



# HCL MAGAZINE



**7TH ISSUE**  
2ND AUGUST, MONDAY

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## New Agent —M&M air sea cargo GmbH ,Germany



Dear All,

HCL Network is happy to announce the addition of new agent in Germany. Please join us in welcoming our newest member and reach out to them to introduce your esteemed organisation as well.

At this moment, M&M will not be participating in netting and the settlements will be handled directly.

Dear All,

The M&M Militzer & Münch Group, founded in 1880 in Germany, employs about 101 staff at 10 branches.

Militzer & Münch Germany offers worldwide air and sea freight services, as well as overland transport by road and by rail, and project logistics.

In air freight, Militzer & Münch Germany has decades of experience: As an official IATA agent, M&M has built up a worldwide transport network of its own air freight offices and exclusive partner agencies. Air freight groupage, direct loadings, charter transports, customs management and the end-to-end handling of particularly urgent shipments connect the procurement and sales markets of M&M's customers around the globe. Directly and reliably.

This does not mean that the supply chain ends at the world's airports: value-added services from order picking to on-carriage and customs management are also part of the standard service.

Even long before the container revolutionized the worldwide exchange of goods, Militzer & Münch Germany was at home on the world's oceans as sea freight agent for leading shipping companies. Over the decades, M&M has continuously expanded its portfolio of sea freight services. Whether FCL, LCL, full or partial charter – in sea freight, M&M implements the optimal transport option entirely in accordance with customer requirements, up to and including seaworthy packaging.

You can reach out to below personal from team M&M;

**Thomas Baier**

Manager Global Tender, Pricing & Agency Management

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**Vignesh Pandi**

Trade Lane Manager – India, Middle East & Sri Lanka

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## Coronavirus update: DSH Global Logistics Australia



As you would be aware the COVID-19 situation in Greater Sydney is escalating and as such, a number of tighter restrictions are already into effect ; Just when we thought this year Coronavirus was starting to get under control in Australia, another jump in detected cases spark concern across the country.

DSH Global Logistics are ready more than ever for any requests that come our way.

As we are considered an “Essential Service”, during this second wave of Coronavirus we are still up and running as usual. (With social distancing in place and office staff working remotely).

Our warehouse and transport services are running as per usual.

DSH Global Logistics Have adopted a High Risk COVID Safe Plan focused on safety, prevention and response if coronavirus cases are linked to their workplace; and an increase the regularity of deep cleaning;

We would like to take this opportunity to thank our clients for their valued support during these trying times and remind clients what services we offer.

At DSH Global Logistics we have Licenced Customs Brokers that offer consultancy services, we specialise in Air and sea freight (FCL and LCL shipments), container unloads at our bonded warehouse, courier service, interstate transport, RORO shipments, personal effects cargo and many more!

One thing in-particular that makes DSH stand out from the rest, is you can always get in contact with any staff member you need to. We make it easy for our clients to contact both our Director and General Manager.

Please see below our key list of contacts:

**Director: Dominic Harrington**

[dominic@dshglobal.com.au](mailto:dominic@dshglobal.com.au)

**General Manager:**

[david@dshglobal.com.au](mailto:david@dshglobal.com.au)

**Sales Team:**

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**Accounts:**

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**Warehouse Manager Sasha:**

[sasha@dshglobal.com.au](mailto:sasha@dshglobal.com.au)

**Imports and exports team:**

[imports@dshglobal.com.au](mailto:imports@dshglobal.com.au)

[exports@dshglobal.com.au](mailto:exports@dshglobal.com.au)

Please contact us today for all your enquires.

Kind Regards,

**The Team at DSH Global Logistics**

[www.dshglobal.com.au](http://www.dshglobal.com.au)

## Business update: Intertrans Logistica

**INTERTRANS**  
LOGÍSTICA Y TRANSPORTE INTERNACIONAL

### The importance of customer service in a price market

It is of utter importance to give your customers an exceptional customer experience specially when a market is led by price. Those of us in the freight forwarding business know how competitive it can be; more than once in my career I have witnessed clients accept and deny quotes because of a 20-40 USD difference and weekly, our company receives tenders along 6 to 8 other fellow forwarders on the same email. It is a fierce market and one where undoubtedly, price is king. Given this environment and that our goal as a business is to sustain and achieve growth, fostering and implementing a customer centric company culture and strategy is key.

In a market research conducted by our team in the first quarter of 2021, 80 active clients from Intertrans' portfolio were selected for interviews. 69 out of 80 active clients in different customer journeys mentioned one of the reasons they chose Intertrans over other companies was because the company's service is **"personalized, transparent, and quick"**. 41 reported that even though **freight prices for some markets may be higher sometimes, they prefer working with Intertrans because of the extra value they receive using our services**. Insights like these affirm how effective implementing a customer centric culture and strategy can be; even in a market dominated by price.

