



Corporate Profile of Century Express



Sameday Express
Domestic delivery

September 2017



Overview of Century Express



Century Express is a UAE-based courier service company which was set up in 2005 and is engaged in providing courier services for the domestic and international markets.

We are headquartered in Dubai and deliver door to door time-critical packages.



Established in **2005**



Currently Operating via **2** offices (Dubai & Abu Dhabi)



Delivering **1,500** shipments per day with existing capacity of 3,000 deliveries



Fleet size is composed of **75+** vehicles and bikes



Offering services to **600+** reputable and active clients



worldwide coverage of **100+** countries



Physically covering the **7** emirates in the UAE



Our workforce is made up of **100+** professionals

Selected Clients of Century Express



Online Retailers / E-commerce



Real Estate



Optical



Financial Services



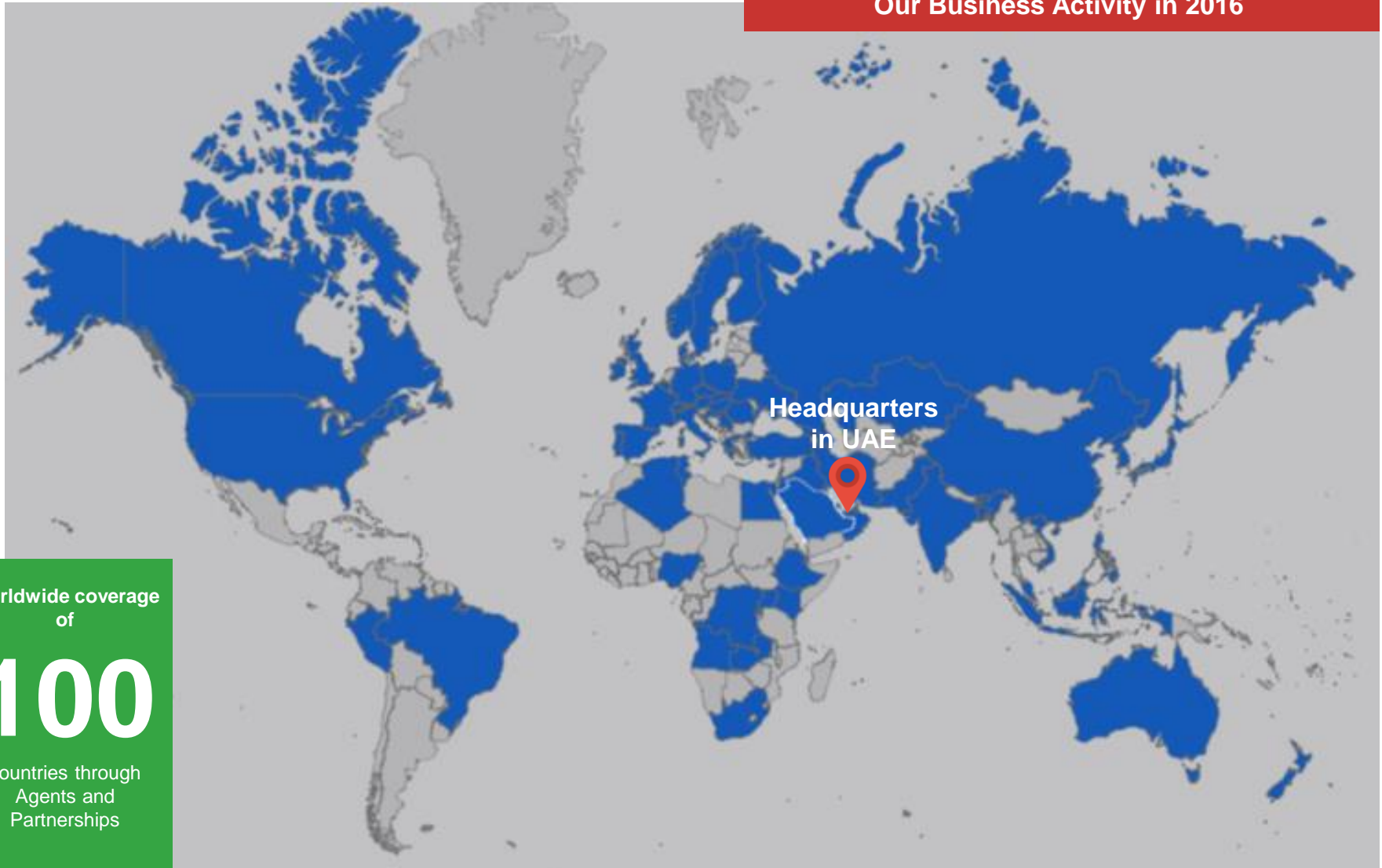
Other Sectors



Century Express Global Presence



Our Business Activity in 2016



Worldwide coverage of

100

countries through Agents and Partnerships



1

Domestic Shipments

- Deliver door to door time-critical packages within the UAE
- Provide delivery express services for documents and parcels of various weights
- We focus on Ecommerce / overnight deliveries and offer cash on Delivery services (Century Express collects the full value of the sold goods on the behalf of the retailer)
- We also offer Return Services for our online retailers

Same-Day Delivery

- Delivery of documents or parcels on the same day of pick-up

Next-Day Delivery

- Documents or parcels are picked-up and delivered on the next day

Deferred Delivery

- Non-priority shipments requiring delivery within 3 to 5 days
- Economical rates to suit your budget

Cash on Delivery

- Collecting the full value of the sold goods on the behalf of the retailer

Return Service

- We offer return services for selected retailers who wish to offer a free-return policy

2

International Shipments

- Offers global solutions for time-sensitive documents and parcels around the world with a variety of time transit options
- This segment covers inbound and outbound deliveries and offers
- Our partners have a global network and can send shipment to any country
- We also provide customs clearance for non-standard shipments

Parcel & Document Express

- Packaging and delivery of shipments on a priority basis

Deferred Deliveries

- Non-priority shipments
- Economical rates to suit your budget

Customs Clearance

