

2020



# WHY JOIN FAQs



**CARGO**  
Connections

# FREQUENTLY ASKED QUESTIONS

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“Each company is required to be an active Member, prepared to reciprocate business and attend our Annual Assembly in order to develop business within the spirit of Cargo Connections. Our aim is to have only professional and pro-active agents in Cargo Connections.”





## HOW LONG HAS THE NETWORK BEEN RUNNING?

Cargo Connections was established in August 2014 by Rachel Crawford, who has been actively involved in the development and management of international freight forwarder networks since 1998.

[Read more.](#)

## HOW MUCH BUSINESS WILL I RECEIVE?

It is difficult for us to determine how much business joining Cargo Connections would bring to your company. Also, we prefer not to ask our Members this question as we want to avoid recruiting companies that are solely looking for increased incoming business. We want new Members to become active participants in our network and to promote their company and services in order to increase inter-trade.

## WILL I HAVE TO TERMINATE CURRENT RELATIONS WITH AGENTS?

Our Members are not required to annul established agency relationships. We simply ask that all new business is first offered to fellow Cargo Connections Members for quoting, it is then up to them to provide excellent rates and services to win the business.

## CAN I SEE A CURRENT LIST OF MEMBERS?

Yes, a full list of our Members can be found [on our website.](#)



## HOW DO YOU SELECT YOUR MEMBERS?

Members are selected due to their excellent reputations within the industry, their accreditation by international authorities and have passed a strict entry procedure. Recommendations from existing Members are preferred due to the valuable prior trading experience. However, we also search for suitable companies in vacant locations. Our Recruitment Team bring a huge amount of experience in how to select the right companies who will become active and valuable Members of our organisation.

## CAN I LIST MORE THAN ONE OFFICE IN A COUNTRY?

Yes, the profile pages in our Members Area enable companies to list as many branch offices and staff within same country as they wish at no extra charge.

## HOW MANY MEMBERS DO YOU ALLOW IN EACH COUNTRY?

Cargo Connections offers Restricted Representation, which means we will not recruit more than 3 Members in each country with the exception of Australia (5), Brazil (5), Canada (5), China (10), India (10), Turkey (5), UAE (5) and USA (10). [Click here](#) to see if we have a vacancy in your country.

## WHERE WILL YOUR NEXT MEETING BE HELD?

Full details of upcoming meetings can be found [through our website](#). This year we are in...

Our 5th Annual Assembly will take place from 8-10 March 2020 at the Outrigger Laguna Phuket Beach Resort, situated on Bangtao Beach between a tropical lagoon and the sparkling waters of the Andaman Sea - this beachfront property is designed to be a luxurious haven for our meeting.



# 5th ANNUAL ASSEMBLY

8-10 MARCH 2020

THAILAND



### SUNDAY 8 MARCH

We have arranged a fantastic start to our event, which is a change from our usual schedule. We will all meet at 17:30 on Sunday 8 March for a coach trip to Siam Niramit to watch a world-class performance of Thailand's arts and cultural heritage. We will enjoy a fresh Thai and international buffet dinner and see many pre-show attractions such as traditional music and dancing performances, kick boxing show, grand parade with elephants and elephant rides. We will then settle into our upgraded Platinum Seats to be entertained by the spectacular show featuring over 100 performers, lavish costumes and stunning set designs. We will then depart back to the hotel at 22:00.



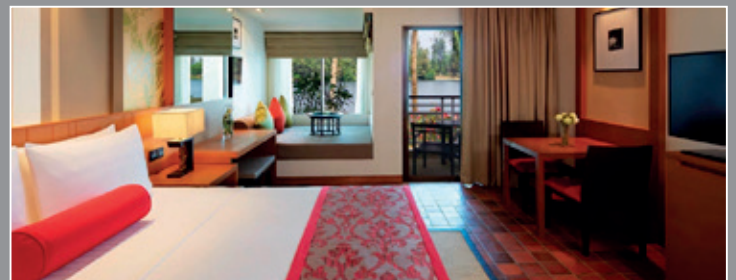
### MONDAY 9 MARCH

Our meeting will take place in the grand Similan Ballroom and all delegates will gain access to our online Meeting Manager program so that 20-minute business meetings can be arranged prior to arrival. At 14:00 we will take part in a combination of team building activities and compete in friendly competition with fun being the main focus. After an entertaining afternoon, there will be time to rest before we meet at 19:00 for a drinks reception by the upper pool/Edgewater. We will then enjoy a dinner feast and be entertained by a Human Puppet, Thai Regional Dance Acts and a Bang Rachan Show. The evening will include soft drinks, fruit juices, beer, house wine, gin, rum, tequila, vodka, whisky and mixers.