Performing a customer centric commercial strategy and quality service requires us to rely heavily in collecting and keeping track of important data that is actionable. Here, information systems such as CRMs and a robust ERP can come in very handy; our fundamental commercial strategy relating to customer retention and growth consists of being as present as possible during our customer's journey and these tools have proven to be paramount for just that. We believe that collecting and acting upon simple sets of data has helped us retain and increase our clientele, and in many cases slightly offset the highly transactional nature of the logistics business in our favor.

### **Some simple but key commercial data points and actionable steps that are important to achieve a personalized service:**

- Client's last service—1-3 months depending on the company's volume is a good time for following up.
- Client last contacted (visit, phone call, email) - Maintain contact with clients
- Most profitable clients—Pay special attention to these.
- Potential volume vs. actual working volume -Offer services client still does not use your company for. Information retrieval from client must be done
- Customer satisfaction polls

### **Some simple but key operational data points (KPIs) that are important for conducting quality service:**

- Quote request time vs. Quote sent time
- Cargo pick up time vs. cargo pick up notification time
- Actual time of shipment departure vs. departure notification time
- Actual time of shipment arrival vs. arrival notification time
- Actual time of shipment arrival vs. shipping line cargo dispatch time
- Actual time of shipment arrival vs. cargo delivery

To emphasize the importance of exceptional service in our sector may seem trivial but it pays off to daily remind our teams that providing exceptional service to our customers is our "raison d'Être" regardless. Furthermore, other effective ways to inculcate a customer centric culture within our teams to ensure strategy is followed is to create and disseminate **customer relationship principles**. At Intertrans, we have ours posted in every office. They are:

- A client is the most important person in this enterprise... in person, on the telephone or on email.
- A client does not depend on us... we depend on the client.
- A client is not an interruption to our work... it's our reason to be.
- A client is not someone to compete with or discuss with. Nobody has ever won this discussion. "Discuss" in Spanish has a negative connotation.
- A client brings us his wishes. It is our duty to manage them for their benefit and ours.

Conrad Ant. Wittkop—[cawittkop@intertransdr.com](mailto:cawittkop@intertransdr.com)

Intertrans, Dominican Republic



THE AVVASHYA GROUP

### Growth in air cargo volume hits 4-year high

#### **IATA says demand increased 10% in June, with favourable economic conditions supporting continued gains**

Air cargo volumes increased 9.9% in June, capping the strongest annual first half for carriers since 2017 and giving the industry momentum heading into the traditional holiday shipping season.

The news was less sanguine for companies that ship goods and are looking for more space in a crowded market. A large portion of the lift they need comes from passenger aircraft, with cargo riding in the lower deck. Passenger capacity sequentially improved 2.3 points in June, but was still down 60.1% from 2019 levels. And the critical international travel sector, in which wide body aircraft predominate, is still down 80.9%. From the cargo perspective, belly capacity was down 38.9% from June 2019 levels, the airline association said.

Overall air cargo capacity improved slightly to negative 10.8% based on a revised figure for contraction in May to 11.2% from the previous call of 9.7%. The large loss of passenger space was partially offset by a 29.7% increase in dedicated freighter capacity. The lack of international capacity is a major factor holding back business in the Asia-Pacific region.

June marked the 14th-consecutive month of improvement in air cargo demand since the pandemic bottom and was a slight improvement from May's 8.5% growth, which IATA revised downward by 90 basis points. Two-thirds of the global growth was pushed by North America, where demand rose 24% versus the 2019 benchmark.

Meanwhile, the unreliability of ocean shipping, in which port-to-port transit times have more than doubled and vessels are on schedule 35% of the time, is pushing more freight to air. And shipping by air continues to become more cost competitive. The true cost of ocean shipping from Asia to the U.S., after fees and surcharges are factored in, is \$13,000 to \$21,000 per full-size container — about 500% more than a year ago, depending on the port pairs.

IATA three weeks ago noted that the cost difference has been halved to the point that air transport is only six times more expensive than ocean.

Air cargo rates are strengthening again and are up globally more than 90% from the midway point in 2019. The gradual reintroduction of passenger flights could start to bring rates back down, but with little sign of demand diminishing, and uncertainty over COVID vaccination rates and the impact of the delta variant, the supply of passenger transport could fluctuate into 2022, keeping yields high for carriers.

More than 110 countries still have bans on travel from high-risk regions or require inbound travellers to quarantine.

On the positive side for airlines, Canada and Singapore recently announced timelines for reopening their borders. Canada said it will begin accepting fully vaccinated people from the U.S. in August and then in early September for people from other destinations. Also, the United Kingdom recently announced that vaccinated people from Europe and the U.S. can travel to the U.K. without restriction. With European Union countries also opening borders to U.S. travellers, bookings to Europe have increased substantially over the past two months, although IATA data shows a dip in the past week.

