UAE Freight Forwarding: AI Operations Team Implementation & Local Compliance Questionnaire

For the CEO, owner, operations manager or office admin. About 10–15 minutes. Your answers stay confidential.

How to complete this form (10–15 minutes)

1. **Who can fill it in**
   The CEO, the operations manager or an office admin. One person is enough.
2. **Rough answers are fine**
   Tick what applies, write freely. Not sure? Leave it blank or write "Discuss on call".
3. **How to send it back**
   Scan it, save it as PDF or take phone photos, then send by WhatsApp to **+971 58 549 3970**. Or email it to **contact@aiemployees.ae**.
4. **What happens next**
   We go through your answers with you in a 30-minute call. Nothing is connected before you approve.

Our promise: nothing is connected until you sign the start approval in Section 5. You choose the autonomy level for every task, and binding quotes, bookings and payments always need human sign-off unless you approve a specific rule.

1 Company & UAE licensing profile

Why this matters: quotes and invoices will show the right company details and the right VAT, so nothing has to be corrected later.

Company legal name _____

Trade licence number & expiry _____

Where is your licence issued?

☐ Mainland (DED / DET) ☐ JAFZA ☐ DAFZA ☐ Dubai South ☐ Sharjah free zone (SAIF / Hamriyah) ☐ SHAMS
☐ Abu Dhabi (KEZAD / other) ☐ Other: _____

More than one entity? Please list each one; the assistant keeps them separate.

Memberships and accreditations

☐ NAFL member ☐ FIATA ☐ IATA cargo agent (CASS) ☐ Forwarder network(s): _____ ☐ None

VAT registration (TRN)

◯ Registered · TRN: _____ ◯ Not registered

Who handles VAT questions?

◯ In-house finance ◯ External tax agent

How should draft quotes show UAE VAT?

General rule: international transport (into or out of the UAE) is normally **zero-rated**; transport inside the UAE is normally **standard-rated at 5%**. Your tax adviser confirms the final treatment.

☐ Show VAT line on every quote ☐ Flag domestic legs at 5% for review ☐ Flag mixed (international + local) jobs for finance
☐ Other: _____

2 Modes, lanes & current systems

Why this matters: the assistants work inside the tools you already use. No new system for your staff to learn.

Mode	% of jobs	Main lanes / countries
Air freight		
Sea freight (FCL / LCL)		
Road (UAE / GCC trucking)		
Time-critical / AOG / hand-carry		
Warehouse / distribution		
Other: _____		

Operations / freight software (for Enterprise TMS work)

☐ CargoWise ☐ Magaya ☐ StarCargo ☐ Other system: _____ ☐ Mostly Excel and email

Accounting software

☐ Tally ☐ Zoho Books ☐ QuickBooks ☐ Inside our freight system ☐ Excel ☐ Other: _____

Email system

◯ Microsoft 365 / Outlook ◯ Google Workspace / Gmail ◯ Other: _____

WhatsApp groups or numbers used with customers, drivers or agents

◯ In scope for the assistant ◯ Not in scope for now ◯ Let's discuss

Quote requests per day (approx.) _____

Team size (ops / sales) _____

Office hours today _____

Who answers urgent / AOG requests at night and at weekends today?

◯ Nobody: they wait until morning ◯ Duty phone / one person on call ◯ Overseas office or agent ◯ Other: _____

3 Which digital assistants do you want first?

Why this matters: each assistant does one clear job. Base package: email, PDF & WhatsApp; TMS is Custom / Enterprise. You choose how much each does alone.

☐ **Inbox & Quotes**
Reads requests 24/7, asks suppliers for rates, compares, prepares PDF quotes

☐ **Shipment Tracking & Updates**
Watches milestones, drafts status updates to clients

☐ **Automated Follow-Ups**
Unanswered quotes, missing AWB / B/L / invoices / packing lists

☐ **TMS Invoice Entry & Matching (Enterprise)**
CargoWise / ERP, scoped per client, from AED 25,000

☐ **Overdue Invoice Chasing**
Polite, firm or final payment reminders

☐ **Prospecting & Market Research**
New shippers, overseas agents, lane partners, outreach drafts

☐ **Daily CEO Briefing (07:30)**
Urgent shipments, open quotes, overdue cash, decisions

☐ **Other custom role** _____

Which package are you considering?

