

HENNINGHARDERS



**LOGISTICS FOR
RETAIL**



We provide data management tools for the streamlined, cost-effective movement of your goods.



NEXT LEVEL SUPPLY CHAIN EFFICIENCY

Retail customers expect goods to be readily available in-store and online, in perfect condition and at a good price, which means that a retailer's reputation relies on a flexible and efficient supply chain. This involves a lot more than moving cargo: To gain a competitive edge, a successful supply chain demands the real-time availability of all data associated with supply and demand planning, vendor performance, and the movement and storage of goods.

That's why we provide end-to-end supply chain management, including the seamless integration of retailers, manufacturers, suppliers, warehouse operators and carriers. We give our clients full control and visibility of their shipments at all times and we share all relevant data through EDI and SAP / ERP compatibility. We provide order tracking, reporting, KPIs and data analytics – all amounting to improved efficiency, data accuracy, better planning and forecasting, easier collaboration, and better customer service capabilities.

Result: your supply chain becomes a valuable strategic asset for your business.



PROVEN SUPPLY CHAIN SOLUTIONS FOR RETAILERS

Today's retailers face a large number of challenges: goods are sourced globally, consumer trends and shopping habits make supply and demand planning difficult, response times are reduced and bulk movements are replaced by multiple small orders.

In this business environment, supply chain efficiency, responsiveness and inventory management, are all metrics, which have a direct impact on the retailer's bottom line. The ability to manage international transactions and quickly respond to customer demand is essential.

One size does not fit all.

With over 30 years' experience in global logistics, Henning Harders have developed a deep understanding of the retail industry. This is because we align ourselves with our clients' operations and processes, rather than adopting the one-size-fits-all approach of most providers.

Through these close relationships we gain valuable insight into the industry, enabling us to respond to our clients' needs quickly: with an improved, tailored supply chain, which has a measurable impact on our clients business.

It is this exceptional expertise, our high level of service and our attention to detail, which makes us the preferred logistics provider for some of Australia's fastest growing retailers.



Incorrect food labeling means your goods will be delayed or even rejected by customs.

Hover your cursor here to find out more.



HARDERS Advisory

Our in-house trade and supply-chain consultancy can help you determine the feasibility of a business opportunity and advise on ventures into new markets.

We consider all aspects, which will affect your supply chain – from the big picture, such as Free Trade Agreements and the most economic shipping lines, down to the finer details like product compliance and customs regulations.

Involving Harders Advisory provides your business with tangible benefits, such as:

- risk mitigation
- improved cash flow
- a more cost efficient supply chain
- increased speed to market
- streamlined import / export processes

HASSLE-FREE IMPORTING

Importing goods to Australia is complex, with many potential pitfalls involved. As true Australia experts we are better suited to manage your imports than those large overseas conglomerates, for whom the Australian/New Zealand market is only a lower ranking part of their business. We can help you with the entire process and ensure the seamless and cost-efficient clearance and delivery of your goods.

We take care of:

- supplier on-boarding, which means we prepare your suppliers for efficient, standardised logistics processes, packaging and customs requirements
- all required documentation and product declarations
- certificates and required product/packaging treatments
- import permits and permit renewals
- product assessments, import approval
- labeling and bio-security compliance
- product compliance reports

INFORMATION SHARING AND RISK MANAGEMENT

The ability to plan and forecast, and to respond quickly to order changes or seasonal peaks is vital in the competitive environment of the retail industry. That's why we make all relevant information available through our data management tools with full EDI capability and SAP / ERP compatibility.

We provide our clients with:

- Real-time visibility of the flow of orders and goods online
- Order tracking, milestone and performance tracking
- Use-by dates on tracking reports
- Seamless integration with client software
- Advanced IT systems with full EDI capability
- SAP / ERP compatibility
- Customised reporting on a daily, weekly or monthly basis
- Data analytics, enabling continuous supply chain optimisation
- Statistical data capabilities
- Management summaries and reports
- Online metrics to measure and improve results
- KPIs to measure operational performance
- Data Security – all documents are stored electronically for each consignment

VENDOR MANAGEMENT

Retailers often source their goods and products globally and from multiple suppliers. If the retailer is effective, but his suppliers are not, errors and delays will impact the business. For a lot of our clients, we optimised their supply chain and now manage it as one streamlined entity, thus allowing our retail clients to confidently focus on their core business. We:

- Manage vendor performance
- Measure and provide meaningful KPIs
- Coordinate factories and sellers
- Verify purchase orders and order numbers
- Ensure factory readiness for in-time delivery
- Integrate retailer, suppliers, carriers and DCs
- Reduce complexity & increase efficiency
- Make all data available via EDI interface

EXPORT SERVICES

Compliance with customs procedures is a major factor to a successful supply chain. Swift clearance means increased speed to market, money saved, product integrity maintained and – above all – it allows you to serve your customers better.

