

Comprehensive OCONUS Freight Forwarding Solutions

The Customer: *A Major U.S. Defense Contractor*

The Challenge:

A Major U.S. Defense Contractor lacked a fully-dedicated freight forwarder and logistics provider based in Dubai World Central (DWC) to support the receipt, storage, packaging, and shipping of customs/duty exempt goods from Dubai into Afghanistan on behalf of the US Government. In addition to these services, IT solutions customized to interface with the customer's proprietary material procurement system were necessary to fulfill requirements.

The Solution:

National capabilities include full-freight forwarding and air charter services from Dubai, UAE to Afghanistan. National provided and was accountable for all labor, materials and supplies, tools and equipment, transportation, insurance, permits, licenses, taxes, management and supervision, and all other services necessary to provide time-definite direct delivery of sustainment cargo from Dubai, UAE to destinations throughout Afghanistan. National provided custom processing and clearances, dangerous goods/hazardous materials (HAZMAT) preparation and International Air Transport Association (IATA) certifications. Throughout the transport process, National provided 100% in-transit visibility reporting.

In this case, National demonstrated an innovative approach to freight forwarding – Priority 2 ocean freight movements were converted, with government approval, to air movements. The contract, which began with only 55% air movement, now consists of 100% air movements. National also developed and utilized a customized warehouse management system (WMS) to integrate with the customer's proprietary material management and procurement IT system. Development of this system resulted in the automated tracking and reporting of materials from time of receipt to proof of delivery.

The Results:

Since the inception of the contract in July of 2012, National has completed over 5,500 shipments with an estimated volume of 1,809,033 kgs. National's on-time performance is consistently above 97%, a statistic which is particularly revealing, given the dynamic operating environment and high volume of cargo received and shipped on a daily basis.

With the innovation of the ocean to air freight conversion, National has positively impacted the customer's supply chain. Commodities that once took over 150 days to arrive to the customer via ocean now arrive into Afghanistan on an average of 7 days after being received and processed in the National warehouse. National's efficiency has afforded the customer the flexibility to meet the operational requirements that accompany the draw-down of forces without sacrificing quality of service to the Government.

The customized WMS provided National the ability to record, track and monitor critical metrics such as: average pack, delivery and cycle time; in-bound, on-hand and out-bound statuses; total shipment weights; and transmission rates of material receipt data. The WMS also includes a customer facing portal where the customer can log-in from the field and check on the status of a shipment once it has moved from the warehouse and into the supply chain for delivery.

National demonstrated its unmatched agility through the support of logistics movements not originally anticipated in the contract. This included the retrograde movement of 109 pieces of leased construction and material handling equipment within the span of 4 months, in addition to 3 AN-124 charter movements and over 20 B-747 or IL-76 flights. National also successfully and seamlessly facilitated the movement of 10,000 vaccines from Dubai to Bagram, which included the tedious customs documentation and specific packing requirements necessary to ensure the integrity of the shipment.

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Resources to Meet All Requirements

- 200+ National Employees directly supporting client programs throughout the various Afghanistan zones
- 98+ National Employees based in Afghanistan
- Operations Running 7 days a week to support client operations
- Full ONOCUS freight forwarding requirement capabilities
- Air & Ocean Freight Coordination
- Inland Transportation
- Warehouse Consolidation & Deconsolidation
- Cross-Docking Operations
- Carpentry & Crating Services
- Packing, Container Build
- Blocking and Bracing
- HAZMAT Handling & Declaration
- Customs Clearance, Delivery & Shipping
- Government & Military Entity Coordination