Meanwhile, the government of New Zealand announced it will suspend the quarantine-free travel corridor to Australia in response to the escalating number of cases there

**Source—<https://www.aircargonews.net/>**



THE AVVASHYA GROUP

### COVID-19 measures in Vietnam pummel an already bruised supply chain

Add another log to the fire that is choking global supply chains. Strict lockdown measures to suppress Vietnam's worst outbreak of COVID infections since the pandemic began are severely curtailing factory production, especially for electronics, footwear, apparel and textiles, and ocean terminals lack sufficient equipment to export goods.

And the situation is likely to get worse, just as importers and exporters enter the traditional peak shipping season for the Halloween and Christmas holidays, logistics companies and analysts say.

The latest hot spot for rising infections is Ho Chi Minh City, where strict COVID quarantines have been in place since July 9. The number of positive cases topped 5,800 on Sunday, the highest level since the start of the pandemic.

Under new rules, manufacturing sites are allowed to stay open only if they have a plan to house and feed workers within the factory compound instead of having them commute back and forth to their homes. Vietnamese authorities also allow companies to transport workers to a collective place of residence, such as a hotel or dormitory. And employers must test workers for COVID-19 every seven days at their own expense. The new restrictions forced many factories to close, while others that meet conditions for staying open have not been able to get registrations approved by authorities.

The number of COVID cases in Vietnam began to rise in May, with clusters of infections in the northeast region of the country outside of Hanoi leading to factory shutdowns for companies such as Samsung Electronics and Foxconn.

About half of the 310 companies located in a large industrial park east of Ho Chi Minh City that registered to implement health security plans are still waiting for a green light, the Dong Nai Electronic Newspaper reported. "And now, ships are anchored offshore waiting for available berths, or are simply bypassing Vietnam due to reduced staffing in the port. These manufacturing shutdowns and port congestion have caused companies to move shipments via air to avoid complete stockouts," he said. "The situation is likely to worsen in the coming weeks as the flow of cargo through Vietnamese ports increases" and warehouse space could become scarce if backlogs at ocean terminals increase, Everstream Analytics said.

Vietnam is shaping up to be a possible replay of the logjam experienced in China at the Port of Yantian when terminals operated on a sharply truncated schedule to keep workers socially distanced, causing vessels to queue up for days outside the port waiting for dock space. That forced carriers to reroute vessels to other ports in the region, creating havoc in those locations and further constipating the entire shipping ecosystem already overwhelmed by a torrent of demand for cross-border trade.

Vietnam is a smaller manufacturing center than China, with smaller ports, so the ripple effects are likely to be less impactful. Still, some vessel strings to the U.S. call on Yantian as well as ports in south Vietnam, which could further slow transit times.

Source—<https://www.aircargonews.net/>

**Netting Update**



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**August Netting Calendar**

2021	AIR NETTING CALENDAR						
MONTH	CNC SEND OUT	CNC SEND OUT	CNC SEND OUT	LAST DAY	FINAL DAY!	PAYMENTS FROM	SETTLEMENT
	FIRST PRE REPORT	2ND PRE REPORT	3RD PRE REPORT	PRE REPORTS	FINAL REPORTS WILL BE	PARTICIPANTS HAVE	PAY OUT DAY
				CAN BE SENT TO CNC	SENT BY CNC	TO BE WITH CNC	BY CNC
	Thursday	Friday	Monday	Tuesday	Wednesday	Thursday	Thursday
AUGUST	19	20	23	24	25	26	02-Sep

## HOLIDAYS IN THE WORLD

Sr. No.	Country	Date	Occasion
1	Canada	2nd Aug	Civic Holiday
2	El Salvador	03-Aug-21	Commerce Day
3	El Salvador	3rd-5th Aug	Celebration of Divine Savior of the World
4	El Salvador	06-Aug-21	San Salvador Party
5	Singapore	09-Aug-21	National Day
6	South Africa	09-Aug-21	National Women's Day
7	Maldives	10-Aug-21	Islamic New Year
8	Thailand	12-Aug-21	Her Majesty The Queen Mother's Birthday
9	Pakistan	14-Aug-21	Independence Day
10	India	15-Aug-21	Independence Day
11	Haiti/Belgium/Cyprus/Chile/Italy	15-Aug-21	Assumption Day
12	Korea	15-Aug-21	National Liberation Day
13	Spain	16-Aug-21	Assumption Day
14	Argentina	16-Aug-21	Day Pass to the immortality of General San Martin
15	Pakistan	18+19 Aug	Ashura
16	Sri Lanka	22-Aug-21	Nikini Dull Moon Poya Day
17	Turkey	30-Aug-21	Victory Day