Mission Statement

It is the mission of the AMT Global Services team to make our knowledge and resources available to member companies to help them build their sales in global markets and minimize their risks and costs.
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Executive Summary

Today, more than 90% of the new business in our industry takes place outside of the U.S.

For a U.S. based manufacturer, to sell in global markets requires the possession and deployment of substantial corporate resources to promote their products, build a local presence, hire local staff, provide local services, and tackle the political and cultural challenges of a new foreign market.

Working alone, the start-up process in these foreign markets can take six months to a year, involve high investment costs, and carry certain risks.

AMT’s global Tech Centers offer you a solution to the challenges of entering a new foreign market. AMT’s global presence and resources can help your company develop a local sales team, and/or local distribution channels, gain access to in-country sales and service support, provide logistics and exhibition support, local business intelligence, and legacy knowledge and relationship capital to help solve any in-country problems.

The below chart illustrates the comprehensive services available at AMT’s Global Offices and Technology and Service Centers:

<table>
<thead>
<tr>
<th>LOCATIONS</th>
<th>Services</th>
<th>China</th>
<th>Mexico</th>
<th>India</th>
<th>Brazil</th>
<th>CEE &amp; Russia</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sales, Marketing &amp; Distribution Services</td>
<td>MASS (Market Access and Sales Support)</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
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<td></td>
<td>MTV (Member Targeted Visits)</td>
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<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
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<tr>
<td></td>
<td>Market Penetration Review</td>
<td>✔️</td>
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<td>✔️</td>
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<tr>
<td></td>
<td>Machine Demo Space</td>
<td>✔️</td>
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<td>✔️</td>
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<tr>
<td></td>
<td>Outsourcing Service/Supplier Development</td>
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<td>✔️</td>
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<td></td>
<td>Training / Seminar Support</td>
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<tr>
<td></td>
<td>Agent or Distributor Search / Streamlining</td>
<td>✔️</td>
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</table>
### Part 1. Executive Summary

**Services**

<table>
<thead>
<tr>
<th>Services</th>
<th>China</th>
<th>Mexico</th>
<th>India</th>
<th>Brazil</th>
<th>CEE &amp; Russia</th>
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<tbody>
<tr>
<td><strong>Administration Services</strong></td>
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<tr>
<td>Office Space</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
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</tr>
<tr>
<td>HR Search Services</td>
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<tr>
<td>Proxy Hire Employees</td>
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<td>Collection Services</td>
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<tr>
<td>Translation Services</td>
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<tr>
<td><strong>Field Service Support Services</strong></td>
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<tr>
<td>Field Service Support</td>
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<td>✓</td>
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<tr>
<td>Field Service Support – Courtesy Visit</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Field Service Support - Training</td>
<td>✓</td>
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<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td><strong>Logistics Services</strong></td>
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<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Trade Shows Support</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Import Logistics (customs clearance, etc.)</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Warehousing</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
</tbody>
</table>

*Other options available based on location and members’ actual needs*
The below table compares the cost difference in doing everything by yourself versus using the Tech Center services:

<table>
<thead>
<tr>
<th>Service</th>
<th>Doing it yourself in India</th>
<th>Joining CTC</th>
</tr>
</thead>
<tbody>
<tr>
<td>Registration &amp; Operational Capital / Annual Fee</td>
<td>Min. $70,000</td>
<td>$11,000 /Yr.</td>
</tr>
<tr>
<td>HR Search + Head Hunter / Proxy Hiring</td>
<td>Min. 20% of Annual package (per search)</td>
<td>10% of Annual Package (per search)</td>
</tr>
<tr>
<td>Show space (around 20 sq. m) + Hook ups</td>
<td>Min. $10,000/ booth/show</td>
<td>$0</td>
</tr>
<tr>
<td>Furnished &amp; Serviced Office Space / employee / year</td>
<td>$6,000~$8000</td>
<td>$1200~3300</td>
</tr>
<tr>
<td>Field Service Support US- Engr. / CTC Engr. (Assuming- 6-day trip; 5 trips/year)</td>
<td>~$43,000</td>
<td>~$10,000</td>
</tr>
<tr>
<td>Market Data Access &amp; Business Advice</td>
<td>Min. $10,000 per report</td>
<td>$0</td>
</tr>
<tr>
<td>Outsourcing Report</td>
<td>$5,000 - $10,000</td>
<td>$0</td>
</tr>
<tr>
<td>Likely Total commitments</td>
<td>Min. $150,000</td>
<td>~$ 23,000</td>
</tr>
</tbody>
</table>

The Technology and Service Centers help members quickly build a local sales & marketing presence and serve as incubators for successful continued growth. Services include: temporary duty-free import for local exhibitions, open-houses, customer outreach events, market access and sales support, government exposure, business strategy reviews, employee proxy hiring, customs and other logistics support, invoicing in the local currency, visa advice, in-house machine acceptance, tool storage, translation assistance, printing services, and more!

Now, you can answer “YES” to your foreign customers to be qualified as a global vendor:

✓ Do you have a local presence? (Yes!)
✓ Do you have a local sales office? (Yes!)
✓ Do you have local service engineers? (Yes!)
✓ Do you have a local demo facility? (Yes!)
✓ Do you have local parts availability? (Yes!)

By working with the AMT Tech Centers, you become a more capable, viable, and credible supplier to the local market.
AMT – Chennai Technology & Service Centre

AMT- Chennai Technology & Service Centre (CTC) is India Branch Operation of AMT, McLean, established in the year 2011. Centre is in a duty-free zone just 7kms from the Chennai Airport.

The center presently has a total built-up area of around 15000sqft with a possibility to add another 8500sqft of office space on the 2nd floor of the building. There is a demo area of around 6500sqft available at the center with all the basic amenities of water, power, pneumatic supply connection, etc. necessary to operate the demo machines. Complete building is Wi-Fi enabled with abundant space for conducting meetings, training for Indian customers, Technology Seminars, etc. along with office spaces for employees.

The Centre functions & activities primarily have two broad objectives:

- INCUBATE THE MARKET DEVELOPMENT IN INDIA for AMT member companies having no presence in the Indian Market.
- FACILITATE THE EXPANSION AND GROWTH for AMT member companies having some or minimal operational presence in the Indian Market.

Address:
A-44, Phase 1, Madras Exports Processing Zone (MEPZ),
NH- 45, Tambaram,
Chennai- 600045,
Tamilnadu,
INDIA

Tel no. +91 44 22622690,
Fax no. +91 44 22622693
URL : www.amtindia.org
E-mail : info@amtindia.org
Part 2. General Introduction

Training Room at CTC

Meeting Room at CTC

Demo at CTC

Open House event at

Technology Meet at CTC

Seminar event at CTC
### Key Services Offered

<table>
<thead>
<tr>
<th>Category of Services</th>
<th>Service Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Sales, Marketing &amp; Distribution Services</strong></td>
<td>a) MASS (Market Access &amp; Sales Support)</td>
</tr>
<tr>
<td></td>
<td>b) MTV (Member targeted visits)</td>
</tr>
<tr>
<td></td>
<td>c) Market Penetration Review Sessions</td>
</tr>
<tr>
<td></td>
<td>d) Machine Demo Area</td>
</tr>
<tr>
<td></td>
<td>e) Training / Seminar support</td>
</tr>
<tr>
<td></td>
<td>f) Agent or Distributors search / streamlining</td>
</tr>
<tr>
<td></td>
<td>g) Promotional material printing - Business cards, Brochures, posters, etc.</td>
</tr>
<tr>
<td></td>
<td>h) Pavilions and info booth at regional shows in India</td>
</tr>
<tr>
<td></td>
<td>i) Outsourcing service / Supplier Development</td>
</tr>
<tr>
<td><strong>Administrative Services</strong></td>
<td>a) Office Space &amp; Meeting Rooms.</td>
</tr>
<tr>
<td></td>
<td>b) HR Search services (Recruiting, HR Policy, Remuneration guidance)</td>
</tr>
<tr>
<td></td>
<td>c) Proxy Hire Employee (HR management including salary, social security, Insurance and expenses reimbursements)</td>
</tr>
<tr>
<td></td>
<td>d) Administrative Services (travel arrangements, invitation letters)</td>
</tr>
<tr>
<td><strong>Field Service support</strong></td>
<td>a) Machines / Product Pre-Installation &amp; Commissioning Support</td>
</tr>
<tr>
<td></td>
<td>b) After Sales Service and Diagnostic Support</td>
</tr>
<tr>
<td><strong>Logistics /Exhibition Services</strong></td>
<td>a) Logistics &amp; Support for Demo Mach and Products</td>
</tr>
<tr>
<td></td>
<td>b) CTC Logistics Policy</td>
</tr>
<tr>
<td></td>
<td>c) Fees and Cost</td>
</tr>
</tbody>
</table>
3.1 Sales, Marketing & Distribution Services

3.1.1 Services provided to AMT Members:
- MASS (Market Access & Sales Support)
- MTV (Member targeted visits)
- Market Penetration Review Sessions
- Machine Demo Space
- Training / Seminar support
- Agents or Distributors Search / Streamlining
- Promotional material printing - Business cards, Brochures, posters, etc.
- Pavilions and info booth at regional shows in India
- Outsourcing Service / Supplier Development

a) MASS (Market Access & Sales Support)
MASS program of CTC is available to all the participating AMT members’ companies. CTC has its own dedicated ‘Business support’ employee responsible for rendering direct sales support to the members. He actively travels across the country and connects with the major International OEM as well as Indian manufacturing companies, on a regular basis.