Our export services include:

- preparing documentation required for export clearance and product handling
- fumigation certificates and packaging declarations
- commercial invoices
- packing lists



We consolidate up to
500 containers per week
from over 100 suppliers

COST-EFFECTIVE CONSOLIDATION

For over 30 years, Henning Harders have been providing large-scale consolidation services in China and Europe. We coordinate overseas factories, sellers and regional warehouses, we analyse factory and DC locations, order quantities, weight, volume and delivery deadlines and we arrange the most efficient way of despatch.

Our services include:

- Supplier coordination
- Coordinated pick-up
- Strategic cargo consolidation points
- CFS consolidation
- LCL, FCL container management
- FCL consolidation by suppliers, locations or sales regions
- Overseas buyers consolidation
- Schedule sailings to match the retailer's timeline
- Customised consolidation – per supplier, region, outlet
- Direct movement of goods from origin to store

As an Australian Trusted Trader we can provide our customers with wide range of trade facilitation benefits: streamlined customs clearance, priority trade services, differentiated examinations and mutual recognition arrangements.





Our in-house software system is linked to the Department of Immigration and Border Protection and the Department of Agriculture, Water and the Environment (DAWE) to enable the prompt and efficient clearance of goods.

CUSTOMS SOLUTIONS

Moving goods globally is a complex process, requiring cross border collaboration and an in-depth knowledge of customs and bio-security regulations.

Our experienced in-house customs brokers can expedite customs clearance and assist with all formalities and documentation thus avoid goods being delayed or even rejected by customs.

Our accredited customs brokers:

- Check that permits are in place and ensure compliance
- Are directly linked to the Department of Immigration and Border Protection and the Department of Agriculture, Water and the Environment (DAWR) to enable the efficient clearance of goods
- Provide duty minimisation techniques
- Manage and advise on tariff concessions
- Assist with the classification of goods
- Provide product assessments and pre-clearance
- Provide assistance with labelling and all documentation
- Claim excise refunds, drawbacks and remissions
- Arrange import declarations and quarantine formalities

Avoid costly delays - our DoA accredited customs brokers ensure compliance and efficient clearance of your goods.



END-TO-END VISIBILITY AND CONTROL

Retailers today often operate across multiple channels and markets. To achieve operational results, real-time visibility, efficient data management and information sharing are essential. For ease of management, we provide our clients with:

- Effective communication between retailer, factories, vendors, carriers and warehouses
- End-to-end supply chain visibility
- Online shipment tracking
- Shipping documentation
- Ordering flexibility
- Ability to quickly respond to order changes
- Reduced lead times
- Inventory management
- Real-time planning
- Maintaining accurate excise records and registers
- Efficient Customs and Quarantine clearance of your goods
- Preparation and lodgement of import quotas

ACHIEVE COMPLIANCE

Our accredited customs brokers and retail specialists can guide you through the maze of regulations and formalities. As a compliance-minded company, our goal is to ensure the safety, integrity and quality of your goods throughout the supply chain. With IATA, RACA and Dangerous Goods Accreditation, and with our DAWE accredited Customs Brokers, we ensure total compliance with all legislation.

We provide:

- Advice on safe handling
- International Trade Documentation, including FTA advice
- Security – all documents are stored electronically for each consignment
- Assistance with regulations such as labeling and documentation
- Advice on export grants, valuation procedures, tariffs and GST
- Efficient Customs clearance of import and export cargo
- Calculating excise rates for beer and spirits
- Reporting excise and paying duties
- Claiming excise refunds, drawbacks and remissions
- Maintaining accurate excise records and registers
- Efficient Customs and Quarantine clearance of your goods
- Preparation and lodgement of import quotas

CASE STUDIES

FULL SERVICE RETAIL LOGISTICS

For one of Australia's largest retailers, we developed and now manage their supply chain from start to finish and as one streamlined, cost-effective unit: We communicate directly with overseas suppliers to verify purchase orders, article numbers and factory readiness dates. We coordinate factories, vendors and DCs and enforce despatch dates. Based on factory locations, cargo volume and weight, we determine the most cost-effective carrier. If cargo volumes do not allow for FCL shipment, we consolidate shipments or find the most efficient LCL despatch. Our accredited customs brokers assist with new product classification, cheese import quotas and advice on duty for alcohol imports. They take care of all shipping documentation and arrange Customs and Quarantine clearance. We ensure compliance with health, safety and customs regulations so that goods can be cleared efficiently.

Our integrated processes - with EDI interface, SAP compatibility and real-time tracking, provide all necessary information, allowing our client to respond quickly to order changes, product shortages or seasonal peaks.

Closely aligned with our client's operations and processes, we ensure that goods are collected and shipped efficiently and that they arrive when and where the customers demand them - thus allowing the client to confidently focus on growing its retail business.