- We offer custom clearance services that are fast and effective to a range of non-standard shipments

First in Class Management Team



Our Management Team Is Committed To Ensuring A Seamless Delivery Process For Your Shipments.



Najeeb Kabeer

M: +971 (0)55 748 9898

E: najeeb@centuryxpress.com

Title: Managing Director

25 Years of Experience

Career Highlights :

- Najeeb has held his position in Century Express as a Managing Director and Partner for the past 10 years
- He is involved in developing and executing the company's business strategy
- Prior to his role, he worked for 14 years with Elite Express Courier Services Company in Dubai
- He is a graduate from the University of Calicut and holds a Bachelor of Commerce Degree



Santhosh Nedungadi

M: +971 (0)55 237 4545

E: santhosh@centuryxpress.com

Title: Head of Sales

20 Years of Experience

Career Highlights :

- Santhosh is the head of Sales at Century Express who has been holding this role since 2011 and enjoys 20 years of experience in the GCC
- Prior to this, he had multiple sales roles such as a Business development manager at Dot Express Couriers, sales manager for the Saudi Desert Trading Company (Agents For BBC Educational Product) in Jeddah, and Sales executive at Winning Communications Dubai



Century Express is Supported by a Reputable Board of Directors



Shailesh Dash

Board Title: Chairman of the Board
Current Profile: Founder and CEO of Regulus Capital
22 Years of Experience
Career Highlights :

- *Leading private equity investor in the MENA region; Created the 2nd largest PE business in MENA*
- *22 Years of Alternative investment experience; Served on the Board of 12 companies*



George Kunnappally

Board Title: Board Member
Current Profile: Executive Director at Regulus Capital
19 Years of Experience
Career Highlights :

- *ADNOC and Bin Hindi Enterprises*
- *Specializes in franchise operations, brand development and F&B management*
- *Held various senior positions at large ME conglomerates*



Nrupaditya Singhdeo

Board Title: Board Member
Current Profile: CEO of Al Najah Education
21 Years of Experience
Career Highlights :

- *Global Capital Management, KPMG and E&Y*
- *Private equity experience focused on investing and creating value in the education and logistics sectors*



Eyad Abu Huweij

Board Title: Board Member
Current Profile: Co-Founder of Noble Partners
17 Years of Experience
Career Highlights :

- *Global Capital Management, KPMG, and GrantThornton*
- *investment and strategy development experience spanning across Healthcare, Education, Banking, Financial Services*