Some of the roles performed in these activities include:
- Sharing of Macro & Micro economic level of Information with the members
- Regular update on Machine tool consumption and analysis information
- Regular Information about new Projects and investments in the country
- Generating and sharing specific & qualified sales leads for the members
- On Request, follow up of active leads

Organize and schedule meetings for members and accompany them on sales calls

Fees & Cost: Access to the MASS program is included in CTC’s Annual Membership Fee. Non-members can also access this service by paying an a la carte fee. Please see the pricing menu as shown in the Services and Fees sheet (Appendix 11).

b) Member Targeted Visits (MTV)
A member targeted visit (MTV) is a service where a CTC staff member, as requested, escorts a member to visit its customers, vendors, partners, business contractors, or attend business related events, activities, public bidding and conferences. It also covers any independent visit done by the CTC staff, as requested by the member to follow up any of their active lead generated under the MASS program. Although AMT’s policy restricts its employees from directly involving themselves in the price negotiation, they can assist in the following:

- Travel planning and arrangements;
- Initial customer contact and appointment setup;
- Escorting the member for a part or whole of the trip;
- Post meetings follow-up;
- Observations and recommendations.
Part 4. Fee Policy

Fees & Cost: Please see the pricing menu as shown in the Services and Fees sheet (Appendix 11)

c) Market Penetration Review Sessions
   Market Penetration Review is a service to help AMT members build up or improve their India business Strategy. This involves sessions for:
   
   - Market entry or Penetration Strategy
   - Reviewing the existing Strategy and structure being followed presently for doing business in India

   A structured questionnaire is given to the member company to seek necessary information which provides inputs for our further study and analysis. It may take about six to eight weeks’ time to compile specific information and data. A face to face meeting is planned for further discussions and presentation of data to the member company along with recommendations.

Fees & Cost: Please see the pricing menu as shown in the Services and Fees sheet (Appendix 11).

d) Machine Demo Space

As mentioned earlier, CTC is in a ‘duty free zone’. The machines and equipment can be imported by CTC without payment of duty or taxes.

CTC has 6500sqft of demo floor for exhibiting members’ machines and equipment.

CTC allocates each member one demo machine space based on “first come first served Policy”.

Demo floor is equipped with 415 & 220V of Power supply, 110 PSI of compressed air and is Wi-Fi enabled.

Apart for conducting Demonstration members also use our facilities to conduct parts try outs for their customers.
Additionally, there is also a storage room available next to the demo room for storing parts and accessories for the demo machines.

**Fees & Cost:** The demo space is only available to CTC participants, free of charge. Any specific costs incurred for importing the equipment, insurance, etc. is to be borne by the member.

**e) Training and Seminar Support**
Just before the IMTEX machine tool show in Bangalore, IMTMA conducts Technology Seminars. CTC closely liaisons with IMTMA and facilitates participation of CTC members in these events. Further, under Members requests, CTC also organizes periodic Technology seminars/meet at its own premises by calling people from the Manufacturing industries.

Members with their machines and equipment available on the CTC demo floor frequently conduct training for their Indian customers. This is also an efficient and economical way of facilitating training for their customers within India.

**Fees & Cost:** This service is only available to the CTC participants. There is no cost levied for providing the meeting rooms and equipment for conducting these events. Any other specific costs incurred towards organizing these events at CTC are borne by the members.

**f) Agent and Distributor Search/ Streamlining**
CTC shares good connections with several of the Indian Agents and distributor companies. They are all mapped in CTC’s database based on their products, strengths as well as locations.

CTC assists AMT members by methodically conducting assessment and analysis of Agents and distributors based on their capabilities and strengths. Two or more of the companies are shortlisted and proposed to members for further dialogue.

Apart from searching a new agent, CTC can also help in streamlining the exiting distribution channel. This service involves reevaluating the present distribution channel for finding the gaps that might be inhibiting further growth of business in the market.

AMT members are required to submit a written request for availing this service. CTC will then send a specific questionnaire for collecting the inputs for the study. It would take around 4 weeks for CTC to be ready and share the observations and further recommendations for the members.

**Fees & Cost:** This service is provided free of cost to the CTC members. However, it is also available to other AMT members at a cost. Please see the pricing menu as shown in the Services and Fees sheet (Appendix 11).

**g) Promotional Material Printing**
CTC works with several printing companies in India and can assist members for all their printing requirements like:

- Promotional materials (such as banners & standees) for the shows
- Catalogues and Brochures
- Gifts and other handouts
Members need to provide all the artwork and original files for taking up the printing work with the local companies. CTC staff assists in coordinating and finalizing the proof with the vendor company before the material goes for final printing.

**Fees & Cost:** This service is provided free of cost only to the CTC members. Actual cost of printing is borne by the member.

**h) Pavilions and Info Booths at Indian Shows**

Every year CTC complies and recommends several of the Machine tool and other sector specific shows going to be held in India. These shows provide opportunities for members to interact with specific targeted customers and generate new sales leads.

AMT participates in the IMTEX (Metal Cutting Edition) machine tool trade show held in Bangalore in January of every Odd numbered year. AMT members participate in AMT- US country pavilion in this show.

Apart from the IMTEX – Metal Cutting Edition show, there are also additional show like IMTEX (the Metal Forming Edition is only held in January of every even numbered year), Die & Mold and other regional level shows. In many of these shows CTC participates and promotes its member companies through information booths. These booths help in disseminating member product brochures to their potential customers and build up connections.

**Fees & Cost:** Display of product information for CTC participants is free of cost in the AMT / CTC Information booths. For Pavilion, the cost is levied directly by AMT in the US.

**l) Outsourcing Service / Supplier Development**

This service is only available to CTC participating member companies.

**SERVICES:**

- Outsource Supplier recommendation: CTC recommends 2-3 qualified suppliers to Member Company based on member’s parts drawings and technical requirements. This service takes around 2-3 weeks’ time
- Quotation: CTC gets price quotations for parts and components from suppliers based on the parts drawings, technical requirements and materials offered by members. For each group of parts, CTC will get the quotations from 2-3 suppliers. This service takes around 3-5 weeks’ time
- Coordination: CTC will help to coordinate communications about part drawings, materials and manufacturing process between suppliers and Member Company. If necessary, CTC’s staff will accompany members to visit potential suppliers, based on availability

**PROCESS:**

- The member company is required to submit a written request for availing CTC’s Outsourcing service
- To proceed further, CTC would require further information as listed below to initiate the process at our end
• Parts drawings based on the metric system, with all necessary inputs like Material, Process, Accuracies needing along with tolerances, etc.
• Batch quantities needed
• Quotation: The outsourcing manager of CTC will work with the suppliers on member’s behalf and will get quotations from 2-3 suppliers for each group of parts
• Further activities involving discussions and finalization of contact, quality requirements, inspection of products, etc. requires active involvement of members and CTC only plays a role of coordinating in this process

**Fees & Cost:** The CTC outsourcing service is free of charge to the participating members. Cost of travel involving, hotels, meals, etc. on actuals, are required to be borne by the member.
3.2 Administrative Services

Services provided to AMT members:

3.2.1) Office space & meeting rooms;
3.2.2) HR Search services (Head hunting, HR Policy, Remuneration guidance);
3.2.3) Proxy hire employee (HR management including salary, social security, insurance and expenses reimbursements);
3.2.4) Secretarial services (travel arrangements, invitation letters).

3.2.1) Office Space & Meeting Rooms
Apart from 6500sqft of Demo floor CTC also has around 9000sqft of office area consisting of offices and meeting rooms.

CTC offers choice of offices for Members and their employees:
- Single workstation desk in an open office area;
- Two station lockable office cabin;
- Single desk lockable office cabin.

CTC also has meeting rooms with varying capacity suitable to accommodate 6, 10, and 14 people.
Part 4. Fee Policy

The training hall in CTC has a capacity of 30 people.
All the offices, demo room, as well as meeting and training rooms are Wi-Fi enabled.

Fees & Cost: Training hall and meeting rooms are available free of cost to the CTC participants. For Office rooms please see the pricing menu as shown in the Services and Fees sheet (Appendix 11).

3.2.2) HR Search Services
CTC renders this support to participating member companies

Please refer Questionnaire for HR Searching process in Appendix 6

Search for Candidates is done by CTC through:

- CTC’s own database of potential candidates who could work for members’ companies in business development, application support as well as field service support
- Online HR Website
- Approaching various Indian Universities and Business Schools
- Specifically engaging a recruiting firm to fill senior level positions. Based on members’ confirmation of payment of separate fee as charged by the firm)
- Support also includes necessary inputs and guidelines related to culture, compensation structure, social security, insurance etc.

Process:

- Member Company to send their written request to CTC
- Following basic information is necessary to initiate the search process at the CTC:
  - Job description clearly stating the role and responsibilities associated with the position;
  - Basic Qualification requirements;
  - Minimum Years of experience in the similar capacity / role;
  - Likely compensation package;
  - Time frame for induction of new employee.

Based on the inputs provided above CTC initiate the search process and conducts initial screening process to shortlist around 5 potential candidates for the position. This process may take around 4~8 weeks' time.

The data and credentials of shortlisted candidates are sent to the member companies for their review and comments.

