

	Records Retention Schedule- Sales Records Manual		Document Number: RM-GL-12.01
Department: Global - Sales	Effective Date: October 17, 2018	Revision No 1	

Record Code	Record Name	Type	Records Definition	Retention Schedule		Disposal Method
				Active	Inactive	
Sal 1.0	Customer Portfolio	Hard/Soft copy	Contains Quotations, Proposal acknowledgement from Customer and Booking Confirmation, SLA and other customer or related concerns, Customer & Agent Directory	until superseded	3 years	Shred/Delete
Sal 2.0	Presentation Materials	Soft	Contains Business Review/Presenting Company Profile	until superseded	1 year	Delete
Sal 3.0	Key Performance Indicator	Soft	Performance Validation	1 year	2 years	Delete
Sal 4.0	Minutes of Meeting	Soft	Clients update/KPI review/Weekly report/MANCOM Report	1 year	2 years	Delete