Amitava Ghosal

Board Title: Board Member
Current Profile: CEO of AVIVO Group
20 Years of Experience
Career Highlights :

- *Global Capital Management, ICRA and Philips (India) Ltd.*
- *Private equity experience focused on deal sourcing, deal execution and value enhancement in the healthcare sector*



Najeeb Kabeer

Board Title: Board Member
Current Profile: MD and Partner at Century Express
24 Years of Experience
Career Highlights :

- *Partner in Century & manager in Elite Express*



Saikat Kumar

Board Title: Board Member
Current Profile: Partner & SEO in Al Masah Capital
20 Years of Experience
Career Highlights :

- *NBF, Fullerton Fund Management, ABN Amro and ANZ Grindlays/Standard Chartered ICICI Bank*
- *Specializes in financial product sales and distribution*



Ashraf Padiyth

Board Title: Board Member
Current Profile: CEO of Safety Technical Services, Oman
25 Years of Experience
Career Highlights :

- *Partner in Century Express*

Our Board of Directors is committed to growing Century Express to become one of the top leading courier players in the MENA region



Our Agents



We work with various global, regional and local names to ensure seamless delivery at the cheapest cost.



Our Fleet



Currently Our Fleet size is composed of **+75** vehicles and bikes



We provide customers with the flexibility to submit individual and bulk bookings as well as track the history and status of each job.

2

Clients Can View Their Courier Job History Per Delivery

BOOKED HISTORY

SR NO	CONSIGNMENT NO	CONSIGNEE	BOOKING DATE	CURRENT STATUS
451	44061158	Kdeja Cftriyat	05/09/2017	RTN-Delivered
452	44061159	Rissa honrado	05/09/2017	Delivered
453	44061160	Kalangkang Diri	05/09/2017	RTN-Delivered
454	44061161	Marjorie Maica T. Clavel	05/09/2017	Delivered
455	44061162	Name Emi	05/09/2017	
456	44061163	Sari Rinto	05/09/2017	
457	44061164	Maureen Pante Franco	05/09/2017	
458	44061165	rashidah umar	05/09/2017	
459	44061166	Madzhang Omar Alih	05/09/2017	
460	44061167	Lascen Driam Ratom	05/09/2017	
461	44061168	LENNY GUMANAY CABANLIT	05/09/2017	
462	44061169	NELLY PANGANIBAN	05/09/2017	
463	44061170	MESKI MESEKEREM	05/09/2017	
464	44061171	SOUKAINA ELHAMILI	05/09/2017	

1

Through Our Portal, Customers Can Submit Their Orders Online

Consignor / Sender Details

<input type="text" value="MYSMAR"/>	<input type="text" value="Ajman"/>	<input type="text" value="Ajman, mysmafashion@yahoo.com"/>
<input type="text" value="United Arab Emirates"/>	<input type="text" value="Contact Person"/>	<input type="text" value="0521756675"/>
<input type="text" value="Your Name"/>	<input type="text" value="Department"/>	<input type="text" value="Your Reference Number"/>

Consignee / Receiver Details

<input type="text" value="Company Name"/>	<input type="text" value="Address"/>	<input type="text" value="City"/>
<input type="text" value="Country"/>	<input type="text" value="Contact Person"/>	<input type="text" value="Contact Number"/>

Shipment Details


Package Type <input type="text" value="Select Package"/>	Weight(KG) <input type="text" value="Weight"/>	Pieces <input type="text" value="Pieces"/>
Special Instruction <input type="text" value=""/>	Return Service <input type="checkbox"/> D.O / Invoice Copy <input type="checkbox"/> Collect Material <input type="checkbox"/> Material Cost <input type="text" value=""/>	


Submit

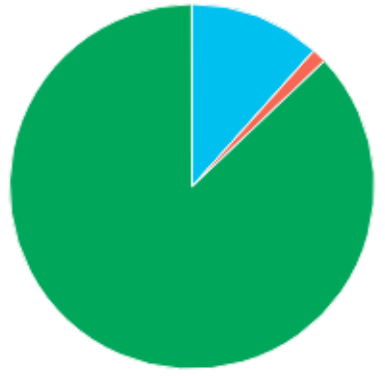
We track on a real-time basis our pick-up and delivery activities. We are able to track our activities by city, branch and zone on any specific time and date.