What are the advantages of having your goods cleared by an Australian Trusted Trader?

Hover your cursor here to find out.



COST-EFFICIENT CONSOLIDATION SOLUTIONS

We frequently arrange consolidations of premium European wines and champagnes at our facility in France. The wines are collected from all over Europe and consolidated, which allows for single full containers to be shipped instead of multiple small shipments from different ports of origin. This measure allows our clients to benefit from cost efficiencies and ultimately increase profits.

While cost efficiencies may generally lie in shipping cargo in large volumes, we always consider the bigger picture: a client might reduce cost by shipping full container loads, but additional fees and charges could arise elsewhere. Due to a seasonal peak, one of our clients faced the prospect of significant wharf storage charges until all of his containers could be moved to regional DCs.

Henning Harders mitigated these costs and kept additional charges to a minimum whilst maintaining strict compliance with Customs legislation.

IMPORT PERMIT

One of our client's suppliers had missed that his import permit had expired. With two full container loads of frozen pizza sitting at the dock, customs denied the import. With time running out quickly, the supplier contacted Henning Harders for urgent assistance. Our accredited customs brokers investigated the issued and managed to obtain a permit within hours. As a result, the two containers could be cleared and thousands of dollars were saved for the importer.



LOGISTICS FOR BEVERAGES

Our dedicated Beverage Specialists and our licensed Customs Brokers have extensive knowledge and experience in the import of wine, beer, spirits and fruit juices.

If you are an importer of alcoholic beverages, you should talk to our specialists about our underbond solutions or our periodic settlement permissions which allow delivery ex-warehouse without upfront duty payments.

We can also establish continuing movement permissions to allow for alcohol to be moved to other Customs warehouses without duty payment, for example airport duty free stores.

We can also set up and maintain a dedicated bond register to monitor stock receipts and movements. These records ensure accurate values can be recorded on clearances ex-warehouse, and also allow for reconciliation against physical stock on hand during stocktake.

Our customs services for the import of beverages include:

- Customs Consultancy
- Auditing services – Duty / Excise / Taxation
- Bond register set up
- Bond register maintenance
- Bond register reconciliation
- Reporting excise and paying duties

Our freight and warehousing solutions for beverages:

- Small order deliveries
- Time sensitive shipments for promotions
- Refrigerated or temperature controlled shipping and storage
- Special packaging for fragile products
- Bonded and free warehouses
- Stock rotation to maintain quality and consistency



LOGISTICS FOR FOOD AND PERISHABLES

Consumers have high expectations when it comes to the availability and quality of food and perishable goods. A retailer's success relies on a logistics provider that offers cost effective transportation and the successful management of fresh products along the entire supply chain.

Our dedicated food logistics specialists ensure that:

- Goods maintain their quality throughout the supply chain
- Goods arrive on-time and in optimal condition.
- Stable temperature conditions are maintained

As a member of the FBIA, we keep up-to-date on all food and beverage industry regulations. We can assist with:

- On-site inspection of your premises to assess standards for quarantine
- Health certificate processing
- Tariff advice
- Valuation procedures
- Copyright/trademark issues
- GST advice
- Cheese quota expertise

We can also help you with optimising and managing your internal ordering and shipping processes.



COLD-CHAIN MANAGEMENT FOR CHILLED OR FROZEN GOODS



To preserve the quality of your cargo, we adhere to all food safety and hygiene standards. If necessary, we maintain a fully temperature-controlled supply chain from pick-up through to delivery, including:

- Temperature-sensitive handling
- Temperature data recording during transport & analysis
- Direct distribution, door-to-door
- Refrigerated and frozen parcel consolidation
- Temperature controlled freight: frozen, chilled, ambient
- Temperature controlled pick-up
- Product specific packaging solutions

OUR INDUSTRY-SPECIFIC SERVICES

A well-performing supply-chain is a strategic asset, which requires an in-depth understanding of industry operations and logistics processes.



TAILORED SEA AND AIR FREIGHT SOLUTIONS

We analyse all relevant factors, such as timelines, cargo weight and volume, factory and CFS locations, sailing schedules and then arrange the most appropriate mode of transport.

Our services include:

- Time-sensitive shipments for limited period promotions or seasonal spikes
- Samples or small order deliveries
- Refrigerated shipping (reefer) with temperature-controlled conditions
- Sourcing of vehicles with generator sets to maintain temperatures where required
- Special packaging for fragile products, premium wines and liquor
- Container transport management, including heavy shipment load capabilities
- Direct sailing from port to port to maintain the quality of the product
- Supplier consolidation for cost effective transport

VALUE-ADDED SERVICES

No need to leave the supply chain for packing, re-packing or consolidating.