Upon getting a confirmation of their suitability from the members, candidates are asked to attend personal interview with the members
Selection and finalization
Based on the personal interview process, candidates are finalized and are employed by:

- Members directly who already have their own operations in India or as an Independent consultant;
- By CTC, under the provisions of field support services rendered to member companies for Business development and Application & Service support.

Fee and costs: Please see the pricing menu as shown in the Services and Fees sheet (Appendix 11).

3.2.3) Proxy hiring employee through CTC
This service includes:

- Hiring the shortlisted employee on CTC payrolls. CTC issues necessary appointment letter (draft of document – Appendix 5) to the employee selected through the above process. Kindly note that, the employment contract offered by CTC is a regular employment contract and doesn’t have any time specific condition of engagement. Member Company is required to additionally sign a separate ‘Retainer Agreement’ (Appendix 4) which allows them to access exclusive services of the CTC hired employee. As per the Indian law, CTC remains the legal employer and is bound to fulfill all the employer’s responsibilities of providing the social security, insurance, etc.
- CTC allocates a dedicated escrow account to the Member Company to transfer advance funds which would be utilized exclusively to meet any of the salary or travel expenses incurred by their proxy hired employee.
- Monthly, CTC prepares a statement of expenses that covers all the costs associated with the hired employee including his salary costs, insurances, social security, etc. as well as any of the business-related travel and other expenses incurred by him while supporting the member company. There is an additional levy of Accounts Management fee towards maintaining and auditing the specific escrow account. A monthly invoice is sent to the member company to recover and recharge the escrow account.

Fee and costs: Please see the Applicable Account Management fee (AMF) as given in the Services and Fees sheet (Appendix 11).

3.2.4) Secretarial Services
Services provided to Members:

- Hotel room Reservation;
- Letter Invitation for Visa Application;
- Taxi Booking (Rental Basis);
- Training & Meeting Hall Reservations Procedure.
a) Hotel Room Reservation

- Members are requested to send their reservation request at least a week prior to their arrival date. The request must be made via a mail or through Telecommunication
- Details Required from the Member Company
  - Name of the Guest;
  - Check in Date;
  - Check Out Date;
  - Flight Details;
  - Airport Transfers required/ not required;
  - Credit card details for blocking the room.
- Within 2 working days after receiving the above said data, CTC will send options for hotel available for the said duration
- Based on member’s preference, hotel would be booked, and confirmation mail would be sent by CTC along with Reservation confirmation number issued by the hotel

b) Visa Invitation letter
To Prepare the Visa Invitation letter for the member CTC requires the Following data:

- Full Name of the Visitor;
- Scanned Copy of Passport;
- Title in Company;
- Purpose of Visit;
- Likely Arrival & Duration of Stay in India.

CTC sends the requested letter within one working day after receipt of above-mentioned details. Letter is generally scanned and sent via email.

c) Taxi Booking on rental basis
Information required from the members about:

- Car Model;
- AC / Non-AC;
- Start & End Dates;
- Within city or Outside the city;
- Payment Mode.

d) Training Hall & Meeting Rooms requests
CTC’s meeting rooms & training hall are common amenities for participating member companies. It is necessary to pre-book them well in advance. Members are required to send their request by filling the booking form (please refer Appendix 10).

Appendix 8 gives details about general rules and regulations followed while using CTC premises.

Fees & Cost: All the secretarial services are available to AMT members on Free of Cost basis.
**3.3 Field Service Support**

**Types of Field Service Support at CTC:**
- Machines / Product Pre-Installation & Commissioning support;
- After sales service and diagnostic support.

**Process:**
- Member Company to send a written request for seeking a service as mentioned above to CTC by either an email or fax.
- Information needed from members:
  - Detail description of the problem that exists on the machine;
  - Necessary technical documents maintenance manuals including hydraulic and electrical drawings;
  - Special tooling and software, if required;
  - Detail contact information of the concerned service manager of the Member Company (Phone no., Fax no., Email address, etc.);
  - Contact information about the customer, including company Name, address, Phone and fax number;

**Services:**
- Based on the inputs from member and confirmation, CTC will depute its service engineer to the Indian customer plant
- Whilst on the service call, CTC engineer would be in direct touch with the concerned Service manager at their Plant and based on his further instructions and directions would accomplish the assigned work
- CTC engineer would return to the base and would prepare and send the time log sheet along with the detail service report for approval and billing purpose
- After getting the approval for his service report he would send the details to the CTC’s accounts department for billing the members

**Fees & Cost:** Please see the pricing menu as shown in the Services and Fees sheet (Appendix 11). Expenses related to travel, lodging, boarding, meals, etc. are levied on an actual basis.

**Mechanical-Electrical Engineers/technicians at CTC**

CTC employs experienced service personnel both in Mechanical and Electrical fields to render field service support. Engineers/technicians possess basic as well as advance service attributes and are also periodically sent to members’ plants in US for gaining specific product knowledge which allows them to look after the machines and products supplied by members to their Indian customers.

The CTC Service team possesses basic tooling kit for their service purposes. Any special tooling or specific software necessary for attending any breakdown or troubleshooting for the machine is to be provided by the respective member company.

CTC service personnel detail Resumes are enclosed in the Appendix section of this manual.
3.4 Logistics & Exhibition Services

CTC is in a duty-free Zone, which allows members to import their machines and products for display and demo at the center on a ‘duty free basis’. At the same time, the moment of material in and out of the zone is regulated by the government and center is required to follow certain defined procedures while handling material movement in the zone. Appendix 9 gives details about basic procedures to be followed while bringing in trial material or returning the trial parts to customer after doing trials at the center.

Logistics Support for demo Machines & Products
Since CTC operation is in a ‘duty Free Zone’ there is certain mandatory Regulations & procedures to be followed while bringing the machines or products into the zone as well while taking out them outside the zone. Since CTC is the importer of these products the onus of fulfilling the procedural requirement and the process is carried out by CTC with the support of the respective member company owning the product.

CTC Logistics Policy
AMT is a non–profitable organization, so we could not be involved in a Member’s business transaction, including logistics financially: if the member company does not have a logistics service provider, CTC can recommend one to you: all the obligations and rights which related to logistics are between logistics company and member company only. CTC will not take any responsibilities for International Shipping, you may use your preferred shipping logistic company to bring your products from USA to India Port or take products from Indian port to USA.

For domestic logistics service and custom clearance to bring the goods to our center in SEZ we recommend using our authorized clearing house agent.

1. Process & Procedures to facilitate import of Machines & product from member company on ‘Duty free basis’:
   - Before shipping the machine or the parts to CTC, member Company is required to share with us details about the product along with a draft of dispatch documents. These documents are to be prepared based on the Appendix 7, provided in the appendices section of this manual.
   - It is necessary to mention the actual value of the machine while preparing the dispatch invoice.
   - Once the documents are approved by the CTC, member could proceed with dispatch of products through air/sea mode based upon their choice.
   - The CTC works with an authorized cargo handling agent (CHA) company which could handle your consignment on ‘door to door’ or could also handle and clear the consignment from the Chennai air/ seaport and bring it to CTC premises. All the costs of handling and clearance to be borne by the members.
2. **Procedure for temporary removal of demo Machines and products for Exhibition purposes**

Apart from displaying the machines at the CTC demo area, CTC could facilitate temporary removal of these machines for participating in various Indian national and regional level exhibitions.

- The member company shall intimate CTC about the exhibition in which they wish to take part
- CTC will recommend a certified Logistic company to handle the consignment from the CTC to the exhibition venue and its return
- CTC will arrange for necessary permissions from the zone authorities and facilitate temporary removal of machines for participating in exhibitions

**Fees & Cost:** Logistics & Exhibition Services are available only to CTC participants. There is no fee for this service. However, any expenses towards travel, stay, meals or clearance incurred by CTC will be reimbursed by the members on an actual basis.

AMT Members can join the CTC program by signing the Participant’s Agreement documents *(Appendix 2 & 3).* Participation fee as mentioned in the Agreement documents is billed every year. AMT is a not–for–profit operation, and if annual fees exceed over the annual expenses, members will receive rebates for the difference.

**Services Included in Participation Fee**

1. **Outsourcing and Application Engineering**
   - Database for job shops spread across India
   - Application / Fab. Process / Q.C. Engineering Support

2. **Logistics services**
   - Customs clearance on behalf of members
   - Handling borrowing – out formalities of demo machines from bonded area for shows and exhibitions throughout India
   - Customs Commodity inspection assistance at ports and / or Customer sites

3. **Bonded Machine Tool Demonstration**
   - 6,500sqft of demo area
   - Live demonstration of machines on CTC demo floor

4. **Usage of Spaces**
   - Storage area in CTC (Catalogs / Machine Accessories storage)
   - Two conference rooms
   - One large training room equipped with multimedia facilities for 30 people
   - Utilities, Stationery, Copy, Printer, Fax, daily beverage
   - Visitor Insurance, IT services, 24 hours security, cleaning service
   - Utilities, Stationery, Copy, Printer, Fax, daily beverage

5. **Market access using CTC ‘MASS’ service Program**
6. Trade Show support

Services Available for a fee to the CTC Participants

1. Technical support Services
   • Pre-Sales service (engineering support)
   • After sales service (field service at customer sites across India)

2. HR Services
   • Database for candidates
   • Local employee’s management (social insurance, labor contract and salary administration)

3. Local employee hiring process for members.
   The center can assist members to interview and hire their own service or sales employees. These employees can be based at the center or can also work from their home offices anywhere across India

4. Managing proxy hire employee’s salary, social security, insurances and accounts

5. Choice of offices at CTC includes:
   • Single workstation desk in an open office area
   • Two station lockable office cabin
   • Single desk lockable cabin

Please refer Appendix 11, for the fee associated with each of the above listed services.
Part 5. Contact Us

CTC Contact Information

CTC – Address:

AMT – The Association for Manufacturing Technology - CTC – (Chennai Technology and Service Centre),
A 44 – Phase 1, MEPZ, SEZ Unit,
Tambaran, Sanatorium,
Chennai – 600 045
Tamilnadu (State)
India

DIRECTIONS TO AMT – CTC:

CTC is easily accessible from Kamaraj International Airport – (Chennai).
The airport is situated on the Grand Southern Trunk Road (National Highway 45) and is also served by:

1. Tirusulam railway station on the Suburban railway network
2. Airport prepaid taxis are available round the clock, with moderate fares fixed by the government

Working Hours:

Monday – Friday – 09.30 am – 17.30 pm (Excluding Statutory Holidays).

