MINUTES OF MEETING

1. MEETING INFORMATION

SUBJECT:	Sponsor Meeting
DATE:	10 October 2016
TIME:	2:00 – 3:40 PM
VENUE:	Ulink Assist (50 Armenian Street, #04-02 Wilmer Place, 179938)
ATTENDEES:	Teh Kaixin (KX), Nicole Goh (NIC), Nabilah Banu (NAB), Chien Shu Yan (SY), Ms Linda Siow (L)
ABSENT WITH APOLOGIES:	Sean Kwok (SK)

2. MEETING RECORDS

NO	ITEM	REQUESTED /REPORTED BY	ACTION BY
1.	**<u>Agenda</u>** The agenda of the meeting: - Gather information about Ulink Assist		INFO
2.	Information about Ulink Assist - Total number of staffs – 9 (7 from operations, 2 from management - 3 Accounts for the system – Medical, VISA and Management (may consider to add more users account in future) - Users are mainly using desktops in the company, would prefer testing to be done on their desktops as well - Probably 2 staffs from each team and 1 from management (Linda) will be doing UAT with us	L	INFO
3.	Summary of ZOHO CRM - Record clients' details (Client Management) - Create invoice - Generate Reports - Manage Profit and Loss and Gross Profit - Update Services and Prices - Change the prices in invoices - Rules are in place in order for tasks to be created	L	INFO

<table>
<tr><th>NO</th><th>ITEM</th><th>REQUESTED /REPORTED BY</th><th>ACTION BY</th></tr>
<tr><td></td><td>- SMS – 1 format, link to the SMS provider, to remind clients of their appointments
- Emails – multiple format, uses the mail merge feature</td><td></td><td></td></tr>
<tr><td>4</td><td>Summary of Team’s tasks
1. VISA
a. Gross Profit (currently done externally) – summary of all clients, services, prices and costs will be exported to Excel from ZOHO. Staffs manually calculate the total gross profit in Excel through formula and Excel Macro.
b. Same goes to generating Profit and Loss
c. Invoice will be printed out from ZOHO and then pass to Accounts Staffs

2. Medical
a. Generate all types of Reports except PL and GP
b. Record, check and change clients’ information before generating invoices and reports.
c. Types of Invoices – medical and hotel invoices
i. Payments from hospital, medical bills (Ulink pay on behalf of customers and therefore, Ulink has to charge customers back)
d. Report - Clinic Appointments
e. Report - Admission (May or may not merge with Clinic)
f. Letter of Guarantee base on clients’ detail (send electronic to clinics)
g. Send email to US Embassy
h. Keep track of daily tasks (reminder platform)
i. Keep track of referral partners (some clients were referred by other clients / partners), to reimburse the partners for referrals, say 10% of the total charges.
3. Accounts</td><td>L</td><td>INFO</td></tr>
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NO	ITEM	REQUESTED /REPORTED BY	ACTION BY
	a. Uses manager account that has access to everything at the moment but do not use it often b. Check invoices (hotel - h, med – mb , visa- v, pv [special code for certain company with a lot of clients]) c. Download invoices and send to clients to those who have appointments within the same week d. Generate reports – keep track of number of invoices generated etc into accounts receivable e. Check and update payment status i. Remind clients to pay if they have yet to pay (mainly through emails) ii. Will call customers if they are unresponsive f. Have yet to use the dashboard 4. Management a. Create Doctor - Name, clinic and specialties b. Map Clients to Doctor, associated emails (US Embassy - Indonesian) c. Oversees everything, will generate report to see figures but not often use. i. Figures (from various reports) will be sent in by team representative to update the director d. Such figures include % growth of number of cases i. Affect the goals that set for each team for the year ii. Eg. VISA, will do break down analysis to see which months improve or deprove compared to last year? Who contributed most or least? Did they found new provider? Shall the company revisit the prices? Plan strategy for them to join back?		
5	Dashboard to show how many cases in total as teams currently update the figures on a board manually and	L	INFO

NO	ITEM	REQUESTED /REPORTED BY	ACTION BY
	they the figures obtain were manually calculated as well		
6	Good to know where the cases are coming from	L	INFO
7	Action Item - Send Linda available dates for UAT testing since not all staffs will be available on the same day	TEAM	TEAM

The meeting was adjourned 3:40pm. These minutes will be circulated and adopted if there are no amendments reported in the next three days.

Recorded/ Updated by: Chien Shu Yan
Reviewed/Edited by: Teh Kaixin
Date: 10 October 2016