We offer value-added services, tailored to retail clients, which can save time and money:

- Labelling, bundling, stamping
- Packing, wrapping, palletising
- Bar-code scanning
- PoS handling
- Blast freezing
- Quality control
- Project management
- Consolidating orders from multiple suppliers
- Vessel chartering
- Quarantine approved warehouses
- Competitive cargo insurance
- Import clearance

OUR WAREHOUSING SOLUTIONS FOR RETAILERS

Ideal storage conditions are crucial when it comes to maintaining the full quality of your goods - especially food and beverages. We provide warehousing solutions, which perfectly match the specific requirements of your cargo.

Our services include:

- Multi-temperature solutions: frozen, chilled, ambient, humidity-controlled
- Fully air-conditioned warehouses
- Bonded and free store facilities
- Full container storage
- Secure rack and bulk storage
- Inventory management
- Effective stock rotation to maintain quality and consistency
- Industry-specific storage facilities
- Strategies to minimize storage and handling



→ Your Key Account Manager has the skills and experience to help solve your business challenges

ONE KEY ACCOUNT MANAGER

Every Henning Harders client – no matter how large or small – is assigned a dedicated Key Account Manager to personally manage their business needs. This experienced supply chain manager is supported by licensed customs brokers and data analysts.

Our unique One-Key-Account-Manager policy provides our clients with tangible, added value:

- an efficient flow of information
- prompt and effective handling of requests and issues
- regular reviews to strengthen their supply chain
- a quality-assured customer experience
- competent advice on latest customs regulations
- makes it easy for clients to stay in control of their supply chain

ACCREDITATIONS & MEMBERSHIPS

IATA [International Air Transport Association] - Accredited Agent & Member
DOA [Australian Government Department of Agriculture] - Accredited Dangerous Goods - Accredited
RACA [Regulated Air Cargo Agent for Security]
SAL [Shipping Australia Limited] – Member
CBFCA [Customs Brokers Council of Australia] – Member
UOL [United Ocean lines] – Member
FTA [Freight & Trade Alliance] – Member
FBIA [Food and Beverage Importer Association] – Member
NSW Business Chamber – Member
FBA [Family Business Australia] – Member
German-Australian Chamber of Industry & Commerce – Member
VECCI [Victorian Employer's Chamber of Commerce] – Member
Australian Trusted Trader - Accredited

CONTACT US

AUSTRALIA

SYDNEY

Henning Harders (Australia) Pty Ltd

Level 15, 100 William Street
Sydney NSW 2000

GPO Box 3296

Sydney NSW 2001

T: +61 2 8302 0400

F: +61 2 8302 0499

www.harders.com.au

MELBOURNE

Henning Harders (Australia) Pty Ltd

8E International Square
Tullamarine VIC 3043

PO Box 1552

Tullamarine VIC 3043

T: +61 3 9335 5644

F: +61 3 9335 4500

www.harders.com.au

BRISBANE

Henning Harders (Australia) Pty Ltd

79 Breadwell Street
Rocklea QLD 4106

T: +61 7 3274 4581

F: +61 7 3272 7834

www.harders.com.au

PERTH

Henning Harders TradeLine Pty Ltd

Suite 2, 37 Howson Way
Bibra Lake WA 6163

T: +61 8 9499 6300

F: +61 8 9418 4752

www.tradeline.com.au

NEW ZEALAND

WELLINGTON

Henning Harders (New Zealand) Limited

Level 1, 77 Queens Drive,
Lower Hutt, Wellington
5010

T: +64 4 569 3876

F: +64 4 569 3803

www.harders.co.nz

AUCKLAND

Henning Harders (New Zealand) Limited

11B Maurice Wilson
Avenue, Auckland Airport,
Auckland 2022

T: +64 9 271 2930

F: +64 9 271 2544

www.harders.co.nz



HENNING HARDERS

Henning Harders is a family owned Australian company with offices in all major cities in Australia and New Zealand and an extensive worldwide network of partner offices – all logistics and customs specialist with intricate local knowledge and experience in their geographic areas.

We have long-term business relationships with all major carriers and shipping companies and access to the most competitive sea and air rates. Contrary to large overseas conglomerates, we are true Australia / New Zealand specialists with established and

productive relationships with Government Authorities. We are an accredited Australian Trusted Trader, which means we can provide clients with a wide range of import/export benefits.

We understand that we can only be successful, if our clients are successful. With over 30 years in the business, our success can be attributed to the dedication and competence of our staff and our investment in long-term business relationships with our clients.

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HENNINGHARDERS

GLOBAL LOGISTICS

Always reliable, always punctual

Sydney: +61 2 8302 0400

Melbourne: +61 3 9335 5644

Brisbane: +61 7 3274 4581

Perth: +61 8 9499 6300

Wellington, NZ: +64 4 569 3876

Auckland, NZ: +64 9 271 2930



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