's responsible for supporting the stations with equipments and materials (such as waybills, envelopes, and pouches etc...)