



Mission: *To provide the best feeder solutions, and be the feeder carrier of choice.*

Core Values: *To ensure **Integrity** by delivering what we promise and be **Service Oriented** by putting our customers before us, always going the extra miles to service their needs.*

Vision: *To be the world's most geographically diverse common carrier.*

Internship

General Information

Main function: Commercial

Commercial Department manages the important business function of revenue processing. The department is instrumental in every stage from setting up contract details in system to handling the reconciliation of customers' slot usage. Interns can enhance their learning opportunities & acquire practical experience with real work assignments under supervised training.

Purpose of the internship: Point of contact between customers and X-Press Feeders. Ensure reconciliation statements and invoices are sent to customers and assist in handling queries and resolving disputes.

Reports to: Assistant Manager, Commercial

Internship objectives

- Learn to fully understand the structure of each deal (eg. joint service, slot exchange, deadfreight) & items stating in the checklist prior preparing the reconciliation template.
- Close follow up with Line Manager to ensure checklist is drawn up for each agreement prior the deal commences, making sure the checklist is updated whenever there's changes to the deal.
- Assist to setup contract details in system together with billing instructions to facilitate correct invoicing to customers.
- Assist to update customers on the monthly slot charges with bunker update & ensure correct fixed slot invoices issued promptly to customers beginning of every month or upon commencement of each voyage.
- Assist in the extraction of customers loading information – to scrutinize the report & probe agents for clarification on any data discrepancies, also follow up to ensure system gets updated with correct records.
- Assist to submit reconciliation statement to customers on their slot usage against their slot commitment, this report needs to be compiled accurately & submit within agreed time frame.
- Assist to follow up with customer for the statement confirmation to enable timely issuance of invoices.
- Assist to handle queries from customers pertaining to discrepancies of the reconciliation statement.
- Statement audit
 - Collating, checking and analyzing loading data in system
 - Checking reconciliation statement to ensure records tallies & accurate
 - Verifying workings & calculations
 - Highlight discrepancies & mis-match records
 - Preparing reports with commentaries to present findings



Working Information

Working Days: Monday to Friday
Working hours: 0845hrs to 1800hrs
Meal break: 1300hrs to 1400hrs
Dress code: Smart office attire

Internship Allowance: S\$1000 per month
CPF: Not applicable
Overtime is payable in accordance to the Employment Act guidelines.