Select City:

Select Branch:


2017-08-29 

 2017-08-29 : 1,316 total Jobs




- Pending
- Unseen
- Updated

Job type - Delivery




70%
of Delivery are successful




Number of Delivery : 1,218

Job type - PICK-UP



74%
of PICK-UP are successful



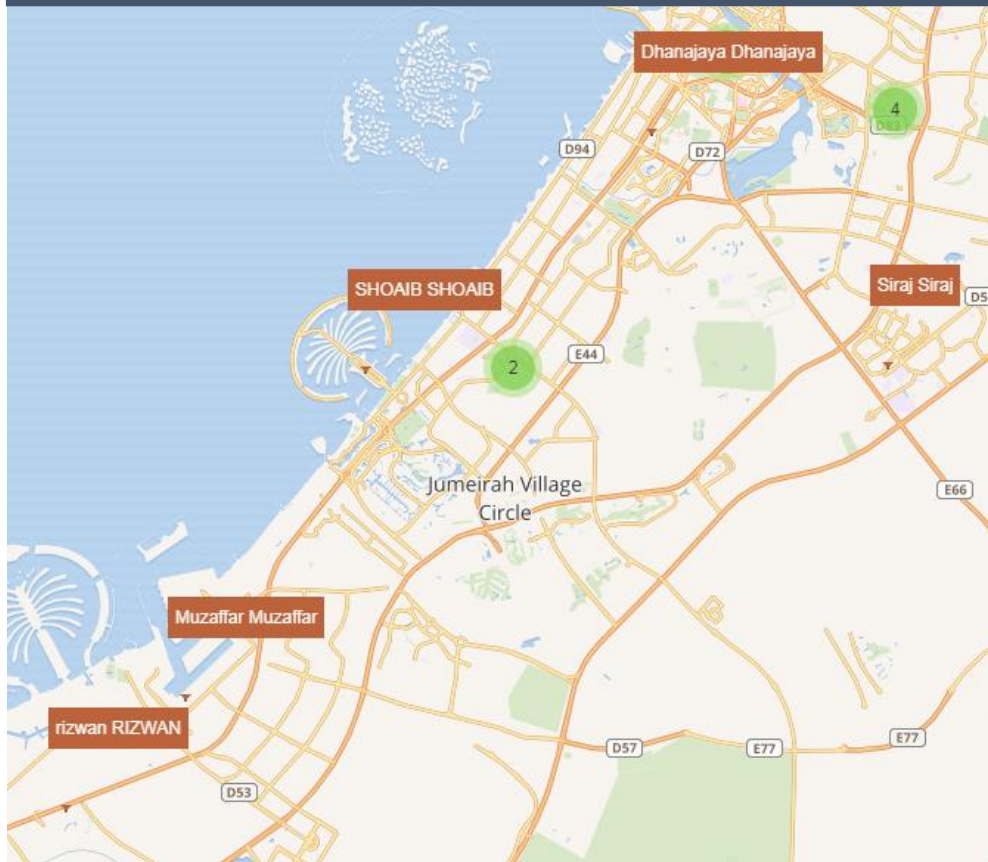
Number of PICK-UP : 98

IT Infrastructure

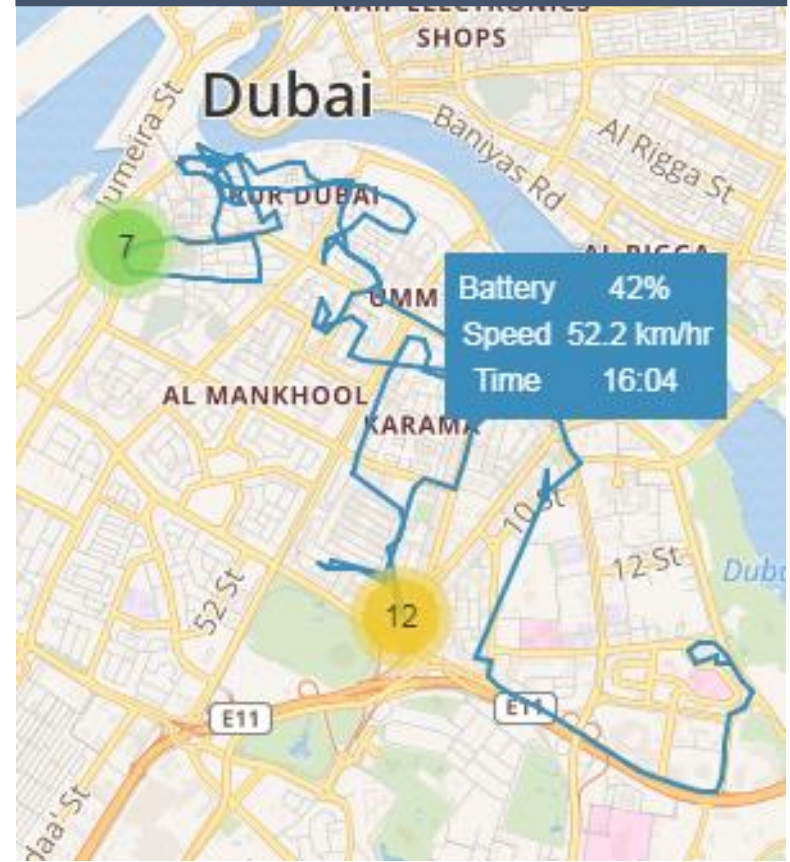


We are able to track each of our employees on a real time basis, their efficiency and successful deliveries made each day. We can also track the routes they have taken and how much time they spent in each location.