Members are requested to inform on priority basis if they want to work at CTC during extended hours of the week days and during Holidays, weekends.
Direction Map for CTC

Madras Exports Processing Zone (MEPZ) main Entrance Gate about 7 KM from Chennai Airport

CHROMPET Over Bridge

PALLAVARA M Over bridge

NH-45

Towards Chennai

Avalon Technologies

Agile Electric

AMT- CTC

Chennai International Airport

Avalon Technologies

Agile Electric

AMT- CTC

Chennai International Airport

Avalon Technologies

Agile Electric

AMT- CTC

Chennai International Airport
1. Organization Chart of CTC

Arun Mahajan  
General Manager  
Chennai Service and Technology Center (CTC)

Prakash Antony  
Service Manager

(Vacant)  
Service Engineer

S. Yesudoss  
Administrative Officer

Sakthi Priyadarshini  
Front Office Executive

Dinesh R  
Office Assistant

(Vacant)  
Assistant Manager  
Business Support
## 2. Responsibilities

<table>
<thead>
<tr>
<th>Category of Services</th>
<th>Service Description</th>
<th>Contact person</th>
<th>Email Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall Services Responsibility</td>
<td>• General Manager of CTC</td>
<td>Arun Mahajan</td>
<td><a href="mailto:arunmahajan@AMTonline.org">arunmahajan@AMTonline.org</a></td>
</tr>
<tr>
<td>MASS (Market Access &amp; Sales Support)</td>
<td>• Qualified lead generation</td>
<td>Arun Mahajan</td>
<td><a href="mailto:arunmahajan@AMTonline.org">arunmahajan@AMTonline.org</a></td>
</tr>
<tr>
<td></td>
<td>• Follow-up of active sales leads</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Organize sales visits for members to interact with Indian customers</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Market Promotion</td>
<td>• Printing Business cards, Brochures, Posters, etc.</td>
<td>Yesudoss &amp; Priyadharshini</td>
<td><a href="mailto:yesudoss@amtindia.org">yesudoss@amtindia.org</a> <a href="mailto:sakthi@amtindia.org">sakthi@amtindia.org</a></td>
</tr>
<tr>
<td></td>
<td>• Help on open house / training in CTC</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Quarterly CTC News letter</td>
<td></td>
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<tr>
<td></td>
<td>• Exhibit in local shows</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Administration</td>
<td>• Offering letters of invitation for India Visa application</td>
<td>Sakthi Priyadharshini</td>
<td><a href="mailto:sakthi@amtindia.org">sakthi@amtindia.org</a></td>
</tr>
<tr>
<td></td>
<td>• Hotel room / flight reservation</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Local Travel arrangements</td>
<td></td>
<td></td>
</tr>
<tr>
<td>HR</td>
<td>• Candidate Search</td>
<td>Arun Mahajan</td>
<td><a href="mailto:arunmahajan@AMTonline.org">arunmahajan@AMTonline.org</a></td>
</tr>
<tr>
<td></td>
<td>• Remuneration guidelines</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Logistical / Exhibition</td>
<td>• Logistical Service (including import / export consultation, freight forwarder</td>
<td>Yesudoss</td>
<td><a href="mailto:yesudoss@amtindia.org">yesudoss@amtindia.org</a></td>
</tr>
<tr>
<td></td>
<td>recommendation</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Coordination of Customs clearance and participation in local shows</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Outsourcing</td>
<td>• Suppliers/manufacturers recommendation</td>
<td>Prakash Antony</td>
<td><a href="mailto:prakash@amtindia.org">prakash@amtindia.org</a></td>
</tr>
<tr>
<td></td>
<td>• Price Quotation</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Coordination between CTC members and their vendors</td>
<td></td>
<td></td>
</tr>
<tr>
<td>After Sales Service</td>
<td>• Machine Installation &amp; Commissioning</td>
<td>Prakash Antony</td>
<td><a href="mailto:prakash@amtindia.org">prakash@amtindia.org</a></td>
</tr>
<tr>
<td></td>
<td>• Field service support</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Appendix 1. CTC Staff Details

3. Contact Number for CTC Staff

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Cell Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arun Mahajan</td>
<td>General Manager</td>
<td>011 91 9790887032</td>
</tr>
<tr>
<td>Yesudoss</td>
<td>Admin &amp; Logistics</td>
<td>011 91 9841246387</td>
</tr>
<tr>
<td>Prakash Antony</td>
<td>Service Manager</td>
<td>011 91 9677095472</td>
</tr>
<tr>
<td>Sakthi Priyadharshini</td>
<td>Secretary</td>
<td>011 91 7550046989</td>
</tr>
</tbody>
</table>

4. CTC Service Engineer Bios

Prakash Antony (Tony) – Mechanical Engineer
Prakash Antony joined AMT in March’ 2009 with more than 21 years of experience in machine tool field. Has been since then providing Installation and service support activities for various member companies machines sold in India, He has also undergone training in US Plants of respective companies on various occasions and is a certified Engineer.
Prior to joining AMT, Prakash has over 13 years of field experience as Service engineer with Francis Klein & Co a leading Machine Tool Manufacturer and Representative of Many European machines in India, and later worked as Assistant Manager -Service for GF AGIE-CHARMILLES a Swiss base company who are leaders in EDM Machine Tool Manufacturing Technology.

He is a Mechanical engineer with hands on experience in Electrical trouble shooting and familiar with various CNC Controls as well. Prakash has wide experience in Installation and commissioning of various Tool room machineries and Special purpose machines such as Honing, Gun drilling, Super finishing, Grinding, Wire EDM, Die Sinking, turning, measuring and testing equipment. He also has good exp. in Application involving component prove out.
AMT-CTC~ Member Master Service Agreement

The Association for Manufacturing Technology (AMT) India Branch, Chennai Technology & Service Centre (AMT-CTC), in Chennai, India offers the undermentioned Company / Corporation following services (“Services”) as mentioned below. The Services shall be provided as and when requested by the Company / Corporation. Ongoing participation/ Membership continuation is not obligatory.

To avail AMT-CTC services, AMT Member Company must sign this Agreement document and agree to pay AMT-CTC Annual Membership fee as indicated below. This entitles member to access both our ‘Fixed services’ rendered from within the zone, as well as ‘On call services’ which may or may not be rendered from the zone itself.

To continue availing services, it is necessary to renew the AMT-CTC Membership. The renewal is done by paying the applicable Annual Membership fee invoiced by AMT-CTC on yearly basis.

| Annual Membership Fee | US$ 9500 + Prevalent Goods & Services tax- GST (Presently 18%) |

‘Services’ offered by AMT-CTC

A) Fixed services

The fee for all our fixed services is included in the ‘Annual Membership Fee’ as indicated above.

Services includes:

- Display and demonstration services for your products & catalogues within our center located in the MEPZ. Zone (duty free Zone). Live demonstration of your machines include conducting cutting trials for your visiting customers.
- Support center services which includes
- Facilitating space for your business meetings.
- Providing information about Indian macro-economic environment and industry specific data.
- Providing our database access for agent and distributor companies.
- Providing information and data on Indian suppliers of machine tool, parts and accessories for your Outsourcing needs

B) ‘On call’ Services available to regular members

All these services are invoiced on an actual basis, with an added prevalent Indian Govt. levied ‘GST’.
Service includes

1) **Field Service support**
   Our factory trained engineers can provide installation & trouble shooting services for your products anywhere across India.
   
   Fee for the service- US$ 200 / day + travel, stay and other associated expenses + applicable GST.

2) **Dedicated Support Service**
   CTC can source / provide on a full-time basis personnel to provide support services that can be agreed between the parties from time to time. In such case, we shall enter into a ‘Retainership Agreement’ which shall determine the terms and conditions for providing such services.

   **Fee structure for above service**
   a) Fee will be periodically invoiced covering employee’s salary costs + Business Travel expenses + CTC Accounts Management fee (10% of Employee Salary & Fringe costs + 5% of Business Travel costs) levied towards the cost of accounting and auditing the account + applicable GST on the total invoice value.
   b) One-time Start-up & HR fee – US$ 1000 per each retainership agreement + applicable GST.

3) **Working area- facility at the CTC**
   CTC offers an ‘on demand’ working area* for the participating members. This includes working area that is hooked up with internet and comes with various office utilities and beverage, etc.

   Annual infrastructure fee for various configurations
   a) Open type work area – US$ 1000/ desk / annum + applicable GST.
   b) Closed type individual work area - US$ 2500/desk/ annum + applicable GST.