◯ Founding: AED 9,900 (std. AED 22,000) ◯ Base (standard): AED 22,000 ◯ Enterprise + TMS: from AED 25,000
◯ Care & Optimization: AED 1,500–3,000/mo ◯ Not sure yet

Starting autonomy level preferred

☐ Level 1 (Drafts only) ☐ Level 2 (Full loop + approval on quotes/bookings/payments)
☐ Level 3 (Autonomous on approved routine flows — decide after Month 1)

4 UAE customs & port workflows

Why this matters: delay warnings and document checks follow your real customs and port routines, so problems are spotted early.

Customs systems you use

☐ Dubai Trade / Mirsal 2 (Dubai Customs) ☐ Abu Dhabi Customs (ATLP) ☐ Sharjah Customs
☐ Through a customs broker ☐ Other: _____

Customs client code(s) (importer / exporter)

_____

Who files customs declarations?

◯ Our own team ◯ Broker ◯ Both

Port, airport and airline portals your team checks daily

☐ DP World (Jebel Ali) ☐ AD Ports (Khalifa Port) ☐ Sharjah ports ☐ dnata (DXB / DWC) ☐ Emirates SkyCargo
☐ Etihad Cargo ☐ Shipping line portals ☐ Other: _____

Special cargo you handle

☐ Dangerous goods (IATA DGR / IMDG) ☐ Temperature-controlled / pharma ☐ Restricted goods needing permits
☐ Oversized / project cargo ☐ High-value ☐ AOG aircraft parts

Rule we apply by default: any request involving dangerous goods, temperature control or restricted goods is always marked for a senior person. The assistant never confirms acceptance on its own.

Who watches free-time, demurrage and detention deadlines today?

◯ Operations team ◯ Customer service ◯ Nobody in particular ◯ Other: _____

Documents most often missing or late (e.g. commercial invoice, packing list, certificate of origin, MSDS, permits)

_____

_____

5 Data privacy (UAE PDPL) & safety rules

Why this matters: you decide exactly what the assistant may read and what it may never do. Your data stays in your own account.

Federal Decree-Law No. 45 of 2021 on the Protection of Personal Data.

Owner Safety Lock: binding commercial quotes, freight bookings and payments always need human sign-off, unless you explicitly approve a specific rule. Every action is logged. Your AI account is opened in your company's name, so your data is never mixed with any other company's. AI usage and hosting are paid directly by you to the providers, typically USD 50–200/month depending on volume.

Shared inboxes the assistant may read (e.g. ops@, quotes@, air@, sea@, aog@)

_____

AI account owner (your company)

_____

Is any entity in DIFC or ADGM? (own data rules)

◯ No ◯ Yes: _____

Information that must never leave your team

☐ Customer names in reports to others ☐ Buy rates / supplier rates ☐ Margins ☐ Payment and bank details
☐ Other: _____

Start approval (Level 1, Weeks 1–2)

☐ I approve read access to the inboxes listed above ☐ I understand nothing is sent, booked or paid without our sign-off

Keep email copies and records for

◯ 12 months ◯ 24 months ◯ Company policy: _____

Person responsible for data protection

_____

6 Commercial rules & targets

Why this matters: every quote follows your prices and approval rules, and the 07:30 summary shows only what you care about.

Minimum margin per job (% or AED; kept private)

Quote validity & standard terms

Action	Who approves?	Limit / condition
Standard quotes		
Quotes below minimum margin		
Bookings with airlines / lines / truckers		
Discounts / credit notes		
Supplier payments		
First reply to a new customer		

First-reply target

◯ < 15 min, 24/7 ◯ < 30 min ◯ Other: _____

Quote turnaround target

◯ Same hour ◯ Same day ◯ Other: _____

What do you want in your 07:30 morning report?

☐ New quote requests ☐ Quotes waiting for approval ☐ Delayed shipments ☐ Missing documents ☐ Unpaid invoices
☐ Team workload ☐ Top customers' open jobs

◯ By email ◯ By WhatsApp ◯ Both

◯ English ◯ Arabic ◯ Both

Out-of-hours escalation contact (name and mobile)

Best time for the 30-minute call

◯ Morning ◯ Afternoon ◯ Evening

Preferred way to talk

◯ Phone ◯ WhatsApp call ◯ Video call
◯ In person (Dubai)

Your biggest daily headache, or anything else we should know? (questions, worries, ideas: all welcome)

Name | Position | Signature & date

Send it back to Alin Burlan, Founder

Scan, PDF or phone photos are all fine. We will then contact you to book the 30-minute call.

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