

Case Study

Our client is a leading technology visual display manufacturer. They contracted Worldnet on behalf of their client, a leading consumer technology retailer. The project involved the end to end transport by air of fabricated lithium battery consignments from a factory in Shenzhen and deliveries, with specifically constrained delivery time windows, at 32 retail stores throughout Europe, the Middle East, Asia and North America.

The Statement of Work (SOW) included the following elements:

- Project Plan including expected flight matrix
- Truck Collection Shenzhen, drive to Hong Kong of all consignments
- Dangerous Goods Inspection of all tendered goods
- Individual Airline Tender of all consignments
- Export Air Transport and monitoring of all consignments
- Customs Clearances of all consignments
- Duty and tax payment advances on all consignments
- Import Handling on all consignments
- Airline retrievals of all consignments
- Storages at warehouses positioned for exact time window deliveries of all consignments
- Delivery with liftgate trucks with two-person teams for all consignments
- Unloading assistance for all consignments
- Waiting during store installations for all consignments
- Crate debris and waste removals from stores after installations for all consignments
- Storage or discard of crates/wastes for all consignments
- Right-To- Audit any of our facilities or paperwork at any time, relevant to the project

This project had significant predicted encumbrances from the start, including severely reduced flight capacity due to airlines reducing their schedules because of Covid, a restricted pool of aircraft because of the hazardous nature of the contents and, finally, a ready date on the last day Chinese New Year, which created a large airfreight backlog on top of the other capacity issues.

IATA Dangerous Goods packaging regulations are specific, exacting and carry the force of international aviation law. The consignor (our client) was the party legally responsible for comportment. They had specified to us that they would present the goods legal for export under IATA DG regulations. One of the first things we discovered in our initial inspection was that the packaging significantly violated these regulations. We immediately generated a report with photographic evidence and agreed with them that we would immediately divert all 32 consignments to an affiliated and accredited packing warehouse and obtain immediate capacity for repacking. This of course completely altered the original plan.

There were also other situational problems that occurred during the journey, including:

A consignment delivered to and set up at a store in Munich was decided not to have been needed but was instead requested to deliver to a store in Brussels, which was not on the original distribution list. We successfully extracted the shipment in Munich and redelivered in Brussels.

A store in Istanbul and a store in Montreal closed due to Covid while their installations were in transit, and we were requested to divert those consignments and store them, which we immediately did, and they remain in storage today.

Other than the above incidents the distribution was a success. We have now been asked to return to the stores, including three added stores in North America and Asia, and remove all of the contents. Our instructions will be to destroy 21 of the apparatuses and deliver 11 to a warehouse in Miami.