

Chadd's Chinese Take Away Drama!

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Millennium bring home a 1957 Chevrolet

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THE CARGO CHRONICLE



SO 2016?

Wow, what a year...



I often spend some time reflecting back on what the last year brought and thinking about our plans for the future.

The last year was a tough one for most of us. From the weak pound against the dollar to the collapse of the Korean shipping line Hanjin, the introduction of VGM, the Brexit vote and then the election of Donald Trump! It's no secret that 2016 was one of the most challenging yet for freight forwarders.

But it didn't stop there. 2016 had more bad news to bring. From the astounding number of celebrity deaths, to the terrible news that my beloved Aston Villa had been relegated.

Last year seemed to be the year that just kept on taking!

As an eternal optimist I hope 2017 brings you a fresh start & a ton of success. In the meantime, I'll continue to travel the world looking for the best partners and rates for you & your business,

See you soon,
Chadd.

Chadd's Chatter





My Big Scam Escape

Now, I've been in this business for over 20 years. I know the industry like the back of my hand, and I know how to recognise a con man. Or so I thought...

A little while ago I was contacted by a company over in China. They wanted to do business with us and promised a big contract if the deal was right. It all looked good. They knew what they wanted, they spoke in cargo language and they seemed to be genuinely looking to do business. I did my due diligence and all seemed legit.

In hindsight the only warning I missed was the speed at which they insisted on working. They pressed and pressed for me to get out there and visit them. They were very convincing and I really believed their offer, so I hopped on a plane to China.

From the moment I met them I knew something wasn't right. My gut instinct was to walk away but I didn't listen. I had travelled 6000 miles so I wanted to see it through to the end and find out what was really on offer.

This was a very bad move. I should have hopped on the next plane home as soon

as the warning bells started ringing. I hadn't been there long before they were plying me with alcohol and trying to get me drunk.

They wanted money. That was obvious, but how did they plan to get it? Was I going to be taken hostage? Was I going to wake up hungover and missing a vital organ?

Thankfully, being a strong Birmingham lad, getting me drunk is no easy task, so I kept my wits about me and the saga continued.

First they asked for \$4000 in notary fees so we could get the deal started. I knew by now that there was no deal, but I feared for my life. There's little value placed on western life out there, so I was playing the game one step at a time, waiting for the opportune moment to get away.

I paid them some, but not all of the money to buy me some time.

Then they wanted expensive gifts for the Chief Exec - \$10-20,000 of gold! Yeah, right. I bought them a small gift to buy me some more time... but it still cost me over \$1000.

To try and strengthen our relationship they gave me a gift for my wife back home. This too turned out to be as fake as the rest of the deal.

I was in a risky situation so I knew I had to be smart. I smiled and nodded and played along, risking as little of my money and life as possible, and escaping on the next flight home as soon as I could.

But it didn't stop there. Even once I was home they still kept asking for more!

So what's the moral of the story? No matter how experienced you are in this game, you can never be too careful. Do more due diligence, don't get railroaded into moving too fast and if it sounds too good to be true - it probably is!

I'm not going to lie. This story is a little embarrassing to tell. I should have known better. But I was lucky to have come out of it alive (with all my organs intact!) so if I can help one other person avoid the same mistake then it's a story worth telling.

Have you got a scam story to share? We'd love to hear it! Email us at: chadd@millenniumcargo.com



Chadd on His travels again ...

Hong Kong, China, Vietnam, Barcelona, Ajman, Dubai

At Millennium Cargo we like to go that extra mile in establishing good relationships with our partners. This ensures a greater service and better costs for our ever growing customers.

So far in the last 12 months we have travelled to Hong Kong, China, Vietnam, Barcelona, Ajman and Dubai.

In total over 46,698 miles round trip



Striving for improvement

As we are now ISO9001 and Investors in People accredited we wanted to share this news with you. Not only because we are pretty proud of ourselves but also because it reflects our dedication to looking after customers, staff and to continuously striving for improvement.

One of the eight management principles underpinning ISO9001 is customer focus. To achieve accreditation a business must prove it is consistently achieving customer satisfaction. So it's great for us to know that we are doing exactly that. It is also great to have this recognised and for

clients to know that we're officially a company they can trust to deliver.

As the Investors in People title suggests, all staff are actively involved in everything we do. We are a strong team of committed people working towards the same goals. It doesn't matter who it is in our business that you speak to you will always receive a first class service.

So we might just crack open a bottle of bubbly, raise a glass and say cheers to our dedicated team and all our loyal customers.



FREE freight audit from Millennium Cargo

We are that confident in our services we **GUARANTEE** we can improve the health of your cargo handling.

To arrange an appointment
please contact us on:-

0121 311 0550



Fun Facts Number 1

A container ship travels the equivalent of three-quarters of the way to the moon and back in one year during its regular travel across the oceans.