### TUESDAY 10 MARCH

Our official meeting will continue with 1-2-1 meetings where delegates highlight their specialist areas, discuss cross trade, existing and new business as well as information regarding their country's regulations and requirements. These crucial meetings also provide an opportunity to share key import and export trade information.



### GUEST ROOMS

Lagoon View rooms (43m<sup>2</sup>) with sunken bathtub and showers are available to delegates at Single Lagoon View THB 6,700 (approx. USD 211) net per room per night; Twin/Double Lagoon View THB 7,200 (approx. USD 227) net per room per night. Room Rates include a full buffet breakfast and the 10% service charge, 7% VAT and 1% provincial tax (equal to 18.7%).

### REFRESHMENTS

Morning coffee breaks include freshly-brewed coffee, a selection of regular and herbal teas and an assortment of croissants, sandwiches, Danish pastries and muffins. Afternoon coffee breaks include freshly-brewed coffee, a selection of regular and herbal teas, and an assortment of snacks including fruits, curry prawn fritters, deep-fried sesame chicken wings, and smoked salmon and cream cheese bagels. Lunch with soft beverages will be taken in Locavore restaurant.

### WEATHER & DRESS CODE

The month of March is a great time to visit Phuket! Temperatures vary between 24°C - 33°C and rainfall is rare at this time of year with just 40mm falling throughout the month. For the Gala Dinner, we advise smart casual attire. We recommend a business suit for the start of our meeting as our Official Group Photo will be taken at 10:00. Thereafter, the meeting attire is business casual (no ties needed!). Phuket is among the world's finest beach destinations, with fine white sands, nodding palm trees, glittering seas and lively towns. Why not extend your stay and enjoy the island.



## HOW DO YOU ENSURE A HIGH STANDARD OF MEMBERS?

We continually monitor the quality of service of our Members to ensure that we have recruited the right companies, who perform in a conscientious, diligent and professional manner. Our Quality Control Survey asks for our Members' opinion on the level of service that their fellow overseas partners are providing. Poor performance will not be tolerated within the network.

We expect all Members to work 'within the spirit of Cargo Connections'

- **Respond to emails within 24 hours**
- **Pay invoices on time**
- **Communicate if things go wrong**
- **Give fellow Members the opportunity to quote on new business**
- **Attend our Annual Assembly**

This policy will make for a valuable and profitable future for the whole network.

## DO YOU HAVE A SMARTPHONE SITE?

Yes, we acknowledge the growth in mobile devices but connection speeds can sometimes be slow so navigating through websites to get to the required page can be frustrating! We want Cargo Connections Members to have a great experience with our website, whether on a large PC screen or on their mobile device. Therefore, we provide a password protected Smartphone Service ([m.cargconnections.net](https://m.cargconnections.net)), which enables the contact details of fellow partners to be found quickly on mobile devices.



## DO YOU PASS ON QUOTE REQUESTS?

Due to our continued efforts with search engine optimisation and advertising, we aim to drive new business to our Members. Our website is not only visited by forwarders looking for fellow agents, but also by customers looking for quotes. All leads received from our **Quote Request** facility are forwarded directly to our Members.

## DO YOU OFFER PAYMENT PROTECTION AND/OR INSURANCE?

Unfortunately, we are unable to offer Member-to-Member payment protection and/or insurance. Our Members are privately owned, independent companies that are more than capable of using their own normal commercial caution and practices to reduce risks.