   * Subject to availability

4) **HR Support service**
   CTC renders support in sourcing suitable Indian candidates for employment.
   Employees could be sourced from our existing database. This also includes inputs related to cultural, salary and compensation structure, social security, etc.

   Fee for each request – 10% of the total Annual Package (in US$) + applicable GST.
Appendix 2. Service Agreement

C) ‘Ala Carte’ Services
From the beginning of 2016, some of CTC services like MASS, MTV, Field Support services, etc. is also available to the AMT members on ‘Ala Carte’ basis. These services can be accessed by members without payment of the abovementioned Annual membership fee as a ‘non-regular member’ to the CTC. It is still necessary for the seeking members to sign this agreement document.

For details related to costs and applicability kindly refer to the attached Service structure document.

Our Commitment:
AMT – CTC shall employ appropriately qualified engineering and support staff to ensure delivery of quality services as described above.

For (Name of the Member Company)
Signature of Company officer: ________________________________

Printed Name: ____________________________________________

Title: _____________________________________________________

Dated: ____________________________________________________

After signing, kindly email a color scan copy of both the pages of agreement to arunmahajan@amtindia.org

ARUN MAHAJAN
General Manager
PARTICIPATION AGREEMENT

The undersigned AMT Member participating in AMT’s Chennai Technology & Service Centre (CTC), in Chennai, India hereby releases and agrees to indemnify and hold harmless AMT – The Association For Manufacturing Technology, its directors, officers, other members, agents, and employees (collectively “AMT”), from all legal and equitable claims, wherever filed, including, without limitation, all claims for damages based on personal property damage, destruction, loss, or theft, and personal injury, arising from the negligent or willful acts or omissions of the undersigned AMT Member or of its employees, agents, customers, or invitees. Nor will participating AMT members make employment or commission offers to AMT-CTC employees, or any other individual under contract with CTC.

Annual Participation fee will be $9500 + Applicable Goods & Services Tax (GST)

Ongoing participation is not obligatory.

AMT Member Company:
Signature of Company Officer: ____________________________
Printed Name: ____________________________
Title: __________________________________________________
Date: __________________________________________

Note: In the event CTC hires a proxy hire employee for your company, then the terms of the Employment Representative Agreement included on the back page will also become a part of this Participation Agreement.

After signing, please mail the original signed Participation Agreement to:

Edward Christopher
Vice President - Global Services
AMT – The Association for Manufacturing Technology
7901 Westpark Drive
McLean, VA  22102-4206
Employment Representation Agreement

AMT - Association for Manufacturing Technology ("AMT") agrees to act on behalf of the Member Company (MC). MC agrees to the terms herein hiring Indian employee to be selected by MC to work on its behalf and under its direct supervision in India. The provision by AMT-Chennai Technology Centre (CTC) of this service to AMT on behalf of MC shall always be governed by the following terms and conditions:

1. CTC upon request, will assist MC contracting for the employment of a proxy hire employee, pursuant to the employee contract ("Contract") approved by MC and signed between CTC and the proxy hire employee to provide application engineering, product engineering, sales and service on machines and equipment assembled and/or sold by MC in India.

2. Where CTC assists MC in executing the Contract on behalf of AMT Member, all such rights and obligations under that Contract shall be enjoyed and assumed by MC, and CTC shall not change or modify the Contract or take other actions in connection with the Contract without the prior written consent of MC.

3. In consideration for such assistance provided by CTC under this Agreement, MC agrees to indemnify and hold CTC and AMT harmless against all liabilities and expenses that may be incurred by either entity as a result of the Contract employee’s activities or cessation of activities, absent willful misconduct or gross negligence on the part of CTC or AMT.

4. MC agrees promptly to reimburse CTC for all pre-approved applicable costs relating to the salary, administrative and operational expenses incurred regarding the Contract and performance of this Agreement. CTC will invoice such costs to MC monthly.

5. MC agrees that nothing herein is intended to, nor shall be asserted or interpreted as, affecting any of the rights or obligations established in the Participation Agreement.
Retainer Agreement

The Association for Manufacturing Technology, Chennai Technology Centre ("AMT-CTC") agrees to provide on full time basis appropriately qualified engineering and support staff for providing any business support services ("Services").

The undermentioned Company / Corporation ("Company") agrees to the terms herein in engaging with AMT-CTC for these Services. The provision of these services by AMT-CTC to the Company shall always be governed by the following terms and conditions:

AMT-CTC has identified [Employee Name, Address of the employee, title] for providing Business Support Services to the under mentioned Company.

In consideration for the Services, AMT-CTC shall charge a fee which primarily covers his likely annual salary costs amounting to Rs __________approx.US$_____. This fee shall be revised on an annual basis by AMT-CTC subject to its approval by the Company. The invoice raised shall be payable immediately. The agreed fee shall be payable as follows:

<table>
<thead>
<tr>
<th>Particulars</th>
<th>US$</th>
</tr>
</thead>
<tbody>
<tr>
<td>Upon signing this agreement- advance to be paid</td>
<td>8000</td>
</tr>
<tr>
<td>Upon completion of every month of service</td>
<td>As per our invoice raised</td>
</tr>
</tbody>
</table>

Conditions -
1. All invoices to be paid as per the indicated invoice value. Any bank transfer charges & Foreign Exchange loss / gain due to currency conversion to be borne by your company.
2. The Company agrees to promptly reimburse AMT-CTC for all pre-approved expenses incurred in connection with the performance of the Services under this Agreement. AMT-CTC will invoice such costs to the Company on a monthly basis.
3. The Company acknowledges that it has executed a current AMT-CTC Agreement and agrees that nothing herein is intended to, nor shall be asserted or interpreted as, affecting any of the rights or obligations established in that AMT-CTC Agreement.

Agreed:
For << Name of Company>>
Signature of Company officer: __________________________
Printed Name: _______________________________________
Title: ______________________________________________
Dated: _____________________________________________

After signing, kindly email a color scan copy to arumahajan@amtonline.org

a) Retainer Agreement for Proxy Hiring a Field and Application support employee
Retainer Agreement

The Association for Manufacturing Technology, Chennai Technology Centre ("AMT-CTC") agrees to provide on full time basis appropriately qualified engineering and support staff for providing the following field support services ("Services"): 

a. Providing installation technical support services including commissioning and installation of various machine tool and equipment; and/or 
b. Providing trouble shooting services including assistance during breakdown of machine tool and equipment. 
c. Providing application support for products.

The undermentioned Company / Corporation ("Company") agrees to the terms herein in engaging with AMT-CTC for these Services. The provision of these services by AMT-CTC to the Company shall always be governed by the following terms and conditions:

AMT-CTC has identified [Employee Name, Address of the employee, title] for providing the services as indicated above at the serial number a, b & c to the under mentioned Company.

In consideration for the Services, AMT-CTC shall charge a fee which primarily covers his likely annual salary costs amounting to Rs __________ approx. US$_____. This fee shall be revised on an annual basis by AMT-CTC subject to its approval by the Company. The invoice raised shall be payable immediately. The agreed fee shall be payable as follows:

<table>
<thead>
<tr>
<th>Particulars</th>
<th></th>
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</thead>
<tbody>
<tr>
<td>Upon signing this agreement- advance to be paid</td>
<td>US$ 8000</td>
</tr>
<tr>
<td>Upon completion of every month of service</td>
<td>As per our invoice raised</td>
</tr>
</tbody>
</table>

Conditions:

1. All invoices to be paid as per the indicated invoice value. Any bank transfer charges & Foreign Exchange loss / gain due to currency conversion to be borne by your company.

2. The Company agrees to promptly reimburse AMT-CTC for all pre-approved expenses incurred relating to the performance of the Services under this Agreement. AMT-CTC will invoice such costs to the Company monthly.

3. The Company acknowledges that it has executed a current AMT-CTC Agreement and agrees that nothing herein is intended to, nor shall be asserted or interpreted as, affecting any of the rights or obligations established in that AMT-CTC Agreement.

Agreed:
For (Name of the Member Company)
Signature of Company officer-: ____________________________
Printed Name: ______________________________________
Title: _____________________________________________
Date: ____________

After signing, kindly email a color scan copy to arunmahajan@amtonline.org
Employment letter
Draft of Appointment letter issued by CTC

Name: 

Dear: 

We have pleasure in offering you appointment with AMT- Chennai Technology & Service Centre- India Branch Operation for THE ASSOCIATION FOR MANUFACTURING TECHNOLOGY, USA.

Terms and conditions of your appointment are as per below:

1) Date of Joining 
Your employment will commence on [Date]

2) Remuneration
Your remuneration (Cost to Company) will be Rs XXXX/- per annum as per the detailed statement attached. Thereafter your remuneration will be reviewed as per company’ annual review period in April every year.

Your salary will be paid in arrears by credit to your bank account on or around the 30th of every month.

The Company will be entitled, at any time during your employment, or in the event of termination, however arising, to deduct from your salary any amount due from you to the Company, including, but not limited to loans or advances, and any excess holiday

3) Probation Period
You will be on probation for a period of 6 (six) months and subject to your performance during this period, you will be confirmed. After your confirmation of service, you will be entitled for company provided ‘Annual benefits’ like Privilege leaves encashment, etc.

4) Working status
You will be designated as Title- Role and will report to the General Manager- India Operation.

You will be based at our Chennai Centre. You may be required to transfer your place of employment within India in accordance with the needs of the business and you may be required to travel within India or abroad on specific assignments.