High Level Tracking of Selected Couriers



Detailed Tracking of the Routes Taken



Our Critical Success Factors in the Courier Industry

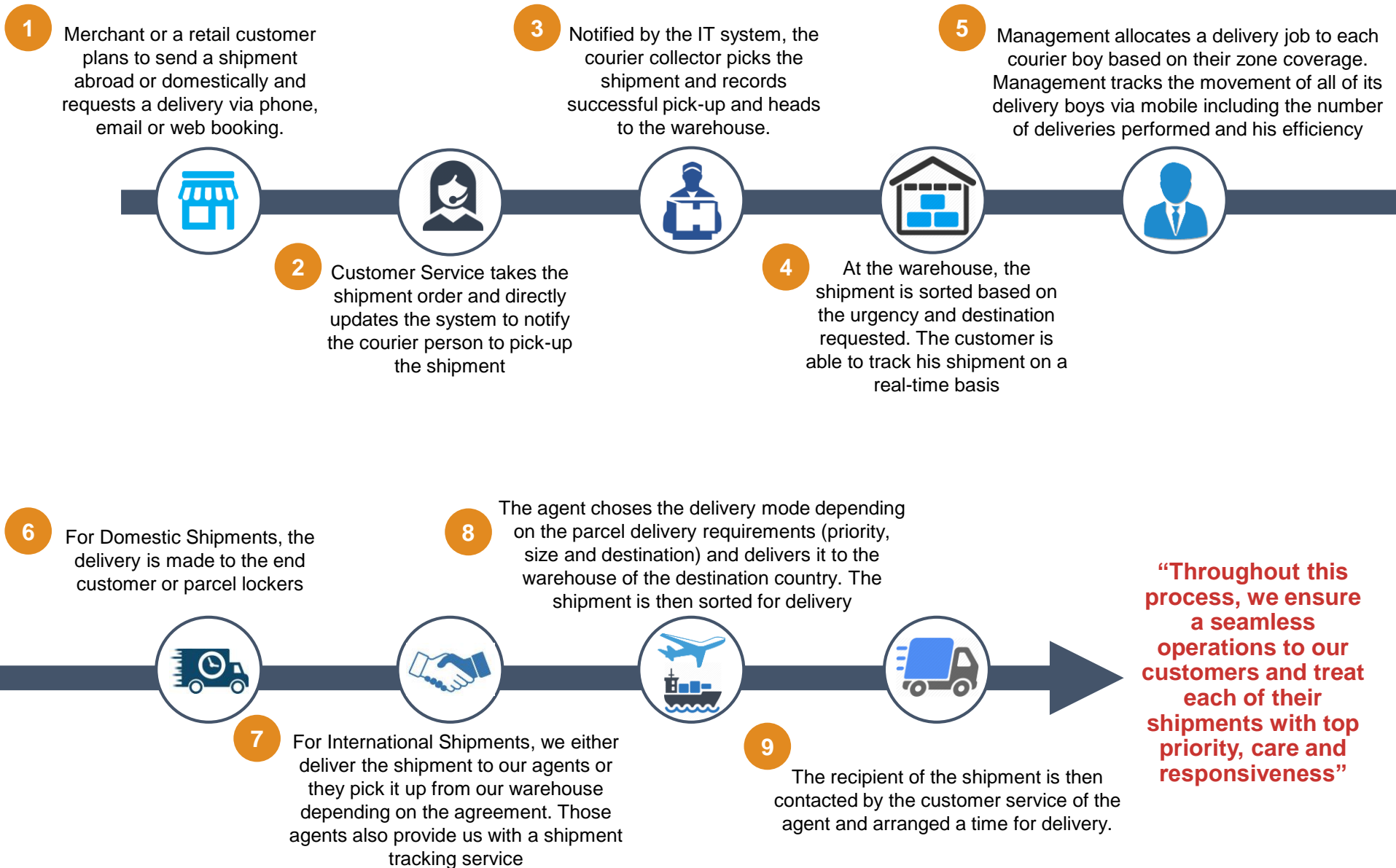


-  **Quality of Service**
 - ✓ Employ a friendly and well trained customer service representative
 - ✓ Ensure that clients are not kept on-hold over the phone for a long time
 - ✓ Ensure that the package delivered is not damaged
-  **Cost of Service**
 - ✓ Provide prices that are cheaper than competitors while matching or beating their quality of service
-  **Delivery Time**
 - ✓ Ensure that every package is delivered on a timely basis with no delays
-  **Delivery Location**
 - ✓ Ensure flexibility on the delivery location
 - ✓ Request the delivery location details from the client once and record it accurately on the system so that the client isn't bothered by multiple calls asking about the same delivery coordinates
-  **Online Tracking**
 - ✓ Provide customers with online tracking services
-  **Flexibility & Network**
 - ✓ Provide Cash On Delivery services
 - ✓ Ensure that clients can send their shipments to any global destination by expanding your network of agents



We understand the success factors in the Courier Industry and treat every shipment as an urgent delivery, making sure that each of our customers' remarks are taken into account.

Our Delivery Process



Why Choose Century Express?



1

We provide safe, secure, reliable and timely deliveries. We have been delivering couriers for the past 12 years.

2

We own an IT infrastructure that ensures the visibility to track shipments, courier boys and their efficiency on a real-time basis.

3