PROFILE: *Nigel Underhill*

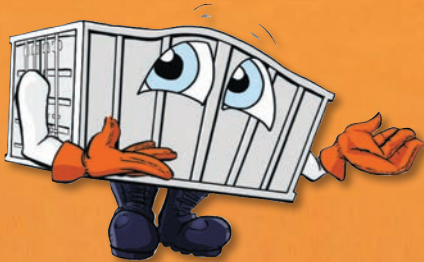
We are pleased to announce the appointment of Mr Nigel Underhill as our UK Sales Manager. Nigel joins Millennium Cargo from a leading UK based business service provider and he brings with him over 30 years of sales experience. We would like you to join us in making him feel very welcome here at Millennium Cargo. Nigel will be responsible for the development of both Import and Export via Air, Sea and Road with both UK and Overseas clients. He will be introducing himself to existing and new customers over the coming months. Please do not hesitate to contact him for any assistance.

Email nigel@millenniumcargo.com Mobile 07545 083841

“Don't bite our heads off



... we only want to talk to you! ”



**To discuss your requirements please call or email
the Millennium Cargo Freight Geeks on**

0121 311 0550

freightgeeks@millenniumcargo.com

Fun Facts - Number 2

Anyone can take huge container ships around the world as passengers for about \$120 a day. Trips may last just a few days, although some travellers sign on for 60 days or even around-the-world journeys. Meals are provided, rooms cleaned once a week and passengers do their own laundry!



Case Study:

Client: Dean Scicluna
Item: 1957 Chevrolet
Show Car Import

When I first started looking for someone to bring my 1957 Chevrolet Show Car from Australia to the UK, I contacted many different companies.

My 1957 Chevrolet is like a son to me. I built it myself with my bare hands. It took 2 years to fully complete at a total cost of over \$100,000 AUS! It's many custom parts and the thousands of hours that went into building it, makes it absolutely irreplaceable. I had to find a company I could trust.

The real reason I chose Millennium Cargo was because of Chadd. From our very first meeting Chadd made me feel comfortable and at ease. His down to earth personality and "what you see is what you get" attitude made me feel certain that I could trust Millennium Cargo with my most prized possession.

My import was handled by a staff member called Ali Askar. He was professional, friendly and went through everything with me, step by step, to help put my mind at ease. Ali kept me in the loop throughout the whole process, calling and emailing me with updates as my car made it's way across the world.

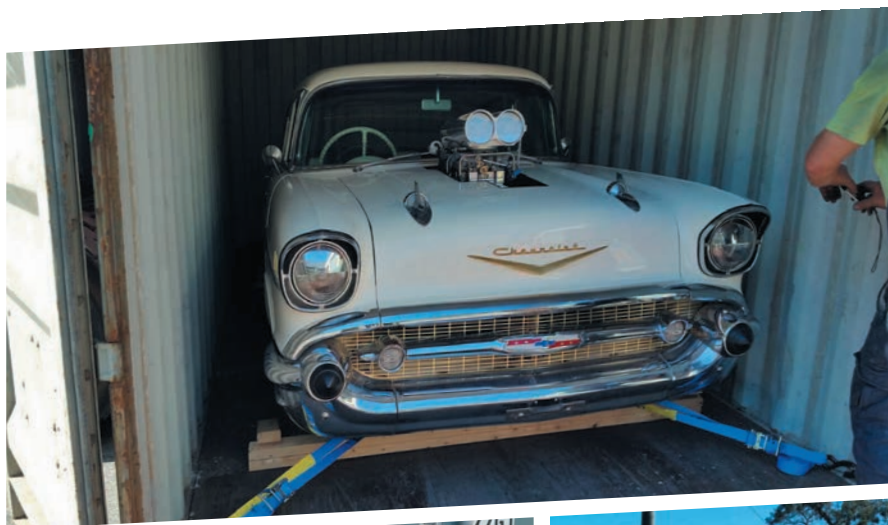
The import process initially looked complicated and difficult, but with Ali's help it was easy. He helped me to understand everything, telling me what to say and what forms to fill out and when. Nothing was too much trouble for him and he was

always willing to give his time to both me and my friend Jason, in Australia.

My Chevy is part of my family, so when it was time to collect my car, it was very emotional for me and my 2 sons. I hadn't seen my car in nearly 4 years, I couldn't wait. Ali made sure I had all the information I needed, checking in with me each step of the way to make sure I was happy. His attention to detail and hard work really paid off. My car was home.

But Ali's support didn't end there. Not long after my car arrived home I found out that I needed a Nova Number from HMRC in order to register my car on UK roads with the DVLA. I didn't have a clue on how to get this number; but I didn't have to stress at all, Ali told me not to panic, to leave it with him, and he would chase HMRC and sort it out for me. I literally couldn't believe my ears. Ali had completed his job from start to finish, everything he promised me, he had delivered and even though they had already been paid in full, good old Ali boy went above and beyond, still insisting on helping me out more and more.