Your performance will be continuously measured within pre-stipulated periods of time and based on your performance management will make annual decisions of raising your remuneration package, change of role and responsibilities and assess the quantum of performance bonus, wherever applicable. The final decision to execute these recommendations rests with the management.

5) Foreign Travel for Training Purpose (wherever applicable)
To enhance your technical acumen, Company may time to time send you abroad. All your travel lodging and boarding expenses for the trip will be borne by the Company. You may be required to sign a Bond for a period of 2 years. The validity period and the quantum of this bond will depend upon the tenure and expenses incurred by the company to facilitate this training.
Appendix 5. Employment Letter for Proxy Hires

6) Hours of Work
Your normal hours of work will be from 9:30 a.m. to 5:30 p.m. on weekdays. Due to exigencies of work, you may be required to work beyond normal hours and on weekends for which you will not be paid any overtime.

7) Leave
You will be entitled to take Casual, Privilege and Sick Leave as per the leave policy laid down by the company. Present Leave policy consists of-
Casual Leave- 10 days/ annum, Privilege Leave – 21 days/ annum & Sick Leave- 10 days/ annum.
For availing privilege leave you are required to inform the company at least 30 days in advance.

8) Termination
The Company is entitled to terminate your services for any reasonable cause, by either issuing one month’s notice in writing or without any notice on payment of one month’s salary in lieu thereof.
You may after issuing Two (2) month notice in writing to the Company, terminate your employment with the Company. The Company reserves the right to accept your resignation with immediate effect or at any time during the notice period and you shall not be entitled to any salary or other benefits after the effective date from which your resignation is accepted.
The Company however reserves the right to terminate your services summarily, without any notice period or termination payment, if you are proved guilty of gross misconduct or gross negligence, or if you have committed a fundamental breach of contract. In such an event, the company reserves the right to take suitable action against you including initiating criminal proceedings to make good the loss.

9) Representation by Employee
You represent that to the best of your knowledge, you have no commitments to former employers or other entities that would restrict your joining the Company.

10) Confidentiality
You must not, at any time during your employment (except if required under law) or after its termination, divulge to any third party or otherwise make use of any trade secret or confidential information which comes to your knowledge during your employment relating to the business of the company. You will use your best endeavors to prevent use or disclosure of such confidential information by third parties.
For the avoidance of doubt ‘confidential information’ includes, but is not restricted to, all documentary and other information relating to the Company’s business (including in particular) client lists, organizations, finances, clients or suppliers, staff of the Company and its Directors or Managers. It also includes all information in respect of which the Company is bound by an obligation of confidentiality to a third party.
In the event of your resignation / termination of employment, you will be required to confirm in writing that you have returned all confidential information and property belonging to the Company, and that you have not retained any copies or circulated any copy to third parties, and that you have no access to copies.
You will not directly or indirectly engage in any business or serve, whether as principal agent, partner, consultant, employee or contractor or in any other capacity either full time or part-time, whatsoever, other than that of the Company.
These restrictions will cease to apply to information or knowledge which you are required to disclose by law, or which comes into the public domain otherwise than through unauthorized disclosure by you.
11) Reimbursement of Expenses
You will keep records of all your professional expenses, including travel expenses incurred by you, because of your work on behalf of the Company. The Company will reimburse you for such expenses upon presentation of supporting documentation in accordance with the Company’s established reimbursement policies.

12) Company’s Property
You will always maintain in good condition and safeguard the Company’s property which may be given to you for official use during your employment and will return the same to the Company immediately on relinquishment of your services failing which the cost of the same will be recovered from you by the Company.

13) Medical
You will be required to undergo a medical examination before your appointment. Your appointment is subject to your being found medically fit.

14) Relieving letter from the previous Employer & copy of degree certificates

Your appointment is strictly subject to
   a) Submission of original Relieving letter from your previous employer.
   b) Copy of all your degrees and certificates along with original for verification.

Please sign a copy of this letter in token of your acceptance of the terms and conditions of service as indicated above.

Yours sincerely,

For the Association for Manufacturing Technology-
Chennai Technology & Service Centre (CTC)

General Manager- India Operation Accepted with above Terms & Conditions

Employee Name
Company name:

Dear Members,

HR search takes about two months. To better understand your true requests for your new employee searching; please fill the questionnaire with best knowledge so AMT can find the most suitable employee for you as soon as possible. The following questions can help us to catch more details about your hiding requirements. Please show ticks beside your choice for every question. All the information will be kept CONFIDENTIAL.

1. **Open Position Title**

<table>
<thead>
<tr>
<th>Position</th>
<th>Ticked</th>
<th>Ticked</th>
</tr>
</thead>
<tbody>
<tr>
<td>General manager</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Regional sales manager</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Project manager</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Regional sales Engineer</td>
<td></td>
<td></td>
</tr>
<tr>
<td>India Sales director</td>
<td></td>
<td></td>
</tr>
<tr>
<td>India service manager</td>
<td></td>
<td></td>
</tr>
<tr>
<td>India Sales manager</td>
<td></td>
<td></td>
</tr>
<tr>
<td>India service engineer</td>
<td></td>
<td></td>
</tr>
<tr>
<td>India sales engineer</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Purchaser</td>
<td></td>
<td></td>
</tr>
<tr>
<td>India sales coordinator</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Designer</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Operation manager</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

More title:

2. **Desired Work Experience**

   a) Key experienced in product category

<table>
<thead>
<tr>
<th>Product Category</th>
<th>Ticked</th>
<th>Ticked</th>
</tr>
</thead>
<tbody>
<tr>
<td>Electromechanical devices</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Metric measuring system</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Servo motion control systems</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Precision gauges/tools</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Precision manufacturing</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Gauge measurement tool</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Automated factory machinery</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Statistical process control</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CNC machine tools</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fixture</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Super finishing machine</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ultrasonic</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Precision grinding machine</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Machine &amp; equipment</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hydraulic and Pneumatic systems</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Automation / assembly system</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Gear measurement</td>
<td></td>
<td></td>
</tr>
<tr>
<td>PLC program</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cutting tools: special tools</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

More key experienced products:
### b) Total duration of Working Experience in the field

<table>
<thead>
<tr>
<th>Duration</th>
<th>1 ~ 3 years</th>
<th>3 ~ 5 years</th>
<th>5 ~ 8 years</th>
<th>8 ~ 10 years</th>
<th>10 ~ 15 years</th>
<th>more than 15 years</th>
</tr>
</thead>
</table>

More key experience fields and working years:

### 3. Education Background

#### a) Specialty

<table>
<thead>
<tr>
<th>Specialty</th>
<th>Mechanical Engineering</th>
<th>Computer Science &amp; Technology</th>
<th>Electrical Engineering</th>
<th>International economics &amp; trade</th>
<th>Electromechanical Engineering</th>
<th>MBA</th>
<th>Mechanical manufacturing &amp; automation</th>
<th>Business or marketing degree</th>
<th>Mechanical manufacture &amp; design</th>
</tr>
</thead>
</table>

#### b) Degree

<table>
<thead>
<tr>
<th>Degree</th>
<th>Senior High school</th>
<th>Bachelor</th>
<th>College</th>
<th>Master</th>
</tr>
</thead>
</table>

### 4. English Level

- Fluent speaking, writing, reading, listening
- Fluent writing, reading
- Good speaking, writing, reading, listening
- Good writing, reading
Appendix 6. HR Questionnaire

5. Professional skill

<table>
<thead>
<tr>
<th>Skill</th>
<th>Selection</th>
</tr>
</thead>
<tbody>
<tr>
<td>Microsoft Word, Excel, email, internet</td>
<td></td>
</tr>
<tr>
<td>AutoCAD</td>
<td></td>
</tr>
<tr>
<td>Other professional skills:</td>
<td></td>
</tr>
</tbody>
</table>

6. Annual salary budget (US Dollar $)

<table>
<thead>
<tr>
<th>Salary Range</th>
<th>Selection</th>
</tr>
</thead>
<tbody>
<tr>
<td>6,000 ~ 10,000</td>
<td></td>
</tr>
<tr>
<td>10,000 ~ 15,000</td>
<td></td>
</tr>
<tr>
<td>15,000 ~ 20,000</td>
<td></td>
</tr>
<tr>
<td>20,000 ~ 30,000</td>
<td></td>
</tr>
<tr>
<td>30,000 ~ 40,000</td>
<td></td>
</tr>
<tr>
<td>40,000 and above</td>
<td></td>
</tr>
</tbody>
</table>

7. Further Information or directions
FROM USA/Other Country to CTC – Chennai, INDIA

Members to supply following key documents to facilitate import of the machines by the CTC

- Import (Commercial) invoice
- Packing list (i.e. description, quantity etc. of machinery)
- Original Bill of lading /Airway Bill/Delivery order
- Certificate of Origin
- Insurance document
- Catalogue, technical write-up, literature of the machinery
- Separately split-up value of spares, components etc.

