

“Attention to detail and a personal service give Genesis the edge” says **Alan Campbell**

Genesis Delivers Under Pressure



Aberdeen is the industrial hub of the energy industry in the UK. Oil, natural gas, drilling equipment and other tools essential to energy extraction enter and leave Aberdeen on a daily basis. The role of the freight forwarder is to find the best solutions for companies who import or export these goods.

Alan Campbell, Regional Manager for Genesis Scotland, has been involved in freight forwarding in the area for over twenty years. As a result he knows what qualities are vital to provide the best service.

“Over the years I have learned that flexibility, willingness to listen to the customers’ requirements and working with them to find solutions are what give Genesis the edge in a competitive market.”

Since the company’s foundation, Genesis Forwarding Services’ mixture of complete global coverage with a personal service has provided the right logistics solutions for companies across a spectrum of industries. The Genesis team have years of operational experience and are adept at solving difficult logistical problems. Colin can cite several examples of where Genesis has exceeded

customer expectations. “Genesis received a call from a survey ship vessel operator in Houston at 1700 hrs on a Friday. They had a small carton of emergency spares located in Newcastle, UK, which were needed in Mobile, Alabama, the following day. The ship could not sail without these breakdown parts.”

“Within an hour Genesis staff had the package collected from Newcastle by the ‘hot shot’ driver. A specialist on-board courier travelled to Heathrow to receive the package.”



“Genesis flew the on-board courier out to Atlanta on Saturday morning where **Chris Schumacher**, Branch Manager of Genesis Houston, had arranged for a passenger and baggage "ramp transfer" from the Atlanta flight. The courier was met by a taxi upon arrival and the spares were hand-delivered to the Chief Maintenance Engineer by 1430 hrs on Saturday.”

Incredibly, all of this took place within twenty four hours.

Genesis has wholly owned offices and partnerships throughout Europe, USA, Asia Pacific and the Middle East. As a result Genesis is able to put together solutions that offer tremendous value to their customers.

“On another occasion Genesis received a call from a supplier in Aberdeen who had three reels of cable at 1500 kgs which were needed in Boston the following day. The overseas client had contacted their forwarder who told them this was not possible. Genesis was passed the enquiry and within 30 minutes had the cargo loaded on board a vehicle to Heathrow.”

“Genesis had arranged extended close out with the airline to ensure the cargo flew on the early morning flight to Boston. The export airfreight documents were scanned to the Genesis brokerage team in the USA who had the shipment pre-cleared. This meant that effectively the shipment cleared US Customs "on touch down". The consignment was safely delivered to the consignee in Rhode Island by 1700 hrs.”

Another successful door to door delivery by Genesis. From the North East of Scotland to the USA, in less than 24 hours! When you have the resources and the attention to detail that Genesis staff has it’s all in a day’s work.



Alan Campbell



Chris Schumacher