If everyone in the world was like Ali Askar, well then the world would be a much better place. I really can't thank him and Millennium Cargo enough.



Customer Survey

Feedback & Integrity

As part of our ISO9001 accreditation we like to keep a close eye on our KPI's. You'll be pleased to know that we exceeded our yearly KPI's. Our attention has been focused on 'timely delivery', 'timely quotations', 'timely turnaround of bookings' and 'correct documentation'. To ensure we meet these targets time and time again a number of measures and procedures have now been put in place. However, if you'd like us to focus on something else that's important to you then please get in touch.



Fun Facts - Number 3

*Ever wondered what is ACTUALLY interesting about the Freight industry?
It can appear boring... but maybe the below few points may surprise you.*

- 1 The shipping industry accounts for 2% of the UK's GDP, more than restaurants, takeaways and civil engineering.
- 2 On average almost 90% of all goods arrive by ship! This percentage is staggering, it shows just how important this industry is, whether it is the vodka you buy in the Pub or the trainers you wear on your feet, these have arrived to their destination via a freight carrier.
- 3 The largest container ships can cost up to £120 Million to build.
- 4 In the US, there are over 20,000 female long haul truck drivers (Road Freight Drivers) This number shouldn't shock us, we are in the 21st Century after all.
- 5 Container ships can transport up to 15,000 20ft containers at one time. That's one hell of a lot of shoe and make up collections.
- 6 A large container ship has approximately 1,000 times more engine power than your average family car engine.



SALUTE

the Captain



Fun Facts Number 4

SEAFARER DEMOGRAPHICS

Females constitute only about 2% of seafarers.

People from the Philippines make up more than a third of all crews worldwide, with nearly a quarter million at sea.

PROFILE: *Connor Blunt*

We are pleased to announce the appointment of Mr Connor Blunt as our new Freight Administrator. Connor joined Millennium Cargo in August 2015 as our Junior Apprentice where he studied Business Administration NVQ and his placement was at our offices in Birmingham. After successfully completing his course and passing his grades we are delighted to welcome Connor as a fully paid up member of staff since September 2016. We would like you to join us in congratulating this young man on his early success and wish him all the very best as he undertakes his journey into the dark arts of freight forwarding and we sincerely hope he stays with us for many years to come in the future. Connor will be responsible for account management with our current and prospective customers with anything sales and operational related. I am sure he will be introducing himself to everyone over the coming weeks and months. Please do not hesitate to contact him for any assistance.

Email connor@millenniumcargo.com Tel 0121 311 0550



Why not refer a friend

Simply refer a friend to us and when they sign up to use our services you are entitled to a smashing voucher worth £50. We grow our business by referrals and we recognise a good one when we see one. So, if you have a friend who could benefit from deep sea shipping, shipping to America, shipping to Japan, or even shipping to Australia, or anywhere else in the world for that matter, please pass on their details. £50 for a quick email, YES you read it correctly! £50 for a quick email with the details of a friend you think could benefit from our services. It's win-win for everyone! They get a great service, you gain £50 for a quick email and we meet a lovely new customer.

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**We look forward to receiving your referrals
and popping a voucher in the post to you
as soon as your referrals place their first order.**

Happy Referring!



Fancy joining the team?

Millennium is as much about its people as it is about shipping, which is why we are always pleased to hear from dynamic individuals pro actively looking for their next career move and businesses interested in joining forces as part of our regional office venture.

So, if you would like to work with a growing company, one dedicated to developing and rewarding its staff then we would love to hear from you.

**Please contact chadd@millenniumcargo.com
and tell us more about you or your team.**

All Aboard the China to London Freight Train



The first ever direct freight train from China to the UK arrived to a fanfare in Barking, East London last month. The train, carrying millions of pounds worth of socks, cloth, bags, and household goods, took a total of 18 days to reach the UK from the manufacturing city of Yiwu. It has travelled more than 7,500 miles across seven countries and through the Channel Tunnel to reach

London. London is the 15th European city to be served by freight trains from China. The 34-carriage train reportedly contained £4 million worth of commodities coming directly from the factory floors of Yiwu, where over 60 per cent of the world's Christmas goods are made or sold. The eastern city is the source of countless items in most British homes. Differing rail gauges in different countries means no single train can travel the whole route and the containers have to be reloaded at various stages. The Chinese locomotive is named after a famous quote from the communist revolutionary leader Mao Zedong: "The east wind will prevail over the west wind." What will this mean for Container Ships and Airfreight business in the future I wonder?

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MILLENNIUM WORD SEARCH COMPETITION

WIN £50 M&S VOUCHERS!

Return your completed word search to us by 30th April 2017 to be in with the chance of winning the £50 prize. Come on all you eagle eyed word searchers out there, keep them peeled and put pen to paper before you forget.

Good luck. We look forward to receiving your entry!

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IMPORT
AIR
EXPORT
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