Following Key information required to be captured /disclosed in the above-mentioned documents:

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Documents</th>
<th>Key information</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Import (Commercial) Invoice</td>
<td>• Invoice No. &amp; Date</td>
</tr>
<tr>
<td></td>
<td>(To be raised by the members located outside India)</td>
<td>• Name and address of the exporter</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Name and address of the importer</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Country of origin</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Country of destination</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Description of the goods including model no. and serial no. for the machine.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Unit of Measurement (UOM)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Price &amp; Value of goods – Not applicable, since importing the machinery</td>
</tr>
<tr>
<td></td>
<td></td>
<td>for free of cost.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Value of the goods to be indicated for customs purposes</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Name of the Vessel &amp; sailing date</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Packing specification, marks or number of packages</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Marines Insurance Reference</td>
</tr>
<tr>
<td>2</td>
<td>Way bill (Air /Sea) (Transporter document)</td>
<td>• Airway bill no. &amp; date</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Name and address of the transporter</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Consignment Note number</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Invoice ref. no. &amp; date</td>
</tr>
</tbody>
</table>

Sample invoice is enclosed for ready reference.

IMPORTANT: Please ensure to send a copy of all your despatch documents including commercial invoice, packing list, etc. for our review before you despatch the machine from your plant.

Further AMT will engage a Clearing house agent (CHA) in India to facilitate trouble free clearance for the machine. Following documents will be supplied by AMT to CHA

- Bill of Entry for home consumption (BOE) – Will be generated by CHA electronically
- AMT’s Import license (IEC Code)
- Letter of Approval for Fast track clearance at the SEZ.
- Documents provided by the member.
## Appendix 7. Shipping Instructions

### Bill of Entry
(To be filed for clearance from Customs for home consumption)

<table>
<thead>
<tr>
<th></th>
<th>Bill of Entry</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><strong>BOE no. &amp; date</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Name and address of exporter</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Importer inv. No. &amp; date</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Way bill reference no. &amp; date</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Declaration has to be given on the face of BOE as – “The machinery is imported for free of cost for the purpose of display and demonstration”</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Description of the machinery</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Unit of Measurement</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Value of goods</strong> – Not applicable, since importing the machinery for free of cost.</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>TR-6 challan no. &amp; date (proof of payment of duty)</strong> – Not applicable.</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Rates of applicable duties &amp; taxes</strong> – Exempt, since it is an SEZ clearance.</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Duties and taxes payable (Basic Customs Duty, CVD, Special Additional Duty, Education cess, SHE cess etc. separately to be captured.)</strong> – Exempt, since it is an SEZ clearance.</td>
<td></td>
</tr>
</tbody>
</table>
### Appendix 7. Shipping Instructions

**Export References:**

<table>
<thead>
<tr>
<th>Exporter Name and Address: Member's company name &amp; address</th>
<th>Ultimate Consignee Name and Address: The Association for Manufacturing Technology A/c of (Member company Name) Plot no. A44, Phase 1, SEZ Unit Madras Exports Processing Zone (MEPZ) Tambaram, NH45 CHENNAI-600045, INDIA</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Expiration Date:</strong></td>
<td><strong>Sold to Name and Address:</strong>        Goods not for sale</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Intermediate Consignee/Consigned to:</th>
<th>Notify Party Name and Address:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Date of Shipment:</strong></td>
<td><strong>AWB/BL Number:</strong></td>
</tr>
<tr>
<td><strong>Currency:</strong> US$</td>
<td><strong>Letter of Credit Number:</strong></td>
</tr>
<tr>
<td><strong>Total Number of Packages:</strong></td>
<td><strong>Total Net Weight (kg):</strong></td>
</tr>
<tr>
<td><strong>Total Gross Weight (kg):</strong></td>
<td><strong>Item Number, Product Description, Tariff Classification Number, Country of Origin</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Item Number, Product Description, Tariff Classification Number, Country of Origin</th>
<th><strong>Quantity</strong></th>
<th><strong>Unit Price</strong></th>
<th><strong>Total Price</strong></th>
</tr>
</thead>
</table>

**VALUE FOR CUSTOMS PURPOSES**

<table>
<thead>
<tr>
<th>Total:</th>
<th>Quantity</th>
<th>Unit Price</th>
<th>Total Price</th>
</tr>
</thead>
</table>

**Please Note:**

**Authorized Signatures:**

**Company:**

**Name:**

**Title:**

**Date:**

**E-mail:**

**Telephone Number(s):**

**Voice:**

**Facsimile:**
1. **1st time visitors to CTC** - We recommend you leave your contact details at the Front Desk.

2. **Wi-Fi access** – Wi-Fi internet access in CTC is only available to the pre-registered users. As a new user, we recommend to kindly register and enroll your laptop number at the Front Desk. Under no circumstances any of the CTC Staff or member employee stationed at the CTC office should share the passwords with any of the visitors.

3. **Meeting /Training/ demonstration activity at CTC** – Member companies are required to intimate CTC’s Front Desk/ Admin about their requirement of meeting / training rooms or likely use of Machine demo area for conducting machine demonstration. These requests are to be notified with CTC concerned staff at least 1 week in advance. It is also necessary to inform about:

   a) Schedule for engagement of premises (likely start-up time ~ ending time)
   b) No. of people and their names who are likely to visit the premises on the specific day.
   c) Likely utilities (air/ water) requirement while conducting machine/ product demonstration
   d) Any request for organizing refreshments during the event to be recorded by filling a specific requisition slip available with the front desk
   e) CTC recommends not planning any training /Demonstration sessions on Weekends & Public Holidays. Under unavoidable circumstances we would accept your request for conducting the same on Saturdays only

   It is necessary to realign the chairs, tables, boards, etc. to its original position after concluding the meetings/ training in the rooms

4. **Legal Official versions of Software and Antivirus** - All members’ companies are strictly advised to use only legal official copies of software & anti viruses on their computers while working at the CTC.

5. All members’ employees and CTC staff are required to dress up formally during the working hours.

6. All employees of member companies as well as AMT staff at CTC should refrain from providing any technical documentations or pictures of CTC to any third party.

7. Please do not take pictures without taking permission from the CTC administration & it is also prohibited to operate demo machines or attachment devices without necessary permission.

8. All the employees of member companies & AMT staff are advised not leave your cash or valuables unguarded. CTC would not take any responsibility in case of its loss.

9. Consuming Alcohol & Smoking is strictly prohibited in CTC premises.

**CTC REQUESTS FOR YOUR COOPERATION IN KEEPING OUR PREMISES CLEAN TIDY**
RULES FOR INWARD AND OUTWARD MOVEMENT OF MATERIAL AT AMT – CTC

Inward movement of Material

1. Items like raw materials, cutting tools, oils etc., likely to be consumed during the display and demonstration should be brought in through necessary papers, invoice, etc., clearly mentioning material is sent for “Display & Demonstration purpose only” and ‘Goods are not for sale’

2. Material like tools, fixtures, accessories and trial parts which is brought in on temporary basis and is likely to be taken out should be brought in on a ‘Returnable Gate Pass’ issued by their respective companies. The documents should clearly state that ‘Parts are being sent for trials/ testing purpose’

Outward movement of material

Items brought on returnable basis need a supporting letter + delivery challan from CTC to facilitate its trouble-free removal from CTC and MEPZ zone. Apart from these documents the original ‘Passed In’ stamped document would be necessary to show at the MEPZ main security gate while taking out the material.

General Conditions:

1) It is mandatory to get the material documents stamped at the MEPZ security gate while bringing in or taking out any material from the MEPZ zone. Pl. insist upon the documents to be stamped at the Zone gate as otherwise it would not be possible for the CTC to render any support for facilitating the material to be taken out from the zone.

2) All the material Movement (in & out) to be recorded at the CTC gate. ‘CTC staff /Security person reserves the right to search your vehicle’

3) Insist upon your courier company to follow the instructions as mentioned above while bringing in the material to CTC

4) Please deposit the original ‘Passed In sealed document’ with Yesudoss as soon as the material enters the CTC premises

5) Please refrain from bringing in or stocking any unaccounted material into the CTC premises

6) For any further clarifications or documents requirement and material movement, please contact our designated person Mr. S. Yesudoss (mobile no. 9841246387)

7) Kindly avoid any movement of materials on Saturdays & Sundays

CTC REQUESTS YOUR COOPERATION AND SUPPORT TO MAINTAIN PROPER RECORDS AT OUR END
AMT- CTC
MEETING ROOM / TRAINING HALL REQUEST FORM

Dated:

Member Company Name: ...........................................................................

