

URGENT CARGO



Urgent Cargo Handling limited

is a limited Company established in 1985 and offers a range of logistics integrated services. Our head office is in Nairobi Kenya, with branches at the Jomo Kenyatta International Airport and Mombasa. We have satellite offices at the UN complex, Nakuru, Eldoret, Kisumu, Malaba and Busia on the Kenya - Uganda border.



URGENT CARGO



From its origin in Kenya, Urgent Cargo has continuously expanded its network in order to service the main economic centers of the world in partnership with global bodies such as WACO, FIDI-FAIM, UniGroup Worldwide International and IAM. Together we have a global infrastructure of approximately 400 offices in more than 100 countries. With our combined professional skills, innovative techniques and the resolution to excel, we endeavor to achieve total customer satisfaction. We are able to offer competitive rates to and from all major worldwide destinations. Our commitment is to offer an end-to-end supply chain solution by demonstrating core competencies in domestic and international freight, logistics and relocations.

AUTHORIZED ECONOMIC OPERATOR (AEO)

Urgent Cargo is an Authorized Economic Operator enjoying simplified customs procedures while maintaining high level compliance levels at all times. In today's fast growing business environment, logistics has become an essential component of any corporate management strategy. Individual customer requirements for both local and international logistics is becoming increasingly advanced and diversified. At Urgent Cargo, it is our policy to adapt to these changes while at the same time maintaining the integrity of our service and high level of ethical standards. We do this because we understand that it is our business to be flexible in understanding individual customer needs. The company's objective is to maintain its professional identity and principles. In the highly competitive field of international trade, success is built on responsiveness and reliability. We have examined the market and continue to listen to our clients while developing reliable infrastructure and systems to meet our customer needs.



URGENT CARGO HANDLING LTD

Dundee House, Uhuru Highway | P.O.Box 21210-00500 | Nairobi, Kenya.
Tel: +245 20 2229567, 2215151, 2215798 | Cell: +254 722 610643 / 733 624416
Email: customerservice@urgentcargo.com | www.urgentcargo.com



URGENT CARGO



PERSONNEL

Urgent Cargo Handling Limited has a total work force of over 100 employees who are on specific renewable contracts. Urgent Cargo has access to additional staff who may be called upon at short notice to assist as and when there is a requirement.

FACILITIES

Warehousing & Storage Facilities

We maintain a storage warehouse facility; situated approximately 15 Kms from the city center with an approximate floor space of 20,000 sq. ft.



JKIA Office

Our airport office is conveniently located at the Kenya Airfreight Handling Ltd, Freight terminals. From here, we handle both import and export shipments.

Mombasa Branch Office

Our branch operation is situated on Cargo Plaza on Masai Road, Mombasa. This office caters for all our Mombasa port operations, and is a fully-fledged office manned by an independent team.

This office also handles transit clearance of cargo that is destined to the neighboring countries e.g. Uganda, Southern Sudan, Rwanda and Burundi.



Satellite Offices

We operate satellite offices at the UN office, Eldoret, Nakuru, Kisumu, Busia and Malaba. These monitor our trucking activities and also handle fuel export business for our clients.



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Our role is to create efficiency in the logistics process that help reduce order cycle time, by using our existing resources and those of our partners to lower your overall cost. While it is important to respond to the core service requirements of our customers today, our approach to logistics is one of Agent / Client consultation.

We provide solutions needed to achieve competitive advantage while recognizing the challenges of the future and proactively recommending change to maintain competitiveness.

TRANSPORT

Urgent Cargo owns a fleet of trucks and we are therefore able to cater for all your road transport needs. Utilizing our own fleet of trucks that range from half-ton pick-ups to 40-ton semi-trailers, we provide for all transport needs to all East African destinations. Our fleet is fitted with a tracking system for control and monitoring purposes.

RANGE OF SERVICES OFFERED

AIRFREIGHT

Speed and reliability is everyone's priority, with our international network we have made it our mission to meet these expectations. Urgent cargo, via its premium door-to-door service, can arrange for the efficient movement of your air freight cargo from anywhere to any destination world-wide. Locally, we guarantee to clear consignments from J.K.I.A Airport within 48 working hours of receiving all necessary documentation. Export cargo is uplifted within 24 hours subject to receipt of all necessary documentation and availability of carrier space.

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SEA FREIGHT

Under normal conditions, shipments arriving at Mombasa port are cleared and transported to Nairobi within 7 days while those destined to Uganda are cleared and transported to Kampala within 10 days of arrival and or discharge. At ICD Kampala, shipments are cleared within 3 working days of arrival. This is subject to receipt of all necessary documentation at least 4 days prior to arrival.

ROAD TRANSPORT

Urgent Cargo has its own fleet of trucks that will cater for your needs, it is worth noting that all our trucks are fitted with trucking devices, occasionally we engage the services of reputable transporters to supplement ours

PACKING & REMOVALS

This service offers solutions for all your local and international Residential and Office Relocations needs. We perform the entire logistics from volume estimation, packing, transportation, and customs clearance where applicable and re-arrangement at final destination. This can be done on a door-to-door basis worldwide.

Urgent Cargo is also one of the only three FIDI Accredited International Movers in East Africa. FIDI – FAIM is a quality management programme endorsed by the European Union to manage quality standards of international moving.



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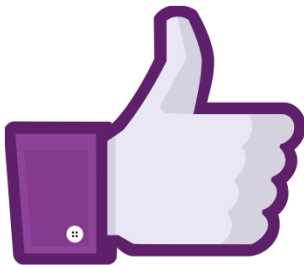


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CUSTOMER SERVICE

Customer satisfaction is our ultimate objective, whilst being confident of the quality of our service we realize how vital regular communication with our clients is particularly during the clearance process. Our computer and Trucking systems enables us to track the movement of consignments from the time documents are received up to delivery,. Thus, we update you daily by e-mail, and telephone on the status of your shipments and or documentation under process.



CONCLUSION

Our role is to create efficiency in the logistics process that help reduce order cycle time, While it is important to respond to the core service requirements of our customers today, our approach to logistics is one of consultative. We see our role, as providing the solutions needed to achieve competitive advantage while recognizing the challenges of the future and proactively recommending change to maintain competitiveness. We would appreciate an opportunity to discuss with you how Urgent Cargo could partner and guarantee you a stress-free and storage free service.



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