We have a dedicated team of customer service representatives that are closely managed by our senior management team.



We Promise
to always deliver the same type of quality service. Let us know if it's not and we will fix it on the spot!

4

We offer competitive rates and are flexible to negotiate terms based on large volumes.

5

We have partnered with local, regional and international agents to reach any destination at the cheapest rate and manage the supply chain across borders.

6

We constantly work with large and reputable clients who have consistently placed their faith in our service.



We Look Forward to Doing Business with You!



1 Submit A Service Request

SERVICE REQUEST

Pickup / Delivery Request

Express Next Day

PICKUP DATE DELIVERY DATE
Pickup Date Delivery Date

TYPE OF COURIER WEIGHT
Select Courier Approximate

Your Contact Details
Name
City / Street / Address
+971 Mobile Number
Email Address

Submit

2 Track Your Shipments

TRACK YOUR SHIPMENT

Tracking Number

Track Now

CUSTOMER LOGIN

Username

Password

Login Now

3 Provide Us With Your Feedback

Dear Customer,
We always welcome your suggestions and complaints related to our service / Staff
To help us to improve our service your suggestion and complaints plays an important roll

The Managing Director,
Century Express

Suggestion / Complaints *

Your Name *

Your Email Address *

Confidentiality in this matter will always be maintain

submit

3 Easy steps to do business with us.

For further information please visit our website: www.centuryexpress.me or

call our hotline: 600 555512, or

contact us at the below address:

Century Express Courier Service L.L.C

Post Box : 19089 Dubai Amman Street

Al Qusais Industrial area

Telephone: 04-2673 999

E-mail: centurye@eim.ae