## DO YOU PUBLISH A NEWSLETTER?

Yes, Cargo Connections distribute a quarterly **Digital Newsletter** to all Members free of charge and no payment is made for any article. Each issue includes editorials on Member's shipments, staff changes, the latest companies to join, reminders of membership tools, official updates, etc.



## WHERE IS YOUR HEAD OFFICE BASED?

Cargo Connections is a Limited company (Reg # 9127025) based in the UK. The company is VAT registered (198 6877 20) and has the following certifications: ISO 9001 Reg No 205364 and ISO 14001 Reg No 205366.

## DO YOU OFFER ANY TRAINING PROGRAMMES FOR YOUR MEMBERS?

Yes. One of the main challenges in our industry is the lack of training and staff development, especially with new and young staff members. During 2017, we launched a bespoke **eLearning Platform**, incorporating a comprehensive 6 module online training program. Each registered user receives a personal log-in so that they can train at their own pace. When the training is completed the user will understand the practical, operational and engineering aspects of the specific topic and will be able to ask pertinent questions at the relevant time and understand the industry terminology.



# DO YOU PROVIDE SALES AND MARKETING MATERIAL?

Cargo Connections has created many convenient sales tools.

Together with our **Marketing Websites** which are customised to each of our Members and based on a company specific URL, we also provide a Marketing Brochure, which is edited with each Member's company details and emailed in PDF format ready for printing.

We also provide customised World Maps, designed for Members to take to sales meetings to show their customers where their fellow partners are located.



## DO YOU HAVE A COMPANY VIDEO?

Yes, [click here](#) to view our online video.

## DO YOU OFFER MARKETING & NEWS SERVICES?

Yes, as our network is predominantly about acquiring, building and maintaining business relationships, we offer our Members a news service. We prepare an online article which is then published in our **Latest News** section. This

service provides Members with the opportunity to promote their company and enables everyone to keep up-to-date with news from their overseas partners. Each article appears automatically on both our website and Smartphone Service

and are also published on **LinkedIn** in order to reach a wider global audience. News articles related to each company are also displayed on their individual company page in our Members Area and on their dedicated brochure website.

# DO YOU HAVE A FINANCIAL MONITORING SYSTEM?

Our bespoke Money Monitor System has been developed to ensure smooth cash flow between Cargo Connections Members and to prevent late payments. Once logged in, each Member can add, view and edit details of outstanding invoices within our network. The system sends a 'Statement of Accounts' to each Member every 2 weeks highlighting due dates. We are proud to say that we have an excellent payment record within Cargo Connections. Our Members understand that paying on time and operating in a professional manner results in repeat business and excellent relations with their Cargo Connection partners.



## CAN I PROMOTE OUR OFFICES IN OTHER COUNTRIES?

Rule #3 of our **Membership Rules** states "Members may not promote offices in countries where they do not have official representation". This rule is strictly enforced so that Member's representations are protected and to avoid any hostility within our friendly group.

## DO YOU HAVE ANY MEMBERSHIP RULES?

Abidance of our **Membership Rules** is essential for the professional and efficient operation of Cargo Connections and its Members. Any official complaints are reviewed by Cargo Connections Management in accordance with our ISO 9001 and ISO 14001 approved procedures and all final decisions are reached fairly and consistently, without bias or prejudice, in representing the interests of Cargo Connections and its Members.





## WHAT ARE THE APPLICATION REQUIREMENTS?

Full completion of our **Application Form** together with 2 references from forwarders who have acted as agents within the past year. Each applicant is also required to provide a recent case study of an interesting shipment they have handled.

## WHAT IS THE COST OF MEMBERSHIP?

Our Members simply pay an Annual Fee dependent on location with a one-off Joining Fee on approval of membership. However, the first 150 Members will be able to take advantage of our current campaign, which will secure them 2 years' membership for the cost of 1, providing adequate time to really see a return on the investment.

## CAN I HAVE A FREE TRIAL?

We are a professionally run ISO certified organisation and unable to offer free or trial memberships.



## HOW CAN I JOIN?

Please read our **Membership Rules** and complete all the questions on our online **Application Form**.



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Registered in the UK, Company No 9127025  
ISO 9001 Reg No 205364; ISO 14001 Reg No 205366