Purpose: Meeting / Training

Likely no. of participants: /

<table>
<thead>
<tr>
<th>Date:</th>
<th>From..................</th>
<th>To..................</th>
</tr>
</thead>
<tbody>
<tr>
<td>Time Duration:</td>
<td>From..................</td>
<td>To..................</td>
</tr>
<tr>
<td>Projector Required:</td>
<td>Yes</td>
<td>No</td>
</tr>
</tbody>
</table>

White Board & Marker Required: Yes No

Name of the Attendees:

<table>
<thead>
<tr>
<th>Sl.no</th>
<th>Name of the Attendees</th>
<th>Company Name</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
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<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Additional Requirements Specify, if any:

Beverages & Snacks: Please specify if you require any, (Y/N):

01. Water Bottle 02. Juices 03. Cold Drinks

04. Snacks type

Member’s Rep. Signature Administration Dept. Signature
## India 2019

### CTC Membership & Services Structure

<table>
<thead>
<tr>
<th>Membership Service</th>
<th>General Services Rates</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Membership Fee</strong></td>
<td><strong>$9500 + 18% Goods &amp; Services Tax (GST)</strong></td>
</tr>
</tbody>
</table>

### Sales, Marketing & Distribution Services

- **MASS (Market Access and Sales Support)**: Included in membership (Sales leads, Statistics & Analysis)
- **MTV (Member Targeted Visits)**: Reimbursement of actual expenses + travel, hotel and meals
- **Market Penetration Review**: Included in membership
- **Machine Demo Space**: Included in membership
- **Outsourcing Service/Supplier Development**: Included in membership
- **Training/ Seminar Support**: Reimbursement of actual expenses
- **Agent or Distributor Search/Streamlining**: Included in membership

### Administrative Services

- **Office Space (based on availability)**:
  - Workstation - $1,000/year
  - Lockable office for two - $5,000/year
  - Lockable office with single seat $2,500/year
- **HR Search Services**: 10% of Total annual package
- **Proxy Hire Employee**:
  - 10% Admin fee of salary and social benefits
  - 5% Admin fee of business travel cost
  - $1,000 +tax - One-time startup & HR fee

### Field Service Support Services

- **Field Services Support**: $200/man-day + travel, hotel and meals Expenses
  - Overtime: weekdays x1.5, weekend x2, holidays x3
- **Field Services Support – Courtesy visit**: $100/day + travel, hotel and meals
- **Field Services Support – Training in the U.S.**: $200/day + travel, hotel and meals

### Logistics Services

- **Trade Shows Support**: Reimbursement of actual expenses
- **Import Logistics (customs clearance, etc.)**: To be done by third party (3PL)
- **Warehousing**: To be done by third party (3PL)

---

All the fees mentioned above are subject to 18% GST tax

### Non – CTC Membership A la Carte Services

<table>
<thead>
<tr>
<th>A la Carte Service</th>
<th>General Services Rates</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>MASS (Market Access and Sales Support)</strong></td>
<td>$5,000/year (Includes: Sales leads, Statistics &amp; Analysis)</td>
</tr>
<tr>
<td><strong>MTV (Member Targeted Visits)</strong></td>
<td>$200/day + travel, hotel and meals</td>
</tr>
<tr>
<td><strong>Market Penetration Review Sessions</strong></td>
<td>$3,000 per session</td>
</tr>
<tr>
<td><strong>Agent or Distributor Search/Streamlining</strong></td>
<td>$2,000</td>
</tr>
<tr>
<td><strong>HR Search Services</strong></td>
<td>15% of total Annual Package ($1,000 advance/request)</td>
</tr>
</tbody>
</table>
| **Field Services Support** | $400/man-day + travel, hotel and meals expenses
  - Overtime: weekdays x1.5, weekend x2, holidays x3 |
| **Independent Co. Registration Support** | $10,000 50% down payment |

---

All the fees mentioned above are subject to 18% GST tax
Hear what the participants have say about us

Gemcor’s report

AMT – India Excels in “Member Targeted Trade Mission” for Gemcor

For several years now, I just knew we needed to get to India to explore new opportunities that existed in the aerospace market there. While we are doing plenty of business in the BR and C of the BRIC (Brazil, Russia and China), we had been remiss in delving deeper into the Indian market. Although opportunities had been available to participate in other AMT – India Trade Missions, they were focused on a wider market including automotive, farm machine shops and maybe a day at an aerospace – related company. On top of an already hectic travel schedule, it made it difficult to justify participating in a 10 – plus day trade mission with only one day truly being of value to Gemcor.

Gemcor designs and builds highly customized automatic fastening (riveting) systems used for the assembly of aircraft sub-assemblies like fuselage and wing sections. Everything Gemcor produces is for the aerospace industry, so our customer base is relatively small, yet very focused.

Talking to Knox and Arun, they suggested the opportunity to participate in a “Member Targeted Trade Mission” to India specifically focused on the aerospace segment. The more we talked about it the more we realized this was an excellent way for Gemcor to get exposed to the aerospace market in India with the help of people who understood our mission and specific challenges. Certainly, there is the State Department’s Gold Key service, and while we have occasionally used them, you are dealing with a consulate employee who may be helping a company promote wicker baskets one day and high-end aerospace equipment the next.

Over the years, we had discussed with Knox and Arun various customers and inquiries we had received, but never proactively acted on them. In a relatively short period of time, Arun was able to develop an aggressive 8-day schedule that pretty much hit all the companies in India that worked on airframe assemblies, including a couple we had recently provided proposals to.

To say the least, I was extremely pleased with the level and quality of the visits. Not only were the companies and assemblies produced at them spot on without very specialized product offering, but the high-level and quality of people we had meetings with was top notch.

As for value for the money, you cannot beat the cost AMT charged for its services. In our case, certainly less than we would have paid for a Gold Key service I have to hand it to AMT. Yet again, they exceeded my expectations – great job AMT and most notably Arun.

I would highly recommend this service to any other member company seriously looking to expand into or explore a new market.

Tony S. Goddard
Executive Vice President & COO
Gemcor
Mastercam’s report
AMT Targeted Trade Mission
As I was planning for my trip to the IMTEX / Tool-tech trade show in Bangalore, a thought occurred to me. Discussions had taken place during the latter part of 2013 concerning an aerospace trade mission with AMT India in early 2014. I immediately contacted Arun Mahajan, General Manager of AMT India, to see if the trade mission was scheduled to occur. As always, Arun replied to me very quickly.

He said, “Dave, I have some good news and some bad news. Which would you like to hear first?” I said,” The bad news.” He responded, “Well, the bad news is there is no big trade mission to visit aerospace companies being sponsored by the AMT at this time. Feeling a bit down, I asked, “So what’s the good news?”

I was wondering what the good news could be without a sponsored trade mission. Arun proceeded to explain that he and Knox Johnston would be happy to arrange some meetings for the three of us at some meetings for the three of us at some targeted aerospace companies.

What an opportunity! We could have private one-on-one visits with the decision makers of companies like:

- a. Indo US MIM technologies
- b. CIM tools
- c. Dynamitic Technologies
- d. Titan Precision Engineering Division
- e. Sansera Aerospace Engineering

I cannot express how valuable these visits were. It is very difficult to get appointments with decision makers and senior management at high-end aerospace companies. Nearly impossible. Arun seems to have contacts everywhere and can make things like this happen.

Walking through the door with Arun and Knox gave Mastercam instant credibility; every visit introduced me to people who were very kind, respectful and interested in hearing all about our software.

Would I take advantage of being an AMT India member and go on another targeted trade mission in the future? Absolutely

Thank you, AMT India, we really do appreciate everything you do for CNC software, Inc.

Dave Moskey
CNC Software Inc.

Business partner Manager
Thanks to Tony and Dave for their kind words, which were presented exactly as written. We can do this for your company too.

Please contact:
Arun Mahajan: arunmahajan@amtonline.org
Xingbin Li: lixingbin@amtchina.org
# U.S.A.

**AMT – Headquarters**  
Edward Christopher, VP – Global Services  
7901 Westpark Dr.  
McLean, Virginia 22102-4206  
Phone: 703-893-2900  
Fax: 703-893-1151  
echristopher@AMTonline.org  
www.AMTonline.org  
www.IMTSNET.org

# ASIA

**CHINA**  
**AMT - Beijing Representative Office**  
Xingbin Li, International Director – Asia/ Pacific  
Room 2507, Silver Tower,  
No.2 Dong San Huan North Road,  
Chaoyang District, Beijing 100027, China  
Phone: +86 10-6410-7374, 6410-7375, 6410-7376  
Fax: +86 10-6410-7334  
info@amtchina.org • www.amtchina.org

**AMT – Shanghai Technology and Service Center**  
Harry Xiao, General Manager  
1st Floor, Building #2, 458 North Fute Road  
China (Shanghai) Pilot Free Trade Zone  
200131 China  
Phone: +86 21-5868-2809, 5868-2895  
Fax: +86 21-5868-2803  
info@amtchina.org  
info@amtCTC.org • www.amtchina.org

**AMT – Guangzhou Liaison Office**  
Bill Chan, Regional Manager  
Cell: +86 138-0277-2746  
info@amtchina.org • www.amtchina.org

# INDIA

**AMT - Chennai Technology & Service Center**  
Arun Mahajan, General Manager  
A 44 – Phase 1, MEPZ, SEZ Unit,  
Tambaram, NH 45, Chennai – 600 045  
Tamilnadu (State), India  
Phone: +91 44-22622690~92, Cell +91 9790887032  
Fax: +91 44-22622693  
arunmahajan@AMTonline.org  
www.amtindia.org

# SOUTH AMERICA

**MEXICO**  
**AMT – Mexico Office & Technology & Service Center**  
Carlos Mortera, Director  
Pabellon Tec – Local 38-1  
Av. Eugenio Garza Sada 427 Sur Col. Altavista  
C. P. 64840 – Monterrey, NL, Mexico  
Phone: +52-81 8359-1232, Cell +52-181 8254-1698  
Phone: +52-81 8358-2000 Ext. 5504 or 2895  
Fax: +52-81 12343721  
carlosgmortera@AMTonline.org  
www.amtcenter.org.mx

**BRAZIL**  
**AMT - Sao Paulo Technology & Service Center**  
Mr. Achilles Arbex, General Manager  
Av. Carlos Reinaldo Mendes, nr. 3200  
Suite 1101/1104  
CEP 18013-208 Sorocaba – SP, Brazil  
Phone: +55 15-99806-7981  
AArbex@AMTonline.org • www.amtbrasil.com

# EUROPE

**AMT -Central/Eastern Europe Office**  
Mr. Hubert Sawicki, Consultant  
Spychowska 33, Warszawa 01-472, Poland  
Phone: +48 22-8616177  
hsawicki@AMTonline.org