



THE RHENUS ROUTE

**CUSTOMER SUCCESS IN
SOUTH AFRICA AND EUROPE**

FAST & FLEXIBLE TRANSPORTATION FOR THE TYRE INDUSTRY - FROM SOUTH AFRICA TO EUROPE

THE CHALLENGES

-  **End to end management and constant communication with the client**
-  **108 pallets loaded onto two chartered aircraft**
-  **Seamless collaboration between Rhenus teams in France, Hungary and South Africa**

THE SITUATION

Rhenus was approached by a major worldwide tyre manufacturer to organise and manage the transportation of 95 tonnes of raw material from Cape Town, South Africa to Tuzser, Hungary.

Working in collaboration with its teams in South Africa, Austria-Hungary and France, Rhenus managed the process from end to end. This included pick-up and transfer to the airport in Cape Town, export customs clearance, airport handling at the origination and destination points, delivery to a bonded warehouse in Budapest, and final delivery to the plant in Tuzser. The size and weight of the freight meant two chartered aircraft carriers were required.

x2 AIRCRAFT 108 PALLETS 880 KG EACH

Rhenus was given a short timeframe of 2-3 days to manage the shipment, and only a 24-hour window in which to provide a quote and full specification for the project. This meant that the three international Rhenus teams needed to work quickly and creatively to propose a competitive solution under tight time constraints.

HOW RHENUS HELPED

Arranging the transportation of such a large amount of freight in such a short space of time is complex, but continuous and transparent communication between Rhenus France and the client created a clear route for delivery.

Rhenus produced a detailed plan of the entire project at impressively competitive rates. This was in part enabled by Rhenus's sourcing of a local charter agent in Cape Town.

Aircraft pallets were used as the unit load devices (ULDs). Weighing 880kg each, 108 pallets were built to specific dimensions, with 54 pallets allocated to each aircraft.

**READ MORE ABOUT THE WORLDWIDE
SERVICES OFFERED BY RHENUS:**

www.rhenus.group



WHY TAKE THE RHENUS ROUTE?

The broad distribution of Rhenus teams across the globe means the company can offer flexible and tailored solutions and can react quickly to any changes or requests made by the client. Testament to that, and underpinning the success of this entire project, was the seamless communication between Rhenus' three departments in South Africa, Austria-Hungary and France.

Each team was responsible for its own element of the project. Rhenus SA managed the collection of the shipment, arranging seamless passage through export customs checks, and airport handling and loading; the Austria-Hungary team oversaw the unloading and delivery of materials to both the Budapest and Tuzser locations; and Rhenus France was responsible for organising the aircraft charters, as well as handling all communication with the client.

The project required an element of reactivity, creativity and confidence that only Rhenus could provide – seamlessly managing a huge expedition for a global customer with exceptionally high standards – all in the quickest time possible.